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

**Agenda - Final**

**Thursday, January 15, 2026**

**1:00 PM**

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

*Holly J. Mitchell, Chair*

*Imelda Padilla, Vice Chair*

*Janice Hahn*

*Tim Sandoval*

*Katy Yaroslavsky*

*Gloria Roberts, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

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### **(ALSO APPLIES TO BOARD COMMITTEES)**

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

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the 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.

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**323.466.3876**

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x3 *中文 (Chinese)*

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### **Live Public Comment Instructions:**

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

The Meeting begins at 1:00 PM Pacific Time on January 15, 2026; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter  
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***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

### **Instrucciones para comentarios publicos en vivo:**

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 15 de Enero de 2026. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

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

### **Written Public Comment Instruction:**

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

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

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012



## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 35, 36, 37, 38, 39, 40, and 41.

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

## CONSENT CALENDAR

- 35. SUBJECT: CONSULTANT SUPPORT SERVICES FOR THE HR4000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT PROGRAM, TECHNICAL MANAGEMENT SUPPORT SERVICES** [2025-0779](#)

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Contract Modification No. 21 to Contract No. OP24162700030433487, a cost plus fixed-fee contract with HATCH Associates Consultants, Inc. (HATCH), formerly LTK Engineering Services for the HR4000 Heavy Rail Vehicle (HRV) Acquisition, Technical Support Services, increasing the Not-To-Exceed (NTE) amount by \$7,857,071 from \$23,557,400 to \$31,414,471 and extending the period of performance from May 1, 2026, to July 30, 2031; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

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

- 36. SUBJECT: CONTACT WIRES FOR C LINE OVERHEAD CATENARY SYSTEM (OCS) REPLACEMENT** [2025-0851](#)

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 12-month firm-fixed-price contract, Contract No. DR133227(3)000, to Toro Global, the lowest responsive and responsible bidder for 133,248 linear feet of contact wire to support the C Line Overhead Catenary System (OCS) Replacement Project for a firm fixed price of \$2,234,542.31 inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

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

- 37. SUBJECT:      7TH STREET METRO CENTER TRACTION POWER      [2025-0897](#)**  
                                 **SUBSTATION (TPSS) REPLACEMENT PROJECT**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a two-year firm fixed price contract, Contract No. OP134899000 to L. K. Comstock National Transit, LLC, the lowest responsive and responsible bidder for the 7th Street Metro Traction Power Substation (TPSS) replacement project on the Metro A Line, in the amount of \$16,501,575, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any; and
- B. INCREASE the Life of Project Budget (LOP) for the Metro A Line 7th Metro Traction Power Substations Replacement and Project 205127 by \$14,245,111, increasing the Life of Project (LOP) from \$7,860,000 to \$22,105,111.

**Attachments:**      [Attachment A - Procurement Summary](#)  
                                 [Attachment B - DEOD Summary](#)  
                                 [Attachment C - Project Expenditure Plan](#)  
                                 [Presentation](#)

- 38. SUBJECT:      APPOINTMENT TO METRO GATEWAY CITIES SERVICE      [2025-0940](#)**  
                                 **COUNCIL**

**RECOMMENDATION**

APPROVE nominee for membership on Metro's Gateway Cities Service Council (Attachment A).

**Attachments:**      [Attachment A - Nomination Letter](#)  
                                 [Attachment B - New Appointee Biography and Qualifications](#)  
                                 [Attachment C - Service Councils Demographic Information](#)  
                                 [Presentation](#)

39. **SUBJECT: P2000, P2550 LIGHT RAIL VEHICLE and HR4000 HEAVY RAIL VEHICLE INTEGRATED DATA AND COMMUNICATION SYSTEM (IDCS)**

[2025-0943](#)

**RECOMMENDATION**

EXECUTE Contract Modification No. 6, to Contract No. TS83056-2000, a firm fixed fee contract with Siemens Mobility, Inc. to exercise Options 2, 3 & 4 for installation and commissioning of the Integrated Data and Communication System (IDCS) on P2000, P2550 Light Rail Vehicles, and HR4000 Heavy Rail Vehicles, increasing the Not-To-Exceed (NTE) amount by \$15,608,842 from \$23,319,884 to \$38,928,726. This action does not change the Board-approved Life-of-Project (LOP) for this project of \$44,436,129.

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

40. **SUBJECT: OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS**

[2025-0998](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 1 to Contract No. OP125246000 with Clean Energy for Divisions 2, 8, 9, and 15 to add the Operations and Maintenance (O&M) of Compressed Natural Gas (CNG) Fueling Stations at Division 13 in an amount Not-To-Exceed (NTE) \$1,200,000, increasing the total contract value from \$6,150,097 to \$7,350,097; and
- B. EXECUTE Modification No. 2 to Contract OP749030003367 with Clean Energy for Divisions 1, 3, 5, 7, 10, and 18 to continue the O&M of CNG Fueling Stations at those Divisions, in the NTE amount of \$3,676,720, increasing the total contract value from \$5,785,439 to \$9,462,159.

**Attachments:**      [Attachment A - Procurement Summary OP125246000](#)  
                                 [Attachment B - Contract Modification/Change Order Log OP125246000](#)  
                                 [Attachment C - Procurement Summary OP749030003367](#)  
                                 [Attachment D - Contract Modification/Change Order Log OP749030003367](#)  
                                 [Attachment E - DEOD Summary OP125246000](#)  
                                 [Attachment F - DEOD Summary OP749030003367](#)  
                                 [Presentation](#)

**41. SUBJECT: DIGITAL PRINTING PRESS**

[2025-0870](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a non-competitive firm fixed price Contract No. PS134472000 to Konica Minolta Business Solutions U.S.A, Inc. for the purchase of a large format digital printing press in support of Metro's Print Shop in the amount of \$1,268,105; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

**NON-CONSENT**

**42. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

[2025-0975](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

**43. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

[2025-0976](#)

**RECOMMENDATION**

RECEIVE oral report on Metro Operations.

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**44. SUBJECT: METRO EXPRESSLANES - BACK OFFICE SYSTEM**

[2025-1009](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS40164-2000 with TransCore LP for Metro ExpressLanes Back Office System (BOS) and exercise the first three-year option starting March 9, 2026 through March 9, 2029, in an amount Not-To-Exceed (NTE) \$19,031,882, increasing the total contract price from \$48,327,615 to \$67,359,497.

**Attachments:**      [Attachment A - Procurement Summary PS40164-2000](#)  
                                 [Attachment B - Contract Modification - Change Order Log PS40164-2000](#)  
                                 [Attachment C - DEOD Summary](#)  
                                 [Presentation](#)

**45. SUBJECT: ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO  
EMISSION BUSES**

[2025-1017](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a seven-year, firm fixed unit rate contract, Contract No. OP128598000 to Camber Operating, Inc., for the acquisition and installation of up to 73 on-route opportunity chargers and associated components, parts, and software, and a Service Level Agreement (SLA) for the maintenance of the equipment in the Not-To-Exceed (NTE) amount of \$58,244,127, subject to the resolution of any properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board-approved Contract Modification Authority (CMA).

**Attachments:**      [Attachment A - Board Motion 50](#)  
                                 [Attachment B - Procurement Summary](#)  
                                 [Attachment C - DEOD Summary](#)  
                                 [Presentation](#)

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46. **SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q3 CY2025** [2025-0968](#)

**RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

**Attachments:**      [Attachment A - NextGen Ridership Analysis Q3 CY2025](#)  
[Attachment B - Weekday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment C - Saturday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment D - Sunday Ridership Recovery Comp. by Line & Line Group](#)  
[Attachment E - NextGen Service Tier Changes](#)

47. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY  
REPORT** [2025-1003](#)

**RECOMMENDATION**

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

**Attachments:**      [Presentation](#)

48. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2025-0996](#)

**RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

**Attachments:**      [Attachment A - Narcan Data October & November 2025](#)  
[Attachment B - Arrests by Race & Ethnicity October & November 2025](#)  
[Attachment C - Law Enforcement Homeless Outreach October & Nov 2025](#)  
[Attachment D - Metro Transit Security Activities October & November 2025](#)  
[Attachment E - Metro Ambassador Activities October & November 2025](#)  
[Attachment F - Board Motion 30](#)  
[Attachment G - Station Experience Updates](#)  
[Attachment H - Law Enforcement Crime Summary October & November 2025](#)  
[Attachment I - Frontline Safety Additional Data October & November 2025](#)  
[Presentation](#)

- SUBJECT: GENERAL PUBLIC COMMENT** [2025-1095](#)

RECEIVE General Public Comment

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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 #: 2025-0779, File Type: Contract

Agenda Number: 35.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: CONSULTANT SUPPORT SERVICES FOR THE HR4000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT PROGRAM, TECHNICAL MANAGEMENT SUPPORT SERVICES**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Contract Modification No. 21 to Contract No. OP24162700030433487, a cost plus fixed-fee contract with HATCH Associates Consultants, Inc. (HATCH), formerly LTK Engineering Services for the HR4000 Heavy Rail Vehicle (HRV) Acquisition, Technical Support Services, increasing the Not-To-Exceed (NTE) amount by \$7,857,071 from \$23,557,400 to \$31,414,471 and extending the period of performance from May 1, 2026, to July 30, 2031; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

#### **ISSUE**

To ensure continuity of technical consultant support for the HR4000 Heavy Rail Vehicle Project, it is recommended that Metro extend the existing HR4000 consultant contract.

This contract modification will include additional funding and an extension of the period of performance for Hatch's existing technical support contract on the HR4000 New Heavy Rail Vehicle Acquisition Project.

#### **BACKGROUND**

On June 15, 2016, the Board approved Contract No. OP16523-30433487 (Now contract OP24162700030433487), HR4000 Consulting Services for Heavy Rail Vehicle Acquisition, Technical Support Services to Hatch in the amount of \$13,028,744 to provide technical program management support to Metro staff responsible for managing the HR4000 contract for the acquisition and on-time delivery of a base order of 64 heavy rail vehicles (HRVs). Due to the continuous delay with delivery and final acceptance of all 64 rail vehicles, Metro issued multiple modifications within staff delegated



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authority to extend the period of performance to April 30, 2022, and increase the NTE Total Contract Price by \$1,199,504.

On April 21, 2022, the Board approved Contract Modification No. 14 to extend the period of performance by 24 months and increase the NTE Total Contract Price by \$5,618,956. Additionally, Metro issued a no-cost Contract Modification No. 18, to extend the period of performance to April 30, 2026, and Contract Modification No. 19 to increase the NTE Total Contract Price by \$3,710,196. A complete list of contract modifications is outlined in Attachment B.

This procurement addresses the need to:

- Expand the rail fleet to accommodate anticipated ridership growth and planned line extensions.
- Replace vehicles reaching the end of their useful service life; and
- Support the Maintenance Department by maintaining adequate spare ratios to prevent deferred maintenance issues.

The objective of Hatch consulting services for Heavy Rail Vehicle Acquisition and Technical Support is to assist Metro's Project Manager in providing engineering and technical oversight of the rail vehicle contractor. This oversight ensures performance consistent with the delivery requirements of the HR4000 HRV procurement.

The consultant provides staff support in the following key disciplines:

- Systems Engineering
- Systems Integration
- Quality Assurance
- Design Conformance Testing
- Inspection and Audit of Fabrication and Assembly Site Activities

All work is performed on an as-needed basis, as directed by Metro through written task orders issued under the consultant contract. Task orders use not-to-exceed pricing based on the fixed labor rates established in the contract. The consultant's staff operates under the daily management and direction of Metro's HR4000 HRV Project Manager.

## **DISCUSSION**

Approval of the recommendation will increase the contract value and corresponding Contract Modification Authority for the existing HATCH Technical Support Services Contract, enabling continued technical support for the HR4000 HRV project. Metro staff require this support to address remaining technical issues and delays, ensuring the final delivery and acceptance of the 64 base HR4000 HRVs and the completion of the warranty period, forecasted for July 2031.

The Scope of Services will include, but is not limited to, oversight of testing and inspection activities; supervision of the Vehicle Contractor's supply chain processes; review and preparation of correspondence in response to technical submissions; support for Project Reviews; document control; and other technical support tasks as directed by the Metro HR4000 Project Manager.

Since the HR4000 HRV Procurement Project contract award in June 2016, HATCH has continuously provided technical support to Metro's Project Team. This included reviewing technical documents, overseeing system and combined-system level integration, witnessing verification and validation of design levels, and inspecting vehicle assembly to identify issues.

The project is currently in the delivery and commissioning phase, a critical period that requires continued support as Metro approves HRV shipments. Pandemic-related restrictions and travel bans extended the time needed for in-person meetings, design reviews, testing validation, and first article inspections. To mitigate delays, Metro on-site testing has been relocated to China, necessitating longer staffing at vendor and manufacturing locations than originally planned. Additionally, importation challenges for car shells and equipment have introduced further delays.

Approval of this recommendation will modify HATCH's existing contract, ensuring uninterrupted technical support for the HR4000 HRV project (206037). This support is essential for addressing the remaining technical issues, achieving final delivery and acceptance of all 64 base HR4000 HRVs, completing the warranty period, and closing out the project, which is forecasted for June 2031.

### **DETERMINATION OF SAFETY IMPACT**

Approval of the increased NTE contract value and extended period of performance will directly enhance system safety, service quality, reliability, maintainability, and overall customer satisfaction. Continued HR4000 technical support services will ensure the safe and reliable execution of the HR4000 Heavy Rail Vehicle Program.

### **FINANCIAL IMPACT**

Board approval of the action will have no budget impact for FY26, as budget is allocated under CP 206037. The Board-approved Life-of-Project budget (LOP) for the HR4000 Procurement Contract is \$239,203,000, inclusive of the technical support services contract. With this requested contract amendment, no adjustment to the Board-approved LOP is needed.

#### **Impact to Budget**

The funding source for this action is Prop A Rail Set Aside 35%, Measure R 2%, and other Local funds, which are eligible for Rail Capital and Operating Projects. Since this is a multi-year project, the Chief Operating Officer and respective Project Managers will be responsible for budgeting in future fiscal years.

### **EQUITY PLATFORM**

The HR4000 vehicles will operate on the B Line, the current D Line, and the upcoming D (Purple) Line Extensions. Approval of the recommendations in this Board report will enhance service reliability and provide a more comfortable experience on lines serving the majority of Equity Focus Communities (EFCs) that depend on public transportation. According to the 2019 Customer Survey, the B and D heavy rail lines serve the following:

- Ridership Demographics:
  - 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%

While HATCH Associates Consultants made a 22.63% Disadvantaged Business Enterprise (DBE) commitment on this contract, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program. As such, contract goals, enforcement, and counting of participation are temporarily suspended effective October 3, 2025. Although the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract.

### **VEHICLE MILES TRAVELED OUTCOME**

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

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

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

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

### **ALTERNATIVES CONSIDERED**

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Staff considered using in-house Metro resources to perform this work as an alternative. However, this approach is not recommended due to insufficient resources and a lack of subject matter expertise.

The Board may choose not to authorize an increase in the contract value for this project. Metro staff does not recommend this alternative, as the HR4000 HRV Procurement Program is essential to ensure an adequate fleet to meet future service needs for PLE Sections 1, 2, and 3, as well as requirements for the 2028 Olympic and Paralympic Games.

### **NEXT STEPS**

Upon Board approval, staff will execute Contract Modification No. 21 to increase the contract's NTE amount by \$7,857,071 with HATCH and extend the period of performance through July 30, 2031. Additionally, a new task order will be issued to continue technical support services for the HR4000 Procurement Contract.

### **ATTACHMENTS**

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

Prepared by: David McDonald, Senior Director, Project Control, (213) 922-3221  
Annie Yang, Deputy Executive Officer, Rail Vehicle Acquisition (213) 922-3254  
Matt Dake, Deputy Chief Operations Officer, 213-922-4061  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, 213-418-3051

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

  
Stephanie Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

**CONSULTANT SUPPORT SERVICES FOR THE HR4000 HEAVY RAIL VEHICLE  
(HRV) PROCUREMENT PROGRAM, TECHNICAL MANAGEMENT SUPPORT  
SERVICES**

**CONTRACT NO. OP24162700030433487**

1.	<b>Contract Number:</b> OP24162700030433487			
2.	<b>Contractor:</b> HATCH Associates Consultants, Inc.			
3.	<b>Mod. Work Description:</b> First Article Inspections, Resident Inspector to be stationed in China, Quality Audits, Testing and Commissioning of Rail Car Vehicles, Support during Warranty Period			
4.	<b>Contract Work Description:</b> Technical and engineering oversight of the Vehicle Contractor (CRRC) to ensure that performance is consistent with the delivery requirements of the HR4000 Contract.			
5.	<b>The following data is current as of:</b> November 19, 2025			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	6/15/2016	<b>Contract Award Amount:</b>	\$13,028,744
	<b>Notice to Proceed (NTP):</b>	9/5/2016	<b>Total of Modifications Approved:</b>	\$10,528,656
	<b>Original Complete Date:</b>	11/4/2021	<b>Pending Modifications (including this action):</b>	\$7,857,071
	<b>Current Est. Complete Date:</b>	7/30/2031	<b>Current Contract Value (with this action):</b>	\$31,414,471
7.	<b>Contract Administrator:</b> Andrew Coppolo		<b>Telephone Number:</b> 213-922-1067	
8.	<b>Project Manager:</b> David McDonald		<b>Telephone Number:</b> 213-922-3221	

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 21 issued in support of the HR4000 Heavy Rail Acquisition to provide technical and engineering oversight of the Vehicle Contractor to ensure that performance is consistent with the delivery requirements of the HR4000 Contract. The Scope of Services includes, but is not limited to, oversight of testing and inspection activity, oversight of the Vehicle Contractor's supply chain process, reviewing and preparing correspondence in response to technical submissions, supporting Project Reviews, document control, and other technical support services as directed by Metro. This Contract Modification will be processed in accordance with Metro's Acquisition Policy, and the contract type is a cost plus fixed fee.

On June 15, 2016, the Board approved Contract No. OP16523-30433487 with LTK Engineering Services (LTK) for a Not-To-Exceed (NTE) amount of \$13,028,744 for Base Years and five (5) one-year Options for a NTE amount of \$8,677,278 for a total NTE contract value of \$21,706,022.

On April 21, 2022, the Board approved Modification No. 14 to increase the NTE total contract price by \$5,618,956, increasing the Contract value from \$14,228,248 to \$19,847,204.

An assignment from LTK to HATCH Associates Consultants, Inc. (HATCH) was agreed to and accepted by Metro, which required a change to the contract number to OP24162700030433487. Additionally, twenty (20) modifications, within staff delegated authority, have been issued under this Contract, for a combined total NTE of \$10,528,656, increasing the Contract value from \$13,028,744 to \$23,557,400. The modifications include changes in staff, period of performance extensions, and rights and assignments change from LTK to HATCH.

Contract Modification No. 21 increases the Contract NTE for the Base Years for continuation of technical services until it has been determined that Options for HR4000 will be exercised.

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

## **B. Cost/Price Analysis**

A Request for Proposal was issued to HATCH on October 22, 2025. Metro received a proposal on October 23, 2025. Staff completed negotiations on November 19, 2025. The recommended price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), negotiations, and a technical evaluation. The negotiation of the NTE amount comprised validation of HATCH and its subcontractor's current labor rates, audited labor overhead, travel and other direct costs, and a negotiated fixed fee for this is cost-plus-fixed-fee contract type. The approved labor rate for each consultant is based on actual cost with payroll documentation, which has resulted in a fair and reasonable determination.

The factors affecting the NTE amount were anticipated level of effort, travel and other direct costs, which have been reviewed and negotiated by the Contracting Officer to align with the HR4000 new HRV procurement schedule. The negotiated amount is a 4.95% reduction from the initial proposed amount; however, it is still 4.28% higher than the ICE. The primary contributing factor to this variance is that the ICE did not account for the actual overhead rates for each firm.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
\$8,266,508	\$7,534,483	\$7,857,071

### **C. Contractor Information**

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

In addition to providing technical and program support for the HR4000 New HRV Procurement, HATCH currently provides program management consulting services for Metro's A650 HRV and P2550 LRV Overhaul Programs, P3010 New LRV procurement, and the HR5000 New HRV procurement and their performance is satisfactory.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

**CONSULTANT SUPPORT SERVICES FOR THE HR4000 HEAVY RAIL VEHICLE  
(HRV) PROCUREMENT PROGRAM, TECHNICAL MANAGEMENT SUPPORT  
SERVICES**

**CONTRACT NO. OP24162700030433487**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (Approved or Pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Add/Replace Personnel	Approved	08-24-16	\$0
2	Addition of Sharefile Fees/Reduction in International Travel	Approved	01-13-17	\$0
3	Add/Replace Personnel, add resident engineers in Changchun	Approved	01-29-18	\$0
4	Add/Replace Personnel	Approved	07-01-18	\$0
5	Add/Replace Personnel	Approved	01-28-19	\$0
6	Add/Replace Personnel	Approved	02-28-19	\$0
7	Add/Replace Personnel	Approved	08-01-19	\$0
8	Add/Replace Personnel	Approved	11-07-19	\$0
9	Add/Replace Personnel	Approved	06-04-20	\$0
10	Add/Replace Personnel	Approved	03-03-21	\$0
11	Extend POP 10/01/21 to 12/31/21	Approved	10-29-21	\$0
12	Extend POP to 3/31/22, Additional Resources, Replace Attachment A – Advanced Cost Agreement	Approved	12-31-21	\$1,199,504
13	Extend POP to 04/30/22	Approved	03-10-22	\$0
14	Extend POP for 24 months to 04/30/24, NTE Increase	Approved	05-01-22	\$5,618,956
15	Add/Replace Personnel	Approved	12-29-22	\$0
16	Change all rights and assignments from LTK to Hatch	Approved	06-30-23	\$0
17	Add/Replace Personnel	Approved	09-08-23	\$0
18	Extend POP 04/30/24 to 04/30/26	Approved	06-07-24	\$0
19	NTE Increase & Change Contract No. to OP24162700030433487 (LTK to Hatch)	Approved	07-17-24	\$3,710,196
20	Add/Replace Personnel	Approved	03-10-25	\$0
<b>21</b>	<b>Modification No. 21 to extend POP for 274 weeks to 07/30/2031</b>	<b>Pending</b>	<b>TBD</b>	<b>\$7,857,071</b>
	<b>Modification Total:</b>			<b>\$18,385,727</b>
	<b>Original Contract:</b>			<b>\$13,028,744</b>
	<b>Total:</b>			<b>\$31,414,471</b>



**DEOD SUMMARY****CONSULTANT SUPPORT SERVICES FOR THE HR4000 HEAVY RAIL VEHICLE  
(HRV) PROCUREMENT PROGRAM, TECHNICAL MANAGEMENT SUPPORT  
SERVICES / OP24162700030433487****A. Small Business Participation**

Hatch Associates Consultants, Inc. (Hatch) made a 22.62% Disadvantaged Business Enterprise (DBE) commitment on this contract. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance. As such, while the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

**D. Project Labor Agreement/Construction Careers Policy**

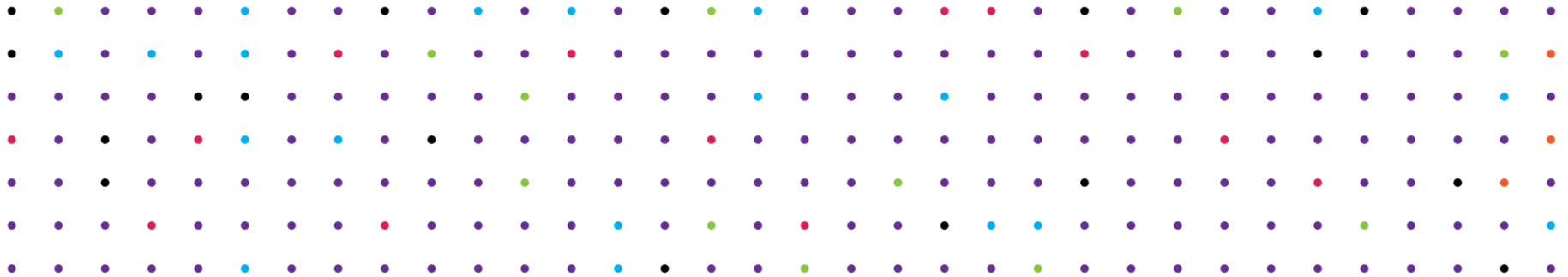
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

# HR4000 HEAVY RAIL VEHICLE (HRV) SUPPORT SERVICES

JANUARY 15, 2026



# RECOMMENDATION

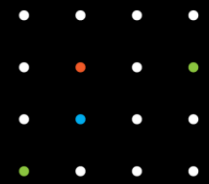


AUTHORIZE the Chief Executive Officer to:

Execute Contract Modification No. 21 to Contract No. OP24162700030433487, a cost plus fixed-fee contract with HATCH Associates Consultants, Inc. (HATCH), formerly LTK Engineering Services for the HR4000 Heavy Rail Vehicle (HRV) Acquisition, Technical Support Services, increasing the Not-To-Exceed (NTE) amount by \$7,857,071 from \$23,557,400 to \$31,414,471 and extending the period of performance from May 1, 2026 to July 30, 2031.

Execute individual contract modifications within the Board-approved contract modification authority.

# ISSUE & DISCUSSION



## AWARDEE

HATCH Associates Consultants, Inc.

## PROPOSAL

Cost plus fixed-fee contract extending the period of performance from May 1, 2026 to July 30, 2031.

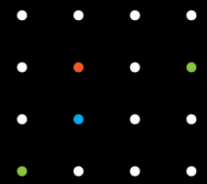
Existing Contract amount	5 year extension increase	New Not to Exceed (NTE) amount
\$23,557,400	\$7,857,071	\$31,414,471

## DEOD COMMITMENT

HATCH Associates Consultants made a 22.63% Disadvantaged Business Enterprise (DBE) commitment on this contract. There are 2 certified small businesses participating in this contract.



# ISSUE & DISCUSSION



## ISSUE

Due to unforeseen circumstances, including the global COVID-19 pandemic with resulting supply chain and logistics disruption, Final acceptance of all 64 rail vehicles has been rescheduled to mid-2027, the warranty period now continuing through July 2031.

## DISCUSSION

Approval will ensure Continued continuity of Technical Support Services to address remaining technical issues and delays, ensuring final delivery and acceptance of the 64 base HR4000 HRVs and completion of the warranty period, and closing out the project forecasted for July 2031.



## Board Report

**File #:** 2025-0851, **File Type:** Contract

**Agenda Number:** 36.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: CONTACT WIRES FOR C LINE OVERHEAD CATENARY SYSTEM (OCS)  
REPLACEMENT**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 12-month firm-fixed-price contract, Contract No. DR133227(3)000, to Toro Global, the lowest responsive and responsible bidder for 133,248 linear feet of contact wire to support the C Line Overhead Catenary System (OCS) Replacement Project for a firm fixed price of \$2,234,542.31 inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

#### **ISSUE**

Contact wires are a central railway infrastructure asset which transmits traction power to Metro rail vehicles. The existing C Line OCS contact wires are approximately 30 years old, as they have been in use since the start of C Line service in 1995, and are reaching the end of their useful life and require replacement. The replacement project is divided into three sections of the C Line. Award of this contract is needed to complete the third section of the C Line OCS project.

#### **BACKGROUND**

In May 2021, the Metro Board of Directors established a \$38,350,000 Life-of-Project (LOP) budget for the Metro C Line Overhead Catenary System Replacement as part of the FY22 budget adoption. The existing OCS contact wires were designed with a life expectancy of 30 years. The continuous operation of the rail service in various weather conditions has caused the contact wires to wear and are nearing the end of their functional lifespan. The Traction Power Maintenance Department has regularly inspected the contact wires and replaced sections when needed. However, this maintenance work has resulted in disruptions to rail services as affected trains must be single-tracked during the replacement of contact wires. Installing new contact wires will increase the reliability of the C Line while preventing service disruptions caused by sections of old contact wires that have been overworn and require replacement.

#### **DISCUSSION**

The project's work plan involves dividing the replacement of contact wires into three sections along the C Line. Section A starts at Redondo Beach Station and ends at Aviation Station, with an approximate length of 62,311 feet. Section B starts at the Aviation Station and ends at Long Beach Station, with an approximate length of 133,248 feet. Section C begins at Long Beach Station and ends at Norwalk Station, with an approximate length of 96,838 feet.

Section A was completed in May of 2024. Section C is in progress and is planned to be completed in May of 2026. The project's next phase is to replace contact wires in Section B, which needs 133,248 feet of contact wires.

The recommended Board action is to approve the purchase of contact wire for Section B, which is planned to start in June 2026. The contact wire replacement work is being performed by in-house Traction Power workforces.

This project is part of Metro's commitment to delivering a robust State of Good Repair (SGR) program that invests in modernization and enhancement to renew asset life and reduce asset breakdowns that impact daily service and customer experience.

### **DETERMINATION OF SAFETY IMPACT**

In accordance with Metro's SGR requirements and Transit Asset Management (TAM) Plan, the C Line OCS contact wires are reaching the end of their useful life and must be replaced promptly to comply with safety and reliability standards, alongside meeting California Public Utilities Commission regulations.

### **FINANCIAL IMPACT**

A total of \$2,234,542.31 is needed for this action. The budget is contained in Capital Project 205121 - Metro Green Line OCS Wire Replacement. The Life of Project (LOP) budget is \$38,350,000.00, which is within the project budget. The FY26 adopted budget includes annual funding of \$5,961,341 for this project.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

#### **Impact to Budget**

The current source of funds for this action is Proposition A 35%, which is eligible for rail operations and Capital Projects. Use of Federal, State, and other local funding sources currently maximizes funding allocations given approved funding provisions and guidelines.

### **EQUITY PLATFORM**

The C Line OCS contact wires are located along the 105 freeway throughout Los Angeles County, including through several Equity Focus Communities (EFCs) in the cities or neighborhoods of

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Downey, Paramount, Lynwood, Rancho Dominguez, Willowbrook, Westmont, Lennox, Hawthorne, and Lawndale. According to the 2022 Metro Customer Satisfaction Survey, 73% of current C Line passengers originate from households with very low income, and 74% lack access to personal vehicles for transportation. Furthermore, four out of every five riders on the C Line self-identify as belonging to Black, Indigenous, and/or People of Color (BIPOC) communities. The replacement of OCS contact wires improves the reliability of transportation, benefiting riders. Awarding the OCS contact wire purchase will minimize rail service disruption for Metro riders who rely on transit services for their mode of transportation.

This solicitation was issued under the Small Business SB Prime (Set Aside) Program. Toro Global, an SBE Prime, made a 100% SBE commitment.

### **VEHICLE MILES TRAVELED OUTCOME**

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through capital improvement investments to replace aging Metro C Line OCS contact wires. These capital improvement investments further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

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

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

This project helps maintain system service, reliability, and safety standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

### **ALTERNATIVES CONSIDERED**



Staff considered not purchasing or replacing the third section of the C Line OCS contact wire, but it is not recommended. This option would provide inconsistent level of service between completed sections and the not completed section.

### **NEXT STEPS**

Upon approval of the recommendation, Vendor/Contract Management (V/CM) will execute Contract No. DR133227(3)000.

### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Daniela Amores, Senior Director, Project Control, (213) 617-6283  
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  
Debra Avila, Deputy Chief, Vendor/Contract Management  
(213) 418-3051

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



Stephanie Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

**CONTACT WIRES FOR C LINE OVERHEAD CATENARY SYSTEM (OCS)  
REPLACEMENT/DR133227(3)000**

1.	<b>Contract Number:</b> DR133227(3)000	
2.	<b>Recommended Vendor:</b> Toro Global	
3.	<b>Type of Procurement (check one) :</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates :</b>	
	<b>A. Issued :</b> October 2, 2025	
	<b>B. Advertised/Publicized:</b> October 2, 2025	
	<b>C. Pre-Bid Conference:</b> N/A	
	<b>D. Bids Due:</b> October 16, 2025	
	<b>E. Pre-Qualification Completed:</b> October 22, 2025	
	<b>F. Ethics Declaration Forms Submitted to Ethics:</b> October 16, 2025	
	<b>G. Protest Period End Date:</b> January 20, 2025	
5.	<b>Solicitations Downloaded:</b> 11	<b>Bids Received:</b> 3
6.	<b>Contract Administrator:</b> Jessica Omohundro	<b>Telephone Number:</b> (213) 922-4790
7.	<b>Project Manager:</b> Kelvin Zan	<b>Telephone Number:</b> (213) 617-6264

**A. Procurement Background**

This Board Action is to approve Contract No. DR133227(3)000 issued for the procurement of one hundred thirty-three thousand two hundred forty-eight (133,248) linear feet of overhead contact wires to rebuild the Metro C Line overhead catenary system between Aviation East IL and Wilmington IL. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On October 2, 2025, Invitation for Bids (IFB) No. DR133227(3)000 was issued as a competitive procurement in accordance with Metro's Acquisition Policy as a Small Business Set-Aside. The contract type is firm-fixed-price.

No Amendments or Clarifications were issued during the solicitation phase of this IFB.

A total of eleven (11) firms downloaded the IFB and were included in the Planholders' List. There were no questions received for this IFB prior to the bid due date.

A total of three (3) bids were received on October 16, 2025.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The three (3) bids received are listed below in alphabetical order:

1. Global Electric
2. KPA Constructors, Inc.
3. Toro Global

The recommended firm, Toro Global, was the lowest responsive and responsible bidder, and found to be in full compliance with the technical and commercial requirements.

## **C. Price Analysis**

The recommended bid price from Toro Global has been determined to be fair and reasonable based upon adequate price competition, Independent Cost Estimate (ICE) and selection of the lowest responsive and responsible bidder.

The recommended bid amount of \$2,234,542.31 is 1.7% higher than the ICE which was developed based on past procurement history.

Metro's Project Engineering has reviewed and confirmed the product being offered meets all the requirements listed in the technical specifications.

<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Toro Global	\$2,234,542.31	\$2,196,593.28
KPA Constructors, Inc.	\$2,468,525.80	
Global Electric	\$3,052,022.12	

## **D. Background on Recommended Contractor**

The recommended firm, Toro Global, is a minority woman-owned business headquartered in Mission Viejo, California. Established in 2016, Toro Global has provided products and services to the federal, state, and private sectors, specializing in industrial and construction supplies with an emphasis on electrical and infrastructure materials, including wire, cable, and related components used in the transit and utilities sectors. The firm partners with leading manufacturers to ensure product quality, technical compliance, and timely delivery in support of large-scale public works and transportation projects.

Toro Global has provided services for Metro and performance has been satisfactory.

**DEOD SUMMARY****CONTACT WIRES FOR C LINE OVERHEAD CATENARY SYSTEM (OCS)  
REPLACEMENT/DR133227000(3)****A. Small Business Participation**

This solicitation was subject to the Small Business (SB) Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. Toro Global, an SBE Prime, is performing 100% of the work with its own workforce. Determined to be a regular dealer for this procurement, Toro Global is eligible to receive SBE credit equivalent to 60% of the value of the items it supplies for this contract.

**SMALL BUSINESS SET-ASIDE**

	<b>SBE Prime Contractor</b>	<b>SBE % Committed</b>
1.	Toro Global (Prime)	60%
	<b>Total Commitment</b>	60%

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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

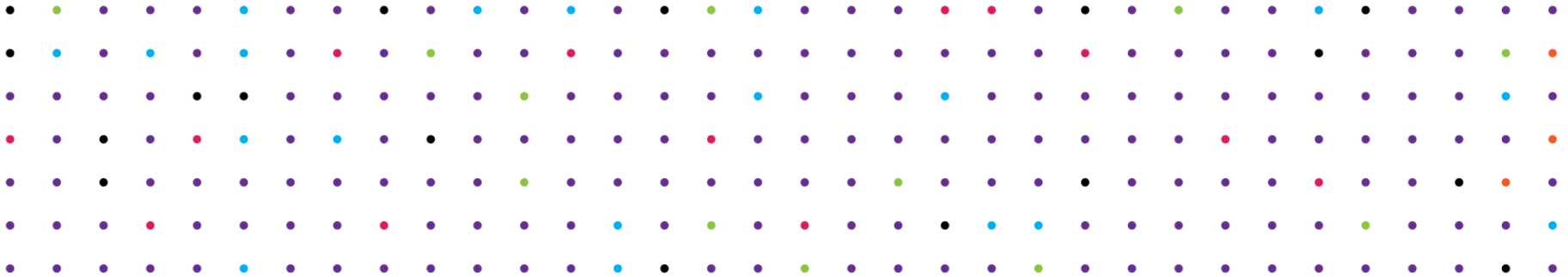
**E. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

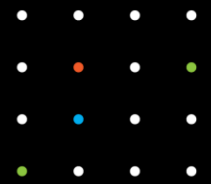
MAINTENANCE & ENGINEERING

# CONTACT WIRES FOR C LINE OVERHEAD CATENARY SYSTEM (OCS) REPLACEMENT

January 15, 2026

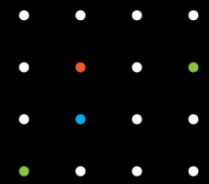


# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a 12-month firm-fixed-price contract, Contract No. DR133227(3)000, to Toro Global, the lowest responsive and responsible bidder for 133,248 linear feet of contact wire to support the C Line Overhead Catenary System (OCS) Replacement Project for a firm fixed price of \$2,234,542.31 inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

# ISSUE & DISCUSSION



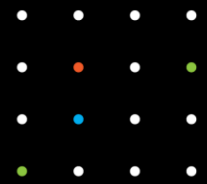
## AWARDEE

Toro Global

## NUMBER OF BIDS/PROPOSALS

Proposer Name	Bid Amount	Metro ICE	Negotiated Amount
Toro Global	\$2,234,542.31	\$2,196,593.28	\$2,234,542.31
KPA Constructors, Inc.	\$2,468,525,80		
Global Electric	\$3,052,022.12		

# ISSUE & DISCUSSION



## DEOD COMMITMENT

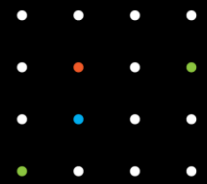
This solicitation was open to certified Small Business Enterprise (SBE) firms only. Toro Global, an SB Prime, made 100% SBE commitment.

## ISSUE

The existing C Line OCS contact wires are approximately 30 years old and have been in use since the start of C Line service in 1995. Contact wires are a central railway infrastructure asset which transmits traction power to Metro rail vehicles, and are reaching the end of their useful life, and require replacement. Award of this contract is needed to complete the third section of the C Line OCS project.



# ISSUE & DISCUSSION



## DISCUSSION

The Metro C Line Overhead Catenary System Replacement project involves dividing the contact wire replacement into three sections along the C Line: Section A (Redondo Beach Station to Aviation Station), Section B (Aviation Station to Long Beach Station), and Section C (Long Beach Station to Norwalk Station). This procurement is to replace contact wires in Section B, which needs 133,248 feet of contact wires.



## Board Report

**File #:** 2025-0897, **File Type:** Contract

**Agenda Number:** 37.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: 7TH STREET METRO CENTER TRACTION POWER SUBSTATION (TPSS)  
REPLACEMENT PROJECT**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a two-year firm fixed price contract, Contract No. OP134899000 to L. K. Comstock National Transit, LLC, the lowest responsive and responsible bidder for the 7<sup>th</sup> Street Metro Traction Power Substation (TPSS) replacement project on the Metro A Line, in the amount of \$16,501,575, inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any; and
- B. INCREASE the Life of Project Budget (LOP) for the Metro A Line 7<sup>th</sup> Metro Traction Power Substations Replacement and Project 205127 by \$14,245,111, increasing the Life of Project (LOP) from \$7,860,000 to \$22,105,111.

#### **ISSUE**

The existing A Line 7<sup>th</sup> Street Metro TPSS equipment is approximately 35 years old, reaching the end of useful life and requiring replacement. In addition to equipment within the Traction Power Substation, three Direct Current (DC) disconnect switches near the Light Rail tunnel portal must be replaced in their entirety, and updates are required to the existing Emergency Trip System (ETS) to maintain proper operational service and safety.

#### **BACKGROUND**

The Metro A Line 7<sup>th</sup> Metro Traction Power Substations Replacement Project is a Capital Improvement Project aimed at replacing the original A Line, Light Rail Traction Power equipment, which is approaching the end of its useful life. The existing TPSS equipment was installed during the construction of the A Line, which began revenue service in 1990. The project will involve the design, manufacture, removal, and installation of new TPSS equipment featuring the latest technology. These upgrades are intended to improve energy efficiency and reliability, with an expected service life of 30 years.

In May 2021, the Board approved the Metro A Line 7<sup>th</sup> Metro Traction Power Substations Replacement Project with an LOP budget of \$7,860,000.00 as part of the FY22 fiscal year budget adoption. This initial LOP budget was based on the engineering estimate for replacing Light Rail TPSS. Subsequently the Metro A Line 7<sup>th</sup> Metro Light Rail Traction Power project scope was expanded to include the replacement of Heavy Rail Traction Power system at 7<sup>th</sup> Metro and enhance the safety system on Light Rail to interface with Regional Connector Traction Power system.

## **DISCUSSION**

The 7<sup>th</sup> Street Metro Traction Power Substation is an existing facility and provides Traction Power to Metro A Line North, and B and D Lines. The original scope was for the replacement of Light Rail Traction Power system (A Line North). The added scope is to provide Traction Power to B and D Lines and include power redundancy for prevent degradation of services during maintenance.

The project will involve the design, manufacture, removal, and installation of new TPSS equipment that provides traction power primarily to the underground portion of Metro A Line, and B and D Lines train operation. The substation is critical to the operation of the rail line and will include the installation of the latest TPSS technology for the improvement of efficiency and energy usage. Project planned schedule will begin construction in 2026 through 2028.

A \$22,105,111 budget need has been determined based on the necessary project scope and the negotiated amount for Contract No. OP134899000.

## **DETERMINATION OF SAFETY IMPACT**

In accordance with Metro's State of Good Repair (SGR) requirements and Transit Asset Management (TAM) Plan, the 7<sup>th</sup> Street Metro TPSS equipment is reaching the end of its useful life and must be replaced promptly to comply with safety and reliability standards, alongside meeting California Public Utilities Commission regulations. Replacement of the TPSS equipment will enhance safety and will also ensure reliable power delivery to Light Rail Vehicles (LRVs) on the Metro A Line.

## **FINANCIAL IMPACT**

A total of \$22,105,111 is needed for this action. The budget is contained in Capital Project 205127 - Metro Blue Line 7<sup>th</sup> Metro Traction Power Substation Replacement. The Life of Project (LOP) budget is \$7,860,000 and will require an LOP increase of \$14,245,111. The adopted FY26 budget includes annual funding of \$1,304,944 for this project.

Since this is a multi-year project, the Project Manager will ensure that the balance of the funds is budgeted in future fiscal years.

### **Impact to Budget**

The current source of funds for this action is Proposition A 35%, which is eligible for rail operations and Capital Projects. Use of Federal, State, and other local funding sources currently maximizes

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funding allocations given approved funding provisions and guidelines.

### **EQUITY PLATFORM**

Metro A Line 7<sup>th</sup> Metro Traction Power Substation is located in Downtown Los Angeles. This area serves 42% zero-vehicle households and is a vital transfer point to multiple bus and rail lines, supporting the mobility of workers, students, and residents. Replacing the TPSS units will enhance transportation reliability, directly benefiting these riders.

The Diversity & Economic Opportunity Department (DEOD) recommended a 12% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. The solicitation was also subject to Metro's Local Small Business Enterprise (LSBE) program. The recommended firm, L. K. Comstock National Transit LLC, exceeded the goals by making a 12.35% SBE commitment and a 3.17% DVBE commitment.

### **VEHICLE MILES TRAVELED OUTCOME**

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through capital improvement investments to replace Metro A Line 7<sup>th</sup> Metro Traction Power Substation. These capital improvement investments further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

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

Goal # 3 Enhance communities and lives through mobility and access to opportunity.

This project helps maintain system service, reliability and safety standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

## **ALTERNATIVES CONSIDERED**

Staff considered not replacing the A Line 7<sup>th</sup> Street Metro TPSS, but this is not recommended. The existing TPSS equipment was installed during the construction of the A Line, which began revenue service in 1990. The equipment is 35 years old and is reaching the end of its useful life and must be replaced promptly to comply with safety and reliability standards, alongside meeting California Public Utilities Commission regulations. Not replacing this equipment would negatively impact rail operations and result in safety and reliability service interruptions.

## **NEXT STEPS**

Upon approval of the recommendation, Vendor/Contract Management (V/CM) will execute Contract No. OP134899000.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary  
Attachment C - Project Expenditure Plan

Prepared by: Daniela Amores, Senior Director Project Control, (213) 617-6283  
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  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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

  
Stephanie Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

**7<sup>th</sup> STREET METRO CENTER TRACTION POWER SUBSTATION (TPSS)  
REPLACEMENT PROJECT/ OP134899000**

1.	<b>Contract Number:</b> OP134899000	
2.	<b>Recommended Vendor:</b> L.K. Comstock National Transit, LLC	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates :</b>	
	<b>A. Issued :</b> 8/27/2025	
	<b>B. Advertised/Publicized:</b> 8/27/2025	
	<b>C. Pre-Bid Conference:</b> 9/3/2025	
	<b>D. Bids Due:</b> 10/15/2025	
	<b>E. Pre-Qualification Completed:</b> 10/28/2025	
	<b>F. Ethics Declaration Forms Submitted to Ethics:</b> 10/15/2025	
	<b>G. Protest Period End Date:</b> 1/20/2025	
5.	<b>Solicitations Downloaded:</b> 62	<b>Bids Received:</b> 2
6.	<b>Contract Administrator:</b> Misty Atalanta Alderaan	<b>Telephone Number:</b> (213) 922-7673
7.	<b>Project Manager:</b> Kelvin Zan	<b>Telephone Number:</b> (213) 922-6788

**A. Procurement Background**

This Board Action is to approve the award of Contract No. OP134899000 to support the 7<sup>th</sup> Street Metro Center Traction Power Substation (TPSS) Replacement project. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Invitation for Bids (IFB) No. OP134899 was issued on August 27, 2025, in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department (DEOD) recommended a 12% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement.

Four (4) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on September 17, 2025, extended the bid due date and revised the scope of services.
- Amendment No. 2, issued on October 13, 2025, provided a relevant drawing.

A total of 62 firms downloaded the IFB and were included in the planholders' list. A virtual pre-bid conference was held on September 3, 2025, and was attended by 29 firms. There were 262 questions received for this IFB and responses were provided prior to the bid due date.

A total of two bids were received by the due date of October 15, 2025, from the firms listed below in alphabetical order:

- Balfour Beatty Infrastructure, Inc.
- L.K Comstock National Transit, LLC

Staff conducted a market survey of firms on the planholders' list to determine why no other bids were received. One respondent cited concerns related to the scope, contract terms and conditions, and available work windows; four firms responded that they were supporting as subcontractors or suppliers; three firms responded that the scope did not align with their services; and two firms submitted no bid responses with one firm stating that the bid due date did not provide enough time to get supplier quotes and the other firm stating that there was no work for their trade included in the scope. The results of the market survey indicated that there were no restrictive elements in the solicitation documents that prevented competition.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. The apparent lowest bidder, L.K. Comstock National Transit, LLC's bid submission was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting all listed minimum qualifications, such as years of experience providing TPSS design, installation, testing and commissioning services, possession of a current C-10 Electrical California Contractors license and Professional Electrical Engineer Certification.

L.K. Comstock National Transit, LLC (L.K. Comstock), was determined to be responsive, responsible and met all the minimum requirements of the IFB.

## **C. Price Analysis**

The recommended bid price from L.K. Comstock has been determined to be fair and reasonable based on price analysis, fact finding, and technical evaluation. The contractor's bid price is \$5,394,226 or 48.56% higher than Metro's Independent Cost Estimate (ICE). The ICE underestimated the costs for the DC Power Rectifier and DC Switchgear equipment and installation as well as the installation, testing, and commissioning of the AC and DC cables. Additionally, there has been increased volatility in the cost of steel and copper, including a 50% tariff on steel and aluminum imports, that have disrupted supply-chains affecting the construction industry and increasing fabrication costs. The 7<sup>th</sup> Street Metro TPSS Replacement project requires the design, manufacture, removal, and installation of new Light Rail TPSS equipment (DC Switch gear equipment, AC breaker, rectifier-transformer, and rectifier), Heavy Rail DC Switch gear, (3) DC disconnect switches near the Light Rail tunnel portal, Emergency Trip System (ETS), and all positive and negative feeder cables – equipment mainly composed of steel and copper.

<b>Bidder Name</b>	<b>Metro ICE</b>	<b>Bid Amount</b>
L.K. Comstock National Transit, LLC	\$11,107,349.00	\$16,501,575.00
Balfour Beatty Infrastructure	\$11,107,349.00	\$28,252,814.00

**D. Background on Recommended Contractor**

L.K. Comstock National Transit, LLC, founded in 1904, specializes in electrical systems and construction rail services. They have supported Metro on multiple projects as a subcontractor, including the Westside Subway extension, which was completed in 2025, and the Crenshaw/ LAX Transit Corridor completed in 2022. Reference checks confirm a strong history of positive past performance with no reported deficiencies. Overall, L.K. Comstock has demonstrated an ability to satisfactorily complete projects in a timely manner.



## DEOD SUMMARY

**7<sup>th</sup> STREET METRO CENTER TRACTION POWER SUBSTATION (TPSS)  
REPLACEMENT PROJECT/OP134899000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 12% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. L. K. Comstock National Transit LLC exceeded the goal by making a 12.35% SBE and 3.17% DVBE commitment.

<b>Small Business Goal</b>	<b>12% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>12.35% SBE 3.17% DVBE</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>LSBE</b>	<b>Non-LSBE</b>
1.	KPA Constructors, Inc.	10.00%	X	
2.	Turner Engineering Corporation	2.35%	X	
	<b>Total SBE Commitment</b>	<b>12.35%</b>		

	<b>DVBE Subcontractors</b>	<b>% Committed</b>	<b>LSBE</b>	<b>Non-LSBE</b>
1.	Dynamik Inc.	3.17%		X
	<b>Total DVBE Commitment</b>	<b>3.17%</b>		

**B. Local Small Business Preference Program (LSBE)**

L. K. Comstock National Transit LLC., a non-LSBE prime, did not subcontract at least 30% of its contract value with eligible LSBE firms. L. K. Comstock. was ineligible for the preference.

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

The initial contract does include Prevailing Wage requirements; however, the modification does not have Prevailing Wage applicability.

**E. Project Labor Agreement/Construction Careers Policy**

The PLA/CCP requires that contractors commit to meet the following targeted hiring goals for select construction contracts over \$2.5 million dollars: This contract is deemed subject to the PLA/CCP.

Non-Federally Funded Projects		
Community / Local Area Worker Goal	Apprentice Worker Goal	Disadvantaged Worker Goal
40%	20%	10%

**F. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

**Capital Project 205127 Expenditure Plan**  
**Metro A Line Traction Power Substation Replacement**

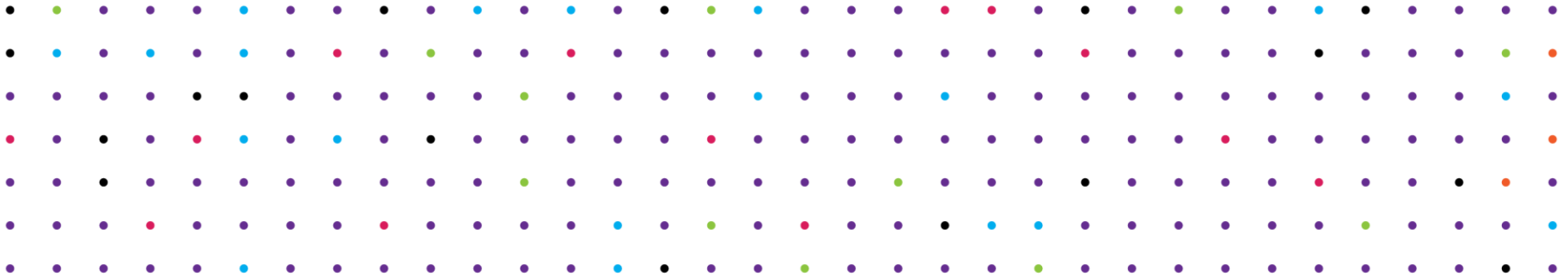
Use of Funds	ITD	FY26	FY27	FY28	Total
Contract No. OP134899000 (L.K. Comstock National Transit LLC) Metro A Line 7th/Metro Traction Power Substation (TPSS)		\$ 1,000,000	\$ 10,950,800	\$ 4,550,775	\$ 16,501,575
Civil Work		\$ 200,000	\$ 100,000		\$ 300,000
Metro Wayside Workforces		\$ 5,000	\$ 500,000	\$ 220,000	\$ 725,000
TPSS Engineering Design and Construction Specifications Development	\$ 848,980				\$ 848,980
Agency Costs (Design Support During Construction, Construction Management, Project Management, Procurement, Labor Compliance)		\$ 100,000	\$ 960,000	\$ 660,000	\$ 1,720,000
Contingency 10%					\$ 2,009,556

	\$	\$	\$	\$	\$
<b>Yearly Cash Flow Forecast</b>	<b>848,980</b>	<b>1,305,000</b>	<b>12,510,800</b>	<b>5,430,775</b>	<b>22,105,111</b>

MAINTENANCE & ENGINEERING

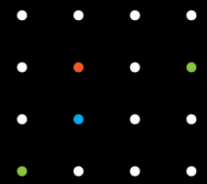
# 7<sup>TH</sup> STREET METRO CENTER TRACTION POWER SUBSTATION (TPSS) REPLACEMENT PROJECT

January 15, 2026



Operations, Safety, & Customer Experience Committee Meeting

# RECOMMENDATION

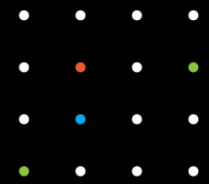


AUTHORIZE the Chief Executive Officer to:

AWARD a two-year firm fixed price contract, Contract No. OP134899000 to L. K. Comstock National Transit, LLC, the lowest responsive and responsible bidder for the 7<sup>th</sup> Street Metro Traction Power Substation (TPSS) replacement project on the Metro A Line, in the amount of \$16,501,575 inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any; and

INCREASE the Life of Project Budget (LOP) for the Metro A Line 7<sup>th</sup> Metro Traction Power Substations Replacement and Project 205127 by \$14,245,111, increasing the Life of Project (LOP) from \$7,860,000 to \$22,105,111.

# ISSUE & DISCUSSION



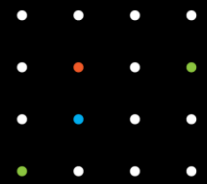
## AWARDEE

L. K. Comstock National Transit, LLC

## NUMBER OF BIDS/PROPOSALS

Proposer Name	Bid Amount	Metro ICE	Negotiated Amount
L.K. Comstock National Transit, LLC	\$16,501,575.00	\$11,107,349.00	\$16,501,575.00
Balfour Beatty Infrastructure	\$28,252,814.00		

# ISSUE & DISCUSSION



## DEOD COMMITMENT

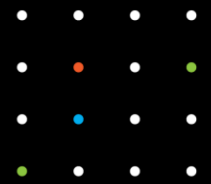
The Diversity & Economic Opportunity Department (DEOD) recommended a 12% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement. The solicitation was also subject to Metro's Local Small Business Enterprise (LSBE) program. L. K. Comstock National Transit LLC exceeded the goals by making a 12.35% SBE commitment and a 3.17% DVBE commitment.

## ISSUE

The existing A Line 7th Street Metro TPSS equipment is approximately 35 years old, reaching the end of useful life and requiring replacement. In addition, to equipment within the Traction Power Substation, there are three (3) Direct Current (DC) disconnect switches near the Light Rail tunnel portal that must be replaced in their entirety, and updates required to the existing Emergency Trip System (ETS) to maintain proper operational service and safety.



# ISSUE & DISCUSSION



## DISCUSSION

The project will involve the design, manufacture, removal, and installation of new TPSS equipment that provides traction power primarily to the underground portion of Metro A Line train operation. The substation is critical to the operation of the rail line and will include the installation of the latest TPSS technology for improvement of efficiency and energy usage.





## Board Report

**File #:** 2025-0940, **File Type:** Appointment

**Agenda Number:** 38.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: APPOINTMENT TO METRO GATEWAY CITIES SERVICE COUNCIL**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

APPROVE nominee for membership on Metro's Gateway Cities Service Council (Attachment A).

#### **ISSUE**

A member of the Gateway Cities Service Council resigned in September 2025 prior to completion of her term.

#### **BACKGROUND**

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

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

#### **DISCUSSION**

The nominating authority has nominated the individual listed below to the Gateway Cities Service Council. If approved by the Board, they will serve the remainder of the three-year term specified. Attachments A and B provide the nomination letter and a brief summary of qualifications for the new nominee.

A. David Arellano, New Appointment

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Nominated by: Gateway Cities Council of Governments  
Term: July 1, 2023-June 30, 2026 and July 1, 2026-June 30, 2029

Membership of this Council with this appointee compared to the region's demographics and ridership is provided in Attachment C, Table 1 (race/ethnicity) and Table 2 (sex/gender).

### **EQUITY PLATFORM**

Metro recommends appointing Service Council members who represent the diverse needs and priorities of the respective region's demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares the Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents and riders with each nomination request. This practice has resulted in greater diversity of race/ethnicity and gender over the last several years of the Service Councils. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity on some of the Service Councils. The sex/gender representation for all Service Councils with this appointment is provided in Attachment C, Table 3. Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when selecting individuals for nomination.

### **VEHICLE MILES TRAVELED OUTCOME**

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

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

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it makes progress towards fully appointed advisory bodies that enable local area stakeholders to provide input on how Metro's bus service is performing in their communities, thereby contributing to Metro's efforts to improve the customer experience. A fully appointed advisory body increases public engagement and provides transparency around Metro's decision-making process for service planning. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item generally supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

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## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

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

## **NEXT STEPS**

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

## **ATTACHMENTS**

Attachment A - Nomination Letter

Attachment B - New Appointee Biography and Qualifications

Attachment C - Service Councils Demographic Information

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

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



Stephanie Wiggins  
Chief Executive Officer

## NEW APPOINTEE NOMINATION LETTER

### Gateway Cities Service Council



December 16, 2025

Ms. Stephanie Wiggins, CEO  
Los Angeles County Metropolitan Transportation Authority  
One Gateway Plaza  
Los Angeles, CA 90012

Dear Ms. Wiggins:

#### **Nominee for the Metro Gateway Cities Service Council**

Acting in its capacity as the convening coalition of the Metro Gateway Cities Service Council, the Board of Directors of the Gateway Cities Council of Governments has nominated one elected official to fill one seat expiring on June 30, 2026.

At its meeting of December 10, 2025, Gateway Cities Council of Governments Board of Directors nominated the following applicant:

- Council Member David Arellano, City of Lakewood

A copy of the nominee's application is enclosed. The nominee will serve the remaining term through June 30, 2026, and the subsequent term expiring June 30, 2029.

We would appreciate your assistance in agendaizing the nomination for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.

Sincerely,

A handwritten signature in blue ink that reads 'Hector De La Torre'.

Hector De La Torre  
Executive Director

Enclosure

Cc: Ms. Dolores Ramos, Senior Manager, Transportation Planning Regional  
Service Councils

**Service Council Nominee Qualifications**

**David Arellano, Nominee to Gateway Service Council**



Council Member David Arellano was elected to the Lakewood City Council on March 5, 2024 by the voters of District 4. After spending his earliest years in the foster care system, he was adopted and moved to Lakewood, where he grew up, attended area schools, and graduated from Lakewood High School.

After exploring work in several fields, he started Preferred Auto Design in his driveway, growing it into a full-service collision repair center that specializes in classic car restoration. Being in business led him to join the Chamber of Commerce.

Councilmember Arellano rose to city leadership by way of the Greater Lakewood Chamber of Commerce, where he recently served as Chairman of the Board.

Councilmember Arellano has also been active in the community in other ways, volunteering as a youth sports coach, including coaching track at Lakewood High School. He is an appointee to the Bellflower Unified School District Citizens Task Force, serves on the Los Cerritos YMCA Board of Directors, and has served on the Lakewood Measure L Citizens Oversight Committee. He and his wife Melina, who also grew up in Lakewood, have two school-age daughters.

### Service Council Demographic Information

The Council Region demographics in the following tables are taken from the 2023 American Community Survey; the regional ridership is taken from the 2023 Metro Ridership Survey. With the appointment of this nominee, the Gateway Cities (GWC) Service Council membership will compare to the region's demographics and ridership as follows:

Table 1: Comparison of Gateway Cities (GWC) Service Council membership race/ethnicity demographics to the region and the region's ridership

<b>GWC Race/Ethnicity</b>	<b>Hispanic or Latino</b>	<b>White</b>	<b>Asian</b>	<b>Pac Isl</b>	<b>Black</b>	<b>Native Amer</b>	<b>Other</b>
GWC Council Region	65.8%	14.0%	9.3%	0.3%	7.8%	0.2%	2.2%
GWC Region Ridership	51%	16%	9% <sup>0</sup>	1%	18%	1%	4%
GWC Membership (No.) <sup>*</sup>	80% (8)	10% (1)	0% (0)	10% (1)	0% (0)	0% (0)	0% (0)

<sup>\*</sup>Note: Table/percentages does not add to the exact number of Council seats as it incorporates each race Councilmembers self-identified with; some current Councilmembers identify as multi-racial.

Table 2: Gateway Cities (GWC) Service Council membership compared to the region's gender demographics

<b>GWC Sex/Gender</b>	<b>Male/ Man</b>	<b>Female/ Woman</b>	<b>Non-binary/ Non-conforming</b>	<b>Prefer to self-describe/ Decline to respond</b>
Los Angeles County	49.6%	50.4%	*	*
GWC Region Ridership	51%	46%	2%	1%
GWC Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)

<sup>\*</sup>The sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the table above.

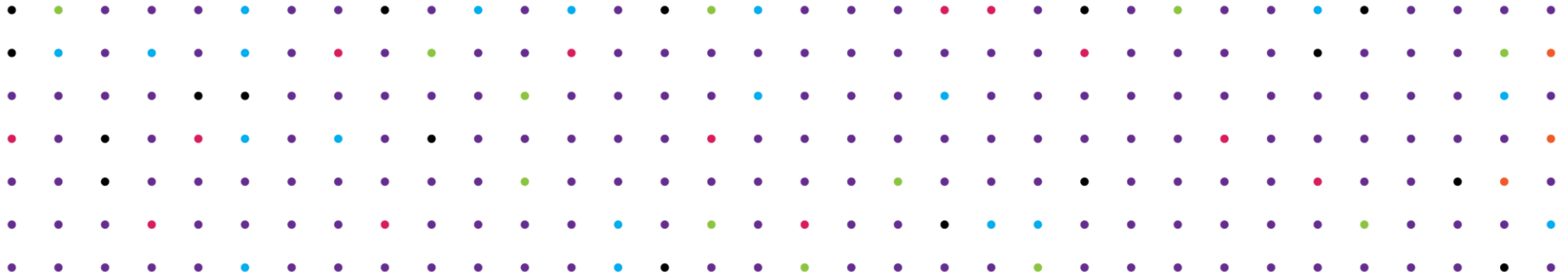
Table 3: Gender representation on all Service Councils

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

<sup>\*</sup>The sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the table above.

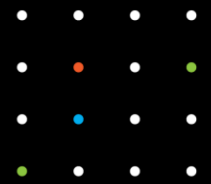
REGIONAL SERVICE COUNCILS

# APPOINTMENT TO METRO GATEWAY CITIES SERVICE COUNCIL



Operations, Safety, & Customer Experience Committee Meeting  
January 15, 2026

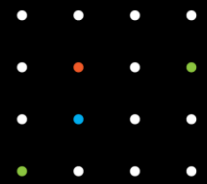
# RECOMMENDATION



APPROVE nominee for membership on Metro's Gateway Cities Service Council



# ISSUE & DISCUSSION



## ISSUE

A member of the Gateway Bay Cities Service Council resigned in September 2025 prior to completion of her term.

## DISCUSSION

If approved by the Board, the nominee will serve the remainder of the three-year term (July 1, 2023-June 30, 2026) tied to the seat on the Council he has been nominated to and the subsequent term of July 1, 2026-June 30-2029.

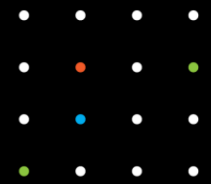
# Nominating Authority



The nominating authority for all nine (9) seats on the Gateway Cities Service Council is the Gateway Cities Council of Governments.

The Gateway Cities Council of Governments has nominated David Arellano.

# Demographics



With this nominee, the Service Council composition and representation will be:

GWC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
<b>GWC Council Region</b>	65.8%	14.0%	9.3%	0.3%	7.8%	0.2%	2.2%
<b>GWC Region Ridership</b>	51%	16%	9%%	1%	18%	1%	4%
<b>GWC Membership (No.)</b>	80% (8)	10% (1)	0% (0)	10% (1)	0% (0)	0% (0)	0% (0)

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

GWC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
<b>Los Angeles County</b>	49.6%	50.4%	*	*
<b>GWC Region Ridership</b>	51%	46%	2%	1%
<b>GWC Membership (No.)</b>	77% (7)	22% (2)	0% (0)	0% (0)

*\*Sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question intended to capture current sex; there are no questions about gender, sexual orientation, or sex at birth.*



## Board Report

**File #:** 2025-0943, **File Type:** Contract

**Agenda Number:** 39.

### **OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026**

**SUBJECT: P2000, P2550 LIGHT RAIL VEHICLE and HR4000 HEAVY RAIL VEHICLE  
INTEGRATED DATA AND COMMUNICATION SYSTEM (IDCS)**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

EXECUTE Contract Modification No. 6, to Contract No. TS83056-2000, a firm fixed fee contract with Siemens Mobility, Inc. to exercise Options 2, 3 & 4 for installation and commissioning of the Integrated Data and Communication System (IDCS) on P2000, P2550 Light Rail Vehicles, and HR4000 Heavy Rail Vehicles, increasing the Not-To-Exceed (NTE) amount by \$15,608,842 from \$23,319,884 to \$38,928,726. This action does not change the Board-approved Life-of-Project (LOP) for this project of \$44,436,129.

#### **ISSUE**

The IDCS will provide real-time access to information and video on the train, reducing operations and maintenance response and diagnostics time. Further, the IDCS will improve real-time arrival predictions by tracking the vehicle location using the Global Positioning System (GPS) and calculating the vehicle location when GPS is unavailable, such as in tunnels. The system will also allow for more automatic retrieval of historical maintenance data and CCTV video. In addition, the IDCS provides live viewing of the CCTV system, enabling security personnel to respond faster to incidents. Finally, this System will employ the latest cybersecurity technology to prevent disruption from external and internal threats while providing our passengers with Wi-Fi access.

#### **BACKGROUND**

Option 2 (P2000 Light Rail Vehicles), Option 3 (P2550 Light Rail Vehicles), and Option 4 (HR4000 Heavy Rail Vehicles) are the last three of four Options under this Contract. The project was initially divided into Options for each fleet type to facilitate phased budgeting and implementation. The sequence of the Options was determined based on multiple factors. The A650 was selected as the Base Contract because it was considered a higher priority due to the need for improved location tracking in the tunnels. The P3010 was selected as the first option because it is the largest and fully available fleet. The P2000 and P2550 were selected as Option 2 and Option 3, respectively, because they are undergoing modernization. The HR4000 was selected as Option 4 because the vehicles are still in production and acceptance stages. Fifteen of the seventeen milestones have been completed

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for the A650 base contract. Production for the A650 base contract was completed in March 2025, except for 7 married pairs that are currently undergoing refurbishment/modernization. Production for the P3010 Option 1 is complete, with 235 of 235 cars complete. The base and Option 1 contracts account for over 60% of the fleet and have been executed without issue. Due to the success and performance of the IDCS and Contractor on the base and Option 1 contracts, the Project recommends exercising the three remaining options at one time to more efficiently complete the project.

## **DISCUSSION**

Metro is seeking to acquire the IDCS to provide rail connectivity and real-time access to information on the train, which will reduce operations, maintenance, and security response and diagnostics time through the following:

- Train arrival prediction information
- Maintenance response times to vehicle health monitoring
- Security and safety response times, as well as evidence collection

The IDCS is comprised of the physical device onboard (e.g., hardware) and the data management system (e.g., software). The onboard device will monitor the train's equipment to retrieve and store data on the Contractor's cloud-based server, but will not be able to control any other onboard system.

The IDCS will improve real-time arrival predictions by tracking the vehicle locations using the Global Positioning System (GPS) and calculating the vehicle locations when GPS is unavailable (e.g., tunnels). Additionally, the IDCS will enable remote, live viewing of the CCTV system, enabling security personnel to respond more quickly to incidents. The IDCS data will also be accessible via a secure web portal interface.

Lastly, the IDCS will employ the latest cybersecurity technology to prevent disruption from external and internal threats while providing our passengers with Wi-Fi. Metro trains do not currently have free public Wi-Fi, and having this access is an amenity that many customers expect whenever they occupy a building or vehicle.

Due to the successful implementation, testing, and results on the A650 Base Contract and P3010 Option 1, the IDCS Project team is confident in proceeding with options 2, 3, & 4 on the P2000, P2550 & HR4000 fleet.

## **DETERMINATION OF SAFETY IMPACT**

The approval of exercising Options 2,3 & 4 to the Contract for the P2000, P2550 & HR4000 fleet will enhance system safety, service quality, system reliability, maintainability, and overall customer satisfaction. The IDCS project will permit Metro to embrace technological enhancements to improve maintenance capabilities, train arrival prediction algorithms, and provide access to real-time CCTV video.

## **FINANCIAL IMPACT**

The LOP for project 214004 includes funds for the IDCS equipment/installation, software services for one year, spare parts, workforce labor, and contingency reserves, totaling \$44,436,129. Currently, \$4,500,000 is budgeted in the FY26 budget in Cost Center 3940 under CP-214004, IDCS project. Since this is a multi-year contract, the cost center manager will be responsible for dispersing the cost for subsequent years.

### **Impact to Budget**

The current source of funds for this action is TDA Article 4. This funding is eligible for Capital and Operating Projects. Staff is also pursuing additional Federal, State, and Local funding sources as they become available.

## **EQUITY PLATFORM**

This procurement maintains the availability of all the Rail Fleets in LA Metro, including those servicing Equity Focus Communities. Approval of Options 2,3 & 4 for the P2000, P2550 & HR4000 fleet ensures that all customers on Metro's light rail lines and heavy rail lines can access up-to-date technology. Additionally, this procurement supports Metro's revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy by providing enhanced access to vehicle CCTV systems.

## **VEHICLE MILES TRAVELED OUTCOME**

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

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

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

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports Metro's Strategic Plan Goal 5) Provide responsive, accountable, and trustworthy governance within the Metro organization. The completion and rollout of the IDCS project will provide state-of-the-art assets that will provide train location, passenger WIFI, real-time CCTV

viewing, and vehicle health monitoring for all Metro trains.

### **ALTERNATIVES CONSIDERED**

Staff considered using in-house Metro resources to perform this work. This approach is not recommended as Metro does not have sufficient resources and subject matter experts available to perform this work.

The Board may choose not to authorize the Options award for this project; however, this alternative is not recommended by Metro staff because this IDCS project is new to all the rail fleets in Metro. Delay in exercising the Options will cause a delay in providing these improved services to the remaining Metro rail fleets.

### **NEXT STEPS**

Upon Board approval, the Integrated Data and Communication System (IDCS) Options 2,3, & 4 for the P2000, P2550 LRV Fleet and HR4000 HRV Fleet will move forward.

### **ATTACHMENTS**

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

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Stephanie Wiggins  
Chief Executive Officer

## ATTACHMENT A

### PROCUREMENT SUMMARY

#### P2000, P2550 LIGHT RAIL VEHICLE AND HR4000 HEAVY RAIL VEHICLE INTEGRATED DATA AND COMMUNICATION SYSTEM (IDCS)

1.	<b>Contract Number:</b> TS83056-2000			
2.	<b>Contractor:</b> Siemens Mobility, Inc.			
3.	<b>Mod. Work Description:</b> Exercise Option 2, 3 and 4 authorizing the Contractor to install, integrate, commission and test the Integrated Data and Communications System (IDCS) for P2000, P2550 and HR4000 rail vehicles.			
4.	<b>Contract Work Description:</b> Implementation of the Integrated Data and Communications System (IDCS) to provide fleet monitoring and real-time access to the information on the train. The Contractor shall be responsible for design, manufacturing, installation, integration, testing and commissioning of the monitoring system.			
5.	<b>The following data is current as of November 25, 2025:</b>			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	November 7, 2023	<b>Contract Award Amount:</b>	Base: \$5,043,855
	<b>Notice to Proceed (NTP):</b>	December 6, 2023	<b>Total of Modifications Approved:</b>	\$18,276,029
	<b>Original Complete Date:</b>	September 29, 2028	<b>Pending Modifications (including this action):</b>	\$15,608,842
	<b>Current Est. Complete Date:</b>	September 29, 2028	<b>Current Contract Value (with this action):</b>	\$38,928,726
7.	<b>Contract Administrator:</b> Aniza Wan Nawang		<b>Telephone Number:</b> 213-922-4677	
8.	<b>Project Manager:</b> Bob Spadafora		<b>Telephone Number:</b> 213-922-3144	

#### A. Procurement Background

This Board Action is to approve Contract Modification No. 6 to exercise Option No. 2, 3 and 4 for the design, manufacturing, installation, integration, testing and commissioning of the Integrated Data and Communication System (IDCS) for P2000, P2550 Light Rail Vehicle and HR4000 Heavy Rail Vehicle fleet for a firm-fixed-price of \$4,415,668, \$4,775,826, and \$6,417,348 respectively, increasing the total contract value by \$15,608,842 from \$23,319,884 to \$38,928,726. The firm-fixed-price amount for Option 1



to 4 was competitively solicited during the procurement phase of the Base Contract Award.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy. The Contract with Siemens Mobility, Inc. (Siemens) was approved by the Board of Directors on October 19, 2023 under Agenda Number 32, and exercise of Option 1 for P3010 LRV fleet was approved on September 19, 2024 under Agenda Number 24.

## **B. Cost/Price Analysis**

A market survey was conducted among the planholders to assess the viability of exercising these options, however, no responses were received. Quester Tangent, who proposed on the solicitation, provided a solution but it was priced higher than Siemens'.

At present, Metro has exercised Option 1 for the installation of the IDCS on P3010 fleet, which is Metro's largest rail fleet with 235 railcars. Pursuing a partial solution through separate procurement of these options would introduce risks relating to operational inefficiency, system integration, cost and long-term maintenance. By continuing with the existing vendor, it ensures a unified and compatible system that would support streamlined maintenance and data security. Therefore, based on these reasons, it is determined that it is in Metro's best interest to exercise the Options with Siemens.

	<b>Proposer Name</b>	<b>BAFO III Option No. 2 (P2000) Proposal Amount</b>	<b>Metro ICE for Option No. 2</b>
1.	Siemens Mobility	\$4,415,668	\$4,787,895
2.	Quester Tangent	\$29,458,008	\$4,787,895

	<b>Proposer Name</b>	<b>BAFO III Option No. 3 (P2550) Proposal Amount</b>	<b>Metro ICE for Option No. 3</b>
3.	Siemens Mobility	\$4,775,826	\$4,290,175
4.	Quester Tangent	\$24,574,264	\$4,290,175

	<b>Proposer Name</b>	<b>BAFO III Option No. 4 (HR4000) Proposal Amount</b>	<b>Metro ICE for Option No. 4</b>
5.	Siemens Mobility	\$6,417,348	\$4,801,592
6.	Quester Tangent	\$22,154,480	\$4,801,592

The price differences for Option 3 (11.3% higher than the ICE) and Option 4 (33.6% higher than the ICE) against the ICE are attributed to the factors below:

1. The total cost of designing, manufacturing and supplying the hardware equipment and software system including inflation - ICE understated the current market pricing and risk allowances due to price volatility.
2. The labor cost for installation, integration and commissioning was underestimated and did not accurately reflect the integration expertise and the time needed for testing, documentation and stakeholder coordination, including training.
3. The cost of data management and software service as a service (SaaS) were also underestimated in the ICE.

### **C. Background on Recommended Contractor**

Siemens Mobility Inc. is a subsidiary of Siemens AG and has established North America's only permanent design, manufacturing, test and service facility for light rail vehicles, locomotives, and coaches specifically to guide our customers over the 30+ year design life of modern rail vehicles. Siemens Mobility is headquartered in McClellan Park, California. The McClellan Park Facility houses a full vehicle service center which provides services such as accident repair, high and low voltage repairs, overhaul, and refurbishment, as well as a dedicated Bogie Service Center which specializes in bogie overhauls, repairs, and upgrades. Siemens Mobility employs more than 140 engineers in the USA, with expertise in maintenance, system integration, and cybersecurity.

## CONTRACT MODIFICATION LOG

**P2000, P2550 LIGHT RAIL VEHICLE AND HR4000 HEAVY RAIL VEHICLE  
INTEGRATED DATA AND COMMUNICATION SYSTEM (IDCS)**

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>Amount</b>
1	Add new Article 0 (Signature) and revise payment milestone schedule	Approved	06-20-24	\$0
2	Exercise Option 1 – P3010	Approved	10-17-24	\$18,051,025
3	Reconfiguration of network switch	Approved	06-05-25	\$50,000
4	TS 3.8.5: Upgrade HDD storage from 1 TB to 4TB	Approved	08-29-25	\$175,004
5	Revision to Milestone Payment 12 for Option 1 - P3010 (Administrative Modification)	Approved	11-14-25	\$0
6	Exercise Option 2 (P2000), Option 3 (P2550) and Option 4 (HR4000)	Pending	TBA	\$15,608,842
	<b>Modification Total:</b>			<b>\$33,884,871</b>
	<b>Original Contract:</b>			<b>\$5,043,855</b>
	<b>Total:</b>			<b>\$38,928,726</b>

**DEOD SUMMARY****P2000, P2550 LIGHT RAIL VEHICLE and HR4000 HEAVY RAIL VEHICLE  
INTEGRATED DATA AND COMMUNICATION SYSTEM (IDCS) / TS83056-2000****A. Small Business Participation**

While Siemens Mobility, Inc. (SMI) made an 18% Disadvantaged Business Enterprise (DBE) commitment on this contract, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program. As such, contract goals, enforcement, and counting of participation are suspended effective October 3, 2025.

As such, while the DBE commitment is not a factor in the staff recommendation, there are 3 Metro certified small businesses participating in this contract.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

**D. Project Labor Agreement/Construction Careers Policy**

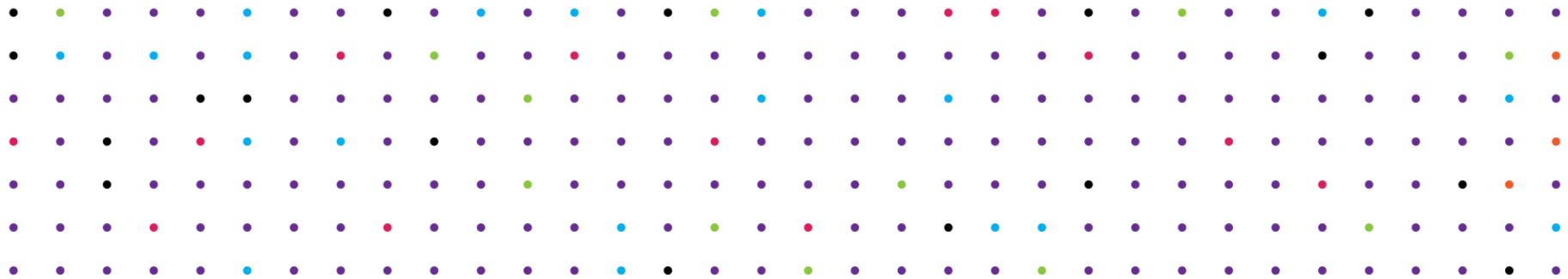
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

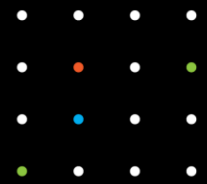
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

# Exercise Option for P2000, P2550, and HR4000 Integrated Data & Communication System (IDCS)

## January 2026

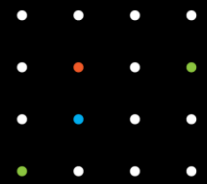


# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 2, and exercise Options 2, 3 & 4 to install and commission the Integrated Data and Communication System (IDCS) on the P2000, P2550 Light Rail Vehicle and HR4000 Heavy Rail Vehicle under Contract No. TS83056-2000 to Siemens Mobility, Inc. in the firm fixed amount of \$15,608,842, increasing the total Contract amount from \$23,094,880 to \$38,703,722. This action does not change the board-approved LOP for this project of \$44,436,129.

# ISSUE & DISCUSSION



## AWARDEE

Siemens Mobility, Inc.

## NUMBER OF BIDS/PROPOSALS

N/A – Exercising of Option

## ISSUE

Metro rail vehicles require connectivity to provide access to on-board CCTV systems, vehicle system data, passenger Wi-Fi, and to improve arrival predictions.

## DISCUSSION

The IDCS provides real-time access and automatic retrieval of system data and CCTV video, improves arrival predictions, and provides passenger Wi-Fi.



## Board Report

File #: 2025-0998, File Type: Contract

Agenda Number: 40.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 1 to Contract No. OP125246000 with Clean Energy for Divisions 2, 8, 9, and 15 to add the Operations and Maintenance (O&M) of Compressed Natural Gas (CNG) Fueling Stations at Division 13 in an amount Not-To-Exceed (NTE) \$1,200,000, increasing the total contract value from \$6,150,097 to \$7,350,097; and
- B. EXECUTE Modification No. 2 to Contract OP749030003367 with Clean Energy for Divisions 1, 3, 5, 7, 10, and 18 to continue the O&M of CNG Fueling Stations at those Divisions, in the NTE amount of \$3,676,720, increasing the total contract value from \$5,785,439 to \$9,462,159.

#### **ISSUE**

The design, construction, and implementation of CNG infrastructure at Metro bus divisions occurred over different years, resulting in several contract awards for operations and maintenance. As a result, there are currently three separate CNG contracts in place with Clean Energy:

- Contract No. OP749030003367: Divisions 1, 3, 5, 7, 10, and 18
- Contract No. OP125246000: Divisions 2, 8, 9, and 15
- Contract No. OP83803019: Division 13

Contract OP83803019 for Division 13 expires on March 31, 2026. Rather than award a new stand-alone contract, staff recommends consolidating the Division 13 contract into the recently competitively awarded contract (OP125246000) approved by the Board in March 2025, which serves Divisions 2, 8, 9, and 15. This consolidation would streamline contract management, improve tracking and payment processes, and support consistent, safe, and timely operations.

The second recommendation addresses the continuation of CNG Operations and Maintenance services at Divisions 1, 3, 5, 7, 10, and 18. The original contract was based on projected Therm



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usage aligned with the Zero Emission Bus (ZEB) Program Rollout Plan as submitted to the California Air Resources Board in 2021. Metro has since prepared a ZEB Program Master Plan in 2022, a Master Plan Update in 2023, and in September 2024, staff prepared a more detailed plan to deliver a 100% ZEB fleet no later than 2035. The revised ZEB transition schedule has led to continued reliance on CNG at higher-than-planned Therm usage, resulting in the need for additional contract authority.

## **BACKGROUND**

Contract OP83803019 with Clean Energy, which covers the operation and maintenance of the CNG compound at Division 13 (920 N. Vignes, Los Angeles), was approved by the Board in April 2013 and is scheduled to expire on March 31, 2026. In lieu of initiating a new competitive solicitation, staff recommends amending Contract OP125246000- currently serving Divisions 2 (720 E. 15<sup>th</sup> St, Los Angeles), 8 (9201 Canoga Ave, Chatsworth), 9 (3449 Santa Anita Ave, El Monte), and 15 (11900 Branford St, Sun Valley) - to include Division 13.

Contract OP125246000 was approved by the Board in February 2025 with an NTE amount of \$6,150,097 for a three-year base term and \$2,036,432 for each of the two one-year options for a total NTE amount of \$10,222,962. The scope of services for Division 13 aligns with those already provided under this contract, and no changes to the scope of work are proposed. However, the addition of Division 13 requires an increase in contract authority for both the base term and the option terms, as the approved contract amount does not accommodate the expanded coverage. If Metro elects to exercise the Options, Staff will return to request the Board's approval.

This amendment supports a broader strategy to consolidate multiple CNG Operations and Maintenance service agreements into a single, unified contract-streamlining administration, enhancing oversight, and improving operational efficiency across divisions.

Separately, staff recommends increasing contract authority for Contract OP749030003367 with Clean Energy, which covers Divisions 1 (1130 E. 6<sup>th</sup> St, Los Angeles), 3 (630 W. Avenue 28, Los Angeles), 5 (5425 Van Ness Ave, Los Angeles), 7 (8800 Santa Monica Blvd, Los Angeles), 10 (742 N. Mission Rd, Los Angeles), and 18 (450 W. Griffith St, Gardena). Originally approved by the Board in November 2021, this contract authorized an NTE amount of \$5,285,439 for a five-year base term, and \$5,623,284 for five one-year option terms for a total NTE amount of \$10,908,723- effective March 1, 2022.

The contract's NTE amount was based on the ZEB Program Rollout Plan as submitted to CARB in 2021, which projected reduced Therm usage as CNG buses were phased out. However, the revised division electrification schedule, which aims to deliver a 100% ZEB fleet by no later than 2035, has resulted in continued Thermal consumption at higher-than-anticipated levels, depleting the base term contract authority.

Additional contract authority is necessary to maintain uninterrupted operations through the remainder of the base term.

## **DISCUSSION**

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Under these contract modifications, the contractor will continue to perform comprehensive O&M services of the CNG equipment at Metro Bus Divisions 1, 2, 3, 5, 7, 8, 9, 10, 13, 15, and 18. This includes all related electrical systems, fuel hoses and nozzles, and the gas monitoring system. The Contractor is also required to provide all repair parts, overhaul services, and consumables to include compressor oils, all other lubricants, dryer desiccants, as well as all scheduled and unscheduled replacements for compressors, motors, valves and all other equipment and appurtenances necessary to efficiently operate Metro's CNG fueling facilities.

Per contract requirements, the contractor shall provide Metro personnel with the necessary training to perform routine maintenance work. Metro will charge the contractor for the O&M work performed by Metro personnel, and the contractor shall pay for all associated labor costs.

The contract includes terms and liquidated damages designed to minimize equipment downtime and bus roll-out interruption. Liquidated damages may be imposed if bus roll-out schedule is not met, buses are directed to alternate locations for fueling to meet scheduled roll-out due to lack of fueling capacity or fueling performance, or if more than one CNG compressor is not available to operate between 5:00 PM and 5:00 AM daily.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure O&M service continuity and provide prompt response time, ensuring the delivery of safe, quality, on-time, and reliable services to our customers and the public.

### **FINANCIAL IMPACT**

Adoption of these contract modifications for the Operation and Maintenance of CNG Gas Fueling Stations at Bus Divisions would have no additional budget impact to the agency. The FY26 budget includes \$5,000,000 for this action under cost center 3367-Facilities Maintenance, account 50308, Service Contract Maintenance, project 306002, Bus Maintenance.

Since this is a multi-year contract, the cost center manager and Deputy Chief of Infrastructure Maintenance & Engineering will be accountable for budgeting the cost in future years.

### **Impact to Budget**

This action's current source of funds includes operating eligible sales tax funding, including Proposition A/C, Measure R/M, the Transportation Development Act, and State Transit Assistance. Given approved funding provisions and guidelines, applying these funds to this project maximizes the intent of the eligible funding.

### **EQUITY PLATFORM**

Continued funding for the CNG contract will help ensure fleet reliability while decreasing missed trips and frequency gaps that disproportionately affect riders who rely on Metro as their primary transportation mode. This investment strengthens Metro's broader commitment to transportation

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equity and environmental stewardship by improving operational resilience, advancing clean-air goals, and supporting healthier outcomes for communities that have historically experienced disproportionate environmental impacts.

These service areas include multiple communities designated as Equity Focus Communities (EFCs) or characterized by long-standing socioeconomic and environmental disparities, such as elevated pollution burdens, limited access to private vehicles, and higher levels of transit dependency. Enhancing the capacity and reliability of CNG fueling infrastructure at these divisions supports Metro's ability to operate cleaner-burning buses, thereby reducing localized emissions and ensuring more dependable service for riders.

Metro Operations remains committed to supporting EFCs by providing safe, reliable, and accessible mobility options that connect riders to jobs, educational institutions, health care, and other essential services. The services supported through this contract will directly benefit riders traveling within the service areas of Division 1, Division 3 (, Division 5, Division 7, Division 10, Division 13 and Division 18 .

While no DBE goal was established for this contract, Clean Energy listed DBE participation during the award for Contract OP125246. However, effective October 3, 2025, the U.S. Department of Transportation (USDOT) issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals, counting of participation, and enforcement. While DBE participation is not a factor in the staff recommendation, there is one Metro certified small business firm participating in the contract.

While a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal was not established for OP749030003367, Clean Energy identified and added an SBE subcontractor to perform a portion of the work, and the current level of SBE participation is 1.31%.

## **VEHICLE MILES TRAVELED OUTCOME**

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operation and maintenance activities that will support Metro's clean energy bus fleet - streamlining administration, enhancing oversight, and improving operational efficiency across divisions. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This Board action supports Strategic Goal 2: Deliver outstanding trip experiences for all transportation system users, as we are committed to providing attractive, affordable, efficient, and safe service. This Board action also supports Strategic Goal 5, providing responsive, accountable, and trustworthy governance within the Metro organization. Performing preventive maintenance, inspections, and as-needed repairs will ensure timely bus rollouts and provide safe and reliable operation of CNG fueling stations at Metro bus Divisions.

### **ALTERNATIVES CONSIDERED**

An alternative strategy would be to decline both proposed modifications, allow the Clean Energy Contract for Division 13 to expire, and terminate the remaining contract for Divisions 1, 3, 5, 7, 10, and 18 due to lack of contract authority in its base term-bringing all associated work in-house. However, this option is currently impractical, as it would require substantial time and resources to recruit and train certified personnel, and to acquire the necessary tools, equipment, vehicles, and supplies. It would also place greater responsibility and liability on internal staff. Furthermore, internal assessments indicate that this approach is not financially sustainable for Metro, given the highly specialized and costly nature of the required expertise and operational capabilities. As such, engaging external professionals with nationwide experience and adherence to industry standards remains the most effective and prudent path forward.

Another option would be to issue a competitive solicitation; however, this is not recommended. The service is highly technical, with a very limited vendor pool. We are seeking to consolidate this service into fewer contracts, since the same vendor already provides it under other contracts. The recently awarded contract for Divisions 2, 8, 9, and 15 resulted in only one proposal, further demonstrating the limited competition.

### **NEXT STEPS**

Upon Board Approval, staff will execute contract modifications with Clean Energy for continued Operation and Maintenance (O&M) of Compressed Natural Gas (CNG) fueling stations at Metro bus divisions.

### **ATTACHMENTS**

Attachment A - Procurement Summary OP125246000  
Attachment B - Contract Modification/Change Order Log OP125246000  
Attachment C - Procurement Summary OP749030003367  
Attachment D - Contract Modification/Change Order Log OP749030003367  
Attachment E - DEOD Summary OP125246000  
Attachment F - DEOD Summary OP749030003367

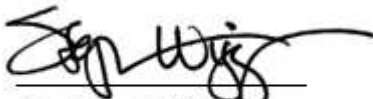
Prepared by:

Eladio Salas, Senior Director, Facilities Maintenance, (213) 418-3232

Chris Limon, Executive Officer, Facilities Maintenance, (213) 922-6637  
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance &  
Engineering, (213) 922-3227  
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051

Reviewed by:

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

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

Stephanie Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

**OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS Div 2, 8, 9 & 15 / OP125246000**

1.	<b>Contract Number:</b> OP125246000			
2.	<b>Contractor:</b> Clean Energy			
3.	<b>Mod. Work Description:</b> Add Division 13 location			
4.	<b>Contract Work Description:</b> Operations and Maintenance Services for CNG Fueling Stations			
5.	<b>The following data is current as of:</b> 11/26/25			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	2/27/2025	<b>Contract Award Amount:</b>	\$6,150,097
	<b>Notice to Proceed (NTP):</b>	5/1/2025	<b>Total of Modifications Approved:</b>	\$0
	<b>Original Complete Date:</b>	4/20/2028	<b>Pending Modifications (including this action):</b>	\$1,200,000
	<b>Current Est. Complete Date:</b>	4/20/2028	<b>Current Contract Value (with this action):</b>	\$7,350,097
7.	<b>Contract Administrator:</b> Ana Rodriguez		<b>Telephone Number:</b> (213) 922-1076	
8.	<b>Project Manager:</b> Anthony Carballo		<b>Telephone Number:</b> (213) 418-3335	

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 1 issued to add the Operations and Maintenance (O&M) of Compressed Natural Gas (CNG) Fueling Stations for Division 13.

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

On February 27, 2025, the Metro Board of Directors authorized the award of a firm fixed unit rate Contract No. OP125246000 to Clean Energy to provide O&M services of CNG fueling stations at Divisions 2, 8, 9, and 15, inclusive of a three-year base and two, one-year options.

Refer to Attachment B – Contract Modification/Change Order Log

## **B. Cost/Price Analysis**

The recommended contract authority increase has been determined to be fair and reasonable based upon firm fixed unit rates that were evaluated and established as part of the current contract awarded in February 2025 and the estimated monthly usage of therms for the location being added. The contract was awarded as a result of a competitive RFP that included evaluation of the base period and options.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
NTE \$1,200,000	NTE \$1,200,000	<b>NTE \$1,200,000</b>

## CONTRACT MODIFICATION/CHANGE ORDER LOG

OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING  
STATIONS Div 2, 8, 9 & 15 / OP125246000

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Add Division 13 O&M Services for CNG Fueling Stations	Pending		\$1,200,000
	<b>Modification Total:</b>			\$1,200,000
	<b>Original Contract:</b>			\$6,150,097
	<b>Total:</b>			\$7,350,097



## PROCUREMENT SUMMARY

## OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS AT DIVISIONS 1, 3, 5, 7, 10 &amp; 18/OP749030003367

1.	<b>Contract Number:</b> OP749030003367			
2.	<b>Contractor:</b> Clean Energy			
3.	<b>Mod. Work Description:</b> Add Contract Authority for the continuation of services			
4.	<b>Contract Work Description:</b> Operations and Maintenance Services for CNG Fueling Stations			
5.	<b>The following data is current as of:</b> 11/26/25			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	12/2/2021	<b>Contract Award Amount:</b>	\$5,285,439
	<b>Notice to Proceed (NTP):</b>	3/1/2022	<b>Total of Modifications Approved:</b>	\$500,000
	<b>Original Complete Date:</b>	2/28/2027	<b>Pending Modifications (including this action):</b>	\$3,676,720
	<b>Current Est. Complete Date:</b>	2/28/2027	<b>Current Contract Value (with this action):</b>	\$9,462,159
7.	<b>Contract Administrator:</b> Ana Rodriguez		<b>Telephone Number:</b> (213) 922-1076	
8.	<b>Project Manager:</b> Anthony Carballo		<b>Telephone Number:</b> (213) 418-3335	

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 2 issued to continue to provide Operations and Maintenance (O&M) of Compressed Natural Gas (CNG) Fueling Stations for Divisions 1, 3, 5, 7, 10 and 18.

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

On December 2, 2021, the Metro Board of Directors authorized the award of a firm fixed unit rate Contract No. OP749030003367 to Clean Energy to provide O&M services of CNG fueling stations at Divisions 1, 3, 5, 7, 10 and 18, inclusive of a five-year base contract and five, one-year options.

Refer to Attachment B – Contract Modification/Change Order Log

## **B. Cost/Price Analysis**

The recommended contract authority increase has been determined to be fair and reasonable based upon firm fixed unit rates that were evaluated and established as part of the current contract awarded in December 2021. The contract was awarded as a result of a competitive RFP that included evaluation of the base period and options. The Independent Cost Estimate (ICE) is based on the original negotiated contract rates.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
NTE \$3,676,720	NTE \$3,676,720	NTE \$3,676,720

## CONTRACT MODIFICATION/CHANGE ORDER LOG

**OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING  
STATIONS AT DIVISIONS 1, 3, 5, 7, 10 & 18/OP749030003367**

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Increase the Not-to-Exceed amount of the Contract	Approved	10/23/25	\$500,000
2	Increase the Not-to-Exceed amount of the Contract	<b>Pending</b>		<b>\$3,676,720</b>
	<b>Modification Total:</b>			<b>\$4,176,720</b>
	<b>Original Contract:</b>			<b>\$5,285,439</b>
	<b>Total:</b>			<b>\$9,462,159</b>

**DEOD SUMMARY****OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS Div 2, 8, 9 & 15 / OP125246000****A. Small Business Participation**

While DEOD did not establish a DBE goal for this contract based on the lack of subcontracting opportunities, Clean Energy listed DBE participation during the award of this contract. However, effective October 3, 2025, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals, counting of participation, and enforcement. As such, DBE participation is not a factor in the staff recommendation. There is one Metro certified small business participating in this contract.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

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

**D. Project Labor Agreement/Construction Careers Policy**

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

**E. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

## DEOD SUMMARY

**OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING  
STATIONS AT DIVISIONS 1, 3, 5, 7, 10 & 18/OP749030003367**

**A. Small Business Participation**

DEOD did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal for this contract due to the lack of subcontracting opportunities. However, Clean Energy identified and added an SBE subcontractor to perform a portion of the work. Based on payments to date, the contract is 96% complete, and the current level of SBE participation is 1.31%.

<b>Small Business Commitment</b>	<b>0.00% SBE</b>	<b>Small Business Participation</b>	<b>1.31% SBE</b>
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	<b>SBE Contractor(s)</b>	<b>% Commitment</b>	<b>% Participation</b>
1.	Dr. Detail Services, Inc.	ADDED	1.31%
	<b>Total</b>	<b>ADDED</b>	<b>1.31%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to SBE firms ÷ Total Actual Amount Paid-to-date to Prime.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

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

**D. Project Labor Agreement/Construction Careers Policy**

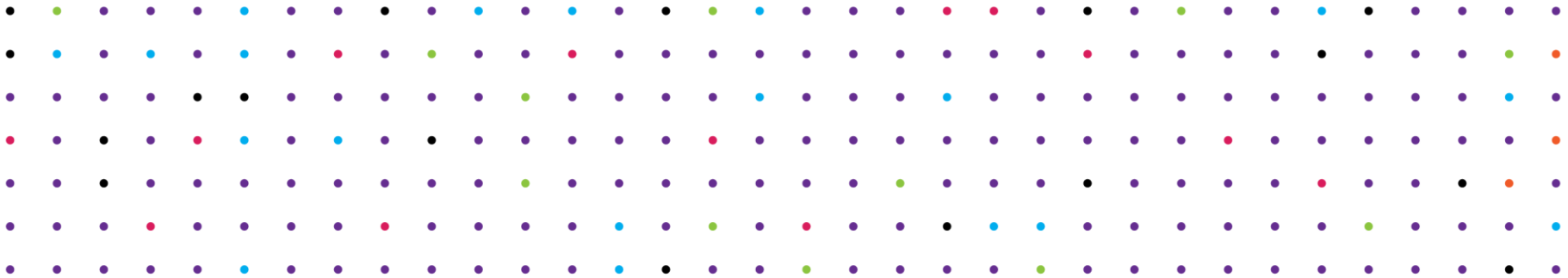
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

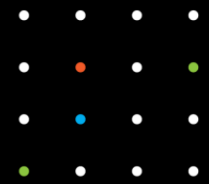
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

# OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS AT DIVISIONS

Date: JANUARY 15, 2026



# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Modification No. 1 to Contract No. OP125246000 with Clean Energy for Divisions 2, 8, 9 and 15 to add the Operations and Maintenance (O&M) of Compressed Natural Gas (CNG) Fueling Stations at Division 13 in an amount Not-to-Exceed (NTE) \$1,200,000 increasing the total contract value from \$6,150,097 to \$7,350,097; and

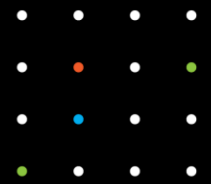
B. EXECUTE Modification No. 2 to Contract OP749030003367 with Clean Energy for Divisions 1, 3, 5, 7, 10 and 18 to continue the O&M of CNG Fueling Stations at those Divisions, in the NTE amount of \$3,676,720 increasing the total contract value from \$5,785,439 to \$9,462,159.



**Metro**



# RECOMMENDATION



## AWARDEE

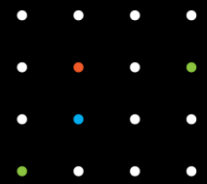
Clean Energy

## NUMBER OF BIDS/PROPOSALS

N/A

## DEOD COMMITMENT

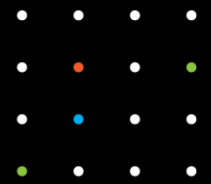
DEOD did not establish a DBE participation goal for this procurement due to lack of subcontracting opportunities. However, Clean Energy made a 0.65% DBE commitment.



## ISSUE

Staff recommends consolidating the Division 13 contract (OP83803019) into the more recently awarded contract (OP125246000) for Divisions 2, 8, 9, and 15 to streamline management and enhance operational consistency. They also recommend increasing contract authority for contract OP749030003367 for Divisions 3, 5, 7, 10, and 18, as updated Zero Emission Bus transition timelines have required greater-than-anticipated CNG usage, causing the contract authority to be exhausted before the base term expires.

# ISSUE/DISCUSSION



## DISCUSSION

The contract modifications ensure the contractor continues providing full operations and maintenance services for CNG equipment across all specified Metro divisions, including all necessary repairs, parts, and replacements.



## Board Report

**File #:** 2025-0870, **File Type:** Contract

**Agenda Number:** 41.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: DIGITAL PRINTING PRESS**

**ACTION: APPROVE CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a non-competitive firm fixed price Contract No. PS134472000 to Konica Minolta Business Solutions U.S.A, Inc. for the purchase of a large format digital printing press in support of Metro's Print Shop in the amount of \$1,268,105; and
- B. FINDING that there is only a single source of procurement for the item(s) set forth in recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

#### **ISSUE**

Metro's Print Shop's (the "Print Shop") current printing press is more than 45 years old; the typical lifespan of this equipment is 15-20 years. The age of the press makes it prone to frequent breakdowns. This jeopardizes Metro's ability to meet customer information demands, including during shake ups and other time-sensitive printing needs.

The purchase of a Konica Minolta Accurio Jet KM-1e LED UV Inkjet Press (KM-1) is recommended to replace the Print Shop's old printing press, which is already obsolete. This will improve the Print Shop's printing capabilities and modernize the digital equipment at the Print Shop.

#### **BACKGROUND**

The Print Shop was established in 1977 for the purpose of producing customer information and communications materials and is equipped with digital and offset printing machinery that produces a variety of agency materials, including decals and vinyl banners. On average, the Print Shop completes roughly 14 million printed pieces per year, which saves the agency an average of

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\$450,000 annually on printing services and needs. It also produces most of Metro's marketing materials, such as flyers, brochures, posters, system maps, bus car cards, stationery forms, as well as a large variety of other materials.

The Print Shop's current web press, utilized principally for producing timetables, has now been used continuously for more than 45 years. The existing press has far exceeded its normal life expectancy, and frequent breakdowns and scarcity of repair parts jeopardize Metro's ability to meet customer demand for timetables and other critical materials during shake ups and other Metro events. A new large format digital press will enable the print shop to better meet Metro's print requirements and increase the shop's capabilities, speed, reliability and quality of work. It will also enable Metro to keep about 65% more print work in-house and save nearly \$500,000 per year, as opposed to contracting outside vendors, which is much more costly.

Equipment purchase for the Print Shop is a capital project that was approved in the Marketing Department's 10-year plan in 2018. Part 1 of this capital project, which was the purchase of smaller digital presses, was completed last fiscal year. Part 2, the final purchase in this capital project, is the replacement of Metro's aging web press with the KM-1 large format digital press.

## **DISCUSSION**

In fiscal year 2025, the Print Shop produced over five million brochures, direct mailers and applications for programs, such as TAP and LIFE. Over one million brochures were printed for the Fare Capping program alone. It also produced over 65,000 car cards for Metro's buses, plus thousands of promotional items, such as pin card holders, as well as posters and coupons for bike share and Micro Transit.

The Print Shop produced materials for the openings of the A Line Extension and LAX/ Metro Transit Center. Those materials included items such as system maps, station directories, rider guides and much more. The Print Shop also produced over 11 million timetables and forms for Metro's Stationery department.

The Print Shop has kept this pace for FY26, and the shop is projecting to exceed the previous fiscal year production due to the openings of the PLE sections, as well as upcoming large-scale events, such as 2026 FIFA World Cup, Super Bowl 2027 and the 2028 Games. The purchase of a new press is required to meet the demand of delivering marketing materials and customer information on time, while reducing overall production costs.

## **Considerations**

Other digital presses were researched and considered for the replacement of the current web press. However, many of the presses did not meet the print sheet requirements and/or too large for the Print Shop. With large scale events on the horizon, which will require production of more customer information materials than we currently produce, the KM-1 is the appropriate machine to meet those needs. In addition, no physical modifications to the Print Shop would be required to install the new printing press, with the possible exception of adjustments to electrical wiring.

The designated working area for the digital press is 180" width x 384" length x 106" tall. Metro's sheet size requirement is 23" x 29". The maximum weight for a press is 19,000 lbs. Managing the weight of the new machine is critical due to the print shop being located on the P-2 level of the Gateway parking structure. A press that is too heavy will compromise the integrity of the floor and damage or even possibly collapse through the floor. The weight of the current press is 19,000 lbs. and it is used as a guide, as it has been in that specific location without any issues since the print shop was relocated to the Gateway Building in 1995.

Brand	Sheet Size	Other Digital Printing Presses Considered			Comments
		Physical Size	Weight		
Ricoh Z75	23" x 29"	480" x 156" x 92"	29,762 lbs		This digital press is much too large for the shop's existing space.
HP Indigo 120k	20.8125" x 29.5"	374" x 189" x 94"	27,557 lbs		This digital press is much too large for the shop's existing space, and the maximum sheet size does not meet Metro's requirement.
Xerox IGen 5	14.33" x 26"	290" x 72" x 96"	8,889 lbs		Maximum sheet size does not meet Metro's requirement.
Fuji J Press750 HS	23" x 29.5"	289" x 104" x 80"	N/A		This press does not print on both sides of a sheet, which is not sustainable or equitable. It would require double the labor to print on both sides.
Konica-Minolta KM-1	23" x 29".5"	211.25" x 116" x 91.5"	17,857 lbs		This machine meets Metro's needs and specifications.

## **DETERMINATION OF SAFETY IMPACT**

Contract award will ensure printing press availability, delivery schedule, setup, installation, and readiness to produce customer information, such as safety messaging, service alerts, rail posters, advisories, and agency information, for the riding public. Konica Minolta Business Solutions U.S.A, Inc. has surveyed the print shop to ensure the KM-1 can be installed safely and is compatible with the current configuration of the Print Shop. No physical alterations will be required.

## **FINANCIAL IMPACT**

Funding for this contract in the amount of \$1,268,105 will be covered by the Print Shop Press and Cutter Project's approved Life-of-Project Budget in Cost Center 7140, Customer Communications, under Project Number 290007.

## **Impact to Budget**

The source of funding is Transportation Development Act Article 4 (TDA), which is eligible for bus and rail operating and capital expenses.

### **EQUITY PLATFORM**

The new printing press will increase Metro's ability to produce and distribute a greater amount of customer information in multiple languages to Metro riders and non-riders, including to those located in Equity Focus Communities (EFCs), , and especially for those that do not have the ability to access the internet and various digital platforms. Currently, Metro uses direct mail service, onboard distribution, door to door delivery services and Metro customer centers to distribute this information to their customers and non-customers alike.

This action will also place Metro in compliance with Title VI and Title VI Equity Policies by enabling Metro to source materials to produce mandated customer information, transit information, intake forms and agency policies to meet Title VI and LEP requirements; mandated information, including but not limited to, systemwide service standards and policies, travel information, fare information, customer feedback forms and customer engagement forms.

### **VEHICLE MILES TRAVELED OUTCOME**

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

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

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approving the purchase of a new printer aligns with Metro's strategic goals by ensuring that the print shop can produce materials for riders, which will result in providing access to updated and accurate customer information, including maps, on metro.net and on the bus and rail system.

1. Provide high-quality mobility options that enable people to spend less time traveling. Customer information materials are essential for riders to efficiently plan their journeys and be aware of Metro's programs initiatives.

2. Deliver outstanding trip experiences for all users of the transportation system. Accurate and reliable customer information, especially maps, enhances the overall rider experience by offering a seamless trip planning experience.
3. Enhance the communities and lives of Metro's ridership and non-riders alike by informing them of the opportunities and offers provided by Metro. Accurate and reliable maps are a gateway to mobility and opportunity for communities throughout Los Angeles, and printed materials ensure that the riding public, including low-income and minority populations, are aware of all that Metro has to offer.

### **ALTERNATIVES CONSIDERED**

The alternative is to purchase another smaller digital printing press, which is not recommended. This smaller equipment would limit the Print Shop's ability to increase production, expand capabilities, and would cause Metro to continue to outsource print work, spending hundreds of thousands of dollars per year in the process.

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. PS134472000 with Konica Minolta Business Solutions U.S.A, Inc. for the purchase of a large format digital printing press.

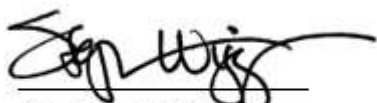
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Robert Hartert, Printing Services Supervisor, (213) 418-3206  
Antwaun Boykin, Contract Administrator, (213) 922-1056  
Bernadette Mindiola, Deputy Executive Officer, Marketing & Design (213) 922-5646  
Monica Bouldin, Deputy Chief Customer Experience Officer, (213) 922-4081  
Zoe Ziegler, Executive Officer, Marketing, (213) 922-5661  
Carolina Coppola, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie Wiggins  
Chief Executive Officer



**PROCUREMENT SUMMARY  
DIGITAL PRINTING PRESS / PS134472000**

1.	<b>Contract Number:</b> PS134472000	
2.	<b>Recommended Vendor:</b> Konica Minolta Business Solutions U.S.A., Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input 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.	<b>Procurement Dates:</b>	
	<b>A.Issued:</b> September 1, 2025	
	<b>B.Advertised/Publicized:</b> N/A	
	<b>C.Pre-Proposal Conference:</b> N/A	
	<b>D.Proposals Due:</b> September 22, 2025	
	<b>E.Pre-Qualification Completed:</b> Pending	
	<b>F.Ethics Declaration Forms submitted to Ethics:</b> September 23, 2025	
	<b>G.Protest Period End Date:</b> January 20, 2026	
5.	<b>Solicitations Downloaded:</b> 1	<b>Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Antwaun Boykin	<b>Telephone Number:</b> (213) 922-1056
7.	<b>Project Manager:</b> Robert Hartert	<b>Telephone Number:</b> (213) 418-3206

**A. Procurement Background**

This Board Action is to approve Contract No. PS134472000 to Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta) for the purchase of a large format digital printing press in support of Metro's Print Shop.

This is a non-competitive procurement issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Disadvantaged Business Enterprise (DBE) goal due to a lack of subcontracting opportunities.

Metro's in-house Print Shop produces all bus and rail timetables, maps, customer communications brochures, bus car cards, posters and other printed transit materials. The Shop's current printing press is more than 45 years old, exceeding the expected 15-20-year lifespan for this equipment and is prone to frequent breakdowns.

To effectively continue producing customer information and communications materials, the current printing press must be replaced with similar, modern digital equipment. This equipment must be compatible with the technical/electrical requirements, as well as the floor plan configuration of the Print Shop. Furthermore, the new digital printing press must be compatible with the existing equipment used in the Print Shop. This will minimize training time needed and eliminate compatibility issues.

## **B. Evaluation of Proposal**

The proposal submitted by Konica Minolta was found to be responsive to the requirements of the scope of services.

The AccurioJet KM-1e LED UV Inkjet Production digital press (KM-1) is manufactured, sold and serviced solely by Konica Minolta. Its electrical specifications are compatible with the electrical requirements of the existing equipment at the Print Shop and with Prinect, the pre-flight software currently being used in the Print Shop. Further, KM-1's footprint fits within the current floor plan configuration of the Print Shop.

## **C. Price Analysis**

The recommended price has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), price analysis and technical analysis. Konica-Minolta's pricing reflects a 43% government discount off its published pricing.

<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Recommended Amount</b>
Konica Minolta Business Solutions U.S.A., Inc.	\$1,268,105	\$1,118,950	\$1,268,105

The variance between the ICE and the recommended amount is due to the ICE not accounting for sales tax and delivery charges.

## **D. Background on Recommended Contractor**

Konica Minolta Business Solutions U.S.A., Inc. (Konica Minolta), founded in 1873, is headquartered in Ramsey, New Jersey. It offers a wide range of services, including IT services, enterprise content management (ECM), managed print services, and industrial and commercial printing solutions. The company focuses on digital transformation and AI-driven solutions to help businesses streamline operations and enhance productivity.

Konica Minolta has been providing goods and services to Metro since 1996, and performance has been satisfactory.

**DEOD SUMMARY  
DIGITAL PRINTING PRESS /PS134472000**

**A. Small Business Participation**

The Diversity & Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to a lack of subcontracting opportunities. It is expected that Konica Minolta Business Solutions U.S.A., Inc. will perform the services with its own workforce.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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

**E. Manufacturing Careers Policy**

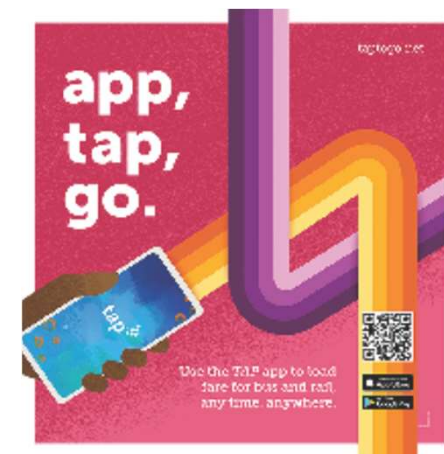
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.



Digital Printing Press  
Operations, Safety, and Customer Experience Committee  
January 15, 2026

# Background

- The Metro Print Shop was established in 1977 for the purpose of producing customer information and communications materials. On average, the print shop completes over 1k printing jobs a year, which equates to an average of 14 million printed pieces. Producing printed materials in-house saves the agency an average of \$450k a year.
- The print shop is equipped with digital and offset printing machinery, and they are responsible for producing most of the agency's customer information materials, such as bus and rail timetables, flyers, brochures, posters, system maps, bus car cards, forms, applications, folders and banners, as well as other materials.



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# Discussion

The Metro Print Shop's role is crucial to the efforts of informing riders about service and Metro-related initiatives by producing various communication materials. The typical lifespan of a printing press is 15-20 years. The print shop's existing press is more than 45 years old. It has far exceeded the normal life expectancy, and frequent breakdowns and scarcity of parts jeopardizes Metro's ability to meet customer demand for critical materials required for Shake Ups, rail openings and other agency initiatives.

Purchasing a new digital press will enable the print shop to expand its capabilities and produce materials more quickly and efficiently for posting and/or distributing systemwide, saving Metro thousands of dollars in outside printing and production costs. A greater number of materials will be needed for upcoming large-scale events, including the World Cup, Super Bowl and the Games. Therefore, it is essential to purchase and install the machine now to be ready to meet those needs in a timely fashion.

# Alternatives Considered

The alternative is to purchase a smaller digital printing press, which would not enable the print shop to increase production and expand capabilities. This would force Metro to outsource printing & production and incur costs of more than \$2 million over the next 20 years.

The designated working area for the digital press is 180" width x 384" length x 106" tall. Metro's sheet size requirement is 23" x 29". The maximum weight for a press is 19,000 lbs. Managing the weight of the new machine is critical due to the print shop being located on the P-2 level of the Gateway parking structure. A press that is too heavy will compromise the integrity of the floor and damage or even possibly collapse through the floor. The weight of the current press is 19,000 lbs. and it is used as a guide, as it has been in that specific location without any issues since the print shop was relocated to the Gateway Building in 1995. Therefore, other printers researched, such as the Ricoh Z75, HP Indigo 120k, Xerox IGen5 and Fuji J Press 750HS, were deemed too large or heavy and cannot be considered for purchase.

# Recommendation

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a non-competitive firm fixed price Contract No. PS134472000 to Konica Minolta Business Solutions U.S.A, Inc. for the purchase of a large format digital printing press in support of Metro's Print Shop in the amount of \$1,268,105, and;
- B. FINDING that there is only a single source of procurement for the item(s) set forth in recommendation A above and that the purchase is for the sole purpose of duplicating or replacing supply, equipment, or material already in use, as defined under Public Utilities Code Section 130237.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)





## Board Report

File #: 2025-0975, File Type: Oral Report / Presentation

Agenda Number: 42.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**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 January 2026. This presentation will highlight the EOMs' work ethic, tenure, and outstanding achievements, among other respectable attributes.

#### **EQUITY PLATFORM**

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

#### **VEHICLE MILES TRAVELED OUTCOME**

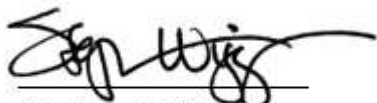
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction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

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

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

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

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



Stephanie Wiggins  
Chief Executive Officer

# JANUARY 2026

## Employees of the Month

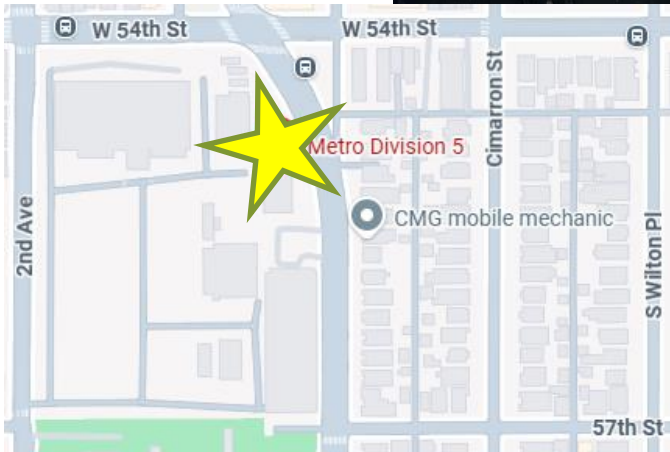
# January Employees of the Month



## Bus Transportation

### Bus Operator

**Frank Rodriguez**

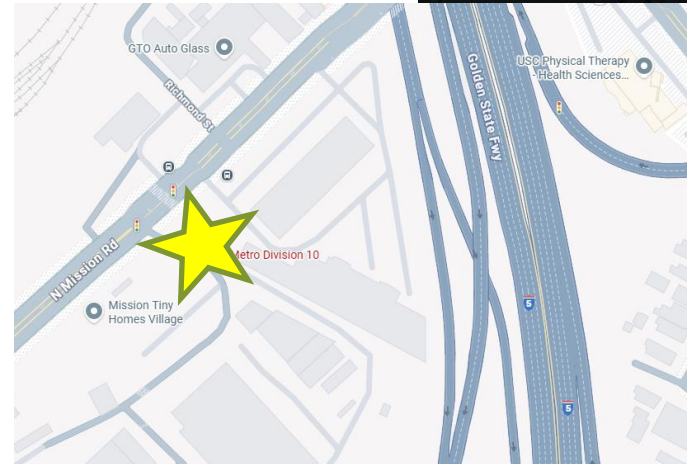
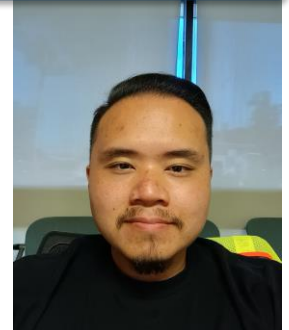


**Division 5 – Arthur Winston**

## Custodian

### Custodian

**Brian Ly**



**Division 10 – Los Angeles**

# Employees of the Month



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## Board Report

**File #:** 2025-0976, **File Type:** Oral Report / Presentation

**Agenda Number:** 43.

### **OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026**

**SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT**

**ACTION: ORAL REPORT**

#### **RECOMMENDATION**

RECEIVE oral report on Metro Operations.

#### **ISSUE**

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

#### **EQUITY PLATFORM**

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations. In addition, this Monthly Report highlights actions taken to improve the Public Address (PA) system announcements, a concern raised by the Board and the public related to the quality and frequency of announcements on Metro's rail system. While not a public safety issue, adjustments to the Public Address system directly enhance accessibility and the station experience for all riders, including riders with disabilities.

#### **VEHICLE MILES TRAVELED OUTCOME**

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

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

with those objectives.

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

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

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

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

Stephanie Wiggins  
Chief Executive Officer



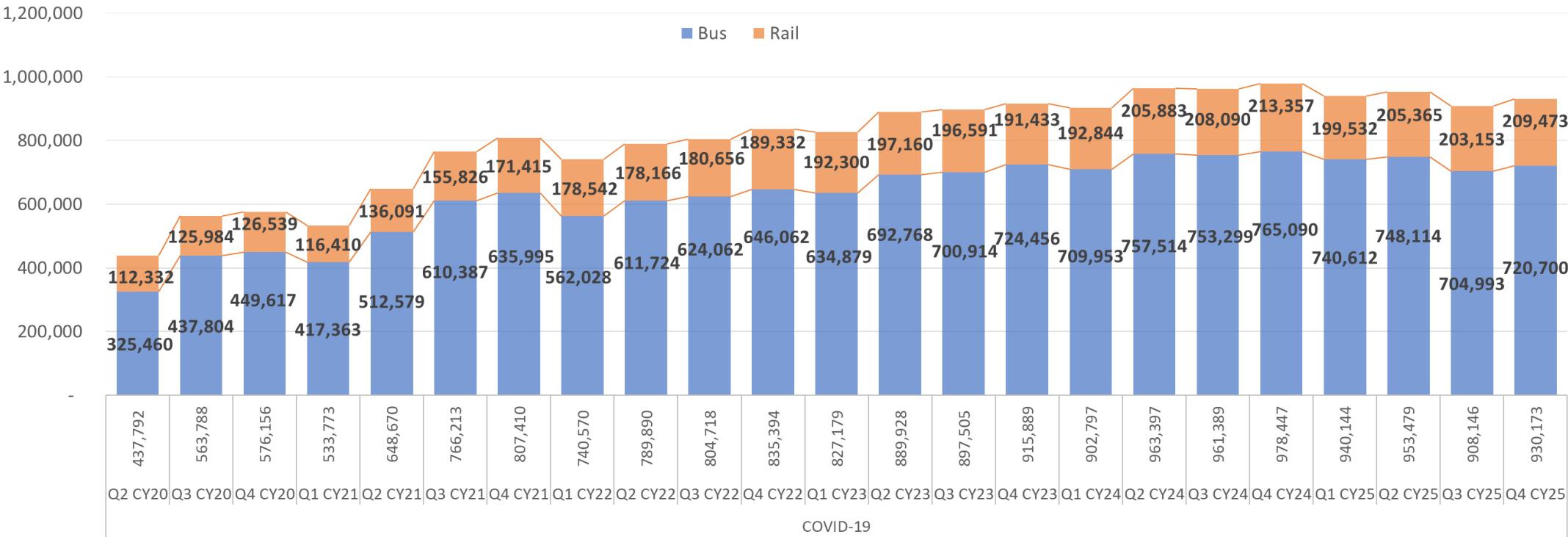
# **COO Monthly Report**

Operations, Safety & Customer Experience Committee Meeting  
January 15, 2026



# Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



**December Total Ridership Percentage Change 2025 over 2024:**

- Bus: -2.7%    Rail: +2.7%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note December 2025 had one more weekday and one less Sunday compared to 2024.

**December Average Daily Ridership Percentage of Pre-Pandemic: Systemwide:**

2025	2019	%Pre-Covid
• DX: 893,728	1,096,174	82%
• SA: 668,691	710,509	94%
• SU: 537,076	526,817	102%

Average Weekday Rail Ridership By Line - Dec 2025					
Line	Dec-25	% Recovery	Dec-24	% Recovery	Dec-19
A/E/L	112,311	69.0%	110,252	67.7%	162,782
B/D	62,047	47.5%	66,813	51.2%	130,522
C/K	26,950	91.4%	24,756	83.9%	29,501
Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using 2018 data for A Line due to New Blue impacts. K Line started					

**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 November 2019 to 79.2% in December 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 77.4% in December 2025 (rail station data available month to month)

# Cancelled Service

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

## December 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Dec-25	Dec-24	% of Line Miles in EFC
13	720	Wilshire BI Rapid	1.9%	1.9%	33%
18	211/215	Prairie Av/Inglewood Av	1.8%	1.0%	52%
5, 18	207	Western Av	1.6%	2.0%	89%
18	40	Hawthorne BI/MLK BI	1.6%	1.2%	52%
13	33	Venice BI	1.5%	2.1%	41%
18	111	Florence Av	1.3%	1.8%	68%
18	210	Crenshaw BI	1.2%	2.3%	58%
18	115	Manchester Av/Firestone BI	1.2%	1.8%	47%
5, 18	204	Vermont Av Local	1.1%	1.6%	98%
2	105	Vernon Av/La Cienega BI	1.1%	1.4%	57%

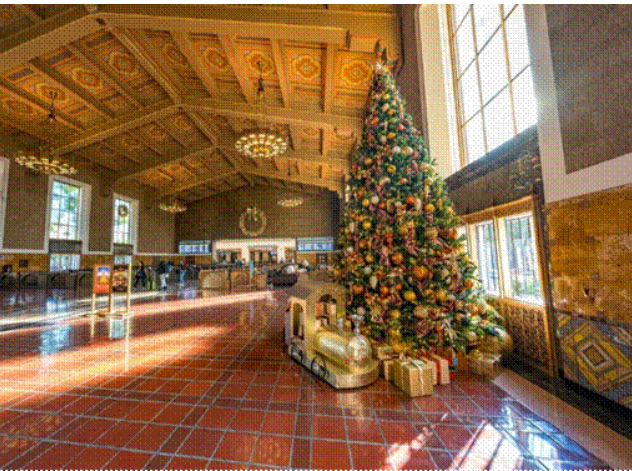
% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 1/11/25	0.40%	0.10%	0.30%
Week Ending 1/10/26	1.00%	0.50%	1.00%
Week Ending 1/3/26	0.30%	0.10%	0.10%
December 2025	0.50%	0.80%	1.10%
November 2025	0.40%	0.70%	1.00%
October 2025	0.80%	0.70%	1.30%
September 2025	0.40%	0.60%	1.50%
August 2025	0.60%	0.60%	0.90%
July 2025	0.40%	0.50%	0.80%
June 2025	0.60%	0.70%	1.70%
May 2025	0.60%	0.90%	1.20%
April 2025	0.60%	0.80%	1.50%
March 2025	0.50%	0.60%	1.80%
February 2025	0.90%	0.80%	1.40%
January 2025	0.70%	0.40%	1.00%
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%
2023 (Full Year)	1.50%	1.40%	3.60%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%





# New Year's Eve

- Free rides New Year's Eve (NYE) 4 am through New Year's Day (NYD) 3 am.
- 24-hour service provided on New Year's Eve for A, B/D, and E rail lines, with service until 2 am for the C and K lines.
- Systemwide: Holiday themed wraps and decorations enhanced the transit system, including station wraps at Union Station, 7th/Metro, and Jefferson/La Cienega; bus and train wraps, digital screens, and Venhub units
- Union Station: Ambassadors conducted a Rose Parade pin and poster giveaway





# Rose Parade and Bowl Game

- Extra trains for A Line early New Year's morning for Rose Parade attendees with the larger 3-car trains for the 10-minute daytime service
- Coordination with Foothill Transit on Rose Bowl Shuttle
- Floatfest shuttle deployed from Sierra Madre Station
- Bus detours around parade route in Pasadena
- TAP Revenue Tables set up to assist customers with fare payment
- MOC1 deployed in coordination with LASD and Pasadena PD
- Due to rainy weather on New Year's Day, overall rail ridership was down 25% compared to the most recent Sunday; however, A Line ridership increased by 45%
- In addition, the Metro Floatfest shuttle transported more than 1,600 riders







## Wayfinding and Customer Convenience

- **103** NYD MVPs from Operations, CX, Finance, Planning, People's Office, Program Management, & more
- EZ Up Tents for rain mitigation
- New wayfinding signage helped thousands quickly return to one of the six Metro stations in the area
- Memorial Park Throne restroom saw an almost 300% increase in usage at approximately 200+ uses on NYE/New Year's Day





## Roses for Everyone

- Ambassadors and 102 Metro VIPs were deployed along the A Line North and key hubs including Union Station and 7th St/Metro Center to assist riders with wayfinding throughout the day
- 5,000 roses were handed out to customers
- In an in-the-moment customer experience survey, 90% of riders were Happy or Very Happy with Metro Service to the Rose Bowl and Rose Parade

**Board Report**

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**File #:** 2025-1009, **File Type:** Contract**Agenda Number:** 44.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JANUARY 15, 2026****SUBJECT: METRO EXPRESSLANES - BACK OFFICE SYSTEM****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS40164-2000 with TransCore LP for Metro ExpressLanes Back Office System (BOS) and exercise the first three-year option starting March 9, 2026 through March 9, 2029, in an amount Not-To-Exceed (NTE) \$19,031,882, increasing the total contract price from \$48,327,615 to \$67,359,497.

**ISSUE**

A tolling BOS is required to enable Metro to efficiently operate the current I-10 and I-110 ExpressLanes. In 2018, Metro entered into an eight-year base contract (PS40164-2000) with TransCore LP to design, build, operate, and maintain the I-10 and I-110 ExpressLanes BOS. The existing contract is scheduled to expire on March 9, 2026. Staff is seeking to exercise Option 1 to add an additional three years of O&M to the existing Contract PS40164-2000. This will extend the contract through March 2029.

**BACKGROUND**

The ExpressLanes BOS is a software-based system that serves as the system of record and provides critical functionality, including transaction processing, customer account management, transponder management, legally mandated interoperability, payment processing, and toll violation handling. The BOS is tightly integrated with two other core components of the ExpressLanes system: the Roadside Toll Collection System that handles roadside infrastructure and dynamic pricing, and the Account Services component that covers the staff and facilities needed to provide account support to ExpressLanes users.

PS40164-2000 was awarded to TransCore LP on January 25, 2018 to design, implement, the existing BOS. The board approved the Contract with an eight-year base and two three-year options, with subsequent board action to execute the options.

**DISCUSSION**



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The existing BOS is reaching the end of its base contract on March 9, 2026, after over five years of operation. Staff is requesting Board approval to exercise the first three-year option, extending the current contract through March 9, 2029.

The three-year extension will allow ExpressLanes to continue providing the systems and services including transaction processing, customer account management, and toll revenue collections, along with additional services. As of November 30, 2025 the current Metro ExpressLanes BOS processed 41.1 million trips from December 1, 2024 through November 30, 2025.

#### *Pass-Through Costs*

Staff have identified several costs to be handled as pass-through items on this contract, which eliminates markup on those items, reduces contract risk, translates into lower fixed unit price proposals, and therefore provides the best value for Metro. These include postage, mail house handling costs (e.g., printing), and communications leased lines.

#### **DETERMINATION OF SAFETY IMPACT**

This Board action is not anticipated to have an impact on the safety of Metro's patrons or employees. Further, this Board action is not anticipated to have any impact on drivers, including ExpressLanes customers. The BOS contract does not include any physical infrastructure on the Metro corridors.

#### **FINANCIAL IMPACT**

Funding for this Contract will come from toll revenues. The funds required for FY26 are included in the FY26 budget in Cost Center 2220, Project Numbers 307001 and 307002, Account 50308, Task 03.11.

Since this is a multi-year project, the cost center manager, the Executive Officer of Congestion Reduction, and the Deputy Chief Operations Officer of Shared Mobility will be responsible for budgeting the cost in future years.

#### *Impact to Budget*

The funding for this Contract is from toll revenues generated on the I-10 and I-110 ExpressLanes. Toll revenue funds are not eligible for bus and rail operating expenses outside of the ExpressLanes corridors.

#### **EQUITY PLATFORM**

This BOS contract delivers the ExpressLanes program with essential system capabilities to efficiently and effectively implement equity-oriented initiatives and programs to ensure low-income households are afforded equitable access to the ExpressLanes and their benefits. The BOS is required to enable, provide, and/or support all of the ExpressLanes program's equity benefits, including but not limited to: administration of the Low Income Assistance Program, efficient deployment of a Pay-As-You-Go (PAYG) alternative, collection of revenues for disbursement through net toll grants to local communities, provision of incremental transit service subsidies, and faster and more reliable service



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for transit patrons on the corridors. Metro ExpressLanes currently has 19,229 qualifying LA County households actively enrolled in the Low Income Assistance Program, has awarded over \$103 million in grants to improve the neighborhoods around the ExpressLanes corridors (52% of which are Equity Focus Communities), and offers transit users a time savings of 12 minutes per trip on average compared to the general purpose lanes.

The Diversity & Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal for Contract PS40164-2000 due to a lack of subcontracting opportunities. However, as a result of TransCore's outreach efforts, they were able to identify and add an SBE subcontractor to perform a portion of the work. Based on payments the contract is 75% complete and the current level of SBE participation is 6.71%.

### **VEHICLE-MILES TRAVELED OUTCOME**

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

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

The ExpressLanes program offers several programs that support VMT reduction including the Transit Rewards program to incentivize transit use and the Carpool Loyalty program to encourage ridesharing. Additionally, toll revenues are used to fund transportation corridor improvements that promote non-driving travel modes including pedestrian infrastructure enhancements, bicycle facilities, transit amenities, and more frequent transit service. Quantitatively, a recent report by the California State Transportation Agency indicates that roadway pricing strategies like congestion pricing (e.g., ExpressLanes) are estimated to produce an overall VMT reduction of 17% on average (CTP 2040).

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The ExpressLanes Back Office System contract supports Strategic Goal 1, providing high-quality mobility options that enable people to spend less time traveling by offering travelers on the corridor a reliable and convenient travel mode alternative.

The ExpressLanes Back Office System contract also supports Strategic Goal 2, delivering outstanding trip experiences for all users of the transportation system, by improving the customer experience for ExpressLanes travelers.

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## **ALTERNATIVES CONSIDERED**

The Board may elect not to extend the current contract for an additional three years of O&M for the existing BOS contract. This alternative is not recommended because it would create a lapse in the service provided to ExpressLanes customers. Further, the ExpressLanes program will be unable to process any new transactions or perform any customer account service activities effectively rendering the program inoperational.

## **NEXT STEPS**

Upon Board approval, staff will take the necessary steps to exercise Option 1 under Contract No. PS40164-2000 for continued operations and maintenance.

## **ATTACHMENTS**

Attachment A - Procurement Summary PS40164-2000

Attachment B - Contract Modification/Change Order Log PS40164-2000

Attachment C - DEOD Summary

Prepared by:

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Stephen Lee, Senior Manager, Transportation Planning, (213) 407-4538

Tim Lew, Deputy Executive Officer, Congestion Reduction, (213) 418-3134

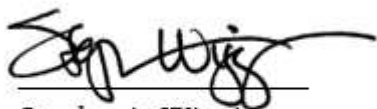
Mark Linsenmayer, Executive Officer, Congestion Reduction, (213) 922-5569

Shahrzad Amiri, Deputy Chief Operations Officer, (213) 922-3061

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

Reviewed by:

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



Stephanie Wiggins  
Chief Executive Officer

**PROCUREMENT SUMMARY**  
**METRO EXPRESSLANES - BACK OFFICE SYSTEM/PS40164-2000**

1.	<b>Contract Number:</b> PS40164-2000		
2.	<b>Contractor:</b> TransCore, LP		
3.	<b>Mod. Work Description:</b> Exercise Option 1		
4.	<b>Contract Work Description:</b> ExpressLanes Back Office System		
5.	<b>The following data is current as of:</b> 11/25/2025		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	1/25/2018	<b>Contract Award Amount:</b> \$48,327,615
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b> \$0
	<b>Original Complete Date:</b>	6/13/2026	<b>Pending Modifications (including this action):</b> \$19,031,882
	<b>Current Est. Complete Date:</b>	6/13/2026	<b>Current Contract Value (with this action):</b> \$67,359,497
7.	<b>Contract Administrator:</b> Antonio Monreal		<b>Telephone Number:</b> (213)922-4679
8.	<b>Project Manager:</b> Rosa Zamorano		<b>Telephone Number:</b> (213)922-5584

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 2 to exercise a three-year option, in an amount Not-To-Exceed (NTE) \$19,031,882 increasing the total NTE amount from \$48,327,615 to \$67,359,497.

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

On January 25, 2018, the Metro Board of Directors authorized the award of a firm fixed unit rate Contract No. PS40164-2000 to TransCore, to implement and maintain the Metro ExpressLanes Back Office system (BOS) inclusive of an eight-year base period and two, three-year options.

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

## **B. Cost/Price Analysis**

The recommended price of the option has been determined to be fair and reasonable based upon firm fixed unit rates that were established as part of the original contract and a subsequent assessment of current market pricing. The option pricing is more favorable as there have been increases in the labor rates and the cost of pass-throughs that would be required to perform the services. Exercising the option also ensures the continuation of the maintenance of the BOS during the implementation of the new system at the current rates.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
NTE \$19,031,882	NTE \$19,031,882	NTE \$19,031,882

**ATTACHMENT B**

**CONTRACT MODIFICATION/CHANGE ORDER LOGMETRO EXPRESSLANES -  
BACK OFFICE SYSTEM/PS40164-2000**

<b>Mod. no.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Revise Statement of Work, Exhibit B Pricing Agreement and SP-13 Liquidated Damages	Approved	12/13/19	\$0
2	<b>Exercise Option 1 (Years 9-11) and extend Period of Performance through March 2029</b>	<b>Pending</b>		<b>\$19,031,882</b>
	<b>Modification Total:</b>			<b>\$19,031,882</b>
	<b>Original Contract:</b>			<b>\$48,327,615</b>
	<b>Total:</b>			<b>\$67,359,497</b>

**DEOD SUMMARY****EXPRESSLANES BACK OFFICE SYSTEM / PS40164-2000****A. Small Business Participation**

The Diversity & Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal for Contract PS40164000 due to a lack of subcontracting opportunities. However, as a result of TransCore's outreach efforts, they were able to identify and add two SBE subcontractors to perform a portion of the work. Based on payments the contract is 75% complete and the current level of SBE participation is 6.71%.

<b>Small Business Commitment</b>	<b>0.00% SBE</b>	<b>Small Business Participation</b>	<b>6.71% SBE</b>
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	<b>SBE Contractor(s)</b>	<b>% Commitment</b>	<b>% Participation</b>
1.	Kambrian Corporation	ADDED	6.71%
2.	Transportation Mobility Solution	ADDED	TBD
	<b>Total</b>	<b>ADDED</b>	<b>6.71%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

**D. Project Labor Agreement/Construction Careers Policy**

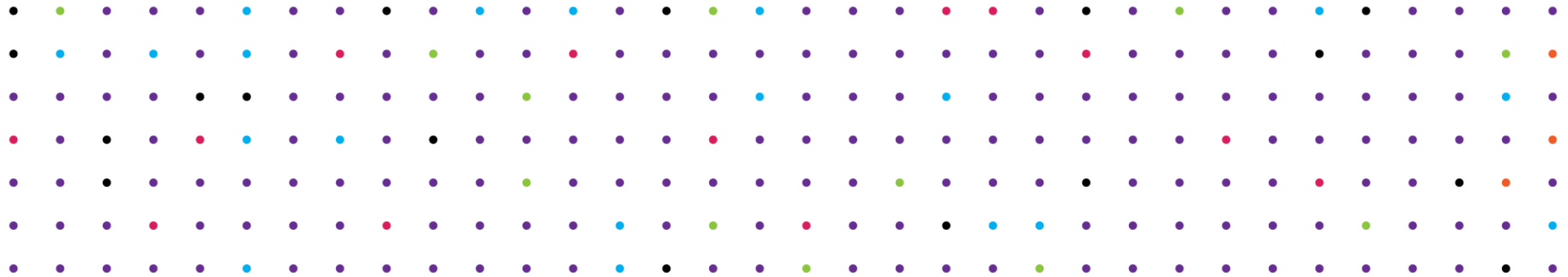
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

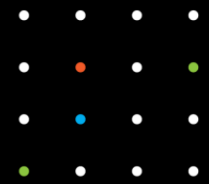
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

Shared Mobility

## ExpressLanes Back Office System (BOS)



Operations, Safety, & Customer Experience Committee Meeting  
January 15, 2026

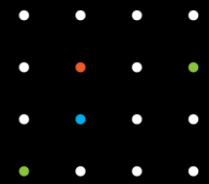


## ISSUE

- A tolling Back Office System (BOS) is required to enable Metro to operate the current I-10 and I-110 ExpressLanes and prepare for future corridors, including I-105
- BOS Functionality includes Account Management System, Customer Notifications System, Case Management System, Self-Service Systems (e.g., Interactive Voice Response (IVR), website, etc.)
- The existing BOS contract (PS40164-2000) is scheduled to expire on March 9, 2026. Staff is seeking to Execute Contract Modification No.2, to add an additional three years of O&M to the existing contract PS40164-2000







## DISCUSSION

- The existing BOS contract was awarded in 2018, and has been in operation for approximately 5 years, it will expire on March 9, 2026
- If the Board does not approve the Recommendation to exercise Option 1, for a three-year contract extension through March 9, 2029, this will create a lapse in service to ExpressLanes customers
- If the Board does not approve the Recommendation to exercise Option 1, ExpressLanes program will be unable to process any new transactions or perform any customer account service activities effectively, rendering the program inoperational

# RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

EXECUTE Modification No. 2 to Contract No. PS40164-2000 with TransCore LP for Metro ExpressLanes Back Office System (BOS) and exercise the first three-year option starting March 9, 2026 through March 9, 2029, in an amount Not-To-Exceed (NTE) \$19,031,882, increasing the total contract price from \$48,327,615 to \$67,359,497.



## Board Report

File #: 2025-1017, File Type: Contract

Agenda Number: 45.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION BUSES**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a seven-year, firm fixed unit rate contract, Contract No. OP128598000 to Camber Operating, Inc., for the acquisition and installation of up to 73 on-route opportunity chargers and associated components, parts, and software, and a Service Level Agreement (SLA) for the maintenance of the equipment in the Not-To-Exceed (NTE) amount of \$58,244,127, subject to the resolution of any properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board-approved Contract Modification Authority (CMA).

#### **ISSUE**

This action authorizes the award of a contract to acquire, install, and commission up to 73 on-route opportunity chargers and associated components, parts, and software. The Contract also includes a warranty, Service Level Agreement (SLA), and the acquisition of electrical Switchgear needed for each location, but excludes any supporting civil site work. The on-route chargers are needed to support zero-emission buses operating across Metro's system.

#### **BACKGROUND**

In July 2017, the Board approved Motion 50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A), which endorsed a ZEB Strategic Plan to transition Metro's entire bus fleet to zero emission by 2030. This was contingent on cost and performance equivalence with Compressed Natural Gas (CNG) buses and continued advancements in technology. In 2018, the California Air Resources Board's (CARB) Innovative Clean Transit (ICT) regulation mandated that all transit agencies in the state operate zero-emission fleets by 2040. Metro has met all state-mandated program requirements a decade earlier than the ICT mandate and is committed to a goal of 100% zero emissions for all future procurements.

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In January 2023, the Board authorized staff to issue a Best Value Request for Proposals (RFP) using competitive negotiations pursuant to PCC § 20217 for the procurement of new Battery Electric Buses (BEBs) and to support charging infrastructure.

As Metro onboards battery electric buses (BEBs), on-route opportunity charging is essential to enable Metro's future BEB fleet to complete its longer service blocks. In December 2024, Metro released a solicitation for up to 73 on-route opportunity chargers to support the necessary expansion of Metro's on-route charging infrastructure. The procurement was intentionally structured to encourage maximum competition and inclusivity, allowing for a range of charging equipment and solutions from Contractors and equipment manufacturers. Metro has already begun working with the electrical utility service planning departments for the new electrical feeds that will be required for the opportunity charging equipment.

## **DISCUSSION**

Camber Operating Company, Inc.'s offer represents the highest rated and best value to Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria.

The initial order of 13 on-route opportunity chargers will be installed at North Hollywood Station and Universal City / Studio City Station to support the North San Fernando Valley Transit Improvements Project (NSFV TIP) and North Hollywood to Pasadena BRTs and other local routes. They will also be installed at Divisions 8 (Chatsworth) and 15 (Sun Valley) to support the electrification of the NSFV TIP.

The contract also includes up to 60 future on-route opportunity chargers. As Metro's BEB fleet grows, additional on-route opportunity charging infrastructure may be required. Future on-route chargers will be acquired through a task order in the contract once analysis and site studies determine the required locations and quantities.

A six-year SLA and warranty for the new charging equipment is included to guarantee that qualified and experienced personnel are readily available for preventative maintenance, advanced troubleshooting, and major repairs. Preventative maintenance includes routine inspections, cleaning, adjustments, part and or filter replacement, and testing as directed by the charger's original equipment manufacturer (OEM) to ensure optimal system performance and to prevent unexpected failures. The SLA also requires the contractor to provide remote response service to reset the charging equipment and send a service technician on-site within 24 hours (7 days a week) to address problems as needed. This SLA incorporates insights gained from previous contracts, allows for liquidated damages to be assessed for chargers not restored to service within 48 hours of written notice, and if multiple chargers are down concurrently for warranty repairs, thereby enhancing equipment availability and reliability.

If the Board approves this contract, then Camber Operating Company, Inc., is expected to acquire, deliver, install, test, commission, warranty, and provide an SLA for up to 73 on-route opportunity chargers and associated components, parts, and software.

## **DETERMINATION OF SAFETY IMPACT**

There is no impact on safety. The recommendation supports the expansion of Metro's on-route opportunity charging infrastructure, which is needed for Metro's future BEB fleet.

### **FINANCIAL IMPACT**

The budget of \$2.5 million for the start-up activities associated with the initial order of 13 chargers is included in the FY26 budget under Project 202815 - Division 8 Charging Infrastructure, cost center 3048. The budget for the equipment and installation of the 13 chargers will be included in the FY27 annual budget under Project 202815 - Division 8 Charging Infrastructure, which has a total Life of Project Budget of \$65,150,000. Since this is a multi-year contract, the project manager(s) and Sr. Executive Officer of Vehicle Engineering and Acquisition will be responsible for budgeting the costs in future years.

#### **Impact to Budget**

Project 202815 has an adopted Life of Project (LOP) budget of \$65,150,000. The current sources of funds are \$10 million in Low Carbon Transit Operations Program (LCTOP) funds for the acquisition of opportunity charging equipment and \$55,150,000 in Transportation Development Act Article 4 (TDA ART 4). The funding sources are eligible for bus & rail operations and capital projects.

### **EQUITY PLATFORM**

The on-route opportunity chargers will support the operation of BEBs, which will operate on routes restructured through the NextGen transit service plan. The service area of the corridors is 147 square miles, encompassing 2.2 million people in 650,000 households and 750,000 employees. Therefore, the corridors contain approximately 21% of the County's population and approximately 20% of the County's employment.

The zero-emission bus program projects are targeted at benefiting communities with some of the greatest mobility needs in Los Angeles County. The project service corridors are composed of 88% of Low-Income Communities as identified by AB 1550, 73 percent disadvantaged Communities as identified by SB 535, and 61% Equity Focus Communities as defined by Metro's EFC definition.

The initial order of 13 on-route opportunity chargers includes installations at Divisions 8 (Chatsworth) and 15 (Sun Valley) to support electrification of the North San Fernando Valley Transit Improvements Project. Division 8 serves a total of 352 census tracts, with 95 identified as Equity Focused Communities. Division 15 services a total of 501 census tracts, with 230 identified as Equity Focused Communities.

At the time of solicitation, the Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of certified firms that provide this service.

### **VEHICLE MILES TRAVELED OUTCOME**

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

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

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This recommendation supports Goal #3, Enhance communities and lives through mobility and access to opportunity.

### **ALTERNATIVES CONSIDERED**

The alternative approach would be to forgo the purchase of opportunity chargers and depend solely on depot charging to support the BEB fleet. However, this strategy is not advisable given the current limitations in BEB technology, which restricts range and affects the ability to fully replace the compressed natural gas (CNG) bus fleet for certain routes.

### **NEXT STEPS**

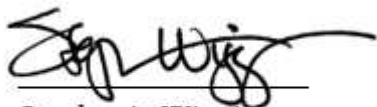
Upon Board approval, staff will execute Contract No. OP128598000 with Camber Operating Company, Inc., and issue a Notice to Proceed.

### **ATTACHMENTS**

Attachment A - Board Motion 50  
Attachment B - Procurement Summary  
Attachment C - DEOD Summary

Prepared by: Alberto Garcia, Senior Manager, Project Control, (213) 922-6760  
Amy Romero, Deputy Executive Officer, Project Management, (213) 922-5709  
Matt Dake, Deputy Chief Operations Officer, (213) 922-4061  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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

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

Stephanie Wiggins  
Chief Executive Officer



## Board Report

File #: 2017-0524, File Type: Motion / Motion Response

Agenda Number: 50

**REVISED  
REGULAR BOARD MEETING  
JULY 27, 2017**

**Motion by:**

**DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS  
AS AMENDED BY SOLIS, KUEHL and BARGER**

**FRIENDLY AMENDMENT BY FASANA**

July 27, 2017

### **Strategic Plan for Metro's Transition to Zero Emission Buses**

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean



energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN  
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND  
BARGER**

**RECOMMENDATION**

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
  - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
  - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
  - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
  - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

**FRIENDLY AMENDMENT BY FASANA** that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.



## PROCUREMENT SUMMARY

ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION  
BUSES/OP128598000

1.	<b>Contract Number:</b> OP128598000	
2.	<b>Recommended Vendor:</b> Camber Operating Company, Inc.	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 12/31/2024	
	<b>B. Advertised/Publicized:</b> 12/31/2024	
	<b>C. Pre-Proposal Conference:</b> 1/15/2025	
	<b>D. Proposals Due:</b> 5/21/2025	
	<b>E. Pre-Qualification Completed:</b> 12/10/2025	
	<b>F. Ethics Declarations Form Submitted to Ethics:</b> 5/27/2025	
	<b>G. Protest Period End Date:</b> 1/20/2026	
5.	<b>Solicitations Downloaded:</b> 104	<b>Bids/Proposals Received:</b> 3
6.	<b>Contract Administrator:</b> Antonio Monreal	<b>Telephone Number:</b> (213) 922-4679
7.	<b>Project Manager:</b> Alberto Garcia	<b>Telephone Number:</b> (213) 922-6760

**A. Procurement Background**

This Board Action is to approve Contract No. OP128598000 for the procurement and installation of up to 73 on-route opportunity chargers for zero emission buses and associated components, parts, and software, and a six (6) year Service Level Agreement (SLA) for the maintenance of the equipment. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. OP128598 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

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

- Amendment No. 1, issued January 24, 2025, extended the proposal due date.
- Amendment No. 2, issued February 18, 2025, extended the proposal due date.
- Amendment No. 3, issued March 19, 2025, revised the scope of services, technical requirements, and evaluation criteria, and extended the proposal due date.
- Amendment No. 4, issued April 11, 2025, revised the scope of services and extended the proposal due date,

- Amendment No. 5, issued April 29, 2025, revised the sample agreement document, scope of services, and schedule of quantities and prices, and extended the proposal due date.
- Amendment No. 6, issued May 8, 2025, revised the scope of services and technical requirements.
- Amendment No. 7, issued May 16, 2025, extended the proposal due date.

A total of 104 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on January 15, 2025, and was attended by 32 participants. There were 139 questions received for this RFP and responses were provided prior to the proposal due date.

A total of three proposals were received by the due date of May 21, 2025, and are listed below in alphabetical order:

1. Camber Operating Company, Inc. (Camber)
2. EO Charging US, Inc. (EO Charging)
3. New Flyer of America Inc. (New Flyer)

## **B. Evaluation of Proposals**

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Bus Acquisition and Alternative Delivery/Construction Management departments was convened to conduct a comprehensive technical evaluation of the proposals received.

The RFP required that all proposals be evaluated on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of "fail" for any of the minimum qualifications would be eliminated from further consideration.

The minimum qualifications were as follows:

1. Proposer and or Subcontractor must demonstrate it has provided fast Direct Current (DC) bus charging equipment (min 50kW) to a minimum of three (3) transit agency clients within the past three (3) years.
2. Proposer and or Subcontractor must be authorized by the Original Equipment Manufacturer (OEM) to service the equipment during the entire term of the contract.
3. Proposed equipment must be Buy America compliant.

All three proposers met the minimum qualification requirements and were further evaluated according to the following evaluation criteria:

- |  |            |
|--|------------|
| • Proposer experience and past performance | 20 percent |
| • Proposed work plan and approach          | 25 percent |

- Technical compliance and charger capabilities 30 percent
- Price Proposal 25 percent

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered when developing these weights, giving the greatest importance to technical compliance and charger capabilities.

On July 22, 2025, the evaluation committee conducted virtual interviews with the firms. The firm's key personnel had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. In general, each team's presentation addressed each firm's technical proposal with a focus on the work plan, proposed charging equipment, service level agreements, and a demonstration of the charging equipment. Each firm was asked questions regarding their plan to install, test and commission the proposed charging equipment, service level agreement for the charging equipment, operating temperature of the equipment, and specifications of the equipment.

One firm was determined to be outside the competitive range and was not included for further consideration.

### **Qualifications Summary of Firms within the Competitive Range:**

#### **Camber Operating Company, Inc.**

Camber has been operating commercial EV chargers for more than 15 years. Under their previous designation as Proterra Energy, the EV charging team installed over 1,500 ports for DC-fast charging (DCFC) systems, including all-in-one chargers and pantograph systems. Camber has built and operated a large commercial network of DC-fast chargers for fleets in North America. These projects include a multitude of on-route, transit charging projects that include charging stations and pantograph charging, including projects for CapMetro, Broward County, and BC Transit in Canada.

#### **EO Charging US, Inc.**

EO Charging is headquartered in Greenville, South Carolina.

Metro conducted discussions with Camber and EO Charging regarding the firm's technical proposals, clarifications, contract exceptions, and price assumptions. These discussions were held to give the proposers within the competitive range an opportunity to fully address and meet Metro's requirements.

Upon conclusion of the discussions, Metro issued a request for Best and Final Offers (BAFO) on September 11, 2025. BAFO proposals were distributed to the PET for technical scoring in accordance with the evaluation criteria established in the solicitation.

At the conclusion of the evaluation process, which was comprised of technical evaluations of submitted proposals, oral presentations, comprehensive discussions with both firms in the competitive range, and review of BAFOs, EO Charging's proposal was determined to be the highest-ranked proposal.

On November 10, 2025, Metro issued the Notice of Intent to Award to EO Charging and this item was originally scheduled to be presented to the Operations Committee on November 20, 2025. However, the item was withdrawn prior to the committee meeting due to concerns with the recommended awardee that surfaced after the Notice of Intent to Award was issued.

A second Pre-Qualification review revealed areas of concern regarding EO Charging's financial stability. Upon further inquiry, Metro received information from EO Charging which led to Metro determining that proceeding with the award to EO Charging would expose Metro to significant risks. On December 4, 2025, EO Charging was notified that their Pre-Qualification application was not approved, and they were subsequently deemed non-responsive, making EO Charging ineligible for award.

On December 16, 2025, Metro rescinded the previously issued Notice of Intent to Award and Metro proceeded to conduct the Pre-Qualification review of Camber, the next qualified proposer.

The following is a summary of the PET scores for the eligible proposer:

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Camber Operating Company, Inc.</b>				
<b>3</b>	Proposer (including subcontractors) experience and past performance	75.35	20.00%	15.07	
<b>4</b>	Proposed work plan and approach	76.76	25.00%	19.19	
<b>5</b>	Technical compliance and charger capabilities	92.43	30.00%	27.73	
<b>6</b>	Price Proposal	100.00	25.00%	25.00	
<b>7</b>	<b>Total</b>		<b>100.00%</b>	<b>86.99</b>	<b>1</b>

### **C. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), price analysis, fact finding, and technical evaluation. Through the BAFO process, staff was able to achieve a savings of \$19,723,662 from the original proposed price.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Best and Final Offer</b>
1	Camber Operating, Inc.	\$77,967,789	\$118,489,187	\$58,244,127

The variance between the ICE and the recommended award amount is attributable to several factors. First, Metro's ICE included a 12-year Service Level Agreement (SLA) term, which was then reduced to a 6-year SLA term. Further, the ICE assumed higher unit rates for the equipment and related services based on previous purchases of similar equipment from a different manufacturer. Lastly, the ICE originally assumed that the chargers would be purchased at set times through the life of the contract, whereas the solicitation was later amended to include an escalation/de-escalation formula based on the Producer Price Index and capped at a maximum of 7% per annum. The de-escalation provisions will allow Metro to benefit if there were a change in the market conditions for this equipment and pricing were to be reduced. The escalation provisions will allow Metro to only pay for actual escalation based on current market conditions rather than commit to preset price escalations throughout the contract that might result in higher costs to Metro.

### **D. Background on Recommended Contractor**

Camber Operating Company, Inc. operates out of their headquarters in Miami, Florida and has been in business for 15 years. The Camber team has experience with providing solutions to transit agencies such as CapMetro in Austin, Texas, Greenlink Transit in Greenville, South Carolina, and Miami-Dade County Transit in Miami, Florida.



**DEOD SUMMARY****ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION  
BUSES/OP128598000****A. Small Business Participation**

At the time of solicitation, the Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of certified firms. Camber Operating, Inc. is expected to perform the work with its own workforce.

**B. Local Small Business Enterprise (LSBE) Preference**

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

**E. Project Labor Agreement/Construction Careers Policy**

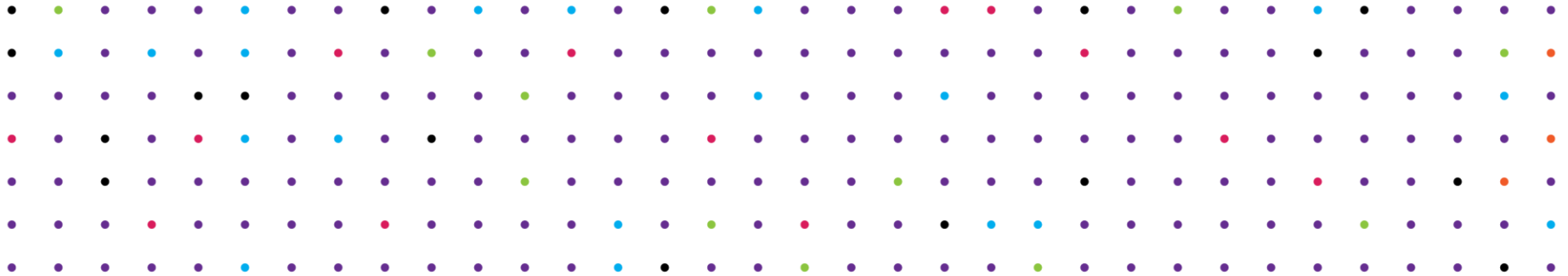
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**F. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

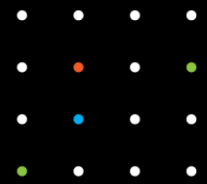
VEHICLE MAINTENANCE & ENGINEERING

# ON-ROUTE OPPORTUNITY CHARGERS FOR ZERO EMISSION BUSES



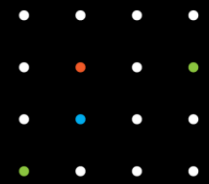
Operations, Safety, & Customer Experience Committee Meeting  
January 15, 2026

# RECOMMENDATION

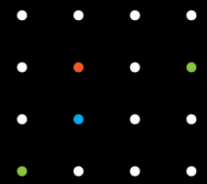


- A. AWARD a seven-year, firm fixed unit rate contract, Contract No. OP128598000 to Camber Operating Company, Inc. for the acquisition and installation of up to 73 on-route opportunity chargers and associated components, parts, and software, and a Service Level Agreement (SLA) for the maintenance of the equipment in the Not-To-Exceed (NTE) amount of \$58,244,127, subject to the resolution of any properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

# PROPOSAL EVALUATION



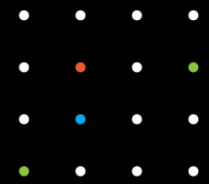
Evaluation Criteria	Maximum Points	Camber Operating Company, Inc.
Proposer (including subcontractors) Experience and Past Performance	20.00	15.07
Proposed Work Plan and Approach	25.00	19.19
Technical Compliance and Charger Capabilities	30.00	27.73
Price Proposal	25.00	25.00
<b>Total Score</b>	<b>100.00</b>	<b>86.99</b>
Original Proposal		\$77,967,789
BAFO Proposal		\$58,244,127



In January 2023, the Board authorized staff to issue a federally-funded Best Value Request for Proposals (RFP) using competitive negotiations pursuant to PCC § 20217 for the procurement of new Battery Electric Buses (BEBs) and to support charging infrastructure.

As Metro onboards BEBs to meet the goal of a zero-emission bus fleet, on-route opportunity charging is essential to enable Metro's future BEB fleet to complete its longer service blocks. This action authorizes the award of a contract to acquire, install, and commission up to 73 on-route opportunity chargers.

# DISCUSSION



Staff's recommendation presents the firm that is most advantageous to Metro. Camber Operating Company, Inc.'s offer represents the highest rated and best value to Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria.

Upon Board approval of the contract, Camber Operating Company, Inc. will install and commission up to 73 on-route opportunity chargers and associated components, parts, and software. The Contract also includes a warranty, Service Level Agreement (SLA), and the acquisition of electrical switchgear needed for each location but excludes any supporting civil site work.

The initial order includes 13 chargers. Additional chargers will be procured under the contract only after a thorough analysis and site studies demonstrate the necessity for expanded charging infrastructure.





## Board Report

**File #:** 2025-0968, **File Type:** Informational Report

**Agenda Number:** 46.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q3 CY2025**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE status update on NextGen Bus Ridership.

#### **ISSUE**

This report provides an assessment of Metro's bus ridership for the third quarter of calendar year 2025 (Q3 CY2025), consisting of July, August, and September 2025, compared to the pre-pandemic, pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs) and non-EFCs, time period, line/line group, as well as average passenger trip length.

#### **BACKGROUND**

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and will be rolled out in two phases: "Reconnect" and "Transit First."
- Reconnect was the initial phase to restructure the existing network and was implemented over three dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments in improved bus speeds and direct revenue service hours (RSHs) saved on bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage during the COVID-19 pandemic required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of the NextGen Bus Plan service levels was completed in phases by December 2022.
- Full NextGen bus service levels have been operated since then into 2025 with improved reliability due to full bus operator staffing, which was achieved by August 2023.
- A 1-2% operator shortage has existed since December 2023, when the operator requirement increased due to greater peak service from higher ridership and recruitment challenges. Recruitment efforts were increased in response, and overall canceled service levels remained

low. However, they were higher than in the second half of CY2023.

- Full operator staffing was again achieved by January 2025, with cancellation rates during the first three quarters of 2025 reduced to generally under 1% on weekdays and Saturdays and below 2% on Sundays.

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

**Table 1: NextGen Frequency Tiers as of December 2024**

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

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected ridership was attributed to increased speed of service/reduced travel times after implementing items from the speed and reliability tool kit, including new bus lanes and expanded transit signal priority, with reinvestment of time savings for increased service frequencies. Progress on implementation includes 71.7 miles of new bus priority lanes as of December 2025, and 23 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority is a speed and reliability initiative that should begin implementation in CY2026, with ongoing optimization of bus stops and terminals.

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

## **DISCUSSION**

This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth to be supported by implementing the remaining Transit First bus speed and reliability improvements.

Most notable in this particular quarter is the impact of immigration enforcement activities, which resulted in reduced ridership for weekday, Saturday, and Sunday compared to the same quarter in 2024. Similar declines were first seen in June in Q2 CY2025 after over 2.5 years of continuous year-over-year ridership increases.

The ridership recovery rates of Q3 CY2025 as a percentage of Q3 CY2019 are as follows, and compared to the recovery rates for Q3 CY2024:



- Weekday was 77.6% (down from 82.9% in Q3 CY2024)
- Saturday was 85.4% (down from 91.6% in Q3 CY2024)
- Sunday was 92.8% (down from 97.1% in Q3 CY2024).

#### Ridership Trends from 2019 to 2024

Complete restoration of bus service by December 2022, combined with more reliable service delivery and the introduction of new fare programs (e.g., GoPass for students and LIFE Program for low-income riders), has contributed to much stronger ridership recovery in 2023, 2024, and continuing in 2025. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

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

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

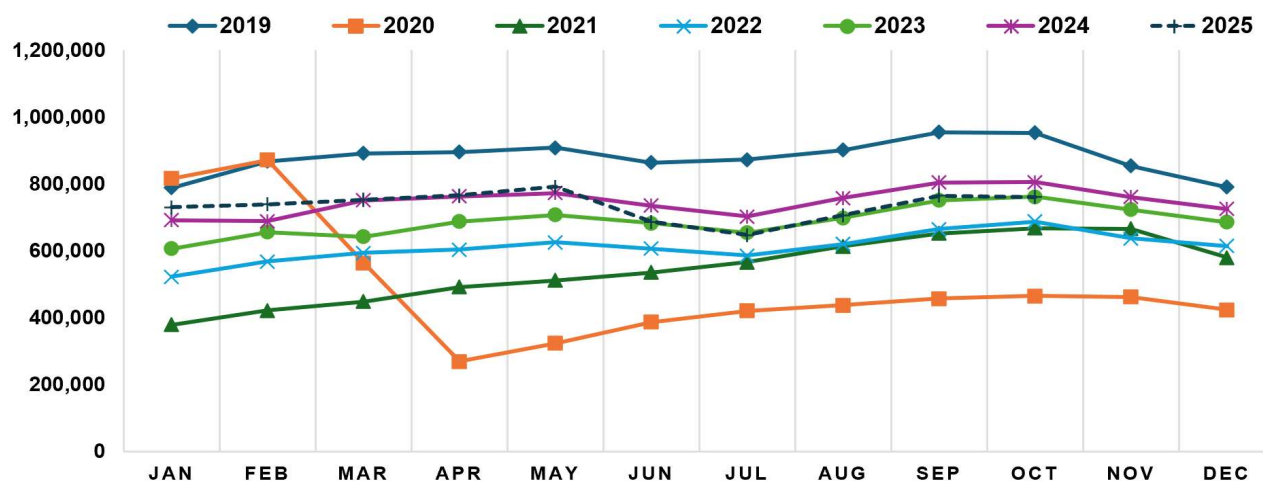
**Table 3: Comparison of Average Daily LIFE Boardings by Day Type and Year**

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	+4,277	+1,950	+3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

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

The highest monthly averages for post-pandemic weekday ridership in 2024 were in September (804,279) and October (804,963). In 2025, the highest month was May 2025 (791,214). However, average weekday ridership declined year over year in June (686,215, down 6.6%), July (647,000, down 7.9%), August (706,093, down 6.8%), September (764,647, down 4.9%) and October 2025 (760,709, down 5.5%) returning to CY2023 levels, with a Q3 CY2025 average weekday ridership decline of 6.4%. The most impacted months were June through August, with lesser declines in September and October. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2025.

#### **Chart 1: Average Weekday Ridership by Month**



Average Saturday bus ridership also showed year-over-year declines in June (10.2%), July (9.7%), August (6.8%), September (3.8%), and October 2025 (3.5%) after increases in April and May. Average Q3 Saturday bus ridership showed a 6.8% decline over the same quarter in 2024. The declines were less in the most recent months of September and October. Sunday also showed declines, though smaller than weekday and Saturday, in June (2.9%), July (6.3%), August (4.5%), September (2.4%), and October (1.9%), so the most recent two months showed less impact. The Q3 CY2025 average Sunday ridership showed a 4.4% decline over the same quarter in 2024, again showing less impact than weekday and Saturday in Q3 CY2025.

### Ridership by Service Area

On average, the Metro bus system's weekday ridership recovery rate was 77.6% in Q3 FY2025. The ridership recovery rate was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest rate of weekday ridership recovery at 88.9% in Q3 CY2025 (down from 89.6% in Q3 CY2024). This recovery rate, in part, shows the strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley, in place of 20-30 minute frequencies. Several lines in the East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. These changes resulted in a 3% gain in RSHs, with no other service area having such gains in service hours. This is a likely primary reason for the ridership gains in the San Fernando Valley and the more limited growth and recovery in other areas.

The average Q3 CY2025 weekday ridership of the San Fernando Valley area compared to Q3 CY2024 decreased slightly by 0.8%, indicating that ridership growth has impacted even this service area in Q3, noting that in Q2 CY2025, it had still shown a year-over-year increase (and was the only service area that showed growth in Q2 CY2025). The impacts from immigration enforcement activities appear to have impacted the most in Q3, though it still had the smallest decline of all five service areas, by far. The other four service areas all declined between 4.7%-9.1% over the same quarter of 2024, with the Gateway Cities service area again showing the largest decline as in Q2 CY2025.

The weekday ridership recovery rates of the other four Service Council areas in Q3 CY2025 all

declined compared to the same quarter in CY2024:

- San Gabriel Valley: 73.8% (down 3.6% from 77.4%)
- Gateway Cities: 72.3% (down 7.3% from 79.6% in Q3 CY2024)
- Westside Central: 88.4% (down 4.1% from 92.5% in Q3 CY2024)
- South Bay Cities: 91.9% (down 7.2% from 99.1% in Q3 CY2024)

The average Q3 CY2025 Saturday recovery rate was 85.4% overall, a 7.2% decrease from 91.6% for the same quarter of 2024. San Fernando Valley again showed the highest recovery at 100.0% (down slightly from 100.8%), while other areas were 73.4% to 84.1% (down from 81.8% to 91.3%). Saturday ridership decreased 0.6% for the San Fernando Valley over the same quarter in CY2024. The other four service areas decreased by between 5.0%-10.3%, with the largest decline in the Gateway Cities area.

The average Sunday ridership recovery rate was 92.8% overall, down from 97.1% in the same quarter of 2024. San Fernando Valley's recovery rate was the highest at 111.2% (up 0.6% from 110.6% in Q3 CY2024, the only area to show an increase), and the four other service areas varied in recovery rate from 72.3% to 91.9% (down from 77.4% to 99.1%, a decrease of between 3.6%-7.3% from Q3 CY2024). Again, the Gateway Cities service area saw the largest decline. This was consistent for all day types; it appears this service area reacted most significantly to the immigration enforcement actions, which in all areas are negating in part of the potential of the NextGen improvements.

**Table 4: Percentage Change in Average Daily Q3 CY2025 Ridership by Service Area and Day Type compared to Q3 CY2024**

Service Area	Q3 CY 2025 Weekday	Q3 CY 2025 Saturday	Q3 CY 2025 Sunday
Gateway Cities	-9.1%	-10.3%	-10.0%
San Fernando Valley	-0.8%	-0.6%	0.5%
San Gabriel Valley	-4.7%	-5.0%	-5.6%
South Bay Cities	-5.8%	-7.9%	-7.3%
Westside Central	-6.9%	-7.7%	-4.5%

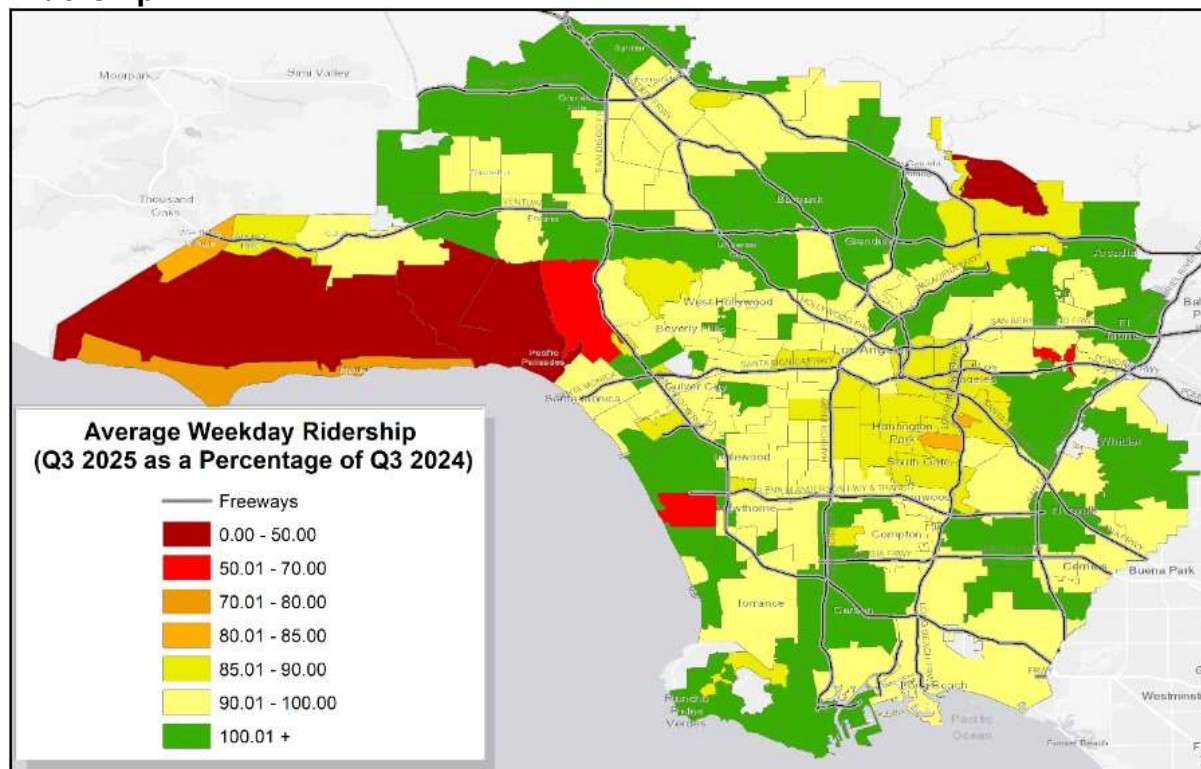
Table 4 above shows full details of the percentage change in average daily ridership by service area between Q3 CY2025 and Q3 CY2024. See Attachment A, Charts 10-12,

Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q3 CY2019 - Q3 CY2025.

Map 1 shows a comparison of average weekday ridership for June 2025 as a percentage of June 2024 ridership, illustrating by LA City neighborhood and other LA County cities the level of ridership decline. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires, and in parts of the southeast LA region where immigration raids were most common.

**Map 1: Q3 2025 Average Weekday Ridership as a Percentage of Q3 2024 Average Weekday**

## Ridership



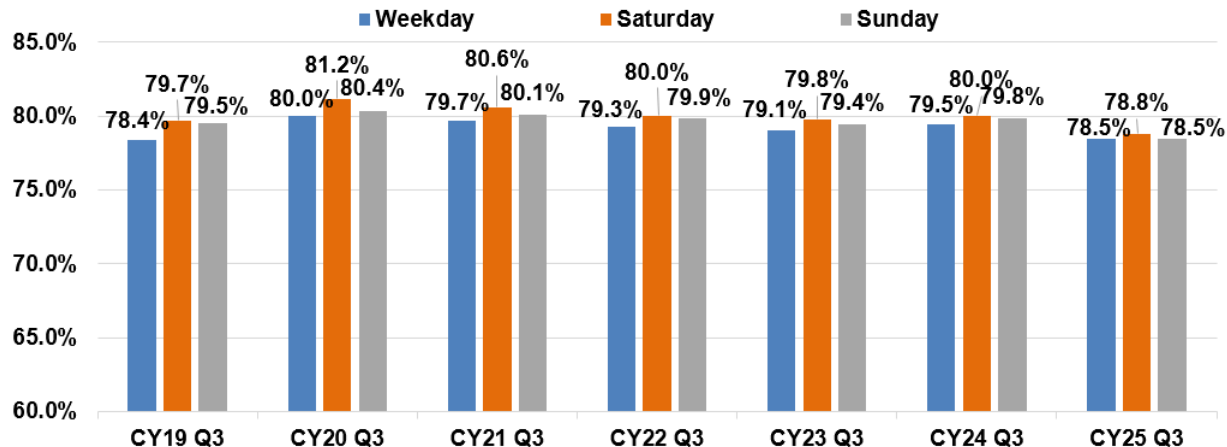
## Ridership in EFCs

Average daily boardings in EFCs increased by 2.0% on weekdays, 1.6% on Saturdays, and 1.3% on Sundays during Q4 CY2020. This was during the most impactful time of COVID cases, when much of the transit ridership was in EFCs, and people still needed to travel to access jobs and services. Trips during the early part of COVID were likely made by people who relied on transit to access essential jobs/services and mainly reside in EFCs. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs

By Q3 CY2025, EFC boardings as a proportion of total boardings were just 0.1% higher for weekdays, down 0.9% for Saturday, and down 1.0% for Sunday compared to pre-COVID levels. The declines in the proportion of EFC boardings may be attributable to the immigration enforcement being most concentrated in EFCs, meaning many who normally rely upon transit sought alternative transportation or forewent travel altogether.

See Attachment A, page 16, for further discussion of bus system ridership in EFCs.

## Chart 2: EFC Ridership as a Percentage of Total Ridership By Day Type



Lines serving EFCs with the strongest ridership recovery (over 100% recovered weekdays and weekends) include:

- Line 204: Vermont Av Local
- Line 605: Boyle Heights Shuttle
- Line 665: City Terrace Indiana St

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

#### Ridership by Time Period

As of Q3 CY2025, weekday early AM and AM peak period ridership remains the least recovered at 70% and 67% of 2019 levels, respectively; these are also lower than in the same quarter of CY2024 (78% and 74% respectively) likely due to the ridership drop in Q3 FY2025 resulting from immigration enforcement actions. The PM peak and evening recovery rates were 75% and 78%, respectively, again reflecting declines, most significantly in the PM peak, over the same quarter of CY2024 (81% for both). The midday period also saw a reduction in recovery rate, from 85% in Q3 CY2024 to 82% in Q3 CY2025, smaller than that seen in the peak periods.

In contrast, late evening and Owl periods' share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 92%, and 96%, respectively, with improvements over the same quarter of CY2024 (90% and 95% respectively). These were the only time periods to show ridership growth in this quarter.

The better midday recovery rate for weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays. However, in Q3, all time periods except late evening and Owl showed declines in recovery rates of between 3%-8% over the same quarter in CY2024, though the recovery rate declines are most significant in the early AM, AM, and PM peak periods, with smaller declines in the midday and early evening periods.

Saturday early AM, AM peak, midday, PM peak, and evening ridership had the lowest recovery rates at 84%, 75%, 82%, 83%, and 87% respectively, each declining from Q3 CY2024 (92%, 84%, 87%, 88%, and 90% respectively), with the declines in early AM and AM peak highest at 8% and 9% respectively (others were 5% or less). In contrast, Saturday late evening and Owl showed higher recovery rates at 99% and 101% (up from 96% and 99% respectively). As with weekdays, the late evening and Owl periods showed the most resilience and were the only Saturday time periods with increased ridership recovery.

Sunday recovery rates by time period for Q3 CY2025 were topped by early AM, which was 110%, down from 115% in Q3 CY2024. The AM peak, midday, and PM peak, and evening each showed a decline in recovery rates at 89%, 88%, 88%, and 91% respectively (down from 98%, 95%, 95%, and 94% respectively), with the AM peak showing the largest decline in recovery rate at 9%, but midday and PM peak were also down 7%. In contrast, the late evening and Owl periods showed increases in recovery rate at 97% and 103%, up from 95% and 102% respectively, compared to Q3 CY2024, so all three day types showed growth in these time periods.

See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019-Q3 CY2025.

### Average Trip Length

The Metro bus system's average (unlinked) passenger trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commuter trips. As ridership recovered in 2022 through 2024, average passenger trip lengths increased and were at 3.4 miles for each day type in the most recent data, well below pre-COVID lengths. COVID has transitioned trip-making to shorter trips to address a market for short trips already identified as a significant opportunity to grow ridership in the NextGen Bus study. This change in average passenger trip length is seen for weekdays and weekends, with weekday and Saturday at 3.3 miles and Sunday at 3.4 miles average passenger trip lengths when most recently measured. Even with the recent declines in ridership, average trip length was relatively stable, with just a very slight decline in average passenger trip length for weekday and Saturday. (Attachment A, Chart 17 Average Passenger Trip Length)

### Ridership Recovery by Service Tiers and Lines

This section compares average daily line ridership for Q3 CY2025 versus Q3 CY2019 for each day type (weekday, Saturday, Sunday) and provides an overview of lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers. Due to the NextGen Bus Plan change involving the restructure of bus lines and line groups, this analysis must, in many cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership at the line level. In Q3 CY2025, 117 individual Metro bus lines were operating. However, the ridership recovery rate analysis for this quarter is based on 81 weekday, 75 Saturday, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D, respectively.

Using Q3 CY2019 as a pre-COVID baseline and in comparison to Q3 CY2024, the overall Q3

CY2025 bus system ridership recovery rate was 77.6% for weekday (down from 82.9%), 85.4% for Saturday (down from 91.6%), and 92.8% for Sunday (down from 97.1%). No day type had an improved ridership recovery rate.

**Table 5: Q3 CY2025 Number of Fully Recovered Lines Versus CY2019 Ridership**

Day Type	Q3 CY2025	Q2 CY2025	Q2 2024
Weekday	14	19	20
Saturday	15	32	29
Sunday	30	44	43

In Q3 CY2025, there were 14 weekday recovered lines/line groups, 15 Saturday lines/line groups, and 30 Sunday lines/line groups; for all types, recovery was down from Q2 CY2025 and Q3 2024. The strongest recoveries continue to be those lines/line groups with significant NextGen improvements.

The higher number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up almost half of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery, even with declines in weekday and Saturday recovery in Q3 CY2025 versus Q3 CY2024:

**Table 6: Line Recovery by Tier and Day Type**

Number of Lines with Above Average Recovery in Q3 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
<b>Tier 1</b>	18 (22.2%)	14 (18.6%)	14 (18.9%)
<b>Tier 2</b>	16 (19.7%)	13 (17.3%)	12 (16.2%)
<b>Tier 3</b>	8 (9.8%)	7 (9.3%)	7 (9.4%)
<b>Tier 4</b>	11 (13.5%)	6 (8.0%)	5 (6.7%)
<b>Total</b>	<b>53 (65.4%)</b>	<b>40 (53%)</b>	<b>38 (51%)</b>

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

A common denominator of lower ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. In addition to reduced daily work-related trips due to increased telecommuting and the negative impacts on many downtown service industry businesses, some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the Metro Regional Connector and Metro bus network for those returning to office work there, as well as the many cultural attractions and entertainment events based there.

This same pattern was noted for the G Line BRT service between North Hollywood, Canoga Park,



and Chatsworth, with notably lower ridership recovery, especially on weekdays (55.6%) but also on weekends (Saturday 65.1%, and Sunday 67.6%). By comparison, the J Line BRT between El Monte, downtown LA, and Harbor Gateway/San Pedro had both a 79.4% weekday recovery rate and much higher weekends (99.0% Saturday; 102.2% Sunday), perhaps from a mix of work and leisure travel. Before COVID, these lines had higher usage by discretionary riders. These riders do not appear to be traveling post-COVID as much for work in downtown LA (the G Line feeds the B Line rail to downtown LA) or other employment centers located in the San Fernando Valley, such as Van Nuys or Warner Center. Warner Center has also seen the closure of a mall. The G Line is also now being impacted by long-term detours for the Van Nuys grade separation project, which may divert more riders away from this service in Q3 CY2025.

Notable ridership changes also occurred on the Vermont corridor, a very high EFC corridor where frequent Local and Rapid bus service continues to operate. The corridor's overall ridership recovery rate was 81.0% on weekdays, with the Local Line 204 having a recovery rate of 102.2% in Q3 CY2025. By comparison, Vermont Rapid Line 754, which operates with the same frequency as the local line but on a limited stop format, had a ridership recovery rate of 59.6% in Q3 CY2025. Line 754 saw notably high cancellation rates in 2022 and to some extent in 2023 and 2024, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 110.0%; Rapid 57.2%) and Sunday (Local 99.6%; Rapid 69.7%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates above 100%. Another example is Line 605, which serves Boyle Heights.

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

The devastating Palisades and Eaton Canyon fires that occurred in early January 2025 (Q1) also had a continued impact through Q3 CY2025. The Palisades fire primarily impacted two bus lines: Line 134 (Santa Monica - Malibu) and Line 602 (Westwood - Pacific Palisades). These lines were suspended for up to seven weeks. Line 134 is now operating, but with a 5-mile zone with limited bus stops on Pacific Coast Highway (PCH) due to fire recovery activity. Line 602 western half from Bundy to PCH, remains out of operation due to fire recovery efforts. The no-stop zone on Line 134 has since been reduced from 10 miles to around 5 miles, but impacts are expected to continue through at least the remainder of 2025 into Q1 CY2026. Ridership impacts have been lower on Line 134 in Q3, thanks to the service being restored and the no-stop zone being reduced. Q3 CY2025 Line 134 weekday ridership recovery was 47.6%, Saturday 57.7%, Sunday 77.7% while Line 602 weekday was 29.4%, Saturday 37.0%, and Sunday 45.9%.

The Eaton fire in Altadena impacted Lines 660 and 662, which link Altadena and Pasadena. Operation of these lines was shortened approximately half a mile to Woodbury Rd (originally further south at Washington Bl). The full Line 602, 660, and 662 routes were restored with the December 14,



2025 service change.

#### Bus Line Productivity

Data also consistently shows that increased RSHs implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity (passenger boardings/RSHs) of lines resulting from the NextGen Bus Plan changes.

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. The measure of passenger boardings per revenue service hour is an industry standard measure of productivity. The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, the distribution of service hours was changed between both lines and day types. The following is a comparison of bus system productivity (passenger boardings per revenue service hour) Q3 CY2025 and pre-NextGen Q3 CY2019:

- Weekday: 33.1 passenger boardings per revenue service hour (2025) versus 40.5 (2019)
- Saturday: 32.1 passenger boardings per revenue service hour (2025) versus 38.6 (2019)
- Sunday: 28.2 passenger boardings per revenue service hour (2025) versus 37.2 (2019)

The weekday change in productivity is explained by a 1.8% decline in RSHs versus a 19.9% decline in ridership between 2019 and 2025. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours, especially with the recent decline in ridership due to immigration enforcement.

On weekdays, only 3 of the 81 lines/line groups managed to exceed their former productivity level, while another 48 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers, as well as some lines that had major changes, as well as in many cases, minimal changes. The lowest level was 53.3% of former productivity, on a line impacted by the January wildfires.

There were 11 weekday lines with productivity under 20 boardings per revenue service hour, and 2 additional lines with under 10 boardings per revenue service hour. Two of these 13 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134, 602), and the lowest were the Willowbrook - Del Amo Line 202 and Warner Center Shuttle Line 601. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 14.4% decrease in ridership but a 3.1% increase in service hours.

On Saturday, 7 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level seen on a line was 55% of former productivity, though this line was impacted by the January wildfires. There were 18 Saturday lines with productivity under 20 passengers per revenue service hour and an additional two under 10.0%.

While the Sunday ridership was down 6.7% overall, the service hours were up 23.0% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong, though still impacted by the recent immigration enforcement.

The 74 Sunday lines/line groups are a mix of frequency tiers as well as lines that had, in many cases, minimal changes. Of those 74, only 1 managed to exceed its former productivity level. The lowest level was 34% of former productivity, though this was again, on a line impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 passengers per revenue service hour, and another 2 lines that were under 10.

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204, Vermont Av Rapid 754, and Western Av Local 207, which operate in the Hollywood - South LA area.

**Table 7: Top Three Metro Bus Lines Productivity**

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide line/line groups for average weekday, Saturday, and Sunday bus ridership observed between Q1 CY2019 (pre-pandemic and pre-NextGen) and the same period Q3 CY2025.

These ridership recovery and productivity results will continue to be tracked and reported as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all-door boarding; more details on these initiatives are in the next section.

### Speed and Reliability

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

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

- **Sunset Bl Bus Priority Lanes (Metro Line 2):** Metro began outreach on the Sunset Bl Bus Priority Lane project in Summer 2025. This 8.4 lane-mile project on Sunset Bl between Vermont Av and Hayvenhurst Dr will improve bus speed and reliability for the over 19,000 daily weekday riders on Metro Line 2. The project proposes to convert existing peak-hour parking lanes on Sunset Bl to peak-hour bus priority lanes. This project will complement the Alvarado St bus priority lanes that were installed in 2021 and 2023, which also serve Metro Line 2.
- **Florence Av Bus Priority Lanes (Metro Line 111):** In Summer 2025, construction of this peak-hour bus lane project in the City of LA and Unincorporated LA County began. This project will provide 10.2 lane-miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. This project is expected to be completed in Winter 2026 and will bring improved speed and reliability to riders of Metro Line 111.

**Vermont Av Bus Priority Lanes (Metro Lines 204 & 754):** Metro is working on plans to deliver quick-build bus priority lanes to key corridor segments ahead of the larger BRT project as part of the Vermont Transit Corridor project. This will improve the speed and reliability improvements for over 36,000 daily weekday riders ahead of the larger project.

### Bus Lane Enforcement (BLE)

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

Metro completed the required 60-day education and outreach effort on the affected BLE lines, and the initial phase of the BLE program began operations as of May 12, 2025. There are now 100 Metro buses equipped with photo/video capabilities that are capturing vehicles stopped or parked on bus lanes during posted operating hours, as well as at bus stops along the affected routes. A bus lane enforcement expansion program is in early development, while bus lane performance is being reviewed and will be reported on in the next quarterly report.

Metro also collaborated with the City of West Hollywood to extend the BLE violation and citation process on the existing BLE routes within its city limits at the City's request. Outreach began on July 1, 2025, and enforcement began on September 2, 2025.

### EQUITY PLATFORM

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

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

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service and speed and reliability enhancements that continue to be implemented, though as of 2025, this is only true for weekdays. By providing a fast, frequent, reliable network designed through the NextGen process, there is a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations. However, the impact of immigration enforcement in keeping people away from the Metro bus system is negating the potential of the NextGen Bus Plan for increasing ridership. These impacts will be monitored closely.

Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus services and related adjustments, such as comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns. Examples that influenced the December 2025 service change included requests from various customers to restore service in the fire recovery areas in both Pacific Palisades and Altadena, as well as comments regarding lines for improving service reliability and capacity (to avoid overcrowding).

## **VEHICLE MILES TRAVELED OUTCOME**

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

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

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it assesses Metro bus ridership trends. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goals:

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

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

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

### **NEXT STEPS**

The NextGen Bus Plan network ridership will continue to be monitored through 2025 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will also continue implementing bus speed and reliability improvements, such as new bus lanes. Meanwhile, it is important to see an end to immigration enforcement to allow many riders the confidence to ride the Metro system. Another update is planned for the Board in March 2026; staff will track and detail ridership for Q4 CY2025 (October through December 2025) as the basis for the next ridership report.

### **ATTACHMENTS**

Attachment A - NextGen Ridership Analysis Q3 CY2025

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

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

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

Attachment E - NextGen Service Tier Changes

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Stephanie Wiggins  
Chief Executive Officer

### **NextGen Ridership Analysis – Q3 CY2025**

In reviewing recent Metro ridership trends, it is important to look at significant events that occurred over the last five years (2019 through 2024):

- Implementation of the NextGen Bus Plan between December 2020 to December 2021.
- Changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community beginning in March 2020. This second item includes the Omicron spike in COVID cases.
- A national bus operator shortage resulting in a 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023 and has been maintained as of January 2025.

In examining Q3 CY2025 ridership, other events that impacted ridership include:

- A small group of lines significantly impacted by the devastating Palisades and Eaton fires and their ongoing recovery efforts.
- Full time or more frequent return to office for Federal and other workers beginning in March 2025, though the Federal workforce numbers have also been significantly reduced.
- Most significantly, immigration raids which started in LA County in June 2025 appear to have significantly reduced ridership, with some riders fearful of being in public, including riding the Metro bus system. This decline in ridership was present throughout Q3 CY2025.

Analysis and discussion are provided regarding how the above changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership changes between Q3 CY2019 (when ridership peaked pre-COVID) through the third quarter of 2025, as well as ridership by area, EFC/non-EFC, time of day, line/line group level, and average passenger trip lengths.

#### Metro Bus Service and Cancellation Levels:

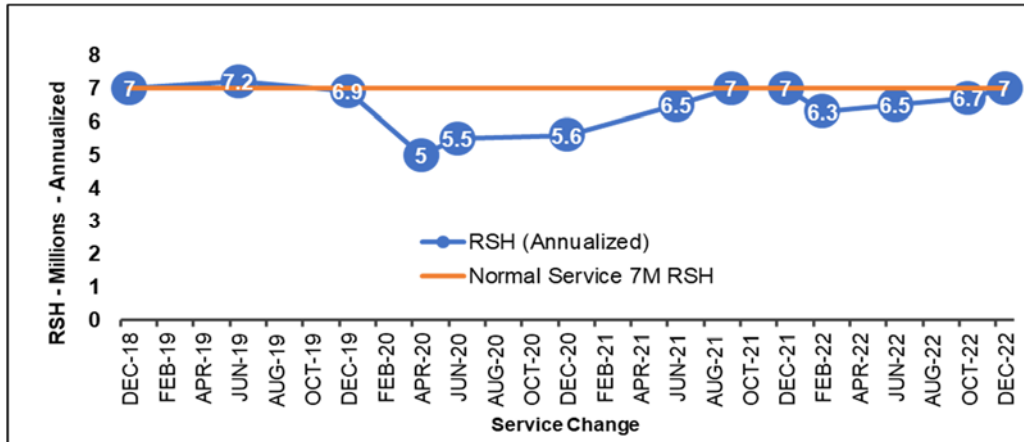
A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards service level restoration as ridership began to recover.

The most significant restoration of service levels occurred in June 2021, going from 5.6 million to 6.5 million annual RSH as well as implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

The full 7 million annual revenue service hours was scheduled by September 2021, and the third and final wave of NextGen Bus Plan changes were implemented by December

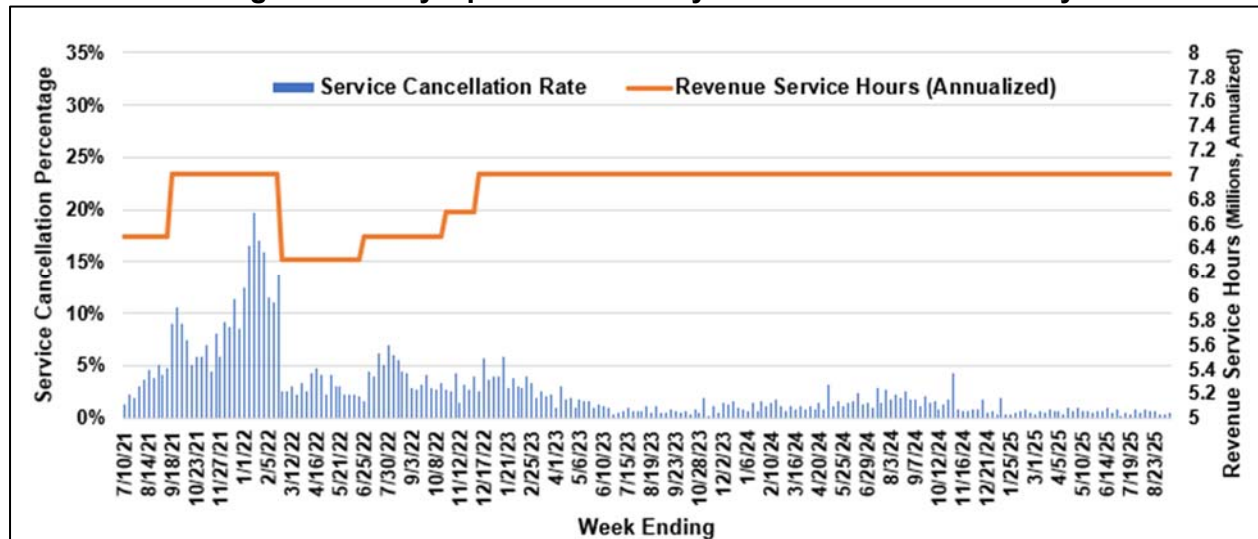
2021 with ridership also continuing to increase as COVID recovery continued. However, a shortage of bus operators nationwide negatively impacted LA Metro delivery daily of full bus service levels.

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



With increased bus operator hiring and improved levels of bus operator hiring and availability, full bus service was restored gradually during the remainder of 2022, with this restoration process was completed by December 2022. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023. Chart 2 shows the bus service cancellation rates peaking in 2022 with significant improvements in subsequent years.

**Chart 2: Percentage of Directly Operated Weekday Bus Service Cancelled By Week**



Operator staffing was 1-2% below full levels in CY2024, which impacted service delivery, but cancellation rates remained below 5% and usually below 2% on weekdays and Saturdays. Full operator staffing was again achieved in January 2025 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service, and cancellation rates have been minimized to usually less than 1% weekdays and

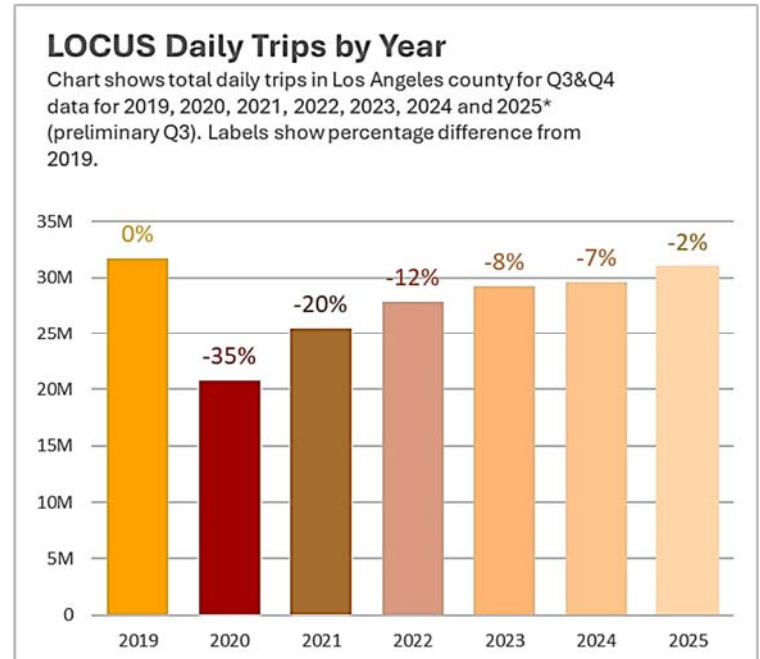
Saturdays and below 2% Sundays during 2025.

#### Travel Demand:

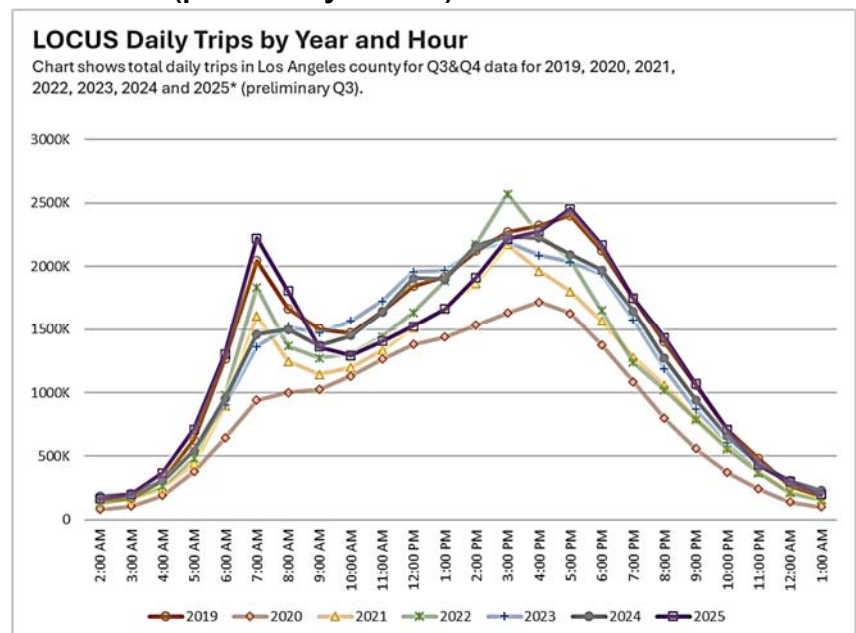
Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), Total travel demand overall remained about 8% below pre-COVID levels in 2023 and 7% below in 2024; in 2025, to date, it is now around just 2% below. However, patterns by time of day are mixed. AM peak travel volumes have finally recovered in 2025 after remaining well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and data for 2024 shows them matching pre-COVID midday volumes but in 2025 they have declined below pre-COVID levels. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023, 2024, and 2025. The same pattern is seen for evening and overnight hours.

Some of this lack of recovery in overall travel may relate to expanded availability of online services and commerce (midday). Telecommuting (AM and PM peaks) may be continuing but with some decline as more workers return to more days per week in office. These trends will continue to be monitored, especially regarding the impact of immigration raids moving forward, to foster understanding of bus ridership patterns.

**Chart 2: Percentage difference of Total Daily Trips in LA County compared to 2019, 2019-2025 (preliminary results)**



**Chart 3: LA County Total Daily Trips By Year and Hour, 2019-2025 (preliminary results)**



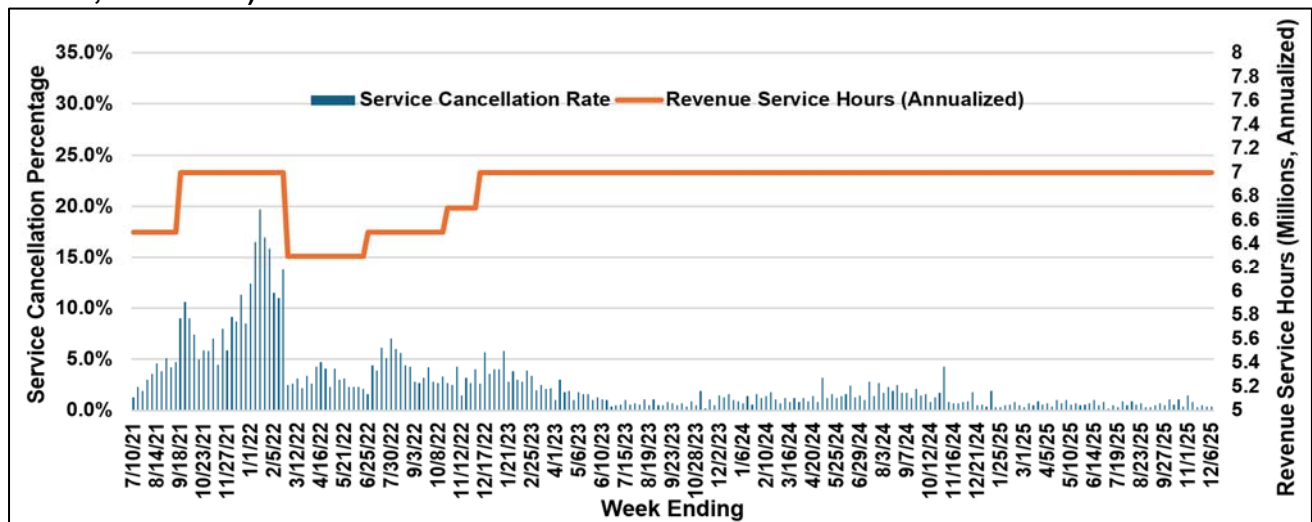


### COVID Cases:

Chart 5 provides a reference to the periods when COVID was most active in our community, which may be reflected in ridership data. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and 2024-2025 and the summers of 2023 and 2024. Cases were likely underreported in recent years and are having less impact on overall travel over the last two years as people have adapted to living with COVID. Spikes typically occurred around holidays and other events when more people gather in groups.

In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas). COVID case count data ceased being reported in detail in early 2025, so Chart 5 ends in January 2025. Some media reports suggested a local surge in COVID cases occurred in summer 2025 though no official data from LA County was available to validate these reports.

**Chart 5: New Daily COVID Cases and 7-Day Average for LA County (excluding Long Beach, Pasadena)**



### Weekday Bus System Ridership

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

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020.

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

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

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

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

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

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

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	4,277	1,950	3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth of these programs is due to new rider participation, much of this growth is from existing riders enrolling in them. As with general ridership, these programs may see a decline in growth due to the impacts of immigration enforcement.

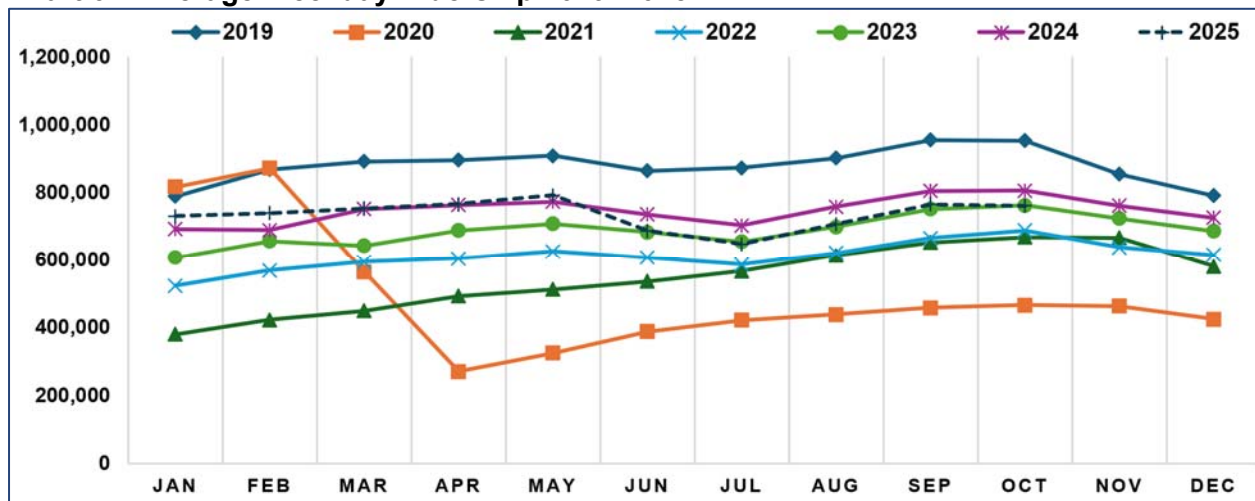
The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due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

Complete restoration of bus service by December 2022, combined with more reliable

service delivery and continued GoPass and LIFE Program outreach efforts have contributed to much stronger ridership recovery through 2023 and continued through 2024 and 2025. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership. The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have become LIFE or GoPass program participants as well as people new to riding Metro.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership showed strong growth through 2023 and 2024 but slower growth in early 2025. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 77.6% for Q3 CY2025, a significant decrease from 82.9% in Q3 CY2024 (704,993 average weekday boardings, down from 753,299). In October 2024, weekday ridership set a post-COVID record of 804,963. In Q3, the highest average weekday ridership in 2025 to date was recorded in May 2025 at 791,214 and next best was September 2025 at 764,647; the months of June 2025 (Q2), and July, August, and September 2025 (Q3) have seen reductions in average weekday ridership over the same months of 2024 (6.6%, 7.9%, 6.8%, 4.9% respectively), but the decline has been reducing. The June decline resulted in the recovery rate for Q2 overall declining to 84.1% compared to 85.1% for Q2 CY2024. These are the first year over year declines in over 2.5 years and coincide with immigration raids occurring in LA County, resulting in fear for many people about being in public, including riding Metro buses. October, the first month of Q4 CY2025, also showed a 5.5% decline in average weekday ridership.

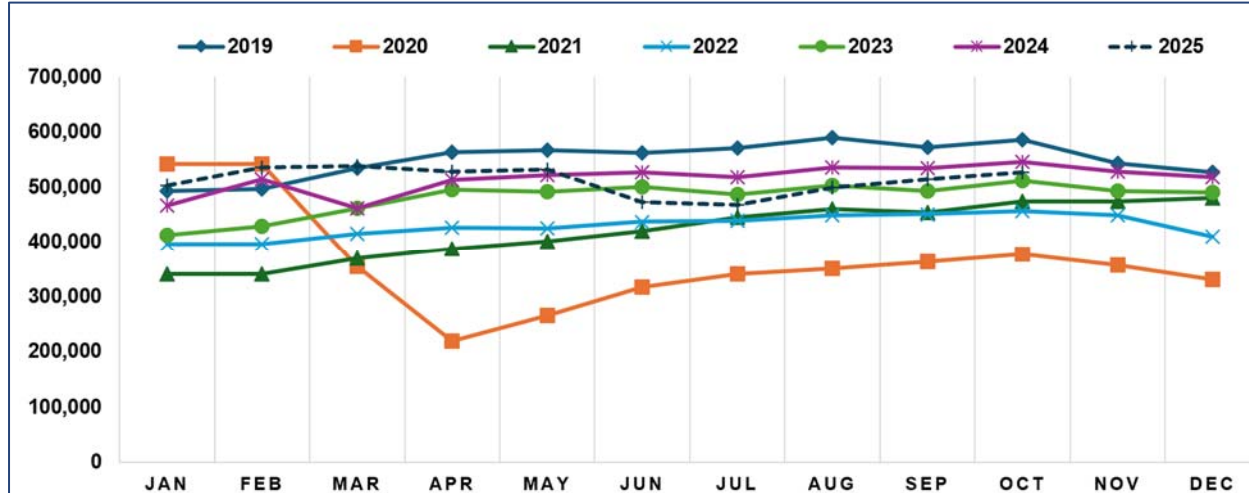
**Chart 6 – Average Weekday Ridership 2019–2025**



### **Saturday Bus System Ridership**

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7. Saturday service reliability was also an issue in 2022 due to the operator shortage and resulting service cancellations and improved with restoration of full service in December 2022 which, together with more operator hiring, improved service in 2023 with gains in ridership seen since then.

**Chart 7: Average Saturday Bus Ridership 2019–2025**



Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. In Q3 CY2024, Saturday bus ridership was 91.6% of pre-COVID levels; that recovery declined significantly to 85.4% for Q3 CY2025 (average Saturday ridership Q3 CY 2025 493,818 versus 529,646 in same quarter of 2024). Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in CY2025 being 537,710 in March 2025. Like weekdays, the months of June, July, August, September, and October 2025 showed average Saturday ridership at or below 2023 levels, a significant decline compared to 2024, with declines of 10.2%, 9.8%, 6.8%, 3.8%, and 3.5% respectively, so the decline has been waning. These declines are believed to be the result of immigration raids occurring in LA County. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

### **Sunday Ridership**

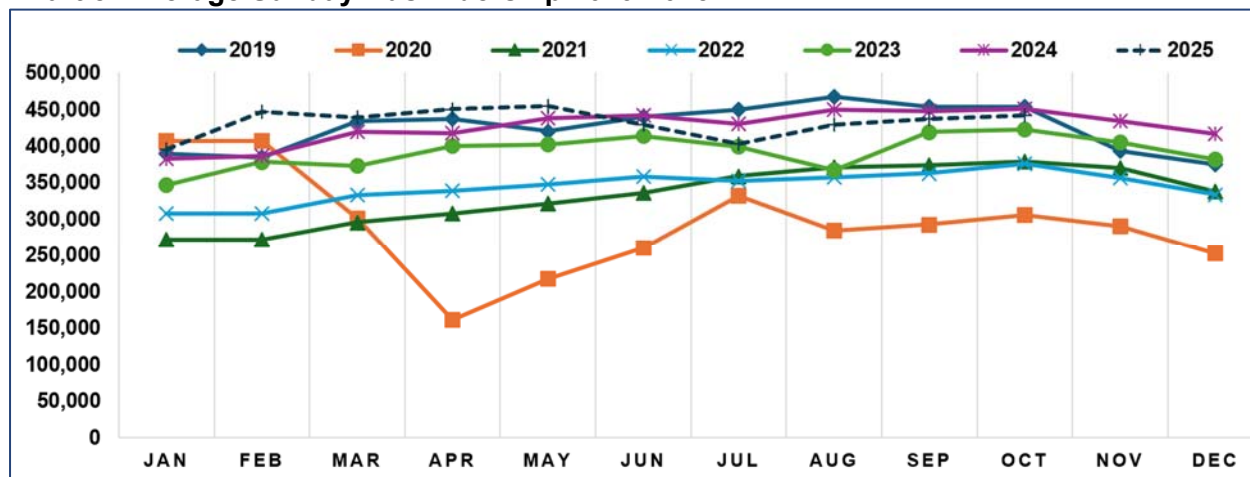
Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year as depicted in Chart 8.

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancellations due to the bus operator shortage in 2022. Growth continued for the first half of 2023, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major storm event on Sunday August 20, 2023.

As of Q3 CY2024, Sunday bus ridership recovery was 97.1%; this had declined to 92.8% in Q3 CY2025 (423,288 average Q3 CY2025 versus 442,681 in same quarter 2024). Sunday set a post-pandemic average ridership record in May 2025 at 454,686.

June, July, August, September, and October 2025 Sunday average ridership all showed declines, 2.9%, 6.3%, 4.5%, 2.4%, and 1.9% respectively, so the decline has diminished. The Sunday Q2 result overall still managed to show an increase overall from Q2 CY2024, unlike weekday and Saturday, but all three day types were down in Q3 CY2025.

**Chart 8: Average Sunday Bus Ridership 2019-2025**



### Current Ridership

After an initial very large increase of 172,583 average weekday rides in Q3 CY2021 over Q3 CY2020 from the low point of pandemic ridership in 2020, there was a further though slowing increase of 13,675 average weekday rides between Q3 CY2021 and Q3 CY2022 due to service delivery problems in 2022, then an increase of 76,852 from Q3 CY2022 to Q3 CY2023, and a further increase of 52,385 between Q3 CY2023 and Q3 CY2024. However, Q3 2025 versus Q3 CY2024 saw a large decrease of 48,306 in average weekday ridership. While (slowed) growth continued up to Q2 CY2024, the Q3 CY2025 decline in ridership recovery is believed to be a result of immigration raids in LA County making some fearful of being in public, including riding the Metro bus system. This is an unfortunate interruption to over two years of continuous increases in ridership recovery. This impact continued in October 2025. It will be critical to understand what conditions will need to be present to restore the confidence of people to return to riding the Metro bus system.

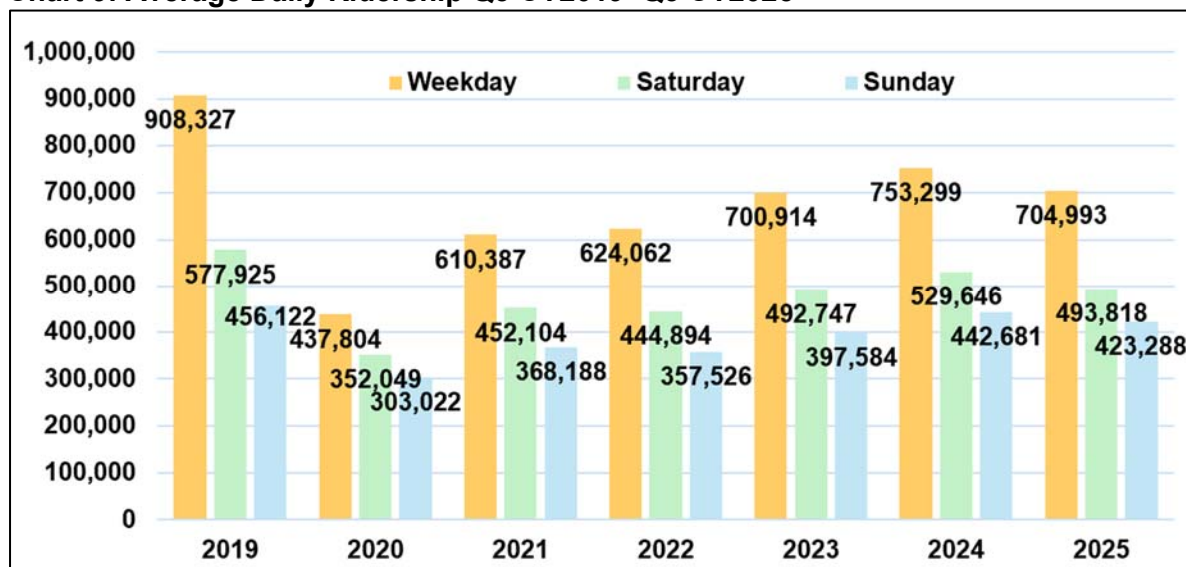
On Saturdays, Q3 CY2020 to Q3 CY2021 saw an increase of 100,000 in average Saturday rides with subsequent year over year decrease of 7,210 to Q2 CY2022, then increases of 47,853 (Q3 CY2023 over Q3 CY2024), then 36,899 (Q3 CY2024 over Q3 CY2023), but a decline of 35,828 (Q3 CY2025 over Q3 CY2024) erasing almost all the gains of the previous year. The CY2025 ridership in Q3 continues the first post-pandemic period Saturday decline. Again, this appears to have been impacts of immigration raids that began in June.

Q3 CY2020 to Q3 CY2021 saw a large increase in average Sunday rides of around 65,116, but with a subsequent decline year over year of 10,662 (Q3 CY2022 over Q3



CY2021) due to service delivery problems, then a robust of 40,058 increase (Q3 CY2023 over Q3 CY2022), and 45,097 increase (Q3 CY2024 over Q3 CY2023). The average Sunday ridership for Q3 CY2025 decreased 19,393 from Q3 CY2024. Again, this Q3 CY2025 decline appears to have been related to fear resulting from immigration raids. Q3 CY2025 average daily ridership between 2019 and 2024 is shown in Chart 9.

**Chart 9: Average Daily Ridership Q3 CY2019–Q3 CY2025**



Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appeared to continue until June 2025 when immigration raid impacts began. Based on Q3 CY2025 ridership decline, it is likely too soon to declare new normal for weekday, Saturday, or Sunday ridership as recovery was still continuing on each day types until mid-2025.

Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the ridership recovery seen in 2023 through 2025. There were much more substantial gains in 2023, but growth continued for all three day types (weekday, Saturday, and Sunday). Now the challenge will be restoring confidence in people being in public including being on the Metro bus system.

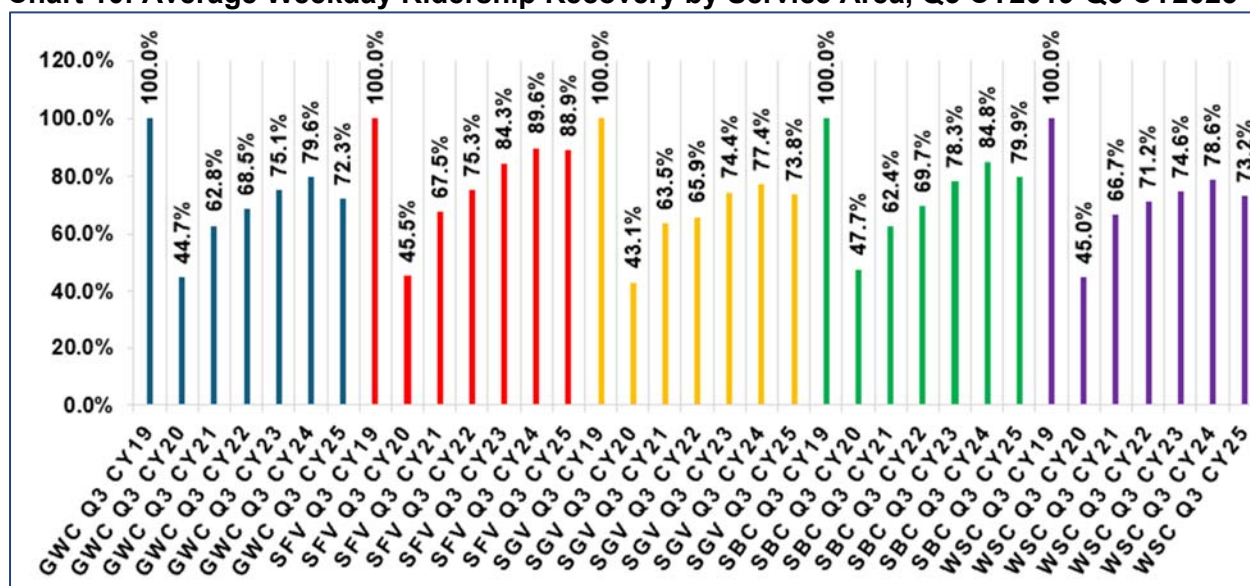
#### Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has declined in Q3 CY2025 after increases each previous year post-pandemic in each of the five Metro Council areas after the large decline in 2020. In 2025, declines were seen compared to Q3 CY2024 for weekday, Saturday, and Sunday for all five Service Council areas. Declines were particularly pronounced in the Gateway Cities, and the least in the San Fernando Valley service area, which still showed an increase for Sunday.

Comparing ridership recovery for Q3 CY2025 to Q3 CY2024, the San Fernando Valley shows the most weekday ridership recovery at 88.9% (down from 89.6%). The other four service areas all showed declines which varied between 79.9% (down from 84.8%) for the South Bay Cities, 73.2% (down from 78.6%) for Westside Central service area, 72.3% (down from 79.6%) for Gateway Cities service area (the most impacted service area), and 73.8% (down from 77.4%) for the San Gabriel Valley service area.

All five areas decreased their average weekday ridership compared to Q3 CY2024: San Fernando Valley decreased least by 0.8%, with declines of 6.9% for Westside Central, 9.1% for Gateway Cities (largest impact), 5.8% for South Bay Cities, and 4.7% in San Gabriel Valley.

**Chart 10: Average Weekday Ridership Recovery by Service Area, Q3 CY2019-Q3 CY2025**



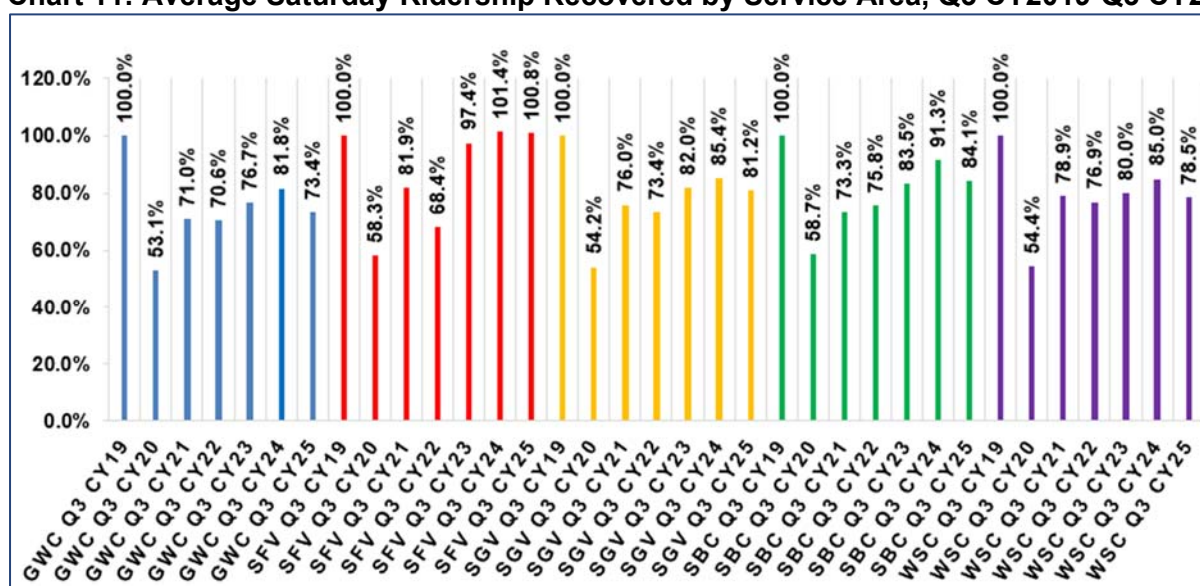
Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines invested revenue service hours to improve frequency in the midday weekdays. See Attachment E for NextGen tier change details by region.

A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through NextGen Bus Plan implementation. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the less ridership decline in the difficult Q3 CY2025 where declines were seen in all five service areas. As detailed in Appendix E, all areas had service improvements through NextGen Bus Plan, though they were unable to compensate for the declines in ridership resulting from immigration raids of starting in June 2025.

As with weekday, Saturday ridership recovery improved between Q3 CY2019 and Q3 CY2025. San Fernando Valley service area had the highest recovery rate (100.8%, down slightly from 101.4% in Q3 CY2024), and continued to exceed pre-pandemic ridership. The other four areas showed declined recovery rates over Q3 CY2024. On

the lower end was Gateway Cities at 73.4% (down from 81.8%), with Westside Central (down to 78.5% from 85.0%), San Gabriel Valley (down to 81.2% from 85.4%) and South Bay Cities (down to 84.7% from 91.3%) in Q3 CY2024. The percentage of Saturday ridership recovery by area is shown in Chart 11. Again, these Q3 declines all appear to result from ridership declines in all three months of the quarter, continuing from the decline first seen in June 2025 when the immigration enforcement activities began. Overall, when comparing average Saturday ridership between Q3 CY2025 and Q3 CY2024, San Fernando Valley saw the smallest decline (0.6%), with the other four areas showing declines ranging from San Gabriel Valley (5.0%) Westside Central (7.7%), South Bay Cities (7.9%), and again like weekday the largest decline was for Gateway Cities (10.3%) on Saturday.

**Chart 11: Average Saturday Ridership Recovered by Service Area, Q3 CY2019-Q3 CY2025**



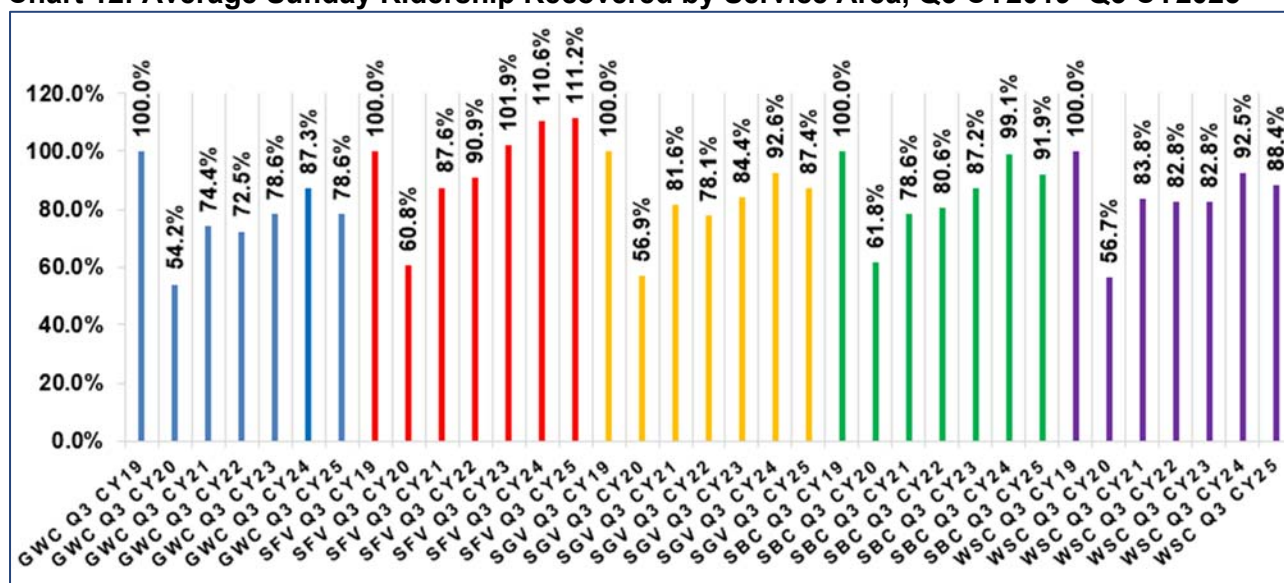
The San Fernando Valley Saturday service increases appear to have helped this service area to have the lowest decline in ridership even in the difficult Q3 CY2025:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

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



**Chart 12: Average Sunday Ridership Recovered by Service Area, Q3 CY2019–Q3 CY2025**



Sunday ridership recovery by area is displayed in Chart 12. As with weekdays and Saturdays, the San Fernando Valley was the only area to improve ridership recovery and has continued to exceed its pre-COVID 2019 ridership (111.2%, up from 110.6% recovered in Q3 CY2024). The other four service areas showed declines compared to Q3 CY 2024 as follows:

- Gateway Cities: 87.3% (down from 78.6%), was the most impacted area
- San Gabriel Valley 87.4% (down from 92.6%)
- South Bay Cities 99.1% (down from 91.9%)
- Westside Central 92.5% (down from 88.4%)

Average Sunday ridership increased only in San Fernando Valley (0.5%). Declines occurred in the other four service areas: San Gabriel Valley (5.6%), Gateway Cities (10.0%), Westside Central (4.5%), and South Bay Cities (7.3%) compared to Q3 CY2024.

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or Saturday ones, but were still significant and likely helped support the slight ridership growth continuing in Q3 CY2025 in this service area: Changes in frequency, days of operation, and routing have likely combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve further ridership recovery in this area.

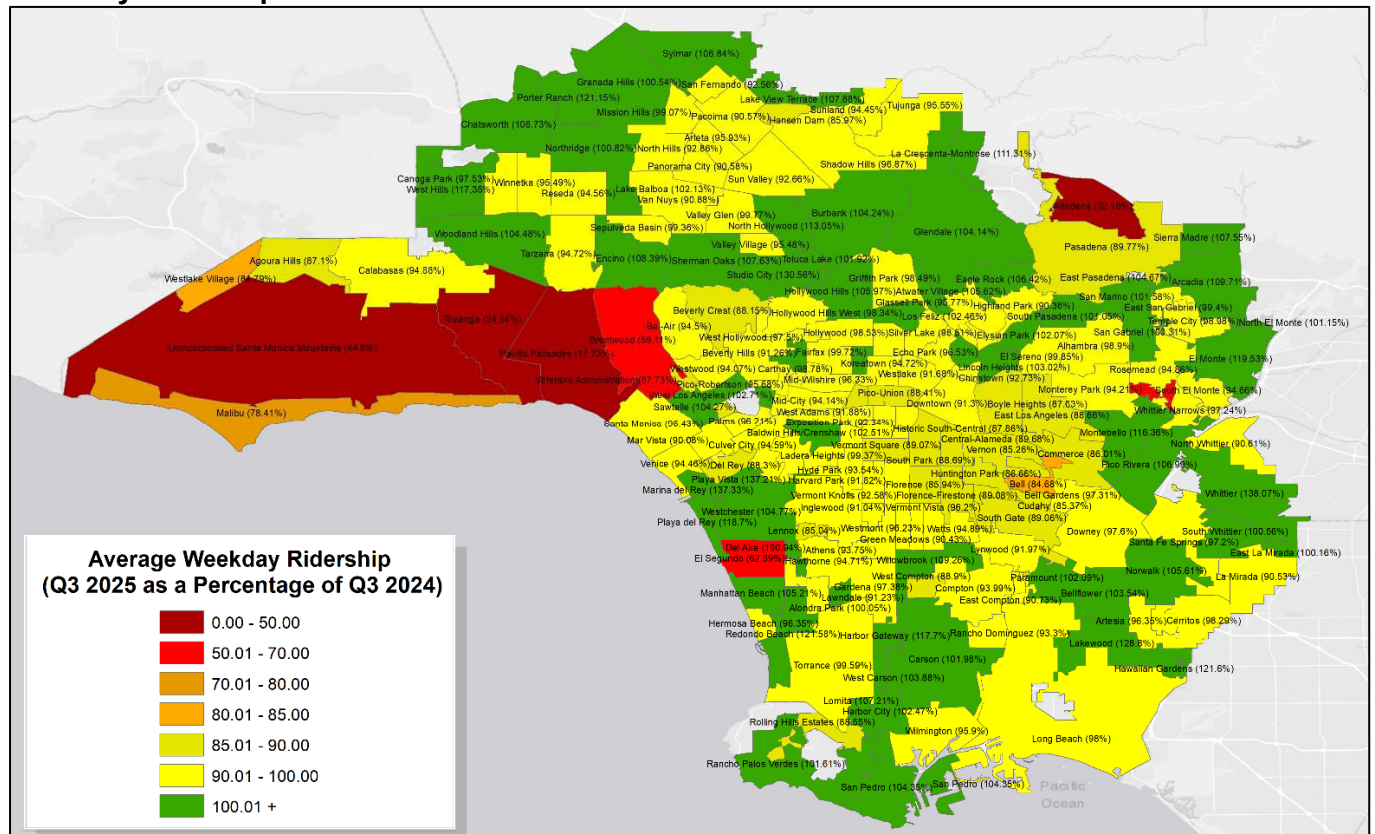
Though the other four service areas also received NextGen service improvements, they all showed ridership declines that likely were the result of the immigration enforcement actions that began in June 2025.

**Table 3: Change in Average Daily Ridership by Service Area and Day Type Compared to Q3 CY2024**

Service Area	Q3 CY 2025 Weekday	Q3 CY 2025 Saturday	Q3 CY 2025 Sunday
Gateway Cities	-9.1%	-10.3%	-10.0%
San Fernando Valley	-0.8%	-0.6%	0.5%
San Gabriel Valley	-4.7%	-5.0%	-5.6%
South Bay Cities	-5.8%	-7.9%	-7.3%
Westside Central	-6.9%	-7.7%	-4.5%

In reviewing overall Q3 CY2025 versus Q3 CY2024 recovery rates, there was only ridership growth in San Fernando Valley, with declines in all four other service areas for all day types, with especially pronounced declines in Gateway Cities service area, which is also where some of the most higher profile immigration raids were occurring. It will be critical to see an end to such immigration actions that are keeping people away from public spaces, including the Metro bus system.

**Map 1: Q3 CY2025 Average Weekday Ridership as a Percentage of Q3 CY2024 Average Weekday Ridership**



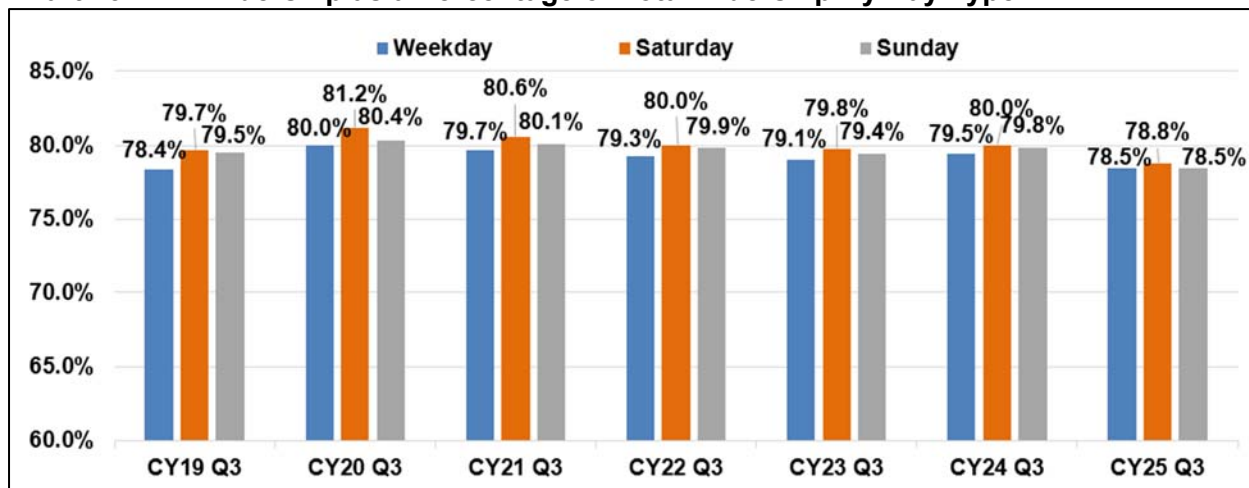
Map 1 shows a comparison of average weekday ridership for Q3 CY2025 as a percentage of Q3 CY2024 ridership, illustrating the level of ridership decline by LA City neighborhood and LA County cities. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires. Other declines are more moderate but are notably

larger declines concentrated in parts of the southeast LA (Gateway Cities) region where immigration enforcement were most common.

#### Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q3 CY2019 (pre-NextGen and pandemic) through Q3 CY2025.

**Chart 13: EFC Ridership as a Percentage of Total Ridership By Day Type**



The proportion of boardings occurring in EFCs increased in Q3 CY2021 by 1.6% weekdays, 1.5% Saturdays, and 0.9% Sundays as was expected in the early, most impactful year of the COVID-19 pandemic as those with limited other options were still traveling on transit for jobs and services as needed. This increased share of boardings dropped in more recent years, with weekdays still 0.1% higher, but Saturday 0.9% lower and Sunday 1.0% in Q3 CY2025 compared to the pre-pandemic share of boardings in Q3 CY2019. This suggests that: NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas, and; that weekdays may be experiencing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by Federal government and other office workers to places such as downtown LA, but have declined most recently, likely due to impacts to ridership from immigration raids first seen in June 2025, which could be expected to impact EFC areas more than non-EFC areas.

This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan. However, immigration raids may have disproportionately negative impacts in EFCs where some who may be more reliant on transit may have immigration status concerns that are keeping them off the system.

Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by some office workers. This includes changes being implemented for federal government workers in March 2025, requiring full-time office attendance (any impacts would be seen in Q3 CY2025), and California state government employees who will need to attend their office four days per week starting in July 2026 (any impacts would be seen in Q3 CY2026). However, the impact of immigration enforcement in reducing ridership since June 2025 remains at the time of the compilation of this report the key issue to be overcome to allow ridership growth to be restored.

### **Average Ridership by Time of Day**

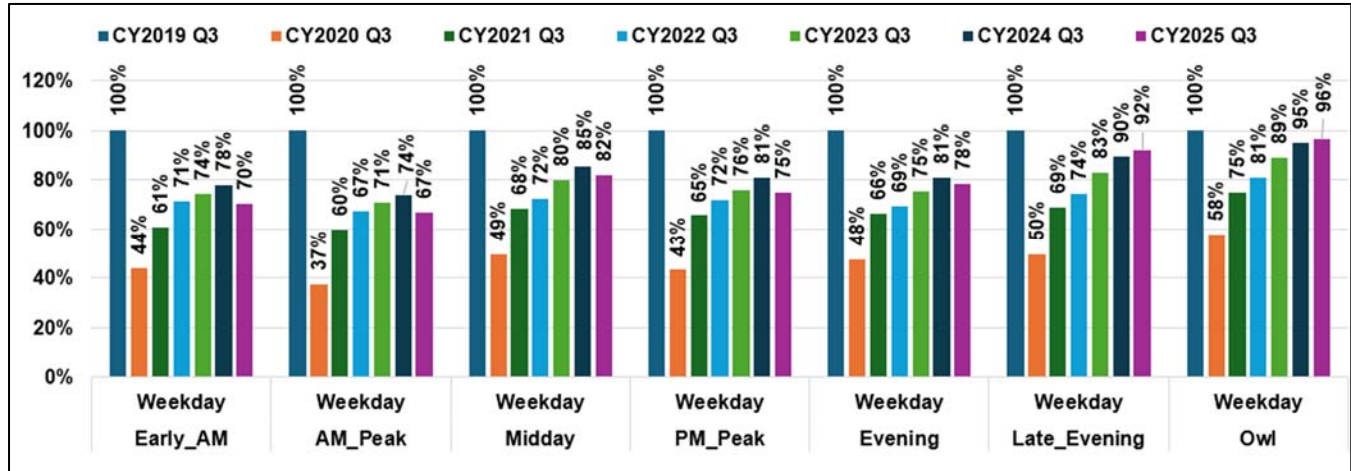
Weekday ridership by time period for Q3 CY2020 through CY2025 compared to Q3 CY2019 (pre-COVID) ridership showed the early AM, AM peak and PM peak periods ridership as having the largest percentage of declines in 2020 Q3 (to 44%, 37% and 43% of pre-COVID ridership respectively) and consistently the lowest recovery rates through Q3 CY2025 (70%, 67%, and 75% respectively). These time periods are those most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers and also appear to have seen the biggest impacts from immigration enforcement actions that began in Jun 2025. Other factors may be federal and other workers returning to the office more frequently in 2025, though the size of the federal workforce has declined. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses, however, immigration enforcement may be affecting school attendance as well; LAUSD cited a drop of approximately 4% in enrollment at the start of the current school year, which coincided with the start of the immigration actions, and some schools have offered virtual options for those students who are hesitant to attend in person.

PM peak was slightly more resilient than AM peak in Q3 CY2025. Midday and evening ridership declined to 49% and 48% of pre-COVID ridership in Q3 CY2020 and had recovered slightly better than PM peak at 82% and 78% by Q3 CY2025. The late evening and Owl periods had slightly less decline in Q3 CY2020, at 50% and 58% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q3 CY2025 at 92%, and 96% (up from 90% and 95% respectively). The base (midday) period's recovery can likely be attributed to the NextGen Bus Plan investment in midday bus service frequencies, recognizing the high volumes of travel overall for work and other purposes occurring in that time period. The late evening and Owl periods have typically been a more transit dependent ridership compared to other times of day and these were the only two periods to continue to improve ridership recovery over Q3 CY2024 levels. All other time periods weekdays saw recovery rates decline, with most significant drops in early AM, AM peak, and PM peak. Again, these declines are likely due to immigration enforcement actions that have resulted in ridership declines beginning in June 2025.

Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q3 CY2020 and Q3 CY2025; Chart 14 compares the weekday ridership recovery by time period for Q3 from calendar years 2020 and CY2025. Q3 CY2020 was

the most impacted quarter for COVID as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

**Chart 14: Q3 Weekday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019**



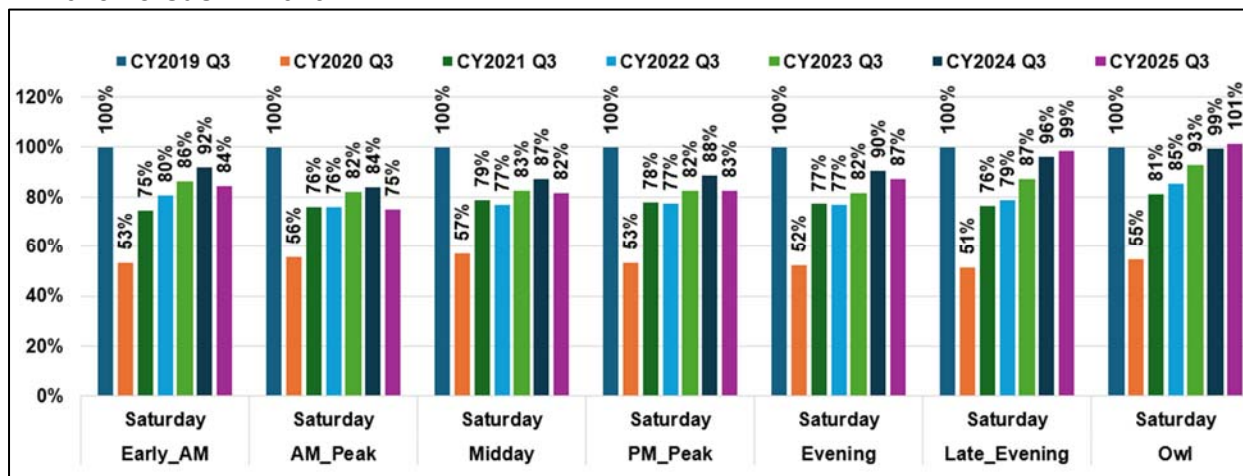
**Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q3 CY2020) Ridership Decrease**

Time Period	CY2020 Q3	CY2025 Q3
Early AM (4 a.m.-6 a.m.)	44%	70%
AM Peak (6 a.m.-9 a.m.)	37%	67%
Midday (9 a.m.-3 p.m.)	49%	82%
PM Peak (3 p.m.-6 p.m.)	43%	75%
Evening (6 p.m.-9 p.m.)	48%	78%
Late Evening (9 p.m.-12 a.m.)	50%	92%
Owl (12 a.m.-4 a.m.)	58%	96%

Q3 CY2020 Saturday ridership declines were fairly even over all time periods with time period recovery rates compared to Q3 CY2019 pre-pandemic of 51-57%. The most recovered daytime time periods Saturday as of Q3 CY2025 are the early AM, midday, and PM peak at 84%, 82%, and 83% respectively, though all had declined from Q3 CY2024, with AM peak much lower at 75% recovery. Stronger recovery rates were seen for Saturday evening, late evening, and Owl periods which showed recovery rates of 87%, 99%, and 101% respectively, suggesting that more riders reliant on transit continue to use services during these time periods. The highest recovery over Q3 CY2024 were in the late evening and Owl periods which both increased, while evening declined slightly. Only the Owl period remained fully recovered. The Saturday early AM and AM Peak periods showed the largest daytime declines in recovery from Q3 CY2024 of 8% and 9% respectively. These declines are likely due to the impact of immigration raids just as was seen on weekdays.

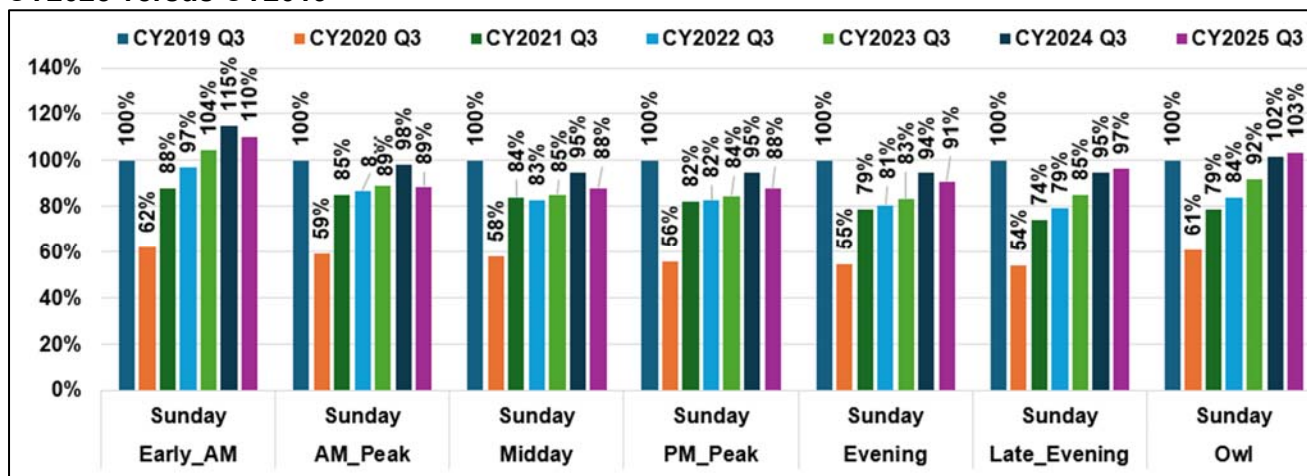


**Chart 15: Q3 Saturday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019**



Sunday ridership was the most resilient of all day types in Q3 CY2020, with recovery rates varying between 54% and 62% across all time periods compared to Q3 CY2019 pre-pandemic, with early AM and Owl periods the least reduced and evening plus late evening showing the most decline. The early AM and Owl time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

**Chart 16: Q3 Sunday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019**



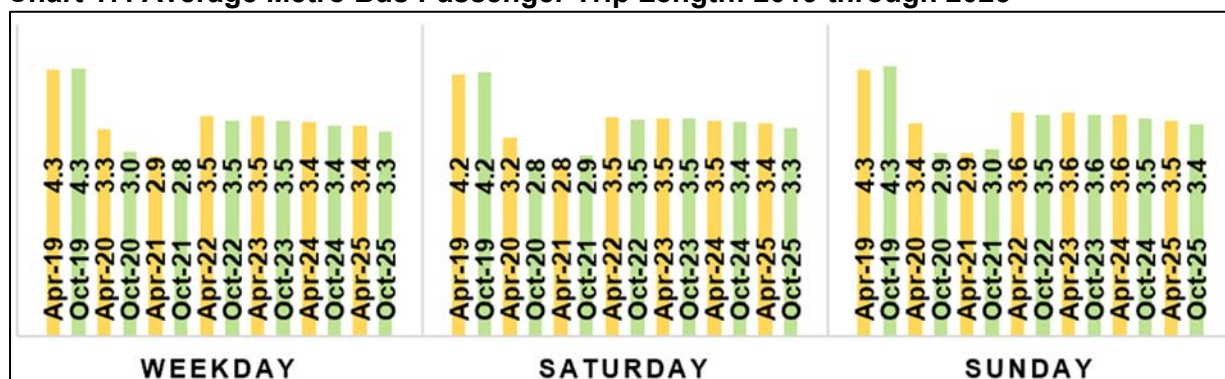
By Q3 CY2025, the largest ridership recovery on Sunday was during the early AM at 110% (down from 115% in 2024). Other time periods that showed high recovery rates were late evening (97%, up from 95%) and Owl (103%, up from 102%). Recovery rates for AM peak, midday, PM peak and evening were similar at 89%, 88%, 88%, and 91% respectively, with these all showing declines of 9% for AM peak, 7% for midday and PM peak, and 3% for evening compared to Q3 CY2024. Late evening and Owl periods were the only ones to show increased recovery rates over 2024. Only Owl and early AM periods were fully recovered in Q3 CY2025 compared to Q3 CY2019. These overall

results suggest the highest transit dependence on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays, even with the impact of immigration raids.

### **Average Passenger Trip Length**

Trip length dropped from 4.2-4.3 miles to 2.8-3.0 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around 3.3-3.4 miles in Q3 CY2025. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home.

**Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2025**



As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths increased, though not back to 2019 levels. The NextGen Bus Plan was designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2025. All three day-types showed a 3.3-3.4-mile average passenger trip length, even with the impact of immigration raids.

### **Ridership by Line and Line Group**

Ridership was assessed based on individual lines, and by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines, for a fair comparison of the changes in ridership. Ridership recovery rates for 81 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q3 CY2025 compared to Q3 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Referring to Q3 CY2019 as a pre-COVID baseline, the overall system ridership recovery rate in Q3 CY2025 compared to Q3 CY2024 was 77.6% for weekday (down from 82.9%), 85.4% for Saturday (down from 91.6%), and 92.8% for Sunday (up from 97.13%).

There were 14 weekday lines/line groups (down from 20 in Q3 CY2024), 15 Saturday

lines/line groups (a big decline from 29 in Q3 CY2024), and 30 Sunday lines/line groups (down from 43 in Q3 CY2024). This is most likely the result of the ridership decline in June 2024 resulting from immigration raids.

**Table 5: Ridership Recovery Distribution, Q3 CY2025 versus Q3 CY2019**

<b>Average % Ridership Recovery Q3 CY2025 versus Q3 CY2019</b>	<b>Number of Weekday Lines/Line Groups</b>	<b>Number of Saturday Lines/Line Groups</b>	<b>Number of Sunday Lines/Line Groups</b>
>= 140.0%	0	3	2
130.0 – 139.9%	0	1	3
120.0 – 129.9%	0	2	5
110.0 – 119.9%	5	3	5
100.0 – 109.9%	9	6	15
90.0 - 99.9%	13	17	11
80.0 - 89.9%	20	21	16
70.0 - 79.9%	12	9	10
60.0 - 69.9%	12	7	4
50.0 - 59.9%	5	4	1
40.0 - 49.0%	3	0	1
30.0 - 39.9%	1	2	0
20.0 – 29.9%	1	0	1
<b>Total Lines/Line Groups</b>	<b>81</b>	<b>75</b>	<b>74</b>

The higher number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups which make up almost half of all bus lines with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery, even with declines in weekday, Saturday, and Sunday recovery in Q3 CY2025 versus Q3 CY2024:

**Table 6: Line Recovery by Tier and Day Type**

<b>Number of Lines with Above Average Recovery in Q3 CY2025</b>	<b>Of 81 Total Weekday</b>	<b>Of 75 Total Saturday</b>	<b>Of 74 Total Sunday</b>
<b>Tier 1</b>	18 (22.2%)	14 (18.6%)	14 (18.9%)
<b>Tier 2</b>	16 (19.7%)	13 (17.3%)	12 (16.2%)
<b>Tier 3</b>	8 (9.8%)	7 (9.3%)	7 (9.4%)
<b>Tier 4</b>	11 (13.5%)	6 (8.0%)	5 (6.7%)
<b>Total</b>	<b>53 (65.4%)</b>	<b>40 (53%)</b>	<b>38 (51%)</b>

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



as service levels remain relatively stable now that the NextGen Bus Plan has been implemented. However, ridership decline since June 2025 has worked against further recovery of line level ridership and productivity which is discussed below.

### **Service Reliability**

Q3 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q3 CY2019. This was achieved by hiring a significant number of new bus operators in 2022 through 2025 to address the bus operator shortage. As of Q3 CY2025, bus operator numbers were at or above the full requirement of 20% extra board after reaching full operator staffing as of January 2025.

The slight decline in bus operator staffing in CY2024 was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turnout rate for candidates to start training. The training attendance rate has since increased, as have new operator class sizes in an effort to maintain full staffing, which was achieved in January 2025. Moving forward, service cancellations should not be a major factor hampering further ridership recovery if the required number of operators continues to be maintained. Cancellation rates have been below 1.0% consistently for weekday and Saturday in 2025, with Sunday also improved to consistently below 2.0% cancellations.

### **Service Frequency**

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

- The high number of Tier 1 and Tier 2 lines/line groups with above average (>77.6%) recovery weekdays (18 Tier 1, 16 Tier 2 lines/line groups) is nearly double the number of less frequent lines/line groups (8 Tier 3 lines; 11 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery. However, the Tier 4 lines had improved significantly.
- The above-average pattern existed for Saturday lines that were over the system average of 85.4% recovered with a mix of 14 Tier 1, 13 Tier 2, 7 Tier 3, and 6 Tier 4 lines/line groups, so more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 92.4% recovered were a mix of 14 Tier 1, 12 Tier 2, 7 Tier 3, and 5 Tier 4 lines/line groups, so like Saturday more than twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

### **NextGen Tier 1 Highest Frequency Lines**

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

The Q3 CY2025 weekday ridership recovery for NextGen Tier 1 service included a high of 105.5% for Line 66 serving E Olympic/W 8<sup>th</sup> St. This line had a Saturday recovery rate of 91.8%, and Sunday at 113.1% ridership. Only one other Tier 1 line/line group (down from three last quarter) exceeded 100.0% recovery weekdays:

- Vermont Local (Line 204): 102.2% weekday, 110.0% Saturday, 99.6% Sunday

Another four Tier 1 lines/line groups were below 100.0% recovery weekdays but met or exceeded 90.0% recovery. In the previous quarter there were 13 total lines/line groups that met or exceeded 90.0% recovery rate compared to just 6 this quarter, showing the significant ridership decline seen this quarter.

- Sepulveda/Van Nuys group (based on Lines 233, 234, 761): 93.8% weekday, 104.7% Saturday, 115.1% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 93.0% weekdays, 97.0% Saturday, 113.2% Sunday
- Slauson Av (Line 108): 90.7% weekday, 92.2% Saturday, 106.8% Sunday
- Soto St (Line 251): 90.6% weekday, 86.9% Saturday, 95.5% Sunday

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

- Line 66 serves Commerce Center and is one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys Bl in addition to frequent Local Line 233
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 108 extends further into Commerce and Pico Rivera with a new connection to Line 266

An additional 13 NextGen Tier 1 lines or line groups were below 90.0% recovery but at or above the system average 77.6% recovery rate for weekdays:

- Santa Monica Bl (Line 4): 89.0% weekday, 95.5% Saturday, 99.4% Sunday
- 3rd St (Line 16, includes Line 617 Beverly Hills Shuttle): 88.8% weekday, 90.6% Saturday, 100.9% Sunday
- Central Av (Line 53): 88.6% weekday, 91.0% Saturday, 105.6% Sunday, with Line 53 now serving the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Florence Av (Line 111): 87.7% weekday, 80.8% Saturday, 84.0% Sunday

- Vernon/La Cienega (Line 105): 86.7% weekdays, 88.4% Saturday, 97.0% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 86.4% weekdays, 89.0% Saturday, 89.1% Sunday
- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 84.2% weekdays, 95.6% Saturday, 102.0% Sunday with these two lines sharing much of the alignment between Hollywood/Vine and Glendale. This line group improved to above average.
- Western Av (Line 207): 83.6% weekdays, 92.1% Saturday, 96.9% Sunday.
- Venice Bl (Line 33): 83.4% weekday, 83.5% Saturday, 84.6% Sunday, with new bus lanes on Venice Bl.
- La Brea Av (Line 212) at 80.2% weekdays, 83.3% Saturday, 95.9% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plan so it no longer serves Hollywood Bl between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines. This line improved to above average performance.
- J Line El Monte – Harbor Gateway/San Pedro (Line 910/950): 79.4% weekday, 99.0% Saturday, 102.2% Sunday
- Hawthorne Bl/MLK Bl (Line 40) at 79.4% weekdays, 84.5% Saturday, 83.8% Sunday. This line focuses on downtown LA; some Crenshaw Bl ridership may have moved to the K Line. This line improved to above average performance.
- Line 210 on Crenshaw at 78.6% weekday, 87.9% Saturday, 100.5% Sunday, likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays. This line improved to above average performance.

An additional 10 NextGen Tier 1 lines/line groups were below the system average 77.6% recovery rate for weekday (was 14 below average last quarter):

- Garvey/Cesar Chavez (Line 70 group) at 77.5% weekdays, 83.9% Saturday, 92.4% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- Line 2 on Sunset merged with Line 200 on Alvarado: 76.7% weekdays, 79.1% Saturday, 88.4% Sunday. Line 4 appears to have gained more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery, though more so on this line that was refocused on the USC area.
- Z Line, E Line, K Line, J Line, D Line, F Line, G Line, H Line, I Line, L Line, M Line, N Line, O Line, P Line, Q Line, R Line, S Line, T Line, U Line, V Line, W Line, X Line, Y Line, Z Line, AA Line, AB Line, AC Line, AD Line, AE Line, AF Line, AG Line, AH Line, AI Line, AJ Line, AK Line, AL Line, AM Line, AN Line, AO Line, AP Line, AQ Line, AR Line, AS Line, AT Line, AU Line, AV Line, AW Line, AX Line, AY Line, AZ Line, BA Line, BB Line, BC Line, BD Line, BE Line, BF Line, BG Line, BH Line, BI Line, BJ Line, BK Line, BL Line, BM Line, BN Line, BO Line, BP Line, BQ Line, BR Line, BS Line, BT Line, BU Line, BV Line, BW Line, BX Line, BY Line, BZ Line, CA Line, CB Line, CC Line, CD Line, CE Line, CF Line, CG Line, CH Line, CI Line, CJ Line, CK Line, CL Line, CM Line, CN Line, CO Line, CP Line, CQ Line, CR Line, CS Line, CT Line, CU Line, CV Line, CW Line, CX Line, CY Line, CZ Line, DA Line, DB Line, DC Line, DD Line, DE Line, DF Line, DG Line, DH Line, DI Line, DJ Line, DK Line, DL Line, DM Line, DN Line, DO Line, DP Line, DQ Line, DR Line, DS Line, DT Line, DU Line, DV Line, DW Line, DX Line, DY Line, DZ Line, EA Line, EB Line, EC Line, ED Line, EE Line, EF Line, EG Line, EH Line, EI Line, EJ Line, EK Line, EL Line, EM Line, EN Line, EO Line, EP Line, EQ Line, ER Line, ES Line, ET Line, EU Line, EV Line, EW Line, EX Line, EY Line, EZ Line, FA Line, FB Line, FC Line, FD Line, FE Line, FF Line, FG Line, FH Line, FI Line, FJ Line, FK Line, FL Line, FM Line, FN Line, FO Line, FP Line, FQ Line, FR Line, FS Line, FT Line, FU Line, FV Line, FW Line, FX Line, FY Line, FZ Line, GA Line, GB Line, GC Line, GD Line, GE Line, GF Line, GG Line, GH Line, GI Line, GJ Line, GK Line, GL Line, GM Line, GN Line, GO Line, GP Line, GQ Line, GR Line, GS Line, GT Line, GU Line, GV Line, GW Line, GX Line, GY Line, GZ Line, HA Line, HB Line, HC Line, HD Line, HE Line, HF Line, HG Line, HH Line, HI Line, HJ Line, HK Line, HL Line, HM Line, HN Line, HO Line, HP Line, HQ Line, HR Line, HS Line, HT Line, HU Line, HV Line, HW Line, HX Line, HY Line, HZ Line, IA Line, IB Line, IC Line, ID Line, IE Line, IF Line, IG Line, IH Line, II Line, IJ Line, IK Line, IL Line, IM Line, IN Line, IO Line, IP Line, IQ Line, IR Line, IS Line, IT Line, IU Line, IV Line, IW Line, IX Line, IY Line, IZ Line, JA Line, JB Line, JC Line, JD Line, JE Line, JF Line, JG Line, JH Line, JI Line, JJ Line, JK Line, JL Line, JM Line, JN Line, JO Line, JP Line, JQ Line, JR Line, JS Line, JT Line, JU Line, JV Line, JW Line, JX Line, JY Line, JZ Line, KA Line, KB Line, KC Line, KD Line, KE Line, KF Line, KG Line, KH Line, KI Line, KJ Line, KK Line, KL Line, KM Line, KN Line, KO Line, KP Line, KQ Line, KR Line, KS Line, KT Line, KU Line, KV Line, KW Line, KX Line, KY Line, KZ Line, LA Line, LB Line, LC Line, LD Line, LE Line, LF Line, LG Line, LH Line, LI Line, LJ Line, LK Line, LL Line, LM Line, LN Line, LO Line, LP Line, LQ Line, LR Line, LS Line, LT Line, LU Line, LV Line, LW Line, LX Line, LY Line, LZ Line, MA Line, MB Line, MC Line, MD Line, ME Line, MF Line, MG Line, MH Line, MI Line, MJ Line, MK Line, ML Line, MM Line, MN Line, MO Line, MP Line, MQ Line, MR Line, MS Line, MT Line, MU Line, MV Line, MW Line, MX Line, MY Line, MZ Line, NA Line, NB Line, NC Line, ND Line, NE Line, NF Line, NG Line, NH Line, NI Line, NJ Line, NK Line, NL Line, NM Line, NN Line, NO Line, NP Line, NQ Line, NR Line, NS Line, NT Line, NU Line, NV Line, NW Line, NX Line, NY Line, NZ Line, OA Line, OB Line, OC Line, OD Line, OE Line, OF Line, OG Line, OH Line, OI Line, OJ Line, OK Line, OL Line, OM Line, ON Line, OO Line, OP Line, OQ Line, OR Line, OS Line, OT Line, OU Line, OV Line, OW Line, OX Line, OY Line, OZ Line, PA Line, PB Line, PC Line, PD Line, PE Line, PF Line, PG Line, PH Line, PI Line, PJ Line, PK Line, PL Line, PM Line, PN Line, PO Line, PP Line, PQ Line, PR Line, PS Line, PT Line, PU Line, PV Line, PW Line, PX Line, PY Line, PZ Line, QA Line, QB Line, QC Line, QD Line, QE Line, QF Line, QG Line, QH Line, QI Line, QJ Line, QK Line, QL Line, QM Line, QN Line, QO Line, QP Line, QQ Line, QR Line, QS Line, QT Line, QU Line, QV Line, QW Line, QX Line, QY Line, QZ Line, RA Line, RB Line, RC Line, RD Line, RE Line, RF Line, RG Line, RH Line, RI Line, RJ Line, RK Line, RL Line, RM Line, RN Line, RO Line, RP Line, RQ Line, RR Line, RS Line, RT Line, RU Line, RV Line, RW Line, RX Line, RY Line, RZ Line, SA Line, SB Line, SC Line, SD Line, SE Line, SF Line, SG Line, SH Line, SI Line, SJ Line, SK Line, SL Line, SM Line, SN Line, SO Line, SP Line, SQ Line, SR Line, SS Line, ST Line, SU Line, SV Line, SW Line, SX Line, SY Line, SZ Line, TA Line, TB Line, TC Line, TD Line, TE Line, TF Line, TG Line, TH Line, TI Line, TJ Line, TK Line, TL Line, TM Line, TN Line, TO Line, TP Line, TQ Line, TR Line, TS Line, TT Line, TU Line, TV Line, TW Line, TX Line, TY Line, TZ Line, UA Line, UB Line, UC Line, UD Line, UE Line, UF Line, UG Line, UH Line, UI Line, UJ Line, UK Line, UL Line, UM Line, UN Line, UO Line, UP Line, UQ Line, UR Line, US Line, UT Line, UY Line, UZ Line, VA Line, VB Line, VC Line, VD Line, VE Line, VF Line, VG Line, VH Line, VI Line, VJ Line, VK Line, VL Line, VM Line, VN Line, VO Line, VP Line, VQ Line, VR Line, VS Line, VT Line, VU Line, VV Line, VW Line, VX Line, VY Line, VZ Line, WA Line, WB Line, WC Line, WD Line, WE Line, WF Line, WG Line, WH Line, WI Line, WJ Line, WK Line, WL Line, WM Line, WN Line, WO Line, WP Line, WQ Line, WR Line, WS Line, WT Line, WU Line, WV Line, WW Line, WX Line, WY Line, WZ Line, XA Line, XB Line, XC Line, XD Line, XE Line, XF Line, XG Line, XH Line, XI Line, XJ Line, XK Line, XL Line, XM Line, XN Line, XO Line, XP Line, XQ Line, XR Line, XS Line, XT Line, XU Line, XV Line, XW Line, XX Line, XY Line, XZ Line, YA Line, YB Line, YC Line, YD Line, YE Line, YF Line, YG Line, YH Line, YI Line, YJ Line, YK Line, YL Line, YM Line, YN Line, YO Line, YP Line, YQ Line, YR Line, YS Line, YT Line, YU Line, YV Line, YW Line, YX Line, YY Line, YZ Line, ZA Line, ZB Line, ZC Line, ZD Line, ZE Line, ZF Line, ZG Line, ZH Line, ZI Line, ZJ Line, ZK Line, ZL Line, ZM Line, ZN Line, ZO Line, ZP Line, ZQ Line, ZR Line, ZS Line, ZT Line, ZU Line, ZV Line, ZW Line, ZX Line, ZY Line, ZZ Line

construction. Immigration enforcement activities may have also impacted Line 18 in the East LA/Montebello-Commerce area.

- Line 28 on W Olympic Bl between downtown LA and Century City at 69.5% weekdays, 76.8% Saturday, 79.6% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the segment between downtown LA and Eagle Rock as part of NextGen.
- Line 51 on W 7th St and Avalon with 67.7% weekday, 66.7% Saturday, 72.8% Sunday. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 60 on Long Beach Bl between downtown LA and Compton at 64.4% recovered weekdays, 64.6% Saturday, and 71.9% Sunday, with this line being heavily focused on downtown LA. Immigration enforcement activities may have also impacted Line 60 more in the Huntington Park-South Gate area.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery at 64.3% weekday, 65.6% Saturday, 79.6% Sunday, though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, and/or the loss of Rapid Line 745 service on this corridor.
- Line 30 on Pico Bl between Pico/Rimpau Transit Center and downtown LA is 61.8% weekdays, 55.9% Saturday and 59.7% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and the Beverly Hills area. This line also had weekday and weekend frequency reduced in line with NextGen Bus Plan in mid-2024.

Only two other notable Tier 1 lines had less than average recovery this quarter:

- Vermont Rapid Line 754 was 59.6% recovered weekdays, 57.2% Saturday, 69.7% Sunday. This line experienced very high cancellations in 2022 and to some extent, saw higher cancellations in 2023 and 2024 than many other lines, so it may take time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (102.2%) and weekends (Saturday 110.0%; Sunday 99.6%). The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends). This is the same corridor for which BRT service is being developed.
- G Line BRT service at 55.6% weekdays, 65.1% Saturday, 67.6% Sunday. G Line

service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such pre-COVID riders, even on weekends, which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets. However, this line is now on long term detour at Van Nuys for a grade separation project, with 4-6 minutes of added travel time so it may be difficult to improve ridership recovery on this line.

A key component of the Tier 1 lines was the creation of single high-frequency lines in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 93.8% on the Sepulveda/Van Nuys group to a low of 64.3% on the Broadway corridor (Line 45). Besides the Broadway corridor, Hollywood/Fairfax/Colorado (Line 180/217), Garvey/Cesar Chavez (Line 70), Hawthorne/MLK (Line 40), Long Beach BI (Line 60), Crenshaw BI (Line 210), and W Olympic BI (Line 28) were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays. These results are likely attributable mostly to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

Again, it should be stressed that the declines compared to previous quarters seen in Q3 CY2025 are believed to be largely attributable to the immigration enforcement actions keeping some riders away from the Metro bus system, though these negative impacts have declined since they peaked in July 2025.

### **NextGen Tier 2 Lines**

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

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to the improved all-day 15-minute frequencies of weekday under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 107.8% weekday, 125.6% Saturday, 128.9% Sunday
- Victory BI Line 164: 103.5% weekday, 92.5% Saturday, 100.7% Sunday
- Vanowen St Line 165: 100.9% weekday, 108.5% Saturday, 122.7% Sunday
- Nordhoff St Line 166: 100.4% weekday, 116.0% Saturday, 135.7% Sunday
- Roscoe BI Line 152: 92.8% weekday, 105.6% Saturday, 121.9% Sunday

Roscoe BI weekday recovery was notably lower (below 100.0% this quarter weekdays), primarily due to route segments moved to other lines including Sherman Way Line 162.

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

- Line 605 (LAC USC Medical Center Shuttle): 102.2% weekdays, 135.2% Saturday, 134.8% Sunday, linking Boyle Heights high EFC area to key medical centers, benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av): 95.1% weekdays, 92.7% Saturday, 104.6% Sunday between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant increase in frequency but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership.
- Lines 110 (Gage Av) 93.7% recovery weekdays, 88.9% Saturday, 106.5% Sunday, and 117 (Century BI) 97.6% recovery weekdays, 90.5% Saturday, 98.5% Sunday (all below 100.0% this quarter). Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 93 (Hoover St – formerly Line 603 renumbered to better match the line numbering system in June 2025 service change) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line reached 84.9% weekdays, above average this quarter, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday recovery was 84.0% (below 100.0% recovery this quarter) with improvement from 18-minute to 12-minute frequency; Sunday 80.2% recovery with 15-minute service in place of the previous 18-minute service.
- Line 224 (Lankershim BI) in Q3 CY2025 was above the system average weekday ridership recovery rate at 84.3%. Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 107.6% Saturday, 121.0% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 115 (Manchester-Firestone) recovery rate was 81.8% weekdays, 86.3% Saturday, 91.3% Sunday. Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change).

- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 80.6% weekdays, 104.7% Saturday, and 119.6% Sunday. It now offers 15-minute service (about twice as often as previously) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.
- Line 206 (Normandie Av) did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had a 79.8% weekday recovery rate, 82.2% Saturday and 86.9% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery, though this line had above average recovery in this quarter.
- Line 260/261 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260/261 maintained a recovery rate above average at 78.5%, 84.8% Saturday, 89.2% Sunday (below 100.0% this quarter) in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate. In December 2024, a branch of this line was established to serve Willowbrook/Rosa Parks Station, improving regional connectivity.

Tier 2 lines that had below average (<77.6%) weekday ridership recovery rates are discussed in more detail below.

- Line 81 (Figueroa St): Weekdays 71.3% recovery, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 76.9% and Sunday at 84.6%.
- Line 76 on Valley Bl: 70.5% weekday, 70.5% Saturday, and 75.9% Sunday. The alignment for this line was simplified in El Monte in the NextGen Bus Plan and in 2024 was realigned to serve Little Tokyo Station in downtown LA to improve regional connectivity.
- Line 14/37 on Beverly Bl/W Adams: 66.8% weekday, 79.5% Saturday, 87.6% Sunday, with a focus on downtown LA and serving some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 62.3% weekday, 64.8% Saturday, 74.4%

Sunday, with a focus on downtown LA.

- Line 10/48 Melrose Av/Main-San Pedro St: 60.2% weekdays, 59.3% Saturday, 71.3% Sunday, with a focus on downtown LA.

The common aspect of the five lines above is that they all focus on downtown LA as their key destination; the recovery of downtown LA will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally declined in Q3 CY2025 compared to Q3 CY2024 and Q2 CY2025, this is likely due to the impacts of the immigration enforcement activities keeping some riders off the system. This decline in ridership has lessened since July 2025.

### **NextGen Tier 3 and 4 Lines**

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. However, among these were some lines that still met or exceeded 100.0% ridership recovery weekdays, even with the impact of immigration enforcement activities during Q3 CY2025:

- Line 235/236 (Balboa BI in the San Fernando Valley): 119.3% recovery weekdays, 111.7% Saturday, 114.7% Sunday. These lines appear to have responded well to the 30-minute combined service now offered compared to previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery and had the highest weekday recovery rate across the entire network.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 112.5%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 167.4% recovery Saturday, and 213.8% Sunday, the highest weekend recovery of any line. These weekend ridership results are due to the line's expanded weekend mornings span of service.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (111.1% recovery weekdays, 100.6% Saturday, 121.3% Sunday). This line is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Line 266 on Rosemead BI between Lakewood and Pasadena (110.1% weekdays, 120.0% Saturday, 133.7% Sunday) is likely due to an improved 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 110.1% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the



strong ridership recovery, this line has low overall ridership and productivity. It however did exceed 100.0% recovery rate in Q3, a significant improvement over 91.6% in Q2 CY2025.

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 108.4% weekdays and 145.7% Saturdays (Sunday service was newly added). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 92 between downtown LA and Sylmar via Glenoaks BI (104.9% weekday, 96.1% Saturday (below 100.0% this quarter), 108.8% Sunday is likely benefiting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- The following Tier 3 and 4 lines were at or above average recovery rate weekdays ( $\geq 77.6\%$ ):
- Line 344 Rancho Palos Verdes service (95.4% recovery weekday, 86.6% Saturday, 105.8% Sunday, with weekday and Saturday below 100.0% recovery this quarter) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 232 between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway was 94.4% weekdays (improved from last quarter), 95.0% Saturday, 105.8% Sunday and had a recent route change in the LAX area associated with the opening of the new LAX/Metro Transit Center in June 2025 together with the new C and K Line rail operating patterns. It was also previously improved to 15-minute peak service in place of the previous 22-minute peak service weekday. Line 158 (Plummer/Woodman) had 93.7% recovery weekdays, 88.4% Saturday, 100.3% Sunday. The line shows continued improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman, with Saturday dropping to below 100.0% recovered and Sunday over 100.0% recovered this quarter.
- Express Line 577 between El Monte Station and Long Beach VA (93.6% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) but the ridership recovery rate declined significantly.
- Line 128 serving Alondra BI through the Gateway Cities showed 92.8% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery, though this recovery rate declined significantly. This line operates in

the Gateway Cities where ridership decline was more significant (see also lines 62, 120, 202, 232, 265, 460, 577, 611), though other area lines generally saw more moderate declines.

- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 89.5% weekday, 143.1% Saturday, and 151.0% Sunday, with weekdays and Sunday improved over Q1 recovery rates and Saturday declined slightly but still high. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan, but recovery may be hampered by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 169 on Saticoy St in San Fernando Valley had an 89.0% recovery rate weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- San Pedro group of Lines 205, 246, and 550, had 87.8% recovery weekday, 98.9% Saturday (below 100.0% this quarter), and 108.8% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies. Line 550 now operates weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 120 on Imperial Highway with 85.4% recovery rate weekday, 91.2% Saturday, and 96.3% Sunday, without any frequency change, though it was extended to LAX City Bus Center and then to LAX/Metro Transit Center when that facility opened in June 2025. Improved recovery rate weekday and Saturday like many other lines serving Gateway Cities but declined Sundays.
- Line 265 (Paramount Bl) recovery rate was 84.6% weekdays, 73.3% Saturday, 78.1% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 81.6% weekday, 81.6% Saturday, 89.1% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA. The recovery rates for weekends declined to below 100.0% in this quarter, though even these as well as weekdays declines are similar to what was seen with many lines serving the Gateway Cities.
- Line 611 Huntington Park Shuttle (78.1% recovery weekdays, 95.6% Saturday, 86.6% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. Like other Gateway City lines, this one showed decline for weekday and especially Sunday.

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

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 77.4% recovery weekdays, 82.4% Saturday, 88.5%. This line is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. Ridership declined for weekday, Saturday, and Sunday.
- Line 62 (Telegraph Rd) with 67.6% recovery weekday, 74.0% Saturday, and 80.7% Sunday, with declines for both the weekdays and weekends as commonly shown for Gateway City lines. This line was not changed significantly in route nor frequency other than straightening the line in downtown Norwalk as part of the NextGen Bus Plan. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strongly used for travel to the Citadel Outlet shopping at Commerce; extra trips were added in June and December 2024. The line was rerouted slightly in the Boyle Heights area in June 2025 to avoid traffic delays.
- Line 161 (Canoga Station – Thousand Oaks) with 64.4% recovery weekdays, 73.6% Saturday, and 107.1% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all decreasing compared to Q2 CY2025 and Saturday remains below 100.0% recovery.
- Line 218 (Studio City – Beverly Hills) with 63.5% recovery weekday, 81.7% Saturday, 87.6% Sunday. This Q3, Saturday and Sunday recovery rates declined to below 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 63.4% recovery weekdays, and higher recovery of 74.3% Saturday, 75.0% Sunday, a slight recovery rate decline weekdays but a more significant decline weekends over Q2. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 57.9% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined over Q2 which also had seen a decline.
- Line 102 (La Tijera-Exposition Bl) with 56.4% recovery weekdays, 64.8% Saturday, 65.5% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday, Saturday and Sunday rates all declined compared to Q2 recovery rates, especially Sunday.
- Line 296 (Riverside Dr, formerly Line 96) with 46.6% recovery weekdays, 64.5% Saturday, 69.7% Sunday, is consistently low, with the weekday and Sunday rates down slightly, but Saturday up compared to Q2. This line as Line 96 had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line no longer enters downtown, and performance will be monitored.
- Line 209 (Van Ness Av) with 46.6% recovery (down slightly from 47.8% in Q2) only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its

line miles are in EFCs. Limited by hourly frequency and lack of key destinations.

Two lines have been significantly impacted by the Palisades fire in January 2025:

- Line 134 (Santa Monica – Malibu) with 47.6% recovery rate weekdays (up slightly from 45.6% recovery rate in Q2 but down from 70.0% pre-fire), 57.7% Saturday (up from 55.0% in Q2 but down from 82.2% pre-fire), and 77.7% Sunday (up from 69.3% in Q2 but down from 110.8% pre-fire). This line was suspended for seven weeks in January/February 2025. While now back in operation, it had a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops closed due to fire recovery efforts blocking safe access. This was reduced to a 5-mile closed section during Q3, helping with ridership recovery as described.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 29.4% (up slightly from 27.6% in Q2) recovery rate weekdays (but down from 63.1% pre-fire), 37.0% Saturday (down from 42.0% in Q2 and even more so from 111.4% pre-fire), and 45.9% Sunday (down from 56.9% in Q2 and even more so from 142.3% pre-fire). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remained out of service in Q3 CY2025 due to fire recovery efforts. These impacts remained in place for the remainder of CY2025, with continued reduced ridership, until the full line was restored December 14, 2025.

One other Tier 3 line continues to have very low ridership recovery, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle had 30.1% ridership recovery rate weekday (up slightly from 28.4% in Q2), with 30.9% Saturday (down from 34.3% in Q2), and 27.7% Sunday (down from 33.7% in Q2); This line operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery both weekdays and weekends.

#### Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of Metro's busiest microtransit zones which replaced some fixed route service such as lines through Sierra Madre. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery though frequency was increased in December 2023, and Line 487 was truncated through Sierra Madre in conjunction with the Metro Micro launch. Lines 660 and 662 at Altadena had also been temporarily modified due to the impacts of the Eaton Canyon fire, with buses unable to travel north of Woodbury Rd at this stage. These lines both returned to full normal operations from December 14, 2025.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, Lines 267 and 686 were merged into new Line 267 in December 2024, providing 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership, and Lines 177 and 256 become Pasadena Transit lines. Recovery rate was 56.2% (down slightly from 58.1% in Q2) weekdays, and much higher at 82.6% (though down from 92.6% in Q2) Saturday, and 88.1% (down from 103.5% in Q2) Sunday, so weekday, Saturday, and Sunday ridership recovery rates all declined in Q3 compared to Q2, and none were better than Q4 CY2024, not surprising when considering the Eaton fire impacts on Altadena.

### **Bus Service Productivity:**

Data consistently shows that increased RSHs implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity (passenger boardings/RSHs) of lines resulting from the NextGen Bus Plan changes.

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, the distribution of service hours was changed between both lines and day types. The following is a compares bus system productivity (passenger boardings per revenue service hour) Q3 CY2025 and pre-NextGenQ3 CY2019:

- Weekday: 33.1 passenger boardings per revenue service hour (2025) versus 40.5 (2019)
- Saturday: 32.1 passenger boardings per revenue service hour (2025) versus 38.6 (2019)
- Sunday: 28.2 passenger boardings per revenue service hour (2025) versus 37.2 (2019)

The weekday change in productivity is explained by a 1.8% decline in RSHs versus a 19.9% decline in ridership between 2019 and 2025. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours, especially with the recent decline in ridership due to immigration enforcements.

On weekdays, only 3 of the 81 lines/line groups managed to exceed their former productivity level, while another 48 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers as well as some lines that had major changes, as well as in many cases, minimal changes. The lowest

level was 53.3% of former productivity, on a line impacted by the January wildfires.

There were 11 weekday lines with productivity under 20 boardings per revenue service hour, and 2 additional lines with under 10 boardings per revenue service hour. Two of these 13 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134 and 602); the lowest were the Willowbrook – Del Amo Line 202 and Warner Center Shuttle Line 601. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 14.4% decrease in ridership but a 3.1% increase in service hours.

On Saturday, 7 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level seen on a line was 55% of former productivity, though this was on a line impacted by the January wildfires. There were 18 Saturday lines with productivity under 20 passengers per revenue service hour and an additional two under 10.

While Sunday ridership was down 6.7% overall, the service hours were up 23.0% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong, though still impacted by the recent immigration enforcements.

The 74 Sunday lines/line groups are a mix of frequency tiers as well as lines that had, in many cases, minimal changes. Of those 74, only 1 managed to exceed its former productivity level. The lowest level was 34% of former productivity, though this was again, on a line impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 passengers per revenue service hour, and another 2 lines that were under 10.

**Table 7: Top Three Metro Bus Lines Productivity**

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204, Vermont Av Rapid 754, and Western Av Local 207, which operate in the Hollywood - South LA area.

More line-level ridership details can be found in the report (Attachment A) and data

tables (Attachments B, C, D). These ridership recovery and productivity results will continue to be tracked and reported as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, and expanded transit signal priority; more details on these initiatives are in the next section.

### **Bus Speed and Reliability**

As part of the NextGen Bus Plan, over 70 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl and in 2024, the Roscoe peak period bus lanes. Data shows the most notable speed improvements and resulting time savings are being experienced on the Sepulveda Bl corridor, and post-implementation surveys on all new bus lane corridors find that riders also perceive the speed improvements by on these corridors.

**Table 7: Top Three Metro Bus Lines Productivity**

<b>Line</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
Vermont Av Local 204	62.9	62.6	54.6
Vermont Av Rapid 754	52.5	55.9	46.8
Western Av Local 207	54.1	59.7	51.5

These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as Florence Av, Vermont Av, and Sunset Bl (outreach in fall 2025) plus an expanded transit signal priority program launching in CY2026.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2025

ATTACHMENT B

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Balboa BI	236	1,580	235/236	1,886	119.3%	53.9	81.2	150.6%	29.3	23.2	79.2%
CSULA - City Terrace Shuttle	665	658	665	740	112.5%	26.8	45.5	169.8%	24.5	16.3	66.3%
Rosecrans Av	125	4,355	125	4,837	111.1%	142.6	178.3	125.0%	30.5	27.1	88.8%
Rosemead BI	266	4,797	266	5,280	110.1%	129.4	191.8	148.2%	37.1	27.5	74.3%
Willowbrook Av	202	234	202	257	110.1%	19.2	26.9	140.1%	12.2	9.6	78.6%
Tampa Av & Winnetka Av	243	1,582	242/243	1,715	108.4%	52.9	62.6	118.3%	29.9	27.4	91.6%
Sherman Way	163	8,846	162	9,536	107.8%	201.2	246	122.3%	44.0	38.8	88.2%
E Olympic BI/W 8th St	66	10,736	66	11,329	105.5%	194.5	271.1	139.4%	55.2	41.8	75.7%
Downtown LA - Glenoaks BI - Sylmar	92	5,800	92	6,081	104.9%	185.0	237.6	128.4%	31.4	25.6	81.6%
Victory BI	164	5,898	164	6,105	103.5%	166.7	200.6	120.3%	35.4	30.4	86.0%
Vermont Av Local	204	20,623	204	21,083	102.2%	273.1	335	122.7%	75.5	62.9	83.3%
LAC USC Medical Center Shuttle	605	2,085	605	2,130	102.2%	54.9	65.7	119.7%	38.0	32.4	85.4%
Vanowen St	165	7,588	165	7,654	100.9%	191.4	219.1	114.5%	39.6	34.9	88.1%
Nordhoff St	166	5,765	166	5,786	100.4%	151.2	155.9	103.1%	38.1	37.1	97.3%
Century BI	117	8,659	117	8,452	97.6%	211.9	233.9	110.4%	40.9	36.1	88.4%
Hawthorne BI, Rancho Palos Verdes	344	1,416	344	1,351	95.4%	64.0	65.2	101.9%	22.1	20.7	93.6%
Compton Av	55	7,481	55	7,112	95.1%	174.5	200.9	115.1%	42.9	35.4	82.6%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,685	232	4,424	94.4%	188.8	199.8	105.8%	24.8	22.1	89.2%
Van Nuys BI Local	233	11,259	233	11,829	93.8%	703.0	773.6	110.0%	40.6	34.6	85.2%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,928	761	6,578							
Sepulveda BI Local	234	5,280	234	8,381							
Sepulveda BI - Westside Rapid (734)	734	5,917									
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Gage Av	110	7,733	110	7,246	93.7%	207.8	228.8	110.1%	37.2	31.7	85.1%
Plummer St, Woodman Av	158	1,951	158	1,828	93.7%	58.6	73.8	125.9%	33.3	24.8	74.4%
El Monte - Long Beach VA Express	577	880	577	824	93.6%	66.0	76.5	115.9%	13.3	10.8	80.8%

RSH = Revenue Service Hours



Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Ventura BI Local	150	8,508	150	3,094	93.0%	515.5	507.9	98.5%	33.7	31.8	94.4%
Reseda BI/Ventura BI Local			240	11,379							
Topanga Canyon BI (245); De Soto Av (244)	245	2,404	244	1,683							
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Ventura BI Rapid	750	2,291									
Alondra BI	128	1,121	128	1,042	92.9%	47.8	43.6	91.2%	23.5	23.9	101.9%
Roscoe BI	152	10,602	152	9,844	92.8%	223.8	243.3	108.7%	47.4	40.5	85.4%
Slauson Av	108	15,112	108	13,706	90.7%	331.2	380.4	114.9%	45.6	36.0	79.0%
Soto St	251	8,258	251	13,063	90.6%	340.4	360.1	105.8%	42.4	36.3	85.6%
Soto St - Griffin Av	252	2,023									
Soto St Rapid	751	4,143									
North Hollywood - Pasadena Express	501	1,529	501	1,368	89.5%	93.2	82.7	88.7%	16.4	16.5	100.8%
Santa Monica BI Local	4	14,976	4	22,965	89.0%	640.7	631.6	98.6%	40.3	36.4	90.3%
Santa Monica BI Rapid	704	10,821									
Saticoy St	169	2,291	169	2,039	89.0%	85.4	83.8	98.1%	26.8	24.3	90.7%
3rd St	16	20,860	16	17,858	88.8%	424.2	467.9	110.3%	49.2	39.6	80.5%
Robertson BI - Beverwil Dr			617	671							
Central Av	53	12,044	53	10,675	88.6%	234.4	291.2	124.2%	51.4	36.7	71.3%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,555	205	3,006	87.8%	289.7	290.4	100.2%	25.7	22.5	87.6%
San Pedro - Harbor Gateway Transit Center - USC	550	1,430	550	424							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,470	246	3,117							
Florence Av	111	14,788	111	12,968	87.7%	281.9	346.8	123.0%	52.5	37.4	71.3%
Vernon Av, La Cienega BI	105	10,019	105	13,482	86.7%	354.7	351.7	99.2%	43.9	38.3	87.4%
Vernon Av, La Cienega BI Rapid	705	5,537									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,788	78	6,696	86.4%	364.0	312.7	85.9%	24.1	24.3	100.5%
Rose Hill - Arcadia via Huntington Dr			179	894							
Imperial Hwy	120	3,706	120	3,163	85.4%	138.2	135.1	97.8%	26.8	23.4	87.3%
Hoover St	603	7,202	93	6,924	84.9%	225.8	234.2	103.7%	36.1	29.6	81.8%
Silver Lake	201	956									
Paramount BI	265	1,354	265	1,146	84.6%	50.6	61	120.6%	26.8	18.8	70.2%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Downtown LA - Foothill BI	90	7,039	90	5,871	84.3%	583.4	614.9	105.4%	32.0	26.2	81.9%
Hollywood Way	222	1,330	222	1,167							
Lankershim BI	224	7,325	224	6,234							
Whiteoak Av, Woodley Av	237	2,090	237	1,810							
Whiteoak Av	239	905									
Foothill BI			690	1,059	84.2%	593.9	615	103.6%	36.4	29.6	81.3%
Hollywood - Pasadena	180	8,293	180	7,467							
Hollywood BI Fairfax BI	217	6,723	217	10,740							
Hollywood/Fairfax - Pasadena Rapid	780	6,612			83.6%	417.6	440.6	105.5%	68.3	54.1	79.2%
Western Av Local	207	16,536	207	23,854							
Western Av Rapid	757	11,993			83.4%	496.5	506.3	102.0%	37.6	30.7	81.7%
Venice BI Local	33	10,438	33	15,562							
Venice BI Rapid	733	8,232			81.8%	301.8	291.6	96.6%	46.2	39.1	84.7%
Manchester Av - Firestone BI	115	13,932	115	11,401	81.6%	218.1	181.4	83.2%	23.6	23.2	98.1%
Downtown LA - Norwalk - Disneyland	460	5,155	460	4,206	80.6%	455.2	404.8	88.9%	26.5	24.0	90.6%
Downtown LA - San Fernando Rd - North Hollywood	94	4,285	94	6,605							
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,832	294	1,256							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,744									
Burbank BI Oxnard St	154	786	154	609							
Riverside Dr	155	1,403	155	1,237	80.2%	246.2	292	118.6%	45.6	30.8	67.7%
La Brea Av	212	11,214	212	8,999	79.8%	189.9	203.5	107.2%	57.6	42.9	74.5%
Normandie Av	206	10,936	206	8,732	79.4%	423.2	388.1	91.7%	44.2	38.3	86.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	18,717	910/950	14,856							
MLK - Hawthorne BI	40	13,992	40	12,759	79.4%	415.9	425.9	102.4%	38.6	30.0	77.6%
Hawthorne BI Rapid	740	2,074									
Crenshaw BI Local	210	10,210	210	13,011	78.6%	376.6	350.7	93.1%	44.0	37.1	84.4%
Crenshaw BI Rapid	710	6,346									

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,517	260	9,867	78.5%	379.1	335.3	88.4%	34.8	30.9	88.8%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,691	660	507							
Huntington Park Shuttle	611	1,501	611	1,172	78.1%	56.4	49.7	88.1%	26.6	23.6	88.6%
Montebello - Downtown LA via Cesar Chavez Av	68	5,504			77.5%	581.6	591.6	101.7%	39.5	30.1	76.2%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,454									
Downtown LA - City Terrace - CSULA	71	1,567	70	14,022							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	419	106	3,770							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,003									
Laurel Canyon BI	230	3,980	230	3,082	77.4%	100.2	91	90.8%	39.7	33.9	85.3%
Sunset BI (became Sunset BI - Alvarado St)	2	12,018	2	17,913	76.7%	497.4	473.5	95.2%	47.0	37.8	80.5%
Alvarado St	200	11,344									
Whitter BI W 6th St	18	17,903	18	18,333	74.9%	1172.4	1295.9	110.5%	51.8	35.1	67.8%
Wilshire BI Local	20	13,457	20	8,571							
Wilshire BI Rapid	720	29,353	720	18,590							
Figueroa St	81	13,618	81	9,267	71.3%	413.4	361.9	87.5%	40.2	32.7	81.4%
Downtown LA - Eagle Rock via York BI	83	2,411									
Silver Lake - East Hollywood	175	600	182	2,583							
Valley BI	76	8,409	76	5,926	70.5%	212.3	214.4	101.0%	39.6	27.6	69.8%
Olympic BI Local	28	8,276	28	9,832	69.5%	401.8	310.1	77.2%	35.2	31.7	90.1%
Olympic BI Rapid	728	5,865									
Avalon BI, W 7th St	51	23,912	51	16,189	67.7%	405.5	430	106.0%	59.0	37.6	63.8%
Telegraph Rd	62	4,286	62	2,898	67.6%	159.1	127.8	80.3%	26.9	22.7	84.2%
Beverly BI - W Adams BI	14/37	16,885	14/37	11,285	66.8%	384.1	282.3	73.5%	44.0	40.0	90.9%
Downtown LA - Artesia via Long Beach BI	60	14,652	60	12,704	64.4%	423.6	424.2	100.1%	46.6	29.9	64.3%
Long Beach BI Rapid	760	5,074									
Canoga Station - Thousand Oaks	161	1,141	161	735	64.4%	55.9	50.4	90.2%	20.4	14.6	71.4%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Broadway Local	45	13,828	45	11,623	64.3%	482.8	394.8	81.8%	43.5	34.2	78.6%
Broadway Rapid	745	6,436									
Compton BI, Somerset BI	127	755	127	1,892							
Studio City - Beverly Hills	218	940	218	597	63.5%	50.0	32.4	64.8%	18.8	18.4	98.0%
Coldwater Canyon Av - Devonshire St	167	2,191	167	1,389	63.4%	89.8	68.8	76.6%	24.4	20.2	82.7%
Washington BI/W Jefferson BI	35/38	7,710	35/38	4,803	62.3%	209.7	150.1	71.6%	36.8	32.0	87.0%
Pico BI	30	12,054	30	7,451	61.8%	296.5	206.8	69.7%	40.7	36.0	88.6%
Melrose Av/Main St/San Pedro St	10/48	11,508	10/48	6,932	60.2%	284.5	220.2	77.4%	40.4	31.5	77.8%
Vermont Av Rapid	754	20,413	754	12,157	59.6%	228.3	231.7	101.5%	89.4	52.5	58.7%
Prairie Av/Inglewood Av	211/215	554	211/215	321	57.9%	33.1	25.1	75.8%	16.7	12.8	76.4%
La Tijera BI, Exposition BI	102	2,575	102	1,452	56.4%	89.1	68.4	76.8%	28.9	21.2	73.4%
Pasadena - Highland Park - Eastern Av	256	1,506	256	0	56.2%	673.2	470.1	69.8%	22.1	17.8	80.5%
Fremont Av - Eastern Av - Garfield Av	258	2,675	258	2,157							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,783	267	1,865							
El Monte - Pasadena via Baldwin Av	268	1,760	268	699							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,556	287	961							
Pasadena - Altadena via Lake Av, Lincoln Av		0	662	1,338							
Los Robles Av (687); Allen Av (686)	687	1,176	686								
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,453	487/489	1,362							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,118	901	11,744	55.6%	345.9	328.9	95.1%	61.1	35.7	58.5%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,735	134	826	47.6%	80.4	60.6	75.4%	21.6	13.6	63.2%
Riverside Dr	096	1,372	296	640	46.6%	85.7	47.2	55.1%	16.0	13.6	84.7%
Van Ness Av/Arlington Av	209	827	209	385	46.6%	43.7	31.4	71.9%	18.9	12.3	64.8%
Warner Center Shuttle	601	960	601	289	30.1%	74.2	34.5	46.5%	12.9	8.4	64.8%
Westwood - Pacific Palisades	602	1,782	602	524	29.4%	76.9	42.4	55.1%	23.2	12.4	53.3%
Manhattan Beach BI	126	179			Discontinued	13.8	N/A	N/A	13.0	N/A	N/A
Artesia BI	130	2,536			Transferred to Municipal Agencies	106.6	N/A	N/A	23.8	N/A	N/A

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2025)	Avg Weekday Boardings 2025 Q3	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Caltech - Pasadena - Jet Propulsion Laboratory	177	357			Transferred to Municipal Agency	15.5	0	0.0%	23.0	N/A	N/A
Boyle Av	254	771			Discontinued	37.5	N/A	N/A	20.6	N/A	N/A
Manchester Av Express	442	161			Discontinued	10.3	N/A	N/A	15.6	N/A	N/A
Windsor Hills - Inglewood	607	53			Discontinued	9.2	N/A	N/A	5.8	N/A	N/A
South Gate Shuttle	612	1,143			Replaced with Micro	53.9	N/A	N/A	21.2	N/A	N/A
LAX C Line Shuttle	625	307			Replaced with Micro	18.7	N/A	N/A	16.4	N/A	N/A
Glassell Park - Glendale College	685	449			Replaced with Micro	29.7	N/A	N/A	15.1	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2025

ATTACHMENT C

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
CSULA - City Terrace Shuttle	665	205	665	344	167.4%	13.7	29.1	212.4%	15.0	11.8	79%
Tampa Av & Winnetka Av	243	703	242/243	1,024	145.7%	40.5	55	135.8%	17.3	18.6	107%
North Hollywood - Pasadena Express	501	519	501	743	143.1%	31.4	55.1	175.5%	16.5	13.5	82%
LAC USC Medical Center Shuttle	605	816	605	1,103	135.2%	27.1	46.5	171.6%	30.1	23.7	79%
Sherman Way	163	4,950	162	6,216	125.6%	110.8	170.2	153.6%	44.7	36.5	82%
Rosemead BI	266	3,164	266	3,797	120.0%	93.7	126.5	135.0%	33.8	30.0	89%
Nordhoff St	166	2,645	166	3,069	116.0%	74.2	80.2	108.1%	35.6	38.3	107%
Balboa BI	236	635	236	709	111.7%	25.8	45.5	176.4%	24.6	15.6	63%
Vermont Av Local	204	14,714	204	16,183	110.0%	204	258.7	126.8%	72.1	62.6	87%
Vanowen St	165	3,731	165	4,049	108.5%	89.6	111.8	124.8%	41.6	36.2	87%
Downtown LA - Foothill BI	090	3,799	090	3,844	107.6%	126.7	139.3	134.0%	28.7	23.0	80%
Hollywood Way	222	828	222	740		52.9	56.6				
Lankershim BI	224	4,361	224	4,266		106.7	153				
Whiteoak Av, Woodley Av	237	943	237	1,179		60.3	69				
Foothill BI			690	654		0	46.5				
Roscoe BI	152	6,123	152	6,464	105.6%	134.4	169.8	126.3%	45.6	38.1	84%
Van Nuys BI Local	233	8,845	233	8,463	104.7%	163.9	220.0	137.9%	44.1	33.5	76%
Sepulveda BI Local	234	6,510	234	5,409		182.2	167.9				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,489	761	3,762		36.1	139.3				
Downtown LA - San Fernando Rd - North Hollywood	094	5,613	094	4,966	104.7%	184.9	163.1	126.7%	27.5	22.7	83%
Riverside Dr	155	823	155	985		45.6	58.3				
Burbank BI Oxnard St			154	485		0	34.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	677				28.3	0				
Burbank - Sylmar San Fernando Rd			294	1,008		0	71.5				
Rosecrans Av	125	2,691	125	2,708	100.6%	101.4	106.3	104.8%	26.5	25.5	96%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,120	910/950	8,037	99.0%	201.6	205.8	102.1%	40.3	39.1	97%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,727	205	1,507	98.9%	83.9	86	99.5%	20.4	20.3	99%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,777	246	2,443		78.9	108.5				
San Pedro - Harbor Gateway Transit Center	550	491				32.7	0				
Ventura BI	150	8,206	150	1,854	97.0%	237.8	86.3	116.7%	33.9	28.1	83%
Topanga Canyon BI (245); Reseda/Ventura (240)	245	979	240	7,665		42.5	236.3				
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244)	744	1,489	244	834		35	45.5				
Downtown LA - Glenoaks BI - Sylmar	092	4,133	092	3,971	96.1%	148	156.4	105.7%	27.9	25.4	91%
Hollywood - Pasadena	180	9,731	180	6,061	95.6%	263.3	231.7	116.2%	36.0	29.7	82%
Hollywood BI Fairfax BI	217	5,474	217	8,480		158.9	258.7				
Huntington Park Shuttle	611	910	611	870	95.6%	49.9	46.8	93.8%	18.2	18.6	102%
Santa Monica BI Local	004	12,649	004	19,442	95.5%	357.7	470.4	86.7%	37.5	41.3	110%
Santa Monica BI Rapid	704	7,703				185	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,372	232	3,205	95.0%	137.9	135.2	98.0%	24.5	23.7	97%
Compton Av	055	4,562	055	4,228	92.7%	132.1	124.4	94.2%	34.5	34.0	98%
Victory BI	164	3,610	164	3,338	92.5%	113.3	107.3	94.7%	31.9	31.1	98%
Slauson Av	108	9,157	108	8,441	92.2%	207.5	224.3	108.1%	44.1	37.6	85%
Western Av Local	207	19,418	207	17,879	92.1%	246.2	299.4	121.6%	78.9	59.7	76%
E Olympic BI/W 8th St	066	8,594	066	7,890	91.8%	179.8	188.8	105.0%	47.8	41.8	87%
Imperial Hwy	120	2,045	120	1,865	91.2%	87.9	94.8	107.8%	23.3	19.7	85%
Central Av	053	7,801	053	7,096	91.0%	181.8	204.5	112.5%	42.9	34.7	81%
3rd St	016	15,009	016	13,272	90.6%	317.1	284	100.3%	47.3	42.8	90%
Robertson BI - Beverwil Dr			617	324		0	33.9				
Century BI	117	6,030	117	5,455	90.5%	147	125.3	85.2%	41.0	43.5	106%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,629	078	4,217	89.0%	188.3	139.7	100.1%	29.9	26.6	89%
Rose Hill - Arcadia via Huntington Dr			179	792		0	48.8				
Gage Av	110	4,433	110	3,939	88.9%	133.3	112.1	84.1%	33.3	35.1	106%
Vernon Av, La Cienega BI	105	10,210	105	9,026	88.4%	223.1	226.4	101.5%	45.8	39.9	87%

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Plummer St, Woodman Av	158	1,076	158	952	88.4%	42.6	43.4	101.9%	25.3	21.9	87%
Crenshaw BI Local	210	7,586	210	10,026	87.9%	195.4	318.2	102.7%	36.8	31.5	86%
Crenshaw BI Rapid	710	3,816				114.4	0				
Soto St	251	7,597	251	7,363	86.9%	191.6	234.4	105.9%	38.3	31.4	82%
Soto St - Griffin Av	252	881				29.7	0				
Hawthorne BI, Rancho Palos Verdes	344	1,014	344	878	86.6%	56.2	44.6	79.4%	18.0	19.7	109%
Manchester Av - Firestone BI	115	8,835	115	7,625	86.3%	190.9	186.5	97.7%	46.3	40.9	88%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,991	260	6,176	84.8%	200.5	187.2	111.0%	39.9	30.5	76%
Pasadena - Altadena via Fair Oaks Av			660	603		0	35.3				
MLK - Hawthorne BI	040	9,682	040	9,312	84.5%	249.7	348.4	107.9%	34.1	26.7	78%
Hawthorne BI Rapid	740	1,336				73.2	0				
Hoover St	603	5,925	93	5,486	84.0%	146.8	204.2	116.7%	37.3	26.9	72%
Silver Lake	201	603				28.2	0				
Montebello - Downtown LA via Cesar Chavez Av	068	3,755	070	9,876	83.9%	98	292.7	95.6%	34.4	30.3	88%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,652				174.3	0				
Downtown LA - City Terrace - CSULA	071	483				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,910		0	96.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,155				106.3	0				
Whitter BI W 6th St	018	12,342	018	14,203	83.6%	250.6	344.1	108.8%	43.4	33.3	77%
Wilshire BI Local	020	7,365	020	6,087		219.3	248.9				
Wilshire BI Rapid	720	19,908	720	12,836		443.1	400.6				
Venice BI Local	033	7,674	033	12,142	83.5%	208.6	361.2	89.0%	35.8	33.6	94%
Venice BI Rapid	733	6,865				197.2	0				
La Brea Av	212	7,531	212	6,275	83.3%	187.9	188	100.1%	40.1	33.4	83%



Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Pasadena - Highland Park - Eastern Av	256	740	256	0	82.6%	59	0	88.6%	15.5	14.5	93%
Fremont Av - Eastern Av - Garfield Av			258	944		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,241	267	758		67.5	46.3				
El Monte - Pasadena via Baldwin Av	268	1,023	268	428		55.3	29.8				
Arcadia - Santa Anita Av - El Monte			287	241		0	15.8				
Downtown LA - San Gabriel BI	487	1,032	487	495		72.4	44				
Pasadena - Altadena via Lake Av, Lincoln Av			662	979		0	73.5				
Los Robles Av (687); Allen Av (686)	687	617	686	0		45.1	0				
Laurel Canyon BI	230	1,992	230	1,642	82.4%	61.7	61.5	99.7%	32.3	26.7	83%
Normandie Av	206	7,017	206	5,765	82.2%	129.8	138.6	106.8%	54.1	41.6	77%
Studio City - Beverly Hills	218	563	218	460	81.7%	34.7	32.4	93.4%	16.2	14.2	87%
Downtown LA - Norwalk - Disneyland	460	3,881	460	3,166	81.6%	177.6	153.7	86.5%	21.9	20.6	94%
Florence Av	111	10,933	111	8,837	80.8%	225.3	227.5	101.0%	48.5	38.8	80%
Beverly BI - W Adams BI	014/037	8,829	014/037	7,017	79.5%	212.9	209.1	98.2%	41.5	33.6	81%
Sunset BI (became Sunset BI - Alvarado St)	002	8,151	002	13,459	79.1%	239.4	379.2	97.4%	43.7	35.5	81%
Alvarado St	200	8,861				149.8	0				
Figueroa St	081	9,128	081	6,508	76.9%	207.9	202.9	140.4%	51.9	28.4	55%
Downtown LA - Eagle Rock via York BI	083	1,662	182	1,789		0	89				
Olympic BI Local	028	8,809	028	6,762	76.8%	260.9	208.9	80.1%	33.8	32.4	96%
Coldwater Canyon Av - Devonshire St	167	1,249	167	928	74.3%	69.2	67.2	97.1%	18.1	13.8	77%
Telegraph Rd	062	2,786	062	2,062	74.0%	106.1	94.2	88.8%	26.3	21.9	83%
Canoga Station - Thousand Oaks	161	700	161	516	73.6%	39.6	40.7	102.8%	17.7	12.7	72%
Paramount BI	265	751	265	550	73.3%	37.6	37.5	99.7%	20.0	14.7	73%
Valley BI	076	6,088	076	4,294	70.5%	166.9	152.8	91.6%	36.5	28.1	77%
Avalon BI, W 7th St	051	18,491	051	12,335	66.7%	350.5	349.9	99.8%	52.8	35.3	67%
Broadway Local	045	11,534	045	8,567	65.6%	272.4	260.2	90.2%	39.2	28.5	73%
Broadway Rapid	745	3,129				101.8	0				
Compton BI, Somerset BI			127	1,048		0	77.3				
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,085	901	7,863	65.1%	220.5	254.1	115.2%	54.8	30.9	56%

Line Description	Line (2019)	Avg Saturday Boardings 2019 Q3	Line (2025)	Avg Saturday Boardings Q3 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
La Tijera BI, Exposition BI	102	1,747	102	1,132	64.8%	78.8	66.5	84.4%	22.2	17.0	77%
Downtown LA - Artesia via Long Beach BI	060	11,110	060	8,581	64.6%	270	321.1	92.5%	38.3	26.7	70%
Long Beach BI Rapid	760	2,173				77	0				
Riverside Dr	096	790	296	510	64.5%	44.9	31.4	69.9%	17.6	16.2	92%
Washington BI/W Jefferson BI	035/038	4,435	035/038	2,851	64.3%	142.7	105.3	73.8%	31.1	27.1	87%
Melrose Av/Main St/San Pedro St	010/048	6,529	010/048	3,873	59.3%	187.8	148.4	79.0%	34.8	26.1	75%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,221	134	704	57.7%	59.9	52.4	87.5%	20.4	13.4	66%
Vermont Av Rapid	754	14,153	754	8,093	57.2%	164.7	144.8	87.9%	85.9	55.9	65%
Pico BI	030	9,693	030	5,423	55.9%	239.4	138.1	57.7%	40.5	39.3	97%
Westwood - Pacific Palisades	602	620	602	229	37.0%	50.9	31.5	61.9%	12.2	7.3	60%
Warner Center Shuttle	601	745	601	230	30.9%	70.5	33.8	47.9%	10.6	6.8	64%
Alondra BI			128	570	New Saturday service	0	43.7	N/A	N/A	13.0	N/A
Saticoy St			169	1,150	New Saturday service	0	65.6	N/A	N/A	17.5	N/A
Artesia BI	130	1,280			Transferred to Municipal Agencies	57.3	0	N/A	22.3	N/A	N/A
Boyle Av	254	402		0	Discontinued	28.5	0	N/A	14.1	N/A	N/A
South Gate Shuttle	612	929		0	Replaced with Micro	52.7	0	N/A	17.6	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2025

ATTACHMENT D

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
CSULA - City Terrace Shuttle	665	140	665	299	213.8%	11.7	29.1	248.7%	12.0	10.3	86%
North Hollywood - Pasadena Express	501	441	501	666	151.0%	31.4	60.4	192.4%	14.1	11.0	78%
Nordhoff St	166	1,894	166	2,570	135.7%	56.2	79.9	142.2%	33.7	32.2	95%
LAC USC Medical Center Shuttle	605	708	605	954	134.8%	27	46.4	171.9%	26.2	20.6	78%
Rosemead BI	266	2,509	266	3,355	133.7%	76	126.4	166.3%	33.0	26.5	80%
Sherman Way	163	3,869	162	4,986	128.9%	89.1	132.8	149.0%	43.4	37.5	86%
Vanowen St	165	2,798	165	3,433	122.7%	77	112.9	146.6%	36.3	30.4	84%
Roscoe BI	152	4,592	152	5,596	121.9%	102.9	170.2	165.4%	44.6	32.9	74%
Rosecrans Av	125	1,925	125	2,334	121.3%	71.1	106.4	149.6%	27.1	21.9	81%
Downtown LA - Foothill BI	90	2,482	90	3,424	121.0%	87.4	144.1	160.6%	26.0	19.6	75%
Hollywood Way	222	727	222	659		52.9	56.6				
Lankershim BI	224	3,565	224	3,612		92.3	154.5				
Whiteoak Av, Woodley Av	237	832	237	988		60.3	68.9				
Foothill BI			690	523		0	46.4				
Downtown LA - San Fernando Rd - North Hollywood	94	4,235	94	4,208	119.6%	160.6	165.4	154.7%	24.5	19.0	77%
Burbank BI Oxnard St			154	422		0	34.9				
Riverside Dr	155	534	155	830		28.4	59.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	511		0		26.3	0				
Burbank - Sylmar San Fernando Rd			294	855		0	72.8				
Van Nuys BI Local	233	6,987	233	7,617	115.1%	139.1	220.2	156.3%	39.2	28.9	74%
Sepulveda BI	234	5,070	234	4,710		168.5	175.9				
Sepulveda BI - Westside Rapid	744	1,381	761	3,143		35	139.5				
Balboa BI	236	490	236	562	114.7%	25.8	45.5	176.4%	19.0	12.4	65%
Ventura BI	150	6,448	150	1,722	113.2%	184.8	82.4	155.1%	35.0	25.6	73%
Topanga Canyon BI	245	313	244	704		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,381	240	6,794		34.3	232.5				
E Olympic BI/W 8th St	66	5,625	66	6,362	113.1%	124.1	181.1	145.9%	45.3	35.1	77%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,459	205	1,287	108.8%	70.9	86	120.2%	20.0	18.1	91%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,357	246	2,243		58.6	108.8				
San Pedro - Harbor Gateway Transit Center	550	428		0		32.6	0				
Downtown LA - Glenoaks BI - Sylmar	92	3,288	92	3,563	108.4%	122.4	159	129.9%	26.9	22.4	83%
Canoga Station - Thousand Oaks	161	401	161	429	107.1%	27.4	40.8	148.9%	14.6	10.5	72%
Slauson Av	108	6,377	108	6,808	106.8%	150.2	215.7	143.6%	42.5	31.6	74%
Gage Av	110	3,044	110	3,243	106.5%	98.6	111.4	113.0%	30.9	29.1	94%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,796	232	2,958	105.8%	119.8	134.5	112.3%	23.3	22.0	94%
Hawthorne BI, Rancho Palos Verdes	344	712	344	753	105.8%	39.7	44.5	112.1%	17.9	16.9	94%
Central Av	53	5,439	53	5,746	105.6%	125.6	202	160.8%	43.3	28.4	66%
Compton Av	55	3,426	55	3,585	104.6%	104	115.6	111.2%	32.9	31.0	94%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,697	910/950	6,846	102.2%	201.6	201.8	100.1%	33.2	33.9	102%
Hollywood - Pasadena	180	8,013	180	5,343	102.0%	238.4	230.4	133.4%	34.4	26.3	77%
Hollywood BI Fairfax BI	217	4,617	217	7,545		128.8	259.3				
3rd St	16	11,744	16	11,549	100.9%	242.3	294.5	135.5%	48.5	36.1	74%
Robertson BI - Beverwil Dr			617	298		0	33.9				
Victory BI	164	2,667	164	2,686	100.7%	87.9	109.3	124.3%	30.3	24.6	81%
Crenshaw BI	210	8,626	210	8,669	100.5%	191.6	308	160.8%	45.0	28.1	63%
Plummer St, Woodman Av	158	812	158	815	100.3%	39.9	43	107.8%	20.4	19.0	93%
Vermont Av Local	204	13,994	204	13,939	99.6%	196.5	255.3	129.9%	71.2	54.6	77%
Santa Monica BI Local	4	10,419	4	17,382	99.4%	282.2	464.9	107.0%	40.2	37.4	93%
Santa Monica BI Rapid	704	7,064		0		152.3	0				
Century BI	117	4,601	117	4,531	98.5%	121.8	122.1	100.2%	37.8	37.1	98%
Vernon Av, La Cienega BI	105	8,115	105	7,869	97.0%	167	220.3	131.9%	48.6	35.7	74%
Western Av Local	207	15,888	207	15,389	96.9%	206.2	299	145.0%	77.0	51.5	67%
Imperial Hwy	120	1,708	120	1,644	96.3%	87.6	87.7	100.1%	19.5	18.7	96%
La Brea Av	212	5,831	212	5,589	95.9%	136.9	187.5	137.0%	42.6	29.8	70%
Soto St	251	5,547	251	6,025	95.5%	149.9	229.3	127.7%	35.1	26.3	75%
Soto St - Griffin Av	252	759		0		29.6	0				

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Montebello - Downtown LA via Cesar Chavez Av	68	3,896		0	92.4%	102.2	0	124.8%	35.9	26.6	74%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,913	70	8,737		181	292				
Downtown LA - City Terrace - CSULA	71	420		0		29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,637		0	98.3				
Manchester Av - Firestone BI	115	6,882	115	6,281	91.3%	165.3	168.4	101.9%	41.6	37.3	90%
Whitter BI W 6th St	18	9,566	18	12,475	90.5%	203.4	345	136.7%	43.1	28.6	66%
Wilshire BI Local	20	5,771	20	5,163		183.9	247.7				
Wilshire BI Rapid	720	16,000	720	10,728		339.1	400.3				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,349	260	5,118	89.2%	166.9	176.2	126.8%	38.0	26.8	70%
Pasadena - Altadena via Fair Oaks Av			660	546		0	35.5				
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	4,830	78	3,676	89.1%	166.7	139.7	113.1%	29.0	22.8	79%
Rose Hill - Arcadia via Huntington Dr			179	627		0	48.9				
Downtown LA - Norwalk - Disneyland	460	3,107	460	2,769	89.1%	154.5	151.1	97.8%	20.1	18.3	91%
Laurel Canyon BI	230	1,614	230	1,428	88.5%	56.8	56.4	99.3%	28.4	25.3	89%
Sunset BI (became Sunset BI - Alvarado St)	2	6,507	2	11,860	88.4%	185.3	379.6	123.1%	43.5	31.2	72%
Alvarado St	200	6,915		0		123	0				
Pasadena - Highland Park - Eastern Av	256	582	256	0	88.1%	53.8	0	90.9%	13.3	12.8	97%
Fremont Av - Eastern Av - Garfield Av			258	817		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,005	267	636		67.1	46.2				
El Monte - Pasadena via Baldwin Av	268	817	268	354		54.5	29.8				
Arcadia - Santa Anita Av - El Monte			287	210		0	15.8				
Downtown LA - San Gabriel BI	487	897	487	453		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	933		0	73.1				
Los Robles Av (687); Allen Av (686)	687	560	686	0		45.1	0				
Beverly BI - W Adams BI	14/037	7,201	14/037	6,305	87.6%	186.4	209.4	112.3%	38.6	30.1	78%
Studio City - Beverly Hills	218	436	218	382	87.6%	25.1	32.4	129.1%	17.4	11.8	68%
Normandie Av	206	6,041	206	5,249	86.9%	115.7	134.2	116.0%	52.2	39.1	75%
Huntington Park Shuttle	611	842	611	729	86.6%	49.8	46.7	93.8%	16.9	15.6	92%

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Venice BI Local	33	5,993	33	10,598	84.6%	170.4	349.5	97.9%	35.1	30.3	86%
Venice BI Rapid	733	6,536		0		186.6	0				
Figueroa St	81	6,946	81	5,707	84.6%	160.3	202.9	123.6%	35.6	24.3	68%
Downtown LA - Eagle Rock via York BI	83	1,448		0		75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,393		0	88.9				
Florence Av	111	9,016	111	7,577	84.0%	208.9	214.3	102.6%	43.2	35.4	82%
MLK - Hawthorne BI	40	8,929	40	7,484	83.8%	246.6	298	120.8%	36.2	25.1	69%
Telegraph Rd	62	2,225	62	1,796	80.7%	89.3	86.2	96.5%	24.9	20.8	84%
Hoover St	603	4,890	93	4,336	80.2%	127.5	161.3	103.7%	34.7	26.9	77%
Silver Lake	201	514		0		28.1	0				
Broadway Local	45	8,788	45	7,582	79.6%	200.5	255.7	127.8%	41.0	25.6	62%
Compton BI, Somerset BI			127	934		0	77.3				
Broadway Rapid	745	1,905		0		60.1	0				
Olympic BI Local	28	7,348	28	5,846	79.6%	225.7	208.6	92.4%	32.6	28.0	86%
Paramount BI	265	630	265	492	78.1%	37.5	37.5	100.0%	16.8	13.1	78%
Santa Monica - Malibu via Pacific Coast Hwy	534	858	134	667	77.7%	44.4	51.1	115.1%	19.3	13.1	68%
Valley BI	76	4,865	76	3,695	75.9%	136.2	152.8	112.2%	35.7	24.2	68%
Coldwater Canyon Av - Devonshire St	167	1,126	167	845	75.0%	69.1	68.8	99.6%	16.3	12.3	75%
Washington BI/W Jefferson BI	35/38	3,055	35/38	2,272	74.4%	105.7	100.2	94.8%	28.9	22.7	78%
Avalon BI, W 7th St	51	13,852	51	10,083	72.8%	262.2	262.8	100.2%	52.8	38.4	73%
Downtown LA - Artesia via Long Beach BI	60	9,970	60	7,169	71.9%	224.3	304.8	135.9%	44.4	23.5	53%
Melrose Av/Main St/San Pedro St	10/48	4,785	10/48	3,410	71.3%	146	144.6	99.0%	32.8	23.6	72%
Vermont Av Rapid	754	9,444	754	6,581	69.7%	111.4	140.7	126.3%	84.8	46.8	55%
Riverside Dr	096	597	296	416	69.7%	38.8	31.4	80.9%	15.4	13.2	86%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,998	901	6,760	67.6%	220.5	232.9	105.6%	45.3	29.0	64%
La Tijera BI, Exposition BI	102	1,507	102	987	65.5%	78.1	66.8	85.5%	19.3	14.8	77%
Pico BI	030	8,335	030	4,980	59.7%	203.6	138.3	67.9%	40.9	36.0	88%
Westwood - Pacific Palisades	602	425	602	195	45.9%	37.3	49.7	133.2%	11.4	3.9	34%
Warner Center Shuttle	601	751	601	208	27.7%	71	33.9	47.7%	10.6	6.1	58%
Alondra BI			128	492	New Sunday Service	0	43.7	N/A	N/A	11.3	N/A

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q3	Line (2025)	Avg Sunday Boardings Q3 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Saticoy St			169	900	New Sunday Service	0	61.9	N/A	N/A	14.5	N/A
Tampa Av & Winnetka Av			242/243	880	New Sunday Service	0	55	N/A	N/A	16.0	N/A
Artesia Bl	130	1,051		0	Transferred to Municipal Agencies	57.2	0	N/A	18.4	N/A	N/A
South Gate Shuttle	612	803		0	Replaced with Micro	52.3	0	N/A	15.3	N/A	N/A

## Summary of NextGen Frequency Changes

**NextGen Bus Plan service frequency improvements were implemented through the service changes that occurred between December 2020 through December 2022.**

### Gateway Cities

Weekday frequency change highlights in the Gateway Cities service area include:

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

Weekend frequency change highlights in the Gateway Cities service area include:

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

### San Gabriel Valley

Weekday frequency change highlights in the San Gabriel Valley service area include:

- **Tier 1:** three local lines had frequency improvements:
  - Line 70 increased from every 15 to every 7.5 minutes peak and midday
  - Line 78 increased from every 20 to every 10 minutes midday
- **Tier 2:** Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday



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

Weekend frequency change highlights in the San Gabriel Valley service area include:

- **Tier 1:** Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- **Tier 3:** Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- **Tier 4:** part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

### **San Fernando Valley**

Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94). A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through revenue service hours investment as follows:

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

Saturday service frequency increases were also significant and appear to support growing regional ridership.

- **Tier 1:** two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- **Tier 2:** three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- **Tier 3:** two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- **Tier 4:** Lines 242 and 243 increased from every 60 to every 40 minutes
- Three lines that previously had no weekend service gained Saturday service: Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

San Fernando Valley Sunday service frequency increases were also significant and are likely supporting ridership growth:

- **Tier 1:** two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- **Tier 2:** one local line increased from every 32 to every 20 minutes (Line 152)
- **Tier 3:** two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Five lines that previously had no weekend service gained Sunday service: Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94).

## South Bay Cities

Weekday frequency change highlights in the South Bay Cities service area include:

- **Tier 1:** Eight local lines had frequency improved:
  - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
  - Line 45 increased from every 15 to every 10 minutes midday
  - Line 51 increased from every 12 to 7.5 minutes midday
  - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
  - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
  - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
  - Line 210 increased from every 20 to every 10 minutes peak and midday
  - Line 212 increased from every 12-15 to every 10 minutes peak and midday
  - J Line Express service increased from every 15 minutes to every 10 minutes during midday
- **Tier 2:** three local lines had improved frequencies:
  - Line 110 increased from every 24 to every 15 minutes midday
  - Line 117 increased from every 18-20 to every 15 minutes peak and midday
  - Line 206 increased from every 20 to 15 minutes midday
- **Tier 3:** three local lines had improved frequencies:
  - Line 125 increased from every 25-35 to every 20 minutes peak and midday
  - Line 232 increased from every 22 to every 15 minutes peak
  - Line 246 increased from every 60 to every 30 minutes midday

- **Tier 4:** had two changes
  - Line 202 added new 60-minute midday service
  - Line 130 west of Artesia A Line Station was transferred to Torrance Transit

Weekend frequency change highlights in the South Bay Cities service area include:

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

## Westside Central

Weekday frequency change highlights in the Westside Central service area include:

- **Tier 1:** Nine local lines had frequencies improved:
  - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset – Alvarado)
  - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
  - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th – Whittier)
  - Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6<sup>th</sup> St)
  - Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
  - Line 30 increased from every 12 to 10 minutes midday (Pico BI)
  - Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)

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

Weekend frequency change highlights in the Westside Central service area include:

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



# **NextGen Ridership Update Quarter 3, Calendar Year 2025**

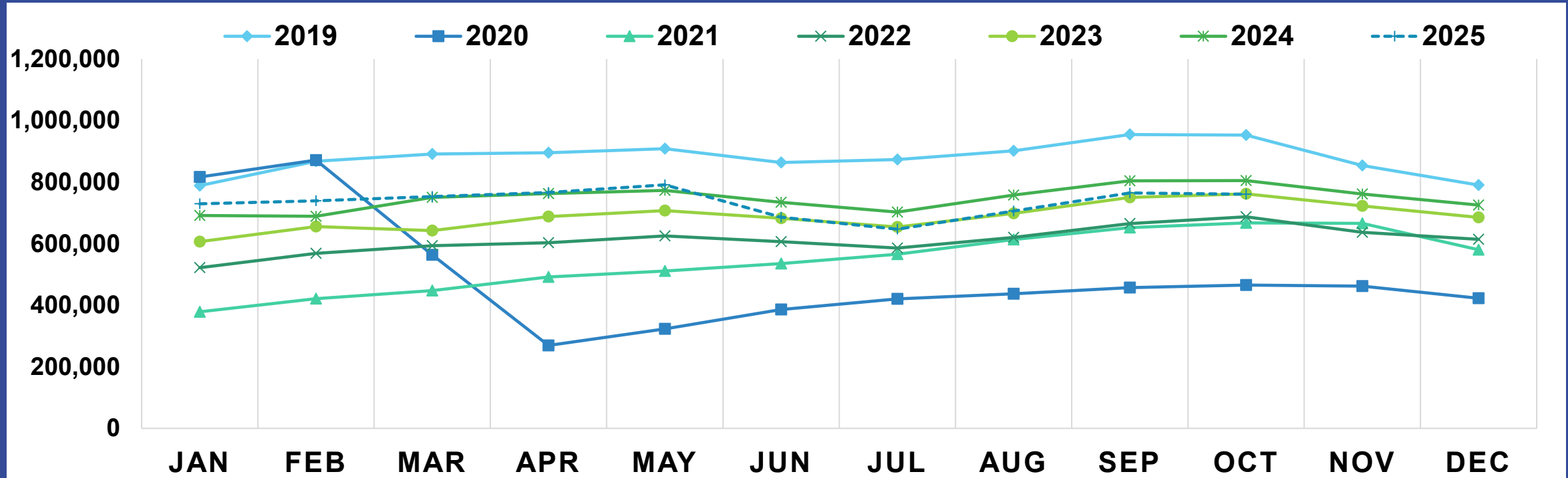
**Operations, Safety, and Customer Experience Committee**

**January 15, 2026**



**Metro<sup>®</sup>**

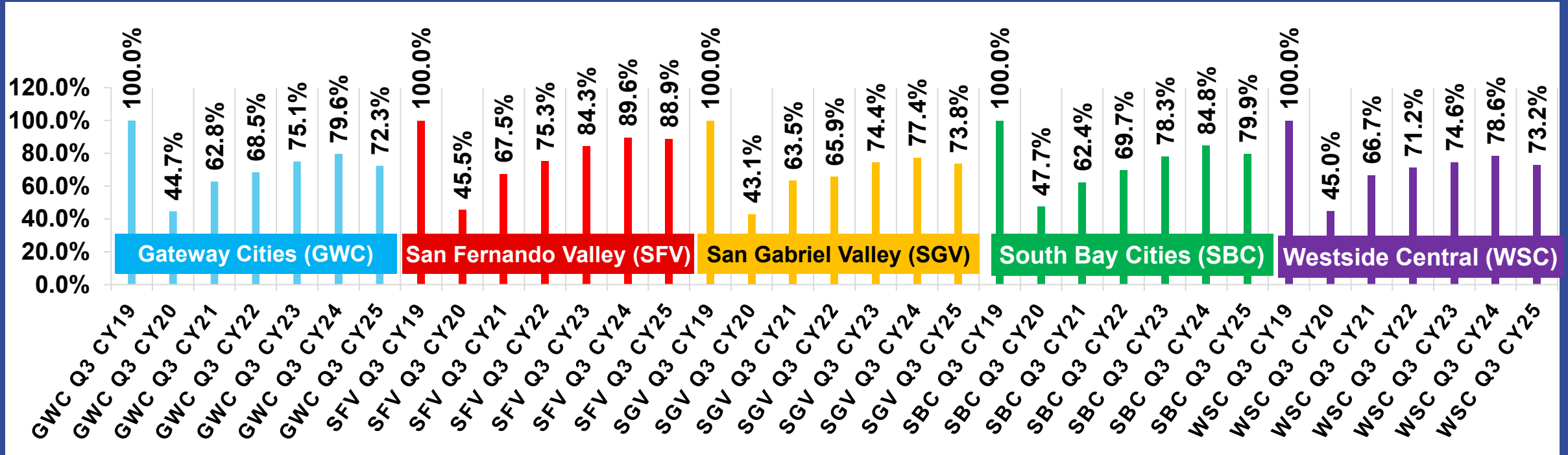
# Average Weekday Ridership 2019-2025



- Average weekday ridership recovery (Q3 CY2025 versus pre-COVID 2019 Q3) declined by 5.3% from 82.9% to 77.6%, compared to the same quarter in CY2024. The downward trend to CY2023 levels seen first in last quarter continued in July (-7.9%), August (-6.8%), September (-4.9%), and October (-5.5%) as immigration actions likely continued to impact ridership.
- Average Q3 CY2025 Saturday bus ridership recovery showed a 6.2% decline over the same quarter in 2024, from 91.6% to 85.4% in Q3 CY2024. Declines reduced each month through the quarter.
- Q3 CY2025 average Sunday ridership recovery showed a 4.3% decline over the same quarter in CY2024, from 97.1% to 92.8%, reflecting less impact than weekday or Saturday impacts.

# Average Weekday Ridership Recovery by Service Area

## Q3 CY2019 – Q3 CY2025

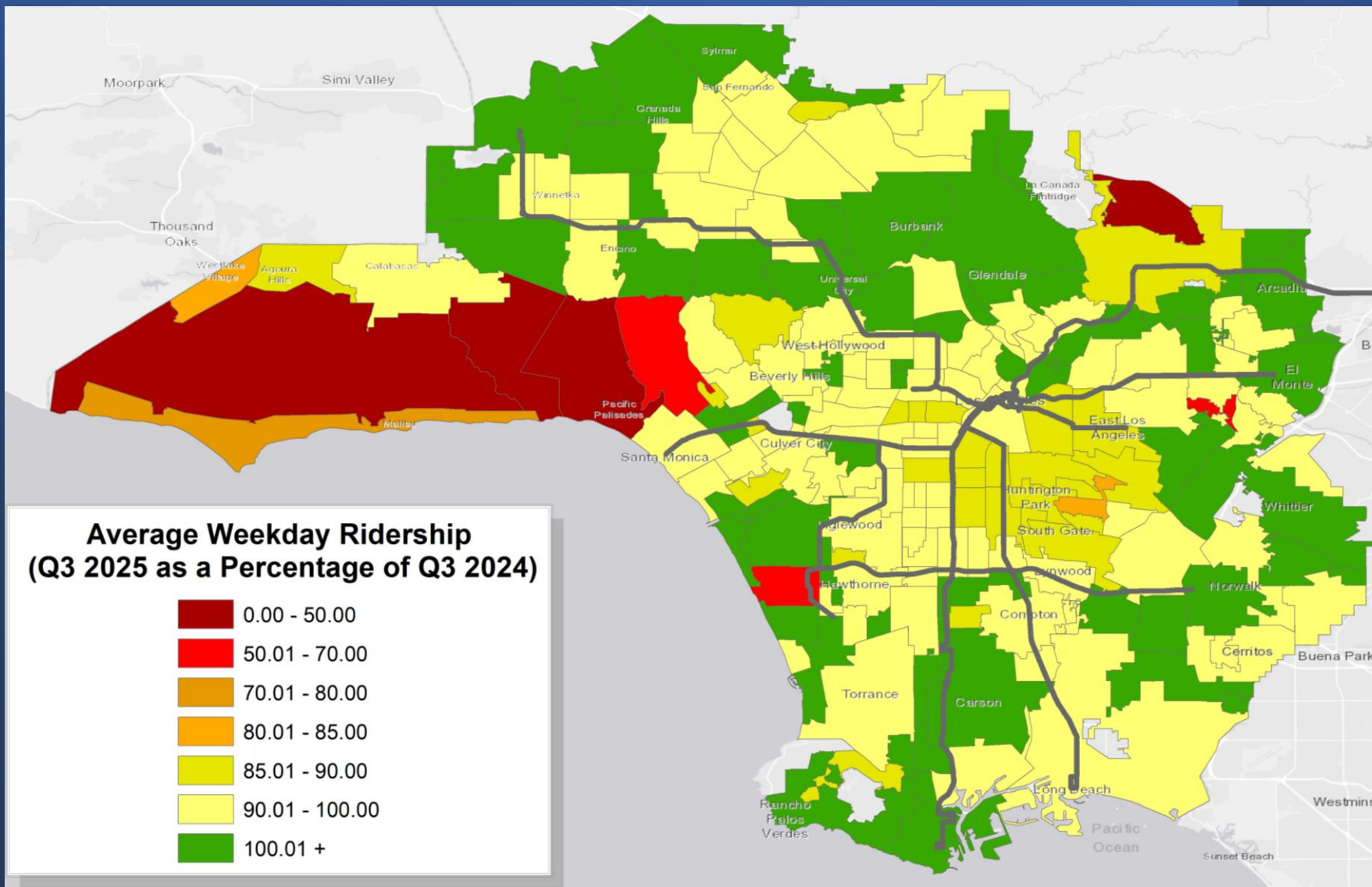


- SFV showed the highest rate of weekday ridership recovery at 88.9% in Q3 CY2025 (down 0.7% from Q3 CY2024). The other four areas were down by 3.6%-7.3% compared to Q3 CY2024. Largest declines were in GWC.
- SFV at 100.0% Saturday (0.8% decrease) and 111.2% Sunday (0.6% increase) compared to Q3 CY2024. Weekend recovery for the other four areas declined (5.0%-10.3% Saturday and 3.6%-7.3% Sunday).
- The EFC share of average weekday ridership declined to just 0.1% above pre-pandemic levels weekdays but has declined slightly on weekends (0.9-1.0% lower than pre-pandemic).





# Q3 2025 Average Weekday Ridership as Percentage of Q3 2024



Noticeably larger declines are seen in the areas impacted by the January 2025 fires and in parts of the southeast LA region where immigration actions were most common.



# Weekday Ridership by Time Period

## Q3 CY2020 to Q3 CY2025

Time Period	CY2020 Q3	CY2025 Q3
Early AM (4 a.m.-6 a.m.)	44%	70%
AM Peak (6 a.m.-9 a.m.)	37%	67%
Midday (9 a.m.-3 p.m.)	49%	82%
PM Peak (3 p.m.-6 p.m.)	43%	75%
Evening (6 p.m.-9 p.m.)	48%	78%
Late Evening (9 p.m.-12 a.m.)	50%	92%
Owl (12 a.m.-4 a.m.)	58%	96%

Midday ridership recovery (base) at 82% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies.

- AM peak remains most subdued at 67% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 75% has stronger recovery than AM peak but both peaks saw the biggest declines in recovery.
- Late evening and Owl ridership periods recovered most strongly at 92% and 96% as these periods typically serve transit-dependent shift workers. These periods were the only ones to increase their recovery rates in Q3.

# Average Line/Group Ridership Recovery

- In Q3 CY2025, number of lines with ridership fully recovered to above pre-pandemic levels fell significantly, to 14 weekday lines (down from 19 in Q3 CY2024), with 15 Saturday lines (down from 32 in Q3 CY2024), and 30 Sunday lines (down from 44 in Q3 CY2024), likely mostly due to the immigration actions.
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings, but many of the busiest lines also saw the biggest declines in Q3 CY2025.
- Ridership declines were widespread in Q3 CY2025, with highest declines in Gateway Cities, likely due to the impact of immigration actions. Four lines had large declines associated with the Eaton and Palisades fires.
- Lines serving downtown LA and other regional office locations and some lines with lower frequency continue to recover more slowly, with better ridership recovery for lines receiving improved frequencies.
- Productivity (boardings/revenue service hour) in Q3 CY2025 compared to pre-pandemic was reduced for weekday, Saturday, and Sunday due to significant service investment exceeding ridership growth which has slowed due to the impact of immigration actions.

Number of Lines with Above Average Recovery in Q3 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18	14	14
Tier 2	16	13	12
Tier 3	8	7	7
Tier 4	11	6	5
Total	53 (65%)	40 (53%)	38 (51%)



# Bus Speed & Reliability Projects

DRAFT, 5/15/2025

## Metro Bus Lanes

- Installed
- Pending Installation
- Planned

## Jurisdictions

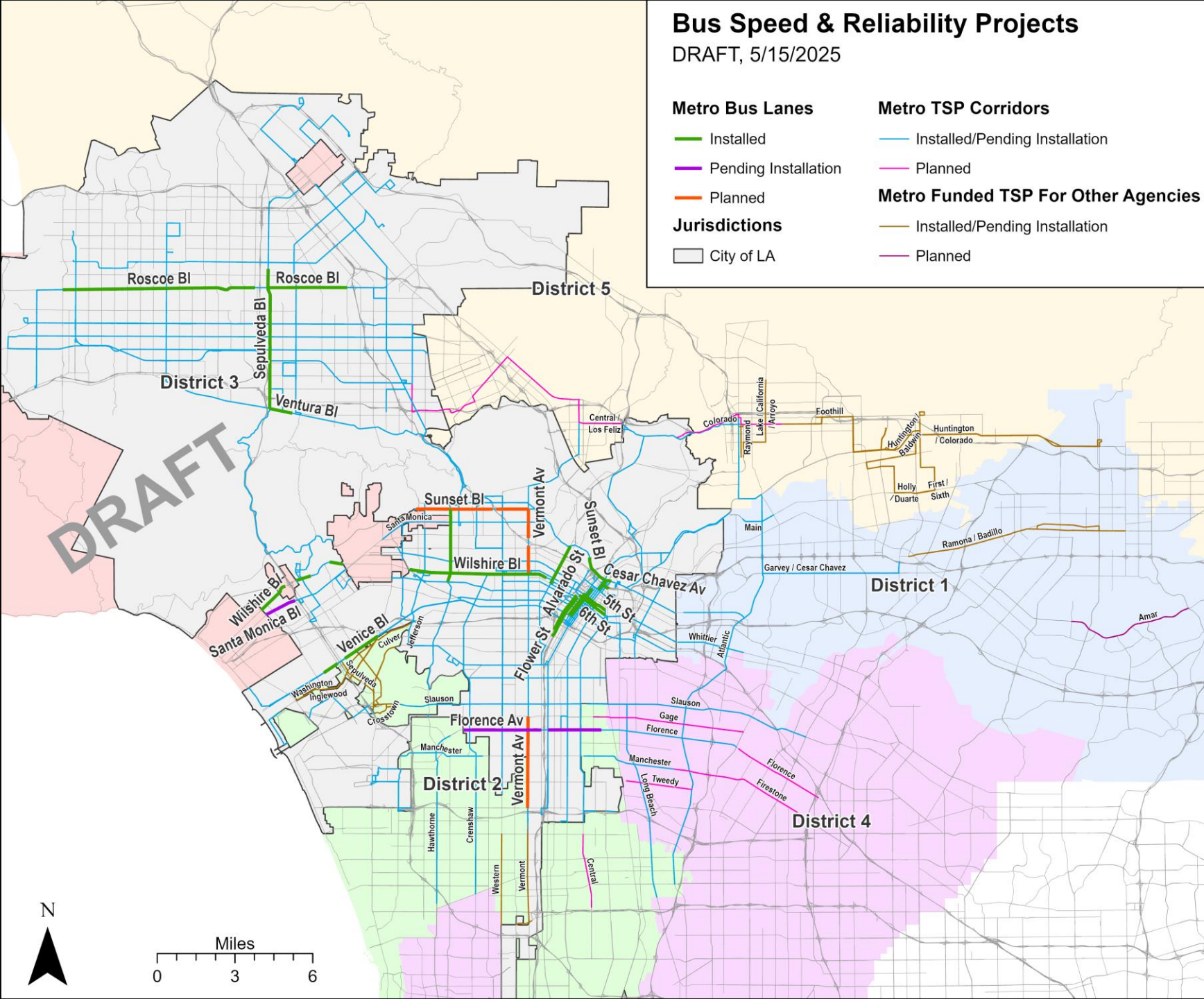
- City of LA

## Metro TSP Corridors

- Installed/Pending Installation
- Planned

## Metro Funded TSP For Other Agencies

- Installed/Pending Installation
- Planned



# Speed & Reliability Updates

## Bus lane progress

- 70.7 lane-miles complete
- 12.6 lane-miles pending installation
- 11.5 lane-miles planned

## Florence Av

- 10.2 lane-miles under construction

## Sunset Bl

- 8.4 lane-miles planned between Vermont Av and Havenhurst Dr

## Recent on-board rider bus lane survey

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

## Transit Signal Priority (TSP)

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

## Bus stop consolidation

- 318 stops consolidated to balance speed and accessibility on Metro's busiest lines.

## Headway Based Operation Pilot

- Pilot completed for Line 16

# Bus Lane Enforcement (BLE) Program October 2025 Update

## Initial Enforcement Impacts

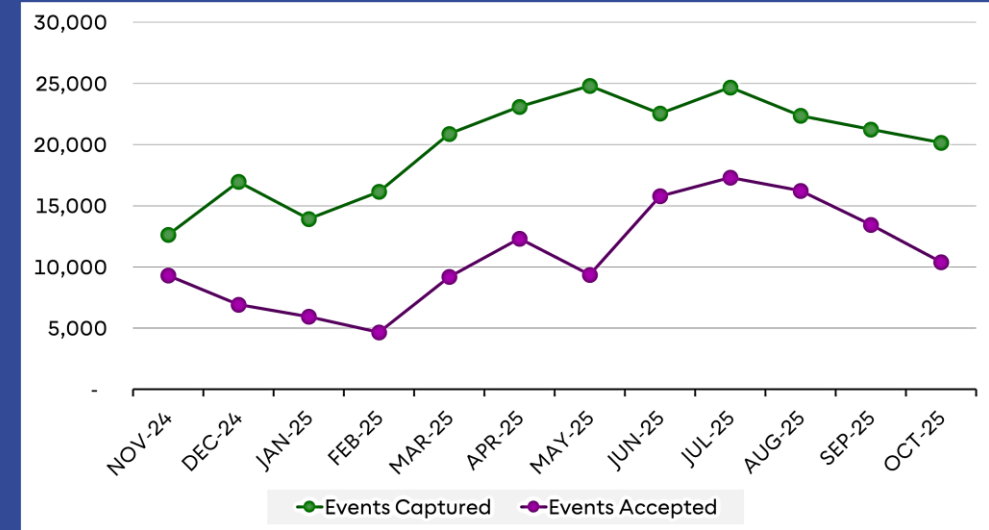
- Route 910/950 had a **15%** reduction in total events from prior month
- Bus Stop 8464 (eastbound Wilshire/Vermont) had a **55%** reduction in events from prior month
- Number of repeat offenders declined **27%** since launch of the program in May 2025

Month	# of Repeat Violators
May 2025	2,158
June 2025	1,933
July 2025	2,176
August 2025	1,874
September 2025	1,745
October 2025	1,590

## October 2025 Events per Route

- 212: 3,278
- 910/950: 1,600
- 720: 10,734
- 70: 362

## Events Captured v Accepted



## October 2025 Enforcement

- Bus lane/stop events: 15,974 / 704
- 69% (165) of all bus lane locations with 10+ events
- 45% (79) of bus stops with 10+ events
- 1.3 events per operating hour
- 17,244 unique violators; 1,590 repeat offenders
- 9% of vehicles with multiple violations
- Unable to read state most common reason for rejected events (5,355 or 57% of total rejected events)



## Board Report

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**File #:** 2025-1003, **File Type:** Informational Report

**Agenda Number:** 47.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

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

#### **ISSUE**

In June 2020, the Board directed the CEO to form an advisory committee to contribute to the development of a community-based approach to public safety on the transit system. This Board report provides an update on the Public Safety Advisory Committee's work from September through November 2025.

#### **BACKGROUND**

Metro established the first cohort of PSAC on April 7, 2021, with five objectives:

- Advise on the development of a community-based approach to public safety.
- Share input on the development of the multi-agency policing contract renewal.
- Review of the Customer Code of Conduct.
- Provide feedback on Metro's mission and value statements regarding public safety.
- Guide the establishment of Metro's Transit Ambassadors program.

After its 16-month tenure, the first cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that PSAC continue with structural revisions, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and served for two years. The third cohort began its term on February 6, 2025, with the following workplan:

- Advance customer and employee safety as a core customer experience priority, with emphasis on infrastructure improvements (fare gates, barriers, platform safety) and system design decisions that shape rider perceptions of safety;



- Strengthen transparency, accountability, and trust through data, technology, and reporting, including security screening, Transit Watch 3.0 feedback, listening sessions, and regular updates to the Board;
- Center safety for vulnerable riders, particularly people with disabilities, older adults, and women and girls, by reviewing best practices, accessibility intersections, and targeted safety initiatives; and
- Monitor and influence public safety strategies beyond traditional law enforcement, including alternatives to policing, crisis response, and coordinated approaches to addressing unhoused individuals on the system.

The fourth cohort is scheduled to be seated in February 2026.

## **DISCUSSION**

During this reporting period, PSAC held three meetings in September, October, and November. The Committee was introduced to the new Chief of Police and received updates on the Department of Public Safety, a proposed Designated Waiting Area pilot, the (education campaign for the) Code of Conduct, and the Safety Dashboard.

PSAC also participated in numerous events, including the A-Line Extension to Pomona grand opening, the LA Korean Festival, and the 20<sup>th</sup> Annual Taste of Soul on Crenshaw. In October and November, PSAC conducted its annual Community Listening Sessions. PSAC Cohort 4 recruitment concluded in September and conducted two rounds of interviews in October and December. The new cohort will be announced later this month .

### **Activities**

#### **September 2025 Meeting**

##### *Chief of Police and Emergency Management Introduction and Department of Public Safety Update*

The Committee officially welcomed William ‘Bill’ Scott as the new Chief of Police and Emergency Management. Chief Scott briefly shared his background, then presented on the vision and mission of the new Metro Department of Public Safety. He expressed appreciation for PSAC’s involvement in the search for the Chief position and for establishing the DPS framework. His presentation highlighted care-based operations, safety, and emergency management, as well as the five-year plan to stand up the department from recruitment, training, improved deployments, and foot patrols, through data transparency. He emphasized the importance of public feedback, service culture, professional standards, accreditation, and continuous improvement.

PSAC members provided the following feedback:

- Excitement for the expansion of the Ambassadors and buildup of clinicians and staff with lived experience, focus on customer service and safety, while transit security officers handle enforcement.

- Interest in law enforcement-assisted deflection (LEAD), transit court diversion programs, concerns about administrative fines, and diversion effectiveness
- In addition to concern over broader issues of homelessness, mental health, and substance use, the PSAC expressed appreciation for Metro's involvement, seeing the agency as a partner and connector to individuals and organizations working on these challenges in the system.
- High regard for Metro's five-year plan to create an in-house police department, which allows for stronger Metro control of DPS and efficient resource use.
- Expressed support for fair pay for new officers, clinicians, and professional crisis intervention training.

### *Feedback on Weapons Detection Pilot*

Metro administrative staff (MAS) provided a recap on the field work conducted in August on the Weapons Detection pilot program and thanked the PSAC members who volunteered at Vermont/Beverly, and Compton stations for conducting surveys with riders. Qualitative insights gathered highlighted differing views among riders on whether the system should be permanent systemwide or limited to high-traffic stations, strong support for unbiased screenings and consistent enforcement that considers unhoused riders, more requests for additional officers on transit, improved cleanliness, and flexibility to adjust (the pilot) program by station when necessary.

The 10 PSAC members who participated in the survey outreach provided the following feedback:

- Working in the field was valuable for understanding riders' needs and safety concerns, including an appreciation for the availability of the survey in Spanish.
- Riders expressed the need for more visible and engaged security, not officers distracted by phones.
- Education and more information on the Weapons Detection Pilot is needed to prevent aggressive reactions, with suggestions to explore non-lethal weapon policies for safety.
- Some riders felt unsafe around police during the pilot, so there should be a better understanding of diverse community perspectives.
- Riders at Beverly/Vermont station had a mostly positive experience, though delays caused some irritation, however, engaged officers improved the overall experience.
- Younger riders viewed the screening as a minor inconvenience, while some appreciated the added safety.

At the September meeting, PSAC members were also provided with the opportunity to give feedback on the DPS Safety Hub and Dashboard. Website mockups of the Hub were shared, and the dashboard data was reviewed. Members expressed appreciation for the opportunity to share suggestions for improvement before the official release.

### **September Community Engagement and Events**

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PSAC is involved in additional community engagement beyond their monthly meetings. The following is a summary of activities during this reporting period.

- Staff held the second PSAC Knowledge Building Session in September, briefing members on the LIFE and GoPass programs, as well as Transit Court.
- PSAC Members represented the Committee at:
  - IBTU Crenshaw High School Basketball Dedication Event - Sept. 6
  - Metro Youth Summit - Sept. 13
  - A-Line Extension to Pomona Grand Opening - Sept. 19

## October 2025 Meeting

### *Designated Waiting Areas Pilot*

Metro staff presented on the Passenger Comfort Areas (PCA), a proposed pilot to provide safe, welcoming amenities for vulnerable riders, inspired by Metro's Women and Girls Governing Council (WGGC). The team reviewed global case studies, which informed PCA design, focusing on comfort, visibility, lighting, CCTV, seating, signage, and Ambassador presence. Proposed amenities for the PCAs include benches, CCTV, emergency call points, lighting, signage, trash receptacles, real-time info, optional art, wayfinding, and storage. Staff suggested locations would prioritize accessibility, visibility, and proximity to entrances and shared 3-D mockups and signage concepts.

Discussion was robust as Committee members appreciated the potential pilot, but had numerous questions and a lot of feedback, including:

- Signage: add clearer, multilingual PCA signage and avoid confusing abbreviations.
- Phone charging: explore temporary phone charging, loaners, short-use stands, and tap-card chargers.
- Improved seating: bag-level surfaces, varied layouts, and stroller/wheelchair space.
- Lighting: ensure strong lighting, reduced echo, and sensory-friendly design features.
- Airflow: consider filtration, airflow, and health needs if PCAs become enclosed.
- Ambassadors and Security: ensure increased presence, especially evenings and nights.
- Expansion: expand PCAs to current/future hubs, end-of-line stations, Bus Rapid Transit (BRT), tailor services/activities/staffing in PCAs to wait times at end of line, hubs, and high-demand stations.
- Add amenities: water fountains, lockers, story dispensers, clearer wayfinding.
- Social media: promote PCAs through social media, engaging content, and visible Ambassador podiums.

### *Alternate to Voting Member and Member Movement*

Due to an opportunity to run for an elected office, member Angela Gonzales, who had recently transitioned from an alternate to a voting member, resigned from PSAC. Her vacancy was filled by



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alternate Edward Cervantes, who was approved by the Committee beginning with the November meeting. Additionally, Committee member Duncan accepted an offer to attend Stanford University and resigned his position as an alternate on PSAC. These Committee adjustments were made in accordance with the Bylaws. With this transition, all three alternate positions are vacant. Those roles will be filled in February 2026 when the new cohort is installed.

## **October Community Engagement and Events**

PSAC was involved in the following activities during this reporting period.

- 20<sup>th</sup> Annual Taste of Soul - October 18
- Los Angeles Korean Festival - October 19
- Community Listening Session #1 - October 24
- Community Listening Session #2 - Virtual - October 30

## **November 2025 Meeting**

### *Code of Conduct Update*

Staff presented on Metro's new Customer Code of Conduct educational campaign. PSAC members were informed that the campaign aims to increase awareness (of conduct violations) and promote safe and respectful transit. Examples of humorous, creative, and promotional materials were shared with Committee members. Staff explained that the Marketing Operations team worked closely with the head of Brand and Creative from the previous presentation (made to PSAC in October 2024 and July 2025) and considered their feedback. Two social media videos promoting the campaign have already been released. Marketing Operations is in the process of updating the audio (for buses, trains, and stations). In addition, Marketing Operations and Brand/Creative are working with the research team to conduct surveys using the brand tracker and CX Pulse (to collect feedback on the campaign).

PSAC members provided the following feedback:

- An update is needed for the audio system to match new "Ride Better Together" branding.
- Inquiries about measuring campaign impact through brand trackers, surveys, or feedback tools.
- Promote new creative/signage with Metro's "Rude Dude" and stronger social media visibility.
- Reminders should be added for lowering music volume and having loud phone conversations on buses and trains (also reiterated by an online participant during public comment).
- Integration of the Code of Conduct messaging into the Transit Watch app.
- Consideration of rider engagement, using interactive outreach, such as tables, giveaways, and QR codes.
- Enhancing the signage design with more color or graphic-novel style visuals.
- Clarifying citation enforcement, diversion options, and repeat-offender accountability.

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Department of Public Safety Deputy Chief Gummer supported the presentation, where matters crossed over to conduct enforcement and provided responses to Committee members as needed. Two public comments were made regarding the campaign. One noted above and the other suggesting that Metro, through contacts made from participating GoPass schools, reach out to and educate students about the code of conduct and acceptable behavior while using Metro.

## **Bylaws Revisions**

The Committee reviewed all Bylaws revisions proposed since the February 2025 update to ensure the document remains accurate, functional, and aligned with the Committee's current operations. Over the past nine months, members identified areas where clarification, updated processes, or added definitions were needed. A consolidated review was determined to be the most efficient way to address these issues.

Parliamentarians attended the November meeting to provide counsel, confirm that proposed language was consistent with parliamentary standards, and ensure the revisions strengthened-not conflicted with-the existing structure.

Examples of revisions reviewed include:

- **Clarifying membership rules** in Article III (e.g., defining "frontline workers," outlining how vacant positions are handled, and establishing when an alternate may advance to a voting member).
- **Improving expectations for participation**, such as defining tardiness and specifying the threshold for unexcused absences.
- **Updating leadership and procedural roles** in Article IV, including adding a Chair Pro Tempore and refining the duties of the Secretary.
- **Standardizing meeting procedures**, such as setting time limits for public comment, establishing Ad Hoc Committees, and formally incorporating Robert's Rules of Order.

Parliamentarians will complete a full review and return the updated draft in December. A final vote on the complete set of revisions is anticipated in the first quarter of 2026.

## ***Community Listening Sessions***

In addition to the two listening sessions in October, PSAC held five more during November. The seven Community Listening Sessions engaged community members through various formats, ensuring that the public was met where they were. The listening sessions focused on three themes: Station Experience (SX)/Station Enhancements, Station Staffing Updates, and Station Activation. November's listening sessions consisted of a focus group with disabled riders and were conducted virtually. Pop-up listening sessions were conducted at three stations - LAX/MTC, Westlake/MacArthur Park, and North Hollywood. The pop-ups were used to engage riders and gather feedback on site, where they were directly impacted by the enhancements, improvements, staffing, and activations described in the presentations. A special pop-up was also conducted at the California State Historic Park in Downtown LA (Chinatown) to target feedback from monolingual transit-dependent Chinese

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seniors.

All feedback collected has been pooled and will be shared with Metro departments that presented at the listening sessions, including the Department of Public Safety, Ambassadors, Operations, and Customer Experience. A recap was provided at this month's PSAC meeting, as well. The full report will be made available on the PSAC website at the top of the year.

### **Cohort 4 Recruitment Efforts**

PSAC has annual cohorts with members serving two-year terms. The new cohort is set to begin their terms in February 2026. Applications were accepted for Cohort 4 starting July 18, 2025, and closed September 16, 2025. Recruitment efforts included email blasts, PSAC website updates, and community events in August and September.

A total of 582 applications were received by the closing date - the most ever received for a PSAC cohort. The majority of applicants reported living in Los Angeles, with notable concentrations also from Long Beach, Inglewood, Pasadena, and West Hollywood. Most applicants fell within the 35-44 age range, with substantial representation from the 25-34 and 55-64 age groups as well. Racial and ethnic representation among applicants was strong and very diverse among Asian/Pacific Islanders, Black/African American, Caucasian, and Hispanic/Latinx. Over half of all applicants identified as male, and approximately one-quarter reported having a disability.

Applications were reviewed in September and October, followed by first-round interviews in October. Second-round interviews were held in December, with Onboarding and Orientation scheduled for the end of January.

### **EQUITY PLATFORM**

During this reporting period, PSAC continued to focus on the committee's objectives to strengthen its impact in advancing equitable outcomes by tabling at public events and conducting listening sessions. Members connected with active riders and potential riders through one-on-one interactions and in group settings, such as virtual listening sessions and the PSAC monthly meetings. Engagement was conducted in Spanish, Tagalog, and Cantonese to ensure feedback from certain marginalized groups was included.

Through intentional representation, proactive field engagement, and data-driven recommendations, PSAC helps shape a transit system that is safe, accessible, and equitable for all residents of Los Angeles County.

### **VEHICLE MILES TRAVELED OUTCOME**

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

VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides awareness, transparency, and support for the work of the PSAC - an advisory body for LA Metro focused on customer experience and safety on our transit system. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

### **NEXT STEPS**

The CEO will continue to meet monthly with the PSAC Executive Committee to ensure that the Board's priorities are met.

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Stephanie Wiggins  
Chief Executive Officer





## **Public Safety Advisory Committee (PSAC)**

Operations, Safety, and Customer Experience Committee

January 15, 2026



## September 2025

- Introduced Chief of Police and provided a Department of Safety Update
- Conducted second knowledge-building session for members on LIFE, GoPass, and Metro Traffic Court.
- PSAC members tabled at the IBTU Crenshaw High basketball court dedication and Metro Youth Summit
- Members attend the Pomona Metro A Line Extension grand opening



## October 2025

- Designated Waiting Areas Pilot presentation
- Cohort 4 recruitment closed with 582 applications; interviews begin
- PSAC members tabled at 20<sup>th</sup> Annual Taste of Soul & 52<sup>nd</sup> Annual LA Korean Festival
- Community Listening Sessions conducted:
  - 10/24 - In-person outreach for riders with disabilities at Villa Esperanza Services, Pasadena;
  - 10/30 - Virtual outreach with breakout discussions, interpreters-engaging monolingual/immigrant riders.





## November 2025

- Presented Code of Conduct Education Campaign
- Conducted Metro Transit Court tour for members
- Community Listening Sessions conducted:
  - 11/18- Virtual outreach for riders with disabilities;
  - 11/3- Pop Up Sessions: LAX/MTC;
  - 11/4- Westlake/MacArthur Park;
  - 11/14- North Hollywood Station;
  - 11/20- California State Historic Park – feedback from transit –dependent Chinese Seniors (in Cantonese)







## Board Report

**File #:** 2025-0996, **File Type:** Informational Report

**Agenda Number:** 48.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 15, 2026

**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. The agency implemented a multi-faceted plan to improve both safety outcomes and safety perceptions for riders and employees. The following summarizes current initiatives to accomplish this objective and recent public safety trends.

#### **BACKGROUND**

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

#### **DISCUSSION**

The Metro Department of Public Safety (DPS) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations, Customer Experience, Risk, Corporate Safety, and Asset Management. DPS forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating crime and other societal issues impacting the transit system, enforcing

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

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

## OVERVIEW

As Metro strives to continually improve and more accurately measure the impact of its public safety initiatives, staff have established the following outcomes, which are strategically focused on the CEO's three-pronged approach.

- **Continue to increase monthly ridership.** In October, Metro ridership was 27,693,587, down by 3.86% compared to October 2024. However, riders are increasingly turning to Metro for their weekend and leisure travel, and October weekend ridership on all five of Metro's rail lines is up year over year. In November, Metro ridership was 23,820,571, (23,751,607), but a 7.83% decrease compared to the same month of the previous year (23,820,571 vs. 25,844,065). Many factors influence ridership patterns, including business closures due to holidays, construction, and changes in people's daily routines. Tracking monthly ridership numbers allows staff to assess the overall effectiveness and impact of all three safety initiatives. Furthermore, ongoing safety initiatives influence riders' overall perception of safety, which subsequently influences their decision to utilize public transit, thereby leading to changes in ridership levels.
- **Ensure access to the system is used solely for transit.** Law enforcement and security made 228 trespassing arrests in October, of which one took place in the ancillary areas. The ancillary arrest was initiated by Contract Security (CS) after investigating an ancillary alarm. In November, they made 283 trespassing arrests, and there were three arrests or removals from the ancillary areas. Notable improvements in cleanliness, as well as the reduction and removal of encamped areas, coupled with increased enforcement and accountability for those who trespass in the ancillary areas, are positive measures of the effectiveness of Metro's access control safety improvement strategies and tactics.
- **Connect homeless riders to housing.** In October, Metro Homeless Outreach Management & Engagement (HOME) referred 192 people to interim housing and placed 20 people into permanent housing. In November, HOME referred 182 people to interim housing and placed nine people into permanent housing, thereby reducing any desire for them to shelter on the Metro system and bringing the total for FY26 to 1,060 connections to housing. Meeting 50% of the FY26 goal of 2,100 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.
- **Facilitate the reduction of violent crime.** Crimes Against Persons (violent crimes) systemwide remained relatively the same in October 2025 compared to September (158 vs. 159), marking the lowest total for October since 2021. There was a decrease in aggravated assaults, although batteries increased this month. When compared to October 2024, Crimes

Against Persons decreased by 7.1% in October 2025 (158 vs. 170). In November, Crimes Against Persons increased by 7.0% compared to October (169 vs. 158), due to increases in aggravated assaults and robberies. When compared to November 2024, Crimes Against Persons saw a slight increase of 2.4% (169 vs. 165). An analysis of violent crime during October and November over the past five years shows that crime tends to trend higher during these months, with law enforcement indicating that there is a direct link between the holidays and the increase in robberies.

- **Facilitate the reduction of property crime.** Crimes Against Property slightly increased in October 2025 (70 vs. 67) compared to the previous month. When compared to October 2024, Crimes Against Property decreased by 26.3% in October 2025 (70 vs. 95). In November, Crimes Against Property decreased by 4.3% compared to October (67 vs. 70), due to a decrease in thefts. When compared to November 2024, crime is down by 19.3%. This can be attributed to LAPD's surge in deployment on November 10, which targeted property crimes.
- **Facilitate the reduction of narcotics, trespassing, and other crimes against society.** Arrests for Crimes Against Society increased by 4.5% in October 2025 compared to the previous month (350 vs. 335) due to an increase in trespassing arrests. When compared to October 2024, Crimes Against Society decreased by 20.3% in October 2025 (350 vs. 439). In November, Crimes Against Society increased by 6.6% compared to the previous month (373 vs. 350), due to an increase in trespassing arrests. When compared to November 2024, Crimes Against Society increased by 60.8% (373 vs. 232). More details, including crimes per one million boardings, can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

Safety improvement and crime mitigation strategic responses to outcome trends are included in subsequent sections. Further analysis of the seasonality of crime is in the Crime Stats section below.

## CUSTOMER COMMENTS

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

### **Overall Public Sentiment**

In October and November, the sentiment focused on safety and security. As in previous months, the most positive comment was about the system's visible security presence, highlighting the new faregates at stations.

- October 17 - A post on Reddit titled "7th/Metro Station looking better these days" generated a positive discussion concerning the installed faregates and the presence of security nearby the emergency exit of the faregate area, which the commentators noted that they were satisfied to

witness that it deterred fare evaders.

- November 3 - A post on Reddit titled “Is it safe to travel the subway to work?” received many positive responses, with one user stating that taking the Metro instead of driving in rush hour traffic has improved their quality of life. The user added that they have seen an uptick in Metro Ambassadors and Metro police at stations and that the system feels safer.

### ***Most Common Customer Concerns***

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app. The number of reports submitted through the Transit Watch app decreased modestly in October, from 4,679 in September to 4,632. Then in November, it decreased further to 4,117 reports.

In October, the three most reported types of incidents are property crime related to graffiti (39% of reported incidents), smoking/alcohol/drugs (25% of reported incidents), and fights or disturbances (14% of reported incidents). Below are the top three locations for each incident type for October 2025:

1. **Graffiti** - Willowbrook/Rosa Parks Station, Harbor Transitway/Slauson Station, and North Hollywood Station, where several reports were received for graffiti inside of elevators.
2. **Smoking/Alcohol/Drugs** - Westlake/MacArthur Park Station, 7<sup>th</sup> Street/Metro Center Station, and Hollywood/Western Station, where riders reported seeing people doing drugs at the stations and smoking inside the trains.
3. **Fights or Disturbances** - Union Station, 7<sup>th</sup> Street/Metro Center Station, and Westlake/MacArthur Park Station, where reports were submitted for people arguing loudly and playing loud music on the platforms and on the trains.

In November, the three most reported types of incidents are property crime related to graffiti (34% of reported incidents), smoking/alcohol/drugs (26% of reported incidents), and fights or disturbances (15% of reported incidents). Below are the top three locations for each incident type for November 2025:

1. **Graffiti** - Willowbrook - Rosa Parks Station, Slauson Station, and Firestone Station, where several reports were received for graffiti inside of elevators, on poles, and on platform beams.
2. **Smoking/Alcohol/Drugs** - 7<sup>th</sup> Street/Metro Center Station, Westlake/MacArthur Station, and San Pedro Station, where riders reported people smoking drugs inside the trains and elevators.
3. **Fights or Disturbances** - Westlake/MacArthur Park Station, 7<sup>th</sup> Street/Metro Center Station, and Union Station, where reports were submitted for people playing loud music and people shouting profanity in the stations.

Some stations, including the ones mentioned above, have seen increases in graffiti due to ongoing territorial disputes between rival gangs. Countermeasures by Metro now include AI resources to better map, identify, and link related graffiti incidents, building stronger cases against offenders. In addition, LAPD began a surge in its deployment across the system. Prioritizing resources at the stations flagged the most by customers not only improves our safety statistics - it can be one of the fastest ways to help riders feel safe when riding our system.

### *Addressing Customer Concerns*

Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations along the A, B, C, and E lines.

Metro's graffiti abatement contractors are required to perform daily inspections throughout Metro's system. All accessible graffiti observed by the contractor must be removed the same day. All reported accessible graffiti must be removed within 48 hours, and reported non-accessible graffiti must be removed expeditiously upon securing approved track allocation and support. Approximately 4,000 graffiti tags are removed monthly from Metro facilities, Rights-Of-Way, parking lots and parcel properties. With 3,382 and 2,016 graffiti reports in October and November, respectively, Metro has a dedicated contractor who is diligently removing them each month.

DPS, along with Customer Experience, actively work on decreasing drug use on our system. LAPD and LASD employ a variety of strategies, such as plain clothes surveillance operations, public drug use/ drug recognition surge operations to disrupt demand, and daily proactive patrols to actively disrupt narcotics distribution when it is observed or reported by an employee or rider. In October, LAPD and LASD made 96 arrests (LAPD - 89; LASD - 7) for narcotics. In November, the Los Angeles Police Department (LAPD) and the Los Angeles Sheriffs' Department made 81 arrests (LAPD - 69; LASD - 12) for narcotics. In comparison, LAPD and LASD made 104 arrests (LAPD - 95; LASD - 9) for narcotics in September. Metro's public safety personnel are also equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details).

Additionally, Metro promotes the Customer Code of Conduct and the Transit Watch app to all customers through its website, social media channels, and signage within the bus and rail system. Metro continuously works to identify ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct. Observations are shared during weekly meetings among public safety partners, and security patrols are adjusted at stations with the highest numbers of observations.

## **ENGAGED & VISIBLE DEPLOYMENT**

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

### ***Law Enforcement***

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

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	October 2025	November 2025	Rolling 12-Month Average	October 2025	November 2025
LAPD	446	482	469	661	538	692
LASD	103	74	137	176	65	176
<b>Total</b>	<b>549</b>	<b>556</b>	<b>606</b>	<b>837</b>	<b>603</b>	<b>868</b>

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

In October, the two law enforcement agencies made 556 arrests and issued 603 citations. In November, the two law enforcement agencies made 606 arrests and issued 868 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested are in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

### ***Transit Security***

Metro Transit Security Officers support DPS priorities such as physical security, code of conduct and fare compliance enforcement. MTS enforces fare compliance utilizing rider education, technology improvements, as well as removals, warnings, and citations. Other Metro actions, such as introducing taller fare gates, implementing TAP to Exit, and hiring more transit security officers, as well as other tactics, support fare compliance. In October, Transit Security Officers issued 300 citations and 278 written warnings. 275 citations (92%) and 262 warnings (94%) were for fare evasion. Transit Security Fare Compliance teams removed 1,442 individuals from the system for fare evasion. In November, Transit Security Officers issued 317 citations and 307 written warnings. 312 citations (98%) and 307 warnings (100%) were for fare evasion. Refer to Attachment D for more details on MTS activity and deployment this month, and a demographic breakdown of those cited.

TAP-to-Exit remains in place at Downtown Santa Monica Station, and on November 17, it resumed at Union Station and North Hollywood Station and also expanded to Pomona North Station. In October and November, most of the violations were due to individuals failing to provide proof of fare. Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

### ***Bus Safety Teams***

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. These deployments are both preventative to keep our riders safe from crime and reassuring to make our riders feel safe. The BSTs are augmented with law enforcement support. In October, there were 1,516 and 6,621 bus boardings by LAPD officers and LASD deputies, respectively.\* In November, there were 1,394 and 5,861 bus boardings by LAPD officers and LASD deputies, respectively.\* For more details on MTS activities, refer to Attachment D.

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

In addition, MTS BSTs conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. These two bus lines have consistently ranked in the top five list of bus lines with reported crimes and bus operator assaults for most of 2025. In October, these operations resulted in 271 removals on Line 2 and 254 removals on Line 4 for non-compliance. In November, these operations resulted in 247 and 219 removals on Lines 2 and 4, respectively. MTS officers use a care-based, human-centered approach to first connect individuals sheltering on the system to homeless outreach services before escalating to issuing citations and warnings. Appropriate de-escalation techniques are deployed when people are uncooperative and/or aggressive. Warnings and citations are issued as necessary and appropriate to address egregious and intractable conduct and behavior and to provide accountability.

### ***Metro Ambassadors***

Metro Ambassadors support riders by providing assistance, connecting them to resources, and reporting safety incidents or maintenance needs. Their presence helps enhance the perception and feeling of customer safety and the overall customer experience. In October 2025, Ambassadors continued their presence across all rail lines as well as the G Line and the J Line. See Attachment E for additional details on Ambassador deployments this month.

In October 2025, Ambassadors conducted 59,027 customer engagements and reported:

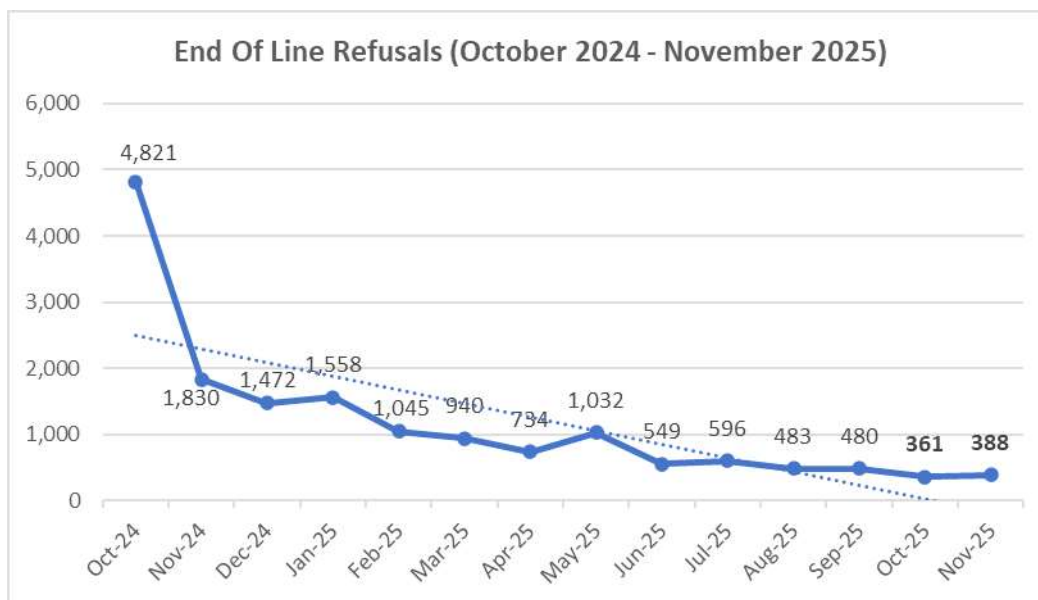
- 6,046 cleanliness issues (12% decrease from September 2025)
- 2,560 graffiti incidents (12% decrease from September 2025)
- 911 elevator and escalator problems (2% decrease from September 2025)

In November 2025, Ambassadors conducted 50,956 customer engagements and reported:

- 4,144 cleanliness issues (31% decrease from October 2025)
- 2,448 graffiti incidents (4% decrease from October 2025)
- 811 elevator and escalator problems (11% decrease from October 2025)

### ***Contract Security***

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Staff are seeing a substantial year-over-year decline in refusal rates. October 2025 recorded a 93% decrease in offloading refusals compared to October 2024. November 2025 recorded a 78% decrease in offloading refusals compared to November 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions aimed at enhancing customer engagement and compliance with Metro's Customer Code of Conduct. Compliance includes offloading the train at the EOL stations and re-tapping to adhere to fare payment rules.



Homeless outreach workers are deployed at end-of-line stations to support offloading strategies by offering resources and services to mitigate unfavorable impacts in EOL station communities. Deployment of homeless outreach workers at EOL stations varies based on system wide needs and public safety priorities.

## ACCESS CONTROL & STATION EXPERIENCE

Metro continues to focus on improving the transit experience for riders while removing individuals who commit crimes or are found to be trespassing. Metro's proactive strategy, which includes fixed security posts of uniformed personnel, roving patrols, frequent station cleanings, physical security, and environmental improvements, has led to significant improvements in access control and safety, as well as noticeable positive changes in cleanliness across the Metro system's ancillary areas.

### ***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 F) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. This Motion increased Contract Security at all subway stations and mandated more inspections of ancillary areas. During this time, response efforts shifted to prioritize arresting trespassers over removals. Two years after the initiative started in August 2023, significant improvements are evident in the continued trend of reduced trespassing removals and arrests.

The chart below illustrates the stark difference in trespasser removal and arrests between 2023, 2024, and the 11 months of 2025, reflecting the effectiveness of Metro's efforts to clean and secure ancillary areas in its underground rail stations.

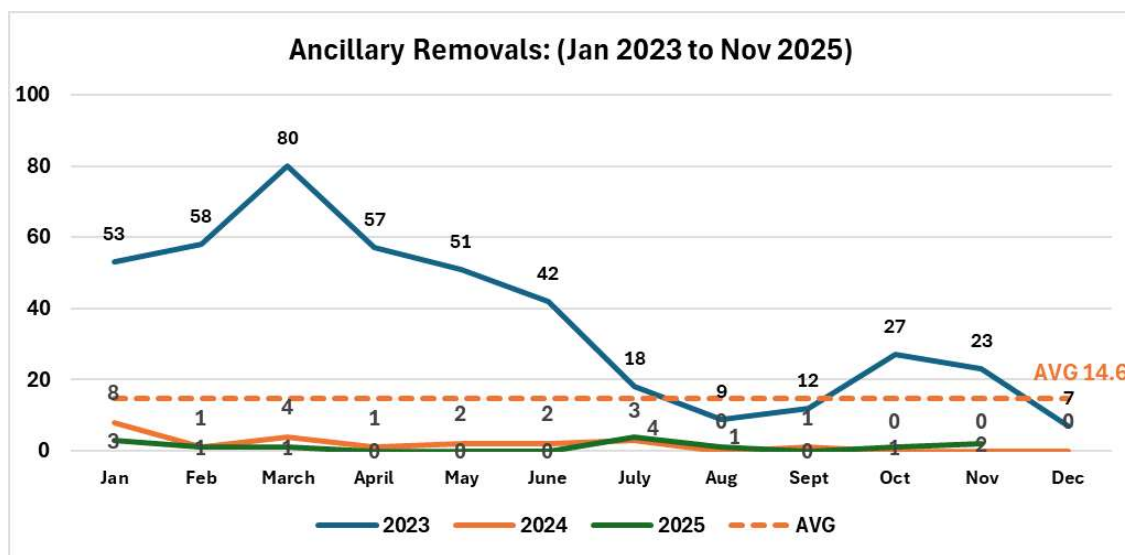
Before August 2023, the primary action towards ancillary trespassers was removing them from the area. As the policy shifted from August to September 2023, the numbers also shifted, with a reduction in removals and an increase in arrests.



- In 2024, the average number of trespasser removals per month decreased by 95%, from 36.4 in 2023 to 1.8 in 2024. Now, for the eleven months of 2025, there has been an average of 1.2 trespasser removals per month.
- Conversely, the average number of monthly arrests for trespassing increased by 186% in 2024 compared to 2023 (15 vs. 5.2). The average number has since dropped to 2 incidents for the eleven months of 2025.

Following the dual success of increased Contract Security presence and arrest actions, together with regular monitoring and cleanups, the number of trespassers encountered in the ancillary areas has been seriously reduced.

- The average number of trespassers encountered on a monthly basis declined from 42 in 2023 to 17 in 2024 to 4 during the period between January and November of 2025.
- Focusing on eleven months (January to November), there were 463 trespassers in the ancillary areas in 2023. This number decreased by 85% to 186 in 2024 and decreased by another 73% in 2025 (186 in 2024 vs. 50 in 2025).



Due to the continued effectiveness of this policy change, the ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure in these areas.

### Maintenance

- Custodial Services continue to maintain the cleanliness of all ancillary areas along the B, D, E, and K lines by performing a weekly cleanup in each corridor.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is progressing with the installation of the upgraded Intrusion Detection System (IDS) with cameras, strobe lights, and announcements at the B and D Line ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing

Square, and Vermont/Beverly stations Universal City Station is 85% complete and Union Station is 25% complete. The next station on schedule is Hollywood/Western.

- 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 two of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
- The number of special cleanup requests has remained low for at least nine consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

### *Security*

- 87 Contract Security officers continue to be deployed 24/7 at 24 subway stations on the B, D, E, and K lines.
- Contract Security inspects every ancillary area nine times daily and arrests any trespasser that they encounter. Contract Security efforts resulted in two and one trespassing arrests in ancillary areas in October and November, respectively.
- Contract Security continues to support ancillary cleaning efforts by providing security escorts for the Metro custodian staff during cleaning operations.
- Contract Security reports property damage and submits repair and clean-up requests via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

### *Station Experience Updates*

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

- To address inappropriate activity, particularly in the station parking lots, at Sherman Way Station, staff implemented fence repairs, completed cleaning efforts, and installed environmental improvements to encourage appropriate use of the area.
- To facilitate a safe and clean environment, staff expanded successful environmental improvements at several Metro stations, including four on the G Line.
- To address urine odors inside older elevators at certain Metro stations, staff are piloting a commercial-grade odor neutralizer that disperses on a timer.
- To address repeated tampering with real-time displays at Slauson Station, staff relocated and upgraded the bus seating area, which had given easy access to vandalizing the displays. This improvement will continue along the J Line along the entire I-110 Harbor Transitway corridor.

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

- There were reports of security concerns in and around Patsaouras Bus Plaza at Union Station

East, so staff conducted multiple walkthroughs with DPS, Building Services, and ITS to discuss potential improvements to the area's safety and cleanliness. A security deployment was added to conduct a regular foot patrol of the affected area.

## PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Like any other large metropolitan area, greater Los Angeles faces societal issues, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system. These teams focus on connecting individuals to housing but also support with access to mental health and substance abuse resources. Metro also works with the Los Angeles Homeless Services Authority (LAHSA) annually on the Point-in-Time count, where the entire rail and busway system is counted in a single night. LAHSA produces a report for Metro, which helps gauge the impact of the public safety ecosystem on the number of unhoused individuals who use the system for shelter. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement communicate and coordinate weekly, sharing data and any notable trends with each other to address end-of-line and hotspot stations where societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

### *Helping Riders Experiencing Homelessness*

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In October, MDTs enrolled 652 people into the Homeless Management Information System (HMIS), referred 192 people to interim housing, and placed 20 people into permanent housing. In November, MDTs enrolled 563 people into the Homeless Management Information System (HMIS), referred 182 people to interim housing, and placed 9 people into permanent housing. For FY26, 3,088 people have been enrolled into HMIS, and 1,060 have been connected to interim or permanent housing thus far; see the table below for a breakdown of the placements for this fiscal year.

FY26 Interim and Permanent Housing Placements								
Metro Multi-Disciplinary Team (MDT)	Lines Covered	Number of Teams Funded by Metro	Placed Into Interim Housing			Placed Into Permanent Housing		
			YTD	October	November	YTD	October	November
Christ Centered Ministries (CCM)	A, E (East), J, B, D, Swing Shift	9	423	91	89	53	18	16
Helpline Youth Counseling (HYC)	A South	2	29	3	11	4	0	0
HOPICS	C, K	2	32	6	9	0	0	0
LA Family Housing (LAFH)	G	2	12	2	4	1	0	1
Union Station Homeless Services	A (North)	2	23	7	12	2	0	0
PATH	A, B, D, E (West)	7	451	83	57	30	2	-8
TOTAL			970	192	182	90	20	9

*\*PATH's -8 loss is due to a data loss during processing HMIS data. County partners are working on updating.*

### ***Responding to Mental Health & Emotional Distress***

In addition to having MDTs on the system, DPS's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. In October, LAPD's HOPE team engaged 148 individuals, referring 10 of them to services. LASD's MET had 256 engagements and referred seven of them to social services. In November, LAPD's HOPE team engaged 48 individuals, referring 5 of them to services. LASD's MET had 358 engagements and referred 19 of them to social services. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals, and select DMH staff can access the system when mental health crises occur. See the following table for details from LAPD and LASD:

Law Enforcement Homeless Outreach				
	Oct-25		Nov-25	
Agency	LAPD	LASD	LAPD	LASD
Contacts	148	256	48	358
Refusal of Services	140	239	42	158
Referrals	10	7	5	19
Veteran	1	0	3	0
5150	1	4	0	5
Mental Illness	56	16	19	0
Evaluations	114	14	41	0
Narcotics	110	0	37	0
Detox	0	0	0	0
Housed	5	0	2	45
Parole	6	0	0	0
Probation	7	0	2	0
Cleanup Requests	26	0	12	0
Cleanups	33	1	19	0
Hospital	0	7	0	2

### ***Systemwide Crime Stats - November 2025 vs. October 2025 vs. September 2025***

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

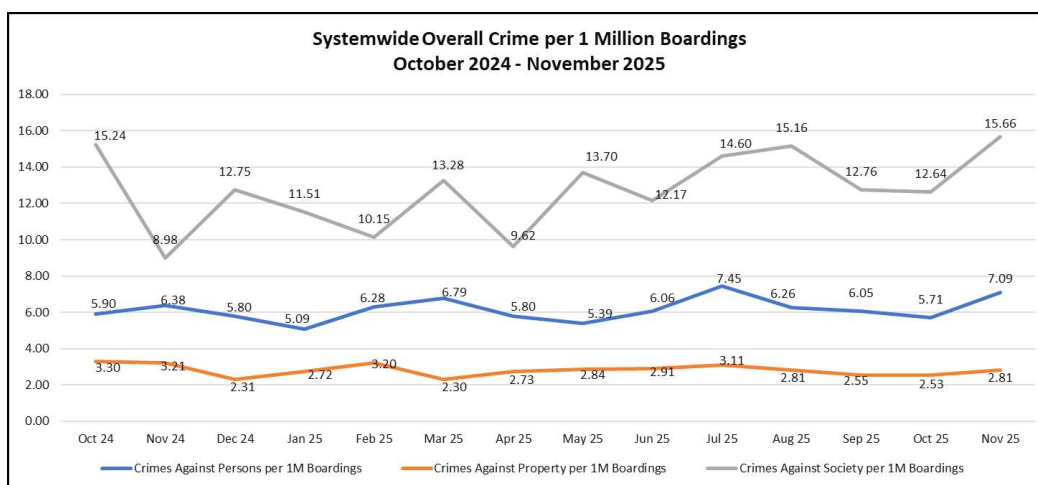
Overall, Crimes Against Persons (violent crimes) remained roughly the same in October (158 vs. 159 in September) due to increases in batteries and decreases in aggravated assaults. In November, Crimes Against Persons increased by 7.0% when compared to the prior month (169 vs. 158) due to increases in aggravated assaults and robberies. LAPD and LASD did not identify any trends or patterns. An analysis of violent crime during October and November over the past five years shows that crime tends to trend higher during these months and into the holidays.

Crimes Against Property saw a slight increase in October compared to September (70 vs. 67), due to an increase in thefts (55 vs. 48 in September). However, compared to one year ago, Crimes Against Property have decreased by 26% (70 vs. 95). Historically, Crimes Against Property have trended

down from September to October, as shown in the per one million boardings graph below. In November, Crimes Against Property decreased by 4.3% compared to October (67 vs. 70), due to fewer thefts. The observed decrease can be attributed to LAPD's surge in deployments for the holiday season, which began on November 10 to target property crimes.

Crimes Against Society increased in October due to an increase in arrests for weapons and trespassing. On October 8, LASD conducted an operation at Lake Station targeting narcotics-related crimes and made five arrests for crimes, including furnishing a controlled substance, possession of drug paraphernalia, and possession of a controlled substance. Crimes Against Society increased by 6.6% in November compared to October (373 vs. 350) due to increases in trespassing arrests. On November 24, LASD conducted another operation targeting narcotics-related crimes, making 10 arrests at Fillmore Station. Crimes in this category fluctuate in relation to enforcement levels, impacting arrest data, but staff also assess safety using other indicators, including customer feedback, reported incidents, and overall rider perception.

### Per One Million Boardings



Refer to Attachment H for more details on crime data normalized by ridership.

### Mitigating Assaults Against Frontline Employees

Assaults on Metro Employees & Contractors			
Type	Sep-25	Oct-25	Nov-25
Bus Operators	11	3	14
Rail Operators	0	0	0
Transit Security Officers	0	0	0
Contract Security Officers	9	3	6
Ambassadors	4	6	0
Blue Shirts	0	0	0
Custodians	1	1	0
<b>Total</b>	<b>25</b>	<b>13</b>	<b>20</b>

#### Bus Operators

Metro's law enforcement partners reported three operator assaults in October, a decrease from

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September (3 vs. 11) and a decrease from October 2024 (3 vs. 5). Using physical force, using a weapon or object, and brandishing a weapon were the methods of assaults on operators. Of the three assaults reported, two occurred inside the vehicle, and one had a barrier in use.

In the case of the assault that involved a barrier in use, one involved a suspect who entered the bus and threatened the operator as he partially brandished a firearm, and then immediately sat behind the operator. The suspect fled the scene. LAPD met with the operator to file a police report and MTS was notified. A physical description of the suspect was issued to all buses, instructing them to be on the lookout for the suspect. As of the date of this report, the suspect has not yet been identified and arrested. For another incident, the suspect used the barrier itself to strike the operator and then punched the operator numerous times in the torso area after the operator walked toward the back of the bus to inform the suspect that he needed to exit the bus at the end of the route. This suspect also fled the scene. LAPD responded to the scene, met with the operator to file a police report, and obtained a description of the suspect. As of the date of this report, the suspect has not yet been identified and arrested. The third assault occurred when the operator exited the bus to notify the Bus Operations Control Center of an onboard altercation, when the suspect suddenly began chasing the operator with a metal pole outside the bus. The operator was not injured, and the suspect was arrested.

In November, there were 14 reported operator assaults, an increase compared to October (14 vs. 3) and an increase from November 2024 (14 vs. 10). Using physical force, throwing a projectile, and spitting were the top methods of assaults on operators. Of the 14 assaults reported, seven occurred inside the vehicle, five occurred while the suspect was outside of the vehicle and the operator was inside of the vehicle, and two occurred while both the suspect and operator were outside of the vehicle. Three of the seven assaults that occurred inside the vehicle had a barrier in use.

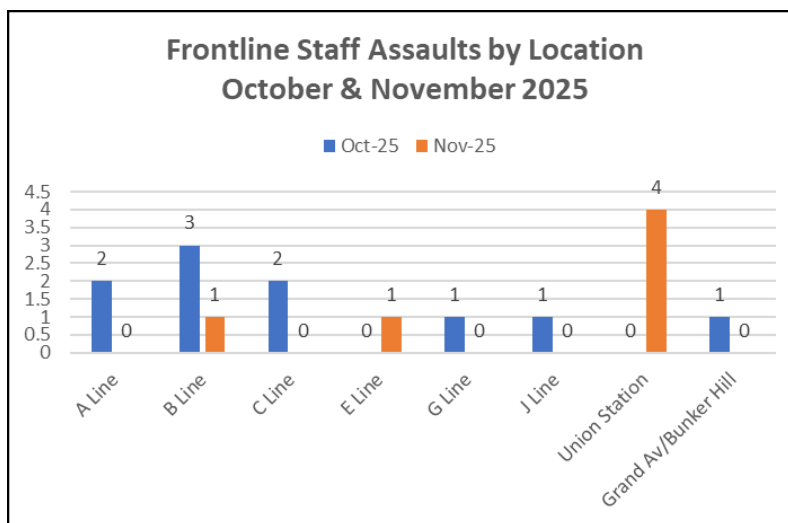
Six involved using hands/fists, resulting in one operator requiring medical transport after sustaining non-life-threatening injuries, which consisted of back pain, after he was pushed against the barrier door several times. Three incidents involved the use of a projectile, including two where the suspects threw objects at the windshield from outside of the bus, causing the windshield to shatter and land onto the operator, and one incident where the suspect reached underneath the barrier and pepper-sprayed the operator. Two incidents involved spitting: one outside the barrier area and one when the suspect went around the barrier to spit at the operator. The remaining three incidents involved brandishing a gun after the suspect was refused entry, pouring a liquid onto the operator, and setting things on fire while outside of the bus and throwing those objects at the bus. Fortunately, the fire did not cause any injuries. Of the five assaults in November reported by LASD, one suspect was arrested for attempting to light the bus on fire, and the other four have open investigations. LAPD did not provide any details regarding the suspects for the reported assaults. More details on assault methods and reasons can be found in Attachment I.

Despite the uptick in operator assaults in November, the rate at which physical assaults occur continues to remain lower than it was prior to the installation of retrofit enclosed barriers. Furthermore, when instances of assaults do take place on Metro transit vehicles, they are frequently less severe than they had been previously. Of the assaults that did take place in October, none of them required medical transport. Analysis of the full impact of these enclosures remains ongoing. In addition to the protection provided by physical barriers, all operators have received de-escalation

training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, possible preventive measures, and to provide lessons learned.

#### *Other Frontline Staff*

Assaults on frontline staff (excluding operators) decreased from 14 in September to 10 in October and further decreased to six in November. The methods of assault on these frontline staff vary from suspects using their hands to shoving or punching staff, throwing an object, spitting on an employee, throwing liquid, and using verbal threats. See the graph below on the assault location.



All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods and reasons can be found in Attachment I.

LASD has provided data from July 1, 2025, to October 15, 2025, as follows: 25 assaults on Metro employees were investigated by LASD. Of the 25 investigations, 17 (68%) were solved. Ten of the 17 solved cases either were filed by prosecutors or are pending a prosecutor's decision. The other 7 cases are either pending additional information, like lab reports or other information; one was declined for criminal prosecution due to the suspect's mental capacity. LAPD data was not available at the time of this report.

### **EQUITY PLATFORM**

The Metro transit system spans many diverse communities across Los Angeles County. The diversity of Metro's service area includes economically and ethnically diverse areas, as well as diversity in regard to crime and public safety needs. Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro's system is equitable across Los Angeles County.

Contract Security and MTS Bus Safety Teams regularly conduct EOL offloading operations at rail and bus stations, respectively, setting a consistent, compassionate, and equitable standard on what riders

should do upon reaching the last station. In October, MTS BSTs continued to focus on Lines 2 and 4 in Exposition Park and Downtown Los Angeles, respectively, improving staff safety as operators had concerns about individuals refusing to alight at the last stop. Homeless outreach teams are also available at EOL stations to offer services to any individuals experiencing homelessness. Additionally, TAP-to-Exit resumed at Union Station and North Hollywood in November. TAP Blue Shirts, Metro Ambassadors, and the LIFE Program staff were present to provide valuable resources and assistance to riders so that their transit experience is not negatively impacted.

## **VEHICLE MILES TRAVELED OUTCOME**

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

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

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

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

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

## **NEXT STEPS**

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

## **ATTACHMENTS**

Attachment A - Narcan Data October & November 2025

Attachment B - Arrests by Race & Ethnicity October & November 2025

Attachment C - Law Enforcement Homeless Outreach October & November 2025

Attachment D - Metro Transit Security Activities October & November 2025



Attachment E - Metro Ambassador Activities October & November 2025

Attachment F - Board Motion 30

Attachment G - Station Experience Updates

Attachment H - Law Enforcement Crime Summary October & November 2025

Attachment I - Frontline Safety Additional Data October & November 2025

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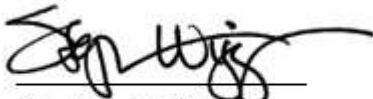
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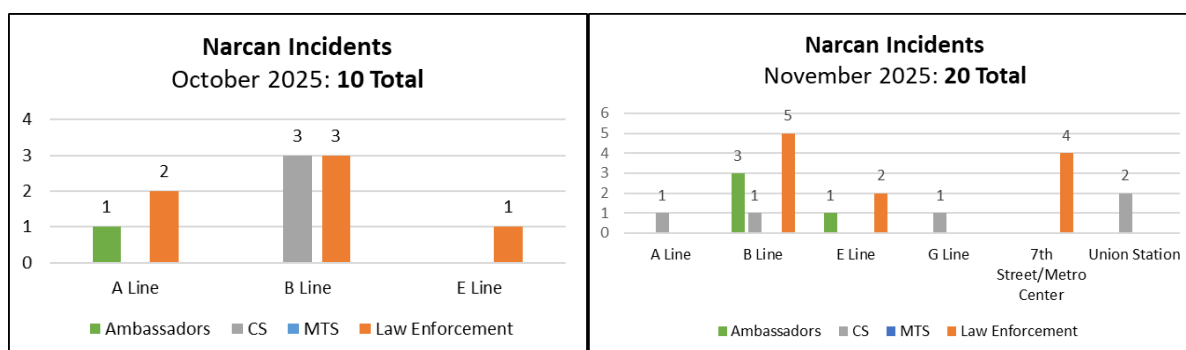
Stephanie Wiggins  
Chief Executive Officer

### Narcan Data (October & November 2025)

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

In October, there were a total of 10 Narcan incidents, a decrease of three from the previous month (13). Ambassadors reported one incident; Contract Security reported three; LAPD reported six; and MTS and LASD reported no incidents. Six of the Narcan incidents occurred on the B Line, three occurred on the A Line, and one occurred on the E Line.

In November, Narcan incidents increased by ten incidents from the previous month for a total of 20. LAPD reported 11 incidents, Contract Security reported five, and Ambassadors reported four, while MTS and LASD reported no incidents. Nine of the Narcan incidents occurred on the B Line, four occurred at 7<sup>th</sup> Street/Metro Center Station (not line-specific), three occurred on the E Line, two occurred at Union Station (not line-specific), and one occurred on the E and G Lines.





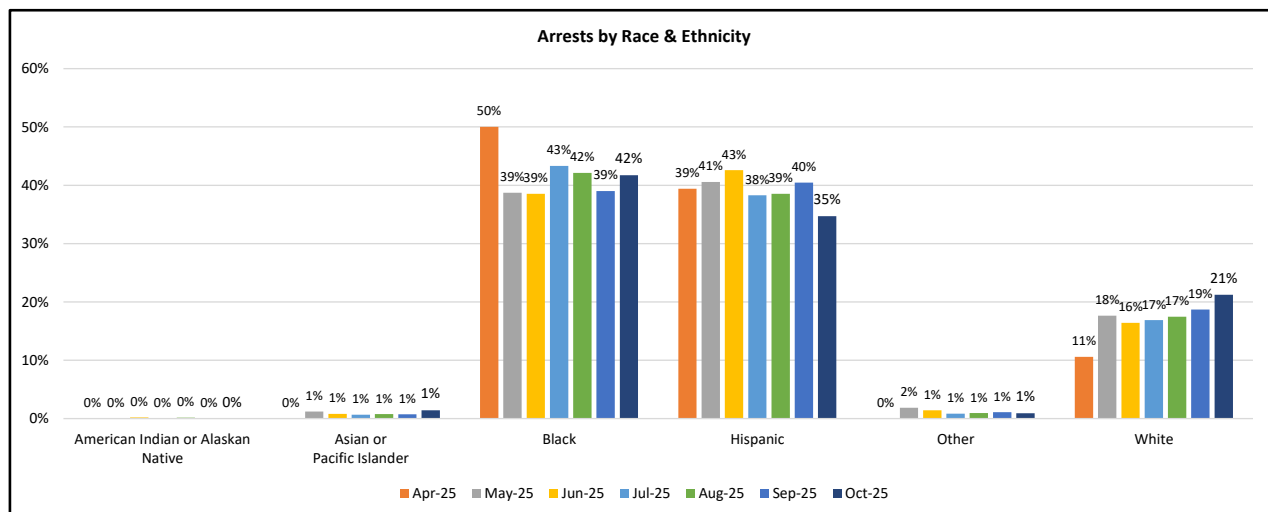
## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment B

Arrests October 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Systemwide - Arrests</b>	0	0	2	6	42	190	21	172	0	5	19	99	556
<b>Total</b>	<b>0</b>		<b>8</b>		<b>232</b>		<b>193</b>		<b>5</b>		<b>118</b>		<b>556</b>
<b>% Share</b>	<b>0.00%</b>		<b>1.44%</b>		<b>41.73%</b>		<b>34.71%</b>		<b>0.90%</b>		<b>21.22%</b>		<b>100.00%</b>

Arrests October 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Bus Systemwide (includes G &amp; J Lines)</b>	0	0	0	0	6	15	5	30	0	1	5	8	70
<b>Rail Systemwide</b>	0	0	2	5	33	169	16	141	0	4	13	89	472
<b>Union Station and 7th &amp; Metro Station</b>	0	0	0	1	3	6	0	1	0	0	1	2	14
<b>Total</b>	<b>0</b>		<b>8</b>		<b>232</b>		<b>193</b>		<b>5</b>		<b>118</b>		<b>556</b>
<b>% Share</b>	<b>0.00%</b>		<b>1.44%</b>		<b>41.73%</b>		<b>34.71%</b>		<b>0.90%</b>		<b>21.22%</b>		<b>100.00%</b>

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) October 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>A Line (Blue)</b>	0	0	1	1	13	68	8	51	0	2	4	31	179
<b>B Line (Red)</b>	0	0	1	4	13	68	4	65	0	1	4	53	213
<b>C Line (Green)</b>	0	0	0	0	2	9	1	8	0	0	0	0	20
<b>E Line (Expo)</b>	0	0	0	0	2	21	3	15	0	0	5	4	50
<b>Bus - G Line (Orange)</b>	0	0	0	0	0	4	0	15	0	1	3	7	30
<b>Bus - J Line (Silver)</b>	0	0	0	0	2	0	0	1	0	0	0	0	3
<b>K Line</b>	0	0	0	0	3	3	0	2	0	1	0	1	10
<b>Union Station</b>	0	0	0	1	3	6	0	1	0	0	1	2	14
<b>7th &amp; Metro Station</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Bus Systemwide (excludes G &amp; J Lines)</b>	0	0	0	0	4	11	5	14	0	0	2	1	37
<b>Total</b>	<b>0</b>		<b>8</b>		<b>232</b>		<b>193</b>		<b>5</b>		<b>118</b>		<b>556</b>
<b>% Share</b>	<b>0.00%</b>		<b>1.44%</b>		<b>41.73%</b>		<b>34.71%</b>		<b>0.90%</b>		<b>21.22%</b>		<b>100.00%</b>





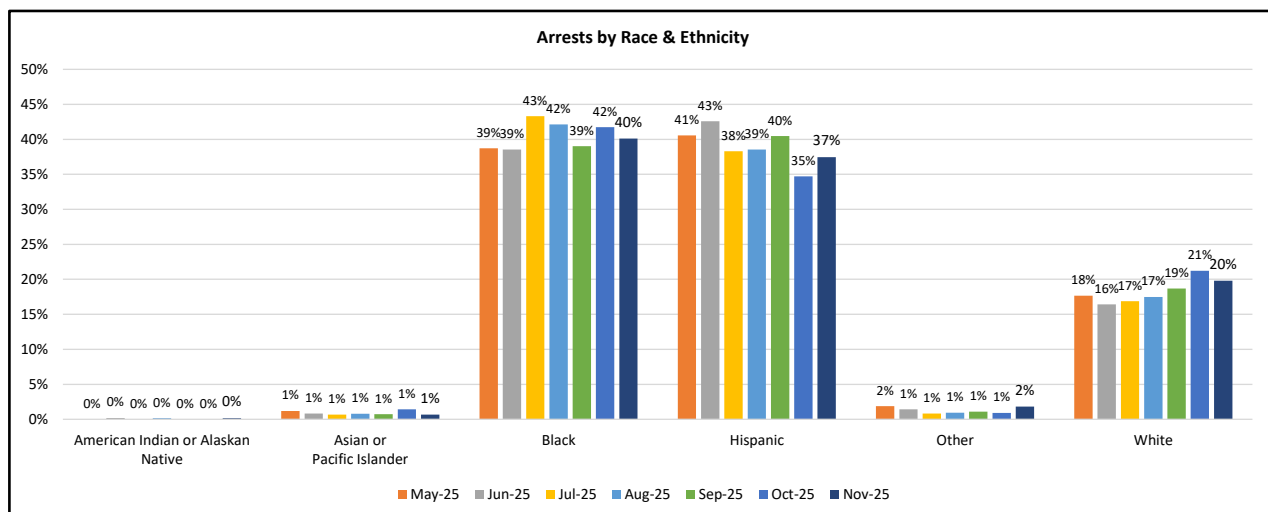
## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment B

Arrests November 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Systemwide - Arrests</b>	1	0	0	4	34	209	24	203	3	8	22	98	606
<b>Total</b>	<b>1</b>		<b>4</b>		<b>243</b>		<b>227</b>		<b>11</b>		<b>120</b>		<b>606</b>
<b>% Share</b>	<b>0.17%</b>		<b>0.66%</b>		<b>40.10%</b>		<b>37.46%</b>		<b>1.82%</b>		<b>19.80%</b>		<b>100.00%</b>

Arrests November 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Bus Systemwide (includes G &amp; J Lines)</b>	0	0	0	0	2	7	3	30	0	0	3	2	47
<b>Rail Systemwide</b>	1	0	0	4	28	198	21	172	3	8	19	95	549
<b>Union Station and 7th &amp; Metro Station</b>	0	0	0	0	4	4	0	1	0	0	0	1	10
<b>Total</b>	<b>1</b>		<b>4</b>		<b>243</b>		<b>227</b>		<b>11</b>		<b>120</b>		<b>606</b>
<b>% Share</b>	<b>0.17%</b>		<b>0.66%</b>		<b>40.10%</b>		<b>37.46%</b>		<b>1.82%</b>		<b>19.80%</b>		<b>100.00%</b>

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) November 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>A Line (Blue)</b>	0	0	0	1	11	69	7	71	1	3	8	37	208
<b>B Line (Red)</b>	1	0	0	3	10	92	10	76	2	1	9	49	253
<b>C Line (Green)</b>	0	0	0	0	1	6	2	9	0	1	0	1	20
<b>E Line (Expo)</b>	0	0	0	0	5	27	2	16	0	3	1	8	62
<b>Bus - G Line (Orange)</b>	0	0	0	0	0	3	0	3	0	0	1	0	7
<b>Bus - J Line (Silver)</b>	0	0	0	0	0	1	0	1	0	0	0	0	2
<b>K Line</b>	0	0	0	0	1	4	0	0	0	0	1	0	6
<b>Union Station</b>	0	0	0	0	3	2	0	1	0	0	0	1	7
<b>7th &amp; Metro Station</b>	0	0	0	0	1	2	0	0	0	0	0	0	3
<b>Bus Systemwide (excludes G &amp; J Lines)</b>	0	0	0	0	2	3	3	26	0	0	2	2	38
<b>Total</b>	<b>1</b>		<b>4</b>		<b>243</b>		<b>227</b>		<b>11</b>		<b>120</b>		<b>606</b>
<b>% Share</b>	<b>0.17%</b>		<b>0.66%</b>		<b>40.10%</b>		<b>37.46%</b>		<b>1.82%</b>		<b>19.80%</b>		<b>100.00%</b>





## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment C

#### Law Enforcement Homeless Outreach

October 2025

	LAPD	LASD
Contacts	148	256
Refusal of Services	140	239
Referrals	10	7
Veteran	1	0
5150	1	4
Mental Illness	56	16
Evaluations	114	14
Narcotics	110	*
Detox	0	*
Housed	5	*
Parole	6	0
Probation	7	0
Cleanup requests	26	0
Cleanups	33	1
Hospital	0	7

*\*No data reported*

*Note: Each category has slight variations in how it is defined by each law enforcement agency.*

*Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.*



## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment C

#### Law Enforcement Homeless Outreach

November 2025

	LAPD	LASD
Contacts	48	358
Refusal of Services	42	158
Referrals	5	19
Veteran	3	0
5150	0	5
Mental Illness	19	0
Evaluations	41	0
Narcotics	37	*
Detox	0	*
Housed	2	45
Parole	0	0
Probation	2	0
Cleanup requests	12	0
Cleanups	19	*
Hospital	0	2

*\*No data reported*

*Note: Each category has slight variations in how it is defined by each law enforcement agency.*

*Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.*

### Metro Transit Security Activities (October & November 2025)

MTS Citations and Warnings			
	October 2025	November 2025	12-Month Avg
<b>Citations</b>	300	317	174
<b>Warnings</b>	278	307	144

MTS Citations and Warnings - October & November 2025		
Category	October	November
Proof of Fare	537	619
Smoking/Vaping	16	1
Blocking Access with Bicycle/Cart	5	0
Must Follow Rider Rules	4	0
Food or Drink in Closed Containers	3	1
Unruly or Loud Activities	3	0
Littering or Dumping	3	0
Wheeled Riding Device Over 6ft Long	2	0
Hanging Outside of Metro Vehicle	2	0
Disruptive Activities	2	0
Loitering	1	1
Hazardous or Flammable Materials	0	1
Urinating or Defecating	0	1
<b>Total</b>	<b>578</b>	<b>624</b>

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

MTS Bus Safety Teams conducted EOL operations during Owl Service on Line 2 in Exposition Park and Line 4 in Downtown Los Angeles to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In October, these operations resulted in 271 removals on Line 2 and 254 removals on Line 4 for non-compliance. In November, these operations resulted in 247 removals on Line 2 and 219 removals on Line 4 for non-compliance.

TRANSIT SECURITY BUS SAFETY TEAMS - OCTOBER 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS <sup>2</sup>	VERBAL WARNINGS <sup>3</sup>
09/29/25 - 10/05/25	115, 117, 207, 720	121	26	29
10/06/25 - 10/12/25	4, 51, 115, 117, 207, 720, J Line	150	61	59
10/13/25 - 10/19/25	4, 117, 207, 720, J Line	104	56	45
10/20/25 - 10/26/25	4, 51, 115, 117, 207, 720, J Line	150	61	59

<b>TRANSIT SECURITY BUS SAFETY TEAMS - NOVEMBER 2025</b>				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS <sup>1</sup>	REMOVALS <sup>2</sup>	VERBAL WARNINGS <sup>3</sup>
11/03/25 - 11/09/25	G Line, J Line, 4, 720	88	78	60
11/10/25 - 11/16/25	G Line, J Line, 4, 117, 720	141	100	90
11/17/25 - 11/23/25	G Line, J Line, 4, 720	86	90	66
11/24/25 - 11/30/25	J Line, 4, 720	77	54	39

<sup>1</sup> Combined number of trips taken by BST on the referenced bus lines.

<sup>2</sup> Combined number of persons removed at the bus door for fare evasion.

<sup>3</sup> Combined number of verbal warnings given inside the bus for Code of Conduct violations.

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.

<b>TRANSIT SECURITY FARE COMPLIANCE TEAMS - OCTOBER 2025</b>			
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	REMOVALS-FARES <sup>2</sup>	REMOVALS-CoC <sup>3</sup>
09/29/25 - 10/05/25	A, B, C, E, K	301	649
10/06/25 - 10/12/25	A, B, C, E, K	450	753
10/13/25 - 10/19/25	A, B, C, E, K	383	614
10/20/25 - 10/26/25	A, B, C, E	273	531
10/27/25 - 11/02/25	A, B, C, E	235	352

<b>TRANSIT SECURITY FARE COMPLIANCE TEAMS - NOVEMBER 2025</b>			
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	REMOVALS-FARES <sup>2</sup>	REMOVALS-CoC <sup>3</sup>
11/03/25 - 11/09/25	A, B, C, E,	165	175
11/10/25 - 11/16/25	A, B, C, E,	202	392
11/17/25 - 11/23/25	A, B, C, E,	441	484
11/24/25 - 11/30/25	A, B, C, E	198	313

<sup>1</sup> Refers to Focus Stations and End-of-Line Stations on indicated rail line.

<sup>2</sup> Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

<sup>3</sup> Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

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

<b>TRANSIT SECURITY TRAIN SAFETY TEAMS - OCTOBER 2025</b>				
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	TRIPS <sup>1</sup>	REMOVALS-FARES <sup>2</sup>	REMOVALS - CoC <sup>3</sup>
09/29/25 - 10/05/25	A, B, D, E	84	48	42
10/06/25 - 10/12/25	A, E, K	73	107	36
10/13/25 - 10/19/25	A, E, K	77	117	21



## Attachment D

10/20/25 - 10/26/25	A, C, E, K	26	92	17
10/27/25 - 11/02/25	A, C, E, K	26	92	17

TRANSIT SECURITY TRAIN SAFETY TEAMS - NOVEMBER 2025				
DEPLOYMENT PERIOD	LINES COVERED <sup>1</sup>	TRIPS <sup>1</sup>	REMOVALS-FARES <sup>2</sup>	REMOVALS - CoC <sup>3</sup>
11/03/25 - 11/09/25	A, E, K	24	102	16
11/10/25 - 11/16/25	A, B	33	26	13
11/17/25 - 11/23/25	A, E	21	32	5
11/24/25 - 11/30/25	A, B	55	44	13

<sup>1</sup> Combined number of trips taken by TRT on the referenced train lines.

<sup>2</sup> Combined number of persons removed at the train for fare evasion (No proof of fare).

<sup>3</sup> Combined number of verbal warnings given inside the bus for Code of Conduct violations.

## **Metro Ambassadors Activities (October & November 2025)**

In October and November 2025, Metro Ambassadors supported both regular systemwide deployments and new initiatives. They continued deployments at the four newly opened A Line north stations and continued supporting several high-profile events, including the World Series Dodger Parade, TAP-to-Exit, 52nd LA Korean Festival Parade, CicLAvia - Heart of LA, Long Beach Marathon, ongoing NFL, LAFC, ACFC games, and other major sporting events, and concerts.

Ambassadors also played a critical role in assisting riders during service disruptions—most notably, by managing customer flow and providing wayfinding support during the Manchester Station Closure in early October, and the bus bridge at the 103rd Street/Watts Towers, Firestone, and Florence Stations later that month.

### **A Line Extension Coverage**

As of September 19, 2025, 12 Metro Ambassadors remain deployed daily to the new A Line to Pomona stations, providing coverage seven days a week as follows:

- 2 Ambassadors/shift (4 daily) – Monrovia Station to Glendora Station
- 4 Ambassadors/shift (8 daily) – Glendora Station to Pomona Station

### **A Line South, Code 2 Assistance**

On October 21, several Metro Ambassadors responded to a Code 2 alert affecting multiple stations – 103rd Street/Watts Towers, Firestone, and Florence Station – to assist customers navigate through the bus bridge established for the latter part of the day from about 3:00 pm to about 9:00 pm.

### **Manchester Station Closure**

On October 25, a Metro Ambassador team was redeployed to Manchester Station to provide fixed coverage from approximately 6:00 am to 9:00 pm due to the platform closure for maintenance. In addition, one team was redeployed on October 24, 2025, during peak hours to distribute flyers notifying the public of the upcoming platform closure.

### **Dodger Parade Support**

On November 3, Metro Ambassadors were redeployed at key stations systemwide for the Dodger World Series Celebration parade to assist our customers with the TAP mobile app, crowd management, and queuing as needed.

### **TAP-to-Exit Notification Support**

In mid-November 2025, Metro Ambassadors at North Hollywood and Pomona Stations distributed customer notifications one week prior to the TAP-to-Exit activation. Additionally, Metro Ambassadors deployed at North Hollywood and Pomona North Stations supported this rollout by reminding customers to TAP out when exiting the stations.



# 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:

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

emergency access; and

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

## **Station Experience Updates (October & November 2025)**

### ***Sherman Way Station's Safety & Cleanliness Improvements Hold Strong***

As previously reported, the area in and around the Sherman Way Station, including the East Parking Lot, was flagged by LAPD and local community members as being a “hot-spot” for loitering and illicit activities. Encampments, broken fences, and trespassing onto the G Line busway were creating hazardous conditions for both patrons and bus operations.

In addition to the cleanup efforts and fence repairs, staff have also installed environmental improvements, similar to those found in other Metro stations with parking lots, that encourage the appropriate use of the area and make the recent cleanup efforts and repairs more resilient.

### ***Environmental Improvements Expand to More Stations***

Staff have been working with Communication Systems and ITS to expand this improvement to more stations. In October, crews were able to successfully expand this program to the following locations:

- Sepulveda [G]
- Balboa [G]
- Roscoe [G]
- Chatsworth [G]
- Slauson/I-110 Transitway [J]
- Cesar Chavez Pavilion (Union Station East)
- USG Loading Dock and Emergency Exit Stairwell

Staff will be revisiting these stations in the future and engaging with riders and frontline employees to evaluate improvements to these locations.

### ***Piloting Seattle's Elevator Odor Mitigation Program at Metro's Legacy Elevators***

Last month, several members of the Station Experience (SX) presented their latest work at the annual [Northwest Transit Exchange](#) conference in Seattle, which is a two-day regional conference started by and attended by local transit agency staff from Seattle, Vancouver (Canada), Portland, San Francisco, Los Angeles, and other West Coast regions. The conference addresses relevant challenges and innovations in public transit along the West Coast.

As part of the exchange, SX learned of Sound Transit's Vertical Conveyance team's latest program to combat the persistent urine scent inside their station elevators by employing a commercial-grade odor neutralizer (fragrance-free to minimize allergy triggers) that disperses on a timer. They have received positive feedback from their frontline personnel (security, custodians, ambassadors) and directly from riders. During routine servicing, their maintainers have received emotional responses from passengers using the elevator, expressing their gratitude for being cared for and their comfort.

In mid-November, SX convened with the Vertical Transportation team to review feasibility and potential installation locations. They will be deploying the system at several of Metro's legacy elevators that lack open-door capabilities and have been known to experience persistent odors, including the outdoor plaza elevator at Pershing Square.

The team is evaluating this effort through Transitional Duty employees who already provide elevator attendant duties at some of the legacy stations. They have begun monitoring odor levels during their shifts so that staff can establish a baseline comparison as they continue with this pilot.

***Real-Time Arrival Displays Return to Slauson/I-110 Transitway Station***

Following the successful J Line mini-makeover safety and cleanliness improvements, crews returned to these stations to restore previously vandalized equipment, like the real-time arrival displays for waiting passengers. Despite repeated repairs, vandals repeatedly tampered with the equipment, causing tens of thousands of dollars in damage and degrading the customer experience for J Line and other bus riders. Through a review of CCTV footage and onsite visits, the Station Experience team identified a root cause: benches directly underneath these displays, which invite easy access to the enclosure and allow break-ins.

With the newly relocated and upgraded bus stop seating area, crews have reinstalled these displays and repaired damaged power and data feeds, which have now been a welcome sight for our bus riders. These improvements will continue along the J Line to return working real-time displays along the entire I-110 Harbor Transitway corridor.

***Joint Walkthrough Held to Address Concerns Around Patsaouras Bus Plaza***

In December, the Department of Public Safety (DPS) informed Station Experience staff of reports of security concerns in and around Patsaouras Bus Plaza at Union Station East. Despite being on the footsteps of the Gateway Headquarters, there are many areas around the bus plaza's arroyo passageway that invite unwanted activities like loitering and drug use. This week, multiple walkthroughs were held with DPS, Building Services, and ITS to discuss potential improvements to the area's safety and cleanliness. Items discussed included new CCTV cameras and PA speakers to support security efforts across Union Station's expansive footprint.

By restoring appropriate activity to this passageway, staff can encourage more riders to use this arroyo passageway to walk and roll underneath the bus plaza roadway to connect between LAX FlyAway, Greyhound, local buses, and all train connections inside Union Station, which can help improve bus service and roadway safety by reducing conflicts at the plaza level crosswalk.



## SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

### Total Crime Summary - October 2025

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	318	378	428	383	359
Agg Assault on Op	20	24	31	37	16
Battery	593	734	881	843	768
Battery on Operator	67	112	100	96	41
Homicide	4	5	4	5	1
Rape	14	10	12	13	8
Robbery	193	287	325	272	259
Sex Offenses	78	86	100	95	107
<b>Subtotal</b>	<b>1,287</b>	<b>1,636</b>	<b>1,881</b>	<b>1,744</b>	<b>1,559</b>
<b>Crimes Against Property</b>					
Arson	8	6	0	2	7
Bike Theft	36	41	22	5	11
Burglary	16	12	12	7	6
Larceny	315	431	412	469	438
Motor Vehicle Theft	10	14	38	22	40
Vandalism	248	254	153	173	207
<b>Subtotal</b>	<b>633</b>	<b>758</b>	<b>637</b>	<b>678</b>	<b>709</b>
<b>Crimes Against Society</b>					
Narcotics	133	129	442	968	1,044
Trespassing	77	87	1,046	4,352	2,046
Weapons	41	43	95	203	135
<b>Subtotal</b>	<b>251</b>	<b>259</b>	<b>1,583</b>	<b>5,523</b>	<b>3,225</b>
<b>Total</b>	<b>2,171</b>	<b>2,653</b>	<b>4,101</b>	<b>7,945</b>	<b>5,493</b>

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	219	263	304	245	220
Agg Assault on Op	3	2	1	1	0
Battery	375	475	616	529	458
Battery on Operator	2	4	6	0	0
Homicide	4	4	4	2	0
Rape	13	9	12	11	3
Robbery	136	216	226	176	148
Sex Offenses	54	59	60	58	56
<b>Subtotal</b>	<b>806</b>	<b>1,032</b>	<b>1,229</b>	<b>1,022</b>	<b>885</b>
<b>Crimes Against Property</b>					
Arson	8	5	0	2	6
Bike Theft	20	26	10	4	9
Burglary	15	9	11	6	6
Larceny	240	302	303	305	308
Motor Vehicle Theft	6	7	35	14	34
Vandalism	153	175	83	83	101
<b>Subtotal</b>	<b>442</b>	<b>524</b>	<b>442</b>	<b>414</b>	<b>464</b>
<b>Crimes Against Society</b>					
Narcotics	47	61	344	867	876
Trespassing	69	78	1,028	4,258	1,981
Weapons	22	26	71	174	108
<b>Subtotal</b>	<b>138</b>	<b>165</b>	<b>1,443</b>	<b>5,299</b>	<b>2,965</b>
<b>Total</b>	<b>1,386</b>	<b>1,721</b>	<b>3,114</b>	<b>6,735</b>	<b>4,314</b>

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	99	115	124	138	139
Agg Assault on Op	17	22	30	36	16
Battery	218	259	265	314	310
Battery on Operator	65	108	94	96	41
Homicide	0	1	0	3	1
Rape	1	1	0	2	5
Robbery	57	71	99	96	111
Sex Offenses	24	27	40	37	51
<b>Subtotal</b>	<b>481</b>	<b>604</b>	<b>652</b>	<b>722</b>	<b>674</b>
<b>Crimes Against Property</b>					
Arson	0	1	0	0	1
Bike Theft	16	15	12	1	2
Burglary	1	3	1	1	0
Larceny	75	129	109	164	130
Motor Vehicle Theft	4	7	3	8	6
Vandalism	95	79	70	90	106
<b>Subtotal</b>	<b>191</b>	<b>234</b>	<b>195</b>	<b>264</b>	<b>245</b>
<b>Crimes Against Society</b>					
Narcotics	86	68	98	101	168
Trespassing	8	9	18	94	65
Weapons	19	17	24	29	27
<b>Subtotal</b>	<b>113</b>	<b>94</b>	<b>140</b>	<b>224</b>	<b>260</b>
<b>Total</b>	<b>785</b>	<b>932</b>	<b>987</b>	<b>1,210</b>	<b>1,179</b>

Total Crimes 5-Year Trend Current Month only - Systemwide

	Oct-21	Oct-22	Oct-23	Oct-24	Oct-25
<b>Crimes Against Persons</b>					
Agg Assault	43	41	42	46	30
Agg Assault on Op	2	1	1	1	2
Battery	72	74	113	80	92
Battery on Operator	7	16	10	4	1
Homicide	1	1	0	0	0
Rape	1	1	1	2	1
Robbery	27	27	32	26	25
Sex Offenses	2	8	11	11	7
<b>Subtotal</b>	<b>155</b>	<b>169</b>	<b>210</b>	<b>170</b>	<b>158</b>
<b>Crimes Against Property</b>					
Arson	1	1	0	0	0
Bike Theft	2	4	1	0	4
Burglary	2	1	0	0	0
Larceny	33	36	31	73	46
Motor Vehicle Theft	0	2	2	5	5
Vandalism	26	14	23	17	15
<b>Subtotal</b>	<b>64</b>	<b>58</b>	<b>57</b>	<b>95</b>	<b>70</b>
<b>Crimes Against Society</b>					
Narcotics	10	10	53	140	96
Trespassing	12	14	198	277	245
Weapons	7	2	10	22	9
<b>Subtotal</b>	<b>29</b>	<b>26</b>	<b>261</b>	<b>439</b>	<b>350</b>
<b>Total</b>	<b>248</b>	<b>253</b>	<b>528</b>	<b>704</b>	<b>578</b>

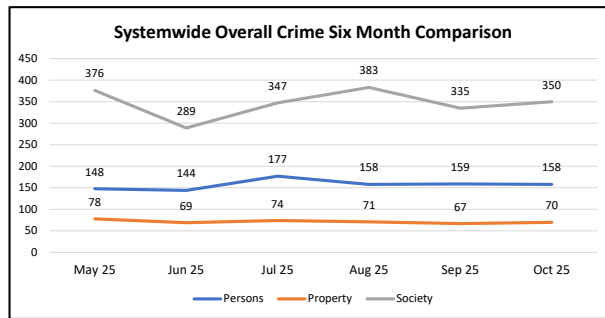
Total Crimes 5-Year Trend Current Month only - Rail

	Oct-21	Oct-22	Oct-23	Oct-24	Oct-25
<b>Crimes Against Persons</b>					
Agg Assault	30	33	27	29	18
Agg Assault on Op	0	0	0	0	0
Battery	46	55	80	46	48
Battery on Operator	0	0	0	0	0
Homicide	1	1	0	0	0
Rape	1	1	1	2	1
Robbery	18	19	20	14	9
Sex Offenses	1	4	8	6	4
<b>Subtotal</b>	<b>97</b>	<b>113</b>	<b>136</b>	<b>97</b>	<b>80</b>
<b>Crimes Against Property</b>					
Arson	1	1	0	0	0
Bike Theft	1	3	1	0	3
Burglary	1	0	0	0	0
Larceny	25	24	19	55	37
Motor Vehicle Theft	0	1	2	4	5
Vandalism	20	8	13	9	8
<b>Subtotal</b>	<b>48</b>	<b>37</b>	<b>35</b>	<b>68</b>	<b>53</b>
<b>Crimes Against Society</b>					
Narcotics	5	2	49	127	84
Trespassing	11	13	192	270	236
Weapons	4	1	8	18	7
<b>Subtotal</b>	<b>20</b>	<b>16</b>	<b>249</b>	<b>415</b>	<b>327</b>
<b>Total</b>	<b>165</b>	<b>166</b>	<b>420</b>	<b>580</b>	<b>460</b>

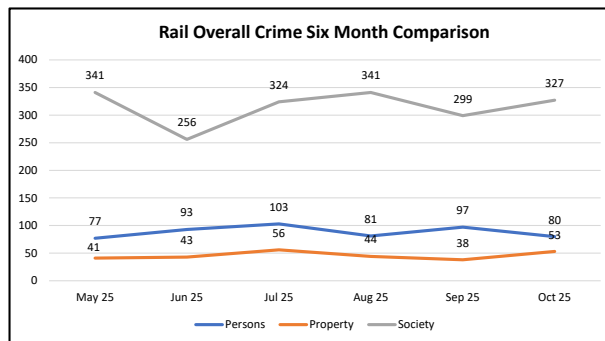
Total Crimes 5-Year Trend Current Month only - Bus

	Oct-21	Oct-22	Oct-23	Oct-24	Oct-25
<b>Crimes Against Persons</b>					
Agg Assault	13	8	15	17	12
Agg Assault on Op	2	1	1	1	2
Battery	26	19	33	34	44
Battery on Operator	7	16	10	4	1
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	9	8	12	12	16
Sex Offenses	1	4	3	5	3
<b>Subtotal</b>	<b>58</b>	<b>56</b>	<b>74</b>	<b>73</b>	<b>78</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	0
Bike Theft	1	1	0	0	1
Burglary	1	1	0	0	0
Larceny	8	12	12	18	9
Motor Vehicle Theft	0	1	0	1	0
Vandalism	6	6	10	8	7
<b>Subtotal</b>	<b>16</b>	<b>21</b>	<b>22</b>	<b>27</b>	<b>17</b>
<b>Crimes Against Society</b>					
Narcotics	5	8	4	13	12
Trespassing	1	1	6	7	9
Weapons	3	1	2	4	2
<b>Subtotal</b>	<b>9</b>	<b>10</b>	<b>12</b>	<b>24</b>	<b>23</b>
<b>Total</b>	<b>83</b>	<b>87</b>	<b>108</b>	<b>124</b>	<b>118</b>

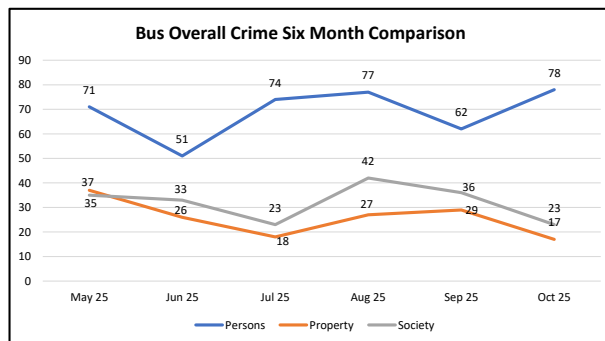




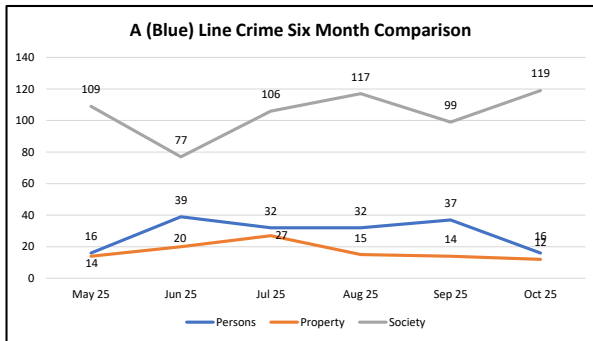
Systemwide	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	30	44	-31.8%
Agg Assault on Op	2	2	0.0%
Battery	92	63	46.0%
Battery on Operator	1	9	-88.9%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	25	29	-13.8%
Sex Offenses	7	11	-36.4%
<b>Subtotal</b>	<b>158</b>	<b>159</b>	<b>-0.6%</b>
<b>Crimes Against Property</b>			
Arson	0	1	-100.0%
Bike Theft	4	2	100.0%
Burglary	0	1	-100.0%
Larceny	46	44	4.5%
Motor Vehicle Theft	5	2	150.0%
Vandalism	15	17	-11.8%
<b>Subtotal</b>	<b>70</b>	<b>67</b>	<b>4.5%</b>
<b>Crimes Against Society</b>			
Narcotics	96	104	-7.7%
Trespassing	245	224	9.4%
Weapons	9	7	28.6%
<b>Subtotal</b>	<b>350</b>	<b>335</b>	<b>4.5%</b>
<b>Total</b>	<b>578</b>	<b>561</b>	<b>3.0%</b>



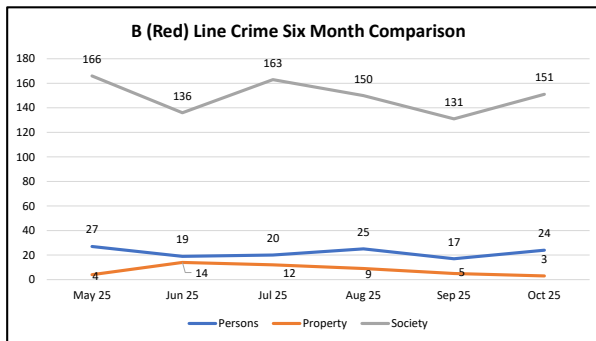
Rail	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	18	29	-37.9%
Agg Assault on Op	0	0	0.0%
Battery	48	42	14.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	9	18	-50.0%
Sex Offenses	4	7	-42.9%
<b>Subtotal</b>	<b>80</b>	<b>97</b>	<b>-17.5%</b>
<b>Crimes Against Property</b>			
Arson	0	1	-100.0%
Bike Theft	3	1	200.0%
Burglary	0	1	-100.0%
Larceny	37	25	48.0%
Motor Vehicle Theft	5	2	150.0%
Vandalism	8	8	0.0%
<b>Subtotal</b>	<b>53</b>	<b>38</b>	<b>39.5%</b>
<b>Crimes Against Society</b>			
Narcotics	84	84	0.0%
Trespassing	236	211	11.8%
Weapons	7	4	75.0%
<b>Subtotal</b>	<b>327</b>	<b>299</b>	<b>9.4%</b>
<b>Total</b>	<b>460</b>	<b>434</b>	<b>6.0%</b>



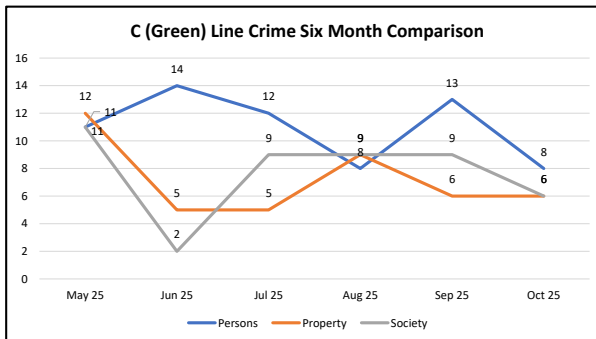
Bus	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	12	15	-20.0%
Agg Assault on Op	2	2	0.0%
Battery	44	21	109.5%
Battery on Operator	1	9	-88.9%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	16	11	45.5%
Sex Offenses	3	4	-25.0%
<b>Subtotal</b>	<b>78</b>	<b>62</b>	<b>25.8%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	1	1	0.0%
Burglary	0	0	0.0%
Larceny	9	19	-52.6%
Motor Vehicle Theft	0	0	0.0%
Vandalism	7	9	-22.2%
<b>Subtotal</b>	<b>17</b>	<b>29</b>	<b>-41.4%</b>
<b>Crimes Against Society</b>			
Narcotics	12	20	-40.0%
Trespassing	9	13	-30.8%
Weapons	2	3	-33.3%
<b>Subtotal</b>	<b>23</b>	<b>36</b>	<b>-36.1%</b>
<b>Total</b>	<b>118</b>	<b>127</b>	<b>-7.1%</b>



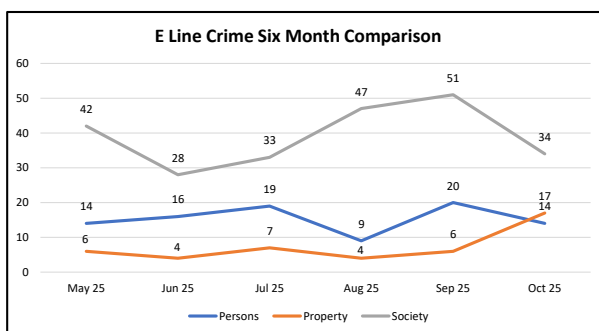
A (Blue) Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	5	19	-73.7%
Agg Assault on Op	0	0	0.0%
Battery	8	7	14.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	10	-80.0%
Sex Offenses	1	1	0.0%
Subtotal	16	37	-56.8%
<b>Crimes Against Property</b>			
Arson	0	1	-100.0%
Bike Theft	3	0	300.0%
Burglary	0	1	-100.0%
Larceny	8	9	-11.1%
Motor Vehicle Theft	1	1	0.0%
Vandalism	0	2	-100.0%
Subtotal	12	14	-14.3%
<b>Crimes Against Society</b>			
Narcotics	29	19	52.6%
Trespassing	89	78	14.1%
Weapons	1	2	-50.0%
Subtotal	119	99	20.2%
Total	147	150	-2.0%



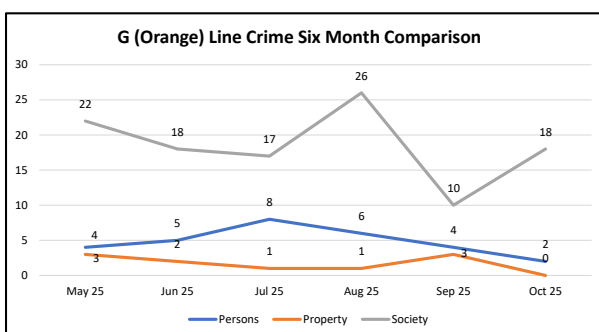
B (Red) Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	8	2	300.0%
Agg Assault on Op	0	0	0.0%
Battery	12	14	-14.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	1	100.0%
Sex Offenses	2	0	200.0%
Subtotal	24	17	41.2%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	4	-50.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	1	-100.0%
Subtotal	3	5	-40.0%
<b>Crimes Against Society</b>			
Narcotics	50	50	0.0%
Trespassing	96	80	20.0%
Weapons	5	1	400.0%
Subtotal	151	131	15.3%
Total	178	153	16.3%



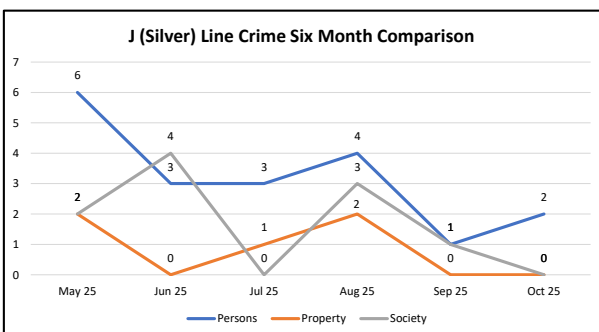
C (Green) Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	2	3	-33.3%
Agg Assault on Op	0	0	0.0%
Battery	3	6	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	3	0.0%
Sex Offenses	0	1	-100.0%
Subtotal	8	13	-38.5%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	4	-25.0%
Motor Vehicle Theft	2	0	200.0%
Vandalism	1	2	-50.0%
Subtotal	6	6	0.0%
<b>Crimes Against Society</b>			
Narcotics	2	2	0.0%
Trespassing	4	7	-42.9%
Weapons	0	0	0.0%
Subtotal	6	9	-33.3%
Total	20	28	-28.6%



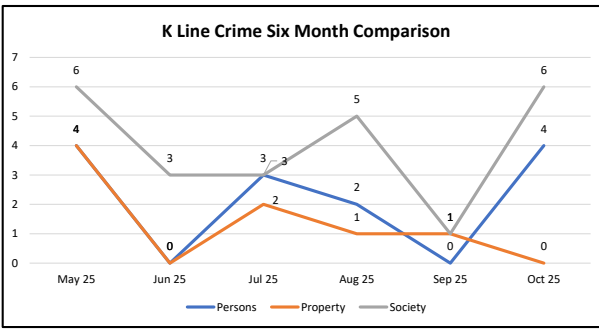
E Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	4	-75.0%
Agg Assault on Op	0	0	0.0%
Battery	10	9	11.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	2	4	-50.0%
Sex Offenses	0	2	-100.0%
Subtotal	14	20	-30.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	14	4	250.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	3	1	200.0%
Subtotal	17	6	183.3%
<b>Crimes Against Society</b>			
Narcotics	3	13	-76.9%
Trespassing	31	37	-16.2%
Weapons	0	1	-100.0%
Subtotal	34	51	-33.3%
Total	65	77	-15.6%



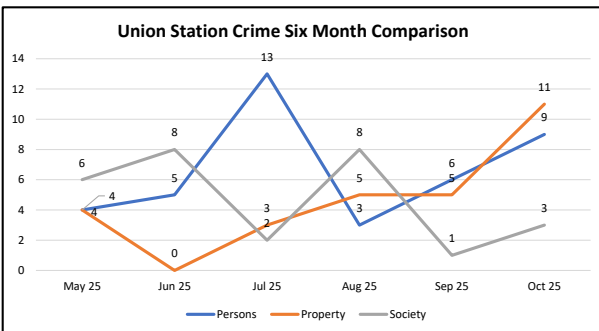
G (Orange) Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	2	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	2	4	-50.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	3	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	3	-100.0%
<b>Crimes Against Society</b>			
Narcotics	10	6	66.7%
Trespassing	8	4	100.0%
Weapons	0	0	0.0%
Subtotal	18	10	80.0%
Total	20	17	17.6%



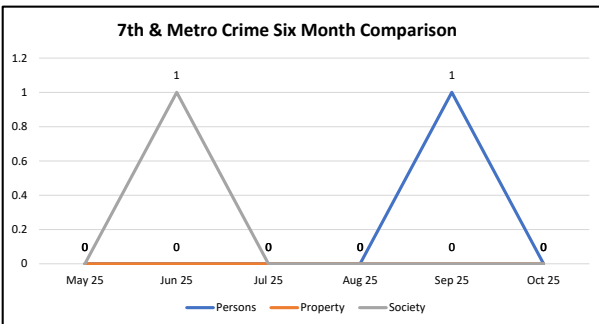
J (Silver) Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	1	0	100.0%
Subtotal	2	1	100.0%
<b>Crimes Against Property</b>			
Arson	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%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	1	-100.0%
Weapons	0	0	0.0%
Subtotal	0	1	-100.0%
Total	2	2	0.0%



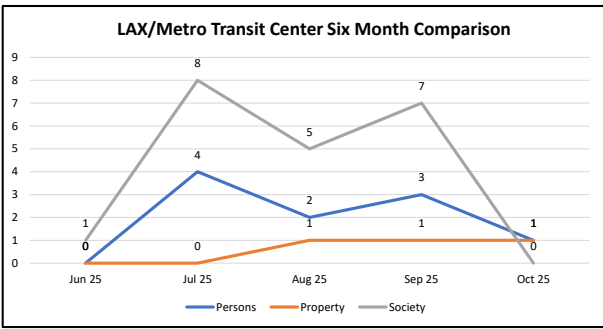
K Line	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	3	0	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	4	0	400.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
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%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	6	1	500.0%
Weapons	0	0	0.0%
Subtotal	6	1	500.0%
Total	10	2	400.0%



Union Station	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	9	4	125.0%
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	2	-100.0%
Subtotal	9	6	50.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	9	3	200.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	2	1	100.0%
Subtotal	11	5	120.0%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	2	1	100.0%
Weapons	1	0	100.0%
Subtotal	3	1	200.0%
Total	23	12	91.7%



7th & Metro	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	1	-100.0%
<b>Crimes Against Property</b>			
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%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	1	-100.0%



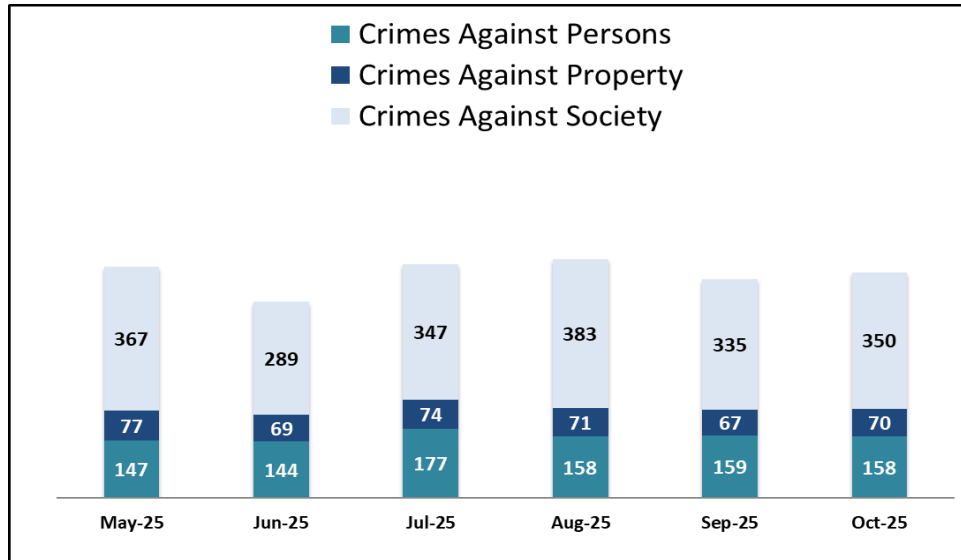
LAX/MTC	Oct 25	Sep 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	1	-100.0%
<b>Subtotal</b>	<b>1</b>	<b>3</b>	<b>-66.7%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	1	-100.0%
<b>Subtotal</b>	<b>1</b>	<b>1</b>	<b>0.0%</b>
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	7	-100.0%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>0</b>	<b>7</b>	<b>-100.0%</b>
<b>Total</b>	<b>2</b>	<b>11</b>	<b>-81.8%</b>

## SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2025

Attachment H

### Total Crimes

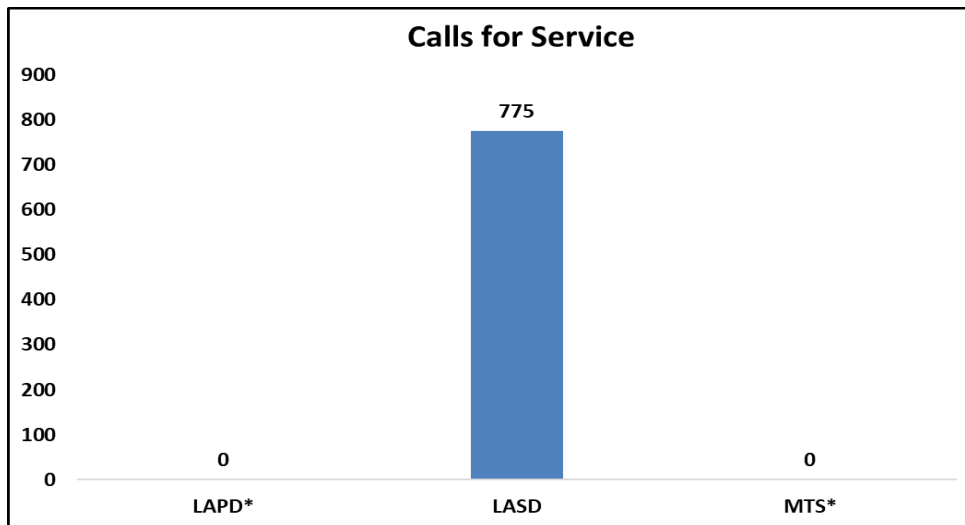


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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 and MTS Calls for Service data is currently unavailable

# Transit Police

## Monthly Crime Report



Attachment H

	2025	2024	%
	October	October	Change
<b>CRIMES AGAINST PERSONS</b>			
Homicide	0	0	0.0%
Rape	1	2	-50.0%
Robbery	25	26	-3.8%
Aggravated Assault	30	46	-34.8%
Aggravated Assault on Operator	2	1	100.0%
Battery	92	80	15.0%
Battery on Operator	1	4	-75.0%
Sex Offenses	7	11	-36.4%
<b>SUB-TOTAL</b>	<b>158</b>	<b>170</b>	<b>-7.1%</b>
<b>CRIMES AGAINST PROPERTY</b>			
Burglary	0	0	0.0%
Larceny	46	73	-37.0%
Bike Theft	4	0	400.0%
Motor Vehicle Theft	5	5	0.0%
Arson	0	0	0.0%
Vandalism	15	17	-11.8%
<b>SUB-TOTAL</b>	<b>70</b>	<b>95</b>	<b>-26.3%</b>
<b>CRIMES AGAINST SOCIETY</b>			
Weapons	9	22	-59.1%
Narcotics	96	140	-31.4%
Trespassing	245	277	-11.6%
<b>SUB-TOTAL</b>	<b>350</b>	<b>439</b>	<b>-20.3%</b>
<b>TOTAL</b>	<b>578</b>	<b>704</b>	<b>-17.9%</b>
<b>ENFORCEMENT EFFORTS</b>			
Arrests	556	657	-15.4%
Citations	603	945	-36.2%
Calls for Service	775	1,544	-49.8%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2025

Attachment H

Crimes

Monthly

System-Wide	Oct-25	Oct-24	% Change
Crimes Against Persons	158	170	-7.1%
Crimes Against Property	70	95	-26.3%
Crimes Against Society	350	439	-20.3%
Total	578	704	-17.9%

Six Months

System-Wide	May-25-Oct-25	May-24-Oct-24	% Change
Crimes Against Persons	943	1,133	-16.8%
Crimes Against Property	425	464	-8.4%
Crimes Against Society	2,067	4,182	-50.6%
Total	3,435	5,779	-40.6%

Annual

System-Wide	Nov-24-Oct-25	Nov-23-Oct-24	% Change
Crimes Against Persons	1,871	2,098	-10.8%
Crimes Against Property	847	790	7.2%
Crimes Against Society	3,769	6,271	-39.9%
Total	6,487	9,159	-29.2%

Average Emergency Response Times

Monthly

Oct-25	Oct-24	% Change
1.60	2.88	-44.4%

Six Months

May-25-Oct-25	May-24-Oct-24	% Change
2.42	4.94	-51.0%

Annual

Nov-24-Oct-25	Nov-23-Oct-24	% Change
2.98	5.20	-42.6%

Bus Operator Assaults

Monthly

Oct-25	Oct-24	% Change
3	5	-40.0%

Six Months

May-25-Oct-25	May-24-Oct-24	% Change
30	83	-63.9%

Annual

Nov-24-Oct-25	Nov-23-Oct-24	% Change
75	170	-55.9%

Ridership

Monthly

Oct-25	Oct-24	% Change
27,693,587	28,806,674	-3.9%

Six Months

May-25-Oct-25	May-24-Oct-24	% Change
154,187,392	160,465,659	-3.9%

Annual

Nov-24-Oct-25	Nov-23-Oct-24	% Change
308,150,685	307,316,526	0.3%





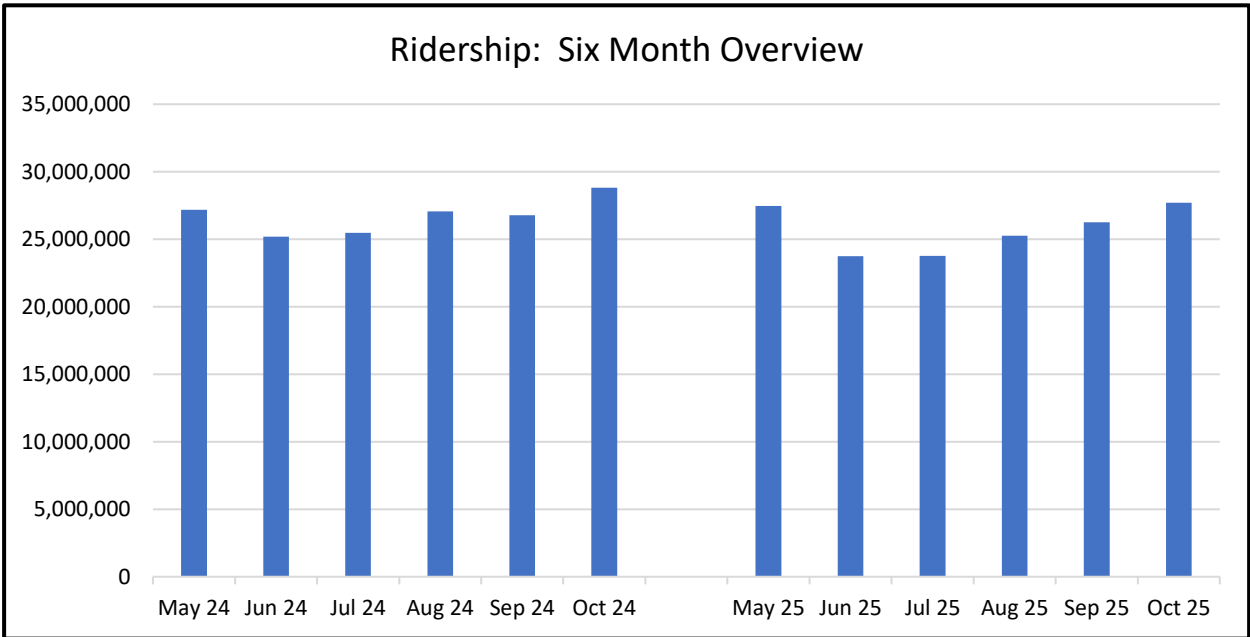
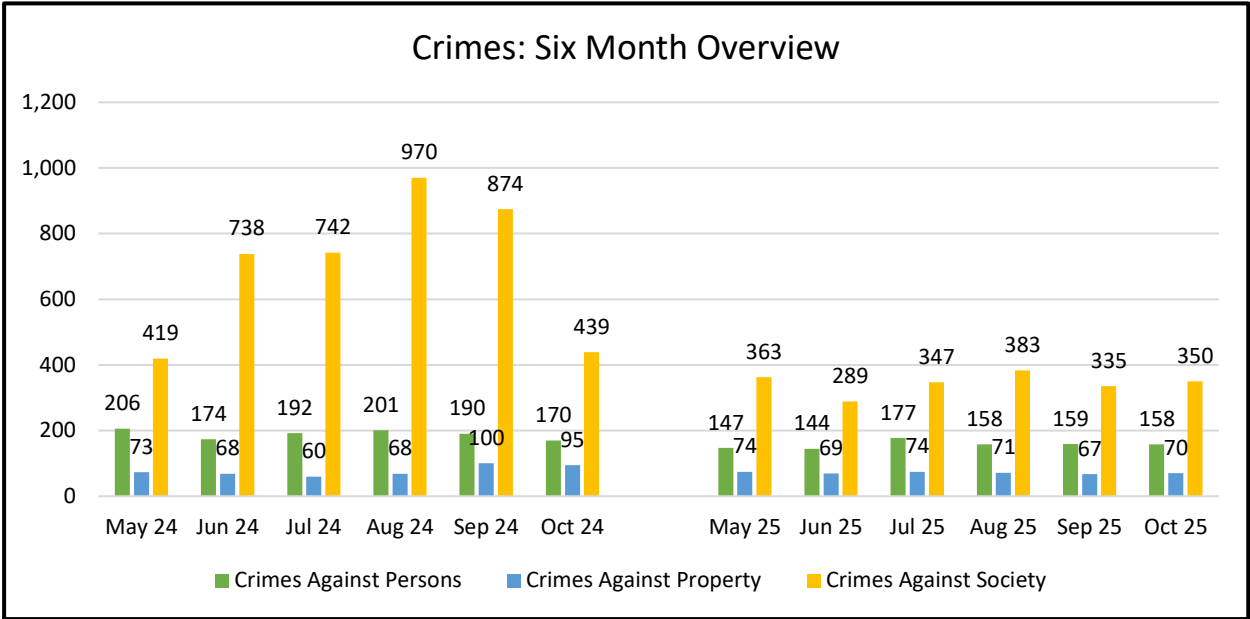
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2025

Attachment H



# A LINE (BLUE)

ATTACHMENT H

**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025**

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	1	0	24
Aggravated Assault	1	4	0	44
Aggravated Assault on Operator	0	0	0	0
Battery	5	3	1	43
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	7
<b>SUB-TOTAL</b>	<b>8</b>	<b>8</b>	<b>1</b>	<b>118</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	0	1
Larceny	1	7	0	42
Bike Theft	0	3	0	4
Motor Vehicle Theft	0	1	0	4
Arson	0	0	0	2
Vandalism	0	0	1	16
<b>SUB-TOTAL</b>	<b>1</b>	<b>11</b>	<b>1</b>	<b>69</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	1	0	0	7
Narcotics	24	5	0	90
Trespassing	88	1	4	348
<b>SUB-TOTAL</b>	<b>113</b>	<b>6</b>	<b>4</b>	<b>445</b>
<b>TOTAL</b>	<b>122</b>	<b>25</b>	<b>6</b>	<b>632</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Pomona North	0	0	0	0
La Verne/Fairplex	0	0	0	0
San Dimas	0	1	0	2
Glendora	1	4	0	5
APU/Citrus College	0	0	0	6
Azusa Downtown	0	0	0	3
Irwindale	1	2	0	4
Duarte/City of Hope	0	1	0	6
Monrovia	0	0	0	2
Arcadia	0	0	0	3
Sierra Madre Villa	0	0	0	5
Allen	0	0	0	3
Lake	0	0	2	5
Memorial Park	0	0	0	4
Del Mar	0	0	0	3
Fillmore	0	0	1	6
South Pasadena	1	0	2	5
Highland Park	0	0	1	3
Southwest Museum	1	0	1	6
Heritage Square	0	0	1	4
Lincoln/Cypress	0	0	1	7
Chinatown	0	0	52	151
Union Station	1	0	0	3
Little Tokyo/Arts Dist	2	1	1	19
Historic Broadway	0	0	1	8
Grand Av Arts/Bunker Hill	1	0	29	123
7th St/Metro Ctr	0	0	0	8
Pico	0	0	1	41
Grand/LATTC	1	0	24	65
San Pedro St	0	0	0	4
Washington	0	0	0	7
Vernon	1	0	0	5
Slauson	0	0	0	9
Florence	2	2	0	17
Firestone	2	0	1	10
103rd St/Watts Towers	1	0	1	5
Willowbrook/Rosa Parks	0	0	0	14
Compton	0	0	0	8
Artesia	1	0	0	11
Del Amo	0	1	0	7
Wardlow	0	0	1	5
Willow St	1	0	0	8
PCH	0	0	0	1
Anaheim St	0	1	0	3
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	0	0	3	13
Pacific Av	0	0	0	0
A Line Rail Yard	0	0	0	5
<b>Total</b>	<b>17</b>	<b>13</b>	<b>123</b>	<b>632</b>

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	30	7	0	154
Misdemeanor	123	19	0	593
<b>TOTAL</b>	<b>153</b>	<b>26</b>	<b>0</b>	<b>747</b>

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	91	23	0	537
Vehicle Code Citations	11	0	0	41
<b>TOTAL</b>	<b>102</b>	<b>23</b>	<b>0</b>	<b>578</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	0	109	0	497
Priority	0	83	0	445
Emergency	0	10	0	41
<b>TOTAL</b>	<b>0</b>	<b>202</b>	<b>0</b>	<b>983</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	35%	4%	0%
Proactive	65%	96%	0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
A Line - LAPD	80%
A Line - LASD	88%
A Line - MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Pomona North	0	22	0	46
La Verne/Fairplex	0	5	0	10
San Dimas	0	18	0	23
Glendora	0	18	0	27
Azusa	0	7	0	90
Irwindale	0	18	0	93
Duarte Station	0	12	0	55
Monrovia	0	5	0	35
Magnolia Ave	0	0	0	0
Arcadia Station	0	12	0	47
Pasadena	0	21	0	107
South Pasadena	0	2	0	14
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	6	0	0	62
Slauson	0	0	0	3
Florence	0	0	0	13
Firestone	0	4	0	19
103rd St	0	0	0	7
Willowbrook	0	23	0	85
Compton	0	0	0	10
Artesia	0	2	0	22
Del Amo	0	6	0	17
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
<b>TOTAL</b>	<b>6</b>	<b>175</b>	<b>0</b>	<b>679</b>

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

# B LINE (RED)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	6
Aggravated Assault	8	17
Aggravated Assault on Operator	0	0
Battery	12	56
Battery Rail Operator	0	0
Sex Offenses	2	7
<b>SUB-TOTAL</b>	<b>24</b>	<b>86</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	20
Bike Theft	0	0
Motor Vehicle Theft	1	3
Arson	0	0
Vandalism	0	6
<b>SUB-TOTAL</b>	<b>3</b>	<b>29</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	5	16
Narcotics	50	202
Trespassing	96	377
<b>SUB-TOTAL</b>	<b>151</b>	<b>595</b>
<b>TOTAL</b>	<b>178</b>	<b>710</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	33	151
Misdemeanor	180	751
<b>TOTAL</b>	<b>213</b>	<b>902</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	196	755
Vehicle Code Citations	9	55
<b>TOTAL</b>	<b>205</b>	<b>810</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	30%
Proactive	70%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	4	42
Civic Center/Grand Park	0	0	0	6
Pershing Square	5	0	4	31
7th St/Metro Ctr	5	1	20	96
Westlake/MacArthur Park	5	0	43	155
Wilshire/Vermont	1	0	0	27
Wilshire/Normandie	0	0	1	1
Vermont/Beverly	1	0	5	32
Wilshire/Western	0	0	1	3
Vermont/Santa Monica	0	0	3	18
Vermont/Sunset	0	0	3	18
Hollywood/Western	1	0	19	86
Hollywood/Vine	0	0	18	51
Hollywood/Highland	0	0	1	12
Universal City/Studio City	1	0	4	14
North Hollywood	2	2	25	118
B Line Rail Yard	0	0	0	0
<b>Total</b>	<b>24</b>	<b>3</b>	<b>151</b>	<b>710</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
B Line - LAPD	83%

LEGEND
Los Angeles Police Department

# C LINE (GREEN)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	15
Aggravated Assault	0	2	7
Aggravated Assault on Operator	0	0	0
Battery	2	1	18
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>6</b>	<b>41</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	2	17
Bike Theft	0	0	0
Motor Vehicle Theft	2	0	4
Arson	0	0	0
Vandalism	0	1	5
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>	<b>26</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	1	1	10
Trespassing	2	2	22
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>	<b>33</b>
<b>TOTAL</b>	<b>8</b>	<b>12</b>	<b>100</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center	2	1	1	30
Aviation/Century	0	0	0	2
Aviation/Imperial	0	1	0	4
Hawthorne/Lennox	0	0	0	0
Crenshaw	1	0	0	2
Vermont/Athens	3	1	0	7
Harbor Fwy	0	0	1	4
Avalon	0	1	1	9
Willowbrook/Rosa Parks	2	1	1	20
Lynwood	0	1	0	7
Lakewood Bl	0	0	0	3
Norwalk	0	0	2	12
<b>Total</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>100</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	4	18
Misdemeanor	4	11	75
<b>TOTAL</b>	<b>5</b>	<b>15</b>	<b>93</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	11	64
Vehicle Code Citations	0	0	2
<b>TOTAL</b>	<b>1</b>	<b>11</b>	<b>66</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	81	258
Priority	0	50	147
Emergency	0	6	14
<b>TOTAL</b>	<b>0</b>	<b>137</b>	<b>419</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	43%	5%
Proactive	57%	95%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
C Line - LAPD	87%
C Line - LASD	94%

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

# E LINE

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	1	0	2
Robbery	2	0	10
Aggravated Assault	1	0	19
Aggravated Assault on Operator	0	0	0
Battery	5	5	29
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
<b>SUB-TOTAL</b>	<b>9</b>	<b>5</b>	<b>62</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	12	2	26
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	3	0	7
<b>SUB-TOTAL</b>	<b>15</b>	<b>2</b>	<b>34</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	3	0	34
Trespassing	30	1	128
<b>SUB-TOTAL</b>	<b>33</b>	<b>1</b>	<b>165</b>
<b>TOTAL</b>	<b>57</b>	<b>8</b>	<b>261</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	1	1	6
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	1	10
Soto	0	0	2	13
Mariachi Plaza	0	2	4	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	3
Pico	1	0	0	2
LATTC/Ortho Institute	1	1	0	25
Jefferson/USC	0	3	0	9
Expo Park/USC	1	0	0	8
Expo/Vermont	0	1	0	10
Expo/Western	1	0	16	73
Expo/Crenshaw	2	3	10	26
Farmdale	0	2	0	2
Expo/La Brea	1	2	0	12
La Cienega/Jefferson	1	1	0	4
Culver City	0	0	0	2
Palms	0	0	0	1
Westwood/Rancho Park	1	0	0	1
Expo/Sepulveda	0	0	0	7
Expo/Bundy	0	0	0	2
26th St/Bergamot	0	0	0	0
17th St/SMC	0	1	0	4
Downtown Santa Monica	5	0	0	22
E Line Rail Yard	0	0	0	0
<b>Total</b>	<b>14</b>	<b>17</b>	<b>34</b>	<b>261</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	0	43
Misdemeanor	37	7	195
<b>TOTAL</b>	<b>43</b>	<b>7</b>	<b>238</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	30	7	246
Vehicle Code Citations	1	0	22
<b>TOTAL</b>	<b>31</b>	<b>7</b>	<b>268</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	87	316
Priority	0	20	91
Emergency	0	2	6
<b>TOTAL</b>	<b>0</b>	<b>109</b>	<b>413</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	34%	12%
Proactive	66%	88%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line - LAPD	83%
E Line - LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	8	8
Figueroa St	0	0	0
Exposition Blvd	131	0	131
Culver City	0	1	1
Santa Monica	0	35	35
<b>TOTAL</b>	<b>131</b>	<b>44</b>	<b>175</b>

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

# G LINE (ORANGE)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	0	8
Aggravated Assault on Operator	0	0
Battery	2	9
Battery Bus Operator	0	0
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>20</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	4
Narcotics	10	47
Trespassing	8	20
<b>SUB-TOTAL</b>	<b>18</b>	<b>71</b>
<b>TOTAL</b>	<b>20</b>	<b>96</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	7	23
Misdemeanor	23	72
<b>TOTAL</b>	<b>30</b>	<b>95</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	8	80
Vehicle Code Citations	31	152
<b>TOTAL</b>	<b>39</b>	<b>232</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	21%
Proactive	79%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	1	16
Laurel Canyon	0	0	0	0
Valley College	0	0	0	3
Woodman	0	0	1	3
Van Nuys	0	0	0	1
Sepulveda	1	0	1	9
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	7	29
Tampa	0	0	0	0
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	0	6	12
Sherman Way	0	0	0	3
Roscoe	0	0	0	5
Nordhoff	0	0	0	4
Chatsworth	0	0	2	6
<b>Total</b>	<b>2</b>	<b>0</b>	<b>18</b>	<b>96</b>

#### PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

G Line - LAPD	86%
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#### LEGEND

Los Angeles Police Department

# J LINE (SILVER)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	1
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	0	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	1	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>1</b>	<b>10</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>3</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>17</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	7
Misdemeanor	0	3	12
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>19</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	7
Vehicle Code Citations	0	0	5
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>12</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	6	34
Priority	0	4	9
Emergency	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>10</b>	<b>44</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	11%	10%
Proactive	89%	90%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	1	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	1
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	2
Manchester	1	0	0	3
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	5
Carson	0	0	0	0
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>17</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
J Line - LAPD	87%
J Line - LASD	89%

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

# K LINE

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	1	0	4
Aggravated Assault on Operator	0	0	0
Battery	3	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>9</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>4</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	6	0	15
<b>SUB-TOTAL</b>	<b>6</b>	<b>0</b>	<b>15</b>
<b>TOTAL</b>	<b>10</b>	<b>0</b>	<b>28</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	10	0	29
<b>TOTAL</b>	<b>10</b>	<b>0</b>	<b>32</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	0	21
Vehicle Code Citations	1	0	1
<b>TOTAL</b>	<b>5</b>	<b>0</b>	<b>22</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	69	264
Priority	0	8	35
Emergency	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>77</b>	<b>299</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	32%	26%
Proactive	68%	74%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	3	0	1	9
Martin Luther King Jr	0	0	2	8
Leimert Park	0	0	1	3
Hyde Park	0	0	0	1
Fairview Heights	0	0	0	0
Downtown Inglewood	0	0	0	1
Westchester / Veterans	0	0	0	0
LAX/Metro Transit Center	0	0	2	3
Aviation/Century	1	0	0	2
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	1
Redondo Beach	0	0	0	0
<b>Total</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>28</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	83%
K Line - LASD	94%

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



# BUS PATROL

ATTACHMENT H

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	3
Robbery	8	7	47
Aggravated Assault	8	4	53
Aggravated Assault on Operator	2	0	7
Battery	31	11	113
Battery Bus Operator	1	0	14
Sex Offenses	2	0	23
<b>SUB-TOTAL</b>	<b>52</b>	<b>22</b>	<b>261</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	7	2	46
Bike Theft	0	1	2
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	7	0	34
<b>SUB-TOTAL</b>	<b>14</b>	<b>3</b>	<b>83</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	8
Narcotics	1	1	31
Trespassing	1	0	10
<b>SUB-TOTAL</b>	<b>4</b>	<b>1</b>	<b>49</b>
<b>TOTAL</b>	<b>70</b>	<b>26</b>	<b>393</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	14
San Fernando	2	4
San Gabriel Valley	9	25
Gateway Cities	6	29
South Bay	8	40
<b>Total</b>	<b>26</b>	<b>112</b>

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	7
West Valley	0	6
North Hollywood	6	21
Foothill	0	3
Devonshire	2	7
Mission	0	9
Topanga	2	5
Central Bureau		
Central	5	25
Rampart	4	16
Hollenbeck	3	17
Northeast	1	12
Newton	5	14
West Bureau		
Hollywood	2	12
Wilshire	5	10
West LA	0	6
Pacific	2	9
Olympic	6	6
Southwest Bureau		
Southwest	9	24
Harbor	1	2
77th Street	13	41
Southeast	3	10
<b>Total</b>	<b>70</b>	<b>262</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	9	7	82
Misdemeanor	4	16	106
<b>TOTAL</b>	<b>13</b>	<b>23</b>	<b>188</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	26	22	218
Vehicle Code Citations	127	2	513
<b>TOTAL</b>	<b>153</b>	<b>24</b>	<b>731</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	136	519
Priority	0	99	351
Emergency	0	5	22
<b>TOTAL</b>	<b>0</b>	<b>240</b>	<b>892</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
<b>TOTAL</b>	<b>0%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

# UNION STATION

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	0	0
Aggravated Assault	0	3
Aggravated Assault on Operator	0	0
Battery	9	25
Battery Rail Operator	0	0
Sex Offenses	0	2
<b>SUB-TOTAL</b>	<b>9</b>	<b>31</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	9	17
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	2	6
<b>SUB-TOTAL</b>	<b>11</b>	<b>24</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	1
Narcotics	0	1
Trespassing	2	12
<b>SUB-TOTAL</b>	<b>3</b>	<b>14</b>
<b>TOTAL</b>	<b>23</b>	<b>69</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	6
Misdemeanor	11	25
<b>TOTAL</b>	<b>14</b>	<b>31</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	27
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>1</b>	<b>27</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	30%
Proactive	70%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	85%

LEGEND	
Los Angeles Police Department	

# 7TH & METRO STATION

ATTACHMENT H

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	1
Battery Rail Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>
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
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>0</b>	<b>1</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	1
<b>TOTAL</b>	<b>0</b>	<b>1</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	37
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>0</b>	<b>37</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	40%
Proactive	60%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	83%

LEGEND
Los Angeles Police Department

# LAX/METRO TRANSIT CENTER

**ATTACHMENT H**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2025**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	MTS	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	1	2
Aggravated Assault on Operator	0	0	0
Battery	1	1	3
Battery Rail Operator	0	0	0
Sex Offenses	0	1	4
<b>SUB-TOTAL</b>	<b>1</b>	<b>3</b>	<b>9</b>
CRIMES AGAINST PROPERTY	LAPD	MTS	FYTD
Burglary	0	0	0
Larceny	0	1	1
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	1
Arson	0	0	0
Vandalism	0	1	3
<b>SUB-TOTAL</b>	<b>1</b>	<b>2</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	MTS	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	4	16
<b>SUB-TOTAL</b>	<b>0</b>	<b>4</b>	<b>16</b>
<b>TOTAL</b>	<b>2</b>	<b>9</b>	<b>30</b>

ARRESTS			
AGENCY	LAPD	MTS	FYTD
Felony	0	0	0
Misdemeanor	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

CITATIONS			
AGENCY	LAPD	MTS	FYTD
Other Citations	1	0	2
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>2</b>

CALLS FOR SERVICE			
AGENCY	LAPD	MTS	FYTD
Routine	0	0	0
Priority	0	0	0
Emergency	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	MTS
Dispatched	0	0%
Proactive	0	0%
<b>TOTAL</b>	<b>0%</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
LAX/MTC - LAPD	N/C
LAX/MTC - MTS	N/C

LEGEND	
Los Angeles Police Department	
Metro Transit Security	



## SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

### Sexual Crimes / Harassment Calls for Service October 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between October 1 and October 31, Metro Transit Security, LAPD and LASD received seven (7) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Oct 25	Sep 25	% Change	Oct 25	Oct 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	3	6	-50.0%	3	9	-66.7%
Lewd Conduct	1	0	100.0%	1	0	100.0%
Indecent Exposure	3	4	-25.0%	3	2	50.0%
Rape	0	1	-66.7%	0	2	-100.0%
TOTAL	7	11	-36.4%	7	13	-46.2%

Counseling Information Provided	
	Oct 25
Yes	7
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	7



## SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

### Total Crime Summary - November 2025

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	354	413	459	421	393
Agg Assault on Op	25	33	37	40	21
Battery	672	804	963	923	844
Battery on Operator	81	118	114	103	50
Homicide	5	6	4	5	1
Rape	14	11	13	13	10
Robbery	216	318	362	305	296
Sex Offenses	91	93	108	99	113
<b>Subtotal</b>	<b>1,458</b>	<b>1,796</b>	<b>2,060</b>	<b>1,909</b>	<b>1,728</b>
<b>Crimes Against Property</b>					
Arson	8	6	0	2	8
Bike Theft	38	43	25	5	11
Burglary	16	12	13	7	6
Larceny	357	474	445	532	475
Motor Vehicle Theft	11	16	41	22	41
Vandalism	273	271	171	193	235
<b>Subtotal</b>	<b>703</b>	<b>822</b>	<b>695</b>	<b>761</b>	<b>776</b>
<b>Crimes Against Society</b>					
Narcotics	141	133	508	1,117	1,125
Trespassing	86	108	1,317	4,414	2,329
Weapons	43	48	111	224	144
<b>Subtotal</b>	<b>270</b>	<b>289</b>	<b>1,936</b>	<b>5,755</b>	<b>3,598</b>
<b>Total</b>	<b>2,431</b>	<b>2,907</b>	<b>4,691</b>	<b>8,425</b>	<b>6,102</b>

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	241	290	326	270	235
Agg Assault on Op	3	2	1	1	0
Battery	428	516	673	587	502
Battery on Operator	3	4	6	0	0
Homicide	5	5	4	2	0
Rape	13	10	13	11	4
Robbery	154	242	250	198	171
Sex Offenses	65	64	65	61	61
<b>Subtotal</b>	<b>912</b>	<b>1,133</b>	<b>1,338</b>	<b>1,130</b>	<b>973</b>
<b>Crimes Against Property</b>					
Arson	8	5	0	2	6
Bike Theft	21	28	13	4	9
Burglary	15	9	12	6	6
Larceny	268	332	328	352	332
Motor Vehicle Theft	7	9	38	14	35
Vandalism	171	188	90	90	111
<b>Subtotal</b>	<b>490</b>	<b>571</b>	<b>481</b>	<b>468</b>	<b>499</b>
<b>Crimes Against Society</b>					
Narcotics	49	61	393	990	949
Trespassing	78	97	1,297	4,319	2,259
Weapons	23	28	84	190	116
<b>Subtotal</b>	<b>150</b>	<b>186</b>	<b>1,774</b>	<b>5,499</b>	<b>3,324</b>
<b>Total</b>	<b>1,552</b>	<b>1,890</b>	<b>3,593</b>	<b>7,097</b>	<b>4,796</b>

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

	2021	2022	2023	2024	2025
<b>Crimes Against Persons</b>					
Agg Assault	113	123	133	151	158
Agg Assault on Op	22	31	36	39	21
Battery	244	288	290	336	342
Battery on Operator	78	114	108	103	50
Homicide	0	1	0	3	1
Rape	1	1	0	2	6
Robbery	62	76	112	107	125
Sex Offenses	26	29	43	38	52
<b>Subtotal</b>	<b>546</b>	<b>663</b>	<b>722</b>	<b>779</b>	<b>755</b>
<b>Crimes Against Property</b>					
Arson	0	1	0	0	2
Bike Theft	17	15	12	1	2
Burglary	1	3	1	1	0
Larceny	89	142	117	180	143
Motor Vehicle Theft	4	7	3	8	6
Vandalism	102	83	81	103	124
<b>Subtotal</b>	<b>213</b>	<b>251</b>	<b>214</b>	<b>293</b>	<b>277</b>
<b>Crimes Against Society</b>					
Narcotics	92	72	115	127	176
Trespassing	8	11	20	95	70
Weapons	20	20	27	34	28
<b>Subtotal</b>	<b>120</b>	<b>103</b>	<b>162</b>	<b>256</b>	<b>274</b>
<b>Total</b>	<b>879</b>	<b>1,017</b>	<b>1,098</b>	<b>1,328</b>	<b>1,306</b>

Total Crimes 5-Year Trend Current Month only - Systemwide

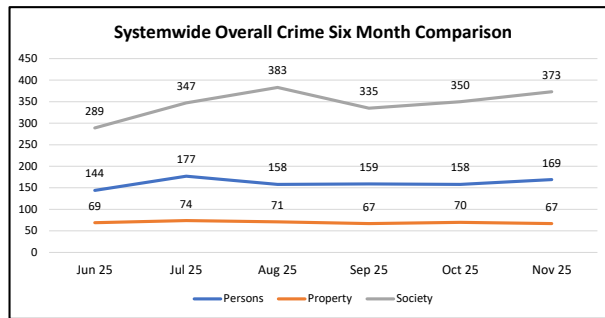
	Nov-21	Nov-22	Nov-23	Nov-24	Nov-25
<b>Crimes Against Persons</b>					
Agg Assault	36	35	31	38	34
Agg Assault on Op	5	9	6	3	5
Battery	79	70	82	80	76
Battery on Operator	14	6	14	7	9
Homicide	1	1	0	0	0
Rape	0	1	1	0	2
Robbery	23	31	37	33	37
Sex Offenses	13	7	8	4	6
<b>Subtotal</b>	<b>171</b>	<b>160</b>	<b>179</b>	<b>165</b>	<b>169</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	1
Bike Theft	2	2	3	0	0
Burglary	0	0	1	0	0
Larceny	42	43	33	63	37
Motor Vehicle Theft	1	2	3	0	1
Vandalism	25	17	18	20	28
<b>Subtotal</b>	<b>70</b>	<b>64</b>	<b>58</b>	<b>83</b>	<b>67</b>
<b>Crimes Against Society</b>					
Narcotics	8	4	66	149	81
Trespassing	9	21	271	62	283
Weapons	2	5	16	21	9
<b>Subtotal</b>	<b>19</b>	<b>30</b>	<b>353</b>	<b>232</b>	<b>373</b>
<b>Total</b>	<b>260</b>	<b>254</b>	<b>590</b>	<b>480</b>	<b>609</b>

Total Crimes 5-Year Trend Current Month only - Rail

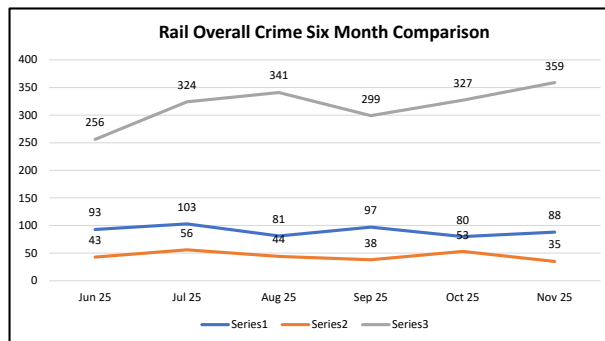
	Nov-21	Nov-22	Nov-23	Nov-24	Nov-25
<b>Crimes Against Persons</b>					
Agg Assault	22	27	22	25	15
Agg Assault on Op	0	0	0	0	0
Battery	53	41	57	58	44
Battery on Operator	1	0	0	0	0
Homicide	1	1	0	0	0
Rape	0	1	1	0	1
Robbery	18	26	24	22	23
Sex Offenses	11	5	5	3	5
<b>Subtotal</b>	<b>106</b>	<b>101</b>	<b>109</b>	<b>108</b>	<b>88</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	0
Bike Theft	1	2	3	0	0
Burglary	0	0	1	0	0
Larceny	28	30	25	47	24
Motor Vehicle Theft	1	2	3	0	1
Vandalism	18	13	7	7	10
<b>Subtotal</b>	<b>48</b>	<b>47</b>	<b>39</b>	<b>54</b>	<b>35</b>
<b>Crimes Against Society</b>					
Narcotics	2	0	49	123	73
Trespassing	9	19	269	61	278
Weapons	1	2	13	16	8
<b>Subtotal</b>	<b>12</b>	<b>21</b>	<b>331</b>	<b>200</b>	<b>359</b>
<b>Total</b>	<b>166</b>	<b>169</b>	<b>479</b>	<b>362</b>	<b>482</b>

Total Crimes 5-Year Trend Current Month only - Bus

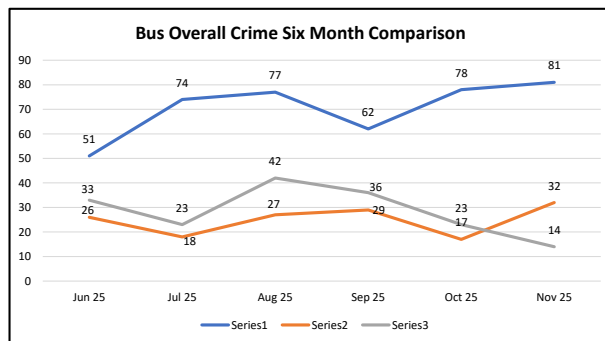
	Nov-21	Nov-22	Nov-23	Nov-24	Nov-25
<b>Crimes Against Persons</b>					
Agg Assault	14	8	9	13	19
Agg Assault on Op	5	9	6	3	5
Battery	26	29	25	22	32
Battery on Operator	13	6	14	7	9
Homicide	0	0	0	0	0
Rape	0	0	0	0	1
Robbery	5	5	13	11	14
Sex Offenses	2	2	3	1	1
<b>Subtotal</b>	<b>65</b>	<b>59</b>	<b>70</b>	<b>57</b>	<b>81</b>
<b>Crimes Against Property</b>					
Arson	0	0	0	0	1
Bike Theft	1	0	0	0	0
Burglary	0	0	0	0	0
Larceny	14	13	8	16	13
Motor Vehicle Theft	0	0	0	0	0
Vandalism	7	4	11	13	18
<b>Subtotal</b>	<b>22</b>	<b>17</b>	<b>19</b>	<b>29</b>	<b>32</b>
<b>Crimes Against Society</b>					
Narcotics	6	4	17	26	8
Trespassing	0	2	2	1	5
Weapons	1	3	3	5	1
<b>Subtotal</b>	<b>7</b>	<b>9</b>	<b>22</b>	<b>32</b>	<b>14</b>
<b>Total</b>	<b>94</b>	<b>85</b>	<b>111</b>	<b>118</b>	<b>127</b>



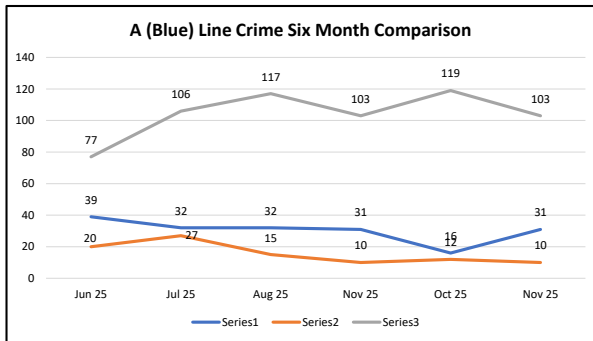
Systemwide	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	34	30	13.3%
Agg Assault on Op	5	2	150.0%
Battery	76	92	-17.4%
Battery on Operator	9	1	800.0%
Homicide	0	0	0.0%
Rape	2	1	100.0%
Robbery	37	25	48.0%
Sex Offenses	6	7	-14.3%
<b>Subtotal</b>	<b>169</b>	<b>158</b>	<b>7.0%</b>
<b>Crimes Against Property</b>			
Arson	1	0	100.0%
Bike Theft	0	4	-100.0%
Burglary	0	0	0.0%
Larceny	37	46	-19.6%
Motor Vehicle Theft	1	5	-80.0%
Vandalism	28	15	86.7%
<b>Subtotal</b>	<b>67</b>	<b>70</b>	<b>-4.3%</b>
<b>Crimes Against Society</b>			
Narcotics	81	96	-15.6%
Trespassing	283	245	15.5%
Weapons	9	9	0.0%
<b>Subtotal</b>	<b>373</b>	<b>350</b>	<b>6.6%</b>
<b>Total</b>	<b>609</b>	<b>578</b>	<b>5.4%</b>



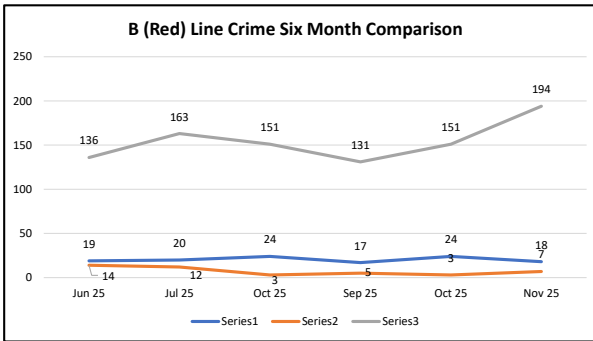
Rail	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	15	18	-16.7%
Agg Assault on Op	0	0	0.0%
Battery	44	48	-8.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	23	9	155.6%
Sex Offenses	5	4	25.0%
<b>Subtotal</b>	<b>88</b>	<b>80</b>	<b>10.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	3	-100.0%
Burglary	0	0	0.0%
Larceny	24	37	-35.1%
Motor Vehicle Theft	1	5	-80.0%
Vandalism	10	8	25.0%
<b>Subtotal</b>	<b>35</b>	<b>53</b>	<b>-34.0%</b>
<b>Crimes Against Society</b>			
Narcotics	73	84	-13.1%
Trespassing	278	236	17.8%
Weapons	8	7	14.3%
<b>Subtotal</b>	<b>359</b>	<b>327</b>	<b>9.8%</b>
<b>Total</b>	<b>482</b>	<b>460</b>	<b>4.8%</b>



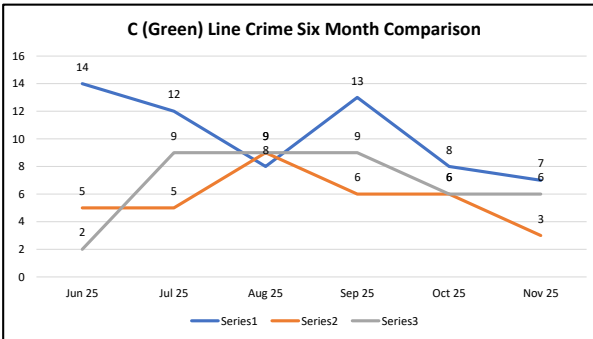
Bus	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	19	12	58.3%
Agg Assault on Op	5	2	150.0%
Battery	32	44	-27.3%
Battery on Operator	9	1	800.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	14	16	-12.5%
Sex Offenses	1	3	-66.7%
<b>Subtotal</b>	<b>81</b>	<b>78</b>	<b>3.8%</b>
<b>Crimes Against Property</b>			
Arson	1	0	100.0%
Bike Theft	0	1	-100.0%
Burglary	0	0	0.0%
Larceny	13	9	44.4%
Motor Vehicle Theft	0	0	0.0%
Vandalism	18	7	157.1%
<b>Subtotal</b>	<b>32</b>	<b>17</b>	<b>88.2%</b>
<b>Crimes Against Society</b>			
Narcotics	8	12	-33.3%
Trespassing	5	9	-44.4%
Weapons	1	2	-50.0%
<b>Subtotal</b>	<b>14</b>	<b>23</b>	<b>-39.1%</b>
<b>Total</b>	<b>127</b>	<b>118</b>	<b>7.6%</b>



A (Blue) Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	7	5	40.0%
Agg Assault on Op	0	0	0.0%
Battery	11	8	37.5%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	10	2	400.0%
Sex Offenses	3	1	200.0%
Subtotal	31	16	93.8%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	3	-100.0%
Burglary	0	0	0.0%
Larceny	7	8	-12.5%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	3	0	300.0%
Subtotal	10	12	-16.7%
<b>Crimes Against Society</b>			
Narcotics	21	29	-27.6%
Trespassing	78	89	-12.4%
Weapons	4	1	300.0%
Subtotal	103	119	-13.4%
Total	144	147	-2.0%

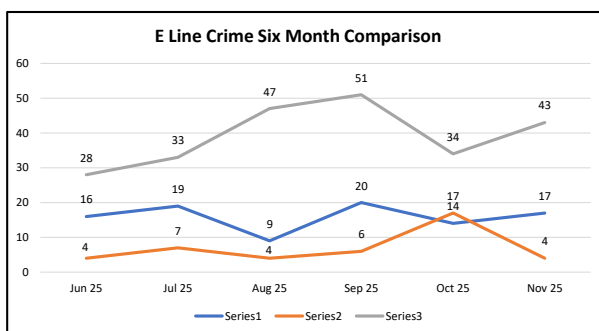


B (Red) Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	3	8	-62.5%
Agg Assault on Op	0	0	0.0%
Battery	12	12	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	2	0.0%
Sex Offenses	1	2	-50.0%
Subtotal	18	24	-25.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	2	100.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	3	0	300.0%
Subtotal	7	3	133.3%
<b>Crimes Against Society</b>			
Narcotics	42	50	-16.0%
Trespassing	151	96	57.3%
Weapons	1	5	-80.0%
Subtotal	194	151	28.5%
Total	219	178	23.0%

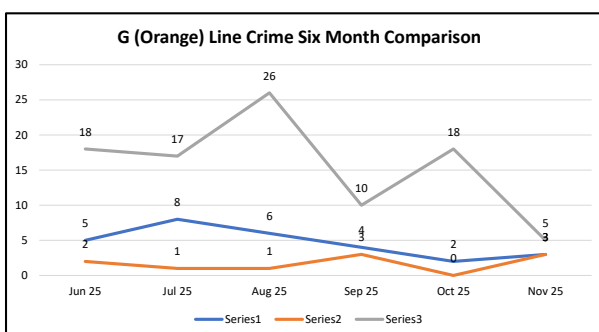


C (Green) Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	1	3	-66.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	4	3	33.3%
Sex Offenses	0	0	0.0%
Subtotal	7	8	-12.5%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	3	-33.3%
Motor Vehicle Theft	1	2	-50.0%
Vandalism	0	1	-100.0%
Subtotal	3	6	-50.0%
<b>Crimes Against Society</b>			
Narcotics	3	2	50.0%
Trespassing	3	4	-25.0%
Weapons	0	0	0.0%
Subtotal	6	6	0.0%
Total	16	20	-20.0%

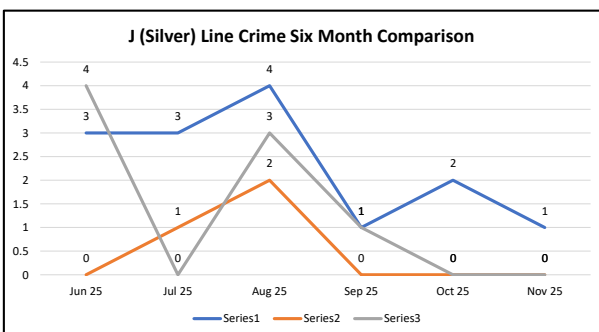




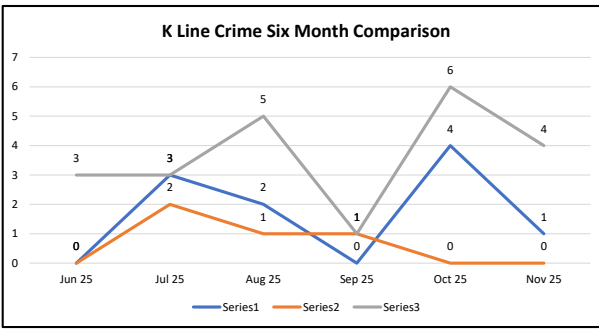
E Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	9	10	-10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	6	2	200.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>17</b>	<b>14</b>	<b>21.4%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	14	-78.6%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	3	-66.7%
<b>Subtotal</b>	<b>4</b>	<b>17</b>	<b>-76.5%</b>
<b>Crimes Against Society</b>			
Narcotics	5	3	66.7%
Trespassing	37	31	19.4%
Weapons	1	0	100.0%
<b>Subtotal</b>	<b>43</b>	<b>34</b>	<b>26.5%</b>
<b>Total</b>	<b>64</b>	<b>65</b>	<b>-1.5%</b>



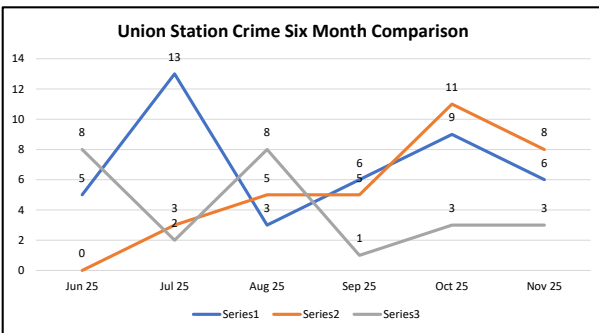
G (Orange) Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	2	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
<b>Subtotal</b>	<b>3</b>	<b>2</b>	<b>50.0%</b>
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
<b>Subtotal</b>	<b>3</b>	<b>0</b>	<b>300.0%</b>
<b>Crimes Against Society</b>			
Narcotics	1	10	-90.0%
Trespassing	4	8	-50.0%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>5</b>	<b>18</b>	<b>-72.2%</b>
<b>Total</b>	<b>11</b>	<b>20</b>	<b>-45.0%</b>



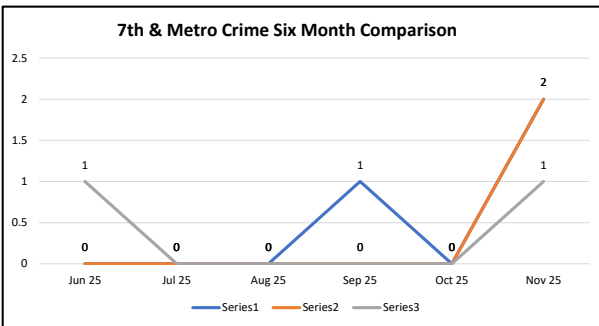
J (Silver) Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	1	-100.0%
<b>Subtotal</b>	<b>1</b>	<b>2</b>	<b>-50.0%</b>
<b>Crimes Against Property</b>			
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%
<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
<b>Subtotal</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>1</b>	<b>2</b>	<b>-50.0%</b>



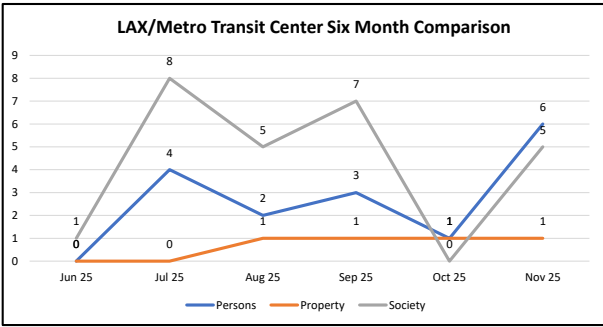
K Line	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	3	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	1	0	100.0%
Subtotal	1	4	-75.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
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%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	4	6	-33.3%
Weapons	0	0	0.0%
Subtotal	4	6	-33.3%
Total	5	10	-50.0%



Union Station	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	9	-55.6%
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	6	9	-33.3%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	9	-22.2%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	8	11	-27.3%
<b>Crimes Against Society</b>			
Narcotics	1	0	100.0%
Trespassing	2	2	0.0%
Weapons	0	1	-100.0%
Subtotal	3	3	0.0%
Total	17	23	-26.1%



7th & Metro	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
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	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	2	0	200.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	2	0	200.0%
<b>Crimes Against Society</b>			
Narcotics	1	0	100.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	1	0	100.0%
Total	5	0	500.0%



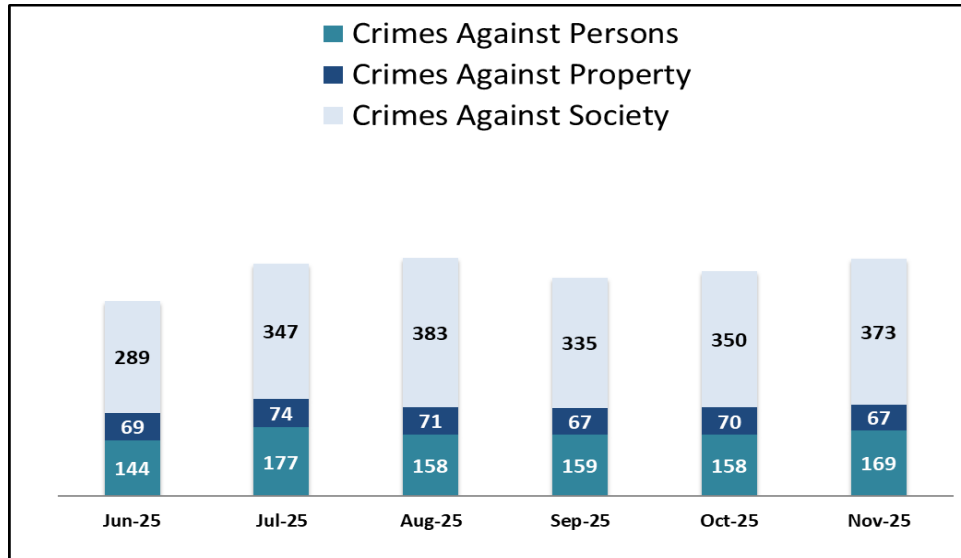
LAX/MTC	Nov 25	Oct 25	% Change
<b>Crimes Against Persons</b>			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	5	1	400.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	6	1	500.0%
<b>Crimes Against Property</b>			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	1	0	100.0%
Subtotal	1	1	0.0%
<b>Crimes Against Society</b>			
Narcotics	0	0	0.0%
Trespassing	3	0	300.0%
Weapons	2	0	200.0%
Subtotal	5	0	500.0%
Total	12	2	500.0%

## SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2025

Attachment H

### Total Crimes

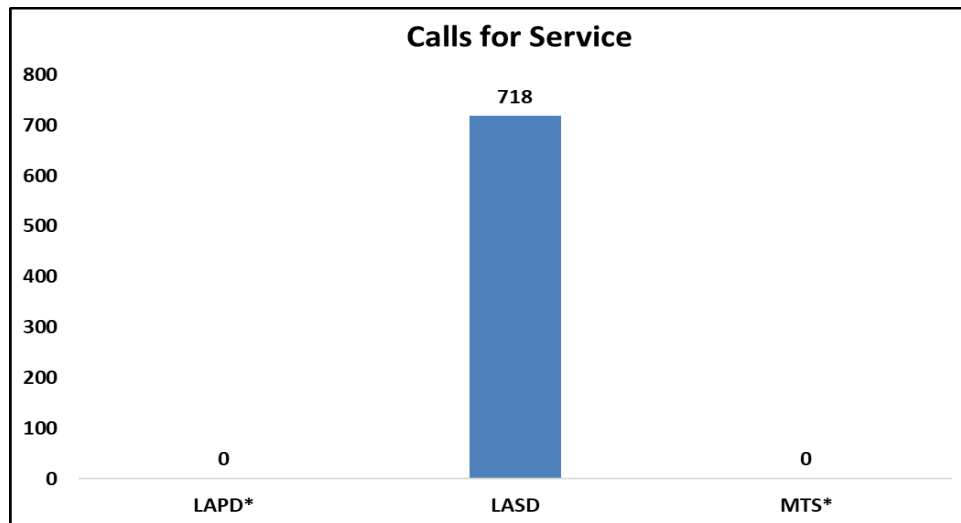


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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 and MTS Calls for Service data is currently unavailable

# Transit Police

## Monthly Crime Report



Attachment H

	2025	2024	%
	November	November	Change
<b>CRIMES AGAINST PERSONS</b>			
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	37	33	12.1%
Aggravated Assault	34	38	-10.5%
Aggravated Assault on Operator	5	3	66.7%
Battery	76	80	-5.0%
Battery on Operator	9	7	28.6%
Sex Offenses	6	4	50.0%
<b>SUB-TOTAL</b>	<b>169</b>	<b>165</b>	<b>2.4%</b>
<b>CRIMES AGAINST PROPERTY</b>			
Burglary	0	0	0.0%
Larceny	37	63	-41.3%
Bike Theft	0	0	0.0%
Motor Vehicle Theft	1	0	100.0%
Arson	1	0	100.0%
Vandalism	28	20	40.0%
<b>SUB-TOTAL</b>	<b>67</b>	<b>83</b>	<b>-19.3%</b>
<b>CRIMES AGAINST SOCIETY</b>			
Weapons	9	21	-57.1%
Narcotics	81	149	-45.6%
Trespassing	283	62	356.5%
<b>SUB-TOTAL</b>	<b>373</b>	<b>232</b>	<b>60.8%</b>
<b>TOTAL</b>	<b>609</b>	<b>480</b>	<b>26.9%</b>
<b>ENFORCEMENT EFFORTS</b>			
Arrests	606	720	-15.8%
Citations	868	720	20.6%
Calls for Service	718	1,155	-37.8%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2025

Attachment H

Crimes

Monthly

System-Wide	Nov-25	Nov-24	% Change
Crimes Against Persons	169	165	2.4%
Crimes Against Property	67	83	-19.3%
Crimes Against Society	373	232	60.8%
Total	609	480	26.9%

Six Months

System-Wide	Jun-25-Nov-25	Jun-24-Nov-24	% Change
Crimes Against Persons	965	1,092	-11.6%
Crimes Against Property	418	474	-11.8%
Crimes Against Society	2,077	3,995	-48.0%
Total	3,460	5,561	-37.8%

Annual

System-Wide	Dec-24-Nov-25	Dec-23-Nov-24	% Change
Crimes Against Persons	1,875	2,084	-10.0%
Crimes Against Property	831	815	2.0%
Crimes Against Society	3,910	6,150	-36.4%
Total	6,616	9,049	-26.9%

Average Emergency Response Times

Monthly

Nov-25	Nov-24	% Change
2.53	4.13	-38.7%

Six Months

Jun-25-Nov-25	Jun-24-Nov-24	% Change
2.52	4.66	-45.9%

Annual

Dec-24-Nov-25	Dec-23-Nov-24	% Change
2.85	5.05	-43.6%

Bus Operator Assaults

Monthly

Nov-25	Nov-24	% Change
14	10	40.0%

Six Months

Jun-25-Nov-25	Jun-24-Nov-24	% Change
39	82	-52.4%

Annual

Dec-24-Nov-25	Dec-23-Nov-24	% Change
79	160	-50.6%

Ridership

Monthly

Nov-25	Nov-24	% Change
23,820,571	25,844,065	-7.8%

Six Months

Jun-25-Nov-25	Jun-24-Nov-24	% Change
150,554,422	159,139,564	-5.4%

Annual

Dec-24-Nov-25	Dec-23-Nov-24	% Change
306,127,191	308,942,316	-0.9%



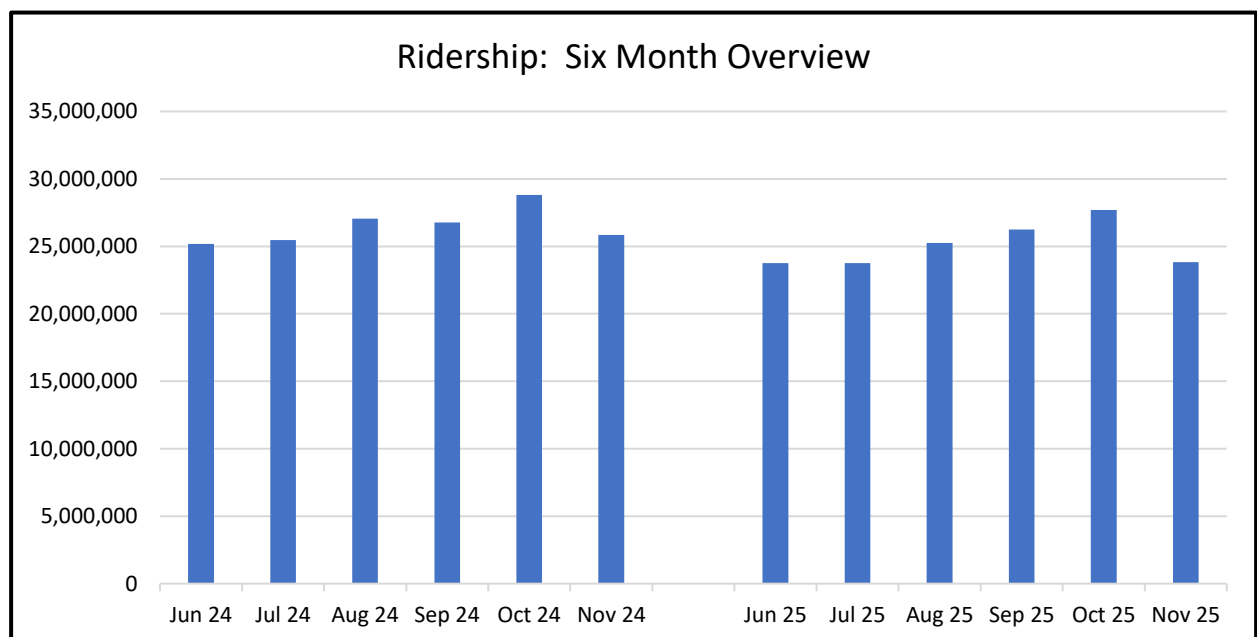
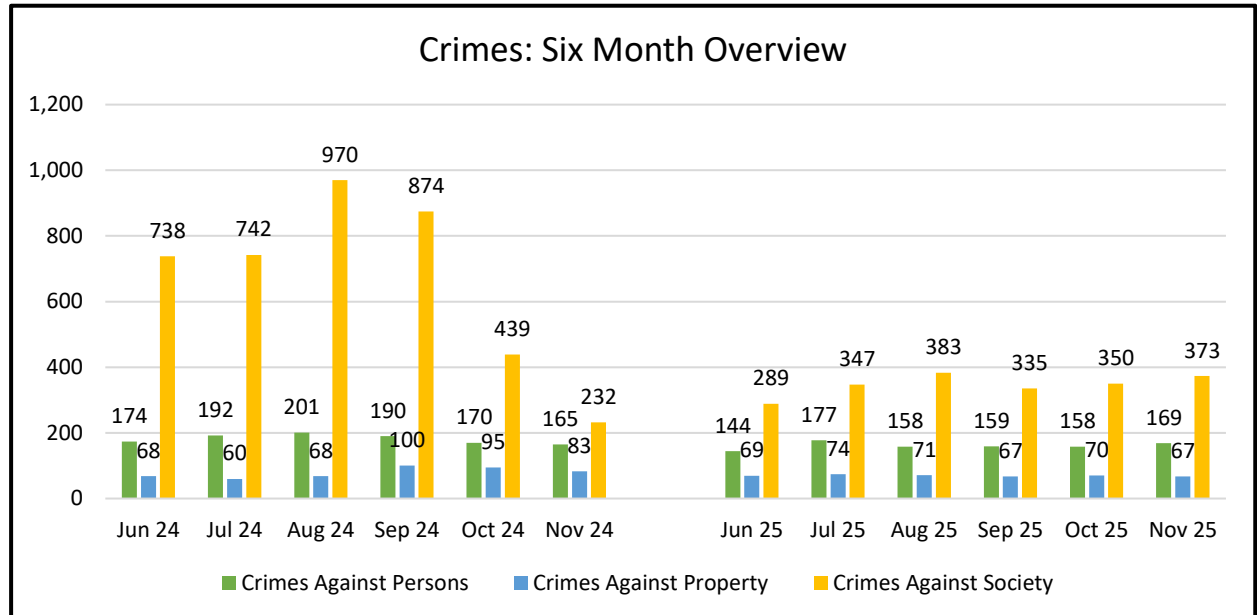
Metro

## SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2025

Attachment H



# A LINE (BLUE)

ATTACHMENT H

**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025**

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	MTS	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	3	7	0	34
Aggravated Assault	3	4	0	51
Aggravated Assault on Operator	0	0	0	0
Battery	7	3	1	54
Battery Rail Operator	0	0	0	0
Sex Offenses	0	2	1	10
<b>SUB-TOTAL</b>	<b>13</b>	<b>16</b>	<b>2</b>	<b>149</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	MTS	FYTD
Burglary	0	0	0	1
Larceny	2	5	0	49
Bike Theft	0	0	0	4
Motor Vehicle Theft	0	0	0	4
Arson	0	0	0	2
Vandalism	2	1	0	19
<b>SUB-TOTAL</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>79</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	MTS	FYTD
Weapons	2	2	0	11
Narcotics	16	5	0	111
Trespassing	71	2	5	426
<b>SUB-TOTAL</b>	<b>89</b>	<b>9</b>	<b>5</b>	<b>548</b>
<b>TOTAL</b>	<b>106</b>	<b>31</b>	<b>7</b>	<b>776</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Pomona North	0	0	0	0
La Verne/Fairplex	0	0	0	0
San Dimas	0	0	0	2
Glendora	0	0	0	5
APU/Citrus College	1	0	0	7
Azusa Downtown	0	0	0	3
Irwindale	1	0	0	5
Duarte/City of Hope	1	0	0	7
Monrovia	0	1	0	3
Arcadia	2	0	0	5
Sierra Madre Villa	0	0	0	5
Allen	0	0	0	3
Lake	0	0	0	5
Memorial Park	1	0	0	5
Del Mar	0	0	0	3
Fillmore	0	0	3	9
South Pasadena	0	1	0	6
Highland Park	1	0	1	5
Southwest Museum	0	0	3	9
Heritage Square	0	0	0	4
Lincoln/Cypress	1	0	0	8
Chinatown	0	0	34	185
Union Station	1	0	2	6
Little Tokyo/Arts Dist	0	0	2	21
Historic Broadway	2	1	1	12
Grand Av Arts/Bunker Hill	1	1	21	146
7th St/Metro Ctr	0	1	2	11
Pico	3	1	6	51
Grand/LATTC	0	0	15	80
San Pedro St	0	0	0	4
Washington	1	0	0	8
Vernon	1	0	1	7
Slauson	2	1	2	14
Florence	0	1	1	19
Firestone	0	0	1	11
103rd St/Watts Towers	2	0	1	8
Willowbrook/Rosa Parks	2	0	1	17
Compton	4	0	1	13
Artesia	0	0	0	11
Del Amo	2	2	0	11
Wardlow	0	0	1	6
Willow St	1	0	2	11
PCH	0	0	0	1
Anaheim St	0	0	1	4
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	1	0	0	14
Pacific Av	0	0	0	0
A Line Rail Yard	0	0	1	6
<b>Total</b>	<b>31</b>	<b>10</b>	<b>103</b>	<b>776</b>

ARRESTS				
AGENCY	LAPD	LASD	MTS	FYTD
Felony	25	6	0	185
Misdemeanor	100	77	0	770
<b>TOTAL</b>	<b>125</b>	<b>83</b>	<b>0</b>	<b>955</b>

CITATIONS				
AGENCY	LAPD	LASD	MTS	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	87	106	0	730
Vehicle Code Citations	12	1	0	54
<b>TOTAL</b>	<b>99</b>	<b>107</b>	<b>0</b>	<b>784</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	MTS	FYTD
Routine	0	120	0	617
Priority	0	94	0	539
Emergency	0	6	0	47
<b>TOTAL</b>	<b>0</b>	<b>220</b>	<b>0</b>	<b>1,203</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	MTS
Dispatched	27%	4%	0%
Proactive	73%	96%	0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
A Line - LAPD	83%
A Line - LASD	87%
A Line - MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	MTS	FYTD
Pomona North	0	16	0	62
La Verne/Fairplex	0	5	0	15
San Dimas	0	2	0	25
Glendora	0	16	0	43
Azusa	0	25	0	115
Irwindale	0	15	0	108
Duarte Station	0	6	0	61
Monrovia	0	11	0	46
Magnolia Ave	0	0	0	0
Arcadia Station	0	10	0	57
Pasadena	0	10	0	117
South Pasadena	0	1	0	15
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	28	0	0	90
Slauson	0	2	0	5
Florence	0	3	0	16
Firestone	0	7	0	26
103rd St	0	0	0	7
Willowbrook	0	19	0	104
Compton	0	4	0	14
Artesia	0	5	0	27
Del Amo	0	8	0	25
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
<b>TOTAL</b>	<b>28</b>	<b>165</b>	<b>0</b>	<b>833</b>

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security



# B LINE (RED)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	8
Aggravated Assault	3	20
Aggravated Assault on Operator	0	0
Battery	12	68
Battery Rail Operator	0	0
Sex Offenses	1	8
<b>SUB-TOTAL</b>	<b>18</b>	<b>104</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	4	24
Bike Theft	0	0
Motor Vehicle Theft	0	3
Arson	0	0
Vandalism	3	9
<b>SUB-TOTAL</b>	<b>7</b>	<b>36</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	17
Narcotics	42	244
Trespassing	151	528
<b>SUB-TOTAL</b>	<b>194</b>	<b>789</b>
<b>TOTAL</b>	<b>219</b>	<b>929</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	32	183
Misdemeanor	221	972
<b>TOTAL</b>	<b>253</b>	<b>1,155</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	243	998
Vehicle Code Citations	18	73
<b>TOTAL</b>	<b>261</b>	<b>1,071</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	38%
Proactive	62%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	2	5	53
Civic Center/Grand Park	0	0	7	13
Pershing Square	1	1	22	55
7th St/Metro Ctr	5	1	62	164
Westlake/MacArthur Park	2	0	27	184
Wilshire/Vermont	0	1	1	29
Wilshire/Normandie	0	0	0	1
Vermont/Beverly	0	1	2	35
Wilshire/Western	0	0	1	4
Vermont/Santa Monica	0	0	2	20
Vermont/Sunset	0	0	4	22
Hollywood/Western	1	0	25	112
Hollywood/Vine	1	0	8	60
Hollywood/Highland	0	0	12	24
Universal City/Studio City	1	0	5	20
North Hollywood	3	1	11	133
B Line Rail Yard	0	0	0	0
<b>Total</b>	<b>18</b>	<b>7</b>	<b>194</b>	<b>929</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
B Line - LAPD	83%

LEGEND
Los Angeles Police Department

# C LINE (GREEN)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	1	0	1
Robbery	1	3	19
Aggravated Assault	0	1	8
Aggravated Assault on Operator	0	0	0
Battery	0	1	19
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>5</b>	<b>48</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	1	19
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	5
Arson	0	0	0
Vandalism	0	0	5
<b>SUB-TOTAL</b>	<b>2</b>	<b>1</b>	<b>29</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	3	13
Trespassing	3	0	25
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>	<b>39</b>
<b>TOTAL</b>	<b>7</b>	<b>9</b>	<b>116</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center	0	0	3	33
Aviation/Century	0	0	0	2
Aviation/Imperial	0	1	0	5
Hawthorne/Lennox	0	0	1	1
Crenshaw	2	1	2	7
Vermont/Athens	0	0	0	7
Harbor Fwy	2	0	0	6
Avalon	0	1	0	10
Willowbrook/Rosa Parks	2	0	0	22
Lynwood	1	0	0	8
Lakewood Bl	0	0	0	3
Norwalk	0	0	0	12
<b>Total</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>116</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	18
Misdemeanor	5	15	95
<b>TOTAL</b>	<b>5</b>	<b>15</b>	<b>113</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	20	84
Vehicle Code Citations	0	0	2
<b>TOTAL</b>	<b>0</b>	<b>20</b>	<b>86</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	59	317
Priority	0	30	177
Emergency	0	2	16
<b>TOTAL</b>	<b>0</b>	<b>91</b>	<b>510</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	39%	6%
Proactive	61%	94%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
C Line - LAPD	86%
C Line - LASD	94%

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

# E LINE

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	6	0	16
Aggravated Assault	1	1	21
Aggravated Assault on Operator	0	0	0
Battery	2	7	38
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
<b>SUB-TOTAL</b>	<b>9</b>	<b>8</b>	<b>79</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	0	29
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	8
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>38</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	5	0	39
Trespassing	37	0	165
<b>SUB-TOTAL</b>	<b>42</b>	<b>1</b>	<b>208</b>
<b>TOTAL</b>	<b>55</b>	<b>9</b>	<b>325</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	1	47
Misdemeanor	55	3	253
<b>TOTAL</b>	<b>58</b>	<b>4</b>	<b>300</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	80	3	329
Vehicle Code Citations	4	0	26
<b>TOTAL</b>	<b>84</b>	<b>3</b>	<b>355</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	74	390
Priority	0	20	111
Emergency	0	2	8
<b>TOTAL</b>	<b>0</b>	<b>96</b>	<b>509</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	34%	11%
Proactive	66%	89%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	6
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	1	11
Soto	1	0	2	16
Mariachi Plaza	1	0	0	15
Pico/Aliso	1	0	0	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	3
Pico	0	0	0	2
LATTC/Ortho Institute	1	0	0	26
Jefferson/USC	0	0	0	9
Expo Park/USC	0	1	0	9
Expo/Vermont	1	0	4	15
Expo/Western	0	1	21	95
Expo/Crenshaw	1	0	5	32
Farmdale	1	0	0	3
Expo/La Brea	1	1	4	18
La Cienega/Jefferson	0	1	4	9
Culver City	2	0	0	4
Palms	1	0	1	3
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	0	7
Expo/Bundy	0	0	0	2
26th St/Bergamot	1	0	0	1
17th St/SMC	0	0	1	5
Downtown Santa Monica	5	0	0	27
E Line Rail Yard	0	0	0	0
<b>Total</b>	<b>17</b>	<b>4</b>	<b>43</b>	<b>325</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
E Line - LAPD	83%
E Line - LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	6	6
Figueroa St	0	0	0
Exposition Blvd	85	0	85
Culver City	0	0	0
Santa Monica	0	13	13
<b>TOTAL</b>	<b>85</b>	<b>19</b>	<b>104</b>

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

# G LINE (ORANGE)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	3
Aggravated Assault	1	9
Aggravated Assault on Operator	0	0
Battery	1	10
Battery Bus Operator	0	0
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>3</b>	<b>23</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	6
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	2
<b>SUB-TOTAL</b>	<b>3</b>	<b>8</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	4
Narcotics	1	48
Trespassing	4	24
<b>SUB-TOTAL</b>	<b>5</b>	<b>76</b>
<b>TOTAL</b>	<b>11</b>	<b>107</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	0	23
Misdemeanor	7	79
<b>TOTAL</b>	<b>7</b>	<b>102</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	4	84
Vehicle Code Citations	44	196
<b>TOTAL</b>	<b>48</b>	<b>280</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	28%
Proactive	72%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	16
Laurel Canyon	0	0	0	0
Valley College	0	0	0	3
Woodman	0	0	0	3
Van Nuys	0	0	0	1
Sepulveda	0	0	0	9
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	1	0	3	33
Tampa	0	0	0	0
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	1	0	13
Sherman Way	0	0	0	3
Roscoe	2	1	1	9
Nordhoff	0	0	0	4
Chatsworth	0	1	1	8
<b>Total</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>107</b>

#### PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

G Line - LAPD	83%
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#### LEGEND

Los Angeles Police Department

# J LINE (SILVER)

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	1	0	5
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>11</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>3</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>18</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	8
Misdemeanor	1	0	13
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>21</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	7
Vehicle Code Citations	0	0	5
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>12</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	10	44
Priority	0	2	11
Emergency	0	0	1
<b>TOTAL</b>	<b>0</b>	<b>12</b>	<b>56</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	4%
Proactive	79%	96%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	1
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	2
Manchester	0	0	0	3
Harbor Fwy	1	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	5
Carson	0	0	0	0
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>18</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
J Line - LAPD	83%
J Line - LASD	86%

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

# K LINE

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	0	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	1	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>10</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>4</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	4	0	19
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>19</b>
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>33</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	5	1	35
<b>TOTAL</b>	<b>5</b>	<b>1</b>	<b>38</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	1	25
Vehicle Code Citations	0	0	1
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>26</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	67	331
Priority	0	7	42
Emergency	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>74</b>	<b>373</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	33%	31%
Proactive	67%	69%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	1	10
Martin Luther King Jr	0	0	2	10
Leimert Park	0	0	1	4
Hyde Park	0	0	0	1
Fairview Heights	0	0	0	0
Downtown Inglewood	0	0	0	1
Westchester / Veterans	0	0	0	0
LAX/Metro Transit Center	0	0	0	3
Aviation/Century	0	0	0	2
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	1
Redondo Beach	1	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>33</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	94%

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

# BUS PATROL

ATTACHMENT H

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	1	0	4
Robbery	11	2	60
Aggravated Assault	14	4	71
Aggravated Assault on Operator	4	1	12
Battery	24	6	143
Battery Bus Operator	5	4	23
Sex Offenses	1	0	24
<b>SUB-TOTAL</b>	<b>60</b>	<b>17</b>	<b>338</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	9	2	57
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	1	2
Vandalism	14	3	51
<b>SUB-TOTAL</b>	<b>23</b>	<b>6</b>	<b>112</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	9
Narcotics	3	4	38
Trespassing	1	0	11
<b>SUB-TOTAL</b>	<b>4</b>	<b>5</b>	<b>58</b>
<b>TOTAL</b>	<b>87</b>	<b>28</b>	<b>508</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	0	14
San Fernando	1	5
San Gabriel Valley	9	34
Gateway Cities	9	38
South Bay	9	49
<b>Total</b>	<b>28</b>	<b>140</b>

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	9
West Valley	1	7
North Hollywood	3	24
Foothill	1	4
Devonshire	2	9
Mission	1	10
Topanga	2	7
Central Bureau		
Central	8	33
Rampart	10	26
Hollenbeck	0	17
Northeast	5	17
Newton	7	21
West Bureau		
Hollywood	5	17
Wilshire	1	11
West LA	2	8
Pacific	1	10
Olympic	5	5
Southwest Bureau		
Southwest	11	35
Harbor	0	2
77th Street	13	54
Southeast	7	17
<b>Total</b>	<b>87</b>	<b>343</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	6	89
Misdemeanor	3	28	137
<b>TOTAL</b>	<b>4</b>	<b>34</b>	<b>226</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	21	40	279
Vehicle Code Citations	168	5	686
<b>TOTAL</b>	<b>189</b>	<b>45</b>	<b>965</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	139	658
Priority	0	83	434
Emergency	0	3	25
<b>TOTAL</b>	<b>0</b>	<b>225</b>	<b>1,117</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
<b>TOTAL</b>	<b>0%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

# UNION STATION

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	1	1
Aggravated Assault	1	4
Aggravated Assault on Operator	0	0
Battery	4	29
Battery Rail Operator	0	0
Sex Offenses	0	2
<b>SUB-TOTAL</b>	<b>6</b>	<b>37</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	24
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	7
<b>SUB-TOTAL</b>	<b>8</b>	<b>32</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	1	2
Trespassing	2	14
<b>SUB-TOTAL</b>	<b>3</b>	<b>17</b>
<b>TOTAL</b>	<b>17</b>	<b>86</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	7
Misdemeanor	6	31
<b>TOTAL</b>	<b>7</b>	<b>38</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	8	35
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>8</b>	<b>35</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	29%
Proactive	71%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	87%

LEGEND	
Los Angeles Police Department	



# 7TH & METRO STATION

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	2	3
Battery Rail Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>2</b>	<b>3</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	1	1
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>1</b>	<b>1</b>
<b>TOTAL</b>	<b>5</b>	<b>6</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	3	4
<b>TOTAL</b>	<b>3</b>	<b>4</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	37
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>0</b>	<b>37</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	0	0
Emergency	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	35%
Proactive	65%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	86%

LEGEND	
Los Angeles Police Department	

# LAX/METRO TRANSIT CENTER

## ATTACHMENT H

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	MTS	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	1	0	3
Aggravated Assault on Operator	0	0	0
Battery	3	2	8
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
<b>SUB-TOTAL</b>	<b>4</b>	<b>2</b>	<b>15</b>
CRIMES AGAINST PROPERTY	LAPD	MTS	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	1	4
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>6</b>
CRIMES AGAINST SOCIETY	LAPD	MTS	FYTD
Weapons	0	2	2
Narcotics	0	0	0
Trespassing	0	3	19
<b>SUB-TOTAL</b>	<b>0</b>	<b>5</b>	<b>21</b>
<b>TOTAL</b>	<b>4</b>	<b>8</b>	<b>42</b>

ARRESTS			
AGENCY	LAPD	MTS	FYTD
Felony	0	0	0
Misdemeanor	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

CITATIONS			
AGENCY	LAPD	MTS	FYTD
Other Citations	0	0	2
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>2</b>

CALLS FOR SERVICE			
AGENCY	LAPD	MTS	FYTD
Routine	0	0	0
Priority	0	0	0
Emergency	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	MTS
Dispatched	0	0%
Proactive	0	0%
<b>TOTAL</b>	<b>0%</b>	<b>0%</b>

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
LAX/MTC - LAPD	N/C
LAX/MTC - MTS	N/C

LEGEND	
Los Angeles Police Department	
Metro Transit Security	



## SYSTEM SECURITY & LAW ENFORCEMENT

### Attachment H

#### Sexual Crimes / Harassment Calls for Service November 2025

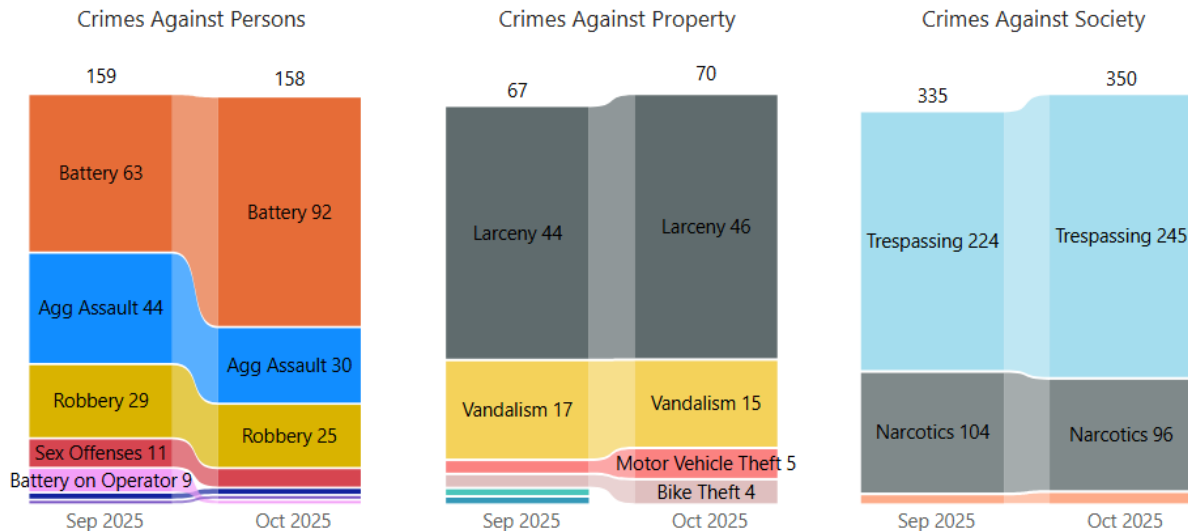
Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between November 1 and November 30, Metro Transit Security, LAPD and LASD received seven (7) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Nov 25	Oct 25	% Change	Nov 25	Nov 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	2	3	-33.3%	2	3	-33.3%
Lewd Conduct	0	1	-100.0%	0	0	0.0%
Indecent Exposure	3	3	0.0%	3	1	200.0%
Rape	2	0	200.0%	2	0	200.0%
TOTAL	7	7	0.0%	7	4	75.0%

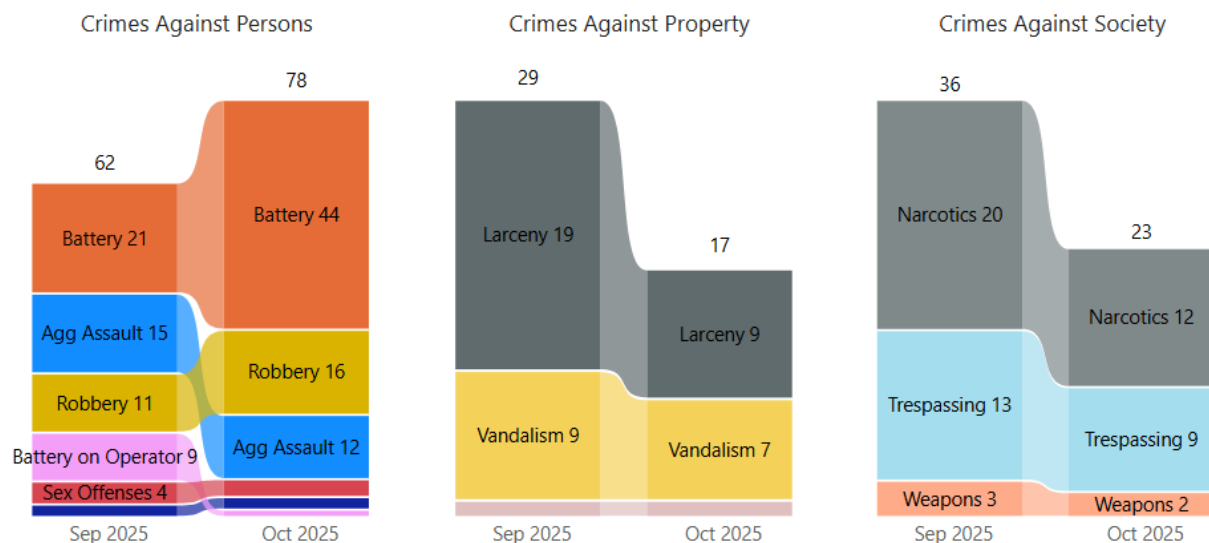
Counseling Information Provided	
	Nov 25
Yes	7
No - If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	7

October 2025

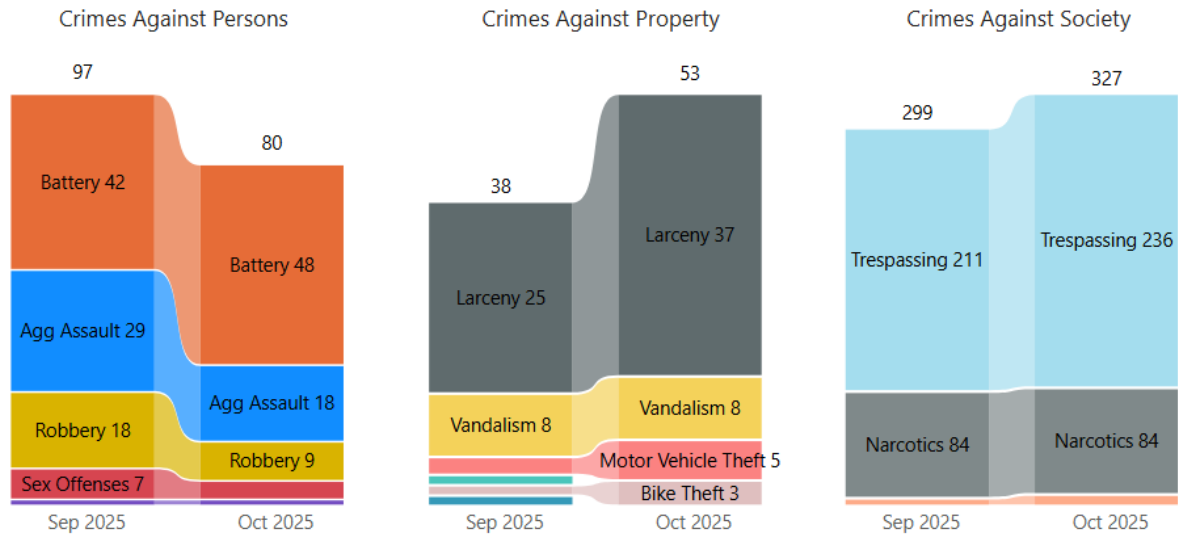
Systemwide



Bus



## Rail



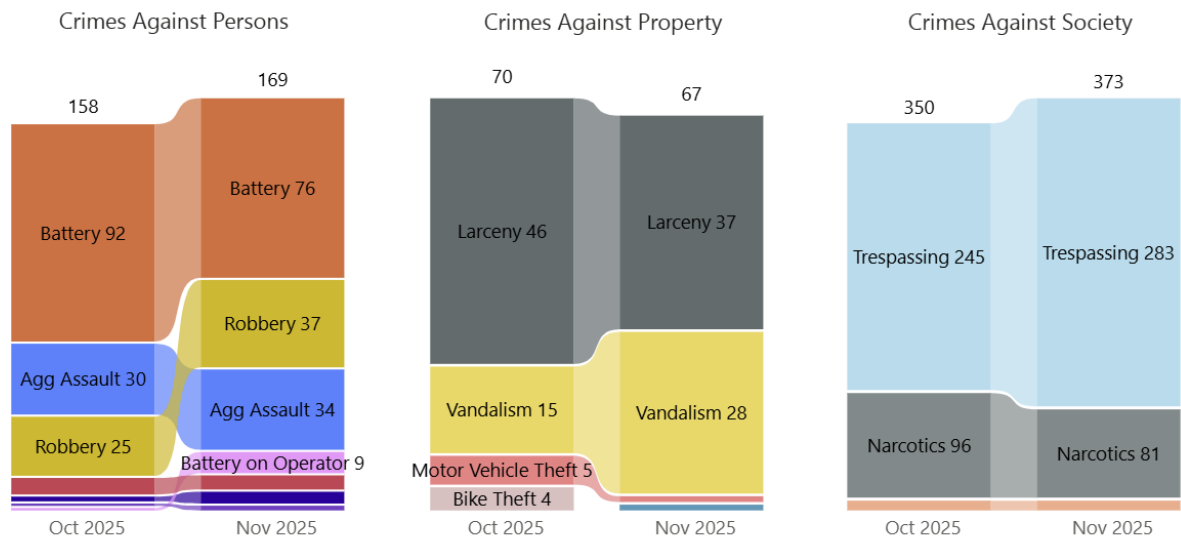
**Crimes Against Persons** ● Agg Assault ● Agg Assault on Op ● Battery ● Battery on Operator ● Homicide ● Rape ● Robbery ● Sex Offenses

**Crimes Against Property** ● Arson ● Bike Theft ● Burglary ● Larceny ● Motor Vehicle Theft ● Vandalism

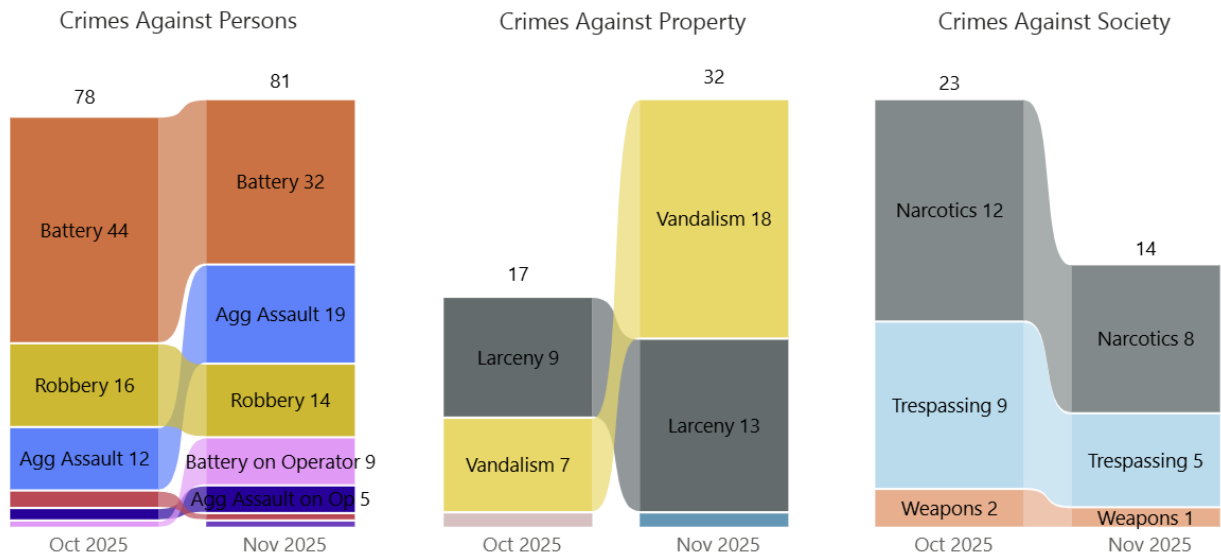
**Crimes Against Society** ● Narcotics ● Trespassing ● Weapons

November 2025

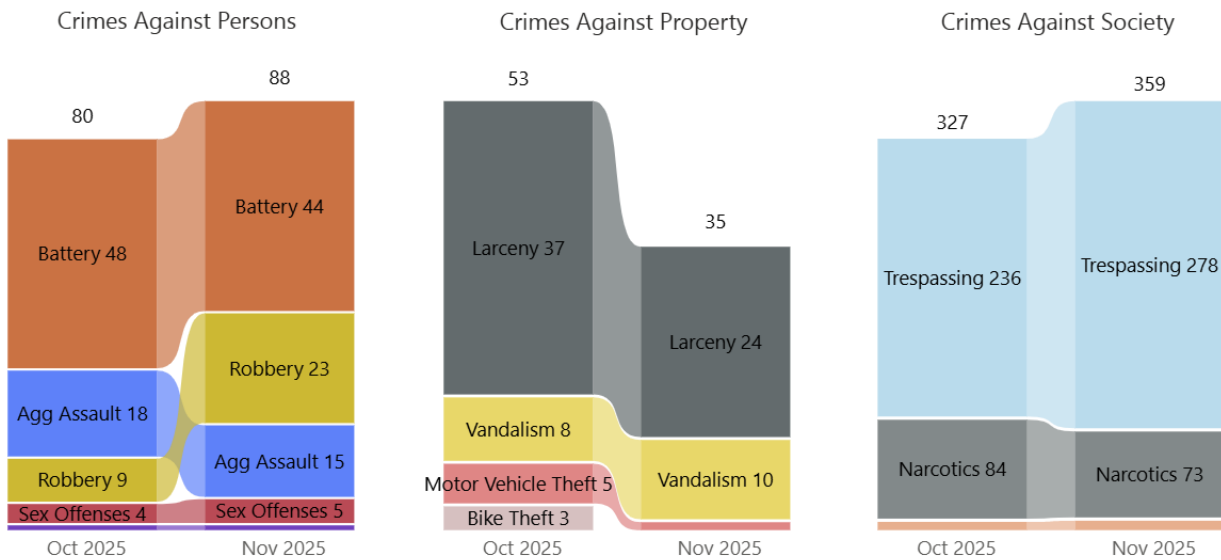
Systemwide



Bus



Rail



**Crimes Against Persons** ● Agg Assault ● Agg Assault on Op ● Battery ● Battery on Operator ● Homicide ● Rape ● Robbery ● Sex Offenses

**Crimes Against Property** ● Arson ● Bike Theft ● Burglary ● Larceny ● Motor Vehicle Theft ● Vandalism

**Crimes Against Society** ● Narcotics ● Trespassing ● Weapons

## Frontline Safety – Additional Data (October & November 2025)

### Operator Safety

Figures A and B provide context on operator assaults in October and November compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

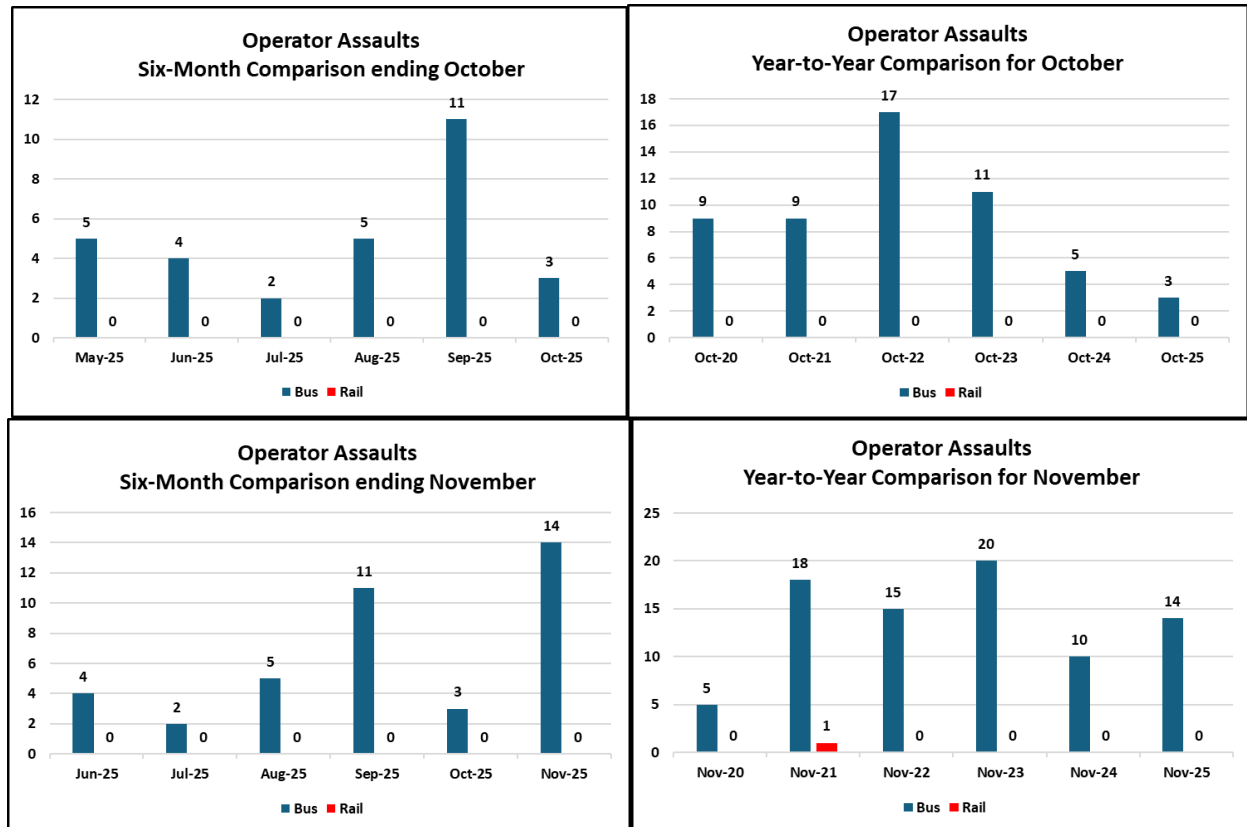
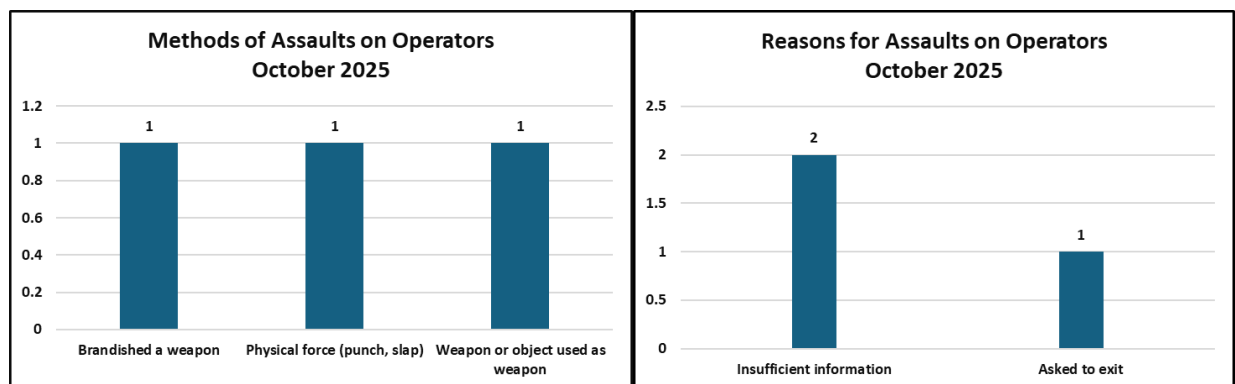


Figure A (Left) and Figure B (Right)



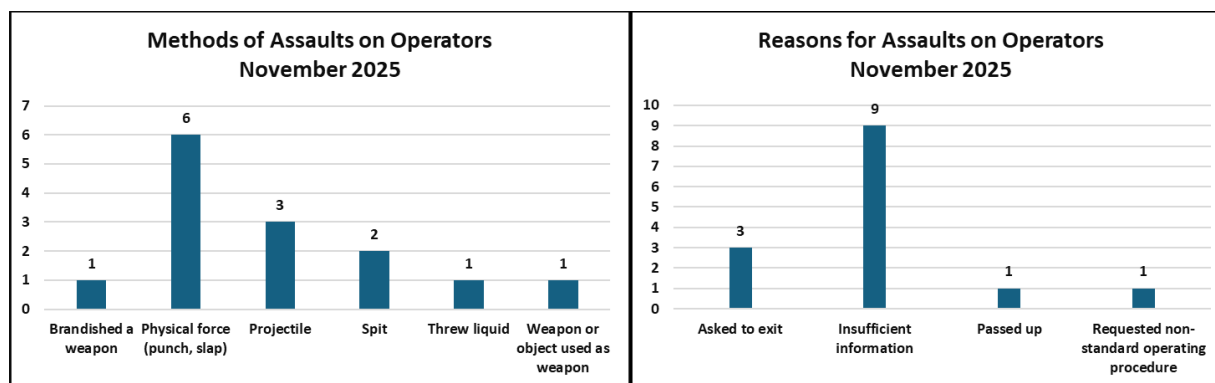


Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.



**Operator Assaults**  
**October & November 2025**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
10/2/2025	22:49	10	5802	Santa Monica Blvd & Larrabee St.	Suspect entered the bus, brandished a firearm and stated; "I'll Kill You."	Barrier present - closed	Insufficient information	Brandished a weapon	No
10/28/2025	12:10	754	9534	South Vermont Ave & Exposition Blvd	Suspect grabbed a metal pole and chased victim on the street.	Outside of operator area	Insufficient information	Weapon or object used as	No
10/30/2025	14:40	240	8450	Reseda Blvd & Devonshire Blvd.	Suspect pushed partition into victim and used both hands, punching victim in the torso 10x.	Barrier present - closed	Asked to exit	Physical force (punch, slap)	No
11/3/2025	17:45	210	1650	Crenshaw & Martin Luther King Jr.	Suspect brandished a handgun at victim and fled location.	Barrier present - closed	Insufficient information	Brandished a weapon	No
11/4/2025	14:40	53	1926	S. Central & E. 114th St.	Suspect became upset when victim did not stop. Suspect punched victim through driver side window.	Barrier present - closed	Requested non-standard operating procedure	Physical force (punch, slap)	No
11/5/2025	11:30	2	5601	S. Alvarado & W. 3rd St.	Suspect threw a portable speaker at bus window causing it to shatter. Glass hit victim.	Barrier present - closed	Insufficient information	Projectile	No
11/6/2025	12:01	20	UNKN	E. 6th St. & S. Main St.	Suspect and victim argued. Suspect produced a canister of pepper sprayed, reached underneath the barrier and sprayed victim.	Barrier present - closed	Insufficient information	Projectile	No
11/6/2025	1030hrs	117	8430	Lakewood & 105 Fwy, Downey	Sus FB/25yrs pushed bus barrier into bus op when told to exit at the last stop	Barrier present - open	Asked to exit	Physical force (punch, slap)	No
11/10/2025	1422hrs	204	8791	Vermont Av & 90th St, Los Angeles	Sus MB/50yrs spit on bus op when the bus op missed the suspect's stop	Barrier present - closed	Passed up	Spit	No
11/14/2025	1500hrs	600	4005	Del Mar Bl & Raymond Av, Pasadena	Sus MB/30s spit on bus op when told to exit as the last stop	Outside of operator area	Asked to exit	Spit	No
11/18/2025	01:00	2	8357	W. Sunset Blvd. & N. Fairfax Ave.	Victim exited bus to call BOC. Suspect approached and punched victim's face once.	Outside of operator area	Insufficient information	Physical force (punch, slap)	No
11/19/2025	20:30	60	5932	Temple St. & Grand Ave.	Suspect punched victim once and spat at victim.	Barrier present - closed	Insufficient information	Physical force (punch, slap)	No
11/21/2025	14:11	45	5700	S. Broadway & W. 5th St.	Suspect became angry at victim and threw an unknown liquid at victim.	Outside of operator area	Insufficient information	Threw liquid	No
11/24/2025	17:10	162	4173	Sherman Way & Glade Ave.	Suspect pushed victim against the glass barrier and the handrail, causing pain to victim's lower back.	Barrier present - open	Insufficient information	Physical force (punch, slap)	Yes
11/25/2025	1410hrs	260	1567	Atlantic Av & Florence Av, Bell	Sus FB/50s pushed bus op when bus op asked the suspect to exit the bus for causing a disturbance	Outside of operator area	Asked to exit	Physical force (punch, slap)	No
11/26/2025	19:05	204	9508	W. Sunset & Rodney Dr.	Suspect threw rock at bus windshield, causing debris to fall on victim.	Outside of operator area	Insufficient information	Projectile	No
11/28/2025	1026hrs	18	1745	2000 Flotilla St, Montebello	Sus FW/41yrs arrested for attempting to set the bus on fire	Barrier present - closed	Insufficient information	Weapon or object used as	No

### ***Assaults per Vehicle Revenue Mile***

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in October 2025 was 1.0 compared to 0.96 in September 2025. This means that over the last 12 months ending September 2025, there was an average of 1.0 assaults per 100,000 revenue miles, a 3.9% increase compared to the 12 months ending September 2025.

For November, the rolling yearly average rate of assaults per 100,000 vehicle revenue miles was 0.96 compared to 1.0 in October 2025. This means that over the last 12 months ending November 2025, there was an average of 0.96 assaults per 100,000 revenue miles, a 3.4% decrease compared to the 12 months ending October 2025.

### ***Other Frontline Staff Safety***

Figures E and F illustrate assault methods and reasons, respectively.

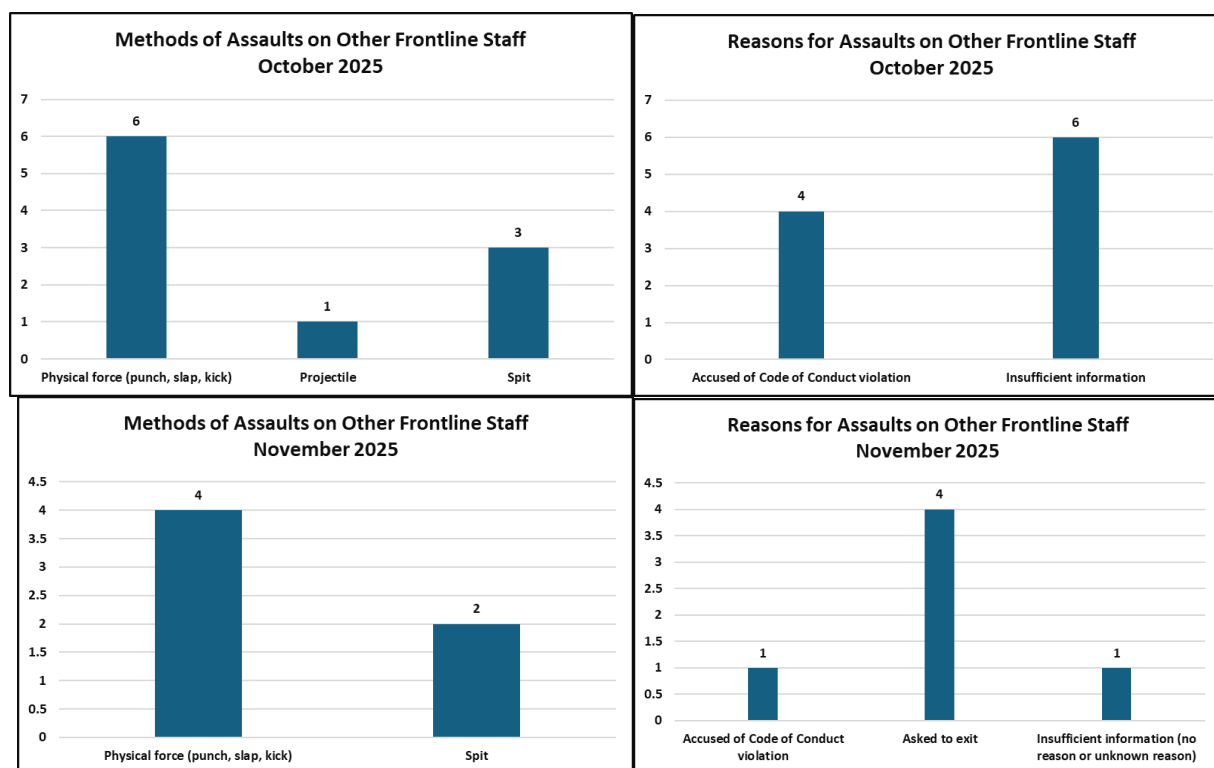


Figure E (Left) and Figure F (Right)

# Monthly Update on Public Safety

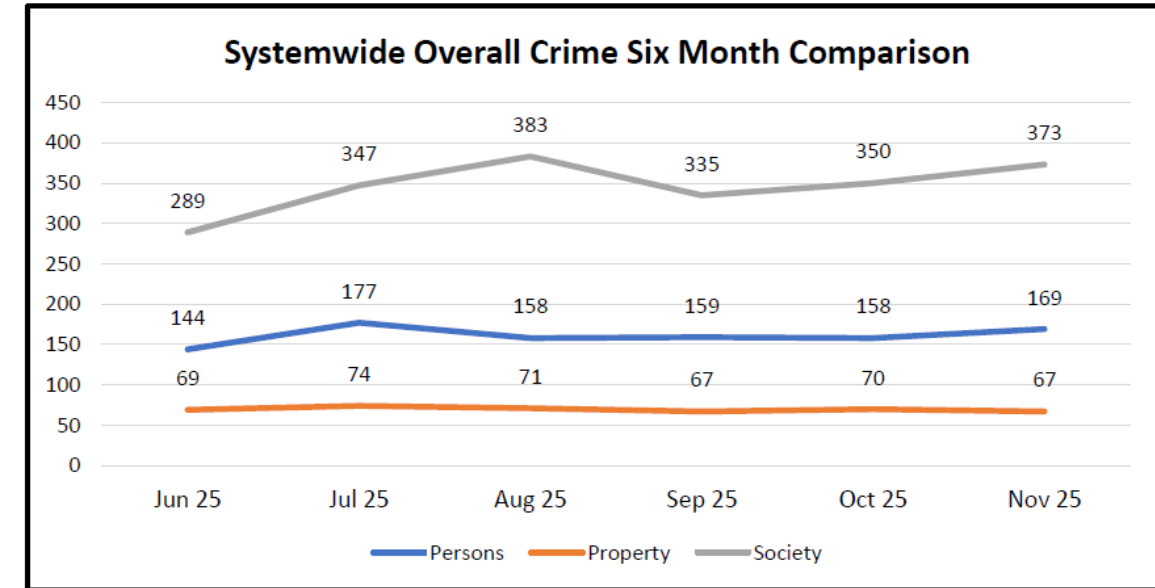
*Operations, Safety, & Customer Experience  
Committee Meeting*

*January 15, 2026*

# Systemwide Crime Stats

## October & November 2025

- **Crimes Against Persons** remained roughly the same in October as the month prior, then increased by 7% in November due to increases in aggravated assaults and robberies.
  - An analysis of violent crime during October and November over the past five years shows that crime tends to trend higher during these months,
- **Crimes Against Property** had a slight increase in October due to thefts. Then, in November, they dropped by 4.3%.
  - The decrease can be attributed to LAPD's surge in deployments for the holiday season, which began on November 10 to target property crimes.
- Arrests for **Crimes Against Society** increased in October and November due to an increase in arrests for weapons and trespassing.
  - On October 8 and November 24, LASD had successful operations at Lake and Fillmore stations, respectively, that targeted narcotics-related crimes.



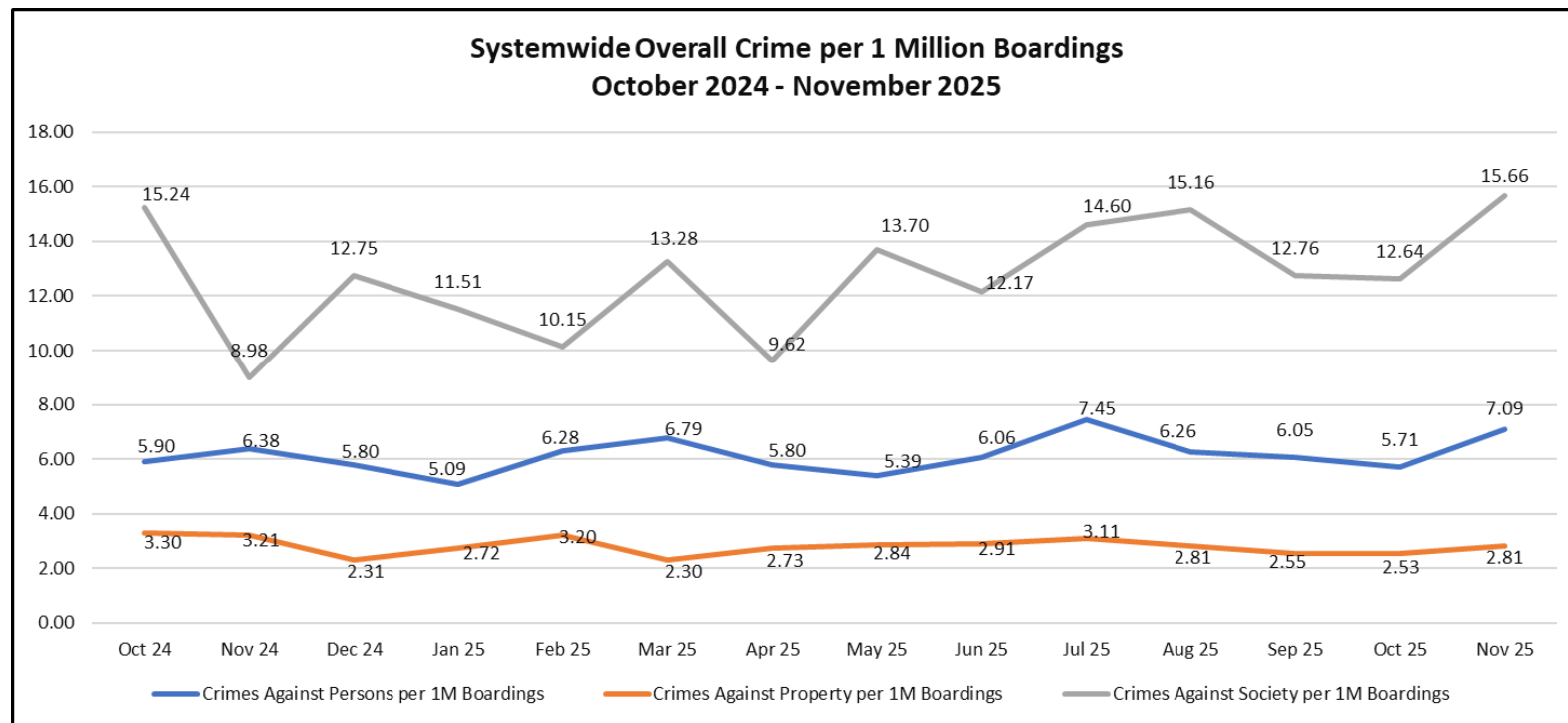
## When compared to October & November 2024...

- Crimes Against Persons decreased by 7.1% in October 2025 and had a slight increase of 2.4% in November 2025.
- Crimes Against Property **decreased by 26.3%** in October 2025 and are **down by 19.3%** in November 2025.
- Crimes Against Society decreased by 20.3% in October 2025 and increased by 60.8% in November 2025.

# Systemwide Crime Stats

Oct & Nov 2025 vs. Oct & Nov 2024

Per One Million Boardings



Since 2022, Metro has seen an average decrease in ridership of 10% from October to November. This decrease in ridership from Oct to Nov is historically not uncommon.

There was a 14.0% decrease in ridership in November, which impacted the crimes per one million boardings in all three categories.

- **Crimes Against Persons** decreased by 5.8% in October, then increased by 24.4% in November due to increases in aggravated assaults and robberies.
- **Crimes Against Property** slightly decreased in October, then increased by 11.3% in November.
- **Crimes Against Society** slightly decreased in October, then increased by 22.5% in November.

# Engaged & Visible Deployment

October & November 2025

## LAW ENFORCEMENT

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations.

	October	November
Arrests	556	606
Citations	603	868

## CUSTOMER SENTIMENT

- *Reddit* – a post titled “7th/Metro Station looking better these days” generated a positive discussion concerning the installed faregates and the presence of security nearby the emergency exit of the faregate area, which the commentators noted that they were satisfied to witness that it deterred fare evaders.
- *Reddit* – a post titled “Is it safe to travel the subway to work?” received many positive responses, with one user stating that taking the Metro instead of driving in rush hour traffic has improved their quality of life. The user added that they have seen an uptick in Metro Ambassadors and Metro police at stations and that the system feels safer.

## TRANSIT SECURITY

- TSOs issued 300 citations & 278 written warnings in October and 317 citations & 307 written warnings in November.

Bus Safety Teams conducted end-of-line operations during Owl Service on the Line 2 in Exposition Park and Line 4 in DTLA. These two bus lines have consistently ranked in the Top Five list of bus lines with reported crimes and bus operator assaults for most of 2025.

## METRO AMBASSADORS

Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

- 6,046 (Oct) & 4,144 (Nov) cleanliness issues
- 2,560 (Oct) & 2,448 (Nov) graffiti incidents
- 911 (Oct) & 811 (Nov) elevator and escalator problems

## END OF LINE OPERATIONS

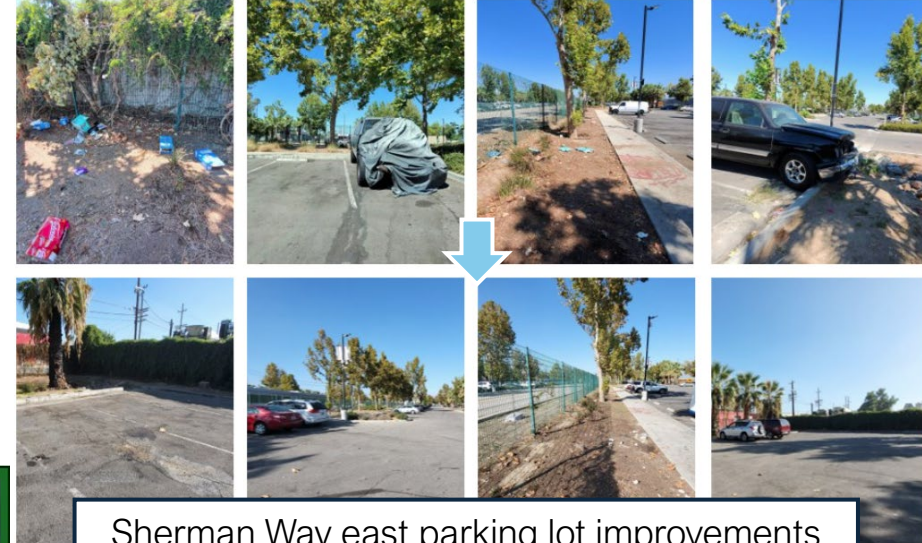
Contract Security officers offload trains at 11 end-of-line rail stations.

- October: 93% decrease in refusals vs. Oct 2024.
- November: 78% decrease vs. Nov 2024.



# Access Control & Station Experience

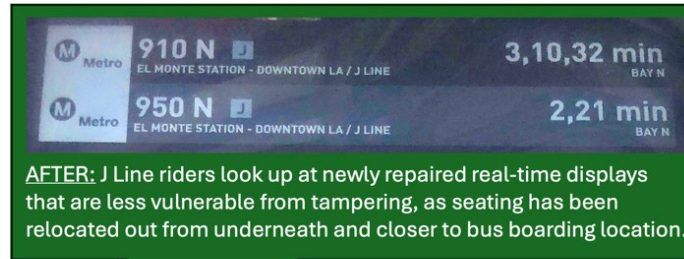
- West Valley's Sherman Way Station improvements hold strong
- Piloting Seattle's Elevator Odor Mitigation Program at legacy elevators
- Real-time arrival displays return to Slauson/I-110 [J] Station



Sherman Way east parking lot improvements  
(Before & After)



**BEFORE:** Persistent offenders would stand on the original bench partitions to steal real-time digital displays and cables, then re-wire extension cords to the hiding area behind for unauthorized use, resulting in loss of customer information and \$10,000+ in damage.



**AFTER:** J Line riders look up at newly repaired real-time displays that are less vulnerable from tampering, as seating has been relocated out from underneath and closer to bus boarding location.

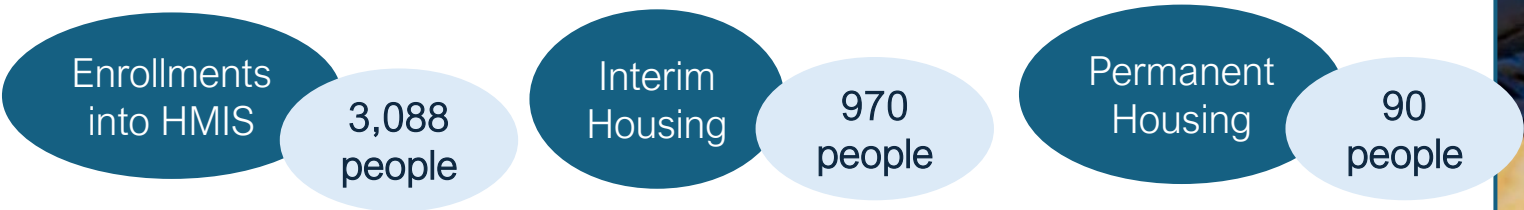


Crews conduct a fit-test of the odor neutralizer (Right)

# Partnerships to Mitigate Societal Issues

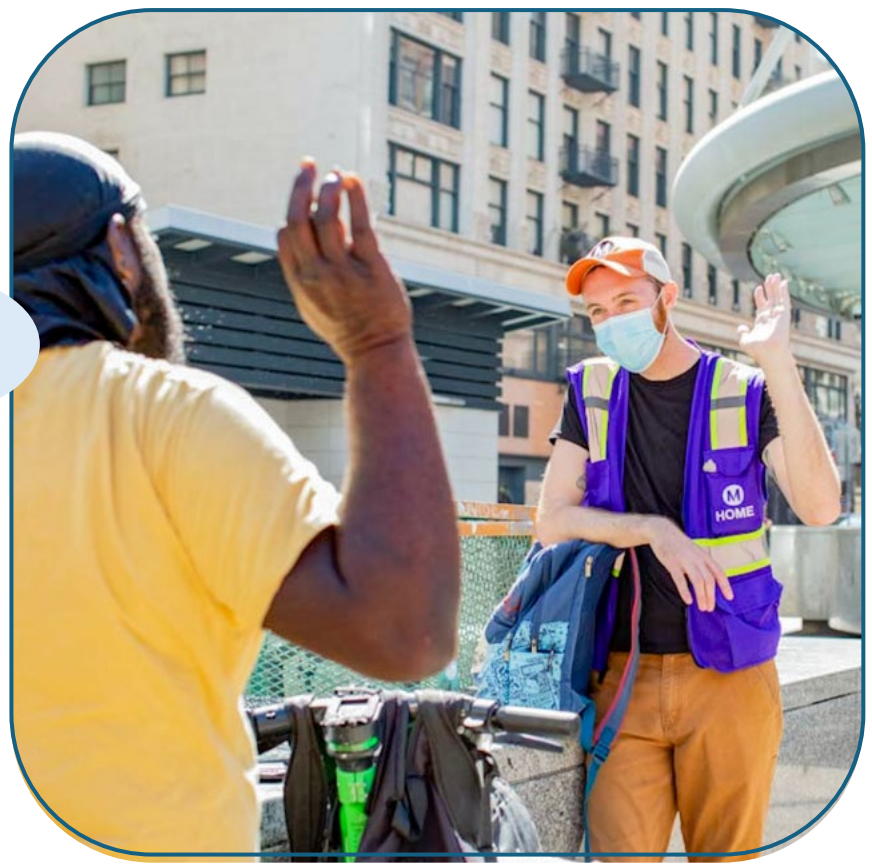
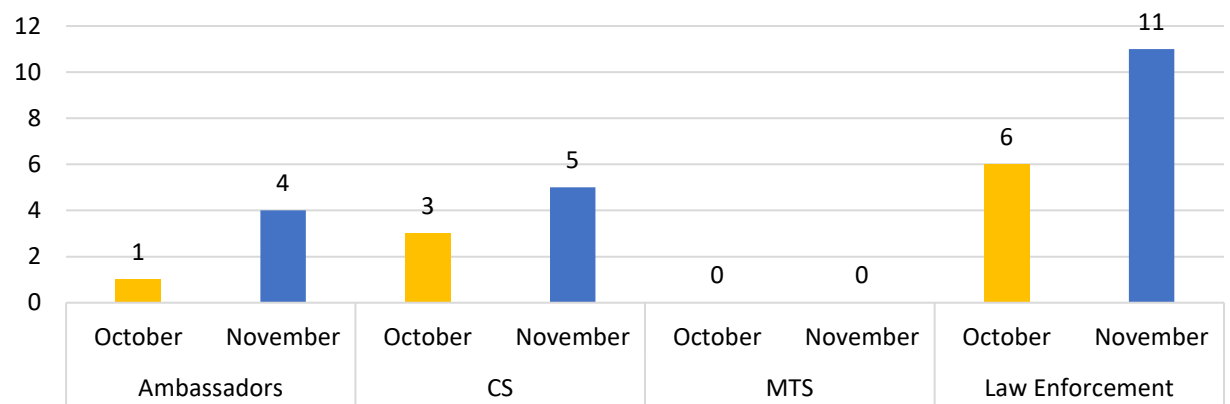
Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

So far, in FY26 (July 2025 through November 2025):



Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources.

Narcan Incidents (Oct & Nov 2025)





# Frontline Safety

- In October & November, there were 13 and 20 assaults on Metro frontline personnel, respectively.
- Using physical force, using a weapon/object, and brandishing a weapon were the methods of assaults on operators.
  - In October & November, 727,999 and 682,079 revenue miles were traveled between each operator assault, respectively.
  - Police reports were filed for all operator assaults, with two suspects arrested and four with open investigations. Only one assault required medical transport.
- Using physical force was the top method of assault on other frontline staff, followed by spitting and using a weapon/object/projectile.

Assaults on Metro Employees & Contractors			
Type	Sep-25	Oct-25	Nov-25
Bus Operators	11	3	14
Rail Operators	0	0	0
Metro Transit Security Officers	0	0	0
Contract Security Officers	9	3	6
Ambassadors	4	6	0
Blue Shirts	0	0	0
Custodians	1	1	0
Total	25	13	20

