



Metro

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

Agenda - Final Revised

Thursday, January 16, 2025

1:00 PM

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5647249# (English) or 7292892# (Español)

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

Holly J. Mitchell, Chair

Katy Yaroslavsky, Vice Chair

James Butts

Jacquelyn Dupont-Walker

Tim Sandoval

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

***DUE TO THE CURRENT STATE OF EMERGENCY, THE COMMITTEE WILL MEET
VIRTUALLY.***

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

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Clerk 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 <https://www.metro.net> or on CD's and as MP3's for a nominal charge.

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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.

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

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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) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.

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

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323.466.3876

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x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

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

Live Public Comment Instructions:

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

The Meeting begins at 1:00 PM Pacific Time on January 16, 2025; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter
English Access Code: 5647249#
Spanish Access Code: 7292892#

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 16 de Enero de 2025. Puedes unirte a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-978-8818 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
Codigo de acceso en espanol: 7292892#

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

50. SUBJECT: STATE OF EMERGENCY - AUTHORIZATION TO MEET VIRTUALLY [2025-0019](#)

RECOMMENDATION

AS A RESULT of the current state of emergency as proclaimed by the Governor, meeting in person would present imminent risks to the health and safety of the attendees.

Attachments: [Attachment A - Proclamation of a State of Emergency](#)

24. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2024-1071](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

25. SUBJECT: BREDA A650 HEAVY RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR COMPONENT OVERHAUL [2024-0969](#)

RECOMMENDATION

CONSIDER:

- A. ESTABLISHING a Life of Project (LOP) budget of \$23,734,912 for A650 Component Overhaul Phase 2;
- B. AUTHORIZING the Chief Executive Officer to award a 60-month firm fixed-price Contract No RR119569000 to Wabtec Passenger Transit (Wabtec) for the component overhaul services of the A650 Heavy Rail Vehicle (HRV) fleet friction brake and air compressor systems for a total not-to-exceed amount of \$7,980,914.57 subject to the resolution of any properly submitted protest(s), if any; and
- C. AWARDING a sole source procurement, pursuant to Public Utilities Code section 130237, for component overhaul services of the A650 HRV Friction Brake Systems from the Original Equipment Manufacturer (OEM) to Wabtec Passenger Transit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

30. SUBJECT: PUBLIC TRANSPORTATION AGENCY SAFETY PLAN [2024-0982](#)

RECOMMENDATION

APPROVE the revised Public Transportation Agency Safety Plan (PTASP), Version 1.4 (Attachment A), which incorporates new Federal Transit Administration (FTA) requirements related to Safety Management System (SMS) implementation and documents Metro's processes and activities in compliance with Federal and State regulations.

Attachments: [Attachment A - Public Transportation Agency Safety Plan \(PTASP\) - Ver. 1.4 Presentation](#)

31. SUBJECT: METRO MICRO SOFTWARE SERVICE [2024-1148](#)

RECOMMENDATION

RECEIVE AND FILE an update on the Metro Micro Software Services solicitation for the MicroTransit Pilot (MTP) Project.

Attachments: [Presentation](#)

32. SUBJECT: OPEN ACCESS LEASABLE FIBER [2024-0807](#)

RECOMMENDATION

RECEIVE AND FILE the report back on the feasibility of providing open access leasable fiber along the A Line South public right-of-way that could be accessed by City and County agencies.

Attachments: [Attachment A - Motion #36 Presentation](#)

33. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY [2024-1038](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Weapons Detection](#)
[Attachment B - Station Experience Updates](#)
[Attachment C - Board Motion 31](#)
[Attachment D - Board Motion 30](#)
[Attachment E - Total Crime Summary October & November 2024](#)
[Attachment F - Systemwide Law Enforcement Overview October & November 2](#)
[Attachment G - MTA Supporting Data October & November 2024](#)
[Attachment H - Sexual Harassment Crimes October & November 2024](#)
[Attachment I - Bus & Rail Operator Assaults October & November 2024](#)
[Attachment J - Arrests by Race & Ethnicity October & November 2024](#)

34. SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

[2024-0975](#)

RECOMMENDATION

RECEIVE oral report on the ZEB Program.

Attachments: [Attachment A - Board Motion 31.1 Related to Item 31 ZEB Program Update Presentation](#)

35. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

[2024-1072](#)

RECOMMENDATION

RECEIVE oral report on Operations.

SUBJECT: GENERAL PUBLIC COMMENT

[2024-1160](#)

RECEIVE General Public Comment

GENERAL PUBLIC COMMENT

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Committee or Board; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Committee subsequent to the posting of the agenda.

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COMMITTEE'S SUBJECT MATTER JURISDICTION

Adjournment



Board Report

File #: 2025-0019, **File Type:** Proclamation

Agenda Number: 50.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: STATE OF EMERGENCY - AUTHORIZATION TO MEET VIRTUALLY

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AS A RESULT of the current state of emergency as proclaimed by the Governor, meeting in person would present imminent risks to the health and safety of the attendees.

**EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA**

PROCLAMATION OF A STATE OF EMERGENCY

WHEREAS on January 7, 2025, the Palisades Fire ignited in Los Angeles County, burning over 1,200 acres as of the time this Proclamation is issued; and

WHEREAS high winds, low humidity, and dry conditions have increased the intensity and spread of the Palisades Fire, causing imminent threat to life with Red Flag warnings in effect in Los Angeles and Ventura Counties and widespread dangerous windstorm conditions with damaging wind gusts of 50 to 80 mph forecasted; and

WHEREAS the Palisades Fire and windstorm conditions threaten structures, homes, and critical infrastructure, including power lines and water tanks, and have prompted evacuation orders and warnings and impacted the access route to the Palisades Highlands community; and

WHEREAS in response to a request from the Governor's Office of Emergency Services, the Federal Emergency Management Agency approved a Fire Management Assistant Grant to assist with the mitigation, management, and control of the Palisades Fire on January 7, 2025; and

WHEREAS under the provisions of Government Code section 8558(b), I find that conditions of extreme peril to the safety of persons and property exist due to impacts of the Palisades Fire and windstorm conditions in Los Angeles and Ventura Counties; and

WHEREAS under the provisions of Government Code section 8558(b), I find that the conditions caused by the Palisades Fire and windstorm conditions, by reason of their magnitude, are beyond the control of the services, personnel, equipment, and facilities of any single local government and require the combined forces of a mutual aid region or regions to appropriately respond; and

WHEREAS under the provisions of Government Code section 8625(c), I find that local authorities are inadequate to cope with the magnitude of the damage caused by the Palisades Fire and windstorm conditions; and

WHEREAS under the provisions of Government Code section 8571, I find that strict compliance with various statutes and regulations specified in this Proclamation would prevent, hinder, or delay the mitigation of the effects of the Palisades Fire and windstorm conditions.

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and statutes, including the California Emergency Services Act, and in particular, Government Code section 8625, **HEREBY PROCLAIM A STATE OF EMERGENCY** to exist in Los Angeles and Ventura Counties due to the Palisades Fire and windstorm conditions.

IT IS HEREBY ORDERED THAT:


1. All agencies of the state government utilize and employ state personnel, equipment, and facilities for the performance of any and all activities consistent with the direction of the Office of Emergency Services and the State Emergency Plan. Also, all residents are to obey the direction of emergency officials with regard to this emergency in order to protect their safety.
2. The Office of Emergency Services shall provide assistance to local governments, if appropriate, under the authority of the California Disaster Assistance Act, Government Code section 8680 et seq., and California Code of Regulations, Title 19, section 2900 et seq.
3. As necessary to assist local governments and for the protection of public health and the environment, state agencies shall enter into contracts to arrange for the procurement of materials, goods, and services necessary to quickly assist with the response to and recovery from the impacts of this emergency. Applicable provisions of the Government Code and the Public Contract Code, including but not limited to travel, advertising, and competitive bidding requirements, are suspended to the extent necessary to address the effects of this emergency.
4. The California National Guard may be mobilized under Military and Veterans Code section 146 to support disaster response and relief efforts, as directed by the Office of Emergency Services, and to coordinate with all relevant state agencies and state and local emergency responders and law enforcement within the impacted areas. Sections 147 and 188 of the Military and Veterans Code are applicable during the period of participation in this mission, exempting the California Military Department from applicable procurement rules for specified emergency purchases, and those rules are hereby suspended.
5. Adequate state staffing during this emergency is necessary for all state agencies and departments with an assigned response and/or recovery role. Consistent with applicable federal law, work hour limitations for retired annuitants, permanent and intermittent personnel, and state management and senior supervisors, are suspended. Furthermore, reinstatement and work hour limitations in Government Code sections 21220, 21224(a), and 7522.56(b), (d), (f), and (g), and the time limitations in Government Code section 19888.1 and California Code of Regulations, title 2, sections 300-303 are suspended. All other restrictions must be adhered to for retired annuitants. The Director of the California Department of Human Resources must be notified of any individual employed in state government pursuant to these suspensions. The suspension of statutes identified in this Paragraph shall also apply to local governments, as applicable, to ensure adequate staffing to appropriately respond to this emergency in Los Angeles and Ventura Counties. Local governmental agencies shall notify the California Public Employees' Retirement System of any individual employed by an agency pursuant to this Paragraph.

6. The limitation for the period of employment for State Personnel Board emergency appointments, as provided in Government Code section 19888.1, is suspended for positions required for emergency response and/or recovery operations related to this emergency in Los Angeles and Ventura Counties. The requirements and period of employment for such appointments will be determined by the Office of Emergency Services, but shall not extend beyond the termination date of the State of Emergency.

I FURTHER DIRECT that as soon as hereafter possible, this Proclamation be filed in the Office of the Secretary of State and that widespread publicity and notice be given of this Proclamation.

This Proclamation is not intended to, and does not, create any rights or benefits, substantive or procedural, enforceable at law or in equity, against the State of California, its agencies, departments, entities, officers, employees, or any other person.

IN WITNESS WHEREOF I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 7th day of January 2025.



GAVIN NEWSOM
Governor of California

ATTEST:

SHIRLEY WEBER, PH.D.
Secretary of State



Board Report

File #: 2024-1071, **File Type:** Informational Report

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

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

EQUITY PLATFORM

Employee of the Month 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, Maintenance, and System Security & Law Enforcement who nominate employees who work at our various Metro locations.

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

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

Stephanie N. Wiggins
Chief Executive Officer

January 2025

Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

January 16, 2025

January Employees of the Month

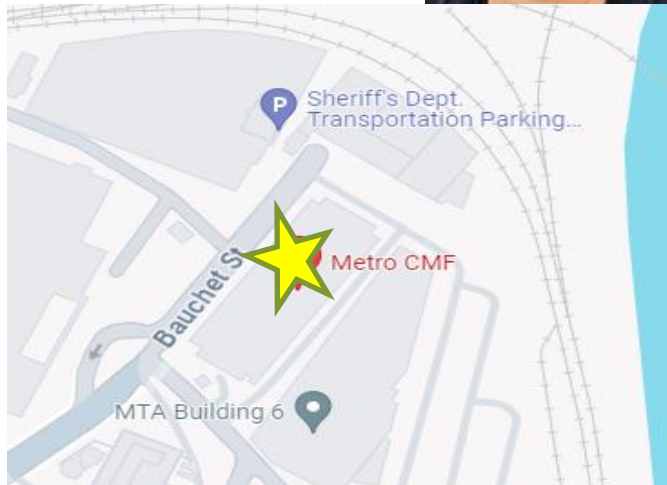


Logistics

Manpower/Payroll Material

Clerk

Norma Cross

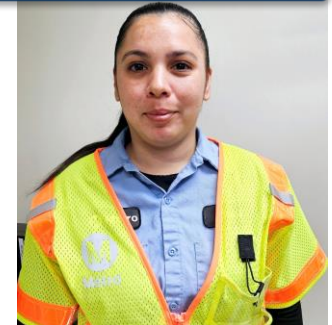


CMF – Downtown Los Angeles

Rail Fleet Services

Senior Service Attendant

Sarai Esparza



Division 22 – Lawndale

Employees of the Month



Metro[®]



Board Report

File #: 2024-0969, File Type: Contract

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025

SUBJECT: BREDA A650 HEAVY RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR
COMPONENT OVERHAUL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. ESTABLISHING a Life of Project (LOP) budget of \$23,734,912 for A650 Component Overhaul Phase 2;
- B. AUTHORIZING the Chief Executive Officer to award a 60-month firm fixed-price Contract No RR119569000 to Wabtec Passenger Transit (Wabtec) for the component overhaul services of the A650 Heavy Rail Vehicle (HRV) fleet friction brake and air compressor systems for a total not-to-exceed amount of \$7,980,914.57 subject to the resolution of any properly submitted protest(s), if any; and
- C. AWARDING a sole source procurement, pursuant to Public Utilities Code section 130237, for component overhaul services of the A650 HRV Friction Brake Systems from the Original Equipment Manufacturer (OEM) to Wabtec Passenger Transit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The A650 HRV fleet requires a friction brake overhaul at the 5-year service interval as defined by the OEM. This ensures the vehicle braking equipment operates within design specifications according to Metro’s Corporate Safety and Operations reliability goals while meeting the California Public Utilities Commission (CPUC) vehicle brake rate and stopping distance. The existing friction brake system on the A650 HRV fleet is proprietary, and this procurement is for the component overhaul services of existing equipment already in use. PUC§130237 allows the use of a single supply source for the sole purpose of duplicating or replacing equipment, material, or supplies. Wabtec is the OEM of the existing friction brake system and possesses rights and control over proprietary data, supplies, and equipment necessary to ensure the full operational capability of its friction brake system. Therefore, Wabtec is the only recommended contractor for this single-source procurement. This procurement is

for the overhaul of friction brake equipment to both the base-buy and option-buy fleets consisting of fifty-four (54) kits, including spares. This is the 5th cycle overhaul.

Execution of the friction brake and air compressor overhaul will ensure that the A650 HRV fleet remains in a continuous State of Good Repair (SGR) while safeguarding passenger safety, vehicle reliability, and equipment longevity. This contract is the first of multiple procurements currently in progress for A650 Component Overhaul Phase 2, including a coupler, new collector shoe assembly, GTO, and gearbox overhaul.

BACKGROUND

The Breda A650 Heavy Rail Fleet consists of 100 married-pair vehicles, 26 base-buy married pairs, and 74 option-buy married pairs. It has a combined 31 years of reserve service operations and 168 million cumulative fleet miles.

The Option-buy fleet is currently undergoing a Component Overhaul Program under existing Capital Project #214007. This program includes five major vehicle systems: friction brake and air compressor, traction motor, gearbox, semi-permanent drawbar, and replacement of low-voltage power supply (LVPS) with an updated design. Separate from the LVPS project, the remaining four overhaul projects range from 84% to 92% completion. These projects are expected to be completed by the end of 2024.

This request is for the Metro Board to approve the next cycle friction brake and air compressor overhaul, gearbox, and coupler replacement on both fleet types and establish an LOP budget for A650 Component Overhaul Phase 2.

DISCUSSION

The A650 HRV fleet friction brake equipment overhaul is performed to ensure continued passenger safety and performance. The HRV friction brake equipment is overhauled every five years as defined by the OEM and monitored by the CPUC.

The friction brake and air compressor overhaul consists of several components, including electrical, mechanical, and pneumatic component parts, subject to normal wear and tear and, in some instances, replaced with new parts resulting from obsolescence.

Routine maintenance and periodic overhauls of this equipment are critical for the vehicle operator and Metro's passengers. Safety is of the utmost importance, and ensuring the HRV will stop in all service modes, including emergency braking, is of the utmost importance.

Metro's Transit Vehicle Engineering developed overhaul statements of work and technical specifications for all systems included in friction brakes based on OEM recommendations and RFS maintainability experience. Upon contract award, the Contractor will overhaul and test the friction brake equipment in accordance with the technical specifications, safety and reliability requirements, and within the RFS production schedule.

A650 Component Overhauls Phase 2

This contract represents the first of multiple component overhaul efforts required to keep the A650 fleet in a State of Good Repair. Separate contracts for additional required overhauls are currently in various stages of development and solicitation, with contract awards for coupler, collector shoe, GTO, and gearbox components expected during FY25. Staff seeks Board approval of a \$23,734,912 LOP budget for A650 Component Overhauls Phase 2.

DETERMINATION OF SAFETY IMPACT

Safety is of the utmost importance to Metro's passengers and employees. Therefore, it is necessary to maintain the A650 HRV fleet friction brake equipment without deferred maintenance while meeting Transit Asset Management Federal guidelines on equipment State of Good Repair (SGR). The friction brake equipment is a vital system that provides the means to stop the vehicle during in-service operations and emergency braking modes.

FINANCIAL IMPACT

This action will establish a \$23,734,912 LOP budget for A650 Component Overhauls Phase 2 and award Wabtec a firm-fixed-price contract for overhauling the friction brake and air compressor systems. As agency procurement guidelines require, contracts for other component overhauls included in Phase 2 will be brought to the Board separately for approval.

Since this is a multi-year project, the Component Overhaul Superintendent, Division Director, and Senior Executive Officer of Rail Fleet Services will ensure that the balance of funds is budgeted in future years. The Project Manager and Cost Center Manager will be responsible for budgeting for costs in future years.

Impact to Budget

Funding for this action will consist of Federal, State, and Local funds as they become available, some of which will be eligible for operations. Staff will apply for grant funds, which will be allocated based on grant approval.

EQUITY PLATFORM

Board approval will ensure that Metro's A650 HRV fleet remains in a constant state of good repair while providing vital transportation services throughout the City and County of Los Angeles via B and D lines, inclusive of many Equity Focus Communities (EFC) where disparities may exist in providing residents access to jobs, housing, education, health, and safety. The A650 HRV fleet operates in areas served, including Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood, most of which serve people living in EFCs.

Based on the 2019 Customer Survey, the Red and 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%.

Attachment B shows that Wabtec made a 1.11% Disadvantaged Business Enterprise (DBE) commitment for this OEM contract.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the A650 Friction Brake Overhaul supports Strategic Goal 1): Provide high-quality mobility options that enable people to spend less time traveling. This overhaul program ensures sustained fleet reliability, including safe, accessible, and affordable transportation for Metro's heavy rail vehicle (subway) riders.

The recommendation supports Metro Strategic Plan Goal 5) Provide responsive, accountable, and Trustworthy governance within the Metro organization. Contract Modification Authority and Contract extension safeguard production continuance while reliably meeting passenger safety and fleet needs.

ALTERNATIVES CONSIDERED

Deferral of this overhaul is not recommended as the friction brake equipment and systems are integral components of the operations and braking 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 systems overhaul, there are no alternatives to be considered.

NEXT STEPS

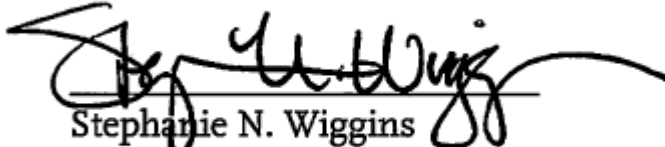
Upon Board approval, the friction brake system overhaul will commence according to stakeholders' mutually agreed production schedules.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - A650 Expenditure and Funding Plan

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BREDA A650 HEAVY RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR
COMPONENT OVERHAUL

1.	Contract Number: RR119569000	
2.	Recommended Vendor: Wabtec Passenger Transit, A Division of Wabtec Corp.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 01-02-2024	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: 06-07-2024	
	E. Pre-Qualification Completed: 02-20-2024	
	F. Ethics Declaration Forms submitted to Ethics: 02-14-2024	
	G. Protest Period End Date: 01-22-2025	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Jessica Omohundro	Telephone Number: (213) 922-4790
7.	Project Manager: Richard Lozano	Telephone Number: (323) 224-4042

A. Procurement Background

This Board Action is to approve the award of Contract No. RR119569000 to transport, inspect, overhaul, and test fifty-four (54) A650 friction brake and air compressor overhaul kits in support of Metro's A650 Heavy Rail Vehicle (HRV), subject to the resolution of any properly submitted protest(s), if any. The existing friction brake system on the Breda A650 rail cars was designed and built by Wabtec Passenger Transit, the original equipment manufacturer (OEM). It was determined by Metro's engineering and operations team that Wabtec Passenger Transit 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 A650 friction brakes and air compressor must be overhauled by the original equipment manufacturer (OEM), Wabtec Passenger Transit. Wabtec made a 1.11% Disadvantaged Business Enterprise (DBE) commitment for this OEM contract.

The non-competitive Request for Proposal (RFP) was issued on January 2, 2024, in accordance with Metro's Acquisition Policy and the contract type is a Firm-Fixed-Price.

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

- Amendment No. 1, issued on January 18, 2024, revised critical dates, and extended the proposal due date.
- Amendment No. 2, issued on May 17, 2024, requested Best and Final Offer (BAFO) on their Good Faith Efforts for DEOD to review.

- Best and Final Offer (BAFO) issued on November 13, 2024.

B. Evaluation of Proposal

This non-competitive procurement is consistent with Public Utility Code § 130237 for the duplication or replacement of existing equipment already in use. The proposal was evaluated in compliance with Metro’s Acquisition Policy and Procedures.

A Proposal Evaluation Team (PET) consisting of Metro staff from Transit Vehicle Engineering and Rail Fleet Services performed a comprehensive technical evaluation. The technical evaluation consisted of reviews of the Proposer’s key personnel, project management, quality assurance and work plans. The proposal was found to be technically acceptable and in compliance with the requirements of the RFP.

C. Cost Analysis

In accordance with Metro’s Acquisition Policy and Procedures for a non-competitive acquisition, a cost analysis is required. The recommended proposal price has been determined to be fair and reasonable based upon a cost analysis, technical evaluation, Independent Cost Estimate (ICE), discussions and negotiations.

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
Wabtec Passenger Transit	\$8,077,667.22	\$6,517,800.00	\$7,980,914.57

The Contract Administrator led discussions with Wabtec to address questions and get clarification on their proposed work plan, scope of work, level of effort, and proposed price. Following these discussions, Wabtec made price and technical adjustments and submitted a Best and Final Offer (BAFO) which included a reduced proposal price in the amount of \$7,980,914.57.

The negotiated BAFO price represents a 12% reduction from the initial proposed amount, however, it is still 22.4% higher than the ICE. This difference is attributed to several key factors that were not fully considered in the ICE. There are two contributing factors that make up most of that difference:

1. System obsolescence – Wabtec included additional engineering costs required to upgrade and retrofit current updated component technology to the existing obsolete system. The ICE did not include these component upgrades, which account for approximately 9.7% of the overall difference.
2. Risk Contingency – Metro’s overhaul specification is intended to cover all items found to be worn, damaged, defective, or otherwise requiring replacement. The primary driver of the increased costs is the expanded scope of work. Previous contract was limited to specific overhaul tasks. The enhanced scope brings additional responsibilities, requiring increased resource allocation, labor, and material costs. This, along with component obsolescence, creates financial

risk that the ICE did not account for. This risk contingency factor accounts for approximately 3.0% of the overall difference.

Factoring these elements into the analysis, the difference between the ICE and the negotiated amount is reconciled to approximately 9.7% which is the best attainable, fair and reasonable price.

D. Background on Recommended Contractor

The recommended firm, Wabtec Passenger Transit, a division of Wabtec Corp, is a leading global provider of equipment, systems, digital solutions, and value-added services for the freight and transit rail sectors. With over 150 years of experience, they are leading the way in safety, efficiency, reliability, innovation, and productivity in over 50 countries around the world.

DEOD SUMMARY

**BREDA A650 HEAVY RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR
COMPONENT OVERHAUL / RR119569**

A. Small Business Participation

Wabtec Passenger Transit made a 1.11% Disadvantaged Business Enterprise (DBE) commitment for this non-competitive Original Equipment Manufacturer (OEM) solicitation, which is the commitment of record that will be monitored through the life of the contract.

Small Business Commitment	1.11% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	Mai's Supply and Service	Asian Pacific American	0.46%
2.	Celestial Freight Solutions	Hispanic American	0.65%
	Total Commitment		1.11%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

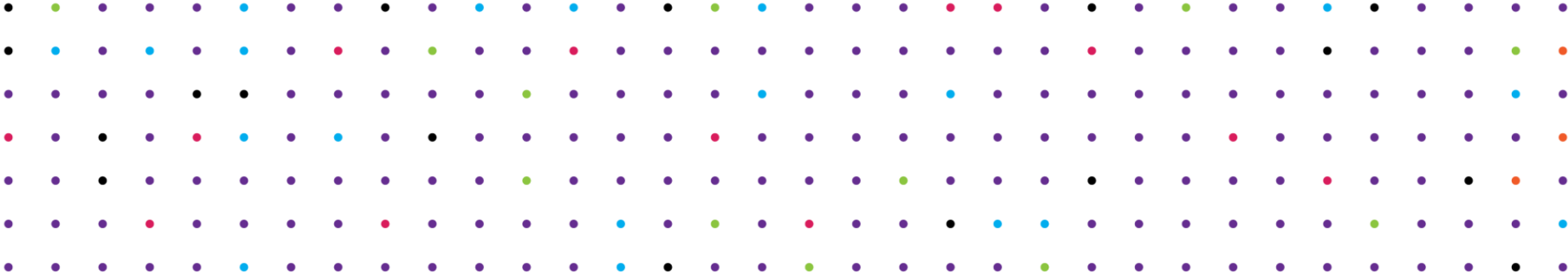
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

A650 EXPENDITURE AND FUNDING PLAN

Use of Funds	Total	FY26	FY27	FY28	FY29	FY30+
Friction Brake, HPT, and Air Compressor Overhaul	\$9,417,330	\$1,569,555	\$2,092,740	\$2,092,740	\$2,092,740	\$1,569,555
Coupler Overhaul	\$4,459,320	\$743,220	\$990,960	\$990,960	\$990,960	\$743,220
GTO Module Overhaul	\$1,945,800	\$1,297,200	\$648,600	-	-	-
Collector Shoe Replacement	\$1,295,470	\$219,465	\$292,620	\$292,620	\$292,620	\$198,145
GE Gearbox Overhaul	\$5,541,992	\$831,299	\$1,662,598	\$1,662,598	\$1,385,498	-
Other Professional Service	\$1,075,000	\$215,000	\$215,000	\$215,000	\$215,000	\$215,000
Total LOP Budget	\$23,734,912	\$4,875,739	\$5,902,518	\$5,253,918	\$4,976,818	\$2,725,920
Source of Funds						
Federal/State/Local funds as they become available	\$23,734,912	\$4,875,739	\$5,902,518	\$5,253,918	\$4,976,818	\$2,725,920
Total LOP Funding	\$23,734,912	\$4,875,739	\$5,902,518	\$5,253,918	\$4,976,818	\$2,725,920

RAIL FLEET SERVICES

A650 Heavy Rail Vehicle Friction Brake Air Compressor Component Overhaul



RECOMMENDATION



- A. ESTABLISHING a Life of Project (LOP) budget of \$23,734,912 for A650 Component Overhaul Phase 2;
- B. AUTHORIZING the Chief Executive Officer to award a 60-month firm fixed-price Contract No RR119569000 to Wabtec Passenger Transit (Wabtec) for the component overhaul services of the A650 Heavy Rail Vehicle (HRV) fleet friction brake and air compressor systems for a total not-to-exceed amount of \$7,980,914.57 subject to the resolution of any properly submitted protest(s), if any; and
- C. AWARDING a sole source procurement, pursuant to Public Utilities Code section 130237, for component overhaul services of the A650 HRV Friction Brake Systems from the Original Equipment Manufacturer (OEM) to Wabtec Passenger Transit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE & DISCUSSION



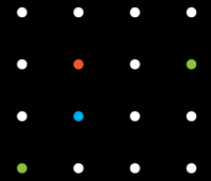
ISSUE

The A650 Heavy Rail fleet consists of 100 vehicles requiring friction brake overhaul every 5-years as defined by the original friction brake manufacturer. This is the 5th cycle overhaul for this equipment by the OEM safeguarding passenger safety to the original manufacturer's design criteria, and vehicle reliability ensuring the A650 fleet remains in a continuous State of Good Repair.

DISCUSSION

This procurement is for the overhaul of friction brake equipment replacing worn and expired parts as well as including comprehensive testing thereby ensuring the friction brake system operates in all service modes including emergency braking applications. The friction brakes are a safety critical system.

CONTRACT AWARD



AWARDEE

Wabtec Passenger Transit (Wabtec)

NUMBER OF BIDS

1 (Sole Source)

DEOD COMMITMENT

1.05% DBE





Board Report

File #: 2024-0970, **File Type:** Contract

Agenda Number: 26.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

**SUBJECT: SIEMENS P2000 LIGHT RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR
COMPONENT OVERHAUL**

ACTION: AWARD CONTRACT

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 48-month firm fixed-price Contract No RR119657000 to Wabtec Passenger Transit (Wabtec) for component overhaul services to the P2000 Light Rail Fleet (LRV) fleet operating on the A, C, E, and K Lines for a total not-to-exceed amount of \$10,039,572.57 subject to the resolution of any properly submitted protest(s), if any; and
- B. AWARDING a sole source procurement, pursuant to Public Utilities Code section 130237, for component overhaul services of the P2000 LRV from the Original Equipment Manufacturer (OEM) to Wabtec Passenger Transit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The P2000 LRV fleet requires friction brake overhaul at the 5-year service interval as defined by the Original Equipment Manufacturer (OEM). This ensures the vehicle braking equipment operates within design specifications according to Metro’s Corporate Safety and Operations reliability goals while meeting California Public Utilities Commission (CPUC) vehicle brake rate and stopping distance. Wabtec is the OEM of the existing friction brake system and possesses rights and control over proprietary data, supplies, and equipment necessary to ensure the full operational capability of its friction brake system. Therefore, Wabtec is the only recommended contractor for this single-source procurement. This procurement is for the overhaul services to the friction brake equipment consisting of 57 kits, including spares. This is the 4th overhaul cycle.

BACKGROUND

The P2000 LRV fleet comprises 52 LRVS with 24 years of revenue service operations and 72 million fleet miles. This fleet is currently undergoing a Component Overhaul program on coupler, gearbox, and journal bearing replacement, with completion ranging from 19% to 31%. This request is for the Board to approve the next cycle of friction brake and air compressor overhauls. Concurrently, there is an ongoing Modernization Overhaul Project on this fleet, but the tasks are separate, with no duplication between programs.

DISCUSSION

The P2000 fleet friction brake equipment overhaul is performed to ensure continued passenger safety and equipment reliability, as defined by OEM, Metro Corporate Safety, and CPUC regulations.

The friction brake and air compressor overhaul consist of several assemblies, including electrical, mechanical, and pneumatic component parts, subject to normal wear and tear during normal service operations. Routine maintenance and periodic overhauls of this equipment are critical for the vehicle operator and passengers, ensuring the LRV will stop in regular service modes as well as in emergency braking applications.

Metro's Transit Vehicle Engineering (TVE) developed the overhaul statement of work and technical specification(s) for all systems based on OEM recommendations and Rail Fleet Services maintenance experience. The contractor will overhaul and test the friction brake systems in accordance with maintenance manuals within the defined schedule requirements.

DETERMINATION OF SAFETY IMPACT

Safety is of the utmost importance for Metro and its passengers. Therefore, maintaining the P2000 LRV fleet without deferred maintenance is necessary while meeting Transit Asset Management Federal guidelines on equipment State of Good Repair (SGR). The friction brake equipment is a vital system that provides the means to stop the vehicle during in-service operations and during emergency braking modes.

FINANCIAL IMPACT

Funding of \$10,039,572.57 for this contract is included within the Life of Project (LOP) budget under approved Capital Project (CP) 214005 - P2000 Fleet Component Overhaul.

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

Impact to Budget

The current source of funds for this action is Measure R, which is eligible for bus and rail operations.

EQUITY PLATFORM

This action will ensure that Metro's P2000 LRV fleet is able to provide vital transportation services throughout LA County via A, C, E, and K Lines, including many Equity Focus Communities (EFC) where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. The P2000 LRV fleet operates on all light rail lines directly impacting EFCs, such as neighborhoods in East and South Los Angeles, Long Beach, Compton, Watts, Crenshaw, and Inglewood, among others. Rail transportation provides an essential lifeline for travelers with limited transportation options, and the Metro light rail maintenance program ensures the proper SGR to the P2000 LRV fleet for those primarily relying on transit.

In addition to Wabtec being the OEM, federally funded procurements are not applicable to Local Small Business Enterprise preference. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

Wabtec committed 3% Disadvantaged Business Enterprise for this OEM contract.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the P2000 LRV fleet friction brake and air compressor overhaul supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. RFS staff will perform this overhaul in conjunction with ongoing coupler and gearbox overhauls, ensuring sustained fleet reliability and safe, accessible, and affordable transportation for Metro's light rail system riders.

The recommendation supports Metro's Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within the Metro organization. Contract Modification Authority and Contract extension safeguard overhaul production continuance while reliably meeting passenger safety and fleet needs.

ALTERNATIVES CONSIDERED

The P2000 LRV fleet has recently undergone a Modernization Overhaul Program that addressed major equipment obsolescence e.g., propulsion and friction brake controls, and new Heating, Ventilation, and Air Conditioning equipment utilizing current technology and part upgrades. Rail Fleet Services staff are responsible for the removal and installation of the friction brake equipment whereas the Contractor performs the equipment overhaul that requires specialized training, tooling, and pneumatic test bench equipment. With this historical approach the Contractor assumes performance reliability safety sensitive equipment. An alternative is to defer the OEM recommended overhaul program; however, this is not recommended as the fleet will suffer over time and will create decreased availability/reliability with a high risk of equipment breakdown as well as negative impacts on on-time performance and customer service.

NEXT STEPS

Upon Board approval, the friction brake system overhaul will commence according to stakeholders' mutually agreed production schedules.

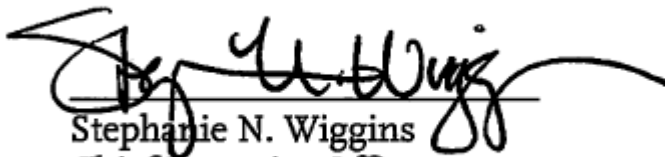
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

SIEMENS P2000 LIGHT RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR
COMPONENT OVERHAUL

1.	Contract Number: RR119657000	
2.	Recommended Vendor: Wabtec Passenger Transit, A Division of Wabtec Corp.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 01-02-2024	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: 06-07-2024	
	E. Pre-Qualification Completed: 02-20-2024	
	F. Ethics Declaration Forms submitted to Ethics: 02-14-2024	
	G. Protest Period End Date: 01-22-2025	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Jessica Omohundro	Telephone Number: (213) 922-4790
7.	Project Manager: Richard Lozano	Telephone Number: (323) 224-4042

A. Procurement Background

This Board Action is to approve the award of Contract No. RR119657000 to transport, inspect, overhaul, and test fifty-seven (57) P2000 friction brake and air compressor overhaul kits in support of Metro's P2000 Light Rail Vehicle (LRV) subject to the resolution of any properly submitted protest(s), if any. The existing friction brake system on the P2000 rail cars was designed and built by Wabtec Passenger Transit, the original equipment manufacturer (OEM). It was determined by Metro's engineering and operations team that Wabtec Passenger Transit 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 P2000 friction brakes must be overhauled by the original equipment manufacturer (OEM), Wabtec Passenger Transit. Wabtec made a 3% Disadvantaged Business Enterprise (DBE) commitment for this OEM contract.

The non-competitive Request for Proposal (RFP) was issued on January 2, 2024, in accordance with Metro's Acquisition Policy and the contract type is a Firm-Fixed-Price.

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

- Amendment No. 1, issued on January 18, 2024, revised critical dates, and extended the proposal due date.
- Amendment No. 2, issued on May 17, 2024, requested Best and Final Offer (BAFO) on their Good Faith Efforts for DEOD to review.
- Best and Final Offer (BAFO) issued on November 13, 2024.

B. Evaluation of Proposal

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

A Proposal Evaluation Team (PET) consisting of Metro staff from Transit Vehicle Engineering and Rail Fleet Services performed a comprehensive technical evaluation. The technical evaluation consisted of reviews of the Proposer's key personnel, project management, quality assurance and work plans. The proposal was found to be technically acceptable and in compliance with the requirements of the RFP.

C. Cost Analysis

In accordance with Metro's Acquisition Policy and Procedures for a non-competitive acquisition, a cost analysis is required. The recommended proposal price has been determined to be fair and reasonable based upon a cost analysis, technical evaluation, Independent Cost Estimate (ICE), discussions and negotiations.

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
Wabtec Passenger Transit	\$10,306,797.57	\$6,298,500.00	\$10,039,572.57

The Contract Administrator led discussions with Wabtec to address questions and get clarification on their proposed work plan, scope of work, level of effort, and proposed price. Following these discussions, Wabtec made price and technical adjustments and submitted a Best and Final Offer (BAFO) which included a reduced proposal price in the amount of \$10,039,572.57.

The negotiated BAFO price represents a 2.6% reduction from the initial proposed amount, however, it is still 59.4% higher than the ICE. This difference is attributed to several key factors that were not fully considered in the ICE. The contributing factors that make up most of the difference are:

1. System obsolescence – Wabtec included additional engineering costs required to upgrade and retrofit current updated component technology to the existing obsolete system. The ICE did not include these brake control subsystem component upgrades which are significant and account for approximately 37.9% of the overall difference.
2. Risk Contingency – Metro's overhaul specification is intended to cover all items found to be worn, damaged, defective, or otherwise requiring replacement. The primary driver of the increased costs is the expanded scope of work. Previous contract was limited to specific overhaul tasks. The enhanced scope brings additional responsibilities, requiring increased resource allocation, labor, and

material costs. This, along with the high level of component obsolescence, creates financial risk that the ICE did not account for. This risk contingency factor accounts for approximately 3.4% of the overall difference.

Factoring these elements into the analysis, the difference between the ICE and the negotiated amount is reconciled to approximately 18.1% which is the best attainable, fair and reasonable price.

D. Background on Recommended Contractor

The recommended firm, Wabtec Passenger Transit, a division of Wabtec Corp, is a leading global provider of equipment, systems, digital solutions, and value-added services for the freight and transit rail sectors. With over 150 years of experience, they are leading the way in safety, efficiency, reliability, innovation, and productivity in over 50 countries around the world.

DEOD SUMMARY

SIEMENS P2000 LIGHT RAIL VEHICLE FRICTION BRAKE AIR COMPRESSOR
COMPONENT OVERHAUL**A. Small Business Participation**

Wabtec Passenger Transit made a 3% Disadvantaged Business Enterprise (DBE) commitment for this non-competitive Original Equipment Manufacturer (OEM) solicitation, which is the commitment of record that will be monitored through the life of the contract.

Small Business Commitment	3% DBE
----------------------------------	---------------

	DBE Subcontractors	Ethnicity	% Committed
1.	Mai's Supply and Service	Asian Pacific American	2.45%
2.	Celestial Freight Solutions	Hispanic American	0.55%
Total Commitment			3.00%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

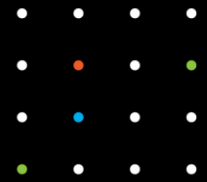
E. Project Labor Agreement/Construction Careers Policy

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

P2000 Light Rail Vehicle Friction Brake Air Compressor Component Overhaul



RECOMMENDATION

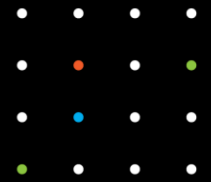


CONSIDER:

- A. AUTHORIZING the Chief Executive Officer to award a 48-month firm fixed-price Contract No RR119657000 to Wabtec Passenger Transit (Wabtec) for component overhaul services to the P2000 Light Rail Fleet (LRV) fleet operating on the A, C, E, and K Lines for a total not-to-exceed amount of \$10,039,572.57 subject to the resolution of any properly submitted protest(s), if any; and
- B. AWARDING a sole source procurement, pursuant to Public Utilities Code section 130237, for component overhaul services of the P2000 LRV from the Original Equipment Manufacturer (OEM) to Wabtec Passenger Transit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE & DISCUSSION



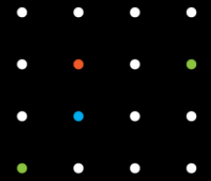
ISSUE

The P2000 Light Rail fleet consists of 52 vehicles requiring friction brake overhaul every 5 years as defined by the original friction brake manufacturer. This is the 5th overhaul cycle for this equipment by the OEM safeguarding passenger safety to the original manufacturer's design criteria, and vehicle reliability ensuring the P2000 fleet remains in a continuous State of Good Repair.

DISCUSSION

This procurement is for the overhaul of the friction brake equipment replacing worn and expired parts as well as including comprehensive testing thereby ensuring the friction brake system operates in all service modes including emergency braking applications. The friction brakes are a safety critical system.

CONTRACT AWARD



AWARDEE

Wabtec Passenger Transit (Wabtec)

NUMBER OF BIDS

1 (Sole Source)

DEOD COMMITMENT

3% DBE





Board Report

File #: 2024-1032, File Type: Contract

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025

SUBJECT: REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA
STATEWIDE CONTRACT

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. UTILIZE the State of California Statewide Fleet Vehicles Contract for a not-to-exceed expenditure amount of \$24,259,612 inclusive of sales tax, for 142 electric sedans, 5 electric trucks, 97 hybrid sport utility vehicles (SUVs), 125 pick-up trucks, and 118 cargo/passenger vans. Four suppliers will fulfill delivery of the vehicles under contract with the State of California; and
- B. NEGOTIATE options required for the vehicles purchased through the State of California Statewide Fleet Vehicles Contract to meet Metro’s needs (e.g. light bars, extended range EV batteries, stake beds, etc) for a not-to-exceed amount of \$2,431,900.

YAROSLAVSKY AMENDMENT: Report back in 120 days with a non-revenue vehicle purchasing policy that prioritizes zero-emission vehicles. The report should review and, to the extent feasible, mirror existing zero-emission fleet purchasing policies at the City of Los Angeles and County of Los Angeles.

BUTTS AMENDMENT: As related to the Yaroslavsky amendment, incorporate where needed, exceptions for sedans and other light weight vehicles used for safety and security and operational requirements.

ISSUE

For several years, Metro’s non-revenue fleet has not been replaced per the expected life schedule due to supply chain issues that resulted from the pandemic. As such, Metro is currently utilizing non-revenue vehicles that are as much as 20 years old and, in some cases, have up to 285,000 miles of service. Older vehicles with extraordinarily high mileage are unreliable and cost much more to maintain due to wear and tear. Metro non-revenue vehicles support all Metro departments and must be reliable to do this effectively. Metro will also need reliable non-revenue vehicles to support the upcoming rail expansions.

Non-revenue vehicles have been posted in the past using traditional procurement methods; however, the bidding process was not successful due to either not receiving any bids or receiving bids that were nearly double the Independent Cost Estimate (ICE). The delays caused by these failed bids has resulted in a significant backlog of non-revenue vehicles in the procurement process. Utilization of the State of California Statewide Fleet Vehicles Contract will allow Metro to procure 63% of the common types of non-revenue vehicles used by Metro staff, while continuing to procure the backlog of 282 specialty vehicles using traditional procurement methods. The California Statewide contract also has very competitive pricing for zero emission (ZE) vehicles, which will accelerate the procurement of the 147 ZE vehicles and allow for replacement of older, higher emission non-revenue vehicles.

BACKGROUND

Various departments require non-revenue vehicles to support Maintenance, Transportation, and Construction programs. All 487 non-revenue trucks, sedans, SUVs, and cargo and passenger vans that will be replaced have exceeded the minimum required service requirements and need replacement, as many of these vehicles have been in service for more than 20 years.

These vehicles are experiencing reduced reliability, requiring significant and frequent repairs to keep them in service. Some of these vehicles have also been determined unreliable, with excessive mechanical failures, costly/frequent repairs, and high levels of service unavailability. Their current condition renders them no longer cost-effective to maintain, and replacements are now required.

DISCUSSION

This procurement is to replace 487 Metro-owned and operated SUVs, Trucks, Sedans, and Cargo and Passenger Vans that have exceeded the policy requirement of 6 years and/or 150,000 miles of service.

All departments throughout the agency rely on these vehicles, including Bus and Rail Divisions, Wayside Systems, Maintenance of Way Engineering, Risk Management, Operations Planning, and Public Relations, just to name a few. The new vehicles will be used for Operator Relief, Maintenance Support, and Facilities Maintenance, as well as support Revenue Services and various administrative functions. The new vehicles provide several benefits to Metro, including Environmental Impact, Cost of Ownership, and Safety.

Utilizing the State of California Statewide Fleet Vehicles Contract will allow Metro to purchase vehicles given multiple unsuccessful procurements in the past due to a combination of lack of bidders and unacceptable bids that greatly exceeded the Independent Cost Estimates (ICE). This approach allows Metro to purchase many of these vehicles at prices below the ICE, which is a substantial savings to Metro. Purchasing through the Statewide Fleet Vehicles Contract also has the added benefit of a shorter lead time due to the specification of common vehicles that are more readily available. Shortening the lead time to purchase will reduce the current procurement backlog as a result of dealers/manufacturers cancelling orders due to recent supply chain issues.

Options will be negotiated by the Chief Operations Officer. The type of options negotiated will be for the upfitting of light bars, ladder racks, stake beds, and other accessories necessary for Metro to conduct normal Metro support activities. This will also include extended range batteries to allow Electric Vehicles purchased to provide the necessary range to minimize impact on Metro operations.

Environmental Impact

The new vehicles benefit customers, employees, and the communities where Metro vehicles operate by reducing harmful emissions. In alignment with the recent Board approval of the EV Parking Strategic Plan, Metro is committed to transitioning the non-revenue fleet to zero-emission vehicles with 147 of the 487 vehicles (30%) being battery electric. One hundred and forty-two existing sedans will be replaced with 142 Ford Mach E Crossovers, with an upgraded battery to provide the necessary range to meet Metro's needs. Ninety-seven, or 20%, being hybrid. The remaining 243 vehicles are passenger vans and trucks that are not available with electric or hybrid powertrain options at this time.

Cost of Ownership

The benefits of new replacement vehicles, such as better fuel efficiency, fewer repairs, increased reliability, and shorter repair times, will greatly reduce the cost of maintaining the existing fleet.

DETERMINATION OF SAFETY IMPACT

Safe operation of the non-revenue vehicle fleet is paramount to the safety of the Metro employees who operate them. Excessive age and mileage lead to wear and tear of the major vehicle systems, e.g., drive trains, steering, suspension, and engines. This results in increased breakdowns during operation.

The new vehicles are equipped with more technologically advanced safety features, including dynamic braking, emergency airbags, and antilock braking, making them safer for staff to operate than aging vehicles.

FINANCIAL IMPACT

The recommended award is \$24,259,612 for the State of California Statewide Fleet Vehicles Contract plus \$2,431,900 for options, totaling \$26,691,512. This request is within the Life of Project (LOP) Budget of \$36,350,000. This budget is contained within multiple Capital Projects, as listed in the table below. The budget for this procurement is in Cost Center 3790, Maintenance Administration, and 3196, Central Oversight & Analysis under Account 53106, Acquisition of Service Vehicles.

Quantity	Vehicle Type	Project
5	Cargo Vans	205668
1	Trucks	205668
40	Highlander	208604
52	Sedans	208604
15	Highlander	208608
30	Cargo Vans	208610
8	Passenger Vans	208610
57	Sedans	208610
42	Trucks	208610
3	Sedans	208611
7	Trucks	208611
25	Cargo Vans	208612
30	Highlander	208612
30	Sedans	208612
80	Trucks	208612
50	Cargo Vans	861518
12	Highlander	861522

487

The current sources of funds for this action are the State Transportation Development Act (TDA) and Local Measure R 35%. TDA funding is eligible for Capital and Operating Projects, and Measure R 35% is not eligible for Bus and Rail Operations. Given fund guidelines and provisions, using these funding sources maximizes the allocation intent.

EQUITY PLATFORM

This action will provide support vehicles for staff across the agency’s various departments and roles. Staff rely on support vehicles for a range of activities, including providing efficient and timely rail/bus services. The 487 vehicles procured will replace the aging vehicles in various departments throughout Metro to support revenue services of Rail and Bus Operating Divisions, including Downtown Los Angeles, El Monte, Long Beach, and Sun Valley.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Metro used the California Statewide Contract to purchase this large quantity of vehicles after supply chain issues created by the COVID-19 pandemic impacted its ability to replace aging vehicles for several years.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The non-revenue vehicles support Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. They will help maintain the reliability of rail/bus service and

ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals.

ALTERNATIVES CONSIDERED

The alternative of continuing to operate the current vehicles was considered for the 487 trucks, sedans, SUVs, cargo, and passenger vans still in service. Retaining these vehicles for use by Metro employees is not recommended. The diminished reliability, high maintenance costs, frequent repairs, and higher emissions have rendered these vehicles a poor alternative for continued operation.

Utilization of the State of California Statewide Fleet Vehicles Contract is the alternative to the traditional Requests For Proposals (RFP), which has been unsuccessful in recent years due to lack of bidders and extreme price markups from the few available bidders. The Statewide Fleet Vehicles Contract allows Metro to purchase common vehicles at standard or discounted prices without the inherent time delays of individual procurements and the special-order process. This will also allow Metro to purchase all six different types of vehicles under a single procurement, reducing the time and effort needed for multiple procurements.

NEXT STEPS

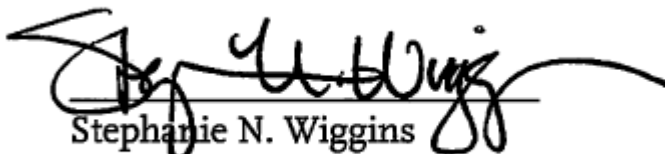
Following the execution of the contract, the state-approved vendors will commence delivery upon receipt from the manufacturers. The delivery of all 487 vehicles is scheduled before the end of calendar year 2025.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Alan Tang, Senior Director Non-Revenue Fleet Maintenance, (562) 658-0231
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Matthew Dake, Deputy Chief Operations Officer, (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management, (213) 418-3051

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


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA STATEWIDE CONTRACT

1.	Contract Numbers: OP254056000, OP254058000, OP254059000, OP254060000	
2.	Recommended Vendors: Downtown Ford Hanford, Watsonville Fleet Group, Elk Grove Sales, Freeway Toyota of Auto	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP—A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates: N/A	
	A. Issued: N/A	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: N/A	
	E. Pre-Qualification Completed: N/A	
	F. Ethics Declaration Forms Submitted to Ethics: N/A	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: N/A	Bids/Proposals Received: N/A
6.	Contract Administrator: Tina Hoffstetter	Telephone Number: 213-922-2775
7.	Project Manager: Alan Tang	Telephone Number: 562-658-0231

A. Procurement Background

This Board action is to request authorization to utilize the State of California Statewide Fleet Vehicles Contract for the replacement of 487 non-revenue vehicles. The State of California competitively solicited and negotiated the award of multiple contracts that provide the State and local governmental agencies the ability to leverage their combined purchasing power to obtain favorable pricing for four major categories of fleet vehicles, including Fleet Vehicles-Cars, Fleet Vehicles-Trucks, Fleet Vehicles-Vans and SUVs, and Alternate Fuel Medium/Heavy Duty Vehicles.

B. Evaluation of Bids

Proposal evaluations were not conducted for this action since the contracts have already been awarded by the State of California. Metro reviewed the available vehicles on the State pricing schedules and selected the vehicles whose technical specifications complied with Metro's technical

requirements.

C. Price Analysis

The recommended Not-to-Exceed (NTE) amounts for each purchase with a cumulative NTE amount of \$24,259,612 are considered fair and reasonable based on adequate price competition, pre-negotiated pricing, and fact finding. Metro further conducted a survey of published vehicle pricing for the vehicles being purchased and it was determined that prices on the State Contract reflect favorable pricing with discounts up to 32% off the Manufacturer's Suggested Retail Price (MSRP).

Supplier	Type of Vehicle	Qty.	Total Price	Sales Tax	Tire Fee	Total
Downtown Ford Sales	Trucks and Cargo/ Passenger Vans	178	\$8,004,465	\$760,424	\$1,246	\$8,766,135
Downtown Ford Sales	EV Crossovers	142	\$6,566,932	\$623,859	\$994	\$7,191,785
Freeway Toyota of Hanford	Hybrid SUVs	97	\$4,447,838	\$422,545	\$679	\$4,871,062
Watsonville Fleet Group	Pick-Up Trucks – Ford 350	63	\$2,831,199	\$268,964	\$441	\$3,100,604
Elk Grove Auto	Pick-Up Trucks	7	\$301,350	\$28,628	\$49	\$330,027
					Grand Total	\$24,259,612

D. Background on Recommended Contractors

Downtown Ford

Downtown Ford Sales has been a family-owned business since 1911 and is one of

the oldest dealerships in California. In 2022, Harrold Ford and Downtown Ford merged to create Downtown Ford Sales with 2 locations, both in Sacramento, California.

Elk Grove Auto

Elk Grove Auto is part of the Knight Automotive Group and is located in Sacramento County, California. Elk Grove Auto Dealerships include Elk Grove Acura, Audi, Dodge/Jeep, Subaru, and Volkswagen.

Freeway of Toyota Hanford

Freeway Toyota is part of Victory Automotive Group, an award-winning dealership group with dealerships all over the country. It all started back in 1997 with just one Nissan store in rural Tennessee. From those humble beginnings, Victory quickly expanded, adding more brands and moving beyond Tennessee. Now, over 26 years later, Victory has over 50 locations in 10 states, representing 14 top automobile brands.

Watsonville Fleet Group

Watsonville Fleet Group is a family-owned business. The company was founded in 2008. Watsonville Fleet operates in the car & truck industry and is located in Watsonville, California and has a fleet department location in Alhambra, California that serves the Southern California region. Watsonville Fleet Group is an authorized dealer for Chevrolet, Ford, Dodge, Chrysler, Jeep and Ram. Ford F-250 and F-350 pick-up trucks will be sourced from Watsonville Fleet Group.

**REPLACEMENT OF NON-REVENUE VEHICLES THROUGH CALIFORNIA
STATEWIDE CONTRACT**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE)/Small Business Enterprise (SBE) goal for this solicitation. The State of California Statewide Fleet Vehicles Contract competitive process was used to purchase the fleet replacement vehicles.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

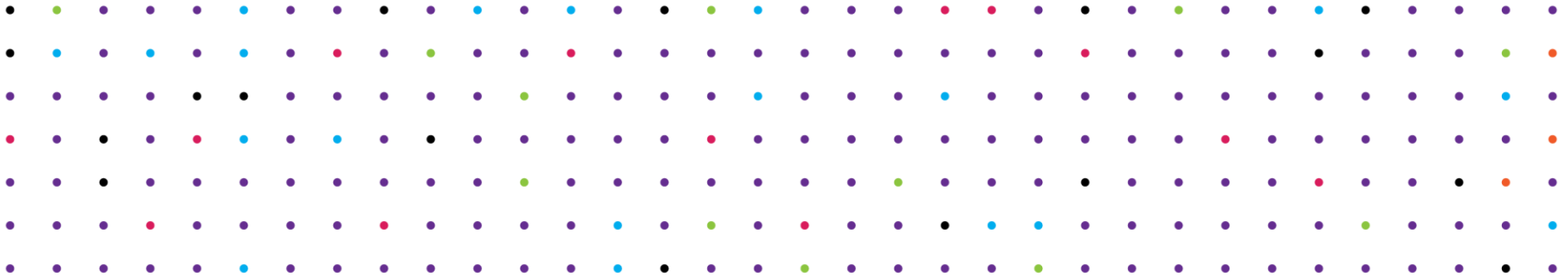
C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

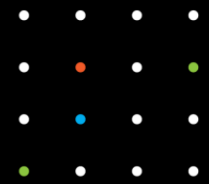
D. Project Labor Agreement/Construction Careers Policy

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

PURCHASE OF REPLACEMENT VEHICLES THROUGH CALIFORNIA STATEWIDE CONTRACT



RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award firm fixed price contracts utilizing the State of California Statewide Contract in the sum of \$24,259,612 inclusive of sales tax for 142 electric drive crossovers, 5 electric drive trucks, 97 hybrid sport utility vehicles (SUV's), 125 trucks, and 118 cargo and passenger vans. Delivery of the vehicles will be fulfilled by four suppliers of the State of California Statewide Contract. AUTHORIZE the Chief Executive Officer to negotiate options not to exceed \$2,431,900 required for these vehicles to meet Metro's service profile. Total amount of award Not-to-Exceed \$26,691,512 for purchase of vehicles plus options:

- **Downtown Ford** will provide 320 Ford trucks, cargo and passenger vans, and sedans including electric vehicle (EV) trucks and sedans in the amount of \$15,957,919
- **Watsonville Fleet Group** will provide 63 Ford trucks in the amount of \$3,100,604
- **Freeway of Toyota Hanford** will provide 97 Toyota Highlander Hybrid SUV's in the amount of \$4,871,062
- **Elk Grove Auto** will provide 7 Dodge Ram trucks in the amount of \$330,027

ISSUE & DISCUSSION



ISSUE

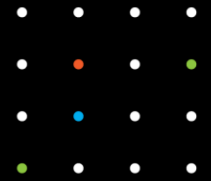
Metro's older non-revenue fleet vehicles have high mileage, are not reliable, and are costly to operate. Traditional procurement methods for these vehicles has resulted in either no bids or bid pricing of nearly double the ICE. The delays caused by these failed bids has resulted in a significant backlog of non-revenue vehicles in the procurement process. Metro requires a reliable non-revenue fleet to support all departments and numerous rail expansions.

DISCUSSION

This procurement of 487 standard non-revenue vehicles using the State Contract will eliminate 63% of the procurement backlog, while using traditional procurement methods for 282 specialty vehicles, and will accelerate procurement of 147 zero emission vehicles to replace higher emission vehicles that have exceeded 6 years of age and/or 150,000 miles of service.



CONTRACT AWARD



AWARDEES - Downtown Ford, Watsonville Fleet Group,
Freeway of Toyota Hanford, Elk Grove Auto

NUMBER OF BIDS – N/A (State Contract)

DEOD COMMITMENT – 0%



Board Report

File #: 2024-1058, **File Type:** Contract

Agenda Number: 28.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: NEW P3030 LIGHT RAIL VEHICLES (LRV) PROCUREMENT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to solicit competitive negotiations Request for Proposals (RFPs), pursuant to Public Contract Code (PCC) §20217 and Metro’s procurement policies and procedures for the procurement of new P3030 Light Rail Vehicles (LRVs).

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

Staff has determined that the new LRV solicitation constitutes a specialized rail transit equipment purchase. This determination renders it appropriate that the new P3030 LRVs be procured by a competitively negotiated process in accordance with PCC § 20217. PCC § 20217 states that the Board, upon a finding of a two-thirds vote of all members, may find that the competitive low-bid procurement method is not adequate for the agency’s needs and direct that the procurement be conducted through competitive negotiation. This competitive negotiation process is the same procurement model Metro used for previous new and midlife modernization rail vehicle procurement projects, including the HR5000 New Heavy Rail Vehicle (HRV), A650 HRV Refurbishment, P3010 New LRV Procurement, HR4000 New HRV Procurement, P2000 LRV Midlife Modernization, and P2550 LRV Midlife Modernization projects.

Thirty-three Base LRVs and Six Options for an additional 142 LRVs with a total of 175 new P3030 LRVs are required to support projected revenue service requirements, including enhanced service capacity for the new East San Fernando Valley (ESFV) Line, Southeast Gateway Line, future rail line extensions and the replacement of 52 legacy P2000 Siemens LRV fleet.

BACKGROUND

As part of Metro’s short and long-term planning goals, numerous new Light Rail Transit Lines will be constructed within the next 15 years. The ESFV project is one of the light rail systems currently under development that will extend north from the Van Nuys Metro G-Line station to the Sylmar/San

Fernando Metrolink Station for a total of 9.2 miles with 14 at-grade stations. Service is anticipated to begin approximately in 2031. Thirty-three new P3030 LRVs will need to be procured to support service, with forecast delivery starting in Spring 2030.

The existing P2000 Siemens LRVs consist of fifty-two LRVs, which Metro accepted between 2000 and 2001. Based on a 30-year useful life, these LRVs are forecasted for retirement between 2030 and 2031. In accordance with the Rail Fleet Management Plan (RFMP) FY2020-FY2040, the rail fleet will be expanded to accommodate anticipated growth in ridership, support future line extensions and service expansions, and replace rail vehicles reaching the end of their useful revenue service life.

An additional ninety LRVs will be included as options to be exercised when construction schedules are further developed for the Southeast Gateway Line and other LRV projects.

DISCUSSION

It is in the public's interest to utilize competitive negotiation rather than a sealed bid process to consider factors other than price in the award of contracts for rail vehicles as allowed under PCC § 20217. The competitive negotiation process allows for the consideration of factors other than price that could not be adequately quantified or considered in a strictly low-bid procurement.

Staff recommends the use of a competitive negotiation process for the acquisition of the P3030 LRVs to allow for the consideration of technical and commercial factors, such as past performance related to schedule adherence, quality, reliability, after-market support, and vehicle performance, as well as price in the contract award selection process. By establishing explicit factors that identify Metro's priorities, the solicitation can use evaluation criteria critical to Metro to augment price considerations.

In addition to the ability to evaluate key technical and schedule factors, the competitive negotiation process permits direct discussions and negotiations with Proposers to clarify requirements and costs prior to an award recommendation. This process minimizes the risks associated with a complex specification and scope of work by allowing the parties to clarify ambiguities and correct deficiencies.

The solicitation will include provisions to meet the Buy America and Metro Manufacturing Career Policy (MCP) requirements.

DETERMINATION OF SAFETY IMPACT

The approval of this recommendation will have a direct and positive impact on safety, service quality, system reliability, performance, and overall customer satisfaction as new LRVs will be needed to support the new ESFV Line, Southeast Gateway Line, future rail line extensions, and the

P2000 fleet replacement.

FINANCIAL IMPACT

Once the proposals are evaluated and a qualified contractor is selected, a fully funded requisition shall be initiated to start the solicitation processes as per Metro policies. Upon the completion of the evaluation process, staff will return to the Board with the contract award recommendation and request a Life of Project (LOP) budget. Funding for this action will be programmed based on future fund balances that can be applied to the project.

Since this project will occur over a multi-year period, the Cost Center Manager, Project Manager, and Chief of Operations will be responsible for future fiscal year budgeting.

Impact to Budget

Upon approval, the recommendation may be funded with a combination of Federal, State, and Local funds. Staff will seek and apply for future grant funding as opportunities become available. Staff recommends that the new LRV procurement remain eligible for federal funding, including following all federal procurement guidelines.

EQUITY PLATFORM

The new P3030 LRVs will provide revenue service along Metro's existing Light Rail Systems, including the new ESFV and the Southeast Gateway Lines which serve a majority of Equity Focus Communities (EFC) who rely on public transportation. See Attachment A. Approving the decisions in this board report will encourage a fair, competitive LRV procurement bidding process.

The area serviced by the ESFV Line is comprised heavily of communities of color (71.7% Latino), experiences poverty twice as much as the LA County average of 14.9%. Roughly 12.5% of households in the area do not own a car and depend on public transportation.

The area serviced by the Southeast Gateway Line is comprised of Black, Indigenous, and other People of Color (BIPOC) at (65%) of the total study area population, and Hispanic/Latino groups alone account for 51 percent of the study area population. In addition, 44 percent of study area residents live below the poverty level, compared with the county average of 33 percent.

The LRV delivery will enable Metro's LRT Lines to be built and operated on schedule and provide residents with critical transit service to access greater employment, health, and educational opportunities that would otherwise be difficult to reach.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations support Metro Strategic Plan Goal No. 5) to "provide responsive, accountable, and trustworthy governance within the Metro organization." This goal strives to position

Metro to deliver the best possible mobility outcomes and improve business practices so that Metro can perform more effectively and adapt more nimbly to the changing needs of our customers.

ALTERNATIVES CONSIDERED

The Board of Directors may choose to procure LRVs using a low bid process, but this methodology is not recommended. The sealed bid process does not adequately account for any technical superiority of performance, reliability, or system life cycle costs that one firm's equipment or solution may have over another since the process must be awarded to the lowest responsive and responsible bidder. For these reasons, Metro staff does not recommend this alternative. The competitively negotiated procurement process will provide for the evaluation of critical non-price related factors in the source selection process.

NEXT STEPS

Staff will proceed with a competitively negotiated solicitation for the procurement of the new P3030 LRVs.

ATTACHMENTS

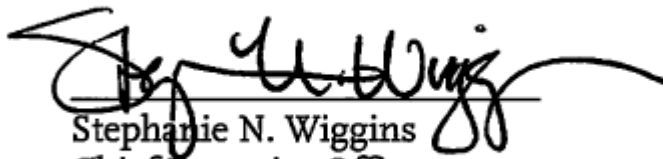
Attachment A - Metro EFC Map - 2024

Prepared by:

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Wayne Okubo, Director, Vendor/Contract Management, (213) 922-7466
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Reviewed by:

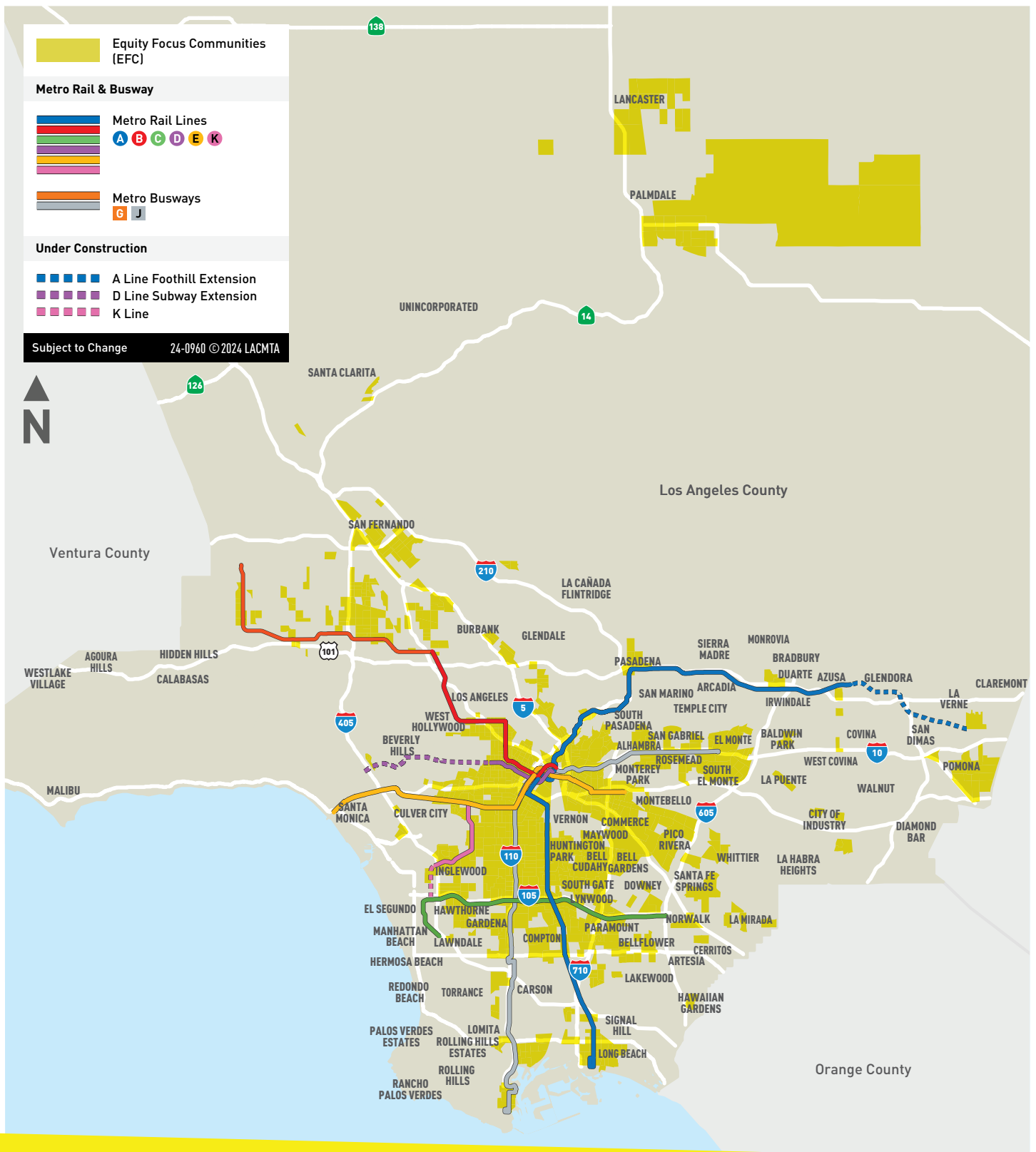
Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

Attachment A

METRO-DESIGNATED EQUITY FOCUS COMMUNITIES



CONTACT US

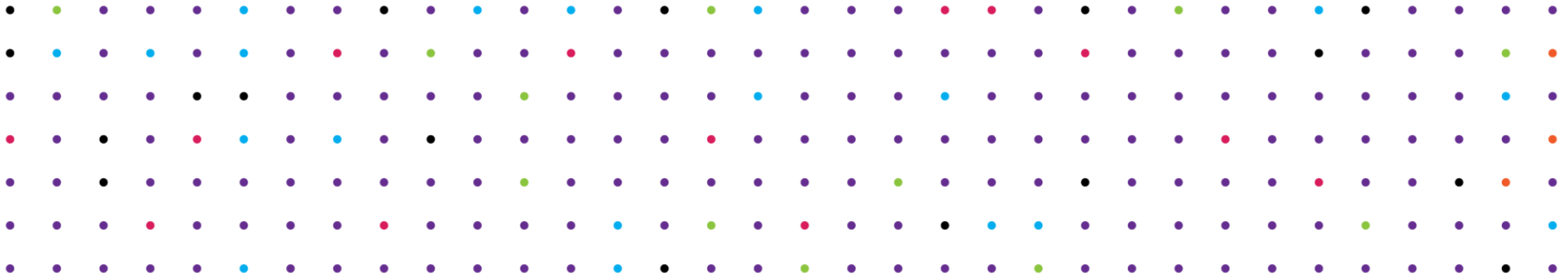
✉ Office of Equity and Race
One Gateway Plaza, MS 25-1
Los Angeles, CA 90012

✉ equityandrace@metro.net

🌐 metro.net/equity-race

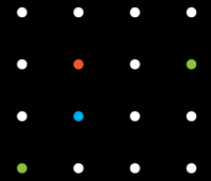
Vehicle Maintenance, Acquisition, and Engineering

New P3030 Light Rail Vehicle (LRV) Procurement



Operations, Safety, & Customer Experience Committee Meeting
January 16, 2025

RECOMMENDATION



AUTHORIZE the Chief Executive Officer (CEO) to solicit competitive negotiations Request for Proposals (RFPs), pursuant to Public Contract Code (PCC) §20217 and Metro's procurement policies and procedures for the PROCUREMENT of new P3030 Light Rail Vehicles (LRVs).

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)



- Due to a specialized rail transit equipment, it proposed that the new P3030 Light Rail Vehicles (LRVs) be procured by a competitively negotiated process in accordance with PCC § 20217.
- Public Contract Code (PCC) § 20217 states that the Board, upon a finding by two-thirds vote of all members, may find that the competitive low bid procurement method inadequate for the agency's needs, and direct that the procurement be conducted through competitive negotiation similar to those used for previous new rail vehicle procurement and midlife modernization projects.
- Thirty-three Base LRVs and six Options for an additional 142 Option LRVs with a total of 175 new LRVs are required to support projected revenue service requirements, including enhanced service capacity for the new East San Fernando Valley (ESFV) Line, Southeast Gateway Line, future rail line extensions and the replacement of 52 legacy P2000 Siemens LRV fleet.

DISCUSSION



Upon a finding by two-thirds vote of all members, Competitive negotiation facilitates:

- Consideration of factors that could not be adequately quantified or considered in a strictly low bid procurement. (e.g. quality, reliability, after-market support).
- Consideration of technical and commercial factors. (e.g. past project performances, schedule adherence, vehicle performance, and price in the contract award selection process).
- Direct discussions and negotiations with Proposers to clarify requirements and cost before award recommendation to minimize the risks associated with a complex specification and work scope.



Board Report

File #: 2024-0855, **File Type:** Contract

Agenda Number: 29.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: COMMUNITY INTERVENTION SPECIALIST (CIS) PROGRAM

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a three-year, firm-fixed unit rate Contract No. PS123774000 to Lee Andrews Group, Inc. to develop, manage, and operate a Community Intervention Specialist Program in the Not-to-Exceed (NTE) amount of \$24,927,121, effective February 3, 2025, subject to resolution of any properly submitted protest(s), if any.

ISSUE

As a part of its re-imagined multi-layer approach to safety and as a complement to the Transit Ambassador Program, Metro has, over the last two years, successfully piloted embedding Community Intervention Specialists with street teams who were deployed to be a welcoming face on the newly opened K Line.

The CIS Program has made an immediate positive impact in creating a safer environment for Metro riders at K Line stations, which have subsequently seen very little criminal activity. Metro now plans to expand the use of Community Intervention Specialists across the Metro system, inclusive of the K Line.

BACKGROUND

Maintaining a safe, clean, and reliable transit system is integral to improving Metro’s customer experience. On March 25, 2021, the Metro Board approved Motion 26.2 authored by Directors Bonin, Garcetti, Mitchell, Hahn, Dupont-Walker, and Solis (Attachment A), and on November 18, 2021, approved Motion 25.1 authored by Directors Bonin, Mitchell, Hahn, Solis, and Dupont-Walker (Attachment B), directing staff to reimagine the agency’s investments and approach to public safety on the transit system.

In December 2022, Metro awarded a competitive task order under the Communications Support Services Bench to the Lee Andrews Group, Inc. to develop, manage and administer Metro’s Customer Experience Street Team Program. The program deployed friendly Street Teams to greet customers and teach them how to navigate the newly opened K Line.

The program vendor identified Community-Based Organizations (CBOs) that recruited and employed Community Intervention Specialists (CIS) to provide a community-based security presence at key K Line stations. Different from traditional security, CIS staff are from the neighborhoods where they are stationed and have unique knowledge of those neighborhoods, particularly gang activity. They use their relationships with local residents and specialized training in de-escalation techniques to create a safe, incident-free environment, without introducing traditional police methods that might make local residents uncomfortable.

Community Intervention Specialists were deployed on the K line upon its opening in October 2022, while the Transit Ambassador Pilot Program contractors were in the process of staffing up. The identifiable differences between the Transit Ambassadors are focused on the broader security support, customer experience and reporting, while Street Teams provide a welcoming presence at stations and distribute materials. Community Intervention Specialists are more focused on preventing and de-escalating incidents in a community-based, safety-centered role.

Community Intervention Specialists have been working on the K Line seven days a week, from 8:30 a.m. through 8:30 p.m. Since its opening, the K Line has only had minimal (7) crimes against property, including vandalism and graffiti. Through de-escalation techniques and training, CIS members have prevented a number of safety and security incidents on the K Line.

Based upon the success of the CIS Pilot Program, Metro desires to continue the CIS program, as well as expand deployment locations to other areas of the system where gang activity might be present.. The initial task order is set to expire June 30, 2025. Doing this effectively required a separate competitive procurement for this program to identify a contractor who could partner with and manage CBOs with specific knowledge of the neighborhoods across the county not just along the K Line.

DISCUSSION

The vision of the CIS Program is that it is representative of the communities Metro serves to provide a community-based security presence that would keep stations safe, while ensuring the community feels safe and comfortable. CISs also support a community-based approach to public safety by offering an unarmed response to de-escalate situations that could become more significant issues.

Staff, in consultation with Metro's System Security and Law Enforcement Department and our Law Enforcement partners (LAPD, LASD, and LBPD), reviewed crime data related to stations impacted by gang violence, Transit Watch App incidents related to gang activity, and Customer Comments Analysis Tracking System (CCATS) reports related to gang activity, and have identified 10 stations within the Northwest, West, Central, Southeast and Southwest regions of the Metro system where expanded community intervention beyond the K Line would be valuable.

Similar to the current CIS Program, the contractor will subcontract with local CBOs with expertise working with at-risk populations and gang prevention. Under the new contract, the Contractor shall manage the following CBOs, 2nd Call, Developing Options, Able Solutions, and Homies Unidos, who

will recruit and deploy 40 CIS members deployed daily at various hot spots across the system.

2nd Call is a Los Angeles-based community organization dedicated to providing support and resources to individuals affected by gang violence, incarceration, and other social challenges. Led by Skipp Townsend, who has a long history of community activism and intervention work in Los Angeles, 2nd Call focuses on rehabilitation and reentry programs aimed at helping individuals transform their lives. Townsend's background includes extensive experience in gang intervention and violence prevention, making him a pivotal figure in the community's efforts to reduce crime and promote positive change. The organization operates out of South Los Angeles.

Developing Options is a Los Angeles-based community organization dedicated to providing at-risk youth with opportunities for personal and professional development through various programs and services. Under the leadership of co-founders Eugene "Big U" Henley and Aqeela Sherrills, Developing Options has made significant strides in gang intervention, youth mentorship, and community outreach. Both leaders bring a wealth of experience to the organization; Henley is a former gang leader turned community advocate, and Sherrills is renowned for his role in brokering the 1992 Watts gang truce. Together, they have worked tirelessly to transform lives and foster safer communities in Los Angeles.

Able Solutions Inc. is a Los Angeles-based security services organization located near LAX. They implement a unique approach that combines awareness and intervention, ensuring a strong and noticeable presence. The organization, led by Steven Echols-an expert with over two decades of experience-prioritizes hiring from the local community and providing comprehensive training to develop skilled professionals. Under Echols' leadership, Able Solutions Inc. not only enhances security but also fosters community empowerment and inclusivity, driving impactful change and offering everyone the chance to thrive.

Homies Unidos: For over 20 years, Homies Unidos has been a pioneer in promoting peace and reducing violence in predominantly Latino communities across Los Angeles. Their community-based approaches to public safety and service have successfully reduced violence in areas impacted by gangs and policing. Since its founding in 1998, Homies Unidos has served over 10,000 youth and adults through lifestyle recovery, tattoo removal, leadership development, and support for currently and formerly incarcerated individuals and their families. Homies Unidos' mission is to promote peace and reduce violence by empowering new immigrant leaders to become advocates for justice and equality in immigrant and system-impacted communities in Los Angeles and their countries of origin. Their vision is to create a just and peaceful society that promotes human rights, equality, and the empowerment of criminalized people within our immigrant communities.

As part of this new contract and under the guidance and direction of Lee Andrews Group, the CBOs will recruit CIS members who have lived experience with gangs, trauma or violence, and who bring deep cultural and community understanding necessary to build trust and de-escalate conflicts in ways traditional law enforcement or uniformed security cannot.

DETERMINATION OF SAFETY IMPACT

The approval of the award and expansion of the CIS Program will positively impact the perception of

public safety on the transit system. The staff recommendation will allow Metro to manage the professional services contractor through the defined Statement of Work and associated contract requirements and deliverables.

The Community Intervention Specialists will support the overall public safety ecosystem in connection with Metro's system security, law enforcement, crisis response teams, transit ambassadors and homeless outreach.

FINANCIAL IMPACT

The FY25 Budget includes \$9,280,000 under Cost Center 5420, Customer Programs and Services, Project 300077, Rail Operations - K Line, for the CIS Teams.

Since this is a multi-year contract, the Cost Center Manager, Project Manager, and Chief Customer Experience Officer will be responsible for budgeting the costs in future years.

Impact to Budget

The sources of funding are operating eligible federal, state and local resources, which are eligible for bus and/or rail operating expenses.

EQUITY PLATFORM

The RFP was issued as a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department (DEOD) recommended a 38% Small Business Enterprise (SBE) goal for this procurement. Lee Andrews Group, Inc., a Small Business Enterprise (SBE) prime, exceeded the goal by making a 38.28% SBE commitment.

Additionally, the proposing contractor was required to demonstrate their awareness of the Metro transit system, its cultural and geographic diversity, and the communities Metro serves. In addition to bringing in professional expertise and cultural competency in building rider trust and comfort by handling difficult situations on Metro's system, the CIS program also creates about 85 job opportunities for residents in Equity Focus Communities, who are prioritized for hiring through the criteria established by identified CBOs recruiting community members. Recruiting for future CIS Program staff will include outreach to communities of color, individuals with disabilities, older adults, and those facing barriers to employment, and will continue to include partnerships with CBOs to build a pipeline of qualified workers that reflect the diversity of Metro's ridership.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These recommendations will support Vision 2028 Strategic Goal #2 - Deliver outstanding trip experiences for all users of the transportation system and will support the agency's implementation of Customer Experience Plan Goals - provide customer visibility and will demonstrate to communities that Metro is investing in improving the quality of commutes via the transit system. CIS Teams will have a workforce of trained, uniformed, unarmed personnel on the system to assist with the customer

journey for Metro riders.

ALTERNATIVES CONSIDERED

The Board can consider not authorizing the award of the contract; however, this will directly impact Metro's ability to deliver a CIS Program and expand proven community-based methods to keep our system safe as directed in Motion 26.2 authored by Directors Bonin, Garcetti, Mitchell, Hahn, Dupont-Walker, and Solis (Attachment A).

NEXT STEPS

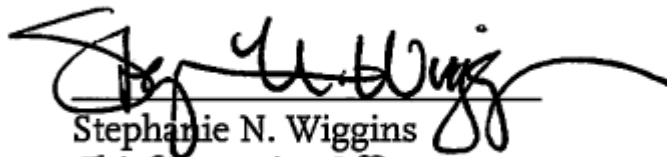
Upon Board approval, staff will execute Contract No. PS123774000 with Lee Andrews Group, Inc. Staff will work with Metro's Customer Experience Department to continue to collect direct employee and rider feedback about the perception of public safety on the system and will report back to the Board on its progress and impacts in one year.

ATTACHMENTS

- Attachment A - Metro Board Motion 26.2 (March 2021)
- Attachment B - Metro Board Motion 25.1 (November 2021)
- Attachment C - Procurement Summary
- Attachment D - DEOD Summary

Prepared by: Karen Parks, Senior Director, Customer Experience, (213) 922-4612
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Stephanie N. Wiggins
Chief Executive Officer

Metro**Board Report**

File #: 2021-0190, **File Type:** Motion / Motion Response**Agenda Number:**

**REGULAR BOARD MEETING
MARCH 25, 2021****Motion by:****DIRECTORS BONIN, GARCETTI, MITCHELL, HAHN, DUPONT-WALKER, AND SOLIS**

Related to Item 26: Transit Law Enforcement Services

Investment in Alternatives to Policing

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

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

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

SUBJECT: INVESTMENT IN ALTERNATIVES TO POLICING

RECOMMENDATION

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

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

1. Public Safety:

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

2. Homelessness:

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

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

enterprises in the above initiatives.

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

- D. Direct the OIG to audit the law enforcement services contracts and report their findings to the PSAC and the Board.

**Board Report**

File #: 2021-0745, **File Type:** Motion / Motion Response**Agenda Number:** 25.1.

REVISED
OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
NOVEMBER 18, 2021

Motion by:**DIRECTORS BONIN, MITCHELL, HAHN, SOLIS, and DUPONT-WALKER**

Related to Item 25: Transit Law Enforcement Services

Commitment to Reimagining Public Safety

In the summer of 2020, the killing of George Floyd and the nationwide demonstrations for racial justice that followed sparked a national conversation about the appropriate role of police in our society and the particular threats faced by Black people and other people of color during interactions with law enforcement. Here in Los Angeles County, those demonstrations renewed attention on longstanding issues of bias and disproportionate enforcement faced by Black and brown communities. Just this month the Los Angeles Times exposed a pattern of disproportionate stops and searches of Latino and Black bike riders by the Los Angeles Sheriff's Department in unincorporated areas. Earlier coverage has documented a similar pattern for traffic stops by the Los Angeles Police Department in South Los Angeles. On Metro's own system, fare and code of conduct enforcement has also disproportionately targeted Black and Latino riders.

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro. Metro has since taken significant steps toward this reimagining, including the creation of the Public Safety Advisory Committee (PSAC) to advise the agency on an appropriate reallocation of resources and the subsequent approval in March 2021 of over \$40 million to launch alternative approaches to public safety on the Metro system.

This month, Metro staff is bringing a recommendation to the Board to extend the current police contracts in order to allow more time for PSAC to envision the role of law enforcement as part of an overall new approach to public safety on the Metro system. PSAC's new Mission & Values statement is a concrete first step toward this new direction, but much more needs to be done to put this new vision into practice.

While Metro staff is recommending a number of initial reforms to policing on the system to be implemented as a part of this short-term extension, the recommendation defers a decision about funding levels in FY23 to the annual budget process. In consideration of PSAC's opposition to continued reliance on law enforcement services and the Board's prior allocation of funding for

alternative approaches, the FY23 budget should begin to reflect the agency's new public safety Mission & Values by renewing financial commitments to the alternative approaches and commensurately shifting away from reliance on law enforcement.

Furthermore, Metro should accelerate the transition to PSAC's vision for a public safety approach that leads with unarmed staff presence, outreach, and services with a reduced role for law enforcement by piloting these strategies at specific locations and evaluating their effectiveness. Preliminary results from such a pilot will inform a rescoped role for law enforcement beyond the 18-month remainder of the contracts.

SUBJECT: COMMITMENT TO REIMAGINING PUBLIC SAFETY

RECOMMENDATION

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

- A. In February 2022, report on the status of the initiatives funded by Motion 26.2 (March 2021), including projected launch dates, program elements, input received from PSAC, and projected funding needs in FY23.
- B. During the development of the FY23 budget, ensure a continued minimum commitment of \$40 million for the public safety alternatives outlined in Motion 26.2, in addition to rolling over unspent funding from FY22.
- C. In April 2022, report to the Operations, Safety, and Customer Experience Committee with a recommended public safety budget for FY23, including proposed funding levels for police services and public safety alternatives, with consideration of the Board's directive to realign resources.
- D. Consult with PSAC throughout the FY23 budget development process.

WE FURTHER MOVE that the Board direct the Chief Executive Officer to:

- E. Develop a place-based implementation strategy that identifies station locations that are good candidates for piloting a reimagined public safety approach consistent with the new Mission and Values statement, including the deployment of some or all of the public safety alternatives identified in Motion 26.2 and modifying law enforcement deployment at these pilot locations while continuing to ensure fast emergency response times.
- F. Consult with PSAC on the design, implementation, and evaluation-including quantitative and qualitative metrics-of this pilot.
- G. Explore partnerships with academia, medical schools, promotores, and community-based organizations on the design, implementation, and evaluation of this pilot.
- H. Report periodically on the pilot implementation and evaluation as part of the regular system

security report.

DUPONT-WALKER AMENDMENT: Develop key performance indicators that reflect how the pilot influences rider experience.

PROCUREMENT SUMMARY

COMMUNITY INTERVENTION SPECIALIST (CIS)
PROGRAM MANAGEMENT/PS123774000

1.	Contract Numbers: PS123774000	
2.	Recommended Vendors: Lee Andrews Group, Inc.	
3.	Type of Procurement: (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: May 14, 2024	
	B. Advertised/Publicized: May 14, 2024	
	C. Pre-Proposal Conference: May 22, 2024	
	D. Proposals Due: July 8, 2024	
	E. Pre-Qualification Completed: October 1, 2024	
	F. Ethics Declaration Forms submitted to Ethics: July 17, 2024	
	G. Protest Period End Date: October 29, 2024	
5.	Solicitations Picked up/Downloaded: 31	Proposals Received: 3
6.	Contract Administrator: Antwaun Boykin	Telephone Number: (213) 922-1056
7.	Project Manager: Karen Parks	Telephone Number: (213) 922-4612

A. Procurement Background

This Board Action is to award Contract No. PS123774000 to develop, manage and operate the Community Intervention Specialist Program that serves as a complement to the Metro Transit Ambassador Pilot Program. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On May 14, 2024, Request for Proposals (RFP) No. PS123774 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department (DEOD) recommended a 38% Small Business Enterprise (SBE) goal for this procurement. Further, the solicitation was subject to the following DEOD programs:

- SBE Contracting Outreach and Mentoring Plan (COMP) Program which required the selected contractor to mentor at least one (1) SBE firm for protégé development.
- Medium-Size Business Tier II Program (MSZ-II) which allowed medium-size tier II firms to submit proposals and, if more than one MSZ-II proposal is received, Metro may make an award to an MSZ-II firm. However, staff will consider proposals from all other firms if Metro doesn't receive an MSZ-II proposal.
- Local Small Business Enterprise Preference which gave eligible proposers 5% preference bonus points added to their overall evaluation score for utilizing local small business firms.

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

- Amendment No. 1, issued on May 17, 2024, revised the LOI-16 SBE COMP PROGRAM to include the number of firms required for protégé development, removed duplicate guidelines under LOI-18 - MSZ Program, incorporated Section 400 – SBE Contract Outreach and Mentoring Plan to the DEOD Instructions to Bidders/Proposers, included SP-05 - Insurance Requirements and evaluation criteria, revised the validity period of proposals and extended the due date for submission of questions and proposal due date.
- Amendment No. 2, issued on June 28, 2024, extended the proposal due date.

A total of 31 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on May 22, 2024, and was attended by 11 participants representing 4 firms. There were no questions received for this RFP.

A total of 3 proposals were received by July 8, 2024, from the following firms listed below in alphabetical order:

1. Lee Andrews Group, Inc.
2. RMI International
3. Strive Well-Being

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of Metro staff from Customer Programs & Services, Homeless Outreach and Strategic Planning, and Systems Security and Law Enforcement Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

Metro's Prequalification Office determined that all three proposers did not meet the definition of an MSZ-II firm. Since Metro did not receive proposals from an MSZ-II firm, the PET proceeded with the evaluation of all proposals received.

The proposals were evaluated based on the following evaluation criteria:

- | | |
|--|-----|
| • Proposed Project Administration | 13% |
| • Strategic Recruitment, Hiring, and Retention | 20% |
| • Experience and Capabilities of Key Personnel | 13% |
| • Understanding of Work and Appropriateness of Approach of Management Plan | 10% |
| • Community Intervention Specialist Training Program | 20% |
| • SBE Contracting Outreach & Mentoring Plan (COMP) | 4% |
| • Price Proposal | 20% |
| • Local Small Business Enterprise (LSBE) Preference Program (Bonus Points) | 5% |

Several factors were considered when developing these weights, giving the greatest importance to strategic recruitment, hiring, and retention, community intervention specialist training program, and price.

From July 25, 2024, through September 20, 2024, the PET independently evaluated and scored the technical proposals. On September 17, 2024, staff conducted clarifications and discussions with all three proposing firms and requested each of them submit a Best and Final Offer (BAFO). At the conclusion of the evaluation, the PET determined Lee Andrews Group, Inc. to be the top-ranked firm. Staff conducted negotiations with Lee Andrews Group, Inc. through December 2024.

Qualifications Summary of Firms within the Competitive Range:

Lee Andrews Group, Inc.

Lee Andrews Group, Inc. (LAG), founded in 1993, is a Metro-certified small business firm, based in downtown Los Angeles, CA. LAG specializes in public relations and community engagement and is experienced in managing countywide initiatives. LAG has experience developing and implementing numerous successful public relations campaigns for such clients as Los Angeles Unified School District (LAUSD) and California Air Resources Board (CARB).

LAG's strategic recruitment and hiring plans demonstrated local knowledge of gangs and community dynamics, while showing a keen understanding of the underlying issues that impact the Metro service area and system. The LAG team includes four Los Angeles-based community organizations that have expertise in providing personal support, professional development, and resources to individuals affected by gang violence, incarceration, and social challenges. They also provide programs that promote peace, reduce violence, foster community empowerment, and drive impactful change.

LAG currently administers Metro's Customer Experience Street Team Program on the K Line and Discounted Fares Outreach Program, and performance has been satisfactory.

RMI International, Inc.

RMI International, Inc. (RMI), founded in 1996, is headquartered in Paramount, CA. RMI has experience providing public safety, customer support, and related services to public and private agencies such as the Los Angeles Police Department, American Honda Motor Company, Honda Aircraft Company, and Northwoods Retail Group.

RMI's technical expertise and experience are primarily focused on providing public safety, customer support, and related services. Further, its technical proposal did not sufficiently demonstrate how it would engage community-based organizations to reduce violence, assist in the personal development of high-risk individuals, provide gang intervention, and improve Metro-community relations.

Strive Well-Being

Strive Well-Being (SWB) is a Metro-certified small business firm, headquartered in San Diego, California. Founded in 2008, SWB provides holistic health and community well-being services across California. Existing government agency clients include the San Diego County Health and Human Services, and both Los Angeles County and Santa Clara County's Wellness Programs.

SWB's technical expertise and experience are mainly concentrated on providing customer support and community health and well-being services, particularly for the unhoused. In addition, SWB did not earn the LSBE preference bonus points.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Lee Andrews Group, Inc.				
3	Proposed Project Administration	88.92	13.00%	11.56	
4	Strategic Recruitment, Hiring, And Retention	89.15	20.00%	17.83	
5	Experience And Capabilities of Key Personnel	94.46	13.00%	12.28	
6	Understanding of Work and Appropriateness of Approach of Management Plan	88.00	10.00%	8.80	
7	Community Intervention Specialist Training Program	100.00	20.00%	20.00	
8	SBE Contracting Outreach & Mentoring Plan (COMP)	0.00	4.00%	0.00	
9	Price Proposal	67.70	20.00%	13.54	
10	Local Small Business Enterprise (LSBE) Preference Program (Bonus Points)	100.00	5.00%	5.00	
11	Total		105.00%	89.01	1
12	RMI International, Inc.				
13	Proposed Project Administration	81.69	13.00%	10.62	
14	Strategic Recruitment, Hiring, And Retention	80.80	20.00%	16.16	
15	Experience And Capabilities of Key Personnel	77.23	13.00%	10.04	
16	Understanding of Work and Appropriateness of Approach of Management Plan	78.70	10.00%	7.87	

17	Community Intervention Specialist Training Program	73.35	20.00%	14.67	
18	SBE Contracting Outreach & Mentoring Plan (COMP)	0.00	4.00%	0.00	
19	Price Proposal	100.00	20.00%	20.00	
20	Local Small Business Enterprise (LSBE) Preference Program (Bonus Points)	100.00	5.00%	5.00	
21	Total		105.00%	84.36	2
22	Strive Well-Being				
23	Proposed Project Administration	73.85	13.00%	9.60	
24	Strategic Recruitment, Hiring, and Retention	79.15	20.00%	15.83	
25	Experience and Capabilities of Key Personnel	72.23	13.00%	9.39	
26	Understanding of Work and Appropriateness of Approach of Management Plan	82.70	10.00%	8.27	
27	Community Intervention Specialist Training Program	80.00	20.00%	16.00	
28	SBE Contracting Outreach & Mentoring Plan (COMP)	0.00	4.00%	0.00	
29	Price Proposal	75.95	20.00%	15.19	
30	Local Small Business Enterprise (LSBE) Preference Program (Bonus Points)	0.00	5.00%	0.00	
31	Total		105.00%	74.28	3

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on price analysis, an Independent Cost Estimate (ICE), and technical analysis. The recommended amount is 5.9% lower than the ICE. Staff successfully negotiated savings of \$7,006,763.

	Proposer Name	BAFO Amount	Metro ICE	Recommended Amount
1.	Lee Andrews Group, Inc.	\$31,933,884	\$26,496,055	\$24,927,121
2.	RMI International, Inc.	\$21,621,161		
3.	Strive Well-Being	\$28,471,454		

D. Background on Recommended Contractor

Lee Andrews Group, Inc.

Lee Andrews Group, Inc. (LAG) is a Metro-certified small business, Los Angeles-based firm founded in 1993. It is a communications, marketing, and advertising agency experienced in providing community outreach and communications programs for diverse and underserved communities.

LAG has been providing various community outreach services to Metro since 2018 and performance has been satisfactory.

DEOD SUMMARY

COMMUNITY INTERVENTION SPECIALIST (CIS) PROGRAM MANAGEMENT/PS123774000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 38% Small Business Enterprise (SBE) goal for this Medium Size Business Enterprise (MSZ-II) solicitation. Lee Andrews Group, Inc., a Small Business Enterprise (SBE) firm, exceeded the goal by making a 38.28% SBE commitment.

Small Business Goal	38% SBE	Small Business Commitment	38.28% SBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Lee Andrews Group, Inc. (Prime)	38.28%	X	
	Total SBE Commitment	38.28%		

B. Medium Size Business Enterprise Program (MSZ-II)

No proposals were received from MSZ-II firms, resulting in a non-MSZ-II award.

Local Small Business Preference Program (LSBE)

Lee Andrews Group, Inc., as an LSBE prime, is eligible to receive the LSBE Preference credit.

C. Contracting Outreach and Mentoring Plan (COMP)

At a minimum, Bidders/Proposers shall mentor a total one (1) SBE firm, for Protégé development as part of the SBE Contracting Outreach and Mentoring Plan (COMP).

Thirty (30) days after Award, Lee Andrews Group, Inc. must submit a Contracting Outreach and Mentoring Plan (COMP) evidencing how it will achieve its listed commitments through the utilization of SBE firm(s) for the project. Lee Andrews Group, Inc. shall include in its plan creative strategies and innovative non-traditional approaches to include SBE's in all phases of subcontracting, inclusive of a mentor protégé development approach. The SBE COMP will be reviewed and approved by LACMTA.

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

F. 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.

Item: 2024-0855 CIS Program Management

Operations, Safety and Customer Experience Committee Meeting
January 16, 2025

Community Intervention Specialist (CIS) Program



Current Operation

Currently only on the K Line

Over the last 2 years, Metro has successfully piloted the use of Street Teams with Community Intervention Specialists and embedded them on the K Line.

Community-Based Organizations (CBOs) recruit Community Intervention Specialists with a focus on identifying staff who are familiar with the neighborhood and gang activity and how to approach and de-escalate incidents before they occur.

The CIS program has made an immediate impact in creating a safe environment for Metro riders at K Line stations.

- **Hours of Operation:** 8:30AM - 8:30 PM, 7 days a week, across two shifts.
- Deployment focused on K-Line.



Proposed Operation

Expand teams + hours across the system

Staff reviewed crime data related to stations impacted by gang violence, Transit Watch App incidents related to gang activity, and Customer Comments Analysis Tracking System (CCATS) comments related to reported gang activity.

In consultation with Metro's System Security and Law Enforcement Department and our Law Enforcement partners (LAPD, LASD, and LBPD), staff have identified 10 stations within the Northwest, West, Central, Southeast and Southwest regions of the Metro system where expanded community intervention beyond the K Line would be valuable.

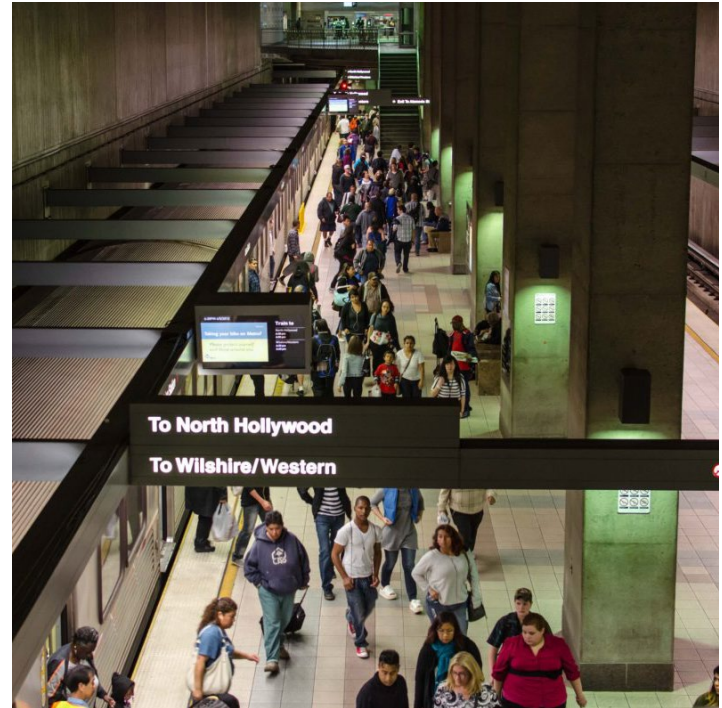
40 CIS members deployed daily, across the system, from 7:30AM – 10:30PM



Recommendation

- These services were initially procured through a task order set to expire June 30, 2025.
- Based on the impact and need, Metro issued a competitively negotiated RFP.
- This is a **recommendation** to:

AUTHORIZE the Chief Executive Officer to award a three-year, firm-fixed unit rate Contract No. PS123774000 to Lee Andrews Group, Inc to develop, manage, and operate a Community Intervention Specialist Program in the Not-to-Exceed (NTE) amount of \$24,927,121, effective February 3, 2025, subject to resolution of any properly submitted protest(s), if any.



Thank you





Board Report

File #: 2024-0982, File Type: Plan

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 16, 2025

SUBJECT: PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE the revised Public Transportation Agency Safety Plan (PTASP), Version 1.4 (Attachment A), which incorporates new Federal Transit Administration (FTA) requirements related to Safety Management System (SMS) implementation and documents Metro's processes and activities in compliance with Federal and State regulations.

ISSUE

Metro's original PTASP, which the Board approved in April 2020, was developed in accordance with Federal and State mandates that require Metro to establish and implement such a plan. In April 2024, the FTA issued revised regulations affecting the PTASP, necessitating revisions to the safety plans established by transit agencies. FTA regulations require the PTASP and revisions to PTASPs to be approved by the Board of Directors.

BACKGROUND

The FTA published the first PTASP Regulation, 49 C.F.R. Part 673, on July 19, 2018. The regulation implements a risk-based SMS approach and required Metro to have a PTASP in place no later than July 20, 2020. Metro complied with this requirement by implementing its PTASP in April 2020. The PTASP is one element of FTA's comprehensive Public Transportation Safety Program. The State Safety Oversight Agency, the California Public Utilities Commission (CPUC), adopted the requirements of FTA's regulation in its General Order 164-E and is charged under the regulations with the review and approval of agency PTASPs. Revisions to the original rules were issued by the FTA in April 2024, which requires transit agencies to update their PTASPs to incorporate the new requirements. Metro's revised PTASP includes the new requirements and will be made effective in January 2025.

DISCUSSION

The PTASP, which is applicable to both bus and rail mode, essentially is a document that describes the various safety programs and processes the agency has in place to manage hazards and safety

risks. The PTASP has been developed to be a top-down, data-driven plan that incorporates the following four critical elements of an SMS-based approach - Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. For each of the four key components, the plan describes or references Metro's processes and procedures that have been in place at the agency that comply with the particular requirements. The plan also includes authorities, accountabilities, and responsibilities of all staff who play a key role in managing safety, as well as performance measures and targets to support the data-driven approach.

Significant changes to the PTASP include updated Safety Performance Measures and Safety Performance Targets (SPT), description of a safety risk reduction program, a revised hazard categorization process, reference to Metro's roadway worker protection program, and a description of CPUC's Risk Based Inspection program.

As required by the regulation, staff provided the revised PTASP to the Metropolitan Planning Organization (MPO) - the Southern California Association of Governments, to coordinate performance measures and targets. Staff also distributed the plan to all internal stakeholders and the Rail Transit Safety Branch Staff of the CPUC during the development of the revised PTASP for review and comments and incorporated their feedback.

In accordance with the PTASP regulations, Metro established a Joint Labor Management Safety Committee (JLMSC) comprising of an equal number of labor (including representatives from all five labor unions) and management representatives. The JLMSC, which meets monthly, identifies and recommends risk-based mitigations or strategies to reduce the likelihood of safety events, such as vehicle and pedestrian collisions, and transit worker assaults. They review and adopt SPTs and approve the PTASP. The JLMSC approved this revised PTASP at the November 21, 2024, meeting.

DETERMINATION OF SAFETY IMPACT

Approval of this recommendation will have a positive impact on the safety of Metro's patrons and employees.

FINANCIAL IMPACT

Since all the programs and processes described in the PTASP are currently in place, there is no financial impact as a result of approving this plan.

EQUITY PLATFORM

Metro's PTASP applies to all bus and rail facilities and Divisions that house Metro employees who provide transportation services and benefits to riders. There are no specific equity benefits or impacts. The PTASP includes programs and processes that benefit all residents of Los Angeles County by addressing safety risks during the design, construction, operation, and maintenance of all our bus routes and rail lines. This PTASP will allow prudent safety enhancements to be implemented for all employees, riders, and residents who use our system or reside in areas where we operate based on data that is collected related to collisions and injuries.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals # 1) “Provide high-quality mobility options that enable people to spend less time traveling” and # 5) “Provide responsive, accountable, and trustworthy governance within the Metro organization.” The programs and processes described in the PTASP support the specific actions and initiatives described to advance Goals 1 and 5 in the strategic plan.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the PTASP, Version 1.4. However, this action is not recommended because it would subject Metro to regulatory enforcement action by the FTA, which could include withholding federal funds for non-compliance with the FTA’s Public Transportation Safety Program.

NEXT STEPS

Upon Board approval, staff will implement the PTASP for all affected stakeholders and make the plan effective January 2025. Metro will also certify to the FTA on an annual basis that it has established and implemented its PTASP as required by its regulations. Staff will provide the Board-approved plan to the CPUC, as required by the regulations, for their final written approval.

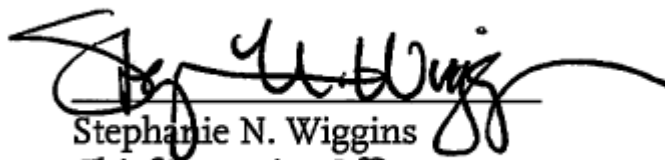
Once the revised PTASP is in effect, staff will audit the plan to verify that the processes and programs are being followed and based on trends, implement strategies for continuous safety improvement. In addition to internal audits, the PTASP will be audited by the FTA and the CPUC at least triennially.

ATTACHMENTS

Attachment A - Public Transportation Agency Safety Plan (PTASP) - Version 1.4

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Stephanie N. Wiggins
Chief Executive Officer

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN



PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Table of Contents

Subpart A – General	5
Revision Table	5
METRO PTASP POLICY STATEMENT	6
Board Approval of PTASP	8
Acronyms/Abbreviations	9
1.0 INTRODUCTION	11
1.1 METRO BACKGROUND	12
1.2 SCOPE AND PURPOSE.....	13
1.3 ORGANIZATIONAL CHART	13
1.4 SYSTEM DESCRIPTION	13
1.5 SAFETY AND SECURITY GOALS	13
Subpart B - Safety Plan	14
§673.11(a)(3) SAFETY PERFORMANCE MEASURES AND PERFORMANCE TARGETS.....	14
§673.11(a)(4) CONFORMANCE WITH FTA GUIDELINES.....	14
§673.11(a)(5) REVIEW AND UPDATE OF PTASP.....	14
§673.11(a)(6)(i) EMERGENCY MANAGEMENT PROGRAM.....	15
§673.11(a)(6)(ii) ROADWAY WORKER PROTECTION PROGRAM	18
§673.11(a)(6)(iii) RISK BASED INSPECTION PROGRAM.....	18
§673.11(7)(i) RISK REDUCTION PROGRAM FOR MITIGATING SAFETY EVENTS/INJURIES	20
§673.11(7)(ii) RISK REDUCTION PROGRAM FOR MITIGATING TRANSIT WORKER ASSAULTS.....	21
§673.13 CERTIFICATION OF COMPLIANCE	23
§673.15 COORDINATION WITH PLANNING STAKEHOLDERS	23
Subpart C - Safety Committees and Cooperation with Frontline Transit worker Representatives	24
§673.19 SAFETY COMMITTEES.....	24
Subpart D - Safety Management Systems (SMS)	28
§673.23 SAFETY MANAGEMENT POLICY	28

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

§673.23(a) WRITTEN STATEMENT OF POLICY	28
§673.23(b) PROCESS FOR REPORTING UNSAFE CONDITIONS/NEAR -MISS INCIDENTS	28
§673.23(c) SAFETY MANAGEMENT POLICY COMMUNICATION.....	29
§673.23(d) AUTHORITIES, ACCOUNTABILITITES, AND RESPONSIBILITIES	29
§673.25 SAFETY RISK MANAGEMENT	30
§673.25(a) SAFETY RISK MANAGEMENT PROCESS.....	31
§673.25 (b) SAFETY HAZARD/NEAR-MISS INCIDENT IDENTIFICATION, REPORTING, AND INVESTIGATION	31
§673.25(c) SAFETY RISK ASSESSMENT.....	33
§673.25(d) SAFETY RISK MITIGATION.....	34
§673.27 SAFETY ASSURANCE.....	36
§673.27 (b) SAFETY PERFORMANCE MONITORING AND MEASUREMENT	37
§673.27(b)(2) SAFETY RISK MITIGATION MONITORING PROCESS.....	42
§673.27(b)(3) ACCIDENT NOTIFICATION, INVESTIGATION, AND REPORTING.....	43
§673.27(b)(4) INTERNAL SAFETY REPORTING PROGRAM MONITORING.....	43
§673.27(c) MANAGEMENT OF CHANGE.....	45
§673.27(d) CONTINUOUS IMPROVEMENT	49
§673.29 SAFETY PROMOTION.....	50
§673.29(a) SAFETY TRAINING PROGRAM	50
§673.29(b) SAFETY COMMUNICATION	54
Subpart E- Safety Plan Documentation and Recordkeeping	61
§673.31 SAFETY PLAN DOCUMENTATION	61
Appendices	62
Appendix A: Metro Organization Chart.....	63
Appendix B: Operations and Maintenance Organization Chart.....	65
Appendix C: System Description.....	69
Appendix D: Safety Performance Measures and Performance Targets	83
Appendix E: Operations and Maintenance Department	90
Appendix F: Rail Accident Investigation Procedures (Rail AIP)	105
Appendix G: Bus Accident Investigation Procedures (Bus AIP)	124

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Appendix H: Rail Transportation Instruction Training Matrix	147
Appendix I: Operations Central Instruction Training Matrix	158
Appendix J: State Safety Oversight Elements within PTASP	163
Appendix K: (Reserved for Future Use)	165
Appendix L: National Public Transportation Safety Plan.....	166
Appendix M: (Reserved for Future Use)	207
Appendix N: Revision Summary of Changes.....	208
Appendix O: Approval of PTASP by Joint Labor Management Safety Committee and Ground Rules and Guidelines for the JLMSC (pages 2 & 6 in Minutes)	211
Appendix P: Approval of PTASP Version 1.4 by Metro Board of Directors (PENDING)...	225

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Subpart A – General

Revision Table

<i>Version History</i>	<i>Issue Date</i>	<i>Revisions</i>	<i>Author(s)</i>
1.0	July 1, 2020	Original Issue	Robert “BJ” Takushi, Vijay Khawani, Ed Boghossian, Raymond Lopez, Steve Flores Abraham Miranda
1.1	July 1, 2021	Revision 1: See Appendix N for Summary of Changes	Robert “BJ” Takushi, Vijay Khawani Abraham Miranda
1.2	January 2023	Revision 2: See Appendix N for Summary of Changes	Vijay Khawani Eddie Boghossian Raymond Lopez Steve Flores
1.3	January 2024	Revision 3: See Appendix N for Summary of Changes	Vijay Khawani
1.4	January 2025	Revision 4: See Appendix N for Summary of Changes	Corporate Safety

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

METRO PTASP POLICY STATEMENT

The Los Angeles County Metropolitan Transportation Authority (Metro) has adopted as its guiding principle that Safety is a primary value for our customers, employees, and business partners. This means that Safety takes a pre-eminent role in decision making before all other considerations. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO). This Public Transportation Agency Safety Plan (PTASP) is the means of integrating safety into all Metro rail and bus system operations. With the methodologies contained in the PTASP, we can achieve an optimal level of safety in our operations and services.

The PTASP integrates the four components of Safety Management Systems (Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion) to lay the foundation of Metro's Safety Culture.

Each department has responsibilities under the PTASP and shall support its implementation. Employees are encouraged to read the PTASP available on MyMetro under Risk, Safety & Asset Management department's webpage. Departments shall also provide the on-going support necessary for achievement of the following PTASP Safety Objectives:

- Establish safety policies, procedures, and requirements that integrate safety into Metro's decision-making and operations.
- Implement Safety Management System (SMS) Principles and utilize the American Public Transportation Association's (APTA) Standards, Recommended Practices, and Guidelines as resources in developing Metro's policies/procedures.
- Assign responsibilities related to safety policies, procedures, and requirements.
- Verify adherence to safety policies, procedures, and requirements.
- Investigate accidents, incidents, fires, and occupational injuries.
- Identify, analyze, evaluate and resolve/mitigate hazards and near misses, in coordination with frontline transit worker representative through the Local Safety Committees and the Joint Labor Management Safety Committee (JLMSC) as described in this Plan.
- Evaluate and verify the operational readiness of new systems.
- Minimize system modifications related to safety during the operational stage by reviewing safety requirements at system design and procurement stages.
- Conduct safety performance monitoring to determine trends and implement corrective actions.
- Evaluate the safety implications of proposed system modifications prior to implementation.

A key to the success of the PTASP is for employees to be aware that they are accountable for meeting the safety requirements of their positions. In other words, everyone is responsible for safety. Beyond this, its success depends on all employees actively identifying potential hazards and taking into consideration the safety of others as well as their own. All employees have an obligation to report hazards, and near-miss occurrences to their department management.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

The Corporate Safety Department, led by the Chief Safety Officer (CSO), is responsible for developing, administering, and overseeing a comprehensive PTASP with specific objectives, programs and activities to prevent, control and resolve unsafe conditions/hazards that may occur during the life cycle of the bus and rail systems. The Corporate Safety Department will be involved in projects beginning from the conceptual stage, and through the design, procurement, construction, and operational stages. Metro's safety objectives and safety performance targets/measures included in this PTASP are consistent with the National Public Transportation Safety Plan and fulfill the requirements of 49 Code of Federal Regulations (CFR) Part 673, which is the authority that establishes this PTASP.

We must appreciate the fact that our decisions and actions often affect the safety of our employees, our customers, the public, and business partners. By following the processes described in the PTASP, we will have continued opportunities to improve overall performance and safety. Metro's Board of Directors and Executive Leadership are committed to full implementation of this PTASP through their leadership and assuring the allocation of necessary resources.



Stephanie N. Wiggins

Chief Executive Officer

12/29/2024

Date

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Board Approval of PTASP

The LA Metro Board has approved this PTASP. Board approval documentation can be found in Appendix P.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Acronyms/Abbreviations

AIP	Accident Investigation Procedures
APTA	American Public Transportation Association
ATO	Automatic Train Operation
ATP	Automatic Train Protection
ATS	Automatic Train Supervision
BOC	Bus Operations Control
CAP	Corrective Action Plan
CCTV	Closed-Circuit Television
CEO	Chief Executive Officer
CFR	Code of Federal Regulations
CMF	Central Maintenance Facility
CPO	Chief People Office
CPUC	California Public Utilities Commission (State Safety Oversight Agency)
CSO	Chief Safety Officer
FBI	Federal Bureau of Investigation
FE	Functional Exercise
FLSC	Fire/Life Safety Committee
FOF	Field Observation and Feedback
FSE	Full Scale Exercise
FTA	Federal Transit Administration
GO	General Order
ISR	Internal Safety Review
JLMSC	Joint Labor Management Safety Committee
LACTC	Los Angeles County Transportation Commission
LADOT	Los Angeles Department of Transportation
LCP	Local Control Panel
LSC	Local Safety Committee
MPO	Metropolitan Planning Organization
MPH	Miles Per Hour

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Metro	Los Angeles County Metropolitan Transportation Authority
NTD	National Transit Database
OCI	Operations Central Instruction
OSHA	Occupational Safety and Health Administration
OSSC	Operations Safety Steering Committee
PLE	Purple Line Extension
PPE	Personal Protective Equipment
PTASP	Public Transportation Agency Safety Plan
PM	Preventative Maintenance
ROC	Rail Operations Control
RSAM	Risk, Safety & Asset Management
RTI	Rail Transportation Instruction
RTOS	Rail Transportation Operations Supervisor
SCADA	Supervisory Control and Data Acquisition
SCAG	Southern California Association of Governments
SCRT	Safety Certification Review Team
SCRTD	Southern California Rapid Transit District
SMRC	System Modification Review Committee
SMS	Safety Management System
SOP	Standard Operating Procedure
SSOA	State Safety Oversight Agency
TAM	Transit Asset Management
TCPSD	Transit Community Public Safety Department
TEPW	Training and Exercise Planning Workshop
TOS	Transportation Operations Supervisor
TSA	Transportation Security Administration
TTX	Tabletop Exercise
U.S.C.	United States Code
VTT	Verification of Transit Training

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

1.0 INTRODUCTION

This document is the Los Angeles County Metropolitan Transportation Authority's (Metro) Public Transportation Agency Safety Plan (PTASP) for the Bus and Rail systems. This PTASP embodies the elements in 49 CFR Part 673 which focuses on establishing a Safety Management System (SMS). The section numbers referenced throughout this document refer to the requirements of 49 CFR Part 673. The FTA defines SMS as:

"the formal, top down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing hazards and safety risks."

Metro's PTASP establishes accountability and responsibility at the top levels of the organization, evidenced by the Metro Board's Approval and CEO's commitment to allocate necessary resources to sustain and improve Metro's safety culture. This plan explains each organizational unit's function within the larger Metro System and how accountability for safety is integrated throughout the organization. This PTASP also describes the four components integral to the successful implementation of SMS within the Metro System (outlined below): Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

Metro's Safety Management Policy is divided into four sub-components:

1. Safety Management Policy Statement
2. Safety Accountabilities and Responsibilities
3. Integration with Emergency Management
4. SMS Documentation and Records

Metro's Safety Risk Management component includes:

1. Safety Hazard Identification
2. Safety Risk Assessment
3. Safety Risk Mitigation

Metro's Safety Assurance component includes:

1. Safety Performance Monitoring and Measurement
2. Management of Change
3. Continuous Improvement

Metro's Safety Promotion component includes:

1. Safety Training Program
2. Safety Communication

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

1.1 METRO BACKGROUND

Assembly Bill 1784 required the Los Angeles County Transportation Commission (LACTC) and the Southern California Rapid Transit District (SCRTD) to submit a plan to the legislature by January 1992, which reorganized the agencies to provide “a unified comprehensive institutional structure which requires maximum accountability to the people.”

Assembly Bill 152, signed by Governor Pete Wilson on May 19, 1992 merged the LACTC and SCRTD into the Los Angeles County Metropolitan Transportation Authority (Metro), effective April 1, 1993. All responsibilities and obligations previously assumed by SCRTD and LACTC have been assumed by Metro, which is a public corporation of the State of California. Metro is generally responsible for the planning, design, construction, operation, and maintenance of rail and bus transit in the County of Los Angeles, however, the State Legislature has designated other agencies who are responsible for the design and construction of certain projects, such as the Gold Line Extension Project.

The 13-member Board of Directors that governs Metro is comprised of:

- The five Los Angeles County Supervisors
- The Mayor of Los Angeles
- Three Los Angeles mayor-appointed members
- Four City Council members representing the other 87 cities in Los Angeles County

The Governor of California appoints one non-voting member.

Metro has authority to furnish public transportation services in Los Angeles County and in parts of adjacent counties. Metro is also authorized to administer Proposition A funds for the operation of municipal transit agencies in this area.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

1.2 SCOPE AND PURPOSE

The PTASP defines Metro's technical and managerial safety activities. The PTASP applies to all organizational units affecting, or affected by, the Metro bus and rail systems from planning through the operations and maintenance phases. Management's compliance with identified responsibilities in the PTASP ensures that the goals and objectives are achieved.

The PTASP will be used to identify programs and processes to minimize injuries and accidents. It also demonstrates Metro's commitment to safety. In addition, this PTASP complies with the requirements of 49 Code of Federal Regulations Part 673, issued by the FTA.

1.3 ORGANIZATIONAL CHART

Metro Leadership and Executive Management is displayed in Appendix A. Metro Operations organizational chart can be seen in Appendix B.

1.4 SYSTEM DESCRIPTION

Metro's operational system is summarized within Appendix C.

1.5 SAFETY AND SECURITY GOALS

- Provide a level of safety and security in transit services that meets if not exceeds industry standards and practices
- Identify, eliminate, minimize, and/or control safety hazards and their associated risks
- Improve safety by implementing practical and reasonable strategies to reduce the number and rates of accidents, injuries and assaults on transit workers based on data submitted to the NTD
- Comply with the applicable requirements of regulatory agencies
- Maximize the safety of future operations by affecting the design and procurement processes
- Continuously improve the safety culture by striving to incorporate innovative technologies
- Mitigate employee assaults and crime related incidents

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Subpart B - Safety Plan

Subpart B of this PTASP incorporates Metro's conformance with 49 CFR 673 including establishing safety performance targets, review and update of this document, emergency management protocols, and coordination with planning stakeholders.

§673.11(a)(3) SAFETY PERFORMANCE MEASURES AND PERFORMANCE TARGETS

Metro's safety performance measures are based on the measures established under the National Public Transportation Safety Plan. A detailed list of these safety performance measures and performance targets are found in Appendix D.

§673.11(a)(4) CONFORMANCE WITH FTA GUIDELINES

This PTASP addresses all requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan. The PTASP will be revised when FTA establishes standards through the public notice and comment process.

§673.11(a)(5) REVIEW AND UPDATE OF PTASP

This PTASP is meant to be a living document that has the flexibility to address additional safety and security issues as needed. The PTASP will be reviewed at least annually, by the RSAM department, to make necessary updates, corrections, and modifications in accordance with the CPUC established rules. RSAM will seek feedback from affected departments and the JLMSC to determine if any changes are needed. Any significant changes (such as Hazard Management Program, Accident Investigation Procedures, regulations that affect the content of this plan), excluding nominal administrative changes, to the body of the plan will be made and presented to the JLMSC and the Metro CEO for adoption by the Board of Directors. Administrative changes (such as Department names, titles, organizational chart, etc) and routine annual KPI targets will be presented only to the JLMSC. RSAM will update the Revision table annually with a new Revision number for the PTASP, regardless if any changes need to be made.

After the PTASP review, the RSAM department will provide the revision to the CPUC. Metro will request CPUC's review and approval in accordance with CPUC established rules if any significant changes are made to the PTASP.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

The RSAM department is responsible for preparing, maintaining, and updating the PTASP.

§673.11(a)(6)(i) EMERGENCY MANAGEMENT PROGRAM

Operational Emergencies:

Metro has developed emergency procedures to respond to all-hazard emergencies on the system. These procedures include roles and responsibilities for departmental staff who respond to these emergencies. For emergencies with cascading implications or significant impacts, Metro's Emergency Operations Center (EOC) procedures will be triggered to ensure internal/external coordination and collaboration for response and recovery activities.

RAIL MODE

Currently, all emergency response procedures for rail operations are found in the Metro Rail Book of Operating Rules and SOPs. Examples of these emergencies are Train vs. Person, Collision, Earthquake, Flood, etc. For an extensive list, refer to Metro Rail SOPs. Additionally, in accordance with the CPUC General Order 172 series requirements, Metro has developed Metro Rail SOP #65, which are procedures for contacting employees in the event of a personal or family emergency. For large scaled incidents to the rail system, Metro's EOC Manual would determine activation levels to support emergency response.

BUS MODE

Currently, all emergency response procedures for bus operations are found in the BOC Standard Operating Procedures. Examples of these emergencies are Requests for Police or Emergency Medical Assistance, and Earthquake. For an extensive list, refer to Metro BOC SOPs. Additionally, Metro BOC is responsible for contacting Bus employees in the event of a personal or family emergency. For larger scaled incidents impacting systemwide bus service, Metro's EOC Manual would determine activation levels to support emergency response.

Emergency Preparedness:

RAIL MODE

Rail Operations in coordination with Metro's Emergency Management Department conducts emergency response training, familiarization, and exercises at least once each year on every rail line comprised of either an operation based Full Scale Exercise (FSE), Functional Exercise (FE), or multiple scenario rapid response exercises to prepare for

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

emergencies. Determinations are driven based on recent real world rail incidents, change of policy/procedures/equipment, or transit industry security/safety concerns.

Emergency Management's annual Training & Exercise Planning Workshop (TEPW) with Rail Operations and Corporate Safety Department determines exercise scenarios, locations, and schedules for each Rail line. Incident scenarios may be selected based on recent/past real-world rail incidents worldwide, changes in policy, procedures and/or technology systems, adoption of new best practices in training, and lastly transit industry security/safety concerns identified by management.

Additionally, within the Multi-Year Training and Exercise Program (MYTEP) a training and exercise calendar is developed for when training and/or exercises will be conducted throughout a calendar year.

Based on the type of exercise, FSE or FE, a discussion-based Tabletop Exercise (TTX) may be conducted where participants can discuss in detail their response procedures that will be used in the FSE or FE. Additionally, all lessons learned are documented as strengths and improvements in after-action reports and a corrective action matrix is developed. These exercises enhance inter-agency communication and coordination with State, Federal, regional, and local first responder agencies, (such as CPUC, FBI, TSA, Fire and Law Enforcement personnel within the 88 Cities, regional hospitals and other external transit/non transit partners) and enable Metro staff to train for potential emergency scenarios.

Prior to each exercise, an Initial Planning Meeting (IPM) is scheduled with the appropriate agencies to plan and discuss the exercise scope, objectives, and specific response activities to test capabilities. Additional meetings may be scheduled depending on the complexity of the exercise. Following the exercise, a post-exercise debriefing is convened with representatives from all participating agencies to review the performance of the exercise, and to identify "lessons learned."

When "lessons learned" affect current procedures or processes, the affected disciplines determine what changes are needed and implement them. If such changes are made, all stakeholders receive a copy of the revised procedure or are notified of procedure changes.

Metro Rail Training Instruction staff collaborates with Emergency Management staff and provides familiarization training to outside agencies on an as-needed basis when requested. Training includes familiarization of the rail cars, station, equipment, tunnel orientations, and tours of the ROC. Periodic reminders of the availability of this emergency preparedness training are presented to fire and law enforcement with jurisdiction emergency response responsibility to the Rail system.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Metro's Emergency Management Department is responsible for coordinating all system wide emergency response planning efforts. Prior to opening new segments of the rail system, training sessions, familiarization, exercises are conducted for all emergency response agencies which have jurisdiction along the route.

BUS MODE

Bus Operations in coordination with Metro's Emergency Management Department conducts emergency response training, familiarization, and exercises throughout the year.

Emergency Management's annual Training & Exercise Planning Workshop (TEPW) with Bus Operations selects 4-6 Divisions to conduct an exercise along with recommended scenarios. Divisions and scenarios may be selected based on recent/past real-world incidents worldwide, changes in policy, procedures and/or technology systems, adoption of new best practices in training, and lastly transit industry security/safety concerns identified by management.

Additionally, within the MYTEP a training and exercise calendar is developed for when training and/or exercises will be conducted throughout a calendar year.

These exercises enhance inter-agency communication and coordination with State, Federal, regional, and local agencies, (such as FBI, TSA, Fire and Law Enforcement personnel within the 88 Cities, and regional hospitals), and enable Metro staff to train for potential emergency scenarios.

Prior to each exercise, an IPM is scheduled with the appropriate agencies to plan and discuss the exercise scope, objectives, and specific response activities. Additional meetings may be scheduled depending on the complexity of the exercise. Following the exercise, a post-exercise debriefing is convened with representatives from all participating agencies to review the performance of the exercise, and to identify lessons learned.

When lessons learned affect current procedures or process, the affected disciplines determine what changes are needed and implement them. If such changes are made, all stakeholders receive a copy of the revised procedure or are notified of procedure changes.

Metro Office of Central Instruction (OCI) staff collaborates with Emergency Management staff and provides familiarization training to outside first responder agencies on an as-needed basis when requested. Training includes familiarization of the bus, access points, shutoffs, cameras and other equipment.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Disaster Recovery:

Metro's Emergency Management Department manages disaster recovery efforts and uses the Disaster Recovery Plan as a guideline in the event of catastrophic scenarios outlined in the plan. Metro's Emergency Management Department oversees major or catastrophic disaster response and recovery efforts.

§673.11(a)(6)(ii) ROADWAY WORKER PROTECTION PROGRAM

Metro has developed and implemented a Roadway Worker Protection program and manual that includes rules and procedures for rail transit personnel performing work on the roadway.

§673.11(a)(6)(iii) RISK BASED INSPECTION PROGRAM

Metro's process for a risk-based inspection program has been developed in consultation with the State Safety Oversight Agency (CPUC).

The California Public Utilities Commission (CPUC) has safety and security regulatory authority over all rail transit and other public transit fixed-guideway systems (referred to as RTAs) under Public Utilities Code Section 99152 and other California statutes.

The CPUC's State Safety Oversight (SSO) program is approved and certified by the Federal Transit Administration (FTA) in accordance with the requirements of federal public transportation safety program law (49 United States Code §5329) and FTA's SSO regulation (49 Code of Federal Regulation Part 674).

The CPUC's Rail Transit Safety Branch (RTSB) implements its SSO program and focuses on verification of compliance with the Public Transportation Agency Safety Plan, System Security Plan, Safety Certification Plans, and other plans and procedures of the RTA to ensure that these plans meet all state and federal rules and regulations, and that RTAs are effectively implementing those plans and the RTA's adopted policies and procedures.

Under state laws and regulations, and federal regulations, CPUC has the authority to make announced (with advanced notice) and unannounced (without advance notice) inspections of all RTA activities, including infrastructure, equipment, records, personnel, and data.

Under the FTA Special Directive 22-25 issued to the CPUC, the CPUC RTSB has developed a Risk-Based Inspection (RBI) program and upon FTA approval will implement that program. Under the Special Directive requirements, the RTA must provide the SSOA with the data the RTA collects when identifying hazards and assessing and mitigating

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

safety risk. The RTSB has set forth the requirements for its RBI program in the RTSB Program Standard Procedures Manual. The Special Directive requires that the CPUC acquire RTA safety, inspection, and maintenance data to analyze and review for any identifiable trends or findings to “inform” the prioritization of CPUC inspections.

As such, RTSB has met and consulted with each RTA regarding the specific records RTSB seeks to routinely acquire from the RTA as part of this process, and the frequency of RTA submittals of that information. RTSB has identified the records sets and the process for transmittal of the data and records to CPUC via a special mailbox (RBIdata@cpuc.ca.gov) and has included a sample of this information in the RTSB Program Standard in Attachment 24. Other data transfer methodologies may also be used such as SharePoint sites or File Transfer Protocol systems.

During those meetings with the RTAs, RTSB discussed with the RTAs:

- Protocols to be employed for both announced and unannounced inspections, including arranging announced inspections and expectation for accessing the RTAs facilities for both announced and unannounced inspections;
- A program to educate RTA employees on the CPUC’s authority to access RTA facilities under California Law, and;
- RTAs expectation that employees will cooperate with RTSB inspectors and be responsive to their requests for access, records or other information.

RTSB’s RBI requirements and protocols established in accordance with Special Directive 22-25 requirements are contained in the RTSB program Standard in Section 1.5.0 - INSPECTIONS OF RAIL TRANSIT AGENCIES and Section 1.6.0 - RECORD REVIEWS, COLLECTION, AND ANALYSIS.

Metro acknowledges the Commission’s authority for developing the RBI processes and procedures in Sections 1.5.0 and 1.6.0 and will incorporate these requirements as the required RBI procedures applicable in California into our Agency Safety Plan.

Metro complies with the authority of the CPUC by assisting in providing timely responses, data requests, records requests, and assistance while on Metro property. Metro works in partnership with the CPUC on Safety Certifications, Event Reports, System Modifications, and construction consultations. Metro recognizes CPUC’s authority outlined in the Public Utilities Code and other state laws, and all Metro

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

employees are required to comply with CPUC representatives performing regulatory oversight in accordance with those laws.

Metro will provide the CPUC the data it requests to help them with identifying hazards and in assessing and mitigating safety risks. Examples of data that will be shared include:

- Hazard records
- Mitigation records
- Event records
- Corrective action plans
- Near-miss records
- Maintenance records
- Inspection records
- Records of failures and defects
- Major maintenance activity schedule and progress records
- Adherence to maintenance schedules

Data will be provided to the CPUC at frequencies as required in their Program Standard. Time frames for providing the data will be dependent on the nature and scope of the request and will be based on an agreed to schedule with the CPUC. However, urgent requests will be processed as expeditiously as possible. All requests for data must be submitted by the CPUC to Metro's DEO of Corporate Safety and their designee. The designee will coordinate with Metro's internal departments to collect the requested data and submit it to CPUC in accordance with the agreed upon schedule.

§673.11(7)(i) RISK REDUCTION PROGRAM FOR MITIGATING SAFETY EVENTS/INJURIES

Metro has initiated several safety programs based on data to continuously advance safety and reduce the risk of injuries through the following :

- Community outreach and education
- Reducing reflection/glare from operator barrier
- Installing four-quadrant gates at BRT and rail crossings
- Evaluating bus collision avoidance technologies
- Repositioning left side mirror to improve visibility and avoid bus/pedestrian collisions
- Installing pedestrian gates and swing gates at rail crossings
- Installing high visibility reflective decals on the rear of buses to mitigate rear end collisions
- Installing in-pavement lights at grade crossings and intersections

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- Installing left turn gates in street-running grade crossings
- Installing active bus and train coming signs
- Installing “look both ways” active signs
- Installing active no left/right turning signs
- Installing suicide prevention signs along rail alignments
- Installing photo enforcement systems to deter unsafe motorists’ behaviors
- Providing early warning detection system to mitigate transit worker incidents on the right of way
- Installing a comprehensive, centralized process to report and mitigate events and injuries for all workers throughout the entire transit system

§673.11(7)(ii) RISK REDUCTION PROGRAM FOR MITIGATING TRANSIT WORKER ASSAULTS

Bus barrier - Metro is currently enhancing the design of its existing barriers on buses to improve Operator safety. The goal is to have the improved barriers installed on all buses by December 31, 2024.

De-Escalation training - In accordance with FTA Public Transportation Agency Safety Program requirements, De-Escalation training is now required for all employees, public- and non-public facing, upon hire. Refresher training is conducted as needed. The De-Escalation training covers:

- defining and recognizing escalation
- preparing for situations that may escalate
- preventing escalation
- de-escalation techniques
- reporting and next steps if/when an event escalates

New bus procurement full cabin enclosure - Metro is also in the early stages of purchasing new buses to replace some of the older buses in the fleet. The new buses will be equipped with fully enclosed barriers and are anticipated to arrive in the 2026/2027 timeframe.

Bus riding teams and ambassadors - Metro Ambassadors are currently contracted workers, but during the October 2023 Metro Board of Directors meeting, the Board authorized the agency to transition the program in-house, with a check-in report to the Board to review costs to convert Metro Ambassadors into full-time employees. Moving the Metro Ambassadors in-house will streamline the program, facilitate their collaboration with the other layers of Metro’s public safety ecosystem (e.g., transit security, law enforcement). Metro has instituted bus riding teams to conduct random line rides focused on lines with the highest incident of bus operator assaults. The intent is to deter riders from entering without the appropriate fare and to ensure riders are following Metro’s Customer Code of Conduct.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Interior cameras and monitors – Metro has installed interior cameras and monitors on buses to deter crime and unlawful acts.

Penalty for assaulting bus operators (signage) – Metro has installed signs on its buses to inform passengers that injuring a transit operator is punishable by up to 3 years in prison or up to a \$10,000 fine, or both. Penal Code §24.3.3

Metro Transit Police Department – Metro has recently established an in-house Transit Community Public Safety Department (TCPSD), to help keep our employees and riders safe. Metro’s Transit Community Public Safety Department will be a new department comprised of sworn police officers specially trained and dedicated to the Metro system, along with transit security officers and crisis intervention specialists/clinicians. Once the TCPSD is established, our agency will have direct oversight over law enforcement operations, deployments, and staffing on our system.

Comprehensive Reporting Protocol for Assaults on all Metro employees – Metro is currently putting mechanisms in place to provide for comprehensive reporting of assaults on workers in all job classifications along with corresponding mitigation strategies.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

§673.13 CERTIFICATION OF COMPLIANCE

Metro will certify this PTASP initially and annually thereafter through the FTA's Certification and Assurances process via Metro's Grants Management and Oversight department.

§673.15 COORDINATION WITH PLANNING STAKEHOLDERS

During the development of the original PTASP, Metro coordinated with the CPUC and the local Metropolitan Planning Organization (MPO), which is the Southern California Association of Governments (SCAG). Metro provided a copy of the PTASP to SCAG for their review and comments, including sharing Metro's proposed performance targets to aid in their planning process.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Subpart C - Safety Committees and Cooperation with Frontline Transit worker Representatives

§673.19 SAFETY COMMITTEES

There are various committees that coordinate Metro's SMS activities:

Bus Change and Material Review Committee (BCMRC)

The purpose of this committee is to provide consistency and uniformity to the changes made to, or material used for Metro's Bus Fleet. The committee is responsible for ensuring that changes to the buses or material are safe, economical, practical and comply with Metro's policies and procedures. The proposed modifications are submitted to the Vehicle Technology department. This department then distributes the proposed changes to the BCMRC.

Chemical Standards Committee (CSC) - This committee shares information and provides oversight for the qualification and introduction of new chemical commodities and the disqualification of existing chemicals. The committee jointly reviews all requests to set up chemical products to ensure compliance with Metro's requirements. The committee also reviews the current inventory catalog to confirm the chemical requested does not already exist in the Metro inventory under another name.

Chemical Standards Committee Functions:

- Inventory Control (Review new set-up or request/Committee Chairperson)
- Procurement (Vendor request and purchases of new products)
- Quality Assurance (New product testing/Product Complaints)
- Corporate Safety (Reviews new product SDS for Safety Compliance)
- Maintenance Bus/Rail (Users/Testing)
- General Services Bus, Rail, Gateway (Users/Testing)
- Material Planning (Set order points for Divisions)
- Environmental Compliance (Environmental Impact and Guidelines)

Fire/Life Safety Committee (FLSC) -The FLSC evaluates and resolves fire and life safety issues on Metro. It verifies that system designs, operations, and modifications meet fire and life safety requirements, such as NFPA 130 Standard for Fixed Guideway Transit and Passenger Rail Systems. In this capacity, the FLSC coordinates with other Metro departments and with other fire departments and other emergency response agencies for familiarization with Metro emergency procedures.

The FLSC evaluates issues against FLSC design criteria, verifies compliance with the

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

criteria, and evaluates variances or deviations from the criteria via a Request for Special Consideration form. The FLSC also facilitates the issuance of the certificate of occupancy for new facilities.

Staff from the Corporate Safety Department chairs the FLSC which is comprised of representatives from the Los Angeles City Fire Department, Operations departments, and the CPUC. Some of the typical functions of the FLSC include:

- Develop Fire/Life Safety Criteria for Metro and monitor compliance with fire/life safety requirements
- Serve as liaison between Metro and fire departments and other emergency response agencies
- Verify that fire departments and other emergency response agencies are familiar with Metro emergency procedures and have access to facility site maps
- Ensure that materials, equipment, and systems are appropriate for use and are maintained in a manner consistent with fire/life safety requirements
- Review municipal and county fire regulations/codes, building codes, building plans, vehicle specifications, fire protection systems, emergency procedures, emergency ventilation systems and procedures, and evacuation plans in order to ensure compliance with fire/life safety requirements
- Provide support for emergency exercises
- Review Metro and other transit agency incidents for lessons learned
- Provide support to Rail Operations as needed

Local Safety Committee (LSC) - The formation of LSCs at the Bus and Rail Operating facilities gives employees and division management a forum for exchanging information related to safety issues, programs, policies, and practices. Each Metro Division has formed a committee, with the head of Operations or Maintenance chairing the effort. The LSC responsibilities include the following:

- Meet monthly to evaluate and resolve any identified safety hazards, near misses, and track action items
- Administer safety programs for department employees, facilities, equipment, and operations
- Review investigation of injuries/incidents and near misses, and make recommendations to mitigate them

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Operations Safety Steering Committee (OSSC) - The committee initiates and implements Operations-wide Safety Programs to drive improved performance and to identify and resolve issues that prevent or hinder improved safety success. The Committee is chaired by the head of the Risk, Safety, & Asset Management department and includes Senior Management of the bus and rail Transportation and Maintenance departments. Central to the discussion are key performance indicators and projects and programs to continuously improve safety performance. The committee meets quarterly.

Joint Labor/Management Safety Committee (JLMSC) - The JLMSC is comprised of an equal number of representatives from management and labor unions. The composition and operations of the Committee is described in its Ground Rules and Guidelines. This PTASP has been reviewed and approved by this committee (see appendix O) which meets at least quarterly to review risk-based mitigations or strategies to reduce the likelihood and severity of consequences of accidents, to identify mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended; and to identify safety deficiencies for purposes of continuous improvement. The committee will also establish and monitor performance targets using a 3-year rolling average of NTD data for measures described in FTA's National Public Transportation Safety Plan. The Committee is alternately chaired by a management or labor representative of the committee for a one year term. The JLMSC is intended to be an ongoing Committee and is dedicated to continuous improvement of all Metro's safety programs, trainings, and other safety measures.

Further, the JLMSC will discuss, evaluate, and address all safety and security issues related to employee, patron, and contractor safety. All relevant safety/security data will be shared with all committee members so that they can engage in discussions to propose safety/security programs, policies, and protocols that are based on this data. If safety performance targets are not met, the JLMSC will assess ongoing risks and propose reasonable mitigations using set aside funding as directed by the Accountable Executive. Historically, the JLMSC has successfully coordinated and communicated with the Board of Directors and the Accountable Executive by having this PTASP approved, and will continue to do so on other matters through Board Reports and Board Boxes as appropriate.

While either party (Management or Labor) may bring a safety/security topic to the JLMSC, the JLMSC is not authorized nor will it engage in any collective bargaining, grievance processing, or meet and confer activities.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Safety Certification Review Team (SCRT) - The SCRT is a multi-disciplinary team that is formed for each Major Rail Capital Project or Line Extension. Its purpose is to review project compliance to the Safety Certification program, in compliance with CPUC General Order 164 Series. The objective of the SCRT is to provide guidance and oversight to the safety certification program so that the project can be opened without any hazard to passengers and employees. Members are selected to serve on an as-needed basis from various operating departments, the Designer, Construction Contractor, or specialty consultants. Typical activities include review of in-progress verification checklists, field inspections, or other document reviews. A representative from the Corporate Safety Department or designee chairs this Team.

System Modification Review Committee (SMRC) - The purpose of this committee is to review and comment on any proposed changes or modifications to the Metro Rail Operating System(s)/Facilities prior to implementation, and to evaluate whether any new hazards are posed by the proposed modifications. The proposed modifications are submitted to the Program Control department. This department then distributes the proposed changes to the SMRC for review and comments via email. Meetings are held only if any comments cannot be resolved via the email process.

Subpart D - Safety Management Systems (SMS)

As outlined in the introduction section of this PTASP, the SMS components lay the foundation of Metro's Safety Culture. The processes identified in the four SMS components below lead Metro to a safer more reliable system allowing for teamwork, vigilance, and accountability to permeate all facets of the organization.

§673.23 SAFETY MANAGEMENT POLICY

Metro's Safety Management Policy is the organization's commitment to safety, which defines our objectives, accountabilities, and responsibilities of our employees regarding safety.

§673.23(a) WRITTEN STATEMENT OF POLICY

With respect to the organizational accountabilities and responsibilities, please refer to Metro's Safety Management Policy Statement at the beginning of this document.

§673.23(b) PROCESS FOR REPORTING UNSAFE CONDITIONS/NEAR -MISS INCIDENTS

Metro has established a process for employees to report hazards, unsafe conditions and near-miss occurrences to management as described in §673.25 *Safety Risk Management* of this document. Training on the SAFE-7 system can be accessed through the following link: [SAFE-7](#)

Metro's hazard reporting process (SAFE-7) affords employees protection from reprisal* by providing an opportunity to submit hazards/near-miss occurrences transparently or anonymously. Furthermore, as mentioned in Metro's Safety management policy, "All employees have an obligation to report hazards, and near-miss occurrences to their department management".

*Near-Miss occurrences that are captured through Metro's reporting systems, such as SCADA, SMART DRIVE, and Supervisor Observation are not subject to protection from reprisal, if they are deemed to be egregious or violate a major rule as defined by the collective bargaining agreement.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

§673.23(c) SAFETY MANAGEMENT POLICY COMMUNICATION

Metro's Safety Policy will be distributed to Metro personnel using various methods, such as, email and/or sign-for documentation. This policy will be posted at all divisions, and will be incorporated into the New Hire Orientation process during the On-Boarding Presentation.

§673.23(d) AUTHORITIES, ACCOUNTABILITIES, AND RESPONSIBILITIES

The central approach used in achieving PTASP goals and objectives involves having all Metro personnel being responsible for safety and taking into consideration the safety implications of their decisions. It uses a proactive approach that stresses looking at systems, and proposed modifications to these systems from a safety perspective before losses occur. The PTASP also requires that employees look at how their actions may affect the safety of other interrelated systems.

All Metro personnel have general safety-related tasks under the PTASP. These include the following:

The Chief Executive Officer, who is the Accountable Executive, has the following Authorities, Accountabilities, and Responsibilities under this plan:

- Control and Direction over human and capital resources needed to develop and maintain both the PTASP, in accordance with 49 USC 5329 (d), and the TAM Plan in accordance with 49 U.S.C. 5326
- Designate a CSO in accordance with 49 CFR 673.23(d)(2)
- Ensure that Metro's SMS is effectively implemented throughout Metro's public transportation system
- Ensuring action is taken to address substandard performance in Metro's SMS
- Metro's Safety Performance
- Ultimate responsibility for carrying out Metro's PTASP
- Carry out Metro's TAM Plan
- Establishment and implementation of the PTASP

The CSO reports directly to the CEO. The CSO has the following Authorities, Accountabilities and Responsibilities under this plan:

- Day-to-day Implementation and Operation of Metro's SMS
- Ensure action is taken to address substandard performance in Metro's SMS
- Advise Accountable Executive on SMS progress/status
- Ensure Metro policies are consistent with PTASP Goals and Objectives

The CSO does not have any responsibilities for Operations and Maintenance functions at Metro.

Metro Leadership and Executive Management* has the following Authorities, Accountabilities and Responsibilities under this plan:

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- Implementation and Operation of the Metro's SMS as it applies to their respective business unit
- Allocate resources within respective business units to accomplish Goals and Objectives of PTASP
- Accountable for business unit oversight, day-to-day operations and maintaining compliance with the PTASP
- Modify policies consistent with implementation of the PTASP and other Statutory regulations

*These are staff who have a direct reporting relationship to the Chief Executive Officer (Accountable Executive).

Key Staff** has the following Authorities, Accountabilities and Responsibilities:

- Accountable for maintaining the infrastructure or program within their area of responsibility
- Accountable for compliance with the Programs and Processes identified within the PTASP
- Support development, implementation and operation of SMS within Metro's PTASP
- Maintain Documents that support the implementation of the PTASP
- Review and investigate SAFE 7 reports and implement corrective actions, as appropriate, in a timely manner
- Investigate employee injuries and document findings of investigations in Metro's reporting system
- Verify PTASP compliance and report deviations to the Corporate Safety Department

**Key Staff are people who directly oversee a division, facility, craft, and all staff in the organizational structure up to but not including Executive Management.

Additional departmental roles and responsibilities are outlined in Appendix E.

§673.25 SAFETY RISK MANAGEMENT

Safety Risk Management is a cornerstone to SMS. During this process Metro identifies, evaluates, and devises means to eliminate, mitigate the risk of, or accept hazards. Not all hazards can be eliminated given the resources at hand. Metro's goal with Safety Risk Management is to mitigate the risk of hazards to a level as low as reasonably practicable - to a level where the cost involved in reducing the risk further would be grossly disproportionate to the benefit gained. The processes outlined in this section describe Metro's approach for identifying hazards, reporting them, investigating them, evaluating them, and finally mitigating the risk from them.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

§673.25(a) SAFETY RISK MANAGEMENT PROCESS

This process involves identifying, reporting, investigating, evaluating, and mitigating risk of work place hazards and near-miss incidents through various means. Once identified and reported, the hazard's risk is evaluated, corrected or mitigated by implementing design changes, installing safety devices, installing warning devices/signage, or changing work practices/work procedures to provide a level of safety that is practical with the available resources of the agency.

§673.25 (b) SAFETY HAZARD/NEAR-MISS INCIDENT IDENTIFICATION, REPORTING, AND INVESTIGATION

Hazards may be identified by the following sources or methods:

1. As a result of occupational injury or illness investigations
2. As a result of accident investigations
3. By observing the working environment and any changes in the workplace. (e.g. FOF)
4. As a result of routine and non-routine Inspections
5. From Hazard/Near-Miss Incident Reporting by Employees
6. As a result of Lessons Learned
7. From Internal and External Audits/Reviews
8. Provided by the CPUC/FTA in their inspection reports (§673.25(b)(2))

Metro has adopted an electronic Hazard/Near-Miss Incident Reporting System called SAFE-7 that is available to all Metro employees. Any employee, without fear of reprisal, can use the SAFE-7 system to report a Hazard/Near-Miss Incident and can submit reports transparently or anonymously if they choose to do so. However, near-miss incidents or rule violations that are captured through Metro's reporting system such as SCADA, videos, SMART DRIVE, and Supervisors Observation are not subject to protection from reprisal, and may result in disciplinary action in accordance with the Collective Bargaining Agreements. All hazards/near-miss incidents identified by employees must be reported through the SAFE-7 system. This consistent process is necessary to properly record, track, and trend hazards and it also allows management to provide a response back to the employee who submitted the Hazard/Near-Miss Incident. Hazards and findings identified by CPUC and other external agencies are tracked separately.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Imminent Safety Hazards

For serious hazards that are immediately dangerous to life and health (IDLH), employees shall take immediate action to mitigate the risk of the hazard.

Documentation of the hazard within SAFE-7 can follow after such immediate action is taken.

If the hazard cannot be immediately abated, all personnel are to be removed from the affected area until their health and safety can be assured. Corporate Safety and the affected department(s)/division(s) management shall be notified.

After a hazard(s) is entered into the SAFE-7 system, the responsible department head shall:

1. Conduct an investigation of the SAFE-7 report.
2. Document the results of the investigation in the SAFE-7 system within 30 days of notification. The documentation must include all supporting information as necessary (i.e. Photos, Measurements, etc.) to explain how the investigation was performed.
3. Provide a response back to the employee who submitted the SAFE-7 report or post it on the safety bulletin board if the report was submitted anonymously.
4. Approve the mitigation, monitor the mitigation to completion, close the incident in the SAFE-7 system, and post the summary of reported hazards/near misses (SAFE-15 logs).

The employee is responsible for checking the status of their reported hazard via their incident number which is provided to them once the hazard is reported, or if they submitted an anonymous report, by checking their respective Safety Bulletin Board, which is located at every Division, Facility or Location. If within 30 days the results of the investigation are not in the SAFE-7 system or have not been posted on their Safety Bulletin board, the employee may submit their SAFE-7 report to Corporate Safety, Mail Stop 99-11-3 for follow up.

The Corporate Safety Department will report to the CPUC any specific hazards as identified in CPUC regulations.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

§673.25(c) SAFETY RISK ASSESSMENT

The Corporate Safety Department will be responsible for assessing each safety hazard and assigning a priority level as listed below. See the Table below for the Hazard Management Matrix that is used for rating risk of identified hazards.

Consequences		Severity Level					
		Severity Level	1 Catastrophic	2 Critical	3 Marginal	4 Negligible	5 Inconsequential
		Injury or Occupational Injury	Death	Fracture, Severe Bleeding, Paralysis, Brain Injury, Dismemberment	(Bruising, Abrasions, Sprains/Strains) Ambulance Transport	(Bruising, Abrasions, Sprains/Strains) First aid	No Injury
		Property Damage	> \$10,000,000	> \$5,000,000 to \$10,000,000	> \$1,500,000 to \$5,000,000	< 1,500,000	No repair needed

Probability	Probability Level	MTBE* in Days	Likelihood of event in life of a specific item	Probability [X] Severity				
	A Frequent	10 per month	Will occur frequently	A1 High	A2 High	A3 Serious	A4 Medium	A5 Low
	B Probable	10 per year	Will occur several times	B1 High	B2 High	B3 Serious	B4 Medium	B5 Low
	C Occasional	10 per 2 years	Likely to occur sometimes	C1 High	C2 Serious	C3 Medium	C4 Low	C5 Low
	D Remote	10 per 5 years	Unlikely but possible to occur	D1 Serious	D2 Medium	D3 Medium	D4 Low	D5 Low
	E Improbable	10 per 10 years	So unlikely, assumed occurrence may not be experienced	E1 Medium	E2 Medium	E3 Medium	E4 Low	E5 Low
	F Eliminate	N/A	Actions taken to remove the hazard/conflict	Eliminated				

Resolution Requirements		
High	Unacceptable	Correction required
Serious	Undesirable	Correction may be required, decision by management
Medium	Acceptable	With review and decision by Safety Specialist
Low	Acceptable	Without review
Eliminated	Acceptable	No action needed

*Mean Time Between Events - The likelihood that hazards will be experienced during the planned life expectancy of the system can be estimated in potential occurrences per unit of time, events, population, items or activity. The probability may be derived from research, analysis and evaluation of historical data available in the electronic SAFE-7 System since January 1, 2019.

The Corporate Safety Department may determine that even though a particular hazard does not meet one of the above priority ratings, it may warrant an assessment and mitigation.

Regardless of how the hazard was originally identified, the Local Safety Committees (LSC) maintain a log (SAFE-15) to track all hazard reports and to record the completion of corrective actions. All hazards will be reported and discussed at the monthly LSC meetings. The CPUC is invited to all Rail LSC meetings. Rail A1, A2, B1, B2 & C1 hazards will be reported to the CPUC within 2 hours of being assessed as such. The Corporate Safety Department will be responsible for notifying the CPUC of the aforementioned hazards.

Regarding Rail, in addition to reviewing hazards at the monthly LSC meetings, the following hazards will be discussed at the CPUC Quarterly Meetings: red signal violations, wrong side door openings, crossing gates not lowering on approach of

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

train, and signal failures resulting in false proceed indication.

§673.25(d) SAFETY RISK MITIGATION

The department/division management to whom the SAFE-7 is reported will attempt to correct all hazards identified. For those hazards that cannot be rectified in a reasonable and timely manner, (depending on the nature of the hazard, and whether the resolution is within Metro's control), management will establish a target completion date. The department/division management will analyze the hazards, including near-miss incidents, and develop recommendations for elimination or risk mitigation of the hazard. Interim measures to mitigate the risk of the hazard should be implemented until the final corrective action is completed. Recommendations may include modification of equipment or facilities design, changes to maintenance schedules or practices, revision of operating rules/procedures, employee training, relocation of bus stop locations, modifications to rail stations, installation of traffic control devices or traffic signs, and markings, etc. Although other Metro departments or external agencies may have the responsibility to implement corrective actions, the department head who received the SAFE-7 report is ultimately responsible for follow up activities and making sure the corrective action is completed. If another department is responsible for the implementation of the mitigation, department management shall include the name of the person and entity responsible (i.e. Metro Department, City, LADOT, etc.) for taking corrective action with a target date of implementation.

Once the hazard has been corrected or risk has been mitigated, division management is responsible for documenting the resolution within SAFE-7. If the risk from the unsafe condition is not or cannot be mitigated, a reason should be provided within the SAFE-7 system. If a proposed solution requires funding that cannot be implemented by division management, it shall be elevated to the Joint Labor Management Safety Committee (JLMSC). Corporate Safety staff monitors the closure of hazards/near-miss incidents reported in the SAFE-7 system.

Proactive Risk Mitigation through Procurement

Metro's Procurement process ensures that materials and services obtained by Metro do not degrade the safety of the transit system. This involves including safety requirements in contracts and obtaining Safety Data Sheets (SDS). The SDS Program has established specific procedures for the acquisition and dissemination of information regarding hazardous materials. Approved SDS information can be accessed via Metro desktop computers at all Metro Divisions via the SDS database. Materials are evaluated by the Corporate Safety Department for safety implications prior to purchase and/or use. When new materials/chemicals are delivered, the inventory control department verifies via Metro's enterprise asset management software system, that the item delivered has been previously approved. The

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Operations and Maintenance Departments must meet applicable state, federal, and local regulations for the proper labeling, storage, handling, and disposal of hazardous materials including documentation and record keeping requirements.

The procurement of parts must follow established procedures. Parts may not be substituted without prior authorization of a manager within the department and only if the substitution will not adversely affect the safety of any system.

Functions of the Procurement/Vendor Contract Management Department include:

- Ensure procurement process complies with established procedures for evaluating materials and products for use by Metro
- Ensure that products purchased meet SDS requirements, copies of SDS are delivered with all materials and that materials undergo an evaluation before purchase by the Industrial Hygiene and Environmental Safety Section is performed
- Develop, maintain, and utilize a list of hazardous materials and equipment; Procurement enforces restrictions and other procurement procedures
- Adhere to safety procedures as defined by Corporate Safety related to hazardous substance acquisition, handling, labeling, storage, disposal, and record keeping. Ensure that SDS requirements are met and copies maintained for all materials and that the materials undergo an evaluation by the Industrial Hygiene and Environmental Safety Section prior to use
- Ensure that contractors meet requirements related to the safety of Metro employees, property and the public

Proactive Risk Management through Asset Management Condition Assessment

Metro's Enterprise Transit Asset Management Department conducts condition assessments of some of Metro's assets consistent with TAM Rule 49 CFR Part 625. The results of the condition assessments performed for TAM purposes are shared with various Metro stakeholder departments such as Operations and Corporate Safety. Metro's TAM plan includes a process for reviewing funding needs in the Long Range Plan and capital project proposals against the prioritized asset inventory which serves as a decision support tool. Department heads will be responsible for prioritizing and addressing the safety issues as identified in the condition assessment reports. The implementation of remediation measures will be tracked and reviewed in the Maintenance and Engineering Senior Staff meetings. Based on the condition assessment reports that are provided to internal stakeholders, Operations uses these reports to inform and make prioritization decisions of assets that need to be replaced.

Risk Mitigation through Health and Regulatory Authorities

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

In evaluating measures to control the risk for various hazards, Metro will follow the guidelines and guidance of Federal, State, and Local public health authorities and oversight agencies, such as the FTA and the CPUC.

Infectious Diseases Exposure Control Plan

Metro Corporate Safety, in collaboration with the Chief People Office (CPO), Emergency Preparedness and other departments, has developed the Metro Public Health/Pandemic Plan for Infectious/Communicable Diseases to prepare the agency for dealing with the effects of a health pandemic, communicable and other reportable diseases. The plan is consistent with the requirements and guidance of the Centers for Disease Control and Prevention, Los Angeles County Department of Public Health, and California Occupational Safety and Health Administration (OSHA).

Each department has the responsibility to follow, as outlined, this Public Health Plan. The Plan is consistent with Metro's policy to provide a safe and healthy working environment for employees and a safe transit system for the public.

For additional information, employees can retrieve Metro's Public Health/Pandemic Plan for Infectious/Communicable Diseases on RSAM's Website via the Intranet.

§673.27 SAFETY ASSURANCE

Metro ensures that Safety Assurance is maintained through efforts in three core areas:

1. Safety Performance Monitoring and Measurement
2. Management of Change
3. Continuous Improvement

This section outlines the means and methods that Metro uses to ensure Safety Assurance in each core area.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

§673.27 (b) SAFETY PERFORMANCE MONITORING AND MEASUREMENT

Metro has several programs to monitor its bus and rail systems for safety and regulatory compliance. These programs include the following:

RAIL MODE

FIELD OBSERVATION AND FEEDBACK (FOF)

The FOF is a behavior-based safety process that creates a safety partnership between management and employees/contractors that focuses on evaluating employees performing tasks and their actions. Moreover, the FOF process is the means for management to monitor and document the safety performance of personnel working in their work environment.

An FOF session must include a "safety contact(s)." A safety contact is an observation of a safe or unsafe act or behavior of an employee followed by dialogue addressing the situation. Observations focus on constructively and positively reinforcing safe acts, gaining employee commitment to stop unsafe acts and encouraging two-way communication about safety-related concerns. Life threatening and unsafe behaviors observed are addressed and acted on immediately.

With respect to Wayside Maintenance Employees, Supervisors are responsible for verifying compliance with established rules and procedures.

EFFICIENCY TESTING/ PERFORMANCE EVALUATIONS

The head of the Rail Transportation Instruction department is responsible for developing the Rule Book, managing changes to the Rule Book and overseeing efficiency testing to determine the knowledge and application of operating rules and procedures. Rules and procedures that affect safety are contained in the Metro Rail Book of Operating Rules and Procedures. Compliance with these rules and procedures is routinely checked as part of line rides and performance evaluations.

Each month, the Rail Transportation Instruction (RTI) staff issues 2 rules compliance tests, based on the rulebook, that must be completed by Division Management. The tests evaluate operators' knowledge and conformance with the selected rules. A minimum of 20 operators per line, per month are randomly selected by Supervisors on the AM and PM shift (10 per shift) to evaluate compliance with the rules.

VIDEO BASED ENFORCEMENT AND MONITORING PROGRAM

Metro has installed a video-based monitoring system in the operating cabs of each rail

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

car. Metro uses this video-based system to supplement the random monitoring and enforcement of its operating rules, including rules and policies governing the use of electronic devices. Operations staff utilizes the video-based system to download and observe 10% of the operators on each line per quarter to determine compliance with the CPUC General Order 172 series, and includes, as part of the 10%, incidents involving the following:

- a derailment
- a collision
- a complaint or observation of an alleged violation of the GO 172 series

Records of the observations from this video-based program are maintained for a period of three (3) years. Video recordings only for instances of any violation of rules/policies and the above described three instances are maintained. These videos are made available to the CPUC staff upon request but are maintained until the last appeal of any litigation or disciplinary action is complete.

FACILITY INSPECTIONS

A safety inspection program is essential in order to reduce unsafe conditions that may expose staff, and visitors to incidents that could result in injury, illness and exposure or property/capital asset damage. It is the responsibility of each organizational level, down to the lowest applicable cost center, to ensure that appropriate, systematic safety inspections are conducted periodically.

Periodic safety inspections will be conducted at each operating facility by department management/division trained personnel to identify (which may include survey/polling) and document unsafe conditions, work rules or work practices inconsistent with Federal, State and Local government agencies.

Rail Communications and Facilities Maintenance performs inspections of the public rail facilities, such as rail stations, in accordance with their respective departments' maintenance plan.

In addition to public facility inspections, Division/Location Facility Inspections are conducted at each rail division on a monthly basis for both Transportation and Maintenance Departments utilizing the facility inspection checklist for their respective department type.

Each department's Facilities Inspection responsibilities include:

- Utilize checklists to periodically inspect work areas for unsafe and unhealthy conditions and report and correct conditions as appropriate

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- Maintain inspection documentation records
- Track and take appropriate corrective action(s)
- Report unsafe conditions and failures, both physical and operational, to appropriate organizational units so the condition can be corrected and/or operational changes can be made
- Submit hazards and proposed system modifications resulting from inspections to the appropriate committees

INTERNAL SAFETY REVIEW

The PTASP Internal Safety Review (ISR) provides a comprehensive method of measuring effectiveness of the PTASP in achieving its objectives.

Under requirements of the CPUC GO 164 series, this review ensures that the state required elements of the PTASP are reviewed in an on-going manner and completed over a three-year cycle. The ISR is conducted on an annual basis and a schedule of the reviews is submitted to the CPUC staff prior to the start of such reviews, allowing for CPUC staff participation. A list of items to be reviewed is developed at least a month in advance. This review includes checklists that address both quantitative and qualitative aspects of performance.

Each department is responsible for PTASP compliance and for reporting deviations to the Safety department, which has overall verification responsibility. The ISR process will provide a means of documenting whether organizational units are fulfilling their PTASP responsibilities.

The Corporate Safety Department is responsible for establishing a review team and for conducting the ISR. Reviewers who conduct the reviews are independent from the first line of supervision responsible for the activity being reviewed.

Review Reporting

The Corporate Safety Department submits the ISR Report directly to the Chief Executive Officer (CEO) for review. This report includes an evaluation of the adequacy and effectiveness of the PTASP with findings, conclusions, and any necessary recommendations/corrective actions. After the CEO reviews the report, it is submitted to the CPUC for approval and then to the responsible departments for implementation, if applicable, of the corrective action plans described in the report.

Follow-Up/Action Plans

Departments and other organizational units are responsible for implementing their respective approved recommendations and action plans. Any department or other organizational unit that foresees or encounters a problem in completing

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

implementation within the established time frame shall inform the Corporate Safety Department head.

LINE RIDES

Line rides provide an opportunity for one-on-one interaction between the Operator and Instruction staff. Line rides allow for firsthand observation of an Operator's habits and result in immediate verbal and written feedback. The purpose is to uncover and point out unsafe practices, as well as to give positive reinforcement for safe operating practices. Line rides can occur as a reactive measure (post-accident rides or rides initiated in response to customer complaints or documented violations of safety rules), or proactively, such as when the Operator is learning a new rail line or receiving other types of instruction.

BUS MODE

FIELD OBSERVATION AND FEEDBACK (FOF)

The FOF is a behavior-based safety process that creates a safety partnership between management and employees/contractors that focuses on evaluating employees performing tasks and their actions. Moreover, the FOF process is the means for management to monitor and document the safety performance of personnel working in their work environment.

An FOF session must include a "safety contact(s)." A safety contact is an observation of a safe or unsafe act or behavior of an employee followed by dialogue addressing the situation. Observations focus on constructively and positively reinforcing safe acts, gaining employee commitment to stop unsafe acts and encouraging two-way communication about safety-related concerns. Life threatening and unsafe behaviors observed are addressed and acted on immediately.

FACILITY INSPECTIONS

A safety inspection program is essential in order to reduce unsafe conditions that may expose staff, and visitors to incidents that could result in injury, illness and exposure or property /capital asset damage. It is the responsibility of each organizational level, down to the lowest applicable cost center, to ensure that appropriate, systematic safety inspections are conducted periodically.

Periodic Safety Inspections will be conducted at each operating facility by department management/division trained personnel to identify and document unsafe conditions, work rules or work practices inconsistent with Federal, State and Local government agencies.

Facility Inspections are conducted at each bus division on a monthly basis for both

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Transportation and Maintenance Departments.

SMARTDRIVE VIDEO MONITORING

The SmartDrive is g-force based video monitoring utility. When an event on a bus reaches a threshold, the SmartDrive system records video footage. There are four types of events that are triggered and recorded by the SmartRecorder for use in the Measured Safety Program: Erratic, Shock, Speeding, and Manual. Erratic Events are characterized as Moving Events.

They are triggered by sustained forces from multiple directions (front/back, left/right, and up/down) over relatively long periods of time (typically between 0.25 and 1.5 seconds) as measured by an accelerometer in the SmartRecorder. Erratic Events capture risky driving maneuvers such as hard braking, acceleration, turning, swerving, speed bumps, dips in the road, etc. Shock Events are also characterized as Moving Events. They are triggered by sudden changes in force in any direction as measured by an accelerometer in the SmartRecorder. Shock Events have a higher likelihood of recording Collisions, but they can also be triggered by other actions that involve sudden changes in forces such as when a vehicle hits a pothole or a bump at high speed.

Speeding Events are characterized as Moving Events. They are triggered when the vehicle speed exceeds a specified threshold. For example, if the threshold is set for 70 mph, then the SmartRecorder will record a Speeding Event when the vehicle speed exceeds 70 mph. To balance the number of Speeding Events that may be recorded at any given time, the SmartRecorder will only record one Speeding Event within a 30-minute timeframe.

Unlike the other three event types, Manual Events are not Moving Events. They are triggered when the driver or other occupant of the vehicle presses the manual trigger button on the SmartRecorder or on the keypad. Manual Events enable Operators to record Videos which contain actions of interest that are not necessarily related to risky driving.

Operations Staff reviews SmartDrive events daily to ensure timely coaching, retraining or discipline for unsafe acts. Coachable events are placed in the Coaching Queue. Additionally, Supervisors review manually-triggered events when Operators submit written notification. Coachable events belonging to the Maintenance Department are brought to the attention of the Maintenance Manager for coaching, retraining, and/or discipline.

LINE RIDES

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Line rides provide an opportunity for one-on-one interaction between the Operator and Instruction staff. Line rides allow for firsthand observation of an Operator's driving habits and result in immediate verbal and written feedback. The aim is to uncover and point out unsafe practices, as well as to give positive reinforcement of safe driving practices. Line rides can occur as a reactive measure (post-accident rides or rides initiated in response to customer complaints or documented violations of safety rules), or proactively, such as when the Operator is learning a new bus line or receiving other types of instruction.

§673.27(b)(2) SAFETY RISK MITIGATION MONITORING PROCESS

Metro monitors its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended. Metro also reviews pre-mitigation and post-mitigation trend data captured in various Metro electronic systems to determine the effectiveness of the safety interventions.

As part of Metro's risk reduction program, it has implemented several initiatives, some of which are listed below, to improve safety by reducing the number of accidents, injuries, assaults and visibility impairments on buses.

For example, Metro has been tracking the effectiveness of the following projects:

- Ped-gate/swing-gate project (monitored through Blue Line Quarterly Report)
- Left turn gate project (monitored through Blue Line Quarterly Report)
- In-pavement street lights on Gold Line East Side Extension
- Bar signals interfaced with interlocking signals on the Gold Line
- Photo Enforcement for rail and bus on the Orange Line
- Bus turn alert system
- SmartDrive for bus and rail
- 2-section barriers to deter assaults on bus operators (Metro's entire bus fleet is equipped with barriers)
- Video cameras and closed-circuit video monitors on all busses that show passengers boarding and in the seating areas of the bus to deter bus operator assaults

Metro will continuously canvas and evaluate technologies regarding reducing visibility impairments for buses. New technological advances that have proven to be effective will be incorporated in future procurement specifications for the bus fleet.

To address visibility impairments on Metro's current buses, Metro has developed

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

training and SOPs that address how best to avoid accidents, especially when making right- and left-hand turns.

Metro has also incorporated de-escalation training as part of its efforts to mitigate transit worker assaults. Furthermore, Metro's System Security and Law Enforcement Department conduct routine patrols and inspections to deter transit worker assaults.

Metro will also evaluate advancements in technology to address other system operational improvements and enhancements such as communication systems, CCTV systems, train control systems, etc.

§673.27(b)(3) ACCIDENT NOTIFICATION, INVESTIGATION, AND REPORTING

Metro conducts investigations of accidents to identify causal factors through Accident Investigation Procedures (AIP). The AIP are outlined in Appendix F for the rail mode, and Appendix G for the bus mode. If there is a difference of opinion as to rail accident investigation findings, this will be resolved through CPUC established procedures as outlined in the "Rail Transit Safety Branch Program Standard - Procedures Manual State Safety and Security Oversight of Rail Fixed Guideway Systems."

RAIL MODE

The Corporate Safety Department submits a Monthly Service Record, Accident, Hazard, and Corrective Action Summary Report (Form V) to the CPUC, within 30 calendar days after the last day of the month in which the accident occurred. Moreover, it also submits accident data to the Federal Transit Administration (FTA) via the National Transit Database (NTD).

BUS MODE

The Corporate Safety Department submits monthly accident data to the FTA via the National Transit Database (NTD).

§673.27(b)(4) INTERNAL SAFETY REPORTING PROGRAM MONITORING

Metro monitors information reported through Safety Data Acquisition and Analysis, its internal safety reporting program, SAFE-7, the drug and alcohol abuse program, as well as through various committees described below.

A. Safety Data Acquisition and Analysis

This function involves collecting and analyzing incident data in order to identify trends, mitigate any associated hazards and prevent recurrence of incidents on the

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

bus and rail system. For example, the Corporate Safety Department compiles the Summary of Metro Blue (A) Line Train/Vehicle and Train/Pedestrian Accidents - this quarterly report summarizes the contributing factors, direction of travel of the train, and the location where accidents have occurred on the A Line. The Corporate Safety Department also reviews the bus and rail accident statistics and determines the types of mitigating measures, if any, to be implemented. Often, incidents are the result of unsafe behaviors of third parties, which are beyond the control of Metro, and for which mitigations are not feasible. Based on the collection of data and analysis of the data, the Corporate Safety Department has, over a number of years, implemented several enhancements on its bus and rail system. Some of these enhancements include four quadrant gates, active train warning signs for motorists and pedestrians, photo enforcement system, in-pavement warning lights, left turn gates in street running, pedestrian gates/swing gates, bus operator barriers, bus monitors on buses, pilot programs of bus audible and visual alerts to mitigate bus/auto and bus/pedestrian collisions, on-board video based enforcement system (SmartDrive), and in-cab camera system. Safety data is exchanged with other transit systems and is provided to external agencies as required. Because of the significantly lower number of accidents on the Metro L Line, Metro E Line, Metro C Line and Metro B Line, with the latter two lines experiencing mostly suicide type accidents, no meaningful trend can be established; hence, similar quarterly reports as the one for the Metro A Line, are not helpful and, therefore, not developed. However, the Corporate Safety Department maintains a data base of accidents that occur on these lines and based on trends, implements enhancements as warranted.

Other data, such as assaults on transit workers, is also collected and analyzed to better determine law enforcement strategies to mitigate such incidents.

B. SAFE-7 Reporting

As outlined in our Hazard/Near-Miss incident Reporting Process, SAFE-7 is Metro's repository for reporting operational safety issues. Refer to the Hazard/Near-Miss incident Reporting Process in §673.25(b) for more detailed information on how this element is achieved.

C. Drug and Alcohol Abuse Program

The CPO administers Metro's policy titled Drug and Alcohol Free Work Environment. CPO ensures that the policy is compliant with applicable regulations, is updated periodically, and is disseminated to all employees. CPO also monitors training of newly hired safety-sensitive employees as well as trainings for supervisors and/or other company officials authorized to make reasonable suspicion determinations. CPO ensures that informational materials on the dangers of substance abuse and the Employee Assistance Program, designed to provide counseling, guidance, and

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

information to help with many topics such as substance abuse, parenting, childcare, elder care, relationships, work-life balance, grief, crime victim or witness to crime, death and or other trauma, well-being, etc. is readily available to all Metro employees.

In addition, CPO staff takes the lead in training supervisors to fulfill their responsibilities as related to the policy. The guidelines, procedures, and programs set forth in this policy comply with all applicable state and federal regulations governing workplace anti-drug use and alcohol misuse in the transportation industry. These regulations include, but are not limited to, the following:

- Department of Transportation (DOT) 49 Code of Federal Regulations Part 40, as amended (Procedures for Transportation Workplace Drug Testing Programs)
- Federal Transit Administration (FTA) 49 Code of Federal Regulations Part 655 (Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations)
- 41 U.S.C. Section 701-707 (Federal Drug-Free Workplace Act of 1988)
- California Government Code Section 8350. et seq. (Drug-Free Workplace Act of 1990)
- California Public Utilities Commission (CPUC) General Order 143 Series

Some of the functions of the CPO include:

- Coordinate reasonable accommodations and leaves of absence.
- Ensure that successful candidates for positions are capable of safely performing the tasks of these positions on a repetitive basis
- Administer Metro's medical services coordination and Metro's drug and alcohol program/policy
- Oversee medical examinations and testing.

Each Metro Departments' role in supporting the Drug and Alcohol Program is to:

- Comply with procedures established by the CPO for testing and disciplining employees in accordance with Alcohol and Drug Free Work Environment Policy
- Deter and detect employees' use of illegal drugs and misuse of alcohol
- Discipline employees who violate the Policy, up to and including termination

§673.27(c) MANAGEMENT OF CHANGE

Metro's Program Control, Vehicle Technology, and Rail Vehicle Engineering departments facilitate changes to rail and bus operations through the System Modification and Configuration Management Process.

System Modification

Changes to Metro systems and subsystems must not be made without first

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

determining how the change might affect the safety of the system, or of any other system. The proposed modification must be evaluated for its potential to create additional hazards or to reduce the effectiveness of existing hazard controls. Metro has implemented a procedure, Operations Configuration Change Control, found in the CF15 procedure that establishes a process to ensure notification and review of proposed changes.

Individual departments must submit proposed system changes involving facilities, equipment/software or other physical modifications to Program Control, Vehicle Technology, or Rail Vehicle Engineering in accordance with procedures established in CF15.

Each Metro Departments' role in this function is to:

- Incorporate safety into proposed modifications of Metro transit systems
- Meet the safety requirements established for all purchases of equipment and supplies including its proposed storage, transfer, use, record keeping, and disposal
- Submit proposed system modifications to the respective party for document control
- Carry out assigned system modification tasks
- Evaluate proposed system and subsystem modifications from a safety perspective

Configuration Management

Configuration Management is a process which attempts to ensure that all changes to facilities, equipment, systems, design elements, etc., are updated to reflect the most current configuration, accurately and completely.

Program Control, Vehicle Technology, and Rail Vehicle Engineering is responsible for distributing proposed physical modifications to the appropriate Operations, Maintenance, Engineering, Safety department, and other necessary units for review and comments and for processing the approval of these configuration modifications. The appropriate Engineering department head is responsible for updating the as-built configuration drawings and notifying the Program Control Department when they are completed.

Functions of the Program Control, Vehicle Technology, and Rail Vehicle Engineering departments include:

- Maintain a computer database log of proposed changes.
- Submit the change proposal to the Operations, Maintenance, and Corporate Safety Department and others for review and comments. The Corporate Safety Department will review the proposed change to determine any

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

negative safety impacts in accordance with the Safety Risk Management Process, described in §673.25(a).

- Coordinate resolution of all comments on the proposed changes
- Process change control documents
- Maintain Change Request/Order files; action items; general drawing and change status reports
- Provide updated drawings to affected Operations (field) Technical Libraries
- Respond to requests for latest drawing configuration, changes pending on drawings, and the status of each change in the system

Safety Certification Process

The Safety Certification process verifies that safety-related requirements are incorporated into rail transit projects. The goal is to verify that safety standards are met or exceeded in the design, construction and start-up of these projects. This process also verifies that safety concerns and hazards are adequately addressed.

Projects may include new rail systems or extensions, the acquisition and integration of new vehicles and safety critical technologies into existing service or major safety critical redesign projects, excluding functionally and technologically similar replacements.

Metro certifies its rail transit projects to the CPUC. The CPUC requirements for safety certification are identified in General Order 164 Series, which Metro adheres to.

The Safety Certification Review Team (SCRT) is responsible for overseeing the activities of the Safety Certification Plan. The goals of the Safety Certification Program are to:

- Verify that acceptable safety levels are met or exceeded in all Metro rail transit projects
- Document the verification of safety standards
- Provide a consistent manner to certify projects

Bus Acceptance Process

Metro's Bus Warranty Department manages the acceptance of all new buses. Through their acceptance program, buses are inspected and accepted into the Metro Bus Fleet based on established industry safety standards. The goal is to verify that safety standards are met or exceeded in the design before being introduced into revenue service.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Rule/SOP Modification

Rail Mode:

The Rail Transportation Instruction (RTI) department is responsible for developing operating rules and Standard Operating Procedures (SOPs), and for managing the process of modifying rules and SOPs. Rules and procedures are reviewed periodically and when new rail lines or extensions are opened or when accidents or incidents indicate a possible rule modification or clarification is necessary.

Any rail employee may submit a request to his or her supervisor for a new or revised rule/procedure at any time. The supervisor or manager, in turn will forward the request to the RTI department. The RTI department will evaluate the proposal and distribute all the Rules/Standard Operating Procedures that need to be revised to the affected departments including the Corporate Safety Department for review and comments, before implementing the revisions.

URGENT REQUESTS FOR A NEW OR REVISED RULE/PROCEDURE - These may be sent by any employee to Rail Transportation Instruction, for immediate action. These may be sent verbally, with written documentation to follow. The above process may be bypassed to accommodate the urgency, to provide a temporary new or revised Rule/Procedure if approved by the department head of Rail Transportation. Changes to rail operating rules and procedures are submitted by the Corporate Safety Department to the CPUC in accordance with CPUC GO 143 Series.

Bus Mode:

Operations Central Instruction (OCI) department is responsible for developing operating rules and Standard Operating Procedures (SOP's), and for managing the process of modifying rules and SOP's for Bus Operations. Any bus employee may submit a request to his or her supervisor for a new or revised rule/procedure at any time. The supervisor or manager, in turn will forward the request to OCI.

OCI will evaluate the proposal and distribute all the Rules/Standard Operating Procedures that need to be revised to the affected departments including the Corporate Safety Department for review and comments, before implementing the revisions.

Rules and procedures are reviewed periodically and when accidents or incidents

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

indicate a possible rule or procedural deficiency. In addition, any employee can propose a rule or procedure modification.

Following the modification, the unit overseeing the process is responsible for disseminating rule and procedure modifications to appropriate parties.

Urgent changes are made by department heads having control over specific rules and procedures by means of bulletins, notices, or orders. The development of site-specific rules and procedures must be controlled. In addition, site specific rules and procedures must fulfill existing safety requirements; not create new hazards or reduce the effectiveness of existing safety controls; and not increase the risk to individuals, equipment, property, or the environment.

§673.27(d) CONTINUOUS IMPROVEMENT

Metro has established multiple processes to assess its safety performance and facilitate continuous improvement. The programs include but are not limited to:

- a. Quarterly JLMSC meetings.
- b. Outside Auditing agencies (Systemwide) - Metro is audited by multiple outside agencies, including Federal, State, and contracted agencies which serve as a mechanism to implement enhancements for continuous improvement.
- c. Internal Safety Reviews - Corporate Safety Department conducts internal reviews of elements included in this PTASP to ensure that responsible departments follow safety expectations of this PTASP. When these reviews include recommendations, a corrective action plan is initiated and seen through to completion in accordance with GO 164 series.
- d. RAP Sessions-Are meetings between Division Management, and staff to discuss concerns that employees may be experiencing in the field, and in the work process. Employees can use their experiences and suggest solutions to issues that they encounter. Employees also get updates on Division activity that they may not normally receive in the performance of their usual duties.

Metro has various levels for continuous improvement, specifically in accordance with 49 CFR 673, the Internal Safety Review and CPUC's Triennial Audit may generate recommendations that are approved and directed by the Chief Executive Officer.

In addition to the above processes, Metro personnel can make suggestions to any Department or group where they may see an area of needed safety improvement.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

This may be coordinated through discussion with various department heads, at LSC meetings, etc.

Through the Continuous Improvement Processes described above, Metro is then able to develop and carry out a plan to address the identified safety deficiencies by:

- i. Prioritizing identified deficiencies
- ii. Creating Strategic Initiatives to overcome such deficiencies
- iii. Re-evaluating progress on our improvement measures through our SMS program.

If a safety recommendation made to improve a program, process, or safety deficiency is not implemented, the department(s) involved shall provide a written justification to the Corporate Safety Department.

§673.29 SAFETY PROMOTION

The promotion of safety is accomplished through Metro's Safety Training program and other means of safety communication described below. Metro fosters active, open and ongoing communication through various outlets explained in this section. Employees can communicate to management about issues as they arise, and in turn, management has the opportunity to provide training, messaging, and use other communication tools to promote a safety culture. Through open dialogue, hazards can be identified, and understood so employees know what risks they may encounter, and what Metro is doing to eliminate or mitigate the risk.

§673.29(a) SAFETY TRAINING PROGRAM

All Metro personnel directly connected with the operation of buses or trains will be required to undergo certification and re-certification training, as necessary.

Each Metro Departments' role in this function is to:

- Maintain each of their employees' training, certification, and recertification records.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- Train department employees in elements of the PTASP and safety programs that have relevance to their positions.
- Document the training in accordance with their department's practices. This may be through electronic database, or through hard copy files.
- Develop programs to ensure training adequately communicates the specific hazards employees may be exposed to; implement appropriate hazard control methods; provide warnings and restrictions; develop safety rules and procedures; and practice emergency procedures including those related to response, communication, and evacuation. Employees must receive required training and/or certification/re certification as it pertains to their discipline.
- Distribute and display safety information, bulletins, notices, rule changes, posters, etc. in a manner that effectively communicates the information to employees.
- Monitor and document compliance with the training through FOFs or efficiency tests.

Employees, whose duties directly impact the safe operation of the system, will be formally trained and certified by successfully passing specialized training courses. Also, these employees must pass recertification on a regularly scheduled basis to retain their positions.

In addition to the safety programs mentioned in §673.29(b), Metro also offers a variety of security training programs including training to respond to incidents involving drug overdose and other emergency procedures such as cardiopulmonary resuscitation.

Rail Specific Safety Training:

Safety Training is generally required for all persons working on the Metro Rail System. In certain cases, persons may conduct work on the Metro rail system without attending safety training, provided they are escorted by an individual who is currently certified in roadway worker protection training, consistent with GO 175 Series. SOP #55 Wayside Worker Protection outlines on-track protection requirements for Roadway Workers. The purpose of safety training is:

- To identify the rail system operating practices and standards
- To ensure safe operation of the rail system
- To ensure the safety of all persons working on or about the rail systems as well as the riding public.

Rail Transportation Instruction provides the training and refresher training required to employees, contractors, subcontractors, law enforcement and fire

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

services personnel as identified in Appendix H. They maintain these documents in accordance with their department's practices.

Upon completion of safety training, employees are issued a picture identification badge. The badge is to be worn or be in the possession of persons at all times, while accessing Metro facilities or systems. Any person not wearing or having a badge, is subject to being escorted to a safe area.

All METRO Rail Departments' role in this function is to:

- Comply with rules/procedures and operating techniques to ensure safety requirements are met.
- Evaluate proposed rule and/or procedure changes from a safety perspective.
- Ensure that rules and procedures are developed, maintained and followed.
- Document results of compliance checks.
- Notify the appropriate department head whenever deviations from established procedures occur or are needed.

Rail Vehicle Maintenance Training

Safety training records are maintained between the local Rail Vehicle Maintenance staffs work location and the Metro Training Tracking System. Topics include applicable OSHA training required based upon hazards that maintenance personnel may encounter. Examples of training include: Fall Protection Training, Bloodborne Pathogen, and Personal Protective Equipment.

Rail Vehicle Maintenance Rules and Procedures

The two primary documents containing maintenance rules and procedures are the Maintenance Safety Handbook and the Rail Fleet Services Rulebook and Standard Operating Procedures. The Rail Fleet Services Instruction and Rail Vehicle Engineering units have approval authority over maintenance procedure manuals. In addition, Quality Assurance and Vehicle Acquisition issue Informational Memos as needed to inform organizational units of various equipment related issues and changes in procedures and work practices. The Maintenance Safety Handbook highlights the major safety topics and top safety work practices in rail vehicle maintenance.

Safety Oversight Training

Consistent with 49 CFR 672, all Metro personnel directly responsible for safety oversight of Metro Rail Operations have completed training specified in Appendix A of 672 Public Transportation Safety Certification Training Program. Additionally, Metro's CSO will also complete this training within 3 years of onboarding with Metro.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Bus Specific Safety Training:

Bus Transportation Rules and Procedures

The *Operator's Rulebook and Standard Operating Procedures* is re-evaluated as warranted. Bulletins, Operations Notices, and memoranda are also periodically reviewed. Urgent changes to Bus Operator rules/procedures can be made by OCI. A General Notice or Operations Notice is posted on division bulletin boards whenever there is a change to the Operator's Rulebook and Standard Operating Procedures. Operators are required to check the board for notices. If a major change is made, Operators receive additional training.

Bus Maintenance Rules and Procedures

The two primary documents containing maintenance rules and procedures are the *Maintenance Guide Book* and the *Revenue Service Bus Maintenance Plan*.

The Maintenance Instruction unit has approval authority over maintenance procedure manuals. In addition, Quality Assurance and Vehicle Acquisition issue Informational Memos as needed to inform organizational units of various equipment related issues and changes in procedures and work practices. The *Maintenance Safety Handbook* highlights the major safety topics and top safety work practices in bus maintenance.

There are formal training programs for operators and employees involved in maintenance activities. These include training classes, training manuals, and lesson plans. Testing is conducted as necessary to ensure training effectiveness, and all safety training is documented.

Metro utilizes safety training programs as a means of informing employees about hazards associated with their jobs and the appropriate methods for controlling these hazards. The safety training efforts of Metro fall into three main types of training: 1) Initial, 2) Periodic, and 3) Retraining. Training mechanisms include classroom, written and video communications, computer-based training, field exercises, and drills.

Bus Operator Training

OCI is responsible for training new Bus Operators in defensive driving, rules pertaining to safe vehicle operation, pre-trip and pre-pullout inspections, emergency procedures, and injury and illness prevention. This group also performs re-training following traffic accidents, occupational injuries, and as otherwise warranted. A list of required Bus personnel training can be found in Appendix I.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Verification of Transit Training (VTT)

Operators are required to receive 8 hours of training per year under the VTT Program. This training is conducted at the operating divisions by the Division Instruction staff and is described in the VTT manual maintained by OCI. During the license renewal year, each Operator must complete 8 hours of classroom training; in all other years the training may consist of a combination of classroom, hands-on, and behind-the-wheel training.

Operator's Training Documentation

Training records are maintained at the Bus Operator's work location and follow the Operator whenever transferred to a new division.

Bus Maintenance Training

Safety training records are maintained between the local Bus Maintenance staff's work location and Central Maintenance Facility (CMF). Topics include applicable OSHA training required based upon hazards that maintenance personnel may encounter. Examples of training may include, Fall Protection Training, Bloodborne Pathogen, and Personal Protective Equipment (PPE).

Bus System Safety Orientation

Safety orientation is required for all persons, outside of Bus Operations, such as contractors and consultants. This orientation shall be conducted by Division Maintenance staff prior to the commencement of work. The purpose of safety training is:

- To identify the bus system practices and standards
- To ensure safe operation of the bus system
- To identify hazards and the procedures necessary to ensure the safety of all persons working on or about the bus systems

§673.29(b) SAFETY COMMUNICATION

Metro believes in the importance of effective communication to build a more robust safety culture. Training is merely one example of communication. The following methods are the various ways in which Metro communicates safety and safety performance information with employees throughout Metro. In addition to regular safety messages, many of these communication methods convey information on hazards and safety risks relevant to employees' roles and responsibilities.

Safety Communication Methods:

1. New Hire Orientation On-Boarding Safety Presentation - All new Metro employees undergo new hire orientation which includes a safety training

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

presentation.

2. Safety Training - Bus and Rail Divisions conduct safety training for their employees based on the hazards that they will encounter while performing assigned tasks.
3. Toolbox Safety Talks - Employees are provided relevant safety topics talking about safety issues that may affect their job duties.
4. Craft Specific Training - Each department conducts training pertinent to the tasks that they will perform, such as, hi-rail operations for wayside workers, grade crossing maintenance procedures, customer service training.
5. Sign-For Documentation - When there is an update to rules or SOPs, bus and rail operators are given the information upon sign-in to review, and sign that they have received copies. In addition , when special notices, or memos are distributed, sign-for documentation aids in ensuring that all affected employees have received the communication.
6. Safety TVs - These TVs are located at all divisions. They typically have rolling messages, videos, or power point presentations that remind employees of various hazards they may encounter or special procedures they need to know in order to perform their duties.
7. Safety Banners - Each division has the ability to make safety unique to their environment. Many divisions have enlisted the use of safety banners to count the number of days without an accident, or injury that the division has accomplished. This particular safety communication can help with morale, especially when tied to a reward of some kind (i.e. BBQ for 180 days of no injuries).
8. Safety Bulletin Boards - Every bus and rail division has Safety bulletin boards. These boards will contain applicable safety regulations, safety policies, or key performance indicators information. These boards are typically in a conspicuous location where all employees frequent, such as a lunch or break room.
9. SAFE-7/SAFE-15 Process - The SAFE-7 process is outlined in 673.25 Safety Risk Management and is one of the main pillars of safety communication that employees have to identify hazards to management.
10. LSC Meetings - LSC give employees and division management a forum for exchanging information related to safety issues, programs, policies, and practices. Each Rail Division has formed a committee, with the manager of operations or maintenance chairing the effort.
11. RAP Sessions - Meetings between Division Management, and staff to discuss issues that employees are having in the field, and in the work process. Employees can use their experiences and suggest solutions to

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

issues that they encounter. Employees also get updates on Division activity that they may not normally receive in the performance of their usual duties.

Safety Requirements:

Employees are Metro's number one asset. Making safety Metro's first concern will positively affect employees' health and well-being, our working and home lives, our efficiency and ability to get the job done and the quality of our service. The Corporate Safety Department is responsible for compliance with CPUC and OSHA requirements. OSHA requires developing and implementing health and safety programs to comply with federal, state, and local regulatory requirements (e.g., California Code of Regulations). The following are some examples of programs designed to anticipate, recognize, evaluate and control hazards in the workplace and the environment that affect the health and safety of employees:

- Asbestos Management
- Blood borne Pathogens
- Confined Spaces
- Hazard Communication
- Ergonomics
- Lead Management
- Hearing Conservation
- Respiratory Protection
- Personal Protective Equipment (PPE)
- High Voltage Awareness
- *Compressed Natural Gas (CNG)
- *System-wide Hazardous Materials Emergency Response

*Not covered under OSHA Title 8 Employee Safety regulations.

Hazardous Materials Program

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

All Metro activities must comply with applicable federal (Title 3, Section 313), state, and local environmental protection laws. Procedures have been established in order to control hazards associated with procurement, storage, transfer, use, and disposal of hazardous substances. Methods used in this process include product and substance evaluations, procurement procedures, monitoring, testing, inspections, and training. These procedures also address record keeping and reporting requirements. Hazardous Material Business plans are developed for each facility and must comply with Code of Federal Regulations Title 40, Part 372.

The Corporate Safety Department develops and implements the Occupational Environmental Health & Safety (OEHS) Plans & Programs. In particular, they assure that the program complies with federal, state, and local regulatory requirements. The Hazard Communication Program (one of the Occupational Environmental Health & Safety Plans and Programs) has been designed to help maintain a healthy work environment by increasing employee awareness of workplace chemicals and their potential health effects, safe work practices and emergency procedures. This program affects all departments that buy, store, handle and/or use hazardous substances.

The Corporate Safety Department has the following role:

- Advise all departments within Metro, on a need to know basis, of all mandated environmental and safety rules and regulations as they pertain to operations.
- Conduct Hazard Communication Program training classes. All employees who work with chemicals are required to attend this training class.

The Quality Assurance Department has the following role:

- Monitor the collection and disposal of used oils, waste antifreeze, waste fuel, and waste water clarifier sludge to affect safe handling and minimize employee exposure to potentially hazardous and toxic by-products in the waste streams.
- Hazardous waste disposal
- Universal waste disposal

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- Perform monthly environmental compliance review with the Hazardous Material coordinators of each facility.

Track Allocation/Work Permit Process

Prior to performing work on Metro's right-of-way, all contractor companies are required to attend the Track Allocation meeting, where approval for the work proposed to be conducted must be attained. Track Allocation determines if the work the contractor or employee proposes to perform necessitates any restrictions, and/or flagging, and/or reduced train speed. Regardless of whether the work is to be performed during revenue or non-revenue hours, all contractors or employees must follow the requirements of the Track Allocation Procedures administered by Rail Operations.

CPUC Safety Requirements

In addition to the above safety requirements, Metro rail employees are governed by various CPUC General Order requirements. The safety elements that are part of this PTASP are found in Appendix J.

Each Metro Departments' role in this function is to:

- Ensure that employees know and follow safety requirements
- Meet the safety requirements established in Rules and Procedures
- Distribute and display safety information, bulletins, notices, rule changes, posters, etc. in a manner that effectively communicates the information to employees
- Report any individuals who appear to be working unsafely along the right of way to the Rail Operations Control (ROC) Center

Corrective Action Plans

Metro complies with GO 164 series with regard to Corrective Action Plans (CAPs). The Corporate Safety Department is responsible for monitoring the completion of CAPs that are identified and providing appropriate updates to CPUC Staff in regards to status of and closure of each CAP.

CAPs may be developed as a result of:

1. Accident investigations as outlined in Appendix F

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2. Recommendations contained in CPUC triennial review reports
3. Recommendations identified in Metro's own Internal Safety Review
4. CPUC inspection findings identified through CPUC inspection reports
5. Hazards identified by Metro through the Risk Management Process, when appropriate

In the event an emergency corrective action is required to ensure immediate safety, Metro may initiate the corrective action prior to receiving CAP approval from CPUC staff.

Rail Contractors

To help support the execution of this PTASP and the principles of SMS, contractors who work in Metro Rail Facilities and/or Operational Right-of-Way are provided a copy of the Safety Management Policy Statement for distribution to their employees.

Rail Contractors must notify their Metro-Employee escort of any hazards they identify prior to or during their work assignment. If the contractor(s) are not being escorted, they must inform a Metro Supervisor or Metro contractor liaison who will follow the Safety Risk Management Process outlined in §673.25. This process is communicated through training discussed in §673.29(a) Safety Training program.

Additionally, Metro Rail contractors working on the Right-of-Way without an escort provide FOFs in the form of Efficiency and Compliance (E&C) on their employees as prescribed in their respective contracts.

Bus Contractors

Metro requires Bus contractors providing bus operations service to the public and maintenance on the buses to create their own Agency Safety Plan in accordance with 49 CFR 673. Metro contract management staff, in coordination with Bus Corporate Safety Department staff, will review compliance with each contractor on a triennial basis.

Zero Tolerance Policy

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Metro's Zero Tolerance policy for electronic devices is referenced in Metro's OPS-1 policy.

Other Regulatory References

Appendix K and Appendix L outline rule 49 CFR 673 and the National Public Transportation Safety Plan

Subpart E- Safety Plan Documentation and Recordkeeping

§673.31 SAFETY PLAN DOCUMENTATION

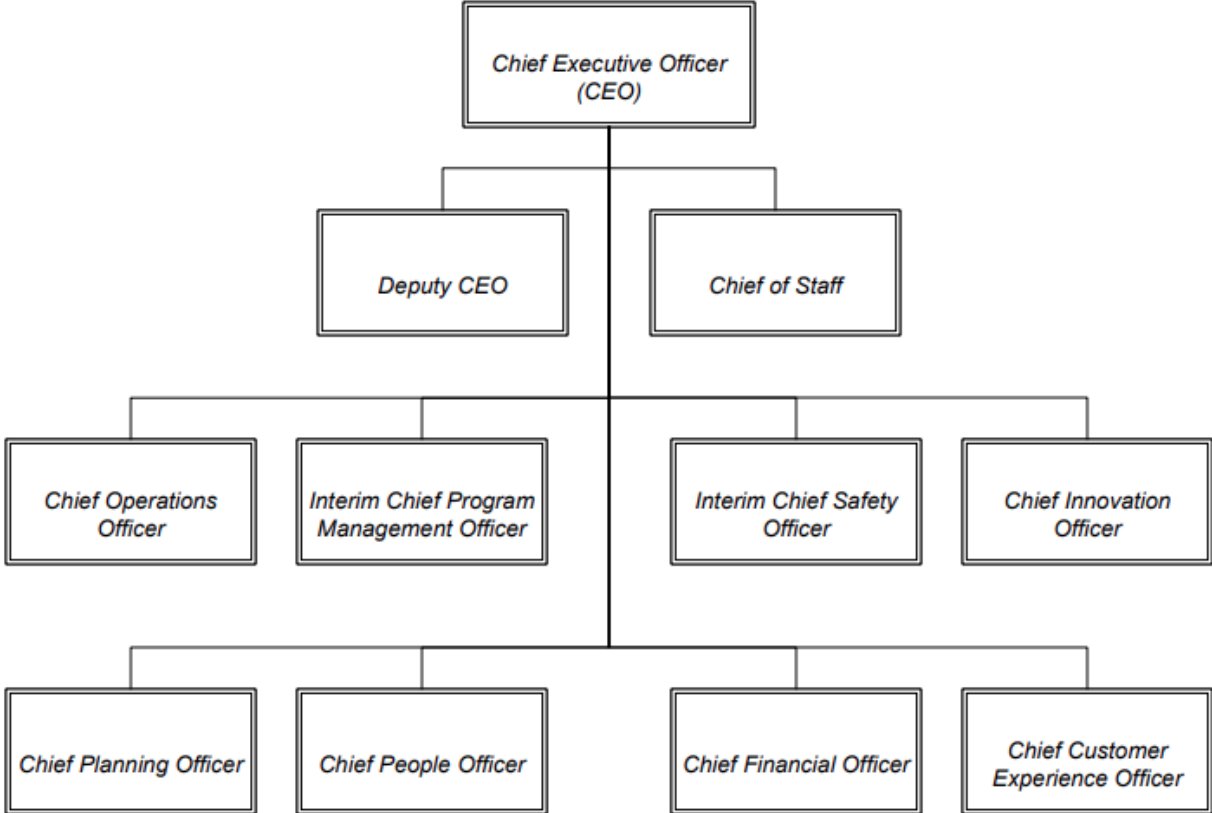
Metro will maintain documents that are included in whole, or by reference, that describe the programs, policies, and procedures used to carry out this PTASP for a minimum of three years or as required by CPUC or other State regulations. Compliance with the retention requirements is ensured through Metro's ISR Process.

PTASP documents will be made available upon request to the FTA or other Federal entity, or a State Safety Oversight Agency (SSOA) having jurisdiction. The Corporate Safety Department will be the primary point of contact when providing PTASP related information to external agencies.

Appendices

Appendix A: Metro Organization Chart

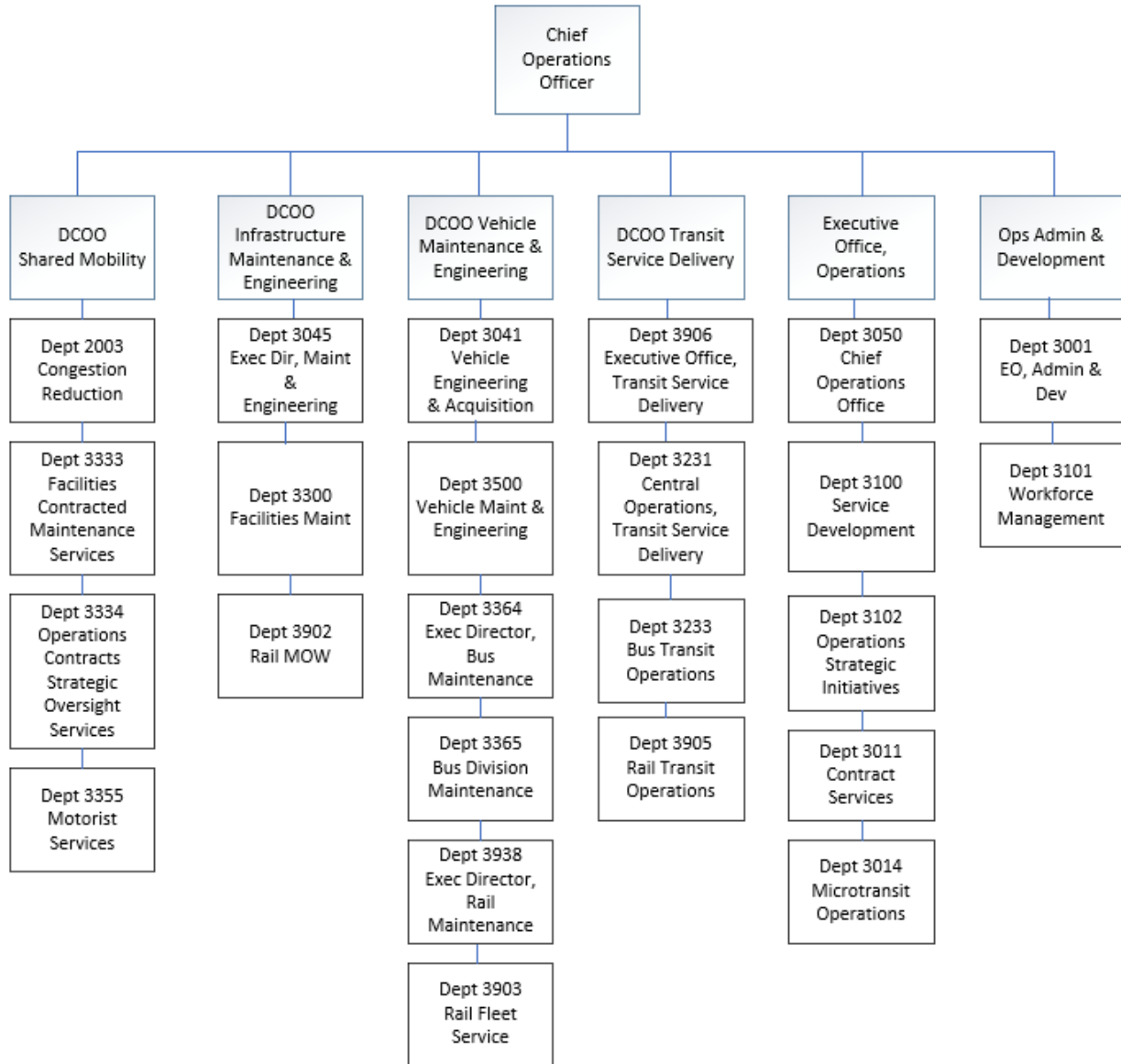
CEO Overview



Appendix B: Operations and Maintenance Organization Chart
: Chief Safety Office Organization Chart
: Corporate Safety Organization Chart

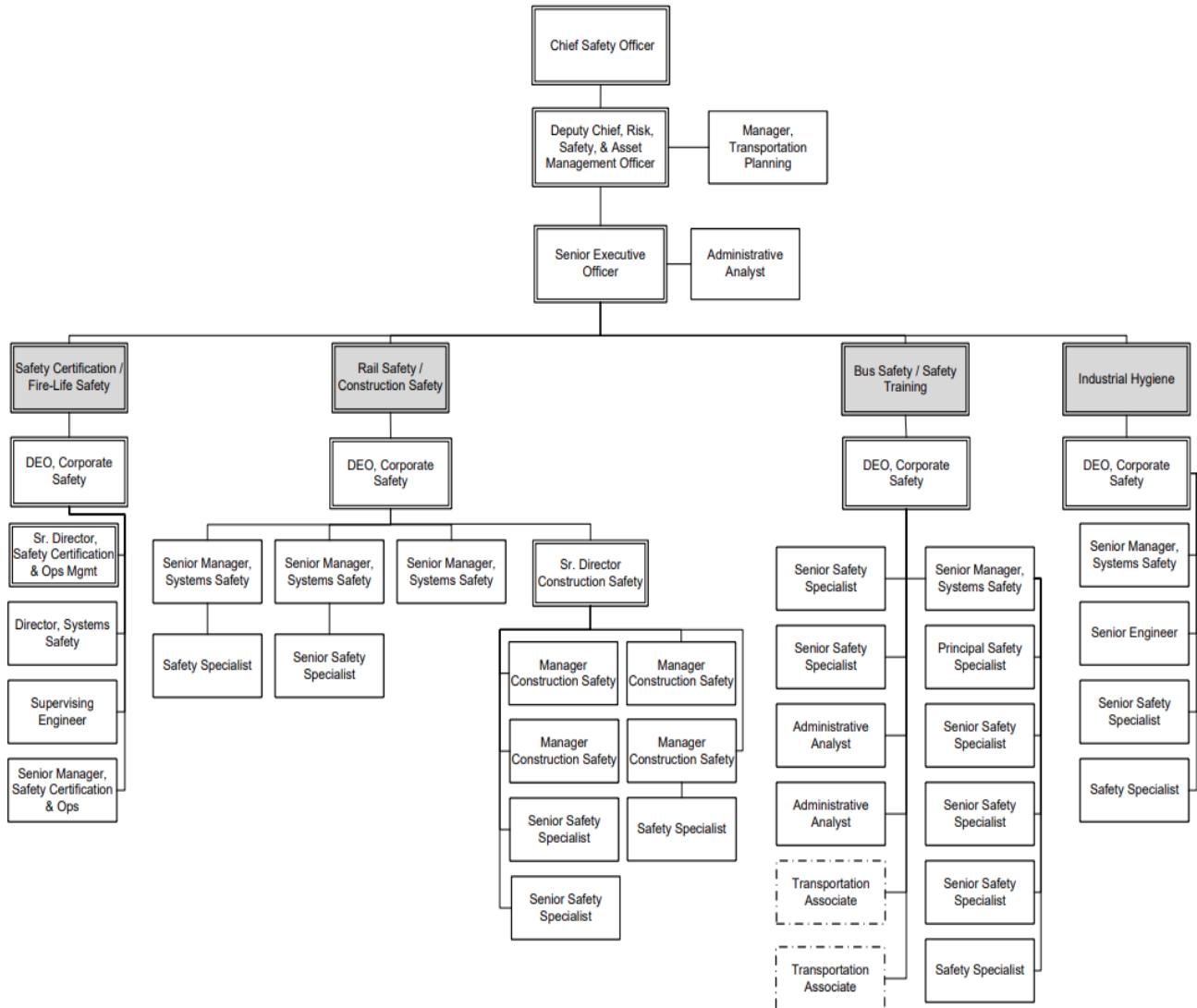
PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Operations

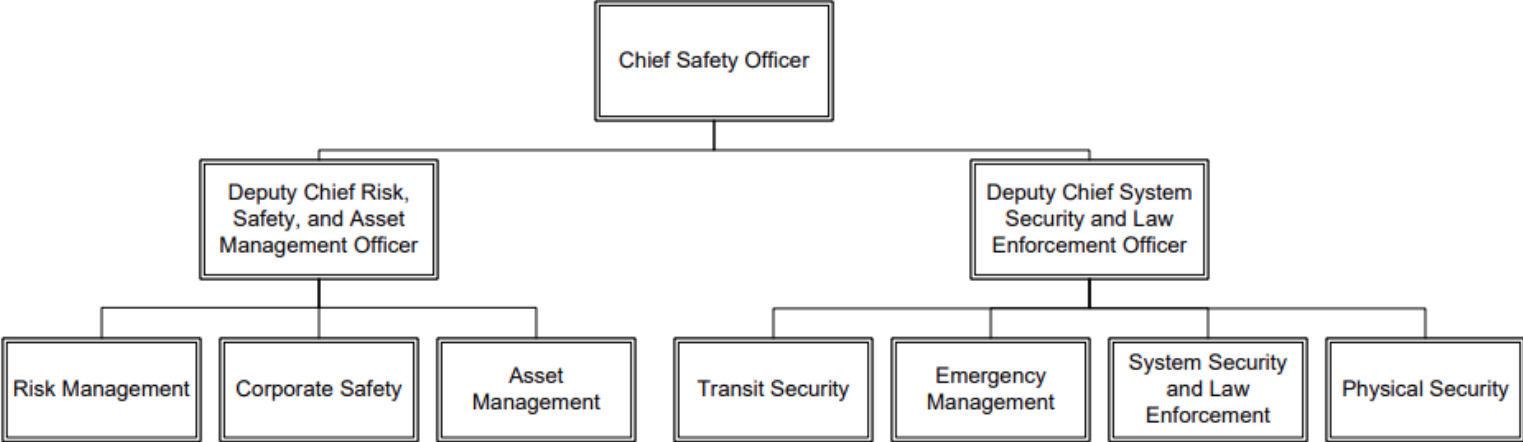


PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Corporate Safety



Chief Safety Office



Appendix C: System Description

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

C.1 LOS ANGELES TRANSIT HISTORY

After decades of air pollution and traffic congestion, Los Angeles County voters recognized the need for improved public transportation, and they passed Proposition A, the half-percent sales tax for public transit in 1980. Thirty-five percent of the funds from this tax were allotted to the design, construction, and operation of a rail transit network.

In 1990, county voters approved another half-percent sales tax increase to speed construction of rail and highway projects. Known as Proposition C, this measure sets aside 40% of its funds for improved bus and rail transit.

In 2008 and again in 2016 county voters approved additional tax increased with Measure R and Measure M. Measure R is a half-cent sales tax for Los Angeles County to finance new transportation projects and programs and accelerate those already in the pipeline. The tax took effect July 2009. Measure R alone does not fully fund all projects. The Measure contains an Expenditure Plan that identifies the projects to be funded and additional fund sources that will be used to complete the projects. Measure M added an additional permanent half- percent sales tax increase and was passed with approximately 70% of the vote showing Los Angeles County taxpayers commitment to expanding public transportation efforts in and around Southern California.

C.2 SCOPE OF TRANSIT SERVICES

Metro provides public transportation services in the urbanized area of Los Angeles County and in parts of adjacent counties. It has approximately 9,800 employees in over 27 different physical locations to assist in the operation both bus and rail systems.

C.3 ORGANIZATIONAL STRUCTURE

Metro's organization structure is displayed in Appendix A.

C.4 RAIL MODE DESCRIPTION

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

C.4.1 Metro Rail Lines at a Glance

Rail Line	Length of System	Number of Stations	Maximum Speed	Station Design/Line Description
<p>A Line Previously Blue Line (Light Rail) Los Angeles to Long Beach</p> <p>July 1990</p>	22 miles	22	55 mph	<p>There are 21 center-platform stations, partially roofed, open air structures with seating and one station with side platforms in the subway.</p> <p>The alignment consists of two street running segments and one cab-signaling segment. Shared stations with E Line.</p>
<p>B Line Previously Red Line Segment 1</p> <p>January 1993</p>	4.4 miles	5	70 mph	<p>Runs through downtown Los Angeles between Union Station and Westlake/MacArthur Park. It connects with commuter trains (Metrolink) at Union Station and Metro Blue Line at 7th Street/Metro Center Station. Shared stations with D Line.</p>
<p>D Line Previously Red Line Segment 2A</p> <p>July 1996</p>	2.1 miles	3	70 mph	<p>Extended from Westlake/MacArthur to Wilshire/Western. Shared stations with B Line.</p>
<p>B Line Previously Red Line Segment 2B</p> <p>June 1999</p>	4.6 miles	5	70 mph	<p>Turns northward under Vermont Avenue from Wilshire/Vermont Station to Hollywood/Vine Station</p>

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

B Line Previously Red Line Segment 3 June 2000	6.3 miles	3	70 mph	Extended from Hollywood/Vine Station to North Hollywood Station.
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Rail Line	Length of System	Number of Stations	Maximum Speed	Station Design/Line Description
C Line Previously Green Line (Light Rail) Norwalk to Redondo Beach August 1995	20 miles	14	65 mph	Operates primarily in the center of the Glenn Anderson (I-105) Freeway with fourteen platforms at freeway level. Five stations are elevated center platforms on an aerial guideway on the portion of the line away from the freeway.
A Line Previously Gold Line (Light Rail) Los Angeles to Pasadena July 2003	13.7 miles	13	55 mph	The alignment consists of both cab signaling and street running segments. 12 stations are at-grade and one station is partially underground. There are 5 side-platforms and 8 center-platforms. Shared stations with E Line.
E Line Previously Gold Line Eastside Extension (Light Rail) Los Angeles to East LA November 2009	6 miles	8	55 mph	Connects the Eastside to Downtown LA and Pasadena. There are 6 at-grade center- platforms and 2 subway stations. The 6 at-grade stations are partially roofed with open air structures and seating. Shared stations with A Line.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

<p>A Line Previously Gold Line Foothill Extension (Light Rail) Pasadena to Azusa (Phase 2A)</p> <p>March 2016</p>	11 miles	6	55 mph	Phase 2A Foothill Extension Line connects Pasadena to Azusa. The alignment will consist of at-grade street running segments and cab-signaling segments.
<p>E Line Previously Exposition Line (Phase 1)</p> <p>April 2012</p>	8.6 miles	10	55 mph	Phase 1 connects Downtown to Culver City. The alignment consists of at-grade street running segments, cab- signaling segments, and aerial guide ways. Phase 1 has 10 stations, three of which are aerial.

Rail Line	Length of System	Number of Stations	Maximum Speed	Station Design/Line Description
<p>E Line Previously Exposition Line (Phase 2)</p> <p>May 2016</p>	6.6 miles	7	55 mph	Phase 2 of the Exposition Line connects Culver City with Santa Monica. The alignment consists of at-grade street running segments, cab- signaling segments, and 5 aerial guide ways.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

K Line Previously Crenshaw Line 2022	8.5 miles	9	65 mph	<p>The Crenshaw Project will run between the E Line on Exposition Blvd. and the Metro C Line. The alignment will consist of aerial, below-grade, and at grade stations. The initial segment, which opened in 2022, will operate between the Crenshaw station and the Westchester/Veterans station and includes 7 stations. The second segment, which is scheduled to open in Fall 2023, will extend the line to the Aviation/Imperial (LAX) station on the C Line which will be the 8th station. The AMC station, is scheduled to open in late 2024 and will be the 9th station.</p>
Regional Connector	1.9 miles	3	55 mph	<p>The Regional Connector is a light rail subway corridor through Downtown Los Angeles to connect the Blue and Gold Lines.</p>
Totals	115.7 miles	108		

Future Lines Under Construction	Length of Systems	Number of Stations	Maximum Speed	Station Design
Purple Line Extension (PLE1)	3.92 miles	3	70 mph	<p>The first section between Wilshire/Western and Wilshire/La Cienega is now under construction and is scheduled for completion in 2024.</p>

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

PLE2	2.59 miles	2	70 mph	Section 2 of the Purple Line Extension Project will extend the subway to downtown Beverly Hills and Century City. Section 2 is also currently under construction and is scheduled for completion in 2025.
PLE3	2.56 miles	2	70 mph	Section 3 will then extend the project to two stations in Westwood. Currently, the project is anticipated to open for operations in 2027.
Gold Line Foothill Extension (Light Rail) Azusa to Pomona (Phase 2B)	9.1 miles	4	55 mph	Phase 2B Foothill extension will extend the Gold Line from the Azusa station to the Pomona station, with stations in Glendora, San Dimas, La Verne, and Pomona. The alignment will consist of cab signaling and aerial segments. A future extension to Montclair is being planned and will be built once funding is secured.

C.4.2 METRO RAIL SAFETY FEATURES

Automatic Train Control (ATC)

This system automatically controls train movement, enforces train safety, and directs train operations. Automatic train control includes the subsystems of automatic train operation, automatic train protection, and automatic train supervision.

(B, C, D Lines)

Automatic Train Protection (ATP)

This system maintains safe train operation through a combination of train detection, train separation, and speed limit enforcement.

(A,B, C, D, E, K, L Lines)

Automatic Train Operation (ATO)

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

This system performs any or all of the functions of speed regulation, programmed stopping, door control, performance level regulation, and other functions normally assigned to the train operator.

(B, C, D, Lines)

Automatic Train Supervision (ATS)

This monitors the system status and provides the appropriate controls to direct the operation of trains in order to maintain intended traffic patterns and minimize the effect of train delays on the operating schedule.

(B, C, D, Lines)

Local Control Panel (LCP)

This control panel is located in train control rooms/buildings along the right-of-way. The Local Control Panel performs control and indication functions for the signals and switches at the interlockings.

(A,B, C, D, E, K, L Lines)

Grade Crossing Warning System

Devices placed at grade crossings to warn motorists and pedestrians of on-coming trains.

(A, E, K, L Lines)

Four Quad Gates

Consists of two exit gates used in combination with standard entrance gates. The additional gate arms, combined with standard entrance gates, restrict access to the track crossing area.

(A, E, K, L Lines)

Train to Wayside Communication (TWC)

Using the TWC system, the train operator has the ability to control and activate certain switches, crossovers, and/or grade crossing warning devices.

(A,B, D, E, K, L Lines)

In-cab cameras

All Metro rail cars are equipped with in-cab cameras which assist in accident investigation, rules violations, and customer complaints.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

C.4.3 RAIL FLEET

Car Manufacturer	Breda (Heavy) (A650)	Siemens (P2000)	Breda (Light) (P2550)	Kinki Sharyo (P3010)	CRRC (HR4000)
No. of cars in fleet	100	52	50	235	64
Car length	75 feet	89 feet	90 feet	89 feet	75'
Car width	10 feet, 4 inches	8.7 feet	9 feet, 10 inches	8.7 feet	10'4"
Car height	12 feet, 7 inches	12 feet, 6 inches	12 feet, 6 inches	12 feet 6 inches	12'5" with antenna
Car weight (empty)	80,000 lbs.	98,043 lbs.	110,000 lbs.	99,000 lbs.	83,500 lbs.
Passenger capacity, seated	59 (1 wheelchair space)	76	76	68	48
Maximum speed	70 mph	65 mph	55 mph	65 mph	70 mph

C.5 BUS MODE DESCRIPTION

C.5.1 Metro Bus Lines at a Glance

- 11,980 Bus Stops
- 120 Bus Routes
- 2,300 Bus fleet

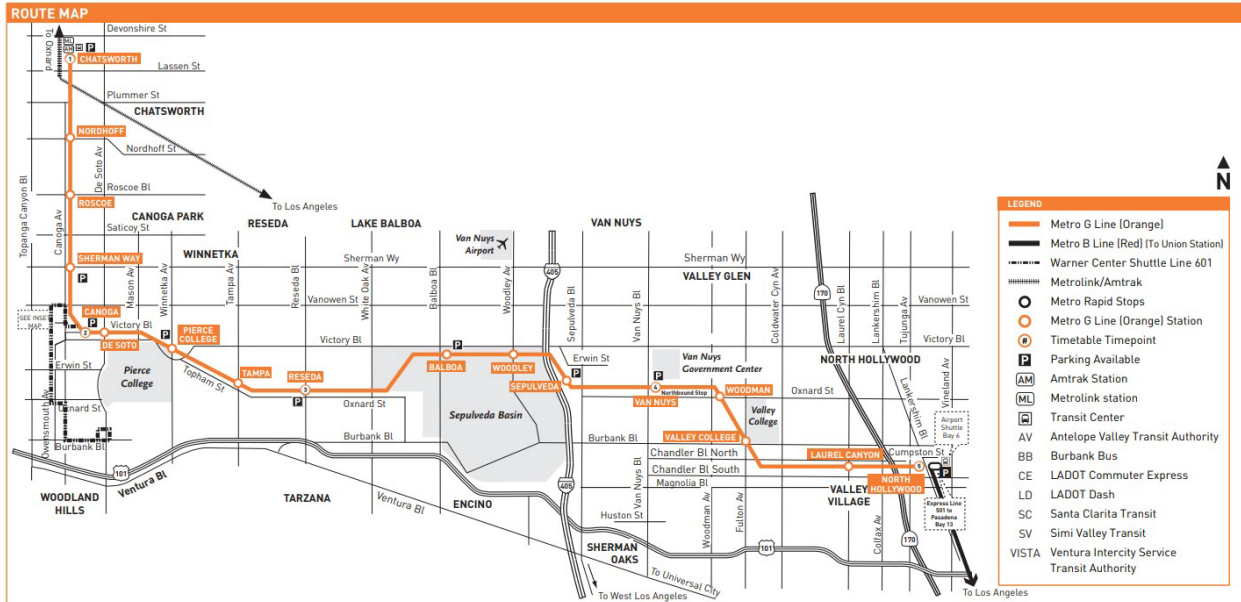
Bus Lines	Length of System	Number of Stations	Route(s) Description
Orange Line BRT (G Line)	18 miles	17	Metro Orange Line buses operate between North Hollywood and Chatsworth 24 hours a day. At peak hours (between 6 am and 7pm eastbound, 5 am and 6 pm westbound), alternate buses run only between North Hollywood and Canoga Station. Passengers can transfer at Canoga to a shuttle bus that serves the Warner Center area.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Silver Line BRT (J Line)	38 miles	11	<p>Two services are operated under the Silver Line name:</p> <ul style="list-style-type: none"> • Route 910 operates with daily 24-hour service serving only the portion of the route between El Monte station, Downtown Los Angeles and the Harbor Gateway Transit Center. • Route 950 operates with daily service serving the entire route between El Monte station, Downtown Los Angeles and San Pedro.
NoHo to Pasadena BRT (Future Route)	18	21-22	<p>The North Hollywood to Pasadena BRT Project will operate between the North Hollywood Metro Red/Orange Line Station to Pasadena City College at Hill Street and Pasadena. Hoping to get dedicated lanes between the Red/Orange Line Station and the Memorial Park Station and operate in mixed flow along Colorado in Pasadena to PCC.</p>
Vermont BRT (Future Line)	12.4 Miles	9 to 10	<p>The Vermont BRT Project will operate between Hollywood Blvd and 120th Street. We are looking at both side and combo side and center running BRT with dedicated lanes and enhanced stations with a number of passenger amenities.</p>

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

C.5.3 METRO ORANGE (G) LINE ROUTE MAP



C.5.4 METRO SILVER (J) LINE ROUTE MAP



PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

C.5.5 METRO LOCAL

Metro Local buses are painted in an off-orange color which the agency has dubbed “California Poppy”. This type of service makes frequent stops along major thoroughfares. As at 2024, we have 11,980 stops served by 120 bus lines (including local, Metro Rapid, Metro G Line (Orange) and J Line (Silver), express, and shuttle services). Some Metro Local routes make limited stops along part of their trip but do not participate in the Rapid program. Some Metro Local bus lines are operated by contractors MV Transportation, Southland Transit, and Transdev. Metro Local buses cover both local, limited-stop, and shuttle bus services.

Metro Local buses can also be found on 400-series (4xx) and 500-series (5xx) routes.

C.5.6 METRO RAPID

Metro Rapid buses are distinguished by their bright red color which the agency has dubbed “Rapid Red”. Metro Rapid service operates on three of Metro’s most heavily utilized bus services (Line 720 – Wilshire Bl, Line 754 – Vermont Av, Line 761 Van Nuys Bl – Westside)..

To improve bus speeds, the Metro Rapid Program was introduced in June 2000. Through system integration of bus signal priority and fewer stops, passenger travel times have been reduced by as much as 29%. As a result, ridership increased up to 40% in the two demonstration corridors, with one-third of the ridership increase consisting of new riders who have never before ridden transit.

Key Metro Rapid Attributes:

- Simple route layout: Makes it easy to find, use and remember.
- Frequent service: Buses arrive as often as every 3-10 minutes during peak commuting times.
- Fewer stops: Stops spaced about $\frac{3}{4}$ of a mile apart at most major transfer points.
- Bus priority at traffic signals: New technology reduces traffic delay by extending the green light or shortening the red light to help Metro Rapid get through intersections.
- Color-coded buses: Metro Rapid’s distinctive red paint makes it easy to identify Metro Rapid buses.
- Enhanced stations: Metro Rapid stations have a very distinct design that includes passenger information and lighting.

C.5.7 METRO EXPRESS

Metro Express buses are routes designed as, minimal stop services along Los Angeles's extensive freeway network. There are 6 lines running as of 2024: 460, 487, 489, 501, 550, and 577.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

C.5.8 BUS FLEET

Bus Manufacturer	Fuel Type	No. of busses in fleet	Bus length	Passenger capacity, seated
BYD	Electric	5	40 feet	38
BYD	Electric	5	60 feet	55
Eldorado National	CNG	554	40 feet	38
NABI	CNG	29	32 feet	25
NABI	CNG	300	45 feet	46
NABI	CNG	1	40 feet	35
NABI	CNG	95	60 feet	55
New Flyer	CNG	40	60 feet	55
New Flyer	CNG	900	40 feet	39
New Flyer	Electric	135	60feet	55
Grand Total		2,064		

The Metro bus fleet (as of October 2022) consists of buses of various makes and models.

All buses in the fleet have wheelchair lifts or ramps, and Metro has purchased 45-foot Composite buses, and 60-foot articulated buses for the dedicated “Orange Line” busway as well as use on regular and rapid routes. Metro has over 2,162 buses in service on an average weekday.

C.5.9 METRO BUS SAFETY FEATURES

In addition to safety features required by Federal Motor Vehicle Safety Standards, Metro includes safety features in its bus procurement specifications as a means of increasing customer and operational safety.

SMARTDRIVE:

The SmartDrive is g-force based video monitoring utility. When an event on a bus reaches a threshold, the SmartDrive system records video footage. There are four types of events that are triggered and recorded by the SmartRecorder for use in the Measured Safety Program: Erratic, Shock, Speeding, and Manual. Erratic Events are characterized as Moving Events. They are triggered by sustained forces from multiple directions (front/back, left/right, and up/down) over relatively long periods of time (typically between 0.25 and 1.5 seconds) as

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measured by an accelerometer in the SmartRecorder.

- **Erratic Events:** These capture risky driving maneuvers such as hard braking, acceleration, turning, swerving, speed bumps, dips in the road, etc. Shock Events are also characterized as Moving Events. They are triggered by sudden changes in force in any direction as measured by an accelerometer in the SmartRecorder.
- **Shock Events:** These have a higher likelihood of recording Collisions, but they can also be triggered by other actions that involve sudden changes in forces such as when a vehicle hits a pothole or a bump at high speed.
- **Speeding Events:** These are characterized as Moving Events. They are triggered when the vehicle speed exceeds a specified threshold. For example, if the threshold is set for 70 mph then the SmartRecorder will record a Speeding Event when the vehicle speed exceeds 70 mph. To balance the number of Speeding Events that may be recorded at any given time, the SmartRecorder will only record one Speeding Event within a 30-minute timeframe.
- **Manual Events** Unlike the other three event types, manual events are not Moving Events. They are triggered when the driver or other occupant of the vehicle presses the manual trigger button on the SmartRecorder or on the keypad. Manual Events enable Operators to record Videos which contain actions of interest that are not necessarily related to risky driving.

OPERATOR BARRIERS

In 2013 Metro began the process of retrofitting buses with a steel and polycarbonate barrier that protects the driver from assault. All busses are equipped with these barriers, and all future busses will also come equipped with such barriers.

COLLISION AVOIDANCE TECHNOLOGY

Metro is undergoing a pilot program to implement an audible/visual system to help to mitigate collisions with both automobiles and pedestrians.

Appendix D: Safety Performance Measures and Performance Targets

FY25 TARGETS BASED ON 3-YEAR AVERAGE OF NATIONAL TRANSIT DATABASE (NTD)

*FY25 Targets reflect a 10% improvement over the 3-year average of NTD Data

**Federal Requirement to Report Transit Worker Assaults began April 2023

***Mean Miles Between Mechanical Failures is based on Fiscal Year Data

VRM – Vehicle Revenue Miles

MB – Motor Bus

RB – Rapid Bus

HR – Heavy Rail

LR – Light Rail

DO – Direct Operation

Methodology

The FY25 safety performance targets shown below were calculated based on a 3-year average of NTD CY2021, CY2022 and CY2023 data, except for the MMBMF FY25 safety targets. The MMBMF FY25 safety performance targets was calculated based on Fiscal Year Data because NTD calculates MMBMF using Fiscal Year Data. The reason we had to use Calendar Years for the safety performance measures is because NTD compiles their safety and security data based on Calendar Years and not Fiscal Years, with the exception of MMBMF. Therefore, the Metro Safety KPI Targets for FY25 are based on a three-year average of the most recent NTD Calendar-Year data.

BUS (MB DO and RB DO modes)	CY 2021 NTD	CY 2022 NTD	CY 2023 NTD	AVERAGE	FY25 TARGETS*
Bus VRM	56,196,658	58,254,813	65,451,196	59,967,556	
Bus Major Safety Events (S&S-40s)	67	87	109	88	79
Bus Major Safety Events Rate	0.12	0.15	0.17	0.15	0.13
Bus Major Security Events (S&S-40s)	33	50	56	46	42
Bus Major Security Events Rate	0.06	0.09	0.09	0.08	0.07
Total # of Collisions	66	85	102	84	76
Collision Rate (All Collisions/100K VRM)	0.12	0.15	0.16	0.14	0.13
Total # of Pedestrian Collisions	20	18	26	21	19
Pedestrian Collision Rate (Bus vs Person Collisions/100K VRM)	0.04	0.03	0.04	0.04	0.03
Total # of Vehicular Collisions	46	67	76	63	57
Vehicular Collision Rate (Bus vs Motorist Collisions/100K VRM)	0.08	0.12	0.12	0.11	0.09

BUS (MB DO and RB DO modes)	CY 2021 NTD	CY 2022 NTD	CY 2023 NTD	AVERAGE	FY25 TARGETS*
Fatalities (all Fatalities resulting from Safety and Security Events)	2	4	5	4	0
Fatalities Rate	0.00	0.01	0.01	0.01	0.00
Total # of Transit Worker Fatalities	0	0	0	0	0
Transit Worker Fatalities Rate	0.00	0.00	0.00	0.00	0.00
Bus Safety Injuries (Major and Non-Major Injuries)	237	317	392	315	284
Bus Safety Injury Rate	0.42	0.54	0.60	0.53	0.47
Bus Security Injuries (Major and Non-Major Injuries)	33	50	19	34	31
Bus Security Injury Rate	0.06	0.09	0.03	0.06	0.05
Total # of Transit Worker Injuries (Major and Non-Major Safety Injuries)	16	12	22	17	15
Transit Worker Injury Rate (All Transit Worker Injuries/100K VRM)	0.03	0.02	0.03	0.03	0.03
Assaults on Transit Workers (Major and Non-Major Assaults Total)**	--	--	1016	1016	914
Rate of Assaults on Transit Workers	--	--	1.55	1.69	1.52
Bus Reliability MMBMF***	FY 2021 NTD	FY 2022 NTD	FY 2024 NTD	AVERAGE	FY25 TARGETS**
	9,759	10,324	pending	10,041	11,045

RAIL (LR DO)	CY 2021 NTD	CY 2022 NTD	CY 2023 NTD	AVERAGE	FY25 TARGETS*
Rail VRM	12,774,353	14,110,783	16,169,610	14,351,582	
Rail Major Safety Events (S&S-40s)	45	52	66	54	49
Rail Major Safety Events Rate	0.35	0.37	0.41	0.38	0.34
Rail Major Security Events (S&S-40s)	43	53	64	53	48
Rail Major Security Events Rate	0.34	0.38	0.40	0.37	0.33
Total # of Collisions	43	50	64	52	47
Collision Rate (All Collisions/100K VRM)	0.34	0.35	0.40	0.36	0.33
Total # of Pedestrian Collisions	17	19	25	20	18
Pedestrian Collision Rate (Rail vs Person Collisions/100K VRM)	0.13	0.13	0.15	0.14	0.13
Total # of Vehicular Collisions	26	31	39	32	29
Vehicular Collision Rate (Rail vs Motorist Collisions/100K VRM)	0.20	0.22	0.24	0.22	0.20
Fatalities (all Fatalities resulting from Safety and Security Events)	6	10	12	9	0
Fatalities Rate	0.05	0.07	0.07	0.07	0.00
Total # of Transit Worker Fatalities	0	0	0	0	0
Transit Worker Fatalities Rate	0.00	0.00	0.00	0.00	0.00
Rail Safety Injuries (Major and Non-Major Injuries)	24	24	78	42	38
Rail Safety Injury Rate	0.19	0.17	0.48	0.29	0.26
Rail Security Injuries (Major and Non-Major Injuries)	43	53	27	41	37

RAIL (LR DO)	CY 2021 NTD	CY 2022 NTD	CY 2023 NTD	AVERAGE	FY25 TARGETS*
Rail Security Injury Rate	0.34	0.38	0.17	0.29	0.26
Total # of Transit Worker Injuries (Major and Non-Major Safety Injuries)	3	1	15	6	6
Transit Worker Injury Rate (All Transit Worker Injuries/100K VRM)	0.02	0.01	0.09	0.04	0.04
Assaults on Transit Workers (Major and Non-Major Assaults Total)**	--	--	21	21	19
Rate of Assaults on Transit Workers	--	--	0.13	0.15	0.13
Rail Reliability MMBMF***	FY 2021 NTD	FY 2022 NTD	FY 2024 NTD	AVERAGE	FY25 TARGETS**
	49,925	52,827	pending	51,376	56,514

RAIL (HR DO)	CY 2021 NTD	CY 2022 NTD	CY 2023 NTD	AVERAGE	FY25 TARGETS*
Rail VRM	6,011,706	6,328,980	5,634,656	5,991,781	
Rail Major Safety Events (S&S-40s)	12	6	4	7	7
Rail Major Safety Events Rate	0.20	0.09	0.07	0.12	0.11
Rail Major Security Events (S&S-40s)	17	14	19	17	15
Rail Major Security Events Rate	0.28	0.22	0.34	0.28	0.25
Total # of Collisions	10	2	1	4	4
Collision Rate (All Collisions/100K VRM)	0.17	0.03	0.02	0.07	0.07
Total # of Pedestrian Collisions	10	2	1	4	4
Pedestrian Collision Rate (Rail vs Person Collisions/100K VRM)	0.17	0.03	0.02	0.07	0.07
Total # of Vehicular Collisions	0	0	0	0	0
Vehicular Collision Rate (Rail vs Motorist Collisions/100K VRM)	0.00	0.00	0.00	0.00	0.00
Fatalities (all Fatalities resulting from Safety and Security Events)	9	1	2	4	0
Fatalities Rate	0.15	0.02	0.04	0.07	0.00
Total # of Transit Worker Fatalities	0	0	0	0	0
Transit Worker Fatalities Rate	0.00	0.00	0.00	0.00	0.00
Rail Safety Injuries (Major and Non-Major Injuries)	31	19	77	42	38
Rail Safety Injury Rate	0.52	0.30	1.37	0.71	0.64
Rail Security Injuries (Major and Non-Major Injuries)	17	14	9	13	12

RAIL (HR DO)	CY 2021 NTD	CY 2022 NTD	CY 2023 NTD	AVERAGE	FY25 TARGETS*
Rail Security Injury Rate	0.28	0.22	0.16	0.22	0.20
Total # of Transit Worker Injuries (Major and Non-Major Safety Injuries)	3	0	0	1	1
Transit Worker Injury Rate (All Transit Worker Injuries/100K VRM)	0.05	0.00	0.00	0.02	0.02
Assaults on Transit Workers (Major and Non-Major Assaults Total)**	--	--	24	24	22
Rate of Assaults on Transit Workers	--	--	0.43	0.40	0.36
Rail Reliability MMBMF***	FY 2021 NTD	FY 2022 NTD	FY 2024 NTD	AVERAGE	FY25 TARGETS**
	60,935	68,312	pending	64,624	71,086

Appendix E: Operations and Maintenance Department

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

APPENDIX E: OPERATIONS AND MAINTENANCE DEPARTMENTS

Per the organization chart as seen in Appendix B, the department head of Operations is responsible for ensuring the overall safety for Metro Rail and Bus system.

The department head of Operations:

- Directs the utilization of resources available to departments within Operations for the Bus and Rail modes.
- Provides direction and support to all transit operations functions to ensure attainment of Metro and departmental objectives within established policies and parameters
- Coordinates activities within transit operations to assure peak performance and productivity, as well as conformance with established or mandated external regulations and policies affecting Metro operations
- Develops and implements strategic business plans focusing on transportation needs in cooperation and coordination with all Metro departments involved in regional decisions
- Provides counsel to the CEO on significant matters affecting Metro transit operations and policies
- Creates Metro's safety vision; approves and adopts the agency's safety rules, policies, and procedures; communicates safety expectations; and maintains accountability for the safety performance of the entire agency
- Assists the CEO in developing and implementing short-range and long-range goals and business plans
- Formulates policy recommendations for the Board of Directors, attends Board meetings, and advises Board

E.1 METRO RAIL MODE

Per the organization chart as seen in Appendix B, the department head is responsible for ensuring the overall safety for Metro Rail Operations. The Rail Operations Department and Management staff (Transportation, RFS, & Wayside Systems) are responsible for implementing the requirements as outlined in this PTASP including training requirements of all Rail Maintenance Supervisors and other Rail Maintenance employees, Rail Wayside employees, Rail Facilities and Custodial personnel, Rail Transit Operations Supervisors (Rail TOS's), ROC Controllers (Train and Communication Controllers), Train Operators, Contractors, and emergency response personnel as required to ensure compliance with Standard Operating Procedures (SOPs).

E.1.1 RAIL TRANSPORTATION

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

The Senior Executive Officer of Transportation oversees all the rail transportation divisions, field operations, Rail Transportation Instruction department, ROC, and is responsible for the following activities:

- Develop operating rules and procedures
- Implement changes in rules and procedures by issuing bulletins and notices to Train Operators
- Develop and maintain rail system emergency preparedness and response for rail facilities
- Maintain certification and re-certification requirements as outlined in the training matrix found in Appendix H
- Oversee the activities of the Rail Operating and Maintenance Divisions.
- Develop and oversee implementation of the Efficiency Testing Program
- Comply with Metro's System Modification Procedure (CF15)

E.1.1.1 Rail Transportation Divisions

The department head of each Transportation Division has the following responsibilities:

- Manage day-to-day operations at the Division, monitor train operators' in-service operation; communicate safety messages to Train Operators; investigate accidents and occupational injuries; take corrective actions to prevent or mitigate recurrences including discipline and counseling; inspect facilities; and maintain safety records at the division
- Ensure Train Operators have the required licenses and up-to-date medical certificates; operators receive training, and re-training
- Take appropriate action(s) to resolve reported or otherwise identified hazards and near-miss incidents as required under the Hazard Management Program
- Oversee the performance of Rail Transit Operations Supervisors as Line Supervisors, and Yard Controllers
- Interact with the Instruction Management team
- Oversee the Rail Transit Operations Supervisors' Investigation of rail system operational incidents, injuries and property losses
- Schedule and conduct the required annual emergency drills

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

E.1.1.2 Rail Operations Control (ROC)

The ROC monitors and controls Metro rail operations for all rail lines. Operations include train control, traction power, fire-life safety systems, communications, issuance of train orders, operating clearances and/work permits for mainline maintenance work. This facility also has emergency operations functions that include monitoring of warnings and alarms through the Supervisory Control and Data Acquisition (SCADA) system, and control of ventilation systems that evacuate smoke and gases from tunnels. SCADA monitors or controls virtually all the subsystems on the rail systems. The ROC is staffed twenty-four hours per day, seven days per week.

The department head of ROC is responsible for overall supervision of the ROC staff, who are responsible for monitoring and authorizing train movement and Closed-Circuit Television operations. The Closed-Circuit Television staff monitors and reports on issues such as platform congestion, vandalism, safety, and security problems.

The department head of ROC is responsible for the following activities:

- Oversees the activities of Rail Controllers, Rail Controller Instructors and Closed-Circuit Television staff
- Ensures Rail Controllers have the required licenses, up-to-date medical certificates, training, and re-training
- Implements changes in procedures by issuing bulletins and notices to the Controllers
- Develops and maintains rail system emergency preparedness and response plan for the ROC

E.1.1.3 Rail Transportation Instruction

The Rail Transportation Instruction department is responsible for delivering and administering comprehensive instruction to trainees. In addition, the department ensures that all employees, contractors, and outside agencies demonstrate and maintain a satisfactory level of job knowledge and performance in keeping with Metro's standards of operation. Training responsibilities include:

- Oversees operating rules and procedures
 - Development
 - Implementation of changes
- Oversees training lesson plan development and implementation
 - New Hire Rail Operator Training

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- New Hire Rail Transportation Operation Supervisor (RTOS) Training
 - Line Instructor Training
 - Rail Safety / Wayside Worker Protection (WWP) Training
 - Retraining / Return to Work Training
 - Familiarization Training / Training for Change
 - Certification / Re-certification
- Takes corrective actions as necessary to prevent or mitigate recurrences of incidents, accident or occupational injuries.
 - Post-Accident/Incident Training
 - Refresher Training
 - Efficiency Testing
 - Performs observation checks on assigned personnel and evaluates their performance, including safety behaviors, and any need for further instruction
 - Supports investigations of incidents and accidents as necessary

E.1.2 RAIL FLEET SERVICES (RFS)

The department head of Rail Fleet Services oversees RFS. The RFS Shops are where vehicle inspections and maintenance for the entire fleet occurs. The RFS Department is split into two groups. The first group, RFS, is responsible for meeting daily rollout and for maintenance and repair of both light and heavy railcar fleets. The second group, Rail Vehicle Engineering, is responsible for quality assurance/ warranty, fleet engineering, and the overhaul programs.

E.1.2.1 Rail Fleet Service Shops

The RFS Shops are tasked with providing a safe and mechanically reliable fleet of rail cars. RFS utilizes preventative maintenance programs that include performing maintenance on vehicles at regularly scheduled mileage intervals. The intent is to maintain vehicles in a condition compatible with the highest safety, dependability, and appearance standards. Well-designed preventative maintenance procedures, and enforcement of these procedures, ensure the highest possible reliability of the rail vehicles.

The scheduled preventative maintenance programs attempt to identify problem areas before they require unscheduled corrective maintenance. Therefore, reporting requirements are developed for each inspection procedure to support future preventative maintenance activities as well as effectively communicate the specific need for corrective maintenance. The flow of information between preventative and corrective maintenance activities is critical to the success of both types of Maintenance.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Records of all preventative maintenance actions are documented in the Maintenance Management System database. The preventative maintenance programs include the following:

- Inspection - All rail vehicles are subjected to a periodic inspection program (based on accumulated mileage) to determine if conditions exist that require a maintenance action. The level and frequency of inspections is consistent with contractor and supplier recommendations, industry standards, the safety-criticality of the equipment, and operational experience.
- Servicing - Servicing consists of regularly scheduled activities that are necessary to maintain the performance of the vehicle and its components. These activities include lubrication and adjustment, but they also may involve the replacement of consumables such as air filters. Equipment manufacturers provide recommended servicing schedules in their maintenance manuals. Although manufacturer recommendations will be followed during the warranty period of rail vehicles, servicing schedules may subsequently be modified to suit the operating conditions of each particular rail system.

For planning purposes, the preventative maintenance of rail vehicles is performed on the basis of miles of operation in accordance with the RFS Maintenance Plan. RFS functions include:

- Conduct prescribed inspections of the rail vehicles in the manner specified by the RFS Maintenance Plan
- Conduct non-scheduled maintenance and inspections
- Develop equipment overhaul specification for all fleets supporting Procurement/Vendor Contract Management Department throughout bid process
- Provide project management for railcar overhaul programs
- Perform failure analyses, as necessary, to determine the cause(s) of failures and recommend corrective action
- Develop and update maintenance rules and procedures as necessary
- Inspect trains involved in accidents for compliance with all maintenance and operational specifications related to safe operation, e.g., horn functionality, brakes, etc. Place a "hold" on equipment if there is evidence of a system being in a condition outside of its normal & safe operating capability
- Ensure Rail Equipment personnel have been trained and have the required licenses and/or certification
- Train personnel in injury and illness prevention, emergency procedures, and safe vehicle operation; communicate safety messages to personnel; investigate occupational injuries; take corrective actions to prevent or mitigate recurrences

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

including discipline and counseling; investigate reports of unsafe conditions; inspect facilities; and maintain safety records at the facility

- Perform and document random checks of completed maintenance activities at the various mileage intervals
- Comply with Metro's System Modification Procedure (CF15)

E.1.2.2 Rail Vehicle Engineering

The Rail Vehicle Engineering Department's functions include:

- Provide engineering support to both light and heavy railcar fleets in matters other than normal maintenance activities
- Develop test and modification bulletins for all fleets and coordinate with affected departments on these modifications

The quality assurance functions that are performed include the following:

- Perform quality assurance and warranty support activities as necessary to ensure equipment and maintenance activities comply with approved procedures and are being followed
- Inspect all new rail equipment to ensure compliance with all technical, operational and contractual requirements
- Provide quality assurance and warranty inspection on new, rebuilt and overhauled parts and components to ensure compliance with all technical requirements and good manufacturing practices
- Monitor new equipment test programs for functionality, maintainability and safety

E.1.3 WAYSIDE SYSTEMS

The department head of Wayside Systems oversees the activities of Track Maintenance, Traction Power, Signal, Rail Communications and Supervisory Control and Data Acquisition (SCADA) Engineering, and Rail Facility Maintenance and Custodial Services.

All maintenance is performed in accordance with the Wayside Systems Maintenance Plans for each discipline. Manufacturers recommendations, Federal regulations, Industry Standards, and operational experience were used as guidelines in developing the maintenance plans.

E.1.3.1 Track Maintenance

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

CPUC GO 143-B, Section 14.05, requires the establishment of a track inspection and maintenance program. All rail system tracks will be inspected and maintained in accordance with CPUC General Order 143-B, Section 14.05. All design and construction will be done using the American Railway Engineering and Maintenance of Way Association Manual as a guideline, as required by CPUC GO 143-B, Section 9.01.

Frequent track inspection is performed to identify potential safety hazards and to report on the changing conditions of track geometry. Main line track is inspected twice each week with at least one-day interval between inspections. Track geometry and fit is inspected for obvious gage and alignment defects, improper ballast section and washouts, tightness and proper fit of switch points and other moving parts. Rail is checked for cracks, deterioration, corrugation, excessive wear, and the right-of-way is inspected for vegetation growth. There are also inspections of the right-of-way for possible clearance infringements.

Track Maintenance responsibilities include:

- Maintain the guideway that consists of ballasted track, embedded track, and direct fixation track
- Maintain crossovers, turnouts and track on the mainline and in yard storage areas
- Utilize a maintenance plan to ensure inspections and maintenance activities are followed and performed timely
- Document and maintain accurate records of inspections, maintenance work, accident related activities, and emergency responses; make records available to the CPUC for review and audit.
- Comply with Metro's System Modification Procedure (CF15)

E.1.3.2 Traction Power Maintenance

The Traction Power preventative maintenance plan is a scheduled program that was developed through standard maintenance and operating procedures, based on manufacturer recommendations and experience. Inspection forms have been developed for each piece of equipment to document that the preventative maintenance has been performed.

Corrective maintenance consists of trouble-shooting failures and returning equipment to service. Personnel are dispatched by ROC via radio regardless of their assigned preventative maintenance areas. Once on the scene, the inspector will determine what the failure is and take the corrective measures necessary to maintain continuity of revenue service. When necessary, temporary repairs are made in order to maintain revenue service and permanent repairs are performed during non-revenue hours.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Traction Power Maintenance responsibilities include:

- Inspect and maintain electrical power substations, third rail system, overhead contact systems, auxiliary power equipment, ventilation system, tunnel lighting, uninterruptible power supply, and other associated equipment
- Utilize a maintenance plan to ensure inspections and maintenance activities are followed and performed timely
- Document and maintain accurate records of inspections, maintenance work, accident related activities, and emergency responses; make records available to the CPUC for review and audit
- Comply with Metro's System Modification Procedure (CF15)

E.1.3.3 Rail Signal Maintenance

The Rail Signal preventative maintenance plan is a scheduled program routinely performed at specific intervals. The maintenance intervals are set by following the Association of American Railroads (AAR) guidelines, equipment Operations and Maintenance manuals, industry standards such as American Public Transportation Association (APTA), and by tracking equipment performance through routine inspections and failure reports. Manpower deployment is accomplished by means of a check off schedule that lists the routine tasks to be accomplished during the set time frame. This system is designed to prevent duplication of tasks and provides a means whereby many different tasks can be performed in an efficient and timely manner. Reports are filed for each task that is completed and are reviewed to determine if any further action is needed. The objectives of the preventative maintenance plan are to ensure operational safety and system dependability by means of periodic testing and inspections; to reduce service failures; to prolong equipment life; to minimize maintenance costs; and to optimize manpower allocations.

The maintenance consists of troubleshooting failures, the repairing of failed equipment, and returning equipment to operation in a safe, efficient, and timely manner. Equipment failures that affect the operation of revenue service are handled by response crews, who are notified by ROC through radio dispatched trouble calls. Failed equipment is replaced in kind and repaired at a later date to minimize disruption to revenue service. The response crews file trouble reports to track equipment failures and to aid in troubleshooting the failed equipment.

Equipment is repaired in-house whenever possible or through an exchange program with the manufacturer and returned to stores as spare equipment. The philosophy of the corrective maintenance plan is to repair failed equipment as quickly as possible with minimal effect on revenue service. Rail Signal Maintenance responsibilities include:

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- Inspect and maintain train protection system, train control and crossing warning systems; maintain the track switches, wayside cab signaling system, wayside signals and associated track circuits
- Utilize a maintenance plan to ensure inspections and maintenance activities are followed and performed timely
- Document and maintain accurate records of inspections, maintenance work, accident related activities, and emergency responses; make records available to the CPUC for review and audit
- Comply with Metro's System Modification Procedure (CF15)

E.1.3.4 Rail Communications and Supervisory Control and Data Acquisition (SCADA)

Rail Communication Systems, Transit Automatic Control System (TRACS)/Supervisory Control and Data Acquisition (SCADA) responsibilities include:

- Service and maintain ROC Supervisory Control and Data Acquisition systems, Public Announcement systems, Radio systems, Closed-Circuit Television systems, the Transit Passenger Information System (TPIS) and the Emergency Telephones (ETEL's)
- Utilize a maintenance plan to ensure inspections and maintenance activities are followed and performed timely
- Document and maintain accurate records of inspections, maintenance work, accident related activities, and emergency responses; make records available to the CPUC for review and audit
- Perform facilities inspections as outlined in the department's maintenance plan
- Comply with Metro's System Modification Procedure (CF15)

E.1.3.5 Rail Facility Maintenance and Custodial Services

Specialized supervisors and technical staff maintain rail facilities and systems in safe operating condition. Responsibilities of Facilities Maintenance include the following:

- Perform preventative and remedial maintenance of shop and rail facility equipment; perform building construction and repair and maintenance work on station platforms, parking lots and structures, deluge systems, and on the right-of-way (fences and signs, etc.)
- Perform facilities inspections
- Utilize a maintenance plan to ensure inspections and maintenance activities are followed and performed timely
- Document and maintain accurate records of inspections, maintenance work, accident

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

related activities, and emergency responses; make records available to the CPUC for review and audit

- Comply with Metro's System Modification Procedure (CF15)

E.2 METRO BUS MODE

E.2.1 BUS TRANSPORTATION

The Senior Executive Officer of Bus Transportation oversees eleven bus transportation divisions and directs the overall activities of Metro's bus service delivery.

E.2.1.1 Bus Transportation Divisions

The head of each Bus Transportation Division has the following responsibilities:

- Safety within their organizational units including the safety of employees, facilities, equipment, operations, and services provided.
- Safety programs within their organizational units
- Coordinating the implementation and maintenance of these safety programs.
- Ensuring employees comply with safe and healthy work practices, communicating with employees regarding occupational health and safety issues, identifying, evaluating and correcting hazards in a timely manner, ensuring that all accidents, injuries, and illnesses are investigated and that recommendations, if appropriate, for corrective actions are developed and implemented as warranted.
- Evaluating the potential impact of proposed modifications on the safety of all affected systems prior to implementation.
- Ensuring that employees have required licenses, and all required up-to-date certifications.
- Ensuring that supervisors and employees under their control are trained in the elements of hazards associated with their work environment, job specific safety requirements, and safety-related policies, procedures, rules, and work practices.

E.2.1.2 Bus Operations Control (BOC)

The BOC manages daily bus operations. This facility dispatches Transit Operations Supervisors in response to collisions and other operational problems. The BOC also provides notification to various departments in the event of emergencies and arranges for replacement equipment. The BOC contacts Field Equipment Technicians and division

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

maintenance to respond to bus road calls The BOC is staffed 24 hours a day, seven days a week.

E.2.2 BUS MAINTENANCE

E 2.2.1 Bus Maintenance

The Senior Executive Officer of Bus Maintenance oversees eleven bus maintenance divisions and directs the overall maintenance activities for Metro's bus fleet.

Bus maintenance is tasked with providing a safe and mechanically reliable fleet of buses. Bus maintenance utilizes preventative maintenance programs that include performing maintenance on vehicles at regularly scheduled mileage intervals. The intent is to maintain vehicles in a condition compatible with the highest safety, dependability, and appearance standards. Well-designed preventative maintenance procedures, and enforcement of these procedures, ensure the highest possible reliability of bus fleet.

The scheduled preventative maintenance programs attempt to identify problem areas before they require unscheduled corrective maintenance. Therefore, reporting requirements are developed for each inspection procedure to support future preventative maintenance activities as well as effectively communicate the specific need for corrective maintenance.

The flow of information between preventative and corrective maintenance activities is critical to the success of both types of maintenance.

Records of all preventative maintenance actions are documented in the Maintenance Management System. The preventative maintenance programs include the following:

- Inspection - All buses are subjected to a periodic inspection program (based on accumulated mileage) to determine if conditions exist that require a maintenance action. The level and frequency of inspections is consistent with contractor and supplier recommendations, industry standards, the safety-criticality of the equipment, and operational experience.
- Servicing - Servicing consists of regularly scheduled activities that are necessary to maintain the performance of the vehicle and its components. These activities include lubrication and adjustment, but they also may involve the replacement of consumables such as air filters. Equipment manufacturers provide recommended servicing schedules in their maintenance manuals. Although manufacturer recommendations will be followed during the warranty period of bus vehicles, servicing schedules may subsequently be modified to suit the operating conditions of each particular bus division.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

For planning purposes, the preventative maintenance of buses will be performed on the basis of miles of operation in accordance with the Revenue Service Bus Maintenance Plan.

Bus Maintenance functions include:

- Conduct prescribed inspections of buses in the manner specified by the Revenue Service Bus Maintenance Plan.
- Conduct non-scheduled maintenance and inspections
- Perform failure analyses, as necessary, to determine the cause(s) of failures and recommend corrective action
- Develop and update maintenance rules and procedures as necessary
- Ensure bus maintenance personnel have been trained and have the required licenses and/or certification
- Train personnel in injury and illness prevention, emergency procedures, and safe vehicle operation; communicate safety messages to personnel; investigate occupational injuries; take corrective actions to prevent or mitigate recurrences including discipline and counseling; investigate reports of unsafe conditions; inspect facilities; and maintain safety records at the facility
- Perform and document random checks of completed maintenance activities at the various mileage intervals
- Comply with Metro's System Modification Procedure (CF15)

E.2.3 Central Maintenance Facility (CMF)

CMF provides maintenance support to operating divisions. The facility consists of Central Maintenance Shops, Fleet Management and Support Services, and Quality Assurance. The Quality Assurance staff also serve as Metro's liaison with the California Highway Patrol and is responsible for managing compliance with Title 13 of the California Code of Regulations.

The Central Maintenance Shops provide heavy maintenance and bus refurbishment for all bus operating divisions including complete bus painting, major accident repair, engine replacements, and mid-life overhauls/ refurbishments. Additional Central Maintenance Shop functions include the rebuild and fabrication of parts and tools used by bus maintenance and other Metro departments.

Fleet Management and Support Services controls and assigns the bus fleet, aids in repair to buses en-route and at layover zones to avoid service disruption and provides Maintenance Management System technical support to maintenance departments.

The Quality Assurance department is directly responsible for the management of goods

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

and services contracts, bus fire investigations, and brake tests.

The Contract services department is directly responsible for contracted operations oversight.

The non-revenue department is directly responsible for non-revenue vehicle/equipment.

The Revenue Collection department is directly responsible for fare collection maintenance, and radio equipment maintenance.

E.2.4 Operations Central Instruction (OCI)

Metro's OCI Department provides the training ground and continual support to the agency's Operations employees working in Bus Maintenance and Transportation. Mission critical training responsibilities include:

- New Hire Bus Operator Training
- Post-Accident Training
- Safety Training (several certification courses)
- Customer Relations Training
- Line Instructor Mentor Training
- De-Escalation Training
- Transportation Safety Institute (TSI) Instructor's courses in:
 - Bus Operator Training Accident Investigation Training
 - Return to Work Training
 - World Class Customer Service training

Additionally, OCI produces and implements ad - hoc training programs to address any of the numerous endeavors Metro undertakes to improve service to our customers.

OCI serves as an extension of the Department of Motor Vehicles (DMV) for commercial licensing purposes through DMV's Employer Testing Program (ETP). Through ETP, all OCI instructors are trained and certified by the DMV to conduct official pre-trip, skills and road examinations of employees required to obtain a commercial driver license. The Transportation Safety Institute (TSI) also partners with OCI's own official TSI certified instructors who dedicate themselves to train and certify others to become official train-the-trainers. This credential is necessary to provide legally sanctioned training for coach Bus Operators and supervisors who must receive annual training to maintain CDL validity.

E.2.6 Vehicle Technology

Vehicle Technology identifies, reviews, tests, and procures high-capacity, alternative

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

fueled, advanced technology buses. It provides operational and technical support and training on the operation and maintenance of new vehicles, manages all bus acquisitions, processes bus warranty claims, and oversees advanced vehicle technology projects that can increase operating efficiency or improve services provided for Metro transit passengers and employees.

E.3 FACILITIES MAINTENANCE


The Central Facilities Maintenance group provides direct support to all Metro operating divisions. An important function of facilities includes the development, implementation, and management of capital programs for Metro's facilities to improve existing facilities and the promote employee safety.

Facilities Maintenance has the following functions:

- Provides HVAC, locksmith services, plumbing, painting, and other property maintenance tasks
- Manages select contracted services such as crane inspection/repair, graffiti abatement, glass service, landscaping and railroad right-of-way and parcel property maintenance.
- Produces decals for Metro buses in addition to signs for bus stops, rail, facilities and yard signage (Sign Shop).
- Maintains terminals, bus stops, layover zones, and inactive right-of-way (Stops and Zones)

Appendix F: Rail Accident Investigation Procedures (Rail AIP)

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL—ACCIDENT INVESTIGATION PROCEDURE	Effective: Jan 2025

PART 1 GENERAL OVERVIEW

1.1 INTRODUCTION

Section 99152 of the Public Utilities (PU) Code authorizes the California Public Utilities Commission (CPUC) to regulate and oversee the safety of rail transit systems in the State of California. To fulfill its oversight responsibilities, the CPUC establishes safety requirements by adopting rules and procedures, known as General Orders (GO). In 1996, the CPUC adopted GO 164 series, “Rules and Regulations Governing State Safety Oversight of Rail Fixed Guideway Systems”, in response to the Federal Transit Administration’s Final Rule 49 Code of Federal Regulations, Part 673, which requires State safety oversight of rail fixed guideway systems. The requirements for reporting and investigating rail accidents by transit agencies are found in the GO 164 series. Section 315 of the PU Code specifically addresses the investigation of accidents by the CPUC and reads in part:

“The Commission shall investigate the cause of all accidents requiring, in the judgment of the Commission, investigation by it, and may make such order as in its judgment seems just and reasonable.”

The CPUC has the authority to conduct its own independent accident investigations. However, in actual practice the CPUC has delegated this responsibility to the Rail Transit Agencies (RTA’s) on behalf of the Commission.

To meet these requirements, the Los Angeles County Metropolitan Transportation Authority (METRO) has developed the following procedures to be used in the event of rail accidents.

1.2 PURPOSE AND OBJECTIVES

The purpose of this document is to establish procedures and guidelines to be followed by METRO personnel responding to rail accidents. These procedures are intended to facilitate the following objectives:

- To improve system safety by reporting and investigating all reportable rail accidents and implementing corrective measures, if warranted, to prevent or mitigate recurrences.
- To define the role and responsibilities of individuals, and departments who respond to rail accidents which occur on Metro’s operating rail


PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

lines.

These procedures detail the accident reporting procedures from the initial notification, through investigation, to the actual preparation of the final report, and tracking of any corrective measures.

Each department is responsible for carrying out their tasks as defined in the Rail Accident Investigation Procedures.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

 Metro	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL—ACCIDENT INVESTIGATION PROCES- DURES	Effective: Jan 2025

PART 2 GENERAL INVESTIGATION PROCESS

2.1 RESPONSE

Upon notification of an accident by ROC, Metro staff shall proceed to the accident scene and report to the Metro On-Scene Coordinator (OSC), and support the accident investigation process as described below.

2.2 ACCIDENT INVESTIGATION ACTIVITIES

Metro will identify an On-Scene Coordinator (OSC) who will act as a liaison with ROC for all at the scene activities. The Metro OSC will report to the Incident Command Post, if it has been established, or to the Fire or Police personnel assigned or acting as Incident Commander. The OSC will afford the Incident Commander assistance to mitigate the situation.


The OSC or their designee will conduct the investigation for all accidents. The Incident Commander jointly with the OSC will determine when to release the scene for normal operations.

The following activities should be conducted by the OSC or their designee, or support departments, **if applicable and to the extent possible:**

- Secure the scene
- Inspect/preserve physical evidence
- Document fact/findings
- Conduct interviews
- Take photos
- Take measurements
- Assess requirement for drug test per Metro Drug and Alcohol Policy
- Prepare Supervisor's Report

The OSC should document the facts concerning the following: damage to equipment and infrastructure, weather conditions, position and status of signals, switches, cab controls and cut out controls, use of audible warning devices, application of brakes, use of sand, area of impact, and point of rests of other parties involved in the accident, etc.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

 Metro	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL—ACCIDENT INVESTIGATION PROCEDURE S	Effective: Jan 2025

PART 3 ROLES AND RESPONSIBILITIES

3.1 GENERAL

The following sections support the foregoing accident investigation process; identify and expand on roles and responsibilities of responding personnel representing the various departments within Metro. This information has been established to ensure that each Department and all personnel within each section understand and provide support to the Rail Accident Investigation Procedures.

It is recognized that not all departments will need to respond to all types of accidents occurring on the operating rail system. The detailed functions described in this part apply to the investigation of accidents described under Section 3.2.2 of this document.

3.2 SAFETY DEPARTMENT

3.2.1 RESPONSIBILITY


The safety department has primary responsibility for developing and updating the Accident Investigation Procedures. In addition, it will provide accident investigation training resources for use by other departments.

The Safety department will be responsible for investigating the reportable safety events and preparing the report that is required by the California Public Utilities Commission (CPUC), by reviewing information contained in various internal and third party reports, videos, and data/information collected by Corporate Safety staff. All staff who conduct the investigations are either trained through the Transportation Safety Institute courses, have certification through the Accreditation Commission for Traffic Accident Reconstruction organization, or have significant experience in accident investigation.

The safety department will be the liaison for all accidents investigated by the CPUC or National Transportation Safety Board (NTSB), and for arranging accident reconstructions when warranted. In the event of an NTSB investigation, the safety department will coordinate secure storage and protection of physical evidence at or away from the accident scene.

In the event information such as Police Reports, Coroner's Reports, etc. is not available at the time the CPUC report is due, an interim report will be submitted to the CPUC per the GO 164 series requirements, including 30-day updates.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL —ACCIDENT INVESTIGATION PROCEDURES	Effective: Jan 2025

3.2.2 NOTIFICATION TO REGULATORY AGENCIES

The safety department will notify the CPUC within two (2) hours of any event/accident that meets the thresholds identified in 49CFR674 and CPUC General Order 164 series.


The following information will be provided as part of the electronic notification (record of notifications are available from the CPUC):

- The time and date of the accident;
- The location of the accident;
- The number of fatalities and/or injuries;
- The rail transit vehicle involved in the accident;
- The type of incident and brief description of accident,
- The emergency response organizations at the scene of the accident.

The safety department representative shall also notify other Regulatory Agencies in accordance with existing requirements of the Federal Transit Administration, Federal Railroad Administration, and the National Transportation Safety Board.

The safety department shall be responsible for providing the CPUC staff an opportunity to participate to the fullest extent possible in all aspects of the investigation. The safety department representative will provide advance notification of additional (other than those conducted at the scene) interviews, inspections, measurements, tests, examinations and meetings with investigators, consultants, review boards, etc. to review, analyze and draw conclusions regarding accident related information.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL —ACCIDENT INVESTIGATION PROCES- DURES	Effective: Jan 2025

3.2.3 CPUC INVESTIGATION REPORT

On behalf of the CPUC, the safety department is responsible for preparing the investigation report, which includes reviewing external reports such as Police, Fire, Coroner, etc., if applicable. The safety department is also responsible for preparing (if applicable) and tracking any corrective action plans resulting from the investigations. Corrective action plans will include the corrective action to be taken, the department and person responsible for the corrective action, a target completion date and the actual completion date.

Investigation reports for accidents meeting the thresholds described in section 3.2.2 will be submitted to the CPUC within 60 calendar days of the occurrence of the accident.

3.3 RAIL OPERATIONS CONTROL (ROC)

3.3.1 NOTIFICATION

Rail Operations Control (ROC) receives the initial report of any accident on the rail system. Upon notification, ROC dispatches a field supervisor to respond to the scene and then notifies all pertinent internal departments and external agencies such as law enforcement and emergency response agencies of the nature of the incident.

ROC is responsible for supporting all activities required at the accident scene through the On-Scene Coordinator (OSC).


ROC is responsible for maintaining service, if possible, or arranging for alternate transportation services and preserving video, Supervisory Control and Data Acquisition (SCADA)/ Transit Automatic Control System (TRACS) and voice and data communication information prior to, during, and following all accidents.

ROC will document all requests and events as they occur at the accident scene from initial notification of an accident until service is re-established.

3.3.2 ROC FOLLOW UP ACTIVITIES

ROC is responsible for maintaining the above information and for providing it in support of the accident investigation process and for supporting subsequent activities related to the process.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL —ACCIDENT INVESTIGATION PROCEDURES	Effective: Jan 2025

3.4 RAIL TRANSIT OPERATIONS SUPERVISOR (RTOS)

The Rail Transit Operations Supervisor will be responsible for assuming the role of On Scene Coordinator (OSC), conducting an investigation and completing the required re-ports.

3.4.1 RAIL TRANSIT OPERATIONS SUPERVISOR (RTOS) FOLLOW UP ACTIVITIES

The On-Scene Coordinator is responsible for completing the Supervisors Report, in the Metro's electronic database system.


3.5 TRAIN OPERATORS

3.5.1 AT SCENE PROCEDURES

Train Operator's shall:

- a.) Contact ROC immediately & describe the type of accident, location, injuries and damage.
- b.) Protect self and passengers from hazards created by the accident. c.) Attempt to extinguish any fires, if possible, without taking undue risks.
- d.) Coordinate evacuation, if necessary, with ROC/OSC. Make PA announcements to keep passengers informed of the situation and status of response agencies.
- e.) In case of injuries, protect the injured parties, but do not attempt to move them, unless they require assistance in evacuating if a fire is involved. Do not volunteer ambulance service or ask persons if an ambulance is desired, unless it is obvious that such service is necessary. However, if a person requests an ambulance, immediately notify the OSC or ROC.
- f.) Pass out Courtesy Cards to bystanders and other persons who were in a position to have witnessed the accident. If injuries occurred on that train, use Courtesy Cards and indicate on the card "passenger."
- g.) Provide the police and other driver (s) with necessary information.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL —ACCIDENT INVESTIGATION PROCES- DURES	Effective: Jan 2025

3.5.2 TRAIN OPERATOR FOLLOW UP ACTIVITIES

The Train Operator is responsible for completing and preparing his or her accident re- port in Metro's electronic database system. The train operator is also responsible for co- operating in the accident investigation process.

3.6 DEPARTMENT MANAGERS

3.6.1 DEPARTMENT MANAGERS FOLLOW UP ACTIVITIES

The Department Manager is responsible for coordinating the following activities in all accidents.

- a) Ensure employee(s) involved in the accident are interviewed and complete their required reports.
- b) Ensure the completion and accuracy of all reports.
- c) Support accident investigation process by providing information such as training records, accident history, hours of service, fatigue, etc.
- d) Implement remedial action(s) necessary to prevent or mitigate recurrences.

3.7 RAIL FLEET SERVICES

3.7.1 AT SCENE PROCEDURES

Upon arrival at the accident scene, the Rail Fleet Services representative will report to the OSC and shall be responsible for the following tasks:

- a) Provide information and/or assistance to the OSC as requested.
- b) Make and implement recommendations to the OSC in regard to their specialty, for expediting restoration of normal revenue service.


3.7.2 FOLLOW UP ACTIVITIES

The Rail Fleet Services Department will be responsible for the following activities after the incident train has returned to the shop:

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

- a) Conduct a post accident inspection of the incident train(s) and document findings.
- b) Provide maintenance records & technical data, & make recommendations as appropriate.
- c) Take any remedial actions necessary to prevent or mitigate recurrences.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

 Metro	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL—ACCIDENT INVESTIGATION PROCEDURE	Effective: Jan 2025

3.8 WAYSIDE SYSTEMS

3.8.1 AT SCENE PROCEDURES

Upon arrival at the accident scene, the responding Wayside Systems representatives shall report to the OSC and shall be responsible for the following tasks as applicable:


- a) Inspect the integrity of infrastructure and systems as it pertains to their discipline.
- b) Make and implement recommendations to the OSC in regard to their specialty, for expediting restoration of normal revenue service.

3.8.2 FOLLOW UP ACTIVITIES

As part of the follow-up activities, the Wayside Systems department is responsible for:

- a) Document the findings from the accident and any repairs performed on any components or systems.
- b) Providing previous inspection and maintenance activity records on Wayside Systems equipment that are applicable to the incident, such as Preventative Maintenance (PM) records for warning devices for accidents at a grade crossing, or PM records for track for a mainline derailment.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL —ACCIDENT INVESTIGATION PROCES- DURES	Effective: Jan 2025

3.9 Accident Reporting Requirements

The safety department will submit one of three types of accident/incident reports to the CPUC as follows:


For security related events and evacuations due to a bomb threat, small trash can or debris fires, smoking brakes, false gas alarms, suspicious package etc. *that do not constitute a real potential danger to any person*, staff will submit the Incident Report prepared by the ROC.

The safety department will submit a “MAJOR EVENT REPORT” (Form B) to the CPUC within 60 days of the date of the accident for events listed in section 3.2.2 with the exception of collisions that result in non-serious injuries and non-substantial damage. The “CPUC MINOR EVENT REPORT” will be submitted within 60 days of the date of the accident for collisions that meet the exceptions. The formats for the MAJOR EVENT REPORT (Form B) and the CPUC MINOR EVENT REPORT are shown on the following pages.

3.9.1 Accident Reports

The Safety Department will make every attempt to collaboratively work with the CPUC regarding Commission comments and approval in compliance with General Order 164 series as it relates to submittal of Accident Reports.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

	LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY	Revision 1.0
	RAIL —ACCIDENT INVESTIGATION PROCE- DURES	Effective: Jan 2025

3.9.2 CPUC MINOR EVENT REPORT- Page 1 of 2

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

164-E Minor Event Report
(7/17/2024)

CALIFORNIA PUBLIC UTILITIES COMMISSION MINOR EVENT REPORT (Not to be used for Fatalities or Serious Injuries¹)

REPORTED TO TOC (Yes / No)

REPORTED TO NTD (Yes / No) (NTD #)

RAIL TRANSIT AGENCY: LACMTA		CPUC INCIDENT #:			
LOCATION:		TRAIN #: CAR(s) #:	TRAIN DIRECTION OF TRAVEL:		NO. OF NON-SERIOUS INJURIES:
LIGHTING (DAY/NIGHT/DUSK/DAWN):	WEATHER:	DATE:	TIME:	DESIGN SPEED: A/E Lines: 55 MPH B/D Lines: 70 MPH C/K Line: 65 MPH	ESTIMATED SPEED AT TIME OF EVENTS:
COMMISSION HIGHWAY-RAIL GRADE CROSSING NUMBER (IF APPLICABLE):					
COLLISION WITH A MOTOR VEHICLE		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
COLLISION WITH AN OBJECT		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
COLLISION WITH A PERSON		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
YARD DERAILMENT		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
OPERATOR'S REPORT AVAILABLE		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
SUPERVISOR'S REPORT AVAILABLE		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
GRADE CROSSING COLLISION		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
GATED CROSSING		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
TRAFFIC SIGNAL CONTROLLED CROSSING		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
UNCONTROLLED CROSSING		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
PEDESTRIAN CROSSING		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
OPERATOR TESTED FOR D&A		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
TRANSIT VEHICLE OUT OF SERVICE		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
SUBSTANTIAL DAMAGE ²		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
VIDEO/AUDIO AVAILABLE FOR REVIEW		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
RULE(S) VIOLATION		YES <input type="checkbox"/>	NO <input type="checkbox"/>	N/A <input type="checkbox"/>	
TOW AWAY		TRAIN <input type="checkbox"/>	VEHICLE <input type="checkbox"/>	N/A <input type="checkbox"/>	

¹ Serious injury means any injury which: (1) requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or nose); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ; or (5) involves second or third-degree burn(s), or any burns affecting more than 5 percent of the body surface.

² Substantial damage is any physical damage to transit or non-transit property including vehicles, facilities, equipment, rolling stock, or infrastructure.

Substantial damage includes damage which adversely affects the structural strength, performance, or operating characteristics of the vehicle, facility, equipment, rolling stock, or infrastructure requiring towing, rescue, onsite maintenance, or immediate removal prior to safe operation.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

PHOTOGRAPHS (IF APPLICABLE):

(Add Map)

LA METRO
MAJOR EVENT REPORT
(To be used for Fatalities, Serious Injuries¹, or other Non-Minor Report Requirement)

REPORTED TO TOC (Yes / No)

REPORTED TO NTD (Yes / No) (NTD #)

RAIL TRANSIT AGENCY: LACMTA			CPUC INCIDENT #:		
LOCATION:		TRAIN #: CAR(s) #:	TRAIN DIRECTION OF TRAVEL/TRACK:	NO. OF FATALITY: NO. OF SERIOUS INJURY: NO. OF NON-SERIOUS INJURY:	
LIGHTING (DAY/NIGHT/DUSK/DAWN):	WEATHER:	DATE:	TIME:	DESIGN SPEED: A/E Lines: 55 MPH B/D Lines: 70 MPH C/K Line: 65 MPH	ESTIMATED SPEED AT TIME OF EVENTS:
COMMISSION HIGHWAY-RAIL GRADE CROSSING NUMBER (IF APPLICABLE):					
COLLISION WITH A MOTOR VEHICLE			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
COLLISION WITH AN OBJECT			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
COLLISION WITH A PERSON			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
DERAILMENT			MAIN <input type="checkbox"/>	YARD <input type="checkbox"/>	N/A <input type="checkbox"/>
EVACUATION FOR FIRE-LIFE SAFETY REASONS			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
OPERATOR'S REPORT AVAILABLE			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
SUPERVISOR'S REPORT AVAILABLE			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
GRADE CROSSING COLLISION			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
GATED CROSSING			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
IF GATED, TYPE OF GATES			2-QUAD <input type="checkbox"/>	4-QUAD <input type="checkbox"/>	N/A <input type="checkbox"/>
TRAFFIC SIGNAL CONTROLLED CROSSING			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
UNCONTROLLED CROSSING (i.e. DWY)			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
PEDESTRIAN CROSSING			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
OPERATOR TESTED FOR D&A			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
TRANSIT VEHICLE OUT OF SERVICE			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
SUBSTANTIAL DAMAGE ²			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
VIDEO/AUDIO AVAILABLE FOR REVIEW			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
THE CPUC REVIEWED RELEVANT VIDEO/AUDIO FILES			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
RTA EMPLOYEE RULE(S) VIOLATION			YES <input type="checkbox"/>	NO <input type="checkbox"/>	UNKNOWN <input type="checkbox"/>
TRAIN/HI-RAIL HORN SOUNDED			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
TYPE OF BRAKES APPLIED (EMERGENCY/FULL-SERVICE)			EB <input type="checkbox"/>	FS <input type="checkbox"/>	N/A <input type="checkbox"/>
TRAIN VS. PERSON INCIDENT (10-72)			SUICIDE ³ <input type="checkbox"/>	INTENTIONAL ACT ⁴ <input type="checkbox"/>	ATTEMPTED SUICIDE ⁵ <input type="checkbox"/>
UNKNOWN ⁶ <input type="checkbox"/>			CRIMINAL ACT <input type="checkbox"/>	INATTENTION <input type="checkbox"/>	N/A <input type="checkbox"/>
GENERAL ORDER 143 SERIES HOURS OF SERVICE COMPLIANT			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
ILLEGAL ELECTRONIC DEVICE OBSERVED WHILE OPERATING			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
TOWED AWAY FROM SCENE			YES <input type="checkbox"/>	NO <input type="checkbox"/>	
MODE OF OPERATION	CAB SIGNAL <input type="checkbox"/>	STREET <input type="checkbox"/>	YES <input type="checkbox"/>	MTO <input type="checkbox"/>	BYPASS <input type="checkbox"/>
TYPE OF RAILWAY	STRT RNING <input type="checkbox"/>	AERIAL <input type="checkbox"/>	SUBWAY <input type="checkbox"/>	FREEWAY <input type="checkbox"/>	SEMI-EXL <input type="checkbox"/>

¹ Serious injury means any injury which: (1) requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or nose); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ; or (5) involves second or third-degree burn(s), or any burns affecting more than 5 percent of the body surface.

² Substantial damage is any physical damage to transit or non-transit property including vehicles, facilities, equipment, rolling stock, or infrastructure. Substantial damage includes damage which adversely affects the structural strength, performance, or operating characteristics of the vehicle, facility, equipment, rolling stock, or infrastructure requiring towing, rescue, onsite maintenance, or immediate removal prior to safe operation.

³ Official determination of suicide related fatalities are made by the coroner. Once the Coroner's report is received Metro will revise the accident report if discrepancies are found.

⁴ Based on video or witness evidence, the incident was deemed to be an intentional self-directed act resulting in death.

⁵ Based on video or witness evidence, the incident was deemed to be an intentional self-directed act resulting in injury.

⁶ Based on video or witness evidence, the incident points to a possible suicide attempt although investigators could not confirm this as the cause.

CONFIDENTIAL

INCIDENT SUMMARY:

FINDINGS:

INJURIES AND DAMAGE:

EMERGENCY RESPONSE:

HOURS OF SERVICE/OPERATOR'S LAST SEVEN DAYS:

DATE	DAY OF WEEK	SIGN-ON	SIGN-OFF	TOTAL ON-DUTY HOURS
INCIDENT DATE				

PROBABLE CAUSE:

CONTRIBUTING FACTORS:

RECOMMENDATIONS:

CORRECTIVE ACTION PLAN: (YES <input type="checkbox"/> NO <input type="checkbox"/>)	ACTION	SCHEDULE	DEPARTMENT/INDIVIDUAL RESPONSIBLE
CPUC CAP #:			

CONFIDENTIAL

APPENDIX A

DESCRIPTION OF THE INCIDENT LOCATION (INCLUDE LOCATION MAP):

APPENDIX B

PHOTOGRAPH(S)/SKETCH (IF APPLICABLE):

Appendix G: Bus Accident Investigation Procedures (Bus AIP)

THE INCIDENT INVESTIGATION & REDUCTION PROCEDURE MANUAL



Metro[™]

PREPARED BY
OPERATIONS CENTRAL INSTRUCTION

TABLE OF CONTENTS

I. INTRODUCTION	1
II. PURPOSE	2
III. RESPONSIBILITIES	2
IV. BUS INCIDENT INVESTIGATION FLOW CHART	3
V. INCIDENT INVESTIGATION PROCEDURES	4
V-A. WINDOW SUPERVISORS DUTIES & RESPONSIBILITY	4-5
V-B. INSTRUCTION SUPERVISORS DUTIES & RESPONSIBILITY	6-7
VI. 1 ST LEVEL ACCIDENT REVIEW BOARD	8
VII. 2 ND LEVEL ACCIDENT REVIEW BOARD	9
VIII. POST ACCIDENT TRAINING	10
IX. DISCIPLINE GUIDELINES	11-16
X. KEY TERMS	16-17
XI. REFERENCES	17
XI-A. TRANSITSAFE™ PROCEDURES	17
XI-B. COLLISION CLASSIFICATION REFERENCE GUIDE	17
XI-C. BUS OPERATOR RULEBOOK & SOPs	17
XI-D. HR DRUG & ALCOHOL POLICY	17
XII. ATTACHMENTS	17
XII-A. IMPORTANT FORMS	17

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I. INTRODUCTION

This manual was formally known as the Accident Investigation Procedure Manual. It has been revised to increase emphasis on accident prevention and update procedures to include systems new to Metro. Changes were made with the collaborated efforts of numerous Operations personnel from the Transportation Divisions, Bus Operations Control (BOC), Operations Central Instruction (OCI), Risk Management, Corporate Safety, etc.

Accident/Incident investigation is a fundamental element of Metro’s safety program. The role of the investigation procedure is to identify, locate, and otherwise determine the root cause of the incident and reduce errors which allow accidents to occur. Reducing these system errors or conditions which allow accidents to occur is of extreme importance to every individual at Metro. At the very least, human suffering, injury, and property damage may be reduced as a direct result of the investigation process. Ultimately, it reduces expenses that need to be allocated to settle claims for injury and repair damages. These monies could otherwise be redirected to maintaining service or providing our customers and operators with a safer more effective operating environment. Reducing the conditions and causes of accidents will benefit everyone.

This manual seeks to classify accidents into two categories: **Avoidable or Unavoidable**. Accidents classified in this manual are for the purpose of establishing whether or not the operator of the Metro vehicle could have taken reasonable action to avoid an accident. The determination of ability to avoid an accident is based on standards established by the Transportation Safety Institute (TSI).

The application of these standards does not establish nor seek to establish any degree of legal liability that may or may not exist with respect to the accident. There may be occasions when an operator is not legally liable for an accident deemed to be “Avoidable.”

“AVOIDABLE” ACCIDENTS WILL BE CLASSIFIED AS SUCH ONLY AFTER AN INVESTIGATION DETERMINES THE OPERATOR OF THE METRO VEHICLE “COULD HAVE TAKEN REASONABLE ACTION THAT MAY HAVE PREVENTED THE ACCIDENT FROM OCCURRING.”

“UNAVOIDABLE” ACCIDENTS WILL BE CLASSIFIED AS SUCH ONLY AFTER AN INVESTIGATION DETERMINES THE OPERATOR OF THE METRO VEHICLE “COULD NOT HAVE TAKEN ANY REASONABLE ACTION TO PREVENT THE ACCIDENT FROM OCCURRING.”

II. PURPOSE

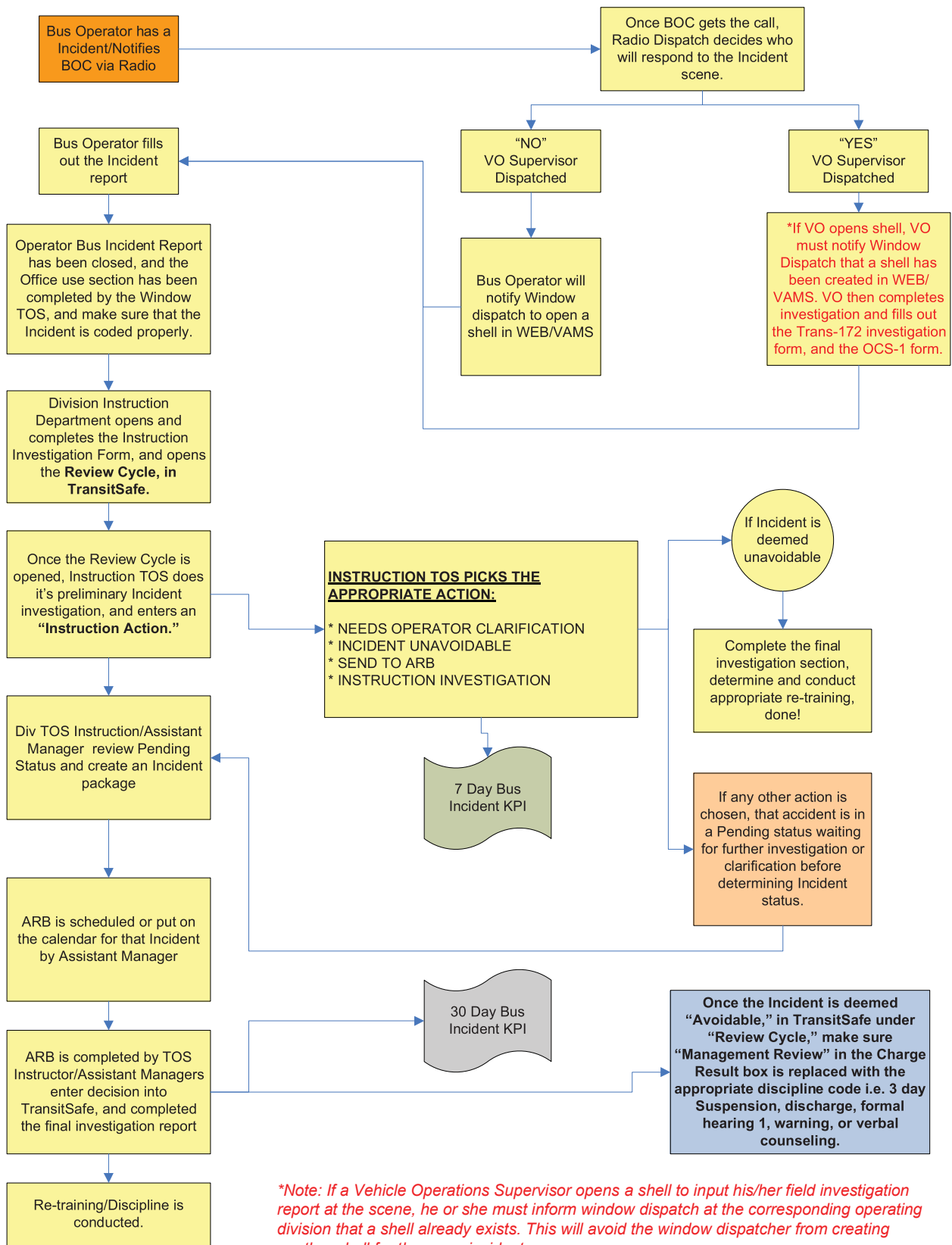
The purpose of this manual is to establish consistent procedures to investigate accidents at all Metro Bus Operations facilities leading to the prevention of future accidents from occurring. The manual sets forth the roles and responsibilities of Metro staff at all levels. Accountability and responsibility at each step of these procedures will be essential to ensure proper investigations, training, and discipline. Most accidents investigations will be completed within 30 days and recommendations, as applicable, for prevention will be developed based on the investigation reports.

III. RESPONSIBILITIES

Various corporate business units have oversight and direct accountability for the implementation of the procedures contained herein. This section of the manual defines those responsibilities.

- 1** The Director of Corporate Safety has oversight over all accident reduction procedures. Corporate Safety will insure that strategies for accident reduction will be widely disseminated throughout the organization. It is also the responsibility of Corporate Safety to maintain the Vehicle Accident Monitoring System (WEBVAMS) and Transitsafe™. (Please see Reference document “XI-A.” Transitsafe™ Procedures).
- 2** The Director of Operations Central Instruction (OCI) has oversight of accident reduction training, the Operator’s Rulebook & SOP, and insures compliance with industry safety practices. (Please see Reference document “XI-C.” Bus Operator Rule Rulebook & SOP’s).
- 3** Transportation Managers at each division are responsible for ensuring that all accidents are investigated in accordance with the procedures set forth in this manual. They are also responsible for recommending accident reduction strategies to Corporate Safety that may arise from experience and internal investigations. It is the responsibility of each division to initiate the accident investigation procedure by entering relevant data (shell) into the Vehicle Accident Monitoring System (VAMS) which allows for the operator to complete the accident report.
- 4** Vehicle Operations (VO) has oversight over field investigation of all accidents involving Metro vehicles, property and employees. Timely submission of reports, pictures and all evidence collected at the scene is the responsibility of VO as well as a responsibility to follow up with any safety concerns identified. A VO Supervisor can initiate the shell process but must notify the effected division to avoid duplication.
- 5** Bus Operations Control (BOC) has oversight of all communication at accident scenes and coordination among multiple departments and agencies. Timely notification to VO, the affected division and any and all relevant emergency personnel is the responsibility of BOC as well as the timely and thorough documentation of the incident.

IV. BUS INCIDENT INVESTIGATION FLOW CHART



V. INCIDENT INVESTIGATION PROCEDURES

The incident/accident investigation process begins when the operator reports the incident/accident to Bus Operations Control (BOC). Once notification is received, BOC notifies a VO Supervisor of the incident. The first VO Supervisor at the location is responsible for conducting the on scene investigation.

During the operator's workday or prior to the conclusion of the workday, the operator inputs his/her incident report into Transitsafe™ at the Division. While not addressed directly here, the VO Supervisor response to the accident/incident scene is critical. The VO Supervisor must collect (but is not limited to) a statement from the operator concerning the incident, a statement from the other party if possible, photographs of the vehicles or property involved, photographs of the scene, request brake tests where appropriate, as well as interact with other local authorities and make efforts for service restoration. If necessary, the operator will be taken for a drug screen before returning to the division to complete necessary paperwork. (Please see Reference document "XI-D." for Metro's HR Drug and Alcohol Policy and Procedures.)

V-A. WINDOW TOS DUTIES & RESPONSIBILITY

The Window Transit Operations Supervisors (TOS) are responsible for the processing of all accident/incident, and/or miscellaneous reports turned in by Division Transportation personnel. The initial copy of the Safe-3, the printed summary report, running board, copies of operator's CDL, medical card and VTT are the responsibility of the Window TOS. The Safe-3 and attendant documents must be reviewed by the Window TOS before closing the accident report in Transitsafe™. In the event the Window TOS is not able to assist the operator, the Manager or Assistant Transportation Manager must be immediately notified.

All reports of accidents/incidents must be completed and filed in Transitsafe™ on the day of occurrence, except where there is an explainable emergency that prevents the employee from completing the report on that day. Where an emergency exists and the report cannot be completed and filed as required, it must be completed at the earliest possible opportunity after the "Incident." In the event of such an emergency, the Manager or Assistant Transportation Manager must be notified immediately and the reason for the delay documented.

ALL COMPLETED ACCIDENT / INCIDENT REPORTS ARE CONSIDERED LEGAL DOCUMENTS AND SHOULD BE VIEWED AS SUCH WHEN THE REPORT IS BEING PROCESSED TO COMPLETION.

WINDOW TOS MUST FOLLOW THESE PROCEDURES:

- Before any shell is created, the Window TOS must question the operator to determine whether an accident report is required. The Window TOS must create a "shell" using the VAMS system. The shell is saved and then released to either the VAMS kiosk, or desktop computer.
- Obtain and copy the employee's driver's license, VTT and medical certificate for the accident file.
- After the employee completes his/her report, the Window TOS must review the report for clarity, accuracy, and completeness, before closing it. The report is then printed and signed by the operator. **Note, "Closing" a report means that the data provided can no longer be edited by the operator or the TOS. Any changes to the data can thereafter only be input (spelling) via a supervisor form.**
- In a collision type accident, the operator must complete a diagram (page 2 of the printed report) showing the approximate location and direction of the vehicles at the time of the accident. The Window TOS must assign the proper accident code prior to closing Transitsafe™. A listing of the accident/incident codes is included in Reference document "B." Collision classification Reference Guide.
- All available courtesy cards must be attached to the package.
- The Operator's running board must also be attached to the package.
- An Equipment Damage Report (EDR) must be filed for every report regardless of accident type. This is now unnecessary. The person that does the EDR now has access to the form in Transitsafe™. We should only be inputting our data in Transitsafe™ and let maintenance finish the form, print and sign it.
- The all night Window TOS, using WEBVAMS, must print a copy of the Accident Summary report of all processed accident/incidents for the particular day and distribute to all Division Management and to the division's Instruction department.
- The Window TOS must check the sequence number and verify that all accidents were recorded and accounted for at the end of the day.

V-B. INSTRUCTION DEPARTMENT'S TOS DUTIES & RESPONSIBILITIES

The Instruction TOS are responsible for completing a thorough investigation related to each and every incident/accident.

INSTRUCTION TOS MUST FOLLOW THESE PROCEDURES:

- *The Instruction TOS must gather the accident/incident reports from the previous day.*
- *Prior to processing the accident/incident, the Instruction TOS must review and verify that each package contains the pertinent information necessary to begin an investigation. The accident package must include, at a minimum, all pertinent items and documents (see Appendix 1).*
- *The Instruction TOS must prepare accident packages for distribution:*
 - a. *Risk Management (located at the USG Headquarters building) gets a copy of the accident and summary report.*
 - b. *Hertz Claims Management (HCM) gets a copy of the accident, summary, and copy of witness cards (originals? We have been sending the originals to HCM. Let us know if there is a change), operator running board, copy of operator license, VTT, and Medical, and ARB results.*
 - c. *Steno gets original accident report, summary report, witness cards, operator running board, copy of operator license, VTT, and Medical, and ARB results.*
 - d. *A copy of the accident/incident summary shall be placed in the Instruction Book.*
- *After reviewing the accident/incident package, the TOS may assign a "pending" status to accidents/incidents identified as requiring additional investigation.*
- *Accident/incidents recommended for a determination of "unavoidable" must be forwarded to an Assistant Transportation Manager, as well as the Transportation Manager, if required. All pedestrian related incidents must be reviewed by the Division Transportation Manager.*
- *Unavoidable accidents/incidents must be closed out in Transitsafe™ and then sent to the Steno for filing.*
- *Accidents identified as requiring further investigation to determine a classification of "avoidable" or "unavoidable" must be forwarded to the 1st Level Accident Review Board.*
- *Instruction TOS may access the status of accident/incident reports from WEB VAMS in the exception reports. Operators who are on long term leave, for example, who cannot be interviewed within the appropriate KPI time frame will be carried in the exception report as "LTS".*
- *The Supervisory Investigation portion of the accident report must be completed in Transitsafe™. Using the following guidelines: Employee Incident Closure – 1 day; Supervisor Incident Investigation – 7 days; Investigation and Final Report – 30 days from date of accident/incident. Certain accidents/incidents shall remain open beyond 30 days pending information pertinent to make a classification. These cases include (but are not limited to) incidents involving pedestrians or severe collision incidents that require additional agency input (e.g. CHP). A notation on the exception report shall be made when the specific incident has gone beyond the 30-day standard.*

INSTRUCTION ACCIDENT/INCIDENT INVESTIGATION

The following is an outline of the Instruction Accident/Incident Investigation Procedure:

- A. Read accident reports (making sure that it is filled out correctly). Go into Transitsafe™ (office use), fill in appropriate boxes (description of accident, supervisor's badge number, bus number, operator's seniority, etc. and appropriate code).
- B. Go into the field investigation section in Transitsafe™ print out road supervisor's report and photos if any. If not, check again in 72 hours.
- C. Print the Incident Report from BOC (from ATMS mta_60).
- D. Go into instruction investigation; fill out the four boxes (damage to bus, injury to operator if any and the next two is vehicle code violations).
- E. Go into view fields. Scroll down and in the accident investigation box put in appropriate field (avoidable, unavoidable, send to accident review board or instruction investigation). If unavoidable fill out appropriate boxes (description of accident, facts, and actions taken).
- F. Make copies of witness cards (translate as needed). Insure that a record is created for all witness confirmation calls.
- G. Print two copies of accident report.
 - i. If the accident is unavoidable, give the original along with the two copies to Steno.
 - ii. If the accident requires further investigation, keep the original accident report. Send an email request to the BOC Assistant Manager(s) and the Assistant Transportation Manager for any DVR download request, include the date, time (30 min before and after accident time), bus number, name (operator), badge, and reason for request. (Some division staff may be able to send a fax directly to the facilities staff to perform the download without additional step for notification).
- H. Record the email request in the video log book.
- I. When DVR is received, make copy of receipt and store receipt in DVR book.
- J. Go to the video log book, label each DVR received and put the DVR in appropriate accident folder.
- K. View DVR to record the time on the video when the incident occurs. Print relevant images of the incident to include in the accident package.
- L. Go into VAMS (reports). Run an exception report, making sure that the accidents are at the bottom of report (if not the boxes were not filled out).
- M. Call witnesses. If at home or work; ask questions on witness form and get statement. If not at home or work, mark date and time called on copy of witness cards, Appendix 2.
- N. As necessary, go to the scene of accident; take photos; take measurements and make a diagram of scene. (An example of an accident scene diagram is included in Appendix 3).
- O. Print the diagram from computer program as drawn by the operator. The investigating TOS should also include an accident diagram of the scene. (See Appendix 4.)
- P. Scan and import all supporting documents in the accident package into Transitsafe™.

VI. 1ST LEVEL ACCIDENT REVIEW BOARD

Before any accident is assigned an “avoidable” status, a three-member, 1st Level Accident Review Board (ARB) must review it. The Board is comprised of one Instruction supervisor, one Line Instructor/Mentor and the Manager or Assistant Manager.

Probationary operators who are involved in accidents are not taken through this process. Their accident reports are reviewed by the Instruction TOS investigating accidents, and then given to the Assistant Transportation Manager for a determination of avoidability. In some cases, further investigation may be required before any charge is made.

The purpose of the ARB is to review the accident file and interview the operator as a means of clarifying the information in his/her report, and to determine the accident’s avoidability. The review process also gives the operator an opportunity to ask questions, and to elaborate on their explanations of the “Incident”.

It is recommended that all members of an ARB have a chance to review all documentation before the actual ARB is convened. ARB members must prepare their questions and/or areas requiring clarification before participating in the ARB. By being prepared, the ARB can better ascertain the factors contributing to the incident/accident and make a better determination as to avoid ability.

After all members of the ARB have submitted their independent written decisions, the Assistant Transportation Manager has the responsibility to review the ARB’s determination and verify that all ARB members’ decisions were substantiated by their written narrative using the rules and standard operating procedures. Within fourteen (14) working days, the operator must receive a written notification of

the outcome of the ARB. If the accident was deemed avoidable, the Assistant Transportation Manager assesses discipline and schedules training following the proper guidelines outlined in this manual.

For those operators who are on extended leave, the ARB will be held as soon as possible after the operator returns back to duty.

For those operators who transfer to another division prior to the ARB, the division where the accident occurred will be the Control Division. The Control Division will be responsible to investigate and hold the ARB. It is incumbent on the Assistant Transportation Manager at the Control Division to ensure proper notification to the operator. If any discipline results, the division where the operator is working may assess the discipline provided that all documentation is provided to the new management.

VII. 2ND LEVEL ACCIDENT REVIEW BOARD

The Grievance Hearing Officer will allocate forty-five (45) minutes for 2nd Level Accident Review Boards. In the event parties are not adequately prepared to present their case at the time scheduled, the case may be rescheduled for a future date.

In order to be properly prepared at the hearing, upon receipt of the second-level hearing schedule, it is the responsibility of the Transportation Manager, Assistant Transportation Manager and respective Labor Relations Representative to meet and review cases to validate required Hearing Packet documents.

Two sets of Hearing Packets for each hearing should be provided to the Grievance Hearing Officer no later than one week prior to the scheduled date.

Transportation Managers and the Labor Relations Representative should ensure that all applicable supporting documents are available for the hearing. The Hearing Packet documents may include, but are not limited to:

- 1 2nd Level Appeal Summary Letter
- 2 Notice of Hearing (if applicable)
- 3 Notice of Disciplinary Action
- 4 Notice of Training
- 5 HR Discipline, Training, Attendance, and Miss-out records
- 6 1st Level Accident Review Board Decisions & notes
- 7 Accident report (Safe 3)
- 8 Witness Cards, reports and statements
- 9 Operator's Vehicle Condition Report
- 10 Brake Inspection Report (if applicable)
- 11 Vehicle Operations Supervisor's Report (Trans 172)
- 12 Damage Assessment Report (OCS 1)
- 13 Original photos
- 14 DVR and audio or visual recordings
- 15 Accident scene diagram or sketch
- 16 Police report (if applicable)
- 17 Attending Physician Statements (if applicable)
- 18 Laboratory Reports (if applicable)
- 19 EAP or SAP referral forms (if applicable)
- 20 Additional items related to this accident

VIII. POST ACCIDENT TRAINING

Training guidelines are established to inform and instruct employees on the proper methods to avoid collisions, passenger injuries, or pedestrian accidents. Operators involved in an accident coded Type 10 through 681 will be scheduled to receive a Line Ride within seven (7) working days of the date of the incident/accident. Accidents shall follow an 18 month training schedule established to prevent future occurrences. Training topics should include current laws and regulations, defensive driving, accident prevention, emergency procedures, or passenger loading and unloading. Lesson plans for training will be developed by OCI and monitored through the Operations Training Tracking System (OTTS).

The re-training program requires training for operators who are involved in accidents. Operators follow two separate training schedules, one for “unavoidable” accidents and one for “avoidable” accidents. Therefore, an operator who may be required to take multiple training if involved in several accidents.

Example:

Within 18 months, an operator is involved in 2 avoidable accidents and 2 unavoidable accidents. The operator will be required to take step 1 & 2 for unavoidable and step 1 & 2 for avoidable accidents.

TRAINING SCHEDULE

TRAINING STEPS	UNAVOIDABLE	AVOIDABLE
1	Coaching & Counseling	One-on-One (BTW)
2	Line Ride	2 Day Classroom Instruction
3	1 Day Classroom Instruction	3 Day Combination Classroom/ BTW Instruction*
4	Line Ride with Counseling	
5	One-on-One (BTW)	
6	2 Day Classroom Instruction	
7	3 Day Combination Classroom/BTW Instruction*	
8	Executive Review	

*Fitness for Duty must be considered.

WHEN AN OPERATOR’S RECORD IS SUCH THAT THERE ARE A SERIES OF ACCIDENTS/INCIDENTS A “FITNESS FOR DUTY” EXAM WILL BE SCHEDULED THROUGH HUMAN RESOURCES TO EVALUATE WHETHER OR NOT THERE ARE OTHER FACTORS, E.G. FAILING PERIPHERAL VISION OR NEUROLOGICAL ISSUES THAT MAY INTERFERE WITH THE OPERATORS’ ABILITY TO PROPERLY DRIVE THE BUS.

IX. DISCIPLINE GUIDELINES

A. BUS OPERATORS

The following guidelines will be followed when assessing discipline for accidents that occur within an eighteen (18) month floating period* :

- 1ST AVOIDABLE ACCIDENT – WRITTEN WARNING
- 2ND AVOIDABLE ACCIDENT – THREE (3) DAY SUSPENSION
- 3RD AVOIDABLE ACCIDENT – FORMAL HEARING

* If it is deemed that mitigating circumstances which indicate a variation from the above progressive discipline, management must present documentation to the employee in accordance with the Formal Hearing process.

If after being assessed discipline for a first avoidable accident, an operator has a subsequent avoidable accident, the operator shall be assessed the next level of discipline (3 day suspension). If an operator has been assessed the second level of discipline and the operator has another avoidable accident, the operator's record will be reviewed to determine if the 3rd avoidable accident falls within 18 months of the 1st accident. If the last accident occurred within 18 months of the 1st accident, the operator is subject to a Formal Hearing. If the last avoidable accident is not within the 18 month period, the operator will only be assessed discipline for the level of discipline appropriate for the number of avoidable accidents within those 18 months.

Mitigating circumstances are those factors which must be taken into consideration when determining the appropriate level of discipline such as:

- 1 Level of disregard for the rules and standard operating procedures
- 2 Length of service
- 3 Extent of personal injury or damage to equipment or property
- 4 Work record
- 5 Training record

IT IS INCUMBENT UPON MANAGEMENT TO DETERMINE IF THE SEVERITY OF THE ACCIDENT WARRANTS BY PASSING ONE OR MORE STEPS, WHICH MAY RESULT IN A RECOMMENDATION FOR SEVERE DISCIPLINE UP TO AND INCLUDING DISCHARGE.

Discipline is a process to change behavior and is not meant strictly to punish an operator for wrong-doing. It serves as a warning process in progressive steps that an operator is approaching a situation that may jeopardize his/her job. Hence, in addition to other duties being fulfilled by the Manager / Assistant Manager assessing discipline, it is imperative that the Operator be notified that this is the first, second or third avoidable accident. Should they have the next incremental accident/incident, they need to be notified, in writing, and preferably written out on the Disciplinary Action Form, that failure to improve will lead to progressive discipline up to and including discharge.

Once the determination is made to charge an operator with a specific incident, he/she should also be counseled and notified that there is an employee assistance program for issues or concerns outside of the job where someone can get help. Operators should be provided with the self-referral brochure at the time of counseling and charging for the incident. (See Section "C." below for detailed procedures).

B. PROBATIONARY/STUDENT BUS OPERATORS

In accordance with the Memorandum of Understanding (MOU) established by OCI for probationary/student bus operators, a three (3) day suspension will be assessed for the 1st avoidable accident. At the discretion of management, a probationary/student may be discharged after the 1st avoidable accident if deemed to be caused by gross negligence or if the accident resulted in serious injury or major damage to vehicles or property. Student/probationary bus operators will be discharged after a 2nd avoidable accident whether or not the accidents are considered to be major.

C. DETAILED DISCIPLINE PROCEDURES

- I. UNAVOIDABLE ACCIDENTS WILL BE SENT TO FILE & TRANSITSAFE™ SHALL BE UPDATED WITH THE RECORD OF DECISION.
- II. SUMMARY BOOK IS UPDATED:
GREEN FOR UA AND RED FOR AVOIDABLE ACCIDENTS.
- III. BASED ON THE SERIOUSNESS OF THE ACCIDENT (FATALITY, BLATENT NEGLIGENCE, ETC.) THE OPERATOR MAY BE SUBJECT TO TERMINATION.

IV. ACCIDENTS TO BE CHARGED (APPLIES TO MINOR DAMAGE & POSSIBLE INJURY TYPE INCIDENTS ALONE FOR PROGRESSIVE DISCIPLINE):

A. Assistant Manager prepares Notice of Disciplinary Action for 1st Avoidable Accident

1. Call Operator in and insure that the operator understands the progression of discipline as described in the contract.
“This is your first avoidable accident in a less than 18 month period. If you have another avoidable accident in less than the 18 month period you may be subject to a possible suspension or termination depending upon the serious nature of the accident.”
2. Assess a Warning for the first avoidable accident; update HRMIS.
3. Have the operator sign and acknowledge receipt of the discipline.
4. Set up operator for training required for the first step – 1 on 1.
5. Issue notice to mark-up and have mark-up sign that they have recorded the training.
6. Issue notice to operator and acknowledge by signing the form that the operator understands that they are required to attend the class and sign-in on the form provided at OCI. They are to be in full uniform and carry all operating credentials with them.
7. Attach to file copy of disciplinary action a copy of the HRMIS record denoting the accident.

B. Assistant Manager prepares Notice of Disciplinary Action for 2nd Avoidable Accident

1. Call Operator in and insure that the operator understands the progression of discipline as described in the contract.
“This is your second avoidable accident in a less than 18 month period. If you have another (3rd) avoidable accident in less than the 18 month period you may be removed from service and required to attend a formal hearing. The outcome of the hearing could subject you to a possible more severe suspension or termination depending upon the serious nature of the accident.”
2. Assess a 3-day suspension for the 2nd avoidable accident; update HRMIS.
3. Have the operator sign and acknowledge receipt of the discipline.
4. Set up operator for training required for the second step – Core Driving Skills.

5. Issue notice to mark-up and have mark-up sign.
6. Issue notice to operator and acknowledge by signing the form that the operator understands that they are required to attend the class and sign-in on the form provided at OCI. They are to be in full uniform and carry all operating credentials with them.
7. Attach to file copy of disciplinary action a copy of the HRMIS record denoting the accident.
8. Identify days off and place on the "Time Off Notice Form" the badge, operator name, and number of days assessed.
 - a. Indicate that the suspension is for the 2nd avoidable accidents and indicate the date of the incident.
 - b. Spell out the day and dates off and indicate a return to work date.
*(e.g. Tuesday April 11, 2010, Wednesday, April 12, 2010, Thursday April 13, 2010, **RETURN TO WORK** Friday, April 14).*
The Assistant Manager shall sign and date the time off slip.
 - c. Have the Operator acknowledge receipt of the Time-Off Notice by placing initials under the Assistant Manager's signature.
 - d. Provide a copy and have Mark-up acknowledge receipt of the notice.

C. Assistant Manager prepares Notice of Disciplinary Action for 3rd (or more) Avoidable Accident(s)

1. Preparing hearing notice and follow notification and time requirements spelled out in Article 27 of the contract.
2. When issuing Notice of Formal Hearing and attached package of documentation, statement of charge, operator record, etc., make sure that the Operator's current address and phone number is recorded on the form.
3. Hold the hearing as scheduled with the UTU representative and the Operator.
4. Make the determination of the appropriate discipline to apply.

V. APPEAL OF DECISION TO 2ND LEVEL REVIEW

A. Operators have a right to appeal discipline applied to a second level Accident Review Board

B. The second level ARB comprises the charging Manager or Assistant Manager, UTU Representative, the Operator involved, and the MTA hearing officer

C. Hearing Appeal Letter and Material prepared by Charging Manager or Assistant Manager

1. Notify Operator of the date that the 2nd Level Hearing is to be held. The notification should also require that the Operator fill out a miscellaneous stating whether or not they will attend the proceedings. Even though this is largely a Union responsibility it often helps in making the determination either to proceed with the hearing or to reschedule based on the expressed desire of the operator involved to attend.
2. Hearing Letter
 - a. Statement describing incident date, vehicle involved.
 - b. Include results of the First Level ARB and the rationale used by the members of the ARB.
 - c. Cite rules that were violated as part of the justification and that constitute the charge.
 - d. Indicate that staff met with the Operator, reviewed the accident and indicate why the accident was charged.
 - e. Provide the following materials as part of the package:
 - i. Copy of Operator Accident Report.
 - ii. Copy of Operator License, credentials, etc.
 - iii. Copy of paddle.
 - iv. Copy of Notice of Disciplinary Action form for this incident.
 - v. Copy of Time off.
 - vi. Notice.
 - vii. Copy of Training.
 - viii. Copy of ARB FIRST LEVEL ACCIDENT REVIEW BOARD DECISION FORM for each ARB member.
 - ix. Copy of ARB FIRST LEVEL REVIEW BOARD NOTES for each ARB member.
 - x. Copy of Notice to Operator for FIRST LEVEL ACCIDENT REVIEW BOARD.

- xi. Copy of diagrams, pictures, video, witness statements, police reports and other information gathered as a result of the investigation.
- xii. Copy of Vehicle Operations Supervisor Report.
- xiii. Copy of Operator's vehicle condition card report.
- xiv. Copy of Police Report, if available.
- xv. Copy of the Operators HRMIS record.
- xvi. Copy of the ARB Package review and cover sheet checklist.
- xvii. Copy of Equipment Damage Report, if available.

VI. POST 2ND LEVEL ARB

- A. **Depending on the outcome of the hearing you may be sustained or the decision may be reversed.**
- B. **If the decision is reversed, update the HRMIS record as well as Transitsafe™.**
- C. **Send e-mail confirmation to the Hearing Officer that the change has been made. Retain a copy of the transmittal for your record.**

X. KEY TERMS

For a complete listing of transit terms refer to the Bus Operator Rulebook & SOPs.

ACCIDENT:

An unplanned incident involving Metro vehicles, property, or employees that results in actual or potential damage to people, property, or vehicles (e.g. collisions, passenger injuries, pedestrian injuries).

AVOIDABLE:

An accident that is classified as such only after an investigation determines the operator of the Metro vehicle could have taken reasonable action that may have prevented the accident from occurring in accordance with Metro's established rules, SOPs, and policies.

BUS OVER LINE (BOL):

A Metro training practice of providing directions and safety information to the bus operators on established routes for the purpose of qualifying them on the route/line.

COLLISION:

An accident involving a Metro vehicle and other vehicles, property, or pedestrians.

DEFENSIVE DRIVING TRAINING:

Training aimed at providing information about the methods to avoid accidents by anticipating unforeseen incidents.

INCIDENT:

(See the definition for Accident).

LINE RIDE:

A method used by Certified Instructors to observe, instruct, and document bus operators' performance while in revenue service.

1 ON 1 TRAINING:

A training method of observation and training by Certified Instructors to evaluate and provide instruction to bus operators while operating a bus.

UNAVOIDABLE:

An accident that could not have been prevented by reasonable actions.

XI. REFERENCES

- A. Transitsafe™ procedures
- B. Collision Classification Reference Guide
- C. Bus Operator Rulebook & SOPs
- D. HR Drug & Alcohol Policy

XII. ATTACHMENTS

- A. Important Forms

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Appendix H: Rail Transportation Instruction Training Matrix

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
GENERAL CLASSES						
New Equipment/System Training	Train Operators/ RTOS'	Introduction to new equipment, system extensions, system modifications, new lines, procedural changes, etc.	Training includes: <ul style="list-style-type: none"> • Identification of new or modified function, equipment or procedure certification 	Dependent on scope of new systems, equipment and procedures	One Time	Additional Qualification Prerequisite: Prior certification on line, vehicle or pre-modified equipment
Post-Accident/ Incident	Train Operators/ RTOS'	Job specific training focuses on the incident or accident.	Retraining may include: <ul style="list-style-type: none"> • Equipment Operation • Rules and Procedures Mainline/Yard Operation 	2 – 8 Hours	One Time	Verification of Rules and SOP's
ProTran	Rail Personnel/ Contractors	Train employees on ProTran equipment and requirements.	Training includes: <ul style="list-style-type: none"> • Equipment & Set Up • Rules and Procedures 	1 Hour	One Time	Required to emphasize Metro's Rules & SOP's
Radio Class	Rail Personnel/ Contractors	Train personnel to communicate with the Proper Authority.	Training includes: <ul style="list-style-type: none"> • Equipment • Rules & Procedures • Practical exercise 	1 Hour	One Time	Rule Adherence
Rail System Safety, LR & HR	Rail Employees, Contractors, Outside Agencies	Safety training for personnel working within the Metro Rail System on Light and Heavy Rail lines. Training may be incorporated into other training programs.	Training includes: <ul style="list-style-type: none"> • Rules & Procedures • Electronic Device Policy • High voltage hazards • Personnel on the ROW • Terrorism awareness • Vehicle movement 	2 Hours	Once every 24 months	Required by CPUC, GO 143-B, Section 13.03
Rail Transit Sustainability (RTS)	Train Operators and RTOS'	Training review of rules and procedures for Train Operator Certification and DOT Verified (VTT) compliance and Sustaining safe operations in Rail Transit delivery.	Review of rules, procedures & policies: <ul style="list-style-type: none"> • Rail Safety & WWP • Electronic Video Monitoring • Rail Signal compliance • ADA, Customer Service • Defensive Operation • Vehicle Troubleshooting 	8 Hours	Annual	Train Operator Recertification and DOT BP License Requirement and CEO mandated safety training. Prerequisite: Train Operator Certification

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Rail Transit Training	Train Operators and RTOS'	Training review of rules and procedures for Train Operator Certification and DOT verified (VTT) compliance.	Review of rules, procedures & policies: <ul style="list-style-type: none"> • Rail Safety, WWP • ADA, Customer Service • Defensive Operation • Vehicle Troubleshooting • 1-on-1 as needed 	8 Hours	As approved by RTI Director	Train Operator Recertification and DOT BP License Requirement Prerequisite: Train Operator Certification
Remedial Training	Train Operators and RTOS'	To review procedures and functions of current job function. Emphasize areas of deficiency.	Training includes: <ul style="list-style-type: none"> • Overview of job responsibilities • Monitor and Evaluate for job proficiency • Retrain and Test 	4 hours – 5 days	As Requested	Additional Qualification
Return To Work (RTW)	Train Operators and RTOS'	Training review of rules, procedures and responsibilities of job specification.	Training may include: <ul style="list-style-type: none"> • Physical Agility • Sign-for documents • Rules and Procedures • Train & Yard Operation • Vehicle Troubleshooting • Signal Test • Classroom, OJT 	Abs 60 Days = 8 hrs. Abs 90 Days = 16 hrs. Abs > 90 days = 1 – 3 weeks	One Time	RTOS or Train Operator Recertification Prerequisite: RTOS or Train Operator certification
Rule Book	Rail Personnel	Introduction to the Metro Rail System Book of Operating Rules and Procedures for new rail employees.	Review rules and procedures; rule book format; emphasis on rail employee responsibility and safety. How to properly update rule book and procedures.	1 Hour	One Time	Rule Adherence
Wayside Worker Protection (WWP)	All Wayside Employees (Employees, Contractors and Outside Agencies)	Safety training for personnel working on the ROW of any Metro Rail Line. Training may be incorporated into other training programs.	Training includes: <ul style="list-style-type: none"> • Rules and procedures • Protection of personnel from vehicle movement • Hand/Audible Signals • Types of On-Track Protection • Flag set-up • Documentation 	4 hours	Once	Required by CPUC, GO 175 Prerequisite: Rail System Safety LR & HR

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Wayside Worker Protection Recertification	All Wayside Employees (Employees, Contractors and Outside Agencies)	Safety training for personnel working on the ROW of any Metro Rail Line. This includes renewal of Rail System Safety Certification.	Training includes: <ul style="list-style-type: none"> • Rules and procedures • Protection of personnel from vehicle movement • Hand/Audible Signals • Types of On-Track Protection • Flag set-up • Documentation • Rail System Safety 	4 hours	Once every 24 months	Required by CPUC, GO 175 Prerequisite: Rail System Safety LR/HR and Wayside Worker Protection Certification
CCTV OBSERVERS						
Closed Circuit Television Observers Basic Training (CCTV BASIC)	CCTV Observers/ CCTV Observer Supervisors	Train new CCTV Observers in required job functions.	Training includes: <ul style="list-style-type: none"> • Station Familiarization • Safety Hazards • Rules and SOPs • Emergency Notifications • Station Familiarization • ROC Equipment Training 	5 Weeks Total 2 weeks (class & field) 3 weeks (OJT)	One Time	CCTV Observer Certification Prerequisite: NONE
FIRST RESPONDERS						
Fire Department Safety Training	Fire Department Personnel	Rail familiarization for Fire Department personnel.	Training includes: <ul style="list-style-type: none"> • Rail System Safety • Emergency Procedures • Agency Notification • Vehicle training • May include Station & EMP training 	4 – 8 Hours	One Time	Rail Familiarization
Law Enforcement Safety Training	Law Enforcement Personnel: LAPD, LASD, LBPD	Rail familiarization for Law Enforcement personnel.	Training includes: <ul style="list-style-type: none"> • Rail System Safety • Emergency Procedures • Agency Notification • Approved videos of past incidents • May include vehicle & station familiarization 	4 – 8 Hours	One Time	Contract & Safety Requirements

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
RTOS - GENERAL						
RTOS Basic Training	New RTOS	Train new RTOS with the basic concepts and responsibilities on being a supervisor.	Training includes: <ul style="list-style-type: none"> • RTOS Expectations • Metro Policies • Training Requirements • System Access/E-mail 	1 Week	One Time	Additional Qualification
Technical Field Training (TFT)	New RTOS	Provide RTOS with system and equipment familiarization on all Metro Rail Lines.	Training includes: <ul style="list-style-type: none"> • Equipment & Systems • EMP/Ventilation • Classroom and field 	2 Weeks	One Time	Prerequisite for RTOS Basic classes Prerequisite: NONE
RTOS - CONTROLLER						
Controller Basic, Core Training	RTOS	Train new Controllers for the Blue/Expo, Gold, Green, Crenshaw or Red Line.	Training Includes: <ul style="list-style-type: none"> • Rules and Procedures • Equipment & Systems • Mainline Operation • Failure Management • Emergency Response • Notification & Documentation • Traction Power • WWP 	2 Weeks	One Time	Prerequisite for Controller Certification Prerequisite: Technical Field Training (TFT)
Controller Basic, OJT Training	RTOS	Train new Controllers with hands on experience by working 1-on-1 with a Certified Controller.	Training Includes: <ul style="list-style-type: none"> • Comm. Control exp. • Train Control • Failure Management • Setting on/off Hi-Rails • Documenting all work at the console • Implementing WWP • Traction Power Procedures • Ventilation Procedures • Line Specific training 	8 Weeks	One Time	Controller Certification (On 1 Line) Prerequisite: Controller Basic, Core Training

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Controller Cross Training, Blue/Expo Line or Gold Line	Controller	Train a qualified Controller on the Blue/Expo or Gold Line.	Training includes: <ul style="list-style-type: none"> • SCADA system • Train Routing • Equipment & Systems • Ventilation Response • Alarm Response 	3 Weeks	One Time	Blue/Expo Line or Gold Line Controller Certification Prerequisite: Current Controller Certification
Controller Cross Training, Green Line	Controller	Train a qualified Controller on the Green Line.	Training includes: <ul style="list-style-type: none"> • SCADA system • CTC System • Train Routing • Equipment & Systems • Alarm Response 	2 Weeks	One Time	Green Line Controller Certification Prerequisite: Current Controller Certification
Controller Cross Training, Crenshaw Line	Controller	Train a qualified Controller on the Crenshaw Line.	Training includes: <ul style="list-style-type: none"> • SCADA system • Train Routing • Equipment & Systems • Ventilation • ONYX Fire Life Safety • Alarm response 	2 Weeks	One Time	Crenshaw Line Controller Certification Prerequisite: Current Controller Certification
Controller Cross Training, Red/Purple Line	Controller	Train a qualified Controller on the Red/Purple Line.	Training includes: <ul style="list-style-type: none"> • TRACS system • Train Routing • Equipment & Systems • Ventilation • Fire Life Safety • Alarm response 	4 Weeks	One Time	Red Line Controller Certification Prerequisite: Current Controller Certification
Controller Recertification	Controller	Review procedures and functions of RTOS Controller.	Review & Test: <ul style="list-style-type: none"> • Controller SOP's • Equipment & Systems • Failure Management • Emergency Response 	4 – 8 Hours	Once Every 2 Years	Controller Certification Prerequisite: Previously Certified Controller

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
RTOS- FIELD						
Field Supervisor Training	RTOS	Train RTOS on duties of Field Supervision and familiarization with Metro System.	Training includes: <ul style="list-style-type: none"> • Field Supervisor SOP's • Equipment & Systems • EMP/Ventilation • Elevators/Escalators • Mainline Response • 1-on-1 w/Instructor & OJT 	1 Week OJT per line	One Time	Field Supervisor Certification Prerequisite: Technical Field Training (TFT)
RTOS - YARD						
Yard Controller, Basic Training	RTOS	Train RTOS on duties and responsibilities of Yard Controller.	Training Includes: <ul style="list-style-type: none"> • Rules and Procedures • Equipment & Systems • Failure Management • HASTUS • Emergency Response • WWP • Notification & Documentation 	1 Week		Yard Controller Certification Prerequisite: Technical Field Training (TFT)
Yard Controller, HASTUS Training	RTOS	Train RTOS on basics of HASTUS.	Training includes: <ul style="list-style-type: none"> • Icons & Functions • Processing an absence • Splitting an assignment • Processing OT & miss outs • Printing reports for pay package 	1 Week	One Time	Additional Qualification
Yard Controller – Windows Training	RTOS	Train RTOS on duties and responsibilities of Yard Controller.	Training includes: <ul style="list-style-type: none"> • Yard Operations • Implementing Yard Allocation • 1-on-1 with OJT 	6-8 Weeks	One Time	Yard Controller Windows Certification Prerequisite: Yard Controller, Basic Training
Yard Controller – Mark-Up Training	RTOS	Train RTOS on duties of Mark-Up.	Training includes: <ul style="list-style-type: none"> • Marking the Board • HASTUS • 1-on-1 with OJT 	3 Weeks	One Time	Yard Controller Mark-Up Certification Prerequisite: Yard Controller Windows Certification

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
TRAIN OPERATOR						
Train Operator Basic, Core Training	Train Operator	Prepare Bus Operators and RTOS to operate rail vehicles on the Metro Rail System.	Training includes: <ul style="list-style-type: none"> • Rules and Procedures • System Familiarization • Signal Systems • Rail System Safety LR & HR • WWP • Tour of Mainline • TSI & Metro Online Training 	4 Weeks	One Time	Prerequisite for Train Operator Certification Prerequisite: NONE
Train Operator Basic, Blue Line	Train Operator	Train student Train Operators and RTOS to operate LRV's on the Metro Blue Line.	Training includes: <ul style="list-style-type: none"> • Train Operator SOP's • Yard/Line Familiarization • Vehicle equipment (3 Vehicles) • Troubleshooting • Defensive Operations • Yard/Mainline Operation • 1-on-1 w/Instructor for 5-10 hours of operating time • 1-on-1 w/Line Instructor for 40 hours of operating time 	6 Weeks Total 2 Weeks (Classroom) 4 Weeks (1-on-1 OJT)	One Time	Train Operator Blue Line Certification Prerequisite: Train Operator Basic - Core
Train Operator Basic, EXPO Line	Train Operator	Train student Operators and RTOS to operate LRV's on the Metro Rail EXPO Line.	Training includes: <ul style="list-style-type: none"> ▪ Train Operator SOP's ▪ Yard/Line Familiarization ▪ Vehicle equipment (3 vehicles) ▪ Troubleshooting ▪ Defensive Operations ▪ Yard/Mainline operation ▪ 1-on-1 w/Rail Instructor for 5-10 hours of operating time ▪ 1-on-1 w/Line Instructor for 40 hours of operating time 	6 Weeks Total 2 Weeks (Classroom) 4 Weeks (1-on-1 OJT)	One Time	Train Operator Expo Line Certification Prerequisite: Train Operator Basic - Core

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Train Operator Basic, Green Line	Train Operator	Train student Operators and RTOS to operate LRV's on the Metro Rail Green Line.	Training includes: <ul style="list-style-type: none"> ▪ Train Operator SOP's ▪ Yard/Line Familiarization ▪ Vehicle equipment (2 vehicles, ATO/MTO) ▪ Troubleshooting ▪ Defensive Operations ▪ Yard/Mainline operation ▪ 1-on-1 w/Rail Instructor for 5-10 hours of operating time ▪ 1-on-1 w/Line Instructor for 40 hours of operating time 	6 Weeks Total 2 Weeks (Classroom) 4 Weeks (1-on-1 OJT)	One Time	Train Operator Green Line Certification Prerequisite: Train Operator Basic - Core
Train Operator Basic, Gold Line	Train Operator	Train student Operators and RTOS to operate LRV's on the Metro Rail Gold Line.	Training includes: <ul style="list-style-type: none"> ▪ Train Operator SOP's ▪ Yard/Line Familiarization ▪ Vehicle equipment (2 vehicles) ▪ Troubleshooting ▪ Defensive Operations ▪ 2 Yards/ Mainline operation ▪ 1-on-1 w/Rail Instructor for 5-10 hours of operating time ▪ 1-on-1 w/Line Instructor for 40 hours of operating time 	6 Weeks Total 2 Weeks (Classroom) 4 Weeks (1-on-1 OJT)	One Time	Train Operator Gold Line Certification Prerequisite: Train Operator Basic - Core
Train Operator Basic, Crenshaw Line	Train Operator	Train student Operators and RTOS to operate LRV's on the Metro Rail Crenshaw Line.	Training includes: <ul style="list-style-type: none"> ▪ Train Operator SOP's ▪ Yard/Line Familiarization ▪ Vehicle equipment (2 vehicles) ▪ Troubleshooting ▪ Defensive Operations ▪ Yards/ Mainline operation ▪ 1-on-1 w/Rail Instructor for 5-10 hours of operating time ▪ 1-on-1 w/Line Instructor for 40 hours of operating time 	6 Weeks Total 2 Weeks (Classroom) 4 Weeks (1-on-1 OJT)	One Time	Train Operator Crenshaw Line Certification Prerequisite: Train Operator Basic - Core

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Train Operator Basic, Red/Purple Line	Train Operator	Train student Operators and RTOS to operate HRV's on the Metro Rail Red Line.	Training includes: <ul style="list-style-type: none"> ▪ Train Operator SOP's ▪ Yard/Line Familiarization ▪ Vehicle equipment (1 vehicle, ATO/MTO) ▪ Troubleshooting ▪ Defensive Operations ▪ Yard/ Mainline operation ▪ 1-on-1 w/Rail Instructor for 5-10 hours of operating time ▪ 1-on-1 w/Line Instructor for 40 hours of operating time 	6 Weeks Total 2 Weeks (Classroom) 4 Weeks (1-on-1 OJT)	One Time	Train Operator Red Line Certification Prerequisite: Train Operator Basic - Core
Train Operator Cross Training	Train Operator	To train operators who transfer to another rail line.	Training is line specific: <ul style="list-style-type: none"> • Rules & procedures • Vehicle Equipment • Yard Operation • Mainline Operation 	2 – 4 Weeks	One Time	Train Operator Line Certification Prerequisite: Train Operator Basic - Core
Vehicle Troubleshooting	Train Operator	Review troubleshooting techniques. Training may be one on one or incorporated into a class.	Training includes: <ul style="list-style-type: none"> • Vehicle features • Indications • Troubleshooting 	2 – 4 Hours	As Needed	Vehicle Certification
Line Instructor Program (LIP)	Train Operator	Train a qualified Train Operator on duties and responsibilities of a Line Instructor.	Training includes: <ul style="list-style-type: none"> • ARB Training • How to perform evaluations • Report writing • Review of Rules & SOPs • Troubleshooting techniques • How to Instruct effectively 	1 week	One Time	Line Instructor Prerequisite: Previously certified Train Operator

COURSE TITLE	ATTENDEES	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
WAYSIDE						
Hi-Rail Certification Course	All Wayside employees who operate or pilot Hi-Rail vehicles or On Track Equipment	Train Operator certification for Hi-Rail vehicles.	Train new Hi-Rail operator on: <ul style="list-style-type: none"> • Rules & Procedures • Safety Recertification • Mainline Operation • Radio Communications • Manual Block Procedures • Signal Training • Wayside Worker Protection 	16 Hours	One Time	Hi-Rail Train Operator Certification Prerequisite: None
Hi-Rail Recertification Course	All Wayside employees who operate or pilot Hi-Rail vehicles or On Track Equipment	Train Operator recertification for Hi-Rail Vehicles.	Train includes: <ul style="list-style-type: none"> • Rules & Procedures • Safety Recertification • Radio Communications • Manual Block • Wayside Worker Protection • Signals review & test 	8 Hours	Once Every 24 months	Hi-Rail Operator Recertification Prerequisite: Hi-Rail Certification

Appendix I: Operations Central Instruction Training Matrix

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Operations Central Instruction Training Matrix

ATTENDEES	COURSE TITLE	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
New Hire PT/FT Bus Operators	Basic Training	Train new Bus Operators to Obtain CDL Class BP Prepares bus operators to operate on the Metro Bus System	Training includes: <ul style="list-style-type: none"> Classroom Instruction CDL Training Behind the Wheel-On Street Route Training Rule and SOPs Vehicle, Defensive Driving Bus Equipment Training 	6 weeks OCI 4 to 5 Weeks Division Line Instruction	One Time	Certification Course Basic Training Program Prerequisite: CDL Class BP Permit
Full Time Bus Operators	Post- Accident/Incident	Job specific training focuses on the incident or accident	Training includes: <ul style="list-style-type: none"> Classroom Instruction Behind the Wheel-On Street Rule and SOPs Vehicle, Defensive Driving Bus Equipment Training 	1 to 5 Days	As Needed	Verification of Rules and Operation Prerequisite: Bus Operator Certification
Line Instructors Bus Operators Only	Line Instructor Basic Training	DOT Instruction Certification Course for Bus Operators	Training includes: <ul style="list-style-type: none"> Classroom Instruction Instructing Behind the Wheel Instructing on Route Training Instructing Bus Equipment Vehicle, Defensive Driving Skills Acquire DOT & OCI Certification 	6 Weeks	One Time	DOT Transportation Safety Institute & OCI Certification Course Prerequisite: 5years Bus Operator Experience
Bus Operator Return to Work (STS)&(LTS)	Bus Recertification/ Return To Work	Training review of rules, procedures and operation for Bus operator recertification. Over a leave of 18 months or more, will return for 4-week training.	Training includes: <ul style="list-style-type: none"> Classroom Instruction Behind the Wheel 	2-3 Weeks	One Time	Bus Operator Recertification Prerequisite: Bus Operator Certification
Bus Operator Terminated Reinstatement	Basic Training	Training review of rules and procedures for Bus Operator recertification and DOT Verified Transit Training (VTT) compliance	Training includes: <ul style="list-style-type: none"> Classroom Instruction Behind the Wheel-On Street Vehicle, Defensive Driving Bus Equipment Training 	4 Weeks	One Time	Rule & Policy Adherence Prerequisite: Current CDL

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Bus Operator / Supervisors; CDL Only	Verification Transit Training Reinstatement (VTT)	Training review of rules and procedures for recertification and DOT Verified Transit Training (VTT) compliance	<ul style="list-style-type: none"> • Training includes: • Classroom Instruction • Behind the Wheel on Street • Rules and Procedures • Yard Familiarization 	7 Days	As Needed	Rule & Policy Adherence Prerequisite: Current CDL
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Operations Central Instruction Training Matrix

ATTENDEES	COURSE TITLE	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Newly Hired Mechanics "C" Logistics MOW	Basic CDL Training	Train Newly Hired Mechanics "C" CDL Class AP Vehicle Familiarization	Training includes: <ul style="list-style-type: none"> ■ Classroom Instruction ■ Behind the Wheel-On Street ■ Vehicle, Defensive Driving ■ Bus Equipment Training ■ Obtain CDL Class AP 	3 Weeks 2 Weeks 2 Weeks	Once	CDL License Course Basic Training Program Prerequisite: CDL Class AP Permit
Newly Hired Service Attendants	Basic Training	Train Newly Hired Service Attendants, Vehicle Familiarization	Training includes: <ul style="list-style-type: none"> ■ Classroom Instruction ■ Vehicle Equipment ■ Behind the Wheel Yard Only ■ Rules and Procedures ■ Yard Familiarization 	3 Days	One Time	Prerequisite: Class C License Vehicle Familiarization, Rule & Policy Adherence
Goodyear Personnel Contractor	Basic Training	Train Newly Hired, Contracted for Tire Maintenance Vehicle Familiarization	Training includes: <ul style="list-style-type: none"> ■ Vehicle Equipment ■ Behind the Wheel Yard Only ■ Rules and Procedures ■ Yard Familiarization 	2 days.	One Time	Prerequisite: Class C License Vehicle Familiarization, Rule & Policy Adherence

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Electrical Communications Tech (ECT) Personal	Basic Training	Job specific training focuses on Vehicle Familiarization only	<ul style="list-style-type: none"> ■ Training includes: ■ Vehicle Equipment ■ Behind the Wheel Yard Only ■ Rules and Procedures ■ Yard Familiarization 	2 Days	One Time	Prerequisite: Class C License Vehicle Familiarization Rule & Policy Adherence
METRO Paint & Body Shop Personal	Basic Training	Job specific training focuses on Vehicle Familiarization only	<ul style="list-style-type: none"> ■ Training includes: ■ Vehicle Equipment ■ Behind the Wheel Yard Only ■ Rules and Procedures ■ Yard Familiarization 	3 Days	One Time	Prerequisite: Class C License Vehicle Familiarization Rule & Policy Adherence
Rail Track & Power	Basic CDL Training	CDL Class A Vehicle Familiarization	Training includes: <ul style="list-style-type: none"> ■ Classroom Instruction ■ Behind the Wheel-On Street ■ Vehicle, Defensive Driving ■ Obtain CDL Class A 	2 Weeks	One Time	CDL License Course Basic Training Program Prerequisite: CDL Class A Permit
Vault Truck Driver	Basic CDL Training	CDL Class B Vehicle Familiarization	Training includes: <ul style="list-style-type: none"> ■ Classroom Instruction ■ Behind the Wheel-On Street ■ Vehicle, Defensive Driving ■ Obtain CDL Class B 	2 Weeks	One Time	CDL License Course Basic Training Program Prerequisite: CDL Class B Permit

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Operations Central Instruction Training Matrix

ATTENDEES	COURSE TITLE	COURSE DESCRIPTION	LEARNING OBJECTIVES	DURATION	FREQ.	COURSE MANDATE
Transportation Operations Supervisor (Division & OCI Instruction)	Instruction Basic Training/TSI Training	DOT Instruction Certification Course for Supervisors	Training includes: <ul style="list-style-type: none"> • Classroom Instruction • Instructing Behind the Wheel • Instructing on Route Training • Instructing Bus Equipment • Vehicle, Defensive Driving Skills • Acquire DOT & OCI Certification • VTT Desk • VTT Records • Accident Investigation • Transit Safe & VAMS • Logs 	14 Weeks	One Time	Supervisor Certification Prerequisite: 5years Bus Operator Experience
Vehicle Operations Supervisors (VO) Rail TOS	DOT/TSI Fundamentals Bus Collision Investigation	Train new TOS VO to perform accident investigation and function as On-Scene Coordinators	Training includes: <ul style="list-style-type: none"> • Classroom Instruction • Field Supervisor Procedures • Review of Control Priorities • Report Writing w/ Diagram • Practical Exercise 	2 Weeks 1 Week	One Time	Supervisor Certification Prerequisite: None

Appendix J: State Safety Oversight Elements within PTASP

Appendix J: State Safety Oversight Elements within PTASP		
	Element	Section
1	Policy Statement	Metro PTASP Policy Statement
2	Goals and Objectives	Metro PTASP Policy Statement & 1.3 Safety Goals
3	Management Structure	Appendix A/B: Metro and Operations Organization Chart
4	PTASP changes	673.11 (5) Review and Update of PTASP
5	Implementing the PTASP	Metro PTASP Policy Statement
6	Hazard Management Program	673.25 Safety Risk Management
7	System Modification Review and Control	673.27(c) Management of Change
8	Safety Certification	673.27(c) Management of Change
9	Safety Data Acquisition / Analysis	673.27(b)(4) Internal Safety Reporting Program Monitoring
10	Accident Notification, Investigation, and Reporting	Appendix F: Rail Accident Investigation Procedures
11	Emergency Management Program	673.11(6) Emergency Management Program
12	Internal Safety Review	673.27(b) Safety Performance Monitoring and Measurement
13	Rules / Procedures Compliance	673.29(a) Safety Training Program
14	Facility Inspections	673.27(b) Safety Performance Monitoring and Measurement
15	Maintenance Reviews / Inspections (All System & Facilities)	Appendix E: Operations and Maintenance Departments
16	Training and Certification	673.29(a) Safety Training Program
17	Configuration Management	673.27(c) Management of Change
18	Safety Requirements	673.29(b) Safety Communication
19	Hazardous Materials Program	673.29(b) Safety Communication
20	Drug and Alcohol Abuse Programs	673.27 (b)(4) Internal Safety Reporting Program Monitoring
21	Procurement	673.25(d) Safety Risk Mitigation
22	Personal Electronic Devices	673.29(b) Safety Communication
23	Roadway Worker Protection	673.29(a) Safety Training Program

Appendix K: (Reserved for Future Use)

Appendix L: National Public Transportation Safety Plan

National Public Transportation Safety Plan

April 2024

Version 2



U.S. Department of Transportation
Federal Transit Administration

Table of Contents

Executive Summary	3
Introduction.....	4
Plan Overview	4
Chapter I: Keeping Safety the Top Priority.....	6
FTA’s Safety Vision and Strategic Objectives	6
Areas of Safety Focus	6
The National Public Transportation Safety Program	7
Public Transportation Safety Data	8
Public Transportation Safety Concerns.....	9
Chapter II: Safety Performance Criteria.....	11
Safety Performance Measures for All Agencies Subject to the PTASP Regulation	11
Safety Performance Targets for All Agencies Subject to the PTASP Regulation	13
Safety Performance Measures for Safety Risk Reduction Programs	13
Modal Groups: Rail, Fixed Route Bus, and Non-Fixed Route Bus	15
Chapter III: Voluntary Minimum Safety Standards and Recommended Practices	16
Category A: Transit Worker Safety (Bus and Rail Transit).....	19
Category B: Pedestrian and Bicyclist Safety (Bus and Rail Transit).....	22
Category C: Rail Grade Crossing Safety (Rail Transit).....	24
Category D: Bus Transit Safety (Bus Transit).....	25
Category E: Tunnel Ventilation and Fire Safety (Rail Transit).....	25
Category F: Signal System Safety (Rail Transit).....	26
Category G: Vehicle Safety (Bus and Rail Transit).....	30
Category H: Electronic Recording Devices and Cameras (Rail Transit).....	34
Category I: Operations Procedures, Compliance, and Training (Bus and Rail Transit).....	35
Category J: Maintenance Procedures, Compliance, and Training (Bus and Rail Transit).....	36
Category K: Precautionary and Reactive Actions during an Emergency.....	39

The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies. Recipients and subrecipients should refer to FTA’s statutes and regulations for applicable requirements.

Executive Summary

Safety is the number one priority of the United States Department of Transportation (USDOT) and Federal Transit Administration (FTA). The purpose of the National Public Transportation Safety Plan (National Safety Plan) is to guide the national effort to manage safety risk in our nation's public transportation systems. This update continues to mature FTA's national safety program and addresses new requirements in the Bipartisan Infrastructure Law, enacted as the Infrastructure Investment and Jobs Act, to further advance transit safety.

This plan supersedes the plan that FTA published in January 2017. It lays out a performance-based approach to reduce injuries and fatalities on transit systems under FTA's safety jurisdiction. This plan also supports the USDOT's long-term goal of reaching zero fatalities on America's roadways, as presented in the January 2022 [National Roadway Safety Strategy](#), by adding safety performance criteria for vehicular collisions and providing voluntary standards for bus transit.

This plan includes:

- Safety performance criteria for all recipients that must develop Agency Safety Plans under FTA's Public Transportation Agency Safety Plan (PTASP) regulation, 49 CFR part 673, including safety performance measures related to the PTASP safety risk reduction program (see Chapter II); and
- Voluntary minimum safety standards and recommended practices to support mitigation of safety risk and to improve safety performance (see Chapter III), including:
 - Recommendations issued by the National Transportation Safety Board (NTSB),
 - Recommended practices and standards developed by the transit industry, and
 - Recommended precautionary and reactive actions to ensure public and personnel safety and health during an emergency established in consultation with the Secretary of Health and Human Services.

Introduction

Safety is the top priority of both the USDOT and the FTA. While transit is already one of the safest modes of transportation, FTA is committed to improving safety even further. FTA is committed to developing, implementing, and consistently improving strategies and processes to ensure that public transportation achieves the highest practicable level of safety and is committed to the USDOT's vision of a future with zero transportation-related fatalities and the elimination of transportation-related serious injuries. Transit should be safe for the passengers using the system, the workers operating the system, and the pedestrians, bicyclists, and all other persons who interact with the system.

FTA has adopted the principles and methods of Safety Management Systems (SMS) as the basis for enhancing the safety of public transportation in the United States. FTA follows the principles and methods of SMS in its development and revision of this plan, regulations, policies, guidance, best practices, and technical assistance administered under the authority of 49 U.S.C. § 5329.

SMS is a formal, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation.¹ SMS includes systematic procedures, practices, and policies for managing hazards and safety risk. FTA will continue to support the transit industry's implementation of SMS and will continue to use SMS to strengthen its own safety management processes.

Plan Overview

The purpose of the National Safety Plan is to improve the safety of all public transportation systems that receive funding under 49 U.S.C. Chapter 53. FTA uses the National Safety Plan to guide the national effort to manage safety risk in our Nation's public transportation systems. The Bipartisan Infrastructure Law, enacted as the Infrastructure Investment and Jobs Act, adds new elements that must be included in the National Safety Plan, including:

- Safety performance measures related to the PTASP safety risk reduction program;
- In consultation with the Secretary of Health and Human Services, precautionary and reactive actions required to ensure public and personnel safety and health during an emergency; and
- Consideration, where appropriate, of performance-based and risk-based methodologies.

The Bipartisan Infrastructure Law also requires that the minimum safety performance standards for public transportation vehicles used in revenue operations take into consideration, to the extent practicable, innovations in driver assistance technologies and driver protection infrastructure, where appropriate, and a reduction in visibility impairments that contribute to pedestrian fatalities.

The National Safety Plan also acknowledges recommendations made by the NTSB. Chapter III includes, to the extent practicable, voluntary minimum safety standards for public transportation

¹ 49 CFR § 673.5

vehicles and transit operations that take into consideration relevant NTSB recommendations. In addition to the voluntary standards contained in the National Safety Plan, FTA is exploring expanding its regulatory framework to include potential minimum mandatory baseline standards for public transit safety and NTSB recommendations, including those relating to roadway worker protection and fatigue.

The National Safety Plan is organized into three chapters:

- **Chapter I: Keeping Safety the Top Priority** – This chapter presents FTA’s safety vision, strategic objectives, and an overview of FTA’s National Public Transportation Safety Program; and provides high-level safety performance data related to FTA safety priorities.
- **Chapter II: Safety Performance Criteria** – This chapter defines safety performance measures² for transit agencies required to establish and implement Agency Safety Plans under FTA’s PTASP regulation, 49 CFR part 673. The chapter identifies 14 safety performance measures for all modes of public transportation and presents eight safety performance measures for the PTASP safety risk reduction program for agencies that serve an urbanized area with a population of 200,000 or more.
- **Chapter III: Voluntary Minimum Safety Standards and Recommended Practices** – This chapter presents voluntary minimum safety performance standards for public transportation vehicles used in revenue operations and voluntary minimum safety standards to ensure the safe operation of public transportation systems, as well as recommended practices that may support the transit industry in assessing and mitigating safety risk and help improve safety performance.

² In this plan FTA uses the term "performance measure" as a synonym for "performance criteria," which is used in 49 U.S.C. § 5329(b)(2).

Chapter I: Keeping Safety the Top Priority

FTA's Safety Vision and Strategic Objectives

FTA is committed to its vision of a better quality of life for all built on public transportation excellence and its mission of improving America's communities through public transportation. Enhancing safety by reducing safety events on the Nation's transit systems is integral to achieving this vision. The [USDOT Strategic Plan](#) establishes Safety as the top strategic goal for the Department, and emphasizes five objectives: Safe Public, Safe Workers, Safe Design, Safe Systems, and Critical Infrastructure Cybersecurity. In addition, FTA has adopted the principles and methods of SMS to achieve the highest degree of safety. The SMS approach is a formal, organization-wide approach for managing safety risk and assuring the effectiveness of safety risk mitigation.

Areas of Safety Focus

FTA has identified the following five areas of safety focus to guide the implementation of the Federal Public Transportation Safety Program:

- **Transit's role in the community** – Public transportation is on the frontline of many of society's most challenging safety and public health issues, including the Coronavirus Disease 2019 (COVID-19) pandemic, substance abuse, mental health, homelessness, and crime. Transit also advances equity and sustainability in America's communities. Documenting and sharing lessons learned helps the transit community identify and mitigate safety risk to keep passengers and transit workers safe while also advancing opportunity and tackling climate change.
- **Shared responsibility** – Transit safety is a shared responsibility that is coordinated across stakeholders, including government at all levels, labor, industry, nonprofit and advocacy groups, researchers, and the public, to prevent fatalities and serious injuries.
- **Performance-based approach to SMS** – Setting and achieving performance targets and using performance-based standards enhances the SMS approach and supports efforts to identify and mitigate safety risk in transit systems before harmful consequences occur.
- **Data-driven decision-making** – Identifying data relevant to safety, conducting analyses, and developing data-driven conclusions strengthens both the performance of an SMS and the understanding and management of safety risk.
- **Accounting for human factors as part of safety risk mitigation** – Safety risk mitigations developed as part of an SMS should consider and address certain types of human error. This approach recognizes the role of human behavior and works to effectively reduce safety risk for passengers, transit workers, and all who encounter the system.

The National Public Transportation Safety Program

FTA carries out its safety vision, mission, and strategic objectives through the National Public Transportation Safety Program. In 2012, the Moving Ahead for Progress in the 21st Century Act (MAP-21) amended Federal transit law by authorizing a new public transportation safety program at 49 U.S.C. § 5329. FTA's Safety Program was further strengthened in the Fixing America's Surface Transportation (FAST) Act in 2015 and, most recently, in 2021 through the Bipartisan Infrastructure Law. FTA also carries out an Alcohol and Controlled Substances Testing program under 49 U.S.C. § 5331, which was first established in law in the Omnibus Transportation Employee Testing Act of 1991.

FTA follows the principles and methods of SMS in its development and revision of regulations, policies, guidance, best practices, and technical assistance to administer its Safety Program under the authority of 49 U.S.C. § 5329. The following list identifies the main elements of FTA's Safety Program which include:

- **The National Safety Plan** establishes key safety performance measures and identifies voluntary minimum safety standards and recommended practices to mitigate safety risk and improve safety performance across the transit industry.
- **The Public Transportation Safety Certification Training Program (PTSCTP)**, described in FTA's PTSCTP regulation at [49 CFR part 672](#), establishes a curriculum and provides minimum training requirements to enhance technical proficiency for State Safety Oversight Agency personnel and contractors who conduct safety audits and examinations of rail fixed guideway public transportation systems, and for designated transit agency personnel and contractors who are directly responsible for safety oversight of a recipient's rail fixed guideway public transportation system.
- **The Public Transportation Agency Safety Plan (PTASP) Program**, described in FTA's PTASP regulation at [49 CFR part 673](#), requires certain transit agencies to develop agency safety plans and establish and implement an SMS.
- **The State Safety Oversight (SSO) Program** for rail transit agencies (RTAs), described in FTA's SSO regulation at [49 CFR part 674](#), outlines a State Safety Oversight Agency's authority to oversee rail transit agency safety performance.
- **FTA's safety oversight and enforcement authorities**, described in FTA's Public Transportation Safety Program regulation at [49 CFR part 670](#), establishes substantive and procedural rules for FTA's administration of the Safety Program. Importantly, the rule formally establishes SMS as the foundation for FTA's development and implementation of the Safety Program.

FTA's Safety Program also includes a drug and alcohol compliance program. The Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations at 49 CFR part 655, establishes programs to be implemented by employers that receive financial assistance from FTA and by contractors of those employers, that are designed to help prevent accidents, injuries, and fatalities resulting from the misuse of alcohol and use of prohibited drugs by those performing safety-sensitive functions.

In addition, FTA's Safety Program considers how the condition of transit assets can affect safety performance. In passing MAP-21, Congress recognized the critical relationship between safety and asset condition, requiring the National Safety Plan to include the definition of state of good repair set in the rulemaking for asset management (49 U.S.C. § 5329(b)(2)(B)). The Transit Asset Management (TAM) rule at 49 CFR part 625 defines state of good repair as "the condition in which a capital asset is able to operate at a full level of performance" (49 CFR § 625.5). Both TAM and PTASP emphasize opportunities for transit agencies to share information and analyses, thereby improving decision-making agency-wide to address safety risk.

Finally, FTA's internal Safety Risk Management (SRM) process supports FTA's Safety Program by proactively identifying and addressing safety concerns in the transit industry. FTA uses its SRM process to assess and mitigate industry-wide safety risk using authorities specified in 49 U.S.C. § 5329. FTA also used outputs from this process to support the identification of public transportation safety priorities outlined in this National Safety Plan.

Public Transportation Safety Data

While public transportation fatalities and injuries comprise less than one percent of total casualties on America's surface transportation network,³ transit fatalities and injuries remain a significant concern for America's communities. Over the last six years, there has been a general increasing trend in the number and rate of major transit safety events and fatalities reported to FTA's National Transit Database (NTD).

Between 2016 and 2021, the U.S. public transportation industry reported an annual average of 9,498 major safety events,⁴ 284 fatalities, and 21,066 injuries requiring immediate medical attention away from the scene to the NTD.⁵ The tables below present the annual industry-wide counts and rates (per 100 million Vehicle Revenue Miles (VRM)) for these metrics between calendar years 2016 and 2021 as reported by transit agencies to the NTD.

Counts	2016	2017	2018	2019	2020	2021	Annual Average
Major Events	9,988	9,801	10,121	10,522	7,739	8,819	9,498
Fatalities	269	254	263	278	304	334	284
Injuries	23,970	23,144	23,157	23,695	15,742	16,687	21,066

³ [USDOT National Roadway Safety Strategy](#), page 1.

⁴ Major events are defined in the [NTD Safety and Security Policy Manual](#).

⁵ These numbers include data reported to the NTD by full and reduced reporters and excludes rail service under the jurisdiction of the Federal Railroad Administration. See the [NTD Reporting Manuals](#) for descriptions of reporting thresholds and other information.

Rates per 100M VRM	2016	2017	2018	2019	2020	2021	2016–2021
Major Event Rate	227.90	221.90	227.81	234.69	214.54	238.76	227.72
Fatality Rate	6.14	5.75	5.92	6.20	8.43	9.04	6.80
Injury Rate	546.93	523.98	521.24	528.52	436.41	451.77	505.05

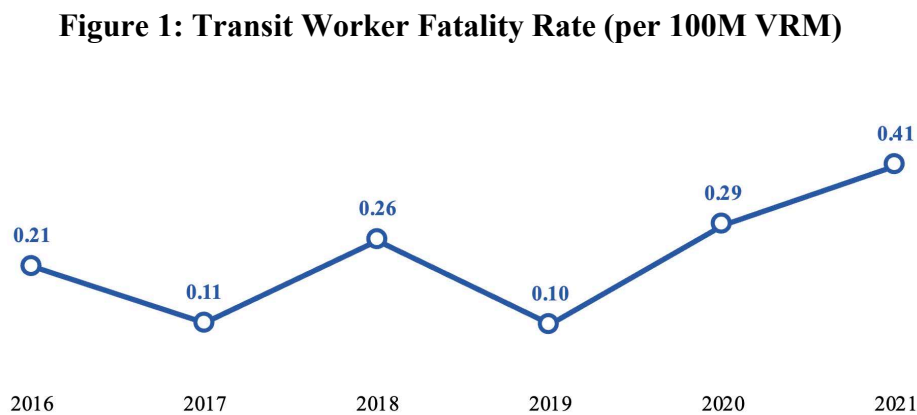
From 2016 to 2021, the U.S. public transportation industry averaged 284 fatalities per year. The fatality rate (per 100 million VRM) has increased in each of the last four years, with the transit industry reporting its highest number of fatalities in 2021, despite reduced service and ridership during the COVID-19 pandemic affecting years 2020 and 2021.

Major event numbers and rates (per 100 million VRM) remained relatively constant but dropped in 2020. Major event counts remained low in 2021, but rates increased above pre-pandemic levels in 2021. Injury numbers and rates (per 100 million VRM) also did not vary considerably between 2016 and 2019 but dropped significantly in 2020. Injury numbers and rates increased in 2021 but were still below 2016–2019 levels.

Public Transportation Safety Concerns

FTA has identified the following significant safety concerns in the transit industry:

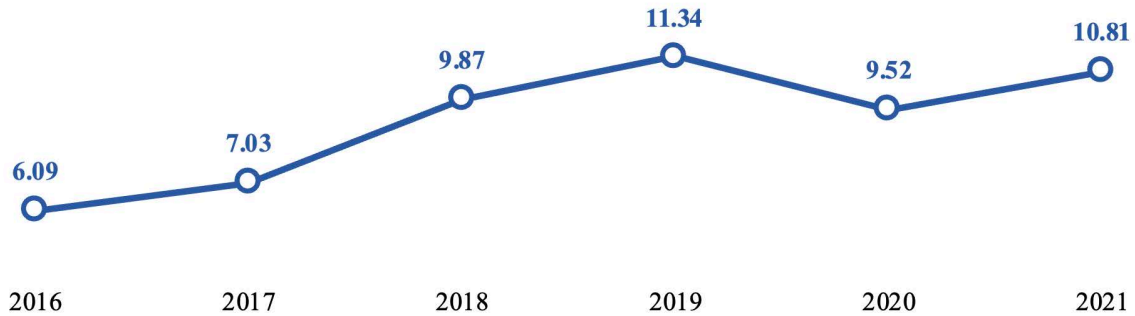
- 1) **Transit Worker Fatalities** – Despite safety risk mitigations put in place to protect transit workers from harm, the transit industry continues to experience workforce fatalities. The chart below shows the transit worker fatality rates (per 100 million VRM) between 2016 and 2021, as reported to the NTD.⁶



⁶ See [NTD Reporting Manuals](#) for reporting requirements.

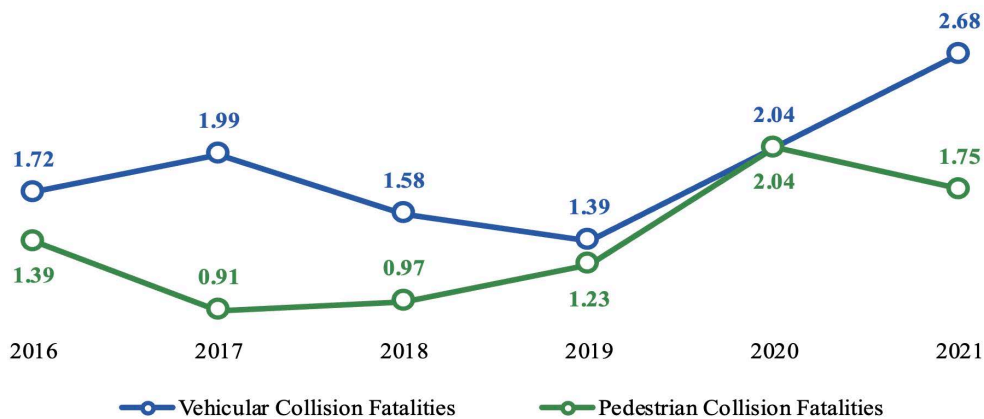
- 2) **Assaults on Transit Workers** – FTA’s internal SRM process has identified assaults on transit workers as a key safety concern for the transit industry. The chart below, which uses data reported to the NTD, depicts a significant increase in the rate of assaults where a transit worker was injured or killed (per 100 million VRM) between 2016 and 2021 across bus and rail transit modes.⁷

Figure 2: Transit Worker Assault Event Rate (per 100M VRM)



- 3) **Bus Transit Collisions** – The Bipartisan Infrastructure Law requires Section 5307 recipients that serve an urbanized area with a population of 200,000 or more to include in their Agency Safety Plans a safety risk reduction program that, in part, addresses the reduction of vehicular and pedestrian accidents involving buses. The chart below shows bus transit pedestrian and vehicular collision fatality rates (per 100 million VRM) between 2016 and 2021, as reported to the NTD.

Figure 3: Bus Vehicular and Pedestrian Collision Fatality Rates (per 100M VRM)



⁷ See [NTD Reporting Manuals](#) for reporting requirements.

Chapter II: Safety Performance Criteria

This chapter establishes safety performance measures⁸ for all modes of public transportation. Per 49 CFR § 673.11(a)(3), a recipient's Agency Safety Plan must include performance targets based on the safety performance measures established under the National Safety Plan. In addition, the Bipartisan Infrastructure Law requires the Safety Committee of recipients of Urbanized Area Formula funds under 49 U.S.C. § 5307 (Section 5307) that serve an urbanized area with a population of 200,000 or more (large UZA) to set performance targets for their safety risk reduction programs.

The continuous improvement requirements for transit agencies established under the Safety Assurance component of SMS at 49 CFR § 673.27(d) require transit agencies to establish a process to assess safety performance.

Safety Performance Measures for All Agencies Subject to the PTASP Regulation

Safety performance measures help support transit agency safety risk management and safety assurance processes. The Safety Assurance component of an SMS leverages a structured approach of planning, identifying safety performance measures, conducting data analysis, setting safety performance targets, and monitoring safety performance. Safety performance measures provide the basis for continuous safety improvement.

To align safety performance measurement requirements across all agencies subject to the PTASP regulation, the measures outlined in this chapter are based on safety and service data that the NTD collects from applicable agencies. For clarification on NTD reporting requirements and definitions, please refer to the latest NTD Safety & Security Reporting Policy Manual at the [NTD Manuals web page](#).

All transit agencies subject to the PTASP regulation report safety data to the NTD. However, due to NTD reporting requirements, some smaller transit agencies may report less-detailed safety and security event data than larger agencies. Some of the measures defined below use categories that exceed the level of detail these smaller agencies report to the NTD. Where data is not reported to the NTD, agencies should reference internal agency records to identify appropriate data for each measure to support the setting of all required targets.

The previous version of the National Safety Plan identified safety performance measures to support the required PTASP safety performance target setting for all modes of public transportation, identifying seven (7) measures for each mode (or modal group). This updated plan identifies 14 safety performance measures for all transit providers subject to the PTASP regulation. The table below lists each safety performance measure and indicates which performance measures are additions from the previous version of the National Safety Plan.

⁸ In this plan FTA uses the term "performance measure" as a synonym for "performance criteria" which is used in statute at 49 U.S.C. § 5329(b)(2).

Safety Performance Measure		Description
1	Measure 1a – Major Events	This includes all safety and security major events as defined by the NTD.
2	Measure 1b – Major Event Rate	This includes all safety and security major events as defined by the NTD, divided by VRM.
3	<i>Measure 1.1 – Collision Rate (new)</i>	This includes all collisions reported to the NTD, divided by VRM.
4	<i>Measure 1.1.1 – Pedestrian Collision Rate (new)</i>	This includes all collisions “with a person,” as defined by the NTD, divided by VRM.
5	<i>Measure 1.1.2 – Vehicular Collision Rate (new)</i>	This includes all collisions “with a motor vehicle,” as defined by the NTD, divided by VRM.
6	Measure 2a – Fatalities	This includes all fatalities as defined by the NTD.
7	Measure 2b – Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.
8	<i>Measure 2.1 – Transit Worker Fatality Rate (new)</i>	This includes all transit worker fatalities as defined by the NTD, including the categories “Transit Employee/Contractor,” “Transit Vehicle Operator,” and “Other Transit Staff,” divided by VRM.
9	Measure 3a – Injuries	This includes all injuries as defined by the NTD.
10	Measure 3b – Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.
11	<i>Measure 3.1 – Transit Worker Injury Rate (new)</i>	This includes all transit worker injuries as defined by the NTD, including the categories “Transit Employee/Contractor,” “Transit Vehicle Operator,” and “Other Transit Staff,” divided by VRM.
12	<i>Measure 4a – Assaults on Transit Workers (new)</i>	This includes all assaults on transit workers as defined by the NTD. ⁹
13	<i>Measure 4b – Rate of Assaults on Transit Workers (new)</i>	This includes all assaults on transit workers as defined by the NTD, ⁹ divided by VRM.
14	Measure 5 – System Reliability	This includes Major Mechanical System failures as defined by the NTD.

⁹ Historically, assaults on transit workers were not collected in the NTD as a separate category from other assaults and were not reported if they did not result in a fatality, injury, or other major event threshold. Additionally, the term *transit worker* previously only included paid employees and contractors and excluded volunteers. On February 23, 2023, FTA finalized new NTD reporting requirements that will collect data on all assaults on all transit workers, regardless of injury. Some of these reporting requirements took effect in Calendar Year 2023, while others will take effect in NTD Report Year 2023.

Safety Performance Targets for All Agencies Subject to the PTASP Regulation

The PTASP regulation requires all applicable transit agencies to set safety performance targets based on the safety performance measures established in the National Safety Plan. In this context, the measure defines the data point that an agency will “watch” to monitor safety performance. The target defines the desired level of safety performance over a specified timeframe (e.g., annually). Rates are calculated using VRM, as defined by and reported to the NTD.

In general, a transit agency sets annual safety performance targets that represent its safety performance goals for the coming year. Transit agencies may define their own methodology for setting targets. For example, in its efforts to improve safety an agency may want to improve its own current safety performance or set performance targets based on peer agency benchmarking. Please note that transit agencies that serve a large UZA are subject to additional target setting requirements as part of the safety risk reduction program, as defined in 49 U.S.C. § 5329.

Safety Performance Measures for Safety Risk Reduction Programs

The Bipartisan Infrastructure Law requires Section 5307 recipients that serve an urbanized area with a population of 200,000 or more to include in their Agency Safety Plan a safety risk reduction program for transit operations. These safety risk reduction programs aim to improve safety performance by reducing the number and rates of accidents, injuries, and assaults on transit workers, including:

- a reduction of vehicular and pedestrian accidents involving buses that includes measures to reduce visibility impairments for bus operators that contribute to accidents, including retrofits to buses in revenue service and specifications for future procurements that reduce visibility impairments; and
- the mitigation of assaults on transit workers, including the deployment of assault mitigation infrastructure and technology on buses, including barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators when a risk analysis performed by the transit agency’s Safety Committee determines that such barriers or other measures would reduce assaults on transit workers and injuries to transit workers.

The Bipartisan Infrastructure Law directs that performance measures for a safety risk reduction program, required under 49 U.S.C. 5329(d)(4), be included in the National Safety Plan (49 U.S.C. 5329(b)(2)(A)). FTA identifies the below eight measures for the safety risk reduction program. The Safety Committee of applicable transit agencies will use these measures to set targets for the safety risk reduction program, as required by 49 U.S.C. 5329(d) and 49 CFR § 673.19(d)(2). Under the new Bipartisan Infrastructure Law requirements, the Safety Committee must establish these targets using a 3-year rolling average of the data the agency submits to the NTD.

Required Safety Risk Reduction Program Measure		Description
1	Major Events	This includes all safety and security major events as defined by the NTD.
2	Major Event Rate	This includes all safety and security major events as defined by the NTD, divided by VRM.
3	Collisions	This includes all collisions reported to the NTD.
4	Collision Rate	This includes all collisions reported to the NTD, divided by VRM.
5	Injuries	This includes all injuries as defined by the NTD.
6	Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.
7	Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD. ¹⁰
8	Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD, ¹⁰ divided by VRM.

Some of the performance measures for the safety risk reduction program overlap with the measures for all agencies subject to the PTASP regulation described above. Section 5307 recipients that serve an urbanized area with a population of 200,000 or more may choose to use the target set by the Safety Committee for the safety risk reduction program for both measures, provided the target for the safety risk reduction program is set using a 3-year rolling average of NTD data.

The Bipartisan Infrastructure Law establishes a safety set aside requirement for all Section 5307 recipients that serve a large UZA. These transit agencies must allocate not less than 0.75 percent of section 5307 funds to eligible safety-related projects. As required under the Bipartisan Infrastructure Law and at 49 CFR § 673.27(d)(3)(iii), if an agency fails to meet a safety performance target under the safety risk reduction program, it must allocate its safety set aside in the following fiscal year to eligible projects that are reasonably likely to assist the agency in meeting the target.

¹⁰ Historically, assaults on transit workers were not collected in the NTD as a separate category from other assaults and were not reported if they did not result in a fatality or serious injury, or other major event threshold. Additionally, the term *transit worker* previously only included paid employees and contractors and excluded volunteers. On February 23, 2023, FTA finalized new NTD reporting requirements that will collect data on all assaults on all transit workers, regardless of injury. Some of these reporting requirements took effect in Calendar Year 2023, while others will take effect in NTD Report Year 2023.

Modal Groups: Rail, Fixed Route Bus, and Non-Fixed Route Bus

Transit agencies must set targets for the different modes of transit service they provide. When setting targets based on the safety performance measures for all agencies subject to the PTASP regulation and for the safety risk reduction program, transit agencies should use the following modal groups: rail, fixed route bus, and non-fixed route bus. Using this approach, a transit agency would only set the required targets for three modal groups, regardless of how many individual modes of transit service it reports to the NTD. The following table presents these three modal groups and the individual NTD modes included in each.

Rail	Fixed Route Bus	Non-Fixed Route Bus
<ul style="list-style-type: none"> • Heavy Rail (HR) • Light Rail (LR) • Streetcar (SR) • Hybrid Rail (YR) • Monorail/Automated Guideway (MG) • Inclined Plane (IP) • Cable Car (CC) • Aerial Tramway (TR) 	<ul style="list-style-type: none"> • Motorbus (MB) • Commuter Bus (CB) • Bus Rapid Transit (RB) • Trolley Bus (TB) • Publico (PB) • Jitney (JT) 	<ul style="list-style-type: none"> • Demand Response (DR) • Vanpool (VP)

Note: The modes above exclude Alaska rail (AR), commuter rail (CR), and ferry boat (FB). The PTASP regulation does not apply to certain modes of transit service that are subject to the safety jurisdiction of another Federal agency, including passenger ferry operations that are regulated by the United States Coast Guard and commuter rail operations that are regulated by the Federal Railroad Administration.

Chapter III: Voluntary Minimum Safety Standards and Recommended Practices

FTA has identified voluntary minimum safety standards and recommended practices for improving public transportation safety. These include safety performance standards for public transportation vehicles used in revenue operations and safety standards to ensure the safe operation of public transportation systems. These standards also further a comprehensive approach to roadway safety within the United States. These voluntary safety standards and recommended practices are provided as resources to support the transit industry in assessing and mitigating safety risk.

To the extent practicable, the voluntary minimum safety performance standards for public transportation vehicles take into consideration relevant recommendations of the NTSB, recommendations and best practices standards developed by the public transportation industry, innovations in driver assistance technologies and driver protection infrastructure, and strategies to reduce visibility impairments that may contribute to pedestrian fatalities.

Similarly, to the extent practicable, the voluntary minimum safety standards to ensure the safe operation of public transportation systems take into consideration relevant recommendations of the NTSB, best practices standards developed by the public transportation industry, minimum safety standards or performance criteria being implemented across the public transportation industry, and recommendations from FTA's Review and Evaluation of Public Transportation Safety Standards report prepared pursuant to Section 3020 of the Fixing America's Surface Transportation (FAST) Act.

FTA strongly encourages transit agencies to review these voluntary minimum safety standards and recommended practices and incorporate them into their operations and maintenance, as appropriate. These standards and practices may help transit agencies improve safety performance in response to the safety performance measures outlined in Chapter II and may support the development of mitigations and strategies to address specific safety concerns identified by the transit agency or its Safety Committee. Further, FTA strongly encourages transit agencies to work with roadway owner(s) to proactively address safety concerns to benefit the riding public, particularly those that reach public transportation through walking, biking, and those that make use of assistive devices including wheelchairs.

The voluntary safety standards and recommended practices included in this chapter include standards developed through research supported by FTA; other Federal agencies, such as the Federal Highway Administration (FHWA) and Federal Railroad Administration (FRA); the American Public Transportation Association (APTA), the designated standards development organization for the public transportation industry; and associations focused on electrical and mechanical engineering practices and technical and safety training, among others. This chapter of the National Safety Plan also includes voluntary safety standards and recommended practices identified by the NTSB to address findings resulting from investigations of major public transportation accidents.

Where safety standards and/or recommended practices have not yet been developed, this chapter identifies useful resources for transit agencies to consider from FTA, the Transit Cooperative Research Program (TCRP) of the Transportation Research Board, FTA's Transit Advisory Committee for Safety (TRACS), and other sources, where applicable.

The National Safety Plan includes 11 categories of voluntary safety standards and recommended practices:

- **Category A: Transit Worker Safety (Bus and Rail Transit)** – to reduce transit worker fatalities and injuries
 - Subcategory A.1: Transit Worker Assault Prevention (Bus and Rail Transit)
 - Subcategory A.2: Roadway Worker Protection (Rail Transit)
 - Subcategory A.3: Fatigue Management, Fitness for Duty, and Employee Distraction (Bus and Rail Transit)
- **Category B: Pedestrian and Bicyclist Safety (Bus and Rail Transit)** – to reduce collisions with pedestrians and bicyclists resulting in fatalities and injuries
- **Category C: Rail Grade Crossing Safety (Rail Transit)** – to reduce rail transit collisions at rail grade crossings resulting in fatalities and injuries
- **Category D: Bus Transit Safety (Bus Transit)** – to reduce bus transit collisions resulting in fatalities and injuries
- **Category E: Tunnel Ventilation and Fire Safety (Rail Transit)** – to reduce the consequences of fire and smoke events in tunnels
- **Category F: Signal System Safety (Rail Transit)** – to improve the performance and reliability of signal systems to control train movement and reduce collisions
- **Category G: Vehicle Safety (Bus and Rail Transit)** – to improve the design and performance of transit vehicles to protect occupants, communicate safety information, and support emergency access and egress
 - Subcategory G.1: Vehicle Crashworthiness and Brake Testing (Bus and Rail Transit)
 - Subcategory G.2: Vehicle End-of-Railcar Door Messaging (Rail Transit)
 - Subcategory G.3: Vehicle Emergency Systems and Fire Safety (Rail Transit)
 - Subcategory G.4: Vehicle Safety Standards and Practices (Bus Transit)
- **Category H: Electronic Recording Devices and Cameras (Rail Transit)** – to support monitoring of transit operations and investigation of safety events
- **Category I: Operations Procedures, Compliance, and Training (Bus and Rail Transit)** – to support compliance with and sufficiency of operations procedures and the training, supervision, and qualification of operations personnel

- **Category J: Maintenance Procedures, Compliance, and Training (Bus and Rail Transit)** – to support compliance with and sufficiency of maintenance procedures and the training, supervision, and qualification of maintenance personnel
- **Category K: Precautionary and Reactive Actions during an Emergency** – to ensure public and worker health and safety during emergencies

Category A: Transit Worker Safety (Bus and Rail Transit)

(To reduce transit worker fatalities and injuries)

Subcategory A.1: Transit Worker Assault Prevention (Bus and Rail Transit)

[Vol. 1 – Research Overview](#) and [Vol. 2 – User Guide](#), TCRP

TCRP Report 193 – Tools and Strategies for Eliminating Assaults Against Transit Operators

Considerations for preventing assaults against transit operators and a set of checklists, voluntary guidelines, and methodologies.

[Report 14-01](#), TRACS

Preventing and Mitigating Transit Worker Assaults in the Bus and Rail Transit Industry

Recommendations for reducing assaults.

Subcategory A.2: Roadway Worker Protection (Rail Transit)¹¹

[Report 0212](#), FTA

FTA Standards Development Program: Rail Transit Roadway Worker Protection

Research on existing standards and best practices, use cases, a risk assessment matrix, and high-level concepts of operations for roadway worker protection.

[APTA RT-OP-S-016-11](#), APTA

Roadway Worker Protection Program Requirements

Recommendations for formalized safe operating practices as they pertain to work performed on or in proximity to rail transit rights-of-way.

[APTA RT-OP-RP-026-20](#), APTA

Roadway Worker Near Miss Reporting Requirements

Recommendations on the elements that comprise comprehensive near-miss reporting so useful information is gathered and analyzed.

¹¹ Recommended practices and safety standards in this subcategory also address safety concerns identified by the NTSB in R-13-039, R-13-040, R-14-036, R-14-038, R-14-039 and R-14-040.

[APTA RT-OP-S-004-03](#), APTA

Work Zone Safety Practices

Recommendations on ways to address situations that are present when workers perform routine and emergency work on an operating rail line.

[APTA RT-OP-S-010-04](#), APTA

Contractors' Responsibility for Safety on the Right-of-Way

Recommendations for formalizing contractors' responsibilities for knowing, complying with, and enforcing rail transit system guidelines, rules, and procedures to govern the activities of contractors performing work on or near a rail right-of-way.

Subcategory A.3: Fatigue Management, Fitness for Duty, and Employee Distraction (Bus and Rail Transit)¹²

Fatigue Management

[APTA RT-OP-S-015-09](#), APTA

Standard for Train Operator Hours-of-Service Requirements

Outline of the basic elements of an hours-of-service program that creates the conditions in which train operators have an opportunity to get sufficient rest between work shifts to minimize the impact of fatigue on their job performance.

[APTA RT-OP-S-023-17](#), APTA

Fatigue Management Program Requirements

Recommendations on developing a fatigue management program to mitigate the impacts of fatigue.

[Report 14-02](#), TRACS

Establishing a Fatigue Management Program for the Bus and Rail Transit Industry

Recommendations regarding the components of a successful fatigue management program, including hours of service, shift scheduling, fatigue prevention and awareness training, fitness-for-duty medical evaluations and screenings, work and vehicle environment design, safety culture, incident investigation, and data collection.

¹² Recommended practices and safety standards in this sub-category also address safety concerns identified by the NTSB in R-15-018, R-15-019, R-15-20 and R-15-021.

Fitness for Duty

[APTA RT-OP-S-018-12](#), APTA

Fitness for Duty Program Requirements

Recommendations on developing a fitness for duty program so rail transit systems may formalize measures to hire rail vehicle and on-track equipment operators who are able to perform physical job duties.

[APTA RT-OP-S-014-04](#), APTA

Standard for Train Operating Employees Reporting to Work

Recommendations on conducting readiness reviews of train operators before they begin vehicle operations to allow an extra margin of safety concerning employee fitness and readiness to operate a rail vehicle.

[R-09-011](#), NTSB

Recommendation made to all rail transit agencies to establish a program to identify operators who are at high risk for obstructive sleep apnea or other sleep disorders and require that such operators be appropriately evaluated and treated.

Distraction

[APTA RT-OP-S-017 -11](#), APTA

Electronic Device Distraction Policy Requirements

Recommendations on developing a policy that provides direction as to when and where electronic devices may and may not be used by rail transit system employees.

[APTA BTS-BS-RP-005-09](#), APTA

Reducing Driver-Controlled Distractions While Operating a Vehicle on Agency Time

Recommended practices for reducing operator distractions.

Category B: Pedestrian and Bicyclist Safety (Bus and Rail Transit)

(To reduce collisions with pedestrians and bicyclists resulting in fatalities and injuries)

Design

[Improving Safety for Pedestrians and Bicyclists Accessing Transit](#), FHWA/FTA

Recommendations for improving pedestrian safety.

[Pedestrian and Bicycle Safety](#), USDOT

Links to Federal policies, manuals, and other materials on pedestrian and bicycle safety.

[Pedestrian and Bicycle Safety](#), FHWA

Links to projects, programs, and materials for use in reducing pedestrian and bicyclist fatalities.

[Complete Streets](#), FHWA

Links to funding and design, plans and analysis, and construction, operation, and maintenance practices in integrating safety in roadway design for all roadway users.

[Engineering Design for Pedestrian Safety at Highway-Rail Grade Crossings](#), FRA

Research report on engineering designs for pedestrian treatments at rail grade crossings.

[Transit Street Design Guide](#), National Association of City Transportation Officials (NACTO)

Guidance for the development of transit facilities on city streets and the design and engineering of city streets to prioritize transit, improve transit service quality, and support other transit-related goals.

[Urban Street Design Guide](#), NACTO

The toolbox and tactics cities use to make streets safer, more livable, and more economically vibrant.

[Urban Bikeway Design Guide](#), NACTO

State-of-the-practice solutions for creating complete streets that are safe and enjoyable for bicyclists.

[Global Street Design Guide](#), NACTO

Guidance on how to measure the success of urban streets to include access, safety and mobility for all users, environmental quality, economic benefit, public health, and overall quality of life.

[APTA SUDS-UD-RP-009-18](#), APTA

Bicycle and Transit Integration: A Practical Transit Agency Guide to Bicycle Integration and Equitable Mobility

Recommendations for transit agencies and municipalities seeking to facilitate active first/last mile connections to transit, reduce congestion, and promote healthy communities, including context-driven strategies for integrating bicycles with transit.

Treatments

[Report 0111](#), FTA

Manual on Pedestrian and Bicycle Connections to Transit

Best practices for improving pedestrian and bicycle safety and access to transit.

[TCRP Report 175](#), TCRP

Guidebook on Pedestrian Crossings of Public Transit Rail Services

Engineering treatments designed to help improve pedestrian safety for light rail and streetcar.

[Proven Safety Countermeasures](#), FHWA

Recommended countermeasures and strategies to reduce roadway fatalities and serious injuries.

[Safe Transportation for Every Pedestrian](#), FHWA

Resources for recommended countermeasures to protect pedestrians.

[Guide for Improving Pedestrian Safety at Uncontrolled Crossing Locations](#), FHWA

Recommendations for countermeasures at uncontrolled pedestrian crossing locations.

Suicide and Trespassing

[Report 0227](#), FTA

Mitigations for Trespasser and Suicide Fatalities and Injuries

Mitigation strategies and countermeasures that may be used by rail transit agencies to reduce trespasser and suicide fatalities and injuries.

Category C: Rail Grade Crossing Safety (Rail Transit)

(To reduce rail transit collisions at rail grade crossings resulting in fatalities and injuries)

Assessment

[Report 0216](#), FTA

FTA Standards Development Program: Rail Transit Roadway/Pedestrian Grade Crossing (Exploratory Report)

Literature review, industry survey, development of general use cases for grade crossing, and case studies on four transit properties.

[Safety Bulletin 19-03](#), FTA

Safety Considerations Associated with Rail Transit Grade Crossings

Voluntary considerations for rail transit grade crossing.

[APTA RT-RGC-RP-003-03](#), APTA

Rail Transit Grade Crossing Safety Assessment

An organized, structured approach for assessing the safety of new and existing rail transit system highway rail grade crossings.

Design and Treatments

[Highway-Rail Crossing Handbook](#), FRA/FHWA

Current practices and requirements for engineering treatments for rail grade crossings.

[APTA RT-RGC-S-004-03](#), APTA

Rail Transit Grade Crossing Warning System Design Criteria Installation and Operation

Recommendations for selecting, installing, and operating highway rail transit grade crossing warning systems, warning devices, highway traffic signs, and other highway traffic-control appliances.

Public Education

[APTA RT-RGC-RP-002-02](#), APTA

Rail Transit Grade Crossing Public Education

Recommended practices for developing public education for rail transit grade crossings.

[Operation Lifesaver](#)

Voluntary materials for improving grade crossing safety.

Category D: Bus Transit Safety (Bus Transit)

(To reduce bus transit collisions resulting in fatalities and injuries)

[Synthesis 126](#), TCRP

Successful Practices and Training Initiatives to Reduce Accidents and Incidents at Transit Agencies

Analysis of practices and training initiatives to reduce accidents and incidents.

[Synthesis 145](#), TCRP

Current Practices in the Use of Onboard Technologies to Avoid Transit Bus Incidents and Accidents

Analysis of the use of on-board technology to avoid accidents and incidents.

Category E: Tunnel Ventilation and Fire Safety (Rail Transit)

(To reduce the consequences of fire and smoke events in tunnels¹³)

[Safety Advisory 15-1](#), FTA

Audit All Rail Fixed Guideway Public Transportation Systems (RFGPTS) with Subway Tunnel Environments

Requirement for SSOAs to conduct an audit of all RFGPTS with subway tunnel environments (not currently active).

[Report 0231](#), FTA

Specifications and Guidelines for Rail Tunnel Design, Construction, Maintenance, and Rehabilitation

Identifies existing specifications and guidelines for rail transit tunnel design, construction, maintenance, and rehabilitation.

[Report 0235](#), FTA

Specifications and Guidelines for Rail Tunnel Repair and Rehabilitation

Research on specifications and guidelines for rail transit tunnel repair and rehabilitation.

[Report 0236](#), FTA

Specifications and Guidelines for Rail Tunnel Inspection and Maintenance

Research on specifications and guidelines for rail transit tunnel maintenance and inspection.

¹³ Recommended practices and safety standards in this category also address safety concerns identified by the NTSB in R-16-001 and R-16-002.

[NFPA 130](#), National Fire Protection Association (NFPA)
Standard for Fixed Guideway Transit and Passenger Systems
Fire protection requirements for transit systems.

Category F: Signal System Safety (Rail Transit)

(To improve the performance and reliability of signal systems to control train movement and reduce collisions¹⁴)

General

[Safety Advisory 22-2](#), FTA
Signal System Safety and Train Control

Recommends that State Safety Oversight Agencies (SSOAs) direct rail transit agencies in their jurisdictions to consider signal system safety and train control as part of their Safety Risk Management processes. Recommends that SSOAs incorporate SA 22-2 into their oversight activities.

[APTA RT-SC-009-03](#), APTA
Standard for Audio Frequency Track Circuit Inspection and Maintenance

Recommendations for assuring the safety and reliability of audio frequency track circuit systems.

Communications Based Train Control

[Report 0225](#), FTA
Needs Assessment for Transit Rail Transmission-Based Train Control (TBTC)

Identifies standards, systems and products that have the potential to provide risk reduction benefits.

[IEEE 1474.1](#), Institute of Electrical and Electronics Engineers (IEEE)
Standard for Communications-Based Train Control Performance and Functional Requirements

Guidance for enhancing performance, availability, operations, and train protection using a communications-based train control system.

¹⁴ Recommended practices and safety standards in this category also address safety concerns identified by the NTSB in R-15-022.

[IEEE 1474.2](#), IEEE

Standard for User Interface Requirements in Communications-Based Train Control Systems

Guidance on communications-based train control systems user interface and how to present this information to the user.

[IEEE 1474.3](#), IEEE

Recommended Practice for Communications-Based Train Control System Design and Functional Allocations

A preferred system design and functional allocation for communications-based train control systems.

[IEEE 1474.4](#), IEEE

Recommended Practice for Functional Testing of a Communications-Based Train Control System

A preferred approach for functional testing of a communications-based train control system based on the system design and functional allocations defined in IEEE Std 1474.3.

Locking Tests

[APTA RT-SC-S-004-02](#), APTA

Standard for Approach Locking Testing

Recommendations on how to verify that rail transit approach locking systems are operating safely and as designed.

[APTA RT-SC-S-005-02](#), APTA

Standard for Route Locking Tests

Recommendations on how to verify that rail transit route locking systems are operating safely and as designed.

[APTA RT-SC-S-006-02](#), APTA

Standard for Time Locking Tests

Recommendations on how to verify that rail transit time locking systems are operating safely and as designed.

[APTA RT-SC-S-010-02](#), APTA

Standard for Traffic Locking Tests

Recommendations on how to verify that rail transit traffic locking will prevent traffic from changing direction on a section of track in between interlockings while that section is occupied or while a signal displays an aspect to proceed into that section.

Signal System Components

[APTA RT-SC-S-011-03](#), APTA

Standard for Cable Plant Inspection and Testing

Recommendations on how to verify that rail transit cable plants are operating safely and as designed.

[APTA RT-SC-S-027-03](#), APTA

Standard for Switch Inspection and Obstruction Testing

Recommendations on how to verify that rail transit switch machines and associated indication circuitry are operating safely and as designed.

[APTA RT-SC-S-028-03](#), APTA

Standard for Vital Relay Testing

Recommendations on how to verify that rail transit vital relays are operating safely and as designed.

[APTA RT-SC-RP-033-03](#), APTA

Recommended Practice for Visual Inspection of Wayside Signal Equipment

Recommendations to aid in identifying visual defects or other potentially hazardous conditions related to wayside signal equipment.

[APTA RT-SC-S-035-03](#), APTA

Standard for Vital Processor-Based System Inspection, Testing and Configuration Control

Recommendations on how to verify that vital processor-based systems are operating safely and as designed.

[APTA RT-SC-RP-008-03](#), APTA

Recommended Practice for Train-to-Wayside Communication System Inspection and Testing

Guidance on how to verify that train-to-wayside communication systems and equipment are operating safely and as designed.

[APTA RT-SC-RP-001-02](#), APTA

Recommended Practice for Wayside Signal AC Power System Inspection and Testing

Recommendations on how to verify that wayside signal AC power systems and equipment are operating safely and as designed.

[APTA RT-SC-RP-002-02](#), APTA

Recommended Practice for Wayside Signal DC Power System Inspection and Testing

Recommendations on how to verify that wayside DC signal power systems and equipment are operating safely and as designed.

[APTA RT-SC-S-036-03](#), APTA

Standard for Wayside Signal Inspection and Testing

Recommendations on how to verify that wayside signal systems are operating safely and as designed.

[APTA RT-SC-S-040-03](#), APTA

Standard for AC Track Circuit Inspection and Maintenance

Recommendations on how to verify that AC track circuits and equipment are operating safely and as designed.

[APTA RT-SC-S-043-03](#), APTA

Standard for Impedance Bond Inspection and Maintenance

Recommendations on how to verify that rail transit audio frequency and power impedance bonds are operating safely and as designed.

Public Education

[APTA RT-RGC-RP-002-02](#), APTA

Recommended Practice for Rail Transit Grade Crossing Public Education

Recommendations for developing rail transit grade crossing public safety and trespass prevention education programs.

Category G: Vehicle Safety (Bus and Rail Transit)

(To improve the design and performance of transit vehicles to protect occupants, to communicate safety information, and to support emergency access and egress¹⁵)

Subcategory G.1: Vehicle Crashworthiness and Brake Testing (Bus and Rail Transit)

Vehicle Crashworthiness

[Report 0141](#), FTA

FTA Standards Development Program: Crashworthiness/Crash Energy Management Follow-up for Less than 30 Ft Bus

Results of a study on the needs and gaps for voluntary standards or recommended practices for crashworthiness and crash energy management for less than 30-ft. paratransit body-on-chassis buses (cutaways).

[Report 0179](#), FTA

FTA Standards Development Program: Crashworthiness/Crash Energy Management for Transit Bus

Results of an examination of the existing standards, guidelines, and recommendations associated with crashworthiness and crash energy management for transit buses, including articulated buses, bus rapid transit buses, and paratransit body-on-chassis buses.

[Report 0233](#), FTA

FTA Standards Development Program: Crash Energy Management for Heavy Rail Vehicles, Light Rail Vehicles, and Streetcars

Report includes a summary of transportation modes that lack crashworthiness and crash energy management standards, existing standards implemented into industries related to crashworthiness, and crash energy management used for newly-procured equipment and industry survey results of the use of the standards implemented.

[ASME RT-2](#), American Society of Mechanical Engineers (ASME)

Safety Standard for Structural Requirements for Heavy Rail Transit Vehicles

Guidance on incorporating passive safety design concepts related to heavy rail transit carbody performance during collisions.

[ASME RT-1](#), ASME

Safety Standard for Structural Requirements for Light Rail Vehicles and Streetcars

Guidance on incorporating passive safety design concepts related to light-rail vehicle carbody performance during collisions.

¹⁵ Recommended practices and safety standards in this sub-category also address safety concerns identified by the NTSB in R-06-006 and R-17-004.

[APTA RT-VIM-RP-025-15](#), APTA

Recommended Practice for Operator Protection Features for Rail Transit Vehicles

Recommendations on vehicle features to consider improving operator protection when procuring new rail transit vehicles.

Vehicle Brake Performance and Inspection

[Safety Advisory 14-2](#), FTA

Verification of Rail Vehicle Safe Stopping Distances in Terminal Stations

Requirement for rail transit agencies to review terminal station configurations to verify that designed braking distances address the actual operating conditions in stations, including authorized train speeds, train length and length of platform, the position of signals and trip stops, and the bumping post installation.

[APTA RT-VIM-S-007-02](#), APTA

Standard for Friction Brake Equipment Periodic Inspection and Maintenance

Recommendations on the basic procedures to apply when performing periodic inspections and maintenance of brake cylinders, tread brake units, disc brake units, brake discs, tread brake shoes, and disc brake pads for rail transit vehicles.

Subcategory G.2: Vehicle End-of-Railcar Door Messaging (Rail Transit)¹⁶

[Safety Bulletin 20-01](#), FTA

End-of-Railcar Door Signage and Messaging

Safety considerations associated with end-of-railcar door signage and messaging in rail transit vehicles.

[APTA PR-PS-S-002-98, Rev. 3](#), APTA

Standard for Emergency Signage for Egress/Access of Passenger Rail Equipment

Recommendations on designing and selecting the physical characteristics, informational content, and placement of all interior emergency exit and exterior rescue access signs/markings and instructions.

¹⁶ Recommended practices and safety standards in this sub-category also address safety concerns identified by the NTSB in R-19-039 and R-19-040.

[APTA RT-VIM-S-021-10](#), APTA

Standard for Emergency Signage for Rail Transit Vehicles

Recommendations on minimum design and performance criteria for rail transit car emergency signage that functions under normal conditions and also operates when normal and/or emergency lighting systems are unavailable.

[ISO 3864-1:2011](#), International Standards Organization (ISO) Graphical Symbols — Safety Colours and Safety Signs

Part 1: Design Principles for Safety Signs and Safety Markings

Guidance on safety identification colors and design principles for workplace and public area safety signs and safety markings for the purpose of accident prevention, fire protection, health and hazard information, and emergency evacuation.

[ISO 7010:2019](#), ISO

Graphical symbols — Safety Colours and Safety Signs — Registered Safety Signs

Guidance on safety signs for the purposes of accident prevention, fire protection, health hazard information, and emergency evacuation.

Subcategory G.3: Vehicle Emergency Systems and Fire Safety (Rail Transit)

Emergency Systems

[Report 0199](#), FTA

Emergency Lighting and Signage for Rail Transit Passenger Vehicles (Report 0199)

Results of research on existing reports, standards, and regulations related to emergency lighting and signage and their use on all rail modes.

[APTA RT-VIM-S-026-12](#), APTA

Standard for Rail Transit Vehicle Passenger Emergency Systems

Information on various passenger emergency systems for rail transit agencies to consider when purchasing new vehicles.

[APTA RT-VIM-S-020-10](#), APTA

Standard for Emergency Lighting System Design for Rail Transit Vehicles

Recommendations on emergency lighting system designs that provide lighting when power loss disrupts normal lighting.

[APTA RT-VIM-S-022-10](#), APTA

Standard for Low-Location Exit Path Marking

Recommendations on the design and use of passive-type markings due to the lower cost and maintenance requirements compared with active marking system designs.

Fire Safety

[NFPA 130](#), NFPA

Standard for Fixed Guideway Transit and Passenger Systems

Guidance on essential items for fire protection and life safety for underground, surface, and elevated fixed guideway transit and passenger rail systems.

[Safety Advisory 15-1](#), FTA

Audit All Rail Fixed Guideway Public Transportation Systems (RFGPTS) with Subway Tunnel Environments

Identifies specific areas of concern identified by the National Transportation Safety Board that State Safety Oversight Agencies will audit.

Subcategory G.4: Vehicle Safety Standards and Practices (Bus Transit)

Remanufacturing or Rebuilding Brake and Chassis Components

[APTA BTS-BC-RP-009-20](#), APTA

Recommended Practice for Remanufacturing or Rebuilding of Transit Bus Brake and Chassis Components

A high-level overview of key considerations when preparing specifications to remanufacture or rebuild bus brake and chassis components.

Fire Safety

[APTA BTS-BS-RP-001-05](#), APTA

Recommended Practice for Transit Bus Fire Safety Shutdown

Recommendations on the notifications and systems and circuits to shut off after a fire is detected.

[APTA BTS-BS-RP-002-07](#), APTA

Recommended Practice for Transit Bus Electrical System Requirements Related to Fire Safety

Recommendations for transit bus electrical control system configuration for electrical circuits related to fire safety.

[APTA BTS-BS-RP-003-08](#), APTA

Recommended Practice for Installation of Transit Vehicle Fire Protection Systems

Recommended minimum performance specifications for detection of and suppression of thermal events on transit vehicles.

Category H: Electronic Recording Devices and Cameras (Rail Transit)

(To support monitoring of transit operations and investigation of safety events¹⁷)

Event Data Recorders

[IEEE 1482.1-2013](#), IEEE

Standard for Rail Transit Vehicle Event Recorders

Guidelines for on-board devices/systems with crashworthy memory that record data to support accident/incident analysis.

Inward- and Outward-Facing Cameras

[Safety Bulletin 20-02](#), FTA

Inward- and Outward-Facing Image and Audio Recorders

Information for State Safety Oversight Agencies and rail transit agencies on installing inward- and outward-facing image and audio recorders in the controlling cabs and cab car operating compartments to support safety risk management and safety assurance activities.

[Report 0200](#), FTA

Inward- and Outward-facing Audio and Video Recordings for Transit Rail Vehicles

Report documents the research necessary to assist APTA in developing a recommended practice for the industry to install inward- and outward-facing cameras and audio recorders, consistent with the National Transportation Safety Board's recommendation to FTA, R-17-13.

[APTA RT-OP-RP-024-19](#), APTA

Recommended Practice for Crash and Fire Protected Inward-and-Outward-Facing Audio and Image Recorders in Rail Transit Operating Compartments

Recommendations on the specifications for and the installation and maintenance of audio and image recording devices in rail transit vehicle operating compartments.

¹⁷ Recommended practices and safety standards in this category also address safety concerns identified by the NTSB in R-15-023 and R-17-013.

Category I: Operations Procedures, Compliance, and Training (Bus and Rail Transit)

(To support compliance with and sufficiency of operations procedures and the training, supervision, and qualification of operations personnel)

Operations Control Center

[APTA RT-OP-S-005-03](#), APTA

Standards for Operations Control Centers

Addresses the primary elements of the general design/function and overall authority essential in an OCC facility and the functional elements of OCC personnel and their applicable roles.

[APTA RT-OP-S-006-03](#), APTA

Standard for Rail Transit Signals Operating Rules and Procedures

Recommendations on applying and using train control signal technology to enhance safe, efficient train operation through the application of operating rules and procedures.

[APTA RT-OP-RP-030-21](#), APTA

Recommended Practice for Defensive Rail Operations

Recommendations on creating programs that encourage and promote operating trains and other rail transit vehicles in a defensive manner.

Competencies and Training

[APTA RT-OP-S-013-03](#), APTA

Standard for Training of Rail Operating Employees

An outline of the basic elements of a comprehensive rail operating employee training and retraining program.

[APTA RT-OP-RP-029-21](#), APTA

Recommended Practice for Rail Operations Employee Development Practices

A framework for the types of employee development practices that rail transit agencies may enact to assist their employees in gaining the requisite skills to advance within rail operations and supervision.

Compliance with and Sufficiency of Operations Rules and Procedures

[APTA RT-OP-S-011-10](#), APTA

Standard for Rule-Compliance Program Requirements

Recommendations on developing a formal program that promotes comprehension of rail transit system rules and how to measure and enforce employee adherence to the established rules.

[APTA RT-OP-S-001-02](#), APTA

Standard for Rulebook Development and Review

Recommendations on developing and revising a transit operating system rulebook, and suggestions for rulebook issuance and authority.

[APTA RT-OP-S-019-14](#), APTA

Standard for Rail Transit Operations Supervisor Program Requirements

Baseline recommendations for rail operations supervisor job duties to improve supervisor effectiveness, and guidance on monitoring and managing supervisor performance.

[TCRP Report 149](#), TRB

Improving Safety-Related Rules Compliance in the Public Transportation Industry

Potential best practices for all of the elements of a comprehensive approach to safety-related rules compliance.

Category J: Maintenance Procedures, Compliance, and Training (Bus and Rail Transit)

(To support compliance with and sufficiency of maintenance procedures and the training, supervision, and qualification of maintenance personnel)

Fixed Structures

[APTA RT-FS-S-001-02](#), APTA

Standard for Rail Transit Fixed Structures Inspection and Maintenance

Recommendations on the minimum means, methods, and frequency of period safety inspections and maintenance activities of rail transit structure safety-critical components and the qualifications that employees or contractors must have to perform these procedures.

Track

[Report 0215](#), FTA

Research Report and Findings: Review of Standards for Track Inspection and Maintenance

Research on the state of inspection and maintenance practices for rail transit agencies in the U.S.

[APTA RT-FS-S-002-02](#), APTA

Standard for Rail Transit Track Inspection and Maintenance

Recommendations for rail transit track inspection and maintenance.

Stations, Shops, and Yards

[APTA RT-FS-S-003-02](#), APTA

Recommended Practice for Rail Transit Station, Shop and Yard Inspection and Maintenance

Recommendations for rail transit station, shop, and yard inspection and maintenance.

Traction Power Electrification Systems

[APTA RT-FS-S-004-03](#), APTA

Standard for Traction Electrification Substation Inspection, Maintenance, and Testing

Recommendations for testing traction electrification activities.

[APTA RT-FS-S-005-03](#), APTA

Standard for Traction Electrification Stray Current/Corrosion Control Equipment Inspection and Maintenance

Recommendations for the control of stray current and corrosion control.

[APTA RT-FS-S-006-03](#), APTA

Standard for Traction Electrification Distribution System Inspection, Maintenance, and Testing

Recommendations for inspection, maintenance, and testing of traction electrification distribution systems.

Rail Grade Crossings

[APTA RT-RGC-S-001-02](#), APTA

Standard for Rail Transit Grade Crossing Warning Device Inspection, Testing, and Maintenance

Recommendations for inspection, maintenance, and testing of grade crossing warning devices.

Rail Maintenance Training

[APTA RT-RMT-RP-001-10](#), APTA

Recommended Practice for Rail Vehicles Maintenance Training Standards

Recommendations for rail vehicle maintenance training.

[APTA RT-VIM-RP-011-03](#), APTA

Recommended Practice for Rail Transit Vehicle Inspection and Maintenance Training and Qualifications

Recommended practices for rail vehicle inspection and maintenance training and qualifications.

[APTA RT-RMT-RP-002-10](#), APTA

Recommended Practice for Rail Signals Maintenance Training Content and Standards

Recommendations for rail signal maintenance training.

[APTA RT-SC-RP-031-03](#), APTA

Recommended Practice for Signal Maintenance Personnel Hiring Qualifications, Training, and Competencies

Recommendations for signal maintenance personnel qualification and training.

[APTA RT-RMT-RP-003-10](#), APTA

Recommended Practice for Elevator and Escalator Maintenance Training Guidelines Standards

Recommendations for training for elevator and escalator maintenance.

[APTA RT-RMT-RP-004-10](#), APTA

Recommended Practice for Traction Power Maintenance Training Standards

Recommendations for traction power maintenance training.

Electric Buses

[Report 0252](#), FTA

Safety and Security Certification of Electric Bus Fleets – Industry Best Practices

Minimum safety and security certification program practices and protocols for transit agencies to verify that battery electric buses and their associated facilities, systems, and equipment are safe for revenue operations.

[Report 0253](#), FTA

Procuring and Maintaining Battery Electric Buses and Charging Systems – Best Practices

Best practices for procuring and maintaining battery electric buses and charging systems.

Category K: Precautionary and Reactive Actions during an Emergency

(To ensure public and worker health and safety during emergencies)

Coordination with U.S. Department of Health and Human Services (HHS)

[Administration for Strategic Preparedness and Response](#), HHS

HHS emergency preparedness and response main page.

[Ventilation in Buildings](#), CDC

Ventilation mitigation strategies for buildings.

Emergency Response and Recovery

[COVID-19 Resource Tool for Public Transportation](#), FTA

Federal COVID-19 guidance and recommendations.

[Using Your Safety Management System \(SMS\) to Mitigate Infectious Disease and Respiratory Hazard Exposure](#), FTA

Sources of hazard identification data and potential mitigations to inform the Safety Risk Management process.

[Response and Recovery from Declared Emergencies and Disasters](#), FTA

Transit response and recovery actions and funding in response to declared emergencies and disasters, including major accidents, terrorist actions, and natural disasters.

[APTA SS-SEM-S-014-20](#), APTA

Standard for Transit Agency Emergency Management Program

Recommendations for transit emergency response programs.

[APTA RT-OP-S-007-04](#), APTA

Standard for Rail Transit Agency System Emergency Management Requirements

Recommendations for rail transit emergency management.

[APTA SS-SEM-S-005-09](#), APTA

Standard for Developing a Transit Agency Response Plan to a Public Health Emergency

Recommendations for creation and implementation of a basic response plan to a public health emergency.

[APTA SS-SEM-WP-016-20](#), APTA

Recommended Practice for Developing a Pandemic Virus Service Restoration Checklist

Recommendations for service restoration after pandemic event.

[APTA SS-SEM-RP-002-08](#), APTA

Recommended Practice for First Responder Familiarization of Transit Systems

Recommended practices for ensuring first responder system familiarization.

[APTA SS-SEM-S-004-09](#), APTA

Standard for Transit Exercises

Recommendations for transit drills and exercises.

[APTA SS-SEM-RP-009-09](#), APTA

Recommended Practice for Emergency Communication Strategies for Transit Agencies

Recommendations for effective communications during emergencies.

[APTA SS-SEM-RP-011-09](#), APTA

Recommended Practice for Regional Emergency Planning and Participation in Mutual Aid

Recommendations for regional emergency planning and mutual aid.

[APTA SS-SEM-RP-015-19](#), APTA

Recommended Practice for Suspension of Service of a Public Transportation System and Recovery

Strategies for managing service suspension and recovery.

Appendix M: (Reserved for Future Use)

Appendix N: Revision Summary of Changes

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Version 1.1 Effective July 1, 2021	<ol style="list-style-type: none"> 1. Version 1.1 Effective July 1, 2021 2. Modified Table of Contents 3. Modified Revision Table 4. Safety Policy Statement. New Accountable Executive, Stephanie N. Wiggins Signature 5. Section 673.11(6)(b) Clerical changes 6. Section 673.25(b) clarified that CPUC and other external agency findings are tracked separately from Metro’s internal SAFE-7 Hazard/Near-Miss tracking system. 7. Section 673.25(c) clarified reporting of Priority 1 hazards to CPUC within 2 hours of being assessed as such. 8. Section 673.25(d) explained when risks are considered acceptable by Department Head, with monitoring by Corporate Safety staff. 9. Moved information Rule/SOP modification from section 673.29(a) to section 673.27(c) 10. Updated Appendix A and B Organization Charts 11. Updated Appendix F with PTASP instead of SSPP, which is no longer in effect. 12. Added Appendix N- Revision Summary of Changes
Version 1.2 Effective January 2023	<ol style="list-style-type: none"> 1. Included all requirements of Bipartisan Law Requirements – Joint labor/management Committee, de-escalation training, Infectious Diseases Exposure Plan, trending based on 3-year rolling average of NTD data, risk reduction projects for reducing accidents, visibility impairments on buses, and transit worker assaults.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

Version 1.3 Effective January 2024	<ol style="list-style-type: none"> 1. Modified Revision Table 2. Updated Organization Charts 3. Revised Regional Connector project operating line 4. Revised Appendix D to include reference to calculated targets 5. Revised §673.25(b) to include protection for employees who report hazards/near-miss incidents
Version 1.4 Effective January 2025	<ol style="list-style-type: none"> 1. Modified the Hazard Management Program for categorizing hazards. 2. Revised AIP to incorporate CPUC's comments. 3. Revised Bus Training Matrix. 4. Revised Organizational Charts. 5. Updated system descriptions. 6. Updated Appendix D. 7. Added section §673.11 to incorporate Roadway Worker Protection program. 8. Added description of Operations Safety Steering Committee. 9. Revised Policy Statement to include reference to Joint Labor Management Safety Committee. 10. Added Risk Based Inspection Program (RBI) in §673.11(a)(6)(iii). 11. Updated JLMSC Committee description and Ground Rules and Guidelines in Appendix O.

Appendix O: Approval of PTASP by Joint Labor Management Safety
Committee and Ground Rules and Guidelines for the JLMSC
(pages 2 & 6 in Minutes)

Meeting Minutes

JOINT LABOR MANAGEMENT SAFETY COMMITTEE MEETING

Virtual Meeting: Zoom

Order of Business

- The meeting was called to order by Cristian Leiva.
- Mr. Leiva made a motion to approve the October 8, 2024, minutes, Victor Baffoni motioned and both John Ellis and Michael Winston seconded the motion. There were no objections to the motion; therefore, the October 8, 2024, minutes were approved.

In attendance at the JLMSC meeting:

Union Committee Members

- John Ellis – General Chairman, SMART/UTU
- **Fred Hines – Vice President, AFSCME, Local 3634**
- Judith Serlin – Business Agent, Teamsters, Local 911
- **Jeff Shaffer – President, ATU Local 1277**
- Michael Winston – Chairman, TCU/IAM, Local 1315

Alternates

Quintin Wormley
&
Victor Baffoni
Frank Forde
Dion Middleton
Errol Frazier
Josh Ott

Management Committee Members

- Cristian Leiva – Deputy Chief People Officer
- **Conan Cheung – Chief Operations Operator**
- Ken Hernandez – Deputy Chief Risk, Safety, & Asset Mgmt.
- Robert Gummer – Sr. EO, System Security & Law Enforcement
- Errol Taylor – Deputy Chief Operations Officer

Alternates

Esther Reed
Matthew Dake
&
Edna Stanley
Vijay Khawani

Leticia Solis

Committee Support

- Rhonda Hilyer – Agreement Dynamics/ JLMSC Facilitator
- David Huevo – Sr. Employee & Labor Relations Representative / JLMSC Notetaker

Additional Attendees / Subject Matter Experts

- Steve Espinoza – EO, Labor & Employee Services
- Hector Guerrero, Sr. EO, Rail Operations

***Committee members whose names are in red were not in attendance.**



Metro

Los Angeles County
Metropolitan Transportation Authority

Meeting Focus:

1. Metro Safety Plan and JLMSC Ground Rules
2. FTA General Directive

Time Permitting

3. System Security & Law Enforcement (SSLE) Updates / Issues
 4. Bus Operator Barriers
 5. Bus Blind Spots & Pedestrian Safety
 6. Employee Assault Notifications
 7. Additional Employee Resources After Distressing Events
 8. Open Issues / Discussion and Questions & Answers
-

1. Metro Safety Plan and JLMSC Ground Rules

JLMSC Ground Rules

- ❖ David Huezo shared on screen the draft of the JLMSC Grounds Rules, which was sent to the committee members for review via email on October 14, 2024.
- Cristian Leiva explained that management has approved the draft JLMSC Ground Rules changes proposed by the unions and asked if the committee wanted to discuss them further. Rhonda Hilyer discussed that during the previous JLMSC meeting, the committee went over the Ground Rules and the unions proposed different language for numbers thirteen (13) and fourteen (14) and had no concerns about any other sections.
- John Ellis asked if anyone had concerns with the draft Ground Rules and no one expressed any concerns. Mr. Leiva commented that Metro would like to get the Ground Rules approved so they can be part of the Safety Plan that Metro will take to the Board for approval. Vijay Khawani added that the goal is to have the Ground Rules and Safety Plan approved by the Board during the January 2025 meeting. He explained that documents for the January 2025 Board meeting would need to be submitted a month in advance.
- Ms. Hilyer reminded the committee that the Union Caucus came up with language on screen for rule number thirteen (13) and that management has approved it. She asked if the committee is ready for the Ground Rules to go into the Safety Plan and added that it would be decided on by consensus. She asked if the committee should motion to approve the Ground Rules.
- Mr. Leiva made a motion to approve the Ground Rules, which Victor Baffoni seconded. No one on the committee opposed. Therefore, the Ground Rules were approved by the committee.
- Mr. Baffoni asked if the committee could have the approved Board Report after the January Board meeting. Mr. Khawani stated that he can send the minutes to the committee after the meeting, but shared that the minutes are not available until a few weeks after the meeting date.

Metro Safety Plan

- ❖ Mr. Huezo shared on screen the portions of the Safety Plan that were updated, which were sent to the committee members for review via email on October 14, 2024.

673.11(a)(6)(ii) Roadway Worker Protection Program

- Mr. Khawani explained that the Roadway Worker Protection Program is a program that all rail transit agencies need to establish to ensure that any person on the rail right of way is afforded protection from moving trains. He added that the program must be referenced in the agency's Safety Plan. Metro has had the program for over ten years because it was required by the California PUC long

before the FTA. Metro has developed the program, implemented it, has rules and procedures related to the program, and provides training and all required equipment to support the program such as a Protran device used by employees and contractors on the rail right of way. The Protran device is like a pager that alerts workers that a train is approaching, which provides a warning and time to clear to a safe place on the right of way.

- Mr. Baffoni asked if there were significant changes between the California PUC and federal requirements. Mr. Khawani explained that the PUC was ahead of the federal program, but the federal program added more requirements such as audits, quarterly reports, and briefings to the Board. Now, the PUC is updating their requirements to mirror the federal requirements. There are other requirements like a guide that shows the alignment of rail lines to identify the locations of curves, and the requirement to have the program approved by the PUC. Previously, no PUC approval was needed, the plan just needed to be submitted for the PUC's information. Safety is working with Operations, Hector Guererro (Sr. EO, Rail Operations), to revise the program and include all the changes. The deadline to do so is December 2, 2025.

673.(a)(6)(iii) Risk Based Inspection Program

- Mr. Khawani explained that this program applies to the rail mode and is required by the FTA, but state agencies overseeing rail safety must also have this program. He explained that the PUC sends certified inspectors to different rail lines, yards, and shops for inspections. They conduct track, signal, and relay inspections as well as inspections of the station platforms and rail vehicles. They conduct evaluations of Train Operators based on the rules the Operators must follow. Inspections can be either announced or unannounced, and they can be for any line, at any time, and on any shift. If the inspections result in findings, Metro creates an action plan to tell them how we will correct the findings, the timeframe for corrections, and who is responsible for them. There is data that Metro needs to provide like work orders, trends, areas where track or switch points are wearing, etc. They can also conduct inspections based on data they receive from Metro.

673.11(7)(i) Risk Reduction Program for Mitigating Safety Events / Injuries

- Mr. Khawani explained that for this program, Metro identifies risks and what we are planning or doing to address them. Some programs Metro has initiated are showing videos on the platforms for community outreach and education on safety, reducing reflection / glare from Operator barriers used to mitigate Operator assaults, have four-quadrant gates at BRT and rail crossings to avoid collisions, and installing high visibility reflective decals on the rear of buses to mitigate rear end collisions, particularly at night.
- Quintin Wormley asked if the listed program to reposition the left side mirror to improve visibility and avoid bus/pedestrian collisions has been done or will be done. Mr. Khawani explained that this is a pilot that Matt Dake and team are working on, but it has not been aggressively pursued because they are currently working on the Bus Operator barriers. Mr. Wormley asked if there is a target for the pilot and Matt Dake shared that a schedule will be determined once they finish with the Bus Operator barriers at the end of the year. Mr. Wormley asked about the reflective decals on buses and Mr. Dake explained that they have been installing reflective decals when buses are in the CMF Body Shop, but when the Bus Operator barriers are completed, they will be more aggressive with the installation of the decals.

673.11(7)(ii) Risk Reduction Program for Mitigating Transit Worker Assaults

- Mr. Khawani stated that all transit agencies unfortunately face the challenge of transit worker assaults, and this section lists ways that Metro is trying to mitigate assaults.

- Judith Serlin asked if security is considered part of these efforts. Mr. Khawani stated that they are, and pointed to the items listed as bus riding teams and ambassadors and the in-house Metro Transit Police Department.
- Michael Winston stated that he does not see anything about protections for General Services employees or Custodians on the platform. He added that all employees should be included because they are exposed to risks daily. Mr. Khawani explained that the FTA General Directive applies to all employees and contractors. He added that unfortunately, Metro has a group of employees that are more prone to assaults, which are the Bus Operators. He explained that most transit agency worker assaults are against Bus Operators followed by Security Officers, but of course there are others that are also assaulted. For employees that are mobile and more exposed, the strategies are more limited. Mr. Khawani requested that if the unions have ideas on mitigation strategies, they should let him know.
- Mr. Winston shared that Custodians are assaulted daily and that he met with Robert Gummer and Chris Limon (EO, Operations Administration) about this issue last week. He stated that assaults are not being reported and he is demanding that we meet and put something in writing about Custodians being assaulted. He added that he knows about Operator assaults, and he feels for them, but Custodians are assaulted every single day. Mr. Khawani stated that the key is to get that information so that Metro can know it is occurring and mitigate those assaults as well. Mr. Winston stated that he and Mr. Leiva texted over the weekend about a Custodian that was attacked by an Ambassador. He explained that the Custodian received 40 blows to the head, but no reports have been sent out about that incident. He added that it should have been communicated with Steve Espinoza or whoever is supposed to send the employee assault notifications out to the committee because this employee almost died. Josh Ott explained that, for this reason, it is hard for the unions to get on board with the data Metro has as the unions see it firsthand, and Metro only captures reports made to the ROC and BOC. He added that this was an Ambassador that walked into a custodial breakroom and almost killed the Custodian by bashing his head. Usually, when something like that happens, there are pictures put up around the agency saying look out for this person, but nothing has been done. Mr. Khawani asked if the employee called the ROC or BOC, and Mr. Winston said that many knew about this incident, and someone should have communicated that this happened.
- Ms. Serlin asked if the Security Director knew about the assault against the Custodian. Errol Taylor stated that shortly after the incident occurred, Mr. Limon notified him and Mr. Gummer, so SSLE was aware right away. Mr. Taylor stated that the employee was offered EAP, and he is being checked in on every day. Also, he met with the Ambassador Program leadership two days ago and expressed concerns about their hiring criteria and that Metro wants to make sure we are satisfied with the criteria. It is his understanding that the Ambassador is not on Metro property anymore and the matter is still open and being investigated. Mr. Winston stated that the Ambassador said he would kill the Custodian, and these Metro employees need to be protected.
- Ms. Serlin asked if the committee would start seeing assault notification forms for all employees. Mr. Ott stated that the Custodian that was attacked is the nicest guy, and the Ambassador did not like that the Custodian had his headphones on and started attacking him. He added that assaults like these are not being reported. Ms. Serlin asked why someone from Custodial is not reporting assaults ad hoc to the ROC or BOC. Mr. Leiva explained that Mr. Espinoza looked into this matter after the last JLMSC meeting and currently there is no centralized mechanism to get information on all employee incidents, so SSLE is building their own solution. SSLE is keeping a spreadsheet of reported incidents on SharePoint. They have asked all departments to report incidents to them. This is their home-grown solution until transit safe can be modified to fit this need or they come up with a dedicated system. They have given Mr. Espinoza access to their spreadsheet so he can monitor and inform the unions when he sees an assault incident on an employee that was not reported

through the BOC or ROC. Mr. Espinoza was just given access to the spreadsheet last night so he will start monitoring this today and going forward.

- Mr. Winston shared that an employee called the union about his son that did not have his dependent card. The police came on the train, handcuffed him, and took his fingerprints on a portable scanner. The dependent said his father works at Division 14 and provided his father's name, but he was handcuffed, fingerprinted, and removed. This is the son of a long-time employee, and they want to file a lawsuit against Metro now.
- Ms. Hilyer commented that what she thinks she is hearing Mr. Winston asking is if in this section of Safety Plan, there can language that involves addressing events with all employees. She asked if there is a way to put events like the assault on the Custodian into the Safety Plan. Mr. Khawani explained that one aspect of this matter is the reporting of the information, and it is ideal that these events be reported to the ROC or BOC because that is the centralized mechanism. Once that information is reported, there is a reasonable expectation that other employees and parties will get the information. If it is not reported to the ROC or BOC, then it may get lost. Mr. Winston stated that General Services knew about the assault and should have reported the matter to the ROC or BOC. Mr. Leiva stated that according to SSLE, they want management to report directly to them and Mr. Espinoza now has access to that data and will check the spreadsheet daily.
- Mr. Khawani stated that he would need to know what language the unions are requesting to be added to the Safety Plan. Ms. Hilyer stated that she will speak to Mr. Winston and get the language to Mr. Khawani and Mr. Leiva for review.

673.19 Safety Committees – Joint Labor Management Safety Committee (JLMSC)

- Mr. Khawani explained that this section talks about this committee, including the meetings, KPIs, and Ground Rules.

673.25(c) Safety Risk Assessment

- Mr. Khawani explained that this section talks about how Safety assesses safety hazards and assigns each hazard a priority level as shown in the Severity Level chart.

Appendix D: Safety Performance Measures and Performance Targets

- Mr. Khawani stated that the last update is Appendix D. He explained that the FTA added measures that Metro must now include, and this section shows how we calculated current fiscal year targets for each of those safety measures. This is the format we are asked to use in the Safety Plan, and these are the numbers we reported to National Transit Database which all transit agencies are required to do.
- Frank Forde asked how Metro would categorize when a bus has loose wheels that come off and collide with another vehicle. Also, who in Maintenance reports it and if Corporate Safety is involved. Mr. Khawani stated that this is a hazardous condition that is reported through Safe 7. Mr. Forde then asked if two Safe 7 reports were submitted in the last week for Divisions 15 and 18 where this issue occurred. Mr. Khawani responded that if it is reported, Safety would know about it, but if not, they would not. There was then discussion about who is responsible for reporting an issue like this. Mr. Ott asked how many Operators know how to fill out a Safe 7. Mr. Khawani explained that all Operators should know how because Safety does a lot of outreach about this process. He added that Safety is getting ready to issue a pocket card with resources that employees can use to report issues. He stated that division management investigates Safe 7 reports and responds to the employee. Mr. Ott asked if there is a timeframe for the investigation and what happens if the report is not investigated. Mr. Khawani responded that the timeframe is generally 30 days and if the report is not investigated, the employee can contact Safety who would then contact the division.

- Mr. Ellis asked how a wheel falls off the bus and commented that it should be reported via an accident report. Mr. Khawani agreed and stated that he will review Safe 7 and the accident system to see if the incidents were reported. Mr. Forde said that he would send Mr. Khawani pictures and bus numbers for the vehicles involved.
- Ms. Hilyer stated that she will work with Mr. Winston and the Union Caucus to get the additional language for the Safety Plan and asked that Mr. Leiva work with management once that is received. She asked if with the addition of that language in the Safety Plan, does anyone want to add or change anything else in the Safety Plan. No one expressed any other concerns so Ms. Hilyer asked if the committee wanted to approve the Safety Plan with these additions that will be approved for section 673.11 (7) (ii). Mr. Leiva asked if we have a motion to approve the Metro Safety Plan with additions to 673.11 (7) (ii), Risk Reduction Program for Mitigating Transit Worker Assaults. Mr. Baffoni moved the motion which Mr. Winston seconded. No one opposed the motion. Therefore, the Safety Plan was approved by the committee with the additions to 673.11 (7) (ii).

2. FTA General Directive

- ❖ Mr. Huezo shared on screen the draft FTA General Directive Safety Risk Assessment & Mitigation Strategies to Mitigate Transit Worker Assaults Report, which was sent to the committee members for review via email in Microsoft Excel format on October 17, 2024, and Microsoft Word format on November 7, 2024.
- Mr. Khawani explained that Metro's deadline to submit the response report is December 26, 2024. He added that the draft explains what the directive is and how Metro evaluated the data it has up to this point. He went over the transit worker assaults reported to NTD for September 1, 2023 – August 30, 2024, which are broken down by mode and if on a vehicle or in a revenue facility as requested by the FTA. The data shows that the largest number of assaults occur on the bus mode and primarily on the bus. He also went over the chart pertaining to the FTA General Directive 24-1 Risk Rating Scale. Mr. Khawani explained that the FTA is most interested in mitigation strategies and if they are effective. He went through the table of safety risk mitigation strategies used at Metro and commented that the FTA wants to collect this information from all transit agencies so they can share strategies with each other depending on what is working.
- Ms. Serlin asked if the incidents data includes if a weapon was used, such as knives, guns, etc. Also, if spit was involved or physical force was used. Mr. Khawani and Mr. Gummer explained that there is a public report that can be accessed by all. Mr. Khawani shared his screen and displayed data from the public report which showed the methods of assaults as of September 2024. Specifically, five used hands, four spit, one brandished a gun, one brandished a knife, one used a knife, and one threw liquid. Mr. Gummer shared that this data is specific to Bus Operator reports.
- Mr. Frazier shared that in the parking lot for Division 1, two ATU members had their cars vandalized. He added that for one of those events, an unarmed guard saw it occur and let the person walk away. Mr. Winston stated that he would like to add that three cars belonging to TCU members were vandalized at the Willowbrook / Rosa Parks Station. He added that he acquired videos of the incidents and has submitted requests to Metro, but Metro says the parking lot is owned by the county. Mr. Forde stated that there was a situation at Division 15 where someone came onto the property and damaged an employee's car. Also, that this week at Division 13, there were two incidents involving homeless individuals.

- Mr. Forde stated that he previously asked about having an armed security guard back at CMF and asked if there was any update. Mr. Gummer stated that Jose Ortiz (Director, Transit Security) manages contracted resources and reviews if Metro has appropriate resources at the locations. He added that he does not know if a change was made off the top of his head, but he can ask Mr. Ortiz. He explained that when there are security incidents, people need to contact the security center. Often SSLE is notified of incidents days later. Also, if SSLE sees that contract security is not doing their job, it is investigated, and those individuals are replaced if needed. With parking structures, there is an ongoing battle because lots are wide open for entry. We have been looking at and continue to push for putting fences and maybe an automated gate. Also, using Sky Watch and other types of cameras. For locations with fencing, we are looking to improve the fencing because chain link just does not work anymore. There are also parking areas not controlled by Metro where we do not have jurisdiction. If there are challenges, we need to know about them so we can work with Operations to see what can be done. We cannot stop all crimes, but I think we can mitigate them with some simple solutions and guidance to employees, like the importance of reporting these situations. If security is not notified so we can file a police report and investigate, we are hindered from putting mitigation strategies in place. SSLE has been actively going out to locations to conduct assessments and is in the process getting licenses from the DMV for the use of e-cams. We know the importance of keeping employees and their property safe.
- Mr. Taylor shared that the fences were upgrade at Divisions 1, 2, and 18. Those locations now have a special hardened fence and gate instead of a chain link fence.

3. System Security & Law Enforcement (SSLE) Updates / Issues

- ❖ There was no discussion on this topic due to time constraints.

4. Bus Operator Barriers

- ❖ See bullet two in Section 1, Metro Safety Plan, 673.11(7)(i) Risk Reduction Program for Mitigating Safety Events / Injuries.

5. Bus Blind Spots & Pedestrian Safety

- Mr. Wormley asked if there is any update. Mr. Dake explained that they are going to the Board in January for approval to procure two different types of systems and conduct a pilot on Metro vehicles.

6. Employee Assault Notifications

- ❖ See bullets four and six in Section 1, Metro Safety Plan, 673.11(7)(ii) Risk Reduction Program for Mitigating Transit Worker Assaults.

7. Additional Employee Resources After Distressing Events

- ❖ There was no discussion on this topic due to time constraints.

8. Open Issues / Discussion and Questions & Answers

Pest Control and Employee Breakrooms

- Mr. Winston explained that a female Custodian was eating in the breakroom and a rat jumped off the refrigerator and into her lap and food. He stated that the event was traumatizing for the employee and that the union receives pictures of rats on Metro property. He added that we know rodents are everywhere, but something needs to be done. Mr. Winston also stated that employees should not be in a breakroom meant for eight employees when twenty employees are in there at the same time. He shared that he met with Mr. Taylor on this matter, and some of the breakrooms are being remodeled, but it has been like this for years.
- Mr. Taylor explained that over the weekend, some major work was occurring at the Union, Civic Center / Grand Park, and Pershing Square stations which were closed for Custodians to perform waxing and detailing. He shared that while he was there, he saw a rat running across the station floor. He added that rats are in Los Angeles and in the system, and Metro has a contract that provides pest and rodent mitigation. He also stated that they are in the process of remodeling break rooms and are checking for how they can find more spaces or the possibility of using trailers. He shared that he found an unused room at a station recently, so now they are going through all the stations to see if there are spaces that can be used for break rooms.
- Errol Frazier stated that pertaining to rodents, the contractor shows up, signs the book, and walks away without doing anything because there is no oversight. He added that no one should have to deal with conditions like this. Mr. Winston shared that when the rat jumped on the employee, she jumped up and hit the table, so her leg is bruised and swollen. He added that now there is a Workers' Compensation claim. Mr. Taylor stated that he would like to report on the supervision of the pest control contractor at the next JLMSC meeting. Ms. Hilyer and Mr. Taylor requested that this topic be added to the next meeting's agenda. Mr. Taylor explained that there is a department that manages the pest control contractor, and he will have an action item to report back and maybe have someone attend the meeting.

Meeting was Adjourned

Follow-Up Items for Next Meeting

NO.	ACTION ITEMS	RESPONSIBLE PARTY	STATUS	STATUS UPDATE
SAFETY ISSUES				
1.	Security at CMF	SSLE – Robert Gummer	During the 11/21/24 JLMSC meeting, Frank Forde asked for an update on if security at CMF is armed or unarmed.	Mr. Gummer to consult with Jose Ortiz on the security posture for CMF and report back to the committee.
2.	Pest Control Contractor	Maintenance & Engineering – Errol Taylor	During the 11/21/24 JLMSC meeting, Mr. Taylor stated that he or a designee would report on the supervision of the pest control contractor.	Mr. Taylor or a designee to report on this topic at the next committee meeting.
3.	Bus Wheel(s) Incidents at Divisions 15 and 18	Safety – Vijay Khawani	During the 11/21/24 JLMSC meeting, Frank Forde inquired into incidents at Division 15 and 18 involving loose wheels on buses.	Mr. Khawani investigated the incidents and provided information which was sent to all committee members via email on 11/27/24.

SUPPORT TASKS – JOINT LABOR MANAGEMENT SAFETY MEETINGS

1.	Future Meetings	David Huezo	It was requested that the schedule for the next three meetings be noted in the minutes.	<u>Upcoming Meetings Dates</u> <ul style="list-style-type: none"> ➤ December 10, 2024 ➤ January 14, 2025 ➤ February 11, 2025
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Next Meeting:

The next JLMSC Meeting is scheduled for Tuesday, December 10, 2024, at 1:00 p.m. The meeting will be held on the ZOOM virtual platform.

Meeting was Adjourned by: Cristian Leiva, Committee Chair

Minutes were Submitted by: David Huezo, JLMSC Notetaker

Date: November 27, 2024

Minutes were Approved by: JLMSC Members in Attendance

Date:



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

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November 22, 2024

Joint Labor Management Safety Committee Ground Rules and Guidelines

The Joint Labor Management Safety Committee (JLMSC) met during the months of September, October, and November 2024 and have mutually agreed on the Ground Rules and Guidelines. The Committee members reserve the right to modify the ground rules and guidelines, if necessary.

1. An equal number of representatives from Los Angeles County Metropolitan Transportation Authority (“Metro”) Management and the Labor Unions, are appointed as official members of the JLMSC. Alternate members have also been identified.
2. The Committee agreed to accept the General Chairman of SMART and the Deputy Chief People Officer, Employee & Labor Relations, as the co-Chairs of the JLMSC. New co-Chairs will be selected by the respective Labor and Management Committee Members on an as needed basis as determined by the JLMSC.
3. Rhonda Hilyer will serve as the JLMSC Facilitator and an employee from Metro’s Employee & Labor Relations Department will serve in the capacity of Notetaker. Neither the Facilitator nor the Notetaker will influence the decisions under consideration by the Committee members.
4. The Facilitator will moderate the conversation during JLMSC meetings and keep the Committee focused on the topic at issue and move toward resolution of the issue/matter being discussed. The Facilitator will set the tone for the meeting and keep the agenda on-track. When necessary, the Facilitator will meet and conciliate with each Committee team. The Facilitator will assist in creating a respectful, professional, and inclusive meeting environment.
5. The Notetaker will be responsible for scheduling the JLMSC meetings, preparing and distributing Agendas as soon as possible in advance of the meetings, distributing Draft and Final meeting minutes, and tracking action items. Additionally, the Notetaker will be responsible for documenting the discussions that take place during the meetings and for preparing the meeting minutes and an action item log. The Notetaker shall be responsible for maintaining all Meeting Minutes and action item logs.
6. Meeting minutes shall be distributed to the official members and the alternate members as soon as possible after the meetings.

7. The JLMSC will meet monthly. Meetings will be held on the ZOOM platform; Microsoft TEAMS may be used as an alternate platform. Meetings may transition to in-person at a mutually agreed upon date and location.
8. JLMSC meetings will occur on the second Tuesday of the month. The duration of the meetings will be scheduled for two hours. The duration of each meeting is subject to change as determined by the members and the agenda items or, as agreed upon in advance by the JLMSC. The agenda will be established at the end of each meeting. Prior to the next scheduled meeting, any committee member may submit an agenda item to the notetaker.
9. To the greatest extent practical, official members shall attend all Committee meetings. Alternate members will be permitted to attend meetings with allowance of moderated input. A quorum is not necessary to conduct a meeting.
10. Committee members shall be responsible for approving Metro's Public Transportation Agency Safety Plan (PTASP) and any significant updates, setting annual performance targets, submitting agenda items to the facilitator, identifying, and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment. The Committee is also responsible for identifying mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended, identifying safety deficiencies for purposes of continuous improvement, and discussing other safety or security related matters.
11. In addition to the official members, Management and Labor may elect to invite a subject matter expert to present on a particular topic or mitigation strategy. Whenever possible, only one Union-selected and one Management-selected expert per topic will be allowed to present information per meeting. After providing information, experts will be dismissed from the meeting. Union-selected experts will be paid for all time spent attending the meeting.
12. The JLMSC members will use a collaborative approach to work towards discussing and presenting reasonable and practicable mitigations to safety and security issues. A consensus-based approach shall be used in reaching resolution rather than a vote-based approach.
13. It is the responsibility of the JLMSC to manage disputes in order to reach resolutions to ensure the JLMSC carries out its responsibilities.

Should JLMSC members reach impasse on an issue within their purview as prescribed by the Federal Transit Administration's Final Rule and Regulations (April 11, 2024) the JLMSC co-Chairs shall first meet with the JLMSC facilitator, or other mutually agreed neutral party, to attempt to agree on a resolution to recommend to the entire JLMSC for adoption. The co-Chairs may each appoint up to two additional

JLMSC members and/or subject matter experts to take part in this meeting unless the co-Chairs mutually agree to appoint more. Should these discussions not result in an agreement supported by the JLMSC, the parties shall proceed to binding arbitration in accordance with the applicable provisions of the SMART Collective Bargaining Agreement as outlined in Article 26, Section 7, Subsections (a), (b), (c), which are attached.

Management shall be responsible for any expenses in connection with the presentation of its case, and management shall be responsible to pay half of all arbitration expenses per the SMART Collective Bargaining Agreement provisions.

Each union shall contribute a proportionate amount based on membership numbers for the expenses in connection with the presentation of its case, and each union shall contribute a proportionate amount based on membership numbers for half of all other arbitration expenses per the SMART Collective Bargaining Agreement provisions.

14. The JLMSC will adhere to the Federal Transit Administration's Rule 673.25, Section (d), Subsection (6), issued April 11, 2024, which states, "When a large urbanized area provider's Safety Committee recommends a safety risk mitigation unrelated to the safety risk reduction program, and the Accountable Executive decides not to implement the safety risk mitigation, the Accountable Executive must prepare a written statement explaining their decision, pursuant to recordkeeping requirements at §673.31. The Accountable Executive must submit and present this explanation to the transit agency's Safety Committee and Board of Directors or equivalent entity."
15. There shall be no tolerance for retaliation against any safety committee member or Agency employee: (bargaining unit and non-contract) regarding information brought forward or discovered during committee sessions.
16. All safety-related records shall be provided to the committee upon written or oral request. These records may include, but are not limited to:
 - OSHA injury logs
 - Complaints submitted through a safety reporting program maintained by the employer
 - Accident investigation materials and accident reports
 - Vehicle maintenance reports
 - Assault reports
 - Reports from any other workplace committees
 - Agency safety plans and any implementing documents
 - SMS policies and any implementing documents
 - Any other safety policies

The Joint Labor Management Safety Committee Ground Rules/Guidelines have been adopted as recorded below.

Signed and executed this 22nd day of November 2024.

For the JLMSC
Management Committee Members

For the JLMSC
Labor Committee Members

Cristian Leiva

Cristian Leiva
JLMSC Co-Chair – Management

John Ellis

John Ellis
JLMSC Co-Chair – Labor

Witnessed by:

Rhonda Hilyer
Rhonda Hilyer, Facilitator

Notetaker:

David Huezo
David Huezo

Distribution:

Union Committee Members

Alternates

John Ellis – General Chairman, SMART/UTU.....Quintin Wormley/Victor Baffoni
Fred Hines – Vice President, AFSCME, Local 3634.....Frank Forde
Judith Serlin – Business Agent, Teamsters, Local 911.....Dion Middleton
Jeff Shaffer – President, ATU Local 1277Errol Frazier
Michael Winston – Chairman, TCU/IAM, Local 1315Josh Ott

Management Committee Members Alternates

Cristian Leiva – Deputy Chief People OfficerEsther Reed
Conan Cheung – Chief Operations Operator.....Matthew Dake/Edna Stanley
Ken Hernandez – Chief Safety Officer (Interim).....Vijay Khawani
Robert Gummer – Deputy Chief SSLE OfficerNancy Felix
Errol Taylor – Deputy Chief Operations Officer.....Leticia Solis

Steve Espinoza, EO, Employee & Labor Services
JLMSC File

Appendix P: Approval of PTASP Version 1.4 by Metro Board of Directors (PENDING)



Public Transportation Agency Safety Plan

Operations, Safety, and Customer Experience Committee

January 16, 2025

File #2024-0982



Metro

Public Transportation Agency Safety Plan (PTASP)

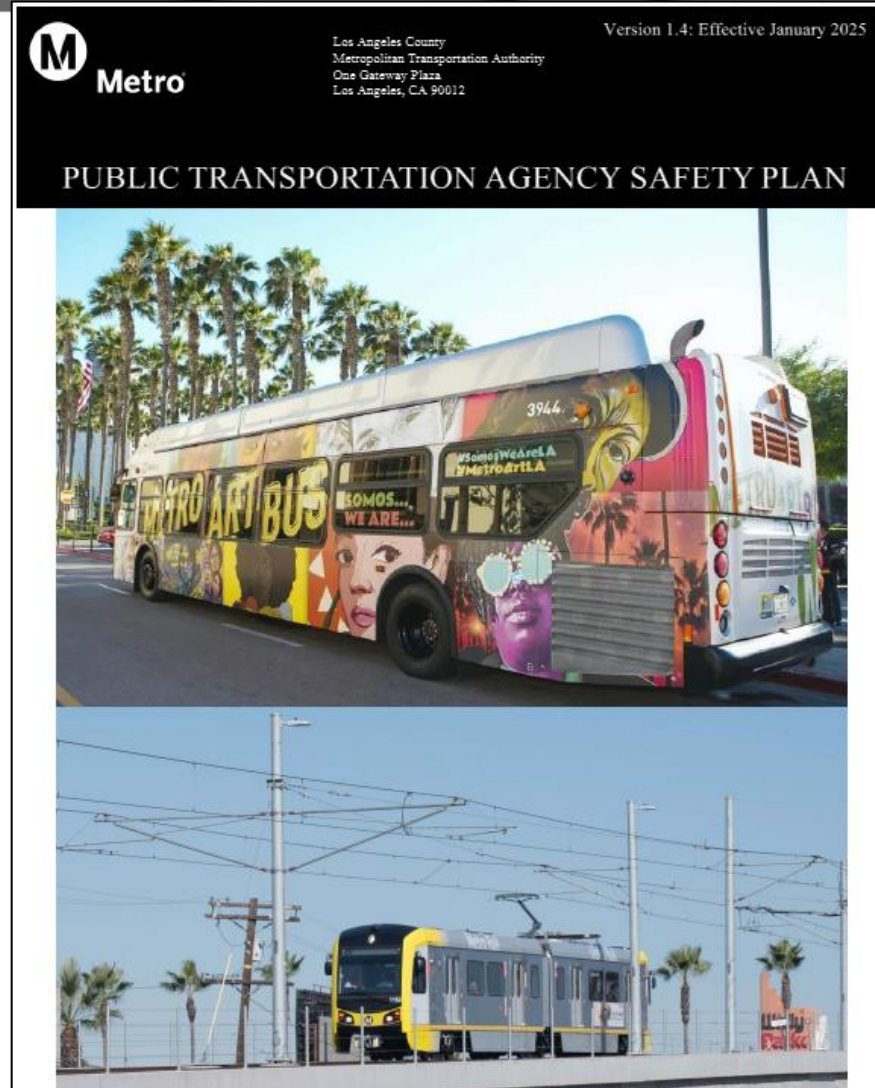
- PTASP required by FTA and CPUC
 - Explains Metro's Safety Processes
 - Data-driven approach to manage hazards
 - Includes performance measures and targets
 - Plan coordinated with internal stakeholders and MPO
 - Plan approved by Joint Labor Management Safety Committee
- Based on Safety Management System (SMS) Principles
 - Four Components to SMS:
 1. Safety Management Policy
 2. Safety Risk Management
 3. Safety Assurance
 4. Safety Promotion

Public Transportation Agency Safety Plan (PTASP)

- Revised to include:
 - Reference to Roadway Worker Protection Program
 - CPUC's Risk Based Inspection Program
 - Updated Safety Performance Measures
 - Risk Reduction Program for Injuries and Transit Worker Assaults
- Incorporated comments from CPUC on draft version
- Board-approved Plan to be submitted to CPUC
- Subject to annual internal safety reviews
- Triennial audits by CPUC and FTA

Recommendation

Approve the revised Public Transportation Agency Safety Plan (PTASP), Version 1.4, which incorporates new Federal Transit Administration (FTA) requirements related to Safety Management System (SMS) implementation and documents Metro's processes and activities in compliance with Federal and State regulations.





Thank you





Board Report

File #: 2024-1148, **File Type:** Informational Report

Agenda Number: 31.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: METRO MICRO SOFTWARE SERVICE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE an update on the Metro Micro Software Services solicitation for the MicroTransit Pilot (MTP) Project.

ISSUE

At its September 2023 meeting, the Board approved the extension of the current Micro Transit contract until March 2025 to allow staff time to move forward with a new operational business model to improve overall performance and support a more sustainable on-demand transit service program.

The current MicroTransit contract provides for both on-demand software services and the operation of service, with Metro providing the drivers/operators. In issuing a new solicitation, Metro revised the operating model. Under the new model, the software solution and operation of service have been separated into two individual contracts to allow for operational control and financial sustainability. The contract for the operation of the service portion of the Micro program was approved at the December 2024 Board meeting. This board report provides an update about the on-demand software services contract award of the Metro Micro program. Board approval of the contract award is not required due to the contract value being within the delegated CEO authority amount of less than \$500,000.

BACKGROUND

In 2017, the MTP Program was designed as a three-year project to test the delivery of a new on-demand ridesharing service model for public transit throughout Los Angeles County. This program aimed to provide complimentary service to Metro’s fixed-route bus and rail network. Metro fine-tuned and revised the operating model to obtain the cost-per-trip target of \$20.00-\$25.00 to achieve financial sustainability.

The MicroTransit project combines technology and service operations to provide a flexible, on-

demand transit service. Customers using MicroTransit rideshare services enjoy flexible pick-up and drop-off locations and times. Instead of adhering to a fixed schedule and route for each driver and vehicle, customers seeking to travel with MicroTransit are matched with drivers using a smartphone software application, phone dispatch service, and/or website. The on-demand software service provides the ability to book multiple passengers simultaneously to allow for ride sharing, thus improving the cost efficiency of the service.

The current MicroTransit contract includes both the operation of service and the on-demand software services, while Metro provides the drivers/operators. To reduce the cost per revenue hour, the software services portion of the MicroTransit project has been separated into its own contract, while the vehicle operations was issued under a separate solicitation which was approved by the Board in December 2024.

Metro issued RFP No. PS124278(2) for Metro Micro Software Services on September 30, 2024 and pending contract award in January 2025 after issuance of Notice of Intent to Award.

DISCUSSION

Metro Micro service is an on-demand shared transit service utilizing a smartphone app, web-based software platform, and vehicles smaller than traditional transit buses to pick up and drop off customers based on customer demand rather than a fixed schedule and fixed routes. This service provides on-call transit service for short, shared trips approximately 1-6 miles long within defined Micro Service Zones and is based on customers' customized travel requests. The on-demand software services contract provides a configurable software platform that will schedule and dispatch ride requests within the existing eight (8) Metro Micro Service Zones.

The new Contractor will be required to provide a customized and configurable Micro software platform for on-demand routing and dispatch of Micro revenue service vehicles to be deployed using a software platform that offers ride booking, optional electronic payment, and real-time customer information. The software platform shall consist of: (1) a customer-facing mobile application; (2) an Operator mobile application; (3) a customer-facing web portal; and (4) a web-based dashboard with real-time and historical information for program management.

Through this new software service contract, the contractor will be responsible for providing services to configure and deliver a fully developed on-demand software platform for implementation and provide ongoing technical support for Metro Micro revenue service operations. The contractor shall be responsible for software configuration, project coordination, management, training, technical support, and software maintenance for the Metro Micro software platform with required Metro branding. The contractor shall integrate with Metro's new payment system (currently under development), and shall be responsible for coordinating with Metro Micro's new Operations Contractor to provide efficient and cost-effective revenue service. This includes, but is not limited to, software training, implementation of software platform, providing data reports, and technical support to Metro Micro's Operations Contractor and employees.

After interviews, demonstrations, and evaluations, Spare (a microtransit software technology firm) was found to be the top ranked proposer receiving a total evaluation score of 91.19. They also received the highest technical score of 71.19. Spare offers various on-demand software features, fully integrating multiple modes (e.g. MicroTransit linking to fixed route) into a single-trip and operational features such as automatically scheduling a replacement vehicle to transport passengers when the original vehicle breaks down. Since 2019, they have successfully implemented micro transit at Dallas Area Rapid Transit (DART), expanding services from four zones to 30 zones in 2022, and various changes to improve the software. Recently, they obtained a contract with North County Transit District in San Diego, California.

Metro Micro is one of the largest and most complex service areas, combining bus and rail services with multiple transit providers. It requires various sources of transit data feeds and robust algorithms to determine the best trip options for customers. Partnership with Metro provides Spare an opportunity to showcase their abilities within the shared mobility industry as Metro successfully meets its performance goals with minimal costs and maximum passengers per vehicle hour.

All proposers were requested to submit BAFO's, which allowed them the opportunity to revise their technical proposal and price proposals. The contract value with Spare is for \$0.01 for the three-year base term and \$0.00 for the three-year option term as the company sees benefit in partnering with Metro to strengthen their market presence. This results in the first-year Revenue Service Hours (RSH) rate for software services of \$0.00, with a first-year cost reduction of \$928,521 (100%) compared to the current RSH rate for the software portion of the current contract. The total combined RSH rate for both operation of service with the new Operations Contractor and Software Services Contractor is \$24.22, achieving the target cost per trip of \$20.00-\$25.00 as outlined in Table 1 - Cost Comparison below.

Table 1- Cost Comparison

COST COMPARISON		
	Existing Model	Total New Model
Software RSH Rate	\$3.67	\$0.00
Operation RSH Rate*	\$98.13	\$82.35
Total RSH Rate*	\$101.80	\$82.35
Cost/Passenger**	\$29.94	\$24.22

*1st Year RSH Rate. Annual Revenue Service Hours of 253,003 remain the same for ne

**Based on current Passenger Per Vehicle (l

By revising the operating model, Metro has been able to achieve an estimated annual cost reduction of \$928,521 for the software portion of the program and \$3,992,437 for the operation of service portion of the program, for a total estimated annual cost reduction of \$4,920,958 within the first year of revenue service operation for all eight service zones.

In the BAFO proposal, SPARE highlighted recently securing \$42 million in Series B investments to expand their business. They cited a potential partnership with LA Metro as an opportunity to accelerate product innovation, strengthen their market presence, and position Spare as a leader in the microtransit industry.

The contract terms and conditions enable Metro to take progressive actions in cases of non-performance, including failure to meet KPIs or achieve satisfactory performance. To address potential risks associated with a \$0.01 proposal, Metro has verified the company's financial resources through a pre-qualification review, determining that the company has sufficient resources to complete the project. Additionally, the contractor will provide a \$700,000 Letter of Credit as a performance guarantee. In addition, the contract terms and conditions allows Metro to exercise progressive actions should there be a lack of performance in adhering to its contractual obligations in meeting KPIs or achieving satisfactory performance.

EQUITY PLATFORM

Metro Micro's daily operations aim to increase overall ridership and access to important needs such as employment, education, health care, and basic necessities. The project covers a variety of zones, all of which serve Equity Focus Communities (EFCs), and some of which are mostly made up of identified EFCs. An evaluation done in 2023 found that the proportion of Metro Micro trips that occur in EFCs is higher in every zone than the proportion of transit trips or overall person-trips. One of the goals of the project was to provide an on-demand service in lower-income areas where the market forces driving for-profit transportation network companies (TNCs) make them less likely to pick up rides despite relatively low car ownership and other indicators of high transit propensity; the high uptake of Metro Micro in EFCs suggests that this aim has somewhat succeeded. Approving this Board action for contract award will help sustain Metro's ability to provide an affordable service for those not able to afford a vehicle and provide service for under-served communities.

Staff will update equity program goals for Metro Micro once results are available from the 2024 On-Board Customer Experience Survey. Staff will compare the results of the 2024 survey with previous surveys and update any additional program modifications needed to further Metro's Equity Platform based on the results of the 2024 survey.

The Diversity and Economic Opportunity Department established a No-Goal for this solicitation due to the limited availability of opportunities for DBE firms having an existing on-demand shared ride software platform readily available for customizing.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

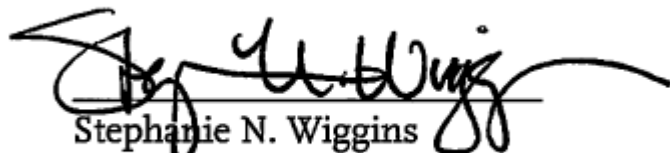
MTP supports strategic plan goals #1.2 and 2.3: Metro Micro is an investment in a world-class transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro Micro continues to improve customer satisfaction at customer touchpoints by offering an accessible, flexible service that better adapts to customer demand and needs.

NEXT STEPS

After execution of contract, Metro staff will transition the Micro program software to the new contractor, Spare.

Prepared by: Dan Nguyen, Executive Officer, (213) 418-3233

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



Stephanie N. Wiggins
Chief Executive Officer



Metro MicroTM

Software Services Contract Award

Operations, Safety, & Customer Experience Committee Meeting

January 16, 2024



Metro

Background



- This Board Action – Receive and File report on the Contract Award for Metro Micro Software Services
- Metro issued RFP No. PS124278(2) Metro Micro Software Services under revised operating model
- **Current** Model - Combines On-Demand Software Services and Operation Services
- **New** Model – Separates Software Services and Operation Services into 2 Individual Contracts for improved Operational Control and Financial Sustainability
- Operations Services - Contract Award Approved at the December 2024 Board Meeting & advised Board that Staff would return in January with Software Contract
- Software Services Contract – Notice of Intent to Award issued January 6, 2025; Contract Award approx. January 23, 2025. Board Approval is not required due to the contract value of \$.01
- Recommended Awardee – **Spare** (a microtransit technology firm)



SPARE

- Spare specializes in microtransit on-demand software technology with transit agencies
- Spare's Experience with Transit Agencies
 - ✓ Implemented microtransit service at Dallas Area Rapid Transit (DART)
 - Expanded 4 to 30 Zones in 2022 with various improvements to the software
 - ✓ New Contract with North County Transit District (NCTD) in San Diego, California
- Spare Scored as Top-Rank Proposer Demonstrating Various On-Demand Software Features
 - ✓ Integrating multiple modes into a single-trip
 - ✓ Automatic scheduling for a replacement vehicle to transport passengers if original vehicle breaks down
- Spare is able to Accommodate Metro's Technology as one of the Largest and most Complex Service Areas (Bus and Rail services)
 - ✓ Metro requires various sources of transit data feeds and robust algorithms to determine the best trip options for customers

Discussion (continued)



SPARE'S PROPOSAL

- Spare's BAFO \$0.01 for Full Scope of Services
 - ✓ 3 Year Base \$0.01
 - ✓ 3 Year Option \$0.00
- The \$0.01 BAFO Proposal was based on 1) Spare's Motivation to Partnership with Metro as it provides Spare Opportunity to Accelerate Product Innovation, 2) Strengthen their Market Presence, and 3) Position Spare as Leader in microtransit industry
- Spare's BAFO also highlighted recently securing \$42 Million in Series B investments to expand their business, indicating they are financially secure in offering the \$0.01 Proposal
- In Response to the \$0.01 Proposal
 - Metro verified the company's financial resources through Pre-Qualification Review
 - Spare will provide a \$700,000 Letter of Credit as Performance Guarantee
 - Lastly, contract terms and conditions allows Metro to exercise progressive actions for lack of performance

New Contracts Cost Efficiencies



New Contracts Achieve Cost Per Trip Target \$20-\$25		
	Existing Model	Total New Model
Software RSH Rate*	\$3.67	\$0.00
Operations RSH Rate*	\$98.13	\$82.35
Total RSH Rate*	\$101.80	\$82.35
Cost/Passenger**	\$29.94	\$24.22

**Annual Revenue Service Hours of 253,003 remain the same for new contract. 1st Year RSH Rate.*

***Based on current Passenger Per Vehicle (PVH) Load 3.4*



THANK YOU



Board Report

File #: 2024-0807, File Type: Motion / Motion Response

Agenda Number: 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: OPEN ACCESS LEASABLE FIBER

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the report back on the feasibility of providing open access leasable fiber along the A Line South public right-of-way that could be accessed by City and County agencies.

ISSUE

At its July 2024 meeting, the Board directed staff to report back on the feasibility of open access leasable fiber. The findings are that open access leasable fiber is not feasible.

BACKGROUND

In the July 2024 Board Report, staff submitted a request to establish a Life of Project budget of \$65,350,000 to implement the Communication Transmission System (CTS) upgrade, including installing a new fiber backbone on the Metro A, B, and D lines. The Board approved the request, as amended by Directors Dupont-Walker, Mitchell, and Butts, to report back on the feasibility of identifying areas along the public right-of-way where open access leasable fiber could be accessed by City and County agencies.

DISCUSSION

Staff conducted a feasibility study on installing an additional fiber optic cable with 432 strands available along the 22-mile, A Line South alignment for lease and usage by the City, as well as County agencies, which could be accessed near the Communications Equipment Rooms at the A Line South stations. This cable would be installed in existing underground conduits and manholes, which are also used for Metro's internal fiber optic cables. After reviewing the as-built drawings and conducting field surveys, the team found significant issues with providing leasable fiber as outlined below:

Financial and Resource Implications

Metro staff would be required to take on additional responsibilities and costs to maintain and repair the leasable fibers, conduits, inner ducts, as well as cable termination points. Given the

department's current and projected workload, staff does not have the capacity to absorb additional responsibilities. The potential maintenance responsibilities would require additional staff and vehicles to perform the necessary routine maintenance and to respond to any failures based on the agreed service level. These additional demands could disrupt Metro's ability to focus on its core priorities.

Cybersecurity Risks

Introducing leasable fiber cables into the same infrastructure as Metro's internal fibers (shared conduits and manholes) could create cybersecurity risks. Fiber optic tapping through the splices is possible due to utilizing the same splice trays, which creates a vulnerability, making Metro's internal communication systems susceptible to breaches.

In order to protect Metro systems against cybersecurity risks, the leasable fiber would need to be completely separate from Metro's fiber cables and conduits. This design and construction would allow use of Metro's right of way, but would not allow leasable fiber cable into the same infrastructure as Metro's fiber as the leasable fiber cable would be in a separate physical infrastructure, including conduits, manholes, and splice trays. In addition, any monitoring system to report on the condition of the leasable fiber would need to be a separate system, monitored by a dedicated maintenance team.

The addition of this work would likely delay the main CTS upgrade project schedule, which could also affect the timelines of major rail projects that need connectivity to the Rail Operations Control (ROC) Center, such as East San Fernando Valley (ESFV), Purple Line Extension (PLE)-1, PLE-2, PLE-3, Foothill 2B, and Metro Center Project (MCP).

Due to the concerns outlined above, open access leasable fiber is determined to be not feasible and not recommended.

EQUITY PLATFORM

The A Line South serves areas with a high Equity Focus Communities (EFC) concentration, including Watts, Willowbrook, Compton, Long Beach, Florance-Graham, and Downtown LA.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Metro A, B, D Lines Communication Transmission System Upgrade Project supports the following Metro Strategic Plan Goals:

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

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

NEXT STEPS

Staff will continue moving forward with the contract solicitation process for the main CTS fiber optic

cable upgrade project. Metro recommends municipalities to partner with fiber infrastructure firms to collaborate with other government entities to provide fiber optic cable access.

ATTACHMENTS

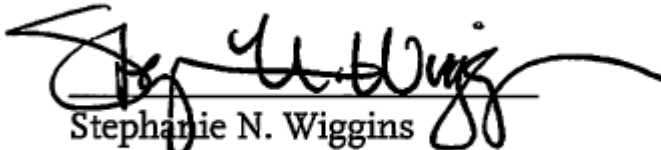
Attachment A - Motion #36

Prepared by:

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Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (203) 922-3227

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2024-0375, File Type: Budget

Agenda Number: 36.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 18, 2024

**SUBJECT: APPROVE LIFE-OF-PROJECT BUDGET FOR METRO A, B, D, LINES
COMMUNICATION TRANSMISSION SYSTEM UPGRADE**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ESTABLISH a Life of Project (LOP) Budget of \$65,350,000 for the Metro A, B, and D Lines Communication Transmission System Upgrade Project 205692.

DUPONT-WALKER, MITCHELL, AND BUTTS AMENDMENT: WE THEREFORE MOVE to amend Item 36 directing the Metro CEO to:

- A. Report back by October 2024 on the feasibility of identifying areas along the public right-of-way where open access leasable fiber could be accessed at Metro's Communications Equipment Rooms by City and County agencies.
- B. If feasible, include in the report back a map showing areas along the public right-of-way where open access leasable fiber could be accessed at Metro's Communications Equipment Rooms.

ISSUE

The Metro railway Communication Transmission System (CTS) uses a fiber optic network to transmit real-time data essential for the operation of Metro's railway systems and applications. However, the current fiber optic network's capacity to send data from the A, B, and D Lines to the Rail Operations Control (ROC) Center is limited and cannot support the additional bandwidth required for existing system upgrades and future rail expansion projects.

BACKGROUND

The existing CTS fiber optic network on the A, B, and D Lines is an original legacy system installed during the construction of the rail lines, which occurred as early as 1990. This network consists of older 48-strand fiber cables, which are crucial for a wide range of railway systems and applications. These fiber cables connect and transmit real-time data to the ROC for signaling and train control, train movements, traction power substation systems, passenger information systems, CCTV and

security systems, emergency communications, and public service announcements.

DISCUSSION

In May 2023, the Board approved annual funding of \$600,000 as part of the FY24 budget for upgrading the communication transmission system for the B and D Lines. At the time of budget adoption, the plan was to return to the Board for the LOP approval. The annual funds were needed to survey the project work and develop design and construction specifications. As a result, it was determined that the project scope should be expanded to include the A Line South (7th/Metro to Long Beach). An engineering cost estimate was then prepared, resulting in a \$65,350,000 Life of Project budget based on the necessary scope of work. The expenditure plan for the project is shown in Attachment A.

The project scope involves constructing a new backbone CTS fiber optic cable network to replace the existing legacy network. This includes installing new single-mode 288-strand fiber optic cables, patch panel equipment, connectors, network switches, and racks. The work will be completed in three phases. Phase 1 involves installation of fiber optic cable equipment for the A Line South to be completed between 7th/Metro and the ROC. Phase 2 involves installation of fiber optic cables and related equipment for the A Line South to be completed between the ROC and the Long Beach Loop. Phase 3 involves installation of fiber optic cable equipment for the B and D Lines to be completed between 7th/Metro, Union Station Gateway (USG), and the Metro Center (MC). Each phase is planned to be completed in approximately 12 months.

Upgrading the CTS fiber optic network is part of the Capital Improvement Program (CIP) to renew and enhance transit infrastructure assets. This investment will not only maintain the safety and efficiency of rail operations, but it will support the growth in rail services including aligning with the Metro's commitment to improving transit infrastructure.

This project supports our State of Good Repair work by providing additional network capacity to allow for the replacement of items such as CCTV cameras and Video Management System (VMS), Emergency Management Panels (EMPs), fire control panels, light rail tunnel lighting, Emergency Trip System (ETS), and addition of monitoring systems for predictive maintenance. Vandalism has also resulted in destruction of fiber.

This project further supports our expansion projects by providing high-capacity fiber network connectivity between the Rail Operation Control Center (ROC) and new rail projects (Foothill Phase2B, PLE1, PLE2, PLE3 and ESFV).

DETERMINATION OF SAFETY IMPACT

The CTS fiber optic network is central to various aspects of Metro rail operations. Upgrading to a modern 288-strand fiber optic network will ensure the efficient transmission of real-time data critical for signaling, train control, security systems, communications, and other operational needs. Customer experience and public safety will also be enhanced by expanding the CTS capacity which will allow for the addition of new equipment/systems such as Call Point Security Blue Light Boxes, Track and Tunnel Intrusion Detection System, cameras in B and D Line elevators, enhanced intrusion

detection systems for the underground stations ancillary areas, remote monitoring system for elevators and escalators and real-time security systems under consideration.

FINANCIAL IMPACT

This action will establish a \$65,350,000 LOP budget for capital project 205692 - A, B, D Lines Communication Transmission System Upgrade. Annual funding required for this project is included in the FY25 budget.

Impact to Budget

The current source of funds for this action is Measure M 2% State of Good Repair. This funding is eligible for rail capital state of good repair projects only. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions.

EQUITY PLATFORM

The equity benefits of this action include improving transit infrastructure and enhancing the safety of Metro riders, including assets along transit lines that provide service in and for Equity Focus Communities (EFCs) as well as low-income riders, who are the primary users of our system. Metro is committed to maintaining transit assets in marginalized communities, ensuring reliable and equitable transportation options for Metro riders.

Transit lines served by these improvements are located in communities with a high concentration of EFCs, including Long Beach, Compton, Watts, Florance-Graham, Downtown L.A., Westlake, Koreatown, Chinatown, Boyle Heights, Hollywood, East Hollywood, and North Hollywood. These transit lines also serve as connections for transfer to Metro and other bus service. Upgrading the fiber optic cable data capacity allows for the continuity of rail services through EFCs. Increasing the data transmission capability to the ROC allows for enhanced performance of high-definition CCTV and security systems, reliable station emergency communications assistance, and passenger information announcements that benefit low-income riders.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

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

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the LOP budget for project 205692. However, this is not recommended because it is essential to increase the capacity and reliability of the CTS fiber optic network.

NEXT STEPS

Operations - Infrastructure Maintenance and Engineering will proceed with the project scope of work, contract solicitation, contract award, and project delivery.

ATTACHMENTS

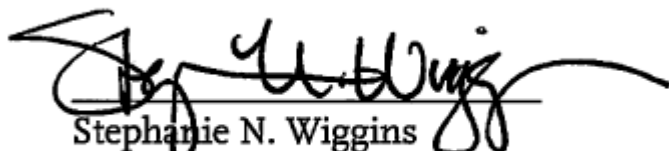
Attachment A - Project 205692 Expenditure Plan

Prepared by:

Geyner Paz, Chief Administrative Analyst, (213) 922-3744
Kelvin Zan, Executive Officer, Projects Engineering, (213) 617-6264
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227

Reviewed by:

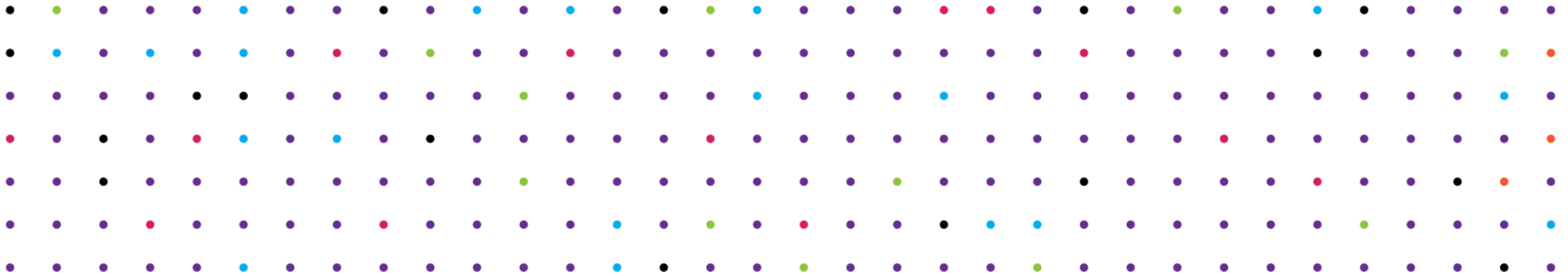
Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

INFRASTRUCTURE, MAINTENANCE, AND ENGINEERING

RESPONSE TO MOTION 36 OPEN ACCESS LEASABLE FIBER



Operations, Safety, & Customer Experience Committee Meeting
January 16, 2025

RECOMMENDATION



RECEIVE AND FILE the report back on the feasibility of providing open access leasable fiber along the A Line South public right-of-way that could be accessed by City and County agencies.

ISSUE & DISCUSSION



ISSUE

At its July 2024 meeting, the Board directed staff to report back on the feasibility of open access leasable fiber. The findings are that open access leasable fiber is not feasible.

DISCUSSION

Staff conducted a feasibility study on installing an additional fiber optic cable with 432 strands available along the 22-mile, A Line South alignment for lease and usage by the City, as well as County agencies, which could be accessed near the Communications Equipment Rooms at the A Line South stations. This cable would be installed in existing underground conduits and manholes, which are also used for Metro's internal fiber optic cables. After reviewing the as-built drawings and conducting field surveys, the team found significant issues with providing leasable fiber.



Board Report

File #: 2024-1038, **File Type:** Informational Report

Agenda Number: 33.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

Within Metro’s Public Safety Mission statement, the agency recognizes that each individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and law enforcement services. Furthermore, since July 2023, Metro has been using a comprehensive deployment model to utilize all resources from the public safety ecosystem.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors and community intervention specialists, as well as homeless outreach staff, transit security, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., drug use and crime) on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro’s comprehensive approach to safety and security,

focused specifically on protecting our customers and employees by preventing and addressing crime on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

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

OVERVIEW

In November, Metro marked the 24th consecutive month of year-over-year ridership growth:

- October 2024: up 8.59% year-over-year (28,806,674 vs. 26,528,697)
- November 2024: up 6.71% year-over-year (25,844,065 vs. 24,218,275)

At the same time, Crimes Against Persons, Property, and Society systemwide saw consistent decreases in October and November.

In October 2024:

- Crimes Against Persons decreased by 10.5% compared to September 2024 (170 vs. 190).
- Crimes Against Property decreased by 5.0% compared to September 2024 (95 vs. 100).
- Crimes Against Society decreased by 49.8% compared to September (439 vs. 874).

In November 2024:

- Crimes Against Persons decreased by 2.9% compared to October 2024 (165 vs. 170).
- Crimes Against Property decreased by 12.6% compared to October 2024 (83 vs. 95).
- Crimes Against Society decreased by 47.2% compared to October (232 vs. 439), reaching their lowest levels in more than a year.

The decrease in Crimes Against Society is due to a steep decline in trespassing incidents. This can be attributed to Metro's fare compliance initiatives and enforcement strategies, such as TAP-to-Exit, which have been effective in ensuring the system is being used for its intended purpose of transit. In addition, the continued presence of Contract Security on the B/D Lines focusing on the ancillary areas; as well as the and ongoing collaboration between the Rail Operations Center and the Security Operations Center receiving intrusion alerts and the immediate dispatch of security has driven the steady decline of trespassers in our subway areas.

SPECIAL INITIATIVES

Weapons Detection Pilots Update

Metro concluded its cost-free pilots with multiple weapons detection product vendors in December 2024, except for solutions for rolling stock which requires additional evaluation and testing beyond the scope of this effort. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening. For the video analytics-based brandished weapon detection systems, staff evaluated the alerting mechanism, alert viewing platform or dashboard, frequency of false positives, and integration with existing or upcoming security

infrastructure. For the concealed weapon screening, staff evaluated the system based on how accurately it detected various firearms, its portability, power source, and staffing needed. Other objects, such as metallic bars and knives, were also screened and detected. A detailed summary of the activity and preliminary findings can be found in Attachment A. Following the conclusion of these pilots, staff is preparing a report to the Board next month on their findings and recommendations.

Station Experience Updates

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

- 32 percent drop in reported incidents on the A Line following increased fare compliance efforts from Long Beach to Azusa
- Parking Lot User Safety (PLUS) Program makes significant progress in restoring safe and clean conditions at Reseda G Line Station
- Lighting and safety improvements underway at Vermont/Santa Monica B Line Station, in partnership with LA City College
- No-cost bathroom attendants improving safety and cleanliness at end-of-line J Line stations at Harbor Gateway and El Monte
- Preliminary work underway to improve safety at Slauson J Line Station

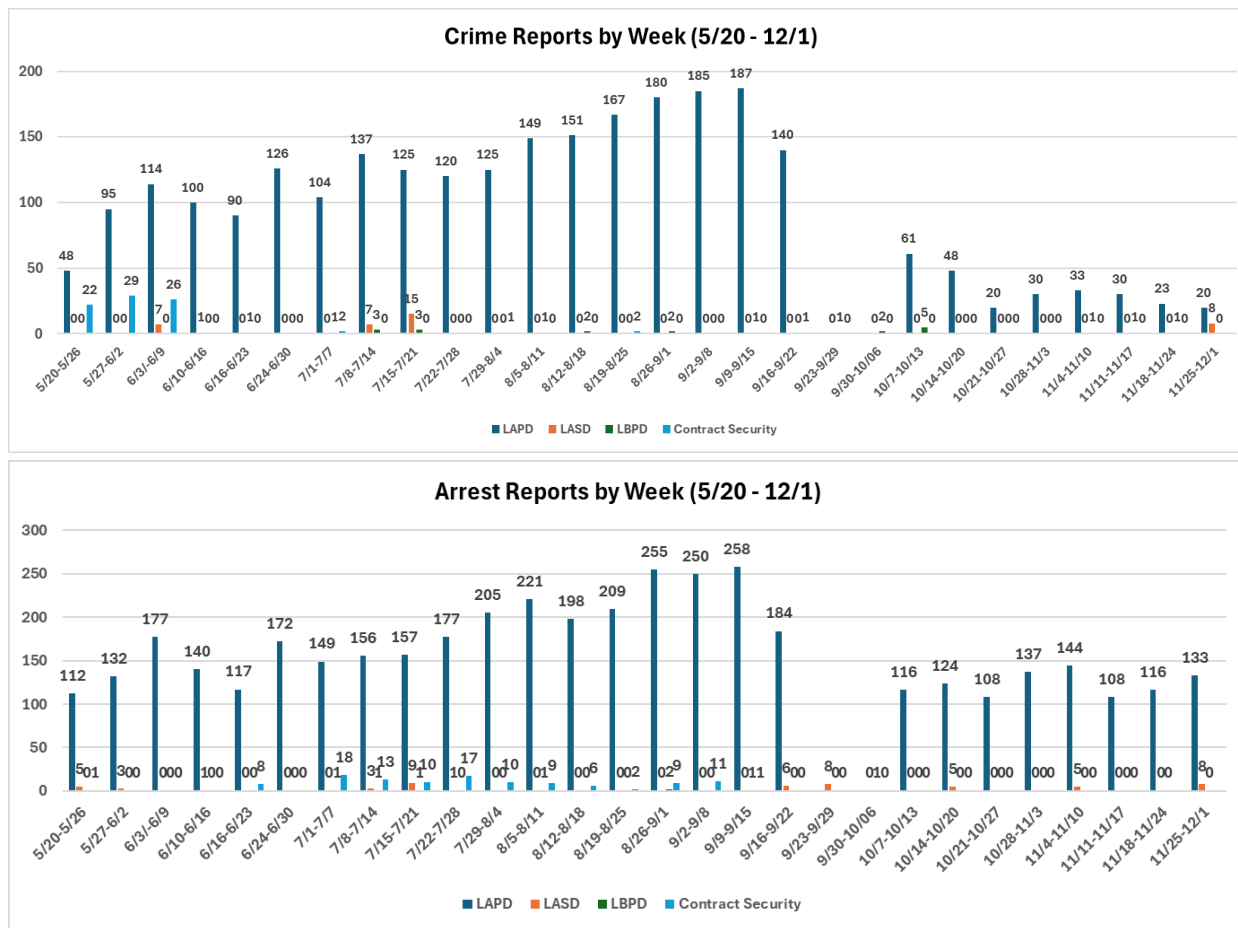
Public Safety Surge Update

In May 2024, the Board directed staff to surge the number of public safety personnel deployed and physically present on buses and trains and at stations (Motion 31; Attachment C).

Surge trends in October and November show a noticeable decrease in trespassing arrests, contributing to the overall decline in crimes and arrests compared to the summer. The reduction in trespassing can be partially attributed to more riders providing valid proof of fare on their TAP card, as well as the continued presence of security in the ancillary areas and/or streamlined coordination upon notification of intrusion alerts with the Rail Operations Center and the Security Operations Center for immediate dispatch of Contract Security. These ongoing efforts correlate with the decline in Crimes Against Society in systemwide crime data.

As surge deployments are integrated into the law enforcement deployment structure, efforts are now more targeted and focused on serious crimes, such as weapons. Law enforcement conducts strategic and proactive operations that target problematic locations and specific offenses, like narcotics. The increase in arrests for narcotics, weapons, and outstanding warrants suggests that Metro law enforcement partners are effectively identifying serious offenders.

The following is a snapshot of the Public Safety Surge from May 20 to December 1 by the numbers. It should be noted that LAPD did not report Surge-specific figures between October 1 and October 8. However, LAPD did report on other activities, as noted later in this report.



After analyzing 28 weeks of surge data, staff observed the following:

- There were 2,747 crimes reported by law enforcement personnel and 4,024 arrests between May 20, 2024, and December 1, 2024.
- There was a significant decrease (21%) in reported trespassing incidents (514 vs. 640) in September. This trend continued through October (115) and November (47), with an overall decrease of 63%.
- There was a 14% increase in arrests in November compared to October (531 vs. 461), mainly due to increases in arrests related to warrants and narcotics.

SURGE RELATED CRIMES AND ARRESTS				
INCIDENT TYPE	OCTOBER		NOVEMBER	
	CRIME	ARREST	CRIME	ARREST
Agg Assault	2	1	1	1
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	0	0	3	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	1	0	2	1
Larceny	0	0	0	9
Narcotics	34	36	54	59
Released from Custody	0	172	0	205
Robbery	0	0	1	1
Trespassing	114	115	50	47
Vandalism	0	0	0	0
Warrants	0	128	0	194
Weapons	8	8	11	12
Other	1	1	0	1
TOTAL	160	461	122	531

Note: LAPD did not report any Surge-related figures between October 1-8

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment D) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn.

Maintenance

- Custodial Services continue to clean all ancillary areas along the B, D, E, and K lines weekly.
- Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines. These requests decreased to once a week at three of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning and new cleaning products.
- As part of these targeted efforts, Metro also updated Standard Operating Procedures for chemical and staff safety, and equipment that protects staff from potential exposure to untreated corridors.

Security

- 87 Contract Security officers continue to be deployed 24/7 at all 24 subway stations on the B, D, E, and K lines. They inspect every ancillary area nine times daily and arrest any trespasser that they encounter.
- Contract Security continues to support the ancillary cleaning efforts by providing security escorts for the Metro custodian staff while they perform the cleaning operation.
- Contract Security efforts resulted in seven trespassing arrests in ancillary areas in the month of October and eight for the month of November.
- Contract Security reports property damage and submits repair and clean-up requests received

via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

SYSTEMWIDE CRIME STATS

Crimes Against Persons decreased by 10.5% in October 2024 compared to September 2024 (170 vs. 190).

- On the rail system, Crimes Against Persons decreased by 11.0% (97 vs. 109) compared to September 2024, mainly reflecting decreases in batteries (46 vs. 53), robberies (14 vs. 16), and sex offenses (6 vs. 12).
- On the bus system, Crimes Against Persons fell 9.9% (73 vs. 81), reflecting fewer aggravated assaults (18 vs. 21) and batteries (38 vs. 51).

For November, Crimes Against Persons decreased by 2.9% compared to October 2024 (165 vs. 170).

- On the rail system, Crimes Against Persons increased by 11.3% (108 vs. 97) compared to October 2024, mainly due to increases in robberies (22 vs. 14) and batteries (58 vs. 46). The rail system saw decreases in aggravated assaults (25 vs. 29), rapes (0 vs. 2), and sex offenses (3 vs. 6).
- On the buses, Crimes Against Persons decreased by 21.9% (57 vs. 73) compared to October 2024 due to decreases in aggravated assaults (16 vs. 18), batteries (29 vs. 38), robberies (11 vs. 12), and sex offenses (1 vs. 5).

On a monthly average, Crimes Against Persons from January to November 2024 decreased by 7.3% from the same period in 2023 (174 vs. 187). When the number of boardings is considered, Crimes Against Persons in 2024 have decreased by 14.9% compared to 2023 (6.69 vs. 7.86 Crimes Against Persons per one million boardings).

Crimes Against Property systemwide decreased by 5.0% when comparing October 2024 to September 2024 (95 vs. 100).

- On the rail system, these crimes increased by 41.7% (68 vs. 48), reflecting an increase in thefts (59 vs. 36).
- On the bus system, these incidents decreased (27 vs. 52), driven by less vandalism (8 vs. 22) and thefts (19 vs. 30).

In November, Crimes Against Property decreased further by 12.6% (83 vs. 95). This systemwide decrease in Crimes Against Property can be attributed to the increased coordination between Metro and its law enforcement partners during weekly meetings, which also allows all participants to share trend information and mitigation strategies.

- Property crimes decreased by 20.6% on the rail system, from 68 in October to 54 in November because of a 20.3% decrease in thefts (47 vs. 59).
- On the bus system, Crimes Against Property remained steady in November compared to the prior month (29 vs. 27).

Crimes Against Society systemwide decreased by 49.8% in October compared to September (439 vs. 874).

- By mode, the rail system experienced decreases in trespassing (270 vs. 726) and weapons (18 vs. 23).
- On the bus system, Crimes Against Society decreased by 17.2% (24 vs. 29), which was driven by decreases in narcotics (13 vs. 15) and trespassing (7 vs. 10).

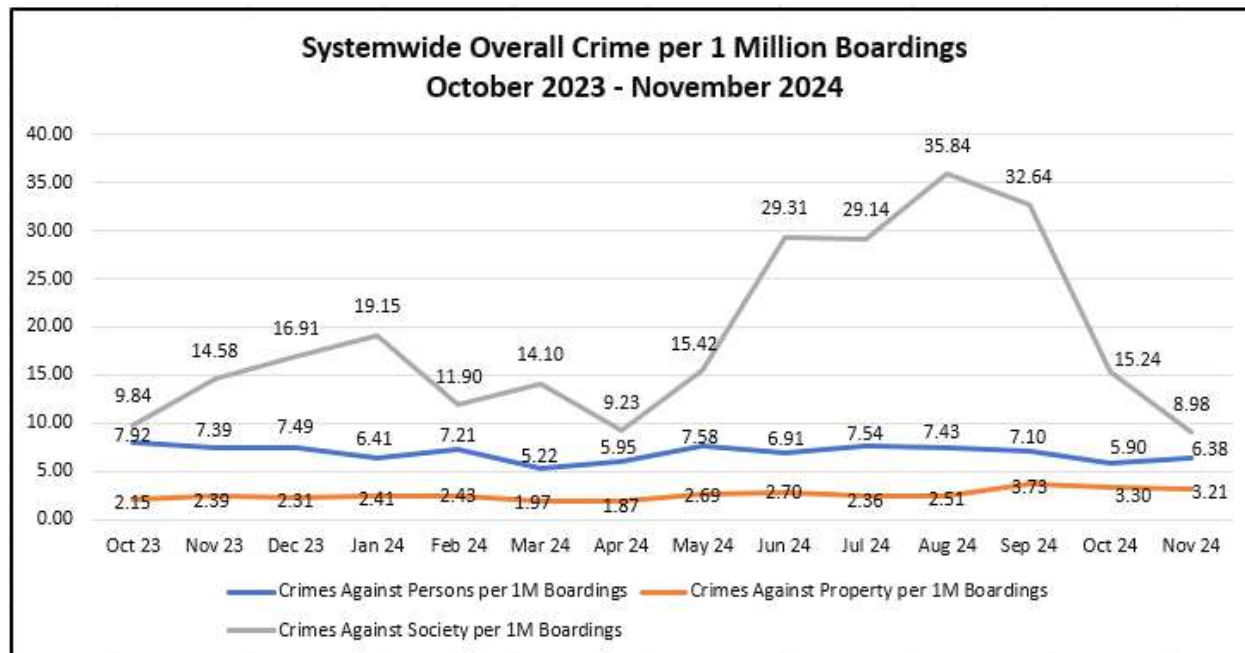
In November, Crimes Against Society further decreased by 47.2% when compared to October (232 vs. 439).

- On the rail system, Crimes Against Society decreased by 51.8% (200 vs. 415) due to decreases in narcotics (123 vs. 127) and trespassing (61 vs. 270).
- On the bus system, Crimes Against Society increased by 33.3% (32 vs. 24) due to increases in narcotics (26 vs. 13).

The marked decrease in trespassing numbers can be attributed to a combination of factors. Both LAPD and LASD are refocusing on targeted campaigns to uncover individuals with narcotics or weapons in the transit system. Lastly, improvements in fare compliance have reduced the number of people in the system who do not possess a TAP card.

More information can be found in Attachments E, F, G, and H.

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



In October 2024, Crimes Against Persons per one million boardings decreased by 16.8% compared to September 2024 (5.90 vs. 7.10) and 25.4% compared to October 2023 (5.90 vs. 7.92). Crimes Against Property per one million boardings decreased by 11.7% compared to September 2024 (3.30 vs. 3.73) and increased by 53.5% compared to September 2023 (3.30 vs. 2.15). Crimes Against Society per one million boardings decreased by 53.3% compared to September 2024 (15.24 vs.

32.64) and increased by 54.9% compared to October 2023 (15.24 vs. 9.84).

In November 2024, Crimes Against Persons per one million boardings increased by 8.2% compared to October 2024 (6.38 vs. 5.90) and decreased by 13.6% compared to November 2023 (6.38 vs. 7.39). Crimes Against Property per one million boardings decreased slightly by 2.6% compared to October 2024 (3.21 vs. 3.30) and increased by 34.1% compared to November 2023 (3.21 vs. 2.39). Crimes Against Society per one million boardings decreased significantly by 41.1% compared to October 2024 (8.98 vs. 15.24) and decreased by 38.4% compared to November 2023 (8.98 vs. 14.58).

FRONTLINE SAFETY

As the chart below shows, assaults on Metro Employees and Contractors dropped significantly in October (21) and November (23) compared to more than twice as many assaults in August 2024. A similar pattern was seen in August 2023.

Assaults on Metro Employees & Contractors				
Type	Aug-24	Sep-24	Oct-24	Nov-24
On Bus Operators	17	13	5	10
On Rail Operators	0	0	0	0
On Metro Transit Security Officers	3	7	0	2
On Contract Security Officers	23	7	11	5
On Ambassadors	14	1	4	3
On Blue Shirts	1	0	1	0
On Custodians	2	1	0	3
Total	60	29	21	23

Operator Safety

Metro’s law enforcement partners reported five operator assaults in October, a 62% decrease from September and the lowest number of operator assaults since January 2021. While the number of assaults did increase to ten in November, the use of bus barriers still appears to play a critical role in protecting operators from assaults. Using bus trip, assault, and barrier installation data through November, staff found that the odds of a physical assault on an operator are 2.45 times higher on a bus without an expanded barrier compared to a bus with the barrier.

Using hands (punching, slapping), brandishing a weapon, and spitting were the methods of assault on operators in October. Of the five assaults reported in October, four reported a non-retrofitted bus barrier in use, and one assault occurred outside of the barrier. Of the reported assaults, no victims required medical transport.

In November, using hands (punching, slapping) was the top method of assault. Of the reported assaults, one required medical transport, one was treated at the scene, and one requested to see the company doctor. Assaults in both October and November occurred on various bus lines, were scattered throughout Metro’s service area, and happened at various times of the day; therefore, no

trends were identified.

Figures A and B provide context on operator assaults in October and November compared to prior months and years. Figure C illustrates the methods of assaults for October and November. Details of the assaults can be found in Attachment I.

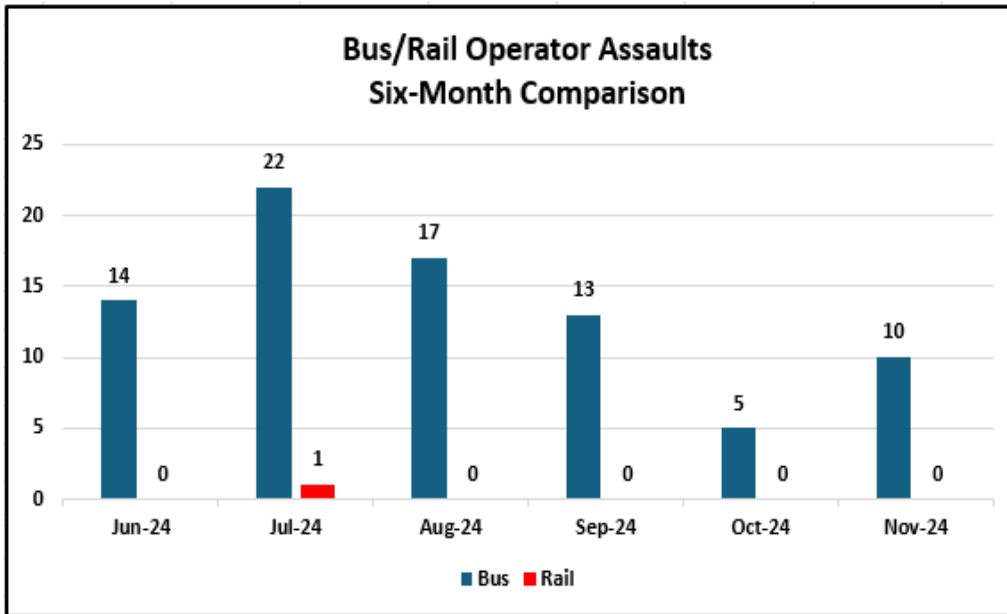
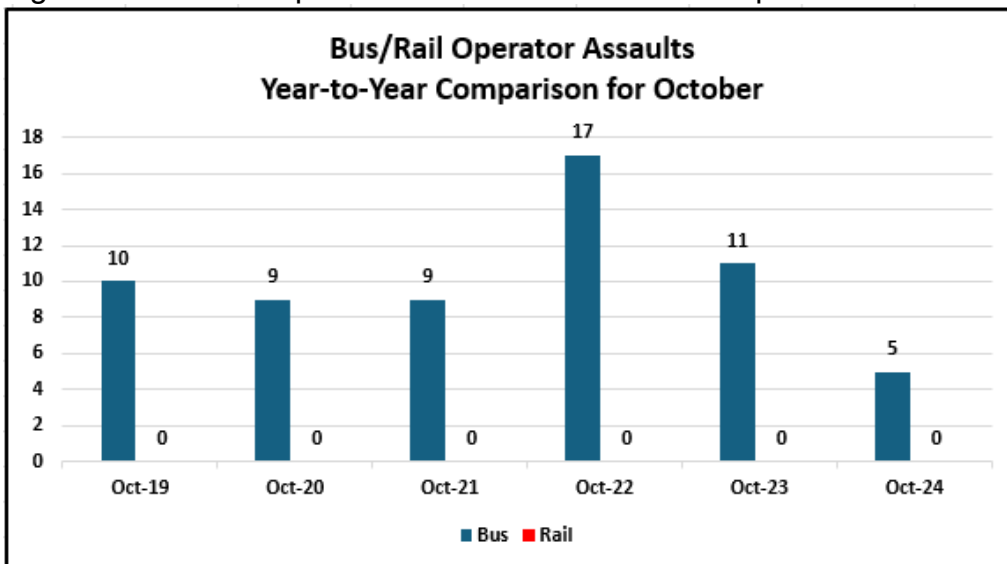


Figure A: Bus/Rail Operator Assaults Six-Month Comparison



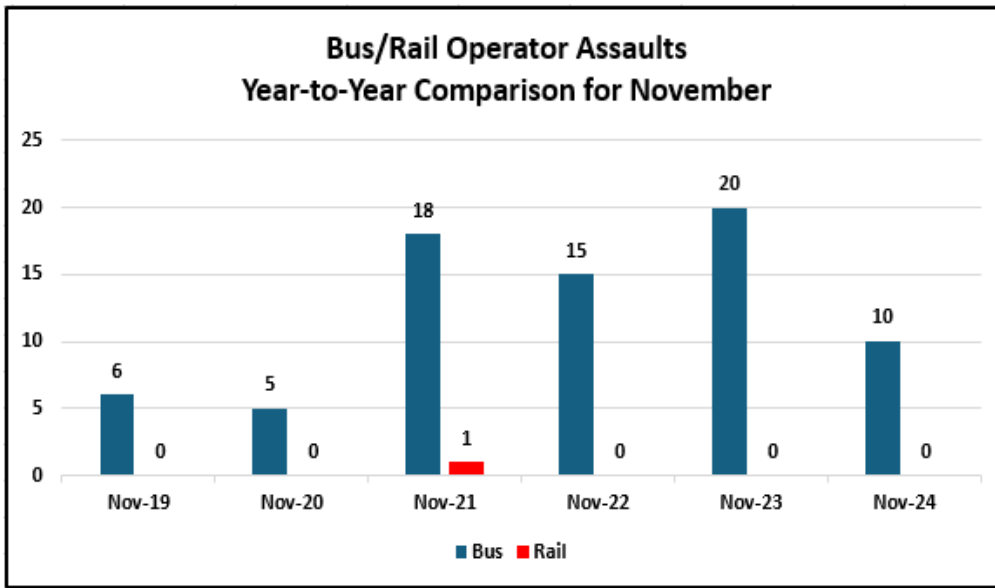
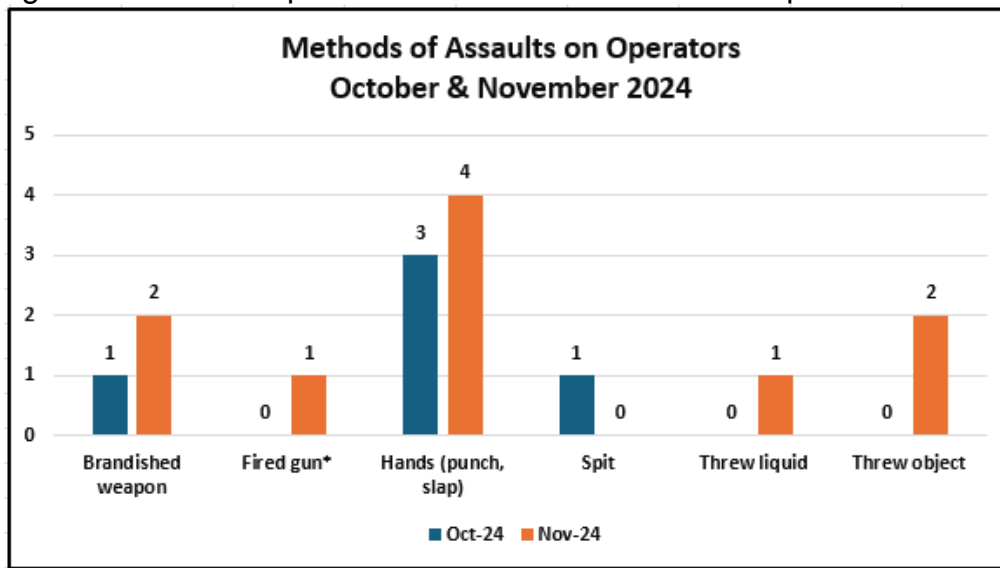


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison



*This incident was a case of domestic violence and not a random act of violence

Figure C: Methods of Assaults on Operators

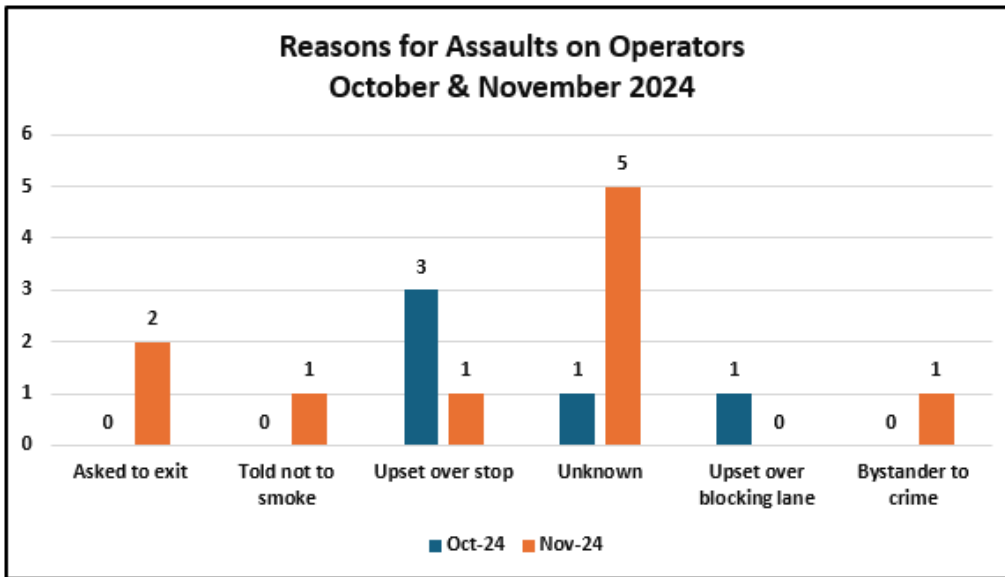


Figure D: Reasons for Assaults on Operators

Other Frontline Staff Safety

There were 16 and 13 assaults on frontline staff, excluding bus and rail operators, in October and November, respectively. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting, throwing objects, and brandishing a weapon. Assaults on security officers tend to involve physical altercations because they usually approach individuals, asking them to change their behavior to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be unpredictable and involve random shows of aggression such as spitting, verbal threats, or throwing objects and liquid. However, they may also be physically assaulted. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

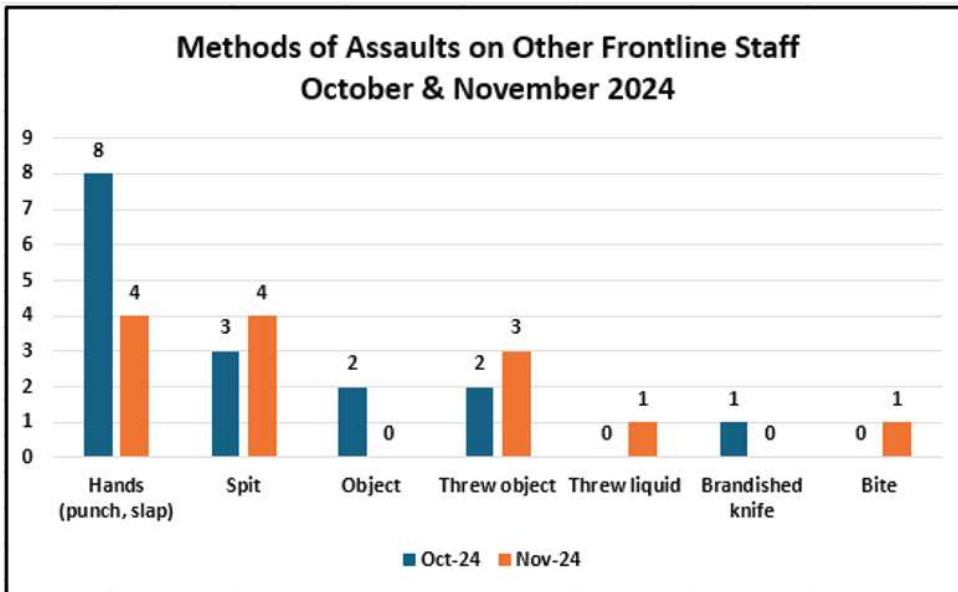


Figure E: Methods of Assaults on Other Frontline Staff

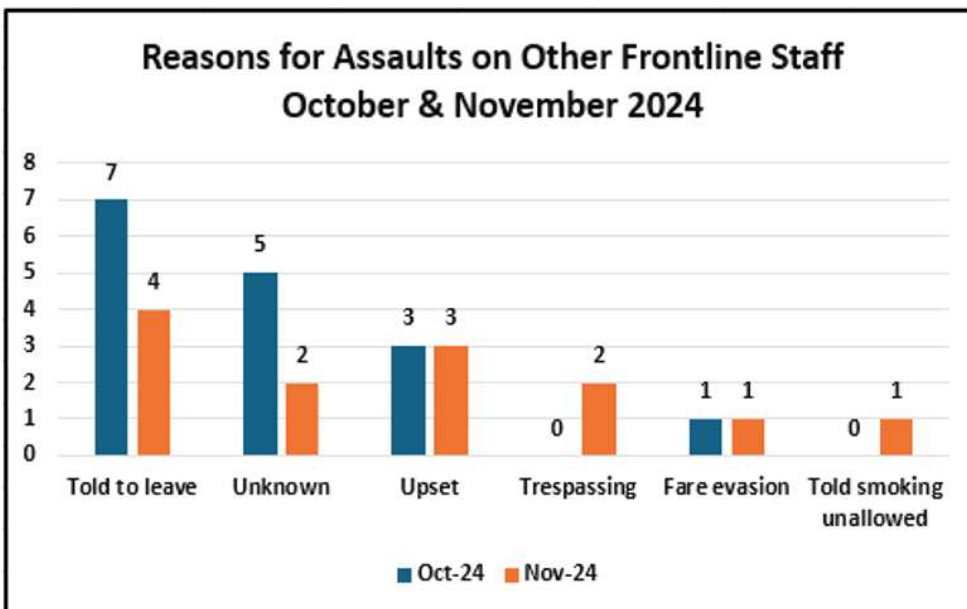


Figure F: Reasons for Assaults on Other Frontline Staff

Bus Safety Teams

Transit Security Bus Safety Teams rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro’s Code of Conduct.

In October, end-of-line operations were conducted during Owl Service at G Line end-of-line stations to address bus operator concerns about non-destination individuals refusing to alight buses at the end of the line. These operations resulted in 124 removals for non-compliance between September 30 and October 16 at Chatsworth Station and 117 removals for non-compliance between October 17

and November 1 at North Hollywood Station.

TRANSIT SECURITY BUS SAFETY TEAMS – OCTOBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
09/30/24 – 10/04/24	2, 4, 16, 207	95	124	111
10/07/24 – 10/11/24	2, 4, 16, 207	92	119	104
10/14/24 – 10/18/24	2, 4, 16, 207	94	122	108
10/21/24 – 10/25/24	2, 4, 16, 207	93	121	104
10/28/24 – 11/01/24	2, 4, 16, 207	94	123	112

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

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

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

In November, end-of-line operations were conducted during Owl Service at the eastern terminus points of Line 2 (Exposition Park) and J Line (El Monte Station) to address bus operator concerns about non-destination individuals refusing to alight buses at the end of the line. These operations resulted in 237 removals for non-compliance at the eastern terminus point of Line 2 (Exposition Park) and 211 removals for non-compliance at the eastern terminus point of the J Line (El Monte Station). MTS provides the dates and times of upcoming offloading operations to Metro’s Homeless Outreach Management & Engagement (HOME) partners, and their participation is dependent on their schedule.

TRANSIT SECURITY BUS SAFETY TEAMS – NOVEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
11/04/24 – 11/08/24	2, 4, 16, 207, J Line	120	152	140
11/11/24 – 11/15/24	2, 4, 16, 207, J Line	122	158	147
11/18/24 – 11/22/24	2, 4, 16, 207, J Line	121	154	144
11/25/24 – 11/29/24	2, 4, 16, 207, J Line	110	127	111

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

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

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

The MTS teams are augmented with law enforcement support. In October, there were 4,456 and 8,095 bus boardings by LAPD officers and LASD deputies, respectively. In November, there were 3,141 and 7,274 bus boardings by LAPD officers and LASD deputies, respectively.

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

-escalation tactics to ensure they can respond appropriately to incidents that may threaten their safety.

DEPLOYMENT ACTIVITIES

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

Time Spent on Bus vs. Rail Rides

As part of Metro’s comprehensive public safety model, various safety personnel, which includes law enforcement partners, contract security, and Metro Transit Security, ride bus and rail vehicles throughout the system to provide a uniformed presence. Staff is still in the process of collecting data from all partners and will add the completed analysis to next month’s report.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations.

The table below represents the law enforcement efforts to enforce the penal code on the system for October and November.

Law Enforcement Efforts								
Agency	Arrests				Citations*			
	Rolling 12-Month Average	September 2024	October 2024	November 2024	Rolling 12-Month Average	September 2024	October 2024	November 2024
LAPD	660	1,005	525	599	675	1,445	825	592
LASD	138	140	131	118	145	132	120	128
LBPD	2	1	1	3	6	14	0	0
Total	799	1,146	657	720	825	1,591	945	720

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

In October, the three law enforcement agencies made 657 arrests and issued 945 citations. In November, they made 720 arrests and issued 720 citations. Law enforcement citations and warnings are not related to fare but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment J.

End of Line

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation functions to deter patrons from riding the system without valid fare while allowing train cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties.

Station	October 2024		November 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,643	3,274	889	1,886
Atlantic	2,092	1,493	1,450	1,165
Downtown Long Beach	1,744	7,699	1,813	7,186
Downtown Santa Monica	1,306	8,750	1,299	11,264
Expo/Crenshaw	1,455	1,639	1,429	1,625
North/Hollywood	1,330	2,073	1,214	1,997
Norwalk	1,653	6,736	1,611	5,909
Redondo Beach	2,156	4,311	2,167	3,723
Union Station	2,465	4,351	1,578	2,165
Westchester/Veterans	1,786	6,673	2,104	6,059
Wilshire/Western	1,169	2,913	981	1,880
Grand Total	18,799	49,912	16,535	44,859

CS observations and experiences have been positive, as the operation has reduced disorderly behavior and improved customer experience. Riders who remain on the trains and require CS interaction are now more willing to adhere to alighting the train and the re-tapping protocols. Customer Code of Conduct is sending a message to repeat offenders and deterring them from remaining on the trains that arrive at the EOL. Law enforcement partners provided training to security personnel. Topics discussed during the training included arresting procedures, de-escalation safety procedures, and effective communication; the training was instrumental in ensuring that both entities were aligned with Metro’s vision.



As CS officers maintain their efforts at these stations, they establish a consistent process and expectations for Metro riders when the train reaches its last stop. Consequently, staff is receiving fewer complaints from both riders and front-line staff. Metro service attendants and schedule checkers have been able to perform their duties with relative ease as the CS officers are present to ensure each train car is empty and step in if staff need security assistance.

In addition, MTS Bus Safety Teams support EOL offloading on the bus system’s busiest lines. TSOs ensure all patrons alight buses at the terminus points, allowing bus operators to take their scheduled layover break without delay or risk to their safety. The general feedback from operators and patrons has been positive. Ensuring that all patrons have paid the fare and adhere to the Code of Conduct at

the start of service provides patrons a comfortable ride and allows the bus operator to focus on driving the bus.

Fare Compliance Teams support the TAP-to-Exit program at most of the rail system’s EOL stations. TSOs ensure all patrons entering and exiting these stations have valid fares on their TAP cards. Patrons' general feedback has been that the overall station experience is improved, and they see a noticeable decrease in loitering and littering at these rail stations. At the start of TAP-to-Exit, there was a significant increase in citations for fare evasion as most patrons exiting at end-of-line stations did not have valid fare on their TAP cards. Over the 90-day period following the start of TAP-to-Exit at a station, there was a gradual decrease in the number of citations issued at these stations as more patrons adjusted to TAP-to-Exit. TSOs continue to educate patrons on fare compliance and the Code of Conduct to ensure they have a TAP card with validated fare while inside stations and trains.

Transit Security

The primary role of Metro Transit Security in the Comprehensive Planned Deployment is Code of Conduct enforcement. In October, MTS officers issued 182 citations and 102 written warnings for Code of Conduct violations. Of those, 272 (96%) were due to individuals failing to provide proof of fare. In November, MTS officers issued 160 citations and 72 written warnings for Code of Conduct violations. Of those, 221 (95%) were due to individuals failing to provide proof of fare.

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

MTS Citations and Warnings			
	October 2024	November 2024	12-Month Avg
Citations	182	160	538
Warnings	102	72	219

MTS Citations and Warnings		
Category	October Count	November Count
Proof of Fare	272	221
Smoking/Vaping	6	4
Unruly Activities	1	0
Must Allow Access	0	1
Urinating/Defecating	0	3
Wheeled Riding	1	1
Spitting	0	1
Animal in Carrier	3	0
Authorized Persons Allowed	1	1
Total	284	232

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS – OCTOBER 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
09/30/24 – 10/04/24	A, B, C, E	232	155
10/07/24 – 10/11/24	A, B, C, E	230	151
10/14/24 – 10/18/24	A, B, C, E	231	148
10/21/24 – 10/25/24	A, B, C, E	233	157
10/28/24 – 11/01/24	A, B, C, E	232	159

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

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

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS – NOVEMBER 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
11/04/24 – 11/08/24	A, B, C, E	227	148
11/11/24 – 11/15/24	A, B, C, E	231	157
11/18/24 – 11/22/24	A, B, C, E	228	151
11/25/24 – 11/29/24	A, B, C, E	194	107

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

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

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

Transit Security Train Safety Teams provide a uniformed presence and enforce fare and Code of Conduct aboard trains. The table below provides a recap of October and November’s monthly activity.

TRANSIT SECURITY TRAIN RIDING TEAMS – OCTOBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
09/30/24 – 10/04/24	A, B, C, E	82	91	47
10/07/24 – 10/11/24	A, B, C, E	80	89	44
10/14/24 – 10/18/24	A, B, C, E	78	84	42
10/21/24 – 10/25/24	A, B, C, E	81	93	52
10/28/24 – 11/01/24	A, B, C, E	79	91	51

¹ Combined number of trips taken by TRT on the referenced rail lines.

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

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

TRANSIT SECURITY TRAIN RIDING TEAMS – NOVEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
11/04/24 – 11/08/24	A, B, C, E	85	81	38
11/11/24 – 11/15/24	A, B, C, E	82	78	34
11/18/24 – 11/22/24	A, B, C, E	77	71	32
11/25/24 – 11/29/24	A, B, C, E	64	55	28

¹ Combined number of trips taken by TRT on the referenced rail lines.

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

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

Metro Ambassadors

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs, thereby helping to improve the perception of safety. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720, and provided crowd control and wayfinding support for special events.

From late May 2024 to mid-October 2024, up to 52 additional Ambassadors were deployed during peak times across two four-hour shifts to increase visibility at key locations and provide more support for riders. During the surge period, an average of 42 additional Ambassadors were deployed daily.

Additionally, from late April 2024 through mid-October 2024, the special deployment at USC General Hospital continued in response to issues reported in that area. Four Metro Ambassadors were deployed daily to remain fixed at the Marengo/State bus stop, which serves Line 106/605.

Aviation/Century Station Opening: As of November 3, 2024, Metro Ambassadors were redeployed to include fixed Ambassador coverage at the new Aviation/Century Station to ensure that customers were able to transition between the newly configured C and K lines with minimal difficulty.

For the month of October 2024, Metro Ambassadors conducted 62,446 customer engagements and reported the following:

- 1,875 Cleanliness Issues (18.4% decrease from September)
- 1,980 Graffiti Incidents (0.21% decrease from September)
- 290 Elevator and Escalator Problems (38.9% decrease from September)
- 338 Safety Issues (11.9% decrease from September)
- Six lives were saved through the timely administration of Narcan, compared to seven saved in September.

For the month of November 2024, Metro Ambassadors conducted 49,255 customer engagements and reported the following:

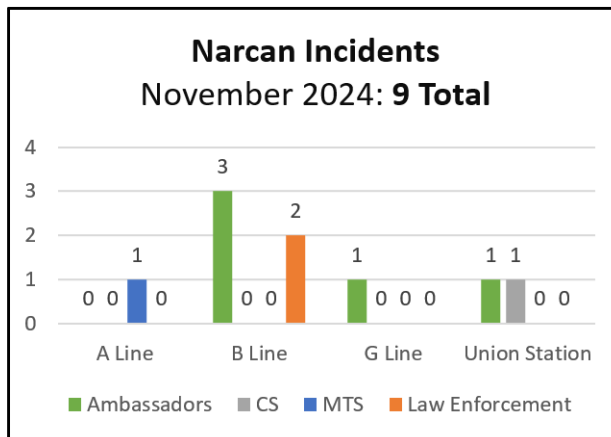
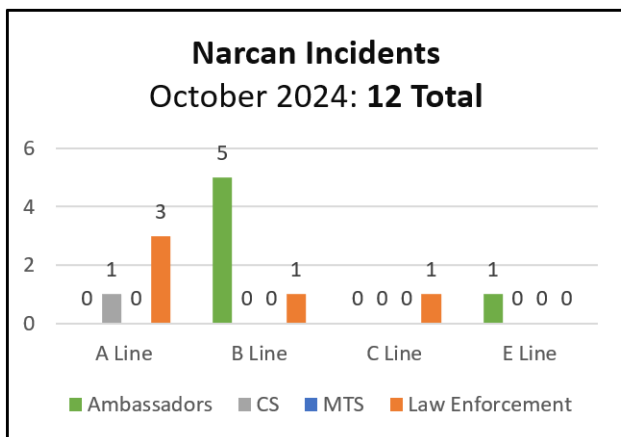
- 2,523 Cleanliness Issues (34% increase compared to October)
- 2,047 Graffiti Incidents (3.38% increase compared to October)
- 364 Elevator and Escalator Problems (25% increase compared to October)
- Five lives were saved through the timely administration of Narcan, compared to six saved in

October.

Narcan Deployment

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

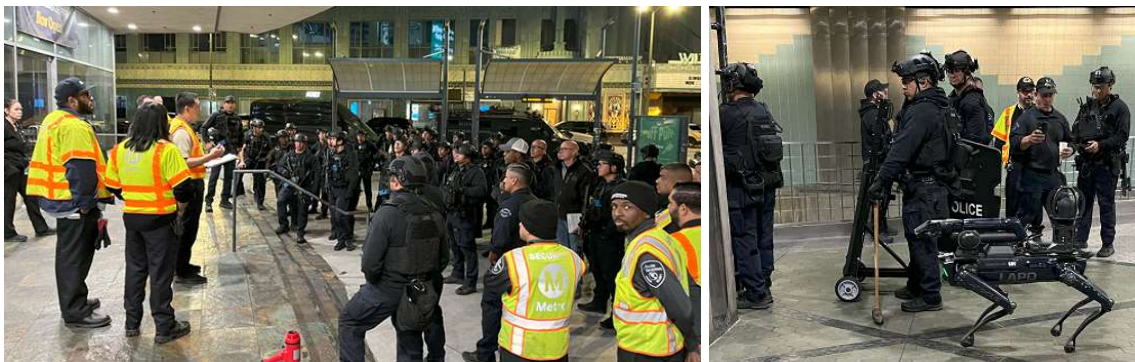
In total, 12 and nine Narcan incidents were reported in October and November, respectively. In October, Ambassadors reported six incidents, Contract Security reported one, and LAPD reported five, while MTS reported no incidents. In November, Ambassadors reported five incidents, while LAPD reported two, and Contract Security and MTS both reported one. LASD reported no Narcan incidents for both months.



On October 29 and October 30, EMD activated Metro’s Emergency Operations Center (EOC) for Games Four and Five of the Major League Baseball World Series Championship games. When the Dodgers won Game Five, there were many spontaneous celebrations across the County of Los Angeles, which caused some service impacts and disruptions. The EOC coordinated Metro departments, Union Station their tenant transit agencies, and city emergency operations centers, with

support from our law enforcement contractors, to minimize the impacts on life, safety, and property damage. Metro EOC was also activated for the Dodgers Celebration Parade on November 1. Metro coordinated with local municipal transit agencies, law enforcement, and city, county, and state emergency operations centers to safely transport parade goers into downtown Los Angeles to participate in the parade event in addition to supporting bus shuttles from Union Station to Dodgers Stadium for the ticketed fan event.

On November 5 and 6, EMD conducted a Full-Scale Exercise (FSE) with LAPD TSD and SWAT in coordination with Division 20. The exercise scenario was an “Armed Suspect with a Hostage on the Train” at the Wilshire/Western D Line Station. LAPD Olympic Division and SWAT responded to the station and searched the subway tunnel until the “suspect” was located. They were also able to access the emergency exit hatches to gain entry to the platform. This was an opportunity for the officers to become familiar with the location and identify strategic ways to approach the station and rail vehicle. Metro personnel from Rail Operations and Maintenance of Wayside participated in the exercise to support law enforcement in navigating the station safely. The complexity of the scenario encouraged SWAT to explore a variety of unconventional approaches in seeking a safe resolution. The exercise was very successful, with 52 FSE participants.



On November 21, EMD worked with LAPD TSD to coordinate a law enforcement Bus Safety and Familiarization training due to the recent Metro bus hijacking. Bus Operations: Transportation, Maintenance, and Operations Central Instruction (OCI), along with Corporate Safety, participated by providing bus-specific safety training and a hands-on overview of how to safely engage when responding to an emergency aboard a Metro bus. Four different types of Metro buses were made available for officers to overview and board. Corporate Safety provided an overview of their bus safety training. Bus Maintenance, Transportation, and OCI provided instructors and operators to answer questions and provide relevant information for law enforcement to better plan their approach and strategies based on the various bus types. LADOT also participated and provided three buses as part of this training. Overall, 83 law enforcement trainers and special teams’ officers from LAPD and LASD were trained during the event at Elysian Park for instruction and at the Dodgers Stadium parking lot for bus familiarization. LAPD and LASD both appreciated having the opportunity to conduct this larger training outside of the regularly scheduled bus and rail safety and familiarization with smaller groups of officers at the divisions. LAPD SWAT, who responded to the bus hijacking, was grateful to have the opportunity to discuss their concerns and get direct feedback from the Metro subject matter experts.



CUSTOMER COMMENTS

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

The number of security-related reports submitted to Metro increased month-over-month in both October and November from 3,721 to 3,857, as the publicity around the launch of Transit Watch 3.0 allowed for more convenient submissions. The Security Operations Center’s Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 50 seconds in October and 62 seconds in November. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year’s target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

In October, the average sentiment about safety and security was more negative compared to the previous month. However, Metro’s weapons detection program contributed the most to positive sentiment about security personnel, especially on X (formerly Twitter). Metro’s facilities and infrastructure garnered the most mentions, at 4,414 mentions (1.45% fewer than in September). This is mainly due to the large number of graffiti reports submitted by the Ambassadors and Contract Security through the Transit Watch app.

When discussing safety and security at specific Metro stations, Union Station generated the most mentions this month. Aviation/Century Station generated the second-most overall engagement. Slauson Station experienced the largest increase in mentions between September and October. Most safety and security engagements at this station relate to concerns impacting perceptions of safety, including broken lights, graffiti, and cleanliness.

In November, Metro received 8,256 inbound comments about safety and security, a slight decrease

(0.42%) from October. While average sentiment in social media comments remained steady, overall sentiment, including reactions to posts, was more positive. This was driven by a social media post about the launch of Transit Watch 3.0.

Facilities/Infrastructure remained the most discussed subtopic, mainly due to Transit Watch reports from Ambassadors.

Union Station continued to be mentioned the most, with homelessness being the greatest concern among likely rider comments, followed by safety personnel and facilities/infrastructure.

Aviation/Century Station experienced the largest decrease in mentions this month. It was replaced with Wilshire/Western as the second-most mentioned station.

Most Common Customer Concerns

The most common comments received about personal conduct are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. The top three locations reporting Smoking/Alcohol/Drugs in October were Westlake/MacArthur Park Station, Reseda Station, and 7th Street/Metro Center Station. In November, the top three locations were Reseda Station, 7th Street/Metro Center Station, and Union Station.

Reports of fights or disturbances are the second most common. In October, the top three locations reporting fight or disturbance incidents were 7th Street/Metro Center Station, Westlake/MacArthur Park Station, and Pico Station. In November, the top three locations were Manchester, 7th Street/Metro Center Station, and Farmdale Station.

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

Property crime reports related to graffiti remained the most reported incident type, making up most of the incidents, at 67% in both October and November. In October, the top three locations for graffiti incidents were Sierra Madre Villa Station, La Cienega/Jefferson Station, and LATT/Ortho Institute Station. In November, the top three locations were Sierra Madre Villa Station, Pico Station, and 37th St/USC Station.

Rider reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations. SSLE also utilized the weekly meetings between members of the Comprehensive Planned Deployment to discuss observed increases in security incidents, which included theft. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address graffiti, theft, and harassment systemwide. Additionally, SSLE will look to identify locations (stations, trains, and buses) and the time of day of harassment reports to determine if any patterns exist and work with multi-layer resources to develop a strategy for visibility to prevent and minimize these types of incidents.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently.

Operator safety remains a top priority as the new retrofit barriers are being installed on remaining Metro fleets, and Bus Safety Teams assist with offloading at end-of-line stations during Owl Service. SSLE also engages with local businesses and community groups to better understand their current safety concerns regarding crime in the area and shares with our public safety partners as needed. Furthermore, the ongoing weapons detection pilots aim to reduce and deter the presence of weapons on the system while adhering to the Bias-Free Policing and Public Safety Analytics Policies to avert racial profiling and bias. Feedback has been positive thus far, as riders have been supportive of these pilots, and staff provided additional information to resolve any concerns about profiling or health. Those concerned about profiling were informed that the selection for screening was purely random, based on an interval of pedestrian count using an automated counter. Two individuals had health concerns as they wore a pacemaker, but staff reassured them that the system was safe with its low energy emission and ultimately allowed them to bypass screening when they still had concerns. Through these initiatives, safety operations, and comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and riders to enjoy their trip experience.

NEXT STEPS

SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions

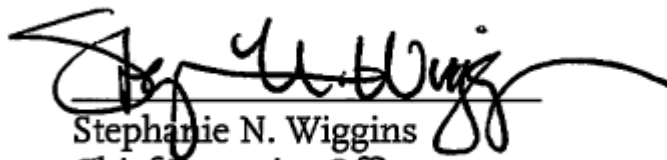
ATTACHMENTS

- Attachment A - Weapons Detection Pilots Updates
- Attachment B - Station Experience Updates
- Attachment C - Board Motion 31
- Attachment D - Board Motion 30
- Attachment E - Total Crime Summary October & November 2024
- Attachment F - Systemwide Law Enforcement Overview October & November 2024
- Attachment G - MTA Supporting Data October & November 2024
- Attachment H - Sexual Harassment Crimes October & November 2024
- Attachment I - Bus & Rail Operator Assaults October & November 2024
- Attachment J - Arrests by Race & Ethnicity October & November 2024

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Stephanie N. Wiggins
Chief Executive Officer

Weapons Detection Pilots Updates Summary of the Activity and Preliminary Findings

Metro's System Security and Law Enforcement (SSLE) is piloting weapons detection technologies to evaluate their potential to reduce the presence of firearms in the transit system. The technologies can be broadly categorized into two groups: video analytics-based brandished weapon detection and concealed weapon screening. Staff collaborated with multiple vendors to organize cost-free pilots of different solutions to test their effectiveness and feasibility in transit environments.

Between late August and October, staff tested four different brandished firearm detection solutions. In November, staff finished testing the first concealed weapons screening solution. The second screening pilot concluded in late December. The third screening pilot will assess the feasibility of deploying weapons detection solutions onboard rolling stock, which requires additional evaluation and testing beyond the scope of this current effort.

Video Analytics-Based Weapons Detection

Staff tested four visual detection solutions in the Union Station West area, enabling 25 of the CCTV cameras to detect the brandishing of firearms. Visual detection systems leverage artificial intelligence (AI) and computer vision algorithms to scan existing CCTV video feeds in real time, identifying threats and disseminating alerts to predesignated responders through predefined channels.

Methodology

Staff conducted multiple rounds of testing of each of the four solutions to assess their detection capability and establish a baseline of performance. The overall assessment of the solutions included evaluating the alerting mechanism, alert viewing platform or dashboard, frequency of false positives, and integration with existing or upcoming security infrastructure.

Brandished Firearm Detection System	Scheduled Piloting	Test 1	Test 2	Test 3
Pilot A	September	9/6/2024	9/10/2024	9/13/2024
Pilot B	September	9/16/2024	9/24/2024	9/26/2024
Pilot C	September	9/26/2024	10/04/2024	10/08/2024
Pilot D	October	10/8/2024	10/11/2024	10/14/2024

SSLE staff developed a uniform testing protocol, brandishing a selection of various inert and training replica firearms in different positions in view of cameras in different station areas. Staff tested each system during station closure hours.

Summary of Results

Staff are confident the solution tested as part of Pilot A sets a benchmark in detection the other solutions were unable to reach, in addition to the absence of false positives given the human-in-the-loop alert verification built into the system.

Based on this conclusion, staff have made a high-level assessment of the requirements to be able to implement the solution. However, an in-depth network engineering analysis is necessary to determine the extent to which this system can be deployed. This includes identifying facilities and locations where the CCTV and network systems meet the requirements and how many camera licenses and video processing units are necessary to sustain those camera feeds. For locations with incompatible systems, a thorough assessment must be performed to determine the scope of capital investments and the level of effort necessary to upgrade the CCTV and network infrastructure to meet the required specifications. Determining the extent to which this solution can be deployed systemwide is beyond the scope of this effort. This additional evaluation will be conducted once the board is fully informed of the findings and the results of the testing. A decision will then need to be made to determine if the operational performance of the system sufficiently and appropriately addresses the concerns of the agency for situational awareness arising from the brandishing of firearms in the system.

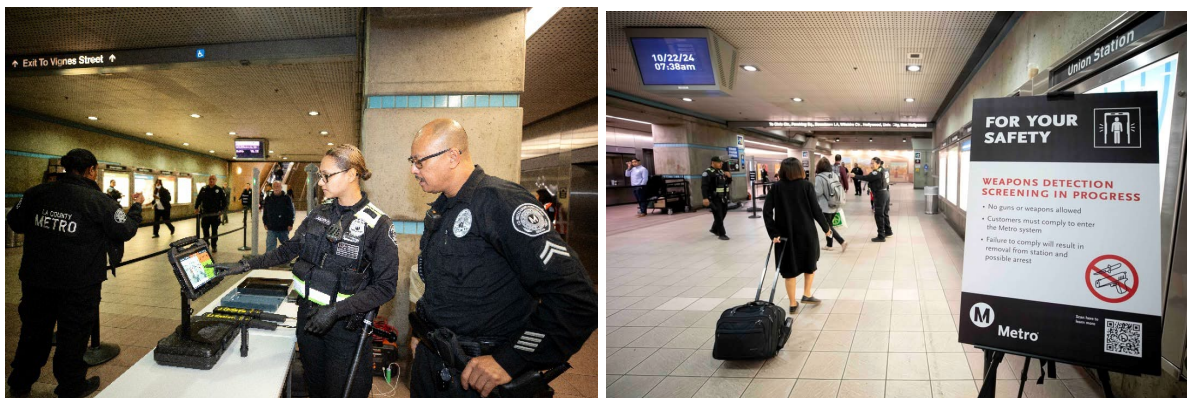
Concealed Weapons Screening

These systems are designed to identify concealed weapons, such as firearms or large-edged weapons, using advanced sensors, AI, and other technologies. They offer a noninvasive screening method to detect and identify hidden threats without physical contact and eliminate the need to remove personal belongings.

Status of Piloting and Testing

Pilot AA

Staff began piloting the solution the week of October 21 in the mezzanine area of the eastern access to the Union Station B/D Line platforms. Passengers were selected for screening using a predetermined pedestrian count interval, and if an alert was generated signaling the presence of ferrous material, passengers were asked to proceed to secondary screenings. Metro Transit Security and law enforcement provided the necessary personnel to direct passengers, staff the screening device, conduct secondary screenings when necessary, and intervene if a passenger was found to be in possession of a weapon. No weapons were found during this pilot. The screening deployments occurred on the following dates: October 22, October 24, October 30, October 31, November 6, November 12, and November 14.



Although the deployment was limited to the mezzanine area of the eastern portal, for the last deployment of this first system the vendor provided an additional screening unit to cover both entrances to the Union Station B/D Line platforms. This allowed staff to evaluate the staffing and operational requirements involved in total ingress coverage. The systems were operated simultaneously successfully with armed and unarmed Transit Security Officers (TSOs) staffing both screening filters, the appliances, and the secondary screening tables.

Summary of Findings

The first screening deployment was met with overwhelming support from staff and the public. Multiple passengers expressed their support for implementing weapons screening to heighten the level of safety and have a strong security presence in the system to deter criminal activity. Most of the passengers selected for screenings expressed no concern or refused to be screened. Of that group, those identified for secondary screening due to an alert from the system were amenable to allowing TSOs to visually inspect the contents of their personal belongings to determine the cause of the alarm.

A handful of passengers expressed concerns about the screening and all concerns raised were resolved by officers by providing additional information, patiently attending to the passenger's concerns, and giving clear directions without further incident. Two passengers were concerned with their health indicating they wore a pacemaker, they were reassured of the safety of the device given its low energy emission; however, when their concern persisted due to their doctor's directions, they were allowed to bypass screening. Passengers with concerns about the search for their personal belongings were informed of the device's detection capabilities and the operating procedures in place to conduct secondary screenings only in the event of an alarm. Finally, passengers who believed they were being profiled were informed that the selection for screening was purely based on an interval of pedestrian count indicated by an automated counter, reassuring them their selection was random and not motivated by an officer's judgment. All concerns raised by passengers were resolved by officers providing additional information, patiently attending to the passenger's concerns, and giving clear directions without incidents.

Staff is evaluating the operational successes and challenges faced during deployment. This will allow staff to draw conclusions and make recommendations on the scenarios or environments in Metro's transit system where this technology can lead to an improvement in overall safety. Staff will also evaluate the requirements recurrent deployments will have for staffing and equipment mobilization and the capital cost associated with the procurement of the units. Staff will present their findings to the Board at the conclusion of the last weapons screening pilot.

Pilot BB

The pilot for the second concealed weapons screening pilot began October 26 in the mezzanine level of the eastern portal of Union Station B/D Line. Technical staff from the vendor were on-site during the first deployment to ensure adequate operating procedures and detection settings. This solution, although similar to the first one piloted, is distinguished by its portability and battery-powered design. The overall footprint of the deployment is similar to the one employed previously and the staffing requirements are the same, albeit officers perform a few functions differently given the alerting mechanism of the device. This new deployment was met with support from staff and passengers who, in some instances, inquired about the type of technology being used and the different configurations of the system.

Staff saw it appropriate to use this second screening system's portability and power autonomy to conduct screening deployments at the APU/Citrus College A Line Station on December 5, December 10, December 12, and December 19. Piloting this second screening system at a light rail train (LRT) station produced valuable insight into the operational and staffing requirements involved in this deployment.

Pilot CC

Staff continue to work with the vendor to secure an agreement for the piloting of the technology. Although progress has been challenged because of the system's power, data connectivity, and hardware installation requirements, the vendor has expressed openness to evaluate the deployment of their solution onboard rolling stock. The vendor and staff continue to work to establish the feasibility and possible financial resources necessary to make this pilot a reality. This new arrangement places this pilot in a category different from the ones explored so far and will require separating this effort and timeline beyond 2024. This will allow staff to present its final evaluations of all other pilots while continuing to pursue an innovative strategy for onboard weapons detection.

Station Experience Updates (January 2025)

A Line Fare Compliance Efforts Bring Promising Results to Safety & Cleanliness

As previously reported, staff have been working with Metro Transit Security to improve fare compliance on other parts of the system, even stations that do not have faregates. This includes increased fare compliance at A Line end-of-line (EOL) stations at APU/Citrus College and Downtown Long Beach, as well as the major transfer hub at Willowbrook/Rosa Parks.

While the first several weeks have consisted of an education-first approach, Transit Security is now transitioning to its standard enforcement. In the first week of this program, staff observed a dramatic turnaround in fare compliance at Willowbrook/Rosa Parks for riders transferring between the A Line and C Line.

At Willowbrook/Rosa Parks:

- Paid turnstile entries have jumped **+101%** (compared to the previous week)
- Emergency swing gate misuse has dropped **-66%** (compared to the previous week)

In the first month of the program, the entire A Line has also seen a **32% drop in reported incidents** on the Transit Watch app compared to the previous month. Custodians assigned to APU/Citrus College EOL Station are also reporting a decrease in loitering and cleanliness issues during this same time period. These results are consistent and similar to the previously reported TAP-to-Exit achievements seen at North Hollywood and Downtown Santa Monica.

Safer, Cleaner Conditions at Reseda with Parking Lot User Safety (PLUS) Program

Staff previously shared that Reseda G Line Station encounters persistent challenges of loitering and illicit activity associated with the nearby interim housing and drug treatment facilities. Staff recently implemented classical music within the G Line boarding areas, which has helped maintain a safe waiting experience for G Line riders on the platforms.

Staff is now expanding this multipronged approach throughout the station's open access parking lot and bicycle path that parallel the station to address the substantial concerns from the community and transit riders as a result of the societal challenges from the surrounding area. Thus far, staff have:

- Relocated problematic trash dumpsters
- Added a Throne restroom to improve cleanliness
- Trimmed overgrown trees and brush
- Installed an ambient sound device in the parking lot, identical to those successfully deployed at APU/Citrus College and 37th St/USC stations

Within the first 48 hours of installation, illicit activity dropped significantly in the west parking lot throughout the day and night. Staff is now 75% complete in restoring appropriate activity throughout the entire station property. Metro Bike locker users now

have substantially safer conditions when storing and accessing their bikes, improving safety for active transportation users.

The remaining 25% of work that needs to be done resides in the east parking lot, which includes visible drug activity in and around an original station bench art piece. This attracts gatherings of individuals engaged in open-air drug use, and intimidating behavior has visibly pushed local bus riders further away from the seating amenities. Many riders are CSUN college students or Northridge Academy High School students who transfer between G Line and Line 240.

Lighting & Safety Improvements at Vermont/Santa Monica B Line Station

During last month's Vermont Transit Corridor project outreach, LA City College leadership conveyed student concerns about illicit activity that persists between the secondary southern Metro entrance and the adjacent city college campus entrance. LA City College is a major partner with Metro, with nearly 3,000 active GoPass participants and nearly 12,000 since inception.

Staff has begun a multipronged effort that incorporates:

- Brighter lighting to illuminate hidden areas
- Upgraded trash cans to improve cleanliness
- Increased tree trimming to address overgrown palm fronds

As a result, staff is beginning to see substantial improvements in time for the Pacific Standard Time change to safety and visibility, particularly for students and workers no longer avoiding the more convenient entrance and even during the evening hours.

No-Cost Bathroom Attendants Improving Safety & Cleanliness at EOL J Line Stations

In the first month of this no-cost pilot inspired by BART, the Return-to-Work staff are seeing strong results from their presence in front of the traditional J Line restrooms at El Monte Station and Harbor Gateway Transit Center, with the following findings:

- Bathrooms are being monitored across nearly 80 uses per weekday morning shift from 6:00 AM to 2:30 PM
- Assigned custodians are noticing a reduction in unwanted behavior (overstays, dirty conditions) compared to before
- Bathroom attendants (some of whom are bus operators and familiar with trip planning) are assisting customers in finding the correct bus bays, routing, and schedules
- Increased foot traffic and approachability naturally deter unwanted behavior seen in front of the previously unmonitored bathrooms
- Return-to-Work staff are often also bus operators, who are familiar with bus bay assignments and trip planning suggestions for customers and are equipped with bus schedules and maps to distribute to customers as needed

Preliminary Work Underway to Improve Safety at Slauson J Line Station

Staff are working on quick-build solutions to improve safety for riders and employees at Slauson J Line Station, which lies in the median of the I-110 Harbor Transitway. This station serves over 2,000 riders per day and is a persistent hotspot for loitering, vandalism, and gang activity from non-destination riders, which has resulted in hostile interactions with Transit Ambassadors and maintenance personnel. There was a fatality stabbing here in June 2024, as well as an alleged drug-related stabbing in July 2024.

As a result, staff are implementing a package of environmental design interventions to this station that will inspire appropriate activity and facilitate a safe working environment for our frontline personnel. These interventions will include:

- Classical music to facilitate short-term waiting for the next bus arrivals
- Closure of secondary, underutilized pedestrian overpass to the Caltrans parking lot, which has significant safety issues and does not functionally serve a useful purpose for riders
- Removal of outdated bench partitions that have created private, hiding areas for illicit activity and replaced with modernized waiting amenities designed for better sightlines and appropriate activity

Metro

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



Board Report

File #: 2024-0365, File Type: Motion / Motion Response

Agenda Number: 31.

REGULAR BOARD MEETING MAY 23, 2024

Motion by:

DIRECTORS BASS, BARGER, HAHN, SOLIS, NAJARIAN, AND YAROSLAVSKY

Metro Public Safety Surge Motion

Recently, our system has endured an uptick in violence and crime. Law enforcement agencies are reporting a rise in crime, resulting in increased arrests and citations for trespassing, narcotics, and weapons possession. As Metro ridership continues to increase to pre-pandemic levels, reaching more than 950,000 weekday riders in March 2024, the increase in crime threatens to derail our goal of exceeding 1.2 million weekday riders if we cannot ensure the safety of those who want and need to use the bus and rail system. As a Board, we propose urgent, decisive action to keep our riders, employees, and community members safe.

The Metro Board of Directors took swift action last month to approve the manufacture and installation of reinforced physical barriers to better protect bus operators from this senseless violence. Metro's entire bus fleet is anticipated to be fitted with new barriers by the end of the year. However, this is not enough. There has been a surge in violent crimes across the Metro bus and rail system over the past 3 months, resulting in death, injuries, and increased safety concerns for Metro's riders and frontline employees.

Additionally, Wi-Fi and cell phone service are not reliably available throughout Metro's rail system, hampering our riders' ability to communicate with public safety personnel. Metro's Transit Watch Mobile App, for instance, allows riders to directly contact emergency and law enforcement personnel by text or phone, but requires Wi-Fi or cellular service. We must ensure Wi-Fi and cell phone service are available systemwide so that riders can quickly and easily contact public safety personnel when needed.

While Metro and its security partners have taken many steps to improve safety, we must do more to ensure the safety of our riders and employees across the system.

SUBJECT: METRO PUBLIC SAFETY SURGE MOTION

RECOMMENDATION

APPROVE Motion by Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky that the Board direct the

Chief Executive Officer to:

- A. Increase the daily planned deployment of public safety personnel, adjusting deployment to focus on the rail cars, buses, and stations with the highest incidents of crime and public safety issues so that riders and frontline employees feel safe.
- B. Direct public safety personnel, including Los Angeles Police Department, Los Angeles Sheriff's Department, Long Beach Police Department, and Metro Transit Security officers to be physically present on buses and trains.
- C. Direct public safety personnel to proactively walk through rail cars and ride buses. Public safety personnel must also schedule overlapping or staggered shift times to ensure continuity and avoid gaps in coverage.
- D. Establish a unified command led by Metro's Systems Security & Law Enforcement Department, with representation from all public safety resources.
- E. Ensure that cellular service is enabled and working at all underground metro rail stations, on the platforms, and during transit throughout the rail system, and bolster education and awareness of Metro's Transit Watch Mobile App so riders can directly access an emergency response.



Metro

Board Report

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

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

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

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

Ancillary Areas

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

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

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

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

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

and conduct a deep cleaning of the site.

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

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

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

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

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

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

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

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

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

emergency access; and

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



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

Total Crime Summary - October 2024

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	207	318	378	428	383
Agg Assault on Op	15	20	24	31	37
Battery	566	593	734	881	843
Battery on Operator	52	67	112	100	96
Homicide	3	4	5	4	5
Rape	7	14	10	12	13
Robbery	188	193	287	325	272
Sex Offenses	71	78	86	100	95
Subtotal	1,109	1,287	1,636	1,881	1,744
Crimes Against Property					
Arson	5	8	6	0	2
Bike Theft	45	36	41	22	5
Burglary	5	16	12	12	7
Larceny	337	315	431	412	469
Motor Vehicle Theft	13	10	14	38	22
Vandalism	176	248	254	153	173
Subtotal	581	633	758	637	678
Crimes Against Society					
Narcotics	64	133	129	442	968
Trespassing	72	77	87	1,046	4,352
Weapons	26	41	43	95	203
Subtotal	162	251	259	1,583	5,523
Total	1,852	2,171	2,653	4,101	7,945

Total Crimes 5-Year Trend Current Month only - Systemwide

	Oct-20	Oct-21	Oct-22	Oct-23	Oct-24
Crimes Against Persons					
Agg Assault	26	43	41	42	46
Agg Assault on Op	5	2	1	1	1
Battery	51	72	74	113	80
Battery on Operator	4	7	16	10	4
Homicide	1	1	1	0	0
Rape	2	1	1	1	2
Robbery	11	27	27	32	26
Sex Offenses	7	2	8	11	11
Subtotal	107	155	169	210	170
Crimes Against Property					
Arson	0	1	1	0	0
Bike Theft	5	2	4	1	0
Burglary	1	2	1	0	0
Larceny	25	33	36	31	73
Motor Vehicle Theft	1	0	2	2	5
Vandalism	16	26	14	23	17
Subtotal	48	64	58	57	95
Crimes Against Society					
Narcotics	16	10	10	53	140
Trespassing	4	12	14	198	277
Weapons	3	7	2	10	22
Subtotal	23	29	26	261	439
Total	178	248	253	528	704

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	142	219	263	304	245
Agg Assault on Op	0	3	2	1	1
Battery	363	375	475	616	529
Battery on Operator	6	2	4	6	0
Homicide	3	4	4	4	2
Rape	7	13	9	12	11
Robbery	143	136	216	226	176
Sex Offenses	51	54	59	60	58
Subtotal	715	806	1,032	1,229	1,022
Crimes Against Property					
Arson	5	8	5	0	2
Bike Theft	30	20	26	10	4
Burglary	4	15	9	11	6
Larceny	253	240	302	303	305
Motor Vehicle Theft	11	6	7	35	14
Vandalism	101	153	175	83	83
Subtotal	404	442	524	442	414
Crimes Against Society					
Narcotics	31	47	61	344	867
Trespassing	67	69	78	1,028	4,258
Weapons	18	22	26	71	174
Subtotal	116	138	165	1,443	5,299
Total	1,235	1,386	1,721	3,114	6,735

Total Crimes 5-Year Trend Current Month only - Rail

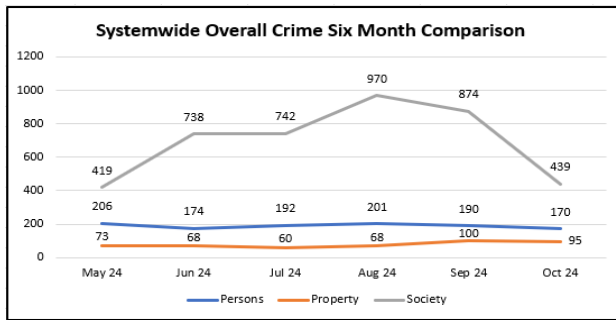
	Oct-20	Oct-21	Oct-22	Oct-23	Oct-24
Crimes Against Persons					
Agg Assault	17	30	33	27	29
Agg Assault on Op	0	0	0	0	0
Battery	32	46	55	80	46
Battery on Operator	0	0	0	0	0
Homicide	1	1	1	0	0
Rape	2	1	1	1	2
Robbery	8	18	19	20	14
Sex Offenses	6	1	4	8	6
Subtotal	66	97	113	136	97
Crimes Against Property					
Arson	0	1	1	0	0
Bike Theft	2	1	3	1	0
Burglary	0	1	0	0	0
Larceny	18	25	24	19	55
Motor Vehicle Theft	1	0	1	2	4
Vandalism	10	20	8	13	9
Subtotal	31	48	37	35	68
Crimes Against Society					
Narcotics	6	5	2	49	127
Trespassing	3	11	13	192	270
Weapons	2	4	1	8	18
Subtotal	11	20	16	249	415
Total	108	165	166	420	580

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

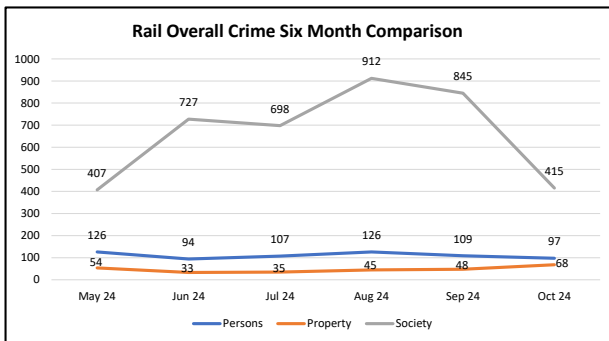
	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	65	99	115	124	138
Agg Assault on Op	15	17	22	30	36
Battery	203	218	259	265	314
Battery on Operator	46	65	108	94	96
Homicide	0	0	1	0	3
Rape	0	1	1	0	2
Robbery	45	57	71	99	96
Sex Offenses	20	24	27	40	37
Subtotal	394	481	604	652	722
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	15	16	15	12	1
Burglary	1	1	3	1	1
Larceny	84	75	129	109	164
Motor Vehicle Theft	2	4	7	3	8
Vandalism	75	95	79	70	90
Subtotal	177	191	234	195	264
Crimes Against Society					
Narcotics	33	86	68	98	101
Trespassing	5	8	9	18	94
Weapons	8	19	17	24	29
Subtotal	46	113	94	140	224
Total	617	785	932	987	1,210

Total Crimes 5-Year Trend Current Month only - Bus

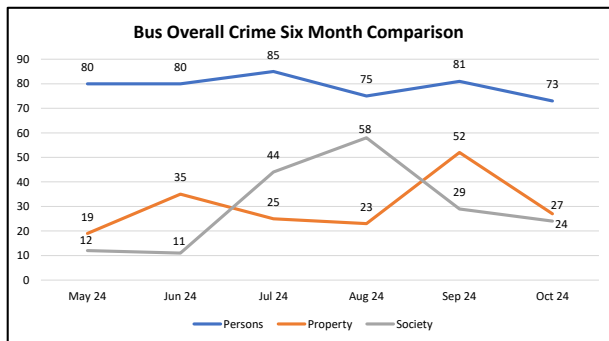
	Oct-20	Oct-21	Oct-22	Oct-23	Oct-24
Crimes Against Persons					
Agg Assault	9	13	8	15	17
Agg Assault on Op	5	2	1	1	1
Battery	19	26	19	33	34
Battery on Operator	4	7	16	10	4
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	3	9	8	12	12
Sex Offenses	1	1	4	3	5
Subtotal	41	58	56	74	73
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	3	1	1	0	0
Burglary	1	1	1	0	0
Larceny	7	8	12	12	18
Motor Vehicle Theft	0	0	1	0	1
Vandalism	6	6	6	10	8
Subtotal	17	16	21	22	27
Crimes Against Society					
Narcotics	10	5	8	4	13
Trespassing	1	1	1	6	7
Weapons	1	3	1	2	4
Subtotal	12	9	10	12	24
Total	70	83	87	108	124



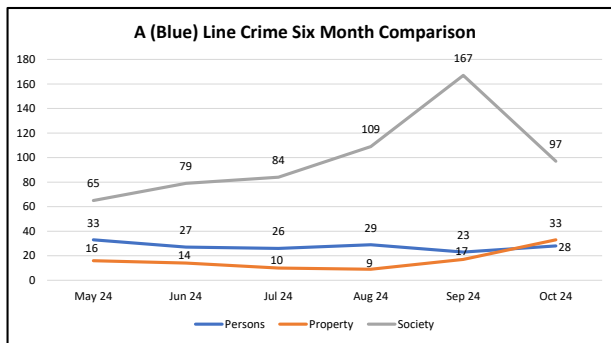
Systemwide	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	46	45	2.2%
Agg Assault on Op	1	4	-75.0%
Battery	80	95	-15.8%
Battery on Operator	4	9	-55.6%
Homicide	0	1	-100.0%
Rape	2	0	200.0%
Robbery	26	24	8.3%
Sex Offenses	11	12	-8.3%
Subtotal	170	190	-10.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	1	-100.0%
Larceny	73	65	12.3%
Motor Vehicle Theft	5	1	400.0%
Vandalism	17	33	-48.5%
Subtotal	95	100	-5.0%
Crimes Against Society			
Narcotics	140	111	26.1%
Trespassing	277	736	-62.4%
Weapons	22	27	-18.5%
Subtotal	439	874	-49.8%
Total	704	1,164	-39.5%



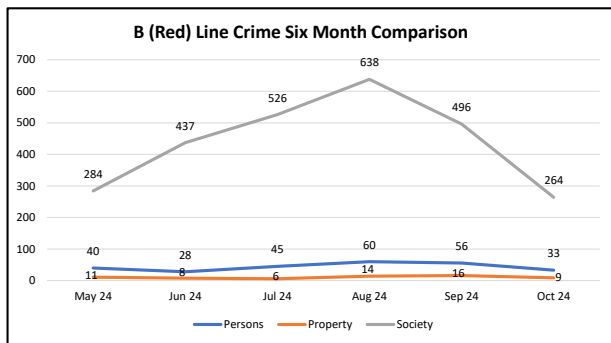
Rail	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	29	28	3.6%
Agg Assault on Op	0	0	0.0%
Battery	46	53	-13.2%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	14	16	-12.5%
Sex Offenses	6	12	-50.0%
Subtotal	97	109	-11.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	1	-100.0%
Larceny	55	35	57.1%
Motor Vehicle Theft	4	1	300.0%
Vandalism	9	11	-18.2%
Subtotal	68	48	41.7%
Crimes Against Society			
Narcotics	127	96	32.3%
Trespassing	270	726	-62.8%
Weapons	18	23	-21.7%
Subtotal	415	845	-50.9%
Total	580	1,002	-42.1%



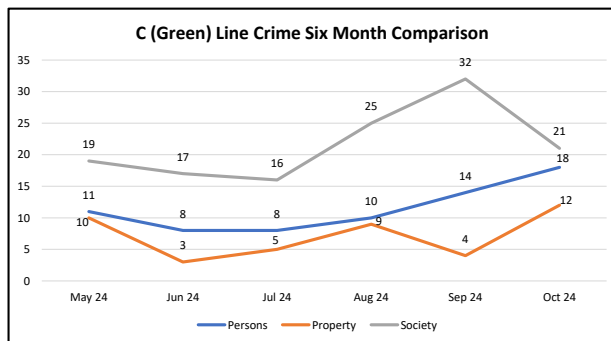
Bus	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	17	17	0.0%
Agg Assault on Op	1	4	-75.0%
Battery	34	42	-19.0%
Battery on Operator	4	9	-55.6%
Homicide	0	1	-100.0%
Rape	0	0	0.0%
Robbery	12	8	50.0%
Sex Offenses	5	0	500.0%
Subtotal	73	81	-9.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	18	30	-40.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	8	22	-63.6%
Subtotal	27	52	-48.1%
Crimes Against Society			
Narcotics	13	15	-13.3%
Trespassing	7	10	-30.0%
Weapons	4	4	0.0%
Subtotal	24	29	-17.2%
Total	124	162	-23.5%



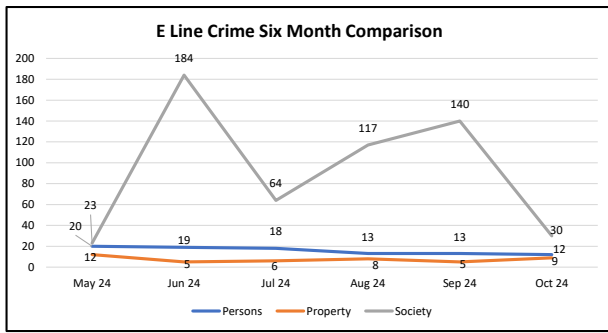
A (Blue) Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	10	5	100.0%
Agg Assault on Op	0	0	0.0%
Battery	14	9	55.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	6	-50.0%
Sex Offenses	1	3	-66.7%
Subtotal	28	23	21.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	1	-100.0%
Larceny	27	14	92.9%
Motor Vehicle Theft	3	1	200.0%
Vandalism	3	1	200.0%
Subtotal	33	17	94.1%
Crimes Against Society			
Narcotics	29	14	107.1%
Trespassing	65	144	-54.9%
Weapons	3	9	-66.7%
Subtotal	97	167	-41.9%
Total	158	207	-23.7%



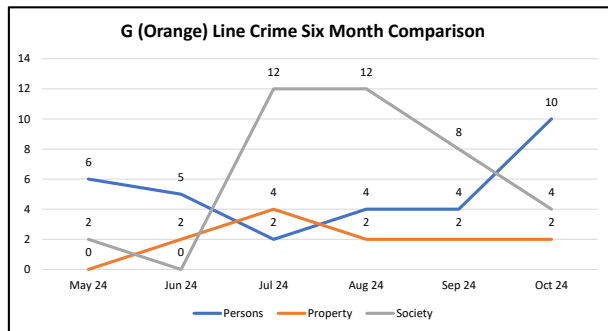
B (Red) Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	6	14	-57.1%
Agg Assault on Op	0	0	0.0%
Battery	19	31	-38.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	4	5	-20.0%
Sex Offenses	3	6	-50.0%
Subtotal	33	56	-41.1%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	11	-27.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	5	-80.0%
Subtotal	9	16	-43.8%
Crimes Against Society			
Narcotics	79	72	9.7%
Trespassing	174	416	-58.2%
Weapons	11	8	37.5%
Subtotal	264	496	-46.8%
Total	306	568	-46.1%



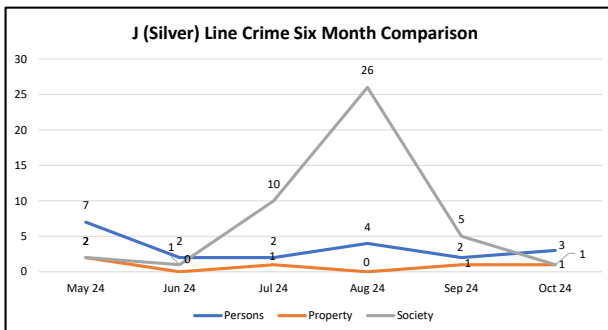
C (Green) Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	10	8	25.0%
Agg Assault on Op	0	0	0.0%
Battery	6	2	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	3	-66.7%
Sex Offenses	1	1	0.0%
Subtotal	18	14	28.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	4	100.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	3	0	300.0%
Subtotal	12	4	200.0%
Crimes Against Society			
Narcotics	8	8	0.0%
Trespassing	10	20	-50.0%
Weapons	3	4	-25.0%
Subtotal	21	32	-34.4%
Total	51	50	2.0%



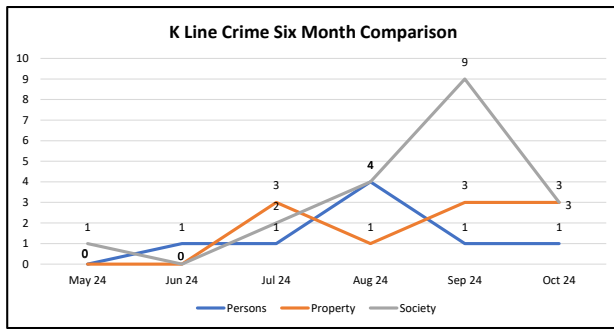
E Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	3	1	200.0%
Agg Assault on Op	0	0	0.0%
Battery	3	9	-66.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	1	400.0%
Sex Offenses	1	2	-50.0%
Subtotal	12	13	-7.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	3	166.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	9	5	80.0%
Crimes Against Society			
Narcotics	10	1	900.0%
Trespassing	20	138	-85.5%
Weapons	0	1	-100.0%
Subtotal	30	140	-78.6%
Total	51	158	-67.7%



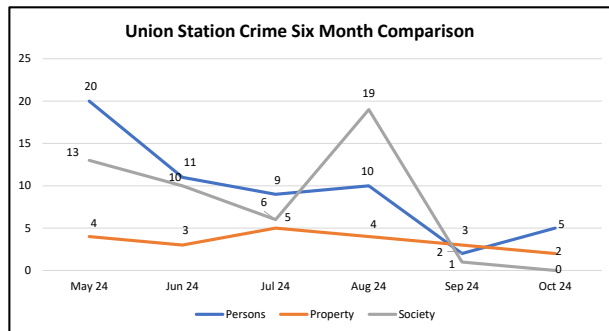
G (Orange) Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	4	1	300.0%
Agg Assault on Op	0	0	0.0%
Battery	2	2	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	1	300.0%
Sex Offenses	0	0	0.0%
Subtotal	10	4	150.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	2	2	0.0%
Crimes Against Society			
Narcotics	4	4	0.0%
Trespassing	0	4	-100.0%
Weapons	0	0	0.0%
Subtotal	4	8	-50.0%
Total	16	14	14.3%



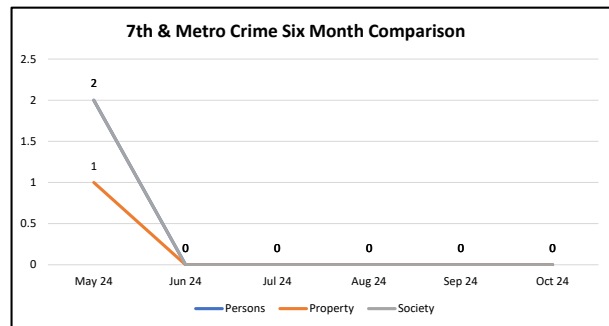
J (Silver) Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	2	-100.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	1	0	100.0%
Subtotal	3	2	50.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	1	1	100.0%
Crimes Against Society			
Narcotics	0	3	-100.0%
Trespassing	1	1	0.0%
Weapons	0	1	-100.0%
Subtotal	1	5	-80.0%
Total	5	8	-37.5%



K Line	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	1	1	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	2	50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	3	3	0.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	1	8	-87.5%
Weapons	1	1	0.0%
Subtotal	3	9	-66.7%
Total	7	13	-46.2%



Union Station	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	4	1	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	5	2	150.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	1	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	2	3	-33.3%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	1	-100.0%
Total	7	6	16.7%



7th & Metro	Oct 24	Sep 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	0	0.0%



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

Total Crime Summary - November 2024

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	233	354	413	459	421
Agg Assault on Op	15	25	33	37	40
Battery	615	672	804	963	923
Battery on Operator	57	81	118	114	103
Homicide	3	5	6	4	5
Rape	8	14	11	13	13
Robbery	199	216	318	362	305
Sex Offenses	77	91	93	108	99
Subtotal	1,207	1,458	1,796	2,060	1,909
Crimes Against Property					
Arson	5	8	6	0	2
Bike Theft	46	38	43	25	5
Burglary	8	16	12	13	7
Larceny	358	357	474	445	532
Motor Vehicle Theft	17	11	16	41	22
Vandalism	191	273	271	171	193
Subtotal	625	703	822	695	761
Crimes Against Society					
Narcotics	73	141	133	508	1,117
Trespassing	80	86	108	1,317	4,414
Weapons	30	43	48	111	224
Subtotal	183	270	289	1,936	5,755
Total	2,015	2,431	2,907	4,691	8,425

Total Crimes 5-Year Trend Current Month only - Systemwide

	Nov-20	Nov-21	Nov-22	Nov-23	Nov-24
Crimes Against Persons					
Agg Assault	26	36	35	31	38
Agg Assault on Op	0	5	9	6	3
Battery	49	79	70	82	80
Battery on Operator	5	14	6	14	7
Homicide	0	1	1	0	0
Rape	1	0	1	1	0
Robbery	11	23	31	37	33
Sex Offenses	6	13	7	8	4
Subtotal	98	171	160	179	165
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	2	2	3	0
Burglary	3	0	0	1	0
Larceny	21	42	43	33	63
Motor Vehicle Theft	4	1	2	3	0
Vandalism	15	25	17	18	20
Subtotal	44	70	64	58	83
Crimes Against Society					
Narcotics	9	8	4	66	149
Trespassing	8	9	21	271	62
Weapons	4	2	5	16	21
Subtotal	21	19	30	353	232
Total	163	260	254	590	480

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	162	241	290	326	270
Agg Assault on Op	0	3	2	1	1
Battery	392	428	516	673	587
Battery on Operator	6	3	4	6	0
Homicide	3	5	5	4	2
Rape	8	13	10	13	11
Robbery	154	154	242	250	198
Sex Offenses	56	65	64	65	61
Subtotal	781	912	1,133	1,338	1,130
Crimes Against Property					
Arson	5	8	5	0	2
Bike Theft	31	21	28	13	4
Burglary	7	15	9	12	6
Larceny	265	268	332	328	352
Motor Vehicle Theft	15	7	9	38	14
Vandalism	110	171	188	90	90
Subtotal	433	490	571	481	468
Crimes Against Society					
Narcotics	35	49	61	393	990
Trespassing	72	78	97	1,297	4,319
Weapons	21	23	28	84	190
Subtotal	128	150	186	1,774	5,499
Total	1,342	1,552	1,890	3,593	7,097

Total Crimes 5-Year Trend Current Month only - Rail

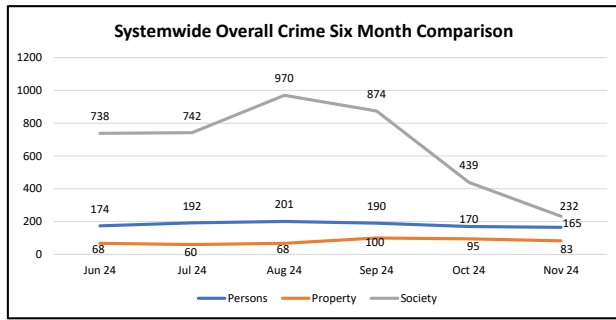
	Nov-20	Nov-21	Nov-22	Nov-23	Nov-24
Crimes Against Persons					
Agg Assault	20	22	27	22	25
Agg Assault on Op	0	0	0	0	0
Battery	29	53	41	57	58
Battery on Operator	0	1	0	0	0
Homicide	0	1	1	0	0
Rape	1	0	1	1	0
Robbery	11	18	26	24	22
Sex Offenses	5	11	5	5	3
Subtotal	66	106	101	109	108
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	1	2	3	0
Burglary	3	0	0	1	0
Larceny	12	28	30	25	47
Motor Vehicle Theft	4	1	2	3	0
Vandalism	9	18	13	7	7
Subtotal	29	48	47	39	54
Crimes Against Society					
Narcotics	4	2	0	49	123
Trespassing	5	9	19	269	61
Weapons	3	1	2	13	16
Subtotal	12	12	21	331	200
Total	107	166	169	479	362

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

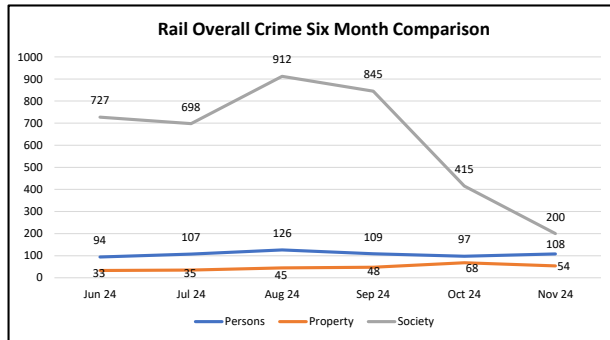
	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	71	113	123	133	151
Agg Assault on Op	15	22	31	36	39
Battery	223	244	288	290	336
Battery on Operator	51	78	114	108	103
Homicide	0	0	1	0	3
Rape	0	1	1	0	2
Robbery	45	62	76	112	107
Sex Offenses	21	26	29	43	38
Subtotal	426	546	663	722	779
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	15	17	15	12	1
Burglary	1	1	3	1	1
Larceny	93	89	142	117	180
Motor Vehicle Theft	2	4	7	3	8
Vandalism	81	102	83	81	103
Subtotal	192	213	251	214	293
Crimes Against Society					
Narcotics	38	92	72	115	127
Trespassing	8	8	11	20	95
Weapons	9	20	20	27	34
Subtotal	55	120	103	162	256
Total	673	879	1,017	1,098	1,328

Total Crimes 5-Year Trend Current Month only - Bus

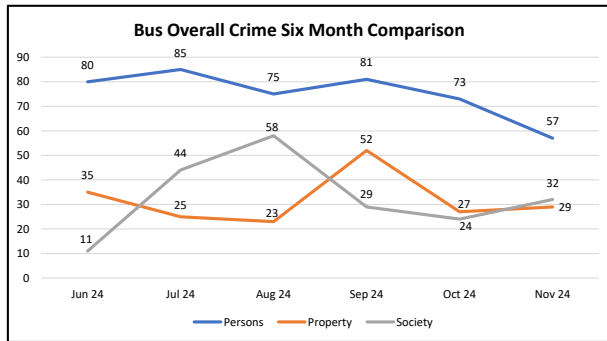
	Nov-20	Nov-21	Nov-22	Nov-23	Nov-24
Crimes Against Persons					
Agg Assault	6	14	8	9	13
Agg Assault on Op	0	5	9	6	3
Battery	20	26	29	25	22
Battery on Operator	5	13	6	14	7
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	0	5	5	13	11
Sex Offenses	1	2	2	3	1
Subtotal	32	65	59	70	57
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	0	1	0	0	0
Burglary	0	0	0	0	0
Larceny	9	14	13	8	16
Motor Vehicle Theft	0	0	0	0	0
Vandalism	6	7	4	11	13
Subtotal	15	22	17	19	29
Crimes Against Society					
Narcotics	5	6	4	17	26
Trespassing	3	0	2	2	1
Weapons	1	1	3	3	5
Subtotal	9	7	9	22	32
Total	56	94	85	111	118



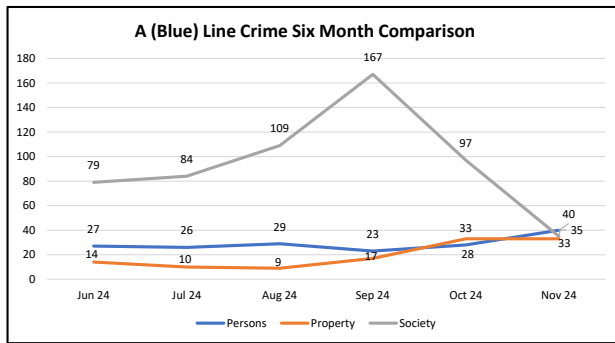
Systemwide	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	38	46	-17.4%
Agg Assault on Op	3	1	200.0%
Battery	80	80	0.0%
Battery on Operator	7	4	75.0%
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	33	26	26.9%
Sex Offenses	4	11	-63.6%
Subtotal	165	170	-2.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	63	73	-13.7%
Motor Vehicle Theft	0	5	-100.0%
Vandalism	20	17	17.6%
Subtotal	83	95	-12.6%
Crimes Against Society			
Narcotics	149	140	6.4%
Trespassing	62	277	-77.6%
Weapons	21	22	-4.5%
Subtotal	232	439	-47.2%
Total	480	704	-31.8%



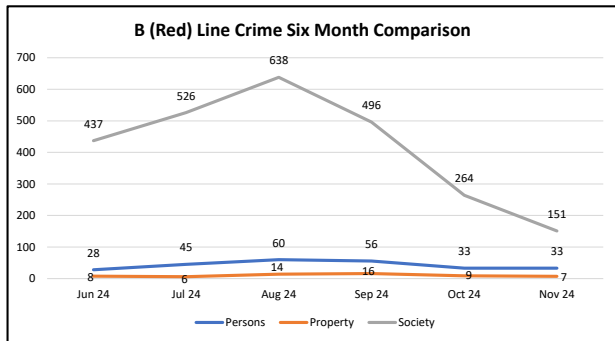
Rail	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	25	29	-13.8%
Agg Assault on Op	0	0	0.0%
Battery	58	46	26.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	22	14	57.1%
Sex Offenses	3	6	-50.0%
Subtotal	108	97	11.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	47	55	-14.5%
Motor Vehicle Theft	0	4	-100.0%
Vandalism	7	9	-22.2%
Subtotal	54	68	-20.6%
Crimes Against Society			
Narcotics	123	127	-3.1%
Trespassing	61	270	-77.4%
Weapons	16	18	-11.1%
Subtotal	200	415	-51.8%
Total	362	580	-37.6%



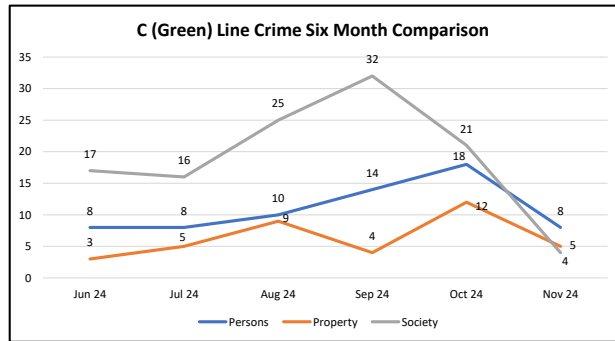
Bus	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	13	17	-23.5%
Agg Assault on Op	3	1	200.0%
Battery	22	34	-35.3%
Battery on Operator	7	4	75.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	11	12	-8.3%
Sex Offenses	1	5	-80.0%
Subtotal	57	73	-21.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	16	18	-11.1%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	13	8	62.5%
Subtotal	29	27	7.4%
Crimes Against Society			
Narcotics	26	13	100.0%
Trespassing	1	7	-85.7%
Weapons	5	4	25.0%
Subtotal	32	24	33.3%
Total	118	124	-4.8%



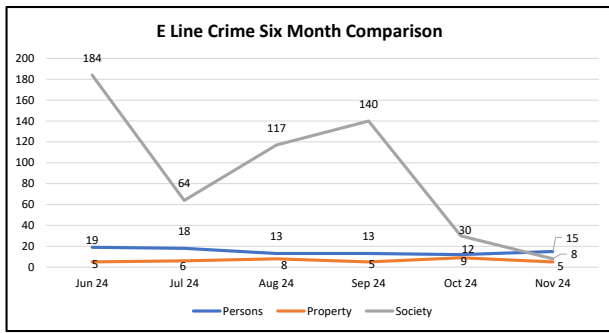
A (Blue) Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	14	10	40.0%
Agg Assault on Op	0	0	0.0%
Battery	15	14	7.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	9	3	200.0%
Sex Offenses	2	1	100.0%
Subtotal	40	28	42.9%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	27	27	0.0%
Motor Vehicle Theft	0	3	-100.0%
Vandalism	6	3	100.0%
Subtotal	33	33	0.0%
Crimes Against Society			
Narcotics	20	29	-31.0%
Trespassing	14	65	-78.5%
Weapons	1	3	-66.7%
Subtotal	35	97	-63.9%
Total	108	158	-31.6%



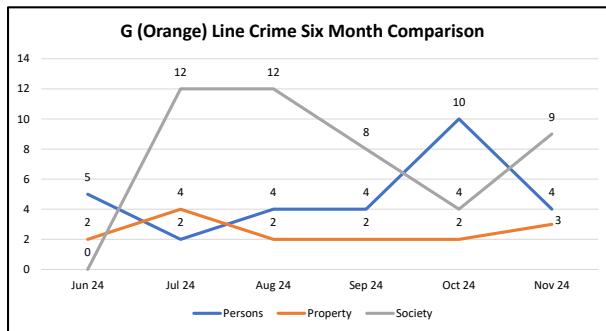
B (Red) Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	3	6	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	27	19	42.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	2	4	-50.0%
Sex Offenses	1	3	-66.7%
Subtotal	33	33	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	8	-12.5%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	7	9	-22.2%
Crimes Against Society			
Narcotics	93	79	17.7%
Trespassing	44	174	-74.7%
Weapons	14	11	27.3%
Subtotal	151	264	-42.8%
Total	191	306	-37.6%



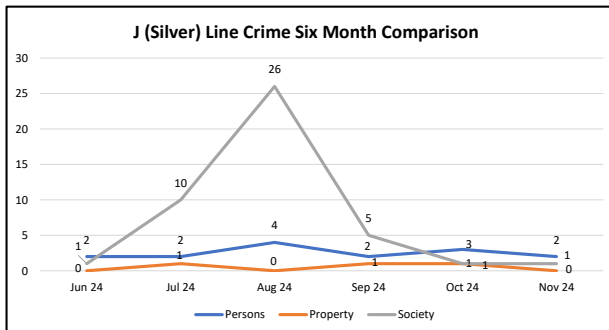
C (Green) Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	2	10	-80.0%
Agg Assault on Op	0	0	0.0%
Battery	0	6	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	1	500.0%
Sex Offenses	0	1	-100.0%
Subtotal	8	18	-55.6%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	5	8	-37.5%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	3	-100.0%
Subtotal	5	12	-58.3%
Crimes Against Society			
Narcotics	3	8	-62.5%
Trespassing	0	10	-100.0%
Weapons	1	3	-66.7%
Subtotal	4	21	-81.0%
Total	17	51	-66.7%



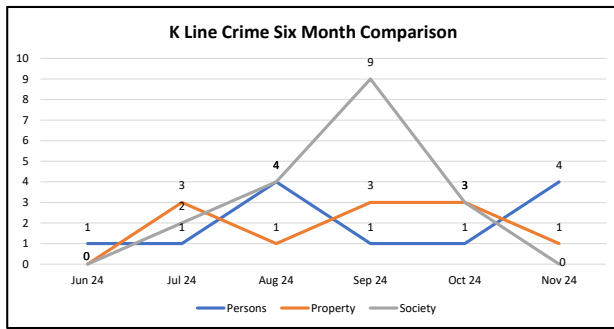
E Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	6	3	100.0%
Agg Assault on Op	0	0	0.0%
Battery	6	3	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	5	-40.0%
Sex Offenses	0	1	-100.0%
Subtotal	15	12	25.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	8	-50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	5	9	-44.4%
Crimes Against Society			
Narcotics	7	10	-30.0%
Trespassing	1	20	-95.0%
Weapons	0	0	0.0%
Subtotal	8	30	-73.3%
Total	28	51	-45.1%



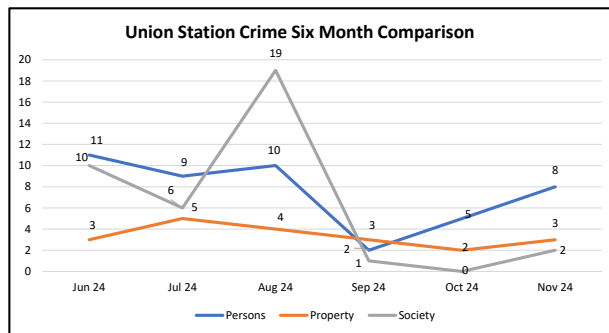
G (Orange) Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	2	4	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	2	2	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	4	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	4	10	-60.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	3	1	200.0%
Subtotal	3	2	50.0%
Crimes Against Society			
Narcotics	7	4	75.0%
Trespassing	0	0	0.0%
Weapons	2	0	200.0%
Subtotal	9	4	125.0%
Total	16	16	0.0%



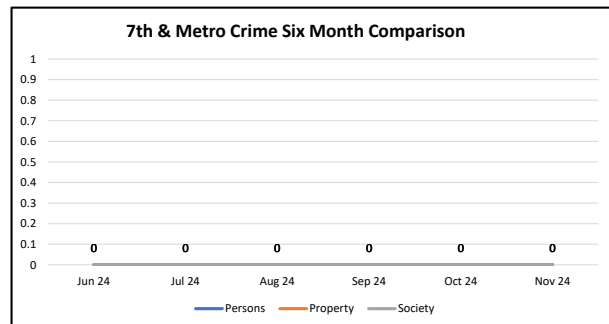
J (Silver) Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	1	0.0%
Sex Offenses	0	1	-100.0%
Subtotal	2	3	-33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	1	100.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	0	1	-100.0%
Weapons	0	0	0.0%
Subtotal	1	1	0.0%
Total	3	5	-40.0%



K Line	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	2	0	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	1	100.0%
Sex Offenses	0	0	0.0%
Subtotal	4	1	300.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	3	-66.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	1	3	-66.7%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	0	1	-100.0%
Weapons	0	1	-100.0%
Subtotal	0	3	-100.0%
Total	5	7	-28.6%



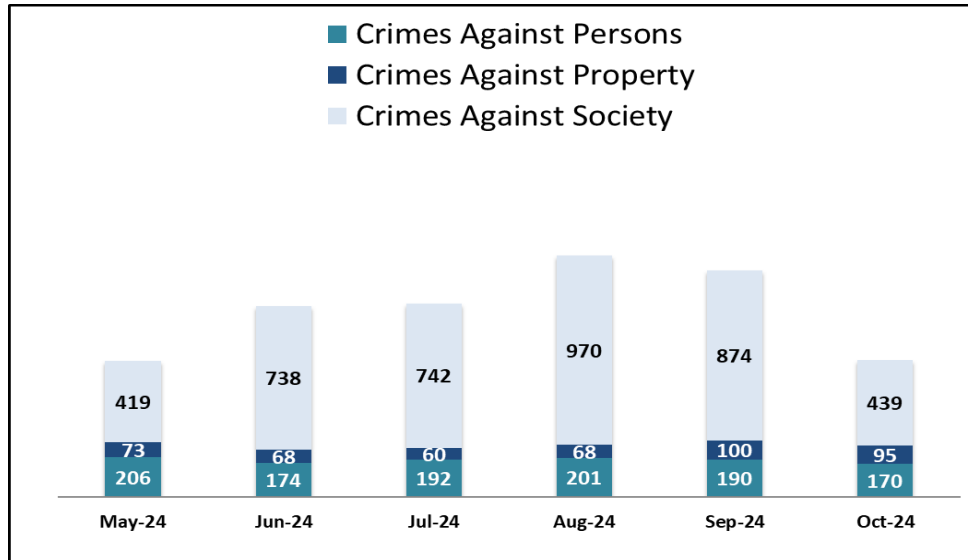
Union Station	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	8	4	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	8	5	60.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	1	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	3	2	50.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	2	0	200.0%
Weapons	0	0	0.0%
Subtotal	2	0	200.0%
Total	13	7	85.7%



7th & Metro	Nov 24	Oct 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	0	0.0%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW
OCTOBER 2024

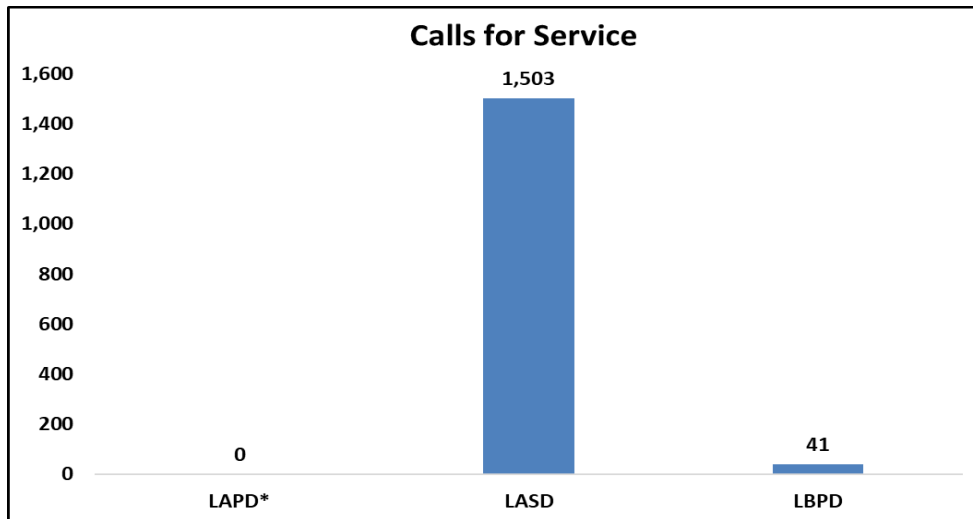
Attachment F

Total Crimes


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

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service


* LAPD Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

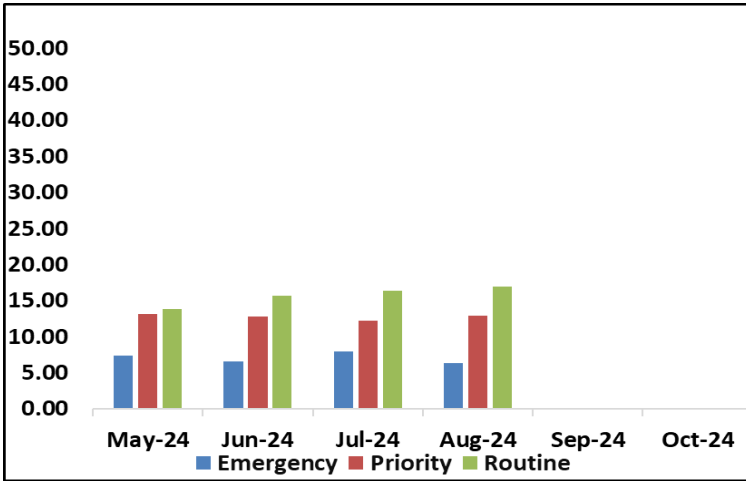
OCTOBER 2024

Attachment F

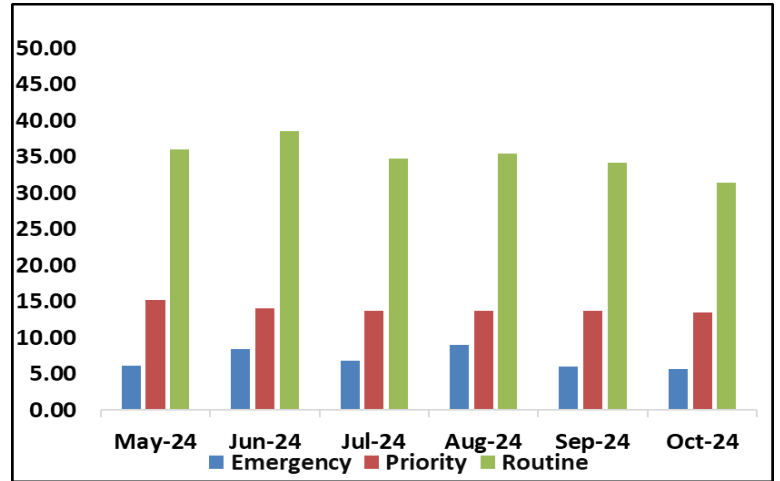
Average Incident Response Times

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

LAPD

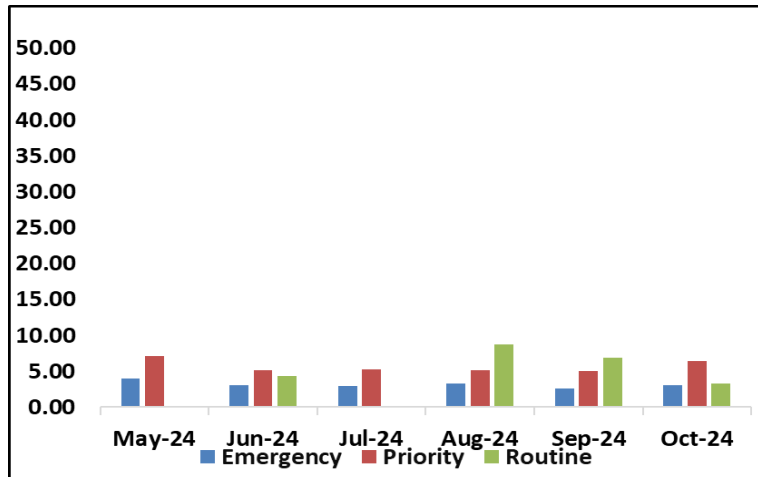


LASD



* LAPD Incident Response Times data is currently unavailable

LBPD



Transit Police

Monthly Crime Report


Attachment F

	2024	2023	%
	October	October	Change
CRIMES AGAINST PERSONS			
Homicide	0	0	0.0%
Rape	2	1	100.0%
Robbery	26	32	-18.8%
Aggravated Assault	46	42	9.5%
Aggravated Assault on Operator	1	1	0.0%
Battery	80	113	-29.2%
Battery on Operator	4	10	-60.0%
Sex Offenses	11	11	0.0%
SUB-TOTAL	170	210	-19.0%
CRIMES AGAINST PROPERTY			
Burglary	0	0	0.0%
Larceny	73	31	135.5%
Bike Theft	0	1	-100.0%
Motor Vehicle Theft	5	2	150.0%
Arson	0	0	0.0%
Vandalism	17	23	-26.1%
SUB-TOTAL	95	57	66.7%
CRIMES AGAINST SOCIETY			
Weapons	22	10	120.0%
Narcotics	140	53	164.2%
Trespassing	277	198	39.9%
SUB-TOTAL	439	261	68.2%
TOTAL	704	528	33.3%
ENFORCEMENT EFFORTS			
Arrests	657	435	51.0%
Citations	945	204	363.2%
Calls for Service	1,544	3,483	-55.7%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2024

Attachment F

Crimes

Monthly

System-Wide	Oct-24	Oct-23	% Change
Crimes Against Persons	170	210	-19.05%
Crimes Against Property	95	57	66.67%
Crimes Against Society	439	261	68.20%
Total	704	528	33.33%

Six Months

System-Wide	May-24-Oct-24	May-23-Oct-23	% Change
Crimes Against Persons	1,133	1,118	1.34%
Crimes Against Property	464	386	20.21%
Crimes Against Society	4,182	843	396.09%
Total	5,779	2,347	146.23%

Annual

System-Wide	Nov-23-Oct-24	Nov-22-Oct-23	% Change
Crimes Against Persons	2,098	2,188	-4.11%
Crimes Against Property	790	755	4.64%
Crimes Against Society	6,271	1,661	277.54%
Total	9,159	4,604	98.94%

Average Emergency Response Times

Monthly

Oct-24	Oct-23	% Change
4.32	5.33	-18.90%

Six Months

May-24-Oct-24	May-23-Oct-23	% Change
5.18	5.35	-3.19%

Annual

Nov-23-Oct-24	Nov-22-Oct-23	% Change
5.32	5.49	-3.05%

Bus Operator Assaults

Monthly

Oct-24	Oct-23	% Change
5	11	-54.55%

Six Months

May-24-Oct-24	May-23-Oct-23	% Change
83	77	7.79%

Annual

Nov-23-Oct-24	Nov-22-Oct-23	% Change
170	159	6.92%

Ridership

Monthly

Oct-24	Oct-23	% Change
28,806,674	26,528,697	8.59%

Six Months

May-24-Oct-24	May-23-Oct-23	% Change
160,465,659	148,651,942	7.95%

Annual

Nov-23-Oct-24	Nov-22-Oct-23	% Change
307,193,631	280,768,668	9.41%



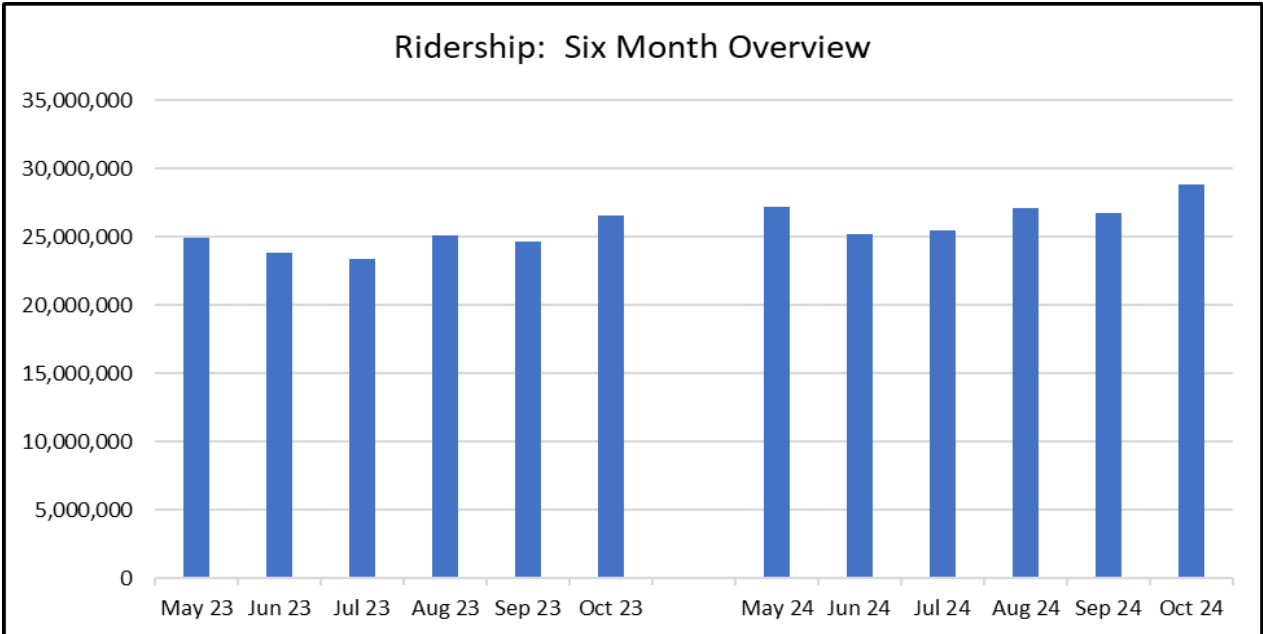
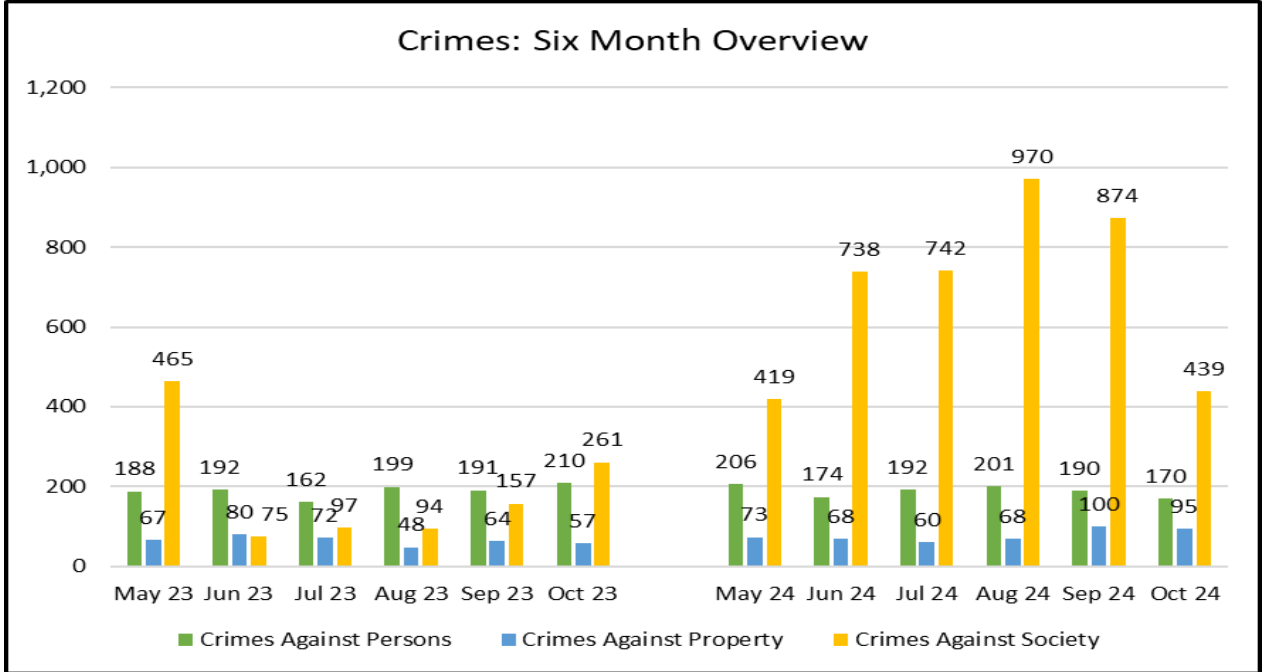
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2024

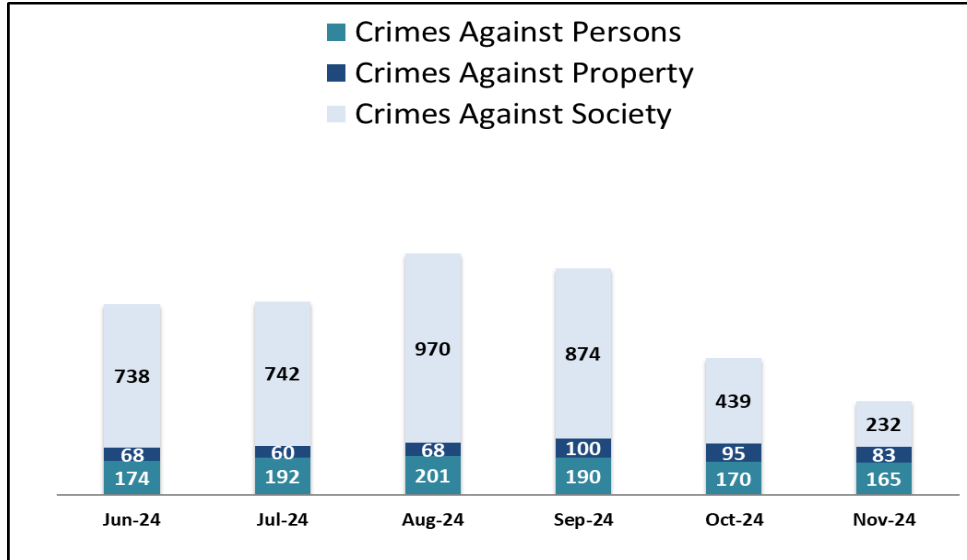
Attachment F



SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2024

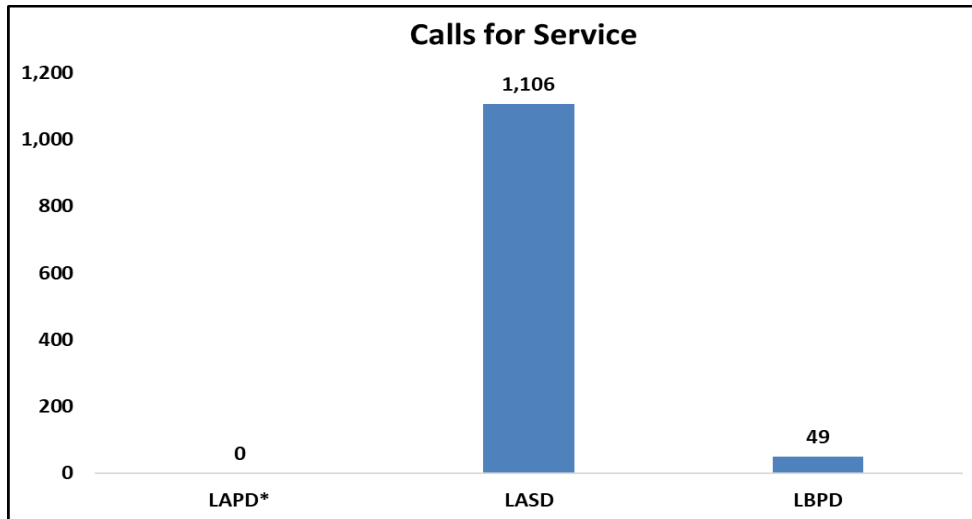
Attachment F

Total Crimes


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

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



* LAPD Calls for Service data is currently unavailable

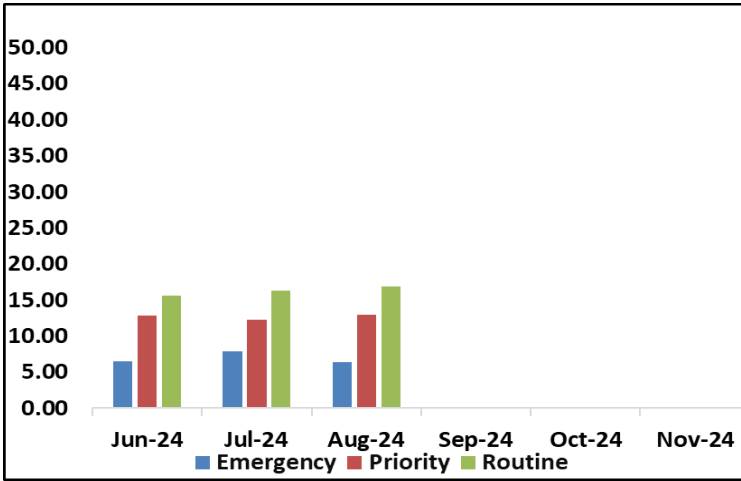
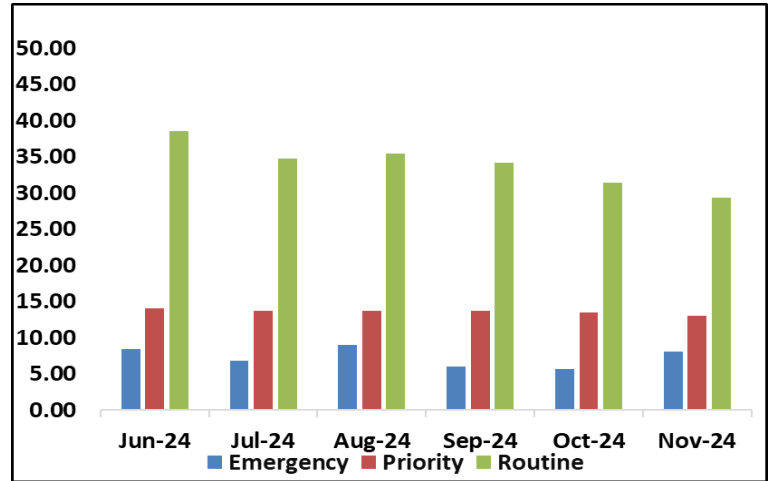
SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2024

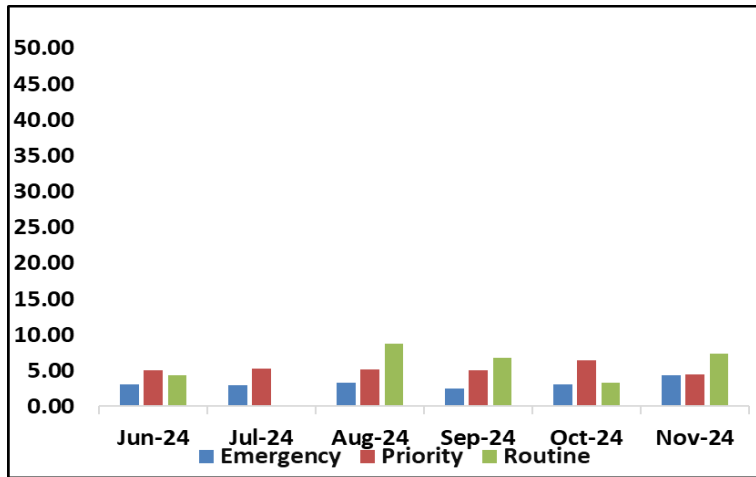
Attachment F

Average Incident Response Times

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

LAPD

LASD


* LAPD Incident Response Times data is currently unavailable

LBPD


Transit Police

Monthly Crime Report


Attachment F

	2024	2023	%
	November	November	Change
CRIMES AGAINST PERSONS			
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	33	37	-10.8%
Aggravated Assault	38	31	22.6%
Aggravated Assault on Operator	3	6	-50.0%
Battery	80	82	-2.4%
Battery on Operator	7	14	-50.0%
Sex Offenses	4	8	-50.0%
SUB-TOTAL	165	179	-7.8%
CRIMES AGAINST PROPERTY			
Burglary	0	1	-100.0%
Larceny	63	33	90.9%
Bike Theft	0	3	-100.0%
Motor Vehicle Theft	0	3	-100.0%
Arson	0	0	0.0%
Vandalism	20	18	11.1%
SUB-TOTAL	83	58	43.1%
CRIMES AGAINST SOCIETY			
Weapons	21	16	31.3%
Narcotics	149	66	125.8%
Trespassing	62	271	-77.1%
SUB-TOTAL	232	353	-34.3%
TOTAL	480	590	-18.6%
ENFORCEMENT EFFORTS			
Arrests	720	631	14.1%
Citations	720	233	209.0%
Calls for Service	1,155	3,304	-65.0%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2024

Attachment F

Crimes

Monthly

System-Wide	Nov-24	Nov-23	% Change
Crimes Against Persons	165	179	-7.82%
Crimes Against Property	83	58	43.10%
Crimes Against Society	232	353	-34.28%
Total	480	590	-18.64%

Six Months

System-Wide	Jun-24-Nov-24	Jun-23-Nov-23	% Change
Crimes Against Persons	1,092	1,133	-3.62%
Crimes Against Property	474	379	25.07%
Crimes Against Society	3,995	1,037	285.25%
Total	5,561	2,549	118.16%

Annual

System-Wide	Dec-23-Nov-24	Dec-22-Nov-23	% Change
Crimes Against Persons	2,084	2,207	-5.57%
Crimes Against Property	815	749	8.81%
Crimes Against Society	6,150	1,984	209.98%
Total	9,049	4,940	83.18%

Average Emergency Response Times

Monthly

Nov-24	Nov-23	% Change
4.13	5.92	-30.20%

Six Months

Jun-24-Nov-24	Jun-23-Nov-23	% Change
4.66	5.35	-12.90%

Annual

Dec-23-Nov-24	Dec-22-Nov-23	% Change
5.05	5.53	-8.61%

Bus Operator Assaults

Monthly

Nov-24	Nov-23	% Change
10	20	-50.00%

Six Months

Jun-24-Nov-24	Jun-23-Nov-23	% Change
82	89	-7.87%

Annual

Dec-23-Nov-24	Dec-22-Nov-23	% Change
160	164	-2.44%

Ridership

Monthly

Nov-24	Nov-23	% Change
25,844,065	24,218,275	6.71%

Six Months

Jun-24-Nov-24	Jun-23-Nov-23	% Change
159,139,564	147,704,809	7.74%

Annual

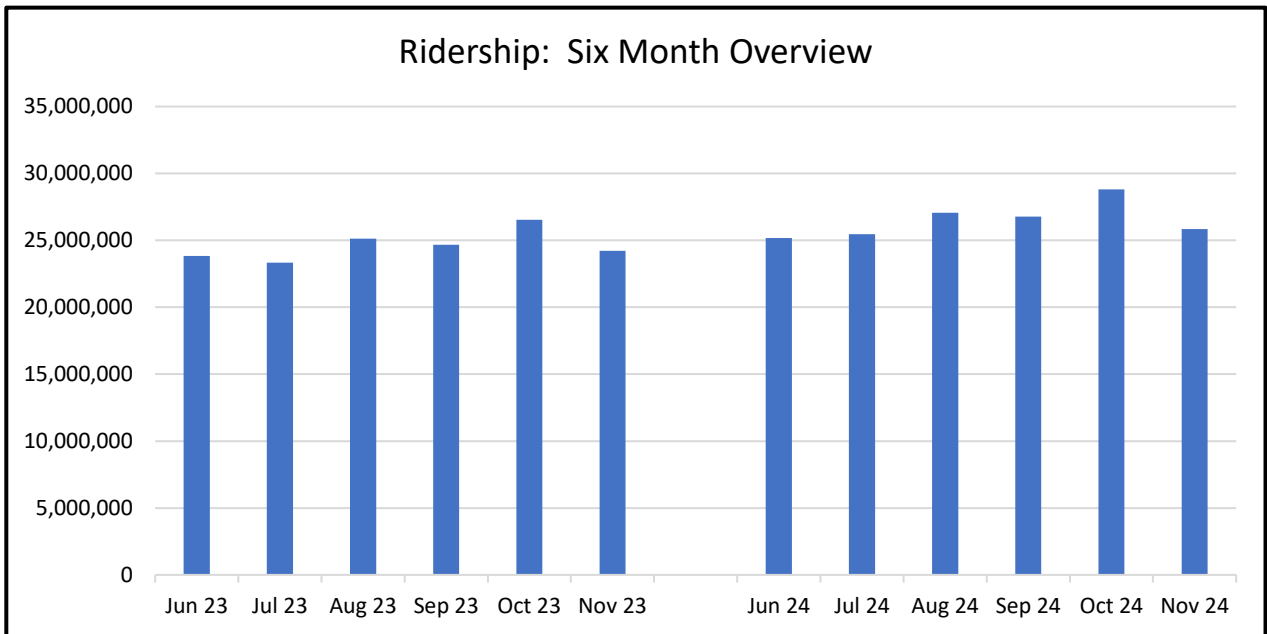
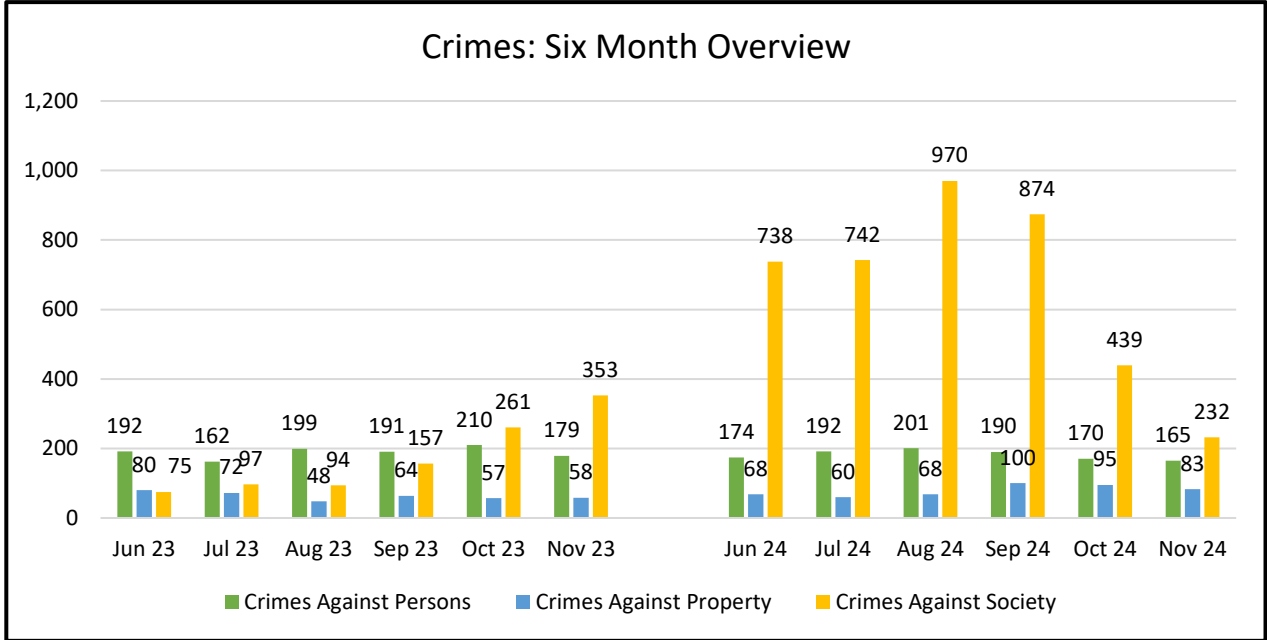
Dec-23-Nov-24	Dec-22-Nov-23	% Change
308,819,421	283,227,132	9.04%



MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2024

Attachment F



A LINE (BLUE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	3	0	26
Aggravated Assault	2	6	2	26
Aggravated Assault on Operator	0	0	0	1
Battery	13	1	0	48
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	5
SUB-TOTAL	16	10	2	106
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	1
Larceny	13	13	1	53
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	3	0	5
Arson	0	0	0	0
Vandalism	2	1	0	10
SUB-TOTAL	15	17	1	69
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	3	0	15
Narcotics	20	9	0	79
Trespassing	61	4	0	363
SUB-TOTAL	81	16	0	457
TOTAL	112	43	3	632

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	0
Azusa Downtown	0	1	0	7
Irwindale	0	0	0	1
Duarte/City of Hope	0	0	0	0
Monrovia	1	1	0	4
Arcadia	0	1	0	2
Sierra Madre Villa	0	1	1	3
Allen	0	0	1	2
Lake	0	0	0	11
Memorial Park	1	0	0	3
Del Mar	0	0	0	3
Fillmore	0	0	0	3
South Pasadena	0	0	0	2
Highland Park	0	0	2	17
Southwest Museum	2	1	4	24
Heritage Square	1	2	2	13
Lincoln/Cypress	1	6	3	20
Chinatown	0	0	16	63
Union Station	1	0	0	8
Little Tokyo/Arts Dist	4	0	5	41
Historic Broadway	0	0	5	18
Grand Av Arts/Bunker Hill	0	0	28	161
7th St/Metro Ctr	1	1	0	5
Pico	1	1	3	19
Grand/LATTC	3	1	12	49
San Pedro St	0	0	1	6
Washington	1	1	0	6
Vernon	1	0	0	6
Slauson	0	4	1	16
Florence	0	5	0	10
Firestone	2	3	1	18
103rd St/Watts Towers	0	2	0	4
Willowbrook/Rosa Parks	1	0	5	36
Compton	0	1	1	7
Artesia	5	0	3	20
Del Amo	0	0	3	6
Wardlow	0	0	0	0
Willow St	1	0	0	7
PCH	1	0	0	1
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	0	0
Downtown Long Beach	0	0	0	4
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	1	0	1
Other	0	0	0	0
Total	28	33	97	631

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	21	23	1	132
Misdemeanor	62	25	0	566
TOTAL	83	48	1	698

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	87	31	0	649
Vehicle Code Citations	3	4	0	33
TOTAL	90	35	0	682

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	Currently Unavailable	485	4	2,130
Priority	Currently Unavailable	91	24	527
Emergency	Currently Unavailable	7	13	86
TOTAL	0	583	41	2,743

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	15%	N/C	1%
Proactive	85%	N/C	99%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	85%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	25	0	85
Irwindale	0	25	0	83
Duarte Station	0	9	0	25
Monrovia	0	14	0	47
Magnolia Ave	0	0	0	0
Arcadia Station	0	23	0	78
Pasadena	0	39	0	181
South Pasadena	0	27	0	77
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	81	0	0	161
Slauson	5	3	0	68
Florence	5	18	0	74
Firestone	0	4	0	53
103rd St	0	0	0	38
Willowbrook	0	10	0	44
Compton	0	5	0	29
Artesia	0	4	0	23
Del Amo	0	6	0	35
Wardlow Rd	0	0	4	11
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	91	212	4	1,112

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

B LINE (RED)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	1
Robbery	4	19
Aggravated Assault	6	48
Aggravated Assault on Operator	0	0
Battery	19	111
Battery Rail Operator	0	0
Sex Offenses	3	15
SUB-TOTAL	33	194
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	8	29
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	16
SUB-TOTAL	9	45
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	11	57
Narcotics	79	284
Trespassing	174	1,583
SUB-TOTAL	264	1,924
TOTAL	306	2,163

ARRESTS		
AGENCY	LAPD	FYTD
Felony	63	329
Misdemeanor	290	2,127
TOTAL	353	2,456

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	357	1,644
Vehicle Code Citations	6	42
TOTAL	363	1,686

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	7	7	56	689
Civic Center/Grand Park	1	0	2	18
Pershing Square	1	0	12	125
7th St/Metro Ctr	7	0	24	163
Westlake/MacArthur Park	1	0	60	362
Wilshire/Vermont	2	0	18	174
Wilshire/Normandie	1	0	2	19
Vermont/Beverly	2	0	0	54
Wilshire/Western	1	0	3	52
Vermont/Santa Monica	0	0	3	33
Vermont/Sunset	1	0	5	38
Hollywood/Western	2	1	13	34
Hollywood/Vine	0	0	12	45
Hollywood/Highland	2	0	5	51
Universal City/Studio City	1	0	2	38
North Hollywood	4	1	47	268
Red Line Rail Yard	0	0	0	0
Total	33	9	264	2,163

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	11
Aggravated Assault	1	9	20
Aggravated Assault on Operator	0	0	0
Battery	3	3	15
Battery Rail Operator	0	0	0
Sex Offenses	1	0	4
SUB-TOTAL	5	13	50
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	4	24
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	1
Arson	0	0	0
Vandalism	2	1	5
SUB-TOTAL	7	5	30
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	2	11
Narcotics	3	5	33
Trespassing	9	1	50
SUB-TOTAL	13	8	94
TOTAL	25	26	174

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	13	46
Misdemeanor	9	21	176
TOTAL	15	34	222

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	17	28	223
Vehicle Code Citations	0	1	4
TOTAL	17	29	227

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	324	1,410
Priority	Currently Unavailable	56	215
Emergency	Currently Unavailable	5	17
TOTAL	0	385	1,642

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	30%
Proactive	77%	70%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	1
Douglas	0	0	0	1
El Segundo	0	0	0	3
Mariposa	0	0	0	0
Aviation/Imperial	1	3	0	7
Hawthorne/Lennox	0	3	0	7
Crenshaw	3	0	0	10
Vermont/Athens	1	0	0	4
Harbor Fwy	2	0	13	60
Avalon	2	4	0	17
Willowbrook/Rosa Parks	1	1	4	22
Long Beach Bl	4	0	3	26
Lakewood Bl	0	0	0	3
Norwalk	4	1	1	13
Total	18	12	21	174

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	85%
Green Line-LASD	90%

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

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	5	0	14
Aggravated Assault	3	0	7
Aggravated Assault on Operator	0	0	0
Battery	2	1	28
Battery Rail Operator	0	0	0
Sex Offenses	1	0	5
SUB-TOTAL	11	1	56
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	7	1	22
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	5
SUB-TOTAL	8	1	28
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	9	1	27
Trespassing	20	0	321
SUB-TOTAL	29	1	351
TOTAL	48	3	435

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	1	25
Misdemeanor	31	2	436
TOTAL	37	3	461

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	71	2	584
Vehicle Code Citations	3	0	7
TOTAL	74	2	591

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	148	727
Priority	Currently Unavailable	27	112
Emergency	Currently Unavailable	0	7
TOTAL	0	175	846

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	N/C
Proactive	80%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	1	0	0	4
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	0
Indiana (both LAPD & LASD)	0	0	5	19
Soto	0	0	1	15
Mariachi Plaza	0	0	2	14
Pico/Aliso	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	0	0	2
LATTC/Ortho Institute	2	0	9	80
Jefferson/USC	0	0	1	6
Expo Park/USC	1	1	5	10
Expo/Vermont	2	0	0	30
Expo/Western	1	2	0	18
Expo/Crenshaw	1	3	3	54
Farmdale	1	1	1	13
Expo/La Brea	0	0	1	40
La Cienega/Jefferson	2	0	0	89
Culver City	0	0	0	2
Palms	0	0	0	2
Westwood/Rancho Park	1	0	0	2
Expo/Sepulveda	0	1	1	5
Expo/Bundy	0	0	0	5
26th St/Bergamot	0	1	0	2
17th St/SMC	0	0	0	3
Downtown Santa Monica	0	0	1	15
Expo Line Rail Yard	0	0	0	0
Total	12	9	30	435

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	86%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	7	25
Figueroa St	0	0	0
Exposition Blvd	74	0	715
Culver City	0	18	68
Santa Monica	0	90	331
TOTAL	74	115	1,139

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

G LINE (ORANGE)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	4	6
Aggravated Assault	4	5
Aggravated Assault on Operator	0	0
Battery	2	9
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	10	20
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	6
SUB-TOTAL	2	10
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	4	10
Trespassing	0	25
SUB-TOTAL	4	36
TOTAL	16	66

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	13
Misdemeanor	4	24
TOTAL	4	37

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	17	68
Vehicle Code Citations	5	34
TOTAL	22	102

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	16%
Proactive	84%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	5	0	0	6
Laurel Canyon	0	1	0	2
Valley College	0	0	0	1
Woodman	0	0	0	1
Van Nuys	1	0	0	4
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	1	3	13
Tampa	1	0	0	1
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	2	0	1	5
Roscoe	0	0	0	1
Nordhoff	0	0	0	1
Chatsworth	1	0	0	22
Total	10	2	4	66

J LINE (SILVER)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	1	0	5
Battery Bus Operator	0	0	2
Sex Offenses	1	0	1
SUB-TOTAL	3	0	11
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	1	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	9
Trespassing	0	1	32
SUB-TOTAL	0	1	42
TOTAL	4	1	56

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	2	30
TOTAL	0	2	33

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	13	0	76
Vehicle Code Citations	13	0	22
TOTAL	26	0	98

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	3	24
Priority	Currently Unavailable	0	7
Emergency	Currently Unavailable	0	0
TOTAL	0	3	31

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	4%
Proactive	88%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	1	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	1
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	1	0	0	6
Slauson	0	0	0	6
Manchester	0	1	0	12
Harbor Fwy	0	0	0	17
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	2	0	0	8
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	3	1	1	52

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	91%

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

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	2
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	7
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	1	8
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	2	1	10
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	2
Narcotics	1	0	4
Trespassing	1	0	12
SUB-TOTAL	3	0	18
TOTAL	6	1	35

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	2
Misdemeanor	4	1	20
TOTAL	5	1	22

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	2	26
Vehicle Code Citations	1	0	1
TOTAL	5	2	27

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	94	437
Priority	Currently Unavailable	3	14
Emergency	Currently Unavailable	0	2
TOTAL	0	97	453

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	27%	47%
Proactive	73%	53%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	1	1	2	16
Martin Luther King Jr Station	0	0	1	4
Leimert Park Station	0	0	0	3
Hyde Park Station	0	1	0	8
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	1	0	1
Total	1	3	3	35

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	95%

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

BUS PATROL

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	5	2	31
Aggravated Assault	10	3	56
Aggravated Assault on Operator	1	0	15
Battery	25	6	129
Battery Bus Operator	4	0	40
Sex Offenses	4	0	11
SUB-TOTAL	49	11	283
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	11	5	67
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	6	1	45
SUB-TOTAL	17	7	114
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	2	17
Narcotics	4	5	41
Trespassing	6	0	19
SUB-TOTAL	12	7	77
TOTAL	78	25	474

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	10
San Fernando	1	4
San Gabriel Valley	5	19
Gateway Cities	7	32
South Bay	10	45
Total	25	110

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	5
West Valley	3	10
North Hollywood	1	13
Foothill	0	6
Devonshire	1	5
Mission	3	7
Topanga	2	3
Central Bureau		
Central	7	83
Rampart	7	23
Hollenbeck	6	11
Northeast	5	10
Newton	4	18
West Bureau		
Hollywood	2	17
Wilshire	4	14
West LA	5	13
Pacific	2	7
Olympic	8	32
Southwest Bureau		
Southwest	5	23
Harbor	3	7
77th Street	7	42
Southeast	2	15
Total	78	364

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	9	91
Misdemeanor	6	34	190
TOTAL	12	43	281

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	67	41	687
Vehicle Code Citations	161	11	625
TOTAL	228	52	1,312

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	170	679
Priority	Currently Unavailable	85	386
Emergency	Currently Unavailable	5	16
TOTAL	0	260	1,081

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	1
Robbery	0	2
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	4	16
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	5	26
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	6
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	8
SUB-TOTAL	2	14
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	1
Trespassing	0	25
SUB-TOTAL	0	26
TOTAL	7	66

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	8
Misdemeanor	15	28
TOTAL	16	36

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	586
Vehicle Code Citations	0	4
TOTAL	0	590

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	16%
Proactive	84%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	87%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2024

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

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	86%

LEGEND	
Los Angeles Police Department	

A LINE (BLUE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	3	6	0	35
Aggravated Assault	3	10	1	40
Aggravated Assault on Operator	0	0	0	1
Battery	6	7	2	63
Battery Rail Operator	0	0	0	0
Sex Offenses	0	2	0	7
SUB-TOTAL	12	25	3	146
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	1
Larceny	9	15	3	80
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	5
Arson	0	0	0	0
Vandalism	0	6	0	16
SUB-TOTAL	9	21	3	102
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	1	0	0	16
Narcotics	10	10	0	99
Trespassing	10	4	0	377
SUB-TOTAL	21	14	0	492
TOTAL	42	60	6	740

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	1
Azusa Downtown	0	0	2	9
Irwindale	0	0	0	1
Duarte/City of Hope	0	2	0	2
Monrovia	0	0	1	5
Arcadia	0	1	0	3
Sierra Madre Villa	1	0	0	4
Allen	0	0	0	2
Lake	0	0	1	12
Memorial Park	0	0	0	3
Del Mar	0	1	0	4
Fillmore	3	0	0	6
South Pasadena	2	2	0	6
Highland Park	0	0	2	19
Southwest Museum	0	0	3	27
Heritage Square	0	0	1	14
Lincoln/Cypress	1	0	0	21
Chinatown	0	0	3	66
Union Station	3	0	0	11
Little Tokyo/Arts Dist	1	0	1	43
Historic Broadway	0	1	1	20
Grand Av Arts/Bunker Hill	0	0	5	166
7th St/Metro Ctr	1	0	1	7
Pico	0	0	2	21
Grand/LATTC	1	0	2	52
San Pedro St	2	0	0	8
Washington	1	2	0	9
Vernon	1	1	0	8
Slauson	2	3	1	22
Florence	2	5	0	17
Firestone	4	1	0	23
103rd St/Watts Towers	1	5	0	10
Willowbrook/Rosa Parks	6	4	5	51
Compton	2	0	0	9
Artesia	0	1	3	24
Del Amo	2	1	1	10
Wardlow	0	0	0	0
Willow St	2	1	0	10
PCH	0	0	0	1
Anaheim St	1	0	0	3
5th St	0	0	0	1
1st St	0	0	0	0
Downtown Long Beach	0	0	0	4
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	2	0	3
Other	0	0	0	0
Total	40	33	35	739

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	23	15	3	173
Misdemeanor	41	49	0	656
TOTAL	64	64	3	829

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	30	66	0	745
Vehicle Code Citations	4	1	0	38
TOTAL	34	67	0	783

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	Currently Unavailable	286	6	2,422
Priority	Currently Unavailable	103	35	665
Emergency	Currently Unavailable	16	8	110
TOTAL	0	405	49	3,197

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	26%	N/C	2%
Proactive	74%	N/C	98%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	84%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Azusa	0	31	0	116
Irwindale	0	34	0	117
Duarte Station	0	11	0	36
Monrovia	0	23	0	70
Magnolia Ave	0	0	0	0
Arcadia Station	0	16	0	94
Pasadena	0	37	0	218
South Pasadena	0	11	0	88
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	45	0	0	206
Slauson	5	7	0	80
Florence	0	16	0	90
Firestone	0	7	0	60
103rd St	4	0	0	42
Willowbrook	0	10	0	54
Compton	0	7	0	36
Artesia	0	5	0	28
Del Amo	0	5	0	40
Wardlow Rd	0	0	5	16
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	54	220	5	1,391

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

B LINE (RED)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	2	21
Aggravated Assault	3	51
Aggravated Assault on Operator	0	0
Battery	27	138
Battery Rail Operator	0	0
Sex Offenses	1	16
SUB-TOTAL	33	227
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	36
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	16
SUB-TOTAL	7	52
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	14	71
Narcotics	93	377
Trespassing	44	1,627
SUB-TOTAL	151	2,075
TOTAL	191	2,354

ARRESTS		
AGENCY	LAPD	FYTD
Felony	80	409
Misdemeanor	347	2,474
TOTAL	427	2,883

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	233	1,877
Vehicle Code Citations	2	44
TOTAL	235	1,921

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	25%
Proactive	75%
TOTAL	100%

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

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	23	715
Civic Center/Grand Park	1	0	0	19
Pershing Square	1	0	14	140
7th St/Metro Ctr	7	2	19	191
Westlake/MacArthur Park	5	0	42	409
Wilshire/Vermont	1	2	13	190
Wilshire/Normandie	0	0	0	19
Vermont/Beverly	4	0	1	59
Wilshire/Western	1	0	2	55
Vermont/Santa Monica	1	1	0	35
Vermont/Sunset	0	0	3	41
Hollywood/Western	1	0	7	42
Hollywood/Vine	0	0	2	47
Hollywood/Highland	1	1	2	55
Universal City/Studio City	0	0	1	39
North Hollywood	7	1	22	298
Red Line Rail Yard	0	0	0	0
Total	33	7	151	2,354

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	4	17
Aggravated Assault	1	1	22
Aggravated Assault on Operator	0	0	0
Battery	0	0	15
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	3	5	58
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	2	29
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	5
SUB-TOTAL	3	2	35
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	12
Narcotics	0	3	36
Trespassing	0	0	50
SUB-TOTAL	0	4	98
TOTAL	6	11	191

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	3	51
Misdemeanor	4	15	195
TOTAL	6	18	246

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	10	21	254
Vehicle Code Citations	0	0	4
TOTAL	10	21	258

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	112	1,522
Priority	Currently Unavailable	34	249
Emergency	Currently Unavailable	6	23
TOTAL	0	152	1,794

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	35%	N/C
Proactive	65%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	0	0
Aviation/Imperial	0	0	0	7
Hawthorne/Lennox	0	1	1	9
Crenshaw	2	0	0	12
Vermont/Athens	1	0	0	5
Harbor Fwy	2	2	0	64
Avalon	1	1	0	19
Willowbrook/Rosa Parks	1	0	0	23
Long Beach Bl	1	0	2	29
Lakewood Bl	0	0	0	3
Norwalk	0	1	1	15
Total	8	5	4	186

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	82%
Green Line-LASD	92%

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

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	2	1	17
Aggravated Assault	4	2	13
Aggravated Assault on Operator	0	0	0
Battery	3	3	34
Battery Rail Operator	0	0	0
Sex Offenses	0	0	5
SUB-TOTAL	9	6	71
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	0	26
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	0	6
SUB-TOTAL	5	0	33
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	7	0	34
Trespassing	1	0	322
SUB-TOTAL	8	0	359
TOTAL	22	6	463

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	13	1	39
Misdemeanor	19	2	457
TOTAL	32	3	496

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	36	1	621
Vehicle Code Citations	1	0	8
TOTAL	37	1	629

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	115	842
Priority	Currently Unavailable	23	135
Emergency	Currently Unavailable	3	10
TOTAL	0	141	987

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	N/C
Proactive	84%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	1	0	0	5
East LA Civic Ctr	0	0	0	1
Maravilla	1	0	0	1
Indiana (both LAPD & LASD)	0	0	0	19
Soto	1	0	0	16
Mariachi Plaza	0	0	3	17
Pico/Aliso	0	0	1	3
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	0	0	2
LATTC/Ortho Institute	0	0	1	81
Jefferson/USC	1	0	0	7
Expo Park/USC	1	0	0	11
Expo/Vermont	2	0	0	32
Expo/Western	1	2	0	21
Expo/Crenshaw	2	1	1	58
Farmdale	0	1	0	14
Expo/La Brea	0	0	1	41
La Cienega/Jefferson	1	0	0	90
Culver City	0	0	0	2
Palms	0	0	0	2
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	1	0	6
Expo/Bundy	0	0	1	6
26th St/Bergamot	1	0	0	3
17th St/SMC	0	0	0	3
Downtown Santa Monica	3	0	0	18
Expo Line Rail Yard	0	0	0	0
Total	15	5	8	463

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	7	32
Figueroa St	0	0	0
Exposition Blvd	79	0	794
Culver City	0	15	83
Santa Monica	0	96	427
TOTAL	79	118	1,336

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

G LINE (ORANGE)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	6
Aggravated Assault	2	7
Aggravated Assault on Operator	0	0
Battery	2	11
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	4	24
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	9
SUB-TOTAL	3	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	2	3
Narcotics	7	17
Trespassing	0	25
SUB-TOTAL	9	45
TOTAL	16	82

ARRESTS		
AGENCY	LAPD	FYTD
Felony	7	20
Misdemeanor	6	30
TOTAL	13	50

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	14	82
Vehicle Code Citations	33	67
TOTAL	47	149

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	15%
Proactive	85%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	86%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	2	2	3	13
Laurel Canyon	0	0	0	2
Valley College	0	0	0	1
Woodman	0	0	0	1
Van Nuys	0	0	2	6
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	4	17
Tampa	0	0	0	1
Pierce College	0	0	0	0
De Soto	0	1	0	2
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	5
Roscoe	0	0	0	1
Nordhoff	0	0	0	1
Chatsworth	2	0	0	24
Total	4	3	9	82

J LINE (SILVER)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	2
Aggravated Assault	1	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	5
Battery Bus Operator	0	0	2
Sex Offenses	0	0	1
SUB-TOTAL	2	0	13
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	1	0	10
Trespassing	0	0	32
SUB-TOTAL	1	0	43
TOTAL	3	0	59

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	1	0	31
TOTAL	1	0	34

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	0	79
Vehicle Code Citations	0	0	22
TOTAL	3	0	101

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	5	29
Priority	Currently Unavailable	2	9
Emergency	Currently Unavailable	0	0
TOTAL	0	7	38

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	5%
Proactive	86%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	1
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	6
Slauson	0	0	1	7
Manchester	1	0	0	13
Harbor Fwy	1	0	0	18
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	8
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	2	0	1	55

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	89%
Silver Line- LASD	N/C

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

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	4
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	2	0	5
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	4	0	11
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	1	0	11
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	4
Trespassing	0	0	12
SUB-TOTAL	0	0	18
TOTAL	5	0	40

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	4
Misdemeanor	3	1	24
TOTAL	5	1	28

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	1	27
Vehicle Code Citations	0	1	2
TOTAL	0	2	29

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	128	565
Priority	Currently Unavailable	14	28
Emergency	Currently Unavailable	0	2
TOTAL	0	142	595

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	25%	N/C
Proactive	75%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	1	0	0	17
Martin Luther King Jr Station	1	0	0	5
Leimert Park Station	0	1	0	4
Hyde Park Station	0	0	0	8
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	1
LAX/Metro Transit Center				

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	83%
K Line - LASD	92%

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

BUS PATROL

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	6	4	41
Aggravated Assault	9	1	66
Aggravated Assault on Operator	3	0	18
Battery	16	4	149
Battery Bus Operator	4	3	47
Sex Offenses	1	0	12
SUB-TOTAL	39	12	334
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	13	3	83
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	7	3	55
SUB-TOTAL	20	6	140
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	1	20
Narcotics	14	4	59
Trespassing	0	1	20
SUB-TOTAL	16	6	99
TOTAL	75	24	573

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	12
San Fernando	0	4
San Gabriel Valley	2	21
Gateway Cities	10	42
South Bay	10	55
Total	24	134

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	7
West Valley	3	13
North Hollywood	2	15
Foothill	1	7
Devonshire	2	7
Mission	1	8
Topanga	0	3
Central Bureau		
Central	12	95
Rampart	3	26
Hollenbeck	1	12
Northeast	5	15
Newton	12	30
West Bureau		
Hollywood	2	19
Wilshire	2	16
West LA	2	15
Pacific	1	8
Olympic	6	38
Southwest Bureau		
Southwest	5	28
Harbor	2	9
77th Street	9	51
Southeast	2	17
Total	75	439

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	21	4	116
Misdemeanor	25	28	243
TOTAL	46	32	359

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	67	5	759
Vehicle Code Citations	110	32	767
TOTAL	177	37	1,526

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	157	836
Priority	Currently Unavailable	99	485
Emergency	Currently Unavailable	3	19
TOTAL	0	259	1,340

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	0	2
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	8	24
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	8	34
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	9
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
SUB-TOTAL	3	17
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	1
Trespassing	2	27
SUB-TOTAL	2	28
TOTAL	13	79

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	11
Misdemeanor	2	30
TOTAL	5	41

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	49	635
Vehicle Code Citations	0	4
TOTAL	49	639

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	12%
Proactive	88%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	83%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2024

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

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	86%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Sexual Crimes / Harassment Calls for Service October 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between October 1 and October 31, Metro Transit Security, LAPD, LASD, and LBPD received thirteen (13) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

Incident Type & Totals						
	Oct 24	Sep 24	% Change	Oct 24	Oct 23	% Change
Sexual Harassment	0	1	-100.0%	0	0	0.0%
Sexual Battery	9	7	28.6%	9	6	50.0%
Lewd Conduct	0	0	0.0%	0	1	-100.0%
Indecent Exposure	2	3	-33.3%	2	3	-33.3%
Rape	2*	0	200.0%	2*	1	100.0%
TOTAL	13	11	18.2%	13	11	18.2%

**Of the two reported, one is under review to determine its validity and the second is based on a variance between multiple monthly LAPD reports.*

Counseling Information Provided	
	October 2024
Yes	13
No - If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	13



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Sexual Crimes / Harassment Calls for Service November 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between November 1 and November 30, Metro Transit Security, LAPD, LASD, and LBPD received four (4) incidents and referred three victims of sexual crimes / harassment to the above free hotlines. One incident was a public urination incident observed by a Metro Transit Security Officer.

Incident Type & Totals						
	Nov 24	Oct 24	% Change	Nov 24	Nov 23	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	3	9	-66.7%	3	5	-40.0%
Lewd Conduct	0	0	0.0%	0	0	0.0%
Indecent Exposure	1	2	-50.0%	1	0	100.0%
Rape	0	2*	-100.0%	0	0	0.0%
TOTAL	4	13	-69.2%	4	5	-20.0%

**Of the two reported, one is under review to determine its validity and the second is based on a variance between multiple monthly LAPD reports.*

Counseling Information Provided	
	November 2024
Yes	3
No - If no, why?	1
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	1
TOTAL	4



**BUS/RAIL OPERATOR ASSAULTS
OCTOBER 2024**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
10/9/2024	15:02	30	3890	920 N. Vignes St	Victim deliberately passed suspect at the bus stop due to suspect appearing transient and fearing he would cause problems on the bus. Victim then observed other patrons waving from the same bus to stop. Victim stopped bus and allowed patrons to enter. Suspect entered bus and accused victim of not stopping because he was, "Not Hispanic." Suspect then slapped the plastic barrier and blocked victim with his open palm. Suspect continued to speak (unknown statements) and walked to the back of the bus. Suspect approached victim and spat on victim's face through an opening on the plastic barrier.	Yes	Upset over stop	Spit	No
10/15/2024	11:50	4	8829	6th St & Hill St	Suspect approached victim and requested she stop bus and allow him to exit. Victim advised she could not stop the bus due to unsafe / hazard conditions. Suspect appeared to have a gun and pointed at victim against the barrier. Upon closer observation, victim discovered suspect was holding a torch. Suspect reached around the barrier and held the lit torch near victim. Suspect then withdrew the lit torch, exited bus and fled.	Yes	Upset over stop	Brandished weapon	No
10/17/2024	1:26	251	8584	Soto St & Whittier Bl	Victim sat stationary inside bus as he waited for his connection. Victim observed suspect communicate with him from his vehicle. Suspect pulled in front of bus, exited vehicle, entered bus and stated, "Are you going to move your bus? How are we going to do this?" Suspect back handed victim's face. Suspect exited bus and fled in his vehicle. A passenger advised suspect may have had a gun in his possession during the assault.	Outside of operator area	Upset	Hands (punch, slap)	No
10/20/2024	18:05	720	9558	Wilshire Bl & Beverly Glen	Suspect became angry when victim passed his bus stop. Suspect approached victim and struck victim 2 - 3 times on his right arm. Suspect exited bus and fled.	Yes	Upset over stop	Hands (punch, slap)	No
10/21/2024	22:15	240	4097	Ventura Bl & 405 Freeway	Suspect entered bus at the Universal bus stop and immediately began yelling for unknown reason and became irate. Suspect then walked towards the front of the bus and stood directly in front of the partition. Suspect began making verbal threats towards victim stating, "If I had a gun, I would shoot you." Suspect continued to yell and began spitting and punching the partition. LAPD Officers arrived and took suspect into custody.	Yes	Unknown	Hands (punch, slap)	No



**BUS/RAIL OPERATOR ASSAULTS
NOVEMBER 2024**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
11/5/2024	19:50	18	1923	6th St & Central Av	Suspect entered bus from the rear, approached the front of the bus and asked victim "can you drive the bus?" Suspect and victim engaged in a conversation then suspect brandished a knife (approximately 10 inches) placed inside the 1" hole of the driver barrier and moved it up and down towards victim's torso and right leg. Fearful, victim continued to operate bus. Suspect walked towards the front row of the bus and waved the knife around stating he was going to stab someone. Suspect exited bus at 6th & Lucas. LAPD Officers arrived at the location and spoke to a nearby security officer. The security officer advised he observed suspect walked towards him and stated, "I almost stabbed a bus driver, I'm going to get my knife." Suspect was observed by LAPD officer and taken into custody.	Yes	Unknown	Brandished weapon	No
11/12/2024	18:50	111	8453	Florence Av & Broadway	A patron asked victim to open the rear door and allow him to exit. Victim complied. Soon after, suspect approached victim and asked if he could open the rear door so he could exit. Victim advised he had to first come to a complete stop. Suspect became upset because victim had previously allowed a passenger to exit. Victim stopped and opened the front door. Suspect demanded victim open the rear door, victim refused. Suspect approached victim and punched victim's face one time. Suspect exited bus and fled location.	Yes	Upset over stop	Hands (punch, slap)	No
11/13/2024	13:10	611	3877	Florence Av & Seville Av, Walnut Park	Suspect threw a soda can at bus operator through open driver-side window.	Outside of operator area	Unknown	Threw object	No
11/14/2024	10:07	33	8622	7th St & Spring St	Victim operated bus and attempted to merge into lane but the driver(suspect) in a vehicle next to the bus would not allow the merge. Soon after both victim and suspect were side by side. Victim then observed suspect produce a handgun with a green or yellow laser and pointed it at victim. Victim observed suspect reach over to the vehicle's glovebox and she believed suspect placed the handgun inside. Suspect pulled in front of the bus. Victim was able to write down suspect's vehicle license plate number.	Outside of operator area	Unknown	Brandished weapon	No
11/16/2024	7:22	754	9537	1601 Vermont Av	Surveillance video was reviewed after the incident. Officers observed suspect deliberately passing time inside and maintaining observation of the known bus rest stop. Suspect approached victim and fired multiple shots at victim.	Outside of operator area	Unknown	Fired gun	Yes
11/21/2024	13:15	51	4089	14th St & San Pedro St	Suspect removed victim 1's cell from victim's hand. Suspect then violently pushed the driver (victim 2) protection door striking victim's elbow.	Yes	Bystander to crime	Hands (punch, slap)	No
11/22/2024	21:50	4	8738	Santa Monica Bl & 4th St, Santa Monica	Suspect pushed bus operator when operator was helping unload a wheelchair bound patron.	Outside of operator area	Unknown	Hands (punch, slap)	No
11/26/2024	11:30	210	1952	Florence Av & Crenshaw Bl	Suspect caused a disturbance and was asked to exit bus. Suspect became upset and spat on the barrier. Suspect then spat on victim's face, exited bus and began to pull on the bus windshield causing it to bend out of shape. Victim exited bus to prevent further damage to the windshield. Suspect struck victim's face & mouth area with his fist, and fled location.	Yes	Asked to exit	Hands (punch, slap)	No
11/30/2024	0:11	117	4154	Century Bl & Yukon Av, Inglewood	Suspect threw coffee onto bus operator when told not to smoke marijuana on the bus.	Yes	Told not to smoke	Threw liquid	No
11/30/2024	14:14	2	8359	Sunset Bl & Kingsley Dr	Suspect was observed harassing bus patrons. Victim advised suspect to stop harassing bus patrons or exit bus. Suspect agreed and exited bus. Suspect approached the front of the bus carrying a plate of food and threw the plate of food at victim, hitting victim's torso and legs. Suspect exited bus and fled location.	Yes	Asked to exit	Threw object	No



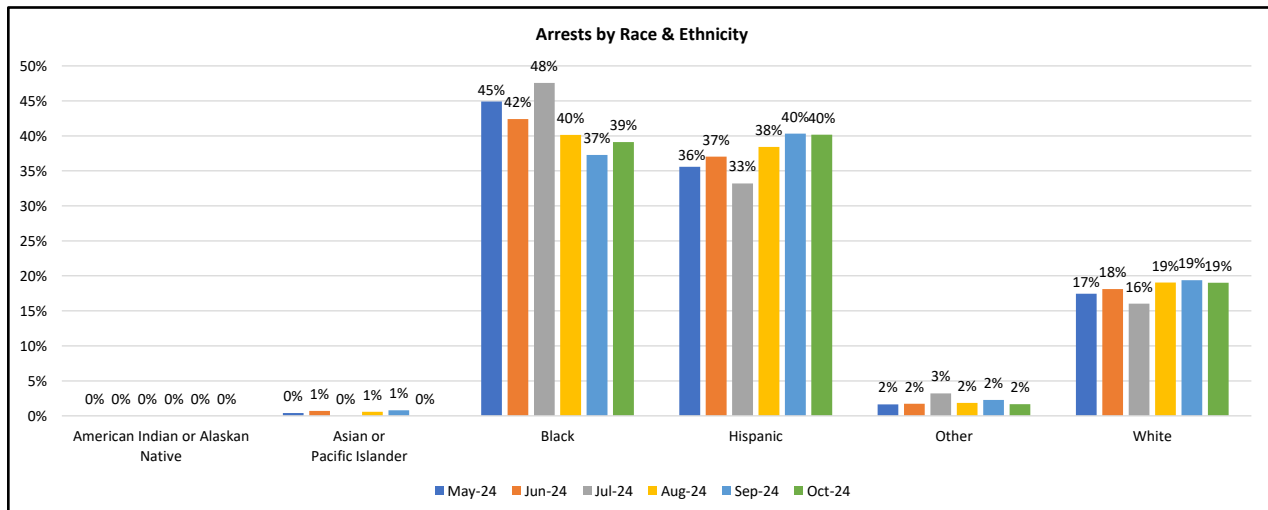
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment J

Arrests October 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	0	39	218	28	236	2	9	25	100	657
Total	0		0		257		264		11		125		657
% Share	0.00%		0.00%		39.12%		40.18%		1.67%		19.03%		100.00%

Arrests October 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	4	15	2	31	0	0	3	6	61
Rail Systemwide	0	0	0	0	35	198	24	198	2	8	22	93	580
Union Station and 7th & Metro Station	0	0	0	0	0	5	2	7	0	1	0	1	16
Total	0		0		257		264		11		125		657
% Share	0.00%		0.00%		39.12%		40.18%		1.67%		19.03%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) October 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	4	34	6	54	0	3	7	24	132
B Line (Red)	0	0	0	0	26	121	14	112	2	4	14	60	353
C Line (Green)	0	0	0	0	3	24	2	15	0	0	1	4	49
E Line (Expo)	0	0	0	0	2	15	1	16	0	1	0	5	40
Bus - G Line (Orange)	0	0	0	0	0	0	0	2	0	0	1	1	4
Bus - J Line (Silver)	0	0	0	0	0	0	0	2	0	0	0	0	2
K Line	0	0	0	0	0	4	1	1	0	0	0	0	6
Union Station	0	0	0	0	0	5	2	7	0	1	0	1	16
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	15	2	27	0	0	2	5	55
Total	0		0		257		264		11		125		657
% Share	0.00%		0.00%		39.12%		40.18%		1.67%		19.03%		100.00%





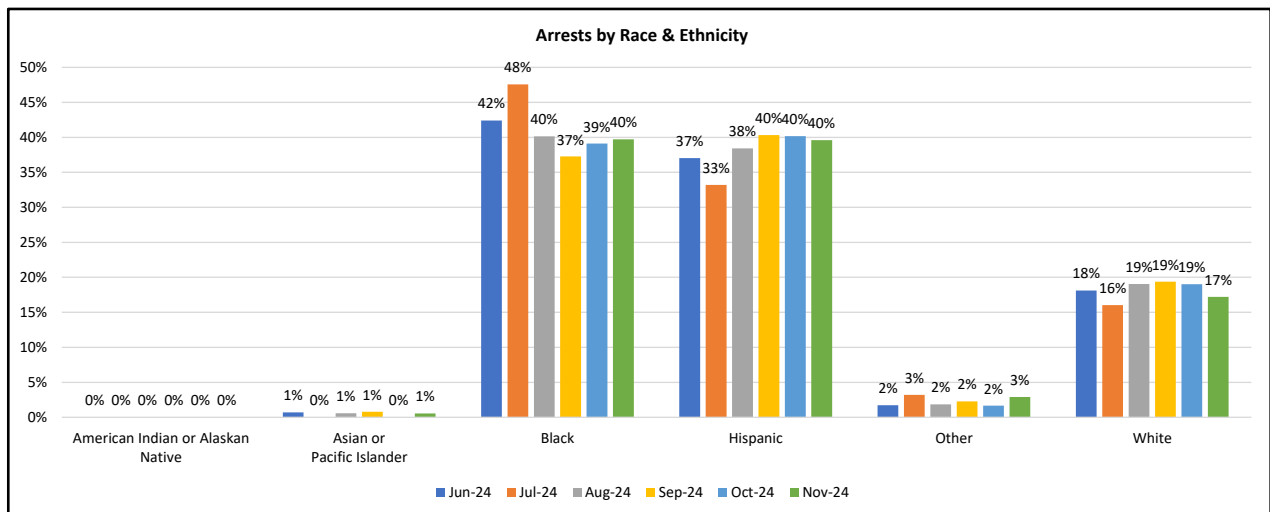
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment J

Arrests November 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	4	48	238	29	256	7	14	20	104	720
Total	0		4		286		285		21		124		720
% Share	0.00%		0.56%		39.72%		39.58%		2.92%		17.22%		100.00%

Arrests November 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	1	23	3	46	3	0	1	15	92
Rail Systemwide	0	0	0	4	46	214	26	209	4	14	18	88	623
Union Station and 7th & Metro Station	0	0	0	0	1	1	0	1	0	0	1	1	5
Total	0		4		286		285		21		124		720
% Share	0.00%		0.56%		39.72%		39.58%		2.92%		17.22%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) November 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	2	12	40	3	53	3	3	2	13	131
B Line (Red)	0	0	0	2	29	153	17	133	1	9	15	68	427
C Line (Green)	0	0	0	0	1	7	2	11	0	0	0	3	24
E Line (Expo)	0	0	0	0	2	10	4	12	0	2	1	4	35
Bus - G Line (Orange)	0	0	0	0	0	4	1	2	0	0	1	5	13
Bus - J Line (Silver)	0	0	0	0	0	0	0	1	0	0	0	0	1
K Line	0	0	0	0	2	4	0	0	0	0	0	0	6
Union Station	0	0	0	0	1	1	0	1	0	0	1	1	5
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	1	19	2	43	3	0	0	10	78
Total	0		4		286		285		21		124		720
% Share	0.00%		0.56%		39.72%		39.58%		2.92%		17.22%		100.00%

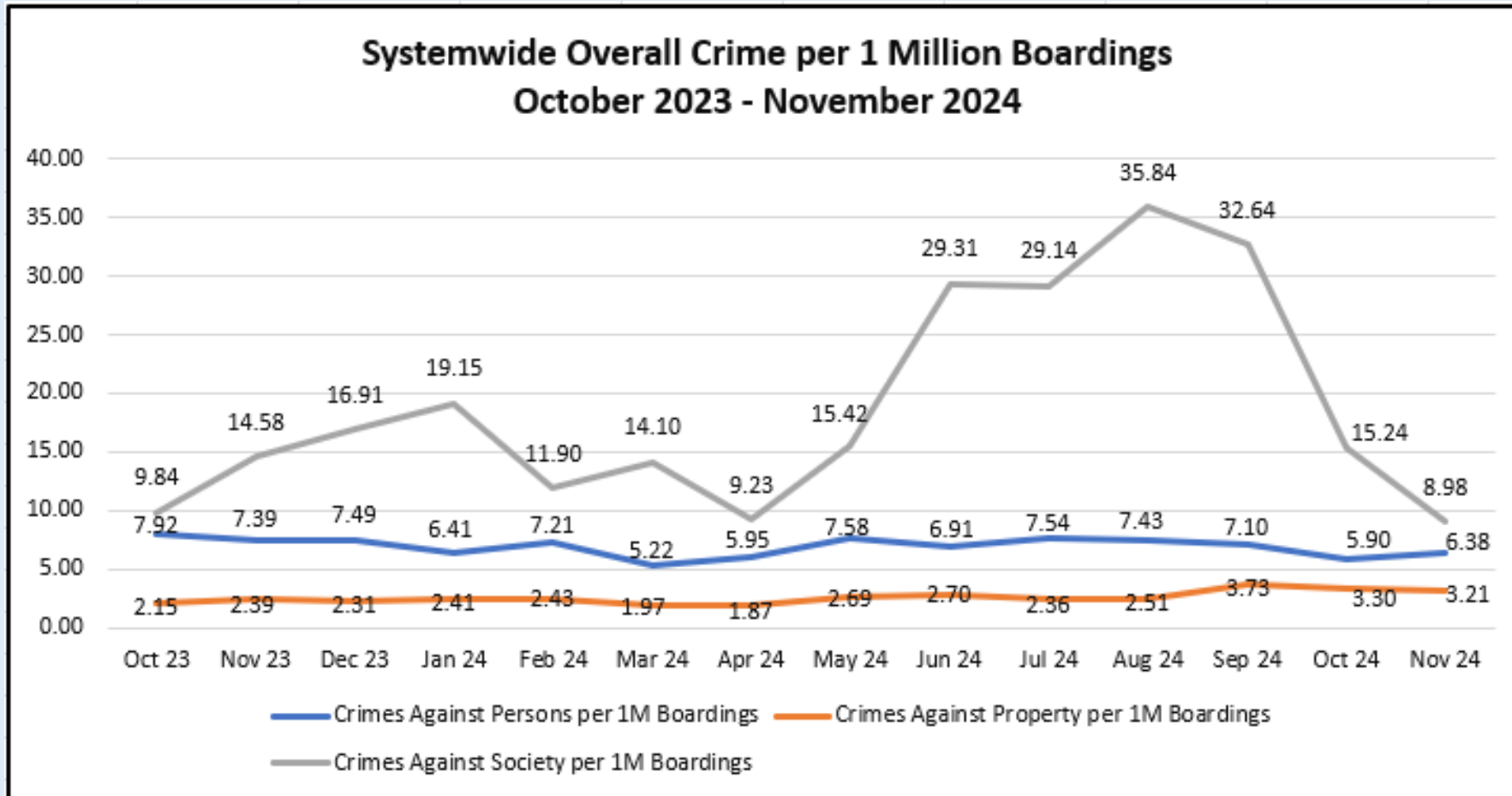




January 2025 Monthly Update on Public Safety

Ken Hernandez
Interim Chief Transit Safety Officer

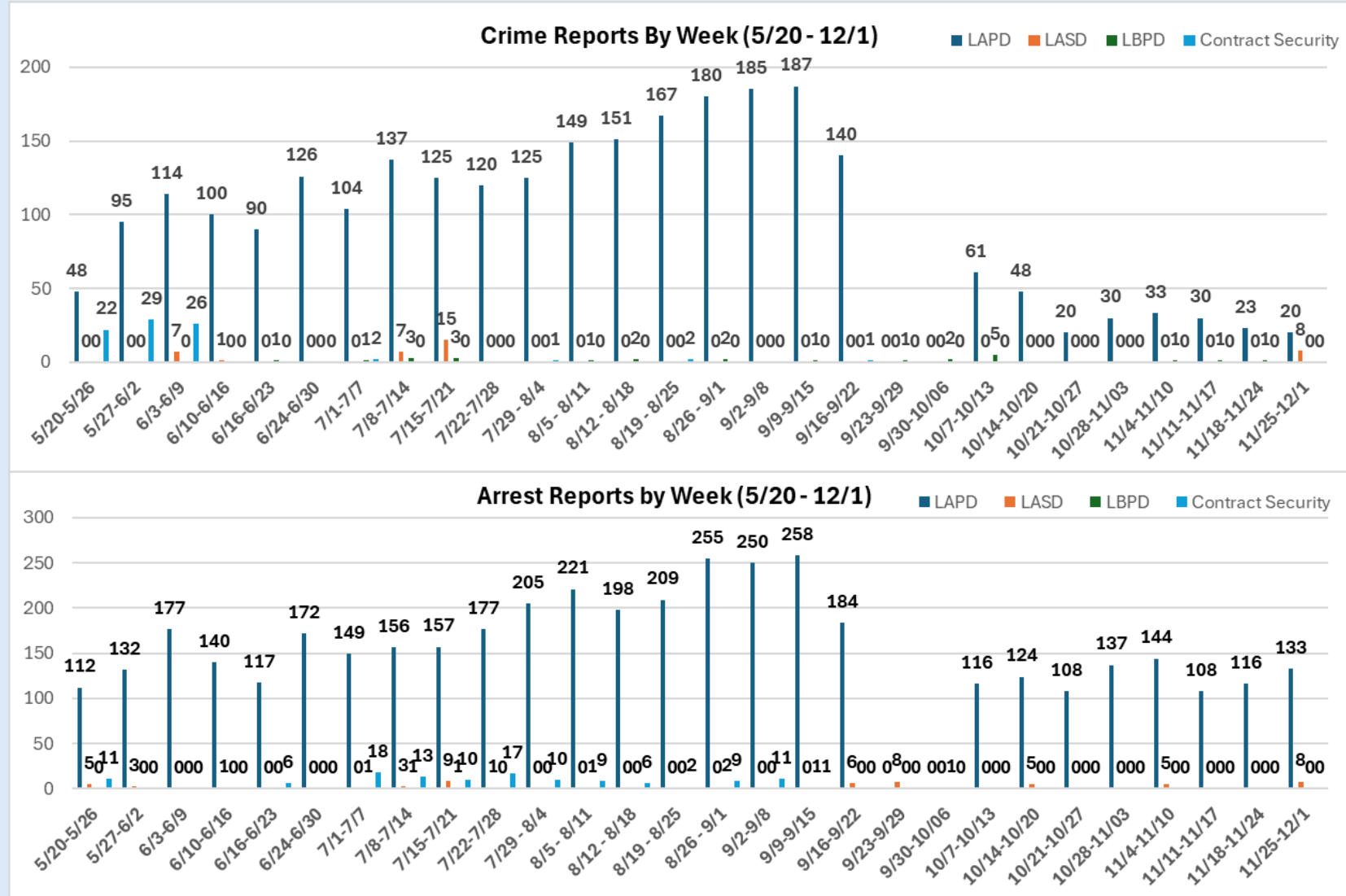
October & November 2024 Public Safety Trends & Stats



- Crimes Against Property and Society systemwide saw **consistent decreases in October and November.**
- On a monthly average, when the number of boardings is considered, Crimes Against Persons from January to November 2024 have **decreased by 14.9%** compared to 2023 (6.69 vs. 7.86).

Public Safety Surge Update

- Surge law enforcement personnel reported 160 crimes and 461 arrests in October and 122 crimes and 531 arrests in November.
- Reported trespassing arrests decreased by 59% from October through November.
 - This is partially due to improved fare compliance, continued presence of security in ancillary areas, and streamlined coordination between the Rail and Security Operations Centers.
 - Decrease in trespassing arrests contributed to overall decline in crimes and arrests compared to the summer.

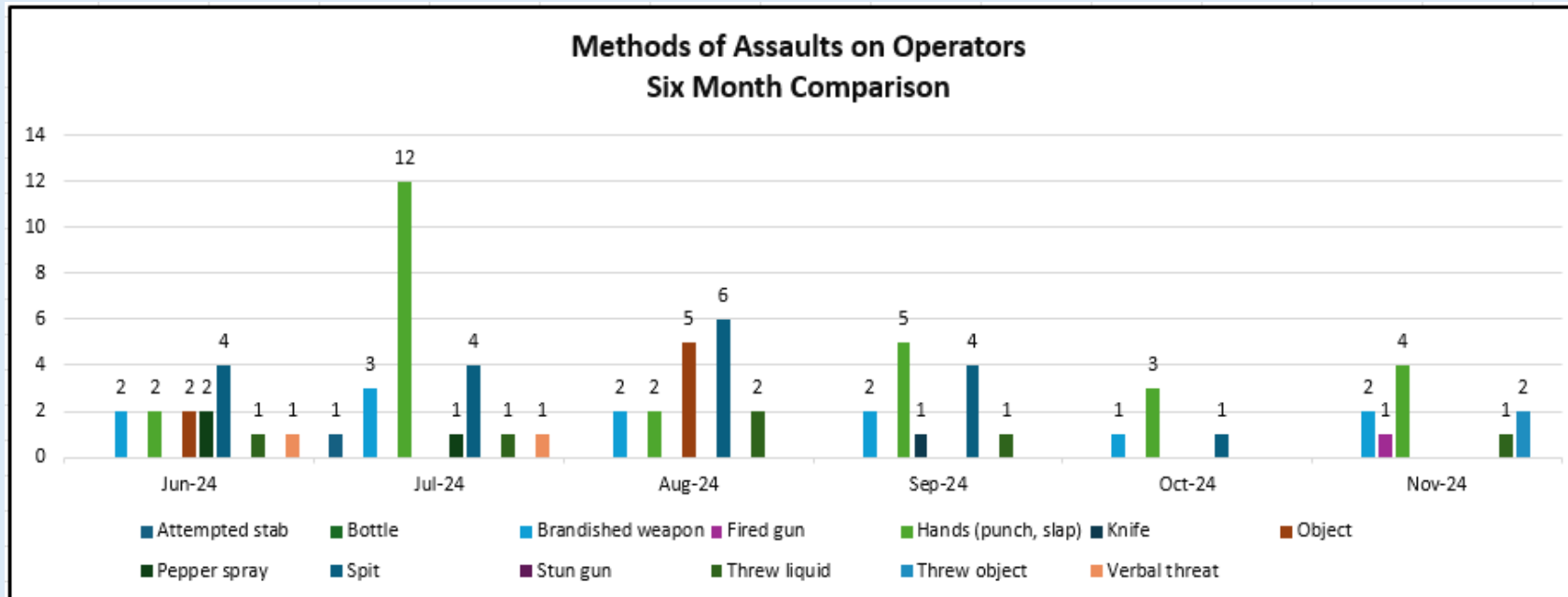


October & November 2024 Frontline Safety

- There were 21 and 23 assaults on Metro frontline personnel in October and November, respectively.
 - **Operator assaults decreased from 13 in September to 5 in October, then increased to 10 in November.**
- Using hands (punching, slapping) was the most common method of assault.

Assaults on Metro Employees & Contractors		
Type	Oct-24	Nov-24
On Bus Operators	5	10
On Rail Operators	0	0
On Metro Transit Security Officers	0	2
On Contract Security Officers	11	5
On Ambassadors	4	3
On Blue Shirts	1	0
On Custodians	0	3
Total	21	23

Reasons for Assaults on Non-Operator Personnel		
Reason	Oct-24	Nov-24
Told to leave	7	4
Unknown	5	2
Upset	3	3
Trespassing	0	2
Fare evasion	1	1
Told smoking unallowed	0	1
Grand Total	16	13

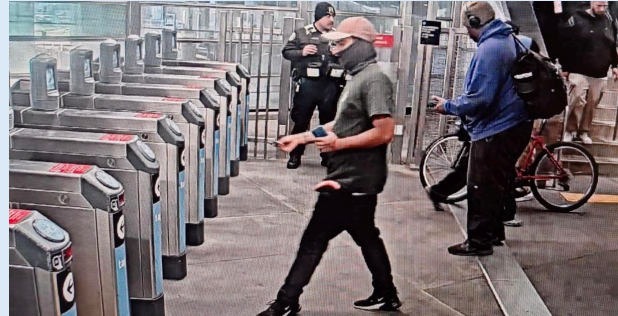


Impact of Retrofit Barriers

- A physical assault on an operator is **2.45 times higher on a bus without an expanded barrier** compared to a bus with such a barrier.

Station Experience Updates

- **Reported incidents on the A Line drop to lowest 2024 levels after fare compliance efforts**
 - 32% drop in Transit Watch incidents from LB to Azusa
 - 66% drop in emergency gate misuse and +101% increase in valid transfers at Willowbrook/Rosa Parks
- **Safety & cleanliness improves at Reseda G Line**
- **Brighter lighting at Vermont/Santa Monica B Line**
- **Return-to-work staff assisting at Harbor Gtwy & El Monte J Line**
- **Preliminary work underway to improve safety at Slauson J Line**



Return-to-work staff assisting



Vermont/Santa Monica Station: Before & After



Slauson Station

Metro Ambassadors Update

Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs. Special deployments included support for the Long Beach Marathon, NFL Games, UCLA Games, CicLAvia, Taste of Soul, and service detours systemwide.

Conclusion of Surge Deployments – From late May 2024 to mid-October 2024, an average of 42 additional Ambassadors were deployed daily, during peak times to increase visibility at key locations and provide more support for riders.

Connect & Report

For the month of **October 2024**, Metro Ambassadors conducted 62,446 customer engagements and reported the following:

- 1,875 Cleanliness Issues
- 1,980 Graffiti Incidents
- 290 Elevator and Escalator Problems
- Six lives were saved through the timely administration of Narcan, compared to seven saved in September.

For the month of **November 2024**, Metro Ambassadors conducted 49,255 customer engagements and reported the following:

- 2,523 Cleanliness Issues
- 2,047 Graffiti Incidents
- 364 Elevator and Escalator Problems
- Five lives were saved through the timely administration of Narcan, compared to six saved in October.



Board Report

File #: 2024-0975, **File Type:** Oral Report / Presentation

Agenda Number: 34.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on the ZEB Program.

ISSUE

In April 2024, the Board approved Motion 31.1 by Directors Yaroslavsky, Bass, Krekorian, Dupont-Walker, and Solis (Attachment A), which directed staff to provide quarterly program updates beginning in January 2025 to the Operations, Safety, and Customer Experience Committee on progress toward accomplishing the ZEB transition plan, including the status of grant applications. This update provides the status of systemwide ZEBs and charging infrastructure projects, outstanding grant applications, and upcoming project activities.

EQUITY PLATFORM

Operations collaborate with the Office of Equity and Race to identify and mitigate concerns to ensure equitable outcomes relative to Metro's ZEB transition.

ATTACHMENTS

Attachment A - Board Motion 31.1 Related to Item 31: Zero Emission Bus Program Update

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

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

Stephanie N. Wiggins
Chief Executive Officer

**Board Report**

File #: 2024-0275, **File Type:** Motion / Motion Response**Agenda Number:** 31.1

REVISED
REGULAR BOARD MEETING
APRIL 25, 2024

Motion by:**DIRECTORS YAROSLAVSKY, BASS, KREKORIAN, DUPONT-WALKER, SOLIS**

Related to Item 31: Zero-Emission Bus Program Update

As transportation planner, designer, builder, and operator for the country's most populous county, Metro has an important role in the fight against climate change and in meeting global, state and local greenhouse gas reduction targets. A major part of Metro's role in fighting climate change is its Zero Emission Bus program.

The California Air Resources Board (CARB) proposed the Innovative Clean Transit (ICT) regulation in 2018 that required all transit agencies in the state to transition to all Zero Emission fleets by 2040.

In response, LA Metro has created a comprehensive Zero Emission Bus Program Master Plan which outlines the path to a complete transition to zero emission buses by 2030. The Board took action to endorse this aggressive goal, recognizing the need to act urgently against the climate crisis, improve air quality locally, and leverage Metro to advance the Zero Emissions Bus industry nationwide.

The Master Plan, updated in May 2023, builds off of the Metro CARB Innovative Clean Transit rollout plan, which evaluates service schedules, power needs, proposed technological advancements, bus production, and market conditions to determine the best path to a full fleet transition of Metro's fixed-route fleet by 2030.

According to Metro, and despite the significant progress made to date, staff is of the opinion that the Zero Emission Bus industry is evolving slower than previously anticipated and not mature enough to promote full fleet transition by the 2030 goal, particularly due to Zero Emission Bus costs, performance, and utility infrastructure.

Program challenges identified by Metro include costs, performance, grid capacity, supply chain and utilities' lead times, and market availability. As a result, according to Metro, shifting the program implementation from 2030 to no later than 2035 will help mitigate these challenges by allowing grid capacity to develop and technology to mature. There are also concerns about how attaining the 2030 goal would affect the overall Operations budget.

At the same time, the urgency of both the air quality and climate crises continue, which both disproportionately impact the health and well-being of Equity Focused Communities here locally and beyond. Additionally, Metro has substantial control to move more quickly to ensure that charging infrastructure is installed, regardless of the timing of delivery of new battery-electric buses. Changing a target of this significance cannot be undertaken lightly and must be thoroughly examined so a thoughtful public discourse can occur and solutions that can address the obstacles come forward. For these reasons, accepting a 2035 goal is premature at this time.

Metro has the responsibility to lead the region in mobile source GHG reduction - not only in its own fleet but by incentivizing Angelenos to get out of their cars and onto transit. Every dollar invested here will have a triple net benefit. Therefore, Metro should do everything in its power to strive for a 100% ZEB fleet by 2030. Each year that passes delays us in delivering the benefits of a fully zero emission fleet.

SUBJECT: ZERO EMISSION BUSES MOTION

RECOMMENDATION

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

- A. Report back to the September Operations Committee on a more detailed and updated plan to deliver a 100% Zero Emissions bus fleet as soon as is possible and fiscally responsible; with interim milestones and metrics for both rolling stock and electric vehicle infrastructure installation that reflect an ambitious and actionable schedule; The report back should include a timeline for the submission of relevant service requests to Southern California Edison and Los Angeles Department of Water & Power. The ZEB conversion schedule should ensure Metro's ability to continue providing reliable bus service, including availability of operations and maintenance funding to support the full 7 million annualized revenue service hours as planned through the NextGen Bus Plan.
- B. Provide quarterly reports beginning in January 2025 to the Operations Committee on progress towards accomplishing that plan, including status of grant applications;
- C. Present a list of alternative funding scenarios from what has been presented to date for zero emission bus fueling infrastructure deployment. The alternative scenarios should take into consideration all flexible capital dollars, including from Measures R and M, Propositions A and C, grants and any other revenues. The alternative scenarios should separate funding and timeline considerations between zero emission fueling infrastructure and rolling stock, focusing strictly on infrastructure deployment, and should provide the board options for moving near term funding from other capital projects to ZEB infrastructure projects where near term changes will not affect project delivery timelines for existing projects. It should also include a report back on any relevant Public Private Partnership opportunities, such as "charging as a service", or unsolicited proposals Metro has received thus far that could support lowering costs to Metro for the transition;
- D. ~~Issue a Request for Information to minimize Metro's capital outlay related to zero emission bus~~

~~procurements and infrastructure deployment;~~

- E. Develop a legislative and administrative advocacy strategy that supports increasing Metro's competitiveness in state and federal grant opportunities related to zero emission bus procurement and infrastructure deployment; and

- F. Present additional detail on the hydrogen bus procurement process including safety plans, sourcing strategies that protect public health, and justification for specific and narrow use cases where hydrogen buses are proposed to be deployed.



Zero Emission Bus (ZEB) Program Quarterly Update

VEHICLE ENGINEERING & ACQUISITION



Metro

Operations, Safety, and Customer Experience Committee

January 16, 2025

ZEB Infrastructure Updates (since September 2024)



Harbor Gateway Transit Center

- Chargers tested and commissioned, and operator training completed. To be complete spring 2025.

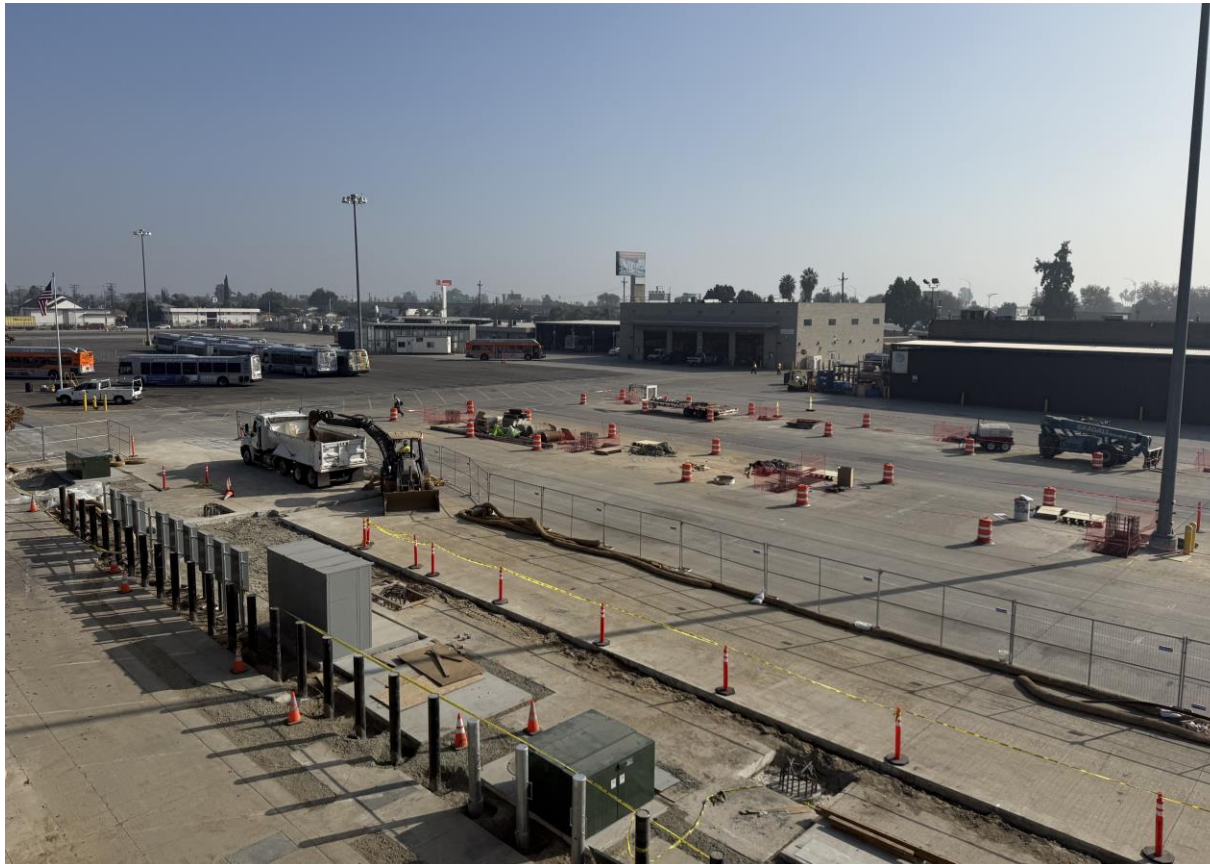


Photo: Progress at Division 9

Division 9

- Civil work began in Oct. Bus yard foundations installed. To be complete spring 2026.

Division 18 & 7

- Solicitation to be released for industry review in January
- Anticipated PDBOM delivery method

Enroute Charging Equipment

- Nine LADWP service requests submitted for sites to support North San Fernando Valley (NSFV), North Hollywood to Pasadena BRT, and other lines
- Open procurement for charging equipment
- Base order quantity of (14) chargers and three option quantities of (20) each.

Bus Acquisition and Grant Updates (since September 2024)



Active Bus Acquisitions

- Regional procurement proposals due February 27, 2025
- BYD to deliver 6-8 buses per month through November 2025

Recent Grant Applications

- TIRCP ZEB proposal was not awarded.
- Submitted **CTC Local Partnerships Program** application for \$24.9 million to fund up to 34 buses for Division 7. More than half of communities served by division are DACs.
- Preparing \$2 million request to **Regional Infrastructure Accelerator** program to fund advanced prelim engineering, planning, and regional shared charging strategy activities.



Photo: BYD K9MD bus

Systemwide ZEBs and Charging Equipment in Service



ZEBs in Operation (more than 5 million service miles to date)

- (40) 40-foot New Flyer buses on the G Line
- (5) 60-foot BYD buses
- (8) 40-foot BYD buses

Depot Charging Equipment

- **Division 1** (5) 50kW
- **Division 2** (5) 50kW
- **Division 3** (5) 50kW
- **Division 8** (10) 150kW
- **Division 9** (2) 50kW
- **Division 15** (5) 50kW**
- **Division 18** (6) 50kW
- **CMF** (2) 50kW

Enroute Charging Equipment

- **HGTC** (5) 450kW; (3) 360kW**
- **NHTC** (4) 450kW
- **Chatsworth Station** (2) 600kW
- **Canoga Station** (2) 600kW
- **AMC** (6) 360kW

**Denotes equipment installed since September



Photo: First charging session at HGTC

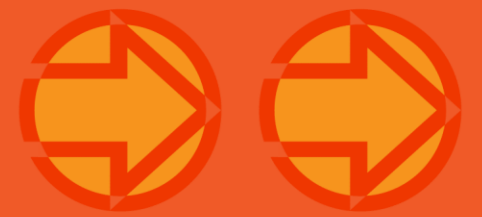
ZEB Program Continuing Activities Over Next Quarter



Upcoming project activities

- Construction at Division 9 and El Monte Transit Center to continue throughout 2025.
- Receive feedback from Division 18 & 7 industry review and incorporate as appropriate into RFP, which will be released in spring 2025.
- Initiate utility service requests for Divisions 13 & 5 and submit by summer 2025.
- Anticipate first two G Line replacement chargers will be installed, tested, and commissioned in spring 2025.

THANK YOU





Board Report

File #: 2024-1072, **File Type:** Informational Report

Agenda Number: 35.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2025**

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

ISSUE

This report will give an update on Metro's monthly ridership and cancellation results as compared to Pre-Pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

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

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

Reviewed by: Conan Cheung, Chief Operations Officer

Stephanie N. Wiggins
Chief Executive Officer

The signature is a stylized, handwritten cursive script in black ink, written over a horizontal line. Below the signature, the name 'Stephanie N. Wiggins' and title 'Chief Executive Officer' are printed in a black, sans-serif font.

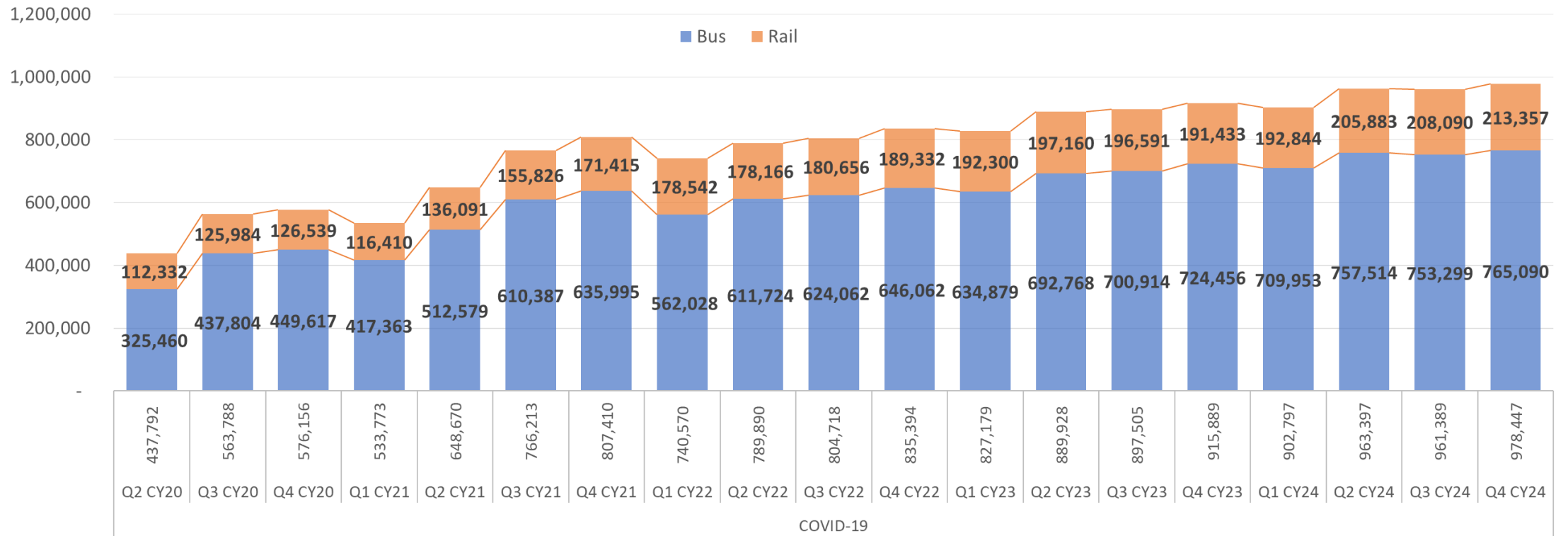


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
January 16, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



December Total Ridership Percentage Change 2024 over 2023:

- Bus: 7.3%
- Rail: 11.5%

December Average Daily Ridership

Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	930,111	1,096,174	84.9%
• SA:	669,174	710,509	94.2%
• SU:	548,027	526,817	104.0%

Average Weekday Rail Ridership By Line - December 2024

Line	Dec-24	% Recovery	Dec-23	% Recovery	Dec-19
A/E/L	113,995	78.2%	98,338	67.5%	145,791
B/D	66,813	51.2%	59,202	45.4%	130,522
C/K	23,975	81.3%	23,024	78.0%	29,501

Note: Recovery compares 2024 and 2023 against 2019 with A/E/L compared as a group due to Regional Connector. K Line started operation in October 2022 so 2019 data is only C Line.

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

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.7% in November 2024 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations.
- Cancellation rates are now around the same or lower level than they were a year ago, lower than rates seen through the middle of 2024. Increase operator hiring has addressed both increased operators required for bus and rail service improvements as well as attrition and absenteeism. Full operator staffing has been achieved again.

December 2024 Top Ten Highest Service Cancellations by Line

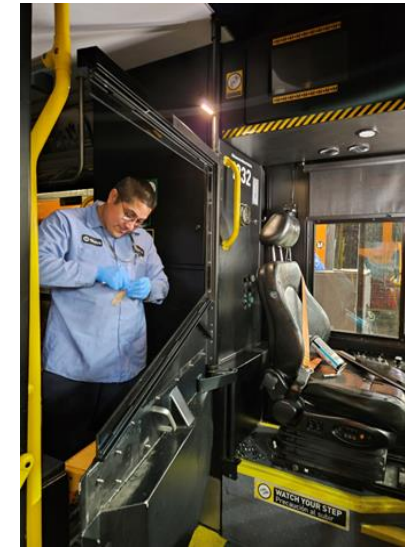
Division	Line	Name	Dec-24	Dec-23	% of Line Miles in EFC
18	210	Crenshaw Bl	2.3%	2.0%	58%
2	55	Compton Av	2.2%	2.8%	83%
13	33	Venice Bl	2.1%	2.0%	41%
9	70	Garvey Av/Ceasar E. Chavez Av	2.1%	2.4%	76%
2	51	Avalon Bl/W. 7th St	2.0%	2.9%	75%
7, 13	4	Santa Monica Bl	2.0%	2.1%	39%
2	60	Long Beach Bl	2.0%	3.2%	61%
5, 18	207	Western Av	2.0%	4.1%	89%
15	233	Van Nuys Bl Local	1.9%	1.9%	33%
13	720	Wilshire Bl Rapid	1.9%	2.8%	33%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 1/13/24	1.40%	1.00%	3.00%
Week Ending 1/11/25	2.30%	1.90%	2.30%
Week Ending 1/4/25	0.40%	0.10%	0.30%
December 2024	0.90%	1.00%	2.40%
November 2024	1.30%	1.00%	1.50%
October 2024	1.50%	1.70%	4.40%
September 2024	1.60%	1.80%	4.10%
August 2024	2.10%	1.70%	4.70%
July 2024	1.90%	1.90%	5.50%
June 2024	1.70%	2.50%	5.40%
May 2024	1.80%	1.80%	4.70%
April 2024	1.00%	1.00%	3.20%
March 2024	1.10%	0.90%	2.50%
February 2024	1.20%	0.70%	2.70%
January 2024	1.00%	0.80%	1.70%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

Bus Barrier Major Milestone

- Extended Barriers **100% complete** on all 2,009 Metro directly and contract operated active Bus Fleets
- Newly procured and buses on hold for major repairs will be completed before being returned to revenue service.
- Design, manufacture, installation in house saved \$6-\$28M in total project cost.
- Over 56,000 labor hours expended to complete this in record time.

Phase	Labor Hours
Management/Admin	10,056
Procurement	1,388
Design and engineering	2,533
Prototype and Fabrication	15,283
Kit assembly and stocking	2,611
Barrier Installation	24,534
Total	56,405



Systemwide Service Impacts – High Winds/Fires

Metro service and systems have been impacted by the high winds and fires throughout LA County. Impacts include Power Outages, Service Disruptions, and ROW Impacts.

Power Outages

- SCE and LADWP shut down power impacting:
 - Divisions (impact to CNG fueling, maintenance activities)
 - Stations (impact to cameras, TVM, ZEB charging at Chatsworth)
 - Facilities (4 communication towers Impacting ATMS/radio communication for bus)
- Preventative measures taken by locating generators to ensure critical functions were operational at divisions

Mask Dispensing

- Buses and rail cars with dispensers are being assigned to lines that serve high air quality impact zones
- Metro staff continue to hand out N95 masks to customers



Systemwide Service Impacts – High Winds/Fires

Service Disruptions

- Bus – 8 Detoured Lines, 6 Suspended Lines/Segments
- Rail – A Line, 12 minute headways and bus bridging between SW Museum and Filmore due to downed OCS cables
- MicroTransit – Altadena area of the Pasadena/Altadena/Sierra Madre zone suspended

ROW Impacts

- Significant impact on A Line North
 - 2 downed trees collapsing the OCS at Indiana Interlocking
- 30 downed trees on G Line ROW
- Substantial amount of shrub and branch cleanup along rail ROW and bus routes
- Preventative measures by pinning gates at high wind grade crossings to prevent damage

Resources

- Resources have been established for staff impacted by the fires/winds



Systemwide Service Impacts – High Winds/Fires

Thank you to all staff who continued to ensure that the Metro system was operational for our customers despite facing their own personal impacts from the high winds and fires, our teams continued to report to work to ensure safe service for our customers.



Bus Stroller Policy

- Revision of SOP 7.105
- Effective December 17, 2024
- Customers boarding with a child in the strollers will be allowed access to the wheelchair securement area to prevent the aisles from being blocked (added to SOP 7.105)



HR4000 Highlight

	2024		2025			2026			
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
HRVs Arrive at Metro	14	24	32	42	50	58	64		
Conditional Accepted HRVs	6	18	26	36	44	52	62	2	



Key Features

1st in the Nation Fire Mist Suppression	Passenger Counting System	LCD Info Displays including Active Line Map
Open Gangway between cars	Enhanced CCTV	USB Outlets
Seat layout to enhance passenger ease of entering and exiting Vehicle	Capacity 246 Seated and standing	New brighter LED lighting
Durable and easily cleaned Stainless steel seating	New external speakers	Tri-pole SS Sanctions

HR4000	
Contract award	Dec. 2016
NTP	Mar. 2017
Conditional Accepted	6 Cars Nov. 19, 2024
Revenue Service	Dec. 20, 2024
Last Car delivery	May 2026
Order Size	64 Cars
Cars at Div 20	16 cars/8MPs

New Years Eve & Rose Bowl/Parade Highlights

- Free rides New Years Eve (NYE) 4 am through New Years Day (NYD) 3 am.
- 24-hour service provided on New Years Eve for A, B/D, and E rail lines with service until 2 am for the C and K lines.
- Extra trains for A Line early New Years morning for Rose Parade attendees with the larger 3-car trains for the 10-minute daytime service
- Rail ridership NYE/NYD was up over comparable recent Tuesdays and Sundays by 40%.



NYE & Rose Bowl/Parade Event Coordination

- NYE coordination with NYELA @ Grand Park, SSLE, Operations Management, Customer Information Agents as crowd control
- 82 Volunteers from Operations, Finance, CX, People's Office, Planning, Safety, Communications & DEOD
- TAP Revenue Tables set up to assist fans
- Bus detours around parade route





THANK YOU