



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

**Agenda - Final**

**Thursday, July 20, 2023**

**12:30 PM**

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

*Holly J. Mitchell, Chair  
James Butts, Vice Chair  
Kathryn Barger  
Jacquelyn Dupont-Walker  
Paul Krekorian  
Gloria Roberts (Interim), non-voting member  
Stephanie Wiggins, Chief Executive Officer*

## **METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES**

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

#### **PUBLIC INPUT**

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

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

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

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

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

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

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

#### **INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

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## DISCLOSURE OF CONTRIBUTIONS

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

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Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).

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Requests can also be sent to [boardclerk@metro.net](mailto:boardclerk@metro.net).



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x2 *Español (Spanish)*

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x4 *한국어 (Korean)*

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x7 *русский (Russian)*

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

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

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

The Committee Meeting begins at 12:30 PM Pacific Time on July 20, 2023; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
English Access Code: 8231160#  
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***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

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

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

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 20 de Julio de 2023. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 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  
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Los Angeles, CA 90012



## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 25, 26, and 27.

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

## CONSENT CALENDAR

### 25. SUBJECT: BUS ENGINE IGNITION COILS

[2023-0350](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/ Indefinite Quantity (IDIQ) Contract No. MA102753000 to Cummins, Inc. the responsive and responsible bidder for ignition coils. The contract one-year base amount is \$2,521,828.80 inclusive of sales tax, and the one-year option amount is \$2,585,163.60, inclusive of sales tax, for a total contract amount of \$5,106,992.40, subject to resolution of any properly submitted protest(s), if any.

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

### 26. SUBJECT: PORTABLE RESTROOM SERVICES FOR METRO EMPLOYEES

[2023-0366](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS96427000 to United Site Services of California, Inc. for portable restrooms and handwash stations in an amount not-to-exceed \$896,490 for a three-year base period and \$272,705 for the first one-year option term and \$291,330 for the second one-year term, for a combined not-to-exceed amount of \$1,460,525, effective on August 1, 2023, subject to the resolution of all properly submitted protest(s), if any.

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

### 27. SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS

[2023-0391](#)

#### **RECOMMENDATION**

APPROVE nominees for membership on Metro's Gateway Cities and San

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Fernando Valley Service Councils.

Attachments:      [Attachment A - New Appointee Biography Qualifications](#)  
                                 [Attachment B - Appointing Authority Nomination Letters](#)

## NON-CONSENT

28.    **SUBJECT:**      **OPERATIONS EMPLOYEES OF THE MONTH** [2023-0388](#)

### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments:      [Presentation](#)

29.    **SUBJECT:**      **CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2023-0389](#)

### RECOMMENDATION

RECEIVE oral report on Operations.

Attachments:      [Presentation](#)

23.    **SUBJECT:**      **MICROTRANSIT PILOT PROJECT EVALUATION REPORT** [2023-0376](#)

### RECOMMENDATION

RECEIVE AND FILE the Results of the Evaluation of the MicroTransit Pilot Project.

Attachments:      [Attachment A - Evaluation of the Metro MicroTransit Pilot Project](#)  
                                 [Attachment B – Peer Agency MicroTransit Operating Summary](#)  
                                 [Attachment C - Comparison of Service Coverage and Access](#)  
                                 [Attachment D - Evaluation Findings](#)  
                                 [Presentation](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

22.    **SUBJECT:**      **WESTLAKE/MACARTHUR PARK STATION** [2023-0387](#)  
                                 **INTERVENTION STRATEGIES**

### RECOMMENDATION

RECEIVE AND FILE the status report on the pilot intervention strategies to improve community health and safety at Westlake/MacArthur Park Station (WMP).

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Attachments:      [Attachment A - Board Motion 30 WLMP](#)  
                              [Attachment B - Vendor and Partner Outreach Strategies](#)  
                              [Attachment C - WLMP Intervention Timeline](#)  
                              [Presentation](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

30.    **SUBJECT:**      **PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT**      [2023-0406](#)

**RECOMMENDATION**

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

Attachments:      [Attachment A - PSAC May and June 2023 Motions and Responses](#)

31.    **SUBJECT:**      **MONTHLY UPDATE ON PUBLIC SAFETY**      [2023-0413](#)

**RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

Attachments:      [Attachment A - Total Crime Summary May 2023](#)  
                              [Attachment B - Systemwide Law Enforcement Overview May 2023](#)  
                              [Attachment C - MTA Supporting Data May 2023](#)  
                              [Attachment D - Bus & Rail Operator Assaults May 2023](#)  
                              [Attachment E - Sexual Harassment Crimes May 2023](#)  
                              [Attachment F - Warnings, Citations, and Arrests Demographic Data](#)

32.    **SUBJECT:**      **PASADENA TRANSIT SERVICE OPERATION AGREEMENT AND BUS CAPITAL FUNDING FOR PASADENA TRANSIT**      [2023-0362](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer, or their designee, to negotiate and execute:

- A. the Transit Service Operation Agreement between Metro and the City of Pasadena for Contracted Service Lines 177 & 256, for a period of five years from July 1, 2024 (when new buses are expected to begin service) through June 30, 2029 (FY25 through FY29), with a two-year extension option for FY30 and FY31, for an amount up to \$25,590,137.82; and
- B. the allocation of a 70 percent funding contribution towards the purchase of the nine (9) new buses by the City of Pasadena to operate Lines 177 & 256, for an amount up to \$4,123,823.

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**Attachments:**      [Attachment A - Contracted Service Lines 177 & 256 Map](#)  
                                 [Attachment B - Transit Service Agreement Value](#)

**SUBJECT:      GENERAL PUBLIC COMMENT**

[2023-0422](#)

RECEIVE General Public Comment

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

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

**Adjournment**



## Board Report

File #: 2023-0350, File Type: Contract

Agenda Number: 25.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 20, 2023

**SUBJECT: BUS ENGINE IGNITION COILS**

**ACTION: AWARD CONTRACT**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/ Indefinite Quantity (IDIQ) Contract No. MA102753000 to Cummins, Inc. the responsive and responsible bidder for ignition coils. The contract one-year base amount is \$2,521,828.80 inclusive of sales tax, and the one-year option amount is \$2,585,163.60, inclusive of sales tax, for a total contract amount of \$5,106,992.40, subject to resolution of any properly submitted protest(s), if any.

#### **ISSUE**

This procurement is for the acquisition of ignition coils which are required for maintaining the safe and reliable operation of the bus fleet. They are used by the bus maintenance department while repairing the Cummins Compressed Natural Gas (CNG) engines in Metro buses.

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

#### **BACKGROUND**

Metro Bus Maintenance performs regularly scheduled work on all buses as part of their Preventative Maintenance Program (PMP). The replacement of the ignition coils in the engine is part of the PMP. Ignition coils can fail due to the advanced mileage and heavy-duty service provided by the Metro bus fleet. A failed ignition coil will result in the bus being taken out of service due to poor performance or visible exhaust emissions. The proper functioning of the ignition coil ensures that the CNG engine remains operational, which is essential to ensuring the performance, reliability, and safety of the Metro bus fleet.

#### **DISCUSSION**

Ignition coils are an electronic engine management component that are part of the bus ignition system. The ignition coil is the component responsible for generating the engine spark, and any

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problems with the ignition coil can quickly lead to engine performance issues. The engine ignition coils support 97% of our bus fleet, which have Cummins 8.9 ISLG and L9N Near-Zero engines installed. The ignition coil is an Original Equipment Manufacturer (OEM) part delivered directly from the engine manufacturer, Cummins, due to historical problems encountered with aftermarket ignition parts, including increased road calls that have impacted service reliability.

The contract to be awarded is a “requirements type” agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any or all of the ignition coils that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The purchased engine ignition coils are installed by Metro Mechanics.

Bus engine ignition coils will be purchased and maintained in inventory and managed by Material Management. As ignition coils are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

Award of contract will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards. This action will prevent deferred maintenance and ensure bus availability for revenue service.

### **FINANCIAL IMPACT**

Funding in the amount of \$2,521,829 for these ignition coils is included in the FY24 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance cost center 3366 under project 203025 Bus Engine Replacement Project.

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

### **Impact to Budget**

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

### **EQUITY PLATFORM**

The benefits of this action are to ensure the bus fleet that serves most regions in Los Angeles County, including Equity Focus Communities, can provide vital transportation services. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet.

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

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

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

Purchase of the ignition coils supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The procurement of ignition coils for inventory will help to ensure the reliability of the bus fleet and enable our customers to arrive at their destinations on schedule and without interruption.

### **ALTERNATIVES CONSIDERED**

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

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. MA102753000 for the procurement of ignition coils with Cummins Inc. at the Board approved amounts.

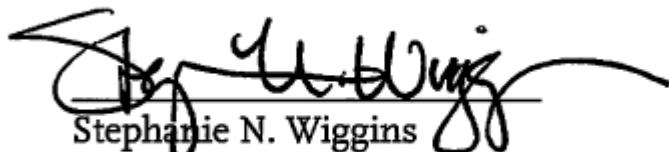
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B DEOD Summary

Prepared By: Harold Torres, Senior Director, Central Maintenance, (213) 922-5714  
Tanya Allen, Procurement Planning Administrator. (213) 922-1018  
Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051  
James Pachan, Senior Executive Officer, Maintenance (213) 922-5804

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

  
Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## BUS ENGINE IGNITION COILS/MA102753000

1.	<b>Contract Number:</b> MA102753000	
2.	<b>Recommended Vendor:</b> Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
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> 3/9/23	
	<b>B. Advertised/Publicized:</b> 3/15/23	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 4/12/23	
	<b>E. Pre-Qualification Completed:</b> 4/17/23	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 4/14/23	
	<b>G. Protest Period End Date:</b> 07/24/23	
5.	<b>Solicitations Picked up/Downloaded:</b> 7	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> (213) 922-1018
7.	<b>Project Manager:</b> Harold Torres	<b>Telephone Number:</b> (213) 922-5714

**A. Procurement Background**

This Board Action is to approve Contract No. MA102753000 for the procurement of ignition coils. Board approval of this contract award is subject to the resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA102753 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

A total of one (1) bid was received on April 12, 2023.

Staff conducted a market survey to request information from prospective bidders to determine why no additional bids were submitted. Inquiries were made of all firms that downloaded the solicitation. One firm responded that they did not feel their pricing would be competitive on this part and another firm did not submit due to a key staff member's absence. The results of the market survey indicated that factors beyond LACMTA's control caused the potential sources not to submit bids and that there were no restrictive elements in the solicitation documents that prevented competition. As such, Metro proceeded to evaluate the responsiveness, responsibility, and price reasonableness of the single bid as it was determined Metro could proceed with a competitive award.



## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid.

The bid received from Cummins, Inc. was determined to be responsive and responsible, and in full compliance with the bid and technical requirements of the IFB.

## **C. Price Analysis**

The recommended bid price of \$5,106,992.40 is 15% over the Independent Cost Estimate (ICE) of \$4,442,938.00. The ICE was based on historical pricing and did not factor in material cost increases and on-going supply chain constraints. The recommended price has been determined to be fair and reasonable based on the expectation of adequate price competition, the independent cost estimate, and fact finding.

<b>Low Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Cummins Inc.	\$5,106,992.40	\$4,442,938.00

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

The recommended firm, Cummins Inc. (Cummins) in Irvine, CA has been in business for one hundred and four (104) years. Cummins has provided similar products for Metro and other agencies, including Long Beach Transit, and Santa Monica Big Blue Bus and numerous other transit proprietries that are available upon request. Cummins has provided satisfactory service and products to Metro on previous purchases.

## DEOD SUMMARY

## BUS ENGINE IGNITION COILS/MA102753000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Cummins, Inc. made a 2% DBE commitment.

<b>Small Business Goal</b>	<b>2% DBE</b>	<b>Small Business Commitment</b>	<b>2% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express	Hispanic American	2%
	<b>Total Commitment</b>		<b>2%</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 contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



## Board Report

File #: 2023-0366, File Type: Contract

Agenda Number: 7.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 20, 2023

**SUBJECT: PORTABLE RESTROOM SERVICES FOR METRO EMPLOYEES**

**ACTION: APPROVE CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. PS96427000 to United Site Services of California, Inc. for portable restrooms and handwash stations in an amount not-to-exceed \$896,490 for a three-year base period and \$272,705 for the first one-year option term and \$291,330 for the second one-year term, for a combined not-to-exceed amount of \$1,460,525, effective on August 1, 2023, subject to the resolution of all properly submitted protest(s), if any.

#### **ISSUE**

Metro utilizes portable restrooms and handwash stations for its employees when fixed restrooms are not available at critical locations. The current contract that provides these services is set to expire on August 30, 2023. Establishing a new contract that can provide the required portable restrooms, handwash stations, and related support facilities is critical to a safe and healthy environment for our Metro employees.

#### **BACKGROUND**

Portable restrooms and handwash stations are necessary for Metro bus operators who have limited access to permanent restroom facilities at various Metro bus terminals and layovers. These temporary stations ensure that the health and well-being of our front-line employees are taken care of and are mandatory to comply with federal, state and county (local) health and environmental statutes. The services performed under this contract will be monitored by Operations through the Stops & Zones Department. To continue providing portable restrooms, and handwash stations, a new contract for portable restroom services is recommended for award.

Portable restrooms are also needed to support normal operations at bus layover zones, bus and rail operating divisions, and other Metro properties to support planned and unplanned maintenance work. Portable restrooms are also provided for special events at various local venues for Metro support staff.

#### **DISCUSSION**

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This contract will provide portable restrooms and handwash stations at a minimum of 11 selected Metro bus terminals and layover sites, with a minimum of 21 units to be collectively serviced 105 times per week. These portable restrooms can be used by nearly 1,200 bus operators that stop at these 11 bus layover zones daily (M-F), with reduced usage on weekends. Additional portable restrooms will be provided for Metro staff for special events at various locations adjacent to the Los Angeles Coliseum, Pasadena Rose Bowl, and Metro Bus and Rail Rodeos. The proposed new contract includes provisions for contingencies for emergencies and unanticipated special events. The scope of work for this new contract also includes ADA accessible, elite or suite restrooms (flushable toilets with interior lighting, A/C and other amenities when requested by Metro project managers).

### **DETERMINATION OF SAFETY IMPACT**

Award of this contract shall ensure compliance with federal, state and county (local) health and environmental statutes. Service of portable restrooms will be performed by a licensed contractor with certified technicians that have the training and experience to safely perform this service.

### **FINANCIAL IMPACT**

The funding of \$337,710 for this service is included in the FY24 budget in cost center 3630, Stops and Zones under bus and rail operating projects. Since this is a multi-year contract, the cost center manager and the Deputy Chief Operations Officer will be accountable for budgeting the cost in future years.

#### **Impact to Budget**

The source of funds for this action includes the Federal, State grants, and operating eligible local sources including Transportation Development Act (TDA), Measure R, and Measure M. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions. This is an ongoing operating maintenance cost as portable restrooms are required to provide clean and sanitary restrooms.

### **EQUITY PLATFORM**

Portable units will be installed at Metro bus layover zones and other locations upon request. The benefits of this action are to ensure Metro bus operators and staff are provided safe, clean restrooms throughout Metro's service area.

The Diversity & Economic Opportunity Department did not recommend an SBE/DVBE participation goal for this procurement due to lack of small businesses that perform these services.

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

Portable restrooms services support Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the organization. The routine service will ensure clean and sanitized portable restrooms for Metro bus operators and staff at bus terminals, layovers, and special events.

## **ALTERNATIVES CONSIDERED**

An alternative is to have Metro employees perform these services in-house, however, this is not recommended. Performing the service in-house would require the purchase and maintenance of portable restrooms. In addition, it would require the hiring of additional personnel and the purchase of additional equipment and vacuum trucks. Metro employees also do not possess the necessary certifications to perform this work. In addition, Metro and the vacuum trucks would require Health Department, L.A. County, and waste disposal permits.

## **NEXT STEPS**

Upon approval by the board, staff will execute Contract No. PS96427000 to United Site Services of California, Inc. to provide portable restroom and waste tank services at selected Metro properties and locations effective on August 1, 2023.

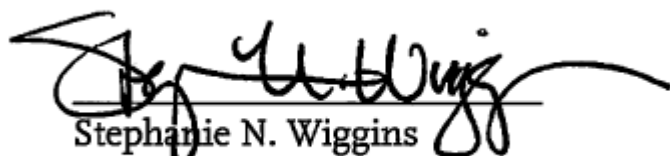
## **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: David Daniels, Senior Manager, Facilities Maintenance,  
(213) 922-5190  
Christopher Limon, Deputy Executive Officer, Facilities Maintenance, (213) 922-6637  
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 Operating Officer, (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## PORTABLE TOILET SERVICES / PS96427000

1.	<b>Contract Number:</b> PS96427000	
2.	<b>Recommended Vendor:</b> United Site Services of California, Inc.	
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> March 30, 2023	
	<b>B. Advertised/Publicized:</b> March 30, 2023	
	<b>C. Pre-Bid Conference:</b> April 6, 2023	
	<b>D. Bids Due:</b> May 3, 2023	
	<b>E. Pre-Qualification Completed:</b> May 18, 2023	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> May 4, 2023	
	<b>G. Protest Period End Date:</b> July 25, 2023	
5.	<b>Solicitations Picked up/Downloaded:</b> 4	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Manchi Yi	<b>Telephone Number:</b> (213) 418-3332
7.	<b>Project Manager:</b> David Daniels	<b>Telephone Number:</b> (213) 922-5190

**A. Procurement Background**

This Board Action is to approve Contract No. PS96427000 to United Site Services of California, Inc. to provide portable toilets, handwash stations and holding waste tank services at selected locations in support of the Los Angeles County Metropolitan Transportation Authority's (Metro) bus and rail operations. Board approval of contract awards are subject to resolution of any properly submitted protest(s).

On March 30, 2023, the Invitation for Bids (IFB) was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department did not recommend an SBE/DVBE participation goal for this procurement due to lack of small businesses that perform these services.

One amendment was issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on April 20, 2023, revised the Compensation and Payment section of the pro-forma Contract to remove the requirement for retention.

A virtual pre-bid conference was held on April 6, 2023, with two firms in attendance.

Three companies downloaded the IFB and were included on Metro's planholders list. Thirty questions were received, and responses were released prior to the bid due date.

A total of two bids were received by the due date of May 3, 2023 and are listed below in alphabetical order:

1. Diamond Environmental Services, LP
2. United Site Services of California, Inc. (United)

## **B. Evaluation of Bids**

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid.

Both firms were determined to be responsive to the solicitation requirements and have provided portable toilet services to various public agencies, including Metro.

The recommended firm, United, is the lowest responsive and responsible bidder and has been determined to be qualified to perform the required services based on the IFB requirements.

## **C. Price Analysis**

The award amount of \$1,460,525 has been determined to be fair and reasonable based on adequate competition, price analysis, independent cost estimate (ICE) and technical analysis. The award amount is higher than the original bid amount by \$1,100 or 0.08% due to a clerical error on the bid. Clarification revealed that the bidder made a calculation error on one of the bid items for the option term.

	<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
1.	United Site Services of California, Inc.	\$1,459,425	\$2,119,588	\$1,460,525
2.	Diamond Environmental Services, LP	\$2,372,291		

**D. Background on Recommended Contractor**

The recommended firm, United Site Services of California, Inc. (United) headquartered in Westborough, Massachusetts, with an operational yard in El Monte, California, has been in business for about 19 years. United provides portable toilets, handwashing stations, restroom/shower trailer rentals and services and temporary fencing. Public agency clients that United currently services include County of Orange, City of Los Angeles, and City of Santa Cruz. United provided portable toilet services to Metro from December 2010 through December 2013 and performance was satisfactory.



**DEOD SUMMARY**

**PORTABLE TOILET SERVICES / PS96427000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goals for this solicitation due to the lack of availability of SBE/DVBE firms that perform these services. United Site Services of California, Inc. (USSC) did not make a commitment. It is expected that USSC 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.



## Board Report

File #: 2023-0391, File Type: Informational Report

Agenda Number: 27.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JULY 20, 2023

**SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS**

**ACTION: APPROVE NOMINATIONS**

#### **RECOMMENDATION**

APPROVE nominees for membership on Metro's Gateway Cities and San Fernando Valley Service Councils.

#### **ISSUE**

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

The Gateway Cities and San Fernando Valley Service Councils have vacancies created by Councilmembers who recently resigned or whose seats were not filled at the end of their terms.

#### **BACKGROUND**

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

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

#### **DISCUSSION**

The individuals listed below have been nominated to serve by the Councils' appointing authorities. If approved by the Board, these appointments will serve for the remainder of the three-year terms specified below. A brief listing of qualifications for the new nominees and the nomination letters from the nominating authorities are provided in Attachments A and B.

For your reference, the 2021 American Community Survey demographics and 2019 Metro Ridership Survey demographics for each region are compared to the membership, should these nominees be appointed, for each region.

### Gateway Cities

#### A. Jose Muñoz Guevara, New Appointment

Nominated by: Gateway Cities Council of Governments

Term: July 1, 2022 - June 30, 2025

Should this nominee be appointed, the Gateway Cities (GWC) Service Council membership will compare to the region and the region's ridership as follows:

Region Demographics	Hispanic	White	Asian & PI	Black	Native Amer	Other
GWC Council Region	65.6%	14.6%	9.4%	7.9%	0.2%	2.2%
GWC Region Ridership	66%	6%	3%%	21%	0%	4%
GWC Membership/No.	77.7% / 7	11.1% / 1	0% / 0	0% / 0	0% / 0	11% / 1

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

Gender	GWC Membership/No.	Los Angeles County
Male	55.5% / 5	49.7%
Female	44.4% / 4	50.3%

### San Fernando Valley

#### B. Antoinette Scully, New Appointment

Nominated by: Third District Supervisor Lindsey P. Horvath

Term: July 1, 2022 - June 30, 2025

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

Region Demographics	Hispanic	White	Asian & PI	Black	Native Amer	Other
SFV Council Region	41.3%	40.1%	11.0%	3.7%	0.1%	3.7%
SFV Region Ridership	63%	13%	9%	9%	1%	5%

SFV Membership/No.*	44.4% / 4	37.5% / 3	0% / 0	22.2% / 2	0% / 0	0% / 0
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The gender makeup of the SFV Service Council with the above listed nominee will be as follows:

Gender	SFV Membership/No.*	Los Angeles County
Male	66.6% / 6	49.7%
Female	33.3% / 3	50.3%

### **DETERMINATION OF SAFETY IMPACT**

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

### **EQUITY PLATFORM**

Metro seeks to appoint Service Council members that represent the diverse needs and priorities reflective of the demographics of each respective region. To encourage nominating authorities to nominate individuals that will closely reflect the region and its ridership, staff shares regional ridership demographics, regional resident demographics and Service Council membership race/ethnicity and gender demographics with each request for a nomination to the Service Councils. This practice has resulted in the Service Councils becoming much more diverse in terms of both race/ethnicity and gender over the last several years. However, approximately half of LA County residents and Metro riders are women; there is work to be done to achieve gender equity on some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to give weight to gender equity when considering individuals for nomination.

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

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

### **ALTERNATIVES CONSIDERED**

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

### **NEXT STEPS**

Two vacant seats on the Westside Central Service Council remain. Staff will continue to work with the nominating authorities to fill the outstanding vacancies.

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 and to implement and improve bus service in their areas and the customer experience using our bus service.

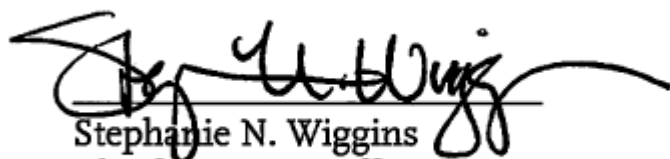
### **ATTACHMENTS**

Attachment A - New Appointee Biography Qualifications

Attachment B - Appointing Authority Nomination Letters

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

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



Stephanie N. Wiggins  
Chief Executive Officer

## NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

### Juan Muñoz Guevara, Nominee to Gateway Cities Service Council



Juan Muñoz-Guevara was born and raised in Lynwood, and was elected to the Lynwood City Council in November 2022. He was appointed to serve on the Policy & Budget/State Audit Committee and to represent Lynwood on the COG I-710 EIR/EIS Committee. He was also appointed as an alternate to SCAG, League of California Cities, and the National League of Cities. He is currently employed as a labor organizer/researcher for UNITE HERE Local 11. He previously served as a Commissioner on the Public Safety, Traffic, and Parking Commission for the City of Lynwood from June 2018-December 2020. Juan graduated from UCLA summa cum laude with a BA in political science and government in 2019.

### Antoinette Scully, Nominee to San Fernando Valley Service Council




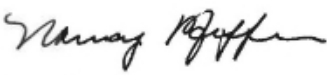
Antoinette Scully is currently a National Organizer for the Unitarian Universalist Women's Federation, a faith-based nonprofit that centers the justice needs of women and femmes where role includes program creation, educational webinars, and fostering relationships throughout the country.

Outside of her day job, Ms. Scully is a writer, activist, and educator who speaks publicly on social justice, race, and literary activism, all rooted in her Unitarian Universalist faith. She is the founder of Black & Bookish Literary Collective, an expansive website dedicated to celebrating Black literature launched in 2016. From there, she grew her small business into a literary editing collective, specializing in sensitivity reading consultations. In 2017, she launched *In Conversation: with Antoinette Scully Podcast* where she interviews Black authors about their process, progress, and prose. In 2021, she was nominated for a AAMBC Literary Award in the category of Literary Activist of the Year.

Ms. Scully also co-founded the Valley Justice Coalition, an organization that creates justice projects centered in the San Fernando Valley and a co-founder of the comprehensive sexual health education nonprofit, More Than Sex-Ed. She also serves as the Social Justice Chairperson at the First Unitarian Church of Los Angeles. Antoinette earned her M.A. from the University of Southern California and a dual B.A from Stetson University in DeLand, FL.

## APPOINTING AUTHORITY NOMINATION LETTERS

## Gateway Cities Service Council

SOUTHEAST LOS ANGELES COUNTY	
	 <p><b>GATEWAY CITIES</b> COUNCIL OF GOVERNMENTS</p> <p>June 8, 2022</p>
Artesia	Ms. Stephanie Wiggins, CEO
Avalon	Los Angeles County Metropolitan Transportation Authority
Bell	One Gateway Plaza
Bellflower	Los Angeles, CA 90012
Bell Gardens	
Cerritos	Dear Ms. Wiggins:
Commerce	
Compton	
Cudahy	
Dawsey	
Hawaiian Gardens	<b>Nominee for the Metro Gateway Cities Service Council</b>
Huntington Park	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 community member to fill 1 seat expiring June 30, 2025, replacing Denise Diaz beginning July 1, 2023.
Industry	
La Mirada	At its regularly scheduled meeting of June 8, 2023, the Gateway Cities Council of Governments Board of Directors nominated the following applicant:
Lakewood	<ul style="list-style-type: none"> <li>Juan Munoz-Guevara, a community member and new applicant from the city of Lynwood. Juan will complete Denise Diaz's term expiring June 30, 2025</li> </ul>
Long Beach	
Lynwood	
Maywood	A copy of the nominee's applications is enclosed.
Montebello	We would appreciate your assistance in agendaizing the nominations for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.
Norwalk	
Paramount	Sincerely,
Pico Rivera	
Santa Fe Springs	
Signal Hill	Nancy Pfeffer
South Gate	Executive Director
Vernon	Enclosure
Whittier	Cc: Ms. Dolores Ramos, Sr. Administrative Analyst, Regional Service Councils
County of Los Angeles	
Port of Long Beach	
<p>16401 Paramount Boulevard ■ Paramount, California 90723 ■ phone (562) 663-6850 fax (562) 634-8216 www.gatewaycog.org</p>	

## San Fernando Valley Service Council



### BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

821 Kenneth Hahn Hall Of Administration, Los Angeles, CA  
90012 PHONE: 213-974-3333 | FAX: 213-625-7360

**LINDSEY P. HORVATH**  
SUPERVISOR, THIRD DISTRICT

May 31, 2023

Collette Langston, Board Secretary  
Metropolitan Transportation Authority  
One Gateway Plaza  
Los Angeles, CA 90012

**Re: Appointment of Ms. Antoinette Scully to San Fernando Valley Service Council**

Dear Ms. Langston:

It is my understanding that as a member of the Metro Board of Directors, I may appoint a member of the San Fernando Valley Service Council. I would like to take this opportunity to appoint Ms. Antoinette Scully as my representative. Ms. Scully is an active user of Metro bus and rail services and is highly knowledgeable on a wide range of transportation issues.

Ms. Scully may be contacted at [amariescully@gmail.com](mailto:amariescully@gmail.com) or (407) 405-8891. Should you need any additional information or assistance with this matter, please do not hesitate to contact my Transportation Deputy, Justin Orenstein. He can be reached at (213) 974-3333.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Horvath", is written over a horizontal line.

Lindsey P. Horvath  
Los Angeles County Supervisor, Third District  
Member, Metro Board of Director

**EAST SAN FERNANDO VALLEY  
DISTRICT OFFICE**  
7555 Van Nuys Boulevard, Suite 1  
Van Nuys, CA 91405

**WEST VALLEY/ MOUNTAIN COMMUNITIES  
DISTRICT OFFICE**  
26600 Agoura Road, Suite 100  
Calabasas, CA 91302

**WEST/ METRO LA  
DISTRICT OFFICE**  
1645 Corinth Avenue, Suite 102  
Los Angeles, CA 90025





Metro

## Board Report

File #: 2023-0388, File Type: Oral Report / Presentation

Agenda Number: 28.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 20, 2023

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

#### RECOMMENDATION

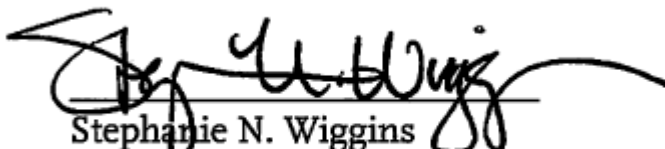
RECOGNIZE Operations Employees of the Month.

#### Equity Platform

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

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

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



Stephanie N. Wiggins  
Chief Executive Officer

# **July 2023 Custodian and Maintenance & Engineering Employees of the Month**



**Metro**

Operations, Safety, and Customer Experience Committee  
July 20, 2023

# Employees of the Month

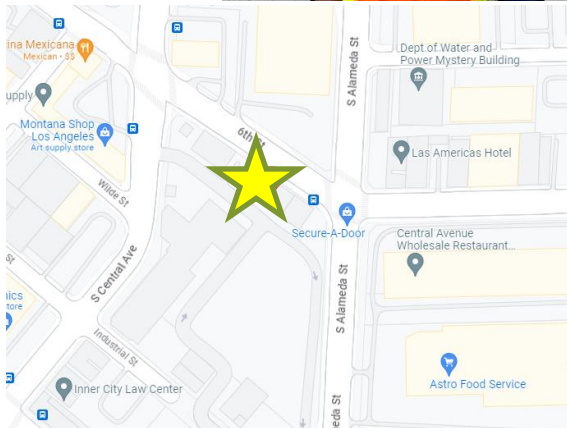


## Custodian

Mopper Waxer

**Raymond**

**Rispress**



**Division 1— Los Angeles**

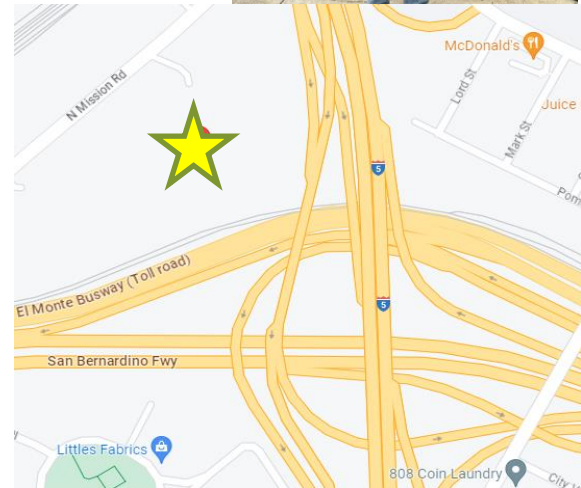
## Maintenance & Engineering

Rail Electronic

Communication

Inspector

**Aldo Avalos**



**Division 10 – Los Angeles**



**Metro**

**Metro**

## **Board Report**

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

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**File #:** 2023-0389, **File Type:** Informational Report

**Agenda Number:** 29.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 20, 2023**

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

**ACTION: ORAL REPORT**

**RECOMMENDATION**


RECEIVE oral report on Operations.

**EQUITY PLATFORM**

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

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

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



Stephanie N. Wiggins  
Chief Executive Officer

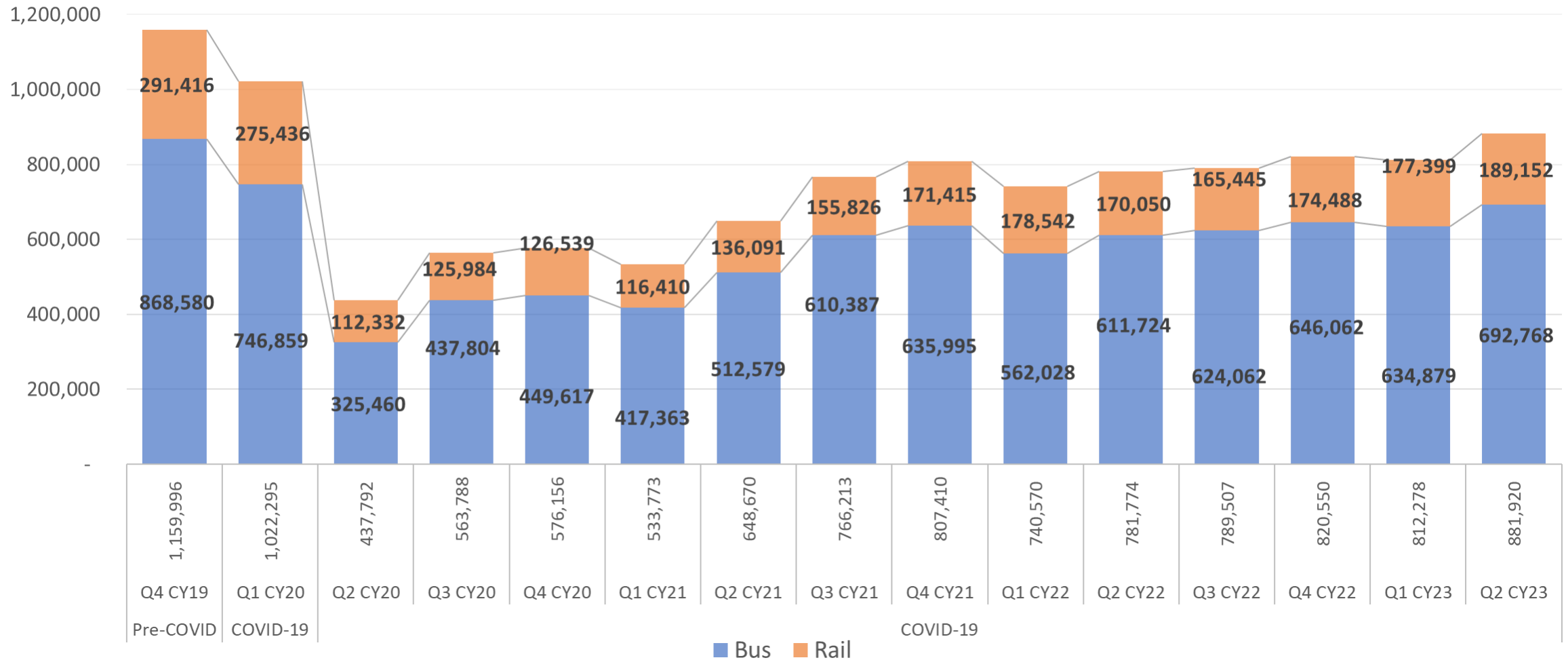


# **COO Monthly Report**

Operations, Safety & Customer Experience Committee Meeting  
July 20, 2023

# Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.6% in May 2023 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

# Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.
- Cancellation rates are now below pre-service change and from one year ago.

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 7/2/22	4.4%	2.6%	9.4%
Week Ending 7/1/23	0.5%	0.2%	2.7%
Week Ending 6/24/23	0.4%	0.5%	3.8%
Week Ending 6/17/23	1.0%	0.5%	2.6%
Week Ending 6/10/23	1.1%	1.0%	2.3%
Week Ending 6/3/23	1.3%	2.0%	2.5%
Week Ending 5/27/23	1.0%	0.4%	4.6%
Week Ending 5/20/23	1.6%	2.3%	9.3%
Week Ending 5/13/23	1.6%	2.5%	3.6%
Week Ending 5/6/23	1.8%	2.4%	5.5%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2023 (from 12/11 service change)	4.2%	3.4%	11.4%

# June Top 10 Highest Service Cancellations by Line

## Directly Operated

Division	Line	Name	NextGen Tier	June 2023 Highest Ten Lines % Cancelled Trips > 2% 6/1/23 to 6/30/23	Same Ten Lines	% Trips on Average Exceeding Target Load Factor June 2023	Average Reported Pass Ups Per Day June 2023	% within EFC*	Area
					% Cancelled Trips 6/1/22 to 6/30/22				
5	754	Vermont Av Rapid	1	4.4%	10.4%	0.0%	1	98%	Hollywood - South LA
5, 18	204	Vermont Av Local	1	2.9%	8.9%	2.3%	2	98%	Hollywood - South LA
5, 18	207	Western Av	1	2.7%	8.7%	1.6%	9	89%	Hollywood - South LA
18	115	Manchester/Firestone	2	2.3%	6.1%	2.7%	1	47%	Westchester - South LA - Norwalk
15	233	Van Nuys Local	1	2.3%	3.5%	0.0%	2	33%	San Fernando Valley
7, 13	30	Pico Bl, E. 1st St	1	2.3%	5.0%	0.0%	2	70%	Westside - Downtown - East LA
1, 7	20	Wilshire Bl Local	1	2.2%	8.7%	0.0%	4	29%	Downtown – Westside
1, 7	16	W. 3rd St	1	2.1%	4.9%	6.7%	18	38%	Downtown – Westside
2, 7	2	Sunset Alvarado	1	2.1%	4.0%	0.7%	9	48%	UCLA - USC
7	14-37	Beverly Bl/W. Adams St.	2	2.1%	3.8%	0.0%	3	38%	Westside - Downtown

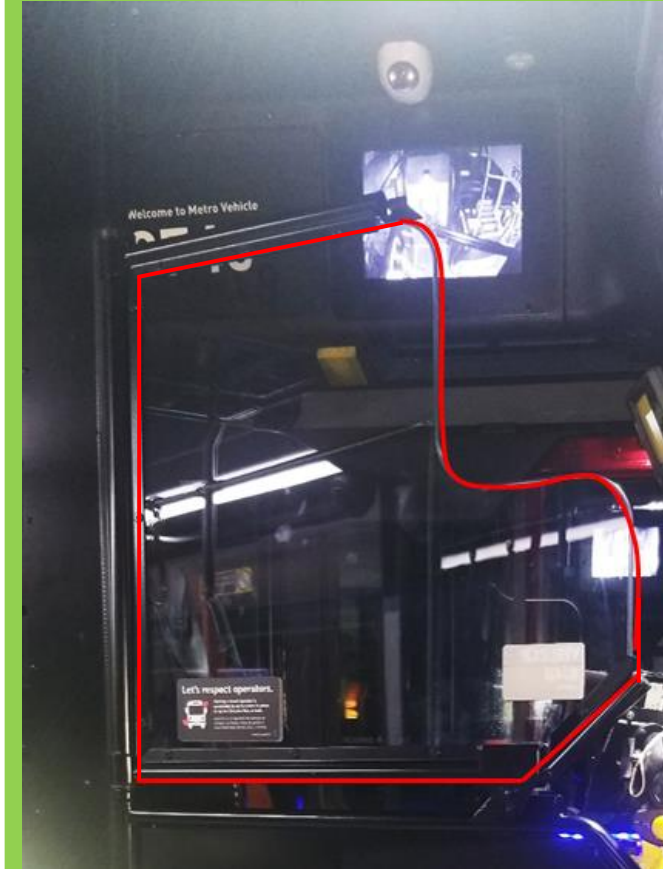
## Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips >= 2% 6/1/23 to 6/30/23	Previous Year % Cancelled Trips For Same Lines 6/1/22 to 6/30/22	% Trips on Average Exceeding Target Load Factor June 2023	Average Reported Pass Ups Per Day June 2023	% within EFC	Area
97	125	Rosecrans Av	3	5.2%	18.5%	0.0%	0.0	42%	El Segundo - Norwalk
97	232	Sepulveda Bl - Pacific Coast Hwy	3	4.8%	21.1%	0.0%	0.0	29%	LAX - Long Beach
97	205	Wilmington Av - Vermont Av	3	4.8%	18.1%	0.0%	0.0	29%	Willowbrook - San Pedro
98	603	San Fernando Rd - Rampart St - Hoover St	2	3.8%	16.0%	0.0%	0.13	73%	Glendale - Downtown LA
97	128	Alondra Bl	4	2.4%	10.2%	0.0%	0.0	34%	Compton - Cerritos



# Bus Operator Protective Barriers – Current Barriers

- Barriers installed on all Metro buses since February 2020
- Cutout to address concerns with reflections
- Limited protection for operators
  - Potential for reaching around barrier
  - Potential for throwing things at operator
  - Potential for spitting on operator
  - Potential for assaulting operator with weapon
- Operators noted concerns in COO division visits
- Staff<sup>5</sup> consulted industry experts on new designs



# Prototype Extended Barriers

- New designs with industry expert consultation
- Pilot program to test and get Operator feedback
  - Prototype 1 – extended with upper barrier
  - Prototype 2 – extended to windshield
- Operators overwhelmingly prefer Prototype 2
  - Improved safety from assaults
  - Training needed to address glare concerns



# Bus Operator Feedback on Protective Barriers

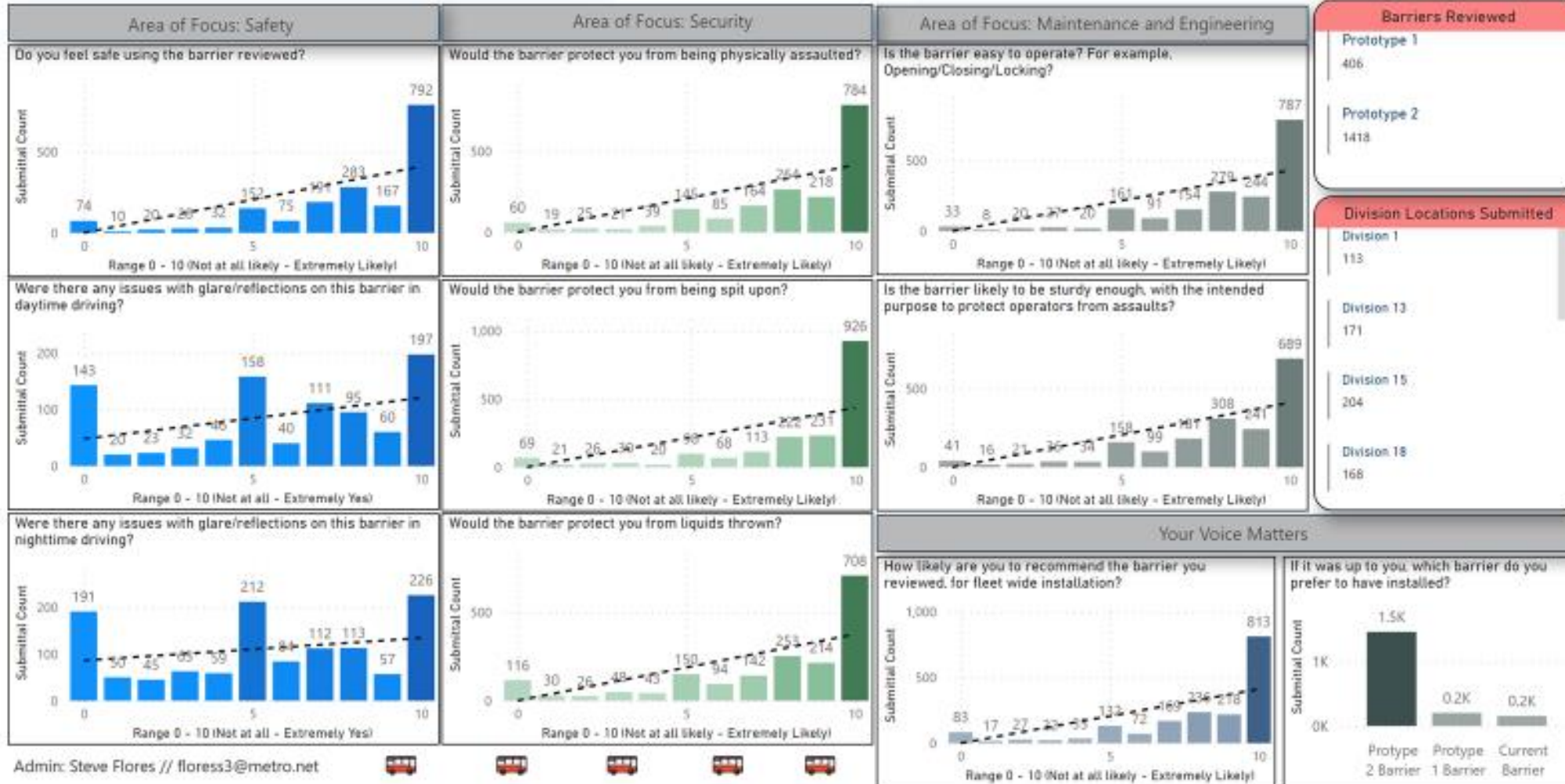


Metro



## Bus Barrier Prototype Feedback - Live Dashboard

Click on any metric on the dashboard to





# International Use of Fully Enclosed Barriers

- Barriers common in Europe



Bus in United Kingdom



Bus in Paris, France

# Next Steps

- Continue addressing Operator concerns with prototype barrier
  - Discussions with industry experts
  - Development of training
- Procurement of glazing materials and production of brackets
- Timeline – goal of 20 buses per week / 1,000 buses per year
- Cost - \$1,014 materials and \$1,690 labor per bus



Metro

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

## Board Report

**File #:** 2023-0376, **File Type:** Informational Report

**Agenda Number:** 23.

### EXECUTIVE MANAGEMENT COMMITTEE

JULY 20, 2023

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

JULY 20, 2023

**SUBJECT: MICROTRANSIT PILOT PROJECT EVALUATION REPORT**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE the Results of the Evaluation of the MicroTransit Pilot Project.

#### **ISSUE**

The MicroTransit Pilot Project (MTP) was designed as a three-year pilot to test the delivery of a new on-demand ridesharing service model for public transit throughout Los Angeles County. Metro Micro was launched during a challenging time for public transit. As LA County continues to recover from the COVID-19 Pandemic, Metro Micro has matured into a well-used highly rated service with both opportunities and challenges. This report presents the findings of the evaluation of the MicroTransit Pilot Project conducted by an independent evaluator to help determine whether and under what circumstances Metro should continue with Metro MicroTransit as a permanent service.

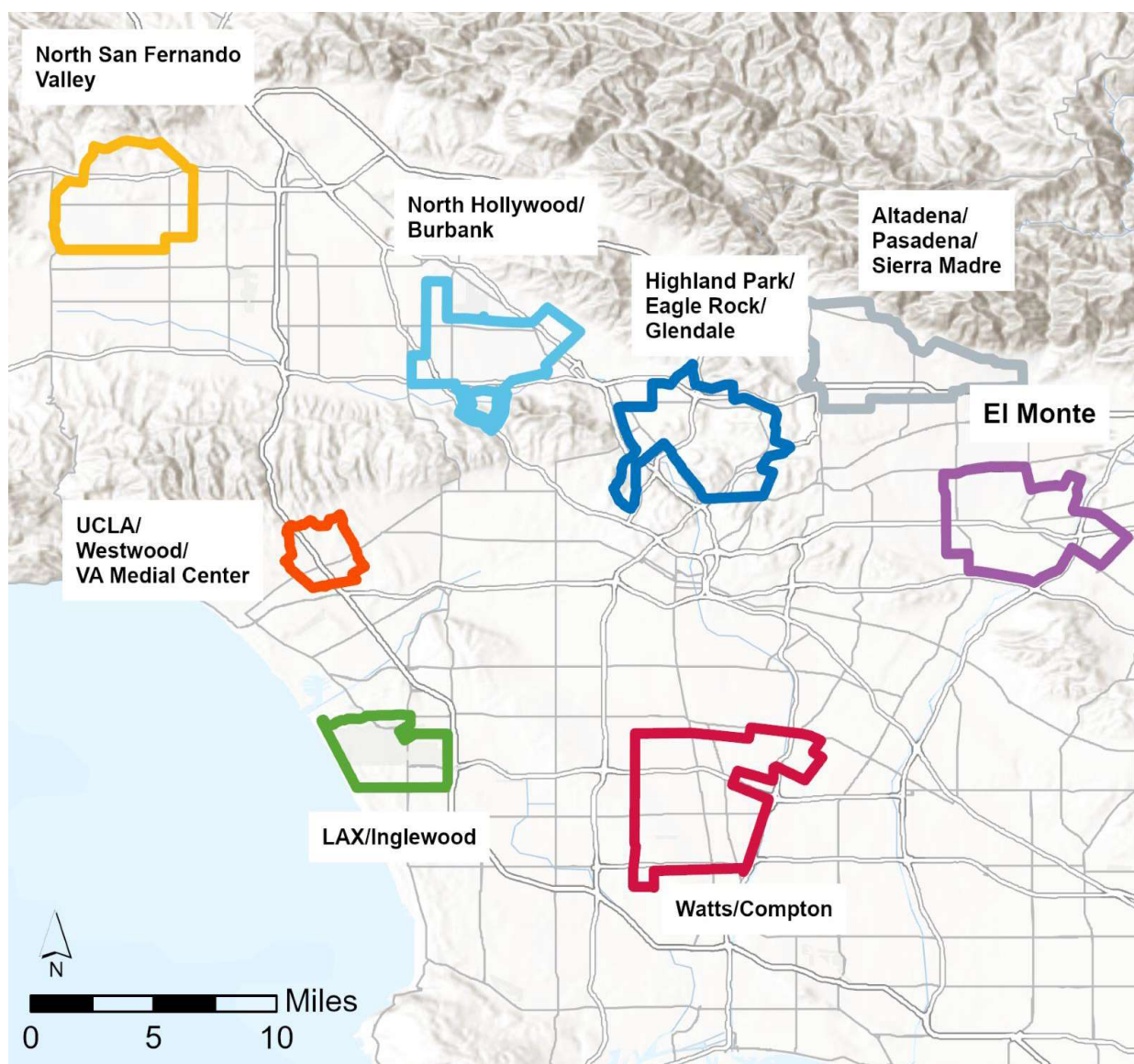
#### **BACKGROUND**

On February 27, 2020, the Metro Board approved the award to operate the MTP service. The intent of this pilot was to test the viability of a flexible on-demand service in terms of impacts on ridership, equity, accessibility (first/last mile), workforce development, and as a cost-effective alternative to underperforming fixed route services. The MTP annual cost is approximately \$31M

MicroTransit combines technologies and operational approaches to provide flexible, on-demand transit service. Passengers using MicroTransit enjoy flexible pick-up and drop-off locations and times. Instead of using a fixed schedule and route for each driver and vehicle, customers seeking to travel within a service zone are matched with drivers using a smartphone application, phone dispatch service, and/or website.

The first two Micro Zones were Watts/Willowbrook and LAX/Inglewood, deployed in December 2020. Within 45 days, the Pilot was expanded to incorporate the MOD/Sandbox Pilot adding three more

zones covering Compton/Artesia, El Monte, and North Hollywood/Burbank. In June 2021, Highland Park/Eagle Rock/Glendale and the Altadena/Pasadena/Sierra Madre Micro Zones were implemented, followed by the Northwest San Fernando Valley Micro Zone in September. The Compton/Artesia Zone was also merged into the existing Watts/Willowbrook Micro Zone in that same month of September. The UCLA/Westwood/VA Medical Center Micro Zone was added in December 2021 to create a total of eight Micro Zones, all deployed within one year. Today, within the eight zones, MTP provides coverage in 21 cities as well as several unincorporated Los Angeles County communities across 165 square miles.



To ensure service launch, MTP was coupled with NextGen as a key ridership initiative to drive usage by current and new customers. As such, MTP programming was synchronized and ultimately

implemented to help replace low-performing fixed route Metro bus services. As the bus network was redesigned MTP was adjusted where needed as a mitigation measure for service changes. Due to the disruptions of COVID-19 pandemic, MTP was implemented in full synchronization alongside the NextGen Bus Plan, which redesigned the bus network to improve frequency and access for Metro riders. Replacing fixed route bus services with MTP was seen as a way to resolve changes to the network and to improve transit access for residents in the areas served by these low-performing bus routes. In total, fourteen routes were partially or fully replaced by MTP as indicated by the chart below:

NextGen Replacement	Zone Name
Routes: 254 and 612	Watts/Compton
Routes: 625	LAX/Inglewood
Routes: 183 (Bel Aire Dr) and 222(Barham Bl)	North Hollywood/Burbank
Routes: 183, 201, 256 (part) and 685	Highland Park/Eagle Rock/Glendale
Routes: 256 (part), 264, 267 (part), 268 (part), 487 (part), and 687	Altadena/Pasadena/Sierra Madre
Routes: 242/243 (Porter Ranch)	Northwest San Fernando Valley

### Peer Agency Operating Comparison

Attachment B, Peer Agency MicroTransit Operating Summary, details Operating Models in use by other agencies and includes information on fares, payment methods, vehicles, service areas, and hours of operation.

Based on the evaluation findings of other MicroTransit systems:

- Metro offers the lowest fare
- Metro operates the largest fleet consisting of 85 vehicles
- Metro is the only service provider that operates its MicroTransit service with in-house staff (SMART Operators and AFSCME Supervisors)

## **DISCUSSION**

From a service perspective, MTP has several major goals, including focusing on customer experience and ease of use, improved connections to the larger Metro system and local and regional operators, address inequities in the availability and affordability of on-demand ride-hailing offered by private companies, which are often less available in communities of color and areas with lower median household incomes and providing service throughout areas with low-performing Metro bus lines ultimately removed in the NextGen systemwide bus redesign.

The evaluation analyzed MTP services, performance according to industry standard performance metrics and provided a comparison on identified key performance indicators (KPIs) between each of the eight Metro Micro Zones.

While not an across-the-board replacement for fixed-route services, the utility and convenience of MicroTransit is evident across several key metrics for Metro Micro.



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**SAFETY:** Safety is paramount in attracting and retaining customers. About 96% of Spring 2022 onboard survey respondents reported feeling safe from sexual harassment; a similar percentage of customers felt safe from harassment based on their race or ethnicity and safe from crime. Only 49-55% of Metro bus customers responded positively to these survey questions.

**COMFORT:** Comfort refers to passengers' physical sense of well-being while using transit facilities. About 98% of Metro Micro customers rated the vehicle seats as comfortable, but only 59% of Metro bus customers view bus seats as comfortable.

**RIDE TIME:** Travel time is a key factor in a potential customer's decision to ride transit. About 85% of Metro Micro customers are satisfied with how long it takes to get where they are going which is higher than the 56% favorable response rate from Metro bus customers.

**EQUITY:** MicroTransit can bolster access to transportation for those in Equity Focused Communities (EFCs). A higher share of Metro Micro rides occur in EFCs compared to overall transit activity and compared to overall personal travel activity in Micro Zones.

**USAGE:** Metro Micro experienced an initial peak of 62,000 passengers in August of 2022. The 12-month weekday average across the system is about 2,000 passengers while weekend ridership averages around 1,300. There is evidence of seasonal fluctuation in ridership, with higher ridership during summer; data through 2023 is expected to support this pattern.

**FINANCE** The cost of operations per service hour on Metro Micro has declined by 61% between FY21 and FY23, in part due to startup costs in FY21. Compared to similar services, Metro Micro operating costs per passenger trip are 8.3% below peer average; however, operations costs per service hour are 20% above peer average.

**COSTS:** Metro Micro's costs per service hour are 28% lower than fixed-route buses but 52% higher than ACCESS Paratransit in FY23. Reductions in wait times compared to fixed route reduced annual travel time costs for Metro Micro customers by an average of \$3.8 million per year.

### Contract Cost Analysis

The MTP was solicited as a PDA/P3 contract. The current contract was reviewed to assess how costs were structured and assigned to different categories. The purpose of this analysis was to inform operating cost structures to compare to peer agencies and to other Metro modes. The current contract covers eight cost categories: labor, communications, vehicles, reporting locations, hardware, software, insurance, and fleet cleaning/fueling. The annual cost of the contract is approximately \$16M.

Although this contract is a pilot, notable features of the operating contract include:

- Labor costs for vehicle operators are not included as part of the operating costs of the contract; vehicle operators are provided directly by Metro. The annual Metro MicroTransit labor cost of SMART Operators, AFSCME Supervisors, Management and overhead is approximately \$15M.
- Approximately 25% to 30% of costs in the contract are normally considered capital costs including vehicle lease payments, office and parking space costs (part of reporting location costs), as well as vehicle hardware costs (TAP machines, cameras, and other equipment).

Since many capital cost components are categorized as operating costs under the current contract, more costs are assigned to operations which erroneously results in higher operating costs for Metro MicroTransit than direct-operating costs for services. As Metro MicroTransit matures and improvements are made to the service model, Metro will correctly assign these costs in order to accurately compare costs and performance across modes.

### **Increasing Fixed-Route Ridership**

An initial goal of the MTP was to provide a complementary service to Metro's existing fixed route network, enhancing access to bus and rail services by providing first/last mile connections to stations.

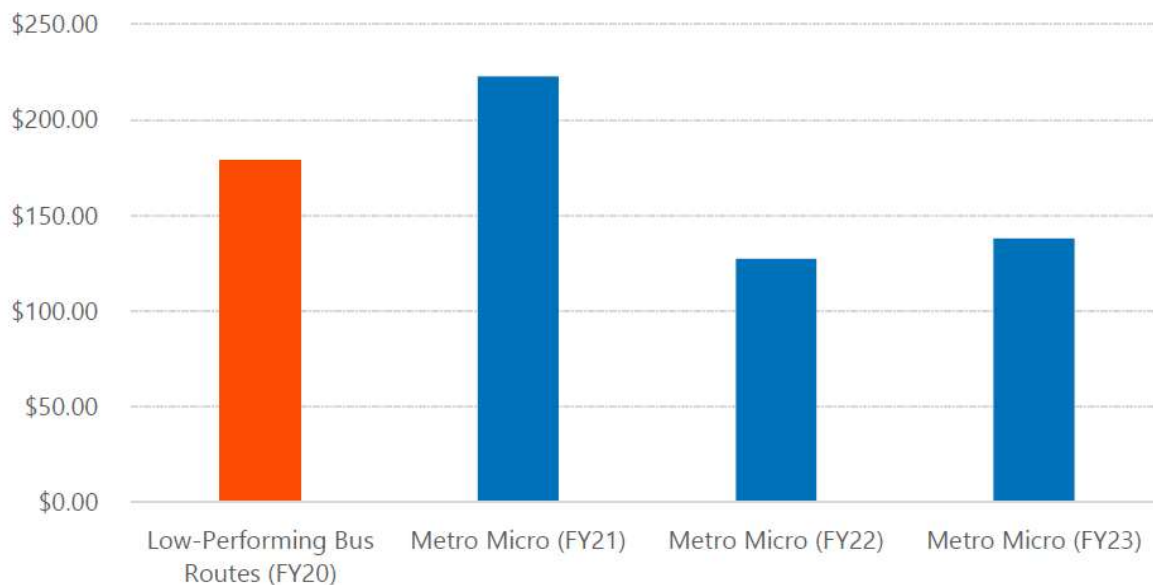
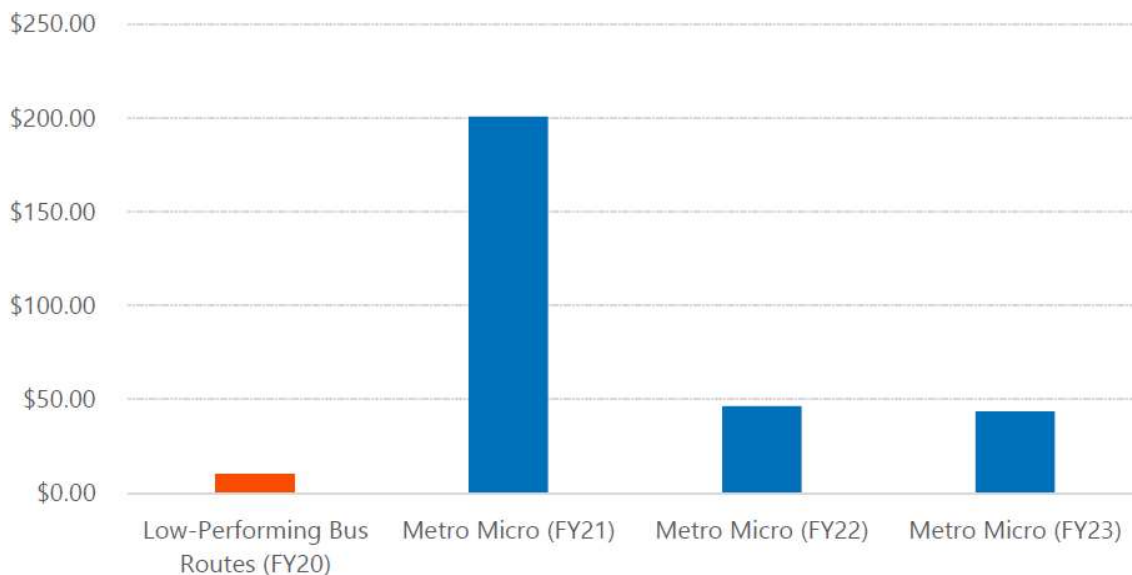
A 2023 mode shift survey shows how positive customer experience can increase ridership on fixed-route services. Preliminary survey results, indicate Metro Micro customers use Metro Micro to connect to fixed route services provided by Metro as well as by other transit agencies, growing overall public transit ridership in the region:

- 11% of Metro Micro customers have become entirely new transit customers who did not use Metro's other modes before the pandemic and now also use Metro's fixed-route network.
- 19% of Metro Micro customers connect to other transit modes (Metro, Metrolink, and municipal bus) as a part of their MicroTransit journey.

Metro's goal is to have 50% of Metro Micro rides link to fixed route service. Currently, 15-20% of Metro Micro customers use Metro transit as part of their journey. The low performance on this metric may be partially due to the consistently higher level of satisfaction that customers show for Metro Micro compared to Metro bus. This trend may suggest that Metro Micro customers see the service as a standalone mode rather than a way to connect to the larger service network.

### **Cost-Effectiveness**

On a per-hour basis, Metro MicroTransit is 28% less costly than the low-performing bus service it replaced; however, on a per-trip basis, Metro MicroTransit is significantly more expensive than the replaced bus services: about \$39 per trip vs. \$11 per trip. Staff anticipates that with implementation of the new business model and contracts, we can meet MicroTransit's goal of \$20 to \$25 per trip.

**Operating Cost Per Revenue Service Hour (RSH) for Metro Micro and Low-Performing Bus Routes****Operating Costs per Trip for Metro Micro (FY21-FY23) and Low-Performing Metro Bus Routes (FY20)**

The difference in vehicle capacity between fixed-route service and Metro Micro places a fundamental limit on its ability to compete with fixed-route service on productivity.

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Additionally, variability within the Metro Micro fleet for vehicle capacity-ranging from three to nine passengers-means that capacity and productivity will not be consistent across all zones, further complicating Metro Micro's ability to replace fixed-route service capacity. Rolling out Electric Vehicles (EVs) within the Metro Micro fleet also limits service span for the EV-based services due to charger availability.

MTP may reduce total costs while improving accessibility and customer experience, but as an on-demand service it cannot match fixed-route services' total capacity for passengers with the same cost-competitiveness. Although Metro Micro creates benefits beyond its capacity and productivity, both factors are important to consider when comparing Metro Micro's effectiveness to that of other modes in Metro's service portfolio.

### **Evaluation Summary:**

Metro remains committed to strategically refining the MTP program in an effort to provide options for Board consideration allowing for responsive and effective service delivery, meeting customer needs, and reducing overall operating costs. Based on the evaluation results listed in this report, Metro will continue efforts to restructure the revenue service model to achieve the goals of the program. This restructuring plan entails focusing not only on the most productive existing MicroTransit Zones and/or increasing fares, but also to ensure that program demand is balanced and does not result in negative impacts to other critical performance measures such as transit access for Equity-Focus Community (EFC) populations or the restoration of transit service lost from NextGen reduced bus service. This restructuring and analysis will also assist in determining which MicroTransit Zones should be discontinued (if any) or how to redefine the current operating hours and costs, in order to balance equity, efficiency, and effectiveness for zone change considerations.

MTP maintains many advantages compared to fixed-route bus services (shorter wait times, more direct trips for customers, etc.). Key program successes include:

- **Customer Experience:** Metro Micro provides a high-quality experience that has received high customer experience ratings (averaging 4.8 out of 5 stars) with no Micro Zone below 4.8 star rating. The target was 4.5 of 5 stars. The 4.8 has been maintained since service inception, through each COVID-19 pandemic surge.
- **Wait Times and Cost Savings:** Reductions in wait time between Metro Micro and the fixed-route services it replaced represent time cost savings for Metro Micro customers. When wait times are reduced, the customer spends less time waiting for transit service, which means more time at work, with family, and other activities. While non-labor time is valued differently than labor time, hourly wages are used as a proximate value of the "reclaimed" time that Metro Micro customers get back as a result of lower wait times. The greatest savings are for people making \$15,000-\$25,000/year.
- **Customer Acquisition:** Metro Micro attracts new transit customers; 11% of Metro Micro customers are entirely new transit customers.

- **Operating Costs:** Metro Micro has reduced its operating costs per Revenue Service Hour (RSH) by 61% and is now 23% less costly than the low-performing bus service it replaced at \$179 per RSH in FY20 verses \$138 per RSH.
- **Service Coverage and Access:** Nearly 350,000 additional residents are now able to access service across the eight Metro Micro Zones, providing meaningful service to 99% of residents.

The evaluation also considered the original five guiding MTP research questions:

1. How does a large, public agency operate an on-demand transit service that prioritizes customer experience and equity?
2. Can new management models (e.g., positive discipline) improve workforce retention, advance career pathways and establish workplace happiness?
3. How can an innovative Pre-Development Agreement Public-Private Partnership (PDA/P3) procurement tool be leveraged and improved upon to support testing emerging technology, risk sharing, and rapid iteration in service delivery models?
4. Can positive customer experiences on Metro MicroTransit translate into increased ridership on Metro fixed-route services from current and new customers?
5. Can Metro MicroTransit perform as a cost-effective alternative to underperforming fixed-route service(s)?

Attachment A summarizes the review and findings related to these five questions.

### **Opportunities for Action**

Like most transit services, MTP is a complex and relatively new pilot trying to achieve a range of goals and performance measures. Some initial goals-parity with per-trip costs of fixed-route service and wait times of 15 minutes or less-have not been possible with existing resources and operations. That said, MTP customers have a very positive experience, may become full Metro system customers, and value the service being provided.

Potential next steps for the MTP include: 1) end MTP and discontinue MicroTransit service, or 2) continue the MTP but with operational changes.

#### **Option 1 - End the MTP and discontinue MicroTransit Service**

One option for the MTP is to end Metro Micro and apply lessons learned to future projects and services. However, the impacts include, but are not limited to:

- Loss of population access to transit for nearly 350,000 residents, including in EFCs and loss in first/last mile connections as currently 20% of Metro Micro customers connect to fixed route transit using the new offering);
- Loss of potential new customers as 11% of Metro Micro customers are new to Metro);
- Loss of a well-liked transit service with the 4.8 out 5 customer rating; and

- 
- Loss of jobs/pathway for existing and new operators

### Option 2 - Continue the MTP but with Operational Changes

One way to partially achieve the original MTP goals and work toward achieving performance measures would be to discontinue or curtail service in some Micro Zones and concentrate as well as conserve resources in remaining Zones. Additional steps could be taken such as:

- Incrementally Raising Fares to original planned fare of \$2.50 (current MTP fares are \$1 per trip as an introductory fare)
- Shifting operating costs to capital costs (vehicle ownership, and/or as well as purchasing land for regional deployment hubs vs leasing) to reduce operating costs and improve overall financial health;
- Streamlining operating hours (current MTP hours of operation are generally from 5am-11pm) to address the demand for more service levels as indicated by fail search percentages.
- Structuring future contracts with better accounting for time-of-day and performance delivery to remain useful to customers and cost-effective for Metro.
- Discontinuing or curtailing service in some low-performing Metro MicroTransit zones with consideration of continued service in zones where bus lines were eliminated/reduced due to NextGen.

Factors for considering zone optimizations, reductions to realign service, and software parameters adjustments to improve cost efficiency can be seen in Attachment D.

## **EQUITY PLATFORM**

The MTP sought to also address inequities in the availability and affordability of on-demand ride-hailing offered by private companies, which are often less available in communities of color and areas with lower median household incomes. Part of this effort included asking appropriate questions in our April/May 2023 Mode Shift Survey that examined how we can provide better availability and affordability through the MTP program.

To generate the broadest sample possible, the survey was issued through three methods: (1) an online survey, announced via email in English and Spanish; (2) an on-board survey conducted by bilingual outreach personnel; and (3) a telephone survey in English and Spanish of people booking through the Metro Call Center in September 2022 who opted-in to be contacted. A total of 2,875 Metro MicroTransit customers completed surveys. The survey was available in English and Spanish. Completion rate for English-language was 80%, Spanish-language was 78%. 95% (n=2733) of the surveys were completed in English, 5% (n=142) were completed in Spanish.

Initial survey results indicate:

- More than half of respondents identified as female (53%), 40% identified as male, 3% as non-binary, and 0.3% as other genders.
- Compared to Metro customers overall, Metro Micro users identified as Asian/Native

Hawaiian/Pacific Islander (18% vs 7% overall) and White/Caucasian (28% vs 12% overall), compared to riders identifying as Black/African American (10% vs 14% overall) or Hispanic/Latinx (40% vs 58% overall).

- Compared to overall Metro customer household income, Metro Micro users identified as under \$15,000 (19% vs 39% overall), \$15,000-\$24,999 (14% vs 23% overall), \$25,000-\$49,999 (19% vs 21% overall) compared to \$50,000-\$99,999 (16% vs 11% overall) or \$100,000 or more (13% vs 6% overall).

While all Metro MicroTransit zones contain EFCs, there is a range of EFC coverage among zones:

Zone	% of Land Area in EFC	% of Population in EFC
Watts/Compton	68.0%	69.8%
El Monte	50.6%	73.3%
LAX/Inglewood	33.2%	40.3%
Highland Park / Eagle Rock / Glendale	19.3%	31.7%
North Hollywood / Burbank	19.2%	29.5%
Altadena / Pasadena / Sierra Madre	9.9%	23.7%
UCLA / Westwood / VA Medical Center	5.5%	10.6%
Northwest San Fernando Valley	3.9%	7.2%

For context, 31% of the land area of the eight Metro MicroTransit zones are in EFCs.

Metro staff continues to monitor changes to daily operations for equity related impacts.

As the MTP seeks to increase ridership and efficiency, with an eye toward reducing cost per boarding, Metro staff will be conscious of the potential impacts on equity.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The MTP supports strategic plan goals #1.2 and 2.3: Metro MicroTransit is an investment in a world-class transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro MicroTransit was designed to improve customer satisfaction at customer touch points by offering an accessible, flexible service that better adapts to customer demand and needs.

## **NEXT STEPS**

Metro staff is in the process of drafting a business model based on lessons learned that appropriately assigns risk and responsibilities to Metro and the private sector based on expertise to maximize cost efficiency, service quality, innovation, and productivity based on lessons learned during the MTP.

With that in mind, at the September Board meeting, Metro staff anticipates final recommendations about the future of MicroTransit with a potential limited time extension of the current contract. This will

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afford staff the opportunity to develop new solicitation packages to be released in Fall 2023 based on the improved service model, should the Board approve service delivery of Metro MicroTransit beyond the current contract.

### **ATTACHMENTS**

Attachment A - Evaluation of the Metro MicroTransit Pilot Project

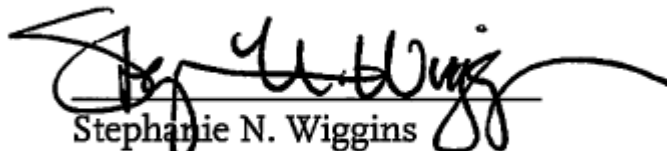
Attachment B - Peer Agency MicroTransit Operating Summary

Attachment C - Comparison of Service Coverage and Access

Attachment D - Evaluation Findings

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Dan Nguyen, Executive Officer, Operations Administration (213) 418-3233

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



Stephanie N. Wiggins  
Chief Executive Officer





Metro®

# EVALUATION OF THE **Metro MicroTransit** PILOT PROJECT

JULY 2023

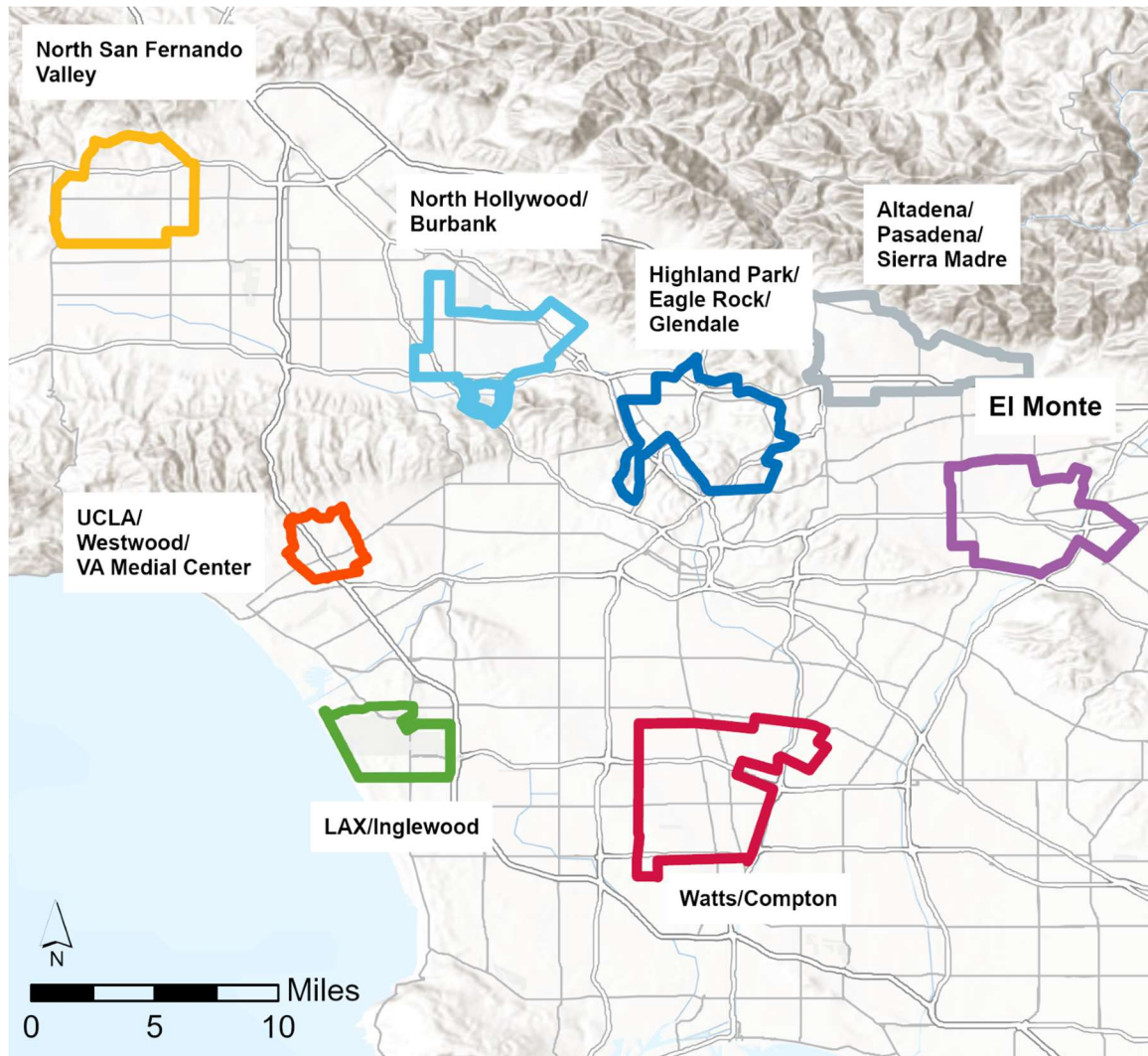


## Executive Summary

The Los Angeles Metropolitan Transportation Authority's (Metro) MicroTransit Pilot Project (MTP) is a multi-year investment to evaluate whether Metro should offer a ride hailing product for customers, and if so, how best to provide the service. The MTP was initiated within the New Mobility unit of Metro's Office of Extraordinary Innovation in 2017 and moved to Operations at the start of Pre-Revenue Service in 2019.

Metro Micro currently consists of eight Micro Zones, distributed across the greater Los Angeles region (Figure 1).

**Figure 1 Metro Micro Service Areas**



The first two Micro Zones were Watts/Willowbrook and LAX/Inglewood deployed in December 2020. Within 45 days, the Pilot was expanded to incorporate the MOD/Sandbox Pilot adding three more zones covering Compton/Artesia, El Monte, and North Hollywood/Burbank. In June 2021, Highland Park/Eagle Rock/Glendale and the Altadena/Pasadena/Sierra Madre Micro Zones were implemented, followed by the Northwest San Fernando Valley Micro Zone in September. The Compton/Artesia Zone was also merged into the existing Watts/Willowbrook Micro Zone in that same month of September. The UCLA/Westwood/VA Medical Center Micro Zone was added in December 2021 to create a total of eight Micro Zones, all deployed within one year. From a service perspective, Metro Micro has several major goals, including focusing on customer experience and ease of use, connections to the larger Metro system and local and regional operators, and providing service throughout areas with low-performing Metro bus lines ultimately removed in the NextGen systemwide bus redesign.

Metro Micro is unique among Metro’s service offerings and peer agencies in several respects. The service:

- utilized the industry’s first Pre-Development Agreement Public Private Partnership (PDA/P3) for transit service delivery;
- highlights collaboration with labor partner SMART-TD to achieve frontline workforce goals; and
- was fully implemented systemwide to become the largest employee-operated MicroTransit initiative in the country.

The unique approach to workforce development and procurement had direct impacts on testing the transit service and ridership levels. These elements, as well as the rapid expansion of Metro Micro within 12 months and the ongoing effects on transit from the COVID-19 pandemic are important to consider when evaluating the MTP’s success and impact.

### What Is MicroTransit?

MicroTransit combines technologies and operational approaches to provide flexible, on-demand transit service. Passengers using MicroTransit enjoy flexible pick-up and drop-off locations and times. Instead of using a fixed schedule and route for each driver and vehicle, customers seeking to travel within a service zone are matched with drivers using a smartphone application, phone dispatch service, and/or website.

In addition to a more flexible customer experience, MicroTransit allows transit agencies to: 1) facilitate first/last mile connections, 2) provide a more convenient and flexible service, 3) provide public transit service in areas where fixed route options are impossible or inefficient, and 4) provide a cheaper and faster alternative to paratransit service.








This evaluation of the MTP uses data from March 1, 2017 to April 30, 2023 and focuses specifically on how the service Metro Micro is operating as well as whether the MTP as a whole is successfully achieving or on path to achieve its five primary research goals. Additional research needs are identified within the Evaluation as well as considerations at this juncture for pilot continuation, completion and/or restructuring.

The MTP was designed to explore service in the context of five major motivating research questions:

- How does a large public agency operate an on-demand transit service that prioritizes customer experience and equity?
- Can new management models (e.g., positive discipline) improve workforce retention, advance career pathways, and establish workplace happiness?
- How can an innovative Pre-Development Agreement Public-Private Partnership (PDA/P3) procurement tool be leveraged and improved upon to support testing emerging technology, risk sharing, and rapid iteration in service delivery models?
- Can positive customer experiences on Metro Micro translate into increased ridership on Metro fixed-route services from current and new customers?
- Can Metro Micro perform as a cost-effective alternative to underperforming fixed-route service(s)?

This Evaluation provides an overview of MicroTransit services; 1) reviews MTP's performance according to the five research questions as well as industry standard performance metrics; and 2) provides a comparison on identified key performance indicators (KPIs) between each of the eight Metro Micro Zones.

While not an across-the-board replacement for fixed-route services, the utility and convenience of MicroTransit is evident across several key metrics for Metro Micro:

<b>Safety</b> 	<b>Safety is paramount in attracting and retaining customers.</b> About 96% of Spring 2022 onboard survey respondents reported feeling safe from sexual harassment; a similar percentage of customers felt safe from harassment based on their race or ethnicity and safe from crime. Only 49–55% of Metro bus customers responded positively to these survey questions.
<b>Comfort</b> 	<b>Comfort refers to passengers' physical sense of well-being</b> while using transit facilities. About 98% of Metro Micro customers rated the vehicle seats as comfortable, but only 59% of Metro bus customers view bus seats as comfortable.
<b>Ride Time</b> 	<b>Travel time is a key factor in a potential customer's decision to ride transit.</b> About 85% of Metro Micro customers are satisfied with how long it takes to get where they are going which is higher than the 56% favorable response rate from Metro bus customers.
<b>Equity</b> 	<b>MicroTransit can bolster access to transportation for those in Equity Focused Communities (EFCs).</b> A higher share of Metro Micro rides occur in EFCs compared to overall transit activity and compared to overall personal travel activity in Micro Zones.
<b>Usage</b> 	<b>Metro Micro experienced an initial peak of 62,000 passengers in August of 2022.</b> The 12-month weekday average across the system is about 2,000 passengers while weekend ridership averages around 1,300. There is evidence of seasonal fluctuation in ridership, with higher ridership during summer; data through 2023 is expected to support this pattern.
<b>Finance</b> 	<b>The cost of operations per service hour on Metro Micro has declined by 61%</b> between FY21 and FY23, in part due to startup costs in FY21. Compared to similar services, Metro Micro operating costs per passenger trip are 8.3% below peer average; however, operations costs per service hour are 20% above peer average.
<b>Costs</b> 	<b>Metro Micro's costs per service hour are 28% lower than fixed-route buses</b> but 52% higher than ACCESS Paratransit in FY23. Reductions in wait times compared to fixed route reduced annual travel time costs for Metro Micro customers by an average of \$3.8 million per year.

## Conclusion

Metro Micro was launched during a challenging time for public transit. As LA County continues to recover from the COVID-19 Pandemic, Metro Micro has matured into a well-used highly rated service with both opportunities and challenges. The service will continue to face both operational and financial barriers to meet performance goals.

## Program Successes

In many ways, Metro Micro represents a significant improvement over the fixed-route services it replaced. Key program successes include:

- **Customer Experience:** Metro Micro provides a high-quality experience that has received high customer experience ratings (averaging 4.8 out of 5 stars).
- **Wait Times And Cost Savings:** By reducing wait times for riders—by an average of 43%—Metro Micro saves riders an average of \$3.8 million per year in lost travel time costs. The greatest savings are for people making \$15,000–\$25,000/year.
- **Customer Acquisition:** Metro Micro attracts new transit customers; 11% of Metro Micro customers are entirely new transit customers.
- **Operating Costs:** Metro Micro has reduced its operating costs per Revenue Service Hour (RSH) by 61% and is now 23% less costly than the low-performing bus service it replaced at \$179 per RSH in FY20 versus \$138 per RSH.
- **Service Coverage And Access:** Nearly 350,000 additional residents are now able to access service across the eight Metro Micro Zones, providing meaningful service to 99% of residents.

## Ways to Improve

As a relatively new form of service for the agency, Metro Micro represents an operational risk. Some areas in which the initial service could be improved, especially within the context of initial goals, include:

- **Use Cases:** While Metro Micro is used as first/last mile access for the fixed route system, only about 19% of Metro Micro customers connect to other transit modes against an agency goal of 66%.



- **Productivity:** On a per-cost trip basis, Metro Micro is significantly more expensive than the replaced bus services: \$10.30 per trip in FY20 vs. \$43.56 in FY23 per trip due to the difference in service productivity.
- **Workforce Model:** While Metro Micro has provided a unique employment model for the MicroTransit industry, the program still faced substantial issues hiring and retaining operators. Though 79% of operator survey respondents report being happy at work, a large number (all but 32 respondents) recently reported looking for other work, citing both low pay and high pressure as major factors.

### Areas of Investigation

Not all results of the pilot are conclusive. As the program matures—especially through the end of 2023, continual analysis and monitoring of performance metrics will improve overall service.

- **Iteration:** Additional data collection and piloting different models will better align the number of vehicles and operators with peak demand and improve productivity, costs, and customer experience (as measured by wait time, booking/search success, and travel time).
- **Government Contracting:** Metro Micro’s procurement structure needs further evaluation to understand how this model will work for future projects and programs as agencies look to address risk and project delivery strategies.

### Opportunities for Action

Like most transit services, Metro Micro is a complex and relatively new pilot trying to achieve a range of goals and performance measures. Some initial goals—parity with per-trip costs of fixed-route service and wait times of 15 minutes or less—have not been possible with existing resources and operations. That said, Metro Micro customers have a very positive experience, may become full Metro system customers, and value the service being provided.

Potential next steps for the MTP include: 1) end MTP and discontinue MicroTransit service, or 2) continue the MTP but with operational changes.

#### Option 1 – End the MTP and discontinue MicroTransit Service

One option for the MTP is to end Metro Micro and apply lessons learned to future projects and services. However, the impacts include, but are not limited to:

- Loss of population access to transit for nearly 350,000 residents, including in EFCs Loss in first/last mile connections as currently 20% of Metro Micro customers connect to fixed transit using the new offering);
- Loss of potential new customers as 11% of Metro Micro customers are new to Metro);
- Loss of a well-liked transit service with the 4.8 out of 5 customer rating; and
- Loss of jobs/pathway for existing and new operators

### **Option 2 – Continue the MTP but with Operational Changes**

One way to partially achieve the original MTP goals and work toward achieving performance measures would be to discontinue or curtail service in some Micro Zones and concentrate as well as conserve resources in remaining Zones. Additional other steps could be taken such as:

- Raising fares from the introductory \$1 per trip;
- Shifting operating costs to capital costs (vehicle ownership, and/or as well as purchasing land for regional deployment hubs vs leasing) to reduce operating costs and improve overall financial health;
- Streamlining operating hours to support peak periods and/or use cases; and
- Structuring future contracts with better accounting for time-of-day and performance delivery to remain useful to customers and cost-effective for Metro.

Metro will need to continue to research and refine their contracting methods, if the PDA/P3 model is to achieve the intended risk transfer as envisioned for the MTP.

While it may be instinctual to continue to operate on the most productive existing Micro Zones or increasing fares, helping with demand issues and impacting search results, those changes may impact other performance measures such as transit access for those booking trips in EFCs and those utilizing Metro Micro as the service has been employed as a mitigation measure for network changes under NextGen.





## ACKNOWLEDGEMENTS



## Attachment B – Peer Agency MicroTransit Operating Summary

Service	Base Fare	Payment	Fleet	Ownership	Service Area	Hours
<b>Metro Micro (LA Metro)</b>	\$1 fare (75 cents less than normal bus fare) No reduced fare options during pilot	TAP (can be loaded with cash) Credit/debit card	Vans (Transit 150, Transit 350, Grand Caravan, Metris, Sprinter)	RideCo leases and maintains fleet Drivers are Metro contract Employees	8 zones	Varies by zone Monday-Sunday 5:30 am – 10 pm (3 zones) Monday-Friday 6 am – 10 pm, Weekends 10 am – 10 pm (2 zone) Monday-Friday 8 am – 9 pm (1 zone) Monday- Sunday 5 am – 9 pm (1 zone) Monday-Friday 5 am -11 pm, Weekend 5:30 am – 9:30 pm (1 zone)
<b>GoLink (DART) Dallas, Texas</b>	\$2.50 per ride with a reduced fare of \$1.25	Credit/debit card GoPass Tap card	Vans Uber (range of vehicle type)	Operated by DART and private Uber contractors	5 zones organized by cardinal points (i.e. Northwest, Southern) with 32 subzones	5 a.m. to midnight
<b>GoZone (DCTA) Denton County, Texas</b>	\$1.50 for a single rider Each additional GoZone passenger is \$1.50 For trips over 4 miles, the rider is charged an additional \$0.50 cents per mile up to a cap of \$5.00.	Cash GoZone App	50-60 Vans in operation, 20% of which are accessible vehicles	Operated by Via	3 zones	Varies by zone – Generally Monday – Thursday: 5 a.m. – 10 p.m. Friday: 5 a.m. – 11 p.m. Saturday: 5 a.m. – 11 p.m.
<b>VIA Link (VIA) San Antonio, Texas</b>	\$1.30 per trip Regular reduced fare / service discounts apply	Via GoMobile app Cash Transit pass	Vans	Vehicles operated by zTrip, a local taxi operator Drivers are employed or contracted by RideCo and zTrip.	3 Zones paired with connecting bus routes	Every day 5:30 am – 9:30 pm

## Attachment B – Peer Agency MicroTransit Operating Summary

Service	Base Fare	Payment	Fleet	Ownership	Service Area	Hours
<b>COTA// Plus (COTA) Columbus, Ohio</b>	\$3 per ride \$6 day pass/ \$20 weekly pass Free for students, bus connections, c-pass members, and children \$2 reduced fare for seniors	Cash COTA app COTA Smartcard C- pass Pre-purchased pass/day pass	Vans Coach buses Accessible vehicles available 17 vehicles total	Operated by VIA	5 zones Fixed route with a separate rush hour line	5:00am to 11:00pm, seven days a week
<b>SmaRT Ride (SacRT) Sacramento, California</b>	\$2.50 per ride Discounted fares for seniors, persons with disabilities, and students Groups of 5 or more going to the same place ride free	ZipPass app credit/debit Connect Card Cash SmaRT Ride app CANNOT be used to purchase fare	45 ADA accessible shuttle buses, (9 Zero-emission vehicles)	Operated by VIA	11 zones, downtown stop service, curb-to-curb, and corner-to-corner	Varies, Monday-Friday 6 a.m. – 10 p.m.
<b>Metro Flex (KCM) King County, Washington</b>	\$2.75 per ride discounted fares for seniors, qualifying disabilities people under 18 ride free	ORCA card GO Ticket app Credit or debit Card on Metro Flex App	31 minivans	Operated by VIA	7 zones	Varies by zone, most limited service is 7 a.m. – 7 p.m. with no weekend service, more full service zones operator 5 a.m. – 11am Monday – Saturday and 6 a.m. to 12 a.m. Sunday

## Attachment C - Comparison of Service Coverage and Access

Micro Zone	Geographic Area	Population	Percent of Population with Access to Service
El Monte	Area	209,626	
	Pre NextGen Fixed Route Service Area	84,811	40.5%
	Current Fixed Route Service Area	80,151	38.2%
	Metro Micro Service Area	205,957	98.2%
Highland Park/ Eagle Rock/ Glendale	Area	247,988	
	Pre NextGen Fixed Route Service Area	206,809	83.4%
	Current Fixed Route Service Area	176,538	71.2%
	Metro Micro Service Area	246,560	99.4%
LAX/ Inglewood	Area	41,995	
	Pre NextGen Fixed Route Service Area	25,876	61.6%
	Current Fixed Route Service Area	21,052	50.1%
	Metro Micro Service Area	41,945	99.9%
Northwest San Fernando Valley	Area	193,535	
	Pre NextGen Fixed Route Service Area	173,320	89.6%
	Current Fixed Route Service Area	160,677	83.0%
	Metro Micro Service Area	193,069	99.8%
Altadena/ Pasadena/Sierra Madre	Area	169,968	
	Pre NextGen Fixed Route Service Area	142,402	83.8%
	Current Fixed Route Service Area	115,558	68.0%
	Metro Micro Service Area	168,301	99.0%
Northwest	Area	110,345	

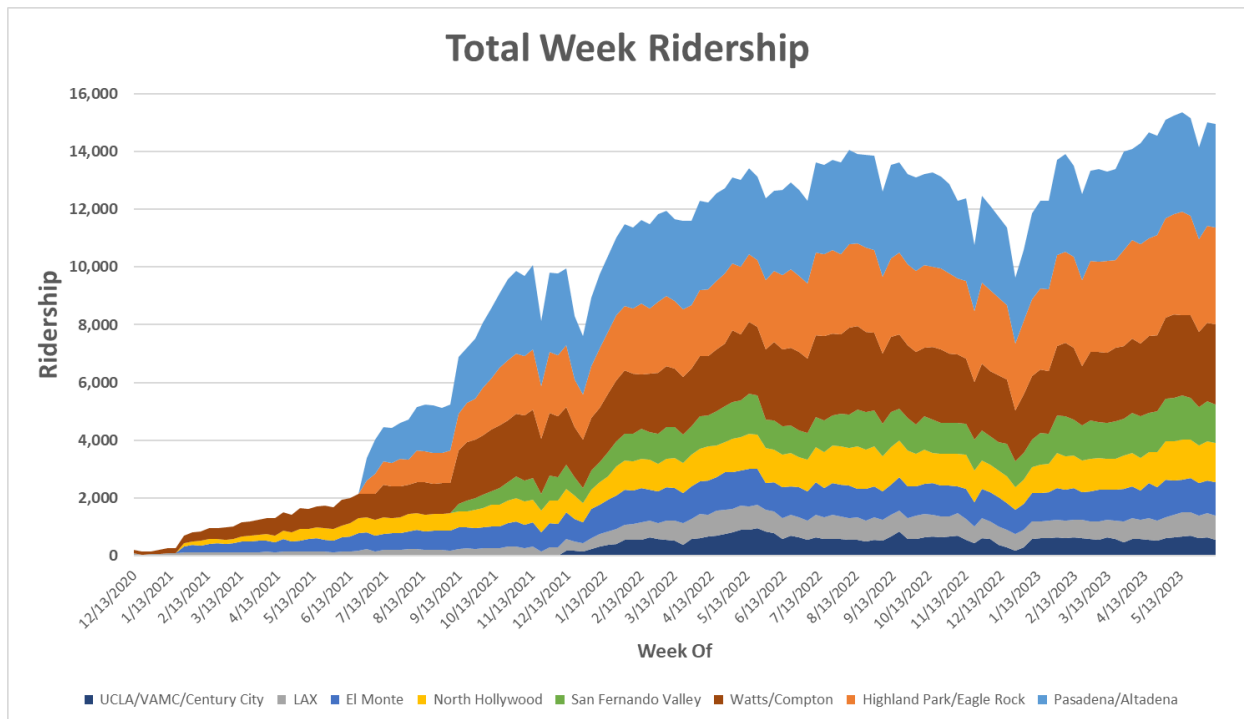
Micro Zone	Geographic Area	Population	Percent of Population with Access to Service
San Fernando Valley	Pre NextGen Fixed Route Service Area	69,466	63.0%
	Current Fixed Route Service Area	63,769	57.8%
	Metro Micro Service Area	106,537	96.5%
UCLA/VA Medical Center	Area	112,045	
	Pre NextGen Fixed Route Service Area	82,678	73.8%
	Current Fixed Route Service Area	81,372	72.6%
	Metro Micro Service Area	112,033	100.0%
Watts/Compton	Area	365,832	
	Pre NextGen Fixed Route Service Area	303,271	82.9%
	Current Fixed Route Service Area	281,361	76.9%
	Metro Micro Service Area	361,992	99.0%
All Metro Micro Zones	Area	1,451,334	
	Pre NextGen Fixed Route Service Area	1,088,633	75.0%
	Current Metro Bus Area	980,478	67.6%
	Metro Micro Service Area	1,436,394	99.0%

## ATTACHMENT D – EVALUATION FINDINGS

### Factors for considering zone optimizations and reductions to realign service and improve cost:

#### 1. Ridership:

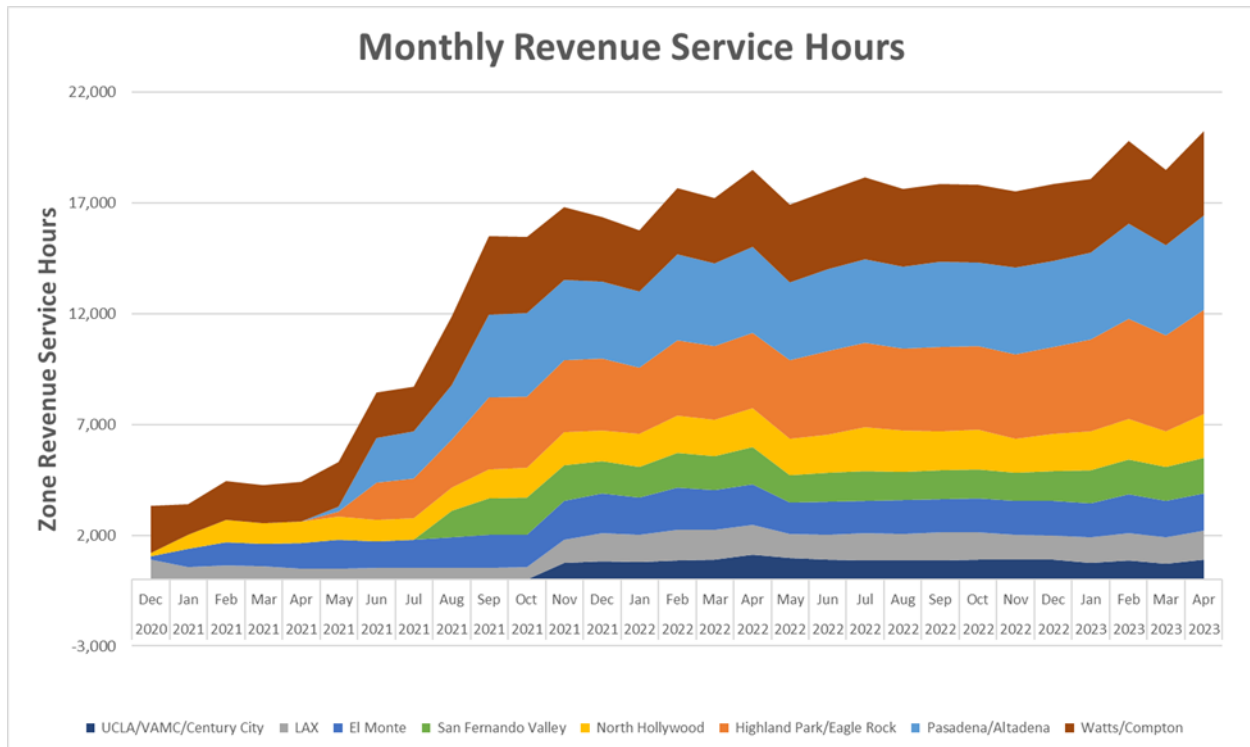
The top three highest ridership zones are Pasadena/Altadena, Highland Park/Eagle Rock and Watts/Compton. The five lowest ridership zones are UCLA, LAX, North Hollywood, North San Fernando Valley and El Monte.



#### 2. Revenue Service Hours (RSH):

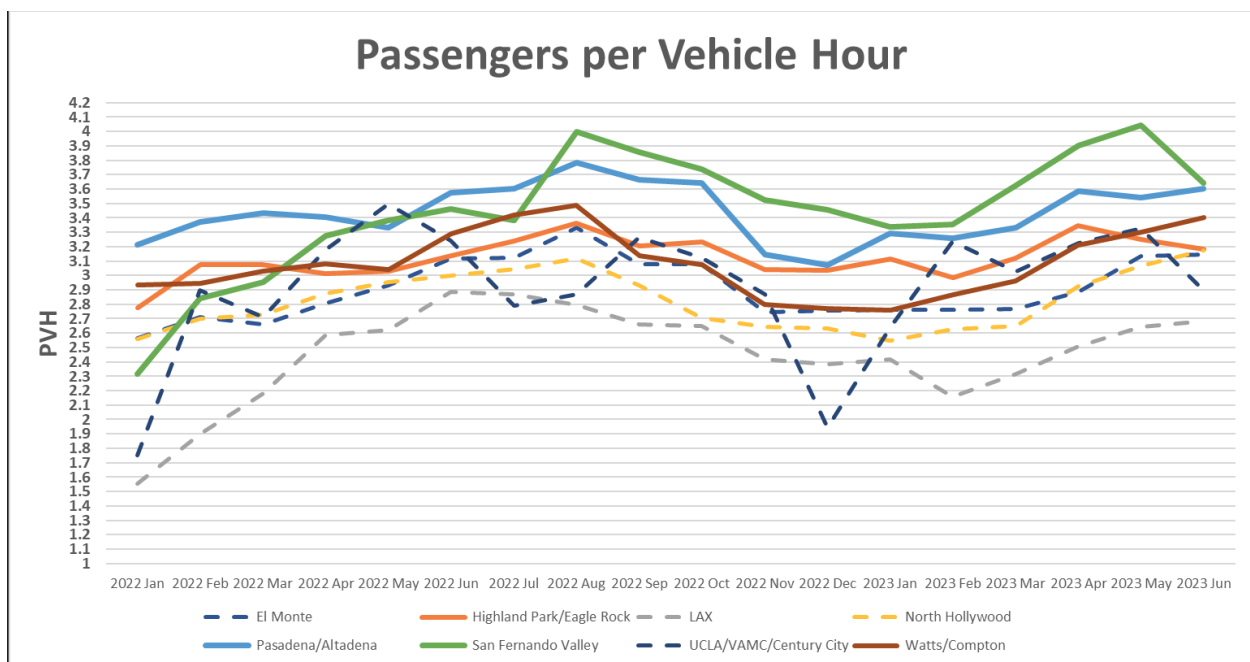
The top three highest revenue service hours zones are Pasadena/Altadena, Highland Park/Eagle Rock and Watts/Compton. The lowest five RSH zones are LAX, UCLA, North Hollywood, North San Fernando Valley and El Monte.

## ATTACHMENT D – EVALUATION FINDINGS



### 3. Passengers per Vehicle Hour (PVH)

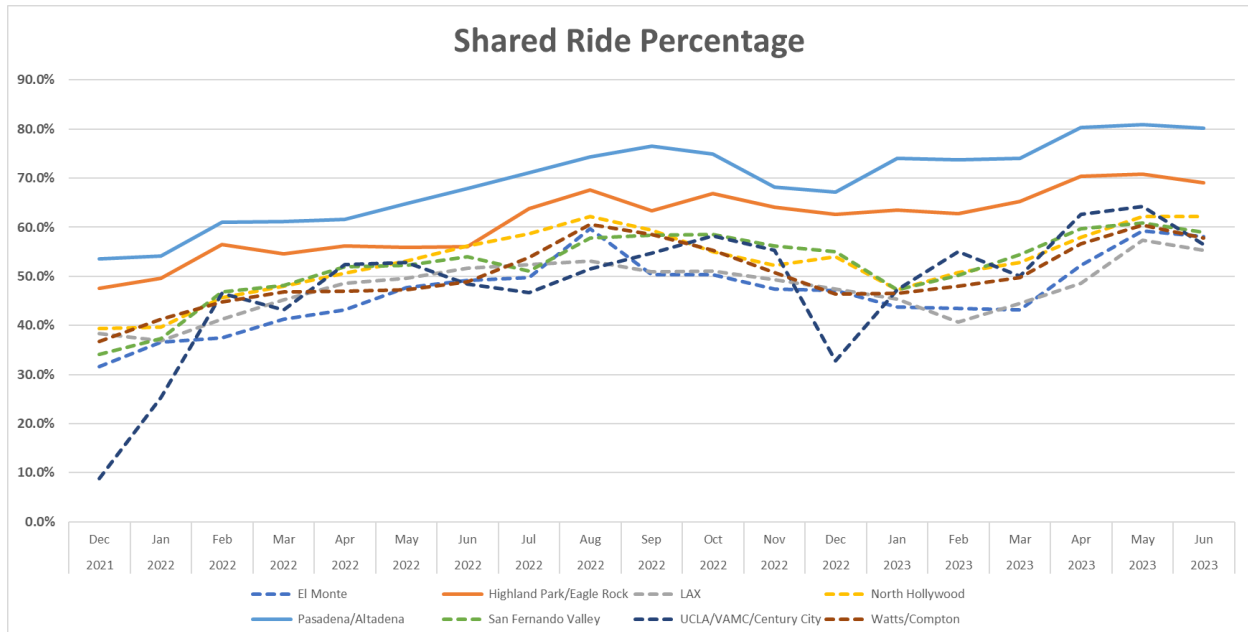
The top four highest PVH zones are North San Fernando Valley, Pasadena/Altadena, Highland Park/Eagle Rock and Watts/Compton. The lowest four PVH Zones are LAX, UCLA, North San Fernando Valley and El Monte.



## ATTACHMENT D – EVALUATION FINDINGS

### 4. Shared Ride Percentages

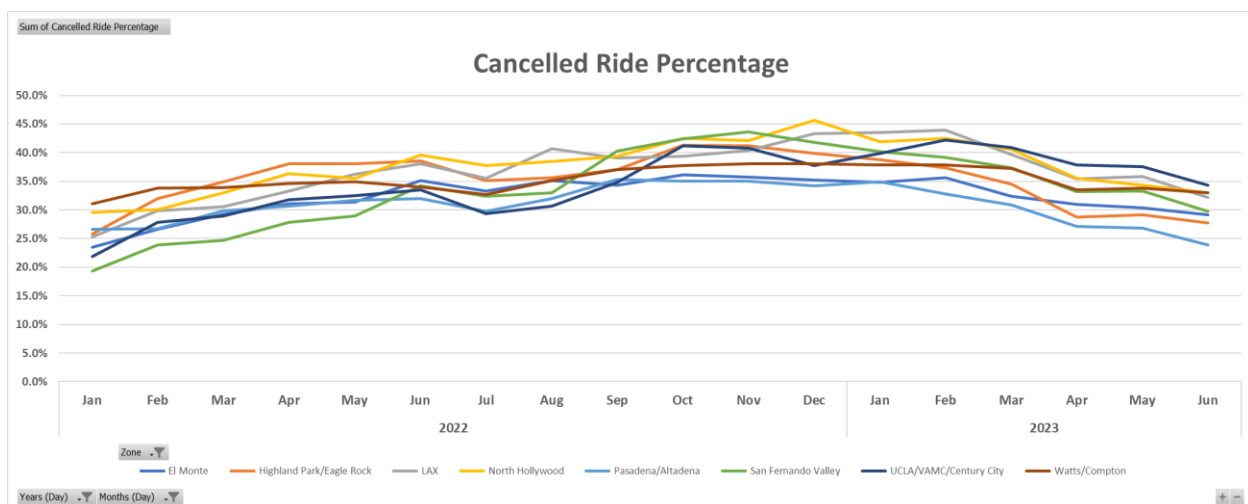
The top two highest Shared Ride Percentage zones are Pasadena/Altadena and Highland Park/Eagle Rock. The lowest two Zones are LAX and El Monte.



### **Factors for considering software parameters and operation practices to improve productivity and cost efficiency:**

#### 1. Cancelled Ride Percentages

Cancelled rides are trending downward since January 2023 due to Software parameter modification to limit users who booked too many trips and cancelled at the last minute thereby limiting the ability to serve other customers.

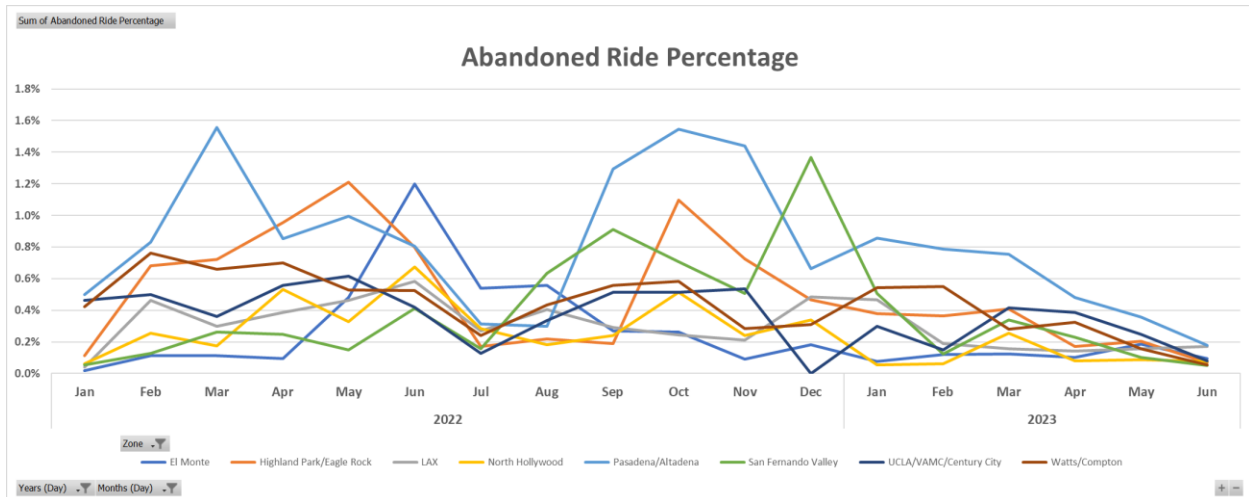




# ATTACHMENT D – EVALUATION FINDINGS

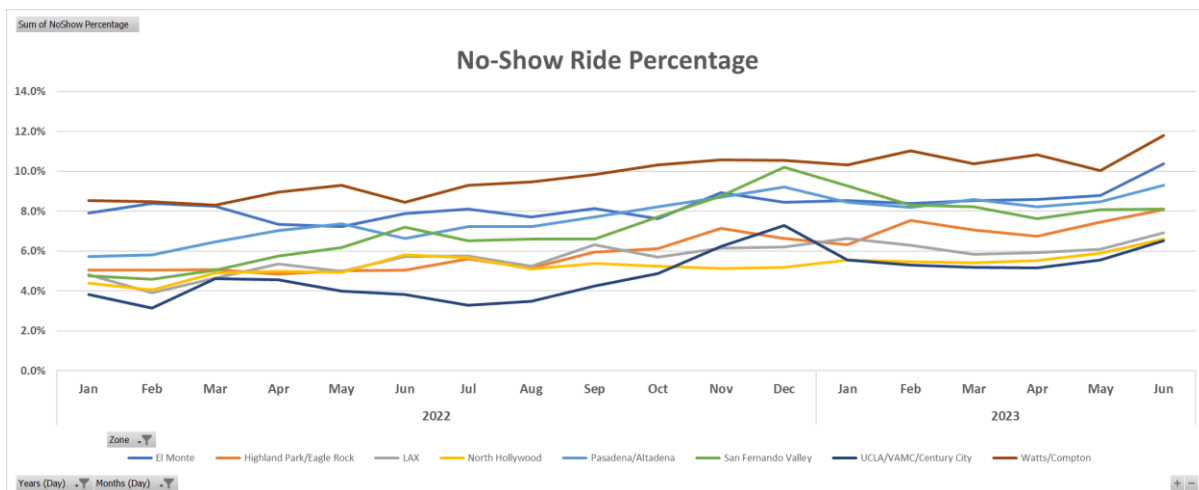
## 2. Abandoned Ride Percentages

Abandoned Ride percentage is trending downward since January 2023 due to both software parameter changes and improved operation practices to allow for an increase in service availability to better serve our customers.



## 3. No-Show Ride Percentages

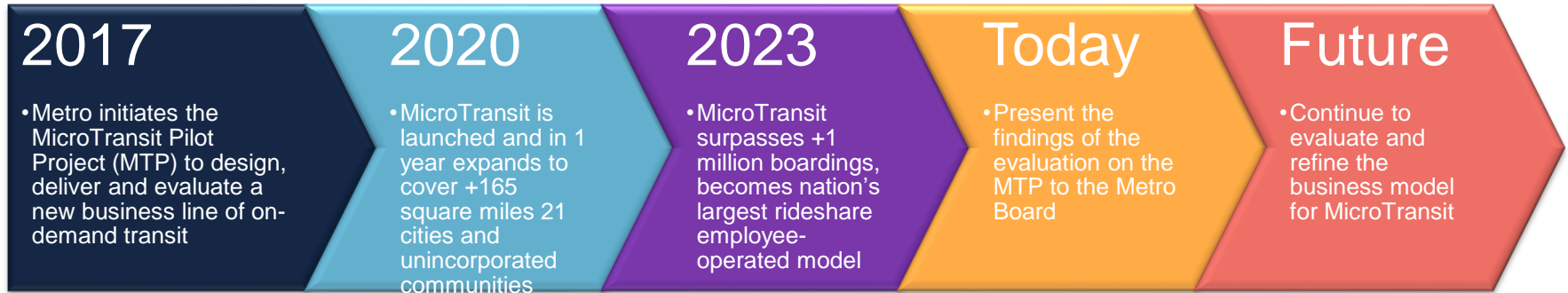
No-Show Ride improvements were realized from February to April 2023 but have increased for the months of May and June 2023. Staff is monitoring the no-show percentage KPI and working on adjustments to further disincentivize system abuse by customers who book multiple rides without cancelling the unused trips.



# Metro Micro<sup>TM</sup>



# Background

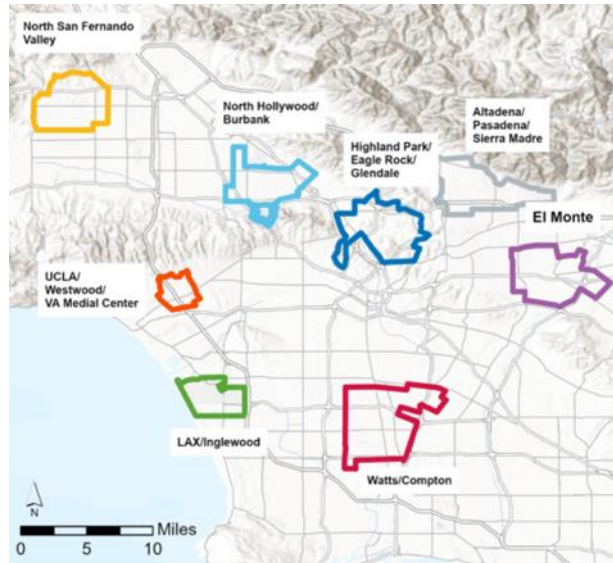


- MicroTransit was evaluated by an independent evaluator to determine whether and under what circumstances Metro should continue with the service permanently.
- The current annual cost of the MTP is \$31 million (\$16M contract cost and \$15M for SMART, AFSCME, and Management labor & Overhead).
- Using Industry best practices, the evaluation provided a comparison of Key Performance Indicators (KPIs) for each of the eight Metro Micro Zones.

# Background Cont.



## MicroTransit service areas/zones



## Underperforming fixed route bus replacements by MicroTransit.

Launch	Zone Name	NextGen Replacement	MT Average Weekday Ridership FY23Q4
Winter 2020	Watts/Compton	Routes: 254 and 612	443
Winter 2020	LAX/Inglewood	Routes: 625	126
Winter 2021	El Monte	N/A	183
Winter 2021	North Hollywood/Burbank	Routes: 183 (Bel Aire Dr) and 222(Barham Bl)	212
Summer 2021	Highland Park/Eagle Rock/Glendale	Routes: 183, 201, 256 (part) and 685	531
Summer 2021	Altadena/Pasadena/Sierra Madre	Routes: 256 (part), 264, 267 (part), 268 (part), 487 (part), and 687	538
Fall 2021	Northwest San Fernando Valley	Routes: 242/243 (Porter Ranch)	207
Winter 2021	UCLA/Westwood/VA Medical Center	N/A	115

# Evaluation Findings



**SAFETY**: About 96% of Spring 2022 onboard survey respondents reported feeling safe from sexual harassment compared to 49–55% of Metro bus customers.

**COMFORT**: About 98% of Metro Micro customers rated the vehicle seats as comfortable, but only 59% of Metro bus customers.

**RIDE TIME**: About 85% of Metro Micro customers are satisfied with how long it takes to get where they are going compared to 56% Metro bus customers.

**EQUITY**: A higher share of Metro Micro rides occur in Equity Focused Communities (EFCs) compared to overall transit and personal travel trips in Micro Zones.

**USAGE**: Metro Micro experienced an initial peak of 62,000 passengers in August of 2022. The 12-month weekday average across the system is about 2,000. There is evidence of seasonal fluctuation in ridership, with higher ridership during summer.

# Evaluation Findings Cont.



## **COSTS:**

- Customers save an average of \$3.8 million per year by a decrease in wait time.
- Costs comparison to Peer, Metro Fixed Route and ACCESS as indicated by the chart below:

	To Peer	To ACCESS	To Metro Fixed Route
Costs Per Trip	8.3% Lower	28.8% Lower	38% Higher
Costs Per Hour	20% Higher	52% Higher	28% Lower

## **Peer Agency Operating Comparison (Six Agencies)**

- GoLink (DART) - Dallas, Texas;
- GoZone (DCTA) - Denton County, Texas;
- VIA Link (VIA) - San Antonio, Texas;
- COTA/Plus (COTA) - Columbus, Ohio;
- SmaRT Ride (SacRT) - Sacramento, California;
- Metro Flex (KCM) - King County, Washington

# Equity & Customer Demographics



**Metro staff will be conscious of the potential impacts on equity, with an eye toward reducing cost per boarding to increase ridership and efficiency**

## Equity

An average of 31% of the area in the eight Metro MicroTransit zones are in EFCs as indicated below:

Zone	% of Land Area in EFC	% of Population in EFC
Watts/Compton	68.0%	69.8%
El Monte	50.6%	73.3%
LAX/Inglewood	33.2%	40.3%
Highland Park / Eagle Rock / Glendale	19.3%	31.7%
North Hollywood / Burbank	19.2%	29.5%
Altadena / Pasadena / Sierra Madre	9.9%	23.7%
UCLA / Westwood / VA Medical Center	5.5%	10.6%
Northwest San Fernando Valley	3.9%	7.2%

## Demographics

In March-April 2023, 2,875 customers responded to the Online, Telephone and On-board survey conducted in English and Spanish. The results are indicated below:

	Female	Male	Non-binary	Other
Gender	53%	40%	3%	0.30%

	Metro	
	MicroTransit	Bus/Rail
Asian/Native Hawaiian/Pacific Islander	18%	7%
White/Caucasian	28%	12%
Black/African American	10%	14%
Hispanic/Latinx	40%	58%



## **Contract Cost Analysis**

- The MTP was solicited as a PDA/P3 contract covering eight cost categories: labor, communications, vehicles, reporting locations, hardware, software, insurance, and fleet cleaning/fueling. The current annual cost of the contract is \$16M.
- Labor costs for vehicle operators are not included as part of the operating costs of the contract; vehicle operators are provided directly by Metro. The current annual cost is \$15M for SMART, AFSCME, and Management labor & Overhead.
- Approximately 25% to 30% of costs in the contract are normally considered capital costs including vehicle lease payments, office and parking space costs and vehicle hardware costs resulting in higher operating costs for Metro MicroTransit.





## Cost-Effectiveness

MTP may reduce total costs while improving accessibility and customer experience, but it cannot match fixed-route services' total capacity for passengers with the same cost-competitiveness.

- Vehicle capacity places a fundamental limit on productivity. Three to nine seats vs 38 seats on buses.
- Electric Vehicles (EVs) limits service span due to non-existing in-route charger.

Metro Micro creates better accessibility and customer experience benefits beyond its capacity and productivity, both benefit and cost factors are important to consider when comparing Metro Micro's effectiveness to other modes in Metro's service.

Staff anticipates that with implementation of the new business model and contracts, we can meet MicroTransit's goal of \$20 to \$25 per trip.

# Evaluation Summary



**MTP maintains many advantages compared to fixed-route bus services. Key program successes include:**

**Customer Experience:** High customer experience ratings (averaging 4.8 out of 5 stars for those who ride) with no Micro Zone below 4.8-star rating.

**Wait Times and Cost Savings:** Customers spend less time waiting for transit service, which means more time at work, with family, and other activities. The greatest savings are for people making \$15,000–\$25,000/year. The annual travel time costs for Metro Micro customers by an average of \$3.8 million per year.

**Customer Acquisition:** 11% of Metro Micro customers are entirely new transit customers.

**Operating Costs:** Cost per Revenue Service Hour (RSH) reduced by 61% and is now 23% less than fixed route service it replaced at \$179 vs. \$138.

**Service Coverage and Access:** Nearly 350,000 additional residents are now able to access service with less than a 0.25 mile walk, providing meaningful service to 99% of residents.

**Peer Agency Comparison Results:**

- Metro offers the lowest fare.
- Metro operates the largest fleet consisting of 85 vehicles.
- Metro is the only service provider that operates its MicroTransit service with in-house staff (SMART Operators and AFSCME Supervisors).

# Evaluation - Options



Potential next steps for the MTP include: 1) end MTP and discontinue MicroTransit service, or 2) continue the MTP but with operational changes

## **Option 1 – End the MTP and discontinue MicroTransit Service**

The impacts include, but are not limited to:

- Loss of population access to transit for nearly 350,000 residents, including in EFCs and loss in first/last mile connections as currently 19% of Metro Micro customers connect to fixed route transit;
- Loss of potential new customers as 11% of Metro Micro customers are new to Metro;
- Loss of a well-liked transit service with the 4.8 out of 5 customer rating; and
- Loss of jobs/pathway for existing and new operators.

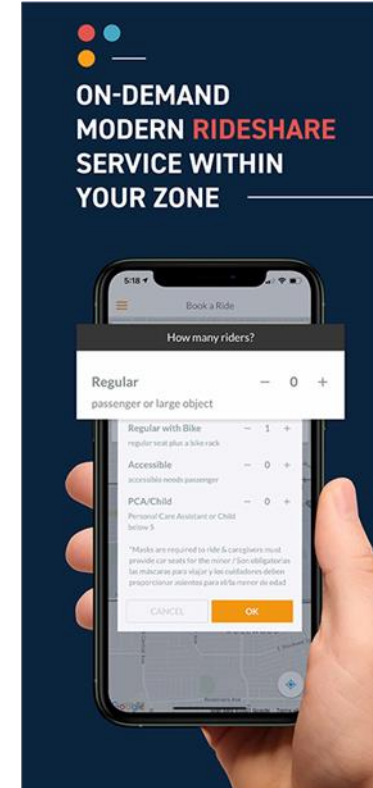
## **Option 2 – Continue the MTP but with Operational Changes**

Steps to increase demand and manage costs may include:

- Discontinuing or curtailing service in some low-performing Metro MicroTransit zones with consideration of continued service in zones where bus lines were eliminated/reduced due to NextGen;
- Incrementally raising fares to the original fare of \$2.50;
- Shifting operating costs to capital costs and improving overall financial health to sustain costs;
- Streamlining operating hours to address the demand for more service levels per fare search percentages; and
- Structuring future contracts with accounting for time-of-day and performance delivery milestones.

# Next Steps

1. Staff is drafting a business model based on lessons learned to maximize cost efficiency, equity, service quality and access, innovation, and productivity.
2. Staff will request Board approval in September 2023 for a limited time extension of the existing MTP contract to develop the new business model.
3. Staff anticipates the issuance of multiple competitive solicitations beginning in Fall 2023, if the board approves continuation of the service.





## Board Report

**File #:** 2023-0387, **File Type:** Motion / Motion Response

**Agenda Number:** 22.

**EXECUTIVE MANAGEMENT COMMITTEE  
OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE  
JULY 20, 2023**

**SUBJECT: WESTLAKE/MACARTHUR PARK STATION INTERVENTION STRATEGIES**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE the status report on the pilot intervention strategies to improve community health and safety at Westlake/MacArthur Park Station (WMP).

**ISSUE**

The WMP is one of the highest utilized stations in the Metro system, with more than 20,000 boardings per day. The station has disproportionately experienced the pandemic side effects of increased opioid usage, homelessness, and mental health issues. Consequently, the WMP station has suffered from high crime, high code of conduct violations, and cleanliness issues.

As a result, staff developed pilot intervention strategies with the purpose of restoring safety and improving customer experience for our riders, employees, and the surrounding community. This report provides an update on the status of the strategies and a response to Motion 30 (Attachment A) by Directors Solis, Dupont-Walker, Mitchell, Hahn, and Horvath, approved at the February 2023 Board meeting.

**BACKGROUND**

WMP is located just west of Downtown LA in the Westlake District on Alvarado St between Wilshire Bl and 7<sup>th</sup> St. It is located across the street from MacArthur Park. WMP is located in one of the densest neighborhoods in the United States and is served by frequent Metro Rail and Bus service, with nearby buses operating 24 hours per day. There are typically over 22,000 daily boardings and alightings within the station footprint. The vending program on the plaza level, which officially ended in 2020, continues to operate in an informal/unregulated setting. Previous rider surveys indicate that 94% of Metro riders along the Alvarado St corridor do not own or have access to a car, indicating that they rely on Metro service for their access to work, school, medical, and all-purpose trips. This station resides within an Equity Focused Community.

In 2022, Metro released the results of its Customer Experience Survey, revealing that female rail ridership declined to 44%, with nearly 1 in 2 women citing crime, harassment, and safety as top

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concerns on Metro. These results were consistent with previous agency findings in the How Women Travel report.

MacArthur Park has a history of drug activity that predates the opening of this Metro station in 1993 and has impacted the station. Within a 2-month period in the summer of 2022 at WMP Station, there were 57 calls for service to the Los Angeles Police Department (LAPD), or nearly one law enforcement call each day. In December 2022, there were 26 reported medical emergencies at WMP, the majority of them alleged drug overdoses. In the entire calendar year 2022, there were six fatalities and one shooting at WMP, nearly all related to suspected drug activity. In December 2022, there were nearly 75,000 emergency swing gate activations reported at the faregates, or nearly once every two minutes.

Metro also experiences significant maintenance and cleanliness challenges due to the misuse of this station. Our maintenance crews would also have to deal with a significant amount of trash and drug paraphernalia in all public areas of the station. Metro maintenance crews who respond to the station for repairs have encountered multiple instances of work trucks burglarized when they return.

There is also persistent trespassing in emergency exit corridors which serve as ancillary areas for Metro frontline personnel who maintain critical station equipment in these non-public corridors. Trespassers in these ancillary areas pose significant safety issues for Metro personnel. During recent inspections of these corridors, a number of individuals have been identified, many of whom have previous warrants. These individuals also leave behind a significant amount of trash, drug paraphernalia, and biohazard waste. Frontline staff is exposed to conditions such as fentanyl and methamphetamine residue, bio-contaminants, airborne particles, and hypodermic needles. As these non-public corridors lack routine airflow, these corridors have odors that are unhealthy without personal protective equipment (PPE), such as Tyvek full body suits, air-purifying respirators, and medical clearance specialized training. Corridor cleanups required security or law enforcement escorts.

Observations from Metro personnel and CCTV cameras revealed persistent loitering under tampered electrical maintenance receptacles, physical fighting, individuals wielding weapons, harassment and intimidation of transit riders waiting for their next train or bus, sexual activity, and erratic antisocial behavior, which may be from individuals under the influence of drugs. System Security and Law Enforcement (SSLE) has confirmed the majority of drug issues at WMP are related to heroin, methamphetamine, cocaine, fentanyl, and other opiates.

In response to the worsening public health crisis surrounding MacArthur Park resulting in substantially deteriorated conditions at the WMP Station, Metro Operations convened a multi-departmental taskforce in January 2023, including System Safety & Law Enforcement (SSLE), Countywide Planning & Development (CP&D), Office of the Chief of Staff, Customer Experience (CX) and Program Management to quickly reimagine how the WMP Station could better serve Metro riders and the community by improving public safety and service reliability through pilot interventions.

In January 2023, Metro initiated a comprehensive intervention pilot program to deter illicit activity and restore appropriate uses of the station. At the February board meeting, the Board approved Motion

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30 by Directors Solis, Dupont-Walker, Mitchell, Hahn, and Horvath, directing a report back on a plan for implementing care centered strategies to improve community safety and health and develop recommendations for implementing these strategies at other high priority stations and stops.

## **DISCUSSION**

Since the pilot interventions have been implemented, the data reveals that the interventions, combined with a blended, human centered approach, have resulted in substantial improvements to public safety, cleanliness, transit access, and overall customer experience for Metro customers, front-line employees, and the surrounding community. The improvements include:

- New, brighter lights at platform ends, closure of secondary entrance and passageway, increased fresh air circulation and playing of music through station speakers were implemented to improve visibility, reduce hiding areas for illicit activity and keep people moving through the station between train arrivals. As a result, data has shown:
  - 90%-95% reduction in loitering / non-transportation uses within the station
  - 83% reduction in elevator out of service duration
  - 55% reduction in graffiti / vandalism / special clean-up incidents
  - 42% reduction in medical emergencies, which include alleged overdoses
- Revised station entry/exit plan to consolidate entrances through a single faregate array to improve fare compliance and access control in paid areas of the station (including train platforms), blended with a human centered approach of TAP Blue Shirts, Metro Ambassadors, and LIFE (Low Income Fare Is Easy) signup team. As a result, data has shown:
  - Valid faregate entries have more than doubled to +101% increase
  - 31% decrease in emergency swing gate misuse
  - Transit Watch app submissions have dropped to zero
  - Customer complaints remain low, with only two incidents logged
  - Stairwells and escalators are consistently clearer from willful blocking through improved access control and strategically placed security, providing safer and cleaner access to the train platform from the faregates
- Human-centered approach that reimagines traditional policing strategies by layering Metro Ambassadors, Homeless Outreach, reduced fare initiatives, community based policing, security and law enforcement partners as part of an overall blended approach to address the larger, complex societal challenges impacting the station. As a result, data has shown:
  - Thirty-two (32) people experiencing homelessness have received medical care or harm reduction treatment from the on-site Mobile Health and Harm Reduction Clinic through our partnership with the LA County Department of Health Services
  - Homeless outreach teams have had 132 engagements and 15 enrollments into supportive service through our long-time partner PATH (People Assisting The Homeless)
  - LIFE program achieved a record 1,307 signups, representing several daily enrollment records for pop-up events at a Metro station
  - Metro Ambassadors have administered Narcan six (6) times at WLMP, representing

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40% of systemwide Ambassador Narcan deployments since April 2023

A detailed list of improvements is provided in Attachment C - WLMP Intervention Timeline.

**A. Summary of social climate insights and feedback themes from a review of past surveys, community meetings/workshops, focus groups, and/or socioeconomic data**

Staff has been committed to engaging people with lived experiences, meeting people where they are, conducting bilingual, in-person survey results for hundreds of station users, which has revealed significant support for these interventions from marginalized riders, as well as a desire to see more of these elements implemented at other stations. Each survey result included demographic results, which closely reflected the actual demographics of this EFC. Six in 10 survey respondents resided within the same zip code as WMP, which is identified as an EFC, and 98% of respondents identified as BIPOC. Therefore, this project remains committed to centering marginalized community feedback to ensure marginalized voices are heard and equitable outcomes are reached.

Metro has conducted outreach and community input in different instances over the past several years. In February 2023, outreach staff collected responses from area riders during the Alvarado St Bus Priority Lane project, adjacent to WMP. Out of the 211 surveys collected, 83% of participants used the corridor for work or school purposes, and 94% stated that they use transit on this corridor at least 3-4 times a week. This is also largely consistent with previous results from an onboard survey conducted in 2019, as well as several recent rider intercept surveys asking riders about the recent interventions, which are detailed further in this report.

Additionally, Metro has been working on future Joint Development plans at WMP. This included outreach efforts with site visits and community interviews with organizations that specialized in economic development activities and gang prevention. The input from community organizations and vendors has been vital to the conceptualization of a Restructured Plaza Vending Program that will complement the physical plaza enhancements taking place at the station and provide community and peer surveillance that improves safety and activates the plaza. One key finding in recent vendor surveys has been a desire for additional surveillance to help make both vendors and their customers feel safer, thus increasing business opportunities for the micro-entrepreneurs at WLMP. A summary of the vendor and partner outreach strategies is provided in Attachment B.

**B. Conducting language-inclusive station customer experience (CX) research involving transit riders, frontline workers, and community members to identify their priorities and preferences for transit station and stop amenities and uses**

In addition to the comprehensive community outreach and survey efforts of vendors outlined above, staff developed in-person passenger intercept and online surveys to ask WMP riders whether Metro's initial pilot improvements have changed their overall experience. These efforts were inclusively developed in both English and Spanish through multilingual survey takers, with 2 in 3 surveys completed by Spanish speaking riders. Overall, respondents shared similar feedback across English and Spanish speaking riders, with the exception of several results noted below. Further, 6 in 10 riders indicated their home address is within the WMP zip code, with the remaining majority in nearby zip codes. Therefore, these survey results strongly reflect Metro riders who live within and reflect the



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demographics of the WMP community. Nearly 500 respondents completed the initial survey conducted between late-April and early-May 2023, and results were weighted by race/ethnicity and income to reflect the demographics of this station.

- 95% supported (or did not oppose) the new, brighter lighting throughout the station area
- 93% supported (or did not oppose) the increased fresh air ventilation inside the station
- 87% supported (or did not oppose) the new Metro Transit Ambassadors staffing, which was recently restored to this station following a sustained improvement in public safety
- 81% supported (or did not oppose) the playing of music through station speakers; this intervention has even higher support at 87% for Spanish speaking riders
- 77% supported (or did not oppose) the increased police and security staffing
- 77% supported (or did not oppose) the closure of the secondary station entrance; this figure has even higher support at 89% for Spanish speaking riders.
- Overall, the playing of music through station speakers and restoring Transit Ambassadors at this station had the highest percentage of riders stating this improvement “made the experience at the station much better.”

In mid-May 2023, staff implemented a new faregate pilot intervention to consolidate station entry/exit points at the four faregate arrays to improve fare compliance, improve passenger flow, and maximize effectiveness of uniformed staffing. Because this intervention was not available to station users during the initial survey period, staff conducted a follow-up, multilingual passenger intercept survey in late-May 2023 to ask WMP riders whether the new station entry plan improved safety and cleanliness. Nearly 100 responses were collected in both English and Spanish with the following results, generally consistent across both English and Spanish speaking riders:

- 98% identified as Black, Indigenous, People of Color (BIPOC), including 8 in 10 riders who identified as Hispanic/Latino
- 97% stated their household’s total earnings were less than \$50,000
- 95% stated the new station entrance/exit system increased their public safety while waiting for the train on the platform
- 94% stated the new station entrance/exit system makes the station feel cleaner
- 94% stated the new station entrance/exit system makes more people pay their fare
- 93% stated the new station entrance/exit system makes them feel safer; this figure has even higher support at 96% for Spanish speaking riders
- Many station users stated additional police and security, especially during late evenings, would make them feel safer at this station

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In addition to passenger surveys, vendor surveys, and community outreach, Metro is also evaluating these interventions with its frontline personnel and has received similarly strong support from these employees that the pilot program are improving worker safety and allowing them to do their jobs more effectively.

This spring, in order to better understand the experiences of micro-entrepreneurs currently operating informally on the station plaza, Metro conducted in-person surveys. There were 13 onsite vendors offering a variety of goods who were interviewed. Below is a highlight of some of the findings from the survey:

- 62% have operated on the plaza 5 or more years
- 77% work on the plaza 7 days a week
- 69% work 7-9 hours per day
- 100% indicated that they feel safer with the station improvements that have occurred
- During these in-person interviews, many vendors commented that the additional surveillance helps vendors and consumers feel safe.

**C. Identify and compare different pilot model options to bring care-centered strategies to this station by total cost, timeline, partnerships needed, community benefit**

Given the longstanding drug activity and associated impacts around MacArthur Park that has predated the existence of Metro Rail, past history indicates that traditional policing strategies have not effectively resolved the complex challenges in this community. Therefore, Metro has committed to a blended, human-centered approach that layers additional staffing elements to augment security and law enforcement partners to more acutely address these issues while allowing police to focus on criminal activity. While the initial pilot interventions have clearly demonstrated improvements to public safety and customer experience for Metro riders and frontline employees, Metro is also partnering with key stakeholders to bring care-centered strategies to:

- People experiencing homelessness
- People experiencing drug addiction
- People experiencing mental health crises
- Low-income individuals who require mobility for access to opportunities

In April 2023, Metro's Homeless Outreach team partnered with the LA County Department of Health Services (DHS) to regularly host the Mobile Health and Harm Reduction Clinic on-site at WMP, which provides comprehensive medical care at no charge for people experiencing homelessness. Medical care stretches from routine check-ups to specialized outpatient care, including women's health and harm reduction tools. This mobile health clinic is typically scheduled by DHS every other Thursday at WLMP.

The Homeless Outreach team has also PATH to conduct multiple visits each day to WMP in offering services to people experiencing homelessness. These multidisciplinary outreach teams (MDTs) are now in new purple Metro outreach vests in collaboration with DHS. Purple, a color commonly associated with Homelessness Awareness, was chosen to symbolize our commitment to supporting those in need.

Metro's contracted law enforcement partners also support ongoing efforts to assist people in mental health crisis within the Metro system. This includes the Los Angeles Police Department (LAPD) Homeless Outreach and Proactive Engagement (HOPE) Team, which includes officers with specialized Mental Health Intervention Training (MHIT) and a Mental Evaluation Unit (MEU), as well as Los Angeles County Sheriff's Department (LASD) Mental Evaluation Team (MET) which provides crisis assessment, intervention, and targeted case management to diffuse potentially violent situations and link individuals to appropriate resources.

While the revised station entry/exit program to improve access control and appropriate use of fare collection equipment has significantly improved fare compliance, the intended goal was to equitably improve fare compliance, as many riders, including low-income riders, have asked Metro to do a better job at ensuring everyone pays their fair share. As a result, Metro created a LIFE pop-up event to coincide with the revised station entry/exit plan for over one month to meet riders where they are and provide qualified individuals enrollment in this reduced fare program. This effort has provided substantial benefits to the community, with 1,307 onsite enrollments, including two of the busiest enrollment days in LIFE program history.

#### **D. Develop recommendations for implementing identified strategies at existing and future Metro transit stations and stops, including potential funding sources**

Based on the compelling data results and strong support from WLMP riders and frontline personnel, staff are developing recommendations for expanding effective improvement elements to other stations, including 7th Street/Metro Center and Pershing Square, with the understanding that there is not a one-size-fits-all solution for the entire system, as each station is uniquely designed, and community needs are not always identical. Staff will be considering a range of criteria for future station deployment, including ridership, public safety data, cleanliness and functionality data, homeless outreach data, frontline employee feedback and stakeholder input. Staff will be returning to the Metro Board with a proposed project cost, scope and funding sources in Fall 2023.

In addition to considering deployment of WMP Station pilot interventions at other locations as needed, Metro continues to explore site-specific station activation programs with communities, including the Willowbrook/Rosa Parks Station Small Scale Retail Pilot Program. After two roundtable community meetings, 5 focus groups, and over 200 intercept surveys, Metro will enter into a rent agreement with a local nonprofit organization to operate the Bike Hub, implement mobility program models and provide healthier food options by hosting local small businesses using ancillary spaces and the plaza with a farmer's market and monthly community events.

The improvements at WMP highlight our commitment to actively listening to our customers and implementing meaningful changes to enhance their experience within our transit system based upon the multilayered public safety ecosystem approach. We remain dedicated to continuously improving our services and addressing the evolving needs of our valued ridership.

## **EQUITY PLATFORM**

The goal this work is to provide public safety and reliability improvements to Metro riders in and around WMP, in which 9 in 10 transit riders are BIPOC, 94% do not own a car and therefore rely on Metro service, and nearly 6 in 10 are below the poverty line. Further, WLMP is serviced by Metro lines that travel to and through Metro's Equity Focus Communities (EFCs). Staff is building upon community input received during previous projects involving the community and key stakeholders, such as the Joint Development project outreach and street vendor market pilot in 2017 and the adjacent Alvarado St Bus Priority Lanes completed in 2022.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The above recommendations support the following strategic plan goals:

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

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

**Goal #4:** Transform Los Angeles County through regional collaboration and national leadership to address the larger societal challenges that are acutely impacting the Metro system.

## **NEXT STEPS**

In addition to these current resources, Metro is also working with Los Angeles County Supervisorial District 1 and Los Angeles City Council District 1 to bring new, uplifting programming activations to the WMP station plaza. Under development is a community pop-up event that would potentially include food, art, music, information on hiring and vocational opportunities, legal and documentation assistance, and other elements supportive of the needs of the community, tentatively planned for this summer.

The results of the proposed community pop-up event will help inform details on longer-term costs, timeline, partnerships and community benefit to report in the future, with the understanding that Metro alone does not have these capabilities or responsibilities internally and relies on key partners to support solutions that address larger societal challenges.

In Fall 2023, Metro is planning to implement an innovative public restroom pilot which seeks to address concerns from traditional public restrooms that are commonly misused with illicit activity, vandal damage, and are often unsafe for public use. This restroom pilot would supplement the existing network of transit adjacent public restrooms overseen by the City of Los Angeles and currently available at MacArthur Park, Pershing Square, Vermont/Santa Monica, North Hollywood

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and Van Nuys stations. This pilot intends to provide a safe, hygienic, cost effective, and reliable amenity for Metro riders and the community, incorporating design elements that encourage user accountability, and deter illicit activity which results in unusable conditions for others.

The WMP Agency Taskforce will continue to build on the momentum of this program by developing longer-term recommendations for this station and identifying elements that could be implemented at other stations should the need arise. As much of the illicit activity within the Metro system is reflective of larger societal challenges, Metro must continue to rely on key partners and support so that the agency can focus on operating a safe and reliable transit system. Staff plans to provide another update in Fall 2023.

## **ATTACHMENTS**

Attachment A - Board Motion 30 WLMP

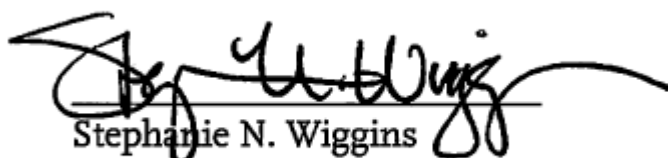
Attachment B - Vendor and Partner Outreach Strategies

Attachment C - WLMP Intervention Timeline

Prepared by: Stephen Tu, Senior Director, Service Development, (213) 418-3005

Michelle Banks-Ordone, Senior Director, Countywide Planning and  
Development,  
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James De La Loza, Chief Planning Officer, (213) 922-2920  
Gina Osborn, Chief Safety Officer, (213) 922-3055  
Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie N. Wiggins  
Chief Executive Officer

**Board Report**

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**File #:** 2023-0127, **File Type:** Motion / Motion Response**Agenda Number:** 30.

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**REGULAR BOARD MEETING  
FEBRUARY 23, 2023****Motion by:****DIRECTORS SOLIS, DUPONT-WALKER, MITCHELL, HAHN, AND HORVATH****Improving Community Health and Safety at Westlake/MacArthur Park Station**

Metro's Westlake/MacArthur Park Station sits in the densest neighborhood in Los Angeles County. Since first opening in 1993, the Westlake/MacArthur Park Station has remained one of the most activated and highly used stations in Metro's system and as a gathering place at the center of a culturally diverse and entrepreneurial community. Each day, tens of thousands of people move in and out of this regionally significant station served by all-day, frequent Metro Rail and Bus service to reach their bus or train, nearby businesses, and the surrounding public commons.

Despite these transit-supportive neighborhood characteristics, increasing instances of interpersonal harm and property damage at Westlake/MacArthur Park Station are impacting Metro's ability to provide an attractive customer experience for transit riders and supportive working conditions for frontline employees who maintain this station. Recognizing that these challenges are manifestations of structural inequities, Metro must engage additional partners to go beyond the pilot design interventions identified in staff's February 2022 report (File #: 2023-0079). Metro should take a holistic, equity-focused, and human-centered approach to improve customer experience and community health and safety at this station.

As such, Westlake/MacArthur Park Station is the most suitable location for Metro to pilot design and programming strategies that allow Metro to maintain well-designed, human-centered environments that meet transit rider needs. Metro should build on its initial planning to pilot care-centered strategies for Westlake/MacArthur Park Station and bus stops that improve the community's sense of safety, well-being, and belonging, including but not limited to bathrooms, shade structures, on-site health and crisis support services, cultural programming, greening, public art, and local entrepreneurial activity. Metro can draw from lessons learned from previous activation efforts at this station and other station pop-up events, like the September 2022 Compton A (Blue) Line Station in partnership with the Alliance for Community Transit for Los Angeles (ACT-LA).

In line with the Board approved Metro Equity Platform and Strategic Plan, Metro should build on its ongoing Westlake/MacArthur Park station community outreach and engagement efforts, like Metro's Joint Development Centro Westlake Project Advisory Task Force, to develop an implementation plan that enhances customer experience and improves community health and safety.

**SUBJECT: IMPROVING COMMUNITY HEALTH AND SAFETY AT WESTLAKE/MACARTHUR PARK STATION MOTION**

**RECOMMENDATION**

APPROVE Motion by Directors Solis, Dupont-Walker, Mitchell, Hahn, and Horvath that the Board direct the Chief Executive Officer or her designee to provide a report back in June 2023 that includes a plan for implementing care-centered strategies to improve community safety and health at the Westlake/MacArthur Plaza Station and nearby transit stops. The report should consider the following:

- A. Summarizing social climate insights and feedback themes from a review of past surveys, community meetings/workshops, focus groups, and/or socioeconomic data;
- B. Conducting language-inclusive station customer experience (CX) research involving transit riders, frontline workers, and community members to identify their priorities and preferences for transit station and stop amenities and uses;
- C. Identifying and comparing different pilot model options to bring care-centered strategies to this station by total cost, timeline, partnerships needed, and community benefit; and
- D. Developing recommendations for implementing identified strategies at existing and future Metro transit stations and stops, including potential funding sources.

## **ATTACHMENT B – VENDOR AND PARTNER OUTREACH STRATEGIES**

Since February 2021, Metro has been working with the Walter J Company to develop a mixed-use project at WLMP Station through its Joint Development program. Project outreach is focused on creating an open line of communication with community stakeholders. Since the project's inception, the communities' sentiment regarding micro-entrepreneurism has remained consistent and is being addressed by the provision of space dedicated to vendors as part of the proposed development.

To reimagine the plaza vending program with a care first approach and the community economic development opportunities that the WLMP station plaza can provide, Metro initiated outreach efforts with site visits and community interviews with organizations that specialized in economic development activities and gang prevention, including the California Reinvestment Coalition, Central City Neighborhood Partners, Community Power Collective, Gang Reduction and Youth Development (GRYD) Program, Healing Urban Barrios, Homies Unidos, Inclusive Action for the City, Pacific Asian Consortium in Employment (PACE), Public Counsel, and Union Popular de Vendedores Ambulantes (Union or UPVA).

This spring, in order to better understand the experiences of microentrepreneurs currently operating informally on the station plaza, Metro conducted in-person surveys. There were 13 onsite vendors offering a variety of goods who were interviewed. Below is a highlight of some of the findings from the survey:

- 62% have operated on the plaza 5 or more years
- 77% work on the plaza 7 days a week
- 69% work 7-9 hours per day
- 69% set up between 9 and 11 AM
- 76% breakdown operations at 6 PM or later
- 45% indicated that they serve more than 10 customers per day Monday–Friday
- 62% indicated that they serve more than 10 customers per day Saturday–Sunday
- 84% work alone
- 100% indicated that they feel safer with the station improvements that have occurred

During these in-person interviews, many vendors commented that the additional surveillance helps vendors and consumers feel safe. Additionally, staff observed the following:

- Days of operation, set-up, and tear down times varied
- Most vendors are paying storage fees.
- Vendors with visible physical challenges and those who are seniors are paying fees for set-up, tear down, delivery, and hauling away of equipment.
- A grassroots effort to create a “merchant BID” is informally taking place.

The input from community organizations and vendors has been vital to the conceptualization of a Restructured Plaza Vending Program that will complement the



## **ATTACHMENT B – VENDOR AND PARTNER OUTREACH STRATEGIES**

physical plaza enhancements taking place at the station and provide community and peer surveillance that improves safety and activates the plaza. In alignment with Metro's CBO Partnering Strategy, Metro intends to contract with a community-based organization (CBO) to further develop and administer the proposed vending program with small business technical assistance and the opportunity to accommodate community activities and events on the plaza. Staff continues to coordinate with the First Supervisorial District and First Council District on opportunities to partner with the City and County to deliver a successful vendor program that activates the plaza.

## Attachment C – WLMP Intervention Timeline

Between January and March 2023, Metro completed the following pilot interventions:

- **STREET/PLAZA LEVEL**
  - Rightsized the footprint of the station plaza by reducing the publicly accessible areas through securing non-functional sections of the plaza, including terraced landscape and inconspicuous corners, while also preserving functional space for a vendor marketplace
- **MEZZANINE/CONCOURSE LEVEL**
  - Closed secondary (north) entrance and passageway, which directs all customers to the nearby, fully accessible main entrance, naturally facilitating safety in numbers through more foot traffic.
  - Provided additional Metro ambassadors to WLMP following these safety interventions
  - Increased the security presence, including adding additional law enforcement inside the station
- **PLATFORM LEVEL**
  - Began playing ambient background music, a best practice intended to keep people moving through the station, used in many other public environments such as shopping malls, convenience stores and airport terminals.
  - Increased airflow in the station's public areas to remove and deter odors and fumes caused by smoking and other non-transit uses that permeate through the station

In April and May 2023, further improvements were implemented including:

- **STREET/PLAZA LEVEL**
  - Added new CCTV cameras on plaza/street level
  - Partnered with Mobile Health and Harm Reduction Clinic from LA County Department of Health Services (DHS) to provide no cost medical care and harm reduction treatment for people experiencing homelessness
- **MEZZANINE/CONCOURSE LEVEL**
  - Hosted Low Income Fare is Easy (LIFE) program enrollment pop-ups onsite
  - Deployed TAP Blue Shirt staff to assist customers purchasing/reloading fare
  - Revised station entry/exit plan to consolidate station entries through a single faregate array to improve fare compliance and access control in paid areas of the station (including train platform)
  - Added daily Metro Transit Security Officers (TSOs) enforcing code of conduct, including fare compliance at the faregates.
- **PLATFORM LEVEL**
  - Installed new, brighter lights at end-of-platforms and elevator doors to reduce hiding areas and restore safety



# Reimagining Westlake/MacArthur Park Station Thru Pilot Interventions

*July 2023*



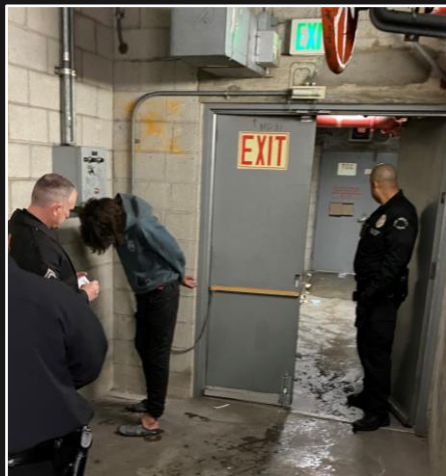
Metro

# MACARTHUR PARK | BACKGROUND & ISSUE



- Typically over 22,000 daily boardings and alightings
- Equity Focused Community where 94% do not own a car
- Six fatalities and one shooting in 2022
- CX Survey: Female rail ridership has declined to 44% with nearly 1 in 2 women citing crime, harassment and safety as concerns on Metro
- Nearly 60 calls for police response in Summer 2022
- Nearly 30 medical emergencies from Nov 2022-Jan 2023
- Most issues related to alleged drug activity
- Board Motion 30 approved Feb 2023

*Physical altercation on platform as train approaches*



*Trespassers, encampments, human waste, bodily fluids found in non-public ancillary areas; frontline personnel require hazmat PPE*



# MACARTHUR PARK | SIGNIFICANT PROGRESS TO DATE

## ***PHASE ONE: JAN-MAR 2023***

- Rightsized footprint of station area to increase safety in numbers, reduce inappropriate activity and associated cleanups and increase visibility of layered staffing
  - Outdoor plaza
  - Secondary entrance and passageway
- Playing of background music through station speakers
- Increased layered staffing presence (Ambassadors, Security, Law Enforcement)
- Increased station fresh air circulation

## ***PHASE TWO: APR-MAY 2023***

- Installed new, brighter lights at end-of-platforms and elevator doors to improve safety and reduce hiding areas
- Added new CCTV cameras and lighting on outdoor plaza
- Deployed Low Income Fare is Easy (LIFE) program pop-up signups
- Deployed TAP Blue Shirt ambassadors
- Partnered with Mobile Health and Harm Reduction Clinic from LA County Dept of Health Services for on-site treatment
- Revised station entry/exit plan to improve fare compliance and access control in paid areas of the station (including train platform)

# MACARTHUR PARK | PLAZA / STREET LEVEL



Added new CCTV cameras on plaza/street level for 24-hour coverage



Brighter lighting to illuminate hiding spots used for drug activity



Provide no cost medical treatment and harm reduction treatment to 32 people experiencing homelessness, through LA County Department of Health Services.



Homeless outreach teams have had 132 engagements and 15 enrollments into services



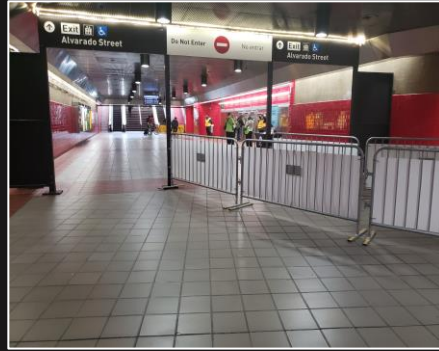
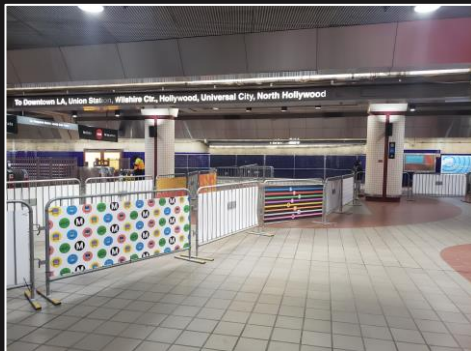
# MACARTHUR PARK | CONCOURSE / MEZZANINE LEVEL



*Deployed TAP Blue Shirt staff to assist customers*



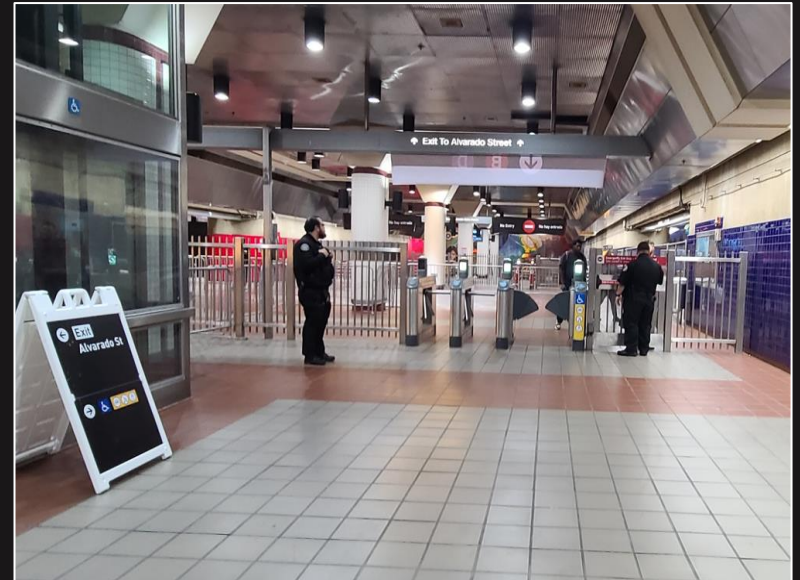
*Record enrollment (1,300+ new signups) in LIFE equity fare program*



*Revised exit/entry improves passenger flow and access control*



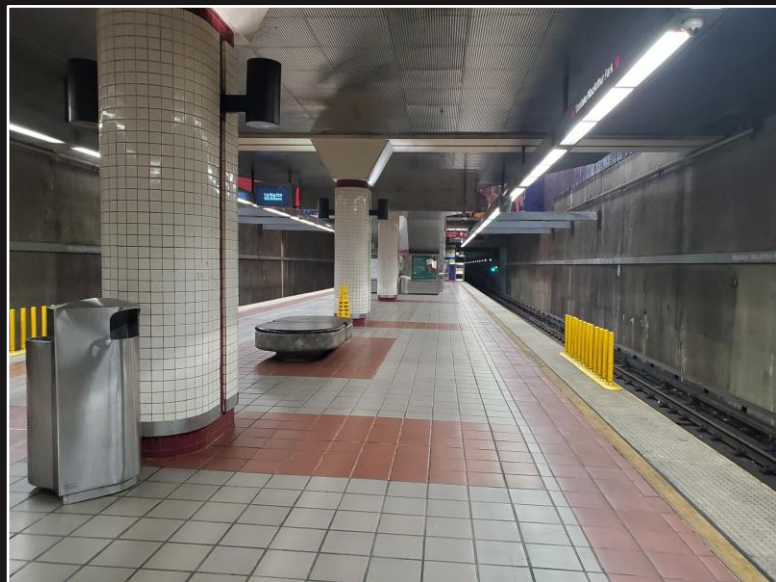
*Revised station exit/entry plan to improve fare compliance*



*Transit Security Officers for Code of Conduct compliance*



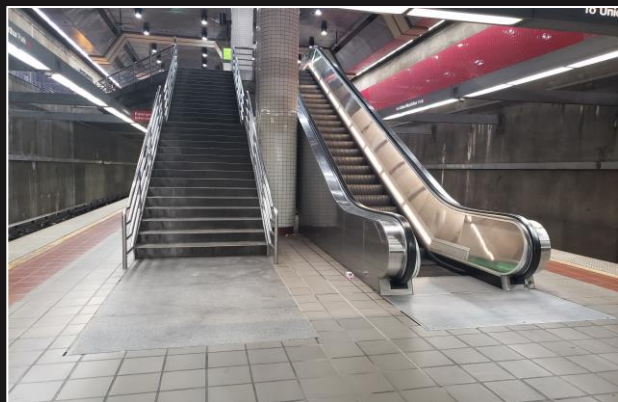
# MACARTHUR PARK | PLATFORM / TRACK LEVEL



*Overnight pressure washing, detailing, and LED lighting upgrade*



*Layered staffing approach includes Transit Ambassadors, TAP Blue Shirts, Homeless Outreach, Security and Law Enforcement; Ambassadors have deployed Narcan six times at WLMP, representing 40% of systemwide usage*



*Installed new, brighter lighting at the end-of platforms and added fresh air ventilation to reduce hiding areas and restore comfort and safety*



## MACARTHUR PARK | RIDERS SUPPORT, SOCIAL CLIMATE INPUT AND THEMES

- Conducted nearly 500 in-person, bilingual passenger intercept and online surveys on pilot interventions
  - 95% supported (or did not oppose) the new brighter lighting
  - 93% supported (or did not oppose) the increased fresh air ventilation
  - 87% supported (or did not oppose) the recently restored Metro Ambassadors
  - \*\*81% supported (or did not oppose) the playing of music through station speakers
  - 77% supported (or did not oppose) the increased police and security staffing
  - \*\*77% supported (or did not oppose) the closure of the secondary station entrance
  - \*\* *denotes even more support from Spanish speaking riders*
- Station music and Metro Ambassadors had the highest percentage of riders stating this improvement “made the experience at the station much better.”

Encuesta de la estación Westlake MacArthur Park

**Metro**

La siguiente es una lista de los cambios realizados en la estación durante los últimos seis meses. En una escala del 1 al 5, háganos saber cómo estas mejoras han cambiado su experiencia general al usar esta estación (siendo 1 "lo hizo mucho peor" y 5 "lo hizo mucho mejor", si no sabe, puede decir "yo no sé")

	1 (Lo hizo mucho peor)	2	3	4	5 (Lo hizo mucho mejor)	No sé
Iluminación más brillante en la estación.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apertura de la ventilación al aire exterior	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agregar más policía y seguridad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adición de Metro Transit Ambassadors (personal con camisas verdes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cerrar la entrada de una estación	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tocar música a través de los altavoces de la estación	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Anterior](#) [Siguiente](#)

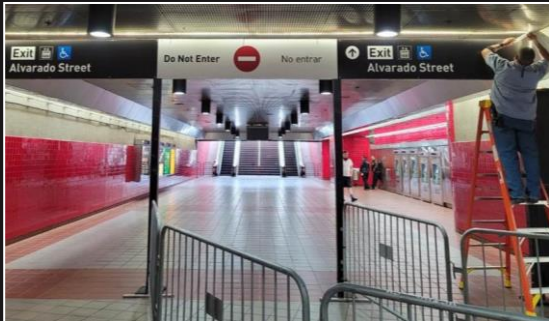
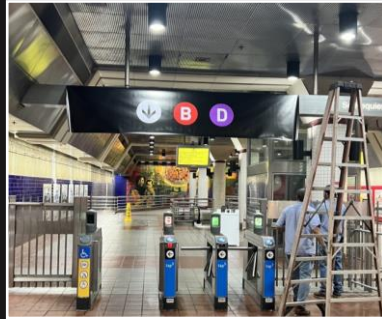
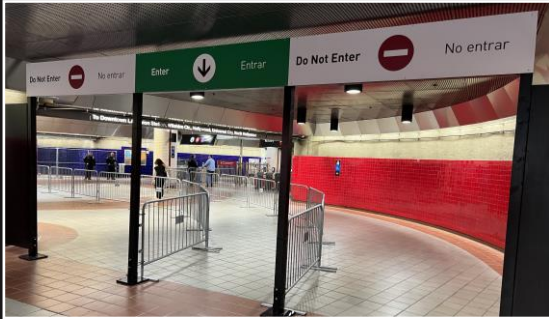
In February 2023, outreach staff collected 211 responses from area riders during the nearby Alvarado St Bus Priority Lane project

- 87% were survey participants identified as Black, Indigenous, People of Color (BIPOC)
- 83% of participants used the corridor for work or school purposes
- 94% stated that they use transit on this corridor at least 3-4 times a week.
- Largely consistent with previous results from an onboard survey conducted in 2019, as well as several recent rider intercept surveys

Over a dozen onsite vendors were interviewed

- 100% indicated they feel safer with the station improvements that have occurred
- Many vendors commented that more surveillance helps vendors and consumers feel safe

# MACARTHUR PARK | FAREGATE IMPROVEMENTS & SURVEY



- Follow-up passenger intercept survey to nearly 100 station riders
  - 98% identified as BIPOC, including 8 in 10 as Hispanic/Latino
  - 97% household total earnings under \$50,000
  - 2 in 3 surveys completed in Spanish
  - 6 in 10 riders reside within station zip code
  - 95% stated the new station entrance/exit system increased their public safety while waiting for the train on the platform
  - 94% stated the new system makes the station feel cleaner
  - 94% stated the new system makes more people pay their fare
- Many station users stated desire for additional police and security especially during late evenings, would make them feel safer at this station
- Fare collection data is consistent with customer feedback
  - Valid faregate entries **+101% increase**
  - Emergency swing gate misuse **-31% reduction**



# MACARTHUR PARK | BLENDED, HUMAN-CENTERED STRATEGIES



- Partnering with key stakeholders to address:
  - People experiencing homelessness
  - People experiencing drug addiction
  - People experiencing mental health crises
- Partnered with LA County Dept. of Health Services (DHS) to regularly host Mobile Health and Harm Reduction Clinic on-site for no-cost medical and substance abuse treatment to people experiencing homelessness
- Engaged with longtime partner People Assisting the Homeless (PATH) to deploy Multidisciplinary Outreach Teams (MDTs) to conduct multiple visits each day
- Contracted law enforcement partners augment efforts to assist people in mental health crisis through the LAPD Homeless Outreach and Proactive Engagement (HOPE) Team and Mental Evaluation Unit (MEU) and LA County Sheriff's Department (LASD) Mental Evaluation Team (MET)
- Partnering with LA County Supervisorial District 1 and LA City Council District 1 to bring community pop-up event incorporating new, uplifting programming activations



**Metro**



## MACARTHUR PARK | NEXT STEPS

- Staff developing recommendations for potential expansion of effective elements to other stations
- Developing criteria which would include ridership, public safety data, cleanliness and functionality data, homeless outreach data, frontline employee feedback and stakeholder input
  - 7<sup>th</sup> St/Metro Center
  - Pershing Square
- Continue to explore site-specific station activation programs with communities
  - Willowbrook/Rosa Parks Small Scale Retail Pilot Program
  - Metro Bike Hub
  - Farmer's Market and monthly community events
- Staff will return to the Metro Board with a proposed project cost, scope and funding sources in Fall 2023



## Board Report

**File #:** 2023-0406, **File Type:** Informational Report

**Agenda Number:** 30.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 20, 2023

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

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

#### **ISSUE**

In June 2020, the Board approved motions directing Metro staff to form an advisory committee that would contribute to developing a community-based approach to public safety on the transit system. This Board report provides a quarterly update on the work of the Public Safety Advisory Committee (PSAC).

#### **BACKGROUND**

Metro established the first cohort of PSAC as a pilot on April 7, 2021. During their 16-month term, they provided guidance on the development of a community-based approach to public safety, provided input on the development of the multi-agency policing contract renewal, reviewed the Customer Code of Conduct, input on Metro's mission and value statements regarding public safety, and guided the establishment of Metro's Transit Ambassador's program, among other accomplishments. Given that PSAC was established to cover specific objectives over a designated time period, their work concluded on August 17, 2022. At the September 2022 Board meeting, the CEO provided a report with recommendations to continue the PSAC. The second cohort was established on February 25, 2023, and will serve for two years through February 2025.

#### **Executive Committee**

PSAC elected an executive committee to serve from February 2023 to February 2024.

Jeremy Oliver-Ronceros, Chair

Misty Wilks, Vice-Chair

Catherine Baltazar, Secretary

#### **Work Plan Objectives**

On April 3, 2023, the PSAC Executive Committee met with CEO Wiggins to co-develop the committee's work plan for the first year. The work plan outlines five objectives that frame the scope of work of the PSAC to enhance the customer experience by addressing safety concerns on the

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system. Under each objective, the PSAC Executive Committee with Metro staff and the CEO have identified key strategies that the committee can review, evaluate, and/or help initiate.

## **DISCUSSION**

On May 4, 2023, the PSAC held its fourth general meeting with two informational agenda items and one agenda item for committee approval. The System Safety and Law Enforcement (SSLE) Department presented an update on Metro's Public Safety Department Feasibility Study. Staff presented the approach to the feasibility study, an overview of other transit agencies with in-house safety departments, and key potential benefits such as accountability and autonomy over deployment. Comments from members included concerns about resource allocations when restricted to an in-house safety department, preference for a 'public safety department' as opposed to a 'police department', and a suggestion for community oversight as an accountability piece to implementation.

The Office of Civil Rights in partnership with Metro's Accessibility Advisory Council (AAC) presented on Metro's programming and initiatives to improve the ridership experience for people with disabilities. The committee heard directly from AAC Chair, Cynde Soto, and from AAC member and Aging and Disability Transportation Network (ADTN) member, Carrie Madden; both who are transit dependent life-long riders. Comments from members included the desire to see more emphasis on developmental disability mental illness training for security officers and Metro Ambassadors. Members expressed the desire to establish strong working relationships with AAC to identify safety concerns specific to people with disabilities.

At this meeting the committee approved integration of staggered terms into the PSAC Charter and Bylaws. For continuity, cohorts will be staggered in two-year terms, with the current cohort in place between February 2023 through February 2025. The current PSAC cohort will serve a two-year term, with seven members offered the opportunity to serve a third year and set into motion a staggered term that would facilitate institutional memory.

Six motions passed at the May 4<sup>th</sup> PSAC meeting.

1. Request for update on Metro's Public Safety Department Feasibility Study.
2. Request for information on Metro Bus Stop Cleanliness and Safety Standards.
3. Request for information on Metro Bus stop and bus shelter responsibilities.
4. Request for Metro to Contact Mental Health Organizations and Gather Information on Ridership.
5. Request for information on Metro Bus CCTV monitoring.
6. Request for information on Metro's / LAPD's fare-check policy and procedures.

On June 1, 2023, the PSAC held their fifth general meeting with three informational agenda items. Metro's Office of Homeless Initiatives gave a briefing on Metro's approach to supporting unhoused riders by offering various support services. Staff reported on the expanded number of outreach teams, an encampment response and abatement program, a social work licensure partnership, and a pilot services hub. Comments include one member stating that this was the most excited they have been about Metro's approach to homelessness and one member who works at Los Angeles Homeless Services Authority (LAHSA) was very pleased with the update. Members had questions

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about services provided across jurisdictional boundaries, about what happens when unhoused riders refuse services, and concerns about loss of property during encampment clean ups.

Metro's Operations Department provided PSAC with an update of the Westlake/MacArthur Park Station Pilot Interventions. Staff presented preliminary data showing improvements in public safety with reports showing decreased vandalism and a support sentiment from station users surveyed by Metro. Comments from members included a recommendation to Metro staff to ensure that ADA accessibility is maintained as the station access has been rearranged, and positive responses to the pilot program's improved lighting and partnership with PATH and Metro Ambassadors. One concern raised during this presentation was for the arrest statistics published for the Westlake/MacArthur Park Station, showing that 20 out of 25 arrests at this station during the month of February 2023, were of black men.

The SSLE Department presented an update on Metro's Drug-Free Campaign piloting drug use reduction interventions on the system. Staff presented tactics to increase safety, cleanliness, and highlighted decreases in customer complaints and Transit Watch App reports. Staff reported the program taking a holistic approach by offering eligible offenders a drug diversion program as well as mental health social services to those experiencing drug addiction.

Comments from members included gratitude towards SSLE from an ex-officio member who works as a supervisor and understands the daily safety risks to bus operators, one member recommended that SSLE utilize the health van deployed at Westlake/MacArthur Park as a resource at other high-priority stations, and one member expressed concerns of fear tactics being used to justify over policing.

There were three motions passed at the June 1<sup>st</sup> PSAC meeting.

1. Request for information on recent transit arrests data disaggregated by ethnicity.
2. Request that Metro invite the LAPD to speak to PSAC regarding outcomes for people who are offered the Drug Diversion Program.
3. Request that Metro invite AAC members to share their experiences with accessibility at the Westlake/MacArthur Park Station during the pilot interventions program.

On July 6, 2023, SSLE presented the latest update on Metro's Public Safety Department Feasibility Study including direction received from Metro's Board of Directors. PSAC members had a discussion with considerations for the implementation plan. Members were asked what role they see for riders in the development of an implementation plan, how they would ensure that Metro's values of public safety are front and center, and how PSAC would consider addressing community concerns to a Public Safety Department.

Comments from PSAC members included a recommendation for Metro to consider establishing an oversight committee for the law enforcement component of the Public Safety Department. Members recommended that SSLE ensure inclusion of feedback from people with physical and developmental disabilities in the formation the implementation plan and in the creation of the department. Lastly, members shared support of a "public safety" and "community safety" department rather than using the term "law enforcement", as elements of public safety may not always include armed law enforcement.

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The meeting included a facilitated conversation planning for a PSAC Community Listening Session. Members suggested that Metro staff and PSAC meet riders where they're at, through tabling and other in-person strategies to gather safety concern and ideas for improving public safety. The PSAC Executive Committee and Metro staff are planning for the first Community Listening Session in September 2023.

## **EQUITY PLATFORM**

One of Metro's goals is for the second PSAC cohort to represent community voices from across the county as a part of Metro's safety policy introduction, implementation, and evaluation processes. As riders from throughout LA County, members of this committee have a unique and expert perspective on how the everyday rider experiences safety policies and programs on our system. As an advisory body committed to equitable safety outcomes across the system, as noted above, PSAC's feedback and recommendations to presenters during the past couple of months have elevated consideration for riders with disabilities, especially during station reconfigurations such as that at Westlake/MacArthur Park. Members have requested Customer Experience Survey data specific to youth and older adults to identify key concerns from these age demographics. Members have also requested arrests data disaggregated by ethnicity and crime type to identify if over-policing is a concern.

As part of PSAC's mission to take an equitable approach to public safety, at the July 6th meeting, members will be discussing logistics and planning for a PSAC listening session. The listening session is intended to gather community feedback and input on key safety initiatives such as Metro's Westlake/MacArthur Park Pilot interventions and Metro's Feasibility Study to establish an in-house Public Safety Department.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The PSAC work supports Goal 2:  
Deliver outstanding trip experiences for all users of the transportation system.

Metro's Vision 2028 second 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. To achieve a safe system, Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships. The PSAC is a key component of 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**

To ensure that the priorities of the Board are met, the CEO will continue to meet with the PSAC Executive Committee monthly.

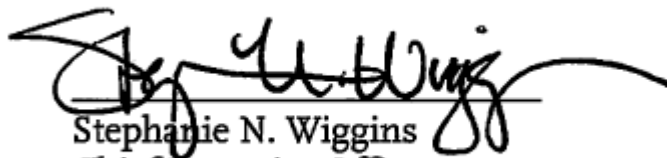
## **ATTACHMENTS**



Attachment A - PSAC May and June 2023 Motions and Responses

Prepared by: Jefferson Isai Rosa, Manager, Community Relations, (213) 922-7249  
Yvette Rapose, Deputy Chief, Customer Experience, (213) 418-3154

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



Stephanie N. Wiggins  
Chief Executive Officer

## **Metro Public Safety Advisory Committee (PSAC)**

### **May 4, 2023 General Meeting Motions**

#### **1. Request for Report Back on Metro's Public Safety Department Feasibility Study.**

**Motion:** Share Feasibility Study with PSAC Committee after it is brought to Metro Board this month.

**Staff:** Imelda Hernandez

**Dept:** SSLE

**Response:**

The feasibility study report back to the Board has been pushed from May to June's Board meeting. This will be available to come back to PSAC in July 2023.

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#### **2. Request for information on Metro Bus Stop Cleanliness and Safety Standards.**

**Motion:** Share guidelines for Metro bus stop standards regarding cleanliness & safety.

**Staff:** David Daniels

**Dept:** Facilities Maintenance - Stops & Zones Department

**Response:**

Metro does not implement standards or guidelines for cleaning bus stop zones. Bus stop zones include sidewalks and bus stop amenities which fall under the jurisdiction of each city's Department of Public Works (DPW). Each city's DPW has internal maintenance or contracts with vendors that are responsible for cleaning street furniture and the surrounding sidewalks.

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#### **3. Request for information on Metro Bus stop and bus shelter responsibilities.**

**Motion:** Request to have a briefing on universal bus stop design. Who is in charge? What will it look like? How does that collaboration work with the various cities.

**Staff:** Patty Soto

**Dept:** Customer Experience

**Response:**

Metro serves over 12,000 bus stops throughout Los Angeles County. There are 88 cities, and each jurisdiction owns and maintains bus shelters in its own way. In most cases, Metro only owns the bus stop poles where it places its bus blades with bus line information. Metro is increasing its regional

collaborative efforts in planning, designing, and maintaining bus stop improvements through several efforts: 1) developing a Bus Stops Initiative Sketch Plan to share best practices, including accessible design; 2) identifying opportunities to assist cities in overcoming challenges through technical assistance, grant MOUs, and funding; and 3) building partnerships across the region with government, non-profit, and community-based organizations to build support for a regional bus stop vision. To learn more about bus shelter design and how they are selected for placement, it is recommended you contact that jurisdiction directly. In the City of Los Angeles for example, jurisdiction falls under the purview of Public Works.

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#### **4. Request for Metro to Contact Mental Health Organizations and Gather Information on Ridership.**

**Motion:** Reach out to organizations working in the Alzheimer's, dementia, traumatic brain injury, intellectual disability, mental illness, and autism spectrum space to facilitate providing information on this ridership community to PSAC.

**Staff:** Benjamin Alcazar

**Dept:** Office of Civil Rights

**Response:**

Metro's Office of Civil Rights is proactively supporting outreach efforts for Metro's Accessibility Advisory Committee (AAC) with the goal of increasing diversity of membership to include individuals with neurological, mental, psychiatric, and developmental disabilities, as well as those who may be within the autism spectrum. Part of this work has been in partnership with the Aging and Disability Transportation Network (ADTN). The Office of Civil Rights will work with AAC and ADTN on how to gather feedback from individuals with disabilities listed above, with a focus on their challenges while using the Metro system and services, particularly those that relate to safety and security. This summer 2023 the Office of Civil Rights is supporting ADTN outreach, which includes a survey soliciting creative and innovative ideas to better meet the needs of older adults and persons with disabilities.

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#### **5. Request for information on Metro Bus CCTV monitoring.**

**Motion:** Update Committee with more information regarding the CCTV monitoring that previously existed on buses and eventually transferring to a closed captioning system.

**Staff:** James Pachan

**Dept:** Operations, Maintenance

**Response:**

##### **Background**

Installation of on-board video surveillance and recording on the Metro bus fleet began 25 years ago and has now become an industry standard for several reasons, including safety and security of passengers and bus operators, verifying bus operator compliance with rules and procedures, recognizing operators who provide exceptional service to our customers, and investigating accidents, complaints, and criminal incidents. The video solutions evolved over time as cameras, resolution, and recording features improved, and incident triggered video devices (SmartDrive) came onto the market. These new systems help to define events rather than searching video to identify and validate an incident.

### Camera/Video Recorder Types

Metro has two types of camera/video systems installed on the Metro revenue bus fleet. Depending on the bus size, the systems have a total of between 9 and 16 cameras installed on the interior and exterior of the bus. The cameras are installed in locations that capture and record front (Street traffic events) and rear (Interior bus operator/patron incidences). The events are recorded when a certain g-force threshold is met for a traffic event, or manually by the bus operator for internal bus operator/patron incidences. These recordings are captured on the camera itself and downloaded upon arrival to the bus division. Videos can be retrieved for viewing and captured in a format suitable for evidentiary purposes.

### Live View Capabilities

With the exception of the older fleet of ninety-five articulated buses, all Metro buses are being equipped with Live View systems that allow for remote viewing of camera video with offsite recording capabilities. This Live View capability has been activated on over 1,000 buses to date with the remainder of the fleet in process. Metro currently has a fleet of 1,911 buses in direct operation.

### Monitor Display Security System

As a component of the bus CCTV system, newer buses have interior monitor screens. The monitor screens were placed to visually inform passengers of the camera security system on buses. To date 1,435 buses of the total 1,911 buses are equipped with monitor screens, as older buses are retired from the system the number of buses with monitors will increase.

Sample of monitor:



**6. Request for information on Metro's / LAPD's fare-check policy and procedures.**

**Motion:** Update Committee regarding random fare checks being performed within the system that are causing commute issues for riders.

**Staff:** Imelda Hernandez

**Dept:** SSLE

**Response:**

Fare enforcement is conducted by Metro's Transit Security Officers whose procedure is to confirm proof of fare payment. LAPD is not conducting fare enforcement. In response to a 270% (year over year January) increase in trespassers and illegal drug use on the rail system, LAPD is performing visual confirmation of possession of a TAP card and that is the extent of the interaction regarding fare. The majority of individuals who were arrested for drug-related crime did not produce a TAP card after their arrest. LAPD has been instructed to perform the fare checks equitably, meaning when performing a visual confirmation, it is to occur with all riders in the rail car or bus. At no time is train or bus service to be held up to conduct a fare check.

## Metro Public Safety Advisory Committee (PSAC)

### June 1, 2023 General Meeting Motions

#### 7. Request for transit arrest data disaggregated by ethnicity.

**Motion:** Request the most recent data from Metro regarding transit arrests broken down by ethnicity.

**Author Member:** Olga Lexell

**Responding Staff:** Isai Rosa

**Dept:** Customer Experience

**Response:**

During the May Board meeting Director Bass requested a multi-year report of arrests on the system, highlighting demographics and crimes committed. The report will be shared at the July Board meeting. That report will be shared with PSAC.

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#### 8. Extend an invitation to LAPD partners to share Drug Diversion Program Experiences with PSAC.

**Motion:** Invite the LAPD to speak regarding outcomes for people who are offered the Drug Diversion Program. The PSAC is interested in knowing how cases are handled when our law enforcement partners provide resources and who is qualified for the Drug Diversion Program.

**Author Member:** Brandon Cheng

**Responding Staff:** Patty Soto

**Dept:** Customer Experience

**Response:**

Staff will work with the PSAC Executive Committee to identify key interest points to share with LAPD along with an invitation to present at a future PSAC meeting.

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#### 9. Request for information on Metro Bus stop and bus shelter responsibilities.

**Motion:** invite Accessibility Advisory Council (AAC) members to share their experiences with the MacArthur Park Station Pilot Program.

**Author Member:** Cadis Welch

**Responding Staff:** Jefferson Isai Rosa

**Dept:** Customer Experience

**Response:**

Staff has reached out to Office of Civil Rights and AAC with an invitation to members with experience using Westlake MacArthur Station. An AAC speaker has been added to the August 2023 agenda.





**Metro**

***Public Safety Advisory Committee (PSAC)***

# PSAC Feedback to Metro Initiatives

**May 4, 2023**

## Metro's Public Safety Department Feasibility Study

- Concerns expressed over resource allocations when restricted to an in-house safety department.
- PSAC expressed preference of a 'public safety department' as opposed to a 'police department'.
- Suggestion for community oversight as an accountability piece to implementation.

## Metro's Safety Initiatives for People with Disabilities

- Desire to see more emphasis on developmental disability and mental illness training for Metro security officers and Metro Ambassadors.
- Desire to establish strong working relationships with AAC to identify safety concerns specific to people with disabilities.



# PSAC Feedback

**June 1, 2023**

## Metro's Homeless Initiatives

- Excitement about Metro's approach to homelessness and appreciation for the update as well as concerns about loss of property during encampment clean-ups.
- Members had questions about services provided across jurisdictional boundaries as well as what happens when unhoused riders refuse services.

## Metro's Westlake/MacArthur Park Station Interventions (Update)

- Recommendation that Metro staff ensure that ADA accessibility is maintained as the station access has been rearranged.
- Positive responses to the pilot program's improved lighting and partnership with PATH.
- One concern was raised over the arrest statistics published for the Westlake/MacArthur Park Station, showing that 20 out of 25 arrests at this station during the month of February 2023, were of Black men.

# PSAC Feedback

## June 1, 2023 Continued

### Metro's Drug-Free Campaign, 90-Day Report Back

- Gratitude expressed towards SSLE from an ex-officio member who works as a supervisor and understands the daily safety risks to bus operators.
- Recommendation that SSLE utilize the health van deployed at Westlake/MacArthur Park as a resource at other high-priority stations.
- PSAC members approved a motion to extend an invitation to LAPD partners to share their experience with this effort and the drug diversion program.

# PSAC Feedback

July 6, 2023

## Metro's Public Safety Department Feasibility Study (Next Steps)

- Recommendation that SLLE reference the CX Survey results as community guidance.
- Recommendation that Metro establish an oversight committee for the law enforcement component of the Public Safety Department.
- Recommendation that SSLE ensure feedback from people with physical and developmental disabilities in the formation of the department.

## PSAC Listening Session

- Metro partner with existing community events for community input.
- Suggestion that school districts and community colleges be invited to the PSAC Listening Session so that student voices and experiences are heard.
- Hosting the PSAC Listening Session within an Equity Focused Community (EFC) ensuring that those with limited mobility options can attend in person.

# Upcoming Topics

## August 2023 & Upcoming Agenda Priorities

- Station Interventions: Westlake/MacArthur Park
- Transit Community Safety Department
- Metro Bus Riding Teams
- PSAC Listening Session
- Metro Ambassadors
- Metro Crisis Response Teams



Thank You



Metro



## Board Report

**File #:** 2023-0413, **File Type:** Informational Report

**Agenda Number:** 31.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

**JULY 20, 2023**

**SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

#### **ISSUE**

Metro is committed to providing outstanding trip experiences for all users of the transportation system. In furtherance of Vision 2028 Goal, Metro is implementing a multi-faceted plan to improve safety and the perceptions of safety for both riders and employees. The following summarizes current initiatives aimed at accomplishing this objective and recent public safety trends.

#### **BACKGROUND**

At its February 2022 meeting, the Board received and filed a Reimagining Public Safety Framework (Framework) which outlines a human-centered approach to public safety guided by the principle that everyone is entitled to a safe, dignified, and human experience. This Framework reflects Metro's Public Safety Mission and Values statements which were adopted by the Board in December 2021. In March 2023, the Board adopted a revised Code of Conduct and a Bias-Free Policing Policy and Public Safety Analytics Policy.

These actions align with numerous initiatives to improve safety and the perception of safety on the system, including the increased, strategic, and layered deployment of personnel (comprised of customer-centered ambassadors and community intervention specialists, as well as transit security and law enforcement) and the piloting of safety and security interventions to address specific concerns (e.g., drug use and crime) on the system.

#### **DISCUSSION**

System Security and Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system and works in coordination with other departments, including Operations and Customer Experience, to implement strategies to advance this objective. Following is a snapshot of May activities and data, which is the most recent month for which systemwide law enforcement data is



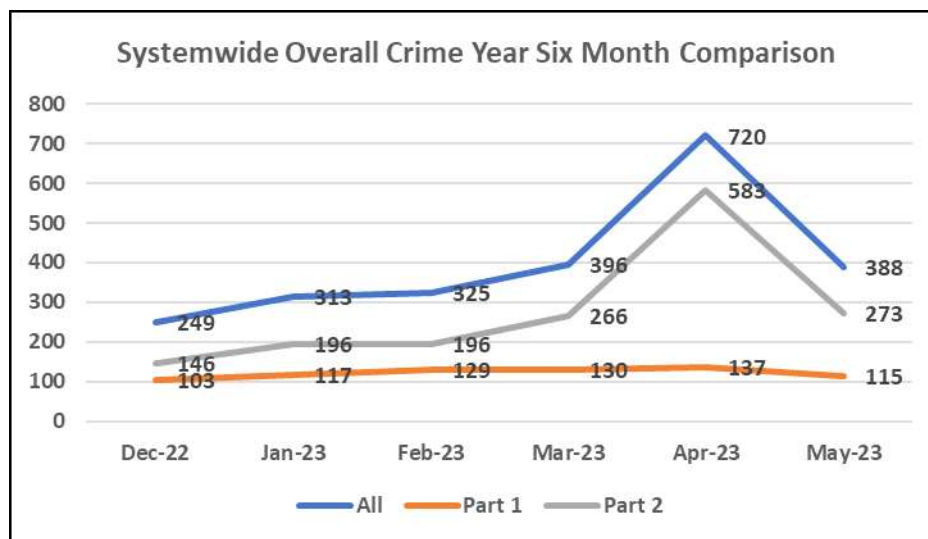
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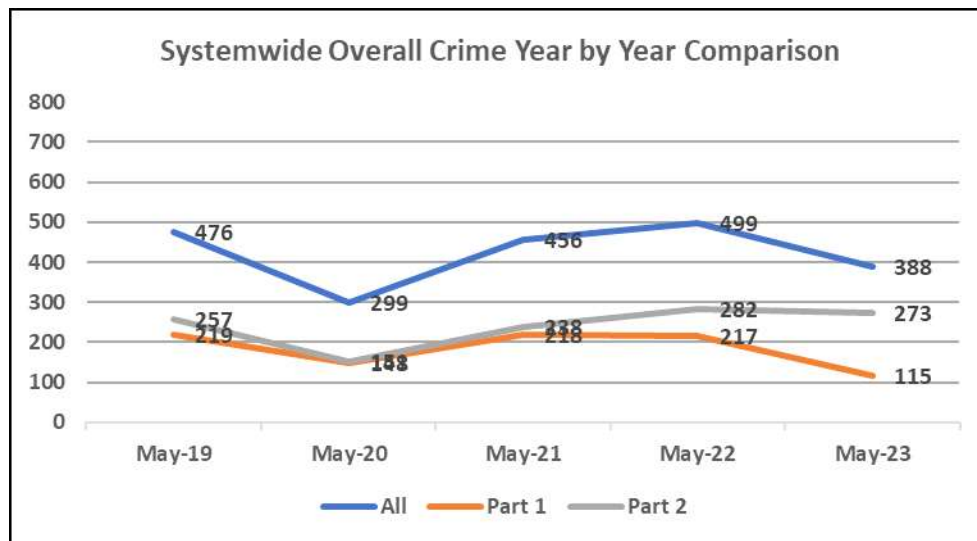
## ARREST AND CRIME TRENDS AND STATISTICS

Throughout May, Metro maintained an increased law enforcement presence system wide, consistent with Metro's goal of maintaining increased visibility and promoting rider compliance with Metro's Code of Conduct.

The following highlights were noted:

Overall, across the system, Crimes Against Persons, Property, and Society all showed decreases when compared to April 2023. In comparison with April 2023, overall crime on the system decreased by 46% (388 vs 720) and by 22% (388 vs 499) when compared to May 2022. Even more significant, crime on the system was below pre-pandemic levels in 2019 by 18% (388 vs 476). Crime on rail decreased by 53% (268 vs 572) and by 13% on bus (87 vs 100) when compared to April 2023.





Crimes Against Persons decreased systemwide by 32% when compared to April 2023. The most notable decrease was in aggravated assaults, which fell by 50% systemwide (23 incidents in May) when compared to April and March 2023 (46 and 48 incidents respectively).

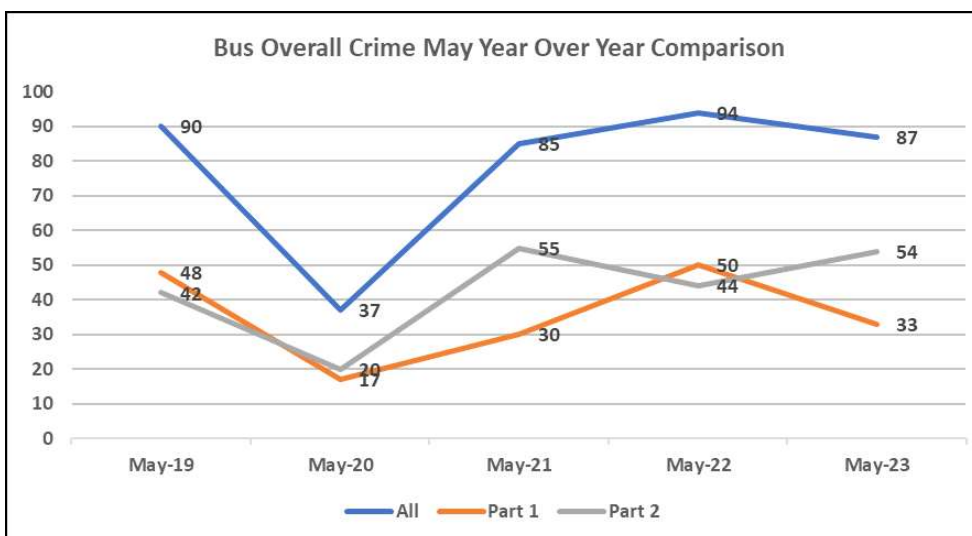
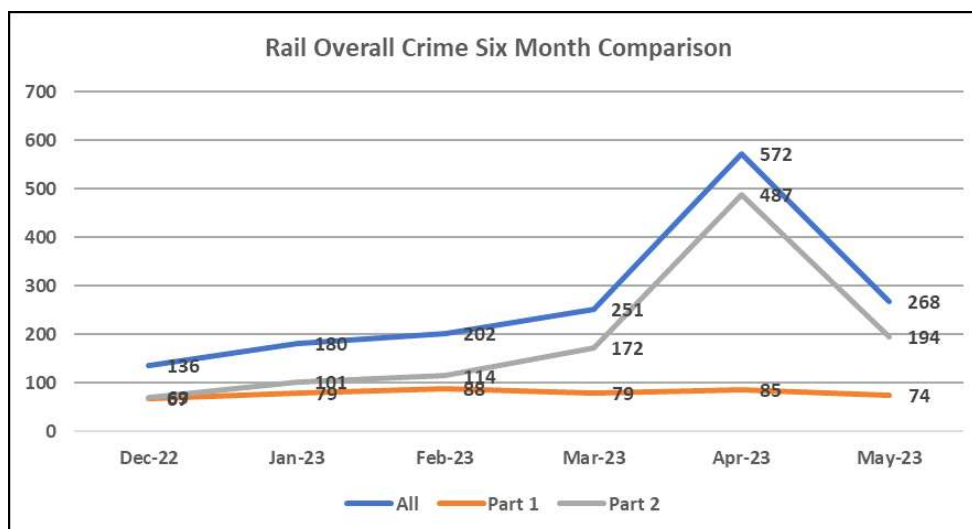
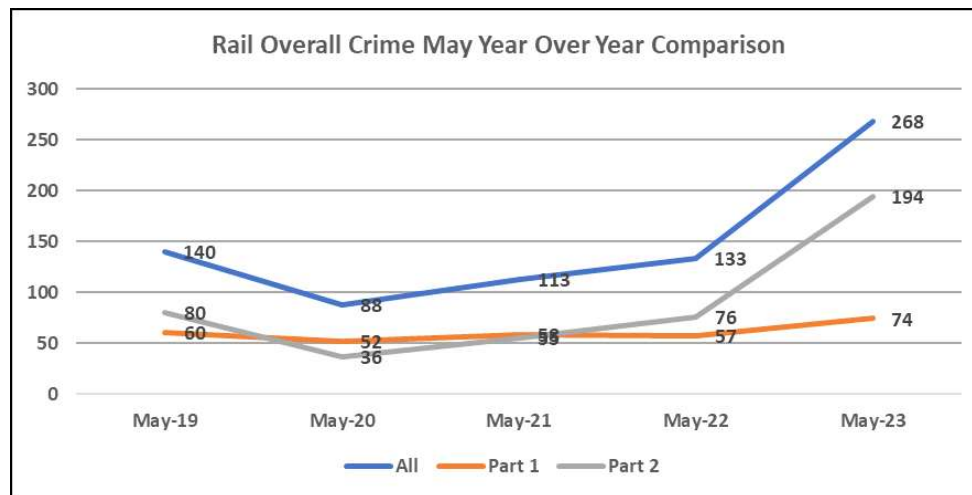
Property crimes dropped 5% (45 vs 47) when compared to April 2023. An analysis of property crimes indicated that cellphone theft remains a prevalent issue systemwide.

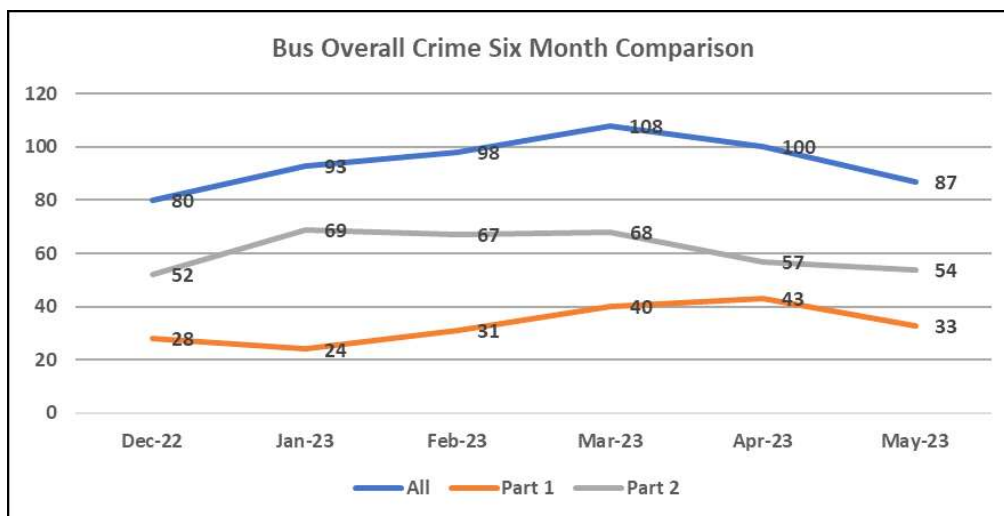
The long-term success of the Drug-Free Campaign and Supplemental Deployment efforts were demonstrated by a reduction of narcotics, trespassing, and weapons related arrests systemwide, particularly on the rail system. Systemwide narcotics arrests decreased by 57% (26 vs 61) when compared to April 2023. The 68% decrease in trespassing arrests (123 vs 389) affirmed that Metro's approach has been effective at creating a non-permissive environment for loitering, sheltering, and illicit activity on the system.

There was also a 33% decrease (10 vs 15) in weapons related arrests systemwide between May and April.

The following charts summarize year over year and biannual trends on the rail and bus system.







At the April meeting, the Board asked for a report on arrests, citations, and warnings demographics over the past two years. Attachment F provides a summary of the findings and recent trends, inclusive of the raw data.

## OPERATOR SAFETY

Metro maintains zero tolerance for any assault on any Metro employee. To improve operator safety, SSLE began the rollout of Transit Security Officer Bus Riding teams that will ride the top 10 bus lines, where the highest number of assault incidents have occurred over the last six months. This effort aims to mitigate operator assaults while Metro continues to onboard the additional 48 TSOs who will serve as dedicated bus riding teams.

The decline in operator assaults continued during the month of May (8 assaults) compared to April (15 assaults) and March (23 assaults). While no number of assaults is tolerated, the rate of assaults in May is consistent with historic averages, as shown in Figure A. The type of assaults that occurred in May are summarized in Figure B, which includes an incident in which a bus operator was left in critical condition after being stabbed by a patron with a knife in Woodland Hills. The suspect responsible for the assault was quickly apprehended by law enforcement. The ongoing increased presence of safety officers on buses is designed to prevent operator assaults from occurring in the future.

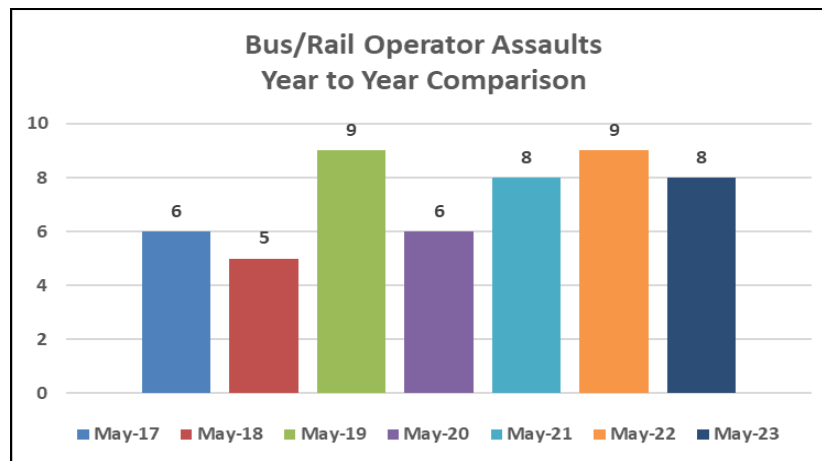


Figure A: Bus/Rail Operator Assaults Year to Year Comparison

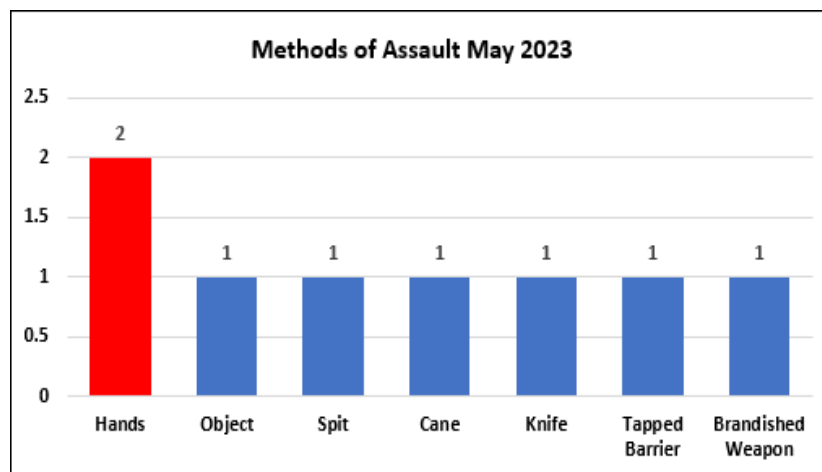


Figure B: Methods of Assault

### ***Bus Engagement Spotlight***

On May 27, 2023, LASD deputies responded to Atlantic Boulevard and Whitter Boulevard in East Los Angeles regarding an bus operator incident in which the bus operator was threatened with assault and subsequently robbed of their sunglasses and watch. The suspect fled the scene on a blue BMX-style bicycle. The operator was not harmed during the incident. Based on the information provided by the operator, LASD recognized that the description matched a suspect for a robbery that had occurred earlier in the day. LASD was able to apprehend and arrest the suspect for criminal threats and robbery.

### **DRUG-FREE CAMPAIGN UPDATE**

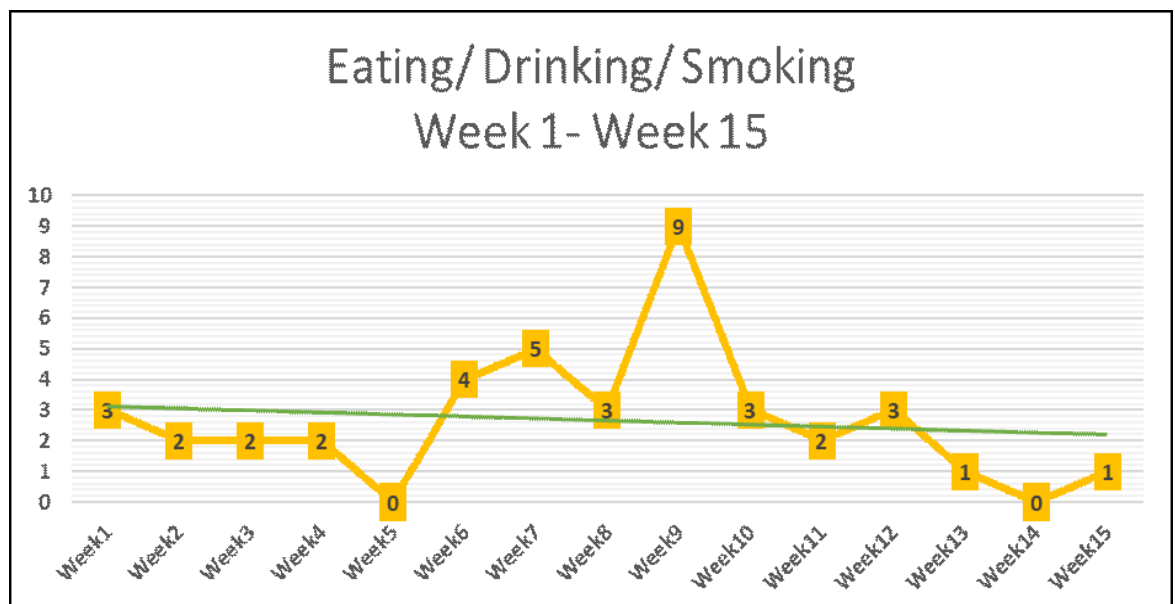
On February 13, staff launched the Drug-Free Metro Campaign to curb open drug use on the system and drug overdoses attributed to the regional fentanyl epidemic. The compliance campaign continued throughout May.

The goals of the campaign are as follows:

- Remove individuals arrested for committing crimes on our system, with a particular focus on drug crimes.
- Significantly decrease drug sales, usage, and overdoses on trains, platforms, and in stations.
- Remove individuals who are not using the system for the purpose of transportation.
- Increase the feeling of safety for our riders and employees.
- Increase cleanliness and the overall customer experience on targeted lines.
- Decrease crime while taking a holistic approach by offering eligible offenders a drug diversion program and necessary mental health/social services for people experiencing homelessness and suffering from drug addiction.

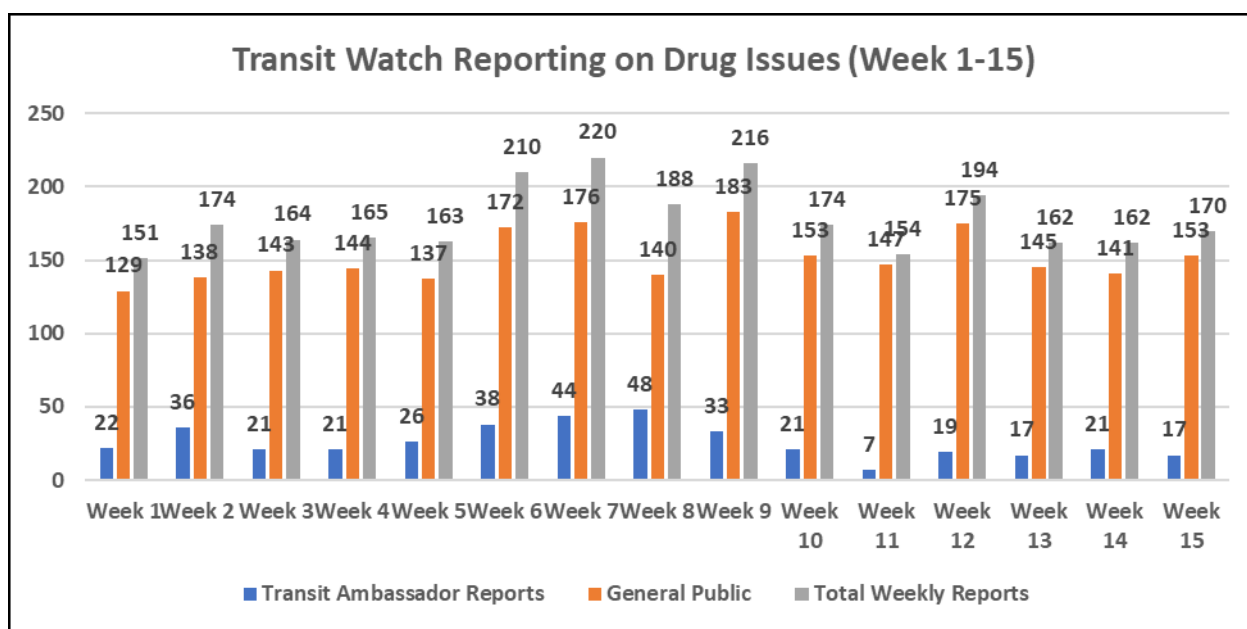
During the reporting period of 2/13/2023-05/31/2023 (May is represented by Weeks 12- 15), the campaign resulted in:

- 514 citations and 386 warnings related to Eating/Drinking/Smoking violations (the category which captures drug/narcotics related activity) issued by Metro Transit Security. In May, there were 5 citations issued - a sharp decline from previous months



- 330 drug related arrests by law enforcement by 05/31/2023. 42 of those arrests occurred during the month of May. The month of May saw a gradual decline of drug related arrests when compared to the first two months of the campaign.

- The Customer Call Center received a total of 82 complaints about drugs on the Red/Purple (B/D) Lines through week 15 of the Drug-Free Campaign. In prior reports, it was noted the previous average of drug-related complaints per month was 30, which would equate to 120 complaints over a 4-month period. Only 12 complaints about drugs on the Red/Purple lines were submitted during the month of May. To date, the efforts of the Drug-Free Campaign have reduced complaints by nearly 32%.
- SSLE reviewed Transit Watch app reporting during the month of May and found that Transit Ambassador and General Public reporting had dropped by 12% from Week 12 to Week 15 of the Drug-Free Campaign.



Metro continues to receive anecdotal and social media feedback from riders and employees that the campaign's efforts are helping to ensure a better experience for transit customers. Staff will continue to monitor local trends and their impact on the Metro system.

### **B/D (RED/PURPLE) LINE SUPPLEMENTAL DEPLOYMENT**

On Monday, April 24, Metro began a supplemental deployment of LASD and LAPD on the Red/Purple (B/D) Lines to improve visible presence, reduce crime, and advance the perception of safety among customers and employees.

LAPD and LASD deployed their homeless outreach services teams to connect those experiencing homelessness with services and providers which resulted in outreach to 580 individuals, of which 348 was accepted in May. In total, the homeless outreach teams have offered services to 979 individuals, with 573 services acceptance.

Below are the results of the efforts as of 05/31/2023, which are tracked separately from the Drug-Free Metro Campaign:

- Citations: 386\*
- Warnings: 661\*
- Arrests: 234
- Ejections: 8,427

\*Note that the citations and warnings are for trespassing and loitering violations.

On May 10, 2023, LASD deputies were assisting with a B-Line operation at the 7th St/Metro station. They detained a male suspect who was attempting to evade fare. The suspect stated he was on active parole for robbery. While conducting a parole compliance search of the suspect's backpack, deputies recovered multiple new items which had price tags affixed to them. Deputies contacted the retail store the items belonged to and spoke to the loss prevention manager who said that earlier in the day a male came into the store and stole some items. Based on the information provided by the loss prevention manager, LASD took the suspect into custody.

## **TRAINING ACTIVITIES**

On May 12, 2023, SSLE hosted a multi-jurisdictional exercise with LASD and LBPD at the C-Line Redondo Beach station. The exercise featured multiple variations of short criminal activity and active shooter/assault scenarios designed to test rapid response and interagency communication and coordination. TSA's Visible Intermodal Prevention and Response (VIPR) Team, Customs Border Patrol Special Response Team, LAWA, and El Segundo's SWAT also participated. These exercises continue to strengthen the incident response coordination between multiple jurisdictions on Metro's rail system.

## **METRO AMBASSADOR PROGRAM UPDATE**

Metro Ambassadors' job is to support our riders, connect riders to resources, and report incidents or maintenance needs. Metro Ambassadors were deployed on the A Line, B Line, C Line, D Line, K Line, the former L Line, and J Line (Silver), as well as bus lines 210, 40, 20, and 720.

Since they were certified and equipped to carry and administer Narcan starting on 4/17/23 and up to 5/31/2023, Metro Ambassadors have reported five Narcan incidents to date:

- 4/20/2023 - North Hollywood Station
- 4/21/2023 - Hollywood / Vine Station
- 5/11/2023 - Westlake/MacArthur Park Station
- 5/19/2023 - Westlake/MacArthur Park Station
- 5/27/2023 - Westlake/MacArthur Park Station

New deployment: As of 5/19/2023, there are three Metro Ambassador teams per shift deployed at the Westlake MacArthur Park Station supporting customers as part of the 30-day faregate compliance pilot plan. This is in addition to the 3 riding teams assigned to the B (Red line).

**By the numbers - Reporting Period: 5/1/2023 - 5/31/2023**

Metro Ambassadors conducted 60,972 customer interactions and reported the following:

- 1337 cleanliness issues
- 298 elevator and escalator problems
- 355 graffiti incidents
- 200 safety issues

**Here are a few highlights that reflect the work Metro Ambassadors are performing:**

**Report received via Metro Customer Relations on 5/19/2023.** Customer wrote: "Hello LA Metro. Thank you for adding ambassadors to trains and stations! Terrific. Makes a huge difference. Ambassadors are kind, friendly, and welcoming. Well done. Great employees. I make it a point to stop and thank them all the time. The despair I felt on trains is lifting. Feels, safer, cleaner, and less stressful on trains. Energy is different! Amen! Hope Metro does the same for buses in some form. And please keep ambassadors in place. Thank you again LA Metro "L. Schneider".

**05/19/2023, On A Line Rail Car, 07:15AM.** A fight broke out on the train, and the Metro Ambassadors notified the rail operator via the Emergency Call Button located inside the rail car. Law Enforcement showed up at LATTC Station and asked the riders involved in the incident to leave the train. Ambassadors continued with their assignment.

**05/25/2023, Westlake/MacArthur Park, 8:10 AM.** The Metro Ambassadors came across an elderly customer on crutches, at the street level, who was struggling to get to the platform. So, they went over to help him and asked where he was heading. The customer advised he was headed to North Hollywood. The Ambassadors assisted this customer down to catch the B-Line to North Hollywood. One of the Ambassadors carried the customer's items down to the platform and they ensured that he got on the train safely. The man was thankful for the Ambassadors' help.

## **EQUITY PLATFORM**

Metro continues to implement a multi-layered public safety model which takes a cross-disciplinary approach to addressing the various safety needs of the system with the involvement of transit security, law enforcement, ambassadors, and homeless outreach teams. Metro will continue to analyze demographic trends regarding citations and arrests in line with the agency's Bias-Free Policing Policy and Public Safety Analytics Policy.

## **NEXT STEPS**

SSLE continues to monitor our law enforcement partners, private security, and Transit Security

Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

## **ATTACHMENTS**

Attachment A - Total Crime Summary May 2023

Attachment B - Systemwide Law Enforcement Overview May 2023

Attachment C - MTA Supporting Data May 2023

Attachment D - Bus & Rail Operator Assaults May 2023

Attachment E - Sexual Harassment Crimes May 2023

Attachment F - Warnings, Citations, And Arrest Demographic Data

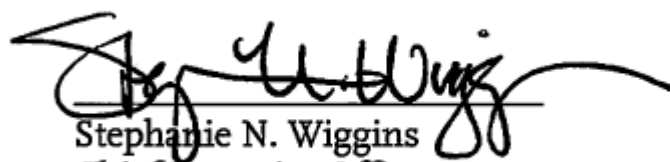
Prepared by: Vanessa Smith, Executive Officer, Customer Experience, (213)922-7009

Robert Gummer, Deputy Executive Officer, Administration, (213)922-4513

Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: Gina Osborn, Chief Safety Officer, Chief Safety Office, (213) 922-3055

Jennifer Vides, Chief Customer Experience Officer, Customer Experience Office, (213) 940-4060



Stephanie N. Wiggins  
Chief Executive Officer





# SYSTEM SECURITY & LAW ENFORCEMENT

Attachment A

## Total Crime Summary - May 2023

Part 1 Crimes 5-Year Trend - Systemwide

January - May	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	117	98	138	200	201
Arson	1	3	6	3	0
Bike Theft	26	24	15	21	11
Burglary	2	3	5	7	9
Homicide	0	0	1	1	2
Larceny	360	200	135	238	199
Motor Vehicle Theft	13	9	5	9	18
Rape	4	5	5	7	16
Robbery	141	94	81	140	172
Totals	664	436	391	626	628

Part 1 Crimes 5-Year Trend May only - Systemwide

	May 2019	May 2020	May 2021	May 2022	May 2023
Part 1 Crimes					
Agg Assault	19	27	40	36	23
Arson	0	1	3	0	0
Bike Theft	3	3	5	3	2
Burglary	0	1	2	0	0
Homicide	0	0	0	0	0
Larceny	61	19	35	42	43
Motor Vehicle Theft	2	3	1	1	2
Rape	0	0	1	2	9
Robbery	25	20	17	30	36
Totals	110	74	104	114	115

Part 1 Crimes 5-Year Trend - Rail

January - May	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	62	68	85	125	119
Arson	1	3	6	3	0
Bike Theft	13	15	2	8	5
Burglary	1	3	5	4	7
Homicide	0	0	0	0	2
Larceny	200	126	72	139	127
Motor Vehicle Theft	12	8	3	2	15
Rape	4	5	4	6	13
Robbery	79	64	56	102	117
Totals	372	292	233	389	405

Part 1 Crimes 5-Year Trend May only - Rail

	May 2019	May 2020	May 2021	May 2022	May 2023
Part 1 Crimes					
Agg Assault	11	18	27	17	10
Arson	0	1	3	0	0
Bike Theft	2	2	0	0	2
Burglary	0	1	2	0	0
Homicide	0	0	0	0	0
Larceny	34	12	15	23	28
Motor Vehicle Theft	2	3	1	0	1
Rape	0	0	1	1	9
Robbery	11	15	9	16	24
Totals	60	52	58	57	74

Part 1 Crimes 5-Year Trend - Bus

January - May	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	46	27	48	67	59
Arson	0	0	0	0	0
Bike Theft	12	5	8	9	6
Burglary	0	0	0	2	0
Homicide	0	0	0	1	0
Larceny	131	46	33	76	55
Motor Vehicle Theft	1	1	2	5	2
Rape	0	0	0	1	0
Robbery	61	25	20	27	49
Totals	251	104	111	188	171

Part 1 Crimes 5-Year Trend May only - Bus

	May 2019	May 2020	May 2021	May 2022	May 2023
Part 1 Crimes					
Agg Assault	8	7	13	19	11
Arson	0	0	0	0	0
Bike Theft	1	1	3	1	0
Burglary	0	0	0	0	0
Homicide	0	0	0	0	0
Larceny	26	4	8	18	10
Motor Vehicle Theft	0	0	0	1	0
Rape	0	0	0	1	0
Robbery	13	5	6	10	12
Totals	48	17	30	50	33

Part 2 Crimes 5-Year Trend - Systemwide

January - May	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	373	317	305	441	480
Narcotics	67	23	83	38	231
Sex Offenses	55	34	39	45	56
Trespassing	44	50	34	44	617
Vandalism	56	73	114	151	79
Weapons	15	14	23	12	51
Totals	610	511	598	731	1,514

Part 2 Crimes 5-Year Trend May only - Systemwide

	May 2019	May 2020	May 2021	May 2022	May 2023
Part 2 Crimes					
Battery	71	39	57	76	86
Narcotics	19	1	19	9	26
Sex Offenses	10	2	5	14	10
Trespassing	15	7	6	7	123
Vandalism	10	15	23	27	18
Weapons	4	2	5	3	10
Totals	129	66	115	136	273

Part 2 Crimes 5-Year Trend - Rail

January - May	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	190	162	146	212	223
Narcotics	51	14	30	16	172
Sex Offenses	28	24	23	26	31
Trespassing	37	20	20	33	571
Vandalism	26	42	58	91	35
Weapons	13	11	11	9	36
Totals	345	273	288	387	1,068

Part 2 Crimes 5-Year Trend May only - Rail

	May 2019	May 2020	May 2021	May 2022	May 2023
Part 2 Crimes					
Battery	39	25	27	40	37
Narcotics	14	1	7	1	21
Sex Offenses	3	2	3	11	7
Trespassing	15	0	2	6	113
Vandalism	5	7	14	17	7
Weapons	4	1	2	1	9
Totals	80	36	55	76	194

Part 2 Crimes 5-Year Trend - Bus

January - May	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	159	118	118	169	178
Narcotics	16	9	53	22	56
Sex Offenses	22	8	15	11	23
Trespassing	2	1	4	5	8
Vandalism	24	27	48	43	40
Weapons	2	3	12	3	10
Totals	225	166	250	253	315

Part 2 Crimes 5-Year Trend May only - Bus

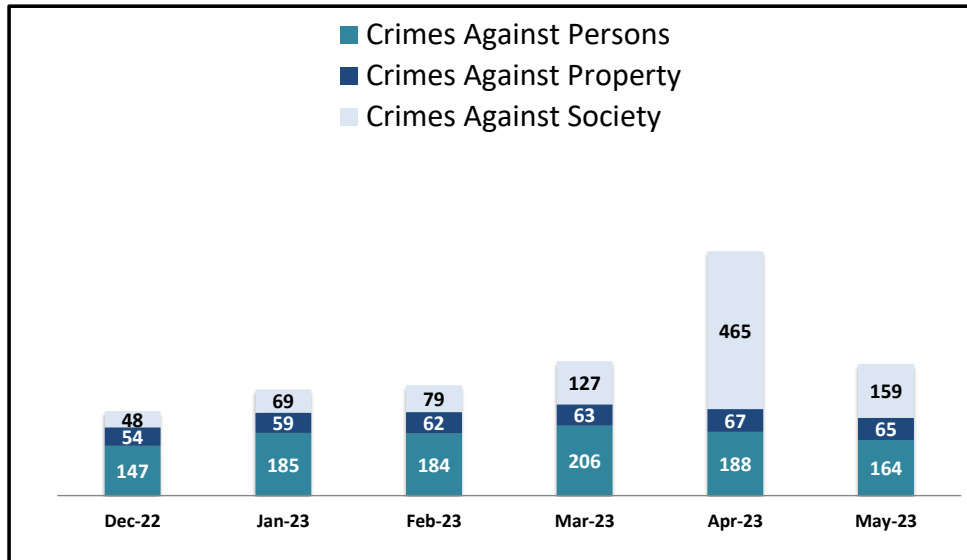
	May 2019	May 2020	May 2021	May 2022	May 2023
Part 2 Crimes					
Battery	27	12	28	23	33
Narcotics	5	0	12	8	5
Sex Offenses	6	0	2	2	3
Trespassing	0	0	2	0	2
Vandalism	4	7	8	9	10
Weapons	0	1	3	2	1
Totals	42	20	55	44	54

## SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2023

Attachment B

### Total Crimes

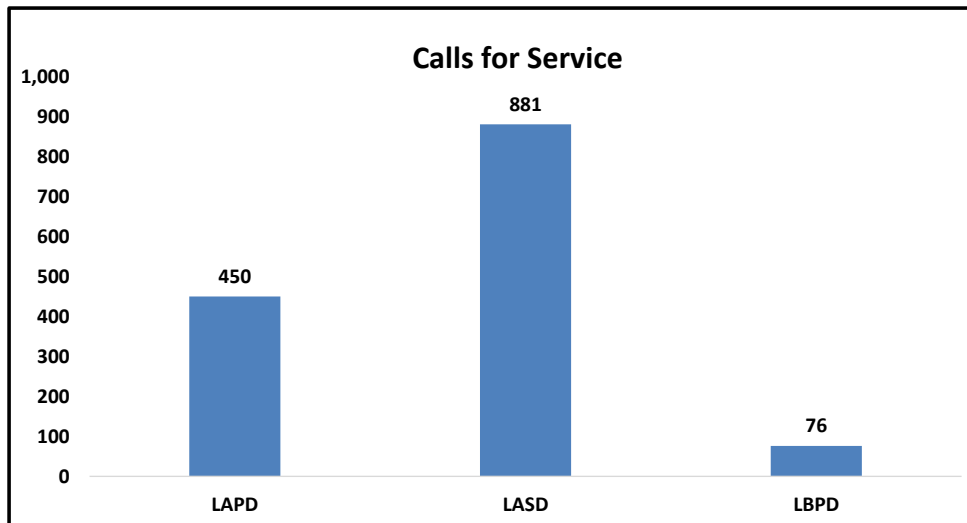


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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



## SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

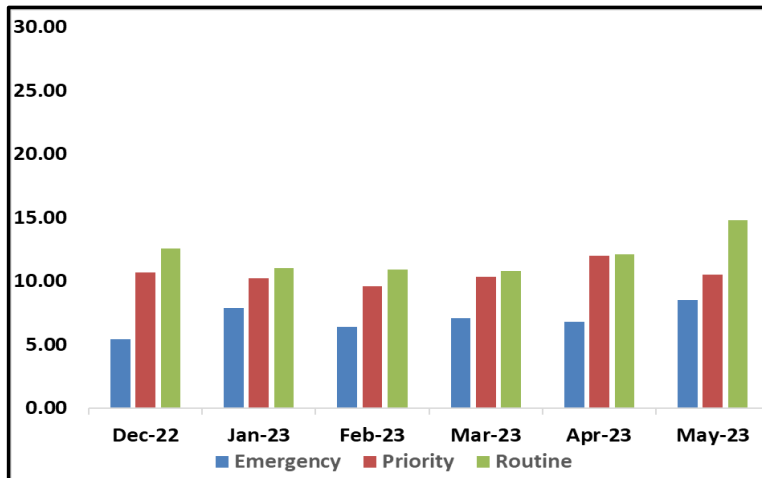
MAY 2023

Attachment B

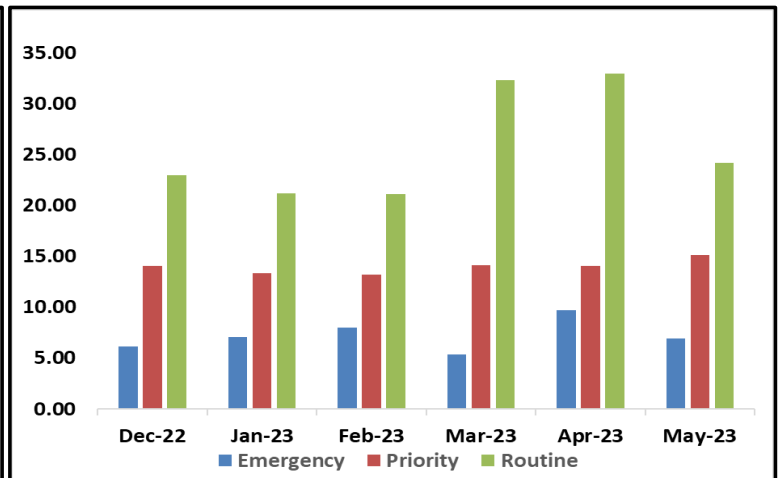
### Average Incident Response Times

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

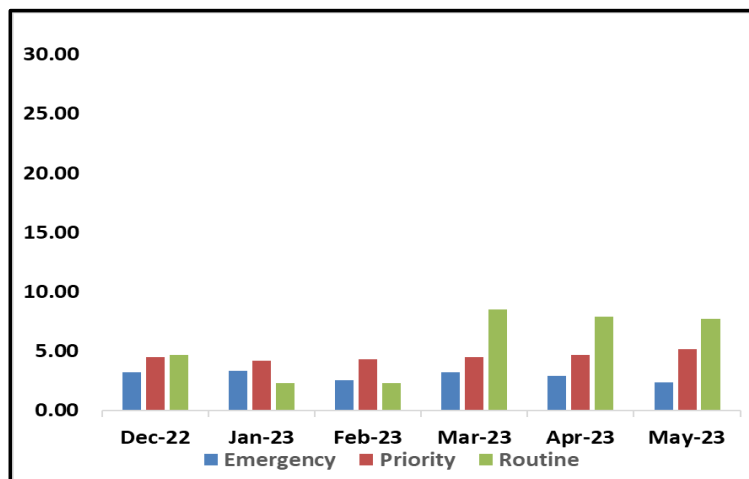
**LAPD**



**LASD**



**LBPd**



\*The Drug Free Campaign and the B/D Supplemental Deployment resulted in increased response times to Routine calls in March and April for all Law Enforcement Agencies.

\*Impacts to Emergency and Priority calls were nominal except for LAPD, since they were the most impacted by the increased resource deployments for both efforts.



Metro

# SYSTEM SECURITY & LAW ENFORCEMENT

## Transit Police Monthly Crime Report



Attachment B

	2023	2022	%
	May	May	Change
<b>CRIMES AGAINST PERSONS</b>			
Homicide	0	0	0.0%
Rape	9	2	350.0%
Robbery	36	30	20.0%
Aggravated Assault	20	33	-39.4%
Aggravated Assault on Operator	3	3	0.0%
Battery	81	70	15.7%
Battery on Operator	5	6	-16.7%
Sex Offenses	10	14	-28.6%
<b>SUB-TOTAL</b>	<b>164</b>	<b>158</b>	<b>3.8%</b>
<b>CRIMES AGAINST PROPERTY</b>			
Burglary	0	0	0.0%
Larceny	43	42	2.4%
Bike Theft	2	3	-33.3%
Motor Vehicle Theft	2	1	100.0%
Arson	0	0	0.0%
Vandalism	18	27	-33.3%
<b>SUB-TOTAL</b>	<b>65</b>	<b>73</b>	<b>-11.0%</b>
<b>CRIMES AGAINST SOCIETY</b>			
Weapons	10	3	233.3%
Narcotics	26	9	188.9%
Trespassing	123	7	1657.1%
<b>SUB-TOTAL</b>	<b>159</b>	<b>19</b>	<b>736.8%</b>
<b>TOTAL</b>	<b>388</b>	<b>250</b>	<b>55.2%</b>
<b>ENFORCEMENT EFFORTS</b>			
Arrests	267	123	117.1%
Citations	348	776	-55.2%
Calls for Service	1,407	1,487	-5.4%



SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON		
MAY 2023		Attachment B

Crimes

Monthly	System-Wide	May-23	May-22	% Change
	Crimes Against Persons	164	158	3.80%
	Crimes Against Property	65	73	-10.96%
	Crimes Against Society	159	19	736.84%
	Total	388	250	55.20%

Six Months	System-Wide	Dec-22-May-23	Dec-21-May-22	% Change
	Crimes Against Persons	1,074	1,003	7.08%
	Crimes Against Property	370	482	-23.24%
	Crimes Against Society	947	109	768.81%
	Total	2,391	1,594	50.00%

Annual	System-Wide	Jun-22-May-23	Jun-21-May-22	% Change
	Crimes Against Persons	2,029	1,885	7.64%
	Crimes Against Property	763	905	-15.69%
	Crimes Against Society	1,142	239	377.82%
	Total	3,934	3,029	29.88%

Average Emergency Response Times

Monthly	May-23	May-22	% Change
	5:55	5:53	0.57%

Six Months	Dec-22-May-23	Dec-21-May-22	% Change
	5:42	5:07	11.40%

Annual	Jun-22-May-23	Jun-21-May-22	% Change
	5:40	4:58	14.09%

Bus Operator Assaults

Monthly	May-23	May-22	% Change
	8	9	-11.11%

Six Months	Dec-22-May-23	Dec-21-May-22	% Change
	75	82	-8.54%

Annual	Jun-22-May-23	Jun-21-May-22	% Change
	159	149	6.71%

Ridership

Monthly	May-23	May-22	% Change
	24,941,553	21,548,571	15.75%

Six Months	Dec-22-May-23	Dec-21-May-22	% Change
	135,049,573	123,497,016	9.35%

Annual	Jun-22-May-23	Jun-21-May-22	% Change
	266,690,647	251,397,216	6.08%

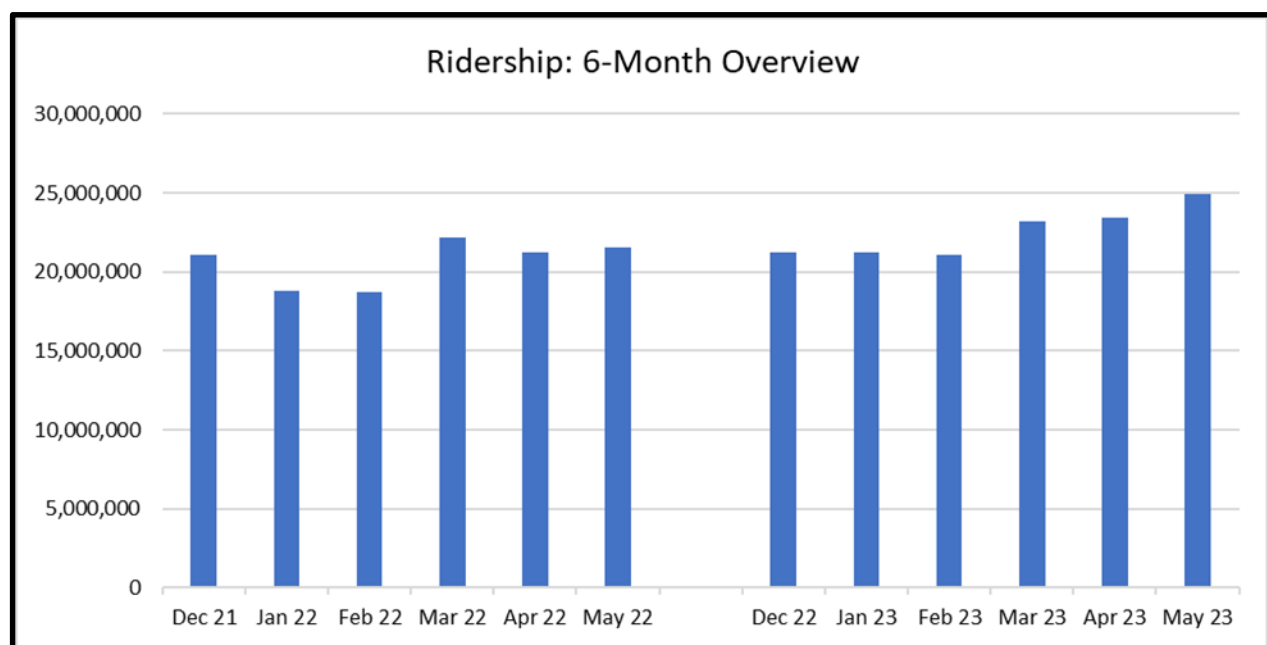
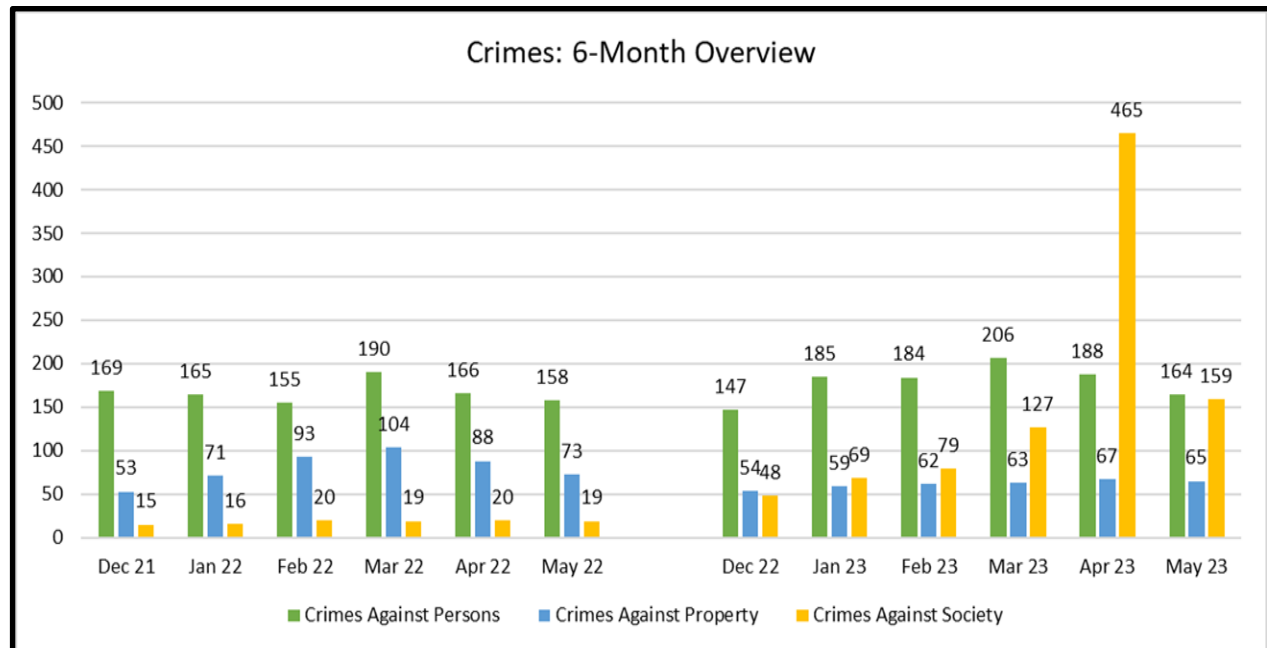


# SYSTEM SECURITY & LAW ENFORCEMENT

## MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2023

Attachment B



# A LINE (BLUE)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	2
Rape	0	0	0	2
Robbery	0	3	2	65
Aggravated Assault	1	1	1	52
Aggravated Assault on Operator	0	0	0	0
Battery	0	0	7	76
Battery Rail Operator	0	0	0	1
Sex Offenses	0	0	0	11
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>10</b>	<b>209</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	6
Larceny	0	1	0	48
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	7
Arson	0	0	0	1
Vandalism	0	0	2	30
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>93</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	1	0	0	16
Narcotics	0	0	0	48
Trespassing	4	0	0	32
<b>SUB-TOTAL</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>96</b>
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>12</b>	<b>398</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	14
Pico	0	0	0	13
Grand/LATTC	0	0	1	21
San Pedro St	0	0	1	13
Washington	0	0	3	29
Vernon	0	0	0	9
Slauson	1	0	0	21
Florence	1	0	0	25
Firestone	1	0	0	18
103rd St/Watts Towers	1	0	0	6
Willowbrook/Rosa Parks	0	1	0	85
Compton	1	0	0	22
Artesia	0	0	0	16
Del Amo	0	0	0	26
Wardlow	2	1	0	5
Willow St	1	1	0	21
PCH	1	0	0	15
Anaheim St	1	0	0	9
5th St	0	0	0	3
1st St	0	0	0	6
Downtown Long Beach	3	0	0	14
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	0	0	3
Other	2	0	0	2
<b>Total</b>	<b>15</b>	<b>3</b>	<b>5</b>	<b>397</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	2	3	0	145
Misdemeanor	5	25	1	591
<b>TOTAL**</b>	<b>7</b>	<b>28</b>	<b>1</b>	<b>736</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	0	2
Other Citations	6	11	5	445
Vehicle Code Citations	0	0	35	193
<b>TOTAL</b>	<b>6</b>	<b>11</b>	<b>40</b>	<b>638</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	1	48	9	1,867
Priority	16	69	42	1,555
Emergency	4	2	25	360
<b>TOTAL</b>	<b>21</b>	<b>119</b>	<b>76</b>	<b>3,782</b>

DISPATCHED VS. PROACTIVE				
AGENCY	LAPD	LASD	LBPd	
Dispatched	17%	2%	3%	
Proactive	83%	98%	97%	
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	80%
Blue Line-LASD	88%
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	54	0	0	517
Flower St	0	0	0	48
103rd St	12	0	0	192
Wardlow Rd	0	0	7	36
Pacific Ave.	0	0	0	0
Willowbrook	0	53	0	498
Slauson	0	5	0	51
Firestone	0	9	0	54
Florence	0	8	0	76
Compton	0	16	0	129
Artesia	0	16	0	83
Del Amo	0	15	0	90
Long Beach Blvd	0	0	0	2
<b>TOTAL</b>	<b>66</b>	<b>122</b>	<b>7</b>	<b>1,776</b>

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

**\*\*Totals do not include arrests made due to an infraction.**



# B LINE (RED)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	4
Rape	9	14
Robbery	7	83
Aggravated Assault	0	109
Aggravated Assault on Operator	0	1
Battery	20	208
Battery Rail Operator	0	2
Sex Offenses	6	27
<b>SUB-TOTAL</b>	<b>42</b>	<b>448</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	13	123
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	39
<b>SUB-TOTAL</b>	<b>16</b>	<b>166</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	7	19
Narcotics	18	101
Trespassing	99	457
<b>SUB-TOTAL</b>	<b>124</b>	<b>577</b>
<b>TOTAL</b>	<b>182</b>	<b>1,191</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	30	192
Misdemeanor	91	566
<b>TOTAL **</b>	<b>121</b>	<b>758</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	37	324
Vehicle Code Citations	0	78
<b>TOTAL</b>	<b>37</b>	<b>402</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	27	277
Priority	185	1,792
Emergency	21	150
<b>TOTAL</b>	<b>233</b>	<b>2,219</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	23%
Proactive	77%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	2	0	0	45
Civic Center/Grand Park	2	1	0	26
Pershing Square	4	1	8	67
7th St/Metro Ctr	4	1	3	86
Westlake/MacArthur Park	4	5	25	229
Wilshire/Vermont	6	2	21	214
Wilshire/Normandie	1	0	4	15
Vermont/Beverly	0	1	4	76
Wilshire/Western	2	0	1	25
Vermont/Santa Monica	3	2	3	61
Vermont/Sunset	0	0	2	21
Hollywood/Western	5	2	10	50
Hollywood/Vine	2	0	8	57
Hollywood/Highland	2	1	10	63
Universal City/Studio City	0	0	4	33
North Hollywood	5	0	21	116
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>42</b>	<b>16</b>	<b>124</b>	<b>1,184</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	71%

LEGEND
Los Angeles Police Department

**\*\*Totals do not include arrests made due to an infraction.**

# C LINE (GREEN)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	2	3	31
Aggravated Assault	0	0	28
Aggravated Assault on Operator	0	1	1
Battery	1	3	40
Battery Rail Operator	0	0	2
Sex Offenses	0	0	3
<b>SUB-TOTAL</b>	<b>3</b>	<b>7</b>	<b>106</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	0	4	41
Bike Theft	0	1	4
Motor Vehicle Theft	1	0	11
Arson	0	0	0
Vandalism	0	0	15
<b>SUB-TOTAL</b>	<b>1</b>	<b>5</b>	<b>73</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	13
Narcotics	1	1	38
Trespassing	2	0	9
<b>SUB-TOTAL</b>	<b>3</b>	<b>2</b>	<b>60</b>
<b>TOTAL</b>	<b>7</b>	<b>14</b>	<b>239</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	3	0	0	16
Douglas	0	0	0	8
El Segundo	0	0	0	8
Mariposa	0	0	0	4
Aviation/LAX	0	1	0	17
Hawthorne/Lennox	1	0	1	19
Crenshaw	0	0	1	23
Vermont/Athens	0	0	0	14
Harbor Fwy	2	0	1	16
Avalon	1	0	2	17
Willowbrook/Rosa Parks	0	0	0	24
Long Beach Bl	1	3	0	28
Lakewood Bl	1	1	0	13
Norwalk	1	1	0	32
<b>Total</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>239</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	63
Misdemeanor	4	5	216
<b>TOTAL**</b>	<b>4</b>	<b>7</b>	<b>279</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	6	4	314
Vehicle Code Citations	0	6	330
<b>TOTAL</b>	<b>6</b>	<b>10</b>	<b>644</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	123	2,520
Priority	12	43	727
Emergency	1	4	74
<b>TOTAL</b>	<b>13</b>	<b>170</b>	<b>3,321</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	12%
Proactive	83%	88%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	79%
Green Line-LASD	92%

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

\*\*Totals do not include arrests made due to an infraction.

# E LINE (EXPO)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	4	0	42
Aggravated Assault	2	0	24
Aggravated Assault on Operator	0	0	0
Battery	4	2	46
Battery Rail Operator	0	0	1
Sex Offenses	0	0	6
<b>SUB-TOTAL</b>	<b>10</b>	<b>2</b>	<b>120</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	0	36
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	5
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>45</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	1	0	1
Trespassing	7	0	70
<b>SUB-TOTAL</b>	<b>8</b>	<b>0</b>	<b>71</b>
<b>TOTAL</b>	<b>22</b>	<b>2</b>	<b>236</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	10
Pico	0	1	0	5
LATTC/Ortho Institute	1	1	0	8
Jefferson/USC	3	0	1	12
Expo Park/USC	0	0	3	16
Expo/Vermont	1	0	0	44
Expo/Western	2	1	1	30
Expo/Crenshaw	0	0	2	35
Farmdale	1	0	0	10
Expo/La Brea	0	1	0	9
La Cienega/Jefferson	0	0	1	7
Culver City	0	0	0	11
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	1	0	0	4
Expo/Bundy	0	0	0	4
26th St/Bergamot	0	0	0	2
17th St/SMC	0	0	0	2
Downtown Santa Monica	2	0	0	22
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>12</b>	<b>4</b>	<b>8</b>	<b>236</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	1	32
Misdemeanor	0	4	125
<b>TOTAL **</b>	<b>2</b>	<b>5</b>	<b>157</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	7	105
Vehicle Code Citations	0	0	12
<b>TOTAL</b>	<b>0</b>	<b>7</b>	<b>117</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	10	58	1,262
Priority	47	15	845
Emergency	5	0	92
<b>TOTAL</b>	<b>62</b>	<b>73</b>	<b>2,199</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	10%
Proactive	84%	90%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	
Expo Line-LASD	93%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	142	0	1,436
Santa Monica	0	21	170
Culver City	0	0	33
<b>TOTAL</b>	<b>142</b>	<b>21</b>	<b>1,639</b>

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

\*\*Totals do not include arrests made due to an infraction.

# G LINE (ORANGE)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	6
Aggravated Assault	2	9
Aggravated Assault on Operator	0	0
Battery	0	13
Battery Bus Operator	0	4
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>33</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	2
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	2
Trespassing	1	4
<b>SUB-TOTAL</b>	<b>1</b>	<b>7</b>
<b>TOTAL</b>	<b>4</b>	<b>45</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	0	13
Misdemeanor	3	32
<b>TOTAL**</b>	<b>3</b>	<b>45</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	0	265
Vehicle Code Citations	63	993
<b>TOTAL</b>	<b>63</b>	<b>1,258</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	2	12
Priority	3	80
Emergency	0	5
<b>TOTAL</b>	<b>5</b>	<b>97</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	11%
Proactive	89%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	1	0	9
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	3
Van Nuys	0	0	0	3
Sepulveda	0	0	0	1
Woodley	2	0	0	5
Balboa	0	0	1	5
Reseda	0	0	0	2
Tampa	0	0	0	4
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	0	0	0	1
Nordhoff	0	0	0	0
Chatsworth	0	0	0	3
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>44</b>

#### PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

Orange Line- LAPD	87%
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#### LEGEND

**Los Angeles Police Department**

*\*\*Totals do not include arrests made due to an infraction.*

# J LINE (SILVER)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	1
Battery	1	0	6
Battery Bus Operator	0	0	0
Sex Offenses	0	0	2
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>12</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	2
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	2
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>19</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	4
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	5
Manchester	0	0	0	1
Harbor Fwy	0	0	0	2
Rosecrans	1	0	0	1
Harbor Gateway Transit Ctr	0	0	0	5
Carson	0	0	0	1
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>19</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	3
Misdemeanor	0	0	10
<b>TOTAL **</b>	<b>1</b>	<b>0</b>	<b>13</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	241
Vehicle Code Citations	60	0	960
<b>TOTAL</b>	<b>60</b>	<b>0</b>	<b>1,201</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	8	80
Priority	3	5	62
Emergency	0	0	4
<b>TOTAL</b>	<b>5</b>	<b>13</b>	<b>146</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	14%
Proactive	88%	86%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	86%
Silver Line- LASD	68%

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

\*\*Totals do not include arrests made due to an infraction.

# K LINE

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	1
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	1
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>4</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	0
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>6</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	1	0	29
<b>TOTAL **</b>	<b>1</b>	<b>0</b>	<b>30</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	0	17
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>17</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	15	540
Priority	2	4	85
Emergency	1	0	5
<b>TOTAL</b>	<b>4</b>	<b>19</b>	<b>630</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	13%
Proactive	86%	87%
<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	0	0
Martin Luther King Jr Station	1	0	0	4
Leimert Park Station	0	0	0	0
Hyde Park Station	0	0	0	1
Fairview Heights Station	0	0	0	0
Downtown Inglewood Station	0	0	0	0
Westchester / Veterans Station	0	0	0	1
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	83%
K Line - LASD	90%

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

\*\*Totals do not include arrests made due to an infraction.

# L LINE (GOLD)

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	17
Aggravated Assault	2	2	29
Aggravated Assault on Operator	0	0	1
Battery	0	0	30
Battery Rail Operator	0	0	0
Sex Offenses	0	1	9
<b>SUB-TOTAL</b>	<b>3</b>	<b>4</b>	<b>86</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	6	22
Bike Theft	1	0	4
Motor Vehicle Theft	0	0	3
Arson	0	0	1
Vandalism	0	2	14
<b>SUB-TOTAL</b>	<b>1</b>	<b>8</b>	<b>44</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	7
Narcotics	0	0	19
Trespassing	1	0	50
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>76</b>
<b>TOTAL</b>	<b>5</b>	<b>12</b>	<b>206</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	61
Misdemeanor	1	13	499
<b>TOTAL**</b>	<b>1</b>	<b>16</b>	<b>560</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	12	593
Vehicle Code Citations	0	0	21
<b>TOTAL</b>	<b>1</b>	<b>12</b>	<b>614</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	9	153	3,140
Priority	24	47	1,057
Emergency	3	1	124
<b>TOTAL</b>	<b>36</b>	<b>201</b>	<b>4,321</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	10%
Proactive	82%	90%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	20
Azusa Downtown	0	1	0	18
Irwindale	0	1	0	8
Duarte/City of Hope	0	2	0	9
Monrovia	0	0	0	7
Arcadia	0	1	0	11
Sierra Madre Villa	0	1	0	14
Allen	0	0	0	3
Lake	1	0	0	24
Memorial Park	1	0	0	5
Del Mar	1	0	0	4
Fillmore	0	0	0	7
South Pasadena	1	0	0	3
Highland Park	1	0	0	9
Southwest Museum	0	0	0	15
Heritage Square	0	0	0	7
Lincoln/Cypress	0	0	0	3
Chinatown	1	0	0	8
Union Station	0	1	0	13
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	1	0	0	4
Mariachi Plaza	0	0	0	2
Soto	0	0	1	3
Indiana (both LAPD & LASD)	0	1	0	6
Maravilla	0	1	0	1
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	2
<b>Total</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>206</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	78%
Gold Line-LASD	89%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	1
Arcadia Station	0	2	78
Irwindale	0	44	221
Monrovia	0	9	66
City of Pasadena	0	14	220
Magnolia Ave	0	0	0
Duarte Station	0	6	74
City Of Azusa	0	12	115
South Pasadena	0	22	89
City Of East LA	0	29	192
Figuerroa St	0	0	8
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>138</b>	<b>1,064</b>

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

\*\*Totals do not include arrests made due to an infraction.

# BUS PATROL

**ATTACHMENT C**
**MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023**

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	9	3	86
Aggravated Assault	3	4	107
Aggravated Assault on Operator	2	0	27
Battery	21	6	268
Battery Bus Operator	5	0	104
Sex Offenses	3	0	37
<b>SUB-TOTAL</b>	<b>43</b>	<b>13</b>	<b>629</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	8	1	112
Bike Theft	0	0	7
Motor Vehicle Theft	0	0	4
Arson	0	0	1
Vandalism	6	4	73
<b>SUB-TOTAL</b>	<b>14</b>	<b>5</b>	<b>198</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	27
Narcotics	2	3	106
Trespassing	0	1	13
<b>SUB-TOTAL</b>	<b>3</b>	<b>4</b>	<b>146</b>
<b>TOTAL</b>	<b>60</b>	<b>22</b>	<b>973</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	37
San Fernando	0	8
San Gabriel Valley	6	42
Gateway Cities	4	127
South Bay	8	151
<b>Total</b>	<b>22</b>	<b>365</b>

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	25
West Valley	3	24
North Hollywood	1	15
Foothill	0	6
Devonshire	0	5
Mission	4	13
Topanga	1	6
Central Bureau		
Central	11	100
Rampart	2	38
Hollenbeck	0	7
Northeast	1	14
Newton	8	48
West Bureau		
Hollywood	2	33
Wilshire	3	29
West LA	2	16
Pacific	1	10
Olympic	5	58
Southwest Bureau		
Southwest	7	63
Harbor	0	6
77th Street	6	65
Southeast	1	26
<b>Total</b>	<b>60</b>	<b>607</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	15	4	207
Misdemeanor	11	30	889
<b>TOTAL**</b>	<b>26</b>	<b>34</b>	<b>1,096</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	16	45	1,079
Vehicle Code Citations	0	5	392
<b>TOTAL</b>	<b>16</b>	<b>50</b>	<b>1,471</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	173	1,731
Priority	7	107	1,375
Emergency	3	6	111
<b>TOTAL</b>	<b>11</b>	<b>286</b>	<b>3,217</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	4%
Proactive	82%	96%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	78%
LASD BUS	92%

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

**\*\*Totals do not include arrests made due to an infraction.**



# UNION STATION

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	6
Aggravated Assault	2	33
Aggravated Assault on Operator	0	0
Battery	12	129
Battery Rail Operator	0	0
Sex Offenses	0	9
<b>SUB-TOTAL</b>	<b>14</b>	<b>179</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	4
Larceny	4	33
Bike Theft	0	3
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	1	15
<b>SUB-TOTAL</b>	<b>6</b>	<b>56</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	5
Narcotics	0	3
Trespassing	7	44
<b>SUB-TOTAL</b>	<b>7</b>	<b>52</b>
<b>TOTAL</b>	<b>27</b>	<b>287</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	40
Misdemeanor	5	143
<b>TOTAL **</b>	<b>10</b>	<b>183</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	15	82
Vehicle Code Citations	0	7
<b>TOTAL</b>	<b>15</b>	<b>89</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	7	104
Priority	44	535
Emergency	4	51
<b>TOTAL</b>	<b>55</b>	<b>690</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	77%

LEGEND	
Los Angeles Police Department	

**\*\*Totals do not include arrests made due to an infraction.**

# 7TH & METRO STATION

## ATTACHMENT C

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	0	8
Aggravated Assault	0	10
Aggravated Assault on Operator	0	0
Battery	4	24
Battery Rail Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>4</b>	<b>43</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
<b>SUB-TOTAL</b>	<b>1</b>	<b>3</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	13
<b>SUB-TOTAL</b>	<b>1</b>	<b>13</b>
<b>TOTAL</b>	<b>6</b>	<b>59</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	3
Misdemeanor	0	37
<b>TOTAL**</b>	<b>0</b>	<b>40</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	11	36
Vehicle Code Citations	0	5
<b>TOTAL</b>	<b>11</b>	<b>41</b>

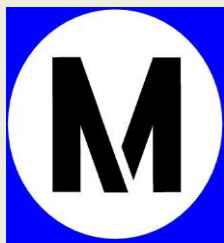
CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	7
Priority	5	42
Emergency	0	6
<b>TOTAL</b>	<b>5</b>	<b>55</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	17%
Proactive	83%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT 7TH & METRO STATION	
LOCATION	LAPD
7th & Metro Station	79%

LEGEND	
Los Angeles Police Department	

**\*\*Totals do not include arrests made due to an infraction.**

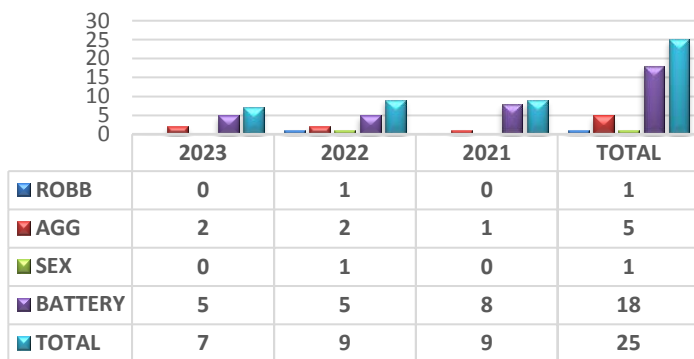


# Los Angeles Police Department - Transit Services Division Monthly Bus / Rail Operator Assault Recap Report

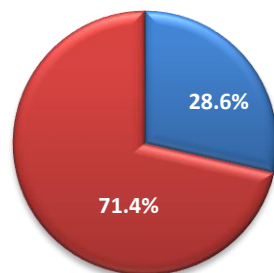
## MAY 2023



Crimes Against Persons  
Month of May, 2023, 2022 & 2021  
Comparison

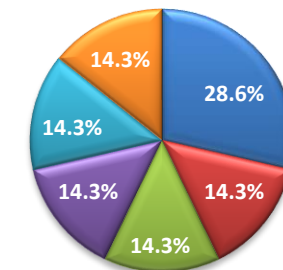


Crime Type  
Month of May 2023



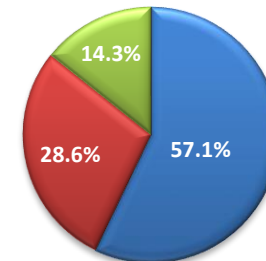
AGG - 2 BATTERY - 5

LAPD Area  
Month of May 2023



CENTRAL - 2 MISSION - 1  
NEWTON - 1 OLYMPIC - 1  
RAMPART - 1 TOPANGA - 1

LAPD Bureau  
Month of May 2023



CENTRAL - 4 VALLEY - 2  
WEST - 1

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
05/10/23 @ 1630 HRS	5 <sup>TH</sup> & Broadway Bus Line Unkn Bus # 1759	<b>BATTERY</b> Suspect approached victim and advised she wanted to exit. Victim advised it was not safe and that she (suspect) had to wait. Victim arrived to the designated stop, pulled over and opened the exit door. Suspect walked up to victim, tapped on the barrier causing dust particles to float in the air and land on victim's face. Suspect exited bus and fled location. <b>NO INJURIES. NO ARREST.</b>	F/W 40 YOA	Unkn Unkn	Yes
05/11/23 @ 0820 HRS	Vernon & Broadway Bus Line # 105 Bus # 6042	<b>AGGRAVATED ASSAULT / BRANDISHING</b> Victim was advised by another passenger advised suspect was in the back of the bus smoking. Victim approached suspect and advised smoking was not allowed inside the bus. Suspect replied, "I can do whatever I want!" Victim then advised suspect he had to exit bus. Suspect exited the bus and proceeded to assist other passengers exit bus. Suspect stood outside the front door and stated to victim, "I'm going to stab you!" Suspect then raised an approximately foot long metal stick (possible screwdriver) and then walked away. <b>NO INJURIES. NO ARREST.</b>	M/B 60 YOA	Unkn Unkn	Unkn

## Monthly Bus / Rail Operator Assaults Recap Report

May 2023

Page 2

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
05/12/23 @ 2225 HRS	Roscoe & Mammoth Bus Line# 162 Bus # 2028	<b>BATTERY</b> Suspect entered bus and attempted to stuff a wrinkled bill into the fare machine causing suspect to become upset. Suspect proceeded to take a seat without paying fare. Victim proceeded to operate bus. Suspect unprovoked began yelling at victim and then struck the back of victim's head with an unknown object. Victim stopped bus. Suspect opened the top of the bus emergency door, climbed out and fled to an unknown location.  <b>INJURIES:</b> Small contusion on the right side of his head. Victim complained of dizziness and had a headache. Victim did not lose consciousness. Victim transported by RA to Kaiser hospital. <b>NO ARREST.</b>	M/H 20 YOA	Yes Yes	Unkn
05/13/23 @ 0940 HRS	Alvarado & Hoover Bus Line Unkn Bus # 3921	<b>BATTERY</b> Victim pulled bus up to the bus stop and observed suspect 's dog defecate on the sidewalk. Suspect continued to walk his dog. Victim believed suspect needed a bag to pick up after the dog feces. Victim opened the front bus door and offered suspect a bag. Suspect became irate and yelled at victim. Suspect then boarded the bus and punched victim's face. Suspect proceeded to exit the bus and fled location with his dog. <b>INJURIES:</b> Facial Abrasions. <b>NO ARREST.</b>	M/H 30 YOA	Unkn Unkn	N/A
05/14/23 @ 1050 HRS	7 <sup>th</sup> St. & San Pedro Bus Line # 60 Bus # 4082	<b>BATTERY</b> Victim stopped bus to allow passengers to exit. Suspect exited but became verbally combative towards victim. Victim attempted to head n/b on San Pedro however, suspect stood at the cross walk and blocked the path of the bus. Suspect walked around towards the driver's side of the bus and spat on victim. The spit entered through the slit of the window and landed on victim's hand and thigh. Suspect was observed and detained.  <b>INJURIES:</b> Treated by RA for spit contact. Victim refused to be transported. <b>ARREST</b>	M/W 66 YOA	No Unkn	Unkn
05/19/23 @ 0950 HRS	3 <sup>rd</sup> St & Vermont Bus Line # 20 Bus # 5679	<b>BATTERY</b> Victim overheard suspect yelling from the rear of the bus. Victim reached the nearest stop, looked to the rear of the bus and noticed suspect walk towards him visibly upset. Suspect approached victim and yelled, "What's your problem? You've been talking to me since I got on the bus, do you want to fight?" Victim replied, "No, I have no problem with you" and an argument ensued. Suspect took a fighting stance w/a closed fist and punched towards victim's head but contacting with victim's shoulder. Victim attempted to defend himself and tried to push suspect away. Suspect then grabbed a plastic water bottle and threw it at victim hitting victim's face. Victim picked up the water bottle and threw it back at suspect. Suspect exited the bus and fled.  <b>NO INJURIES.</b> Victim declined medical treatment. <b>NO ARREST.</b>	M/B 25 YOA	Yes Yes	Yes

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
05/24/23 @ 1715 HRS	Topanga Canyon & Erwin Bus Line # 150 Bus # 4196	<p>Suspect entered bus, bypassed the fare machine and proceeded to walk to the back of the bus. Victim advised suspect to exit bus. Victim exited bus and made a phone call. Suspect exited bus and confronted victim and an argument ensued. Suspect then produced an unknown sharp object and victim picked up a rock to defend himself. Suspect approached victim and stabbed victim's chest and stomach area multiple times. Victim entered bus, closed the bus door and collapsed on the bus floor.</p> <p><b>INJURIES:</b> Victim was transported to Northridge Hospital and treated for stab wounds. Victim was placed in critical condition after surgery. <b>SUSPECT ARRESTED</b> 05/25/23.</p>	M/W 17 YOA	No No	No



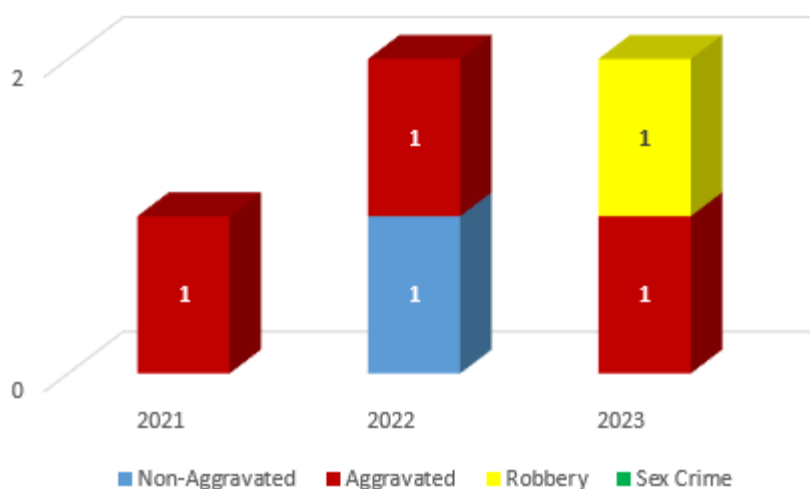
## Monthly Bus/Rail Operator Assault Report



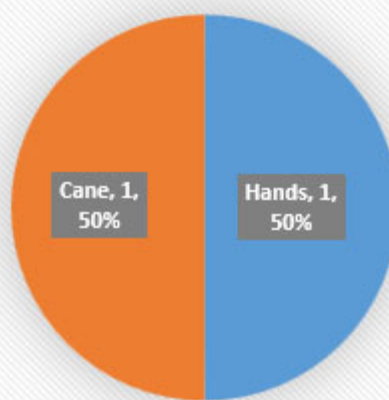
**May 2023**

### May Bus/Rail Operator Assaults

May 2021 - 2023 Assaults



**May 2023**  
**Method of Assault**



In May, there was one aggravated assault, and 1 robbery with an arrest.

Date	Time	Line	Bus #	Narrative	Barrier
5/27/2023	10:00	18	6097	East LA 5/27 1017hrs Sus MH/25yrs arrested for robbing bus op of his watch	Yes
5/28/2023	16:50	C Line	N/A	Redondo Beach 5/28 1650hrs Sus MB/60s hit rail op on the arm with a cane for no reason	N/A (o)

\*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier

**Sexual Crime / Harassment Calls for Service May 2023**

Calls related to sexual harassment are routed through Metro Transit Security 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 May 1<sup>st</sup> and May 31<sup>st</sup>, Metro Transit Security, LAPD, LASD, and LBPD received nine (9) incidents and referred all victims of sexual harassment to the above free hotlines except for one that was gone on arrival.

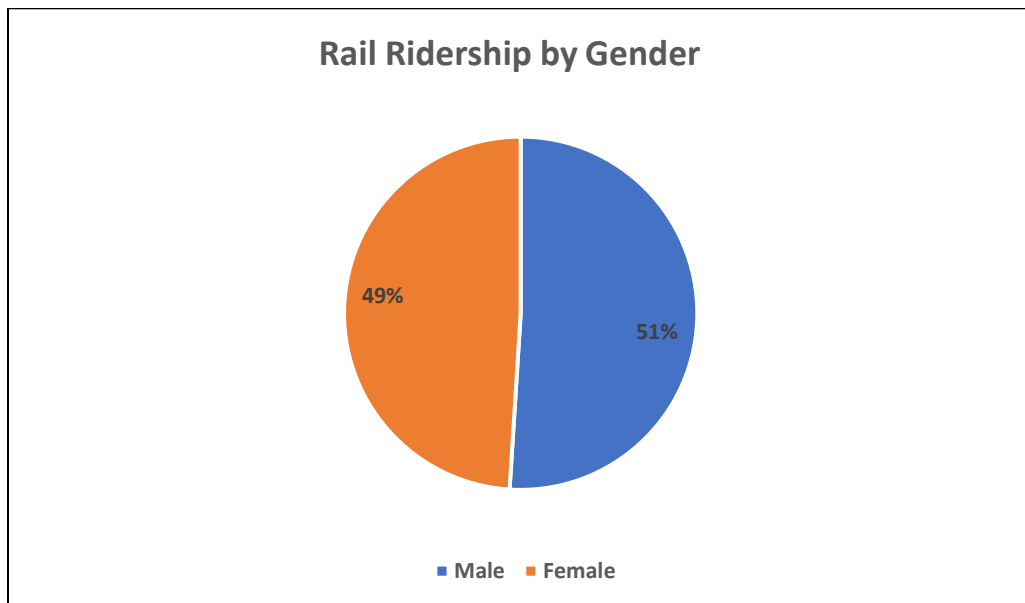
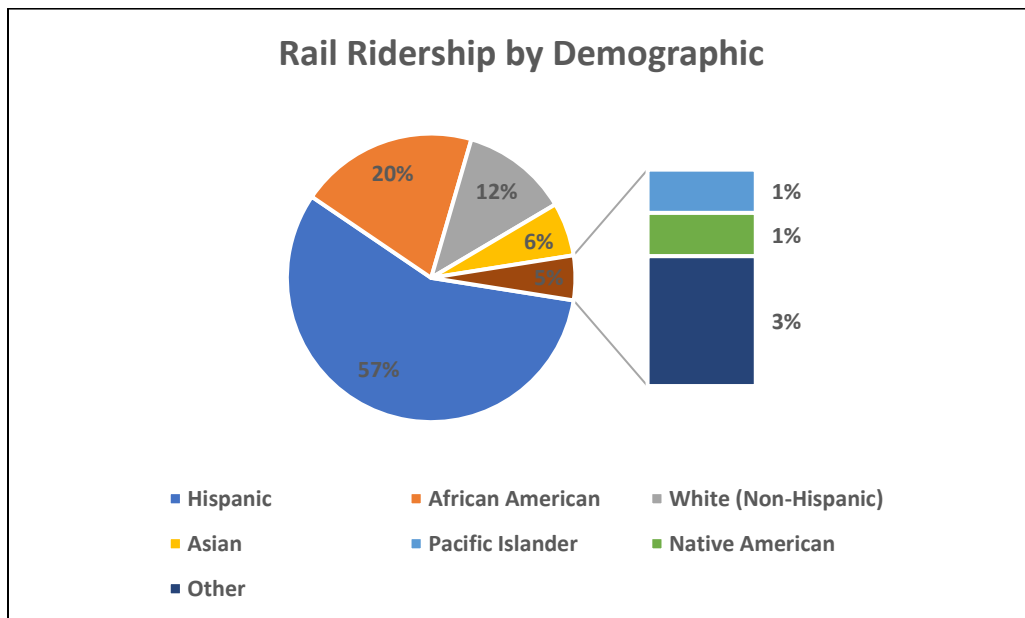
<b>May 2023 Incident Type &amp; Totals</b>					
	<b>LAPD</b>	<b>LASD</b>	<b>LBPD</b>	<b>MTS</b>	<b>SSLE</b>
<b>Sexual Harassment</b>	0	0	0	0	0
<b>Sexual Battery</b>	7	1	0	0	8
<b>Lewd Conduct</b>	1	0	0	0	1
<b>Indecent Exposure</b>	0	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>9</b>

<b>Counseling Information Provided</b>	
	<b>May 2023</b>
<b>YES</b>	<b>8</b>
<b>NO- If no, why?</b>	<b>1</b>
<b>Gone On Arrival</b>	1
<b>Did Not Have Info</b>	0
<b>Telephonic Report</b>	0
<b>Not Offered</b>	0
<b>Refused</b>	0
<b>Officer Witnessed Incident</b>	0
<b>TOTAL</b>	<b>9</b>

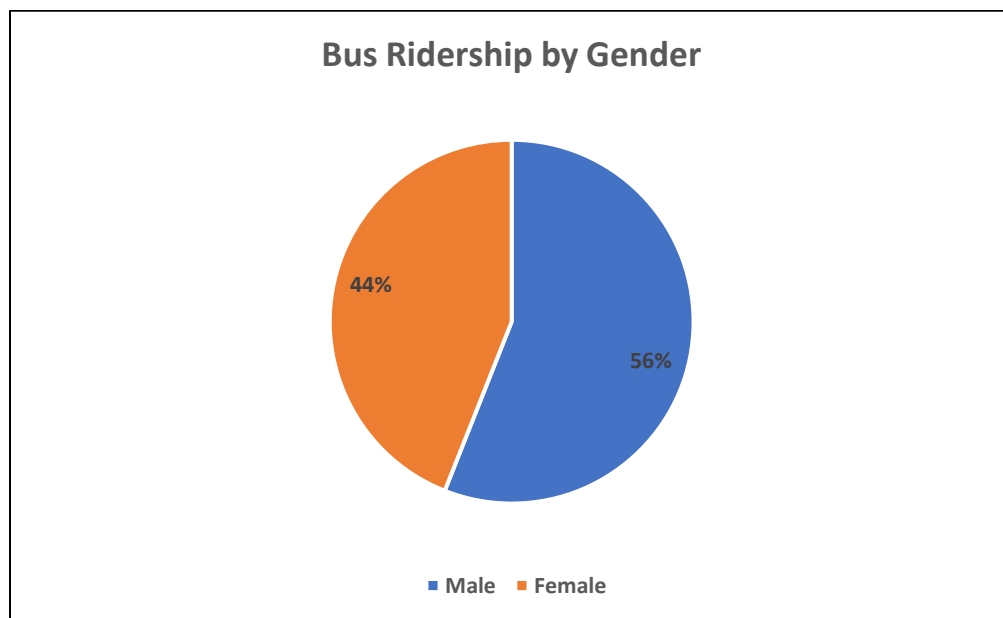
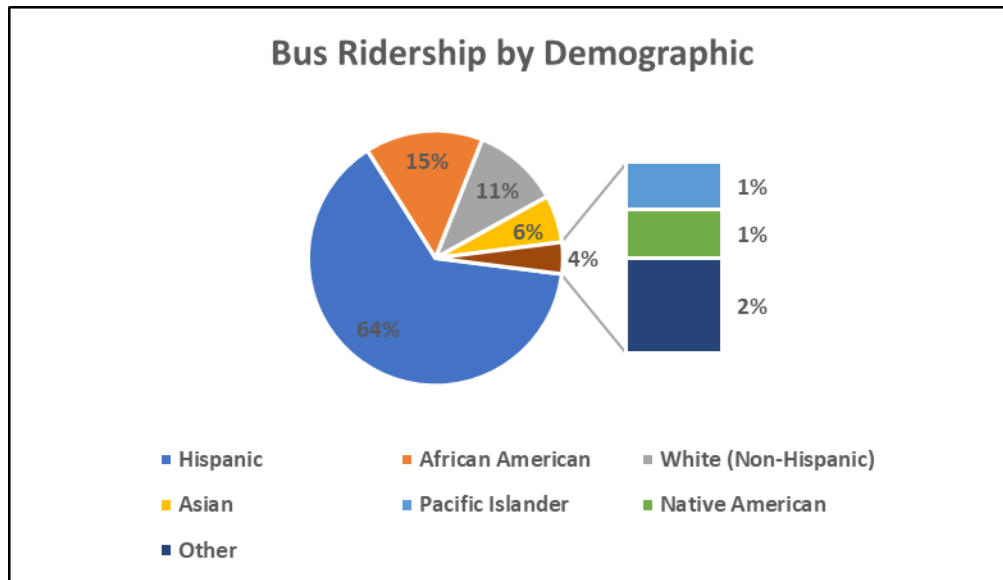
Metro's Safety, Security and Law Enforcement (SSLE) Division was asked to provide an analysis of the arrests, citations, and warnings over the past two years. The following provides a summary of the findings and recent trends.

### METRO RIDERSHIP DEMOGRAPHICS

Metro's 2022 Rider Survey provided updated information on demographics and below are the results.







SSLE monitors and analyzes demographic trends on a weekly and monthly basis it relates to the issuance of citations, warnings, and arrests, with the objective of ensuring that Metro TSO's and law enforcement services are being executed without bias. SSLE holds weekly engagements with law enforcement at both the officer and executive level to discuss arrest and citation trends and ensures all staff adhere to the new Metro Bias Free Policing policy and attend implicit bias and de-escalation training. To date, SSLE has not identified an instance of bias in the issuance of citations and warnings by Transit Security Officers or in arrests conducted by law enforcement.

## METRO TRANSIT SECURITY CITATIONS/WARNINGS

A review of citation data between 07/01/2021-05/31/2023 shows that Metro Transit Security issued 3,422 citations and 2,768 warnings over the past 23 months. Metro Transit Security Officers are the only security resource who can issue citations/warnings to enforce Metro's Code of Conduct Policies.

## METRO CODE OF CONDUCT

In March 2023, Metro refreshed the Code of Conduct to reflect the core components of the Public Safety Values Statements which have been adopted by the Metro Board, including:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care
- Recognizing Diversity
- Acknowledging Context; and
- Committing to Openness and Accountability

The language was also updated to be clearer and more concise and rephrases requirements where possible in positive language. Moreover, the updated Code does not include matters that are better addressed by the penal code and removes language that could be construed as targeting specific communities. The updates aligned with Metro's Reimagined Public Safety Framework and promote a shared stewardship of the system and clear expectations of riders, while also achieving a more humane and equity-driven approach to enforcement efforts.

## CITATION/WARNING DEMOGRAPHICS

From July 1, 2021, until June 30, 2022 (FY 22) – A review of systemwide citation and warnings during FY 22 showed that African Americans received 41%, Hispanics received 35%, and Whites received 17%, with the remaining 7% divided amongst other groups.

Transit Citations 07/01/2021 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		African American		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Ticket	0	1	4	20	66	477	54	441	4	40	3	13	36	255	1414
Warning	0	5	6	21	57	395	42	297	5	30	0	8	22	108	996
<b>Total</b>	<b>6</b>		<b>51</b>		<b>995</b>		<b>834</b>		<b>79</b>		<b>24</b>		<b>421</b>		<b>2410</b>

From July 1, 2022, until May 31, 2023 (FY23), - A review of systemwide citation and warnings during FY 23 showed that African Americans received 38%, Hispanics received 36%, and Whites received 19%, with the remaining 7% divided amongst other groups

Transit Citation+A1:P5s 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Ticket	0	4	7	20	81	643	68	656	9	59	2	33	55	371	2008
Warning	1	4	7	42	96	604	90	561	11	37	3	11	47	258	1772
<b>Total</b>	<b>9</b>		<b>76</b>		<b>1424</b>		<b>1375</b>		<b>116</b>		<b>49</b>		<b>731</b>		<b>3780</b>

In total, the two year period showed that African American's received 39%, Hispanics received 36%, and Whites received 19%, with the remaining 6% divided amongst other groups.

Transit Citations 07/01/2021 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Tickets	0	5	11	40	147	1120	122	1097	13	99	5	46	91	626	3422
Warnings	1	9	13	63	153	999	132	858	16	67	3	19	69	366	2768
<b>Total</b>	<b>15</b>		<b>127</b>		<b>2419</b>		<b>2209</b>		<b>195</b>		<b>73</b>		<b>1152</b>		<b>6190</b>

## CITATION/WARNING TRENDS

The top three issuance of citations/warnings were for fare evasion, boarding without proof, and eating, drinking, and smoking. The recent security campaigns (Respect the Ride, Drug Free Campaign, Supplemental Deployment) reflected an emphasis on discouraging illicit activity on the system and the use of the system not for the purposes of transit (for instance, loitering, sheltering on the system, drug use on platforms).

2022 - 2023	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Grand Total
<b>Ticket</b>													
6-05-230.A Fare Evasion	120	127	261	96	37	115	62	27	44	43	92	43	1067
6-05-230.C.1 Boarding Without Proof	136	170	201	53	21	101	62	19	29	32	96	50	970
6-05-230.C.10 Bypassing Fare Gates			1										1
<b>Subtotal</b>	<b>256</b>	<b>297</b>	<b>463</b>	<b>149</b>	<b>58</b>	<b>216</b>	<b>124</b>	<b>46</b>	<b>73</b>	<b>75</b>	<b>188</b>	<b>93</b>	<b>2038</b>
<b>Warning</b>													
6-05-230.A Fare Evasion	111	106	185	182	110	199	128	47	58	25	67	102	1320
6-05-230.C.1 Boarding Without Proof	50	71	114	36	20	42	27	14	19	20	59	80	552
6-05-230.C.10 Bypassing Fare Gates	3		2										5
6-05-230.C.2 Duplicating Fare media								1		1			2
<b>Subtotal</b>	<b>164</b>	<b>177</b>	<b>301</b>	<b>218</b>	<b>130</b>	<b>241</b>	<b>155</b>	<b>62</b>	<b>77</b>	<b>46</b>	<b>126</b>	<b>182</b>	<b>1879</b>
<b>Grand Total</b>	<b>420</b>	<b>474</b>	<b>764</b>	<b>367</b>	<b>188</b>	<b>457</b>	<b>279</b>	<b>108</b>	<b>150</b>	<b>121</b>	<b>314</b>	<b>275</b>	<b>3917</b>

3,917 of the 6,190 citations/warnings, or 63%, were given for violations related to Fare Evasion and Boarding Without Proof. The increase in citations from June 2022 to August 2022 were a result of the Respect the Ride program, which Citations and Warnings conducted during the Respect the Ride campaign, which focused Code of Conduct enforcement on the Red/Purple Lines and on the bus system. In April and May the increases were attributed to the Drug Free Campaign and Supplemental Deployments which increased Transit Security Resources on the Red/Purple Lines, 7<sup>th</sup>& Metro, and Union Station.

As a result, 4,892 (79%) of 6,190 total citations/warnings were issued on the following Red/Purple line stations: 7<sup>th</sup>& Metro, Westlake Macarthur, North Hollywood, Pershing Square, and Union Station. These locations were identified as hot spots for illicit activity and code of conduct violations, and thus, became the focus locations of the Respect the Ride, Drug-Free Campaign, and the Supplemental Deployment strategy. The following should be noted:

- 4 of the 5 stations are above-mentioned locations are terminus stations and therefore have increased activity, foot traffic, and ridership.

- b) There was a 57% increase in citations after the Respect the Ride campaign rolled out in April 2022 on the Red/Purple Line.
- c) There were two additional separate spikes in February 2023 (38% increase from Jan) and April 2023 (159% increase from March) due to the Drug Free Campaign and Supplemental rollouts at these locations.

## LAW ENFORCEMENT ARRESTS

A review of arrest data between 07/01/2021-05/31/2023 shows that law enforcement on Metro arrested 5,745 individuals. 1,863 individuals were arrested on buses and 3,882 individuals on rail. Arrests range from aggravated assaults and battery towards patrons and operators to trespassing and narcotics violations.

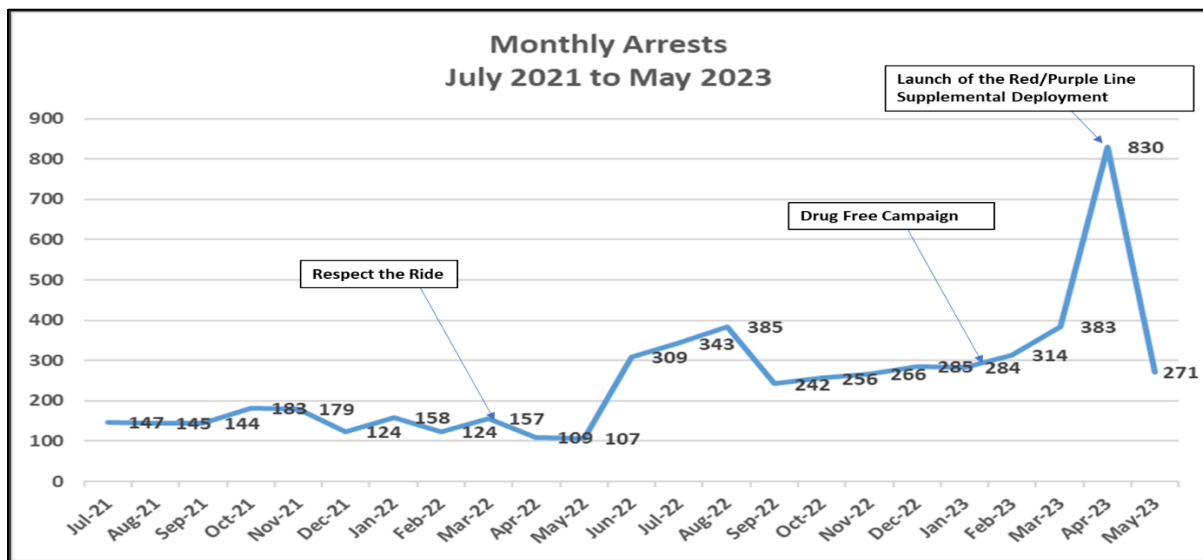
## ARREST DEMOGRAPHICS

The below charts detail the arrest demographics for FY 22 and FY 23 through May 31, 2023. For FY22, the arrest demographics were 45% Hispanic, 39% African American and 15% White. By comparison, in FY 23 the arrest demographics were 41% Hispanic, 39% African American, and 18% White.

Arrests 07/01/20+B2:W1321 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		African American				Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male
Arrests	0	0	0	0	118	610	0	0	0	110	731	0	0	0	0	0	6	24	59	228
Total	0		0		728				841					0		30		287		1,886
% Share	0.00%		0.00%		38.60%				44.59%					0.00%		1.59%		15.22%		100.00%

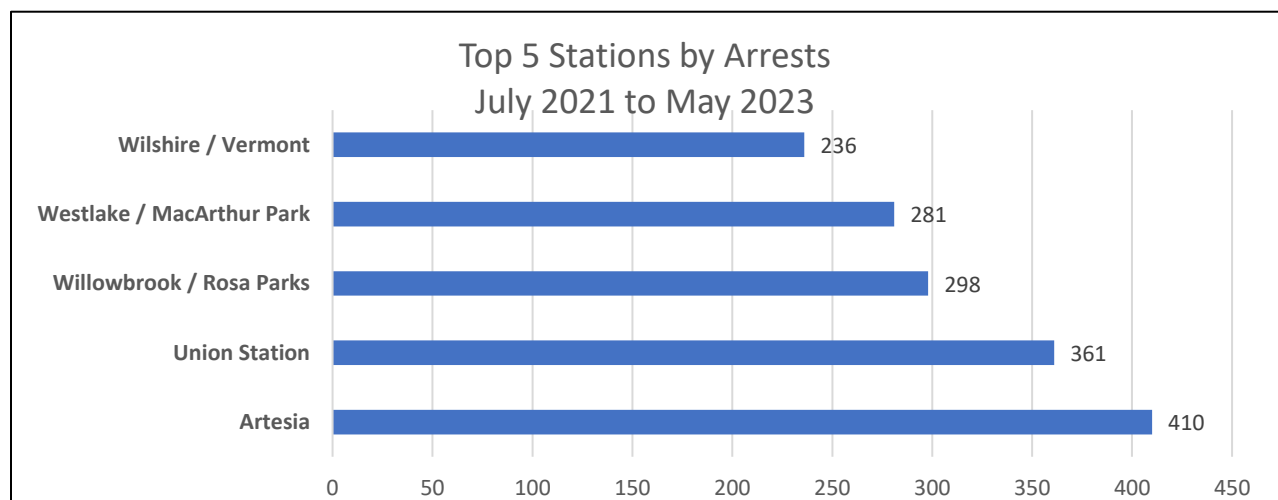
Arrests 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American				Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male
Arrests	0	1	0	24	225	1,258	3	2	1	213	1,372	2	1	1	0	9	13	40	151	543
Total	1		24		1,489				1,589					9		53		694		3,859
% Share	0.03%		0.62%		38.59%				41.18%					0.23%		1.37%		17.98%		100.00%

## ARREST TRENDS



Nearly 4,008 of 5,474 arrests, or 73.2%, occurred since July 2022, and correspond with the launch of Respect the Ride (April 2022), increased deployment of bus riding teams, the launch of the Drug Free Campaign (February 2023) and the initiation of Supplemental Deployment services (April 2023).

A review of arrest data showed alignment with stations identified as hot spots for code of conduct violations and illicit activity. The following chart details the top 5 stations with the highest number of arrests during the review period.



Artesia had crime spikes in calendar year 2021 which tapered off in 2022 and 2023 respectively which is why it leads all stations in crime numbers. The Willowbrook/Rosa Parks station has been identified as a consistent hotspot for illicit activity by LASD. Westlake / MacArthur Park has been the hub for criminal activity along the Red Line and SSLE has worked in collaboration with several LAPD entities, including Rampart Division, Gang and Narcotics Division Abatement Detail, Narcotics K-9, Commercial Crimes Unit and Geographic Narcotics Enforcement Details to coordinate deployment and interventions in this area.

## NARCOTICS ARRESTS

SSLE was asked to provide a breakdown of narcotics seized during arrests on the system between April 1, 2022, and March 31, 2023. The below chart show that methamphetamine accounted for 67% of narcotic seized on the system during this period, followed by cocaine and fentanyl at 14% and 5% respectively.

Narcotics Arrests 04/01/2022 - 03/31/2023	
Type of Narcotic	Total
Methamphetamine	234
Cocaine	48
Fentanyl	17
Marijuana	16
Poss of Narco Paraphernalia	8
Under Influence / Non Poss	6
Heroin	5
Phencyclidine (PCP)	5
Prescription Drug	2
Xanax	2
Unkn Narco w / Gun	1
Bring (unkn) Narco to Jail	1
Nitrous Oxide	1
Oxycodone	1
Unknown Stimulant	1
Vicodin	1
<b>Total</b>	<b>349</b>



## SYSTEM SECURITY & LAW ENFORCEMENT

Arrests 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American					Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male	
Arrests	0	1	0	24	225	1,258	3	2	1	213	1,372	2	1	1	0	9	13	40	151	543	3,859
Total	1		24		1,489					1,589					9		53		694		3,859
% Share	0.03%		0.62%		38.59%					41.18%					0.23%		1.37%		17.98%		100.00%

Arrests 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American					Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male	
Bus	0	1	0	2	71	303	1	0	0	85	540	0	0	0	0	2	4	19	41	142	1,211
Rail	0	0	0	21	131	882	2	2	1	118	779	0	1	1	0	7	9	20	102	388	2,464
Union Station	0	0	0	1	23	73	0	0	0	10	53	2	0	0	0	0	0	1	8	13	184
Total	1		24		1,489					1,589					9		53		694		3,859
% Share	0.03%		0.62%		38.59%					41.18%					0.23%		1.37%		17.98%		100.00%

Arrests 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American					Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	2	29	171	0	0	0	31	198	0	0	0	0	0	3	8	16	45	503
B Line (Red)	0	0	0	17	48	418	2	2	1	36	266	0	1	1	0	6	3	3	26	168	998
C Line (Green)	0	0	0	0	21	82	0	0	0	8	119	0	0	0	0	0	1	1	7	24	263
D Line (Purple)	0	0	0	0	1	6	0	0	0	0	5	0	0	0	0	0	0	0	2	1	15
E Line (Expo)	0	0	0	2	10	40	0	0	0	5	31	0	0	0	0	1	0	0	3	26	118
G Line (Orange)	0	1	0	0	5	13	0	0	0	3	20	0	0	0	0	0	0	1	0	11	54
J Line (Silver)	0	0	0	0	0	4	0	0	0	1	7	0	0	0	0	0	0	1	0	0	13
K Line	0	0	0	0	1	9	0	0	0	0	6	0	0	0	0	0	0	1	3	5	25
L Line (Gold)	0	0	0	0	21	156	0	0	0	38	154	0	0	0	0	0	2	7	45	119	542
Union Station	0	0	0	1	23	73	0	0	0	10	53	2	0	0	0	0	0	1	8	13	184
Bus	0	0	0	2	66	286	1	0	0	81	513	0	0	0	0	2	4	17	41	131	1,144
Total	1		24		1,489					1,589					9		53		694		3,859
% Share	0.03%		0.62%		38.59%					41.18%					0.23%		1.37%		17.98%		100.00%



## SYSTEM SECURITY & LAW ENFORCEMENT

Arrests 07/01/2021 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		African American					Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male	
Arrests	0	0	0	0	118	610	0	0	0	110	731	0	0	0	0	0	6	24	59	228	1,886
Total	0		0		728					841					0		30		287		1,886
% Share	0.00%		0.00%		38.60%					44.59%					0.00%		1.59%		15.22%		100.00%

Arrests 07/01/2021 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		African American					Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male	
Bus	0	0	0	0	48	147	0	0	0	45	294	0	0	0	0	0	2	7	28	81	652
Rail	0	0	0	0	53	397	0	0	0	58	399	0	0	0	0	0	2	13	28	139	1,089
Union Station	0	0	0	0	17	66	0	0	0	7	38	0	0	0	0	0	2	4	3	8	145
Total	0		0		728					841					0		30		287		1,886
% Share	0.00%		0.00%		38.60%					44.59%					0.00%		1.59%		15.22%		100.00%

Arrests 07/01/2021 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		African American					Hispanic					Middle Eastern		Other		White		Total
	Female	Male	Female	Male	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Trans Female	Trans Male	Non-Conforming	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	23	151	0	0	0	33	213	0	0	0	0	0	1	2	12	62	497
B Line (Red)	0	0	0	0	13	109	0	0	0	6	36	0	0	0	0	0	0	2	2	20	188
C Line (Green)	0	0	0	0	4	45	0	0	0	6	54	0	0	0	0	0	0	3	5	5	122
D Line (Purple)	0	0	0	0	1	1	0	0	0	1	3	0	0	0	0	0	0	1	0	0	7
E Line (Expo)	0	0	0	0	0	14	0	0	0	3	6	0	0	0	0	0	0	0	0	7	30
G Line (Orange)	0	0	0	0	1	26	0	0	0	0	18	0	0	0	0	0	0	1	0	4	50
J Line (Silver)	0	0	0	0	0	3	0	0	0	0	7	0	0	0	0	0	0	1	0	1	12
K Line	0	0	0	0	0	0	0	0	0	3	10	0	0	0	0	0	0	0	0	3	16
L Line (Gold)	0	0	0	0	11	56	0	0	0	9	76	0	0	0	0	0	1	5	9	42	209
Union Station	0	0	0	0	17	66	0	0	0	7	38	0	0	0	0	0	2	4	3	8	145
Bus	0	0	0	0	48	139	0	0	0	42	270	0	0	0	0	0	2	5	28	76	610
Total	0		0		728					841					0		30		287		1,886
% Share	0.00%		0.00%		38.60%					44.59%					0.00%		1.59%		15.22%		100.00%



Transit Citation+A1:P5s 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Ticket	0	4	7	20	81	643	68	656	9	59	2	33	55	371	2008
Warning	1	4	7	42	96	604	90	561	11	37	3	11	47	258	1772
Total	9		76		1424		1375		116		49		731		3780

Transit Citations 07/01/2022 - 05/31/2023	American Indian or Alaskan Native		Asian or Pacific Islander		African American		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Ticket</b>															
6-05-040.A Riding Bicycles and Skateboards				1		2		2					3		8
6-05-040.C Prohibited Bicycle								1							1
6-05-050.E Preventing Door from Closing						1									1
6-05-050.H Willfully Interfere						1							1		2
6-05-100.A Spitting				1				1							2
6-05-100.C Urinate or Defecate				3	7	17	3	2		1			1	3	37
6-05-110.D Throwing Object						1									1
6-05-100.J Feet/Shoes on Furniture						1									1
6-05-100.K Graffiti						1		1							2
6-05-100.L Littering					2	5		3						4	14
6-05-100.M Injuring Person or Damaging Property								1							1
6-05-110.A Eating Drinking Smoking			1	1	5	29		22		5		1		17	81
6-05-110.C Drinking Alcohol						3		2						1	6
6-05-120.A Loitering				1		11	1	7						5	25
6-05-150.A Disturbing Others by Noise						3							1		4
6-05-150.C Playing Sound Device						2		1							3
6-05-200.C Failure to Obey Signs								1							1
6-05-230.A Fare Evasion		2	3	6	31	291	35	332	5	19	1	11	26	200	962
6-05-230.B Proof of Payment														1	1
6-05-230.C.1 Boarding Without Proof		2	3	7	36	271	29	278	4	34	1	21	27	135	848
6-05-230.C.5 Refusal to Show Proof						2		1						1	4
6-05-230.C.6 Misuse of Fare Media						1									1
6-05-230.C.9 Enter when Excluded						1									1
6-05-230.C.10 Bypassing Fare Gates								1							1
Subtotal	0	4	7	20	81	643	68	656	9	59	2	33	55	371	2008
<b>Warning</b>															
6-05-030.A Animal Control						1									1
6-05-040.A Riding Bicycles and Skateboards						1		2							3
6-05-080.A Abuse or Harrassment				1	1										2
6-05-100.C Urinate or Defecate						1		1					1		3
6-05-110.A Eating Drinking Smoking				1	1	12		14					6		34
6-05-110.E Being Under the Influence						1		1					1		3
6-05-120.A Loitering						2							1	1	4
6-05-160.A Odor					1										1
6-05-190.A.4 Throwing or Kicking an Object													1		1
6-05-190.A.5 Standing, Lying, Climbing on sign, bench...						1									1
6-05-190.A.7 Entering or Crossing Tracks													1		1
6-05-220.B Possession of Weapon													1		1
6-05-230.A Fare Evasion	1	3	4	30	68	436	62	369	5	27	2	7	32	163	1209
6-05-230.C.1 Boarding Without Proof			3	9	25	147	27	173	6	10	1	4	13	84	502
6-05-230.C.2 Duplicating Fare media		1		1											2
6-05-230.C.5 Refusal to Show Proof						1									1
6-05-230.C.7 Misuse of Discount Ticket							1								1
6-05-230.C.10 Bypassing Fare Gates						1		1							2
Subtotal	1	4	7	42	96	604	90	561	11	37	3	11	47	258	1772
Total	9		76		1424		1375		116		49		731		3780

Transit Citations 07/01/2021 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Ticket</b>	0	1	4	20	66	477	54	441	4	40	3	13	36	255	1414
<b>Warning</b>	0	5	6	21	57	395	42	297	5	30	0	8	22	108	996
<b>Total</b>	<b>6</b>		<b>51</b>		<b>995</b>		<b>834</b>		<b>79</b>		<b>24</b>		<b>421</b>		<b>2410</b>

Transit Citations 07/01/2021 - 06/30/2022	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		Unknown		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
<b>Ticket</b>															
6-05-040.A Riding Bicycles and Skateboards					1	3		8			1		3		16
6-05-040.C Prohibited Bicycle						1									1
6-05-050.B Blocking an Aisle, Elevator, Escalator					1										1
6-05-050.D Obstructing Metro Vehicle						1							1	1	3
6-05-050.E Preventing Door from Closing						1									1
6-05-090.A Sale / Peddling Goods						1									1
6-05-100.A Spitting							1								1
6-05-100.C Urinate or Defecate				3		13		7		2			1	3	29
6-05-100.E Gambling						1									1
6-05-100.H Soliciting Lewd Conduct						1									1
6-05-100.K Graffiti							2							2	4
6-05-100.L Littering					3	10	1	5		1				5	25
6-05-110.A Eating Drinking Smoking					10	48	2	29		3		1	4	30	127
6-05-110.C Drinking Alcohol						2		4						2	8
6-05-120.A Loitering					3	12		11		1			1	4	32
6-05-150.A Disturbing Others by Noise					2	1								2	5
6-05-150.C Playing Sound Device						13	1	2						1	17
6-05-200.C Failure to Obey Signs				1		2			1						4
6-05-230.A Fare Evasion		1	3	7	24	210	22	200	2	15		8	17	117	626
6-05-230.B Proof of Payment						3								2	5
6-05-230.C.1 Boarding Without Proof			1	9	21	152	28	170	1	18	3	3	12	81	499
6-05-230.C.3 Invalid Currency								1							1
6-05-230.C.5 Refusal to Show Proof														1	1
6-05-230.C.10 Bypassing Fare Gates					1	2		1						1	5
Subtotal	0	1	4	20	66	477	54	441	4	40	3	13	36	255	1414
<b>Warning</b>															
6-05-030.A Animal Control													1		1
6-05-040.A Riding Bicycles and Skateboards					1			2							3
6-05-050.E Preventing Door from Closing						1									1
6-05-070.A Large Carts and Strollers						2		1					1		4
6-05-070.C Improper Use of Cart														1	1
6-05-080.A Abuse or Harrassment						1			2					1	4
6-05-100.A Spitting						1									1
6-05-100.C Urinate or Defecate				1	1	12	1	3							18
6-05-100.G Incite Violence								1							1
6-05-100.K Graffiti						1								1	2
6-05-100.L Littering											1				1
6-05-110.A Eating Drinking Smoking		2		2		22		15		2				8	51
6-05-110.C Drinking Alcohol								4							4
6-05-110.D Throw Object At Persons or Metro property						1		1							2
6-05-110.E Being Under the Influence						2		1							3
6-05-120.A Loitering				1		2		4		1					8
6-05-150.C Playing Sound Device						1		1					1		3
6-05-160.A Odor														1	1
6-05-190.A.4 Throwing or Kicking an Object				2	1	8		4		1			1	2	19
6-05-190.A.6 Unsafe Conduct						2									2
6-05-200.C Failure to Obey Signs						2				1					3
6-05-230.A Fare Evasion		1	6	8	36	233	24	178	3	15		5	10	61	580
6-05-230.B Proof of Payment						4									4
6-05-230.C.1 Boarding Without Proof		2		7	17	92	17	78	1	8		2	9	32	265
6-05-230.C.4 false Representation						1		1	1						3
6-05-230.C.9 Enter when Excluded								1							1
6-05-230.C.10 Bypassing Fare Gates					1	7		2							10
Subtotal	0	5	6	21	57	395	42	297	5	30	0	8	22	108	996
<b>Total</b>	<b>0</b>	<b>6</b>	<b>51</b>		<b>995</b>		<b>834</b>		<b>79</b>		<b>24</b>		<b>421</b>		<b>2410</b>

# Monthly Public Safety Update

Gina Osborn  
Chief Safety Officer

# Deployment Campaigns: May Updates

## **Drug-Free Metro Campaign**

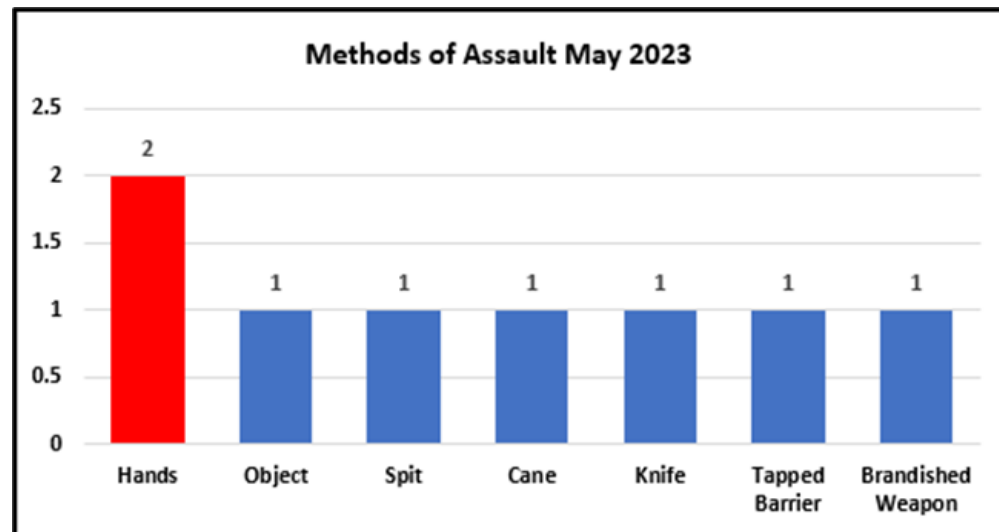
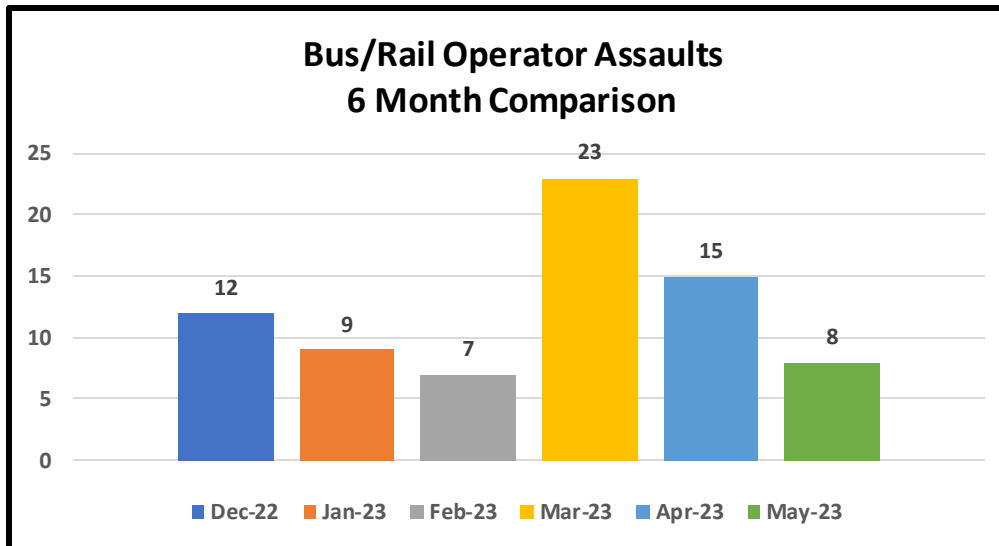
- 514 citations and 386 warnings issued by Metro Transit Security.
- 330 drug related arrests by law enforcement.
- A reduction of Customer Call Center complaints by 32%.
- Transit Watch App reporting on drug issues decreased by 12% during the month of May.

## **B/D (Red/Purple) Line Supplemental Deployment**

The first full month of the supplemental deployment resulted in the following activities, which are tracked separately from the Drug-Free Metro Campaign:

- Citations: 386
- Warnings: 661
- Arrests: 234
- Ejections: 8,427
- Law Enforcement Homeless Outreach Teams
  - Outreach: 979 individuals
  - Acceptance of services: 573 individuals

# May 2023 Operator Assaults



- Bus/Rail **operator assaults decreased from 15 in April 2023 to 8 in May 2023**
- Assault with hands was the top method of assault
- No reason, disorderly conduct, and fare issues were the top reasons for incidents

Top Reasons for Assault May2023	
Reason	Count
No Reason	3
Disorderly	2
Fare	2
Demand Stop	1
Grand Total	8

# May Public Safety Trends and Statistics

- As a result of the increased security posture and multi-layered approach, overall crime decreased on the rail system by 53% (268 vs 572) while the bus system experienced a 13% reduction (87 vs 100).
- Crimes Against Persons decreased systemwide by 32% when compared to April 2023. The most notable decrease was in aggravated assaults, which fell by 50% systemwide (23 incidents in May) when compared to April and March 2023 (46 and 48 incidents respectively).
- The long-term success of the Drug-Free Campaign and Supplemental Deployment efforts were demonstrated by a reduction of narcotics, trespassing, and weapons related arrests systemwide, particularly on the rail system.
- Systemwide narcotics arrests decreased by 57% (26 vs 61) when compared to April 2023.
- The 68% decrease in trespassing arrests (123 vs 389) affirmed that Metro's approach has been effective at creating a non-permissive environment for loitering, sheltering, and illicit activity on the system.

# Metro Ambassadors Update

## SUPPORT

Metro Ambassadors continue to support riders, connect riders to resources, and report incidents or maintenance needs. They were deployed on the A Line, B Line, C Line, D Line, K Line, J Line (Silver), and the former L Line. As well as bus lines 210, 40, 20, and 720.

**Faregate compliance pilot:** As of 5/19/2023, there are three Metro Ambassador teams per shift deployed at the Westlake MacArthur Park Station supporting customers as part of this pilot.

May 2023 training update: 51 trainees successfully graduated from training.

Additional Metro Ambassadors have been hired and trained to be deployed on the new **Regional Connector stations** to include (9) Metro Ambassador teams per shift, with coverage at station platforms and elevator concourse areas.

## CONNECT

Conducted **60,972** customer interactions

## REPORT

- 1,337 cleanliness issues
- 298 elevator and escalator problems
- 355 graffiti incidents
- 200 safety issues

Narcan Incidents: Since they were certified and equipped to carry and administer Narcan starting on 4/17/23, and up to 5/31/2023, Metro Ambassadors have reported five Narcan incidents to date:

- 4/20/2023 - North Hollywood Station
- 4/21/2023 - Hollywood / Vine Station
- 5/11/2023 – Westlake/MacArthur Park Station
- 5/19/2023 – Westlake/MacArthur Park Station
- 5/27/2023 – Westlake/MacArthur Park Station



## Board Report

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File #: 2023-0362, File Type: Contract

Agenda Number: 32.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JULY 20, 2023****SUBJECT: PASADENA TRANSIT SERVICE OPERATION AGREEMENT AND BUS CAPITAL  
FUNDING FOR PASADENA TRANSIT****ACTION: APPROVE AGREEMENTS****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer, or their designee, to negotiate and execute:

- A. the Transit Service Operation Agreement between Metro and the City of Pasadena for Contracted Service Lines 177 & 256, for a period of five years from July 1, 2024 (when new buses are expected to begin service) through June 30, 2029 (FY25 through FY29), with a two-year extension option for FY30 and FY31, for an amount up to \$25,590,137.82; and
- B. the allocation of a 70 percent funding contribution towards the purchase of the nine (9) new buses by the City of Pasadena to operate Lines 177 & 256, for an amount up to \$4,123,823.

**ISSUE**

As part of the NextGen Bus Plan adopted by the Metro Board in October 2020, the opportunity was noted for the City of Pasadena to operate currently Contracted Service Metro bus Lines 177 and 256 as part of their Pasadena Transit system. The City of Pasadena is not an "Included Operator" so there is no mechanism through the Formula Allocation Procedure for the City to receive funding to support continued operation of these services by the City instead of Metro. Staff is therefore presenting this item to seek approval to establish an operating agreement between the City of Pasadena and Metro to allow the City of Pasadena to be funded by Metro for the operation of Metro Lines 177 & 256 (hereinafter collectively referred to as "the Service") at a lower cost than what Metro's current expenditures for the service through contracted services. Therefore, in addition to the operating agreement, a second agreement would provide for the purchase of nine (9) buses by the City of Pasadena to operate the Service including a one-time funding contribution from Metro, avoiding Metro the need to replace the existing buses used on the Service which have reached the end of their useful life.

**BACKGROUND**

The NextGen Bus Plan's goal was to implement a new competitive bus system in Los Angeles County that is fast, frequent, and accessible to residents. The NextGen plan was separated into different Tiers of implementation. Each Tier represents the level of bus service a specific line operates; Tier 1 has the highest bus service that Metro offers. The Service was classified as NextGen



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Bus Plan Tier 4, which are local lines that may be more appropriately operated and planned by the local communities they serve, due to the low service levels and direct ability to enhance the local transit system's existing network. Therefore, the Metro Board approved NextGen Bus Plan including the recommendation to transfer two Metro Tier 4 Lines 177 and 256, currently operated by Contract Services Divisions 95 - Line 256 and Division 98 - Line 177, to the City of Pasadena.

## **DISCUSSION**

### Operations of the Service

The Pasadena Transit system of the City of Pasadena currently consists of eight bus lines, which are operated under contract by First Transit.

In the NextGen Bus Plan, the opportunity was recognized to transfer Metro Contract Service Lines 256 (Highland Park to Sierra Madre Station) and 177 (CalTech Pasadena - Jet Propulsion Laboratory) to the City of Pasadena as part of the Pasadena Transit network as desired by the city given the local nature of these lines. The City of Pasadena would become a contractor for Metro as part of this agreement in order to receive Metro operating funding for the Service.

There are several other factors that make the transfer of these two lines to the City of Pasadena a good outcome:

- 1) Pasadena Transit's proposed Revenue Service Hour rates are lower than Metro's Contracted Bus divisions, resulting in cost savings of approximately \$900,000 per year compared to continued operation of these lines by Metro.
- 2) The nine smaller 32' buses Metro contractors currently use on these two lines have reached the end of their useful life. Metro needs to replace these buses but does not wish to create a separate procurement for this smaller 32' bus since Metro is currently only purchasing larger, 40' zero emission buses. Under the proposed agreement, Metro will cover 70 percent of the cost of nine new 35' CNG buses that the City of Pasadena would purchase, own, and operate (with a 30 percent contribution from the City of Pasadena). The City of Pasadena would also cover the additional cost of purchasing nine zero emission buses (rather than CNG) as part of this purchase, achieving a zero- emission fleet for these services.

Upon approval, Metro would enter into an Agreement with the City of Pasadena to incorporate the Service into their network and will brand the two lines and the buses utilized in a manner consistent with their transit network bus route numbering. Metro has similar operating agreements with three other jurisdictions for funding of services that operate as part of a local transit system rather than Metro.

Pasadena Transit would be required to operate the Service according to the alignments, spans, trip counts, and frequencies operated by Metro so as to maintain service at the levels provided by Metro. Pasadena Transit will also incorporate peak hour supplemental "tripper" service for Line 256, if necessary (currently there is no need), as agreed between Metro and Pasadena Transit, as determined by average weekday ridership per trip exceeding peak load standards.

Pasadena Transit will charge cash fares based on Pasadena Transit's fare structure. Metro regional TAP cards can also be utilized on the service as Pasadena Transit is a participant in the TAP program. The fare costs must be equal to or less than Metro's local bus fares. Currently, the base fare for Pasadena Transit is \$0.75, well below the Metro base fare of \$1.75.

During the agreement period, Metro will retain the right to audit Pasadena Transit's records of the Service. Metro may periodically monitor the service to review compliance with Agreement requirements and evaluate the performance of the lines, findings, and recommendations to ensure that the service provided aligns with Metro's transit service policies, efficiency standards, and meet the needs of our diverse customers and stakeholders.

### **Bus Purchases**

Metro and the City of Pasadena have negotiated funding for the purchase of the nine (9) buses needed for the Service. This purchase would be addressed in a separate Bus Purchase Agreement. The Service requires five (5) buses for Line 256 service, two (2) buses for Line 177 service, and two (2) spare buses. Metro has agreed to a one-time funding contribution of 70 percent of the cost of nine new 35' buses, based on the cost of new CNG buses. The City of Pasadena will cover the remaining 30 percent of that cost as well as all additional costs to purchase zero emission buses for the Service, including all associated infrastructure costs. The City of Pasadena would arrange the purchase and would be the owner and operator of the vehicles. The City of Pasadena would also be required to provide an existing fleet or purchase a new fleet to service peak supplementary trips beyond the nine (9) buses mentioned above, should that be needed, at no capital cost to Metro (note: there is currently no supplementary peak service on Line 256). The fleet of nine (9) buses will be branded with the City of Pasadena branding and the Service will operate as part of the Pasadena Transit network.

The City of Pasadena will therefore own, operate, and maintain all the buses as part of this agreement and in accordance with all applicable Federal Transit Administration (FTA) requirements including, but not limited to, FTA Circular 5010.1D including the applicable lifespan (e.g., 12-year, 500,000 mile minimum or other applicable requirement based on fleet selected).

Metro's obligation to fund the City of Pasadena's operation of the Service is contingent upon the City of Pasadena's acquisition of the bus fleet. Metro will have no obligation to make the payments if the City of Pasadena does not acquire the said fleet.

### **DETERMINATION OF SAFETY IMPACT**

Approval of this item which includes the purchase of modern, reliable new buses will have a positive impact on the safe, reliable operation of services for Metro customers. The City of Pasadena would have responsibility for safety oversight of their contractor (currently First Transit). The Service will be part of the Pasadena Transit system.

### **FINANCIAL IMPACT**

The present contract with Transdev Services, Inc., for the operation of Line 177 is for a rate of \$137.79 per revenue service hour. The direct contracting cost for this line is approximately \$552,386 per year. The present contract with Southland Transit, Inc., for the operation of Line 256 is for a rate

of \$147.10 per revenue service hour. The direct contracting cost for this line is approximately \$3,473,958 per year. The combined cost for the operation of Lines 177 and 256 is \$4,026,344.

The City of Pasadena would operate the service through their private contractor for a rate of \$113.96 per revenue service hour. The proposed change would reduce the cost of operating Lines 177 and 256 to approximately \$3,148,168 per year, as shown in Table 1 below. This would result in cost savings, to Metro, of approximately \$878,176 over the course of a year. Although exact figures for FY25 are unavailable, due to a pending solicitation of Metro northern region contracted bus services, Metro can expect to see similar savings for future years operated under this proposed agreement.

The age of the current Metro bus fleet used for the Service (13 years old), would require their replacement as soon as possible. Metro would therefore be required to undertake the expense of fleet replacement regardless of who operates the service. The \$4,123,823 used to purchase the new fleet, as proposed in the Bus Purchase Agreement and shown in Table 1 below, would replace the \$9,000,000 Metro would need to spend to replace the current fleet, thereby saving Metro \$4,876,177.

Table 1: Proposed Agreements with City of Pasadena: Costs and Savings						
	Metro Contractors				Pasadena Contractor	Savings by Metro
	Transdev	Southland Transit	Total of Metro Contractors		First Transit	
RSH Rate	\$137.79	\$147.10			\$113.96	
FY24 RSH	4,009	23,616	27,625		27,625	
FY24 Cost	\$552,386.33	\$3,473,957.7	\$4,026,344.0		\$3,148,167.7	\$878,176.27
Service Operated	Line 177	Line 256	Lines 177 & 256		Lines 177 & 256	
No. of Buses	3	6	9		9	
Price per Bus	\$1,000,000.0	\$1,000,000.0			\$458,202.56	
Total Cost	\$3,000,000.0	\$6,000,000.0	\$9,000,000.0		\$4,123,823.0	\$4,876,177.0

### Impact to Budget

There will be no impact to the FY24 operating or capital budget. FY25 will be the first year this project will be included in Metro's operating and capital budgets, based on the expected delivery of the new buses to the City of Pasadena for the project. The sources of funding for this action are Federal, State, and Local including sales tax and fares. These sources are eligible for Bus Operating or Capital projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

### EQUITY PLATFORM

Community members that live throughout the area will continue to benefit from the bus services provided. Metro Line 177 is a line that mainly transports Jet Propulsion Laboratory "JPL" employees from Caltech Pasadena to JPL and 15% of the line travels through equity focused communities. The

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revised Metro Line 256 would operate from Highland Park to Pasadena - Sierra Madre Villa Station with 35% of the line traveling through equity focused communities. Riders will enjoy a low base fare (\$0.75) and continue to receive the same service levels as planned and operated by Metro.

**IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approval of this recommendation supports the following Metro Strategic Plan Goal: 3) Enhance communities and lives through mobility and access to opportunity. Metro will continue to work towards making Los Angeles County's transportation system more accessible, inclusive, and responsive to the needs of the diverse communities it serves.

**NEXT STEPS**

Metro will enter into a Transit Service Agreement with the City of Pasadena for the operation of the Service, subject to the City Council of Pasadena also approving these two agreements. The goal is to have the service in operation as soon as possible in FY25 following delivery of the new buses. Metro and City of Pasadena staff will coordinate closely on all steps required to successfully transition the service to Pasadena Transit.

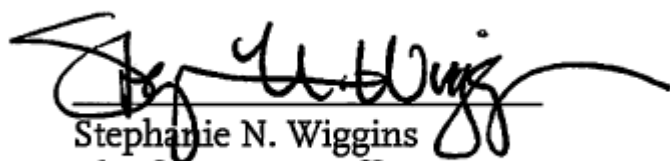
**ATTACHMENTS**

Attachment A - Contracted Service Lines 177 & 256 Map

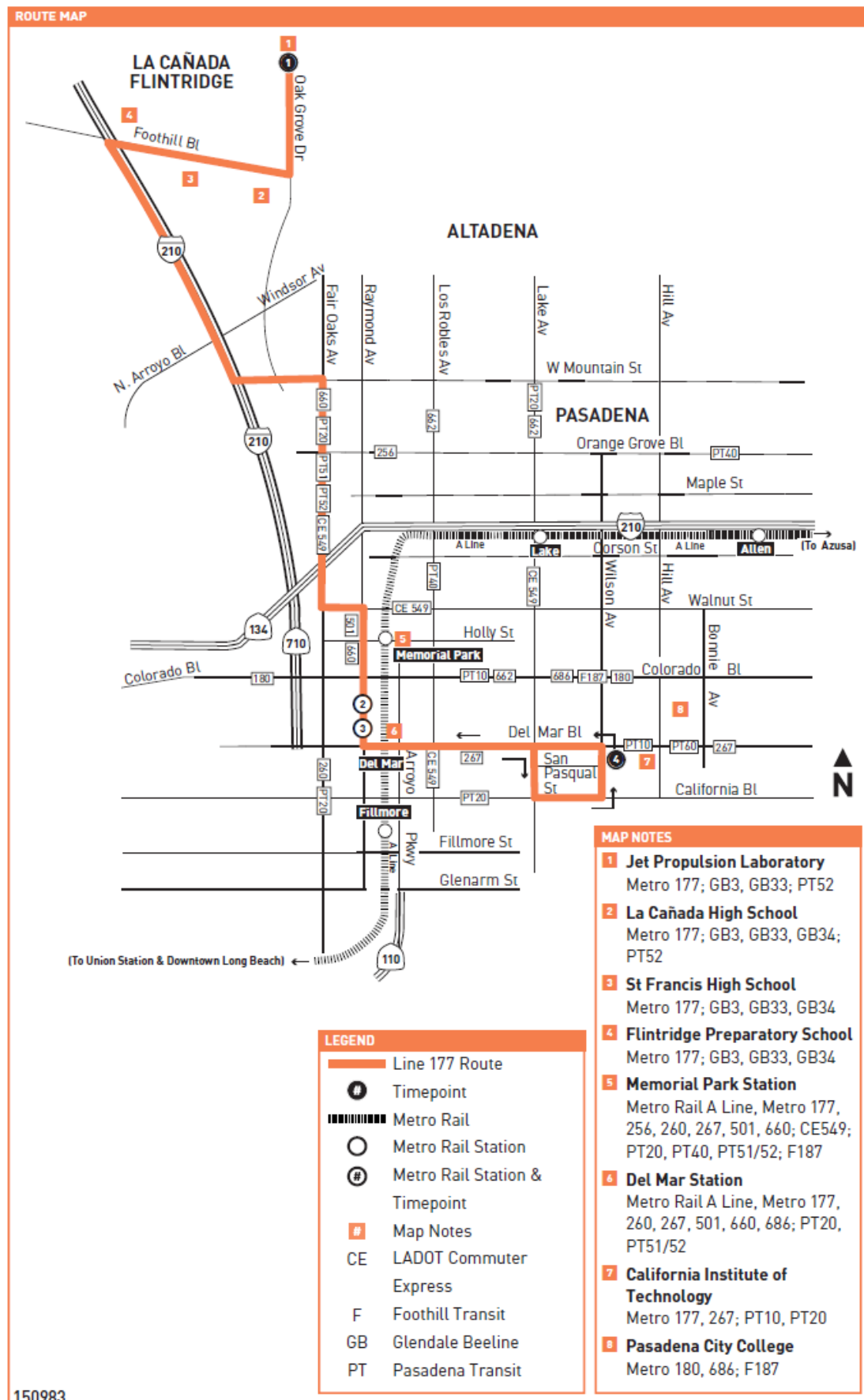
Attachment B - Transit Service Agreement Value

Prepared by: Sandra Solis, Director, Finance & Admin (213) 922-6266  
Joseph Forgiarini, Senior Executive Officer Service Development (213) 418-3400

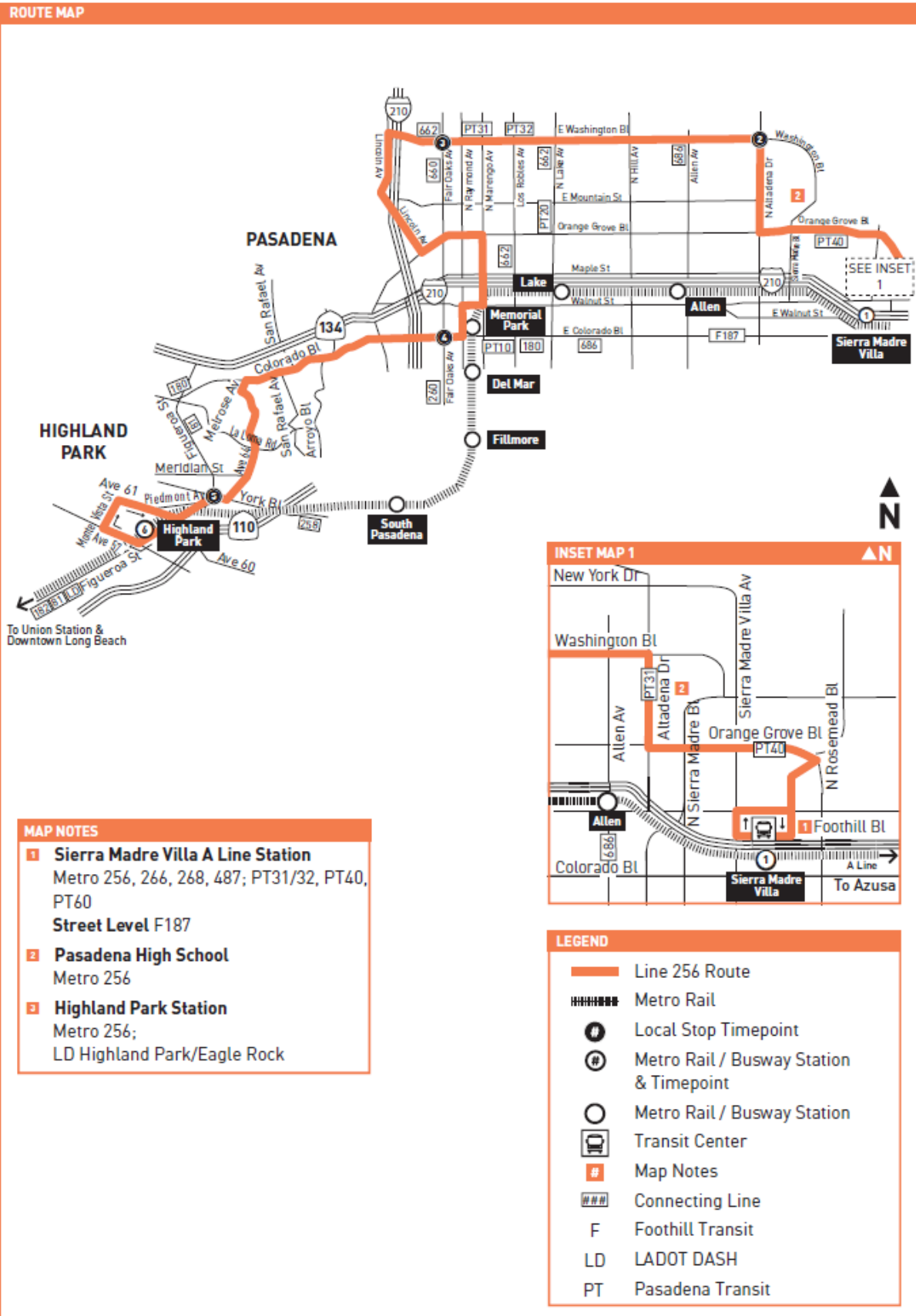
Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034

  
Stephanie N. Wiggins  
Chief Executive Officer

## LINE 177 Updated Timetable Map



## LINE 256 Updated Timetable Map



**Pasadena Transit Service Agreement Value**

<b>Agreement Year (Fiscal Year)</b>	<b>Annual Amount</b>
Agreement Year 1 - FY25	\$3,284,426.88
Agreement Year 2 - FY26	\$3,416,002.56
Agreement Year 3 - FY27	\$3,555,853.44
Agreement Year 4 - FY28	\$3,673,491.48
Agreement Year 5 - FY29	\$3,772,481.63
Option Year 1 – FY30	\$3,885,656.07
Option Year 2 – FY31	\$4,002,225.76
<b>TOTAL AGREEMENT COST</b>	<b>\$25,590,137.82</b>



# Pasadena Transit Service Operation Agreement and Bus Capital Funding For Pasadena Transit

Operations, Safety, and  
Customer Experience Committee  
July 20, 2023



**Metro**<sup>®</sup>



# Background: NextGen Bus Plan

The Metro Board adopted the NextGen Bus Plan in October 2020 and had a goal to implement a new competitive bus system in Los Angeles County:

- > Metro Lines 177 (Pasadena – Jet Propulsion Lab) & 256 (Pasadena – Highland Park) are lower frequency local lines as planned under NextGen that may be more appropriately planned and operated by the local communities they serve.
- > As part of the NextGen Bus Plan, Metro Bus Lines 177 and 256 were considered for operation by the City of Pasadena (Pasadena Transit).

# Issue

The City of Pasadena is not an “Included Operator,” so there is no mechanism through the Formula Allocation Procedure (FAP) for the City to receive funding to support the operation of these services:

- Metro proposes to enter into a Transit Service Operation Agreement with the City of Pasadena (Pasadena Transit) to fund their operation of the two bus lines
- These lines would be branded as Pasadena Transit service and operate as part of their local bus service network

The existing Metro fleet utilized on these two lines have reached the end of their useful life.

- Metro will fund 70% of the one-off purchase cost of 9 new CNG buses by the City of Pasadena, which will fund the remaining 30% costs of new CNG buses
- The City of Pasadena has also gained grant funding to instead purchase 9 new zero emission buses and associated infrastructure (at no additional cost to Metro)

# Cost Savings

	Proposed Agreements with the City of Pasadena			Comparison of Costs and Savings	
	Metro Contractors			Pasadena Contractor	Savings to Metro
	Transdev	Southland Transit	Contractors Total	First Transit	
RSH Rate	\$137.79	\$147.10		\$113.96	
FY24 RSH	4,009	23,616	27,625	27,625	
FY24 Cost	\$552,386.33	\$3,473,957.73	\$4,026,344.06	\$3,148,167.79	\$878,176.27
Service Operated	Line 177	Line 256	Lines 177 & 256	Lines 177 & 256	
No. of Buses	3	6	9	9	
Price per Bus	\$1,000,000	\$1,000,000	\$1,000,000	\$458,202.56	
Total Cost	\$3,000,000	\$6,000,000	\$9,000,000	\$4,123,823	<b>\$4,876,177.00</b>

- The City of Pasadena can operate Metro Lines 177 and 256 at a lower cost than what Metro's current expenditures are for these services, even through Metro's own contracted services. Annual savings are estimated at just under \$900,000 (FY24).
- This potential one-off cost saving of almost \$4.9M is based on Metro funding 70% of the replacement cost for CNG buses by the City of Pasadena compared to Metro purchasing new zero emission buses.



Metro

# Recommendation

## FOR METRO BOARD TO CONSIDER:

- A. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute the Transit Service Operation Agreement between Metro and the City of Pasadena for Contracted Service Lines 177 & 256, for a period of five years from July 1, 2024 through June 30, 2029 (FY25 through FY29), with a two-year extension option for FY30 and FY31, for an amount up to \$25,590,137.82.
- B. AUTHORIZING the Chief Executive Officer, or their designee, to negotiate and execute the allocation of a 70 percent funding contribution towards the purchase of the nine (9) new buses by the City of Pasadena to operate Lines 177 & 256, for an amount up to \$4,123,823.

# Questions? Thank You