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

Agenda - Final

Thursday, January 18, 2024

12:30 PM

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Operations, Safety, and Customer Experience Committee

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METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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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.

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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
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x2 *Español (Spanish)*
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x5 Tiếng Việt *(Vietnamese)*
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Live public comment can be given by telephone or in-person.

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Dial-in: 202-735-3323 and enter
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

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La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 18 de Enero de 2024. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

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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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One Gateway Plaza
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CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 26, 27, and 28.

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

CONSENT CALENDAR

26. SUBJECT: PROCUREMENT OF NON-INVENTORY PAPER PRODUCTS 2023-0737

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS106951000 to Fusion Media, the lowest cost responsive, responsible bidder for non-inventory paper products, in the not-to-exceed amount of $3,500,000 inclusive of sales tax, effective February 1, 2024, subject to the resolution of any properly submitted protest(s).

Attachments: Attachment A - Procurement Summary

Attachment B - DEOD Summary

27. SUBJECT: TREE TRIMMING MAINTENANCE SERVICES METRO G LINE (ORANGE) 2023-0702

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP496040008370 to Thrifty Tree Service, Inc., the lowest responsive and responsible bidder, to provide tree trimming maintenance services along the Metro G Line (Orange), in the not-to-exceed (NTE) amount of $1,415,000 for the three-year base period, and $914,500 for the one, two-year option, for a total combined NTE amount of $2,329,500, effective February 29, 2024, subject to the resolution of any properly submitted protest(s), if any.

Attachments: Attachment A - Procurement Summary

Attachment B - DEOD Summary

28. SUBJECT: CONTRACT MODIFICATION WITH BYD FOR DEPOT AND OPPORTUNITY CHARGER INSTALLATION 2023-0460

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract

Modification No. 17 to BYD Coach & Bus, LLC, to perform the procurement and installation of four (4) 360kW depot chargers at Division 9 (D9) and the installation of four (4) 450kW Opportunity chargers at the El Monte Transit Center (EMTC) at a firm fixed price of $6,470,605, including tax and delivery.

Attachments: Attachment A - Board Motion #50
Attachment B - Procurement Summary
Attachment C - Contract Modification Change Order Log
Attachment D - DEOD Summary

NON-CONSENT

29. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2023-0705

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

30. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2023-0706

RECOMMENDATION

RECEIVE oral report on Operations.

20. SUBJECT: BUILDING ON THE SUCCESS OF PILOT INTERVENTIONS AT WESTLAKE/MACARTHUR PARK STATION 2023-0539

RECOMMENDATION

RECEIVE AND FILE the status report on the next steps for implementing pilot intervention strategies to improve community health and safety at additional Metro stations, building on the recent improvements from Westlake/MacArthur Park Station.

Attachments: Attachment A - Board Motion 30 WLMP
Attachment B - Tiered List of Stations Draft
Presentation

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

31. SUBJECT: METRO MICROTRANSIT FARE CHANGE 2023-0729

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. IMPLEMENT the approved base fare of $2.50 for Metro's MicroTransit program, Metro Micro;

B. INTEGRATE transfers with bus and rail services into the MicroTransit service; and

C. INCORPORATE the Low Income Fare is Easy (LIFE) program and other Metro discount programs into the Metro Micro fare structure.

Attachments: Attachment A - Motion #23
Attachment B - May '21 Item 41 MicroTransit Ops Fare Structure & Srv Zones
Attachment C - Motion #42
Attachment D - Metro Micro Fare Restructuring Take One
Attachment E - 2023 Metro Micro Rider Survey Results

32. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT 2023-0720

RECOMMENDATION

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

Attachments: Presentation

33. SUBJECT: TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT - IMPLEMENTATION PLAN PROGRESS REPORT 2023-0669

RECOMMENDATION

RECEIVE AND FILE an update on the Implementation Plan for the establishment of a Transit Community Public Safety Department (TCPSD).

Attachments: Attachment A - Board Motion 21.1
Attachment B - Public Safety Mission and Values Statements
Attachment C - CA Response Requirements for Law Enforcement Agencies

34. SUBJECT: METRO BIKE SHARE CONTRACT AWARD 2023-0616

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed price Contract No. PS102304000 to Lyft Bikes and Scooters, LLC for the Metro Bike Share (MBS) program for a base term of five years and five months in the amount of $62,933,262, and two separate, three-year options, for the mobilization, operation, maintenance, and expansion of the MBS program, in the amounts of $33,146,835 and $36,478,001, respectively, for a total contract amount of $132,558,098 effective February 1, 2024, to initiate the transition of the program, subject to the resolution of any properly submitted protest(s), if any and;

B. EXECUTE individual contract modifications within the Board approved contract modification authority.

Attachments: Attachment A - Motion 41
Attachment B - Procurement Summary
Attachment C - DEOD Summary
Attachment D - Transition Mobilization Equipment Upgrade & MBS Ops Info
Attachment E - Contractor Union and SBE/DBE Participation Summary

35. SUBJECT: HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT 2023-0738

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD Contract No. HR5000-2023 to the Hyundai Rotem Company for the manufacturing and delivery of 182 heavy rail vehicles (HRVs), in the amount of $663,688,303 for the base contract buy, exclusive of one (1) contract option for an additional 50 HRVs, totaling 232 HRVs, subject to resolution of the protest submitted to Metro;

B. APPROVE a combined Life of Project (LOP) budget of $730,057,133, which includes the cost of the vehicle contract of $663,688,303 and Contract Modification Authority of $66,368,830; and

C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to $1,000,000.

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

36. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2023-0742

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: Attachment A - Arrests by Race & Ethnicity Oct & Nov '23
Attachment B - Total Crime Summary Oct & Nov '23
Attachment C - Systemwide Law Enforcement Overview Oct & Nov '23
Attachment D - MTA Supporting Data Oct & Nov '23
Attachment E - Bus & Rail Operator Assaults Oct & Nov '23
Attachment F - Sexual Harassment Crimes Oct & Nov '23

SUBJECT: GENERAL PUBLIC COMMENT 2024-0010

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

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

File #: 2023-0737, **File Type:** Contract **Agenda Number:** 26.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024**

SUBJECT: PROCUREMENT OF NON-INVENTORY PAPER PRODUCTS

ACTION: AWARD CONTRACT FOR NON-INVENTORY PAPER PRODUCTS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS106951000 to Fusion Media, the lowest cost responsive, responsible bidder for non-inventory paper products, in the not-to-exceed amount of $3,500,000 inclusive of sales tax, effective February 1, 2024, subject to the resolution of any properly submitted protest(s).

ISSUE

Metro's in-house Print Shop requires non-standard paper products and standard-size papers regularly purchased and maintained in inventory by the Procurement and Material Management Department. Non-standard paper products are required to produce customer information collateral, such as bus and train timetables, maps and transit information, program brochures, posters, temporary signs and wayfinding, reports, and other public and internal communications materials. The Print Shop also produces many internal and external forms for the Metro stationery department.

BACKGROUND

The Print Shop was established in 1977 to produce customer information and internal and external communications materials. It is equipped with digital and offset printing machinery that produces a variety of agency materials. The Metro print shop completes an average of 1,025 printing jobs and produces over 9.8 million printed pieces annually - saving the agency an average of $350,000 per year on printing services and needs. Non-inventory paper products include rolls of paper for bus/rail schedules and many different types of non-traditional paper stocks that are used for printing Metro's marketing materials, such as flyers, brochures, bus car cards, carbonless papers for various forms used throughout Metro and its various locations and divisions, plus a variety of other materials.

DISCUSSION

In fiscal year 2023, Metro's print shop produced over 3.5 million brochures, direct mailers, and applications for programs, including the LIFE Program and the GoPass pilot program. Over one million brochures were printed for the TAP Fare Capping campaign alone. The Print Shop also

produced over 65,000 Metro bus and rail cards, plus thousands of promotional items, such as pin card holders, posters, and coupons for Bike Share and MicroTransit. Additional materials produced by Metro's print show include: system maps, rider guides, over 9.5 million timetables, and forms for Metro's Stationery department.

The amount of the non-inventory paper required annually is substantial enough to gain favorable and stable pricing by securing multiyear contracts with suppliers. Through this contract, paper is obtained on an ongoing basis as required, providing Metro immediate access to needed bulk paper without having to warehouse the products. Furthermore, Specific paper stocks and sizes must be available to ensure the quick and nimble production of certain customer communications pieces including:

- Brochures and take-ones: bus and rail timetables, transit system maps and riders guides, construction project Information sheets, FAQs, and service alerts.
- Customer program information and forms: customer service program information and sign-up forms, customer comment forms, public engagement forms, and applications for TAP & LIFE programs.
- Signage and wayfinding materials: temporary wayfinding, directional signage, and service alerts and advisories posted at rail stations and bus stops.

DETERMINATION OF SAFETY IMPACT

Contract award will ensure materials and products are readily available to produce customer information, such as safety messaging, service alerts and advisories, and agency information for the riding public in a timely manner.

FINANCIAL IMPACT

The funding of $925,000 for the purchase of non-inventory paper products is included in the FY24 Budget in cost center 7140, Marketing, under project 306005 - Public Affairs.

Since this is a multiyear contract, the cost center manager and Deputy Chief, Customer Experience will be accountable for budgeting the cost in future years.

Impact to Budget

The funding sources are bus and/or rail operating eligible sales tax revenues and local grants.

EQUITY PLATFORM

All stakeholders throughout Los Angeles County, including those located in Equity Focus Communities (EFCs), benefit from this contract by enabling Metro to source materials to produce mission critical program information and registration forms in multiple languages for low-income and communities of color. These programs include, but are not limited to, LIFE, GoPass, senior/Medicare/customers with disability passes, and more. The materials Metro distributes are printed in multiple languages and readily available to the general public on the bus and rail system, at

our customer care centers and community events, and mailed directly to homes. The different types of information include meeting notices, construction notices, promotional information regarding Metro events and campaigns, bus and rail schedules, system maps, and many other informational pieces.

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

The availability of printed materials greatly expands Metro's communications efforts with people who do not have immediate access to electronic communications. Printed materials provide customers, potential customers, and other key stakeholders seeking information about Metro, its programs, and services with access to the same information as those customers and stakeholders using electronic devices to access Metro's website or social media channels without using electronic devices.

Lastly, the recommended Disadvantaged Business Enterprise (DBE) Prime contractor made a 60% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This contract award fulfills Metro's strategic imperative and priority to refresh Metro's brand and update its brand strategy and communications approach. The award will ensure materials and products are readily available to produce pertinent rider information, as well as information for Metro's programs and initiatives.

ALTERNATIVES CONSIDERED

The alternative is to implement individual paper procurements on an "as-needed" basis. This is not recommended since it does not provide a commitment from a supplier to ensure the availability and timely delivery of the products needed. Further, Metro would not benefit from a multiyear contract's discounts and price stability; historically, pricing in the wholesale paper market has been volatile.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS106951000 with Fusion Media for non-inventory paper products, effective February 1, 2024.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Robert Hartert, Printing Services Supervisor, (213) 418-3206
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051
Monica Bouldin, Deputy Chief, Customer Experience, (213) 922-4081

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

Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY

NON-INVENTORY PAPER PRODUCTS / PS106951000

1.	**Contract Numbers:** PS106951000	
2.	**Recommended Vendors**: Fusion Media	
3.	**Type of Procurement : (check one) :** ☐ **RFP** ☒ **IFB** ☐ **IFB–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: July 25, 2023	
	B. Advertised/Publicized: July 25, 2023	
	C. Pre-Bid Conference: August 8, 2023	
	D. Bids Due: August 25, 2023	
	E. Pre-Qualification Completed: November 25, 2023	
	F. Ethics Declaration Forms submitted to Ethics: September 13, 2023	
	G. Protest Period End Date: January 23, 2024	
5.	**Solicitations Picked up/Downloaded**: 11	**Bids Received**: 2
6.	**Contract Administrator**: Antwaun Boykin	**Telephone Number**: (213) 922 -1056
7.	**Project Manager**: Robert Hartert	**Telephone Number**: (213) 922 – 5646

A. Procurement Background

This Board Action is to approve the award of Contract No. PS106951000 issued in support of Metro's in-house Print Shop for non-inventory paper products. Non-inventory paper products are required to produce customer information collateral, such as bus and train timetables, maps and transit information, program brochures, posters, temporary signs and wayfinding, reports, and other public communications materials. The Print Shop also produces many forms for the Metro stationery department. Board approval of contract awards is subject to resolution of any properly submitted protest(s).

On July 25, 2023, Invitation for Bids (IFB) No. PS106951 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The IFB was issued with a Disadvantaged Business Enterprise (DBE) goal of 12%.

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

A virtual pre-bid conference was held on August 8, 2023, and was attended by 5 participants representing 4 firms.

A total of 11 firms downloaded the IFB and were included in the planholders list. There was 1 question asked and responded to prior to the bid due date.

Two (2) bids were received by the due date of August 25, 2023, from the following firms listed below in alphabetical order:

1. Fusion Media
2. Kelly Spicers

B. Evaluation of Bids

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

The apparent lowest bid was submitted by Kelly Spicer and its bid was further evaluated to determine responsiveness to the solicitation requirements. Kelly Spicer was determined to be non-responsive to the solicitation's Disadvantaged Business Enterprise requirements. The recommended firm, Fusion Media, was the second lowest bidder, and its bid was further evaluated and determined to be responsive to the solicitation requirements.

C. Price Analysis

The recommended amount and the independent cost estimate (ICE) are based on historical usage, planned usage and unforeseen future needs for paper products. The bid amount was determined fair and reasonable based on the ICE, price analysis, technical analysis, and historical rates. The bidder provided fully burdened rates for the non-inventory paper products, which Metro's staff validated and determined fair and reasonable.

	Bidder Name	Bid Amount	Metro ICE	Recommended Amount
1	Fusion Media	$848,448.74	$3,500,000	$3,500,000

The variance between the Bid Amount and the Recommended Amount is attributed to the solicitation bid documents, including a market basket of paper products that were used for bidding purposes only to determine the lowest bidder. The bid amount established individual pricing for various paper products. The recommended amount is based on forecasted usage during the contract term.

D. Background on Recommended Contractor

The recommended firm, Fusion Media, is a wholesale paper merchant that is based in Los Angeles that specializes in paper, printing services and supplies, and supply chain management. Fusion Media provides services for several industries including healthcare, public utilities, and transportation among others.

ATTACHMENT B

DEOD SUMMARY

NON-INVENTORY PAPER SUPPLIES / PS106951000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 12% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Fusion Media, a DBE Prime, made a 60% DBE commitment as a regular dealer and is performing 100% of the work with its own workforce.

Small Business Goal	12% DBE	Small Business Commitment	60% DBE

	DBE Subcontractors	Ethnicity	% Committed
1.	Fusion Media (DBE Prime)	Hispanic American	60%
		Total Commitment	**60%**

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

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

File #: 2023-0702, **File Type:** Contract **Agenda Number:** 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: TREE TRIMMING MAINTENANCE SERVICES METRO G LINE (ORANGE)

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP496040008370 to Thrifty Tree Service, Inc., the lowest responsive and responsible bidder, to provide tree trimming maintenance services along the Metro G Line (Orange), in the not-to-exceed (NTE) amount of $1,415,000 for the three-year base period, and $914,500 for the one, two-year option, for a total combined NTE amount of $2,329,500, effective February 29, 2024, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing contract for tree trimming maintenance services along the Metro G Line (Orange) expires on February 28, 2024. To avoid a lapse in service and continue providing safe, quality, as-needed tree trimming services, a new contract award is required effective February 29, 2024.

BACKGROUND

In March 2019, Metro awarded a firm fixed unit rate Contract No. OP1238940003367 to Thrifty Tree Service, Inc., to provide tree trimming maintenance services along the Metro G Line (Orange) 18-mile long dedicated busway with lush landscaping and mature trees. Under the existing contract, Thrifty Tree Service, Inc. has been providing satisfactory tree trimming services along the Metro G Line (Orange). Tree trimming maintenance services for Metro's systemwide facilities and Rights-Of-Way (ROWs), excluding Metro G Line (Orange), are performed under a separate contract.

DISCUSSION

On October 16, 2023, Metro received three (3) bids. Based on the evaluation of the bids, Thrifty Tree Service, Inc. was deemed the lowest responsive and responsible bidder.

Under the new contract recommended for award, the contractor is required to provide tall tree trimming services for trees over 13 feet in height along the Metro G Line (Orange). The Metro G Line (Orange) is an 18-mile long dedicated busway that connects the East and West San Fernando Valley

communities. There are roughly 2.3 million square feet of landscaping and approximately 8,000 tall trees over 13 feet in height along the Metro G Line (Orange) which include stations, areas behind the sound wall, park-and-ride lots, and areas on the North and South sides of the fence along Chandler Blvd. While San Fernando Valley weather is known for intense wind conditions and heavy rains, the lush and mature trees require special attention with proactive approach for trees' assessment and trimming.

Under this new contract, the annual count of trees to be trimmed has been increased from 1,360 to 2,465, to keep up with the surge in tree growth due to the significant rainfall associated with the 2023 El Niño season, anticipated to continue in 2024. Safe, timely, proactive, and quality tree trimming services are necessary to ensure maintaining visibility with clear line of sight for bus operators and mitigating service interruption due to safety hazards associated with falling overgrown tree branches.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure meeting Metro's maintenance standards by providing the necessary tree trimming maintenance services with prompt response time to mitigate safety hazards and deliver timely and reliable services.

FINANCIAL IMPACT

Funding of $75,279 for tree trimming services along Metro G Line (Orange) for the remainder of FY24 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under project 301012.

Since this is a multi-year contract, the cost center manager, Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the costs for future years.

Impact to Budget

The current source of funds for this action include Fares, Proposition A/C, Measures R/M (Transit Operations), State Transportation Assistance, and the Transportation Development Act. These fund sources are eligible for bus and rail operations.

EQUITY PLATFORM

Providing ongoing proactive tree trimming maintenance services will ensure a clear line of sight of the roadway, traffic signals, and signs along the travel path, and also mitigate service interruptions due to safety hazards associated with falling tree branches. This will result in maintaining safe working conditions for bus operators and provide safe reliable service for all patrons along the Metro G Line (Orange).

Metro customers, staff, and Transit Ambassadors can report tree maintenance related problems through the Customer Relations phone numbers posted throughout Metro's system. Customers have

the option of communicating with Metro in nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting tree issues on the Metro system.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Thrifty Tree Service, Inc. is a Metro certified SBE contractor and fulfilled a100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing ongoing tree trimming maintenance services contributes to facilities' overall cleanliness, minimizes safety hazards and service interruptions along with enhancing customers' experience.

ALTERNATIVES CONSIDERED

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

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for tree trimming services among other services. Based on the findings, tree trimming services were not recommended for insourcing as it would require Metro to create a new job classification, hire a certified arborist and purchase additional equipment, vehicles, and supplies to support tree trimming service delivery.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP496040008370, with Thrifty Tree Service, Inc., to provide tree trimming maintenance services along the Metro G Line (Orange), effective February 29, 2024.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765
Carlos Martinez, Director, Facilities Contracted Maintenance Services, (213) 922-6761
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

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

Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

TREE TRIMMING MAINTENANCE SERVICES METRO G LINE (ORANGE) / OP496040008370

1.	**Contract Number**: OP496040008370	
2.	**Recommended Vendor**: Thrifty Tree Service, Inc.	
3.	**Type of Procurement (check one) :** ☒ **IFB** ☐ **RFP** ☐ **RFP-A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: September 13, 2023	
	B. Advertised/Publicized: September 13, 2023	
	C. Pre-Bid Conference: September 20, 2023	
	D. Bids Due: October 16, 2023	
	E. Pre-Qualification Completed: December 11, 2023	
	F. Ethics Declaration Forms Submitted to Ethics: October 16, 2023	
	G. Protest Period End Date: January 23, 2024	
5.	**Solicitations Picked up/Downloaded**: 13	**Bids Received**: 3
6.	**Contract Administrator**: Shannon Thoene	**Telephone Number**: (213) 922-2790
7.	**Project Manager**: Maral Minasian	**Telephone Number**: (213) 922-6762

A. Procurement Background

This Board Action is to approve the award of Contract No. OP496040008370, issued in support of tree trimming services for trees 13 feet and above in height, along the G Line (Orange), an 18-mile dedicated Busway that connects the East and West San Fernando Valley communities. The entire length of the Busway includes 18 transit stations that are landscaped and irrigated. There are roughly 2.3 million square feet of landscaping and nearly 8,000 trees on the right-of-way, south and north of the fence along Chandler Blvd., rail stations, behind the soundwall, and Metro park-and-ride lots. Tree trimming services include enhancing tree shapes to encourage new growth, reporting tree condition, and tree removal. Board approval of contract award is subject to the resolution of any properly submitted protest.

On September 13, 2023, Invitation for Bids (IFB) No. OP49604 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. This IFB was issued as a Small Business Enterprise (SBE) Prime Set Aside solicitation.

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

- Amendment No. 1, issued October 3, 2023, revised Exhibit 5 - Bid Letter to extend the validity period of bids to 180 calendar days after bid opening.

A virtual pre-bid conference was held on September 20, 2023, with seven firms in attendance.

Thirteen firms downloaded the IFB and were included on Metro's planholders' list. Five questions were received, and responses were released before the bid due date.

A total of three bids were received by the due date of October 16, 2023, and are listed below in alphabetical order:

1. Far East Landscape and Maintenance, Inc.
2. Golden West Arbor Services Inc.
3. Thrifty Tree Service, Inc.

B. Evaluation of Bids

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

The recommended firm, Thrifty Tree Service, Inc. (Thrifty Tree) was the apparent lowest bidder, and its bid was further evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting the minimum qualifications requirements, such as years of commercial arboriculture experience performing tree trimming and tree removal maintenance services in safety-sensitive areas, possession of required licenses to perform the required services, and having an arborist and tree worker certified by the International Society of Arborists (ISA). Thrifty Tree Service, Inc. was determined to be qualified to perform the required services based on the IFB requirements.

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on adequate competition, price analysis, technical analysis, and an independent cost estimate (ICE). The recommended amount is 8.6% higher than the original bid amount due to a calculation error in the bid by the bidder. Verification revealed that the bidder failed to include the "as-needed services" in the total bid amount for the three-year base term.

	Bidder Name	Original Bid Amount	Metro ICE	Recommended Amount
1.	Thrifty Tree Service, Inc.	$2,146,000	$2,669,475	$2,329,500
2.	Far East Landscape and Maintenance, Inc.	$3,045,925		
3.	Golden West Arbor Services Inc.	$3,756,750		

D. Background on Recommended Contractor

The recommended firm, Thrifty Tree Service, Inc., incorporated in 1997, is located in Murrieta, California. It provides a wide range of tree care and advice services to residential, commercial, and public agency clients within the Los Angeles and Ventura Counties, including all surrounding areas. Public agency clients in Los Angeles County include the City of Los Angeles Department of Recreation and Parks and the Department of Public Works.

Thrifty Tree is a Metro-certified Small Business Enterprise (SBE).

Thrifty Tree has been performing tree trimming services for Metro since January 2019 and performance has been satisfactory.

DEOD SUMMARY

TREE TRIMMING MAINTENANCE SERVICES / OP496040008370

A. Small Business Participation

This procurement was subject to the Small Business (SB) Prime (Set-Aside) policy and was open to **SBE Certified Small Businesses Only**. Thrifty Tree Services, Inc., an SB Prime, will perform 100% of the work with its own workforce and is compliant with the SB Prime (Set-Aside) requirements established for this project.

SMALL BUSINESS SET-ASIDE

	SBE Prime Contractor	SBE % Committed
1.	Thrifty Tree Services, Inc. (Prime)	100%
	Total Commitment	100%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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

Board Report

File #: 2023-0460, **File Type:** Contract **Agenda Number:** 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: CONTRACT MODIFICATION WITH BYD FOR DEPOT AND OPPORTUNITY CHARGER INSTALLATION

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Contract Modification No. 17 to BYD Coach & Bus, LLC, to perform the procurement and installation of four (4) 360kW depot chargers at Division 9 (D9) and the installation of four (4) 450kW Opportunity chargers at the El Monte Transit Center (EMTC) at a firm fixed price of $6,470,605, including tax and delivery.

ISSUE

Delivery of ninety-five (95) BYD Battery Electric Buses (BEBs) is anticipated to begin in February 2024, and forty-three (43) of those BEBs will be used to support the J Line. The installation of the charging infrastructure identified in this contract modification is necessary to support the BEB operations on the J Line and other services originating from D9.

BACKGROUND

At its July 2017 meeting, the Board approved Motion #50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis, and as further amended by Directors Solis, Kuehl, Barger, and Fasana, to endorse Metro's Strategic Plan to complete the transition to zero emission electric buses by 2030, including converting the J Line to full Zero Emissions (ZE) operation as soon as feasible following the conversion of the G Line. Full BEB service on the G Line was completed in October 2021.

Planning and design efforts to electrify the J Line follow a similar model employed on the G Line, a combination of division charging and en route chargers. The J Line operates out of D9 and D18 (Carson). It also serves EMTC and HGTC. The delivery of ninety-five (95) BYD BEBs is scheduled to begin in February 2024, approximately two (2) years ahead of the fulfillment of complete charging infrastructure at D9 and D18.

This recommended contract modification for the installation of four (4) chargers at D9 and four (4) en route chargers at EMTC is necessary to meet the daily charging requirements for the forty-three (43) BEBs for operation on the J Line.

DISCUSSION

Consistent with Metro's Integrated Schedule for the Zero Emission Bus Program, Metro must install a limited number of chargers before full electrification to support the transition of Metro's BRTs to BEB. Full electrification work at D9 and D18 is projected to be completed by the end of 2025 and 2026, respectively in support of J Line electrification. However, charging infrastructure is needed to support the charging requirements for the BYD BEBs scheduled for delivery beginning February 2024. While chargers are being installed at D9 and EMTC as part of this contract modification, work will continue separately to advance en route charging at HGTC, which is expected to be completed in late Spring 2024.

Metro will utilize the chargers purchased through BYD and install them as noted above to support the delivery, testing, and operation of the 95 BYD BEBs. The scope of work for this contract modification includes the following:

- EMTC - installation, testing, and commissioning four (4) x 450kW chargers and associated equipment
- D9 - procurement, installation, testing, and commissioning of four (4) x 360kW chargers

Staff considered the installation of mobile chargers in advance of the full division transition; however, mobile chargers do not have the fast charge capability required to support J-Line service.

DETERMINATION OF SAFETY IMPACT

There is no impact on safety. The recommendations support the successful deployment and operation of 95 new BEBs and the full electrification of the J line.

FINANCIAL IMPACT

The budget for the recommended action is included in the Life of Project (LOP) budget of Capital project 201077 - BYD 40' Zero Emission Buses. Since this is a multi-year contract and project, the Project Manager, Cost Center Manager, and Chief Operations Officer will be responsible for budgeting costs in the future.

Impact to Budget

The combined funding for these actions include Regional Improvement Funds, and Proposition C 40. Additionally, there are multiple grant funding sources available, including LCTOP. Staff will continue to pursue all additional grant and rebate opportunities as they become available. This will help ensure that the Bus Acquisition and Electrification Program remains funded while enacting the fleet conversion to Zero Emissions. These funds are eligible for Bus and Rail Operations.

EQUITY PLATFORM

The J Line provides bus services to Equity Focus Communities (EFCs) from the EMTC through Downtown Los Angeles to the HGTC and approximately 75% of the walking distance catchment area along the route is designated as EFCs. The J Line runs through the 10 and 110 Freeways along a dedicated bus lane and serves the following ridership (Fall 2019 Silver Line Rider Survey):

- 48% below $25K household income
- 68.3% had no car available
- 74% use transit 5+ days a week
- Rider Race/ethnicity Latino 58.3%; Black 15.2; White 10.6%; Asian/Pacific Islander 9.8%; Other 6.1%

It is recognized that BEBs provide improved air quality and quieter services compared to the current CNG bus fleet. The Transit Vehicle Manufacturer Disadvantaged Business Enterprise (DBE) requirements from the contract remain unchanged with this contract modification.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports Goal #3, Enhance communities and lives through mobility and access to opportunity; and Goal #4, Transform LA County through regional collaboration and national leadership.

ALTERNATIVES CONSIDERED

The alternative is to receive the ninety-five (95) BYD Battery Electric Buses (BEBs) but not put them into service. This alternative is not recommended because it will require Metro to continue running CNG buses past the end of their design life, additional bus storage space, and potentially an additional investment in maintaining overaged CNG buses. Extending vehicle life also adversely impacts fleet reliability and diminishes the quality of services provided to Metro's passengers.

NEXT STEPS

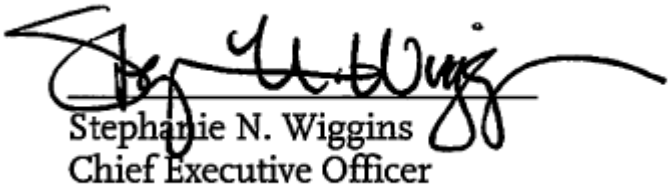
Upon Board approval, staff will execute the Contract Modification to design and proceed with the installation of chargers for D9 and the EMTC to support the electrification of the J Line.

ATTACHMENTS

Attachment A - Motion #50
Attachment B - Procurement Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary

Prepared by: Julio Rodriguez, Sr. Manager, Project Control, (213) 922-6603
Jesus Montes, Sr. Executive Officer, Vehicle Engineering and Acquisition, (213) 418-3277
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

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

File #: 2017-0524, **File Type:** Motion / Motion Response **Agenda Number:** 50

REVISED
REGULAR BOARD MEETING
JULY 27, 2017

Motion by:

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

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

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

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

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

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

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

energy technologies.

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

RECOMMENDATION

WE THEREFORE MOVE that the Board:

A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;

B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:

1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion

2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;

C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and

D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

A. As part of establishing a working group:

1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;

2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.

B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;

C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

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

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

A. Will electric buses and their batteries deliver the guaranteed range and service?

B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?

C. Which strategies will maximize Metro's ability to receive cap and trade credits?

D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?

E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?

F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?

G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.

H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?

I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.

PROCUREMENT SUMMARY

FORTY-FOOT (40') LOW FLOOR EMISSION TRANSIT BUSES/OP28367-002

1.	**Contract Number**: OP28367-002			
2.	**Contractor**: BYD Coach & Bus, LLC (BYD)			
3.	**Mod. Work Description**: Depot and Opportunity Charger Installation			
4.	**Contract Work Description**: Manufacture and Deliver Forty-Foot Low Floor Emission Transit Buses			
5.	**The following data is current as of**: 12/11/23			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	9/08/2017	**Contract Award Amount:**	$47,774,724
	Notice to Proceed (NTP):	11/15/2017	**Total of Modifications Approved:**	$74,239,596
	Original Complete Date:	8/16/2019	**Pending Modifications (including this action):**	$6,470,605
	Current Est. Complete Date:	1/29/2024	**Current Contract Value (with this action):**	$128,484,925
7.	**Contract Administrator**: Greg Baker		**Telephone Number**: (213) 922-7577	
8.	**Project Manager**: Julio Rodriguez		**Telephone Number**: (213) 922-6603	

A. Procurement Background

This Board Action is to approve Contract Modification No. 17 to perform the installation of four (4) 360kW Heliox depot chargers at Division 9 and the accelerated installation of four (4) 450kW Opportunity chargers at the El Monte Transit Center (EMTC), at a firm fixed price of $6,470,605, including tax and delivery. LACMTA previously purchased the chargers that will be installed through Contract Modification Numbers 6 and 7.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. All other terms and conditions remain in effect.

On July 20, 2017, the Board awarded Contract No. OP28367-002 to BYD Coach & Bus, LLC, to manufacture and deliver sixty (60) forty-foot (40') Zero Emission (ZE) transit buses in the firm fixed price of $47,774,724. Refer to Attachment B – Contract Modification/Change Order Log for a list of pending and negotiated change orders.

B. Cost Analysis

The recommended price of $6,470,605 including tax and delivery, has been determined to be fair and reasonable based upon the independent cost estimate, cost analysis, technical evaluation, and fact finding.

Proposal Amount	Metro ICE	Negotiated Amount
$6,470,605	$8,177,178	$6,470,605

The proposed cost is lower than Metro's Independent Cost Estimate (ICE) as Metro's estimate was based on procuring five (5) shell masts rather than a combination of L-shaped masts and shell masts as proposed by the Contractor. Additionally, Metro used a higher price for the chargers in the estimate based on previous pricing, however, the Contractor was able to propose the chargers at a lower price.

CONTRACT MODIFICATION/CHANGE ORDER LOG

FORTY-FOOT (40') LOW FLOOR EMISSION TRANSIT BUSES/ OP28367-002

Mod. No.	Description	Status (approved or pending)	Date	$ Amount
1	Modify SP-38 LEP definition of Disadvantage Worker	Approved	1/9/19	$0
2	Exercise 3.0 Optional Configuration - APC PF-1	Approved	12/3/19	$326,780.00
3	Extend Period of Performance for Base Buy to 11/1/2021	Approved	12/27/19	$0
4	Negotiated changes in configuration on base buy buses	Approved	4/4/20	($473,709.75)
5	Procure 10 shop chargers	Approved	10/22/20	$450,514.00
6	On-Route OPP chargers (8) Difference from original 300kW to 450kW	Approved	5/20/21	$450,592.80
7	Depot Chargers, Licenses, Monitoring, Infrastructure	Approved	6/30/21	$22,938,871.73
8	Exercise Option 1 for 40 Battery Electric Buses	Approved	7/26/21	$30,863,440.00
9	Negotiated changes for installing External MirrorEye Camera System and MERV-13 Air Filtration System	Approved	1/10/22	$47,855.57
10	Modeling Software	Approved	3/3/22	$241,796.50
11	Vehicle Telematics and Charge Management System & K9MD-ER Extended Range Buses	Approved	3/24/22	$17,969,613.80
12	HGTC Switch Gear	Approved	10/19/22	$567,259.20
13	Expedited Schedule for HGTC Switch Gear	Approved	3/22/23	$90,000.00
14	Fifteen (15) 50kW-90kW DC Fast Portable Chargers with CCS1 Dispenser for Electric Buses	Approved	10/19/23	$657,690.19
15	Install Four (4) Steel Skid Plates on each of the One Hundred (100) Buses	Approved	11/1/2023	$87,107.00
16	Add State of Charge (SOC) Information in Front Destination Sign	Approved	11/7/2023	$21,785.00
17	**Depot and Opportunity Charger Installation**	**Pending**	**Pending**	**$6,470,604.40**
	Modification Total:			**$80,710,200.44**

	Original Contract:	**Approved**		**$47,774,723.91**
	Total:			**$128,484,924.35**

DEOD SUMMARY

DEPOT AND OPPORTUNITY CHARGER INSTALLATION/OP28367-002

A. Small Business Participation

BYD Coach and Bus, LLC, a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. At the time of the contract award, BYD Coach and Bus, LLC was listed as an Eligible Transit Vehicle Manufacturers (TVM). TVMs submit overall DBE goal methodology and semi-annual reports directly to FTA.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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

BYD K9MD (201077)
J Line Charging Infrastructure

Metro

Operations, Safety, and Customer Experience Committee
January 18, 2024

Background

January 2021:

- Full BEB service on the G Line commenced and was supported by en-route chargers at the North Hollywood, Canoga, and Chatsworth Stations.

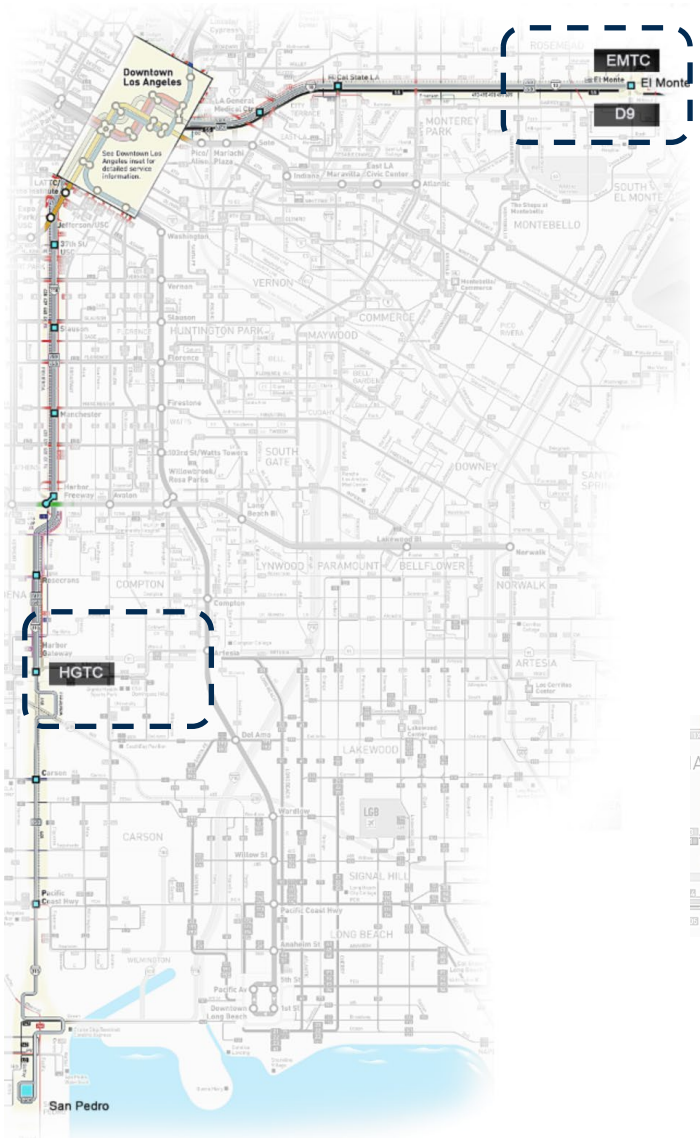
- Planning and design efforts to electrify the J Line follow a similar model of division and en-route charging. The J Line operates out of D9 (El Monte) and D18 (Carson). It also serves terminals at EMTC and HGTC.

February 2024:

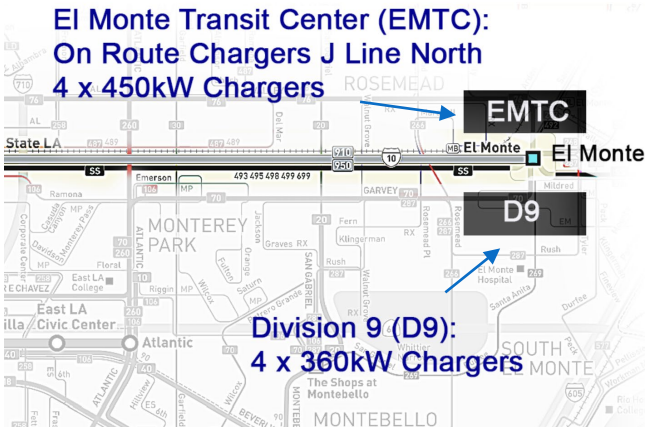
- The delivery to Metro of ninety-five (95) BYD BEBs is scheduled to begin in February 2024, approximately two (2) years ahead of the completion of permanent charging infrastructure at D9 and D18.

Metro

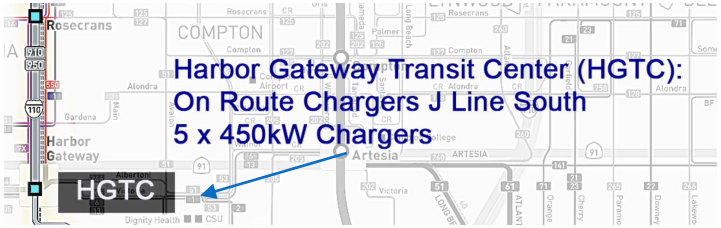
J Line Charging Infrastructure Overview



El Monte Transit Center (EMTC):
On Route Chargers J Line North
4 x 450kW Chargers



Harbor Gateway Transit Center (HGTC):
On Route Chargers J Line South
5 x 450kW Chargers



Metro

Benefits of Requested Change

- The J Line will benefit from this change by allowing J Line electric buses to run close to 90% of the J Line blocks until the J Line charging infrastructure is finalized.
- These chargers will also allow servicing of local routes originating from D9.

Metro

Recommendation

EXECUTE Contract Modification No. 17 to BYD Coach & Bus, LLC, to perform the procurement and installation of Four (4) 360kW depot chargers at Division 9 (D9) and the installation of four (4) 450kW opportunity chargers at the El Monte Transit Center (EMTC) at a firm fixed price of $6,470,605.

Metro

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

Metro

Board Report

File #: 2023-0705, **File Type:** Oral Report / Presentation **Agenda Number:** 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

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

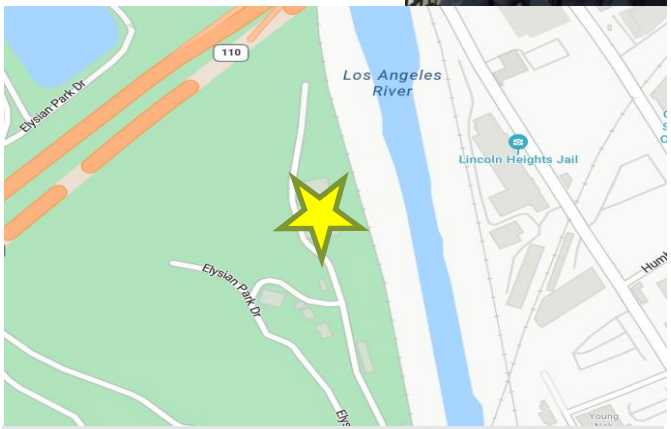
January 2024
Rail Fleet Services & Custodian
Employees of the Month

Employees of the Month

Rail Fleet Services

Rail Warranty Equipment Specialist Leader

Marco Rossi

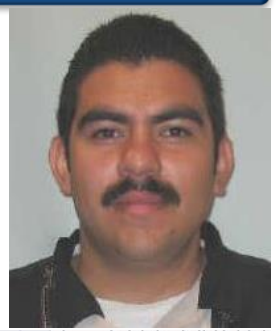


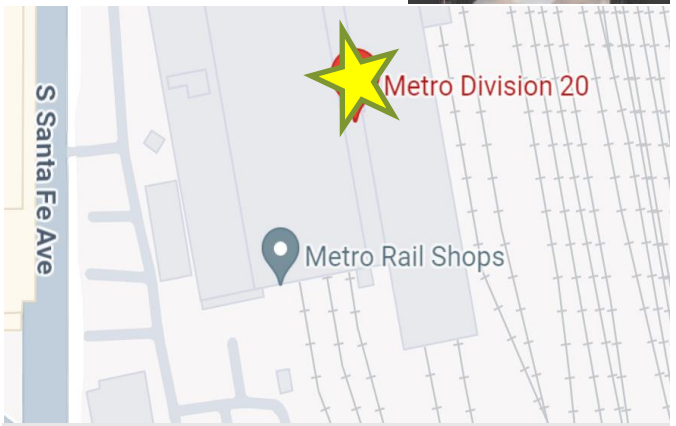
Division 21 – Elysian Park

Custodian

Lead Custodian

Ramon Canela





Division 20 – Arts District

Metro

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

Metro

Board Report

File #: 2023-0706, **File Type:** Oral Report / Presentation **Agenda Number:** 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

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

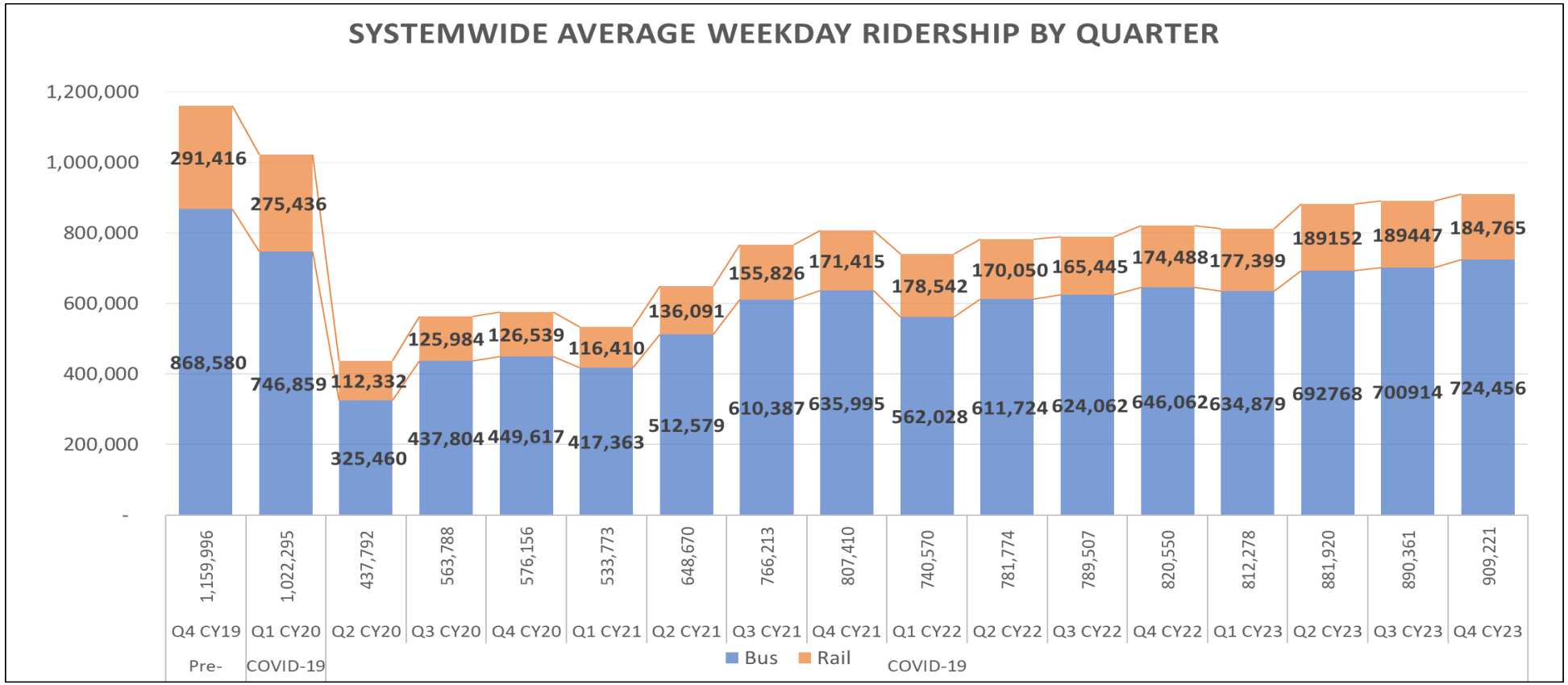
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

Stephanie N. Wiggins
Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
January 18, 2024

Ridership Update



December Ridership Percentage of Pre-Pandemic:

Systemwide:

	2023	2019	%Pre-Covid
• DX:	858,908	1,096,174	78%
• SA:	627,409	710,509	88%
• SU:	507,924	526,817	96%

December Percentage Change of 2023 over 2022:

- Bus: 11.0%
- Rail: 7.0%

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.7% in December 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 have remained much lower than those for late 2022 and early 2023 when full service was first restored.**
- **Line 207 Western Ave had the highest cancellation rate for December 2023:**
  - **4.1% in December 2023 vs 6.5% in December 2022**

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 1/7/23	3.4%	2.4%	7.1%
Week Ending 1/6/24	0.7%	0.2%	0.4%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
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 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

12/10/23 LRT Frequency Improvements

A Line (Long Beach – Azusa) and E Line (Santa Monica – East LA):

- Weekday peak hour trains every 8 minutes instead of 10 minutes.
- Weekday midday & Saturday/Sunday 9am-7pm trains every 10 minutes instead of 12 minutes.

C Line (Norwalk – Redondo Beach):

- Weekday midday, Saturday/Sunday 9am-7pm trains every 10 minutes instead of 15 minutes.
- Weekday peak hour frequency remains at every 10 minutes.

K Line (Expo/Crenshaw – Westchester/Veterans):

- Weekday midday trains every 10 minutes instead of 12 minutes.
- Weekday peak hour frequency remains at every 10 minutes.
- Note: K Line trains every 20 minutes all day Saturday & Sunday due to construction/testing to connect the C & K Lines and open new LAX/Metro Transit Center Station by end of 2024.

Impacts to LRT Service Frequencies

While frequencies are scheduled to specific intervals, there are planned and unplanned incidents that impact actual schedules on any given day and time period

In 2023 there were over 800 planned schedule adjustments to Metro's LRT service due to the following reasons:

- Track and overhead catenary maintenance and inspections (e.g. C Line OCS work)
- Major capital project testing and integration (e.g. upcoming PLE, Div 20 work, AMC construction)
- Other construction projects
- Tree trimming
- Special event extra service

Unplanned incidents may include:

- Police activity
- Accident along the right of way (vehicle and pedestrian)
- Damage to vehicles or wayside systems
- Any other blockages, unsafe conditions along the right of way

Impacts to LRT service

- Single tracking, depending on location, requires headway between 10-20 minutes
- Full segment closure requiring a bus bridge

Resources Required for LRT Improvements

Operators (as of 12/10/23)

- Increase +41
- Total 359
- Rail operators currently come from the bus divisions. Therefore, it is important to balance the increase in rail operations with the decrease in bus operations

Vehicles (as of 12/10/23)

- Trains
  - Increase +11
  - Total 71
- Cars
  - Increase +33
  - Total 199

- Car availability to meet service can be impacted by several factors, including:
  - Car damage due to accidents or incidents
  - Cars take out of service for overhauls or modernization projects
  - Increases in service frequencies or new capital projects (e.g. K Line and Regional Connector)

Major Rail Vehicle Capital Program

New Vehicle Procurements

- Supports rail system expansion (i.e. PLE)
- Replaces legacy fleet
- Refreshes the fleet, improving the customer experience
- Improves fleet reliability

New Vehicle Commissioning

- Manufacturing and Testing
- System Integration
- Safety Certification
- Conditional Acceptance

Major Rail Vehicle Capital Program

Vehicle Modernization

- Replaces outdated systems
- Refreshes the fleet, improving the customer experience
- Helps mitigate parts obsolescence
- Improves fleet reliability
- Supports new wayside improvements

Modernization Commissioning

- Vehicles sent offsite
- Manufacturing and testing
- System integration
- Safety certification
- Conditional acceptance of new work

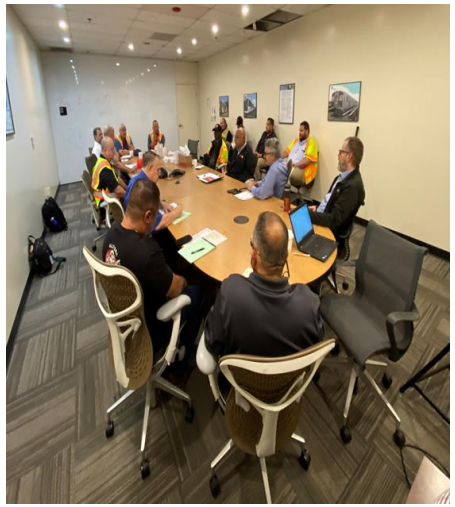
Major Rail Vehicle Capital Program

Component Overhaul Program

- Overhaul components based on manufacture recommended interval
- Keeps vehicles in a state of good repair over its useful life
- Proactive maintenance vs. fix as failed
- Minimizes unscheduled maintenance

Components that are overhauled

- Work completed onsite
- Coupler
- Friction Brakes
- Air Compressor
- Traction Motor / Gearbox
- Semi Permanent Drawbar



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

File #: 2023-0539, **File Type:** Informational Report **Agenda Number:** 20.

EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: BUILDING ON THE SUCCESS OF PILOT INTERVENTIONS AT WESTLAKE/MACARTHUR PARK STATION

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the status report on the next steps for implementing pilot intervention strategies to improve community health and safety at additional Metro stations, building on the recent improvements from Westlake/MacArthur Park Station.

ISSUE

In early 2023, Staff developed and implemented pilot intervention strategies at the Westlake/MacArthur Park Station, which is served by both B & D Lines, with the purpose of restoring safety and improving the experience for our riders, employees, and the surrounding community. A report on these interventions was provided to the Board in July 2023. A focus on safety through environmental design resulted in a decrease in crime, with a reduction in loitering, drug use, and other illicit activity. Consequently, the station is substantially cleaner and safer, resulting in customers also feeling safer than before and providing a safe environment to support placemaking activities. This report is a status update on the next steps to expand the successful elements of this program to additional Metro stations with similar challenges.

BACKGROUND

In response to the worsening public health crisis that resulted in substantially deteriorated conditions at Westlake/MacArthur Park Station (WMP), Metro Operations convened a multi-departmental taskforce in January 2023 to quickly reimagine how the Westlake/MacArthur Park Station could better serve Metro riders and the community. Its focus was on improving public safety and cleanliness through pilot interventions centered around environmental design. This taskforce includes System Safety & Law Enforcement (SSLE), Countywide Planning & Development (CP&D), the Office of the Chief of Staff, Customer Experience (CX), and Program Management.

In February 2023, the Board approved Motion 30 in response to the efforts at the WMP station and directed the CEO to report back on extending successful WMP care-centered strategies to improve community safety and health to other existing and future transit stations and stops (Attachment A).

Throughout Spring 2023, Metro initiated a comprehensive intervention pilot program at WMP to deter

illicit activity and restore appropriate uses of the station. The improvements included:

- New, brighter lights at platform ends, closure of secondary entrance and passageway, increased fresh air circulation and music played through station speakers were implemented to improve visibility, reduce hiding areas for illicit activity, and keep people moving through the station between train arrivals
- 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)
- Human-centered approach that reimagines traditional policing strategies by layering Metro Ambassadors, Homeless Outreach, reduced fare initiatives, TAP Blue Shirt ambassadors, security, and law enforcement partners as part of an overall blended approach to address the larger, complex societal challenges impacting the station

At the July 2023 Board Meeting, staff provided an update on the interventions and their positive impacts, including the significant improvement to public safety and customer experience. This report shares a status update on the next steps for expanding these successful interventions to additional Metro stations.

DISCUSSION

Organizational Change - New Station Experience Unit

Given the successful results seen at Westlake/MacArthur Park Station, staff recognizes the urgency to accelerate these efforts to restore public safety and confidence at other rail stations with similar challenges. Therefore, the CEO created a new “Station Experience” unit, which will spearhead collaboration across Metro departments to expand upon the successful elements from Westlake/MacArthur Park Station to improve public safety, cleanliness, operations, and customer experience to all Metro stations.

The Station Experience unit will play a role in all public safety, cleanliness, and customer-facing aspects related to existing and future stations, with an emphasis on collaboration with System Security & Law Enforcement, Customer Experience, and other key Metro departments. This new unit will report directly to the Chief Operations Officer and will recruit for two new Director-level positions (listed under Staffing Needs) to provide accelerated project management and administrative support capabilities. Further, the Station Evaluation Program team, which is exceptionally knowledgeable of Metro station conditions through their quarterly audits of all 140+ Metro stations and bus transit centers, will be housed under this new unit.

Recently Implemented Interventions to More B & D Line Subway Stations

Staff is expanding effective elements of the WMP strategy to other stations, including 7th Street/Metro Center and Pershing Square, both of which are near the WMP station, Skid Row, and the associated epicenters of the opioid drug crisis.

BRIGHTER LIGHTING ON ALL SUBWAY PLATFORMS

An immediate, effective, and strongly supported intervention was brighter lighting to provide improved

visibility for customers and frontline personnel, and to also reduce dark, hidden areas challenged with loitering and illicit activity. Therefore, across the entire Metro B & D Line stations, Traction Power crews have proactively upgraded platform lighting to brighten passenger waiting areas.

- All 16 B & D Line station platforms have been 100% completed
- Crews are also underway to brighten the other station levels, including mezzanine/concourse and street-level entrances, at 30% completion

SECURING MAINTENANCE ELECTRICAL POWER RECEPTACLES

Further, Facilities Maintenance crews have made substantial progress on securing maintenance electrical power receptacles that have been persistently tampered with and vandalized.

- All 16 B & D Line stations have been 100% completed

UPGRADED LIGHTING FOR THREE ENTRANCES AT 7TH ST/METRO CENTER

In collaboration with the Central City Association and its members representing properties directly connected with station entrances to 7th Street/Metro Center, Metro has begun an initial set of interventions, including:

- Retrofitted nearly 100 existing lighting fixtures with brighter, LED bulbs to brighten entrances to improve safety and wayfinding
- Initial design underway to improving lighting and rightsizing the Flower Street elevator entrance with plans to implement in Spring 2024.

SAFE, SMART PUBLIC RESTROOM PILOT AT FOUR STATIONS

Metro's Office of Strategic Innovation (OSI) received an unsolicited proposal from Throne Labs to implement four, smart public restrooms for a 6-month period at no cost to Metro. Four locations were implemented in October 2023 at Westlake/MacArthur Park B/D Line Station, Willowbrook/Rosa Parks A/C Line Station, Norwalk C Line Station, and a bus operator layover at the Sylmar/San Fernando Metrolink Station (served by frequent Metro bus service), with stations subject to change during the pilot period which runs through April 2024. These smart restrooms are being tested by both passengers and frontline employees for cleanliness, customer experience, and reliability. The pilot will evaluate uptime availability, durability, maintainability, safety, and customer satisfaction. They are currently in use in Washington DC serving local transit riders and bus operators.

This pilot intends to provide a safe, hygienic, cost effective, and reliable amenity for Metro riders, bus and train operators, and the community, incorporating design elements that encourage user accountability, and deter illicit activity which results in unusable conditions for others. These smart restrooms are data-driven and incorporate real time communications on cleanliness, functionality, and access control, which seeks to avoid design deficiencies from traditional restrooms and increase user accountability by requiring users to create a free account via text message or QR code, in which Metro's latest passenger survey data reveals that 93% of transit riders use cell phones. In future use cases, authorized access with designated care-centered partners could be made possible. Repeat offenders engaged in illicit activity and causing substantial damage or downtime for passengers could receive warnings or have access revoked to preserve restroom access for others. If this pilot is successful, staff intends to issue a competitive solicitation for larger rollout of smart public restrooms.

Within the first two months of the pilot, there are very promising indicators that this amenity is improving safety, cleanliness, and the customer experience.

- Nearly 13,500 total uses have been recorded in the first two months of operation
- Over 3,700 unique users have enrolled in the free program
- Users have reported an average 4.3 out of 5-star cleanliness rating
- Restrooms had an overall uptime of more than 90%, far exceeding Metro's pilot target of 70%
- Although each visit is allotted 10 minutes per session, Throne data shows the vast majority of people are completing their visits significantly faster
    - 1 in 2 people complete their restroom visit in under 2 minutes
    - 3 in 4 people complete their visit within 5 minutes
    - By comparison, BART's public restroom program enforces a 5-minute limit (compared with this pilot's 10-minute limit)
    - Time limits help deter inappropriate uses (i.e. drug or sexual activity) while maximizing availability to more people, improving safety and cleanliness
- Zero incidents of misuse that have taken any of the restrooms out of extended service
- Zero incidents of medical emergencies or calls for first responders (i.e. drug overdoses)
- Zero calls for police response (i.e. criminal activity)
- 50% reduction in public urination and defecation around each station at the pilot locations open to the public, meaning these stations are also substantially cleaner through a reduction in biohazard waste, based on Ambassador reports

New Interventions Under Consideration

In addition to the interventions already implemented, staff is exploring the potential future strategies:

LATCHING FAREGATES UPON EXIT

Metro faregates, which are in place at roughly half of all Metro Rail stations (58 out of 104 stations), are currently only latched upon entry (tap-in). However, Metro faregates also can be latched upon exit (tap-out), although this function was never activated during the original rollout, since the presumption was that customers would have already tapped their card at their station of origin. This results in diminished access control and missed opportunities to validate fares and ensure fare compliance, as customers entering from an ungated station and exiting at a gated station may never encounter a latched faregate.

Latching faregates upon exit is commonly used in transit agencies with distance-based fares, however, is also employed with a flat fare structure similar to LA Metro in the faregates at the Metropolitan Atlanta Rapid Transit Authority (MARTA). This technique would also reduce bottlenecks that occur from fare inspection teams manually checking fares for each passenger today. Fare inspection teams can then focus on addressing those without valid fares instead of checking all fares. This technique is technically already in place at the transfer faregates at Willowbrook/Rosa Parks Station, where passengers are required to tap to exit the C Line before transferring to the A Line platform, and vice versa. Latching faregates upon exit can also provide improved ridership data on where customers are exiting, which can be used to optimize service for customers.

Staff is working to implement this as a pilot at Union Station and North Hollywood, in conjunction with the ongoing multilayered deployment strategy. Because Metro faregates must also be compatible with a separate Metrolink fare system, there are additional equipment and programming

reconfigurations that must take place to ensure compatibility, particularly at Union Station where a high volume of Metro-to-Metrolink transfers occur. Staff estimates that this pilot will take approximately 90 days to implement, and therefore could begin in March 2024.

Staff will work with Customer Experience on a robust multilingual outreach campaign of customer messaging, signage, and staffing that will inform customers with advance notice of this new feature, similar to when Metro seamlessly latched entry faregates station-by-station previously in 2013. Passengers who have valid fare would NOT be double charged upon exit, but passengers who did not tap at their origin station would be charged when exiting.

STRENGTHENING FAREGATES TO IMPROVE PUBLIC SAFETY

Metro shares with many other transit agencies in the challenges associated with faregate misuse, including individuals who tailgate/piggyback behind fare paying passengers through the accessible faregate, or those who jump over the turnstiles. Recent data provided by Metro's law enforcement partners reveal the following:

- 93% of individuals arrested by the Los Angeles Police Department (LAPD) do NOT have valid fare
- 87% of individuals arrested by the Los Angeles County Sheriff's Department (LASD) do NOT have valid fare

Therefore, strengthening the faregates could be an effective additional layer to improve overall system safety.

As such, staff are monitoring the outcomes resulting from other agencies currently upgrading their faregates to deter this behavior, including Bay Area Rapid Transit (BART) and Washington Metropolitan Area Transit Authority (WMATA). Preliminary reports from Washington DC indicate a 70% to 85% reduction in fare evasion at stations where they have implemented faregate improvements. At the future LAX Airport Metro Connector Station, an improved paddle gate design will be implemented to improve fare compliance while facilitating travelers with luggage, so we will monitor those results also.

RELOCATING FAREGATES AND STATION CLOSURE GATES

As part of improving access control to improve public safety and cleanliness, staff are exploring the feasibility of relocating faregates and station closure roll gates from inside the station and out to the station entrances, which would improve access control by expanding the paid area of the station and reduce loitering and vandalism during overnight periods when stations are closed. This is consistent with the station design of the recently opened Regional Connector stations in Downtown LA.

IMPROVING ELEVATOR SAFETY & RELIABILITY

Metro's Vertical Transportation unit maintains nearly 150 elevators systemwide and typically spends over $1 million each year in broken glass repair attributed to vandalism. Furthermore, loitering and illicit activity inside station elevators can prevent and deter passengers with disabilities and parents with strollers from accessing Metro stations. Previous passenger surveys have indicated that Metro passengers, particularly women riding transit, avoid using station elevators to access trains, even if an alternative bus journey takes longer. As a result, staff is exploring new features to deter misuse of elevators.

In Portland, Oregon, TriMet is piloting the required use of tapping a valid fare card to use the elevator which is a commonplace practice in hotels and office buildings. Their preliminary findings have shown a reduction in misuse and an increase in elevator uptime.

Staff is also looking at keeping elevator doors open when not in use, facilitating fresh air circulation and reducing hidden privacy inside the elevator compartment.

ENHANCING SECURITY THROUGH TECHNOLOGY UPGRADES

While the blended approach of ambassadors security, and law enforcement provides substantial improvements to public safety, the number of stations and public areas remain a challenge to maximize visibility. Therefore, it is also important to layer a technology component that allows uniformed personnel to better respond to locations where they are most effective, using a data-driven approach. This can include:

- Additional CCTV cameras and intrusion detection systems for all emergency exit doors leading to ancillary areas
- Upgrading existing CCTV cameras to higher resolution and network communications for better response and insights
- Expansion of video analytics software to assist in real-time flagging of security events and to improve investigations

Staff is planning to present a separate funding request for these technology upgrades in the coming months.

Planning Underway to Expand Efforts to Light Rail Stations and Bus Transit Centers with Similar Challenges

Looking beyond the B & D Line subway stations, staff will be considering a range of criteria for future deployment of station interventions throughout the Metro service area, including ridership, public safety data, cleanliness and functionality data, homeless outreach data, frontline employee feedback and rider input, 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. A tiered list of stations is described in more detail in Attachment B.

Menu of Environmental Design Interventions

- Brighter lighting
- Rightsizing entrances, passageways, and other areas where illicit activity was taking place
- Increased fresh air ventilation (for indoor stations)
- Station music or ambient sound
- Strengthening and reorienting faregates and station roll-gates
- Improved wayfinding and other signage
- Safe, clean, and reliable public restrooms
- Elevator access control modifications

Menu of Care-Based Strategies

- LIFE pop-ups
- Department of Health Services Mobile Health Clinic
- Homeless outreach teams
- Ambassador teams
- Crisis interventionists
- Substance abuse counselors
- Homeless Connect days
- Station activation events
- Community resource fairs

As much was learned about successful interventions at WMP, Staff is also looking to test interventions at other rail stations with persistent public safety and cleanliness challenges. While WMP has had a diverse range of challenges from medical emergencies, criminal activity, and people experiencing homelessness, other stations may not experience the same issues in equal proportions. Staff is now turning to a station-by-station approach to improve public safety further, using similar strategies to Westlake/MacArthur Park Station to develop further and implement tactical design interventions and staffing adjustments for other stations.

Potential stations for initial pilot interventions include (subject to change):

- Lake Av in Pasadena (A Line)
  - Persistent loitering and illicit activity around station entrances
  - Tied for second lowest A Line score in appearance (2.83 out of 4.00)
- Hollywood/Highland (B Line)
  - Persistent loitering and willful blocking at the station entrance
  - Inappropriate activity in and around station elevators, presenting continual concerns from customers requiring elevator assistance
- Downtown Santa Monica (E Line)
  - Excessive fare evasion and trespassing from emergency exit, creating safety issues along trackways with frequent train movement
  - Third lowest E Line score in appearance (2.92 out of 4.00)
- Norwalk (C Line)
  - Dim waiting areas at connecting bus bays
  - Loitering on platform, behind I-105 Freeway pillar structures and under stairwells

EQUITY PLATFORM

The goal of this work is to provide public safety and reliability improvements to Metro riders using the B & D Lines, in which 8 in 10 transit riders are BIPOC, 8 in 10 do not own a car and therefore rely on Metro service, and 8 in 10 are below HUD's "Very Low Income" threshold. Further, 75% of Metro B & D Line stations reside within Metro's Equity Focus Communities (EFCs), including Westlake/MacArthur Park, 7th Street/Metro Center and Pershing Square. Staff has conducted hundreds of extensive, multilingual passenger intercept surveys that are controlled for the demographics of B & D Line riders and the surrounding community, receiving overwhelmingly strong support to continue and expand these initiatives to improve their actual and perceived feelings of

public safety. Staff will continue surveying transit riders throughout this process and communicate interventions made to the stations, which includes updates to the Public Safety Advisory Committee and Regional Service Councils. Further, staff has continually coordinated all work with Civil Rights & Inclusion, ensuring that proposed changes, including station redesigns, lighting upgrades, and restroom facilities, are intentionally designed with accessibility in mind.

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

The new Station Experience unit will continue to build on the momentum of this program. 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. The Station Experience unit will develop program level solutions to evaluate individual station conditions with its partners as well as develop resource plans and capital projects to ensure program-wide benefits of these early efforts remain in place for Metro riders and frontline employees moving forward. Staff plans to provide another update in April 2024.

ATTACHMENTS

Attachment A - Board Motion 30 WLMP
Attachment B - Tiered List of Stations

Prepared by: Stephen Tu, Deputy Executive Officer, Station Experience,
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034
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Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060

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

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

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 – *PRELIMINARY DRAFT* TIERED LIST OF STATIONS

List is subject to change as further analysis is completed.

DRAFT CRITERIA INPUTS	TIER 1	TIER 2	TIER 3
Appearance Score from Quarterly Station Evaluations	Low	Medium	High
Reported Crime, Citations, Warnings	High	Medium	Low / No
Customer Care Complaints	High	Medium	Low / No
Observations of People Experiencing Homelessness	High	Medium	Low / No
Equity Focus Community Location	Higher Priority	Priority	-

TIER 1	TIER 2	TIER 3
7th Street/Metro Center	103rd Street/Watts Towers	17th St./SMC
Anaheim St.	APU/Citrus College	1st Street
Artesia	Atlantic	26th St./Bergamot
Avalon	Azusa Downtown	*37th St./USC
Aviation/LAX	*Cal State LA	5th Street
*Chatsworth	*Canoga	Allen
Chinatown	*Cesar Chavez Transit Pavilion	Arcadia
Compton	Crenshaw/I-105	*Balboa
Downtown Santa Monica	Culver City	**Burbank Downtown Metrolink
Expo/Crenshaw	**Culver City Transit Center	*Carson Transitway
Expo/La Brea	Del Amo	*Cal State LA
Firestone	Downtown Inglewood	Civic Center/Grand Park
Grand/LATTC	Downtown Long Beach	*De Soto
Harbor Freeway	*El Monte Bus Station	*Del Amo Transit Center
Hawthorne/Lennox	Expo/Western	Del Mar
Highland Park	Fairview Heights	Douglas
Hollywood/Highland	Fillmore	Duarte/City of Hope
Lake	Florence	East LA Civic Center
LATTC/Ortho Institute	Grand Av Arts/Bunker Hill	El Segundo
*Manchester	*Harbor Gateway Transit Center	Expo Park/USC
Martin Luther King Jr	Hollywood/Vine	Expo/Bundy
Memorial Park	Hyde Park	Expo/Vermont
*MLK Compton Transit Terminal	Indiana	Farmdale
North Hollywood	Jefferson/USC	Heritage Square/Arroyo
Norwalk	La Cienega/Jefferson	Historic Broadway
Pacific Coast Hwy	Lakewood Blvd.	Hollywood/Western
Pershing Square	*Laurel Canyon	**Inglewood Transit Center
Pico	Leimart Park	Irwindale
*Pico-Rimpau Transit Center	Lincoln Heights/Cypress Park	*LAX City Bus Center
*Reseda	Long Beach Blvd.	Little Tokyo/Arts District
San Pedro St.	Mariachi Plaza/Boyle Heights	Maravilla

*Sherman Way	*Nordhoff	Mariposa
*Slauson Transitway	*Pacific Coast Hwy Transitway	Monrovia
Soto	Redondo Beach	Pacific Av
**South Bay Galleria	*Roscoe	Palms
**Sylmar Metrolink	*Rosecrans Transitway	Pico/Aliso
Union Station	*Sepulveda	*Pierce College/Winnetka
*USC Medical Ctr.	Sierra Madre Villa	*Redondo Beach Transit Center
*Van Nuys	Slauson	South Pasadena
Vermont/Athens	Southwest Museum	*Valley College
Westlake/MacArthur Park	*Tampa	Vermont/Beverly
Willowbrook/Rosa Parks	Universal City/Studio City	Wardlow
	Vermont/Santa Monica	Washington
	Vermont/Sunset	Westchester-Veterans
	Vernon	Westwood/Rancho Park
	*Warner Center	Wilshire/Normandie
	Willow St.	Wilshire/Western
	Wilshire/Vermont	*Woodley
		*Woodman

*denotes Bus Rapid Transit (BRT) Station or Bus Transit Center

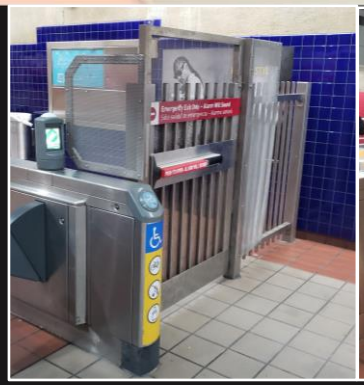
**denotes non-Metro property with Metro service

Building on Success of Pilot Interventions at Westlake/MacArthur Park Station

January 2024

Metro

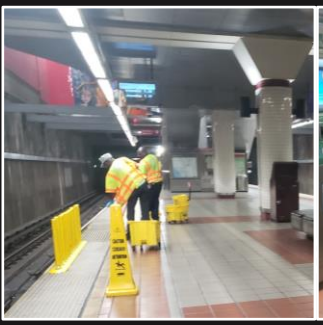
WESTLAKE/MACARTHUR PARK | RECENT PROGRESS

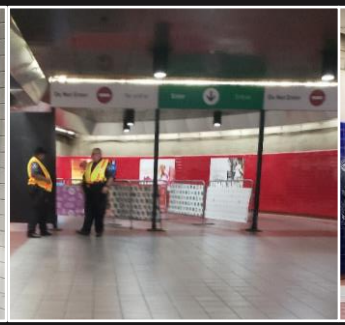
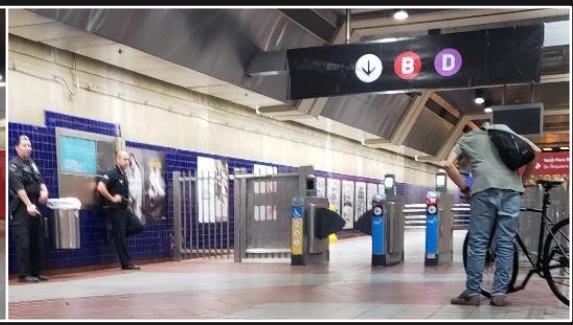



Clean, safe, well-lit station & seating // Over 20% reduction in emergency exit misuse since mesh install // Children playing soccer under brighter lights & CCTV



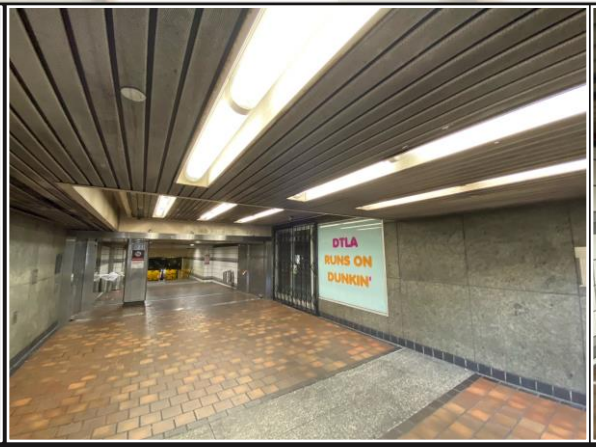

Before & After: *Addressing hiding spots previously used for illicit activity is improving outdoor plaza cleanliness and safety*

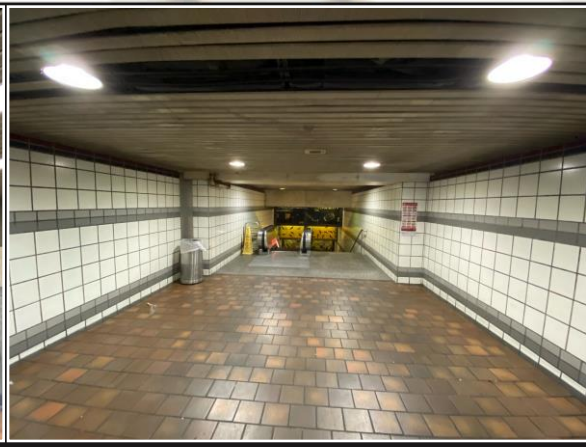


Multilayered human approach of Custodians, Ambassadors, Homeless Outreach, Security and Law Enforcement

7TH ST / METRO CTR | LIGHTING IMPROVEMENTS



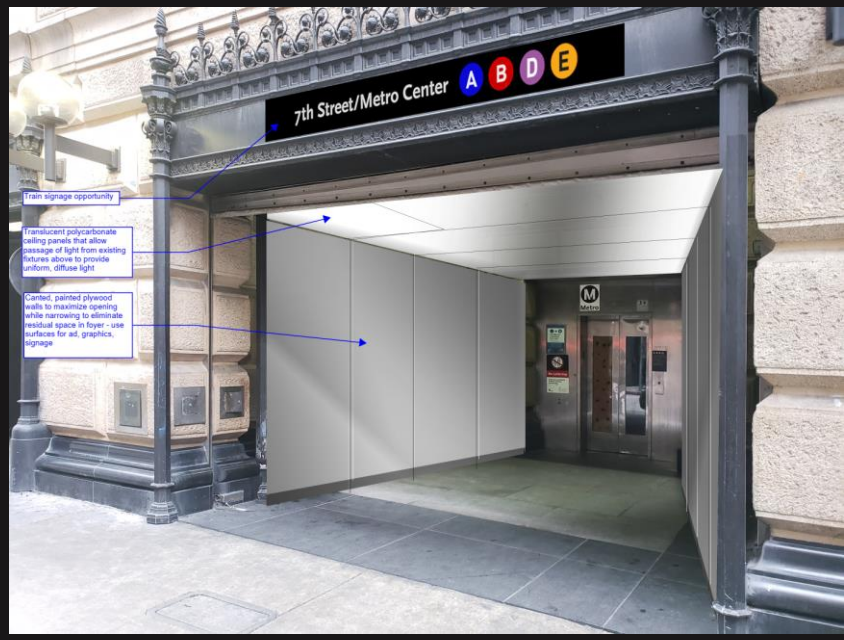


*In July 2023, crews installed nearly **100 brighter, LED bulbs at station entrances and passageways** to restore comfort and safety*

Flower St Elevator Entrance

← Existing

Concept →



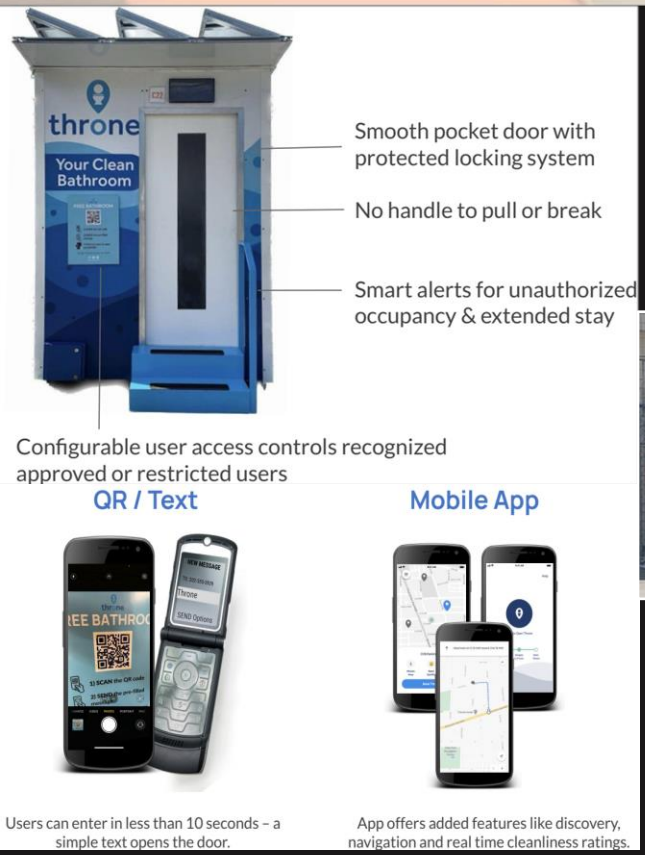
***Existing & Concept:** Tactical lighting, rightsizing, and signage improvements to create a safe, intuitive, welcoming entrance*

NEW "STATION EXPERIENCE" UNIT TO EXPAND STRATEGIES

- Given the successful results at Westlake/MacArthur Park, Operations has created a new "Station Experience" unit to further improve public safety and cleanliness
- Criteria for future deployment includes data on ridership, public safety, cleanliness, homeless outreach, frontline employee and customer input
- Next potential stations for pilot interventions include (*subject to change*):
  - Lake Av in Pasadena (A Line)
  - Hollywood/Highland (B Line)
  - Norwalk (C Line)
  - Downtown Santa Monica (E Line)

Environmental Design Interventions	*paired with...* **Care-Based Strategies**
• Lighting upgrades • Rightsizing entrances, passageways, and plazas to improve safety in numbers and access control • Increased fresh air ventilation (indoor stations) • Station music or ambient sound • Strengthen and reorienting faregates and rollgates • Safe, clean, and reliable public restrooms • Elevator access control modifications	• LIFE Pop-Ups • Dept. of Health Services Mobile Health Clinic • Homeless Outreach teams • Metro Ambassador teams • Crisis interventionists • Substance abuse counselors

SMART, TOUCHLESS PUBLIC RESTROOMS PILOT | THRONE LABS



- 6-month, unsolicited proposal pilot with Throne Labs
- **FREE to use** via text message, QR code, or Mobile App, under 10 seconds to enter (93% Metro riders carry cell phones)
- In first two months, over **13,500 total uses**, over **3,700 unique users**, 4.3 out of 5-star user cleanliness rating, and ZERO incidents of major damage
- **50% reduction in public urination**/defecation reports at each pilot location

Pilot locations at Westlake/MacArthur Park, Willowbrook/Rosa Parks, Norwalk and Sylmar Bus Layover

anthonydrakeandassociates 6d
This is great!

dannybaruela 6d · ♥ by author
Yes! More facilities for all!
10 likes Reply

sc0ttjone5 6d · ♥ by author
I love it and I hope it works.
12 likes Reply

katytay_mcgee 6d · ♥ by author
Great addition! Excited to see how this goes 👏
11 likes Reply

c0lst0n 6d
I used the one at Norwalk Station and it was so nice!

kevinojr 6d · ♥ by author
Great start. Put them in all the stations, please. Ty Ty
10 likes Reply

Received a message from +1310[redacted] via SMS. Message: "This is awesome 👏 thank you for bringing this to our town"

vykie 6d
Excited to see more public toilets. Hoping this is only the beginning!

lotusrainier 6d
Time for folks to be self responsible and accountable

Metro

KCRW News Interview from Nov 13, 2023

Gabriel Fury, who is homeless, described the restroom as "Immaculate. I can actually stay in there and breathe." When asked about needing a phone, he said "It's not a big deal, everyone has a cell phone nowadays."

NEW INTERVENTIONS PROPOSED

Photo Credit: TriMet, Portland, OR

- Latching Existing Faregates Upon Exit
  - Increases proportion of riders who will use faregates during their trip
  - Improves ridership data to plan better service
  - Pilot at North Hollywood and Union Station could begin as early as March 2024
- Strengthening Emergency Swing Gates and Relocating Station Closure Gates
  - 9 in 10 arrested do not have valid fare
  - Emergency Swing Gate partitions result in over 20% decrease in misuse
  - Police can focus on “Respect the Ride” campaign
  - Pair with LIFE and other reduced fare programs to protect low-income riders
- Improving Elevator Safety & Reliability
  - Portland TriMet piloting valid farecard to use elevator (i.e. hotel room key concept)
  - Keeping elevator doors open when not in use

Metro

NEXT STEPS

- Station Experience unit will:
  - Develop program level solutions to evaluate individual station conditions with its partners
  - Develop resource plans and capital projects to ensure program-wide benefits of early efforts
  - Provide status update in April 2024
- Must continue to rely on key partners and support so that the agency can focus on operating a safe and reliable transit system

Metro

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

File #: 2023-0729, **File Type:** Fare / Tariff / Service Change **Agenda Number:** 31.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: METRO MICROTRANSIT FARE CHANGE

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. IMPLEMENT the approved base fare of $2.50 for Metro's MicroTransit program, Metro Micro;

B. INTEGRATE transfers with bus and rail services into the MicroTransit service; and

C. INCORPORATE the Low Income Fare is Easy (LIFE) program and other Metro discount programs into the Metro Micro fare structure.

ISSUE

The pilot MicroTransit service began in late 2020 with a $1.00 introductory fare, which was intended to be a short-term promotion for the new service. However, since it launched during the height of the pandemic, the introductory promotional fare has been in place for more than three years. Now that the pandemic has ended, it is time to implement the previously approved regular base fare of $2.50.

Per the October 2020 Metro Board Motion #23 by Director Bonin (Attachment A), this action satisfies the requirement for staff to return to the Board prior to ending the Metro Micro introductory fare.

BACKGROUND

At its October 2020 meeting, the Board approved the Pilot MicroTransit program with a $2.50 permanent base fare and a promotional introductory fare of $1.00. Metro Micro was launched in December 2020 as a three-year pilot program to test use cases for on demand MicroTransit services. At its May 2021 meeting, the Board authorized the extension of the introductory fare through the end of 2021 in response to the COVID-19 pandemic (Attachment B). The introductory fare was scheduled to end by January 2023, and per Motion 23 by Director Bonin (Attachment A) staff was to return to the Board prior to ending the $1.00 promotional fare.

DISCUSSION

The cost per trip on Metro Micro is currently $43. At its September 2023 meeting, the Board approved extending the pilot program contingent upon operational changes to approve the overall performance and support a more sustainable on demand transit service program of $20-$25 per trip. One of the operational changes identified is implementation of the approved permanent base fare of $2.50. Implementing the base fare is the first step in improving the cost efficiency of the service while staff continue to work on other strategies to reduce operating costs and optimize the service design. This base fare recognizes the added value of the extra flexibility and semi customized trip offered by Metro Micro. In addition, fares are an important tool for moderating demand in the face of finite service supply, and a fare that reflects the increased cost and benefit of the MicroTransit service will help align Metro customers with the most cost-effective mode that is most appropriate for their individual trip.

Incorporating Metro Micro into Metro's discount fare programs is an important step to enable vulnerable populations who rely on this service to receive discounted fare, ensuring that this change maintains Metro's commitment to equity. There is also an important opportunity to provide a more seamless transfer experience between Metro Micro and other public transit that has not been previously available.

Consistent with the Board's direction, a proposed framework for a revised Metro Micro fare structure is summarized in the following table:

Base Fare	**$2.50**
Transfers to Metro Bus and Rail	Free
Transfers from Metro Bus and Rail	75¢ upcharge
LIFE Program free rides (90-day & 20/month)	Accepted on Micro
Senior/Disabled Fare Program Base Fare	$1.00
GoPass & Student Reduced Fare Program Base Fare	$1.00
E-Z Transit Pass Zone 0 Base Fare	75¢ upcharge
E-Z Transit Pass Zone 1+	Free
Transfers from Municipal Bus Lines	$1.25 (50¢ transfer charge + 75¢ upcharge)

More detail on the proposed framework is described below:

- Allow LIFE participants the option to use their benefits on Metro Micro with no upcharge, and once exhausted, pay the base fare of $2.50
- Allow GoPass and Reduced Fare (Student, Senior/Disabled, and Access Services) cardholders to continue to ride Metro Micro at the $1.00 rate per boarding
- Offer free transfers to Metro Bus and Rail from Metro Micro, with transfers to Metro Micro from Metro Bus and Rail available for a 75¢ upcharge (for a total base fare of $2.50)
- LIFE riders will also be offered free transfers between Metro Bus/Rail and Metro Micro.

Upcharges will only be applied after their benefits are exhausted
- Allow EZ Transit Pass Base riders to ride Metro Micro with a 75¢ upcharge, with EZ Transit Pass Zone 1 or higher riders able to ride Metro Micro at no additional charge
- Passengers transferring from partner agencies to Metro Micro (interagency transfers) would pay $1.25 (50¢ transfer fee plus 75¢ upcharge)
- Recognize interagency transfers from Metro Micro based on each carrier's existing interagency transfer agreements and the fees applicable for transfers with existing Metro bus and rail services

As shown above, this recommendation is also responsive to the September 2023 Board Motion from Directors Najarian, Butts, Dutra, Hahn, and Barger (Attachment C) as follows:

- Incorporating Micro Transit services into the existing discount programs, including, but not limited to, Low Income Fare is Easy (LIFE), GoPass, Seniors, etc. prior to raising fare to $2.50. The recommended fare structure incorporates Metro's discount fare programs.
- The proposed permanent fare structure framework achieves transfers with other modes through a top-up fare that brings the total paid by the rider from the $1.75 base fare for bus and rail to the $2.50 base fare proposed for MicroTransit.

Throughout the process of determining a permanent fare structure, staff remained committed to understanding and equitably mitigating the impacts on vulnerable populations. Customer survey data informed the team's approach and proposed fare structure, recognizing that a single base fare required a range of fare discounts consistent with Metro's efforts with such programs already established with the fixed route transit network.

Metro Micro surveyed customer experience and behavior in the Spring of 2023, results from which have previously been presented to the Metro Board. This survey, conducted online, onboard, and via phone in both English and Spanish, also asked riders what their response to a $2.50 fare would be.

Of the 2,671 Metro Micro passengers who responded to this question, 15.3% said they would not ride Metro Micro anymore if the fare went to $2.50, and another 40.7% answered that they would ride less often. The demographic trends in the data of those who said they would no longer ride the service demonstrated the importance of ensuring affordable access for Metro Micro riders from various target populations and Equity Focus Communities. This is especially important in cases where Metro Micro replaced fixed route bus services.

Population	All Respondents	Would Not Ride	Would Ride Less
Female	52.7%	56.0%	40.7%
Income under $15k	19.2%	27.4%	22.7%
Disabled	10.6%	13.2%	10.1%
Latinx/Hispanic	42.4%	50.6%	45.7%
Under 25	23.3%	30.3%	31.4%
Over 65	5.0%	5.6%	4.9%

Less than one quarter of respondents indicated that they participate in a fare program (LIFE, Senior/Disabled, GoPass, E-Pass, etc.), while a third had household incomes under $25k (some of this group may be enrolled in LIFE). Data for FY23 indicates that only 5.3% of Metro Micro riders using TAP payments also had a LIFE transaction during the period. This indicates that at least some Metro Micro riders are LIFE-eligible but not currently enrolled. The proposed Metro Micro fare structure will hopefully further incentivize riders to enroll in the LIFE program.

Respondents who are part- or full-time students account for 21.2% of the sample, and most would be eligible for GoPass or Student Reduced Fare programs; however, only 5.1% of sampled TAP transactions on Micro were with any sort of Student fare card. This data implies that while fare program inclusion can mitigate the price sensitivity of vulnerable populations, outreach about the permanent fare structure to Metro Micro riders can also include information about reduced-fare programs that riders may qualify for. Once approved, messaging to customers regarding the fare increase (via email, in-app messaging, literature distribution, and verbal notification to users who book by phone) will include information on applying to LIFE and other discount fare programs.

Operations assembled an internal working group to determine a path toward implementing the base fare and incorporating transfers and discount fare programs that advance equity. The proposal presented in this report is a direct result of this team's work. Participants represented the following departments and business units:

- Office of Civil Rights, Racial Equity and Inclusion
- Customer Experience Office
- Transit Access Pass (TAP) (Both for technical and programmatic expertise)
- System Security and Law Enforcement

In addition, feedback was solicited from the Metro Youth Council (MYC), and the Office of Management and Budget (OMB) reviewed this proposed framework prior to its presentation to the public. MYC representatives generally advocated for the inclusion of GoPass in Metro Micro as a free or discounted fare, while some felt that the inclusion of LIFE was a higher priority from an equity standpoint.

Staff also consulted Metro's Office of Civil Rights, Racial Equity, and Inclusion to determine the requirements to meet Title VI requirements. Metro Micro is considered a Demand Response service and thus is exempt from Chapter 4 Requirements of FTA's Title VI Circular for Service and Fare Equity Analysis. As such, Title VI does not require a formal public hearing process to adopt the proposed permanent fare structure. Nevertheless, Staff conducted an extensive outreach campaign to inform Metro customers who would be affected to provide the public with multiple opportunities to review and comment on this fare structure.

Take-one brochures were distributed to Metro Customer Service Centers and provided to Metro Micro operators to share with customers. The take-one brochures included information on the proposed Metro Micro fare structure, an email address to submit comments and questions, information on the five Metro Service Council meetings where an overview presentation would be provided, and public comments gathered. A copy of the take-one brochure is provided in Attachment D. This information was disseminated via e-blasts to registered TAP accounts, the Metro Micro app,

and Metro's social media channels. Those channels included Metro's blogs, The Source and El Pasajero, and Metro's Nextdoor, Facebook, and Instagram accounts.

An update on the Metro Micro Pilot and the proposed Metro Micro fare structure was shared at the following January 2024 Service Council meetings:

- Wednesday, January 3, 2024, 6:30 p.m.: San Fernando Valley Service Council
- Monday, January 8, 2024, 5:00 p.m.: San Gabriel Valley Service Council
- Wednesday, January 10, 2024, 6:00 p.m.: Westside Central Service Council
- Thursday, January 11, 2024, 5:00 p.m.: Gateway Cities Service Council
- Friday, January 12, 2024, 9:30 a.m.: South Bay Cities Service Council

A log of comments received during this process is provided in Attachment F. Of 147 commenters, 138 addressed Metro Micro in some way (the remainder were about other Metro services or actions). Of the remaining, nearly half of the comments were questions about the proposal or more generally about Metro Micro and did not provide an opinion on the fare proposal. Of those who commented on the fare proposal, 66% were in favor of the change, and several stated that they would approve of an even higher fare than $2.50. Some of the comments opposing the fare proposal expressed support for a smaller increase in fare. Of the 33% who opposed the fare change, many expressed concerns for target groups such as people with low incomes or seniors and students.

FINANCIAL IMPACT

Implementation of the approved base fare is one of a range of strategies intended to make the Metro Micro program more sustainable through both improving revenues and other changes intended to reduce the cost of delivering the Metro Micro service. The recommended discount fare program participants are expected to have a low impact on fare revenues while promoting utilization of this service for improved mobility for vulnerable populations.

EQUITY PLATFORM

The proposed new fare structure for Metro Micro incorporates a range of discounts applicable to existing Metro discount fare program participants, such as LIFE, GoPass, seniors, people with disabilities, and students. The proposed discounted Metro Micro fares for higher need populations will be very beneficial, as many are transit-dependent riders who, in some cases, lack alternative transit services. The survey results discussed in this report help support the decision to incorporate Metro's discount fare programs, as they address the needs of the most price-sensitive riders. The new fare structure will result in lower total journey prices for all customers using Metro Micro in combination with Metro Bus and Rail, and the incorporation of the discounts ensures that transit-dependent riders who rely on Metro Micro to get where they need to go continue to find it within their means. More details on the responses to this survey are provided in Attachment E.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The MTP supports strategic plan goals #1.2 and 2.3: Metro Micro is an investment in a world-class

transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro Micro was designed to improve customer satisfaction at customer touchpoints by offering an accessible, flexible service that better adapts to customer demand and needs. The achievement of these goals will be enhanced through the framework for a permanent Metro Micro fare structure.

NEXT STEPS

Should the Board approve the permanent Metro Micro fare structure, staff will implement the new fare structure in the first quarter of CY2024. The implementation plan will include a marketing campaign to notify riders electronically, through printed information distributed to Metro Micro riders by Metro Micro operators, and verbally through the Metro Call Center which makes Metro Micro reservations for some riders. Care will be taken to reach out to populations that benefit from the inclusion of various discount programs, leveraging Metro's existing partnerships with schools, other public agencies, and CBOs. Outreach will include specifically outreaching to riders to ensure they are aware of LIFE and GoPass options for fare discounts. A study of zone footprint and operating hours will follow the fare implementation and staff will return to the Board to share any recommendations for changes.

ATTACHMENTS

Attachment A - October 2020 Director Bonin Motion on Item 23
Attachment B - May 2021 Item 41 MicroTransit Operations Fare Structure and Service Zones
Attachment C - September 2023 Directors Najarian, Butts, Dutra, Hahn, and Barger Motion on Item 42
Attachment D - Metro Micro Fare Restructuring Take One
Attachment E - 2023 Metro Micro Rider Survey Results
Attachment F - Public Comment Log

Prepared by: Monica Waggoner, Principal Transportation Planner, (213) 922-7414
Joseph Forgiarini, Executive Officer, Service Development, (213) 418-3400
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

Stephanie N. Wiggins
Chief Executive Officer

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

Metro

Board Report

File #: 2020-0745, **File Type:** Motion / Motion Response **Agenda Number:**

REGULAR BOARD MEETING
OCTOBER 22, 2020

Amending Motion by:

DIRECTOR BONIN

Related to Item 23: Microtransit Operations

SUBJECT: AMENDMENT TO MICROTRANSIT OPERATIONS

RECOMMENDATION

APPROVE Amending Motion by Director Bonin that the Board direct the Chief Executive Officer to:

Return to the Board prior to ending the $1.00 promotional fare.

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

Metro

Board Report

File #: 2021-0228, **File Type:** Project **Agenda Number:** 41.

EXECUTIVE MANAGEMENT COMMITTEE
MAY 20, 2021

SUBJECT: MICROTRANSIT OPERATIONS FARE STRUCTURE AND SERVICE ZONES

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

A. APPROVING the proposed MicroTransit Fare Structure with the introductory rate of $1 for the remainder of calendar year 2021 and adopt the $2.50 full fare effective January 1, 2022 for zones 1-8. Additional zones will be set to full fare once the first six months of Revenue Service Operations has concluded.

B. APPROVING the service maps for MicroTransit Zones (6-8)

ISSUE

In October 2020, the Board of Directors approved an introductory fare of $1 for the first six months of Revenue Service Operations for all MicroTransit (Micro) zones. June 13, 2021 will mark the sixth month of operation for our first two Micro zones (Watts/Willowbrook and Inglewood/LAX).

BACKGROUND

By design, MicroTransit is a flexible transit service built in alignment and synchronization with our NextGen Bus Plan. The goals of the service are to retain and grow ridership, to improve customer experience and to invest in workforce training and skill-building.

To date, Metro operates MicroTransit in 5 of 9 zones. Metro staff is on track to stand up an additional 4 zones later this year. The zone launch schedule for the three-year pilot is outlined below.

December 2020

- Watts/Willowbrook
- LAX/Inglewood

January 2021

- Compton/Artesia
- El Monte
- North Hollywood/Burbank

June 2021

- Highland Park/Eagle Rock/Glendale
- Altadena/Pasadena/Sierra Madre

August 2021

- Northwest San Fernando Valley

September 2021

- UCLA/Westwood/Century City

The agency's on-demand service has been planned to address systemic ridership losses by investing and prioritizing customer experience elements such as public safety, cleanliness, and responding directly to the needs of how women and girls travel on our system.

DISCUSSION

In 2020, MicroTransit Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure. The working group aimed to identify a fare structure that was consistent with Metro's family of services and similar to regional operators such as our paratransit provider Access Services. MicroTransit trips are reported as National Transit Database 5307 demand-responsive.

Participants represented the following departments and business units:

- Office of Civil Rights
- Office of Marketing and Commute Services
- Office of Equity and Race
- Office of Management and Budget
- Transit Access Pass (TAP)
- System Security and Law Enforcement
- Women and Girls Governing Council

As such, Metro staff recommended the full price to be set at $2.50 per trip, aligned with the fare structure of the Silver Line. As a new on-demand service, MicroTransit is similarly priced to Access Services rates which are $2.75 per trip for trips up to 19.9 miles and $3.50 for trips more than 20 miles. In light of the pandemic, the working group recommended an initial introductory rate of $1

per trip which was approved by the Board in October 2020 (Attachment A).

As part of current Board action, Metro staff seek an extension of the current introductory rate of $1 through December 2021 and a roll out of the full fare of $2.50 in January 2022. A transfer to Metro's fixed-route network (bus and/or rail) will be honored within the full fare of the trip, unless otherwise directed.

To ensure that community members are served in areas that have seen reductions in bus service under NextGen, passengers in Equity Focused Communities in Metro Micro zones will continue to be charged the $1 rate through December 31, 2022.

Service Maps

Operations staff has closely monitored the impacts of COVID-19 pandemic and has adjusted the MicroTransit service model to support the needs of essential workers as well as new and emerging travel patterns resulting from the rapid growth in telecommuting.

Metro Micro has developed an avid following, with the average user having taken approximately 10 rides on the service since our December launch. As such, Metro staff seeks approval for the three service maps and hours of operations in Attachment B.

DETERMINATION OF SAFETY IMPACT

Customer and operator safety are core to maintaining the highest standards of security and the optimal service design for MicroTransit.

FINANCIAL IMPACT

Moving to the originally proposed fare of $1.00 per trip will decrease revenue during the promotional rate period. In addition, subject to Board approval of the FY22 Budget, funding of $39.5M is allocated under cost center 3595 - in support of operations and maintenance activities for the MicroTranit pilot program. Since this is a multi-year project, the cost center manager, Sr. Director, Special Projects will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funding for this action will come from Proposition C 25% funding. Using this funding source will maximize fund use given designated provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports the following goals of the Metro Strategic Plan:

Goal 1: Provide high quality mobility options.
This contract modification increases the amount of service zones for the pilot project, thus providing access to MicroTransit for a larger part of the population. This service will increase the number of customers to the Metro system by offering more entry points to Metro's family of services.

Goal 3: Enhance communities and lives through mobility and access to opportunity.
The expansion of the MicroTransit pilot will supplement the agency's bus service and ensure our customers maintain mobility and access to major trip generators including employment centers, health services, parks and schools across Los Angeles County.

NEXT STEPS

Upon Board approval, Metro staff will prepare announcements of coming fare changes, maps for Micro zones, including execution of a comprehensive customer acquisition plan comprised of paid, digital and in-person activities in all Micro zones.

ATTACHMENTS

Attachment A - October 2020 Item # 23 (MicroTransit Fare Structure)
Attachment B - Microtransit Service Zones (Maps and Hours of Operations)

Prepared by: Rani Narula-Woods, Sr. Dir. Special Projects, (213) 922-7414

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

Phillip A. Washington
Chief Executive Officer

Metro

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

Board Report

File #: 2020-0122, **File Type:** Plan **Agenda Number:** 23.

OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 15, 2020

SUBJECT: MICROTRANSIT OPERATIONS

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. APPROVE the proposed MicroTransit Fare Structure
B. APPROVE adjustments to Service Zones per the NextGen Bus Plan

ISSUE

A. Approve the proposed MicroTransit Fare Structure

Metro staff seeks approval of the proposed fare structure including introductory pricing for our new on-demand service, MicroTransit.

In May 2020, Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure.

Participants represented the following departments and business units:

- Office of Civil Rights
- Office of Marketing and Commute Services
- Office of Equity and Race
- Office of Management and Budget
- Transit Access Pass (TAP)
- System Security and Law Enforcement
- Women and Girls Governing Council
- MicroTransit Operations

The working group aimed to identify a fare structure that was consistent with Metro's current offerings and similar to regional operators such as our paratransit provider Access Services.

As such, Metro staff recommends the full price to be set at $2.50 per trip, aligned with the fare

structure of the Silver Line. As a new on-demand service, MicroTransit is similarly priced to Access Services rates which are $2.75 per trip for trips up to 19.9 miles and $3.50 for trips more than 20 miles. MicroTransit trips have been deemed as eligible for National Transit Database 5307 demand-responsive reporting.

In light of the impacts of COVID-19 on our communities, Metro staff recommends a discount be applied for the first six months of Revenue Service Operations for each service zone launched in calendar years 2020 and 2021. As such, the introductory cost of each MicroTransit trip will be $1.00 for all customers and will not include a transfer. MicroTransit passes will be sold at the introductory price in all MicroTransit service zones.

Operations staff will report back on a proposed timeline for the implementation of full fare 120 days following the launch of Revenue Service Operations.

B. Approve adjustments to Service Zones per the NextGen Bus Plan

MicroTransit Service Zones as approved at the February 2020 Board Meeting continue to be adjusted to support the buildout of Metro's NextGen Bus Plan.

Initial operations for MicroTransit will consist of up to a 12-hour service span, up to 7 days per week. Upon launch, hours of operation will be 7am-6pm Monday to Friday and 8am to 4pm on Saturday and Sunday in the Watts/Willowbrook service zone and 5am to 10am and 2pm to 7pm Monday to Friday in the LAX/Inglewood service zone.

MicroTransit is featured within Metro's NextGen Bus Plan recommendations and was presented as part of Metro's public hearings held in August 2020.

BACKGROUND

In light of the COVID-19 pandemic, which has resulted in new travel patterns across our fixed-route transit network, Metro staff is preparing for the roll out of MicroTransit Operations in alignment with Metro's NextGen Bus Plan.

By design, MicroTransit is a flexible transit service built in alignment and synchronization with our NextGen Bus Plan. The goals of the service are to retain and to grow ridership for Metro while improving the customer experience for current and future riders of the Metro network.

As approved in February 2020, the agency's on-demand service will allow Metro customers to order trips on the new service and to connect to our bus routes and train lines using internet browsers, mobile applications and our in-house call center. MicroTransit has been planned to address systemic ridership losses by investing and prioritizing customer experience elements such as public safety, cleanliness, and responding directly to the needs of how women and girls travel on our system. MicroTransit will make rideshare a viable mode for many communities which may not be able to afford the cost of privately operated services.

Metro staff is currently preparing to launch MicroTransit in the six unique service areas listed below:

- Watts/Willowbrook
- LAX/Inglewood

- Northwest San Fernando Valley
- Highland Park/Eagle Rock/Glendale
- Altadena/Pasadena/Sierra Madre
- UCLA/Westwood/Century City

Operations staff has closely monitored the COVID-19 pandemic and has adjusted the MicroTransit service model in order to safely operate while still serving the transportation needs of vulnerable populations and disadvantaged communities. Operations will fully comply with all safety protocols to ensure that the risk of COVID-19 is minimized for both employees and customers.

In an effort to adjust and respond to evolving State and County directives, Operations staff ran on-street testing in this new operating environment. Testing was run with virtual customers and Metro employees in partnership with technology partner RideCo and vehicle partner Access Services in the summer of 2020. Additional testing will be conducted throughout the fall.

The technology being utilized and developed in this pilot continues to be a highly effective means to adjust public transit to be responsive to an evolving operational environment, including essential trips.

Revenue Service Operations remain on track to launch in December 2020 in the Watts/Willowbrook and LAX/Inglewood service zones.

FINANCIAL IMPACT

The revenue and funding sources will be finalized during future budget processes.

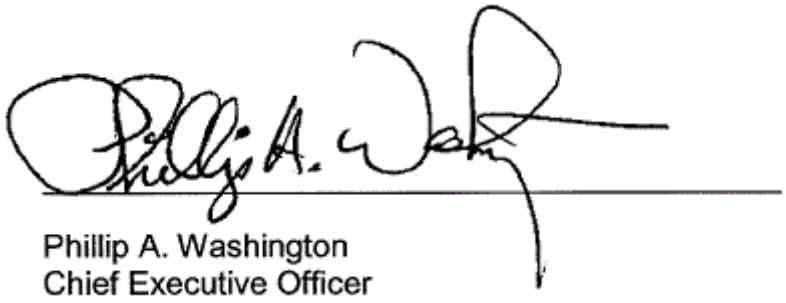
NEXT STEPS

MicroTransit Operations will continue to advance at pace with our NextGen Bus Plan. As a tool of NextGen, MicroTransit will be reviewed and service zones potentially reconfigured to best support the roll out of our systemwide changes to transit operations

Metro staff will continue to pursue funding at local, state and federal levels as well as sponsorship, private financing and related methods for revenue generation.

Prepared by: Rani Narula-Woods, Sr. Director of Special Projects, (213) 922-7414

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



Phillip A. Washington
Chief Executive Officer

ATTACHMENT B
ITEM 23

MicroTransit Pilot

Metro

Operations, Safety & Customer Experience Committee
October 15, 2020

Overview

By design, MicroTransit is a flexible transit service built in alignment and synchronization with our NextGen Bus Plan.

The goals of the service are to:

- retain ridership
- grow ridership
- improve the customer experience for current and future riders

Per approval by the Board in February 2020, Metro staff is currently preparing to launch MicroTransit in the six unique service zones listed below:

- Watts/Willowbrook
- LAX/Inglewood
- Northwest San Fernando Valley
- Highland Park/Eagle Rock/Glendale
- Altadena/Pasadena/Sierra Madre
- UCLA/Westwood/Century City

Fare Working Group

In May 2020, Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure.

The working group aimed to identify a fare structure that was consistent with Metro's current offerings and similar to regional operators such as our paratransit provider Access Services.

Participants represented the following departments and business units:

- Office of Civil Rights
- Office of Marketing and Commute Services
- Office of Equity and Race
- Office of Management and Budget
- Transit Access Pass (TAP)
- System Security and Law Enforcement
- Women and Girls Governing Council
- MicroTransit Operations

Metro

ATTACHMENT B

MicroTransit Fare Structure

Description	Cost
Full Fare	$2.50 per trip
Introductory Fare	$1.00 per trip

Service Zone	Introductory Fare
Watts/Willowbrook	December 2020-May 2021
LAX/Inglewood	December 2020-May 2021

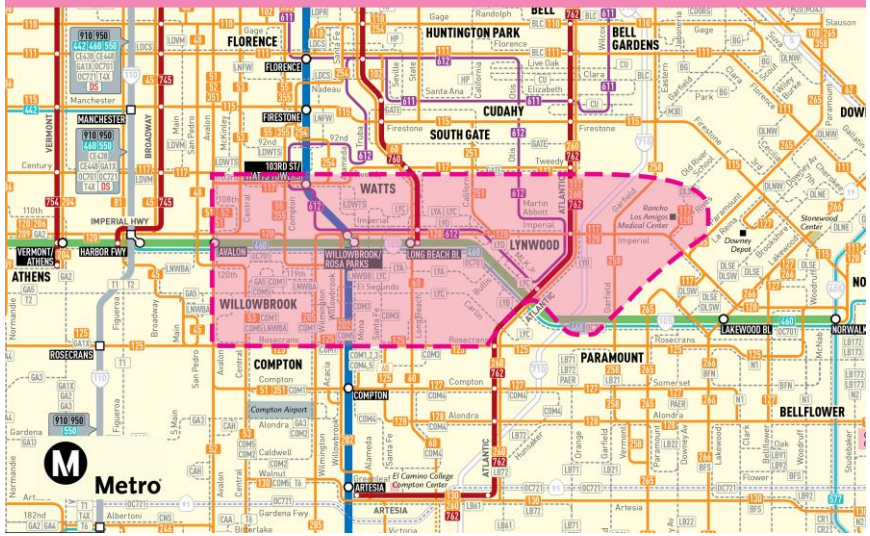
*Introductory fare to apply for first six months of operation in each service area in calendar years 2020 and 2021.

Metro

Service Zone Maps and Hours of Operation

Service Zone	Monday-Friday	Saturday and Sunday
Watts/Willowbrook	7am to 6pm	8am to 4pm
LAX/Inglewood	5am to 10am and 2pm to 7pm	

Proposed Watts/Willowbrook Metro MicroTransit Service Zone



Proposed LAX/Inglewood Metro MicroTransit Service Zone

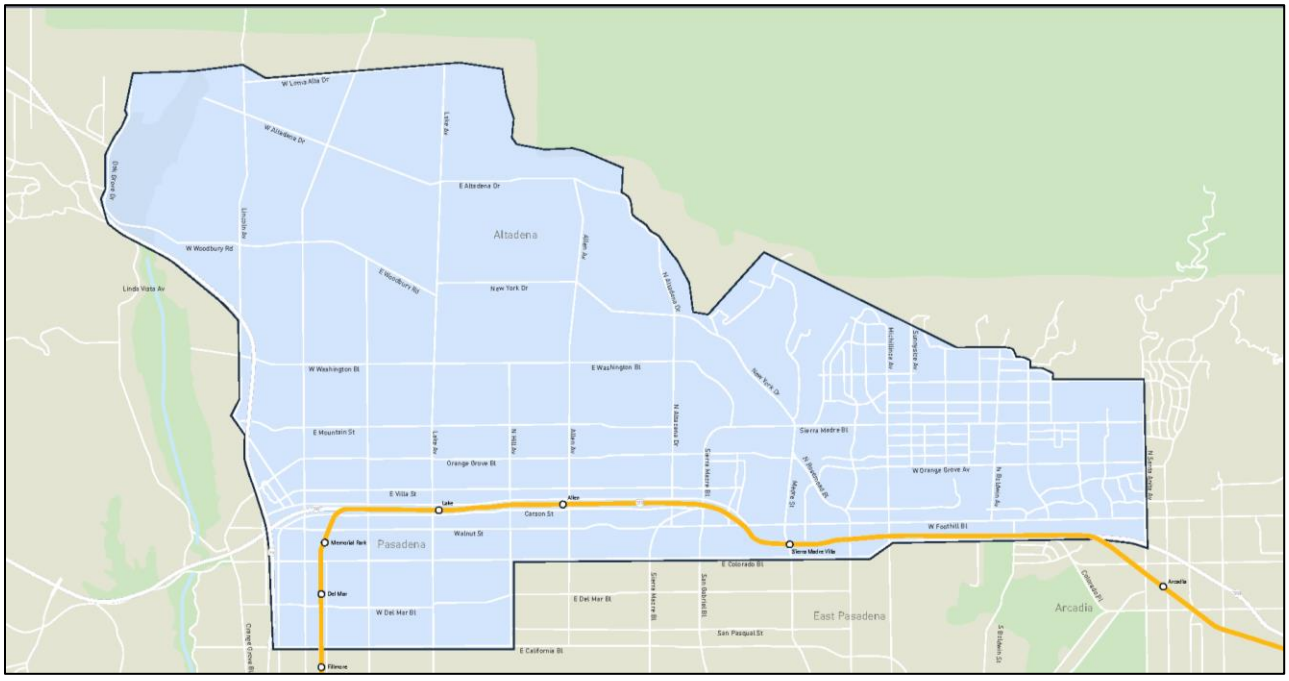
Zone boundaries and hours of operation will be adjusted based upon customer demand and utilization of the new service

Metro

Attachment B1

Zone 6: Altadena / Pasadena / Sierra Madre

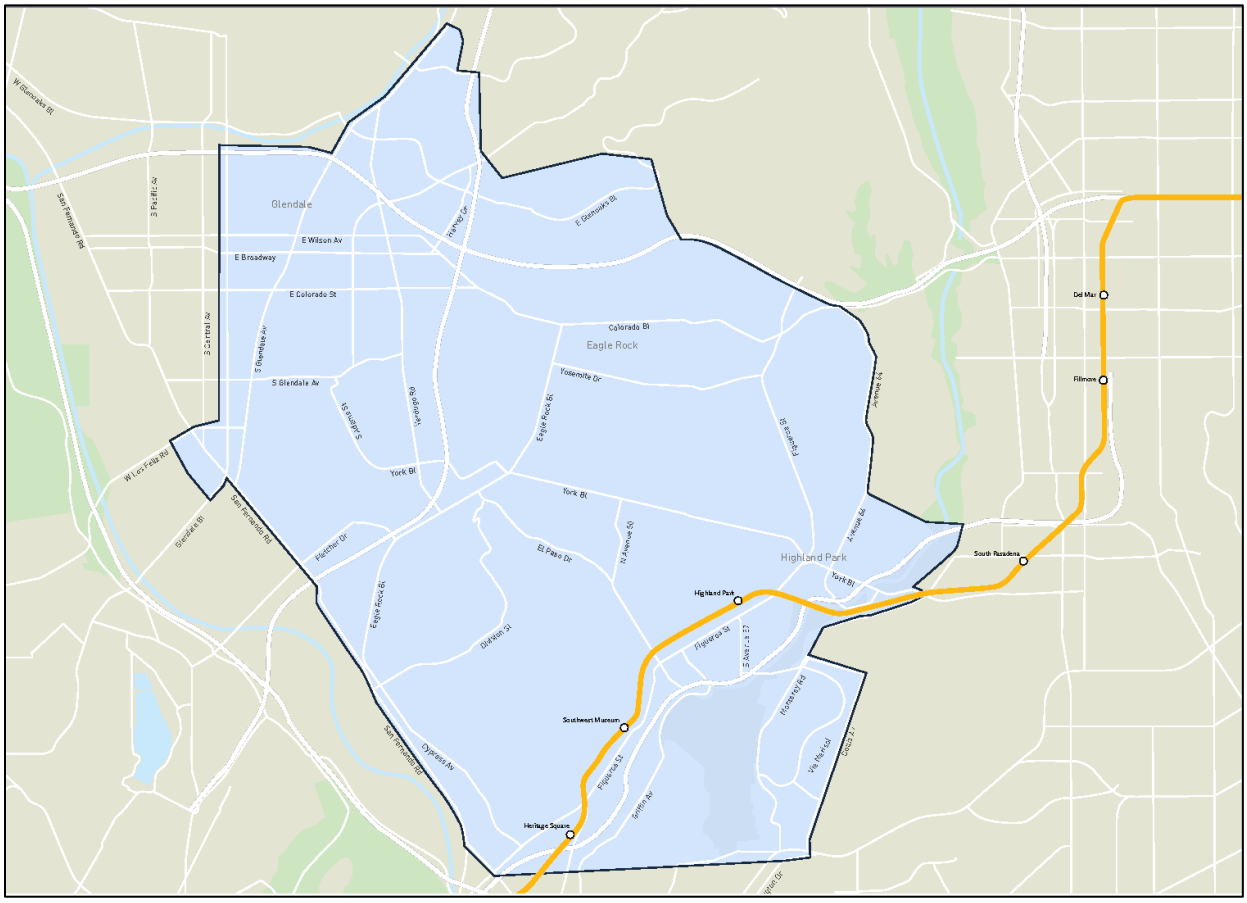
Daily Hours of Operation: 5:30 am to 9:30 pm



Attachment B2

Zone 7: Highland Park / Eagle Rock / Glendale

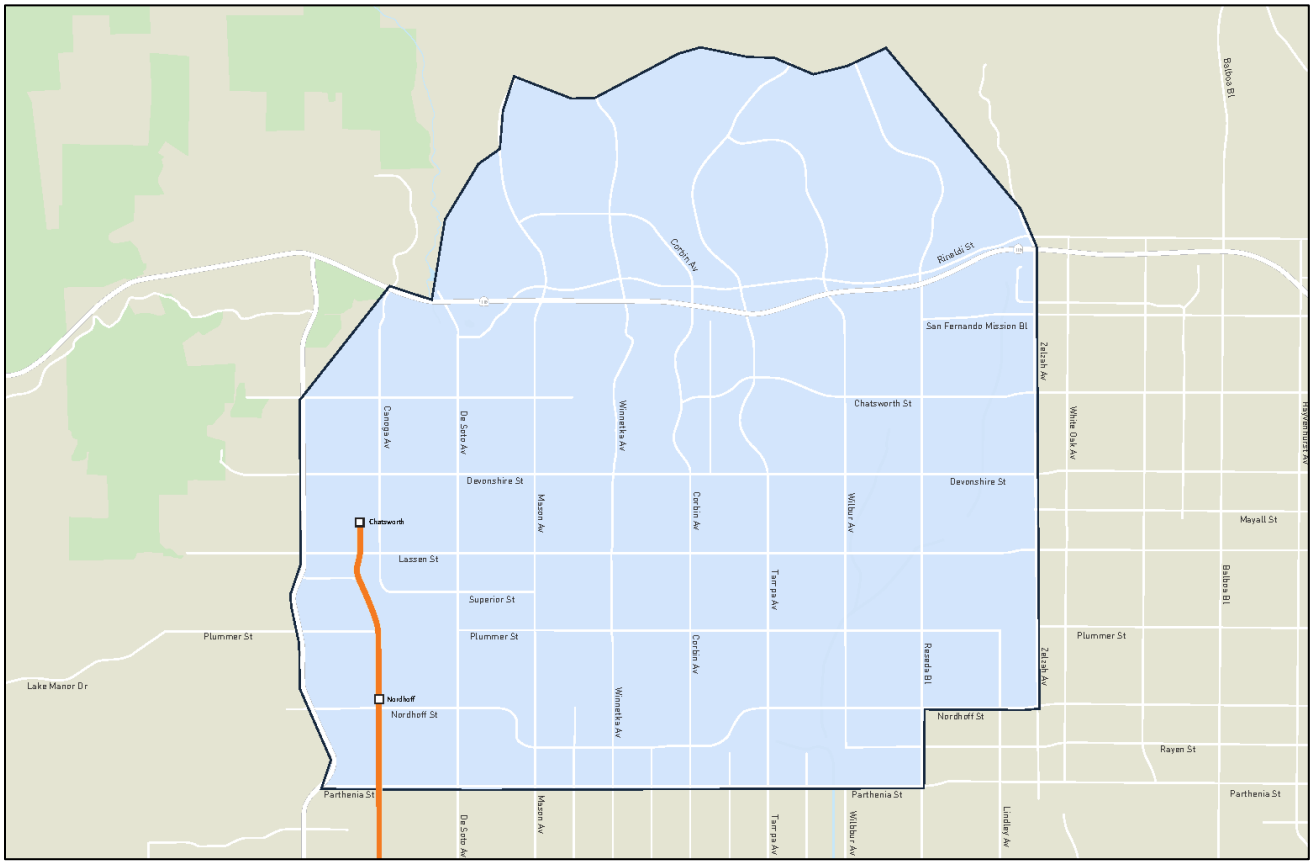
Daily Hours of Operation: 5:30 am to 9:30 pm



Attachment B3

Zone 8: Northwest San Fernando Valley

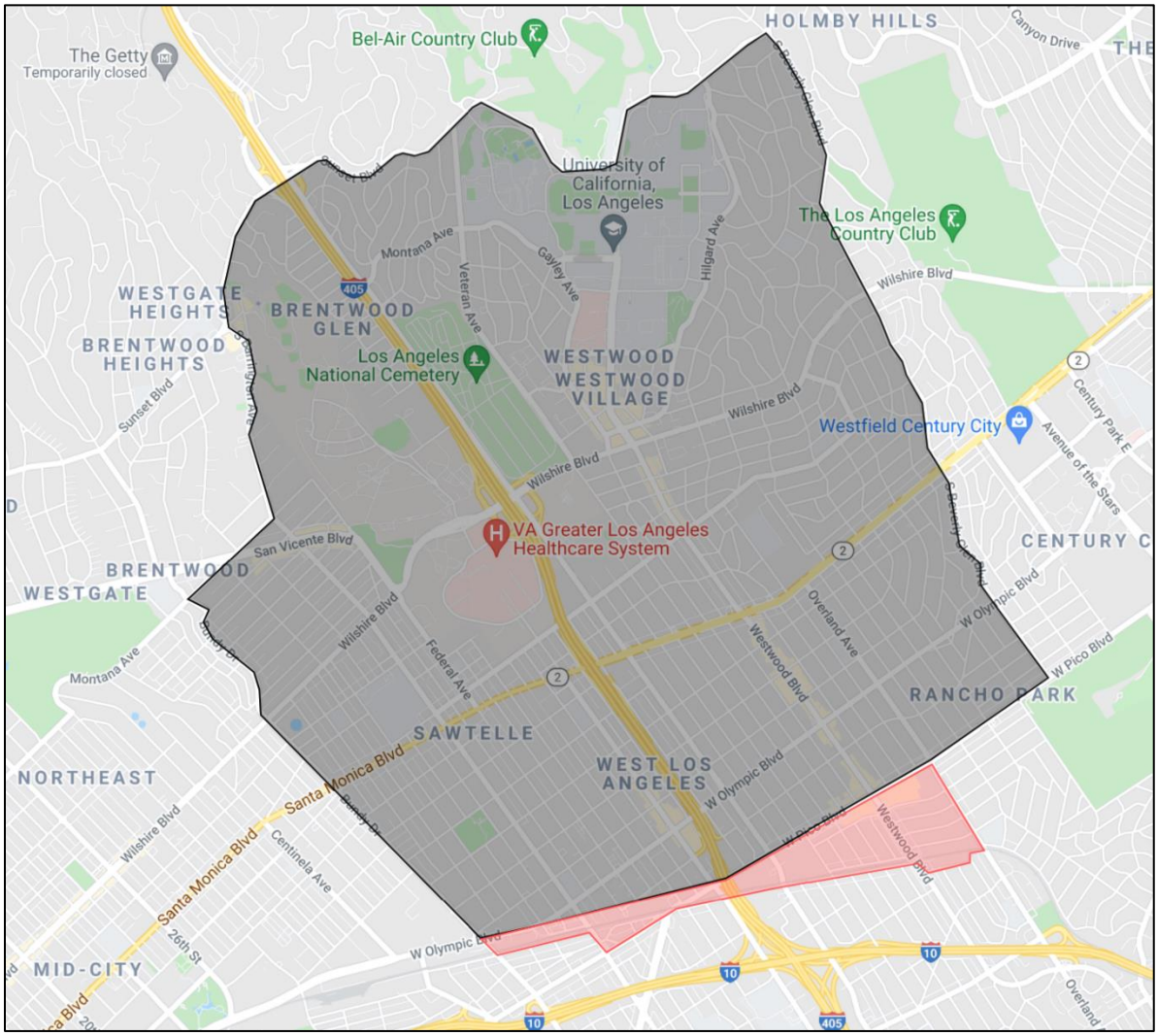
Daily Hours of Operation: 5:30 am to 9:30 pm



Attachment B4

Zone 9: UCLA / Westwood / Century City (Currently in Development)

Daily Hours of Operation: Currently in Development



ITEM 41
ATTACHMENT B

MicroTransit

Operations Fare Structure and Service Zones

Executive Management Committee
May 20, 2021

Micro Launch Schedule

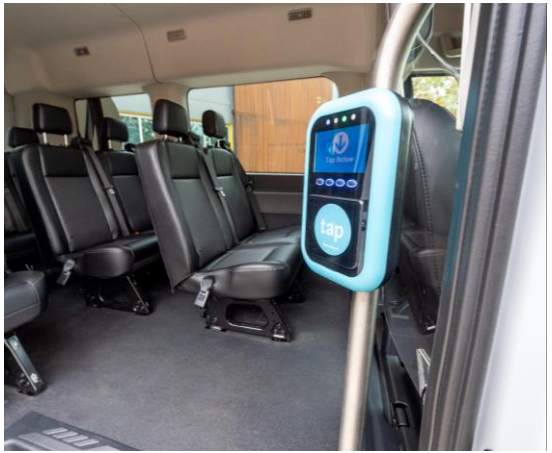
December 2020:
- ✓ Zone 1: Watts/Willowbrook
- ✓ Zone 2: LAX/Inglewood

January 2021:
- ✓ Zone 3: El Monte
- ✓ Zone 4: North Hollywood/Burbank
- ✓ Zone 5: Compton/Artesia

June 2021:
- ✓ Zone 6: Altadena/Pasadena/Sierra Madre
- ✓ Zone 7: Highland Park/Eagle Rock/Glendale

August 2021:
- ✓ Zone 8: Northwest San Fernando Valley

September 2021:
- ✓ Zone 9: UCLA/Westwood/Century City



Metro

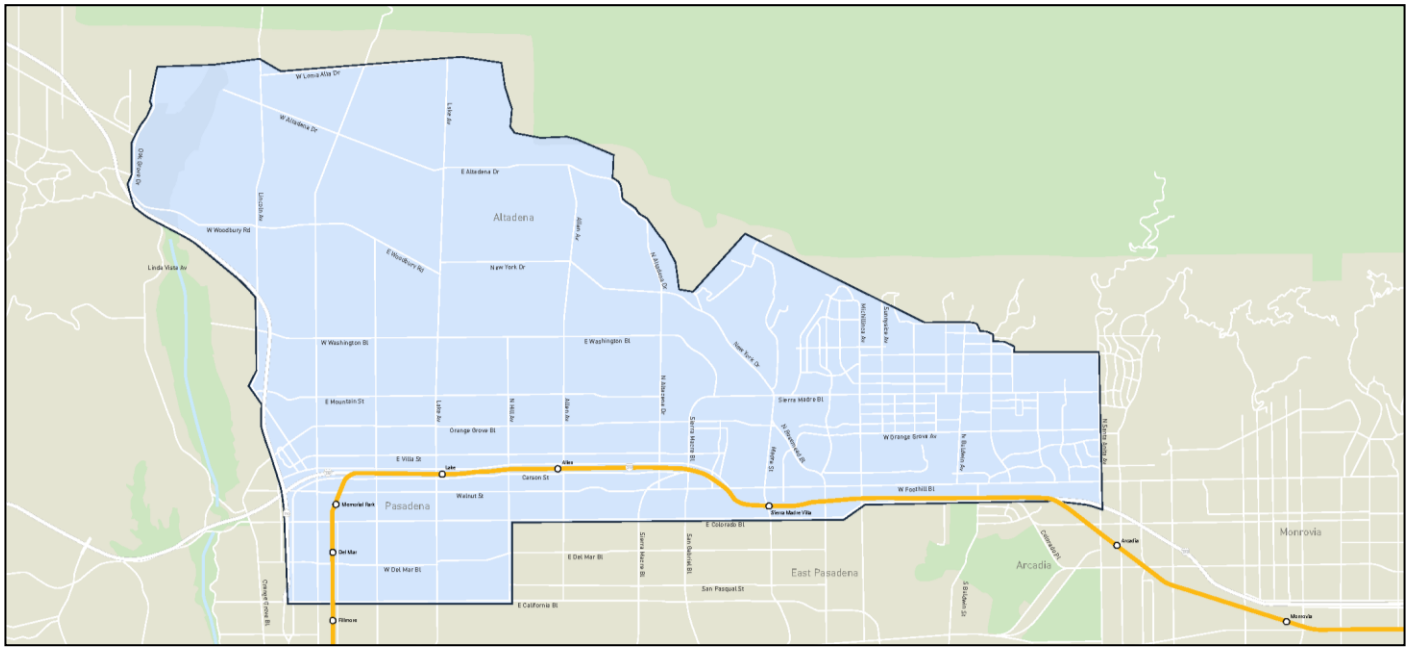
Recommendation

- ✓ In 2020, MicroTransit Operations assembled an internal working group to develop a recommendation on the MicroTransit Fare Structure.
- ✓ Metro staff recommended the full price to be set at $2.50 per trip, aligned with the fare structure of the Silver Line. As a new on-demand service, MicroTransit is similarly priced to Access Services rates which are $2.75 per trip for trips up to 19.9 miles and $3.50 for trips more than 20 miles.
- ✓ In light of the pandemic, the working group recommended an initial introductory rate of $1 per trip which was approved by the Board in October 2020.
- ✓ As part of current Board action, Metro staff seek an extension of the current introductory rate of $1 through December 2021 and a roll out of the full fare of $2.50 in January 2021. A transfer to Metro's fixed-route network (bus and/or rail) will be honored within the full fare of the trip, unless otherwise directed.

Zone 6: Altadena/Pasadena/Sierra Madre

ATTACHMENT B

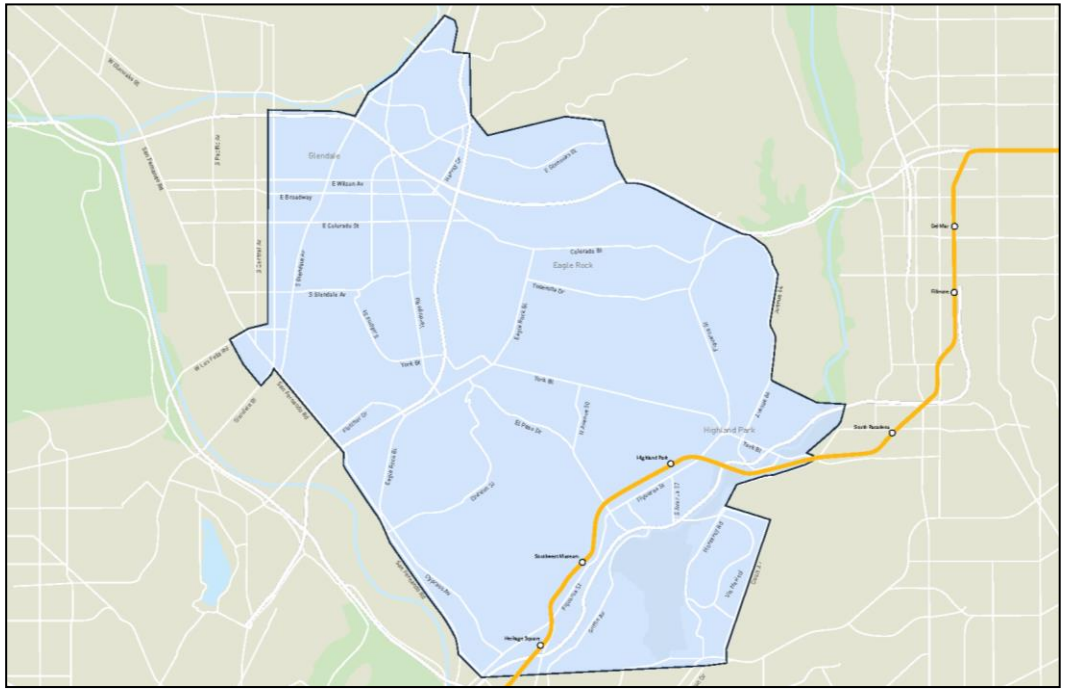
Daily Hours of Operation: 5:30 am to 9:30 pm



Metro

Zone 7: Highland Park/Eagle Rock/Glendale

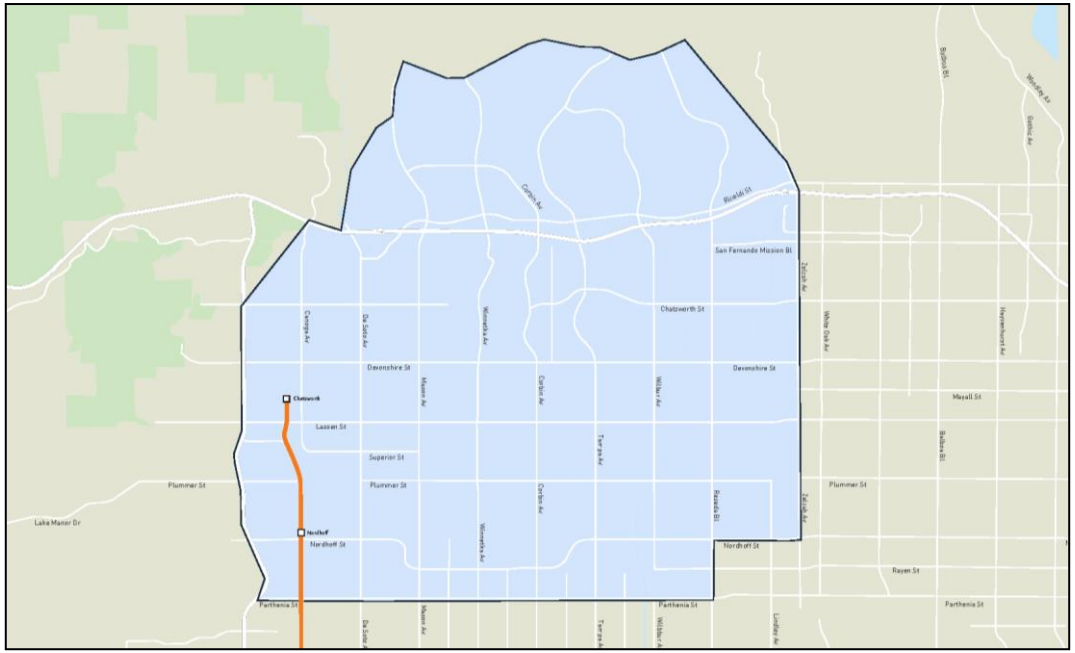
Daily Hours of Operation: 5:30 am to 9:30 pm



Metro

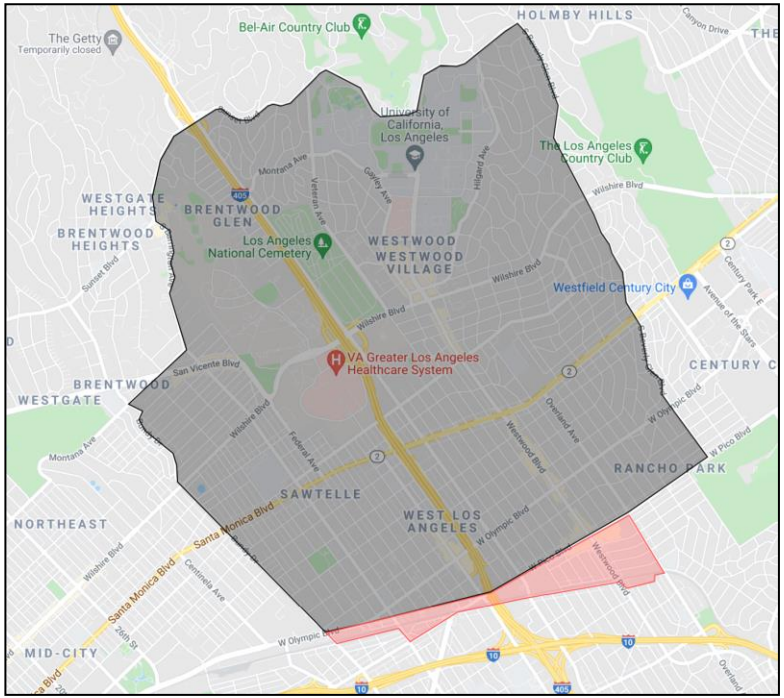
Zone 8: Northwest San Fernando Valley

Daily Hours of Operation: 5:30 am to 9:30 pm



Zone 9: UCLA/Westwood/Century City
(Currently in Development)

Daily Hours of Operation: Currently in Development



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

Metro

Board Report

File #: 2023-0638, **File Type:** Motion / Motion Response **Agenda Number:**

REGULAR BOARD MEETING
SEPTEMBER 28, 2023

Motion by:

DIRECTORS NAJARIAN, BUTTS, DUTRA, HAHN, AND BARGER

Related to Item 42: MicroTransit Pilot Project - Part B

Launched in 2020, the Micro Transit Pilot Program provides flexible, on-demand transit service in 8 Micro Transit Zones throughout Los Angeles County. The goal of the program includes focusing on the customer experience and ease of use, improving connections to the larger Metro system and local and regional operators by providing improved 1st mile/last mile connections, providing better service where fixed routes performed poorly, as well as addressing inequities in the availability and affordability of on-demand ride-hailing services in communities of color and areas with lower median incomes. The program is a quality option that is safe, clean, and comfortable in areas with more limited transit options, especially in Equity Focused Communities (EFCs).

When initially proposed, the goal for the cost per ride was $20.00-25.00. The current cost is an average of $42.00 per ride - more than 4 times the cost per rider on our fixed-route bus lines. At $42.00 per ride, the program's sustainability becomes a challenge. Ridership performance by zone ranges from a high of just over 500 per day to a low of 115 per day. If the goal is to continue this service, the program must be sustainable and operational changes are necessary.

A driving factor in the cost per ride is Passengers per Vehicle per Hour (PVH). The PVH is based on demand which impacts performance and cost. The PVH program goal is 5-7 riders per vehicle per hour to meet the cost goals of $20.00-$25.00 per ride. The current average PVH for the program is 2.5-3.9.

The current request is for a one-year contract extension with an additional 6-month extension, if necessary. Staff is recommending making several operational changes to improve performance and address costs including streamlining operating hours, raising fares to $2.50, (currently at $1.00 - lower than Metro's base fare) shifting operating costs to capital costs and discontinuing or curtailing service in low performing zones in June 2024. Factors that need to be considered when discontinuing or curtailing a line should be based on data driven metrics and Key Performance Indicators (KPI) such as: PVH, average daily trips per week, maximum wait time, on-time performance, first/last mile connection rates, vehicle no-shows/excess demand, length of trips, percentage of stand-alone trips, and trips transferring to/from fixed-route services. Additionally, between now and June, information is needed on the characteristics of those zones which perform well and those that do not.

File #: 2023-0638, **File Type:** Motion / Motion Response **Agenda Number:**

SUBJECT: MICROTRANSIT PILOT PROJECT MOTION

RECOMMENDATION

APPROVE Motion by Directors Najarian, Butts, Dutra, Hahn, and Barger that the Board direct the CEO to:

A. Return to the Board by June 2024 with the recommendation of which zones are proposed to be discontinued or curtailed and to request the additional 6-month extension. The recommendation should include a thorough analysis of all zones with data driven metrics and KPIs outlined above, including data on demographics, as well as a plan of action that would address how service would be provided in discontinued zones where fixed bus routes were discontinued, and how the cost savings would be reinvested in operations including improving Micro Transit service in the remaining zones. Additionally, a review of the program should be presented which includes key characteristics of high performing and poorly performing zones, and how to increase the number of passengers linking Micro Transit and fixed route service.

B. Implement those operational changes that could improve performance in low performing zones as soon as possible and increase marketing efforts to bolster community awareness of the program.

C. Prior to raising fare to $2.50, report back on the feasibility of incorporating Micro Transit services into the existing discount programs, including but not limited to Low Income Fare is Easy (LIFE), GoPass, Seniors, etc.

HORVATH AMENDMENT:

A. Report back at six-month intervals with an update on the MicroTransit program, including but not limited to the effectiveness of the proposed cost and performance enhancements and the status of the new solicitation package.

B. Report back on the feasibility of establishing a $1.75 rate for riders connecting to other fixed-route Metro services.

Metro llevará a cabo una serie de cinco reuniones desde el miércoles 3 de enero hasta el viernes 12 de enero para recibir comentarios de la comunidad sobre los cambios propuestos a la tarifa de Metro Micro. Las recomendaciones de tarifas se presentarán en las reuniones del Consejo de Servicio de enero y las recomendaciones se llevarán a la reunión de la Junta de Metro de enero. La implementación de la estructura de tarifas aprobada se produciría en el primer trimestre de 2024.

Para más información sobre la reunión de la Junta de Metro de enero, visite ***boardagendas.metro.net.***

Todas las reuniones de Metro son accesibles para personas con discapacidades. Se proporciona traducción al español, mandarín y ruso según lo indicado.

Requisitos de la ADA y el Título VI: Hay adaptaciones especiales disponibles para el público para reuniones patrocinadas por Metro. Todas las solicitudes de adaptaciones razonables y traducción deben realizarse al menos tres días hábiles (72 horas) antes de la fecha programada para la reunión; llame a la línea de información del proyecto al 213.922.1282 o al Servicio de Retransmisión de California al 711.

323.466.3876
x2 *Español (Spanish)*
x3 中文 *(Chinese)*
x4 한국어 *(Korean)*
x5 Tiếng Việt *(Vietnamese)*
x6 日本語 *(Japanese)*
x7 русский *(Russian)*
x8 Հայերէն *(Armenian)*

Cambios propuestos

La estructura tarifaria permanente propuesta para Metro Micro es:

- Concluir la tarifa introductoria de $1.00 e implementar la tarifa base permanente de $2.50.
- Ofrecer transbordos gratuitos a los autobuses y trenes de Metro desde Metro Micro, con transbordos a Metro Micro desde los autobuses y trenes de Metro disponibles con una tarifa adicional de 75¢ (para una tarifa base total de $2.50).
- Permitir a los participantes del programa Low Income Fare is Easy (LIFE) la opción de utilizar sus 20 viajes gratuitos en Metro Micro sin tarifa adicional y, posteriormente, pagar la tarifa base de $2.50.
- Permitir que los pasajeros con una tarjeta GoPass o Tarifa Reducida (estudiantes y personas mayores/con discapacidades) continúen viajando en Metro Micro pagando $1.00 (establecida como tarifa permanente para este grupo), con el mismo recargo de 75¢ por transbordos.
- Permitir que los pasajeros con un pase de EZ Transit se transfieran a Metro Micro con una tarifa de 75¢, y los pasajeros de un pase de EZ Transit Zone 1 o superior podrán viajar en Metro Micro sin cargo adicional.
- Los pasajeros que se transfieran desde agencias asociadas a Metro Micro (transbordos entre agencias) pagarían $1.25 (tarifa de transbordo de 50¢ más recargo de 75¢).
- Aceptar los transbordos entre agencias de Metro Micro, con base en los acuerdos de transbordo entre agencias existentes de cada agencia y las tarifas aplicables para los transbordos con los servicios existentes de autobuses y trenes de Metro.
- Los transbordos y descuentos requerirán el uso de una tarjeta TAP. Los pasajeros que paguen con tarjeta de crédito o débito en la aplicación *Micro* pagaran la tarifa completa de $2.50 sin transbordo.

Para obtener más información sobre Metro Micro, visite *metro.net/micro*.

Como participar

Los comentarios públicos se pueden hacer por correo electrónico a *servicecouncils@metro.net* o en persona en una de las siguientes reuniones del Consejo de Servicio:

Miércoles, 3 de enero de 2024, 6:30pm
San Fernando Valley Service Council
Marvin Braude San Fernando Valley Constituent Center
6262 Van Nuys Bl, Van Nuys, CA 91401

Participe por Zoom:
En línea: *https://us02web.zoom.us/j/84486864773*
Por teléfono: 213.338.8477
or 888.475.4499 (número gratuito)
ID del seminario web: 844 8686 4773

Lunes 8 de enero de 2024, 5pm
San Gabriel Valley Service Council
Metro El Monte Edificio División 9, Tercer piso
Sala de conferencias del Consejo de Servicio
3449 Santa Anita Av, El Monte, CA 91731
(Santa Anita Av y Ramona Bl)

Participe por Zoom:
En línea: *https://us02web.zoom.us/j/87695451647*
Por teléfono: 213.338.8477
or 888.475.4499 (número gratuito)
ID del seminario web: 876 9545 1647

Miércoles 10 de enero de 2024, 6pm
Westside Central Service Council
Metro Headquarters Building
1 Gateway Plaza, sala de juntas del tercer piso,
Los Angeles, CA 90012

Participe por Zoom:
En línea: *https://us02web.zoom.us/j/86800724592*
Por teléfono: 213.338.8477
or 888.475.4499 (número gratuito)
ID del seminario web: 868 0072 4592

Jueves, 11 de enero de 2024, 5pm
Gateway Cities Service Council
Salón del centro comunitario de Salt Lake Park
3401 E Florence Av, Huntington Park, CA 90255

Participe por Zoom:
En línea: *https://us02web.zoom.us/j/87839129126*
Por teléfono: 213.338.8477
or 888.475.4499 (número gratuito)
ID del seminario web: 878 3912 9126

Viernes 12 de enero, 9:30 am
South Bay Cities Service Council
Sala de conferencias del Residence Inn
2420 Marine Av, Redondo Beach, CA 90278

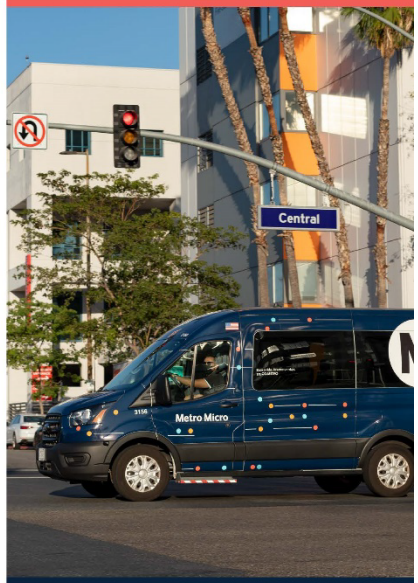
Participe por Zoom:
En línea: *https://us02web.zoom.us/j/87455163517*
Por teléfono: 213.338.8477
or 888.475.4499 (número gratuito)
ID del seminario web: 874 5516 3517

El período de comentarios públicos se cerrará a la medianoche del viernes 12 de enero.

metro.net/micro

Metro Micro™

Proposed Fare Changes



Metro

ATTACHMENT D

Metro will hold a series of five meetings beginning Wednesday, January 3 through Friday, January 12 to receive community input on proposed changes to Metro Micro fare. Fare recommendations will be presented at January Service Council meetings, and recommendations will be taken to the January Metro Board meeting. The implementation of any approved fare structure would occur in the first quarter of 2024.

For more information on the January Metro Board meeting, visit ***boardagendas.metro.net***.

All Metro meetings are accessible to persons with disabilities. Spanish, Mandarin and Russian translation provided as listed.

ADA and Title VI Requirements: Special accommodations are available to the public for Metro-sponsored meetings. All requests for reasonable accommodations and translation must be made at least three working days (72 hours) in advance of the scheduled meeting date; please call the project information line at 213.922.1282 or California Relay Service at 711.

323.466.3876
x2 *Español (Spanish)* **x5** Tiếng Việt *(Vietnamese)*
x3 中文 *(Chinese)* **x6** 日本語 *(Japanese)*
x4 한국어 *(Korean)* **x7** русский *(Russian)*
x8 Հայերէն *(Armenian)*

Proposed Changes

The proposed permanent fare structure for Metro Micro is:

- Conclude the introductory fare of $1.00 and implement the original base fare of $2.50.
- Offer free transfers to Metro bus and rail from Metro Micro, with transfers to Metro Micro from Metro bus and rail available for a 75¢ upcharge (for a total base fare of $2.50).
- Allow Low Income Fare is Easy (LIFE) participants the option to use their 20 free rides on Metro Micro with no upcharge, and thereafter pay the base fare of $2.50.
- Allow GoPass and Reduced Fare (Student and Senior/Disabled) cardholders to continue to ride Metro Micro at the $1.00 rate (established as a permanent fare for this group), with the same 75¢ upcharge for transfers.
- Allow EZ Transit Pass Base riders to transfer to Metro Micro with a 75¢ upcharge, with EZ Transit Pass Zone 1 or higher riders able to ride Metro Micro at no additional charge.
- Passengers transferring from partner agencies to Metro Micro (interagency transfers) would pay $1.25 (50¢ transfer fee, plus 75¢ upcharge).
- Recognize interagency transfers from Metro Micro, based on each carrier's existing interagency transfer agreements and the fees applicable for transfers with existing Metro bus and rail services.
- Transfers and discounts will require the use of a TAP card. Passengers who pay with a credit or debit card in the *Micro* app will pay the full fare of $2.50 with no transfer.

For more information on Metro Micro, visit *metro.net/micro*.

How to Participate

Public comment can be made through email at *servicecouncils@metro.net* or in person at one of the below Service Council meetings:

Wednesday, January 3, 2024, 6:30pm
San Fernando Valley Service Council
Marvin Braude San Fernando Valley Constituent Center
6262 Van Nuys Bl, Van Nuys, CA 91401

Participate by Zoom:
Online: *https://us02web.zoom.us/j/84486864773*
Phone dial-in: 213.338.8477
or 888.475.4499 (toll free)
Webinar ID: 844 8686 4773

Monday, January 8, 2024, 5pm
San Gabriel Valley Service Council
Metro El Monte Division 9 Building
Third Floor Service Council Conference Room
3449 Santa Anita Av, El Monte, CA 91731
(Santa Anita Av & Ramona Bl)

Participate by Zoom:
Online: *https://us02web.zoom.us/j/87695451647*
Phone dial-in: 213.338.8477
or 888.475.4499 (toll free)
Webinar ID: 876 9545 1647

Wednesday, January 10, 2024, 6pm
Westside Central Service Council
Metro Headquarters Building
1 Gateway Plaza, 3rd Floor Board Room,
Los Angeles, CA 90012

Participate by Zoom:
Online: *https://us02web.zoom.us/j/86800724592*
Phone dial-in: 213.338.8477
or 888.475.4499 (toll free)
Webinar ID: 868 0072 4592

Thursday, January, 11, 2024, 5pm
Gateway Cities Service Council
Salt Lake Park Community Center Lounge
3401 E Florence Av, Huntington Park, CA 90255

Participate by Zoom:
Online: *https://us02web.zoom.us/j/87839129126*
Phone dial-in: 213.338.8477
or 888.475.4499 (toll free)
Webinar ID: 878 3912 9126

Friday, January 12, 9:30am
South Bay Cities Service Council
Residence Inn Conference Room
2420 Marine Av, Redondo Beach, CA 90278

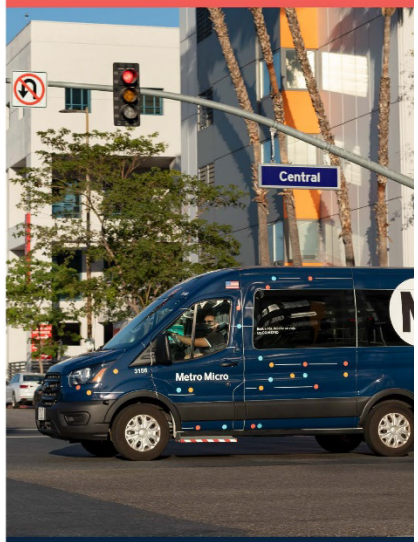
Participate by Zoom:
Online: *https://us02web.zoom.us/j/87455163517*
Phone dial-in: 213.338.8477
or 888.475.4499 (toll free)
Webinar ID: 874 5516 3517

The public comment period will end at midnight on Friday, January 12.

metro.net/micro

Metro Micro™

Cambios de tarifas propuestos



Metro

ATTACHMENT E

2023 Metro Micro Rider Survey Results

A survey was conducted in March and April 2023 among Metro Micro riders which also gathered input on the future decisions around the Metro Micro fare structure. This survey fulfilled a contract requirement to complete a Mode Shift Analysis and to gather demographic data on ridership. Respondents had the option to complete the survey online, onboard, or by phone.

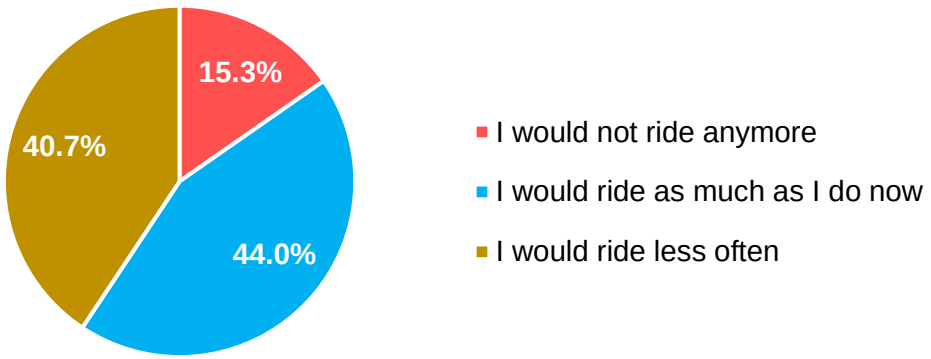
A total of 2,875 surveys were completed. Overall:

- 95% of surveys were completed in English and 5% were in Spanish, which is similar to the proportion of language use in the Metro Micro app
- The highest response rate relative to ridership occurred in the North Hollywood/Burbank and UCLA/Westwood/VA Medical Center zones
- A total of 21.19% of respondents stated that they are students. Of those respondents, 5.65% identified as part-time students and 15.54% as full-time students
- 10.6% stated they have a disability and 7.8% preferred not to answer this question
- 23.2% of respondents state they participate in a fare program (LIFE, Student, Senior/Disabled, Employer/University)
- 33.3% of respondents have household incomes under $25,000

To support future decisions about the Metro Micro fare, the following question was asked: “How much would you ride Metro Micro if the fare was $2.50?” The survey response options provided were:

- I would not ride anymore
- I would ride as much as I do now
- I would ride less often

A total of 2,671 of those riders who completed the survey (92%) responded to this prompt. Responses were as follows:



Based on the responses, at a $2.50 fare:

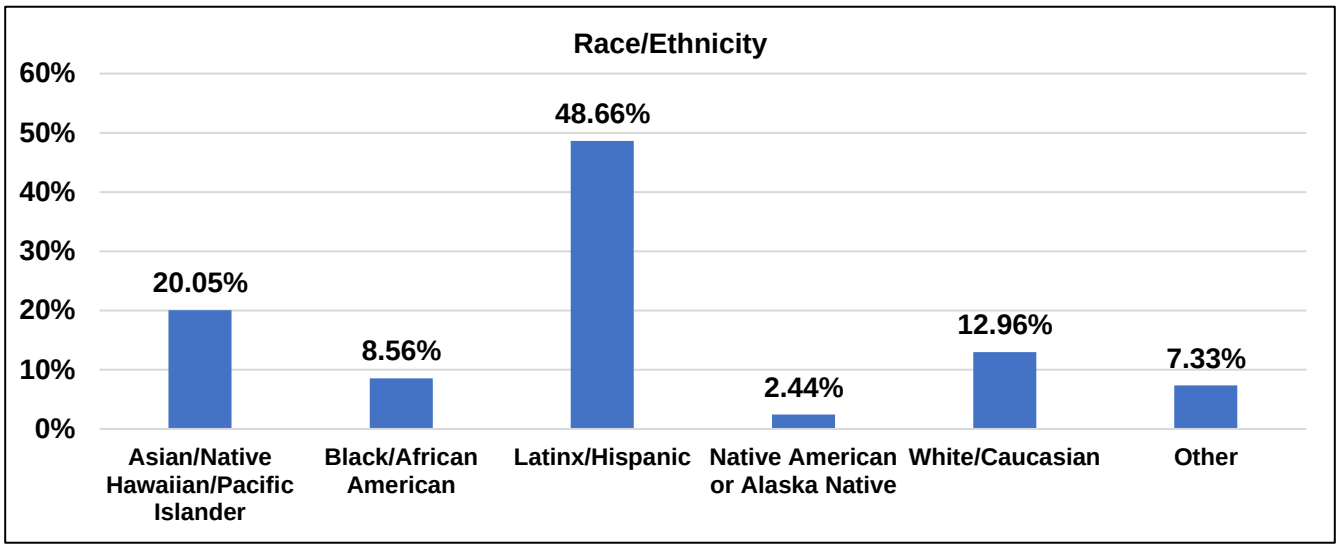
- Younger riders (under 18, 18-24) indicated that they are most likely to reduce (58.4%, 54.1% respectively) or stop use (18.8%, 20.2%)
- 25% of respondents who identified as disabled said they were more likely to stop riding Metro Micro if the fare was increased to $2.50
- 52% of full-time students said they would ride less often, and 20% said they would stop altogether. Part-time students were less price-sensitive, but still more so than the overall sample (only 80% as likely to maintain riding habits). There was a high similarity in sensitivity for the 18-24 age group and full-time students
- The responses from the Discount Fare Program participants indicated that they would be 18% more likely to stop riding than the overall sample, and 8.9% more likely to ride less often

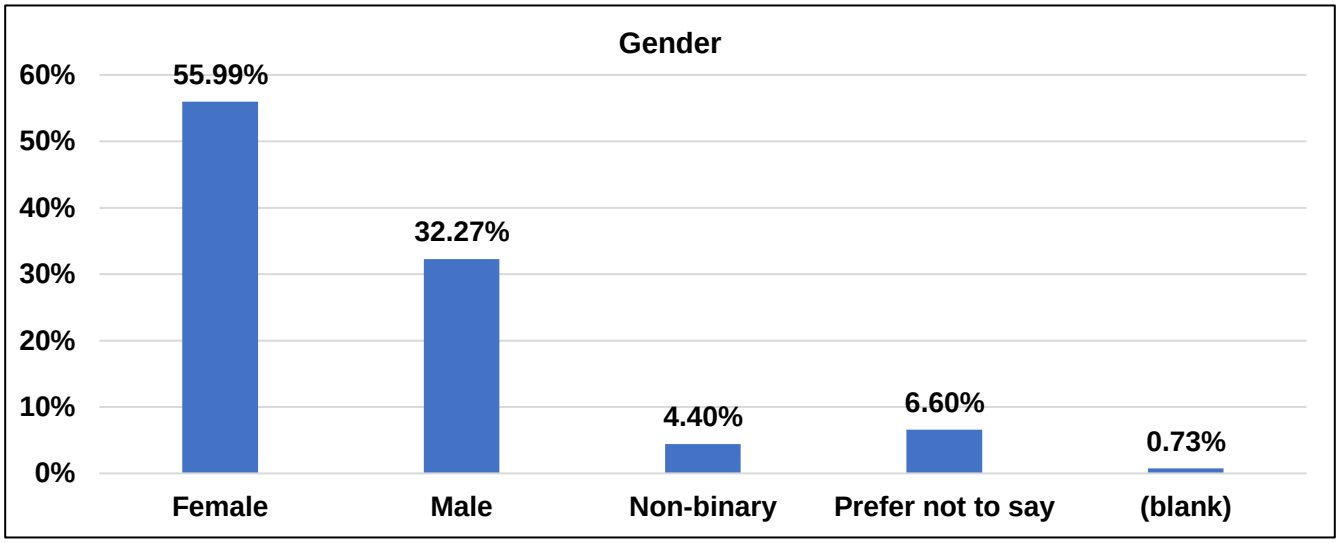
Other observations regarding the 15.3% (409) of survey respondents who stated that they would no longer ride Metro Micro if the fare was raised to $2.50 include:

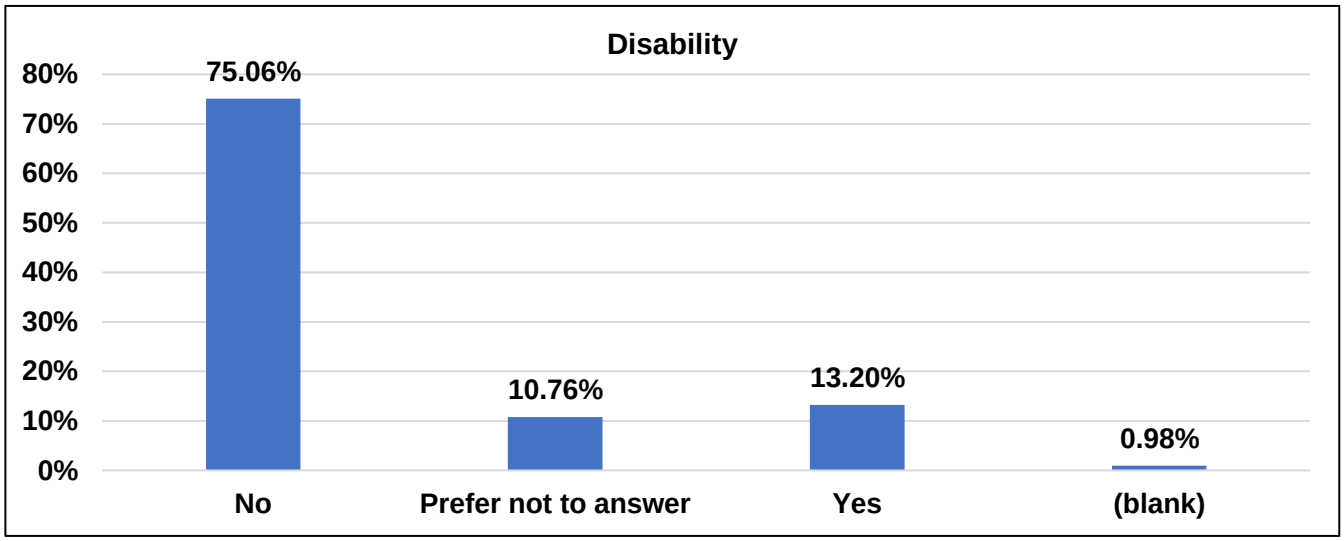
- A much higher proportion of women responding that they would not ride any more as compared to responses from men (56% versus 32%)
- A younger market indicating that they would no longer ride (70% were 18-44 years)
- Over 68% of these respondents were of Hispanic or Asian ethnicity
- Those who responded that they would no longer ride came from lower-income households (over 55% had an income under $50,000)

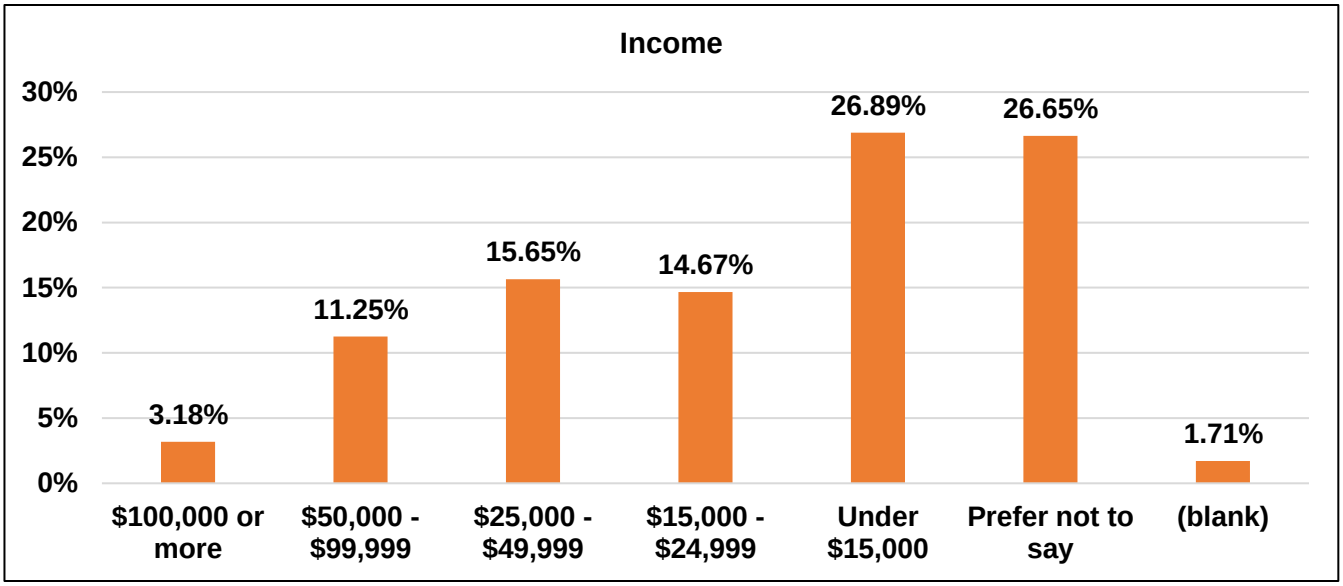
This clearly points to the importance of offering access to lower fares for groups such as those with lower incomes and young people. Most of the groups that indicated a higher level of price sensitivity (students, those with a disability, and those participating in a discounted fare program) would not be affected by the proposed framework for a permanent fare structure, as their current price would not be affected or would be covered by the discounted fare program they participate in.

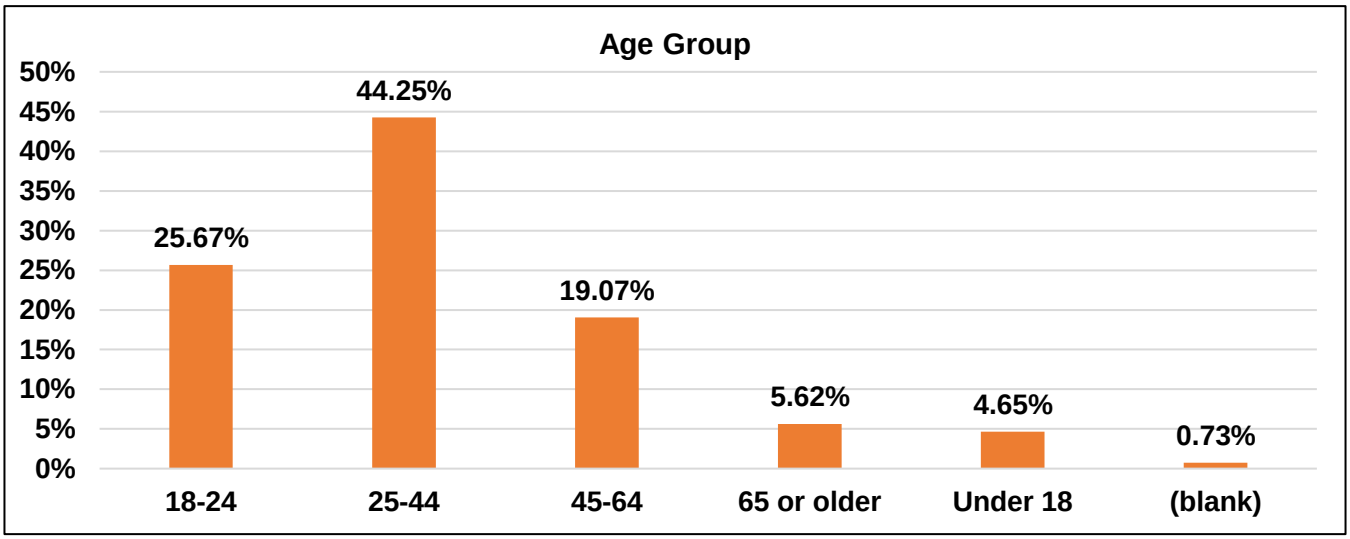
Demographic information on the 15.3% of respondents who said they would not ride anymore if the fare for Metro Micro was raised to $2.50 is provided in the following charts:


Race/Ethnicity
60%
50%
40%
30%
20%
10%
0%
20.05%
8.56%
48.66%
2.44%
12.96%
7.33%
Asian/Native Hawaiian/Pacific Islander
Black/African American
Latinx/Hispanic
Native American or Alaska Native
White/Caucasian
Other


Gender
60%
50%
40%
30%
20%
10%
0%
55.99%
32.27%
4.40%
6.60%
0.73%
Female
Male
Non-binary
Prefer not to say
(blank)


Disability
80%
70%
60%
50%
40%
30%
20%
10%
0%
75.06%
10.76%
13.20%
0.98%
No
Prefer not to answer
Yes
(blank)


Income
30%
25%
20%
15%
10%
5%
0%
3.18%
11.25%
15.65%
14.67%
26.89%
26.65%
1.71%
$100,000 or more
$50,000 - $99,999
$25,000 - $49,999
$15,000 - $24,999
Under $15,000
Prefer not to say
(blank)


Age Group
50%
45%
40%
35%
30%
25%
20%
15%
10%
5%
0%
25.67%
44.25%
19.07%
5.62%
4.65%
0.73%
18-24
25-44
45-64
65 or older
Under 18
(blank)

ATTACHMENT F

Metro Micro Proposed Fare Structure
Comments Received

Source of Comment	Date Rec'd	Commenter	Comments	Summary
1. servicecouncils@metro.net	1/2/2023	Barbara Asada	Hi. I love the bus system in Honolulu. I feel it is more complicated riding the metro here. Using the tap card should be so simple by just tapping your card and let the system do the job of figuring out transfer fees etc . Have a system a senior rider can go all day without paying after two transfers. This way a senior can travel more without any worries. Just hop on and off to go explore and make sure it is a safe ride. Thank you.	Question/comment regarding Metro service
2. servicecouncils@metro.net	1/2/2023	Bob Guzzi	I'm a senior citizen who uses Metro Micro and the Metro Rail to get to and from work. I appreciate the senior citizen rate on Metro Rail. Is there any way you can incorporate the senior rate on Metro Micro to carry over to the transfer on Metro Rail? Just a thought that if I was catching the train within a certain allotment of time (say, between 15 minutes to half an hour) from booking my Metro Micro to the Metro Rail station, perhaps the fee would be waived on Metro Rail since I just spent $1.00 on Metro Micro. Or perhaps your companies can have a discussion about integration of fees/services? Also, if there were verified options for a drop off at the particular Metro Rail station, that would be a benefit. Take for example, the Pasadena Memorial Park Metro Micro stop. There IS an option for Pasadena Memorial Park Station, but that is the same as just Pasadena Memorial Park, and it's about 2 blocks away. Just a thought about making things more seamless. I know it's a difficult process of putting different travel services together, but on most situations, there is somewhat of success. One of the biggest let downs was getting notifications on my phone to be at the pick up spot, and once I was there, I'd receive a message saying "Your pickup will be late but you will be dropped off on time", only to be followed by "Your drop off time will be late, but we are doing everything we can to get you there on time", to be followed by "Your ride cannot be serviced at this time." Which at that point I either had to walk to the train station (about a half an hour walk) or use Uber or Lyft. And then once I did start walking or get a Lyft, 10 minutes later I'd get a message that my Metro Micro is on its way! It's when things work out like that, that it gets frustrating. Good luck with integration and taking others' opinions into review. Best,	Requests scheduling/routing improvements
3. servicecouncils@metro.net	1/2/2023	Candice Holman	While the adjustments to fares is welcome, I thought my feedback on changes to routes and stops is equally if not more important to the ongoing sustainability of Micro use. I am a senior with limited ability to walk distances. About a year ago (since my car died) I was excited to use the Micro to get to my local CVS and back to pick up prescriptions. The CVS ON York Blvd and Eagle Rock Blvd is 1.1 miles from my home. It turns out I would have had to walk down to York Blvd from 1837 Phillips Way to York Blvd and another couple of blocks just to reach the pickup location on York. In other words, the Micro would only "help" me about 1/2 mile in total per trip (2.2 miles total). Ridiculous. For decades, LA City buses have been stopping every 3-4 blocks for passenger pickup and drop off. Why is this model of reasonable convenience not available with the Micro? Target consumers of the Micro are primarily older people, those without alternative transport options, and those not able to walk long distances. Come on! If those busses stopped every 3-4 blocks on thorough fares, I would use them several times a month. Instead, I have been, and will continue to rely on a friend with a gas-guzzling SUV to get me to my pharmacy and grocery stores. Price isn't your issue for sustainability; convenience is! I hope you will rethink your route stops.	Supports proposed fare structure Requests scheduling/routing improvements
4. servicecouncils@metro.net	1/2/2023	Douglas Lundell	I'm in El Sereno. Metro Micro doesn't serve there. Sounds like a nice service, if it were available to me.	Requests expanding region(s)
5. servicecouncils@metro.net	1/2/2023	Eliva Alvarez	Yo lo e empezado a usar lo seguiré usando mientras sea un dólar ho que pueda usar mi tarjeta tap de mis 20 viajes gratis!! (I've started using it. I will continue using as long as it is $1 and while I can use my 20 free trips on my TAP card)	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
6. servicecouncils@metro.net	1/2/2023	Ellen	Please add more pick-up and drop-off locations. The closest location to my house is a 15 minute walk uphill.	Requests scheduling/routing improvements
7. micro@metro.net	1/2/2023	Howard Male	Hello, 1. Does Micro's $2.50 fare (or the $1.75 base fare) count toward fare capping? 2. If I have hit the daily or weekly fare cap, is there still a Micro up charge? Thank you	Question regarding Micro proposal (fare capping)
8. servicecouncils@metro.net	1/2/2023	Joe Linton	To whom it may concern: I support Metro's proposal to charge $2.50 fare for Metro Micro. The current disparity in fares - with Metro charging $1.75 for fixed-route transit and charging less - $1 - for premium MicroTransit service - is unfair and unacceptable. Metro subsidies should encourage equity, environment and health. Metro should encourage efficient high-ridership mass transit, not inefficient low-ridership MicroTransit. Thank you for your attention to this important matter.	Supports proposed fare structure
9. servicecouncils@metro.net	1/2/2023	Linda Ogata	Hello, I live in the El Monte service area for Metro Micro and I would like it to continue. I understand if the price needs to be increased, even to $5/ride, which would still be a bargain compared to Lyft or Uber. Thanks for considering this.	Supports proposed fare structure or higher fare
10. servicecouncils@metro.net	1/2/2023	Lyanne Garcia	Hello, I received an email regarding the new Metro Micro rate. I had a question regarding saved money we have in our account. I used the Metro Micro last year often to take me to my doctor appointments. Towards the beginning of October I had reserved my time in advance to ensure I made it to my doctor appointments on time. However, my son was born early and I had to cancel my Metro Micro reservations. Is there any way to get the amount in my account refunded to me, as I have not used the Metro Micro since the birth of my son. I will likely not use the Metro Micro anytime soon while my son is a newborn either. I would appreciate assistance and information on this. Thank you	Other question/comment
11. servicecouncils@metro.net	1/2/2023	mcamargo386	Dear Metro Micro, I'm all for the new fare as long as it comes with improvements in the service of Metro Micro. There has been a couple of instances in the past month where I was a 5 minute drop off from my location and the eta on the app said I was 25 minutes away because a couple of riders were to be picked up. Another time I was a block away from my location and the app wanted the driver to head back south instead of driving a block north to drop me off because more riders were to be picked up. Ideally, the app would make sure that the riders who are being picked up should ride with others who are within the same route. I hope this aspect of the service improves. Thank you	Supports proposed fare structure Requests scheduling/routing improvements
12. servicecouncils@metro.net	1/2/2023	mkheeren12	We luved using micro bus when we lived in LA, but we moved back to WI this past April. Thanks & Happy new year! M& P	Question/comment regarding Micro service
13. servicecouncils@metro.net	1/2/2023	Nathali Avila	Hello, will Metrolink monthly passengers be able to transfer to metro micro for an additional transfer fee or would it cost the new fare fee $2.50?	Question regarding Micro proposal (transfers)
14. servicecouncils@metro.net	1/2/2023	Pam Walls	I've only seen Micro Metro in Burbank, but not in Los Angeles. Will Micro Metro expand to cities other than Burbank and El Monte? I enjoyed taking it in Burbank, but I'd like to ride it all the time and everywhere. Go Micro Metro!	Requests expanding region(s)
15. micro@metro.net	1/2/2023	Paul Covelli	The proposal is fine. It's still a bargain and adding transfers is a great idea to take the bus into another zone. I'll gladly pay 2-2.50.	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
16. servicecouncils@metro.net for San Fernando Valley Service Council meeting/	1/2/2023	Peter Wei	Dear Service Council, I would like present the following three comments: 1. From the perspective of our fellow passengers, the biggest challenge for riders using Metro Micro is when transferring from Metro bus to Metro Micro, if the bus is running late or cancelled, it will result in missing the Micro pick up time. It's really not the rider's fault, but the system will consider it as the rider not showing up. I hope in the future, the Metro Micro app can be improved to link the pick up with the status of the bus or train (including Metrolink) the rider is transferring from, so if the bus or train is running late, the Micro driver and system will be notified, and pick up time can be automatically adjusted based on the estimated arrival time of the bus or train. 2. Even up to this date, I'm still confused how much time in advance do I need to reserve the Metro Micro. Is it the day before, two hours before, or any time that I'm ready to go? I couldn't find this information anywhere. Knowing the answer to this question is so important for the passengers. 3. On the new fare plan for Metro Micro, one of the bullet points says "LIFE participants can use their 20 free rides to take Metro Micro. But it's unclear if transferring to or from bus or rail, it will be considered as 1 ride or 2 rides out of 20 free rides? Thank you	Question/comment regarding Micro service Question regarding Micro proposal Requests scheduling/routing improvements
17. servicecouncils@metro.net	1/2/2023	Peter Wong	Please extend the Metro micro service south to California Street and Rosemead in East Pasadena	Requests expanding region(s)
18. servicecouncils@metro.net	1/2/2023	Steve Berman	Micro sounded like what my senior friend needs in order to attend senior meals in Arcadia. However, she lives in El Monte. Please expand the areas served by mileage or perhaps an extra fare to serve her needs.	Requests expanding region(s)
19. servicecouncils@metro.net	1/2/2023	Therese Shellabarger	Since I am one of those with no cell phone, I don't really care about Metro Micro, and seeing how expensive it is to run, don't feel it is a good use of my fares and other funding. I do like the new Dash lines and would like to see more of that instead of the Micro, which seems more like an elite service to me. Dash is a step up from Metro, but I haven't heard of it being extra expensive, even though the fares are at zero at the moment. I live in North Hollywood near Laurel Canyon Blvd. and Sherman Way.	Supports discontinuing Metro Micro service
20. servicecouncils@metro.net	1/2/2023	V	Hello, Would the Micro bus allows free transfers to and from the Metrolink? Or would it be an additional cost?	Question regarding Micro proposal (transfers)
21. servicecouncils@metro.net	1/2/2023	Wilki W. Tom	Hi What about green Access TAP card holders? Is there a discount / free component to riders with an Access TAP Card? Thanks	Question regarding Micro proposal
22. San Fernando Valley Service Council meeting	1/3/2023	Brenda Ramirez	She has been using the service since March of last year. She has enjoyed it and finds it to feel safer. People don't ride who haven't paid or reserved a ride don't ride. An article said that female ridership is down 50%. If female ridership is down, it affects the economy. There are people who think it is a waste of time and resources and that it takes away bus service. For her, she has been harassed and assaulted on the bus, she has heard stories about other women seeing men doing things on the bus to other women or themselves. That doesn't happen on Metro Micro. Getting a ride can be a challenge, but she would have been fine paying $5 for the service. At the end of the day, she feels it is a very valuable resource and a matter of safety. She hopes it extends to Panorama City, Van Nuys, and the Arleta area; she feels those would be useful zones to have the service.	Supports proposed fare structure or higher fare
23. San Fernando Valley Service Council meeting	1/3/2023	Eugene Salinsky (phone)	He generally would agree with the proposal; however, he thinks the program is money being taken from buses. If Metro did not have Metro Micro, Metro could use the funds to run more buses and run them more frequently. Which are especially needed in the San Fernando Valley. Also, if Metro Micro was held to the same standard of ridership as a bus	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			line, the proposal would be to discontinue the service. Some of the Metro Micro vans could be used on bus lines that Metro used to run such as on former Line 201. At 2,500 riders a day across 8 zones is not much in terms of ridership.	
24. San Fernando Valley Service Council meeting	1/3/2023	Glenn Bailey (Zoom)	He thinks that north of Devonshire with exception of Zelzah to Chatsworth St is a Metro desert now and even when the lines ran up to Rinaldi it was still not very good. Not sure if Metro is purposely restricting the northern boundary of the zone to only be in City of Los Angeles, thinks Metro have lost opportunity by cutting the zone off where it angles on Topanga Canyon Bl up to 118 Fwy. There are residents in mobile home park, a lot of seniors. There are new developments of hundreds of new homes by the 118 Fwy. He recommends expanding the zone along Topanga up to 118 Fwy, would expand even more if Metro could. Putting a stop on Topanga and 118 Fwy point of intersection, would at least help people. Also recommends working with Simi valley, Santa Clarita, and Antelope Vallet transit as they are all serving from their respective jurisdictions and coming down respectively on Topanga.	Requests expanding region(s)
25. San Fernando Valley Service Council meeting	1/3/2023	Hector Ramirez (Zoom)	Caller lives in Chatsworth and is a commissioner with the LA Commission on Disabilities. He loves Metro and uses it to go to school and work. He has been riding since the 1990's to get to know his community. From an accessibility point of view, it is an incredible new way for Los Angeles County to be accessible for the largest community of people with disabilities in the United States. He lives in a Chatsworth area with residents who are primarily seniors and people with disabilities, and there has been a resurgence in using public transit. Safety, accessibility, broader choices, access, and the dependability on where they can get to and from on the bus. He requests that when Metro rolls out information, it is provided in plain language so that people can learn as there is a lot of interest, but some of the materials also develop lots of confusion. Those who are using it are finding it to be a reason to love living in Los Angeles County. As a person with disability, it allows the opportunity to go different places with his toddler, the connectivity with other systems and allows him to utilize transit as his main mode of transportation throughout la county. It is significantly beneficial to seniors and members of the disabled community.	Question/comment regarding Micro service
26. San Fernando Valley Service Council meeting	1/3/2023	Jeffrey Umoye	He has been riding Micro in Northwest in San Fernando Valley for about 3 weeks. He finds it to be a quality service. He asked why the proposed fare is higher for Metro Micro than for the rest of Metro services. He used to ride Lines 242/243 bus until it was discontinued; he wants to know why Lines 242/243 were removed and if those lines were cancelled because it was more of an effort now to travel north of Devonshire to Rinaldi. He heard that Metro Micro is going to cover that area now that Line 242/243 does not.	Question regarding Micro proposal Question/comment regarding Metro service
27. San Fernando Valley Service Council meeting	1/3/2023	Konstantin (Zoom)	He does not understand why this program was implemented under the public transportation umbrella. Metro Micro is designed to serve a very limited group of people: the elderly, disabled, low-income, and those who do not have to be on time. He tried to use Metro Micro but it adds a lot of time to his trips. He can only use it when he does not have to be on time because it is unpredictable; if he takes the bus, he can tell within 10 minutes what time he'll arrive. He thinks it's improper to discuss fare changes because if the program is implemented for those specific populations, he thinks it should operate under a different umbrella, not under the umbrella of public transportation. Ridership numbers are misleading because as many fixed route buses were removed, he bets 90% of full fare paying passengers of those buses started to drive. Once the full fare is implemented, he will keep driving for his commute. He tries to use the service but it is difficult for him to do so.	Supports keeping $1 fare Question/comment regarding Micro service
28. San Fernando Valley Service Council meeting	1/3/2023	Lionel Mares	He would like to see Metro Micro expand to Sun Valley, Pacoima, Arleta, Mission Hills, Sylmar, and possibly Sunland Tujunga. Where he lives in Sunland Tujunga is an underserved community and Metro buses take a long time. He is also a cyclist and taking public transit right now due to his car being in the body shop. Currently he is using Metro to go to work at the City of Los Angeles Personnel Department. For example, the Line 152 and 230 buses take a long time early in the morning to arrive. Metro Micro would help because it is cheaper than Uber and Lyft which are very expensive. If the plan	Requests expanding region(s)

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			is to increase fare for Metro Micro, he would support the proposal if Metro expanded the routes and areas as well. Expanding the areas would encourage more people to use it as it is also more secure to ride. He also likes that the Metro Micro vehicles also have bike racks which is very incentivizing for cyclists and transit users. He hopes Metro will increase service to other parts of the Valley to provide better mobility and transit for everyone. There are low income people who use public transit to run errands, and he thinks Metro Micro will be very useful for low income communities.	
29. San Fernando Valley Service Council meeting	1/3/2023	Lorenzo Mutia (email)	I have reservations about the cost of Metro Micro (MM) relative to the amount of people it actually serves. A low performing bus line is cheaper and serves more people that demand-responsive transit typically does. That said, if MM is to be retained, I am supportive of raising fares and integrating transfers to other Metro services. That should have been a part of the service from the start. Westwood/UCLA should be eliminated for being duplicative and the LAX weekend service should be pulled back-- but not without surveying riders. As an occasional rider of MM in the SFV-- I am unsatisfied with its level of service. Lots of rejection because of too much demand and the stats seem to show it.	Supports proposed fare structure Requests modifying program hours Question/comment regarding Micro service
30. San Fernando Valley Service Council meeting	1/3/2023	Mykel (Zoom)	He has an Access card and did have Access service. He was discontinued service last year and he was told he had to submit all the information by June 20 which he did. He misses using Access. He is disabled and has church once a week in La Cañada Flintridge; Access was great for that. He uses his card on the bus and would like to know if can get Metro Micro from Balboa once a week back and forth to La Cañada Flintridge.	Question/comment regarding Micro service
31. San Fernando Valley Service Council meeting	1/3/2023	Sergio (Zoom)	He thanked the Metro Micro team for the service provided and the presentation. He works in the San Fernando Valley. When gas prices were continuing to increase, he was looking for ways to cut down, Metro Micro was perfect way to enter Metro services. He thinks Metro Micro services have been good, and the comments that have been made are good to improve Metro Micros services.	Question/comment regarding Micro service
32. San Fernando Valley Service Council meeting	1/3/2023	Vince Vicari	He is in support of the proposed fare structure. He takes the service to Burbank Airport quite a bit. He lives on the edge of the zone next to Barham Bl. The price of Uber and Lyft have gone up since the pandemic. Living 10-12 minutes from the airport, it was costing $20-30 to get to the airport. He is grateful that it is in service and continuing to operate. Also, he is grateful for the sense of community that Metro Micro provides his rides. He shares rides with people going to school, work, and to pick up their kids. It's been great to see in neighborhood in a way would not be able to see that normally. The drivers are very familiar and friendly and he wanted to voice support for them as well. He fully supports that program and thanked Metro for continuing trying to optimize the service for all users across the LA region.	Supports proposed fare structure
33. San Fernando Valley Service Council meeting	1/3/2023	Wayne Wright	He thinks in North San Fernando Valley, Metro Micro should run until 11PM or midnight because of the Porter Ranch shopping center. When Metro had Lines 242/243 Lines there was no Sunday or holiday service. The problem is if someone is coming from the shopping center at 9-10 PM, there are no buses or Micro buses running after that time. If want to connect to Line 240 which runs 24 hours, it is impossible to connect at night. He would like to see the hours expanded if the new fare is going to be increased until $2.50. People that work up there need to make bus connections, it is unacceptable to stop the service at 10 PM. He suggested Metro consider expanding the operating hours.	Requests modifying program hours
34. San Gabriel Valley Service Council meeting	1/8/2023	Akim (Zoom)	He is from Pasadena and has been using the service since 2022. He is concerned about people who ride Micro with service dogs. There have been two incidents when he rode a Micro van with passengers who had pit bull service dogs. When inside such a small van, the dogs would sometimes jump on the neighboring seat next to him, which made him very nervous. He would suggest that travelers with service dogs use the vehicles specifically designated for them. The operator would know whether they are riding with the service animal.	Question/comment regarding Micro service
35. San Gabriel Valley Service Council meeting	1/8/2023	Dan Jeffries	He commended staff on the Metro Micro presentation. He came to the meeting as part of the general public. He was surprised out of the thousands who received an email from TAP that he was the only person that showed up in person. He	Other question/comment

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			hopes there are at least a thousand people joining online. He asked what the Service Council is, and if the San Gabriel Council is only for the San Gabriel area or if it.	
36. San Gabriel Valley Service Council meeting	1/8/2023	Gabriella Cohen Herrera (Zoom)	He requested that Metro please keep the fare at $1 for those with disabilities. She is calling from Burbank but missed the San Fernando Valley meeting last week.	Supports keeping $1 fare
37. San Gabriel Valley Service Council meeting	1/8/2023	Jon Lang (Zoom)	Caller asked if anything is being done cost related opportunities. He rides 2-3 times x a week for commuting purposes as his bus line only runs once per hour. He has noticed that the route takes sometimes will drive 3-4 times over the same street and often will drive past the requested stop, then drive past his stop. There should be some attention to make the service more efficient. It would also help reduce costs in gas and labor and retain customers. He pays for his Micro rides with a TAP card and has noticed that close to 50% of the time, the TAP machine is broken which means it's a free ride to him which also increases the cost of providing the service.	Requests scheduling/routing improvements
38. San Gabriel Valley Service Council meeting	1/8/2023	Xana Hermosillo (Zoom)	She finds the program frustrating because the Metro Micro vans are being housed in Alhambra but being used in Altadena and Pasadena. She's in a high-need area with very limited bus service. Her experience has been frustrating; Micro is not reliable because Metro buses are already unreliable, she can't schedule a connection from Line 260 to Pasadena. The east-west buses run infrequently and she can't schedule a Micro trip accordingly because her bus line gets delayed. She has used it at times to go further north to Altadena to visit friends. She has heard that NIMBYism stopped the service from going further north to Farnsworth Park and thus she has to walk up a steep hill to reach her destination. It doesn't seem to be increasing accessibility. She would also rather see the funds for the program be spent instead on more frequent bus service.	Requests expanding region(s) Requests scheduling/routing improvements Supports discontinuing Metro Micro service
39. Gateway Cities Service Council	1/11/2023	Marisol Barajas (Zoom)	She is the Manager of Government Relations for Long Beach Transit. She listened to the presentation on Metro Micro and appreciates the thoughtful questions and comments. Long Beach Transit appreciates partnering with Metro to remind customers that it's also important to think about fixed route and identifying making sure increasing ridership there. In reference to Micro in LBT has been having that conversation with the City which is running their own smaller transportation program. They are currently looking at what financial investment would be needed; the idea is still being explored.	Other question/comment
40. South Bay Cities Service Council	1/12/2023	Adrian (Zoom)	She is from Inglewood. She wanted to encourage the Inglewood Micro zone. Personally, she has missed a couple of rides because she was on the wrong corner or they left because there's no wait time. She encouraged Metro to keep the service because is beneficial to residents of Inglewood and they would use it if they knew how to access the service.	Question/comment regarding Micro service
41. South Bay Cities Service Council	1/12/2023	Jeff Korpa	He is from Inglewood. He has seen literature on the program and the proposed fare increase. He asked what the number most expensive costs are to providing Metro Micro service. He suggested that to integrate fare capping with Micro service, the fare increase could initially start without it. Then later maybe it could be limited to providing credit towards weekly instead of daily fare caps. If the Micro fare is $2.50, people would hit the $5 daily cap right away.	Question/comment regarding Micro service
42. South Bay Cities Service Council	1/12/2023	Michael Marabe (Zoom)	He lives in Eagle Rock and works in Inglewood. Metro Micro has issues with cancellations. The app features were recently changed to allow cancellations from up to 4 hours before to 1 hour before. His personal Micro account has been affected with cancellation fees and the pickups by the drivers. He asked if that will that stay the same or if that feature be changed because it affects cancellation fees. Sometimes the routes the drivers take are picking up someone 4 miles in the opposite direction of where the other rider is going, and the trip takes longer than it has to. He wonders if there will be changes to the algorithm to make it more efficient.	Requests scheduling/routing improvements
43. servicecouncils@metro.net	12/28/2023	Adriana Navarrete	Good Morning, My name is Adriana and I am an active Metro Micro and Metro rider. When I first heard about this program, I thought it was great and convenient, especially for the low income communities. With that being said, it is no surprise that the majority of the population riding public transportation are LOW INCOME INDIVIDUALS who heavily rely	Supports keeping $1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			on public transportation and other public resources to quite literally survive in this inflation nation. All the unfair and unnecessary surcharges that Metro wants to implement are quite unfair. I don't believe that there should be different surcharges depending on what public transportation they are coming from or how they choose to pay. These surcharges just sound like a RIDICULOUS way of abusing from the low income community. With homelessness and mental illnesses increasing, the buses have now felt VERY UNSAFE AND UNSANITARY, especially for female and children. Riding Metro Micro has given me some peace of mind knowing that I will not get mugged or spit at. Moreover, let's not forget that Metro has the capacity and resources to afford it. Given that they receive MILLIONS of dollars from the government annually and owns PROPERTY, I think it is fair to say that Metro has the funds to continue keeping the charge at $1. If the charges go up for Metro Micro, then it will cause a decrease of riders using it. I know I will definitely be using it less than I already do (because of the lack of inaccessibility). Since it is always on high demand, it is always busy and therefore, I have to find other means to get around. PLEASE CONSIDER KEEPING IT AT $1 BECAUSE METRO CAN AFFORD TO CONTINUE FUNDING FOR IT. Thank you and Happy 2024!!!	
44. servicecouncils@metro.net	12/28/2023	Ali Anderson	Dear Council members, I was happy to learn that options are being explored to make the Metro Micro program sustainable for the long term. Metro Micro is a fantastic service that benefits many including those who have trouble accessing more traditional forms of public transportation! I fully support the proposed increase in fees to keep Metro Micro available. Thank you, Alina Ambrosino Burbank, CA	Supports proposed fare structure
45. servicecouncils@metro.net	12/28/2023	Angelica Hale	Hi, I use the service and I hope it doesn't go away. But also expand the regions. Angelica	Requests expanding region(s)
46. servicecouncils@metro.net	12/28/2023	Cynthia Hu	I have taken the Micro three times. Once one way and once round trip. I was not going out during the pandemic. I am still learning about ins and outs of the system. On that note it would be good to know where the designated pick up and drop off locations are on a map and what the icon is used. I think a senior rate is great. If it's $1 for seniors it would be worth it to me to pay more than Metro if it means convenience. I have to walk uphill approx. 15 minutes to take the 180. The 182 is a block away but it doesn't go where I want to go ie Glendale. I'm wondering how many people would take Micro if it's a higher rate than Metro. Would Micro have its own card or can we still use the Metro tap card. I would like to go from Silverlake to Japanese/china towns but understand we have to travel within a certain area. Maybe in the future. I do like the Micro being a smaller vehicle and seem safer than the bus. Good luck with finding a solution for all. I hope the Metro Micro continues to operate.	Supports proposed fare structure Requests expanding region(s) Question/comment regarding Metro service
47. servicecouncils@metro.net	12/28/2023	Danny Duong	The planned increase in Metro Micro base fare from the introductory $1 to the planned $2.50 sounds good to me. The increase would not reduce how often I use Metro Micro. How I use Metro Micro today: - Work commutes: Transfer between the Sierra Madre Villa Station (Rail) and my house in Sierra Madre. I take the A and E lines from/to Santa Monica. - Personal shopping/dining: Travel between Pasadena (Old Town, South Lake, Hastings Ranch) and my house in Sierra Madre. FYI, I am in a high income bracket.	Supports proposed fare structure
48. servicecouncils@metro.net	12/28/2023	David Mastros	As an intermittent user of Micro I love the service and would support a fare increase.	Supports proposed fare structure
49. servicecouncils@metro.net	12/28/2023	E Dlp	I am unemployed and disabled. The fare raise would be excessive for me. I guess I will have to ride the bus again. Micro at $1 was to good to be true. Thank you	Supports keeping $1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
50. servicecouncils@metro.net	12/28/2023	Jacki Moonves	Hello! Metro Micro has been a really helpful addition to the public transit landscape in LA. It's unfortunate that the Northeast LA zone doesn't include Frogtown though. I know so many people (myself included) who have complained that they would be using the service way more if the service zone included that neighborhood. The demand for residents living there, as well as people nearby who are trying to go to Elysian Valley, is incredibly high. The bus lines barely go near Frogtown, and that's been a challenge for those of us without cars. Especially given the increase in destinations near the river path (and the opening of popular hotspots like the Elysian Theater), it seems like a huge oversight to exclude this neighborhood from Metro Micro's map. Hoping for more affordable transit access to Frogtown in the near future! Thank you!	Requests expanding region(s)
51. servicecouncils@metro.net	12/28/2023	Kai	Hello, My opinion on the Metro Micro fare is that it isn't worth it unless it's $1.00. The waits are long, and the amount of time a journey takes is incredibly unreliable. These are all things that make the bus better, so it makes sense that the Micro must cost significantly less than the bus. Please do not reply to this email.	Supports keeping $1 fare
52. servicecouncils@metro.net	12/28/2023	Kathy Sihavanh	Hello, I'm a current user of Metro Micro. This program has been a tremendous benefit for me in getting to areas in Burbank where buses don't run. The vehicles are always clean and air-conditioned, and the drivers have always been friendly. I wanted to make a comment on the new base fare of $2.50. I believe this is high compared to the normal metro fare of $1.75. If the fare can be the same cost or at least $2 to ride, I'll be happy with continuing to ride Metro Micro. I can't see myself paying $5 for a round trip visit especially with the short distances and if there are no free or reduced transfers from continuous Metro Micro rides. I also wanted to know if more areas will be included with this program? Best regards, Kathy S.	Suggests alternate fare structure
53. servicecouncils@metro.net	12/28/2023	Luis Reyes	Dear Committee Members, My name is Luis Reyes. I am a current rider of Metro Micro. I want to thank you for providing this service to me and my fellow Angelenos. I'm writing you to urgently plead that you not increase the current fare of $1 to the proposed $2.50. This would currently triple my current transportation costs, an increase I can't afford at this time. Perhaps this is selfish, but it is my current truth financially. Please consider extending the $1 fare or at the very least consider a lesser fare. Thank you for your time and consideration. Best regards, Luis Reyes	Supports keeping $1 fare
54. servicecouncils@metro.net	12/28/2023	MAYRA GUERRA	I totally agreed with the transfer proposition, I was expecting any arrangement in between Metro bus and trains and Micro, I will be a very happy user when I can transfer seamless in between them. Thanks for all your hard work	Supports proposed fare structure
55. micro@metro.net	12/28/2023	meelameela01	To whom it may concern, I'm writing in regards to the fare increase for metro micro. Me and friends of mine who use metro micro feel that the fare increase from $1 to $2.50 is overpriced. That is more than the fare for traditional public transit which gets you further and relatively within the same amount of time. Metro micro is also often late or does not show up at all, with that being said, if the fare does end up increasing it should be capped at $1.50 for what it offers. Should the fare increase to $2.50, metro micro would absolutely be loosing mine and my friend's business. Thank You, Metro Micro Customer	Supports keeping $1 fare or alternate fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
56. servicecouncils@metro.net	12/28/2023	Melissa Durazo	Hello, I'm a metro bus and micro mini metro bus rider from El Monte, and the knowledge that the mini metro bus is going to raise their fare to $2.50 is a bit much for those of us who ride the metro mini for most of their week. The fair is more than the Foothill transit and way more than riding the local trolley. Keeping the fare under $2 seems way faster, than price gouging us riders. But, if this is what needs to be done, then, at the very least, with the price hike, adjust the routes and expand them to include routes that are not on the map. Like adding the route between Santa Anita and Peck Rd to include ALL of Live Oak Ave. That's just my opinion and my concern, that it may be cheaper to take Foothill transit and the local trolley in the neighborhood than to take the micro mini bus, if the price change doesn't include routes that aren't on the map. Sincerely, Melissa Durazo	Supports keeping $1 fare or alternate fare Requests scheduling/routing improvements
57. servicecouncils@metro.net	12/28/2023	Michael Dias	I think it'll lot be better if the $1 fare of the rideshare is raised to the current fare ($1.75) that Metro currently has on their rail, local, rapid, and most recently, express lines, rather than raising the proposes fare to $2.50. This is my personal opinion. 🤷🏾	Suggests alternate fare structure
58. servicecouncils@metro.net	12/28/2023	Noella Moon	Hello! As a person with no car in the los angeles area, metro micro has been critical with helping me get around to places! I think keeping the fare at 1 dollars would be best, or at most increasing it to 1.50! I feel like there will be a drastic decrease in my usage of the service as well as for others if the fare gets increased to 2.50! Especially compared to the metros other services such as the bus and light rail for 1.75. Please consider the working class people who will be offset by this decision. Thank you! Noella	Supports keeping $1 fare
59. servicecouncils@metro.net	12/28/2023	Pasquale Bartoli	I'm a constant rider on Metro Micro vans in El Monte. This is the best service for transportation I've had used. Always on time, drivers are friendly and excellent driving skills. I personally would pay an increase to continue your services. I hold a senior tap card and lifetime ridership. Best Regards, Mr. Patsy Bartoli	Supports proposed fare structure
60. servicecouncils@metro.net	12/28/2023	Ramsay Goyal	Hello! I would love to see a transfer from Metrolink included as an option in the fare. I would like to be able to use metro micro free with my Metrolink ticket, as I often take the Metrolink into the Burbank area and then transfer to metro micro. Or just pay a 75 cent upcharge when transferring from Metrolink.	Request to add interagency transfer with Metrolink
61. servicecouncils@metro.net	12/28/2023	Susan A. Suh	Hi, Thank you for informing the public and asking for input. Metro Micro has been very helpful, especially when the passenger has mobility issues. It has meant the difference in being able to go somewhere, when without the service the existing bus routes would have made it too difficult to go at all. Making the fare comparable to existing Metro fare structures is a good idea, since to date it has been too heavily subsidized to continue this needed service. My main concerns are: 1) Figure out a way to keep the Micro service and promote it more especially to more vulnerable and in need targeted audiences. It is a needed service. 2) Figure out a way to expand the service to more geographic areas, especially ones most in need (higher proportion low income, no car households, elderly). Thank you, Susan Suh	Supports proposed fare structure Requests expanding region(s)
62. servicecouncils@metro.net	12/28/2023	Waverly C	Hello Service Council, I am a disabled citizen of Simi Valley that frequently uses the ECTA Intercity Dial a Ride service to navigate Ventura county. This is currently the only service that allows me to leave my city. As we know, many services that are attractive to Ventura county residents are in Los Angeles county. This includes medical providers, entertainment centers, and more. With the current zones available and lack of availability from Los Angeles' Dial a Ride services, I can't	Requests expanding region(s)

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			yet use Micro Metro. So, i am requesting that Metro Micro partner with LA and Ventura County's Dial a Ride services. Thank you, Waverly C.	
63. servicecouncils@metro.net	12/29/2023	Estar Park	I think the proposed fare schedule is fair. Interagency transfers will be much appreciated! Micro is a great service. Thank you.	Supports proposed fare structure
64. servicecouncils@metro.net	12/30/2023	Rebecca Sculler	Hi Metro! I've used metro micro a handful or more times and have been very satisfied with this service. I appreciate that it's cheaper than the ride fares while also more clean and comfortable than the main lines. I use the northwest San Fernando valley slice of your service and my main complaint is that I wish this area would expand. Using this service gives me independence but the available area is so limiting. I would be more than willing to pay the suggested $2.50 fare. I hope that you continue to expand the service areas. Thank you!!	Supports proposed fare structure or higher fare Requests expanding region(s)
65. servicecouncils@metro.net	12/30/2023	wendy c	Hello, While I understand the introductory $1 fare may not be enough to balance your supply and demand, the $2.50 fare seems high for low-income residents. If this $2.50 goes into effect, it will definitely decrease my use of the service. Can you please consider other fare options like $1.50 or $1.75 that can count towards the fare cap? Thank you.	Suggests alternate fare structure
66. servicecouncils@metro.net	12/31/2023	Bonnie Skolnik	As a senior in Pasadena -ok a little old lady from Pasadena- I am grateful for the use of the Micro, especially for medical appointments. I expect to use it more this coming year, due to a shoulder injury which has made driving uncomfortable. I appreciate the price- not as expensive as Uber/Lyft- yet, punctual.	Supports proposed fare structure
67. servicecouncils@metro.net	1/2/2024	Bích Ngọc Cao	I don't mind the fare increase for Metro Micro but would like the service to extend to Echo Park, Silver Lake, Chinatown, Downtown, Little Tokyo. Thank you!	Supports proposed fare structure Requests expanding region(s)
68. servicecouncils@metro.net	1/2/2024	Bin Lee	Hi, Just wanted to voice my support for the proposed plans to Metro Micro. $2.50 cost is very reasonable for me (I'm high-middle income level). Being able to transfer from Micro to Metro (and vice versa) was sorely lacking and I look forward to being able to use that. The only thing that I wish can be clarified/addressed is being able to use my TAP card to tap in people in my party. If I order a Micro for me and a friend, and I'm the only one with a TAP card (friend is out of town etc), I get mixed results about being able to tap my card twice so my friend is counted. Usually it gives an error when I tap a second time, or I don't get any notifications that the tap was for more than my fare. Thanks and keep up the good work!	Supports proposed fare structure Question/comment regarding Micro service
69. servicecouncils@metro.net	1/2/2024	Brian Blank	I am a frequent **MicroMetro** user. I have been almost since the inception of the program. The service is great and getting better. It would not bother me if they raised the fare to $2.50 per ride. It would still be a bargain. The biggest limitation to the success of the program is that no one knows about it! I tell everyone about the service and almost to a person their response is "I've never heard of it!" Metro needs to advertise the service if they want it to be a success. And don't hand out leaflets; create digital ads and target them to Facebook, Google, Instagram, etc.	Supports proposed fare structure
70. servicecouncils@metro.net	1/2/2024	Christina Renteria	I am a constituent from North Hollywood, CA and I do not support Metro Micro prices being raised. They should stay at $1 for all fares in order to make the service accessible for the communities that use Micro. DO NOT RAISE FARE PRICES.	Supports keeping $1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
71. servicecouncils@metro.net	1/2/2024	Dayle Diamond	Hello Service Council staff, Metro Micro is being warped from its original purpose of serving ultra-low demand areas for cheaper than a bus into a free-taxi ride program that competes with the bus. Money spent on Metro Micro isn't being spent on adding bus lanes or fancy European electric buses or anything that could improve ridership and boost demand for mass-transit. Right now everyone wants to be part of the nearly free taxi service, because it's wildly underpriced. $2.50 is still underpriced. Metro should commit to NOT expanding Micro service beyond areas of last resort, with the possible exception of supplementing owl service.	Supports proposed fare structure or higher fare
72. servicecouncils@metro.net	1/2/2024	Debbie Lawrence	I will attend the January 8 meeting on ZOOM. I am in favor of these increases. It is totally reasonable to charge $2.50 a ride for most, and $1 for students and Seniors. This is a great service for a single Senior who feels more safe using this service than Uber and Lyft. Please don't stop the service. I can use it from Marengo to Huntington Hospital to get to doctor's appointments, and to get around the City very easily	Supports proposed fare structure
73. servicecouncils@metro.net	1/2/2024	Eloisa Ruano	Para que edad son estos buses de metro micro (What age are these Metro Micro buses for?)	Question/comment regarding Micro service
74. servicecouncils@metro.net	1/2/2024	Lulu Serrano	To the Service Councils, I agree to your changes. Question if Seniors does it automatically charge $1.00 thru the Senior Card when tapped upon riding the Micro Metro vehicle.? Please reply. Thank you.	Supports proposed fare structure
75. servicecouncils@metro.net	1/2/2024	Max Weisz	Hi, My name is Max, I use Metro Micro whenever I can. I love the service. Would it be possible to cap the fee at $1.50 or $2? Also can you please expand the service areas?	Suggests alternate fare structure Requests expanding region(s)
76. servicecouncils@metro.net	1/2/2024	mcguerry	Please discontinue this service and direct the money to making other services better. This service serves a small number of riders and mostly riders who are overall more affluent than the rest of the Metro customers. In addition, families with young children find this service hard to use since young children have to ride in a car seat. Furthermore, it does not operate in an efficient manner. The money spent on this service would be more beneficial going toward another one of the Metro's services.	Supports discontinuing Metro Micro service
77. servicecouncils@metro.net	1/2/2024	Veronica Gmail	To Whom it May Concern, Metro Micro is a great service and should be used more to solve the last mile problem from bus stops and rail stops to a specific destination. I have used Metro Micro when I couldn't or didn't want to use my car because it is easy to use, reliable, and much cheaper than Lyft. And to and from my local rail stop at Sierra Madre Villa. Even at $2.50 / ride this is a great value. Especially with transfer credits using TAP. Plus, I read various articles about the need to increase the balance of costs and revenue to KEEP this important service. The app works great. Thanks for creating this service.	Supports proposed fare structure
78. servicecouncils@metro.net	1/2/2024	WEI, YVONNE	Hello Metro, Thank you for opening up public comments regarding the Metro Micro service. I am Yvonne Wei and I oversee the Transit Program benefits programs for both LAWA and LAX employees, representing approximately 25,000 employees in the LAX/Inglewood area. Here are my comments on some of the proposals: AGREE with implementation of the $2.50 base fare. AGREE with free transfers to Metro Bus & Rail, since many employees use it to connect to LAX via the Aviation/LAX C Line stop. Same for the $1.25 fee for transfers from other agencies. The changes don't affect how much employees spend, as we subsidize many of their commute trips. However, I'm hoping that the shift in demand for Micro would benefit employees as they use this to connect to their jobs. LAX is a 24/7 operation and many employees RELY on Micro to get to work, and better service means we can reduce the traffic congestion at LAX. Our programs have	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			lost participation due to the unreliability of Micro as a first-last mile option to get to work, and I'm hoping that changes to service will ultimately bolster participation in our programs again. Let me know if you have any questions. Thank you	
79. servicecouncils@metro.net	1/3/2024	Alejandro J. Urrutia-Gámez	Metro Micro, Over the past few years, this service has helped me get to school and work in a seamless and comfortable manner. I have loved it (for the most part), but it needs quite a few upgrades: Connecting the Northwest Valley (Chatsworth area) with the **South Valley** (Reseda, North Hollywood, or anywhere near Ventura Boulevard). I have lived in Tarzana, North Hills, and Canoga Park, and none of them have connections with the Metro Mico, given this zone only goes as far south as Parthenia Street. Availability on-demand: Currently, the **low volume of drivers** makes it hard to get a ride unless you schedule days (or even weeks) in advance. This should be a service that competes with Uber/Lyft, which *are* on-demand. The app should allow for **payment with the TAP card**. Currently, the buses have the TAP card pad on-board, but I don't know how one can request a ride without first paying. It would be good if the TAP app could be synced with the Metro Micro app, or if I could add my digital TAP card value to the Metro Micro app. Proximity pick-ups and drop-offs: Currently, the Micro only **picks up and drops off at existing bus stops**, no exceptions. Yet many times these are more cumbersome to navigate to, or more dangerous, than the actual destination. Riders should be able to be picked up or dropped off at other points within a reasonable distance from the bus stop (e.g., within 200-300 feet). I understand some of these are more challenging due to street logistics, or even improving software capabilities, but I think it is doable in one of the strongest economies in the world that is Los Angeles, and California in general. Thank you for listening. Regards	Requests scheduling/routing improvements
80. servicecouncils@metro.net	1/3/2024	Alex Alben	Hi, Quick note to lend my support for the proposed micro pricing structure. I take the micro to the metro, and a single $2.50 fare that pays for my use of both is the right way to do it in my opinion. Thanks!	Supports proposed fare structure
81. servicecouncils@metro.net	1/3/2024	ana gomez	Hola soy ana gomez y para mi se me hace mucho que cobren $2.50 es la razon que no estoy de acuerdo es porque yo lo uso 7 días ala semana y yo ya no podría seguirlo usando porque se sale de mi presupuesto además uso 3 buses cada día de ida de venida espero que tomen cuenta mi opinión yo soy una persona de 59 anos y soy de bajos recursos. y yo uso microbus todos los días 7 días ala semana y no podría pagar $2.50por raite ami me gustaría que continuarán cobrando $1.00 porque yo pago el bus también todos los días tomo 3 buses y un micro imagínense cuanto gastaría al mes espero que tomen en cuenta mi opinión. *Hello, I'm Ana Gomez and charging $2.50 seems like a lot to me. The reason I don't agree is because I use it 7 days a week and I couldn't continue using it because it's out of my budget. I also ride 3 buses every day round trip, I hope you take my opinion into account. I am a 59-year-old person and I am low-income. And I use a Micro every day, 7 days a week, and I couldn't pay $2.50 per ride. I would like them to continue charging $1.00 because I also pay for the bus. Every day I take 3 buses and a Micro. Imagine how much I would spend per month. I hope you take my opinion into account.*	Supports keeping $1 fare
82. servicecouncils@metro.net	1/3/2024	Arnulfo Ramirez	I like this service only on weekdays. Because on weekends, I was very disappointed. Had to wait more than 45 minutes to an hour. If you are going to fix this problem I definitely going to try it again .I'm a disabled person. Need it to go and come back from church. Thanks for the opportunity to express myself to you. Good bless you all.	Requests scheduling/routing improvements

Source of Comment	Date Rec'd	Commenter	Comments	Summary
83. servicecouncils@metro.net	1/3/2024	Arthur Thompson IV	How about this if metro micro picks people up from there houses for free.	Question/comment regarding Micro service
84. servicecouncils@metro.net	1/3/2024	Grant Blakeman	Hi, I cannot easily attend the upcoming meetings so I am submitting a public comment on Metro Micro via email: In short, I do not understand why Metro is invested in this project. I can understand the desire for Metro to provide a wide array of services, but given the state of our climate emergency—and as a regular public transit user—I would appreciate that Metro focus on services that lower the number of low-occupancy motor vehicles on the road, not increase them. And I would expect this to be an urgent focus. Focus on improving existing bus/train service. Focus on bus lanes and BRT—these seem like the easiest/quickest way to expand service. Work with local communities to add more cycling/ebike infrastructure to help connect to bus/train safely/equitably. Use the money to add more ebikes to the Metro Bike system (it really is the best way to use that system), and expand its geographic coverage. There are many, many ways to help encourage people to connect to (and use) transit, even if they happen to be in an underserved neighborhood. Mimicking Uber and Lyft does not seem to be the best (economical) or most climate focused solution. And where equity of service is a question, Metro should use funds to partner with Uber/Lyft/similar and subsidize "last mile" rides in the way cheaper/free transit passes are available to those who need them. Rather than building out and maintaining its own network of (effectively) taxi vehicles, I would much prefer to see Metro help provide equitable connections and access to existing services in ways that still promote general public transit use. Grant Blakeman, Boyle Heights resident (90033)	Supports discontinuing Metro Micro service
85. servicecouncils@metro.net	1/3/2024	Henry Fung	Here are my comments on the Metro Micro fare change. I think the $2.50 fare is fine. I recognize that the Metro proposal makes it not subject to fare capping but it should be made clear. The fare should be programmed as a $1.75 base fare plus 75 cent surcharge. Therefore the $1.75 fare would be subject to fare capping, the 75 cent surcharge would not. Also, if someone was capped for the week and didn't have a tap on Metro within two hours of their Micro ride, they would not be charged 75 cents but $2.50. This can be a problem when Micro wait times reach 30-60 minutes due to unavailable vehicles, and someone started their trip on fixed route some time ago. An example might be someone riding from Azusa to Compton to transfer to Micro, their last tap was when they boarded the A Line train 90 minutes prior to getting to the station. If they rode fixed route it would be fine, as they could likely board in the 30 minutes remaining, but with Micro their "transfer" may or may not expire by the time they get there. To account for this there should be some grace period or buffer built into Micro fare readers so that an additional 30-60 minutes are allowed for transfers to account for vehicle wait times. I recognize Metro got rid of their monthly pass so they are using the EZ Transit Pass as a baseline, which is fine. I do not think anyone should get to use unlimited Metro Micro, even at the relatively expensive $132 monthly pass amount, because of the huge cost per ride that it has. Having EZ Transit Pass plus 75 cents would be fine and consistent with how other passes and transfers are treated. It could also cause equity concerns with those who can afford $132 prior to knowing the number of trips they plan to take, contra to the point of fare capping. I would oppose free Micro rides with purchase of a $132 Zone 1 EZ Transit Pass. I think $1 base fare for senior/disabled and Go Pass is fine, I would extend the $1 fare to student passholders for consistency. I think using free rides on LIFE for Micro is fine, however LIFE program users of the free ride should be able to use the transfer privileges to ride for 75 cents if they are coming off Metro fixed route, similar to how LIFE program rides count as paid rides for purposes of transferring. Also on transfers, it is stated Metro Micro transfers are only available on TAP, however Metro Micro is used to connect from Metrolink, which doesn't use TAP and the TAP chips do not contain stored fare value. There should be some way for Metrolink riders coming off the train to access the discounted rate. If it is impossible to do via the TAP reader it could be geocoded that pickups at	Supports proposed fare structure Requests scheduling/routing improvements Request to add interagency transfer with Metrolink

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			Metrolink stations qualify for a discount code when paid online. This would only apply to Glendale, Chatsworth/Northridge, and El Monte Metro Micro and would not apply for re-transferring to Micro off fixed route when it was not a direct transfer off Metrolink to Micro.	
86. servicecouncils@metro.net	1/3/2024	Jacqui Harper	I refuse to use Metro because you all took my money because I didn't use my tap card for a month. If I ever get my $100 back maybe I'll get another tap card and ride but y'all are thieves!	Question/comment regarding Metro service
87. servicecouncils@metro.net	1/3/2024 &	John Lloyd	Dear SGV Service Council members, I am writing in support of Metro's proposed $2.50 fare for the Micro Metro service. I have used the service a number of times and my adult son, who is transit dependent and lives at home, uses it regularly. It is his lifeline and access to educational opportunities at Pasadena City College. Since our city (Sierra Madre) no longer has fixed route transit service, the Micro Metro is our only transit service and many members of our community rely on it. The proposed fare will help Metro maintain this vital service while still maintaining discounted fares for low income, students, seniors, and people with disabilities. I also appreciate that the new fare includes free transfers to Metro buses and rail, which is especially useful insofar as access to the A Line is important for our community.	Supports proposed fare structure
88. servicecouncils@metro.net	1/3/2024	Kathy Castrejon	Out of curiosity, will there be a Metro Micro in the Northeast San Fernando Valley?	Requests expanding region(s)
89. servicecouncils@metro.net	1/3/2024	Keith Walker	Hi, Apologies for this late email. I am a disabled veteran (70%) and I have business in Van Nuys, where I work, as well as the west side and I live in Sherman Oaks/Studio City. Furthermore I am without a car. Will you be providing service to the Sepulveda VA and the West LA VA at all? If so, when? And will there be discounts for veterans? Thank you. ***All the best***	Question/comment regarding Micro service
90. servicecouncils@metro.net	1/3/2024	Mike Harper	Please consider expanding your program to cover uptown Whittier. It currently takes me 40 minutes to get to the El Monte bus station, and the bus to El Monte only comes hourly and never on Sundays. It would be wonderful to be able to use Micro between Whittier and El Monte.	Requests expanding region(s)
91. servicecouncils@metro.net	1/3/2024	Nancy Hoven	My husband and I have used Metro Micro on several occasions and feel that the proposed fare schedule is an affordable option for riders. We are pleased to see the ability to transfer to other Metro modes, and that Reduced Fares will be included.	Supports proposed fare structure
92. servicecouncils@metro.net	1/3/2024	Paola Herrera	I do no think it's fair that you guys are raising your pricing. We are a low income community here in Los Angeles.	Supports keeping $1 fare
93. servicecouncils@metro.net	1/3/2024	Rebecca Overmyer-Velazquez	Hello: I support this program and a fare increase to keep it going for folks who really need it. Why don't you move $$ around so that this important service is better funded? You might get even more people to use it and pay for it!	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
94. servicecouncils@metro.net	1/3/2024	Sandra Penrod	Good afternoon, I would like to know what has been done about Metro Micro pick-up reliability improvement? I ask this as I was stranded many times, when I was riding Metro Micro 5 days a week. I did send in my concerns or complaints about some of those times because I would sometimes wait for over an hour in 100 degree weather for a ride that I had reserved days ahead of time. Only to get a last minute cancellation, after the trip had been previously confirmed and I patiently waited. Because I am a female senior rider, I voiced my concern some of those times, as I thought it a health issue for people, especially for older riders and was hoping for an improvement in reliability. I continued to support the program, even with that huge flaw, and I dealt with it until one day last February, knowing that it was a "beta" program! I do want to be sure that the record shows that the service has been unreliable regarding pre-scheduled pick-ups and that makes the program unsafe for users, both physically and mentally. For context: I was riding Metro Micro 5 days a week for 18 months until I got stranded one last time near Huntington Hospital in Pasadena. Because I was not picked up after an over hour wait, I ended up walking to the Del Mar train station to see if I could get part way home (to east Pasadena) before dark via the light rail. I was attacked in daylight while on the train platform, by an unhinged rider, also waiting on the platform, resulting in requiring the Sherriff department and paramedics to come to my aid. Fortunately for me, good-Samaritans (able bodied men) on the opposite side of the platform jumped into the tracks to come over to get the attacker away from me and called 911. As the Sherriff officers took some time to arrive from LA, these kind souls also waited with me until professional help arrived. I have not yet gone back to riding public transportation, but hope to some day if reliability has improved. Thank you and hope to hear back,	Requests scheduling/routing improvements
95. servicecouncils@metro.net	1/3/2024	Valerie Coleman	When will Micro Metro Transit extend to Los Angeles?	Requests expanding region(s)
96. servicecouncils@metro.net	1/4/2024	Adela Flores Gomez	EL SERVICIO DE METRO MICRO ES CONVENIENTE PARA MI PARA IR ATRABAJAR Y CUANDO ME DIRIJO A CASA, PARA MI UN DOLLAR ES BUENO. GRACIAS POR EL SERVICIO Y AMABILIDAD DE LOS CHOFERES. *Metro Micro service is convenient for me to go to work and home. For me, a dollar is good. Thank you for the service and the friendliness of the drivers.*	Supports keeping $1 fare
97. servicecouncils@metro.net	1/4/2024	Aram Hacobian	Hi, LA metro fares are cheap enough as they are. Plus the LIFE program is there for those who need the help. 2.50/ride is fine. Heck, I wouldn't mind being charged more for this. I would however, like to see more service zones (particularly in areas frequented by tourists that are not covered by metro) and much shorter waits to pick up.	Supports proposed fare structure or higher fare Requests expanding region(s) Requests scheduling/routing improvements
98. servicecouncils@metro.net	1/4/2024	Bobby Kay	Hello. I understand you're accepting suggestions to improve service. It would be very helpful and seem reasonable to have a route from North Hollywood near Tujunga Ave and Camarillo St that goes to Van Nuys FlyAway which offers shuttles to LAX. Thank you	Requests expanding region(s)
99. servicecouncils@metro.net	1/4/2024	diane zimanski	I am a senior (80) and have been enjoying the micro service for more than a year. I have a tap card, but have been happily paying the dollar and will just as happily pay 2:50 (to offset the cost for riders who cannot afford to pay) The drivers drive safely are courteous, the service app reliable, and the vehicles have been clean and distinctive. I stopped	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			driving January 2022 and this service has made getting around town easy and affordable. If I had to pay for Uber or Lyft I would probably not be leaving the house except for doctor's appointments.	
100. servicecouncils@metro.net	1/4/2024	Haunted Mansion	With inflation being now a part of our daily lives. Some of us depend on the fare of metro to ease some of the costs of living/transportation. 2.50 is a huge spike, please consider this when making your decision. Thank you.	Supports keeping $1 fare
101. servicecouncils@metro.net	1/4/2024	Katherine Gfeller	Hello, I'm a Pasadena resident and want to provide feedback that allowing Metro Micros to use bus stops seems disruptive to traffic flow. I've witnessed several near accidents caused by Metro Micros in bus stops. Please revoke this privilege. Thank you	Question/comment regarding Micro service
102. servicecouncils@metro.net	1/4/2024	Keisha Ramdhanie	Please keep the fare for Micro Metro at $1. $2.50 is a huge increase, especially for short distance rides in these vehicles. Thanks!	Supports keeping $1 fare
103. servicecouncils@metro.net	1/4/2024	Mary Stanford	Hello. I'm writing to share my thoughts about updates to Metro Micro. I have no objection to the cost increase; however, I think it's important to tell you that in my neighborhood of Adams Hill, Glendale, Metro Micro is effectively unusable in most situations. To reach the designated stop for my building, I have to walk 2 long blocks up a steep hill (not easy if I've got anything more than a light purse with me). To get the app to suggest the closest stop in the other direction - where the path is flat - I have to enter a starting address that's a block away from my own. That alternative pick up spot is over 0.3 miles away from my residence & across a major road. That makes it difficult to use that stop in hot weather, rain, when I'm buying something at the mall area or grocery store, if I need to catch the train to the airport & have a small suitcase, or if I'm just trying to commute to work with my laptop & a packed lunch in a rolling briefcase. There are also no bike lanes that would allow me to safely ride to it instead of waking. I therefore urge you to study the stops for metro micro to see if there are opportunities to increase ridership by shifting some stop locations. Increased ridership may mean less need to pass on costs to the people who are currently able to use the system. Thank you	Supports proposed fare structure Requests scheduling/routing improvements
104. servicecouncils@metro.net	1/4/2024	Paul Brown	Hi - Unfortunately I am unable to attend the public consultation on Metro Micro pricing. However, I want to express a comment. I believe the pricing increase is good, but just a step in the right direction. Metro Micro, as a special service that enables patrons to avoid walking or otherwise going to a transit stop and using a regular transit mode, should be regarded as a PREMIUM services with a PREMIUM price. Pricing should be much closer to the cost of providing the service and to competitive private sector options, like Lyft or Uber. Both the present pricing -- and the proposed new pricing - are still unsustainable. Rather than prioritize subsidies to specialized services like Metro Micro, Metro should prioritize subsidies to increasing service on regular transit and providing necessities like benches and shelters. Increased transit frequencies and appropriate amenities is the key to getting more people out of cars and onto transit. I know that is the case for me. No one wants lengthy waits at the bus stop. Thank you for the chance to express my opinion.	Supports proposed fare structure or higher fare Question/comment regarding Metro service
105. servicecouncils@metro.net	1/4/2024	SusyQ Cano	Good morning, I was wondering if you can provide me with a link as to where I can apply to become a metro micro driver? Thank you!	Question/comment regarding Micro service
106. servicecouncils@metro.net	1/4/2024	Victoria Puente	Hello, I can't attend the virtual meetings, but would like to put in my suggestion to expand the service (once the fee has been raised) to include the Van Nuys Airport/Flyaway Shuttle. It's between the service areas of the North San Fernando	Requests expanding region(s)

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			Valley and North Hollywood/Burbank, and a lot of people in these areas would find it helpful to get to & from the Flyaway to get to LAX. Thank you,	
107. servicecouncils@metro.net	1/4/2024	Vinny Hall	Council, I heavily rely on the metro micro as my main method of transportation across town almost daily. I originally dedicated myself to it because of its convenience, its reputation so far, and most importantly, the fare cost. I currently make just enough to cover daily living for myself and my partner, so the idea of a $1 fare for a scheduled bus to my place of work and home was a miracle. The proposed fare increase would make a major impact to my ability to use this service, even though it only seems like a few cents more. This service is helping me, even as I write this in the convenience and care of one of your vans. I hope you consider my comments today. I understand the metro is an expensive service to provide to our many areas, I study in urban planning and GIS mapping technology- which can involve a lot of understanding of things like metro systems and public transport layouts- as well as their costs per area. However, due to the current situation of many families and homes in the Southern California area, economic hardship can make a raise in fare a scary situation for someone with an already struggling pocket. Many can't rely on cars for countless factors, but the most concerning factor is the cost of keeping and maintaining a car. This is where the metro and its many services can come in handy for many, and this proposed change in fare cost can unfortunately lead to a make or break in relationship between the metro and its people. I do not want to stop using the metro micro service, it has done me many favors and has helped me get back to work after a period of struggle. I do not want to see my fellow service users lose this access either, as through my many trips to and from places, I have heard and seen so many different stories from people riding with me. In addition, I don't want to see the jobs of metro micro van drivers to be at risk, if there were to be a fall in app use after the change. And finally, this proposed fare change, taking in consideration a possible fall in ride bookings and eventual loss from people not using TAP assumed from my comments above, would make this already expensive to run service an eventual flop (taking in mind this is hypothetical, but possible). Again, I do not want to lose the metro services, especially metro micro, but an increased change in fare from $1 to $2.50 would make an unfortunate loss of my relationship, and I assume many others as well. Please keep this wonderful service alive and consider either a lower fare cost from $2.50, or no change at all to the present cost of $1. With your consideration, I have high hopes that this service can be a service that will continue to serve the people not only in my area, but the many other areas you service as well. I will continue to use this service as long as it remains $1 fare, and hope you all consider not only my comments here, but my fellow riders comments as well. Thank you for your time, *Canoga Park Resident and Metro User*	Supports keeping $1 fare or alternate fare
108. servicecouncils@metro.net	1/7/2024	Joanna Baker	Hi, I am writing to express my support for increasing the cost of metro micro! In fact, I don't even think this should be a service provided unless the cost is covered. Metro should focus on improving bus and train service including making riders feel safe. My entire family (children, parents, siblings) and many of my friends used to ride metro trains but none of us feel safe anymore. There should not be any drunk, drugged, screaming, smelly people allowed on the trains or buses. Everyone should have to pay for the fare and use turn styles to prove it. There should be more police and other safety officers. Please make metro safe and usable again!	Supports proposed fare structure or higher fare Question/comment regarding Metro service
109. servicecouncils@metro.net	1/8/2024	Beatriz Davalos	I am opposed to the fare increasing from $1.00 to $2.50. I think that's too expensive because the zone distances are very short and i have to walk about 5 blocks to my pick up stop. Also many people will stop riding Micro once the fare increases because it will not be affordable. It's already expensive due to the short distances covered. It's a shame that	Supports keeping $1 fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			they want to do that because I truly think it has been a great project. Also, please consider the people with low income, this is just another blow to their pocket.	
110. servicecouncils@metro.net	1/8/2024	Elle Schneider	Really glad to hear that the price is going up and that it will be properly integrated with the transfer system. Will Metro Micro fares apply to the $5/day cap then? Since you are looking for suggestions, mine would be: - Unless an applicant has an access/mobility issue (that they can denote in app), pickup and dropoff points should be limited to points of interest/community hubs within a zone (libraries, schools, museums, shopping district, metro stations, etc.) to reduce number of stops needed to be made by drivers. I don't think this service will ever replace Uber or Lyft, nor should it attempt to. It best functions in between bus service and rideshare, as an option for neighborhoods with fewer/infrequent bus or metro options, but does not need to be as door-to-door as it is to be useful. For example, sometimes at night I have been forced to use rideshare in areas where bus service ends relatively early in the evening. Walking at night is not always safe in certain areas, and sometimes it can be a mile or more to reach the next serviced bus stop. Metro Micro can bridge the gap when there aren't enough riders to justify a bus line operating at certain hours, and keep people from being stranded. - There are a lot of issues with backtracking and how the system prioritizes the rider dropoff queue. The navigation system needs to be redesigned to better prioritize dropoffs so that the next passenger slated to be dropped off has a dropoff point situated between the vehicle's current location and the farthest dropoff point of any current rider. This would eliminate a common and frustrating situation where a driver passes (or comes within a few blocks of passing) the second dropoff point in the queue en route to the first queued dropoff, unnecessarily extending the second rider's trip and requiring the driver to backtrack to the same point they just passed once the prioritized dropoff is complete, wasting gas and time. I have been in a situations where I missed a time-sensitive bus or train connection even though my MM vehicle passed the station that was my requested dropoff—they just didn't stop because some other dropoff was prioritized above mine. For efficiency, the system should know to let me out if my dropoff is en route to another dropoff. While this change would extend the ETAs of trips that cover a geographically longer distance, that should be expected if requesting a long ride, and maybe with a caveat that an ETA can only be bumped X number of times once the rider is already in a vehicle. Uber's shared option shows a range of dropoff times depending on how many new passengers join your trip, so this is already standard rideshare behavior and expectation. - Reserve some vehicles for riders going to the Metro only—and maybe restrict this to one or two specific stops. I live in West Altadena, an area underserved by buses and public transportation in general. It typically takes 35-55 minutes to get from my house to a Metro station in Pasadena via the 662 line (depending on bus schedule) or Metro Micro (because of long wait times and circuitous passenger routes)—roughly the same amount of time it would take to walk. Even though it's only 3 miles between my house and the Metro Station, this trip segment accounts for 1/2 to 1/3 of my commute to other parts of Los Angeles—which is significant when it only takes ~70 minutes to get from the Del Mar Metro station in Pasadena to the Santa Monica Metro station—a distance of 25 miles. A Metro Micro that picks up passengers from underserved zones specifically to drop them all at a Metro station would be hugely time saving. This would also be a huge benefit in the Burbank/North Hollywood area. - Integrate with the official TAP app and require a TAP fee to be deducted in order to book a MM ride. Passengers who have prepaid are more likely to be at their pickup on time and would be unable to call a vehicle and then not pay, so this would cut down on no shows and nonpaying riders.	Supports proposed fare structure Requests scheduling/routing improvements

Source of Comment	Date Rec'd	Commenter	Comments	Summary
111. servicecouncils@metro.net	1/8/2024	Jennifer H.	Hi! My husband has taken Metro Micro in the Pasadena/JPL area a few times (once with his bike) and he really enjoyed the service. The **wait times could be improved**, but it was **overall a convenient and affordable option**. We live in La Crescenta and **would love the service to be expanded to this Foothills area**. We are a one-car family, and it helps so much to have an affordable transportation option to be able to run local errands. Thanks for creating affordable, convenient transportation options for Angelenos! Best,	Requests expanding region(s)
112. servicecouncils@metro.net	1/8/2024	Jose Bastidas	To the Metro Service Council, I always pay my fare and I understand it is expensive to operate. How about you enforce fare? I always pay my dollar and for whoever rides with me via the app, yet I've seen people "scan" their TAP cards and then cancel the ride and still get dropped off to their original requested location. It is not as if these individuals only do it once, since they GREET the drivers and the drivers know their names implying they are customers who are constantly abusing the public transit service. Now I come to find out the fare is increasing to fund the cost. But if I'm going to pay more I expect EVERYONE to pay their share now. I ask to have to option to pay in person to be removed to eliminate the option of abuse of the system and have them pay before they ride. I didn't mind it as much when I paid a dollar, it's just a dollar. But like I said, if I'm going to pay more to upkeep the cost of operations so should everyone else. Thank-you and have a good day.	Question/comment regarding Micro service
113. servicecouncils@metro.net	1/8/2024	Mario "MJ" Anderson	Hello Metro, I wanted to provide feedback on the Metro Micro fare increases as follows. I support making the increase to 2.50 with a transfer and making the service permanent. It boosts connectivity especially in areas with hourly bus service. However, reliability with high demand makes it an iffy option sometimes. I have been stranded waiting 30 minutes while the app says it is still 5 min away. A promise to increase fares and fix this would be great. Sincerely,	Supports proposed fare structure Requests scheduling/routing improvements
114. servicecouncils@metro.net	1/8/2024	Ozzy W. Cox	Dear Metro Micro Associates. I am writing to express my concerns regarding the proposed increase in the fare for Metro Micro services from $1.00 to $2.50. As a frequent user of these services in the Glendale-El Sereno area or Burbank. I am apprehensive that this significant hike in fees may not be justifiable, considering the quality and efficiency of the service currently provided. To offer a comparison, let's consider the cost of a bus journey from Downtown Los Angeles to Culver City, which is approximately 9.01 miles. The fare for this bus service is only $1.75, offering a direct and time-efficient route. In contrast, for a car journey from Glendale Americana to Collis/Huntington - El Sereno, about 6.13 miles, the gasoline cost is roughly $1.17. These examples highlight a disparity when considering the proposed fare for Metro Micro. The Metro Micro service, in my experience, often necessitates about an hour of travel for what should ideally be a 20-minute journey, primarily due to its operation of picking up passengers within the designated zones. Given that the Metro Micro service covers a limited zone (around 6 or 7 miles) and often involves extended travel times, the proposed fare increase to $2.50 seems disproportionately high. This is especially striking when compared to longer bus routes offering lower fares and more direct travel. I would like to suggest a more moderate increase in the fare, if necessary, that better aligns with the service's efficiency and quality. A reasonable fare adjustment would not only meet the financial requirements of the service but also ensure it remains an affordable and viable option for our community. Thank you for considering my concerns. I look forward to your response and hope for a positive outcome. Sincerely,	Supports keeping $1 fare or alternate fare
115. servicecouncils@metro.net	1/8/2024	Yesenia	Dear Metro Micro Council, ***Please see my updated email below, as I made a correction:***	Supports keeping $1 fare or alternate fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			As an LA native who has used public transportation for years, I find various issues/challenges with the current public transportation system. Specifically, I don't agree with the raise in price for metro micro in the West LA zone. After seeing your January 3rd and 8th presentations with the data you provided, I suggest the following: 1. Charge appropriate fees per zone. For example, the WLA location is the "least" on demand (for reasons listed below) and smallest out of the rest of the service zones. Keep the $1 fee for this location and apply a different fee for the other zones depending on how much demand there is and the size of the zone. 2. If you strongly believe the $2.50 is fair, then be fair to the riders by opening a testing period where the WLA location starts servicing from 6am-10pm Monday-Friday and 9am-9pm Saturday-Sunday. Your prime customers are UCLA students (and students in general) yet you haven't met THEIR demand. I also suggest exploring the idea of expanding the size of this zone to justify the price — expanding to Santa Monica College for example. Should you see improvement, make the hours of operation and zone expansion permanent for this location. 3. Expanding the hours and days of operation for the WLA zone will tremendously help close the transportation gap in this area. How do you expect riders to use metro micro when the hours don't even make sense? For example, students/workers have class or a job to be at by 8am in most cases. If metro micro starts running at 9am, these individuals had to rely on a different method (such as Lyft or an electric scooter) to transport themselves to their next connecting bus/train. In all, you shouldn't be charging the same price for each zone knowing that the demand and size for each zone is very different from one another. Those are my recommendations. Thank you! Best, (Previous comment) Dear Council Team, As an LA native who has used public transportation for years, I find various issues/challenges with the current public transportation system. Specifically, I don't agree with the raise in price for metro micro in the West LA zone. After seeing your January 2nd presentation with the data you provided, I suggest the following: 1. Charge appropriate fees per zone. For example, the WLA location is the "least" on demand (for reasons listed below) and smallest out of the rest of the service zones. Keep the $1 fee for this location and apply a different fee for the other zones depending on how much demand there is and the size of the zone. 2. If you strongly believe the $2.50 is fair, then be fair to the riders by opening a testing period where the WLA location starts servicing from 6am-10pm Monday-Friday and 9am-9pm Saturday-Sunday. Your prime customers are UCLA students (and students in general) yet you haven't met THEIR demand. I also suggest exploring the idea of expanding the size of this zone to justify the price — expanding to Santa Monica College for example. Should you see improvement, make the hours of operation and zone expansion permanent for this location. 3. Expanding the hours and days of operation for the WLA zone will tremendously help close the transportation gap in this area. How do you expect riders to use metro micro when the hours don't even make sense? For example, students/workers have class or a job to be at by 8am in most cases. If metro micro starts running at 9am, these individuals had to rely on a different method (such as Lyft or an electric scooter) to transport themselves to their next connecting bus/train. In all, you shouldn't be charging the same price for each zone knowing that the demand and size for each zone is very different from one another. Those are my recommendations. Thank you! Best	Requests expanding region(s) Requests modifying program hours
116. servicecouncils@metro.net	1/9/2024	Bob Aronoff	Dear Council Members - Whatever you do, make it simple. Simplicity is a key element of a public, municipal fare system. Might not be the fairest system but certainly simplicity will attract riders. Riders are not for poor, middle class or well-off. All riders are welcomed independent of their economic status. In other words, the city / municipalities / county exists to service the entire population. Number 1 priority is safety of the riders. Having security people is a necessary cost of the providing public transit. And don't cover windows will advertising. Riders want to be able to see in and out of riding MTA vehicles. If you can't serve the public, the public will not support Metro. It is as simple as that. I wish you all well!	Question/comment regarding Metro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
117. servicecouncils@metro.net	1/9/2024	Claudia Correa	I agree with the new fares, they are reasonable and affordable.	Supports proposed fare structure
118. servicecouncils@metro.net	1/9/2024	John Meyer	Metro Micro: I would like to use this service residing on Chase Street. However, I have to use a Metro Bus 240 to get beyond Parthenia Street in order to get picked up or dropped off. Any changes coming on the coverage area? Thanks.	Requests expanding region(s)
119. servicecouncils@metro.net	1/9/2024	Kiran Gupta	I'd rather you keep it free. LA public transit is so bad, this is a vital service to fill the gaps. Do not increase the prices.	Supports keeping $1 fare or alternate fare
120. servicecouncils@metro.net	1/9/2024	Mehmet Berker	Hello, Metro Micro poses a problem to the Metro system. Whereas with typical transit, more riders taking the system can help lower costs, that is not exactly the case with Metro Micro. Providing Metro Micro to more areas of LA County will continue to increase operating costs for the service. These on-demand van services all start running into the same problem, if they need to provide rides to more people in one trip, to stay efficient steps are taken such as trying to nudge people to walk to certain pick up locations, and other measures that eventually make the service resemble, well, a bus. In other countries, jitneys and other smaller transit options can rely on cheaper labor to have more vehicles. In Istanbul, the city I'm most familiar with, dolmuşes operate as fixed flexible routes. They operate on fixed routes, but will stop on demand and let people off on demand along the route. If the plan is not to provide a service like that, and to continue to provide on demand, door-to-door service, then Metro needs to increase fares. This service is not feeding people into our system. It should be priced to compare favorably to a cab or TNC trip. While free transfers to the Metro system is a good idea, the fares need to be higher than the regular metro fare, enough to reduce the subsidy through fare recapture alone. Ultimately I think the resources dedicated to Metro Micro should be rededicated to core Metro bus service. But if that won't happen, please increase the fares higher than regular Metro fare. Best Mehmet Berker, Metro rider since 2012	Supports proposed fare structure or higher fare Supports discontinuing Metro Micro service
121. servicecouncils@metro.net	1/9/2024	Paul Hennessy	Metro Micro is a great program and I highly encourage expansion. However, I ask Metro to do more for clean air improvements. To help fight against air pollution and airborne illnesses, I encourage you to upgrade air filtration on not just metro micro, but also on Metro trains and buses. This means mask mandates, MERV 14 filters, and air changes every 70 seconds or less. BART in SF did this and has the cleanest air of any public transit system. Metro Micro, and by extension, Metro transit can easily implement these and keep riders of all ages and abilities healthy. Angelenos deserve clean air in these cars, especially since multiple riders are sharing a small space.	Question/comment regarding Metro service
122. Westside Central Service Council	1/10/2024	Alexander Hui (Zoom)	He also has problems with Line 176 that was cancelled with no real explanation. It covered lots of area where seniors need rides and went through areas where there are people in need. It served low-income populations in Rosemead, Monterey Park, and South San Gabriel. If possible, he would like Metro to reconsider either modifying a line like Line 176 to cover South San Gabriel, or expanding the El Monte service zone to cover those areas. Right now, the zone stops at Walnut Grove, if possible, it should extend at least to Del Mar, Hill Dr or Arroyo to cover some of the hill area mentioned earlier. He does not have a problem with raising the fee, but instead of paying the fare each time they ride, he asked if there could be a cap to make it more usable. Otherwise it only works 1 way or the other.	Supports proposed fare structure Requests expanding region(s)
123. servicecouncils@metro.net	1/10/2024	Anastasia Barry	Dear Metro Micro Team, I hope this message finds you well. My name is Anastasia, and I am a regular user of Metro Micro for my daily commute to work and running errands. I rely on this service due to the challenges with the unreliable bus schedules and the considerable distances one often has to cover. I want to express my concern regarding the planning of price increase. This seems like a step in the wrong direction. Los Angeles lacks a public transport system, which is often unreliable, unsafe, and inconvenient. Metro Micro has been a relief for me, but it is not without its flaws.	Supports keeping $1 fare or alternate fare

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			Drivers are consistently late, vehicle assignments are delayed, and the accuracy of the vehicle location on the map is questionable. Moreover, there are instances where drivers do not make a proper stop and drive away without ensuring passenger pick-up. While Metro Micro isn't perfect, it has been a better alternative compared to waiting for hours for a conventional bus. To encourage more people to switch from private cars to public transport, it is essential that the service remains affordable, reliable, clean, and safe. Currently, Metro Micro satisfies three out of these four criteria. However, an increase in the price could compromise this balance, reducing it to only two out of four. I urge you to reconsider the recent price hike and strive to maintain the qualities that make Metro Micro a preferred choice for commuters like me. A reliable and reasonably priced public transport option is crucial for promoting sustainable and efficient transportation in our city. Additionally, as a public transportation service, it is essential for the organization to operate as a non-profit entity. Even if a price adjustment is deemed necessary, it should be a gradual increase, perhaps starting at $1.5, rather than a drastic 2.5 times more than the original price. I have observed instances where the validators are frequently out of order, leading to passengers not paying for their rides. Upon inquiring with the drivers, they mentioned not receiving guidance on fixing these machines, resulting in revenue loss for the service. Enforcing proper payment procedures could address this issue and prevent financial losses. In conclusion, there are numerous avenues to enhance the Metro Micro service without resorting to a substantial price increase. Exploring these improvements could lead to increased efficiency and financial stability. I appreciate your attention to these concerns and hope you consider my suggestions for the betterment of the service. Thank you for your time and consideration.	
124. Westside Central Service Council	1/10/2024	Andrew Montealegre	He lives in Glassell Park. His neighborhood began an effort to get seniors down from the hills to the senior center and Glendale and Kaiser, back in 2015. When the City of Los Angeles DOT was first proposing DASH in the area, they created a petition, collected signatures, revised maps. The Neighborhood council approved it,, but nothing happened to the DASH proposal to expand the service in Glassell Park. Line 176 Metro was discontinued; it served the hills in Glassell Park and brought people down to use public transit and access commercial areas. The neighborhood finally got the attention of City Council District 1, in May 2021, CD1 supported Motion 21-0492 to have the area be served by transit, but they lost that Councilmember, so they do not have that service. When he has tried to use Metro Micro it does not go all the way up the hill; the zone stops halfway up. There was no good explanation for why it won't go further and entered comments and he would like to see it continue up the hill like Line 176 used to. It does them no good if they have to walk up the hill.	Requests expanding region(s)
125. Westside Central Service Council	1/10/2024	Bill Lam (email)	I strongly oppose increasing the base fare to $2.50. Retain the current $1 base fare for all riders because people can afford $1 instead of $2.50 when using a TAP card or paying by credit or debit card. I prefer offering free transfers from Metro Micro to Metro Bus and Rail and from Metro Bus and Rail to Metro Micro instead of $0.75 upcharge. Strongly support the LIFE participants on Metro Micro usage, the GoPass and Reduced Fare cardholders to use Metro Micro for $1. Include Regular Fare cardholders for $1 and the Green Access Services TAP cardholders to ride for free. Support the EZ transit Pass usage on Metro Micro. How many zones does the EZ transit pass have? Is there an EZ Transit Pass zone map? Which zone does it cover? Support accepting interagency transfers on Metro Micro regardless of the cost of transferring between these two. One of the main issues is that people are having a hard time trying to book a ride because of high demand in one service area. Will there be enough Metro Micro vehicles for people who need to catch Metro Micro? If not, then it's very frustrating for people who were unable to book a ride. Please keep every existing service area boundary as is and do not modify to subtract a portion of the area. If you are planning to modify service area boundaries, like adding service to a new area, then you should send a notice in advance by posting it on the website or	Supports keeping $1 fare Question/comment regarding Metro service Question/comment regarding Micro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			the app indicating that you are planning to modify the service area boundaries by adding it into a new area because people are unaware of the boundary change and had no idea when the Metro Micro service area changed. These are my points regarding Metro Micro. I would like a follow up response in terms of these points that I made. Thank you very much for your time.	
126. servicecouncils@metro.net	1/10/2024	Caillin Puente	Hello, Thank you for providing the opportunity for the public to comment on metro micro. I have greatly enjoyed the service since I am trying to travel around the city more without a car, and the bus and train system has been a little difficult to navigate (required very long walks in areas with no sidewalk!). My comment is that since metro micro is filling in the gaps of bigger public transit (shorter rides where the bus doesn't go) it seems too expensive to be the full normal fair. I understand it's an expensive service but perhaps there are ways to make it less expensive and have it be a medium fair. Like $1.75 perhaps. Thank you for your consideration! Best,	Supports keeping $1 fare or alternate fare
127. servicecouncils@metro.net	1/10/2024	Chai Kertenian	I'm a Resident of Glendale for 23yrs now. I had a stroke 13yrs ago and I may Not Seem and look like I have a Disability since because I look young and walking normal. It's a hidden Disability...and I have challenges walking and being on my Foot for a long time...Having Micro van Helps me a lot to Navigate around the City... I don't mind paying $2.50 ..it's better than Uber. And Besides, it's very comfortable for Me and especially with someone that has some medical and mobility issues.. Would Love to have Micro For Life. 🙌👏	Supports proposed fare structure
128. Westside Central Service Council	1/10/2024	Eugene Salinsky (phone)	He agrees with raising the cost of the service. He heard that it costs Metro $50 to provide each ride, and he wonders if that's taking revenue service hours. The service does not come close to the cost of Metros worst running lines that Metro discontinued maybe 20 years ago. As far as ridership, maybe 2-3 passengers per hour is very poor. He has heard that Orange County and San Bernardino County started their own service with $4 rides, and Escondido and northern San Diego County have $10 rides. Even Metro's prices is till cheaper than other similar services. Micro is basically replacing cheaper to run and better bus service. The money spent on Micro Metro could be used improve bus service by putting back bus lines such as Line 201; the vans could be used to on those routes. Even 30-40 minute frequency is better than no bus service.	Supports proposed fare structure Supports discontinuing Metro Micro service
129. Westside Central Service Council	1/10/2024	Frank Gavin Moratia	He lives in Glassell Park and is a former Line 176 rider. That bus was a lifesaver for those who live up in the hills. He's halfway up the hill. The has health issues with his legs and Metro Micro makes him walk 10-15 houses up the hill. He requested change, the zone. There is only 1 teenage girl that rides Micro in that area and him. He knows a lot more people would ride it where he lives if they didn't have to walk up a very steep hill to get to the stop to catch it.	Requests scheduling/routing improvements
130. Westside Central Service Council	1/10/2024	Jo Moses (email)	Personally, I don't have a problem with raising the price a dollar. I'm fortunate enough to be able to afford that. However, I'm sure many people in LA will not be able to. More than that, I am concerned about what appears to be Metro's flawed endeavor to lose less money or to break even on public transportation. That is just unacceptable. Public transit is a service, not a business, and what it actually needs is more coverage. I almost never use Metro Micro because it only operates in five or six completely unconnected areas of LA. Instead of trying to crawl its way out of debt like crabs in a bucket, Metro needs to expand coverage to meet ALL of LA and the cities within it like Culver City, Santa Monica, etc. (It's worth noting that while I use the Metro rail more often than I do Metro Micro, it also isn't very often because I live in Culver City and the Expo Line literally just stops at the city limit. It doesn't even go downtown. When I want to use my nearest Metro station, someone has to drive me there. This is a failure of LA rail system.) Public transit is a right as irreplaceable as public schools, libraries, and fire departments. Angelenos need it to live, to get to work, and most importantly to reduce emissions. As a disabled person who relies on rideshare services very often, I think Metro Micro is a fantastic idea. I was	Supports keeping $1 fare Question/comment regarding Metro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			so excited when I first heard about it, but then I realized that I had no access to it because of where I live. Metro Micro needs to expand before issues of cost can even be considered.	
131. Westside Central Service Council	1/10/2024	Jose Rodriguez	He finds the proposal unacceptable and thinks that charging $2.50 for Metro Micro is a joke. He works at LAX and commutes from downtown Los Angeles taking the Commuter Express bus Line 439. Being told to pay $2.50 for Metro Micro when Commuter Express charges $2.50 all the way to El Segundo. He is in favor of charging a regular fare of $1.75 the same as buses and trains. He asked about passes for all agencies. He has a pass for Commuter Express and that will not give him a transfer. He thinks the low ridership in the LAX area would go up if Metro could have the Commuter Express Lines 438, 439 and 574 from the Valley operate at least on Saturdays, it would increase ridership for Metro Micro from LAX. He feels the problems on the app need to be fixed. Metro staff says the want people to ride the buses and trains, and Micro is to cover the areas not covered. He uses Metro Micro, he thinks it is the best service. He does not use the bus or train because they're dirty and hotels for the homeless. He hopes Metro Micro can take over all buses and trains.	Suggests alternate fare structure Requests scheduling/routing improvements
132. Westside Central Service Council	1/10/2024	Juan Muñoz	He has mixed opinions, as he has never taken it. He has heard people say it is a waste of money but the people who use it love the service. He would rather take buses because they are more frequent. When he goes to Pasadena to spend time on Colorado Bl he takes a bus that is frequent, every 10 minutes or so, Line 180 bus goes through Glendale when he wants to go there or he takes the express bus that goes between Glendale and Pasadena.	Question/comment regarding Metro service
133. servicecouncils@metro.net	1/7/2024, Amended 1/10/2024	**Lionel Mares**	Hello, UPDATE [01/10/2024]: I would like to add to my previous comment regarding Metro Micro. I attempted to utilize Metro Micro but the service was not available in the North Hollywood area. I have the app and it was my first time using it. The issue with Metro Micro is the lack of service in the East San Fernando Valley. I have not seen or rarely see Metro Micro in the East part of the Valley. If Metro plans to increase the price, it must expand and increase services to better serve the needs of the community especially low income Spanish speaking communities. I hope we can work out a solution to this issue! Hello, I support the expansion of **Metro Micro** to the northeast San Fernando Valley, and I am in favor of free transfers between Metro buses, rail, and Micro. I would like to keep costs down for low-income transit riders and an increase in services. The northeast San Fernando Valley lacks quality and reliable public transit. The expansion of Metro Micro would surely make life easier for transit riders, myself included. The cost of Lyft and Uber is very expensive and many people can't afford it. Therefore, expanding **Metro Micro** to other parts of East Valley would make it appealing and hopefully improve transportation and ridership. Thank you for your time and consideration. Sincerely	Supports proposed fare structure Requests expanding region(s)
134. Westside Central Service Council	1/10/2024	Melissa Sanford	She uses it and thinks it's a great service. She was trying to take with her disabled daughter with her on a Micro trip. They had to go so far, it was very hard to get to the 2 bus stops. her idea of the service would be door to door, but instead it is bus stop to bus stop so anyone having trouble getting to the bus stop because of disability has the same problem getting to Metro Micro. She wondered if there was any thought to making it door to door rather that bus stop to bus stop only.	Requests scheduling/routing improvements
135. servicecouncils@metro.net	1/10/2024	Michael Chambers	I am a regular visitor from the UK to LA but I am unable to verify my UK phone number to establish an account... the website says SMS sent to +44 nnnnnnnnnn but the text is never received. Metro micro is a fantastic idea in principle, but an outsiders view is the whole booking process is cumbersome (as well as appearing to exclude international visitors). My understanding is journeys often don't start at the booked time.... surely if you accept a booking for a certain time you should fulfill that booking (with a few minutes there of). From the website it isn't clear where the stops are, for example it	Question/comment regarding Micro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			would be handy to know if it's possible to use metro micro from the southern end of the K line to Aviation Station (or the city bus terminal) to connect with the LAX shuttles. Regards,	
136. servicecouncils@metro.net	1/10/2024	Milan Matsumoto	Dear Metro, Good evening. My name is Milan Matsumoto, and I am a high school student at the California Academy of Math and Sciences in Carson. I live in Lomita and am always searching for better ways to travel west quickly and easily. I am more than happy to utilize Metro Micro for my daily commute. However, at the moment I can't use it because the high school campus is at the very edge of the Watts/compton service area. I suggest you extend the Watson/compton service area to include the Harbor Gateway Transit Center. It is one of the largest transit hubs in the area, with frequent bus routes like the J Line or GTrans 2 line. As reliable bus service is scarce in the South Bay, a connection to the Center would allow people like me to transfer to buses and travel farther west and south then they could before. I hope you consider my suggestion. Sincerely,	Requests expanding region(s)
137. servicecouncils@metro.net	1/10/2024	Roberto P. Pasquariello	Hi, I'm a MetroMicro operator and I believe the fare increase is not a good idea. I see that after driving the micro vans for 3 years many passengers, especially in certain zones, never use their TAP card to pay the fare when they indicate they will in the Micro app. Increasing the fare will serve no purpose except probably to entice other passengers who were paying the fare, to ride without paying the fare. I believe Metro needs to have some fare enforcement in order to make it fair for everyone, that way Metro could raise the fare to whatever it wished and the passengers would still pay. The way Metro wants to do it will not increase compliance with passengers paying the fare and I've witnessed this first hand in my 3 years of driving for Micro. Thanks. Sincerely, Roberto	Supports keeping $1 fare Question/comment regarding Micro service
138. Westside Central Service Council	1/10/2024	S. Mermet (Zoom)	She will never get over that Metro spent billions of dollars putting a train under Wilshire Bl instead of La Cienega. She lives in Mid-city, ½ block south of Pico between La Cienega and Robertson. Any day or night of the week, La Cienega has more traffic than Wilshire Bl. She thinks the train should have gone north and south down La Cienega instead of east-west. There are no buses that go down La Cienega to LAX. The bus turns left south on La Cienega, then turns on Obama Bl but there's no bus from there to LAX parking. She asked why isn't there a bus that goes all the way down to LAX. She has a TAP card and is a senior. She asked how much if would cost to take Micro from Pico/La Cienega to LAX. She didn't see any maps of zones for her area. She asked what the zone profile is for the Pico/La Cienega area.	Requests expanding region(s)
139. servicecouncils@metro.net	1/10/2024	Skye Price	Hello, I suggest to make metro micro cost more based on distance for standard users and expand zones to have better connections with rail services - and allow better connections with lax. Best, An LA student	Suggests alternate fare structure Requests expanding region(s)
140. Westside Central Service Council	1/10/2024	Wayne Wright (email)	It would be nice in the future if Metro Micro could place new service that would cover the View Park/Windsor Hills area that would also include Ladera Heights, View Heights, and Hyde Park, Angeles Mesa, Baldwin Hills, and Crenshaw area to connect with the K Line. Although DASH covers the City of L.A. part, the other areas don't and when Line 607 went away along Angeles Vista and 54th St in Windsor Hills/View Park where the 607 ran, you have a County Library Branch in View Park that is 2 blocks north of Slauson where the 108 runs and you have to walk to get to the library and also to the Wayfair Services on Angeles Vista in View Park. That also requires a long walk from Slauson. I would like staff to consider putting a Metro Micro in that area in the future.	Requests expanding region(s)
141. servicecouncils@metro.net	1/11/2024	Anita Nación	Hello, As a daily commuter I use Micro only without train or bus transfers. It would be helpful to have a feature that allows us (Micro only riders) to choose the kind for ride we would like to take, for an even better fare estimate- A) Micro only for- $1.00 per ride B) Micro + transfers- $2.50. While the price is lower than a Lyft or Uber ride, I'd have to say that the	Suggests alternate fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			customer experience and the service provided with Rideshare companies far exceeds that of Micro Metro. Here are a few examples in my experience: 1) Rideshare companies pick up at a customized location for pick up and drop off. 2) Driver and client can communicate via text or call and able to see client exact GPS location. In my experience, to get to my destination my pick-up stop assigned to me is across a busy cross section street (Imperial Hwy/Hughes Way WB). After Micro picks me up, they have to make a U-turn anyways (Imperial Hwy/Hughes Way EB). It would have been more convenient, safe and efficient for both parties if we are able to customize pick-up location in these instances. 3) Ability to have a private driving experience with ability to upgrade and offer amenities such as phone charging cables, water, etc. While I appreciate a still low one way ride fare of $2.50, it would be helpful to have an option for us folks who don't have the need to utilize the train and bus system. Perhaps even offer a discounted rate or free rides for consistent riders. I hope you take my feedback into consideration as I would like to continue using your Metro Micro services. Thank You,	Question/comment regarding Micro service
142. servicecouncils@metro.net	1/11/2024	Peggy (Margaret) Doran	I work at LAX for the City of Los Angeles and before the 2020 lockdown I used line 625 daily to get to my office on World Way West from the Aviation green line station. I stopped using Metro after returning to the office because the Micro service was unreliable. What was a 15 minute commute on line 625 turned into as long as 45 minutes sometimes routing through Hawthorne and then backtracking west to LAX. On days when carpooling is not an option, I have had to use Uber or Lyft several times because the micro has no slots available to reserve, or the reservations available will not get me to work on time. Leaving work has been a problem with reserved rides being late as much as 30-60 minutes. I have experienced cancelled rides 20 minutes after I received a text message that my ride was confirmed. The reason provided by Metro that they were unable to service the request. I have cancelled rides after waiting 30 minutes after the time period of my reservation and used Uber instead. What used to be a 90 minute commute via metro buses and Metrorail is now averaging 2 hours to and from Long Beach. The same commute is 30 to 45 minutes driving.	Requests scheduling/routing improvements
143. servicecouncils@metro.net	1/12/2024	Armando Avalos, Jr.	Details from The Source were vague about if and how transfers would be handled for the reduced fare groups. There was no indication either way. Nor was there any indication as to how reduced fare EZ transit passes or Access Services TAP cards would be handled. Ideally, it would be nice to allow free transfers for reduced fare groups without upcharge, as well as allowing reduced fare Base EZ transit passes and Access Services TAP cards to pay for Micro. Additionally, it should be clarified if the two-hour transfer window is maintained whether or not Micro is used at the start, end, or middle of a trip for all fare groups. Finally, please clarify if capped fares apply as a fare credit for all groups, and if paying full or upcharge fares on Micro are applied to fare caps. Thank you.	Suggests alternate fare structure
144. micro@metro.net	1/12/2024	Danny Hom	I'd like to offer the agency my feedback on the Micro service going forward. Micro is, overall, a valued addition to expanding localized mobility in a lot of our communities, and also a necessary filler of gaps in the network that needs to remain in place (now that several previously-underperforming bus lines in transit-dependent areas have been discontinued). I support the new proposed fare structure as a means to keep the Micro option available for its most served and committed riders. I feel that the option to apply the Micro fare cost towards fare capping is helpful, and the new transfer introductions make the service integrated. I look forward to continued growth of the ridership as Metro's reputation grows among choice customers, as Micro's algorithm improves, and as new destinations come to the Watts/Willowbrook zone with future investment. I ride throughout that zone and would like its coverage to remain as wide as it currently is.	Supports proposed fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
145. servicecouncils@metro.net	1/12/2024	Konstantin Belov (Dr.), JPL/caltech	I think there is no need to talk about permanent fare structure that includes a new regular fare for MetroMicro as the program simply can not continue to operate under the public transportation umbrella and should seek different funding sources. Let me explain. MetroMicro was born as an experiment to test a new model of operation for public transportation services. The experiment has clearly shown that, as implemented, it only benefits selected groups of people at the expense of the regular commuters. Indeed, all the people who praised support for MetroMicro during the public hearings with the commissioners mentioned how MertoMicro helped: - elderly, who now do not have to walk several blocks to a nearby fixed route bus to go to a grocery store; - disabled, who can use MetroMicro instead of Access as the former is the same day service, while the later is the next day service; - low income people who can not afford to drive; - school children going back from school. All people from the above mentioned groups share one thing in common: they do not have to be at there destination on time, or do not have to be there at all, or can postpone the trip by one-two hours or till next day. The way MetroMicro service is implement it is not reliable at all. The rides arriving for pick up 45 or more min late happen very often as well as the rides cancelled all together after those 45+ min delays. It is not surprising that the people who have a regular job or an important appointment and who lost their fixed route bus due to funds reallocated to MetroMicro have only one option now – to drive. Booking one, two or three extra hours ahead is a huge waist of time and not always possible. It only takes once for somebody to get fired due to tardiness or having to call a cab to come back home since MetroMicro is not available "due to high demand" to make their mind and start driving again, no matter how environmentally cautious and willing to use the public transportation they are or how difficult or expensive the parking is. Regular commuters simply can not afford MetroMicro, as well as the taxpayers. It is no secret that MetroMicro cost ~$40-$60 per ride to operate vs $8 for a fixed route bus. In comparison, Uber charges $10-20 for similar rides and still makes a profit! Main conclusion – MetroMicro is not a public service as it does not serve the transportations needs of the general public and, as such, should seek funding from different source to continue it operation. Bumping the regular fare to $2.50 will not make a dent in the balance books. Instead of collecting ~2% of the ride cost the service will be collecting ~4%, still loosing more than 90%. If anything, it will loose those few percent of regular passengers who pay full fare for whom the service occasionally works. At the end, it takes less than $1 even at today's gasoline prices to drive 5-6 miles. 100% of MetroMicro passengers will be either riding free or on reduced fare programs. This confirms our conclusion that there is no point of taking about any "regular" fare for MetroMicro. Having said that, the poor implementation of the service by the current management does not mean that the idea is not viable. In fact, it was implemented before with much greater success. Let me suggest the roadmap to make the service much more successful. 1. Suspend MetroMicro or switch it to different funding sources to serve the special groups mentioned above. Return fixed route buses for now. 2. Hire a team of software developers or even a university students with a professor to develop a specialized application. Google maps used as the basis for MetroMicro now is designed to advertise places, not as a highly specialized routing software. An approach similar to Uber and Lift is needed. Such an optimization work is routinely done for many industries. In this particular case, the very limited number of assets to manage, small area and a relatively small number of passengers to serve (yes, 1000s per hour is a small number in this business) makes the task easier to accomplish. The current application suffers a lot of deficiencies: - non optimal routes forcing the drivers make u-turns or go around the block to pick up or drop off the passengers on the "right side" of the street. Need to make the pick up location dynamically assigned to optimize the vehicle routing - non-optimal pick up order making passengers spend more time on board than needed	Question/comment regarding Micro service

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			- lack a transfer option – an optional feature to transfer from one vehicle to another to minimize the time on board. This can potentially save some passengers 20-30 min while spearing the system from unnecessary trips - lack of system flexibility – the ability to wait a minute for a passenger who is nearby walking towards the van. Let the passengers share their location with the system (optionally) to enable this feature. Dynamically reschedule to a different vehicle if the assigned van arrives 5-10 min too earlier and the passenger is not at the stop yet. This is not a fixed route bus! The system should be flexible. "Tightening the nuts" will only lead to loss of already low ridership. - Implement the features to prevent the system abuse. It is no secret that some passengers book the system for few hundred feet trips multiple times a day just for fun. And they do not pay. Some passenger regularly book for 3-4 people but only one shows up, if any. No charge here as well. Some people are regular no shows etc etc. - Make all passengers pay. No booking unless a credit card or a tap card with enough funds for the ride and for fines is linked to the account. Withdraw fare automatically if no tap was made or the device is not working, but the trip was completed. - Implement fines for system abuse: no show, overbooking etc and deprioritize the system abusers. - More suggestions can be thought of, especially if those mentioned above are implemented. 3. Test the newly developed application on computer model before restarting the system operations. The computer simulations are done routinely for a much more complicated systems (think of a nuclear reactors, secondary particle cascades or even managing multiple assets in a Martian cave with limited power resources, unknown terrain and ability to talk to the network). 4. Restart the system operations. Reduce the software developers team once the system proves itself and no major tweaking is needed any longer.	
146. servicecouncils@metro.net	1/12/2024	Oscar Ho	Hi, My name is Oscar and I live in the El Monte area, I use the Metro Micro often, and I think that is a great service, and I love it. I want to say thanks to you guys for offering this kind of service, It makes my life so much easier and makes me able to go somewhere else without having a car to move. 🙂 I have some feedback I want to provide is that, first of all, I understand and think the price increase to $2.5 makes sense, otherwise it will be hard to keep it operating, and second thing is that, I hope you guys can think about a way to make the services area expand (or make it able to connect) to one of the Metro L line(A.K.A. Gold line) stations because let's say for example my home is kind of nearby (like drive around 8 ~ 10 min will be arrive) the Monrovia Gold Line Station, but I feel kind of shame is that, the Metro Micro is not able to connect to the Station, and even make it like I can't so efficiently to take the Metro system advantage. I also figured out, let's say I want to go to the Pasadena area from El Monte, and tbh taking the bus is not a good option because even if I choose to take a Metro Micro to go to the El Monte bus station (or maybe other some of the bus lines can go to the Pasadena) and makes a transfer, just wait for the bus to arrive already takes way more time then just order a Metro Micro and go to the Monrovia Gold Line Station and make a transfer, so I hope this advice will happen in real life. The third thing is based on my couple times rides experience, I see some of the tap card receivers/terminals on the vehicle either not working or unable to use Apple Wallet Express Mode with transit cards feature (this feature allows me to use my tap card in my phone without unlocking the device or required biometric verification (A.K.A Face ID/Touch ID) before I use the tap card) and as a reference Metro rail, subway, and even Metro Bus can use this feature, so that seems to be a tap card receivers/terminals problem. I hope I am providing feedback that is useful to improve the services, and if you need more information please let me know. Best regards	Supports proposed fare structure Requests expanding region(s) Question/comment regarding Micro service
147. servicecouncils@metro.net	1/12/2024	Severin	Hi there, I am writing to share my general support for raising fares on Metro Micro but believe a flat fee of $2 would be better than $2.50. The proposed transfer mechanism generally makes sense and could promote greater transit	Suggests alternate fare structure

Source of Comment	Date Rec'd	Commenter	Comments	Summary
			connections to/from Micro. I am a somewhat regular Metro Micro user and think it's a great service, particularly for some of the hillier communities it serves with limited transit access (Pasadena and Northeast LA). I would suggest before raising fares, or perhaps separately from fares discussions, that Metro consider cutting some of the underperforming areas and/or areas where Micro overlaps with decent transit (such as UCLA) to see if the cost efficiencies of the program can be better managed. I know some voices are critical of Metro Micro as a whole but I think this comes from people who perhaps have never actually used the service or live in areas where there is a quality grid of transit so they do not see the value Metro Micro brings. But as stated I think if Metro Micro sticks to what it does well- serve areas that lack transit and connects those areas to transit and commercial hubs - that the benefits of the program and the cost efficiencies of the program will become more pronounced. I think there's a clear reason why the NELA and Pasadena/Altadena service areas perform relatively better than some of the other service areas and that with some modifications that the cost per ride can be reduced for the Metro Micro program without resorting to drastic fare increases however I do think that some fare increase is reasonable such as going from $1 to $2. Thank you, NELA + Pasadena/Altadena Metro Micro User	
148. servicecouncils@metro.net	1/14/2024	Emailshot	Hello, I see that I'm past the suggested cutoff for input, but hope this lands somewhere. According to your website, Metro Micro is intended to serve low income areas. Yet in the Valley, the Burbank area is largely working-career adults. Whereas, the NoHo area has been a rent-controlled pocket of longtime apt residents, many of whom are retired and living on SS. There are thousands of potential Micro users in an area north of Magnolia Blvd, as far west as Van Nuys. I've learned Metro Micro's boundary is Laurel Canyon, just east of this area. Until driven out by Israeli owners buying up the old buildings to evict existing residents and demolish the buildings, NoHo residents could benefit from Micro.	Requests expanding region(s)
149. servicecouncils@metro.net	1/14/2024	Frederick Leung	Hello, I would like to share my experience with Micro service. First of all, the service is horrible. It was a long wait and the trip was delayed the last time I rode connecting from a Metro station to home. The pickup/drop-off spot is not convenient in most neighborhoods. I live in El Monte, CA. The fare should be matching Metro service with FREE transfer at $1.75. Free transfer should also be allowed with Metrolink ticket holders or transferring to/ from municipal bus agencies. Since the original Micro concept was to replace routes with lower ridership, it should be maintained that way. If the fare was increased and was not integrated as part of the Metro service, it would mean more expensive and pricey options for most commuters for last mile connection. My suggestion is to keep the fare at $1.75 including free transfer and included with transit pass holders, and run Better service. Would avoid riding the Micro at all if service was not improved and fare was increased as a result. Thanks, Fred	Suggests alternate fare structure Request to add interagency transfer with Metrolink Requests scheduling/routing improvements
150. servicecouncils@metro.net	1/14/2024	Sandra Hernandez	Hello, I apologize for sending this message late, but I would like to share that the fare increment is totally understandable, the cost of life is higher at every level. What I would like is to reconsider the route Micro Metro serves in Glendale. I live on Highland ave and San Fernando Blvd and I know that Micro doesn't go that far. I have to wait 45 minutes the Glendale Bee line from the Metrolink station to be able to get home. I would love to be able to get home sooner with this Micro service specially when it is dark and cold waiting for the bus. Thank you so much	Supports proposed fare structure Requests expanding region(s)

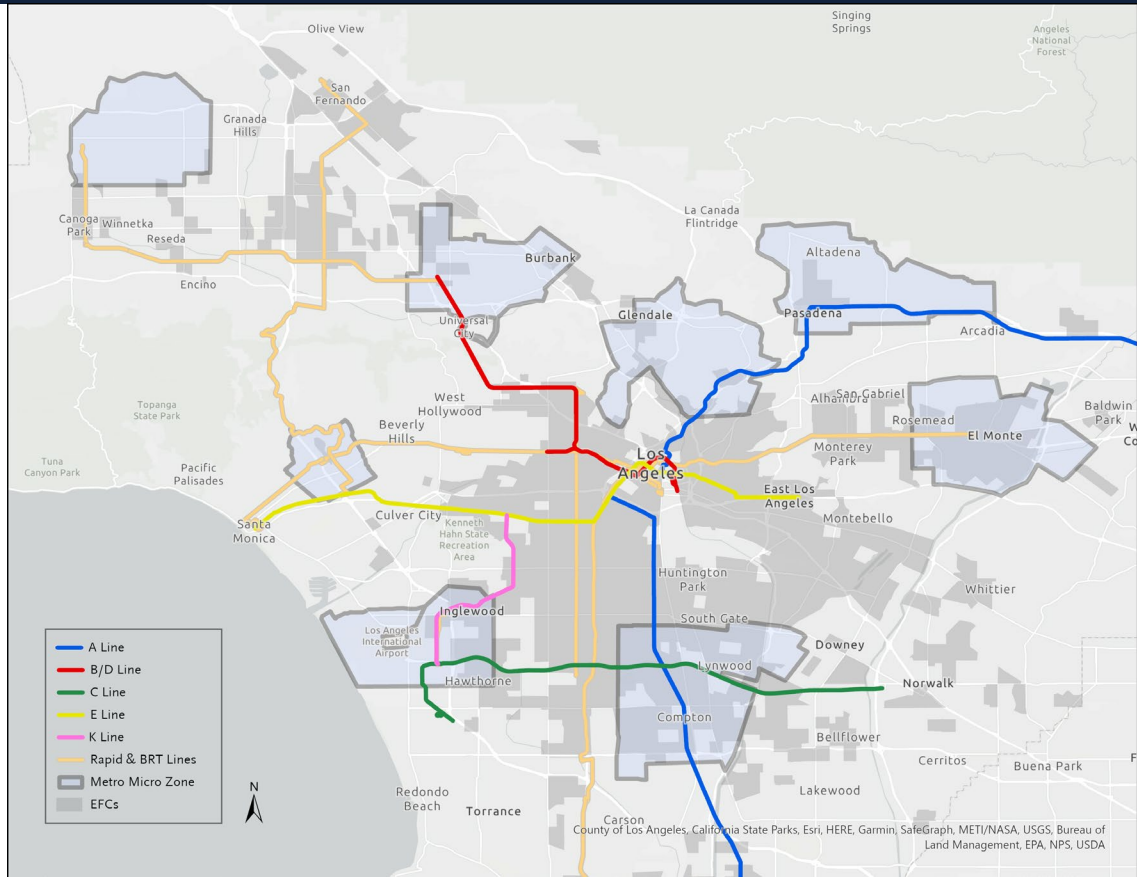
Metro Micro™

Proposed Permanent Fare Program

Metro

Metro Micro Overview

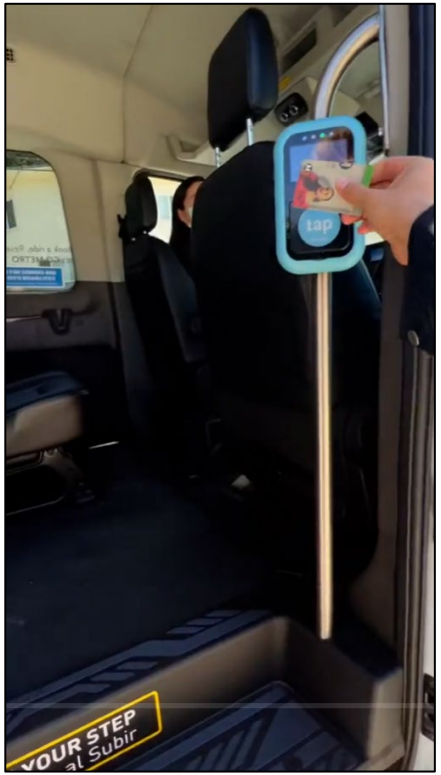
- Launched with two zones on December 13, 2020, with 7 more launched in 2021 (Two zones were later merged)
- Serves 165 sq. mi. throughout LACounty
- All zones connect to Metro Rail or BRT, as well as bus services for first/last mile connectivity



Metro

Fare Program Background

- AFare Working Group with input from across Metro initially discussed fares as high as $10 but settled on a base fare of $2.50.
- The group reconvened in 2020 and set an introductory fare of **$1.00**, in recognition of the effects on ridership and personal finances from the COVID-19 pandemic.
- Abase fare of **$2.50** to succeed this introductory fare was approved by the Metro Board in principle in October 2020, with a more detailed plan approved in May 2021.
- The introductory fare was due to end after 2021, but COVID was still impactful at that time. The permanent fare has not yet been implemented but COVID has now become part of life.



Metro

Process

The Metro Micro Fare Working Group (FWG) was reconvened, seeking input from:

Transit Access Pass (TAP) Team	System Security and Law Enforcement (SSLE)	Civil Rights, Equity, and Inclusion
Customer Experience Team	Metro Youth Council	Operations Team

The FWG considered the following issues:

- Prior Board actions
- Impact on EFCs and special populations
- Impact on demand and operation of Metro Micro
- Technological feasibility

Their input was used to develop a proposed fare structure.

Public Outreach

The Fare proposal was shared with the public through multiple channels:

Metro's social media and The Source/El Pasajero blogs	In-app pop-up and push notification
Take-ones distributed on-board	Verbally to customers booking by phone
Email to Metro Micro riders and TAP customers	Presented at January Service Council meetings

147 people commented, though many did not express an opinion on the fare proposal, and nine did not comment on Micro at all. Responses fell into the following categories:

Supports proposed fare structure: 47	Requests changes to Micro program (new zones, software improvements, etc.): 58
Opposes proposed fare structure: 24	Other question or comment regarding proposal: 9

A log of public comments is provided in Attachment F.

Metro

Staff Recommendation

Base Fare	$2.50
Transfers to Metro Bus and Rail	Free
Transfers from Metro Bus and Rail	75¢ upcharge
LIFE Program free rides (90-day &20/month)	Accepted on Micro
Senior/Disabled Fare Program Base Fare	$1.00
GoPass &Student Reduced Fare Program Base Fare	$1.00
E-Z Transit Pass Zone 0 Base Fare	75¢ upcharge
E-Z Transit Pass Zone 1+	Free
Transfers from Municipal Bus Lines	$1.25 (50¢ transfer charge + 75¢ upcharge)

- Fare Capping will not be integrated into Metro Micro at this time.
- Passengers must use a TAP card for transfers as well as free and discounted fares. Passengers who pre-pay in the app with credit/ debit card will be charged the full base fare with no transfer.

Next Steps

- If approved by the Metro Board, staff will set a date for implementation during the first quarter of the 2024 calendar year.
- Staff will outreach to Metro Micro riders and include information about fare subsidy programs, including LIFE and other discount programs.
- Staff will partner with schools, other public agencies, and CBOs to inform customers who could benefit from the fare program discounts.
- Once implemented, staff will monitor the impact of the permanent fare program on demand, demographics, and transfer utilization.
- Changes to zone boundaries or service hours are not proposed at this time. Staff will complete analysis of the existing program need and return to the Board to present recommendations for changes later in the year.

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

File #: 2023-0720, **File Type:** Oral Report / Presentation **Agenda Number:** 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

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 directed the CEO 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, provided input on Metro's mission and value statements regarding public safety, and guided the establishment of Metro's Transit Ambassadors program, among other accomplishments. PSAC was established to cover specific objectives over a designated period, and 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 Members

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

The work plan, developed between the PSAC Executive Committee and Metro CEO Wiggins, outlines five objectives that frame PSAC's scope of work to enhance the customer experience by addressing safety concerns on the system. Under each objective, the PSAC Executive Committee, with Metro staff and the CEO, has identified key strategies that the committee can review, evaluate,

and/or help initiate. On July 13, 2023, the PSAC Executive Committee met with CEO Wiggins to outline PSAC meeting agenda items for the months of August 2023 through February 2024. Agenda items include, but are not limited to, Metro Transit Security Bus Riding Teams, Customer Experience Plan, Exploration of a Transit Community Safety Department (TCSD), Metro's Ambassador Program Evaluation, safety for people with disabilities, station intervention strategies, crisis response strategies, and a PSAC community listening session.

DISCUSSION

November 13, 2023 - PSAC General Meeting

On November 13, PSAC held its monthly meeting with three agenda items.

1. Overview of Metro's Crisis Response
2. TCSD Update
3. PSAC Discussion on Ad Hoc Committees

Overview of Metro's Crisis Response

Robert Gummer, Senior Executive Officer, along with Metro's security partners who make up the crisis response teams, were invited to speak to PSAC about how they work to address and support riders experiencing a mental health crisis or other vulnerabilities due to being unhoused on the system.

The Los Angeles County Department of Mental Health Mobile Crisis Outreach Transportation teams (MCOT) shared an overview of their crisis intervention processes, including information on service referrals, and how they transport the unhoused for treatment. PSAC also heard from the Los Angeles Police Department's (LAPD) Homelessness Outreach and Proactive Engagement (HOPE). The HOPE unit is comprised of ten officers, one sergeant, and a psychiatric social worker that engages the unhoused rider population in and around the Metro system within the Los Angeles County jurisdiction. The Los Angeles Sheriff's Department (LASD) also presented the Transit Mental Evaluation Team, a crisis response team dedicated to Metro's transit. This unit includes ten deputies, one sergeant, and two Department of Mental Health clinicians.

PSAC members had questions regarding staffing, and the process by which officers are paired up with clinicians to provide support to riders on the Metro system. One PSAC member asked whether officers on these teams are armed or unarmed and asked how they were perceived by riders experiencing a crisis. PSAC members were interested in how community and rider complaints were addressed by the crisis teams and what processes and procedures were in place to ensure the best care-based approach was taken. The PSAC members expressed their gratitude to Metro's SSLE Department and crisis response teams for their comprehensive presentations on the agency's approach to crises on the system. As part of the feedback, PSAC members asked that Metro's safety partners and their crisis response teams share more inspirational stories to the PSAC and to the Metro Board to highlight their positive outcomes. The LASD Transit Mental Evaluation team offered PSAC the opportunity to ride along and have first-hand experience with their team. Metro staff will coordinate the ride-along for PSAC members in 2024.

TCSD Update

Metro's Chief Safety Officer, Gina Osborn, updated PSAC members on the Transit Community Safety

Department implementation plan. The SSLE Department continues to work on the implementation plan and will present an update to the Metro Board in January 2024.

PSAC Discussion on Ad Hoc Committees re: TCSD
Upon consultation with CEO Wiggins and PSAC leadership in October, PSAC discussed and voted to create three Ad Hoc Committees for more in-depth conversations and to allow time to develop thorough recommendations on personnel, job duties, and oversight for the Transit Community Safety Department implementation plan at its November meeting. Throughout December, six PSAC Ad Hoc Committee workshops, each two hours long, facilitated meaningful discussion and brainstorming of recommendations for CEO Wiggins. The committees were structured in two rounds. The first round of meetings created a space to review public input and community priorities from PSAC in-person engagement during the fall. The initial brainstorming session allowed for extensive conversations to express and untangle ideas through a Google Jamboard exercise. The second round of meetings focused the conversation on filtering through the many ideas and synthesizing them into direct recommendations about how officers of an in-house safety department should be evaluated before hiring, be routinely trained before and after deployment on the system, be supervised, and held to the highest standards of excellence in public safety.

Ad Hoc Committee members:

Personnel Committee	**Job Duties Committee**	**Oversight Committee**
Voting Members 1. David Sanchez 2. Misty Wilks 3. Brandon Cheng 4. Darryl Goodus 5. Estar Park	**Voting Members** 1. Mary Rose Fissinger 2. Jeremy Oliver-Ronceros 3. Mariana Estrada 4. Delia Arriaga	**Voting Members** 1. Florence Anang 2. Catherine Baltazar 3. Candice Welch 4. Troy Pierce 5. John Curly
	Non-Voting Members 1. Jose Briceno Perez 2. Daniel De La Cruz	**Non-Voting Members** 1. Stephanie Bunker 2. Hector Soliman-Valdez

PSAC Ad Hoc Committee Meetings Round One

1. Oversight Ad Hoc Committee
2. Personnel Ad Hoc Committee
3. Job Duties Ad Hoc Committee

On December 4, 2023, the Oversight Ad Hoc Committee met to discuss whether creating an oversight entity should be considered for recommendation in the event an in-house TCSD is approved by the Metro Board. Members' comments include the potential need for creating an oversight body such as a committee (internal regulation) or commission (external regulation) that would focus on performance measures, responsiveness, feelings of safety, effective prevention, policy reviews, best practices, training, and community engagement.

On December 7, 2023, the Personnel Ad Hoc Committee met to discuss what qualifications and experience the members thought would be ideal for candidates hired as officers in the event the

Board approves the TCSD. This committee also discussed the types of training they believed officers should undergo before being deployed on the Metro system. Members agreed that ideal candidates for the officer role should have experience in community policing and engaging with unhoused residents. They further agreed that officers should understand symptoms of mental illnesses and behaviors that could be perceived as threatening and dangerous. Members discussed training on how to support safety for people with special needs and people with disabilities. Collectively, all members supported having a more approachable and engaging presence as a core quality of all officers.

On December 8, 2023, the Job Duties Ad Hoc Committee met to discuss ideas tied to the core job functions and abilities of officers in a TCSD, should the Board approve. Members discussed issues like enforcement of Metro's code of conduct and enforcement of fares. Members also discussed whether officers should have the ability to administer first responder medical treatment such as CPR and NARCAN. Members discussed ongoing training on culturally competent community policing, which could help the department establish a care-based approach to safety. All members of this committee agreed that a core function of the officers should be to engage with the riding community to foster trust in the customer experience.

PSAC Meeting Round Two

1. Oversight Ad Hoc Committee
2. Job Duties Ad Hoc Committee
3. Personnel Ad Hoc Committee

PSAC Ad Hoc Committees met in early December to formulate their ideas related to personnel, job duties, and oversight during Round One. Later, during Round Two, the Ad-Hoc Committees met to further clarify any potential recommendations they wanted to make to the CEO within these three areas. The greater PSAC membership will hear the Committee updates at their next general PSAC meeting on January 4, 2024. The members will have an opportunity to provide additional feedback and hear from the public. If needed, the Ad Hoc Committees may meet one final time to solidify their recommendations for PSAC consideration at their February 1, 2024, meeting and then schedule a presentation for their recommendation to the CEO for her consideration.

EQUITY PLATFORM

One of Metro's goals is for the PSAC membership is t 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 in this report, PSAC's feedback and recommendations to presenters elevate community concerns for safety and security and ensure that crisis response teams think critically about how responses to crises should vary depending on whether a rider has mental health challenges, is experiencing homelessness, experiencing substance abuse, or a combination of multiple factors.

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. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component 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

Prepared by: Jefferson Isai Rosa, Manager, Community Relations, (213) 922-7249
Patricia Soto, Director, Community Relations, (213) 922-7273
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)

Quarterly Board Update, January 2024

November 13, 2023, PSAC General Meeting

1. **Overview of Metro's Crisis Response**
   - PSAC heard from LAPD, LASD, and LA County Department of Mental Health
   - PSAC requested to ride along to experience the services; staff is working with LASD to coordinate

2. **Transit Safety Community Department (TCSD) Update**
   - Chief Gina Osborn updated PSAC on progress

3. **PSAC Ad Hoc Committees**
   - PSAC created three Ad Hoc Committees to allow for in depth conversations as they develop TCSD recommendations for CEO Wiggins to consider

Metro

December 2023, PSAC Ad Hoc Committees

1. **Personnel Ad Hoc Committee Discussion**
   - Ideal qualifications and experience for candidates
   - Types of officer training to undergo before being deployed on the system

2. **Job Duties Ad Hoc Committee Discussion**
   - Enforcement of Metro's code of conduct and enforcement of fares
   - Community engagement and fostering trust as a core function
   - Ongoing training on culturally competent community policing, In line with Metro's care-based approach

3. **Oversight Ad Hoc Committee Discussion**
   - Whether to recommend creating an oversight entity
   - Oversight as a committee (internal regulation) or commission (external regulation) to establish performance measures

Metro

January 4, 2024, PSAC General Meeting

PSAC Executive Committee Elections (2024-2025)

- Chair, Jeremy Oliver-Ronceros
- Vice-Chair, Misty Wilks
- Secretary, Darryl Goodus

Ad Hoc Committees

All three Ad Hoc Committees presented their ideas for recommendations and received feedback from the general PSAC body. All three Committees will meet once again in January to consider the feedback and formulate their final recommendations for consideration of the general body at their February meeting. Adopted recommendations will then be forwarded to CEO Wiggins.

Metro


Thank You
Metro

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

File #: 2023-0669, **File Type:** Informational Report **Agenda Number:** 33.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: TRANSIT COMMUNITY PUBLIC SAFETY DEPARTMENT - IMPLEMENTATION PLAN PROGRESS REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE an update on the Implementation Plan for the establishment of a Transit Community Public Safety Department (TCPSD).

ISSUE

At its June 2023 meeting, the Board approved Motion #21.1 by Directors Najarian, Sandoval, Butts, Barger, and Bass, directing the Chief Executive Officer (CEO) to prepare a comprehensive implementation plan for Board consideration to bring public safety services in-house (Attachment A). The Implementation Plan (Plan) is intended to reflect Metro's need for specialized training and engaged visible presence, which is currently centered on a robust multi-layered deployment approach that relies on transit security officers, ambassadors, contract security, homeless outreach, mental health outreach, and law enforcement. This report provides a status update on the development of the Plan as directed in the Motion.

BACKGROUND

Metro is committed to safeguarding the transit community by taking a holistic, equitable, and welcoming approach to public safety. Consistent with Metro's Public Safety Mission and Values Statements (Attachment B), approved by the Board at its meeting in December 2021, Metro recognizes that every customer is entitled to a safe, dignified, and human experience. As a result, the Board adopted at its March 2023 meeting a Bias-Free Policing Policy and a Public Safety Analytics Policy - both of which are the first of their kind in the transit industry.

In April 2022, staff initiated a competitive procurement process for law enforcement services. Proposals were received in October 2022 and were reviewed in accordance with the terms of the solicitation, which sought to incorporate the lens of Metro's Public Safety Mission and Values Statements. However, two of the four proposing agencies took material exceptions to the scope of work and Metro's contract terms and conditions. As a result, the Board opted to cancel the

solicitation, extend modified versions of the existing law enforcement contracts, and explore the feasibility of creating an in-house Metro Transit Community ~~Policing~~ Public Safety Department (Department) with the objective of furthering Metro's reimagined public safety plan and upholding the agency's Public Safety Mission and Values Statements.

Eight out of the largest transit systems in the United States have their own in-house transit police department. Transit policing is a specialized field that focuses on the safety and security of public transportation systems. Like campus or airport police, transit police are tasked with addressing the unique challenges and security needs associated with transit environments, which include subway, rail systems, buses, and trains. These officers are trained to handle situations that are typical for the transit environment, such as fare evasion, disorderly conduct in confined spaces, and the dynamics of high-volume passenger traffic. Transit police often work in close cooperation with other law enforcement agencies to ensure the safety of travelers and the general public. In comparison to "traditional" policing, which covers a broad range of law enforcement duties in general urban or rural areas, transit policing is a more focused practice that requires officers to have specific knowledge and skills related to the transit system they protect. This specialization allows them to be more effective in their roles and to provide a service that complements the work of other police departments. The overwhelming majority of officers spend only a small fraction of their time responding to violent crime. More common are crimes against property and crimes against society. At its June 2023 meeting, the Board directed the CEO to prepare a comprehensive implementation plan for Board consideration to bring public safety services in-house and provide an interim status report.

DISCUSSION

Metro has engaged a team of consultants with expertise in public safety, law enforcement services, and deployment in transit settings to support the development of the Plan. To lay a solid foundation for the Plan, Metro began by conducting extensive research into best practices in transit community policing. The Consultants engaged in 35 interviews with Metro leadership and external stakeholders, including current law enforcement partners. The Consultants reviewed historical practices and completed a comparative analysis of surrounding law enforcement agencies and transportation agencies across the United States and internationally.

The emerging themes from the research and interviews emphasized the need for an Implementation Plan that focuses on integrating principles and practices of social work and mental health skills into the new department to enhance community engagement, improve relationships, and address underlying social issues. Additionally, concentrating on a strong transition, human capital and development, operations and deployment strategies that reflect a transit public safety culture, and prioritizing planning for the long-term needs of the Department will be critical. Some of the long-term needs may include future growth within LA Metro with additional rail stations, added bus routes, global special events such as the World Cup, Olympics, and other large events. The following summarizes the status and key findings to date.

Developing an Operating Framework for the TCPSD

Bringing public safety services in-house will ensure that Metro's policing service is more culturally

aligned with Metro's Safety Mission and Values. The TCPSD would create an immediate line of responsibility within Metro, this would ensure more transparency and an improved level of accountability. The Plan will include a proposed outline for a Strategic Plan, which will be a roadmap to articulating the objectives of establishing the Department and the mechanisms for achieving success. In addition to the inclusion of the Board approved Public Safety Mission and Values Statements, which serve as the foundation for the Strategic Plan, it will serve as a framework for action that supports the priorities of Metro, while also providing the flexibility to respond to emerging issues. It identifies the core areas where Transit Police needs to succeed in order to deliver on its public safety mandate and ensure a safe environment for all transit users, including both customers and employees. The Strategic Planning process will also identify key issues that Transit Police would need to prepare for, including the expansion of service.

The Consultants have identified a best practice for the TCPSD strategic planning process to prepare for the future based on the current landscape and community input. As such, the Strategic Plan could cover the following areas and objectives, with the expectation that it would be finalized only once the executive leadership of the Department is selected and the public participation process for the Strategic Plan concludes, to ensure buy-in:

- Modern Transit Community Policing Culture
  - Desired Results centering skills, diversity, leadership, pride, and retention in support of the transit community;
  - Demonstrate a continued commitment to hire, support, and retain a diverse workforce to reflect Los Angeles County's demographics; and
  - Continue to anticipate and meet changing public safety expectations through mandatory trauma-informed training.
- Engaged Community Partners
  - Desired Results centering on care, effectiveness, safe communities, and perceptions;
  - Strengthen support for vulnerable people;
  - Increase real and perceived safety for all transit users; and
  - Communicate and exchange with stakeholders to improve services. As the breadth of people and places served by the transit system expands, we will seek the expertise of our enterprise and community partners to ensure transit users can access the services they need when they need them.
- Relationship Model for Transit Community Police Officers
  - Desired Results centering on prevention, resolution, and trust;
  - Leverage Technology as a Force Multiplier; and
  - Planning for Future Transit Growth, including its impact on deployment. The transit system's expansive geography uniquely enables TCPSD to build strong relationships with all cross regional law enforcement agencies.

TCPSD is different from the existing multi-agency law enforcement operational model in several ways. At the core of Metro's proposed TCPSD is the commitment to fostering an environment of safety, trust, and community well-being. Metro will implement an integrated approach to transit safety that builds on various safety components from Metro's safety framework. In-house dedicated transit

community law enforcement officers provide:

- Engaged Visibility - Primarily riding buses and trains - foot patrols (vs in patrol vehicles or fixed post on platforms); Assisting, guiding, and supporting Metro riders and employees by being consistently present, reliable, and accessible in both emergency and non-emergency situations while also promoting a sense of trust by establishing positive relationships with riders.

- Zone Deployment Model - A deployment model with dedicated zone/geographical areas will be assigned for patrols where officers will respond to their assigned locations daily. This will offer an opportunity for TCPS officers to engage with frontline employees and riders on a frequent basis to build relationships and provide the officers with an opportunity to develop a sense of familiarity with the riding public and employees. It also helps address the concern of Board members, employees, and riders about coverage and removes the current vulnerability of law enforcement redeployed to address incidents outside of the Metro system.

- Training with a Transit Purpose - Beyond being familiar with infrastructure locations and Peace Officer Standards and Training (POST) certified, Metro TCPS officers will be knowledgeable of equipment, limitations, & operational procedures.

All officers will be trained to embrace Metro’s care-focused approach to public safety and be specially trained to handle a wide range of situations that are germane to the transit environment. Training sessions will include mental health professionals to enhance officers' understanding of mental health issues and de-escalation techniques. Additionally, Metro will collaborate with social work educators to develop joint training programs that address both law enforcement and social work perspectives. Officers will be trained to recognize signs of trauma and respond in a supportive and empathetic manner and to integrate trauma-informed approaches into police practices, recognizing and addressing the impact of trauma on individuals in the community. Metro will also develop cultural competency training programs to enhance officers' understanding of diverse populations. By incorporating social work principles and mental health awareness into policing, the new department can work towards building trust, fostering collaboration, and addressing the root causes of crime and social issues within their communities.

The TCPSD will emphasize relationship-based policing which means riders and employees will see more consistent foot patrols systemwide. The various benefits of foot patrols are enhanced community engagement, increased visibility, a better understanding of transit dynamics, proactive problem-solving and building stronger trust, and improved transit experience. The transit system’s expansive geography uniquely enables Transit police to build strong relationships and be embedded in planning for transit growth. It also provides an opportunity to implement procedural justice principles to ensure fair and transparent interactions between officers and the transit community. Riders will be more likely to accept and comply with decisions when they believe the process leading to those decisions is fair, respectful, and unbiased.

The TCPSD will shape its priorities, policies, and practices in collaboration with the transit riding community and Metro front-line employees:

- Metro may also consider establishing a civilian's oversight committee to provide an independent avenue for complaints, consistent with the public safety mission and values. Metro will be able to hold officers accountable for performing in accordance with Metro policies and have the authority to conduct disciplinary action, such as removing officers from working the system, if necessary. An oversight committee could serve as a valuable mechanism for promoting accountability, transparency, and trust between the TCPSD and the communities it serves. By involving transit riders in the oversight process, the committee could contribute to the ongoing efforts to improve transit public safety practices and enhance customer experience.

- The TCPSD will have an internal affairs department to investigate incidents of misconduct and serious offenses. If an officer is suspected of criminal conduct, a dual, but separate, administrative investigation and criminal investigation would need to occur.

The TCPSD will operate as part of the Metro ecosystem, providing a streamlined layered approach to safety and security. An in-house department can move more quickly in alignment with other internal safety departments, such as Security and Transit Ambassadors to strategize, adapt, and implement new safety measures in real-time, ensuring a more effective response to emerging challenges on the system. This approach is distinctly unique from Metro's current multi-agency format, with three - and soon to be four - contracted law enforcement agencies with their own values, methods, and styles.

Staff propose a three-phase approach to execution:

1) Phase 1 would focus on Establishing the Strategic Plan and Transition Team, which would occur upon future Board-approval of the Implementation Plan, and include the initiation of recruitment efforts for Public Safety and Security Chief (Chief of Police).
2) Phase 2 would focus on Resource Planning, and include a robust human resources strategy, the initiation of hiring key personnel, and the development of policies and training curriculum.
3) Phase 3 would focus on the Establishment of the Department, which would include the development of a Transition Plan, operations and deployment protocols, as well as the establishment of mutual aid agreements and the potential formation of a civilian oversight committee, as part of a broader ongoing community engagement strategy.

The following summarizes progress related to key areas.

Implementation Project Management Team

A well-coordinated and intentional transition strategy is necessary to facilitate a smooth changeover of responsibilities, duties, and tasks from contracted law enforcement resources to the new Department. Of note, all current contract law enforcement partners have agreed to cooperate with a transition if the Board decides to bring law enforcement services in-house. A dedicated Implementation Project Management Team should be assigned to oversee this effort, and ensure that tasks are completed, processes are documented, and operational needs are met. This team should consist of project management facilitators with law enforcement and security expertise, as well as social services experts and change management experts to help lead the tasks, implement new processes, and support overall transition management. The Implementation Plan will include

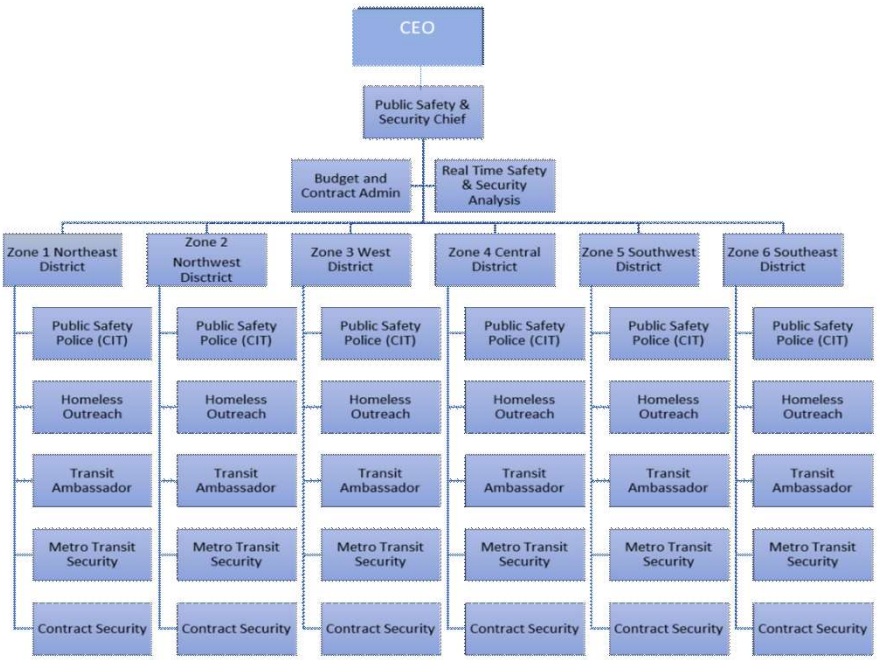
recommendations regarding the proposed composition of an Implementation Project Management Team.

Functional Organizational Chart

The TCPSD operational framework is being designed to encompass a multifaceted approach anchored in proactive community engagement, prevention, risk mitigation, and robust response mechanisms. Central to this framework is establishing a clear organizational structure, ensuring that the TCPSD operates efficiently and transparently, developing a comprehensive strategic plan, and ensuring all efforts are in alignment with Metro's safety objectives. The implementation plan will include a detailed operational framework.

The chart below reflects the functions that have been identified within the recommended TCPSD organizational structure. This is a depiction of the functional relationships between the Metro ecosystem to include a coordinated approach for staff that will be deployed to dedicated zones based on the six geographical areas within Metro.

Care-based strategies (ambassadors and homeless outreach) will have a matrix operational function reporting to the Public Safety and Security Chief who will directly report to the CEO.



Enhanced training for TCSP officers, coupled with the zone deployment strategy, helps to support the goal of creating close working relationships and collaboration with partners that can offer resources to persons in need of mental health and medical treatment, housing placement, substance abuse assistance, and other social services.

- As TCSPD officers conduct patrols in their designated zones, they will engage with customers and identify persons who may need assistance. Officers will visually assess whether a person may be unhoused or be experiencing a mental health crisis, substance abuse, or other emergent needs. TCSPD officers will engage with these individuals to identify the appropriate resources needed for referral and further assistance.
- TCSPD will patrol their zones with the goal of ensuring that no person in need of care is bypassed or ignored, and the care-based strategy for METRO will be shared with all.
- To ensure that the effectiveness of the zone deployment model is maximized, officers will attend morning briefings to collaborate with ecosystem members, discussing hot spots, emerging trends, and other key issues.
- Deployments will be made with intentional plans to address transit community needs. Officers will have focused and detailed deployment strategies while working to prevent future incidents.
- At the end of their shifts, they will participate in debriefs and pass along shift notes to oncoming personnel to ensure the proper and effective transfer of information is shared. It is important to note TCSPD officers will be empowered to take ownership of their assigned zones and actively engage through a focused, care-based approach.

Recruitment and Hiring Strategy

Ensuring a seamless transition to the proposed TCPSD requires strategic hiring. Critical to this effort is Metro's Talent Management Department. Together with consultants specializing in law enforcement and care-based recruitment, a dedicated Talent Management team will be formed with the immediate focus on recruitment, hiring, and onboarding for the new Department. The Implementation Plan will provide details on the human resource needs, outlining the anticipated personnel requirements and associated hiring timelines. Metro anticipates that the positions in the new department will be represented by labor unions.

The initial recruitment phase will target executive and support roles, ensuring that the job descriptions encapsulate Metro's customer-centric safety vision. The pivotal first hire will be the Chief, who must be POST-certified. This leadership position will set the stage for subsequent efforts to recruit officers. Metro intends to use a recruiter who specializes in Public Safety leadership positions.

Engaging Metro's customers and employees in the recruitment of a new Chief is vital to ensure the selection resonates with the transit community's expectations. The recruitment process will be widely publicized across multiple channels, ensuring broad awareness and participation. This would include various communication platforms such as local media, social media, and community meetings, focusing on transparency and inclusiveness. Recognizing that some community groups are often underrepresented, targeted outreach efforts will be included to ensure all voices are heard. These groups may include people of color, non-English speakers, and riders of all economic levels. Metro will host an event such as "Meet the Candidates" that will help foster direct interactions between the transit community and candidates. The CEO will incorporate this feedback into the final hiring decision.

Metro will use a strategic and focused campaign to identify TCPS officers who are specifically interested in working in a transit environment. These recruits will understand that Metro is a

specialized public safety environment and, given the appropriate incentives, will want to be a part of the TCPSD. Future candidates sought will be selected based on their desire to perform policing duties that are rooted in a care-based approach to helping Metro stakeholders stay safe.

Metro is aware that the law enforcement profession is in a recruitment crisis, which has resulted in law enforcement agencies competing to attract, recruit, and retain personnel from the same small pool of potential police candidates. This may not be a barrier to Metro's ability to stand up its own TCPSD. During the research on transit recruiting, agencies nationwide have not reported challenges with finding recruits. The NY MTA, for example, recently had over 11,000 transit police applicants and has hired over 300 new officers over the past two calendar years. During the past three years, NY MTA has recruited and hired over 500 new officers. Furthermore, even mid-sized transit agencies such as Houston Metro and Greater Cleveland are at full staff.

Each job role will be developed to reflect Metro's community-oriented law enforcement philosophy, setting clear qualifications and expectations related to these positions. The onboarding of new hires will be thorough, with processes ranging from comprehensive background checks and written exams to physical standards testing and psychological and medical exams. In addition, a field officer training program will be developed to facilitate alignment with Metro's Public Safety Mission and Values Statements and ensure compliance with public safety certification requirements.

A field officer training program must also be developed to facilitate operational alignment with Metro's Public Safety Mission and Vision and ensure compliance with public safety certification requirements. Administrative processes for processing a large number of applications should be established. In addition, the Implementation Plan should set specific hiring goals and training protocols, which could be measured on a quarterly basis. Staff will collaborate with training academies and educational institutions to develop courses and training modules specific to transit policing, ensuring a pipeline of well-trained recruits. Adaptive testing and selection processes will not only evaluate the candidate's current capabilities, but also their potential to adapt and grow within the role, including scenario-based assessments and interviews. These strategies will be adapted to the local context and specific needs of the Metro system. The goal is to build a TCPSD that is capable of dealing effectively with the spectrum of situations that occur within the public transportation system while maintaining high levels of public trust and safety.

The Implementation Plan will also include job descriptions for the first group of hires, which is described above. The job descriptions will clearly articulate the community focused approach to law enforcement and articulate qualifications and expectations related to the positions. Regarding compensation levels, the team interviewed representatives from Metro's Human Capital and Development division in July and August 2023, and confirmed that the Division would be able to engage a compensation consultant team, upon approval of the Implementation Plan, which would provide recommendations on:

- Job Specifications
- Internal/External Marketing Resources
- Market Analysis for Compensation
- Salary Structure

- Labor Relations (Union engagement)
- Timeline for Recruitment Efforts

Zone Deployment Strategy
The primary objective of transit police departments across the country is ***engaged visibility*** which allows officers to proactively engage and build relationships with the riding community, while still being able to respond to calls for service as needed. The purpose of engaged visibility is to foster trust, promote positive law enforcement relationships with Metro riders, and enhance the effectiveness of law enforcement efforts. By being present and involved on the system, officers can gain a better understanding of riders' concerns, build rapport, and establish open lines of communication. This can lead to collaboration, support, and effective crime prevention and problem-solving initiatives. Moreover, it allows officers to establish deep relationships with Metro's frontline employees and contractors. This promotes active collaboration to enhance their safety and provides them with additional support, information, or resources to strengthen the partnership between the police and employees. It might include collaborating on crime prevention initiatives, sharing information about potential threats, or involving frontline employees in community safety and policing efforts.

Deployment Components
To achieve engaged visibility, the Team proposes a daily zone patrol deployment strategy that aligns with and compliments Metro's multi-layered ecosystem. Consisting of ambassadors, homeless outreach teams, transit security officers, contract security officers, mental health clinicians, and in-house law enforcement personnel to be deployed in directed patrol functions through participation using a human-centric and care-based function to address quality-of-life issues throughout the system proactively.
Permanent Patrols: A variety of data to include customer complaints, Transit Watch app reports, rider and employee surveys, ridership information, and other resources will be reviewed regularly to identify priority areas consistent with the Bias-Free Policing and Public Safety Analytics policies. Data will also be used to identify which bus and train lines are most populated based on daily commuters' peak usage times and large events, and highly-used lines for activities such as school, business, and airport travel. Customer survey data will also be used to drive deployments to where customers are requesting a more visible presence.
Train Patrols and Bus Patrols: Personnel will be deployed to ride trains, conduct foot patrols on platforms, greet customers, communicate with LA Metro staff, and ensure quality of life issues are addressed. These units will coordinate with officers and other members of Metro's multi-layered public safety ecosystem who are deployed to permanent patrol locations to address any issues that arise and assist as back up units when needed.
Quick Response Teams: Mobile response teams will serve as assistants and transport teams to take arrestees into custody where needed. They will also provide assistance to assist passengers and staff in emergency situations. These teams will ensure that there are no gaps in coverage and will supplement patrol efforts by being available to offer coverage when field units require additional support and provide relief for personnel needs.

A more detailed summary of proposed patrol operations, and a conceptual deployment map with specific recommended processes to operationalize deployment will be included in the Implementation

Plan.

Utilization of Technology Best Practices

In addition to creating more accountability over optimizing personnel in the most effective roles on the system, the establishment of the new Department will provide an opportunity to incorporate contemporary advances in public safety technology to deter and reduce crime on the system. Technology can play a crucial role in transitioning deployment from a reactive and response-based approach to one that is proactive and preventative. In public safety, emerging technologies can analyze data, determine trends, and issue alerts. The Team is vetting the following opportunities for consistency with Metro's Bias-Free and Public Safety Analytics policies, for potential inclusion in the Implementation Plan.

Enhanced Monitoring Capabilities: Video content analysis software can improve situational awareness, so that security personnel can proactively monitor and preventatively intervene as events are unfolding. For example, *people counting alerts* enable operators to configure the system to send real-time alerts to security personnel when a predefined threshold of people in a certain area is exceeded. Another monitoring enhancement may include fixed and mobile smart robotic equipment to supplement security personnel in remote or defined areas of the system reducing the need for fixed-post uniformed personnel.

Unmanned Aerial Systems (UAS) AKA Drones: The inclusion of the use of Unmanned Aerial Systems (UAS), also known as "drones," will serve to improve transportation safety and efficiency. The use of aerial systems leverages emerging technology to facilitate right-of-way inspections and assist in other areas of operations, including construction, engineering, IT, maintenance, and public safety. During emergencies, drones are a cost-effective, versatile security tool that can be deployed to remote locations to support search and rescue operations and provide live monitoring of developing conditions or events.

Computer-Aided Dispatching (CAD): This software technology will provide an interactive, real-time map display for call handling, dispatching, unit location, and routing to optimize resource allocation. Precision in dispatching can lead to cost savings through efficiencies in the deployment of personnel, quicker remediation of conditions, and avoidance of unnecessary system service interruptions. CAD facilitates real-time engagement with partner agencies providing a common operating picture that leads to collaboration through a centralized dispatch of all components of Metro's public safety ecosystem at the new centralized Emergency & Security Operations Center .

Establishing Interagency Agreements for Mutual Aid and Cooperation with Other Law Enforcement Agencies

California's Mutual Aid Law clearly outlines responsibilities for mutual aid. Surrounding law enforcement agencies are required to respond to local emergencies and calls for service, and response agencies are required to assist at the direction of the requesting agency's Chief of Police. When mutual aid is requested, support must be sustained for the duration of the event or incident. Conversely, the new TCSPD must be prepared to offer other equivalent assistance to other agencies. The Implementation Plan will provide a roadmap and timeframe for establishing Mutual Aid agreements and ensuring compliance with State law.

Beyond Mutual Aid obligations, the Implementation Plan will provide additional detail regarding desirable collaboration with other law enforcement agencies and the Los Angeles County Police Chiefs Association in the form of Memorandums of Understanding to govern emergency response, specialized services, cooperative training (tabletop and full-scale exercises), and to establish informative practices and Standard Operating Procedures (Attachment C).

There are specialized functional areas that TCPSD will explore for interagency collaboration agreements where mission critical functions would need to be performed from the inception of the agency. TCPSD will explore interagency agreements for criminal investigations, tactical response units, processing and detention of individuals, and other specialized areas that Metro would not be able to perform initially. Sustainment of these types of functions throughout the implementation period is essential for a seamless deployment.

Community Engagement
The development of a comprehensive community engagement plan is pivotal for the successful implementation of the TCPSD. A well-structured and multi-faceted approach is essential. Integral to this process will be hosting a series of community engagement events, encompassing community meetings, telephone town halls, and focus groups. These events foster transparent communication, offering the community an opportunity to express their concerns, ideas, and expectations from the new TCPSD.

Recently, the Customer Experience (CX) department, in collaboration with the Metro Public Safety Advisory Committee (PSAC), organized a community listening session on the evening of September 27, 2023. A virtual option was also offered for those who could not attend in person. In addition to the listening session, CX has been proactive in collecting feedback, and distributing feedback postcards at various pop-up events across LA County. These postcards enable the public to provide feedback in person or digitally via a QR code. CX will analyze the feedback and provide recommendations for an ongoing Community Engagement Plan as part of the Implementation Plan.

At the listening session, a majority of attendees spoke in support of the exploration of an in-house TCSD with recommendations including education and training, a citizen oversight committee as an accountability component, and authority to enforce Metro’s Code of Conduct. A small minority of attendees commented that uniformed personnel would be intimidating and instead Metro should seek more care-based solutions and less sworn officer strategies.

As a result of the community listening session, PSAC requested at their November meeting, and the CEO approved developing ad hoc committees to provide formal feedback on the in-house TCSD.

Such feedback is invaluable, allowing Metro to better align a TCSPD with community needs. Metro will implement periodic surveys and listening sessions, ensuring the community's concerns and feedback are continuously integrated into the Departments safety strategies. Moreover, the feedback will help to assess the department's impact and effectiveness. These ongoing community engagements will ensure Metro remains responsive and attuned to the community's safety needs.

Civilian Oversight
Oversight committees aim to strengthen the relationship between the public and law enforcement.

They also help hold law enforcement officers accountable for misconduct through punitive actions. Without accountability to the public, some civilians may feel the police can engage in misconduct without consequences. Three transit agencies have a Civilian Oversight Committee in conjunction with their in-house transit police department.

The concept of a COC is still relatively new to transportation authorities that rely in full or in part on contracted police services. However, the National Association for Civilian Oversight of Law Enforcement (NACOLE) identifies many jurisdictions across the nation with police oversight, which includes major cities and various transit authorities.

In search of best practices among transit agencies, the team identified three transit agencies with in-house Police Departments for comparison: the Greater Cleveland RTA (GCTRA), the Washington Metropolitan Area Transit Authority (WMATA), and The Bay Area Rapid Transit Authority (BART). The civilian oversight entities' names and functions vary among these agencies. WMATA has established an Investigative Review Panel. BART has a Police Citizen Review Board (BPCRB), and Greater Cleveland has the Civilian Oversight Committee (COC). Key structure elements were reviewed, such as committee titles, terms of service, size of committees, frequency of meetings, committee selection/make-up, committee structure (committee leaders, facilitators), committee direct report, key objectives, and compensation.

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

Each agency also varied regarding terms of service from 2-3 years; however, all agencies had a staggered service term requirement to maintain continuity. Each agency also had its own method of selecting members to serve on their committees/commissions, ranging from appointments by elected officials to an application process based on criteria outlined in the agency charter. The number of members broadly ranged from 7 to 11 members. The organizational structure of most of the agencies was an elected Chair and Co-Chair, appointed by the committee members to serve for designated terms. Finally, the amount and forms of compensation varied from voluntary, no compensation to $1,800 annually. All agencies provided complimentary transit passes for committee members to use while attending meetings.

Fiscal Implications of the New Department

The total contract value for the multi-agency law enforcement services contract awarded to LBPD, LAPD, and LASD in 2017 is $1,110,563,642 for the seven-year contract period ending on June 30, 2024. The recent procurement yielded significantly higher bids valued at $1,482,242,081 for a 5-year period (FY24 - FY29). The key drivers of the higher bids are outpaced inflation estimates with anticipated future increases as negotiated by each agency's internal Labor Union (no capped amounts); coverage needed for the continued expansion of the Metro service area (i.e. new rail

lines); and the addition of the Beverly Hills Police Department to the multi-agency law enforcement model.

As part of the development of the Implementation Plan, Metro is engaging in the services of a consultant specializing in Local Government Policing Services with an understanding of the financial foundation of a police department, including budget allocation, start-up costs, operational costs, and capital investment. The Sheriff has raised concerns about specific cost assumptions in the Feasibility Study. The review will address the concerns raised by the Sheriff, as well as evaluate the financial assumptions of the implementation plan under development. The results of the third-party review will be included in the final implementation plan.

EQUITY PLATFORM

Metro recognizes that relationships between law enforcement and people of color have been strained due to unjust actions such as racial profiling, and a disproportionate number of incidents, tickets and arrests being issued to people of color. An in-house Public Safety Department could potentially give the agency the authority to implement safeguards, oversight, and training of officers in a way that the treatment of all riders with dignity and respect, in accordance with the Board approved Bias-Free Policing policy. Furthermore, an in-house Public Safety Department would allow for a transit policing style of engaged visibility where officers are more visible across the system, thus increasing the feeling of safety for riders and employees.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. Metro will continue to utilize a multi-layered safety model to achieve this goal.

NEXT STEPS

The final Implementation Plan that will be presented to the Board will include several critical elements. The Plan will provide a clear vision for the TCPSD through identified department goals and objectives, and an operational framework, which will include procedures for daily activities. The organizational structure of the TCPSD will be outlined, including strategies for recruitment, a comprehensive staffing approach, and an officer training plan tailored to meet the complexities of safety and security issues on transit. Policy development will also be covered, ensuring the operations adhere to best practices for a service-oriented, and community-centric safety approach. Community engagement is integral to Metro’s approach, promoting transparency and connecting with riders to enhance trust is key, the plan will include a robust community engagement plan. Budget and Resource Allocation will be addressed through a detailed analysis addressing fiscal responsibility and effective allocation of resources. The plan will lay out the framework for Mutual Aid and Interagency Agreements, which are critical for fostering collaborative and supportive relationships with neighboring law enforcement agencies. The plan will also include a phased implementation timeline for each of the plan elements.

ATTACHMENTS

Attachment A - Board Motion 21.1
Attachment B - Metro's Public Safety Mission and Values Statements
Attachment C - California Response Requirements for Law Enforcement Agencies

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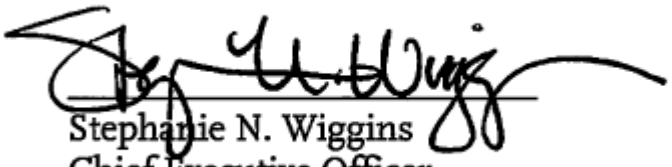

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File #: 2023-0324, **File Type:** Motion / Motion Response **Agenda Number:** 21.1.

EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 15, 2023

Motion by:

DIRECTORS NAJARIAN, SANDOVAL, BUTTS, BARGER, AND BASS

In-House Public Safety Implementation Plan Motion

Prior to 1996, the RTD, and later the LACMTA, had in-house police directly supervised by transit professionals sensitive to, and immersed in, transit culture. Other police agencies have not had that immersion. Because many of the RTD and MTA transit police were former bus operators and supervisors, they had a superior understanding of how the system works and could better aid passengers in emergencies or major service interruptions. The transit police worked closely with graffiti and vandalism programs. They participated in agency events, such as the bus and rail rodeos; they were part of the school outreach programs. They were invested in RTD and MTA in ways that outside policing is not. We also had in-house crime analysts on staff so there was one source and one definition for crime stats, collection and examination of evidence, etc. In-house public safety seemed to be more streamlined and reliable in comparison to after 1996.

With in-house public safety, we will be able to provide a cost-effective solution to aid and protect our ridership.

SUBJECT: IN-HOUSE PUBLIC SAFETY IMPLEMENTATION PLAN MOTION

RECOMMENDATION

APPROVE Motion by Directors Najarian, Sandoval, Butts, Barger, and Bass that the Board direct the CEO to prepare a comprehensive implementation plan for Board consideration to bring public safety in-house and present the plan to the Board in January 2024. The implementation plan should reflect Metro's commitment to building a new culture of public safety centered on a robust multi-layered approach.

SOLIS AMENDMENT:

A. The comprehensive implementation plan for Board consideration shall include, but not be limited to, the bulleted list of next steps set forth in the Board File #: 2023-0286.
B. Report back at the November 2023 Board meeting with a progress report.

HORVATH AMENDMENT:

WE THEREFORE MOVE that the Metro Board direct the Chief Executive Officer to include in the in-house public safety department implementation plan, discussion of:

A. The anticipated performance-level of the “standard” and “enhanced” deployment models presented in the previously referenced feasibility study, in terms of system-wide coverage and the provision of a visible security and/or customer service presence.
B. Best practices for system-wide coverage and deployment of law enforcement and non-law enforcement personnel from transit agencies nationally and internationally.
C. Resources required to deploy a “best practices” model.
D. Additional improvements in security technology, system hardening, interoperable communications, and deployment strategies currently underway or being contemplated for an in-house public safety department that may off-set the number of SSLE personnel required to effectively staff the system.

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

File #: 2021-0731, **File Type:** Informational Report **Agenda Number:** 23.

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

SUBJECT: PUBLIC SAFETY MISSION AND VALUE STATEMENTS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the Public Safety Mission and Value Statements (Attachment A).

ISSUE

As part of the Board's directive to develop a community-based approach to public safety on the transit system, the Public Safety Advisory Committee (PSAC), in consultation with Metro staff, has developed a mission and values statement to guide the approach to reimagining public safety.

BACKGROUND

At its June 2020 meeting, the Board of Directors approved motions 37 and 37.1 for Metro staff to form an advisory committee and, in partnership, develop a community-based approach to public safety. As part of Motion 37.1, (Attachment B) PSAC was tasked with creating a mission and values statement for transit policing.

DISCUSSION

In its August general meeting, PSAC began to brainstorm the topic of a mission and values statement. To aid in this discussion, Metro staff provided PSAC with the following current mission and vision statements:

> Mission Statement: "To expertly provide superior security services marked by total enterprise security awareness, regional collaboration, advance training and exercise initiatives, embracing security technologies and intelligence to prepare for tomorrow's transit environment."
>
> Vision Statement: "SSLE will continuously strive to meet 21st century professional standards for system security and law enforcement, maximizing the customer experience for all passengers, and supporting an internal and external culture of accountability, performance excellence and readiness to respond to and recover from all hazards to Metro."

In the September PSAC meetings, members continued their discussion around developing a draft mission and values statement. A Google form was created and shared during the meetings to allow the general public to provide feedback to enhance public input on this item. The form was also made

available on the PSAC website, advertised through Metro's social media accounts, and email notifications were sent to Metro's community networks. The form was opened from August 27th through September 20th, and the feedback received was provided to PSAC to aid in formalizing the mission and values statement. An initial draft of the potential mission and values statements was presented at the September 22nd general meeting.

Public Form Feedback
The form received sixty-four (64) public responses (Attachment C) and were grouped into the following categories:

- *Passenger Safety* (29%) - Comments relate to how safe the passenger feels on the Metro system and improving safety overall
- *Diversity & Inclusivity* (10%) - Comments relate to how Metro can better embrace diversity and be inclusive of everyone in the community
- *Law Enforcement & Security* (10%) - Comments relate to the presence of law enforcement and security on Metro
- *Accountability* (10%) - Comments relate to increasing accountability between the agency and public
- *Community* (6%) - Comments relate to improving the relationship Metro has with the community
- *Shifting Away from Law Enforcement* (6%) - Comments focus on reducing law enforcement involvement in Metro's public safety, and
- *Public Health* (6%) - Comments relate to public health protocols.

On November 3rd, the PSAC body voted to approve a modified version of the public safety mission and values statement. The vote was 14 "yes," 0 "no," and 0 "abstain." (Attachment D)

Metro Staff Response
A mission and value statements are important to provide strategic direction in setting priorities, allocating resources, and ensuring that everyone involved in public safety is working towards common goals. Staff recommends approval of the mission and value statements to provide the foundational step of advancing a reimagined approach to public safety.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation aligns with goal 2.1 -- Metro is committed to improving security, and goal 3.3 -- Metro is committed to genuine public and community engagement to achieve better mobility outcomes for the people of LA County.

EQUITY PLATFORM

The Google form shared during the meetings via chat and posted on the website for feedback allowed the public to weigh in on the principles that will guide the committee. Providing feedback using different methods and extending the submission deadline allowed Metro to reach more people at different times of the day and month.

The mission and values statement approved by the PSAC body is a core step in adopting a new framework for public safety on the Metro system. Using terminology such as *compassion*, *diversity*,

and *accountability*, helps put the rider first and acknowledges that safety is not one-size-fits-all.

NEXT STEPS

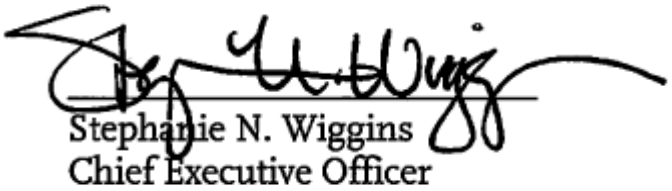
The mission and values statement put forward by the PSAC serve as a blueprint for how Metro will launch new public safety initiatives and improve existing programs.

ATTACHMENTS

Attachment A - PSAC Mission and Values
Attachment B - Motion 37.1
Attachment C - Public Responses to the Google Form for Mission & Values
Attachment D - PSAC November 3rd Meeting Votes

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

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



Stephanie N. Wiggins
Chief Executive Officer

PUBLIC SAFETY ADVISORY COMMITTEE
Metro Public Safety Mission And Values Statements

Mission Statement:

Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that each individual is entitled to a safe, dignified, and human experience.

Value Statements:

Implementing a Human-Centered Approach

Metro commits to pursuing a human-centered approach to public safety. This means working in partnership with historically neglected communities to build trust, identify needs, and create alternatives to traditional law enforcement models.

Emphasizing Compassion and a Culture of Care

Metro commits to treating all transit riders, employees, and community members with dignity and respect. The key pillars of our approach to public safety are compassion, kindness, dependability, and fair treatment for all.

Recognizing Diversity

Metro commits to recognizing and respecting the wide range of people and communities we serve. Metro will work with transit riders, community members, families, neighborhoods, and historically underserved groups to identify needs and tailor public safety approaches.

Acknowledging Context

Metro understands that neglected communities have disproportionately endured the negative effects of systemic inequalities. Historically, institutions have excluded these same groups from decision-making. Metro's approach to public safety recognizes this context and seeks reparative models to minimize harm and promote inclusion.

Committing to Openness and Accountability

Metro's commitment to public safety recognizes that the agency must operate with the highest ethical standards, prioritize transparency, and rely on community-defined accountability measures.

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

File #: 2020-0445, **File Type:** Motion / Motion Response **Agenda Number:** 37.1.

REGULAR BOARD MEETING
JUNE 25, 2020

Amending Motion by:

DIRECTOR FASANA AND BUTTS

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

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

RECOMMENDATION

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

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

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

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

Attachment A

Public Responses to the Google Form for Mission & Values

Question #1: What do you like about the Metro's System Safety & Law Enforcement (SSLE) vision and mission statement?	**Question #2: What is missing from SSLE's vision and mission?**	**Question #3: Do these statements include words, phrases, or concepts that you like? Share them below.**	**Question #4: After looking at these statements, what do you think Metro's public safety mission and values statement should emphasize?**	**Share your response to a committee member's question/comment. If possible, please indicate the question/comment you are responding to.**
Vision: Internal and external culture of accountability, and customer experience for all passengers, although I have serious concerns about whether or not this has been implemented; Mission: I don't really think the Mission is that exemplary.	A comprehensive message of strategies and resources are needed in order to create a safe and welcoming environment that minimizes and reduces law enforcement contact; a sense that Metro's public safety incorporates and address racial and economic disparities in criminalization, profiling, and harassments.	Trust, confidence, integrity, respect, Diversity: To respect individual differences as a source of our strength, Professionalism: To always conduct ourselves in a manner that merits respect and confidence, building trust through community partnerships, compassion	Trust, respect, integrity, respecting diversity, compassion, community partnerships	Recognizing that there needs to be a multi-prong approach to safety that involves the community
maximizing customer service and accountability	providing non-security services			
				The Mission and Values should ensure that communities most impacted by Metro's harmful policing and security practices are centered and their dignity prioritized including Black transit users, unhoused folks, poor people, disabled people, and those with mental health and substance abuse challenges. There should also be a conversation to ensure continued community accountability and oversight to ensure Metro lives into these values.
"Maximizing the customer experience for all passengers"	The inclusion of "SSLE" and/or lack of inquiry into the acronym/name stops the vision and mission before it begins. Are any of the Metro employees within the department active law enforcement? If so, how many? If not, is it appropriate to have "law enforcement" in the department title? Do any other Metro departments call out contracts in their department title? Does the department title imply a forgone conclusion that the law enforcement contracts will be awarded by Metro no matter what? For transit agency departments that are not law enforcement, is it typical to have "law enforcement (or police)" in their title? Is it typical for a transit agency of this size (population & geography) to not have its own transit police force? If not, are there alternative motives as to why Metro does not have its own and continues its reliance on costly external law enforcement contracts?			
				The question this evening asking whether the board would accept a recommendation to discontinue the law enforcement contract(s) was 100% the right question to ask. Elimination of law enforcement is a fantasy, but there's unquestionably a much more cost-effective (and effective) model to be had. Keep going - the people deserve it.
Neee to strive to exceed standards vs meeting them. Integrating therapeutic options for helping to increase safety is important.	Foresight to proactively mitigate safety risks beforehand (sounds fairly reactive as-is).	No I think this is a unique transformation and should have unique statements as well.	Community inclusiveness, utilizing the least restrictive approach first when interacting with the public and making a difference in the community rather than only maintaining safety.	
I like it but will it be upheld and enforced because right now as a passenger, on public transportation, 5 days a week now, less during the beginning of the pandemic, I haven't seen anything enforced. Right now, I've observed passengers having to taking situations into their own hands.	What does Metro considered haphazard? Because I've noticed passengers calling about incidents on the trains and nothing seems to happen at all if anything or too late.	I believe public transportation is trying to say what they think people what to hear to feel safe and confident about taking public transportation but I'm here to tell you, as a frequent rider, its full of holes.	The truth, first off. Make hard working passengers' needs a priority. They need to put these passengers' minds at ease while taking public transportation. I have anxiety everyday I have to take public transportation to work and home. Metro still has a lot of problems to deal with and work out. I would never recommend taking public transportation to anyone if they have an option to drive and don't mind.	
			I think the vision doesnt really sound like a vision. A vision statement should articulate the north star, the end goal for a team. I think SSLE should ensure that all passengers and people experiencing the Metro system feel safe and welcomed aboard and should experience all Metro staff and all contract employees as a welcoming ambassador of the system.	
It does not actually seem to work as stated.	There seems to be no cohesiveness in the way security on the Metro system.	No.	To emphasize the safety and security of all Metro passengers.	

I DON'T!	True Law Enforcement! Actual use of police for situations on the Metro System.		# 1. Law enforcement, along with people able, and willing to work with law enforcement to help defuse volital situations like crises counselors.	
Nothing. Vision, mission and Value statements are outdated and ineffective.	No one pays any attention to these types of statements. They are unnecessary.	no	They should be eliminated. spend the money on cleaning and hiring people who not so lazy.	
It is a comprehensive statement for a complicated mission.	I would add the phrase "to protect our passengers" to the mission statement.	I like the phrase "regional collaboration." We need assistance from other partners (law enforcement, fire, local cities and towns.	They should emphasize protecting the passengers and the public.	
Vision: maximizing the customer experience for all passengers, and supporting an internal and external culture of accountability, performance excellence and readiness to respond, Mission: Too wordy and convoluted	Measurable outcomes and hot topics. Needs to have language regarding meeting ridership and employee needs for safety and engagement.			
It's too long; be straight with your message.	Is there added value to the agency and the public?	To protect and serve the railway environment and its community, keeping levels of disruption, crime and the fear of crime as low as possible.	Value to the agency and its stakeholders and actual training for the officers, not web-based for the security officers. They need help dealing with people in need and violating offenders entering the system.	
At least you have a mission statement	"Respond & Recover from all hazards" seems to imply NOTHING will be done to address the very real issues around MEtro security ALL THE TIME. Like why are there no actual turnstiles to gate traffic. Right now any homeless person can ride the metro for free and there is no deterrent for or gate for slowing people coming through turnstiles because there aren't really any to speak of. Basically, when you don't need a ticket to ride anyone can ride and there are some shady characters using the metro as their personal free transpo. I have literally never had my ticket checked in all the times I have ridden.	This mission & Value statement is better than the first one. Art least it addresses the day-to-day usage and safety	Daily safety. We need to know that when we ride the metro we aren't going to see a grown man sleeping at the entrance buck naked and then when we get on the metro be accompanied by 5-6 other homeless people in the same car who clearly didn't have a ticket and who have not showered in months. This actually happened and it leaves a bad taste in your mouth in terms of adapting the Metro as a viable solution. All of my feedback is for the Trains and not any buses.	
Security is centered as an important goal	No reference to safety of all passengers. No reference to inclusion and access for all patrons, including those with different abilities--that is a safety issue! Furthermore, given the facts around endemic racism in law enforcement, there is no reference to making sure that patrons of ALL ETHNICITIES feel safe using Metro, and that Metro strives to create a secure and safe environment for all and strives that in meeting its goals of security and enforcing the law, policies, processes and procedures will embrace the value of antiracism. Metro needs to have a vision and mission statement that includes uplifting inclusion, access and antiracism.	Multiple references to community (and/or community partnerships) with a few glaring outliers (BART and Dallas). Repect for patrons also mentioned several times.	Please see my response to Question 2 below. You can look at the examples from other cities to see how they are at least trying to voice the value of ALL community members. References to community partnerships, authenticity and respect say to me these other cities are really thinking about the conversations arising out of the country-wide civil unrest after the murder of George Floyd and others by law enforcement agencies.	
I don't like what's offered. It is confusing and not helpful to a unfamiliar company like me.	More hands on and reach out to small business like us if you really are there to help small minority business like us.	yes but I don't see it carry out by your firm.	more out reach and hands assistance on for unfamiliar lbe and minority firm.	
Mission Statement very concise (as it should be). SSLE vision can be less concise but all in-clusive; I like "professional standards"; "for all passengers"; "accountability"; "performance excellence" being stressed.	Nothing that I can think of at present.	Some are more precise. Vision and Mission statements are, by their very nature, concise conclusionary statements. The evidence-based facts supporting these conclusions are annotated to supporting statements & documents. Compare this to an Army 5 paragraph field order. The mission statement is brief, concise, and conclusionary so that everyone immediately understands whqat the mission is. The "how" is explained, in detail, in supporting annexes.	I like your statements in the present form. Add the 'how" in supporting paragraphs.	
With all due respect, I find it meaningless in terms of passenger saftey, well meaning as it may be	Practicality. How are you going to provide excellent superior services...etc...When a disturbed person enters the bus refusing to mask up, yelling loudly that it is his mission from god to kill everyone, he ignores the bus driver, another patron starts yelling at him...what is the solution? (yes that was a recent experience on the 217.)	For me, no. I don't see what is changing. I think people are doing their best, and usually things are fine. But these statements don't change any realities. There are no bus riders who now feel unsafe who will feel better after reading a mission statement.	Are there concrete practical changes that can actually help the driver and passengers during difficult situations? We can't really monitor passengers and stop dangerous behavior. How about: Is there any way that bus stop sidewalks, especially those with benches can be cleaned more often? I feel unsafe at some stops due to sheer filth.	
	We need to be focused on increasing ridership substantially to deal with climate change. To that end, we MUST strive to make public transportation safe, secure and comfortable for members of ALL socio-economic classes including higher class people who can easily opt for other modes of transportation.	Expanding service and ridership MUST be core goal of ALL departments of Metro.	Expansion of service and increasing ridership	
A bit too wordy, should be more concise.	Keeping passengers safe from criminals and pathogens.		Focus on problems with challenging people that discourage ridership. On some routes bodily substances are encountered.	
It sounds vague and I'll defined. It sounds more theoretical than practical.	How will Metro implement this in real life?	Ethics, Accountability, Transparency, and Honesty.	Cleanliness and Security; to Protect and to Serve. We have to keep our Metro Buses and Trains clean and secure for every passenger.	
You're addressing the issue.	A human element, a guard needs to be on board the train since violence escalates quickly.	accountability	You need a guard on board. period.	

Sounds jargony. It doesn't hold up very well when you break it down into simpler words. Regular people should be able to understand your mission.	Clarity	The British ones are good. Integrity and respect: Acting with honesty and authenticity, demonstrating respect and understanding. Common sense: Taking a sensible and practical approach and challenging bureaucracy.	Metro works to meet the highest level of today's safety and law enforcement standards to give all riders the best possible transportation experience through accountability, authentic customer service, and responsiveness to people's needs. Metro provides the community with safe, reliable and accessible transportation to help people get to work, back home, and everywhere in between.	
I like that the black shirts and LA police are always visible in trains. But I don't see them on the buses. I would like to see them on the buses.	What you're missing is that the transit Security name needs to be changed to more approachable title like transit safety or public safety. These two title have an inviting title. Security is old and has a negative connotation during this time. We would like to see a more approachable name. Police and Secuirty is more of a aggressive title.	As I saw in the missions statements, all of them say metro police. I would like metro to reconsider the naming of the transit security to such name as the committee has Public safety.. it is a group of people who are able to make the public safe in the trains and buses.	Public safet and not security	
I like the emphasis on using technologies and intelligence to see accountability nd professional standards in Meteo's public transit.	accessibility to all types of public transit riders or at least a statement of inclusion that shows their understanding of riders. In cases of mental health episodes on the part of riders, law enforcement may not be the most equiped agency to support all riders safety. Unless of courae there is a training and partnership with law enforcement to have a specified code of conduct to ensure safety of all riders.	I am not able to open the link. it would have been helpful to have the values listed out on the form since I opened this form from an email.	I think it is focused on security and technology and doesn't give us a sense of the metro riders. Does not even mention or perhaps would need an entirely different statement of service to metro riders.	
Its just a bunch of empty words that accomplish nothing but is a rational for MTA people to legitimize their job and exhorbant salaries....and...	the bottom line.....is the hard working bus operator cannot, or will not, or has been instructed not to, do anything about the idiots who wear their mask BELOW THEIR NOSE thus spreading Covid....	NO....because fancy concepts and words do not prevent Covid from spreading: MASKS DO IF FULLY COVERING THE NOSE and although Metro requests masks be worn, no enforcement on the exposed nose	dangerous to travel by public transportation because of NO ENFORCEMENT of mask covered nose which is/can be DEADLY to other passengers....	
Nothing. It's a waste of time and money.	Police. We need a transit police force that actually does something.		Policing Make it safe. Protect the riders.	
Length. Brevity is always great. Can easily throw it onto a poster.	It's missing one sentence explaining what SSLE is & should be spelled out. What average rider who sees this will know what and why they are reading this? Who is the audience? It sounds like a tech ad. Is it supposed to make the general public feel safer or riders or staff? What is the goal of having this?	The word accountability	Community. The current statement does resonate with a single mom of 3 kids riding the night train home after her second job. It doesn't older immediately make an immigrant senior feel they're being looked after. The mission sounds cold & something out of the terminator. It also sounds like a list of things that SSLE needs to do rather than getting ahead of things.	
Needs revison	Should mention "health and security". Buses and trains need to be cleaner to protect public health.	No comment	Public Health & Safety	
This is a LIE	TRUTH	ALL LIES	"We deliver violence, filth, congestion, fires, fights and pollution."	
maximizing the customer experience for all passengers	Vision mostly seems more concerned with hazards to Metro and only a little about protecting the people riding it. Of course, only those with no other option will ride if it doesn't feel safe while doing so. Mission - nice to prepare for tomorrow's transit environment, but what about dealing with today's?	"safe, secure, reliable" "keeping levels of disruption, crime and the fear of crime as low as possible"	Customer and employee safety and comfort. Accountability.	
Nothing. Too vague. No clear goal.	A clear statement of specific goal such as eliminating crime.	British is best	On time performance, no accidents, no criminal activity	
A lot of big words.	What you really will be doing.	Short and to the point. Lack of big words that mean nothing, when I'm riding the bus. Your vision and mission are just a lot of big words that don't address the REAL problem. Mental health, homeless, to many people, not enough space, and RACISM !	Be prepared for mental health breakdowns on the bus, as well as the ever growing homeless population.	
All the references to security	You really need to remodel it to make it readable for everybody. What you've written is bureaucratic technobabble, and many of your audience won't understand it and will be turned off by it. Even our President honors writing so that the people can UNDERSTAND....you really need to break this down to the 6th grade level, AT THE MOST. If you want help you can contact me. You need to write in PLAIN ENGLISH	I like the first 2 because they are SIMPLE AND READABLE. Yours is full of bureaucratic big words, not a good idea.	Just go for safety. That's what has scared everybody off your system, if they can.	
It sounds great. But in practice, I don't have much confidence based on my personal experience. Granted we live in a complicated society. However, safety and one's security should not depend on the neighborhood one lives in.	The intent to seriously make the Statement a reality.	I prefer the term "security", or "safety" to "policing".	As answered in #3, System Security or System Safety. What I haven't seen in these measures is means of measurement. The metrics to determine if these statements are really working.	
I like it - i wish Security and LE actually followed through in it sometimes by removing non-paying, loitering, trashy, and destructive riders when they present themselves.	the actual follow-through and implementation	"Enforce applicable laws" - DART	Enforce applicable laws, Professionalism	

Mentions regional collaboration (although reality is less generous than the Mission Statement would lead one to believe)	Vision does not mention/focus on rider safety. Should include risk of getting injured/killed crossing street to get to metro bus stops/rail stations, risk of injury due to law enforcement actions and/or profiling, risk of injury due to excessive heat and other impacts of climate change, and risk of injury/death due to lack of climate-focused city-level production of housing near/around Metro stations, resulting in mass homelessness.	British concepts include "expanding transit service". I'd add reliability, viability vis-a-vis car travel, and consistency in service levels.	I'd add reliability, viability vis-a-vis car travel, and consistency in service levels. Safety includes safety from law enforcement profiling, access to mental health safety resources, housing security, and reducing pedestrian/bicyclist deaths thru city enactment of complete streets concepts (with local return money).	
The pieces on mazimizing the customer experience for all customers, the part on accountability and responsiveness to recover from hazards. I like that the mission focuses on technology as it is a smart and effective wayt to address safety in such a large transit system.	I think the vision and mission needs to include items on sanitation or public health as it applies to safety. Metro rail in particular is plagued with litter, and users who disregard the public right of other users. Unkempt conditions create conditions for disease, but more immediately, it discourages users and potential users from using transit. Safety needs to advocate for changing the culture of negligence by users and Metro.	Accountability to all passengers, readiness to respond, recover from all hazards, security awareness.	I believe it should emphasize safety for all users and Intolerance to discourteous behavior or creating unhealty conditions.	
No laws + No DA = You can't enforce safety. Tear this blight down. It delivers nothing but disease and violence.	Truth + Reality. We no longer have law + order. It's every man, woman, child for themselves. Without law + order your a worthless sucking sound of my taxes. Delivering criminals to my door. I want you GONE!	No. This is all LIES + UNTRUTH	If you cared about the public you'd tear down this blight of disease, drugs, needles, feces, urine, and violent attacks on the neighborhood. I took the Metro 3x a wk before Newsom + Gascon. Now I have to sell my home bc the crime you deliver is so horrendous.	
Nothings. It's filled with buzz-wordy platitudes. Use plain language please. It's overly broad language opens the doors to unnecessary function sprawl. Metro security should do metro security. Leave other societal issues to municipalities and the state.	1. Actionable commitments: A mission to "prepare" is not a mission to succeed. The goals should be to reduce risk and harm to riders, to reduce unpaid (where it is unlawful) ridership, restore and maintain a hygienic system (which directly contributes to perceptions of safety), and more. Each key point from the mission statement should then be broken out into individually actionable and measurable items. A vision and mission statement should not be empty platitudes, or bureau-speak , as those provided by the SSLE are. The language should be plain and understand by a layperson.	The plain language used by the British, WMATA, DART systems is honest, and direct. The goals are focused on the customers using the system and the employees that operate the system. There are fewer or no self-aggrandizing statements. Honestly in language is important.	Protect the customers, employees and physical plant of the Metro system.	
Not much. First of all, "continuously" is a goddam lie. There might be a cop or Metro cop about once an hour, IF THAT.	What's midding? The guts to actually make it work. Gascon will just turn the criminals loose again IF they are arrested. The vision and mission is a pretty little package, all wrapped up in a nice bow, but won't mean donkey dung unless A LOT OF COPS are actually assigned to the Metro. Stop emphasizing bureaucratic BS and start POLICING!!!	I don't know anything about the NYC or British or Seattle Metro systems. It matters not how pretty your phrases are, what matters is SAFETY from creeps, criminals and crooks.	Few people will even peruse the public safety mission, or the values statement. Why bother? Put your money and energy into actually IMPROVING safety, instead of bureaucratic BS that no one cares about, except the bureaucrats.	
Internal and external culture of accountability	Visibility of personnel	Integrity, Respect, Trust, Confidence, Cooperative relationships with other law enforcement agencies.	Integrity, Accountability, Visibility, Cooperation with other agencies in law enforcement	
The part that says culture of accountability	Preventing crime, addressing crime effective, and continuously maintaining a safe, pleasant, comfortable riding experience	protect and serve our customers, highly visible police presence, reducing crime on the transit system	Please emphasize preventing crime and addressing crime on the system, enforcing rules, regulations, policies, procedures, and fare	
I like that the Vision Statement it is customer focused on their safety and experience on our system and seeks to improve the safety/security standards, by bringing them up to the 21st century and not continuing to do what has been done. I like that the Mission refers to a standard of expertise, we want to see developed in out safety and security professionals and that it embraces the use of technology.	The customer and employee benefit	Yes, Minneapolis: Safeguarding the transit community with integrity and professionalism while building trust through community partnerships (building trust) and BART: To be the leader in innovative policing, establishing BART as the safest transit system in the nation. (being a leader), being proactive not reactive. Also Vancouver, reducing crime.	Customer and employee focus, being a leader in the transit security industry, embracing change, being innovative, using technology and reducing crime.	
...maximizing customer experience for ALL passengers...	"standards" is vague - SSLE should be welcoming, friendly, approachable, helpful. They need training in customer service, implicit bias, negotiating, de-escalation & conflict resolution skills as the soft end of the "force continuum", to address & reduce officer-involved use of force, complaints of bias & BIPOC patrons' fear of police.	community involvement / relations, respect, dignity, customer service, protecting rights & safety of ALL patrons	Making ALL patrons feel welcome, comfortable & safe, unless they threaten the comfort or safety of others.	

N/A	At the very least, a broadened definition of what "security" is because this vision and mission seems to be lifted off what police do. I really wish this language would take into account the public shift away from almost militarist ways of approaching issues. This is a transit system, not some warzone.	Hard to say-- this is literally grounded in police ideology, for lack of a better term.	Metro's public safety mission and values statement needs to turn away from policing and criminalization. The current statement is a tacit acknowledgement that Metro isn't there yet or refuses to make change. You say you will "maximize the customer experience for all passengers" in your vision but the mission makes it clear that certain riders could be subject to targeted enforcement, surveillance, and possible criminalization. I'm not ignorant of the quality of life issues that can be present in the system: unhoused people who shelter in transit vehicles, people with varying levels of struggles mental, physical, and otherwise-- but you cannot arrest your way out of a problem. A Metro bus or train can never become a fortress- it's public transit for goodness sake. This mission says nothing about a proactive, people-centered approach to safety on Metro. It just seems to be covering the system legally borrowing the language of the police. If you are really open to critique, you should strongly consider an explicitly-worded mission and vision that shows that Metro will shift away from police-oriented approaches to security.	
keep people safe on trains	more officers on trains	yes	yes	
nothing - I don't understand why we need an approach to safety that rooted in law enforcement and criminalization. I don't want "security services". I want vibrant transit hubs, with bathrooms, food, coffee, music, art, benches. I want services for homeless people. I want metro staff to help new users, english language users, the elderly and others navigate the system.	homeless services, information booths staffed with people, station facilities and cleaning staff, vending services, resources and information access, lighting, bathrooms, fast service.	all these statements are for cops. I don't pay taxes for metro to be a cop service, i want good bus and train service with amenities for riders, not police.	vibrance, community, riders, people, families, resources, not police	
I like the use of the words “accountability” and “security technology and intelligence”. I stopped using the transit system because nobody cared when I got spit on and screamed at by a crazy homeless. It is dangerous cycles of “anything goes”.	To take action to intervene in behaviors of transit facility users that are threatening, dangerous, illegal.	“accountability”, “security technology and intelligence”	To ensure safety of and respect to transit system users.	
A promise of an internal and external culture of accountability	An emphasis on what kind of training- de:escalation and directing towards services for example.			
It's focus on system wide security awareness and commitment to excellence.	A greater focus on inter-agency cooperation i.e., commitment to working with LA County, LAPD, LA County and city mental health services. I take the train almost daily and the biggest issue I see are mentally unstable/homeless people acting erratically (I've been accosted several times but such people).	Yes, professionalism, common sense, integrity		
Investment in tech and a future of safety and security for riders. I believe through innovation, we can better maintain and secure our metro for years to come.	It feels cold and emotionless. Called riders "customers" also feels off.	I love "culture of accountability."	We need to envision a safety future without the reliance on armed police officers. This militarized approach to security is at odds with the values of the people of Los Angeles. We should lead the nation in new ways of securing our transit lines without cops.	
It’s a fine statement but it strikes me as meaningless as a Metro rider.	Enforcement	The statements can be important but the implementation is what matters. This is window dressing.	I don’t actually care about the statement. Make Metro safer, cleaner, more welcoming. Other places do this. You can do the same.	
I DON'T like the fact that the Vision contains so many disparate parts -- 21st century / customer experience / accountability / responsiveness. Too much.	Brevity."	"customer experience" "accountability"	Accountability	
The focus on customer experience and culture of accountability	By focusing on "all" and not naming the most at risk customers specifically, a lot can fall through the cracks and "security" and "law enforcement" can still be used to abuse marginalized groups.	Yes. Many other of the transit safety organizations bullet point their values, which is better visual communication. DIVERSITY.	This is a bit redundant. But, more emphasis on empowering self-policing, protecting the most at risk customers specifically, and rider diversity.	
I like the "culture of accountability" mention in the vision, though I question what that means in practice. I also appreciate the "advanced training" mentioned in the mission statement, though again I don't know what that means in practice. Having moved to LA from New York just before the pandemic, my experience of the LA Metro, which I insist on taking as much as I can, is not a positive one. I've felt more unsafe on the LA Metro in the 18 months I've lived here than in my almost 18 years of riding the subway in New York.	SPECIFICS. I know a mission statement isn't meant to be a document, but there's an awful lot of jargon and corporate newspeak here. To me, public safety and security is THE major problem of the LA Metro. Will you be able to balance enforcing rules and regulations in a meaningful and demonstrable way with respecting civil rights? I don't know. Enforcement of rules and regulations is SORELY lacking right now.	culture of accountability, tomorrow's transit environment	REAL enforcement of rules, a real presence in the system, tangible and achievable goals,	

I like the emphasis on using 21st century standards to maximize customer experience, with accountability.	Pervasive security services is missing. Can security services be more pervasive as the metro network expands?			
words words buzzwords words buzzwords	simple meaning	"maintain a safe and peaceful environment for ... customers and employees and ... ensure the security of property." Nothing else needs to be said.	keep it simple: it's about the experience of safety for patrons and employees. By "the experience" I mean both the perception of being safe and the reality of being safe because both are needed.	
Nothing.	Both are vague & seem to emphasize technology, ignoring the human element. Missing commitment to superior service, safety, respect for the transit customer & community. Accountibility, community partnership, teamwork. Professionalism, integrity, training, education SSLE.	Yes. See response to Q #2 above. Also include diversity, customer-focused.	Service & safety of the transit customer & community; integrity, professionalism, accountibilty, training/education of Metro.	
Easy Access	Safety - Do not remove the police	Yes	To keep passengers and staff safe without harm.	
Both statements appear to be quite comprehensive.	I am not sure the average bus or train rider will easily understand the statements as they are written. The statements should be written with the riders comprehension in mind.	Of the agencies shown, I liked Bart, DC Metro and Metro Vancouver.	The agencies listed in question #3 provide ample wording for developing good statements.	
On Wednesday, September 15, I tried calling in to your meeting at 5 p.m. and again about 5:20 p.m. but was told the meeting hadn't begun. Your existing System Security and Law Enforcement Mission & Values Statements is a meaningless word salad. Over the past six weeks, I've experienced a variety of security problems on MTA buses and trains, such as passengers and operators without masks, tobacco and cannabis smoke on trains, a passenger standing next to and engaged in an extended, casual conversation with an operator while the bus was in motion, and the lack of an obvious security presence on platforms and in stations. No collection of impressive-sounding words will give MTA the integrity and credibility it lacks.				

Public Safety Advisory Committee
Prepared by the PSAC Facilitator Team

MEMO

Date: November 5, 2021
To: Metro Office of the Chief Executive Officer
From: Public Safety Advisory Committee (PSAC)
Re: Outcomes from the November 3, 2021 PSAC Meeting -- Mission & Values Statement

During the November 3, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body voted on a proposal to approve a Metro's public safety mission and values statements

Below is a summary of the committee's action on this matter:

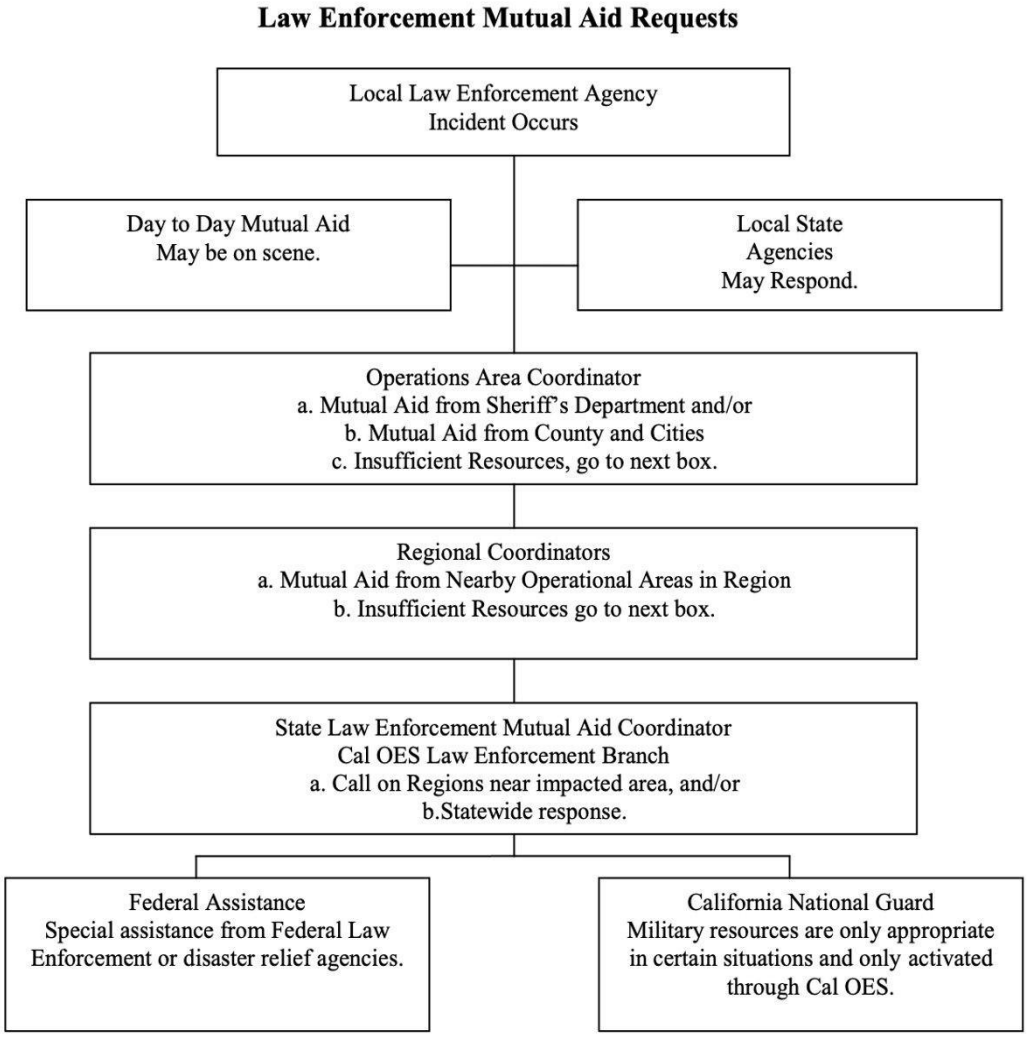
- The body voted to approve a modified version of the public safety mission and values statement. The vote was 14 "yes," 0 "no," and 0 "abstain." (Link: Approved mission and values statement)

Proposal to Approve the Mission and Values Statements

The committee voted to approve a modified version of the mission and values document included in the November 3, 2021 meeting agenda packet (Attachment F). The unanimously approved text included the following modifications:

- Updating the "Emphasizing Compassion and a Culture of Care" value statement to include the word "dependability." The second sentence of the statement now reads: "The key pillars of our approach to public safety are compassion, kindness, **dependability**, and fair treatment for all."
- Addressing a typo in the "Acknowledging Context" value statement, changing the word "repartive" to "reparative." The third sentence now reads: "Metro's approach to safety recognizes this context and seeks **reparative** models to minimize harm and promote inclusion."

California Response Requirements for Law Enforcement Agencies



Source: Law Enforcement Mutual Aid Plan. (2019).https://www.caloes.ca.gov/wp-content/uploads/Law-Enforcement/Documents/Blue-Book_Law-Enforcement-Mutual-Aid-Plan.pdf

Update on the Implementation Plan for the Establishment of a Metro Transit Community Public Safety Department (TCPSD)

January 2024

Gina Osborn

Chief Safety Officer

TCPSD Status Update

Background

- In June 2023, the Board approved Motion #21.1 by Directors Najarian, Sandoval, Butts, Barger, and Bass. Directed the Chief Executive Officer (CEO) to prepare a comprehensive implementation plan for Board consideration.

Implementation Plan Goal

- Reflect Metro's need for specialized public safety services and engaged visible presence.
- Utilize a multi-layered integrated deployment approach.
- Provide vision for Board consideration of establishing public safety services in-house.

Research Methodology

Interviewed stakeholders

Conducted in-depth interviews with key stakeholders involved in transit operations and public safety to understand current practices, challenges, and opportunities.

Review of historical practices

Analyzed previous public safety initiatives, incident reports, and customer feedback to identify trends, issues, and lessons learned.

Comparative analysis

Benchmarked against other transit agencies of similar size and context to identify best practices in improving public safety.

Using a mix of primary and secondary research methodologies provided a 360-degree view of the current transit public safety landscape and how to establish Metro TCPSD.

Emerging Themes

Engaged visibility fosters positive community relationships and deters crime through active presence and proactive outreach.

Training with a Transit Purpose

Beyond being familiar with infrastructure locations and POST certified.

Engaged Visibility

Consistently present, reliable, and accessible in both emergency and non-emergency situations.

Zone Deployment Model

Dedicated zone/geographical areas for patrols where officers will respond to their assigned locations daily.

Operational Model Framework

Success depends on establishing trust, improving training and accountability, and embracing diversity. By incorporating social work principles and mental health awareness into policing, the new department can work towards building trust, fostering collaboration, and addressing the root causes of crime and social issues within our transit communities.

- Collaborate with social work educators to develop joint training programs that address both law enforcement and social work perspectives.

- Emphasis on relationship-based policing - riders and employees will see more consistent foot patrols systemwide. The transit system’s expansive geography uniquely enables Transit police to build strong relationships and be embedded in planning for transit growth.

- Opportunity to implement procedural justice principles to ensure fair and transparent interactions between officers and the transit community. Riders will be more likely to accept and comply with decisions when they believe the process leading to those decisions is fair, respectful, and unbiased.

- Mandatory trauma-informed to recognize and address the impact of trauma on individuals in the community.

Zone Deployment Model

A deployment model with dedicated zone/geographical areas

- Increased Police presence and engagement
  - More engaged interaction with riders regularly

- Better coverage and response times
  - Resources in zones will allow for faster response times to emergencies

- Officers gain local knowledge
  - Patrolling the same area allows officers to become familiar with riders and understand the unique transit environment.
  - Improve community engagement and improve sense of care in patrol zone.

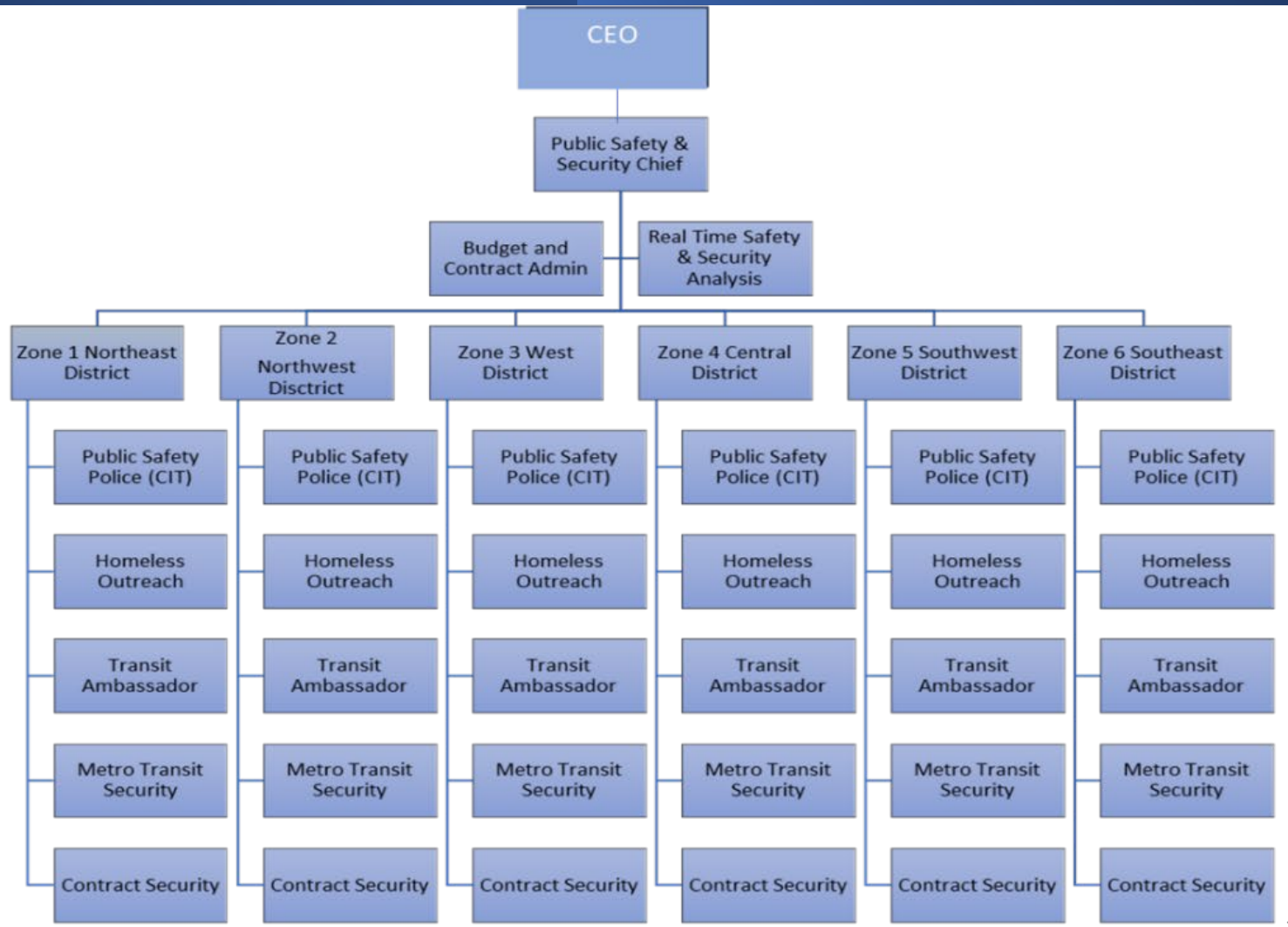
- Increase officer visibility, familiarity, and accountability

- Work closely with other resources, such as Homeless Outreach teams and Ambassadors who are also assigned by zone.

The Zone Deployment Model focuses police resources on more effective community engagement, responsiveness, and tailored service.

Functional Organizational Methodology

- Chief of Police reports directly to CEO
  - Robust community participation in the recruitment/selection process
- Coordinated staff deployment to six geographical areas
- Care-based strategies integrated into the model



Next Steps

Present the final implementation plan to the Board that addresses all the Board's directives, including:

- PSAC feedback
- Department Goals and Objectives, Framework, Organizational Structure
- Budget & Resource Allocation
- Potential timeline for transition and implementation

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

File #: 2023-0616, **File Type:** Contract **Agenda Number:** 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: METRO BIKE SHARE CONTRACT AWARD

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed price Contract No. PS102304000 to Lyft Bikes and Scooters, LLC for the Metro Bike Share (MBS) program for a base term of five years and five months in the amount of $62,933,262, and two separate, three-year options, for the mobilization, operation, maintenance, and expansion of the MBS program, in the amounts of $33,146,835 and $36,478,001, respectively, for a total contract amount of $132,558,098 effective February 1, 2024, to initiate the transition of the program, subject to the resolution of any properly submitted protest(s), if any and;

B. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE

The current MBS contract will expire on June 30, 2024. To provide continued and seamless service to the public, a new contract incorporating the Board approved model, from the December 2021 Board Motion No. 41, authored by Directors Krekorian, Garcetti, Kuehl, and Sandoval (Attachment A), is needed to continue operations.

BACKGROUND

As a program, MBS was authorized in 2015, with the initial bikes deployed in 2016. The current contract with Bicycle Transit Systems (BTS) represented the first deployment of a regional Los Angeles County bike share program as well as Metro's first direct engagement with bike share. While the initial program grew to include the City of Los Angeles, the City of Pasadena, and the Port of Los Angeles as partners, both the City of Pasadena and the Port of Los Angeles elected to leave the program, citing cost considerations. Through this period, the City of Los Angeles has been a steadfast partner.

As with most first-time programs, there have been several challenges which MBS has faced and

overcome, this includes the departures of the City of Pasadena and the Port of Los Angeles, increased bike loss/theft, the introduction and subsequent replacement of Smart bikes (which enabled users to check out bikes independent of a docking station - supporting stand-alone operations but also greatly contributed to bike loss) and the impacts of the COVID pandemic. Despite these obstacles, MBS has not only continued to operate but has expanded to incorporate three distinct service areas within the City of Los Angeles - Downtown/Central Los Angeles, Westside and North Hollywood. Post pandemic ridership continues to grow and has been setting new milestones above pre-pandemic levels. August 2018 represented the highest pre-COVID ridership at 33,329 trips, comparatively August 2023 post-pandemic ridership was 41,845 trips (an increase of 8,516 trips or 25.6%). Ridership has continued to steadily increase as reflected in the 50,146 trips taken in October 2023 and 41,887 trips taken in November 2023. Total calendar year 2023 ridership reached 441,199, which is the highest annual ridership ever. The 2023 ridership figure is an increase of 128,787 trips or 41% compared to the highest pre-COVID ridership of 312,412 trips registered in calendar year 2018. Additionally, there have been increases in MBS passholders/memberships. As of November 2023, there are 3,149 passholders compared to 1,952 in November 2022 (61% increase). Of these for November 2023, 1,000 or 32% are reduced fare compared to 278 reduced fare passholders in November 2022 (260% increase).

This growth can be attributed to several actions, including actions directly associated with Board direction, per Motion No. 41 (Attachment A), and has resulted in improvements to MBS. The actions taken have:

1) stabilized the program and provided for more on-street bikes (consistent on-street fleet of approximately 1,800 bikes - for comparison 1,726 on-street bikes for November 2023 versus 1,224 on-street bikes in April 2022);
2) ensured a substantive decrease in bike loss/theft - due to installation of GPS on all bikes, improved staff oversight and coordination with law enforcement and other services resulting in an overall decrease in bike loss by 101 bikes or 57% when comparing calendar year 2023 to 2022;
3) increased the number of pedal assisted e-bikes from 97 in April 2022 to 370 as of November 2023 (MBS e-bikes generate approximately 7 times more use than the classic pedal bikes - 2.9 trips/bike/day versus 0.4 trips/bike/day);
4) enabled the adoption of the new bike share operational model with the objective of decreasing costs, improving service, and increasing the program footprint through partnership with additional jurisdictions toward a more sustainable, equitable and seamless regional MBS program.

DISCUSSION

Pursuant to the October 2022 Board approved MBS operational model, staff, in collaboration with the City of Los Angeles, engaged in the development of a Scope of Work (SOW) which incorporated several changes with the goal of improving the MBS program and enabling a sustainable and equitable future for the program. The SOW focused on the following items: 1) the Contractor providing and owning MBS equipment versus the current model of Metro procuring and owning the equipment; 2) service based performance requirements with payments based on fixed unit rates versus monolithic milestones; 3) improved cost awareness and management to support sustainable operation and expansion; 4) realignment of roles and responsibilities between the Contractor and Metro; 5) improved customer experience and neighborhood engagement; 6) improved equitable

access and service; and 7) decreasing overall cost.

Per the SOW, the Contractor, Lyft Bikes and Scooters, LLC, shall be responsible for:

- Providing MBS equipment, including replacement of lost/stolen equipment to ensure on-street bike availability and fleet stability;
- Ensuring a transition with minimal impact to MBS customers;
- Ensuring MBS operates as a “Good Neighbor/Community” member;
- Operating and maintaining the entire MBS system (equipment, hardware, software and systems) to ensure adherence to performance requirements and standards;
- Ensuring improved equitable access to MBS;
- Increasing ridership, rider diversity, and use cases for MBS;

In addition, through discussions/negotiations, the Contractor and Metro agreed to the following changes/improvements:

- Transitioning/updating to all new equipment
- Updating the MBS website and mobile application;
- A limited not-to-exceed annual cost-sharing for bike loss;
- Deploying a Community Ambassador program to support MBS engagements;
- Conducting monthly bike education, safety and riding classes;
- Supporting improved ridership diversity and equity focus community engagement;
- Evaluating and the possible development of alternative/adaptive bike solutions;
- Evaluating the ability to integrate and/or improve the collaboration with bike library programs;

Metro will continue to retain authority over station placement, fare structure, expansion, sponsorship/advertising and the overall MBS brand. Additionally, Metro, in collaboration with MBS partners, will continue to actively monitor and manage the program to ensure the Contractor’s adherence to the performance requirements and the SOW. Finally, Metro will, pending the award and execution of this contract, engage with interested parties to determine a path for expansion of MBS into new jurisdictions. Staff will reach out to jurisdictions that have expressed prior interest in joining MBS to review their current level of interest and identify the potential size of the system, placement of stations, any local or community-based requirements or concerns and cost. Staff anticipates being able to initiate this effort within 60 to 90 days from the execution of the contract.

A key element to the future success of MBS is in enabling the sustainable and equitable expansion of the system. This expansion consists of both gap/in-fill expansion and new partner expansion. There are a number of jurisdictions, which include Culver City, Pasadena, Burbank, San Fernando and others, who have in the past expressed interest in becoming MBS partners. The ability to expand MBS not only requires the internal/contractual capability but also agreement on cost. This new contract represents not only a reduction in the initial capital cost to support expansion as equipment cost from the new Contractor is over 30% less than the current contractor, but also is roughly a 30% reduction from current MBS operational costs. All things being equal, the total 11-year 5-month contract value is approximately 26% or $47 million less than the estimated cost of the current contract, with a similar annual cost escalation. Similarly, the average annual cost for this contract,

which includes the impact of the annual escalation, is $1.6 million less than the 2023 annual cost of the current contract. This significant cost reduction, coupled with improved services and the Contractor's ability to provide the necessary equipment in a shorter time frame, is anticipated to result in the sustainable expansion of MBS. Additionally, due to the accelerated e-bike transition, ridership is projected to grow, resulting in increased fare revenue and the possibility of increased advertising/sponsorship opportunities, which will provide additional offsets to operating costs.

With respect to expansion, during the procurement process for this contract, Metro successfully received a $7.5 million Regional Early Action Planning (REAP) grant from the Southern California Association of Governments (SCAG). This grant is specific to expanding MBS to fill a service gap between the Downtown/Central and Westside service areas (from Koreatown to Westwood). The execution of this new contract will enable staff to finalize the plan with the Contractor and the City of Los Angeles to implement this expansion. A contract modification will be needed, and staff anticipates returning in the near future to obtain Board approval for this grant supported expansion and contract modification.

New Contract System Improvements

Overall, this new Contract will provide a number of immediate and long-term benefits that will improve the service provided to the public and the efficiency of the overall program, this includes:

- Immediate increase in the number of on-street pedal assisted e-bikes from the current 370 to 1,350, representing 75% of the system when the new system is fully deployed. E-bike usage is consistently an order of magnitude higher with MBS e-bikes being used 7x more than classic pedal bikes, indicating the public's preference for e-bikes.
- Continued support for classic pedal bikes. While e-bikes are preferred, there is still a need to provide classic pedal bikes to address special situations, such as in locations which restrict the use of e-bikes. The current supplier of MBS equipment no longer manufactures the classic bikes, Lyft will continue to manufacture and provide classic bikes based on MBS requirements/need.
- Improved battery for the new e-bikes provides a range of over 45 miles compared to the current MBS e-bike range of 30 miles.
- Provision of 100 stations capable of providing in-dock battery charging. The value of the e-bike is dependent on the battery being charged. The ability to have stations that support in-dock battery charging will greatly increase the reliability and availability of charged e-bikes for the public. Note that final approval is still required from the appropriate agencies to connect the stations to a power source and enable the in-dock charging capability. Neither the current MBS system nor the current equipment provider has a station capable of in-dock charging which will result in higher costs and VMT due to the need to implement a battery swapping solution. (Attachment D)
- Improved docking system that provides a more secure anti-theft solution. The new stations will have securing technology at the dock which is inaccessible to the public reducing instances of vandalism versus the current design where the clamps and bike striker loops are visible and exposed to vandalism.
- Improved integrated GPS units with functionality that enables historical, real-time and loss/theft monitoring - use of data will conform with all regulations and restrictions regarding personally identifiable information.

- Improved e-bike design with the battery installed within the bike frame to reduce battery theft and/or vandalism. The current MBS e-bikes were retrofitted with a u-lock to secure the exposed battery.
- Capability to update bike technology/software while docked versus bringing the bike into the warehouse. Includes the remote monitoring of the battery which improves the efficiency of battery maintenance, this feature is not currently available in MBS.
- Stations will be provided with kiosks to support walk-up transactions. The current equipment provider is phasing kiosks out of their offerings, which will make future station equipment purchases with kiosks more costly and increase delivery time.
- Improved cash-based solution to be implemented by the new Contractor for purchasing passes, similar to PayNearMe which is currently only available to MBS users through taptogo.net and not the MBS mobile app. Expansion of other methods such as Apple Pay and the Mobility Wallet pilot (currently supported) are also expected.
- Reduced equipment cost, improved equipment delivery capabilities and reduced operational cost will enable MBS to present a more cost-effective and streamlined solution to support system expansion with partners, who identified cost as a barrier to participation.

Transition/Mobilization

With respect to the transition, the Contractor will coordinate with Metro, LADOT and the current provider to minimize the impact of the transition for all parties. To support the transition from the current to the proposed Contractor, there will be a period of up to 5 months (February 1 to June 30, 2024) where both the current and the new contracts will be active. This is needed to ensure that the new Contractor has adequate time to mobilize and secure all the necessary staff and equipment to affect the transition, while the current Contractor ensures that MBS continues to provide service to the public.

The new Contractor will be providing all new equipment as part of their operation including new stations, bikes and systems (website, mobile app). The Contractor has experience conducting similar transitions having recently concluded the successful transition of the Mexico City bike share program (Ecobici) comprised of over 450 stations and 6,500 bikes. The transition to the new equipment will improve the overall program and is necessary to ensure that the Contractor is able to fully meet all service level requirements. The Contractor is also responsible for working with Metro to properly address the handling of existing MBS equipment. This includes equipment sales, donations, salvage and other approved solutions.

Additional customer focused improvements will also be implemented, including a new website, mobile application and streamlined methods to check out a bike. With respect to the mobile application, the Contractor and MBS staff will investigate, develop and/or update its mobility application in coordination with Metro's concurrent work towards the development of a single Metro app. The Contractor is also responsible for the transfer of existing MBS membership. This will require some member interaction to upload the new application and appropriately set-up the application (password, payment, etc.). Upon successful completion of the transfer of member information, Metro will take steps to ensure the proper closure of the prior mobile application and the appropriate removal of all data.

With respect to existing contractor staff impacts, the new Contractor, via their subcontractor, has provided a letter of commitment which states that they will recognize the Transport Workers Union (TWU) and coordinate with Metro, the existing contractor and TWU to ensure staff have the information and opportunity to transition from their current employer. This letter will be incorporated into the Contract, which provides additional assurance and a greater ability for Metro to enforce this commitment. The Contractor and their subcontractor have similar experiences in other locations where they have successfully transitioned prior staff. Of note, the subcontractor has conducted similar actions in Portland and Chicago, where existing Transport Workers Union members accepted new positions with the subcontractor. Although not a requirement of this procurement, the Contractor and subcontractor will be providing wages and benefits in excess of Metro's current Living Wage requirement.

Finally, the procurement was issued with a goal of 28% DBE participation. The Contractor met this requirement through Good Faith Efforts and a 9.21% commitment. Both Metro and the Contractor agree that despite the Good Faith Efforts this is not an acceptable level of participation. To that end, the Contractor stated in their proposal and further confirmed in a separate letter that they are committed to supporting small and disadvantaged businesses and will continue to conduct DBE outreach in an effort to increase their DBE participation. The Contractor has stated that they have a potential partner identified, which pending contract award and agreement with this partner, will immediately improve the level of their DBE participation and commitment. The Contractor acknowledges that this will require the existing non-DBE subcontractor to modify their level of work/participation and all parties are in agreement and support of this effort. As with the prior letter of commitment regarding existing staff transition, this letter of commitment will also be incorporated into the Contract. Metro will actively work with and monitor the Contractor's actions in support of this commitment. Additional information regarding the Contractor's Union and SBE/DBE participation with other programs is provided in Attachment E.

DETERMINATION OF SAFETY IMPACT

Approval of this item will ensure the continued safe and reliable operation of the Metro Bike Share program and is not anticipated to have any negative safety impacts. Additionally, this Contract will provide monthly bicycle education, safety and riding classes to improve safety, awareness and capability of future bike riders.

FINANCIAL IMPACT

Funding in the amount of $15,000,000 for the mobilization, operation, maintenance and expansion of the MBS program for the remainder of FY24 is allocated under cost center 4540 - TDM Policy & Regional Shared Mobility, account 50316, Professional Services, under various projects. Under the existing cost sharing partnership with the City of Los Angeles, any Capital costs are shared equally between Metro and the City (50/50), while operating costs are allocated on a 35% Metro - 65% City/Partner split. The City is aware of the cost, provisions and requirements of this contract and has provided their concurrence to proceed.

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

Impact to Budget

There is no impact to the current FY24 budget. Funding for MBS is included in the FY24 budget and consists of City of Los Angeles subsidy, fares, DoorDash advertising revenue, and other bus and rail operating-eligible funds.

EQUITY PLATFORM

The approval of this new contract will ensure Metro's ability to continue to operate and maintain a regional bikeshare program that is accessible to Los Angeles County residents. Metro is committed to expanding the program beyond the City of Los Angeles to include other jurisdictions including those with Equity Focus Communities (EFC). Currently, 47% of stations are in EFCs and 40% of all trips start at EFC stations. Under the new contract, the Contractor will implement strategies to build community partnerships through local engagement opportunities with stakeholders and residents at events, both in-person and virtual, and by ensuring information is provided in multiple languages and formats. The Contractor will also develop a "Good Neighbor" plan approved by Metro, with adherence to this plan being a performance metric subject to potential liquidated damages. The "Good Neighbor" plan is tied to the goal of MBS providing exemplary customer service and being a valued addition to the community/neighborhood that MBS operates within. The purpose is to better understand how MBS can serve the community and all customers - this includes passholders, single riders, potential riders, partners, businesses and any others that may be impacted by MBS throughout construction/relocation, as well as during general operations, with the goal of enabling MBS to better implement and operate its service to meet community and customers' needs. The plan will outline how MBS will engage, listen, adapt and serve the neighborhoods, businesses and communities within which it operates. Key to this expansion strategy will be to maintain ongoing communication with residents of these communities and to provide a process so that station planning is transparent and allows community members to provide their input.

Metro will collaborate with the Contractor and MBS partner(s) to establish a national model for bike share equity, focusing on communities with "High Need" and "Very High Need" based on the Equity Need Index. The Contractor will propose service metrics, non-smartphone and non-credit card payment options, outreach strategies for disadvantaged populations and plan for engaging with EFCs. Metro will also collaborate with our MBS partner(s), the Contractor and other stakeholders to consider and identify options that will support expansion of MBS into EFCs through potential grants, such as Better Bike Share Partnership grants, cost-sharing and other solutions.

In addition, offering an option for individuals who are unbanked or may not have access to a digital device, will be advanced with the new contract as part of the Mobility Wallet solution. Working closely with TAP and the Office of Strategic Innovation will allow Metro to identify an implementation plan for MBS users beyond the current pilot phase. The contract will also allow Metro to work toward an improved and integrated payment solution that provides a more streamlined process. Integration will allow payments within TAP and outside of the TAP environment leading to improved user experience and allowing for greater access overall.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

MBS program supports the following Vision 2028 Strategic Plan Goals:

1. Provide a high-quality mobility option that enables people to spend less time traveling.
2. Deliver an outstanding trip experience for all users of the transportation system.
3. Enhance communities and lives through mobility and access to opportunity.
4. Transform LA County through regional collaboration and national leadership.
5. Provide responsive, accountable, and trustworthy governance within the organization.

ALTERNATIVES CONSIDERED

The Board may reject the approval of the recommendation. This alternative is not recommended as it could negatively impact the public as the current contract for MBS services will expire on June 30, 2024. To continue providing the service without interruption, an extension of the current contract would be required or there would be a service gap until such time as a new contract is approved.

The Board may also decide to cease all MBS operations. This alternative is not recommended as MBS provides a reliable and growing mobility option for many residents, as well as visitors, within Los Angeles County, with over 441,000 trips taken in 2023. MBS is a key component to providing a comprehensive transportation solution to meet the varied needs of Los Angeles County residents and visitors. MBS provides an effective zero-emissions VMT alternative to using a vehicle for short trips.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS102304000 with Lyft Bikes and Scooters, LLC for the MBS program and initiate the transition from the current to new contractor in as seamless a manner as possible. Staff will initiate outreach efforts to identify and introduce any changes/improvements to the public and existing MBS members and work with the Contractor to secure authorization to enable installation of the in-dock e-bike charging stations. Staff will actively coordinate and monitor actions to ensure the Contractor's adherence to their commitment related to the transition of existing staff to the new Contractor. Staff will continue outreach efforts to interested jurisdictions and initiate discussions regarding the possible expansion of MBS and begin work on the fare structure review. Staff will engage with the Contractor to ensure efforts are being made per their commitment to increase the DBE participation rate under this contract. Finally, staff will begin the discussion with the Contractor to finalize the contract modification needed to support the implementation of the REAP grant extension which will be brought back for Board approval.

ATTACHMENTS

Attachment A - Motion #41
Attachment B - Procurement Summary
Attachment C - DEOD Summary
Attachment D - MBS Equipment Upgrade and Operations Information
Attachment E - Contractor Union and SBE/DBE Participation Summary

Prepared by: Paula Carvajal-Paez, Sr. Director, Countywide Planning & Development, (213) 922-4258
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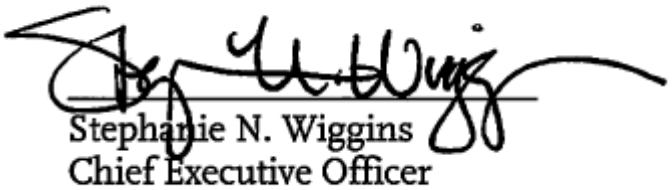
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Metro

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

Board Report

File #: 2021-0743, **File Type:** Motion / Motion Response **Agenda Number:** 41.

EXECUTIVE MANAGEMENT COMMITTEE
NOVEMBER 18, 2021

Motion by:

DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL

Improving the Effectiveness and Sustainability of Metro Bike Share

Metro Bike Share, a county-wide bike share program, launched in 2016. Since then, Metro has had over 3,300 bicycles in the system, consisting of a mix of Classic, Smart, and E-bikes.

Currently, Metro only has 38% of the total original fleet remaining in operation. Metro Bikes have been targets of theft, and rates of fleet loss ebb and flow as new methods of theft are discovered and addressed. The Metro Bike Share team has increased efforts to recover lost and stolen bicycles but this is not sustaining the fleet and the program does not have an established fleet replenishment strategy. As a result, fewer Metro Bikes are available for use, which degrades the quality of service available to the public.

Affordable, accessible public transportation and active transportation options such as Metro Bike Share are a cornerstone of meeting our region's climate goals. As local jurisdictions in the County continue expanding bicycle infrastructure and mobility options to meet climate goals and improve the quality of life for residents, a successful and sustainable Metro Bike Share program is more important than ever.

SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE

RECOMMENDATION

APPROVE Motion by Directors Krekorian, Garcetti, Kuehl, and Sandoval that the Board direct the Chief Executive Officer to report back in 90 days on:

A. An action plan to stabilize the current fleet size including actions for how to identify, prioritize, and address new mechanisms of theft as they arise.

B. An action plan to address equitable access in the current program and in any future form of the program. This plan shall include recommendations on issues such as serving people who may be unbanked, addressing the digital divide, and keeping fare cost low.

C. A plan to provide uninterrupted service as the next iteration of the program is determined and executed.

D. A plan to convene an industry forum (as was performed for Metro Micro) to bring together academics, cities with existing bike share programs, community stakeholders, and industry experts to provide recommendations on advancing Metro Bike Share beyond the current contract in one of several forms including but not limited to:

1. Continuing Metro Bike Share as a contracted service,
2. Operating the program In-house with Metro employees,
3. A private-sector model with financial subsidy provided by Metro.

E. Performing a market survey to identify best practices and business models among existing bike-share systems in the US, and comparable global systems (e.g., Paris, London, Barcelona, Madrid, and Mexico City), and to develop comparative data on subsidy cost per ride, total ridership, size of fleet, vehicle technology, theft and damage loss and prevention, and alternative financing sources like sponsorship and advertising.

F. Recommendations for continuing and evolving the Metro Bike Share program to meet the goals of the agency, with countywide stakeholder engagement and consideration of cost-sharing, with the goal of expanding service area and local participation to all subregions in the County. These recommendations should include eligible local, state, and federal funding sources for capital and operations budgets, as well as legislative opportunities to expand such funding eligibility.

PROCUREMENT SUMMARY

METRO BIKE SHARE/PS102304000

1.	**Contract Number**: PS102304000	
2.	**Recommended Vendor**: Lyft Bikes and Scooters, LLC	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: April 19, 2023	
	B. Advertised/Publicized: April 19-20, 2023	
	C. Pre-Proposal Conference: April 27, 2023	
	D. Proposals Due: June 28, 2023	
	E. Pre-Qualification Completed: October 26, 2023	
	F. Ethics Declaration Forms submitted to Ethics: June 28, 2023	
	G. Protest Period End Date: January 23, 2024	
5.	**Solicitations Picked up/Downloaded**: 43	**Bids/Proposals Received**: 2
6.	**Contract Administrator**: James Giblin	**Telephone Number**: 213-922-4654
7.	**Project Manager**: Paula Carvajal-Paez	**Telephone Number**: 213-299-4258

A. Procurement Background

This Board Action is to approve Contract No. PS102304000 issued in support of Metro Bike Share. Board approval of contract awards is subject to resolution of any properly submitted protest.

The Request for Proposals (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. A 28% DBE goal with a COMP (Contractor Outreach Mentoring Plan) Program participation was required.

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

- Amendment No. 1, issued on May 5, 2023, clarified and updated the Statement of Work, adding more detail to Sections *2.2 - Data Management, 2.3 – Data Analytics and Reporting,* and *9.2 – TAP and Mobility Wallet*.
- Amendment No. 2, issued on May 18, 2023, extended the deadline to submit questions and extended the proposal due date from June 7, 2023, to June 21, 2023;
- Amendment No. 3, issued on May 25, 2023, added Form 6/COMP PROGRAM – Protege Pre-Assessment Form as a requirement;
- Amendment No. 4, issued on June 6, 2023, extended the proposal due date from June 21, 2023, to June 28, 2023;

A total of 43 firms downloaded the RFP and were included in the planholders list. A pre-proposal conference was held on April 27, 2023, attended by 18 participants

representing 14 firms. A total of 58 questions were asked and responses were released prior to the proposal due date.

A total of two proposals were received on June 28, 2023, from the following firms:

- Bicycle Transit Systems, Inc. (BTS)
- Lyft Bikes and Scooters, LLC (Lyft)

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Operations Department and Office of Strategic Innovation, Los Angeles Department of Transportation, City of Pasadena, and City of Culver City, was convened to conduct a comprehensive technical evaluation of the proposals received.

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

- Understanding of the Requirements/Work and Overall Approach 45%
- Firm/Team (Prime and Subs) Experience and Staff Qualifications 25%
- DBE Contracting Outreach and Mentoring Plan (COMP) 5%
- Cost Proposal 25%

The evaluation criteria were carefully developed by the project team based partially on the previous Metro Bike Share solicitation, with refinements and additions based on the experience of operating the program since July 2016. Several factors were considered when developing these weights, giving the greatest importance to the understanding of requirements/work and overall approach. The PET evaluated the proposals according to the pre-established evaluation criteria.

During the period of July 24, 2023, through August 23, 2023, the PET independently evaluated and scored the technical proposals. Both firms were determined to be within the competitive range and were invited for oral presentations on August 3, 2023, which provided each firm the opportunity to present their team's qualifications, and to respond to questions from the PET.

Following oral presentations, a clarification request was issued to both proposers on August 9, 2023, to confirm that both proposals addressed sponsorship/advertising as an alternative, rather than as a baseline component of cost proposals. The PET finalized technical scores based on written proposals, oral presentations, and the clarification request. On August 23, 2023, the PET completed their evaluation of the proposals and ranked Lyft's proposal as the highest scored proposal.

Qualifications Summary of Firms within the Competitive Range:

Lyft Bikes and Scooters, LLC (Lyft)

Lyft operates bike-share programs in many of the largest and most visible domestic markets, including New York City (Citibike), Chicago (Divvy), and San Francisco (Bay Wheels). Each of these programs, as well as others both domestic and international, were acquired by Lyft via a 2018 buyout of Motivate, then the largest bike-share operator in the United States. In 2022, Lyft acquired PBSC Urban Solutions, a Montreal-based bike-share systems manufacturer, and the supplier of equipment in support of Lyft's proposal for Metro Bike Share.

Lyft brings an experienced team to the project, including the VP of Public Policy with 15 years of experience in related industries; Sr. Director of Business Development with 9 years in related industries; and General Manager for the Los Angeles Market with 4 years in related industries.

Lyft's response to the solicitation is a plan to replace 100% of current Metro Bike Share equipment with their own systems, a change which will be accompanied by a 75% e-bike to standard bike ratio, as well as charging docks (as opposed to the current fleet whose batteries are manually charged and replaced by technicians). In addition to the full system replacement, Lyft commits to improve key metric performance of the Metro Bike Share program using technologies and best practices developed and deployed in other leading North American markets.

Bicycle Transit Systems, Inc. (BTS)

BTS currently operates the LA Metro Bike Share program and has done so since 2016. Furthermore, BTS operates other major bike-share programs in Philadelphia (Indego) and Las Vegas (RTC Bike Share). BTS partners with B-Cycle, a subsidiary of major bicycle manufacturer Trek Bikes, as both the current and proposed supplier of docks and bicycles to the Metro Bike Share Program.

BTS's project team includes extensive experience in the nascent domestic bike-share industry, including the CEO with 8 years in related industries; owner/founder with 16 years in related industries; and the General Manager for the Los Angeles Metro Bike Share with 7 years in related industries.

Without the need for a transition to a new operator or equipment replacement, BTS' proposal demonstrated they can immediately focus on Metro Bike Share objectives which range from improving equitable access to service, to expansion into new geographical locations in the market, to reducing cost and improving performance, as well as key customer service and ridership metrics. BTS' proposal ranked well in the technical areas; however, its cost proposal was not competitive.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Lyft Bikes and Scooters, LLC**				
3	Understanding of the Requirements/Work and Overall Approach	81.33	**45.00%**	36.60	
4	Firm/Team (Prime and Subs) Experience and Staff Qualifications	92.68	**25.00%**	23.17	
5	DBE COMP Plan	80.00	**5.00%**	4.00	
6	Cost Proposal	100.00	**25.00%**	25.00	
7	**Total**		**100.00%**	**88.77**	**1**
8	**Bicycle Transit Systems, Inc.**				
9	Understanding of the Requirements/Work and Overall Approach	84.00	**45.00%**	37.80	
10	Firm/Team (Prime and Subs) Experience and Staff Qualifications	90.68	**25.00%**	22.67	
11	DBE COMP Plan	80.00	**5.00%**	4.00	
12	Cost Proposal	39.20	**25.00%**	9.80	
13	**Total**		**100.00%**	**74.27**	**2**

C. Cost Analysis

The recommended price of $132,558,098 has been determined to be fair and reasonable based upon an independent cost estimate (ICE), cost analysis, technical analysis, fact finding and negotiations.

The recommended amount includes the following items that were negotiated but not included in Lyft's original proposal:

- Negotiation of incentive funding
- Clarification of the cost to incorporate annual escalation
- Clarification on unforeseen actions
- Negotiated a usage fee program with a 5% residual over the useful life of equipment (docks and bikes), with Metro retaining rights to purchase all equipment in the event of contract termination
- Agreed on preliminary terms and funding for station electrification, to allow for a major customer service and operations improvement with charging docks
- Negotiated a loss sharing plan to reward partnership in reduction of theft percentage, with guide rails to help ensure Metro is protected from loss.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	Lyft	**$103,610,822** Base: $48,318,960 (Years 1-5) Opt. 1: $27,635,131 (Years 6-8) Opt. 2: $27,656,731 (Years 9-11)	**$133,558,605**	**$132,558,098** Base: $62,933,262 (Years 1-5) Opt. 1: $33,146,835 (Years 6-8) Opt. 2: $36,478,001 (Years 9-11)
2.	BTS	**$264,296,016** Base: $144,865,206 (Years 1-5) Opt. 1: $56,564,577 (Years 6-8) Opt. 2: $62,866,233 (Years 9-11)		

D. Background on Recommended Contractor

Lyft Bikes and Scooters, LLC, (Lyft) incorporated in 2021 in San Francisco, CA, is a subsidiary of Lyft, Inc. focused on operating networks of short-term rental bikes and scooters. This subsidiary incorporates staff and resources from two recent corporate acquisitions made by Lyft, Inc.: Motivate, acquired in 2018; and PBSC Urban Solutions, Inc. (PBSC), acquired in 2022. Motivate was, at the time of acquisition, the largest bike-share operator in the United States. PBSC, a Montreal-based manufacturer of docks and bicycles, continues to operate as a major international supplier of bike-share systems. Lyft's proposal included competitive labor rates for hourly workforce that exceed Metro's current living wage rate. Additionally, Lyft's subcontractor committed to voluntarily recognize the existing Transport Workers Union (TWU) upon program transition.

Lyft, Inc., founded in 2007 and headquartered in San Francisco, CA, manages a platform facilitating peer-to-peer ridesharing across the United States and Canada. The corporation orchestrates versatile transportation networks, driven by mobile phone apps and granting users access to diverse travel options. Their offerings range from the Ridesharing Marketplace, connecting drivers and passengers; Express Drive, a car rental program aimed at Lyft drivers; Lyft Rentals, a short-term oriented entry into the car rental market, as well as a fleet of shared bikes and scooters in multiple cities, catering to short-distance trips. Additionally, Lyft, Inc. has invested in products and services ranging from access to self-driving vehicles, centralized tools, enterprise solutions like concierge transport for organizations, subscription plans such as Lyft Pink,

commuter programs via Lyft Pass, first and last-mile services, and safe rides initiatives tailored for university settings.

DEOD SUMMARY

METRO BIKE SHARE / PS102304000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 28% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Lyft Bikes and Scooters, LLC (Lyft) made a 9.21% DBE commitment. In accordance with the DBE Program Regulation, 49 Code of Federal (CFR) Part 26.53, to be considered responsive, Proposers must document enough DBE participation to meet the goal and if the commitment is less than the stated goal, submit evidence of adequate good faith efforts (GFE) to meet the goal.

As identified in the Request for Proposal (RFP), the nine factors considered during the GFE evaluation include: (1) Advertisements soliciting bids/proposals from DBE firms(s), (2) Outreaching to Small Business Organizations and Community Groups, (3) If the Proposer identified portions of Work to be subcontracted, (4) Soliciting to an adequate number of DBE firms, (5) If the Proposer followed up with an adequate number of solicited DBE firms, (6) If the Proposer offered assistance with bonding and insurance to DBE firms, (7) If the Proposer negotiated in good faith with DBEs, and (9) Consideration of the DBE commitment of other Proposers. To pass GFE, Proposers must score 90 out of the possible 100 points.

DEOD evaluated Lyft's GFE documentation based upon the GFE standards. Examples of Lyft's GFE include the following:

- Lyft advertised this opportunity in 3 minority publications and 2 trade publications for greater than 26-30 days (the standard is no less than 21 days).
- Lyft took reasonable efforts to break down work categories for subcontracting opportunities.
- Lyft contacted 177 out of 348 (50%) listed DBE firms provided in the solicitation (the minimum is 40%).
- Lyft followed up with 168 out of the 177 (94%) of the DBE firms originally contacted (the minimum is 75%).
- Lyft offered bonding and insurance assistance in its advertisement/outreach.
- Lyft attended Metro's Pre-Proposal conference.
- Lastly, Lyft provided evidence that it did not unjustifiably reject bids from any DBEs.

Lyft achieved a passing score of 90 points and DEOD determined that Lyft demonstrated sufficient good faith efforts. Additionally, DEOD recognizes that Lyft is utilizing 4 DBE firms out of the 6 total subcontractors.

Small Business Goal	28% DBE	Small Business Commitment	9.21% DBE

	DBE Subcontractors	Ethnicity	% Committed
1.	Arellano Associates	Hispanic American	1.70%
2.	2meart.com	African American	0.79%
3.	Millenium Concepts, LLC	African American	1.29%
4.	DirectedLINK, LLC	Hispanic American	5.43%
		Total DBE Commitment	**9.21%**

Contracting Outreach and Mentorship Plan (COMP)

To be responsive, Proposers were required to submit a Contracting Outreach and Mentoring Plan (COMP) including strategies to mentor for protégé development two (2) DBE firms for Mentor-Protégé development. Lyft Bikes and Scooters, LLC proposed to mentor the following (2) protégé's: Millenium Concepts (DBE), and 2meart.com (DBE).

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable on this contract. However, Lyft's proposal included competitive labor rates for hourly workforce that exceed Metro's current living wage rate. Additionally, Lyft's subcontractor committed to voluntarily recognize the existing Transport Workers Union (TWU) upon program transition.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

Attachment D

MBS Equipment Upgrade and Operations Information

Equipment Upgrade

The equipment exchange will provide two significant improvements that will increase the performance of MBS and the overall service provided to the public.

E-Bikes

The first improvement is an acceleration in the availability of pedal assist e-bikes. The Contractor has agreed to an immediate increase in the number of e-bikes, such that the MBS fleet will be comprised of 75% class 1 pedal assisted (not throttle controlled) e-bikes with a maximum speed of 20 mph. This will increase the on-street e-bike fleet from 370 to 1,350. E-bikes have consistently demonstrated a higher ridership rate. Currently, MBS e-bikes generate, on average, seven (7) times more ridership than compared to the classic pedal bikes. The usage rate demonstrates a definite preference of e-bikes by riders. Using a more conservative average of 2.0 trips/bike/day for e-bikes and 0.5 trips/bike/day for classic pedal bikes, the accelerated transition to 75% e-bikes is estimated to generate approximately 1.1 million rides annually versus an estimated 441,000 rides for calendar year 2023.

Station Electrification

The second improvement is the provision of up to 100 stations capable of supporting in-dock e-bike charging. While the Contractor has developed and implemented this technology with over 1,600 in-dock e-bike charging stations installed in a variety of locations including Pittsburgh, Chicago, Barcelona, and Madrid, the installation of these stations represents a new opportunity for MBS. The installation and full operation of this technology will improve the overall user experience as the number of e-bikes charged and ready for use will increase and enable more efficient operation; however, the installation of these stations will be dependent upon the Contractor securing approval from both Metro and the appropriate local jurisdiction(s). As the value of the e-bike is dependent upon the batteries, ensuring that the batteries are charged and therefore the e-bikes fully usable is essential. The alternatives to the in-dock charging stations are 1) to operate a battery swapping protocol that is both labor and material intensive with higher cost and resulting in an increase to the VMT to support the battery swapping protocol; or 2) reduce/eliminate the addition of the e-bike fleet which would negatively impact the value and service provided to the public.

Initial exploratory discussions have begun between Metro and the City of Los Angeles (LADOT, Bureau of Engineering and LADWP) to evaluate this opportunity and all parties are in general agreement to support this innovative solution. Metro will continue to evaluate this solution and work with all parties to identify the appropriate locations to ensure efficient e-bike charging, prioritizing EFCs (aiming for approximately 50% of

stations within these communities), identifying and securing appropriate power sources, supporting station connectivity to approved power sources, and obtaining final approval. Upon approval, Metro will take the appropriate steps to initiate the work, which may require Board authorization to modify the contract. Should the Contractor be unable to connect the stations to enable in-dock charging, then the stations will still be functional as a standard non-powered station; however, Metro will incur additional costs to support the in-field battery swap protocol.

There are also ancillary benefits to having electrified stations. This includes the opportunity to collaborate and leverage existing and planned privately owned micro-mobility equipment or possible EV charging capabilities, including the possible coordination with the City of Los Angeles' BlueLA electric carsharing program to provide e-bike charging, wherever appropriate.

Staff is investigating and will continue to investigate and pursue grant or alternative funding opportunities to help off-set these and other MBS costs.

Operations

The contract is structured with a 5-year base period of operation, following the 5-month transition/mobilization, and 2 separate 3-year options for a total potential operating period of 11 years. As part of the discussions Metro secured a letter of commitment from the Contractor's CEO to address prior public statements by the CEO regarding "inbound" interest in their bike and scooter program. The Contractor affirms that any contractual obligations will remain in place. That being stated, the contract contains terms and conditions that provide Metro with remedies and approval authority should there be any change in ownership/responsibility.

The Contractor shall be responsible for ensuring the reliable and efficient operation of MBS pursuant to the SOW and performance requirements. The SOW contains a series of performance requirements and associated metrics which, based on the Contractor's performance, if not met, will result in payment reductions via liquated damages. In addition to these requirements and the associated liquidated damages, the SOW contains one incentive-based metric tied to ridership, specifically to the monthly average rides/bike/day. This incentive has been included to support the goal of increasing the overall ridership, value and impact of MBS. The trips/bike/day metric will be reviewed and revised annually and is capped to not exceed a total value of $200,000 per year for a total potential of $2.2 million over the 11-year contract period. Concurrently with this ridership-based incentive, there is a similar ridership-based metric which can trigger liquated damages should ridership not reach the identified level.

The performance metrics, MBS equipment ownership and other provisions were developed to better align the roles and responsibilities between Metro and the Contractor. For example, Metro will retain authority over the fare structure, but the Contractor will be responsible for ensuring the implementation of the fare structure into its various fare collection and customer touch point systems. Other tasks are tied in

some level to performance metrics and/or approved operational plans with the Contractor being the primary subject matter expert to perform and operate as required and Metro providing the oversight and guidance as well as retaining certain foundational authority to ensure a sustainable and equitable program.

With respect to equipment ownership, while the Contractor will still be the owner and have primary responsibility for loss/theft mitigation, during the negotiations, the Contractor requested a slight modification to the loss/theft arrangement. To ensure a greater shared engagement on loss/theft, Metro and the Contractor agreed to the following: 1) the Contractor shall be solely responsible for the initial 5% annual bike loss; 2) Metro and the Contractor shall jointly be responsible (35% Metro – 65% Contractor) for the next 15% of annual bike loss; and 3) the Contractor shall be responsible for bike loss above 20% annually. For context, bike loss for calendar year 2023 was 76 bikes or 4% based on an average of 1,800 bikes. Comparatively, for calendar year 2022, the bike loss was 177 bikes or approximately 10% based on 1,800 bikes. Based on these loss figures, Metro would have no contribution for 2023 and would have provided 35% funding for the replacement of 87 bikes in 2022. This solution results in a lower set/fixed monthly fee, while enabling Metro and the Contractor to collaboratively engage in keeping the variable bike loss cost to a minimum as there are financial and operational benefits to both parties as well as to the public. This solution caps Metro's obligation to no more than 15% above the initial 5%, which is fully covered by the Contractor, thereby limiting Metro's overall exposure. For example, the industry bike loss average is 10% per year, if MBS was to experience a 10% bike loss the first 5% would be fully covered by the Contractor and Metro would contribute 35% of the cost for the next 5%. This contribution would equate to approximately $75,000 (or 35% of the cost to replace 90 e-bikes). The alternative scenario is to cover this cost as part of the set/fixed monthly per dock operating fee. This would increase the total annual cost to Metro by approximately $137,000 to cover the same loss scenario. As long as MBS bike loss is contained at 20% or less, Metro will realize a cost saving under this scenario versus the set/fixed monthly per dock fee scenario. As the industry average for loss is 10% and as MBS has diligently worked on reducing this figure, there is an opportunity to realize cost savings under this scenario. This scenario is similar to the model employed in Paris, France where the Agency and the Contractor share a 50%-50% responsibility for the first 10% of bike loss/theft.

Another area of potential operational improvement due to the transfer of equipment ownership is the ability to realize equipment advancements or innovations more efficiently. With the Contractor owning the equipment, it will be more efficient for MBS to realize equipment advancements or innovations, some of which are a result of the Contractor's operations and experiences in other bike share programs. In the past, the ability to improve equipment was based on Metro's ability to define or scope the work, secure the funding and execute a contract modification. For example, Metro required a modification to secure 100% GPS capability on all MBS bikes, which delayed the ability to introduce this capability to mitigate bike loss/theft. Under this SOW, should the Contractor develop any advancements, with Metro's approval, the Contractor will be able to expeditiously deploy such innovations to the overall benefit of MBS users.

Additionally, the SOW contains a provision that enables Metro to direct improvements, advancements, innovations or developments. For example, Metro could direct the development of a new interface and/or integration with the Long Beach bike share program to provide a more seamless experience for both MBS and Long Beach bike share customers, develop new uses for the electrified stations (if installed), pursue additional mobile application improvements, etc.

With respect to sponsorships/advertising, while Metro retains full authority and rights, Metro and the Contractor have had initial exploratory discussions regarding the potential to increase revenues from these streams and will continue to explore available options. Any agreement regarding sponsorship or advertising will be incorporated into a future contract modification and may require Board and local jurisdiction approval. In the interim, Metro will continue to retain full control and rights to advertising as currently structured.

Attachment E

Contractor Union and SBE/DBE Participation Summary

Union Staffing Summary

The table below provides a summary of the major markets in which Lyft currently operates. Union staffing is primarily associated with operations and maintenance actions and provided by Lyft subcontractors. The work performed may include bike maintenance, station maintenance, system rebalancing, installation, cleaning, etc.

Market	Bikes	Stations	Operating Since	Union Staffing	% Union
Chicago*	9,500	730	2013	Yes	92
New York	40,000	2,100	2013	Yes	94
Washington DC	7,500	750	2010	Yes	89
Bay Area	9,000	520	2013	Yes	85
Portland**	2,000	0	2020	Yes	29
Boston	3,500	415	2011	Yes	83
Toronto***	9,000	780	2017	No	-
Chattanooga***	500	40	2017	No	-
Detroit***	600	80	2017	Yes	75

Notes:

*- Chicago is currently in the midst of a transition and the figures represent the previous subcontractor. The subcontractor is working with all parties to transition the employees with the expectation of maintaining the current utilization.

**- Portland is currently undergoing a unionization process with the expectation that once completed the percentage will be in alignment with the other markets.

*** - These three markets are directly operated by one of their subcontractor.

SBE/DBE Summary

Lyft confirmed that the only contract with a DBE/SBE/WBE/MBE commitment is in Chicago. The DBE target for this contract is 5% and Lyft has reported meeting this goal.

As Lyft can only respond to the requirements of any procurement action or contract provisions as disseminated by the public contracting authority, they are unable to provide any clarification as to the lack of any DEOD related goals for their other markets. Of note, some markets do not provide public funds to support the program (i.e. New York) or may only provide funds to support capital equipment purchased but not for program operations.

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

File #: 2023-0738, **File Type:** Contract **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD Contract No. HR5000-2023 to the Hyundai Rotem Company for the manufacturing and delivery of 182 heavy rail vehicles (HRVs), in the amount of $663,688,303 for the base contract buy, exclusive of one (1) contract option for an additional 50 HRVs, totaling 232 HRVs, subject to resolution of the protest submitted to Metro;

B. APPROVE a combined Life of Project (LOP) budget of $730,057,133, which includes the cost of the vehicle contract of $663,688,303 and Contract Modification Authority of $66,368,830; and

C. NEGOTIATE AND EXECUTE future contract modifications to the Contract up to $1,000,000.

ISSUE

New HRVs are required to meet the revenue service requirements and enhanced service capacity for Westside D (Purple) Line Extensions (PLE) 2 & 3, as specified in the 30/10 Initiative, as well as replace the existing A650 HRV fleets when they have reached the end of their useful lives.

BACKGROUND

In December 2022, the Board authorized staff to issue a federally funded solicitation for a Best Value Request for Proposals (RFP) utilizing competitive negotiations pursuant to PCC § 20217 for the procurement of the 182 Base Order and 50 Option HRVs. Metro's Rail Fleet Management Plan FY2020 - FY2040, describes the rail fleet requirements to accommodate anticipated growth in ridership, support line extensions and replace vehicles reaching the end of their useful revenue service lives.

The existing A650 HRV fleets consist of 100 vehicles; 30 Base Buy, DC-motor HRVs of which four (4) have been retired, and 74 Option Buy, AC-motor HRVs. Based on a 30-year useful life, the Base Buy vehicles were scheduled to be retired between 2022 and 2023, and the Option Buy vehicles starting between 2027 and 2029.

The HR4000 HRV procurement project will deliver 64 new HRVs by mid-2025; thirty will be used to replace the original 30 A650 Base Buy HRVs, and the remaining 34 HRVs will be used to support the expanded service with the opening of Purple Line Extension 1.

The intent of the HR5000 program is to procure the additional one hundred eighty-two (182) Base Order HRVs anticipated to be needed for PLE Sections 2 & 3, System Service Expansion, and replacement of the existing seventy-four (74) A650 Options Order vehicles.

DISCUSSION

Staff's recommendation presents the firm that is most advantageous to Metro. Hyundai Rotem Company's offer represents the Highest Rated and Best Value to Metro when all technical and price factors are considered in accordance with the RFP evaluation criteria, including US content and Employment Plan. The Best Value evaluation is inclusive of the vehicle quantities for the Contract Base and Contract Option. The Procurement Summary (Attachment A) further provides the detailed evaluation results and rankings for all proposers, including the weighted scores associated with each evaluation factor.

The 182 HRV Base Order will address the operational service requirements of PLE Section 2; PLE Section 3, replacement of the existing A650 Option vehicles, which will be reaching the end of their useful revenue service lives in approximately ten (10) years; and fulfilling the headway commitment as well as supporting Metro's planned HRV Line service expansion.

If the Board approves this Contract, Hyundai Rotem Company is expected to deliver 42 new HRVs by April of 2028, as indicated in their current schedule to support the 2028 Olympics in Los Angeles. The balance will be delivered by the end of April 2030 to support committed levels of service for service expansions.

The contract includes incentives to complete delivery of the first three married-pairs (6 pilot HRVs) by May 1, 2027, thirty-nine (39) months following the issuance of NTP. Thirty-six production vehicles are scheduled to be delivered by the end of April 2028. The contract also includes provisions to impose liquidated damages for late deliveries.

The Contract contains one (1) option for up to 50 additional vehicles, as part of this procurement action, but the authority to award the option is not included in the staff recommendation. Should Metro determine the need to exercise this option, approval to do so will be requested.

This procurement complies with Buy America and Metro's Manufacturing Careers Policy.

On November 21, 2023, Stadler US filed an official protest of the determination of the HR5000 Contractor selection. The protest questioned Metro's final scoring calculations and Hyundai Rotem's

performance beyond the 10-year reporting term required by the Request for Proposals. The protest is anticipated to be resolved by the January 2024 board meeting date.

DETERMINATION OF SAFETY IMPACT

The approval of this contract award will have a direct and positive impact on system safety, service quality, system reliability and overall customer satisfaction. The procurement of 182 new HRVs will feature the most current safety systems and augment service levels in addition to replacing the existing A650 series HRVs.

FINANCIAL IMPACT

The total requested LOP budget is a combination of contract amount for the 182 Base Order HRVs of $663,688,303 and 10 percent (10%) Contract Modification Authority, which equals $730,057,133. The base order impacts three projects: HR5000 Heavy Rail Vehicle Acquisitions, PLE Section 2, and PLE Section 3.

Since this is a multi-year contract, the cost center managers, project managers, Chief Operations Officer, and Chief Program Management Officer will ensure that costs will be budgeted in their respective projects for future years.

Impact to Budget

The FY24 planned expenditure of $70,000,000 is included in the combined annual budget for HR5000 Heavy Rail Vehicle Acquisition project, Cost Center 3043, Rail Vehicle Acquisition, and in PLE Sections 2 and 3 projects, Cost Center 8510, Construction Contracts/Procurement. The current sources of funds for this action affecting PLE Sections 2 and 3 are a combination of Federal New Starts, TIFIA, Measure R 35%, and Measure M 35%. Due to the four minute headway requirement for the PLE projects and the difference between estimated vs. actual cost per vehicle, it is anticipated that PLE projects may seek an increase to their LOP in the future to reflect the new vehicle cost and number of vehicles needed. Funding sources for the PLE Sections 2 and 3 are planned for the design, construction, and rolling stock procurement efforts; these funds are not eligible for operations. Funding for the replacement vehicles share of the procurement is Proposition A 35%, which is eligible for rail operations. Upon Board approval of the Recommendations, staff will pursue additional eligible federal and state funding sources to augment the funding for the projects.

EQUITY PLATFORM

Part of the new HR5000 rail vehicles will be used to replace the existing aged A650 Option vehicles and the remaining will be used on the D Line Extensions. Approving the recommendations in this board report will support the identified fleet expansion and service needs and will encourage fair, competitive bidding processes for the selection of best value, qualifying contractor to deliver new vehicles on Metro's existing heavy rail vehicle lines The existing B and D Heavy Rail Lines currently serve passengers in majority Equity Focus Communities (EFC) who rely on public transportations to commute to their jobs and other life commitments. With the D Line Extensions, EFC will have expanded access to opportunities in the Westside Cities/West Central Los Angeles subregions. The

new HR5000 fleet is required to accommodate such expansions. Based on the 2019 Customer Survey, the B and D Heavy Rail Lines serve the following ridership:

- 27.7% below the poverty line
- 56.4% had no car available

Rider Ethnicity:

- Latino 38.9%;
- Black 13.1%;
- White 25.8%;
- Asian/Pacific Islander 15.2%;
- Other 6.5%

In addition, these areas include Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The Board of Directors may choose not to authorize the contract award for this project; however, this alternative is not recommended as this project is critical to support the Purple Line Extensions, committed level of service to FTA, Olympic service need, and retirement the oldest HRVs in the fleet.

NEXT STEPS

Upon Board approval of the Recommendations, a Contract will be executed and a Notice-to-Proceed will be issued to the Hyundai Rotem Company once all insurance and bonding requirements are met. Metro and the Hyundai Rotem Company will then mobilize required resources to ensure timely completion of deliverables by the Vehicle Contractor. Staff will also begin solicitation for consultant services to assist Metro with the Project Management/Control and Technical Support Services. Here are the top-level project milestones:

Board Award Approval	January 2024
Issue NTP	February 2024
Pilot Car Delivery & Acceptance (6 cars)	May 2027
Complete delivery of first 36 base order cars	April 2028
Complete delivery of all 182 base order cars	April 30, 2030 (NTP + 75 months)

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Funding & Expenditure Plan

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Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY
HR5000 Heavy Rail Vehicle (HRV) Procurement

1.	**Contract Number**: **HR5000**	
2.	**Recommended Vendor**: HYUNDAI ROTEM	
3.	**Type of Procurement (check one):** IFB **RFP** RFP–A&E Non-Competitive Modification Task Order	
4.	**Procurement Dates**:	
	A.Issued: 12.05.22	
	B.Advertised/Publicized: 12.10.22	
	C.Pre-proposal/Pre-Bid Conference: 12.15.22	
	D.Proposals/Bids Due: 04.17.23	
	E. Pre-Qualification Completed: 10.24.23	
	F. Conflict of Interest Form Submitted to Ethics: 04.18.23	
	G.Protest Period End Date: 11.30.23	
5.	**Solicitations Picked up/Downloaded**: 121	**Bids/Proposals Received**: 3
6.	**Contract Administrator**: Robert Pennington	**Telephone Number**: (213) 922-5527
7.	**Project Manager**: Annie Yang	**Telephone Number**: (213) 922-3254

A. Procurement Background

LACMTA is currently expanding its rail network and services, including extending the Purple Subway Line (PLE). The Westside Purple Line Extension, previously named the Westside Subway Extension, extends service from the terminus at Wilshire and Vermont Station to Westwood (UCLA and Veteran's Administration Hospital. This extension, consisting of nearly nine (9) miles of track and seven (7) stations, is planned to be constructed in three (3) segments.

To meet this extension of service needed for the Purple Line Extensions, replacement of retiring fleets, and planned service expansions, LACMTA anticipates procuring a Base Order of one hundred eighty-two (182) Heavy Rail Vehicles (HRVs). Included in its solicitation is an Option quantity of fifty (50) HRVs needed for possible additional service expansions.

The Contractor's primary responsibility under the Contract is to deliver to LACMTA up to two hundred thirty-two (232) HRVs (Base Order plus Options subject to Board approval) Model HR5000 Heavy Rail Vehicles ready for revenue service. The Contractor shall design, test for design conformance, manufacture, test for production conformance, Deliver, perform First Article acceptance tests on the first three (3) Married-Pair Vehicles (the Pilot Vehicles) pursuant to the HR5000 Validation and Testing, furnish Spare Parts and tooling as listed in the Contractual Requirements, and warrant the quality, performance, maintainability, interface, operational reliability and intended purpose of all HR5000 HRV's produced and delivered to LACMTA.

This Board Action to approve Contract No. HR5000 issued in support of the HR5000 Heavy Rail Vehicle (HRV) Program, is subject to the resolution of any properly submitted protest(s), if any.

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

Ten (10) Amendments were issued during the solicitation phase of this RFP:

Amend.	Date	Document Title	Section	Revision/Change
No. 1	7-Dec-22	Letter of Invitation	Section One	Letter of Invitation – Correction of the Solicitation Title
No. 2	24-Jan-23	Letter of Invitation	Paragraph 2	Change date: Proposal submission clarifications, and TF-3 Form
No. 3	4-Feb-23	Technical Specifications	Multiple Technical Specifications	Modify requirements
No. 4	24-Feb-23	Price Sheet	PF-1 through PF-7	Replace all pricing forms to clarify column header
		Commercial Terms	Liquidated Damages, Compensation, General Conditions	Correct references to other clauses
		Technical Specifications	Multiple Requirements	Modify requirements
No. 5	7-Mar-23	Technical Specifications	Multiple requirements	Modify requirements
No. 6	15-Mar-23	Letter of Invitation	Section One	Change proposal submission date and number of proposal copies
No. 7	29-Mar-23	Commercial Terms	General Conditions	Modify requirements
No. 8	2-Oct-23	Technical Specifications	Multiple Requirements	Modify requirements
		Letter of Invitation	BAFO Proposal Submittal Instructions	New instructions for BAFO submission
		Commercial Terms	General Conditions and Escrow	Modify requirements
No. 9	9-Oct-23	Commercial Terms	General Conditions	Modify requirements
No. 10	10/12/2023	Commercial Terms	General Conditions	Modify requirements

A Pre-Proposal Conference was held on December 15, 2022, at the USG Building and was also conducted via Microsoft Teams for those proposers that could not attend in person.

Three (3) qualified proposals were received on Monday, April 17, 2023. Proposer Site Visits and Interviews were conducted at each proposer's manufacturing facility located in the United States and overseas between July 17, 2023, and September 2, 2023. The purpose of the visit was to inspect and qualify the proposed manufacturing and assembly facilities and interview the Proposer's prospective Project Team.

Proposers' questions were received throughout the solicitation period. Those questions not resulting in an Amendment were grouped and posted to the project data repository accessible to all planholders as Clarification responses. Six (6) sets of Clarification responses were uploaded to the site from January 10, 2023, to March 28, 2023. All available drawings, manuals, and other reference material were also posted to the site.

B. Evaluation of Proposals/Bids

A Source Selection Committee (SSC) consisting of staff from LACMTA Operations convened and conducted a comprehensive technical evaluation of the proposals received.

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

Proposal Evaluation Criteria	Points
1. Experience and Past Performance	300
2. Project Management Experience	250
3. Technical Compliance	200
4. Price	200
5. U.S. Employment Plan (USEP)	50
Total Available Points	1,000

The evaluation criteria are appropriate and consistent with criteria developed for other similar vehicle acquisition and overhaul procurements. The USEP is included as a mandatory criterion in accordance with the January 2018 Board Motion (File 2017-0904 Agenda Number 45). Proposers were provided with the opportunity to augment their proposal scoring by participating in an additional Evaluation Criteria element by proposing additional U.S. component content greater than the Federal Buy America requirement of 70%. Proposers may choose not to participate in this element and may still be considered responsive if they meet all other requirements of the RFP.

The evaluation criteria and their Subfactors were numerically scored and ranked for all responsive Proposers. Numerical scores will indicate the degree to which the Proposer's technical and price offer have met the standard for each criterion evaluated. The standard for each numerical value defined was used by the SSC as a guide during the evaluation process. Each SSC member also provided brief narratives in their evaluation that support the numerical scoring they presented. Several factors were considered when developing these weights, giving the greatest importance to past experience and past performance on rail vehicle overhaul and integration or new rail vehicle acquisition projects.

All three of the proposals received were determined to be within the competitive range. The firms are listed below in alphabetical order:

1. Hitachi Rail, Los Angeles
2. Hyundai Rotem
3. Stadler US

The proposal evaluation kick-off meeting was conducted on April 25, 2023, with the SSC and Subject Matter Experts (SMEs) present, however the SSC evaluation process did not start until May 30, 2023. The SMEs were used to support the SSC with their expertise in the relevant subject matter on various subsystems. Comments from the SMEs were compiled and presented to the SSC on June 15, 2023. Request for Clarification, instructions for oral presentations and site inspection visits agendas were sent to the Proposers the week of June 26, 2023.

For scheduling purposes, site inspection visits were defined by geographic area into U.S. manufacturing/assembly facilities, Asia manufacturing facilities, and European manufacturing facilities. Proposer oral presentations and LACMTA clarification requests were combined with site inspection visits. Except for requests for clarifications, the meeting agenda for each Proposer was identical. The SSC conducted site visits to each of the firm's proposed manufacturing and assembly locations. The first site was to Hyundai Rotem fabrication facility in Korea, the week of July 15, 2023. The SSC team next visited Stadler's U.S. manufacturing/assembly facility in Salt Lake City, UT the week of July 24, 2023. SSC visits to Hyundai Rotem's and Hitachi's U.S. assembly facilities were conducted the week of August 14, 2023. The last round of site visits occurred the week of August 26, 2023, to Hitachi's and Stadler's manufacturing facilities in Italy, Switzerland and Hungary, respectively. The SSC were able to evaluate and assess each of the Proposer's facilities along with the corresponding capability and capacity of the location.

On September 8, 2023, the SSC met to consider the proposals, oral presentations, and the site visits in their initial proposal evaluation score. The SSC Chair compiled the SSC evaluation scores based on technical merit. The price proposals were then revealed to the SSC members and the SMEs to review and discuss the technical merit against the prices. Pre-negotiation positions were established based on technical clarifications and proposer deviations/exceptions, and using pricing variations from LACMTA's Independent Cost Estimate (ICE). Although Proposer pricings were within the overall ICE and project budget, certain component pricing needed to be reviewed. The basis of LACMTA's ICE was reexamined and determined to be sound.

Notices were sent to all three of the Proposers targeting September 24 through September 26, 2023, for the discussions/negotiations to be held virtually due to scheduling constraints. The Proposers were notified of their respective strengths and weaknesses that could be enhanced in a Best and Final Offer (BAFO), this would also include any Proposer deviation/exception to the RFP documents or Technical Specifications. Negotiations were completed on October 12, 2023, after reviewing with County Counsel to finalize agreements on outstanding Proposer commercial exceptions. Amendment numbers nine (9) and ten (10) were the results of these agreements. The BAFO request was released on October 2, 2023, with a due date of October 16, 2023.

The SCC Team met on October 23, 2023, with the SME's updated report on the technical merits of each Proposer's BAFO submittal and all previously presented factors. The SSC Team was charged to evaluate and score each of the Proposers' technical proposals and provide their score to the SSC Chair to be compiled. The SSC team and Chair met on October 26, 2023, to review the Team's evaluation and scores. The Team discussed the factors in the

scores and reached a consensus on a final technical evaluation. The SSC Chair then revealed the BAFO price proposals to the SSC Team for review and discussion.

Final evaluations and discussion of the BAFO submittals were held on Friday, October 27, 2023, and were used as the basis of the recommendation for award.

C. Qualifications Summary of Firms:

Hitachi Rail, Los Angeles LLC

Hitachi Rail STS Los Angeles LLC, is an incorporated Joint Venture between Hitachi Rail STS USA Inc. and Hitachi Rail STS S.p.A., both of which are a part of the Hitachi Rail STS global organization. Hitachi Rail was created to allow Hitachi to utilize the TVM certification of Hitachi Rail STS USA and the car building experience from Hitachi Rail SYS S.p.A, leveraging the capabilities and facilities of both regional divisions of Hitachi Rail STS on this project. Hitachi Rail recently built a new $70M US permanent and fully owned rail car manufacturing facility and test rack in Washington County in the City of Hagerstown, Maryland where Hitachi Rail proposes to complete final assembly and testing of the HR5000 vehicles.

Hyundai Rotem

Hyundai Rotem USA Corporation (HRU) will be the main contractor for LACMTA HR5000 Project, a subsidiary of Hyundai Rotem Company (HRC), which is the parent company of the HRU for engineering, subsystem procurement, quality assurance and pilot car and carbody manufacturing. Hyundai Precision Industry, founded in 1977, was relaunched in 1999 as Hyundai Rotem Company (“Hyundai Rotem”) as a consequence of the Korean Government’s ‘Bid Deal No.1’. This deal merged three domestic companies in the railway vehicle sector to reinforce the competitiveness of the business through a single Hyundai Rotem brand. Then, in 2001 Hyundai Rotem was incorporated into Hyundai Motor Group and has become a global top tier railway systems provider in a relatively short period of time due to its world-class technology and high-quality products. Hyundai Rotem entered the North American market in 1998, Hyundai Rotem USA Corporation was established in 2005 in advance of the first equipment orders from Southeastern Pennsylvania Transportation Authority (SEPTA). Hyundai Rotem is the parent company of Hyundai Rotem USA Corporation

Stadler US

Stadler Rail US is the US based manufacturing facility for Stadler Rail which produces railway rolling stock. Stadler Rail is headquartered in Bussnang, Switzerland. In June of 2015, Stadler was awarded an order for 8 new FLIRT model diesel-electric low-floor multiple unit vehicles. Since federal funds were being used for the order, it made it subject to the Buy America Act, and Stadler quickly found a former Union Pacific plant in Salt Lake City, and built a permanent 230,000 ft2, $50 million state-of-the-art facility on a 62-acre property, just five minutes from the Salt Lake City International Airport, completed in 2018.

Technical Evaluation Scores (alphabetical order)

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE	RANK
HITACHI RAIL LOS ANGELES, LLC				
Proposal Evaluation Criteria				
Experience & Past Performance	74.04	300	222.12	
Project Management Experience	75.30	250	188.25	
Technical Compliance	81.38	200	162.76	
TOTAL TECHNICAL SCORE		750	573.13	3

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE	RANK
HYUNDAI ROTEM				
Proposal Evaluation Criteria				
Experience & Past Performance	84.93	300	254.79	
Project Management Experience	83.36	250	208.40	
Technical Compliance	86.13	200	172.26	
TOTAL TECHNICAL SCORE		750	635.45	1

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE	RANK
STADER RAIL US				
Proposal Evaluation Criteria				
Experience & Past Performance	78.03	300	234.09	
Project Management Experience	74.91	250	187.28	
Technical Compliance	79.20	200	158.40	
TOTAL TECHNICAL SCORE		750	579.77	2

*Weight Factor is total number of points out of 1,000

US Employment Program

All Proposers were required to propose a level of participation in the United States Employment Program (USEP). This participation resulted in a normalized distribution of the 50 points allocated in accordance with their respective commitment value of the new and sustained jobs retained by each firm and the value of U.S. facility investments and added to the final evaluation score. The Proposer with the highest combined USEP commitment value therefore received the maximum incentive score.

PROPOSER	Hitachi Los Angeles	Hyundai Rotem	Stadler US
USEP Labor (Prime/Sub)	$100,823,613	$ 94,931,644	$104,000,000
USEP Facility Improvement	$ 2,000,000	$ 26,994,012	$ 77,200,000
Net Evaluation Amount	$102,823,613	$121,925,656	$181,200,000
Evaluation Score	28.37	33.64	50.00

Buy American Pre-Award Audit

As required by the RFP Buy America Requirements and in accordance with FTA requirements as stated in 49 CFR 663, an initial Buy America Pre-Award Audit was conducted during the weeks of August 17, 2023, through September 2, 2023. As a precaution, all three proposer firms were audited, and all were determined to satisfy the stated Buy America requirements. As part of the Audit process, the auditor confirmed the proposer's Enhanced U.S. Component Content valuation. A second Buy America Pre-Award Audit was conducted the week of October 24 through October 27, 2023, to reconfirm the Buy America content and the Enhanced U.S. Component Content value.

Enhanced U.S. Component Content Program

All the Proposers participated in the Enhanced U.S. Component Content Program, submitting proposals with additional U.S. component content above that required by R-15 Buy America, currently at seventy percent (70%), and were verified by an independent pre-award audit in accordance with 49 C.F.R. Part 663. The U.S. Component Content was not part of any direct evaluation scoring but was considered in the overall pricing evaluation and its Best Value trade-off analysis on a dollar-for-dollar formula of "Total Price – (Value of U.S. content greater than 70%) = Evaluation Price.

LACMTA conducted Buy America Audits after receipt of the initial proposal submittal and after the BAFO proposal submittal to verify the cost component of the Enhanced U.S. Component Content Program. The value of participation was included in the overall price evaluation.

PROPOSER	Hitachi Los Angeles	Hyundai Rotem	Stadler US
BAFO PRICE – Inclusive of Alternate and Vehicle Options	$ 758,876,554	$ 842,911,729	$ 831,533,201
Credit For Enhanced US Component $	($22,408,911)	($ 35,515,832)	($125,758,236)
Net Evaluation Price	$ 736,467,643	$ 807,395,897	$ 705,774,965
Price Evaluation Score	191.66	174.83	200.00

D. Cost/Price Analysis

The proposed prices have been determined to be fair and reasonable based upon adequate competition, technical evaluation, fact finding, and negotiations. All the proposed price offers submitted were below LACMTA's ICE and project budget. All proposed pricing was at least 1.8% below LACMTA's ICE and were within 9.8% from the highest to lowest price. The SSC considered all price aspects in relationship to their technical evaluations and analysis to develop their evaluation that would present LACMTA with its best overall value when all evaluation factors are considered, including schedule risk, past performance, technical expertise, project management and U.S. jobs creation.

Proposer	Base Proposal	Alternate Technology Option	Option 1 – 50 Vehicles	Total BAFO Price Proposal
ICE	$693,244,129	$ 0	$165,070,250	$858,314,379
Hitachi Los Angeles	$603,184,082	$ 4,780,695	$150,911,777	$758,876,554
Hyundai Rotem	$663,688,303	$ 7,792,744	$171,430,682	$842,911,729
Stadler US	$659,637,349	$ 8,863,000	$163,032,852	$831,533,201

The RFP for the new HRV acquisition project contained work elements that could be exercised as an option. The Option 1 elements consisted of 50 HRVs and PF-7 Alternate Technology which were included in the technical and price evaluation. These options can be unilaterally exercised at Metro's discretion.

E. Technical and Price Evaluation

The tables below combine the technical evaluation scores with the price scores achieved based on calculations.

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE
HITACHI RAIL LOS ANGELES, LLC			
Proposal Evaluation Criteria			
Experience & Past Performance	74.04	300	222.12
Project Management Experience	75.30	250	188.25
Technical Compliance	81.38	200	162.76
Price		200	191.66
U.S. Employment Plan Evaluation		50	28.37
TOTAL SCORE		1000	793.16

PROPOSER	AVEAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE
HYUNDAI ROTEM			
Proposal Evaluation Criteria			
Experience & Past Performance	84.93	300	254.79
Project Management Experience	83.36	250	208.40
Technical Compliance	86.13	200	172.26
Price		200	174.83
U.S. Employment Plan Evaluation		50	33.64
TOTAL SCORE		1000	843.92

PROPOSER	AVERAGE WEIGHTED SCORE	WEIGHT FACTOR*	WEIGHTED SCORE
STADLER RAIL US			
Proposal Evaluation Criteria			
Experience & Past Performance	78.03	300	234.09
Project Management Experience	74.91	250	187.28
Technical Compliance	79.20	200	158.40
Price		200	200.00
U.S. Employment Plan Evaluation		50	50.00
TOTAL SCORE		1000	829.77

*Weight Factor is total number of points out of 1,000

F. Recommended Contractor

In following the instructions in the RFP document, Instructions to Proposer (IP-25) the SSC Team will make its recommendation for an award of a contract resulting from responses to this RFP to a responsive and responsible Proposer whose offer conforms to the RFP and will be most advantageous to LACMTA, with price and other factors specified elsewhere in this RFP being considered.

Recommendation for award may or may not be made to the lowest-priced Proposal. Although technical, project management, past performance and experience are considered vital to a successful project, LACMTA may not necessarily make an award to the Proposer with the highest technical ranking nor award to the Proposer with the lowest price proposal if doing so would not be in the overall best interest of LACMTA.

Based on the technical evaluation and economic analysis, the recommendation for award addresses all cost elements and presents the best overall value when all evaluation factors are considered, including schedule risk, past performance, technical expertise, project management and U.S. jobs creation, therefore the SSC Team recommends an award to Hyundai Rotem. Although the recommendation for award is being recommended to a proposer other than the lowest price offeror, the SSC Team believes that the Hyundai Rotem proposal represents the best opportunity to meet LACMTA's project goals.

DEOD SUMMARY

HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

A. Small Business Participation

Hyundai Rotem USA, a Transit Vehicle Manufacturer (TVM), is on the Federal Transit Administration's (FTA) list of eligible TVMs. Hyundai Rotem USA has submitted its overall Disadvantaged Business Enterprise (DBE) goal of 5.30% to FTA, in compliance with 49 Code of Federal Regulations (CFR) Section 26.49(a)(1). TVMs submit overall DBE goal methodology and semi-annual reports directly to FTA.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

ATTACHMENT C
FUNDING EXPENDITURE PLAN
HR5000 HEAVY RAIL VEHICLE (HRV) PROCUREMENT

ATTACHMENT C - Funds Uses and Sources Tables

		From Inception to Date (ITD) thru FY23 Jun	7/1/23 - 6/30/24	7/1/24 - 6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	7/1/27 - 6/30/28	7/1/28 - 6/30/29	7/1/29 - 6/30/30	7/1/30 - 6/30/31		
1	**Use of Funds**		**FY24**	**FY25**	**FY26**	**FY27**	**FY28**	**FY29**	**FY30**	**FY31**	**Total**	**% of Project**
2	HR5000 New HRV Procurement:	$0	$70,000,000	42,000,000	52,030,616	52,000,000	104,000,000	82,000,000	79,386,475	14,525,817	$495,942,908	67.9%
3	Purple Line Extension 2:	$0		45,150,000	27,782,780						$72,932,780	10.0%
4	Purple Line Extension 3:	$0			47,186,600	*47,626,015*					$94,812,615	13.0%
5	10% CMA/Contingency	$0				$8,000,000			$29,184,415	$29,184,415	$66,368,830	9.1%
6												
	Base Order Total	**$0**	**$70,000,000**	**$87,150,000**	**$126,999,996**	**$107,626,015**	**$104,000,000**	**$82,000,000**	**$108,570,890**	**$43,710,232**	**$730,057,133**	**100.0%**

HR5000
New Heavy Rail Vehicle Procurement

JANUARY 2024

Metro

SCOPE & PLAN

- Base Order | 182 HRVs
  - Replace Existing Fleet (74 Cars)
  - Support Purple Line Extensions – Section 2 & 3
  - Add Capacity for 4 Minutes Headway as committed to FTA

- Option Order | 50 HRVs
  - Support Service Expansion on future HRT lines, requested LOP does not include the option.

Metro

PROCUREMENT EVALUATION PROCESS

• RFP Issued Date	December 5, 2022
• Proposals received	April 17, 2023
• Initial Interviews Conducted	July 17, 2023
• Proposer Site Visits conducted	July 17, 2023
• Agency reference checks conducted	September 2023
• Negotiations completed	September 28, 2023
• Best and Final Offer (BAFO) received	October 16, 2023
• Final Price & Technical Evaluation completed	October 26, 2023
• Issue Notice of Intent to Award	November 15, 2023

Metro

AWARD RECOMMENDATION SUMMARY

Award to Hyundai Rotem Company (HRC) for $663,688,303 as rated highest in accordance with approved evaluation criteria.

Category	Weight Factor	Hitachi Rail Los Angeles, LLC	Hyundai Rotem Company (HRC)	Stadler Rail US
Past Experience & Past Performance	300	222.12	254.79	234.09
Project Management Experience	250	188.25	208.40	187.28
Technical Compliance	200	162.76	172.26	158.40
Price	200	191.66	174.83	200.00
US Employment Plan Evaluation	50	28.37	33.64	50.00
Total	**1000**	**793.16**	**843.90**	**829.76**

Metro

PROJECT SCHEDULE – GOING FORWARD

Milestones:	Completion Date:
Board Award Approval	January 2024
**Issue NTP	February 2024
Pilot Car Delivery & Acceptance (6 cars)	May 2027
Complete delivery of 36 base order cars	April 2028
Open PLE, Section 2	
Open PLE, Section 3	

Complete delivery of all 182 base order cars by April 30, 2030 (NTP + 75 months)

**Contract award and NTP are pending resolution of the current protest from Stadler US.

Metro


Thank you
Metro

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

File #: 2023-0742, **File Type:** Informational Report **Agenda Number:** 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 18, 2024

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

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 the Board adopted in December 2021. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a 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, private security, and law enforcement officers) and the piloting of safety and security interventions to address specific concerns (e.g., drug use and crime) on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system and works in coordination with other departments, including Operations and Customer Experience, to implement strategies to advance this objective. SSLE forms the foundation of Metro's multi-layered approach to safety and security, focused specifically on protecting our customers and employees by preventing and addressing crime on our system, enforcing Metro's code of conduct,

ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

The following is a snapshot of activities, as well as performance and outcome-related data for October and November, the most recent months for which systemwide law enforcement data is available.

DEPLOYMENTS AND TRENDS

In 2023, Metro significantly and strategically revised its approach to safety and security as the societal issues of opioids and other drug use, people experiencing homelessness, and post-Covid aggression have been reflected in behaviors exhibited on our system. Recent crime data reflects the effectiveness of Metro's strategically layered approach to addressing challenges with continued sharp decreases in the most serious crimes we want minimized and increased arrests in areas such as trespassing, demonstrating effective proactive efforts and enforcement in those areas.

SSLE's initiatives have included the Drug-Free Metro Campaign, which kicked off in February 2023 and reduced the number of people using drugs on the system; followed by a Supplemental Deployment on the B and D Lines in April where most of the drug use activity was identified; Bus Riding Teams by Metro Transit Security and law enforcement partners started deploying in July on bus lines with the highest occurrences of bus operator assaults; alignment of contract security and Metro custodial personnel ensuring subway ancillary areas are clean and trespassers are cleared and/or arrested; and targeting the most affected areas of the system with resources such as the Westlake MacArthur Park Station.

Additionally, Metro focused on reducing the number of people who attempt to shelter on the system at the close of rail service and reducing fare evasion by ensuring all patrons leave the station at the end of the line and TAP back in if they choose to continue riding the system.

Systemwide Crime Stats

The following represents crime statistics and data analysis for the months of October and November 2023.

Metro reached a post-pandemic ridership high of 26,528,687 in October, which is an increase of 11.7% from October 2022 (23,759,202), typically resulting in a level of crime increase due to more riders on the system. However, in October, Part 1 crimes systemwide (violent or major crime classification) were down 6% from September 2023 and down 4% from the previous year October 2022. By mode, this correlates to a decrease of 20.5% (70 vs 88) on the rail system with specific declines in larcenies of 47.2% and robberies of 9.1%. By contrast, Part 1 crimes on buses increased by 37.9% (40 vs 29). This is due to an increase in aggravated assaults (16 vs 12), larcenies (12 vs 8), and robberies (12 vs 7).

Enforcement related arrests for trespassing and narcotics resulted in a 41.7% (418 vs 295) increase

of Part 2 (less serious crime classification) crime numbers systemwide. The efforts of law enforcement, transit security, and contract security led to a 102% (198 vs 98) increase in trespassing arrests and a 6% (53 vs 50) increase in narcotics arrests. On the rail system, Part 2 crimes saw increases in trespassing arrests of 95.9% (192 vs 98) and increases in narcotics arrests of 22.5% (49 vs 40). On the bus system, Part 2 crimes saw a slight increase of 3% when compared to September, which was associated with (6 vs 0) trespassing on the G (Orange) Line when during law enforcement sweeps of individuals loitering at the bus station areas after revenue service resulted in arrests.

Through the month of November, Metro achieved 12 consecutive months of year-over-year ridership increases (24,218,275 vs 21,759,811 in November 2022). Despite this continued increase in riders, Part 1 crimes continued to trend downward overall throughout 2023 despite a slight increase from October to November.

In November, Part 1 crimes were up by 4.5% from October and down by 7.3% from November 2022. On the rail system, Part 1 crimes were up by 12.9% (79 vs 70) with key factors of increases in larcenies (25 vs 19) and robberies (24 vs 20) due to cell phone thefts and copper wire thefts; with a decrease in aggravated assaults by 18.5% (22 vs 27). By contrast, Part 1 crimes on buses decreased by 10%, with reductions in aggravated assaults (15 vs 16) and larcenies (8 vs 12).

November experienced a continuation of enforcement-related arrests for trespassing and narcotics, which led to a 13.6% increase in Part 2 crimes systemwide (475 vs 418). On the rail system, though there was an increase of Part 2 crimes by 14.3% (400 vs 350), batteries had a significant decline of 28.8% (57 vs 80). The increases were mainly attributed to enforcement activities resulting in a 40.1% increase in trespassing (269 vs 192) and a 62.5% increase in weapons (13 vs 8) from October. Part 2 crimes on buses increased by 10.3% (75 vs 68) from October mainly due to an increase in arrests of narcotics (17 vs 4), attributed to enhanced Bus Riding Teams on the system. The bus system also experienced a 9.3% decrease in batteries (39 vs 43) and trespassing (2 vs 6) compared to October.

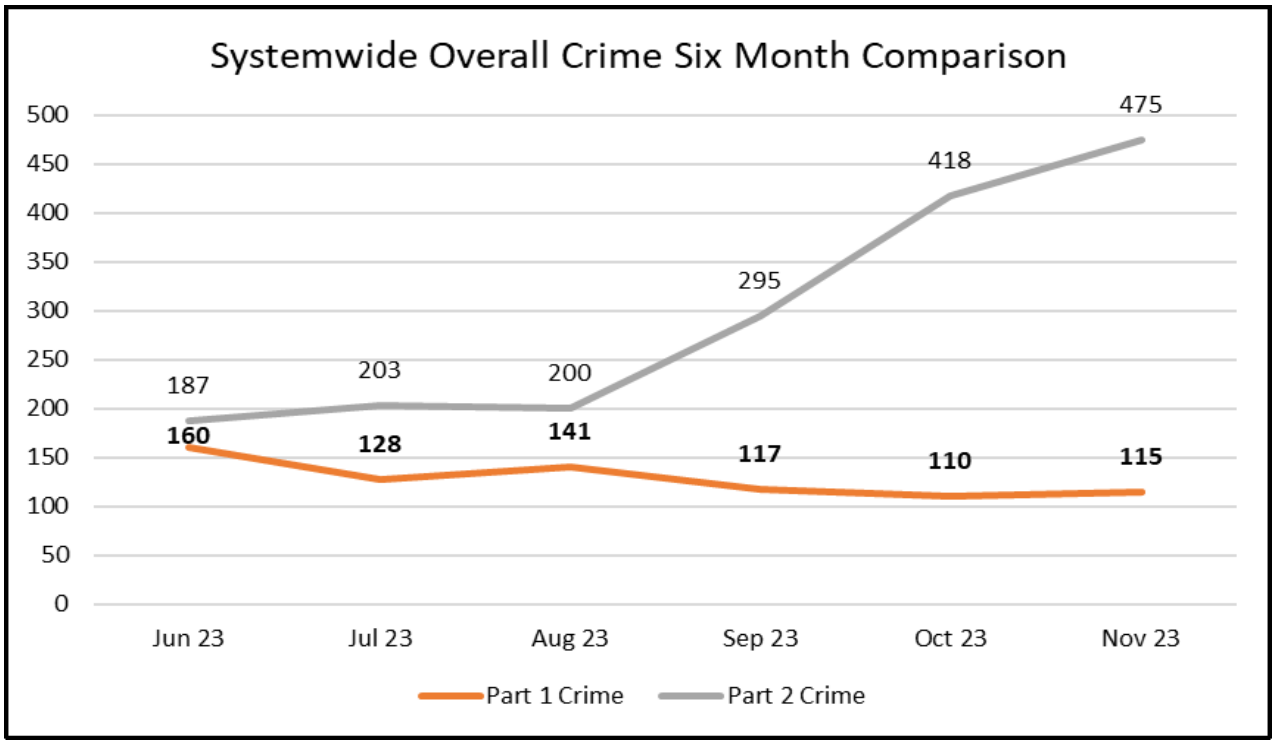
The following reflects the results of the deployment for the months of October and November and the impacts of curtailing crime on the system.

Enforcement-related arrests for trespassing and narcotics (which fall under the less serious Part 2 crime category) were up, as expected, because of the increased focus on those areas. The increased numbers of arrests demonstrate that Metro's strategy and efforts are effectively addressing these issues. The significant number of trespassing arrests and enforcement is having its desired impact, which is the continued decrease in violent crime incidents on the system.

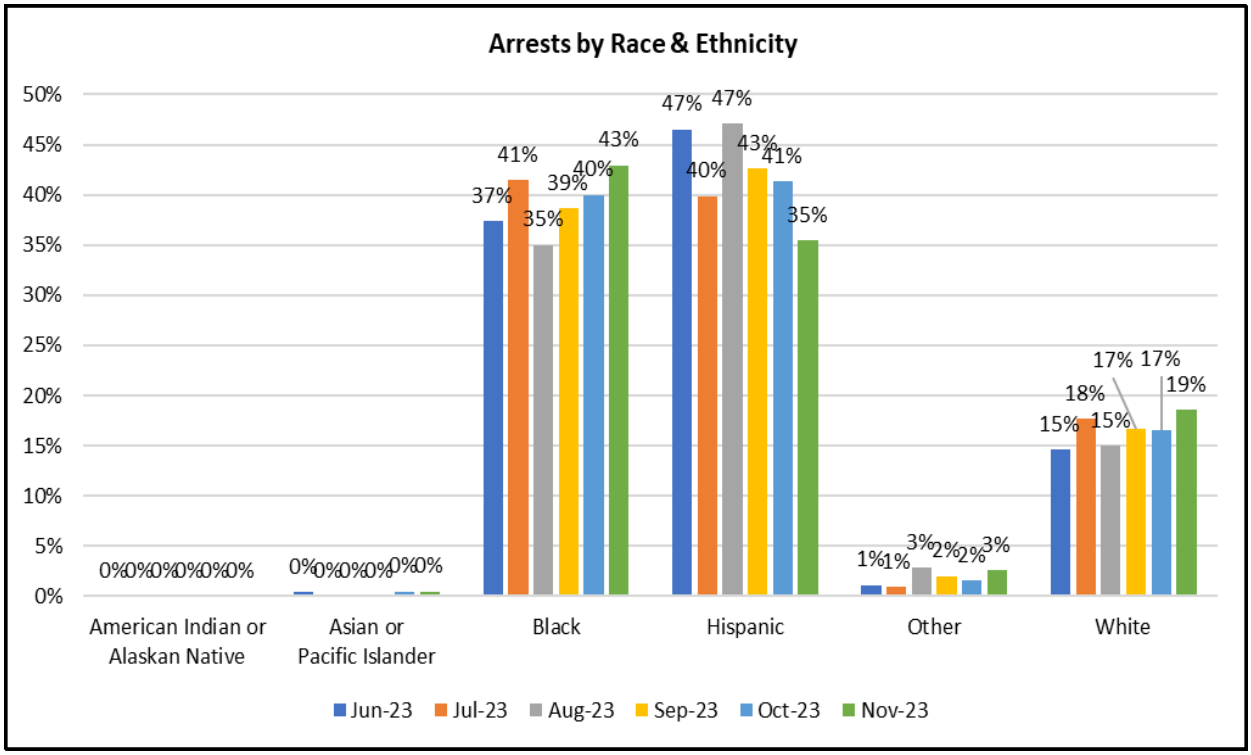
Specific to trespassing arrests, Contract Security is conducting a minimum of three ancillary (non-public areas) inspections per shift at all 24 subway stations. Another contributing factor to the increase in trespassing arrests was due to the multi-layered roving teams comprised of law enforcement and Metro Transit Security conducting trespassing investigations on the system, inclusive of those found riding the system without proof of fare. As of November, 28 additional contract security officers have been deployed in support of the enhanced ancillary sweeps during the 10 p.m. - 6 a.m. shift for 24/7 coverage. Metro expects the full deployment of the 87 additional contract security officers by January 14 and to increase the number of trespassing and narcotics arrests on the system. SSLE will continue to monitor trespassing crimes with proactive accountability

at below-grade coverage areas.

Part 2 crimes on buses in October had a slight increase of 3% when compared to September, which was associated with an increase in trespassing (6 vs 0), vandalism (10 vs 7), and battery (33 vs 32). November also saw an increase over October in Part 2 crimes on buses which was largely attributed to an increase in narcotics arrests (17 vs 4).



The following chart displays October arrests by race and ethnicity: 40% Black, 41% Hispanic, 17% White, and 2% Other and for November: 43% Black, 35% Hispanic, 19% White, and 3% Other.



Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. Ejections represent law enforcement engagements during trespass investigations in which an individual is removed after determining they did not possess a TAP Card or pay fare to access the rail or bus system. The below charts depict law enforcement efforts in support of the multi-layered deployment, including homeless outreach.

Multi-Layered Deployment: Law Enforcement Efforts	October Totals	November Totals
Arrests	435	631
Citations	204	233
Warnings	845	665

*Law enforcement citations and warnings are not related to fare, but for trespassing, loitering, and moving violations.

Law Enforcement Homeless Outreach	October Totals	November Tot
LAPD HOPE Team Outreach Services	Offered: 185 Accepted: 49	Offered: 93 Accepted: 6
LASD MET Team Outreach Services Contacts	Offered: 848 Accepted: 8	Offered: 613 Accepted: 1
Long Beach Quality of Life Team (QOL)	Offered: 66 Accepted: 11	Offered: 52 Accepted: 12

*LAPD's HOPE team defines accepting services as when the individual agrees to accept or requests assistance. This includes placing them in direct contact with a service provider, physically transporting an individual to a shelter that has services available, obtaining emergency medical services, or placing the individual on a mental health hold.

*The LASD MET team defines accepted services when a person accepts referrals to shelters, rehabs, or is connected to LAHSA or PATH.

*Long Beach Quality of Life (QOL) leads a "Shelter the Unsheltered" initiative with PATH assisting in the morning hours. QOL works with PATH to coordinate services for those experiencing homelessness.

Contract Security

On October 1, 2023, Metro onboarded two new contract security (CS) companies to provide security services at 77 Metro locations. The contract is divided into a north and south region. Allied Universal Security provides support for the north region and Inter-Con Security provides support for the south region. The locations include 10 support facilities, 19 Divisions, and 48 rail stations. All locations are fully staffed with a total of 450 security personnel including eight supervisors and two dispatchers. Both contracts provide a 50/50 model of armed and unarmed security personnel. A new guard tour system was also implemented that provides real-time information to measure performance and oversight for accountability.

CS officers working the ancillary areas were properly trained and equipped with PPE to support the ancillary cleaning efforts and the ancillary inspections. On November 1, 2023, CS began offloading trains at the end-of-line stations and providing security support for maintenance employees while they performed their duties at the stations.

Also on November 1, 2023, both companies completed the revision of their Use of Force policy and Arrest procedures to be aligned with Metro's posture of arresting ancillary trespassers and for other violations in the system.

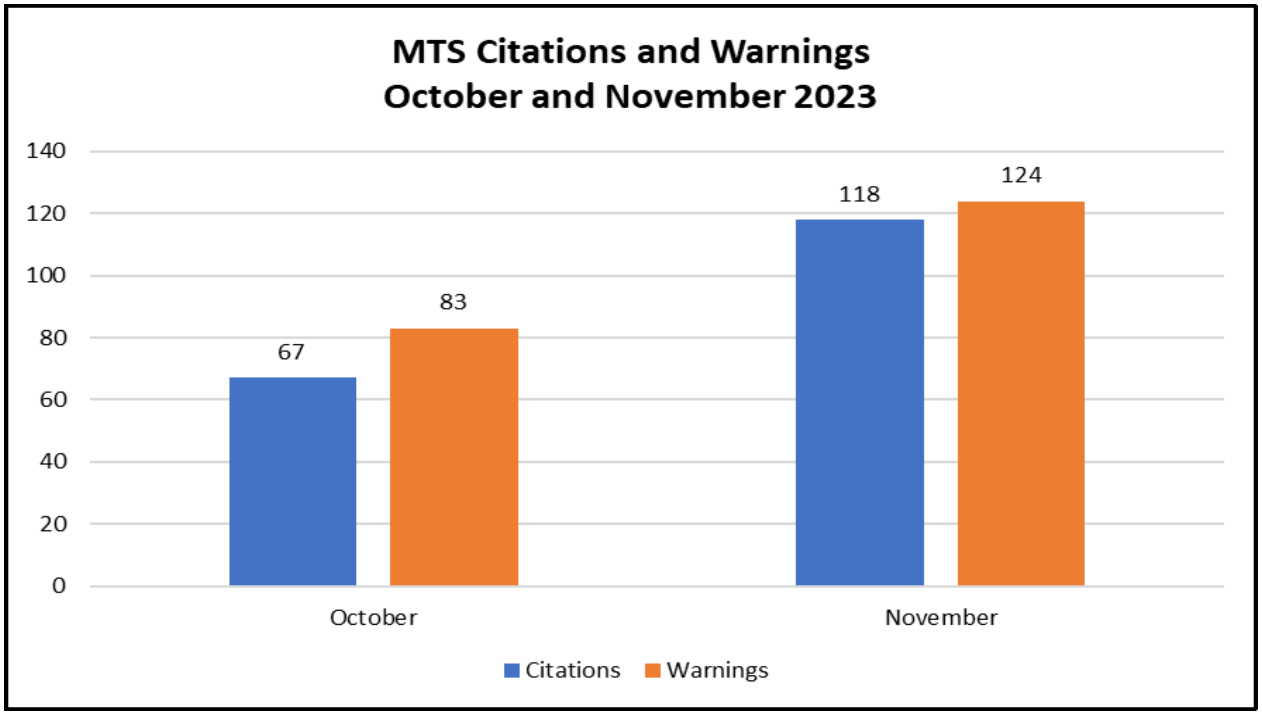
The next steps are to complete the deployment of an additional 87-armed security officers to support the ancillary efforts at 24 subway stations.

Transit Security

The primary role of Metro Transit Security (MTS) in the multi-layered deployment is code of conduct enforcement. Since the onset of the multi-layered deployment, SSLE has noted that a majority of the

code of conduct violations cited on the system have been for fare evasion. From October 1 to October 31, MTS officers issued 150 citations and written warnings. Of those, 147 (98%) were due to individuals failing to provide proof of fare. The remaining citations and written warnings issued in October were for the following code of conduct violations: loitering, failing to comply with orders, and trespassing in non-public areas.

From November 1 to November 30th, MTS officers issued 242 citations and written warnings. Of those, 235 (97%) were due to individuals failing to provide proof of fare. The remaining citations and written warnings issued in November were for the following code of conduct violations: smoking/Vaping or use of alcohol, urination/defecation, failing to comply with orders, having food/drink, and for an animal not being properly housed in a carrier.



Operator Safety

The Federal Transit Administration (FTA) reported that there was a 121% increase in operator assaults at transit agencies across the nation between 2008 and 2021. The most significant spike occurred as patrons returned to public transportation in 2021 after the pandemic lockdowns were lifted. The number of incidents continued to grow nationwide in 2022 and 2023 respectively, and as a result, transit operator and employee assaults have been designated by the FTA and the White House as being a “national level hazard.”

In October 2023, operator assaults decreased by 15.4% compared to September 2023 (11 vs 13). Spitting on the operator and using hands (punch/slap) were the top two methods of assault. Of the 11 assaults, five were reported to have a bus barrier in use (45.5%). Two of the assaults occurred while

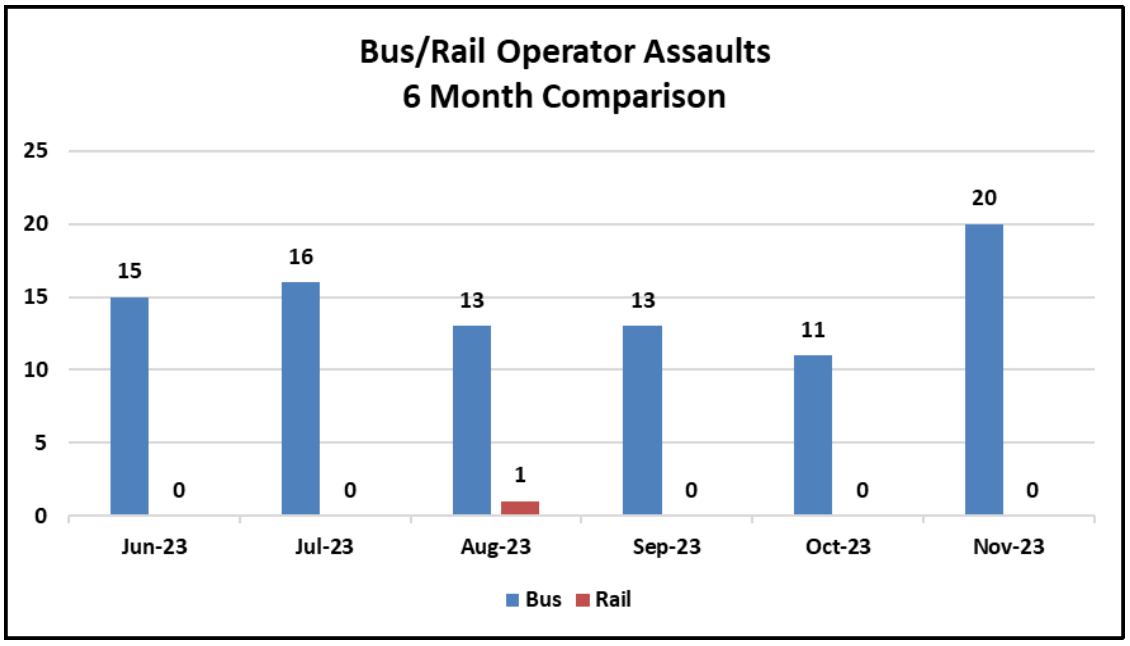
the suspect stood outside of the bus and brandished a gun at the bus operators, two assaults occurred outside of the bus when the bus operators were shoved, and one was reported as unknown if a bus barrier was used. Of the reported assaults in October, no victims required medical transport.

In November 2023, operator assaults increased when compared to October 2023 (20 vs 11). Spitting on the operator and using hands (punch/slap) were, again, the top two methods of assault. Of the 20 assaults, thirteen were reported to have a bus barrier in use (65%). One of the assaults occurred outside of the bus when the bus operator and suspect exited the bus, another assault occurred when a suspect in a vehicle intentionally slammed on the gas and crashed into a bus, and five assaults were reported as unknown if a bus barrier was used. Of the reported assaults in November, three required medical transport. No patterns or trends were identified in October and November.

The rate of assaults in October is consistent with the monthly averages in 2023, although higher than historical averages over the past six years as shown in Figure A.

The rate of assaults in November is higher than the monthly averages in 2023. However, the rate is consistent with historical averages over the past six years as shown in Figure A.

The type of assaults that occurred in October and November are summarized in Figure B.



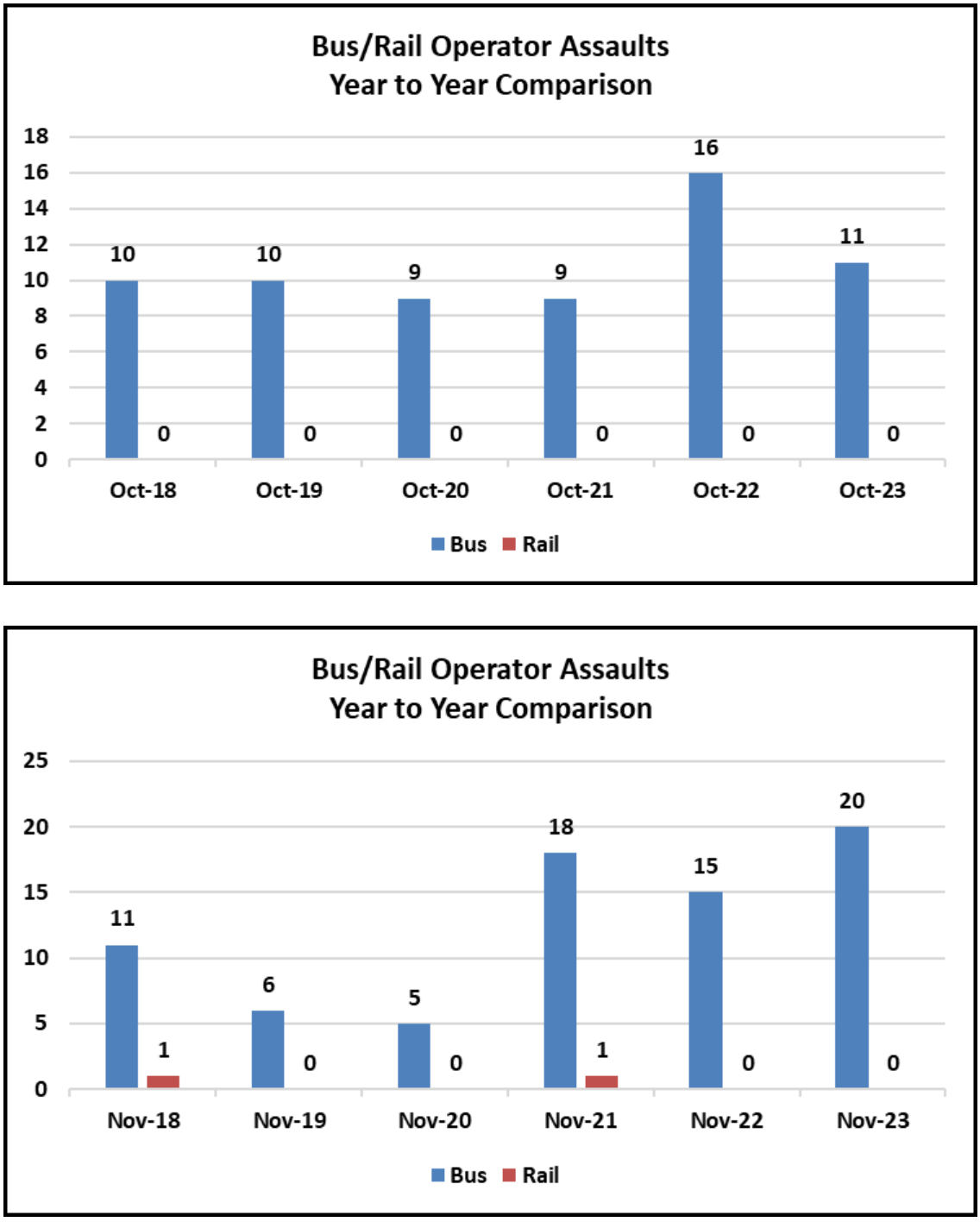
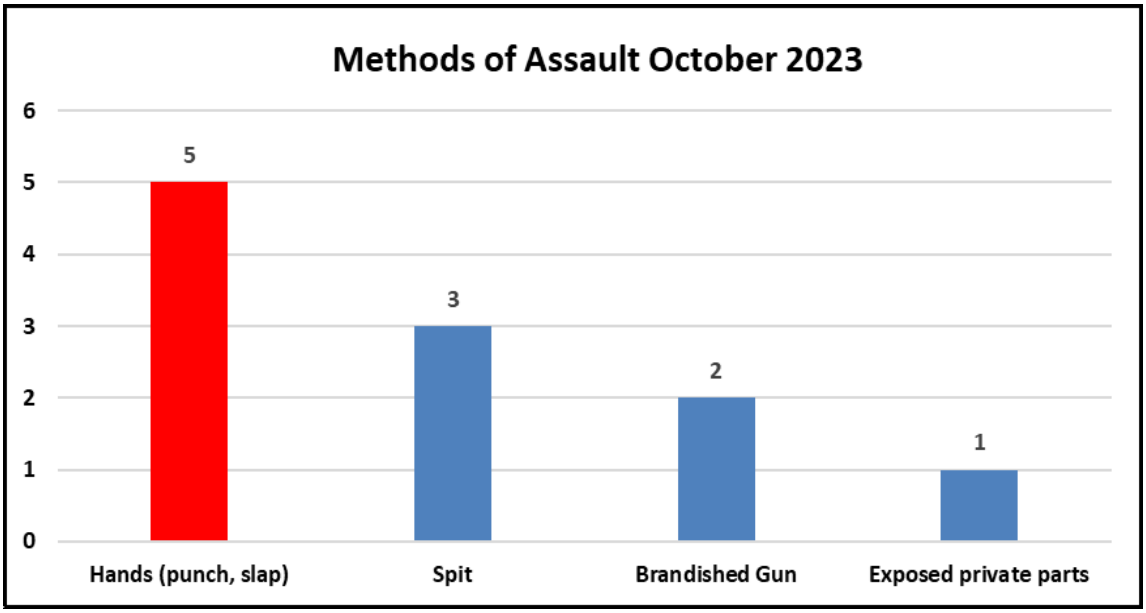


Figure A: Bus/Rail Operator Assaults Year to Year Comparison



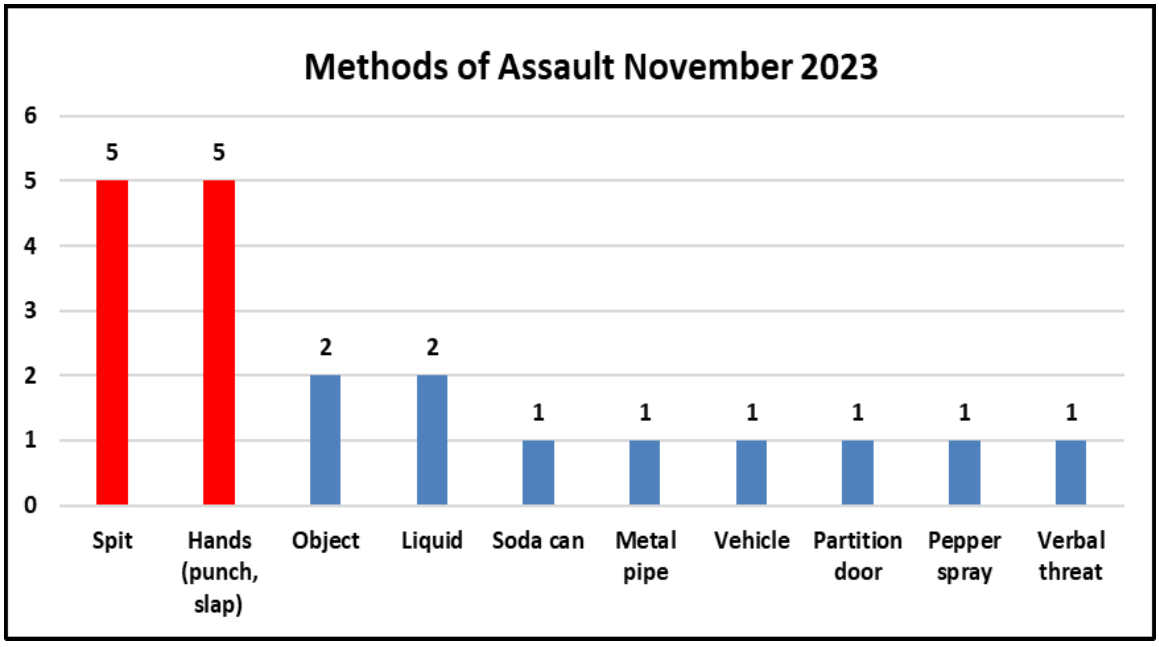


Figure B: Methods of Assault

Bus Riding Teams

Transit Security Bus Riding Teams continue to rotate across the top 10 bus lines with reported incidents of operator assaults and lines with new reported incidents of operator assaults to enforce code of conduct violations. In October and November, seven (7) Transit Security Bus Riding Teams were deployed across the five service areas of Metro's bus system. Three (3) teams were deployed on the Day Shift and PM Shift, and one (1) team was deployed on the Early Morning Shift (Owl

Service). The following table illustrates the Bus Riding Team deployment for October and November and the number of trips.

TRANSIT SECURITY BUS RIDING TEAMS - OCTOBER 2023		
DEPLOYMENT PERIOD	LINES COVERED	TRIPS
10/02/23 - 10/06/23	105, 115, 204	181
10/09/23 - 10/13/23	33, 234, G Line	180
10/16/23 - 10/20/23	18, 60, 162	200
10/23/23 - 10/27/23	16/18, 20/720, 207	134
10/30/23 - 11/03/23	45, 60, 207	258

TRANSIT SECURITY BUS RIDING TEAMS - NOVEMBER 2023		
DEPLOYMENT PERIOD	LINES COVERED	TRIPS
11/06/23 - 11/10/23	207, 234, G Line	96
11/13/23 - 11/17/23	2, 40, 207	111
11/20/23 - 11/24/23	105, 108, 207	159
11/27/23 - 12/01/23	20/720, 204/754, 207	103

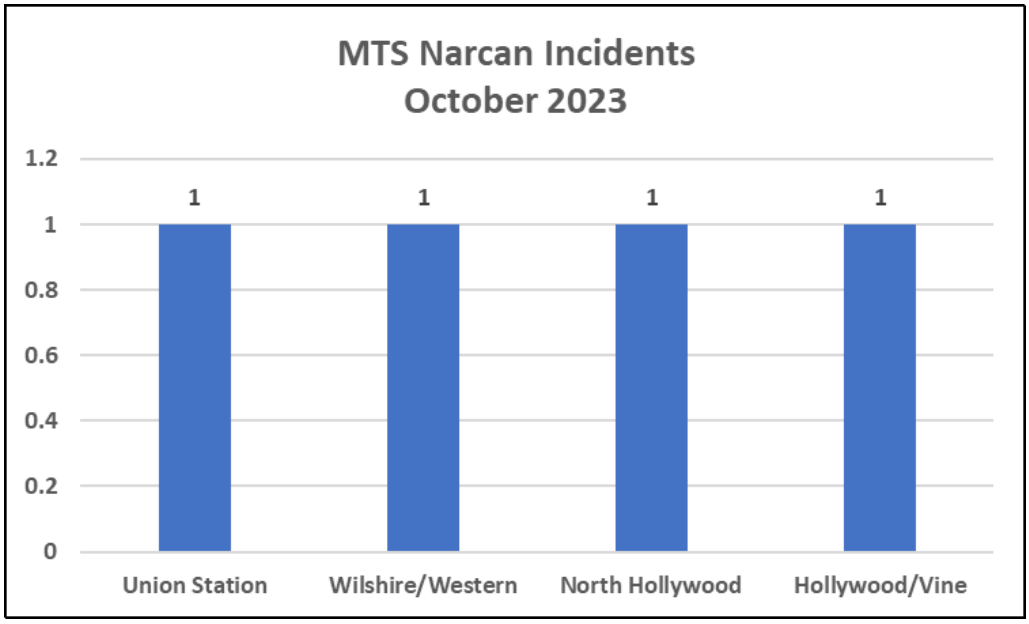
Four (4) additional Bus Riding Teams have been deployed since October and two remaining teams are tentatively scheduled to be deployed by Spring 2024. The MTS teams are augmented with the support of law enforcement. For October, there were 10,793 bus boardings by LAPD officers and 8,483 bus boardings by LASD deputies. For November, there were 12,615 bus boardings by LAPD officers and 8,965 bus boardings by LASD deputies.

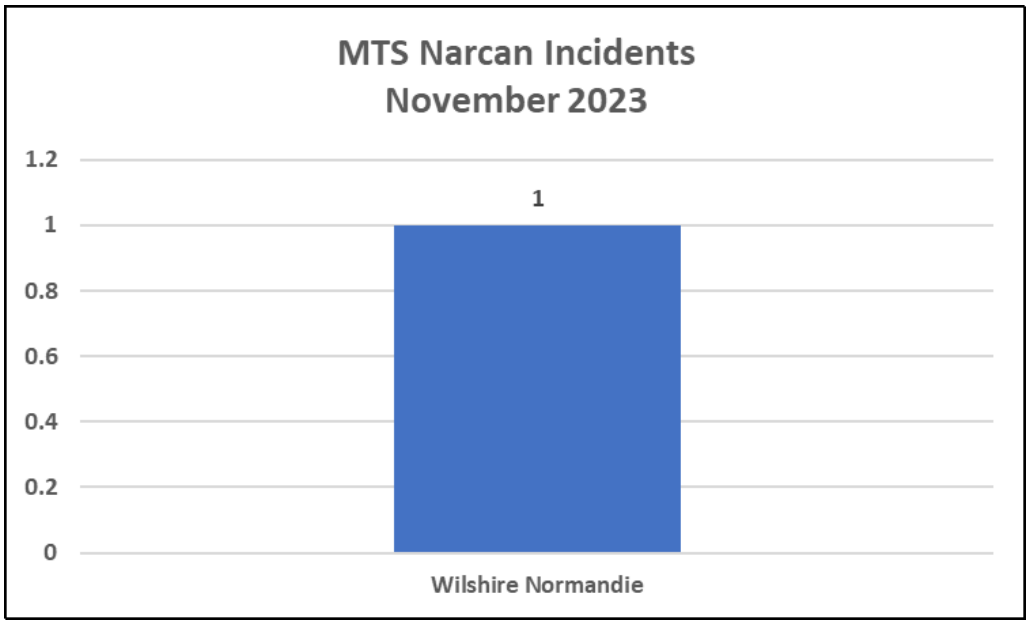
Staff will be deploying a survey instrument by the end of January to capture operator feedback and the impact of bus riding teams on their feeling of safety. Furthermore, staff continuously reviews crime stats to identify potential trends and patterns to inform deployment strategies to reduce crime on the bus system and help decrease and prevent bus operator assaults. In addition, staff engages with bus operators from all 10 bus divisions at monthly RAP sessions to obtain feedback on lines and geographical areas where bus operators have safety concerns.

ACTIVITIES

Narcan Deployment

In March 2023, Transit Security Officers were trained on how to administer Narcan. MTS reported four Narcan incidents during the month of October and one incident in November. All of the incidents resulted in the successful revival of the individual experiencing symptoms of an overdose.





Ambassadors were certified and equipped to carry and administer Narcan in April 2023. Metro Ambassadors reported a total of 33 Narcan incidents, thus saving a life in each, for the months of October and November 2023:

October 2023 - 17 Narcan incidents

- (6) incidents at WLMP Station
- (3) Incidents at Union Station
- (1) Incident at Wilshire/Western Station

- (1) Incident at Vermont/Beverly Station
- (1) Incident at Arcadia Station
- (1) Incident at Hollywood/Highland Station
- (1) Incident at Wilshire/Vermont Station
- (1) Incident at Little Tokyo/Arts District Station
- (1) Incident at 7th Street/Metro Center Station
- (1) Incident at North Hollywood Station

November 2023 - 16 Narcan incidents

- (7) Incidents at WLMP Station
- (2) Incidents at Union Station
- (2) Incidents at Wilshire/Normandie Station
- (2) Incidents at 7th Street/Metro Center Station
- (1) Incident On Train
- (1) Incident at North Hollywood Station
- (1) Incident at Little Tokyo Station

In total, MTS and Ambassadors reported 38 incidents in October and November.

Public Facing Dashboard Update

SSLE continues to work with its internal stakeholders to refine the dashboard in preparation for delivery of a public-facing dashboard. The primary objective of this project is to create a comprehensive dashboard that will be displayed in a user-friendly design providing various data points related to crime, arrests, calls for service, Transit Watch App reports, customer comments, and other informative information for the public to access.

In October and November, SSLE and ITS refined the dashboard to include feedback from internal stakeholders, such as capturing the User Interface (UI) and User Experience (UX) perspective and making the dashboard into a useful public-facing tool. To accomplish and ensure UX/UI best practices, accessibility guidelines, compatibility with common browsers, various desk and mobile devices, and ease of comprehension and usability by the public was adhered to. SSLE and ITS determined the best approach was to engage external services to develop and deliver a product that Metro could present on its website. SSLE and ITS have received a proof of concept and with

concurrence from Customer Experience, is moving forward with a scope of work and the initial steps towards completion of the project. The current scope period of performance for delivery is two to six months. SSLE will continue to update the Board on the progress and timeline of delivery.

Security Operations Center Upgrade Project

The Security Operations Center (SOC) is responsible for supporting the day-to-day incident management of safety and security events systemwide. In addition, the SOC handles Metro Transit Security radio communications, CCTV monitoring, Transit Watch, and incoming calls for service.

The SOC upgrade project began construction in August 2023 and was completed in November 2023. The SOC has been upgraded and reconfigured to improve its operational functionality, streamline current operations, including coordination with the Rail Operations Control Center, Bus Operations Control, and enhance its capability to provide connectivity, safety, and security to Metro's public safety ecosystem and Metro staff. In its former configuration, the SOC had outdated equipment, including computer workstations that were over ten years old and video monitoring capabilities that were unable to switch and share views of safety and security incidents. Given the criticality of the SOC to SSLE Operations, special events, and emergency operations; addressing those issues was essential to critical path activities such as crime reduction and providing an increased security posture across the Metro system. This project is of benefit to Metro's entire multi-layered public safety ecosystem.

Union Station Security Improvements

Security at Union Station has improved through the addition of two security guards in the passageway to increase the presence where the passengers exit off the trains on the upper platforms. The guards have been very engaged and have made hundreds of contacts with the public. Furthermore, the communication between the different jurisdictions at Union Station has improved with the installation of an Allied Security radio in the LAPD Watch Command, and the distribution of hand-held radios to the Metrolink security guards on the platforms to communicate with the Los Angeles Union Station Security Operations Center. Lastly, the Allied contract has been amended to allow the guards to pursue a person who has committed an offense in the guards' presence and

maintain contact with the person until the appropriate jurisdiction has taken control of the person. In the past, if an Allied guard observed someone strike another person in the passageway, the Allied guard had no contractual authority to follow the person and await law enforcement.

Emergency Management Update

Emergency Training and Exercises

Exercise 19 of 20 for calendar year 2023 was conducted on Wednesday, October 25, that includes station, vehicle, and Division familiarization and exercises agencywide. The Emergency Management Department (EMD) conducted a workplace violence/active shooter Full-Scale Exercise (FSE) with LAPD in coordination with the annual Division 15 Lockdown Drill. LAPD's Transit Services Bureau and Foothill Division responded to Bus Division 15, performing a suspect search of both Transportation and Maintenance buildings until the suspect was identified and the threat neutralized. This was also an opportunity for officers to become familiar with Metro Bus Division 15, which most had never visited or trained at prior. During the Full-Scale Exercise, Metro personnel also conducted a Division lockdown drill, to simulate the actions employees should take with an active shooter or armed intruder on the property. All staff were able to safely lockdown or shelter in place while law enforcement swept the facilities and mitigated the threat.

Both the on-site law enforcement exercise and Division lockdown drill were successful with (43) FSE participants and approximately (73) Division Drill participants.

On Wednesday, November 1, EMD presented to the Metro Technical Advisory Committee (TAC) on Metro's emergency preparedness and response activities. The Committee was particularly interested in how Metro plans for special events and collaborates with local jurisdictions and partner transit agencies. EMD shared how it prepared with internal and external stakeholders for Super Bowl 56 at SoFi Stadium, Metro's response to Tropical Storm Hilary, along with some of the current committee participation and collaboration for the upcoming 2028 Olympics. During the presentation there were several questions related to training and exercises and the California Highway Patrol (CHP) representative expressed interest in coordinating Bus Familiarization Training and renewing participation in Metro full-scale exercises for local CHP Officers. Overall, the presentation was well received and appeared appreciative by TAC members.

Emergency Response

In response to the I-10 freeway fire and closure, Emergency Management coordinated with the Los

Angeles City Emergency Management Department and Department of Transportation to share situational awareness and traffic resource requests to support consistent movement of buses in heavily impacted traffic areas.

Lastly, the Emergency Management Department represented Metro at the Local Business Assistance Resource Center (LBARC), along with 17 other organizations, to provide information and resources to support the businesses impacted by the fire and closure of the I-10 freeway. The LBARC was open for three consecutive weeks, two days each week, with EMD participating each day to provide schedules for bus lines in the impacted area and information on the upcoming bus schedule changes.

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update on Motion #30 by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn outlining progress on securing and cleaning the ancillary areas.

- All ancillary areas along the B, D, E, and K lines have been cleaned by Custodial Services. On November 20, 2023, the ancillary cleaning schedule was enhanced from eight stations per week to 21 stations per week. The feedback received from Metro employees is that the ancillary areas are much cleaner throughout the system. This is in part due to the increased frequency of station corridor cleaning, new cleaning product being used that cut the dwell time for chemical activation from 4 hours to 30 minutes, updated Standard Operating Procedures for new chemical and staff safety, equipment that secure staff from potential exposure to untreated corridors and increased numbers in certified staff.
- As of December 24, 2023, an additional 62 contract security officers were deployed on the system to support the ancillary efforts. Contract security is deployed 24/7 at 24 subway

stations throughout the B, D, K, and E lines. Contract security inspects every ancillary area three times per shift. In addition, they respond to all ancillary door alarms and inspect the ancillary for any trespassers. Contract security also reports damaged property and clean-up requests by utilizing the Metro Transit Watch App.

- All audible alarms at the ancillary doors have been reprogrammed to sound for up to two hours if the door was entered or exited without first tapping a valid employee ID card on the adjacent badge reader. The alarms are reset by contract security officers at the station via the badge readers and any observed activities are reported to the Security Operations Center. Once cameras and other monitoring technology are installed, manned security coverage is expected to be reduced to original staffing levels.
- Contract security, MTS, and LAPD efforts resulted in 27 removals and 15 trespassing arrests in October and 17 removals and 22 trespassing arrests in November. Metro personnel have noted that the ancillary areas are the cleanest since the effort began in 2018 due to the combined efforts of security, maintenance, and custodial staff.

Staff will continue to provide quarterly updates to the Board on the above activities and their progress.

CUSTOMER COMMENTS

Social Media Posts

Metro's Safety and Security Social Listening Report provides an analysis of social media comments related to Safety and Security on the Metro system. For the month of October, the most common themes expressed on social media relate to homelessness, drug-related issues, weapons-related issues, mental health, Metro facilities and infrastructure, and safety personnel. Homelessness was the most frequently mentioned issue, followed by drug-related Issues and safety personnel.

In October, the report identified 593 posts, comments, and replies related to Safety and Security on Metro social media channels. Four social media platforms. Facebook, Reddit, X (formerly Twitter), and Messenger, generated the most engagement with Metro related to Safety & Security with X producing 45.2% followed by Reddit at 28.2% total volume of public comments and posts related to safety and security.

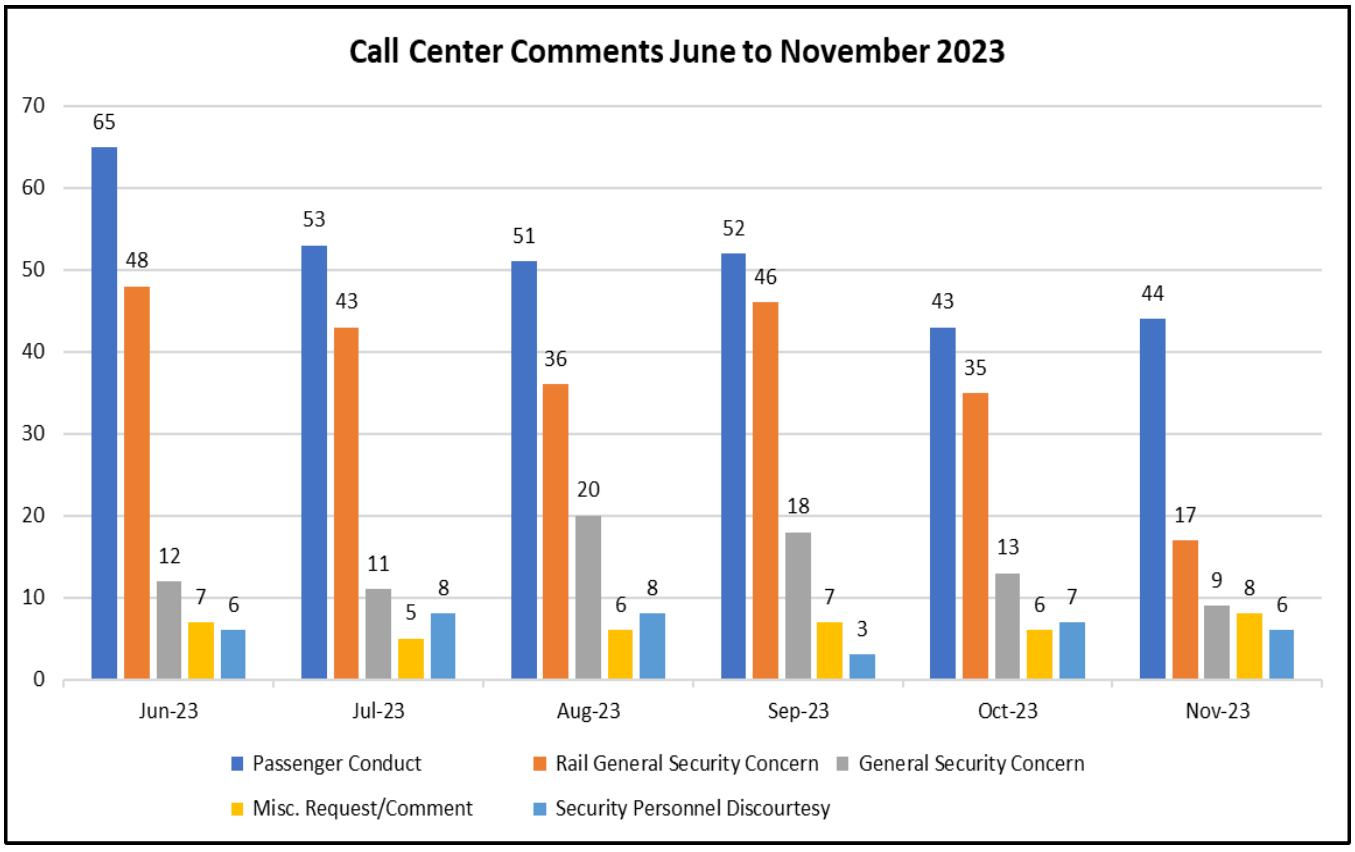
Although the negative comments about Safety & Security outweigh positive comments (2 to 1), there were a number of comments mentioning positive experiences with Metro.

In November, the report observed a slightly higher volume of engagement in the Safety and Security topic compared to October, making it the second-highest volume of engagement of all topics monitored. There was an uptick in accounts positively discussing increased security and improved infrastructure in November. We observed an increase in first-time riders positively discussing Safety and Security on Metro such as a post discussing a rider's first experience with Metro and comments highlighting recent improvements and increased security. SSLE will continue to coordinate with

Customer Experience and monitor social media posts.

Call Center Comments

Customer comments related to *Passenger Conduct* remained the highest public safety category from June through November. From September to October, customer comments related to *Passenger Conduct* decreased from 52 to 43, and slightly increased in November to 44. Customer comments related to *Rail General Security Concern* decreased month-to-month from September through November from 46 to 35 to 17, respectively. For customer comments related to *General Security Concern,* there was also a decrease month-to-month from September through November from 18 to 13 to 9, respectively. SSLE will continue to highlight top themes from comments submitted to the Call Center and collaborate with its public safety partners to address as part of the multi-layered deployment.



Transit Watch (TW) App

Transit Watch App reports related to safety and/or criminal elements for the month of October totaled 1,958, which is an increase of 16.1% compared to September. The Security Operations Center's Security Control Specialists (SCS) response time, based on initial reporting, has decreased by 69% from September (4.39 minutes) to October (1.36 minutes). In November, the response time

decreased again by 43% to 0.77 minutes, though there was an increase of 8.2% in reports. By comparison, in FY23, the average response time was 4.9 minutes which exceeded that fiscal year's target of 4-minutes. For FY24, SSLE established a target response time of 2 minutes to ensure a faster process for determining the proper response and dispatch of resources, which in turn improves calls for service response times on the system. The reported numbers for both October and November exceeded the target goals and demonstrates Metro's commitment to providing excellent customer service and timely security resources to keep patrons and employees safe.

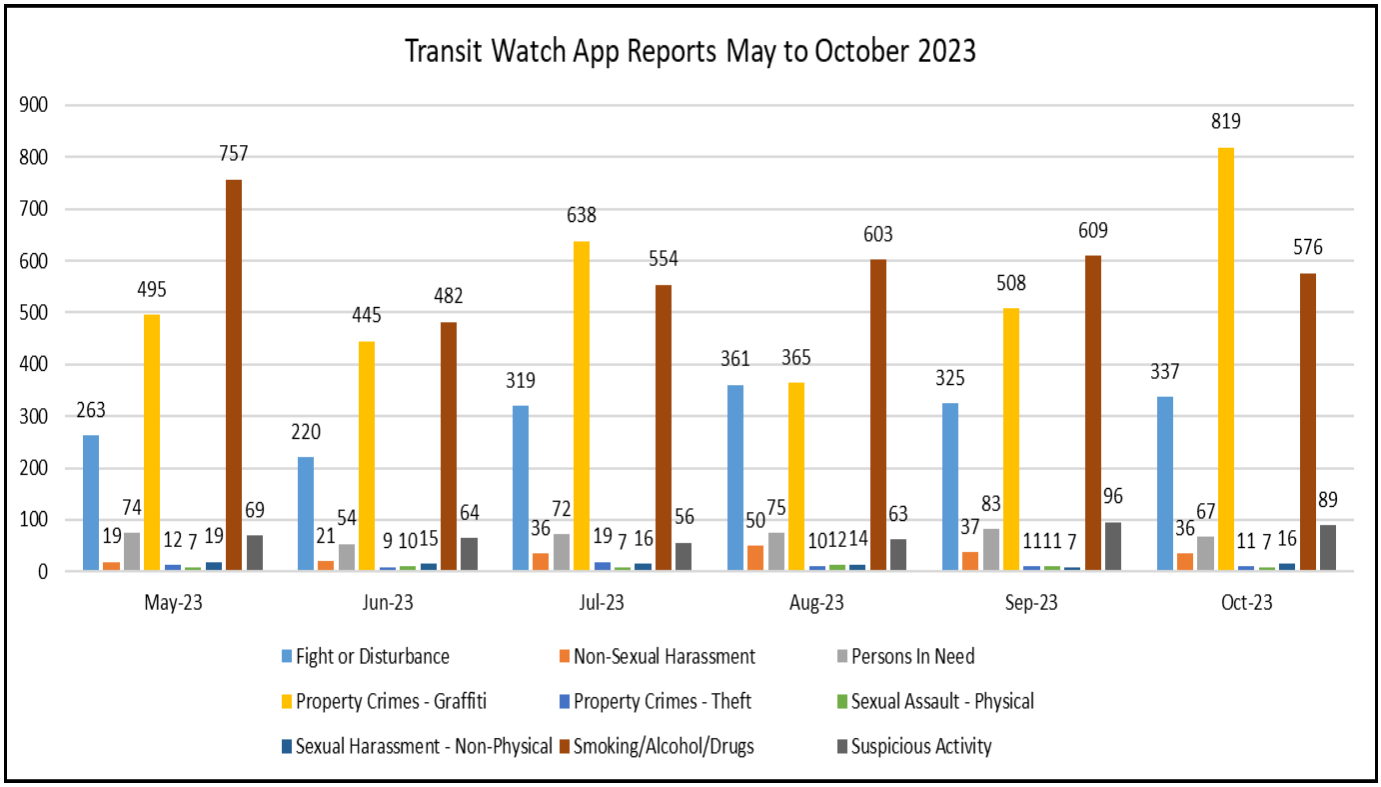
The top three areas of increased reporting in October were sexual harassment - non-physical, graffiti, and fight or disturbance. Graffiti was the category with the highest number of reports in October, totaling 819 reports, followed by the smoking/alcohol/drugs category which had 576 reports. Of the 819 graffiti incidents captured, Ambassadors reported 72% (586) of these occurrences, which were subsequently provided to law enforcement through SSLE.

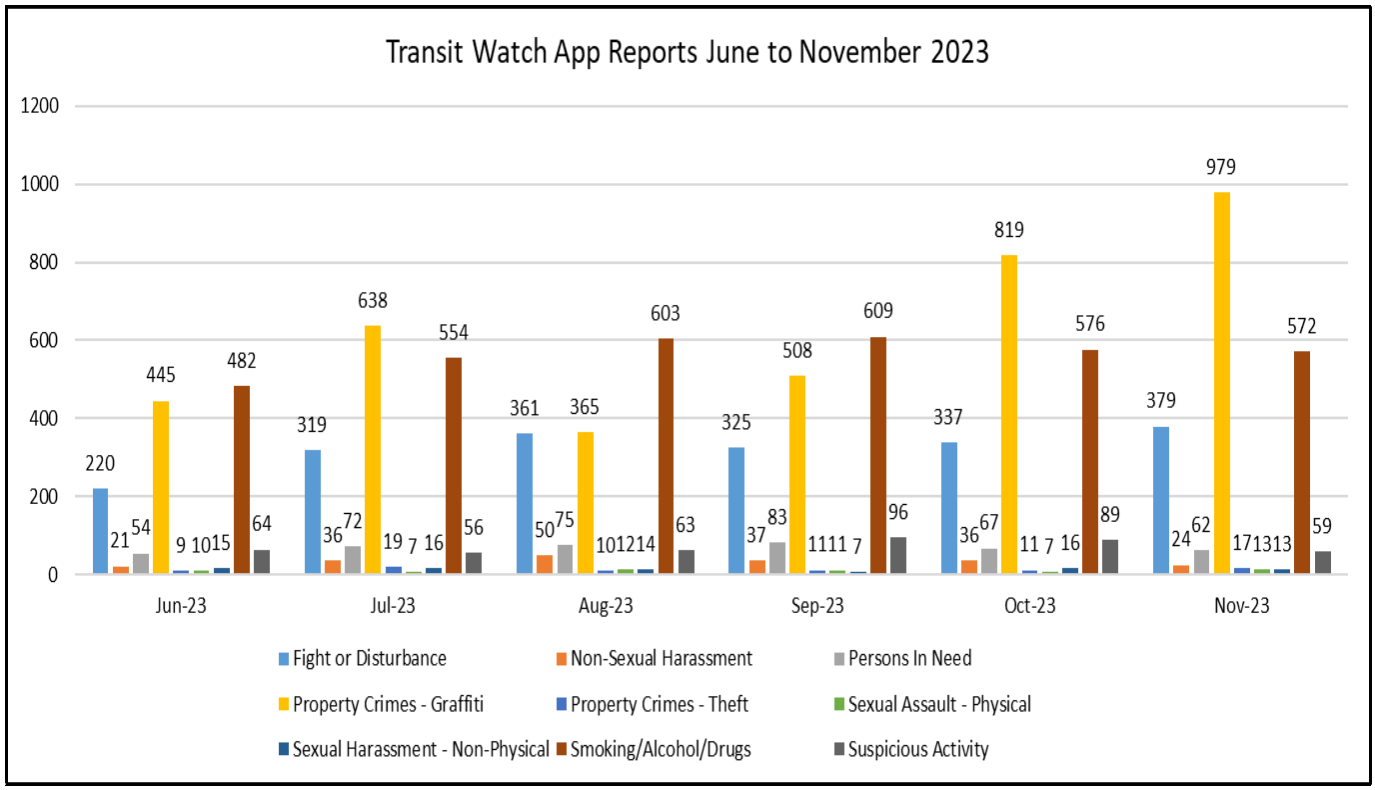
In November, the top three areas of increased reporting were sexual assault - physical, theft, and graffiti. Of the 979 graffiti incidents captured, Ambassadors reported 53% (523) of these occurrences.

The top three locations reporting graffiti in October were Historic Broadway station (38), Little Tokyo/Arts District station (30), followed by three stations with the third most reports of graffiti which were Lincoln/Cypress station (25), 7th Street/Metro Center station (25), and Indiana station (25).

In November, the top three locations reporting graffiti were Little Tokyo/Arts District station (92), Historic Broadway station (87), and Grand Av Arts/Bunker Hill station (67). The top 3 locations reporting a sexual assault - physical were 7th Street/Metro station (3), 26th St/Bergamot station (2), and several stations reporting one incident each (Pico, Highland Park, Hollywood/Vine, and Hollywood/Western).

SSLE uses these reports, as well as information from Transit Security, law enforcement partners, and private security to inform deployment strategies, enabling resources to be directed to the areas that have the highest need. SSLE coordinates with the multi-layered public safety resources to develop strategies for identifying and addressing repeat offenders. In October and November, Transit Watch reporting led to a reduction in property crimes along both the A and C Lines, as increased patrols at the station and street level within the Regional Connector. In addition to the mitigation of property crimes on the system, the strategies developed as a result of Transit Watch reporting has led to a 6.6% decline in customer reports of non-sexual harassment, persons in need, smoking/alcohol/drugs, and suspicious activity.





METRO AMBASSADOR PROGRAM UPDATE

A Metro Ambassador's 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, and J Line, as well as bus lines 210, 40, 20, and 720.

By the numbers

For the month of **October 2023,** Metro Ambassadors conducted 63,035 customer interactions and reported the following:

- 1,129 Cleanliness Issues
- 534 Graffiti Incidents
- 320 Elevator and Escalator Problems
- 269 Safety Issues

For the month of **November 2023,** Metro Ambassadors conducted 69,401 customer interactions and reported the following:

- 1,206 Cleanliness Issues
- 543 Graffiti Incidents
- 283 Elevator and Escalator Problems
- 271 Safety Issues

EQUITY PLATFORM

Metro continues to implement a multi-layered public safety model that takes a cross-disciplinary approach to address the various safety needs of the system to provide an equitable distribution of security resources systemwide, with EFCs being a critical point of consideration in this deployment. Staff incorporates feedback from front-line employees and riders, in addition to groups such as the Public Safety Advisory Committee, to make enhancements to the model. Most recently, SSLE has been incorporating new data points into its analysis of safety in the system. Typically, crime data has been the primary metric, but with the understanding that not all crime is reported, staff has begun to include call center comments and social media trends to better assess where additional safety resources are needed and where progress is being reflected. Through the incorporation of these data points, Metro's safety partners will have a more robust understanding of safety across the system.

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 - Arrests by Race & Ethnicity October & November 2023
Attachment B - Total Crime Summary October & November 2023
Attachment C - Systemwide Law Enforcement Overview October & November 2023
Attachment D - MTA Supporting Data October & November 2023
Attachment E - Bus & Rail Operator Assaults October & November 2023
Attachment F - Sexual Harassment Crimes October & November 2023

Prepared by: Robert Gummer, Senior Executive Officer, System Security & Law Enforcement, (213) 922-4513

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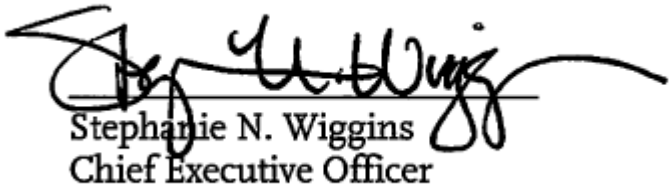


Stephanie N. Wiggins
Chief Executive Officer

Metro

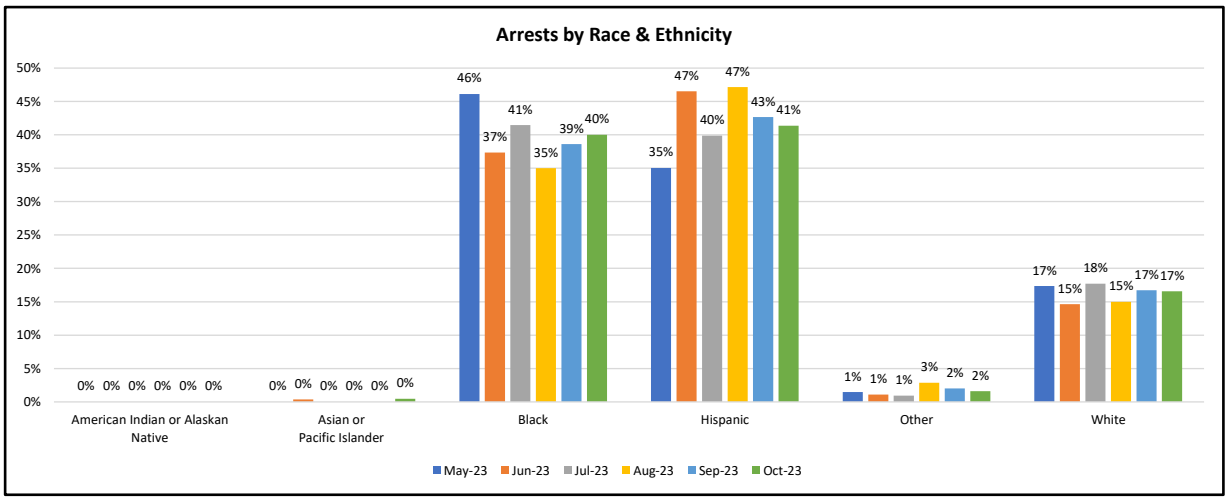
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment A

Arrests October 2023	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	2	24	150	14	166	1	6	13	59	435
Total	**0**		**2**		**174**		**180**		**7**		**72**		**435**
% Share	**0.00%**		**0.46%**		**40.00%**		**41.38%**		**1.61%**		**16.55%**		**100.00%**

Arrests October 2023	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	5	16	2	31	0	0	2	7	63
Rail Systemwide	0	0	0	2	17	119	10	127	1	6	11	48	341
Union Station and 7th & Metro Station	0	0	0	0	2	15	2	8	0	0	0	4	31
Total	**0**		**2**		**174**		**180**		**7**		**72**		**435**
% Share	**0.00%**		**0.46%**		**40.00%**		**41.38%**		**1.61%**		**16.55%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) October 2023	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	4	23	2	36	0	2	2	5	74
B Line (Red)	0	0	0	2	12	81	6	73	1	3	7	42	227
C Line (Green)	0	0	0	0	0	9	1	10	0	0	2	1	23
D Line (Purple)	0	0	0	0	0	3	1	2	0	1	0	0	7
E Line (Expo)	0	0	0	0	0	2	0	5	0	0	0	0	7
Bus - G Line (Orange)	0	0	0	0	0	1	0	0	0	0	0	0	1
Bus - J Line (Silver)	0	0	0	0	1	0	0	2	0	0	0	0	3
K Line	0	0	0	0	1	1	0	1	0	0	0	0	3
Union Station	0	0	0	0	2	15	1	8	0	0	0	4	30
7th & Metro Station	0	0	0	0	0	0	1	0	0	0	0	0	1
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	15	2	29	0	0	2	7	59
Total	**0**		**2**		**174**		**180**		**7**		**72**		**435**
% Share	**0.00%**		**0.46%**		**40.00%**		**41.38%**		**1.61%**		**16.55%**		**100.00%**



Metro

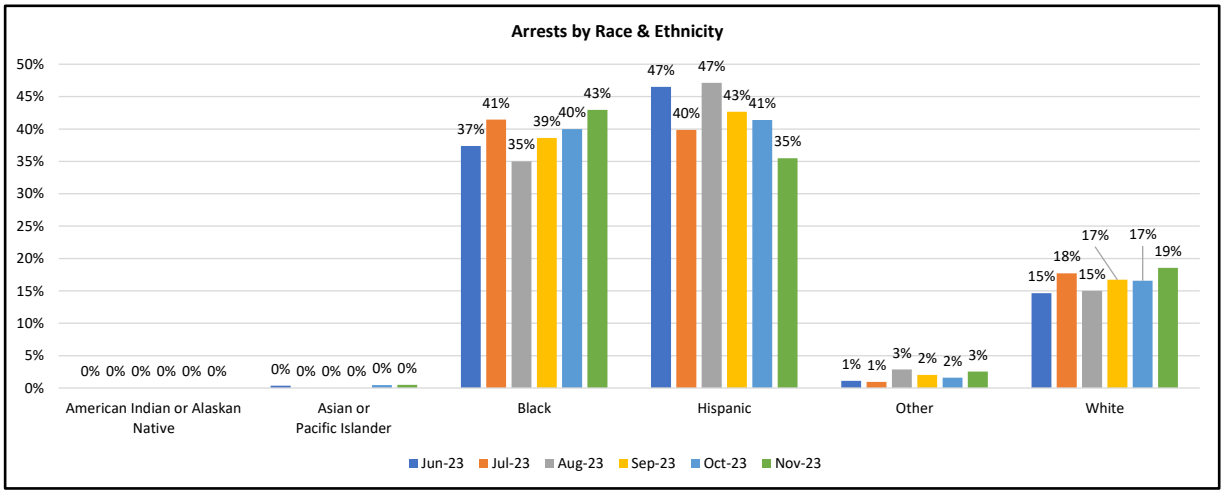
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment A

Arrests November 2023	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	3	41	230	21	203	3	13	19	98	631
Total	**0**		**3**		**271**		**224**		**16**		**117**		**631**
% Share	**0.00%**		**0.48%**		**42.95%**		**35.50%**		**2.54%**		**18.54%**		**100.00%**

Arrests November 2023	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	7	21	2	34	0	3	1	10	78
Rail Systemwide	0	0	0	3	29	199	18	162	2	10	17	86	526
Union Station and 7th & Metro Station	0	0	0	0	5	10	1	7	1	0	1	2	27
Total	**0**		**3**		**271**		**224**		**16**		**117**		**631**
% Share	**0.00%**		**0.48%**		**42.95%**		**35.50%**		**2.54%**		**18.54%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) November 2023	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	5	39	3	37	1	0	2	9	96
B Line (Red)	0	0	0	3	22	140	13	101	1	10	13	75	378
C Line (Green)	0	0	0	0	0	9	1	9	0	0	0	1	20
D Line (Purple)	0	0	0	0	0	4	0	4	0	0	0	0	8
E Line (Expo)	0	0	0	0	1	4	0	9	0	0	0	1	15
Bus - G Line (Orange)	0	0	0	0	3	7	0	8	0	1	1	4	24
Bus - J Line (Silver)	0	0	0	0	0	0	0	0	0	0	0	0	0
K Line	0	0	0	0	1	3	1	2	0	0	2	0	9
Union Station	0	0	0	0	4	8	1	7	1	0	1	2	24
7th & Metro Station	0	0	0	0	1	2	0	0	0	0	0	0	3
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	14	2	26	0	2	0	6	54
Total	**0**		**3**		**271**		**224**		**16**		**117**		**631**
% Share	**0.00%**		**0.48%**		**42.95%**		**35.50%**		**2.54%**		**18.54%**		**100.00%**



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Total Crime Summary - October 2023

Part 1 Crimes 5-Year Trend - Systemwide

January - October	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	227	222	338	402	459
Arson	1	5	8	6	0
Bike Theft	66	45	36	41	22
Burglary	6	5	16	12	12
Homicide	1	3	4	5	4
Larceny	640	337	315	431	412
Motor Vehicle Theft	18	13	10	14	38
Rape	7	7	14	10	12
Robbery	247	188	193	287	325
Totals	**1,213**	**825**	**934**	**1,208**	**1,284**

Part 1 Crimes 5-Year Trend October only - Systemwide

	Oct-19	Oct-20	Oct-21	Oct-22	Oct-23
Part 1 Crimes					
Agg Assault	20	31	45	42	43
Arson	0	0	1	1	0
Bike Theft	8	5	2	4	1
Burglary	0	1	2	1	0
Homicide	0	1	1	1	0
Larceny	48	25	33	36	31
Motor Vehicle Theft	0	1	0	2	2
Rape	1	2	1	1	1
Robbery	29	11	27	27	32
Totals	**106**	**77**	**112**	**115**	**110**

Part 1 Crimes 5-Year Trend - Rail

January - October	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	132	142	222	265	305
Arson	1	5	8	5	0
Bike Theft	44	30	20	26	10
Burglary	6	4	15	9	11
Homicide	0	3	4	4	4
Larceny	393	253	240	302	303
Motor Vehicle Theft	17	11	6	7	35
Rape	7	7	13	9	12
Robbery	148	143	136	216	226
Totals	**748**	**598**	**664**	**843**	**906**

Part 1 Crimes 5-Year Trend October only - Rail

	Oct-19	Oct-20	Oct-21	Oct-22	Oct-23
Part 1 Crimes					
Agg Assault	10	17	30	33	27
Arson	0	0	1	1	0
Bike Theft	7	2	1	3	1
Burglary	0	0	1	0	0
Homicide	0	1	1	1	0
Larceny	27	18	25	24	19
Motor Vehicle Theft	0	1	0	1	2
Rape	1	2	1	1	1
Robbery	22	8	18	19	20
Totals	**67**	**49**	**78**	**83**	**70**

Part 1 Crimes 5-Year Trend - Bus

January - October	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	95	80	116	137	154
Arson	0	0	0	1	0
Bike Theft	22	15	16	15	12
Burglary	0	1	1	3	1
Homicide	1	0	0	1	0
Larceny	247	84	75	129	109
Motor Vehicle Theft	1	2	4	7	3
Rape	0	0	1	1	0
Robbery	99	45	57	71	99
Totals	**465**	**227**	**270**	**365**	**378**

Part 1 Crimes 5-Year Trend October only - Bus

	Oct-19	Oct-20	Oct-21	Oct-22	Oct-23
Part 1 Crimes					
Agg Assault	10	14	15	9	16
Arson	0	0	0	0	0
Bike Theft	1	3	1	1	0
Burglary	0	1	1	1	0
Homicide	0	0	0	0	0
Larceny	21	7	8	12	12
Motor Vehicle Theft	0	0	0	1	0
Rape	0	0	0	0	0
Robbery	7	3	9	8	12
Totals	**39**	**28**	**34**	**32**	**40**

Part 2 Crimes 5-Year Trend - Systemwide

January - October	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	772	618	660	846	981
Narcotics	170	64	133	129	442
Sex Offenses	104	71	78	86	100
Trespassing	90	72	77	87	1,046
Vandalism	130	176	248	254	153
Weapons	41	26	41	43	95
Totals	**1,307**	**1,027**	**1,237**	**1,445**	**2,817**

Part 2 Crimes 5-Year Trend October only - Systemwide

	Oct-19	Oct-20	Oct-21	Oct-22	Oct-23
Part 2 Crimes					
Battery	72	55	79	90	123
Narcotics	27	16	10	10	53
Sex Offenses	9	7	2	8	11
Trespassing	13	4	12	14	198
Vandalism	17	16	26	14	23
Weapons	6	3	7	2	10
Totals	**144**	**101**	**136**	**138**	**418**

Part 2 Crimes 5-Year Trend - Rail

January - October	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	433	369	377	479	622
Narcotics	101	31	47	61	344
Sex Offenses	62	51	54	59	60
Trespassing	84	67	69	78	1,028
Vandalism	72	101	153	175	83
Weapons	34	18	22	26	71
Totals	**786**	**637**	**722**	**878**	**2,208**

Part 2 Crimes 5-Year Trend October only - Rail

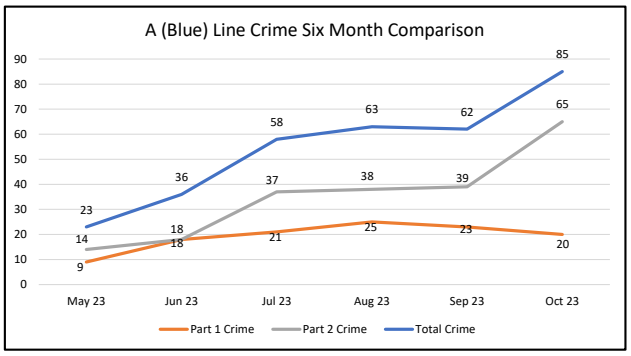
	Oct-19	Oct-20	Oct-21	Oct-22	Oct-23
Part 2 Crimes					
Battery	34	32	46	55	80
Narcotics	9	6	5	2	49
Sex Offenses	3	6	1	4	8
Trespassing	13	3	11	13	192
Vandalism	7	10	20	8	13
Weapons	5	2	4	1	8
Totals	**71**	**59**	**87**	**83**	**350**

Part 2 Crimes 5-Year Trend - Bus

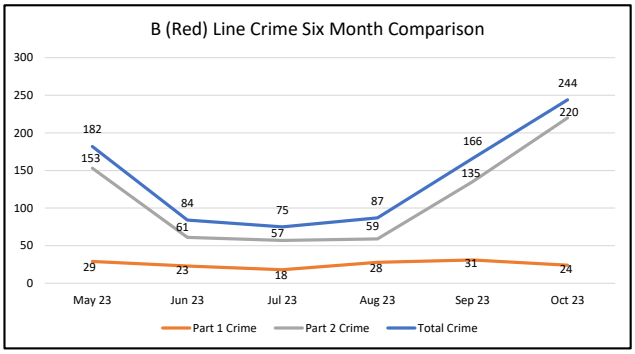
January - October	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	339	249	283	367	359
Narcotics	69	33	86	68	98
Sex Offenses	42	20	24	27	40
Trespassing	6	5	8	9	18
Vandalism	58	75	95	79	70
Weapons	7	8	19	17	24
Totals	**521**	**390**	**515**	**567**	**609**

Part 2 Crimes 5-Year Trend October only - Bus

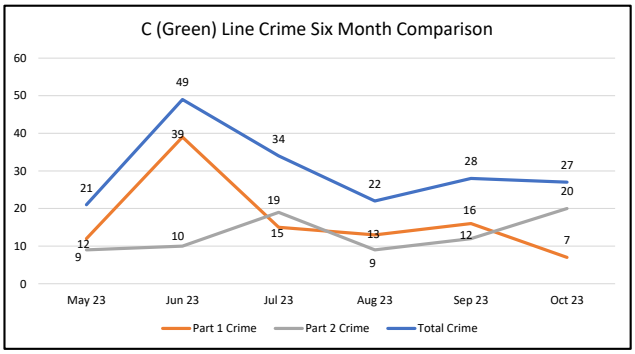
	Oct-19	Oct-20	Oct-21	Oct-22	Oct-23
Part 2 Crimes					
Battery	38	23	33	35	43
Narcotics	18	10	5	8	4
Sex Offenses	6	1	1	4	3
Trespassing	0	1	1	1	6
Vandalism	10	6	6	6	10
Weapons	1	1	3	1	2
Totals	**73**	**42**	**49**	**55**	**68**



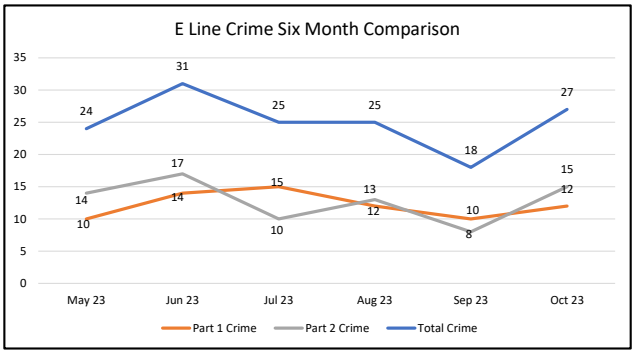
In October 2023, the A (Blue) Line saw a 37.1% increase in total crime compared to the previous month (85 vs 62). Part 1 crimes decreased by 13% (20 vs 23) which was a result of decreases in larceny. Part 2 crimes increased by 67% (65 vs 39) mainly due to increases in battery (19 vs 12) and trespassing arrests (28 vs 12).



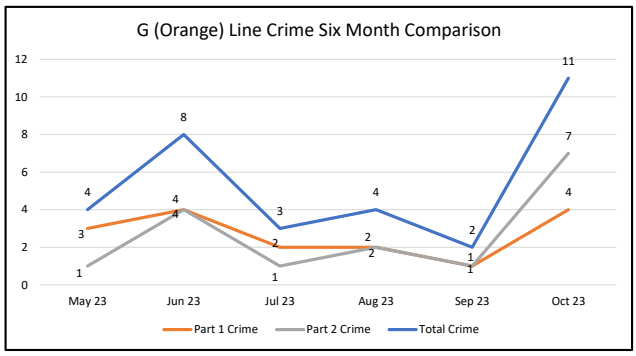
In October 2023, the B (Red) Line saw a 47% increase in total crime compared to the previous month (244 vs 166). Part 1 crimes decreased by 23% (24 vs 31) as a result of decreases in robbery (7 vs 9) and larceny (7 vs 12). Part 2 crimes increased by 63% (220 vs 135). This was due to an increase in trespassing (142 vs 71) and narcotic arrests (31 vs 25).



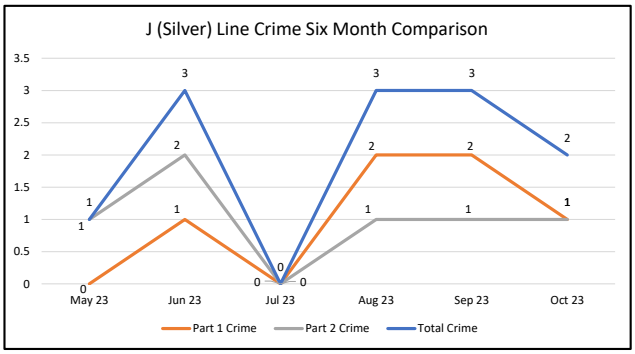
In October 2023, the C (Green) Line saw a 3.6% decrease (27 vs 28) in total crime compared to the previous month. Part 1 crimes decreased by 56% (7 vs 16) as a result of decreases in larcenies (3 vs 9), aggravated assaults (2 vs 3), and robberies (2 vs 3). Part 2 crimes increased by 67% (20 vs 12). This was a result of increases in narcotics (6 vs 3) and trespassing arrests (8 vs 1).



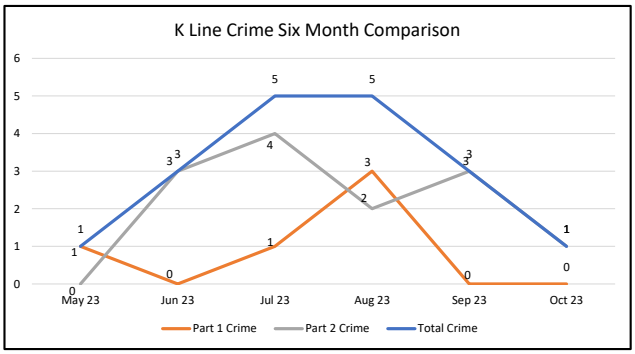
In October, the E Line saw a 50% increase (27 vs 18) in total crime compared to the previous month. Part 1 crimes increased by 20% (12 vs 10) as a result of increases in aggravated assaults (6 vs 2) and robberies (5 vs 3). Part 2 crimes increased by 87.5% (15 vs 8) due to an increase in battery incidents (12 vs 4).



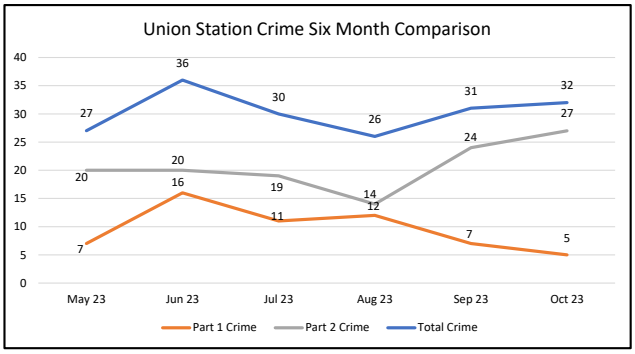
In October, the G (Orange) Line saw an increase in crime of 450% (11 vs 2) from the previous month. Part 1 crimes increased by 300% (4 vs 1) after experiencing 4 aggravated assaults. Part 2 crimes also increased but this was mainly due to 6 trespassing arrests (there were 0 trespassing arrests in the previous two months).



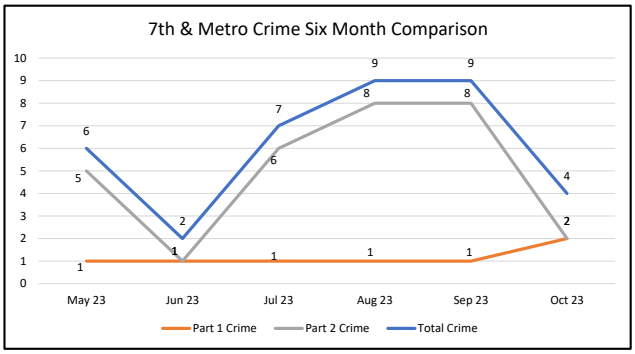
In October, crime on the J (Silver) Line saw a decrease of 33% (2 vs 3). There was one aggravated assault and one battery on the line during the month.



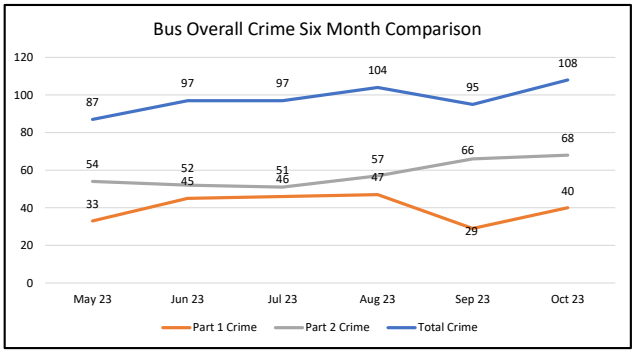
In October, crime on the K Line decreased by 67% (1 vs 3) from the previous month. There were zero Part 1 crimes and one Part 2 crime which was a trespassing arrest.



In October, crime at Union Station slightly increased by 3.2% (32 vs 31). Part 1 crimes decreased by 29% (5 vs 7) as a result of a 50% decrease in larceny incidents (2 vs 4). Part 2 crimes increased by 13% (27 vs 24) which was due to a 117% increase in trespassing arrests (13 vs 6). Battery incidents decreased by 35% (11 vs 17).



In October, crime at 7th & Metro station decreased by 56% (4 vs 9). Part 1 crimes increased from 1 to 2 incidents which was due to one aggravated assault and one larceny incident. Part 2 crimes decreased by 75% (2 vs 8). Battery incidents decreased by 33% (2 vs 3) and trespassing arrests decreased from 5 to 0.



In October, crime on buses increased by 13.7% (108 vs 95). Part 1 crimes increased by 38% (40 vs 29) as a result of a 33% increase in aggravated assaults (16 vs 12), a 50% increase in larceny incidents (12 vs 8), and a 71% increase in robbery incidents (12 vs 7). Part 2 crimes saw a small increase of 3% (68 vs 66). Narcotics arrests decreased by 60% (4 vs 10) while trespassing arrests increased (6 vs 0).

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Total Crime Summary - November 2023

Part 1 Crimes 5-Year Trend - Systemwide

January - November	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	243	248	379	446	496
Arson	1	5	8	6	0
Bike Theft	70	46	38	43	25
Burglary	7	8	16	12	13
Homicide	1	3	5	6	4
Larceny	689	358	357	474	445
Motor Vehicle Theft	19	17	11	16	41
Rape	9	8	14	11	13
Robbery	269	199	216	318	362
Totals	**1,308**	**892**	**1,044**	**1,332**	**1,399**

Part 1 Crimes 5-Year Trend November only - Systemwide

	Nov-19	Nov-20	Nov-21	Nov-22	Nov-23
Part 1 Crimes					
Agg Assault	16	26	41	44	37
Arson	0	0	0	0	0
Bike Theft	4	1	2	2	3
Burglary	1	3	0	0	1
Homicide	0	0	1	1	0
Larceny	49	21	42	43	33
Motor Vehicle Theft	1	4	1	2	3
Rape	2	1	0	1	1
Robbery	22	11	23	31	37
Totals	**95**	**67**	**110**	**124**	**115**

Part 1 Crimes 5-Year Trend - Rail

January - November	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	136	162	244	292	327
Arson	1	5	8	5	0
Bike Theft	48	31	21	28	13
Burglary	7	7	15	9	12
Homicide	0	3	5	5	4
Larceny	427	265	268	332	328
Motor Vehicle Theft	18	15	7	9	38
Rape	9	8	13	10	13
Robbery	163	154	154	242	250
Totals	**809**	**650**	**735**	**932**	**985**

Part 1 Crimes 5-Year Trend November only - Rail

	Nov-19	Nov-20	Nov-21	Nov-22	Nov-23
Part 1 Crimes					
Agg Assault	4	20	22	27	22
Arson	0	0	0	0	0
Bike Theft	4	1	1	2	3
Burglary	1	3	0	0	1
Homicide	0	0	1	1	0
Larceny	34	12	28	30	25
Motor Vehicle Theft	1	4	1	2	3
Rape	2	1	0	1	1
Robbery	15	11	18	26	24
Totals	**61**	**52**	**71**	**89**	**79**

Part 1 Crimes 5-Year Trend - Bus

January - November	2019	2020	2021	2022	2023
Part 1 Crimes					
Agg Assault	107	86	135	154	169
Arson	0	0	0	1	0
Bike Theft	22	15	17	15	12
Burglary	0	1	1	3	1
Homicide	1	0	0	1	0
Larceny	262	93	89	142	117
Motor Vehicle Theft	1	2	4	7	3
Rape	0	0	1	1	0
Robbery	106	45	62	76	112
Totals	**499**	**242**	**309**	**400**	**414**

Part 1 Crimes 5-Year Trend November only - Bus

	Nov-19	Nov-20	Nov-21	Nov-22	Nov-23
Part 1 Crimes					
Agg Assault	12	6	19	17	15
Arson	0	0	0	0	0
Bike Theft	0	0	1	0	0
Burglary	0	0	0	0	0
Homicide	0	0	0	0	0
Larceny	15	9	14	13	8
Motor Vehicle Theft	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	7	0	5	5	13
Totals	**34**	**15**	**39**	**35**	**36**

Part 2 Crimes 5-Year Trend - Systemwide

January - November	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	839	672	753	922	1,077
Narcotics	192	73	141	133	508
Sex Offenses	116	77	91	93	108
Trespassing	102	80	86	108	1,317
Vandalism	141	191	273	271	171
Weapons	49	30	43	48	111
Totals	**1,439**	**1,123**	**1,387**	**1,575**	**3,292**

Part 2 Crimes 5-Year Trend November only - Systemwide

	Nov-19	Nov-20	Nov-21	Nov-22	Nov-23
Part 2 Crimes					
Battery	67	54	93	76	96
Narcotics	22	9	8	4	66
Sex Offenses	12	6	13	7	8
Trespassing	12	8	9	21	271
Vandalism	11	15	25	17	18
Weapons	8	4	2	5	16
Totals	**132**	**96**	**150**	**130**	**475**

Part 2 Crimes 5-Year Trend - Rail

January - November	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	473	398	431	520	679
Narcotics	113	35	49	61	393
Sex Offenses	65	56	65	64	65
Trespassing	95	72	78	97	1,297
Vandalism	81	110	171	188	90
Weapons	38	21	23	28	84
Totals	**865**	**692**	**817**	**958**	**2,608**

Part 2 Crimes 5-Year Trend November only - Rail

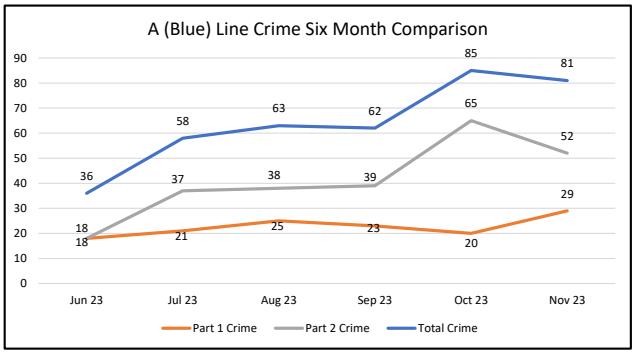
	Nov-19	Nov-20	Nov-21	Nov-22	Nov-23
Part 2 Crimes					
Battery	40	29	54	41	57
Narcotics	12	4	2	0	49
Sex Offenses	3	5	11	5	5
Trespassing	11	5	9	19	269
Vandalism	9	9	18	13	7
Weapons	4	3	1	2	13
Totals	**79**	**55**	**95**	**80**	**400**

Part 2 Crimes 5-Year Trend - Bus

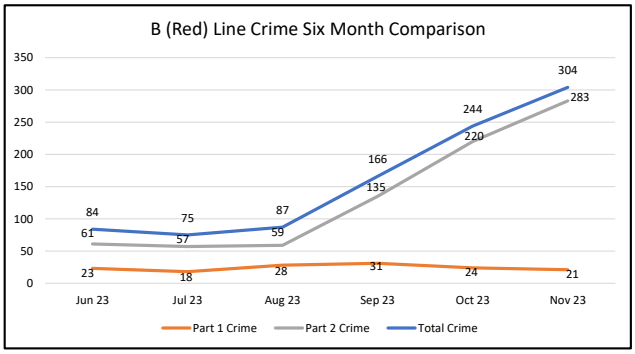
January - November	2019	2020	2021	2022	2023
Part 2 Crimes					
Battery	366	274	322	402	398
Narcotics	79	38	92	72	115
Sex Offenses	51	21	26	29	43
Trespassing	7	8	8	11	20
Vandalism	60	81	102	83	81
Weapons	11	9	20	20	27
Totals	**574**	**431**	**570**	**617**	**684**

Part 2 Crimes 5-Year Trend November only - Bus

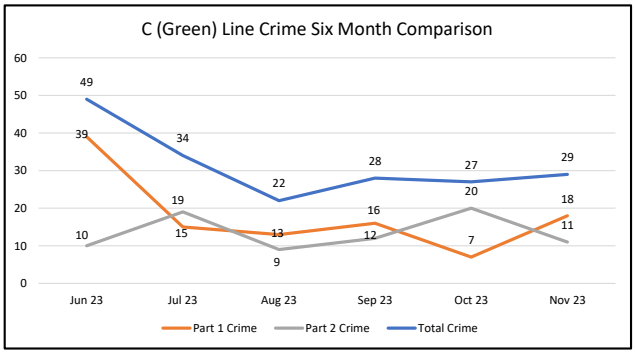
	Nov-19	Nov-20	Nov-21	Nov-22	Nov-23
Part 2 Crimes					
Battery	27	25	39	35	39
Narcotics	10	5	6	4	17
Sex Offenses	9	1	2	2	3
Trespassing	1	3	0	2	2
Vandalism	2	6	7	4	11
Weapons	4	1	1	3	3
Totals	**53**	**41**	**55**	**50**	**75**



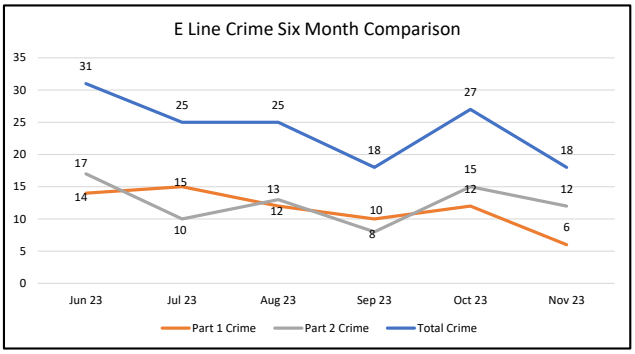
In November 2023, the A (Blue) Line saw a 4.7% decrease in total crime compared to the previous month (81 vs 85). Part 1 crimes increased by 45% (29 vs 20) which was a result of increases in robberies (13 vs 5), larcenies (6 vs 5), and bike thefts (2 vs 1). Part 2 crimes decreased by 20% (52 vs 65) mainly due to decreases in batteries (15 vs 19), narcotics (3 vs 10), and trespassing arrests (25 vs 28).



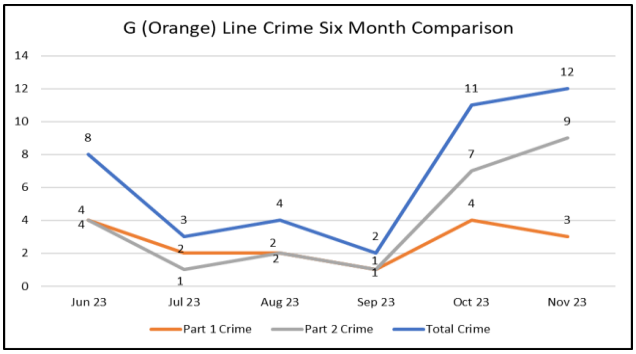
In November 2023, the B (Red) Line saw a 25% increase in total crime compared to the previous month (304 vs 244). Part 1 crimes decreased by 13% (21 vs 24) as a result of decreases in robberies and larcenies. Part 2 crimes increased by 29% (283 vs 220). This was due to an increase in trespassing (211 vs 142) and narcotic arrests (40 vs 31).



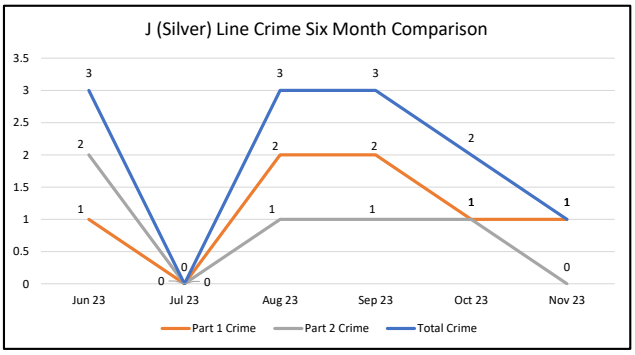
In November 2023, the C (Green) Line saw a 7.4% increase (29 vs 27) in total crime compared to the previous month. Part 1 crimes increased by 157% (18 vs 7) as a result of increases in larcenies (9 vs 3) and robberies (4 vs 2). Part 2 crimes decreased by 45% (11 vs 20). This was a result of decreases in narcotics (3 vs 6) and trespassing arrests (1 vs 8).



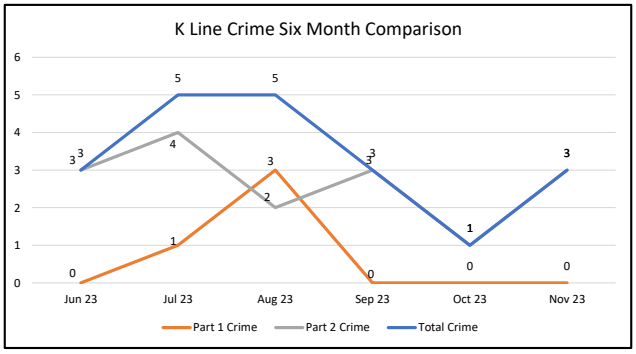
In November, the E Line saw a 33% decrease (18 vs 27) in total crime compared to the previous month. Part 1 crimes decreased by 50% (6 vs 12) as a result of decreases in aggravated assaults (2 vs 6) and robberies (2 vs 5). Part 2 crimes decreased by 20% (12 vs 15) mainly due to a decrease in batteries (4 vs 12).



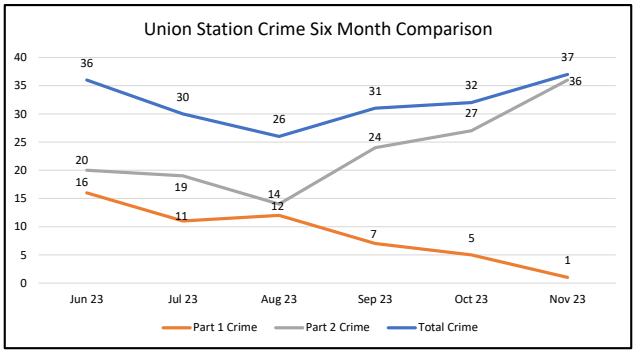
In November, the G (Orange) Line saw an increase in crime of 9% (12 vs 11) from the previous month. Part 1 crimes decreased by 25% (3 vs 4) mainly due to decreases in aggravated assaults. Part 2 crimes increased by 29% but this was mainly due to 6 narcotics arrests (there were 0 narcotics arrests in the previous two months).



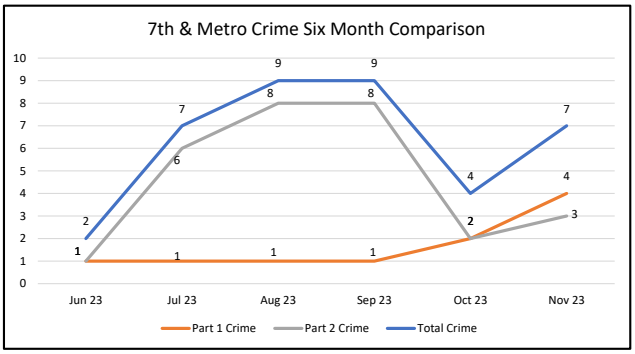
In November, crime on the J (Silver) Line saw a decrease of 50% (1 vs 2). There was one robbery on the line during the month.



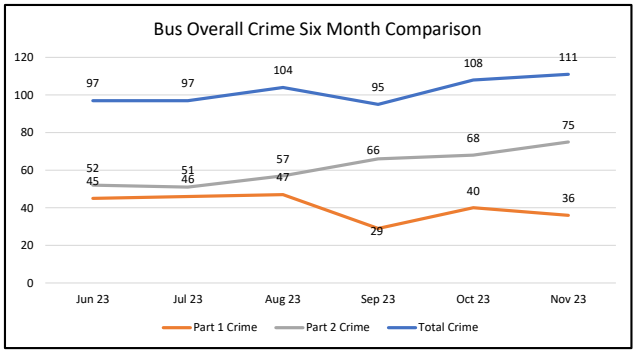
In November, crime on the K Line increased by 200% (3 vs 1) from the previous month. There were zero Part 1 crimes and three Part 2 crime which were two trespassing arrests and one battery incident.



In November, crime at Union Station increased by 15.6% (37 vs 32). Part 1 crimes decreased by 80% (1 vs 5) as a result of decreases in aggravated assaults, larcenies, and robberies. Part 2 crimes increased by 33% (36 vs 27) which was due to a 77% increase in trespassing arrests (23 vs 13).



In November, crime at 7th & Metro station increased by 75% (7 vs 4). Part 1 crimes increased from 2 to 4 incidents which was due to an increase of one aggravated assault and one larceny incident. Part 2 crimes increased by 50% (3 vs 2). This was due to increases in trespassing and weapons arrests.



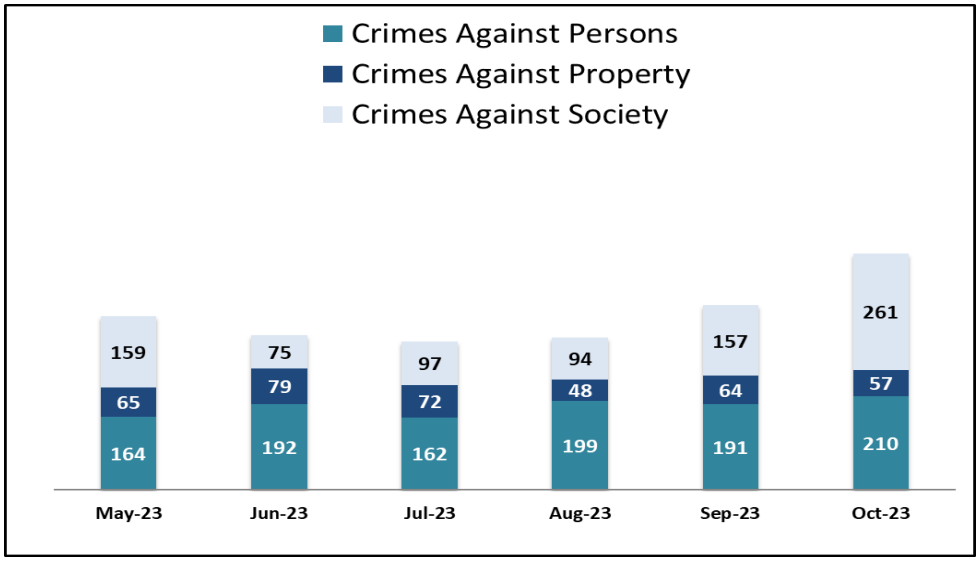
In November, crime on buses increased by 2.8% (111 vs 108). Part 1 crimes decreased by 10% (36 vs 40) as a result of a decrease in larcenies (8 vs 12). Part 2 crimes increased by 10% (75 vs 68). This was due to increases in batteries on bus operators and narcotics arrests.

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

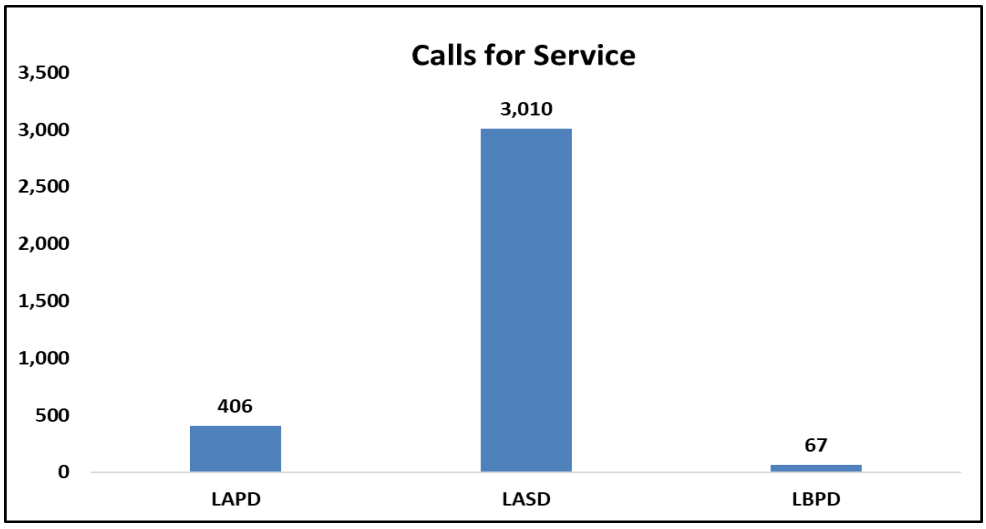
OCTOBER 2023

Attachment C

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)



SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

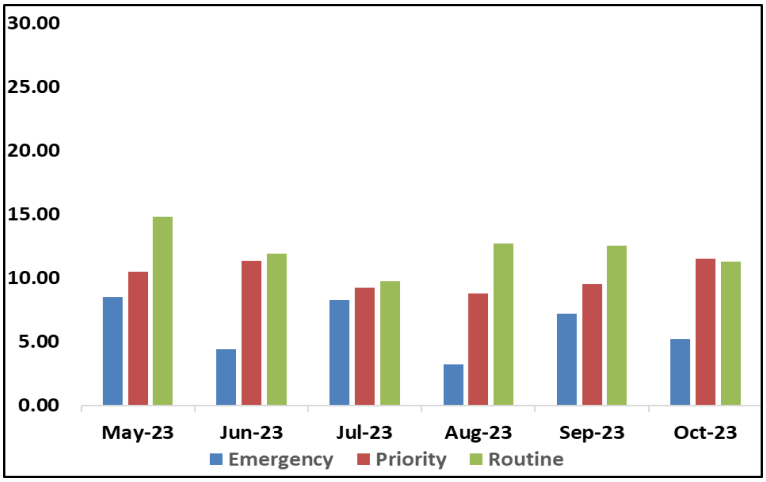
OCTOBER 2023

Attachment C

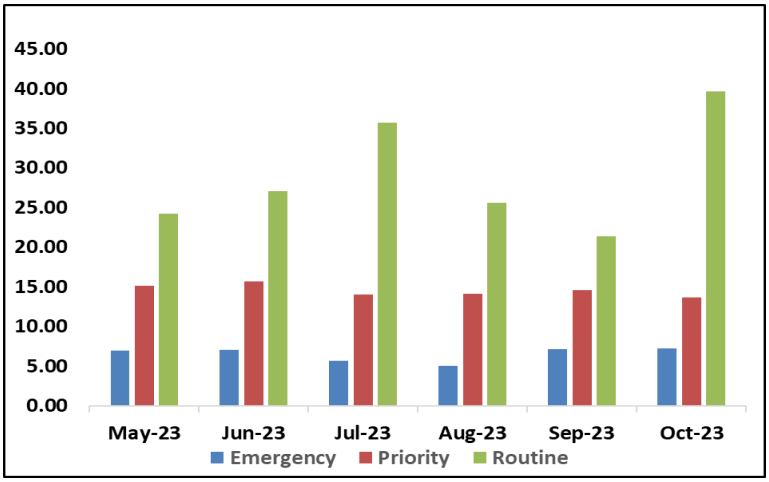
Average Incident Response Times

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

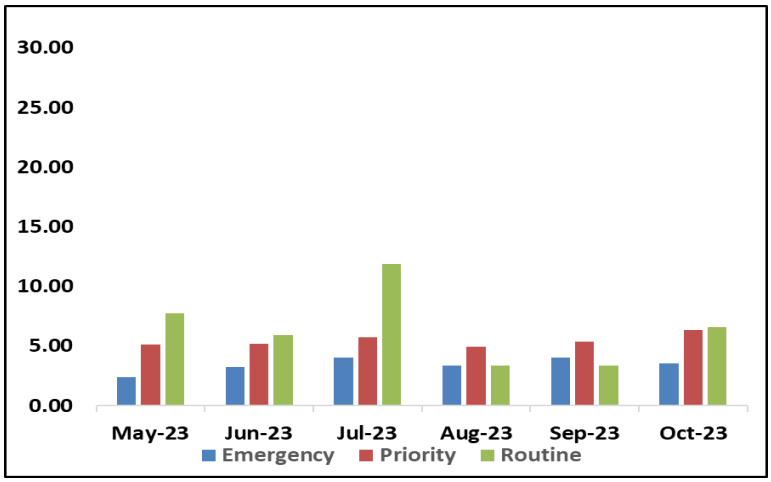
LAPD



LASD



LBPD



Transit Police

Monthly Crime Report

Attachment C

	2023	2022	%
	October	October	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	1	1	0.0%
Robbery	32	27	18.5%
Aggravated Assault	42	41	2.4%
Aggravated Assault on Operator	1	1	0.0%
Battery	113	74	52.7%
Battery on Operator	10	15	-33.3%
Sex Offenses	11	8	37.5%
SUB-TOTAL	**210**	**168**	**25.0%**
CRIMES AGAINST PROPERTY			
Burglary	0	1	-100.0%
Larceny	31	36	-13.9%
Bike Theft	1	4	-75.0%
Motor Vehicle Theft	2	2	0.0%
Arson	0	1	-100.0%
Vandalism	23	14	64.3%
SUB-TOTAL	**57**	**58**	**-1.7%**
CRIMES AGAINST SOCIETY			
Weapons	10	2	400.0%
Narcotics	53	10	430.0%
Trespassing	198	14	1314.3%
SUB-TOTAL	**261**	**26**	**903.8%**
TOTAL	**528**	**252**	**109.5%**
ENFORCEMENT EFFORTS			
Arrests	435	224	94.2%
Citations	204	638	-68.0%
Calls for Service	3,483	1,456	139.2%

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2023 Attachment C

Crimes

Monthly

System-Wide	Oct-23	Oct-22	% Change
Crimes Against Persons	210	168	*25.00%*
Crimes Against Property	57	58	*-1.72%*
Crimes Against Society	261	26	*903.85%*
Total	528	252	*109.52%*

Six Months

System-Wide	May-23-Oct-23	May-22-Oct-22	% Change
Crimes Against Persons	1,118	953	*17.31%*
Crimes Against Property	385	402	*-4.23%*
Crimes Against Society	843	184	*358.15%*
Total	2,346	1,539	*52.44%*

Annual

System-Wide	Nov-22-Oct-23	Nov-21-Oct-22	% Change
Crimes Against Persons	2,188	1,969	*11.12%*
Crimes Against Property	754	881	*-14.42%*
Crimes Against Society	1,661	293	*466.89%*
Total	4,603	3,143	*46.45%*

Average Emergency Response Times

Monthly

Oct-23	Oct-22	% Change
3:32	5:37	*-37.09%*

Six Months

May-23-Oct-23	May-22-Oct-22	% Change
4:48	5:43	*-16.03%*

Annual

Nov-22-Oct-23	Nov-21-Oct-22	% Change
5:13	5:20	*-2.19%*

Bus Operator Assaults

Monthly

Oct-23	Oct-22	% Change
11	16	*-31.25%*

Six Months

May-23-Oct-23	May-22-Oct-22	% Change
77	78	-1.28%

Annual

Nov-22-Oct-23	Nov-21-Oct-22	% Change
159	170	*-6.47%*

Ridership

Monthly

Oct-23	Oct-22	% Change
26,528,697	23,759,202	*11.66%*

Six Months

May-23-Oct-23	May-22-Oct-22	% Change
148,135,520	131,429,834	*12.71%*

Annual

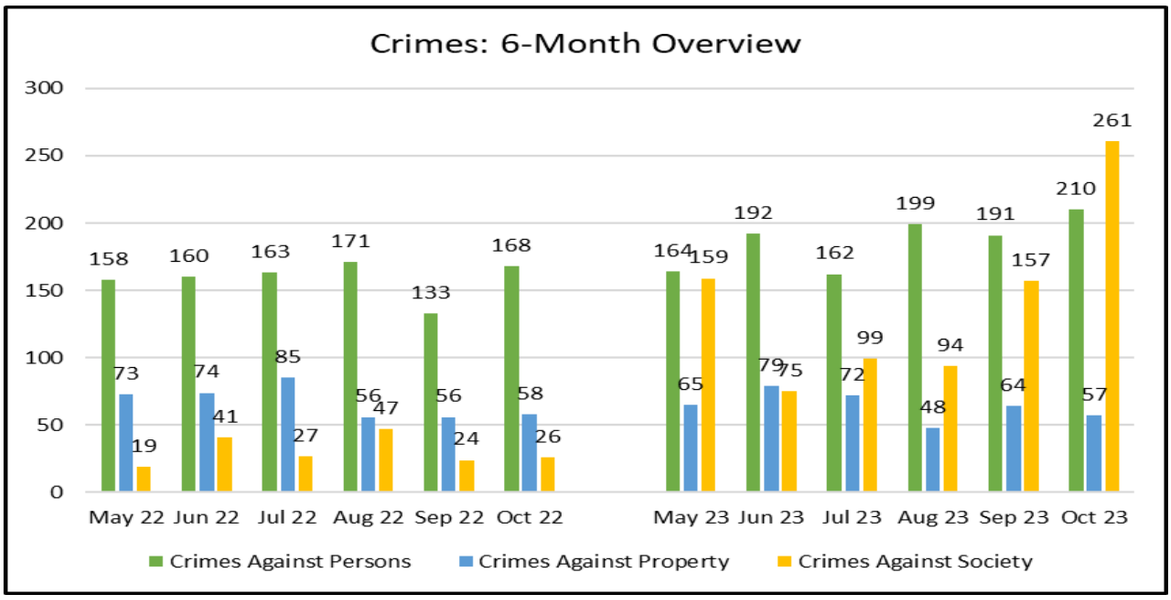
Nov-22-Oct-23	Nov-21-Oct-22	% Change
280,003,351	255,865,088	*9.43%*

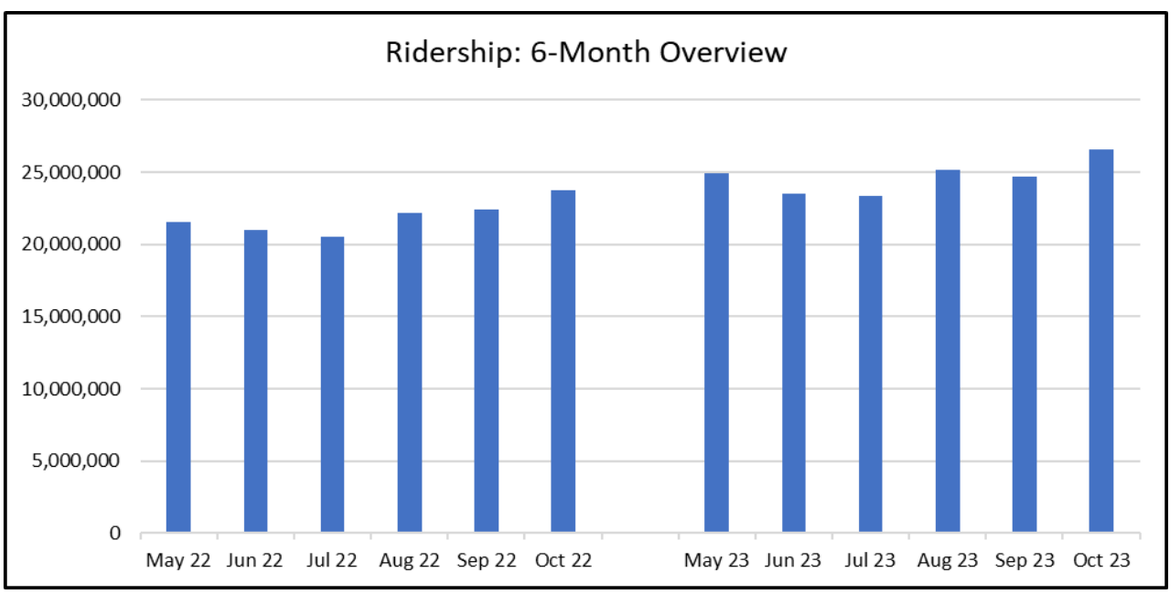
SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2023

Attachment C



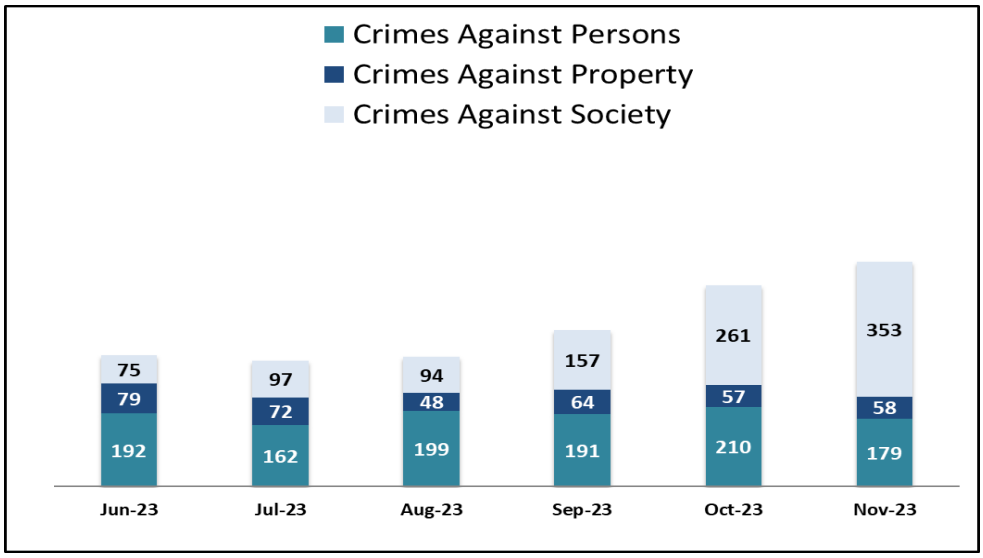


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

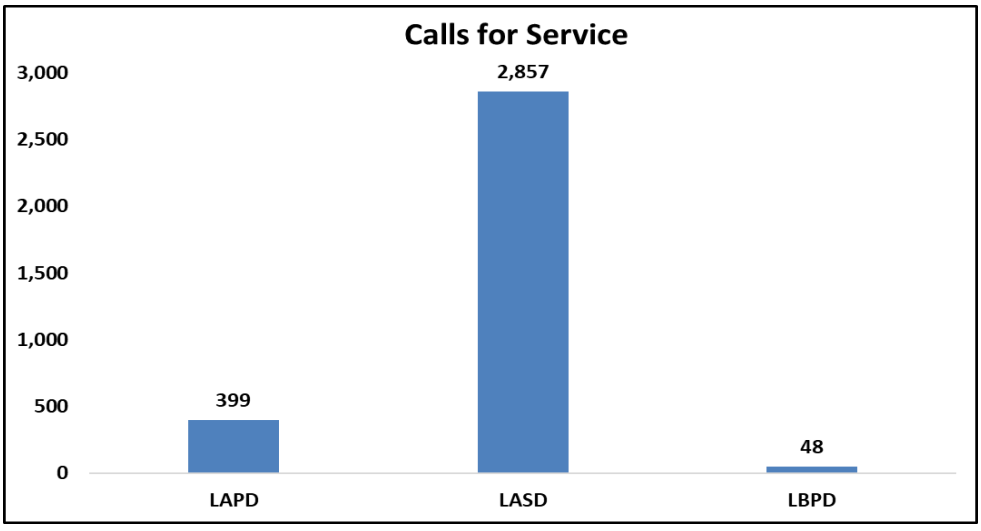
NOVEMBER 2023

Attachment C

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)



SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

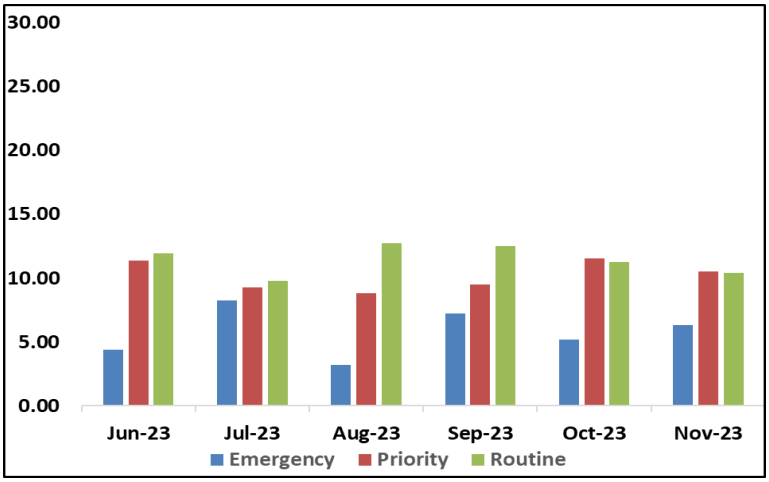
NOVEMBER 2023

Attachment C

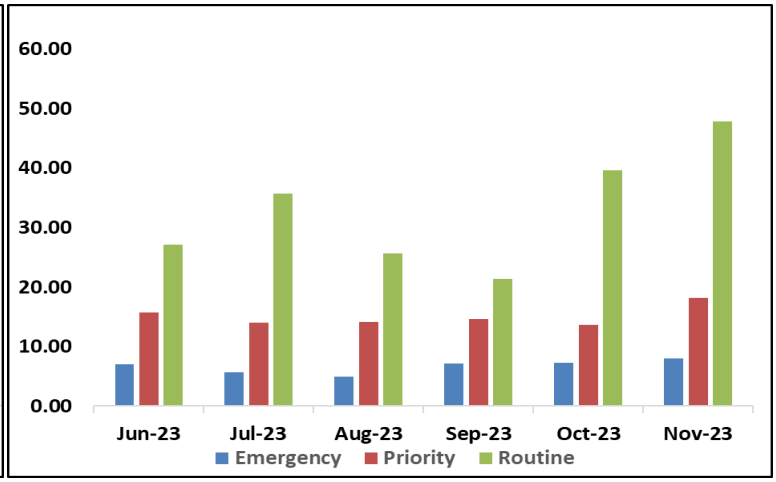
Average Incident Response Times

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

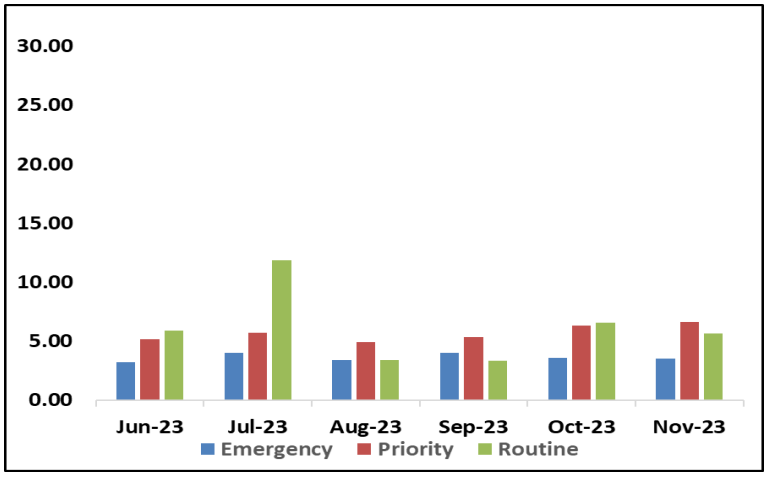
LAPD



LASD



LBPD



Metro

Transit Police

Monthly Crime Report

Attachment C

	2023	2022	%
	November	November	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	1	1	0.0%
Robbery	37	31	19.4%
Aggravated Assault	31	35	-11.4%
Aggravated Assault on Operator	6	9	-33.3%
Battery	82	70	17.1%
Battery on Operator	14	6	133.3%
Sex Offenses	8	7	14.3%
SUB-TOTAL	**179**	**160**	**11.9%**
CRIMES AGAINST PROPERTY			
Burglary	1	0	100.0%
Larceny	33	43	-23.3%
Bike Theft	3	2	50.0%
Motor Vehicle Theft	3	2	50.0%
Arson	0	0	0.0%
Vandalism	18	17	5.9%
SUB-TOTAL	**58**	**64**	**-9.4%**
CRIMES AGAINST SOCIETY			
Weapons	16	5	220.0%
Narcotics	66	4	1550.0%
Trespassing	271	21	1190.5%
SUB-TOTAL	**353**	**30**	**1076.7%**
TOTAL	**590**	**254**	**132.3%**
ENFORCEMENT EFFORTS			
Arrests	631	252	150.4%
Citations	233	602	-61.3%
Calls for Service	3,304	1,455	127.1%

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2023 Attachment C

Crimes

Monthly

System-Wide	Nov-23	Nov-22	% Change
Crimes Against Persons	179	160	*11.88%*
Crimes Against Property	58	64	*-9.38%*
Crimes Against Society	353	30	*1076.67%*
Total	590	254	*132.28%*

Six Months

System-Wide	Jun-23-Nov-23	Jun-22-Nov-22	% Change
Crimes Against Persons	1,133	955	*18.64%*
Crimes Against Property	378	393	*-3.82%*
Crimes Against Society	1,037	195	*431.79%*
Total	2,548	1,543	*65.13%*

Annual

System-Wide	Dec-22-Nov-23	Dec-21-Nov-22	% Change
Crimes Against Persons	2,207	1,958	*12.72%*
Crimes Against Property	748	875	*-14.51%*
Crimes Against Society	1,984	304	*552.63%*
Total	4,939	3,137	*57.44%*

Average Emergency Response Times

Monthly

Nov-23	Nov-22	% Change
3:29	5:26	*-35.89%*

Six Months

Jun-23-Nov-23	Jun-22-Nov-22	% Change
4:24	5:38	*-21.89%*

Annual

Dec-22-Nov-23	Dec-21-Nov-22	% Change
5:03	5:23	*-6.19%*

Bus Operator Assaults

Monthly

Nov-23	Nov-22	% Change
20	15	*33.33%*

Six Months

Jun-23-Nov-23	Jun-22-Nov-22	% Change
89	84	5.95%

Annual

Dec-22-Nov-23	Dec-21-Nov-22	% Change
164	166	*-1.20%*

Ridership

Monthly

Nov-23	Nov-22	% Change
24,218,275	21,759,811	*11.30%*

Six Months

Jun-23-Nov-23	Jun-22-Nov-22	% Change
147,412,242	131,641,074	*11.98%*

Annual

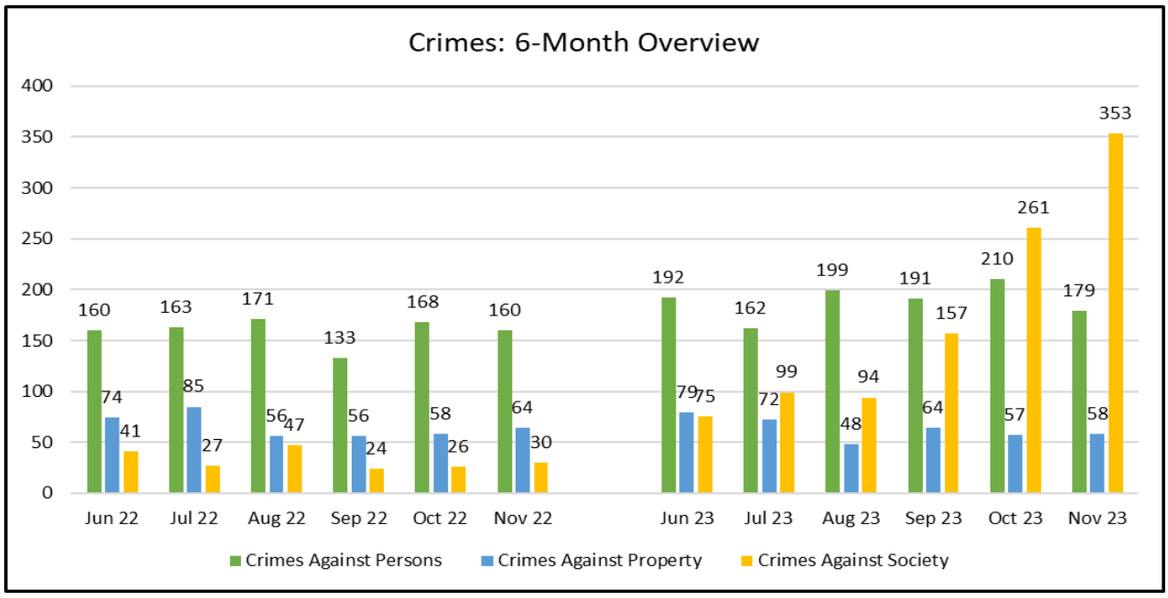
Dec-22-Nov-23	Dec-21-Nov-22	% Change
282,461,815	255,138,090	*10.71%*

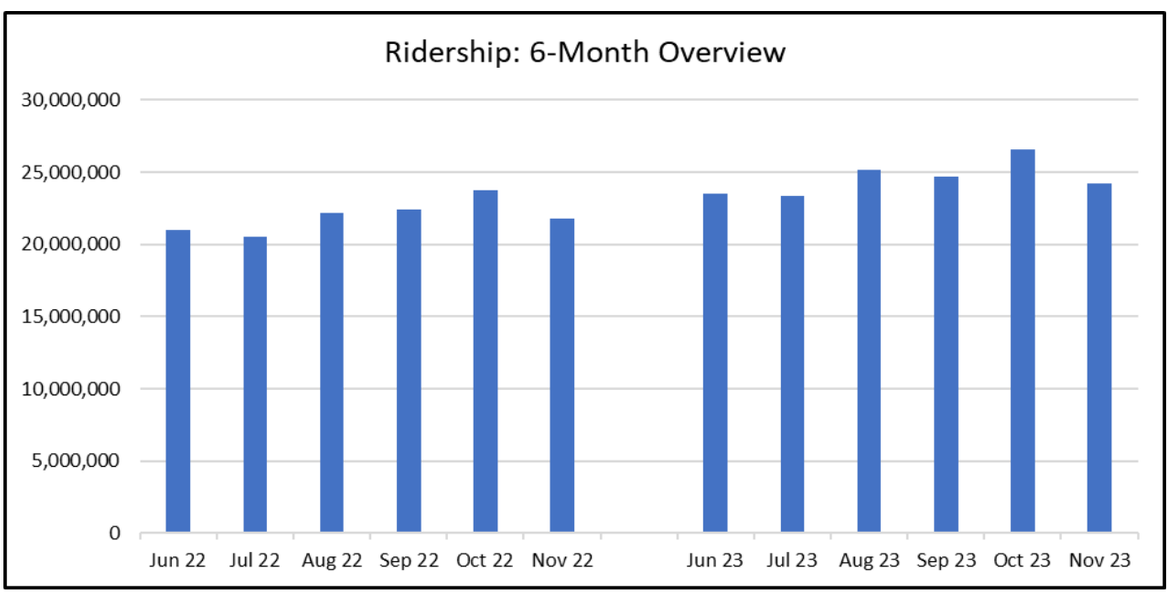
SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2023

Attachment C





A LINE (BLUE)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**LBPD**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	2
Robbery	1	2	2	24
Aggravated Assault	1	6	0	27
Aggravated Assault on Operator	0	0	0	0
Battery	8	7	4	57
Battery Rail Operator	0	0	0	1
Sex Offenses	0	0	1	5
SUB-TOTAL	**10**	**15**	**7**	**116**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Burglary	0	0	0	0
Larceny	1	3	1	28
Bike Theft	0	1	0	2
Motor Vehicle Theft	0	2	0	6
Arson	0	0	0	0
Vandalism	1	3	0	11
SUB-TOTAL	**2**	**9**	**1**	**47**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Weapons	1	2	0	12
Narcotics	1	9	0	36
Trespassing	21	5	2	59
SUB-TOTAL	**23**	**16**	**2**	**107**
TOTAL	**35**	**40**	**10**	**270**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
APU/Citrus College	1	0	0	11
Azusa Downtown	1	0	0	4
Irwindale	1	0	0	2
Duarte/City of Hope	0	0	2	3
Monrovia	0	0	0	3
Arcadia	0	0	0	2
Sierra Madre Villa	1	1	1	8
Allen	0	0	0	0
Lake	0	0	0	4
Memorial Park	0	0	0	2
Del Mar	0	0	0	1
Fillmore	0	0	0	1
South Pasadena	1	0	0	2
Highland Park	0	0	0	1
Southwest Museum	0	0	0	1
Heritage Square	1	0	0	1
Lincoln/Cypress	0	0	0	1
Chinatown	0	0	0	4
Union Station	1	0	0	1
Little Tokyo/Arts Dist	0	0	0	6
Historic Broadway	0	0	0	1
Grand Av Arts/Bunker Hill	0	1	19	29
7th St/Metro Ctr	0	0	0	8
Pico	2	1	0	13
Grand/LATTC	2	0	2	5
San Pedro St	0	0	1	3
Washington	4	0	1	13
Vernon	0	0	0	4
Slauson	2	0	2	7
Florence	0	1	0	2
Firestone	2	0	2	10
103rd St/Watts Towers	0	0	0	3
Willowbrook/Rosa Parks	5	1	5	45
Compton	0	1	1	18
Artesia	1	1	3	8
Del Amo	0	4	0	10
Wardlow	1	0	1	2
Willow St	0	0	0	4
PCH	2	0	0	6
Anaheim St	2	0	0	8
5th St	1	1	0	2
1st St	1	0	0	3
Downtown Long Beach	0	0	1	7
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	1
Total	**32**	**12**	**41**	**270**

ARRESTS				
AGENCY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Felony	4	9	1	56
Misdemeanor	12	47	1	261
TOTAL	**16**	**56**	**2**	**317**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Misdemeanor Citations	0	0	0	3
Other Citations	0	81	0	301
Vehicle Code Citations	0	2	4	26
TOTAL	**0**	**83**	**4**	**330**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Routine	9	1,187	1	1,805
Priority	34	105	44	749
Emergency	2	13	22	134
TOTAL	**45**	**1,305**	**67**	**2,688**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**LBPD**
Dispatched	17%	N/C	3%
Proactive	83%	N/C	97%
TOTAL	**100%**	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	85%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**LBPD**	**FYTD**
Azusa	0	20	0	68
Irwindale	0	44	0	141
Duarte Station	0	4	0	23
Monrovia	0	8	0	26
Magnolia Ave	0	0	0	0
Arcadia Station	0	19	0	41
Pasadena	0	55	0	148
South Pasadena	0	15	0	36
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	61	0	0	185
Slauson	0	8	0	29
Florence	0	30	0	80
Firestone	0	12	0	31
103rd St	5	0	0	30
Willowbrook	0	28	0	130
Compton	0	17	0	41
Artesia	0	14	0	44
Del Amo	0	43	0	127
Wardlow Rd	0	0	1	7
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**66**	**317**	**1**	**1187**

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

B LINE (RED)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	1
Rape	1	2
Robbery	7	24
Aggravated Assault	9	44
Aggravated Assault on Operator	0	0
Battery	32	102
Battery Rail Operator	0	0
Sex Offenses	5	10
SUB-TOTAL	**54**	**183**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	7	30
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	7	13
SUB-TOTAL	**14**	**43**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	3	13
Narcotics	31	85
Trespassing	142	248
SUB-TOTAL	**176**	**346**
TOTAL	**244**	**572**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	34	110
Misdemeanor	200	404
TOTAL	**234**	**514**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	87
Vehicle Code Citations	0	0
TOTAL	**0**	**87**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	12	81
Priority	130	574
Emergency	10	53
TOTAL	**152**	**708**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	18%
Proactive	82%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	6	0	3	16
Civic Center/Grand Park	0	0	3	15
Pershing Square	7	0	22	47
7th St/Metro Ctr	12	4	7	57
Westlake/MacArthur Park	4	2	88	180
Wilshire/Vermont	4	2	4	38
Wilshire/Normandie	0	0	1	5
Vermont/Beverly	2	0	1	10
Wilshire/Western	3	0	2	12
Vermont/Santa Monica	3	2	2	17
Vermont/Sunset	2	0	0	10
Hollywood/Western	1	0	2	20
Hollywood/Vine	1	0	3	17
Hollywood/Highland	3	1	5	25
Universal City/Studio City	0	0	5	16
North Hollywood	0	0	2	52
Red Line Rail Yard	6	3	28	37
Total	**54**	**14**	**178**	**574**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND

Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	1
Rape	0	0	1
Robbery	0	2	12
Aggravated Assault	1	1	11
Aggravated Assault on Operator	0	0	0
Battery	1	3	15
Battery Rail Operator	0	0	0
Sex Offenses	1	0	1
SUB-TOTAL	**3**	**6**	**41**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	2	1	22
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	0	0	7
SUB-TOTAL	**2**	**1**	**33**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	1	2
Narcotics	0	6	21
Trespassing	4	4	14
SUB-TOTAL	**4**	**11**	**37**
TOTAL	**9**	**18**	**111**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	1	14
Misdemeanor	0	22	65
TOTAL	**0**	**23**	**79**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	34	191
Vehicle Code Citations	0	1	5
TOTAL	**0**	**35**	**196**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	4	701	1066
Priority	13	53	201
Emergency	1	3	26
TOTAL	**18**	**757**	**1,293**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	14%	32%
Proactive	86%	68%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Redondo Beach	0	1	0	2
Douglas	0	0	0	2
El Segundo	0	0	1	3
Mariposa	0	0	0	1
Aviation/LAX	0	1	0	7
Hawthorne/Lennox	0	0	0	9
Crenshaw	1	0	0	8
Vermont/Athens	2	0	0	5
Harbor Fwy	3	1	3	17
Avalon	0	0	1	6
Willowbrook/Rosa Parks	3	0	5	21
Long Beach Bl	0	0	5	17
Lakewood Bl	0	0	0	6
Norwalk	0	0	0	7
Total	**9**	**3**	**15**	**111**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	86%
Green Line-LASD	91%

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

E LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	4	1	14
Aggravated Assault	6	0	20
Aggravated Assault on Operator	0	0	0
Battery	9	3	27
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	**19**	**4**	**63**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	1	0	14
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	2
SUB-TOTAL	**2**	**0**	**17**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	1	2
Narcotics	1	0	3
Trespassing	0	0	10
SUB-TOTAL	**1**	**1**	**15**
TOTAL	**22**	**5**	**95**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	1	14
Misdemeanor	1	5	28
TOTAL	**1**	**6**	**42**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	8	38
Vehicle Code Citations	0	0	0
TOTAL	**0**	**8**	**38**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	8	342	659
Priority	49	30	307
Emergency	4	1	42
TOTAL	**61**	**373**	**1,008**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	15%	N/C
Proactive	85%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	0	0	0	3
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	0	0	2
Soto	0	0	0	0
Mariachi Plaza	1	0	0	1
Pico/Aliso	1	0	0	1
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	1
Pico	1	0	0	5
LATTC/Ortho Institute	0	0	0	6
Jefferson/USC	1	0	1	5
Expo Park/USC	1	0	0	4
Expo/Vermont	1	0	0	6
Expo/Western	0	0	0	2
Expo/Crenshaw	2	0	0	7
Farmdale	1	0	0	4
Expo/La Brea	1	1	0	5
La Cienega/Jefferson	4	0	0	6
Culver City	1	0	0	2
Palms	2	1	0	5
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	0	4
Expo/Bundy	3	0	0	4
26th St/Bergamot	1	0	0	1
17th St/SMC	0	0	1	2
Downtown Santa Monica	2	0	0	11
Expo Line Rail Yard	0	0	0	0
Total	**23**	**2**	**2**	**95**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	85%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	37	139
Figueroa St	0	0	0
Exposition Blvd	135	0	462
Culver City	0	7	10
Santa Monica	0	20	88
TOTAL	**135**	**64**	**699**

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

G LINE (ORANGE)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	1
Aggravated Assault	4	5
Aggravated Assault on Operator	0	0
Battery	0	1
Battery Bus Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	**5**	**8**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
SUB-TOTAL	**0**	**4**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	0	1
Trespassing	6	7
SUB-TOTAL	**6**	**8**
TOTAL	**11**	**20**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	0	5
Misdemeanor	1	12
TOTAL	**1**	**17**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	0
Vehicle Code Citations	0	252
TOTAL	**0**	**252**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	3	3
Priority	5	18
Emergency	1	1
TOTAL	**9**	**22**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	15%
Proactive	85%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	1	0	4	9
Laurel Canyon	0	0	0	0
Valley College	0	0	0	1
Woodman	0	0	0	0
Van Nuys	0	0	0	1
Sepulveda	0	0	0	0
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	0	0	1	1
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	1	0	0	2
Warner Center	0	0	0	0
Sherman Way	0	0	0	0
Roscoe	0	0	0	0
Nordhoff	0	0	1	1
Chatsworth	0	0	0	0
Total	**2**	**0**	**6**	**17**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	88%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	2
Aggravated Assault	0	1	2
Aggravated Assault on Operator	0	0	0
Battery	1	0	2
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**1**	**1**	**6**
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
SUB-TOTAL	**0**	**0**	**1**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	1
SUB-TOTAL	**0**	**0**	**1**
TOTAL	**1**	**1**	**8**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	1	3
Misdemeanor	0	1	7
TOTAL	**1**	**2**	**10**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	0	260
Vehicle Code Citations	0	1	214
TOTAL	**0**	**1**	**474**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	4	43
Priority	0	3	17
Emergency	0	1	3
TOTAL	**0**	**8**	**63**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	13%	15%
Proactive	87%	85%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
El Monte	1	0	0	1
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	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	0
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	1
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	**2**	**0**	**0**	**2**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	87%
Silver Line- LASD	90%

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

K LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 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	0
Battery	0	0	2
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	**0**	**0**	**6**
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
SUB-TOTAL	**0**	**0**	**1**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	0	0	2
Trespassing	1	0	3
SUB-TOTAL	**1**	**0**	**7**
TOTAL	**1**	**0**	**14**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	0	4
Misdemeanor	0	2	7
TOTAL	**1**	**2**	**11**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	0	13
Vehicle Code Citations	0	0	0
TOTAL	**0**	**0**	**13**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	1	224	335
Priority	0	3	26
Emergency	2	0	3
TOTAL	**3**	**227**	**364**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	16%	46%
Proactive	84%	54%
TOTAL	**100%**	**100%**

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	0	0	1	3
Leimert Park Station	0	0	0	2
Hyde Park Station	0	0	0	1
Fairview Heights Station	0	0	0	5
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	1
Total	**0**	**0**	**1**	**14**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	85%
K Line - LASD	88%

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

BUS PATROL

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	8	4	36
Aggravated Assault	9	1	55
Aggravated Assault on Operator	0	1	14
Battery	25	7	108
Battery Bus Operator	5	5	39
Sex Offenses	2	0	10
SUB-TOTAL	**49**	**18**	**262**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	9	3	36
Bike Theft	0	0	5
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	4	6	25
SUB-TOTAL	**13**	**9**	**68**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	2	12
Narcotics	0	4	33
Trespassing	0	0	1
SUB-TOTAL	**0**	**6**	**46**
TOTAL	**62**	**33**	**376**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	3	10
San Fernando	2	5
San Gabriel Valley	8	18
Gateway Cities	9	32
South Bay	11	68
Total	**33**	**133**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	2	7
West Valley	3	5
North Hollywood	3	13
Foothill	2	3
Devonshire	1	6
Mission	0	2
Topanga	2	5
Central Bureau		
Central	6	36
Rampart	4	15
Hollenbeck	0	1
Northeast	1	8
Newton	6	28
West Bureau		
Hollywood	3	10
Wilshire	1	8
West LA	1	7
Pacific	1	3
Olympic	7	15
Southwest Bureau		
Southwest	5	20
Harbor	0	3
77th Street	13	38
Southeast	1	10
Total	**62**	**243**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	6	10	100
Misdemeanor	3	40	173
TOTAL	**9**	**50**	**273**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	51	221
Vehicle Code Citations	0	22	66
TOTAL	**0**	**73**	**287**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	5	217	734
Priority	23	112	431
Emergency	4	11	44
TOTAL	**32**	**340**	**1,209**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	1	5
Aggravated Assault	2	7
Aggravated Assault on Operator	0	0
Battery	11	44
Battery Rail Operator	0	0
Sex Offenses	1	4
SUB-TOTAL	**15**	**60**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	2	21
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	2
SUB-TOTAL	**3**	**25**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	1
Narcotics	1	5
Trespassing	13	28
SUB-TOTAL	**14**	**34**
TOTAL	**32**	**119**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	8	19
Misdemeanor	22	62
TOTAL	**30**	**81**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	4
Vehicle Code Citations	0	0
TOTAL	**0**	**4**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	12	54
Priority	65	248
Emergency	6	28
TOTAL	**83**	**330**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	20%
Proactive	80%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	82%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	1	1
Aggravated Assault on Operator	0	0
Battery	2	14
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**3**	**17**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	1	2
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**1**	**2**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	0	0
Trespassing	0	10
SUB-TOTAL	**0**	**10**
TOTAL	**4**	**29**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	0	0
Misdemeanor	1	1
TOTAL	**1**	**1**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	21
Vehicle Code Citations	0	0
TOTAL	**0**	**21**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	0	5
Priority	3	36
Emergency	0	4
TOTAL	**3**	**45**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	18%
Proactive	82%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	83%

LEGEND
Los Angeles Police Department

A LINE (BLUE)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**LBPD**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	2
Robbery	1	5	7	37
Aggravated Assault	0	7	0	34
Aggravated Assault on Operator	0	0	0	0
Battery	7	6	2	72
Battery Rail Operator	0	0	0	1
Sex Offenses	1	0	0	6
SUB-TOTAL	**9**	**18**	**9**	**152**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Burglary	0	0	0	0
Larceny	0	5	1	34
Bike Theft	0	2	0	4
Motor Vehicle Theft	0	1	0	7
Arson	0	0	0	0
Vandalism	2	0	1	14
SUB-TOTAL	**2**	**8**	**2**	**59**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Weapons	1	4	0	17
Narcotics	1	2	0	39
Trespassing	25	0	0	84
SUB-TOTAL	**27**	**6**	**0**	**140**
TOTAL	**38**	**32**	**11**	**351**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
APU/Citrus College	0	1	1	13
Azusa Downtown	2	0	0	6
Irwindale	0	0	0	2
Duarte/City of Hope	1	0	0	4
Monrovia	0	0	0	3
Arcadia	1	1	0	4
Sierra Madre Villa	0	0	0	8
Allen	1	0	0	1
Lake	0	0	0	4
Memorial Park	0	0	0	2
Del Mar	0	1	0	2
Fillmore	0	0	0	1
South Pasadena	2	0	0	4
Highland Park	0	0	1	2
Southwest Museum	0	0	1	2
Heritage Square	0	0	0	1
Lincoln/Cypress	0	0	0	1
Chinatown	0	0	1	5
Union Station	0	0	0	1
Little Tokyo/Arts Dist	1	0	1	8
Historic Broadway	0	0	0	1
Grand Av Arts/Bunker Hill	2	2	15	48
7th St/Metro Ctr	0	0	3	11
Pico	0	0	3	16
Grand/LATTC	2	0	2	9
San Pedro St	3	0	0	6
Washington	0	0	0	13
Vernon	1	0	0	5
Slauson	2	1	1	11
Florence	1	0	0	3
Firestone	1	0	0	11
103rd St/Watts Towers	0	0	0	3
Willowbrook/Rosa Parks	4	2	3	54
Compton	1	2	0	21
Artesia	0	0	0	8
Del Amo	2	0	1	13
Wardlow	0	0	0	2
Willow St	0	0	0	4
PCH	0	0	0	6
Anaheim St	3	0	0	11
5th St	1	0	0	3
1st St	2	0	0	5
Downtown Long Beach	1	0	0	8
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	1
Total	**34**	**10**	**33**	**347**

ARRESTS				
AGENCY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Felony	8	11	2	77
Misdemeanor	38	36	1	336
TOTAL	**46**	**47**	**3**	**413**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Misdemeanor Citations	0	0	0	3
Other Citations	3	47	0	351
Vehicle Code Citations	0	0	4	30
TOTAL	**3**	**47**	**4**	**384**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**LBPD**	**FYTD**
Routine	10	1,117	0	2,932
Priority	25	97	32	903
Emergency	6	13	16	169
TOTAL	**41**	**1,227**	**48**	**4,004**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**LBPD**
Dispatched	18%	N/C	2%
Proactive	82%	N/C	98%
TOTAL	**100%**	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	85%
Blue Line-LASD	N/C
Blue Line-LBPD	80%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**LBPD**	**FYTD**
Azusa	0	18	0	86
Irwindale	0	16	0	157
Duarte Station	0	6	0	29
Monrovia	0	5	0	31
Magnolia Ave	0	0	0	0
Arcadia Station	0	11	0	52
Pasadena	0	28	0	176
South Pasadena	0	27	0	63
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	28	0	0	213
Slauson	0	11	0	40
Florence	0	13	0	93
Firestone	0	18	0	49
103rd St	0	0	0	30
Willowbrook	0	21	0	151
Compton	0	22	0	63
Artesia	0	8	0	52
Del Amo	0	40	0	167
Wardlow Rd	0	0	2	9
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**28**	**244**	**2**	**1,461**

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

B LINE (RED)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	1
Rape	0	2
Robbery	5	29
Aggravated Assault	9	53
Aggravated Assault on Operator	0	0
Battery	22	124
Battery Rail Operator	0	0
Sex Offenses	3	13
SUB-TOTAL	**39**	**222**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	1	1
Larceny	6	36
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	14
SUB-TOTAL	**8**	**51**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	6	19
Narcotics	40	125
Trespassing	211	459
SUB-TOTAL	**257**	**603**
TOTAL	**304**	**876**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	59	169
Misdemeanor	327	731
TOTAL	**386**	**900**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	93	180
Vehicle Code Citations	0	0
TOTAL	**93**	**180**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	17	98
Priority	170	744
Emergency	17	70
TOTAL	**204**	**912**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	21%
Proactive	79%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	4	0	12	32
Civic Center/Grand Park	1	0	3	19
Pershing Square	1	2	44	94
7th St/Metro Ctr	5	2	14	78
Westlake/MacArthur Park	12	0	95	287
Wilshire/Vermont	1	0	8	47
Wilshire/Normandie	1	0	4	10
Vermont/Beverly	0	0	2	12
Wilshire/Western	1	0	2	15
Vermont/Santa Monica	1	0	2	20
Vermont/Sunset	1	0	4	15
Hollywood/Western	1	1	1	23
Hollywood/Vine	2	0	3	22
Hollywood/Highland	0	1	3	29
Universal City/Studio City	0	0	2	18
North Hollywood	8	2	58	120
Red Line Rail Yard	0	0	0	37
Total	**39**	**8**	**257**	**878**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	80%

LEGEND

Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	1
Rape	0	1	2
Robbery	2	2	16
Aggravated Assault	0	2	13
Aggravated Assault on Operator	0	0	0
Battery	1	2	18
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	**3**	**7**	**51**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	0	9	31
Bike Theft	1	0	2
Motor Vehicle Theft	0	1	3
Arson	0	0	0
Vandalism	1	2	10
SUB-TOTAL	**2**	**12**	**47**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	1	3
Narcotics	0	3	24
Trespassing	1	0	15
SUB-TOTAL	**1**	**4**	**42**
TOTAL	**6**	**23**	**140**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	7	21
Misdemeanor	1	12	78
TOTAL	**1**	**19**	**99**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	24	215
Vehicle Code Citations	0	0	5
TOTAL	**0**	**24**	**220**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	5	686	1,757
Priority	9	53	263
Emergency	3	2	31
TOTAL	**17**	**741**	**2,051**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	16%	35%
Proactive	84%	65%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Redondo Beach	1	0	0	3
Douglas	0	1	0	3
El Segundo	0	1	1	5
Mariposa	0	0	1	2
Aviation/LAX	0	1	0	8
Hawthorne/Lennox	0	4	1	14
Crenshaw	0	0	0	8
Vermont/Athens	0	2	0	7
Harbor Fwy	3	0	0	20
Avalon	0	1	1	8
Willowbrook/Rosa Parks	4	0	1	26
Long Beach Bl	0	2	0	19
Lakewood Bl	0	0	0	6
Norwalk	2	2	0	11
Total	**10**	**14**	**5**	**140**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	85%
Green Line-LASD	91%

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

E LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	16
Aggravated Assault	1	1	22
Aggravated Assault on Operator	0	0	0
Battery	3	1	31
Battery Rail Operator	0	0	0
Sex Offenses	1	0	3
SUB-TOTAL	**7**	**2**	**72**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	1	0	15
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	**1**	**1**	**19**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	0	1	4
Trespassing	6	0	16
SUB-TOTAL	**6**	**1**	**22**
TOTAL	**14**	**4**	**113**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	2	16
Misdemeanor	11	2	41
TOTAL	**11**	**4**	**57**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	1	2	41
Vehicle Code Citations	0	0	0
TOTAL	**1**	**2**	**41**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	3	333	995
Priority	46	21	374
Emergency	8	3	53
TOTAL	**57**	**357**	**1,422**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	17%	N/C
Proactive	83%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	1	0	0	4
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	1	0	3
Soto	0	0	1	1
Mariachi Plaza	1	0	0	2
Pico/Aliso	0	0	0	1
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	1
Pico	0	0	0	5
LATTC/Ortho Institute	1	0	0	7
Jefferson/USC	0	0	0	5
Expo Park/USC	2	0	1	7
Expo/Vermont	1	0	0	7
Expo/Western	0	0	0	2
Expo/Crenshaw	1	0	3	11
Farmdale	0	1	1	6
Expo/La Brea	0	0	0	5
La Cienega/Jefferson	1	0	0	7
Culver City	0	0	0	2
Palms	0	0	0	5
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	0	4
Expo/Bundy	0	0	0	4
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	2
Downtown Santa Monica	1	0	1	13
Expo Line Rail Yard	0	0	0	0
Total	**9**	**2**	**7**	**113**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	86%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	37	176
Figueroa St	0	0	0
Exposition Blvd	117	0	579
Culver City	0	0	10
Santa Monica	0	2	90
TOTAL	**117**	**39**	**855**

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

G LINE (ORANGE)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	2	3
Aggravated Assault	1	6
Aggravated Assault on Operator	0	0
Battery	1	2
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	**4**	**12**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	2
SUB-TOTAL	**1**	**5**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	1	1
Narcotics	6	7
Trespassing	0	7
SUB-TOTAL	**7**	**15**
TOTAL	**12**	**32**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	4	9
Misdemeanor	20	32
TOTAL	**24**	**41**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	0
Vehicle Code Citations	0	252
TOTAL	**0**	**252**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	2	5
Priority	6	24
Emergency	0	1
TOTAL	**8**	**30**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	14%
Proactive	86%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	0	0	7	16
Laurel Canyon	0	0	0	0
Valley College	0	0	0	1
Woodman	0	0	0	0
Van Nuys	2	0	0	3
Sepulveda	0	0	0	0
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	0	0	0	1
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	1	0	0	3
Warner Center	0	0	0	0
Sherman Way	1	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	1	0	1
Total	**4**	**1**	**7**	**29**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	3
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	0	0	2
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**0**	**1**	**7**
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
SUB-TOTAL	**0**	**0**	**1**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	1
SUB-TOTAL	**0**	**0**	**1**
TOTAL	**0**	**1**	**9**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	0	3
Misdemeanor	0	0	7
TOTAL	**0**	**0**	**10**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	0	260
Vehicle Code Citations	0	0	214
TOTAL	**0**	**0**	**474**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	9	52
Priority	0	1	18
Emergency	0	0	3
TOTAL	**0**	**10**	**73**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	15%	14%
Proactive	85%	86%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
El Monte	1	0	0	1
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	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	0
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	0
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	**1**	**0**	**0**	**1**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	89%
Silver Line- LASD	92%

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

K LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 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	0
Battery	0	1	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	**0**	**1**	**7**
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
SUB-TOTAL	**0**	**0**	**1**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	0	0	2
Trespassing	2	0	5
SUB-TOTAL	**2**	**0**	**9**
TOTAL	**2**	**1**	**17**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	0	4
Misdemeanor	3	6	16
TOTAL	**3**	**6**	**20**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	0	13
Vehicle Code Citations	0	0	0
TOTAL	**0**	**0**	**13**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	2	209	546
Priority	2	10	38
Emergency	0	0	3
TOTAL	**4**	**219**	**587**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	18%	48%
Proactive	82%	52%
TOTAL	**100%**	**100%**

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	0	0	2	5
Leimert Park Station	0	0	0	2
Hyde Park Station	0	0	0	1
Fairview Heights Station	0	0	0	5
Downtown Inglewood Station	1	0	0	3
Westchester / Veterans Station	0	0	0	1
Total	**1**	**0**	**2**	**17**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	87%
K Line - LASD	90%

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

BUS PATROL

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	6	4	46
Aggravated Assault	6	2	63
Aggravated Assault on Operator	6	0	20
Battery	21	3	132
Battery Bus Operator	9	5	53
Sex Offenses	3	0	13
SUB-TOTAL	**51**	**14**	**327**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	6	2	44
Bike Theft	0	0	5
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	6	4	35
SUB-TOTAL	**12**	**6**	**86**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	1	1	14
Narcotics	3	8	44
Trespassing	2	0	3
SUB-TOTAL	**6**	**9**	**61**
TOTAL	**69**	**29**	**474**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	4	14
San Fernando	4	9
San Gabriel Valley	8	26
Gateway Cities	6	38
South Bay	7	75
Total	**29**	**162**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	2	9
West Valley	0	5
North Hollywood	2	15
Foothill	0	3
Devonshire	0	6
Mission	1	3
Topanga	3	8
Central Bureau		
Central	10	46
Rampart	4	19
Hollenbeck	3	4
Northeast	3	11
Newton	0	28
West Bureau		
Hollywood	4	14
Wilshire	5	13
West LA	5	12
Pacific	1	4
Olympic	5	20
Southwest Bureau		
Southwest	4	24
Harbor	2	5
77th Street	11	49
Southeast	4	14
Total	**69**	**312**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	9	5	114
Misdemeanor	13	27	213
TOTAL	**22**	**32**	**327**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	0	36	257
Vehicle Code Citations	0	8	74
TOTAL	**0**	**44**	**331**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	6	205	945
Priority	25	89	545
Emergency	4	9	57
TOTAL	**35**	**303**	**1,547**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	5
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	11	55
Battery Rail Operator	0	0
Sex Offenses	0	4
SUB-TOTAL	**11**	**71**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	1	22
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	**1**	**26**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	1
Narcotics	2	7
Trespassing	23	51
SUB-TOTAL	**25**	**59**
TOTAL	**37**	**156**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	6	25
Misdemeanor	18	80
TOTAL	**24**	**105**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	15	19
Vehicle Code Citations	0	0
TOTAL	**15**	**19**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	3	57
Priority	23	271
Emergency	1	29
TOTAL	**27**	**357**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	20%
Proactive	80%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	81%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2023

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	2	3
Aggravated Assault on Operator	0	0
Battery	1	15
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**3**	**20**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	2	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**2**	**4**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	1	1
Narcotics	0	0
Trespassing	1	11
SUB-TOTAL	**2**	**12**
TOTAL	**7**	**36**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	0	0
Misdemeanor	3	4
TOTAL	**3**	**4**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	21
Vehicle Code Citations	0	0
TOTAL	**0**	**21**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	1	6
Priority	5	41
Emergency	0	4
TOTAL	**6**	**51**

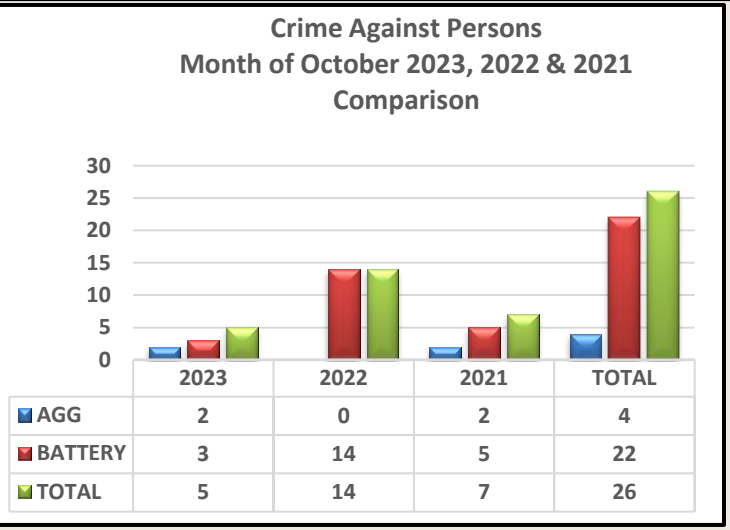
DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	18%
Proactive	82%
TOTAL	**100%**

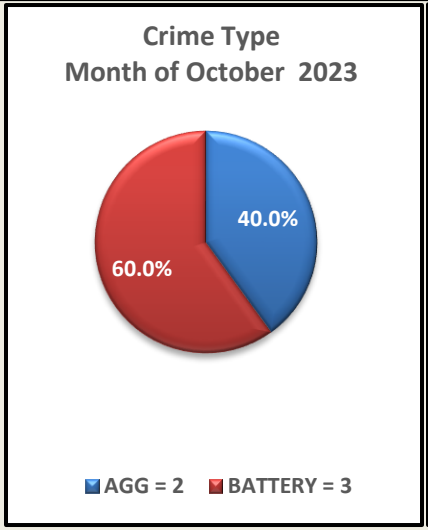
PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	81%

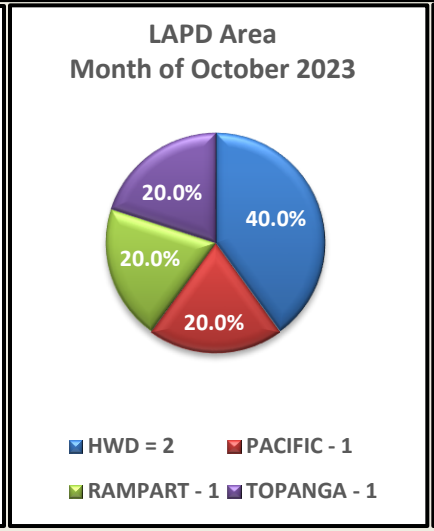
LEGEND
Los Angeles Police Department

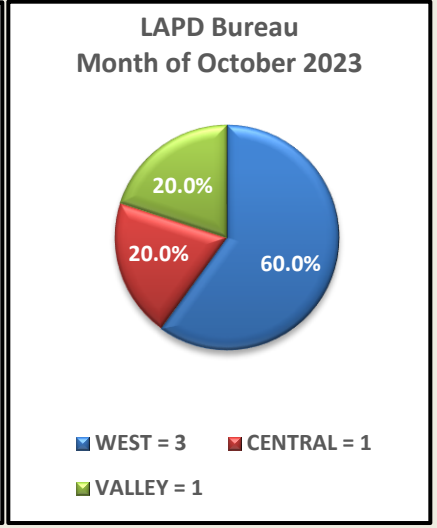
Attachment E

Los Angeles Police Department - Transit Services Division
Monthly Bus / Rail Operator Assault Recap Report
October 2023









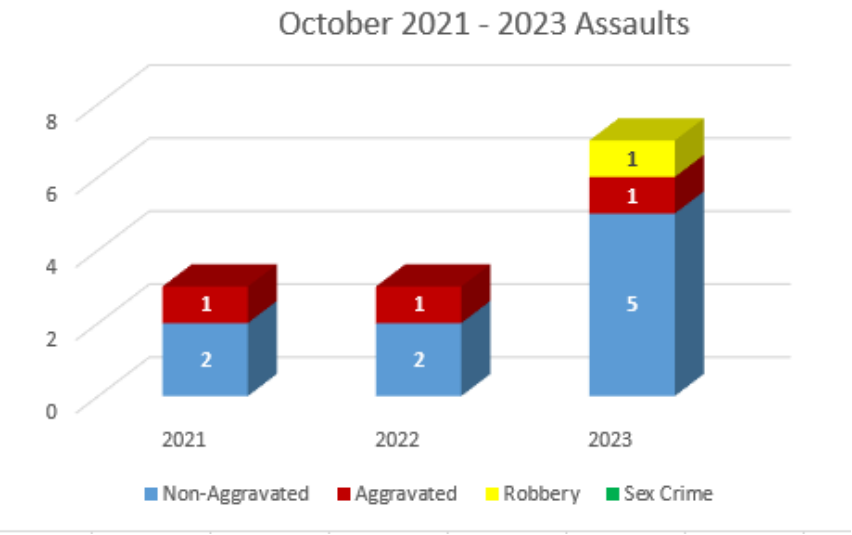
DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
10/02/23 @ 1200 HRS	6th & Alvarado & Chamberlain Unkn Bus Line & Bus Number	**AGG ASSAULT / BRANDISHING** Victim observed suspect walking against a solid red hand signal and the tri-light was green. Victim pressed he bus horn to alert suspect to move away. Suspect immediately looked in victim's direction and brandished a handgun from his waistband. Suspect held the handgun and continued to walk towards the s/w/c of Alvarado and 6th Street. **NO INJURIES. NO ARREST**	M/B UNKN YOA	Unkn Unkn	N/A
10/16/23 @ 1750 HRS	Topanga & Ventura Bus Line #69 Bus # 1776	**BATTERY** Suspect walked toward the front of the bus and began yelling at victim (speaking Spanish). Victim did not understand suspect. Suspect then spat on victim's face. Victim stopped bus, opened the bus front door and allowed suspect to exit. Victim stated he was "shook-up" from the incident and was deemed unfit for duty by MTA personnel. **INJURIES:** Spit on face. **NO ARREST**	M/H 55 YOA	Unkn Unkn	Unkn

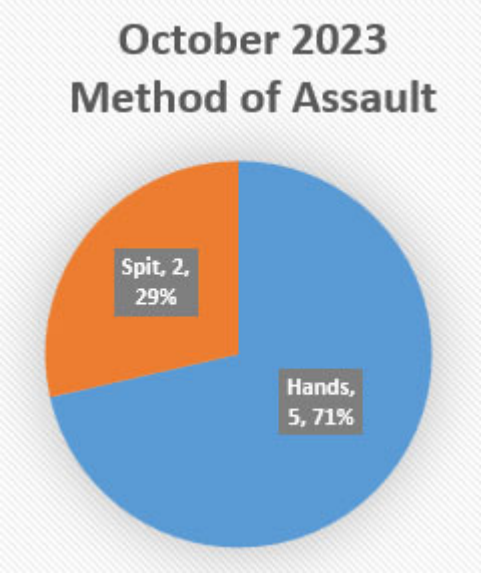
DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
10/17/23 @ 1710 HRS	6111 W. 96th LAX Bus Terminal Bus Line # 111 Bus # 8415	**ATTEMPT BATTERY** Victim arrived at the end of the line and proceed to exited to utilize a nearby restroom but stopped when suspect approached her from the street and stated, "You are so fine, you have a fat ass, would you like to talk to me?" Suspect entered bus and victim advised suspect to exit and bus was no longer in use and she had to leave. Suspect refused and continued his approach. Fearful, victim enclosed herself behind the partition, honked the bus horn and yelled for help. Suspect continued his efforts and reached around the partition and continued his sexual comments. MTA Bus Supervisor arrived and witnessed victim's distress and repeatedly asked suspect to exit the bus. Suspect eventually complied. Outside the bus, suspect exposed his genitals to an unknown female passing by. Suspect continued to grab his penis and star at the victim from a distance. LASD arrived and advised they were unable to assist due to location being LAPD jurisdiction. LAPD arrived and took suspect in custody. **NO INJURIES. ARREST**	M/B 34 YOA	Yes Yes	Yes
10/26/23 @ 0835 HRS	Santa Monica & Western Bus Line 4 Bus # 8752	**BATTERY** Victim had to suddenly apply brakes to prevent a collision. As a result, a patron ending up falling and cutting her finger. Victim got up and walked back to check on the patron. As victim approached the patron, suspect gabbed victim's arm and shoved him up against the handrail. Victim asked the suspect several time to let him go but suspect refused. In an attempt to defend himself, victim head butted and kneed suspect. Victim also punched suspect several times causing the physical altercation to escalate. Another patron intervened, suspect exited bus and fled location. **INJURIES:** Victim sustained a ½ inch laceration above his nose caused by his glasses. **NO ARREST**	M/B 40 YOA	Unkn Unkn	N/A
10/29/23 @ 1108 HRS	Franklin Ave & Western Ave Ventura Blvd. Bus Line # 207 Bus # 9511	**AGG ASSAULT** Victim observed suspect standing out side and urinating on the sidewalk. Suspect approached the bus but was not allowed to enter. Suspect stated to victim, "What time you opening the door?" Victim relieved she was not going to open the door. Suspect became irate, banged on the dub door and then punched the passenger side bus mirror causing damage. Suspect the lifted his shirt and retrieved a handgun from his waistband. Victim drove from location, fleeing suspect and parked at Western & Hollywood Blvd. LAPD Hollywood Area detective noted suspect matched the description of a shooter in another incident. Upon the assigned detective's request, victim arrived at Hollywood Area Station and was shown a 6-pack photo line-up. Victim unable to identify suspect. **NO INJURIES: NO ARREST**	M/H 25 YOA	Unkn Unkn	N/A

Monthly Bus/Rail Operator Assault Report

October 2023

October Bus/Rail Operator Assaults





In October, there were five non-aggravated assaults with two arrests, one agg assault with an arrest, and one robbery.

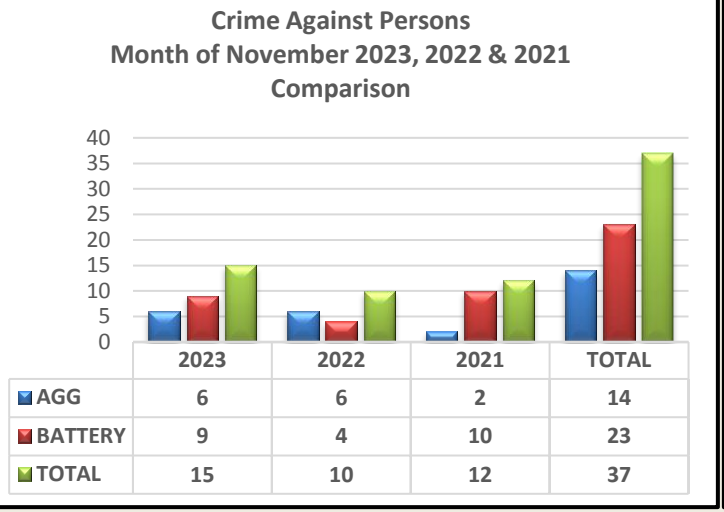
Date	Time	Line	Bus #	Narrative	Barrier
10/4/2023	6:00	18	1850	East LA 10/4 0600hrs Sus MH/35yrs demanded money from the bus op*	Yes
10/10/2023	20:00	111	8457	LA 10/10 2000hrs Sus transient FB/30s spit on bus op for no reason	Yes
10/11/2023	16:08	180	5682	Glendale 10/11 1608hrs Sus FB punched bus op for no reason	Yes
10/11/2023	17:35	260	2053	Long Beach 10/11 1735hrs Sus MB/25yrs spit on bus op when asked to exit bus for smoking	Yes
10/14/2023	18:45	210	1957	Redondo Beach 10/14 1845hrs Sus MB/30yrs arrested for pushing bus op when told bus was out of	N/A (o)
10/18/2023	17:00	115	6127	10/18 1700hrs Sus FB/23yrs arrested for assaulting bus op over fare	Yes
10/31/2023	20:20	117	2026	Downey 10/31 2020hrs Sus MH/31yrs detained for bumping bus op. Bus op non-desirous	N/A (o)

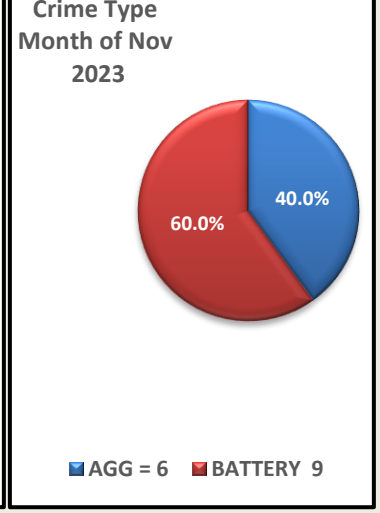
*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier

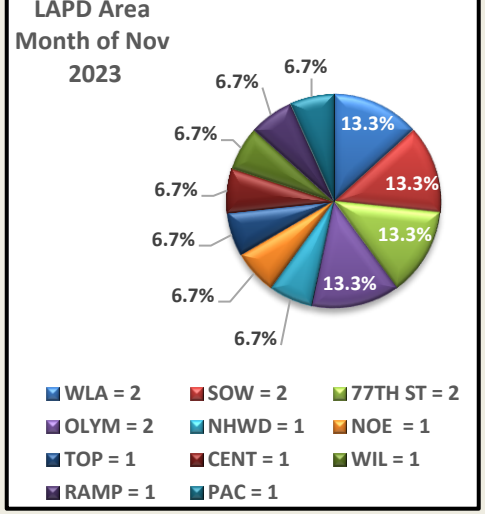
* Please note that the robbery incident on 10/4/2023 was reported as a robbery and not as a bus operator assault since a crime cannot be counted more than once and a robbery has a higher severity than a battery.

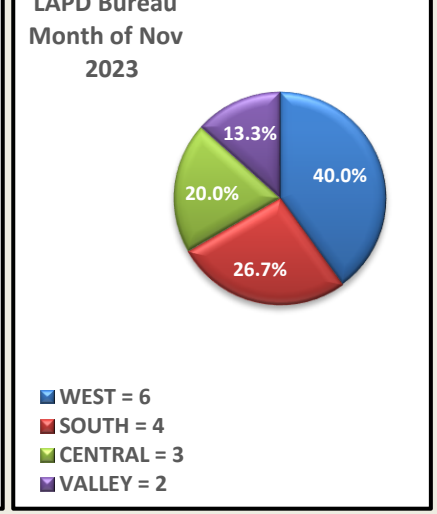
Attachment E

Los Angeles Police Department - Transit Services Division
Monthly Bus / Rail Operator Assault Recap Report
November 2023









DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
11/01/23 @ 1915 HRS	Vanowen & Laurel Canyon Bus Line # 164 Bus # 4096	**BATTERY** Suspect entered bus inebriated and continued moving inside the bus and disturbing other bus patrons. Victim asked suspect to sit down. Suspect approached victim, spat on victim, exited bus and fled. **INJURIES:** Spit on face. Victim was Too Nervous to Continue (TNTC). **NO ARREST**	M/H 25 YOA	Unkn Unkn	Yes
11/07/23 @ 0530 HRS	6th Street & Alvarado Bus Line #2 Bus # 8412	**BATTERY** Victim stopped bus along the curb. Suspect approached victim and stated, "What the "F" are you doing?" Suspect approached victim and attempted to punch victim over the barrier but missed. Suspect then produced a soda can and threw the contents at victim, dousing victim's face. Suspected exited bus and fled location. **INJURIES:** Soda on face. Victim was TNTC**. NO ARREST**	F/B 35 YOA	Unkn Unkn	Yes

Attachment E

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
11/09/23 @ 1100 HRS	Venice & Magnolia Bus Line # 33 Bus # 8595	**AGG ASSAULT** Suspect entered bus and did not use the correct fare. Victim confronted suspect and suspect immediately screamed and yelled at victim. Victim advised suspect if he did not stop yelling and screaming, he would have to exit bus. Due to suspect's increasingly angry behavior, victim pulled bus over and exited bus. Suspect exited bus then pushed victim causing victim to fall to the ground. Operator pushed suspect back then turn and attempt to re-enter bus. Suspect approached victim and struck victim with a metal pipe then fled. **INJURIES:** Bleeding laceration to the head. Victim was transported to California Hospital. **NO ARREST**	M/H 50 YOA	Unkn Unkn	N/A
11/09/23 @ 1345 HRS	5th & Wall Bus Line # Unkn Bus # 5831	**AGG ASSAULT** Suspect (in vehicle) intentionally slammed on the gas and hit a bus operated by victim. Suspected exited her vehicle and attempted to flee location. Citizen / bystanders prevented suspect from fleeing location. Officers arrived and took suspect into custody. Suspect displayed erratic behavior throughout the investigation and provided several names to officers. **NO INJURIES**. **ARREST**	F/W 23 YOA	Unkn Yes	N/A
11/10/23 @ 0500 HRS	Venice Ave & Western Ave Bus Line # 207 Bus # 9549	**BATTERY** Suspect entered bus and immediately yelled at victim. Victim tried to calm suspect, but victim's attempts appeared to agitate suspect causing him to become angrier. Suspect then spat on victim's forehead. Suspect observed victim calling PD, exited bus and fled location. **NO INJURIES:** Spit on forehead. Victim was TNTC. **NO ARREST**	M/H 25 YOA	Unkn	N/A
11/11/23 @ 1130 HRS	Santa Monica & Westwood Bus Line # 4 Bus # 8826	**BATTERY** Victim observed suspect drinking alcoholic beverages and acting erratic. Victim stopped bus and asked suspect to exit. As suspect exited bus, suspect slammed the partition door panel onto victim's leg. **NO INJURIES: ARREST**	M/H 29 YOA	Unkn Unkn	Yes
11/11/23 @ 1720 HRS	MLK Jr Blvd & Figueroa Bus Line # 160 Bus # 40	**BATTERY** Suspect was combative with other bus patrons. Subject than punched victim's face and spat on victim. Officers arrived at scene and spoke with victim and subject. Subject stated he was angry that victim refused to pick up his sister. Initially victim stated he wanted subject arrested but later stated he did not want subject arrested. **INJURIES:** Swollen forehead and facial pain. RA arrived and provided victim an ice pack. **NO ARREST**	M/B 14 YOA	No No	Unkn

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
11/14/23 @ 1105 HRS	Vanowen & Owenmouth Bus Line # 150 Bus # 1749	**BATTERY** Suspect entered bus and did not pay fare. Victim asked suspect to pay fare. Suspect refused and became agitated. Victim advised suspect she's contacting dispatch to advised of the issue. Suspect clinched her fist, reached around the barrier and struck victim's face. Suspect exited through the emergency window and walked from location. Victim advised suspect is a regular bus patron and had previously entered bus without paying bus fare. Victim further stated she has previously allowed suspect to not pay bus fare. **INJURIES:** Victim sustained a 1" laceration on her lip. Victim was transported to Northridge Hospital. **NO ARREST**	F/B 30 YOA	Unkn Unkn	Yes
11/16/23 @ 2052 HRS	West Blvd & Florence Ave Bus Line # 111 Bus # 8374	**AGG ASSAULT** Suspect exited bus, removed a bicycle from the bike rack and knocked on the door, asking victim to open the bus doors. Victim opened door and allowed suspect to re-enter bus. Suspect entered bus, picked and unknown object, reached around the barrier and struck victim multiple times. Suspect exited bus and rode away on his bicycle. **NO INJURIES:** Victim complained of head pain but refused medical attention. Victim was TNTC. **NO ARREST**	M/B 30 YOA	Unkn Unkn	Yes
11/21/23 @ 1230 HRS	Century Blvd & Airport Blvd Bus Line # 117 Bus # 1770	**BATTERY** Suspect entered bus and stated, "Didn't you see me standing up?" Suspect proceeded to raise his skateboard in an aggressive manner, becoming closer to victim and further stated, "Ima hit you with the skateboard." Suspect observed victim reach the phone to contact management. Suspect walked to the back of the bus. Suspect later walked to the front of the bus and spat on victim's face as he exited bus. **NO INJURIES:** Spit on face. Victim was TNTC. **NO ARREST**	M/B 28 YOA	Unkn Unkn	Yes
11/21/23 @ 1810 HRS	Homeland & Crenshaw Bus Line # 40 Bus # 5927	**CRIMINAL THREATS HATE CRIME / BRANDISHING** Victim observed suspect entered bus, engaged in an altercation with another bus patron and simultaneously hit a box cutter against a speaker in a threatening manner. Victim pulled bus over and instructed all the bus patrons to exit bus. Victim also instructed suspect to exit but suspect refused. Seeking safety, victim entered the driver's compartment and closed the door. Suspect stood outside the barrier and yelled, "I'm going to "F" you up, "F" you "N" multiple times. LAPD arrived and took suspect into custody. **NO INJURIES: ARREST**	F/H 31 YOA	No Yes	Yes

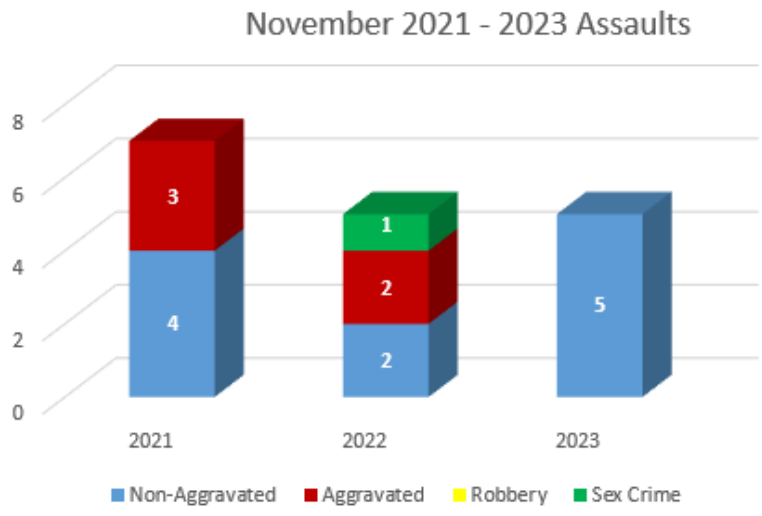
Attachment E

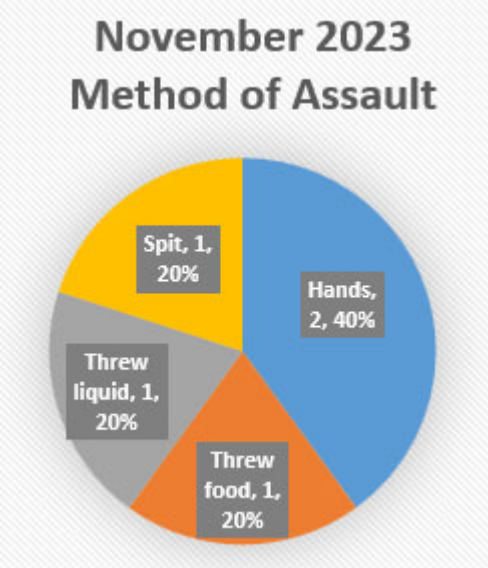
DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
11/23/23 @ 1150 HRS	Venice & Thurman Bus Line # 33 Bus # 3889	**AGG ASSAULT** Suspect entered bus and immediately became anger because the bus was parked and not moving. Victim advised bus was not yet scheduled to move. Suspect continued to express her anger and began to slam the barrier with her hand. Suspect then armed herself with a fire extinguisher located inside the bus. Suspect leaned to the barrier section that allowed access to victim and threw the fire extinguisher in victim's direction. Victim raised her arm and prevented impact to her face but contact was made to victim's right tricep. Victim activated the bus alarm. Officers arrived at the scene and took suspect into custody. As the officer attempted to fasten a seat belt around suspect, suspect spat on the officer's face and then bit her pinky finger. **INJURIES:** Pain on victim's right tricep. Victim refused RA transport. **ARREST**	F/B 30 YOA	Yes Yes	Yes
11/27/23 @ 0035 HRS	Santa Monica Bl. & Westwood Bl. Bus Line # 233 Bus # 6056	**BATTERY** Suspect boarded bus with his dog (large pit bull), began to smoke narcotics and caused a disturbance. Victim continued to operate bus and then stopped at an intersection. Victim instructed suspect to exit bus. Suspect became upset, got up from his seat, walked towards victim and threw his drink at victim. Suspect exited bus and punched the driver's side window causing it to shatter. Suspect began walking S/B on Wilshire leaving his dog behind but later returned to retrieve the dog. **NO INJURIES:** Victim was treated for eye irritation. Victim was TNTC. **NO ARREST**	M/H 40 YOA	Unkn Unkn	Unkn
11/29/23 @ 1505 HRS	Denker & Florence Bus Line # 111 Bus # 8437	**AGG ASSAULT** Suspect argued with other bus patron. Victim 1 interjected and told suspect to be respectful. Suspect then turned towards victim 1 and pepper sprayed victim. Suspect walked towards the front of the bus and dispersed more pepper spray making contact with bus operator's (victim 2) face and lips. Suspect exited bus and fled location. **NO INJURIES:** Pepper spray contact on face and lip. RA responded and advised there was nothing they could do and the effects of the pepper spray would eventually wear off over the next few hours. **NO ARREST**	M/B 40 YOA	Unkn Unkn	Unkn
11/30/23 @ 0200 HRS	Sunset Blvd & Vermont Av Bus Line # 204 Bus # 9564	**BATTERY** Suspect entered bus and continued to call victim names. Victim contacted BOC and advised she wanted suspect removed from the bus. Suspect then reached around the barrier and punched victim's chest twice. **INJURIES:** Victim was treated by RA for injuries to her face and arm and chest pain. **NO ARREST**	M/B 50 YOA	Unkn Unkn	Unkn

Monthly Bus/Rail Operator Assault Report

November 2023

November Bus/Rail Operator Assaults





In November, there were five non-aggravated assaults.

Date	Time	Line	Bus #	Narrative	Barrier
11/19/2023	10:30	90	1951	Glendale 11/19 1030hrs Sus MW/40yrs threw coffee on bus op	Yes
11/20/2023	5:40	111	8437	Los Angeles 11/20 0550hrs Sus transient MB/40 spit on bus op	Yes
11/21/2023	14:30	108	5714	Culver City 11/21 1430hrs Sus MB/50s punched bus op over loud music	Yes
11/26/2023	12:30	720	8720	Santa Monica 11/26 1230hrs Sus transient MB/25yrs spit on bus op when told only one more stop	Yes
11/28/2023	9:20	260	4008	East LA 11/28 0920hrs Sus MB punched bus op in face for no reason	Yes

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

System Security & Law Enforcement

Attachment F

Sexual Crimes / Harassment Calls for Service October 2023

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between October 1st and October 31st, Metro Transit Security, LAPD, LASD, and LBPD received eleven (11) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

October 2023 Incident Type & Totals					
	LAPD	**LASD**	**LBPD**	**MTS**	**SSLE**
Sexual Harassment	0	0	0	0	0
Sexual Battery	6	0	0	0	6
Lewd Conduct	1	0	0	0	1
Indecent Exposure	3	0	0	0	3
Rape	1	0	0	0	1
TOTAL	**11**	**0**	**0**	**0**	**11**

Counseling Information Provided	
	October 2023
YES	**11**
NO- If no, why?	**0**
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	**11**

System Security & Law Enforcement

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November 2023 Incident Type & Totals					
	LAPD	**LASD**	**LBPD**	**MTS**	**SSLE**
Sexual Harassment	0	0	0	0	0
Sexual Battery	5	0	0	0	5
Lewd Conduct	2	0	0	0	2
Indecent Exposure	2	0	0	0	2
Rape	0	1	0	0	1
TOTAL	**9**	**1**	**0**	**0**	**10**

Counseling Information Provided	
	November 2023
YES	**10**
NO- If no, why?	**0**
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	**10**

January 2024
Monthly Update on Public Safety

Gina Osborn
Chief Safety Officer

October & November 2023
Public Safety Trends and Statistics

Part 1 crimes (violent or major crime classification) reported in October and November reflected the success of safety and security strategies as incidents were down when compared to the prior year despite the significant increases in ridership. Part 1 crimes systemwide:

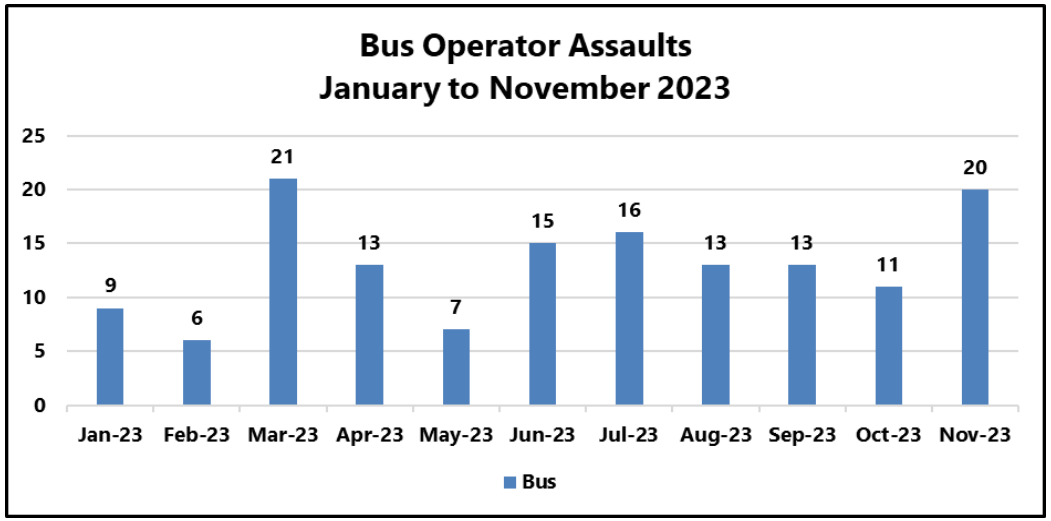
- Reduced by 6%, September to October 2023 and 4% from October 2022.
- Slight increase compared to October (4.5%), however, down 7.3% compared to November 2022.

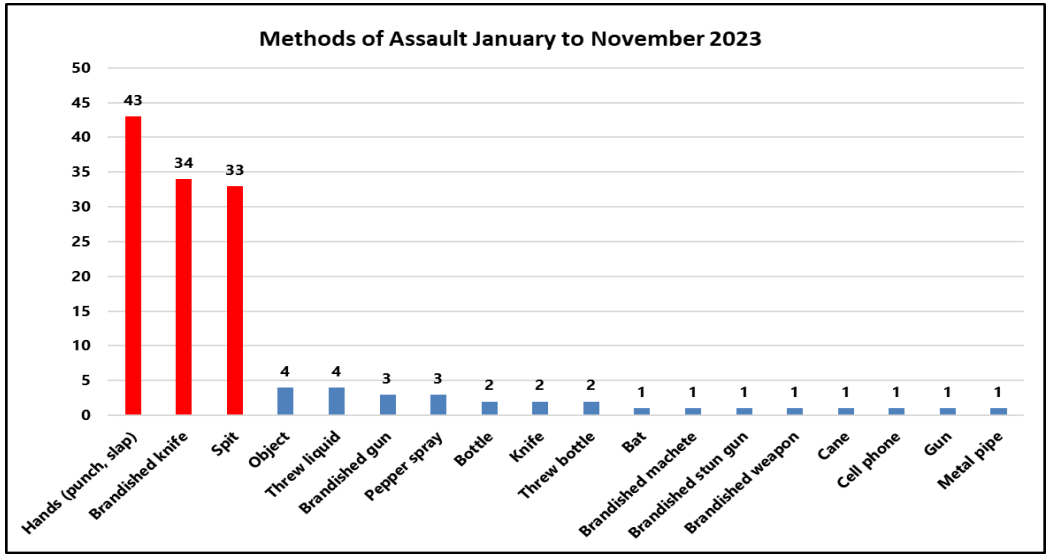
	Oct-22	Nov-22		Oct-23	Nov-23
Part 1 Crimes	115	124		110	115
Ridership	23,759,202	21,759,811		26,528,697	24,218,275
Part 1 Crimes per 1 Million Boardings	**4.84**	**5.70**		**4.15**	**4.75**

Metro's multi-layered safety approach generated month-to-month steady increase successes in Part 2 crime arrests:

- October: trespassing 102% (198 vs 98) and narcotics 6% (53 vs 50)
- November: trespassing 37% (271 vs 198) and narcotics 20% (66 vs 52)

Bus Operator Assaults





- Despite an increase in ridership in 2023 over 2022, bus operator assaults per 1 million boardings in 2023 decreased from 0.80 to 0.70
- Bus operator assaults decreased from 13 in September to 11 in October but increased to 20 in November
- Assault with hands (punch, slap) was the top method of assault followed by brandishing a weapon and spitting on the bus operator

January-November	2022	2023
Bus Operator Assaults	145	144
Bus Ridership	181,337,501	204,477,187
Assaults per 1 Million Bus Boardings	0.80	0.70

Bus Operator Safety Strategies

Metro Transit Security Bus Riding Teams

- In March 2023, the Board approved 44 Transit Security Officer positions for the creation of dedicated bus riding teams.
- A Bus Riding Team consists of two (2) Transit Security Officer I and one (1) Transit Security Officer II.
- Since then, 7 teams have been deployed across the five service areas of Metro's bus system to deter riders from entering without the appropriate fare and request voluntary compliance of the Metro Customer Code of Conduct.
- The teams rotate across the top 10 bus lines, identified by the highest reported incidents of operator assaults. The list of lines is evaluated monthly to redeploy teams based on data or upon request.
- In October, MTS Bus Riding Teams recorded 953 bus rides (on 13 lines). In November, MTS Bus Riding Teams recorded 469 bus rides (on 8 lines).
- 3 additional teams are scheduled to be deployed by Spring 2024.

Law Enforcement Bus Boardings

- Bus boardings differ from bus riding teams, in that law enforcement officers onboard the bus and check-in with the operators and move on to the next bus. MTS Bus Riding Teams board from the rear or front doors and position themselves at either end of the bus. They are provided with route details associated with the specific bus line, get off a bus every (3) three to (4) four stops to board another bus to continuously ride buses between the segment provided.
- In October and November, there was a total of 40,856 law enforcement bus boardings.

Bus Operator Safety Strategies

Metro Transit Ambassadors have deployed 28 bus riding teams per day.

- Line 20 – DTLA – Wilshire/La Brea.
- Line 40 – DTLA-South Bay Galleria via ML King Bl.-Hawthorne Bl.
- Line 210 – Hollywood/Vine Station – South Bay Galleria via Vine St.-Wilshire/Western Station-Crenshaw Bl.
- Line 720 – DTLA - Wilshire/La Brea

G-Line

- Since December 22, 2023, we have deployed 6 Ambassadors teams per day that are riding The MTS teams are roving the entire G Line, assisting customers from North Hollywood to Chatsworth.

J-Line

- San Pedro, DTLA and El Monte.

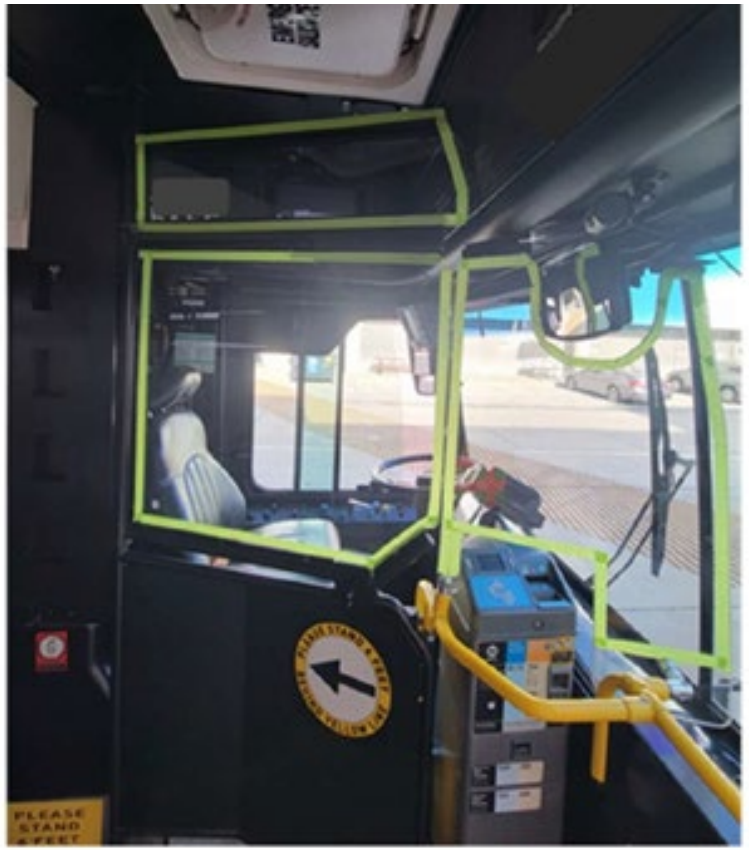
Operator Feedback

- Operators have expressed appreciation for Ambassador riding teams service and visibility.

Bus Operator Safety Strategies

Bus Barrier Retrofit

- Metro's entire fleet of 2,035 buses have operator barriers.
- Two prototype barriers with more protection were tested to obtain operator feedback.
- Operators preferred Prototype 2, with glass extending to the windshield and ceiling.
- Some operators voiced concern about reflections or glare when driving.
- Glass material may reduce reflections, so a new prototype with glass is in development.
- New glass prototypes will be tested to obtain feedback from stakeholders.



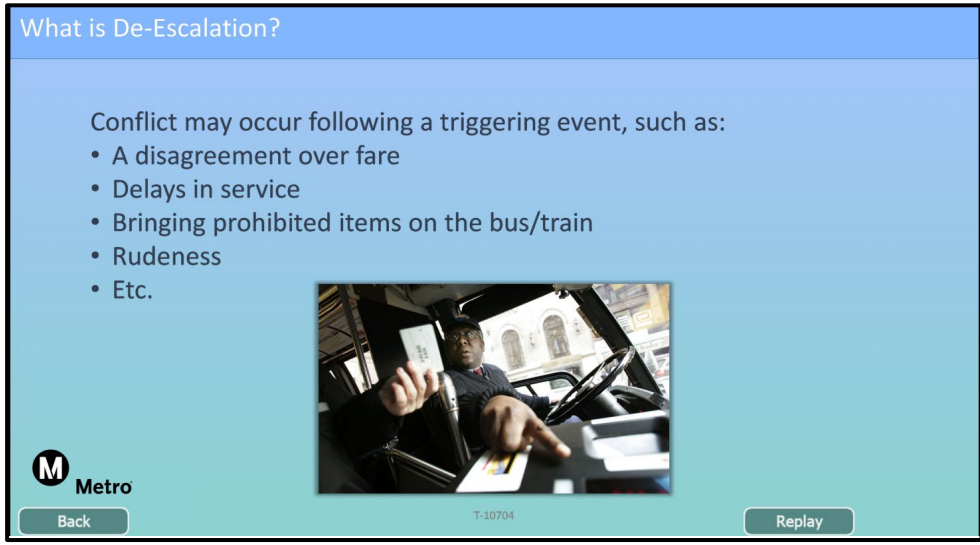
Prototype 2

Extended to windshield

Bus Operator Safety Strategies

De-escalation Training

- In January 2023, Metro initiated a De-Escalation Month campaign to provide all employees information on how to act in the face of conflict to reduce/eliminate workplace violence and assaults.
- Throughout 2023, de-escalation materials and information were posted throughout Metro, displayed on Safety TVs, and made available on Corporate Safety's website.
- In December 2023, a new mandatory de-escalation training was launched for all Metro employees.
- The training presents different methods of de-escalation, teaching Metro employees' ways to avoid potential conflict and/or violence using thoughtful words, actions, and body language.
- The training also prepares Metro employees for different types of negative interactions and gives them the fundamental skills to deal with these situations in the moment.
- The training is standardized but may be used as a building block for additional job-specific training provided by an employee's department.



Bus Operator Safety Strategies

Joint Labor Management Safety Committee (JLMSC)

- The JLMSC was established in compliance with the Bipartisan Infrastructure Law and incorporated into Metro's Public Transportation Agency Safety Plan.
- The Committee is comprised of five labor representatives (one from each Union) and five Metro Management staff and was convened in 2022.
- The Committee has been meeting monthly to discuss safety and security concerns, establish fiscal year KPIs and Targets, identify interventions to improve data-driven risks, as well as share and discuss pilot programs that have the potential to minimize our safety and security incidents.

Operations Safety Steering Committee (OSSC)

- The OSSC includes executives from Operations, Safety, and Security to discuss safety topics and develop safety strategies and initiatives, inclusive of responding to the Federal Transit Administration's proposed directive of conducting a safety risk assessment, identifying safety risk mitigations or strategies, and providing information to the FTA on how transit agencies are assessing, mitigating, and monitoring the safety risk associated with assaults on transit workers.
- The committee discusses and reviews safety related trends, agency data, and industry standards.
- OSSC meetings improve coordination, decision making, and allocation of resources to address safety issues.
- The committee will meet quarterly.