



Metro

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

Agenda - Final

Thursday, February 20, 2025

1:00 PM

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

*Holly J. Mitchell, Chair
Katy Yaroslavsky, Vice Chair
James Butts
Jacquelyn Dupont-Walker
Tim Sandoval
Gloria Roberts, non-voting member*

Stephanie Wiggins, Chief Executive Officer

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

PUBLIC INPUT

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

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

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

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

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

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

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

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

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The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process , labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 364-2837 or (213) 922-4600. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

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x5 *Tiếng Việt (Vietnamese)*

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x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

The Meeting begins at 1:00 PM Pacific Time on February 20, 2025; you may join the call 5 minutes prior to the start of the meeting.

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

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 20 de Febrero de 2025. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

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

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

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.
Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
Post Office Mail:
Board Administration
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

28. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2024-1137](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

29. **SUBJECT: OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS AT DIVISIONS 2, 8, 9, & 15** [2024-0193](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate, Contract No. OP125246000 to Clean Energy, for the Operation and Maintenance (O&M) services of Compressed Natural Gas (CNG) fueling stations at Divisions 2, 8, 9, and 15, for a Not-To-Exceed (NTE) amount of \$6,150,097 for the three-year base period, and \$2,036,432 for the first one-year option term and \$2,036,432 for the second one-year option term, for a combined NTE amount of \$10,222,962, effective March 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

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

30. **SUBJECT: PEST AND BIRD CONTROL SERVICES** [2024-1067](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP48505(2)0008370 to CDS Services, Inc. DBA Legion Pest Management, for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective April 5, 2025; subject to the resolution of any properly submitted protest(s), if any.

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

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31. **SUBJECT: KINKYSHARYO P3010 LIGHT RAIL VEHICLE BALL BEARING SLEWING RING ASSEMBLY** [2024-1143](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 48-month firm fixed price Contract No. OP125304000 to Jamaica Bearings, the lowest responsive and responsible bidder, in the amount of \$1,691,769.20 for the purchase of Ball Bearing Slewing Ring Assemblies in support of the P3010 Light Rail Vehicle (LRV) fleet, subject to the resolution of any properly submitted protest(s), if any.

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

32. **SUBJECT: I-710 INTEGRATED CORRIDOR MANAGEMENT CONSTRUCTION MANAGEMENT SUPPORT SERVICES** [2024-1129](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 48-month, firm-fixed-price Contract No. AE52227000 to Jacobs Project Management Co. for Construction Management Support Services (CMSS) for the Interstate 710 Integrated Corridor Management (I-710 ICM) Project in the amount of \$5,521,039, subject to the resolution of any properly submitted protest(s), if any.

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

33. **SUBJECT: FAREGATE RETROFIT (PHASE 2) - UPGRADE EXISTING GATED STATIONS WITH TALLER GATES** [2024-1126](#)

RECOMMENDATIONS

AUTHORIZE the Chief Executive Officer to:

- A. ESTABLISH a Life-of-Project (LOP) budget for an amount not-to-exceed \$15.3 million for the implementation of taller faregates at 11 additional stations to provide safety, and security, and enhance access control;

- B. AMEND the FY25 budget to add three (3) Non-Contract Full-Time Equivalent (FTE) positions to manage the gating analyses and implementation of taller gates across the 11 additional stations and expansion of taller gates across the Metro Rail system and new stations from new rail lines and transition into operations and maintenance; and

- C. AUTHORIZE the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements, contracts, and contract modifications associated with the increased LOP budget.

Attachments: [Attachment A - Data on Fare Evasion and Faregate Installation Schedule](#)

34. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2024-1138](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

35. **SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q3 CY2024** [2024-1065](#)

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

Attachments: [Attachment A - NextGen Ridership Analysis Q3 CY2024](#)
[Attachment B - Weekday Ridership Recovery Comp. by Line & Line Group](#)
[Attachment C - Saturday Ridership Recovery Comp. by Line & Line Group](#)
[Attachment D - Sunday Ridership Recovery Comp. by Line & Line Group Presentation](#)

36. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2024-1165](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: [Attachment A - Station Experience Updates](#)
[Attachment B - Board Motion 31](#)
[Attachment C - Public Safety Surge Impact](#)
[Attachment D - Total Crime Summary December 2024](#)
[Attachment E - Systemwide Law Enforcement Overview December 2024](#)
[Attachment F - MTA Supporting Data December 2024](#)
[Attachment G - Sexual Harassment Crimes December 2024](#)
[Attachment H - Bus & Rail Operator Assaults December 2024](#)
[Attachment I - Arrests by Race & Ethnicity December 2024](#)
[Attachment J - Long-Term Crime Trends on Bus & Rail Presentation](#)

37. SUBJECT: OPEN ACCESS LEASABLE FIBER

[2025-0038](#)

RECOMMENDATION

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

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

(CARRIED OVER FROM JANUARY'S COMMITTEE CYCLE)

SUBJECT: GENERAL PUBLIC COMMENT

[2025-0105](#)

RECEIVE General Public Comment

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

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

Adjournment



Board Report

File #: 2024-1137, File Type: Informational Report

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

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

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

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

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

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



Stephanie N. Wiggins
Chief Executive Officer

February 2025

Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

February 20, 2025

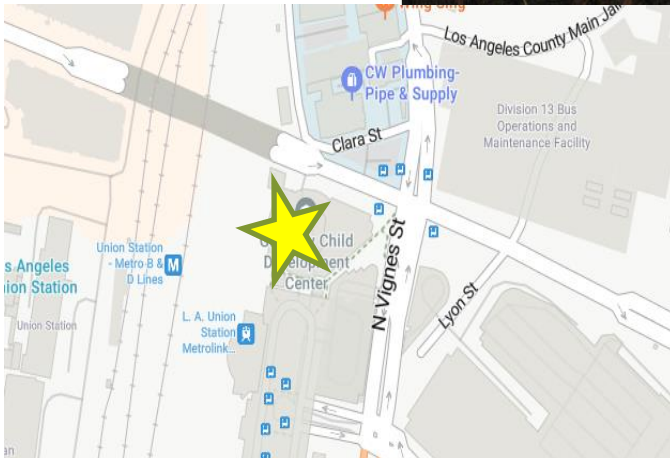
February Employees of the Month



Systems Security & Law Enforcement

Security Control Specialist

Linda Tran



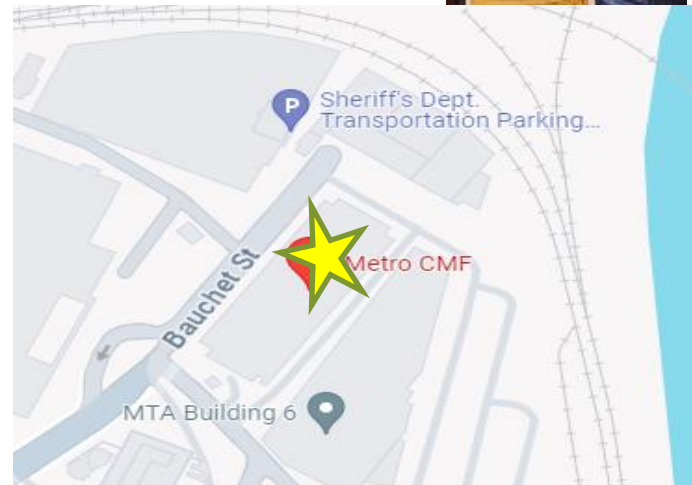
Gateway/USG – Downtown Los Angeles

Maintenance & Engineering

Camera Op/Screen Processing

Tech

Nelson Yonzon



CMF – Downtown Los Angeles

Employees of the Month



Metro[®]



Board Report

File #: 2024-0193, File Type: Contract

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: OPERATION AND MAINTENANCE OF COMPRESSED NATURAL GAS FUELING STATIONS AT DIVISIONS 2, 8, 9, & 15

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate, Contract No. OP125246000 to Clean Energy, for the Operation and Maintenance (O&M) services of Compressed Natural Gas (CNG) fueling stations at Divisions 2, 8, 9, and 15, for a Not-To-Exceed (NTE) amount of \$6,150,097 for the three-year base period, and \$2,036,432 for the first one-year option term and \$2,036,432 for the second one-year option term, for a combined NTE amount of \$10,222,962, effective March 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing contract for CNG fueling station operations and maintenance (O&M) services at Divisions 2, 8, 9, and 15 will expire on February 28, 2025. Effective March 1, 2025, a new contract award is required to ensure service continuity and safe and timely operations.

BACKGROUND

Metro is transitioning from a CNG (renewable natural gas) to a zero-emission bus fleet. Metro's bus electrification efforts reached a key milestone in July 2020 when the first electric buses debuted on the Metro G Line (Orange). More were phased in throughout 2020 so that, by the start of 2021, 100% of the G Line buses were battery-electric. As staff works to transition other divisions to an electric fleet fully, Metro will still require operating and maintenance services to its CNG compounds to fuel the non-electric buses with CNG. Our goal is to reduce tailpipe pollutant emissions further and contribute to improved air quality while reducing noise and increasing comfort for passengers.

On August 1st, 2013, the Board awarded a 10-year, firm fixed unit rate Contract No. OP33432555 to Clean Energy for CNG fueling station O&M services at Divisions 2, 8, 9, & 15. Under the existing contract, the contractor is responsible for conducting preventive maintenance, as-needed repairs, staff training, maintaining records, and complying with the regulations of the authorities having jurisdiction. Effective August 1, 2023, Contract Modification 1 was executed for a one-year, no-cost time extension. Effective July 31, 2024, Contract Modification 2 extended the performance period by

two months to September 30, 2024. Effective September 30, 2024, Contract Modification 3 was executed to extend the Period of Performance by an additional five months through February 28, 2025. Staff has processed these contract modifications within the approved contract modification authority to allow for continuity of services until a new contract could be established.

This action is necessary to support the existing fleet of CNG buses currently in service until these divisions fully transition to a zero-emission electric bus fleet. In lieu of awarding another 10-year contract, the recommendation is to pursue a five-year contract to allow flexibility in assessing future needs to support CNG infrastructure as Metro transitions to an electric bus fleet.

DISCUSSION

Under this new contract, the Contractor must perform comprehensive O&M services of the CNG equipment at Metro Bus Divisions 2, 8, 9, & 15, including maintenance of all related electrical systems, fuel hoses, nozzles, and the gas monitoring system. The Contractor must provide all repair parts, overhaul services, and consumables, including compressor oils, lubricants, and dryer desiccants. In addition, the Contractor must provide all scheduled and unscheduled replacements for compressors, motors, valves, and all other equipment and appurtenances necessary to operate Metro's CNG fueling facilities efficiently.

The Contractor will also provide Metro personnel with the necessary training to perform routine maintenance work and pay for all associated labor costs per contract requirements. Furthermore, the contract includes terms and liquidated damages to minimize equipment downtime and bus roll-out interruption. Liquidated damages may be imposed if the bus roll-out schedule is not met, and buses are directed to alternate locations for fuel to meet the scheduled roll-out. For example, lack of fueling capacity or fueling performance, or if more than one CNG compressor is not available to operate between 5:00 PM and 5:00 AM daily. Lastly, the contract includes requirements for CNG facility de-commissioning during the contract's life to accommodate Metro's electric bus fleet deployment and phase-out of the CNG buses.

DETERMINATION OF SAFETY IMPACT

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

FINANCIAL IMPACT

The FY25 budget includes \$5,000,000 for this action under cost center 3367-Facilities Maintenance, account 50308, Service Contract Maintenance, project 306002, Bus Maintenance. The total contract value is \$10,222,962 over a five-year (60-month) period.

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

Impact to Budget

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

EQUITY PLATFORM

Due to the lack of subcontracting opportunities, the Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) participation goal for this procurement. However, Clean Energy made a 0.65% DBE commitment for this contract.

Metro Operations supports Equity Focus Communities while increasing mobility options and access to jobs, educational institutions, and other opportunities. The services provided by this contract could affect those patrons that use bus services within Division 2 (720 E. 15th St, Los Angeles), Division 8 (9201 Canoga Ave, Chatsworth), Division 9 (3449 Santa Anita Ave, El Monte), and Division 15 (11900 Branford St, Sun Valley) service areas.

The CNG fueling stations ensure our customers have access to reliable transportation to meet their daily needs and support healthier communities by building cleaner infrastructure in areas of historic socioeconomic disparities and minimizing the volatile compounds created by standard fueling options.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 2: Deliver outstanding trip experiences for all transportation system users as we are committed to providing attractive, affordable, efficient, and safe service. This Board action also supports Strategic Goal 5, providing responsive, accountable, and trustworthy governance within the Metro organization. Performing preventive maintenance, inspections, and as-needed repairs will ensure timely bus rollouts and provide safe and reliable operation of CNG fueling stations at Metro bus Divisions 2, 8, 9, & 15.

ALTERNATIVES CONSIDERED

Another alternative considered is to provide O&M services with in-house staff. This would require hiring and training additional certified personnel and purchasing tools, equipment, vehicles, and supplies. In addition, internal staff would assume the added responsibility and liability. Staff assessment indicates this is not cost-effective for Metro as the required expertise and operational knowledge are highly specialized and costly. Therefore, utilizing professionals with the knowledge and experience of industry standards throughout the country is a best practice.

NEXT STEPS

Upon approval by the Board, staff will execute a firm fixed unit rate Contract No. OP125246000 with Clean Energy for Operation and Maintenance (O&M) of Compressed Natural Gas (CNG) fueling stations at divisions 2, 8, 9, & 15, effective March 1, 2025.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

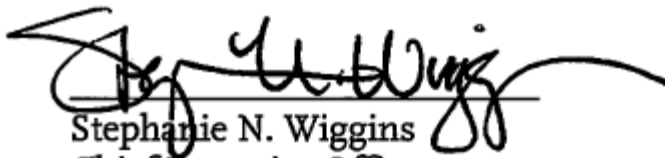
Prepared by: Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance & Engineering, (213) 922-3227

Chris Limon, Executive Officer, Facilities Maintenance, (213) 922-6637

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

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

CNG FUELING STATIONS OPERATIONS & MAINTENANCE SERVICES AT DIVISIONS 2, 8, 9 & 15 - OP125246000

1.	Contract Number: OP125246000	
2.	Recommended Vendor: Clean Energy	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 09/12/2024	
	B. Advertised/Publicized: 09/12/2024	
	C. Pre-Proposal Conference: 09/19/2024	
	D. Proposals Due: 10/21/2024	
	E. Pre-Qualification Completed: 01/10/2025	
	F. Ethics Declaration Forms Submitted to Ethics: 11/04/2024	
	G. Protest Period End Date: 02/24/2025	
5.	Solicitations Downloaded: 10	Bids/Proposals Received: 1
6.	Contract Administrator: Pascale Batarseh	Telephone Number: (213) 922-6338
7.	Project Manager: Anthony Carballo	Telephone Number: (213) 418-3335

A. Procurement Background

This Board Action seeks approval for Contract No. OP125246000 issued in support of the operations, maintenance and testing of existing CNG fueling stations at Divisions 2, 8, 9 and 15. The contract spans a three-year base term with two (2) one-year options. Board approval of contract awards are subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP125246 was issued in accordance with Metro’s Acquisition Policy and the contract type is a firm fixed unit rate. The Diversity & Economic Opportunity Department did not recommend a goal for this solicitation.

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

- Amendment No. 1, issued on September 19, 2024 extended the Questions & Answers due date;
- Amendment No. 2, issued on October 7, 2024 extended the proposal due date, and revised Exhibit 2 – Schedule of Quantities and Prices and corrected a typo in the Scope of Services.

A total of eight (8) firms downloaded the RFP and were included in the planholders list. A virtual pre-proposal conference was held on September 19, 2024, and was attended by five (5) participants representing two (2) firms. There were twenty-one

(21) questions received for this RFP and responses were provided prior to the proposal due date.

A total of one (1) proposal was received on October 21, 2024.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Facilities and Property Maintenance, and Bus Maintenance was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria and weights:

- Qualifications of the Firm/Team 15% Percent
- Work Plan/Project Approach 20% Percent
- Management Plan/Approach 35% Percent
- Cost Proposal 30% Percent

The evaluation criteria are appropriate and consistent with criteria developed for other, similar competitive Request for Proposals. Several factors were considered when developing these weights, giving the greatest importance to Management Plan/Approach.

Since only one (1) proposal was received, staff conducted a market survey of the firms on the planholders list to determine why no other proposals were received. Only one firm responded to our inquiry indicating that the reason they chose not to participate in this solicitation was based on a combination of Term and Scope of Work, and the requirement that workers performing maintenance services were not their staffing.

Based on the results of the market survey, Metro staff determined that the solicitation was not restrictive and that decisions not to propose were based on individual business considerations.

During the week of December 4, 2024, the PET met to discuss the evaluation process and began their review of the proposal. During evaluations, it became necessary to request clarifications from the firm regarding their personnel coordination plan as well as their spare parts strategy. Metro received the Proposer's clarifications on December 16, 2024. Clean Energy answered Metro's questions and provided all the required information for the PET to complete their proposal review.

Qualifications Summary of Firms within the Competitive Range:

Clean Energy

Clean Energy has the organizational capacity to service Metro's CNG fueling stations. Their expertise is high, as they have a track record of working with the nation's largest transit agencies. They have a lot of knowledge and experience with qualified personnel to lead their teams. Their project manager has a high level of supervisory experience that can effectively coordinate and act as the point of contact for issues that arise at CNG compounds. The training, safety, monitoring, and emergency preparedness Clean Energy possesses are all critical to Metro CNG operations.

The PET finalized their scoring on December 18, 2024 and the following is a summary of the PET scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Clean Energy				
3	Qualifications of the Firm/Team	86.67	15.00%	13.00	
4	Work Plan/Project Approach	86.67	20.00%	17.33	
5	Management Plan/Approach	85.00	35.00%	29.75	
6	Price	90.00	30.00%	30.00	
7	Total		100.00%	90.08	1

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon the expectation of adequate competition, previous contracts, and fact finding. The reason that the Proposal amount increased from \$7,356,950 to \$10,222,962 is due to Metro including a weighted formula for the calculation of maintenance costs based on the per term price provided by the contractor (with three tiers and a percentage), representing the likely usage of each tier. Upon reviewing the Contractor's proposal, it was determined that this formula resulted in an artificially low proposal amount that would likely not be enough to cover Metro's actual needs under this contract. A revised formula was developed and reissued to the Contractor. The firm fixed unit rates the Contractor proposed remained the same from their original proposal, but the revised formula resulted in an increase to the Not-to-Exceed amount of the contract, which is more in line with Metro's expected requirements.

	Proposer Name	Proposal Amount	Metro ICE	NTE amount
1.	Clean Energy	\$7,356,950	\$10,383,590	\$10,222,962

D. Background on Recommended Contractor

The recommended firm, Clean Energy, located in Newport Beach, California, has been in business for 27 years and is a leader in the field of operating and maintaining natural gas equipment nationwide. Some of Clean Energy’s customers over the years, as listed in their proposal, are Foothill Transit, Valley Metro RPTA, City of Phoenix ABM Facilities, Omnitrans, Gold Coast Transit, and Santa Clarita Transit. Clean Energy has provided reliable maintenance services at these four CNG fueling stations since 2013 under another current contract and has performed satisfactorily. They have supported Metro’s CNG operations in many projects.

DEOD SUMMARY

CNG FUELING STATIONS OPERATIONS & MAINTENANCE SERVICES AT DIVISIONS 2, 8, 9 & 15 - OP125246000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) participation goal for this procurement due to the lack of subcontracting opportunities. However, Clean Energy made a 0.65% DBE commitment.

Small Business Goal	0% DBE	Small Business Commitment	0.65% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	Dr. Detail Services, Inc.	Hispanic American	0.65%
Total Commitment			0.65%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

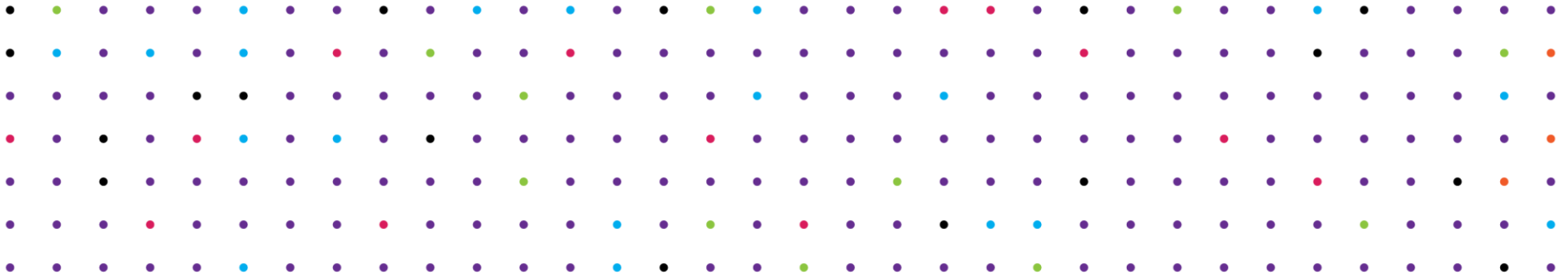
Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

E. Project Labor Agreement/Construction Careers Policy

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

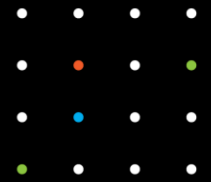
INFRASTRUCTURE, MAINTENANCE, AND ENGINEERING

CNG Contract Division 2, 8, 9, 15



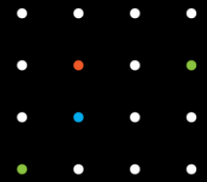
Operations, Safety, & Customer Experience Committee Meeting
February 20, 2025

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate, Contract No. OP125246000 to Clean Energy, for the Operation and Maintenance (O&M) services of Compressed Natural Gas (CNG) fueling stations at Divisions 2, 8, 9, and 15, for a Not-To-Exceed (NTE) amount of \$6,150,097 for the three-year base period, and \$2,036,432 for the first one-year option term and \$2,036,432 for the second one-year option term, for a combined NTE amount of \$10,222,961, effective March 1, 2025, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Clean Energy

NUMBER OF BIDS

1

DEOD COMMITMENT

DBE – 0.65%

ISSUE

The existing contract for CNG fueling station Operations and Maintenance (O&M) services at Divisions 2, 8, 9, and 15 will expire on February 28, 2025. A new contract award, effective March 1, 2025, is required to ensure service continuity and safe and timely operations.

DISCUSSION

Under this new contract, the Contractor must perform comprehensive O&M services of the CNG equipment at Metro Bus Divisions 2, 8, 9, & 15, including maintenance of all related electrical systems, fuel hoses, nozzles, and the gas monitoring system.





Board Report

File #: 2024-1067, File Type: Contract

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: PEST AND BIRD CONTROL SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP48505 (2)0008370 to CDS Services, Inc. DBA Legion Pest Management, for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective April 5, 2025; subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing contract for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, excluding buses, expires on April 4, 2025. A new contract award is required to avoid a lapse in service and continue performing pest and bird control services, effective April 5, 2025.

BACKGROUND

On October 26, 2017, the Board approved the award of Contract No. OP852420003367 to Pestmaster Services Inc. for the combined amount of \$6,634,069.20 to provide regularly scheduled and as-needed pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, excluding buses.

During the term of the existing contract, pest and bird control services were expanded to include Union Station West Portal, the K-Line (C/LAX), and the Regional Connector expansion projects, reflecting sufficient existing contract authority through October 31, 2023.

On May 5, 2023, a new pest and bird control services solicitation was issued, and on June 12, 2023, three bids were received. On September 21, 2023, the Board awarded Contract No. OP485050008370 to CDS Services, Inc. DBA Legion Pest Management to provide regularly scheduled and as-needed pest and bird control services systemwide, pending the resolution of any property submitted protest. Concurrently, Metro received a timely protest on the same day as the contract

award.

In September of 2023, it became necessary to execute short-term agreements to extend the services provided by the incumbent contractor to avoid a lapse in service and continue providing pest and bird control services systemwide while allowing sufficient time for protest resolution and re-solicitation.

On May 21, 2024, Metro cancelled IFB No. OP48505 due to bidders not meeting small business program requirements. All bidders were notified of the cancellation and that the services would be re-solicited.

DISCUSSION

Under the new contract recommended for the award, the contractor is required to provide regularly scheduled and as-needed pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, excluding buses serviced under a separate service maintenance contract. Metro bus and rail facilities consist of 254 locations and 451 rail cars. Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping, and dead animal removal.

During the new contract term, the scope of services will increase to include the addition of the Rail to Rail, Airport Metro Connector (AMC), D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure that Metro's maintenance standards are met and the necessary regularly scheduled and as-needed pest and bird control services are provided with prompt response time to deliver safe, quality, on-time, and reliable services.

FINANCIAL IMPACT

The current funding for this action is \$458,668, which is included within the FY25 budget under cost center 8370-Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The funding source for this action includes bus and rail operating-eligible funds, which include Propositions A and C, Measure R and M sales taxes, State Transit Assistance (STA), and Transportation Development Act (TDA) funds. Use of these funding sources maximizes the intent of project usage given approved guidelines and provisions,

EQUITY PLATFORM

Scheduled and as-needed pest and bird control services improve bus and rail station cleanliness and provide a safe environment for Metro's patrons. This will ensure safe working conditions for employees and provide reliable service to all patrons. This is especially critical in Equity Focus Communities, where individuals often depend on public transportation as their primary means of travel.

Metro patrons, employees, and Transit Ambassadors can report cleanliness and maintenance issues through the Customer Relations phone numbers posted throughout the rail and bus system. Customers can communicate with Metro in nine (9) different languages using our translation service. Metro also ensures that translated signage is posted for those reporting cleanliness and maintenance issues on the Metro system. For the 12 months ending on December 19, 2024, 131 incidents were reported through the Transit Watch App, indicating that 29% of the 453 incidents related to pest and bird control services were reported through Metro's M3 Incident Reporting System.

As part of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on March 27, 2023. During this outreach event, staff provided detailed information regarding SBE Programs to encourage small business participation.

DEOD established a 10% SBE and 3% DVBE goal for this solicitation. CDS Services, Inc. DBA Legion Pest Management made a 60% SBE and 40% DVBE commitment.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system within the Metro organization. Performing ongoing, regularly scheduled, and as-needed pest and bird control services will prolong the lifespan of bus and rail facilities, rail cars, and non-revenue vehicles by keeping Metro's assets free of intrusions from birds and pests. These services will ensure safe and clean conditions while enhancing Metro's customer experience and providing reliable operations systemwide.

ALTERNATIVES CONSIDERED

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

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for pest and bird control services, among other services. Based on initial findings, pest and bird control services were not recommended for insourcing as they would require Metro to obtain specialty licenses to purchase pesticides, hire and train licensed personnel to apply pesticides, and purchase additional equipment, vehicles, and supplies to support bird and pest control service delivery.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP48505(2)0008370 with CDS Services, Inc. DBA Legion Pest Management effective April 5, 2025, to provide necessary regularly scheduled and as-needed pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles.

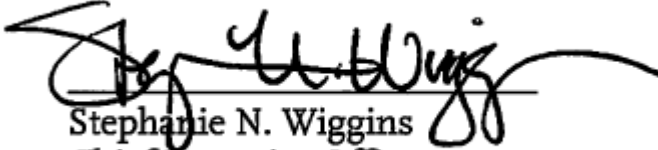
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration,
(213) 922-6765
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(213) 922-5932
Shahzad 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

PEST AND BIRD CONTROL SERVICES / OP48505(2)0008370

1.	Contract Number: OP48505(2)0008370	
2.	Recommended Vendor: CDS Services, Inc. DBA, Legion Pest	
3.	Type of Procurement (check one) : <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFIQ <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: July 26, 2024	
	B. Advertised/Publicized: July 26, 2024	
	C. Pre-Bid Conference: August 6, 2024	
	D. Bids Due: September 4, 2024	
	E. Pre-Qualification Completed: January 24, 2025	
	F. Ethics Declaration Forms submitted to Ethics: August 13, 2024	
	G. Protest Period End Date: February 24, 2025	
5.	Solicitations Picked up/Downloaded: 16	Bids Received: 3
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-2790
7.	Project Manager: Ruben Cardenas	Telephone Number: (213) 922- 5932

A. Procurement Background

This Board Action is to approve the award of Contract No. OP48505(2)0008370 to support pest and bird control services throughout Los Angeles County. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On May 5, 2023, Invitation for Bids (IFB) No. OP48505 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 under the Medium Sized Business Enterprise I Program (MSZ-I Program) which requires that bidders must be MSZ-I firms, Metro Certified Small Business Enterprises (SBE), Disadvantaged Business Enterprises (DBE), or Disabled Veterans Business Enterprises (DVBE) to be eligible to participate in this solicitation. Bidders were also required to meet or exceed the recommended SBE goal of 10% and a DVBE goal of 3%. On May 21, 2024, Metro rejected all bids and informed bidders that IFB No. OP48505 was cancelled and would be resolicited.

On July 26, 2024, the solicitation was re-issued as IFB No. OP48505(2) and 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 under the Medium Sized Business Enterprise I Program (MSZ-I Program) which requires that bidders must be MSZ-I firms, Metro Certified Small Business Enterprises (SBE), Disadvantaged Business Enterprises (DBE), or Disabled Veterans Business Enterprises (DVBE) to be eligible to participate in this solicitation. Bidders

were also required to meet or exceed the recommended SBE goal of 10% and a DVBE goal of 3%.

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

- Amendment No. 1, issued on August 20, 2024, amended DEOD Instructions to Bidders/Proposers and updated amended section SP-18 Living Wage/Service Contract Worker Retention Policy of the sample contract
- Amendment No. 2, issued on August 26, 2024, amended Exhibit 2, Schedule of Quantities and Prices and extended the bid due date to September 4, 2024.

A virtual pre-bid conference was held on August 6, 2024, with five firms in attendance and ten attendees.

Sixteen firms downloaded the IFB and were included on Metro's planholders' list. Four questions were received, and responses were released prior to the bid due date.

A total of three bids were received by the due date of September 4, 2024, and are listed below in alphabetical order:

1. CDS Services, Inc.
2. Loison, Inc. DBA A1 Watkins Pest and Termite Control (Loison Inc.)
3. Stafford Environmental Services, Inc.

B. Evaluation of bids

On September 4, 2024, the bids received were forwarded to the Pre-Qualification Office to determine eligibility to MSZ-I program requirements. All three bidders were deemed responsive to the MSZ-I requirement.

Stafford Environmental Services, Inc., was determined to be non-responsive to the SBE/DVBE goal.

The recommended firm, CDS Services Inc., was the apparent lowest bidder, and its bid was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness included meeting the minimum qualifications, such as years of experience providing pest and bird control services, possession of required licenses to perform the services, and having access to the necessary equipment required to perform the services.

C. Price Analysis

The award amount has been determined to be fair and reasonable based on an award to the lowest responsive, responsible bidder, adequate competition, price analysis, and technical analysis. The recommended award amount of \$4,813,060 is 42.09% lower than the Independent Cost Estimate (ICE) due to differences in the method of calculation for pest control services for rail cars and Union Station Headquarters and the competitiveness of the solicitation leading to lower-than-expected service rates. The recommended bidder proposed to absorb the additional monthly costs for each rail car location within the overall systemwide monthly cost. Conversely, the ICE assumed a firm fixed unit rate per rail car, per location, as is the case with the existing contract. Additionally, the service rates for pest and bird control are between 14% and 20% lower than the ones used by the ICE that were based on existing contract rates.

	Bidder Name	Bid Amount	Metro ICE	Award Amount
1.	CDS Services, Inc.	\$4,813,060	\$8,311,668	\$4,813,060
2.	Loisun, Inc.	\$5,900,899		
3.	Stafford Environmental Services	\$8,669,464		

D. Background on Recommended Contractor

The recommended firm, CDS Services Inc., established in 2013 is located in Murrieta, California. It specializes in developing custom Integrated Pest Management (IPM) and Bird Management Plans. IPM is a specialized pest control program that is an effective and environmentally responsible approach to pest management services. CDS Services has accounts in the Greater Los Angeles, Orlando, New York, Fresno, Rocky Mountain Veterans Affairs Medical Centers, and military bases.

DEOD SUMMARY

PEST AND BIRD CONTROL SERVICES / OP4850520008370

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this Medium Size Business Enterprise (MSZ-I) solicitation. CDS Services Inc., DBA Legion Pest Management, an SBE and DVBE firm, exceeded the goal by making a 60% SBE and 40% DVBE commitment.

Small Business Goal	10% SBE 3% DVBE	Small Business Commitment	60% SBE 40% DVBE
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	SBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	CDS Services Inc., DBA Legion Pest Management (Prime)	60%		X
	Total Commitment	60%		

	DVBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	CDS Services Inc., DBA Legion Pest Management (Prime)	40%		X
	Total Commitment	40%		

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

CDS Services Inc., DBA Legion Pest Management is an MSZ-I firm.

C. Local Small Business Enterprise (LSBE) Preference Program

CDS Services Inc., DBA Legion Pest Management, a non-LSBE Prime, did not meet the LSBE Preference Program requirements and is not eligible for LSBE preference.

D. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) will be applicable on this Contract. Metro staff will monitor and enforce the policy guidelines to ensure that workers are paid, at minimum, the current Living Wage rate of \$25.23 per hour (\$19.28 base + \$5.95 health benefits), including yearly increases. In addition, Contractors will be responsible for submitting the required reports for the

LW/SCWRP and other related documentation to staff to determine overall compliance with the policy.

LW/SCWRP is applicable on Professional Service Contracts listed below that are \$25,000.00 or greater and have a contract term of three (3) months or more. The LW/SCWRP will apply to professional service contracts for Asphalt and Concrete Repair, Facility and Building Maintenance, Food Services, Janitorial and Custodial, Landscaping, Laundry Services, Moving Services, Office and Clerical (copier maintenance, facsimile maintenance, courier mailing, photographic, printing, collections), Parking Lot Management, Pest Control, Security, Street Sweeping, Towing, Trash Collection, Tree Trimming, Weed Abatement and Debris Removal; and any other Service or labor determined by Metro's Board of Director, Executive Management and DEOD, to meet the intent of this Policy.

DEOD Staff will input current Living Wage hourly rates during the development of the Board Report. The policy guidelines are applicable from conception to completion of the service contracts, including change order and modification work.

E. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

F. Project Labor Agreement/Construction Careers Policy

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

Pest and Bird Control Services for Metro Transit Facilities

Contract No. OP4850520008370



Metro

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to award a firm fixed unit rate Contract No. OP4850520008370 to CDS Services, Inc. DBA Legion Pest Management for pest and bird control services throughout Metro's bus and rail facilities, rail cars, and non-revenue vehicles, in the Not-To-Exceed (NTE) amount of \$2,887,332 for the three-year base period and \$1,925,728 for the two-year option, for a combined NTE amount of \$4,813,060, effective April 5, 2025; subject to resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION

AWARDEE - CDS Services, Inc., DBA, Legion Pest Management

NUMBER OF BIDS - 3

- Loison, Inc., dba, A1 Watkins Pest and Termite Control - \$5,852,252.52
- CDS Services, Inc. DBA Legion Pest Management - \$4,813,060.00
- Stafford Environmental Services, Inc. – Non Responsive

DEOD COMMITMENT - 10% Small Business Enterprise (SBE) & 3% Disadvantaged Veteran Business Enterprise (DVBE) goal established, with 60% SBE and 40% DVBE commitment made.

ISSUE - The existing contract for pest and bird control services expires April 4, 2025. A new contract award is required to avoid a lapse in service and continue performing pest and bird control services, effective April 5, 2025.

ISSUE & DISCUSSION

DISCUSSION

- Under the new contract recommended for award, the contractor is required to provide regularly scheduled and as-needed pest and bird control services throughout Metro's 451 bus and rail locations and 451 rail cars
- Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping, and dead animal removal.
- During the new contract term, the scope of services will increase to include the addition of the Rail to Rail, Airport Metro Connector (AMC), D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.



Board Report

File #: 2024-1143, File Type: Contract

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: KINKYSHARYO P3010 LIGHT RAIL VEHICLE BALL BEARING SLEWING RING ASSEMBLY

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 48-month firm fixed price Contract No. OP125304000 to Jamaica Bearings, the lowest responsive and responsible bidder, in the amount of \$1,691,769.20 for the purchase of Ball Bearing Slewing Ring Assemblies in support of the P3010 Light Rail Vehicle (LRV) fleet, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The Original Equipment Manufacturer (OEM) identified and established a component overhaul schedule for all vehicle systems occurring at the 600,000-mile interval. The ball-bearing slewing ring is an integral component of the rail car that allows the vehicle center truck articulation and mechanically connects the A and B car halves.

The P3010 LRV fleet is Metro's largest LRV fleet, which averages 38,000 fleet miles per month. Currently, there are 4 LRVs with over 600,000 car miles, and by July 2025, nine others will reach or surpass the target overhaul mileage. The ball-bearing slewing ring replacement project must coincide with the truck overhaul. In May 2024, under a separate contract, the Board approved awarding a contract to ORX. The truck system overhaul and slewing ring replacement are considered heavy overhauls performed in conjunction with each other while the LRV is stationary on the lifting hoist.

BACKGROUND

The P3010 LRV fleet is Metro's newest and most reliable light rail fleet, with consistent performance, reliability, and safety at over 92,059,251 fleet miles. The manufacturer, along with its sub-suppliers, identified component level overhauls to vehicle systems, such as friction brake, propulsion, doors, truck assembly including traction motor and gearbox, auxiliary power supply, coupler, master controller, pantograph, as well as Heating Ventilation and Air Conditioning (HVAC) equipment. Therefore, the P3010 component-level overhaul project will require Board authorization for 10 separate vendors and new component contracts to complete the project over five years.

To date, friction brake, truck systems, and battery replacement contracts have been awarded. On August 7, 2012, Kinkysharyo International, LLC was awarded the P3010 LRV Contract for a base order of 78 LRVs. Four options were subsequently exercised in this contract, including an additional 157 LRVs for 235 vehicles.

DISCUSSION

The rail car manufacturer recommends overhauling or replacing the ball-bearing slewing ring at the 600,000-mile interval. The slewing ring is a mechanical race that supports the vehicle's maneuverability and ride quality. The race contains bearings that wear and require overhaul or replacement at the 600,000-mile target interval. If not performed, the quality of the entire vehicle will be impacted, which could result in catastrophic failure of the slewing ring, resulting in possible derailment. Transit Vehicle Engineering (TVE) and Rail Fleet Services (RFS) performed a cost-benefit analysis to determine whether an overhaul of the slewing ring or a new purchase is needed. In addition, TVE and RFS conducted a technical review of the OEM component overhaul tasks and concurred with the work, scope, and overhaul schedule described in the Heavy Repair Maintenance Manual. TVE has since developed the Statement of Work for this project, ensuring the Contractors followed the Federal Transit Administration (FTA), Association of American Railroad (AAR), California Public Utilities Commission (CPUC), and Metro's Corporate Safety Standards.

However, based on the materials and labor charges for the Contractor to perform the work, it was decided to purchase new slewing rings as the cost offset is negligible and has advantages in meeting the production schedules. The P3010 Fleet Component Overhaul project will primarily consist of repairing and replacing vehicle parts that require an overhaul or complete replacement due to the targeted mileage intervals of 600,000 miles. RFS staff will remove, install, and test the overhauled or new equipment.

DETERMINATION OF SAFETY IMPACT

Passenger safety is of the utmost importance to Metro's ridership and staff. The P3010 ball-bearing slewing ring component is integral to the vehicle's safe and reliable operation. This vehicle component ensures that safety is preserved through standard replacements, as defined by the OEM while maintaining regulatory compliance with state and federal regulations and Metro's safety standards.

FINANCIAL IMPACT

The FY25 budget includes \$1,691,769.20 in funding for the ball-bearing slewing ring under the approved Capital Project (CP) 214009 - P3010 Fleet Component Overhaul. The total project LOP is \$36,000,000.

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

Impact to Budget

The current source of funds for this action is Measure M State of Good Repair 2%. This funding is eligible for Capital Projects. Given approved funding provisions and guidelines, using these funding sources maximizes project funding intent.

EQUITY PLATFORM

Metro's P3010 LRV fleet provides vital transportation services throughout the City and County of Los Angeles via A, C, E, and L lines. This includes many underserved communities where regional disparities exist between residents' access to jobs, housing, education, health, and safety. In addition, Metro's light rail vehicle maintenance programs maintain the fleet's operations within federally mandated State of Good Repair standards for those within the communities that rely on public transportation.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise /Disabled Veteran Enterprise (SBE/DVBE) goal for this procurement due to the lack of availability of small businesses.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the P3010 ball bearing slewing ring procurement supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The P3010 LRV Assembly provides sustainable fleet reliability, including safe, accessible, and affordable transportation for Metro's light rail system riders. The recommendation also supports Metro's Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within Metro organization. Contract Modification Authority and Contract extension safeguard overhaul production continuance while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

An alternative to this recommendation is to defer the replacement of the ball-bearing slewing ring. However, this approach is considered high risk due to degraded ride quality, with the potential for ball-bearing seizure and LRV derailment impacting passenger safety.

NEXT STEPS

Upon the Board's approval, staff will execute procurement under Contract No. OP125304000 for the purchase of a P3010 fleet ball-bearing slewing ring assembly with Jamaica Bearing. The staff will return to the Board for approval of future contract awards, including coupler, heating, ventilation, air conditioning, high-speed circuit breaker, master controller, low-voltage power supply, propulsion, and pantograph overhauls.

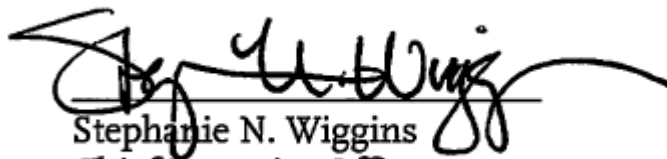
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**KINKYSHARYO P3010 LIGHT RAIL VEHICLE BALL BEARING SLEWING RING
ASSEMBLY
/OP125304000**

1.	Contract Number: OP125304000	
2.	Recommended Vendor: Jamaica Bearings	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP–A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 07-12-2024	
	B. Advertised/Publicized: 07-12-2024	
	C. Pre-Bid Conference: N/A	
	D. Bids Due: 09-11-2024	
	E. Pre-Qualification Completed: 10-09-2024	
	F. Ethics Declaration Forms Submitted to Ethics: 12-16-2024	
	G. Protest Period End Date: 02-26-2025	
5.	Solicitations Downloaded: 12	Bids Received: 2
6.	Contract Administrator: Jessica Omohundro	Telephone Number: (213) 922-4790
7.	Project Manager: Richard Lozano	Telephone Number: (323) 224-4042

A. Procurement Background

This Board Action is to approve Contract No. OP125304000 issued for the procurement of two-hundred-twenty (220) Ball Bearing Slewing Ring Assemblies in support of the P3010 Fleet Component Overhaul project, subject to the resolution of any properly submitted protest(s), if any.

Invitation for Bids (IFB) No. OP125304 was issued in accordance with Metro's Acquisition Policy and the contract type is firm-fixed price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise (SBE) goal or a Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to lack of subcontracting opportunities.

One (1) amendment and one (1) set of clarifications was issued during the solicitation phase of this IFB:

- Clarification No. 1, issued on August 21, 2024, in response to questions;
- Amendment No. 1, issued on August 26, 2024, revised technical specifications and Schedule of Quantities and Prices.

A total of twelve (12) firms downloaded the IFB and were included in the planholder's list. There were three (3) questions received for this IFB, and responses were provided prior to the bid due date.

A total of two (2) bids were received on 09-11-2024.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA’s Acquisition Policy for a competitive sealed bid. The two (2) bids received are listed below in alphabetical order:

- 1. Jamaica Bearings
- 2. Motion

The recommended firm, Jamaica Bearings, was the lowest bidder and was determined to be both responsive and responsible, and found to be in full compliance with the technical and commercial requirements. The bid from Motion was determined to be non-responsive as it did not comply with the requirements specified in the IFB and therefore ineligible for contract award.

C. Price Analysis

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

The recommended bid amount is \$948,231 or 36% lower than the ICE and was developed based on past procurement history. Metro’s Transit Vehicle Engineering (TVE) has reviewed and confirmed the product being offered meets the requirements listed in the technical specifications. The delta between the ICE and the bid is due to two key factors including the use of local funds that relieved certain cost-driving federal requirements and the higher purchase quantity (over previous purchases) resulting in a more competitive unit price due to economies of scale. The ICE did not consider these factors that resulted in a lower price which is determined to be fair and reasonable.

Bidder Name	Metro ICE	Bid Amount
Jamaica Bearings	\$2,640,000.00	\$1,691,769.20
Motion	\$2,640,000.00	\$1,739,414.60

D. Background on Recommended Contractor

The recommended firm, Jamaica Bearings, which operates with facilities and sales offices throughout North America with headquarters in Hyde Park, New York was founded in 1934 and has been in business for over 50 years. Jamaica Bearings is a global value-added distributor for over 200 leading manufacturers of highly engineered, long-lead product types ranging from bearings, kitting, seals and rings and is a trusted supplier to a diverse marketplace that includes aerospace, defense, high-tech industrial, rail and transit.

Jamaica Bearings has provided services for Metro and performance has been satisfactory.

DEOD SUMMARY

**KINKYSHARYO P3010 LIGHT RAIL VEHICLE BALL BEARING SLEWING RING
ASSEMBLY / OP125304000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of availability of small businesses. Jamaica Bearings will perform the work with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

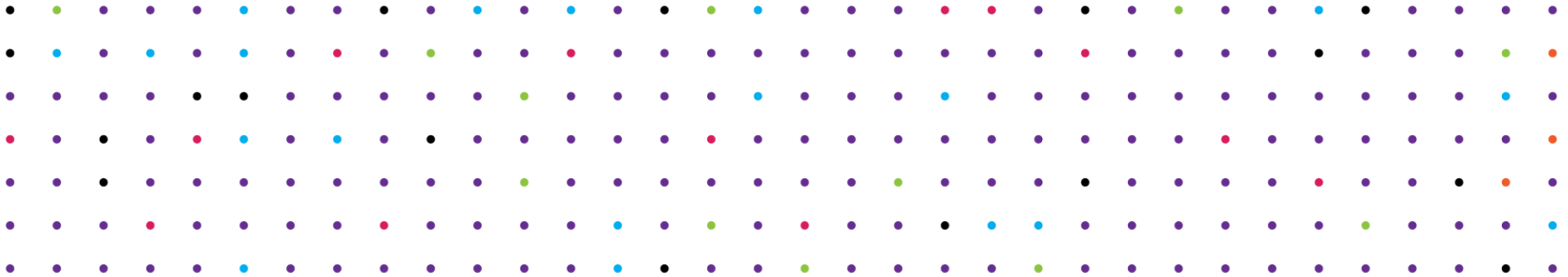
C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

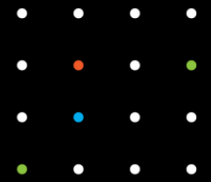
D. Project Labor Agreement/Construction Careers Policy

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

Kinkysharyo P3010 Light Rail Vehicle Ball Bearing Slewing Ring Assembly Component Overhaul

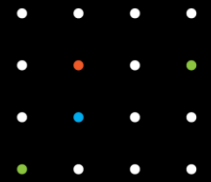


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a 48-month firm fixed price Contract No. OP125304000 to Jamaica Bearings, the lowest responsive and responsible bidder, in the amount of \$1,691,769.20 for the purchase of Ball Bearing Slewing Ring Assemblies in support of the P3010 Light Rail Vehicle (LRV) fleet, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

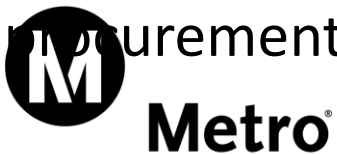
Jamaica Bearings

NUMBER OF BIDS

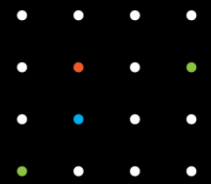
Bidders	Bid Amount
Jamaica Bearings	\$1,691,769.20
Motion	\$1,739,414.60

DEOD COMMITMENT

The DEOD did not recommend a Small Business Enterprise (SBE) goal or a Disabled Veteran Enterprise (DVBE) goal for this procurement due to lack of subcontracting opportunities.



ISSUE & DISCUSSION



ISSUE

The Original Equipment Manufacturer (OEM) identified and established a component overhaul schedule for all vehicle systems occurring at the 600,000-mile interval. The ball-bearing slewing ring is an integral component of the rail car that allows the vehicle center truck articulation and mechanically connects the A and B car halves.

DISCUSSION

If not performed, the quality of the entire vehicle will be impacted, which could result in catastrophic failure of the slewing ring, resulting in possible derailment. Transit Vehicle Engineering (TVE) and Rail Fleet Services (RFS) performed a cost-benefit analysis to determine whether an overhaul of the slewing ring or a new purchase is needed.

**Board Report**

File #: 2024-1129, **File Type:** Contract**Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2025****SUBJECT: I-710 INTEGRATED CORRIDOR MANAGEMENT CONSTRUCTION MANAGEMENT
SUPPORT SERVICES****ACTION: AWARD CONTRACT
RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a 48-month, firm-fixed-price Contract No. AE52227000 to Jacobs Project Management Co. for Construction Management Support Services (CMSS) for the Interstate 710 Integrated Corridor Management (I-710 ICM) Project in the amount of \$5,521,039, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

Construction support services, including construction management, system integration, stakeholder coordination, and permitting oversight, are required to support the full deployment of the I-710 ICM Project. The project is one of the I-710 Task Force's early initiative projects, later included in the Board approved Long Beach-East Los Angeles Corridor Mobility Investment Plan.

BACKGROUND

The I-710 freeway is a major goods movement corridor and a key part of the regional transportation network system. Freight from the Port of Los Angeles and Port of Long Beach moves into the greater Los Angeles area through the I-710 freeway. Freeway congestion has historically impacted the roadways and communities adjacent to the freeway. To improve mobility and safety, the I-710 ICM Project will rely on a multi-modal, multi-agency collaboration to integrate the various transportation networks currently operating independently.

The I-710 ICM Project elements were included in the Gateway Cities Council of Governments (GCCOG) Strategic Transportation Plan and the California Sustainable Freight Action Plan. In 2018, Metro staff completed the Los Angeles Regional Integrated Corridor Management Assessment (LARICMA) to assess potential corridors that would benefit from Intelligent Transportation Systems (ITS) and Integrated Corridor Management (ICM) strategies. These strategies help manage congestion, improve air quality, enhance technological capabilities, and build multi-jurisdictional partnerships connecting transportation management systems. The final report identified the I-710 between State Route 60 (SR-60) and State Route 91 (SR-91) as a suitable corridor for ICM strategies.

In 2022, the Board directed staff to pursue grant funding through the Trade Corridor Enhancement Program (TCEP) for the construction phase of the I-710 ICM Project, which was successfully secured in Cycle 3 of TCEP. The project is one of the I-710 Task Force's early initiative projects, later included in the Board approved Long Beach-East Los Angeles Corridor Mobility Investment Plan.

In December 2023, the project was environmentally cleared pursuant to the California Environmental Quality Act (CEQA) and National Environmental Policy Act (NEPA) through the Categorical Exemptions/Categorical Exclusions (CE/CE) process. In December 2024, Final 100% Plans, Specifications, and Estimates (PS&E) were completed in collaboration with Caltrans, Los Angeles County Public Works, and the Cities of Bell, Bell Gardens, Commerce, Compton, Cudahy, Long Beach, Lynwood, Maywood, Paramount, South Gate, and Vernon.

DISCUSSION

Staff recommends using CMSS for the construction and implementation phase of the I-710 ICM Project as it enables Metro to engage a Construction Manager (CM) consultant to collaborate with Metro, the General Contractor, and the local agencies. The CM provides the ability to effectively manage the project during the construction phase, as the CM will be responsible for managing the General Contractor, obtaining the necessary permits from the local agencies, coordinating with the local agencies during construction, testing and verifying the ITS elements deployed, systems integration, and ensuring construction safety at project locations.

ICM strategies include technology-based, integrated transportation management systems to coordinate traffic signal operations, enhance system detection, and upgrade wayfinding to manage non-recurring congestion effectively. While Atlantic Boulevard and Garfield Avenue have historically served as alternate routes to the I-710 freeway, the I-710 corridor experiences congestion and safety issues due to population and employment growth, increased passenger car and freight volumes, as well as aged infrastructure. This project is essential to minimize the impacts of non-recurring congestion on the I-710 corridor and adjacent routes by using an integrated management approach to coordinate operations.

In addition, the I-710 ICM Project will improve system detection and implement response plans to address incidents on the freeway or adjacent routes. This includes collaborating with various stakeholders, such as: Caltrans, Los Angeles County Public Works, the Regional Integration of Intelligent Transportation Systems (RIITS), transit providers, the Ports of Los Angeles and Long Beach, Southern California 511; the cities of Bell, Bell Gardens, Commerce, Compton, Cudahy, Long Beach, Lynwood, Maywood, Paramount, South Gate, and Vernon; as well as third-party traveler information providers (i.e. Google/Waze). The I-710 ICM Project will also develop an ICM System including a data hub and Decision Support System (DSS) within the RIITS network to ingest traffic data from the freeway system, local road systems, as well as other sources in order to initiate response plans and better manage congestion through the corridor.

Lastly, integrating the transportation management systems of the 11 corridor cities, Los Angeles County Public Works and Caltrans will improve real-time data sharing, maximize system operations on the I-710 freeway and adjacent streets, as well as allow agencies within the study area to manage the transportation corridor as a unified system. This will optimize signal synchronization, enhance

real-time traveler information, and implement ITS technologies to improve operations and safety while promoting cooperative/collaborative transportation system management. Using ITS technologies and proactive incident response strategies, the I-710 ICM Project will enhance congestion management to address non-recurring incidents such as stalled vehicles, multi-vehicle crashes, and other incidents that create major delays, cause congestion, and/or generate secondary incidents. Overall, the project will help improve mobility, safety, traveler information, and air quality monitoring.

Staff recommends the award for CMSS firm fixed price contract for the I-710 ICM Project as further explained in the Procurement Summary in Attachment A and DEOD summary in Attachment B.

DETERMINATION OF SAFETY IMPACT

The I-710 ICM Project includes elements that will improve safety in the corridor. By enabling proactive traffic management strategies, secondary crashes are anticipated to decline. Also, the project includes various safety features at key locations, such as reflective traffic signals, restriped crosswalks, and pedestrian signal improvements that will provide added visibility for drivers and enhance pedestrian facilities at select intersections.

FINANCIAL IMPACT

The project has secured \$27,840,000 from the State's Trade Corridor Enhancement Program (TCEP) for construction, with \$7,160,000 in Prop C 25% funds as the local match. For FY25, \$2,205,189 has been allocated for design and construction in the I-710 Integrated Corridor Management (I-710 ICM) Project 463616, under cost center 4740. Since this is a multi-year project, the project manager, cost center manager, and Deputy Chief Operations Officer of Shared Mobility will be accountable for budgeting the costs for future fiscal years.

Impact to Budget

There is no impact on the FY25 budget, as the project's funding, consisting of State TCEP grant funding, Prop C 25% funds, and Measure R subregional funds, is included in the FY25 budget.

EQUITY PLATFORM

The Equity Focus Community (EFC) designation represents locations where strategic transportation investments can significantly reduce disparities in access to opportunity based on three factors: low-income households, race and ethnicity, and households with low vehicle ownership. Ninety percent of the I-710 ICM Study Area is comprised of processes that are incorporated into the project design. ICM primarily serves roadway users when incidents occur and benefits persons concentrated in EFC zones by improving roadway safety and minimizing congestion impacts on local arterials. In addition, air quality impacts that disproportionately impact disadvantaged communities will be monitored, with benefits anticipated due to a reduction in non-recurring traffic congestion within the corridor.

Stakeholder engagement followed the outreach phases and processes from the I-710 South Corridor Project and Long Beach-East Los Angeles Corridor Mobility Investment Plan. Engagement included meetings and presentations to provide information and receive feedback from the Gateway Cities

Council of Governments Transportation Committee, community-based organizations (CBOs) such as the Coalition for Environmental Health and Justice (CEHAJ) and the I-710 Task Force Community Leadership Council. Since initiating the design phase in 2020, the project team has held over 70 stakeholder meetings. Staff will continue coordinating closely with Caltrans, Los Angeles County Public Works, the corridor cities, and the general public through the construction phase.

The I-710 ICM Project addresses two Equity Platform pillars: Focus and Deliver and Train and Grow. The project aims to deliver a more reliable, high-quality transportation solution to the communities of East Los Angeles and Southeast Los Angeles, which will help alleviate congestion, improve transportation management, and meet the mobility needs of the area's residents and businesses. As the first Metro-led ICM project in Los Angeles County, this project also serves as a training opportunity to incorporate the equity platform into the traditional systems engineering process and will serve as a blueprint for subsequent expansion initiatives.

Request for Proposals (RGP) No. AE52227 was advertised as an open solicitation and included both a 28% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business goal. The recommended firm exceeded the established DEOD goals by making a 28.12% SBE commitment and a 3.01% DVBE commitment.

VEHICLE MILES TRAVELED OUTCOME

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

VMT was not analyzed for this project as the transportation system management (TSM) approach focuses on addressing non-recurring congestion events only, and current Caltrans policy does not require VMT impact analysis on these types of projects because the anticipated VMT impacts are expected, if any, to be very minimal. This project does not increase capacity by adding new lanes but focuses on roadway safety by ensuring existing transportation is managed appropriately to reduce secondary accidents, improving active transportation safety, distributing traveler information, and enhancing bus speed & reliability. When activated, the ICM will reduce the negative local congestion impacts for all roadway users, including those on Metro Lines 117, 258, 260, and 261, as incident/event-related congestion normalizes. Overall, it is possible that this project would increase VMT, given that vehicle travel time will be improved, which could induce more trip-making by vehicles. Any increase in VMT due to this project is expected to be minimal to the point where it is not easily quantifiable, and the safety improvements involved, as well as the transit benefits, will contribute to offsetting the possible increase.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The project supports the goals outlined in the Metro Vision 2028 Strategic Plan. More specifically, the

project supports Goal #3 - Enhance Communities through Mobility and Enhanced Access to Opportunity and Goal #4 Transform LA County through regional collaboration and national leadership. The I-710 ICM Project aims to manage congestion and alleviate traffic during non-recurring incidents on the I-710 freeway by establishing multi-agency collaboration through an integrated approach by maximizing and integrating system operations on the I-710 freeway and adjacent routes.

ALTERNATIVES CONSIDERED

The Board may elect not to award this contract for the project. Staff does not recommend this alternative because it is not consistent with the Board's direction to pursue Trade Corridor Enhancement Program (TCEP) funding and advance construction of the I-710 ICM Project and also jeopardizes \$27,840,000 in State TCEP funds awarded to the project.

NEXT STEPS

In March 2025, Metro will request construction funding allocation from the California Transportation Commission (CTC) Board. The General Contractor will be procured through a separate solicitation, and staff will return to the Board in Spring 2025 for the contract award. Construction is scheduled to begin in the Summer of 2025.

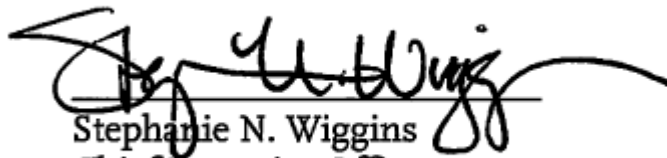
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

I-710 INTEGRATED CORRIDOR MANAGEMENT CONSTRUCTION MANAGEMENT SUPPORT SERVICES/AE52227000

1.	Contract Number: AE52227000	
2.	Recommended Vendor: Jacobs Project Management Co.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input checked="" type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 5/24/24	
	B. Advertised/Publicized: 5/24/24	
	C. Pre-Proposal Conference: 6/4/24	
	D. Proposals Due: 6/24/24	
	E. Pre-Qualification Completed: 10/14/24	
	F. Ethics Declaration Forms Submitted to Ethics: 6/25/24	
	G. Protest Period End Date: 2/24/25	
5.	Solicitations Downloaded: 78	Proposals Received: 4
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-1076
7.	Project Manager: Eva Moir	Telephone Number: (213) 922-2961

A. Procurement Background

This Board Action is to approve the award of Contract No. AE52227000 to Jacobs Project Management Co. to provide Construction Management Support Services (CMSS) for the I-710 Integrated Corridor Management (ICM) project. Board approval of contract awards are subject to resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. AE52227 was issued on May 24, 2024 in accordance with Metro’s Acquisition Policy and California Government Code 4525 – 4529.5. The contract type is a Firm Fixed Price (FFP). The Diversity & Economic Opportunity Department recommended a Small Business Enterprise (SBE) goal of 28% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%.

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

- Amendment No. 1, issued on June 18, 2024 clarified changes to the statement of work

A total of 78 firms downloaded the RFP and were included in the planholders’ list. A virtual pre-proposal conference was held on June 4, 2024, and was attended by 60 participants representing 28 firms. There were 7 questions received for this RFP and responses were provided prior to the proposal due date.

A total of 4 proposals were received on June 24, 2024 from the following firms listed below in alphabetical order:

1. ABA Global, Inc. (ABA)
2. Iteris, Inc. (Iteris)
3. Jacobs Project Management Co. (Jacobs)
4. TKE Engineering, Inc. (TKE)

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Shared Mobility Department and Program Management was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- | | |
|--|------------|
| • Proposer's Experience and Qualifications | 30 percent |
| • Project Manager, Key Personnel, and Availability | 30 percent |
| • Understanding of the Services and Approach | 40 percent |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar Architectural and Engineering (A&E) procurements. Several factors were considered when developing these weights, giving the greatest importance to the Understanding of the Services and Approach.

This is an A&E, qualifications-based procurement; therefore, price cannot be used as an evaluation factor pursuant to state and federal law.

Qualifications Summary of Recommended Firm:

Jacobs is a leading Construction Management firm with over four decades of experience delivering transportation projects. As the Prime Contractor, Jacobs brings extensive expertise and a proven track record in delivering complex transportation infrastructure projects, as demonstrated by its successful management of the \$2.16 billion I-405 Design-Build Improvement project and the I-710 ICM PA/ED project. With a highly skilled team led by Project Manager Reza Jahromi, who has 35 years of experience in major infrastructure projects, Jacobs is well-prepared to implement the I-710 Integrated Corridor Management project efficiently. The team includes specialists in ITS, systems integration, and roadway construction, and is further supported by a comprehensive subconsultant team, who bring deep knowledge of ICM and local agency coordination.

The following is a summary of the PET scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Jacobs Project Management Co.				
3	Proposer's Experience and Qualifications	94.44	30.00%	28.33	
4	Project Manager, Key Personnel, and Availability	90.83	30.00%	27.25	
5	Understanding of the Services and Approach	92.67	40.00%	37.07	
6	Total		100.00%	92.65	1
7	Iteris, Inc.				
8	Proposer's Experience and Qualifications	90.37	30.00%	27.11	
9	Project Manager, Key Personnel, and Availability	82.92	30.00%	24.88	
10	Understanding of the Services and Approach	87.33	40.00%	34.93	
11	Total		100.00%	86.92	2
12	TKE Engineering, Inc.				
13	Proposer's Experience and Qualifications	89.63	30.00%	26.89	
14	Project Manager, Key Personnel, and Availability	72.50	30.00%	21.75	
15	Understanding of the Services and Approach	72.00	40.00%	28.80	
16	Total		100.00%	77.44	3
17	ABA Global, Inc.				
18	Proposer's Experience and Qualifications	53.52	30.00%	16.06	
19	Project Manager, Key Personnel, and Availability	77.08	30.00%	23.12	
20	Understanding of the Services and Approach	63.33	40.00%	25.33	
21	Total		100.00%	64.51	4

C. Cost/Price Analysis

The recommended cost has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), technical evaluation, cost analysis, fact finding, and negotiations.

Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
Jacobs Project Management Co.	\$6,086,323	\$5,362,875	\$5,521,039

D. Background on Recommended Contractor

The recommended firm, Jacobs Project Management Co., located in Los Angeles, CA , has been in business for over 40 years and is a leader in the engineering and construction services field. Jacobs has recently performed similar Construction Management and Project Management Services for the Los Angeles County Department of Public Works, the Orange County Transportation Authority (OCTA), and Caltrans District 7. Jacobs has previously provided services for Metro on various projects and has performed satisfactorily.

DEOD SUMMARY

I-710 INTEGRATED CORRIDOR MANAGEMENT / AE52227000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall 28% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Jacobs Project Management Co., (Jacobs) exceeded the goal by making an overall 28.12% SBE and 3.01% DVBE commitment.

SMALL BUSINESS GOAL	28% SBE 3% DVBE	SMALL BUSINESS COMMITMENT	28.12% SBE 3.01% DVBE
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	SBE Subcontractors	% Committed
1.	Architectural Engineering Technology, Inc.	9.17%
2.	Coast Surveying, Inc.	2.49%
3.	General Technologies & Solutions	4.29%
4.	Integrated Engineering Management	10.38%
5.	Wiltec	1.79%
	Total Commitment	28.12%

	DVBE Subcontractor	% Committed
1.	Leland Saylor Associates	3.01%
	Total Commitment	3.01%

B. Local Small Business Enterprise (LSBE) Preference

The LSBE Preference Program does not apply to Architecture and Engineering procurements. Pursuant to state and federal law, only a competitor's qualifications to perform the architectural and engineering services are to be evaluated and the most qualified firm to be selected, price cannot be used as an evaluation factor.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

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

of Labor (DOL) Davis Bacon and Related Acts (DBRA). Trades that may be covered include building/construction inspectors.

E. Project Labor Agreement/Construction Careers Policy

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

I-710 Integrated Corridor Management (ICM) Project

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm-fixed-price contract, AE52227000 to Jacobs Project Management Co., for a 48-month period for Construction Management Support Services (CMSS) for the Interstate 710 Integrated Corridor Management (I-710 ICM) Project in the amount of \$5,521,039 subject to resolution of any properly submitted protest(s), if any.

ISSUE

A new contract award is required for construction support services for the I-710 ICM project, including construction management, system integration, stakeholder coordination, and permitting oversight.

NUMBER OF PROPOSALS - 4

- ABA Global Inc.
- Jacobs Project Management Co.
- TKE Engineering Inc.
- Iteris Inc.

DEOD COMMITMENT - 28% Small Business Enterprise (SBE) & 3% Disadvantaged Veteran Business Enterprise (DVBE) Goal.

BACKGROUND

- The I-710 ICM Project is a 12-mile corridor from SR-60 to SR-91 which includes 11 cities, Unincorporated LA County and Caltrans
- Major goods movement corridor and key part of regional transportation network system that carries significant amount of travel - passenger vehicles and goods movement
- Multi-modal and multi-agency collaboration to enhance mobility for all modes and manage non-recurring congestion effectively.
- The Project will optimize traffic signals, enhance real-time traveler information, and implement ITS technologies to improve operations and safety.



DISCUSSION

- Construction Management Support Services to enable staff to engage a Construction Manager (CM) consultant to collaborate with Metro, the General Contractor, and the local agencies.
 - Managing the General Contractor, permits from the local agencies, coordinating with the local agencies, testing and verifying the ITS elements deployed, systems integration, and ensuring construction safety at project location
- Metro secured \$27,840,000 from TCEP for construction, with \$7,160,000 in Prop C 25% funds as the local match. Metro will request allocation at the California Transportation Commission (CTC) Board in March 2025.
- The General Contractor will be procured separately.
- The start of construction is planned for Summer 2025.



Board Report

File #: 2024-1126, File Type: Budget

Agenda Number: 33.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: FAREGATE RETROFIT (PHASE 2) - UPGRADE EXISTING GATED STATIONS WITH TALLER GATES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. ESTABLISH a Life-of-Project (LOP) budget for an amount not-to-exceed \$15.3 million for the implementation of taller faregates at 11 additional stations to provide safety, and security, and enhance access control;
- B. AMEND the FY25 budget to add three (3) Non-Contract Full-Time Equivalent (FTE) positions to manage the gating analyses and implementation of taller gates across the 11 additional stations and expansion of taller gates across the Metro Rail system and new stations from new rail lines and transition into operations and maintenance; and
- C. AUTHORIZE the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements, contracts, and contract modifications associated with the increased LOP budget.

ISSUE

At the July 2024 meeting, the Board approved several strategies to improve safety for Metro riders and employees (2024-0437). One key strategy was to replace some existing faregates with taller, robust structural and modernized designs that better meet today's mobility needs. The current turnstile and leaf-style faregates are highly susceptible to fare evasion, whereas the taller fare gates directly improve passenger safety and security.

Taller faregates have features such as precise motion sensors that can accurately detect fare evasion behaviors, such as "tailgating," crawling under, climbing over, as well as electromechanical locks to prevent forced entries, and paddle-style doors that improve accessibility for customers with bicycles, luggage, or other items. The taller faregates also have large, color-coded displays to alert authorized personnel of fare evasion attempts. These gates offer potential integration with third-party

advanced security solutions, such as enhanced camera detection for weapons or other threats.

BACKGROUND

Over the past six months, staff has focused on the procurement, integration, and planning for the installation of new taller gates to modernize Metro’s fare collection system, starting with LAX/Metro Transit Center Station. The design and integration efforts that have been developed for the taller gates at the LAX/Metro Transit Center Station can be leveraged for faregates at other stations across the system.

The original pilot was to implement taller faregates at LAX/Metro Transit Center Station, which is proceeding as planned. The pilot has since been modified to retrofit ten existing gated stations where fare evasion and misuse of the emergency swing gates have been prevalent. The faregates for LAX/Metro Transit Center Station were funded by the Project’s Life-of-Project (LOP) budget, and the previously approved funding of \$14.4m will be used for the ten stations. These ten stations are included in Phase 1 of this retrofit effort. Phase 1 installation will begin in March, a more detailed installation can be found in Attachment A.

Any new construction projects, such as Purple Line Extension Phases 1 and 2 and Foothill Phase 2B, will also incorporate taller faregates as part of their station designs, and be funded by existing Project LOPs.

Taller faregates will be implemented as follows:

Project	Description	Funding Source
Faregate pilot	LAX/Metro Transit Center Station	LAX/Metro Transit Center Project LOP
New construction projects	PLE Phases 1 and 2, Foothill Phase 2B	Respective Project LOPs
Phase 1	First 10 Metro Rail Stations ¹	\$14.4M (previously approved)
Phase 2	Next 11 Metro Rail Stations	\$15.3M (requested through this board report)

¹ Phase 1 stations are Lake, Firestone, Pershing Square, 7th Street/Metro Center, Westlake MacArthur Park, Wilshire/Vermont, Vermont/Santa Monica, Hollywood/Western, North Hollywood, and Willowbrook/Rosa Parks.

DISCUSSION

In Phase 2, the plan is to retrofit another 11 existing gated stations with taller gates. Staff from TAP, SSLE, and Station Experience collaborated closely with the LA Police Department and LA Sheriff’s Department to select these stations, which include Mariachi Plaza, Harbor Freeway, Aviation/LAX, Vermont/Athens, Del Amo, Civic Center, Compton, Slauson, Expo/LaBrea, Avalon, and Long Beach Blvd. These stations were chosen based on data showing they have experienced significant fare evasion and misuse of the emergency swing gates, and through feedback from stakeholders mentioned above. Attachment A provides data on unpaid entries and the percentage of fare evasion

for stations in Phase 1 and Phase 2.

As Metro continues to improve the station experience, taller faregates can be integrated into station redesigns, complementing current initiatives such as TAP-to-Exit, improved signage, and passenger flow enhancements. The faregates have been user tested in the TAP Lab to ensure functionality, ease of use, and compatibility with the existing fare collection system.

Taller faregates can improve safety and security for Metro customers and employees while encouraging fare compliance. Their robust structural design deters fare evasion by restricting unauthorized access through features such as motion sensors and electromechanical locks that prevent forced entries. Additionally, precise motion sensors can accurately detect and record fare evasion, providing data that SSLE can use to strategically assign staff at key stations. The taller gates have been installed at Bay Area Rapid Transit (BART) and Washington Metropolitan Area Transit Authority (WMATA). WMATA reported an 82% reduction in fare evasion after installing five-foot-tall gates and taller fences across all stations.

Phase 2 upgrades will tentatively begin as early as October 2025. Below is a timeline and schedule of the next steps.

Activity	Duration	Timeline
Solicitation	3 months	March to May 2025
Design, development, and testing	4 months	June to September 2025
Manufacturing	4 months	August to November 2025
Installation	2 months	October to December 2025

FTEs

To support the implementation of taller gates, expansion of taller gates across the Metro Rail system, and the gating evaluation, there is a need to add three FTEs:

- One (1) **Supervising Engineer** to manage and supervise staff on all faregate projects, prepare scopes of work, schedules and budgets, review complex schematic diagrams, oversee field work and inspections, and lead fare collection studies and evaluations for rail and bus systems.
- One (1) **Senior Engineer** to support the Supervising Engineer with reviewing engineering drawings, tracking scopes of work, schedules and budgets, preparing complex faregate designs layouts, conducting site visits and collaborating with construction crews.
- One (1) **Principal Software Engineer** to oversee and provide direction on faregate communication systems architecture design, faregate software integration, networking, PCI (payment card industry) compliance and security including firewall configuration, and third-party software assessments.

These positions will assist with the third-party integration of gates at new Metro Rail stations for rail line extensions. They will also support future projects such as East San Fernando Valley Light Rail

Transit Project, G Line Improvements Project, Sepulveda Transit Corridor Project, East Side Transit Corridor Phase 2, Vermont Bus Rapid Transit (BRT), North Hollywood to Pasadena BRT. Additionally, these roles will help transition these projects from construction to operations and maintenance.

The addition of three FTEs is crucial in ensuring the TAP Department can effectively collaborate with internal stakeholders in continued efforts and strategies to strengthen the fare barrier. This includes integrating and installing taller faregates at 20 Metro Rail stations, strategic fare barrier realignment, integration with third-party security systems such as weapons detection, supporting ongoing operation, and managing other gate-related projects such as TAP-to-Exit. TAP staff are also focused on the modernization of the TAP System to accept contactless debit and credit cards and preparing for an account-based system for Metro and 27 municipal operators, while supporting programs such as LIFE, GoPass, U-Pass, Mobility Wallet, and integrated event ticketing. As programs and projects grow, the existing staff cannot be reallocated to support new initiatives.

DETERMINATION OF SAFETY IMPACT

This initiative supports Metro's safety-related strategies by ensuring that the Metro system is solely used for its intended purpose of transportation, making station improvements to create safer environments, and enhancing Metro's current ability to detect and remove weapons from the system.

FINANCIAL IMPACT

Funding required for this project in the amount of \$15.3 million will be included in the FY26 Adopted Budget under Cost Center 3020. This could be a multi-year effort, and the Cost Center Manager and Project Manager will be responsible for budgeting costs, if needed in future fiscal years.

Impact to Budget

The funding source is Proposition C 40%. These funds are eligible for Metro and regional bus and rail operations and capital improvements.

EQUITY PLATFORM

As the agency implements new technology and equipment upgrades, such as taller faregates, to enhance safety, protect Metro riders and employees, and improve the overall rider experience, it is important to assess how these efforts impact Black, Indigenous, and other People of Color (BIPOC) and marginalized groups who rely on the Metro Rail system. For instance, the current faregates are most misused in stations located in communities where people heavily rely on transit, disproportionately affecting those Metro customers. Taller faregates are expected to improve safety and enhance security, ensuring customers at stations like Westlake MacArthur Park, Hollywood/Western, or Wilshire/Vermont experience the same secure and welcoming environment as those at other stations throughout the system.

Staff will engage Metro advisory groups to provide education on the implementation plans, gather feedback and concerns, and ensure a transparent road map outlining the gates' capabilities, installation timeline, and location deployment strategies. Staff is prepared to initiate outreach efforts,

such as distributing multilingual materials at selected stations, posting on social media, representing Metro at public events, and partnering with community organizations to inform riders about the changes.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports:

- Strategic Plan Goal #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security;
- Strategic Plan Goal #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

ALTERNATIVES CONSIDERED

The Board could opt not to expand or implement Phase 2 of this faregate retrofit. However, this is not recommended because the current faregates have a legacy design where fare evaders can easily enter the Metro Rail system. The current gates have not been effective at addressing security concerns. The taller gates have demonstrated to be more effective at improving safety and deterring fare evasion at other transit agencies.

NEXT STEPS

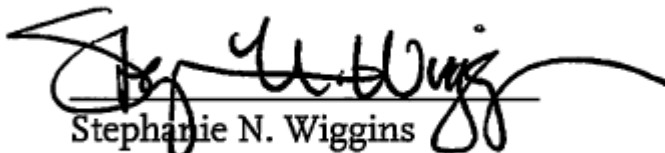
Following Board approval, staff will initiate a competitive procurement process to select a faregate vendor for the implementation of the Phase 2 retrofit at existing gated stations. Staff will perform site visits to the Phase 2 stations to assess station entrances, update station drawings, and confirm station readiness for faregate retrofit.

ATTACHMENTS

Attachment A - Data on Fare Evasion and Faregate Installation Schedule

Prepared by: David Sutton, Senior Executive Officer, Finance, TAP (213) 922-5633
Tisha Bruce, Executive Officer, Finance, TAP (213) 922-7621

Reviewed by: Nalini Ahuja, Chief Financial Officer, (213) 922-3088



Stephanie N. Wiggins
Chief Executive Officer

Fare Evasion between June 01 to September 30, 2024

No.	Station	Unpaid Entries¹	Paid Entries	Total Entries	% Fare Evasion	Tentative Installation Date
Phase 1						
1	Lake	18,788	53,961	72,749	26%	March 2025
2	Firestone	103,044	37,585	140,629	73%	March 2025
3	Vermont/Santa Monica	126,150	138,850	265,000	48%	April - June 2025
4	Hollywood/Western	157,059	161,452	318,511	49%	April - June 2025
5	Wilshire/Vermont	253,772	250,247	504,019	50%	April - June 2025
6	North Hollywood	103,278	1,187,343	1,290,621	8%	July 2025
7	7th St/Metro Center	240,720	1,000,924	1,241,644	19%	July 2025
8	Pershing Square	219,687	240,783	460,470	48%	July 2025
9	Westlake/MacArthur Park	292,970	276,852	569,822	51%	July 2025
10	Willowbrook/Rosa Parks	236,273	215,302	451,575	52%	July 2025
Phase 2						
1	Mariachi Plaza	6,766	53,962	60,728	11%	October 2025
2	Slauson	73,241	23,242	96,483	76%	October 2025
3	Avalon	98,146	31,332	129,478	76%	October 2025
4	Harbor Freeway	116,753	53,963	170,716	68%	October 2025
5	Long Beach Blvd	73,614	38,522	112,136	66%	October 2025
6	Compton	76,856	50,496	127,352	60%	November 2025

ATTACHMENT A

No.	Station	Unpaid Entries¹	Paid Entries	Total Entries	% Fare Evasion	Tentative Installation Date
7	Del Amo	73,893	51,816	125,709	59%	November 2025
8	Vermont/Athens	40,986	30,445	71,431	57%	November 2025
9	Civic Center	101,658	129,152	230,810	44%	December 2025
10	Expo/La Brea	39,637	57,080	96,717	41%	December 2025
11	Aviation/LAX	95,072	93,243	188,315	50%	December 2025

¹ "Unpaid entries" is the sum of emergency swing gate openings and forced entries on the ADA gate

Faregate Retrofit (Phase 2)

Upgrade Existing Gated Stations With Taller Gates

Operations, Safety, and Customer Experience Committee

February 20, 2025



Metro

File ID 2024-1126

Recommendation

- A. ESTABLISH a Life-of-Project (LOP) budget for an amount not-to-exceed \$15.3 million for the implementation of taller faregates at 11 additional stations to provide safety, security, and enhance access control;
- B. AMEND the FY25 budget to add three (3) Non-Contract Full-Time Equivalent (FTE) positions to manage the gating analyses and implementation of taller gates across the 11 additional stations and expansion of taller gates across the Metro Rail system and new stations from new rail lines and transition into operations and maintenance;
- C. AUTHORIZE the Chief Executive Officer, or their designee, to negotiate and execute all necessary agreements, contracts, and contract modifications associated with the increased LOP budget.

Context

- The Board approved **Motion 34.1 in April 2024** directed staff to research faregate hardening at heavy and light rail stations.
- Research suggests taller faregates may improve feelings of safety and security.
- BART completed 18 stations and are installing these faregates at 15 more stations.
- WMATA have installed taller faregates at all 98 stations, and WMATA has reported an 82% reduction in fare evasion.

- **Original Pilot Plan (from July 2024 Motion Response):** Install taller faregates at LAX/Metro Transit Center Station and two other locations.
- **Updated Pilot Plan:** Retrofit ten existing gated stations included in Phase 1. These stations were selected based on collaboration between TAP, SSLE, and Station Experience, with LA Police Department and LA Sheriff's Department.



Background: Phase 1 - S-Traffic Faregates

Installations expected to start

March 2025

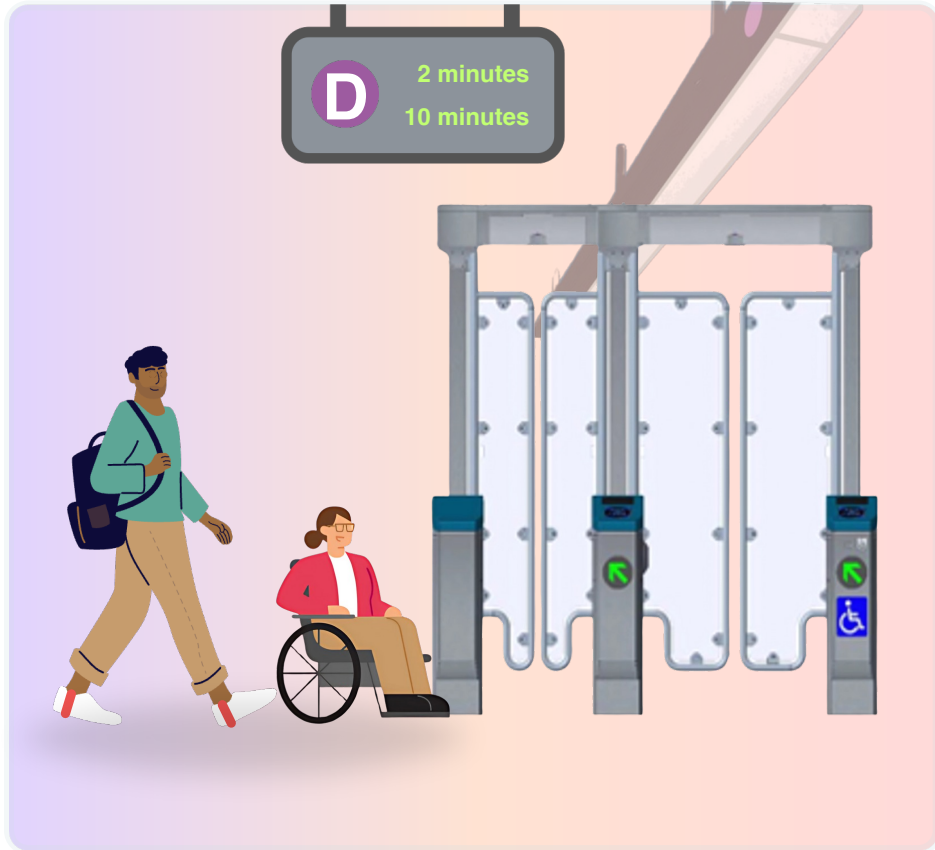


Existing Stations for S-Traffic Faregates

- Lake
- Firestone
- Pershing Square
- 7th Street/Metro Center
- Westlake MacArthur Park
- Wilshire/Vermont
- Vermont/Santa Monica
- Hollywood/Western
- North Hollywood
- Willowbrook/Rosa Parks



Improve Safety with Taller Faregates



Precise motion sensors

- Improves safety and prevents “tailgating” fare evasion
- Includes AI camera for accurate detection
- More sensors than on current gates for more accurate reporting

Electromechanical locks

- Difficult to force through
- Will be integrated to allow quick unlocking for special events or in emergencies

ADA-compliant

- Sensor technology to ensure “equitable accessibility” for customers using wheelchairs
- Paddle-style doors improve accessibility for customers with bicycles, luggage, or other bulky items

Advanced security solutions via APIs*

- Real-time assistance: Instant reporting allowing staff to provide on-the-spot customer support at faregates
- Can potentially integrate with third-party security solutions

* API = **Application Programming Interface** allowing communication and integration with third-party services

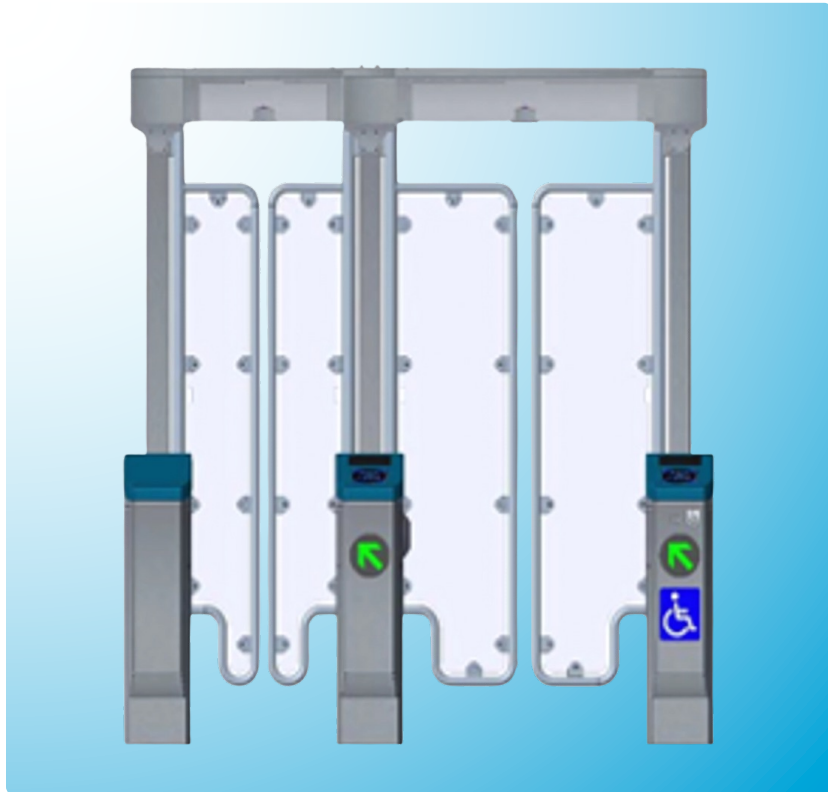
Emergency Swing Gate Hardening

- Emergency swing gates (ESG) at **Westlake/MacArthur Park Station** raised to six feet with added perforated metal panels.
- The enhancement is meant to deter reaching the panic bar for unauthorized access.
- Phase 2 Retrofit: Requirement includes height modifications to the ESG to prevent reach-arounds.
- The picket fence across the entire fare barrier will also be raised to six feet for uniformity and deter jumping over.



Discussion: Phase 2 – RFP for Taller Faregates

Phase 2 to tentatively begin as early as *October 2025*



Stations for Phase 2 Retrofit

- Aviation/LAX
- Vermont/Athens
- Del Amo
- Civic Center
- Compton
- Harbor Freeway
- Mariachi Plaza
- Slauson
- Expo/LaBrea
- Avalon
- Long Beach Blvd



Phase 2 Cost Estimate

\$15.3 million

Next Steps

- Following Board approval, staff will initiate a competitive procurement process to select a faregate vendor for the implementation of the Phase 2 retrofit at existing gated stations.
- Phase 2 installation is scheduled to begin in October 2025, with a targeted completion as early as December 2025.
- Staff will provide updates and report progress periodically.

<u>Activity</u>	<u>Duration</u>	<u>Timeline</u>
Solicitation	3 months	March to May 2025
Design, development, and testing	4 months	June to September 2025
Manufacturing	4 months	August to November 2025
Installation	2 months	October to December 2025



Board Report

File #: 2024-1138, **File Type:** Informational Report

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

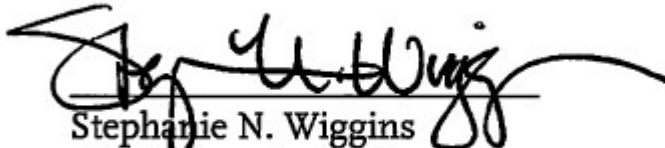
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets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

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

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

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

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



Stephanie N. Wiggins
Chief Executive Officer

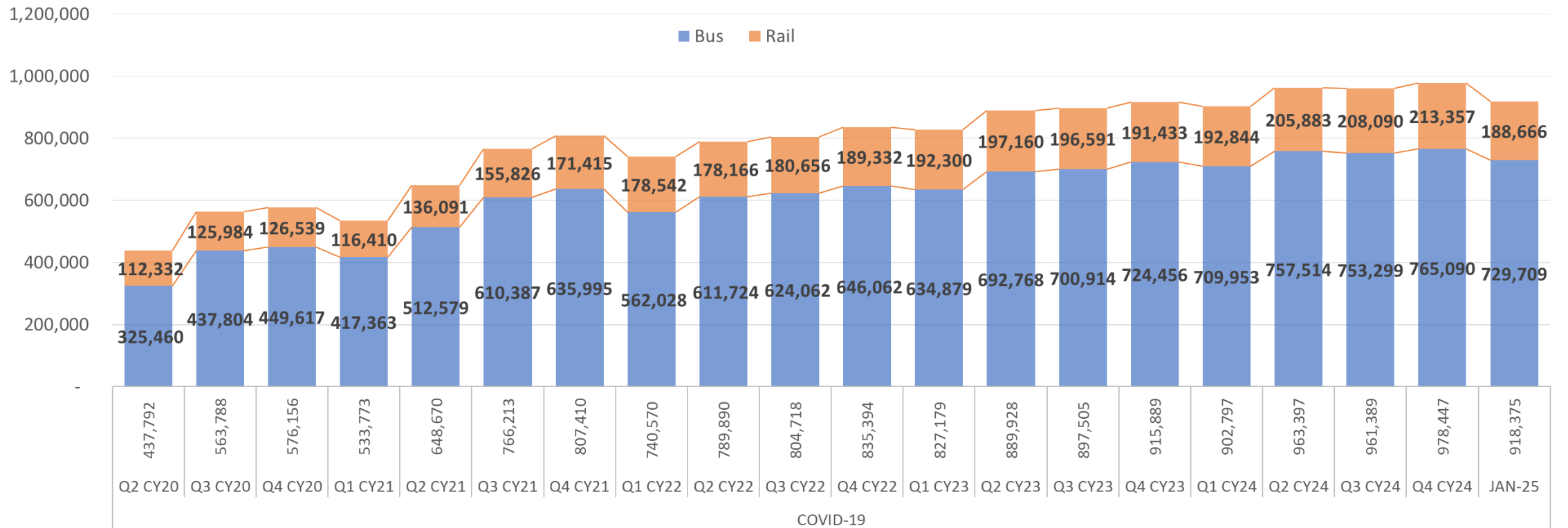


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
February 20, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



January Total Ridership Percentage Change 2025 over 2024:

- Bus: 5.6%
- Rail: 2.9%

January Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 918,375	1,138,190	80.7%
• SA: 646,397	681,892	94.8%
• SU: 513,705	561,330	91.5%

Average Weekday Rail Ridership By Line - January 2025

Line	Jan-25	% Recovery	Jan-24	% Recovery	Jan-19
A/E/L	102,851	57.7%	98,668	55.4%	178,102
B/D	61,030	43.7%	61,884	44.3%	139,759
C/K	24,785	78.2%	23,134	73.0%	31,711

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector. K Line started operation in October 2022 so 2019 data is only C Line.

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

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.1% in January 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)

Cancelled Service

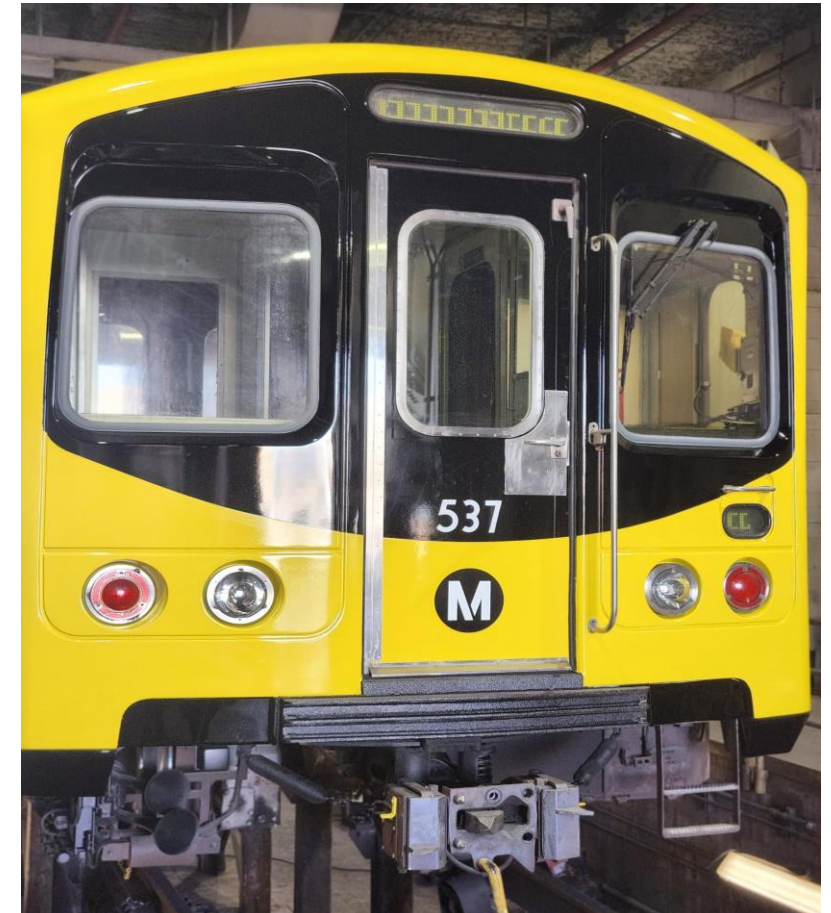
- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved in January 2025.
- Cancellation rates have decreased at the end of 2024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

January 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Jan-25	Jan-24	% of Line Miles in EFC
2	60	Long Beach Bl	2.0%	1.1%	61%
2	55	Compton Av	1.9%	1.3%	83%
15	92	Glenoaks Bl	1.9%	1.8%	36%
2	51	Avalon Bl/W. 7th St	1.8%	1.2%	75%
15	761	Van Nuys Bl – Westside Rapid	1.8%	1.5%	27%
15	90	Glendale Bl/Foothill Bl	1.7%	0.6%	32%
15	233	Van Nuys Bl Local	1.7%	1.4%	33%
15	224	Lankershim Bl	1.5%	1.6%	41%
15	234	N. Sepulveda Bl	1.4%	1.3%	49%
2	105	Vernon Av/La Cienega Bl	1.3%	0.6%	57%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/17/24	1.8%	0.5%	3.6%
Week Ending 2/15/25	0.8%	0.6%	1.2%
Week Ending 2/8/25	0.6%	0.4%	1.2%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
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%

A650 Renovation Program



We are repainting the A650 vehicle's exterior end-caps to standardize it with the new HR4000 vehicles. One (1) MP has been completed as the initial pilot program. We are now including this exterior end-cap program as part of the A650 Renovation Program.

G Line – Roscoe Station (Issue)



G Line – Roscoe Station (Resolution)

- Short term
 - Increased security presence
 - Replaced hardwired lights with solar
- Long term
 - Engage community in developing long term solution
 - SFV Service Council
 - Partnering with LA Councilmember Blumenfield's Office and Mayor Bass' office

Secondary Pathway

Main Bike Pathway

Northbound Platform

Southbound Platform



G Line – Roscoe Station (Outreach)

Outreach

- 75 flyers distributed in person to area residents (Community St and Canoga Av) by Metro Community Relations and CD3 Staff
- Neighborhood Council briefed
- Presentation at February 5 San Fernando Valley Service Council meeting: 17 online participants, 10 in person
 - Majority of public cited severe public health and safety issues impacting neighborhood quality of life, near unanimous request for closing the problematic walkway.
 - Potential recommendations: posting no parking signs, restoring landscaping, fortifying Salvation Army fence/Metro fence, and closing secondary walkway.



Next Steps

- A Metro representative will present at the Canoga Park Neighborhood Council on February 26.
- Public comment to continue to be collected through Feb 28 through servicecouncils@metro.net
- March 5 San Fernando Valley Service Council meeting - all comments to be reviewed and Council to make recommendations

METRO SERVICE COUNCILS

San Fernando Valley Service Council

Wednesday, February 5, 2025
6:30 p.m.

Metro Service Councils meet monthly in the communities they represent. They hear presentations and updates on projects, programs, and initiatives in their regions.

All Council meetings provide opportunities for the public to ask questions for the public to ask questions and provide feedback on service-related issues in their communities.

At their February 5, 2025 meeting, the Service Council will hear an update on how Metro is addressing the ongoing challenges around the G Line Roscoe Station and the connecting pedestrian path accessible via a gate at the end of the Community St cul-de-sac. Residents are encouraged to attend in person or virtually to learn more, share their experiences and thoughts about use of the Community St gate and the pedestrian path.

Other items on the agenda include a quarterly update on Metro's Station Experience Program, and other regional updates.

Access the agenda and presentations, or comment online via the agenda link at metro.net/calendar/. The agenda will be posted at least 72 hours before the meeting.

TO PARTICIPATE

Service Council meetings are held in a hybrid in-person/virtual format. The San Fernando Valley Service Council usually meets on the first Monday of each month.

To join:

- > In person: Marvin Braude Constituent Center
6262 Van Nuys Blvd, Van Nuys, CA 91401
- > Zoom: <https://us02web.zoom.us/j/84486864773>
- > By phone or webinar:
Dial 213 338 8477 or 888 475 4499 (Toll Free)
Webinar ID: 844 8686 4773

Metro Service Councils
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One Gateway Plaza
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Board Report

File #: 2024-1065, File Type: Informational Report

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 20, 2025

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q3 CY2024

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the third quarter of calendar year 2024 (Q3 CY2024) consisting of July, August, and September 2024 compared to the pre-pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and average passenger trip length.

BACKGROUND

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and to be rolled out in two phases: "Reconnect" and "Transit First."
- Reconnect was the initial phase to restructure the existing network, and it was implemented over three implementation dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds and direct saved revenue service hours to bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage during the COVID-19 pandemic required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of NextGen Bus Plan service levels was completed in phases by December 2022.

- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, achieved by August 2023.
- However, a 1-2% operator shortage has existed since the December 2023 service change, when the operator requirement increased due to more peak service from increased ridership and some recruiting challenges. Recruitment efforts have been ramped up in response, and overall canceled service levels remain low, though higher than in the second half of CY2023.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro’s 119 bus lines, summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and to help ridership recover after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

Table 1: NextGen Frequency Tiers as of December 2022

Service Type	Peak Weekday	Midday Weekday	Evening	Weekend	Number of Lines
Core Network (Tier 1)	5-10	5-10	10-15	7.5-15	29
Convenience Network (Tier 2)	12-15	12-15	20-30	15-30	26
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	38

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected increased ridership was attributable to increased speed of service/reduced travel times from implementing items from the speed and reliability tool kit, including new bus lanes, expanded transit signal priority, all-door boarding, and reinvestment of time savings for increased service frequencies. Progress on such implementations includes 70.7 lane miles of new bus priority lanes implemented as of September 2024, and 23.9 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in the first half of CY2025, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is near pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

DISCUSSION

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

As of Q3 CY2024, average daily bus system ridership continues to grow. The recovery rates of Q3 CY2024 compared to Q2 CY 2024 are:

- Weekday ridership was 82.9% (record Q3 post-COVID average weekday ridership of 804,279 in September 2024)
- Saturday ridership was 91.6% (record Q3 post-COVID average Saturday ridership of 535,682 in August 2024)
- Sunday ridership was 97.0% (record Q3 post-COVID average Sunday ridership of 449,902 in August 2024).

The San Fernando Valley continues to show the highest ridership recovery in Q3 CY2024 compared to the four other service areas at 89.6% of pre-pandemic Q3 CY2019 levels on weekdays, 101.4% on Saturdays, and 110.6% on Sundays. Increased ridership of 3-6% occurred on weekdays over the same quarter of 2023, with similar gains on Saturdays and even larger increases (8-12%) on Sundays. Many San Fernando Valley lines benefit from NextGen Bus Plan investments, especially off-peak frequencies. However, they were mainly Tier 2 lines, with service improved all day, weekday, and 15-minute service and some weekend improvements.

The proportion of boardings in Equity Focus Communities (EFCs) remains up this quarter at around 1.13% above pre-pandemic levels on weekdays, with Saturdays up 0.32% and Sundays up 0.3%. Again, the NextGen Bus Plan prioritized EFCs for frequency improvements.

Midday weekday Q3 CY2024 ridership recovery was at 85% of pre-pandemic levels, exceeding both AM peak (74%) and PM peak (81%) recovery. This aligns with the focus on investing service hours in the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting by office workers.

The average passenger trip length remains at around 3.5 miles, the same as the previous quarter. It is below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles, reflecting both post-COVID changes to trip-making (more telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1-5 mile trips.

In Q3 CY2024, there were 20 lines/line groups weekday (up from 18 in Q2), 29 lines/line groups Saturday (up from 24), and 43 lines/line groups Sunday (up from 40), exceeding their pre-COVID Q3 CY2019 ridership numbers, even with overall recovery rates for each day type declining slightly. The strongest recoveries continue to be those with significant NextGen improvements.

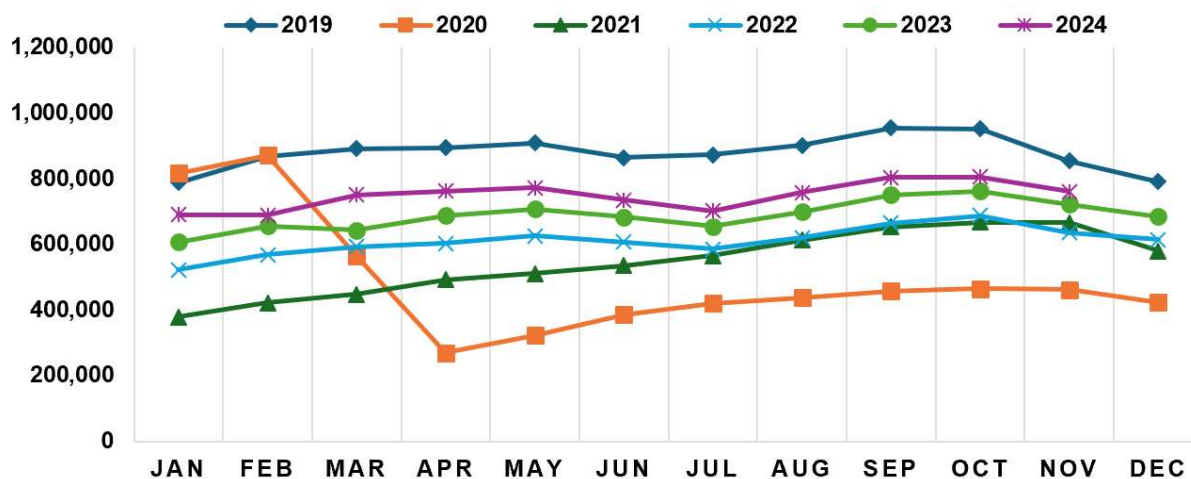
A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line group level for average weekday, Saturday, and Sunday bus ridership observed between Q3 CY2019 (pre-pandemic and pre-NextGen) and the same period Q3 CY2024. The period of this analysis tracks the significant drop in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration in 2021 based on the implementation of the NextGen Bus Plan.

Ridership Trends from 2019 to 2024

Complete restoration of bus service by December 2022, combined with more reliable service delivery and programs such as GoPass for students and LIFE Program for low-income riders, have contributed to much stronger ridership recovery through 2023 and continuing in 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

In March 2024, average weekday bus ridership again exceeded 750,000, and the post-pandemic average weekday ridership of 761,757 records set in October 2023 was exceeded in both April and May 2024 (762,811 and 772,969, respectively). The highest monthly averages in 2024 were September (804,279, the last month of the quarter being reported on here) and October (804,963). (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024)

Chart 1: Average Weekday Ridership by Month



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery, at 89.6% in Q3 CY2024 (down from 91.3% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. The Q3 CY2024 San Fernando Valley area average weekday ridership compared to Q1 CY2024 was up 11.1%, so ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q3 CY2024 were as follows, each declining slightly compared to the previous quarter:

- San Gabriel Valley: 77.4% (up from 74.4% in Q3 CY2023)

- Gateway Cities: 79.6% (up from 75.1% in Q3 CY2023)
- Westside Central: 78.6% (up from 74.6% in Q3 CY2023)
- South Bay Cities: 84.8% (up from 78.3% in Q3 CY2023)

Of the above service areas, South Bay Cities has exceeded the other three areas by over 5%. Attention will be given to the other three service areas to look for opportunities to improve service to generate higher ridership. Examples include the Line 260 extension to Willowbrook and Line 665 frequency improvement in East LA, which are being implemented in the December 2024 service change. Two small lines in the San Gabriel Valley service area (Pasadena) will be transferred to municipal operator Pasadena Transit to integrate into their network for improved local travel options, as planned in NextGen. Also, new bus lanes on Roscoe Bl should provide faster, more reliable service for Line 152 to better serve our riders and increase ridership.

Table 2: Percentage Change in Average Daily Ridership by Service Area and Day Type

Service Area	Weekday Q3 2024 vs Q32023	Saturday Q3 2024 vs Q3 2023	Sunday Q3 2024 vs Q3 2023
Gateway Cities	6.0%	6.6%	11.1%
San Fernando Valley	6.3%	4.1%	8.6%
San Gabriel Valley	4.0%	4.2%	9.7%
South Bay Cities	8.3%	9.3%	13.7%
Westside Central	5.3%	6.2%	11.7%

On Saturdays, San Fernando Valley again showed the highest recovery at 101.4%, while other areas were at 81.7 to 91.3%. Saturday ridership increases in all service areas were 3-8% over the same quarter in CY2023.

The average Sunday ridership recovery rate was 97.0% overall. San Fernando Valley's recovery rate was 110.6%, and other service areas were 87.3% to 99.1%. Sunday Q3 CY2024 ridership recovery rates showed 8 and 12% increases compared to Q3 CY2023, with South Bay Cities the next best to San Fernando Valley and almost fully recovered at 99.1%.

Table 2 shows the percentage change in average daily ridership by service area between Q3 CY2023 and Q3 CY2024. While the Q3 CY2024 rate of recovery versus Q3 CY2019 was less than that of Q2, the overall growth in ridership remained strong in all service areas on all day types, with South Bay Cities showing the strongest growth between Q3 2023 and Q3 2024, and Sunday having strongest growth in all five service areas. (See also Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q3 CY2019 - Q3 CY2024)

Ridership by Time Period

As of Q3 CY2024, early AM and AM peak period ridership remains the least recovered at 78% and

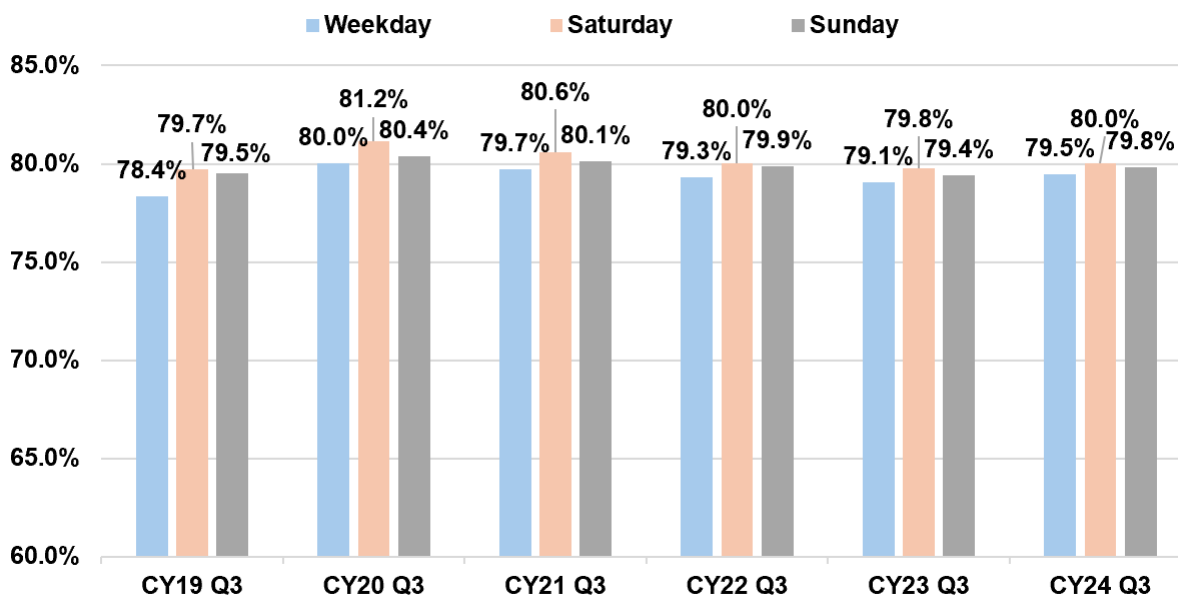
74% of 2019 levels, respectively, while the PM peak and evening recovery rates were both 81%. By contrast, the midday, late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 85%, 90%, and 95%, respectively. This suggests that fewer traditional office workers commute on transit during peak morning hours. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays.

Weekend ridership recovery by time of day was higher than weekdays in Q3 CY2024. Saturday AM peak ridership had the lowest recovery rate at 84%, while Saturday early AM, midday, PM peak, and evening were slightly more recovered at 92%, 87%, 88%, and 90%, respectively, suggesting these periods lead the Saturday ridership recovery. As with weekdays, the Saturday late evening and Owl periods had the highest recovery rates of 96% and 99%, respectively, with their usage likely dominated by those dependent on transit. Sunday recovery rates by time period for Q3 CY2024 were closer together at between 95% and 102%, except early AM, which at 115% exceeded the overnight Owl period recovery (102%), the only other period to exceed 100% in Q3 CY 2024 compared to Q3 CY2019. (Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q3 CY2019 - Q3 CY2024)

Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by up to 1.6% on weekdays, 1.2% on Saturdays, and 0.8% on Sundays during Q2 CY2020, when COVID was most active, compared to pre-COVID. By Q3 CY2024, EFC boardings were 1.13% higher than pre-COVID on weekdays and had returned closer to pre-COVID levels on weekends (up 0.32% Saturday, up 0.3% Sunday). The trips made in the early part of COVID are more likely to have been made by people who relied on transit to access essential jobs and services and mainly reside in EFCs. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which has likely contributed to the 1%+ increase in the share of boardings weekdays that should continue to be seen in EFCs in 2024 and 2025. This change may also be attributable to fewer choice riders using weekday services in non-EFCs, with factors such as telecommuting continuing post-pandemic.

Chart 2: EFC Ridership as a Percentage of Total Ridership



(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q3 CY2019 through Q3 CY2024)

Lines serving Equity Focus Communities with the strongest ridership recovery (over 90% recovered weekdays and weekends) include:

- Vermont Av Local Line 204

- Central Av Line 53
- Compton Av Line 55
- Vernon Av Line 105
- Slauson Av Line 108
- Gage Av Line 110
- Florence Av Line 111
- Century Bl Line 117
- Willowbrook Av Line 202
- Hoover St Line 603,
- W 8th St and E Olympic Bl in East LA Line 66
- Soto St East LA and Huntington Park Line 251
- Huntington Park Shuttle Line 611
- Boyle Heights Shuttle Line 605

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

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on lines serving Downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (examples include Broadway Line 45, Avalon Bl Line 51 in South LA, W Olympic Bl Line 28, and Pico Bl Line 30). Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts coming out of COVID.

Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commute trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased to and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified

through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership and Productivity by Service Tiers and Lines

This section compares average daily line ridership for Q3 CY2024 versus Q3 CY2019 for each day type (weekday, Saturday, Sunday). Because the NextGen Bus Plan change involved restructuring lines and groups of lines, to provide a fair comparison of the changes in ridership, this analysis must, in some cases, be based on comparing ridership for groups of lines. While in Q3 2024, 119 individual Metro bus lines were operating, the ridership recovery rate analysis is based on 82 Weekday, 75 Saturday, and 74 Sunday lines/line groups. Detailed data is included in Attachments B, C, and D, respectively.

The overall bus system ridership recovery rate in Q3 CY2024 was 82.9% for weekdays, 91.6% for Saturdays, and 97.0% for Sundays compared to Q3 CY2019 as a pre-COVID baseline. There were 20 (up from 18 in Q2) weekday, 29 Saturday (up from 24 in Q2), and 43 (up from 40 in Q1) Sunday lines/line groups exceeding their pre-COVID Q3 CY2019 ridership numbers in Q3 CY2024. The review focused on lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up 46% of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery:

Table 3: Line Recover by Tier and Day Type

Number of Lines/Groups Above Average Recovery Q3 2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18	18	16
Tier 2	15	15	14
Tier 3	8	8	8
Tier 4	11	4	8
Total	52	45	46

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

The common denominator of less ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, negatively impacting many downtown service industry businesses and further reducing travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the

new Metro Regional Connector and the Metro bus network for those returning to work and the many leisure and entertainment events occurring there.

This pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear not to be traveling as much for work in downtown LA or other locations, such as Van Nuys or Warner Center in 2023. Notable ridership changes also occurred in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 87.3% on weekdays (down from 88.7% in Q2), with the Local Line 204 having a recovery rate of 105.7% (down from 109.3% in Q2). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 68.7% (up from 67.7% in Q2). Line 754 saw notably high cancellation rates in 2022, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 118.5%; Rapid 69.0%) and Sunday (Local 104.1%; Rapid 83.7%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all serving South LA, and Line 605, serving Boyle Heights.

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

Data also consistently showed that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests that the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

More details on line-level ridership can be found in the report (Attachment A) and data tables (Attachments B, C, D). This analysis shows that the NextGen Bus Plan's focus on a fast, frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding (more details on these initiatives are in the next section). Staff will review ridership for Q4 CY2024 (October through December 2024) as the basis for the next ridership report.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan, which involves route restructuring and the establishment of frequency tiers, the Transit First scenario of NextGen is designed to increase ridership based on the increased speed of service and reduced travel times as a result of

implementing items from the speed and reliability toolkit. These items include new bus lanes, expanded transit signal priority, all-door boarding, and reinvestment of time savings for increased service frequencies.

Progress on such speed and reliability implementations include 70.1 lane miles of new bus priority lanes implemented or almost completed as of the end of CY 2024 across Metro's service area, with the Roscoe Bl bus priority lanes to be the latest to be implemented. Updates on upcoming and recent projects are listed below:

Roscoe Boulevard Bus Priority Lanes (Metro Line 152)

In June 2024, LADOT began installing this 21-lane-mile project. This project provides peak-period bus priority lanes on Roscoe Bl between Topanga Canyon Bl and Coldwater Canyon Av. It is the first project to be delivered as part of the North San Fernando Valley Transit Corridor project. Construction was completed in October 2024.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2024, the design was completed for the City of LA portion of the Florence Av Bus Priority Lanes project. The design for the Unincorporated LA County portion is expected to be complete in February 2025. This project will provide 10.2 lane miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County. Construction is expected to begin in early 2025.

Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)

Metro will deliver quick-build bus priority lanes to key corridor segments ahead of the larger BRT project as part of the Vermont Transit Corridor project. This will bring speed and reliability improvements to the over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl and a 7.5 lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station as quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community-Based Organization partners have been conducting briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Ave regarding the overall BRT project and the quick-build bus lanes. The quick-build bus lanes will be delivered as soon as early 2025.

Bus Lane Enforcement

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

In addition, Metro continues to make progress on the automated Bus Lane Enforcement (BLE) program. Metro has awarded a contract to Hayden AI Technologies to implement the BLE pilot on 100 buses. Half of these buses have been equipped with the BLE hardware, with the second half expected to be complete in FY25 Q1.

Metro is leading the BLE outreach plan in coordination and cooperation with LADOT, and it is underway. The outreach effort will focus on the affected BLE corridors and include some general program informational materials for a wider audience. Metro's partner agency, LADOT, worked to amend the City's municipal code to allow citations under the BLE program. The City Council approved these changes in October 2024. A 60-day warning period and outreach effort began on November 1, 2024. A full community engagement plan is being developed. Outreach will be conducted in English, Spanish, and other significant languages where relevant to the communities of focus for the program.

EQUITY PLATFORM

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

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

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented with increased frequency of service and speed and reliability enhancements that continue to be implemented. By providing a fast, frequent, reliable network as designed through the NextGen process, the network was designed with a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations.

Staff will continue to monitor ridership in EFC and Non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus service and related adjustments, such as comments received via Metro's social media channels, Customer Care, and through the Service Council meetings, where

service changes are explained and discussed with the public, These channels provide valuable insight into key customer experience concerns of riders.

VEHICLE MILES TRAVELED OUTCOME

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

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

This item is a vital part of Metro operations, tracking the recovery of Metro bus ridership by region, day type, time of day, and line/line groups. This recovery, in part, represents people returning to transit post-COVID in place of single-occupant auto travel. This ridership information is used to evaluate the effectiveness of the Metro bus service and develop adjustments to improve service, helping further expand the attractiveness of both Metro bus and rail systems as an alternative to single-occupant vehicle travel and to increase Metro transit system ridership. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

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

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

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

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue implementing bus speed and reliability improvements, such as new bus lanes. Another update is planned for the Board in early 2025, tracking the detailed progress on ridership recovery during Q4 CY2024.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q3 CY2024

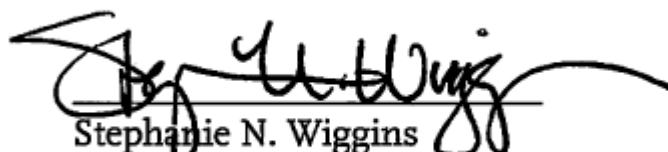
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group

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

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

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

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



Stephanie N. Wiggins
Chief Executive Officer

NextGen Ridership Analysis – Q3 CY2024

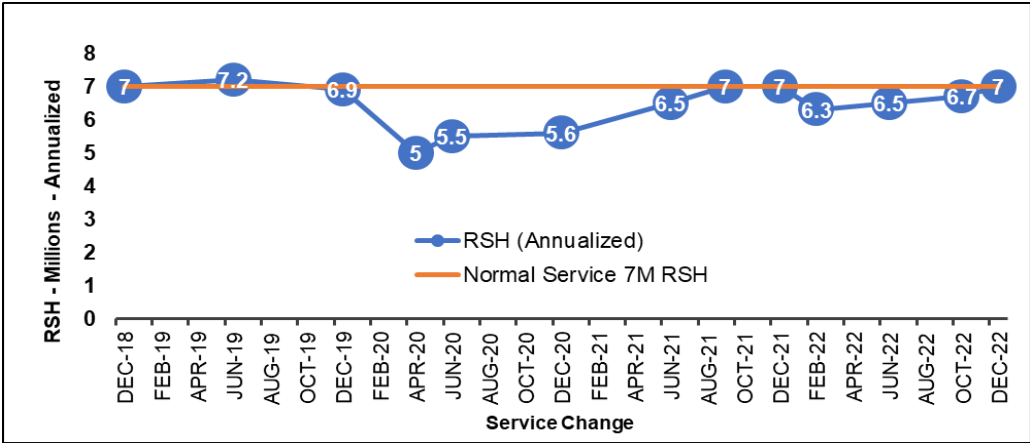
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage and resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall has occurred in operator numbers during CY24 Q1, Q2, and Q3.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 (when ridership peaked pre-COVID) and 2024, as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels as ridership began to increase. The most significant restoration of service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020.

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



Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021. However, the national shortage of bus operators led to high service cancellation

levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored and has remained at that level ever since. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24 Q1, Q2, and Q3, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Travel Demand:

Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and 2024 and overall remains around 7% below pre-COVID levels based on preliminary 2024 data. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM time period (“commuter peak”) has recovered to less than pre-COVID, though not as large a difference compared to AM peak. Some of this lack of recovery may relate to expanded

Chart 2: Total Daily Trips in LA County Q3 & Q4 percentage difference from 2019, 2019-2024

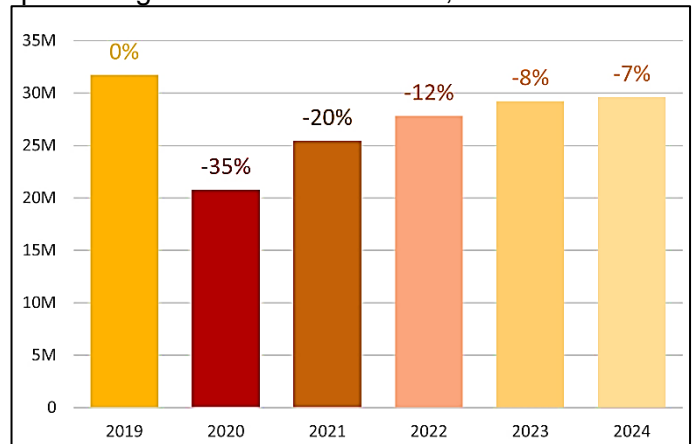
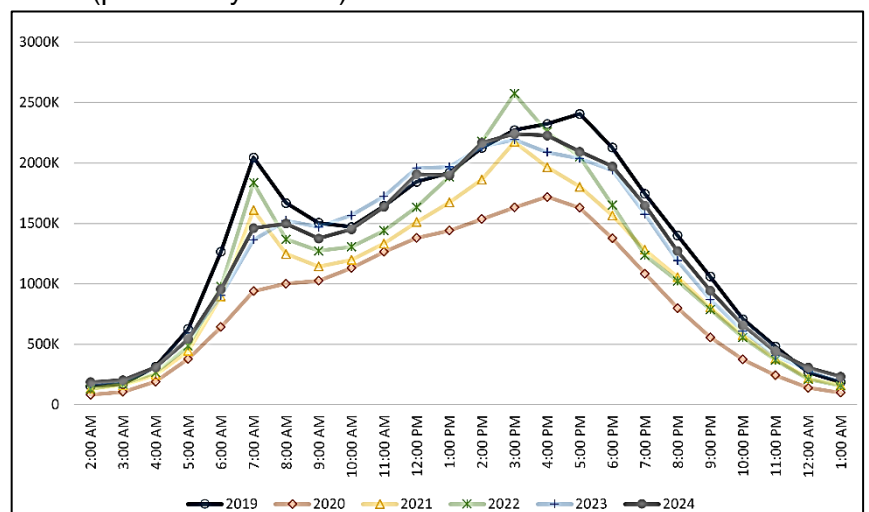


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

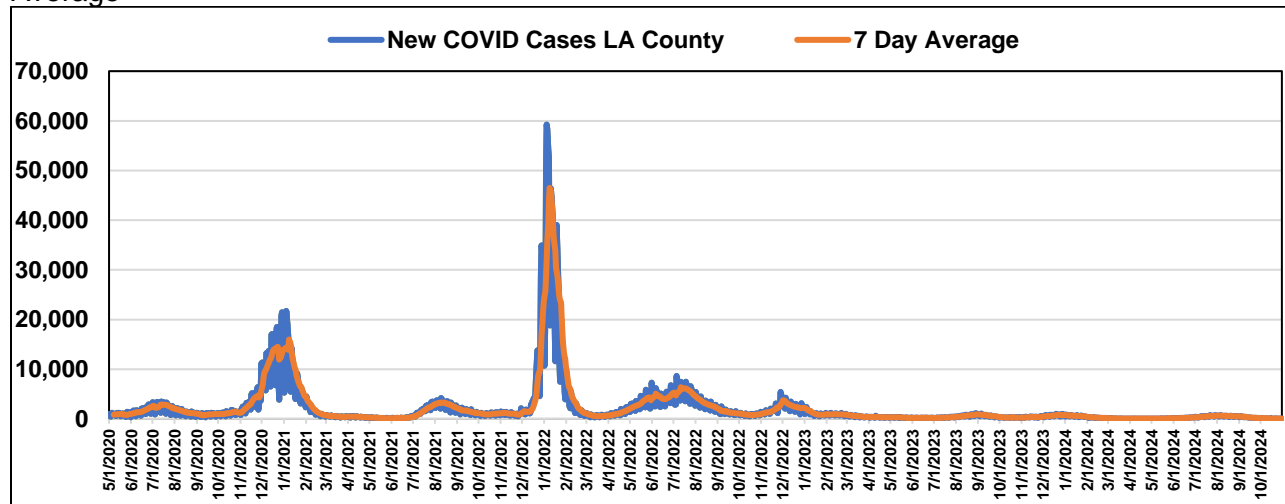


online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to help understand bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership that occurred at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and the summer 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This ridership recovery was similar to the travel demand recovery illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus

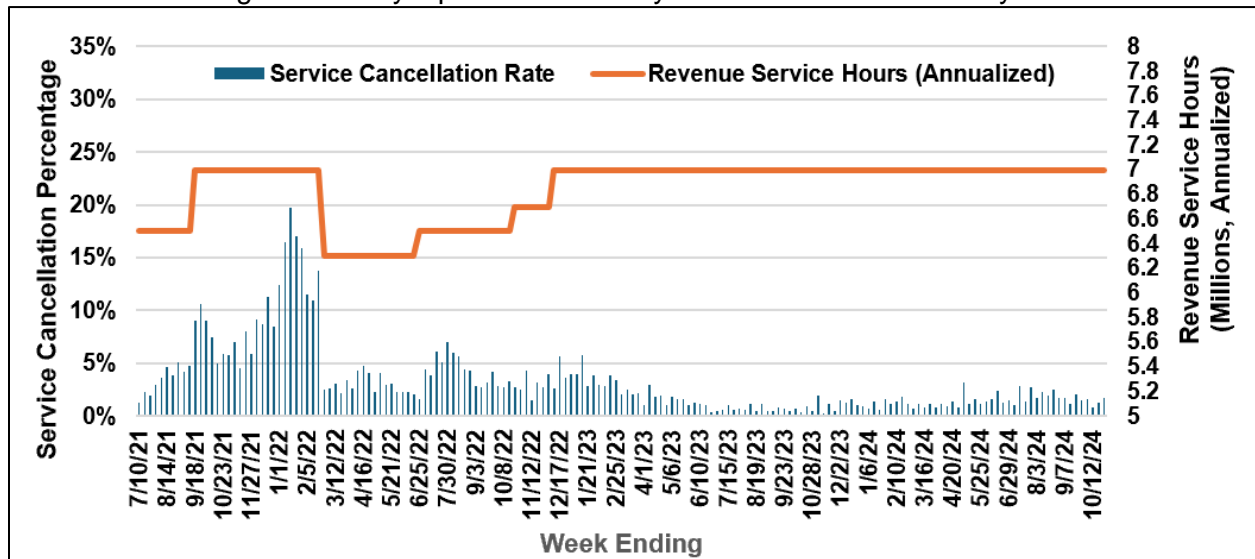
ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

The reintroduction of fare collection in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week

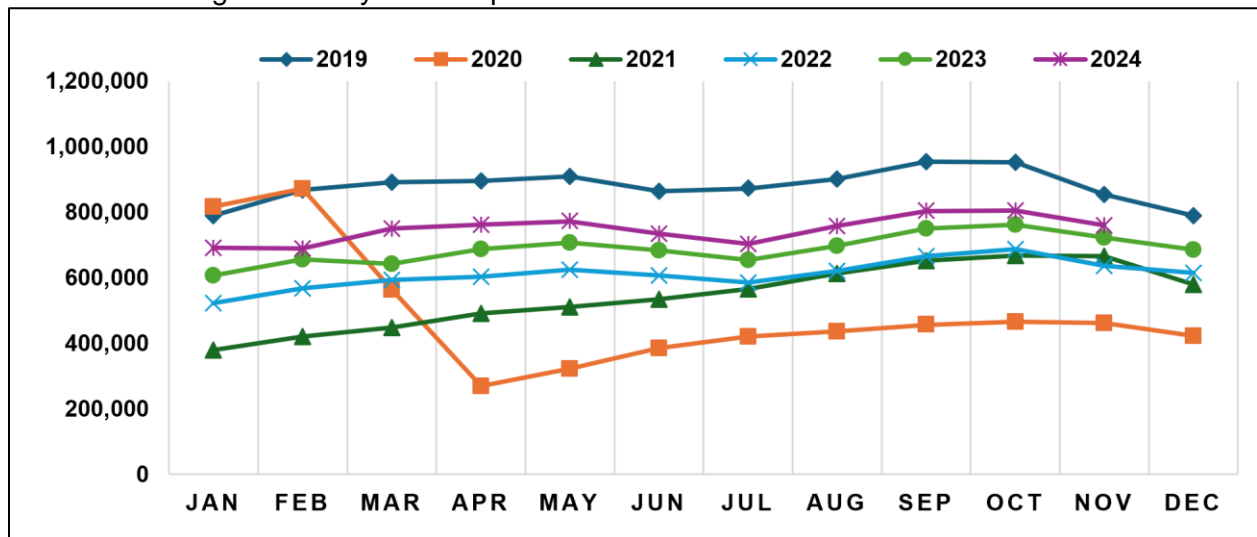


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change and operator recruitment challenges (such as low turnout rate to commence training) have seen a shortage of around 1-2%

in operator numbers during Q1, Q2, and Q3 CY2024. New operator class sizes have again been increased to reverse this trend. Service cancellation numbers remained low (generally under 2% weekdays and Saturdays), though higher than they were in the second half of CY2023 (which were under 1% for weekdays and Saturdays). Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 83.4% for Q4 CY2023, increasing to 83.7% in Q1 CY2024 and to 85.1% in Q2 CY2024, though declining to 82.9% in Q3 CY2024. In May 2024, weekday ridership averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024 (804,963).

Chart 6 – Average Weekday Ridership 2019 – 2024



While Metro saw continued month over month increases in ridership, this particular quarter showed a lower set of recovery rates compared to the previous quarter Q2 2024 compared to the same quarter in CY2019. The CY2019 Q3 quarter had strong ridership with over 900,000 average weekday boardings, almost 578,000 Saturdays, and 456,000 Sundays and slightly lower ridership recovery in Q3 CY2024.

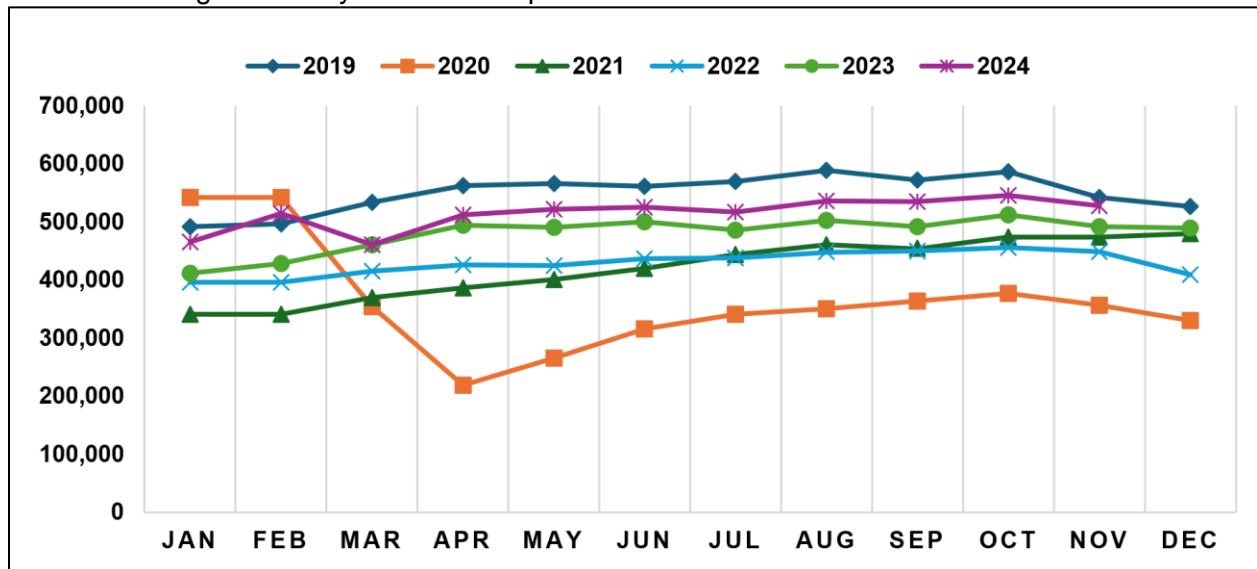
Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7. As with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators

hiring, has improved service in 2023 with gains in ridership seen.

Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday bus ridership was 90.3% of pre-COVID levels and that recovery increased to 94.0% for Q1 CY2024, then dropped slightly to 92.4% for Q2 CY2024, with a further drop to 91.6% in Q3 CY2024. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekdays, with various events and weather impacts occurring each quarter.

Chart 7: Average Saturday Bus Ridership 2019–2024

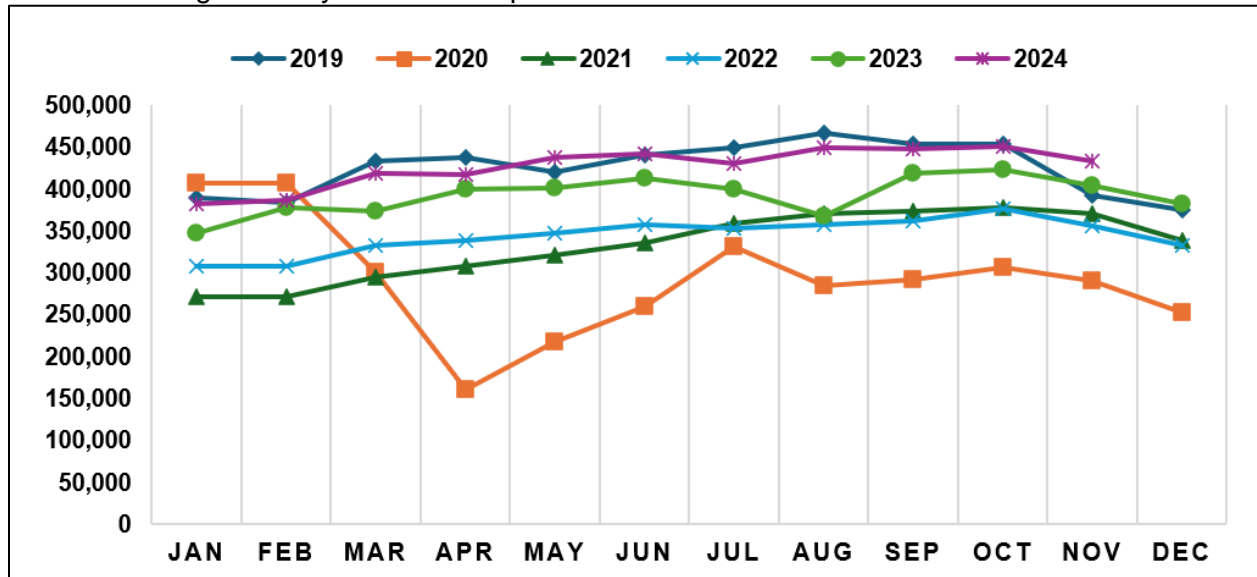


Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year.

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancellations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday bus ridership recovery was 99.97%, though the recovery rate declined slightly to 98.3% in Q1 CY2024, rebounded to 100.3% in Q2 CY2024 (the first recorded quarter of fully recovered Sunday ridership), then declined to 97.1% in Q3 CY2024. As mentioned above, these declines in recovery rates are partly in relation to the comparative growth in the same quarter in CY2019 and may also relate to the variability of weekend ridership for which the number of days is smaller; thus, any individual day can have more impact on the average.

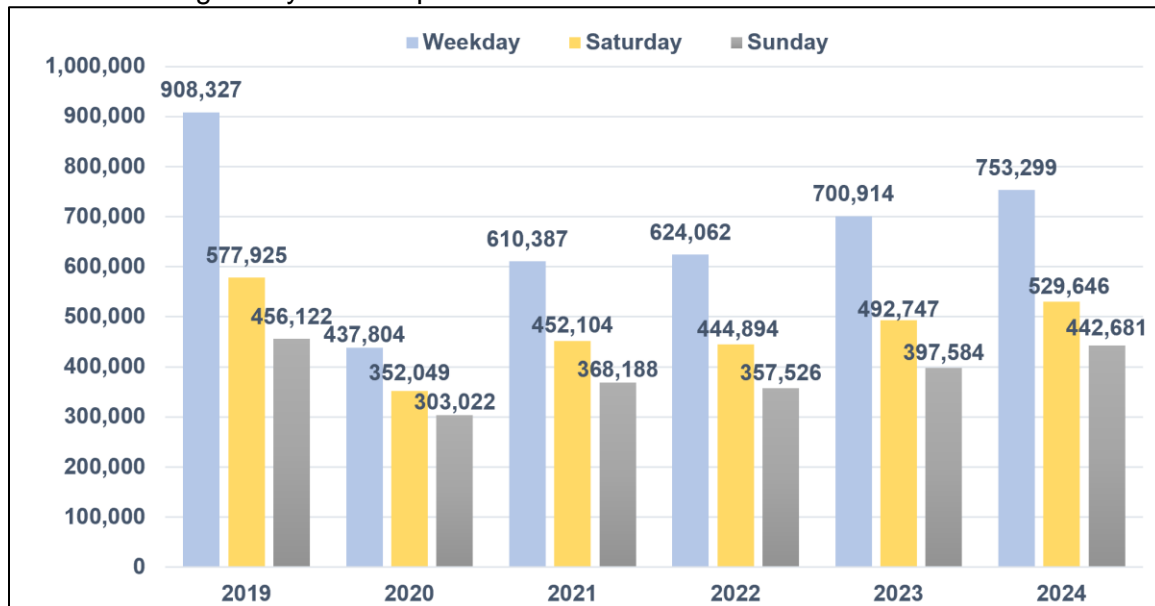
Chart 8: Average Sunday Bus Ridership 2019-2024



Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to increase incrementally between Q4 CY2021 and Q4 CY2022.

Chart 9: Average Daily Ridership Q3 CY 2019 – Q3 CY 2024



This slower rate of weekday ridership growth and the slight decline in weekend ridership in Q4 CY2022 followed the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3, and occurred during the period of bus service reliability problems that resulted in higher cancellations and a service reduction in February 2022. Service was restored in phases between June and

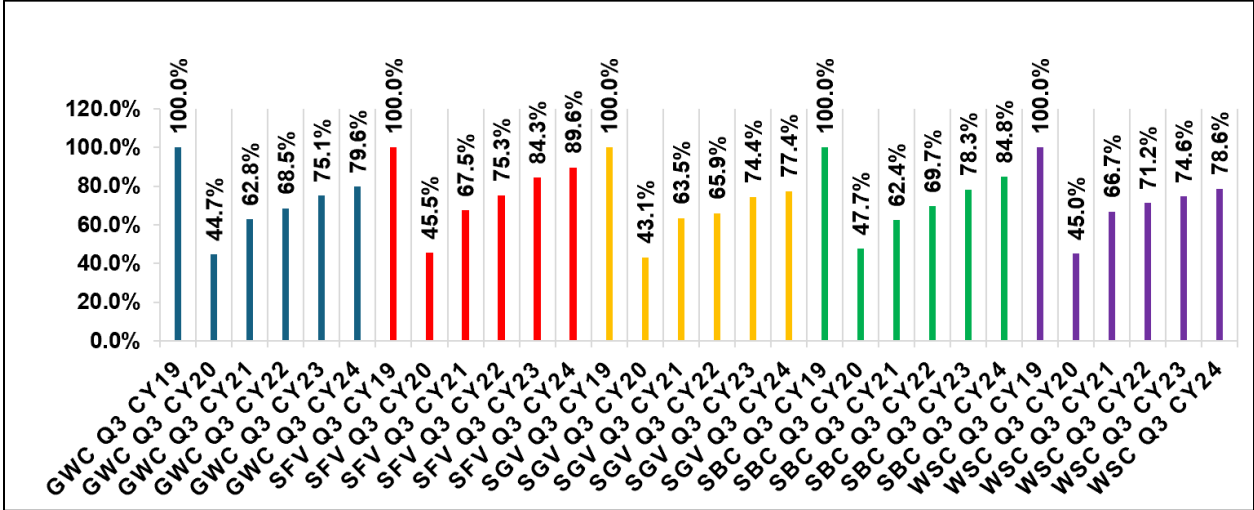
December 2022 as operator numbers increased. The growth from 2022 to 2023 and continuing in 2024 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023 and 2024. Q3 CY2024 average daily ridership between 2019 and 2024 is shown in Chart 9.

Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 continuing into 2024, though weekday and Saturday growth this quarter appeared to slow compared to 2023 over 2022 growth. There was more limited ridership growth seen in 2022 over 2021 weekdays with declines seen during weekends that year, likely linked to the operating challenges then with high cancellations.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, at 89.6% in Q3 CY2024 (down from 91.3% in Q2 CY2024). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 84.8% (down from 85.8% in Q2) for the South Bay Cities, 78.6% (down from 83.5% in Q2) for Westside Central service area, 77.4% (down from 81.3% in Q2) for San Gabriel Valley service area, and 79.6% (down from 80.9% in Q2) for the Gateway Cities service area. All five areas declined slightly compared to Q2 CY2024 recovery rates, though they all still saw average weekday ridership increase, so the ridership recovery decline may relate more to the high ridership experienced in Q3 of CY2019.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q3 CY2019 - Q3 CY 2024



Historically, San Fernando Valley transit lines had less frequent off-peak service. With

the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:
 - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
 - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica BI)
 - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)
 - Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
 - Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic BI)
 - Line 30 increased from every 12 to 10 minutes midday (Pico BI)
 - Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice BI)
 - Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic BI)
 - Line 217 increased from every 12-15 to every 10 minutes peak and midday periods (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- Tier 2:

- Line 10 increased from every 20 to 15 minutes midday
- Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
- Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
 - Line 210 increased from every 20 to every 10 minutes peak and midday
 - Line 212 increased from every 12-15 to every 10 minutes peak and midday
 - Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies
 - Line 110 increased from every 24 to every 15 minutes midday
 - Line 117 increased from every 18-20 to every 15 minutes peak and midday
 - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday
 - Line 232 increased from every 22 to every 15 minutes peak
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

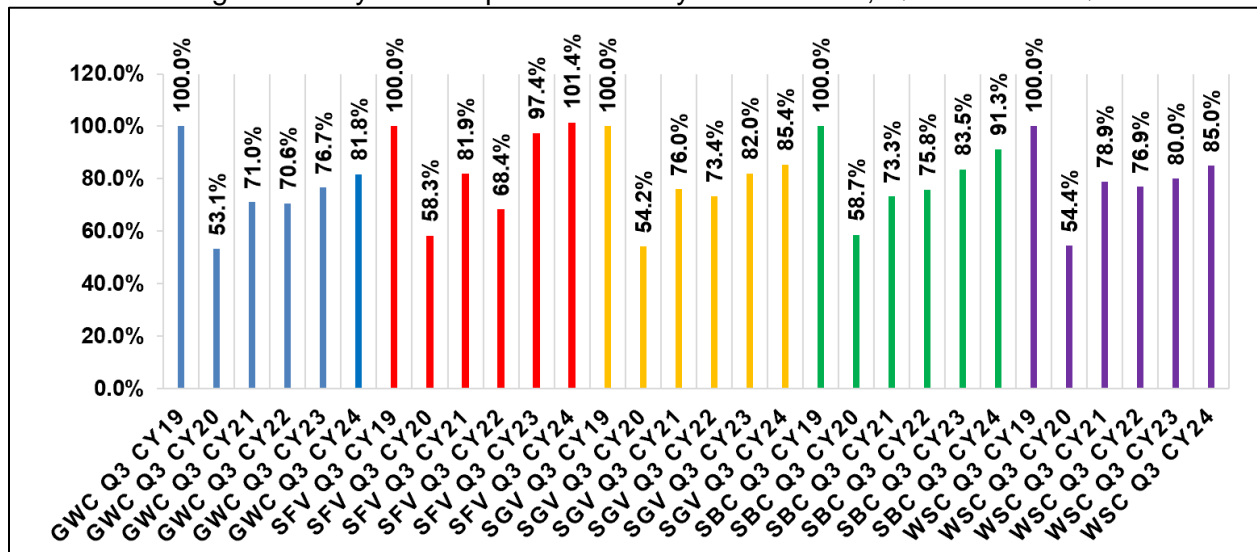
- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
 - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
 - Line 70 increased from every 15 to every 7.5 minutes peak and midday
 - Line 78 increased from every 20 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Saturday ridership recovery has occurred across all regions between Q3 2019 and Q3 CY2024. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.4%, unchanged from Q2 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 81.8% (up from slightly from 81.3% in Q2 CY2024) on the lower end for Gateway Cities to 91.3% (up from 90.1% in Q2 CY2024) for South Bay Cities at the higher end, with San Gabriel Valley at 85.4% (down slightly from 86.4% in Q2 CY2024) and Westside Central at 85.0% (down from 89.0% in Q2 CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q3 CY2019 – Q3 CY2024



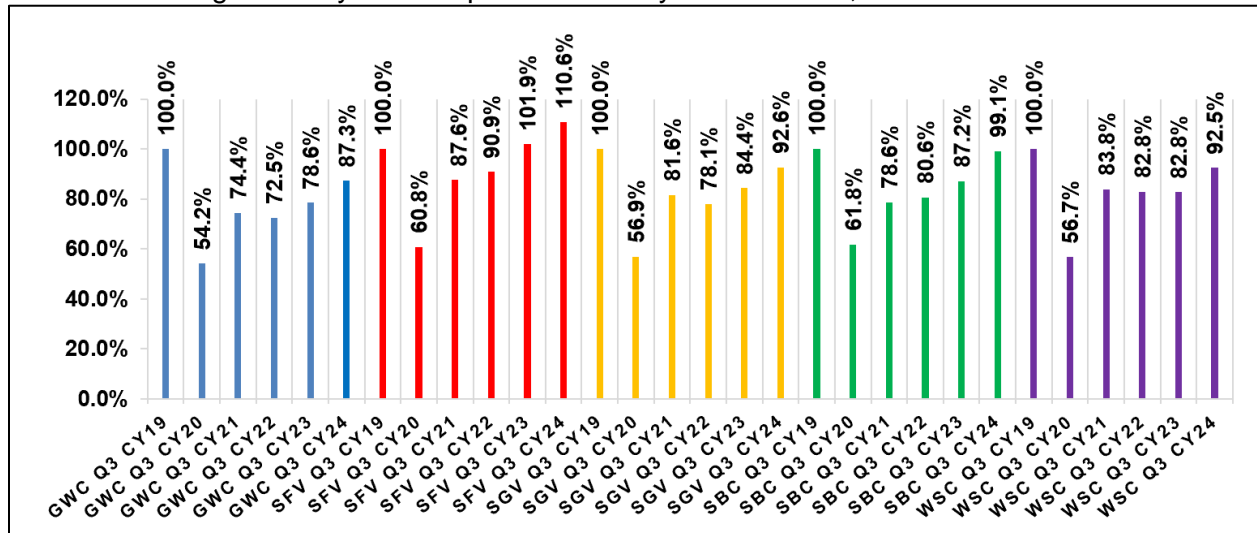
San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q3 CY 2020 and Q3 CY2024. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (110.6%, up from 1114.5% recovered in Q2 CY2024). The Westside Central, San Gabriel Valley, and South Bay Cities all showed decreased or at best, stable recovery rates compared to Q2 CY2024. Results were 87.3% (down from 88.6% in Q2) for Gateway Cities, 92.6% for San Gabriel Valley (down from 94.3% in Q2), and a 92.5% (down from 98.1%) in Q2 for Westside Central, and South Bay Cities at 99.1% (same as 99.1% in Q2).

Chart 12: Average Sunday Ridership Recovered by Service Area, Q3 CY2019 – Q3 CY2024



The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service - Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen weekend frequency changes in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
 - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday

- Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
- Line 30 increased from every 12 to 10 minutes Saturday and Sunday
- Line 33 increased from every 20 to 10 minutes peak hours and midday
- Line 66 increased from every 20 to every 15 minutes Sunday
- Tier 2:
 - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

Highlights from NextGen weekend frequency changes in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
 - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
 - Line 45 increased from every 15 to every 10 minutes Sunday
 - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
 - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
 - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
 - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: two local lines had frequency improvements made:
 - Line 125 increased from every 40 to every 30 minutes Sunday
 - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekend frequency changes in the Gateway Cities service area include:

- Tier 1:
 - Line 53 increased from every 20 to every 15 minutes Sunday

- Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
- Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4:
 - Line 127 added new 30-60 minute Saturday and Sunday service
 - Lines 128 and 258 added new 60-minute Sunday service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekend frequency changes in the San Gabriel Valley service area include:

- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

In reviewing the Q3 CY2024 versus Q3 CY2019 recovery rates, while in many cases the recovery rates showed a decline compared to Q2 rates, there was still strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rate decline relates more to the strength of the Q3 CY2019 ridership.

Table 1: Change in Average Daily Ridership by Service Area - Q3 CY2024 versus Q3 CY2023

Service Area	% Change in Average Weekday Ridership Q3 CY24 vs Q3 23	% Change in Average Saturday Ridership Q3 CY24 vs Q3 23	% Change in Average Sunday Ridership Q3 CY24 vs Q3 23
Gateway Cities	6.0%	6.6%	11.1%
San Fernando Valley	6.3%	4.1%	8.6%
San Gabriel Valley	4.0%	4.2%	9.7%
South Bay Cities	8.3%	9.3%	13.7%
Westside Central	5.3%	6.2%	11.7%

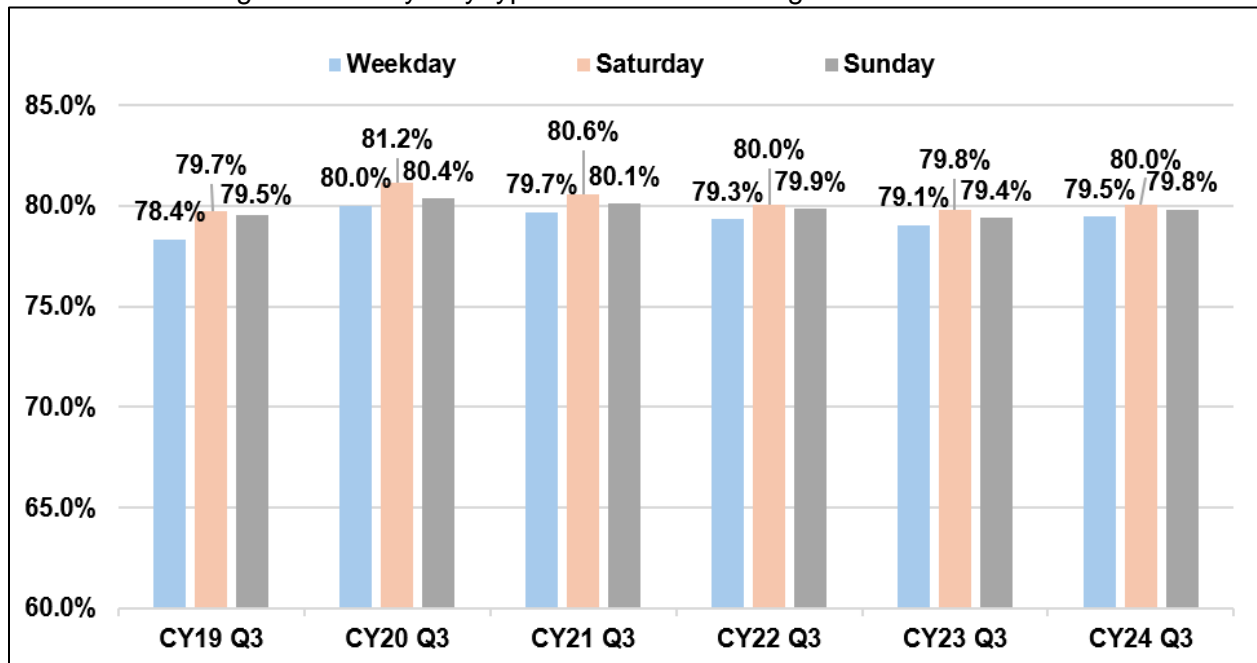
Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q3 CY2019 (pre-NextGen and pandemic) through Q3 CY2024.

The proportion of boardings occurring in EFCs increased in Q3 CY2020 by 1.6% weekdays, 1.5% Saturdays, and 0.9% Sundays as was expected in the early, most

impactful year of the COVID-19 pandemic as those with limited other options were still travelling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.1% higher, but weekends returned to closer to the same level as the pre-pandemic share of boardings in Q1, Q2, and as of Q3 CY2024, both Saturday and Sunday were 0.3% above pre-COVID rates for boardings in EFCs. This suggests two factors: 1) that the NextGen changes have benefitted EFCs particularly during weekdays where transit is critical to access to jobs, services, and opportunities, more than other areas; and 2) that weekdays may have seen a decline in transit trips in non-EFC areas due to changes reducing travel demand such as telecommuting by office workers to places such as downtown LA.

Chart 13: Boardings in EFCs by Day type: Q3 CY2019 through Q3 CY2024



This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

Average Ridership by Time of Day

Weekday ridership by time period for Q3 CY2020 through CY2024 compared to Q3 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2020 Q3 and least percentage of recovery by Q3 2024. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (which persists in 2023 and 2024) as well as students who studied from home during the early years of the pandemic (which is less of a factor in 2023 and 2024). PM peak was more resilient than AM peak and early AM ridership, but less resilient than the midday, evening, late

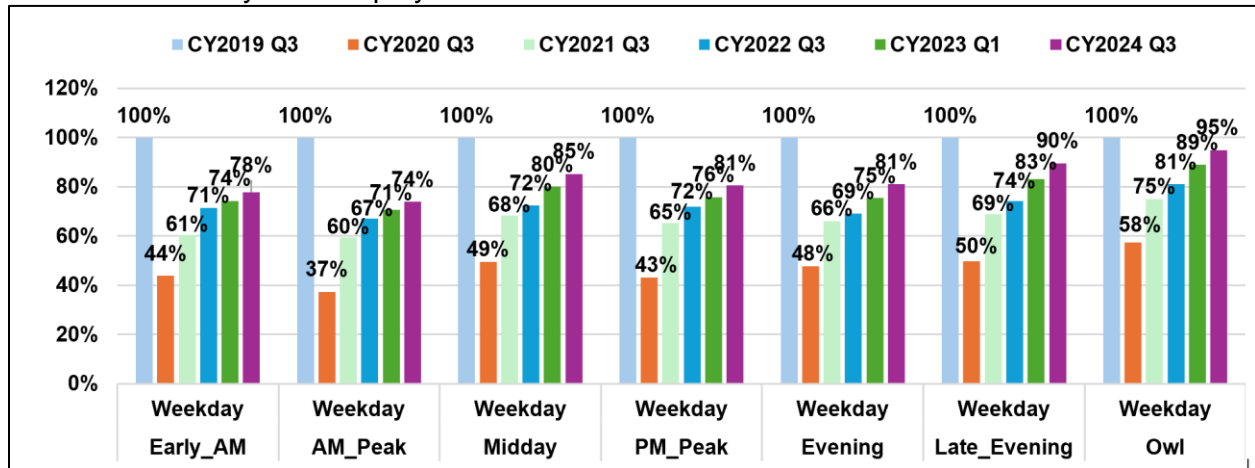
evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023 and 2024. By comparison, the weekday midday period, evening, late evening, and most of all, the overnight Owl period showed the most resilience through the pandemic period. Table 2 provides a comparison of percentage of weekday ridership recovery by time period for Q3 CY2020 and Q3 CY2024.

Table 2: Weekday Ridership Percentage compared to pre-COVID (Q3 CY2019) Ridership

Time Period	Day Type	CY2020 Q3	CY2024 Q3
Early AM	Weekday	44%	78%
AM Peak	Weekday	37%	74%
Midday	Weekday	49%	85%
PM Peak	Weekday	43%	81%
Evening	Weekday	48%	81%
Late Evening	Weekday	50%	90%
Overnight Owl	Weekday	58%	95%

Q3 CY2020 was one of the most impacted quarters for COVID (though less so than Q2 CY2020), as the pandemic began impacting in the second half of March 2020. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in midday period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

Chart 14: Weekday Ridership by Time Period – Q3 CY2019 – Q3 CY2024



Q3 CY2020 Saturday ridership declined to 41-47% of Q3 CY2019 ridership by time period. Largest declines were in early AM, PM peak, evening, and late evening (to 53, 53, 52, and 51% respectively) and slightest declines were for the AM peak, midday (9 am to 3 pm) and Owl periods ridership which declined to 55-57% in Q3 CY 2020 compared to Q3 CY2019 (pre-COVID). The most recovered time periods as of Q3 CY2024 are the early AM, evening, late evening and especially the overnight Owl

periods which showed recovery rates of 92%, 90%, 96% and 99% respectively, suggesting more riders reliant on transit continue to use services during these time periods. Other Saturday time periods during the day have recovered to between 84% and 88%, the lowest being the AM peak at 84%. This suggests a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access. The AM peak work travel does not seem to have returned as much as midday through evening and even early AM ridership, so telecommuting may even be impacting some Saturday jobs.

Chart 15: Saturday Ridership by Time Period – Q3 CY2019 – Q3 CY2024

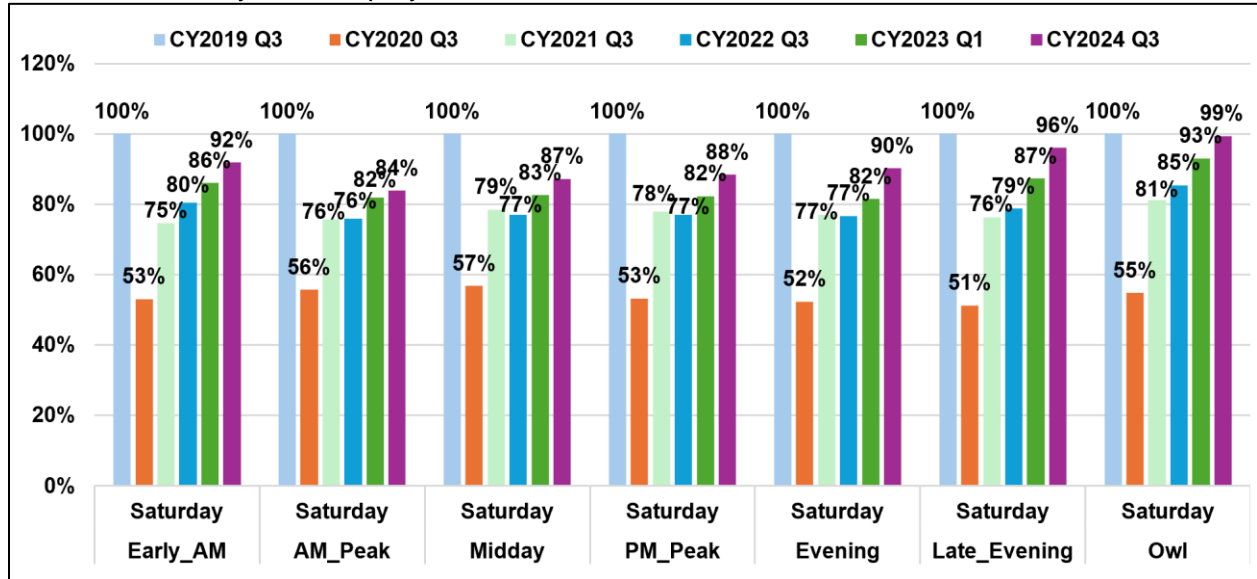
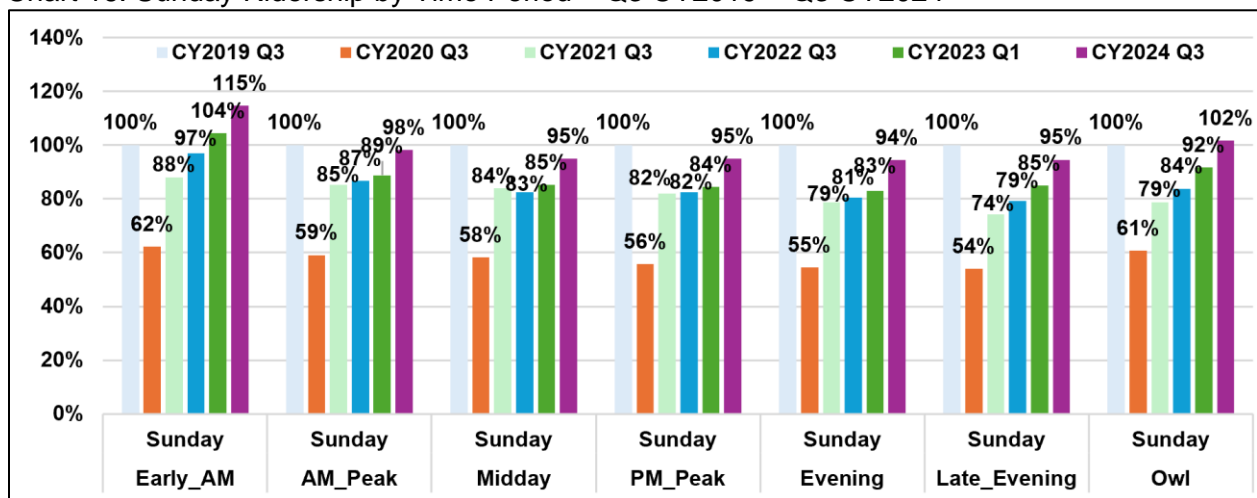


Chart 16: Sunday Ridership by Time Period – Q3 CY2019 – Q3 CY2024



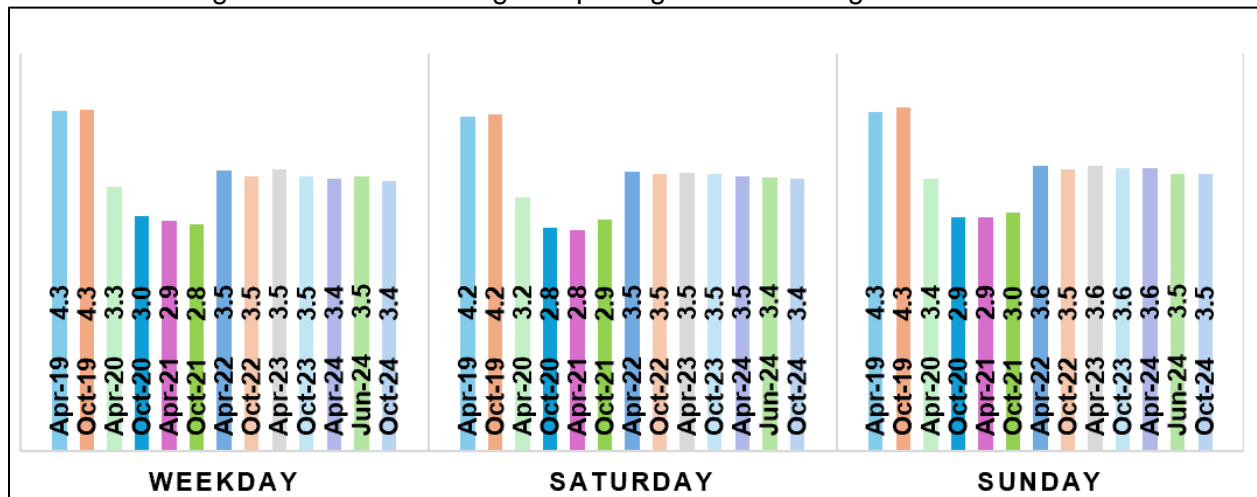
Sunday ridership was the most resilient of all day types in Q3 CY2020, with the late evening showing the largest drop to 54% of Q3 CY2019 pre-COVID ridership. Evening and PM peak also showed large drops (to 55% and 56% respectively). The smallest declines were for the early AM, AM peak, midday, and overnight Owl periods (to 62%,

59%, 58%, and 61% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services. By Q3 CY2024, the largest ridership recovery on Sunday was during the early AM at 115%, similar to the result for this time period in Q2 CY2024. Next best recoveries were for the overnight Owl (102%) and AM peak (98%). Other time periods all showed recovery of between 94% and 95% compared to Q3 CY2019 levels. These overall results suggest the highest transit dependence on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2024. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2024.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 3 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q3 CY2023 compared to Q3 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q3 CY2024 was 82.9% for weekday,

91.6% for Saturday, and 97.1% for Sunday when compared to Q3 CY2019 as a pre-COVID baseline. There were 20 weekday lines/line groups (up from 18 in Q2), 29 Saturday lines/line groups (up from 24 in Q2), and 43 Sunday lines/line groups (up from 40 in Q2) exceeding their pre-COVID Q3 CY2019 ridership numbers in Q3 CY2024. The number of lines below 80.0% recovered declined weekdays and Saturdays but went up by one on Sunday. The recovery appears broad based.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented.

Table 3: Ridership Recovery Distribution, Q3 CY2024 versus Q3 CY2019

Average % Ridership Recovery Q3 CY2024 versus Q3 CY2019	Number of Weekday Lines/Line Groups	Number of Saturday Lines/Line Groups	Number of Sunday Lines/Line Groups
> = 200.0%	0	0	1
150.0 – 199.9%	0	2	0
140.0 – 149.9%	0	2	3
130.0 – 139.9%	0	1	4
120.0 – 129.9%	0	3	6
110.0 – 119.9%	5	11	10
100.0 – 109.9%	15	10	19
90.0 – 99.9%	13	21	14
80.0 – 89.9%	24	13	11
70.0 – 79.9%	12	7	4
60.0 – 69.9%	9	4	1
50.0 – 59.9%	1	0	0
40.0 – 49.0%	2	0	0
30.0 – 39.9%	1	0	1
20.0 – 29.9%	0	1	0
Total Lines/Line Groups	82	75	74

Service Reliability

Q3 CY2024 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q3 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 and 2023 to address the bus operator shortage. As of Q3 CY2024, operator numbers were about 1-

2% below full requirement with 20% extra board after reaching full operator staffing as of August 2023.

This decline was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators in an effort to return to full staffing, which should be achieved in January 2025. Service cancellations should not be a major factor hampering further ridership recovery moving forward but may have had some impact especially in Q2 and Q3 CY2024 when cancellations did increase overall, causing less reliable service for more riders.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of 82.9% recovered: 18-Tier 1 (down from 19 in Q2), 18-Tier 2 (up from 13 in Q2), 8-Tier 3 (down from 11 in Q2), and 11-(up from 8 in Q2) Tier 4 lines/line groups had above average ridership recovery, so the recovery in Q3 was with Tier 2, 3, and 4 lines.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 91.6% recovered with a mix of 18-Tier 1 (up from 14 in Q2), 15-Tier 2 (up from 11 in Q2), 8-Tier 3 (unchanged from Q2), and 4-Tier 4 (down from 7 in Q2) lines/line groups.
- Sunday lines that were over the system average 97.0% recovered were a mix of 16-Tier 1 (up from 15 in Q2), 14-Tier 2 (up from 10 in Q2), 8-Tier 3 (unchanged from Q2), and 8-Tier 4 (up from 7 in Q2) lines/line groups.

NextGen Tier 1 Highest Frequency Lines

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for NextGen Tier 1 service included a high of 119.6% again for Line 66 serving E Olympic/W 8th St. This line also had strong recovery on Saturdays at 110.6%, and Sundays at 126.7% ridership. Eleven other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 105.7% weekday, 118.5% Saturday, 104.1% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 103.9% weekday, 118.5 Saturday, 125.8% Sunday.
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 100.8% weekday, 101.9% Saturday, 111.9% Sunday

- Florence Av Line 111: 99.4% weekday, 93.3% Saturday, 95.9% Sunday
- Soto St Line 251: 98.5% weekday, 98.2% Saturday, 104.9% Sunday
- Central Av Line 53: 97.5% weekday, 102.1% Saturday, 117.2% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 95.9% weekdays, 100.0% Saturday, 111.8% Sunday
- Slauson Av Line 108: 95.0% weekday, 94.1% Saturday, 104.9% Sunday
- Santa Monica BI Line 4: 94.1% weekday, 100.7% Saturday, 100.8% Sunday
- Vernon/La Cienega Line 105: 94.1% weekday, 96.9% Saturday, 104.4% Sunday
- Venice BI Line 33: 91.7% weekday, 90.7% Saturday, 91.7% Sunday

Notably the following lines has fallen below 90.0% recovery weekdays:

- Western Av Line 207: 89.1% weekday, 100.1% Saturday, 103.2% Sunday
- J Line BRT El Monte – Harbor Gateway/San Pedro Lines 910/950: 86.9% weekday, 110.6% Saturday, 110.6% Sunday

These higher recovery Tier 1 lines serve some of the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley, and connect to many job centers. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice BI Line 33

An additional five NextGen Tier 1 lines or line groups were below 90.0% recovered weekdays but met or exceeded system average weekday ridership recovery of 82.9%:

- Hawthorne BI/MLK BI (Line 40) at 88.2% weekdays (97.6% Saturday, 95.0% Sunday)
- Huntington/Las Tunas group (Lines 78, 179) at 87.9% weekdays (95.5% Saturday, 94.6% Sunday)

- La Brea Av (Line 212) at 86.3% weekdays (89.5% Saturday, 96.4% Sunday)
- Garvey/Cesar Chavez (Line 70 group) at 85.6% weekdays (96.0% Saturday, 102.7% Sunday)
- Hollywood/Fairfax - Pasadena group (Lines 180, 217) at 83.4% weekdays (94.2% Saturday, 97.6% Sunday)

In Q3, there were ten Tier 1 lines/line groups with below system average ridership recovery. These are discussed in detail below:

- Wilshire BI/Whitter BI group based on Lines 18, 20, 720 which dropped to a recovery rate of 82.8% weekdays (down from 83.9 in Q2), with 94.7% Saturday and 102.7% Sunday.
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 82.3% (up slightly from 81.7% in Q2) recovery weekday (90.0% Saturday, 98.4% Sunday). Line 4 appears to have gained more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line 210 on Crenshaw with 80.2% recovery weekday (92.6% Saturday, 105.7% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 28 on W. Olympic BI between downtown LA and Century City is 74.3% recovered weekdays (83.5% Saturday, 83.7% Sunday), impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen.
- Line 51 on W 7th St and Avalon with weekday recovery at a low 74.0% (down from 77.0% in Q2) and 76.1% Saturday, 80.7% Sunday. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery (73.3% weekday, down from 74.6% in Q2, 78.8% Saturday, 90.5% Sunday), though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 60 on Long Beach BI between downtown LA and Compton is 73.3% recovered weekdays (down from 78.4% in Q2), 75.5% Saturday, and 81.3% Sunday, with this line being heavily focused on downtown LA.
- Line 30 on Pico BI between Pico/Rimpau Transit Center and downtown LA is

71.5% recovered weekdays (69.4% Saturday and 69.8% Sunday), impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA.

- Vermont Rapid Line 754 had only 68.7% recovery weekdays (slightly higher than 67.7% reported for Q2). It experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take some time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 105.7% (down from 109.3% in Q2) so the corridor overall is recovering. The same low ridership recovery pattern for Line 754 held for Saturdays with 69.0% recovery (up from 65.9% in Q2) and Sundays 83.7%, compared to Line 204 recovery rates of 118.5% Saturdays and 104.1.5% Sundays. The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends).
- G Line (Orange) BRT service at 64.8% (up from 60.1% in Q2) recovered weekdays, with 74.3% recovery Saturday and 77.1% Sunday (improvements all day types from Q2). G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 103.8% on the Sepulveda/Van Nuys group to a low of 73.3% on Broadway (Line 45) and Long Beach BI (Line 60) corridors. The Crenshaw, W Olympic, Long Beach BI, and Broadway corridors where Rapid lines were replaced by high frequency local bus have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to the improved all-day 15-minutes frequencies of weekday under NextGen. During midday weekdays, these lines

previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still also performed strongly, with mostly improved recovery rates over Q2 weekdays and weekends, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 114.2% weekday, 137.6% Saturday, 138.4% Sunday
- Vanowen St Line 165: 108.7% weekday, 122.9% Saturday, 133.4% Sunday
- Nordhoff St Line 166: 107.5% weekday, 125.3% Saturday, 145.1% Sunday
- Victory Bl Line 164: 104.1% weekday, 95.5% Saturday, 100.8% Sunday
- Roscoe Bl Line 152: 97.9% weekday, 117.0% Saturday, 128.7% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle) – 109.0% recovery weekdays, 162.5% Saturday, 148.2% Sunday, linking Boyle Heights high EFC area to key medical centers, benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av) – 102.4% recovery weekdays, 101.2% Saturday, 106.8% Sunday between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership.
- Lines 110 (Gage Av) – 102.0% recovery weekdays, 100.5% Saturday, 108.9% Sunday), and 117 (Century Bl – 102.7% recovery weekdays, 99.3% Saturday, 107.7% Sunday), both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 93.2% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday recovery was 96.5% with improvement from 18-minute to 12-minute frequency, though Sunday was lower at 93.0% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.

- Line 224 (Lankershim BI) in Q3 CY2024 exceeded system average weekday ridership recovery rate at 88.0% (down slightly from 88.5% in Q2). Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 114.7% Saturday and 126.7% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 260 (Atlantic BI) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260 improved to a recovery rate above average at 87.2% (up slightly from 86.6% in Q2). Its weekend recovery was slightly below average at 95.2% Saturday and 100.7% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate.
- Line 115 (Manchester-Firestone) increased to 87.1% from 85.7% in Q2 weekdays: Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change). Line 115 weekend recovery was 95.6% Saturday and 98.8% Sunday.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 84.6% weekdays. It now offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). The Line 94 group had stronger weekend recovery, with 110.9% Saturday and 126.2% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.

Other Tier 2 lines had below average (<82.9%) weekday ridership recovery rates and are discussed in more detail below.

- Line 206 (Normandie Av): Line 206 did not have any change of route. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 81.4% weekday recovery rate. Line 206 weekend recovery was 85.9% Saturday and 86.7% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 has seen relatively higher cancellation rates which may be negatively impacting ridership recovery. Unlike other lines discussed below, this line does not serve downtown LA.
- Line 81 (Figueroa St): With 75.6% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which

likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 84.7% and Sunday at 88.3%.

- Line 14/37 on Beverly Bl/W Adams: 71.2% weekday, 85.1% Saturday, 89.3% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 76 on Valley Bl: 71.0% weekday, 76.5% Saturday, 78.6% Sunday, with a focus on downtown LA.
- Line 35/38 Washington Bl/W Jefferson: 70.7% weekday, 72.1% Saturday, 81.0% Sunday, with a focus on downtown LA.
- Line 10/48 Melrose Av/Main-San Pedro: 63.8 weekdays, 68.0% Saturday, Sunday 79.8%, with a focus on downtown LA.

The common aspect of five of the six lines above (excluding Line 206) is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved since Q3 CY2024 (except Lines 81 and 10/48), there may be marketing opportunities to promote them towards increasing ridership recovery.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. There were a few high performers in above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (118.6% recovery weekdays, the highest of all bus line/line groups, 112.7% Saturday, 116.2% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Line 125 on Rosecrans Av between the South Bay and Norwalk (114.7% recovery weekdays, 115.9% Saturday, 131.8% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 110.3% recovery weekdays and 148.7% Saturdays (Sunday service was newly added). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Rosemead Bl Line 266 service between Lakewood and Pasadena (109.9% recovery weekdays, 125.4% Saturday, 136.1% Sunday) recovery is likely due to

improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.

- Line 202 serving Willowbrook Av in the high EFC Compton area saw 105.2% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 92 between downtown LA and Sylmar via Glenoaks BI (102.0% recovery weekday, 101.7% Saturday, 109.4% Sunday) is likely benefitting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Express Line 577 between El Monte Station and Long Beach VA (101.8% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra BI through the Gateway Cities showed 101.2% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 344 Rancho Palos Verdes service (99.7% recovery weekday, 99.8% Saturday, 121.9% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (98.4% recovery weekdays, 103.4% Saturday, 113.0% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 611 Huntington Park Shuttle (94.6% recovery weekdays, 111.5% Saturday, 108.3% Sunday) continues to run hourly, so appears to be a more general recovery not attributable to a NextGen change.
- San Pedro group of Lines 205, 246, and 550, with 88.7% recovery weekday, 101.0% Saturday, and 114.4% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 265 (Paramount BI) with 87.1% recovery weekdays (up from 76.7% in Q2), 86.3% (up from 74.5% in Q2) Saturday, and 90.0% (up from 86.1% in Q2) Sunday. This is a low-frequency hourly line that received planned NextGen

frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have responded well on all days to the weekday frequency improvement.

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 85.4% weekdays, 87.5% Saturday, 96.0% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a much-improved weekdays recovery of 85.4%. It had 180.8% recovery Saturday (highest for the system but a small line), and 213.8% Sunday (again, highest recovered for the system). These weekend ridership results due to the expanded span of service weekend mornings.
- Line 169 on Saticoy St in San Fernando Valley with 85.9% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 120 on Imperial Highway with 84.3% recovery weekday, 90.9% Saturday, and 100.9% Sunday, without any route or frequency changes
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 83.5% weekday, but 143.1% Saturday, and 146.0% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 158 (Plummer/Woodman) with 83.5% weekdays (up from 71.5% in Q2), and 86.1% Saturday (up from 82.2% in Q2), and 91.6% (up from 86.0% in Q2) for Sunday. Significant improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service weekdays.

Key aspects of other Tier 3 and 4 lines with lower-than-average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route changes, and a lower percentage of route miles serving EFCs. Examples include:

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 80.8% recovery weekdays, 90.9% Saturday, and 92.4% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 62 (Telegraph Rd) with 74.7% recovery weekday, 84.6% Saturday, and 83.6% Sunday. The route was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strong for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.

- Line 134 (Santa Monica – Malibu) with 74.6% recovery weekdays, 89.4% Saturday, and 108.5% Sunday. Much higher recovery on Sunday for this line along the coast, and improved weekday recovery likely due to more workers going to jobs in Malibu.
- Line 161 (Canoga Station – Thousand Oaks) with 71.1% recovery weekdays, 90.0% Saturday, and again a high 119.6% Sunday recovery rate. Improved recovery on Sundays with declines on other day types.
- Line 167 (Devonshire-Coldwater Canyon) with 68.5% recovery weekdays, and higher recovery of 84.7% Saturday, 82.7% Sunday, so more significant recovery rate improvement on weekends. Limited by hourly type frequency.
- Line 218 (Studio City – Beverly Hills) with 63.8% recovery weekday, 86.5% Saturday, 103.9% Sunday. Limited by hourly type frequency but increased recovery in Q3, especially for Sundays.
- Line 102 (La Tijera-Exposition Bl) with 61.9% recovery weekdays, 77.4% Saturday, 76.9% Sunday. This line's recovery is low likely due to the hourly service level now offered.
- Lines 211/215 (Inglewood Av/Prairie Av) at 61.0% recovery only offers peak-hour weekday service, with mostly school student ridership.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 54.7% recovery weekdays, but much higher and increased weekend recovery at 84.0% Saturday (down from 105.2% in Q2), and 110.6% (down from 144.0% in Q2) for Sunday. This may relate to more telecommuting of Westwood area office workers weekdays and increased weekend leisure trips to the coast, but the increases seen in Q2 dropped significantly for all day types.
- Line 209 (Van Ness Av) with 49.0% recovery only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.
- Line 96 (Riverside Dr) with 48.8% recovery weekdays, 69.6% Saturday, 81.5% Sunday, is consistently low, though weekends improved. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line will become Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (36.3% recovery weekdays (up from 29.7% in Q2), with 27.9% (down from 32.3% in Q2) Saturday, and 37.0% (up from 33.2% in Q2) Sunday, operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID

telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.

- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (64.7%, up from 53.7% in Q2), only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL also announced downsizing of staffing in 2024. This line is being transferred to Pasadena Transit to become their Line 53 in December 2024 as planned in the NextGen Bus Plan.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, though they were increased in frequency in December 2023, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, and Lines 267 and 686 are being merged into new Line 267 in December 2024 and will provide 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership recovery which was 62.4% weekdays (down from 63.6% in Q2), but a high 112.4% Saturday (up from 100.2% in Q2), and 112.7% Sunday (from 109.3% in Q2), so weekend ridership is recovering much more here.

Bus Speed and Reliability

As part of the NextGen Bus Plan, almost 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Roscoe Bl (completed at the end of October 2024) and Florence Av (construction in first half of 2025) plus expanded transit signal priority and all door boarding programs also launching in first half of 2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2024

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
E Olympic Bl/W 8th St	66	10,736	66	12,839	119.6%	194.5	270	138.8%	55.2	47.6	86.2%
Balboa BI	236	1,580	235/236	1,875	118.6%	53.9	81.2	150.6%	29.3	23.1	78.7%
Rosecrans Av	125	4,355	125	4,996	114.7%	142.6	178.1	124.9%	30.5	28.1	91.9%
Sherman Way	163	8,846	162	10,098	114.2%	201.2	244.5	121.5%	44.0	41.3	93.9%
Tampa Av & Winnetka Av	243	1,582	242/243	1,745	110.3%	52.9	62.5	118.1%	29.9	27.9	93.4%
Rosemead BI	266	4,797	266	5,273	109.9%	129.4	191.8	148.2%	37.1	27.5	74.2%
LAC USC Medical Center Shuttle	605	2,085	605	2,273	109.0%	54.9	64.3	117.1%	38.0	35.3	93.1%
Vanowen St	165	7,588	165	8,247	108.7%	191.4	225.1	117.6%	39.6	36.6	92.4%
Nordhoff St	166	5,765	166	6,196	107.5%	151.2	154.6	102.2%	38.1	40.1	105.1%
Vermont Av Local	204	20,623	204	21,802	105.7%	273.1	334.8	122.6%	75.5	65.1	86.2%
Willowbrook Av	202	234	202	246	105.2%	19.2	26.9	140.1%	12.2	9.1	75.1%
Victory BI	164	5,898	164	6,138	104.1%	166.7	200.5	120.3%	35.4	30.6	86.5%
Van Nuys BI Local	233	11,259	233	13,190	103.9%	703.0	777.8	110.6%	40.6	38.1	93.9%
Van Nuys BI - Westside Rapid (788); new Van Nuys BI Westside Rapid (761)	788	1,928	761	7,379							
Sepulveda BI Local	234	5,280	234	9,092							
Sepulveda BI - Westside Rapid (734)	734	5,917									
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Century BI	117	8,659	117	8,891	102.7%	211.9	233.2	110.1%	40.9	38.1	93.3%
Compton Av	55	7,481	55	7,658	102.4%	174.5	200.7	115.0%	42.9	38.2	89.0%
Gage Av	110	7,733	110	7,884	102.0%	207.8	227.8	109.6%	37.2	34.6	93.0%
Downtown LA - Glenoaks BI - Sylmar	92	5,800	92	5,913	102.0%	185.0	238	128.6%	31.4	24.8	79.2%
El Monte - Long Beach VA Express	577	880	577	896	101.8%	66.0	76.5	115.9%	13.3	11.7	87.8%
Alondra BI	128	1,121	128	1,134	101.2%	47.8	43.6	91.2%	23.5	26.0	110.9%
3rd St	16	20,860	16	20,349	100.8%	424.2	483.1	113.9%	49.2	43.5	88.5%
Robertson BI - Beverwil Dr			617	671							
Hawthorne BI, Rancho Palos Verdes	344	1,416	344	1,412	99.7%	64.0	65.3	102.0%	22.1	21.6	97.7%
Florence Av	111	14,788	111	14,704	99.4%	281.9	348.2	123.5%	52.5	42.2	80.5%
Soto St	251	8,258	251	14,205	98.5%	340.4	358.9	105.4%	42.4	39.6	93.4%
Soto St - Griffin Av	252	2,023									
Soto St Rapid	751	4,143									
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,685	232	4,609	98.4%	188.8	198.5	105.1%	24.8	23.2	93.6%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Roscoe BI	152	10,602	152	10,379	97.9%	223.8	242	108.1%	47.4	42.9	90.5%
Central Av	53	12,044	53	11,742	97.5%	234.4	291.1	124.2%	51.4	40.3	78.5%
Ventura BI Local	150	8,508	150	3,025	95.9%	515.5	504.3	97.8%	33.7	33.0	98.0%
Reseda BI/Ventura BI Local			240	11,885							
Topanga Canyon BI (245); De Soto Av (244)	245	2,404	244	1,750							
Reseda/Ventura/Van Nuys Rapid	744	4,174									
Ventura BI Rapid	750	2,291									
Slauson Av	108	15,112	108	14,360	95.0%	331.2	372.3	112.4%	45.6	38.6	84.5%
Huntington Park Shuttle	611	1,501	611	1,420	94.6%	56.4	49.7	88.1%	26.6	28.6	107.4%
Santa Monica BI Local	4	14,976	4	24,281	94.1%	640.7	633.4	98.9%	40.3	38.3	95.2%
Santa Monica BI Rapid	704	10,821									
Vernon Av, La Cienega BI	105	10,019	105	14,631	94.1%	354.7	348.5	98.3%	43.9	42.0	95.7%
Vernon Av, La Cienega BI Rapid	705	5,537									
Hoover St	603	7,202	603	7,604	93.2%	225.8	234.7	103.9%	36.1	32.4	89.7%
Silver Lake	201	956									
Venice BI Local	33	10,438	33	17,112	91.7%	496.5	500.4	100.8%	37.6	34.2	90.9%
Venice BI Rapid	733	8,232									
Western Av Local	207	16,536	207	25,417	89.1%	417.6	435.4	104.3%	68.3	58.4	85.5%
Western Av Rapid	757	11,993									
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,555	205	3,068	88.7%	289.7	290.3	100.2%	25.7	22.8	88.5%
San Pedro - Harbor Gateway Transit Center - USC	550	1,430	550	409							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,470	246	3,135							
MLK - Hawthorne BI	40	13,992	40	14,177	88.2%	415.9	431.4	103.7%	38.6	32.9	85.1%
Hawthorne BI Rapid	740	2,074									
Downtown LA - Foothill BI	90	7,039	90	5,989	88.0%	583.4	614.1	105.3%	32.0	27.4	85.6%
Hollywood Way	222	1,330	222	1,186							
Lankershim BI	224	7,325	224	6,855							
Whiteoak Av, Woodley Av	237	2,090	237	1,701							
Whiteoak Av	239	905									
Foothill BI			690	1,115							
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	8,788	78	6,865	87.9%	364.0	308.1	84.6%	24.1	25.1	103.8%
Rose Hill - Arcadia via Huntington Dr			179	857							
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,517	260	10,713	87.2%	379.1	329.4	86.9%	34.8	35.0	100.3%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,691	660	803							

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Manchester Av - Firestone BI	115	13,932	115	12,132	87.1%	301.8	291.6	96.6%	46.2	41.6	90.1%
Paramount BI	265	1,354	265	1,179	87.1%	50.6	60.8	120.2%	26.8	19.4	72.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	18,717	910/950	16,263	86.9%	423.2	389	91.9%	44.2	41.8	94.5%
La Brea Av	212	11,214	212	9,674	86.3%	246.2	298.4	121.2%	45.6	32.4	71.2%
Montebello - Downtown LA via Cesar Chavez Av	68	5,504			85.6%	581.6	584.7	100.5%	39.5	33.6	85.2%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	9,454									
Downtown LA - City Terrace - CSULA	71	1,567	70	15,411							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	419	106	4,233							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	6,003									
Downtown LA - Norwalk - Disneyland	460	5,155	460	4,401	85.4%	218.1	179.3	82.2%	23.6	24.5	103.8%
CSULA - City Terrace Shuttle	665	658	665	562	85.4%	26.8	33	123.1%	24.5	17.0	69.4%
Saticoy St	169	2,291	169	1,949	85.1%	85.4	83.1	97.3%	26.8	23.5	87.4%
Downtown LA - San Fernando Rd - North Hollywood	94	4,285	94	7,038	84.6%	455.2	404	88.8%	26.5	25.2	95.3%
San Fernando Rd Rapid (794)/ Burbank - Sylmar San Fernando Rd (294)	794	3,832	294	1,431							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,744									
Burbank BI Oxnard St	154	786	154	568							
Riverside Dr	155	1,403	155	1,160							
Imperial Hwy	120	3,706	120	3,125	84.3%	138.2	131.8	95.4%	26.8	23.7	88.4%
North Hollywood - Pasadena Express	501	1,529	501	1,277	83.5%	93.2	81.8	87.8%	16.4	15.6	95.2%
Hollywood - Pasadena	180	8,293	180	7,629	83.4%	593.9	616.8	103.9%	36.4	29.2	80.3%
Hollywood BI Fairfax BI	217	6,723	217	10,411							
Hollywood/Fairfax - Pasadena Rapid	780	6,612									
Plummer St, Woodman Av	158	1,951	158	1,622	83.2%	58.6	73.3	125.1%	33.3	22.1	66.5%
Whitter BI W 6th St	18	17,903	18	20,680	82.8%	1172.4	1292.9	110.3%	51.8	38.9	75.1%
Wilshire BI Local	20	13,457	20	9,174							
Wilshire BI Rapid	720	29,353	720	20,442							
Sunset BI (became Sunset BI - Alvarado St)	2	12,018	2	19,219	82.3%	497.4	472.2	94.9%	47.0	40.7	86.7%
Alvarado St	200	11,344									
Normandie Av	206	10,936	206	8,907	81.4%	189.9	202.5	106.6%	57.6	44.0	76.4%
Laurel Canyon BI	230	3,980	230	3,216	80.8%	100.2	90	89.8%	39.7	35.7	90.0%
Crenshaw BI Local	210	10,210	210	13,275	80.2%	376.6	346.7	92.1%	44.0	38.3	87.1%
Crenshaw BI Rapid	710	6,346									

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Figueroa St	81	13,618	81	9,837	75.6%	413.4	358.6	86.7%	40.2	35.1	87.1%
Downtown LA - Eagle Rock via York BI	83	2,411									
Silver Lake - East Hollywood	175	600	182	2,732							
Telegraph Rd	62	4,286	62	3,201	74.7%	159.1	127	79.8%	26.9	25.2	93.6%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,735	134	1,294	74.6%	80.4	59.9	74.5%	21.6	21.6	100.1%
Olympic BI Local	28	8,276	28	10,504	74.3%	401.8	309.1	76.9%	35.2	34.0	96.6%
Olympic BI Rapid	728	5,865									
Avalon BI, W 7th St	51	23,912	51	17,703	74.0%	405.5	431.3	106.4%	59.0	41.0	69.6%
Downtown LA - Artesia via Long Beach BI	60	14,652	60	14,455	73.3%	423.6	426.8	100.8%	46.6	33.9	72.7%
Long Beach BI Rapid	760	5,074									
Broadway Local	45	13,828	45	13,559	73.3%	482.8	394	81.6%	43.5	39.1	89.8%
Broadway Rapid	745	6,436									
Compton BI, Somerset BI	127	755	127	1,849							
Pico BI	30	12,054	30	8,620	71.5%	296.5	206.8	69.7%	40.7	41.7	102.5%
Beverly BI - W Adams BI	14/37	16,885	14/37	12,022	71.2%	384.1	280	72.9%	44.0	42.9	97.7%
Canoga Station - Thousand Oaks	161	1,141	161	811	71.1%	55.9	50.4	90.2%	20.4	16.1	78.8%
Valley BI	76	8,409	76	5,968	71.0%	212.3	211.2	99.5%	39.6	28.3	71.3%
Washington BI/W Jefferson BI	35/38	7,710	35/38	5,451	70.7%	209.7	149.4	71.2%	36.8	36.5	99.2%
Vermont Av Rapid	754	20,413	754	14,025	68.7%	228.3	231.7	101.5%	89.4	60.5	67.7%
Coldwater Canyon Av - Devonshire St	167	2,191	167	1,501	68.5%	89.8	69.5	77.4%	24.4	21.6	88.5%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,118	901	13,687	64.8%	345.9	296.9	85.8%	61.1	46.1	75.5%
Caltech - Pasadena - Jet Propulsion Laboratory	177	357	177	231	64.7%	15.5	14.1	91.0%	23.0	16.4	71.2%
Melrose Av/Main St/San Pedro St	10/48	11,508	10/48	7,339	63.8%	284.5	216.8	76.2%	40.4	33.9	83.7%
Studio City - Beverly Hills	218	940	218	600	63.8%	50.0	32.5	65.0%	18.8	18.5	98.2%
Pasadena - Highland Park - Eastern Av	256	1,506	256	515	62.4%	673.2	515.3	76.5%	22.1	18.0	81.5%
Fremont Av - Eastern Av - Garfield Av	258	2,675	258	2,139							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,783	267	1,640							
El Monte - Pasadena via Baldwin Av	268	1,760	268	704							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,556	287	926							
Pasadena - Altadena via Lake Av, Lincoln Av		0	662	2,000							
Los Robles Av (687); Allen Av (686)	687	1,176	686								
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,453	487/489	1,372							
La Tijera BI, Exposition BI	102	2,575	102	1,595	61.9%	89.1	68.6	77.0%	28.9	23.3	80.4%
Prairie Av/Inglewood Av	211/215	554	211/215	338	61.0%	33.1	25	75.5%	16.7	13.5	80.7%
Westwood - Pacific Palisades	602	1,782	602	975	54.7%	76.9	54.3	70.6%	23.2	18.0	77.5%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q3	Line (2024)	Avg Weekday Boardings 2024 Q3	Weekday Ridership Recovery 2024 versus 2019	Weekday RSH 2019	Weekday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Van Ness Av/Arlington Av	209	827	209	405	49.0%	43.7	31.4	71.9%	18.9	12.9	68.1%
Riverside Dr	96	1,372	96	670	48.8%	85.7	47.6	55.5%	16.0	14.1	87.9%
Warner Center Shuttle	601	960	601	349	36.3%	74.2	33.9	45.7%	12.9	10.3	79.6%
Manhattan Beach BI	126	179			Discontinued	13.8	N/A	N/A	13.0	N/A	N/A
Artesia BI	130	2,536			Transferred to Municipal Agencies	106.6	N/A	N/A	23.8	N/A	N/A
Boyle Av	254	771			Discontinued	37.5	N/A	N/A	20.6	N/A	N/A
Manchester Av Express	442	161			Discontinued	10.3	N/A	N/A	15.6	N/A	N/A
Windsor Hills - Inglewood	607	53			Discontinued	9.2	N/A	N/A	5.8	N/A	N/A
South Gate Shuttle	612	1,143			Replaced with Micro	53.9	N/A	N/A	21.2	N/A	N/A
LAX C Line Shuttle	625	307			Replaced with Micro	18.7	N/A	N/A	16.4	N/A	N/A
Glassell Park - Glendale College	685	449			Replaced with Micro	29.7	N/A	N/A	15.1	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2024

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
CSULA - City Terrace Shuttle	665	205	665	371	180.8%	13.7	29.1	212.4%	15.0	12.7	85%
LAC USC Medical Center Shuttle	605	816	605	1,326	162.5%	27.1	46.5	171.6%	30.1	28.5	95%
Tampa Av & Winnetka Av	243	703	242/243	1,045	148.7%	40.5	55	135.8%	17.3	19.0	110%
North Hollywood - Pasadena Express	501	519	501	743	143.1%	31.4	60.2	191.7%	16.5	12.3	75%
Sherman Way	163	4,950	162	6,812	137.6%	110.8	172.4	155.6%	44.7	39.5	88%
Rosemead BI	266	3,164	266	3,967	125.4%	93.7	126.4	134.9%	33.8	31.4	93%
Nordhoff St	166	2,645	166	3,313	125.3%	74.2	80	107.8%	35.6	41.4	116%
Vanowen St	165	3,731	165	4,586	122.9%	89.6	112.9	126.0%	41.6	40.6	98%
Van Nuys BI Local	233	8,845	233	10,101	118.5%	163.9	220.2	140.1%	44.1	37.3	85%
Sepulveda BI Local	234	6,510	234	5,778		182.2	175.9				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,489	761	4,079		36.1	139.5				
Vermont Av Local	204	14,714	204	17,432	118.5%	204	258.2	126.6%	72.1	67.5	94%
Roscoe BI	152	6,123	152	7,162	117.0%	134.4	170.7	127.0%	45.6	42.0	92%
Rosecrans Av	125	2,691	125	3,117	115.9%	101.4	106.4	104.9%	26.5	29.3	110%
Downtown LA - Foothill BI	90	3,799	90	4,063	114.7%	126.7	144.1	135.7%	28.7	24.2	85%
Hollywood Way	222	828	222	767		52.9	56.6				
Lankershim BI	224	4,361	224	4,705		106.7	154.5				
Whiteoak Av, Woodley Av	237	943	237	1,169		60.3	68.7				
Foothill BI			690	690		0	46.4				
Balboa BI	236	635	236	716	112.7%	25.8	45.5	176.4%	24.6	15.7	64%
Pasadena - Highland Park - Eastern Av	256	740	256	551	112.4%	59	44.3	103.6%	15.5	16.9	108%
Fremont Av - Eastern Av - Garfield Av			258	1,015		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,241	267	826		67.5	46.2				
El Monte - Pasadena via Baldwin Av	268	1,023	268	489		55.3	29.8				
Arcadia - Santa Anita Av - El Monte			287	283		0	15.8				
Downtown LA - San Gabriel BI	487	1,032	487	497		72.4	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,569		0	74.1				

RSH = Revenue Service Hours

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Los Robles Av (687); Allen Av (686)	687	617	686			45.1	0				
Huntington Park Shuttle	611	910	611	1,015	111.5%	49.9	46.7	93.6%	18.2	21.7	119%
Downtown LA - San Fernando Rd - North Hollywood	094	5,613	094	5,293	110.9%	184.9	167.3	129.3%	27.5	23.6	86%
Riverside Dr	155	823	155	951		45.6	59.5				
Burbank BI Oxnard St			154	466		0	34.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	677				28.3	0				
Burbank - Sylmar San Fernando Rd			294	1,181		0	72.8				
E Olympic BI/W 8th St	66	8,594	66	9,503	110.6%	179.8	188.8	105.0%	47.8	50.3	105%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,120	910/950	8,985	110.6%	201.6	201.8	100.1%	40.3	44.5	111%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,372	232	3,488	103.4%	137.9	134.5	97.5%	24.5	25.9	106%
Central Av	053	7,801	053	7,962	102.1%	181.8	204.6	112.5%	42.9	38.9	91%
3rd St	016	15,009	016	14,960	101.9%	317.1	294.5	103.6%	47.3	46.6	98%
Robertson BI - Beverwil Dr			617	335		0	33.9				
Downtown LA - Glenoaks BI - Sylmar	92	4,133	92	4,204	101.7%	148	159	107.4%	27.9	26.4	95%
Compton Av	55	4,562	55	4,618	101.2%	132.1	124.2	94.0%	34.5	37.2	108%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,727	205	1,544	101.0%	83.9	86	99.5%	20.4	20.7	101%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,777	246	2,489		78.9	108.5				
San Pedro - Harbor Gateway Transit Center	550	491				32.7	0				
Santa Monica BI Local	4	12,649	4	20,501	100.7%	357.7	464.9	85.7%	37.5	44.1	118%
Santa Monica BI Rapid	704	7,703				185	0				
Gage Av	110	4,433	110	4,456	100.5%	133.3	111.4	83.6%	33.3	40.0	120%
Western Av Local	207	19,418	207	19,446	100.1%	246.2	299	121.4%	78.9	65.0	82%
Ventura BI	150	8,206	150	1,859	100.0%	237.8	82.4	115.9%	33.9	29.2	86%
Topanga Canyon BI (245); Reseda/Ventura (240)	245	979	240	7,965		42.5	237.4				
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/ De Soto Av (244)	744	1,489	244	851		35	45.6				
Hawthorne BI, Rancho Palos Verdes	344	1,014	344	1,012	99.8%	56.2	44.6	79.4%	18.0	22.7	126%
Century BI	117	6,030	117	5,991	99.3%	147	125	85.0%	41.0	47.9	117%
Soto St	251	7,597	251	8,323	98.2%	191.6	234.6	106.0%	38.3	35.5	93%
Soto St - Griffin Av	252	881				29.7	0				

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
MLK - Hawthorne BI	40	9,682	40	10,758	97.6%	249.7	348.1	107.8%	34.1	30.9	91%
Hawthorne BI Rapid	740	1,336				73.2	0				
Vernon Av, La Cienega BI	105	10,210	105	9,898	96.9%	223.1	223.6	100.2%	45.8	44.3	97%
Hoover St	603	5,925	603	6,299	96.5%	146.8	203.1	116.1%	37.3	31.0	83%
Silver Lake	201	603				28.2	0				
Montebello - Downtown LA via Cesar Chavez Av	68	3,755	70	11,225	96.0%	98	292	95.7%	34.4	34.6	100%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	6,652				174.3	0				
Downtown LA - City Terrace - CSULA	71	483				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	2,263		0	98.3				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,155				106.3	0				
Manchester Av - Firestone BI	115	8,835	115	8,454	95.7%	190.9	185.4	97.1%	46.3	45.6	99%
Downtown LA - South Arcadia via Huntington Dr/ Las Tunas Dr	78	5,629	78	4,590	95.5%	188.3	139.7	100.2%	29.9	28.5	95%
Rose Hill - Arcadia via Huntington Dr			179	788		0	48.9				
Victory BI	164	3,610	164	3,447	95.5%	113.3	109.3	96.5%	31.9	31.5	99%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,991	260	6,766	95.2%	200.5	176.2	105.6%	39.9	35.9	90%
Pasadena - Altadena via Fair Oaks Av			660	838		0	35.5				
Whitter BI W 6th St	18	12,342	18	16,320	94.7%	250.6	344.5	108.7%	43.4	37.8	87%
Wilshire BI Local	20	7,365	20	6,673		219.3	247.7				
Wilshire BI Rapid	720	19,908	720	14,510		443.1	400.3				
Hollywood - Pasadena	180	9,731	180	6,240	94.2%	263.3	230.6	116.0%	36.0	29.2	81%
Hollywood BI Fairfax BI	217	5,474	217	8,085		158.9	259.3				
Slauson Av	108	9,157	108	8,620	94.1%	207.5	225.4	108.6%	44.1	38.2	87%
Florence Av	111	10,933	111	10,202	93.3%	225.3	227.8	101.1%	48.5	44.8	92%
Crenshaw BI Local	210	7,586	210	10,560	92.6%	195.4	316.7	102.2%	36.8	33.3	91%
Crenshaw BI Rapid	710	3,816				114.4	0				
Imperial Hwy	120	2,045	120	1,860	90.9%	87.9	87.7	99.8%	23.3	21.2	91%
Laurel Canyon BI	230	1,992	230	1,812	90.9%	61.7	62.3	101.0%	32.3	29.1	90%
Venice BI Local	33	7,674	33	13,192	90.7%	208.6	351.2	86.5%	35.8	37.6	105%

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Venice BI Rapid	733	6,865				197.2	0				
Sunset BI (became Sunset BI - Alvarado St)	2	8,151	2	15,306	90.0%	239.4	379.6	97.5%	43.7	40.3	92%
Alvarado St	200	8,861				149.8	0				
Canoga Station - Thousand Oaks	161	700	161	630	90.0%	39.6	40.8	103.0%	17.7	15.4	87%
La Brea Av	212	7,531	212	6,738	89.5%	187.9	187	99.5%	40.1	36.0	90%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,221	134	1,091	89.4%	59.9	51.1	85.3%	20.4	21.4	105%
Downtown LA - Norwalk - Disneyland	460	3,881	460	3,395	87.5%	177.6	150.9	85.0%	21.9	22.5	103%
Studio City - Beverly Hills	218	563	218	487	86.5%	34.7	32.4	93.4%	16.2	15.0	93%
Paramount BI	265	751	265	648	86.3%	37.6	37.5	99.7%	20.0	17.3	86%
Plummer St, Woodman Av	158	1,076	158	927	86.1%	42.6	43.2	101.4%	25.3	21.5	85%
Normandie Av	206	7,017	206	6,024	85.9%	129.8	138.3	106.5%	54.1	43.6	81%
Beverly BI - W Adams BI	14/37	8,829	14/37	7,517	85.1%	212.9	209.4	98.4%	41.5	35.9	87%
Figueroa St	81	9,128	81	7,314	84.7%	207.9	203.2	140.5%	51.9	31.3	60%
Downtown LA - Eagle Rock via York BI	83	1,662	182	1,830		0	88.9				
Coldwater Canyon Av - Devonshire St	167	1,249	167	1,058	84.7%	69.2	68.8	99.4%	18.1	15.4	85%
Telegraph Rd	62	2,786	62	2,358	84.6%	106.1	89	83.9%	26.3	26.5	101%
Westwood - Pacific Palisades	602	620	602	521	84.0%	50.9	49.7	97.6%	12.2	10.5	86%
Olympic BI Local	028	8,809	028	7,351	83.5%	260.9	208.6	80.0%	33.8	35.2	104%
Broadway Local	045	11,534	045	10,427	78.8%	272.4	258.6	89.8%	39.2	34.4	88%
Broadway Rapid	745	3,129				101.8	0				
Compton BI, Somerset BI			127	1,133		0	77.3				
La Tijera BI, Exposition BI	102	1,747	102	1,352	77.4%	78.8	66.8	84.8%	22.2	20.2	91%
Valley BI	076	6,088	076	4,655	76.5%	166.9	152.8	91.6%	36.5	30.5	84%
Avalon BI, W 7th St	051	18,491	051	14,063	76.1%	350.5	348.9	99.5%	52.8	40.3	76%
Downtown LA - Artesia via Long Beach BI	060	11,110	060	10,028	75.5%	270	318.6	91.8%	38.3	31.5	82%
Long Beach BI Rapid	760	2,173				77	0				
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,085	901	8,980	74.3%	220.5	232.9	105.6%	54.8	38.6	70%
Washington BI/W Jefferson BI	35/38	4,435	35/38	3,196	72.1%	142.7	101.7	71.3%	31.1	31.4	101%
Riverside Dr	96	790	96	550	69.6%	44.9	31.6	70.4%	17.6	17.4	99%
Pico BI	30	9,693	30	6,730	69.4%	239.4	138.3	57.8%	40.5	48.7	120%

DESCRIPTION	Line (2019)	Avg Sat Boardings Q3-2019	Line (2024)	Avg Sat Boardings Q3-2024	Sat Ridership Recovery 2024 Versus 2019	Sat RSH 2019	Sat RSH 2024	RSH % 2024 over 2019	Productivity Boardings/RSH 2019	Productivity Boardings/RSH 2024	Productivity % 2024 over 2019
Vermont Av Rapid	754	14,153	754	9,764	69.0%	164.7	144.3	87.6%	85.9	67.7	79%
Melrose Av/Main St/San Pedro St	10/048	6,529	10/048	4,437	68.0%	187.8	144.6	77.0%	34.8	30.7	88%
Warner Center Shuttle	601	745	601	208	27.9%	70.5	33.9	48.1%	10.6	6.1	58%
Alondra BI			128	693	New Saturday service	0	43.7	N/A	N/A	15.9	N/A
Saticoy St			169	1,169	New Saturday service	0	66	N/A	N/A	17.7	N/A
Artesia BI	130	1,280			Transferred to Municipal Agencies	57.3	0	N/A	22.3	N/A	N/A
Boyle Av	254	402			Discontinued	28.5	0	N/A	14.1	N/A	N/A
South Gate Shuttle	612	929			Replaced with Micro	52.7	0	N/A	17.6	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 3, Calendar Year 2019 to Quarter 3, Calendar Year 2024

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3-2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
CSULA - City Terrace Shuttle	665	140	665	299	213.8%	11.7	29.1	248.7%	12.0	10.3	86%
LAC USC Medical Center Shuttle	605	708	605	1,049	148.2%	27	46.4	171.9%	26.2	22.6	86%
North Hollywood - Pasadena Express	501	441	501	644	146.0%	31.4	60.4	192.4%	14.1	10.7	76%
Nordhoff St	166	1,894	166	2,749	145.1%	56.2	79.9	142.2%	33.7	34.4	102%
Sherman Way	163	3,869	162	5,357	138.4%	89.1	132.8	149.0%	43.4	40.3	93%
Rosemead BI	266	2,509	266	3,415	136.1%	76	126.4	166.3%	33.0	27.0	82%
Vanowen St	165	2,798	165	3,733	133.4%	77	112.9	146.6%	36.3	33.1	91%
Rosecrans Av	125	1,925	125	2,537	131.8%	71.1	106.4	149.6%	27.1	23.8	88%
Roscoe BI	152	4,592	152	5,910	128.7%	102.9	170.2	165.4%	44.6	34.7	78%
Downtown LA - Foothill BI	90	2,482	90	3,552	126.7%	87.4	144.1	160.6%	26.0	20.5	79%
Hollywood Way	222	727	222	676		52.9	56.6				
Lankershim BI	224	3,565	224	3,881		92.3	154.5				
Whiteoak Av, Woodley Av	237	832	237	995		60.3	68.9				
Foothill BI			690	536		0	46.4				
E Olympic BI/W 8th St	66	5,625	66	7,128	126.7%	124.1	181.1	145.9%	45.3	39.4	87%
Downtown LA - San Fernando Rd - North Hollywood	94	4,235	94	4,483	126.2%	160.6	165.4	154.7%	24.5	20.0	82%
Burbank BI Oxnard St			154	363		0	34.9				
Riverside Dr	155	534	155	807		28.4	59.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	511				26.3	0				
Burbank - Sylmar San Fernando Rd			294	1,007		0	72.8				
Van Nuys BI Local	233	6,987	233	8,768	125.8%	139.1	220.2	156.3%	39.2	31.6	80%
Sepulveda BI	234	5,070	234	4,788		168.5	175.9				
Sepulveda BI - Westside Rapid	744	1,381	761	3,345		35	139.5				
Hawthorne BI, Rancho Palos Verdes	344	712	344	868	121.9%	39.7	44.5	112.1%	17.9	19.5	109%
Canoga Station - Thousand Oaks	161	401	161	479	119.6%	27.4	40.8	148.9%	14.6	11.7	80%
Central Av	53	5,439	53	6,377	117.2%	125.6	202	160.8%	43.3	31.6	73%
Balboa BI	236	490	236	569	116.2%	25.8	45.5	176.4%	19.0	12.5	66%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,459	205	1,413	114.4%	70.9	86	120.2%	20.0	19.1	95%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,357	246	2,299		58.6	108.8				
San Pedro - Harbor Gateway Transit Center	550	428				32.6	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,796	232	3,158	113.0%	119.8	134.5	112.3%	23.3	23.5	101%
Pasadena - Highland Park - Eastern Av	256	582	256	472	112.7%	53.8	44.2	106.1%	13.3	14.1	106%
Fremont Av - Eastern Av - Garfield Av			258	880		0	55.9				

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3-2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,005	267	618		67.1	46.2				
El Monte - Pasadena via Baldwin Av	268	817	268	376		54.5	29.8				
Arcadia - Santa Anita Av - El Monte			287	237		0	15.8				
Downtown LA - San Gabriel BI	487	897	487	447		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,320		0	73.1				
Los Robles Av (687); Allen Av (686)	687	560	686			45.1	0				
3rd St.	16	11,744	16	12,816	111.9%	242.3	294.5	135.5%	48.5	40.0	83%
Robertson BI - Beverwil Dr			617	323		0	33.9				
Ventura BI	150	6,448	150	1,658	111.8%	184.8	82.4	155.1%	35.0	25.3	72%
Topanga Canyon BI	245	313	244	661		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,381	240	6,786		34.3	232.5				
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,697	910/950	7,404	110.6%	201.6	201.8	100.1%	33.2	36.7	110%
Westwood - Pacific Palisades	602	425	602	470	110.6%	37.3	49.7	133.2%	11.4	9.5	83%
Downtown LA - Glenoaks BI - Sylmar	92	3,288	92	3,596	109.4%	122.4	159	129.9%	26.9	22.6	84%
Gage Av	110	3,044	110	3,316	108.9%	98.6	111.4	113.0%	30.9	29.8	96%
Santa Monica - Malibu via Pacific Coast Hwy	534	858	134	931	108.5%	44.4	51.1	115.1%	19.3	18.2	94%
Huntington Park Shuttle	611	842	611	912	108.3%	49.8	46.7	93.8%	16.9	19.5	116%
Century BI	117	4,601	117	4,954	107.7%	121.8	122.1	100.2%	37.8	40.6	107%
Compton Av	55	3,426	55	3,660	106.8%	104	115.6	111.2%	32.9	31.7	96%
Crenshaw BI	210	8,626	210	9,122	105.7%	191.6	308	160.8%	45.0	29.6	66%
Soto St	251	5,547	251	6,616	104.9%	149.9	229.3	127.7%	35.1	28.9	82%
Soto St - Griffin Av	252	759				29.6	0				
Slauson Av	108	6,377	108	6,687	104.9%	150.2	215.7	143.6%	42.5	31.0	73%
Vernon Av, La Cienega BI	105	8,115	105	8,475	104.4%	167	220.3	131.9%	48.6	38.5	79%
Vermont Av Local	204	13,994	204	14,571	104.1%	196.5	255.3	129.9%	71.2	57.1	80%
Studio City - Beverly Hills	218	436	218	453	103.9%	25.1	32.4	129.1%	17.4	14.0	80%
Western Av Local	207	15,888	207	16,399	103.2%	206.2	299	145.0%	77.0	54.8	71%
Whitter BI W 6th St.	18	9,566	18	13,855	102.7%	203.4	345	136.7%	43.1	32.4	75%
Wilshire BI Local	20	5,771	20	5,707		183.9	247.7				
Wilshire BI Rapid	720	16,000	720	12,610		339.1	400.3				
Montebello - Downtown LA via Cesar Chavez Av	68	3,896			102.7%	102.2	0	124.8%	35.9	29.6	82%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	70	6,913	70	9,567		181	292				
Downtown LA - City Terrace - CSULA	71	420				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,969		0	98.3				

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3-2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Imperial Hwy	120	1,708	120	1,724	100.9%	87.6	87.7	100.1%	19.5	19.7	101%
Santa Monica BI Local	4	10,419	4	17,616	100.8%	282.2	464.9	107.0%	40.2	37.9	94%
Santa Monica BI Rapid	704	7,064				152.3	0				
Victory BI	164	2,667	164	2,688	100.8%	87.9	109.3	124.3%	30.3	24.6	81%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	6,349	260	5,557	100.7%	166.9	176.2	126.8%	38.0	30.2	79%
Pasadena - Altadena via Fair Oaks Av			660	833		0	35.5				
Manchester Av - Firestone BI	115	6,882	115	6,801	98.8%	165.3	168.4	101.9%	41.6	40.4	97%
Sunset BI (became Sunset BI - Alvarado St)	2	6,507	2	13,210	98.4%	185.3	379.6	123.1%	43.5	34.8	80%
Alvarado St	200	6,915				123	0				
Hollywood - Pasadena	180	8,013	180	5,492	97.6%	238.4	230.4	133.4%	34.4	25.2	73%
Hollywood BI Fairfax BI	217	4,617	217	6,836		128.8	259.3				
La Brea Av	212	5,831	212	5,619	96.4%	136.9	187.5	137.0%	42.6	30.0	70%
Downtown LA - Norwalk - Disneyland	460	3,107	460	2,984	96.0%	154.5	151.1	97.8%	20.1	19.7	98%
Florence Av	111	9,016	111	8,642	95.9%	208.9	214.3	102.6%	43.2	40.3	93%
MLK - Hawthorne BI	40	8,929	40	8,481	95.0%	246.6	298	120.8%	36.2	28.5	79%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78	4,830	78	3,903	94.6%	166.7	139.7	113.1%	29.0	24.2	84%
Rose Hill - Arcadia via Huntington Dr			179	667		0	48.9				
Hoover St	603	4,890	603	5,024	93.0%	127.5	160.3	103.0%	34.7	31.3	90%
Silver Lake	201	514				28.1	0				
Laurel Canyon BI	230	1,614	230	1,491	92.4%	56.8	56.4	99.3%	28.4	26.4	93%
Venice BI Local	33	5,993	33	11,486	91.7%	170.4	349.5	97.9%	35.1	32.9	94%
Venice BI Rapid	733	6,536				186.6	0				
Plummer St, Woodman Av	158	812	158	744	91.6%	39.9	43	107.8%	20.4	17.3	85%
Broadway Local	45	8,788	45	8,725	90.5%	200.5	255.7	127.8%	41.0	29.1	71%
Compton BI, Somerset BI			127	956		0	77.3				
Broadway Rapid	745	1,905				60.1	0				
Paramount BI	265	630	265	567	90.0%	37.5	37.5	100.0%	16.8	15.1	90%
Beverly BI - W Adams BI	14/37	7,201	14/37	6,431	89.3%	186.4	209.4	112.3%	38.6	30.7	79%
Figueroa St	81	6,946	81	6,040	88.3%	160.3	202.9	123.6%	35.6	25.4	71%
Downtown LA - Eagle Rock via York BI	83	1,448				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,368		0	88.9				
Normandie Av	206	6,041	206	5,235	86.7%	115.7	134.2	116.0%	52.2	39.0	75%
Vermont Av Rapid	754	9,444	754	7,904	83.7%	111.4	140.7	126.3%	84.8	56.2	66%
Olympic BI Local	28	7,348	28	6,148	83.7%	225.7	208.6	92.4%	32.6	29.5	91%
Telegraph Rd	62	2,225	62	1,861	83.6%	89.3	86.2	96.5%	24.9	21.6	87%

Line Description	Line (2019)	Avg Sun Boardings Q3-2019	Line (2024)	Avg Sun Boardings Q3-2024	Sun Ridership Recovery 2024 Versus 2019	Sunday RSH 2019	Sunday RSH 2024	RSH % 2024 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2024	Productivity % 2024 over 2019
Coldwater Canyon Av - Devonshire St	167	1,126	167	931	82.7%	69.1	68.8	99.6%	16.3	13.5	83%
Riverside Dr	96	597	96	487	81.5%	38.8	31.6	81.4%	15.4	15.4	100%
Downtown LA - Artesia via Long Beach BI	60	9,970	60	8,105	81.3%	224.3	304.8	135.9%	44.4	26.6	60%
Washington BI/W Jefferson BI	35/38	3,055	35/38	2,475	81.0%	105.7	100.2	94.8%	28.9	24.7	85%
Avalon BI, W 7th St	51	13,852	51	11,172	80.7%	262.2	262.8	100.2%	52.8	42.5	80%
Melrose Av/Main St/San Pedro St	10/48	4,785	10/48	3,820	79.8%	146	144.6	99.0%	32.8	26.4	81%
Valley BI	76	4,865	76	3,823	78.6%	136.2	152.8	112.2%	35.7	25.0	70%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,998	901	7,708	77.1%	220.5	232.9	105.6%	45.3	33.1	73%
La Tijera BI, Exposition BI	102	1,507	102	1,158	76.9%	78.1	66.8	85.5%	19.3	17.3	90%
Pico BI	30	8,335	30	5,817	69.8%	203.6	138.3	67.9%	40.9	42.1	103%
Warner Center Shuttle	601	751	601	278	37.0%	71	33.9	47.7%	10.6	8.2	78%
Alondra BI			128	575	New Sunday Service	0	43.7	N/A	N/A	13.2	N/A
Saticoy St			169	919	New Sunday Service	0	61.9	N/A	N/A	14.8	N/A
Tampa Av & Winnetka Av			242/243	846	New Sunday Service	0	55	N/A	N/A	15.4	N/A
Artesia BI	130	1,051			Transferred to Municipal Agencies	57.2	0	N/A	18.4	N/A	N/A
South Gate Shuttle	612	803			Replaced with Micro	52.3	0	N/A	15.3	N/A	N/A



NextGen Ridership Update Quarter 3, Calendar Year 2024

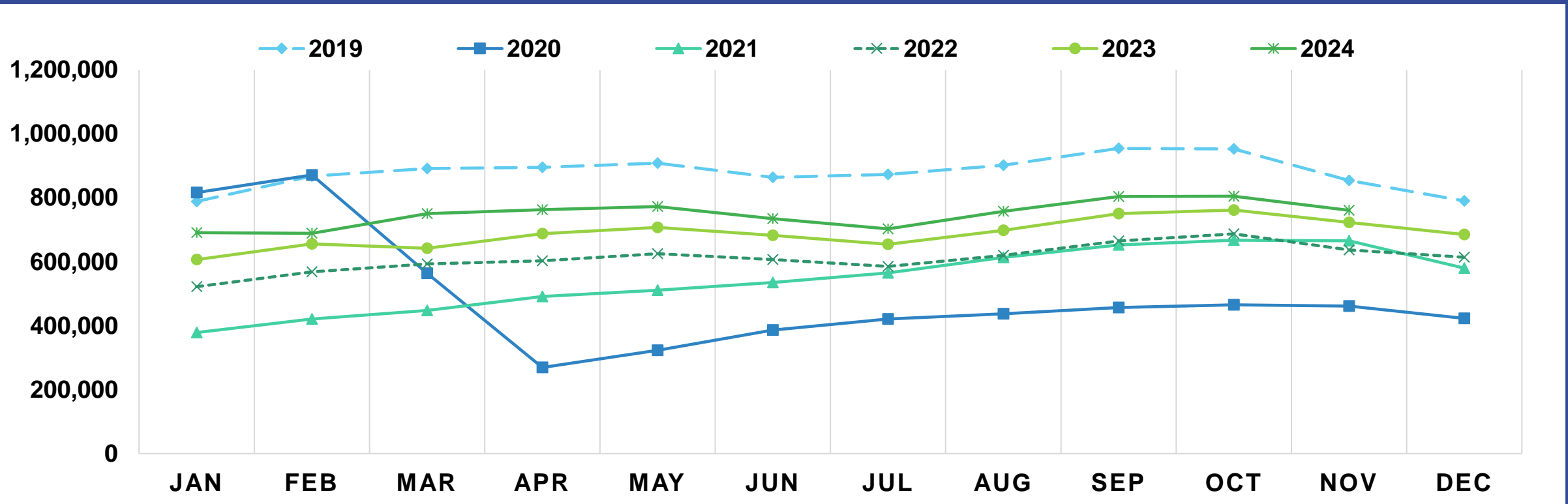
Operations, Safety, and Customer Experience Committee

February 20, 2025



Metro[®]

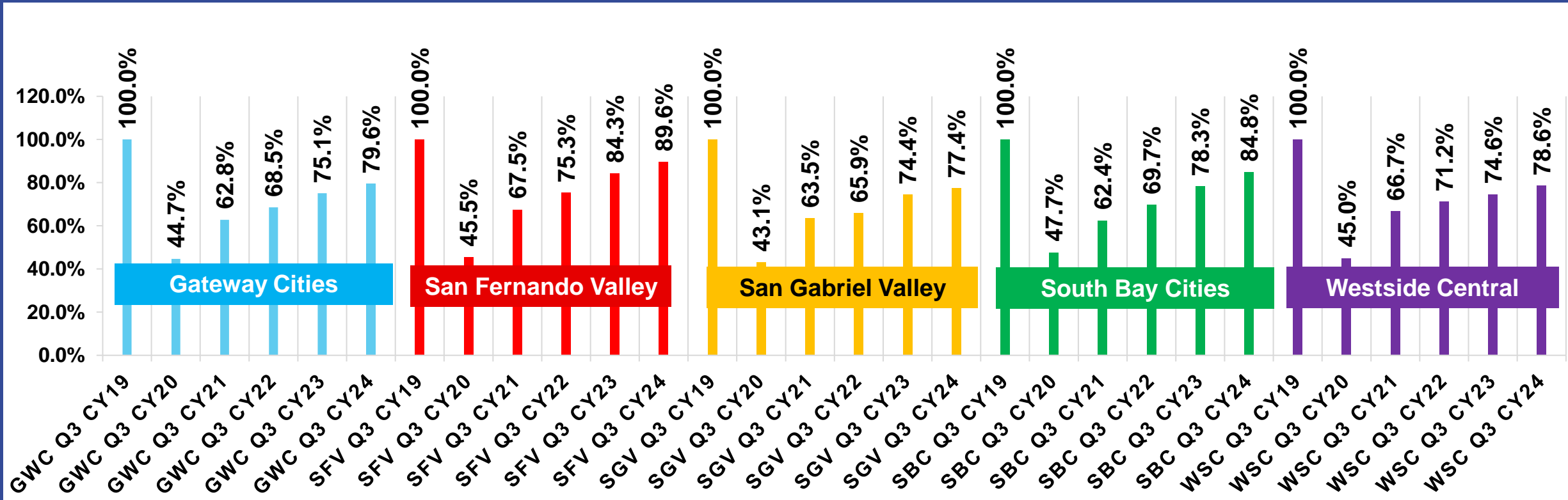
Average Weekday Ridership 2019-2024



- Average weekday ridership recovery (2024 versus pre-COVID 2019 Q3) was 82.9%. Highest average weekday ridership in Q3 was September 2024, a post-COVID record Q3 high of 804,279, the first time over 800,000 post-COVID.
- Q3 average 2024 Saturday ridership recovery was 91.6% of pre-COVID 2019 Q3 level, with a Q3 record post-COVID high of 535,684 average Saturday boardings in August 2024.
- Q3 average 2024 Sunday ridership recovery was 97.0% of pre-COVID 2019 Q3 level, with a Q3 record post-COVID high of 449,902 average Sunday boardings in August 2024.



Average Weekday Ridership Recovery by Service Area Q3 CY2019 – Q3 CY2024



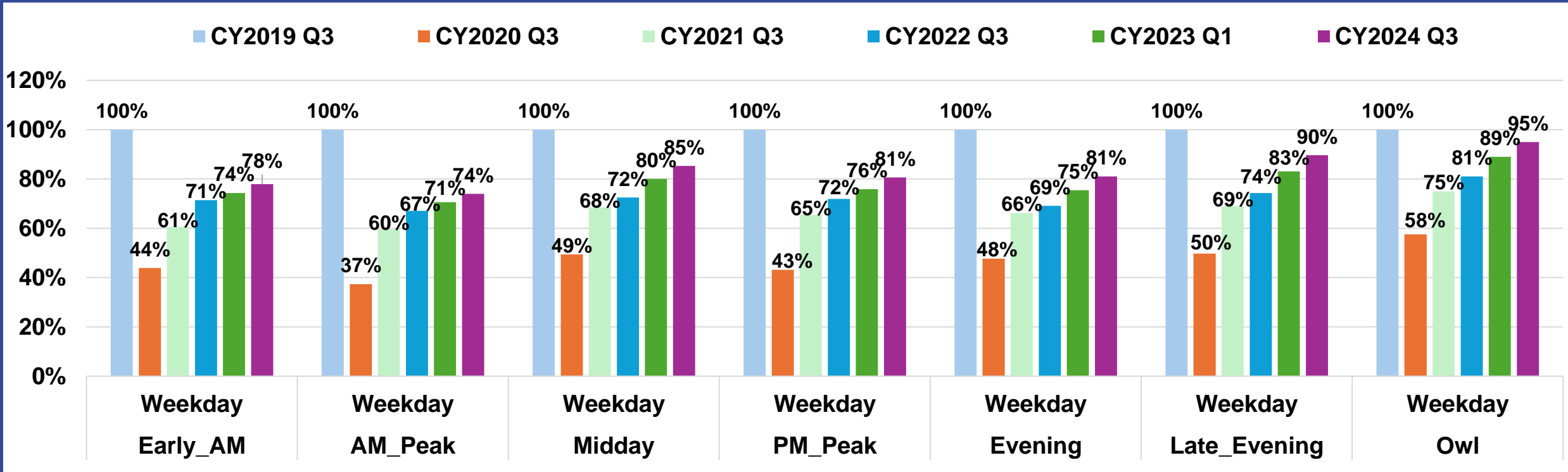
All service areas improved their recovery rates by 3-6% compared to the same quarter of 2023. The San Fernando Valley area continues to show the most weekday ridership recovery at 89.6% weekdays.

Similar pattern on weekends with San Fernando Valley at 101.4% recovery Saturday and 110.6% recovery Sunday.

The EFC share of average weekday ridership remains 1% above pre-COVID levels weekdays (slightly above pre-COVID levels weekends).



Weekday Ridership by Time Period Q3 CY2019 to Q3 CY2024



Midday ridership recovery (base) at 85% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued at 74% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak at 81% has stronger recovery than AM peak. Late evening and Owl ridership periods recovered most strongly at 90% and 95% as these periods typically serve transit-dependent shift workers.



Average Line/Group Ridership Recovery

- In Q3 CY2024, ridership fully recovered to above pre-pandemic levels on 20 weekday lines (up from 18 in Q2 CY2024), 29 Saturday lines (up from 24), and 43 Sunday lines (up from 40).
 - Weekday lines with ridership recovery above 82.9% average: 18-Tier 1, 15-Tier 2, 8-Tier 3, and 11-Tier 4
 - Saturday lines with ridership recovery above 91.6% average: 18-Tier 1, 15-Tier 2, 8-Tier 3, and 4-Tier 4
 - Sunday lines with ridership recovery above 97.0% average: 16-Tier 1, 14-Tier 2, 8-Tier 3, and 8-Tier 4
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency have recovered more slowly. Low frequency lines that had increased frequencies in the June 2024 service change improved much more than other lines. Additional lines were improved in the December 2024 service change.

Number of Lines/Groups Above Average Recovery Q3 2024	Of 82 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	18	18	16
Tier 2	15	15	14
Tier 3	8	8	8
Tier 4	11	4	8
Total	52	45	46





Board Report

File #: 2024-1165, **File Type:** Informational Report

Agenda Number: 36.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2025**

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

Within Metro’s Public Safety Mission statement, the agency recognizes that each individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and law enforcement services. Furthermore, since July 2023, Metro has been using a comprehensive deployment model to utilize all resources from the public safety ecosystem.

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

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro’s comprehensive approach to safety and security,

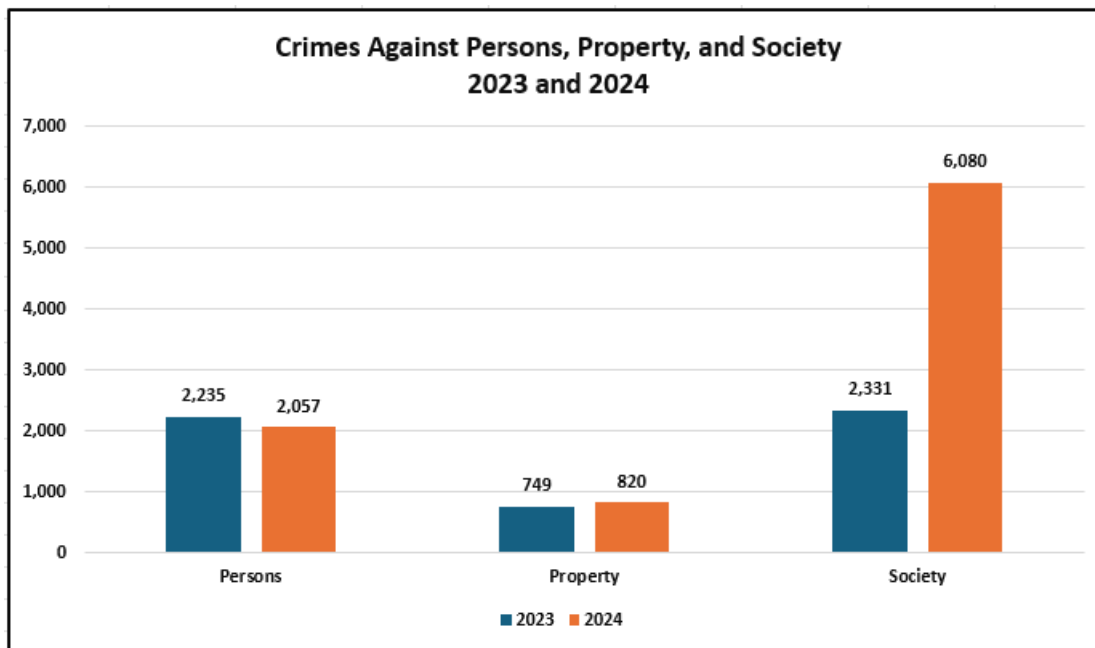
focused specifically on protecting our customers and employees by preventing and addressing crime on our system, enforcing Metro’s Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

The following is a snapshot of activities, performance, and outcome-related data for December, the most recent month for which systemwide law enforcement data is available.

OVERVIEW

2024 Trends

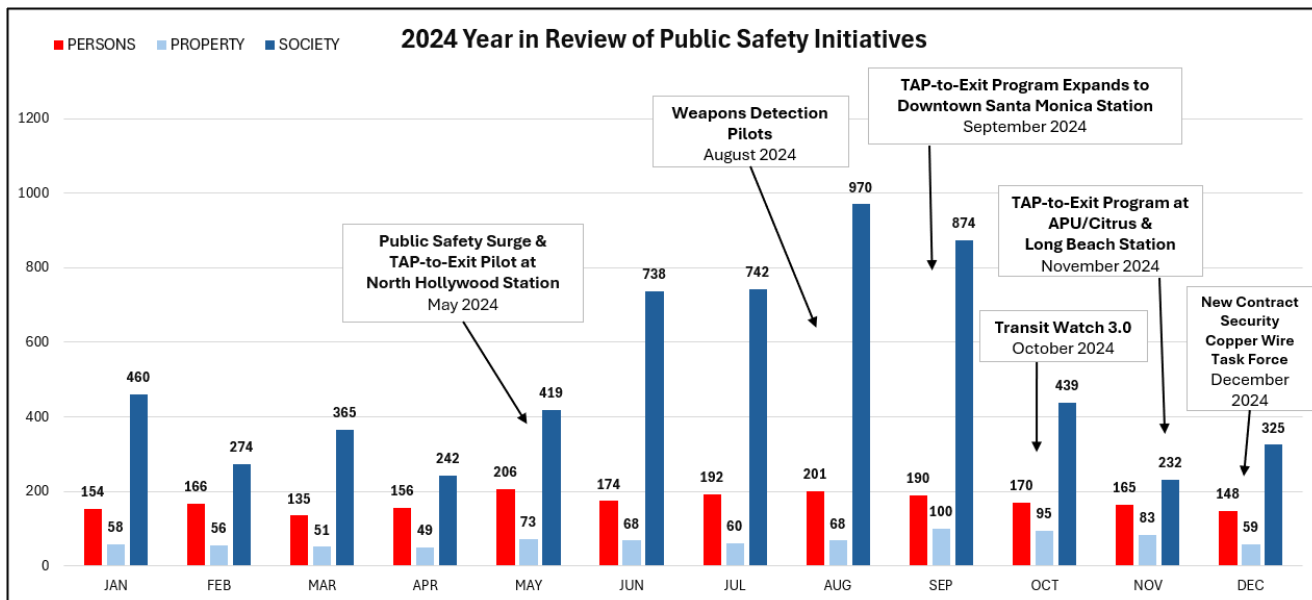
In 2024, several public safety initiatives were introduced, including the Public Safety Surge, TAP-to-Exit, and weapons detection pilots, which contributed to creating a safer rider experience by targeting trespassing and narcotics and lowering incidents of violent crime.



Crimes Against Persons (violent crimes, which include aggravated assaults, batteries, and robberies) experienced a decrease in the total number of incidents and per one million boardings of 7.96% and 15.5%, respectively. The Surge, in particular, has flattened the seasonal spikes of violent crime and improved public perceptions of safety through the deployment of visible foot patrols and addressing chronic trespassing and narcotics use on the system.

Crimes Against Property, on the other hand, started lower in 2024 than in 2023 but increased due to thefts in the fall months before decreasing again in December, resulting in a slight increase for all of 2024.

As seen in the chart below, these initiatives, especially the Surge, significantly increased arrests for Crimes Against Society, mainly related to trespassing.



December 2024 Trends

The following trends were observed for December 2024 compared to November 2024:

- Crimes Against Persons decreased by 10.3% (148 vs. 165).
- Crimes Against Property decreased by 28.9% (59 vs. 83).
- Crimes Against Society increased by 40.1% (325 vs. 232).
- Operator assaults decreased 50% (5 vs. 10).

SPECIAL INITIATIVES

Station Experience Updates

As part of Metro’s commitment to safety and its continued efforts to ensure the system is used for its intended purpose, the agency partners with city officials and community groups, including neighborhood councils and local businesses, to find bespoke solutions to address the differing challenges at various stations. Attachment A briefly describes the most recent initiatives Metro’s Station Experience team has implemented, including:

- Improvements for TAP-to-Exit and passenger circulation at Union Station
- Safety improvements began at Pershing Square outdoor plaza

Public Facing Dashboard Update

SSLE has been working with the Customer Experience Department and their design and marketing vendor to develop a Safety Hub as an entry point for viewing SSLE data. The Safety Hub will provide users with a seamless experience on metro.net, information regarding Metro’s safety and security initiatives, and highlight certain data points from the Dashboard to provide context before users reach the Dashboard itself. As a part of internal reviews that ensured the Dashboard and the Safety Hub align with each other, the Dashboard is also getting certain modifications related to usability and accessibility. It is anticipated that Safety Hub development and testing, along with related Dashboard changes, will take one month to complete, followed by CEO and PSAC reviews.

Public Safety Surge Update

In May 2024, the Board directed staff to increase the number of public safety personnel deployed and physically present on buses, trains, and at stations (Motion 31; Attachment B).

In December 2024:

- Law enforcement personnel reported 107 crimes and made 670 arrests.
- Reported trespassing crimes continued to decline, decreasing an additional 12% in December compared to November (44 vs. 50).
- There was a 26% increase in arrests in December compared to November (670 vs. 531).
- December saw a 38% increase in arrests involving a Release from Custody (RFC) compared to November.
- Reports of crimes related to Narcotics declined 24% during this period (54 to 41).

SURGE RELATED CRIMES AND ARRESTS				
INCIDENT TYPE	NOVEMBER		DECEMBER	
	CRIME	ARREST	CRIME	ARREST
Agg Assault	1	1	0	1
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	3	1	1	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	2	1	0	0
Larceny	0	9	0	0
Narcotics	54	59	41	55
Released from Custody*	0	205	0	283
Robbery	1	1	0	0
Trespassing	50	47	44	115
Vandalism	0	0	1	1
Warrants	0	194	0	194
Weapons	11	12	6	7
Other	0	1	14	13
TOTAL	122	531	107	670

**Released from Custody (RFC) is when a suspect is detained and then released on the spot; they are not booked but the incident is still counted as an arrest. The proportion of RFCs has steadily increased over time due to policy changes by law enforcement.*

Overall Impact of the Surge

The first few months of 2024 were marked by relatively low levels of Crimes Against Persons and Crimes Against Property, but in late spring, there were several serious violent incidents. With the Public Safety Surge, Metro flattened seasonal spikes of violent crime and addressed chronic trespassing and narcotics use on the system.

Compared to 2024, overall crime declined in both the pre-surge (January-May 2024) and surge (June

-December 2024) periods. A comparison of the Surge months in 2024 to the same period in 2023 indicates a reduction of nearly 11% in overall crime for rail. This was largely due to a reduction in Crimes Against Persons, which fell 15% during this period (704 vs. 596). In contrast, while the number of Crimes Against Persons remained relatively steady on the bus system during this time (451 vs. 477), there was a 51% increase in Crimes Against Property (191 vs. 126).

For rail, the most significant contributors to these reductions were fewer aggravated assaults (144 vs. 185) and robberies (109 vs. 138), both of which increased on the bus system. It should be noted that aside from comparison for these surge months (June-December 2023 to the surge June-December 2024), a similar trend was noted across years when comparing non-surge months (January-May 2023 to January-May 2024) as well. However, as summer typically brings higher crime rates in general, the surge appears to have assisted in accelerating a trend toward reduction. Refer to Attachment C.

SYSTEMWIDE CRIME STATS

December 2024 vs. November 2024

- Crimes Against Persons decreased by 10.3% in December 2024 compared to November 2024 (148 vs. 165).
 - On the rail system, Crimes Against Persons decreased by 31.5% (74 vs. 108) due to decreases in aggravated assaults (21 vs. 25), batteries (37 vs. 58), and robberies (12 vs. 22).
 - On the bus system, Crimes Against Persons increased by 29.8% (74 vs. 57), mainly due to increases in aggravated assaults (21 vs 16) and batteries (37 vs. 29).
- Crimes Against Property systemwide decreased by 28.9% when comparing December 2024 to November 2024 (59 vs. 83).
 - On the rail system, these crimes decreased by 25.9% (40 vs. 54) because of decreased thefts (33 vs. 47).
 - On the bus system, these incidents decreased by 34.5% (19 vs. 29), also due to fewer thefts (6 vs. 16).
- Crimes Against Society increased by 40.1% in December compared to November (325 vs. 232).
 - On the rail system, Crimes Against Society increased by 41.5% (283 vs. 200) due to increases in narcotics (139 vs. 123), trespassing (114 vs. 61), and weapons (30 vs. 16).
 - On the bus system, Crimes Against Society increased by 31.3% (42 vs 32) due to increases in narcotics (33 vs 26) and trespassing (4 vs. 1).

Despite the increase in Crimes Against Society in December compared to November, the monthly average of Crimes Against Society in the last three months of the year was lower than the monthly average for all of 2024 (332 vs. 507). This decrease can be attributed to LAPD and LASD refocusing their campaigns to uncover individuals with narcotics or weapons in the transit system. Also, improvements in fare compliance have reduced the number of people in the system who do not possess a TAP card, reducing the number of individuals arrested/cited for trespassing. More information can be found in Attachments D, E, F, and G.

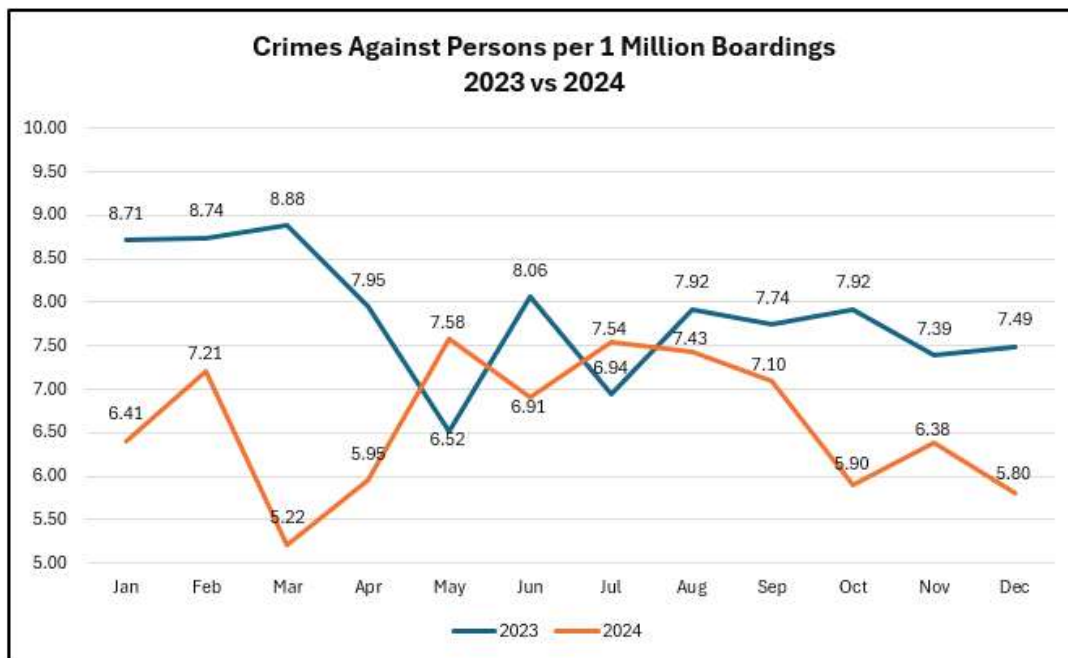
December 2024 vs. Monthly Average for 2024

- Crimes Against Persons were 13.6% lower than the monthly average for 2024 (148 vs. 171).
- Crimes Against Property were 13.6% lower than the monthly average for 2024 (59 vs 68).
- Crimes Against Society were 35.8% lower than the monthly average for 2024 (325 vs 507).

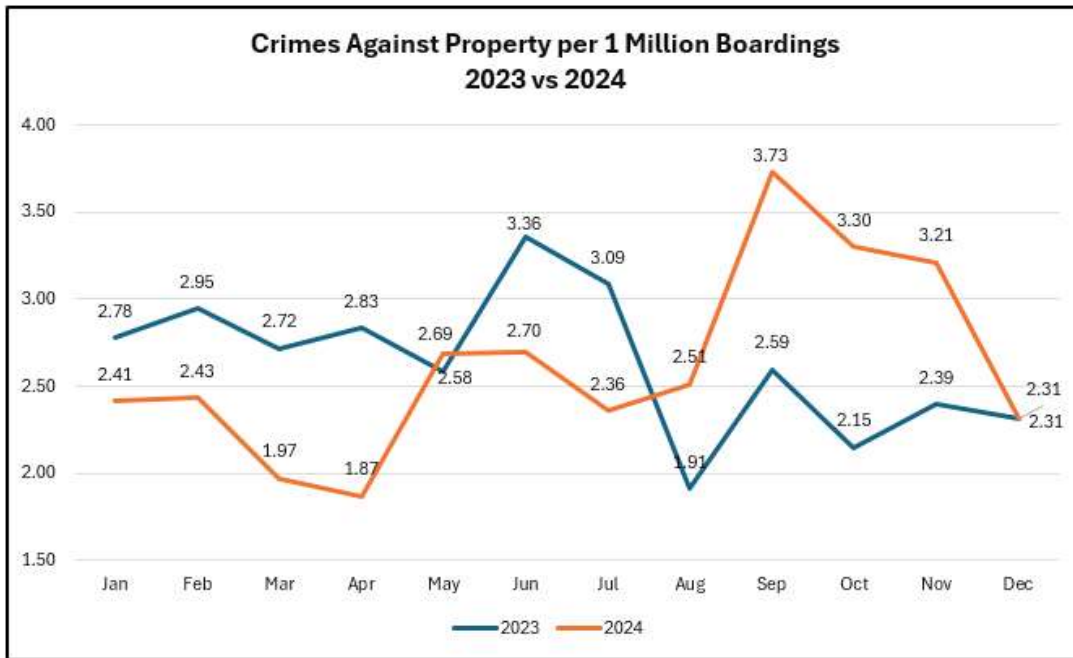
Monthly Average in 2024 vs. 2023

- Crimes Against Persons in 2024 decreased by 8.0% compared to 2023 (171 vs. 186).
 - When the number of boardings is considered, Crimes Against Persons in 2024 have decreased by 15.5% compared to 2023 (6.62 vs. 7.83 Crimes Against Persons per one million boardings).
 - Decreases in 2024 were seen in aggravated assaults (503 vs. 536), batteries (1,100 vs. 1,171), robberies (328 vs. 394), and sex offenses (107 vs. 115).

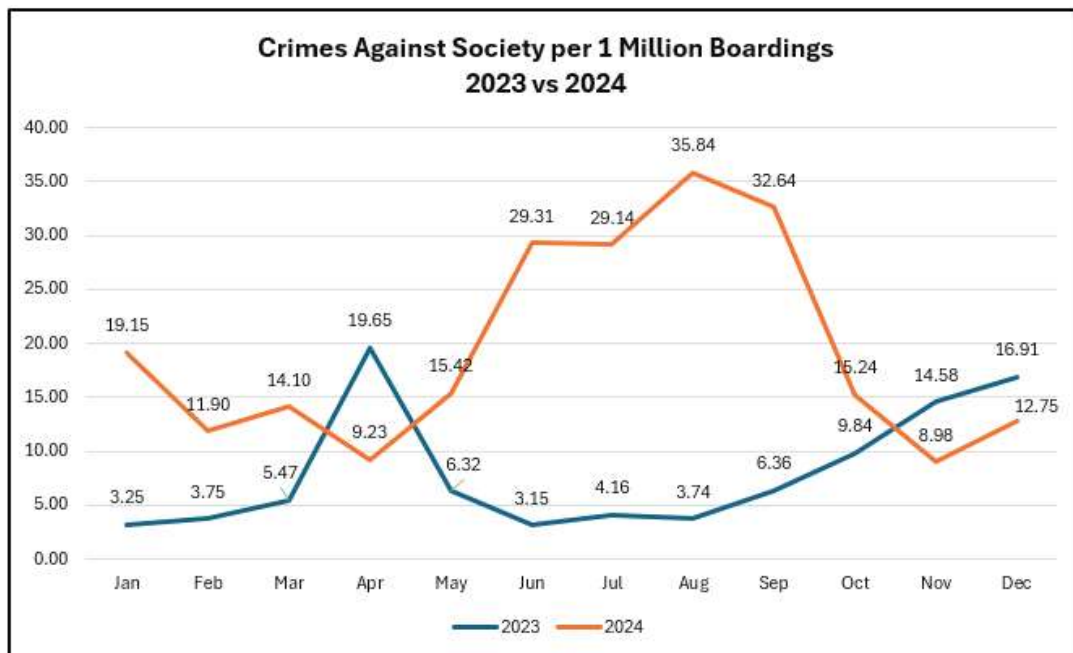
The following charts compare Crimes Against Persons, Property, and Society per one million boardings in 2023 and 2024.



While ridership increased in 2024 compared to 2023, Crimes Against Persons (violent crimes, which include aggravated assaults, batteries, and robberies) decreased, both in total number of incidents and per one million boardings.



Crimes Against Property started the year lower in 2024 than in 2023. As the months passed, thefts increased, mainly in September, October, and November. Then, there was a sharp decline in thefts in December, lowering the rate per one million boardings.

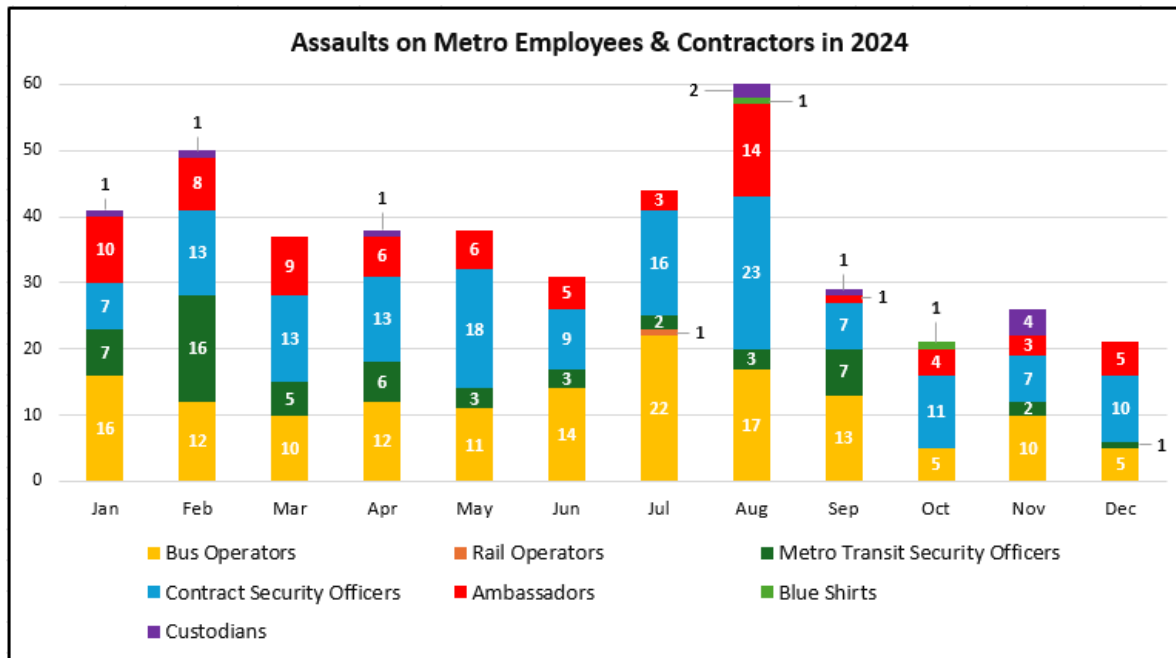


Due to the Public Safety Surge and TAP-to-Exit program, which began in late May 2024, reports of Crimes Against Society per one million boardings saw a significant increase in June. They continued into September due to increased trespassing, narcotics, and weapons arrests during this period; however, after law enforcement shifted their efforts to focus more on individuals with narcotics and

weapons in the transit system, trespassing arrests decreased, which drove down reports of Crimes Against Society through the end of 2024. Enforcement initiatives, such as TAP-to-Exit, were effective in playing a role in this decrease as well.

FRONTLINE SAFETY

As the chart below shows, assaults on Metro employees and contractors decreased in December. This follows the trend that staff first saw in September, when the assaults on Metro employees dropped by 52% over the previous month (29 vs. 60). From September to December, assaults on Metro employees and contractors averaged 24 assaults per month, much lower than the monthly average during the first eight months of the year when we saw 42 assaults per month. Lower levels of assaults on bus operators are likely the result of installing operator safety barriers (see next section). While there are no clear trends in other categories, staff will continue to track these assaults to determine possible reasons behind the fluctuating numbers.



Operator Safety

Metro’s law enforcement partners reported five operator assaults in December, a 50% decrease from November. This is the lowest number of operator assaults since January 2021.

Brandishing a knife, using pepper spray, and using hands (punching, slapping) were the methods of assaults on operators in December. Of the five assaults reported, four reported a non-retrofitted bus barrier in use, and one assault occurred outside of the barrier. Of the reported assaults, no victims required medical transport, although one victim was treated on scene and requested to see the company doctor.

The use of barriers continues to play a critical role in protecting operators from assaults. Using the most recent data, staff found that the odds of a physical assault on a bus operator are 4.24 times

higher on a bus without an expanded barrier compared to a bus with the barrier.

Figures A and B provide context on operator assaults in December compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively. Details of the assaults can be found in Attachment H.

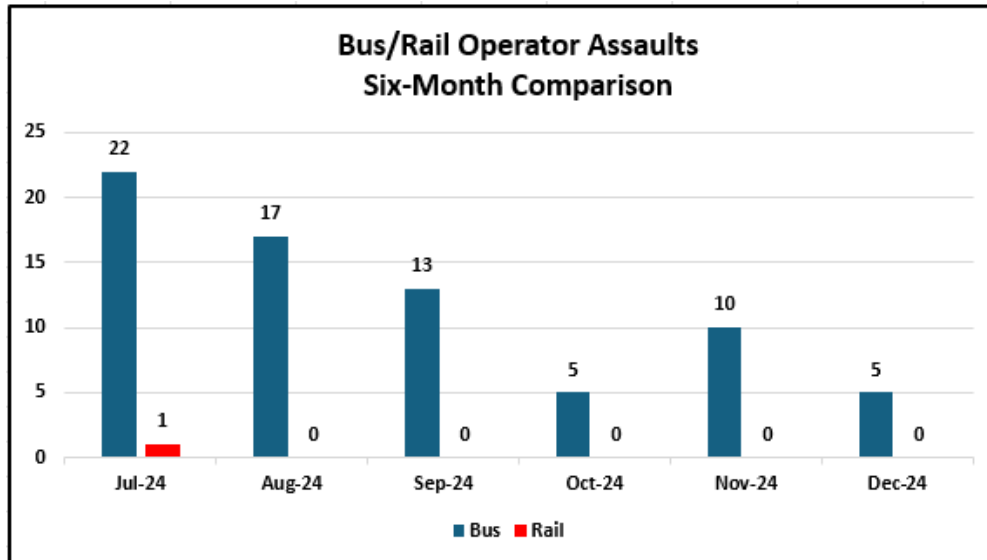


Figure A: Bus/Rail Operator Assaults Six-Month Comparison

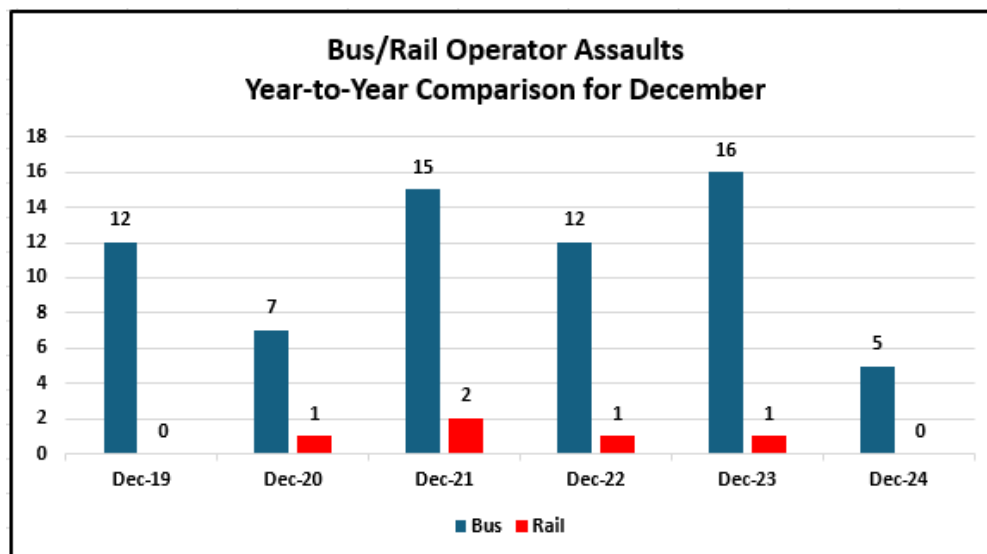


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison

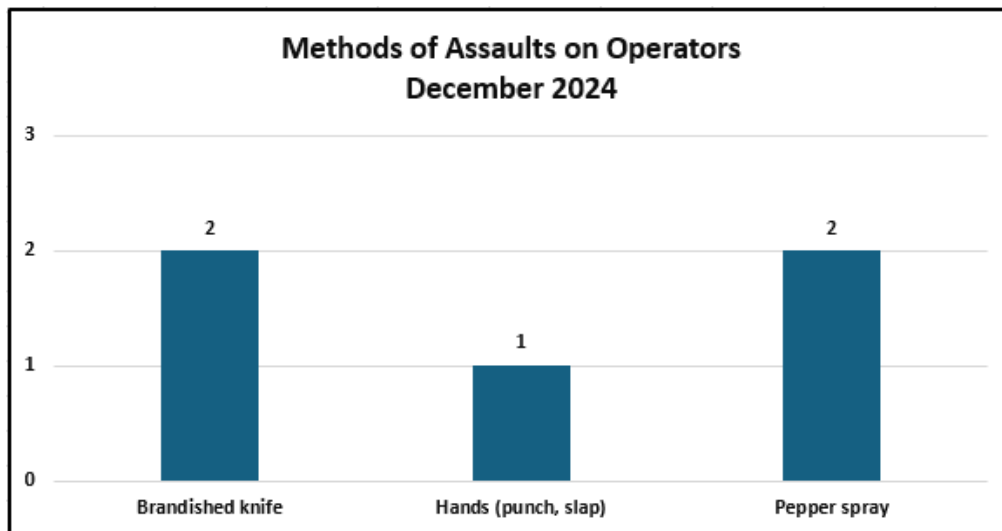


Figure C: Methods of Assaults on Operators

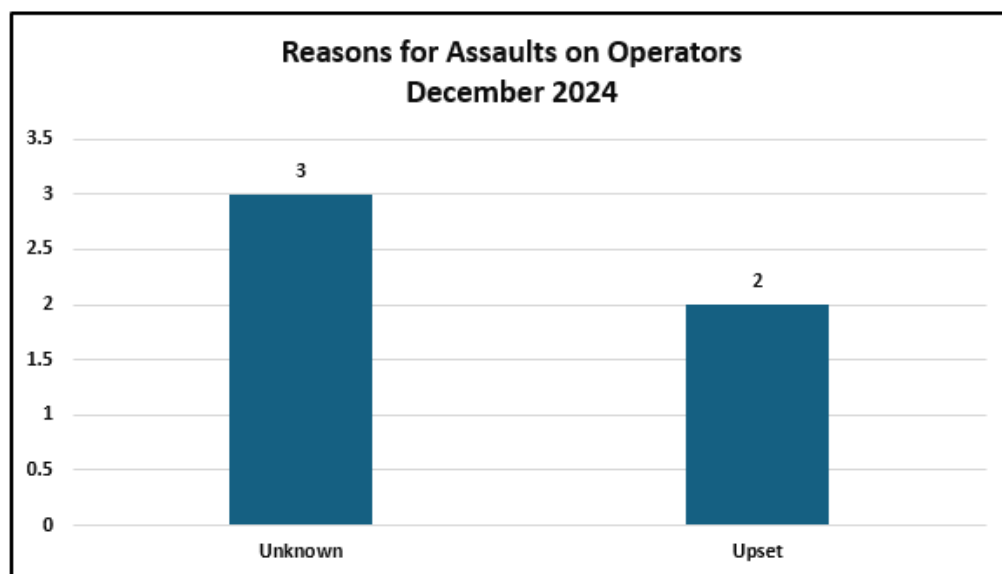
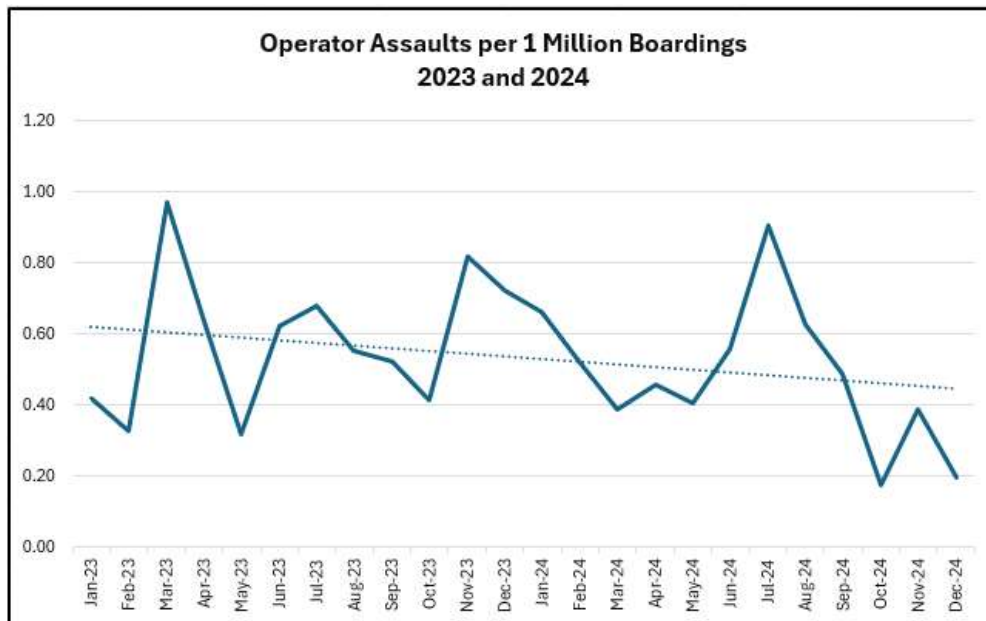


Figure D: Reasons for Assaults on Operators

When analyzing the total operator assaults in 2024 and 2023 in relation to ridership, the results show that assaults on operators per one million boardings decreased by 18.5% in 2024 vs. 2023. This decrease can be attributed to the installation of new retrofitted bus barriers on buses and to the Bus Riding Teams data-centric deployment model.

Systemwide	2024	2023	% Change
Operator Assaults	148	168	-11.9%
Ridership	311,261,332	288,088,023	8.0%
Operator Assaults per 1 Million Boardings	0.48	0.58	-18.5%



Other Frontline Staff Safety

There were 16 assaults on frontline staff, excluding bus and rail operators, in December. The methods of assault on these frontline staff vary from suspects using their hands to shoving or punching staff to spitting, throwing objects, and brandishing a weapon. Assaults on security officers tend to involve physical altercations because they usually approach individuals, asking them to change their behavior to adhere to the Code of Conduct, which often results in a confrontational or resistive reaction from the suspect. LAPD provided enhanced training to include officer safety, de-escalation, arrest laws, and customer service. In addition, Contract Security increased its training program to align with its new responsibilities and reduce officer assaults. For other frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults tend to be unpredictable and involve random displays of aggression such as spitting, verbal threats, or throwing objects and liquid. However, they may also be physically assaulted. All frontline staff complete de-escalation training to better handle situations with uncooperating or aggressive individuals. Methods of assaults and reasons for assaults are illustrated in Figures E and F, respectively.

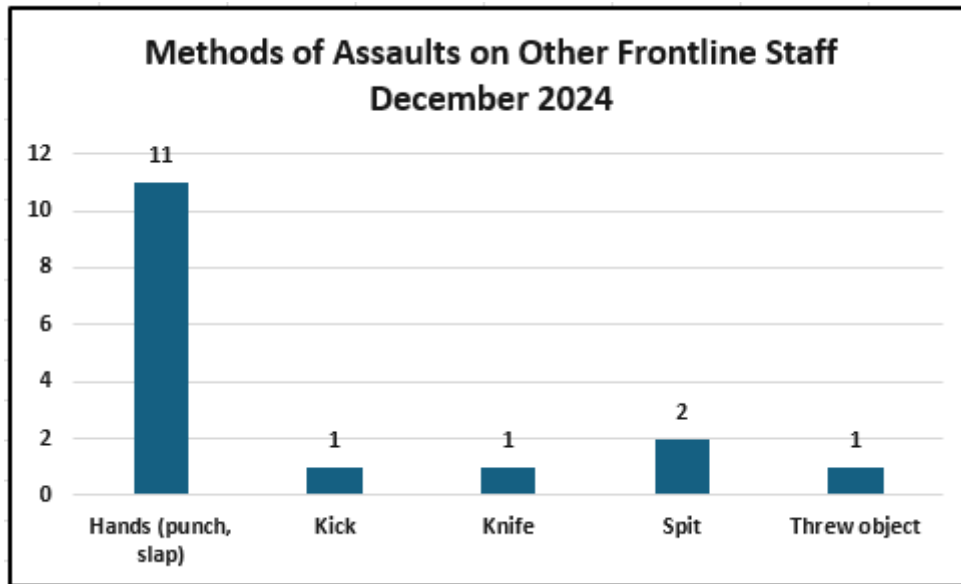


Figure E: Methods of Assaults on Other Frontline Staff

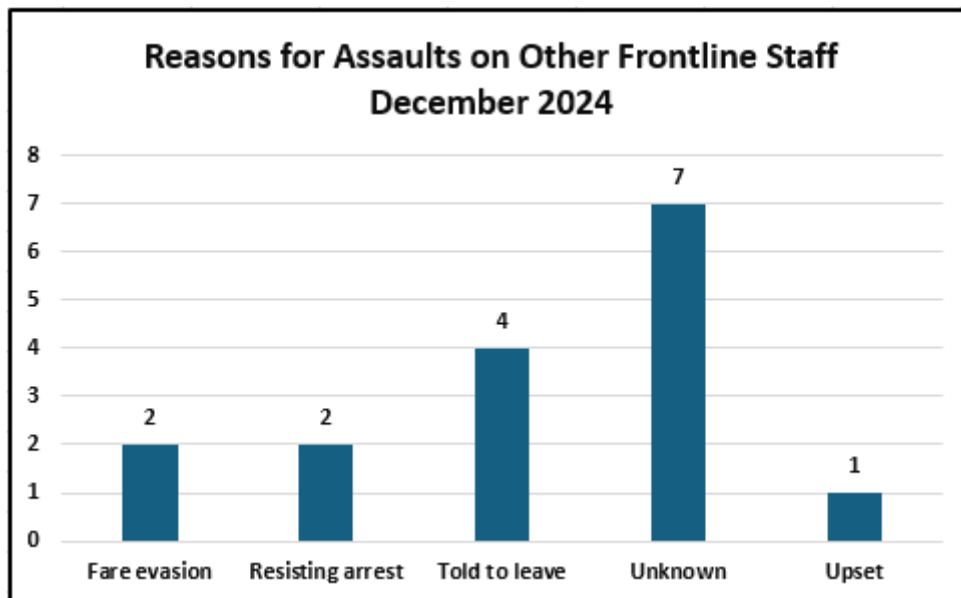


Figure F: Reasons for Assaults on Other Frontline Staff

Bus Safety Teams

Transit Security Bus Safety Teams rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro’s Code of Conduct.

In December, end-of-line operations were conducted during Owl Service at the J Line at El Monte Station to address bus operator concerns about individuals refusing to alight buses at the end of the line. These operations resulted in 228 removals for non-compliance between December 2 and December 31.

TRANSIT SECURITY BUS SAFETY TEAMS – DECEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
12/02/24 – 12/06/24	2, 4, 16, 207, J Line	115	122	113
12/09/24 – 12/13/24	2, 4, 16, 207, J Line	121	125	108
12/16/24 – 12/20/24	2, 4, 16, 207, J Line	120	123	111
12/23/24 – 12/27/24	2, 4, 16, 207, J Line	90	55	33
12/30/24 – 01/03/25	2, 4, 16, 207, J Line	88	47	28

¹ Combined number of trips taken by BST on the referenced bus lines.

² Combined number of persons removed at the bus door for fare evasion.

³ Combined number of verbal warnings given inside the bus for Code of Conduct violations.

The MTS teams are augmented with law enforcement support. In December, there were 2,098 and 9,229 bus boardings by LAPD officers and LASD deputies, respectively.

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist customers in Spanish, Korean, and Thai, among other languages. TSOs also engage with bus operators to obtain information regarding safety issues or areas of concern that the Bus Safety Teams can address. Additionally, when possible, TSOs provide operators with verbal tips related to safety and de-escalation tactics to ensure they can respond appropriately to incidents that may threaten their safety.

DEPLOYMENT ACTIVITIES

The following are Metro’s public safety personnel’s deployment activities for December, which are intended to prevent and reduce crime in the system.

Time Spent on Bus vs. Rail Rides

As part of Metro’s comprehensive public safety model, various safety personnel, including law enforcement, contract security, and Transit Security, ride bus and rail vehicles throughout the system to provide a uniformed presence. The tables below show how much time each personnel category spends on buses compared to trains. Data is available through December 2024.

On rail, safety personnel have had a significant and continual presence since rail safety teams were rolled out in December 2023. For example, in September, 89% of Metro trains in operation (31,262 hours out of 35,246 train hours) had at least one riding team in one of the cars at any given time, except for service interruptions or scheduling overlaps between different deployment types.

Coverage is comparatively less on the bus side due to the larger number of buses in service relative to trains and fewer deployments. For example, in September, 7% of Metro buses in operation (6,777 hours out of 101,711 bus hours) had at least one riding team in one of the buses at any given time, except for service interruptions or scheduling overlaps between different deployment types. Staff will

continue to collect bus and rail team riding data and look for opportunities to improve coverage.

Train Riding Hours													
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Contract Security	N/C	N/C	N/C	N/C	N/C	1,635	6,192	5,440	6,848	10,601	10,896	12,932	16,925
LAPD	N/P	N/P	N/P	N/P	1,282	2,489	2,489	2,072	2,272	2,172	2,206	1,763	1,533
LASD	N/A	18,623	17,362	18,559	18,125	18,750	18,131	18,657	18,786	18,436	18,964	18,241	18,739
LBPD	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P	N/P
MTS	93	31	24	49	70	50	60	84	58	53	67	51	89
Total Safety Personnel Ride Hours	93	18,654	17,386	18,608	19,477	22,924	26,872	26,253	27,964	31,262	32,133	32,987	37,286
Total Actual Train Revenue	34,448	36,302	34,502	36,204	36,524	37,565	36,140	37,081	37,201	35,246	37,085	36,587	37,890
Total Security Coverage Ratio	0%	51%	50%	51%	53%	61%	74%	71%	75%	89%	87%	90%	98%

Bus Riding Hours													
	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Contract Security	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
LAPD	1,729	1,733	1,636	1,984	1,573	812	582	486	564	566	481	523.5	350
LASD	N/P	6,380	5,870	6,280	6,161	6,447	6,217	6,438	6,375	6,147	6,328	6,124	6,301
LBPD	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
MTS	65	66	46	55	75	64	68	86	68	64	78	79	46
Total Safety Personnel Ride Hours	1,794	8,179	7,552	8,319	7,809	7,323	6,867	7,010	7,007	6,777	6,887	6,727	6,697
Total Actual Bus Revenue Hours	98,589	102,721	97,472	102,780	104,848	106,996	103,676	108,935	108,770	101,711	110,163	105,060	105,637
Total Security Coverage Ratio	2%	8%	8%	8%	7%	7%	7%	6%	6%	7%	6%	6%	6%

*N/P - Not Provided

**N/C - No Coverage

Note: Different safety personnel may use different methodologies for operating their deployments and counting their time on board the system. Contract Security spends most of their patrol time riding on the rail system from end to end. On the other hand, MTS teams only board for short periods of time, and they may use automobiles to drive to their assigned deployment points and then do partial rides.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. The table below represents the law enforcement efforts to enforce the penal code on the system for December.

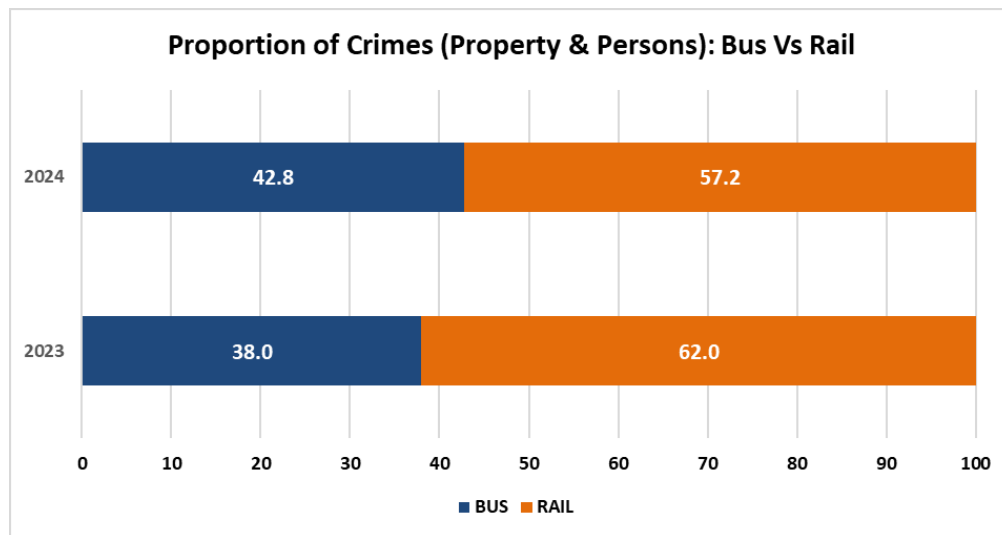
Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	November 2024	December 2024	Rolling 12-Month Average	November 2024	December 2024
LAPD	667	599	588	715	592	1,050
LASD	139	118	151	146	128	178
LBPD	2	3	1	6	0	1
Total	807	720	740	866	720	1,229

*Law enforcement citations are not related to fare but for trespassing, loitering, and moving violations.

In December, the three law enforcement agencies made 740 arrests and issued 1,229 citations. Law enforcement citations and warnings are not related to fare but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment I.

Potential Shift in Unwanted Activity from Rail to Bus

Beginning in February 2023, additional resources were deployed to address crime on the rail system, which has successfully decreased violent crime on rail. Given these trends, staff investigated whether the adjusted law enforcement deployments over the past two years reduced crime systemwide or whether the deployments also had a displacement effect that impacted the locations of criminal activity. The conclusion is that both have occurred. In the past two years, Crimes Against Persons and Crimes Against Property have declined on rail while increasing on buses. Simultaneously, however, overall crime did go down when normalized for ridership. See Attachment J for additional details on the analysis.



Lessons Learned

By almost any measure, the decrease in crime on Metro’s rail system, bringing it more in line with where it is on buses, is good news that can allow staff to diversify deployment strategies. Given the recent decline in trespassing activity on the rail system, SSLE has been working with our law enforcement partners to reestablish or expand bus riding coverage where relevant to decrease crime on buses in the coming months.

End of Line

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation functions to deter patrons from riding the system without valid fare while allowing train cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties. The table below shows December’s offloading efforts compared to the previous month.

Station	November 2024		December 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	889	1,886	1,193	2,518
Atlantic	1,450	1,165	1,652	1,091
Downtown Long Beach	1,813	7,186	1,788	1,755
Downtown Santa Monica	1,299	11,264	778	2,142
Expo/Crenshaw	1,429	1,625	1,272	315
North Hollywood	1,214	1,997	1,352	2,489
Norwalk	1,611	5,909	1,466	1,789
Redondo Beach	2,167	3,723	1,948	1,830
Union Station	1,578	2,165	1,926	2,340
Westchester/Veterans	2,104	6,059	2,505	350
Wilshire/Western	981	1,880	1,556	2,691
Grand Total	16,535	44,859	17,436	19,310

CS observations and experiences have been positive, as the operation has reduced disorderly behavior and improved customer experience. Riders who remain on the trains and require CS interaction are now more willing to adhere to alighting the train and the re-tapping protocols. Enforcing the Customer Code of Conduct sends a message to repeat offenders, deterring them from remaining on trains arriving at the EOL.

Transit Security

The primary role of Metro Transit Security in the Comprehensive Planned Deployment is Code of Conduct enforcement. In December, MTS officers issued 53 citations and 55 written warnings for Code of Conduct violations. Of those, 106 (98%) were due to individuals failing to provide proof of fare.

The table below shows a breakdown of the remaining citations and warnings. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. There is a significant decline in citations this month due to “free fare” days for holidays and several special events (e.g., Rose Parade) that required redeployment of fare compliance personnel.

MTS Citations and Warnings		
	December 2024	12-month Avg
Citations	53	534
Warnings	55	214

MTS Citations and Warnings - December 2024	
Category	Count
Proof of Fare	106
Smoking/Vaping	1
Wheeled Riding Device Over 6ft Long	1
Total	108

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of December’s monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – DECEMBER 2024			
DEPLOYMENT PERIOD	LINES COVERED¹	REMOVALS – FARES²	REMOVALS – CoC³
12/02/24 – 12/06/24	A, B, C, E	177	139
12/09/24 – 12/13/24	A, B, C, E	180	142
12/16/24 – 12/20/24	A, B, C, E	175	122
12/23/24 – 12/27/24	A, B, C, E	101	97
12/30/24 – 01/03/25	A, B, C, E	99	90

¹ Refers to Focus Stations and End-of-Line Stations on indicated rail line.

² Combined number of persons removed from rail station at fare gate, mezzanine, or platform for fare evasion (No proof of fare).

³ Combined number of persons removed from rail station at mezzanine or platform for Code of Conduct violations.

Transit Security Train Safety Teams provide a uniformed presence and enforce fare and Metro’s Code of Conduct aboard trains. The table below provides a recap of December’s monthly activity.

TRANSIT SECURITY TRAIN RIDING TEAMS – DECEMBER 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS¹	REMOVALS – FARES²	REMOVALS – CoC³
12/02/24 – 12/06/24	A, B, C, E	75	72	31
12/09/24 – 12/13/24	A, B, C, E	74	71	28
12/16/24 – 12/20/24	A, B, C, E	65	54	23
12/23/24 – 12/27/24	A, B, C, E	33	29	21
12/30/24 – 01/03/25	A, B, C, E	30	27	20

¹ Combined number of trips taken by TRT on the referenced rail lines.

² Combined number of persons removed from the train for fare evasion (No proof of fare).

³ Combined number of persons removed from the train for Code of Conduct violations.

Metro Ambassadors

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety

incidents or maintenance needs, thereby helping to improve the perception of safety. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720.

In addition, they were called upon to provide crowd control and wayfinding support for special events such as the Hollywood Christmas Parade and the ongoing NFL Games.

In early December 2024, Ambassadors were redeployed to bus lines 232 and 117 in the LAX Airport area to help notify riders of the December service changes. Customers were happy to have people tell them about upcoming changes in person.

Finally, in late December 2024, Ambassadors began conducting daily emergency telephone phone checks, reporting functionality issues to the ROC/BOC directly, followed by a Transit Watch App report. This will ensure that operations can repair any emergency telephone much more quickly.

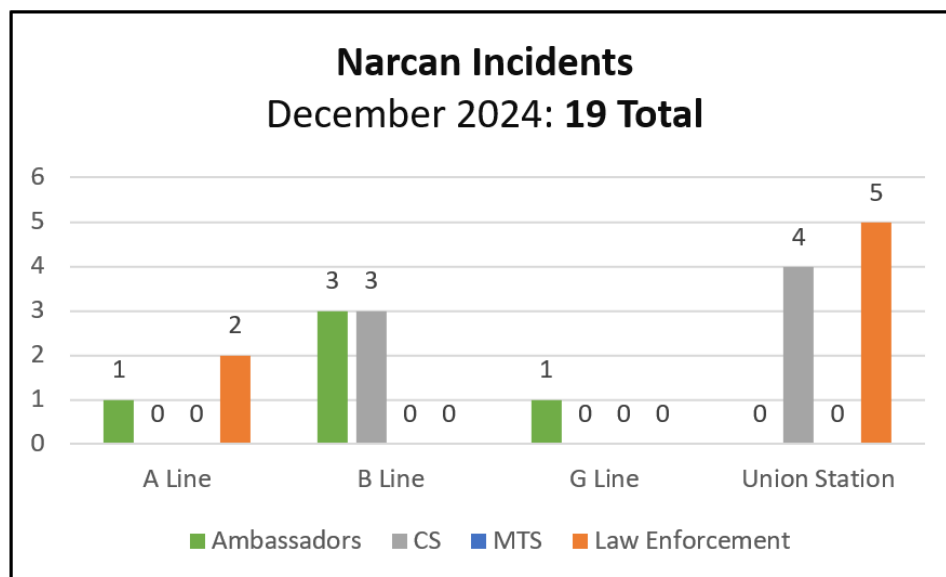
For December 2024, Metro Ambassadors conducted 46,578 customer engagements and reported the following:

- 3146 Cleanliness Issues (24.69% increase from November 2024)
- 2148 Graffiti Incidents (4.93 % increase from November 2024)
- 401 Elevator and Escalator Problems (10.16% increase from November 2024)
- Five lives were saved through the timely administration of Narcan, which was the same number in November 2024.

Narcan Deployment

MTS, LAPD, LASD, Contract Security, and Metro Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LCPD is not required to carry Narcan, per its agency's policies.

In December, there were a total of 19 Narcan incidents. Ambassadors reported five incidents, Contract Security reported four, and LAPD reported seven. MTS reported no incidents.



EMERGENCY MANAGEMENT

On December 3, Emergency Management (EM) participated in the Los Angeles/Long Beach Nuclear Detonation Response tabletop exercise. The Metro representative served as the transportation subject matter expert and shared information on Metro's current emergency planning and operating procedures for requesting emergency evacuation support. The exercise focused on a terrorist attack that utilized a nuclear bomb to impact the region.

On December 6 and 13, EM facilitated Bomb/K-9 training for LAPD at Rail Division 21 for their annual certification. These two trainings hosted over 25 officers and K-9 teams to increase their familiarization with and improve their response to incidents on Metro's rail system.

CUSTOMER COMMENTS

Using various sources, including Metro's social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. SSLE's Data Analytics team monitors general sentiment while specific and actionable security concerns brought up by customers are reported on weekly calls with security and maintenance for awareness and strategy development. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

The number of security-related reports submitted to Metro decreased month-over-month from November to December, from 3,857 to 3,686. The Security Operations Center's Security Control Specialists (SCS) continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 72 seconds in December. By comparison, in FY24, the average response time was 99 seconds, also falling within the fiscal year's target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

In December, the average sentiment about safety and security was more negative than the previous month. Most of the negative engagement occurred on Transit Watch and Reddit, with drugs and homelessness as the most-mentioned subtopics.

However, the visible security presence on the system contributed the most to positive sentiment about security personnel, especially on X (formerly Twitter) and Reddit. For example, a rider posted on Reddit that while riding on Bus Line 2 at 2:30 a.m., they saw two Metro Transit Security Officers riding on the bus - one standing next to the bus operator and one standing in the rear of the bus. The rider felt safe and asked why Metro police do not ride the bus at all times.

Another customer noted the visible presence of security patrolling the Union Station parking lot and CCTV coverage there, stating that this station appears to be one of the safer stations to park. One rider posted on Reddit that the Regional Connector stations (i.e., Little Tokyo/Arts District, Historic Broadway, and Grand Av Arts/Bunker Hill) are the safest because they are "clean and constantly policed." This rider also stated they "imagine LAX/Metro Transit Center Station will be even better"

regarding security presence. Another rider thanked Metro Transit Security Officers on X for temporarily stopping the trains “to check for TAP cards.”

Similar to previous months, Metro’s facilities and infrastructure garnered the most mentions, at 8,752 mentions, a 12.45% increase compared to November (7,783 mentions).

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month; however, there were two fewer mentions in December than in November.
- Soto Station generated the second-most overall engagement, followed by
- Crenshaw Station, while also experiencing the most significant mentions this month (increasing 47% and 110%, respectively).

Most mentions about safety and security at these stations were related to concerns impacting perceptions of safety, including:

- broken lights,
- graffiti,
- cleanliness, and
- passenger conduct.

These observations are shared with the relevant teams at Metro and at cross-departmental weekly meetings so they can be addressed.

Most Common Customer Concerns

The most common comments received about personal conduct are riders complaining about:

- individuals smoking on the train,
- drinking alcoholic beverages, and
- playing loud music.

The top three locations reporting Smoking/Alcohol/Drugs in December were 7th Street/Metro Center Station, Reseda Station, and Union Station.

Reports of fights or disturbances are the second most common. In December, the top three locations reporting fight or disturbance incidents were 7th Street/Metro Center Station, Manchester Station, and 37th St/USC Station.

SSLE Metro Transit Security and Contract Security train riding teams continue enforcing and providing education on the Metro Code of Conduct. Stations consistently reported with the most issues are noted and shared with public safety personnel so deployments can be adjusted to focus on those locations.

Property crime reports related to graffiti remained the most reported incident type, making up most of the incidents, at 71% in December. This is mainly due to the large number of graffiti reports submitted by the Ambassadors and Contract Security through the Transit Watch app. In December, the top three locations for graffiti incidents were LATTC/Ortho Institute Station, Willowbrook/Rosa Parks

Station, and Chinatown Station.

Rider reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations. SSLE also utilized the weekly meetings between members of the Comprehensive Planned Deployment to discuss observed increases in security incidents, which included theft. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address graffiti, theft, and harassment systemwide. Additionally, SSLE will look to identify locations (stations, trains, and buses) and the time of day of harassment reports to determine if any patterns exist and work with multi-layer resources to develop a strategy for visibility to prevent and minimize these types of incidents.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently. As staff regularly collects and analyzes this data, identifying new hot spots and adjusting deployments as they do so, they can see reduced criminal activity; this advances the agency's goal to have a safe environment for riders. Operator safety remains a top priority as Bus Safety Teams assist with offloading at end-of-line stations during Owl Service. Through these safety operations and comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and riders to enjoy their trip experience.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

NEXT STEPS

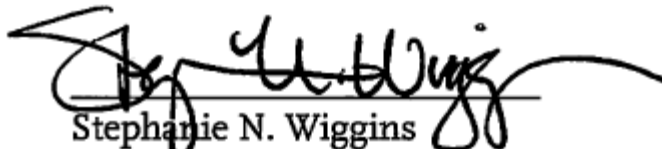
SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions

ATTACHMENTS

Attachment A - Station Experience Updates
Attachment B - Board Motion 31
Attachment C - Public Safety Surge Impact
Attachment D - Total Crime Summary December 2024
Attachment E - Systemwide Law Enforcement Overview December 2024
Attachment F - MTA Supporting Data December 2024
Attachment G - Sexual Harassment Crimes December 2024
Attachment H - Bus & Rail Operator Assaults December 2024
Attachment I - Arrests by Race & Ethnicity December 2024
Attachment J - Long-Term Crime Trends on Bus & Rail

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Station Experience Updates (February 2025)

Union Station Receives TAP-to-Exit and Passenger Circulation Improvements

Metro Rail ridership continues to rebound to nearly 70% of pre-pandemic levels, and peak-hour crowds are returning to Union Station for connections to Metrolink, Amtrak, and other partners. As such, staff is also seeing a return of crowding between passengers entering and exiting near the faregates, as the tendency is to “hug the corner,” which leads to people running into each other. A solution widely used across world-class metro systems, including in London and Paris, is to facilitate a “two-way street,” with one side for entering the station and the other for exiting.

Preliminary faregate data (comparing one week prior to one week after) illustrates significant improvements to the station circulation on the concourse, including:

- Station **exits through the underutilized south turnstiles have jumped 130%**, representing nine in ten turnstile exits now funneling through the appropriate turnstiles
- Station **exits through the wider ADA faregate have dropped 31%**, helping to free up access for its intended purpose of serving customers with disabilities, bicycles, and strollers
- Security and law enforcement can better identify and address fare evaders and trespassers with a consistent, directional flow

This improved station flow paves the way for the Board-approved TAP-to-Exit program to expand to Union Station starting from mid to late February 2025. The TAP-to-Exit startup will incorporate an equitable and education-first emphasis, with onsite LIFE signups available. Staff expects to see an improvement in safety, cleanliness, and customer satisfaction, consistent with results seen at North Hollywood and Downtown Santa Monica, as part of this access control initiative through fare compliance.

Safety Improvements Begin at Pershing Square Outdoor Plaza

Following the recent walkthroughs conducted across Metro departments and law enforcement partners, Metro Operations crews have begun work to implement quick-build interventions that will support security and law enforcement partners to deter open-air drug use and other inappropriate activity that is spilling onto the Metro station plaza at Pershing Square’s 5th/Hill station plaza.

While the indoor portion of the station remains clean and safe following the lighting upgrades and classical music implementation, the outdoor plaza continues to see persistent illicit activity stemming from the opioid epidemic surrounding Skid Row. LAPD has also noted that 5th Street is a frequently traveled corridor with prolific drug activity between Skid Row and the Public Library, which unfortunately places the Metro station at the midpoint between the two destinations.

Last month, Metro Operations crews began the following tasks:

- Facilities Maintenance installed property markers and signage to clearly denote Metro property and City right-of-way to support officers who educate and enforce individuals engaged in illicit activity
 - Staff have previously completed this on the outdoor plazas at Hollywood/Highland and Westlake/MacArthur Park stations, where both locations have seen a substantial improvement in safety and cleanliness
- Traction Power installed brighter lighting throughout the outdoor plaza, which will improve natural surveillance and deter inappropriate activity
- Facilities Contracted Maintenance graffiti abatement crews are staying on top of plaza vandalism adjacent to the sidewalk
- Removal of damaged, abandoned payphones that no longer work



Metro

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

Board Report

File #: 2024-0365, **File Type:** Motion / Motion Response

Agenda Number: 31.

REGULAR BOARD MEETING MAY 23, 2024

Motion by:

DIRECTORS BASS, BARGER, HAHN, SOLIS, NAJARIAN, AND YAROSLAVSKY

Metro Public Safety Surge Motion

Recently, our system has endured an uptick in violence and crime. Law enforcement agencies are reporting a rise in crime, resulting in increased arrests and citations for trespassing, narcotics, and weapons possession. As Metro ridership continues to increase to pre-pandemic levels, reaching more than 950,000 weekday riders in March 2024, the increase in crime threatens to derail our goal of exceeding 1.2 million weekday riders if we cannot ensure the safety of those who want and need to use the bus and rail system. As a Board, we propose urgent, decisive action to keep our riders, employees, and community members safe.

The Metro Board of Directors took swift action last month to approve the manufacture and installation of reinforced physical barriers to better protect bus operators from this senseless violence. Metro's entire bus fleet is anticipated to be fitted with new barriers by the end of the year. However, this is not enough. There has been a surge in violent crimes across the Metro bus and rail system over the past 3 months, resulting in death, injuries, and increased safety concerns for Metro's riders and frontline employees.

Additionally, Wi-Fi and cell phone service are not reliably available throughout Metro's rail system, hampering our riders' ability to communicate with public safety personnel. Metro's Transit Watch Mobile App, for instance, allows riders to directly contact emergency and law enforcement personnel by text or phone, but requires Wi-Fi or cellular service. We must ensure Wi-Fi and cell phone service are available systemwide so that riders can quickly and easily contact public safety personnel when needed.

While Metro and its security partners have taken many steps to improve safety, we must do more to ensure the safety of our riders and employees across the system.

SUBJECT: METRO PUBLIC SAFETY SURGE MOTION

RECOMMENDATION

APPROVE Motion by Bass, Barger, Hahn, Solis, Najarian, and Yaroslavsky that the Board direct the

Chief Executive Officer to:

- A. Increase the daily planned deployment of public safety personnel, adjusting deployment to focus on the rail cars, buses, and stations with the highest incidents of crime and public safety issues so that riders and frontline employees feel safe.
- B. Direct public safety personnel, including Los Angeles Police Department, Los Angeles Sheriff's Department, Long Beach Police Department, and Metro Transit Security officers to be physically present on buses and trains.
- C. Direct public safety personnel to proactively walk through rail cars and ride buses. Public safety personnel must also schedule overlapping or staggered shift times to ensure continuity and avoid gaps in coverage.
- D. Establish a unified command led by Metro's Systems Security & Law Enforcement Department, with representation from all public safety resources.
- E. Ensure that cellular service is enabled and working at all underground metro rail stations, on the platforms, and during transit throughout the rail system, and bolster education and awareness of Metro's Transit Watch Mobile App so riders can directly access an emergency response.

Public Safety Surge Impact

		RAIL					
CRIMES AGAINST PROPERTY	CRIME	Jan - May 2023	Jan - May 2024	Jan - May % Diff	June-Dec 2023	June - Dec 2024	June - Dec % Diff
		Arson	0	1	100%	0	1
	Bike Theft	5	2	-60%	6	2	-67%
	Burglary	7	4	-43%	5	1	-80%
	Larceny	127	128	0%	171	197	15%
	Motor Vehicle Theft	15	6	-60%	24	8	-67%
	Vandalism	35	22	-37%	53	54	2%
CRIMES AGAINST PERSONS	Agg Assault	127	107	-16%	185	144	-22%
	Agg Assault on Op	1	0	-100%	0	1	100%
	Battery	218	199	-9%	338	301	-11%
	Battery on Operator	5	0	-100%	2	0	-100%
	Homicide	2	1	-50%	4	1	-75%
	Rape	4	4	0%	6	5	-17%
	Robbery	117	77	-34%	138	109	-21%
	Sex Offenses	31	23	25%	31	35	13%
	TOTAL	694	574	-17%	963	859	-10.7%

		BUS					
CRIMES AGAINST PROPERTY	CRIME	Jan - May 2023	Jan - May 2024	Jan - May % Diff	June-Dec 2023	June - Dec 2024	June - Dec % Diff
		Arson	0	0	0%	0	0
	Bike Theft	6	6	0%	1	0	-100%
	Burglary	0	2	100%	0	1	100%
	Larceny	55	69	25%	68	112	65%
	Motor Vehicle Theft	2	1	-50%	7	1	-86%
	Vandalism	40	48	20%	26	77	196%
CRIMES AGAINST PERSONS	Agg Assault	49	91	86%	62	89	44%
	Agg Assault on Op	10	30	200%	16	23	44%
	Battery	132	182	38%	134	202	51%
	Battery on Operator	46	74	61%	45	58	29%
	Homicide	0	0	0%	2	1	-50%
	Rape	0	0	0%	2	0	-100%
	Robbery	49	76	55%	47	60	27%
	Sex Offenses	23	24	4%	20	18	-10%
	TOTAL	412	603	46%	430	642	49%



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment D

Total Crime Summary - December 2024

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	253	383	442	495	460
Agg Assault on Op	16	29	36	41	43
Battery	651	745	868	1044	995
Battery on Operator	64	94	128	127	105
Homicide	3	5	6	6	5
Rape	9	14	12	13	14
Robbery	219	257	349	394	328
Sex Offenses	81	100	102	115	107
Subtotal	1,296	1,627	1,943	2,235	2,057
Crimes Against Property					
Arson	5	9	6	0	2
Bike Theft	50	44	44	25	5
Burglary	9	16	13	16	7
Larceny	383	388	510	481	566
Motor Vehicle Theft	19	13	17	43	27
Vandalism	213	286	286	184	213
Subtotal	679	756	876	749	820
Crimes Against Society					
Narcotics	81	148	155	568	1,289
Trespassing	85	92	126	1,635	4,532
Weapons	33	45	56	128	259
Subtotal	199	285	337	2,331	6,080
Total	2,174	2,668	3,156	5,315	8,957

Total Crimes 5-Year Trend Current Month only - Systemwide

	Dec-20	Dec-21	Dec-22	Dec-23	Dec-24
Crimes Against Persons					
Agg Assault	20	29	29	36	39
Agg Assault on Op	1	4	3	4	3
Battery	36	73	64	81	72
Battery on Operator	7	13	10	13	2
Homicide	0	0	0	2	0
Rape	1	0	1	0	1
Robbery	20	41	31	32	23
Sex Offenses	4	9	9	7	8
Subtotal	89	169	147	175	148
Crimes Against Property					
Arson	0	1	0	0	0
Bike Theft	4	6	1	0	0
Burglary	1	0	1	3	0
Larceny	25	31	36	36	34
Motor Vehicle Theft	2	2	1	2	5
Vandalism	22	13	15	13	20
Subtotal	54	53	54	54	59
Crimes Against Society					
Narcotics	8	7	22	60	172
Trespassing	5	6	18	318	118
Weapons	3	2	8	17	35
Subtotal	16	15	48	395	325
Total	159	237	249	624	532

Total Crimes 5-Year Trend Year-to-End - Rail

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	174	261	308	355	291
Agg Assault on Op	0	3	2	1	1
Battery	415	474	563	730	624
Battery on Operator	7	5	5	7	0
Homicide	3	5	5	6	2
Rape	9	13	11	13	12
Robbery	165	190	267	269	210
Sex Offenses	59	73	71	68	64
Subtotal	832	1,024	1,232	1,449	1,204
Crimes Against Property					
Arson	5	9	5	0	2
Bike Theft	33	26	29	13	4
Burglary	8	15	10	14	6
Larceny	284	292	360	357	380
Motor Vehicle Theft	17	9	10	40	19
Vandalism	126	181	198	96	97
Subtotal	473	532	612	520	508
Crimes Against Society					
Narcotics	37	53	71	444	1,129
Trespassing	77	84	111	1,615	4,433
Weapons	22	24	33	94	220
Subtotal	136	161	215	2,153	5,782
Total	1,441	1,717	2,059	4,122	7,494

Total Crimes 5-Year Trend Current Month only - Rail

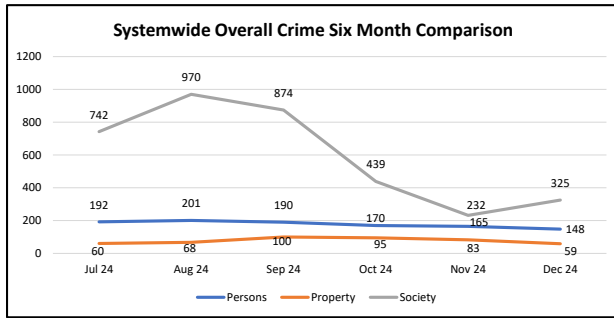
	Dec-20	Dec-21	Dec-22	Dec-23	Dec-24
Crimes Against Persons					
Agg Assault	12	20	18	29	21
Agg Assault on Op	0	0	0	0	0
Battery	23	46	47	57	37
Battery on Operator	1	2	1	1	0
Homicide	0	0	0	2	0
Rape	1	0	1	0	1
Robbery	11	36	25	19	12
Sex Offenses	3	8	7	3	3
Subtotal	51	112	99	111	74
Crimes Against Property					
Arson	0	1	0	0	0
Bike Theft	2	5	1	0	0
Burglary	1	0	1	2	0
Larceny	19	24	28	29	28
Motor Vehicle Theft	2	2	1	2	5
Vandalism	16	10	10	6	7
Subtotal	40	42	41	39	40
Crimes Against Society					
Narcotics	2	4	10	51	139
Trespassing	5	6	14	318	114
Weapons	1	1	5	10	30
Subtotal	8	11	29	379	283
Total	99	165	169	529	397

Total Crimes 5-Year Trend Year-to-Date - Bus

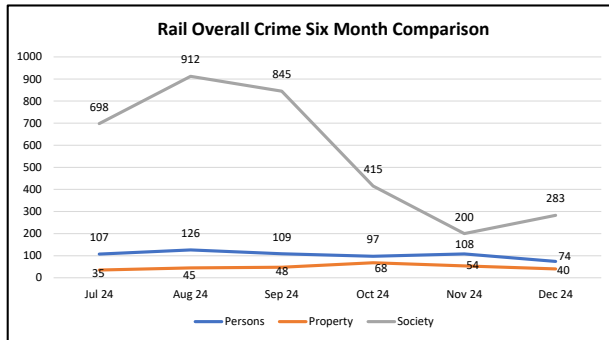
	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	79	122	134	140	169
Agg Assault on Op	16	26	34	40	42
Battery	236	271	305	314	371
Battery on Operator	57	89	123	120	105
Homicide	0	0	1	0	3
Rape	0	1	1	0	2
Robbery	54	67	82	125	118
Sex Offenses	22	27	31	47	43
Subtotal	464	603	711	786	853
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	17	18	15	12	1
Burglary	1	1	3	2	1
Larceny	99	96	150	124	186
Motor Vehicle Theft	2	4	7	3	8
Vandalism	87	105	88	88	116
Subtotal	206	224	264	229	312
Crimes Against Society					
Narcotics	44	95	84	124	160
Trespassing	8	8	15	20	99
Weapons	11	21	23	34	39
Subtotal	63	124	122	178	298
Total	733	951	1,097	1,193	1,463

Total Crimes 5-Year Trend Current Month only - Bus

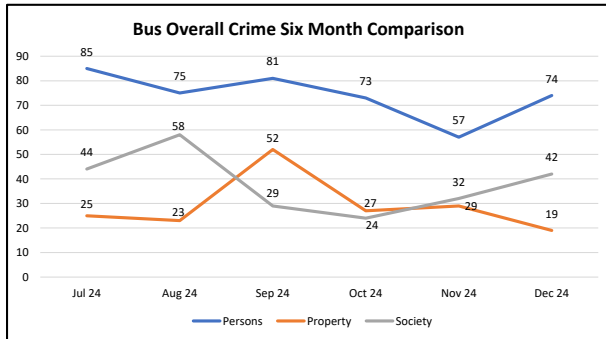
	Dec-20	Dec-21	Dec-22	Dec-23	Dec-24
Crimes Against Persons					
Agg Assault	8	9	11	7	18
Agg Assault on Op	1	4	3	4	3
Battery	13	27	17	24	35
Battery on Operator	6	11	9	12	2
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	9	5	6	13	11
Sex Offenses	1	1	2	4	5
Subtotal	38	57	48	64	74
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	2	1	0	0	0
Burglary	0	0	0	1	0
Larceny	6	7	8	7	6
Motor Vehicle Theft	0	0	0	0	0
Vandalism	6	3	5	7	13
Subtotal	14	11	13	15	19
Crimes Against Society					
Narcotics	6	3	12	9	33
Trespassing	0	0	4	0	4
Weapons	2	1	3	7	5
Subtotal	8	4	19	16	42
Total	60	72	80	95	135



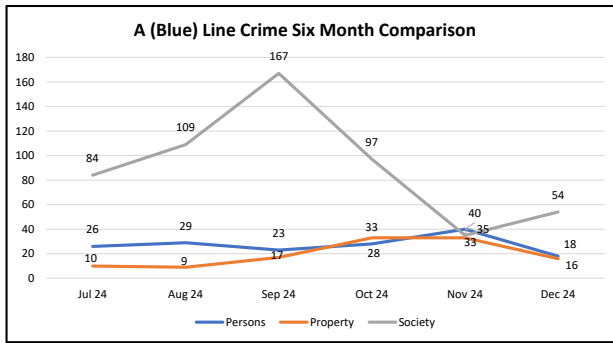
Systemwide	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	39	38	2.6%
Agg Assault on Op	3	3	0.0%
Battery	72	80	-10.0%
Battery on Operator	2	7	-71.4%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	23	33	-30.3%
Sex Offenses	8	4	100.0%
Subtotal	148	165	-10.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	34	63	-46.0%
Motor Vehicle Theft	5	0	500.0%
Vandalism	20	20	0.0%
Subtotal	59	83	-28.9%
Crimes Against Society			
Narcotics	172	149	15.4%
Trespassing	118	62	90.3%
Weapons	35	21	66.7%
Subtotal	325	232	40.1%
Total	532	480	10.8%



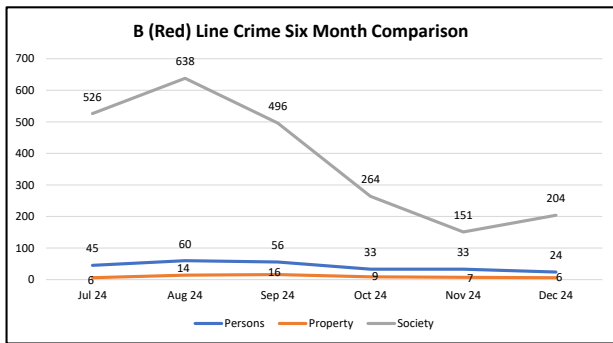
Rail	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	21	25	-16.0%
Agg Assault on Op	0	0	0.0%
Battery	37	58	-36.2%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	12	22	-45.5%
Sex Offenses	3	3	0.0%
Subtotal	74	108	-31.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	28	47	-40.4%
Motor Vehicle Theft	5	0	500.0%
Vandalism	7	7	0.0%
Subtotal	40	54	-25.9%
Crimes Against Society			
Narcotics	139	123	13.0%
Trespassing	114	61	86.9%
Weapons	30	16	87.5%
Subtotal	283	200	41.5%
Total	397	362	9.7%



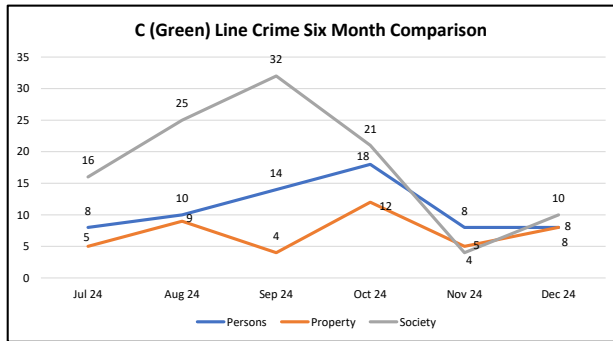
Bus	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	18	13	38.5%
Agg Assault on Op	3	3	0.0%
Battery	35	22	59.1%
Battery on Operator	2	7	-71.4%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	11	11	0.0%
Sex Offenses	5	1	400.0%
Subtotal	74	57	29.8%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	16	-62.5%
Motor Vehicle Theft	0	0	0.0%
Vandalism	13	13	0.0%
Subtotal	19	29	-34.5%
Crimes Against Society			
Narcotics	33	26	26.9%
Trespassing	4	1	300.0%
Weapons	5	5	0.0%
Subtotal	42	32	31.3%
Total	135	118	14.4%



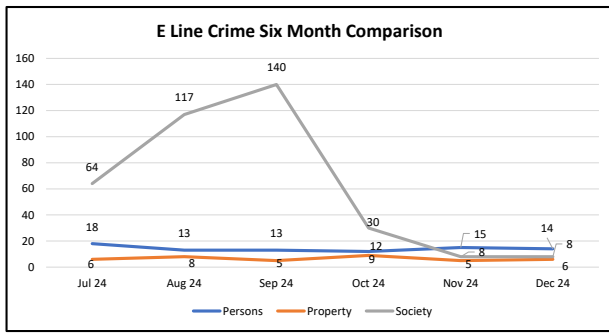
A (Blue) Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	9	14	-35.7%
Agg Assault on Op	0	0	0.0%
Battery	7	15	-53.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	9	-88.9%
Sex Offenses	1	2	-50.0%
Subtotal	18	40	-55.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	14	27	-48.1%
Motor Vehicle Theft	1	0	100.0%
Vandalism	1	6	-83.3%
Subtotal	16	33	-51.5%
Crimes Against Society			
Narcotics	19	20	-5.0%
Trespassing	23	14	64.3%
Weapons	12	1	1100.0%
Subtotal	54	35	54.3%
Total	88	108	-18.5%



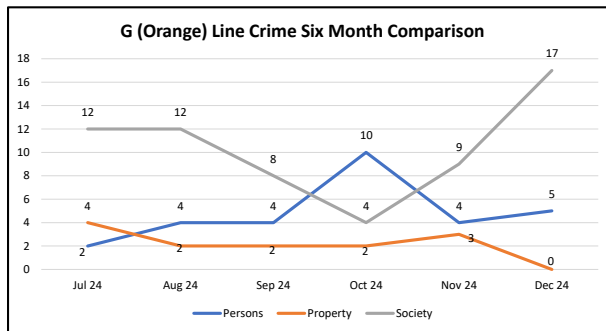
B (Red) Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	5	3	66.7%
Agg Assault on Op	0	0	0.0%
Battery	14	27	-48.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	2	100.0%
Sex Offenses	1	1	0.0%
Subtotal	24	33	-27.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	7	-71.4%
Motor Vehicle Theft	0	0	0.0%
Vandalism	4	0	400.0%
Subtotal	6	7	-14.3%
Crimes Against Society			
Narcotics	110	93	18.3%
Trespassing	79	44	79.5%
Weapons	15	14	7.1%
Subtotal	204	151	35.1%
Total	234	191	22.5%



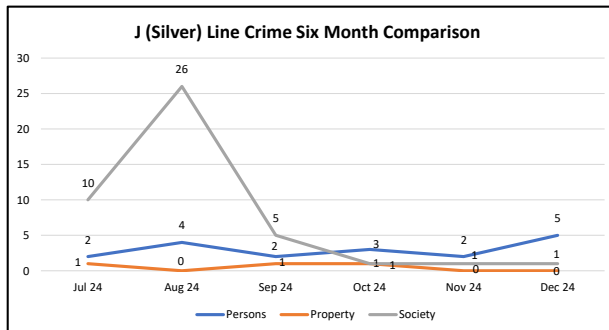
C (Green) Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	3	2	50.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	6	-33.3%
Sex Offenses	0	0	0.0%
Subtotal	8	8	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	5	-40.0%
Motor Vehicle Theft	4	0	400.0%
Vandalism	1	0	100.0%
Subtotal	8	5	60.0%
Crimes Against Society			
Narcotics	7	3	133.3%
Trespassing	2	0	200.0%
Weapons	1	1	0.0%
Subtotal	10	4	150.0%
Total	26	17	52.9%



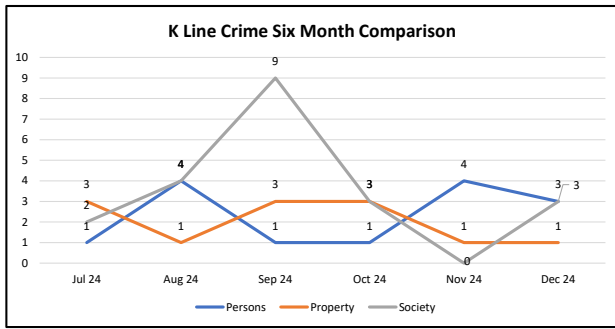
E Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	3	6	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	8	6	33.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	3	0.0%
Sex Offenses	0	0	0.0%
Subtotal	14	15	-6.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	4	50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	6	5	20.0%
Crimes Against Society			
Narcotics	2	7	-71.4%
Trespassing	5	1	400.0%
Weapons	1	0	100.0%
Subtotal	8	8	0.0%
Total	28	28	0.0%



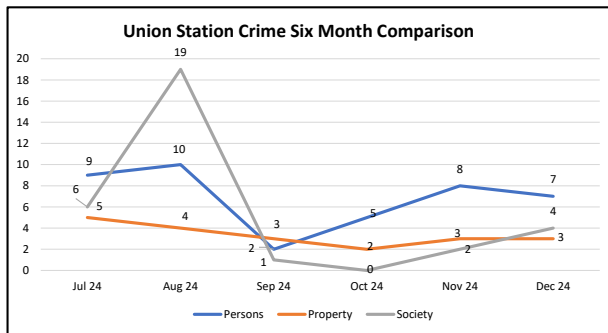
G (Orange) Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	2	2	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	0	200.0%
Sex Offenses	0	0	0.0%
Subtotal	5	4	25.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	3	-100.0%
Subtotal	0	3	-100.0%
Crimes Against Society			
Narcotics	17	7	142.9%
Trespassing	0	0	0.0%
Weapons	0	2	-100.0%
Subtotal	17	9	88.9%
Total	22	16	37.5%



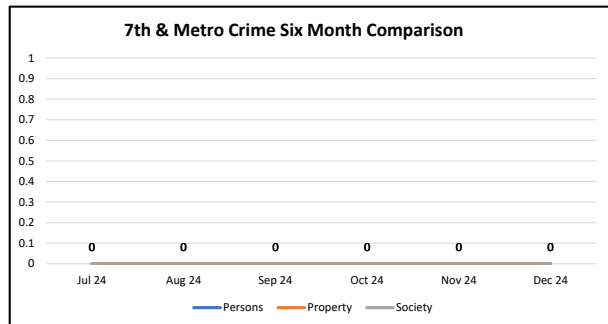
J (Silver) Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	0	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	1	100.0%
Sex Offenses	0	0	0.0%
Subtotal	5	2	150.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	1	0	100.0%
Weapons	0	0	0.0%
Subtotal	1	1	0.0%
Total	6	3	100.0%



K Line	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	3	2	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	2	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	3	4	-25.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	1	1	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	3	0	300.0%
Weapons	0	0	0.0%
Subtotal	3	0	300.0%
Total	7	5	40.0%



Union Station	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	8	-50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	0	100.0%
Robbery	0	0	0.0%
Sex Offenses	1	0	100.0%
Subtotal	7	8	-12.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	3	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	3	3	0.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	2	2	0.0%
Weapons	1	0	100.0%
Subtotal	4	2	100.0%
Total	14	13	7.7%

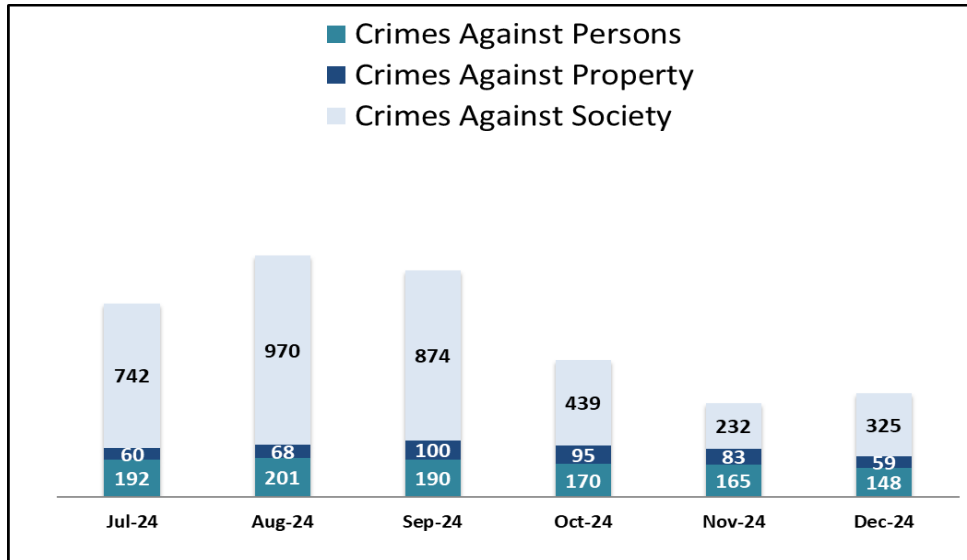


7th & Metro	Dec 24	Nov 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	0	0	0.0%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2024

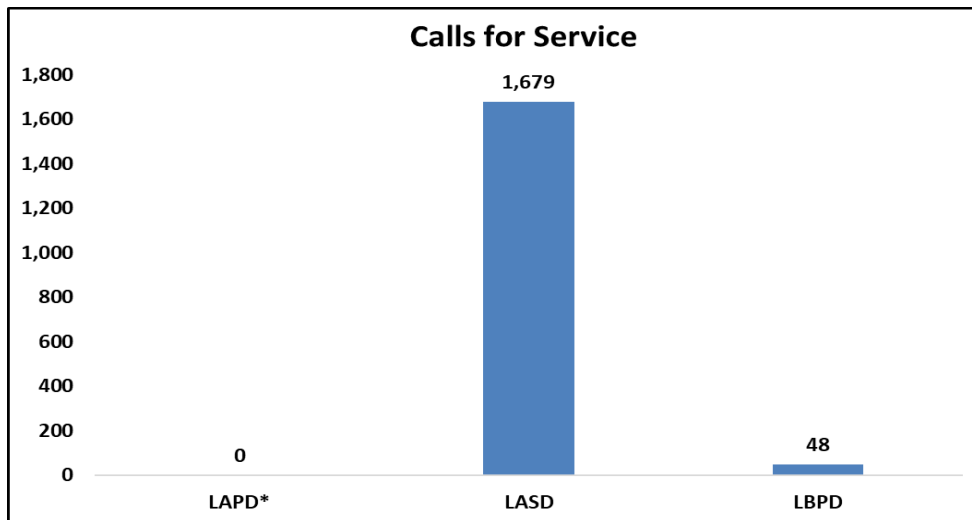
Attachment E

Total Crimes


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

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service


* LAPD Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

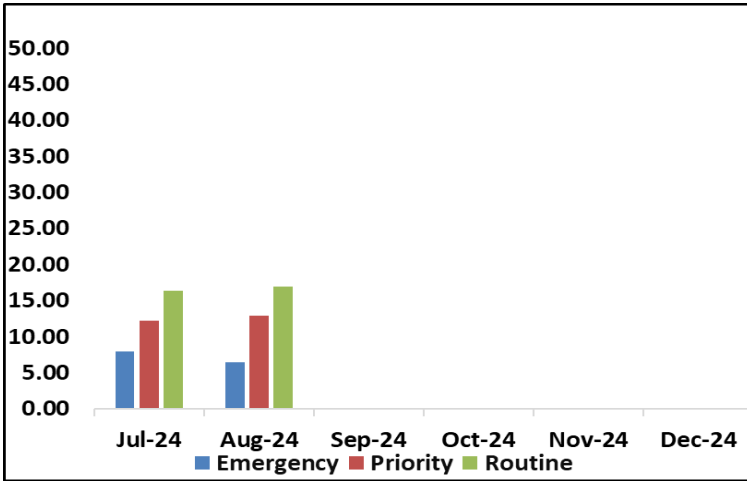
DECEMBER 2024

Attachment E

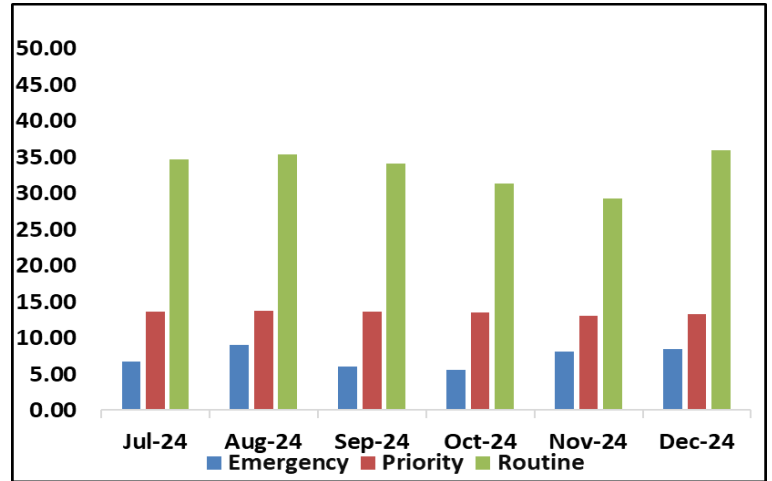
Average Incident Response Times

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

LAPD

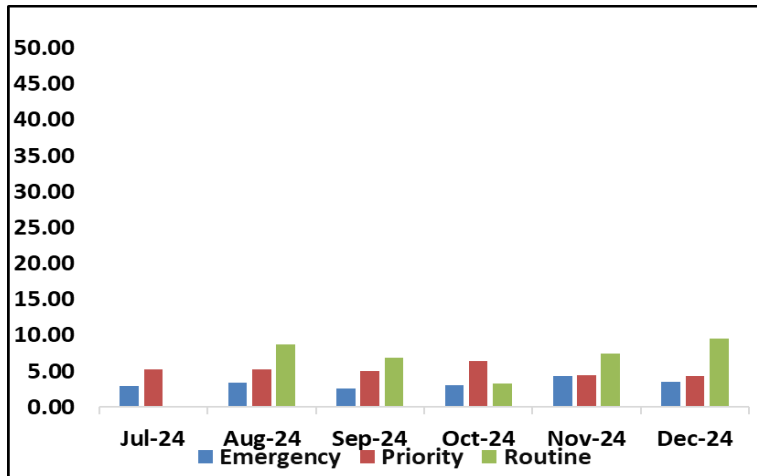


LASD



* LAPD Incident Response Times data is currently unavailable

LBPD



Transit Police

Monthly Crime Report


Attachment E

	2024	2023	%
	December	December	Change
CRIMES AGAINST PERSONS			
Homicide	0	2	-100.0%
Rape	1	0	100.0%
Robbery	23	32	-28.1%
Aggravated Assault	39	36	8.3%
Aggravated Assault on Operator	3	4	-25.0%
Battery	72	81	-11.1%
Battery on Operator	2	13	-84.6%
Sex Offenses	8	7	14.3%
SUB-TOTAL	148	175	-15.4%
CRIMES AGAINST PROPERTY			
Burglary	0	3	-100.0%
Larceny	34	36	-5.6%
Bike Theft	0	0	0.0%
Motor Vehicle Theft	5	2	150.0%
Arson	0	0	0.0%
Vandalism	20	13	53.8%
SUB-TOTAL	59	54	9.3%
CRIMES AGAINST SOCIETY			
Weapons	35	17	105.9%
Narcotics	172	60	186.7%
Trespassing	118	318	-62.9%
SUB-TOTAL	325	395	-17.7%
TOTAL	532	624	-14.7%
ENFORCEMENT EFFORTS			
Arrests	740	592	25.0%
Citations	1,229	357	244.3%
Calls for Service	1,727	2,864	-39.7%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2024

Attachment E

Crimes

Monthly

System-Wide	Dec-24	Dec-23	% Change
Crimes Against Persons	148	175	-15.43%
Crimes Against Property	59	54	9.26%
Crimes Against Society	325	395	-17.72%
Total	532	624	-14.74%

Six Months

System-Wide	Jul-24-Dec-24	Jul-23-Dec-23	% Change
Crimes Against Persons	1,066	1,116	-4.48%
Crimes Against Property	465	353	31.73%
Crimes Against Society	3,582	1,357	163.96%
Total	5,113	2,826	80.93%

Annual

System-Wide	Jan-24-Dec-24	Jan-23-Dec-23	% Change
Crimes Against Persons	2,057	2,235	-7.96%
Crimes Against Property	820	749	9.48%
Crimes Against Society	6,080	2,331	160.83%
Total	8,957	5,315	68.52%

Average Emergency Response Times

Monthly

Dec-24	Dec-23	% Change
3.99	5.13	-22.29%

Six Months

Jul-24-Dec-24	Jul-23-Dec-23	% Change
4.32	5.39	-19.77%

Annual

Jan-24-Dec-24	Jan-23-Dec-23	% Change
4.96	5.54	-10.62%

Bus Operator Assaults

Monthly

Dec-24	Dec-23	% Change
5	17	-70.59%

Six Months

Jul-24-Dec-24	Jul-23-Dec-23	% Change
73	91	-19.78%

Annual

Jan-24-Dec-24	Jan-23-Dec-23	% Change
148	168	-11.90%

Ridership

Monthly

Dec-24	Dec-23	% Change
25,497,189	23,362,749	9.14%

Six Months

Jul-24-Dec-24	Jul-23-Dec-23	% Change
159,455,278	147,242,938	8.29%

Annual

Jan-24-Dec-24	Jan-23-Dec-23	% Change
310,953,861	285,377,780	8.96%



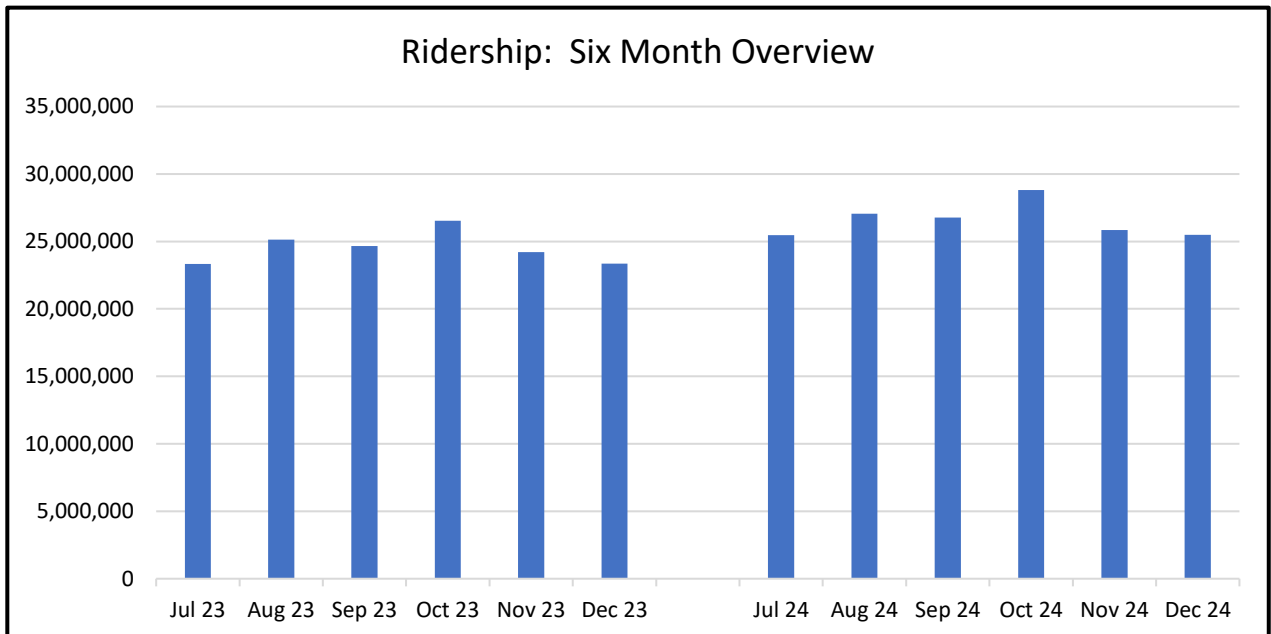
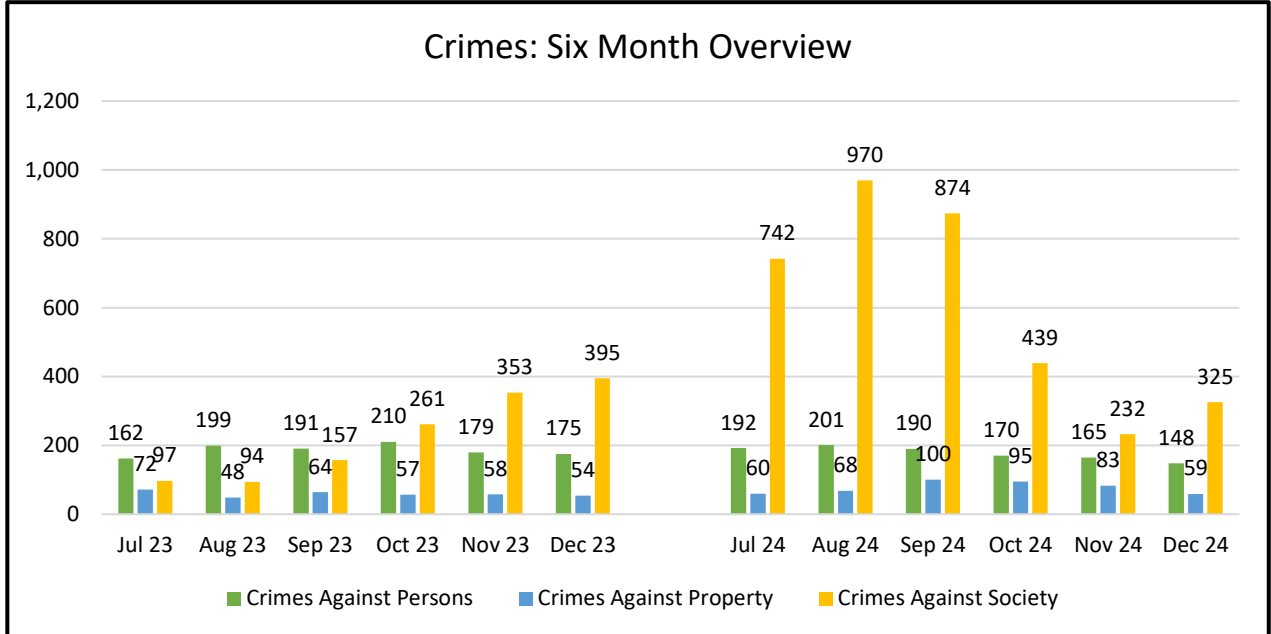
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2024

Attachment E



A LINE (BLUE)

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	1	0	36
Aggravated Assault	1	8	0	49
Aggravated Assault on Operator	0	0	0	1
Battery	4	0	3	70
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	8
SUB-TOTAL	5	10	3	164
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	1
Larceny	2	11	1	94
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	6
Arson	0	0	0	0
Vandalism	0	1	0	17
SUB-TOTAL	2	13	1	118
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	8	4	0	28
Narcotics	9	10	0	118
Trespassing	22	1	0	400
SUB-TOTAL	39	15	0	546
TOTAL	46	38	4	828

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	2
Azusa Downtown	1	0	1	11
Irwindale	0	0	0	1
Duarte/City of Hope	1	0	0	3
Monrovia	0	1	0	6
Arcadia	0	0	0	3
Sierra Madre Villa	0	0	0	4
Allen	0	0	0	2
Lake	0	1	1	14
Memorial Park	0	0	0	3
Del Mar	0	0	0	4
Fillmore	0	0	0	6
South Pasadena	0	0	0	6
Highland Park	0	0	1	20
Southwest Museum	0	0	1	28
Heritage Square	0	0	1	15
Lincoln/Cypress	0	0	3	24
Chinatown	0	0	14	80
Union Station	0	0	1	12
Little Tokyo/Arts Dist	0	0	1	44
Historic Broadway	0	0	2	22
Grand Av Arts/Bunker Hill	0	0	6	172
7th St/Metro Ctr	3	0	1	11
Pico	1	0	5	27
Grand/LATTC	0	0	1	53
San Pedro St	0	1	1	10
Washington	1	0	1	11
Vernon	0	0	0	8
Slauson	0	0	0	22
Florence	0	1	1	19
Firestone	2	1	0	26
103rd St/Watts Towers	0	1	0	11
Willowbrook/Rosa Parks	2	7	7	67
Compton	3	1	2	15
Artesia	0	1	2	27
Del Amo	0	0	1	11
Wardlow	0	0	0	0
Willow St	1	0	0	11
PCH	0	0	0	1
Anaheim St	0	0	0	3
5th St	0	0	0	1
1st St	0	0	0	0
Downtown Long Beach	2	0	0	6
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	1	0	4
Other	0	0	0	0
Total	18	16	54	827

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	25	11	0	209
Misdemeanor	47	47	1	751
TOTAL	72	58	1	960

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	35	57	1	838
Vehicle Code Citations	27	4	0	69
TOTAL	62	61	1	907

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	Currently Unavailable	555	7	2,984
Priority	Currently Unavailable	109	29	803
Emergency	Currently Unavailable	10	12	132
TOTAL	0	674	48	3,919

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	15%	N/C	2%
Proactive	85%	N/C	98%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	82%
Blue Line-LASD	N/C
Blue Line-LBPDP	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Azusa	0	40	0	156
Irwindale	0	35	0	152
Duarte Station	0	8	0	44
Monrovia	0	13	0	83
Magnolia Ave	0	0	0	0
Arcadia Station	0	21	0	115
Pasadena	0	67	0	285
South Pasadena	0	22	0	110
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	67	0	0	273
Slauson	0	18	0	98
Florence	0	31	0	121
Firestone	0	17	0	77
103rd St	20	0	0	62
Willowbrook	0	12	0	66
Compton	0	0	0	36
Artesia	0	2	0	30
Del Amo	0	0	0	40
Wardlow Rd	0	0	0	16
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	87	286	0	1,764

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

B LINE (RED)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	4	25
Aggravated Assault	5	56
Aggravated Assault on Operator	0	0
Battery	14	152
Battery Rail Operator	0	0
Sex Offenses	1	17
SUB-TOTAL	24	251
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	38
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	4	20
SUB-TOTAL	6	58
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	15	86
Narcotics	110	487
Trespassing	79	1,706
SUB-TOTAL	204	2,279
TOTAL	234	2,588

ARRESTS		
AGENCY	LAPD	FYTD
Felony	120	529
Misdemeanor	324	2,798
TOTAL	444	3,327

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	257	2,134
Vehicle Code Citations	253	297
TOTAL	510	2,431

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	81%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	1	9	726
Civic Center/Grand Park	0	0	0	19
Pershing Square	1	1	109	251
7th St/Metro Ctr	9	1	11	212
Westlake/MacArthur Park	1	2	7	419
Wilshire/Vermont	1	0	3	194
Wilshire/Normandie	1	0	0	20
Vermont/Beverly	0	0	2	61
Wilshire/Western	2	0	2	59
Vermont/Santa Monica	0	0	3	38
Vermont/Sunset	1	0	5	47
Hollywood/Western	0	1	7	50
Hollywood/Vine	1	0	9	57
Hollywood/Highland	1	0	5	61
Universal City/Studio City	2	0	5	46
North Hollywood	3	0	27	328
Red Line Rail Yard	0	0	0	0
Total	24	6	204	2,588

C LINE (GREEN)

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	3	21
Aggravated Assault	0	3	25
Aggravated Assault on Operator	0	0	0
Battery	0	1	16
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	1	7	66
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	1	32
Bike Theft	0	0	0
Motor Vehicle Theft	4	0	5
Arson	0	0	0
Vandalism	0	1	6
SUB-TOTAL	6	2	43
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	13
Narcotics	1	6	43
Trespassing	0	2	52
SUB-TOTAL	1	9	108
TOTAL	8	18	217

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	58
Misdemeanor	2	24	221
TOTAL	2	31	279

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	32	287
Vehicle Code Citations	0	3	7
TOTAL	1	35	294

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	236	1,758
Priority	Currently Unavailable	27	276
Emergency	Currently Unavailable	4	27
TOTAL	0	267	2,061

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	N/C
Proactive	79%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	0	0
Aviation/Imperial	0	6	0	13
Hawthorne/Lennox	0	0	0	9
Crenshaw	0	0	0	12
Vermont/Athens	1	0	0	6
Harbor Fwy	1	0	1	66
Avalon	0	0	0	19
Willowbrook/Rosa Parks	2	1	1	27
Long Beach Bl	2	0	6	37
Lakewood Bl	0	0	0	3
Norwalk	2	1	2	20
Total	8	8	10	212

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	84%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	1	2	20
Aggravated Assault	2	1	16
Aggravated Assault on Operator	0	0	0
Battery	6	2	42
Battery Rail Operator	0	0	0
Sex Offenses	0	0	5
SUB-TOTAL	9	5	85
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	6	0	32
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	6
SUB-TOTAL	6	0	39
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	2	0	36
Trespassing	5	0	327
SUB-TOTAL	7	1	367
TOTAL	22	6	491

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	5	50
Misdemeanor	14	2	473
TOTAL	20	7	523

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	9	4	634
Vehicle Code Citations	2	0	10
TOTAL	11	4	644

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	190	1,032
Priority	Currently Unavailable	21	156
Emergency	Currently Unavailable	5	15
TOTAL	0	216	1,203

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	N/C
Proactive	80%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	5
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	1
Indiana (both LAPD & LASD)	1	0	2	22
Soto	0	0	0	16
Mariachi Plaza	0	0	0	17
Pico/Aliso	0	0	0	3
Little Tokyo/Arts Dist	2	0	0	2
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	1	1	4
LATTC/Ortho Institute	2	0	0	83
Jefferson/USC	0	0	0	7
Expo Park/USC	0	0	0	11
Expo/Vermont	2	1	1	36
Expo/Western	0	3	2	26
Expo/Crenshaw	3	1	0	62
Farmdale	0	0	1	15
Expo/La Brea	0	0	0	41
La Cienega/Jefferson	0	0	0	90
Culver City	1	0	0	3
Palms	0	0	1	3
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	0	0	6
Expo/Bundy	0	0	0	6
26th St/Bergamot	0	0	0	3
17th St/SMC	1	0	0	4
Downtown Santa Monica	2	0	0	20
Expo Line Rail Yard	0	0	0	0
Total	14	6	8	491

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	3	35
Figueroa St	0	0	0
Exposition Blvd	74	0	868
Culver City	0	14	97
Santa Monica	0	129	556
TOTAL	74	146	1,556

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

G LINE (ORANGE)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	8
Aggravated Assault	1	8
Aggravated Assault on Operator	0	0
Battery	2	13
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	5	29
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
SUB-TOTAL	0	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	3
Narcotics	17	34
Trespassing	0	25
SUB-TOTAL	17	62
TOTAL	22	104

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	24
Misdemeanor	16	46
TOTAL	20	70

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	24	106
Vehicle Code Citations	2	69
TOTAL	26	175

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	15%
Proactive	85%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	14
Laurel Canyon	0	0	0	2
Valley College	1	0	0	2
Woodman	0	0	0	1
Van Nuys	0	0	0	6
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	1	0	16	34
Tampa	1	0	0	2
Pierce College	0	0	0	0
De Soto	0	0	1	3
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	5
Roscoe	0	0	0	1
Nordhoff	0	0	0	1
Chatsworth	1	0	0	25
Total	5	0	17	104

J LINE (SILVER)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	4
Aggravated Assault	2	0	5
Aggravated Assault on Operator	0	0	0
Battery	0	1	6
Battery Bus Operator	0	0	2
Sex Offenses	0	0	1
SUB-TOTAL	4	1	18
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	10
Trespassing	1	0	33
SUB-TOTAL	1	0	44
TOTAL	5	1	65

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	1	0	32
TOTAL	1	0	35

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	5	0	84
Vehicle Code Citations	2	0	24
TOTAL	7	0	108

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	5	34
Priority	Currently Unavailable	0	9
Emergency	Currently Unavailable	1	1
TOTAL	0	6	44

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	4%
Proactive	87%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	1	0	0	2
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	1	0	0	7
Slauson	0	0	1	8
Manchester	0	0	0	13
Harbor Fwy	0	0	0	18
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	2	0	0	10
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	1	0	0	1
Total	5	0	1	61

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	87%
Silver Line- LASD	N/C

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

K LINE

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	1	2	8
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	2	14
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	3
SUB-TOTAL	1	0	12
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	4
Trespassing	1	2	15
SUB-TOTAL	1	2	21
TOTAL	3	4	47

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	4
Misdemeanor	2	4	30
TOTAL	2	4	34

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	4	31
Vehicle Code Citations	0	1	3
TOTAL	0	5	34

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	239	804
Priority	Currently Unavailable	8	36
Emergency	Currently Unavailable	1	3
TOTAL	0	248	843

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	N/C
Proactive	84%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	17
Martin Luther King Jr Station	0	0	1	6
Leimert Park Station	0	0	0	4
Hyde Park Station	0	1	0	9
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	1	0	1	3
LAX/Metro Transit Center				

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	N/C

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

BUS PATROL

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	5	2	48
Aggravated Assault	12	3	81
Aggravated Assault on Operator	3	0	21
Battery	23	9	181
Battery Bus Operator	2	0	49
Sex Offenses	5	0	17
SUB-TOTAL	50	14	398
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	3	3	89
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	9	4	68
SUB-TOTAL	12	7	159
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	4	25
Narcotics	9	7	75
Trespassing	1	2	23
SUB-TOTAL	11	13	123
TOTAL	73	34	680

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	16
San Fernando	1	5
San Gabriel Valley	8	29
Gateway Cities	10	52
South Bay	11	66
Total	34	168

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	4	11
West Valley	4	17
North Hollywood	3	18
Foothill	1	8
Devonshire	1	8
Mission	1	9
Topanga	1	4
Central Bureau		
Central	10	105
Rampart	3	29
Hollenbeck	1	13
Northeast	1	16
Newton	9	39
West Bureau		
Hollywood	3	22
Wilshire	5	21
West LA	3	18
Pacific	1	9
Olympic	7	45
Southwest Bureau		
Southwest	4	32
Harbor	0	9
77th Street	8	59
Southeast	3	20
Total	73	512

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	7	7	130
Misdemeanor	13	44	300
TOTAL	20	51	430

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	272	60	1,091
Vehicle Code Citations	146	13	926
TOTAL	418	73	2,017

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	184	1,020
Priority	Currently Unavailable	81	566
Emergency	Currently Unavailable	3	22
TOTAL	0	268	1,608

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

UNION STATION

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	1	2
Robbery	0	2
Aggravated Assault	1	8
Aggravated Assault on Operator	0	0
Battery	4	28
Battery Rail Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	7	41
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	3	12
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
SUB-TOTAL	3	20
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	1
Narcotics	1	2
Trespassing	2	29
SUB-TOTAL	4	32
TOTAL	14	93

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	15
Misdemeanor	3	33
TOTAL	7	48

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	13	648
Vehicle Code Citations	2	6
TOTAL	15	654

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	18%
Proactive	82%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	86%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	0
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	0	0
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	0
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	0	0

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	83%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service December 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between December 1 and December 31, Metro Transit Security, LAPD, LASD, and LBPD received eight (8) incidents and referred seven victims of sexual crimes / harassment to the above free hotlines. One incident was a public urination incident observed by a Metro Transit Security Officer.

Incident Type & Totals						
	Dec 24	Nov 24	% Change	Dec 24	Dec 23	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	3	3	0.0%	3	3	0.0%
Lewd Conduct	3	0	300.0%	3	1	200.0%
Indecent Exposure	1	1	0.0%	1	3	-66.7%
Rape	1*	0	100.0%	1*	0	100.0%
TOTAL	8	4	100.0%	8	7	14.3%

**LAPD stated that victim was uncooperative, gave inconsistent statements, did not agree to a SART examination, and did not show injuries that were consistent with a rape claim.*

Counseling Information Provided	
	December 2024
Yes	7
No - If no, why?	1
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	1
TOTAL	8



**BUS/RAIL OPERATOR ASSAULTS
DECEMBER 2024**

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
12/6/2024	13:15	234	4114	Sepulveda Bl & Ventura Bl	Victim observed suspect standing outside bus acting erratic (possibly under the influence of an unknown narcotic) and walking back and forth, touching the bus windows. Victim utilized his right hand, indicating to suspect "wait a minute." Suspect responded by accusing victim of putting his hand in her face and attempted to throw her portable charger and cell at victim but did not make any contact. Victim attempted to prevent further attack and kicked out his right foot towards suspect causing suspect to fall to the ground outside bus. Victim attempted to close bus door when suspect jumped onto victim causing him to also fall to the ground. Suspect stood up, exited bus and entered another bus, fleeing the location. Victim alerted the bus operator. LAPD responded, located suspect on the other bus and took suspect into custody.	Outside of operator area	Unknown	Hands (punch, slap)	No
12/12/2024	1:40	76	5802	Grand Av & Venice Bl	Victim observed suspect holding a knife in her hand and accusing other riders of stealing her credit cards. Victim remained in the driver's seat behind the protective plexiglass. Suspect approached victim and accused her of having her credit cards. Suspect continue to hold the knife and waved it around as she demanded victim to return her credit cards. Suspect reached into the protective plexiglass opening with the knife and threatened to hurt victim, then backed away. LAPD arrived and took suspect into custody.	Yes	Unknown	Brandished knife	No
12/17/2024	10:15	33	8622	Venice Bl & Culver Bl	Unknown patron approached victim and advised suspect had taken up a row of seats by laying down on them. Victim later heard multiple passengers yelling and screaming. Victim looked back and observed suspect brandishing a large metallic knife with a 4 ½ inch blade. Victim alerted dispatch to call PD. Victim yelled to suspect, "Get off my bus!" Suspect did not comply and yelled back at victim for approximately 5 minutes. Suspect eventually exited bus and fled location.	Yes	Unknown	Brandished knife	No
12/20/2024	15:25	115	5997	Central Av & Manchester Bl	Victim observed suspect arguing with elderly passengers. Victim stood up for the elderly passengers (no further information). Suspect turned his attention towards victim and became irate, approached victim, stuck his hand between the gap of the plastic plexiglass and farebox, attempting to hit victim. Suspect then pepper sprayed victim's face, exited bus and fled location.	Yes	Upset	Pepper spray	No
12/21/2024	1:30	51	4089	6th St & Kohler St	Victim arrived at the last stop and noted a sleeping passenger (suspect). Victim approached suspect and tapped on the seat in front of suspect. Suspect quickly woke up and pepper sprayed victim's face, pushed victim out of the way, exited bus and fled location.	Yes	Upset	Pepper spray	No



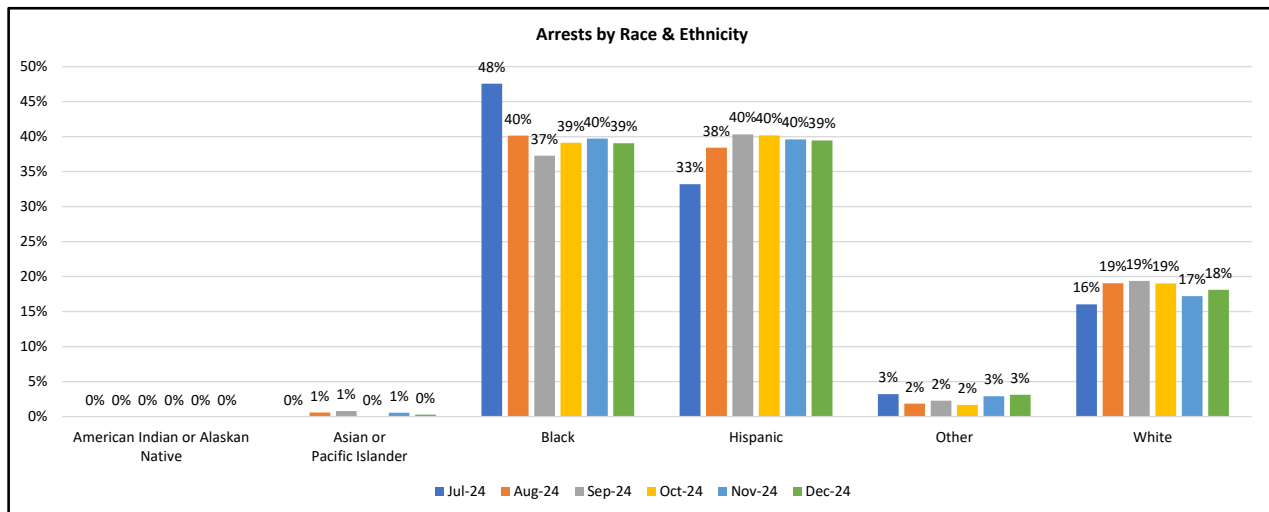
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Arrests December 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	2	35	254	42	250	8	15	30	104	740
Total	0		2		289		292		23		134		740
% Share	0.00%		0.27%		39.05%		39.46%		3.11%		18.11%		100.00%

Arrests December 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	2	22	6	42	1	1	5	13	92
Rail Systemwide	0	0	0	2	33	229	36	205	7	14	25	90	641
Union Station and 7th & Metro Station	0	0	0	0	0	3	0	3	0	0	0	1	7
Total	0		2		289		292		23		134		740
% Share	0.00%		0.27%		39.05%		39.46%		3.11%		18.11%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) December 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	5	42	9	48	5	2	3	17	131
B Line (Red)	0	0	0	1	23	168	21	130	2	12	19	68	444
C Line (Green)	0	0	0	0	1	7	5	17	0	0	1	2	33
E Line (Expo)	0	0	0	1	3	10	0	8	0	0	2	3	27
Bus - G Line (Orange)	0	0	0	0	1	1	0	9	1	0	2	6	20
Bus - J Line (Silver)	0	0	0	0	0	1	0	0	0	0	0	0	1
K Line	0	0	0	0	1	2	1	2	0	0	0	0	6
Union Station	0	0	0	0	0	3	0	3	0	0	0	1	7
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	1	20	6	33	0	1	3	7	71
Total	0		2		289		292		23		134		740
% Share	0.00%		0.27%		39.05%		39.46%		3.11%		18.11%		100.00%

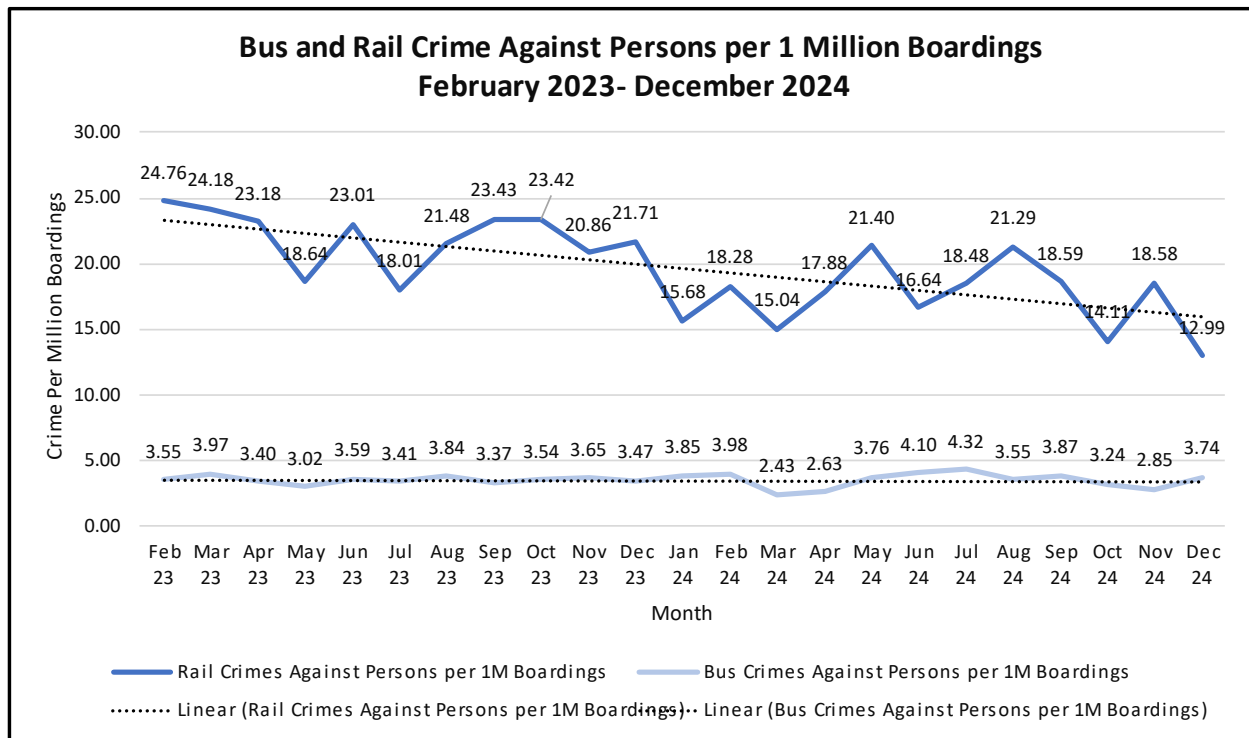


Long-Term Crime Trends on Bus & Rail (February 2023 to December 2024)

The Proportion of Violent and Property Crimes Increased on Bus Relative to Rail
Evaluating Crimes Against Persons and Crimes Against Property, 62% of all such crimes occurred on the rail system in 2023 and 38% on buses. In 2024, the rail proportion decreased to 57%, while the bus proportion increased to 43%. (Crimes Against Society were excluded because they are either reflective of crimes committed elsewhere (such as outstanding warrants) or are “victimless” crimes whose reporting trends may go up or down as enforcement evolves).

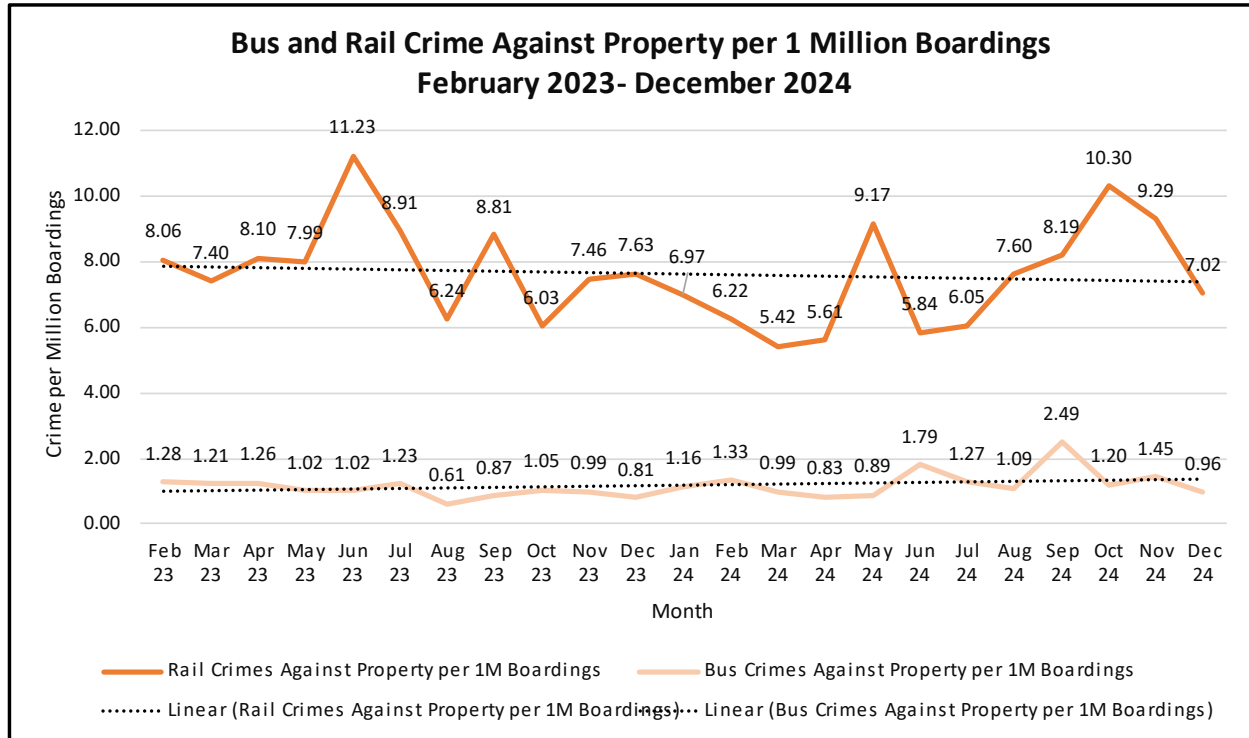
Focus on Rail Shows Results

Adjusted for ridership growth, violent crime on our rail lines is down significantly, from 24.8 crimes per one million boardings in February 2023 to 13.0 crimes per one million boardings in December 2024, with a continued downward trend. The bus system's rate was 3.6 crimes per one million boardings in February 2023 and 3.7 crimes per one million boardings in December 2024, with a virtually flat trendline.

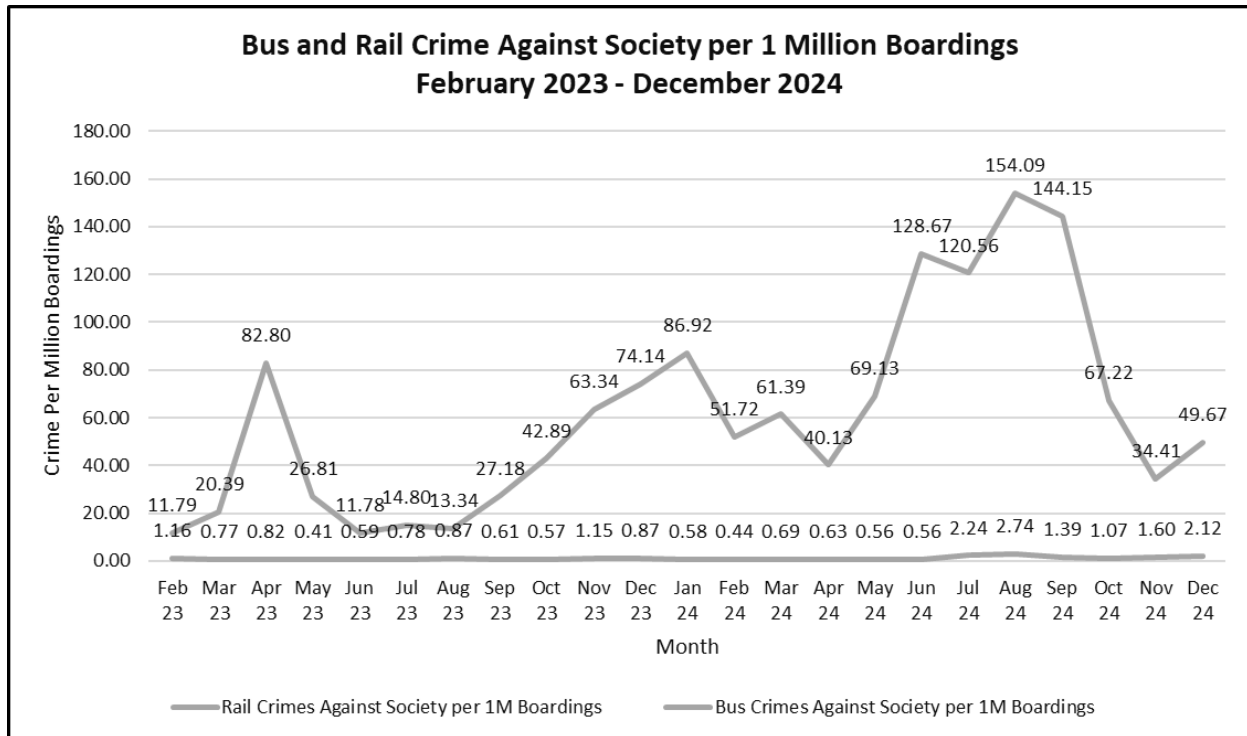


Crimes Against Property in the rail system have declined to historical norms after unusually high numbers in the previous two months, with the long-term average on a downward trend. These crimes were at the rate of 8.0 crimes per one million boardings in February 2023 and are down to 7.0 crimes per one million boardings in December

2024. On the bus side, there were 1.3 crimes per one million boardings in February 2023 and 1.0 crimes per one million boardings in December 2024. Low December numbers have been masking an upward trend over the past 23 months.



Crimes Against Society tend to fall under an entirely different paradigm. Crimes in these categories are “victimless” crimes that often go un- or underreported. Swings in these crime rates may be significant as police enforcement volume and strategies vary. Law enforcement campaigns related to trespassing, narcotics, weapons, and outstanding warrants occurred at several points in 2023 and 2024, with the most prominent campaign represented by the Public Safety Surge. As they were all focused on rail lines, Crimes Against Society on the rail system rose and fell accordingly. In February 2023, the rate was 11.8 per million boardings, went as high as 154.1 in August 2024, and fell back to 49.7 per million boardings in December 2024. No long-term trend could be discerned. Crimes Against Society have stayed relatively flat on the bus side, with 1.2 per million boardings in February 2023 and 2.12 per million boardings in December 2024.



There are several possible explanations for these results. One is a “leakage” of unwanted activity from rail to bus. Criminals on rail encountered more security deployments and adjusted their behavior as a result. Sometimes, these were new deployments, while other times, existing security resources were shifted from bus to rail, resulting in reduced bus enforcement. For example, some law enforcement bus riding teams have been moved to trespassing enforcement on rail. Changes in bus riding hours over the past year have been discussed in another section of this report.

Another explanation is that some criminal activity has been eliminated from the Metro system entirely. Because crime on rail accounts for a larger proportion of overall crime than crime on buses, declines in crime on the rail system have resulted in a systemwide crime decline (per million boardings) since the start of additional enforcement campaigns in February 2023.

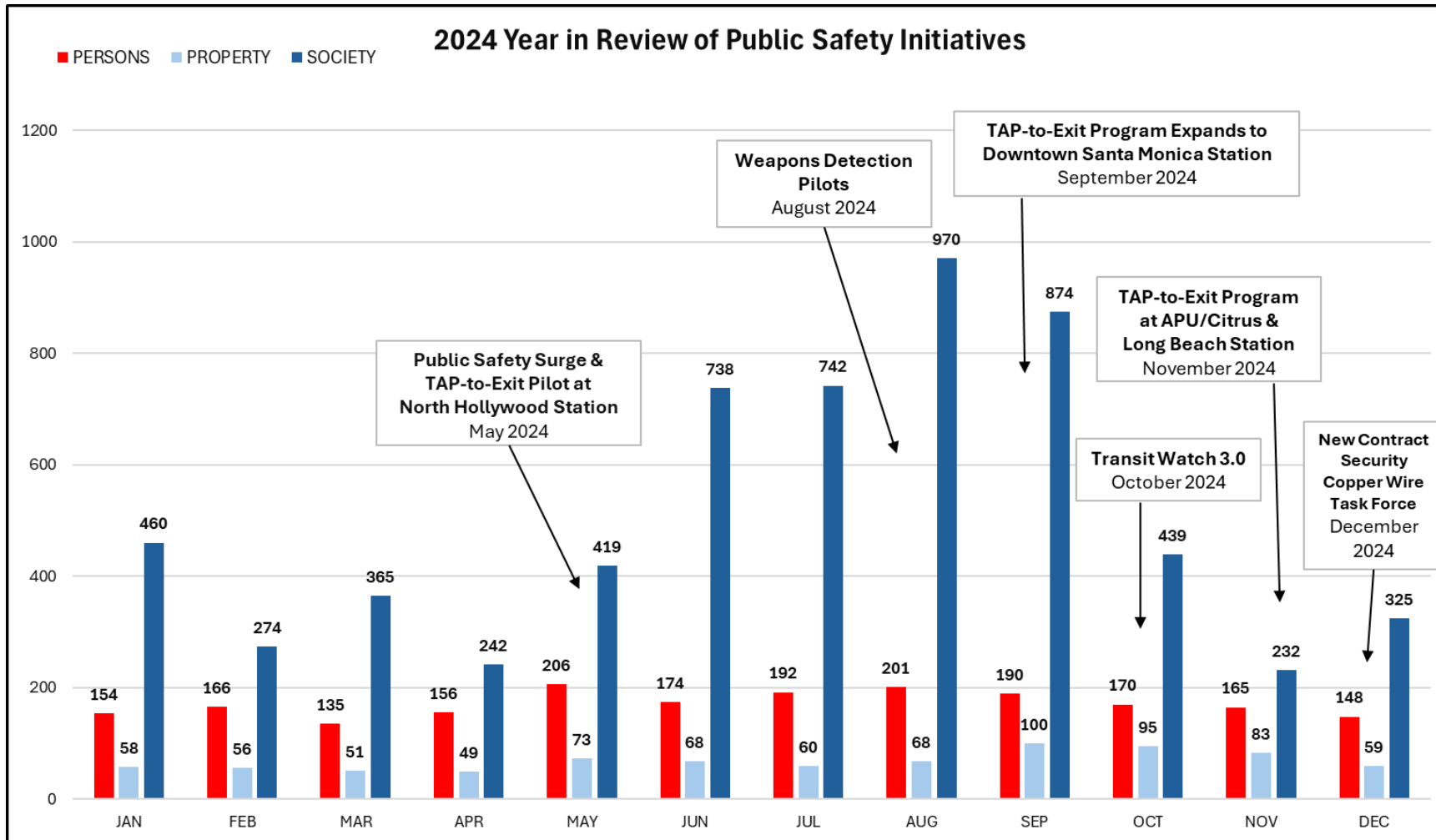
February 2025 Monthly Update on Public Safety

*Operations, Safety, & Customer Experience Committee Meeting
February 20, 2025*



2024 Year-End Overview

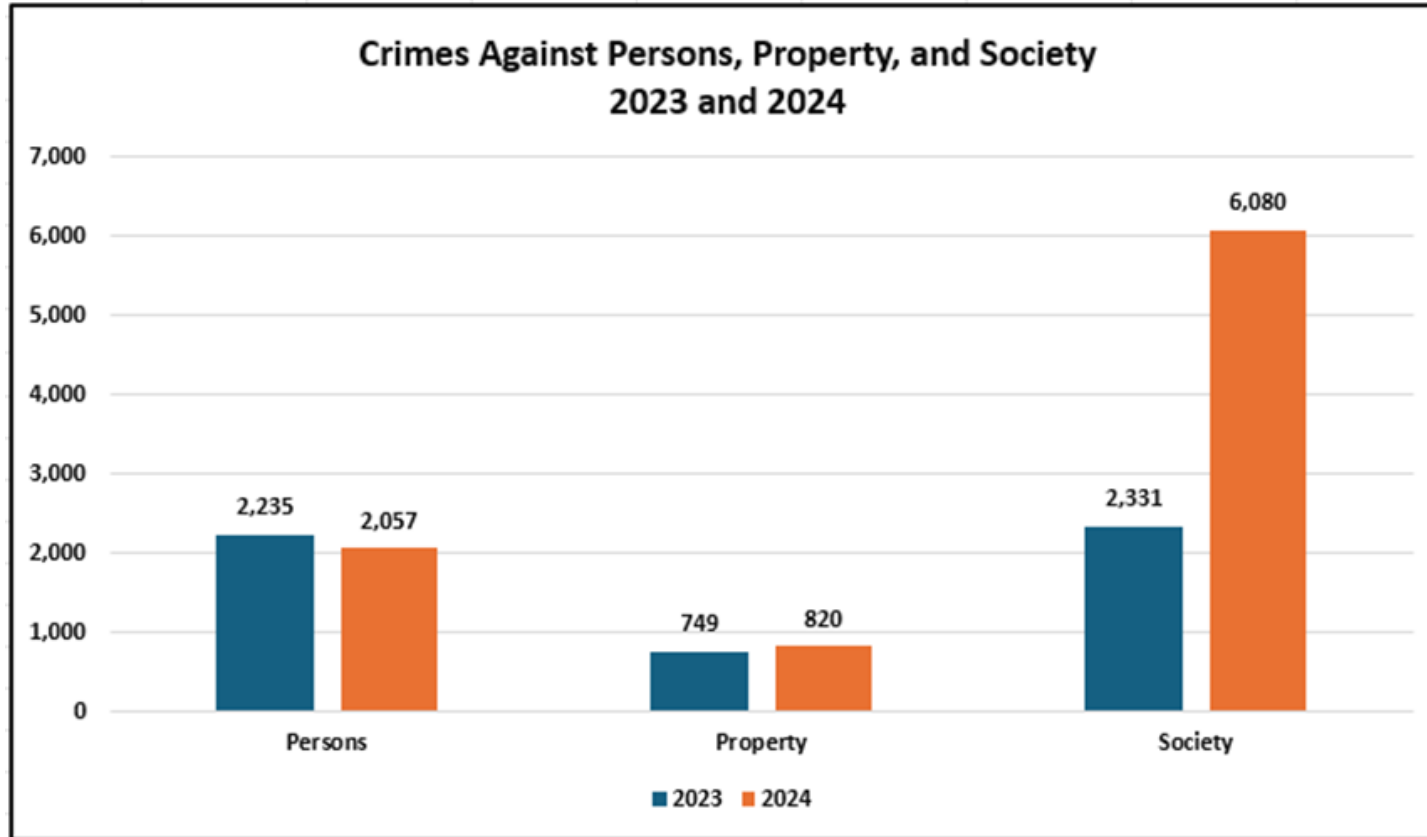
Public Safety Trends and Statistics



In 2024, several public safety initiatives were introduced, which contributed to creating a safer rider experience by targeting trespassing and narcotics and lowering incidents of violent crime.

2024 Year-End Overview

Public Safety Trends and Statistics (cont.)

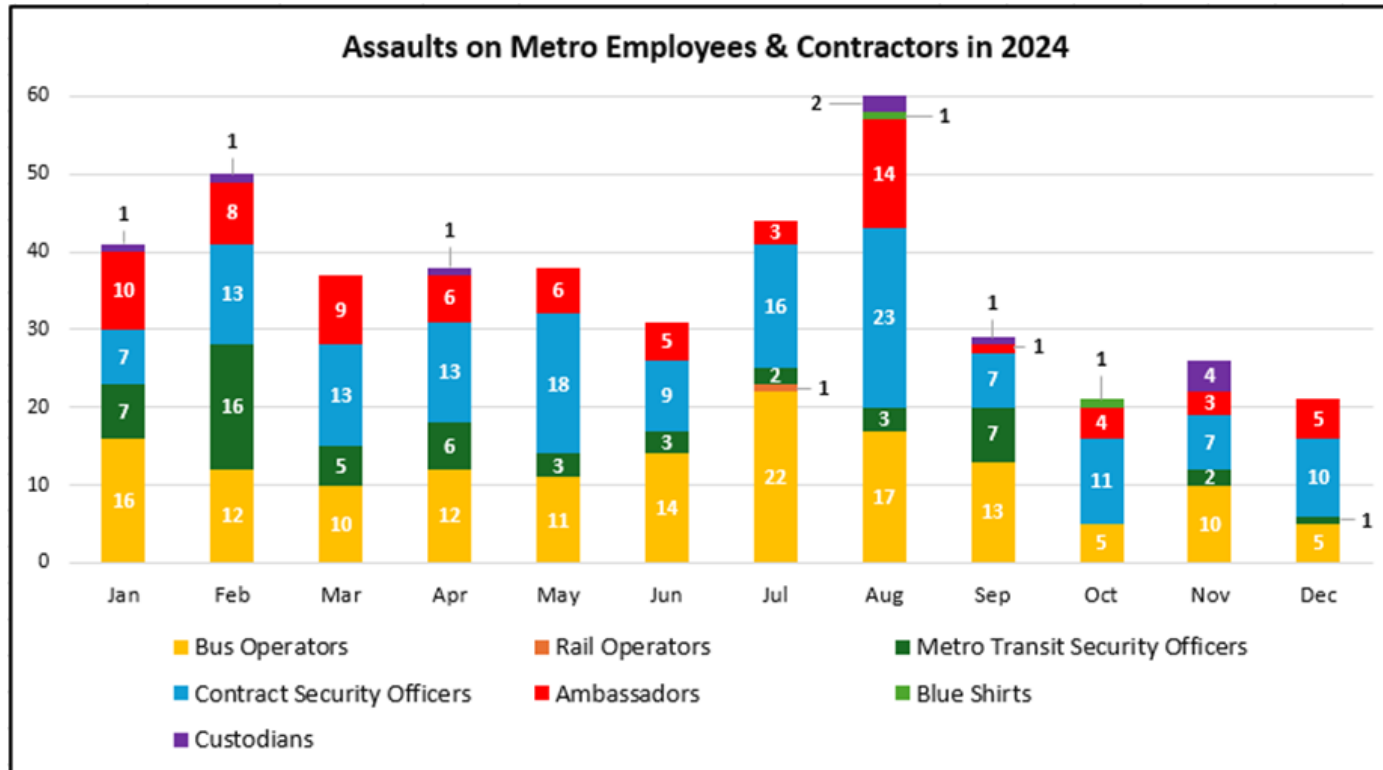


- **Reducing Crimes Against Persons** experienced a decrease in the total number of incidents and per one million boardings of 7.96% and 15.5%, respectively.
- **Crimes Against Property**, on the other hand, started lower in 2024 than in 2023 but increased due to thefts in the fall months before decreasing again in December, resulting in a slight increase for all of 2024.
- New initiatives, especially the Surge, significantly increased arrests for **Crimes Against Society**, mainly related to trespassing.

2024 Year-End Overview

Improving Frontline Safety

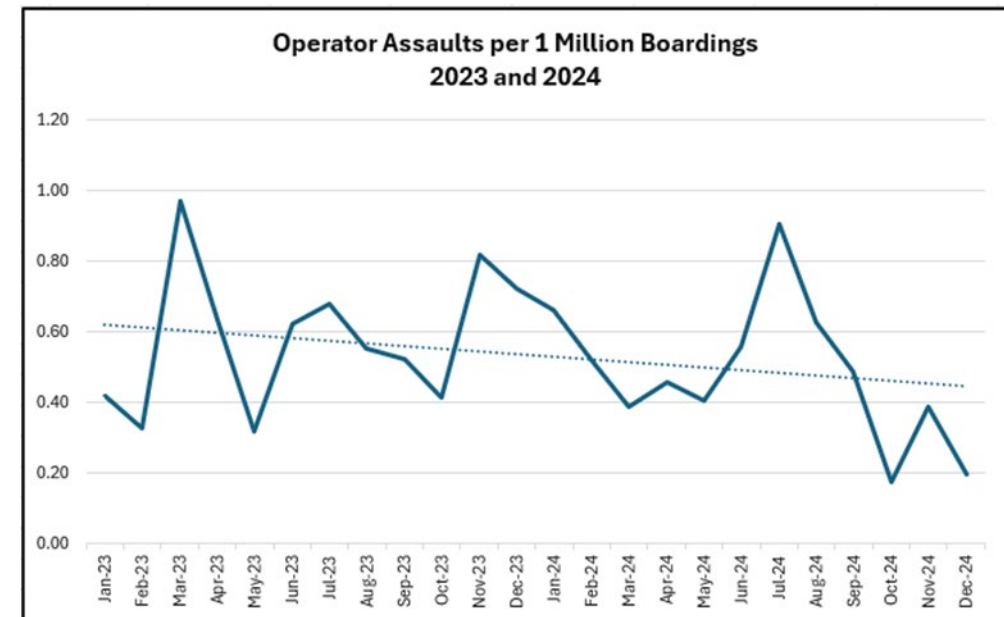
Average monthly assaults on Metro employees and contractors **fell 43%** in last four months of year compared to average assaults per month during first eight months.



Systemwide	2024	2023	% Change
Operator Assaults	148	168	-11.9%
Ridership	311,261,332	288,088,023	8.0%
Operator Assaults per 1 Million Boardings	0.48	0.58	-18.5%

Assaults on operators per one million boardings **decreased by 18.5% in 2024** vs. 2023.

- A result of the new bus barriers and the Bus Riding Teams data-centric deployment model.



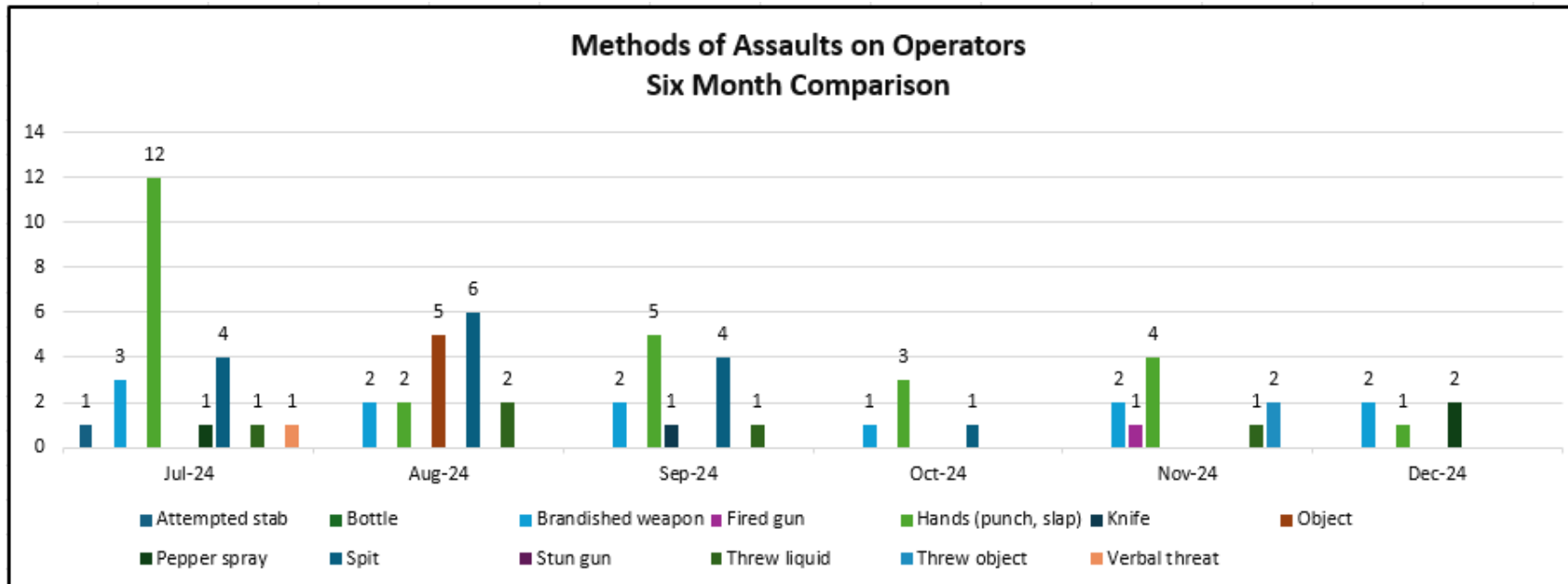
December 2024

Frontline Assaults

- There were 21 assaults on Metro frontline personnel in December.
 - **Operator assaults decreased from 10 in November to 5 in December.**
- Using pepper spray and brandishing a knife were the most common methods of assault.

Assaults on Metro Employees & Contractors		
Type	Nov-24	Dec-24
On Bus Operators	10	5
On Rail Operators	0	0
On Metro Transit Security Officers	2	1
On Contract Security Officers	5	10
On Ambassadors	3	5
On Blue Shirts	0	0
On Custodians	3	0
Total	23	21

Reasons for Assaults on Non-Operator Personnel		
Reason	Nov-24	Dec-24
Told to leave	4	4
Unknown	2	7
Upset	3	1
Trespassing	2	0
Fare evasion	1	2
Resisting arrest	0	2
Told smoking unallowed	1	0
Grand Total	13	16



Impact of Retrofit Barriers

- A physical assault on an operator is **4.24 times higher on a bus without an expanded barrier** compared to a bus with the barrier.

Public Safety Surge Update

Overall Impact

- A comparison of the Surge months in 2024 to the same period in 2023 indicates a **reduction of nearly 11% in overall crime for rail.**
- For rail, the most significant contributors to these reductions were fewer aggravated assaults (144 vs. 185) and robberies (109 vs. 138), both of which experienced increases on the bus system.
- Crimes Against Persons fell 15% on rail, while remaining relatively steady on the bus system.

December 2024

- Surge law enforcement personnel reported 107 crimes and 670 arrests in December.
- Reported trespassing crimes continued to decline, decreasing an additional 12%.
- There was a 26% increase in arrests compared to November.

SURGE RELATED CRIMES AND ARRESTS				
INCIDENT TYPE	NOVEMBER		DECEMBER	
	CRIME	ARREST	CRIME	ARREST
Agg Assault	1	1	0	1
Arson	0	0	0	0
Assault on Operator	0	0	0	0
Battery	3	1	1	1
Battery on Operator	0	0	0	0
Bike Theft	0	0	0	0
Burglary	2	1	0	0
Larceny	0	9	0	0
Narcotics	54	59	41	55
Released from Custody*	0	205	0	283
Robbery	1	1	0	0
Trespassing	50	47	44	115
Vandalism	0	0	1	1
Warrants	0	194	0	194
Weapons	11	12	6	7
Other	0	1	14	13
TOTAL	122	531	107	670

**Released from Custody (RFC) is when a suspect is detained and then released on the spot; they are not booked but the incident is still counted as an arrest. The proportion of RFCs has steadily increased over time due to policy changes by law enforcement.*

Station Experience Updates


- **Union Station Receives TAP-to-Exit and Passenger Circulation Improvements**

- Station exits thru underutilized south turnstiles have jumped +130%, improving ADA access for customers with disabilities, bicycles and strollers
- Security and law enforcement can better identify and address fare evasion and trespassers with improved visibility
- TAP-to-Exit expands February 18, 2025

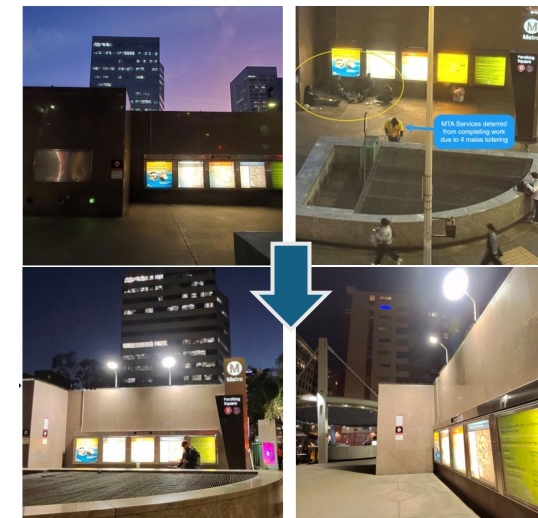
- **Safety Improvements Begin at Pershing Square Outdoor Plaza**

- Property markers and signage
- Brighter lighting upgrades
- Removal of graffiti and abandoned equipment

B D
Tap in. Tap out.
The way to go.
You must tap to exit.



Starting **February 18, 2025**, turnstiles will not open unless you tap your valid TAP card when you enter **and exit** B and D Line at Union Station.



Lighting improvements at Pershing Square (Before & After)

Metro Ambassadors Update

Support

Metro Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

Special deployments: Support for the December service change in the LAX area, the Hollywood Christmas Parade, A Line service disruptions in Monrovia, New Years Eve celebration, ongoing NFL games, and service detours systemwide.

Emergency Telephone Checks – Since late December 2024, Ambassadors have been conducting daily emergency telephone checks, reporting any functionality issues through the Transit Watch App. This process helps Metro identify and repair malfunctioning emergency phones more efficiently.

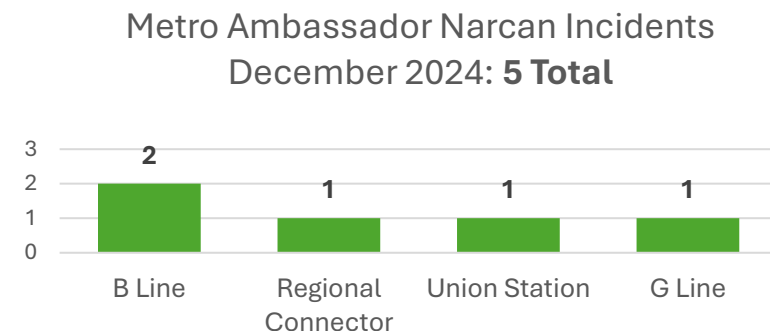
Connect

For the month of **December 2024**, Metro Ambassadors conducted 46,578 customer engagements and reported the following:

- 3,146 Cleanliness Issues
- 2,148 Graffiti Incidents
- 401 Elevator and Escalator Problems
- Five lives were saved through the timely administration of Narcan, which was the same number in November 2024.

Report

For the month of **December 2024**, Metro Ambassadors reported **5 Narcan Incidents** and (0) fatalities.





Board Report

File #: 2025-0038, **File Type:** Motion / Motion Response

Agenda Number: 37.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
FEBRUARY 20, 2025**

SUBJECT: OPEN ACCESS LEASABLE FIBER

ACTION: RECEIVE AND FILE

RECOMMENDATION

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

ISSUE

At its July 2024 meeting, the Board directed staff to report on the feasibility of open-access leasable fiber. The findings are that it is not feasible.

BACKGROUND

In the July 2024 Board Report, staff submitted a request to establish a Life of Project budget of \$65,350,000 to implement the Communication Transmission System (CTS) upgrade, including installing a new fiber backbone on the Metro A, B, and D lines. The Board approved the request, as amended by Directors Dupont-Walker, Mitchell, and Butts, to report back on the feasibility of identifying areas along the public right-of-way where open access leasable fiber could be accessed by City and County agencies.

DISCUSSION

Staff conducted a feasibility study on installing an additional fiber optic cable with 432 strands available along the 22-mile A Line South alignment for lease and usage by the City and County agencies, which could be accessed near the Communications Equipment Rooms at the A Line South stations. This cable would be installed in existing underground conduits and manholes, which are also used for Metro's internal fiber optic cables. After reviewing the as-built drawings and conducting field surveys, the team found significant issues with providing leasable fiber as outlined below:

Financial and Resource Implications

Metro staff would be required to take on additional responsibilities and costs to maintain and repair the leasable fibers, conduits, inner ducts, as well as cable termination points. Given the department's current and projected workload, staff does not have the capacity to absorb additional responsibilities.

The potential maintenance responsibilities would require additional staff and vehicles to perform the necessary routine maintenance and to respond to any failures based on the agreed service level. These additional demands could disrupt Metro's ability to focus on its core priorities.

Cybersecurity Risks

Introducing leasable fiber cables into the same infrastructure as Metro's internal fibers (shared conduits and manholes) could create cybersecurity risks. Fiber optic tapping through the splices is possible due to utilizing the same splice trays, which creates a vulnerability, making Metro's internal communication systems susceptible to breaches.

In order to protect Metro systems against cybersecurity risks, the leasable fiber would need to be completely separate from Metro's fiber cables and conduits. This design and construction would allow the use of Metro's right of way but would not allow leasable fiber cable into the same infrastructure as Metro's fiber as the leasable fiber cable would be in a separate physical infrastructure, including conduits, manholes, and splice trays. In addition, any monitoring system to report on the condition of the leasable fiber would need to be a separate system monitored by a dedicated maintenance team.

Capital Project Risks

The addition of this work would likely delay the main CTS upgrade project schedule, which could also affect the timelines of major rail projects that need connectivity to the Rail Operations Control (ROC) Center, such as East San Fernando Valley (ESFV), Purple Line Extension (PLE)-1, PLE-2, PLE-3, Foothill 2B, and Metro Center Project (MCP).

Due to the concerns outlined above, open-access leasable fiber is not feasible and is not recommended.

EQUITY PLATFORM

The A Line South serves areas with a high concentration of Equity Focus Communities (EFC), including Watts, Willowbrook, Compton, Long Beach, Florance-Graham, and Downtown LA. Expanding broadband access is crucial for promoting digital equity, as it enables full participation in education, employment, healthcare, and other essential services. Despite our determination that access to leasable fiber is not feasible, in Los Angeles County, City and County initiatives are underway to facilitate reliable broadband service in EFCs where low-income households lack internet access.

VEHICLE MILES TRAVELED OUTCOME

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

This item could have the potential to impact existing transit services and, therefore, could result in increased VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Metro A, B, and D Lines Communication Transmission System Upgrade Project supports the following Metro Strategic Plan Goals:

Goal # 1 Provide high-quality mobility options that enable people to spend less time traveling.

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

NEXT STEPS

Staff will continue progressing with the contract solicitation process for the main CTS fiber optic cable upgrade project. Metro recommends that municipalities partner with fiber infrastructure firms to collaborate with other government entities to provide fiber optic cable access.

ATTACHMENTS

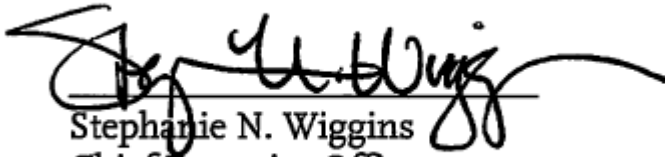
Attachment A - Motion #36

Prepared by:

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Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (203) 922-3227

Reviewed by:

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



Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2024-0375, File Type: Budget

Agenda Number: 36.

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

**SUBJECT: APPROVE LIFE-OF-PROJECT BUDGET FOR METRO A, B, D, LINES
COMMUNICATION TRANSMISSION SYSTEM UPGRADE**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ESTABLISH a Life of Project (LOP) Budget of \$65,350,000 for the Metro A, B, and D Lines Communication Transmission System Upgrade Project 205692.

DUPONT-WALKER, MITCHELL, AND BUTTS AMENDMENT: WE THEREFORE MOVE to amend Item 36 directing the Metro CEO to:

- A. Report back by October 2024 on the feasibility of identifying areas along the public right-of-way where open access leasable fiber could be accessed at Metro's Communications Equipment Rooms by City and County agencies.
- B. If feasible, include in the report back a map showing areas along the public right-of-way where open access leasable fiber could be accessed at Metro's Communications Equipment Rooms.

ISSUE

The Metro railway Communication Transmission System (CTS) uses a fiber optic network to transmit real-time data essential for the operation of Metro's railway systems and applications. However, the current fiber optic network's capacity to send data from the A, B, and D Lines to the Rail Operations Control (ROC) Center is limited and cannot support the additional bandwidth required for existing system upgrades and future rail expansion projects.

BACKGROUND

The existing CTS fiber optic network on the A, B, and D Lines is an original legacy system installed during the construction of the rail lines, which occurred as early as 1990. This network consists of older 48-strand fiber cables, which are crucial for a wide range of railway systems and applications. These fiber cables connect and transmit real-time data to the ROC for signaling and train control, train movements, traction power substation systems, passenger information systems, CCTV and

security systems, emergency communications, and public service announcements.

DISCUSSION

In May 2023, the Board approved annual funding of \$600,000 as part of the FY24 budget for upgrading the communication transmission system for the B and D Lines. At the time of budget adoption, the plan was to return to the Board for the LOP approval. The annual funds were needed to survey the project work and develop design and construction specifications. As a result, it was determined that the project scope should be expanded to include the A Line South (7th/Metro to Long Beach). An engineering cost estimate was then prepared, resulting in a \$65,350,000 Life of Project budget based on the necessary scope of work. The expenditure plan for the project is shown in Attachment A.

The project scope involves constructing a new backbone CTS fiber optic cable network to replace the existing legacy network. This includes installing new single-mode 288-strand fiber optic cables, patch panel equipment, connectors, network switches, and racks. The work will be completed in three phases. Phase 1 involves installation of fiber optic cable equipment for the A Line South to be completed between 7th/Metro and the ROC. Phase 2 involves installation of fiber optic cables and related equipment for the A Line South to be completed between the ROC and the Long Beach Loop. Phase 3 involves installation of fiber optic cable equipment for the B and D Lines to be completed between 7th/Metro, Union Station Gateway (USG), and the Metro Center (MC). Each phase is planned to be completed in approximately 12 months.

Upgrading the CTS fiber optic network is part of the Capital Improvement Program (CIP) to renew and enhance transit infrastructure assets. This investment will not only maintain the safety and efficiency of rail operations, but it will support the growth in rail services including aligning with the Metro's commitment to improving transit infrastructure.

This project supports our State of Good Repair work by providing additional network capacity to allow for the replacement of items such as CCTV cameras and Video Management System (VMS), Emergency Management Panels (EMPs), fire control panels, light rail tunnel lighting, Emergency Trip System (ETS), and addition of monitoring systems for predictive maintenance. Vandalism has also resulted in destruction of fiber.

This project further supports our expansion projects by providing high-capacity fiber network connectivity between the Rail Operation Control Center (ROC) and new rail projects (Foothill Phase2B, PLE1, PLE2, PLE3 and ESFV).

DETERMINATION OF SAFETY IMPACT

The CTS fiber optic network is central to various aspects of Metro rail operations. Upgrading to a modern 288-strand fiber optic network will ensure the efficient transmission of real-time data critical for signaling, train control, security systems, communications, and other operational needs. Customer experience and public safety will also be enhanced by expanding the CTS capacity which will allow for the addition of new equipment/systems such as Call Point Security Blue Light Boxes, Track and Tunnel Intrusion Detection System, cameras in B and D Line elevators, enhanced intrusion

detection systems for the underground stations ancillary areas, remote monitoring system for elevators and escalators and real-time security systems under consideration.

FINANCIAL IMPACT

This action will establish a \$65,350,000 LOP budget for capital project 205692 - A, B, D Lines Communication Transmission System Upgrade. Annual funding required for this project is included in the FY25 budget.

Impact to Budget

The current source of funds for this action is Measure M 2% State of Good Repair. This funding is eligible for rail capital state of good repair projects only. Allocation of these funds to this effort maximizes their intended use given approved funding guidelines and provisions.

EQUITY PLATFORM

The equity benefits of this action include improving transit infrastructure and enhancing the safety of Metro riders, including assets along transit lines that provide service in and for Equity Focus Communities (EFCs) as well as low-income riders, who are the primary users of our system. Metro is committed to maintaining transit assets in marginalized communities, ensuring reliable and equitable transportation options for Metro riders.

Transit lines served by these improvements are located in communities with a high concentration of EFCs, including Long Beach, Compton, Watts, Florance-Graham, Downtown L.A., Westlake, Koreatown, Chinatown, Boyle Heights, Hollywood, East Hollywood, and North Hollywood. These transit lines also serve as connections for transfer to Metro and other bus service. Upgrading the fiber optic cable data capacity allows for the continuity of rail services through EFCs. Increasing the data transmission capability to the ROC allows for enhanced performance of high-definition CCTV and security systems, reliable station emergency communications assistance, and passenger information announcements that benefit low-income riders.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

Goal # 1 Provide high-quality mobility options that enable people to spend less time traveling.

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

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the LOP budget for project 205692. However, this is not recommended because it is essential to increase the capacity and reliability of the CTS fiber optic network.

NEXT STEPS

Operations - Infrastructure Maintenance and Engineering will proceed with the project scope of work, contract solicitation, contract award, and project delivery.

ATTACHMENTS

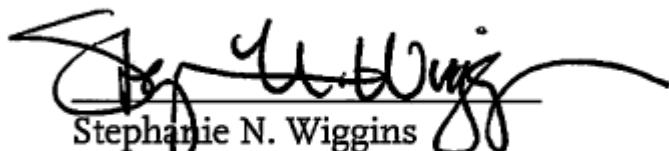
Attachment A - Project 205692 Expenditure Plan

Prepared by:

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Reviewed by:

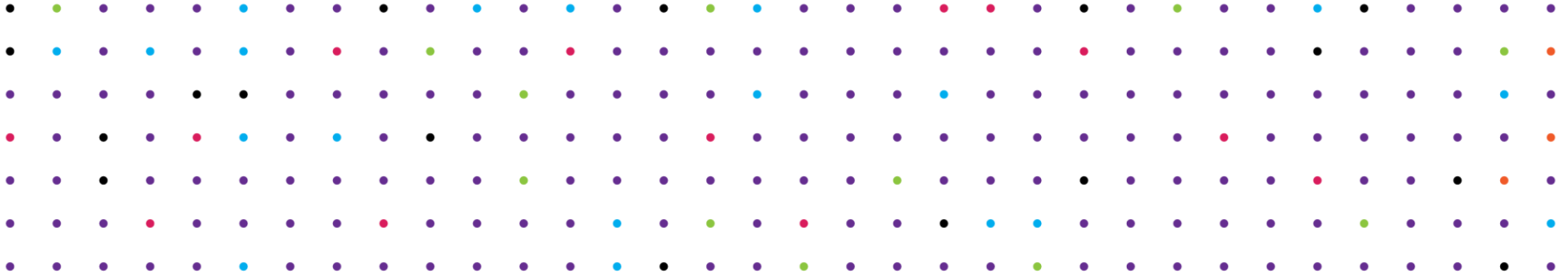
Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

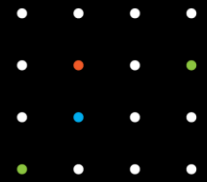
INFRASTRUCTURE, MAINTENANCE, AND ENGINEERING

RESPONSE TO MOTION 36 OPEN ACCESS LEASABLE FIBER



Operations, Safety, & Customer Experience Committee Meeting
February 20, 2025

RECOMMENDATION & ISSUE



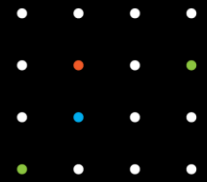
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- Financial and resource issues
 - Additional staff and vehicles
- Cybersecurity risks
 - Fiber-optic cable tapping
- Capital project risks
 - Most likely delay the main CTS Upgrade project schedule