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Agenda - Final

Thursday, May 21, 2020

9:00 AM

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Operations, Safety, and Customer Experience

Committee

Mike Bonin, Chair

Mark Ridley-Thomas, Vice Chair

Jacquelyn Dupont-Walker

John Fasana

Robert Garcia

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

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(ALSO APPLIES TO BOARD COMMITTEES)

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- b. A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.
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CALL TO ORDER

ROLL CALL

14. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2020-0101](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

15. **SUBJECT: MEMBERSHIP ON METRO'S SAN FERNANDO VALLEY
SERVICE COUNCIL** [2020-0313](#)

RECOMMENDATION

APPROVE Leslie Aguirre for membership on Metro's San Fernando Valley Service Council.

Attachments: [Attachment A - Listing of Qualifications](#)
[Attachment B - Nomination Letters](#)

16. **SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING
WORKING GROUP STATUS UPDATE** [2020-0131](#)

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

Attachments: [Attachment A - Motion 22.1](#)
[Presentation](#)

17. **SUBJECT: P2000 COUPLER ASSEMBLY OVERHAUL** [2020-0103](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 60-month, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA6264000, to Wabtec Passenger Transit Corporation, Spartanburg, South Carolina, for P2000 Light Rail Vehicle (LRV) Coupler Assembly overhaul services. This award is a not-to-exceed amount of \$2,895,984 subject to resolution of protest(s), if any.



File #: 2020-0101, File Type: Oral Report / Presentation

Agenda Number: 14.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 21, 2020**

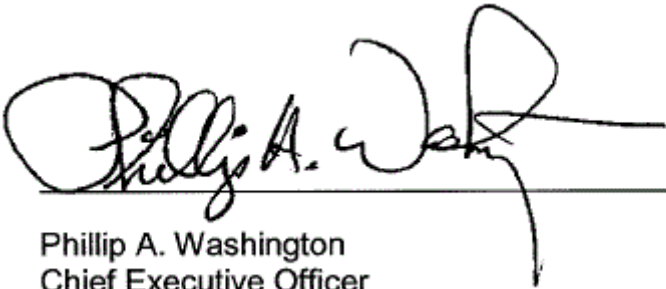
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

DISCUSSION

Operations Employees of the Month recognizes Transportation and Maintenance frontline employees for their outstanding leadership contributions to the Operations Department.



Phillip A. Washington
Chief Executive Officer

May Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

May 21, 2020

Employees of the Month



Transportation

Train Operators

Steven Ramirez

Norma Marlowe



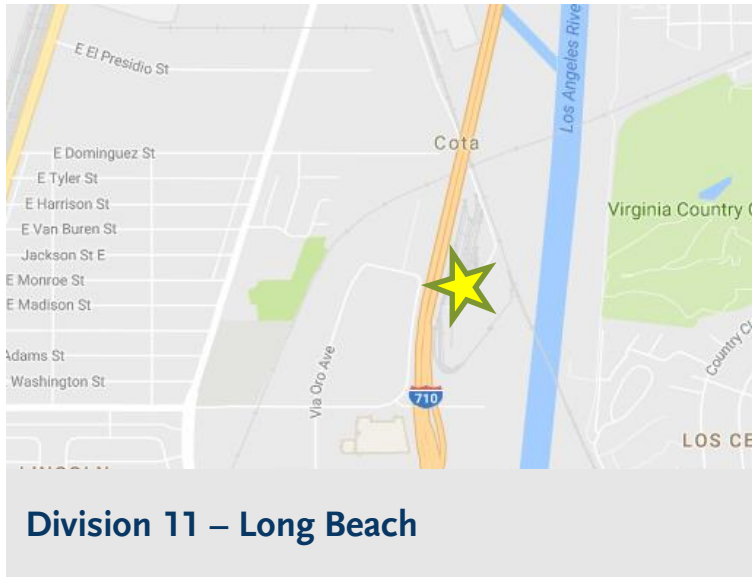
Maintenance

Mechanic A

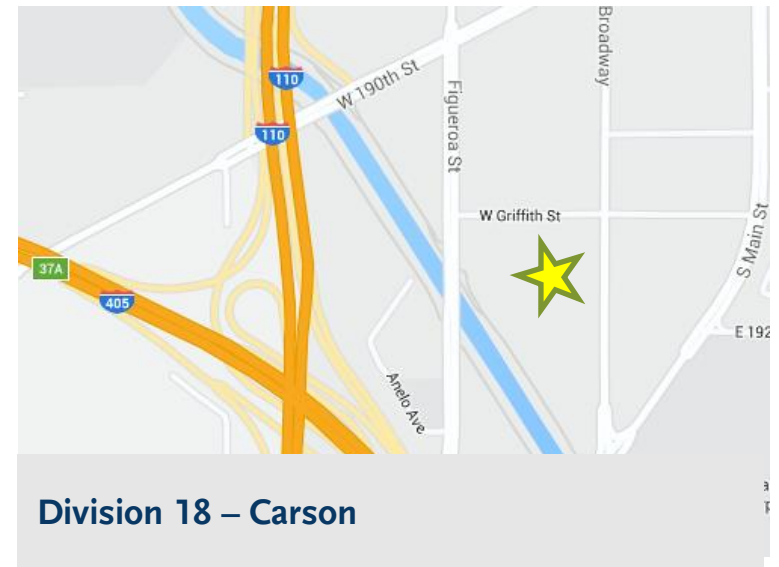
Rodney McGee

Equipment
Maintenance Specialist

Joe Guzman



Division 11 – Long Beach



Division 18 – Carson



Board Report

File #: 2020-0313, **File Type:** Appointment

Agenda Number: 15.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
MAY 21, 2020**

SUBJECT: MEMBERSHIP ON METRO’S SAN FERNANDO VALLEY SERVICE COUNCIL

ACTION: APPROVE NOMINATION

RECOMMENDATION

APPROVE Leslie Aguirre for membership on Metro’s San Fernando Valley Service Council.

ISSUE

A member of the San Fernando Valley Service Council submitted her resignation effective December 11, 2020. The terms of this now-vacant seat is July 1, 2018 - June 30, 2021.

DISCUSSION

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2016 American Community Survey demographics of the San Fernando Valley Service Council region where this appointment is to be made as compared to the demographics of the membership of the Council with this appointment is as follows:

Race	Hispanic	White	Asian	Black	Other
Membership	55.5%	44.4%	0%	0%	0%
Region Actual	41.7%	40.9%	11.0%	3.5%	3.0%

The following individual has been nominated to serve by the nominating authority of the vacant seat. If approved by the Board, this appointment will serve the remainder of the July 1, 2018 - June 30, 2021 term. A brief listing of the nominee’s qualifications and the nomination letter are provided.

San Fernando Valley

- A. Leslie Aguirre, San Fernando Valley Service Council, New Appointment
Nominated by: Los Angeles Mayor Eric Garcetti
Term Ending: June 30, 2021

The demographic makeup of the San Fernando Valley Service Council with the appointment of this nominee will consist of five (5) Hispanic members and four (4) White members as self-identified by

the members in terms of racial/ethnic identity. The gender breakdown of the Council will be five (5) men and four (4) women.

DETERMINATION OF SAFETY IMPACT

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

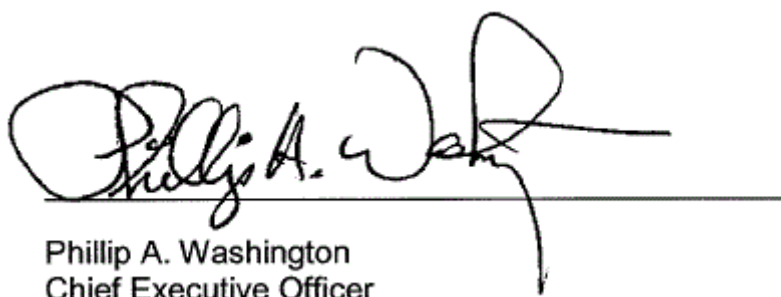
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective, and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

ATTACHMENTS

Attachment A - Nominees Listing of Qualifications
Attachment B - Nomination Letters

Prepared by: Conan Cheung, Sr. Executive Officer, Service Development, Scheduling and Analysis, (213) 418-3034
Dolores Ramos, Chief Administrative Analyst, Regional Service Councils, (213) 922-1210

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



Phillip A. Washington
Chief Executive Officer

ATTACHMENT A

NEW APPOINTEE BIOGRAPHY AND LISTING OF QUALIFICATIONS

Leslie Elizabeth Aguirre, Nominee for San Fernando Valley Service Council



Leslie Elizabeth Aguirre is a student at California State University Northridge (CSUN), where she is pursuing a bachelor's degree in political science with a minor in sustainability. The Van Nuys resident has been involved in local politics since she was in high school. She volunteered for the Democratic Party of the San Fernando Valley in 2016 and has also served as a board member for the San Fernando Valley Young Democrats. She has also been an active member of CSUN's Political Science Student Association since September 2017. Ms. Aguirre is currently employed with the office of

Assembly Member Jesse Gabriel

APPOINTING AUTHORITY NOMINATION LETTER



ERIC GARCETTI
MAYOR

April 22, 2020

Ms. Dolores Ramos
Chief Administrative Analyst
One Gateway Plaza
Los Angeles, CA 90012

Ms. Ramos,

I hereby submit the nomination of Ms. Leslie Aguirre to be appointed as a representative on the San Fernando Valley Service Council, for term ending on June 30, 2021.

I certify that in my opinion Ms. Aguirre is qualified for the work that will devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'E. Garcetti', with a horizontal line extending to the right.

ERIC GARCETTI
Mayor

EG:cl



Board Report

File #: 2020-0131, File Type: Informational Report

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2020

SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP STATUS UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

ISSUE

In July 2019, the Board approved Motion 22.1 entitled NextGen Bus Speed Engineering Working Group as part of the NextGen Service Concept. This motion requests the following:

- A. Develop a list of priority bus supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation (LADOT), or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety and Customer Experience Committee on the above in April 2020, and quarterly thereafter.

This report provides a status update on the response to Motion 22.1.

BACKGROUND

In July 2018, the Board adopted Motion 38.1, endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. These objectives have been incorporated in the Regional Service Concept, that was approved by the Board in July 2019, which provides the framework for restructuring Metro's bus routes and schedules.

Concurrent to the approval of the Regional Service Concept, the Board approved Motion 22.1: Engineering Working Group, which provides direction to staff to establish a partnership between Metro and LADOT to identify, design, fund and implement transit supportive infrastructure to speed up transit service as part of the NextGen Bus Plan.

The Metro CEO has appointed a Technical Working Group focused on identifying, planning, designing and implementing bus speed and reliability improvements. This group, consisting of Metro Service Planning will work in close partnership with LADOT's equivalent technical team, consisting of Traffic Operations, Active Transportation, Vision Zero, and Transportation Planning Groups, meeting on a regular basis (every 2-4 weeks), to ensure ongoing coordination and advancement of the program. Additional Metro departments (e.g. Communication, Planning, OMB, OEI, Program Management, Security), as well as other municipal traffic departments and transit operators, would be engaged as needed when specific projects have been defined and advanced towards design and implementation.

At major milestones and as needed, the Technical Working Group will report on progress to the Metro CEO and LADOT's GM, and/or their designees, to seek direction on goals and objectives of the Technical Working Group as well as policy guidance on balancing priorities for roadway and curb space.

DISCUSSION

Flower Street Bus Only Lane

Since the last update provided to the Board on October 17, 2019, the Technical Working Group had met on:

- December 9, 2019
- January 29, 2020
- March 4, 2020
- May 4, 2020

During this period, the Technical Working Group had continued its evaluation of the 1.8 mile Flower Street pop-up bus only lane and determined the following:

- This single bus only lane served 86% of the total people on Flower Street compared with only 14% in private vehicles in the two general lanes
- Bus travel speeds improved up to 30%
- 80% of survey respondents agreed that reliability improved in the corridor
- 85% of survey respondents agreed that mobility was improved in the corridor
- Ridership has increased 32% during bus lane hours, even with Metro Rail fully reopened
- Bus riders collectively save over 340 hours each day compared to pre-pilot
- General traffic impacts were relatively minor, slowing by 2 MPH on a 35 MPH corridor.

Given these compelling results which are aligned with NextGen's guiding principles, the Technical Working Group has recommended to make permanent the Flower Street Bus Only Lane in its current

operation.

As most elements of the bus only lane are already installed, Metro expects to complete this project by June 2020 with bus lane restriping in conjunction with LADOT.

5th Street & 6th Street Bus Only Lane

While the Flower Street bus only lane fully completes the complementary MyFigueroa project for comprehensive north-south transit supportive infrastructure in the Downtown LA region, there are also numerous buses which traverse east-west through Downtown LA. With Citywide support to address east-west mobility, the Technical Working Group recommends next to install a westbound bus only lane on 5th Street and an eastbound bus only lane on 6th Street, between Flower Street and Central Avenue.

- Weekdays between 7:00 AM and 7:00 PM
- Over 80 buses per hour currently use either 5th or 6th Streets, or a bus every 45 seconds
- Benefits to bus riders from the Eastside, Westside and Southeast

In March 2020, Metro Community Relations developed and began implementation of an outreach and engagement program for the 5th Street & 6th Street Bus Only Lane. Community outreach and engagement is being conducted by Metro Community Relations in coordination with the Los Angeles Mayor's office, Los Angeles Council District 14, and the Los Angeles Department of Transportation. The outreach and engagement plan, consistent with Metro's Equity Framework, engages stakeholders including residents (housed and unhoused), commercial/retail businesses, property owners, BID's, and community-based organizations. Based on our collective experience with the area with similar initiatives, this multi-pronged strategy is based on potential benefits and potential areas of concern. The outreach and engagement program include but is not limited to:

- On-street assessments
- Face-to-Face stakeholder outreach
- Development and distribution of a fact sheet, maps and collateral materials
- Briefings with key stakeholder groups (BIDS, Business Associations, NC)
- Email communications and distribution to a
- Online project Information and an online survey

Metro Community Relations had planned to work directly with stakeholders between April and May 2020 to educate them about the project and discuss potential benefits, challenges and mitigations measures. However, given the state and local emergency declaration in response to COVID-19, outreach activities were suspended in March 2020. Outreach and engagement activities are currently under review and will be restarted in a format and at a time deemed appropriate given the public health crisis.

Preliminary traffic estimates reveal that both 5th and 6th Street have sufficient capacity along the entire corridor to install a bus only lane without significant impacts to general traffic, above and beyond the usual traffic conditions near the 110 Freeway interchanges.

Metro expects to complete public outreach, engineering design and installation of this project by December 2020.

Bus Signal Queue Jumper at 5th Street/Flower Street

As bus lanes are just one of the tools in the Speed & Reliability Toolkit, Metro has also identified an opportunity to employ a different tool to reduce bus delays for westbound buses at 5th Street/Flower Street. Currently, buses must serve the nearside stop at 5th Street/Flower Street with 700 daily boardings and alightings, then slowly maneuver from the right hand side of the curb to the left side of 5th Street, which results in traffic conflict with private vehicles attempting to use the 110 Freeway On-Ramp on the right hand side of the street.

With a bus signal queue jumper, Metro and Montebello buses would have a dedicated signal phase to safely and efficiently “jump the queue” of adjacent cars to merge to the left and away from freeway traffic to make their way towards Westlake and Koreatown.

Metro expects to complete engineering design and installation of this project by December 2020.

Aliso Street Bus Only Lane

During the NextGen public outreach period, Metro heard from numerous riders and bus operators that Metro J Line (Silver) and Foothill Transit buses were encountering significant traffic congestion from Los Angeles City Hall to the I-10 Busway/ExpressLanes Entrance at Alameda Street. As a result, these express buses are delayed in providing fast and reliable service to San Gabriel Valley transit riders.

The Technical Working Group has identified a solution to link the existing Spring Street Bus Only Lane at City Hall with the Bus Only Left Turn Pocket at Aliso Street/Alameda Street, using a bus only lane for continuity of existing transit supportive infrastructure.

- Identical hours of operation with existing bus only lane on Spring Street and Left Turn Pocket at Alameda Street
- Over 60 buses per hour currently use Aliso Street, or a bus every minute
- Benefits to San Gabriel Valley riders and Busway users at Cal State LA and LAC+USC Medical Center

Aliso Street stakeholders are primarily institutional and include federal, state and local government. Metro Community Relations is working in coordination with the Los Angeles Mayor’s office, Los Angeles Council District 14, and the Los Angeles Department of Transportation on engagement with key stakeholders in the area. The outreach and engagement will be consistent with Metro’s Equity Framework and include institutional stakeholders as well as unhoused residents in the area.

Given the state and local emergency declaration in response to COVID-19, outreach and engagement activities proceed in a format and timeframe appropriate for the circumstances.

Preliminary study indicates that a bus only lane can be installed without significant without significant impacts to general traffic, above and beyond the usual traffic conditions along the 101 Freeway. It is important to note that much of today’s traffic is attributed to cut through congestion from 101 Freeway motorists, which negatively impacts transit users entering from the Civic Center area to the Busway entrance.

Metro expects to complete public outreach, engineering design and installation of this project by June 2020.

Looking Ahead

While a number of projects are currently focused on Downtown LA, where the greatest amount of bus service converges into a dense environment, there are many other key corridors outside of Downtown LA where transit supportive infrastructure could dramatically improve bus speed and reliability. The Technical Working Group is continuing to discuss future corridors outside of Downtown LA for equitable opportunities and are actively collaborating with partner agencies and stakeholders.

Second, Metro is working with LADOT to expand “Transit Priority Signaling” (TPS) to its entire fleet of buses. Today, only Metro Rapid (Red) buses receive TPS, which can extend green lights to prioritize certain buses. Given the NextGen Bus Plan to combine the best of Metro Rapid priority attributes with Metro Local access for all riders, Metro is exploring the viability to install TPS transponders on its entire 2,300 bus fleet and work with LADOT to increase opportunities for Metro buses to receive signal prioritization for all Metro bus routes.

Third, Metro is also working with TAP to expand All Door Boarding to future lines. Results show bus stop delay improvements and improved customer experience on today’s All Door Boarding Lines 720, 754 and Metro J Line (Silver). However, All Door Boarding requires additional bus mobile validator (BMV) equipment and labor resources to install and maintain.

FINANCIAL IMPACT

The status report does not have financial impact.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plans:

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 as well as improving competitiveness with other transportation options.

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

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

Goal #4: Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, City and County of Los Angeles are necessary to ensure these

speed and reliability improvements are successfully implemented.

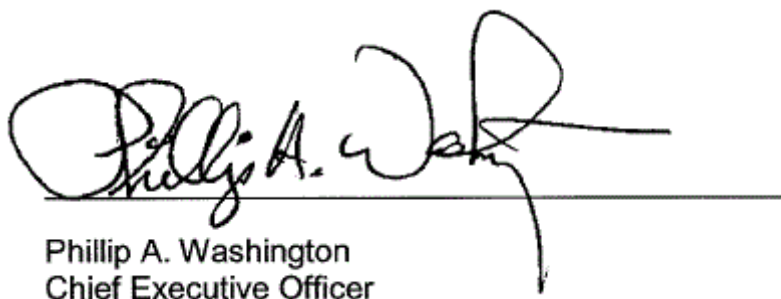
NEXT STEPS

Metro and LADOT will continue to collaborate on implementing transit supportive infrastructure and provide quarterly progress reports to the Board.

ATTACHMENTS

Attachment A - Motion 22.1

Prepared by: Conan Cheung, SEO Service Development, (213) 418-3034
Stephen Tu, Director, Service Planning, (213) 418-3005
Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108



Phillip A. Washington
Chief Executive Officer



Board Report

File #: 2019-0572, **File Type:** Motion / Motion Response

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

In June 2018, the Metro Board endorsed speed, frequency, and reliability as the highest priorities for Metro's bus service in the NextGen Bus Study. In recent years, the primary contributor to slow speeds and poor schedule reliability has been growing traffic congestion on city streets. This congestion directly increases Metro's operating costs and reduces the quality of the service that Metro can afford to provide. Providing high-quality transit options with competitive travel times is the single most important step Metro can take to retain and grow ridership, increase the carrying capacity of local roadways, and shift regional travel patterns toward more efficient modes. These goals are essential components of both Metro's Vision 2028 Strategic Plan and the City of Los Angeles' Mobility Plan 2035 and Sustainable City pLAN.

The phenomenon of traffic congestion impeding mass transit operations is particularly acute in Downtown Los Angeles and nearby neighborhoods -- and the experience of the recent Flower Street pilot bus lane has demonstrated the effectiveness of strategic bus-supportive infrastructure in allowing transit riders to bypass congestion. Other types of bus-supportive infrastructure may include queue jumpers, signal priority, or boarding islands. Combined with operational improvements like All Door Boarding, these types of infrastructure improvements can cut stop times and improve bus speeds by 20% or more.

Metro buses operate on streets controlled by local jurisdictions. Therefore, close coordination between Metro and local agency partners is essential to successfully implement infrastructure changes. A working group is needed to ensure close coordination between Metro's Operations Department and city transportation agencies.

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

APPROVE Motion by Directors Bonin, Garcetti, Krekorian, Solis and Garcia that the Board direct the CEO to:

- A. Develop a list of priority bus-supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation, or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety, and Customer Experience Committee on the above in October 2019, and quarterly thereafter.



NextGen Bus Speed Engineering

Working Group Status Update



Metro

Operations, Safety, and Customer Experience Committee

May 21, 2020

Background

Response to Motion 22.1 (July 2019)

- Develop a list of priority bus supportive infrastructure projects to support NextGen Bus Plan
- Form a Working Group co-chaired by the Metro CEO and GM of LADOT, or their designees, and establish a regular meeting schedule
- Assess need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist
- Report back to Operations, Safety and Customer Experience Committee on a quarterly basis

Meeting Frequencies

Since the last update provided to the Board in October 2019:

- **Technical Working Group** has been meeting on a monthly basis
- **External Affairs Group** has been meeting on a bi-weekly basis

Flower Street Bus Only Lane (DTLA)

Pilot program began in June 2019 during the New Blue Improvements Project and has been a resounding success *even after* trains resumed normal service.

- Single bus only lane served 86% of total people on Flower Street, compared with only 14% in private vehicles in the two other general lanes
- Bus travel speeds improved up to 30%
- 85% of survey respondents agreed mobility was improved
- Ridership increased 32% during bus lane hours, even with trains resuming normal service
- Bus riders collectively save over 340 hours each day
- General traffic impacts relatively minor, slowing by 2 MPH on a 35 MPH corridor

Agreement to make permanent the Flower Street Bus Only Lane in its current operation.



Flower St Bus Only Lane attracted significant media attention

Next Corridors (DTLA)



Looking Ahead (Beyond DTLA)

1. Technical Working Group is continuing to discuss future corridors outside of Downtown LA for equitable opportunities and actively collaborating with partner agencies and stakeholders
2. Metro working with LADOT to expand “Transit Priority Signaling” (TPS) to its entire fleet of buses, which can extend green lights to prioritize certain buses
 - Today, only Metro Rapid (Red) buses receive priority
3. Expanding All Door Boarding to future lines to reduce delays at bus stops and improve customer experience



Board Report

File #: 2020-0103, File Type: Contract

Agenda Number: 17.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 21, 2020

SUBJECT: P2000 COUPLER ASSEMBLY OVERHAUL

ACTION: CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 60-month, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA6264000, to Wabtec Passenger Transit Corporation, Spartanburg, South Carolina, for P2000 Light Rail Vehicle (LRV) Coupler Assembly overhaul services. This award is a not-to-exceed amount of \$2,895,984 subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of Coupler Assembly overhaul services as described by the Original Equipment Manufacturer (OEM) established maintenance guidelines. This overhaul encompasses overhaul of fifty-two (52) LRVs or (104) individual coupler assemblies.

Completion of this overhaul ensures the P2000 fleet remains in a constant State of Good Repair (SGR) while safeguarding passenger safety, vehicle performance and equipment longevity.

DISCUSSION

The P2000 Light Rail Vehicle (LRV) fleet is in its eighteenth (18) year of revenue operation with highest mileage car at 1.8 million miles cumulative fleet mileage of 45 million miles. To ensure continued passenger safety and equipment reliability the Coupler Assembly overhaul is recommended by the OEM at a time base interval of 5 years. The Coupler Assembly consists of mechanical and electrical components including mechanical coupler assembly, buffer, electrical cables, coupler head assembly for trainline functions. Wear and tear of these component is predictable therefore necessitating periodic overhauls accomplished by vendor with specialized equipment and mechanical expertise.

The P2000 Coupler Overhaul is in its 2nd overhaul cycle and is (1 of 5) systems currently under a component overhaul program. Other systems include Power Axle Assembly, Friction Brake & Air Compressor, Auxiliary Inverter (completed), and GTO Driver Board Overhaul also recently completed. This procurement is for the professional services to overhaul fifty-two kits to support the maintenance activities.

Rail Fleet Services (RFS) Engineering developed an equipment overhaul specification for the

Coupler Assembly Overhaul based upon the OEM recommendations and with RFS maintenance experience. The contractor will perform overhaul services in accordance with a defined schedule and with Metro's technical specifications requirements.

DETERMINATION OF SAFETY IMPACT

Safety is of the utmost importance to Metro and, therefore, it is imperative to maintain the P2000 fleet without deferred maintenance and in a constant state of good repair. The Coupler Assembly overhaul will be accomplished in conjunction with the Modernization overhaul program thereby ensuring the fleet is overhauled in accordance with regulatory standards, according to the defined schedule and technical specifications requirements, and within Metro's internal standards, policies and procedures.

FINANCIAL IMPACT

Funding in the amount of \$200,000 for this procurement is included in the FY20 budget under account 50441, Parts - Revenue Vehicle in Rail Fleet Services, Blue Line cost center 3941, project 300022 and Green Line cost center 3943, project 300033.

Since this is a multi-year contract, the cost center Manager, Project Manager, and Sr. Executive Officer will ensure that the balance of funds are budgeted in future fiscal years.

Impact to Budget

The current source of funds for this action are Federal, Prop A, Measure M, State SB1, and Enterprise Funds including fares and advertising. Using these funding sources maximizes the project allocations allowed by approved funding provisions and guidelines. This procurement is part of the on-going LRV preventive maintenance program.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal 2, Deliver outstanding trip experience for all users of the transportation system.

ALTERNATIVES CONSIDERED

Deferral of this program is not recommended as the Coupler Assembly is an integral component of the vehicle systems that if not properly maintained could result in equipment failures, service delays, risk to passenger safety, with negative impact to vehicle available and reliability.

NEXT STEPS

Overhaul of the P2000 LRV Couper Assembly overhaul will continue in accordance with Rail Fleet Services' scheduled requirements. If approved, the project is scheduled to commence in June 2020.

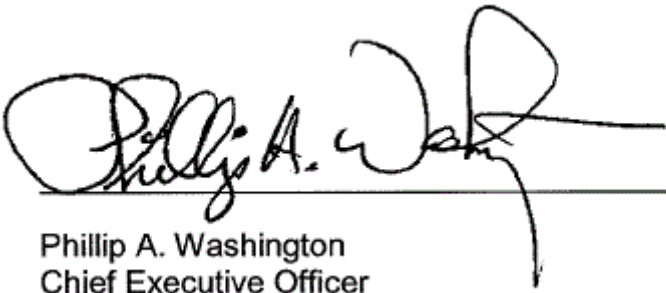
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B -DEOD Summary

Prepared by: Bob Spadafora, Sr. Executive Officer, Rail Fleet Services
(213) 922-3144
Richard M. Lozano, Sr. Director, Rail Vehicle Maintenance,
(323) 224-4042

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor/Contract Management Officer,
(213) 418-3051



Phillip A. Washington
Chief Executive Officer

**PROCUREMENT SUMMARY
P2000 COUPLER ASSEMBLY OVERHAUL**

CONTRACT NO. MA6264000

1.	Contract Number: MA6264000	
2.	Recommended Vendor: Wabtec Passenger Transit	
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: August 2, 2019	
	B. Advertised/Publicized: July 31, 2019	
	C. Pre-Proposal Conference: September 10, 2019	
	D. Proposals Due: October 9, 2019	
	E. Pre-Qualification Completed: January 29, 2020	
	F. Conflict of Interest Form Submitted to Ethics: January 23, 2020	
	G. Protest Period End Date: March 19, 2020	
5.	Solicitations Picked up/Downloaded: 15	Proposals Received: 2
6.	Contract Administrator: Jean Davis	Telephone Number: 213/922-1041
7.	Project Manager: Richard Lozano	Telephone Number: 323/224-4042

A. Procurement Background

This Board Action is to approve Contract No. MA6264000 issued in support of Metro's P2000 Light Rail Vehicle (LRV) to procure overhaul services for the Coupler Assemblies. Board approval of contract award is subject to resolution of any properly submitted protest.

The Request for Proposals (RFP) No. MA62640 was issued in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery, Indefinite Quantity (IDIQ).

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

- Amendment No. 1, issued August 9, 2019; provided changes to the RFP evaluation criteria and Technical Specifications, and cancelled the pre-proposal conference.
- Amendment No. 2, issued August 12, 2019; provided changes to the evaluation criteria, established a new pre-proposal conference date, and extended the proposal due date to September 18, 2019.

- Amendment No. 3, issued August 30, 2019; changed the pre-proposal conference to include a Job Walk and revised the proposal due date.
- Amendment No. 4, issued September 25, 2019; provided changes to Exhibit C – Work Completion/Deliverable Schedules and revised the proposal due.

A pre-proposal conference and Job Walk were held on September 10, 2019 with five (5) attendees.

Two (2) proposals were received on October 9, 2019.

B. Evaluation of Proposals

A Proposal Evaluation Team consisting of staff from the Operations Rail Fleet Services, Rail Vehicle Engineering and Vendor/Contract Management Services departments 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 Work Scope	30%
Technical Capability	20%
Past Performance	15%
Project Management	15%
Cost	20%

The evaluation criteria are appropriate and consistent with criteria developed for similar equipment overhaul services. Several factors were considered when developing these weights, giving the greatest importance to technical factors as this equipment is safety sensitive.

Of the two proposals received, both proposers were determined to be within the competitive range. The two firms within the competitive range are listed below in alphabetical order:

1. Dellner, Incorporated
2. Wabtec Passenger Transit

	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
	WABTEC PASSENGER TRANSIT				1
	Proposed Work Plan	86.67	30.00%	26.00	
	Technical Capability	84.33	20.00%	16.87	
	Past Performance	91.11	15.00%	13.67	
	Project Management	93.33	15.00%	14.00	
	Cost Proposal	100.00	20.00%	20.00	
	Total		100.00%	90.54	
	DELLNER, INC.				2
	Proposed Work Plan	70.00	30.00%	21.00	
	Technical Capability	80.33	20.00%	16.07	
	Past Performance	90.00	15.00%	13.50	
	Project Management	83.33	15.00%	12.50	
	Cost Proposal	93.32	20.00%	18.66	
	Total		100.00%	81.73	

The firm recommended for award, Wabtec Passenger Transit was found to be in full compliance with the technical and all other RFP requirements, and received the highest ranking.

Qualifications Summary of Firms within the Competitive Range:

Wabtec Passenger Transit

Wabtec Passenger Transit (WPT) is the Original Equipment Manufacturer (OEM) of the Coupler Systems for Metro's P2000 Green Line, A650 Red Line, and P2020 Blue Line railcars. WPT provided an acceptable work plan in their proposal, and it possesses the required experience, equipment, tools and personnel to provide overhaul services in accordance with both the SOW and Technical Specification.

WPT has completed similar coupler overhaul contracts for Sacramento RTA, it currently has coupler overhaul contracts with Crystal Movers in California, and with MARTA. As the OEM, WPT has the current contract with Metro for P2000 Coupler overhaul. WPT has made significant improvements in their contract performance with Metro.

Dellner, Inc.

Dellner Incorporated (Dellner) was determined to have the technical capability and capacity to perform the required coupler overhauls. Dellner also possesses the required experience, equipment, tools, and personnel to provide the coupler overhaul services of the coupler assembly per the technical specification. However, Dellner indicated an inability to meet the First Article Inspection (FAI) and Production Schedules in the time required as specified in the SOW.

Dellner has a current contract with Metro for overhaul services of the P2550 coupler assemblies. Dellner completed similar coupler overhaul contracts with Hitachi Rail of Loveridge, CA from 2010 to 2017 and Charlotte Area Transportation System (CATS) of Charlotte, NC from 2017 to 2019.

C. Price Analysis

The recommended price has been determined to be fair and reasonable based on award to the lowest responsive, responsible offer. A technical evaluation was performed on all proposals and WPT's price proposal in the amount of \$2,895,984 was further evaluated against the Independent Cost Estimate (ICE).

Proposer Name	Proposal Amount	Metro ICE
Dellner, Inc.	\$3,103,360	\$2,495,400
Wabtec Passenger Transit	\$2,895,984	

D. Background on Recommended Contractor

Wabtec Passenger Transit Corporation (WPT) was formed in November 1999. WPT is a manufacturer of pneumatic, electronic and mechanical devices such as braking equipment, controllers, current collectors and couplers for the transit industry worldwide. WPT is headquartered in Spartanburg, South Carolina, and has a service center located in San Fernando California.

WPT is the OEM for the Friction Brakes and Coupler Assembly Systems on Metro's A650, P2000, P2020, and P3010 rail vehicles. WPT currently has performed satisfactorily on five (5) separate overhaul contracts with Metro for the A650 and P2000 friction brake overhauls; and for the A650, P2000, and P2020 coupler assembly overhauls.

DEOD SUMMARY

P2000 COUPLER ASSEMBLY OVERHAUL
CONTRACT NO. MA6264000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or a Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of subcontracting opportunities. According to the Project Manager, the contractor shall pick up, repair/overhaul, test, deliver, and warranty the assembly in accordance to the technical specification, performing all work with its own workforces.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2020-0312, **File Type:** Contract

Agenda Number: 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 21, 2020**

SUBJECT: WASTE MANAGEMENT SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

CONSIDER:

AUTHORIZING the Chief Executive Officer to:

A. AWARD an indefinite delivery indefinite quantity Contract No. OP1484230003367 to American Reclamation, Inc. to provide waste management services throughout Metro B Line (Red), Metro G Line (Orange), Pasadena L Line (Gold) and various bus and rail locations within the geographical area, specified as the North Region, for a not-to-exceed amount of \$3,904,317 for the five-year base period, and \$1,571,479 for the one, two-year option term, for a combined not-to-exceed amount of \$5,475,796, effective June 1, 2020 through May 31, 2027, subject to resolution of protest(s), if any; and

B. AWARD an indefinite quantity/delivery Contract No. OP1484240003367 to American Reclamation, Inc. to provide waste management services throughout Metro A Line (Blue), Metro C Line (Green), E Line (Expo), Gateway Headquarters Building and various bus and rail locations within the geographical area, specified as the South Region, for a not-to-exceed amount of \$3,218,989 for the five-year base period, and \$1,325,033 for the one, two-year option term, for a combined not-to-exceed amount of \$4,544,022, effective June 1, 2020 through May 31, 2027, subject to resolution of protest(s), if any.

ISSUE

The existing waste management services contract will expire on October 31, 2020. To continue providing the required integrated waste management services, two new regional contract awards are required effective June 1, 2020. This action is necessary to allow the incoming contractor sufficient time to acquire new trash and recycling bins for all Metro facilities.

BACKGROUND

On October 25, 2012, Metro Board of Directors authorized the Chief Executive Officer to award a

seven-year, Contract No. PS11064106R to Consolidated Disposal Service, the lowest responsive and responsible bidder for waste management services in an amount not to exceed \$6,993,296 effective December 1, 2012.

To avoid service interruptions and continue providing these critical services, two (2) new contract awards are required effective June 1, 2020.

DISCUSSION

The existing waste management services contract is being replaced with two new regional service contracts split geographically. This action is necessary to expand opportunities for small business participation while maintaining service efficiency and continuity.

The existing contract includes transport and recycling or disposal of solid waste from Metro facilities, provides roll-off containers and dumpsters, and submittal of monthly diversion reports. Most containers are serviced on a regular schedule while others are on an on-call as-needed basis.

Improved diversion is one of many ways that Metro is striving to reduce its environmental impact. These two new contracts are an integral part of Metro's Environmental Management System. The contractor will support the Environmental Compliance and Services unit of the Transit Project Delivery department in education and waste disposal change efforts with front-line employees at all Metro operating facilities. In addition, the contractor will provide on-going analysis of Metro's efforts to reduce landfill waste and improve in-house recycling programs to exceed waste diversion requirements.

Currently, all local government organizations in California are required to divert at least 50% of their waste from landfills. To meet this requirement, Metro's trash-hauling contractor separates and recycles suitable materials from waste materials it collects from all Metro operating, support, office, and passenger facilities. These contracts set goals to improve and exceed the 50% waste diversion requirements over the next seven-years.

The existing contract is due to expire October 31, 2020. However, the two new contracts are required effective June 1, 2020. This action is necessary to allow the outgoing contractor sufficient time to perform all necessary administrative processes associated with contract closeout, and to provide the incoming contractor ample time to acquire new trash and recycling bins for all Metro facilities.

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. American Reclamation made a 7% SBE and 3% DVBE participation commitment for each of the North region and the South region contracts.

DETERMINATION OF SAFETY IMPACT

Timely and efficient removal of trash and recycling are important elements of a safe and responsible waste management program.

FINANCIAL IMPACT

The FY20 budget for waste management services is \$941,600, contained in Cost Center 8370 - Contracts and Administration, account 50308 - Service Contract maintenance, in various Operating projects. Current waste management services contracts expire on October 31, 2020 (FY21). To allow for seamless transition to a new contractor and avoid contractual interruptions, this action will put the contract in place for FY21 implementation.

Since these are multi-year contracts, the cost center manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the all costs in future fiscal years.

Impact to Budget

The current source of funding for this action are State and Local sources including sales tax and fares. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Metro objectives for this contract are to increase efficiency, minimize costs, improve Metro's recycling and landfill diversion programs, reduce the amount of waste that Metro disposes and comply with all applicable Federal, State and Local laws.

ALTERNATIVES CONSIDERED

Staff considered providing this service through Metro in-house staff. This would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

NEXT STEPS

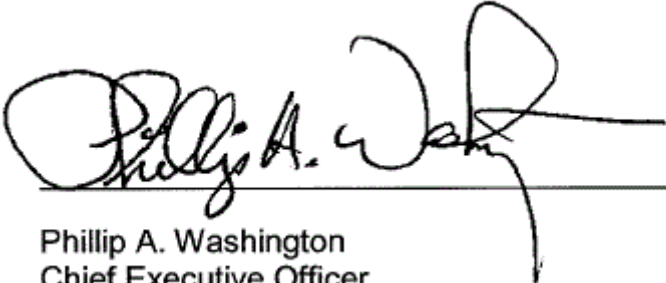
Upon approval by the Board, staff will execute Contracts OP1484230003367 and OP1484240003367 with American Reclamation, Inc. to provide integrated waste management services for the North and South Regions, respectively, effective June 1, 2020.

ATTACHMENTS

Attachment A - Region Maps
Attachment B - Procurement Summary
Attachment C - DEOD Summary

Prepared by: Brady Branstetter, DEO, Facilities Maintenance, (213) 922-6767
Lena Babayan, DEO, Facilities Maintenance, (213) 922-6765

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

ATTACHMENT A

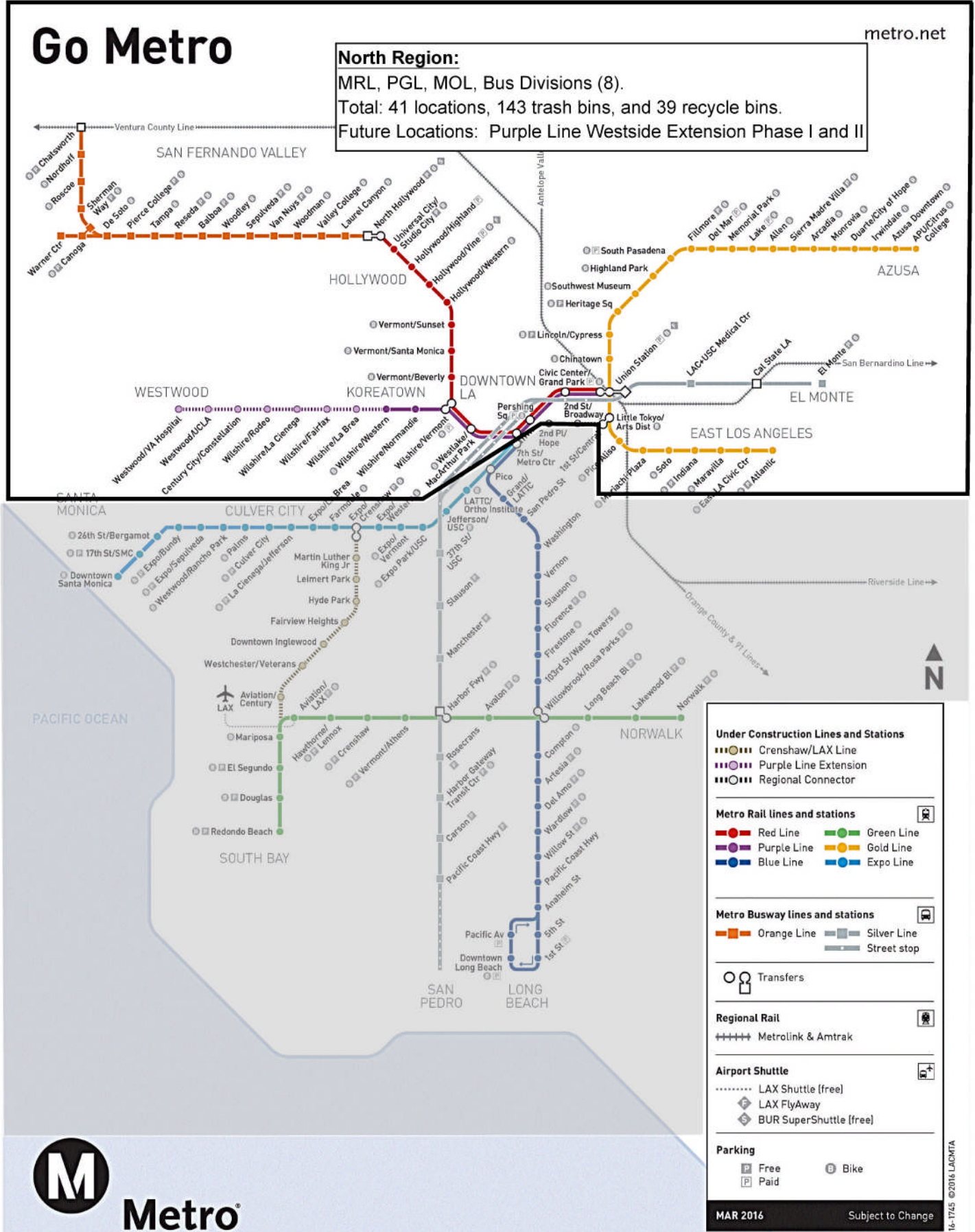
LIST OF SERVICE LOCATIONS

NORTH REGION

metro.net

Go Metro

North Region:
 MRL, PGL, MOL, Bus Divisions (8).
 Total: 41 locations, 143 trash bins, and 39 recycle bins.
 Future Locations: Purple Line Westside Extension Phase I and II



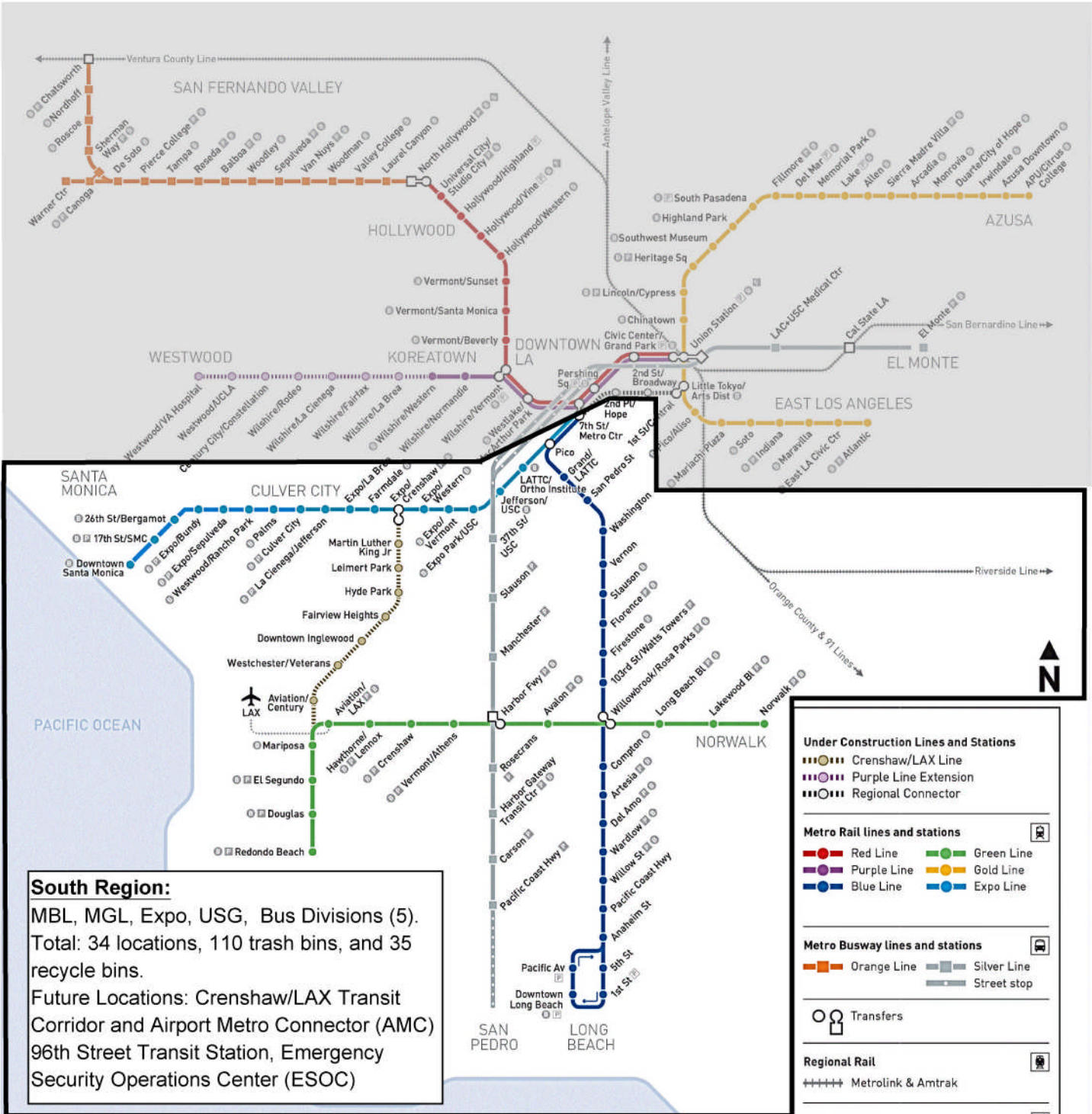
ATTACHMENT A

LIST OF SERVICE LOCATIONS

SOUTH REGION

Go Metro

metro.net



MAR 2016

Subject to Change

16-1745 ©2016 LAGMTA

PROCUREMENT SUMMARY

**WASTE MANAGEMENT SERVICES/
OP1484230003367 AND OP1484240003367**

1.	Contract Number: A: OP1484230003367 (North Region) B: OP1484240003367 (South Region)	
2.	Recommended Vendor: A: American Reclamation, Inc. (North Region) B: American Reclamation, Inc. (South Region)	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> RFP <input type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: June 14, 2019	
	B. Advertised/Publicized: June 18, 2019	
	C. Pre-Proposal/Pre-Bid Conference: June 27, 2019	
	D. Proposals/Bids Due: July 31, 2019	
	E. Pre-Qualification Completed: December 5, 2019	
	F. Conflict of Interest Form Submitted to Ethics: December 2, 2019	
	G. Protest Period End Date: February 24, 2020	
5.	Solicitations Picked up/Downloaded: 19	Proposals Received: North Region: 2 Proposals Received: South Region: 2
6.	Contract Administrator: Rommel Hilario	Telephone Number: (213) 922-4654
7.	Project Manager: Alberto Garcia	Telephone Number: (213) 922-6760

A. Procurement Background

This Board Action is to approve the award of Contracts OP1484230003367 (North Region) and OP1484240003367 (South Region) to American Reclamation, Inc. to provide waste management services at various Metro facilities. Services include, but are not limited to, providing trash and recycling bins of various sizes, servicing trash and recycling bins at various frequencies and provide detailed reporting of trash and recycling efforts and activities. Board approval of contract awards are subject to resolution of any properly submitted protest.

On June 14, 2019, Request for Proposal (RFP) No. OP62840 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is indefinitely quantity/delivery.

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

- Amendment No. 1, issued on June 28, 2019, revised the Schedule of Quantities and Prices for the North and South Regions and List of Service Locations – South Region; and provided copies of the pre-bid conference material including sign-in sheets and the planholders' list;

- Amendment No. 2, issued on July 17, 2019, extended the proposal due date.

A Pre-Proposal Conference was held on June 27, 2019. A total of six participants attended representing four firms. There were 32 questions received and responses were provided prior to the proposal due date.

A total of two proposals each were received for the North and the South Regions, and are listed below in alphabetical order:

North Region

1. American Reclamation
2. Consolidated Disposal Services, LLC DBA Republic Services

South Region

1. American Reclamation
2. Consolidated Disposal Services, LLC DBA Republic Services

B. Evaluation of Proposals

The Proposal Evaluation Team (PET), consisting of staff from Environmental Services, General Services, and Facility Maintenance departments, was convened and conducted a comprehensive evaluation of the proposals received.

Proposals were evaluated based on the following evaluation criteria stated in the RFP:

Phase I – Minimum Qualification Evaluation: This is a pass/fail criteria. The evaluation focused on the experience of the Prime Contractor in providing integrated waste management services. Further, state issued licenses, certifications and permits were validated. Firms that pass each Minimum Qualification shall be considered within the competitive range for further evaluation.

Phase II – Technical Evaluation: Technical proposals were evaluated in accordance with the following evaluation criteria and associated weights:

- Price 30%
- Workplan 45%
- Degree of Skills – Firm and Personnel Experience 25%

The evaluation criteria are appropriate and consistent with criteria developed for similar waste management services procurements.

The PET reconvened and determined that all proposals passed the Phase I evaluation and were within the competitive range. The proposers were therefore invited to make oral presentations on September 13, 2019. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions.

In general, each team's presentation described the composition of the team and the roles and responsibilities of each team member; explained the proposed staffing for the North and South regions as well as the basis of work assignments at each division/facility in relation to Statement of Work requirements. Further, the teams were asked to discuss that specific type of equipment proposed to be dedicated to the contract and procedures for hauling and recycling of waste.

Summary of Firms within the Competitive Range

American Reclamation, Inc.

American Reclamation, Inc. (American Reclamation) is a full service, solid waste hauling company that specializes in waste collection, disposal, and recycling and diversion program. It also conducts on-site waste audits and establishes recycling programs for its clients. American Reclamation is a family-owned and operated business which has been in the waste hauling industry since 1945. Existing clientele include the Department of Public Works of the Cities of El Monte, Glendale, Burbank, Pasadena, Santa Monica and the unincorporated cities of the Los Angeles County, Los Angeles Unified School District, Bureau of Street Services of the City of Los Angeles, California Department of Transportation, Mt. San Antonio Community College, Montebello Unified School District.

Consolidated Disposal Services, LLC dba Republic Services

Consolidated Disposal Services, LLC dba Republic Services, Inc. (Republic) is located in Long Beach, California. It has been in business for over 50 years providing solid waste collection, recycling, and disposal services. Republic provides services to 2,700 municipalities nationwide, including 50 communities across Southern California. Customers consist of residential and commercial clients including single and multi-family unit residences, small business, healthcare facilities, retail establishments and construction sites. Republic is Metro's current provider for waste management services.

The following is a summary of the final scores:

North Region

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	AMERICAN RECLAMATION				
3	Price	100.0	30%	30.0	
4	Workplan	82.7	45%	37.2	
5	Degree of Skills – Firm and Personnel Experience	86.8	25%	21.7	
6	Total		100.00%	88.9	1
7	CONSOLIDATED DISPOSAL SERVICES, LLC DBA REPUBLIC SERVICES				
8	Price	86.7	30%	26.0	
9	Workplan	75.8	45%	34.1	
10	Degree of Skills – Firm and Personnel Experience	76.4	25%	19.1	
11	Total		100.00%	79.2	2

South Region

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	AMERICAN RECLAMATION				
3	Price	100.0	30%	30.0	
4	Workplan	82.7	45%	37.2	
5	Degree of Skills – Firm and Personnel Experience	86.8	25%	21.7	
6	Total		100.00%	88.9	1
7	CONSOLIDATED DISPOSAL SERVICES, LLC DBA REPUBLIC SERVICES				
8	Price	93.3	30%	28.0	

9	Workplan	75.8	45%	34.1	
10	Degree of Skills – Firm and Personnel Experience	76.4	25%	19.1	
11	Total		100.00%	81.2	2

C. Cost/Price Analysis

North Region

The recommended price has been determined to be fair and reasonable based upon adequate competition, an independent cost estimate (ICE), fact finding, cost analysis, and technical evaluation. The ICE is 13% lower than the recommended award amount due to new environmental laws and restrictions and current recycling marketing conditions which differed from the existing historical pricing used to develop Metro's ICE, thus resulting in a higher recommended price.

BIDDER	AMOUNT	METRO ICE	AWARD AMOUNT
American Reclamation	\$5,475,796	\$4,769,058	\$5,475,796
Consolidated Disposal Services, LLC dba Republic Services	\$6,234,293		

South Region

The recommended price has been determined to be fair and reasonable based upon adequate competition, an independent cost estimate, fact finding, cost analysis, and technical evaluation. The ICE is 20% lower than the award amount due to new environmental laws and restrictions and current recycling marketing conditions which differed from the existing historical pricing used to develop Metro's ICE, thus resulting in a higher recommended price.

BIDDER	AMOUNT	METRO ICE	AWARD AMOUNT
American Reclamation	\$4,649,889.38	\$3,640,214.67	\$4,544,022
Consolidated Disposal Services, LLC dba Republic Services	\$4,962,276.61		

D. Background on Recommended Contractor

The recommended firm, American Reclamation, Inc. (American Reclamation), is headquartered in Los Angeles, CA. It is a full-service solid waste collection and recycling company that has been providing quality service in the greater Los Angeles area for over 50 years. American Reclamation runs a fleet of CNG-powered front-loading refuse collection, roll-off and long-haul flatbed trucks. In addition, it owns and operates a 4-acre major recycling facility located near the 5 and 134 freeway interchange. The facility, which diverts over 180,000 tons from the landfill each year, includes a buy-back recycling center, receipt and processing of haul loads and construction and demolition debris, recycling of commercial sector materials and e-Waste drop-off.

American Reclamation was Metro's waste collection and recycling provider during July 2002 through February 2013, and their performance was satisfactory.

DEOD SUMMARY

WASTE MANAGEMENT SERVICES/
OP1484230003367 AND OP1484240003367

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) goal and 3% Disabled Veteran Business Enterprise (DVBE) goal for each region in this solicitation. American Reclamation, Inc. made a 7% SBE and 3% DVBE commitment for each region.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
----------------------------	-------------------	----------------------------------	-------------------

A1. North Region: American Reclamation, Inc. (Prime)

SBE Subcontractors		% Committed
1.	Urban Graffiti Enterprise, Inc.	7%
Total Commitment		7%

DVBE Subcontractors		% Committed
1.	Sam Scully Staffing DBE Indigo Staffing	3%
Total Commitment		3%

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	7% SBE 3% DVBE
----------------------------	-------------------	----------------------------------	-------------------

A2. South Region: American Reclamation, Inc. (Prime)

SBE Subcontractors		% Committed
1.	Urban Graffiti Enterprise, Inc.	7%
Total Commitment		7%

DVBE Subcontractors		% Committed
1.	Sam Scully Staffing DBE Indigo Staffing	3%
Total Commitment		3%

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable on this contract.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2020-0308, **File Type:** Informational Report

Agenda Number: 19.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
MAY 21, 2020**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects March 2020 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LAPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

DISCUSSION

DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT

SSLE, in partnership with the Information Technology department, is in the process of developing a layered map of our law enforcement partners deployments using ESRI's mapping software. This will allow staff to have a snapshot view of where resources are allocated and make immediate reallocations when needed.

Lastly, our Physical Security team is also currently assessing all contract security assignments to enhance efficiency and effectiveness.

NATIONAL CRIME VICTIMIZATION SURVEY

The Survey Team continues to meet bi-weekly to make progress in launching a National Crime Victimization Survey for Metro. Most recently, the team met on April 22nd to discuss feedback from management. Staff has started testing the draft survey on mobile phones to assess its functionality. Through testing, staff has identified technical issues, by which the Survey Team will work with their consultant to address them. The Survey Team expects to have a complete survey available for a test run by May 2020 and hopes not to have any delays, amid challenges posed by COVID-19. The approximate cost of the survey that was provided by the Survey Team is \$905,500.

LAW ENFORCEMENT CONTRACT COMPLIANCE

Mobile Phone Validators

In the most recent meeting with Axiom and TAP, on April 15th, 2020, all enhanced map features listed under Modification No. 8, were in working order. The three features that Axiom presented to the Metro SS&LE Compliance Staff were as follows: location, officer, and all officer searches.

- **Location searching** was tethered to Google Maps and worked so long as the location was searchable (i.e. North Hollywood Station), however it could not locate more ambiguous addresses such as bus stops. TAP personnel advised that the search function could be altered to accept latitude and longitude coordinates.
- **Officer searching** was bound to officer name or device asset tag, as well as a specific date range and time bracket. Once all fields were identified, the system could generate a visual path of points where the Officer/Deputy moved in a given timeframe. SS&LE personnel inquired whether or not these points represented physical locations (particularly useful for teams that ride from station to station), however Axiom and TAP personnel both advised that the path taken was an approximate and the pings along the displayed path marked the point in time in which the database was updated using their geolocating technology. Thus, it was deemed useful for knowing a general path but not an exact station-to-station summary of events; for now, this will need to be supplemented by employee TAP card data.
- **All Officer searching** was exactly like the Officer search, only it showed all Officers/Deputies at a physical location and their path trajectories therein. This was deemed by the SS&LE Compliance Staff to be counterintuitive and would cause too much interplay because of the sheer volume of devices at major hubs such as Union Station, and the fact that Officers/Deputies are often paired which would mean that many trajectories would intersect at once to clutter the map. In the versions of all three of these search options no date range was searchable, only a single date; SS&LE Compliance Staff explained that because details go over 24 hours, a date range option is a necessity.

In service of the final critique of the new map features, SS&LE compliance personnel advised that **Group searching** would be more valuable to the compliance process. This new searching format would allow the administrator to search by Group name (i.e. LAPD, LASD, or LBPD), which would significantly narrow down the amount of clutter on a given map. Axiom agreed to add Group as well as date range searching to the Map features. Axiom stated that they will continue to perform software debugging, with the intent to launch the enhanced map features during the week of May 4, 2020. Important to note, Axiom's current software does not allow real-time monitoring of law enforcement personnel.

TRANSIT SECURITY HIRING EFFORTS

Current Staffing Levels

As of 4/20/20:

Job Title	# Budgeted	# Filled	Vacancies	Capacity
Transit Security LT	5	5	0	100.00%
Transit Security SGT	12	11	1	91.67%
SR Transit Security OFCR	15	13	2	86.67%
Transit Security OFCR II	75	74	1	98.67%
Transit Security OFCR I	77	63	14	81.82%
TOTAL	184	166	18	90.22%



Hiring Plan

Our recruiting efforts resumed the second half of March with posting a job bulletin for Transit Security Officer I. In the five days it was open, 410 applications were received and after the Human Resources' auto screening, 374 applications remain. This remaining group will be grouped into three groups in order to effectively and efficiently manage the hiring process.

Currently, our recruitment has been placed on hold due to circumstances related to COVID-19. However, we have been working with Human Resources on overcoming challenges presented by the COVID-19 situation and are confident we can continue the hiring process without compromising the integrity of the selection process.

Transit Security Sergeant, Senior Officer, and Transit Security Officer II recruitments were submitted for approval. If approved, Transit Security and Human Resources are prepared to move forward.

With regards to the last recruitment cycle we have 4 candidates waiting for approval to be sent to medical examination, which is the last step of the recruitment process.

Training Program

Class 17 is the first group of recruits to attend the newly developed Metro Academy Program (M A P). This new program has increased the number of training hours from Class 15 (October 2018) of 80

hours to Class 16 (July 2019) of 213 hours to 313 hours to improve the overall quality of our recruits. Class 17 consisted of 8 TSO I recruits and 1 Lieutenant. Class 17 commenced on March 9, 2020 and all recruits have successfully completed 149 hours out of 313 total hours of training as of April 3rd, 2020. There are still 164 hours of training that have not been completed. Due to the impact of COVID-19, there are several classes that could not be facilitated at this time. Class 17 has obtained enough training to be deployed in the field. The remainder of M A P classes will be scheduled once the pandemic has been cleared. This will allow Class 17 to meet Metro’s new, enhanced training philosophy.

Certifications /Qualifications:

All recruits have either obtained or renewed mandatory credentials or received refresher trainings. Our recruits satisfy all CA State requirements to work and are already more highly trained than industry standards. Almost all the recruits have had several years of security experience and are ready for On the Job (OJT) training with an experienced TSO in the field and the Lieutenant is a retired LASD Lieutenant.

On the Job Training

The first day of OJT was April 6th, 2020 but due to one of the recruits becoming ill that week, all recruits in Class 17 were quarantined from April 13th thru the 26th. They are scheduled to return to work beginning April 27th, 2020.



BUS OPERATOR ASSAULTS

In March, there was a total of 7 assaults on bus operators, with 6 assaults occurring in LAPD’s jurisdiction and 1 assault occurring in LASD’s jurisdiction. Of the 7 assaults, 3 suspects used their hands, 3 suspects spit, and 1 suspect used an umbrella as their method of assault.

Five of the assaults occurred on the bus system, different lines, and the remaining two occurred on the rail system, the Gold Line and Purple Line. Three of the suspects were females and four of the suspects were males. One of the suspects was in her 20’s, two of the suspects were in their 30’s, and four suspects were between the ages of 41 and 62. Six of the seven suspects were homeless, five were arrested, and one showed signs of mental illness.

Data provided by LASD show that from July 2019 to March 2020, 45% of the bus operator assault incidents were solved. During this period, only bus line 864 had more than one incident, which had two. Line 864 was the A (Blue) Line bus shuttle that was operating during construction. Both incidents occurred in July 2019. There were no other trends to report aside from these two incidents.

EMERGENCY MANAGEMENT COVID-19 RESONSE

The Emergency Management Department (EMD) has continued to support Metro's Incident Management Team in the Agency's response to COVID-19. EMD activated Metro's Emergency Operations Center (EOC) starting March 10, 2020, and began coordination of daily Command Staff meetings, intelligence briefings and communication with local government and transit partners on regional response, best practices and real-time lessons learned during this incident.

EMD has implemented a Duty Officer Program, with 24/7 availability to aid Metro employees with any questions regarding Metro's COVID-19 response, COVID-19 case tracking and reporting, and all incident related assistance or inquiries for information. Metro's EOC has facilitated and/or provided guidance in notifications to staff, acquiring of emergency supplies, funding regulations & expense reimbursement strategies, safety protocols, regional transit communications (Joint Information Center), and requests from LA County and City EOCs.

Since March 10, 2020 the Emergency Management Department has facilitated the following for COVID-19 response activities:

- 33 Command Staff Meetings
- Over 75 Duty Officer calls
- 38 Command Staff Public Health Intelligence Briefs
- 33 Operational Periods of EOC Activation
- Activated Emergency Supply Shed Distributions to provide extra PPE
- Implemented Temperature Camera Pilot Program
- Maintain direct communication with APTA & DHS/TSA/CISA COVID-19 Planning Groups

HOMELESS OUTREACH SERVICES

COVID-19 Metro Operation: Shelter the Unsheltered

- The total number of persons experiencing homelessness placed in shelter (motels, recreation centers) from April 1st to April 27, 2020 is **273**.
- P.A.T.H. provides motel shelter to vulnerable homeless populations (elderly, women, women with children, handicapped, veterans) in motels. March's motel expenditure was \$50,496.00.
- P.A.T.H. Outreach Teams continue to work collaboratively with law enforcement partners to move persons experiencing homelessness to recreation center shelters via Metro and Department of Transportation buses.
- PATH teams, under law enforcement leadership, deploy daily throughout the system with special attention to the following hot spots:

- Union Station
 - 7th/Metro
 - North Hollywood
 - Expo/Bundy
- PATH teams have access to a nurse through LA Christian Health on Mondays from 7a.m. - 3:30 p.m.

COVID-19 Education

- Law enforcement are stationed at Union Station entrances to educate the general public (independent of appearance) on travel restrictions, essential vs non-essential travel, and reinforce Safer-at-Home guidelines.
- Law enforcement's role with the COVID-19 virus is to advise and inform.

PUBLIC PRIVATE PARTNERSHIPS

To increase the availability of resources to the homeless community that interfaces with Metro's system, we are pursuing collaboration with Public Private Partnerships through:

- Community-based organizations within faith communities with homeless programs in place
- Task Force meetings with business (Chambers of Commerce); diverse size non-profit agencies, universities, Research & Development Centers
- Neighborhood Councils

The Dream Center

The Letter of Agreement between LA Metro and The Dream Center continues to be reviewed by their legal counsel, as well as reviewed by Metro's Risk Management Department. Rapport is being established via conference calls. An update on the status of the Letter of Agreement will be included in the forthcoming monthly report.

L.A. DOOR Pilot Program

Due to the COVID-19 pandemic, the pilot outreach program at Union Station and MacArthur Park stations is temporarily on hold. Based on all directives related to the pandemic, leadership will advise on when the pilot program can resume.

7-Day Homeless Count

The 7-day system-wide homeless count is planned to begin when COVID-19 directives to shelter-in-place sanctions are lifted. The use of a video presentation to announce the Count is in the planning stages with Metro's Marketing and IT departments.

SEXUAL HARASSMENT INITIATIVES

SSLE is in the final stages of development of the new Sexual Harassment training for our law enforcement partners and Metro Transit Security. The new Sexual Harassment program will be ready

to launch by June 1st with a social media campaign.

Staff will report back next month with an update.

PEACE OVER VIOLENCE PERFORMANCE MARCH 2020 METRICS

Performance Measure	Number Served
Total Sexual Harassment Cases Contacting POV	4
Total Cases of Metro Located Sexual Harassment Contacting POV	2
Total Number of Metro Riders Requesting Counseling Services	1
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	1

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview March 2020

Attachment B - MTA Supporting Data March 2020

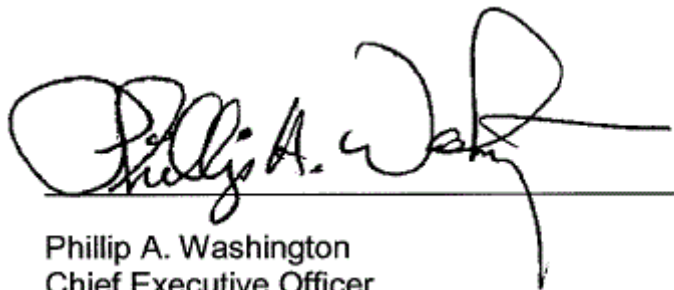
Attachment C - Key Performance Indicators March 2020

Attachment D - Transit Police Summary March 2020

Attachment E - Homeless Update March 2020

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement, (213) 922-2615

Reviewed by: Bob Green, Chief System Security and Law Enforcement Officer, (213) 922-4811



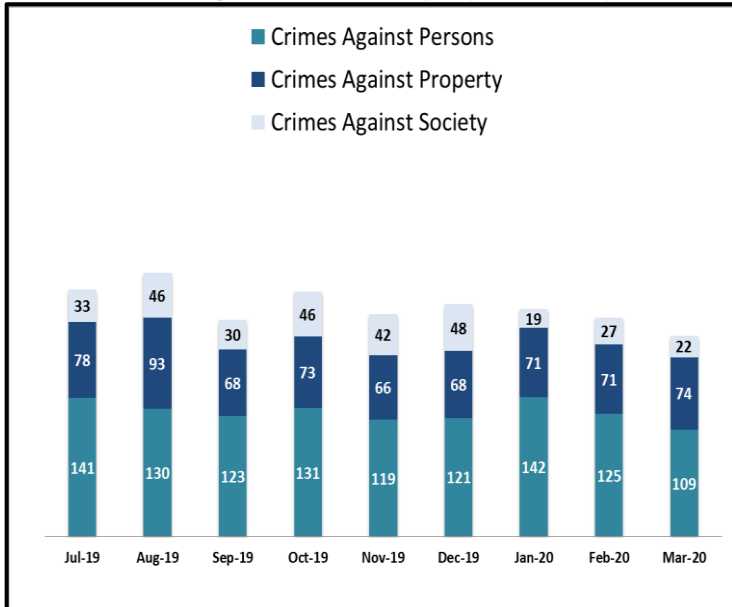
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2020

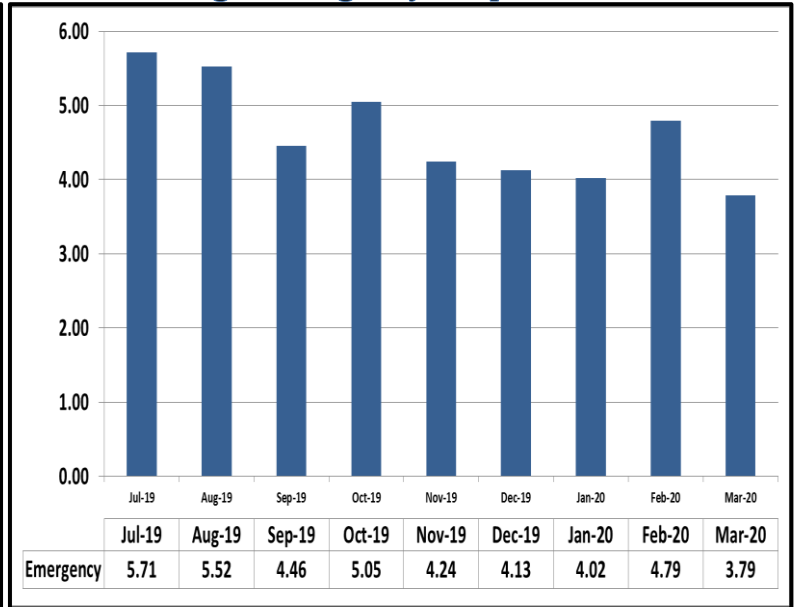
Attachment A

Crimes Against Persons, Property, and Society



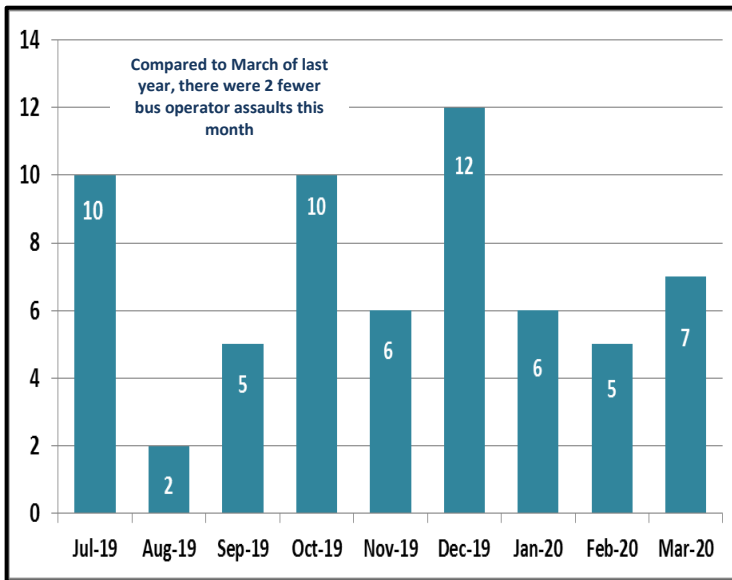
When compared to the same period last year, Crimes Against Persons decreased by 38 crimes, Crimes Against Property decreased by 14 crimes, and Crimes Against Society increased by 2 crimes.

Average Emergency Response Times

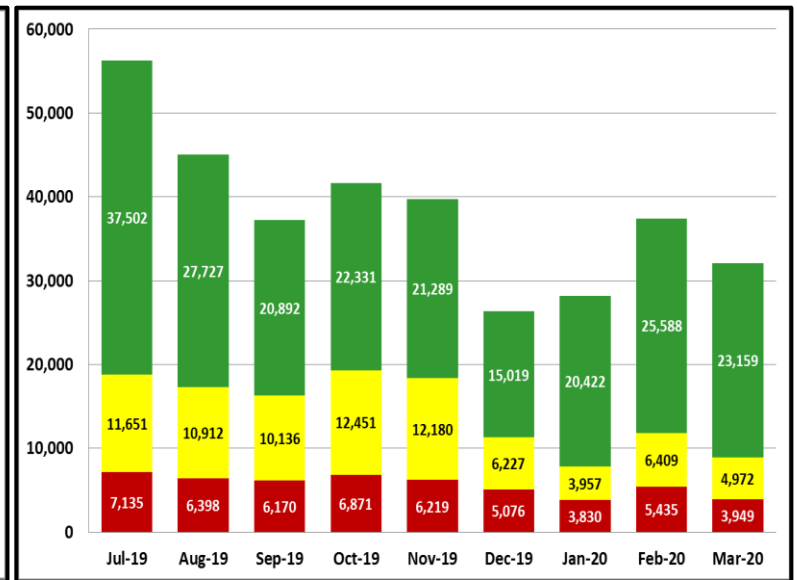


Average emergency response time was 3.79 mins.

Bus Operator Assaults



Fare Compliance



Green Checks- Occurs when a patron has valid fare

Yellow Checks- Occurs when a patron has valid fare, but did not tap at transfer station

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	1
Robbery	0	5	0	31
Aggravated Assault	0	1	2	21
Aggravated Assault on Operator	0	0	0	0
Battery	1	4	2	43
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	5
SUB-TOTAL	1	10	4	101
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	1	2
Larceny	2	3	0	30
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	4
Arson	0	0	0	0
Vandalism	1	2	0	23
Other	0	0	0	0
SUB-TOTAL	3	5	1	59
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	1	1	15
Narcotics	0	2	0	53
Trespassing	0	3	0	14
SUB-TOTAL	0	6	1	82
TOTAL	4	21	6	242

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	14
Pico	1	1	0	6
Grand/LATTC	0	0	0	0
San Pedro St	0	1	0	3
Washington	0	1	0	5
Vernon	0	0	0	2
Slauson	2	0	0	14
Florence	0	0	0	20
Firestone	1	1	0	12
103rd St/Watts Towers	0	0	0	7
Willowbrook/Rosa Parks	5	0	3	51
Compton	2	1	0	34
Artesia	0	1	3	28
Del Amo	0	2	0	7
Wardlow	0	0	0	2
Willow St	0	1	0	10
PCH	0	1	1	8
Anaheim St	2	0	0	7
5th St	0	0	0	1
1st St	0	0	0	2
Downtown Long Beach	2	0	0	9
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	0	0	0
Total	15	10	7	243

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	2	5	4	177
Misdemeanor	1	29	17	743
TOTAL	3	34	21	920

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	461	41	17	10,078
Vehicle Code Citations	358	0	108	8,632
TOTAL	819	41	125	18,710

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	9	56	5	641
Priority	17	75	34	1072
Emergency	3	12	11	259
TOTAL	29	143	50	1,972

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	20%	3%	2%
Proactive	80%	97%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	84%
Blue Line-LBPDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	0	0	0	109
Flower St	0	0	0	46
103rd St	0	0	0	3
Wardlow Rd	0	0	4	25
Pacific Ave.	0	0	0	2
Willowbrook	0	1	0	239
Slauson	12	0	0	71
Firestone	0	0	0	31
Florence	0	1	0	77
Compton	0	0	0	153
Artesia	0	0	0	30
Del Amo	0	0	0	28
Long Beach Blvd	1	0	0	10
TOTAL	13	2	4	824

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	3
Robbery	0	1	29
Aggravated Assault	0	1	16
Aggravated Assault on Operator	0	0	0
Battery	1	1	35
Battery Rail Operator	0	0	0
Sex Offenses	0	3	7
SUB-TOTAL	1	6	90
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	0	1	14
Bike Theft	0	0	1
Motor Vehicle Theft	0	1	3
Arson	0	0	1
Vandalism	0	2	9
SUB-TOTAL	0	4	31
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	12
Narcotics	0	1	21
Trespassing	0	1	5
SUB-TOTAL	0	3	38
TOTAL	1	13	159

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	63
Misdemeanor	2	11	277
TOTAL	2	16	340

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	22	378
Vehicle Code Citations	0	0	97
TOTAL	8	22	475

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	102	907
Priority	1	80	722
Emergency	0	6	108
TOTAL	5	188	1,737

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	4%
Proactive	76%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	7
Douglas	0	0	0	0
El Segundo	0	0	0	3
Mariposa	0	0	0	1
Aviation/LAX	0	1	0	3
Hawthorne/Lennox	0	0	0	7
Crenshaw	1	1	2	15
Vermont/Athens	1	0	0	14
Harbor Fwy	0	0	0	8
Avalon	1	0	0	12
Willowbrook/Rosa Parks	1	0	0	42
Long Beach BI	0	1	0	24
Lakewood BI	2	0	1	13
Norwalk	0	2	0	13
Total	7	5	3	162

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	86%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	27
Aggravated Assault	2	0	17
Aggravated Assault on Operator	0	0	0
Battery	9	1	45
Battery Rail Operator	0	0	0
Sex Offenses	0	0	15
SUB-TOTAL	13	1	104
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	6	0	57
Bike Theft	0	0	17
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	3
SUB-TOTAL	7	0	78
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	1	2
Trespassing	1	0	6
SUB-TOTAL	1	1	10
TOTAL	21	2	192

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	9	1	49
Misdemeanor	5	2	101
TOTAL	14	3	150

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	21	3	251
Vehicle Code Citations	15	0	172
TOTAL	36	3	423

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	16	86	711
Priority	31	28	652
Emergency	6	0	72
TOTAL	53	114	1,435

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	9%
Proactive	76%	91%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	88%
Expo Line-LASD	85%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	995
Santa Monica	N/A	0	130
Culver City	N/A	0	5
TOTAL	0	0	1,130

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	8
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	18
Jefferson/USC	2	0	0	10
Expo Park/USC	0	0	0	4
Expo/Vermont	3	1	0	15
Expo/Western	0	2	0	19
Expo/Crenshaw	0	0	0	12
Farmdale	0	2	1	15
Expo/La Brea	3	1	0	18
La Cienega/Jefferson	0	0	0	11
Culver City	0	0	0	10
Palms	0	0	0	7
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	0	0	9
Expo/Bundy	5	1	0	22
26th St/Bergamot	0	0	0	5
17th St/SMC	0	0	0	5
Downtown Santa Monica	1	0	1	12
Expo Line Rail Yard	0	0	0	0
Total	14	7	2	202

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	2	27
Aggravated Assault	1	38
Aggravated Assault on Operator	0	0
Battery	12	156
Battery Rail Operator	1	1
Sex Offenses	2	16
SUB-TOTAL	18	239
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	14	118
Bike Theft	1	8
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	12
SUB-TOTAL	18	138
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	32
SUB-TOTAL	2	32
TOTAL	38	409

ARRESTS		
AGENCY	LAPD	FYTD
Felony	17	243
Misdemeanor	62	862
TOTAL	79	1,105

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	156	3,844
Vehicle Code Citations	33	1,261
TOTAL	189	5,105

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	51	88
Priority	94	182
Emergency	4	9
TOTAL	149	279

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	87%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	0	0	0	62
Civic Center/Grand Park	0	0	0	12
Pershing Square	3	3	1	33
7th St/Metro Ctr	4	3	0	44
Westlake/MacArthur Park	3	1	0	49
Wilshire/Vermont	1	1	0	27
Wilshire/Normandie	0	0	0	5
Vermont/Beverly	0	1	0	25
Wilshire/Western	1	0	0	13
Vermont/Santa Monica	0	1	0	19
Vermont/Sunset	1	2	0	15
Hollywood/Western	0	2	0	16
Hollywood/Vine	2	0	0	20
Hollywood/Highland	1	1	1	23
Universal City/Studio City	0	1	0	10
North Hollywood	2	2	0	34
Red Line Rail Yard	0	0	0	0
Total	18	18	2	407

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	0	0	10
Aggravated Assault	1	0	13
Aggravated Assault on Operator	0	0	0
Battery	1	0	29
Battery Rail Operator	0	1	1
Sex Offenses	0	1	3
SUB-TOTAL	2	2	58
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	2	35
Bike Theft	0	0	13
Motor Vehicle Theft	0	0	4
Arson	0	0	1
Vandalism	1	2	17
SUB-TOTAL	1	4	70
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	5
Narcotics	0	0	6
Trespassing	0	0	2
SUB-TOTAL	0	0	13
TOTAL	3	6	141

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	41
Misdemeanor	4	10	157
TOTAL	7	10	198

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	9	10	363
Vehicle Code Citations	8	1	100
TOTAL	17	11	463

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	90	1,074
Priority	13	100	1,038
Emergency	1	11	126
TOTAL	22	201	2,238

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	5%
Proactive	82%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	9
Azusa Downtown	0	0	0	4
Irwindale	0	0	0	7
Duarte/City of Hope	0	1	0	9
Monrovia	0	1	0	9
Arcadia	1	1	0	4
Sierra Madre Villa	0	0	0	9
Allen	0	0	0	4
Lake	0	0	0	4
Memorial Park	0	0	0	10
Del Mar	0	0	0	2
Fillmore	0	0	0	2
South Pasadena	0	0	0	2
Highland Park	0	0	0	5
Southwest Museum	0	0	0	4
Heritage Square	0	0	0	2
Lincoln/Cypress	0	0	0	5
Chinatown	0	0	0	4
Union Station	2	0	1	13
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	3
Soto	0	0	0	6
Indiana (both LAPD & LASD)	0	0	0	4
Maravilla	0	1	0	2
East LA Civic Ctr	0	0	0	2
Atlantic	0	0	0	10
Total	4	4	1	141

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	79%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	684
Arcadia Station	0	0	76
Irwindale	0	0	33
Monrovia	0	2	35
City of Pasadena	0	24	211
Magnolia Ave	0	0	1
Duarte Station	0	12	30
City Of Azusa	0	13	106
South Pasadena	0	0	105
City Of East LA	0	3	68
Figueroa St	0	0	342
TOTAL GOAL= 10	0	54	1,691

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	4	11
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	1	15
Battery Bus Operator	0	1
Sex Offenses	0	0
SUB-TOTAL	5	35
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	6
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
SUB-TOTAL	0	13
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	5	48

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	10
Misdemeanor	3	40
TOTAL	4	50

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	242	2,479
Vehicle Code Citations	192	2,391
TOTAL	434	4,870

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	5	36
Priority	10	123
Emergency	0	8
TOTAL	15	167

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	18%
Proactive	82%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	90%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	11
Laurel Canyon	0	0	0	0
Valley College	1	0	0	1
Woodman	0	0	0	0
Van Nuys	0	0	0	8
Sepulveda	0	0	0	2
Woodley	0	0	0	2
Balboa	1	0	0	3
Reseda	1	0	0	3
Tampa	1	0	0	3
Pierce College	0	0	0	2
De Soto	0	0	0	0
Canoga	1	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	3
Chatsworth	0	0	0	6
Total	5	0	0	49

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	2
Aggravated Assault	0	0	2
Aggravated Assault on Operator	0	0	0
Battery	1	1	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	1	1	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	8
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	2
SUB-TOTAL	3	0	10
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	2
Trespassing	0	0	0
SUB-TOTAL	0	0	2
TOTAL	4	1	21

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	2	0	74
TOTAL	2	0	75

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	170	0	2,364
Vehicle Code Citations	143	0	2,445
TOTAL	313	0	4,809

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	36
Priority	1	4	60
Emergency	0	0	6
TOTAL	1	6	102

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	1%
Proactive	83%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	75%

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	1	0	2
Downtown	0	0	0	3
37th St/USC	0	0	0	0
Slauson	0	1	0	1
Manchester	0	0	0	0
Harbor Fwy	0	0	0	3
Rosecrans	1	0	0	3
Harbor Gateway Transit Ctr	0	1	0	4
Carson	1	0	0	1
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	1
Total	2	3	0	21

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	46
Aggravated Assault	3	1	59
Aggravated Assault on Operator	0	0	8
Battery	12	6	212
Battery Bus Operator	5	0	52
Sex Offenses	0	0	29
SUB-TOTAL	21	8	406
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	11	2	145
Bike Theft	0	0	9
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	2	4	37
SUB-TOTAL	13	6	193
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	13
Narcotics	0	3	75
Trespassing	0	0	6
SUB-TOTAL	0	3	94
TOTAL	34	17	693

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	11
San Fernando	2	11
San Gabriel Valley	4	35
Gateway Cities	3	87
South Bay	7	83
Total	17	227

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	13
West Valley	2	6
North Hollywood	0	14
Foothill	0	4
Devonshire	1	4
Mission	1	5
Topanga	0	6
Central Bureau		
Central	4	75
Rampart	0	28
Hollenbeck	0	7
Northeast	0	6
Newton	2	40
West Bureau		
Hollywood	4	16
Wilshire	3	24
West LA	1	10
Pacific	0	5
Olympic	2	41
Southwest Bureau		
Southwest	5	64
Harbor	1	6
77th Street	5	71
Southeast	2	21
Total	34	466

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	2	93
Misdemeanor	4	41	604
TOTAL	6	43	697

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	7	37	714
Vehicle Code Citations	0	15	346
TOTAL	7	52	1,060

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	9	110	1,068
Priority	15	158	1,477
Emergency	5	10	164
TOTAL	29	278	2,709

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	2%
Proactive	77%	98%
TOTAL	100%	100%

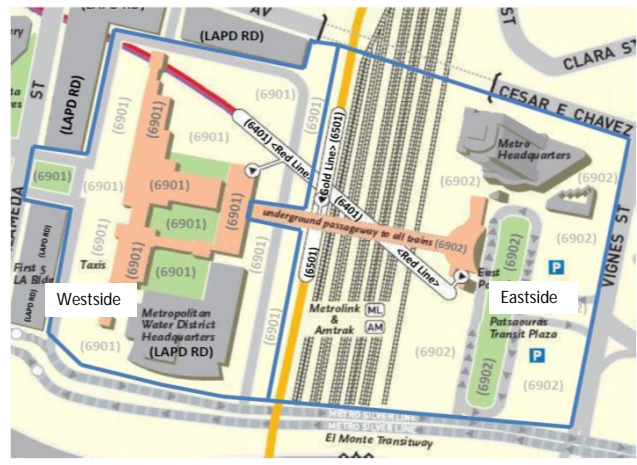
PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	77%

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

UNION STATION

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	9
Aggravated Assault	0	9
Aggravated Assault on Operator	0	0
Battery	11	73
Battery Rail Operator	0	0
Sex Offenses	1	6
SUB-TOTAL	15	97
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	7	60
Bike Theft	2	5
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
SUB-TOTAL	9	70
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	5	42
SUB-TOTAL	5	42
TOTAL	29	209



ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	44
Misdemeanor	16	160
TOTAL	24	204

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	13	232
Vehicle Code Citations	8	82
TOTAL	21	314

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	35	184
Priority	25	301
Emergency	2	18
TOTAL	62	503

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	87%

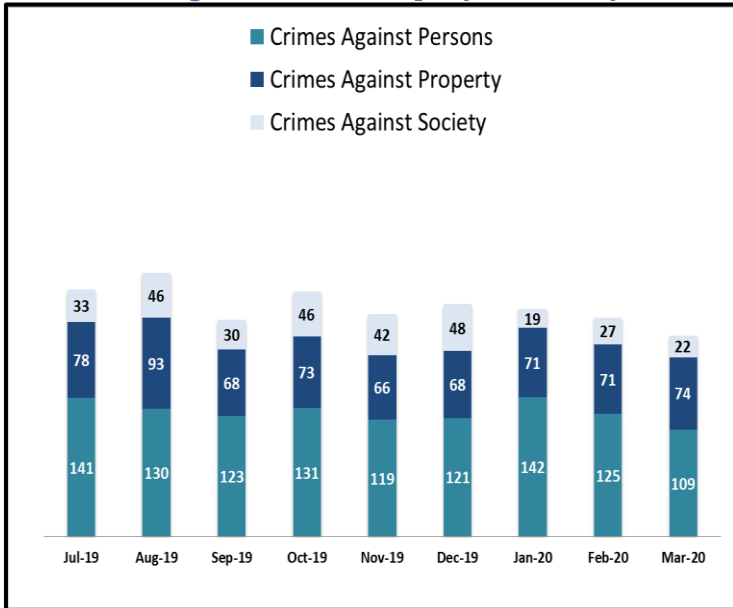
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

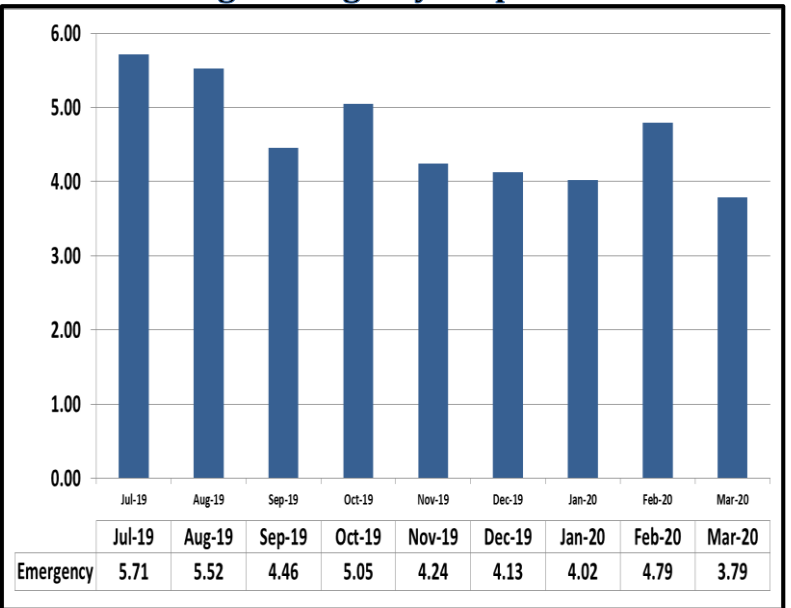
MARCH 2020

Attachment C

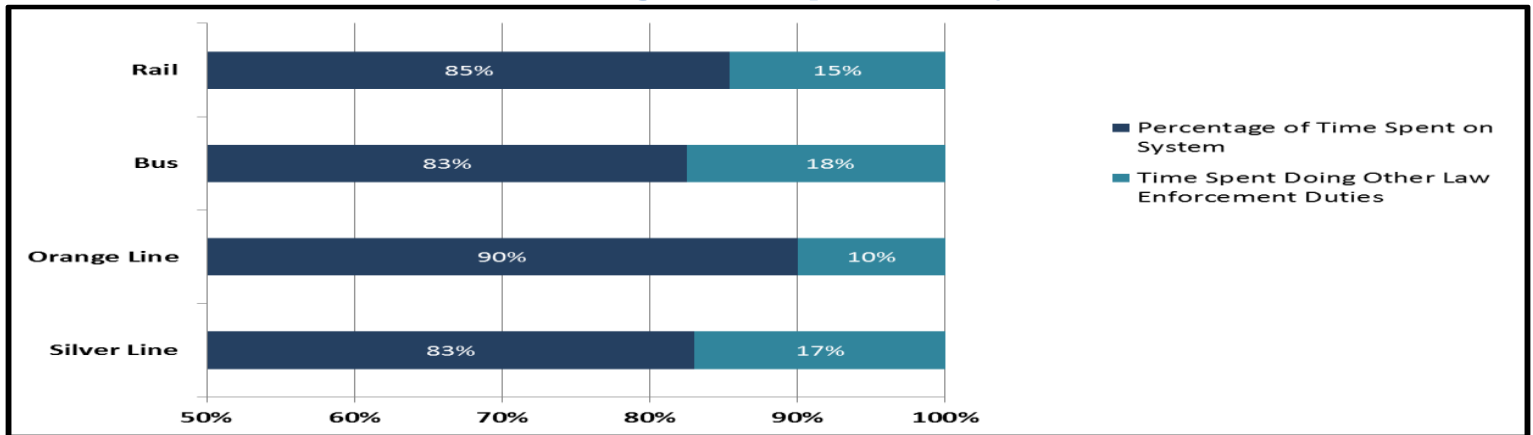
Crimes Against Persons, Property, and Society



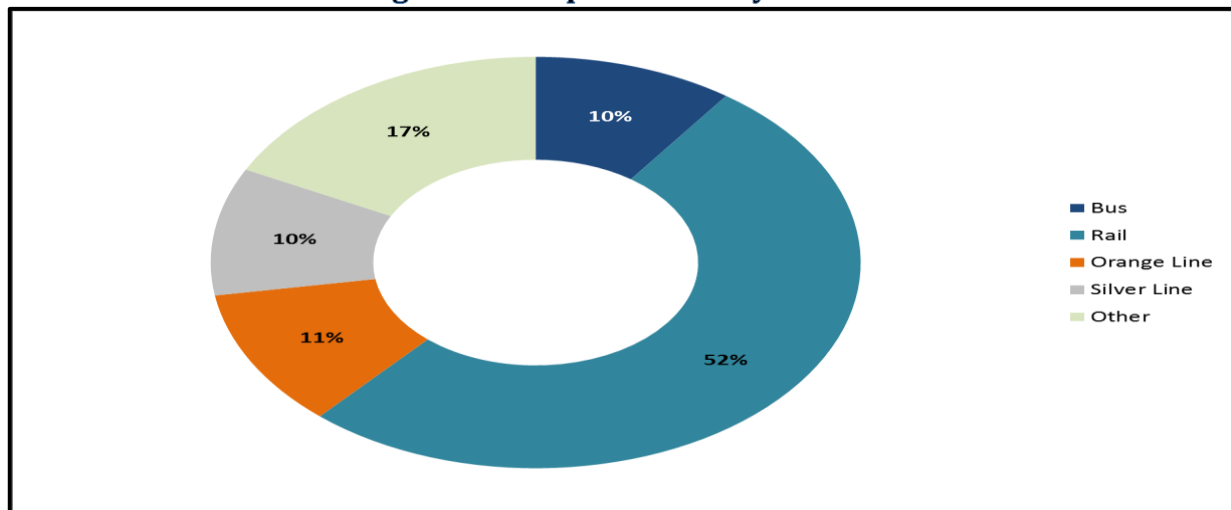
Average Emergency Response Times



Percentage of Time Spent on the System



Percentage of Time Spent on the System as a Whole

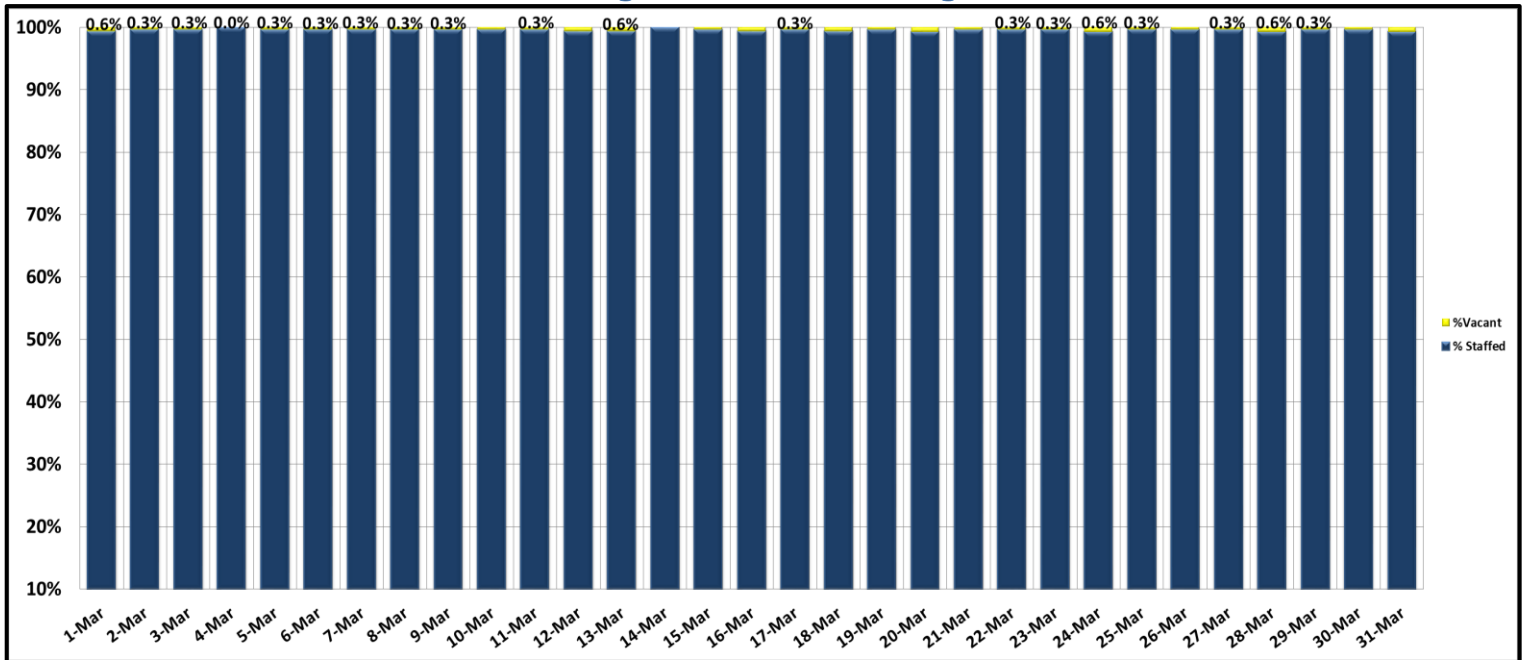


KEY PERFORMANCE INDICATORS

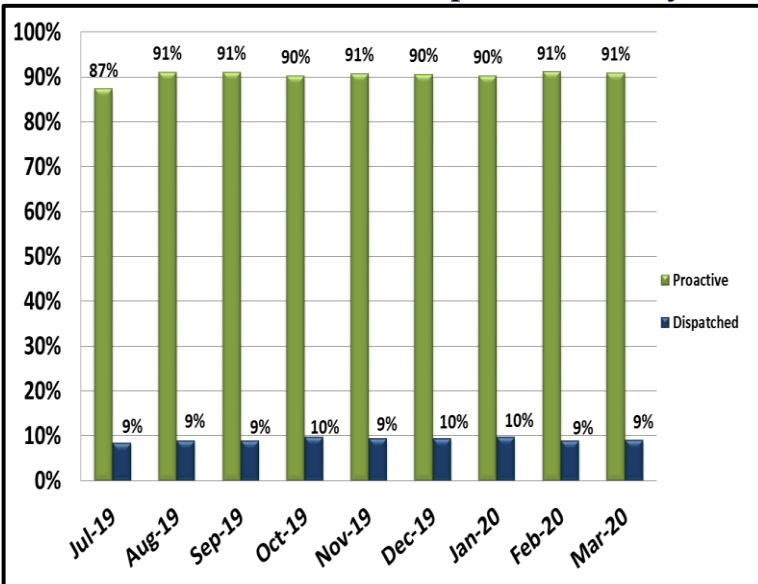
MARCH 2020

Attachment C

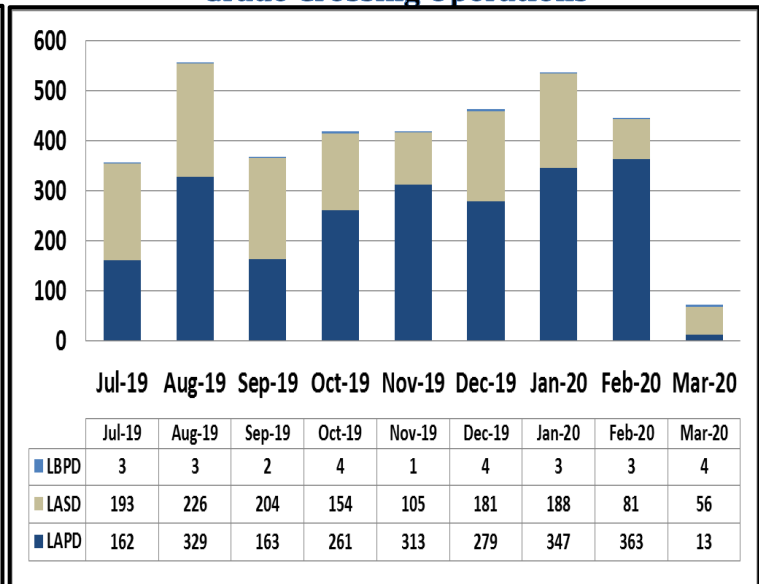
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations March:

1. Blue Line Stations (19)
2. Expo Line Stations (0)
3. Gold Line Stations (54)

Transit Police

Monthly Crime Report



Attachment D

	2019	2020
	March	March
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	0
Robbery	19	19
Aggravated Assault	23	12
Aggravated Assault on Operator	0	0
Battery	86	64
Battery on Operator	9	7
Sex Offenses	9	7
SUB-TOTAL	147	109
CRIMES AGAINST PROPERTY		
Burglary	1	1
Larceny	67	49
Bike Theft	4	3
Motor Vehicle Theft	5	1
Arson	0	0
Other	0	0
Vandalism	11	20
SUB-TOTAL	88	74
CRIMES AGAINST SOCIETY		
Weapons	2	3
Narcotics	9	7
Trespassing	9	12
SUB-TOTAL	20	22
TOTAL	255	205
ENFORCEMENT EFFORTS		
Arrests	290	268
Citations	2,433	2,098
Fare Checks	67,363	32,080
Calls for Service	1,340	1,345

Metro's Homeless Efforts

C3 Homeless Outreach March 1, 2020 through March 31, 2020

Performance Measure	March Number Served	Project Year to date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	178	6,995
Number of Unduplicated individuals engaged (engagement phase)	68	3,593
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	2,961
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	1,336
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	397
Number of unduplicated individuals engaged who are permanently housed	13	234

*Due to the outbreak, the team pulled all the reported information from Clarity, the computer tracking system, of the Department of Health Services. The system is limited, and the team could not pull the number of individuals who received a service for the first time.

Notes:

The team had to redeploy in unique ways that crossed the day/swing shift boundary in response to the COVID-19 virus outbreak. The teams were not able to track data based on the regular swing/day schedule.

The reports for March are limited to combine contract-to-date figures due to COVID-19 related schedule realignments and service adjustments (including, but not limited to social distancing requirements).

With the team's close collaboration with LAPD this month, the "referrals from LAPD" figure are also not included.

PATH Highlight

Due to the COVID-19 pandemic, this Success Story is different than past Success Stories. The story that follows highlights the importance of engagement.

Participant is a 57-year-old African American male. He is a US Veteran who had become stranded in Los Angeles after coming from Sacramento for medical care. When the outreach team engaged participant, he had recently been in the hospital due to an accident/injury and was demonstrating symptomology of depression. Participant had lost

his personal contact information and was not able to reach his family or Veterans Administration Supportive Housing (VA/VASH) social worker.

Participant was engaged by outreach case manager and a nurse at Union Station. Participant presented himself with a walker and bandaged leg, stating he had been released from the hospital following injury. Participant stated that he had been on the streets for several weeks and was trying to get back to Sacramento. Participant reported that he was working with a VASH Social Worker and came to Los Angeles for medical care but became stranded. Attempts were made to contact his VASH Social Worker as well as family in Sacramento in order to reunify the participant with family. However, the attempts were not immediately successful. Due to the participant's physical and emotional condition at the time, approval was received to place client in a motel while reunification attempts continued.

Participant was placed at The Stuart Motel from January 29 – February 7. Unfortunately, reunification attempts were unsuccessful on February 7, so participant was referred to First to Serve Vernon and was provided with direct transportation to the shelter for intake. The case manager remained with participant to introduce him to the intake staff and ensure his belongings were accounted for. An appointment was made for the following week to meet with participant to continue working on connecting him with his VASH social worker in Sacramento. However, the case manager was informed the following Monday that the participant did not stay for his intake. The case manager secured a bed for the following day and attempted to get in contact with the participant to let him know he could return to the shelter and complete intake. However, contact attempts were unsuccessful. On March 24, the case manager received an unexpected phone call from the participant. He was audibly in high spirits and was calling to let her know that he had finally reconnected with his VASH social worker and had found an apartment. Participant was waiting for the inspection to take place but was expecting to be able to move in soon. Participant stated he had also been able to contact his family and was staying with his son until his move in date. Participant expressed gratitude for working with him earlier in the year and stated that it had been a difficult time for him. PATH asked participant to stay in touch and to let them know when he successfully moves into his apartment. On March 26, he called to let PATH know that he had moved in. He provided his address and again thanked the case manager and PATH for helping him out earlier this year.

LAPD Outreach Impact Story resulting in Stable Housing

March 22, 2020, Officer Perez contacted the LAPD Transit HOPE Team regarding a homeless family living in a vehicle near a MTA bus stop in the Granada Hills area. Concerned for their well-being, Officer Perez referred the family to the Granada Hills Recreation Center shelter for temporary housing to ensure that the family had a safe place to sleep during the inclement weather. On March 23, 2020 at approximately 0830 hours, HOPE Officers along with Department of Mental Health (DMH) Clinician Garcia responded to the Granada Hills Recreation Center to meet with the family. Upon arrival, City staff advised that the family had been temporarily relocated to a Motel 6 on Roscoe and Haskell for the safety of the children.

HOPE Officers and DMH met with the family at the Motel 6. The family consisted of the mother, father and their (3) children, one of whom suffers from Autism. The mother was concerned because the motel voucher she had received the prior night was good for only (1) night and they had nowhere else to go. Understanding this urgency, DMH Clinician Garcia worked diligently to contact the respective Service Planning Area (SPA), which was Los Angeles Family Housing, to ensure that the family was entered in the Coordinated Entry System (CES) database for homeless individuals so that they could immediately get connected/referred to transitional housing. While Clinician Garcia was coordinating housing arrangements and scheduling mental health appointments for the family, Officers took the family to a nearby gas station to fill up the gas tank of their vehicle as the vehicle was running low on fuel and the family needed a reliable means of transportation to relocate to a new shelter. Additionally, Officers purchased the family breakfast since the family had not eaten since the night before. The mother was grateful and thankful of the Officers willingness to utilize their own money to provide for her family.

Through this coordinated effort, HOPE Officers, Clinician Garcia and Los Angeles Family Housing were able to locate and develop an immediate housing plan for the family. Consequently, Los Angeles Family Housing provided the family with a long-term motel voucher for a motel in Sylmar, which would allow the family to get off the street and provide stable housing until a permanent Los Angeles Family Housing sponsored apartment unit became available.

Officers discovered that the children were in need of new clothes and toys during this incident. Officers returned to the motel the next day with food and clothing for the family. Additionally, Officers followed up with toys for the kids. Officers also assisted the family by connecting them to the Dream Center for a small supply of food and a place to go for daily meals.

The mother was very appreciative for the actions of both the Officers and Clinician Garcia for going above and beyond to ensure that the mother was able to provide a long-term and safe place for her family to live. Being on the street for several months had caused her to lose faith in the system. According to the mother, without the intervention of the HOPE team and DMH, her and her family would have remained on the street (living in her vehicle) with no hope.

Sheriff Mental Evaluation Team (MET) Contacts March 1 – April 4, 2020

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 35 clients to other homeless outreach connection services.
- 2 teams conducted MILO training for dayshift Deputy personnel at MTA El Monte, Division 19 – 03/04/2020.

- 1 team attended a Clergy Community Coalition meeting hosted by Altadena Sheriff Station – 03/04/2020.
- 2 teams conducted a MILO De-Escalation training for Deputy personnel at MTA El Monte Division 9 – 03/04/2020.
- 5 teams attended De-Escalation and Tactical Communication Training hosted by Upland PD – 03/11/2020.
- 2 teams assessed and cleared a homeless encampment on a non-revenue line located behind 11508 Wilmington Ave., Los Angeles, CA 90059.
- 2 teams assisted MTA and LAPD conduct a homeless outreach operation at Santa Monica Pax, Expo Line – 03/30/2020.
- 3 teams assisted MTA and LAPD conduct a homeless outreach operation at 7th/Metro Pax, Expo Line and the Blue Line – 04/01/2020.
- 2 teams assisted MTA conduct a homeless outreach operation at Citrus Pax, Gold Line – 04/01/2020.
- 2 teams assisted MTA conduct a homeless outreach operation at Santa Monica Pax, Expo Line – 04/01/2020.

Sunday, March 15th the MET came into contact with a client, Zeina, at 26th St PAX in Santa Monica during a call for service. Deputies responded to a call in which the client pressed the emergency button on the train and said she had a bomb. During the investigation, client explained she had a water bottle, which she described as a “water bomb”, that she was going to use to heal people. The description of the bottle as a bomb was a mistake due to a language barrier and the client’s difficulty translating from French. Because Zeina appeared to be suffering from a mental health crisis, deputies requested that Zeina be evaluated.

When deputies spoke to Zeina they discovered she was from Cote d’Ivoire, a country in West Africa. She was stranded in the US and became homeless. Zeina suffered from bipolar disorder and was in the US by herself. Zeina had been hospitalized by LAPD approximately a month prior and was eventually released from the hospital. She was extremely thin and said she had been surviving by drinking water and nickels (her water bottle with coins in it) and not eating. Due to her mental health crisis, Zeina was placed on a mental evaluation hold at Providence St John’s Health Center, Santa Monica, CA.

Deputies contacted the Ivory Coast Consulate in Los Angeles and was able to contact Zeina’s family in West Africa. Deputies coordinated with the consulate, the client’s family, and the hospital to get Zeina safely transported back to her family and mental health doctors in Cote d’Ivoire. The family purchased Zeina’s plane ticket and deputies

transported her from the hospital to LAX. Deputies coordinated her arrival to the airport with LAX police and LAX MET. In addition, deputies coordinated with the airline to ensure Zeina arrived safely to her destination.

Long Beach Quality of Life Officers Update, March 2020

Thursday, March 5th, at 0645 hours, a Long Beach Police Department (LBPD), Metro Quality of Life officer encountered 3 female subjects—two children and one adult, who was the mother of the children. The mother informed the officers that she had moved to California from out of state for work, about 4 weeks ago. She was injured on the job and was no longer able to afford housing. Her daughters were enrolled in the Compton Unified School District, and upon finding out about her recent hardships, the district supplied her with Metro Tap Cards and advised her to ride the trains due to her lack of housing. The subject and her 2 daughters had been riding the train for a total of 3 weeks—the mother stays awake at night so that her daughters can sleep. The LBPD Metro Quality of Life officer offered resources to the subject and her daughters in the form of transportation to the Multi Service Center (MSC). Once at the MSC, the subjects were put in touch with a case worker, who would situate them in temporary housing for the time being and would eventually place them with Catholic Charities for more long-term housing.

Law Enforcement Homeless Outreach Metrics, March 2020

ACTION	LAPD HOPE/TSD	LASD MET	LBPD
Contacts	120	637	112
Referrals	24	54	29
5150 Holds	9	25	0
Mental Illness	28	209	34
Substance Abuse	42	140	61
Veterans	3	1	2
Shelter	4	10	0
Motel Housing Plan	5	0	0
VA Housing	0	0	0
Return to Family	0	1	0
Transitional Long Term Housing	4	0	3

Detox	3	0	0
Rehab	1	0	0

Cleared Encampments Within Metro ROW:

Incident Date:	Location:	Work Required:	Comments:
03/11/2020	Harbor Subdivision Inactive ROW Main Street to Wall St.	Protocol Clean-up	Clean-up completed March 11 th
03/18/2020	Harbor Subdivision Inactive ROW So. Of Slauson Western Ave. to Wilton Pl.	Protocol Clean-up	Clean-up completed March 18 th

Cleared Encampments Outside, Adjacent to Metro Right-of-Way:

No activity this reporting period



File #: 2020-0102, File Type: Oral Report / Presentation

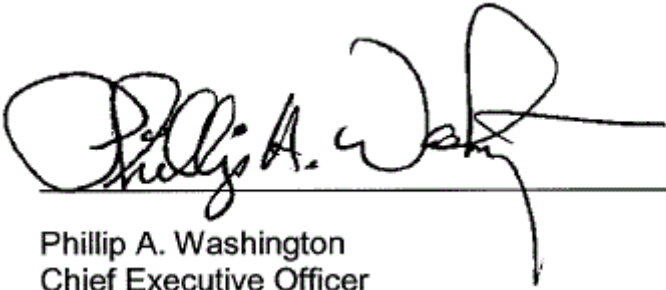
Agenda Number: 34.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 21, 2020**

SUBJECT: ORAL REPORT ON COVID-19 SERVICE UPDATE

RECOMMENDATION

RECEIVE oral report on COVID-19 Service Update.



Phillip A. Washington
Chief Executive Officer

COO Oral Report COVID-19 - Service & Recovery Plan Update

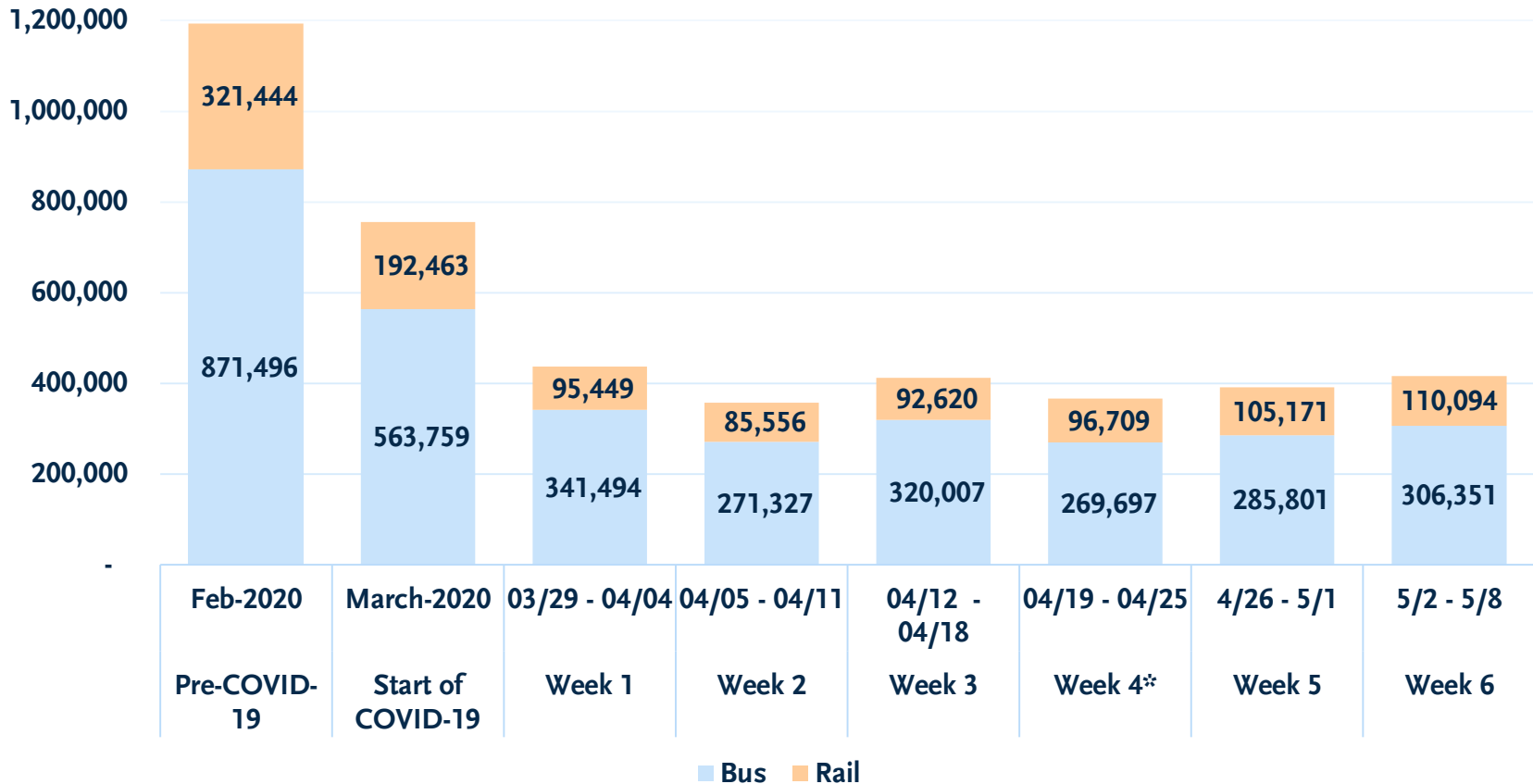


Metro

Operations, Safety & Customer Experience Committee
May 21, 2020

Weekly Ridership Update (Late March – Early May)

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 Feb 2020	Start of COVID-19 March 2020	Week 1	Week 2	Week 3	Week 4*	Week 5	Week 6
TOTAL	1,192,940	756,222	436,943	356,883	412,627	366,406	390,972	416,446

*Deployed Enhanced-Sunday Schedule on 04/19/20

Implementation of Enhanced-Sunday Service Plan

Implemented on Sunday, April 19, 2020

- **Weekday Service:** Sunday bus service plus all Rapid and most Local/Express service that normally does not run on Sunday, with additional trips to address early morning weekday demand and capacity for social distancing
- All trains run every 12 minutes between 6 a.m. and 6 p.m. and every 20 minutes at other times with last trains leaving terminal stations at midnight
- **Weekend Service:** Sunday service for bus and rail lines
- As of Monday, May 11, 2020, Operations added trip(s) on 16 lines (11 directly operated, 5 contracted) and articulated buses on 6 other lines
- Service and customer feedback is actively being monitored so adjustments can be made

Completed B Line (Red) Partial Station Closures – As of Tuesday, April 28, 2020

1. Union Station (West Entrance)
2. Civic Center/Grand Park (1st St Entrance)
3. Pershing Square (4th St N/W Entrance)
4. 7th St/Metro Center (Hope St Entrance)
5. Westlake/MacArthur Park (North Entrance)
6. Vermont/Santa Monica (City College Entrance)
7. Universal City/Studio City (Park & Ride/CityWalk Entrance)

Workforce Impacts, Corporate Safety & Mask Requirement

Workforce Update As of May 14, 2020

- **FFCRA Leaves:** Based on last pay period (4/19 – 5/2) data, COVID-19 related absenteeism continues to affect about 15.5% of the workforce
- **Confirmed Cases:** 67 (36 employees, 27 contractors, 4 vendors)
- **Confirmed Deaths:** 1 (0 employees, 1 contractor, 0 vendors)
- **Recovered Cases:** 9 (9 employee, 0 contractors, 0 vendors)

Mandatory Mask Requirement, Employee Symptom Self-Check & Social Distancing Protocol

- As of Monday, May 11, 2020, Metro is requiring customers to wear masks/face coverings when riding Metro
- Field observations show that about 90% of customers are wearing masks
- All Operations personnel are required to:
 1. Conduct Employee Symptom Self-Checks prior to entering work locations
 2. Wear masks/face coverings and/or required PPE (N95 respirator masks, safety goggles, etc.)
 3. Maintain physical distancing to the extent practical when performing their job functions
 4. Utilize barriers and rear-door boarding

Cleaning Regimes & Consideration of Additional Cleaning Activities

Increased Cleaning Regimes & Hand Sanitizer Dispensers

- Strengthened cleaning regimes in addition to regular cleaning activities on all vehicles, stations & terminals
- Focus cleaning efforts on high touchpoint areas, and at operating Divisions & locations
- Cleaning vehicles multiple times a day, prior to the start of and at the end of revenue service
- Continued use of Corporate Safety approved disinfectants & cleaning materials

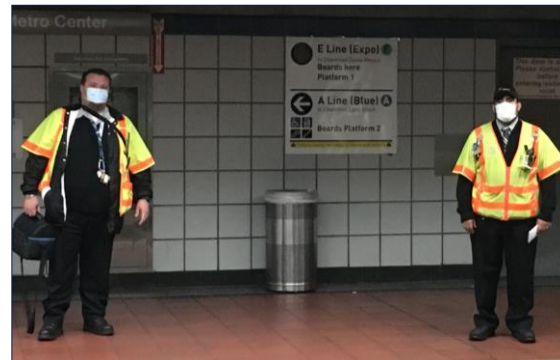
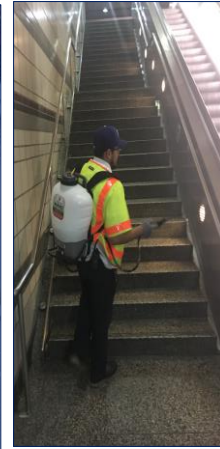
Additional Cleaning Activities

- UV Lights - Operations, General Services and Corporate Safety are exploring the pilot use of UV lights on Metro vehicles and stations
- End-of-Line Terminal Cleaning - Operations cleaning and sanitation during revenue service

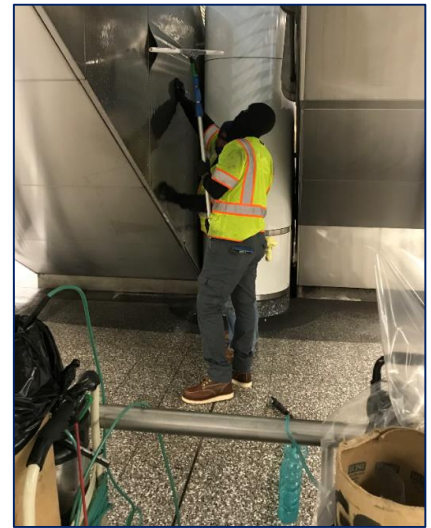
PPE Update

- Running total to date: over 770,000 pairs of gloves, over 623,000 masks, and over 45,000 hand sanitizers have been distributed to field locations
- Continue to monitor all PPE usage and order as necessary

Highlight - Operations Frontline Employees



Highlight - Operations Contractors



Climbing Back from a Crisis

COVID-19
Transit Service
Recovery Plan Framework

Recovery Plan Objectives

- 1** — Build up service levels based on sustainable resources & demand to support recovery
- 2** — Follow principles established by NextGen
- 3** — Integrate with capital projects under construction
- 4** — Incorporate post-COVID-19 standards (e.g. social distancing & cleanliness regimes)
- 5** — Nimble to easily adjust to changing trends in travel & economic indicators

Social Distancing Impacts

Current Impacts of Social Distancing

Current COVID-19 max load standards

- 40' bus from 52 to 15 (71% reduction)
- 60' bus from 74 to 30 (59% reduction)
- LRT car from 133 to 35 (74% reduction)
- HRT car from 124 to 25 (80% reduction)

Bus service adds required due to overloads

- 15/30 standard/artic load standard
 - 12% more trips needed
 - 9,920 RSH/wk (\$51.6M annually)
- 20/35 standard/artic load standard
 - 4% more trips needed
 - 3,313 RSH/wk (\$17.2M annually)

Program to Safely Reduce Social Distancing

Reduce demand

- Necessary trips only
- Transport not homeless housing

Spread Loads

- Travel shoulders of peak if can
- Telecommute/staggered hours

Customer Code of Conduct

- Self discipline for mask wearing
- Everyone must practice good hygiene

New Cleaning Regimes

- End of line bus/rail car cleaning
- Increase rail station/bus terminal cleaning

New technology

- UV filters

Marketing campaign

- Advertise everything we do
- We're in this together help us make transit a safer & more comfortable trip

Protect Front Line Employees

- PPEs
- Manage emotions & anxieties

Revise load standard as parts of program are achieved

Bus Recovery Plan Phasing

(Draft)

	BASE COVID-19 Enhanced Sunday Service	PHASE 1 "Orders Begin Lifting"	PHASE 2 "Schools Back in Session"	PHASE 3 "Emerging Markets"	PHASE 4 "NextGen's New Normal"
Objective	Provide for essential travel only	Proactively establish frequent core network for first wave of non-essential workers/students returning		React to patterns of emerging econ. growth	Begin full buildout of sustainable NextGen Plan after PH and approval
Timing	April 2020	May - June 2020	July - Aug 2020	Sept - Nov 2020	Dec 2020 - Jan 2021
Est. Service Levels	5.0M	5.4M	5.8M	6.1M	6.5-7.0M
Service Adjustments	<ul style="list-style-type: none"> - Sunday Base - Add weekday Locals, Rapids 	<ul style="list-style-type: none"> - Reduce underutilized peak service - Rightsize added weekday Rapids - Add extra temp service - Tier 1,2 – mod. increase in freq. (midday focus) - Tier 3,4 & Weekends – maintain Sun service 	<ul style="list-style-type: none"> - Tier 1,2 – Addt'l freq. (focus on off peak) - Tier 3,4 – mod. increase in freq. (midday focus) - School trippers - Weekends – maintain Sun service 	<ul style="list-style-type: none"> - Implement market specific service packages where & when data shows emerging markets 	<ul style="list-style-type: none"> - Implement routing changes - Consolidate Rapids / Locals - Enhance Tier 1,2 & weekend freq. to NextGen levels adjusted to "New Normal" - Eliminate underutilized service & implement MicroTransit