



Metro®

*Watch online: <http://boardagendas.metro.net>
Listen by phone: Dial 888-251-2949 and enter Access Code:
8231160# (English) or 4544724# (Español)*

Agenda - Final

Thursday, September 15, 2022

12:30 PM

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

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

Holly J. Mitchell, Chair

Tim Sandoval, Vice Chair

Mike Bonin

Paul Krekorian

Sheila Kuehl

Gloria Roberts (Interim), non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

ADA REQUIREMENTS

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

LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 922-4600 or (323) 466-3876. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

HELPFUL PHONE NUMBERS

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department)

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - www.metro.net

TDD line (800) 252-9040

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

Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 12:00 PM Pacific Time on September 15, 2022; 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#
Spanish Access Code: 4544724#

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

Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 12:00 PM, hora del Pacifico, el 15 de Septiembre de 2022. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 y ingrese el codigo
Codigo de acceso en ingles: 8231160#
Codigo de acceso en espanol: 4544724#

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

Written Public Comment Instruction:

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

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

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, and 41.

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

CONSENT CALENDAR

31. SUBJECT: WASTE MANAGEMENT SERVICES

[2022-0410](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award an indefinite delivery indefinite quantity Contract No. OP809690008370, for the North and South Regions, combined, to Consolidated Disposal Service, L.L.C. dba Republic Service, to provide systemwide waste management services. The contract not-to-exceed amount is \$7,107,207 for the five-year base period, and \$2,950,875 for the one, two-year option term, for a combined not-to-exceed amount of \$10,058,082, effective November 1, 2022, through October 31, 2029, subject to resolution of protest(s), if any.

Attachments:

[Attachment A - Item 18.1, Report No. 2020-0370](#)

[Attachment B - North and South Regions Service Area Maps](#)

[Attachment C - Procurement Summary](#)

[Attachment D - DEOD Summary](#)

32. SUBJECT: P3010 AUXILIARY CONVERTER SPARES

[2022-0527](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 24-month firm fixed unit price Contract No. SP88119000, to Powertech Converter Corporation (Powertech) for the purchase of ten (10) new Auxiliary Converters in support of the P3010 Light Rail Vehicle (LRV) fleet for a total contract amount of \$977,586.52, inclusive of sales tax; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

33. **SUBJECT: P3010 LIGHT RAIL FLEET FRICTION BRAKE AND AIR COMPRESSOR OVERHAUL** [2022-0425](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 60-month, Indefinite Delivery Indefinite Quantity Contract No MA78165000 to Knorr Brake Company (KBC) for component overhaul services of the P3010 light rail vehicle (LRV) friction brake and air compressor system, for a total not-to-exceed amount of \$29,427,487; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

34. **SUBJECT: ENGINE PISTON KITS** [2022-0456](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA85347000 to Cummins, Inc. the responsive and responsible bidder for Engine Piston Kits. The contract's one-year base amount is \$581,774 inclusive of sales tax, and the one-year option amount is \$596,330, inclusive of sales tax, for a total contract amount of \$1,178,104, subject to resolution of protest(s), if any.

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

35. **SUBJECT: METRO B (RED) LINE PROGRAM STATION STOP SYSTEM** [2022-0474](#)

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a firm-fixed-price contract, Contract No. OP 86946-2000, to B&C Transit to replace the existing Metro B (Red) Line Program Station Stop (PSS) system in the

amount not-to-exceed \$1,281,500, inclusive of sales tax; and

- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

- 36. SUBJECT: AUTOMATED PUBLIC TOILETS ROUTINE MAINTENANCE AND REPAIR SERVICES** [2022-0483](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole source firm fixed price Contract No. OP850488370000 for Automated Public Toilets (APTs) maintenance services with Public Facilities and Services, Inc. for a not-to-exceed amount of \$1,393,540 for the contract five-year base period, effective December 1, 2022.

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

- 37. SUBJECT: ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE** [2022-0485](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 7 to Contract No. PS46172000, with Gannett Fleming Transit & Rail Systems, for engineering support of transit infrastructure maintenance to increase the total contract not-to-exceed spending authority by \$5,000,000 from \$26,000,000 to \$31,000,000.

Attachments: [Attachment A - List of Supported Project Uses](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - Contract Modification Change Order Log](#)
 [Attachment D - List of Task Orders and Values](#)
 [Attachment E - DEOD Summary2](#)

- 38. SUBJECT: IGNITION CONTROL MODULE** [2022-0394](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite

Delivery/Indefinite Quantity (IDIQ) Contract No. MA86135000 to Cummins, Inc., who was the responsive and responsible bidder, for ignition control modules. The contract's first-year base amount is \$548,316 inclusive of sales tax, and the one-year option amount is \$562,024, inclusive of sales tax, for a total contract amount of \$1,110,340, subject to resolution of protest(s), if any.

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

39. **SUBJECT: MEMBERSHIP ON METRO'S SAN GABRIEL VALLEY SERVICE COUNCIL** [2022-0512](#)

RECOMMENDATION

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

Attachments: [Attachment A - Listing of Nominee's Qualifications](#)
 [Attachment B - Nomination Letter](#)

40. **SUBJECT: AGENCY ENTERPRISE SECURITY ARCHITECTURE ASSESSMENT** [2022-0511](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a professional service firm-fixed price Contract No. PS77693-3000 to Regents & Park, in the amount of \$1,259,400, subject to resolution of protest(s), if any.

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

41. **SUBJECT: TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES FOR THE P2000 LIGHT RAIL VEHICLE OVERHAUL/MIDLIFE MODERNIZATION PROGRAM** [2022-0459](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 19 to Contract No. PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for technical and program management support services in support of the P2000 Light Rail Vehicle (LRV) Overhaul/Midlife Modernization Program to increase the Not-To-Exceed (NTE) contract price by \$1,231,187.71 from \$5,829,626 to \$7,060,813.71 to support project activities for 9 months, through June 30, 2023.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification Log](#)
 [Attachment C - DEOD Summary](#)
 [Attachment D - Metro 2022 EFC Map](#)

NON-CONSENT

42. **SUBJECT:** **OPERATIONS EMPLOYEES OF THE MONTH** [2022-0475](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

43. **SUBJECT:** **ORAL REPORT ON OPERATIONS AND SERVICE
 RESTORATION UPDATE** [2022-0476](#)

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring, service restoration and Bienvenidos a Metro Program (Attachment A and B).

Attachments: [Attachment A - Bienvenidos a Metro Program](#)
 [Attachment B - Presentation](#)

44. **SUBJECT:** **PUBLIC SAFETY ADVISORY COMMITTEE EVALUATION
 AND NEXT STEPS** [2022-0583](#)

RECOMMENDATION

RECEIVE AND FILE the:

A. Public Safety Advisory Committee (PSAC) Impact Evaluation Report (Attachment A); and

B. CEO Work Plan in response to the Report recommendations.

Attachments: [Attachment A - PSAC Impact Evaluation Report](#)
 [Attachment B - PSAC Application](#)
 [Presentation](#)

45. **SUBJECT:** **ORAL REPORT ON MICROTRANSIT** [2022-0424](#)

RECOMMENDATION

RECEIVE oral report on MicroTransit service update.

Attachments: [Presentation](#)

46. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2022-0500](#)

RECOMMENDATION

RECEIVE AND FILE Public Safety Report.

Attachments: [Attachment A - Onboard Bus Safety Strategies](#)
 [Attachment B - August 17, 2022 PSAC General Meeting Minutes](#)
 [Attachment C - Systemwide Law Enforcement Overview July 2022](#)
 [Attachment D - MTA Supporting Data July 2022](#)
 [Attachment E - Transit Police Summary July 2022](#)
 [Attachment F - Monthly Bi-Annual Annual Comparison July 2022](#)
 [Attachment G - Violent Prop and Part 1 Crimes July 2022](#)
 [Attachment H - Demographics Data July 2022](#)
 [Attachment I - Bus Rail Operator Assaults July 2022](#)
 [Attachment J - Sexual Harassment Crimes July 2022](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2022-0593](#)

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 #: 2022-0410, File Type: Contract

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: WASTE MANAGEMENT SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award an indefinite delivery indefinite quantity Contract No. OP809690008370, for the North and South Regions, combined, to Consolidated Disposal Service, L.L.C. dba Republic Service, to provide systemwide waste management services. The contract not-to-exceed amount is \$7,107,207 for the five-year base period, and \$2,950,875 for the one, two-year option term, for a combined not-to-exceed amount of \$10,058,082, effective November 1, 2022, through October 31, 2029, subject to resolution of protest(s), if any.

ISSUE

The existing contract is currently being extended on a month-to-month basis as previously approved by Metro Board of Directors. To continue providing the required integrated waste management services, a new contract award for the North and South Regions combined is required effective November 1, 2022, replacing the existing system-wide contract. This action is necessary to allow the contractor ample time to acquire and mobilize new trash and recycling bins for all Metro facilities in accordance with the new contract requirements.

BACKGROUND

The existing waste management services contract was due to expire on October 31, 2020. On May 28, 2020, the Metro Board of Directors approved a motion to reject staff's recommendation for Item 18 (Attachment A) to approve contract award for Waste Management Services, extend the current contract with Republic Services on a month-to-month basis and resolicit the contract including past performance to include safety, labor, and environmental standards at least as stringent as the City of Los Angeles waste hauling franchise system as part of the selection criteria.

Metro has been working diligently and collaborating with the City of Los Angeles staff to review and enhance contract requirements, modify performance measures and evaluate Metro's rapidly expanding service area.

DISCUSSION

On December 16, 2021, a solicitation for two (2) waste management services contracts was released, splitting Metro's service area into two (2) geographical regions, the North and South regions, to enhance competition and small business participation. Two (2) outreach events were conducted before the release of the solicitation to provide an overview of the two (2) regional contracts' scope of work, service area, performance requirements, and evaluation criteria.

The new contract recommended for the award includes transportation and recycling or disposal of solid waste from Metro facilities, providing roll-off containers and dumpsters, and requiring monthly diversion reports submission. There are a total of 244 trash bins and 78 recycling bins of various sizes distributed throughout 77 Metro facilities and locations. Most containers are serviced on a regular schedule, while others are on an on-call as-needed basis.

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

Currently, all local government organizations in California are required to divert at least 50% of their waste from landfills. To meet this requirement, Metro's trash-hauling contractor separates and recycles suitable materials from waste materials it collects from all Metro operating, support, office, and passenger facilities. This contract sets goals to improve and exceed the 50% waste diversion requirements over the next seven (7) years.

Further improvements include incorporating City of Los Angeles Waste Hauling Franchise system standards and requirements of transfer, disposal, and processing facilities certified by the City of Los Angeles and the required vehicles to be utilized for service delivery. In addition, the contractor is required to submit a plan to ensure service continuity during emergency events, and an annual safety and training plan.

The new contract's seven-year base term not-to-exceed amount of \$10,058,082 is 13% below the Independent Cost Estimate (ICE) and 23% above the existing contract value awarded nine (9) years ago.

To continue providing the required waste management services, the award of the contract is required effective November 1, 2022. This action is necessary to allow the contractor under the new North and South Regions contract ample time to acquire and mobilize new trash and recycling bins for all Metro facilities, in accordance with the new contract requirements.

DETERMINATION OF SAFETY IMPACT

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

FINANCIAL IMPACT

Funding of \$1,226,026 for systemwide waste management services is included in the FY23 budget in 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 Deputy COO, Administration and Development will be accountable for budgeting the costs for future years.

Impact to Budget

The current source of funds for this action includes State and Local funds, including Fares. These funding sources ensure the best allocation given approved funding provisions and guidelines.

EQUITY PLATFORM

As part of the North and South Regions contract solicitation, two (2) Metro Connect Industry Forum Outreach events were conducted on November 17 and December 15, 2021, respectively to enhance competition and small business participation. The waste management contract will provide services that are expected to improve the working conditions for Metro facility and division employees, as well as cleanliness for public members using Metro facilities. There are no anticipated equity impacts from this contract.

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Republic Services made a 7% SBE and 3% DVBE participation commitment for the North and South Regions contract.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service, impacting Metro's system safety, cleanliness, operations, and customer experience.

NEXT STEPS

Upon approval by the Board, staff will execute Contract OP809690008370 with Republic Service to provide integrated waste management services systemwide effective November 1, 2022.

ATTACHMENTS

Attachment A -Item 18.1, Report No. 2020-0370 - Recap of Proceedings of the May 28, 2020, Metro Board of Directors Meeting

Attachment B - North and South Regions' Service Area Maps

Attachment C - Procurement Summary

Attachment D - DEOD Summary

Prepared by:

Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765

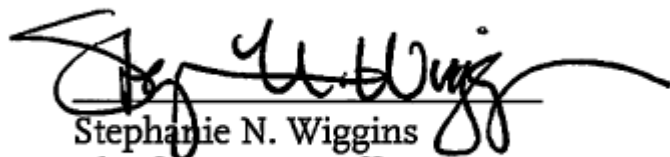
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

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

Lilia Montoya, Deputy Chief Operations Officer, Administration, and Development, (213) 922-4061

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2020-0370, **File Type:** Motion / Motion Response

Agenda Number: 18.1.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2020

Amending Motion by:

DIRECTOR BONIN

Related to Item 18: Waste Management Services

SUBJECT: WASTE MANAGEMENT SERVICES

RECOMMENDATION

Approve Substitute Motion by Director Bonin directing the CEO to:

Reject staff recommendation from Item 18. Extend the current contracts with Republic Services on a month to month basis; resolicit the contract including past performance to include safety, labor, and environmental standards at least as stringent as the City of Los Angeles waste hauling franchise system as part of selection criteria.



Virtual Meeting

RECAP of Proceedings

Thursday, May 28, 2020

10:00 AM

Board of Directors - Regular Board Meeting

DIRECTORS PRESENT:

**James Butts, Chair
Eric Garcetti, Vice Chair
Hilda Solis, 2nd Vice Chair
Kathryn Barger
Mike Bonin
Jacquelyn Dupont-Walker
John Fasana
Robert Garcia
Janice Hahn
Paul Krekorian
Sheila Kuehl
Ara Najarian
Mark Ridley-Thomas
Gloria Roberts, non-voting member
Phillip A. Washington, Chief Executive Officer**

CALLED TO ORDER: 10:13 A.M.

ROLL CALL

1. APPROVED Consent Calendar Items: 2, 6, 7, 8, 9, 11, 15, 17, 22, 23, 24, 25, 26, 27, 30, 31, 32, 38, and 38.1.

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

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y	Y	Y

2. SUBJECT: MINUTES

2020-0315

APPROVED ON CONSENT CALENDAR Minutes of the Regular Board Meeting held April 23, 2020.

3. SUBJECT: REMARKS BY THE CHAIR

2020-0362

RECEIVED remarks by the **Chair**.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
P	P	P	P	P	P	P	P	P	P	P	P	P

4. SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER

2020-0363

RECEIVED report by the **Chief Executive Officer**.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
P	P	P	P	P	P	P	P	P	P	P	P	P

PK = P. Krekorian	HS = H. Solis	KB = K. Barger	RG = R. Garcia
JF = J. Fasana	JB = J. Butts	JDW = J. Dupont-Walker	
JH = J. Hahn	EG = E. Garcetti	MRT = M. Ridley-Thomas	
MB = M. Bonin	SK = S. Kuehl	AN = A. Najarian	

LEGEND: Y = YES, N = NO, C = HARD CONFLICT, S = SOFT CONFLICT ABS = ABSTAIN, A = ABSENT, P = PRESENT

5. SUBJECT: SAN GABRIEL VALLEY TRANSIT FEASIBILITY STUDY 2020-0255

RECEIVED AND FILED the response to Board Motion Item 8.1 (Attachment A, Legistar File 2020-0172) on the February 2020 Board report, Eastside Transit Corridor Phase 2 (Attachment B, Legistar File 2020-0027) directing staff to:

- 1) Prepare a feasibility study to evaluate high-quality transit service options to serve the San Gabriel Valley, and
- 2) Include recommendations for a Funding Plan for the San Gabriel Valley and Gateway Cities subregions that encompasses Measure R and Measure M funding for Eastside Transit Corridor Phase 2 to demonstrate subregional equity.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

5.1. SUBJECT: SAN GABRIEL VALLEY TRANSIT FEASIBILITY STUDY 2020-0368

APPROVED Amending Motion by Directors Solis, Fasana, and Barger

WE THEREFORE MOVE that the Board direct the CEO to report back in 30 days with recommendations to transfer funding to the San Gabriel Valley Council of Governments as part of the FY21 budget for the procurement and completion of the Feasibility Study. Recommendations should include provisions typical of Metro procurements such as small, disadvantaged, and/or disabled veteran business enterprise goals.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

6. SUBJECT: HIGHWAY PROGRAM PROJECT DELIVERY PROFESSIONAL SERVICES ON-CALL 2020-0276

AUTHORIZED the Chief Executive Officer to:

- A. AWARD four, three-year base on-call contracts, with two, one-year option terms, Contract Nos. AE67946000, AE67946001, AE67946002, AE67946003 to HNTB Corporation, Parson Transportation Group, TranSystems Corporation and WKE, Inc. respectively, for a total not-to-exceed amount of \$40,000,000 for the initial three-year base contract, and \$5,000,000 for each one-year option term, for a total not to exceed amount of \$50,000,000, for Highway Program Project Delivery Support Services and other related work, subject to resolution of protest(s), if any, and

(continued on next page)

(Item 6 – continued from previous page)

- B. EXECUTE or delegate the execution of Task Orders within the approved not to exceed cumulative value of \$50,000,000.

JF	PK	MB*	RG*	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	C	Y	Y	Y	C	C	Y	C	A	Y	C	Y

* SELECTED UNDER RULE OF NECESSITY.

7. SUBJECT: DRAFT 2020 LONG RANGE TRANSPORTATION PLAN 2019-0882

APPROVED ON CONSENT CALENDAR the release of Draft 2020 Long Range Transportation Plan (LRTP) for public comment.

8. SUBJECT: FIRST/LAST MILE PLAN FOR PURPLE LINE EXTENSION SECTIONS 2 & 3 2020-0111

APPROVED ON CONSENT CALENDAR:

- A. ADOPTING First/Last Mile Plan for Purple Line Extension Sections 2 & 3; and
- B. DIRECTING staff to return to the Board with implementation recommendations following completion of the First/Last Mile Guidelines.

9. SUBJECT: METRO AFFORDABLE TRANSIT CONNECTED HOUSING PROGRAM 2020-0208

APPROVED ON CONSENT CALENDAR:

- A. APPROVING revisions to the Metro Affordable Transit Connected Housing Program (MATCH Program), as further described in Attachment A; and
- B. AUTHORIZING the CEO or his designee to execute necessary agreements and amendments to agreements related to the MATCH Program.

10. SUBJECT: I-710 ADDITIONAL FUNDING FOR THE DESIGN PHASE OF THE SHOEMAKER BRIDGE REPLACEMENT PROJECT 2020-0326

APPROVED programming of additional \$12.9 million in Measure R I-710 Early Action projects funds for the design phase of the Shoemaker Bridge Replacement Project (Project); and

EXECUTE the necessary agreement(s) with the City of Long Beach to advance the Project.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

11. SUBJECT: CENTINELA GRADE SEPARATION**2020-0199**

APPROVED ON CONSENT CALENDAR:

- A. RECEIVING AND FILING the Centinela Grade Separation Screening Analysis for Design Concepts/Engineering Design Report;
- B. APPROVING Project Definition as an Aerial Grade Separation at the Florence/Centinela Crossing of the Crenshaw/LAX Line supported by Bus Bridging during the Construction Period;
- C. FILING an environmental Statutory Exemption pursuant to CEQA;
- D. Authorizing staff to proceed with preliminary engineering and final design services on the Centinela Grade Separation. This is not a request for construction funding.

12. SUBJECT: MANAGEMENT AUDIT SERVICES FY 2020 THIRD QUARTER REPORT**2020-0293**

RECEIVED AND FILED Management Audit Services (MAS) quarterly report for the period ending March 31, 2020.

(FORWARDED FROM MAY FINANCE, BUDGET, AND AUDIT COMMITTEE DUE TO LACK OF QUORUM)

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

13. SUBJECT: CONTINUING RESOLUTION FOR FISCAL YEAR 2021 BUDGET**2020-0310**

- A. ADOPTED a continuing resolution to extend FY20 budget authorization for one quarter into FY21 until September 2020 when Fiscal Year 2021 (FY21) budget is considered for Board adoption
- B. AUTHORIZED the CEO to execute the adopted continuing resolution through first quarter of FY21 until October 1, 2020
- C. AUTHORIZED the extension of all annual Operating and Fare subsidy Memorandums of Understanding (MOUs) subject to available funds until such time as the FY21 budget is adopted

(FORWARDED FROM MAY FINANCE, BUDGET, AND AUDIT COMMITTEE DUE TO LACK OF QUORUM)

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	A	Y	Y	Y	Y	Y	Y	Y	Y	Y

WITHDRAWN ITEM 13.1:

13.1.SUBJECT: REDONDO BEACH TRANSIT CENTER URGENCY MOTION2020-0378

RECOMMENDATION

~~APPROVE Motion by Directors Butts and Hahn that the Board:~~

~~Approve authorizing funding of additional \$2.75 million from the South Bay Measure M TSMIP II MSP account for the SBCCOG Redondo Beach Transit Center project with the Measure R Operational Highway funds programming in June.~~

15. SUBJECT: MEMBERSHIP ON METRO'S SAN FERNANDO VALLEY SERVICE COUNCIL 2020-0313

APPROVED ON CONSENT CALENDAR Leslie Aguirre for membership on Metro's San Fernando Valley Service Council.

17. SUBJECT: P2000 COUPLER ASSEMBLY OVERHAUL 2020-0103

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to award a 60-month, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA6264000, to Wabtec Passenger Transit Corporation, Spartanburg, South Carolina, for P2000 Light Rail Vehicle (LRV) Coupler Assembly overhaul services. This award is a not-to-exceed amount of \$2,895,984 subject to resolution of protest(s), if any.

18. SUBJECT: WASTE MANAGEMENT SERVICES 2020-0312

REJECTED:

AUTHORIZING the Chief Executive Officer to:

- A. AWARD an indefinite delivery indefinite quantity Contract No. OP1484230003367 to American Reclamation, Inc. to provide waste management services throughout Metro B Line (Red), Metro G Line (Orange), Pasadena L Line (Gold) and various bus and rail locations within the geographical area, specified as the North Region, for a not-to-exceed amount of \$3,904,317 for the five-year base period, and \$1,571,479 for the one, two-year option term, for a combined not-to-exceed amount of \$5,475,796, effective June 1, 2020 through May 31, 2027, subject to resolution of protest(s), if any; and
- B. AWARD an indefinite quantity/delivery Contract No. OP1484240003367 to American Reclamation, Inc. to provide waste management services

(continued on next page)

(Item 18 – continued from previous page)

throughout Metro A Line (Blue), Metro C Line (Green), E Line (Expo), Gateway Headquarters Building and various bus and rail locations within the geographical area, specified as the South Region, for a not-to-exceed amount of \$3,218,989 for the five-year base period, and \$1,325,033 for the one, two-year option term, for a combined not-to-exceed amount of \$4,544,022, effective June 1, 2020 through May 31, 2027, subject to resolution of protest(s), if any.

18.1. SUBJECT: WASTE MANAGEMENT SERVICES

2020-0370

Approved Substitute Motion by Director Bonin directing the CEO to:

Reject staff recommendation from Item 18. Extend the current contracts with Republic Services on a month to month basis; resolicit the contract including past performance to include safety, labor, and environmental standards at least as stringent as the City of Los Angeles waste hauling franchise system as part of selection criteria.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	C	C	Y	C	C	Y	A	N

20. SUBJECT: 2020 LOS ANGELES CONSTRUCTION MARKET ANALYSIS

2020-0212

RECEIVED AND FILED status report on the 2020 Los Angeles Construction Market Analysis report.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

22. SUBJECT: SOUNDWALL PACKAGE 11 HIGHWAY PROJECT ACTION: CONTRACT MODIFICATION

2020-0284

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

EXECUTE Modification No. 19 to Contract No. C39033C1101-2 Soundwall Package 11 Highway Project for work above and beyond the original scope of services. This additional work is within the LOP budget and increases the total contract price in the amount of \$860,000, from \$66,041,760 to \$66,901,760.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
		C										

23. SUBJECT: SYSTEMS ENGINEERING AND SUPPORT SERVICES**2020-0170**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

- A. An increase in total authorized funding for Contract No. AE47810E0128 with SECOTrans (Joint Venture of LTK Engineering Services, NBA Engineering Inc., Pacific Railway Enterprises Inc., and Ramos Consulting Services, Inc), for pending and future Task Orders to provide systems engineering and support services in the amount of \$22,500,000 for 1 year, increasing the total contract value from \$43,932,000 to \$66,432,000 through Fiscal Year 2021; and
- B. The Chief Executive Officer (CEO) or designee to execute individual Task Orders and Contract Modifications within the Board approved contract funding amount.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
					C				C			

24. SUBJECT: TUNNEL ADVISORY PANEL**2020-0267**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

- A. Execute Contract Modification No. 11 to Contract No. PS-2020-1055 with **Dr. Geoffrey R. Martin for the continuation of Tunnel Advisory Panel Services**, in an amount not-to-exceed \$910,475, increasing the total contract value from \$2,090,006 to \$3,000,481 and extend the contract from July 1, 2020 to June 30, 2023;
- B. Execute Contract Modification No. 6 to Contract No. PS-8510-2493 with **Dr. Edward J. Cording, for the continuation of Tunnel Advisory Panel Services**, in an amount not-to-exceed \$923,457, increasing the total contract value from \$2,075,778 to \$2,999,235 and extend the contract from July 1, 2020 to June 30, 2023; and
- C. Negotiate and Execute sole source Contract No. PS-1620-1000, with **Dr. Thomas O'Rourke**, for Tunnel Advisory Panel Services, in an amount not-to-exceed \$947,457, from June 1, 2020 to June 30, 2023.

25. SUBJECT: PROGRAM MANAGEMENT SUPPORT SERVICES**2020-0283**

AUTHORIZED ON CONSENT CALENDAR:

- A. An increase in authorized funding for Contract No. AE35279 with Kal Krishnan Consulting Services/Triunity Engineering and Management Joint Venture (KTJV), for pending and future Contract Work Orders to provide Program Management Support Services (PMSS) in an amount not-to-exceed \$12,041,501, increasing the current authorized funding limit from \$51,306,204 to \$63,347,705 through FY21;
- B. The Chief Program Management Officer or designee to execute individual Contract Work Orders (CWOs) and Contract Modifications within the Board approved contract funding amount.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
								C	C			

**26. SUBJECT: SUPPLEMENTAL ENGINEERING SERVICES (SES)
CONSULTANT SERVICE CONTRACT****2020-0286**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

- A. EXERCISE a one-year extension option for Task Order Contract No. AE36687 with Mott MacDonald Group for Supplemental Engineering Services for Engineering Design of Rail and Highway Transportation Projects, extending the period of performance from June 22, 2020 through June 22, 2021.
- B. INCREASE the total contract value for Contract No. AE36687 with Mott MacDonald Group for Supplemental Engineering Services for Engineering Design for Rail and Highway Transportation Projects not-to-exceed \$2,500,000 increasing the total contract value from \$15,000,000 to \$17,500,000. Work will only be authorized by specific task orders, funded by specific project budgets.
- C. NEGOTIATE and EXECUTE Task Orders and modifications within the Board approved contract amount.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
		C	C		C							

27. SUBJECT: CRENSHAW/LAX CLOSE OUT PROJECT**2020-0320**

ADOPTED ON CONSENT CALENDAR the Life-of-Project (LOP) budget of \$30,000,000 for a new Crenshaw/LAX Close Out Project.

30. SUBJECT: MEDICAL CLINIC SERVICES**2020-0264**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to increase Contract Modification Authority (CMA) specific to the contracts listed below to continue providing medical examinations and drug and alcohol collections for employees and job candidates, increasing the total cumulative not-to-exceed contract amounts by \$850,000 from \$5,321,075 to \$6,171,075:

Contract No.	Contractor
PS62402786A	Concentra Medical Center - Commerce (formerly U.S. Healthworks Commerce)
PS62402786B	Concentra Medical Center - Los Angeles (formerly U.S. Healthworks - Los Angeles)
PS62402786C	Concentra Medical Center - Van Nuys (formerly U.S. Healthworks - Van Nuys)
PS62402786E	ProHealth-Glendale Occupational Medical Group (formerly Glendale Memorial Occupational Medical Group)
PS62402786F	CareOnSite

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
											C	

31. SUBJECT: FILMING LIAISON ON THE METRO SYSTEM**2020-0282**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to award Contract No. PS66940000 for filming liaison services to The Hollywood Locations Company, Inc. for 5 years, generating an estimated \$1,500,000 revenue for Metro, subject to resolution of protest(s), if any.

32. SUBJECT: METRO SYSTEM ADVERTISING (LICENSE TO SELL AND DISPLAY ADVERTISING ON BUS AND RAIL)**2020-0306**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

- A. EXECUTE Modification No. 3 to Contract No. PS41099B - License to Sell and Display Advertising on Metro Bus System, with OUTFRONT Media Group, LLC, to temporarily replace the minimum annual guarantee (MAG) payments to Metro, as required by the Contract, with monthly payments of 55% of actual sales revenues, from May 15, 2020 to December 31, 2020, and to re-schedule the May 2020 payment from May 15, 2020 to May 30, 2020; and

(continued on next page)

(Item 32 – continued from previous page)

- B. EXECUTE Modification No. 1 to Contract No. PS41099R - License to Sell and Display Advertising on Metro Rail System, with Intersection Parent, to temporarily replace the minimum annual guarantee (MAG) payments to Metro, as required by the Contract, with monthly payments of 55% of actual sales revenues from May 15, 2020 to December 31, 2020, and to re-schedule the May 2020 payment from May 15, 2020 to May 30, 2020.

33. SUBJECT: MOBILITY ON DEMAND PILOT PROJECT

2020-0349

RECEIVED AND FILED Mobility on Demand Pilot Project report.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

34. SUBJECT: ORAL REPORT ON COVID-19 SERVICE UPDATE

2020-0102

RECEIVED oral report on COVID-19 Service Update.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

34.1. SUBJECT: COST CONTROL PERTAINING TO COVID-19

2020-0380

Reviewed and Approved the CEO's call to action to control costs pertaining to COVID-19 as amended by Directors Hahn, Garcetti, Butts, Solis, and Garcia's motion to add the following provisions:

- A. Advance Bucket 2 projects towards shovel-ready, consistent with the Measure M expenditure plan, and within the parameters of the FY 21 Budget Continuing Resolution;
- B. Report to the Executive Management Committee in August 2020 with an update on Metro's project acceleration program, including how Metro will ensure projects will be able to compete for any federal infrastructure recovery funding; and
- C. Projects listed in Bucket 2 shall be included in the proposed FY 21 Budget to be presented to the Board in September. Any request for further deferral or recommendations on the acceleration of Bucket 2 projects will require justification as part of the Budget.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

APPROVED Motion by Directors Garcetti, Solis, Hahn, Kuehl and Butts as amended directing the CEO to:

- A. Provide relief for current frequent riders by initiating the sale of promotional passes at 50% the cost of full-price passes:
 1. Promotional Day Pass: \$3.50
 2. Promotional 7-Day Pass: \$12.50
 3. Promotional 30-Day Pass: \$50.00;
- B. Provide these promotional passes for not less than six months from the date regular boarding practices resume;
- C. In conjunction with the debut of these promotional passes, suspend the sale of full-price passes;
- D. Prepare a marketing plan to engage frequent riders on these fare changes, with particular focus on helping cash-paying frequent riders take advantage of these promotional fare products and transition to cashless, TAP-enabled payments;
- E. Develop recommendations for cost reductions of the Regional EZ Pass (Base and Zones 1 through 15) that meet the same affordability goals as the 50% pass reductions above;
- F. Report to the Executive Management Committee within 120 days after the initiation of the sale of promotional passes with a report on the status of pass sales and recommendations for permanent reductions to the cost of full-price passes that promote affordability by making break-even points more in line with industry standards; and
- G. Report to the Board in 120 days with an implementation plan for a fare capping/best fare system that allows riders to take advantage of pass products without having to put up money upfront.

SOLIS AMENDMENT:

- H. Report back to the Board in 30 days with recommendations to temporarily lower fares for all Metro-provided mobility services consistent with the reduced prices of passes in order to support riders once regular boarding practices resume. The report should consider recommendations to welcome back riders to Metro services as well as further adjustments as necessary to the price of promotional passes stated in Directive A in order to maintain high affordability.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

38. SUBJECT: CRENSHAW/LAX TRANSIT PROJECT**2020-0319**

APPROVED ON CONSENT CALENDAR amending the Life-of-Project (LOP) budget by \$90,000,000 for the Crenshaw/LAX Transit Project (Project) of \$2,058,000,000 to \$2,148,000,000, consistent with the provisions of the Board-adopted Measure R and Measure M Unified Cost Management Policy (Attachment B).

38.1. SUBJECT: CRENSHAW/LAX TRANSIT PROJECT**2020-0356**

APPROVED ON CONSENT CALENDAR Amending Motion by Directors Garcetti, Butts, Garcia and Hahn directing the CEO to:

- A. Allocate \$33.1 million of CMAQ, plus the revenue generated from LAWA acquisition of property and easements (at least \$1.7 million) to fund immediate LOP budget needs on the Crenshaw/LAX project.
- B. After taking CMAQ and LAWA-generated revenues off the top, approve the use of Subregional Equity Program (SEP) funding for the remainder of the \$90 million Crenshaw/LAX LOP budget increase, subject to formal approval from each subregion's governing body and according to the 2016 subregional borders designating the LAX area as a Regional Facility and conforming the South Bay subregion to the South Bay COG's boundaries:

Subregion	Miles	Percent
Central Los Angeles	3.40	41.4%
South Bay	3.32	40.4%
Regional Facility: LAX Area	1.50	18.2%
Total	8.22	100.0%

These SEP funds shall be escalated from 2015 dollars in accordance with Board file 2019-0598, which reaffirmed that each subregion's SEP allocation as listed in the Measure M Expenditure Plan (line item 68,notes.) is listed in 2015 dollars and escalated to year-of expenditure in accordance with the escalation policies in the Measure M expenditure plan;

- C. Defer any future recommendation or use of any unprogrammed SEP funding pending the development, in partnership with all Board offices, of a uniform process by which Subregions can elect to use SEP funding, including but not limited to:
 - 1. Subregional governing body approval of any funding recommendation and use;
 - a. Hereby acknowledging that the South Bay COG has already committed the entire South Bay SEP for the Centinela Grade Separation Project.

(continued on next page)

2. Written notice to the respective Subregional governing body and representative Board offices at least 120 days before Metro recommends the use of SEP funding to ensure adequate time for subregions to understand and approve any funding recommendations;
3. Standard and explicit criteria for how and when a subregion's SEP allocation may be accelerated to meet their needs, consistent with Board file 2019-0598 (see above);

D. Report back on all the above during the September 2020 Board cycle.

39. SUBJECT: CORONAVIRUS AID, RELIEF, AND ECONOMIC SECURITY 2020-0325 (CARES) ACT FUNDING

- A. APPROVED the allocation of CARES Act funding received by Los Angeles County as described in Attachment A.
- B. APPROVED fund exchanges of Federal CARES Act funding, as appropriate, with other local funding sources in order to provide administrative efficiencies, optimize and accelerate the distribution of resources.
- C. AUTHORIZED the Chief Executive Officer to negotiate and execute all necessary agreements to implement the recommended support of transit programs countywide.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

40. SUBJECT: OPEN STREETS PROGRAM RESPONSE TO COVID-19 2020-0375

APPROVED Motion by Directors Garcetti, Solis, Garcia, Bonin, and Fasana that the Board authorize the CEO to negotiate administrative scope changes to awarded events in the Open Streets Grant Program, at the written request of the grantee, such that funds may be used for COVID-19 response Slow Streets or similar programs, including but not limited to:

- Expanding one-day events to longer-term temporary traffic interventions;
- Replacing a large, single-corridor event intended for regional audiences with many smaller, neighborhood-scale interventions catering to local audiences;

(continued on next page)

(Item 40 – continued on previous page)

- Creating spaces within the public right-of-way to support economic activity such as dining and vending; and
- Providing education, encouragement, and monitoring for safe physical distancing in accordance with the Safer at Home Order in partnership with and supporting community-based leadership.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

41. SUBJECT: CLOSED SESSION

2020-0364

- A. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)(1)
1. Julius Branch v. LACMTA, Case No. BC 683330

AUTHORIZED settlement of \$1,500,000.

JF	PK	MB	RG	SK	EG	JB	HS	JH	KB	JDW	MRT	AN
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	Y

ADJOURNED AT: 2:07 P.M.

###

Go Metro

metro.net



PROCUREMENT SUMMARY

WASTE MANAGEMENT SERVICES/ OP809690008370

1.	Contract Number: OP809690008370	
2.	Recommended Vendor: Consolidated Disposal Service, L.L.C. dba Republic Service	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: December 20, 2021	
	B. Advertised/Publicized: December 20, 2021	
	C. Pre-Proposal Conference: December 28, 2021	
	D. Proposals Due: January 31, 2022	
	E. Pre-Qualification Completed: August 9, 2022	
	F. Conflict of Interest Form Submitted to Ethics: August 11, 2022	
	G. Protest Period End Date: September 19, 2022	
5.	Solicitations Picked up/Downloaded: 16	Bids/Proposals Received: 2 each Region
6.	Contract Administrator: Marc Margoni	Telephone Number: (213) 922-1304
7.	Project Manager: Alberto Garcia	Telephone Number: (213) 922-6760

A. Procurement Background

This Board Action is to approve the award of Contract No. OP809690008370 to Consolidated Disposal Service, L.L.C. dba Republic Service, to provide integrated waste management services for Metro facilities located in two separate (2) geographical regions: the North Region and South Region. Firms were allowed to propose on either one region or both regions. Board approval of contract awards are subject to resolution of any properly submitted protest.

Prior to the release of the RFP, Metro staff conducted two Metro Connect Industry Forum Outreach events on November 17, 2021 and December 15, 2021, to enhance competition and encourage small business participation.

Request for Proposal (RFP) No. OP80969000 was issued as a competitive negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery/Indefinite Quantity. The RFP was issued with a 7% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) goal.

The solicitation was released on December 20, 2021 and was available for download from Metro's website. Advertisements were placed in three leading publications within Los Angeles County (Los Angeles Daily News, La Opinion, Watts Times, and the Asian Journal) to notify potential proposers of this solicitation. Metro also notified proposers from the Metro's vendor database based on applicable North American Industry Classification System (NAICS) codes.

No amendments were issued during the solicitation phase of this RFP:

A virtual pre-proposal conference was held on December 28, 2021. A total of 16 firms downloaded the RFP and were included on the planholders list. No questions were received regarding the solicitation.

The following proposals were received on January 31, 2022, and are listed below in alphabetical order by region:

North Region

1. American Reclamation, Inc.
2. Consolidated Disposal Service, L.L.C dba Republic Service

South Region

1. American Reclamation, Inc.
2. Consolidated Disposal Service, L.L.C dba Republic Service

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Facilities Contracted Maintenance Services and Environmental Compliance Departments was convened and conducted a comprehensive technical evaluation of the two proposals.

On February 17, 2022, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the proposals to initiate the evaluation phase. Evaluations were conducted from February 17, 2022, through May 17, 2022.

On May 20, 2022, Metro's Diversity and Economic Opportunity Department (DEOD) determined American Reclamation, Inc. (AR) was ineligible for contract award for both the North and South Regions for failure to meet the 3% Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement. Hence, AR was excluded from further consideration.

The PET continued to evaluate the proposals of Consolidated Disposal Service, L.L.C dba Republic Service (Republic), based on the following evaluation criteria stated in the RFP:

Phase 1 Evaluation – Minimum Qualification Review: This is a pass/fail criteria. The criteria focused on the experience of the proposer in providing integrated waste management services, the City of Los Angeles Certification of proposed transfer stations, disposal facilities, material recovery facilities, and organic processing facilities, alternative fuel service vehicles owned and/or leased by Proposer and

Proposer's current and valid Business license and LA County Solid Waste Hauler Permit.

The PET reconvened and determined that the proposals submitted by Republic for both the North and South regions were responsive to the Phase 1 minimum qualification requirements and were further evaluated in accordance with the following evaluation criteria and weights:

- Qualification of the Firm/Team 20 percent
- Qualifications of Key Personnel 20 percent
- Understanding of the SOW and Proposed Approach 30 percent
- Price 30 Percent

The evaluation criteria are appropriate and consistent with criteria developed for similar waste management services' procurements. Several factors were considered in developing these weights, giving the greatest importance to understanding of the SOW and proposed approach, and price.

After evaluation of the proposals, the PET determined that the proposals received from Republic addressed the RFP requirements and that its personnel are qualified and experienced with all aspects of the required tasks. Based on a thorough evaluation of the proposal, the PET determined Republic to be technically qualified to perform the work.

The following is a summary of the PET scores:

North Region

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
1	Consolidated Disposal Service, L.L.C. dba Republic Service				
2	Qualifications of the Firm/Team	72.85	20.00%	14.57	
3	Qualifications of Key Personnel	78.35	20.00%	15.67	
4	Understanding of the SOW and Proposed Approach	78.33	30.00%	23.50	
5	Price	100.00	30.00%	30.00	
6	Total		100.00%	83.74	1

South Region

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
1	Consolidated Disposal Service, L.L.C. dba Republic Service				
2	Qualifications of the Firm/Team	76.65	20.00%	15.33	
3	Qualifications of Key Personnel	78.35	20.00%	15.67	
4	Understanding of the SOW and Proposed Approach	78.33	30.00%	23.50	
5	Price	100.00	30.00%	30.00	
6	Total		100.00%	84.50	1

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's independent cost estimate (ICE).

	Proposer Name	Proposal Amount	Metro ICE	Award Amount
1.	Consolidated Disposal Service, L.L.C. dba Republic Service - North and South Regions	\$10,058,082	\$11,520,481	\$10,058,082

D. Background on Recommended Contractor

Consolidated Disposal Service, L.L.C dba Republic Service (Republic), headquartered in Scottsdale, AZ, has been in business for over 50 years. Its operations primarily consist of providing collection, transfer, and disposal of non-hazardous solid waste, recovering and recycling of certain materials, and energy services.

Republic operates 343 collection operations, 204 transfer stations, 195 active solid waste landfills, and 90 recycling centers across 41 states. It deploys over 16,000 vehicles to collect approximately 100 million tons of waste and over eight million tons of recyclables.

Republic provides waste management solutions for more than 14 million commercial, industrial and residential customers. Clients include California Institute of Technology, Six Flags, Taco Plastics, Inc., and Santa Anita Race Track. It has been providing waste management services to Metro since 2013 and performance has been satisfactory.

DEOD SUMMARY**WASTE MANAGEMENT SERVICES / OP809690008370****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this Indefinite Delivery/Indefinite Quantity contract. Republic Services made a 7% SBE and 3% DVBE commitment.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
----------------------------	---------------------------	----------------------------------	---------------------------

	SBE Subcontractors	% Committed
1.	Mariposa Eco Consulting Inc.	7%
	Total SBE Commitment	7%

	DVBE Subcontractors	% Committed
1.	Bloom Transportation, Inc.	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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.



Board Report

File #: 2022-0527, File Type: Contract

Agenda Number: 32.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 15, 2022

SUBJECT: P3010 AUXILIARY CONVERTER SPARES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 24-month firm fixed unit price Contract No. SP88119000, to Powertech Converter Corporation (Powertech) for the purchase of ten (10) new Auxiliary Converters in support of the P3010 Light Rail Vehicle (LRV) fleet for a total contract amount of \$977,586.52, ~~inclusive of sales tax~~; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

This single source procurement is for the acquisition of ten (10) P3010 spare auxiliary converters. These auxiliary converter assemblies will be used as float units to support the overhaul and repairs of the P3010 fleet. PUC §130237 allows use of a single source of supply for the sole purpose of duplicating or replacing equipment, material or supplies. Powertech owns proprietary software and hardware design and is the Original Equipment Manufacturer (OEM) of these auxiliary converter assemblies on the P3010LRV. Powertech is the only recommended contractor for this single source procurement.

BACKGROUND

On August 7, 2012, Kinkisharyo International, LLC was awarded the P3010 LRV Contract for a base order of 78 LRVs. Four options, for an additional 157 LRVS, were subsequently exercised, for a total of 235 vehicles.

This Board Action is to approve Contract SP88119000 in support of Metro's P3010 Light Rail Vehicle

(LRV) to procure ten (10) P3010 Auxiliary Converter units required to facilitate the overhaul and maintenance of the fleet. The existing auxiliary converter on the Kinkisharyo (KI) P3010 LRV was designed and built by Powertech Converter Corporation (Powertech). It was determined by Metro's engineering and operations teams that Powertech possesses rights and control over proprietary data, equipment, and software necessary to ensure full operational capability of the auxiliary converter units. Therefore, the spare units must be obtained from the Original Equipment Manufacturer (OEM), Powertech.

DISCUSSION

The P3010 LRVs are Metro's newest and largest fleet. To support maintenance and maintain vehicle availability, spare auxiliary converter assemblies are required. The auxiliary converter, or auxiliary power supply, converts high voltage DC to low voltage AC and DC to power various onboard train systems and equipment. The auxiliary converter is specially designed for the vehicle and is vital to the operation of the vehicle. Spare units were not procured with the vehicle.

Spare auxiliary converters are required to maintain vehicle availability in the case of an auxiliary converter failure on the P3010 fleet and will act as a float for the upcoming overhaul cycle of the equipment. The unit is integrated to work with the P3010 LRVs and has been designed, tested, and verified for the P3010.

DETERMINATION OF SAFETY IMPACT

This board action will ensure that safety is preserved by ensuring that auxiliary converters are available to support the availability of the P3010 LRVs.

FINANCIAL IMPACT

Funding of \$977,586.52 for the Contract is included in the FY23 Budget in Cost Center 3947, Project 300066, and Account 50441.

Impact to Budget

Funding for this effort includes operating eligible sources like Fares, Prop A 35, Measure M, and STA. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

This procurement serves to maintain the availability of the P3010 LRV fleet. The P3010 fleet is Metro's largest and operates on nearly all operating routes that serve Equity Focus Communities. Approval of this procurement ensures riders of all of Metro's light rail lines will not suffer from vehicle availability due to a lack of spare auxiliary converters.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro Strategic Plan Goal No. 5 to "provide responsive, accountable,

and trustworthy governance within the Metro organization". New auxiliary converter assemblies will ensure fleet reliability, support vehicle overhaul and maintenance activities, and provide safety for Metro's passengers in all operational modes. Contract Modification Authority and Contract extension safeguards overhaul production continuance while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

The system has been designed and proven to work on the P3010 fleet. To purchase this unit from another source will require extensive design work, including integration of proprietary hardware and software with other vehicle systems and requalification of the unit for performance and electromagnetic interference (EMI). This will significantly increase the time and cost of acquiring this unit and perhaps make the procurement infeasible.

NEXT STEPS

Upon Board approval, the procurement of spare auxiliary converters will move forward.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared_by

Prepared by:

Bob Spadafora, Senior Executive Officer, Rail Fleet Services (213) 922-3144

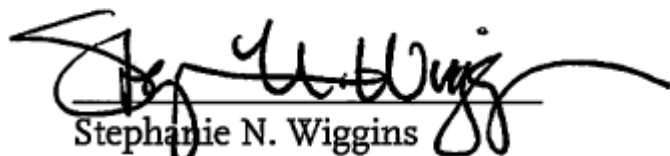
Richard M. Lozano, Senior Director, Rail Fleet Services 323)-224-4042

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

Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by:

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


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P3010 AUXILIARY CONVERTERS SPARES/CONTRACT NUMBER SP88119000

1.	Contract Number: SP88119000	
2.	Recommended Vendor: Powertech Converter Corporation	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☒ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 04.12.22	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposal Due: 05.12.22	
	E. Pre-Qualification Completed: 06.09.22	
	F. Conflict of Interest Form Submitted to Ethics: 07.20.22	
	G. Protest Period End Date: 08.19.22	
5.	Solicitations Picked up/Downloaded: 1	Proposal Received: 1
6.	Contract Administrator: Nicole Banayan	Telephone Number: 213-922-7438
7.	Project Manager: Matthew Hampton	Telephone Number: 213-798-5387

A. Procurement Background

This Board Action is to approve Contract SP88119000 in support of Metro's P3010 Light Rail Vehicle (LRV) to procure ten (10) P3010 Auxiliary Converter units required to facilitate the overhaul and maintenance of the fleet. The existing auxiliary converter on the Kinkisharyo (KI) P3010 LRV was designed and built by Powertech Converter Corporation (Powertech). It was determined by Metro's engineering and operations teams that Powertech possesses rights and control over proprietary data, equipment, and software necessary to ensure full operational capability of the auxiliary converter units. Therefore, the spare units must be obtained from the Original Equipment Manufacturer (OEM), Powertech as the single source of supply.

On April 12, 2022, Metro issued a single source, non-competitive solicitation to Powertech Converter Corporation because of its proprietary design and software and received a proposal on May 12, 2022. No amendments were issued under this RFP.

The RFP was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

B. Evaluation of Proposal

This procurement was conducted in accordance, with Metro's Acquisition Policy for a non-competitive solicitation and is consistent with Public Utility Code §130237 for the duplication or replacement of existing equipment already in use. A comprehensive

evaluation of the proposal was conducted by Metro to determine the proposal to be responsive to Metro's requirements.

Metro's project manager from Rail Fleet Services performed an in-depth evaluation of Powertech's technical offer. The project manager's assessment determined that Powertech's proposal meets Metro's technical requirements and complies with the Statement of Work. The Technical Evaluation concluded that the proposed auxiliary converters from Powertech are designed specifically for the P3010 LRV application and meets Metro's requirements.

C. Price Analysis

In accordance with Metro's Acquisition Policy and Procedures for a non-competitive acquisition, a cost analysis is required. Due to corporate policy restrictions, Powertech was unable to provide essential cost supporting data to perform a cost analysis. Therefore, staff performed a Price Analysis in compliance with Metro's Acquisition Policy for non competitive acquisitions. The Price Analysis consisted of a Technical Evaluation, an Independent Cost Estimate (ICE), and negotiations.

Staff conducted a comprehensive evaluation to determine that the final firm fixed price is fair and reasonable. Based on staff's price analysis, the negotiated price of \$977,586.52 is within a reasonable range of approximately 1.3% of the Metro ICE, and has been determined to be fair and reasonable.

Bidder Name	Bid Amount	Metro ICE	Negotiated Amount
Powertech	\$1,019,362.97	\$965,000	\$977,586.52

D. Background on Recommended Contractor

The recommended firm, Powertech Converter Corporation (Powertech) located in New Jersey and Germany has been in business since 2019. Powertech emerged from two leading companies in Germany for energy supply systems, PCS Power Converter (established in 1843) and Transtechnik GmbH & Co. (established in 1968) to form Powertech in 2014, which became Powertech Converter Corporation in 2019.

Powertech has over 350 employees with over 100 years of experience in railway technology and has produced more than 30,000 converters for rail vehicles.

Powertech is the Original Equipment Manufacturer (OEM) for Metro's P3010 auxiliary converter system.

DEOD SUMMARY

P3010 AUXILIARY CONVERTERS SPARES/CONTRACT NUMBER SP88119000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this single source solicitation due to lack of subcontracting opportunities. It is expected that Powertech Converter Corporation, the Original Equipment Manufacturer, is providing the services of this contract with their own workforce.

B. Living Wage / Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0425, File Type: Contract

Agenda Number: 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: P3010 LIGHT RAIL FLEET FRICTION BRAKE AND AIR COMPRESSOR OVERHAUL

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 60-month, Indefinite Delivery Indefinite Quantity Contract No MA78165000 to Knorr Brake Company (KBC) for component overhaul services of the P3010 light rail vehicle (LRV) friction brake and air compressor system, for a total not-to-exceed amount of \$29,427,487; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The P3010 friction brake system and air compressor equipment have reached their recommended interval for component level overhaul as defined by the OEM requirements. The existing friction brake systems on the P3010 are proprietary and this procurement is for the component overhaul services of existing equipment already in use. PUC §130237 allows use of a single source of supply for the sole purpose of duplicating or replacing equipment, material or supplies. KBC is the OEM of the existing friction brake system and is the only recommended contractor for this single source procurement.

In addition to the recommended friction brake overhaul services, replacement of parts damaged by moisture in the compressor are also included in the work scope. An unacceptable level of water has been found in the air compressor by Metro's Quality Assurance Department. The original vehicle manufacturer, Kinkisharyo (KI), is aware of the condition and the damage caused by the water found in the air compressors, resulting in rusted parts requiring replacement. Metro's Rail Vehicle Acquisition team has requested that KI work on an engineering solution with KBC to address the cause and corrective action for this issue. This procurement is for the professional overhaul services

of 256 friction brake kits including 21 spares as recommended by the OEM's established overhaul guidelines.

Execution of the friction brake and air compressor overhaul will ensure that the P3010 LRV fleet remains in a continuous State of Good Repair (SGR) while safeguarding passenger safety, vehicle reliability and equipment longevity.

BACKGROUND

The initial LRVs of the P3010 fleet were placed in service in early 2016 whereas 194 of 235 LRVs are accepted and are currently operating in revenue service. The average per car mileage is 272,877 miles whereas accumulated fleet mileage is roughly 54.1 million miles with sustained reliability and performance. The friction brake equipment overhaul is time sensitive due to safety requirements as defined by the OEM, KBC. Friction Brake and Air Compressor overhauls are vital to maintain safe vehicle operation as mandated by Metro's Corporate Safety and Security, the CPUC, and other regulatory agencies.

DISCUSSION

In July 2021, the Metro Board of directors approved the Life of Project budget for contracts to overhaul the P3010 fleet under the Component Overhaul Program. The P3010 Component Overhaul Project consists of a total of twelve (12) individual procurements for the overhaul of the major vehicle systems inclusive of; coupler, power supply, non-power axle, power axle, propulsion, doors, pantograph, battery, signaling equipment, master controller, slewing ring, and Heating Ventilation and Air Compressor (HVAC) equipment. The friction brake overhaul is the initial overhaul procurement of the twelve systems within the P3010 fleet component overhaul campaign.

The KI P3010 LRV fleet is in it's sixth-year of revenue service operation. To ensure continued safety and performance of the friction brake and air compressor equipment a complete overhaul is required at the five-year interval as defined by the OEM and monitored by the California Public Utilities Commission (CPUC). The friction brake and air compressor overhaul consist of several assemblies inclusive of electrical, mechanical, and pneumatic parts subject to wear due to normal service operations. Routine maintenance and periodic overhauls of this equipment are of critical importance for the vehicle operator and passenger safety to ensure the vehicle will stop within the specified stopping distance during regular and emergency braking applications in accordance with Metro's design criteria and regulatory standards.

Metro's Transit Vehicle Engineering Department (TVE) developed the friction brake and air compressor technical specification based on the OEM maintenance manuals and recommended overhaul intervals. The contractor will perform the overhaul services in accordance with Metro-provided production schedule and technical specification requirements.

DETERMINATION OF SAFETY IMPACT

Passenger and employee safety are of the utmost importance to Metro and, therefore, it is imperative

to maintain the P3010 LRV fleet without deferred maintenance and in a constant SGR. The friction brake and air compressor equipment are vital vehicle safety systems that provide the means to stop the vehicle during in-service operations as well as during emergency braking modes. In the event of friction brake equipment failure, the vehicle will not stop within a defined braking rate and distance with a high risk of catastrophic results for the vehicle and passengers.

This effort will ensure that these vehicles are maintained in accordance with OEM recommendations and regulatory standards, according to the defined schedule and technical specifications, and within Metro's internal Corporate Safety policies and procedures.

FINANCIAL IMPACT

The Board Approved Life-of-Project (LOP) budget for the P3010 Friction Brake and Air Compressor overhaul is under capital project number 214006 in the amount of \$35,990,000.00. Funding of \$675,000 for this contract is included in the FY23 budget in cost center 3940, Rail Fleet Service Maintenance, under project number 214006, Account 50320, Service Contract Services.

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

Impact to Budget

The planned source of funds for this project comes from local funding source TDA Article 4 which is eligible for Bus and Rail Operation or Capital Projects. Using this funding source will maximize fund use given approved guidelines and provisions.

EQUITY PLATFORM

This is a new contract for overhaul services. Approval of the recommendation ensures the successful completion of the P3010 friction brake and air compressor overhaul project. All Metro riders that use the light rail system, including those that reside through Equity Focus Communities will benefit through safe, accessible, and affordable transportation.

The existing brake system components and air compressor on the Kinkisharyo (KI) P3010 LRVs were designed and built by the original equipment manufacturer (OEM), Knorr Brake Company (KBC). KBC possesses rights and control over proprietary data, supplies, and equipment necessary to ensure the full operational capability of their friction brake system. The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this original equipment manufacturer (OEM) procurement. It is expected that KBC is performing the services of this contract with its own workforce.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within the Metro organization. Contract award safeguards overhaul production continuance while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

Deferral of this overhaul work is not recommended as these Friction Brake Systems are integral components of the vehicle braking and pneumatic systems that if not properly maintained could result in equipment failures, service delays, and risk to passenger safety. Due to the significance of the friction brake and air compressor equipment, there are no alternatives to be considered.

NEXT STEPS

Upon Board approval, the friction brake equipment overhaul program will commence according to mutually agreed production schedules.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared_by

Prepared by:

Bob Spadafora, Senior Executive Officer, Rail Fleet Services (213) 922-3144

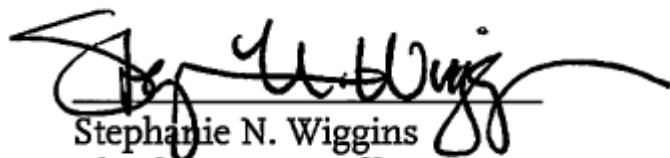
Richard M. Lozano, Senior Director, Rail Fleet Services 323)-224-4042

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

Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213)
922-4061

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P3010 FRICTION BRAKE OVERHAUL/MA78165000

1.	Contract Number: MA78165	
2.	Recommended Vendor: KNORR BRAKE COMPANY	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☒ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 10-26-21	
	B. Advertised/Publicized: N/A (sole source)	
	C. Pre-Bid Conference: 11-4-2021	
	D. Bids Due: 12-23-21	
	E. Pre-Qualification Completed: 01-23-22	
	F. Conflict of Interest Form Submitted to Ethics: 02-01-22	
	G. Protest Period End Date: August 17, 2022	
5.	Solicitations Picked up/Downloaded: 1	Bids Received: 1
6.	Contract Administrator: Robert Pennington, Sr. Manager	Telephone Number: 213/922-5527
7.	Project Manager: Richard Lozano, Sr. Director	Telephone Number: 323/224-4042

A. Procurement Background

This Board Action is to approve Contract No. MA78165000 in support of Metro's P3010 Light Rail Vehicle (LRV) to procure services required for the complete overhaul and repair of the friction brake system components, including air compressor. The existing brake system components, and air compressor on the Kinkisharyo (KI) P3010 LRVs were designed and built by the original equipment manufacturer (OEM), Knorr Brake Company (KBC). It was determined by Metro's engineering and operations teams that KBC possesses rights and control over proprietary data, supplies, and equipment necessary to ensure full operational capability of their friction brake system. Therefore, the overhaul of the P3010 LRV friction brake systems must be overhauled by the OEM. KBC

The non-competitive Request for Proposal (RFP) was issued to the KBC on October 26, 2021, in accordance with Metro's Acquisition Policy and Procedures and the contract type is a Firm Fixed Unit Price Indefinite Delivery, Indefinite Quantity (IDIQ).

Seven (7) amendments were issued during the solicitation phase of this RFP as follows:

- Amendment No. 1 was issued on November 2, 2021, to extend the proposal due date and revise the critical dates.
- Amendment No. 2 was issued on December 3, 2021, to provide changes to the RFP requirements.
- Amendment No. 3 was issued on December 8, 2021, to further extend the proposal due date.
- Amendment No. 4 was issued on December 14, 2021, to provide changes to the technical specifications and RFP requirements.

- Amendment No. 5 was issued on May 5, 2022, to provide changes to the RFP Schedule of Quantities & Prices Form.
- Amendment No. 6 was issued on July 06, 2022, to provide changes to the technical specifications and;
- Amendment No. 7 was issued on July 15, 2022, to provide changes to the RFP requirements and technical specifications.

B. Evaluation of Proposals

This is a single source non-competitive procurement that is consistent with Public Utility Code §130237 for the duplication or replacement of existing equipment already in use. This solicitation was evaluated in compliance with Metro's Acquisition Policy and Procedures.

A Procurement Evaluation Team (PET) consisting of Metro staff from Transit Vehicle Engineering and Rail Fleet Services-Maintenance performed an evaluation of the technical proposal in accordance with the RFP. The PET conducted technical fact-finding meetings and a full technical evaluation of the technical proposal. The technical evaluation consisted of reviews of the proposer's key personnel, management, quality assurance plans, and proposed facility. The proposal was found to be technically acceptable and in compliance with requirements of the RFP. Metro and the proposer mutually negotiated selected terms and conditions, specification requirements and warranty.

The firm recommended for award; Knorr Brake Company was found to be in compliance with the RFP requirements.

C. Price Analysis

In accordance with Metro's Acquisition Policy and Procedures for a non-competitive acquisition, a cost analysis is required. Due to the proposer's corporate policy, KBC was unable to provide essential cost supporting data to perform a cost analysis. Therefore, staff performed a Price Analysis in compliance with Metro's Acquisition Policy for non competitive acquisitions. The Price Analysis consisted of negotiations, market research, and independent cost estimate and historical price comparisons for similar purchases. Based on staff's Price Analysis, it was determined that the total proposed price of \$29,427,487 was best attainable and deemed fair and reasonable.

Item	Proposal Amount	Metro ICE	Negotiated Amount
P3010 Friction Brake & Air Compressor Overhaul	\$35,192,320	\$25,348,096	\$29,427,487

The final negotiated price is approximately 16.1% higher than the ICE. The price difference is attributed to proposed elements in KBC's price that were not considered in the ICE. The ICE did not include shipping costs, nor did it account for the replacement of rusted components as a result of the excessive moisture in the

compressor oil. These work scope elements were determined essential to the overhaul by the PET and therefore the costs were retained in the evaluation.

Another factor that was not considered in the ICE is the market risk given current economic conditions. KBC proposed a firm fixed price on a multi-year program with an expected period of performance of five (5) years. Continued uncertainties in the market and higher inflation forecasts can account for some measurable portion of the gap between the ICE and the negotiated firm fixed price amount from KBC.

Reconciling the ICE with the above factors results in the determination that the proposed price from KBC is best attainable, fair and reasonable.

D. Background on Recommended Contractor

Knorr Brake Company (KBC) founded in 1971 is a subsidiary of Knorr Bremse AG. Knorr Bremse, an international group of industrial companies, is a manufacturer of braking systems and supplier of additional sub-systems for rail and commercial vehicles for over 110 years. KBC located in Westminster, MD is the North American Mass Transit brake division of Knorr Bremse and the principal engineering and manufacturing facility. KBC is the OEM of the braking systems for Metro's P2020 Nippon Sharyo Blue Line LRVs; Metro Breda P2550 Gold Line LRVs and Metro P3010 Kinkisharyo Expo Line rail cars. KBC currently has brake overhaul contracts with Metro for P2550 Gold Line LRVs; San Diego MTS, and Sound Transit, in Seattle, WA, all expected to be completed in 2025. The firm completed contracts with Valley Metro Brake in Phoenix, AZ, TriMet in Portland, OR, and Tucson Brake, in Tucson, AZ.

DEOD SUMMARY

**P3010 LIGHT RAIL FLEET FRICTION BRAKE AND AIR COMPRESSOR
OVERHAUL/MA78165000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this original equipment manufacturer (OEM) procurement. It is expected that Knorr Brake Company is performing the services of this contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0456, **File Type:** Contract

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

SEPTEMBER 15, 2022

SUBJECT: ENGINE PISTON KITS

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA85347000 to Cummins, Inc. the responsive and responsible bidder for Engine Piston Kits. The contract's one-year base amount is \$581,774 inclusive of sales tax, and the one-year option amount is \$596,330, inclusive of sales tax, for a total contract amount of \$1,178,104, subject to resolution of protest(s), if any.

ISSUE

This procurement is for Engine Piston Kits used by the bus maintenance department for the repair of the Cummins Compressed Natural Gas (CNG) engines in Metro buses. The pistons are an essential component of the engine's combustion cycle, producing the energy required to propel the bus down the street. The pistons are required for the engine to operate and perform effectively. The bus operating divisions and Central Maintenance Shops use the piston kits to perform repairs to the engines. It is imperative to always have an inventory of piston kits on hand to service our bus fleet.

Award of this contract will ensure the operating divisions have adequate inventory to repair and maintain the buses according to Metro maintenance standards and are necessary to ensure service continuity and avoid any interruption to Metro operations.

BACKGROUND

The engine piston kit is the main component for the operation of the CNG engines used in Metro buses. The piston compresses an air/fuel mixture in the engine to complete the combustion process used to create energy. The energy is then transferred to the drive system and provides the propulsion for the bus to travel down the road. Pistons can fail due to the advanced mileage and heavy-duty service the Metro bus fleet provides. A failed piston will take the bus out of service due to poor performance or visible exhaust emissions. The proper functioning of the pistons ensures that the CNG engine remains operational, which is essential to ensuring the performance, reliability, and safety of the Metro bus fleet.

DISCUSSION

The engine piston kit is a critical component of CNG engines, and replacement of piston kits is required to ensure a proper functioning engine. The availability of the engine piston kit in inventory is crucial to ensure the reliability of the bus fleet to provide a high level of service to Metro's customers. The availability of the engine piston kits in inventory reduces bus downtime and keeps buses in revenue service.

The contract to be awarded is a "requirements type" agreement in which Metro commits to order only from the awardee, up to the specified quantity for a specific duration of time. However, there is no obligation or commitment to order any specific quantity of the engine piston kits that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The engine piston kits will be purchased and maintained in inventory and managed by Material Management. As engine piston kits are issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

The award of this contract will ensure that all operating divisions have adequate inventory to maintain the bus fleet according to Metro Maintenance standards. This action will prevent deferred maintenance and ensure bus availability for revenue service.

FINANCIAL IMPACT

The funding of \$581,774 for this product is included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts - Revenue Vehicle.

Since this is a one-year contract with a one-year option, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years.

Impact to Budget

The current funding sources for this action are Federal, State, and Local, including sales tax and fares. These sources are eligible for Bus Operating or Capital projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

All Metro buses currently in our fleet that operate on CNG are equipped with the Cummins Compressed Natural Gas engines, and the award of this contract of piston kits ensures the bus fleet that serves most regions in Los Angeles County, including many underserved communities, can provide vital transportation services to neighborhoods where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide

transportation for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE goal and verified the commitment by the successful bidder for this procurement.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The engine piston kit supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. Procuring engine piston kits for inventory will help ensure the bus fleet's reliability and enable our customers to arrive at their destinations on schedule and without interruption.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure the engine piston kits on an as-needed basis, using the traditional "min/max" replenishment method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure availability, timely delivery, continued supply, and a guaranteed fixed price for the parts.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. MA85347000 for the procurement of engine piston kits with Cummins Inc. at the one-year base amount of \$581,774 inclusive of sales tax, and the one-year option amount of \$596,330, inclusive of sales tax, for a total contract amount of \$1,178,104.

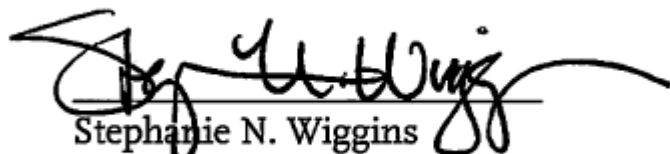
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Harold Torres, Sr. Director Central Maintenance (213) 922-5714
James Pachan, Sr. Executive Officer (213) 922-5804
Tanya Allen, Procurement Planning Administrator (213) 922-1018
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051
Lillia Montoya, Deputy Chief Operations Officer, Admin & Development (213) 922-4061

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ENGINE PISTON KITS/MA85347000

1.	Contract Number: MA85347000	
2.	Recommended Vendor: Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	Type of Procurement (check one): ☒ IFB ☐ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates :	
	A. Issued: 2/07/22	
	B. Advertised/Publicized: 2/08/22	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 3/15/22	
	E. Pre-Qualification Completed: 5/29/22	
	F. Conflict of Interest Form Submitted to Ethics: 3/15/22	
	G. Protest Period End Date: 8/22/22	
5.	Solicitations Picked up/Downloaded: 4	Bids/Proposals Received: 2
6.	Contract Administrator: Tanya Allen	Telephone Number: (213) 922-1018
7.	Project Manager: Harold Torres	Telephone Number: (213) 922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA85347000 for the procurement of Engine Piston Kits. Board approval of this contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA85347 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendments were issued during the solicitation phase of this IFB.

A total of two (2) bids were received on March 15, 2022.

B. Evaluation of Bids

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

1. Cummins Inc.
2. The Aftermarket Parts Company LLC

Two firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, Cummins Inc., the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from Cummins Inc. has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), adequate price competition, and fact-finding. Metro's ICE was based on a historical unit price that turned out to be significantly lower than the bid unit price due to Cummins offering Metro discounted pricing on the previous contract. Due to the variation in the ICE and the bid price, Cummins was requested to provide additional supporting documentation that substantiated the increase in price and confirmed that the new price being quoted was fair and reasonable. The supporting documentation Cummins provided Metro included recent invoices from other transit agencies demonstrating that the bid unit price provided to Metro was consistent with the pricing provided to other transit agencies similar to Metro.

Low Bidder Name	Bid Amount	Metro ICE
Cummins Inc.	\$1,178,103.93	\$584,852.00
The Aftermarket Parts Company, LLC	\$1,493,520.87	

D. Background on Recommended Contractor

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for One hundred and two (102) years. Cummins has provided similar products for Metro and other agencies including Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous Other transit proprietries that are available upon request. Cummins has provided Satisfactory service and product to Metro on previous purchases.

DEOD SUMMARY

ENGINE PISTON KITS/MA85347000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) procurement. Cummins, Inc. met the goal by making a 2% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
----------------------------	---------------	----------------------------------	---------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Say Cargo Express	Hispanic American	2%
Total Commitment			2%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0474, File Type: Contract

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: METRO B (RED) LINE PROGRAM STATION STOP SYSTEM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a firm-fixed-price contract, Contract No. OP 86946-2000, to B&C Transit to replace the existing Metro B (Red) Line Program Station Stop (PSS) system in the amount not-to-exceed \$1,281,500, inclusive of sales tax; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in Recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The existing Metro B (Red) Line Program Station Stop system has been in revenue service since 1992. The technology and equipment are obsolete, and replacement spare parts are no longer available. The existing system must be replaced with a compatible system with the existing trains and future Metro D (Purple) Line trains, be capable of providing the existing required functionality and be expandable for the Metro D Line Extension project segments 2 and 3.

BACKGROUND

Metro PLE Segment 1, currently under construction, has installed a PSS system at the station as part of the train control system that is compatible with the existing system. Given that the existing system on the Metro B (Red) Line is obsolete, Metro wants to replace this PSS system with the same one installed on the Metro D (Purple) Line.

DISCUSSION

Program Station Stop (PSS) is a means to automatically trigger a stopping profile program to stop the

train at a predetermined location on the platform for two, four, or six-car trains and automatically enable the proper vehicle doors to be opened when a train is stopped within the bounds of the platform area. Since components are no longer manufactured, the existing system can no longer be maintained and cannot be expanded for the Metro D (Purple) Line Extension (PLE).

This Board action is to approve a sole source contract to B&C Transit for the same proprietary PSS system as the one installed on the Metro D (Purple) Line. The scope of work is to design, manufacture, and furnish the PSS system equipment. A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for sole source procurements. Due to the lack of subcontracting opportunities, SBE and DVBE goals were not recommended (refer to the DEOD Summary in Attachment B).

DETERMINATION OF SAFETY IMPACT

The approval of this item would replace a safety-critical system in accordance with appropriate preventative maintenance practices.

FINANCIAL IMPACT

For FY23, \$1,500,000 in existing and approved funding will be provided from capital project number 205122 - Metro Red Line Program Station Stop Replacement, cost center 3960 - Infrastructure Renewal Program, Account 50316 - Acquisition of Equipment. Since this is a multi-year contract, the Project Manager will ensure that the Life of Project funds is budgeted in future fiscal years.

Impact to Budget

The source of funds for this action includes Federal, State Transportation Development Act (TDA), Measure R, and Measure M. Using these funds is the best utilization of funds given the approved guidelines and provisions

EQUITY PLATFORM

This action's benefits are ensuring that transit infrastructure assets are maintained in a state of good repair, including assets that provide transit service for disadvantaged communities. Based on the 2019 Customer Survey, the B (Red) and D (Purple) heavy rail lines serve the following ridership:

- 27.7% below the poverty line
- 56.4% had no car available
- Rider Ethnicity: Latino 38.9%; Black 13.1%; White 25.8%; Asian/Pacific Islander 15.2%; Other 6.5%

In addition, areas served include Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, North Hollywood, and parts of the San Fernando Valley, a majority of which serve people living in Equity Focus Communities. Replacement of the Program Station Stop system will ensure that the Red and Purple Lines will operate efficiently and safely. This allows Metro to deliver safe, affordable, dependable transit services connecting riders to jobs, housing, education, food services, family, and health care.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

Replacement of the Program Station Stop System will help maintain rail safety, service, and reliability standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may choose not to award Contract OP86946-2000. This is not recommended by Metro staff because without proceeding to replace the PSS system, any failure(s) will cause delays in service and unsafe conditions for passengers. Trains could overshoot the platform and doors could be opened on the wrong side. The PSS system only controls the accuracy of the automatic train stopping at the station platforms. Not performing or postponing these replacements is not recommended as these rail infrastructure components are safety-sensitive; and require proper maintenance for service reliability, passenger safety, and comfort.

NEXT STEPS

If this proposed project is approved, the project would ensure that the delivery of a quality PSS system at all Metro B (Red) and D (Purple) Lines would be completed in approximately 18 months. The Metro train control workforce will perform the installation in time for the opening of the Metro D (Purple) Line extension. Installation is planned to occur under the Track Allocation process, which will avoid service disruption.

ATTACHMENTS

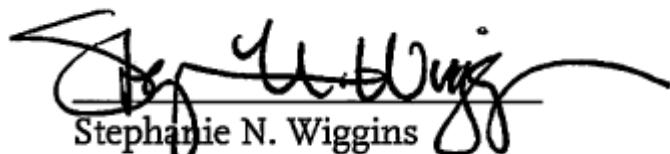
Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Aderemi Omotayo, DEO Maintenance, and Engineering (213-922-3243)
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering,
(213) 922-3227
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051
Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO RED LINE PROGRAM STATION STOP SYSTEM

CONTRACT NO. OP86946-2000

1.	Contract Number: OP86946-2000	
2.	Recommended Vendor: B&C Transit Inc.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☒ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued : May 6, 2022	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: May 31, 2022	
	E. Pre-Qualification Completed: June 9, 2022	
	F. Conflict of Interest Form Submitted to Ethics: June 27, 2022	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Gloire Lokula	Telephone Number: (213) 922-4954
7.	Project Manager: Aderemi Omotayo	Telephone Number: (213) 922-3243

A. Procurement Background

This Board Action is to approve a sole source Contract No. OP86946-2000 to B&C Transit, Inc. for the Program Station Stop, which will be part of the B (Red) and D (Purple) Line stations.

A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for sole source procurements and the contract type is a firm fixed price. SBE and DVBE goals were not recommended due to the lack of subcontracting opportunities.

The proposal was received from B&C Transit on May 31, 2022.

B. Evaluation of Proposal

The proposal submitted was reviewed by staff from the Metro Operations Department and was deemed responsive and in full compliance with the technical requirements of the RFP.

B&C Transit's proposal was reviewed for technical approach, experience of proposed team members, and understanding of the work.

Beginning in May, Metro staff engaged in discussions with B&C Transit to address questions and get clarification on the work plan and scope of work to ensure that it aligned with the Wayside Systems and Maintenance project. Discussions with B&C Transit continued until both parties reached an agreement on the scope of the services and the terms and conditions of the Contract.

C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon fact finding, an independent cost estimate (ICE), technical evaluation, and cost analysis conducted by staff.

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
B&C Transit, Inc.	\$1,298,500.00	\$1,188,500.00	\$1,281,500.00

D. Background on Recommended Contractor

The recommended firm, B&C Transit Inc., located in Oakland, CA has been in business serving the public transit sector for over 25 years. B&C Transit Inc. has highly qualified engineers with extensive experience in vital and non-vital processor installation and programming. They have successfully performed the same work on Metro's D (Purple) Line Extension Project and have provided a variety of goods to Metro since 2015.

DEOD SUMMARY

METRO RED LINE PROGRAM STATION STOP SYSTEM / OP86946-2

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this sole source solicitation. It is expected that B&C Transit, Inc. will be performing the work with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will 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. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.



Board Report

File #: 2022-0483, **File Type:** Contract

Agenda Number: 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: AUTOMATED PUBLIC TOILETS ROUTINE MAINTENANCE AND REPAIR SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole source firm fixed price Contract No. OP850488370000 for Automated Public Toilets (APTs) maintenance services with Public Facilities and Services, Inc. for a not-to-exceed amount of \$1,393,540 for the contract five-year base period, effective December 1, 2022.

ISSUE

The existing contract with Public Facilities and Services, Inc. expires on November 30, 2022. To continue providing clean, safe, and operational APTs to Metro patrons, a new contract award is required effective December 1, 2022.

BACKGROUND

On June 22, 2017, Metro Board of Directors approved a five-year sole source firm fixed price Contract No. OP783160003367 with Public Facilities and Services, Inc., the only authorized service provider, effective July 15, 2017.

Under the existing contract, the contractor has been providing satisfactory maintenance services to the APTs, on a regular schedule and as-needed basis.

DISCUSSION

APTs are stationary restroom facilities located at the Harbor Gateway and El Monte Transit Centers for use by Metro patrons. The APTs are accessible by all Metro patrons and employees, with an average monthly patron usage of 9,000 at Harbor Gateway and more than 12,000 for the El Monte Transit Center. These automated restrooms contain highly technical and specialized computer software called Programmable Logic Controllers (PLC). This specialized software allows these restrooms to automatically wash and disinfect their complete interior capsule via water sprays, hoses, and

ventilation fans to air out and dry all interior wall panels, floors, and fixtures.

The technicians servicing these units must be well-trained to access, adjust and repair PLC systems via the control board located in the APTs service bay. Public Facilities and Services, Inc. is the sole service and maintenance provider for APTs within the United States and Canada, authorized by the Australian manufacturing company, Exeloo. To avoid service interruption and continue providing the required critical maintenance services, a new contract award is required effective December 1, 2022.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure providing, safe, clean, and reliable APT services to Metro patrons.

FINANCIAL IMPACT

Funding of \$248,970 for the APT maintenance services at Metro Bus Facilities is included in the FY23 budget in 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 Deputy COO, Administration and Development, will be accountable for budgeting the costs for future years.

Impact to Budget

The current source of funds for this action includes State and Local funds including Fares. Using these funding sources ensures the best allocation given approved funding provisions and guidelines.

EQUITY PLATFORM

These restroom units are ADA compliant providing individuals with disabilities easy access and use while conveniently situated on the station platforms without the need to transverse stairs or elevators to use the restroom.

.

The Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this solicitation due to a lack of subcontracting opportunities and that Public Facilities and Services, Inc. is the sole service and maintenance provider for APTs within the United States and Canada, authorized by the Australian manufacturing company, Exeloo.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, cleanliness, operations, and customer experience.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP850488370000 with Public Facilities and Services, Inc., to provide APT maintenance services effective December 1, 2022.

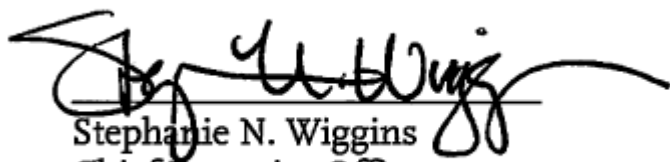
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765
 Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932
 Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051
 Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

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


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**AUTOMATED PUBLIC TOILETS ROUTINE
MAINTENANCE AND REPAIR SERVICES / OP850488370000**

1.	Contract Number: OP850488370000	
2.	Recommended Vendor: Public Facilities & Services, Inc.	
3.	Type of Procurement (check one): ☐ IFB ☐ RFP ☐ RFP-A&E ☒ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: February 11, 2022	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: March 8, 2022	
	E. Pre-Qualification Completed: August 4, 2022	
	F. Conflict of Interest Form Submitted to Ethics: March 8, 2022	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: N/A	Bids/Proposals Received: 1
6.	Contract Administrator: Antonio Monreal	Telephone Number: (213) 922-4679
7.	Project Manager: Shaunt Avanesian	Telephone Number: (213) 864-9965

A. Procurement Background

This Board Action is to approve the award of Contract No. OP850488370000 to Public Facilities & Services, Inc. (PFS) to provide routine maintenance and repair services for two (2) Automated Public Toilets (APTs) located at the Harbor Gateway and El Monte Transit Centers.

This is a single source procurement issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate.

In July 2017, Metro awarded a 5-year non-competitive firm fixed price contract to PFS to provide the maintenance and as-needed repair services for the two APTs. This contract will expire on November 30, 2022.

To effectively maintain and repair the APTs located at Harbor Gateway and El Monte Transit Centers, the continued services of PFS are required.

B. Evaluation of Proposals

The Automated Public Toilets (APT) located at Metro's two transit hubs are manufactured by Exeloo, a New Zealand company. These restrooms contain highly technical and specialized computer software which automatically cleans and disinfects the interior APT module. PFS is the sole distributor and maintenance provider of Exeloo APTs in North America.

Per Project Manager's technical analysis dated April 5, 2022, PFS is responsive to the requirements of the scope of services. It has the required knowledge and skillset to provide maintenance and technical services for APTs as well as all associated electrical and utility components.

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on historical pricing, technical evaluation, fact-finding, and price analysis. It is 19% higher than Metro's Independent Cost Estimate (ICE) due to the increase in service frequency at the Harbor Gateway Transit Center, from three to four times per day, and the increase in maintenance costs and consumables. With the upsurge in the use of the APTs by the unhoused, particularly during evening hours, vandalism and excessive usage and theft of consumables, Metro staff finds that the change in service frequency will provide more oversight at the Harbor Gateway Transit Center and deter and/or minimize the recurrence of vandalism and theft.

BIDDER	AMOUNT	METRO ICE	AWARD AMOUNT
Public Facilities & Services, Inc.	\$1,393,540	\$1,173,759	\$1,393,540

D. Background on Recommended Contractor

Public Facilities & Services, Inc. (PFS), established in January 2005, is located in College Park, Georgia. It is a full-service official distributor and maintenance provider of Exeloo Automated Public Toilet (APT) facilities in California.

Exeloo APTs are a common site to travelers in Australia, New Zealand, North America and Asia. They are known for their convenience and cleanliness and have anti-loitering, anti-vandalism and automatic cleaning features that differ from traditional public restrooms. As an exclusive distributor of Exeloo, PFS offers a full line of related services including:

- APT & Kiosk Sales
- Site Preparation & Installation
- Service & Maintenance
- Related Mechanical Contracting Services

PFS's transportation agency clients include the Cobb County Department of Transportation, Metropolitan Atlanta Rapid Transit Authority, Washington Metropolitan Area Transit Authority, and Potomac River Transit Authority. It currently provides routine maintenance and repair services for two APTs at Metro's Harbor Gateway and El Monte Transit Centers and performance has been satisfactory.

DEOD SUMMARY**AUTOMATED PUBLIC TOILETS MAINTENANCE SERVICES / OP850488370000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this sole source procurement due to the lack of subcontracting opportunities. It is expected that Public Facilities & Services, Inc. (PFS) is performing the services with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract/modification. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$23.81 per hour (\$18.04 base + \$5.77 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0485, **File Type:** Contract

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 7 to Contract No. PS46172000, with Gannett Fleming Transit & Rail Systems, for engineering support of transit infrastructure maintenance to increase the total contract not-to-exceed spending authority by \$5,000,000 from \$26,000,000 to \$31,000,000.

ISSUE

Contract No. PS46172000 has been providing key engineering support that enables Metro to augment internal resources on an on-call basis in situations where Metro lacks the capacity or expertise necessary to perform the required task. Staff is currently working on the re-procurement for these services and anticipates issuing a competitive solicitation in the next couple of months. A contract modification is required to increase the funding portion of the remaining contract term to continue providing engineering support through April 26, 2023.

BACKGROUND

In April 2018, the Board of Directors approved the award of Contract No. PS46172000 for Maintenance and Engineering Department support in a total not-to-exceed amount of \$31,000,000 (\$16,000,000 for the initial two-year base period, and \$15,000,000 for the three, one-year options at \$5,000,000 per year). In December 2019, the Board approved exercising the first option year to increase the contract value from \$16,000,000 to \$21,000,000 and extended the performance period from April 27, 2020, to April 26, 2021. In March 2021, the Board approved exercising the second option year to increase the contract value from \$21,000,000 to \$26,000,000 and extend the performance period from April 27, 2021, to April 26, 2022. In March 2022, the Board approved exercising the 3rd and final option year to only extend the performance period from April 2022 to April 2023. This Board action is to approve the increase of the contract value from \$26,000,000 to \$31,000,000. Please see Attachment B for a summary of the procurement history. Staff is actively working on the procurement of a new contract.

This task order-based contract provides a range of engineering services for train control, traction

power, communications, track, mechanical, electrical, plumbing, and civil design. Also included are support services for project management, construction management, and computer-aided design and drafting (CADD). For a list of previous modifications to Contract No.PS46172000, please see Attachment C.

DISCUSSION

The State of Good Repair (SGR) for the transit infrastructure maintenance work program is approximately \$47M for the adopted 2023 budget. Maintenance and Engineering have determined that a support cost of 10% is reasonable to execute the delivery of capital projects. In addition to SGR projects support, Maintenance & Engineering (M&E) utilizes this contract for maintenance support for major repair, unplanned emergency maintenance work, and other technical support activities. Work has entailed performing assessments and design for items such as rail corrosion, radio communication coverage, bus and rail facilities, CCTV security enhancements; Cyber Security implementation, pantograph condition monitoring, Expo geotechnical surveys, vertical transportation survey, OCS inspection system development, signal standardization, emergency trip system; OCS/substations failure incidents, Rail & Bus Divisions emergency backup power system modification, research/analysis of new ROC/BOC locations and augmentation for the engineering disciplines.

This contract continues to support the planning, implementation, and execution of SGR projects. Refer to Attachment A for a list of SGR projects and activities this contract is supporting.

DETERMINATION OF SAFETY IMPACT

The services provided via this contract will contribute to maintaining the transit system in a state of good repair as recommended by Metro's Transit Asset Management (TAM) Plan, which is essential to providing a safe and reliable service for riders who use the Metro transit system daily.

FINANCIAL IMPACT

The total for the third-year option is \$5,000,000 of spending authority. For FY23, \$14,894,300 in funding was provided from the various capital project budget(s) in cost centers 3929 Operations Engineering and 3960 - Infrastructure Renewal Program, account 50316 -Professional and Technical Services. As additional task orders become necessary to execute, they will be funded through the appropriate capital projects. Since this is a multi-year contract, the Cost Center Manager and Project Manager will be responsible for allocating and budgeting the overall expenditure across subsequent years until project completion, including any options exercised.

Impact to Budget

The source of funds for this action includes the Federal, State, Transportation Development Act (TDA), Measure R, and Measure M. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions. The source of funds will be dependent on the specific capital project funding.

EQUITY PLATFORM

The benefits of this action are to ensure that transit infrastructure assets are maintained in a state of good repair countywide, including assets that provide transit service for disadvantaged communities. The effectiveness of providing reliable transit services relies on maintaining assets. This allows Metro to deliver safe, affordable, and dependable transit services that connect marginalized groups with jobs, housing, education, food services, family, and health care.

A Disadvantaged Business Enterprise (DBE) commitment of 25% was established as part of this contract. The DBE participation is based on the aggregate of all task orders awarded. To date, Gannett Fleming Transit & Rail Systems has achieved 45.08% DBE participation by subcontracting to DBE-certified firms. To date, Contract No. PS46172000 has awarded task orders totaling \$24,623,667.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

This engineering support services contract will help maintain systems safety, service, reliability, and cleanliness standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

Soliciting competitive bids for each individual task order as it becomes required is not recommended as it would require extensive additional staff time to process each request and result in project delays due to the lead time required to complete each procurement cycle.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 7 to Contract No. PS46172000 with Gannett Fleming Transit & Rail Systems to provide engineering support for transit infrastructure maintenance on an as-needed, task-orders basis.

ATTACHMENTS

Attachment A - List of Supported Project Uses
Attachment B - Procurement Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - List of Task Orders and Values
Attachment E - DEOD Summary

Prepared by: Kelvin Zan, Executive Officer, Systems Engineering, (213) 617-6264
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and

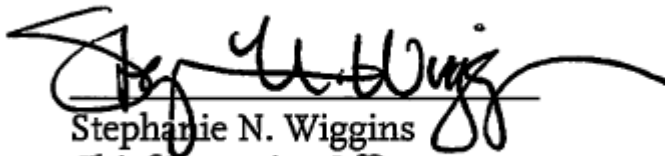
Engineering, (213) 922-3227

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

Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

LIST OF FY 23 SUPPORTED PROJECT USES

**ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE
PS46172000**

Description
Support for the Rail Radio System Upgrades and Refurbishments
Project to implement an Overhead Catenary System (OCS) Monitoring System
Support for various TPSS/COM/TP/UPS Battery Replacement Projects
Computer Aided Design (CAD) Support to Capture System Configuration
Support for Corrosion Control and Protection
Support for System Security and Law Enforcement Projects
Support for Metro Headquarters Building Projects
Support for Fire Alarm / Fire Suppression / Fire Life Systems
Support for Bus and Rail Facility Maintenance Projects
Support for Expo Line Train Control Signal Standardization
Support for Regional Connector SIT-2 Test Procedures
Support for various Rail Maintenance and Engineering Initiatives
Support for Rail Maintenance and Engineering Acceptance of Various Mega Projects
Support for Rail Maintenance and Engineering Project Construction Management
Support for various Safe-7 projects
Assessments and Inspections Elevator and Escalator Infrastructure Elements
Assessments and Inspections of Building Use for Rail and Bus Operations Control Center (ROC/BOC)

PROCUREMENT SUMMARY

ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE
SERVICES / PS46172000

1.	Contract Number: PS46172000			
2.	Contractor: Gannett Fleming Transit & Rail Systems			
3.	Work Description: Increase funding for On-Call Engineering Support Services in support of transit infrastructure maintenance projects.			
4.	Contract Work Description: On-Call Engineering Support Services in support of transit infrastructure maintenance projects.			
5.	The following data is current as of: August 1, 2022			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	April 26, 2018	Contract Award Amount:	\$16,000,000
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved:	\$10,000,000
	Original Complete Date:	April 26, 2020	Pending Modifications (including this action):	\$5,000,000
	Current Est. Complete Date:	April 26, 2023	Current Contract Value (with this action):	\$31,000,000
7.	Contract Administrator: Victor Zepeda		Telephone Number: (213) 922-1458	
8.	Project Manager: Kelvin Zan		Telephone Number: (213) 617-6264	

A. Procurement Background

This Board Action is to approve Contract Modification No. 7 to increase the not to exceed contract value by \$5,000,000, from \$26,000,000 to \$31,000,000 to continue providing engineering support for transit infrastructure maintenance services.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is task order-based/firm fixed price.

On April 26, 2018, the Board approved a two-year base, and three, one-year options, Contract No. PS46172000 (File #2018-0061, Agenda Number 30) to provide on-call engineering support services on a task order basis with Gannett Fleming Transit & Rail Systems, in the total base amount not-to-exceed \$16,000,000.

Further, in December 2019, the Board approved exercising the first option year that extended the period of performance from April 2020 to April 2021 and increased the not to exceed Contract Value from \$16,000,000 to \$21,000,000 (File #2019-0728, Agenda Number 23). In March 2021, the Board approved exercising the second

option year that extended the period of performance from April 2021 to April 2022 and increased the not to exceed Contract Value from \$21,000,000 to \$26,000,000 (File #2020-0860, Agenda Number 21).

Refer to Attachment C, Contract Modification/Change Order Log and Attachment D, List of Task Orders and Values.

B. Cost/Price Analysis

All future task orders and contract modifications will be determined to be fair and reasonable in accordance with Metro's Acquisition Policy at the time of issuance and award.

CONTRACT MODIFICATION/CHANGE ORDER LOG

ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE
SERVICES / PS46172000

Mod. No.	Description	Status (approved or pending)	Date	Amount
1	Revise the Approved Subcontractors (SP-04), revise the insurance requirements to minimize Metro's risk, and revise the approved unit rates for the newly added Subcontractors.	Approved	10/22/18	\$0
2	Revise the Approved Subcontractors and revise the approved unit rates for the newly added Subcontractors.	Approved	2/11/19	\$0
3	Revise the approved unit rates for Year 2 and adjust the retention rate	Approved	6/11/19	\$0
4	Exercise Option Year 1 extending Period of Performance from April 2020 to April 2021.	Approved	12/5/19	\$5,000,000
5	Exercise Option Year 2 extending Period of Performance from April 2021 to April 2022	Approved	3/18/21	\$5,000,000
6	Exercise Option Year 3 extending Period of Performance from April 2022 to April 2023 (time portion only)	Approved	3/24/22	\$0
7	Increase contract funding authority	PENDING	9/22/22	\$5,000,000
	Modification Total:			\$15,000,000
	Original Contract:		4/26/18	\$16,000,000
	Total:			\$31,000,000

**ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE
LIST OF TASK ORDERS AND VALUES**

ATTACHMENT D

Task Order #	Project Description	Total Task Order
1	PM services (staff augmentation)	\$643,299.41
2	Train Control (staff augmentation)	\$344,270.00
3	Traction Power (staff augmentation)	\$256,231.00
4	Project Control (staff augmentation)	\$307,849.00
5	CAD Services (staff augmentation)	\$290,033.00
6	Track Engineer (staff augmentation)	\$247,101.47
7	CM/Comm support services (staff augmentation)	\$258,485.33
8	Comm Engineers (staff augmentation)	\$659,122.70
9	Train Control 2 (staff augmentation)	\$562,296.53
10	El Nido (assessment)	\$19,401.78
11	Pantograph Assessment	\$133,918.75
12	Traction Power 2 (staff augmentation)	\$245,935.81
13	move coordinator (staff augmentation)	\$227,461.44
14	AsstPM Blue Line (staff augmentation)	\$214,402.67
15	Blue Line Cathodic Documents (services)	\$43,377.55
16	Proj Mgmt Support (staff augmentation)	\$963,011.53
17	Signal Standards (services)	\$507,590.83
18	Electrical Engineering Support Staff	\$174,436.51
19	CurveNoise Expo Line Northvale (assessment)	\$7,450.89
20	Switches (assessment) - cancelled	\$370,925.50
21	Blue Light Call Stations Supt	\$413,397.13
22	New Blue Oversight Staff Augmentation	\$130,020.00
23	Construction Management Support	\$820,549.39
24	Train Control Support Staff	\$1,946,066.32
25	Electrical Engineering Support Staff	\$291,148.71
26	CAD Services (staff augmentation)	\$670,941.28
27	Traction Power Support (staff augmentation)	\$277,326.99
28	Track Engineer (staff augmentation)	\$240,140.15
29	Comm Engineers (staff augmentation)	\$528,803.68
30	Project Management Team (staff augmentation)	\$2,187,826.77
31	ECOS PM Support (staff augmentation)	\$231,430.67
32	Radio Assessment	\$304,777.00
33	Tunnel Intruder Detection (assessment)	\$353,892.55
34	Short Term Staff	\$60,000.00
35	Transformer Specs (services)	\$147,702.00
36	BL ETS (assessment)	\$243,467.52
37	Red/Purple TWC Comm System (assessment)	\$310,673.00
38	Eval effectiveness of rail frogs (assessment)	\$109,556.78
39	CAD Civil Mechanical Engineering (staff augmentation)	\$146,226.91
40	Door System Assessment	\$42,645.94

DEOD SUMMARY

ENGINEERING SUPPORT FOR TRANSIT INFRASTRUCTURE MAINTENANCE
SERVICES / PS46172000**A. Small Business Participation**

Gannett Fleming made a 25.00% DBE commitment for this task order contract. The overall DBE participation is based on the cumulative value of all task orders issued. To date, sixty-nine (69) task orders have been awarded. Based on payments reported, the contract is 79.36% complete and Gannett Fleming's cumulative DBE participation is 45.08%, exceeding the commitment by 20.08%.

Gannett Fleming stated that NBA Engineering (NBA) has not be utilized because Metro has not issued a task order for the specialized work (tunnel ventilation engineering) that NBA is listed to perform. Gannett Fleming contends that NBA will be utilized once the need arises.

Small Business Commitment	25.00% DBE	Small Business Participation	45.08% DBE
----------------------------------	-------------------	-------------------------------------	-------------------

	DBE/SBE Subcontractors	Ethnicity	Current Participation¹
1.	Acumen Building Enterprise (Added)	African American	1.30%
2.	Armand Consulting	Caucasian Female	6.72%
3.	Birdi Systems, Inc.	Subcontinent Asian American	0.38%
4.	C2PM, Inc.	Asian Pacific American	10.76%
5.	Colmena Engineering (Added)	Hispanic American	5.55%
6.	GC Tech, Inc.	African American	4.35%
7.	JM Diaz	Hispanic American	1.06%
8.	Mammoth Associates, LLC (Added)	Caucasian Female	3.30%
9.	NBA Engineering, Inc.	Caucasian Female	0.00%
10.	Pacific Railway Enterprises	Caucasian Female	2.78%
11.	PacRim Engineering Inc. (Added)	Asian Pacific American	4.46%
12.	PBS Engineers, Inc. (Added)	Subcontinent Asian American	1.14%
13.	Rani Engineering, Inc.	Hispanic American	0.43%
14.	Triunity Inc. (Added)	Black American	1.74%
15.	Wagner Engineering & Survey	Caucasian Female	1.11%
	Total		45.08%

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



Board Report

File #: 2022-0394, **File Type:** Motion / Motion Response

Agenda Number: 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: IGNITION CONTROL MODULE

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA86135000 to Cummins, Inc., who was the responsive and responsible bidder, for ignition control modules. The contract's first-year base amount is \$548,316 inclusive of sales tax, and the one-year option amount is \$562,024, inclusive of sales tax, for a total contract amount of \$1,110,340, subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of ignition control modules, which are computer controllers used on Cummins 8.9L ISLG near zero engines installed in Metro buses. This component is essential to the operation, control, and monitoring of the bus engine when in operation. The module controls the main functions of engine operation to ensure peak performance. The bus operating divisions replace the ignition control module upon failure, and it is imperative to have ignition control modules in stock to minimize service disruptions due to maintenance.

Award of this contract will ensure the operating divisions have adequate inventory to repair and maintain the buses according to Metro maintenance standards and are necessary to ensure service continuity and avoid any interruption to Metro operations.

BACKGROUND

The ignition control module is the main controller for the operation of Cummins CNG engines on Metro buses. The ignition control module's function is to monitor, control, and adjust engine parameters to keep the engine running in compliance with certified performance and emissions standards. An operational ignition control module is essential to ensure the reliability and safety of our bus engines.

DISCUSSION

The ignition control module is the main computer for the Cummins 8.9L CNG engine. Replacement of

the ignition control module is required upon failure of these components. The ignition control module's inventory and availability are crucial to ensure our passengers' safe transportation. In addition, the availability of the ignition control module will reduce bus downtime and keep the bus fleet in revenue service.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee up to the specified quantity for a specific duration of time. However, we have no obligation or commitment to order any specific quantity of the ignition control module that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required.

The ignition control module will be purchased and maintained in inventory and managed by Material Management. As the ignition control module is issued from stock, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

The award of this contract will ensure that all operating divisions have adequate inventory to maintain the bus fleet according to Metro Maintenance standards. This action will prevent deferred maintenance and maintain the bus availability for revenue service.

FINANCIAL IMPACT

The funding of \$548,316 for this product is included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts - Revenue Vehicle.

Since this is a one-year contract with a one-year option, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years, including any option exercised.

Impact to Budget

The current source of funding for this action are Federal, State, and Local, including sales tax and fares. These sources are eligible for Bus Operating or Capital projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

The benefits of this action are to ensure that the bus fleet continues to serve most regions in Los Angeles County, including in many underserved communities, where these vital transportation services are needed to ensure residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for these residents, and this action helps ensure the Metro bus maintenance programs provide the proper State of Good Repair for the bus fleet.

The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE

goal and verified the commitment by the successful bidder for this procurement.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The ignition control module supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The ignition control module will help maintain the bus fleets' reliability and ensure that our customers can arrive at their destinations without interruption and in accordance with Metro bus operations.

ALTERNATIVES CONSIDERED

The alternative is not to award the contract and procure the ignition control modules on an as-needed basis, using the traditional “min/max” replenishment system method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure availability, timely delivery, continued supply, and a guaranteed fixed price for the parts.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. MA86135000 for the procurement of ignition control modules with Cummins Inc. at the one-year base amount of \$548,316 inclusive of sales tax, and the one-year option amount of \$562,024, inclusive of sales tax, for a total contract amount of \$1,110,340.

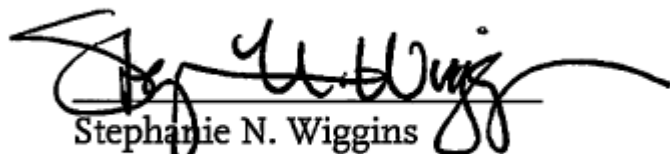
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Harold Torres, Sr. Director Central Maintenance (213) 922-5714
James Pachan, Sr. Executive Officer, 213-922-5804
Tanya Allen, Procurement Planning Administrator (213) 922-1018 Debra Avila,
Deputy Chief Vendor/Contract Management (213) 418-3051
Lilia Montoya, Deputy Chief Operations Officer, Admin & Development (213) 922-4061

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

IGNITION CONTROL MODULE/MA86135000

1.	Contract Number: MA86135000	
2.	Recommended Vendor: Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	Type of Procurement (check one): ☒ IFB ☐ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates :	
	A. Issued: 3/04/22	
	B. Advertised/Publicized: 3/10/22	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 4/6/22	
	E. Pre-Qualification Completed: 5/29/22	
	F. Conflict of Interest Form Submitted to Ethics: 5/15/22	
	G. Protest Period End Date: 8/22/22	
5.	Solicitations Picked up/Downloaded: 11	Bids/Proposals Received: 2
6.	Contract Administrator: Tanya Allen	Telephone Number: (213) 922-1018
7.	Project Manager: Harold Torres	Telephone Number: (213) 922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA86135000 for the procurement of Ignition Control Modules. Board approval of this contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA86135 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendments were issued during the solicitation phase of this IFB.

A total of two (2) bids were received on April 6, 2022.

B. Evaluation of Bids

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

1. Cummins Inc.
2. The Aftermarket Parts Company LLC

Both firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, Cummins Inc., the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from Cummins Inc. has been determined to be fair and reasonable based upon adequate price competition and selection of the lowest responsive and responsible bidder. The recommended award is higher than the previous purchase price due to rising material costs, raw material shortages, higher gas prices, and increased freight charges.

Low Bidder Name	Bid Amount	Metro ICE
Cummins Inc.	\$1,110,339.86	\$938,940
The Aftermarket Parts Company, LLC	\$1,357,394.85	

D. Background on Recommended Contractor

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for 102 years. Cummins has provided similar products for Metro and other agencies including Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous other transit proprietes that are available upon request. Cummins has provided satisfactory service and product to Metro on previous purchases.

DEOD SUMMARY**IGNITION CONTROL MODULE/MA86135000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Cummins Inc. met the goal by making a 2% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
----------------------------	---------------	----------------------------------	---------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Say Cargo Express	Hispanic American	2%
Total Commitment			2%

B. Living Wage / Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0512, File Type: Informational Report

Agenda Number: 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: MEMBERSHIP ON METRO'S SAN GABRIEL VALLEY SERVICE COUNCIL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

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

ISSUE

Each Metro Service Council (MSC) is comprised of nine representatives that serve terms of three years; terms are staggered so that the terms of three of each Council's nine members expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board.

The San Gabriel Valley Service Council has one vacancy that was not filled when the seat's term expired on June 30, 2022. The term of this now-vacant seat is July 1, 2022 - June 30, 2025.

BACKGROUND

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

The MSC is responsible for convening public hearings to receive community input on proposed service modifications, and rendering decisions on proposed bus route changes considering staff's recommendations and public comments. All route and major service changes that are approved by the MSC will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move an MSC-approved service change to an Action Item, the MSC will be notified of this change prior to the next Service Council monthly meeting.

DISCUSSION

The individual listed below has been nominated to fill the vacant seat on the San Gabriel Valley Service Council by the seat's nominating authorities. If approved by the Board, this appointment will serve out the remainder of the vacant seat's three-year term. A brief listing of the nominee's qualifications (Attachment A) and the nomination letter from the nominating authorities (Attachment B) are provided.

San Gabriel Valley

- A. Salvador Melendez, San Gabriel Valley Service Council, New Appointment
Nominated by: Cities of Montebello, Monterey Park, and Rosemead
Term: July 1, 2022 - June 30, 2025

DETERMINATION OF SAFETY IMPACT

Maintaining the full complement of representatives on each Service Council to represent each service area is important. As each representative is to be a regular user of public transit, and each Council is composed of people from diverse areas and backgrounds, this enables each Council to better understand the needs of transit consumers, including the need for the safe operation of transit service and safe location of bus stops.

EQUITY PLATFORM

Metro seeks to appoint Service Council members that represent the diverse needs and priorities reflective of the demographics of each respective region.

In alignment with Metro's Equity Platform, when there is a vacancy on any of the Service Councils, Metro shares the demographics of the Council region, the region's transit riders, and the Council's current membership with the nominating authority. They are strongly encouraged to consider nominating candidates that are reflective of the ridership of their regions. Service Council bylaws provide guidance on this process in which Metro Board Members confirm and appoint representatives of Service Councils based on nominations submitted through the locally adopted process by the designated nominating authorities.

For reference, the 2020 American Community Survey demographics and 2019 Metro Ridership Survey demographics for the region are compared to the membership.

Should this nominee be appointed, the San Gabriel Valley (SGV) Service Council membership will compare to the region and the region's ridership as follows:

SGV Region Demographics	Hispanic	White	Asian/ Pacific Isl	Black	American Ind/ Alaska Native	Other
Council Region	49.7%	16.8%	28.0%	3.0%	0.2%	2.3%
Region Ridership	63%	13%	9%	9%	1%	5%
Membership/No.	5 (55%)	3 (33%)	1 (11%)	0 (0%)	0 (0%)	0 (0%)

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

Gender	SGV Membership/No.*	Los Angeles County
Male	77.7% / 7	49.7%
Female	22.2% / 2	50.3%

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The alternative to approving this appointment would be for this nominee to not be approved for an appointment. To do so would result in reduced effectiveness of the Service Councils, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Council to formulate and submit recommendations to the Board. It would also result in the Service Council having a less diverse representation of their respective service areas.

NEXT STEPS

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

ATTACHMENTS

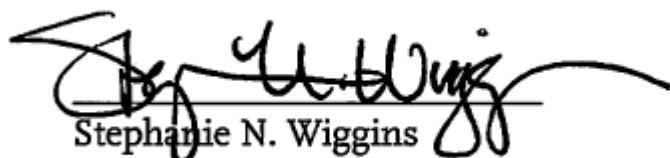
Attachment A - Listing of Nominee's Qualifications

Attachment B - Nomination Letter

Prepared by: Dolores Ramos, Manager, Regional Service Councils, (213)
598-9715

Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

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



Stephanie N. Wiggins
Chief Executive Officer

NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

Salvador Melendez, Nominee for San Gabriel Valley Service Council



Salvador Melendez was elected to Montebello City Council in November 2018 as the youngest elected council member in Montebello's history.

Mr. Melendez is a longtime resident in the City of Montebello and a product of Montebello Unified School District, graduating from Montebello High School (Class of 2008). After High School, he earned an Associate's Degree in Social Sciences from Rio Hondo College, a Bachelor of Arts in Political Science with an emphasis in Global Relations from CSULA, and a Doctor of Law from the University of La Verne College of Law. He

currently works as a Senior Policy Analyst for AltaMed Health Services and is involved in many organizations related to law and service, including the Latino Law Association. He also volunteers at legal associations dedicated to offering free legal aid to those in need.

APPOINTING AUTHORITY NOMINATION LETTER

San Gabriel Valley Service Council



City of Montebello

August 9, 2022

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

Dear Ms. Ramos,

This letter serves as the nomination to appoint Salvador Melendez, Councilmember, to serve as the representative for the Cities of Montebello, Monterey Park, and Rosemead on the San Gabriel Valley Service Council for the term of July 1, 2022 - June 30, 2025.

The City of Montebello has conferred with the Cities of Monterey Park and Rosemead; they both support to our nomination of Salvador Melendez, and we are confident that Salvador Melendez's knowledge and experience will serve the San Gabriel Valley Service Council well.

Please let me know if you need any additional information. Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read 'René Bobadilla', is written over a light blue horizontal line.

René Bobadilla
City Manager



Board Report

File #: 2022-0511, **File Type:** Contract

Agenda Number: 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: AGENCY ENTERPRISE SECURITY ARCHITECTURE ASSESSMENT

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a professional service firm-fixed price Contract No. PS77693-3000 to Regents & Park, in the amount of \$1,259,400, subject to resolution of protest(s), if any.

ISSUE

High-profile cyberattacks on public and private infrastructures such as the recent intrusion of the New York MTA, the ransomware attack on the Colonial Pipeline operation, and the breach of the JBS meat-packing plants highlight the vulnerable nature of critical infrastructure and the emerging threat profile of public and investor-owned systems. Further, the organizations' true economic and public-trust reputation suffered because of these financially motivated malicious criminal activities.

Entities or groups that attempt to breach computer security, including foreign governments that sponsor or condone activities to access data/intelligence to target governments, organizations, or individuals (aka nation-state actors), have become more sophisticated over time while private and public sector organizations struggle to keep up with new threats introduced by advancing technology and the need to support these vital systems.

BACKGROUND

Metro must continually review and improve its information security posture to manage the current and evolving risk and threat landscape. While Metro is actively implementing recommendations and remediations from other completed security reviews, it is evident Metro must concurrently engage and contract with a well-qualified information security consulting firm in assessing modern Agency IT, IoT/ Industrial Internet of Things (IIoT) systems and SCADA/ICS asset risks.

Keeping with the agency-wide goal of providing safe, secure, private, efficient, and high-quality services to its customers, Metro has identified the following non-exhaustive list of Cyber Security Domains to be included in the scope of this Security Architecture Review (SAR).

- Governance, Compliance, and Organization
- Data Protection
- Security Risk Management
- Tiered Security
- Centralized Management
- Least Privilege/Least Denial
- Role-based Access Authorization
- Separation of Duties
- Identity and Access Management
- Incident Response
- Host and Endpoint Protection
- Application, Database, and Mobile Protection
- Network Cloud and Data Center
- Security Awareness Training
- People
- Process
- Tools

DISCUSSION

Metro intends to contract with Regents & Park to conduct an in-depth evaluation of the agency's information security program and architecture.

The result of this agency-wide assessment will provide the following deliverables:

- Highlight existing and future weaknesses in the Metro Security Architecture;
- Provide recommendations for improvement in key performance areas;
- Outline and prioritize short, medium, and long-term recommendations designed to improve the organization's security posture based on its risk profile and level of security maturity at the time of review; and
- Identify and examine the holistic risk posture of the organization to provide specific findings where organizational economies-of-scale through automation could lend to a reduction in operational complexity, organizational risk, and costs.

The Security Architecture Assessment will perform a study that uncovers systemic security issues in our environment. Metro would like to maximize its return on any security technology investment by evaluating our needs and validating the security of our existing deployments. The result is an actionable roadmap to help remediate identified security deficiencies.

This review and assessment output will complement ongoing Governance, Risk Management and Compliance (GRC) initiatives and provide the foundation for Metro's Security technology roadmaps.

DETERMINATION OF SAFETY IMPACT

The contract award will directly and positively impact the agency's safety, security, service quality,

and systems reliability posture. Providing a current and refreshed agency-wide assessment of the current Metro IT security architecture and risk profile provides senior leadership with the visibility and insights to make informed technology and resource decisions to secure the Metro Enterprise and its supported systems adequately.

FINANCIAL IMPACT

Funding for this service is included in the FY23 Adopted Budget under Project Number 300119, Cyber Security Architecture Assessments, Cost Center 2613 - Physical Security.

Impact to Budget

The funding source is an FY20 Transit Security Grant Program (TSGP) Award for Facilities Hardening, Video Management System/Security Intelligence, and Cyber-Security, which is not eligible for bus and rail capital and operating expenditures. No other source of funds was considered for this project because the TSGP funding completely covers this expenditure.

EQUITY PLATFORM

Metro technology systems and services are contained within data centers, rail operations centers, subway stations, and bus garages in multiple locations throughout LA County. These on premise and web-based systems host various bus/rail, bike, rideshare, and related services serving all demographic communities. This contract will identify potential security risks so they can be addressed and remediated, thus preserving the public trust of Metro's stakeholders.

The services are not anticipated to impact the external customer community adversely (e.g., people of color, low income, disabled, marginalized communities, minorities, women, disadvantaged or disabled veterans).

This open solicitation included a Small Business Enterprise (SBE) goal of 12% and a Disabled Veteran Business Enterprise (DVBE) goal of 3% for the project management contract. The recommended firm made a 30.54% SBE commitment and a 4.17% DVBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Security Architecture Assessment supports **Metro Vision 2028 Strategic Goal 5**: Provide responsive, accountable, and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The Board may choose not to proceed with the contract award. This option is not recommended based on the need and desire to protect, defend, and secure real-time information and mission-critical infrastructure from cyberattacks; and the commitment to continually enhance the security and privacy of information and data for our customers.

NEXT STEPS

Upon approval by the Board, staff will execute the contract, and the contractor will provide a Project Management Plan (PMP) with a detailed review and work breakdown structure (WBS) schedule focused on the key activities to produce the contract deliverables and other warranted deliverables based on the vendor's methodology/approach for conducting information security engagements over a twelve-month (12) period following award.

ATTACHMENTS

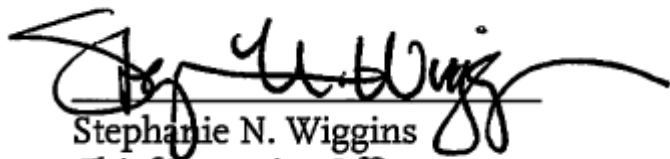
Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Janice Lim, DEO Enterprise Information Management, Information Security, (213) 922-5590
Bill Balter, DEO Enterprise Information Management, ITS Administration, (213) 922-4511
Joe Giba, EO Information Technology, Operations and Service Delivery, (213) 922-3450
Susan Walker, Director, Physical Security, (213) 922-7464

Debra Avila, Deputy Chief VCM Officer (213) 418-3051

Reviewed by: Bryan Sastokas, Chief Innovation Officer (Interim), (213) 922-5510
Robert Bonner, Chief People Officer, (213) 922-3048



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

AGENCY ENTERPRISE SECURITY ARCHITECTURE ASSESSMENT / PS77693-3000

1.	Contract Number: PS77693-3000	
2.	Recommended Vendor: Regents and Park	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 05/25/2022	
	B. Advertised/Publicized: 05/25/2022	
	C. Pre-Proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 06/15/2022	
	E. Pre-Qualification Completed: 08/25/2022	
	F. Conflict of Interest Form Submitted to Ethics: 06/21/2022	
	G. Protest Period End Date: 09/21/2022	
5.	Solicitations Picked up/Downloaded: 37	Bids/Proposals Received: 2
6.	Contract Administrator: Annie Duong	Telephone Number: (213) 418-3048
7.	Project Manager: Janice Lim	Telephone Number: (213) 922-5590

A. Procurement Background

This Board Action is to approve the award of Contract No. PS77693-3000 to Regents and Park (R&P) to perform an in-depth evaluation of the agency's information security program and architecture. Board approval of contract award is subject to resolution of all properly submitted protest(s).

On May 25, 2022, Request for Proposal (RFP) No. PS77693-3 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is a firm fixed price.

The RFP was issued with a race-neutral Small Business Enterprise (SBE) goal of 12% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%.

No amendments were issued during the solicitation phase of this RFP. There were 19 questions received and responses were provided prior to the proposal due date.

A total of 37 firms downloaded the RFP and were included on the plan holders list. A total of two proposals were received by the due date of June 15, 2022, from the following firms listed below in alphabetical order:

- 1) AEON Group LLC

2) Regents and Park (R&P)

B. Evaluations of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Systems Architecture & Technology Integration, ITS Administration, and Information Security Department conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights that were published in the RFP:

1) Qualifications/Experience	20 Points
2) Execution of Work Scope	40 Points
3) Work Schedule and Deliverables	20 Points
4) Price	20 Points
Total	100 Points

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements. Several factors were considered in developing these weights, giving the greatest importance to the Execution of Work Scope.

On July 05, 2022, the PET completed its independent evaluation of the proposals and determined the proposals were technically acceptable. Regents and Park was determined to be the highest ranked firm.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Regents and Park				
3	Qualifications/Experience	84.85	20%	16.97	
4	Execution of Work Scope	76.68	40%	30.67	
5	Work Schedule and Deliverables	80.00	20%	16.00	
6	Price	100.00	20%	20.00	
7	Total		100%	83.64	1
8	AEON Group LLC				
9	Qualifications/Experience	44.65	20%	8.93	
10	Execution of Work Scope	29.68	40%	11.87	
11	Work Schedule and Deliverables	56.65	20%	11.33	
12	Price	99.05	20%	19.81	

13	Total		100%	51.94	2
-----------	--------------	--	-------------	--------------	----------

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), price analysis, technical evaluation, fact-finding, and negotiations.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	Regents and Park (R&P)	\$1,399,500.00	\$1,494,900.00	\$1,259,400.00
2.	AEON Group LLC	\$1,413,000.00		

Staff successfully negotiated a cost savings of \$140,100 from the original proposal amount.

D. Background on Recommended Contractors

Regents and Park (R&P) has been in operation since 2009 specializing in diverse, multi-disciplinary skill sets and complex integrated technologies. Headquartered in Huntington Beach, California, R&P has a history of providing assessment services such as PCI Risk Management, P&P reviews, and Toll Road Assessment. R&P has provided satisfactory work for Metro in the past.

DEOD SUMMARY

AGENCY ENTERPRISE SECURITY ARCHITECTURE ASSESSMENT

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 12% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Regents & Park, an SBE, exceeded the goal by making a 30.54% SBE and 4.17% DVBE commitment.

Small Business Goal	12% SBE 3% DVBE	Small Business Commitment	30.54% SBE 4.17% DVBE
----------------------------	----------------------------	----------------------------------	----------------------------------

	SBE Subcontractor	% Committed
1.	Regents & Park (SBE Prime)	30.54%
	Total SBE Commitment	30.54%

	DVBE Subcontractor	% Committed
1.	MERP Consulting	4.17%
	Total DVBE Commitment	4.17%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0459, File Type: Contract

Agenda Number: 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

**SUBJECT: TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES FOR THE
P2000 LIGHT RAIL VEHICLE OVERHAUL/MIDLIFE MODERNIZATION PROGRAM**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 19 to Contract No. PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for technical and program management support services in support of the P2000 Light Rail Vehicle (LRV) Overhaul/Midlife Modernization Program to increase the Not-To-Exceed (NTE) contract price by \$1,231,187.71 from \$5,829,626 to \$7,060,813.71 to support project activities for 9 months, through June 30, 2023.

ISSUE

This Contract provides program and technical consultant support for the P2000 LRV Modernization/Overhaul Contract that was awarded in March 2017. Due to the global pandemic which impacted the supply chain, availability of resources, and the limited opportunity for staff to travel to support design review meetings, inspections, and test activities, the project schedule has been impacted and final acceptance of all existing P2000 LRVs (fifty-two LRVs total) were deferred from November 2021 to December 2023.

To provide program and technical consultant support to the P2000 LRV Modernization/Overhaul contract staff requests approval of Modification No. 19 to increase the contract NTE amount by \$1,231,187.71 to provide consultant support through June 30, 2023.

BACKGROUND

In March 2017, the Board approved (#2017-0149) Contract No. PS20113000, a cost plus fixed fee contract to CH2M Hill, Inc., in the amount of \$5,829,626 for technical and program management services in support of the P2000 LRV Overhaul/Midlife Modernization Project. This contract provides technical and program management support to Metro staff engaged in managing the overhaul/midlife modernization of the existing P2000 fleet ensuring all fifty-two (52) LRVs and project deliverables comply with the contract requirements.

CH2M Hill Inc. currently provides staff support in the following disciplines, as directed by Metro:

- Project Management
- Systems Engineering
- Systems Integration
- Design Conformance Tests
- Inspection Activities at LRV Production/Modernization Site
- LRV Commissioning and acceptance Activities.
- Quality Assurance
- Document Control

All work and assignments are on an as-needed basis, and directed by the Metro P2000 Project Team through issuing Task Orders using fixed labor rates. The Consulting staff are managed daily by Metro's P2000 Project Manager.

DISCUSSION

Findings

Since the contract award of the P2000 LRV Overhaul/Midlife Modernization Project in March 2017, CH2M Hill, Inc. has been providing Metro's Project Team with technical and program management support, including review of all technical documents, oversight of system, and combined-system level integration efforts, a witness of verification and validation tests, and inspection of workmanship at the production/ Modernization site. The Project is now entering the Conditional Acceptance phase, an essential gateway to allow the Modernized LRVs to enter revenue service in Metro.

The Project schedule was and continues to be impacted by the pandemic. Examples of the impacts include:

- Supply chain disruptions which delayed the start and completion of manufacturing, assembly, inspection, and test activities.
- Ability of staff to travel to support in-person events such as design review meetings, inspections, tests, and audits. As a result, these events had to either be rescheduled or performed virtually with reduced efficiency.
- Complying with pandemic measures, including quarantine for two weeks when traveling and limiting close contact when supporting test & inspection activities, also impacted completing tasks efficiently.

Approval of the recommendation modifies Contract No. PS20113000 allows for the continuation of technical and program management support for the P2000 LRV Overhaul/Midlife Modernization Project. Metro staff requires this Project support to navigate and mitigate the remaining technical issues to achieve final delivery and acceptance of the 52 P2000 LRVs.

This is an existing professional services support contract required to ensure continuity, proper project execution, and completion of the LRV Overhaul/Midlife Modernization project and does not have any impact on the previously approved Life-of-Project (LOP) budget. Approving the recommendation ensures the successful completion of the Overhaul/Midlife Modernization Project,

which provides accessible and affordable transportation for all who ride our light rail system.

DETERMINATION OF SAFETY IMPACT

The approval for the additional NTE funds for the consultant services will ensure team continuity and maintain overall system safety, service quality, system reliability, maintainability, and customer satisfaction.

The P2000 LRV Modernization Project permits Metro to maintain the P2000 LRV fleet in a State of Good Repair (SGR).

FINANCIAL IMPACT

The requested new contract value of \$7,060,813.71 is within the Board-approved LOP budget of \$7,969,680 for consultant services.

The Contract Price increase of \$1,231,187.71 has been included in the Cost Center 3043, Rail Vehicle Acquisition, Account 50316, under project number CP 206044, P2000 LRV Overhaul Program. This Contract Price increase is within the overall available Consulting Services expenditure.

Since this is a multi-year contract, the Cost Center Manager and Project Manager will be responsible for allocating and budget the overall expenditure across subsequent years until project completion, including any options exercised.

Impact to Budget

The current source of funds for the Modernization program and Consulting Services is Proposition A (35%). Federal funds from the Transportation Improvement Program (TIP) will make up 90% of the source of funds for this Consulting Services Contract. Staff will pursue additional federal funds that may become available through MAP-21 and/or other federal sources for this project to maximize and conserve the use of local funding sources before considering debt financing.

Since multi-year projects are funding this recommendation, the Chief Operations Officer, Chief Program Management Officer, and respective Project Managers will be responsible for future fiscal year budgeting.

EQUITY PLATFORM

This is an existing Consulting Services contract needed to ensure continuity and proper project closeout of the P2000 LRV Overhaul/Midlife Modernization Project and allows for the successful delivery of those vehicles for use on Metro's existing light rail vehicle lines that serve a majority of Equity Focus Communities (EFCs) who rely on public transit for their daily jobs. EFC areas along the light rail alignments included areas in Downtown LA, Chinatown, parts of Long Beach, etc. Please refer to Attachment D for Metro's current rail line map showing areas of the EFCs that will benefit from this board decision.

CH2M Hill Inc. made a 24.81% Disadvantaged Business Enterprise (DBE) commitment. The project is 89.69% complete based on payments, and the current DBE participation is 13.38%, representing an 11.43% shortfall. CH2M Hill Inc. submitted an updated shortfall mitigation plan on July 8, 2022, and projects to exceed the 24.81% utilization by the end of all anticipated contract and task extensions. CH2M Hill Inc. remains committed to meeting the 24.81% DBE commitment by the end of vehicle production.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan Goal #1.2 - Optimize the speed, reliability, and performance of the existing system by revitalizing and upgrading Metro's transit assets. The completion and rollout of the P2000 LRVs are state-of-the-art assets that will significantly reduce trip disruptions on rail networks and improve the integrity of the overall network.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation for increasing the contract amount. This is not recommended as critical project activities currently supported by consulting staff will be interrupted, directly impacting the overall project schedule. These activities include but are not limited to; inspection at the production/modernization site, witnessing commissioning tests, reviewing test reports, reviewing Project Schedule, and providing LRV commissioning acceptance and warranty support. The Metro Project Team does not have the in-house resources to undertake all the necessary Project tasks as described.

Disapproving the recommendation will also adversely impact the P2000 LRV Overhaul/Midlife Modernization Project completion due to the loss of the required technical expertise, labor, and manpower provided through this Consulting Services contract. The potential adverse impacts may include compromised quality and SGR of the Modernized LRVs, and a reduced number of available LRVs for rollout to meet the passengers' demand that is trending positively towards the pre-pandemic levels.

NEXT STEPS

Upon Board approval, staff will execute Contract Modification No. 19 to increase the contract NTE amount by 1,231,187.71 with CH2M Hill, Inc. for the continuation of services.

ATTACHMENTS

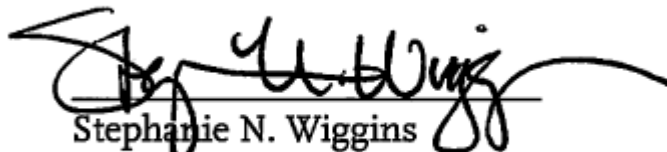
Attachment A - Procurement Summary
Attachment B - Contract Modification Log
Attachment C - DEOD Summary
Attachment D - Metro Rail Line Map

Prepared by: Jason Yaw, Sr. Manager, Project Control, (213) 922-3325
Annie Yang, Sr. Director, Rail Vehicle Acquisition, (213) 922-3284
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277

Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051
Lilia Montoya, Deputy Chief Operations Officer, Admin & Development, (213) 922-4061

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**P2000 LIGHT RAIL VEHICLE MIDLIFE MODERNIZATION/OVERHAUL SUPPORT
SERVICES
/ CONTRACT NO. PS20113000**

1.	Contract Number: PS20113000			
2.	Contractor: CH2M Hill, Inc.			
3.	Mod. Work Description: Increase the not-to-exceed contract price by \$1,231,187.71 from \$5,829,626 to \$7,060,813.71.			
4.	Contract Work Description: Provide technical and program management support to the Metro Project Team on managing the existing P2000 Light Rail Vehicle (LRVs) Midlife Modernization Project to ensure timely modernization works and successful delivery of the modernized P2000 LRVs and the associated deliverables.			
5.	The following data is current as of: 07.27.22			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	04.17.17	Not-to-Exceed Contract Award Amount:	\$5,829,626.00
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved:	18
	Original Complete Date:	12.31.21	Pending Modifications (including this action):	1
	Current Est. Complete Date:	12.31.23	Current Contract Value (with this action):	\$7,060,813.71
7.	Contract Administrator: Nicole Banayan		Telephone Number: 213-922-7438	
8.	Project Manager: Jason Yaw		Telephone Number: 213-922-3325	

A. Procurement Background

This Contract was executed on April 17, 2017, to CH2M Hill, Inc. (CH2M) for a 55 months and 14 days period of performance for a total Not-To-Exceed (NTE) contract price of \$5,829,626 to provide technical and program management support to Metro's P2000 Project Team on the P2000 LRV Midlife Modernization Project. The contract period of performance was extended to December 31, 2023, from December 31, 2021, under Modification No. 15 dated July 12, 2021, due to the global pandemic that impacted the supply chain, availability of resources, and the limited opportunity for staff to travel to support design review meetings, inspections, and test activities. For these reasons, the project schedule was impacted and final acceptance of all existing P2000 LRVs extended to December 31, 2023.

A Request for Proposal was issued to CH2M on May 25, 2022. Metro received a proposal on June 21, 2022. Metro completed its negotiation on June 30, 2022.

In the effort to allow for continued support on the midlife modernization project, this board action approval is requested to allow staff to execute Contract Modification No. 19 and issuance of Task Order No. 8 to CH2M from October 1, 2022, through June 30, 2023. This will increase the contract value from \$5,829,626 to \$7,060,813.71 with an increase of \$1,231,187.71.

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

(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 upon cost analysis, an Independent Cost Estimate (ICE), and technical evaluation. The not-to-exceed price of \$1,231,187.71 comprises of CH2M and its subcontractor's labor rates, audited labor overhead, fees, and expenses as this is a cost-plus-fixed-fee contract type. The only factor affecting the NTE price of \$1,231,187.71 were labor hours and fees, which were reviewed and negotiated by Metro staff to align with the P2000 LRV Modernization Program's project schedule from October 1, 2022, through June 30, 2023.

The negotiated amount of \$1,231,187.71 for this increase is \$55,085.71 higher than the Metro ICE. This amount represents a reasonable difference of less than five percent (5%) between the negotiated amount and the Metro ICE further supporting the recommended price as fair and reasonable.

Proposal Amount	Metro ICE	Negotiated Amount
\$1,329,468.57	\$1,173,102.00	\$1,231,187.71

C. Contractor Information

CH2M has a local office in Los Angeles and was an engineering company that provided consulting, design, construction, and operation services for corporations and governments. In 2017, it was acquired by Jacobs Engineering Group but kept its CH2M name for existing contracts. Under this Contract, the Consultant will maintain the CH2M reference.

In addition to providing technical and program management supports for the P2000 LRV Modernization Project, CH2M currently provides program management support for the P3010 LRV Project and is also one of the qualified consulting firms on the Rail Vehicle Bench.

ATTACHMENT B**CONTRACT MODIFICATION/CHANGE ORDER LOG****P2000 LIGHT RAIL VEHICLE OVERHAUL SUPPORT SERVICES
/ CONTRACT NO. PS20113000**

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Administrative Changes	Approved	11.16.17	\$0.00
2	Update Exhibit 1 with Exhibit 1.1 to add new staff	Approved	12.21.17	\$0.00
3	Update Exhibit 1.1 with Exhibit 1.2 to add new staff	Approved	03.6.18	\$0.00
4	Update Exhibit 1.2 with Exhibit 1.3 to add new staff	Approved	04.18.18	\$0.00
5	Update Exhibit 1.3 with Exhibit 1.4 to add new staff	Approved	08.16.18	\$0.00
6	Update Exhibit 1.4 with Exhibit 1.5 to add new staff	Approved	04.12.19	\$0.00
7	Update Exhibit 1.5 with Exhibit 1.6 to add new staff	Approved	04.16.19	\$0.00
8	Update Exhibit 1.6 with Exhibit 1.7 to add new staff	Approved	07.24.19	\$0.00
9	Update Exhibit 1.7 with Exhibit 1.8 to add new staff	Approved	09.05.19	\$0.00
10	Update Exhibit 1.8 with Exhibit 1.9 to add new staff	Approved	11.13.19	\$0.00
11	Update Exhibit 1.9 with Exhibit 1.10 to add new staff	Approved	03.13.20	\$0.00
12	Update Exhibit 1.10 with Exhibit 1.11 to add new staff	Approved	03.20.20	\$0.00
13	Update Exhibit 1.11 with Exhibit 1.12 to add new staff	Approved	09.09.20	\$0.00
14	Update Exhibit 1.12 with Exhibit 1.13 to add new staff	Approved	11.03.20	\$0.00
15	Update Exhibit 1.13 with Exhibit 1.14 to add new staff and Extend the Period of Performance through December 31, 2023.	Approved	07.12.21	\$0.00
16	Update Exhibit 1.14 with Exhibit 1.15 to add new staff	Approved	02.15.22	\$0.00

17	Update Exhibit 1.15 with Exhibit 1.16 to add new staff	Approved	05.11.22	\$0.00
18	Update Exhibit 1.16 with Exhibit 1.17 to add new staff	Approved	07.06.22	\$0.00
19	Increase \$1,231,187.71 to the Not-to-Exceed Contract Price	Pending	Pending	\$1,231,187.71
	Modification Total:			\$1,231,187.71
	Original Contract:			\$5,829,626.00
	Total:			\$7,060,813.71

DEOD SUMMARY

**P2000 LIGHT RAIL VEHICLE TECHNICAL AND PROGRAM
MANAGEMENT SUPPORT SERVICES
CONTRACT NO. PS20113000**

A. Small Business Participation

CH2M Hill, Inc. made a 24.81% DBE overall commitment for this contract. The overall DBE participation is based on the cumulative value of all task orders issued. To date, seven (7) task orders have been awarded. Based on payments reported the contract is 67% complete, CH2M Hill, Inc's current level DBE participation is 12.03%, representing a shortfall of 12.78%.

CH2M Hill, Inc. has a shortfall mitigation plan on file and contends that the DBE shortfall is due to the decreased amount of light rail vehicle (LRV) inspection work to-date on the project. As COVID-19 had a major impact on the car builder's LRV production rates, thus the inspection activities to be performed by Virginkar and Rail Quality Services has been lower than expected. Additionally, CH2M further contends that the scope of services to be performed by Langford & Carmichael has also been delayed, which is the reason for the inactivity. CH2M forecasts the scope to be performed by Langford and Carmichael to begin, at the earliest, in January 2023.

CH2M Hill, Inc. expects to meet or exceed the DBE commitment by the end of the contract and projects DBE utilization to be 34%.

Small Business Commitment	DBE 24.81%	Small Business Participation	DBE 12.03%
----------------------------------	-------------------	-------------------------------------	-------------------

	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	Virginkar & Associates	Asian-Pacific American	18.36%	0.90%
2.	Parthenon Corporation	Hispanic American	6.00%	6.57%
3.	Langford & Carmichael	Asian-Pacific American	0.45%	0.00%
4.	Railcar Quality Services	Black American	Added	4.56%
	Total		24.81%	12.03%

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.

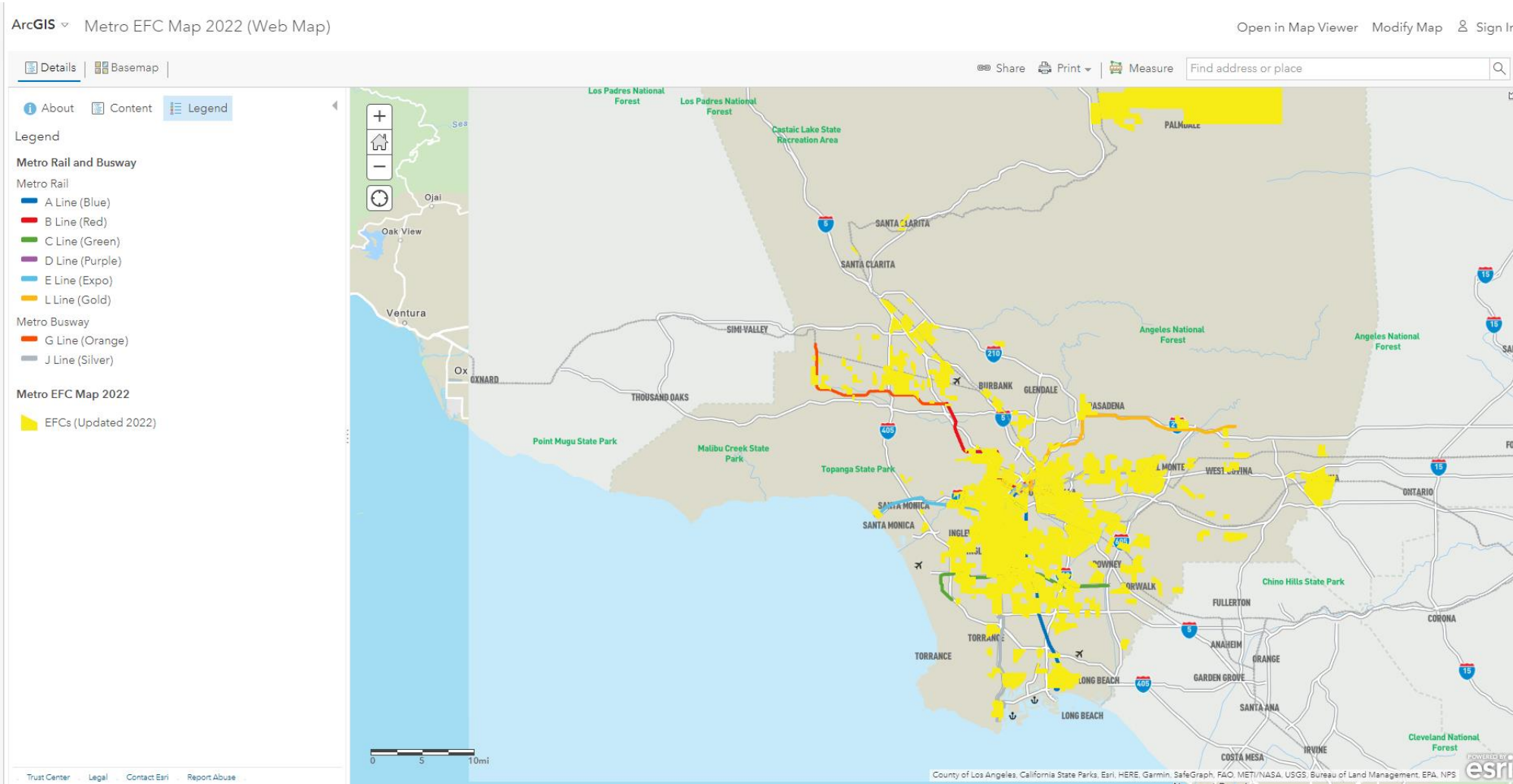
C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

Attachment D: Metro EFC Map





Metro

Metro

Board Report

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

File #: 2022-0475, **File Type:** Oral Report / Presentation

Agenda Number: 42.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 15, 2022**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

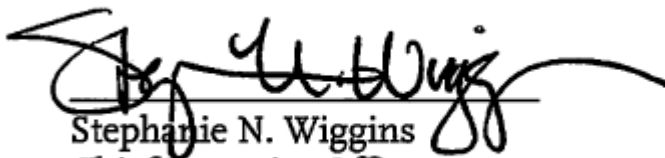
RECOGNIZE Operations Employees of the Month.

Equity Platform

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employees or field supervisors serving in a customer-facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of the location, job responsibilities, and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also work with Logistics, which nominates employees once a quarter that works in our storerooms.

Prepared by: Nancy Saravia, Director Finance and Admin Management Services, Operations Administration, (213) 922-1217

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



Stephanie N. Wiggins
Chief Executive Officer

September

Operations Employee of the Month & SSLE Employee of the Quarter

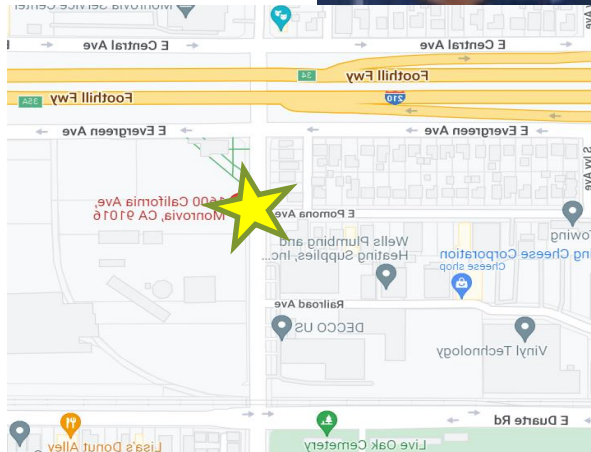
Operations Employee of the Month & SSLE Employee of the Quarter



Transportation

Train Operator

Ruben Evangelista

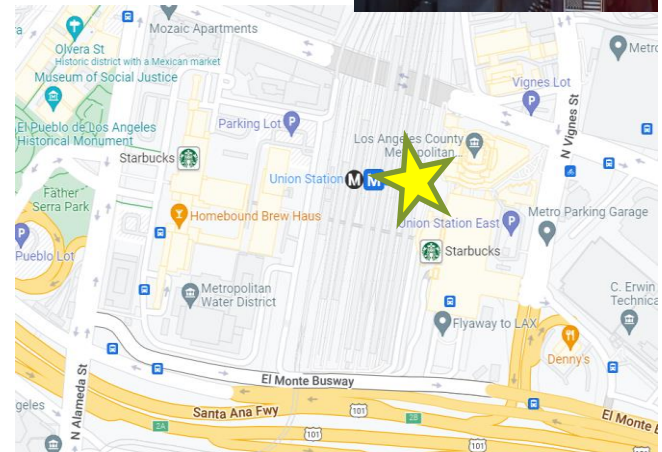


Gold Line – Monrovia

SSLE

Transit Security Officer

Kristhofer Reyes



Gateway – Los Angeles



Metro



Metro

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

Board Report

File #: 2022-0476, File Type: Oral Report / Presentation

Agenda Number: 43.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring, service restoration and Bienvenidos a Metro Program (Attachment A and B).

Equity Platform

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

ATTACHMENTS

Attachment A - Bienvenidos a Metro Program

Attachment B - Presentation

Prepared by: Nancy Saravia, Director Finance and Admin Management Services, Operations Administration, (213) 922-1217

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

A handwritten signature in black ink, appearing to read 'Steph N. Wiggins', written over a horizontal line.

Stephanie N. Wiggins
Chief Executive Officer

Bienvenidos a Metro Program

Background:

On March 24, 2022, a motion was submitted by Directors Garcetti, Solis, Mitchell, Dutra, and Hahn to hire individuals with English as a Second Language. The motion requests Metro to offer flexibility with existing applicant requirements and expand language opportunities beyond the current applicant pool to fight the current Bus and Rail Operator shortage through the Bienvenidos a Metro program.

The Bienvenidos a Metro program will pursue partnerships with external ESL-serving stakeholders and coordinate with Los Angeles County's Internal Services Department to promote hiring opportunities in non-English speaking media and explore opportunities with County agencies, such as the Department of Workforce Development, Aging and Community Services (WDACS) and Office of Immigrant Affairs. In addition, Metro will provide updates and will conduct a feasibility study within the first 12 months of the program launch to expand Bienvenidos a Metro to additional languages to reach the widest Operator applicant pool.

Transit agencies across the board have experienced difficulties in hiring bus operators, but Los Angeles Metro has the opportunity to hire individuals where English is their second language. In Los Angeles County, more than half of the population speaks a language other than English at home, per census data, 38.1% of 18+ adults in Los Angeles County speak Spanish as their first language. According to Census Bureau data, the top five languages spoken at home in LA County other than English are Spanish, Chinese, Tagalog, Armenian, and Korean. As of July 2022, unemployment rates in LA County are at 4.9%, a slight drop from 5.1% in June 2022, and the difficulty to attract and hire bus operators has increased. We hope to bridge this gap with the Bienvenidos a Metro program, a program that will open Metro to a larger hiring pool. The Bienvenidos a Metro program aims to offer flexibility to expand employment opportunities beyond the current applicant pool to fight the current Bus and Rail Operator shortage.

To better serve the community, Metro is developing a multi-pronged approach to attract candidates with limited English proficiency by providing pathways into a job classification that previously has not been accessible due to the language requirements.

Bienvenidos a Metro:

Through our current application process, most candidates with limited English proficiency do not pass through the interview process and those that are proficient enough to pass the interview process and get hired, struggle to successfully complete our eight-week training program. To address these issues, Metro has partnered with three (3) educational institutions, with pilot programs under development.

LAUSD Adult Learning

LAUSD has an established Integrated Educational Training (IET) that partners a technical (career) instructor with an English as a Second Language (ESL) teacher for a hybrid learning experience. Candidates would go through our bus operator training modules along with additional language studies and other soft skills such as note taking and professionalism in the workplace. We are starting the process of developing an MOU with an anticipated start-up between October 2022 and January 2023.

Metro has partnered with workforce centers to inform potential students about Bienvenidos a Metro, where candidates apply through their local workforce center for the LAUSD program and are employed by Metro.

Cerritos College

Cerritos College offers two opportunities. The first is a series of contextualized courses for language learners. Potential trainees would have access to in-person or online courses that support our training program and can assist with more difficult concepts that are not easily translated. Coursework could include subjects such as math and writing skills. This is offered at no cost to the employee.

The second is similar to a work and study apprenticeship program to help the student develop certain basic skills, including language and test-taking skills, needed to be proficient on the job. This program would provide additional support to Metro's bus operator training program.

The college is currently reviewing our curriculum and we will be sending them information on our application process and a list of skill gaps that we are trying to address through these programs.

LA Valley College

LA Valley College has been the long-time host of the bridge (BOTA) program. With the next cohort set to start in late September, we have worked with the college to offer an asynchronous ESL course for candidates that would benefit from the additional assistance.

Internal work:

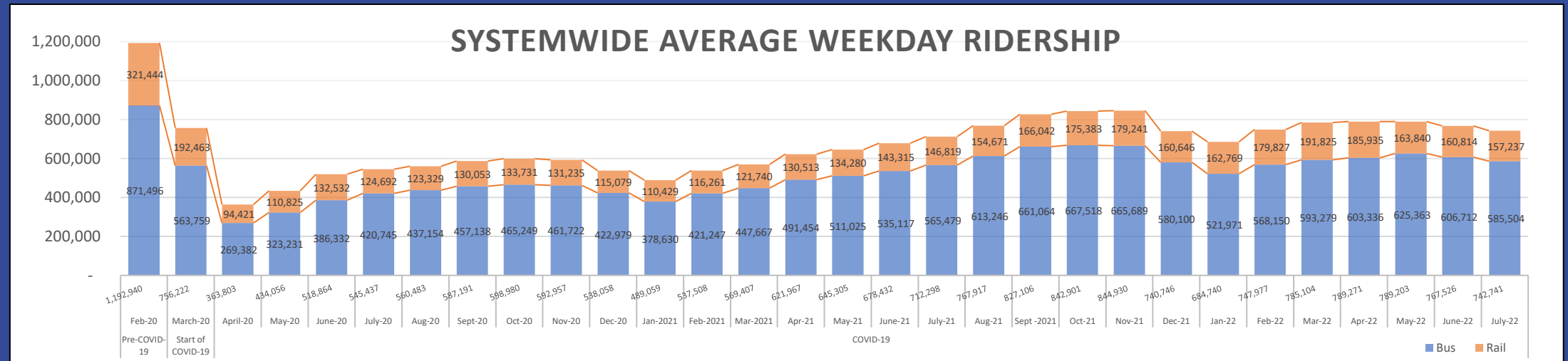
Internally, the Admin and Development group has worked with Operations Central Instruction (OCI) to interpret learning documents into Spanish to offer as an additional resource to trainees in which Spanish is their native language. The goal is to assist in the learning of concepts and terms that are not easily translatable between English and Spanish. In addition, the new OCI trainee class will be offered to participate in a pilot fast-tracking BAM by introducing bilingual Spanish/English California Driver License (CDL) test preparation. On Tuesday, September 6, 2022, OCI will be piloting this new tool to gauge its effectiveness.

COO Oral Report Operations Ridership and Service Restoration Update



Status of Conditions for Service Restoration and Metro Bus Service Levels

	GOAL	STATUS February 2022	STATUS July 2022	● ● ●
Operator COVID Cases	30 or less per month	459 Jan 2022 (month)	220 July 2022 (month)	●
Operator Staffing Level	Bus: 3,667 / Rail: 326 Total: 4,003	Bus: 3,095 / Rail: 310 Total: 3,405	Bus: 3,117 / Rail: 319 Total: 3,436	●
Cancelled Service	2.00% or less per day	Weekday: 11% / Sat: 8% / Sun 20%	Weekday: 5.5% / Sat: 3.3% / Sun: 7.8%	●
Ordered Call Backs	200 or less per week	766 (per week in Jan 2022)	665	●



Rider-ship	Pre- COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901	844,930	740,746	684,740	747,977	785,104	789,271	789,203	767,526	742,741

[Ridership Analysis Relative to Equity Focused Communities \(EFC analysis will switch to 2022 EFC map for Sept Oral Report\):](#)

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.3% in May 2022 (bus stop data available month to month)
- Rail: Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)



Metro

Highest Ridership Recovery by Line

Count	Line	Corridor	Day Type	Achieved 90%+ Pre-Pandemic Recovery
1	66	Olympic/West 8th	Weekday	99.0%
2	236	Balboa Bl	Weekday	96.9%
3	605	Boyle Heights	Weekday	95.1%
4	94	San Fernando Rd	Weekday	93.9%
5	603	Hoover St	Weekday	93.3%
6	237	White Oak - Woodley	Saturday	108.0%
7	603	Hoover St	Saturday	107.1%
8	204	Vermont Av	Saturday	98.1%
9	665	CSULA - City Terrace	Saturday	97.4%
10	266	Rosemead Bl	Saturday	97.1%
11	910/950	Silver Line	Saturday	96.4%
12	125	Rosecrans Av	Saturday	94.7%
13	94	San Fernando Rd	Saturday	91.3%
14	125	Rosecrans Av	Sunday	111.2%
15	603	Hoover St	Sunday	110.4%
16	161	Thousand Oaks	Sunday	105.6%
17	166	Nordhoff St	Sunday	105.2%
18	266	Rosemead Bl	Sunday	103.2%
19	162	Sherman Way	Sunday	99.9%
20	218	Studio City - Beverly Hills	Sunday	99.8%
21	602	Sunset Bl Pacific Palisades	Sunday	98.8%
22	66	Olympic/West 8th	Sunday	97.8%
23	105	Vernon/La Cienega	Sunday	95.6%
24	165	Vanowen St	Sunday	94.6%
25	237	White Oak - Woodley	Sunday	93.1%
26	94	San Fernando Rd	Sunday	92.2%
27	236	Balboa Bl	Sunday	91.3%

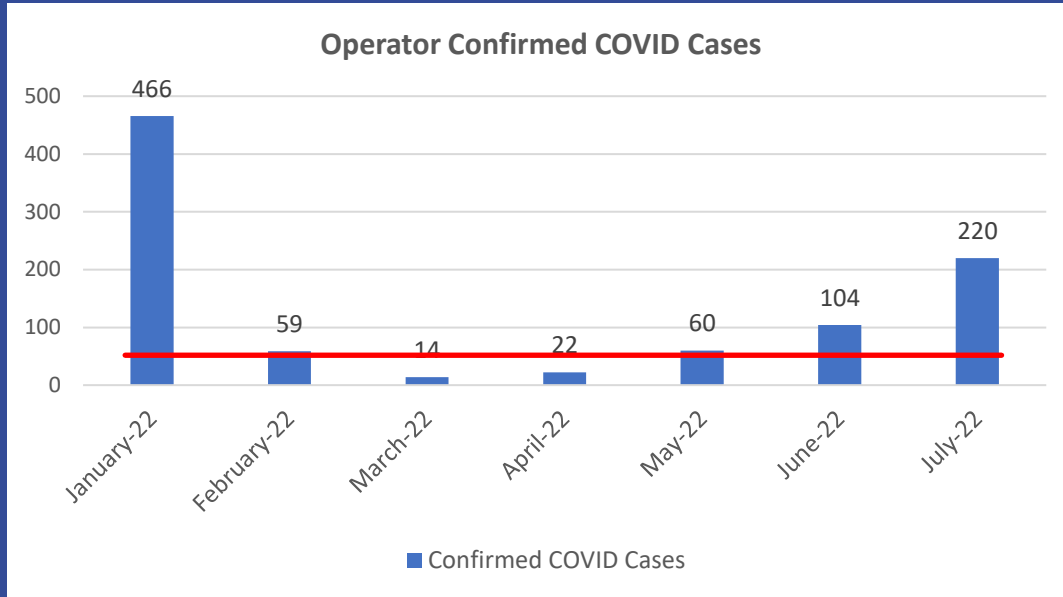
Based on April 2022 average weekday, Saturday, and Sunday ridership (highest month to date for 2022) versus April 2019



Metro

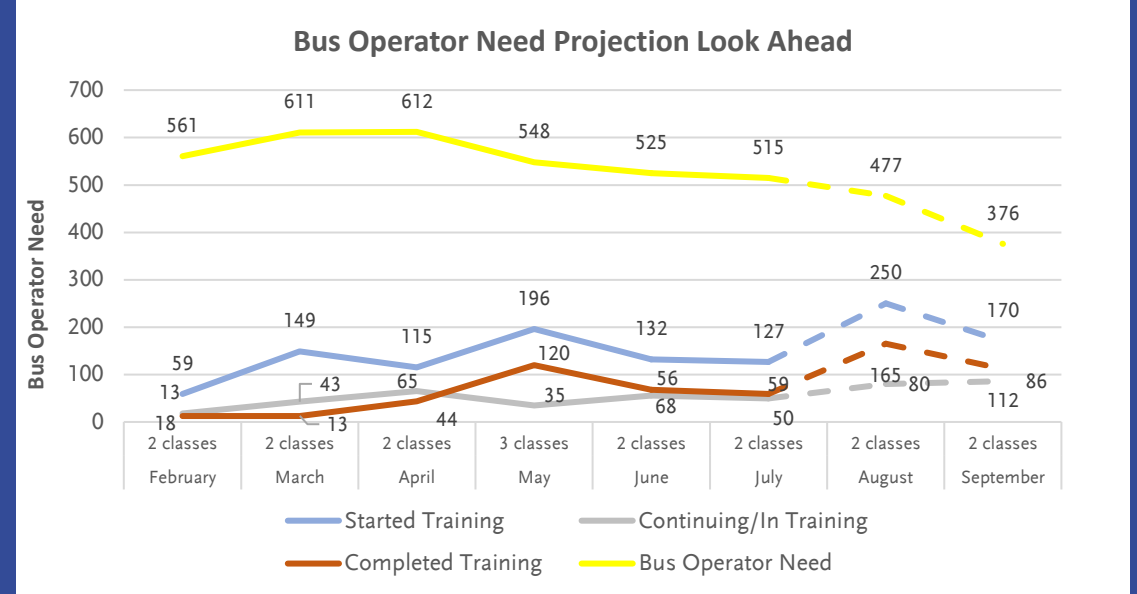
Operator COVID Status

Goal



- Goal: no more than 30 new COVID cases per month for operators
- July 2022 total: 220 operator cases

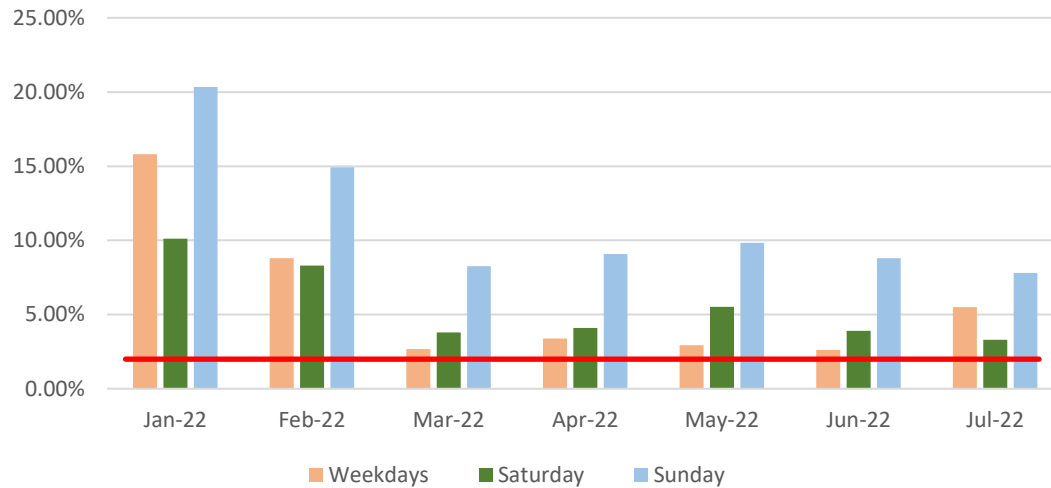
Operator Staffing Levels



- Bus Operator 8-week training classes are at 66% completion rate
- As of July 2022, there were 177 employees in training (127 started and 50 continuing in training) and another 59 completed training

Cancelled Service

Monthly Cancellations



Goal

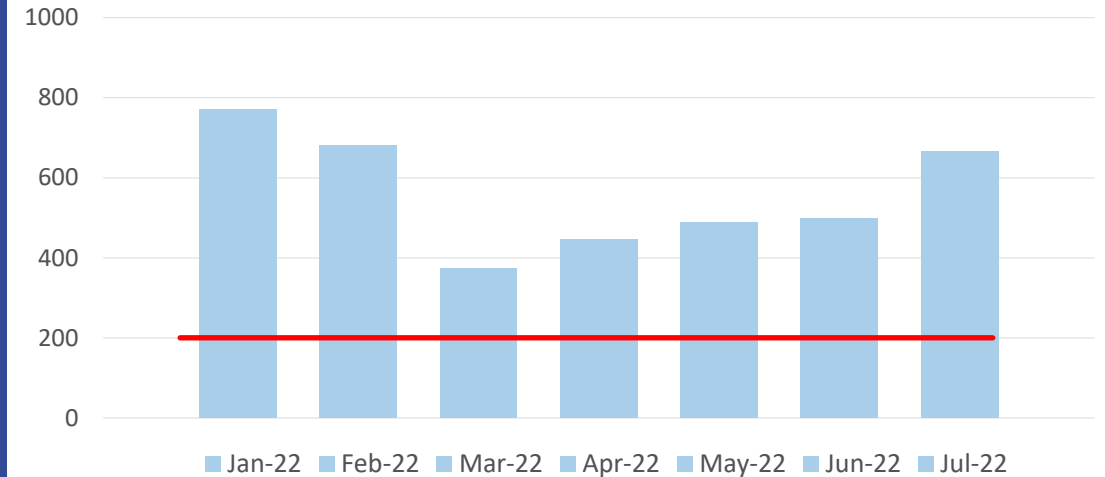
- Goal: No more than 2.00% systemwide bus service cancellations
- July averages:
 - 5.5% Weekday (compared to 10.00% in January 2022)
 - 3.3% Saturday (compared to 10.00% in January 2022)
 - 7.8% Sunday (compared to 13.00% in January 2022)



Metro

Ordered Callbacks

Ordered Call Backs - Weekly Average



- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- February 2022 ordered call back average: 681
- July 2022 ordered call back average: 665

Streamlined Recruitment and Scheduling Efforts

Hiring Initiatives

- Hiring Event on Saturday, August 27th yielded 218 attendees and 184 conditional offers
- Upcoming In-Person Hiring Event scheduled for Saturday, September 24, 2022 at Rio Hondo College
- Piloted Spark Hire, a video interview platform, as of July 8th and preliminary feedback is positive
- Continue to outreach to previously separated and retired employees
- Ratification of Metro and SMART's Collective Bargaining Agreement was accomplished with a 68.5% approval rate from voting members
- The new contract includes various changes ranging from increased starting pay, reduction in wage progression from 10 to 5 years, a one-time appreciation and retention bonus, and improved benefits among other changes, all aimed at improving operator hiring and retention at Metro

Continue Employee Engagement, Incentives, and Retention Initiatives

- ✓ Weekend rewards
- ✓ Employee referral programs
- ✓ Respect the Ride Campaign and continuation of SSLE line rides
- ✓ Enhanced safety and instructional training (Bystander, De-escalation, Line Mentor, etc.)
- ✓ Frontline employee recognition and social events at Divisions

Bienvenidos a Metro Update

- Goals: Increase Metro's employment opportunities for individuals with Spanish as their first language by pursuing partnerships with external stakeholders and organizations to develop pathways to assist potential candidates for successful completion of the application and training processes
- Engagement with three adult learning institutions to develop contextualized curriculums to support ESL learners in both pre-employment and employment programs
- Internal interpretation of Spanish/English training materials to support trainees in the learning of transportation concepts and processes have been developed. New pilot Spanish/English Bus Operator Trainee cohort started on Tuesday, September 6, 2022



Board Report

File #: 2022-0583, **File Type:** Informational Report

Agenda Number:

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE EVALUATION AND NEXT STEPS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the:

- A. Public Safety Advisory Committee (PSAC) Impact Evaluation Report (Attachment A); and
- B. CEO Work Plan in response to the Report recommendations.

ISSUE

Metro appreciates the role that PSAC has played in bringing an external perspective to how Metro approaches safety and security, with a specific focus on operationalizing alternatives to law enforcement. PSAC's role in advancing new policies and programs has been significant, and the CEO agrees that it is important to continue this advisory committee.

At its June 23, 2022 meeting, the Board asked the CEO to return during the September 2022 Board meeting with more details and proposed refinements to the PSAC Impact Evaluation Report recommendations provided by Wanda Dunham Consultants (WDC), the third-party evaluator who assessed the effectiveness of Metro's PSAC. The CEO workplan in response to the recommendations is outlined in this report.

BACKGROUND

Metro remains committed to reimagining public safety and improving the experience for Metro's riders through the deployment of community-based alternatives to law enforcement, ongoing monitoring of safety and security programs, and the incorporation of input and refinements regarding the efficacy of interventions consistent with Metro's Public Safety Mission and Values Statement.

Over the past year and a half, PSAC has provided advisement and recommendations to the CEO and the Board on how to holistically implement a reimagined public safety approach. The advisory

committee provided guidance on the development of a community-based approach to public safety, provided input on the development of the multi-agency policing contract renewal, reviewed the Customer Code of Conduct, input on Metro's mission and value statements regarding public safety, and guided the establishment of Metro's Transit Ambassador's program, among other accomplishments.

Given that PSAC was established to cover specific objectives over a designated time period, and that expectation was conveyed to PSAC members and codified through the PSAC Charter, the CEO concurs with WDC's recommendation that it is appropriate to confirm the completion of service for the current members.

DISCUSSION

Moving forward, Metro will benefit from continued external stakeholder perspectives on implementing alternatives to law enforcement and improving public safety.

The second phase of PSAC work should build off the feedback from the Board during the June meeting cycle, and the recommendations outlined in the WDC Report to position future committees to be as inclusive and productive as possible and allow Metro to fulfill its Public Safety Mission Statement to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety recognizing that each individual is entitled to a safe, dignified, and human experience.

To facilitate this, the next phase of PSAC should have a clear scope of authority and workplan, a better-defined structure to support impactful meetings, and a refined selection process to ensure that the committee reflects the diversity of Metro riders and stakeholders.

The following outlines the CEO Work Plan for Phase 2 of PSAC:

MEMBERSHIP AND SELECTION PROCESS

The Metro Board specified that the PSAC should include perspectives that represent Metro ridership and advocacy organizations, including but not limited to "racial, cultural gender, income, geography, immigration status, and housing".

There was general agreement during the independent analysis focus group sessions (Attachment A - Addenda A) that there is room for additional representation, such as an unhoused representative, youth, and seniors. It should be noted that no representative on the PSAC has expertise in law enforcement, mental health, or social service sectors.

To facilitate this absence of representation, the following structure is proposed:

Size: 15 voting members, 3 ex-officio members who are Metro frontline employees.

Representation of different experiences, backgrounds, skills, and perspectives will ensure the advancement of an effective transformational change in public safety in the transit system.

Diversity of Representation:

-
- 5 Appointees would be selected from the original PSAC (randomly selected among interested candidates) to carry forward the experience and perspective of the original committee;
 - 10 Appointees would be selected based on applicants who are familiar with the Metro system and can provide substantive input to the committee deliberations based on their experience and/or expertise, with a minimum of one individual representing each of the following categories:
 - Youth
 - Seniors
 - Individuals with Disabilities
 - Racial Justice
 - Equitable Transit
 - Mental Health
 - Social Services/Victims' Rights
 - Homeless Advocacy
 - Law Enforcement

Note: Community organizations and advisory councils would be encouraged to share with their members to apply for membership to PSAC.

- 3 Ex Officio Members Appointees who are Metro frontline employees

The application to become a PSAC Member will be updated to refer directly to Metro's Public Safety Mission Statement, ensure the proposed committee reflects all the aforementioned subgroups, and allow Metro to have more clarity regarding the ridership patterns of the applicants.

Appointment Term: 10 of the members will be appointed for two-year terms, and 5 members (including the 5 members from the original PSAC) will be appointed for one-year terms to facilitate a balance of fresh and informed perspectives. Moving forward, appointees would all be appointed for a two-year term.

IMPLEMENTATION

Consistent with the recommendations in the WDC report, the CEO intends to establish priorities for the committee in collaboration with the committee leadership, which would be documented in a work plan with clearly defined areas for requested feedback.

Metro would incorporate input from riders and the broader Metro community related to safety and security priorities to update and clarify the committee's objectives as specified in its Charter. It would also allow for community perspective in developing a strategic work plan that ultimately impacts the transit-riding community.

Specific initial areas of focus would seek to address the areas of highest concern for riders identified in the Metro 2021 Customer Survey, Metro frontline employees, and customer care complaints regarding public safety, including:

- Impact and benefit of Lighting and emergency call buttons at stations and bus stops
- Support for people with disabilities
- Social workers and mental health professionals
- Transit Ambassadors Impact and Effectiveness; and
- Safety Reporting Tools

Given the alignment of Metro's Public Safety Mission and Values Statements and the envisioned PSAC workplan with Metro's customer experience goals, the CEO intends to make the Customer Experience Department, which oversees the Transit Ambassador program, the primary point of contact for PSAC moving forward.

STAKEHOLDER ENGAGEMENT PROCESS

In the Transit Center's Safety for All Report, the following "Steps Towards Equitable Safety Programs" are identified:

1. Be Transparent
2. Listen to and learn from riders and community groups
3. Increase system presence through the use of unarmed personnel; and
4. Reduce the use of police officers in response to fare evasion, homelessness, and mental health crises.

Metro can strengthen its role in supporting these steps in concert with the PSAC by facilitating consistent and broad feedback from the broader Metro community and the presentation of data and information that is relevant, reliable, and current to inform the committee's decision-making.

Specifically, Metro staff can seek to accomplish this by helping to convene quarterly or bi-annual in-person listening sessions for the Committee with Metro riders. In addition, Metro staff can coordinate presentations from the providers of Metro's unarmed public safety-oriented programs, including the Crisis Response Teams, Transit Ambassadors, Homeless Outreach Providers, as well as briefings from Metro's Customer Experience and the System Security and Law Enforcement teams regarding trends and incidents occurring on the system.

The Center for Policing Equity has launched the "Justice Navigator", an interactive tool that provides targeted analyses of police data. The platform also features a range of resources to help communities and law enforcement monitor and redesign public safety. Metro may consult with the Committee regarding the benefits of using this or another similar tool, to support monitoring and accountability of Metro's public safety data analytics policy.

UPDATES TO THE CHARTER

The original charter included 10 objectives, reflecting timely issues related to developing the multi-agency policing contract and other policy and programmatic initiatives contemplated by the Board through various motions over the past two years.

Since policy decisions and funding allocations associated with the original objectives have largely been completed, moving forward, the committee should be both nimble in providing guidance and input pertaining to prospective Board requests but also maintain a platform to provide ongoing feedback and recommendations on how to improve Metro's efforts to implement a layered approach to public safety that includes non-law enforcement alternatives in conjunction with law enforcement services to enhance public safety. To facilitate this, the Charter's objectives should be streamlined. Metro's Public Safety Mission and Values Statements and Strategic Plan, Vision 2028, provide an appropriate framework for this objective.

Additionally, the Charter will be updated with clearer guidelines for how the committee meetings should be structured and reflect the updated selection criteria and process outlined above. Monthly meetings with a clear leadership structure comprising of a Chair, Vice-Chair, and Secretary, are also recommended.

REPORTS AND EVALUATION

The Committee should continue to be responsible for providing regular updates and recommendations to the CEO, and quarterly reports to the Board.

Furthermore, regular reviews should continue to be conducted by the CEO or her designee to monitor the Committee's progress and efficacy. When the Committee's recommendations are implemented, data should be collected and shared to track its impact.

TIMELINE

The following timeline is proposed:

October 2022 - November 2022	• Outreach to stakeholder groups • Solicitation of new members through a public process • Solicitation of members of the original PSAC who would like to complete another term.
Beginning of December 2022	• Vetting of candidates
December 2022	• Selection of candidates and notification of request to participate
January 2023	• First Committee meeting comprised of newly constituted membership

EQUITY PLATFORM

Metro has recognized the importance of hearing diverging experiences and perspectives regarding

Metro's operations and public safety strategies. In adopting staff's recommendations, Metro will be able to expand opportunities to consult with diverse perspectives while ensuring that the advisory committee is operated in a manner that focuses on the core objectives associated with operating a safe and equitable transit system.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation aligns with Goal 2.1 - Metro is committed to improving security.

NEXT STEPS

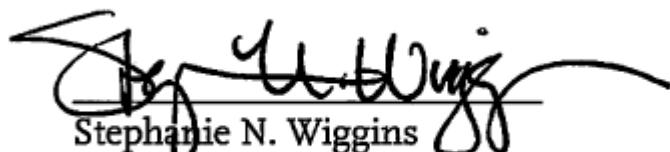
Metro staff will begin implementing the Phase 2 PSAC Workplan.

ATTACHMENTS

Attachment A - PSAC Impact Evaluation Report

Attachment B - Revised PSAC Application for Phase 2

Prepared by: Stephanie Wiggins, Chief Executive Officer



Stephanie N. Wiggins
Chief Executive Officer

Los Angeles County Metropolitan Transportation Authority

Public Safety Advisory Committee

IMPACT EVALUATION REPORT

June 2022



Prepared by: Wanda Dunham Consulting, LLC

TABLE OF CONTENTS

Public Safety Advisory Committee

Impact Evaluation Report

INTRODUCTION & EVALUATION BACKGROUND	2
INTRODUCTION	2
EVALUATION BACKGROUND	2
EVALUATION DESIGN AND METHODOLOGY	2
COMPARATIVE PRACTICES OF OTHER PUBLIC SAFETY ADVISORY COMMITTEES	3
KEY EVALUATION FINDINGS & OBSERVATIONS	6
• MISSION	6
• REPRESENTATION	6
• PRACTICES	7
• IMPACT	8
• ADMINISTRATIVE COSTS	9
EVALUATION SUMMARY & RECOMMENDATION	10
ADDENDA	13
A. Focus Group Summaries	13
B. Board Staff Interview Comments	25
C. Survey Summary Reports	32
D. Public Safety Committees- Comparative and Promising Practices	65
E. PSAC Public Comments Summary	91
F. PSAC Mission Statement	98
G. PSAC Consultants and Panel Bios	107
H. Summary of Metro Costs to Support PSAC	109
I. PSAC Charter	112

Public Safety Advisory Committee

Impact Evaluation Report

I. INTRODUCTION & EVALUATION BACKGROUND

To address growing national concerns related to racial equity, social justice, and police reforms, the Los Angeles County Metropolitan Transportation Authority (Metro) Board of Directors (Board) established a Public Safety Advisory Committee (PSAC) in June 2020 (Motion 37, June 18, 2020, agenda). The objective, as outlined in the Board motion, was to establish the PSAC as a community-based perspective that Metro could consult with when developing a new scope of services, budget, and other provisions of the anticipated multi-agency police contract renewal effort.

A selection of fifteen community members, three community alternates, and three employees serving as ex-officio members were finalized in February 2021. The first PSAC meeting was conducted on April 7, 2021 and has continued to convene regularly since that time. PSAC members' terms are set to expire on June 30, 2022.

The Board motion specified that as part of the final quarterly report of 2022, an external, third-party evaluation of the effectiveness of PSAC should be conducted with a recommendation on whether it should continue. The evaluation team of Wanda Dunham Consulting, LLC (WDC) was tasked with completing this Impact Evaluation Report (Report) of the PSAC.

Evaluation Background:

The goal of this impact evaluation was to assess and report on the effectiveness of PSAC in accomplishing the Board's stated objectives, which generally focused on improving Metro's safety, security, and law enforcement design. The evaluation followed a comprehensive approach that assessed the structure, practices, and accomplishments of the PSAC to date, in order to evaluate its mission, role, function, and impact. WDC focused on the following core areas:

The "Why" - evaluating the mission of the PSAC by assessing its stated purpose, role, and fundamental principles

The "Who" - determining if PSAC is reflective of the Metro community

The "How" – studying the committee structure and practices

The "What" – assessing the effectiveness of the work completed

II. EVALUATION DESIGN & METHODOLOGY

WDC engaged PSAC members, Metro staff, Metro contract facilitators, and Metro Board staff in a review process to assess the effectiveness of PSAC as an advisory body for transit security and safety. In addition, WDC conducted independent research, conducted a comparative analysis of promising practices, document

Public Safety Advisory Committee

Impact Evaluation Report

reviews, assessment surveys, individual interviews, and focus group sessions, and consulted with subject matter experts. The evaluation methods and engagement included the following:

- Document review – a review and analysis of key documents, including the PSAC Charter, PSAC meeting minutes, Results of Survey of METRO Riders, PSAC member attendance logs, community comments during meetings, and any additional complaint/comment logs obtained related to PSAC meetings.
- PSAC Assessment Survey – All PSAC members, key Metro staff, and board representatives were invited to complete an online survey to share in confidence their insights related to PSAC. A total of 27 PSAC assessment surveys were completed by committee members, Metro staff, and board staff representatives.
- Focus Groups – A total of five focus groups were conducted, with a total of 28 PSAC members, facilitators, and Metro staff participating. All focus group participants provided candid feedback regarding the contributions, challenges, and impact of PSAC.
- Individual Interviews – The evaluation team conducted 13 individual interviews with Board representatives and Metro staff to further expand on the feedback provided in the online assessment survey and focus groups.
- External Panel - WDC assembled an external panel of subject-matter experts and community members to participate in the focus groups, share their key observations, and provide input into this final Report. The external panel was assisted by a member of Metro's Management Audit Services Department, who provided technical support. The contributions and insights shared by the external panel proved instrumental in ensuring an objective and comprehensive evaluation.

III. COMPARATIVE PRACTICES OF OTHER PUBLIC SAFETY ADVISORY COMMITTEES

PSACs have been established all over the country. Although the names may be similar, the purpose, duties, and responsibilities vary, and they are still relatively new to transportation authorities that rely in full or in part on contracted police services.

WDC reviewed five (5) transit agencies across the country in search of best practices among PSACs (Addenda D), including Tri-Met, the transportation authority in Portland, Oregon, Washington Metropolitan Area Transportation Authority (WMATA) in Washington D.C., Capital Metropolitan Transportation Authority (CapMetro) in Austin, Texas, King County Transit in Seattle, Washington, and San Francisco Bay Area Rapid Transit District (BART) in Oakland, California. The civilian oversight entities' names and functions vary among these agencies. WMATA has established an Investigative Review Panel. Tri-Met called their committee the Transit Public Safety Advisory Committee and BART has a Police Citizen Review Board (BPCRB). King County, CapMetro, and Metro use the title of PSAC.

Public Safety Advisory Committee

Impact Evaluation Report

Key structure elements were reviewed such as committee titles, terms of service, size of committees, frequency of meetings, committee selection/make-up, committee structure (committee leaders, facilitators, committee direct report), key objectives, and compensation. In addition, the evaluation team distinguished between transit agencies that had internal police departments and transit agencies that used contract law enforcement services because the mechanisms for oversight vary among the two models.

Through this analysis, it became clear that each committee had a different focus and purpose. Some agencies focused on the integrity of police investigations, complaints of excessive force by officers, the adequacy of training, or opportunities for robust community engagement, while others provided ongoing analysis and oversight of their respective law enforcement department's policies, practices, and procedures. However, it was clear that each agency's purpose for establishing a community-based committee was to assure the public that police services were delivered in a lawful and nondiscriminatory manner and to improve transparency, accountability, trust, and respect between the police department and the community it serves.

Each agency also varied in regard to terms of service, committee selection, whether civilians and law enforcement should work collaboratively on the committee and the amount and form of compensation. Tri-Met and King County selected to invoke their committees for limited-term engagements to have them perform project-specific assignments such as providing recommendations on desirable characteristics of their next Sheriff, or for the development of specific public safety recommendations. The agency engagements were 7 weeks for Tri-Met and 6 months for King County.

The number of members also broadly ranged from 7 to 18 members. The organizational structure of most of the agencies was an elected Chair and Co-Chair, appointed by the committee members, to serve for designated terms. Each agency had its own method of selecting members to serve on their committees/commissions, ranging from appointments by elected officials to an application process based on criteria outlined in the agency charter.

Given the objectives of PSAC, as prescribed by the Metro Board, and the current structure for public safety services, CapMetro appears to have the community-based committee structure that most closely aligns with Metro's goals. CapMetro has a multi-layered approach to public safety that includes agency ambassadors, mental health clinicians, and contracted law enforcement. CapMetro's community-based committee consists of all volunteers, who on average serve a two-year term, and the committee has been tasked with providing input for enhancing and expanding a holistic approach to community-based policing.

The following chart summarizes the key structure and objectives for each of the six public safety committees included in the comparative analysis.

Public Safety Advisory Committee

Impact Evaluation Report

	Transit Agencies <i>without</i> Police Departments			Transit Agencies <i>with</i> Police Departments		
	Tri-Met	Capital Metro	King County Transit	BART Police Department	WMATA	LA METRO
Region	Portland, OR	Austin, TX	Seattle, WA	Oakland, CA	Washington, DC	Los Angeles, CA
Term	limited term	Shall serve at the pleasure of the President	Limited term 6 months	2 year staggered terms based on odd-even system	Police members shall serve 3-year terms, Citizen members shall serve for two-year terms, to provide staggered terms	one- year term
Size	18	10	13	11	7	15
Frequency of Meetings	7 week period	Quarterly	Weekly	Monthly	Quarterly	Bi-Monthly
Representation/Makeup	Regional thought leaders, community representatives and National transit experts	Eight (8) members appointed by the Board.	Members from the community, the Sheriff's office and county leadership	Eleven (11) members appointed as follows: i) Each BART Director shall appoint one (1) member. ii) BPMA and BPOA shall jointly appoint one (1) member. iii) one (1) Public-at-Large member to be appointed by the Board.	Three members of the police department shall be current, command-level officials or internal affairs officials, also one member each from the DC, MD and VA. areas. Also, one member from every Four civilian members from each district and one-at-large member all appointed by the WMATA Board	15 Regular Members, 3 Alternate members and 3 Employees, who serve as ex-officio (non-voting members)
Structure	A third-party facilitator working with an internal PSAC coordinator	Chair/ Co-Chair Structure to work with PSAC Coordinator	Hired an external facilitation team	Committee Chair, vice-chair structure also utilizes an Independent Police Auditor (OIPA) model that works collaboratively with the Citizens Review Committee	Will report through one MTPD IA Commander and an MTPD District Unit Commander	Per Charter Chair/Co-chair format; however, that was not adopted. They use a contracted facilitator provided by Metro and decisions are made by consensus
Key Objectives	To develop a better understanding and investigate promising approaches in community engagement and transit security	To provide advisory recommendations regarding topics involving Public Safety. Mut provides constructive advisory service to the staff & Board on how best to develop, engage, and improve Cap Metro's customers and frontline-staff-oriented public safety program	Helps define & realize public safety goals. PSAC should amplify diverse voices & be the conduit for ongoing community input on improving police services that affect public safety. Also, to preserve & enhance public safety.	Increase visibility for the public, to provide community participation in the review & establishment of policies, procedures and practices.	To improve the integrity of investigations thoroughness & fairness of the process and adequacy of training (customer complaints and use of force incidents)	To provide valuable and thoughtful community perspectives to Metro staff concerning safety, security, and law enforcement and its role in the public transit environment. The PSAC will address the Board's objectives and work in collaboration with the facilitator & Metro staff to provide recommendations to Metro staff to improve Metro's future safety, security and law enforcement programs.
Compensation	Information Undisclosed	Voluntary; no compensation	Information Undisclosed	Volunteers, no compensation.	Voluntary and unpaid. WMATA-Smart-Trip card that is reloaded with \$2500/month in funds used for travel to/from meetings.	Members receive \$200 per regular and \$150 per meeting for Subcommittee meetings. Alternate members receive \$150 per regular full PSAC meeting and \$75 for Subcommittee meetings. Ad-hoc employee members do not receive compensation
Selection Requirements	Selected by third-party consultant	Totally of application, experience, and expertise related to social & criminal justice reform, public safety, social services, community service, professional & Personal experience. Want people who ride transit. Members shall represent themselves individually & not with an organization they are affiliated with.	Selected by City Council, Executive Committee members, Police Officer's Guild, Community Advisory Oversight, and the King County Sheriff's Office Contract Oversight committee help to select the members of the PSAC.	Current residents within Alameda, San Francisco, Contra Costa, or San Mateo Counties. Must pass a background check, be Fair-minded, objective with a demonstrated commitment to community service. Not an employee, not current BPD law enforcement, not a convicted felon. Must be willing to participate in an annual Community Service outreach event to solicit feedback and have open communications regarding customer needs.	Must reside in the areas of appointment, cannot be WMATA employees	Members should incorporate the existing Community Safety & Security Working Group and include additional perspectives to include cultural, gender, income, geography, immigration status, and housing status.

Public Safety Advisory Committee

Impact Evaluation Report

IV. KEY EVALUATION FINDINGS

Mission

Purpose

There was strong consensus among all parties interviewed that PSAC was established with the charge of reimagining transit safety and community-based approaches to policing. There was also strong agreement on the need for both community insights and advocacy related to safety and security for Metro transit commuters and stakeholders.

Defining Safety

It is expected that there should be a general understanding and agreement regarding fundamental principles, such as the definition of safety in the context of a transit system, to drive the group's collective advocacy efforts.

Our assessment found there was no consensus amongst PSAC members about the definition of safety for transit. The responses to the focus group questions to define safety for transit varied greatly among committee members including responses such as the sense that one feels when all the elements that contribute to safety are present; knowing that other passengers are going to be respectful of me, for any reason; knowing that the driver is a capable and a courteous driver; being able to leave your home and ride on transit and get home safely in one piece; and safety encompasses safety while waiting on the platform or bus stop.

It should be noted that the responses of the Metro staff were strongly aligned, clear, and concise related to the definition of safety for transit. The Metro staff focus group included responses such as safety is when our customers and riders don't feel threatened by anything; people feel confident in our system; and traveling without experiencing harm, in any form, verbal or physical, not feeling harassed. There appeared to be a strong consensus among Metro staff that a feeling of safety being felt by members of the public who ride Metro transit is of critical importance.

Representation

The Metro Board specified that the PSAC should incorporate the existing Community Safety and Security Working Group and include additional perspectives that represent Metro ridership and advocacy organizations, including but not limited to "racial, cultural gender, income, geography, immigration status, and housing". According to the Metro website, the final PSAC selection make-up is comprised of the following:

- 61% female
- 67% are either Black/African American, Hispanic/Latinx, or Asian/Pacific Islander
- 67% are between 25-39 years of age
- 72% of renters
- 50% have an annual income of \$60,000 or less

Public Safety Advisory Committee

Impact Evaluation Report

- 17% are persons with disabilities; and
- 22% identify as bisexual or gay/lesbian.

The PSAC Member Survey Results (Addenda B) show that 67% of the members agree or strongly agree that PSAC has the right characteristics, backgrounds, experiences, perspectives, and skills to be effective, 25% were neutral, and about 8% of PSAC members disagreed with this statement. In contrast, 86% of Metro staff disagree or strongly disagree with the statement that the current PSAC makeup has the right characteristics, backgrounds, experiences, perspectives, and skills to be effective, 0% were in the neutral category, and 14% state that they would strongly agree. There was general agreement during the focus group sessions (Addenda A) that there is room for additional representation, such as an unhoused representative, youth, and seniors.

It should be noted that no representative on the PSAC has expertise in law enforcement, mental health, or social service sectors.

Practices

Committee Practices

The PSAC conducted a total of 25 committee meetings (approximately 2 hours per meeting, with bi-monthly meetings) and 64 ad-hoc subcommittee meetings (approximately 90 minutes per meeting) from its inception to April 2022. Each meeting was facilitated by an independent consultant and supported by Metro staff. The attendance rate for the general PSAC meetings was 72% or greater for all members.

Based on the review completed by WDC, the first seven months of committee meetings were spent addressing structural issues, reviewing educational models and presentations regarding public transit safety models, and creating a safety culture. A significant amount of time was spent addressing administration challenges.

The PSAC decided to not elect a Chair or Vice-Chair, despite a suggestion to establish such roles as referenced in PSAC's charter, which further impeded the efficiency of the meetings and impeded the committee's ability to advance positions.

Process and Collaboration with Metro Staff

The PSAC Charter promotes collaboration with Metro staff in bringing forward collective ideas to improve security. However, during interviews with several PSAC members (Addenda D), it was made clear that the members did not want Metro staff involvement or engagement in their deliberative process. For example, PSAC members said the following: Metro staff should take a step back; we don't think their presentations are helpful and we can read, so they should just give us the information and if we have questions, we will ask them.

Receptivity to Broader Community Feedback

There was no evidence that the current structure or practices of the PSAC were designed to consider or integrate a broader community perspective, despite the expectations in the PSAC's Charter that community

Public Safety Advisory Committee

Impact Evaluation Report

engagement is necessary to truly reimagine public safety. When speaking with PSAC members about incorporating community concerns and developing a strategy to garner community input before making their decisions that would ultimately impact the transit-riding community, there was no clear demonstration of the desire to adopt community input before making their decisions.

Impact

Accomplishing Its Objectives

The impact of PSAC should be measured in part by the progress and success it has had in accomplishing its stated goals and directives established in the Charter and through Board direction. The PSAC had 10 objectives, as identified in Article II of the Charter. The progress to date is as follows:

PSAC OBJECTIVE	PROGRESS TO DATE
1. The PSAC will develop recommendations in support of a community-based approach to public safety in the transit system, including but not limited to: a) A transit ambassador program that provides a staffed presence at Metro facilities and on Metro vehicles b) Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations c) Greater community stewardship of transit spaces, such as supporting street vending in transit plazas d) The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives e) Education about and expansion of fare discount programs and fare-less system initiative f) Outreach and services for unhoused individuals g) A shift of resources from armed law enforcement to the above strategies	Items a and g are completed, items c and f are in progress, no progress on items b, d, and e.
2. Provide input when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal	Completed 11.3.21 and 1.19.22
3. Review the Customer Code of Conduct and provide feedback	Completed 4.20.22
4. Develop a new mission and values statement for transit policing	Completed 11.3.21
5. Respond to customer service surveys relating to safety and security	Provided input on the draft survey and received a briefing on the results
6. Present a set of recommendations on Transit Law Enforcement Services.	Completed 11.3.21
7. In relation to Metro's law enforcement contract and alternative investments in public safety strategies, develop and finalize PSAC recommendations for those alternatives	In progress
8. Recommendation for \$3 million for pilot safety strategies on board buses.	The presentation received; additional information required from Metro staff
9. Recommendation for \$3 million for pilot homelessness strategies on board buses.	In progress
10. Provide program design and implementation feedback on all of the following initiatives: a) \$20 million for a transit ambassador program that provides a staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the San Francisco Bay Area Rapid Transit (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 the Women and Girls Governing Council to improve security on the BRT and rail system	Item f is completed; Items a and h are in progress; and no progress on items b, c, d, e, and g.

Public Safety Advisory Committee

Impact Evaluation Report

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) \$2 million for short term shelter for homeless riders	
g) \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services	
h) \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness	

Assessment of Impact

There was a consensus among PSAC members that the PSAC has not made a significant impact to date. Comments from the committee concerning their perceived impact cited a very broad range of explanations including the following: we have formulated a more “holistic” approach to thinking about public safety; we have started the conversation; things need a 3–5 year investment to show fruit, and committee member terms should be at least two years with the option of a third year; we have influenced public safety but have not seen a big impact; we gave more visibility to the unhoused but are concerned about funding for the ambassador program; PSAC had helped to raise general awareness as to the concerns of the LGBT community; and we should not forget the primary reason PSAC was created which was to protect black men from being killed by the police, everything else is a distraction.

The general comments by Metro Staff demonstrated a mixed assessment of PSAC to date. Some staff believes the very structure and voice offer tremendous value and others have strong concern over the lack of progress given the time and resources invested. Key feedback related to PSAC's impact by Metro staff is as follows: PSAC's vote to remove law enforcement without consideration of the impact on the community is evidence of flawed reasoning and an anti-policing sentiment without any legitimate LA Metro case, history, pattern, or incident to warrant this position; working to uplift voices that have seldom been heard when it comes to public safety or other aspects of public life; it's uncomfortable for Metro, but they are pushing conversations that need to be had to provide unbiased public safety; sharing their experiences; the impact of PS, and unclear; and advocating for more presence on the system by community organizations.

In search of a governing body perspective, WDC reached out to Metro Board staff, many of whom had often attended PSAC meetings and had independent conversations with PSAC members. The general finding of the Metro Board staff that participated is that the PSAC has not been impactful to date and there is great room for improvement in structure and practices. Metro Board staff acknowledged that while the task of reimagining public safety is challenging, PSAC has not helped Metro move forward to reimagine public safety effectively. Feedback includes the following: It would seem to be critical that we keep the original motions in mind, but we need to be flexible about current conditions. We want bus drivers on the system to feel safe. Also, PSAC needs to be reminded of its advisory status, and that they are not a policy-making body; they have done a lot of work to come up with some ideas, but in other ways, I do not know if they have been all that effective.

The PSAC member survey results (Addenda B) show that 50% of the committee members believe PSAC has made measurable progress in one or more key areas related to the charter objectives, and 50% responded

Public Safety Advisory Committee

Impact Evaluation Report

neutrally to this question. For Metro staff, 57% agree/strongly agree while 43% disagree/strongly disagree. For the Metro board representatives, 25% agree, 50% disagree/strongly disagree, and 25% are neutral. In summary, 50% or less of each of the key groups that participated in the evaluation believed that PSAC has not made measurable progress in one or more of the key areas related to the charter.

Alignment with Multi-Layered Public-Safety Approach

The PSAC recommendations to date have not aligned with Metro's layered approach to public safety that includes non-law enforcement alternatives in conjunction with law enforcement services to enhance public safety. While the Board, in its initial motion in June 2020, and in subsequent corresponding motions, has acknowledged opportunities to shift resources to non-armed entities, it also has recognized the need to develop a new scope of services, budget, and other provisions for the multi-agency policy contract renewal. PSAC's recommendations to completely eliminate contracted security and defund law enforcement services fail to align with the overall vision set by the Board.

ADMINISTRATIVE COSTS

As part of this impact evaluation project, WDC reviewed the information provided by Metro staff regarding the estimated costs associated with supporting the work of PSAC (Addenda G). WDC did not audit these estimated figures and accordingly does not express an opinion as to their reliability. However, Metro staff expressed that they exercised due diligence in the preparation of these estimates. These amounts are included in this impact analysis report for purposes of context; an evaluation of the impact of any committee should reasonably consider what the costs associated with supporting the activities of that committee are, and for that reason, the decision was made to include this information in the report.

The costs associated with supporting the PSAC are primarily those related to the cost of personnel and external expertise to facilitate its activities. The estimated staff time from April 2021 through April 2022 is approximately 4,940 hours, and the approximate cost for that period was approximately \$764,000.

V. EVALUATION SUMMARY & RECOMMENDATIONS

The Metro Board is to be commended for their exceptional forward-thinking when the PSAC committee was formed in the wake of the murder of George Floyd and the outrage which sparked protest across the country and internationally. With the backdrop of a global pandemic, the challenges of operating a transit system have changed significantly, but the central reason for the creation of PSAC, namely, to develop community-driven solutions for improving safety, security, racial, gender, and social justice remain paramount. The socio-economic ills that intersect directly with a transit system and riders, such as drug use, mental illness, unhoused, and the rise in violent crimes across the country, create unique challenges that must be addressed through a reimagined public safety system. The establishment of a reimagined system requires effective stakeholder collaboration, community input, technical expertise, and executive oversight to ensure measurable progress.

Public Safety Advisory Committee

Impact Evaluation Report

The central finding of the impact evaluation is that the role of a PSAC, when clearly defined and implemented, can be of great value in creating opportunities for holistic and collaborative decision-making. However, critical lessons are identified as part of this evaluation related to the current PSAC structure, roles, and practices, that need to be revised to build a stronger, more effective model for input moving forward.

The evaluation team has identified five (5) key recommendations based on a thorough data review, comparative practices benchmarking, and stakeholder feedback.

Recommendation 1: The current PSAC member's terms should sunset on June 30, 2022.

Justification: WDC was tasked with assessing the effectiveness of PSAC in providing recommendations to improve Metro's safety, security, and law enforcement design. Focus groups with PSAC members and Metro leaders, as well as interviews with PSAC facilitators and Metro Board staff, demonstrated a lack of alignment as to PSAC's role being that of an advisory committee. This lack of alignment has created delays in critical decisions/recommendations, and a lack of trust and collaboration between staff and PSAC. Furthermore, by not instituting a committee structure with a Chair and Vice-Chair, led to unproductive meetings, and ultimately resulted in unresponsive or insufficient feedback to the Metro CEO and Metro Board regarding the core issues for which it was tasked with opining.

Recommendation 2: The CEO should establish a new committee to ensure a broader and more equally balanced representation, and support its governance and operational structure in a manner that is consistent with the PSAC Charter.

Justification: Based on the comparative research, it was noted that highly effective public safety committees had the following attributes: 1) a well-defined mission with a narrow, clear focus, 2) narrow operating parameters, and 3) a strong, inclusive, and collaborative committee chair with a leadership mindset. WDC recommends that the PSAC's Charter be updated to align with the three practice attributes described above and that efforts be made to ensure that future committee participation includes a diverse range of perspectives and experiences. There can be varied areas of focus such as racial justice and police reform; however, the new committee should be designed to meet the most basic needs of Metro riders, transit employees, and the community it serves, and that is for everyone to be safe while on the Metro system.

Recommendation 3: The Metro CEO should set top security priorities in collaboration with the committee. These priorities should be documented in a work plan with clearly defined areas for committee feedback. A quarterly review should be conducted by a designee of the CEO to monitor PSAC's progress and the effectiveness and implications of recommendations that are implemented.

Justification: This new committee should be tasked with providing the CEO with advisory services related to public safety in the Metro system. This is a vitally important area that directly affects the public who depend on Metro for their public transportation needs. Because of this, it is critical that the Charter be updated with more clear objectives for the committee to focus on. The committee decision making should be driven by data

Public Safety Advisory Committee

Impact Evaluation Report

and information that is relevant, reliable, and current. Moreover, when the committee's recommendations are implemented, data should be collected and shared to track. The committee must be able to focus on its core objectives and not be spread too thin with competing requests. If needed, Metro should retain independent assistance with revising the key objectives with which the committee is tasked to more clearly focus their efforts.

Recommendation 4: The new committee should remain an advisory committee.

Justification: Metro does not have its own police department. Metro currently contracts with several law enforcement agencies to provide law enforcement services for its customers; therefore, the agency has limited ability to ensure all the areas of focus as outlined in the current PSAC Charter and Board motions are being met. The new committee should work in collaboration with the Metro CEO and the Office of Safety, Security, and Law Enforcement to provide high levels recommendations on how Metro should approach improving public safety on the transit system. It should be noted that contracted law enforcement departments have their independent internal processes to handle complaints or misconduct allegations; that should not be a role the committee should play.

Recommendation 5: The revision of the charter with more clear objectives and the selection of the new committee members should be in place by September ~~2023~~ 2022.

Justification: This timeline would allow for Metro to receive input from riders and the broader Metro community related to safety and security priorities to update and clarify the committee's objectives as specified in its Charter. It would also allow for sufficient time to solicit participation while ensuring momentum is not lost in supporting constituent-driven engagement and accountability as Metro begins to roll out new programs that seek to reimagine public safety.

Public Safety Advisory Committee

Impact Evaluation Report

VII. ADDENDA

- A. Focus Group Summaries (PSAC Committee Groups A, B, C, PSAC Facilitator, Metro Staff, and Board Staff)
- B. Board Staff Interview Comments
- C. Survey Summary Reports (PSAC Committee, Metro Staff, and Board Staff)
- D. Public Safety Committees- Comparative and Promising Practices
- E. PSAC Public Comments Summary
- F. PSAC Mission Statement
- G. PSAC Consultants and Panel Bios
- H. Summary of Metro Costs to Support the PSAC
- I. PSAC Charter

ADDENDA A

Focus Group Summaries

(PSAC Committee Groups A, B, C, PSAC Facilitator, Metro Staff, and Board Staff)

Public Safety Advisory Committee

Impact Evaluation Report

ADDENDA A

PSAC Focus Group A Tuesday, April 19, 2022 Meeting Summary

This meeting was attended by three regular PSAC members and one Metro employee PSAC member. Responses to the following questions are summarized below:

How do you define safety for transit?

- An overall sense of well-being, comfort, general wellness
- Being able to move freely within the system
- Safety has to be the number one focus everywhere within the Metro

Please share about positive experiences or disappointments you've had while serving on PSAC.

Positive

- Good conversations
- Members are respectful toward one another
- Meeting the other panelists
- Seeing PSAC members trying to work together

Disappointments

- Metro has not been transparent about where our recommendations are going.
- Metro staff has tried to coerce the outcome, so everything fits in with what they want to do
- Metro does not seem receptive to true transformative change
- An us (PSAC) vs. them (Metro) mentality
- Feeling rushed sometimes to bring forth recommendations
- Sometimes feeling like the recommendations go nowhere
- Metro PSAC members are not voting members
- Prior CEO started this, but then left current CEO "holding the ball"

What progress has PSAC made in improving community-based approaches to public safety?

- Transit ambassador program

Is there key representation missing from PSAC, if so which group?

Public Safety Advisory Committee

Impact Evaluation Report

- I think in general, it's solid
- Metro staff were very thoughtful in how they selected the PSAC members
- More homeless people of color would be most beneficial

Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.

- Have Metro staff take a step back, and let PSAC lead with the support of the facilitators
- PSAC seems to be pressured to only make “tip of the iceberg” type recommendations
- The charter motions that gave rise to PSAC was fine; implementation of PSAC was flawed
- Have the meetings in other forums besides Zoom

How are the recommendations and work of PSAC representative of the broader transit community and stakeholders?

- They are to the extent necessary
- Board Motions focused on George Floyd, not on PSAC being a General Safety Committee
- The “perceived” lack of safety on public transit challenges the work being done by PSAC

What techniques are used by PSAC to hear from stakeholders?

- Public comment sessions in committee meetings
- One PSAC member said they were aware of surveys sent to general & unhoused riders
- Some PSAC members are frustrated that they are unable to reply to public comments

How are the recommendations and work of PSAC developed in a collaborative method with LA metro staff?

- Turnover at Metro “has not been helpful”
- Some Metro staff have been more helpful than others
- If PSAC could brainstorm on their own without Metro staff in the room would help at times

Public Safety Advisory Committee

Impact Evaluation Report

PSAC Focus Group B Thursday, April 21, 2022 (3:00 PM) Meeting Summary

This meeting was attended by two regular PSAC members and one Metro employee PSAC member.

Responses to the following questions are summarized below:

How do you define safety for transit?

- The sense that one feels when all the elements that contribute to safety are present.
- Knowing that other passengers are going to be respectful of me, for any reason
- Knowing that the driver is a capable and a courteous driver
- Being able to leave your home and ride on transit and get home safely “in one piece”
- Safety encompasses safety while waiting on the platform or bus stop

Please share about positive experiences or disappointments you’ve had while serving on PSAC?

Positive

- Finding common experiences and cultivating a comfort level with one another
- Having an external facilitator versus having Metro serve as facilitator
- The way meetings were facilitated allowing people to gel and work together
- Hearing from Metro Riders and their safety concerns made me more sensitive to their concerns
- Actually riding on the train also changed my perspective
- Even when they didn’t agree, PSAC member learned from one another’s perspective
- The sub-committees are more productive because are more focused
- Sub-committees ask the “hard questions” and refined things before they are sent to full PSAC

Public Safety Advisory Committee

Impact Evaluation Report

Negative

- When an ad-hoc wasn't going in the direction Metro wanted it to, Metro would "shut it down"

What progress has PSAC made in improving community-based approaches to public safety?

- We have formulated a more "holistic" approach to thinking about public safety
- We have started the conversation; things need a 3-5 year investment to show fruit
- Thinking of the complete eradication of violence is not a realistic goal for Metro
- Committee member terms should be at least two years with the option of a third year
- We have influenced public safety but have not seen a big impact
- We gave more visibility to the unhoused but concerned about funding ambassador program
- PSAC had helped to raise general awareness as to the concerns of the LGBT community

Is there key representation missing from PSAC, if so which group?

- LGBT should continue to be represented on the PSAC
- Group is sufficiently diverse and there are lots of discussion as to others' perspectives

Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.

- Sometimes certain technical data was missing when agendas were circulated to PSAC members

How are the recommendations and work of PSAC representative of the broader transit community and stakeholders?

- The black transgender community has made a more concerted effort to be more visible
- The voice of seniors and the disabled could be more represented
- Having youth on PSAC is an investment in our future

How are the recommendations and work of PSAC developed in a collaborative method with LA metro staff?

- PSAC needs to get away from meeting exclusively via Zoom
- At times, facilitators had conversations with Metro that undermined the sub-committee's work
- One member said this type of focus group check-ins were critical
- Throughout the PSAC process, all of my questions were always promptly answered

Public Safety Advisory Committee

Impact Evaluation Report

- The facilitators wanted chairs for PSAC which we did not ever come to a consensus about

PSAC Focus Group C Thursday, April 21, 2022 (5:00 PM) Meeting Summary

This meeting was attended by three regular PSAC members. Another member who had stated they would be there did not attend. Responses to the following questions are summarized below:

How do you define safety for transit?

- When a person can live a full and complete dignified life
- One can bring their full selves to public transit and have access to all transit services
- Beyond getting from point A to B safely; it means people can ride for any reason and feel safe
- It is a multi-pronged feeling and experience
- Freedom from physical harm and threat, but also freedom to be able to be fully expressed

Please share about positive experiences or disappointments you've had while serving on PSAC?

Positive

- Relatively diverse group, kind group of people
- Diversity of the group
- Heavy educational component learning about Metro's law enforcement structure
- The initial support from the Operations, Safety and Customer Experience Committee

Disappointments

Public Safety Advisory Committee

Impact Evaluation Report

- Metro's not heeding PSAC's recommendations
- Not having more input on policies and the actual activation of activities
- Just giving "up or down" votes on things Metro was already doing
- Not having in-person interactions with one another
- PSAC should not be a short-term enterprise; members should serve 2-3 year terms
- Metro's follow through on PSAC recommendations
- Lack of support from Metro staff coupled with lack of follow-through from the Board
- It is not a facilitator problem; there is a defensiveness on the part of Metro staff
- PSAC recommendations are not presented in a way that gives them substance
- Many politics surrounding the group

What progress has PSAC made in improving community-based approaches to public safety?

- The Transit Ambassador program, but concerns about it being outsourced
- PSAC looked at the training for security and encouraged sensitivity training
- Had a say about uniforms to be used in the transit ambassador program.
- A dashboard showing progress on recommendations would be helpful

Is there key representation missing from PSAC, if so which group?

- Justice impacted individuals
- Teenagers
- Retired individuals
- There doesn't need to be additional law enforcement representation on PSAC
- Metro provides sufficient representation in their opinion as to law enforcement perspective
- A person who has experienced homelessness

Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.

- More interaction with the Board or the Operations, Safety and Customer Experience Committee
- Longer public comment periods
- If PSAC could engage with the public without violating the Brown Act would be helpful
- More community-based engagement that is adequately resourced

Public Safety Advisory Committee

Impact Evaluation Report

How are the recommendations and work of PSAC representative of the broader transit community and stakeholders?

- Metro resources need to be dramatically redirected from law enforcement to social services.

How are the recommendations and work of PSAC developed in a collaborative method with LA metro staff?

- There is defensiveness in Metro staff and a “push-pull” dynamic
- Collaboration in the beginning with the transit ambassador program but then they “hit a wall”
- Turnover at Metro has affected cohesiveness
- Collaboration was never really something that was needed for PSAC to accomplish its mission

PSAC Facilitators Focus Group

Friday, April 22, 2022

Meeting Summary

This meeting was attended by the two retained PSAC facilitators. Responses to the following questions are summarized below:

How do you define your role?

- The role is defined by Metro and the charter
- We are a 3rd party that is coordinating with both sides, understanding both sides, being stewards
- Helping PSAC to develop work products that the committee could refine
- A party that goes back to both sides to present each side with the view of the other side
- Some tension is created by the fact that the PSAC is only an advisory committee

Do you believe being impartial is part of your role? If yes, how do you maintain your impartial state of mind?

- Being impartial is critical
- Also critical is willingness to explain to Metro what the PSAC is not willing to change position on
- We are the conduit of knowledge that represents both sides

Public Safety Advisory Committee

Impact Evaluation Report

- We advise Metro about how the PSAC may react and advise PSAC about Metro's priorities

Other observations shared by the facilitation team

- We serve in a facilitator role, not a mediator role
- Limited time to accomplish assigned tasks undermined the willingness of some to collaborate
- Professional advocates do not represent the majority of the committee
- The scope of the charter is fine but that more time is needed for education of all
- Disagreement within PSAC has been minimal; real discord has been between PSAC and Metro
- Recent disagreements within PSAC have been due to the defunding of law enforcement
- Some PSAC members do not trust Metro or believe the interests of Metro align with theirs
- PSAC was thrust into the heat of things with the matter of the funding of the policing contracts
- Trust disconnects could perhaps have been avoided in the beginning if there were more time
- The PSAC believes that their guideposts are the Board motions, not the charter
- Some members of the PSAC thought they were asked to do something transformative
- It would have helped PSAC if they knew from the beginning what Metro was truly not open to (e.g., full defunding of law enforcement)

Is crime on the transit system discussed by the PSAC?

- By some, but the PSAC is skeptical about Metro's approach to addressing crime

What specific recommendations has PSAC put forth as an alternative to law enforcement?

- The transit ambassador program

Is the transit ambassador program what PSAC envisioned as the total solution to public safety?

- No, it was a first step
- PSAC lacked the time to develop recommendations about the supporting ecosystem
- It seems the Board wants funds to be redirected to address crime preventative factors

What do you think about term limits for PSAC members?

- Agree with PSAC members that terms for members should be longer

Public Safety Advisory Committee

Impact Evaluation Report

- Agree with PSAC members that a committee like this should potentially exist into perpetuity
- Meeting by Zoom has affected the committee's ability to connect more closely as a group
- Metro being clear about what they ultimately want would be helpful
- Facilitators noted that PSAC does not trust anyone to lead them (hence no chair, vice chair, etc.)
- Facilitators believe having a chair, vice-chair, secretary should be a requirement in the future

PSAC – Metro Executive Leadership Team Focus Group Friday, April 26, 2022 Meeting Summary

This meeting was attended by seven members of Metro Management. Responses to the following questions are summarized below:

How do you define safety for transit?

- Safety is something very personal
- Safety is when our customers and riders don't feel threatened by anything
- People feel confident on our system
- Traveling without experiencing harm, in any form, verbal or physical, not feeling harassed
- Our customers shouldn't even have to think about safety threats
- Safety is a component of customer experience

Public Safety Advisory Committee

Impact Evaluation Report

Based on the approved charter and board motions what progress has PSAC made that aligns with those directives?

- PSAC developed a framework for the transit ambassador program
- Developed a mission and vision statement for public safety
- Elevated key voices from the community, such as people of color, the disabled, etc.
- PSAC has helped to increase awareness of the rider groups they represent
- PSAC has also raised awareness to the public that safety is a priority for Metro

How are the recommendations and work of PSAC developed in a collaborative method with LAMETRO staff?

- I don't think it is collaborative; we struggle to work in a collaborative way
- I feel like they don't appreciate Metro has conditions\requirements we can't simply set aside
- There is not a meeting in the middle; it feels very transactional
- I do not believe that they are interested in true collaboration.
- They ask few questions about the things presented on and instead sidetrack conversations
- I believe that there is a power struggle between PSAC and Metro Staff, and a lack of trust
- It is not clear that they have met their stated 10 objectives identified in their charter
- PSAC being uncooperative has prevented true collaboration from taking root

Supplemental question: What can be done, if anything, to improve the collaboration?

- PSAC needs to acknowledge Metro's expertise
- There have been times that PSAC requested that Metro not be present for discussions
- Facilitators should guide the meetings to be more collaborative, but they seem unwilling
- Collaboration has also been hampered by the fact that PSAC doesn't have a designated chair
- Hold PSAC accountable to the existing charter to avoid 'scope creep'
- Stronger facilitator, electing a chair, a more balanced membership of PSAC members
- Incorporate activities to build trust
- Incentivize collaboration. Only award stipends upon completion of stated objectives
- Hold facilitator responsible for collaboration exercises
- Reinforce that PSAC is an advisory, recommendation body, and not a policy-making body
- Provide PSAC membership with transit training and familiarization with Metro staff & functions
- PSAC members should focus discussions on topics presented versus sidebar issues
- Roles and responsibilities need to be more clearly defined

Public Safety Advisory Committee

Impact Evaluation Report

- PSAC was given an ambitious schedule and Metro was not clear about what was not negotiable
- Most PSAC members did not join with the expectation that they were just going to advise
- PSAC was brought in to challenge Metro; we should not expect them to simply defer to us

Is there key representation missing from PSAC, if so which group?

- Safety experts
- People who do not have a strict defund the police perspective.
- SSLE was to serve as the safety and security experts on the PSAC but that did not happen
- PSAC felt like they hear enough from SSLE so do not need law enforcement representation

Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.

- PSAC is not a balanced committee
- Committee members are needed who do not have fixed perspectives.
- We need to do a better job of recruiting a more representative PSAC
- It would not make sense to start all over again because then PSAC loses legacy knowledge
- Metro members on the committee should be able to vote
- SSLE should be on the committee and have a vote

Is there anything that we did not ask you, or that we should consider?

- The ideal number of PSAC members should be ten
- Perhaps it's the dynamics of the group, not necessarily the points of view that cause discord
- Metro needs to be specific means when it says it wants a broader perspective on the group
- I don't think PSAC represents the wider perspectives of our riders or that of employees
- A concern is that the facilitation team sometimes allows people to speak on non-agenda items
- The PSAC does not see its role as being very limited, believing its reach is greater than what it is
- There is some history that supports PSAC's distrust of government

ADDENDA B

Board Staff Interview Comments

Public Safety Advisory Committee

Impact Evaluation Report

Public Safety Advisory Committee

Impact Evaluation Report

ADDENDA B

Performance of PSAC-Metro Board Staff Representatives Perspective

All Metro Board staff representatives were invited to participate in a PSAC assessment survey and an individual interview. Up until this point, the evaluation team had heard from PSAC Members and Metro Executive Leadership Staff, who had provided diabolical opposite opinions of the effectiveness of PSAC. We had also engaged the contract facilitator team; however, they were neutral regarding the topic of effectiveness. In search of an objective and independent perspective, we reached out to the Metro Board staffers. Board staffers often attend PSAC meetings and have independent conversations with members; therefore, we wanted to get an understanding of this group's observations, feedback, and recommendations.

See interview responses below:

Do you think that the PSAC charter should still be guided by the June 2020 and March 2021 Board Motions as written? Or should the PSAC be guided by the issues of public safety that are of greatest concern to the community at this time?

- In general, board policy is very important, but things do change, and adjustments may be appropriate, but the ultimate intent of the original board motion should not be lost sight of.
- A charter should be a living document and change as the perspectives of the public change. The original motion was vague, and it was unclear who the PSAC should report. Other committees are clearly accountable to the Board. With PSAC, it was unclear to whom it should report, is it the Board? The CEO? This needs to be clarified.
- Keeping PSAC grounded in the Board motions is a good idea, but there should be an “evolution” responsive to changing conditions. PSAC should still have input on the law enforcement contracts.
- Direction needs to come from the Board and what they want from PSAC.
- The spirit of the motions from June 2020 is still good, but the seeming chaotic state the transit system is in now is absent from the conversation. The overriding concern should be the safety of the people in the system. I have personally witnessed the chaotic state.
- It would seem to be critical that we keep the original motions in mind, but we need to be flexible about current conditions. We want bus drivers on the system to feel safe. Also, PSAC needs to be reminded of its advisory status, and that they are not a policy-making body.
- We formed the PSAC for a specific reason. A major part of that reason was to comment on the law enforcement contracts, and they should stay true to that.
- As to whether this committee should be discussing current crime levels, it should be remembered that this committee was proposed to the Board so it could take a look at on how Metro addresses public safety. However, new things seemed to be getting

Public Safety Advisory Committee

Impact Evaluation Report

added to their agenda. It was never discussed how long the committee would be around.

- We should stand by the original goals of the PSAC because the key focus of racial justice and racial equity is important.
- I don't think the original areas of focus and the areas of greatest concern to the public today are necessarily mutually exclusive.
- Our office saw 2020 as a reckoning and something that does not just go away. Our office is aware of increasing issues of crime on the bus and rail system, however, our office remains supportive of alternatives to law enforcement, even though we realize this is an awkward position to be in.
- Perhaps both.
- At the end of the day, I believe that there has to be involvement of police professionals on the PSAC, but PSAC does not appear to have representation of professional police professionals on their committee.

From a Board perspective, what are the strengths of the current PSAC committee, and what opportunities are there for improvement?

- Metro is not a public safety organization but has much power in shaping public safety in Los Angeles. When riding a bus or train, there is a certain intimacy that you experience that you don't experience when you are in an open space, such as when walking on the sidewalk.
- LAPD and the Sherriff both have citizen oversight commissions. Metro needs its own version of a citizen's oversight commission over public safety.
- PSAC should be thought of as something that is institutionalized, not something that is a one-off experiment.
- If the scope of what PSAC is looking at is considered too broad, it needs to be remembered that it was tasked to be that way by Metro.
- PSAC needs a chair; it is not efficient in its current construction.
- PSAC's weakness is its lack of leadership and the profound aversions it has to stepping out and stepping up. PSAC's push for consensus impedes its effectiveness.
- It is refreshing to have PSAC's take because there is a much-lived experience there, but the group needs much support because they must learn Metro's systems and structure along the way.
- Regarding PSAC sometimes being resistant to hearing from Metro staff, this is a hard balance to strike. You either have to provide information beforehand and expect people to study it, or you clearly allot what amount of time can be spent discussing and reviewing something. Board members sometimes have to make decisions with limited information; PSAC needs to be comfortable doing that at times.

Public Safety Advisory Committee

Impact Evaluation Report

- The budget town hall model could perhaps serve as the guide for Metro staff when they are presenting to PSAC.
- The committee has a very good internal dialogue, it is comfortable, but the challenge is that sometimes it becomes an echo chamber that does not reflect the true position of the public.
- PSAC is really good at talking about current events.
- There does appear to be a lot of back and forth with metro staff at times, to the point that the big picture of what is being discussed is lost.
- A positive is that they are dedicated to making some sort of change.
- A negative is that PSAC sees itself as a decision-making body and not as an advisory body.
- PSAC has a misunderstanding of what its mission is. They are an advisory body, not a policy-making one. Also, they need to be focused on the items on the agenda, and not things that are of personal importance to them. As a committee, they should focus on the big picture, not on minute details.
- A positive is that they are a group of passionate people committed to the job and to the cause.
- A challenge is the make-up of the committee. The viewpoint of the committee is not really representative of the public at large.
- The meetings themselves can be done in 25% of the time that is currently used; there is a lot of wasted time. The facilitation can be improved. The facilitator does not have much influence over the group and doesn't do a very good job of keeping members focused on the agenda. A more assertive facilitator would do a better job with this.
- The Metro board is fairly progressive, but the PSAC is much more so, so perhaps the PSAC needs to align itself with the level of progressiveness of the whole board, and not expect that the whole board will align to PSAC.
- The make-up of this first PSAC was good, but a committee that talks about more than just law enforcement would be helpful. I don't think that changing out all the members is needed, but perhaps broadening out who is on the committee could be helpful.
- A strength is that we have created a space for people whose point of view is generally underrepresented. We have seen recommendations that force metro staff and PSAC to be somewhere between the two positions.
- Concerning the perception that some on the PSAC seem to think that racial equity and racial justice can only be achieved at the expense of law enforcement, this is tricky because some PSAC members do in fact believe in police abolition, so they are not open to reform because in their minds it perpetuates the status quo.
- The feelings of unsafety on the metro system are really more a perception issue. The feelings of disorder, such as the presence of the unhoused and lack of cleanliness, make unsafety seem greater than it actually is. With less ridership, what people are seeing is

Public Safety Advisory Committee

Impact Evaluation Report

actually just the “baseline,” and it’s just more visible now; it’s not that it is necessarily greater than in the past.

- Labor partners’ voices are not heard as much as they should be; they need to be heard more because they have a stake in the outcomes.
- One of the main strengths of PSAC is creating a safe space where these issues can be discussed. They probe and do not take Metro’s response at face value.
- There does need to be a better process for PSAC to be able to express feelings and concerns and formalize those into something that can be presented.
- There is a need for Metro and PSAC to meet in the middle.
- I have a positive impression of the current facilitator.
- An independent third party as a facilitator is so important because there is so much mistrust between Metro and PSAC.
- For so many years, when people at Metro heard “public safety, they thought that meant more police.
- The board is concerned that there is a perception that black riders are the ones who are singled out by law enforcement.
- There is a way to have eyes on the system that does not involve people carrying firearms.
- PSAC members are riders themselves.
- PSAC brings diversity to the conversation.
- The intent of PSAC was to help the board figure out what to do with the upcoming security contracts. We hoped to gain more tools in the management of these contracts. I wish PSAC would have focused less on removing law enforcement because it was clear the board was not going to do that, but PSAC kept going back to that. Because of this, I think PSAC missed an opportunity to really provide guidance on alternatives to law enforcement.
- I wonder if it’s time to just start over with regard to PSAC; some board members seem amenable to that.
- It just doesn’t seem like the PSAC are partners in figuring out what to do. Do we add new members? I have concerns about PSAC taking up a lot of staff time.
- What is the point of pouring a lot more into it if the board is not going to listen to them anyway?
- I work with activists in my job, but I do not understand why PSAC keeps retrenching back to defunding law enforcement. We need them to help make law enforcement contracts better.
- It seemed as though the board wanted the political cover of PSAC to move forward with the law enforcement RFP, but ultimately PSAC didn’t provide any practical help.
- Metro has the authority in statute to create its own police force, which it should do. You have more direct control, you can direct them, but these conversations never happened.

Public Safety Advisory Committee

Impact Evaluation Report

- PSAC should consider looking at ridership as a whole, not just through a narrow lens.

Public Safety Advisory Committee

Impact Evaluation Report

Do you feel the current PSAC committee has been effective in strengthening the public safety for the Metro ridership?

- PSAC takes a framework that has been in the darkness and has been casting light on it.
- PSAC has raised the right questions and has helped the transit ambassador program move forward.
- They have influenced policy, but policy takes a little while to “hit the street.” However, I don’t think the decisions they have made so far have ‘hit the street’ yet.
- No, they have not.
- I have separate meetings with several PSAC members. They have done a lot of work to come up with some ideas, but in other ways, I do not know if they have been all that effective. For example, when PSAC asserted that there should be no funding for law enforcement. This was not realistic and not where the board was at.
- I think if there were another way to appoint the members so that they reflect the board’s values would be good.
- The Facilitators are good, but subcommittees are just too much work. Having the PSAC being more progressive than the board is not altogether a bad thing, because it does challenge the board.
- This question is unfair; PSAC is not there to strengthen public safety, nor have they been given the opportunity to do so.
- I don’t think that it reflects poorly on them that the board has not done everything that has been recommended. They are an advisory committee, after all.
- There may be more efficient ways for PSAC to operate. Perhaps they should meet less frequently.
- No, it has not been effective.
- The benefit of PSAC was not in just bringing in a different voice but in bringing in a pragmatic voice.
- Stephanie brings in a very different perspective, but staff turnover has been an issue. The mandate for PSAC was very broad; it was broad on purpose for political reasons.
- We really do want it to be representative of all riders.
- Without safety, you can’t discuss ridership.

If PSAC were to be reimaged, what would that look like for you?

- Having a consultant run the meetings does not encourage the necessary engagement; in the beginning, it was needed, but now it has become a crutch.
- I think the current PSAC is very focused on figuring out their process, and I don’t think this should be their focus. Either the board or Metro staff should give them their process and what they have to vote on and allow the conversation to go from there.

Public Safety Advisory Committee

Impact Evaluation Report

- I have noticed that in many meetings; there is confusion about what they are voting on. There seems to be a lot of discussion on the process.
- Having an external facilitator now puts a little too much on the facilitator. Having a rotating chair is more helpful. The group will have more power if it had a chair who speaks for them and who knows that it is part of their responsibility to make sure that protocols are followed.
- Metro needs a functional committee. It needs to be driven by data; it needs to explain how their recommendations would help to improve public safety.
- PSAC needs to be accountable for meeting deadlines.
- PSAC has created a mission and values statement, but other than that, supporters of PSAC have a hard time pointing out the difference PSAC has made. A reimagined PSAC would have more diversity in age and walks of life. Right now, it seems like advocacy groups are overrepresented.
- I wish there were more doses of realism; I would love it if we really didn't need to have police on the system, but that is not the case. PSAC needs to balance idealism with realism.
- It was expected that PSAC would help shake up Metro's status quo model, we didn't want police to be the answer to everything, the board wanted a civilian body that would be providing Metro staff with feedback, and not just it being the board staff who would be providing this feedback.
- When it comes to law enforcement on the system along with alternatives, it is both\and, not either\or. Most board members, 10-13 members, perhaps, share this view. There may be just one or two board members who want to see full defunding of the police.
- PSAC needs to be clear about what situations can truly be handled by non-law enforcement and which cannot.

ADDENDA C

Survey Summary Reports

(PSAC Committee, Metro Staff, and Board Staff)

Public Safety Advisory Committee

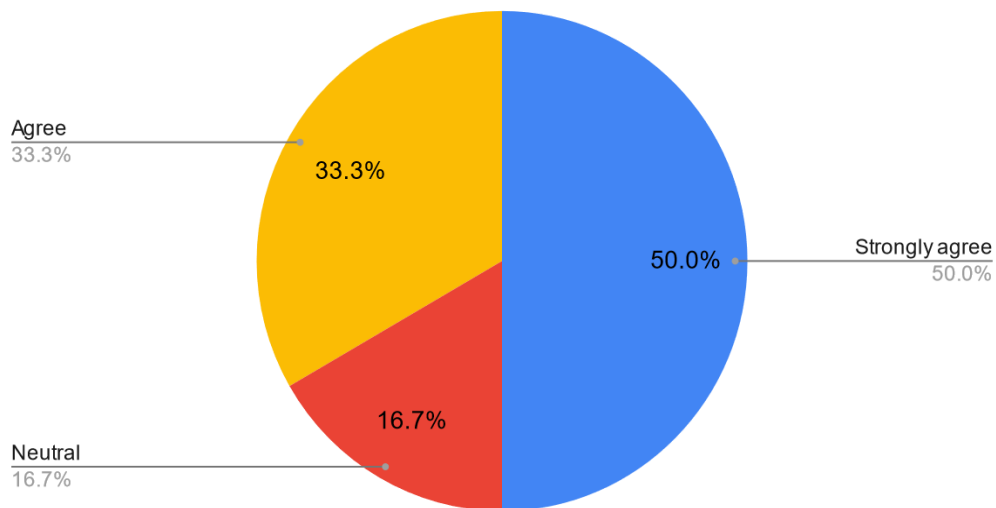
Impact Evaluation Report

ADDENDA C

PSAC SELF-ASSESSMENT SURVEY SUMMARY

Below are the summary responses of the PSAC of evaluation questions regarding purpose, structure, and impact.

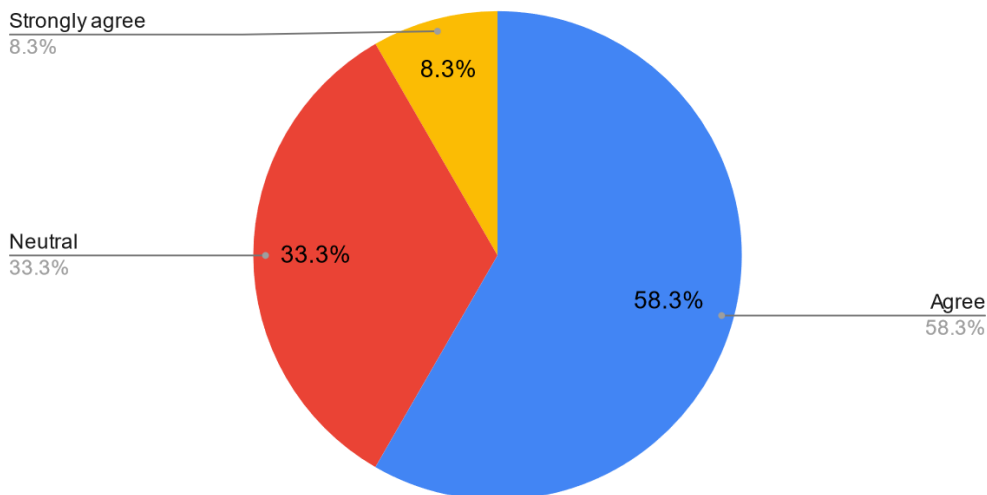
Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.



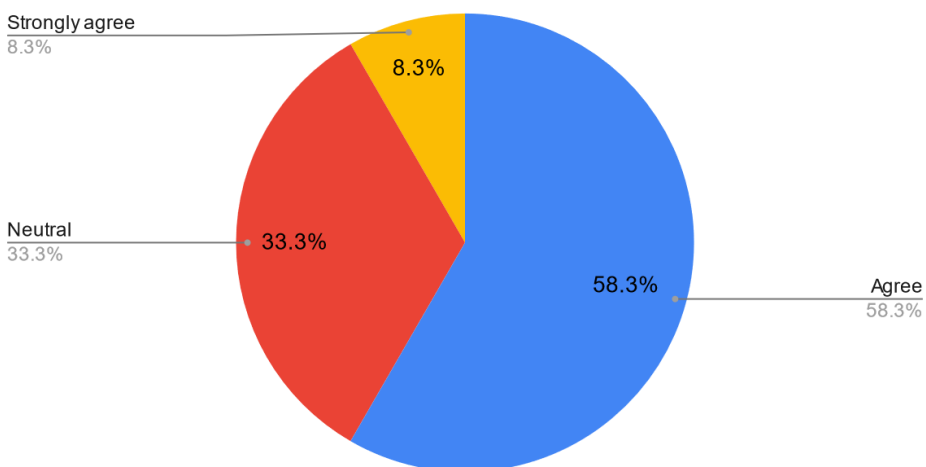
Public Safety Advisory Committee

Impact Evaluation Report

Committee Structure: The role and responsibilities of PSAC members are clearly defined and understood by all members.



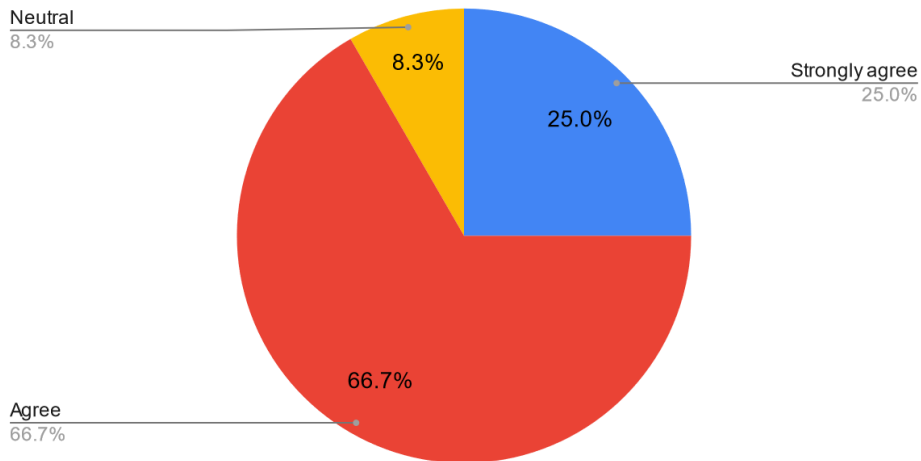
Committee Structure: The role and responsibilities of PSAC members are clearly defined and understood by all members.



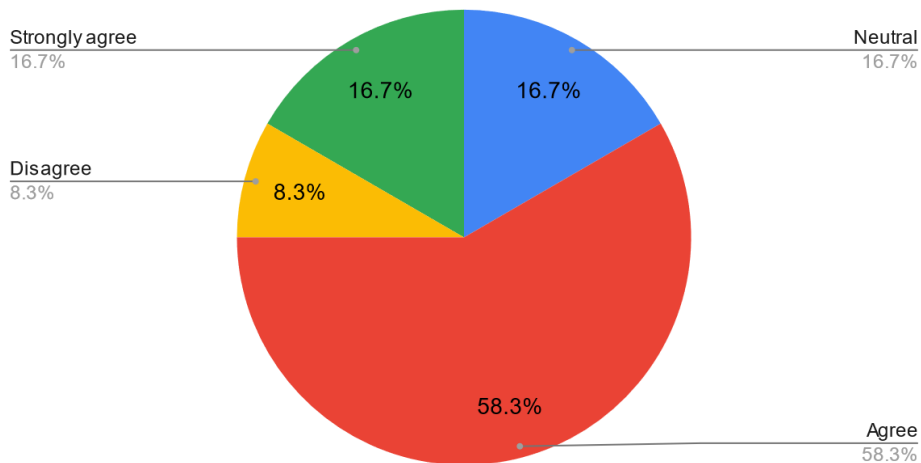
Public Safety Advisory Committee

Impact Evaluation Report

Committee Structure: PSAC meetings are well organized and planned, and an effective use of time.



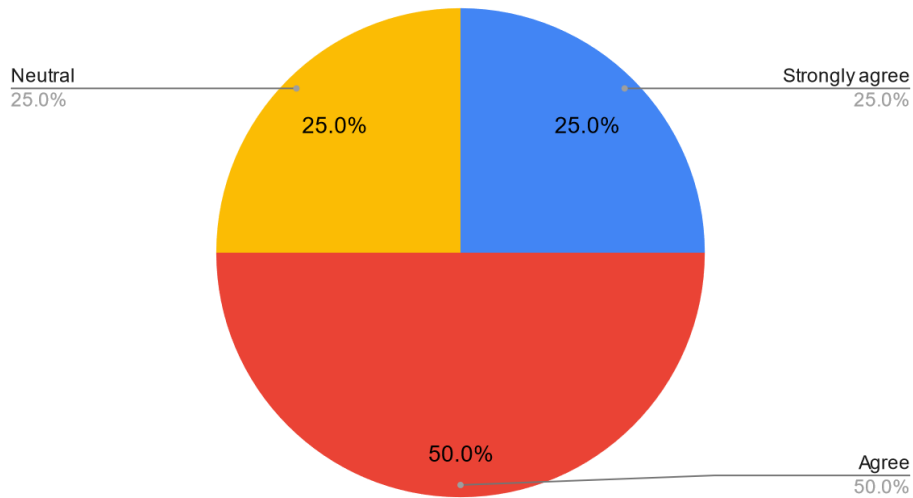
Committee Structure: Presentations by staff at PSAC meetings are data-driven and useful.



Public Safety Advisory Committee

Impact Evaluation Report

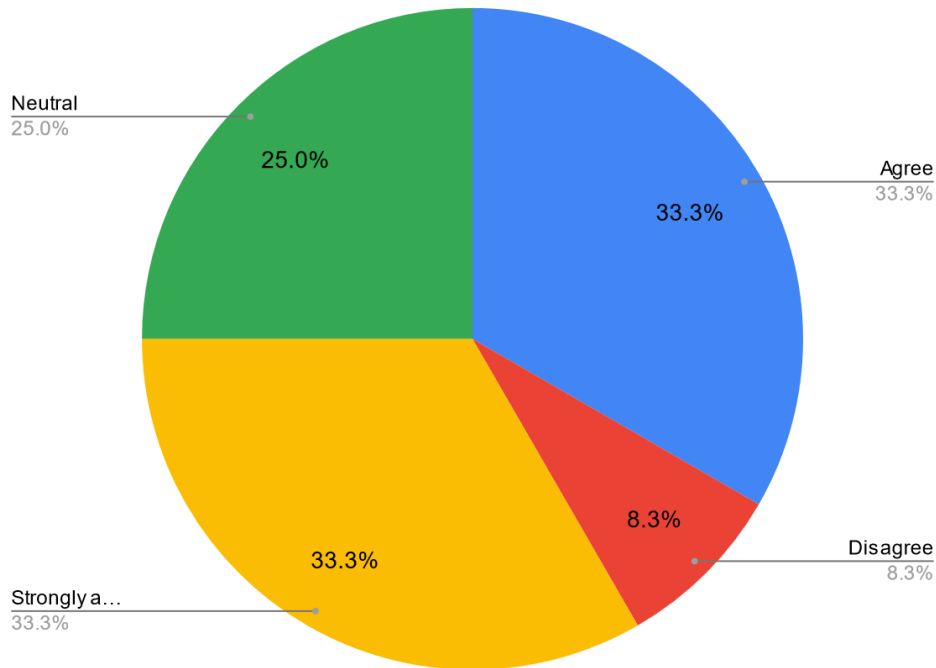
Committee Structure: Communications with Metro staff, Chief Executive, and Board of Directors are done following all duly prescribed protocols.



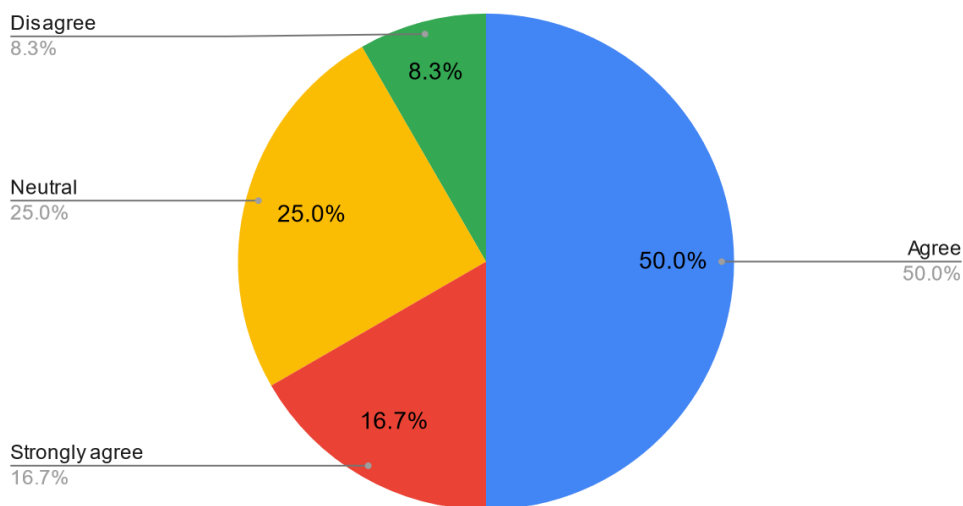
Public Safety Advisory Committee

Impact Evaluation Report

Committee Composition & Dynamics: PSAC has the right mix of characteristics, backgrounds, experiences, perspectives, and skills necessary to achieve the goals and objectives of the committee in a manner that best serves the public interest.



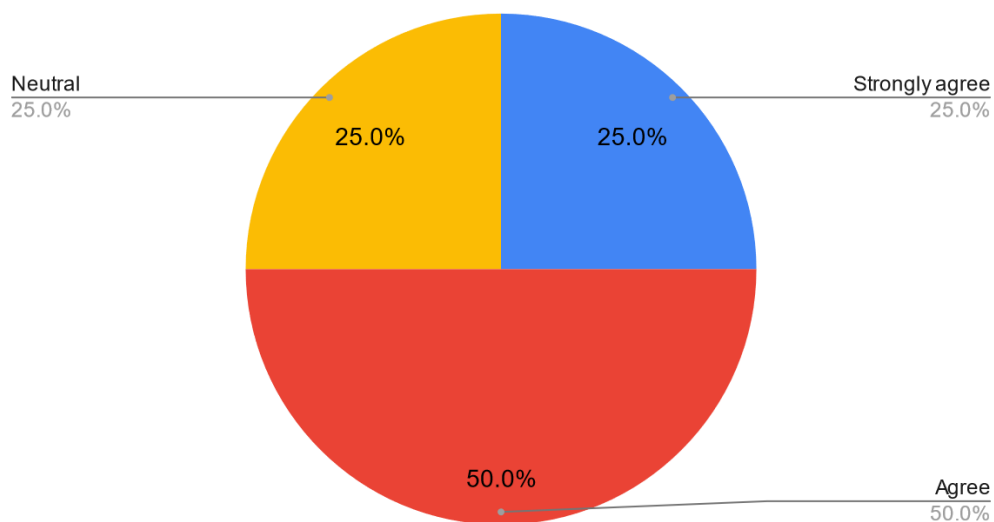
Committee Composition & Dynamics: All members are involved in meeting discussions and decisions.



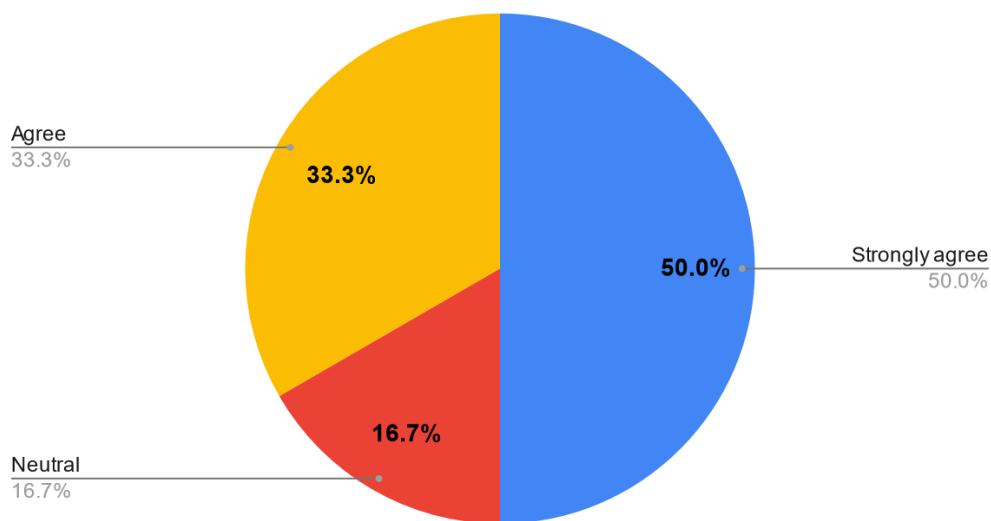
Public Safety Advisory Committee

Impact Evaluation Report

Committee Composition & Dynamics: Committee deliberations are open and constructive.



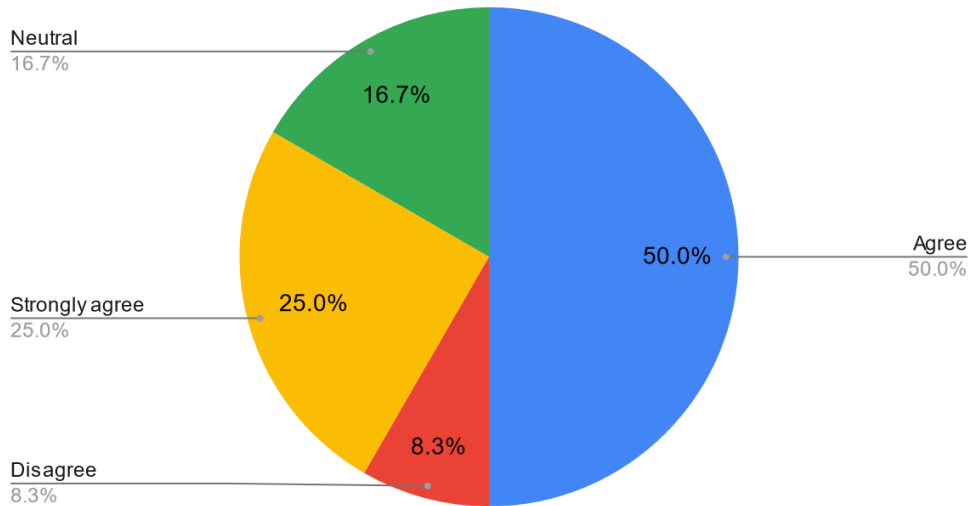
Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.



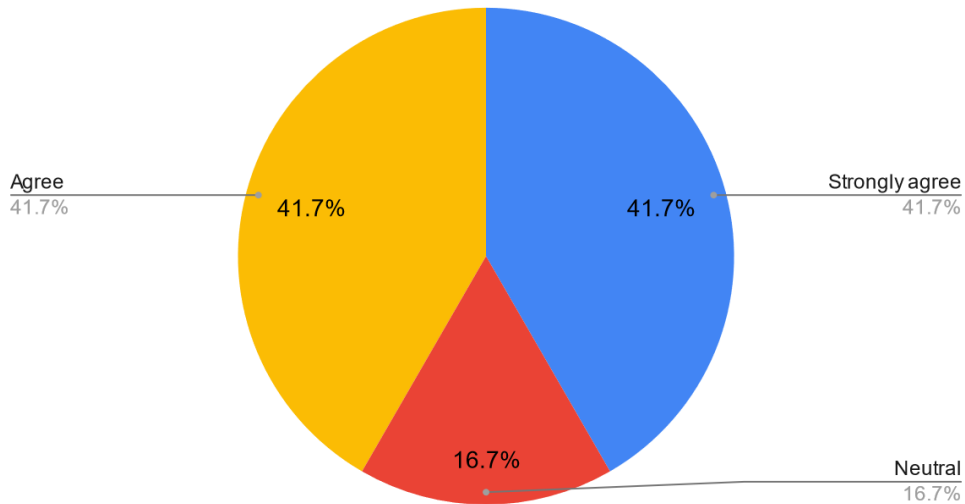
Public Safety Advisory Committee

Impact Evaluation Report

Committee Composition & Dynamics: Dissenting points of view are respectfully encouraged, discussed, and considered.



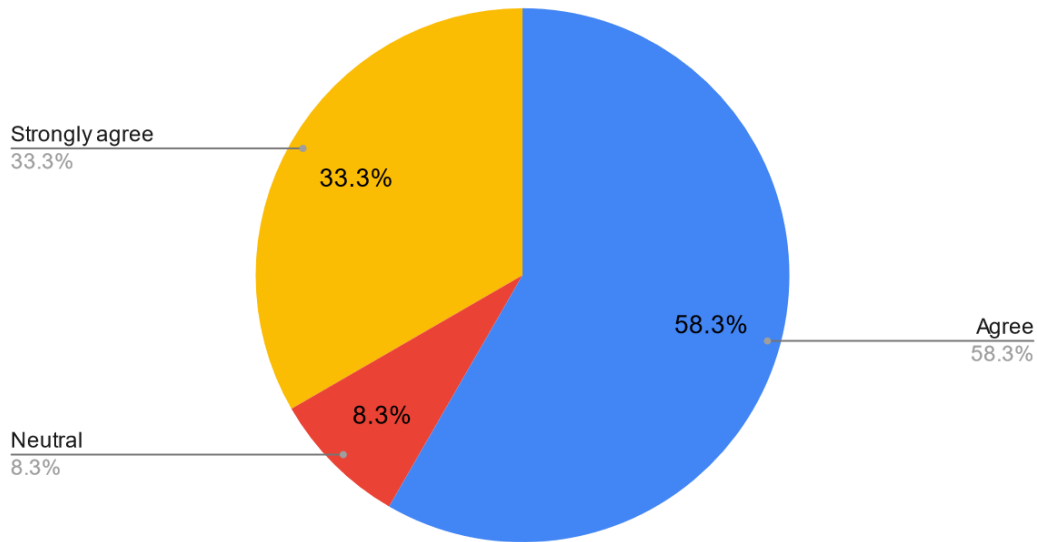
Committee Composition & Dynamics: I feel like I am allowed to express my views freely within PSAC.



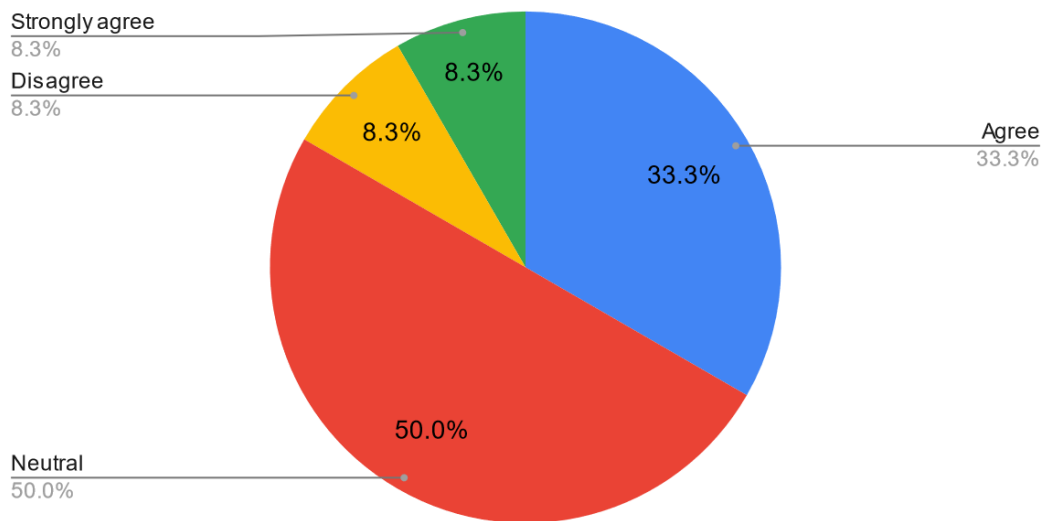
Public Safety Advisory Committee

Impact Evaluation Report

Committee Composition & Dynamics: I feel like my suggestions have been considered prior to final decisions being made by PSAC.



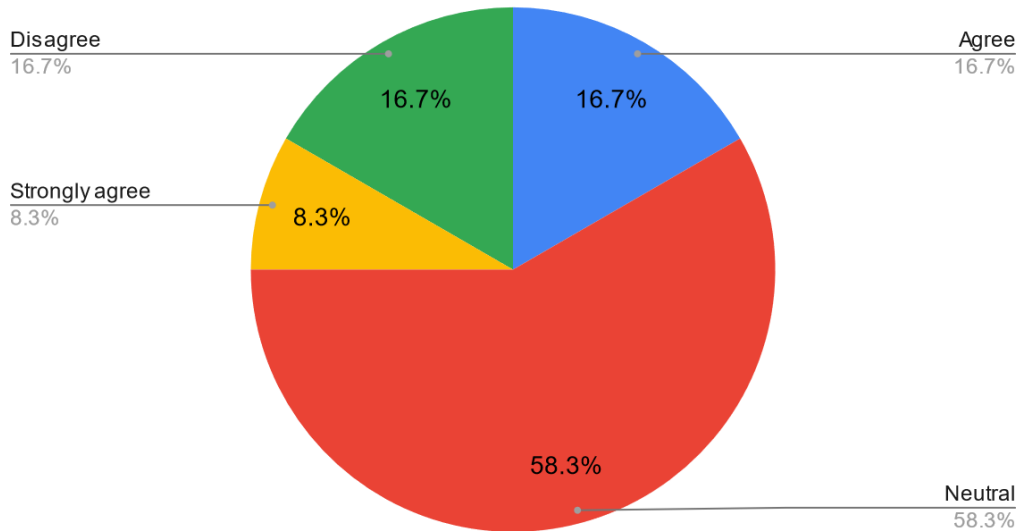
Committee Effectiveness: The PSAC knows and understands the values, mission, and strategic plans of LA METRO related to creating a community-based approach to safety.



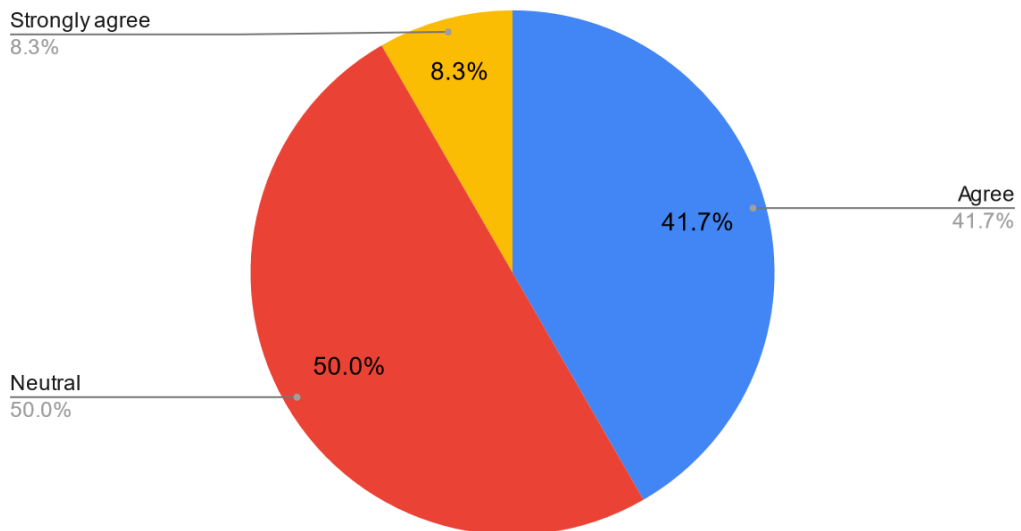
Public Safety Advisory Committee

Impact Evaluation Report

Committee Effectiveness: PSAC has established clear goals with measurable benchmarks related to its role and mission.



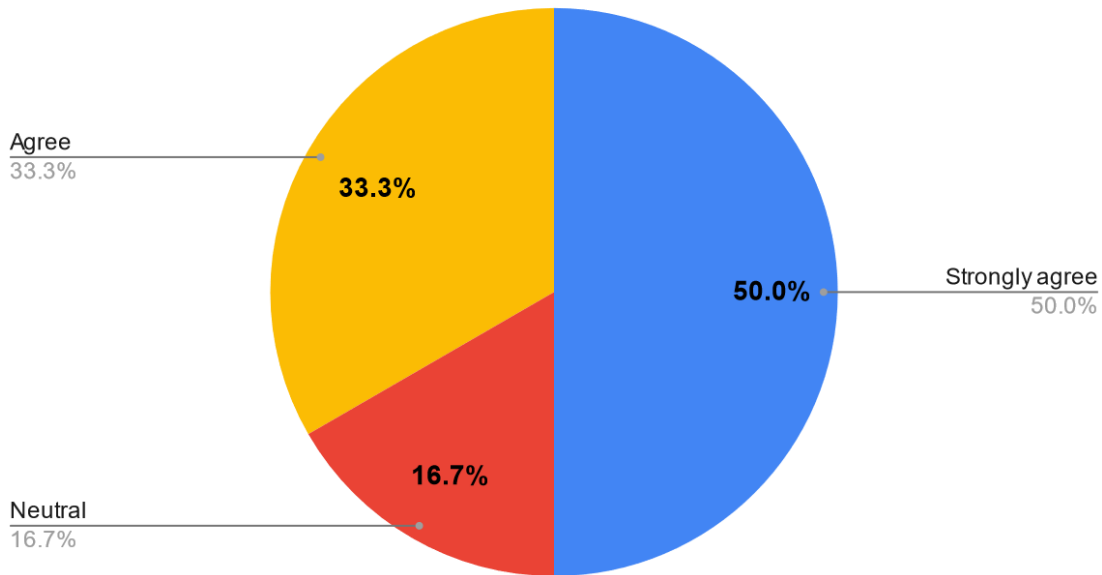
Committee Effectiveness: The PSAC has made measurable progress in one or more of the key areas of interest related to the approved charter.



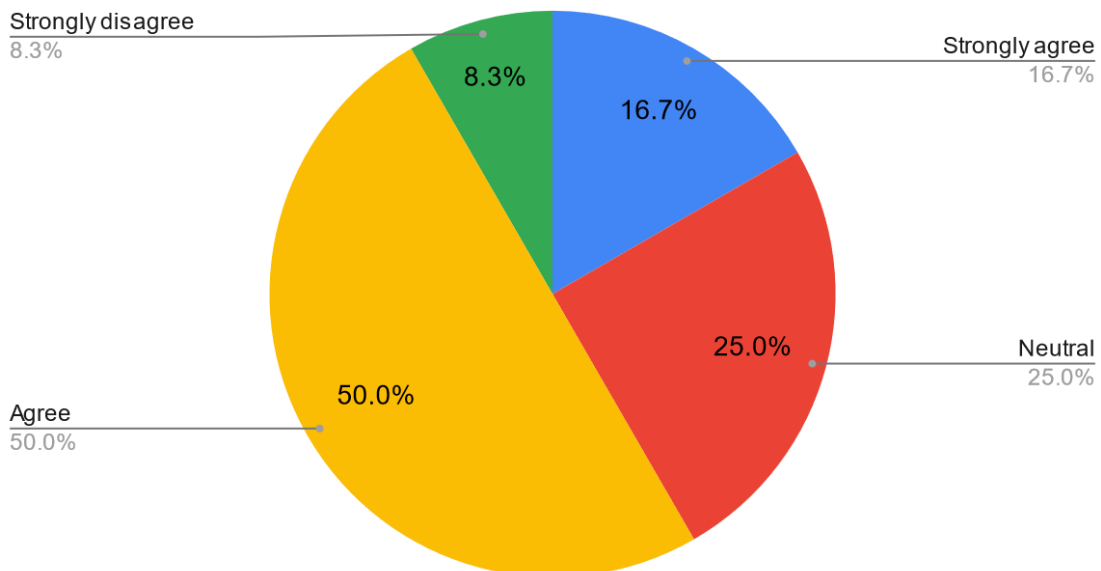
Public Safety Advisory Committee

Impact Evaluation Report

Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.



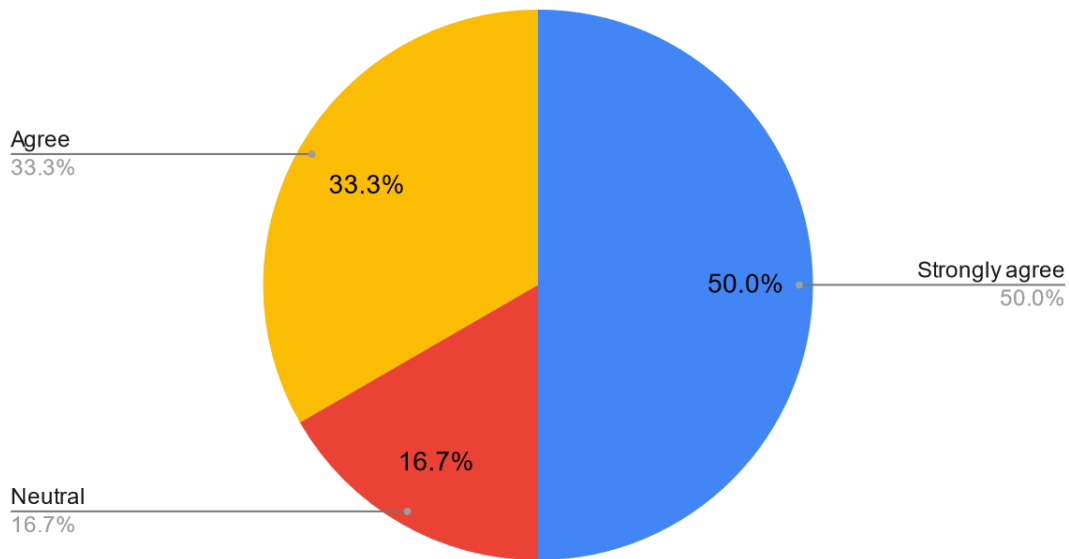
Committee Effectiveness: PSAC is sufficiently attuned to the safety concerns of all riders of LA Metro buses, subways and light rail trains.



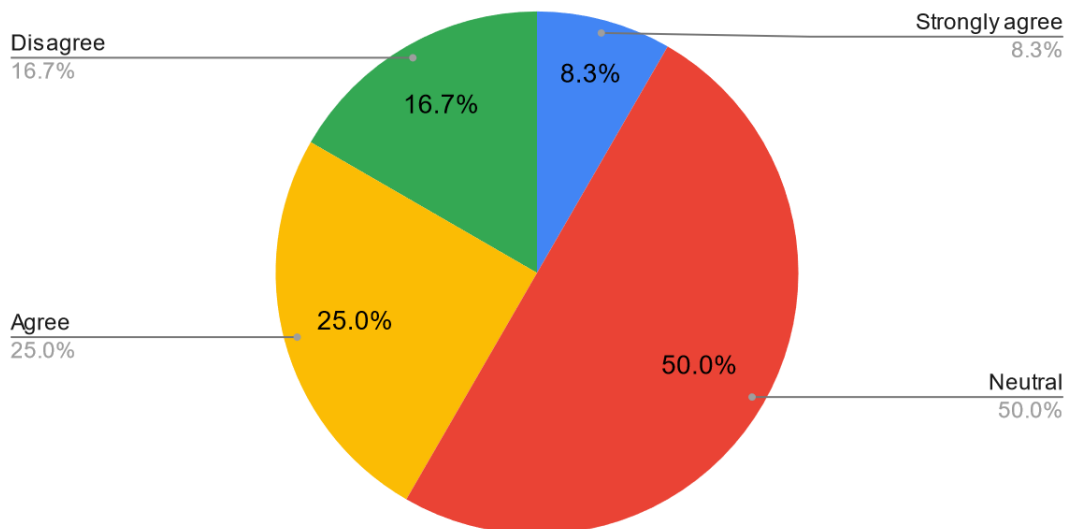
Public Safety Advisory Committee

Impact Evaluation Report

Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.



Committee Effectiveness: One of the responsibilities of the PSAC is to advise the Board when some of the goals PSAC has been tasked with are not feasible or require reconsideration.



Public Safety Advisory Committee

Impact Evaluation Report

PSAC SELF-ASSESSMENT SURVEY NARRATIVE RESPONSES [ABRIDGED]

Below are the summary responses to the PSAC of evaluation narrative questions regarding purpose, structure, and impact.

What do you consider to be PSAC's greatest strength?

- The mixture of community members and staff have been very beneficial to learning.
- Good discussions.
- The diversity of our PSAC body and that key Metro representatives were regularly present.
- Mutual respect for each other's experiences and opinions.
- Members are very passionate about why they are involved.
- Metro and the community coming together.
- The diversity of viewpoints represented by the committee.
- PSAC was created with a truly diverse group of individuals.
- We have a group that is really interested in fixing the issues of safety.
- The diversity of its members' backgrounds.
- People who care and those who are recipients of diverse experiences.
- Our diverse backgrounds and the fact that we comprise both riders and Metro staff.

Public Safety Advisory Committee

Impact Evaluation Report

What is PSAC's greatest opportunity for growth or improvement?

- To understand the complexities of the Metro system...and to implement recommendations that are inclusive.
- Include non-academic persons.
- PSAC is developing "high-level" aspirational policies; however, the real impact is at the ground level... I like that it sounds like Metro is focusing more on the source of the behavior rather than the behavior and making recommendations.
- Transitioning from zoom meetings to in-person meetings...would greatly improve our communication and flow.
- Re-evaluating the approach to the law enforcement contract recommendations and how to tangibly improve law enforcement on Metro is something we could excel at.
- Listen to the frontline Operators.
- The challenge with PSAC is that the work it has to conduct can be quite complicated and detailed, but there isn't enough time or enough resources for PSAC members to engage deeply in it.
- PSAC...spent a great deal of the first year pontificating on the nature of society vs being focused on policy recommendations that will lead to actionable and measurable change.
- I see our group as wanting to continue the work even after the end date of the committee. I think when the CEO came and wanted to give us additional training the group declined it. So I am not sure about the group wanting growth or improvement.
- Use of metro funds to improve metro safety and not dilute funds on social issues that should be addressed by non-governmental agencies.
- The committee is a great start but with time it can become a great creation.
- More time and resources to discuss and develop complex solutions. More support and collaboration with Metro Board and law enforcement agencies.

Public Safety Advisory Committee

Impact Evaluation Report

What is PSAC doing to improve community-based approaches to public safety?

- The recommendation and hopeful implementation of the ambassador program.
- Nothing so far.
- Having difficult conversations as community members representing different areas/backgrounds and expertise areas. Having Metro staff in the room to understand those perspectives to help inform their day-to-day work.
- Advocacy to improve safety of riders with mental health challenges, disabilities and improving the safety and treatment of people of color on Metro has resulted in the transit ambassador program progressing, the training standards increasing for contracted security and other personnel.
- Exposure.
- Beyond making recommendations that don't appear to be headed by staff, it's not altogether clear.
- PSAC has created good dialogue around serving people experiencing homelessness. PSAC gives Metro a diverse lens.
- I think what we are looking for is honest data and community review. We want to see a partnership between Metro and the communities it serves.
- Dialogue on issues relating to metro.
- PSAC has a human approach that hopes to make everyone feel and know that they are valued and that their safety is a priority.
- We are doing our best to bring in community stakeholders... to get the most comprehensive view of the current state of public safety on Metro, as well as identify what our riders' and drivers' greatest needs are at this time.

Public Safety Advisory Committee

Impact Evaluation Report

Please describe the best thing about serving as a PSAC member.

- It has been a great learning experience especially hearing from the drivers and staff.
- Nice people.
- Working towards making transit safer and more welcoming for all riders and operators.
- Contributing to the foundation of the transit ambassador program.
- More opportunities to get involved with safety issues.
- Access to important and useful information about Metro projects and governance.
- I can ensure people in the many communities I represent have a voice at the table.
- I feel as if my community's voice was heard.
- Been able to share the reality of metro problems from a front-line employee.
- The expression of gratitude for giving insight from voices that are rarely called on or feel invaluable.
- The general public has often criticized it, but the way our committee has generally evaluated our transit infrastructure from a social justice framework lens has been valuable.

Please provide any additional insight you may want to offer related to the structure, operations, and impact of PSAC.

- This committee needs a ten-year window of commitment with a change of committee members every three but the... greatest asset that Metro chose was to have blended committee and drivers/staff to challenge each other for the safety of us all.
- I do think we should try and do in-person meetings that rotate to different locations around LA County, to also encourage more members of the public to join.
- PSAC in my opinion is something needed long-term. We were able to start this but the process is not over by any means, new initiatives will be needed and public safety needs to continue to evolve and involve the community.

Public Safety Advisory Committee

Impact Evaluation Report

- All is well.
- The most important thing for staff to figure out is whether PSAC will continue to operate. Staff has to inform PSAC, the Board, and the public whether they will continue to host PSAC, and what they envision PSAC will accomplish.
- I would like to see more discussion of ways art, placemaking, and environmental stewardship can be solutions to public safety.
- I think what our committee lacks was the perspective from one who actually does law enforcement on Metro. It would have been productive to hear what they think works and what doesn't. It just seemed like a voice was missing at the table.
- We should focus on being flexible to address the increase in societal crime and the need to increase police presence and as things improve implement alternatives to policing.
- The ideas I have and the help I can offer have no limits. But someone has to want to hear them voiced or expressed

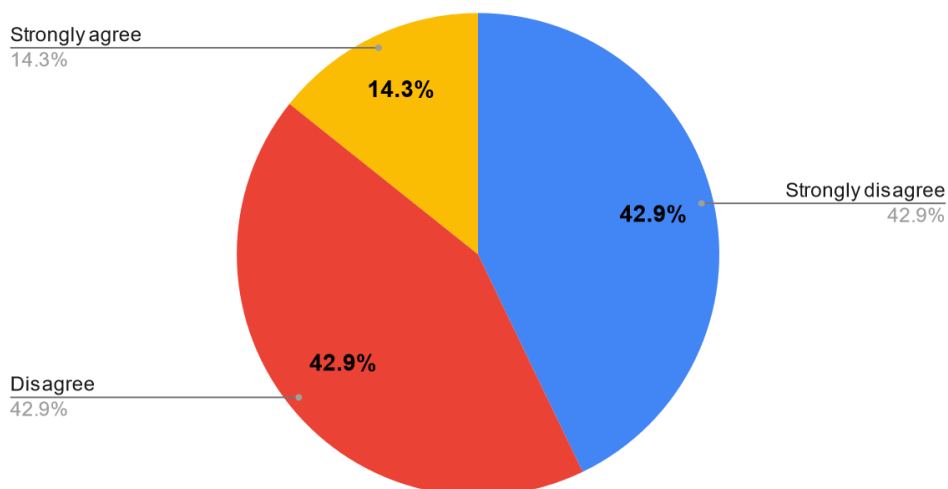
Public Safety Advisory Committee

Impact Evaluation Report

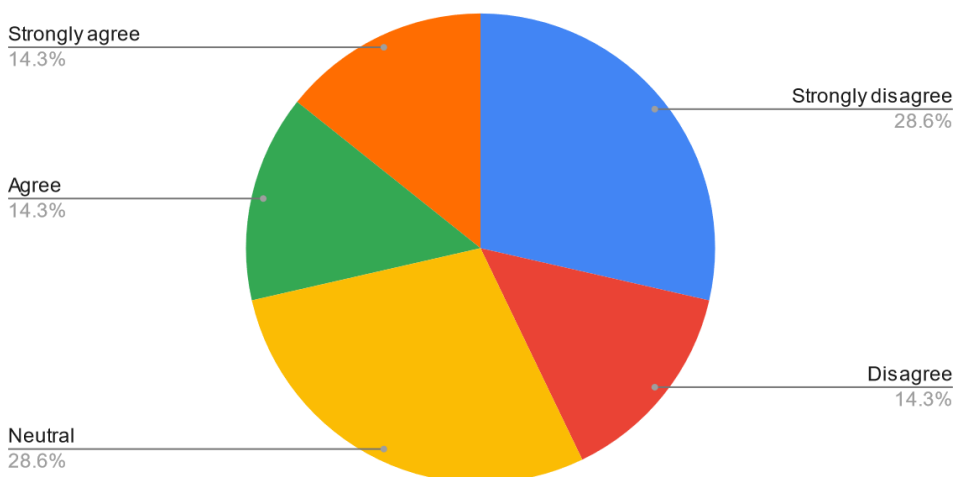
PSAC ASSESSMENT SURVEY SUMMARY- METRO MANAGEMENT

Below are the summary responses of the PSAC of evaluation questions regarding purpose, structure, and impact of Metro leadership staff.

PSAC Structure and Impact: PSAC has the right mix of characteristics, backgrounds, experiences, perspectives, and skills necessary to achieve the goals and objectives of the committee in a manner that best serves the public interest. effective lecturer/demonstrator.



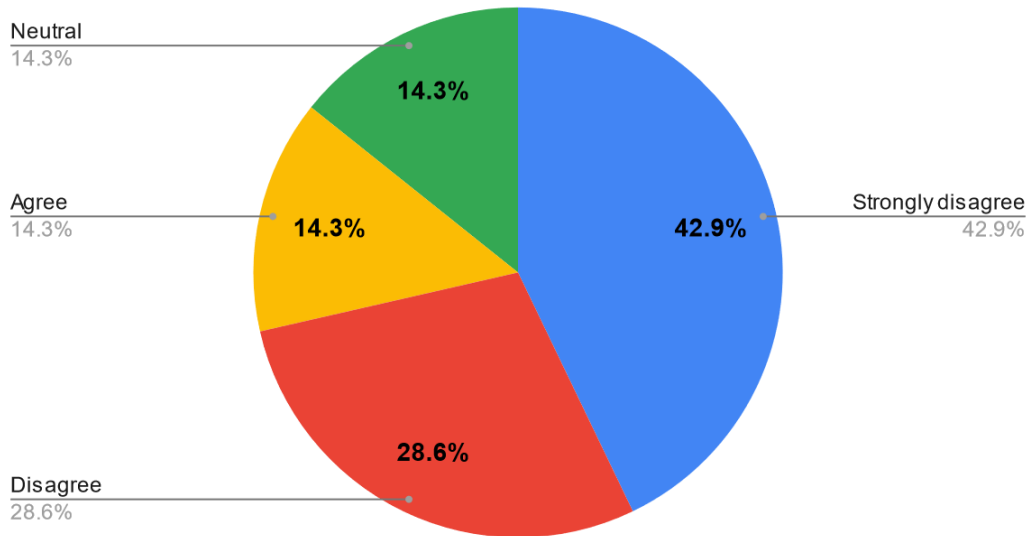
PSAC Structure and Impact: The PSAC knows and understands the values, mission, and strategic plans of LA METRO related to creating a community-based approach to safety.



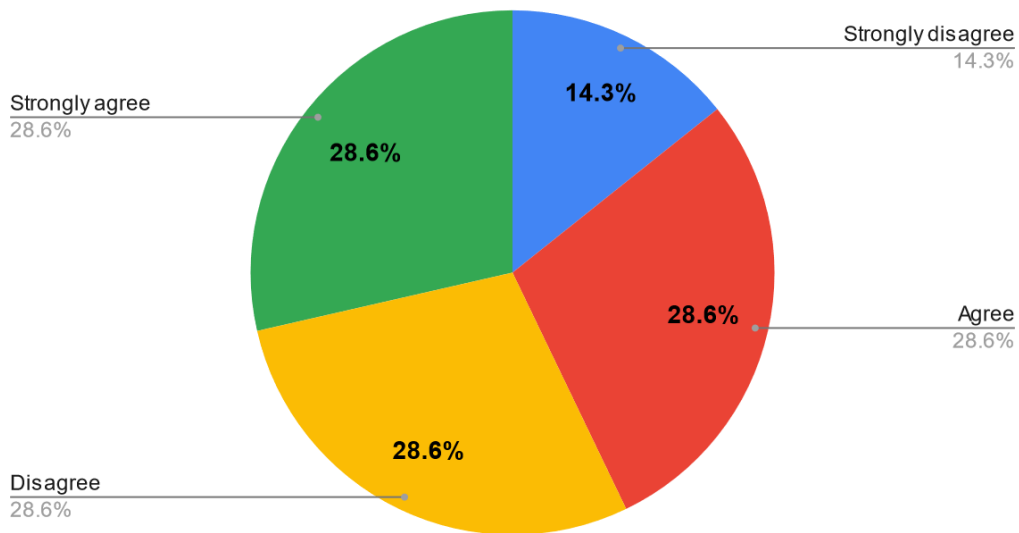
Public Safety Advisory Committee

Impact Evaluation Report

PSAC Structure and Impact: The PSAC has established clear goals with measurable benchmarks related to its role and mission.



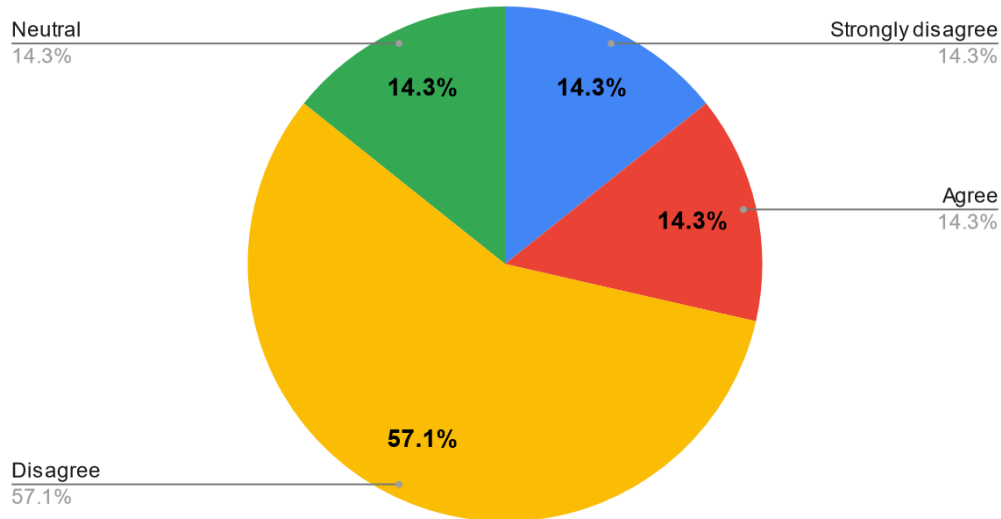
PSAC Structure and Impact: The PSAC has made measurable progress in one or more of the key areas of interest related to the approved charter.



Public Safety Advisory Committee

Impact Evaluation Report

PSAC Structure and Impact: PSAC is sufficiently attuned to the safety concerns of all riders of LA Metro buses, subways and light rail trains.



Public Safety Advisory Committee

Impact Evaluation Report

METRO EXECUTIVE LEADERSHIP SURVEY NARRATIVE RESPONSES [ABRIDGED]

What do you consider to be PSAC's greatest strength?

- It's Charter.
- PSAC includes many voices...Together they challenge Metro to think outside of the box and act urgently and equitably to improve safety for all riders.
- Their commitment and interest in being part of the reimagining public safety conversation.
- Some members truly care about safety, our employees and riders. We have received good feedback on messaging the code of conduct during one meeting where ideas were shared.
- Perspective
- Passionate people.
- In theory, PSAC's strength would be that it would provide Metro with the necessary public voice in the development of a truly effective transformational safety program. In the current PSAC structure, I would find it difficult to find a strength.

What is PSAC's greatest opportunity for growth or improvement?

- New membership and elected officers.
- There's a lack of trust in the agency that we haven't been able to overcome...instead of striving towards their goal and considering compromises along the way as we realistically consider what's possible, they aren't able to compromise on some key issues.
- Recognizing the safety concerns that are regularly brought up by callers during their public meetings and feedback provided by employees.

Public Safety Advisory Committee

Impact Evaluation Report

- It does not appear most PSAC members want to discuss issues or advise...They don't focus on an issue presented.
- Getting organized and defining clear goals that align more closely with the agency's vision 2028 and CEO priorities.
- Better collaboration with metro staff.
- To establish and understand roles and responsibilities. More diversity of perspectives on the council that has voting roles, unconscious bias training for participants.

What is PSAC doing to improve community-based approaches to public safety?

- PSAC's vote to remove law enforcement without consideration of the impact to the community is evidence of flawed reasoning and an anti-policing sentiment without any legitimate LA Metro case, history, pattern, or incident to warrant this position.
- Working to uplift voices that have seldom been heard when it comes to public safety or other aspects of public life. It's uncomfortable for Metro, but they are pushing conversations that need to be had to provide unbiased public safety.
- Sharing their lived experiences of public safety and providing insight on the various safety tools that can help riders feel safe when using the Metro system.
- It is unclear.
- Sharing their experiences
- Advocating for more presence on the system by community organizations

Please provide any additional insight you may want to offer related to the structure, operations, and impact of PSAC.

- The facilitation seemed skewed against Metro...PSAC appeared to be more of a platform to advance positions and opinions of political entities...rather than listening to customers and employees about their needs to feel safe on the LA Metro transit system.

Public Safety Advisory Committee

Impact Evaluation Report

- The vision for PSAC was ambitious given the time constraints...the timeline...seemed too short to accomplish all that they were expected to do. Trust was a challenge. An initiative like PSAC needs sufficient time, trust building, and strategic thinking to be successful.
- Tighter facilitation of meetings to allow respectful...dialogue between Metro staff and PSAC. Representation of security and/or law enforcement experts in the PSAC membership...Prioritize topics in PSAC's purview in order to meet deadlines.
- Moderating in a way that was discussion-based vs allowing members to vent about things that are not on the agenda.
- Need structure and to build trust with Metro.
- There is no dialogue with PSAC and no collaboration. I do not feel like the meetings are useful or helpful in advancing change.

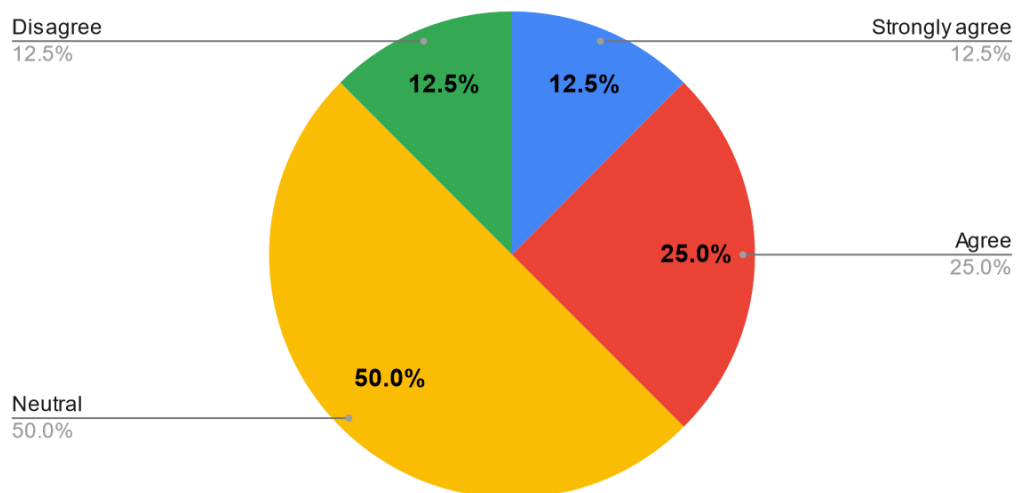
Public Safety Advisory Committee

Impact Evaluation Report

PSAC ASSESSMENT SURVEY SUMMARY- BOARD STAFF REPRESENTATIVES

Below are the summary responses to the PSAC of evaluation questions regarding the purpose, structure, and impact of Board staff.

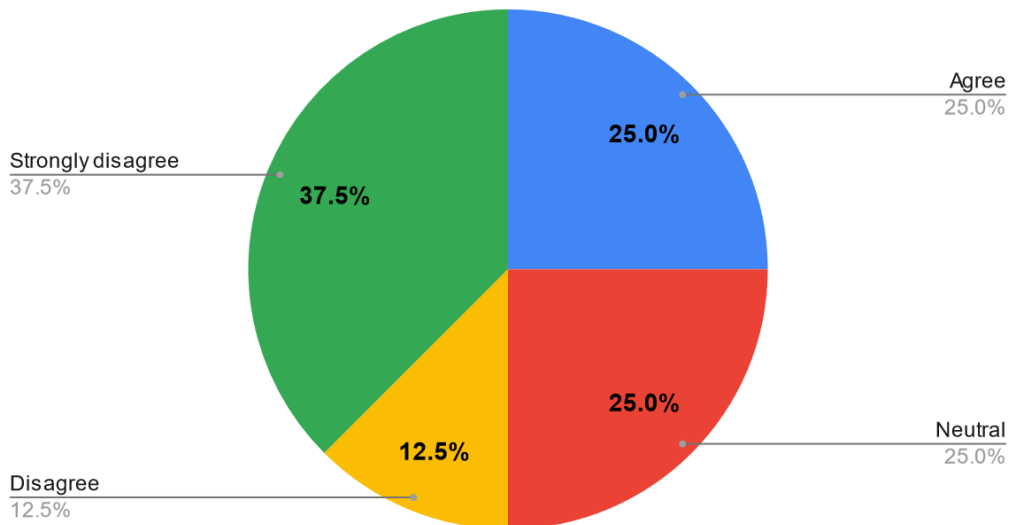
PSAC Structure and Impact: The PSAC knows and understands the values, mission, and strategic plans of LA METRO related to creating a community-based approach to safety.



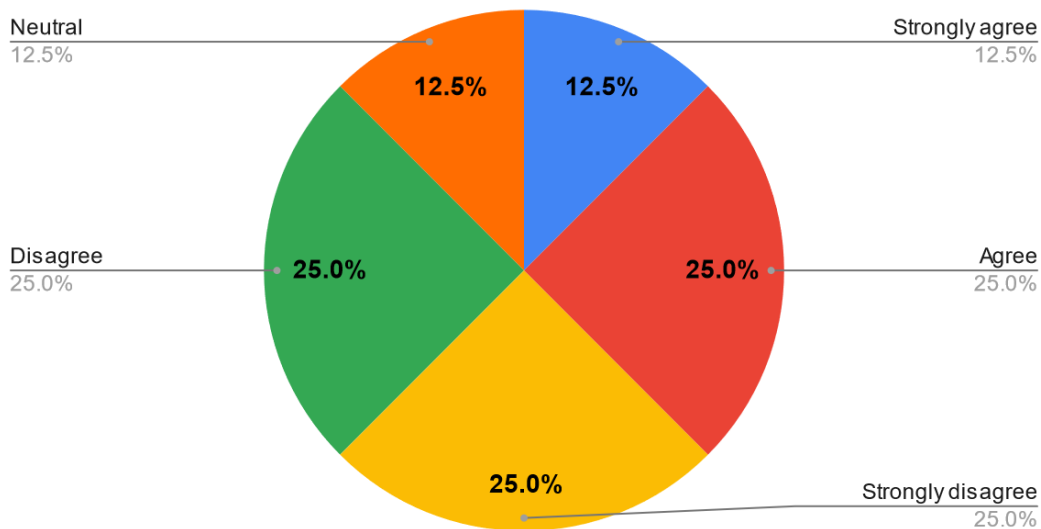
Public Safety Advisory Committee

Impact Evaluation Report

PSAC Structure and Impact: The PSAC has established clear goals with measurable benchmarks related to its role and mission.



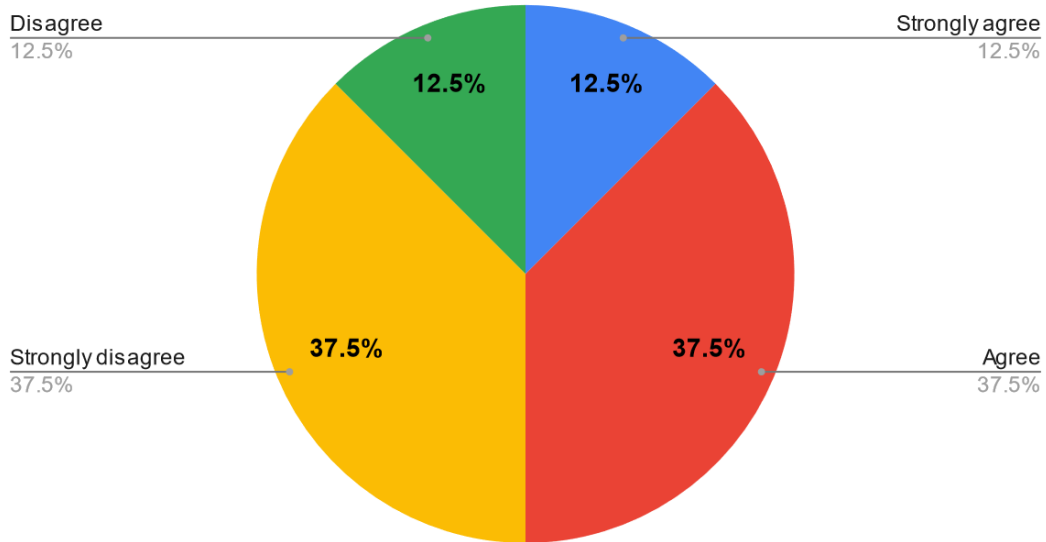
PSAC Structure and Impact: PSAC has the right mix of characteristics, backgrounds, experiences, perspectives, and skills necessary to achieve the goals and objectives of the committee in a manner that best serves the public interest. effective lecturer/demonstrator.



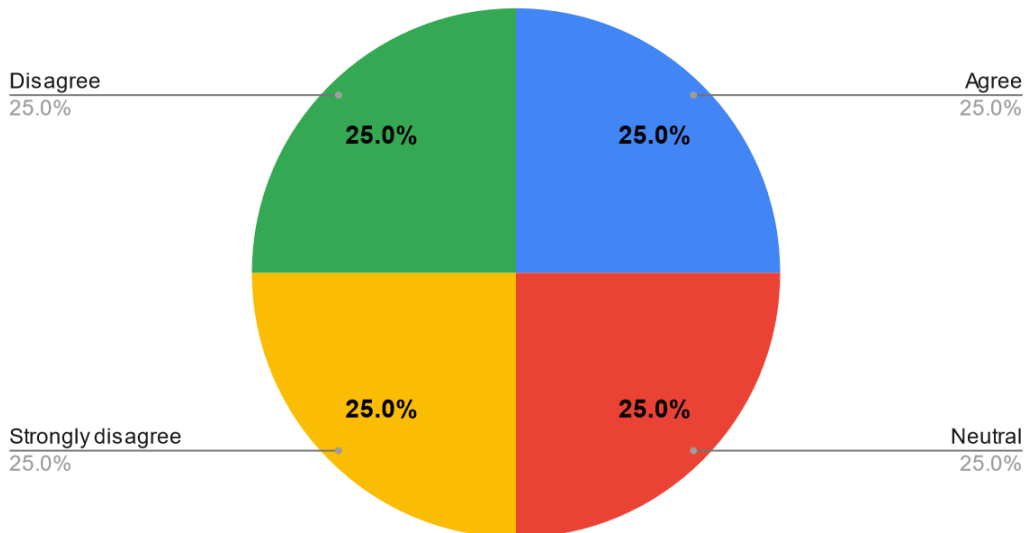
Public Safety Advisory Committee

Impact Evaluation Report

PSAC Structure and Impact: PSAC is sufficiently attuned to the safety concerns of all riders of LA Metro buses, subways and light rail trains.



PSAC Structure and Impact: The PSAC has made measurable progress in one or more of the key areas of interest related to the approved charter.



Public Safety Advisory Committee

Impact Evaluation Report

Comments from Metro Board staff representatives based on survey results and individual interviews

Do you think that the PSAC charter should still be guided by the June 2020 and March 2021 Board Motions as written? Or should the PSAC be guided by the issues of public safety that are of greatest concern to the community at this time?

- In general, board policy is very important, but things do change, and adjustments may be appropriate, but the ultimate intent of the original board motion should not be lost sight of.
- A charter should be a living document and change as the perspectives of the public change. The original motion was vague, and it was unclear who the PSAC should report. Other committees are clearly accountable to the Board. With PSAC, it was unclear to whom it should report. Is it the Board? The CEO? This needs to be clarified.
- Keeping PSAC grounded in the Board motions is a good idea, but there should be an “evolution” responsive to changing conditions. PSAC should still have input on the law enforcement contracts.

Public Safety Advisory Committee

Impact Evaluation Report

- Direction needs to come from the Board and what they want from PSAC.
- The spirit of the motions from June 2020 is still good, but the seeming chaotic state of the transit system is absent from the conversation. The overriding concern should be the safety of the people in the system. I have personally witnessed the chaotic state.
- It would seem to be critical that we keep the original motions in mind, but we need to be flexible about current conditions. We want bus drivers on the system to feel safe. Also, PSAC needs to be reminded of their advisory status and that they are not a policy-making body.
- We formed the PSAC for a specific reason. A major part of that reason was to comment on the law enforcement contracts, and they should stay true to that.
- As to whether this committee should be discussing current crime levels, it should be remembered that this committee was proposed to the Board so it could take a look at how Metro addresses public safety. However, new things seemed to be getting added to their agenda. It was never discussed how long the committee would be around.
- We should stand by the original goals of the PSAC because the key focus of racial justice and racial equity is important.
- I don't think the original areas of focus and the areas of greatest concern to the public today are necessarily mutually exclusive.
- Our office saw 2020 as a reckoning and something that does not just go away. Our office is aware of increasing issues of crime on the bus and rail system; however our office remains supportive of alternatives to law enforcement, even though we realize this is an awkward position to be in.
- Perhaps both.
- At the end of the day, I believe that there has to be involvement of police professionals on the PSAC, but PSAC does not appear to have representation of professional police professionals on their committee.
- Metro is not a public safety organization but has much power in shaping public safety in Los Angeles. When riding a bus or train, there is a certain intimacy that you experience that you don't experience when you are in an open space, such as when walking on the sidewalk.

Public Safety Advisory Committee

Impact Evaluation Report

- LAPD and the Sherriff both have citizen oversight commissions. Metro needs its own version of a citizen's oversight commission over public safety.
- PSAC should be thought of as something that is institutionalized, not something that is one-off experiment.
- If the scope of what PSAC is looking at is considered too broad, it needs to be remembered that it was tasked to be that way by Metro.
- PSAC needs a chair; it is not efficient in its current construction.
- PSAC's weakness is its lack of leadership and the profound aversions it has to stepping out and stepping up. PSAC's push for consensus impedes its effectiveness.
- It is refreshing to have PSAC's take because there is much-lived experience there, but the group needs much support because they must learn Metro's systems and structure along the way.
- Regarding PSAC sometimes being resistant to hearing from Metro staff, this is a hard balance to strike. You either have to provide information beforehand and expect people to study it, or you clearly allot what amount of time can be spent discussing and reviewing something. Board members sometimes have to make decisions with limited information; PSAC needs to be comfortable doing that at times.
- The budget town hall model could perhaps serve as the guide for Metro staff when they are presenting to PSAC.
- The committee has a very good internal dialogue, it is comfortable, but the challenge is that sometimes it becomes an echo chamber that does not reflect the true position of the public.
- PSAC is really good at talking about current events.
- There does appear to be a lot of back and forth with metro staff at times, to the point that the big picture of what is being discussed is lost.
- A positive is that they are dedicated to making some sort of change.
- A negative is that PSAC sees themselves as a decision-making body and not as an advisory body.
- PSAC has a misunderstanding of what their mission is. They are an advisory body, not a policymaking one. Also, they need to be focused on the items on the agenda, and not things

Public Safety Advisory Committee

Impact Evaluation Report

that are of personal importance to them. As a committee, they should focus on the big picture, not on minute details.

- A positive is that they are a group of passionate people committed to the job and to the cause.
- A challenge is the make-up of the committee. The viewpoint of the committee is not really representative of the public at large.
- The meetings themselves can be done in 25% of the time that is currently used; there is a lot of wasted time. The facilitation can be improved. The facilitator does not have much influence over the group and doesn't do a very good job of keeping members focused on the agenda. A more assertive facilitator would do a better job with this.
- The Metro board is fairly progressive, but the PSAC is much more so, so perhaps the PSAC needs to align itself with the level of progressiveness of the whole board, and not expect that the whole board will align to PSAC.
- The make-up of this first PSAC was good, but a committee that talks about more than just law enforcement would be helpful. I don't think that changing out all the members is needed, but perhaps broadening out who is on the committee could be helpful.
- A strength is that we have created a space for people whose point of view is generally underrepresented. We have seen recommendations that force metro staff and PSAC to be somewhere between the two positions.
- Concerning the perception that some on the PSAC seem to think that racial equity and racial justice can only be achieved at the expense of law enforcement, this is tricky because some PSAC members do in fact believe in police abolition, so they are not open to reform because in their minds it perpetuates the status quo.
- The feelings of unsafety on the metro system are really more a perception issue. The feelings of disorder, such as the presence of the unhoused and lack of cleanliness, make unsafety seem greater than it actually is. With less ridership, what people are seeing is actually just the "baseline," and it's just more visible now; it's not that it is necessarily greater than in the past.
- Labor partners' voices are not heard as much as they should be; they need to be heard more because they have a stake in the outcomes.
- One of the main strengths of PSAC is creating a safe space where these issues can be discussed. They probe and do not take Metro's response at face value.

Public Safety Advisory Committee

Impact Evaluation Report

- There does need to be a better process for PSAC to be able to express feelings and concerns and formalize those into something that can be presented.
- There is a need for Metro and PSAC to meet in the middle.
- I have a positive impression of the current facilitator.
- An independent third party as a facilitator is so important because there is so much mistrust between Metro and PSAC.
- For so many years, when people at Metro heard “public safety, they thought that meant more police.
- The board is concerned that there is a perception that black riders are the ones who are singled out by law enforcement.
- There is a way to have eyes on the system that does not involve people carrying firearms
- PSAC members are riders themselves.
- PSAC brings diversity to the conversation
- The intent of PSAC was to help the board figure out what to do with the upcoming security contracts. We hoped to gain more tools in the management of these contracts. I wish PSAC would have focused less on removing law enforcement because it was clear the board was not going to do that, but PSAC kept going back to that. Because of this, I think PSAC missed an opportunity to really provide guidance on alternatives to law enforcement.
- I wonder if it’s time to just start over with regard to PSAC; some board members seem amenable to that.
- It just doesn’t seem like the PSAC are partners in figuring out what to do. Do we add new members? I have concerns about PSAC taking up a lot of staff time.
- What is the point of pouring a lot more into it if the board is not going to listen to them anyway?
- I work with activists in my job, but I do not understand why PSAC keeps retrenching back to defunding law enforcement. We need them to help make law enforcement contracts better.

Public Safety Advisory Committee

Impact Evaluation Report

- It seemed as though the board wanted the political cover of PSAC to move forward with the law enforcement RFP, but ultimately PSAC didn't provide any practical help.
- Metro has the authority in statute to create its own police force, which it should do. You have more direct control, you can direct them, but these conversations never happen.
- PSAC should consider looking at ridership as a whole, not just through a narrow lens.

Do you feel the current PSAC committee has been effective in strengthening the public safety for the Metro ridership?

- PSAC takes a framework that has been in the darkness and has been casting light on it.
- PSAC has raised the right questions and has helped the transit ambassador program move forward.
- They have influenced policy, but policy takes a little while to "hit the street." However, I don't think the decisions they have made so far have 'hit the street' yet.
- No, they have not.
- I have separate meetings with several PSAC members. They have done a lot of work to come up with some ideas, but in other ways, I do not know if they have been all that effective. For example, when PSAC asserted that there should be no funding for law enforcement. This was not realistic and not where the board was at.
- I think if there were another way to appoint the members so that they reflect the board's values would be good.
- The Facilitators are good, but subcommittees are just too much work. Having the PSAC being more progressive than the board is not altogether a bad thing, because it does challenge the board.
- This question is unfair; PSAC is not there to strengthen public safety, nor have they been given the opportunity to do so.
- I don't think that it reflects poorly on them that the board has not done everything that has been recommended. They are an advisory committee, after all.
- There may be more efficient ways for PSAC to operate. Perhaps they should meet less frequently.

Public Safety Advisory Committee

Impact Evaluation Report

- No, it has not been effective.
- The benefit of PSAC was not in just bringing in a different voice but in bringing in a pragmatic voice.
- Stephanie brings in a very different perspective, but staff turnover has been an issue. The mandate for PSAC was very broad; it was broad on purpose for political reasons.
- We really do want it to be representative of all riders.

If PSAC were to be reimaged, what would that look like for you?

- Without safety, you can't discuss ridership.
- Having a consultant run the meetings does not encourage the necessary engagement; in the beginning, it was needed, but now it has become a crutch.
- I think the current PSAC is very focused on figuring out their process, and I don't think this should be their focus. Either the board or Metro staff should give them their process and what they have to vote on and allow the conversation to go from there.
- I have noticed that in many meetings; there is confusion about what they are voting on. There seems to be a lot of discussion on the process.
- Having an external facilitator now puts a little too much on the facilitator. Having a rotating chair is more helpful. The group will have more power if it had a chair who speaks for them and who knows that it is part of their responsibility to make sure that protocols are followed.
- Metro needs a functional committee. It needs to be driven by data; it needs to explain how their recommendations would help to improve public safety.
- PSAC needs to be accountable for meeting deadlines.
- PSAC has created a mission and values statement, but other than that, supporters of PSAC have a hard time pointing out the difference PSAC has made. A reimaged PSAC would have more diversity in age and walks of life. Right now, it seems like advocacy groups are overrepresented.

Public Safety Advisory Committee

Impact Evaluation Report

- I wish there were more doses of realism; I would love it if we really didn't need to have police on the system, but that is not the case. PSAC needs to balance idealism with realism.
- It was expected that PSAC would help shake up Metro's status quo model; we didn't want police to be the answer to everything; the board wanted a civilian body that would be providing Metro staff with feedback and not just it being the board staff who would be providing this feedback.
- When it comes to law enforcement on the system along with alternatives, it is both\and, not either\or. Perhaps most board members, 10-13 members, share this view. There may be just one or two board members who want to see full defunding of the police.
- PSAC needs to be clear about what situations can truly be handled by non-law enforcement and which cannot.
- PSAC, if it continues, would need to answer the question, how would you like law enforcement on the system to look different than it currently does?
- We have a broad spectrum of people on the board, and my office wants to keep the women on our metro system safe.
- If you ask people the question, what does transit safety look like for you? It must include the answers of all people beyond just those represented by PSAC special interest groups.

Is there anything that I neglected to ask or that we did not discuss that you would like to share at this time?

- PSAC needs to stay, but it needs new life breathed into it.
- Tension between PSAC and Metro management is normal, but PSAC needs to go into institutionalized mode. There needs to be a chair, even if that person is compensated more. PSAC needs to study how effective commissions function. PSAC needs to replicate the things that other commissions that function well do.
- PSAC recommendations should go directly to the Board. My understanding was that this committee was always meant to report directly to the Board.
- This group needs a little more structure, whether that means that it reports to the board or the CEO, more frequently to provide substantive recommendations that can be acted on.

Public Safety Advisory Committee

Impact Evaluation Report

- The civilian oversight bodies of the law enforcement agencies metro contracts with is not sufficient for metro's purposes. Metro needs to have an ongoing civilian committee that is supported by Metro, that has a more defined, perpetual role, and that is made up of multiple stakeholders.
- The board seems really interested in the recommendations of this PSAC, but we need to consider whether those recommendations will address the lack of trust that the community may have in Metro to put the interest of the public first.

ADDENDA D

Public Safety Committees at Other Transit Agencies *(Comparative and Promising Practices)*

Public Safety Advisory Committee

Impact Evaluation Report

ADDENDA D

PUBLIC SAFETY ADVISORY COMPARISON CHARTERS

Tri-Met (Portland, OR) Transit Agency

The Process for Reimagining Public Safety & Security on Transit

(NO CHARTER, LIMITED ENGAGEMENT COMMITTEE)

Status as described on <https://trimet.org/publicsafety/background.htm>

Thank you to those who participated in listening sessions and gave feedback. Between July and November 2020, we received over 13,000 survey responses, supported 300 one-on-one interviews and engaged 271 people in 31 focus groups. We received feedback in English, Arabic, French, Khmer, Lao, Russian, Spanish, Swahili, Ukrainian, Japanese, Korean, Chinese, Rohingya, and Vietnamese.

We are continuing to study and collaborate with other transit systems across the county to better understand and investigate promising approaches in community engagement and transit security. With the support of a third-party analysis of the security challenges facing the region and the feedback from riders and employees we convened a Transit Public Safety Advisory Committee of regional thought leaders, community representatives and national transit experts. The committee used the feedback gathered through the surveys and the listening sessions, the research results, and the local transit system analysis, to develop recommendations for TriMet's leadership to consider in moving the system forward with community informed strategies.

Over the course of seven meetings, the Transit Public Safety Advisory Committee reviewed and discussed the information gathered through extensive community outreach and research and developed a series of recommendations and priorities. TriMet's leadership is considering those recommendations, including the top three:

Conducting agency-wide training on anti-racism, cultural competency, mental health, and de-escalation techniques for TriMet employees that is based on real-world situations and offered on a continuous basis, leveraging community expertise.

Increasing the presence of TriMet personnel on the system and exploring community ambassador rider support models. The additional presence should strive to be diverse, reflecting the region's age, race, and ability, and focused on making the system safer and more welcoming.

Developing a Crisis Intervention Team model that is focused on supporting transit riders experiencing a mental health crisis or other behavioral health issues.

Public Safety Advisory Committee

Impact Evaluation Report

The Advisory Committee noted that regional coordination and partnering across jurisdictions would be needed to allow TriMet to scale up its ability to advance these recommendations. The committee also voiced support for additional priority investments, including:

Continuing to make security-related infrastructure improvements, with a focus on lighting, and general system cleanliness,

Working with the community to develop and launch public messaging campaigns to clearly explain how the security system works and their part in it; and,

Leveraging additional technology applications to support riders and staff using apps and software.

Public Safety Advisory Committee

Impact Evaluation Report

WMATA Police Department (Washington, DC Transit) PSAC Charter

PRESENTED AND ADOPTED: June 23, 2020

SUBJECT: ESTABLISHMENT OF METRO TRANSIT POLICE DEPARTMENT

INVESTIGATIONS REVIEW PANEL

2020-25

RESOLUTION OF THE BOARD OF DIRECTORS OF THE WASHINGTON METROPLITAN AREA TRANSIT AUTHORITY

WHEREAS; Metro has a longstanding commitment to diversity, transit equity, and inclusion, and that commitment remains at the forefront of all we do;

WHEREAS; The Metro Transit Police Department (MTPD) has a history of proactive police reform and incorporates best practices in law enforcement;

WHEREAS Nonetheless, the Board acknowledges the current dialogue on policing and police reforms that is taking place around the country;

WHEREAS; The Board recognizes the urgent need to further improve how MTPD provides public safety in the Metro Transit System and to continue to foster trust between MTPD and the public;

WHEREAS, Under Board By-Laws Article V, Section 1, the Board may establish advisory bodies; and

WHEREAS, The Board desires to establish the MTPD Investigations Review Panel, which shall include citizen members and police members from the Metro Transit Zone, to provide recommendations to the MTPD Chief of Police, with a copy to the Board, on changes or revisions to MTPD training and policies that will improve the integrity of investigations, the thoroughness and fairness of the process, and the adequacy of training consistent with best practices in law enforcement;

NOW, THEREFORE, be it RESOLVED, That the Board hereby creates the Metro Transit Police Department Investigations Review Panel

CHARTER OF THE WASHINGTON METRO TRANSIT POLICE DEPARTMENT INVESTIGATIONS REVIEW PANEL

Article I: Purpose

The purpose of the Metro Transit Police Department Investigations Review Panel (“the Review Panel”) is to conduct an independent and impartial review of certain completed investigations, such as customer complaints or use of force incidents, to enhance the training and policies of the Metro Transit Police Department (“MTPD”) in the continuing effort to foster public trust between the MTPD and the communities it serves.

Article II: Review Panel

1. Review Panel Responsibilities. The Review Panel shall:

A. Review the previous quarter’s final, non-appealable, and completed investigations, with access to the entire investigation file, conducted by:

(1) the MTPD Office of Professional Responsibility and Inspections (“OPRI”); and/or (2) a MTPD District/Division/Unit Commander, to ensure the completeness, accuracy, and objectivity of those investigations.

B. Make written recommendations to the MTPD Chief of Police, with a copy to the WMATA Board, based on its review of investigations regarding the integrity of the investigation, the thoroughness and fairness of the process, and the adequacy of training consistent with best practices in law enforcement; and

C. Endeavor to issue its written recommendations, if any, within 85 days following its review.

2. Composition and Selection of the Review Panel. The Review Panel shall consist of seven members. The composition of the Review Panel shall endeavor to reflect the diversity of the National Capital Region.

A. Police Members. Three members of the Review Panel shall be current, command-level (i.e., Captain or above) officials or internal affairs officials working in police departments in the National Capital Region, and where possible, one each from state or local police departments from the District of

Public Safety Advisory Committee

Impact Evaluation Report

Columbia, Maryland, and Virginia. To the extent the MTPD Chief of Police is not able to obtain participation from one of these jurisdictions, then the Chief may obtain a police member from a federal law enforcement agency. The Chief of Police from the participating police department shall select the police member for participation on the Review Panel.

B. Citizen Members. There will be four citizen members of the Review Panel, one from each of the District of Columbia (a resident of the District of Columbia), Maryland (a resident of Montgomery County or Prince George's County), and Virginia (a resident of the cities of Alexandria, Falls Church or Fairfax or the counties of Arlington, Fairfax or Loudoun), and one at-large member, all to be appointed by the WMATA Board following notice to the public seeking applications for citizen members.

C. Prohibitions on Membership. No member of the Review Panel shall be a current or former member of MTPD or a relative of a member of MTPD, or hold any public office, or be a candidate for any public office.

D. Voluntary and Unpaid. Participation on the Review Panel is voluntary and unpaid. Review Panel members are not WMATA employees and will not receive any salary or benefits. Review Panel members will not be reimbursed for cost and expenses in connection with their participation on the Review Panel, except that Review Panel members will be offered a WMATA-issued SmarTrip® card that is reloaded with \$25/month in funds to be used for travel to/from Review Panel meetings or other duties associated with Review Panel activities. Any unspent SmarTrip® card funds are automatically returned to WMATA at the end of the month and members agree to use the funds only for Review Panel related travel. To the extent a Review Panel member is eligible for and needs to use Metro Access for travel to/from Review Panel meetings or other duties associated with Review Panel activities, WMATA will either provide the Metro Access ride at no cost to the member or will reimburse the member for a qualifying trip.

3. Terms. The police members of the Review Panel shall each serve a term of three years and the citizen members shall serve for a term of two years, to provide for staggered terms. Members of the Review Panel may not serve more than two consecutive terms.

4. Removal and Resignation. A member may be removed from the Review Panel for: (a) misconduct, including without limitation harassing or abusive behavior toward other Review Panel members or WMATA employees; (b) being incompetent or neglectful of his/her duty; (c) being excessively or unjustifiably absent or late for Review Panel meetings; (d) misconduct outside his/her duty as a member of the Review Panel; or (e) releasing unauthorized or law enforcement sensitive information to the public or anyone outside of the Review Panel or violating the NDA, as determined by a majority vote of the other Review Panel members. Any member of the Review Panel may resign from the Review Panel at any time by delivering written notice of the resignation to the MTPD Chief of Police. The MTPD Chief of Police shall promptly provide a copy of the notice of resignation to the WMATA Board. The resignation shall be effective upon receipt, unless an effective date of the resignation is specified in the notice. The WMATA Board may appoint a new citizen member for the remainder of the term vacated by the departing member and such new citizen member shall be from the same jurisdiction as the

Public Safety Advisory Committee

Impact Evaluation Report

departing member. For police members of the Review Panel, the MTPD Chief of Police shall request that the Chief of Police of the relevant police department appoint another member for the remainder of the term of the departing member.

5. Meetings, Notice, Confidentiality, and Quorum.

A. The Review Panel shall meet once a quarter, in closed session.

B. Because of the confidential, privileged and law enforcement sensitive nature of the investigation files, documents, and information that will be provided for review, members of the Review Panel shall participate in meetings of the Review Panel in-person at a location to be designated by the MTPD Chief of Police.

C. The MTPD Chief of Police shall circulate a Review Panel meeting notice and agenda to the Review Panel at least one week prior the Review Panel meeting date.

D. Any materials provided to the Review Panel members shall be kept

Public Safety Advisory Committee

Impact Evaluation Report

Adopted by CapMetro Board on October 25, 2021

CAPITAL METRO PUBLIC SAFETY

ADVISORY COMMITTEE

I. PURPOSE and DEFINITIONS

This charter outlines the Public Safety Advisory Committee for Capital Metro (the Agency, CapMetro) and sets forth its purpose, functions, membership, and roles and responsibilities as an advisory body to Cap Metro's Board of Directors (Board). The President & CEO, or designee, shall engage this committee regarding topics defined as duties of the Public Safety Advisory Committee, based on this charter. The committee shall comply with state law related to Capital Metro advisory committees and Capital Metro policy.

A. Duties:

The Public Safety Advisory Committee may provide recommendations to the Agency's Management team and Board regarding the following topics regarding the comprehensive public safety program:

- Input to the Board regarding the creation and review of policies and related procedures and practices.
- Input to staff regarding program creation and review of procedures
- Identifying opportunities for CapMetro to educate and engage the community on public safety topics
- Review and input on quarterly and annual public safety performance goals and metrics
- Input to staff regarding the characteristics that staff shall seek out in Transit Police leadership
- Input to staff on the development of public safety staff training programs
- Input to staff on public safety awareness campaigns and customer information communications
- Other topics relevant to the performance of the comprehensive public safety program and community relations.
- Other public safety issues raised by the community.

Public Safety Advisory Committee

Impact Evaluation Report

The advisory committee shall provide reports to the Agency's Board regarding their recommendations on the above topics, in accordance with section I.B. below.

B. Integration with Capital Metro Board Meetings:

Committee meeting content will reflect standing quarterly or annual topics such as metric reviews as well as reviews and input on upcoming items at Capital Metro Board meetings. The committee chair or other officer will present the committee report at all Board meetings. If unable to attend, public safety staff will report to the Board on behalf of the Committee.

II. STRUCTURE AND APPOINTEES

A. Membership:

The Public Safety Advisory Committee will have 10 total members. There shall be two (2) standing members appointed by the President & CEO and confirmed by the Board. The standing members shall include:

1. A person to represent the Amalgamated Transit Union (ATU), as recommended by the ATU and affirmed by the President & CEO.
2. A person retired from a law enforcement agency from within the Cap Metro service area. There shall be eight (8) members of the committee appointed by the Capital Metro Board of Directors. Staff shall review applications and generate a list of applicants for Board Member consideration. Each Board Member shall nominate one member from the list to be confirmed by the entire Board.

The Agency's Board shall consider the appointment of committee members based on the potential member's application, experience and expertise related to social and criminal justice reform, public safety, social services, community service, professional experience, and personal experience with or relationship to historically marginalized or underserved communities. The Board shall consider applicant's viewpoints, qualifications/experience and demographics with the objective that the committee membership is diverse. The Agency's Board shall prefer the appointment of CapMetro customers (i.e., people who use transit) who also have relevant experience as defined above. Appointed members shall represent themselves individually and not an organization they are affiliated with.

Appointees must not have a conflict of interest that would impede their ability to serve on the committee.

Members shall be committed to providing constructive advisory service to the staff and Board on how best to develop, engage and improve Cap Metro's comprehensive customer- and frontline-staff-oriented public safety program.

B. Application for Membership:

Public Safety Advisory Committee

Impact Evaluation Report

Staff shall widely publicize the membership application throughout the CapMetro service area when the advisory committee has a vacancy or vacancies. Recruitment of potential applicants shall occur through the CapMetro website, social media, stakeholder lists, on-board notices, through coordination with community partners and agencies, media notices, etc., as appropriate.

C. Terms of Appointment:

The eight (8) members appointed by the Board shall each serve at the pleasure and concurrently with the nominating Board member.

The standing member who represents the ATU shall serve at the pleasure of the President & CEO and the ATU. If the member is no longer affiliated with the ATU, the organization shall recommend a new person to the President & CEO to represent the ATU on the committee.

The standing member who is a retired law enforcement member shall serve at the pleasure of the President & CEO.

D. Meetings:

- i. Meeting Schedule: The Public Safety Advisory Committee will meet at least quarterly beginning within 60 days after Board appointments are confirmed.
- II. Meetings Open to the Public: Meetings are open to the public. Meeting agendas and materials shall be made public via the CapMetro website, and meetings shall include minutes and recordings, both of which shall be posted on the CapMetro website.
- III. Location: A suitable location will be identified to host Public Safety Advisory Committee meetings that is well-connected to transit, centrally located and comfortable. Virtual meetings will be supported to the extent that they comply with Capital Metro policy and applicable laws.
- IV. Hospitality: Food and beverages will be provided for committee meetings conducted in person.
- V. Participation by Staff: Agency staff shall support each of the committee meetings, including securing and setting up meeting rooms, organizing logistics (i.e., virtual meeting links, ordering food, etc.), providing IT and web support for the meetings, compiling agendas and minutes, etc.

Public Safety Advisory Committee

Impact Evaluation Report

KING COUNTY PUBLIC SAFETY ADVISORY COMMITTEE

(NO CHARTER, LIMITED TERM COMMITTEE)

More information can be found at

<https://kingcounty.gov/elected/executive/constantine/initiatives/public-safety-advisory-committee.aspx>

On March 9, 2021, the King County Council and King County Executive adopted King County Executive Ordinance 19249, establishing the Public Safety Advisory Committee. The Advisory Committee conducted community stakeholder engagement and produced a report to inform the selection process of an appointed sheriff. Additionally, the committee has been gathering stakeholder input and provided guidance on values that stakeholder communities hold on how law enforcement services should be provided and ways the county could improve the delivery of law enforcement services to preserve and enhance public safety.

Public Safety Advisory Committee completes report

On September 30, 2021, the Public Safety Advisory Committee (PSAC) shared its recommendations and priorities for improving public safety in King County, sending its full report to King County Executive Dow Constantine and the King County Council. Thanking the PSAC members and all those that supported their efforts, the Executive and Councilmembers will now review the recommendations and continue to engage the public. The King County Council will hold a set of briefings on the report, after which the Executive will begin recruitment for the next Sheriff.

Public Safety Advisory Committee

Impact Evaluation Report

SAN FRANCISCO BAY AREA RAPID TRANSIT AUTHORITY (BART)

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

CITIZEN OVERSIGHT MODEL

Purpose: To provide an effective independent citizen oversight system that promotes integrity and encourages systemic change and improvement in the police services that the San Francisco Bay Area Rapid Transit District (BART) provides to the public by ensuring that internal police accountability system functions properly; that behavioral, procedural, and policy deficiencies are identified and appropriately addressed, including racial profiling and allegations of racially abusive treatment; and, that complaints are investigated through an objective and fair process for all parties involved.

The system will analyze allegations of misconduct; utilize data to identify trends, including disciplinary outcomes and trends; recommend corrective action and or training; maintain confidentiality; make policy recommendations; and report regularly to the BART Board of Directors and the public. The essential community involvement component of the system shall be accomplished through the inclusion of a BART Police Citizen Review Board.

Chapter 1-01 OFFICE OF THE INDEPENDENT POLICE AUDITOR

Pursuant to California Public Utilities Code Section 28767.8, the Office of the Independent Police Auditor (OIPA) shall be established by the Board of Directors (Board) in keeping with the Core

Principles for an Effective Police Auditor's Office.¹

Chapter 1-02 APPOINTMENT OF THE INDEPENDENT POLICE AUDITOR

The Independent Police Auditor (IPA) shall be appointed by and report directly to the Board.

Chapter 1-03 SCOPE

OIPA shall have the authority to exercise its duties and responsibilities as outlined below, regarding any and all law enforcement and police activities or personnel operating under the authority of the BART Police Department (BPD). OIPA shall be authorized to investigate any complaints alleging police officer misconduct that implicate the policies of the BPD. OIPA shall be committed to the prompt, timely, and efficient resolution of all complaints, including, but not limited to, adherence to all applicable statutory requirements. OIPA's scope of authority shall not extend beyond the BPD.

Chapter 1-04 DUTIES AND RESPONSIBILITIES

Public Safety Advisory Committee

Impact Evaluation Report

A. Complaints Received from Members of the Public

Any person may file a complaint or allegation of wrongdoing with the OIPA against any BPD employee. Upon receipt of a complaint or allegation, OIPA shall:

- i) Ensure that a timely, thorough, complete, objective, and fair investigation into the complaint is conducted by OIPA or BPD.
- ii) Provide the complainant and all other officers who are the subject(s) of the investigation with timely updates on the progress of all investigations conducted by OIPA, unless the specific facts of the investigation would prohibit such notification.
- iii) Reach an independent finding as to the facts of an investigation.
- iv) The OIPA shall assess the conduct of the BPD employee considering the facts discovered through investigation, the law, the policies, and training of the BPD.

B. Recommendations for Corrective Action

- i) Independent investigative findings of “Sustained” made by OIPA shall include recommendations for corrective/punitive action, up to and including termination where warranted, and shall include prior complaints and their disposition. When the evidence does not support the allegations of misconduct, the IPA shall recommend a finding of Unfounded, Exonerated, or Not Sustained.
 - ii) In a confidential personnel meeting, the IPA shall submit his/her investigative findings and recommendations to the BART Police Citizen Review Board (BPCRB) for review. Should the BPCRB agree by simple majority with the findings and recommendations, the report will be submitted to the Chief of Police for appropriate action. The Chief of Police shall implement the recommended action, absent appeal.
 - iii) The BPCRB shall announce each member’s vote regarding its acceptance of the OIPA findings and recommendations for discipline in open session, and in cases in which a nonunanimous majority agrees with the OIPA findings and recommendations, the dissenting
- 1 Report of the First National Police Auditors Conference, March 26-27, 2003, Prepared by Samuel Walker members should generate a memorandum including the rationale for diverging from the majority opinion without divulging privileged or confidential information and evidence.
- iv) Should the Chief of Police disagree with the findings and recommendations of OIPA and the BPCRB, the Chief of Police may appeal to the General Manager (GM) within 45 calendar days of the issuance of the findings and recommendations. The Chief of Police will submit his/her

Public Safety Advisory Committee

Impact Evaluation Report

appeal in a writing setting forth his/her disagreements with the findings and provide recommendations to the IPA, the BPCRB, and the GM. After receipt of the appeal, the GM shall convene a confidential personnel meeting to include the Chief of Police, the IPA, and a representative of the BPCRB. After receiving input from the Chief of Police, the IPA, and the BPCRB representative, the GM shall rule and submit his/her decision in writing to the Chief of Police, the IPA and the BPCRB. The Chief of Police shall implement the GM's decision.

v) Should the BPCRB disagree with the OIPA findings by simple majority, in a confidential personnel meeting, the IPA and the BPCRB shall attempt to come to a consensus. If the BPCRB and the IPA fail to come to a consensus, by simple majority, the BPCRB may appeal. The efforts made to achieve consensus shall be documented by the BPCRB and shall be forwarded to the GM as a part of the appeal. All appeals regarding findings and recommendations for corrective/punitive action or dismissal, between the BPCRB and the IPA will be appealed to the GM, in a confidential personnel meeting to include the Chief of Police. At the confidential personnel meeting, The BPCRB Chair and the IPA will submit their disagreements and recommendations to the GM. The GM shall rule on the matter and make his/her decision known to the Chief of Police, the BPCRB and the IPA. The Chief of Police shall implement the GM's decision, which will be final.

vi) Discipline recommended pursuant to these processes shall be subject to an administrative hearing prior to implementation in a manner consistent with addressing the due process rights of public employees, when applicable. Any final determinations that modify or rescind initial dispositions and arbitration determinations shall be evaluated by the IPA to identify any systemic issues and/or potential for the serious erosion of accountability related to such modifications, and shall be included in a public IPA report. The IPA shall work with BPD to remedy any such issues identified by the evaluation.

C. Review Legal Claims, Lawsuits, and Settlements

i) OIPA shall be authorized to review any legal claims and/or lawsuits against BART that relate to the conduct of BPD personnel to ensure that all allegations of misconduct are thoroughly investigated by OIPA and/or BPD, and to identify any systemic issues regarding BPD practices and/or policies.

ii) OIPA shall be authorized to review any significant settlements and adverse judgments involving BPD.

iii) OIPA shall work with BPD to develop corrective action intended to remediate any systemic issues identified through review of any significant settlements or adverse judgements involving the BPD.

Public Safety Advisory Committee

Impact Evaluation Report

iv) OIPA shall publicly report its involvement in the review of legal claims, lawsuits and settlements in a manner consistent with all applicable confidentiality requirements.

D. Review Investigations Conducted by BPD

i) OIPA shall be authorized to review BPD Internal Affairs Bureau (IA) investigations to determine whether the investigations are complete, thorough, objective, and fair.

ii) The IPA shall, subject to his or her discretion, have authority to monitor or require followup investigation into any citizen complaint or allegation that is investigated by BPD.

iii) OIPA should provide recommendations to the BPD regarding investigative quality and/or appropriateness of disciplinary recommendations prior to the finalization of the investigative report and notification of disposition to subject officers and complainants.

iv) OIPA is authorized to publicly report any resistance by the BPD to conduct reasonable additional investigative tasks, including by way of notification to the Board, the BPCRB, and the GM.

E. Review Uses of Force by BPD Officers

i) OIPA shall have the authority and responsibility to review all Use of Force (UOF) incidents by BPD officers to determine whether the UOF should be the subject of an IA investigation and/or whether other issues are implicated for the individual officer or for BPD, including but not limited to training, equipment, supervision, and policy.

ii) OIPA shall be authorized to regularly participate in the BPD UOF Review Board process by attending meetings and/or reviewing determinations made by the BPD UOF Review Board.

iii) OIPA shall report publicly on its involvement in the BPD UOF review process including determinations made by BPD UOF reviewers in a manner consistent with all applicable confidentiality requirements.

F. BPD Early Intervention Systems

i) OIPA shall be involved in the review and evaluation of data, alerts, and reports related to the BPD Early Intervention System (EIS).

ii) The OIPA may use the EIS data to determine whether conduct or disciplinary issues regarding BPD or individual officers exist.

iii) OIPA shall regularly report on the status and effectiveness of the BPD EIS in a manner consistent with all applicable confidentiality requirements.

Public Safety Advisory Committee

Impact Evaluation Report

G. Auditing

- i) OIPA shall have the necessary access and authority to review BPD data, records, and staffing information for the purpose of conducting systemic audits of BPD functions that impact the quality of the Department and the services provided by BPD to the public.
- ii) OIPA shall have the necessary access and authority to monitor any audits conducted by the BPD regarding BPD functions that impact the quality of the Department and the services provided by the BPD to the public.
- iii) OIPA shall be authorized to publicly report on the results of any audits or monitored audits as described in this section in a manner consistent with all applicable confidentiality requirements.

H. Mediation

OIPA shall develop a voluntary alternative dispute resolution (ADR) process for resolving complaints which involve conduct that may most appropriately be corrected or modified through alternative means. OIPA shall review a draft of the voluntary ADR process with the BPCRB and BART Police Associations and secure their concurrence prior to implementation.

I. Appeal of IA Findings

Any complainant may file an appeal of an internal investigation conducted by BPD with the OIPA. Upon receipt of an appeal, OIPA shall:

- i) Review the completed BPD investigation.
- ii) Determine whether further investigation is warranted and, if necessary, ensure that a timely, thorough, complete, objective and fair follow-up investigation into the complaint or allegation is conducted. A follow-up investigation may, at the discretion of the IPA, be conducted by the OIPA, the BPD or any other competent investigative agency.
- iii) Provide timely updates on the progress of the review and any follow-up investigation to the complainant and the BPD employee who was the subject of the original investigation, to the extent permitted by law unless the specific facts of the investigation would prohibit such notification.
- iv) Based on the review of the original investigation and, where appropriate, the results of any follow-up investigation, OIPA shall reach an independent finding as to the facts of the underlying allegation or complaint.

Public Safety Advisory Committee

Impact Evaluation Report

v) Independent investigative findings of “Sustained” made by OIPA shall include recommendations for corrective/punitive action, up to and including termination where warranted. When the evidence does not support the allegations of misconduct, the IPA shall recommend a finding of Unfounded, Exonerated, or Not Sustained.

vi) All BPD investigative findings that are appealed to OIPA shall be subject to the procedures defined in Chapter 1-04(B).

J. Critical Incidents

i) The IPA shall be notified immediately by BPD personnel to respond to the investigative scene(s) of any BPD officer-involved shooting, use of force resulting in life threatening injury, use of force resulting in bodily injury requiring transportation and admittance to a hospital, , or in-custody death.

ii) The BPD officer in charge at the investigative scene(s) shall provide the IPA and OIPA staff with access to the investigative scene(s) equivalent to BPD Internal Affairs Investigators upon their arrival at the investigative scene.

iii) The OIPA shall have the authority to monitor all aspects of the ensuing investigation that the BPD Internal Affairs investigators have authority to monitor while the investigation is in progress. The BPD will grant the OIPA access equivalent to BPD Internal Affairs investigators to the site(s) of all interviews related to a critical incident involving BPD personnel.

iv) The IPA may observe interviews of employees, public complainants, and witnesses that are conducted by BPD Internal Affairs Investigators and may submit questions to the interviewer to be asked by the interviewer in accordance with state and federal law.

K. Recommendations on Procedures, Practices and Training

i) OIPA shall develop specific recommendations concerning policies, procedures, practices, and training of BPD personnel. The goal of the above OIPA recommendations, shall be improving the professionalism, safety record, effectiveness, and accountability of BPD employees. OIPA shall consult with the Chief of Police and other stakeholders and shall present its recommendations to the BPCRB for review and comment.

ii) Should BPD reject policy recommendations submitted by OIPA, the IPA may forward the recommendations to the GM and/or the Board for further consideration.

iii) OIPA shall have the authority and responsibility to provide input to the BPD during the development of any significant BPD-initiated policy creation or revision.

Public Safety Advisory Committee

Impact Evaluation Report

iv) OIPA shall publicly report on its involvement in the development and revision of BPD policies and shall report annually regarding any outstanding recommendations and the degree to which they were endorsed by the BPCRB and accepted by BPD.

L. BART Police Associations

i) The IPA shall meet periodically with and seek input from the BART Police Managers Association (BPMA) and the BART Police Officers Association (BPOA) regarding the work of OIPA.

ii) OIPA shall report annually on whether meetings with BPMA and BPOA occurred.

M. Community Outreach

OIPA shall develop and maintain a regular program of community outreach and communication for the purpose of listening to and communicating with members of the public in the BART service area. The OIPA community outreach program shall set out to educate the public regarding the responsibilities and services of OIPA and the functions of the BPCRB.

N. Reporting

The IPA shall prepare annual reports to the Board and the public in a manner consistent with all applicable confidentiality requirements, which prior to being finalized shall be reviewed, in draft form, by the BPCRB. To the extent permitted by law, reports shall include the number and types of cases filed, number of open cases, the disposition of and any action taken on cases including recommendations for corrective/punitive action, and the number of cases being appealed; findings of trends and patterns analyses; and recommendations to change BPD policy and procedures, as appropriate. The reports shall include all complaints regarding police officers received by OIPA, BPD, BART District Secretary (DSO), and other District departments.

O. Public Statements

The IPA shall be authorized to make public statements regarding any aspect of BPD policies and practices, the Citizen Oversight Model, and in conjunction with any public report or findings in a manner consistent with all applicable confidentiality requirements.

Chapter 1-05 RELATIONSHIP BETWEEN OIPA AND THE BPCRB

A. OIPA and the BPCRB shall be established and operated as separate, complementary entities with different roles that are and shall remain independent of one another.

B. On a no less than monthly basis, the BPCRB shall receive reports from OIPA in a manner consistent with all applicable confidentiality requirements, including the number and types of

Public Safety Advisory Committee

Impact Evaluation Report

cases filed, number of open cases, the disposition of and any action taken on cases, recommendations for corrective/punitive action, including discipline and dismissals, and the number of independent investigations concluded by OIPA. The report shall also include the number and outcome of cases being appealed either to OIPA by members of the public, the BPCRB or the Chief of Police pursuant to the appeals process described in Chapter 1-04(B), above.

i) Reports shall include all complaints received by OIPA, BPD, BPCRB, DSO, and other District departments.

ii) For tracking and timeliness purposes, this report shall include the number of days that have elapsed between the date of the complaint and the date of the written report to the BPCRB.

C. OIPA may present reports related to OIPA-monitored BPD investigations to the BPCRB in closed session for its input and feedback. BPD personnel may be present during the closed session to respond to any BPCRB inquiries regarding the investigation and/or related investigative processes.

D. OIPA shall, for informational purposes, promptly notify the Chair of the BPCRB whenever the IPA is informed of a critical incident as described in Chapter 1-04(J).

E. The BPCRB and OIPA will coordinate community outreach activities and communication with the public.

Chapter 1-06 RELATIONSHIP BETWEEN OIPA, BPD, DSO, AND OTHER DISTRICT DEPARTMENTS

A. The Chief of Police, DSO and other Executive Managers with employees that routinely receive comments/complaints from the public shall each, jointly with the IPA, develop standard operating procedures to govern the relationship and flow of communication regarding complaints involving police officers between OIPA and each of their respective departments.

B. OIPA and the Chief of Police shall provide each other with timely notification of complaints, investigations, appeals and findings and with such information and cooperation as is appropriate and necessary.

Chapter 1-07 COOPERATION WITH OIPA

A. OIPA shall have unfettered access to police reports and police personnel records. All parties who have access to confidential information shall comply with all confidentiality requirements of the BPD, the District, and all state and federal laws.

B. During an investigation, all involved BPD personnel shall be compelled to meet and cooperate with OIPA in accordance with Government Code Section 3300-3313.

Public Safety Advisory Committee

Impact Evaluation Report

C. No person shall directly or indirectly force, or by any threats to person or property, or in any manner willfully intimidate, influence, impede, deter, threaten, harass, obstruct or prevent, another person, including a child, from freely and truthfully cooperating with OIPA.

Chapter 1-08 INDEPENDENCE OF OIPA

A. The IPA and any employee of the OIPA shall, at all times, be totally independent. All investigations, findings, recommendations, and requests made by OIPA shall reflect the views of OIPA alone.

B. No District employee or Director shall attempt to unduly influence or undermine the independence of the IPA or any employee of the OIPA in the performance of his or her duties and responsibilities set forth herein.

C. DSO staff shall perform administrative and organizational tasks for the BPCRB, which will be intended to clarify, strengthen, and maintain the delineation and separation of the BPCRB and OIPA.

Chapter 1-09 CONFIDENTIALITY OF RECORDS AND INFORMATION

OIPA shall comply with all state and federal laws requiring confidentiality of law enforcement records, information, and confidential personnel records, and respect the privacy of all individuals involved.

Chapter 1-10 CODE OF ETHICS

The employees of OIPA shall adhere to the National Association for Civilian Oversight of Law Enforcement (NACOLE) Code of Ethics.

Chapter 1-11 TIMELINESS

Nothing in this Model is intended to delay or interfere with the timely investigation and disposition of internal affairs investigations of alleged police misconduct. OIPA and the BPCRB shall jointly develop a timeline for completion of the disciplinary process that will be concluded within 365 days from the time of discovery by BPD Internal Affairs, BPD supervisory level personnel, the OIPA, or the BPCRB.

Chapter 2-01 BART POLICE CITIZEN REVIEW BOARD

A BART Police Citizen Review Board shall be established by the Board of Directors to increase visibility for the public into the delivery of BART police services, to provide community participation in the review and establishment of BPD policies, procedures, practices and initiatives, and to receive citizen complaints and allegations of misconduct by BPD employees.

Public Safety Advisory Committee

Impact Evaluation Report

Results of investigations into allegations of misconduct by BPD employees and recommendations for corrective/punitive action, including discipline, will be reviewed by the BPCRB. The members of the BPCRB shall adhere to the National Association for Civilian Oversight of Law Enforcement (NACOLE)

Code of Ethics and comply with all applicable state and federal laws regarding confidentiality.

Chapter 2-02 APPOINTMENT OF BPCRB MEMBERS

A. The BPCRB shall report directly to the Board.

B. The BPCRB shall consist of eleven (11) members appointed as follows:

i) Each BART Director shall appoint one (1) member.

ii) The BPMA and BPOA shall jointly appoint one (1) member.

iii) There shall be one (1) Public-at-Large member to be appointed by the Board.

iv) All appointments or re-appointments to the BART Police Citizen Review Board shall be for two-year terms. Those members appointed by Directors representing odd numbered Districts, as well as the Public-at-Large member shall have their terms expire on June 30th of the respective even numbered year. Those members appointed by Directors from even numbered Districts, as well as the BART Police Associations' member, shall have their terms expire on June 30th of the respective odd numbered year.

v) Service on the BPCRB shall be voluntary.

vi) A newly-elected Director may replace the seated BPCRB appointee representing their District within ninety 90 calendar days of taking office, otherwise the seated BPCRB member will continue to serve until expiration of the applicable term, unless otherwise disqualified as described herein

Chapter 2-03 BPCRB MEMBER QUALIFICATIONS AND RESTRICTIONS

A. Members of the BART Police Citizen Review Board must reside within Alameda, San Francisco, Contra Costa, or San Mateo County.

B. BPCRB members shall agree to adhere to the Code of Ethics described in Chapter 2-10.

C. BPCRB members must be fair-minded and objective with a demonstrated commitment to community service.

D. No person currently employed in a law enforcement capacity, either sworn or non-sworn,

Public Safety Advisory Committee

Impact Evaluation Report

shall be eligible for appointment to the BPCRB.

E. No current or former BPD employee shall serve on the BPCRB, and no relative of any current or former BPD employee shall serve on the BPCRB.²

F. All appointees to the BPCRB shall be subject to background checks.

G. No person convicted of a felony shall serve on the BPCRB.

H. Members serving on the BPCRB are not required to be U.S. citizens.

Chapter 2-04 BPCRB MEMBER MEETING ATTENDANCE

A. BPCRB members may not miss three regularly scheduled meetings per year.

i) The appointment of any BPCRB member who has been absent from three (3) regular meetings during the fiscal year, shall automatically expire effective on the date that such absence is reported by the OIPA to the DSO, except in the case of an approved absence or leave of absence as described herein.

ii) The DSO shall notify any BPCRB member whose appointment has automatically terminated, and report to the Board and the BART Police Associations that a vacancy exists on the BPCRB. The vacancy shall then be filled in accordance with Chapter 2-06.

B. Excused Absences from Regularly Scheduled Meetings

i) A BPCRB Member may request an excused absence from their appointing Director, and that excuse shall be transmitted to the DSO. Such excused absences shall be granted by the Board President regarding the Public-at-Large appointee, or from the Police Associations regarding the Police Associations' appointee. Such excused absences will not count against the member's absence limitations.

ii) BPCRB members may be granted a leave of absence by their appointing Director not to exceed three (3) months. When such a leave of absence is granted, the seat may be filled by 2 Relatives include spouse, domestic partner, child, parent, brother, sister, grandparent, step-parent, step-child, legal guardian, father-in-law and mother-in-law for the period of such leave and may be filled in accordance with the procedure described herein, subject to ratification by the Board. Such leaves of absence shall be granted by the Board President regarding the Public-at-Large appointee, or from the

Police Associations regarding the Police Associations' appointee.

Chapter 2-05 BPCRB VACANCIES

Public Safety Advisory Committee

Impact Evaluation Report

A. Vacancies on the BPCRB shall be filled for the unexpired portion of the term, subject to ratification by the Board.

B. A vacancy in a seat representing one of the nine BART Districts shall be filled by the Director whose appointee has ceased to serve.

C. A vacancy in the seat that represents the BART Police Associations shall be filled by the BART Police Associations.

D. A vacancy in the seat representing the Public-at-Large shall be filled by the Board from the pool of qualified applications submitted during the most recent application period for the Public-at-Large seat. If no qualified Public-at-Large applicants are available or willing to serve, the Board shall solicit new applications.

E. The IPA may provide input to the Board regarding the performance of any BPCRB member who seeks reappointment.

F. The Board should consider a BPCRB member's annual outreach activity when deciding whether to reappoint a member to the BPCRB.

Chapter 2-06 SCOPE

The BPCRB shall have the authority to exercise its duties and responsibilities as outlined below, regarding law enforcement and police activities or personnel operating under authority of BART.

Chapter 2-07 DUTIES AND RESPONSIBILITIES

A. Complaints Received from Members of the Public

Any person may file a complaint or allegation of wrongdoing against any BPD employee with the BPCRB. Upon receipt of a complaint or allegation, the BPCRB shall immediately turn the complaint or allegation over to the OIPA, and OIPA shall proceed according to Chapter 1-04 above.

B. Recommendations for Corrective Action

i) The IPA shall submit his/her investigative findings and recommendations to the BPCRB for review in a confidential personnel meeting, where the processes described in Chapter 1-04(B)(ii-vi) including, but not limited to, appeal procedures shall apply.

Public Safety Advisory Committee

Impact Evaluation Report

ii) The BPCRB shall announce each member's vote regarding its acceptance or rejection of the OIPA findings and recommendations for discipline in open session, and in cases in which a non-unanimous majority agrees with the OIPA findings and recommendations, the dissenting members should generate a memorandum including the rationale for diverging from the majority opinion without divulging privileged, protected, or confidential information and evidence.

C. Recommendations on Policies, Procedures, Practices and Training

i) The BPCRB shall develop and review recommendations as to the policies, procedures, and practices of BPD in consultation with the IPA.

ii) The goal of BPCRB recommendations shall be to improve the professionalism, safety record, effectiveness, and accountability of BPD employees.

iii) The BPCRB may make recommendations to the Chief of Police, GM, and Board, as appropriate.

iv) The BPCRB shall review and comment on all additions and changes to policy, procedures and practices as well as all new initiatives (including training and equipment) proposed by BPD or OIPA and make recommendations to the Board.

D. Disagreements Regarding Proposed Policies, Procedures, Practices, and Training

The Board shall review and resolve all disagreements regarding proposed policies, procedures, practices and training that may arise between the BPCRB and the Chief of Police, IPA, or GM. The Board shall make the final determination in all such instances.

E. BART Police Associations

The BPCRB shall meet periodically with and seek input from the BPMA and BPOA on issues of interest to the parties. The BPCRB shall report annually on whether meetings with the BPMA and the BPOA occurred.

F. Community Outreach

The BPCRB shall develop and maintain a regular program of community outreach and communication for the purpose of listening to and communicating with members of the public in the BART service area. The BPCRB community outreach program shall seek to educate the public about the responsibilities and services of OIPA and functions of the BPCRB.

i) The DSO will provide staff support to and facilitate training for the BPCRB.

Public Safety Advisory Committee

Impact Evaluation Report

ii) The BPCRB should endeavor to conduct meetings in varying locales, where feasible to increase exposure of its work to a wider array of community members.

G. Reporting

The BPCRB shall file quarterly reports of its activities with the DSO for distribution to the Board and shall prepare an annual report on its accomplishments and activities (including recommendations to improve BPD services) for presentation to the Board and the public.

H. Monitor Study Recommendations

The BPCRB shall report on the accomplishments and progress made by BPD in implementing recommendations resulting from periodic studies that may be conducted to look at departmental policies, procedures, practices, and training.

I. Public Statements

The Chair of the BPCRB shall be authorized to make public statements on behalf of the BPCRB regarding the role and processes of the BPCRB when an exigency to respond to an inquiry is presented.

J. Selection of the Chief of Police

The BPCRB (as well as the BART Police Associations) shall participate in an advisory role in the selection of the Chief of Police by interviewing finalist candidates.

K. Staff Support for the BPCRB

The DSO will provide staff support to the BPCRB including but not limited to the following:

- i) Facilitation of training for the BPCRB.
- ii) Preparation and maintenance of records of meetings of the BPCRB.
- iii) Distribution of reports by the BPCRB to the Board and the public.
- iv) Facilitation of the application process for appointment to the BPCRB and coordination of the selection and ratification processes with the Board.
- v) Provision of training including a curriculum designed for newly-appointed BPCRB members.
- vi) Provision and maintenance of an ongoing in-service training program.

Chapter 2-08 RELATIONSHIP BETWEEN THE BPCRB AND OIPA

Public Safety Advisory Committee

Impact Evaluation Report

A. No less than monthly, the BPCRB shall receive reports from the IPA including the number and types of cases filed, number of open cases, the disposition of and any action taken on cases, recommendations for corrective/punitive action, including discipline and dismissals, and the number of independent investigations concluded by OIPA.

i) The report shall also include the number of cases being appealed either to OIPA by members of the public or by the BPCRB pursuant to the appeals process described in Chapter 1-04(B), above.

ii) OIPA reports to the BPCRB shall include all complaints received by OIPA, BPD, the BPCRB, DSO, and other District departments.

iii) This report shall also include the number of days that have elapsed between the date of the complaint and the report to the BPCRB.

iv) OIPA reports shall include the degree to which OIPA and BPCRB disciplinary recommendations were implemented by BPD.

B. The Chair of the BPCRB shall, for informational purposes, be promptly informed by the OIPA of all critical incidents involving BPD.

C. The BPCRB may report to the Board of Directors' Personnel Committee on the performance and effectiveness of OIPA.

D. The BPCRB (as well as the BART Police Associations) shall participate in an advisory role in the process of selecting all successors to the first IPA.

E. The BPCRB will participate in a regular program of community outreach and communication with the public, in conjunction with OIPA.

F. The BPCRB shall make forms available at BPCRB meetings to accept complaints and allegations of police misconduct from the public and shall forward any received complaints to OIPA for appropriate action.

Chapter 2-09 CONFIDENTIALITY OF RECORDS AND INFORMATION

Members of the BPCRB shall comply with all state and federal laws requiring confidentiality of law enforcement records, information, and confidential personnel records, and shall respect the privacy of all individuals involved.

Chapter 2-10 CODE OF ETHICS

The members of the BPCRB shall adhere to the National Association for Civilian Oversight of Law Enforcement (NACOLE) Code of Ethics.

Public Safety Advisory Committee

Impact Evaluation Report

Chapter 3-01 OVERSIGHT SYSTEM EVALUATION

The Board, with input from the BPCRB, IPA, BART Police Associations, GM, DSO, complainants and the public will evaluate the BART Police citizen oversight structure every 3 years to determine whether the need exists to make changes and/or otherwise make adjustments to the system to improve its continued performance. These evaluations shall in no way be intended to eliminate the BART Police citizen oversight structure.

ADDENDA E

PSAC Public Comments Summary

Public Safety Advisory Committee

Impact Evaluation Report

ADDENDA E

Excerpts from PSAC Public Comments April 2021-January 2022

4/5/21

My public comment for the April 7, 2021, meeting of the public safety advisory committee, is that a more visible, if cheaper, security presence is needed on light rail trains and at their stations. I regularly ride these trains and have seen far too many instances of intimidating, threatening, destructive and otherwise improper behavior on these trains because no one was there to stop or deter it. While it might be cost prohibitive to hire more LA County Sheriff deputies to ride the trains or be present at the stations to prevent or discourage this misconduct, the committee should explore lower cost options to meet this need like hiring security officers. As much of the specified misconduct could be deterred by the simple presence of a cheaper but more prevalent security force, the option of creating and maintaining such a force should be seriously explored. – R.K.

4/5/21

I am a 75-year-old woman...My request is that the officers be on duty in the garage and walk from the platform into the garage when passengers disembark at night. -M.P.H.

4/6/21

It is time the end the partnership approach after 20+ years as fatally flawed...while not easy I believe bringing back the Metro Police is the best course....I wholeheartedly support the approach of having unarmed ambassadors and trained social workers handle safety, provide felt presence and meet the challenges of the unhoused not uniformed police. -D.G.

4/6/21

Sadly, I have grown more and more concerned about the state of security on both the Metro rail and bus systems. I used to tell all my friends that they should ride the Metro more. Then I stopped recommending the Metro to my female friends. And over the past few years, I stopped recommending it to anyone. I am a 6'3' 200lb male military veteran-and still 85% of the times that I board a bus or train, my self-defense radar is turned on for one reason or another. -A.B.

4/7/21

Hello PSAC, I want to take a moment to congratulate you on being chosen for the Public Safety Advisory Committee (PSAC). I have attached a video of a disturbing trend that has been reoccurring in our public transportation. On March 18, 2021, I was riding on the Metro redline subway to downtown Los Angeles. I noticed a male passenger who was yelling at other transit riders. I recorded the incident via smartphone. I attached the video for your viewing. As a transit rider, I am fearful for my safety and security while riding the Metro bus and subway. As you are all aware about the homelessness and mental-illness crisis we're facing in our city, this video shows the urgency of our social problems...We

Public Safety Advisory Committee

Impact Evaluation Report

must find solutions to the homelessness and crime in public transportation. What can we do? Do we increase more police officers? Do we increase more Therapists and Crisis personnel? Do we do both?! What is the viable solution? Regards, -L.M.

4/21/21

I wish to comment on the safety of the MTA trains and buses I have ridden in the last 20 years....The last few years, I noticed the increased presence of the of the homeless at stations and the trains...I believe the MTA need to take action to eliminate the constant presence of the homeless...they just don't belong on the trains or stations if they are not paying. -D.R.

4/23/21

All elevators must be scrubbed down everyday and throughout the day as they stink from the urine and God knows what else and are a very serious health risk. -R.W.

4/30/21

I'm a little concerned. This is supposed to be Public Safety Advisory Committee, and this will be the third meeting, and there has been no actual talks of steps taken to increase public safety...If Metro is ever going to recover and offer a public transit system worthy of the second largest city in the country, and the largest county, it needs to stop being a rolling homeless encampment and sexual harassment zone that everyone with choices takes steps to avoid if at all possible. It needs to be a clean, safe, and enjoyable means of getting around the greater metro area for people of every age, race, color, creed and disability level, not just the transit of last resort for those who have no other choice and feel they must take the risk of being victimized to get where they need to be. – J.B.

4/30/21

Instead of enforcement officers on the platforms they need to be on the train. Passengers should not need to police behavior. There are passengers who defy any rule and perhaps cameras could do the job.

-M.M.

5/4/21

As I write this someone was just assaulted at Wilshire/Vermont metro station...I take this train everyday. The ride from Union Station through downtown Los Angeles is extremely dangerous. In the past week I have noticed that Union Station has begun to remove transients (after a year of NOT doing so) and has someone in a Yellow Vest standing at the turn stiles where you pay. Just this simple act keeps people who do not pay and are more likely to assault riders from boarding the trains...Public Safety should mean PHYSICAL SAFETY when riding the trains. PLEASE ADDRESS OUR PHYSICAL SAFETY... Please do something to protect people from PHYSICAL violence on the metro.- H. W.

5/18/21

Public Safety Advisory Committee

Impact Evaluation Report

I worry that the good intentions of many of the members of this committee are influenced by the privilege of never having been assaulted while riding Metro. I urge the members of this committee to please LISTEN and ELEVATE the voices of those members who HAVE witnessed and personally experienced physical and sexual violence while riding Metro...There are too many idealistic, albeit well-meaning, views expressed during those meetings in regard to policing and homelessness that prioritize the rights of the unhoused over the rights over the physical safety of riders and this is worrisome to those of us who have to ride Metro everyday for work, particularly women. – F.S.P.M.

5/18/21

Simply requiring that riders show proof of fare would immediately lower the percentage of physical and sexual assaults that happen weekly, maybe even daily on the metro. Contrary to what one of your members stated, METRO is NOT a public space like a sidewalk or a park or a library. The public has to PAY to ride. Those of us who budget to pay for our monthly passes cannot understand why people who pose a physical threat to metro customers are allowed to ride for free. – H.W.

5/20/21

The homeless are riding the subway back and forth as a place to stay. Subway is definitely not clean. Please allow the authorities to do their jobs and keep the paying commuters safe. Why am I paying when there are no repercussions for not having a ticket? -J.K.

5/25/21

If people don't feel safe, they won't ride. A system that feels safe and clean is the best way to retain and expand ridership. The solutions to this are relatively straightforward: Enforce fares, remove dangerous, unsanitary and blatantly intoxicated people from the trains, put officers on every platform and every train, they should switch cars on every stop. Create a visible security presence, install cameras and prosecute criminals. I know many (women in particular) who used to ride metro who have gone back to driving because of the harrowing experiences they've had. It's shameful. Have the guts to fix it despite the predictable outcry from activists who probably don't ride the trains.

5/31/21

I would urge the Public Safety Advisory Committee to work with the new LA Metro CEO to increase efforts at providing a positive experience and safe environment while riding Metro. On May 30, there was another incident where a man, possibly unhoused, lit a marijuana joint while riding maskless on Metro Rail. – M.W.

6/14/21

Metro must prevent violent people and drug use and there is police response and actions. Prevention matters. We see less police on trains and at stations. It is concerning and scary to see more crime. People skip paying fare and no one stops them. Some of my coworkers stopped riding because they

Public Safety Advisory Committee

Impact Evaluation Report

felt unsafe and tired of being harassed by other riders...what is Metro and PSAC doing about this?
When we saw more police, we felt safer. Now we feel like we are on our own. – V.S.

6/14/21

I recently learned that this group will be reviewing police o the Metro. Over the last few years I see less and less law enforcement on the metro. But I see plenty of crime. -T.K

6/15/21

I can't believe how much worse it got in the past few years. Does anyone from Metro actually ride the trains?...I will not come back until you take my safety seriously! We need more cameras, more emergency call boxes, more security, more cops! - T. J.

6/15/21

I am against the idea of “defunding” public safety. I am against the notion of “defunding” for Metro and my own community policing programs...While many of the programs promoted by organizations seeking to defund police are worthy efforts, none of them should come at the expense of adequate, professional policing services chosen by our community. - Duarte City Council Member

6/15/21

I am against the idea of “defunding” public safety and specifically against any concept of “defunding” for Metro and my own community policing programs...While many of the programs promoted by organizations seeking to reallocate resources away from policing are worthy efforts, none of them should come at the expense of adequate, professional policing services for residents. - Hawthorne City Council Member

6/16/21

I am against the idea of “defunding” public safety. I am against the notion of “defunding” for Metro and my own community policing programs...While many of the programs promoted by organizations seeking to defund police are worthy efforts, none of them should come at the expense of adequate, professional policing services chosen by our community. – Norwalk City Council Member

6/16/21

I am totally against defunding public safety on our transit lines. If people do not feel safe they will not ride the Metro and this idea will totally backfire. Please do not adopt that platform.
- Rosemead City Council Member

6/16/21

Public Safety Advisory Committee

Impact Evaluation Report

I would respectfully request that the Metro Board of Directors carefully consider the recommendations that will be forthcoming from the PSAC...Defunding the brave men and women who are sworn to protect riders...is a recipe for disaster. -T.Q.

7/6/21

It does not appear that there is a single police officer or prosecutor on the public safety advisory committee? Has an attempt been made to include their views? -K.G.

7/6/21

Please do something about crime on the blue line. The people that go to work need protection from criminal and homeless people....if you work late you take your life in your hands at night on the blue line....THE TRAIN IS MEANT for legit purposes...not to drink, do drugs, sex, physical beatings, etc. Someone with authority at Metro must care about people that JUST WANT TO WORK without being hurt. -S.S.

7/6/21

Consider PC832 (POST Certified) inspectors with extensive training on mental/emotional disorders instead of law enforcement...Law enforcement is too intimidating and inspectors without firearms will provide the necessary authority for 99% of the issues. -A.A.

7/7/21

I believe that we need a combination of Law Enforcement and Mental Health personnel to address problems while using the Metro subway system. There has been a lot of instances in which some individuals will behave criminally, and others may need mental health intervention. This is why people are reluctant to take the Metro system because of a lack of Security and Public Safety. We need to address both, crimes and mental health issues at Metro. -L.M.

7/19/21

The "homeless" drug users are becoming a threat to civilians using the Metro for transit purposes, as their highly volatile and dangerous behavior on the buses and trains are of concern for public safety. My children travel with me on Metro, as it is our only source of transportation, and we have witnessed attacks on other riders, as well as open drug use (passing of crack pipes, in trains mostly). Homeless sex offenders also use the bus...This is causing many people to no longer use Metro as a form of transit and those of us who have no other alternative but to use Metro, are constantly anxious and rather fearful to do so. Something needs to be done to support the riders (including children) to ensure they have access to safe public transit. -S.P.

7/21/21

I came to the U.S. to have a better life 20 years ago because my country was no longer safe...Metro changes (have) made it scary to be on the train by myself. Before having a police officer around made

Public Safety Advisory Committee

Impact Evaluation Report

me feel safe and taken care of. I feel betrayed that the government that is supposed to protect honest people like me now seem to care more about criminals and their rights. What about my rights and the rights of women like me who don't want to be harassed, haggled, groped, or raped? Please start thinking about people like me, your daughters, your sisters, wives, mothers, and other women that you care about. – A.S.

8/18/21

You claim to be a committee made up of riders that represent the community. You set up a number of ad hoc committees that meet behind closed doors with no public oversight...plus when your report outs do happen they are watered down...you are hiding real discussions and debate from the public so you can push your agenda. – J.M.

9/15/21

I've been a downtown urban planner for the past 10+ years and I've been a bike commuter, transit rider and walker in cities such as DC, NY, and Denver. I moved to LA in early 2020 and chose my apartment because it was located near the metro expo line to easily get to DTLA and Santa Monica...However, right now I no longer feel safe or comfortable taking the metro trains....so fewer eyes on the train so to speak, no security officers on board, the feeling of lawlessness/anything goes, etc. It is so disappointing. I do want to start going to DTLA to work at the office, but I'm not going to take metro anymore. Last week, I bought a car (the first time in years that I've owned a car). And now, I'm another driver on LA's freeways. -C.J.

9/15/21

On all the subway rides someone was smoking-vaping, smoking pot, or smoking glass bowls of some controlled substance...on several trips there were out of controls homeless people having psychological meltdowns...I am not sure I will ride the Red Line again given the lack of safety. In the past I rode this line with little or no problems...what is going on? Does LAPD patrol the metro lines as they did in the past? -S.D.

10/12/21

I am a metro rider. I was attending safety committee meeting open to the public earlier in the year but became demoralized after realizing that half the committee were...more concerned with the rights of the "unhoused" than the safety of metro customers. – H.C.

10/18/21

My 17-year-old takes the Metro Gold Line from Memorial Park to City of Hope stop to attend CS Arts in Duarte. She's had several incidents in which she was approached or subjected to lewd behavior...it would be helpful if there was a visible officer on...to mitigate these uncomfortable and possibly dangerous encounters. -C.M.

11/9/21

Public Safety Advisory Committee

Impact Evaluation Report

I would like to share with you feedback about the complete lack of metro personnel patrolling inside the metro cars...My partner takes the metro every single day to commute from Union Station to Pasadena...the metro is filled with people openly using drugs, homelessness, and excessive dirtiness. She has also witnessed violent fights and harassment of innocent riders. This is absolutely unacceptable. How does the Metro expect the community to adopt this form of transportation when such a horrific environment exists? We use the Metro because we try to be the change we want to see in our city, but it is becoming more and more difficult to justify this mode of transportation. We also pay to use the metro and are entitled to a clean and safe metro environment. It is the obligation of Metro to enforce the rules and safety promises made to the community. -A.N.

12/6/21

I take the EXPO line to work and every time I take it, it is filled with homeless people and people with mental illness. Some of them lash out and I have to stand there and hope I don't get injured. I don't feel safe at all. The train smells like feces and urine, with people smoking cigarettes, meth, shooting up heroin, masturbating under blankets, etc....what is being done about this? I don't even see professionals on the train anymore, it's all homeless! Have you seen the train stops? Has anyone? - M.M.

ADDENDA F

PSAC Mission Statement

ADDENDA F

PUBLIC SAFETY ADVISORY COMMITTEE

Metro Public Safety Mission And Values Statements

Mission Statement:

Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience.

Value Statements:

Implementing a Human-Centered Approach

Metro commits to pursuing a human-centered approach to public safety. This means working in partnership with historically neglected communities to build trust, identify needs, and create alternatives to traditional law enforcement models.

Emphasizing Compassion and a Culture of Care

Metro commits to treating all transit riders, employees, and community members with dignity and respect. The key pillars of our approach to public safety are compassion, kindness, dependability, and fair treatment for all.

Recognizing Diversity

Metro commits to recognizing and respecting the wide range of people and communities we serve. Metro will work with transit riders, community members, families, neighborhoods, and historically underserved groups to identify needs and tailor public safety approaches.

Acknowledging Context

Metro understands that neglected communities have disproportionately endured the negative effects of systemic inequalities. Historically, institutions have excluded these same groups from decision-making. Metro's approach to public safety recognizes this context and seeks reparative models to minimize harm and promote inclusion.

Committing to Openness and Accountability

Metro's commitment to public safety recognizes that the agency must operate with the highest ethical standards, prioritize transparency, and rely on community-defined accountability measures.

ADDENDA G

PSAC Consultants and Panel Bios

Public Safety Advisory Committee

Impact Evaluation Report

ADDENDA G

The Evaluation team assembled an external panel of subject-matter experts and community members to participate in the focus groups, share their key observations and provide input into the final report.

Wanda Dunham- An accomplished, celebrated, and effective 21st-century leader who is widely recognized for developing effective community public safety models. With over 30 years of distinguished law enforcement experience, Wanda is a proven subject matter expert in the field of transportation security who skillfully and collaboratively drives initiatives within high-risk, high demand, large city, and multi-county environments.

Sandra Bethea- A Los Angeles native, Sandra is results-driven and community focused when it comes to project management, strategic planning, evaluation, and community development planning. She has over 20 years of multifaceted social service and leadership experience in developing community-based programs, strategic planning, program evaluation and fiscal management in the areas of transit operations, safety and security, education, and health equity.

Edna Parra- As program manager, communications and community engagement expert, Edna has led community committees and a coalition throughout her career - from education to health care and now for public safety - her strong relationship-building and communication skills have led her to build strong committees that drive change. Edna currently serves as the PSAC Coordinator for Capital Metro in Austin, Texas.

Bill Greene- Bill has over 31 years' experience in local government auditing. He is currently the City Auditor for the City of Tempe, AZ where he manages an office that conducts audits, consulting engagements and investigations for city policy makers and stakeholders. Prior to his appointment in Tempe, he was the City Auditor for the City of Phoenix where he had a 28-year career managing and conducting audits of all City operations, including public safety.

Herbert W. Franklin- Lieutenant Colonel Franklin is a LAMETRO transit commuter who resides in Long Beach, California. He brings technical, community, and leadership insights to the panel as a Acquisition Program Strategist for Air Force Launch Enterprise Directorate for Mantech International and over thirty years of leadership and service as the Sr. Contracting Management Officer for the Pacific Command.

Alfred Rodas (Technical Advisor)- Alfred Rodas is a Senior Director with Metro's Management Audit Services Division. Mr. Rodas is a Certified Public Accountant, a Certified Internal Auditor, and has worked in local government in Los Angeles for over 20 years.

ADDENDA H

Summary of Metro Costs

Public Safety Advisory Committee

Impact Evaluation Report

ADDENDA H

Summary of Metro Costs Associated with Supporting the PSAC

Metro Staff Costs (April 21 - April 22)	
PSAC General Committee Meetings: 25 meetings	\$28,442.50
PSAC Ad-Hoc Subcommittee Meetings: 64 meetings	\$45,437.76
PSAC OCEO Weekly Check-In: 36 meetings	\$7,561.98
Metro + PSAC Facilitator Weekly Check-In: 56 meetings	\$26,505.36
PSAC Project Team: 56 weeks	\$157,458.56
Subtotal: Metro Staff Costs	\$265,406.16
Other Costs:	
Facilitator Contract Value	\$371,020.60
Translation Services	\$23,156.25
PSAC Member Compensation – Regular Rate	\$89,370.00
PSAC Member Compensation – Alternate Rate	\$15,924.00
Subtotal: Other Costs	\$499,470.85
Projected Total (see note 1 below)	\$764,877.01

Public Safety Advisory Committee

Impact Evaluation Report

PSAC Staff Labor Costs				Summary					
PSAC General Committee Meetings				PSAC					
Personnel	Hourly Salary (Mid-Point)	Hours	Total	Staff Hours	Staff Cost	# of Meetings/Weeks	Staff Hours Total	Staff Cost Total	
Manager of Transportation Planning	\$56.78	2	\$113.56	PSAC General Committee Meetings: 25 meetings (April 21 - April 22)	12	\$1,137.70	25	300	\$ 28,442.50
Chief Safety Officer	\$134.06	2	\$268.12	PSAC Ad Hoc Subcommittee Meetings: 64 meetings (April 21 - April 22)	7.5	\$ 709.97	64	480	\$ 45,437.76
Executive Officer, SSLE	\$55.54	2	\$191.08	PSAC CEO Weekly Check-In: 36 meetings (Aug 21 - April 22)	2	\$ 210.06	36	72	\$ 7,561.98
Chief of Staff	\$110.05	2	\$220.10	Metro + PSAC Facilitator Weekly Check-In: 56 meetings (April 21 - April 22)	5	\$ 473.31	56	280	\$ 26,505.36
Sr Dir Special Projects	\$76.88	2	\$153.76	PSAC Project Team: 56 weeks (April 21 - April 22)	68	\$ 2,811.76	56	3,808	\$ 157,458.56
Deputy Chief of Staff	\$55.54	2	\$191.08					4,940	\$ 235,406.16
	Labor per meeting:	12	\$1,137.70						
PSAC Ad Hoc Subcommittee Meetings									
Personnel	Hourly Salary (Mid-Point)	Hours	Total						
Manager of Transportation Planning	\$56.78	1.5	\$85.17						
Chief Safety Officer	\$134.06	1.5	\$201.09						
Chief of Staff	\$110.05	1.5	\$165.08						
Sr Dir Special Projects	\$76.88	1.5	\$115.32						
Deputy Chief of Staff	\$55.54	1.5	\$143.31						
	Labor per meeting:	7.5	\$709.97						
PSAC CEO Weekly Check In									
Personnel	Hourly Salary (Mid-Point)	Hours	Total						
Manager of Transportation Planning	\$56.78	0.5	\$28.39						
Chief Safety Officer	\$134.06	0.5	\$67.03						
Chief of Staff	\$119.22	0.5	\$59.61						
Sr Dir Special Projects	\$110.05	0.5	\$55.03						
	Labor per meeting:	2	\$210.06						
Metro + PSAC Facilitator Weekly Check In									
Personnel	Hourly Salary (Mid-Point)	Hours	Total						
Manager of Transportation Planning	\$56.78	1	\$56.78						
Chief Safety Officer	\$134.06	1	\$134.06						
Chief of Staff	\$110.05	1	\$110.05						
Sr Dir Special Projects	\$76.88	1	\$76.88						
Deputy Chief of Staff	\$55.54	1	\$55.54						
	Labor per meeting:	5	\$473.31						
PSAC Project Team									
Required Personnel	Hourly Salary (Mid-Point)	Hours/Wk	Total						
Manager of Transportation Planning	\$56.78	20	\$1,135.60						
Admin Analyst	\$34.92	40	\$1,396.80						
Admin Analyst	\$34.92	8	\$279.36						
	Labor per week:	68	\$2,811.76						

ADDENDA I

PSAC Charter



**LOS ANGELES COUNTY
METROPOLITAN TRANSPORTATION
AUTHORITY**

**PUBLIC SAFETY ADVISORY
COMMITTEE**

(PSAC)

CHARTER & BY-LAWS

Los Angeles County
Metropolitan Transportation Authority

PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)



This page is intentionally left blank

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

Section 1 Revision Record

Revision date	Draft #	Pages/sections affected	Comments
5/12/2021	1.1	Pg. 16, Sec. VI.C "Voting"	Updated section to reflect the process agreed to by committee members during Meeting #3.
5/27/2021	1.2	Pg. 7, Sec. 4 – "Policy Statement and Executive Approval," Paragraph 4.	Suggestions were incorporated in part. The final policy Statement will be reviewed by the incoming Metro CEO and represents Metro's executive vision of the role, function and purpose of the PSAC as Metro's executive leadership is tasked with implementing Metro Board Policy.
6/3/2021	1.3	Pg. 17, Article X, "Amendments to Charter & Bylaws."	Updated section to reflect the process agreed to by committee members during Meeting #5.

Section 2 Handling Instructions

1. The title of this document is the Los Angeles County Metropolitan Transportation Authority (LACMTA) Public Safety Advisory Committee '(PSAC) Charter & By-laws.'
2. This promulgation of this PSAC Charter & By-laws will occur subsequent to the review approval of the PSAC membership by a majority vote.
3. External requests for information related to this Charter & By-laws will be managed by Metro Records Management.
4. LACMTA is the Authority for this document, which will conform to Metro values, policies, and procedures. Any changes to this document will require the approval and sign-off by Metro's designated authorities described herein.
5. All recipients of this document should safeguard, handle, transmit, and store it in a manner that provides assurance that unauthorized persons do not gain access.
6. Requests for interpretation of this document, additional copies, and suggestions for changes should be addressed to the Metro System Security and Law Enforcement Department (SSLE):

2.1.1.1 *Executive Officer/Deputy Chief A.T. Greene*
System Security and Law Enforcement
213.922.2599
E-mail: GreeneA@metro.net

2.1.1.2 *Imelda Hernandez, Manager, Transportation Planning*
System Security and Law Enforcement
213.922.4848
E-mail: HernandezIm@metro.net

Section 3 Table of Contents

Contents

Section 1	Revision Record.....	4
Section 2	Handling Instructions.....	5
Section 3	Table of Contents.....	6
Section 4	Policy Statement and Executive Approval.....	7
Section 5	Charter & By-laws of the LACMTA.....	9
Article I:	Purpose.....	9
Article II:	Mission & Objectives.....	9
Article III:	Membership & Structure.....	11
Article IV:	Officers Establishing the PSAC Steering Committee (suggested).....	13
Article V:	PSAC Facilitator.....	14
Article VI:	Meetings.....	15
Article VII:	Training.....	16
Article VIII:	Metro Administrative Staff (MAS).....	17
Article IX:	Recommendations.....	17
Article X:	Amendments to Charter & By-laws.....	17
Article XI:	Powers and Exclusions.....	17
Exhibit 1.1-	Board Motion #35.....	18
Exhibit 1.2-	Board Motion #37.....	20
Exhibit 1.3-	Board Motion #37.1.....	22
Exhibit 1.4-	Board Motion #26.1.....	23
Exhibit 1.5-	Board Motion #26.2.....	25
Exhibit 2.1-	PSAC Organization Chart.....	28

Section 4 Policy Statement and Executive Approval

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within LA County. Professional and effective safety, security and law enforcement practices are essential considerations to this mission as it markedly impacts the customer experience. As security is a priority, reimagining public safety to ensure community engagement is also part of Metro's responsibility to ensure the highest practical level of safety for both passengers and employees.

On this matter, Metro fully embraces the creation of a Public Safety Advisory Committee (PSAC) recommended by the Metro Board of Directors in June 2020 and now effectuated by the promulgation of this PSAC Charter & By-laws. PSAC will support the creation of new ideas about how to provide effective security in transit and to reimagine approaches to public safety for maximum effectiveness. To promote an atmosphere of universal safety for all, the PSAC will provide a valuable community perspective, leading to direct recommendations to Metro.

Building on principles emanating from 21st Century policing pillars and focusing on community-oriented policing and a problem-solving approach, Metro will work with the PSAC to foster more opportunities to build trust with its ridership toward developing a community-based approach to public safety. By influencing programs, resource allocations, policies, training, education, and recruitment, the PSAC's contributions will support the enduring mission of instituting a security and law enforcement culture that denotes safety, respect, transparency, stark professionalism, and direct accountability in alignment with Metro's values.

As Metro continues to provide leadership in innovative and creative ways to meet the needs of its ridership community, the PSAC introduces an exemplary model for shaping transit security and represents a significant leap forward toward an improved customer experience.

[This executive approval will be subsequent to the ratification of this Charter and Bylaws by a majority vote of the PSAC.]

**APPROVALS:
SUBMITTED BY:**

Aston T. Greene Digitally signed by Aston T. Greene
Date: 2021.06.08 13:34:42 -07'00'

Aston T. Greene
Executive Officer/Deputy Chief
System Security and Law Enforcement

6/8/21

Date

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

REVIEWED BY:

Judy Gerhardt Digitally signed by Judy Gerhardt
Date: 2021.06.08 17:11:54
-07'00'

6/8/21

Date

Judy Gerhardt
Chief, System Security and Law Enforcement Officer
System Security & Law Enforcement

Jonaure Wisdom Digitally signed by Jonaure
Wisdom
Date: 2021.06.09 11:27:05 -07'00'

6/9/21

Date

Jonaure Wisdom
Chief Civil Rights Officer
Office of Civil Rights & Inclusion

Yvette ZR Rapose Digitally signed by Yvette ZR
Rapose
Date: 2021.06.09 12:55:51 -07'00'

6/9/21

Date

Yvette ZR Rapose
Chief Communications Officer
Communications

Elba Higueros Digitally signed by Elba Higueros
Date: 2021.06.10 14:48:57 -07'00'

6/10/21

Date

Elba Higueros
Chief of Staff (Interim)
Board Relations, Policy & Research

KeAndra Cylear Digitally signed by KeAndra Cylear
Dodds
Date: 2021.06.13 18:28:20 -05'00'

6/10/21

Date

KeAndra D. Cylear Dodds
Executive Officer, Equity and Race
Chief Executive Office

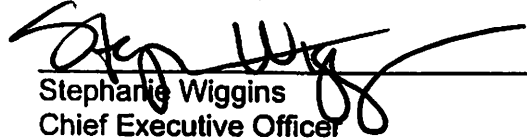
Aaron Weinstein Digitally signed by Aaron Weinstein
Date: 2021.08.14 14:18:35 -07'00'

6/14/21

Date

Aaron Weinstein
Executive Officer, Customer Experience
Chief Executive Office

APPROVED BY:


Stephanie Wiggins
Chief Executive Officer
LACMTA

6/30/21
Date

Section 5 Charter & By-laws of the LACMTA

Article I: Purpose

The primary purpose of the PSAC is to conduct an independent and impartial review of the 2020 Metro Board's Motions number 35, 37, & 37.1 (*Exhibits 1.1, 1.2, & 1.3*) and the subsequent 2021 Board Motions 26.1 and 26.2. (*Exhibits 1.4 & 1.5*) The PSAC will then provide recommendations related to the motions, which will advise the agency's response and progress toward meeting those delineated objectives.

Article II: Mission & Objectives

The mission of the PSAC, in accordance with its purpose, is to provide valuable and thoughtful community perspectives to Metro staff concerning safety, security, and law enforcement and its role in the public transit environment. The PSAC will address the Board's objectives, identified below, and work in collaboration with the Facilitator & Metro staff to provide recommendations to Metro staff to improve Metro's future safety, security and law enforcement program designs.

Objective 1

In partnership with the Office of Civil Rights & Inclusion, Executive Officer for Equity & Race, Communications, and the Executive Officer of Customer Experience, the PSAC will develop recommendations in support of 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
5. Education about and expansion of fare discount programs and fareless system initiative
6. Outreach and services for unhoused individuals
7. A shift of resources from armed law enforcement to the above strategies

Objective 2

Provide input when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal

Objective 3

Review the Customer Code of Conduct and provide feedback

Objective 4

Develop a new mission and values statement for transit policing

Objective 5

Respond to customer service surveys relating to safety and security

Objective 6

Board Motion 26.1 File #: 2021-0187:

Related to discussions on whether to amend Metro's existing Transit Law Enforcement Services contract, the Chief Executive Officer has recommended that even greater expectation be placed on PSAC members to meet over the next six months [April – October 2021] and present a set of recommendations on Transit Law Enforcement Services. *Due by October 31, 2021.*

Objective 7

Board Motion 26.2 File #: 2021-0190:

In relation to Metro's law enforcement contract and alternative investments in public safety strategies, develop and finalize PSAC recommendations for those alternatives, due by the end of the year in order to begin implementation by January 2022.

Objective 8

Board Motion 26.2 File #: 2021-0190 (Section A:1: f):

Recommendation for \$3 million for pilot safety strategies on board buses.

Objective 9

Board Motion 26.2 File #: 2021-0190 (Section A:2:3):

Recommendation for \$3 million for pilot homelessness strategies on board buses.

Objective 10

Board Motion 26.2 File #: 2021-0190 (Section C):

Provide program design and implementation feedback on all of the following initiatives:

1. \$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 San Francisco Bay Area Rapid Transit (BART) program
2. \$1 million for elevator attendants at stations
3. \$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
4. \$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
5. 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
6. \$2 million for short term shelter for homeless riders

FOR OFFICIAL USE ONLY (FOUO)

LACMTA Public Safety Advisory Committee

7. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services
8. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness

In support of achieving these objectives, the Facilitator will provide a 'master workplan' to aid the PSAC in meeting these expectations and providing the deliverables in the form of recommendations.

Article III: Membership & Structure

- A. **Community Members:** The PSAC will consist of fifteen community members with three ex officio (non-voting) Metro employees who regularly ride Metro's system and/or possess a demonstrative affiliation with the Metro system and can provide substantive input to the PSAC deliberations. Metro Administrative Staff (MAS) has facilitated and will continue to facilitate the membership process. The MAS will ensure that it is consistent with the Board's guidance that it is representative of advocates for racial justice, equitable transportation, and/or public safety reform, law enforcement experts, mental health providers, or experts, and/or social service providers or experts. Incorporating the existing Community Safety & Security Working Group, the selection of the PSAC membership will underscore diversity and inclusion of both observable and non-observable characteristics of ridership demographics to maximize ridership representation. MAS will complete the initial application and selection process with these intentions, and the PSAC membership will be actively in place by April 30, 2021.
 - a. **Alternate members:** MAS will select a group of non-voting 'alternate members' consisting of three community members and two Metro employee members who will support the PSAC membership in the event of vacancies due to resignation or removal from the PSAC.
- B. **Prohibitions on Membership:** No member of the PSAC can hold any public office or be a candidate for any public office. No member of the PSAC shall be a relative of Metro from the departments represented by the Metro Administrative Staff.
- C. **Voluntary:** Participation on the PSAC is voluntary. *PSAC Membership will be eligible for stipends, consistent with Metro's policies for financial support for external committee involvement. (Metro employees serving ex officio are required to arrange for participation logistics [i.e., compensation, schedules, etc.] through their management.)* PSAC members will not be reimbursed for costs and expenses connected with their participation on the PSAC, except that PSAC members will be offered a Metro TAP card that is reloaded monthly with funds to be used for travel to/from PSAC meetings or other duties associated with PSAC activities.
- D. **Attendance & Tardiness:** If a PSAC member has more than three unexcused

FOR OFFICIAL USE ONLY (FOUO)

LACMTA Public Safety Advisory Committee

absences in a row, the PSAC Facilitator shall notify MAS. An unexcused absence is an absence that is unanticipated and with no communication to PSAC membership or the MAS. MAS will consider these unexcused absences to be an effective resignation from the PSAC and shall nominate a new member to fill the vacancy on the PSAC from alternates. Tardiness shall be considered being unavailable for PSAC meetings after fifteen minutes of beginning the meeting. Three incidents of tardiness will be administratively equivalent to one unexcused absence.

- E. **Training:** All PSAC members shall successfully complete any training requirement by Metro as a condition for membership on the PSAC. Training curriculums and guidance will be provided in addition to any support required to assist PSAC members in achieving completion.
- F. **Conflicts of Interest:** PSAC members shall avoid conflicts of interest. PSAC members shall not participate in, vote on, or otherwise influence any decision in which they have a conflict of interest. PSAC may also adopt a code of conduct for its members consistent with this section.
- G. **Terms & Conditions:** The term of the PSAC and its membership shall be from March 31, 2021, until June 30, 2022. PSAC membership may be exposed to 'Sensitive Security Information (SSI),' and therefore will be required to sign Non-Disclosure and Confidentiality Agreements.
- H. **Removal and Resignation:** A PSAC member may be removed from the PSAC for the following reasons as determined by a majority vote of the PSAC membership: (a) misconduct, including without limitation harassing or abusive behavior toward other PSAC members or Metro employees; (b) being neglectful of his/her PSAC assigned duties; (c) being excessively or unjustifiably absent or late for PSAC meetings; (d) misconduct outside his/her duties as a member of the PSAC which brings ignominy to the PSAC and/or Metro; or (e) releasing unauthorized or Sensitive Security Information (SSI) to the public or anyone outside of the PSAC or violating the PSAC NDA; or (f) violation of established PSAC codes of conduct. The Facilitator and/or the MAS may immediately remove a PSAC member pending the vote of the PSAC membership. The CEO will have the final Authority for review if appealed through a request from the PSAC membership, Facilitator or MAS.

Any member of the PSAC may resign from the PSAC at any time by delivering written and signed notice of the resignation to the PSAC Facilitator or Metro Administrative Staff. The resignation shall be effective upon receipt.

- I. **Structure:** To foster membership collaboration, networking, and facilitated discussion, but with gravitation toward PSAC objectives and deliverables, a Matrix

FOR OFFICIAL USE ONLY (FOUO)

LACMTA Public Safety Advisory Committee

organization structure is established. This structure will support ease of communication and open discussion but will emphasize efficiency. The Matrix structure of the PSAC will support adherence to the Brown Act [see Article VI] and a professional facilitator with key functions supported by MAS. Components of the PSAC organization structure shall include but is not limited to the following:

- a. **Metro Administrative Staff (MAS)** including representatives from the following departments:
 - i. Chief of Staff
 - ii. Chief Policy Officer
 - iii. Chief Communications Officer
 - iv. Chief Civil Rights Officer
 - v. Chief of System Security & Law Enforcement Officer
 - vi. Executive Officer of Equity & Race
 - vii. Executive Officer of Customer Experience
 - viii. Executive Officer/Deputy Chief of SSLE
 - ix. Deputy Executive Officer of Community Relations
 - x. Deputy Executive Officer of SSLE
 - xi. PSAC Coordinator
- b. **PSAC Facilitator**
- c. **PSAC Steering Committee [See Article IV] (suggested):**
 - i. Chair
 - ii. Vice-Chair
 - iii. Secretary
- d. **PSAC Teams (suggested)**
 - i. Board Motions Review & Recommendations
 - ii. Law Enforcement & Security Resources
 - iii. Outreach to People Experiencing Homelessness
 - iv. Alternatives to Law Enforcement
 - v. Transit Spaces, Ambassadors & Vending & Public Education
 - vi. Code of Conduct

*(*Teams are subject to the approval of the PSAC membership)*
- e. **PSAC Ad Hoc Committees (suggested)**

(As determined by the PSAC membership, Ad Hoc Committees may be formed to study and make recommendations on a specific issue or take a specific action on behalf of the PSAC. [see Exhibit 2.1 PSAC Organizational Structure])

Article IV: Officers Establishing the PSAC Steering Committee (suggested)

This Charter establishes the PSAC Steering Committee, which is a standing committee responsible for ensuring the PSAC purpose and mission are achieved. The Officers' duties are described as follows:

FOR OFFICIAL USE ONLY (FOUO)

LACMTA Public Safety Advisory Committee

- 1) Chairperson:** The Chairperson shall preside at all meetings of the PSAC and shall exercise and perform the functions and duties as may be assigned by the PSAC and prescribed herein. (In the absence of the Chair, the Vice-Chairperson will preside at all meetings and/or can assist the Chair in this function as requested.) The Chair shall be responsible for ensuring that the PSAC purpose and objectives remain the focus of PSAC functions toward recommendations.
- 2) Vice-Chairperson:** The Vice-Chairperson shall perform the duties of the Chairperson in his or her absence, and when so acting shall have all the powers of and be subject to all the restrictions of the Chairperson. The Vice-Chairperson shall also support functions assigned by the Steering Committee.
- 3) Secretary:** The Secretary shall support the Facilitator as necessary to keep the meeting's agenda moving forward. The Secretary will ensure adherence to the Brown Act requirements and associated parliamentary rules during meetings to assist the Facilitator with public comments and related activities for the PSAC.

Article V: PSAC Facilitator

The PSAC Facilitator shall serve in support of the PSAC and will report directly to the MAS, who will manage and administer the Facilitator's contractual obligations and scope of work. Until the establishment of the PSAC Steering Committee, the Facilitator will fulfill all functions as necessary to support the PSAC purpose and mission. The Facilitator will serve as the central point of contact between the PSAC and MAS and shall remain accessible to the PSAC members during regular business hours, providing functional duties including, but not limited to the following:

1. Support with coordinating transit, public safety, and law enforcement training and education for PSAC membership; and all application documents and required forms for record
2. Support updates on PSAC progress;
3. Establish a detailed workplan for PSAC to achieve their objectives
4. Provide technical writing and administrative support for PSAC activities (e.g., elections, reports, etc.) and documentation;
5. Serve as the central point of contact for both PSAC and Metro staff regarding any issues or concerns related to the PSAC (i.e., resource needs); and
6. Ensure professionalism, objectivity, business etiquette, and effective business meeting practices are maintained in adherence with this PSAC Charter & By-laws.

With marked impartiality, the Facilitator will support the development of the PSAC recommendations, the schedule to achieve those recommendations in written form, and provide regular progress updates to fulfill all contract obligations as directed by the MAS. The Facilitator will also be held accountable for PSAC adherence to this Charter & By-

laws.

The role of the Chair, Facilitator and Steering Committee shall not be in conflict but complementary. The Chair and Steering Committee will not encroach on the duties and responsibilities described in the Facilitator's scope of work, and where matters are not defined in the scope of work, it will devolve to the PSAC membership for determination.

Article VI: Meetings

A. Ralph M. Brown Act:

- a. All PSAC meetings shall be called, noticed, and conducted in the manner prescribed by Section 54952.3 of the Government Code (the Ralph M. Brown Act). In addition, 'Roberts Rules of Order' shall be the PSAC parliamentary authority for conducting official business (i.e., voting)
 - i. Note: The **Brown Act** mandates that agendas for regular meetings allow for two types of **public comment** periods. The first is a general audience comment period, which is the part of the meeting where the **public can comment** on any item of interest that is within the subject matter jurisdiction of the local agency. The second is affording the public to comment on specific agenda items. PSAC will support the public comment at the end of meetings and comment on each item once submitted in advance of the scheduled meeting in a manner prescribed by the Chair.
 - ii. All Public comments will be limited to one (1) minute per person.

B. Meetings, Agenda Notice, and Quorum: The PSAC shall hold a regularly scheduled meeting of the entire PSAC membership twice a month. The PSAC Steering Committee is the only standing committee established by this Charter & By-laws. All additional meetings (e. g., seminars, briefings, training, site-visits, sub-committee, and ad hoc committees) will be determined by the PSAC membership in coordination with MAS. All meetings should be scheduled based on the established calendar of monthly meetings to be communicated to the PSAC in advance.

- a. Agenda: All matters to be placed on the agenda for the bi-monthly PSAC meetings may be submitted or recommended to the Facilitator by any member of the PSAC for approval by the PSAC Steering Committee by ten business days before the meeting date and posted seventy-two hours before the meeting. Minimally, agenda items should include the following:
 - i. Call to Order
 - ii. PSAC Check-In
 - iii. General Public Comment
 - iv. Adjournment

LACMTA Public Safety Advisory Committee

- b. Quorum:** For the general PSAC meetings, a majority of the fifteen voting members (eight voting members) shall constitute a quorum. For the PSAC Steering Committee meetings, a majority of the Steering Committee (2 members) plus the Facilitator shall constitute a quorum for the transaction of business.
- C. Voting:** PSAC will make business decisions using a hybrid model that incorporates both consensus and majority rule decision making. The process steps are: (1) Discussion of the topic, (2) Proposal of an intervention, policy, or action (with this proposal coming from a PSAC ad-hoc sub-committee), (3) Testing for consensus using degrees of agreement, (4) Modifying the intervention, policy, or action if PSAC members raise concerns. (5) Finalizing this decision through a simple majority vote. (6) Reflecting on the decision later in the PSAC process, based on Metro Board action. ii) Step 6 "Reflect" to calibrate the PSAC's process based on Metro Board actions. The Facilitator shall ensure present and absentee votes are recorded in minutes and consistent with Brown Act stipulations and parliamentary procedure. In addition, a "minority report" will be drafted where dissenting opinions are recorded in the public record.
- D. Presence for a vote** shall be considered in person or in the approved virtual environment during a scheduled meeting, verified by Facilitator. LA Metro will take PSAC recommendations into account and will exercise the final executive decision model.
- E. Elections** The Facilitator will support the PSAC Steering Committee's election as the first order of business to be placed on the agenda at the earliest PSAC meeting. Subsequently, if applicable, all nominations and elections will occur so that the PSAC Steering Committee (if applicable) will be in place no later than the third PSAC regular meeting after the Charter and Bylaws are approved. A second election for all positions will be held again at the mid-point month of the PSAC term, or as determined by a majority of the PSAC and MAS.

Article VII: Training

PSAC members may be required to take relevant Metro training to support their PSAC commitments. The Facilitator will coordinate with the MAS for training requests and needs. The training will be determined as necessary by the MAS.

PSAC members may participate in site visits and other activities related to their duties in an effort to increase their understanding of the Metro environment, and these activities will be coordinated with the Facilitator and MAS.

Article VIII: Metro Administrative Staff (MAS)

The Metro Administrative Staff (MAS) shall support the PSAC and Facilitator to achieve the PSAC purpose and mission. The MAS will serve as the conduit for both the Facilitator and the PSAC for Metro resources and information. The MAS will be responsible for any and all communication with the Metro Office of the CEO and Metro Board of Directors related to the PSAC. The Facilitator reports to the MAS and/or their designee(s), who will receive the progress reports and regular updates about the PSAC to meet Board Report deadlines.

Article IX: Recommendations

All PSAC recommendations shall be consistent with established Metro Policies and Procedures and cannot depart from the scope of the Metro Board Motions that established the PSAC. Recommendations must be complicit with all laws and regulations that govern Metro and shall be risk-averse in the interest of Metro's patrons, employees, and assets. Recommendations will be developed as part of a documented and deliberative process with a majority vote recorded and submitted to the Facilitator, who will transmit them in a written report to the MAS. The implementation of recommendations will be evaluated by the MAS with a process for applicability, practicality, consequence management, piloting and/or testing opportunities, and overall suitability of the recommendations consistent with Metro's strategic priorities. Final recommendations of the PSAC go to the CEO for consideration. After evaluating, she may forward some, maybe all, for Board adoption.

Article X: Amendments to Charter & By-laws

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.

Article XI: Powers and Exclusions

The PSAC is created and given provisional duties and responsibilities by terms of the Los Angeles County Metropolitan Transportation Authority Act. The PSAC shall, however, have no powers or existence separate or apart from that of Metro.

No member of the PSAC shall make representation to Metro or any other body or entity, public or private, as representing the PSAC or Metro unless specifically authorized by a majority vote of the PSAC or the PSAC Steering Committee with concurrence from the MAS.

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

Exhibit 1.1- Board Motion #35



Metro

Board Report

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

File #: 2020-0419, File Type: Motion / Motion Response

Agenda Number: 35.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
JUNE 18, 2020**

Motion by:

DIRECTORS HAHN, SOLIS, and BUTTS

Report Back on Use of Force Policy followed by Metro Policing Contractors and Employees

On May 25, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. While Floyd was handcuffed and pinned to the ground, Minneapolis police officer Derek Chauvin knelt on his neck for nearly nine minutes as Floyd pleaded and repeatedly told Chauvin and three onlooking officers that he could not breathe before losing consciousness. He was pronounced dead one hour later. Video of George Floyd's death has sparked protests nationwide over police use of force and the growing list of unarmed black men and women who have been killed by law enforcement in this country.

Research has shown that concrete changes made to department policy and training can result in decreased uses of force by law enforcement officers. The organization "Campaign Zero" has identified eight use of force policies that have been shown to reduce the number of officer-involved killings. These policy reforms include:

- 1) Requiring officers to de-escalate situations, when possible, before using force
- 2) Using a Force Continuum or Matrix that defines and limits the types of force that can be used to respond to specific types of resistance
- 3) Restricting, or prohibiting, the use of chokeholds, strangleholds, and carotid restraints
- 4) Requiring officers to give a verbal warning before using deadly force
- 5) Prohibiting officers from shooting at people in moving vehicles unless the person poses a deadly threat
- 6) Requiring officers to exhaust all other reasonable alternatives before resorting to using deadly force
- 7) Requiring officers to intervene to stop another officer from using excessive force
- 8) Requiring comprehensive reporting that includes both uses of force and threats of force

In the last two weeks, elected officials across the country, and across Los Angeles County, have committed to reviewing and updating the training and use of force policies followed by their policing

Metro

Page 1 of 2

Printed on 6/19/2020
powered by .org

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

File #: 2020-0419, File Type: Motion / Motion Response

Agenda Number: 35.

departments as a first step of many towards criminal justice reform.

In 2017, Metro entered into a multi-agency policing partnership with the Los Angeles County Sheriff's Department, Los Angeles Police Department, and the Long Beach Police Department to increase the number of police on the Metro system in order to deter criminal activity on Metro buses and trains. In addition to the presence provided by this partnership, Metro also employs Metro Transit Security Guards (TSOs) and contract security personnel.

While law enforcement agencies play an important role in protecting public safety, it is imperative that Metro review the use of force policies that the agencies we contract with and guards we employ follow, in order to protect the lives of the transit riders that they encounter.

Los Angeles County is in the process of transitioning to a care-based model that addresses the root causes of social problems. Metro in turn has begun incorporating input from its Executive Officer of Equity and Race and its Office of Civil Rights in its transit safety and security operations. However, the expiration of the current policing contracts in two years provides Metro with both the time and opportunity to clarify what is reasonable to expect from law enforcement on our systems in the future. For instance, we can do a better job helping to connect our unhoused Angelenos to services without dehumanizing or criminalizing them. It is worth considering whether this is an appropriate function for law enforcement at all, or if this role could be better served by other unarmed professionals like mental health experts and homeless service providers.

Our budgets and our contracts are statements of our values. It is important to clearly define and codify the expectations that Metro has of our law enforcement partners to uphold the dignity and safety of all Metro passengers.

SUBJECT: REPORT BACK ON USE OF FORCE POLICY FOLLOWED BY METRO POLICING CONTRACTORS AND EMPLOYEES

RECOMMENDATION

APPROVE Motion by Directors Hahn, Solis, and Butts that the Board direct the Chief Executive Officer in conjunction with the Chief of Metro's Systems Security and Law Enforcement, Executive Officer of Equity and Race, and Office of Civil Rights, to report back to the Board in 90 days with the following:

- A. A review of the training and use of force policies followed by our policing partners and security contract personnel;
- B. A review of training and use of force policies for our Metro Transit Security Guards and provide reform recommendations; and
- C. Recommendations on how to further reform policing at Metro and reallocate resources for homelessness outreach and services in preparation for the expiration of existing policing contracts.

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

Exhibit 1.2- Board Motion #37



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 multi-agency 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,

Metro

Page 1 of 2

Printed on 6/19/2020
Generated by L. Espinoza

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

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

Agenda Number: 37.

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.

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

Exhibit 1.3- Board Motion #37.1



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.

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

Exhibit 1.4- Board Motion #26.1



Metro

Metro

Board Report

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

File #: 2021-0187, File Type: Motion / Motion Response

Agenda Number: 26.1.

**REGULAR BOARD MEETING
MARCH 25, 2021**

Motion by:

DIRECTORS MITCHELL, GARCETTI, SOLIS, KUEHL, AND DUPONT-WALKER

Related to Item 26: Transit Law Enforcement Services

Metro's efforts to reimagine public safety requires the expertise of its riders. Members of the newly formed Public Safety Advisory Committee (PSAC) will provide their time in meetings and reflection outside of meetings to make recommendations about the future of public safety. Metro should ensure that members of this committee are appropriately compensated for their time, as it should with other areas of expertise.

Related to discussions on whether to amend Metro's existing Transit Law Enforcement Services contract, the Chief Executive Officer has recommended that even greater expectation be placed on PSAC members to meet over the next six months and present a set of recommendations on Transit Law Enforcement Services. The justification for compensation and appropriate resourcing is stronger than ever. We stress the urgency of this action, as PSAC intends to hold its first meeting in April 2021.

Moreover, PSAC is but one of many advisory committees that Metro convenes to seek expertise from its ridership and broader community. Compensating advisory committee members - in some way - means that more people can participate, including people who are most reliant on Metro services. This aligns with Metro's efforts to fix racial and income inequities across the region. Metro must prioritize compensating expertise across the Agency, in accordance with its values. For these reasons, Metro should take a broader reevaluation of if and how advisory committees should be compensated, including but not limited to stipends, reimbursements, and other potential forms of compensation.

SUBJECT: AMENDMENT TO TRANSIT LAW ENFORCEMENT SERVICES

RECOMMENDATION

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

A. Report to the Operations Committee in April 2021 on a plan to reasonably compensate members of the Public Safety Advisory Committee, including but not limited to options for stipend,

Metro

Page 1 of 2

Printed on 3/25/2021
powered by .nrgator™

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

File #: 2021-0187, File Type: Motion / Motion Response

Agenda Number: 26.1.

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

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

Exhibit 1.5- Board Motion #26.2



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

Metro

Page 1 of 3

Printed on 3/25/2021
powered by .gov

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

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

Agenda Number: 26.2.

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

FOR OFFICIAL USE ONLY (FOUO)
LACMTA Public Safety Advisory Committee

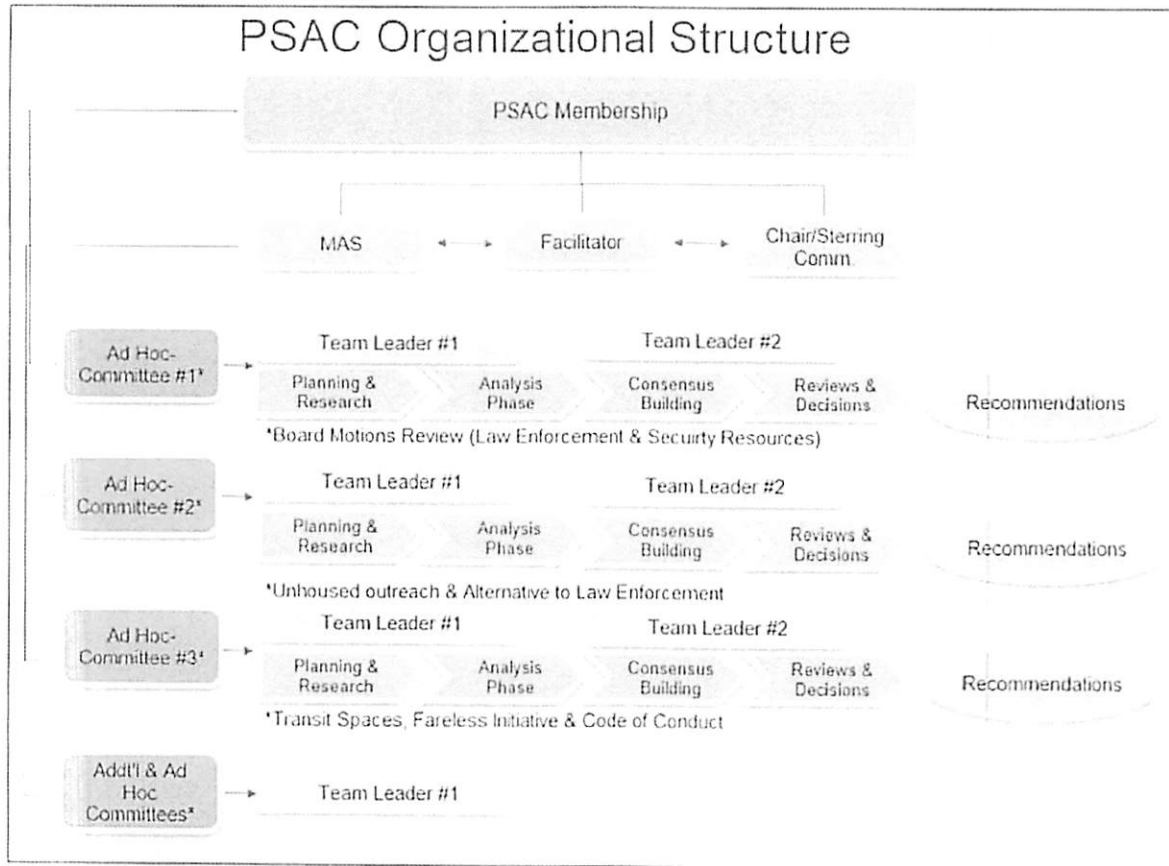
File #: 2021-0190, File Type: Motion / Motion Response

Agenda Number: 26.2.

enterprises in the above initiatives.

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

Exhibit 2.1- PSAC Organization Chart





Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

ATTACHMENT C – REVISED APPLICATION

**Transit Public Safety Advisory Committee
(PSAC)
Membership Application**

Thank you for your interest in Metro's **Transit Public Safety Advisory Committee (PSAC)**. We are looking for individuals who regularly ride Metro's system, and who are committed to ensuring that Metro follows best practices for providing a service by which its customers feel and are safe **consistent with Metro's Public Safety Mission Statement to "safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience"** Advisory Committee members should bring relevant knowledge **as riders or** ~~and expertise~~ **experts** ~~as residents, advocates for~~ **in** racial justice, **equitable transit,** ~~and/or~~ public safety reform, law enforcement ~~experts,~~ **victim's rights,** mental health ~~providers or experts,~~ **homelessness,** and/or social services ~~providers or experts.~~ **Metro is particularly seeking to ensure that the perspectives of youth, women, seniors and those with disabilities are represented.**

The Committee will help facilitate a community-based approach to public safety on Metro's transit system. *Please note, members serving on the PSAC are not required to be U.S. citizens.*

We appreciate your willingness to give of your time and expertise to this important work and thank you for being a part of the movement to continually ensure that Metro provides a world-class transportation for all.

The following voluntary information is requested for the LACMTA Transit Public Safety Advisory Committee application process only. This information is not collected for any employment purpose and will be confidential and maintained in compliance with applicable California law.

First Name: _____ Last Name: _____

Street Address: _____

City: _____ Zip Code: _____

Phone: _____ Email: _____



Metro™

1. Which of the following best describes you? Check all that apply.

Ethnicity:

- ☐ Asian/Pacific Islander
- ☐ Black/African American
- ☐ Caucasian
- ☐ Hispanic/Latinx
- ☐ Native American
- ☐ Other

Annual Income:

- ☐ Less than \$30,000
- ☐ \$30,000 to \$60,000
- ☐ More than \$60,000

**Are you a person with a
disability(s)?**

- ☐ Yes
- ☐ No

Age:

- ☐ 16-24
- ☐ 25-39
- ☐ 40-60
- ☐ 60+

Housing Status:

- ☐ Homeowner
- ☐ Unhoused
- ☐ Renter
- ☐ Other

Sexual Orientation:

- ☐ Heterosexual or straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Other
- ☐ Decline
to State

Gender:

- ☐ Male
- ☐ Female
- ☐ Non-binary



Metro™

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

2. Are you affiliated with any organizations?

☐ No ☐ Yes, please provide name: _____

3. ~~In 2019,~~ on average, how often ~~did~~ do you ride Metro buses or trains?

- | | |
|---|--------------------------|
| ☐ Every day or most days | A few times per year |
| ☐ At least once a week | Once a year or less |
| ☐ At least once a month | Never |
| | ☐ |

If you do ride, which lines do you ride most often?

4. Do you have any relationships (professional, financial, or otherwise) that may present a potential conflict of interest in working with Metro or the Public Safety Advisory Committee?

5. Experience and Interest

a. Please select the area(s) of interest or experience.

- | | |
|--|--|
| ☐ <u>Seniors</u> | ☐ Racial justice |
| ☐ <u>Youth</u> | ☐ Social services |
| ☐ <u>Mental Health</u> | ☐ Homelessness |
| ☐ Law enforcement | ☐ <u>Women &</u> |
| Public safety | <u>Girls</u> |
| Public transit and/or Equitable transit | <u>Accessibility</u> |
| Primary Transit User (Transit Dependent or Carless) | Other: _____ |



Metro™

b. Describe the experience, knowledge, technical skills, and/or education, professional or otherwise which you possess regarding the area(s) selected above. Please feel free to attach a resume.

6. Are you a current or former member of any other Metro advisory committees? If yes, please describe:

7. Please state your reason(s) for applying to the Public Safety Advisory Committee.

8. How can you contribute to the mission of the Public Safety Advisory Committee?



Metro™

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

9. What are your top goals for your tenure on the Public Safety Advisory Committee if your application is accepted?

10. Being a part of the committee means attending ~~regular~~ monthly meetings at least ~~until June 2022~~ for up to two years. Are you available to participate at this level?

11. Please provide any additional information you think will support your selection to serve on Metro's Public Safety Advisory Committee.

For any of the above questions, please feel free to attach additional page(s) if needed.

Note: It is important that you complete all parts of the application. If your application is incomplete, your application may not be accepted.

APPLICANT SIGNATURE: _____ DATE: _____



Metro™

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

How to submit your form and relevant attachments:

- 1) Email PSAC@metro.net
- 2) Mail: Los Angeles Metro
ATTN: Public Safety Advisory Committee
One Gateway Plaza, Mail Stop 99-25
Los Angeles, CA 90012-2952
- 3) Drop off at any of the following Metro Customer Care locations during operating hours:

Union Station/Gateway Transit Center

One Gateway Plaza
Los Angeles, CA 90012
Monday - Friday, 10am - ~~2pm~~ **6pm**

Baldwin Hills Crenshaw Center

3650 W. Martin Luther King Blvd., Ste. 189
Los Angeles, CA 90008
Tuesday - Saturday, 10am - ~~2pm~~ **6pm**

East Los Angeles Center

4501 B Whittier Blvd.
Los Angeles, CA 90022
Tuesday - Saturday, 10am - ~~2pm~~ **6pm**

Wilshire/Vermont Center

3183 Wilshire Blvd, Ste. 174
Los Angeles, CA 90010
Monday - Friday, 10am – ~~2pm~~ **6pm**

Rosa Parks Customer Center

Willowbrook/R P Station
11720 Wilmington Ave
Los Angeles, CA 90059
Monday - Friday, 6am –
6pm

Feel free to call (213) 922.4866 with any questions.



Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

Metro

Application period closes Friday, December 2, 2022
~~November 13, 2020~~

Public Safety Advisory Council Phase 2 Workplan

September 2022

- PSAC was established in June 2020 as a “**community driven perspective for the CEO to consult with when developing a new scope of services, budget and other provisions of the anticipated multi-agency policy contract renewal effort**”
- Over the past 18 months, **PSAC has provided guidance** on:
 - The development of a community-based approach to public safety,
 - The development of the multi-agency policing contract renewal,
 - The Customer Code of Conduct and Metro’s Public Safety Mission and Value Statements regarding public safety
 - The establishment of Metro’s Transit Ambassador’s program

- **Metro will benefit from continued external stakeholder perspectives** on how to implement alternatives to law enforcement and improve public safety.
- **The second phase of advisory committee work should build off Board feedback and WDC recommendations:**
 - Refine the selection process to ensure that the committee reflects the diversity of Metro riders and stakeholders
 - Facilitate a clear scope of authority and workplan; and
 - Establish a better-defined structure in place to support impactful meetings

Updated Selection Process

- ✓ Continue with **15 voting members**
- ✓ Stagger **2-year terms**
- ✓ **Work with community organizations and advisory councils** to help identify applicants
- ✓ **Update application** to provide clarity on the role, seek more diverse experiences and ridership patterns of the applicants

COMMITTEE COMPOSITION

- **5 Appointees** would be randomly selected from the original PSAC to carry forward the experience/perspective of the original committee
- **3 Ex Officio Members** would be Metro frontline employees
- **10 New Appointees** would be regular Metro riders, with a minimum of one individual representing each of the following categories:
 - Youth
 - Seniors
 - Individuals with Disabilities
 - Racial Justice
 - Equitable Transit
 - Mental Health
 - Social Services/Victims' Rights
 - Homelessness
 - Law Enforcement (not current sworn officers)

- The CEO will **establish priorities** in collaboration with the committee leadership
- Initial areas of focus could provide feedback regarding **promotion of the Transit App** to report safety concerns, how to ensure better **coordination amongst the various interventions**, and **address the areas of highest concern for riders** identified in the Metro 2021 Customer Survey, including:
 - Lighting and emergency call buttons at stations and bus stops
 - Staff who can assist people with disabilities
 - Social workers and mental health professionals; and
 - Transit Ambassadors
- **The Customer Experience Department (CX) will be the primary point of contact**

- **Regular updates** to the CEO and Quarterly Updates to the Board
- Regular **reviews** by the CEO
- **Timeframe** for Phase 2 Workplan Implementation:

October 2022 – Mid November 2022	• Outreach to stakeholder groups • Solicitation of new members through a public process • Solicitation of members of the original PSAC who would like to complete another term.
Mid November 2022 – Beginning of December 2022	• Vetting of candidates
December 2022	• Selection of candidates and notification of request to participate
January 2023	• First Committee meeting comprised of newly constituted membership



THANK YOU!
Q&A





Metro

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

Board Report

File #: 2022-0424, File Type: Oral Report / Presentation

Agenda Number: 45.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 15, 2022

SUBJECT: ORAL REPORT ON MICROTRANSIT

RECOMMENDATION

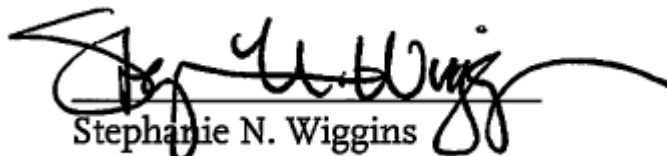
RECEIVE oral report on MicroTransit service update.

EQUITY PLATFORM

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

Prepared by: Rani Narula-Woods, Sr. Director, Special Projects, (213) 220-7940
Shahrazad Amiri, Deputy Chief of Operations, Shared Mobility, (213) 922-3061

Reviewed by:
Conan Cheung, Chief Operations Officer, Mobility Services & Development, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

Metro Micro Overview



Item Number



2020

- Metro Micro launches at the peak of the COVID-19 pandemic

2021

- Metro Micro expands, launching a total of 7 zones in a single calendar year

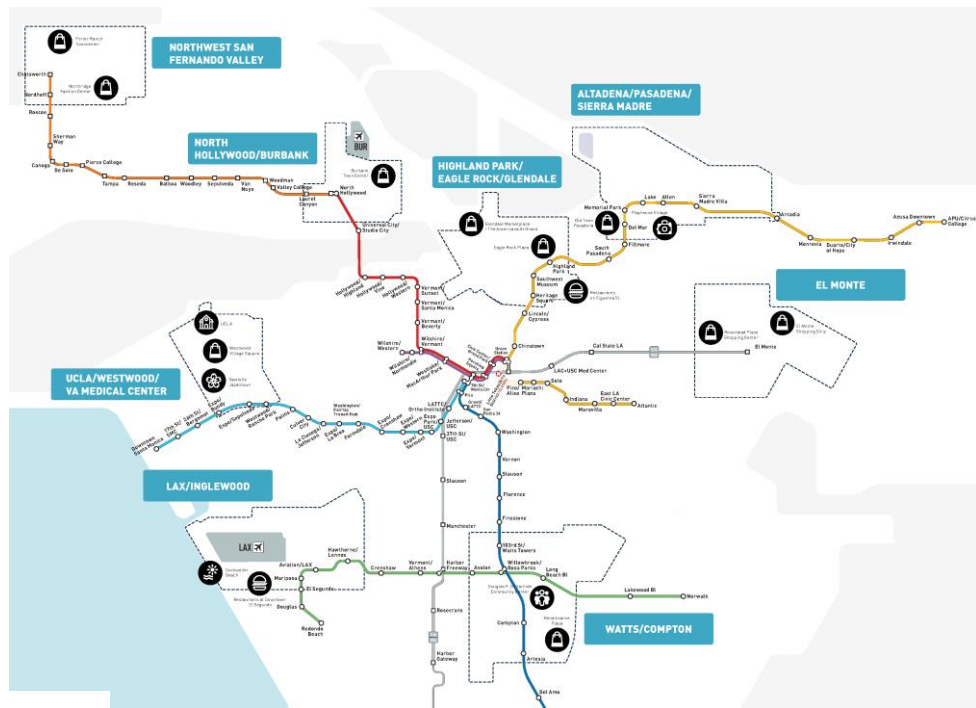
2022

- Metro Micro exceeds a half million trips in FY22

Today

- Metro Micro is the largest on-demand transit program in the U.S.

Metro Micro Zones



- ✓ With all initial Metro Micro Zones launched inclusive of 2022 Equity Focused Communities (EFCs), ongoing analysis is being conducted at the Zone level.
- ✓ Beginning in June 2022, business rules were adjusted on the software directly to help achieve KPIs, including: pooling trips to fixed-route stations and aggregating traffic at high-volume stops.
- ✓ As a result of Metro Micro prioritizing pooled rides and wait times to respond to excess demand, *In July 2022, excess demand was at 26.7%, down from 33.4% in March 2022.*

Key Performance Indicators & Measures



Zone-level	Measure	Y1 Target	10/2021	3/2022	7/2022
Ridership	Passengers per vehicle per hour	3	2.55	2.97	3.28
	Average number of trips per week on Micro by unique users	3	3.3	3.2	3.1
Customer Experience	Percentage of trips with a maximum wait time of 15 mins	75%	51%	70%	82.5%
	Percentage of excess demand (no ride available)	<10%	9.40%	33.40%	26.7%
	On-Time Performance (pick ups and drop offs)	75%	--	64.01%	78.3%

Project-level	Measure	Y1 Target	10/2021	3/2022	7/2022
Innovation	Launch six service zones testing a variety of use cases	6	8	8	8
	% of flexible operators per SMART-TD side letter	90%	10%	31%	47%
Customer Experience	Star rating from customer in Metro Micro mobile application (completed rides)	4.5 of 5 stars	4.80	4.85	4.86
Strategic Partnerships	Number of partnerships with health, transport and higher education institutions	2 per zone	1	5	6
Workforce Investment	Percentage of Micro frontline team members promoting throughout Metro	5%	2.2%	4.8%	5.8%
	Percentage of Micro frontline team members to stay with pilot for more than 1 year	50%	N/A	51.9%	65.8%

Initial Findings and Focus



- ✓ **Customer Satisfaction:** Metro Micro has been well received by customers with an average of 4.8 of 5 stars from those completing a ride. Collection of customer demographics and trip types is ongoing.
- ✓ **Iteration and Improvements:** Metro Micro has begun software adjustments to better respond to demand. Metro Micro is assembling a customer solutions team to prioritize improvements to the software. This will be comprised of frequent users and Metro Micro staff.
- ✓ **Workforce Retention and Satisfaction:** Metro Micro has trained and retained a frontline workforce through effectively establishing an innovative workplace culture which supports flexibility and career growth within the agency and the public sector. Surveys and focus groups show that 80% of Metro Micro Operators enjoy their work and 74% recommend seeking a job with the program to family and friends.
- ✓ **Cost Analysis:** In FY22, Metro Micro cost per trip was \$47.23, compared to FY22 Budget Book forecast of \$136.21. Of the 290,000 trips forecasted in FY22, Metro Micro exceeded these figures by delivering 503,122.
- ✓ **Pilot Evaluation:** Evaluation of the pilot will begin in Dec. 2022, at the two-year mark of service.



Board Report

File #: 2022-0500, **File Type:** Informational Report

Agenda Number:

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

SEPTEMBER 15, 2022

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Public Safety Report.

ISSUE

Metro's main priority is to provide a safe experience for riders and a safe work environment for employees. As noted in the 2021 Public Safety Survey, safety is a top concern for riders - about four-in-ten respondents who have reduced their Metro ridership cited their safety (not related to COVID) as a reason. Metro is researching, listening, and reassessing current safety programs, and launching new safety initiatives. This report provides a status update on these public safety initiatives.

BACKGROUND

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all who live, work and play within LA County. Metro has implemented several non-law enforcement initiatives aimed at improving public safety, as well as providing riders with the tools to report crime and foster an environment where they are empowered to look out for themselves and each other. The Chief Safety Office continues to incorporate information from surveys, customer complaints, and physical security assessments, amongst others, to analyze a wide array of safety-related issues. Using this information, Metro will formulate solutions to problems, anticipates future issues, and develops programs and initiatives for areas needing improvement.

DISCUSSION

The Chief Safety Office is responsible for the strategic and cohesive deployment of Transit Security, private security, and law enforcement personnel. Through their collaboration, they focus on increasing their presence in the system, protecting Metro riders, employees, and infrastructure, and conducting fare and code enforcement. Furthermore, the Chief Safety Office oversees safety programs and tools such as the *Respect the Ride* pilot, the Transit Watch app, the Public Safety Advisory Committee, and other efforts that are responsive to the security needs of riders and employees. The following initiatives outline the status of existing programs and the research efforts

for new initiatives.

RESPECT THE RIDE PILOT

Metro launched the Respect the Ride pilot at 7th & Metro Station on April 4, 2022. The mission is to use a multi-layered and comprehensive approach to increase safety and enhance the customer experience on the Metro system. PATH homeless outreach, custodians, Transportation Supervisors, Facilities Maintenance, Street Teams, Blue Shirts, Transit Security Officers, law enforcement, and TAP fare personnel work collaboratively to accomplish this goal.

Prior to the gates opening at our Respect the Ride stations, the PATH homeless outreach teams connect unhoused individuals with services and housing. Blue Shirts stand at the fare machines and assist riders with purchasing TAP cards, explain how to use the Transit app - Metro's official app - to plan transit trips and get real-time arrival estimates for buses and trains and provide information on Metro's Low-Income Fare and Easy (LIFE) Program. In addition, Metro Street Teams hand out masks.

Transit Security Officers have also been taking an "Inside Out" approach by riding the Red Line trains, providing visibility, and conducting fare and code of conduct compliance. Contract security officers were also deployed and have been providing guard presence near the ancillary entrances/doors.

The multi-layered approach between all Metro departments to increase safety has resulted in a dramatic change to include:

- According to Operations Management, custodians feel safer while conducting their duties. A detailed daily cleaning at 7th & Metro has transitioned to general maintenance.
- Staff's observational reports of loitering and unhoused sheltering on the system have decreased significantly.
- PATH Teams have handed out over 1,000 hygiene bags to unhoused individuals and have connected hundreds to housing resources.

The Respect the Ride efforts continue at Union Station and 7th/Metro Station. The program was recently expanded to MacArthur Park Station on August 15, 2022. This deployment is expected to last 30 days, Monday through Friday, from 6:30 am to 8:00 pm.

OPERATOR SAFETY

Bus/Rail Operator Assaults and Bus Boardings

In July, there were a total of seventeen (17) assaults on bus/rail operators, with eleven (11) assaults occurring in LAPD's jurisdiction and six (6) assaults occurring in LASD's jurisdiction. Furthermore, there were 17,154 bus boardings by LAPD officers and 4,001 bus boardings by LASD deputies.

The problem locations for the eleven assaults in LAPD's jurisdiction have been identified through

daily analysis. The assaults on bus operators were committed by different suspects and four of the suspects were arrested. Currently, there are no crime trends or patterns that have been identified by LAPD and LASD.

LAPD's Transit Services Division's (TSD) Special Problems Unit (SPU) Deployment

LAPD Transit Services Division's Special Problems Unit was tasked and deployed to address assaults committed against bus operators on July 11, 2022. The Operations department provided a list of 10 top bus lines having a high number of assaults and ridership recorded from a 16-month extraction period. In addition, a Tactical Operations plan was prepared by LAPD Transit Services Division and the Special Problems Unit was deployed to 9 out of the 10 lines identified. The mission concluded on July 25, 2022. It was discovered that the majority of Operator concerns were mainly focused on issues and disruptive behavior related to Metro's Customer Code of Conduct violations and fare evasion. Some of those disruptive behaviors or Customr Code of Conduct violations, such as having an open container, overlap as penal code violations and were addressed by law enforcement. However, addressing Code of Conduct violations and fare evasion would require the deployment of Transit Security Officers on the bus system.

In support of this effort, the Chief Safety Officer participated in a quarterly operations meeting at divisions to hear from bus operators directly about their safety concerns. As a result of their feedback, SSLE initiated the Respect the Ride Bus Officers Pilot on August 31st and placed Transit Security Officers on two bus lines to conduct fare enforcement.

UPDATES ON SAFETY PROGRAMS

Security Operations Control

The Security Control room at Union Station Gateway is in the process of being reconfigured and upgraded. The operational functionality will improve its usefulness and streamline its current operation. From the manufacturer's perspective, the current technical equipment has reached its end of life. The computers are over ten years old and will be replaced with current Metro standard computers. In addition, the video monitoring system does not lend itself well to swiftly switching and sharing views of notable situations.

The Security Operations Control (SOC) is essential for Transit Security operations. This upgrade will allow access to live video from anywhere Metro has cameras including our mobile platform. All archived videos can be accessed to review situations where video recording is critical for operations. In addition, Transit Security can run dispatch operations on behalf of the USG Emergency Operations Center when needed. The SOC is the coordination center for all task management and workflow for the Transit Security department. As such, it is vital for emergency and special events that the SOC be equipped with technology and equipment that efficiently and effectively drive Metro's coordination efforts. Technological upgrades to the SOC will allow Metro to achieve its top priority, which is the safety of our riders and employees. The System Security and Law Enforcement department is working continuously to ensure our customers and employees can ride and work safely, without fear, 100% of the time. The project's scope will be conducted in three phases and is scheduled to be completed by the end of the calendar year.

CCTV Upgrades

Metro is working on a Genetec prototype software solution to install 100 licenses to integrate with existing B Line station cameras. Genetec is a video management system (VMS) that seamlessly controls all video operations and allows rapid response to emerging situations within a single, modular platform. The Genetec VMS will allow users to efficiently manage and prioritize events such as critical area protection, perimeter protection, unauthorized access, and persons of interest.

Deployment Assessment: Ancillary Door Operations

In response to the security requests received from our frontline staff and to prevent ancillary intrusion/hatch alarms, on Friday, July 29, 2022, and Monday, August 1, 2022, contract security services (RMI) began to post contract security officers at all ancillary doors at the Red Line Westlake/MacArthur Park Station and Wilshire/Vermont Station respectively. The posting of contract security officers at every ancillary door is in response to excessive amounts of “hatch alarm” calls, trespasser calls, ancillary intrusion alarms, and clean-up requests. The contract security officers are posted at the ancillary doors 24 hours a day, seven days a week. Posting contract security officers at each ancillary door is a collaborative effort between Metro Transit Security, Facilities Maintenance, Maintenance and Engineering, Rail Communications, and several other Metro departments to ensure we are being responsive to our frontline workers’ requests.

City/County Prosecutors

Staff recently received notice that a Deputy District Attorney and a Los Angeles City Attorney have been assigned to Metro. As a result, our law enforcement partners can report to these Metro-designated attorneys for all Metro employee assaults. In addition, in coordination with the Metro Office of Inspector General, we are working on getting exclusion orders on repeat criminal and code of conduct offenders. This will also increase safety for our riders and employees.

NARCAN Program

Metro is pursuing a program that will properly train and equip Metro Transit Security Department personnel with NARCAN, so they can safely intervene when responding to a medical emergency of an opioid overdose. In August, staff met with CORE (Connecting to Opportunities for Recovery and Engagement) Center Services (LA County Department of Public Health) to discuss the potential of utilizing their services to implement a Transit Security NARCAN program. Following discussions, CORE requested an email outlining Metro’s needs/requests, which will be forwarded to their medical director for consideration. A response/update is still pending. Once approved, a timeline will be provided, and the next steps.

Furthermore, staff contacted LASD about initiating a NARCAN training program for Transit Security. A request to formalize an MOU was sent. Metro is awaiting a response; if approved, the process will take about 5-6 weeks to start training all Transit Security personnel. We will include a status update on this initiative when more information becomes available.

OFFICER HIGHLIGHTS

On July 28, 2022, LAPD officers assigned to Union Station observed a group of approximately 15 individuals who appeared to look lost as they walked back and forth inside the station. The officers approached the group and asked if they could assist them. While speaking with the group, officers learned that the group was Amish and had traveled to California from Ohio to seek “life-saving” medical treatment for one of their family members. The family had traveled across the country by train and were now attempting to locate transportation to the hospital. Realizing the family’s unfamiliarity with the area and our public transportation system, the officers offered to assist the family by providing them transportation to their destination.

COMMUNITY ENGAGEMENT

Public Safety Advisory Committee (PSAC)

In August, PSAC held one (1) General Committee meeting, one (1) Non-Law Enforcement Alternatives ad-hoc subcommittee meeting, and two (2) working sessions. The following recommendations were developed and discussed in these meetings: Public Safety Analytics & Bias-Free Policing Policies and Onboard Bus Safety Strategies (Attachment A). Furthermore, during both working sessions, committee members had the opportunity to provide feedback on future committee processes, lessons learned, as well as refining goals, and objectives.

EQUITY PLATFORM

Metro has been exploring new safety programs, including those beyond policing, to provide safe and clean transit service to riders. For example, NARCAN for Transit Security will equip officers with NARCAN, a life-saving drug. As a result, officers can intervene as bystanders with this extra layer of protection to assist individuals in need of immediate emergency treatment.

In recognition of leveraging our technology to enhance safety, the CCTV software upgrade initiative is a non-law enforcement alternative from which employees and riders can benefit. The CCTV software will help employees recognize emerging situations and prioritize events that compromise safety in the transit system. In addition, it will improve our customer service and response time.

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.

ATTACHMENTS

Attachment A - Onboard Bus Safety Strategies Recommendations
Attachment B - August 17, 2022, PSAC General Meeting Minutes
Attachment C - Systemwide Law Enforcement Overview July 2022
Attachment D - MTA Supporting Data July 2022
Attachment E - Transit Police Summary July 2022

Attachment F - Monthly, Bi-Annual, Annual Comparison July 2022

Attachment G - Violent, Prop, and Part 1 Crimes July 2022

Attachment H - Demographics Data July 2022

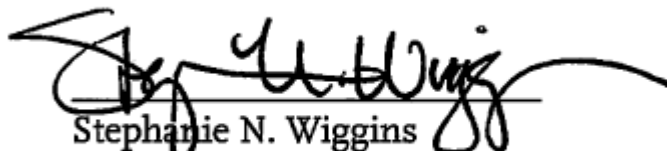
Attachment I - Bus & Rail Operator Assaults July 2022

Attachment J - Sexual Harassment Crimes July 2022

Prepared by: Andrew Black, Deputy Chief Officer, System Security, and Law Enforcement, (213) 922-2771

Imelda Hernandez, Manager, System Security, and Law Enforcement, (213) 922-4848

Reviewed by: Gina Osborn, Chief Safety Officer, Chief Safety Office, (213) 922-3055



Stephanie N. Wiggins
Chief Executive Officer

Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

MEMO

Date: August 26th, 2022

To: Metro Office of the Chief Executive Officer

From: Public Safety Advisory Committee (PSAC)

Re: Outcomes from the August 17th, 2022, General Committee meeting - Recommendations on Onboard Bus Safety Strategies

During the August 17th, 2022, Public Safety Advisory Committee (PSAC) meeting, the advisory body held a vote to approve the following:

- A proposal to approve the draft [Recommendations on Onboard Bus Safety Strategies](#).

Below is a summary of the committee action:

- PSAC voted to approve a modified version of the Recommendations on Onboard Bus Safety Strategies. The vote was 9 “yes,” 0 “no,” and 0 “abstain” votes (Link: [Approved Recommendations on Onboard Bus Safety Strategies](#))

Proposal to Approve Recommendations on Onboard Bus Safety Strategies

The committee voted to approve a modified version of the recommendations. The final text is linked above, with modifications highlighted in green. The final text included the following modifications:

- Modify “deploy bus operators in pairs” to “use a buddy system that deploys vehicle operators with additional staffing support.”
- Add “LA County” as a potential partner to serve “unincorporated areas.”
- Add a recommendation calling for “modifications to the operator panic button.”
 - Additionally, members requested that this item be a “lower priority when compared to staffing and rider environment improvements.”

Recommendations on Onboard Bus Safety Strategies

About these Recommendations

This document lays out the Public Safety Advisory Committee's (PSAC, the committee) recommendations for strategies to improve bus operator and passenger safety on Metro. During internal focus groups and staff interviews, bus operators expressed concerns about their safety in the system, particularly after 3:00 p.m. and during nighttime service. Operators also reported that Code of Conduct violations are frequent and often go unaddressed. In response, Metro's board has allocated \$3M for onboard safety strategies, including CCTV, increased staff presence, and improved emergency communications protocols. The following recommendations include opportunities to improve bus operator security through non-law enforcement alternatives and other staffing solutions. The document also identifies opportunities to implement improvements to the design of buses and on-system communications infrastructure.

A Note on Deployment & Data

PSAC understands that the lines chosen for deployment of these onboard bus safety strategies will be primarily determined by the number of bus operator assaults, with additional consideration given to the number of Code of Conduct and fare enforcement violations. The committee recommends that Metro consider additional factors including the following: reviewing incident reports for contextual information on rider and operator assaults, bus service reliability and timing, and vehicle conditions in their analysis. Metro should review incident reports to understand the factors influencing assaults on drivers and passengers (e.g., inability to pay fares, passengers experiencing mental distress, etc.). They should use this context to determine the appropriate staffing response (e.g., considering fare-free options, enhanced presence, and flexible deployment of mental health service providers, etc.). Additionally, Metro should prioritize customer experience enhancements on priority bus lines, focusing on enhancing reliability, delivering excellent customer service, providing real-time information, and ensuring cleanliness on vehicles and at stops.

Expanding the Scope of Public Safety Considerations

PSAC recommends that Metro considers customer experience, service improvements, and fareless transit programs as interventions that improve public safety on buses. Looking beyond the traditional security methods of staffing, physical interventions, and communication, focusing on improved service and rider satisfaction will greatly improve safety outcomes in the system. With fare collection being a key point of contention between riders and operators, the committee endorses a fareless transit program to eliminate that point of conflict. Additionally, this policy will assist low-income riders – the primary users of Metro transit – by improving access to jobs and recreation. Metro bus riders are more numerous and ride more miles than rail riders, at almost a 4:1 disparity during 2021.¹ Given that bus riders make up the core of Metro service, the agency should continue to prioritize working with local jurisdictions to implement bus-only lanes and dedicate internal resources for vehicle deep cleaning to meet the needs of their core ridership.

¹ Metro Ridership. (n.d.). Retrieved August 10, 2022, from <https://isotp.metro.net/MetroRidership/YearOverYear.aspx>

Staffing Strategies

PSAC has articulated the following recommendations to improve and expand staffing on Metro's bus routes. These recommendations will enhance safety for riders and operators and foster a rider culture as outlined in PSAC's [Mission, Vision, Values](#), and [Code of Conduct](#) documents:

- **Increased Staff Presence:** Currently, Metro's contract law enforcement partners deploy teams of officers to ride buses that are deemed priority safety concerns. However, these partners lack the resources to sufficiently cover the system. In keeping with PSAC's long-term vision to shift funding from law enforcement to non-law enforcement alternatives, the committee has identified opportunities to add Metro staff presence on buses to improve operator and rider safety.

PSAC recommends that Metro deploys a combination of the following solutions as appropriate: transit ambassadors, homeless outreach teams, mental health crisis response teams, unarmed Metro transit security officers, [and](#) social service providers. Increased uniformed staff presence can alleviate the stress felt by operators and reduce Code of Conduct violations. These employees can also act as a liaison between law enforcement in emergencies. [Metro may consider utilizing a "buddy system," where vehicle operators are consistently accompanied by a staff member from the applicable partner named above. In this "buddy system," those partners would be present throughout the driver's shift, rather than responding to incidents.](#)

Additionally, Metro's recruitment efforts for these positions should focus on reaching people who live in the communities served by priority bus lines, individuals involved with the justice system, veterans, and people facing barriers to employment.

- **Staff Training:** PSAC highlighted the need for staff on the system to be culturally competent, trained in de-escalation techniques, familiar with Metro's security ecosystem, and aware of how they interface with law enforcement. Cultural competency means that staff should be recruited from (or have an understanding of) the communities these bus lines serve. See recommendation #8 ["Acknowledging context for vulnerable transit riders"](#) from the Code of Conduct recommendations for further information on how the experience of public safety on transit differs for different population groups. To this end, the committee recommends that onboard bus staff are well-trained in de-escalation techniques that can be utilized in tense situations. Staff must also have a full understanding of Metro's security system and the roles of non-law enforcement alternatives and non-contracted law enforcement. Staff must be able to easily assess a situation and deploy the proper resources as needed.
- **Increased Partnerships with Cities and the County:** The Metro system extends through many cities across LA County. Recently, certain cities indicated their interest in partnering with Metro on contracted law enforcement duties. Rather than utilizing these cities' resources as law enforcement, PSAC recommends exploring partnerships between Metro and these cities to provide non-law enforcement staffing solutions. These partnerships would increase local staff presence along Metro's bus lines without expanding the law enforcement services from LAPD and LASD. [Additionally, Metro may consider partnering with LA County to provide services specifically for unincorporated areas.](#)
- **Customer-Centric Workforce:** Metro should train and foster a workforce with a strong culture of providing excellent customer service. However, this approach will only be achieved through high-quality jobs that offer competitive wages.

Physical Intervention Strategies

Making improvements to the environment on the bus and at stops will help improve safety and comfort for riders and operators. PSAC has articulated the following recommendations as physical interventions to improve onboard bus safety:

- **Improved Rider Environment:** The environment onboard a bus will impact the way riders interact with each other and the Metro system. Maintaining a clean bus can reduce anxiety and discomfort among riders, leading to improved perceptions of safety. PSAC also recommends that Metro improve the environment at bus stops to alleviate stress among riders; this includes well-maintained bus stops that have adequate lighting, shade structures, and benches.
- **Panic Button Modifications:** To modify the existing panic button for bus operators, Metro may consider including features that alert waiting bus riders, partners responding to incidents, and other relevant parties to incidents occurring on the vehicle. This could occur through messages on the bus destination sign, signal lights, or other visual notifications. It is important that these modifications do not exacerbate the unfolding situation and should be designed accordingly. However, the committee would like this strategy to be considered a lower priority than staffing and rider environment improvements.

Communication Strategies

PSAC has prioritized building a positive relationship between the public and Metro as a key safety strategy. PSAC has articulated the following recommendations as communication strategies to improve onboard bus safety and improve customer service:

- **Service Alerts:** PSAC has noted there have been instances of buses passing riders at bus stops because they are full. This may result in unhappy passengers when the next available bus arrives, increasing the likelihood of an incident. PSAC recommends developing or utilizing an existing application or alert system that will notify riders ahead of time whether a bus is unable to take on more passengers. Additionally, when a bus is unavailable, PSAC recommends offering an alternative mode of transport for riders (e.g., Metro Micro) to use.
- **Public Campaigns:** PSAC has highlighted an opportunity for Metro to build stronger relationships with bus riders through public campaigns and outreach. This includes getting to know routine commuters on bus lines to start a “Get to Know Your Rider” campaign. Additionally, PSAC recommends establishing a reward system by enabling Metro staff and security to recognize riders that are courteous and helpful. Through positive messaging and reinforcement, Metro can emphasize that bus safety is a collective responsibility.

Metro Public Safety Advisory Committee

General Committee Meeting #32

Meeting Summary

Wednesday, August 17th, 2022

5:00 – 7:00 p.m.

I. Call to Order

a. **Zoom Meeting Protocols**

- i. Facilitator Richard France called the meeting to order. Facilitator Dryjanski announced that Spanish and American Sign Language interpretation services would be available during the meeting.

b. **Agenda**

- i. Facilitator France reviewed the agenda for the meeting.

c. **Roll Call**

Present: Andrea Urmanita, Darryl Goodus, Glenda Murrell, Maricela de Rivera, Chauncey Smith, Esteban Gallardo, Scarlett de Leon, Clarence Davis, Constance Strickland, Florence Annang, Glenda Murrell, Mohammad Tajsar

Absent: Raul Gomez, Jessica Kellogg, Jose Raigoza, Sabrina Howard, Charles Hammerstein, Ma'ayan Dembo, Ashley Ajayi

d. **Approval of Meeting Minutes for 07/20/22**

- i. Committee members voted to approve the meeting minutes for the July 20th, 2022, General Committee meeting.
- ii. The meeting minutes were approved unanimously.

II. General Public Comment

The facilitators opened public comment. No comments were provided.

III. Discussion Items

Item 1: ACT-LA Activation Event Announcement

Scarlett de Leon (Alliance for Community Transit LA & PSAC) provided an overview of ACT-LA's upcoming event. The event is being held in partnership with Metro and LA County Supervisor Holly Mitchell's office.

- a. **Context setting:** Member De Leon provided an overview of the activation event. Located at the Compton station, the event will demonstrate community safety strategies through temporary environmental design strategies. It will also feature other tactics endorsed by PSAC such as station programming, public education campaigns, the presence of social services, notification of

- job opportunities, and other care-centered spatial tactics.
- b. Transit Ambassadors:** Metro staff shared that transit ambassadors will not be able to join the activation, but Metro will be providing “blue shirt” security staff instead.
 - c. Expanding program:** Member Garcia asked if the group was interested in conducting these events in other supervisorial districts.
 - i. Member De Leon replied that the goal is to have activations in every district but currently the organization needs to identify additional capacity and funding.
 - b. Volunteers:** Members Tajsar and Annang shared that they plan to volunteer to participate in the activation.

Item 2: Vote on the Public Safety Analytics and Bias-Free Policing Policy Recommendations

Committee members voted to approve these recommendations from the Non-Law Enforcement Alternatives ad-hoc committee.

- a. Context Setting:** Facilitator Dryjanski noted that the recommendations were discussed and modified during the 7/20 General Committee meeting but were not approved because the committee did not have the attendance to reach a simple majority in a vote.
- b. Voting Action**
 - i. The committee voted to approve the modified recommendations on Metro’s Public Safety Analytics and Bias-Free Policing Policy:
 1. Yes: 10 votes No: 0 votes Abstain: 0 votes
 2. The recommendations were approved.

Item 3: Transit Ambassadors Update

Committee members received an update on the status of Metro’s new transit ambassador program.

- a. Context Setting:** Metro staff Gina Osborn provided an overview of Metro’s new transit ambassador program. The program will have a phased launch this fall. PSAC’s recommendations played a key role in the development of the ambassador’s training curriculum.
- b. Discussion:** Committee members provided feedback on the pilot transit ambassador program.
 - i. **Ambassador Safety and Protocol:** Member Davis asked if PSAC could view uniform mockups. He also asked for more information on Metro’s plans for ensuring ambassador safety.
 1. Metro staff replied that they are exploring designating any assault on Metro staff as a felony. They also indicated that staff would provide an update on uniforms when possible.
 - ii. **Contracting and Supervision:** Member Tajsar asked for clarification on what party – Metro or the subcontractor – will oversee hiring and transit ambassador supervision.
 1. Metro Staff responded the transit ambassador program will be supervised by the

- Customer Experience team at Metro. Regarding hiring, the subcontractor manages hiring but Metro has the authority to dismiss workers that do not meet Metro's standards.
2. Member Tajsar requested that Metro share recruitment opportunities for the transit ambassador program with PSAC members to aid by publicizing the job postings to their networks.
- iii. **Pilot Region:** Member de Rivera asked whether there is a location or region that is targeted to deploy the program or if it will be launched systemwide.
1. Metro staff replied that deployment areas are still being determined but they highlighted areas where the Respect the Ride program is occurring as key locations. They added that ambassadors may also be deployed at the Crenshaw Line opening.
 2. Additionally, Member de Rivera noted that the committee's goal for ambassadors is to improve safety for riders of color. She hopes the program will not lead to increased policing for these communities.
- iv. **Ambassador Communication with Security Staff:** Member Garcia asked Metro staff about the process for transit ambassadors to communicate with other Metro security personnel when confronted with a situation beyond their capacity i.e., a violent incident.
1. Metro staff replied that as part of the agency's multi-layered approach, Metro will train ambassadors to be knowledgeable of the appropriate security partner to call in those instances.
- v. **Customer Experience Headquarters:** Member Davis suggested having a customer experience location at the Crenshaw station to serve as a hub for community resources.
1. Metro staff shared the new Customer Experience chief Jennifer Vitas is working on improving the resources Metro offers.
- vi. **Funding for Transit Ambassadors Contractors:** Member Smith shared concerns that most of the program's funds are going to RMI International. He is concerned because the company offers armed security staff. He recommended that a larger portion of funding be awarded to the other subcontractor because they are working directly with community organizations.
1. Metro staff replied that transit ambassadors will not be armed. Additionally, they noted that RMI will be hiring new employees specifically for this program and will not be using the security staff they currently employ.
 2. Metro staff added that Strive Wellbeing, the other contractor, only proposed to provide coverage on rail stations/vehicles, whereas RMI will be providing coverage at all Metro locations, hence the difference in funding.
- vii. **Ambassador Schedules:** Member Annang asked for more information on the proposed schedules for ambassadors.
1. Metro staff responded that there will be two shifts: 6 AM to 2 PM and 2 PM to 10

PM. For safety reasons, transit ambassadors will not be deployed overnight.

2. Member Annang also asked how riders will be able to identify where ambassadors are stationed as the program rolls out.
 - a. Metro staff replied that they have not discussed whether the deployment schedule for ambassadors will be publicized, but they will consider that possibility.
- viii. **Deployment & Mental Health Services:** Member Goodus commented that he hopes the ambassador's deployment will be determined through an equitable process to ensure that stations in need are not overlooked. He also shared that he hopes mental health services will be supporting ambassadors.
- ix. **Ambassador Schedule:** Member Davis suggested Metro revisit the scheduling for ambassador shifts. Citing his experience as a security guard, he noted that 2-10 PM is a difficult time for workers and that may lead to low-performing staff.
 1. Member Murrell suggested an earlier start time of 4 AM, citing this as the time when she experiences the most incidents where additional staff is needed.

Item 4: Onboard Bus Safety Strategies Recommendations

Members discussed and voted to approve the Onboard Bus Safety Strategies Recommendations. Developed in the Non-Law Enforcement Alternatives ad hoc committee, these recommendations propose strategies to improve bus operator and passenger safety on Metro buses.

- a. **Context Setting:** Facilitator France reviewed the key themes of the recommendations, including a focus on operator safety, additional data requests to inform care-centered deployment of these strategies, and an expansion of what measures contribute to public safety on buses.
- b. **Discussion:** Committee members provided feedback on the recommendations and offered modifications for the final draft of recommendations.
 - i. **Emergency Buttons:** Member Davis recommended there be different buttons available to operators for medical reasons and other emergencies. He added that the buttons could also correspond to a lighting system outside of the bus or train that signals responding staff the type of emergency on board.
 1. Metro staff confirmed there is an SOS button available for operators.
 2. Member Murrell shared that there is a "Call the Police" alert that is visible outside of trains and buses when prompted by drivers in an emergency. She also shared that drivers already have two-way radio that is used to call dispatch for medical emergencies.
 - ii. **Operator Teams:** Member Garcia asked about the practicality of deploying operators in pairs given current staffing shortages. He also asked if Metro could partner with LA County to better serve unincorporated areas.
 1. Member Murrell shared that operators already go out in pairs in the morning, and she appreciates having a partner to split responsibilities.

- iii. **Funding Priorities:** Member de Rivera expressed appreciation for the acknowledgment of Metro's budget constraints. Given this, she recommended that adding staff and expanding Metro's cleaning capacity should be a priority over an additional panic button.

c. Public Comments

- iv. No public comments were provided

d. Proposal: Facilitator Dryjanski put forward a proposal to approve the recommendations with the following modifications:

- i. Modify "deploy bus operators in pairs" to "use a buddy system that deploys vehicle operators with additional staffing support."
- ii. Add "LA County" as a potential partner to serve "unincorporated areas."
- iii. Add a recommendation calling for "modifications to the operator panic button" and note that members requested this item be "lower priority when compared to staffing and rider environment improvements."

e. Voting action

- i. The committee voted to approve the modified recommendations on Metro's bus safety strategies:
 - 1. Yes: 9 votes No: 0 votes Abstain: 0 votes
 - 2. The item was approved.

IV. General Public Comment

General public comment was taken.

- a. A commentator recommended that PSAC use more accessible language in their documents to reach participants with different reading comprehension levels.
- b. A commentator urged Metro to improve cleanliness on trains and platforms.
- c. A commentator asked for more information on the uniforms used by transit ambassadors, to ensure riders with disabilities can identify ambassadors.
 - i. Metro staff took the commenter's contact info and will reach out with more information.

v. Adjournment

- a. Meeting adjourned at 7:02 p.m.

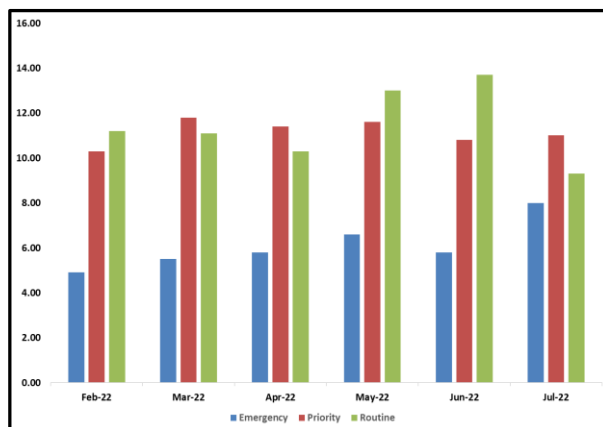
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2022

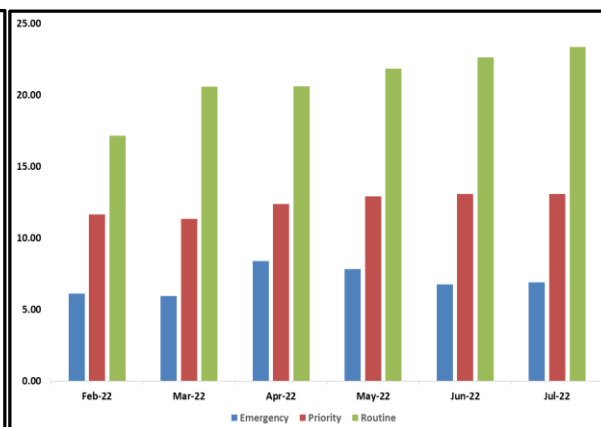
Average Incident Response Times

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

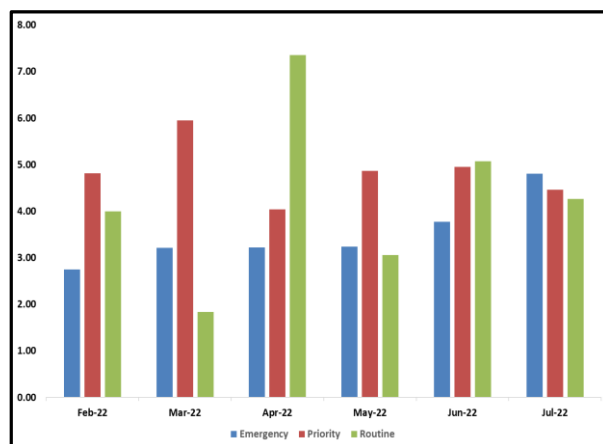
LAPD



LASD



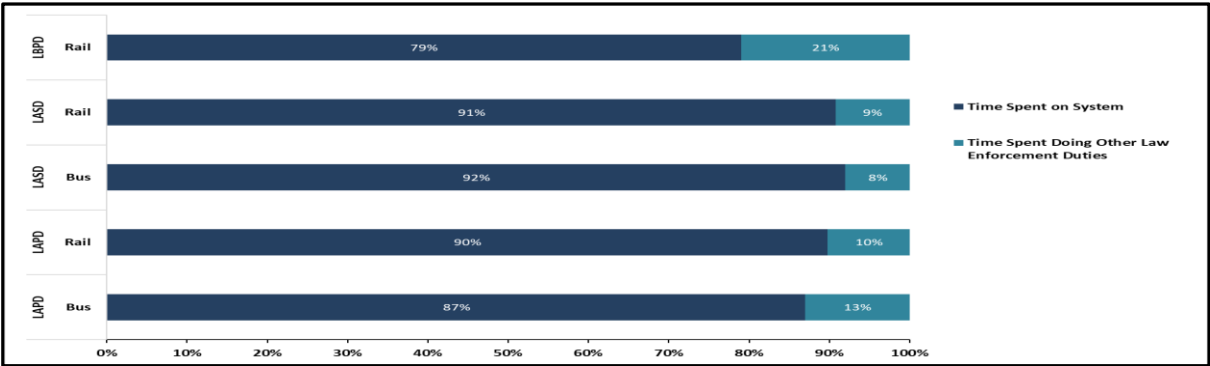
LBPd



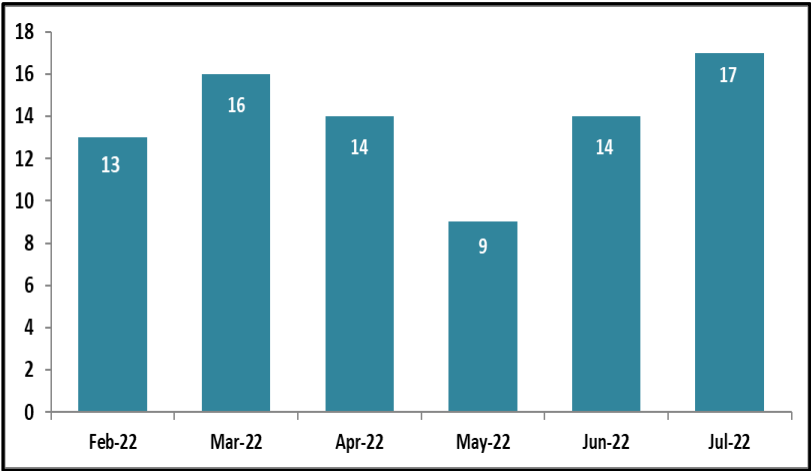
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2022

Percentage of Time Spent on the System

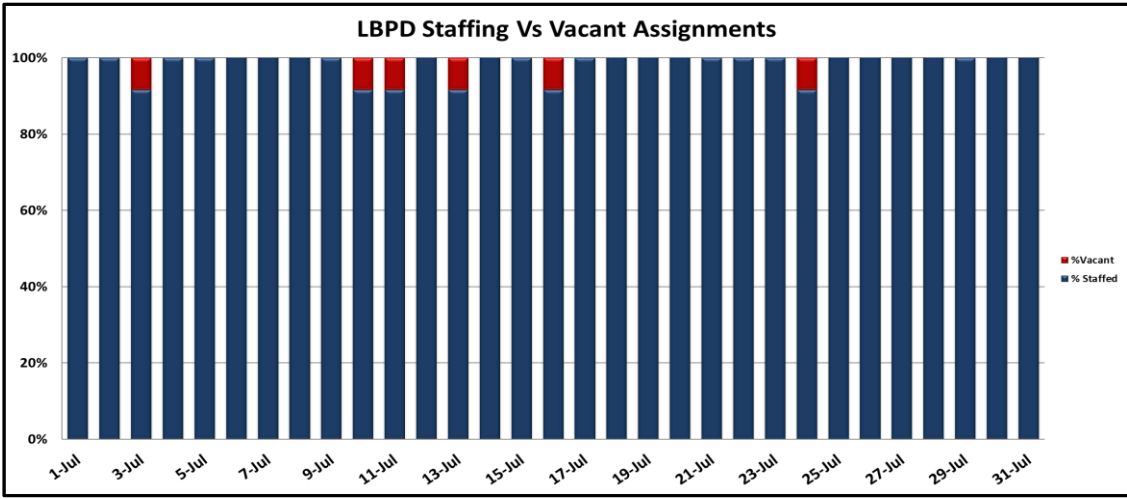
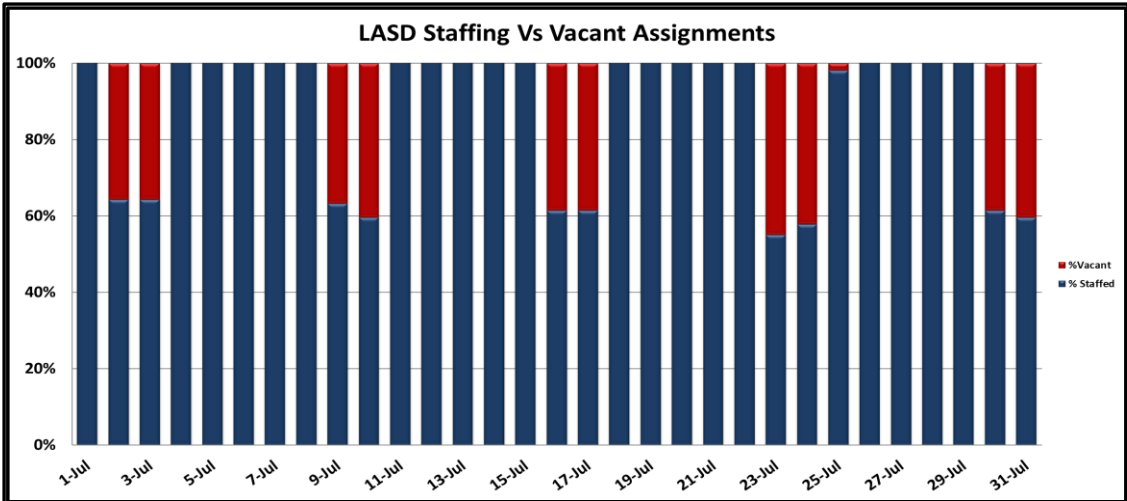
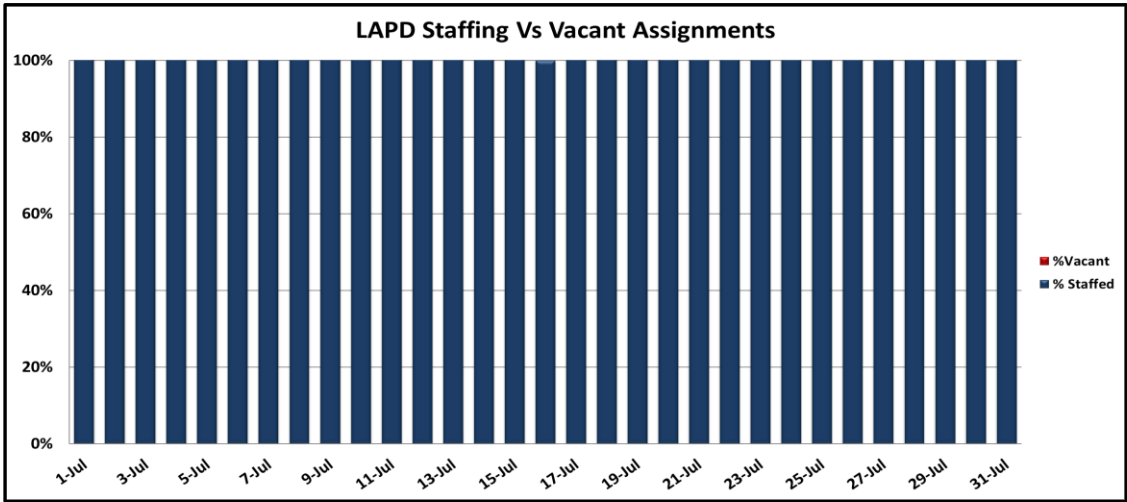


Bus Operator Assaults



SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW
JULY 2022

Ratio of Staffing Levels vs Vacant Assignments

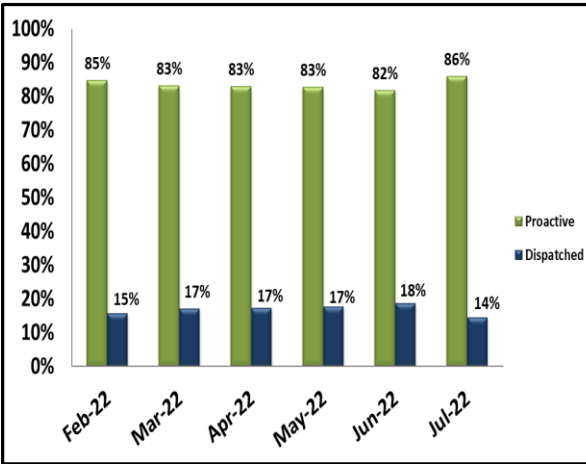


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

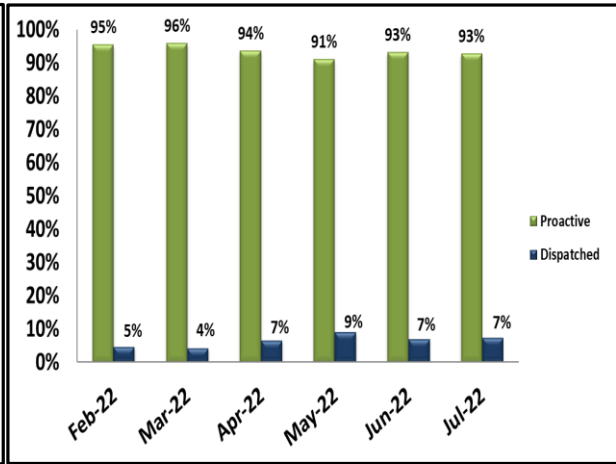
JULY 2022

Ratio of Proactive vs Dispatched Activity

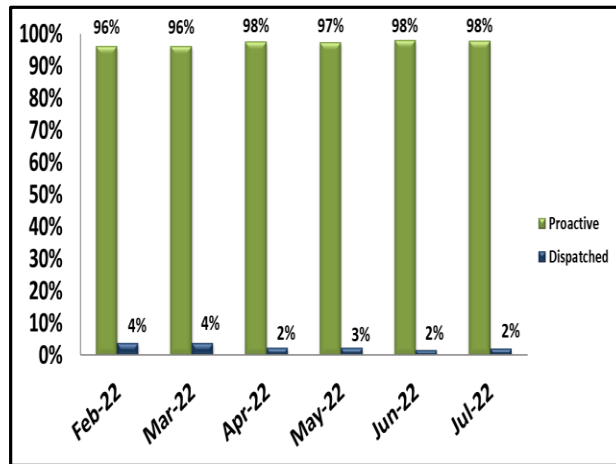
LAPD



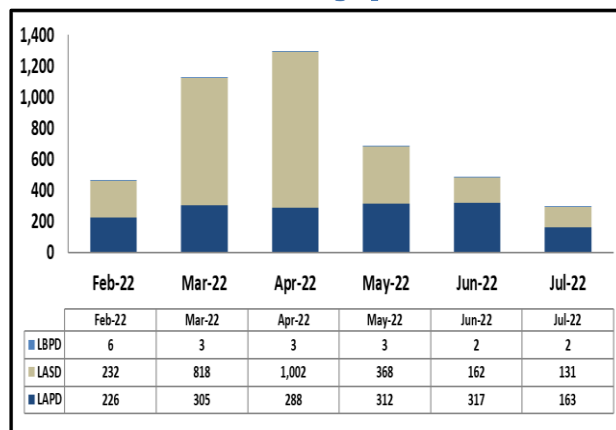
LASD



LBPB



Grade Crossing Operations



Grade Crossing Operation Locations July:

1. Blue Line Stations (172)
2. Expo Line Stations (92)
3. Gold Line Stations (32)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	3	3	1	59
Aggravated Assault	1	3	0	74
Aggravated Assault on Operator	0	0	0	0
Battery	1	6	0	100
Battery Rail Operator	0	0	0	1
Sex Offenses	0	1	0	13
SUB-TOTAL	5	13	1	249
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	6
Larceny	2	4	0	58
Bike Theft	0	1	0	4
Motor Vehicle Theft	0	0	0	3
Arson	0	0	0	3
Vandalism	0	5	2	46
SUB-TOTAL	2	10	2	120
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	0	0	12
Narcotics	0	6	0	33
Trespassing	0	0	0	5
SUB-TOTAL	0	6	0	50
TOTAL	7	29	3	419

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	1	0	11
Pico	0	1	0	20
Grand/LATTC	2	0	0	12
San Pedro St	1	0	0	12
Washington	0	0	0	31
Vernon	1	0	0	13
Slauson	4	0	1	26
Florence	2	0	1	21
Firestone	1	1	1	34
103rd St/Watts Towers	0	0	0	9
Willowbrook/Rosa Parks	1	5	3	82
Compton	0	2	0	23
Artesia	2	1	0	37
Del Amo	3	1	0	22
Wardlow	1	0	0	11
Willow St	0	1	0	10
PCH	0	0	0	6
Anaheim St	0	0	0	7
5th St	0	0	0	2
1st St	0	0	0	1
Downtown Long Beach	0	1	0	19
Pacific Av	0	0	0	9
Blue Line Rail Yard	0	0	0	1
Total	19	14	6	419

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	1	35	3	145
Misdemeanor	0	239	1	633
TOTAL	1	274	4	778

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	0	52	4	273
Vehicle Code Citations	0	0	11	674
TOTAL	0	52	15	947

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	7	71	9	1033
Priority	20	118	43	1,947
Emergency	1	17	43	403
TOTAL	28	206	95	3,383

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	4%	6%	2%
Proactive	96%	94%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	87%
Blue Line-LBPd	79%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	42	0	0	469
Flower St	23	0	0	188
103rd St	2	0	0	10
Wardlow Rd	0	0	2	67
Pacific Ave.	0	0	0	0
Willowbrook	0	26	0	682
Slauson	0	4	0	108
Firestone	0	7	0	143
Florence	0	13	0	256
Compton	0	19	0	552
Artesia	0	20	0	590
Del Amo	0	13	0	293
Long Beach Blvd	1	0	0	1
TOTAL	68	102	2	3,359

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	4
Robbery	0	0	44
Aggravated Assault	1	4	22
Aggravated Assault on Operator	0	0	1
Battery	0	6	30
Battery Rail Operator	0	0	1
Sex Offenses	0	0	7
SUB-TOTAL	1	10	110
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	0	4	26
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	1	38
SUB-TOTAL	0	5	67
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	9
Narcotics	0	3	12
Trespassing	0	1	5
SUB-TOTAL	0	6	26
TOTAL	1	21	203

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	15
Douglas	0	1	0	4
El Segundo	1	0	0	6
Mariposa	2	0	0	7
Aviation/LAX	0	0	0	7
Hawthorne/Lennox	0	0	0	16
Crenshaw	2	0	1	24
Vermont/Athens	0	2	0	16
Harbor Fwy	1	0	0	14
Avalon	0	0	0	11
Willowbrook/Rosa Parks	0	0	0	24
Long Beach BI	1	1	4	23
Lakewood BI	0	0	0	9
Norwalk	4	1	1	27
Total	11	5	6	203

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	10	63
Misdemeanor	1	42	109
TOTAL	1	52	172

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	55	199
Vehicle Code Citations	71	7	167
TOTAL	71	62	366

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	116	1,589
Priority	16	76	972
Emergency	0	12	124
TOTAL	19	204	2,685

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	11%
Proactive	84%	89%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	91%
Green Line-LASD	95%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	3	0	61
Aggravated Assault	0	0	51
Aggravated Assault on Operator	0	0	0
Battery	2	0	65
Battery Rail Operator	0	0	2
Sex Offenses	0	0	5
SUB-TOTAL	5	0	185
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	7	0	86
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	1	0	16
SUB-TOTAL	8	0	105
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	0	0	2
Trespassing	1	1	5
SUB-TOTAL	1	1	11
TOTAL	14	1	301

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	5
Pico	0	0	0	3
LATTC/Ortho Institute	0	0	0	8
Jefferson/USC	0	2	1	14
Expo Park/USC	0	1	0	14
Expo/Vermont	1	1	0	22
Expo/Western	2	1	0	51
Expo/Crenshaw	1	3	0	34
Farmdale	0	0	0	13
Expo/La Brea	0	0	0	27
La Cienega/Jefferson	1	0	0	14
Culver City	0	0	0	14
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	7
Expo/Sepulveda	0	0	0	13
Expo/Bundy	0	0	0	5
26th St/Bergamot	0	0	0	5
17th St/SMC	0	0	0	10
Downtown Santa Monica	0	0	1	38
Expo Line Rail Yard	0	0	0	0
Total	5	8	2	301

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	34
Misdemeanor	0	9	36
TOTAL	0	10	70

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	10	62
Vehicle Code Citations	0	0	2
TOTAL	0	10	64

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	11	62	858
Priority	54	29	976
Emergency	6	9	115
TOTAL	71	100	1,949

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	11%	14%
Proactive	89%	86%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	93%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	86	0	580
Santa Monica	N/A	6	678
Culver City	N/A	0	94
TOTAL	86	6	1,352

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	1	2
Rape	0	5
Robbery	5	64
Aggravated Assault	8	131
Aggravated Assault on Operator	0	0
Battery	17	229
Battery Rail Operator	0	3
Sex Offenses	2	39
SUB-TOTAL	33	473
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	1
Larceny	16	134
Bike Theft	0	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	11	77
SUB-TOTAL	28	218
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	48
SUB-TOTAL	5	48
TOTAL	66	739

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	80
Misdemeanor	4	82
TOTAL	7	162

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	11	71
Vehicle Code Citations	6	43
TOTAL	17	114

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	21	306
Priority	161	2,125
Emergency	12	186
TOTAL	194	2,617

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	7	0	0	76
Civic Center/Grand Park	0	2	0	30
Pershing Square	1	5	0	53
7th St/Metro Ctr	2	2	0	66
Westlake/MacArthur Park	9	2	2	97
Wilshire/Vermont	4	1	0	61
Wilshire/Normandie	1	0	0	7
Vermont/Beverly	2	2	1	45
Wilshire/Western	1	2	1	18
Vermont/Santa Monica	2	2	0	42
Vermont/Sunset	1	0	0	23
Hollywood/Western	0	1	0	32
Hollywood/Vine	0	4	0	35
Hollywood/Highland	3	0	0	45
Universal City/Studio City	0	1	0	35
North Hollywood	0	4	1	73
Red Line Rail Yard	0	0	0	0
Total	33	28	5	738

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	89%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	1	2	20
Aggravated Assault	0	0	21
Aggravated Assault on Operator	0	0	0
Battery	0	0	33
Battery Rail Operator	0	0	1
Sex Offenses	0	1	10
SUB-TOTAL	1	3	86
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	0	3	33
Bike Theft	0	1	9
Motor Vehicle Theft	0	0	3
Arson	0	0	1
Vandalism	0	2	42
SUB-TOTAL	0	6	90
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	0	13
Trespassing	0	0	11
SUB-TOTAL	0	1	26
TOTAL	1	10	202

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	8	62
Misdemeanor	1	82	251
TOTAL	1	90	313

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	91	355
Vehicle Code Citations	2	1	39
TOTAL	2	92	394

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	185	2,144
Priority	25	109	1,501
Emergency	3	14	151
TOTAL	35	308	3,796

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	8%
Proactive	83%	92%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	15
Azusa Downtown	0	0	0	12
Irwindale	1	0	0	11
Duarte/City of Hope	1	0	0	10
Monrovia	1	1	0	13
Arcadia	0	0	0	13
Sierra Madre Villa	0	0	1	22
Allen	0	0	0	5
Lake	0	1	0	10
Memorial Park	0	0	0	10
Del Mar	0	1	0	4
Fillmore	0	1	0	7
South Pasadena	0	0	0	4
Highland Park	0	0	0	6
Southwest Museum	0	0	0	10
Heritage Square	0	0	0	4
Lincoln/Cypress	0	0	0	3
Chinatown	0	0	0	5
Union Station	0	0	0	10
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	4
Mariachi Plaza	1	0	0	5
Soto	0	0	0	6
Indiana (both LAPD & LASD)	0	1	0	3
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	2
Atlantic	0	0	0	6
Total	4	6	1	202

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	88%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	1	0	310
Arcadia Station	0	3	193
Irwindale	0	9	372
Monrovia	0	2	164
City of Pasadena	0	4	671
Magnolia Ave	0	0	8
Duarte Station	0	0	237
City Of Azusa	0	3	370
South Pasadena	0	2	98
City Of East LA	0	0	636
Figueroa St	8	0	205
TOTAL GOAL= 10	9	23	3,264

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	8
Aggravated Assault	1	15
Aggravated Assault on Operator	0	0
Battery	0	15
Battery Bus Operator	0	4
Sex Offenses	0	1
SUB-TOTAL	1	43
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	5
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	3
SUB-TOTAL	0	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	1	52

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	11
Misdemeanor	0	7
TOTAL	0	18

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	49	418
Vehicle Code Citations	217	1,224
TOTAL	266	1,642

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	11
Priority	4	85
Emergency	0	1
TOTAL	4	97

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	15%
Proactive	85%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	9
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	2
Van Nuys	0	0	0	7
Sepulveda	0	0	0	4
Woodley	0	0	0	1
Balboa	1	0	0	4
Reseda	0	0	0	6
Tampa	0	0	0	1
Pierce College	0	0	0	2
De Soto	0	0	0	2
Canoga	0	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	2
Roscoe	0	0	0	2
Nordhoff	0	0	0	2
Chatsworth	0	0	0	2
Total	1	0	0	52

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	88%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	0	2
Aggravated Assault	0	0	5
Aggravated Assault on Operator	0	0	0
Battery	0	0	5
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	0	0	13
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	6
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	7
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	1
SUB-TOTAL	0	0	2
TOTAL	0	0	22

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	3
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	3
Manchester	0	0	0	2
Harbor Fwy	0	0	0	6
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	6
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	0	0	0	22

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	5
Misdemeanor	0	0	15
TOTAL	0	0	20

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	11	0	456
Vehicle Code Citations	140	0	1,456
TOTAL	151	0	1,912

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	42
Priority	1	3	48
Emergency	0	0	6
TOTAL	1	5	96

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	3%
Proactive	85%	97%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	90%

Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	6	1	71
Aggravated Assault	6	10	124
Aggravated Assault on Operator	1	2	40
Battery	23	7	307
Battery Bus Operator	10	4	123
Sex Offenses	2	0	24
SUB-TOTAL	48	24	691
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	8	1	137
Bike Theft	1	0	21
Motor Vehicle Theft	0	1	8
Arson	0	0	0
Vandalism	3	3	98
SUB-TOTAL	12	5	267
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	14
Narcotics	0	3	63
Trespassing	0	1	8
SUB-TOTAL	0	6	85
TOTAL	60	35	1,043

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	47
San Fernando	0	14
San Gabriel Valley	5	65
Gateway Cities	18	131
South Bay	10	105
Total	35	362

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	20
West Valley	3	14
North Hollywood	2	28
Foothill	2	13
Devonshire	0	7
Mission	0	12
Topanga	1	11
Central Bureau		
Central	9	89
Rampart	6	50
Hollenbeck	0	17
Northeast	1	28
Newton	7	43
West Bureau		
Hollywood	5	34
Wilshire	3	42
West LA	1	16
Pacific	0	17
Olympic	4	72
Southwest Bureau		
Southwest	9	79
Harbor	1	4
77th Street	6	63
Southeast	0	22
Total	60	681

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	13	129
Misdemeanor	3	72	547
TOTAL	6	85	676

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	89	814
Vehicle Code Citations	2	15	187
TOTAL	2	104	1,001

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	99	1,813
Priority	16	129	1,702
Emergency	3	15	182
TOTAL	23	243	3,697

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	2%
Proactive	81%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	87%
LASD BUS	92%

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

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	23
Aggravated Assault	5	31
Aggravated Assault on Operator	0	0
Battery	9	150
Battery Rail Operator	0	0
Sex Offenses	4	19
SUB-TOTAL	18	225
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	6
Larceny	2	70
Bike Theft	0	9
Motor Vehicle Theft	0	2
Arson	0	0
Vandalism	4	31
SUB-TOTAL	7	118
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	24
SUB-TOTAL	1	24
TOTAL	26	367

ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	72
Misdemeanor	8	104
TOTAL	10	176

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	14
Vehicle Code Citations	0	15
TOTAL	1	29

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	5	136
Priority	49	650
Emergency	7	43
TOTAL	61	829

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	90%

LEGEND	
Los Angeles Police Department	

Transit Police

Monthly Crime Report



	2021	2022
	July	July
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	4	0
Robbery	24	25
Aggravated Assault	36	39
Aggravated Assault on Operator	2	3
Battery	61	71
Battery on Operator	6	14
Sex Offenses	12	10
SUB-TOTAL	145	163
CRIMES AGAINST PROPERTY		
Burglary	4	2
Larceny	32	47
Bike Theft	8	3
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	31	32
SUB-TOTAL	75	85
CRIMES AGAINST SOCIETY		
Weapons	1	5
Narcotics	10	12
Trespassing	4	10
SUB-TOTAL	15	27
TOTAL	235	275
ENFORCEMENT EFFORTS		
Arrests	134	541
Citations	210	845
Calls for Service	1,353	1,597

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2022

Crimes

Monthly	System-Wide	Jul-21	Jul-22	% Change
	Crimes Against Persons	145	163	12.41%
	Crimes Against Property	75	85	13.33%
	Crimes Against Society	15	27	80.00%
	Total	235	275	17.02%

Six Months	System-Wide	Feb-21-Jul-21	Feb-22-Jul-22	% Change
	Crimes Against Persons	766	992	29.50%
	Crimes Against Property	371	517	39.35%
	Crimes Against Society	171	146	-14.62%
	Total	1,308	1,655	26.53%

Annual	System-Wide	Aug-20-Jul-21	Aug-21-Jul-22	% Change
	Crimes Against Persons	1,382	1,930	39.65%
	Crimes Against Property	670	926	38.21%
	Crimes Against Society	285	257	-9.82%
	Total	2,337	3,113	33.20%

Average Emergency Response Times

Monthly	Jul-21	Jul-22	Change in Seconds	% Change
	4:29	6:34	125	46.47%

Six Months	Feb-21-Jul-21	Feb-22-Jul-22	Change in Seconds	% Change
	4:18	5:32	74	28.68%

Annual	Aug-20-Jul-21	Aug-21-Jul-22	Change in Seconds	% Change
	4:37	5:08	31	11.19%

Bus Operator Assaults

Monthly	Jul-21	Jul-22	% Change
	8	17	112.50%

Six Months	Feb-21-Jul-21	Feb-22-Jul-22	% Change
	41	83	102.44%

Annual	Aug-20-Jul-21	Aug-21-Jul-22	% Change
	80	167	108.75%

Ridership

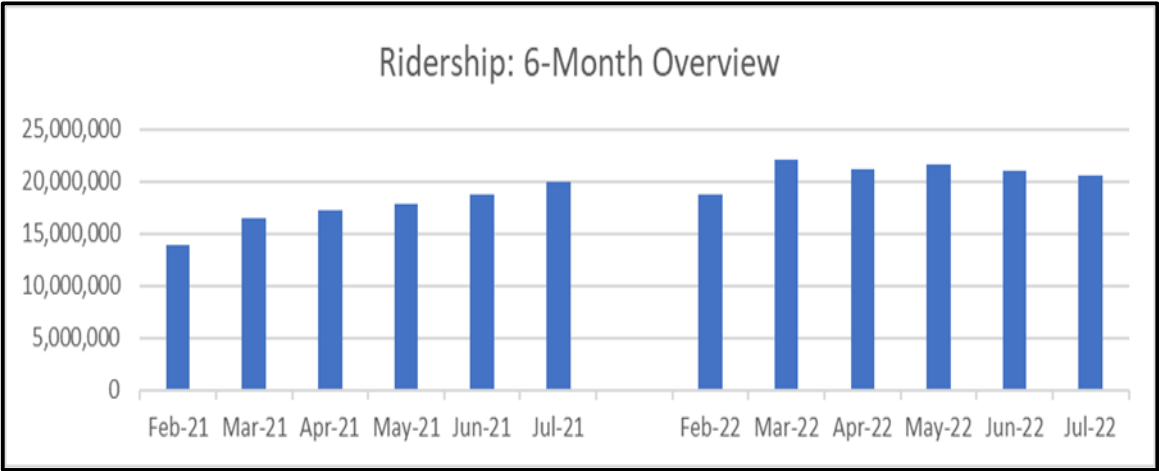
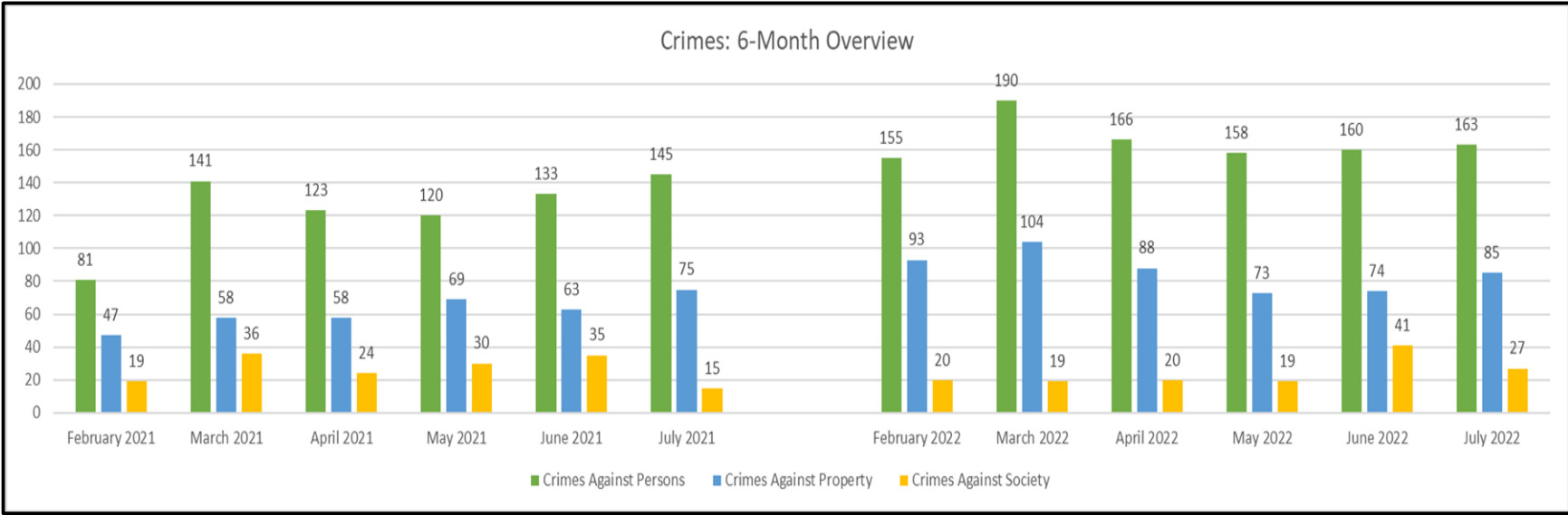
Monthly	Jul-21	Jul-22	% Change
	20,024,393	20,508,580	2.42%

Six Months	Feb-21-Jul-21	Feb-22-Jul-22	% Change
	104,234,210	125,173,967	20.09%

Annual	Aug-20-Jul-21	Aug-21-Jul-22	% Change
	201,378,087	254,111,315	26.19%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2022



**Violent and Property Crimes
July 2022**

VIOLENT CRIMES	7/01/2022 TO 7/31/2022	6/01/2022 TO 6/30/2022	% Change	6/01/2022 TO 6/30/2022	5/01/2022 TO 5/31/2022	% Change	1/01/2022 TO 7/31/2022	1/01/2021 TO 7/31/2021	% Change	1/01/2022 TO 7/31/2022	1/01/2020 TO 7/31/2020	% Change
Homicide	1	0	N/A	0	0	0.0%	2	2	0.0%	2	1	100.0%
Rape	0	1	-100.0%	1	2	-50.0%	8	9	-11.1%	8	5	60.0%
Robbery	25	35	-28.6%	35	30	16.7%	200	128	56.3%	200	134	49.3%
Agg Assault	41	39	5.1%	39	33	18.2%	266	206	29.1%	266	135	97.0%
Agg Assault on Operator	3	2	50.0%	2	3	-33.3%	19	9	111.1%	19	9	111.1%
TOTAL VIOLENT	70	77	-9.1%	77	68	13.2%	495	354	39.8%	495	284	74.3%
PROPERTY CRIMES	7/01/2022 TO 7/31/2022	6/01/2022 TO 6/30/2022	% Change	6/01/2022 TO 6/30/2022	5/01/2022 TO 5/31/2022	% Change	1/01/2022 TO 7/31/2022	1/01/2021 TO 7/31/2021	% Change	1/01/2022 TO 7/31/2022	1/01/2020 TO 7/31/2020	% Change
Burglary	2	1	100.0%	1	0	N/A	10	11	-9.1%	10	4	150.0%
Larceny	47	48	-2.1%	48	42	14.3%	333	198	68.2%	333	260	28.1%
Bike Theft	3	6	-50.0%	6	3	100.0%	30	27	11.1%	30	32	-6.3%
Motor Vehicle Theft	1	0	N/A	0	1	-100.0%	10	6	66.7%	10	9	11.1%
TOTAL PROPERTY	53	55	-3.6%	55	46	19.6%	383	242	58.3%	383	305	25.6%
TOTAL PART 1	123	132	-6.8%	132	114	15.8%	878	596	47.3%	878	589	49.1%

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

ARRESTEE DEMOGRAPHIC

07/01/2022 - 07/31/2022

CRIME TYPE	MALE					FEMALE		TOTAL	% oF TOTAL
	BLK	HISP	WHI	OTH	TOTAL	BLK	TOTAL		
RED LINE	13	5	1	0	19	0	0	19	46.3%
7TH & METRO CTR	4	1	0	0	5	0	0	5	12.2%
UNION STATION	3	1	1	0	5	0	0	5	12.2%
HOLLYWOOD / HIGHLAND	2	0	0	0	2	0	0	2	4.9%
WESTLAKE / MACARTHUR PK	2	0	0	0	2	0	0	2	4.9%
WILSHIRE / VERMONT	0	1	0	0	1	0	0	1	2.4%
VERMONT / BEVERLY	1	0	0	0	1	0	0	1	2.4%
HOLLYWOOD / VINE	0	2	0	0	2	0	0	4	9.8%
UNIVER CITY / STUDIO CITY	1	0	0	0	1	0	0	1	2.4%
UNION STATION	6	2	2	0	10	0	0	10	24.4%
BRT	4	1	0	0	5	1	1	6	14.6%
CENTRAL - BRT	2	0	0	0	2	1	1	3	7.3%
SOUTH - BRT	1	1	0	0	2	0	0	2	4.9%
WEST - BRT	1	0	0	0	1	0	0	1	2.4%
BLUE LINE	0	1	0	1	2	0	0	2	4.9%
VERNON	0	1	0	0	1	0	0	1	2.4%
JEFFERSON / USC	0	0	0	1	1	0	0	1	2.4%
PURPLE LINE	1	0	0	0	1	0	0	1	2.4%
WILSHIRE / NORMANDIE	1	0	0	0	1	0	0	1	2.4%
EXPO LINE	0	1	0	0	1	0	0	1	2.4%
EXPO / SEPULVEDA	0	1	0	0	1	0	0	1	2.4%
GREEN LINE	1	0	0	0	1	0	0	1	2.4%
HARBOR FRWY	1	0	0	0	1	0	0	1	2.4%
ORANGE LINE	0	1	0	0	1	0	0	1	2.4%
VAN NUYS	0	1	0	0	1	0	0	1	2.4%
TOTAL	25	11	3	1	40	1	1	41	100.0%
% of TOTAL	61.0%	26.8%	7.3%	2.4%	97.6%	2.4%	2.4%	100.0%	

ARREST TYPE	MALE					FEMALE		TOTAL
	BLK	HISP	WHI	OTH	TOTAL	BLK	TOTAL	
MISDEMEANOR	14	8	2	1	25	0	0	25
RED LINE	9	3	1	0	13	0	0	13
UNION STATION	3	2	1	0	6	0	0	6
BRT	1	1	0	0	2	0	0	2
EXPO LINE	0	1	0	0	1	0	0	1
BLUE LINE	0	0	0	1	1	0	0	1
GREEN LINE	1	0	0	0	1	0	0	1
ORANGE LINE	0	1	0	0	1	0	0	1
FELONY	10	2	1	0	13	1	1	14
RED LINE	4	1	0	0	5	0	0	5
UNION STATION	3	0	1	0	4	0	0	4
BRT	2	0	0	0	2	1	1	3
PURPLE LINE	1	0	0	0	1	0	0	1
BLUE LINE	0	1	0	0	1	0	0	1
INFRACTION	1	1	0	0	2	0	0	2
BRT	1	0	0	0	1	0	0	1
RED LINE	0	1	0	0	1	0	0	1
TOTAL	25	11	3	1	40	1	1	41
% of TOTAL	61.0%	26.8%	7.3%	2.4%	97.6%	2.4%	2.4%	100%

Los Angeles Sheriff's Department - Transit Services Bureau

Arrestee Information for the Month of July 2022

07/01/2022 - 07/31/2022

Attachment H

Premise	Female				Total Female	Male				Total Male	Total Arrests
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
A-Line - Del Amo	0	0	0	0	0	1	2	0	0	3	3
A-Line - Artesia	2	2	0	1	5	4	6	0	4	14	19
A-Line - Compton	1	0	0	1	2	4	0	0	0	4	6
A-Line - Willowbrook	4	0	0	0	4	3	6	0	1	10	14
A-Line - Firestone	0	0	0	0	0	0	1	0	0	1	1
A-Line - Florence	1	0	0	0	1	4	3	0	0	7	8
A-Line - Slauson	0	5	0	0	5	1	3	0	1	5	10
C-Line - Redondo Beach	0	0	0	0	0	1	0	0	2	3	3
C-Line - Douglas	0	0	0	0	0	0	0	0	0	0	0
C-Line - El Segundo	0	0	0	0	0	0	0	0	0	0	0
C-Line - Mariposa	0	0	0	0	0	1	2	0	0	3	3
C-Line - Hawthorne	1	0	0	0	1	0	2	0	1	3	4
C-Line - Crenshaw	1	0	0	0	1	3	1	0	0	4	5
C-Line - Vermont	0	0	0	0	0	4	0	0	0	4	4
C-Line - Willowbrook	0	0	0	0	0	0	1	0	0	1	1
C-Line - Long Beach	0	0	0	3	3	5	9	0	1	15	18
C-Line - Lakewood	0	0	0	0	0	0	2	0	0	2	2
C-Line - Norwalk	0	2	0	0	2	2	8	0	0	10	12
E-Line - Culver City	0	0	0	0	0	0	0	0	0	0	0
E-Line - 26th/Bergamot	0	0	0	1	1	0	1	0	0	1	2
E-Line - 17th/SMC	0	0	0	0	0	0	0	0	0	0	0
E-Line - Downtown Santa Monica	0	0	0	0	0	5	0	0	3	8	8
L-Line - Atlantic	0	0	0	0	0	0	0	0	0	0	0
L-Line - East LA Civic Center	0	0	0	0	0	0	0	0	0	0	0
L-Line - Maravilla	0	0	0	0	0	0	0	0	0	0	0
L-Line - Indiana	0	0	0	0	0	0	3	0	0	3	3
L-Line - South Pasadena	0	0	0	0	0	0	0	0	0	0	0
L-Line - Fillmore	0	0	0	1	1	0	1	0	0	1	2
L-Line - Del Mar	0	0	0	0	0	1	0	0	0	1	1
L-Line - Memorial Park	0	0	0	0	0	1	0	0	1	2	2
L-Line - Lake	1	2	0	6	9	7	4	0	4	15	24
L-Line - Allen	0	0	0	0	0	2	0	0	0	2	2

Los Angeles Sheriff's Department - Transit Services Bureau

Arrestee Information for the Month of July 2022

07/01/2022 - 07/31/2022

Attachment H

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
L-Line - Sierra Madre Villa	1	0	0	1	2	9	6	1	6	22	24
L-Line - Arcadia	0	1	0	0	1	2	1	1	2	6	7
L-Line - Monrovia	0	1	0	0	1	1	5	0	0	6	7
L-Line - Duarte	0	1	0	0	1	1	3	0	0	4	5
L-Line - Irwindale	0	0	0	0	0	1	1	0	1	3	3
L-Line - Azusa Downtown	0	1	0	0	1	0	4	0	2	6	7
L-Line - APU/Citrus College	0	0	0	0	0	2	0	0	1	3	3
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	0	0	0	0	0
Bus	5	6	0	7	18	17	35	0	15	67	85
Total	17	21	0	21	59	82	110	2	45	239	298

Long Beach Police Department - Metro Transportation Detail

Arrestee Demographic Stats - July 2022

8/15/22

Crimes Against Persons	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
Robbery, Person	Arr	M	B	54	Wardlow Stn	No

Crimes Against Property	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
Vandalism (\$400 or more)	Arr	M	B	38	Downtown Long Beach Stn	Yes

Crimes Against Society	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
<i>Violation Parole</i>	<i>Arr</i>	<i>M</i>	<i>W</i>	<i>39</i>	<i>Willow Street Stn</i>	<i>Yes</i>
<i>Public Trans-Urinating/Defecating</i>	<i>Cite</i>	<i>M</i>	<i>B</i>	<i>46</i>	<i>Downtown Long Beach Stn</i>	<i>No</i>

Long Beach Police Department - Metro Transportation Detail

Suspect Demographic Stats - July 2022

8/15/22

Crimes Against Persons	Suspect	Gender	Ethnicity	Age	Station	Unhoused

Crimes Against Property	Suspect	Gender	Ethnicity	Age	Station	Unhoused
Vandalism; Damage Property	Unk	Unk	Unk	Unk	Willow Parking Structure	Unk

Crimes Against Society	Suspect	Gender	Ethnicity	Age	Station	Unhoused

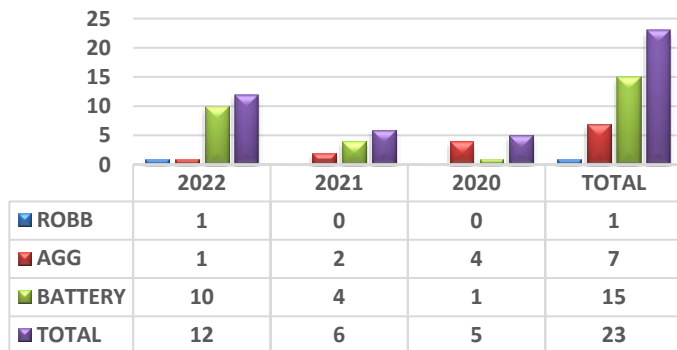


Los Angeles Police Department - Transit Services Division Monthly Bus / Rail Operator Assault Recap Report

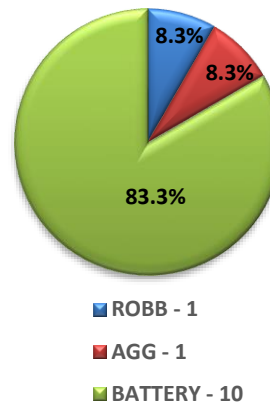
JULY 2022



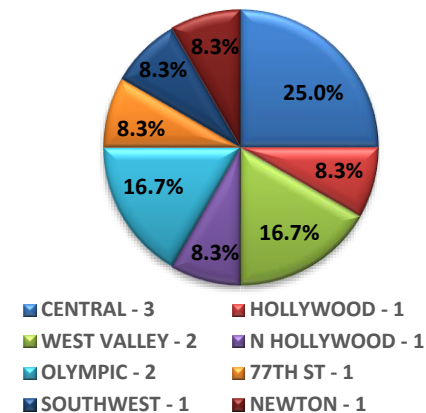
Crimes Against Persons
Month of July 2022, 2021 & 2020
Comparison



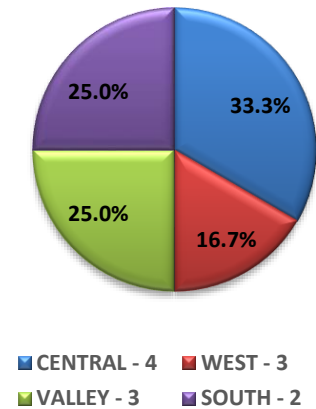
Type of Assault
Month of July 2022



LAPD Operation Area
Month of July 2022



LAPD Operation Bureau
Month of July 2022



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/01/22 @ 1910 HRS	Bus Line # 207 Bus # 9550 Western Av. & Sunset Bl.	BATTERY Suspect attempted to enter bus with a child seated inside a stroller. Victim advised due to safety protocol, the child would have to be removed from the stroller prior to boarding. Suspect ignored victim's request and proceeded to enter bus with the child seated inside the stroller. Victim again stated child needed to be removed from the stroller prior to boarding. Suspect entered and then pushed the partition door towards victim causing the door to hit victim. Victim called PD for assistance. Suspect was interviewed by PD and stated victim became belligerent. Suspect further stated as he entered bus, victim hit him with partition door. Suspect filed a counter report. NO INJURIES. NO ARREST	M/B 25 YOA	No No	Yes
07/02/22 @ 1310 HRS	Bus Line # 210 Bus # 1943 Wilton Pl & Western Bl	BATTERY Victim stopped bus to allow suspect to enter. Unprovoked, suspect entered bus and threw a cup of unknown liquid on victim. Suspect walked away speaking on his cell and smiling. INJURIES: Victim too nervous to continue. NO ARREST	M/B 20 YOA	Unkn Unkn	Unkn

Monthly Bus / Rail Operator Assaults Recap Report

July 2022

Page 2

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/03/22 @ 1400	Bus Line # 207 Bus # 9570 Wilshire Bl. & Western Av.	BATTERY Victim arrived at location and remained stationary due to being early on her route. Suspect walked up to the front of the bus and told victim to move the bus. Victim replied stating she would not move bus because she was early. Suspect swung his arm above the partition door and struck victim's forehead. Victim stated the height of the partition helped reduce the force and contact with suspect's arm. Suspect exited bus and fled location NO INJURIES: Victim refused RA services. NO ARREST	M/B 40 YOA	Unkn Unkn	Yes
07/03/22 @ 1940 HRS	Bus Line # 204 Bus # 9541 Vernon Av. & Vermont Av.	BATTERY Victim operated bus and observed to her left, a lit firework traveling through the intersection towards her bus. Victim described it as a mortar. The firework struck underneath the bus and just under the driver's side window. The firework made a loud explosive bang. Victim immediately pulled bus over. NO INJURIES. NO ARREST	Unkn Unkn	Unkn Unkn	Unkn
07/10/22 @ 0025 HRS	Orange Line Bus # 19508 5373 Lankershim Bl. N. HWD STATION	ROBBERY / CARJACKING Victim sat a few seats behind driver's seat, observed suspect enter bus and state, "I'm going to take your bus." Suspect attempt to enter the driver's seat barrier door. Victim stood up and approached suspect. Suspect took a fighting stance, lifted his leg and simulating a kick. Suspect then bypassed the driver's barrier and sat in the driver's seat. Victim deactivated bus causing bus to move forward, contacting curb and become inoperable. Suspect exited and fled. Responding officers completed a "Field Show" and arrested suspect. Officers also noted suspect was heavily intoxicated and had in his possession a shopping cart with an open container of alcohol. NO INJURIES. ARREST	M/H 49 YOA	Yes Unkn	Yes
07/11/22 @ 1435 HRS	Bus Line #207 Bus # 9580 48 th St & Western	ADW / BRANDISHING Suspect stepped inside bus holding a hammer. Suspect stopped approximately 2 feet from victim near the fare machine. Suspect yelled, "What, you don't want me on the bus? I'm going to kill you." Suspect then stepped off bus. Victim encountered LAPD Officers 10 blocks later conducting "bus boarding" and completed a report. NO INJURIES. NO ARREST	M/B 50 YOA	Unkn Unkn	Unkn

Monthly Bus / Rail Operator Assaults Recap Report

July 2022

Page 3

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/11/22 @ 2210 HRS	Bus Line # 164 Bus # 8289 14800 Victory Bl	BATTERY Victim assisted a wheelchair patron with exiting bus. Suspect vegan arguing with victim and victim asked suspect to give her some space to work. Suspect refused and kneed victim twice in her legs almost knocking victim to the ground. Suspect exited bus and boarded another bus. NO INJURIES. NO ARREST	M/B 33 YOA	Unkn Unkn	No
07/13/22 @ 0150 HRS	Bus Line # 4 Bus # 9504 2 nd St. & Broadway	BATTERY Suspect entered bus and rambled. Suspect then became irate. Victim pulled bus over and told suspect to exit bus. Victim looked away and was abruptly struck in the face by suspect. Suspected exited bus and fled location. INJURIES: Victim treated by RA for suffered mouth pain. NO ARREST	M/B 40 YOA	Unkn Unkn	Unkn
07/13/22 @ 1645 HRS	Bus Line # 53 Bus # 3936 5 th St & Los Angeles St.	BATTERY Suspect began verbal dispute with other bus patron and proceeded to exit the front of the bus. Suspect faced driver and spat on victim, landing saliva on victim's face. INJURIES: Saliva contact to face. NO INJURIES	M/W 50 YOA	Unkn Unkn	Unkn
07/16/22 @ 1950 HRS	Bus Line # 240 Bus # 2048 Haskell & Ventura	BATTERY Suspect yelled to victim, "drive faster, drive faster." Victim ignored suspect and kept driving. Suspect approached victim and threw possible water all over the right side of victim's body. Suspect then grabbed pamphlets (located near the front entrance of the bus) and threw them at victim. Victim stopped bus and asked suspect to exit. Suspect exited bus and fled location. NO INJURIES. NO ARREST	F/B 45 YOA	Unkn Unkn	Unkn
07/21/22 @ 1655 HRS	Bus Line # 240 Bus # 5700 Ventura Blvd E/O Louise	BATTERY Victim smelt a strong odor of marijuana emanating from a group of 5 males sitting in the last row. Moments later, a female bus patron advised the odor of marijuana was making it hard for her to breathe. Victim exit the driver's seat and approached the group of 5 males and advised they must exit due to the strong odor. The group yelled at victim but agreed to exit. Victim returned to the driver's seat and was punched in his face by suspect. Suspect then yelled, "f..... you." Suspect exited bus and fled location. INJURIES: Victim treated by RA for face pain. NO ARREST	M/B 21 YOA	Unkn Unkn	Unkn

Monthly Bus / Rail Operator Assaults Recap Report

July 2022

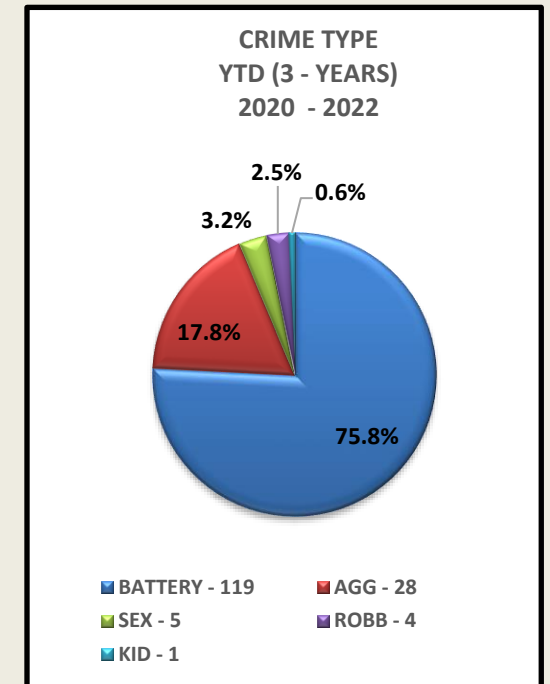
Page 4

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
07/31/22 @ 1837 HRS	Bus Line # 108 Bus # 5787 Central Av. & Slauson Av.	BATTERY Victim was stationary when suspect entered bus and accused victim of previously passing him up a previous day. Victim replied she did not recollect passing suspect up. Suspect threw a blue (possible fruit drink) liquid on victim causing victim's shirt to become wet. Suspect fled location towards Central Av. NO INJURIES. NO ARREST	M/B 30 YOA	Unkn Unkn	Unkn

3 - Year YTD ending July 2022, Type of Assault & Crime Type Statistical Analysis

TYPE OF ASSAULT	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3 YR TOTAL
PUNCH / HIT / KICK / PUSH	32	22	10	45.5%	22	18	4	22.2%	72	45.9%
SPITTING	19	11	8	72.7%	11	15	-4	-26.7%	45	28.7%
THREW OBJ/ FOOD / LIQUID	10	4	6	150.0%	4	6	-2	-33.3%	20	12.7%
BRANDISH / GUN / KNIFE / WEAPON	1	6	-5	-83.3%	6	3	3	100.0%	10	6.4%
SEX	1	2	-1	-50.0%	2	2	0	0.0%	5	3.2%
ROBBERY	3	0	3	N/C	0	1	-1	-100.0%	4	2.5%
PEPPER SPRAY / UNKN SPRAY	0	1	-1	-100.0%	1	0	1	N/C	1	0.6%
TOTAL	66	46	20	43.5%	46	45	1	2.2%	157	100.0%

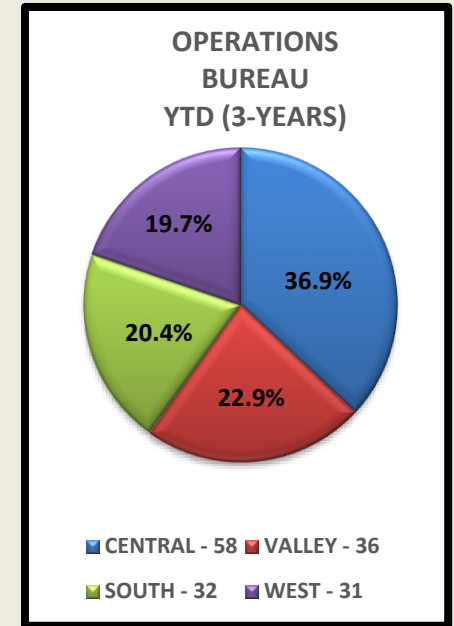
CRIME TYPE	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
BATTERY	56	30	26	86.7%	30	33	-3	-9.1%	119
AGG	6	13	-7	-53.8%	13	9	4	44.4%	28
SEX	1	2	-1	-50.0%	2	2	0	0.0%	5
ROBB	3	0	3	N/C	0	1	-1	-100.0%	4
KID	0	1	-1	-100.0%	1	0	1	N/C	1
TOTAL	66	46	20	43.5%	46	45	1	2.2%	157



3 Year YTD ending July 2022, Bureau & Area Statistical Analysis

BUREAU	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
CENTRAL	24	22	2	9.1%	22	12	10	83.3%	58
VALLEY	16	12	4	33.3%	12	8	4	50.0%	36
SOUTH	10	6	4	66.7%	6	16	-10	-62.5%	32
WEST	16	6	10	166.7%	6	9	-3	-33.3%	31
TOTAL	66	46	20	43.5%	46	45	1	2.2%	157

AREA	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of (3-Year) TOTAL
CENTRAL	8	11	-3	-27.3%	11	6	5	83.3%	25	15.9%
OLYMPIC	10	2	8	400.0%	2	7	-5	-71.4%	19	12.1%
SOUTHWEST	5	0	5	N/C	0	5	-5	-100.0%	10	6.4%
NEWTON	8	0	8	N/C	0	2	-2	-100.0%	10	6.4%
77TH ST	3	3	0	0.0%	3	4	-1	-25.0%	10	6.4%
NORTHEAST	5	2	3	150.0%	2	2	0	0.0%	9	5.7%
SOUTHEAST	2	1	1	100.0%	1	4	-3	-75.0%	7	4.5%
VAN NUYS	2	3	-1	-33.3%	3	2	1	50.0%	7	4.5%
HOLLENBECK	2	4	-2	-50.0%	4	1	3	300.0%	7	4.5%
RAMPART	1	5	-4	-80.0%	5	1	4	400.0%	7	4.5%
NORTH HWD	3	3	0	0.0%	3	1	2	200.0%	7	4.5%
DEVONSHIRE	3	2	1	50.0%	2	1	1	100.0%	6	3.8%
HOLLYWOOD	2	1	1	100.0%	1	2	-1	-50.0%	5	3.2%
WEST VALLEY	3	1	2	200.0%	1	1	0	0.0%	5	3.2%
WILSHIRE	2	3	-1	-33.3%	3	0	3	N/C	5	3.2%
HARBOR	0	2	-2	-100.0%	2	3	-1	-33.3%	5	3.2%
FOOTHILL	1	1	0	0.0%	1	2	-1	-50.0%	4	2.5%
MISSION	3	0	3	N/C	0	1	-1	-100.0%	4	2.5%
TOPANGA	1	2	-1	-50.0%	2	0	2	N/C	3	1.9%
WLA	2	0	2	N/C	0	0	0	N/C	2	1.3%
TOTAL	66	46	20	43.5%	46	45	1	2.2%	157	100.0%

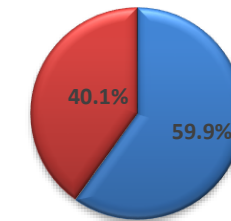


3 Year to Date Victim & Suspect (Gender & Ethnicity) Demographics - Statistical Analysis

VICTIM DEMOGRAPHICS

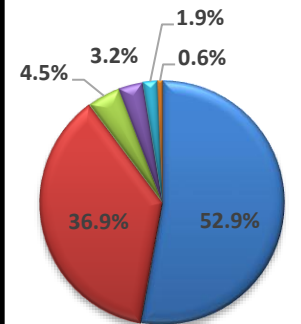
YEAR	MALE						FEMALE						% of (3-Year) TOTAL
	H	B	W	O	A	TOTAL	B	H	UNK	W	O	TOTAL	
2022	24	9	2	3	1	39	18	8	1	0	0	27	66
2021	21	3	1	1	0	26	10	9	0	1	0	20	46
2020	15	9	3	0	2	29	9	6	0	0	1	16	45
TOTAL	60	21	6	4	3	94	37	23	1	1	1	63	157
% of (3-Year) TOTAL	38.2%	13.4%	3.8%	2.5%	1.9%	59.9%	23.6%	14.6%	0.6%	0.6%	0.6%	40.1%	100.0%

Victim Gender - YTD
3 -Years (2020 - 2022)



MALE - 94 FEMALE - 63

Victim Ethnicity - YTD
3 -Years (2020 - 2022)

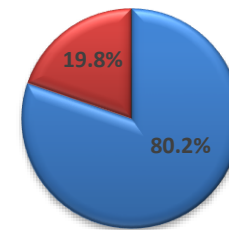


HISP - 83 BLK - 58
WHI - 7 OTH - 5
ASIAN - 3 UNKN - 1

SUSPECT DEMOGRAPHICS

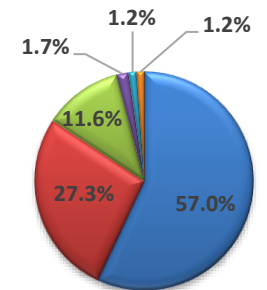
YEAR	MALE							FEMALE						TOTAL	% of (3-Year) TOTAL
	B	H	W	A	O	UNK	TOTAL	B	H	W	A	UNK	TOTAL		
2022	31	19	8	0	0	0	58	10	2	0	1	1	14	72	41.9%
2021	21	9	7	1	1	1	40	6	1	1	0	0	8	48	27.9%
2020	21	14	3	1	1	0	40	9	2	1	0	0	12	52	30.2%
TOTAL	73	42	18	2	2	1	138	25	5	2	1	1	34	172	100.0%

Suspect Gender - YTD
3 -Years (2020 - 2022)



MALE - 138 FEMALE - 34

Suspect Ethnicity - YTD
3 -Years (2020 - 2022)



BLK - 98 HISP - 47
WHI - 20 ASIAN - 3
UNK - 2 OTH - 2

Note: Suspect Demographics can include multiple suspects or no suspect information.



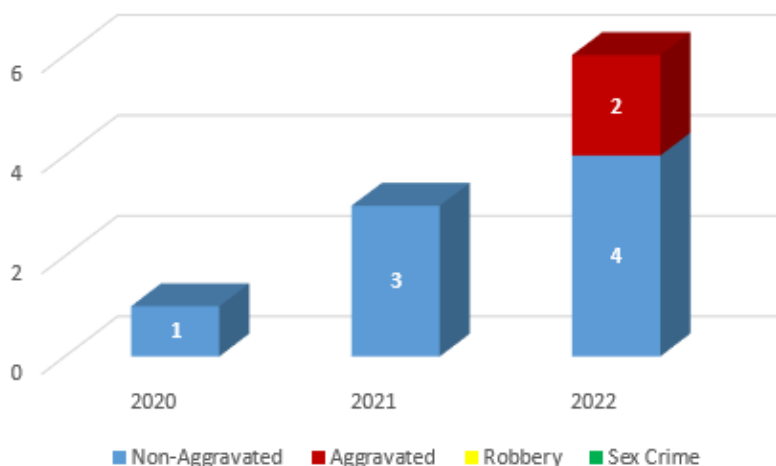
Monthly Bus/Rail Operator Assault Report



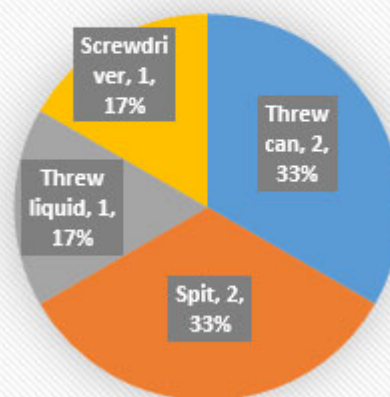
July 2022

July Bus/Rail Operator Assaults

July 2020 - 2022 Assaults



July 2022
Method of Assault

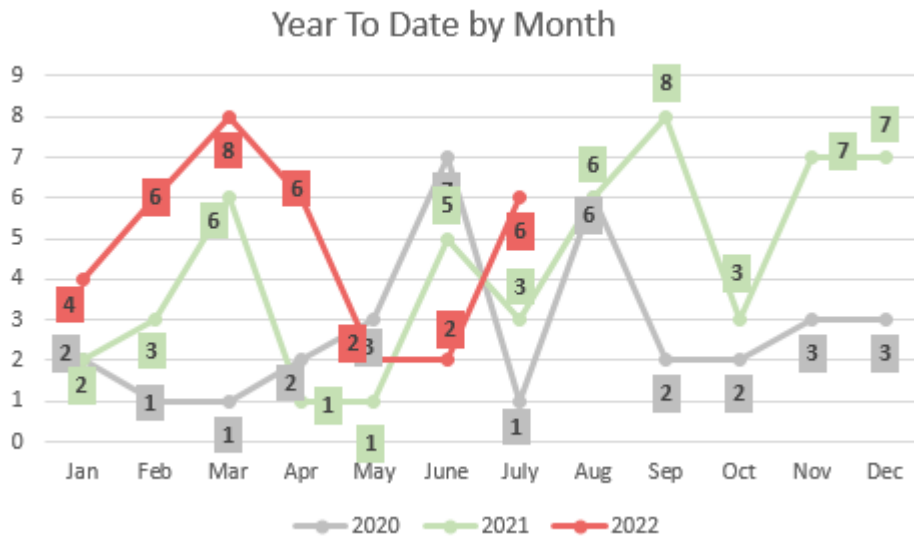


In July, there were four non-aggravated assaults with 1 arrest, and two aggravated assault with two arrests.

Date	Time	Line	Bus #	Narrative	Barrier
7/2/2022	0:20	4	8829	West Hollywood 7/2 0030hrs Sus MB/30yrs assaulted bus op over fare	Yes
7/11/2022	6:20	Terminal	5647	El Monte Terminal 7/11 0620hrs Sus transient MH/33yrs arrested for spitting on bus op over fare	Yes
7/19/2022	7:10	108	5824	Commerce 7/19 0710hrs Sus transient MH/30s threw beer can at bus op's face over open container	Yes
7/21/2022	14:11	70	5815	Monterey Park 7/21 1411hrs Sus MH/59yrs arrested for throwing beer can at bus op	Yes
7/24/2022	18:35	207	9500	LA 7/24 1835hrs Sus MB/25yrs threw sponge and spit on bus op for missing his stop	Yes
7/28/2022	6:40	180	1616	Glendale 7/28 0640hrs Sus FB/42yrs arrested for threatening bus op w/screwdriver	Yes

*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier

Year to Date Assaults



YTD Operator Assaults

YTD 2020 - 17

YTD 2021- 21

YTD 2022 - 34

Solve Rate

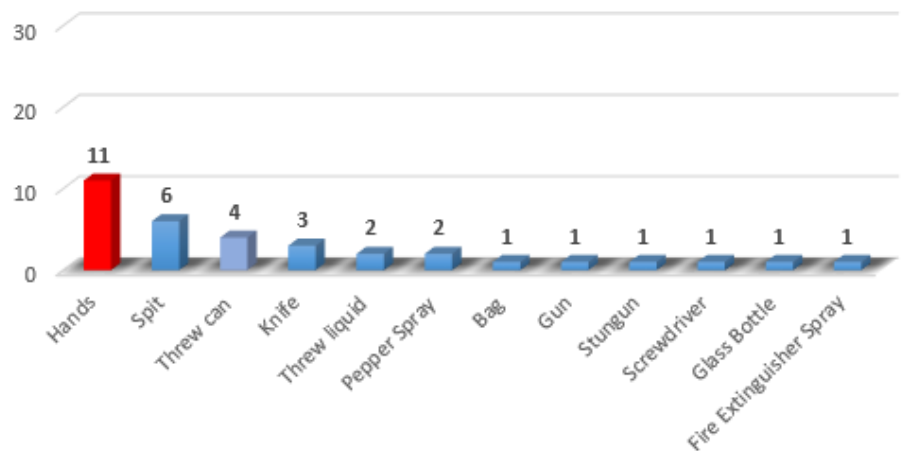
Type	Unsolved	Solved	Total	% Solved
Aggravated Assault	6	7	13	53.8%
Non-Aggravated Assault	13	8	21	38.1%
Robbery			0	#DIV/0!
Sex Crime			0	#DIV/0!
Total	19	15	34	44.1%

44% of assaults have been solved. The most frequent method of assault has been using hands.

Top Reasons for Assault

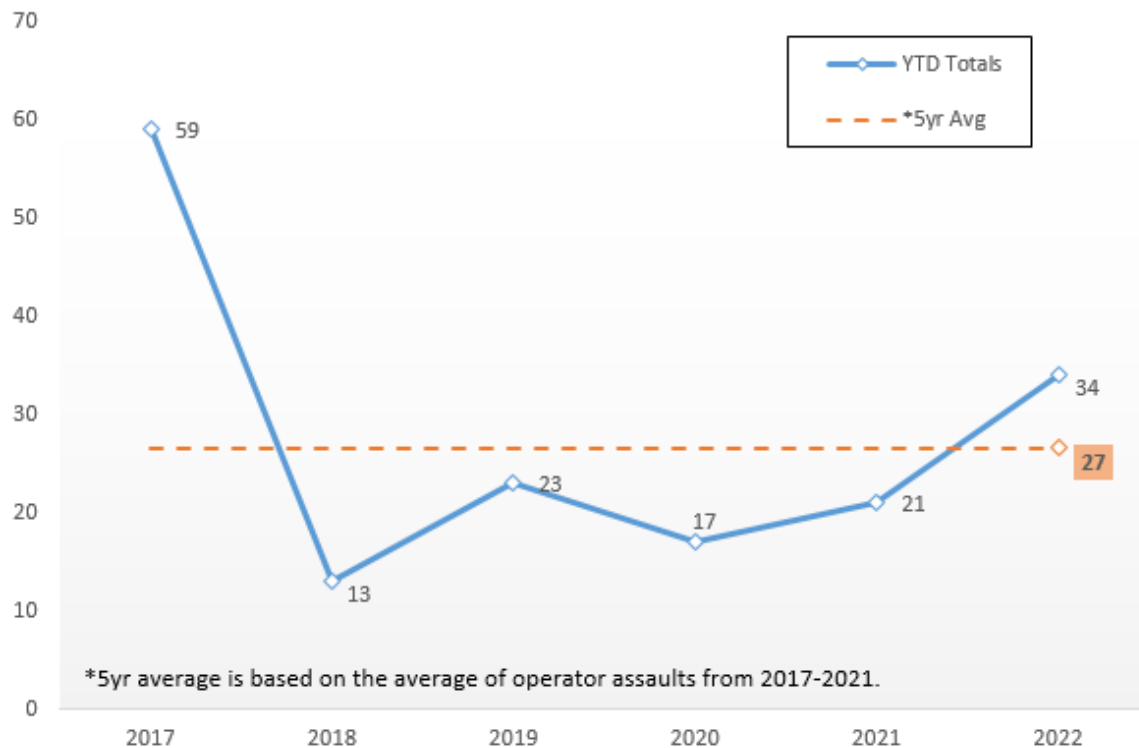
Reason	Count
No Reason	7
Other	7
Fare	4
Mentally ill	3
Disorderly	3
Policy/drink	2
Out of service	2
Missed stop	1
Passenger Pass Up	1
Other/Vehicle accident	1
Mask/Fare	1
Mask	1
Policy/Food	1
Grand Total	34

Year to Date: Method of Assault



Year to Date Assaults CONTINUED

Bus/Rail Operator Assaults - YTD

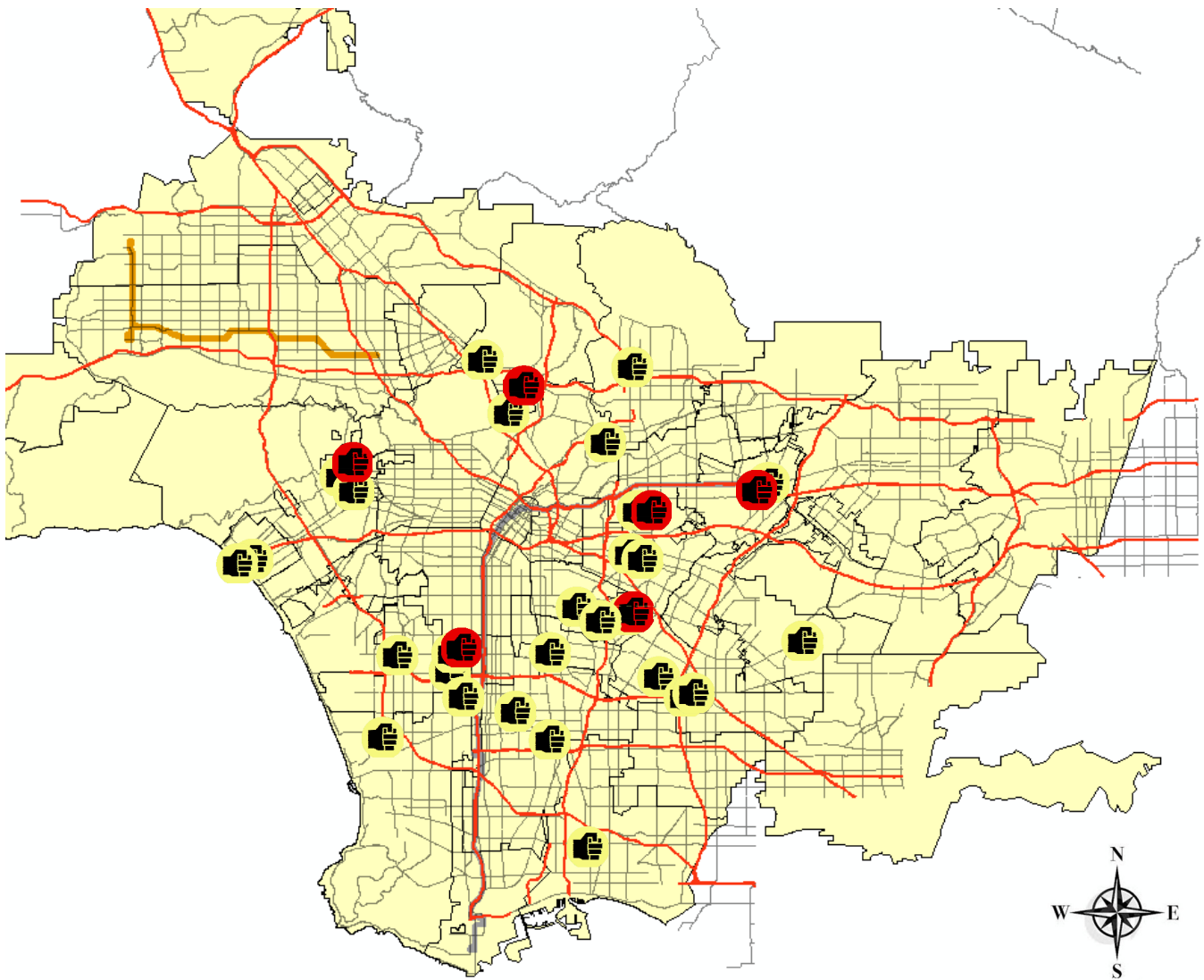


Prior to July 1st 2017, LASD patrolled the entire Metro system.

Barrier/No Barrier	Count
Not reported	0
No Barrier/Monitor	0
Operator assaulted outside barrier	10
Barrier (Not Used)	0
Barrier Used	24
Grand Total	34

Of the 34 incidents reported this year, 10 occurred outside the barrier. In 24 incidents, the barrier was used.

Map of 2022 Bus/Rail Operator Assaults



Bus Operator Assaults



July

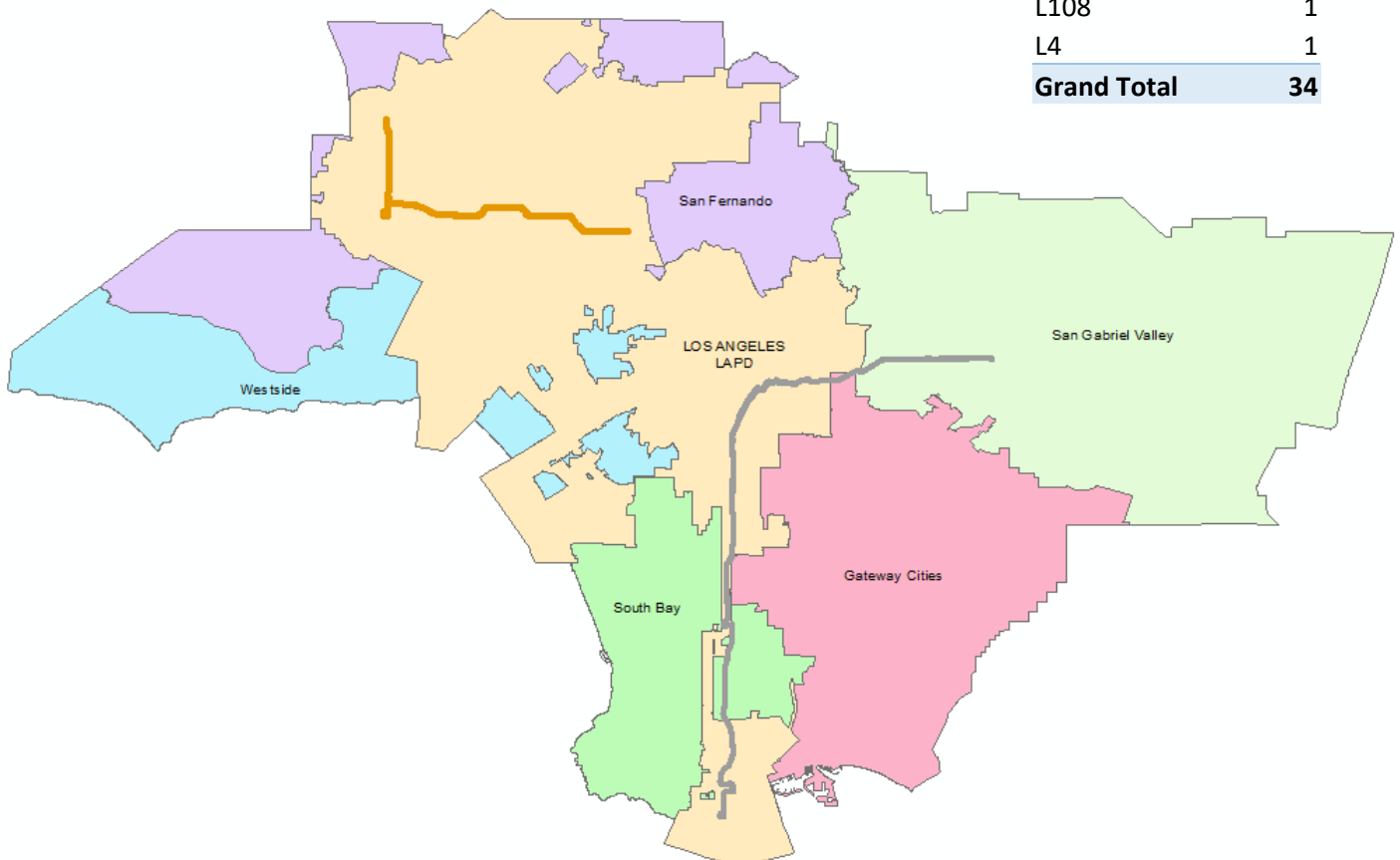


Jan—Jun

Bus Sector and Line Statistics - YTD

Sector	Count
South Bus Gateway	12
South Bus Southbay	8
North Bus San Gabriel	4
North Bus San Fernando	3
South Bus Westside	2
North Bus El Monte Terminal	2
South Rail Expo	1
North Rail Expo	1
South Rail Green	1
Grand Total	34

Line	Count
L207	3
E Line	2
L70	2
L111	2
L60	2
L18	2
L258	2
L204	2
L260	2
Terminal	1
C Line	1
L266	1
L180	1
L94	1
L74	1
L-Unk	1
L51	1
L217	1
L120	1
L117	1
L662	1
L287	1
L108	1
L4	1
Grand Total	34



Sexual Crime / Harassment Calls for Service July 2022

Calls related to sexual harassment are routed through Metro Transit Security Operations Center, which then transfers the caller to a free 24/7 hotline — Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between July 1st and July 31st, Metro Transit Security, LAPD, LASD, and LBPD received eleven (11) incidents and referred a total of ten (10) victims of sexual harassment to the above free hotlines. The victim in the other incident refused the counseling information.

July 2022 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	1	0	0	0	1
Sexual Battery	6	1	0	0	7
Lewd Conduct	0	0	0	0	0
Indecent Exposure	2	1	0	0	3
Rape	0	0	0	0	0
TOTAL	9	2	0	0	11

Counseling Information Provided	
	July 2022
YES	10
NO- If no, why?	1
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	1
Officer Witnessed Incident	0
TOTAL	11

July 2022: Dept. Average Incident Response Time Sex Crime / Harassment Measured in Minutes			
Agency	Time Tracking: Incident Rpt. To Call Created	Time Tracking: Call Generated To On Scene	Time Tracking: Incident Rept. To On Scene
LAPD	7	16	23
LASD	1	9	10
LBPD	N/A	N/A	N/A
MTS	N/A	N/A	N/A
DEPT AVERAGE	6	15	20

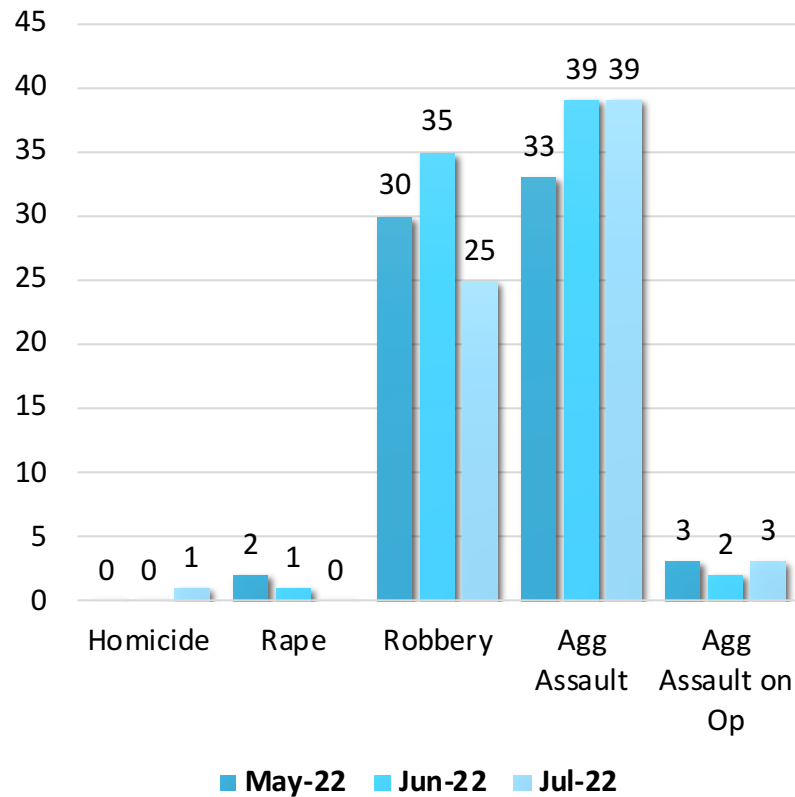
Monthly Update on Public Safety

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

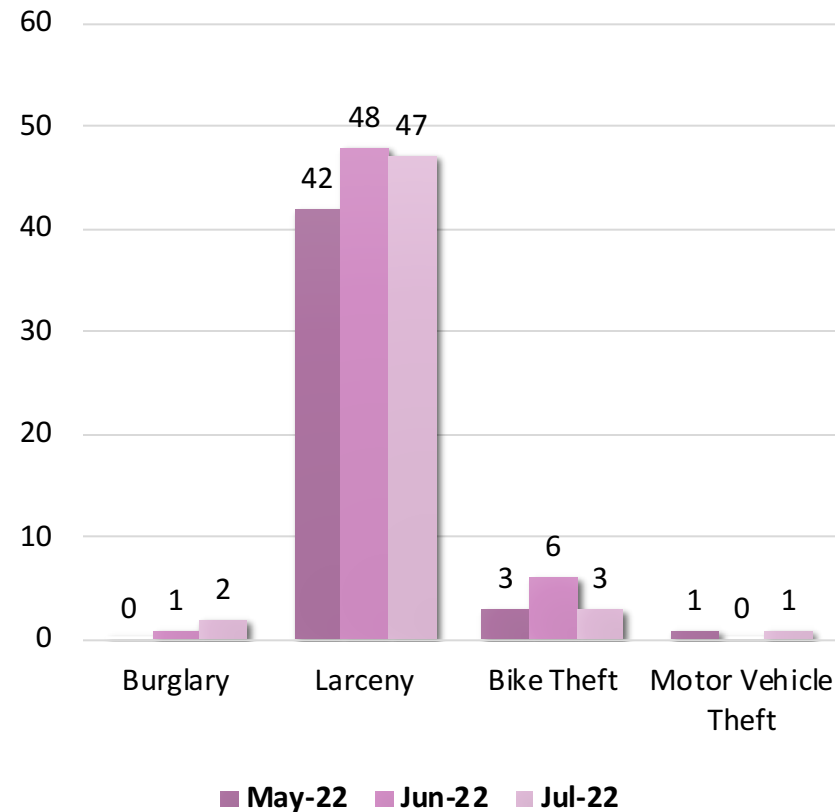
SEPTEMBER 15, 2022

Crime Stats

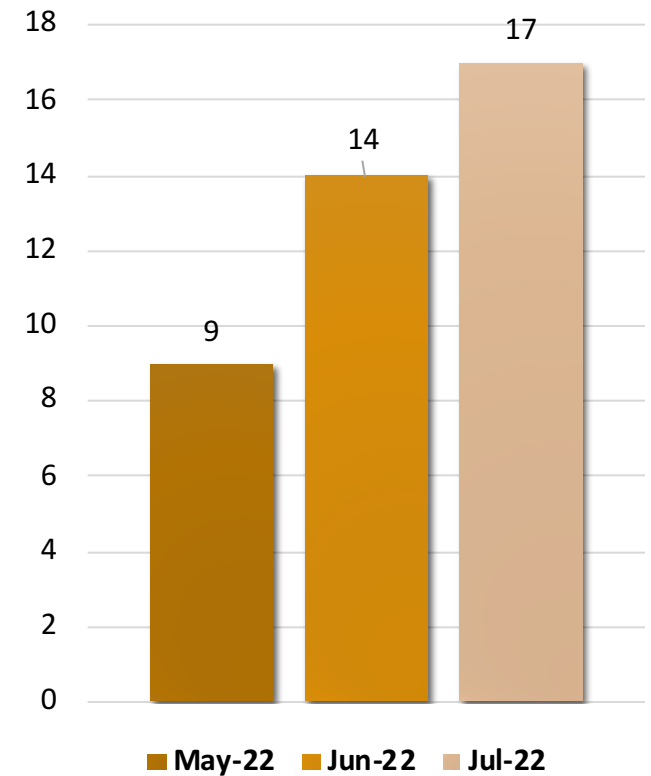
Violent Crimes



Property Crimes



Operator Assaults



LAPD's Transit Services Division's (TSD) Special Problems Unit (SPU) Deployment

- On July 11, 2022, LAPD Transit Services Division's Special Problems Unit was deployed to address the increase in assaults committed against bus operators and to directly mitigate incidents with visible patrol/enforcement.
- The Operations department provided a list of 10 top bus lines having a high number of assaults and ridership recorded from a 16-month extraction period.
- A Tactical Operations plan was prepared by LAPD Transit Services Division and the Special Problems Unit was deployed.
- The operation concluded on July 25, 2022.
- It was discovered that the majority of Operator concerns were mainly focused on issues and disruptive behavior related to Metro's Customer Code of Conduct violations and fare evasion.
- The assessment by SPU indicate incidents are random, prompted by Bus Operators attempting to maintain order on their buses, and involving persons either experiencing mental illness or those who took a physical response to the operator's intervention.

Deployment Assessment: Ancillary Door Operations

- On Friday, July 29, 2022, and Monday, August 1, 2022, contract security officers were posted at all ancillary doors at the Red Line Westlake/MacArthur Park Station and Wilshire/Vermont Station, 24 hours a day, 7 days a week.
- Posting contract security officers at each ancillary door was a collaborative effort between:
 - Metro Transit Security
 - Facilities Maintenance
 - Maintenance and Engineering
 - Rail Communications
- The targeted stations during the effort experienced the following:
 - 21% reduction in ancillary door intrusions
 - 33% reduction in emergency exit door intrusions
 - 51% reduction in emergency hatch intrusions

Security Enhancements

Security Operations Control

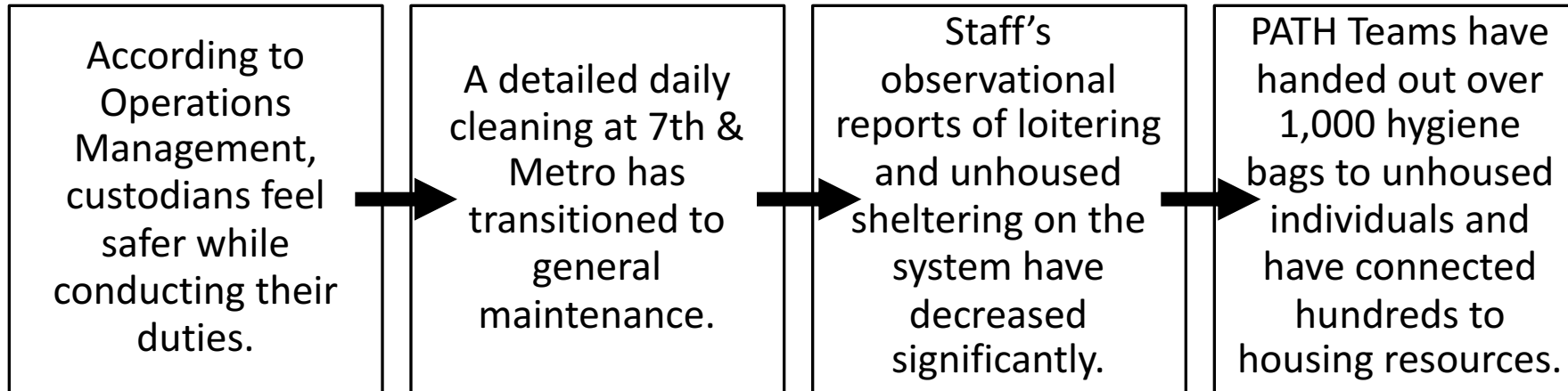
- The Security Control room at Union Station Gateway is in the process of being reconfigured and upgraded.
- This upgrade will allow access to live video from anywhere Metro has cameras including our mobile platform.
- The operational functionality will improve its usefulness and streamline its current operation.

CCTV Upgrades

- Metro is working on a Genetec prototype software solution to install 100 licenses to integrate with existing B Line station cameras.
- Genetec is a video management system (VMS) that seamlessly controls all video operations and allows rapid response to emerging situations within a single, modular platform.
- The Genetec VMS will allow users to efficiently manage and prioritize events such as critical area protection, perimeter protection and unauthorized access.

Respect the Ride Updates

- The multi-layered approach between all Metro departments to increase safety has resulted in a dramatic change to include:



- The program was recently expanded to MacArthur Park Station on August 15, 2022.