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Agenda - Final

Thursday, May 19, 2022

9:00 AM

To give written or live public comment, please see the top of page 4

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

Mike Bonin, Chair

Holly Mitchell, Vice Chair

Jacquelyn Dupont-Walker

Janice Hahn

Sheila Kuehl

Tony Tavares, non-voting member

Stephanie Wiggins, Chief Executive Officer

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(ALSO APPLIES TO BOARD COMMITTEES)

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

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

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

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The Committee Meeting begins at 9:00 AM Pacific Time on May 19, 2022; you may join the call 5 minutes prior to the start of the meeting.

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Written Public Comment Instruction:

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

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 17, 18, and 19.

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

CONSENT CALENDAR

17. **SUBJECT: PS51220, ZEBGO PARTNERS, JOINT VENTURE, ZERO EMISSIONS PROGRAM MASTER PLAN**

[2021-0814](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 8 with ZEBGO Partners, JV, to continue technical consultant services for the Zero Emission Bus (ZEB) Program Master Plan and as needed tasks for ZE implementation support at the cost-plus fixed fee price of \$3,500,624, increasing the Contract value from \$7,139,376 to \$10,640,000 thus allowing for an 18 month period of performance extension from June 30, 2022 to January 1, 2024; and
- B. INCREASE Contract Modification Authority by \$350,062 for a total of \$3,850,687 to facilitate the as needed tasks for ZE implementation support under Modification No. 8.

Attachments: [Attachment A - Board Motion 50](#)
[Attachment B - Procurement Summary](#)
[Attachment C - Contract Modification Change Order](#)
[Attachment D - DEOD Summary](#)

18. **SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES**

[2022-0185](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement, and Installation services in the amount of \$1,440,000, increasing the contract four-year base authority from \$2,795,911 to \$4,235,911.

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

19. **SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP STATUS UPDATE** [2022-0188](#)

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Speed Engineering Working Group Status Update report in response to Motion 22.1.

NON-CONSENT

20. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2022-0230](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

21. **SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE** [2022-0231](#)

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring and Motion 43 response.

22. **SUBJECT: 2022 BUS OPERATOR SURVEY UPDATE** [2022-0181](#)

RECOMMENDATION

RECEIVE AND FILE report on 2022 Bus Operator Survey preliminary data analysis.

Attachments: [Attachment A - Motion 43 - Operations Transparency and Safeguarding Motion](#)
[Attachment B - Operator Retention Survey - Link and Questions](#)
[Attachment C - Job Satisfaction Survey Results Q8-Q11](#)
[Attachment D - Concerns Pain Points Survey Results Q4-Q7](#)
[Attachment E - Workplace Culture and Environment Survey Results Q12-Q17](#)

23. **SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS** [2022-0250](#)

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

Attachments: [Attachment A - Metro Outreach Data January - March 2022](#)
[Attachment B - Metro Outreach Client Success Stories](#)
[Attachment C - Homeless Outreach Images Jan-Mar 2022](#)

**24. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
PERFORMANCE**

[2022-0263](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments:

[Attachment A - Systemwide Law Enforcement Overview March 2022](#)

[Attachment B - MTA Supporting Data March 2022](#)

[Attachment C - Transit Police Summary March 2022](#)

[Attachment D - Monthly, Bi-Annual, Annual Comparison March 2022](#)

[Attachment E - Violent Prop and Part 1 Crimes March 2022](#)

[Attachment F - Demographics Data March 2022](#)

[Attachment G - Bus Operator Assaults March 2022](#)

[Attachment H - Sexual Harassment Crimes March 2022](#)

[Attachment I - PSAC General Meeting Minutes April 6, 2022](#)

[Attachment J - PSAC General PSAC Meeting Minutes April 20, 2022](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2022-0309](#)

RECEIVE General Public Comment

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

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

Adjournment



Board Report

File #: 2021-0814, File Type: Contract

Agenda Number:

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
MAY 19, 2022**

**SUBJECT: PS51220, ZEBGO PARTNERS, JOINT VENTURE, ZERO EMISSIONS PROGRAM
MASTER PLAN**

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. EXECUTE Modification No. 8 with ZEBGO Partners, JV, to continue technical consultant services for the Zero Emission Bus (ZEB) Program Master Plan and as needed tasks for ZE implementation support at the cost-plus fixed fee price of \$3,500,624, increasing the Contract value from \$7,139,376 to \$10,640,000 thus allowing for an 18 month period of performance extension from June 30, 2022 to January 1, 2024; and
- B. INCREASE Contract Modification Authority by \$350,062 for a total of \$3,850,687 to facilitate the as needed tasks for ZE implementation support under Modification No. 8.

ISSUE

Staff forecasts the completion of Phase 1 efforts within the current Not-To-Exceed (NTE) authorization and current period of performance expiring on June 30, 2022. Staff seeks to advance to Phase 2 of technical support by extension of the performance period and increasing modification authority to meet the 2030 Zero Emission goal set by the Board.

BACKGROUND

In July 2017, the Board approved Motion #50 (Attachment A) by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (with friendly amendments) to establish a working group and develop strategies for a master plan detailing the steps and costs associated with converting the Metro bus fleet to Zero Emission by 2030. The motion resulted in the contract authorization to award to ZEBGO a cost-plus/fixed fee contract to provide technical consulting support services to meet the 2030 motion. ZEBGO's focus has been primarily to assist Metro with Phase 1 of the conversion to ZEB; specifically, development of the 1st iteration of the Master Plan and support the conversion of the G & J lines ZEB service.

ZEBGO provides technical consultant services with efforts that include the ZEB Roll Out Plan development/updates, ZEB Master Plan refinement, implementation support for transition to a ZEB

fleet, technical consulting and advisory support for Charging Infrastructure installations. This includes as needed tasks such as the development of technical specifications and contract documents for bus and infrastructure projects, design support for 100% design for Metro divisions, charge management modeling, designs for equipment placement, new technology evaluation support and project development for the Industrial Park to facilitate transit project delivery and promote innovation.

Status of ZEB Conversion

In March 2021, staff presented a board report recommending approval of the ZEB Rollout Plan, a CARB requirement. The plan included parameters to convert the entire Metro fleet to BEBs by the 2030 target. This includes the conversion of Metro bus divisions, installing en-route chargers, and procurement of nearly 2,000 BEBs for an estimated \$3.5 billion dollars. Following Board approval, the report was provided to California Air Resources Board (CARB).

To date, Metro has awarded three ZEB contracts for battery electric bus (BEB) acquisitions and electrification of the G (Orange) and J (Silver) BRT lines; one with New Flyer for forty 60' BEB's operating on the G Line; and two with BYD for five 60' BEB's for the G Line and one hundred 40' BEB's planned for the J Line and local service. Upon completing these bus acquisitions, one hundred forty-five (145) BEB's will be incorporated into the fleet.

ZEB service started on the G Line in July 2020, with full battery electric operations by early 2021. On October 13, 2021, Metro held a press conference to announce the successful conversion of the G Line from CNG to 100% Zero Emissions operations. Staff is targeting J Line electrified service by the end of 2022 to early 2023.

In May 2021, the Board authorized the CEO to contract with Southern California Edison (SCE) for a 10MWh substation installation at Division 9 in El Monte. In June 2021, the Board approved a \$50M Life of Project budget to electrify the J Line as soon as possible. Additionally, authorization was granted to purchase BYD charging equipment for Division 9. Lastly, staff was authorized to start FY22 midyear recruitment for an additional five (5) newly created positions to support J line charging infrastructure installations.

DISCUSSION

The ZEBGO contract was originally awarded on September 27, 2018, with a NTE value of \$7,139,376 and a period of performance expiring on June 30, 2022. This recommendation seeks authorization for additional contract authority and an 18-month period of performance extension for the contract. At the time of award, Metro was tasked to develop a Master Plan to accelerate ZEB conversion to meet a 2030 target completion, well in advance of the CARB Innovative Clean Transit (ICT) rule requiring 100% ZEB fleet conversion by 2040.

The ZEB rollout plan was created during the NextGen Bus Plan development that changed the deployment of the bus fleet. Within this window, multiple COVID-19 related challenges arose, including the March 2020 Stay-at-Home declaration, severe financial constraints, and COVID related staff absenteeism. After nearly 2 years, some of these challenges remain and continue to impact the

ZEB program.

Despite these challenges, ZEBGO produced the Rollout plan, supported evolving ZEB Program infrastructure development, and continued various project specific tasks to meet the ZEB conversion target by 2030. They successfully supported the achievement of G Line electrification and are currently working to support J line electrification. With remaining contract funding limits and task orders in place, ZEBGO will complete the Master Plan Phase I task orders within the approved period of performance and contract authority limits. These tasks include:

- Industry Outreach
- Metro Ops Inventory
- Assessment of Best Industry Practices
- Support Negotiations with Utilities
- Facilitate Conceptual Design Support

With recommended contract modification approval, ZEBGO can continue to support Metro into the next phase of the rollout plan without risk to project momentum. The foremost priority includes updating the Zero Emission Master Plan based on post COVID travel patterns, current Next-Gen service levels, reassessing division facility conversions to address service needs and refining cost / schedule strategies for optimal Battery Electric Bus (BEB) conversion/deployments with an eye towards leadership in regional standardization and inter-operability within the 2030 target.

In the June 2021 Board meeting, staff presented a \$3.5 billion dollar cost estimate for 2030 conversion. BEB technology is evolving rapidly such that there may be price points Metro may consider in its procurement strategies to reduce the estimated costs. This next phase will include a strategic conversion analysis of Metro's bus divisions that matches evolving bus technologies and charging advancements coupled with NextGen service scheduling parameters. Based on the most current BEB procurement costs, it is apparent that Battery Electric Bus technology carries a cost premium to build an electric motor power train over the traditional CNG engine. Additionally, charging infrastructure and equipment are a new need to support electrification and thus carries a similar premiums for new installations. Ultimately economies of scale for materials and productions have not yet been achieved with these newer products. ZEBGO's consultant expertise may be used to selectively reduce the price premiums of bleeding edge adoptions while bringing zero emissions to the region by 2030.

DETERMINATION OF SAFETY IMPACT

The approval of this Contract will have no negative impact to system safety.

FINANCIAL IMPACT

Upon recommendation approval, the total not-to-exceed contract amount will be \$10,640,000. Staff will fund ongoing work for this contract using approved FY22 and future FY project budgets. There will be no impact to the Vehicle Engineering and Acquisitions Program level budget. Staff will rebalance approved budget limits in the current and future FY to ensure contract tasks progress within approved financial limits. Since this is a multi-year contract, the cost center manager will be

accountable for budgeting the balance of funds in future fiscal years.

Impact to Budget

The current source of funds for these actions are Measure R Admin and task orders funded by capital projects with authorized LOPs. Since the project tasks are funded with existing LOP budgets and annual study project funds, the funding sources will vary according to established funding plans for the respective projects. No task order(s) shall be issued, which increases a capital project LOP. Staff will reassess funding sources and apply other applicable fund sources as they become available to the respective projects.

EQUITY PLATFORM

The near-term efforts planned for consultant services focus on electrification of the J Line.

The J Line provides bus services to Equity Focused Communities (EFC's) from El Monte Station to Downtown Los Angeles to Harbor Gateway Transit Center. The J Line runs through the 10 and 110 Freeways along a dedicated BRT lane and serves the following ridership (Fall 2019 Silver Line Rider Survey):

- 48% below \$25K household income (42.5% below poverty line)
- 68.3% had no car available
- 74% use transit 5+ days a week
- Rider Ethnicity: Latino 58.3%; Black 15.2%; White 10.6%; Asian/Pacific Islander 9.8%; Other 6.1%

It is recognized that BEBs provide improved air quality and quieter services compared to current Renewable Natural Gas (RNG) bus fleet. Accordingly, BEBs stand to improve air quality, reduce noise pollution, and improve overall health and quality of life aspects for affected J Line EFCs. However, RNG compared to BEB ranges are not at the point where 1 for 1 service replacement can be provided without increasing risks to the quality of service. Staff will provide options for further electrified J Line services as BEB range performance is improved and/or additional charging infrastructure installations are completed.

The ZEBGO contract is required to meet a DBE goal of 17.26%. As of Feb 2022, the contract has exceeded its DBE goal by achieving a 20.17% cumulative to date DBE participation level.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

- #2 Deliver Outstanding trip experiences for all users of the Transportation System
- #4 Transform LA County through regional collaboration and national leadership

Conversion of our bus fleet to BEB provides an outstanding trip experience for the bus system patrons. The BEB fleet will include modern amenities such as wifi and USB charge ports. As stated earlier, BEBs provide improved air quality and quieter services compared to the CNG/RNG bus fleets. Accordingly, BEBs stand to improve air quality, reduce noise pollution, and improve overall

health and quality of life aspects for affected communities where BEB services will be rolled out.

This recommendation supports the Board motion for Zero Emissions by 2030, accelerating the conversion of the CNG/RNG Bus fleet to Clean Battery Electric Fleet by 10 Years. Approval of this recommendation keeps LA Metro in the leadership position to guide the conversion of mega bus fleets to electrification. LA Metro is the largest agency in the West Coast converting to BEB services to this scale.

ALTERNATIVES CONSIDERED

Staff considered preparing a new procurement for continuing ZEB technical consultant services. This alternative is not recommended due to the extended delays impacts to the ZEB program as we work toward a 2030 target. All current and future projects continue towards accelerated ZEB delivery. Recruitment for consultant staff and associated learning curves for consultants will delay the Program.

Metro could rely exclusively on internal staff to perform the work. This alternative is not recommended as it would not be cost effective to maintain this level of expertise in-house on a full-time basis. Additionally, it would take staff away from the core operation functions and be more costly than contracting them on a task order basis.

The Board of Directors may choose not to authorize the Contract recommendations for these projects; however, this alternative is not recommended by staff, as the projects are critical to support the planning necessary for conversion to Zero Emission operation by 2030 and Industrial Park. Without the additional contract support the timely delivery of the plans would be at risk. Approval of the recommendations are more favorable over a new solicitation as it is the most expeditious approach to achieving the above enumerated benefits for Equity Focused Communities

NEXT STEPS

Upon Board approval, staff will execute the contract recommendations and issue task orders to ZEBGO.

ATTACHMENTS

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

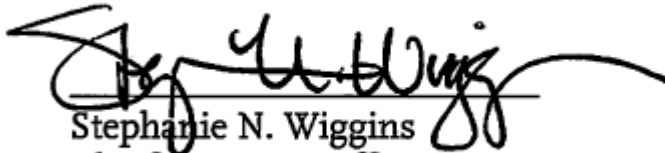
Prepared by: Quintin Sumabat, Deputy Executive Officer, Vehicle Engineering & Acquisition
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Reviewed by: Conan Cheung, Chief Operations Officer, Mobility Services & Development

(213) 418-3034

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



Stephanie N. Wiggins
Chief Executive Officer

**Board Report**

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

**REVISED
REGULAR BOARD MEETING
JULY 27, 2017****Motion by:****DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS
AS AMENDED BY SOLIS, KUEHL and BARGER****FRIENDLY AMENDMENT BY FASANA**

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

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

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

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

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

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

energy technologies.

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

RECOMMENDATION

WE THEREFORE MOVE that the Board:

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

FURTHER MOVE that the Board direct staff to:

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

emission transit vehicles;

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

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

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

PROCUREMENT SUMMARY

TECHNICAL CONSULTANT FOR ZERO EMISSION BUS MASTER PLAN / CONTRACT
NO. PS51220

1.	Contract Number: PS51220		
2.	Contractor: ZEBGO Partners, Joint Venture		
3.	Mod. Work Description: See Attachment B		
4.	Contract Work Description: See list of pending and negotiated changes in Attachment B.		
5.	The following data is current as of: 2/14/22		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	10/01/2018	Contract Award Amount: \$7,139,376
	Notice to Proceed (NTP):	10/22/2018	Total of Modifications Approved: \$0
	Original Complete Date:	06/30/2020	Pending Modifications (including this action): \$3,500,624
	Current Est. Complete Date:	06/30/2022	Current Contract Value (with this action): \$10,640,000
7.	Contract Administrator: Greg Baker		Telephone Number: (213) 922-7577
8.	Project Manager: Quintin Sumabat		Telephone Number: (213) 922-4922

A. Procurement Background

This Board Action is to approve Contract Modification No. 8 for Contract No. PS51220 issued to provide technical consulting support services to develop comprehensive plans for phasing in zero emission buses (ZEB) on Metro's entire system, including Local and Rapid bus routes, by 2030. This Modification increases the Contract not-to-exceed (NTE) total by \$3,500,624 to continue services.

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

On September 27, 2018, the Board awarded Contract No. PS51220 to ZEBGO Partners, JV, for technical consultant services for the ZEB Program Master Plan, in the NTE amount of \$7,139,376. Attachment B shows the list of pending and negotiated change orders.

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

B. Cost Analysis

The recommended price of \$3,500,624, has been determined to be fair and reasonable based upon an independent cost estimate, cost analysis, technical evaluation, fact finding, and negotiations.

Proposal Amount	Metro ICE	Negotiated Amount
\$4,152,883	\$3,500,624	\$3,500,624

CONTRACT MODIFICATION/CHANGE ORDER LOG

TECHNICAL CONSULTANT FOR ZERO EMISSION BUS MASTER PLAN / CONTRACT
NO. PS51220

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Modify and replace Exhibit A- Advanced Memorandum of Costs, Attachment A-1 Labor Rates; and modify Statement of Work to include Subject Matter Expert support.	Approved	12/14/18	\$0
2	Modify and replace Exhibit A- Advanced Memorandum of Costs, Attachment A-1 Labor Rates	Approved	10/28/19	\$0
3	Modify and replace Exhibit A- Advanced Memorandum of Costs, Attachment A-1 Labor Rates; and extend the period of performance to December 31, 2020.	Approved	4/7/20	\$0
4	Extend the period of performance through June 30, 2021.	Approved	12/21/20	\$0
5	Extend the period of performance through December 31, 2021.	Approved	6/30/21	\$0
6	Modify and replace Exhibit A- Advanced Memorandum of Costs, Attachment A-1 Labor Rates.	Approved	7/9/21	\$0
7	Modify and replace Exhibit A- Advanced Memorandum of Costs, Attachment A-1 Labor Rates; add new subcontractor to the Contract; and extend the period of performance through June 30, 2022.	Approved	10/26/21	\$0
8	Increase Contract total; modify and replace Exhibit A- Advanced Memorandum of Costs, Attachment A-1 Labor Rates; and extend the period of performance to January 2, 2024.	Pending	Pending	\$3,500,624
	Modification Total:			\$3,500,624
	Original Contract:	Approved		\$7,139,376
	Total:			\$10,640,000

DEOD SUMMARY

TECHNICAL CONSULTANT FOR ZERO EMISSION BUS (ZEB) PROGRAM
MASTER PLAN/PS51220

A. Small Business Participation

ZEBGO Partners, JV (ZEBGO), a partnership formed between WSP USA, Inc. and STV Incorporated made a 17.26% Disadvantaged Business Enterprise (DBE) commitment. The contract is 57% complete and the current DBE participation is 29.36%, exceeding the DBE commitment by 12.10%.

While ZEBGO’s overall DBE participation is compliant, the firm addressed the underutilization of DBE subcontractors on the team citing shifts in the amount of team members required in response to ZEBGO’s needs and available DBE personnel over the course of this project, as well impacts due to repeated extensions of the contract. ZEBGO also noted that the cost-Plus-Fixed-Fee nature of this contract, as well as other contract provisions, have made utilization of staff for all firms challenging. Notwithstanding, ZEBGO has affirmed its efforts to utilize listed DBE firms as committed.

Small Business Commitment	DBE 17.26%	Small Business Participation	DBE 29.36%
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	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	Advantec Consulting Engineers, Inc.	Asian-Pacific American	1.87%	0.73%
2.	Capitol Government Contract Specialist	Hispanic American	10.08%	8.00%
3.	3COTECH, Inc.	Caucasian Female	0.36%	18.81%
4.	Virginkar & Associates, Inc.	Sub-Continent Asian American	4.95%	1.82%
	Total		17.26%	29.36%

¹Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

**Board Report**

File #: 2022-0185, **File Type:** Contract**Agenda Number:** 18.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 19, 2022****SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement, and Installation services in the amount of \$1,440,000, increasing the contract four-year base authority from \$2,795,911 to \$4,235,911.

ISSUE

The existing glass replacement and installation services contract four-year base term expires on August 31, 2023. Due to a significant increase in broken glass vandalism targeting elevator glass panels and map cases system-wide, there is insufficient authority remaining within the existing contract. Therefore, approving Modification No. 4 to increase contract authority by \$1,440,000 is required to ensure service continuity and safe operations through March 31, 2023. Also, this action will allow time to complete the in-depth feasibility review and cost-benefit analysis being conducted considering other alternatives providing this critical as-needed glass replacement and installation services moving forward.

BACKGROUND

On August 14, 2019, Metro executed a four-year base, firm fixed unit rate Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., a Metro certified Small Business Enterprise (SBE) to provide glass replacement and installation services for Metro's bus and rail facilities system-wide, effective September 1, 2019.

Under the existing contract, the contractor is required to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide.

Since January 2020 through June 2021, the contractor responded to 436 incidents for vandalized broken glass panels requiring board-up and replacement services. The contract average monthly burn rate increased 2.5 times when compared with the months prior to January 2020, leading to

insufficient authority remaining.

On February 24, 2022, Metro Board of Directors approved Contract Modification No. 3 increasing the contract four-year base authority for a not-to-exceed amount of \$2,795,911 through June 30, 2022. Staff is to report back to the Board and provide updates on the status of the in-depth feasibility review and cost-benefit analysis of all possible alternatives to provide safe, timely, reliable and cost-effective glass replacement and installation services. Staff is also to provide the Board with updates on exploring vandalism resistant materials to protect elevator glass and monitoring the broken glass vandalism trend in consideration of Metro's Transit Security current efforts through the Vandalism Task Force.

DISCUSSION

There are various types of glass panels used throughout the Metro system for map cases, security guard shacks, fire hose and fire extinguisher cabinets, and elevators within the elevator cab, hoistway and doors. Standard glass panels are used for map cases, while special tempered laminated glass panels are used for the elevator hoistway, cabs and doors. Bullet-proof glass panels are also used for Metro's security guard shacks system wide. Glass panels are subject to damage due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

Since September 2021 through mid-March 2022, the contractor has responded to 315 incidents for broken glass vandalism with a replacement and installation cost of \$967,000. The FY22 vandalism trend to-date reflects 2.6 times the replacement and installation cost of broken glass vandalism when compared with FY21. Fifty-eight percent of the 315 broken glass incidents targeted elevator glass panels, impacting 103 elevators, which represent 68% of Metro's transit system elevators, affecting units' availability and service reliability.

Elevator glass panels are special, tempered, laminated and fire resistant in accordance with State elevator safety codes. When vandalized, elevator glass panels replacement and installation require additional manpower, longer installation time and significantly higher material cost when compared to the replacement and installation cost of map case damaged glass panels.

In April 2021, staff initiated a project to install cameras inside elevator cabs. To date, 10 cameras have been installed along Metro B Line (Red) inside the two (2) elevators at Pershing Square station, the two (2) Elevators at Civic Center station and the six (6) elevators at 7th/Metro station. These actions are necessary to enhance elevators' safety, cleanliness and customer experience. This project is ongoing to ensure installing cameras inside all other 105 elevator cabs system-wide. In addition, cameras exist inside elevator cabs along Metro L (Gold) Line Foothill Extension and Metro E (Expo) Line as part of the system expansion project.

While Metro's consultant is in the process of conducting an in-depth feasibility review and cost-benefit analysis of all possible alternatives to provide safe, timely, reliable and cost-effective glass replacement and installation services, staff has been evaluating a vandalism resistant product to protect elevator glass panels that are required within the elevator cab and hoistway, to ensure compliance with State elevator safety and operations code requirements.

A demonstration and mockup of a ¼” thick fire rated clear polycarbonate protective shield product approved for usage within the elevator cab and hoistway has been installed and tested, confirming product resilience to sharp objects and significant strong force applications when compared with shattered glass panels exposed to similar conditions. The polycarbonate protective shield is anticipated to be installed in mid-May 2022, starting with the identified top 10 elevators highly targeted with broken glass vandalism system-wide, to be expanded as necessary. Considering the current conditions, the product’s minimum life expectancy is five (5) years with the likelihood of additional years thereafter. The cost of fully installed polycarbonate protective shield throughout the top 10 targeted elevators is 7.5 times less than the cost of board-up and replacement of vandalized broken glass panels for the same number of units, considering product’s vandalism resistant specifications and extended life expectancy under the current conditions.

The installation of polycarbonate protective shield will support Metro’s efforts to enhance customer experience through providing patrons a safe and reliable access to Metro stations especially for individuals with disabilities, senior citizens, patrons with children and others who heavily rely on Metro’s transit elevators.

Providing timely response for as-needed glass replacement and installation services is critical to Metro’s operations to address emergencies, avoid service interruptions and provide a safe and reliable environment to our patrons.

System Security & Law Enforcement Support & Vandalism Task Force

Recurring elevator broken glass vandalism incidents continue to be reported to System Security and Law Enforcement (SSLE) for their attention and follow-up. This follow-up includes gathering any available evidence and available video to help identify suspects. As a result of this ongoing issue, SSLE has engaged law enforcement, contract security, and Metro Transit Security (MTS) to maximize patrols in areas around elevators in addition to coordination with Mitsubishi personnel, Metro’s Vertical Transportation maintenance contractor to help prevent and respond to the number of vandalism reports. MTS continues to lead the Vandalism Task Force to support this type of coordination where information is shared and strategies discussed to help prevent these incidents.

The Vandalism Task Force comprised of various Metro stakeholders including Maintenance and Engineering (M&E), Physical Security, Rail Operations Control, and Metro’s law enforcement partners (LASD, LAPD & LCPD) meet bi-weekly to address vandalism issues with current efforts to include:

- Continuous reporting of vandalism incidents, and analysis
- Reinforce marketing campaign- see something say something messaging for the public to use the Transit Watch App for any vandalism activities observed. The marketing campaign includes the following:
 - Paid media supporting Transit Watch app is currently running online banners, paid social, connected TV, paid search and bus benches
 - The Transit Watch app campaign has delivered 2.19M impressions, 12.9k clicks and has driven 2,692 downloads (3/28/21 - 4/28/21)
 - Metro is also promoting the Transit Watch app via owned channels on digital kiosks, brochures for law enforcement and bus and rail car cards

- Coordinating efforts with Communications to create a template for:
 - Signage to advise CCTV (where applicable)
 - Signage warning of prosecution for vandalism
- Recommending improved and new CCTV functions and cameras for all elevators
- Exploring other available alternatives to protect elevator glass panels
- Supporting the installation of polycarbonate protective shield to mitigate broken glass vandalism

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure continuity of maintenance services with timely response to as-needed board-up for broken glass panels and glass replacement services in an effort to provide safe, on-time and reliable services system-wide.

FINANCIAL IMPACT

Upon Board approval of the FY23 budget, funding of \$1,440,000 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer (Interim), Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes State and Local funds including Fares. Using these funding sources ensure the best allocation given approved funding provisions and guidelines.

EQUITY PLATFORM

Providing timely responses for as-needed glass replacement and installation services is critical for Metro's patrons. It ensures elevators are operational and service is reliable and accessible, especially for those with disabilities, older adults and others, while providing safe and reliable environment to all of our patrons. Prolonged elevator downtime due to vandalized or damaged glass panels causes delays, trip disruptions, and potential safety challenges, for patrons requiring the use of the elevators to complete their trip. Rail Operations are required to request alternate accessibility services for impacted customers with disabilities by requesting Access Services which extends trip times for impacted customers, limits access to the rest of Metro's transit system and can negatively impacts the customer's experience.

Metro customers, including those with Limited English Proficiency (LEP) can report broken glass and vandalism through the Customer Relations numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro through nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Los Angeles Glass Company, Inc., is a Metro certified SBE contractor and made 100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed broken glass panel board-up and replacement services will ensure providing safe environment to our patrons, accessibility, and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Upon approval by the Board, staff will execute Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to continue providing broken glass panel board-up, glass replacement and installation services system-wide.

Concurrently, a Metro consultant is in the process of conducting an in-depth feasibility review and cost-benefit analysis of all other alternatives including evaluating existing practices, available resources, and recommending options along with proposed resources for hiring and training of any additional personnel, and purchase of additional equipment, vehicles and supplies, as necessary. The assessment utilizes an equity lens to ensure that all efforts relative to glass replacement are justifiable and responsive to customer needs, Metro policies and board directives, with an anticipated completion date of early June.

ATTACHMENTS

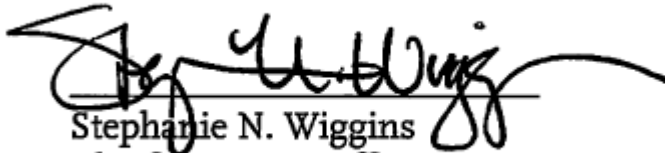
- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary

Prepared by: Errol Taylor, Acting Deputy Chief Operations Officer,
Maintenance & Engineering, (213) 922-3227
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Reviewed by: Bernard Jackson, Chief Operations Officer, Transit Service Delivery, (213) 418-

8301

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

1.	Contract Number: OP1405120003367		
2.	Contractor: Los Angeles Glass Company, Inc.		
3.	Mod. Work Description: Increase contract authority		
4.	Contract Work Description: Provide glass replacement and installation services for Metro's bus, rail, and other Metro facilities system-wide		
5.	The following data is current as of: 4/12/22		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	9/1/19	Contract Award Amount: \$895,911
	Notice to Proceed (NTP):	N/A	Total of Modification Approved: \$1,900,000
	Original Complete Date:	8/31/23	Pending Modification (including this action): \$1,440,000
	Current Est. Complete Date:	8/31/23	Current Contract Value (with this action): \$4,235.911
7.	Contract Administrator: Aielyn Dumaua		Telephone Number: (213) 922-7320
8.	Project Manager: Gregory Montoya		Telephone Number: (213) 922-6737

A. Procurement Background

This Board Action is to approve Modification No. 4 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. to provide glazier services, including but not limited to, installation and repair of various types of glass panels at Metro bus, rail and other Metro facilities system-wide.

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

In September 2019, Metro awarded a four-year contract to Los Angeles Glass Company, Inc. to provide glass replacement and installation services.

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

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis. Rates that were established as part of the competitive contract award in September 2019 shall remain unchanged, are subject to prevailing wage rates set by the State of California and are lower than current market rates for similar services. Therefore, the recommended increase in contract value is in the best interest of Metro.

Proposed Amount	Metro ICE	Modification Amount
\$1,440,000	\$1,440,000	\$1,440,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

Mod. No.	Description	Date	Amount
1.	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	5/31/21	\$ 100,000
2	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	8/16/21	\$ 900,000
3	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	3/31/22	\$ 900,000
4	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement, and installation services system-wide	PENDING	\$ 1,440,000
	Modification Total:		\$ 3,340,000
	Original Contract:	8/14/19	\$ 895,911
	Total Contract Value:		\$ 4,235,911

DEOD SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/ OP1405120003367

A. Small Business Participation

Los Angeles Glass Company Inc., a Small Business Prime, made a 100% Small Business Enterprise (SBE) commitment. The project is 44% complete and the current level of SBE participation is 100%.

Small Business Commitment	100% SBE	Small Business Participation	100% SBE
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	SBE Subcontractors	% Committed	Current Participation¹
1.	Los Angeles Glass Company, Inc. (SB Prime)	100%	100%
	Total	100%	100%

¹Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0188, File Type: Informational Report

Agenda Number: 19.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 19, 2022

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

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Speed Engineering Working Group Status Update report in response to Motion 22.1.

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 (GM) 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 update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from the 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.

Since July 2019, 10 lane miles of bus priority lanes have been installed, representing an increase of 53% in bus lane miles within City of Los Angeles and up to 30% in improved travel speeds on specified bus routes has been achieved. This report provides a status update as of FY22 Q3 ending March 31, 2022.

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 were incorporated into the NextGen Regional Service Concept 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 NextGen Regional Service Concept, the Board also approved Motion 22.1: Engineering Working Group (Attachment A), 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.

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

An External Affairs Working Group was also established as a subcommittee of the Technical Working Group. It is comprised of staff from Metro Community Relations, LADOT External Affairs, StreetsLA, the Los Angeles Mayor's Office, Metro Board Staff and Metro Service Planning. Their work focuses on coordinating to communicate with and prepare communities for coming improvements, including identifying and addressing potential impacts and coordinating outreach and engagement efforts for these projects.

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

Since the last update provided to the Board in September 2021, the Working Group has met regularly in support of the following initiatives:

Alvarado Street Bus Priority Lanes (Metro Line 2, formerly Line 200)

Following the June 2021 completion of the LADOT segment of the Alvarado St Bus Priority Lanes between 7th Street and US-101 Freeway, Metro anticipates that the remaining northern Bus Priority Lane segment of Alvarado St will be implemented in June 2022. Caltrans, which has authority over this segment, and LADOT, which is the implementing agency, are working together to finalize the implementation schedule. Pending confirmation of these details, Metro will then return to the

community to provide an update on the construction schedule and impacts.

In the project segment that has already been completed, Metro has seen a 13% bus speed improvement in the southbound direction during the morning bus lane hours between 7:00 AM and 10:00 AM. The northbound direction during the evening bus lane hours has struggled with lower-than-expected compliance with parking restriction hours, and Metro is working with LADOT on targeted parking enforcement to address. Staff will be reviewing more closely following the full completion of the project.

Grand Avenue & Olive Street Bus Priority Lanes

Following implementation in November 2021, Metro conducted a post-implementation evaluation with 107 bus riders on Lines 14/37, 70, 76, 78, and the J Line (Silver) in April 2022.

- 94% of riders use these bus lanes everyday or at least 3-4 times per week
- 94% of riders are people of color (POC)
- 93% riders were going to work or school
- 8 in 10 riders stated buses are more on-time with the bus lanes compared with before installation
- Nearly 8 in 10 riders stated buses are faster with the bus lanes compared with before installation
- 3 in 4 riders observed private vehicles in bus only lanes slowing down buses
- 2 in 3 riders completed the survey in Spanish

These customer survey results are consistent with an evaluation of bus speeds before and after bus lane implementation when comparing pre-COVID traffic levels (late January 2020) and recent traffic levels (April 2022). For example, Metro Line 70 bus speeds within the bus priority lane boundaries improved by 18% on Grand Ave and 22% on Olive St during the PM peak period when traffic conditions tend to be busiest and when bus lanes are needed the most.

La Brea Avenue Bus Priority Lanes (Metro Line 212)

Following extensive stakeholder outreach and numerous letters of support and endorsements, including from Metro Board Director Holly Mitchell and the City of West Hollywood, Metro, in partnership with LADOT and Council District 5, is moving forward with the first phase of weekday, peak period bus priority lanes on La Brea Ave between Sunset Blvd and Olympic Blvd, anticipating to implement this key improvement in June 2022.

Metro and LADOT continue to work with stakeholders on completing the next phase on La Brea Ave between Olympic Blvd and Coliseum St, which would expand the reach of travel speed and reliability improvements to more Line 212 customers.

Florence Avenue Bus Priority Lanes (Metro Line 111)

The Technical Working Group identified Florence Ave, from Florence A Line (Blue) Station to West

Blvd, as the next corridor to study for bus priority lanes. This five-mile-long corridor has a high weekday ridership of over 16,500 daily boardings, with resilient ridership levels throughout the COVID-19 pandemic, signaling the importance of this NextGen bus line for essential travel. The existing peak hour, curbside mixed flow lanes would be converted into peak-hour bus priority lanes to improve service on this critical corridor.

Community engagement began in Spring 2022, with a virtual community meeting scheduled for May 11, 2022. A Spanish-language interpreter will be available during the meeting, and all informational materials will be printed in English and Spanish. Computers will also be available for use to access this virtual meeting at the Ascot Branch Library and the Hyde Park Branch Library, both of which are located along the Florence corridor.

- Proposed hours on weekdays between 7:00 AM - 10:00 AM, 3:00 PM - 7:00 PM
- Under NextGen Bus Plan improvements, 8 buses per hour would use Florence Avenue per direction, which equates to one bus every 7 ½ minutes per direction
- Significant equity benefits for Line 111 riders on Florence Avenue* (these results are from the Fall 2019 Customer Survey in which at least 100 survey responses are received per bus line)
 - Over 16,500 boardings per weekday (pre-COVID) on Florence Avenue
 - 9 in 10 bus riders on Florence Avenue do not own or have access to a car and therefore rely on Metro bus service
 - 6 in 10 bus riders on Florence Avenue are below the poverty line
 - 93% of bus riders on Florence Avenue are people of color (POC)
- Benefits to riders accessing jobs, residences, and businesses along the Florence Avenue corridor
 - Nearly 100,000 residents and over 14,500 jobs within a 10-minute walk of proposed bus priority lanes
- Provides direct connections with A Line (Blue) and future Crenshaw/LAX Line

Targeted LADOT Parking Enforcement of Bus Priority Lanes

In partnership with LADOT, targeted enforcement for bus lane compliance began in March 2022 based on bus operator and public feedback, and will continue through June 30, 2022. In addition, to advance notice provided through Metro Community Relations, the first week of targeted enforcement emphasized an educational approach through written warnings only. The goal of this targeted enforcement effort is to ensure bus priority lanes are kept clear for their intended purpose of buses and right turns only.

Each week has seen a decrease in the number of vehicles in non-compliance, which indicates that the targeted enforcement effort is improving the behavior of drivers blocking bus lanes. In the first week of targeted enforcement (March 14-18, 2022), over 800 vehicles were either warned or instructed to clear the bus lane. In the fourth week of enforcement (April 4-8, 2022), around 550 vehicles in bus lanes were either warned, cited or impounded, representing a 33% decrease in observed violations compared to the first week. One month of this targeted enforcement program has resulted in over 270 fewer vehicles illegally parked in bus lanes per week, helping to keep bus lanes clear for people riding transit.

As a result of this targeted approach, Metro has seen up to 15% travel time improvement in the first month of enforcement, or up to 2 minutes saved, on Metro Rapid 720 on Wilshire Blvd and Metro Line 2 on Alvarado St. Furthermore, this travel time saving is maintained further along the route, which results in better service for customers outside of the targeted enforcement zone.

Given this program's successful and equitable outcomes, Metro is working with LADOT on establishing an ongoing targeted enforcement effort for current and future bus priority lanes.

Red Bus Lane Expansion

Metro continues to work with LADOT to expand red bus lane treatment at a number of locations to prioritize bus service and ensure compliance, with the following locations completed in March 2022:

- Aliso St approaching Alameda St
- Northbound Alameda St from Aliso St to I-10 El Monte Busway Entrance
- Eastbound 1st St approaching Spring St
- Southbound Figueroa St approaching 3rd St
- Eastbound Hollywood Blvd approaching Vermont Ave

As detailed in the previous report from January 2022, Metro intends to eventually expand the hybrid red lane treatment to all existing bus priority lanes and to incorporate as a standard design element for future corridors, as this treatment resulted in up to 75% reduction in non-bus vehicles using the bus lane.

Looking Ahead to Fiscal Year 2023 (FY23)

Metro's NextGen Bus Plan approved by the Metro Board in October 2020 included the framework for a bus speed and reliability program of strategic capital investment to support more efficient and effective bus services in LA County. This program was designed to turn around declining bus speeds and convert achieved time savings from a toolkit of speed improvements into more frequent service.

The original \$1B budget estimate for the NextGen Bus Speed and Reliability Program began by applying the speed improvement tools widely based on planning level order of magnitude costs applied over the full extent of the plan's most frequent (Tier 1 and Tier 2) bus lines). This order of magnitude costing included a) bus lanes along every route mile of the entire Tier 1 core network totaling nearly 700 lane miles, b) installing bus stop bulb outs on over 25% of Metro's total bus stop locations, totaling over 3,200 locations, c) installing transit signal priority on over 7,000 intersections, including locations that could conflict with intersecting bus lines and d) 1 in 4 of Metro's bus stop locations being optimally relocated, or nearly 3,000 locations.

More detailed implementation planning has identified a number of key opportunities to improve the cost/benefit of the Bus Speed and Reliability Program. One of these is in ensuring the speed improvement tools such as bus lanes are focused primarily in the locations where they are needed most i.e. in the locations of the slowest bus speeds where technical analysis shows the lanes can be

effective in generating bus speed improvements. This reduces placing communities in a position to consider sensitive tradeoffs like parking impacts or other concerns when Metro does not expect to see meaningful improvements where operating speeds are already reasonable and will not improve with the addition of bus lanes. Such locations can always be revisited if circumstances change in the future. Another significant efficiency for new bus lanes has been achieved through coordinating their installation with other street improvement installations such as new bike lanes or road repaving. This has allowed bus lanes to be installed at a fraction of the cost per lane mile estimated if Metro had to fund the full cost of installation.

Another program efficiency will be achieved with locations selected for bus bulbs. These will focus on the most congested and highest ridership locations where a bulb can be accommodated, on corridors where bus lanes cannot be installed. This will maximize the time savings achieved for such corridors, while improving the customer experience by expanding the bus stop waiting area and creating new opportunities to add amenities such as shade, lighting and customer information. Bus bulbs are more technically complex to implement and require greater interagency coordination and their commitment to resources. Similar to bus lanes, some bus bulbs have been added at no cost to Metro through municipal projects to enhance corridor safety. Bus stop relocations are also moving ahead where they are determined to be implementable.

The use of a cloud-based technology for signal priority, rather than relying on older legacy loop based technology may provide additional efficiencies. Metro has also moved ahead this year to purchase all door boarding validators to service all NextGen tier 1 and 2 lines. The FY23 NextGen Speed and Reliability budget reflects program elements ready for detailed design and implementation, and will be supported with the hiring of five new employees to fulfill the technical and community relations needs to accelerate the pace and scope of this program. These new staffing resources in FY23 will position Metro and supporting partners to deliver an even larger program in subsequent years. Through the aforementioned evaluation and vetting of each component of the Speed & Reliability program, Metro currently estimates that a revised program delivering travel time and reliability improvements could be completed under \$350M. Given the iterative survey and engineering process of this quick-build program, this estimated figure will continue to evolve; therefore, Metro will continue to bring forward an annual program to the Board that reflects more accurate cost figures tailored to the nature of this tactical transit infrastructure program.

EQUITY PLATFORM

The intent of this work is to provide travel time and reliability improvements to Metro riders, systemwide of which 8 in 10 bus riders are BIPOC, nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the poverty line. Further, the project areas are operated by Metro lines that serve Metro's Equity Focus Communities and staff will conduct post-implementation surveys with bus riders along project corridors to measure the benefits and impacts to marginalized groups as a result of these projects.

Improving transit service by reallocating priority from single occupant motorists and renewing focus on transit riders increases access to opportunities for groups who may not have those opportunities today. Further, these projects allow Metro to operate more frequent service sustainably by improving speed and reliability.

Each project includes some form of rider outreach. These projects blend a data-driven approach with customer feedback and staff will commit to centering marginalized community feedback to ensure marginalized voices are heard and equitable outcomes are reached. Projects used multilingual rider surveys conducted verbally and in written form onboard buses and at key bus stops along affected corridors, as well as recorded interviews with bus riders in which they shared thoughts and provided feedback on the proposed projects. These survey results and recorded interviews are then incorporated into the presentations used at community meetings to ensure that riders' voices are centered throughout the ensuing discussions.

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 improve 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, 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, Caltrans, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

NEXT STEPS

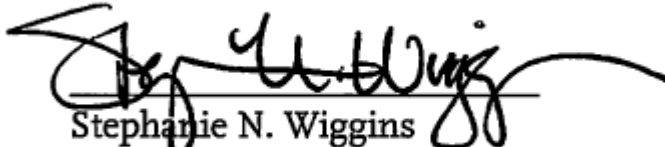
The NextGen Bus Speed Engineering Working Group will continue to discuss and analyze future corridors along key arterials for equitable opportunities and are actively collaborating with partner agencies and stakeholders. Staff plans to provide further details about these corridors in the next quarterly update in Summer 2022.

ATTACHMENTS

Attachment A - Motion 22.1

Prepared by: Stephen Tu, Director, Service Planning, (213) 418-3005
James Shahamiri, Senior Manager, Engineering, (213) 922-4823
Julia Brown, Senior Manager, Community Relations, (213) 922-1340

Reviewed by: Conan Cheung, Chief Operations Officer,
Mobility Services & Development, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

ITEM 19



NEXTGEN Bus Plan

Bus Speed Engineering Working Group Update



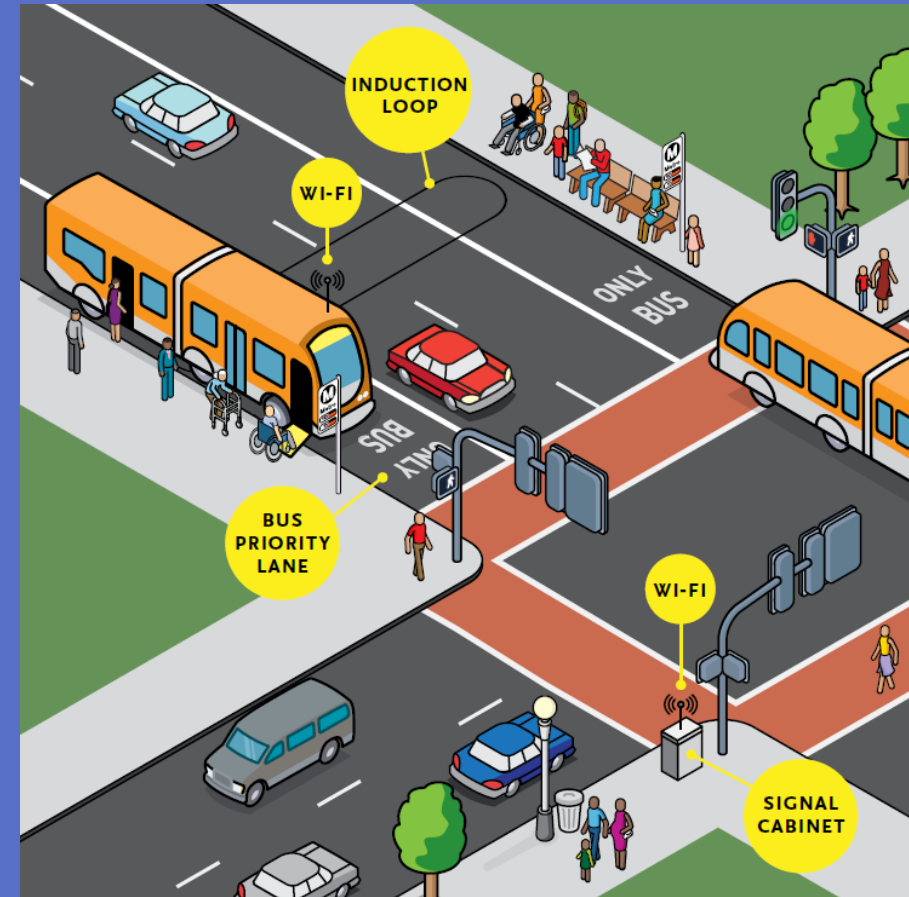
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Operations, Safety & Customer Experience Committee Meeting

May 19, 2022

Speed & Reliability (S&R) Program Overview

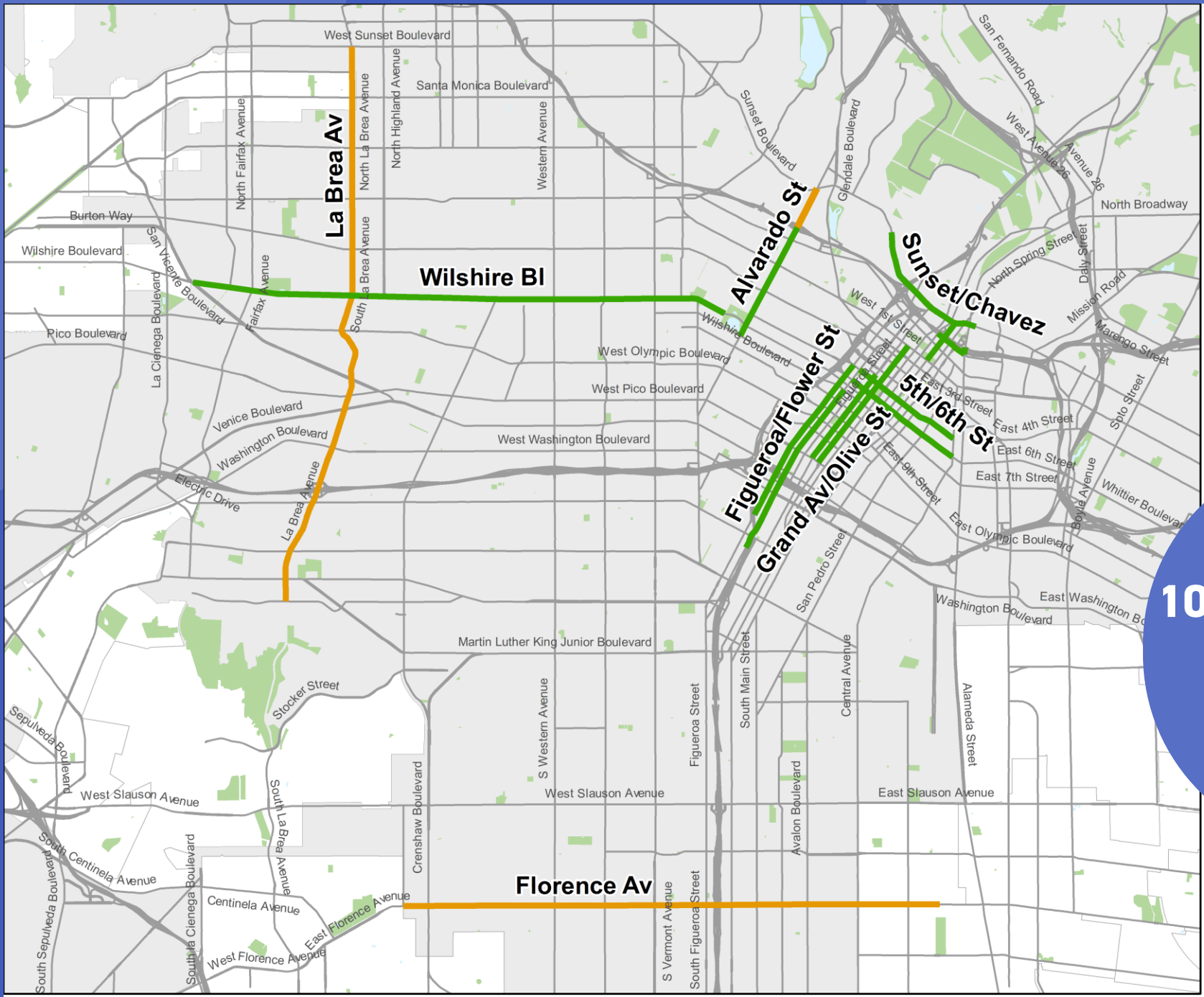
- New, in-house Transit Operations Engineering program to sustainably deliver NextGen Transit First Service Plan frequencies by improving bus speed and reliability
 - Bus Priority Lanes
 - Transit Signal Priority
 - All Door Boarding
 - Tactical Treatments & Studies (Bus & Rail)
 - Bus Stop & Layover Improvements
- Accelerates transit improvements with laser focus, resolves core issues and builds trust with partner agencies
 - Similar Transit Operations Engineering programs in SF, Portland, Seattle, Vancouver, Minneapolis
- Force multiplier that improves customer experience (CX) and operator conditions, with operational savings reinvested into better service
- \$25M awarded from California Transportation Commission



Bus Lane Map

Bus Priority Lane Corridors



- ✓ Wilshire Bl
- ✓ Sunset/Chavez
- ✓ Figueroa St
- ✓ Flower St
- ✓ Aliso St
- ✓ 5th St
- ✓ 6th St
- ✓ Alvarado St
- ✓ Grand Av
- ✓ Olive St
-  La Brea Av
-  Florence Av



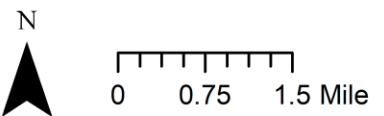
Bus Lane Projects

DRAFT, 5/5/2022

Bus Lanes

-  Completed Corridors
-  In-Progress Corridors

**Nearly
10 Bus Lane Miles
Completed In
18 Months**



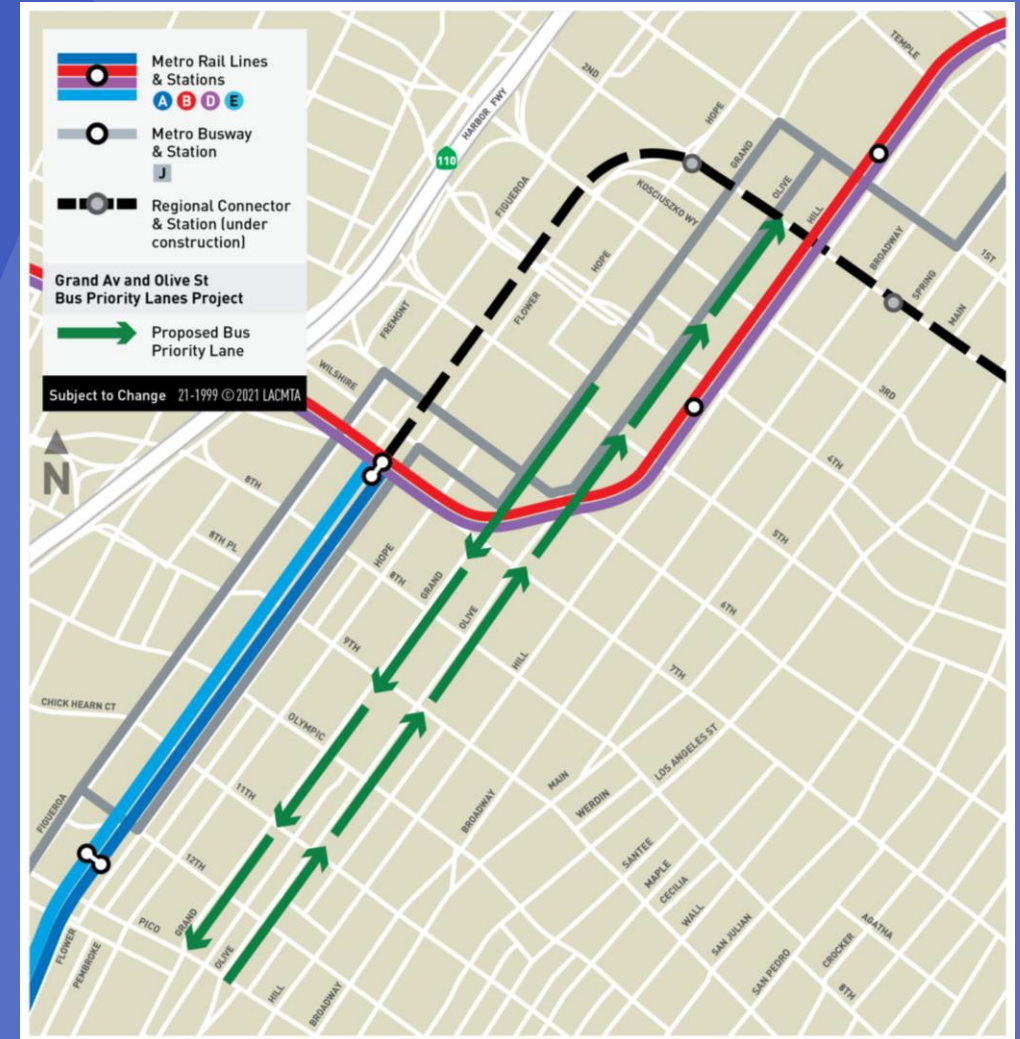
Alvarado St Peak Bus Priority Lanes

- LADOT Southern Segment (MacArthur Park to US-101) showing 13% bus speed improvement during morning period (May vs. Oct 2021)
- Caltrans Northern Segment (US-101 to Sunset Bl) anticipated for Summer 2022 opening, pending final implementation arrangements between Caltrans and LADOT



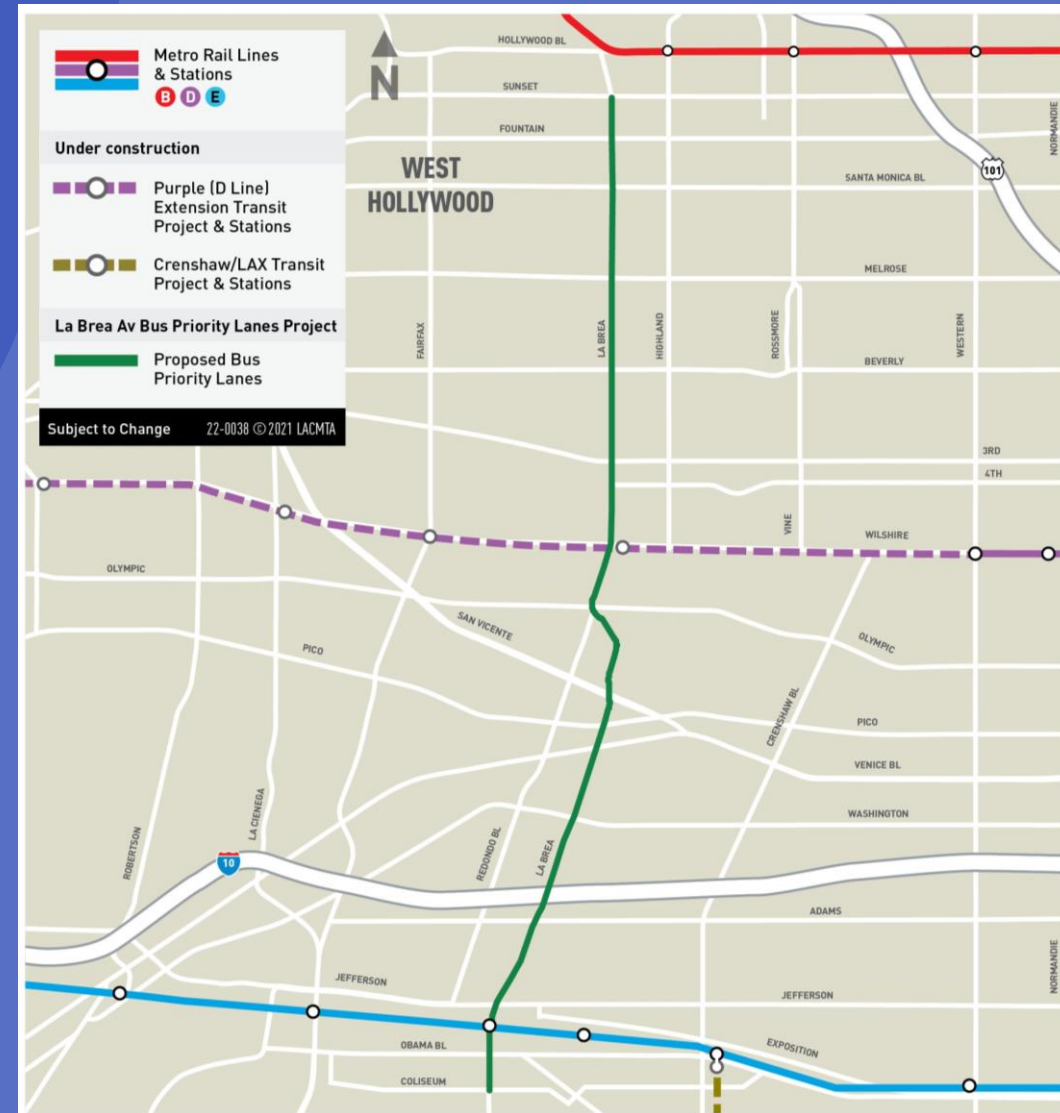
Grand Av-Olive St Bus Priority Lanes

- Post-implementation analysis conducted following November 2021 Opening
- During PM peak period, bus speeds are now up to:
 - 22% faster on Olive St
 - 18% faster on Grand Ave
- 8 in 10 riders agreed buses are more on-time than before
- 8 in 10 riders agreed buses are faster than before
- 94% of riders use these bus lanes nearly everyday
- 93% of riders were going to work or school



La Brea Av Peak Bus Priority Lanes

- **Phase 1** (La Brea/Sunset to La Brea/Olympic) to be implemented starting later next month (June 2022) following conclusion of traditional school year
- **Phase 2** (La Brea/Olympic to La Brea/Coliseum) continues ongoing outreach with stakeholders and would expand the reach of improvements to more Line 212 riders within this community



Florence Av Peak Bus Priority Lanes

- Proposed 5.4 mile segment on Metro Line 111 from Florence A Line (Blue) Station to West Bl
 - Convert peak hour, general purpose curbside lane into bus priority and right turns only
 - Proposed hours weekdays 7-10am and 3-7pm
 - Up to 15% travel time improvement
- Typically, over 16,500 daily boardings
 - 88% of Florence bus riders do NOT own a car
 - 93% are people of color
 - 6 in 10 are below the poverty line
 - 9 in 10 take Metro at least several times per week
- Extensive community outreach underway with proposed implementation in Fall 2022



Red Paint / Thermoplastic Pilot

- Overall, 55% reduction in non-bus vehicles using bus lane, with some intersections with nearly 75% reduction in improper usage
- Additional locations completed in March 2022:
 - Aliso St approaching Alameda St
 - Northbound Alameda St from Aliso St to I-10 El Monte Busway Entrance
 - Eastbound 1st St approaching Spring St
 - Eastbound Hollywood Blvd approaching Vermont Ave



Targeted LADOT Parking Enforcement

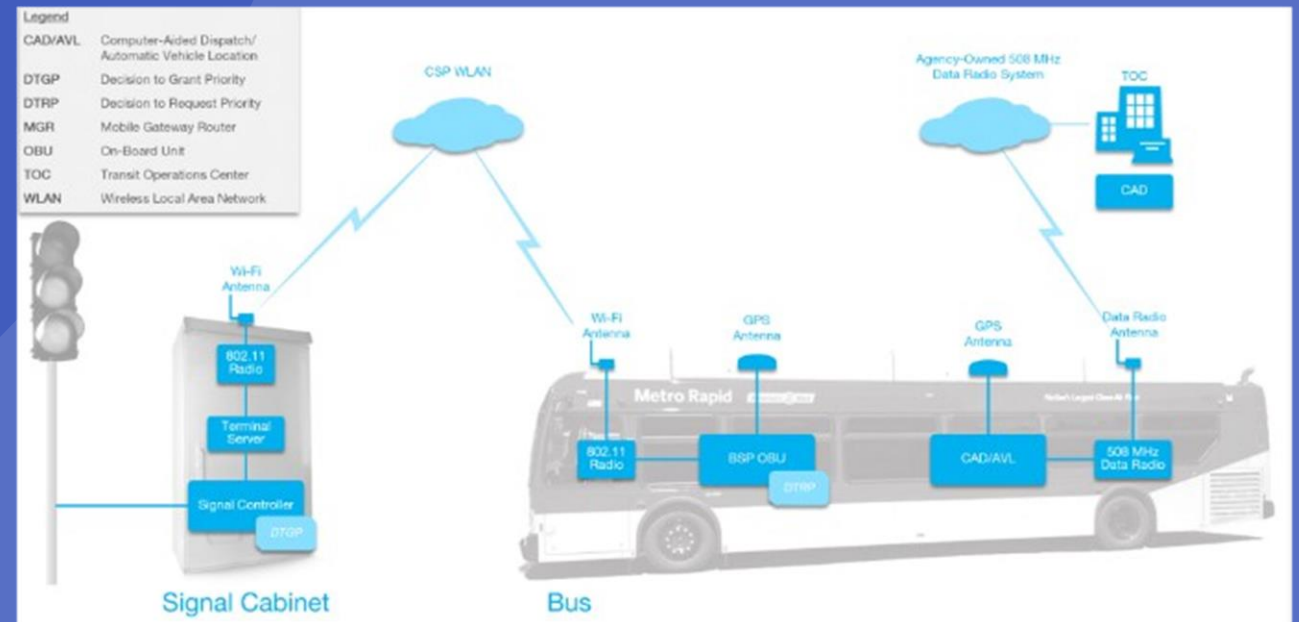
- Partnership began March 2022 based on bus operator and public feedback
- Targeted approach focused on education first
- Preliminary results show improvements:
 - Each week has seen a decrease in number of vehicles in non-compliance
 - In 1st week, over 800 vehicles were warned or instructed to clear the bus lane
 - In 4th week, around 550 vehicles were warned, cited or impounded (33% decrease)
 - Metro Rapid 720 on Wilshire Bl and Metro Line 2 on Alvarado St saw up to 15% travel time improvement in first month of targeted parking enforcement to improve bus lane compliance



Transit Signal Priority (TSP)



- LADOT TSP Upgrade
 - Prioritizes buses at 1,200+ Intersections with 10% travel time savings
 - Managing RFP and Contract Oversight
 - Near-Term Improvements Began Feb 2022
 - Reactivate Rapid Infrastructure to work with NextGen Bus Plan
 - Long-Term Improvements Begin Dec 2022
 - Replace legacy loop-based system with more intelligent and reliable, cloud-based technology
- Countywide TSP Upgrade
 - Began Jan 2022 on a similar improvement covering 300 Countywide intersections



All Door Boarding Expansion



- 2,900 Bus Mobile Validators to be installed on rear doors of buses
- Contract modification approved Feb 2022
- Boarding speeds up to 2X faster than front door only, especially at busier bus stops
- Reduces crowding at front door and bus operator area
 - Minimizes unnecessary distractions
 - Naturally facilitates social distancing
- Improves customer experience



Bus Stop Bulb Outs & Boarding Islands

- Not every corridor can easily accommodate bus lanes without adverse tradeoffs
- Next best treatment is to implement bus stop bulb outs or boarding islands
 - Allows buses to stop in-lane to quickly re-enter traffic flow
 - Improves safety and customer experience by expanding waiting area and creating new space to install amenities
- Allows for quick, effective improvements where bus lanes may not be feasible
- Requires strong partnership with public works agencies



Bus Bulb, Portland, OR (credit: Ben Baldwin)

Looking Ahead

- Original \$1B budget estimate applied wide estimates on planning level order of magnitude
- Detailed planning and partnership with LADOT has improved cost/benefit of this program to ensure tools are focused where needed and supported most
- In addition to Bus Priority Lane expansion on more corridors, Transit Signal Priority and All Door Boarding projects to significantly ramp up in FY23
- Initial analysis and planning work to be conducted in FY23 to begin capital intensive campaigns in FY24 for bus stop bulb outs, boarding islands, terminal layover improvements and other tools
- Five (5) new hires in FY23 budget request to accelerate technical and outreach efforts
- Staff will continue to bring forward annual program to Board reflective of most accurate cost figures tailored to this tactical infrastructure program





File #: 2022-0230, File Type: Oral Report / Presentation

Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 19, 2022**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

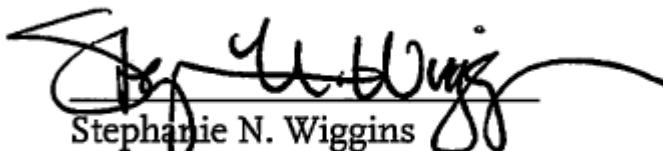
RECOGNIZE Operations Employees of the Month.

Equity Platform

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employee or field supervisor serving in a customer facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of location, job responsibilities and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also works with Logistics, which nominates employees once a quarter that work in our storerooms.

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

Reviewed by: Conan Cheung, Chief Operations Officer, Mobility Services & Development (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

May Employees of the Month



Metro

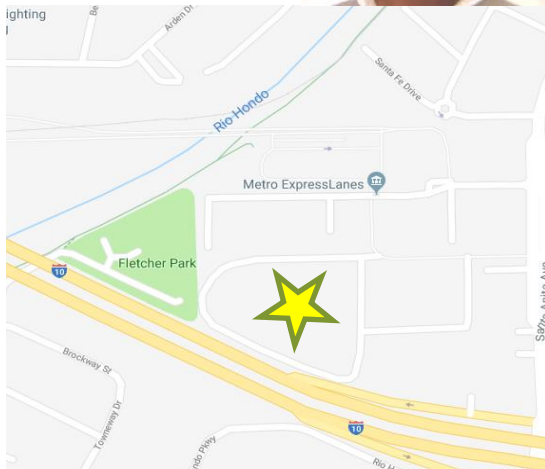
Employees of the Month



Transportation

Bus Operator

Danny Chau

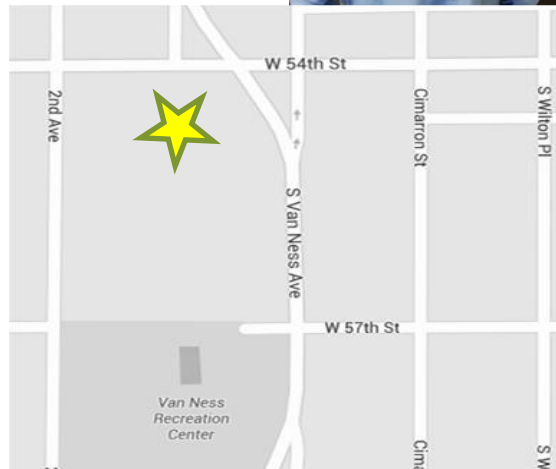


Division 9 – El Monte

Maintenance

Mechanic A

Jorge Garcia

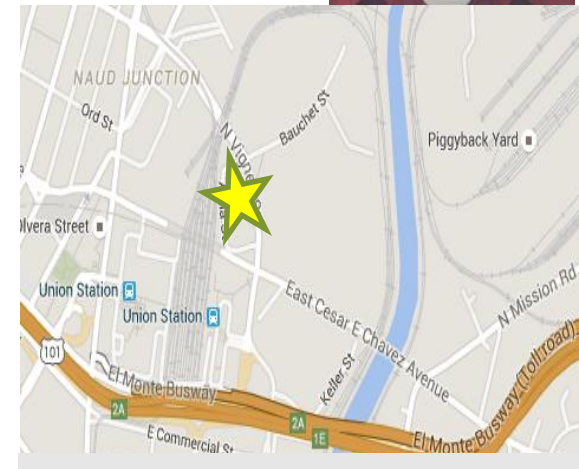


Division 5 – Los Angeles

Logistics

Materiel Supv

Jon Drummer



Central Maintenance Facility – LA



File #: 2022-0231, File Type: Oral Report / Presentation

Agenda Number: 21.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 19, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE

RECOMMENDATION

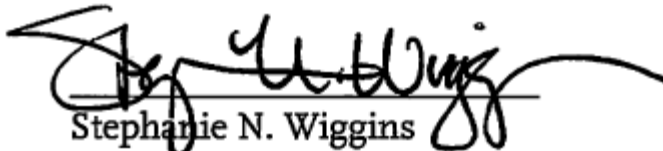
RECEIVE oral report on Operations ridership, hiring and Motion 43 response.

Equity Platform

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

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

Reviewed by: Conan Cheung, Chief Operations Officer, Mobility Services & Development (213) 418-3034
Bernard Jackson, Chief Operations Officer, Transit Service Delivery (213) 418-3001



Stephanie N. Wiggins
Chief Executive Officer

ITEM XX

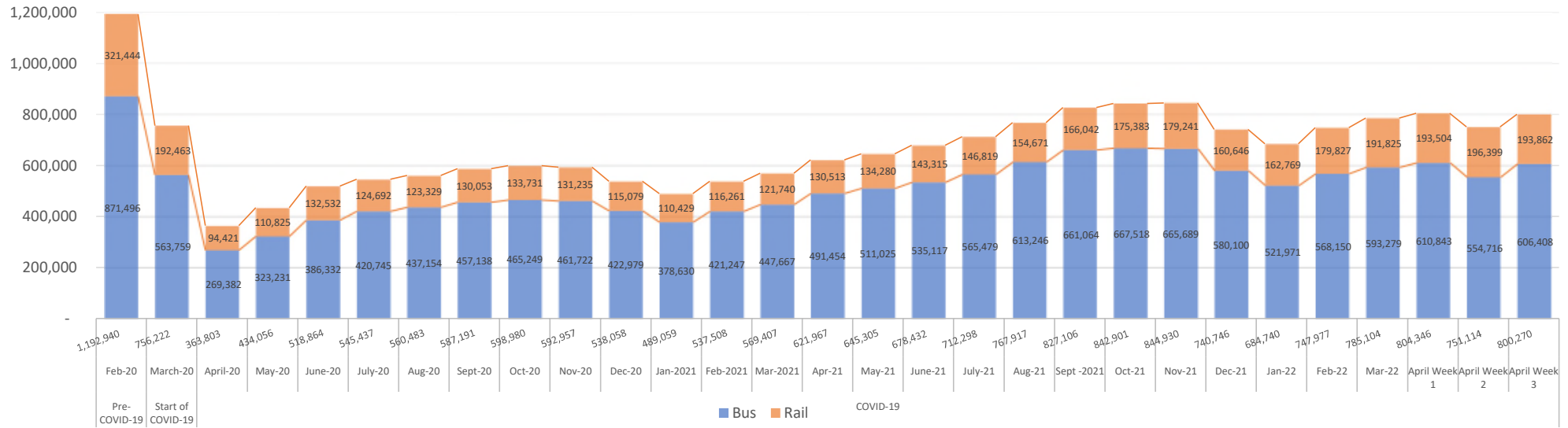
COO Oral Report Operations Ridership & Service Restoration Update



Operations, Safety & Customer Experience Committee Meeting
May 19, 2022

Metro Bus Service Levels

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19	Start of COVID-19	COVID-19																										
	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	April Week 1	April Week 2	April Week 3
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901	844,930	740,746	684,740	747,977	785,104	804,346	751,114	800,270

Ridership Analysis Relative to Equity Focused Communities

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76.2% in March 2022 (bus stop data available month to month)
- Rail: Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)



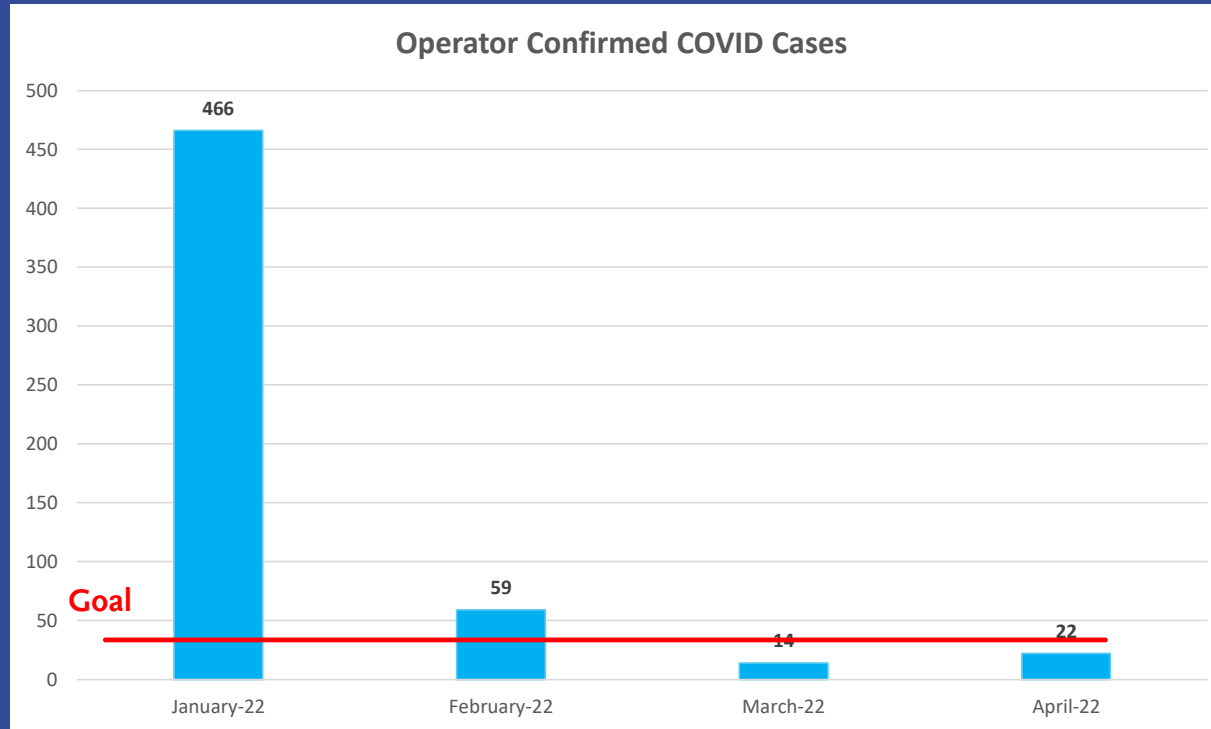
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Status of Conditions for Service Restoration

The following is an update on the four criteria monitored for full-service restoration:

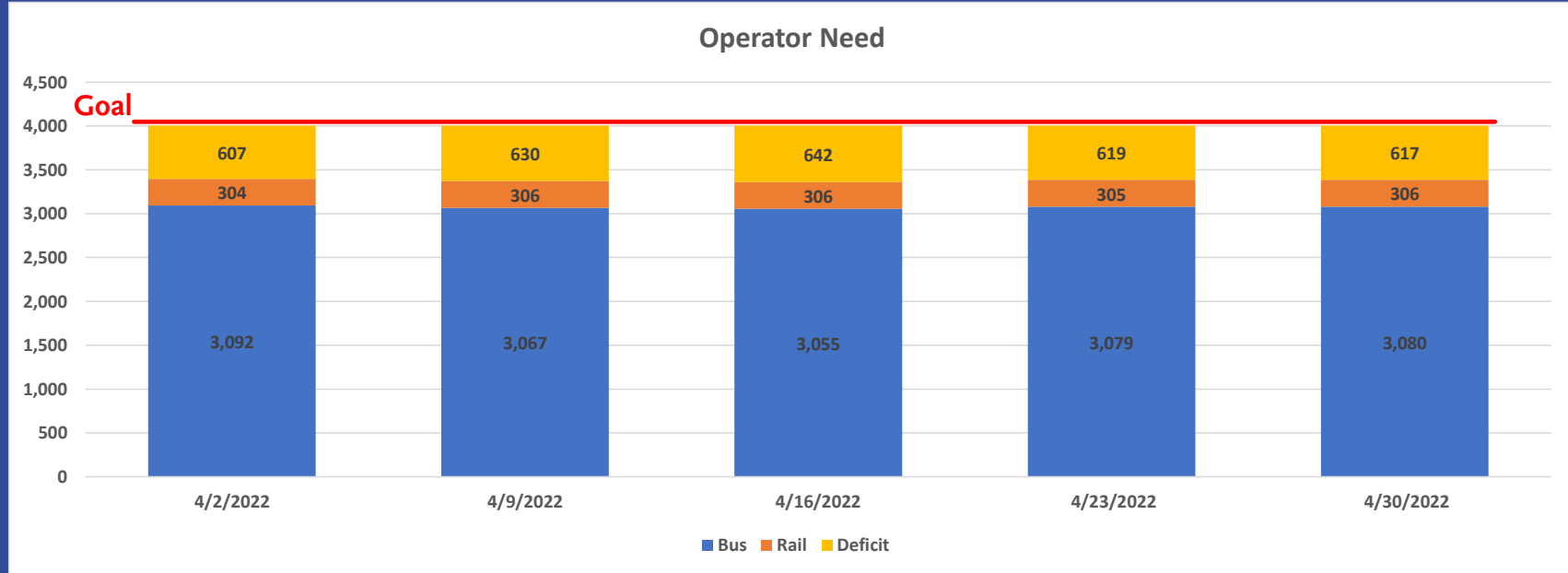
1. Operator COVID Status
2. Operator Staffing Level
3. Minimized Cancelled Service
4. Minimized Ordered Call Backs (OCBs)

Operator COVID Status



- Goal: no more than 30 new COVID cases per month for operators
- April 2022 total: 22 operator cases

Operator Staffing Level



	4/2/2022	4/9/2022	4/16/2022	4/23/2022	4/30/2022
Active					
Bus	3,092	3,067	3,055	3,079	3,080
Rail	304	306	306	305	306
Total	3,396	3,373	3,361	3,384	3,386
Deficit	607	630	642	619	617
<i>Operations Central Instruction (OCI)</i>					
<i>Students</i>	<i>186</i>	<i>225</i>	<i>140</i>	<i>237</i>	<i>180</i>

- As of 4/30/22, there is a 617-operator deficit, however there are 180 students in training
- Need = operator need to return to full service (or 3,667 bus and 326 rail, 4,003 total operators)



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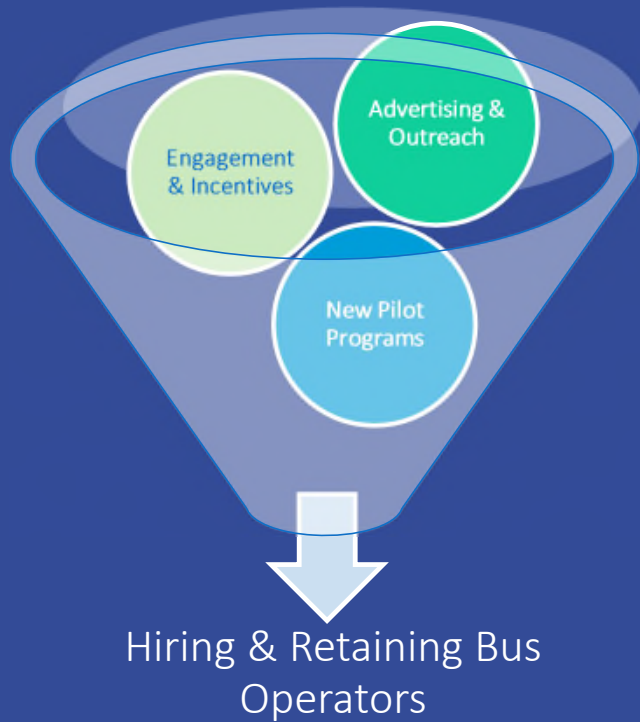
Recruitment Efforts- New Streamed Lined Process

Recruitment Status – April 1 – 30:

- 352 - New Applicants received and are in the selection process
- 176 - Candidates are pending conditional offers
- 273 - Candidates with conditional offers ready to begin training
- 180 - Employees in training



Operator Hiring & Recruitment Efforts



➤ Implemented:

- Held a Bus Operator Hiring Event on April 2, 2022 which yielded 115 conditional offers
- Implementing Spark Hire, an automatic interviewing platform in an effort to streamline the Bus Operator interview process and will begin the roll-out in July 2022

➤ Continue employee engagement, incentive, and hiring programs

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- Booth at LA County Fair on May 14-15, 2022
- In-Person Hiring Event – Scheduled for May 21, 2022 at East Los Angeles Community College

Bus Operator Separations During Training

	FY19	FY20	FY21
Total Separations	685	629	504

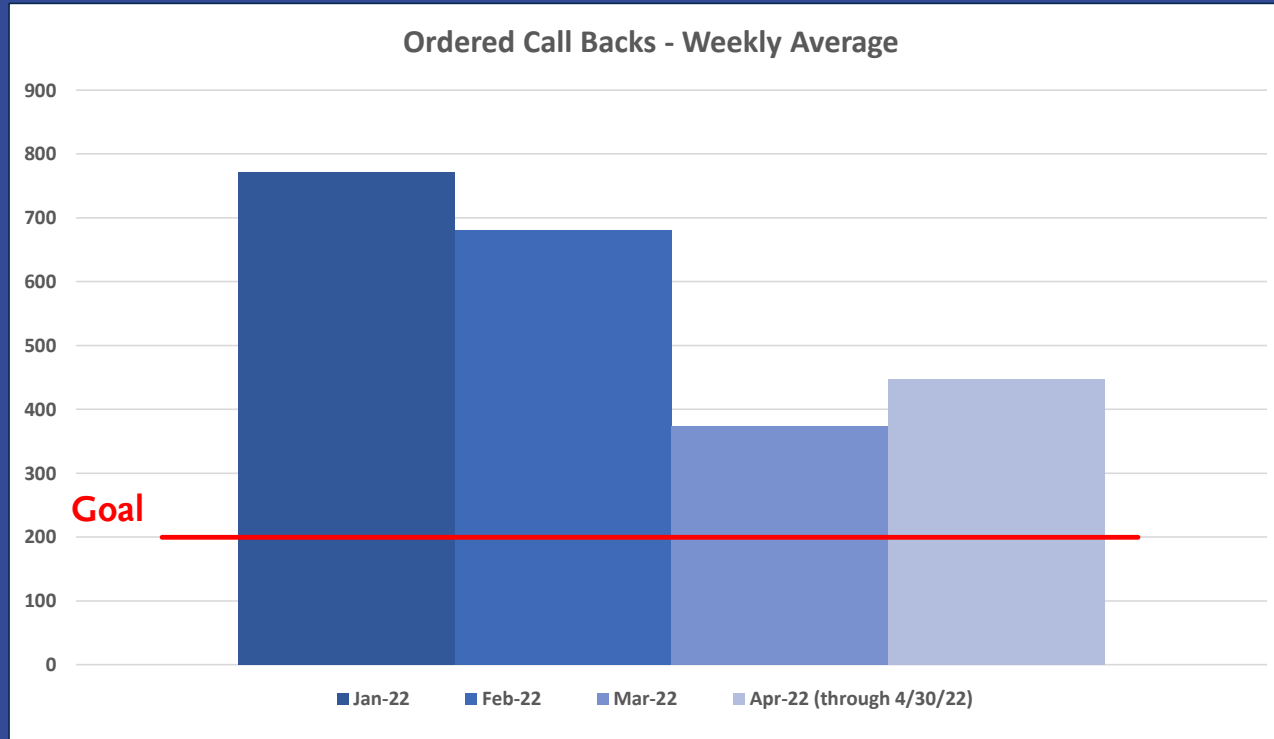
Separated During Training	256	239	101
% of all Separations	37.4%	38.0%	20.0%

	FY22										FY22 YTD
	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 22	Feb 22	Mar 22	Apr 22	
Total Separations	83	48	80	72	60	49	53	55	70	40	610

Separated During Training	26	10	8	15	6	2	8	12	14	23	124
% of all Separations	31.33%	20.83%	10.00%	20.83%	10.00%	4.08%	15.09%	21.82%	20.00%	57.50%	20.33%

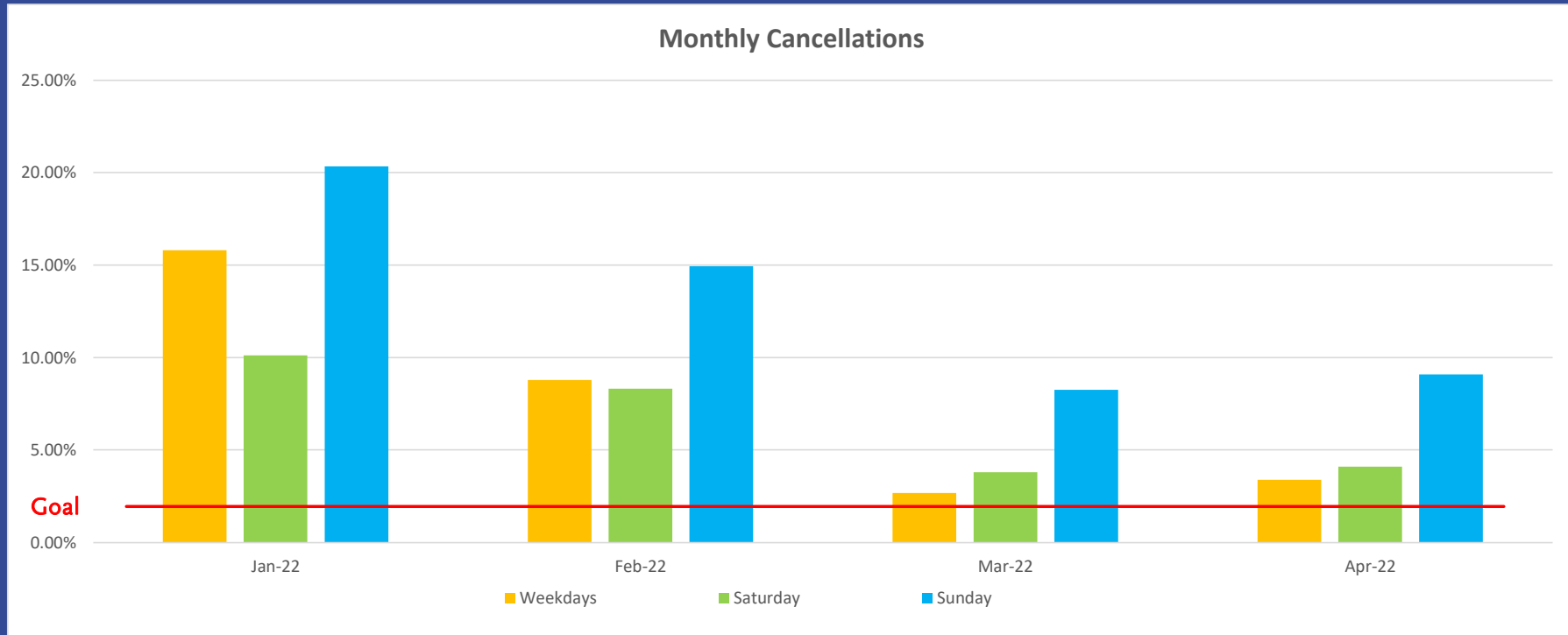
- As of April 2022, retention is trending upward for Bus Operators Training

Ordered Call Backs



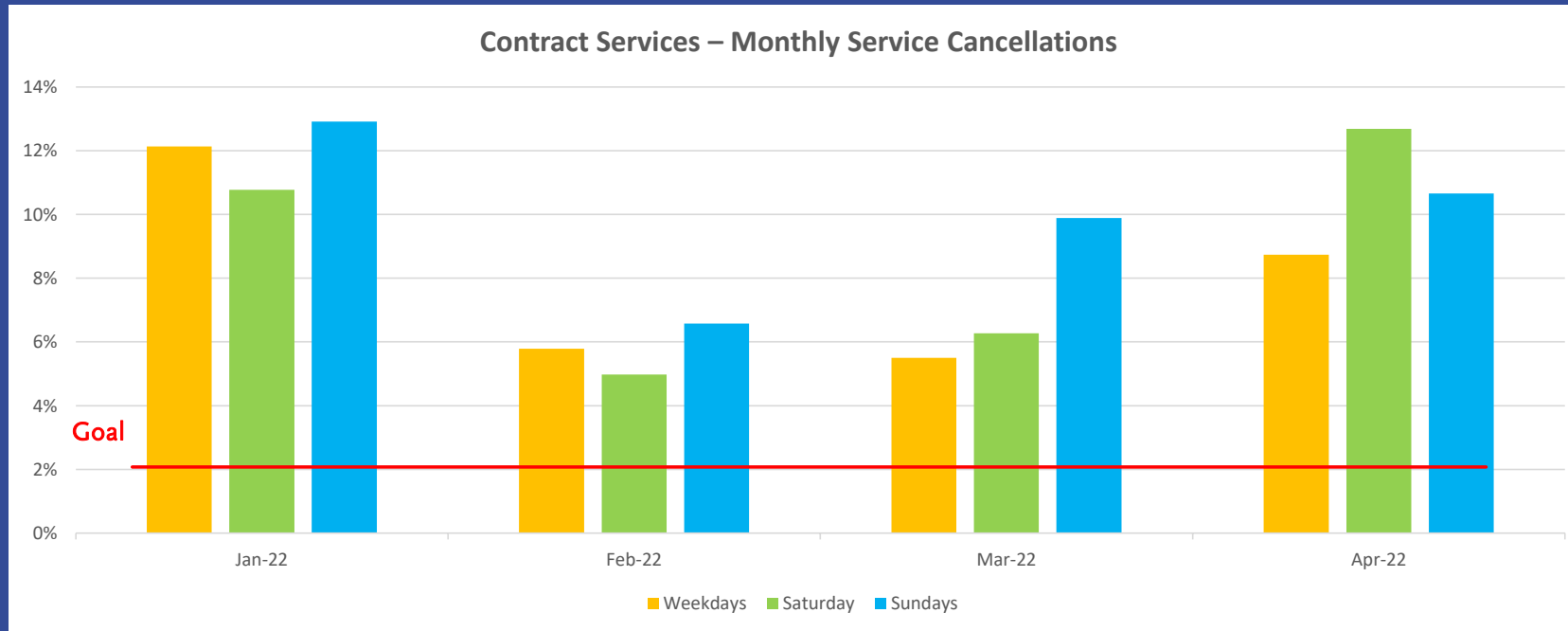
- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- February 2022 ordered call back average: 681
- Ordered call backs for week ending 4/23: 432

Cancelled Service (Directly Operated)



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **Week ending 4/30/22 averages:**
 - 3.39% Weekday (compared to 15.81% in January 2022)
 - 4.10% Saturday (compared to 10.11% in January 2022)
 - 9.08% Sunday (compared to 20.31% in January 2022)
- **January 2022 “No Show” Complaints: 454**
- **April 2022 “No Show” Complaints: 144**

Cancelled Service (Contract Services)



- **Goal: No more than 2.00% systemwide bus service cancellations**
- **Week ending 4/30/22 averages:**
 - **9.00% Weekday (compared to 10.00% in January 2022)**
 - **13.00% Saturday (compared to 10.00% in January 2022)**
 - **11.00% Sunday (compared to 13.00% in January 2022)**
- **Action: June 2022 Service Adjustments planned to significantly reduce cancellation rates for Contract Services bus service**

Directly Operated Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 5/5/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service change	% Cancelled Trips before 2/20 Service change	% within EFC*	Area
240	Reseda	1	8.40%	25.30%	13%	San Fernando
18	Whittier & 6th St	1	7.90%	21.20%	85%	East LA-West LA
20	Wilshire	1	7.30%	19.80%	35%	Downtown - Santa Monica
210	Crenshaw	1	6.80%	26.30%	63%	Hollywood-South LA
53	Central Av	1	6.50%	25.10%	72%	South LA- Downtown
45	Broadway	1	6.40%	20.70%	98%	South LA-Downtown-Lincoln Hts
204	Vermont	1	6.30%	19.10%	100%	Hollywood-South LA
2	Sunset	1	6.00%	19.30%	56%	Downtown - Westwood
66	8th St	1	5.90%	16.40%	87%	East LA- Downtown-Wilshire
150	Topanga-Ventura	3	5.60%	21.40%	27%	San Fernando
207	Western	1	5.50%	29.60%	89%	Hollywood-South LA
14	Beverly-Adams	2	5.50%	16.20%	70%	West LA- Downtown
115	Manchester	1	5.40%	16.70%	48%	South Bay -Gateway
40	Hawthorne	1	5.40%	24.10%	62%	South Bay - Downtown
60	Long Beach	1	5.30%	15.80%	71%	South LA-Downtown
28	Olympic	1	5.10%	13.70%	44%	West LA- Downtown
754	Vermont Rapid	1	5.10%	44.70%	100%	Hollywood-South LA

Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 4/30/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within EFC	Area
232	Sepulveda Bl - Pacific Coast Hwy	3	13.67%	16.20%	29%	LAX - Long Beach
603	San Fernando Rd - Rampart St - Hoover St	2	9.88%	5.64%	73%	Glendale - Downtown LA
177	JPL	4	9.86%	5.04%	15%	Pasadena
266	Rosemead Bl	3	9.34%	15.23%	30%	Sierra Madre - Lakewood
205	Wilmington Av - Vermont Av	3	8.51%	10.26%	29%	Willowbrook - San Pedro
96	Griffith Pk Dr	4	7.91%	5.23%	50%	Downtown LA - Burbank
125	Rosecrans Av	3	7.43%	10.91%	42%	El Segundo - Norwalk
167	Plummer - Coldwater Canyon	4	6.78%	1.59%	28%	Chatsworth - Studio City
605	LAC + USC Med Center Outpatient Shuttle	2	6.71%	5.50%	100%	Los Angeles - Boyle Heights
577	I-605 Freeway	4	6.10%	6.81%	14%	El Monte - Long Beach
501	North Hollywood - Pasadena Express	3	5.26%	4.20%	18%	North Hollywood - Pasadena
256	Eastern Av - Av 64 - Washington Bl	4	5.16%	7.54%	35%	Commerce - Sierra Madre

- **Action:** To address increased service cancellations for Contract Services, temporary adjustments will be implemented in June 2022 to service frequencies for lines 125, 177, 232, 501, 577, 603, 605, including the transfer of Line 130 to Long Beach Transit
- Other contracted lines not changed due to higher ridership or already minimum frequencies

Cancelled Service by Division (Since 2/20/22 Service Change)

Directly Operated Divisions	EFC* (Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
1 - Downtown LA	Y	125,417	8,475	7%	15%
2 – Downtown LA	Y	127,594	5,304	4%	12%
3 – Cypress Park	Y	113,098	2,553	2%	12%
5 – South LA	Y	116,485	3,195	3%	17%
7 – West Hollywood	N	150,896	7,998	5%	13%
8 – Chatsworth	N	129,210	4,232	3%	15%
9 – El Monte	Y	122,947	1700.9	1%	9%
13 – Downtown LA	N	121,166	5,465	5%	14%
15 – Sun Valley	Y	154,780	2361.517	2%	8%
18 – South Bay	N	175,058	9,223	5%	17%
Total		1,336,652	50,506	4%	13%

Contract Services Division	EFC*(Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019-February 19, 2022
95 - Southland	N	24,829	1,835	7%	11%
97 - MV	N	37,820	3,164	8%	7%
98 - Transdev	N	32,503	2,392	7%	9%
Total		95,152	7,391	8%	7%



Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS (week ending 2/5/22)	STATUS (week ending 4/30/22)	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	22 Apr 2022 (month)	
Operator Staffing Level	4,003 operators	Pre-Covid	3,423	3,386*	
Cancelled Service	2.00% or less per day	May 2021	11.00% weekday 8.00% Sat 20.00% Sun	3.39% weekday 4.10% Sat 9.08% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 (per week in Jan 2022)	432	

* Operator staffing level does not represent candidates yielded from the March/April 2022 hiring events as they must successfully complete a two-month training and are currently not counted in active operator counts

Framework for Full Service Restoration



Service Quality

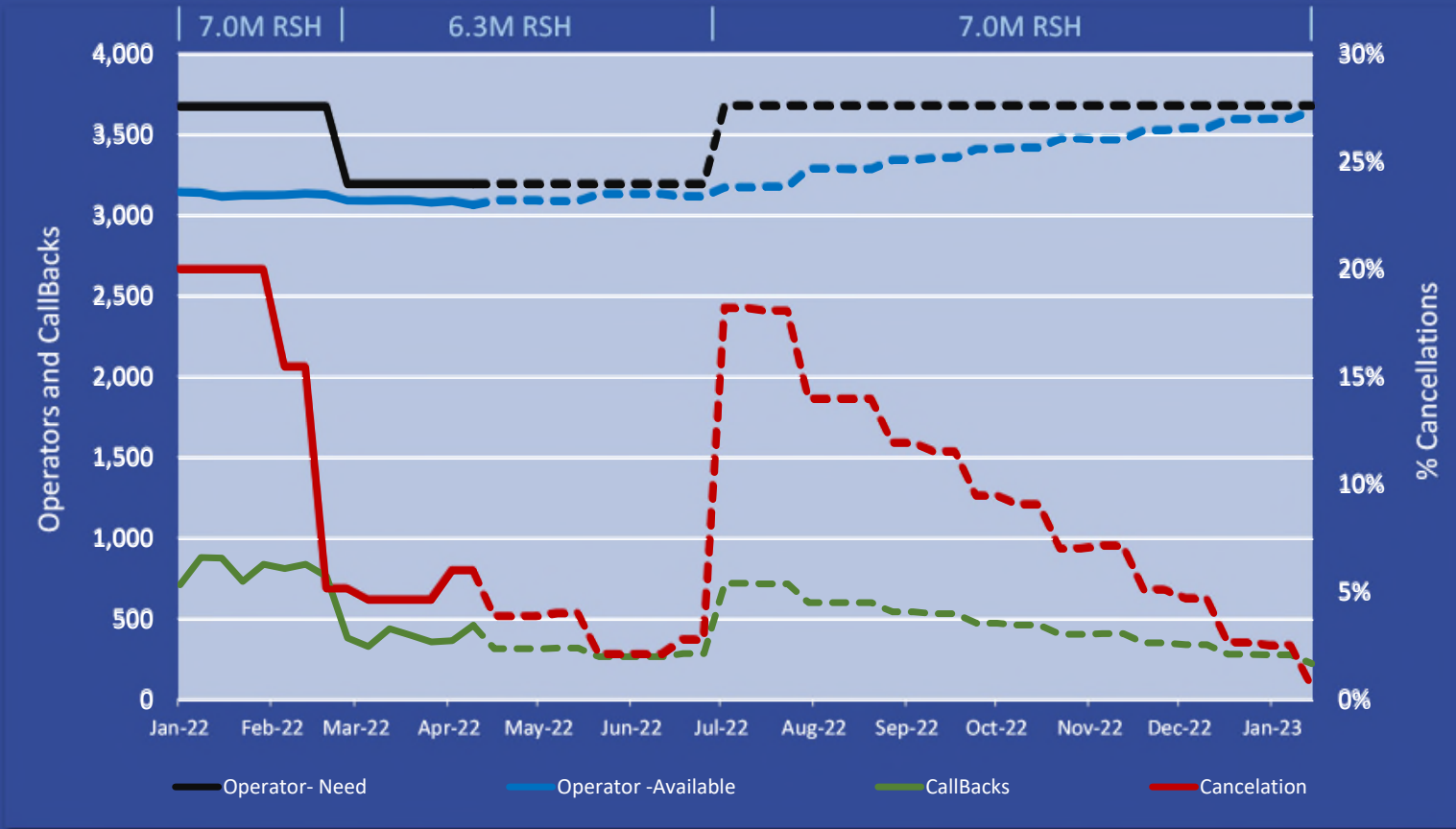
- Restore full service as soon as possible
- Restore with a NextGen equity lens
- Prioritize service reliability
- Eliminate no shows/cancellations

Valuing Our Employees

- Reduce operator turnover
- Reduce ordered call backs
- Eliminate longest assignments
- Match schedules to increased traffic



Full Service Restoration by June 2022



Service Quality

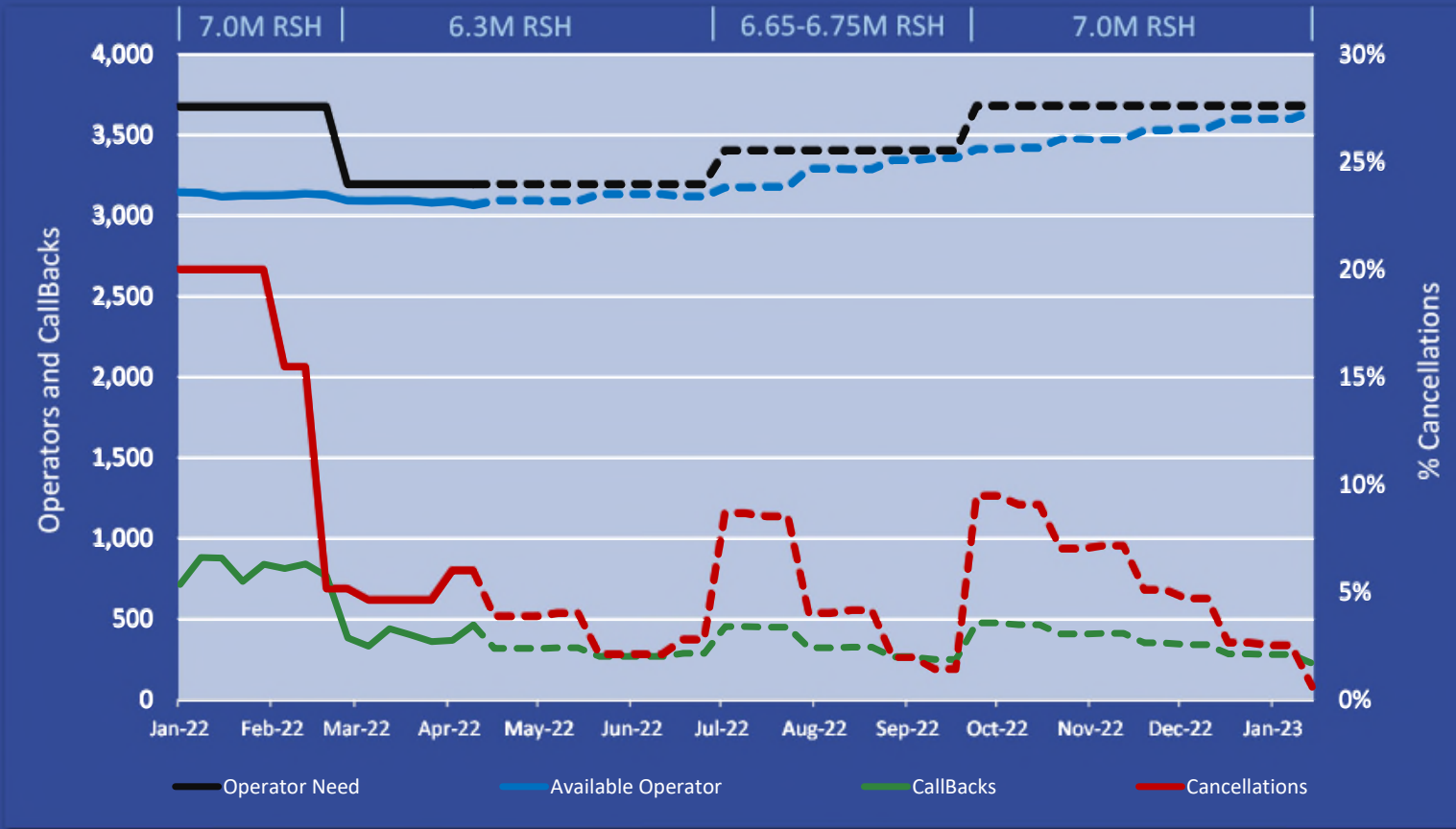
- Full service restoration by June
- Operator deficit of 470+ results in significant cancellations up to 18%
- Significant impacts to EFCs with random cancellations

Valuing Our Employees

- Ordered callbacks increase to over 700/week
- All long assignments remain
- Limited improvement to schedules
- High turnover due to stress and fatigue

Note: Light red and green indicate cancellations and callbacks reduced without rail transfers for C/LAX and Regional Connector

Full Service Restoration by September 2022



Service Quality

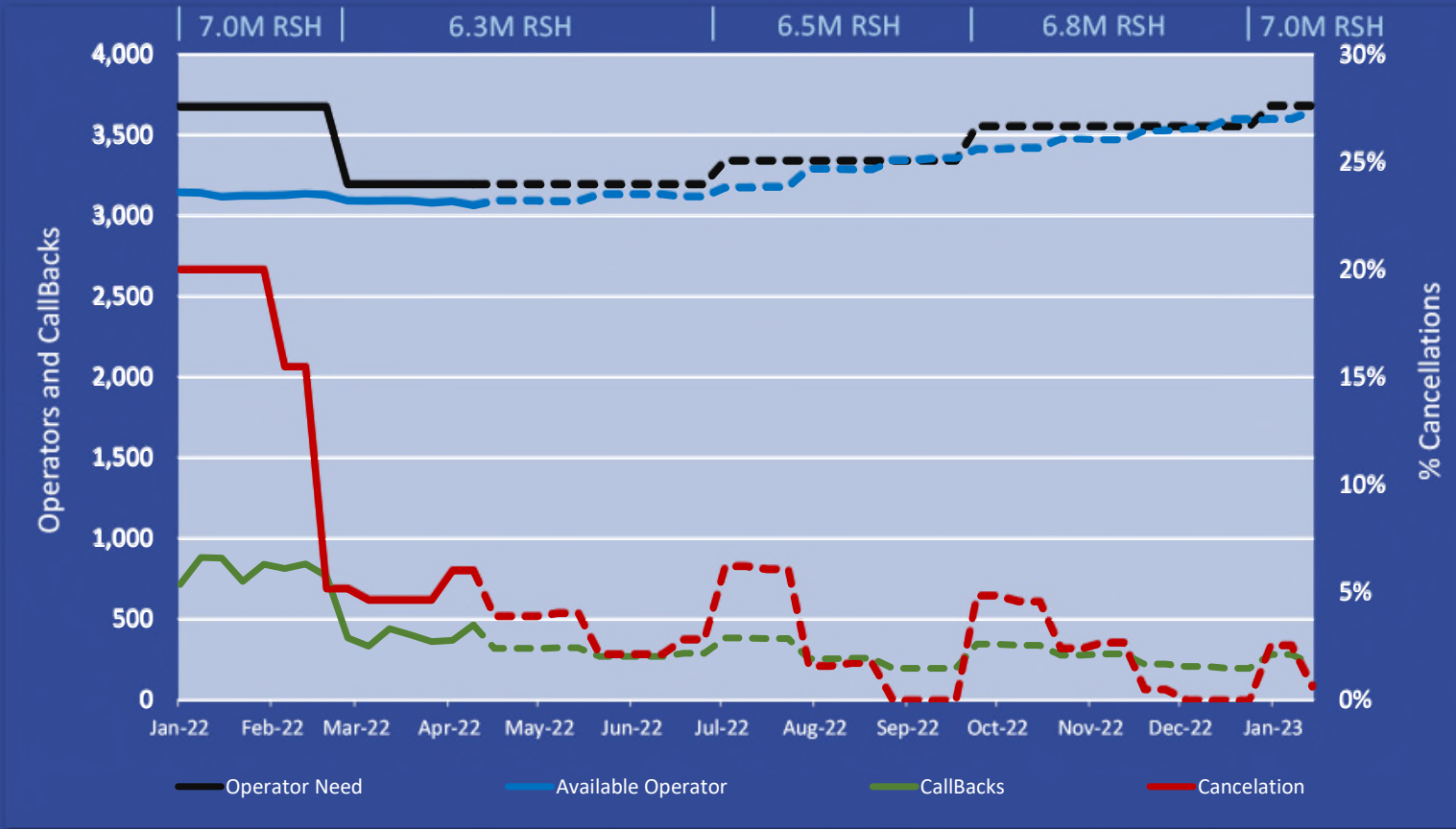
- Full service restoration by September
- Operator deficit of 300+ results in moderate cancellations up to 9%
- Moderate impacts to EFCs with random cancellations

Valuing Our Employees

- Ordered callbacks reduced to under 500/week
- Most long assignments remain
- Moderate improvement to schedules

Note: Additional 100K RSH can be restored in June without rail transfers for C/LAX and Regional Connector, or additional cancellations and callbacks can be reduced (shown in light red and green)

Full Service Restoration by December 2022



Service Quality

- Full service restoration by December
- Operator deficit of 150+ results in minor cancellations up to 5%
- Minor impact to EFCs with random cancellations

Valuing Our Employees

- Ordered callbacks reduced to around 300/week
- Most long assignments remain
- Significant improvements to schedules
- Reduce operator turnover with less stress and fatigue

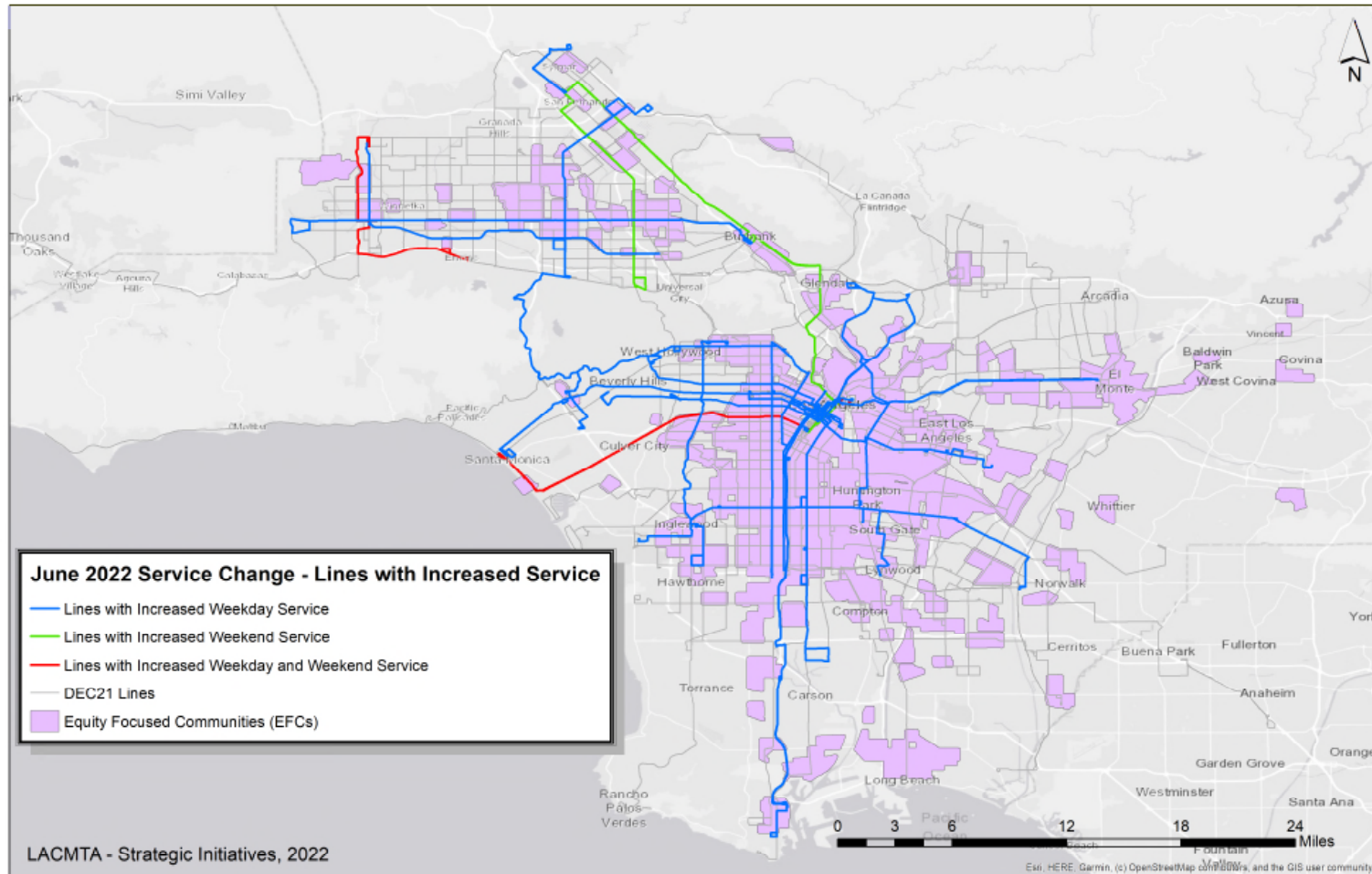
Note: Light red and green indicate cancellations and callbacks reduced without rail transfers for C/LAX and Regional Connector

June 2022 Service Change

Service Quality	Valuing Our Employees	NextGen
<ul style="list-style-type: none">• Service Restoration: Increase frequency on 19 weekday, 4 Saturday, 3 Sunday lines• Overall increase 6.3 to 6.5 million annual Revenue Service Hours, even after 43K reduction to protect low frequency contracted lines• Increased service where ridership strongest, more than half on majority equity lines• Improve reliability: 65 weekday, 42 Saturday, 25 Sunday line schedules adjusted	<ul style="list-style-type: none">• Match schedules to increased traffic on 65 weekday, 42 Saturday, 25 Sunday lines• Eliminate longest assignments• More frequent service to spread out loads	<ul style="list-style-type: none">• Transfer one line (Artesia 130 East) to become Long Beach Transit Route 141• Minor reroutes for construction, local street changes, simplify service• Staff will promote changes plus signs at impacted stops



June 2022 Service Restoration



Next Steps

- **Continue prepare for upcoming June 26, 2022 service changes, prioritizing service equity, customer experience and valuing of employees, inclusive of:**
 - ✓ **Focusing on matching schedules with increased traffic**
 - ✓ **Reducing longest assignments**
 - ✓ **Building back 1/3 of the reduction to match forecasted staffing levels and minimize increases in cancellations and OCBs**
- **Continue achievement of conditions for full-service restoration plan which balances service quality with valuing our employees**



Board Report

File #: 2022-0181, File Type: Informational Report

Agenda Number: 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 19, 2022**

SUBJECT: 2022 BUS OPERATOR SURVEY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE report on 2022 Bus Operator Survey preliminary data analysis.

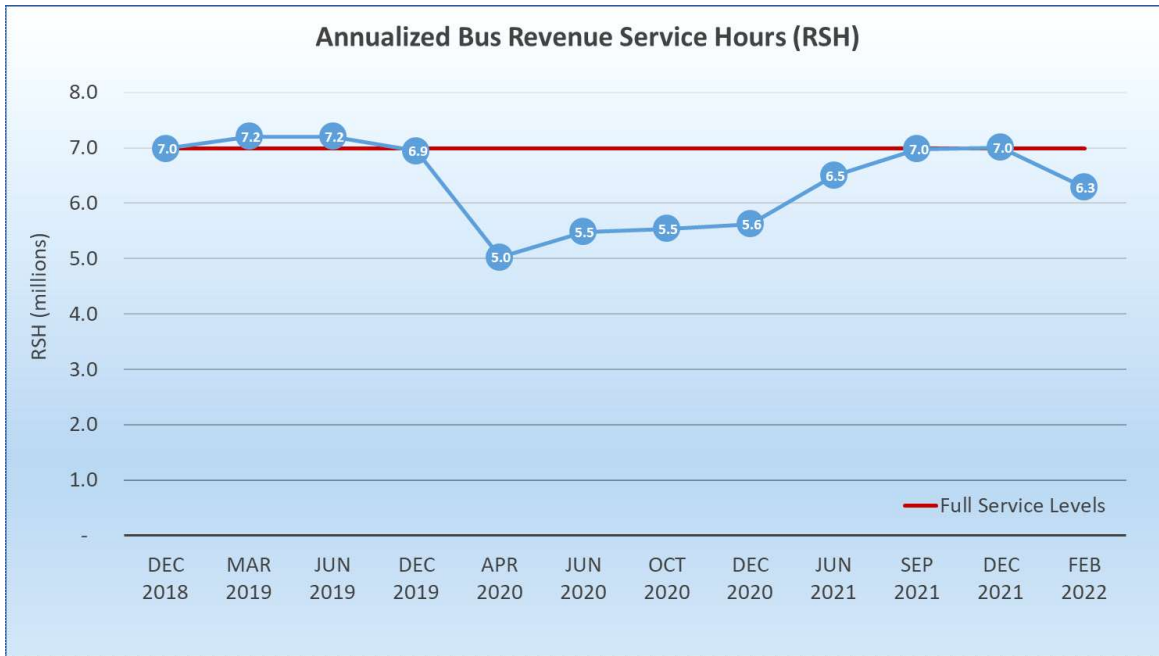
ISSUE

At the January 27, 2022, regular board meeting, Directors Mitchell, Solis, Bonin and Garcetti introduced Motion 43 entitled Operations Transparency and Safeguarding (Attachment A). One of the critical components of this motion was for Metro to research and report back on areas to improve operator retention and Division shortages. Since then, Metro has created a bus operator hiring and retention task force to review, create and accelerate opportunities to improve operator hiring and retention, and to better understand the challenges our operators experience when performing their work duties. A bus operator survey was initiated to garner direct feedback on areas of job satisfaction, concerns and pain points, workplace culture and environment. This report summarizes the results and findings from the 2022 bus operator survey.

BACKGROUND

Through the COVID-19 pandemic, the bus network has had to adjust to changes in ridership, revenues and operator availability. Figure 1 shows how service levels have changed between 2020 and 2022.

Figure 1: Metro Bus Service Levels (Dec 2018 - Feb 2022)



Despite the 30% reduction in bus service at the beginning of the pandemic in April 2020, all staff were retained. Since more operators were available compared to the amount of service provided, operator hiring was temporarily halted. However, regular attrition rates, coupled with increased short term leaves due to COVID, resulted in a decreasing number of operators as Metro was increasing service levels between June 2020 and 2021. While operator recruitment resumed in March 2021, the number of new operators hired was being outpaced by the number of operators separating from the agency. Therefore, by August 2021, the operator staffing level dropped below the number required to provide service. At the same time, service levels were scheduled to increase to pre-pandemic levels.

Despite increased efforts to attract and recruit more operators, Metro was faced with the “perfect storm” of a national labor shortage since the pandemic, including increased attrition outpacing hiring, and COVID surge impacts to operator availability. Given the significant shortage of operators, service cancellations increased to 18% and ordered operator callbacks to cover assignments increased three to four times compared to pre-COVID levels. Not only was service unreliable for our customers, ordered call backs (OCBs) were causing fatigue among operators resulting in low morale and burn out which ultimately impacts retention. As a result, bus service was temporarily reduced on February 20, 2022 in response to the operator shortage.

Metro currently employs about 3,300 active bus operators across ten directly operated bus divisions throughout Los Angeles County. An additional 600 operators are needed to fully restore service to pre-COVID levels.

DISCUSSION

Operator Survey Approach

The operator survey was conducted between February 22, 2022 and March 21, 2022 to better understand the issues impacting operator recruitment and retention, including job satisfaction, concerns and pain points, workplace culture and environment. A total of 588 bus operator responses were received, representing 18% of operators. Each bus division was visited by Metro staff at least twice with the majority visited three times at different times and days of the week to ensure equal representation across all bus divisions. The survey was also accessible through a QR code that was posted throughout the divisions.

Survey staff were available at each bus division to communicate survey goals, demonstrate how to take the survey and provide assistance where needed. The survey consisted of 19 questions in a multiple-choice format with an option to provide additional feedback, which took most employees eight (8) to ten (10) minutes to complete. In addition, to avoid biased questions, staff ensured the questions were open ended and neutral in tone. A copy of the survey is included in Attachment B.

The survey results were analyzed by:

- Systemwide
- Division
- Operator tenure or seniority
- Part time/full time status
- Operators considering leaving Metro

Operator Survey Tenure

- 17%: 2 years or less of service
- 25%: 3-5 years of service
- 27%: 6-10 years of service
- 31%: 10+ years of service
 - Of those with 10+ years of service with Metro, about 15% said they had over 20 years of service with Metro

Survey respondent targets were set in accordance with statistically accepted valid sample sizes and unbiased data collection. Responses were weighted to ensure that all bus divisions were proportionally represented.

Survey Findings

Questions were designed to gain insight into three (3) main areas: Job Satisfaction, Concerns/Pain Points, and Workplace Culture/Environment.

Job Satisfaction

Operators were asked about their opinions on the following statements related to Job Satisfaction (Attachment C):

- I enjoy being an operator

- I see myself working as an Operator for another five years
- I would recommend being a Metro Operator to my family and friends
- What do you like most about being an Operator (open ended)

Sixty percent of respondents enjoy being an Operator, with a greater percentage among part time Operators. However, enjoyment trends downward over time.

Despite the majority of Operators enjoying their job, only about 40% see themselves working as an operator for another five years and again, longevity trends downward over time. In addition, only about a third of operators would recommend the job to family and friends, and part-time employees are more likely to recommend the job than full-time employees.

Concerns and Pain Points

Operators were also asked about specific pain points about their job and how those influence their thoughts about leaving Metro (Attachment D). Specific questions include:

- My biggest concern with being an Operator is...
- I think about leaving Metro often
- If I were to leave Metro it would be due to...
- I'm very concerned about COVID-19

A total of 98% of respondents noted that they have concerns with being an operator. Those concerns are mainly around the following areas:

- 23%: low pay
- 22%: safety from passengers
- 21%: high stress
- 14%: fatigue
- 7%: safe operation of bus while driving
- 6%: other concerns
- 3%: unfair treatment by direct supervisor/manager
- 2%: childcare concerns
- 2%: commute times

Overall, low pay is the greatest concern of Operators, followed closely by safety from passenger confrontation, high stress, and fatigue. Concerns about low pay are highest among Operators who are part time and those with two or fewer years of service, and the concern declines steadily as tenure increases (Figures 2 and 3).

Figure 2: Operator Concerns by Full or Part Time

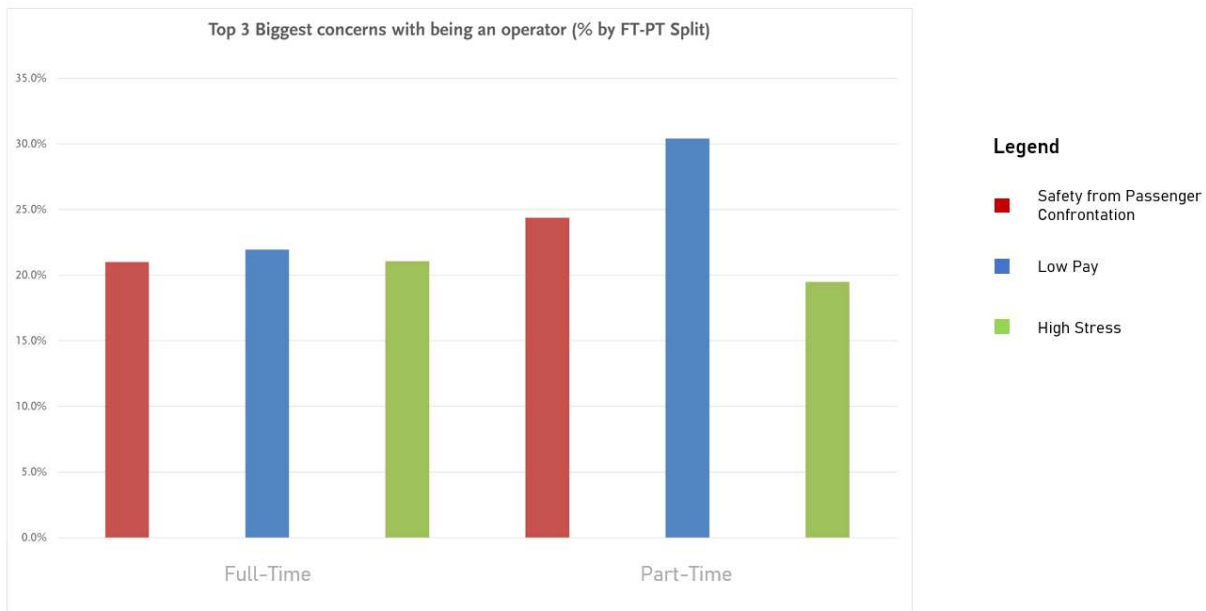
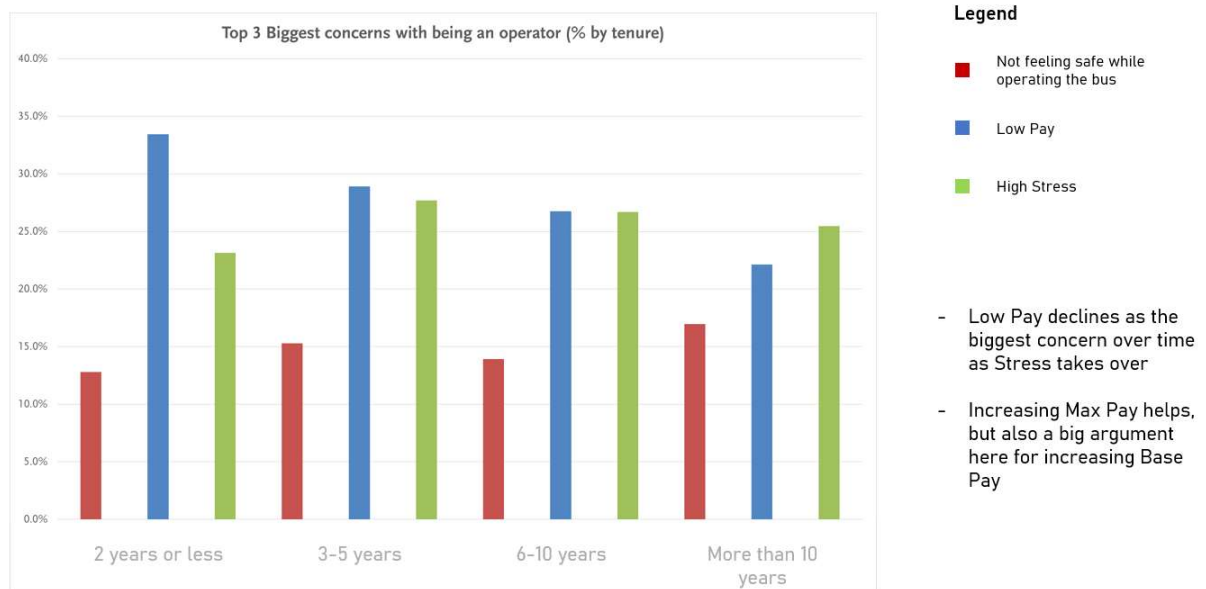


Figure 3: Operator Concerns by Tenure

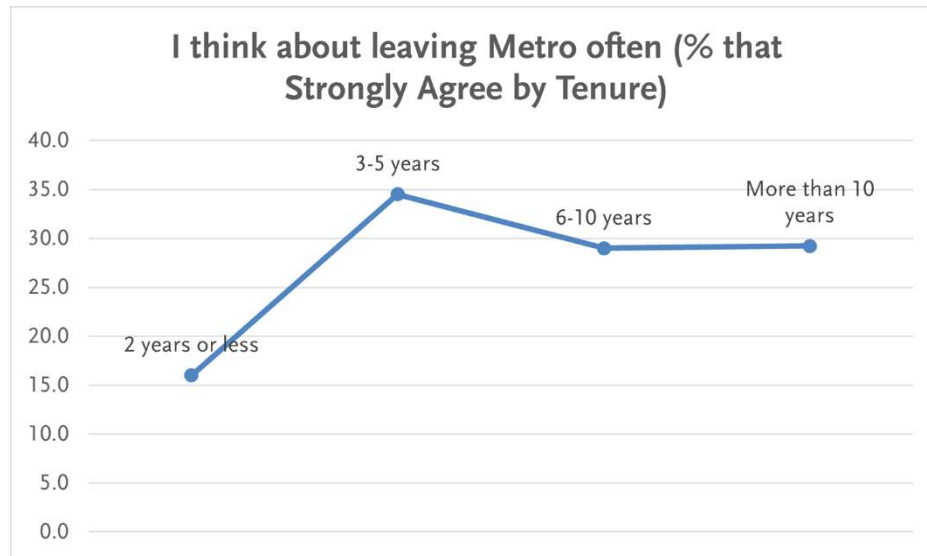


- Low Pay declines as the biggest concern over time as Stress takes over
- Increasing Max Pay helps, but also a big argument here for increasing Base Pay

Fifty-four percent of Operators are inclined to leave Metro, with the highest percentage being Operators with three to five years of tenure and the lowest being new Operators with 2 or less years of service. Again, low pay and high stress are the most cited reasons for wanting to leave Metro. However, safety and security concerns do not appear to be as critical of a driver for leaving Metro despite Operators feeling it is a significant pain point. The desire to leave Metro declines slightly after

Operators have worked five years or more (Figure 4).

Figure 4: Considering Leaving Metro by Tenure



About 65% of Operators are concerned about COVID-19 with the percentage increasing as Operators increase in tenure and those who are considering leaving Metro.

Workplace Culture and Environment

Finally, Operators were asked for their thoughts on the culture and working environment at Metro (Attachment E). Specific questions include:

- Having a good relationship with my coworkers is important to me
- Having a good relationship with my direct manager is important to me
- I am satisfied with the benefits Metro offers me
- Being recognized for good work is important to me
- The culture at Metro needs to improve

Overall, about 80% of Operators surveyed value a good relationship with their direct manager and coworker and recognition. Most operators feel the culture at Metro needs to change with communication, safety, employee empowerment, and trust in leadership being the top four areas needing improvement. Finally, about half of the Operators surveyed feel satisfied with Metro's benefits.

Operator Suggestions for Improvement

Operators were given the opportunity to offer suggestions on how to improve the work environment and strategies to attract new operators. Responses were word clouded and coded to identify the

most mentioned suggestions, including: humanize the position, improve communication and recognition, improve morale, enforce safety protocols, reduce or eliminate the use of ordered callbacks, and improve layover time and scheduling. Many of the responses also related to pay and feeling valued.

Key Takeaways

The main takeaways from the 2022 Bus Operator survey are that the majority of Bus Operators generally enjoy the job and about half appreciate the benefits (e.g. insurance, tuition reimbursement and pension) offered by Metro. However, only about a third would recommend the job to their friends and family. As mentioned previously, Operators surveyed expressed dissatisfaction with pay, safety from customers, stress, and fatigue, but low pay and stress appear to be the primary reasons causing Operators to want to leave Metro. In addition, Operator retention would improve by nurturing a culture that values employees through improved communications, safety, recognition of operator efforts, and empowering them as frontline experts in their field.

Operator Survey - Bus Operator Qualitative Feedback

Over 1400 comments were received from this survey. Many of the responses received are directly tied to the themes observed, including pay, safety, fatigue/stress and management/supervisory support/relationships. Also important to operators is more layover time, better schedules, more respect, less ordered call backs, and more respect and recognition. Examples of comments include:

Pay & Stress

- *“Competitive pay. Other jobs offer less stress more pay.” -3/7/22*
- *“Higher starting pay per hour and shorter time to reach top pay.” - 3/12/22*
- *“Raise the pay. You have minimum wage jobs reaching us, with less stress.” -3/24/22*

Safety

- *“Make sure of bus Operators: SAFETY.” -2/22/22*
- *“Better pay, better safety barriers full protection. Do something about the people that ride the bus and sleep there or stink.” -2/25/22*
- *“The main issue for every operator is uncontrollable safety from our passengers. Daily we are faced with immense danger from passengers who simply would just like to cause harm, along with passengers who are very intoxicated. These passengers threaten us and physically attack us and there’s nothing we can do. They make the ride uncomfortable for all passengers and scare customers away from taking our system.” -3/9/22*

Management Relationships and Support

- *“Better relationship with supervisors and management.” 3/3/22*
- *“Supervisor and management communication needs to improve in a positive way.”- 3/8/22*
- *“More encouragement, and for supervisors not to be so uptight, relax you still show professionalism without the hard face.” 3/9/22*

Recommendations Received to Improve Work Environment

- *“Allow more time for breaks. Salary increment.”- 3/10/22*
- *“Provide more running time during rush hours. More layover time. Have better restrooms facilities at layovers.” -3/10/22*
- *“Pay the new hires more! Get them to top pay within 5 years! Understand operators have a life outside of Metro.” - 3/7/22*
- *Reduce OCB to allow for proper rest, recovery, and stress reduction.” -3/11/22*

EQUITY PLATFORM

To preserve anonymity, the survey did not capture demographic information, but staff will work with the Office of Equity and Race to identify demographic analysis methods that prioritize operator trust in future surveys. In addition, the bus operator survey will assist Metro in understanding areas of improvement and opportunities for bus operator retention, hiring and how Metro can better meet their needs. This survey is an initial step to better identify and prioritize the needs of our bus operators and ensure equitable treatment of all Metro employees, specifically those that conduct the essential work that provides mobility options for thousands of people in Los Angeles daily.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports Metro’s Strategic Plan Goal 3) Enhance communities and lives through mobility and access to opportunity and Goal 4) Transform LA County through collaboration and leadership. Metro will continue work toward retaining and attracting bus operators as valuing our people is a critical goal for all staff. Metro will continue to prioritize innovative ways to attract, train, develop, and engage our internal talent to improve employee satisfaction and increase retention of our most valuable assets.

NEXT STEPS

This survey has provided important information to Metro that will be utilized in directing immediate next steps relative to where efforts are spent both for immediate and long-term recruitment and retention activities.

The results of the survey have been shared with stakeholder departments, including System Security & Law Enforcement, the Chief People Office, the Customer Experience Department, as well as with bus division management staff. In addition, division outreach and engagement sessions with Operators have been conducted at existing RAP sessions across all Bus Divisions to share the survey results, report on efforts underway to address key pain points, and to better understand the root cause of key issues such as safety concerns, stress, and fatigue. Based on the information collected, strategies will be developed to address concerns, meet the needs, and improve upon valuing our employees and increasing Bus Operator retention.

ATTACHMENTS

Attachment A - Motion 43

Attachment B - Operator Survey Questions

Attachment C - Job Satisfaction Survey Results

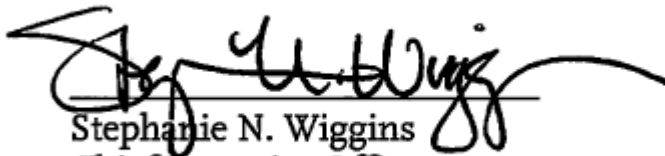
Attachment D - Concerns and Pain Points Survey Results

Attachment E - Workplace Culture and Environment Survey Results

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Stephanie N. Wiggins
Chief Executive Officer



Metro

Board Report

File #: 2022-0050, File Type: Motion / Motion Response

Agenda Number: 43.

**REGULAR BOARD MEETING
JANUARY 27, 2022**

Motion by:

DIRECTORS MITCHELL, SOLIS, BONIN, AND GARCETTI

Operations Transparency and Safeguarding Motion

With over 200 separate lines and nearly 80% of total current ridership, bus operations are the backbone of the Metro system. As of the beginning of December, overall ridership has returned to 69% of pre-pandemic levels and bus ridership alone has increased further and returned to over 80% of pre-pandemic levels. Riders both want and need Metro services to reach jobs, school, and essential services.

Providing consistent, reliable bus service is essential for equitable transit. While the system is currently averaging approximately 10 - 15% cancellation rate as of January 2022, cancellation rates are highly concentrated in Equity Focus Communities. According to Metro data, of the top ten lines with the most canceled service, six are in South Los Angeles and all run through Equity Focused Communities.

Metro has not been able to provide its full schedule of service mainly due to a record high operator shortage. If the agency must temporarily decrease scheduled revenue service hours or cancel scheduled service hours to improve service reliability, Metro riders should have greater transparency on how the burden will be more equitably spread throughout the system and how the agency plans to return to full-service levels. Further, while the operator shortage is emblematic of a tight labor market globally, the agency must take substantive steps to urgently attract and retain talent.

SUBJECT: OPERATIONS TRANSPARENCY AND SAFEGUARDING MOTION

RECOMMENDATION

APPROVE Motion by Directors Mitchell, Solis, Bonin, and Garcetti that direct the CEO to:

- A. Set a goal to return to full bus service levels no later than June 2022;
- B. Assume full bus service levels in the FY23 budget;
- C. Report back in 30 days on:

1. Clear metrics for how Metro will determine its readiness to return to 7 million revenue service hours;
 2. Cancellation data by line and division dating back to the September 2021 service update, including geographic trends in cancellations such as, disparities between Equity Focus Communities and non-equity focus communities and division differences;
 3. A methodology for service deployment that prioritizes NextGen Tier 1 lines and lines serving Equity Focus Communities, as well as other emergency service options;
- D. Report back in 60 days with recommendations for improving operator retention and division shortages, including but not limited to:
1. A plan to meet the mental health and wellness needs of current operators and other frontline workers, particularly those who have been victims of assault while on assignment;
 2. Incentives to effectuate the prioritization of NextGen Tier 1 lines and lines serving Equity Focus Communities for bus service;
 3. Recommendations to streamline and retain operators through the training process; and
- E. Report back monthly on scheduled versus actual service during the temporary service reduction period, with detail by line, division, and effect on Equity-Focus Communities; and steps to ensure cancellation data continues to be made publicly available data.

Link: [Bus Operator Retention Survey](#)



1. How many years have you been an Operator?

2. I work:

- Full time
- Part time

3. I work out of Division:

Select up to three responses for question #4

* 4. My biggest concern with being an Operator is:

- Safety from passenger confrontation
- Safe operation of bus while driving
- Safe operation of train
- Safe operation of Micro vehicle
- Low pay
- High stress
- Fatigue
- Childcare concerns
- Unfair treatment from my direct manager
- Commute time
- No concerns
- Other (please specify)

Operator Survey Link and Questions

5. I think about leaving Metro often.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select up to three responses for question #6

* 6. If I were to leave Metro it would be due to:

- Not feeling safe while operating the bus
- Not feeling safe while operating the train
- Not feeling safe while operating the micro vehicle
- Low pay
- Childcare issues
- High stress at work
- Management
- Commute time
- Retirement
- Not feeling safe from passenger confrontation
- Not planning on leaving Metro
- Other (please specify)

7. I'm very concerned about COVID-19.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. I enjoy being an Operator.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. I see myself working as an Operator for another five years.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. I would recommend being a Metro Operator to my family and friends.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. What do you like most about being an Operator.

Operator Survey Link and Questions

12. Having a good relationship with my coworkers is important to me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

13. Having a good relationship with my direct manager is important to me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

14. I am satisfied with the benefits Metro offers me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

15. Being recognized for good work is important to me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

16. The culture at Metro needs to improve.

- Yes
- No
- Explain (optional)

Operator Survey Link and Questions

* 17. Areas of culture change in need of improvement

- Trust in leadership
- Communication
- Employee empowerment
- Manager effectiveness
- Diversity and Inclusion
- Safety
- Other (please specify)

- Culture change not needed

Next

18. What suggestions do you have to create a better Operator work environment?

19. What strategies should Metro use to attract more Operators to the organization?

Prev

Done

**Job Satisfaction Survey Questions and Results
Q8, Q9, Q10 and Q11**

Q8. I enjoy being an Operator.

		Valid Percent
Valid	Strongly Agree	29.6%
	Agree	29.6%
	Neutral	27.8%
	Disagree	07.0%
	Strongly Disagree	06.0%
	Total	100%

Q10. I would recommend being a Metro Operator to family and friends.

		Valid Percent
Valid	Strongly Agree	13.8%
	Agree	17.1%
	Neutral	26.5%
	Disagree	17.0%
	Strongly Disagree	25.6%
	Total	100%

Q9. I see myself working as an Operator for another five years.

		Valid Percent
Valid	Strongly Agree	21.2%
	Agree	20.3%
	Neutral	32.6%
	Disagree	11.6%
	Strongly Disagree	14.3%
	Total	100%

Q11. What do you like most about being an Operator. (Open-ended)

I really enjoy driving busses from our fleet and helping the public. We make it look easy but its a true skill set that takes years to master
3/10/2022 4:27 PM

The independence involved. Just you and your bus.
3/10/2022 4:08 PM

Interacting with people, not being in the same place for hours
3/10/2022 3:57 PM

Everyday is different. Nothing stays the same, different stories to tell, people to see and places to go.
3/10/2022 11:50 AM

There is an importance of being an operator and my passengers make me feel great when they appreciate my performance on the road.
3/9/2022 1:03

**Concerns and Pain Points
Q4, Q5, Q6 and Q7 Survey Results**

Q4. My biggest concern with being an Operator.

		Valid Percent
Valid	Safety from passenger confrontation	21.5%
	Safe operation of bus while driving	7.40%
	Safe operation of Micro vehicle	0.20%
	Low pay	23.0%
	High stress	20.9%
	Fatigue	13.6%
	Childcare concerns	2.40%
	Unfair treatment from my direct manager	3.40%
	Commute time	1.60%
	Other Concern	06.0%
	Total	100%

Q6. If I were to leave Metro, it would be due to.

		Valid Percent
Valid	Not feeling safe while operating the bus	14.9%
	Not feeling safe while operating the train	0.20%
	Not feeling safe while operating the micro vehicle	0.10%
	Low pay	27.0%
	Childcare issues	2.70%
	High stress at work	25.9%
	Management	6.30%
	Commute time	2.70%
	Retirement	5.80%
	Not feeling safe from passenger confrontation	14.4%
	Total	100%

Q5. I see myself working as an Operator for another five years.

		Valid Percent
Valid	Strongly Agree	21.2%
	Agree	20.3%
	Neutral	32.6%
	Disagree	11.6%
	Strongly Disagree	14.3%
	Total	100%

Q7. I'm very concerned about COVID-19

		Valid Percent
Valid	Strongly Agree	43.3%
	Agree	21.3%
	Neutral	24.9%
	Disagree	4.50%
	Strongly Disagree	06.0%
	Total	100%

Workplace Culture and Environment Survey Questions and Results
 Q12, Q13, Q14, Q15, Q16 and S17

Q12. Having a good relationship with my coworkers is important to me.

		Valid Percent
Valid	Strongly Agree	47.8%
	Agree	34.6%
	Neutral	16.2%
	Disagree	0.80%
	Strongly Disagree	0.70%
	Total	100%

Q14. I am satisfied with the benefits Metro offers me.

		Valid Percent
Valid	Strongly Agree	16.4%
	Agree	34.3%
	Neutral	29.5%
	Disagree	13.0%
	Strongly Disagree	6.70%
	Total	100%

Q13. Having a good relationship with my direct manager is important to me.

		Valid Percent
Valid	Strongly Agree	43.1%
	Agree	35.9%
	Neutral	17.3%
	Disagree	1.90%
	Strongly Disagree	1.70%
	Total	100%

Q15. Being recognized for good work is important to me.

		Valid Percent
Valid	Strongly Agree	51.2%
	Agree	30.5%
	Neutral	14.1%
	Disagree	02.0%
	Strongly Disagree	02.2%
	Total	100%

Workplace Culture and Environment

Q16. The culture at Metro needs to improve.

		Valid Percent
Valid	Yes	85.6%
	No	14.4%
	Total	100%

Q17. Areas of culture change in need of improvement.

		Valid Percent
Valid	Trust in leadership	18.9%
	Communication	23.2%
	Employee empowerment	19.4%
	Manager effectiveness	9.70%
	Diversity and Inclusion	3.80%
	Safety	20.2%
	Other Culture Change	4.70%
	Total	100%

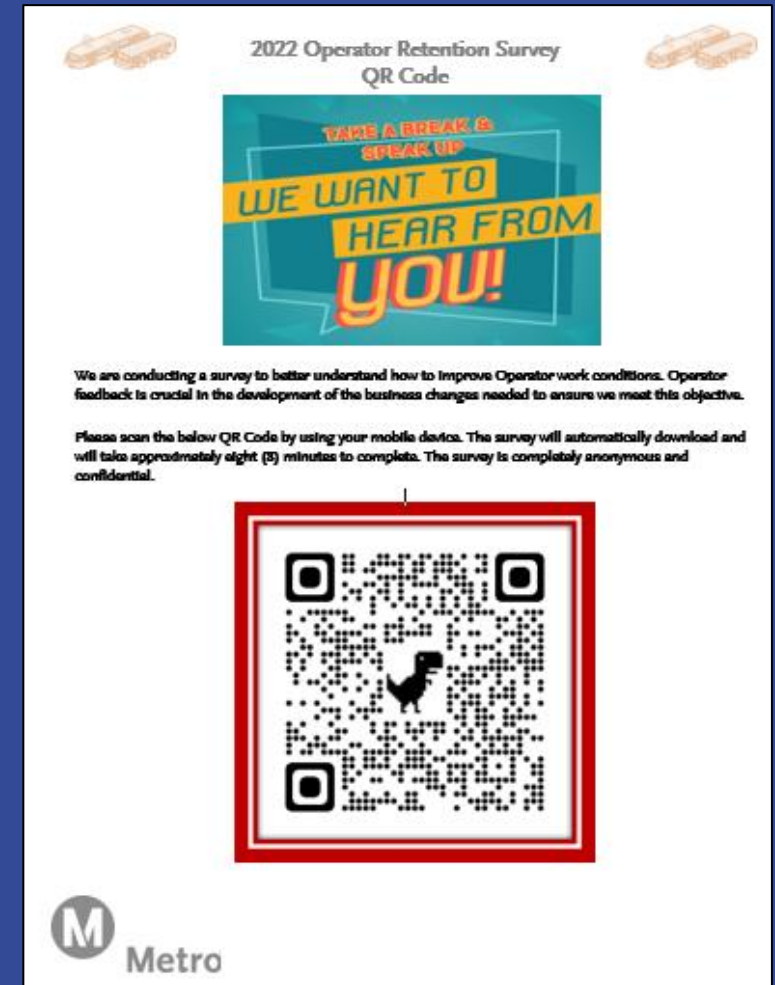
2022 Bus Operator Survey Update



Operations, Safety & Customer Experience Committee Meeting
May 19, 2022

Overview

- Dates: Opened February 22, 2022 and closed March 21, 2022
- Bus Transportation Goal: 513 responses
- Responses Received (Bus Operators only):
 - 588 responses
 - Across 10 Bus Divisions
 - Requested a minimum of 50 responses from each Division
- Division Outreach: Visited twice and most three times
- Survey Questions: 19 total questions
 - 16 closed ended and 3 open ended
- Three Focus Areas: Job satisfaction, Concerns & Culture



Overview: Division Responses

Bus Division	Responses	Percentage
1	54	9%
2	60	10%
3	52	9%
5	75	13%
7	61	10%
8	63	11%
9	54	9%
13	61	10%
15	56	10%
18	52	9%
Systemwide Total	588	100%

Job Satisfaction Questions

Q8. I enjoy being an Operator.

		Valid Percent
Valid	Strongly Agree	29.6%
	Agree	29.6%
	Neutral	27.8%
	Disagree	7.0%
	Strongly Disagree	6.0%
	Total	100.0%

Q9. I see myself working as an Operator another 5 years.

		Valid Percent
Valid	Strongly Agree	21.2%
	Agree	20.3%
	Neutral	32.6%
	Disagree	11.6%
	Strongly Disagree	14.3%
	Total	100.0%

Q10. I would recommend being a Metro Operator to my family and friends.

		Valid Percent
Valid	Strongly Agree	13.8%
	Agree	17.1%
	Neutral	26.5%
	Disagree	17.0%
	Strongly Disagree	25.6%
	Total	100.0%

Takeaways:

- About 60% of respondents enjoy being an Operator, however enjoyment trends downward over time
- About 40% of operators see themselves working as an operator another five years, however longevity trends downward over time
- About 1/3 of operators would recommend the job to family and friends

Concerns and Pain Points

Q4. My biggest concern with being an Operator.

Areas of Concern	Responses	
	N	Percent
Low pay	347	23.0%
Safety from passenger confrontation	324	21.5%
High stress	316	20.9%
Fatigue	206	13.6%
Safe operation of bus while driving	113	7.40%
Other Concern	90	6.00%
Unfair treatment from my direct manager	51	3.40%
Childcare concerns	36	2.40%
Commute time	25	1.60%
Safe operation of Micro vehicle	3	0.20%
TOTAL	1,512	100.0%

Q5. I think about leaving Metro often.

		Valid Percent
Valid	Strongly Agree	28.0%
	Agree	26.1%
	Neutral	22.9%
	Disagree	12.9%
	Strongly Disagree	10.1%
	TOTAL	100.0%

Q6. If I were to leave Metro, it would be due to:

Areas of Concern	Responses	
	N	Percent
Low pay	356	27.0%
High stress at work	342	25.9%
Not feeling safe while operating the bus	197	14.9%
Not feeling safe from passenger confrontation	190	14.4%
Management	83	6.30%
Retirement	77	5.80%
Commute time	35	2.70%
Childcare issues	35	2.70%
Not feeling safe while operating the train	3	0.20%
Not feeling safe while operating the micro vehicle	1	0.10%
TOTAL	1,319	100.0%

Takeaways:

- **Low pay is the greatest concern for operators and is subject to current negotiations**
- Respect the Ride campaign, homeless outreach, and new ambassador program will work to **improve safety**
- Key issues of **high stress and fatigue** lead to burnout which can be directly impacted by **long assignments, ordered call backs, and insufficient run times**

Workplace Culture and Environment

Q12. Having a good relationship with my direct manager is important to me.

Systemwide Results

	Valid Percent	Cumulative Percent
Strongly Agree	43.1%	43.1%
Agree	35.9%	79.0%
Neutral	17.3%	96.3%
Disagree	1.9%	98.3%
Strongly Disagree	1.7%	100.0%

Division Results

Division	% Agree or Strongly Agree
1	75.9%
2	82.0%
3	92.3%
5	76.7%
7	80.3%
8	81.0%
9	81.5%
13	75.4%
15	75.0%
18	74.5%

Snapshot: Systemwide Job Satisfaction, Pain Points and Concerns

Job Satisfaction	Pain Points and Concerns
<p>60% enjoy being an operator *greater % among PT operators</p>	<p>98% noted concerns with being a bus operator</p>
<p>40% see themselves work as a bus operator another five years</p>	<p>23% low pay- being the greatest concern. Followed by 22% safety and 21% high stress</p>
<ul style="list-style-type: none"> • Longevity trends downward over time • Only about a third of operators would recommend the job to family and friends • Part-time employees are more likely to recommend the job than full-time employees 	<ul style="list-style-type: none"> • Low pay concerns are highest among part time operators and those with two or fewer years of service • The concern declines steadily as tenure increases

Culture Findings: Recognition & Tenure

Q15. Being recognized for good work is important to me.

How many years have you been an Operator?		Valid Percent
2 years or less	Strongly Agree	49.3%
	Agree	28.2%
	Neutral	18.5%
	Disagree	1.9%
	Strongly Disagree	2.2%
Total		100%
3-5 years	Strongly Agree	50.7%
	Agree	33.5%
	Neutral	14.5%
	Disagree	0.6%
	Strongly Disagree	0.6%
Total		100%
6-10 years	Strongly Agree	56.2%
	Agree	27.1%
	Neutral	9.9%
	Disagree	2.6%
	Strongly Disagree	4.2%
Total		100%
More than 10 years	Strongly Agree	48.4%
	Agree	32.8%
	Neutral	14.4%
	Disagree	2.8%
	Strongly Disagree	1.6%
Total		100%

Q16. The culture at Metro needs to improve.

How many years have you been an Operator?		Valid Percent
2 years or less	Yes	81.6%
	No	18.4%
	Total	100%
3-5 years	Yes	89.9%
	No	10.1%
	Total	100%
6-10 years	Yes	87.9%
	No	12.1%
	Total	100%
More than 10 years	Yes	83.4%
	No	16.6%
	Total	100%

Takeaway:

- About 80% of Operators surveyed value a good relationship with their direct manager and coworkers, as well as recognition



Metro

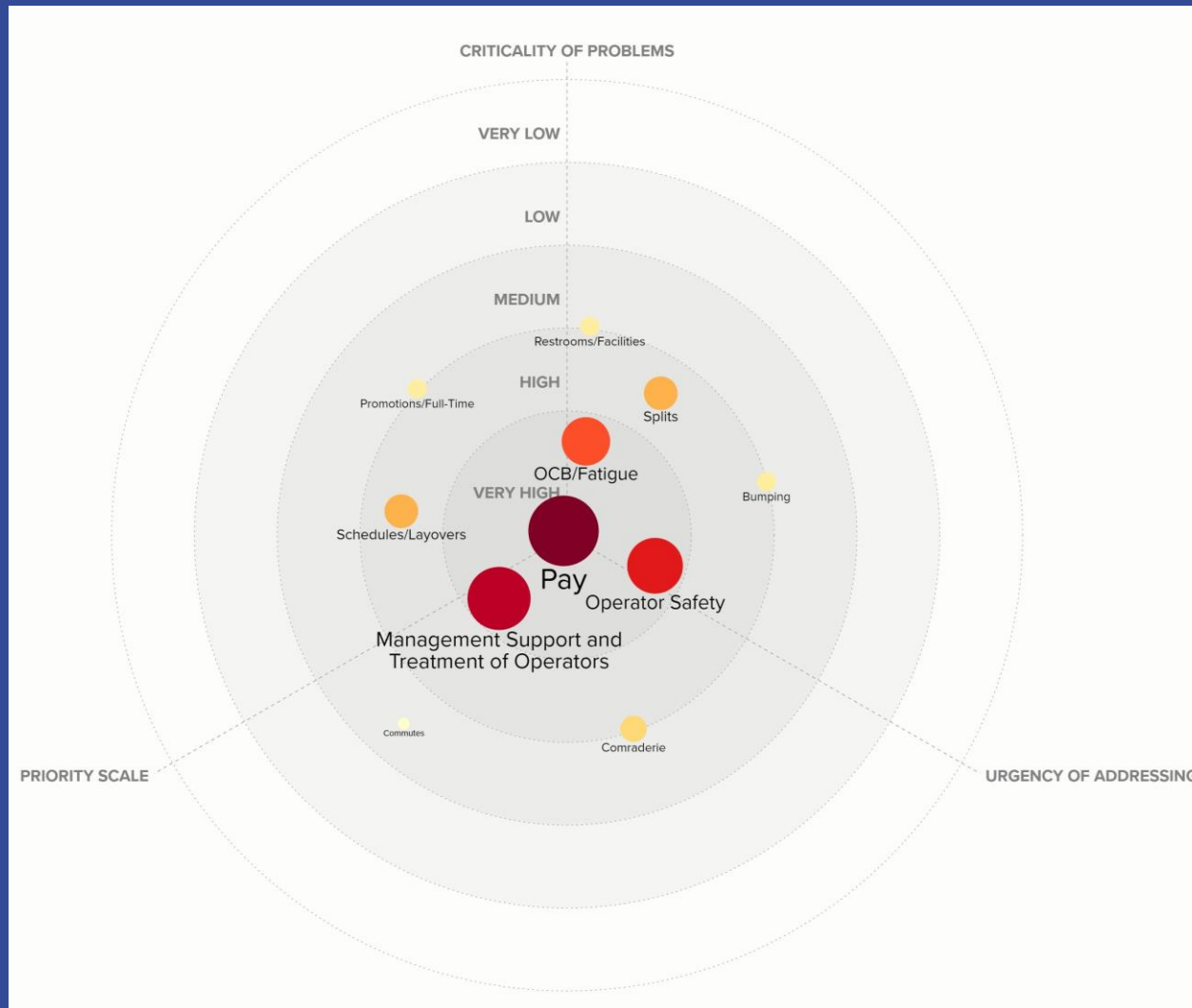
Qualitative Feedback

Q18. What suggestions do you have to create a better Operator work environment?

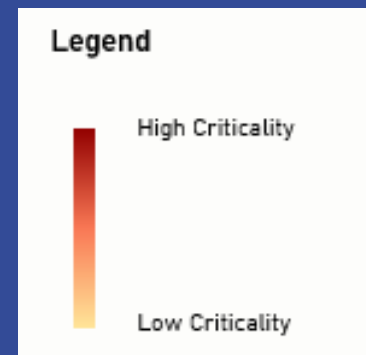
Responses were classified into the following themes using descriptive research coding:

- Social Issues – 190 responses
 - ✓ Humanize, Recognize, Respect, Morale...
- Policy/Political Problems – 99 responses
 - ✓ OCBs, Enforcement of Safety, Ease for New Employees
- Solutions Suggested – 118 responses
 - ✓ Layover 8:01 Rule too little, Scheduling, Enclosed Cabs...
- One Word/Phrase Responses – 63 responses
 - ✓ Just Pay, Benefits, Make it Safer etc.

Qualitative Feedback



Higher Pay and Better Benefits HAVE to be implemented. **Even though out of 521 responses, 100 mentioned pay explicitly, it is implied in almost every response:** calling for respect & dignity, overworking, need for hiring more operators, promise for promotions etc.



Qualitative Feedback - Operator Comments

Q11. What do you like most about being an Operator.

- *“I really enjoy driving busses from our fleet and helping the public. We make it look easy but its a true skill set that takes years to master. “*
- *“The independence involved. Just you and your bus.”*
- *“There is an importance of being an operator and my passengers make me feel great when they appreciate my performance on the road.”*

Q18. What suggestions do you have to create a better Operator work environment.

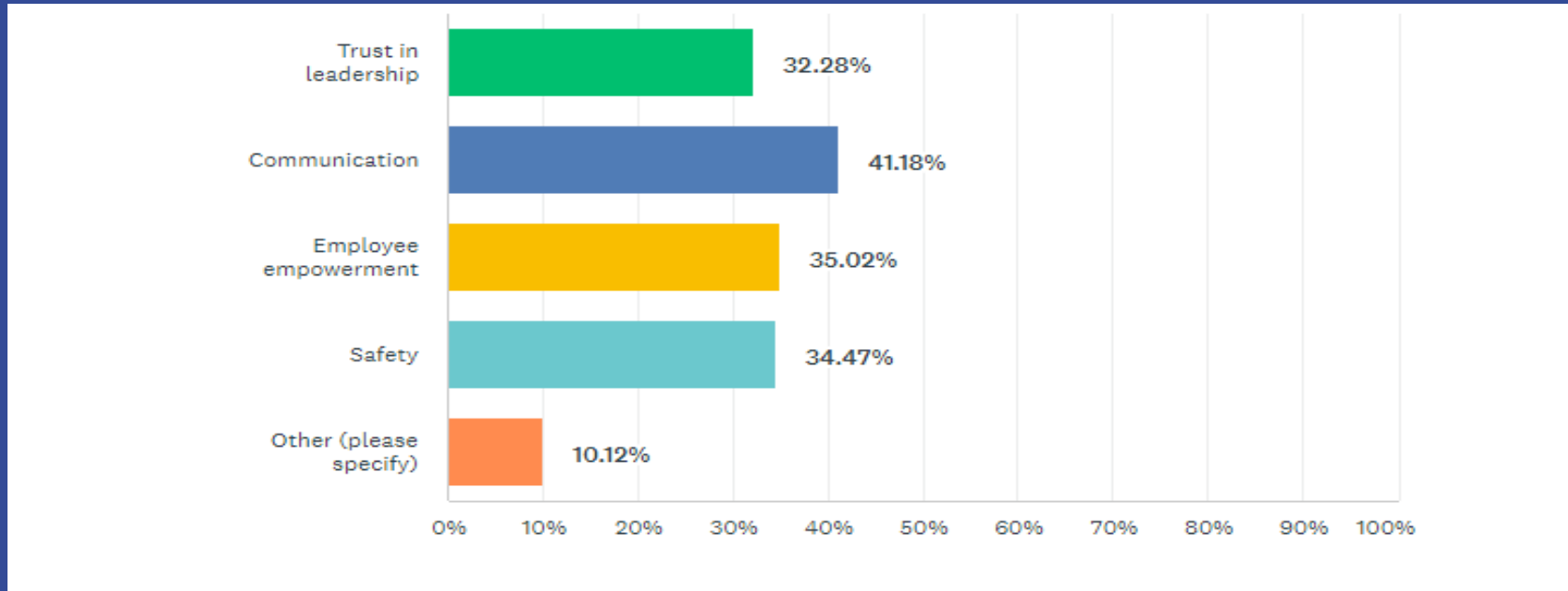
- *“Reduce OCB to allow for proper rest, recovery, and stress reduction.”*
- *Management engagement more with operators.”*
- *Provide more running time during rush hours. More layover time. Have better restrooms facilities at layovers.”*

Q19. What strategies should Metro use to attract more Operators to the organization

- *“Make driving less stressful by providing more running time. Pay more.”*
- *“Better benefit, starting salary (inflation is a big problem), some operator need to drive far to the reporting location.”*
- *“Increase the pay per hour and offer full flexibility time schedules.”*



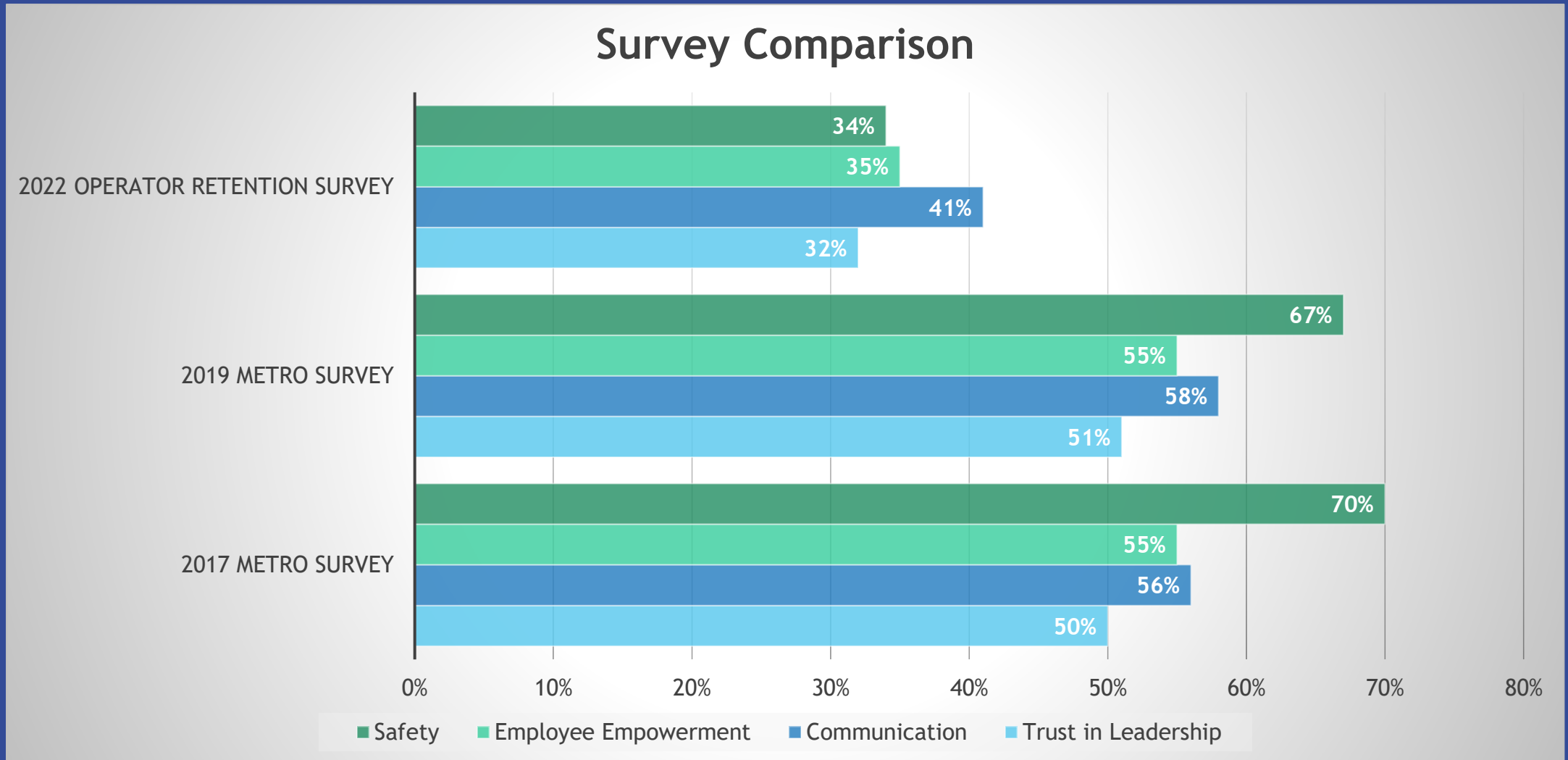
Opportunities for Improvement



Takeaways:

- Most operators feel the culture at Metro needs to change with communication, employee empowerment, safety, and trust in leadership being the top four areas needing improvement
- About half of the Operators surveyed feel satisfied with the benefits that Metro offers
- Additional areas of concern relative to culture change were:
 - ✓ Stress management
 - ✓ Respect

Metro Survey Comparison



Metro

Comparison 2017/2019 2022 Survey Takeaways

- 2017 & 2019 Agency Survey results indicate areas for improvement relative to Communication and Trust in Leadership were important to Operations staff
- Similarly, the 2022 survey results in the areas of culture, communication, trust in leadership, and employee empowerment indicate Bus Operators still want change in these areas
- Recognition is very important for Operators to receive on a consistent basis
- Operators feel a good relationship with their direct manager and coworkers is important



Next Steps

- Metro will continue to review and analyze survey data, for bus and Metro Micro personnel, and concentrate on the following:
 - ✓ Division outreach and engagement to report out survey findings in coordination with Operations, Customer Experience, Chief People Office, and Safety management personnel (to be completed by May 19, 2022)
 - ✓ Create Operator focus groups to drill down into feedback and suggestions
 - ✓ Develop actionable recommendations to improve areas of concern
 - ✓ Steering committee/task force to oversee and execute recommendation implementation with status updates
 - ✓ Re-survey operators to gauge progress (12-18 months)





Board Report

File #: 2022-0250, File Type: Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MAY 19, 2022

SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

ISSUE

Metro continues to fund and deploy C3 (community, city, and county) street-based teams to conduct homeless outreach services throughout Metro's transit system to connect riders with supportive resources and housing. PATH's multi-disciplinary outreach teams, in partnership with the County's Department of Health Services, Los Angeles City Attorney's Office (LA DOOR), and the Dream Center conduct outreach on the system daily.

Staff provides quarterly updates to this Committee on its continued outreach efforts to assess the impacts of Metro's outreach initiative on addressing homelessness on the Metro system. This quarterly report outlines the outreach efforts throughout January, February, and March 2022.

BACKGROUND

Metro has made notable progress in addressing homelessness on the Metro system by expanding its resources and partnering with community-based organizations and outreach through partnerships administered by the Department of Health Services. Metro's street-based outreach teams, People Assisting the Homeless (PATH), are deployed daily on the Metro system to meet individuals and connect them to services and housing.

Since 2017, PATH has served over 21,000 individuals experiencing homelessness on the Metro system. PATH has successfully connected 2,791 individuals with interim housing, including crisis and bridge housing. Most significantly - since 2017, Metro's homeless outreach program has resulted in over 600 people being permanently housed.

DISCUSSION

The following quarterly report provides an overview of the homeless response activities during January, February and March 2022.

People Assisting the Homeless (PATH) Outreach on the Metro System

PATH provides Metro's homeless street-based outreach services under the Department of Health Services' administration. Metro funds eight street-based outreach teams deployed seven days a week on Metro's system. These forty PATH staff make up multi-disciplinary teams of outreach workers, case managers,

addiction specialists, clinicians, and medical personnel. Every day, PATH collects data on homeless outreach on Metro’s system - including the number of contacts, engagement/enrollment, placement, and challenges.

Metro’s PATH homeless outreach teams contacted 709 individuals on the Metro system during this period, a 17% increase over the previous quarter. This number does not illustrate the total picture of homelessness on Metro’s system, but it indicates that PATH teams are successfully engaging with homeless individuals and building trust, which is the first step to connecting unhoused individuals to the services and housing that they need.

During the reporting period, PATH engaged 579 individuals, a 32 percent increase over the previous quarter. This increase in enrollment indicates a willingness by individuals to receive services and shows that PATH is successfully building connections with unhoused Metro riders.

During this period, PATH was able to refer 166 individuals to interim housing and permanently placed 37 individuals in housing. Figure 1 below summarizes the data collected from January - March 2022. Connection to housing and supportive services is Metro’s core goal in its ongoing outreach efforts. PATH refers individuals to interim shelters and housing and tracks that data through interim housing placement, linkages to permanent housing, and permanent housing placement. As a homeless service provider and outreach partner, PATH can access a network of existing housing and supportive services for each client, including short-term/emergency housing and interim and permanent housing.

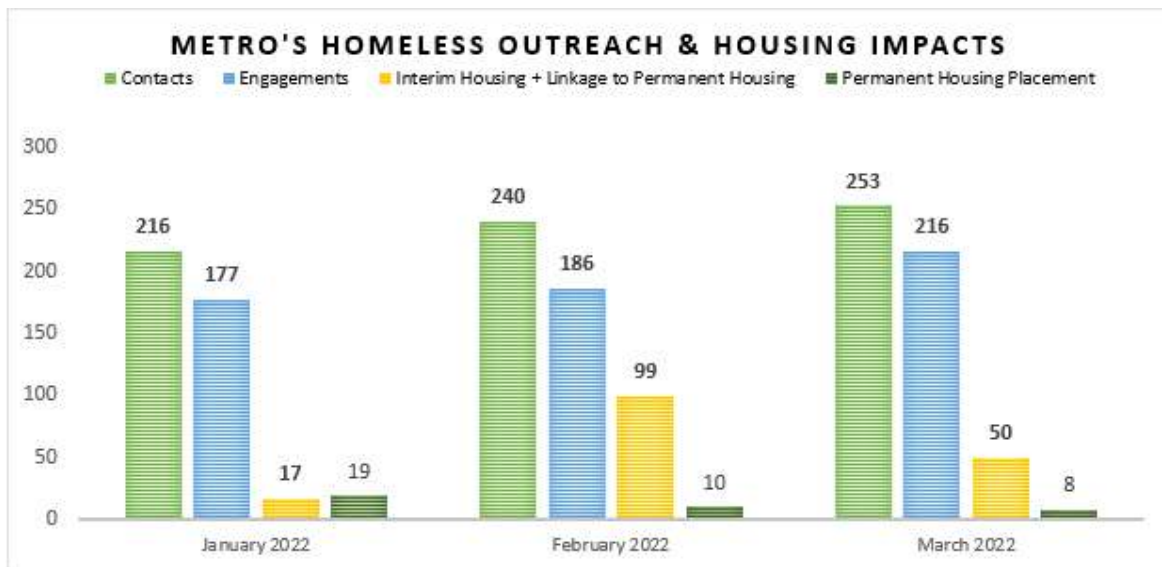


Figure 1. Metro’s Homeless Outreach and Housing Impacts January - March 2022.

Improved outreach outcomes are a top priority and Metro’s outreach model is expanding. This expansion will include new elements to address the many needs of Persons Experiencing Homelessness (PEH) and will correspond to the Customer Experience Plan. When available later this month, the updated LAHSA 2022 Point in Time Count figures will help to better structure resource allocation in the highest-need zones, including Metro Focused Communities.

Increased Outreach at the 7th and Metro Transit Station

Metro’s CEO directed staff to create a comprehensive plan to address the encampment issues specifically at

the 7th Street/Metro Center station in January 2022 in direct response to customer and employee concerns related to homelessness. Staff coordinated with PATH and LAHSA to deploy resources to increase outreach at the station and to provide additional resources to the unhoused individuals camping nightly at station entrances on the lobby level and the city’s street-level sidewalks. This increased outreach effort began on January 25, 2022 and continues today.

Attachment B includes an image of the 7th St/Metro Center station CCTV camera footage from the Figueroa Street entrance at 2:30 am. The station and rail system are not in operation at that time. Individuals experiencing homelessness had begun to seek shelter in the lobby areas of the station entrances due to them being dry, secure and well lit. The subway station opens daily at 3:30 am, and trains begin service at approximately 3:45 am.

To address the needs of PEH seeking shelter at the 7th Street/Metro Center station on a nightly basis, the PATH outreach early morning shift was re-deployed to the station beginning at 3 am to approximately 5 am Monday - Friday. PATH tracks the engagement numbers and provides data on services and shelter placements daily. Metro submitted a request for LAHSA to conduct outreach at least once weekly to the station area. The data included below shows that the increased outreach is successfully reducing the number of PEH camping at the station entrances and that PATH outreach is connecting individuals with housing and other supportive services. This reduction in PEH at the station entrances gives Metro’s Operations/Facilities Maintenance teams improved access to thoroughly clean the station and station entrances and ultimately improves the overall customer experience.

As a result of Metro’s dedicated outreach at the station - staff is noting a **63% reduction** in the PEH counted at the station entrances by week 10, concluding on April 1, 2022. The data included in the chart below shows the trend line of engagements - which is indicative that there are significantly less PEH seeking shelter at the station entrances during the overnight hours.

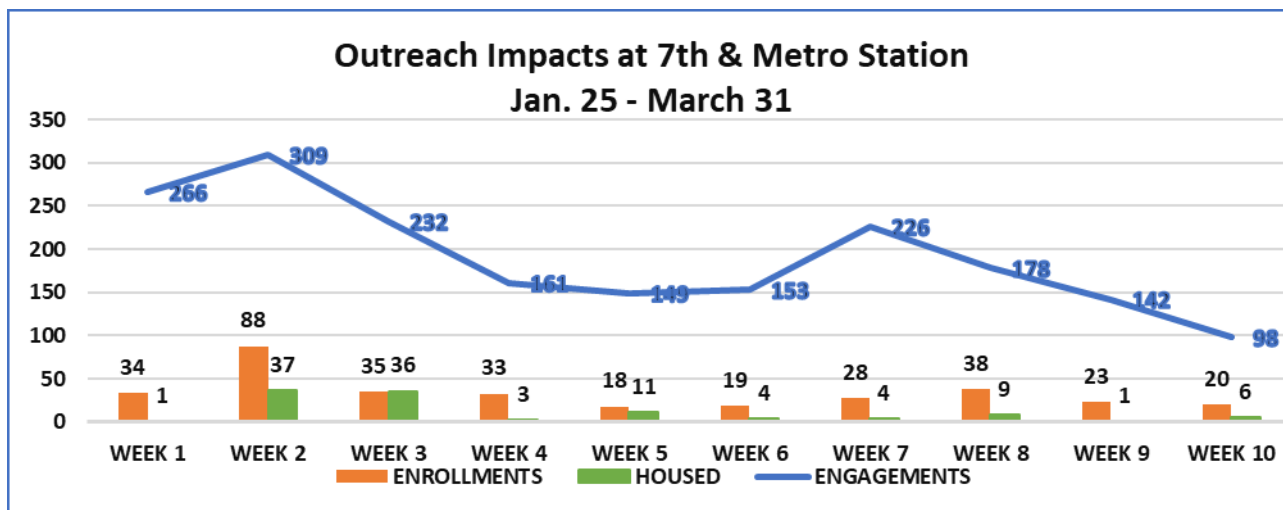


Figure 2. PATH 7th St/Metro Station - Outreach Data - January 25 - March 31, 2022

During week 1, PATH successfully placed one individual into a sober living facility. Week 2 and 3 of the 7th Street/Metro Center expanded outreach effort (1/31/2022 - 2/22/2022), PATH placed 73 persons experiencing homelessness into interim shelter at motels countywide under the state’s project room key program or at negotiated reduced rates for the stays. On February 2, 2022, after less than 2 hours of outreach - PATH placed 20 individuals into temporary shelter at motels. Half of the 73 individuals at motels were transitioned to permanent housing, family reunification, other interim shelter placement, or hospitalization. Of the 73 placed,

32 individuals denied placement or abandoned the motel room before a connection to a shelter resource could occur.

Metro's Homeless Outreach teams are working in tandem with the Public Safety *Respect the Ride* program to support a layered approach to increase public safety awareness, presence and to support and provide services to PEH seeking shelter at the rail stations. PATH staff also support this effort by delivering critical on-site mental health services, evaluation and substance abuse support, i.e. NARCAN, and "Care Kits" to clients in need.

Metro will distribute 2,000 "Care Kits" to unhoused riders over the next year. Metro's outreach work requires providing services to riders who may be experiencing homelessness, including transportation, meals, temporary shelter and other basic needs to support their transition into housing. Metro staff and PATH staff will distribute "Care Kits" to educate and engage riders who may be experiencing homelessness in direct support of Metro's *Respect the Ride* Campaign.

Recap of February 2022 Outreach Pilot with LA Mission

The Los Angeles Mission outreach team performed outreach to PEH during the pilot period of February 1 - February 12, 2022. The LA Mission team worked at seven stations during the pilot: 7th Street/Metro Center, Union Station, Civic Center, Pershing Square, Hawthorne-Lennox, LAX-Aviation and Crenshaw. Los Angeles Mission, founded in 1936 and located in Skid Row, is a non-profit, faith-based organization that serves the immediate and long-term needs of homeless men, women, and children. The Mission is among the nation's largest service providers to the homeless. Images of LA Mission's outreach work are included in Attachment B for reference.

The team was comprised of four individuals specially trained in homeless outreach, team members had lived experience of homelessness. Their deployment was inclusive; members of the team outreached on trains and within encampment sites while other team members provided outreach services at a booth at a stationary location within the station or on the street level. The team supplied meals, hygiene kits and resource information to persons engaged on the system. Many persons engaged recognized LA Mission and increases the likelihood of engagement.

LA Mission Outreach identified "hot spots" around the system and cited the Civic Center station area as a major encampment site. The demographics showed the most PEH identified were between the ages of 16-32. A number of individuals that LA Mission outreach engaged with were recently released from prison/jail going straight to the encampments on Metro properties. Drug use and sale is high at these encampment sites (Meth/Fentanyl). Mental illness is prevalent (physically seen when in contact; the individual(s) are absent and not aware of their own identity). Having demographic information about the clients Metro is serving through its homeless outreach efforts is important to better understand the needs and impacts of homelessness on Metro riders and make improvements to the program delivery model.

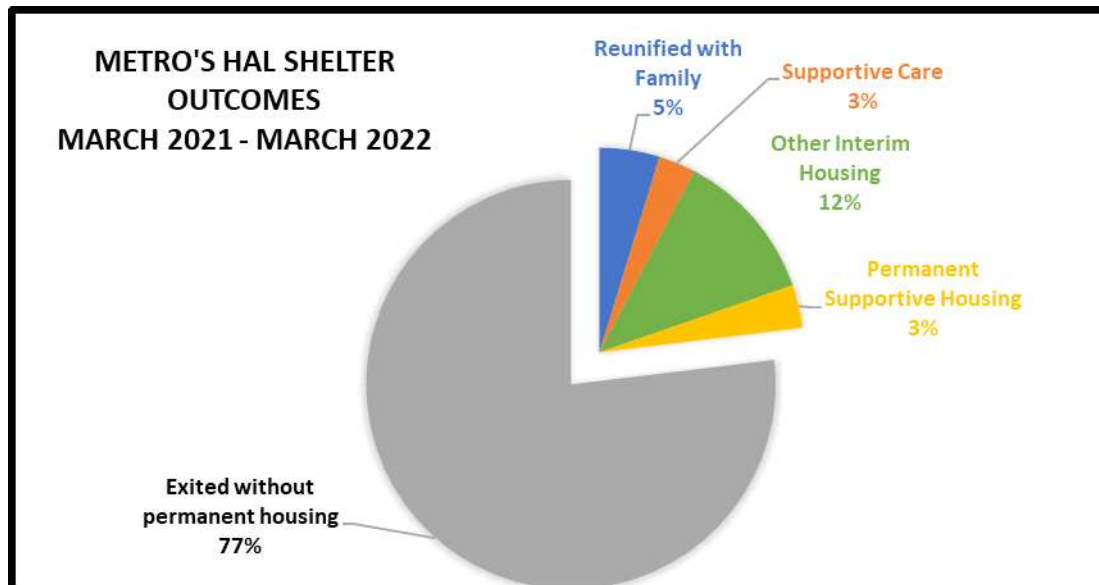
The LA Mission Outreach Team outlined their outreach protocol with Metro staff and provided comprehensive reports that contained detailed demographic information for clients served, client needs assessments, and type of services provided. LA Mission connected a number of PEH with LA Mission sober living facilities and interim shelter, as well as workforce training programs and support. Staff will explore future partnerships with LA Mission and other homeless service providers to increase the visibility of outreach workers on the system and increase the connection to housing and services for PEH.

Home At Last (HAL) Interim Shelter Program

Metro currently funds the Home At Last (HAL) 80-bed communal shelter facility in South Los Angeles that continues to serve referred clients identifying as single male, female and transgender/non-binary who are

currently experiencing homelessness. The facility provides interim housing and full supportive services to clients referred to the facility.

The client census as of April 21, 2022, reflected a population of 75 clients out of 80 total spaces.



The average monthly utilization over the report period (January, February and March 2022) is 72 percent. This is a key indicator that Metro’s outreach and housing rate is heavily reliant on access to the facility and available shelter beds. The average length of stay for individuals housed at the facility is 67 days. During the stay at the facility - individuals are connected to existing LAHSA, statewide and county resources like Medi-Cal, Social Security, income, housing and addiction support services. Figure 3 shows that although a majority of PEH exit the facility/program without permanent housing - 23 percent were connected with supportive care, other interim housing, permanent supportive housing or reunified with their families.

The Home At Last (HAL) shelter is integral to the increased outreach efforts. At this time, staff has confirmed that HAL is the only publicly operated shelter countywide that accepts new clients outside of normal business hours. The PATH team is able to directly connect individuals with interim shelter at the early 3 am - 9 am time period on a daily basis. Normally - PATH and other outreach providers would have to wait until 9 am to make housing connections during normal business hours.

Due to the winter pandemic surge of positive COVID cases at communal living facilities, interim and emergency shelter facilities were experiencing extended quarantines and not accepting new clients. The quarantine mandates extended to Metro’s Home at Last (HAL) facility as well. Referrals in the months of January and February were reduced significantly due to the restrictions in place.

The Board authorized the partnership to continue through June 30, 2022. Beginning in May 2022, current residents will be notified of the program conclusion and will be transitioned to other housing alternatives through DHS. With the HAL partnership ending in June 2022, over the coming months, staff will be working with DHS, LAHSA and other housing providers to build a network of options to establish direct connections to interim and emergency shelters countywide.

Outreach at Encampment Sites Countywide

There are hundreds of encampments on or near Metro-owned property, facilities, and right-of-way reported

and tracked annually. Outreach at encampment sites requires daily response and close coordination between Metro's PATH teams, System Security & Law Enforcement, Operations/Facilities Maintenance departments. Metro has instituted an encampment response protocol that requires homeless outreach teams to be the first point of contact to connect individuals to services at the reported site. Staff has found that outreach efforts are generally successful in connecting unhoused individuals with services and housing. However, some individuals are not receptive to services and require follow up from law enforcement.

Currently, Metro has an active encampment list of 9 locations countywide that Metro is tracking. Encampment outreach efforts require PATH teams to be re-deployed to various sites around the county that are not necessarily near bus or rail stations. If individuals accept services or housing placement, their personal property is transported to the housing site or facility. The encampment then requires a special post-engagement clean-up team to ensure that the site is cleared of debris, trash, or potential biohazards. Encampment site response requires homeless outreach and engagement, system security and law enforcement response, facilities and maintenance clean-up, and infrastructure improvements to secure areas and ensure that employees, the public, and Metro assets remain safe.

Metro's Facilities Maintenance team reports monthly on the details of encampment mitigation, facility reinforcement and clean-ups at various Metro owned property and Rights of Way. The following encampment clean ups were reported during the reporting period:

- January 2022 - 6 sites
- February 2022 - 3 sites
- March 2022 - 3 sites

Encampments are often reported to Metro that are in the public right of way, posing severe safety and risk to Metro assets at bus and rail divisions, specifically. Encampment site mitigation and clean-up is very resource intensive and encampment sites often return after a clean-up effort has been completed.

Coordination with System Security & Law Enforcement on Outreach

The outreach efforts through the pandemic focused on the rail system stations and rail cars in support of Security's Operation "Shelter the Unsheltered" program to complement Facilities Maintenance's heightened cleaning protocols on the rail system. PATH teams are deployed throughout the system, providing daily outreach to individuals from 3 a.m. - 3 p.m. PATH teams are also deployed to active encampments reported to be on or adjacent to Metro-owned facilities, property, and right-of-way.

System Security & Law Enforcement continues to oversee the partnership with law enforcement for the homeless outreach teams to be deployed on the Metro system and at encampments on, and adjacent to, Metro-owned property. City of Los Angeles Police Department deploys the HOPE team, LA County Sheriff's Department deploys the TMET team, and Long Beach Police Department deploys the QOL team to engage and provide outreach to unhoused individuals during the hours that PATH is not on the system, and also at encampment sites. These law enforcement teams are multi-disciplinary, like PATH, but also include specially trained law enforcement officers, who are trained on trauma-informed response, as a part of the teams.

During the period of January - March 2022 law enforcement partners outreach included:

- LAPD HOPE: 555 Contacts, 159 Referrals, 12 Housed*
- LASD MET: 1,630 Contacts, 44 Referrals, 55 Housed*, 1,218 COVID masks distributed
- LBPD QOL: 290 Contacts, 51 Referrals, 1 Housed*

*Combined housing placement data shows individuals placed in shelter, motel, Veterans Administration housing, hospital, medical facility/resource, family reunification, transitional/long-term housing, detox and rehab)

Comprehensive Program Evaluation

Staff engaged a consultant's services to conduct a comprehensive evaluation of Metro's homeless programs and provide recommendations for how Metro should best structure its investment in homeless programs. This analysis will suggest program refinements to yield the most benefits for the transit system and our customers while also providing solutions that connect the homeless to appropriate housing and supportive services. This will further create opportunities to align homeless strategies, resulting in better leveraging and coordination of services and funds. Staff anticipates a report back to the Board in June 2022 with the analysis and recommendations. The final phase of this work includes the development of a revised framework and updated strategic plan for Metro's homeless response programs and overall department vision.

Local, State and Federal Funding

Currently, Metro uses Operations funding to support the homeless outreach efforts annually. Homelessness in LA county continues to grow, and it is reflected in the continued work that Metro's PATH and partnerships do month over month. To sustain and improve Metro's overall impacts to reduce homelessness on Metro's system additional funding will be needed in the future. There is available funding for affordable housing and improved homeless response services locally, statewide, and nationally. Currently, Metro is not a direct recipient of any of these funds. Staff will be working with LA City Council Districts and LA county Supervisorial Districts and transit agencies statewide to identify short and long-term funding sources that can assist Metro in this comprehensive response effort.

EQUITY PLATFORM

Increasing Metro's outreach efforts in Service Planning Area 4 (which includes Central Los Angeles), where higher concentrations of homeless individuals currently reside, will address the most need and directly impact Metro's efforts to invest in Equity Focus Communities. Metro has invested in outreach services that span the Metro system. With greater coordination and expansion into areas with the most need - Metro can form additional low or no-cost partnerships with service providers and other agencies in equity focus communities to ensure that our outreach efforts are equitable and effective. An assessment of which communities have the highest need is needed to provide more effective outreach.

Statewide, 47% of homeless individuals are awaiting permanent housing placements - a number of those individuals are currently a part of Metro's outreach program. Increasing funding in future fiscal years for outreach and interim/short-term housing options will directly improve Metro's ability to connect individuals to the services they need while they wait for permanent housing and will directly result in reducing the number of chronically unhoused individuals and families in Los Angeles County.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Metro's homeless outreach program supports strategic plan goal #3.4: *Metro will play a strong leadership role in efforts to address homelessness in LA County.* Through the continued investment in Metro's Homeless Response program - the agency is leading the fight to end homelessness in LA County. With expanded partnerships, Metro can directly influence the outcomes and shape the policies affecting the local, state and federal response to homelessness in transit.

NEXT STEPS

Staff will return to the Board in June 2022 with an update on the comprehensive analysis of Metro's Homeless

Outreach programs.

ATTACHMENTS

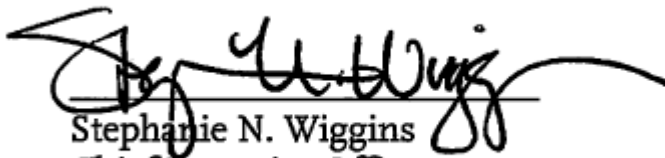
Attachment A - January - March 2022 - PATH Homeless Outreach Data & Motel Report

Attachment B - January - March 2022 - Metro Outreach Client Success Stories

Attachment C - January - March 2022 - Homeless Outreach Images

Prepared by: Desarae Jones, Senior Director, Special Projects, Office of the CEO, (213) 922-2230
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Stephanie N. Wiggins
Chief Executive Officer

METRO'S HOMELESS OUTREACH OUTCOMES DATA REPORT
C3 Homeless Outreach Data
January 1, 2022 – March 31, 2022

Performance Measures (unduplicated)	Jan-22	Feb-22	Mar-22	Total Number Served During Period	Fiscal Year To-Date (July 2021 – March 2022)
Outreach & Engagement					
CONTACTS	216	240	253	709	1,793
ENGAGEMENTS	177	186	216	579	1,366
Interim & Permanent Housing					
PLACEMENT + LINKAGE TO INTERIM HOUSING	17	99	50	166	521
PERMANENTLY HOUSED	19	10	8	37	166
Total Served for Period	429	535	527	1491	

Monthly Motel Reports January 2022 – March 2022

January

TOTAL ROOMS: 12
TOTAL REMAINING IN ROOMS: 5
TOTAL COST: \$19, 128.03

February

TOTAL ROOMS: 80
TOTAL REMAINING ROOMS: 13
TOTAL COST: \$127,390.73

- The motel costs associated with the February outreach work is abnormally high. This is a result of the outreach surge at 7th Street/Metro Center station to immediately house PEH who had been sheltering at the station.
- Due to all interim shelters being on quarantine and not accepting new clients during the first two weeks of February, staff directed PATH to temporarily house clients at motels.
- Once shelters re-opened – PATH quickly transitioned willing PEH into HAL shelter and other interim shelter placements.
- **As a result of this effort, 50% of the PEH were placed into interim and permanent housing.**
- 6 rooms led to permanent housing
- 25 rooms led to other interim placement
- 1 person was placed into the hospital
- 32 rooms led to people denying shelter or otherwise abandoning the room

March

TOTAL ROOMS: 28
TOTAL REMAINING ROOMS: 11
TOTAL COST: \$39,295.00

**Metro Street-Based Outreach
Client Success Stories
January – March 2022**

Length of Journey from Homelessness to Permanent Housing: 10 months

1. Service dates	3/16/21 – 1/12/22
2. Program Name	Metro MDT Outreach
3. Location(s) where the service was provided	7 th St/ Metro center, Home at Last, Dragon's Gate PRK
4. Client information (may include gender, age, description of his/her circumstances, and needs, etc.)	Client is a 64 y/o male that was found at 7 th street metro center while conducting outreach with NBC news. Client reported a history of substance abuse throughout his life leading to a history of homelessness. He reported substance abuse was no longer an issue, but that he required assistance to get his life back on track.
5. Description of the activities/services provided (including titles of the staff and partnering agencies that were involved)	Upon initial contact, CES assessment was completed. Client was immediately connected to and placed at Home at Last (HAL) for crisis housing. Project Room Key referral was submitted on behalf of the client due to age and health concerns. Dorm setting was not ideal for client due to COVID concerns. The client did not have any documents or access to SSI funds. With assistance from HAL and PATH, the client was able to obtain a new ID, social security card and new direct express to access SSI funds. Client initially had trouble adjusting to shelter. Client was having issues with incontinence. PATH and HAL collaborated to create an action plan for client success to avoid the need for a higher level of care. Client was provided with adult diapers. Intervention led to successful adjustment at shelter for client. Client would be connected to medical services and eventually the issue would dissipate, eliminating the need for adult diapers.
6. Status/Result/Impact of activity	Client received access to large sum of money once direct express card was received since he had not had access to it for so long. PATH and HAL had various money management interventions with client to prepare for an eventual move into permanent housing. Client was matched to PRK Dragon's Gate for temporary placement and was successfully transferred and placed. First to Serve enrolled client in recovery rehousing program and assisted client in permanent housing search. On 1/12/22, the client successfully moved into an apartment with recovery rehousing assistance.

Length of Journey from Homelessness to Permanent Housing: 6 months

1. Service dates	8/14/21-2/22/22
2. Program Name	Metro MDT Outreach
3. Location(s) where the service was provided	Participant was originally engaged at North Hollywood station on 8/14/21.
4. Client information (may include gender, age, description of his/her circumstances, and needs, etc.)	Client was homeless for over 10 years on and off, sleeping anywhere he was able to rest. He reported being homeless due to having a vision disability and struggling with substance dependence for over 15 years. Client also reported other chronic medical issues he had neglected to take care of.
5. Description of the activities/services provided (including titles of the staff and partnering agencies that were involved)	Substance Abuse Specialist (SAS) received approval from supervisor to place client into a motel and submitted a Housing for Health referral. While waiting for the client to be approved for Interim Housing, SA specialist was able to build rapport, provide individualized substance abuse counseling, and linked to DMH. Roughly 30 days later, the client was connected to interim housing and placed at PATH RHC.
6. Status/Result/ Impact of activity	With assistance from PATH RHC staff, client was matched to permanent housing in February, 2022. He moved into a 1 bedroom 1 bathroom apartment in Westlake Area of Los Angeles.

Length of Journey from Homelessness to Permanent Housing: **7 months**

1. Service dates	August 19 th 2021 to march 25 th 2022
2. Program Name	Metro MDT Outreach
3. Location(s) where the service was provided	Blue Line, Washington Station
4. Client information (may include gender, age, description of his/her circumstances, and needs, etc.)	<p>It was August 19th of last year, I first met a man that was in need of assistance. He had been homeless for 6 years, with cognitive, substance use and mental health issues. He was walking off the Washington station platform and approached me where I was standing across the street. He introduced himself and then said, "I heard a lot of good things about PATH, I can use some of that help in my life."</p> <p>I explained that our goal at PATH is to improve the quality of life for the homeless in our community. We then discussed and prioritized the issues that need to be addressed. We made a treatment plan where client was empowered to set some goals for himself.</p>
5. Description of the activities/services provided (including titles of the staff and partnering agencies that were involved)	<p>The first step was to give client a DMV voucher to attain his California ID, which client went the next day to do. Then we called his mental health provider and made an appointment to reconnect him back to services. He was also given the option for inpatient substance use treatment and self-help groups. We also made it to Wesley Clinic to get back on track with maintaining his medical treatment and therapy.</p> <p>I received his California ID in the mail at PATH 2 weeks later, we then sent it out to the Social Security Administration to get his Social Security card. The next day we went to the DPSS office to attain benefits. With my guidance and encouragement this motivated client towards wanting positive change in his life. He now attends self-help groups (NA/AA) to address his substance disorder, keeps all mental health and medical appointments.</p>
6. Status/Result/ Impact of activity	<p>On February 19th this year Client was matched to an apartment called SP7, which is permanent housing. Client made this process easy for us, by having all necessary documents ready. Client presented his California ID, Social Security card, Proof of Benefits, and documents from his mental</p>
	<p>health provider to Housing Authority. He was approved for his new apartment, and on March 25, 2022 he signed the lease.</p> <p>Through PATH, I was able to guide and encourage client to want positive change in his life. He now attends self-help groups (NA/AA) to address his substance disorder, keeps all mental health and medical appointments and is permanently housed.</p>
7. Client quote(s), if available	
8. Are client photo(s) attached (eg. pre/post photos)?	n/a

Homeless Outreach Images – January – March 2022 Quarterly Update



Image 1. PEH at Figueroa Street - 7th/Metro - 1/25/22



Image 2: LA Mission Outreach Team at LAUS



Image 3: LA Mission Outreach Workers Engaging PEH February 2022 on subway platform



Image 4: LA Mission Outreach Workers Engaging PEH February 2022 on board subway rail cars



Board Report

File #: 2022-0263, File Type: Informational Report

Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

MAY 19, 2022

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) has revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). To avoid discrepancies related to crime reclassifications and maintain consistency with contract terms and conditions, SSLE will have all data submitted by the 15th of every month. This will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

BACKGROUND

SSLE's mission is to provide high quality, courteous security across all Metro rails, buses, and facilities so that every rider feels safe while using the Metro system. SSLE has implemented several initiatives aimed at educating people of all ages on how to safely ride public transportation, as well as provided riders with the tools to report crime and foster an environment where they are empowered to look out for themselves and each other. Additionally, SSLE has partnered with contracted law enforcement agencies to ensure that there are community outreach events across all law enforcement jurisdictions. This is so that the riding public may familiarize themselves with the individuals that keep the Metro system safe. Finally, SSLE continues to incorporate several data-driven processes to analyze a wide array of safety related issues, such as crime committed on the system, Officer/Deputy presence on the system, ridership demographics, and quality assurance surveys. Using this data, SSLE formulates solutions to problems, anticipates future issues, and develops programs and initiatives to areas of improvement. The following sections provide an overview of notable initiatives, events, and data that SSLE utilizes to achieve the goal of creating an environment for all riders to feel safe and secure while on the Metro system.

DISCUSSION**LAW ENFORCEMENT CONTRACT COMPLIANCE***Technical Review*

The SSLE Administration and Compliance Unit continues to verify that all field Officers/Deputies on duty are tapping their Metro-issued badges at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors. This ensures high visibility for riders utilizing Metro's services, while also establishing a method of accountability for our contracted law enforcement personnel.

The Compliance Unit reviewed TAP reports provided by Metro's TAP Department against law enforcement deployment documents to verify that Officers/Deputies are tapping at turnstiles and/or readers. The data reviewed encompassed late February to early March 2022. Upon reviewing the TAP reports and daily deployment information, it was determined that LAPD and LBPD law enforcement partners are tapping their Metro badges throughout their shifts. However, LASD could not get their data to the Compliance Group within time to get their numbers reflected on this report. LASD's data will be available on next month's Board Report.

Community Policing Updates

As part of Metro's Community Safety Partnerships, each contracted agency hosts its own community policing events. Below is a list of events for April 2022:

AGENCY	DATE	LOCATION	EVENT	DESCRIPTION
LASD	4/14/2022	San Gabriel Valley School for the Arts	Children Travel Safe Campaign	Community engagement event aimed at educating high school students on safety while riding Metro buses and rails – 150 attendees
LASD	4/15/2022	Union Station	On the Move Riders Program Monthly Meeting	Community engagement event dedicated to educating senior citizens riders on how the Metro system operates – 50 attendees
LASD	4/18/2022	El Monte Station	Coffee with a Deputy	Community engagement pop-up – 25 attendees

METRO TRANSIT SECURITY (MTS)*Quality Service Audits*

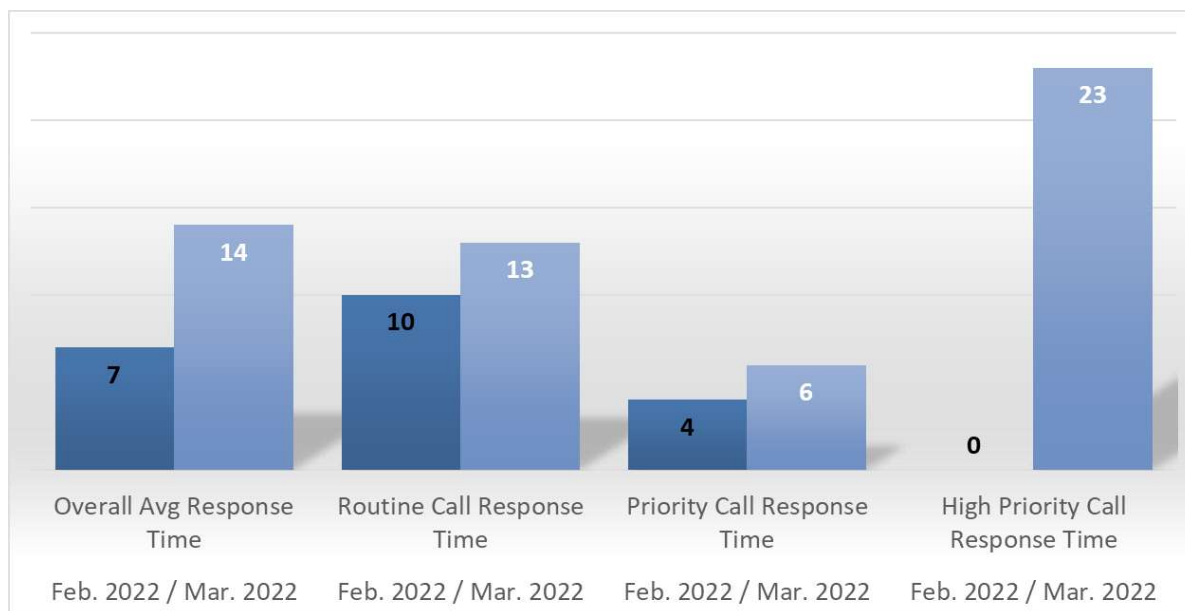
For March, MTS completed sixteen (16) Quality Service Audits. MTS Supervisors randomly contacted eight (8) internal partners, one (1) external partner, and seven (7) patrons to gain feedback on the performance of our officers. Of the sixteen (16) surveyed, all gave ratings of "meets," "exceeded," or "greatly exceeded" expectations for the services rendered by Transit Security Officers

(TSOs).

Calls for Service

For the month of March, Transit Security received 569 calls for service, compared to 470 calls for service in February 2022. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 417 calls and responded to 337 of them with an average response time of thirteen (13) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech. (Routine: Assignments that are distributed to Metro Security Officers that require their presence to resolve, correct or assist a situation.)
 - Priority: Transit Security received 151 calls and responded to 113 of them with an average response time of six (6) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech. (Priority: Calls endangering property are dispatched as soon as possible if units are available, except for bomb threats calls, which are dispatched immediately to law enforcement. Vandalism and burglary calls may be delayed until officers are available.)
 - High Priority: Transit Security received one (1) call which was assigned and handled by law enforcement. Metro Transit Security responded from downtown Los Angeles to the City of El Segundo to assist Law Enforcement. The extended response time was due to the availability of the unit and distance to the location. (High priority: Calls that are in-progress events where persons or high-value property is in immediate danger. This call requires as many personnel as possible to respond safely but quickly.)
-



BUS OPERATIONS SECURITY

In March, there were a total of seventeen (17) assaults on bus/rail operators, with nine (9) assaults occurring in LAPD’s jurisdiction and eight (8) assaults occurring in LASD’s jurisdiction. Furthermore, there were 15,084 bus boardings by LAPD officers and 6,362 bus boardings by LASD deputies.

Transit Services Bureau (TSB) continues to utilize officers as Bus Riding Teams (BRT) to board buses on identified lines having chronic violations of transit related statutes. The primary goal is to provide a visible deterrent to transit related crime and to provide a safe environment for Metro bus operators and patrons. The deployment strategy for the BRT’s is to assign geographic responsibility based on the LAPD’s four bureaus: Valley, Central, West, and South. The teams will remain flexible, capable of being reassigned to newly identified crime trends or events affecting Metro bus service. Current deployment is (4) supervisors and (10) officers daily.

RESPECT THE RIDE CAMPAIGN

Customer experience and safety are major principles for Metro. As Metro prepares to welcome back more riders to our system following the work from home mandates due to the pandemic, we initiated a new public safety pilot program called “Respect Your Ride”. In collaboration with Operations, Customer Experience, and Homeless Outreach and Engagement, the pilot program began on Monday, April 4th at the 7th Street and Metro Center Station. Metro has employed a layered and comprehensive approach to safety which includes Transportation Supervisors, Custodians, Blue Shirts, Street Teams, Path Homeless Outreach Teams, TAP Fare Personnel, Security and Law Enforcement. We plan to incorporate messaging in our stations and vehicle announcements, electronic signage and hand-out materials. The following are examples of the effective changes being made by the campaign:

- Custodians feel safer while conducting their duties. A comprehensive daily cleaning at 7th and

Metro has transitioned to general maintenance.

- Security and law enforcement personnel are visible and working together in a collaborative manner.
- PATH Teams have increased their outreach efforts, specifically, to be there before the station opens. During the first month of the program, they have distributed hundreds of Metro “Care Kits” for individuals in need and have reported:
 - 486 engagements
 - 75 enrollments
 - 33 housed
- Street Teams engaged 41,000 customers and distributed 41,000 masks
- From April 1st through April 20th, the Blue Shirt Teams have distributed:
 - 1068 LIFE Brochures
 - 484 LIFE Applications
 - 407 TAP Cards
 - 104 Transit Maps

Due to the pilot program’s success, it has expanded to Pershing Square and Union Station, and the bus system. Ten identified bus lines were shared with LASD and LAPD, along with the number of assaults and the time in which they took place so law enforcement can deploy resources at the time and place where bus operators are most vulnerable. We will monitor the effectiveness of this security operation and report back in future months.

SEXUAL HARASSMENT

Calls related to sexual harassment are routed through Metro Transit Security Operations Center, which then transfers the caller to a free 24/7 hotline - Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services - that can provide more directed counseling. Between March 1st through March 31st, Metro Transit Security, LAPD, LASD, and LBPD received twenty-two (22) incidents and referred a total of nineteen (19) victims of sexual harassment to the above free hotlines. The remaining three incidents were witnessed and reported by security officers patrolling the system, there were no victims to refer to the hotlines.

PUBLIC SAFETY ADVISORY COMMITTEE

On April 18th, in the Community Engagement ad-hoc subcommittee, members received a presentation from our Communications staff regarding Metro’s current community engagement strategies. The presentation was an introductory discussion as PSAC develops their

recommendations for Metro community engagement methods.

EQUITY PLATFORM

The random Quality Service Audits (QSA) provide a key assessment tool to help measure and enhance customer’s perception of safety, security, customer service, and public sentiment toward Metro Transit Security. This comes in the form of a survey that asks to rate the service provided by Transit Security Officers. Participants range from external and internal personnel and patrons who ride the system. For the month of March, we had the following representation of QSAs for riders/patrons. On April 18th, we started including Spanish language survey forms to address the underrepresentation of Spanish-speaking survey takers. We will provide an update on survey representation when next month’s data is available.

March QSA Demographics	Avg. Rating (out of 20)	YTD QSA Demographics	YTD Avg. Rating	2017 System Demographics (On-board Survey)
12.5% African American	15.5	16.13% African American	15.5	16% African American
6.25% Hispanic	17	32.25% Hispanic	18.8	56% Hispanic
6.25% Caucasian	17	32.25% Caucasian	17.75	13% Caucasian
0% Asian American	NA	6.5% Asian American	17	9% Asian American
0% Native American	NA	0% Native American	NA	1% Native American
0% Other	NA	3% Other		5% Other
75% No info	17	10% No Info	10.66	

NEXT STEPS

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

- Attachment A - Systemwide Law Enforcement Overview March 2022
- Attachment B - MTA Supporting Data March 2022
- Attachment C - Transit Police Summary March 2022
- Attachment D - Monthly, Bi-Annual, Annual Comparison March 2022
- Attachment E - Violent, Prop, and Part 1 Crimes March 2022
- Attachment F - Demographics Data March 2022
- Attachment G - Bus Operator Assaults March 2022

Attachment H - Sexual Harassment Crimes March 2022

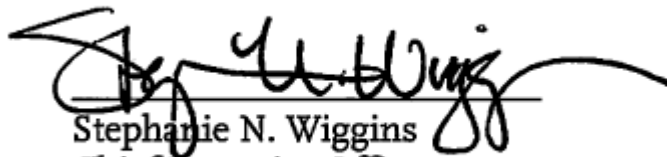
Attachment I - April 6, 2022, General PSAC Meeting Minutes

Attachment J - April 20, 2022, General PSAC Meeting Minutes

Prepared by: Aston Greene, Executive Officer, System Security and Law Enforcement, (213)922-2599

Imelda Hernandez, Manager, System Security and Law Enforcement, (213) 922-4848

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



Stephanie N. Wiggins
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

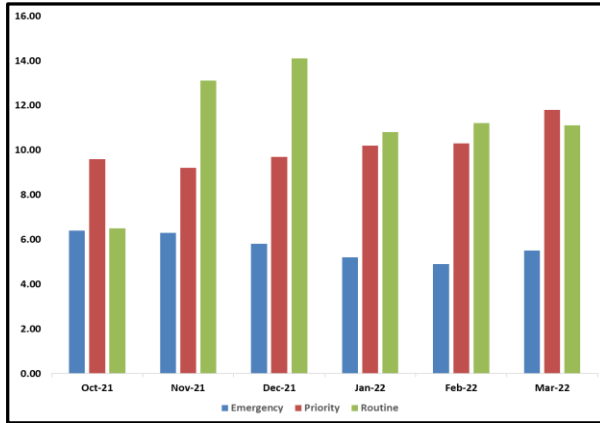
MARCH 2022

Attachment A

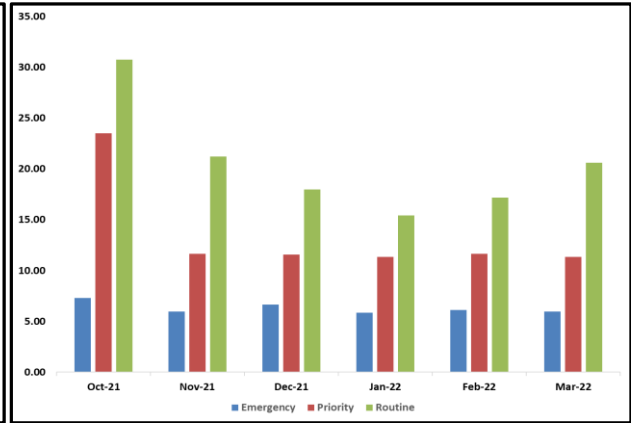
Average Incident Response Times

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

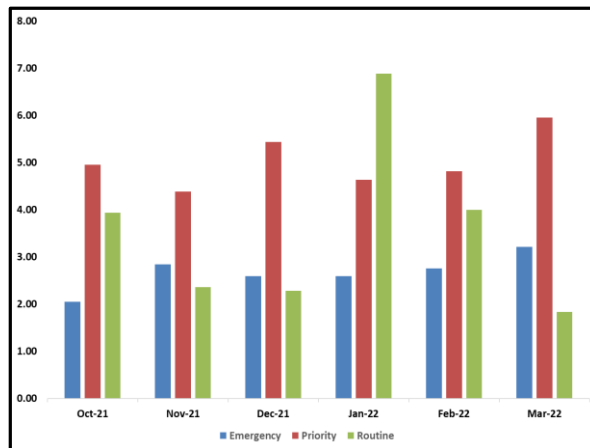
LAPD



LASD



LBPD

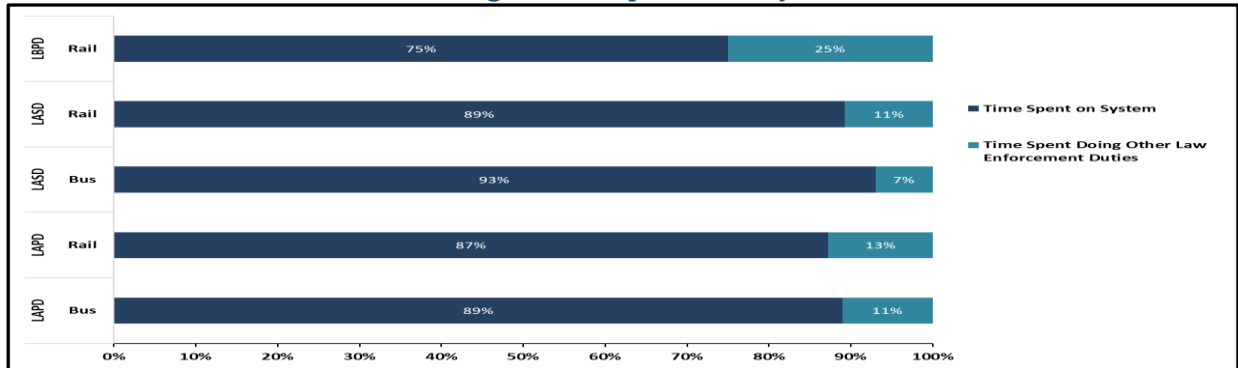


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

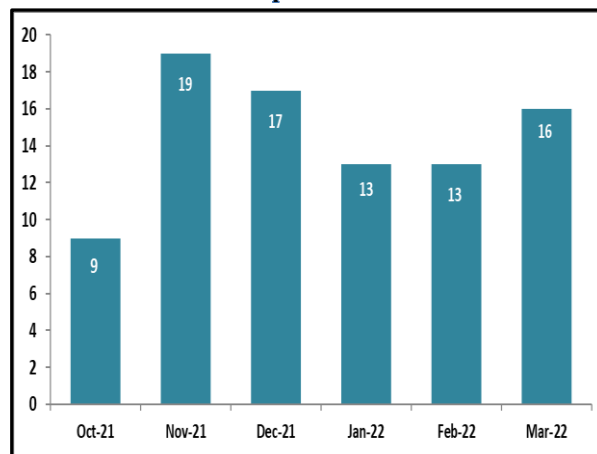
MARCH 2022

Attachment A

Percentage of Time Spent on the System



Bus Operator Assaults

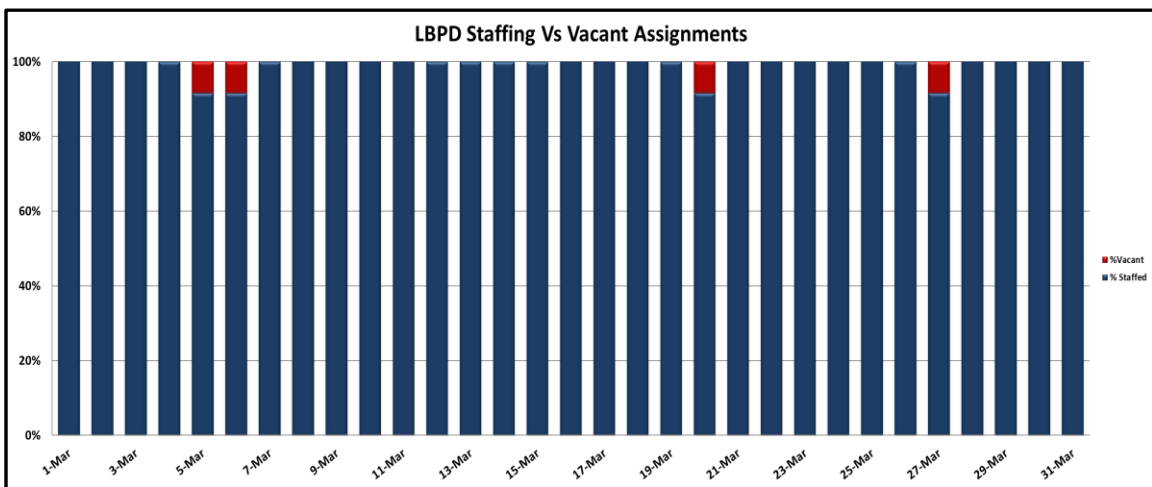
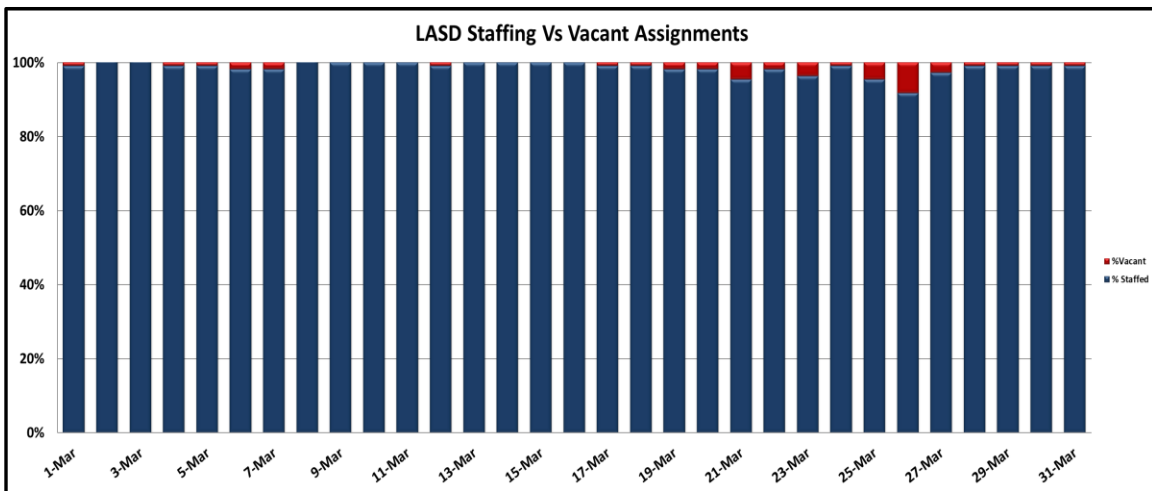
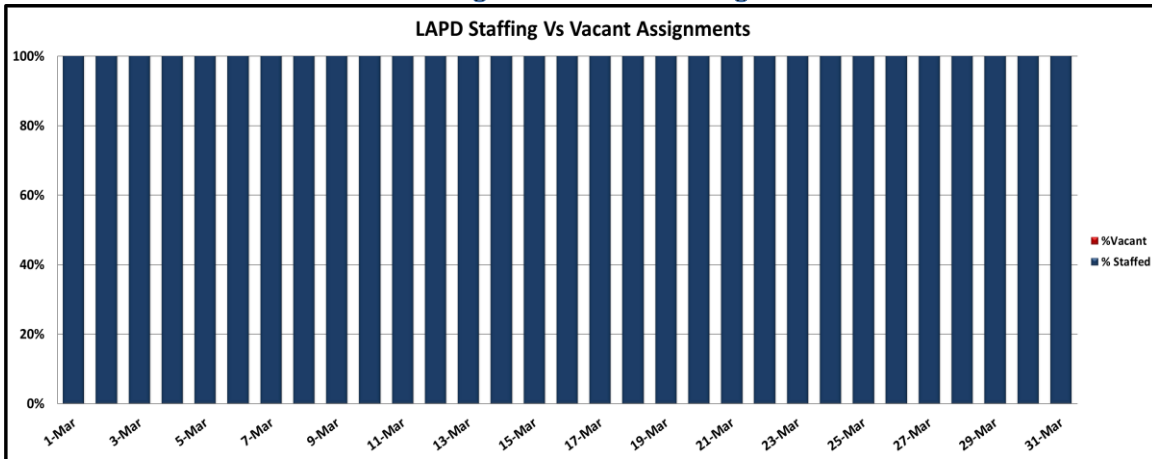


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2022

Attachment A

Ratio of Staffing Levels vs Vacant Assignments



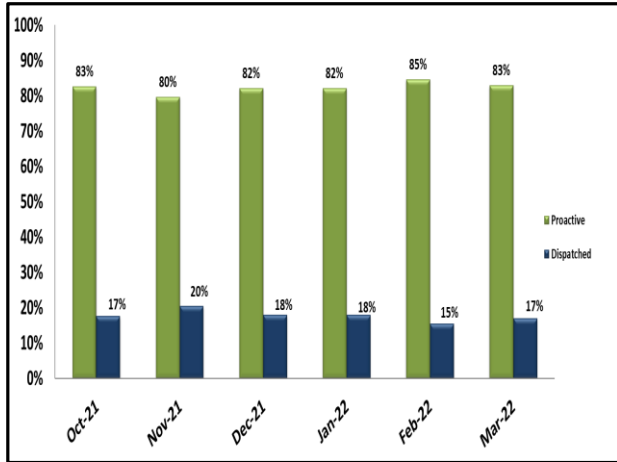
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MARCH 2022

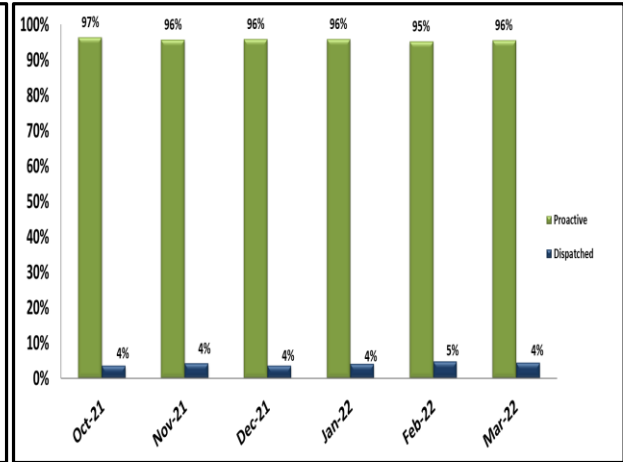
Attachment A

Ratio of Proactive vs Dispatched Activity

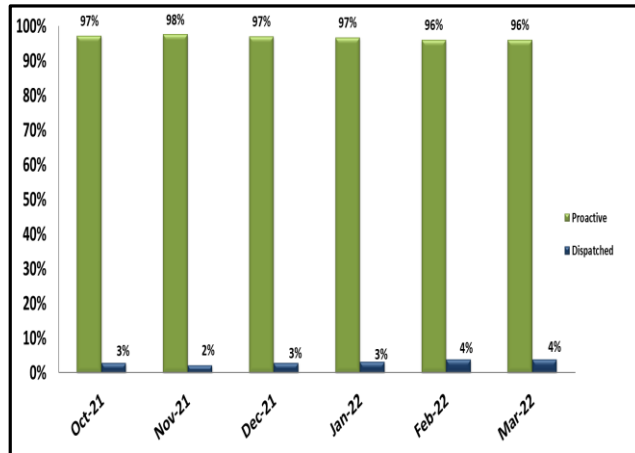
LAPD



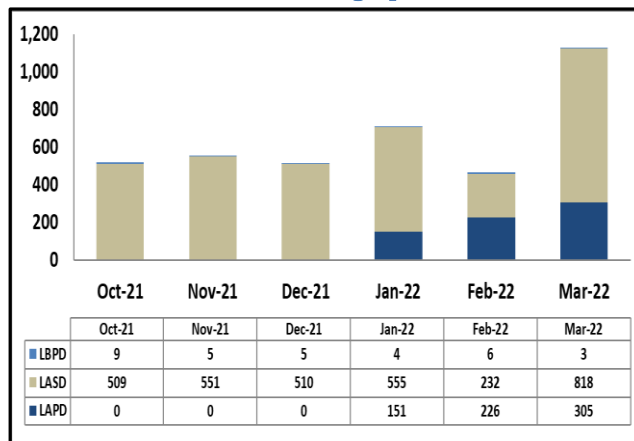
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations March:

1. Blue Line Stations (186)
2. Expo Line Stations (117)
3. Gold Line Stations (161)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	0	3	1	39
Aggravated Assault	3	4	2	51
Aggravated Assault on Operator	0	0	0	0
Battery	2	1	1	72
Battery Rail Operator	0	0	0	1
Sex Offenses	0	0	1	9
SUB-TOTAL	5	8	5	174
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	1	6
Larceny	1	3	0	34
Bike Theft	0	1	0	2
Motor Vehicle Theft	0	0	0	2
Arson	0	0	0	2
Vandalism	0	0	0	23
SUB-TOTAL	1	4	1	69
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	0	0	8
Narcotics	0	4	0	16
Trespassing	0	0	0	5
SUB-TOTAL	0	4	0	29
TOTAL	6	16	6	272

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	6
Pico	1	0	0	9
Grand/LATTC	4	0	0	10
San Pedro St	0	0	0	7
Washington	0	1	0	20
Vernon	0	0	0	11
Slauson	1	0	0	12
Florence	0	0	0	11
Firestone	2	2	0	26
103rd St/Watts Towers	0	0	0	8
Willowbrook/Rosa Parks	2	0	0	52
Compton	1	0	2	18
Artesia	2	1	0	23
Del Amo	0	1	2	13
Wardlow	0	1	0	8
Willow St	0	0	0	5
PCH	2	0	0	5
Anaheim St	1	0	0	3
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	2	0	0	14
Pacific Av	0	0	0	8
Blue Line Rail Yard	0	0	0	1
Total	18	6	4	272

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	1	5	1	78
Misdemeanor	0	17	0	254
TOTAL	1	22	1	332

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	0	18	1	153
Vehicle Code Citations	0	3	24	583
TOTAL	0	21	25	736

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	7	69	6	744
Priority	16	90	50	1,281
Emergency	3	13	21	244
TOTAL	26	172	77	2,269

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	17%	2%	4%
Proactive	83%	98%	96%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	81%
Blue Line-LBPD	75%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	105	0	0	198
Flower St	21	0	0	57
103rd St	2	0	0	5
Wardlow Rd	0	0	3	57
Pacific Ave.	0	0	0	0
Willowbrook	0	57	0	505
Slauson	0	15	0	82
Firestone	0	9	0	93
Florence	0	13	0	181
Compton	0	53	0	472
Artesia	0	50	0	505
Del Amo	0	35	0	242
Long Beach Blvd	0	0	0	0
TOTAL	128	232	3	2,397

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	1	1
Robbery	0	6	28
Aggravated Assault	0	0	15
Aggravated Assault on Operator	0	0	1
Battery	1	4	20
Battery Rail Operator	0	1	1
Sex Offenses	0	1	7
SUB-TOTAL	1	13	74
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	1	3	14
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	1	31
SUB-TOTAL	2	4	47
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	5
Narcotics	0	0	4
Trespassing	0	0	2
SUB-TOTAL	0	0	11
TOTAL	3	17	132

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	4	39
Misdemeanor	1	5	38
TOTAL	1	9	77

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	10	82
Vehicle Code Citations	0	0	47
TOTAL	4	10	129

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	117	1112
Priority	20	81	607
Emergency	1	20	77
TOTAL	23	218	1,796

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
Redondo Beach	3	0	0	11
Douglas	1	0	0	2
El Segundo	0	0	0	3
Mariposa	0	0	0	2
Aviation/LAX	0	0	0	6
Hawthorne/Lennox	3	2	0	11
Crenshaw	3	0	0	18
Vermont/Athens	0	0	0	5
Harbor Fwy	1	0	0	6
Avalon	0	2	0	10
Willowbrook/Rosa Parks	0	0	0	22
Long Beach Bl	1	1	0	15
Lakewood Bl	1	1	0	7
Norwalk	1	0	0	14
Total	14	6	0	132

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	80%
Green Line-LASD	92%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	6	1	48
Aggravated Assault	5	6	31
Aggravated Assault on Operator	0	0	0
Battery	5	0	47
Battery Rail Operator	0	0	2
Sex Offenses	0	0	3
SUB-TOTAL	16	7	132
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	15	0	58
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	1	1	13
SUB-TOTAL	16	1	74
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	0	0	0
Trespassing	0	0	2
SUB-TOTAL	0	0	6
TOTAL	32	8	212

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	8	1	26
Misdemeanor	2	0	14
TOTAL	10	1	40

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	0	22
Vehicle Code Citations	0	0	2
TOTAL	1	0	24

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	12	55	613
Priority	76	31	664
Emergency	7	3	65
TOTAL	95	89	1,342

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	10%
Proactive	85%	90%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	4
Pico	0	0	0	1
LATTC/Ortho Institute	1	1	0	7
Jefferson/USC	0	0	0	7
Expo Park/USC	0	2	0	9
Expo/Vermont	1	2	0	16
Expo/Western	4	3	0	32
Expo/Crenshaw	2	4	0	24
Farmdale	0	0	0	9
Expo/La Brea	4	2	0	20
La Cienega/Jefferson	0	1	0	10
Culver City	0	0	0	12
Palms	0	0	0	2
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	2	1	0	11
Expo/Bundy	2	0	0	5
26th St/Bergamot	2	0	0	4
17th St/SMC	5	0	0	9
Downtown Santa Monica	0	1	0	28
Expo Line Rail Yard	0	0	0	0
Total	23	17	0	212

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	114	0	261
Santa Monica	0	76	473
Culver City	N/A	13	74
TOTAL	114	89	808

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	3
Robbery	8	45
Aggravated Assault	12	94
Aggravated Assault on Operator	0	0
Battery	30	160
Battery Rail Operator	1	2
Sex Offenses	3	27
SUB-TOTAL	54	332
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	12	88
Bike Theft	2	5
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	13	53
SUB-TOTAL	27	146
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	6	28
SUB-TOTAL	6	28
TOTAL	87	506

ARRESTS		
AGENCY	LAPD	FYTD
Felony	26	67
Misdemeanor	10	56
TOTAL	36	123

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	20	41
Vehicle Code Citations	0	14
TOTAL	20	55

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	28	211
Priority	170	1,474
Emergency	25	135
TOTAL	223	1,820

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	21%
Proactive	79%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	2	0	50
Civic Center/Grand Park	1	1	0	16
Pershing Square	3	2	0	32
7th St/Metro Ctr	7	1	0	47
Westlake/MacArthur Park	7	5	0	66
Wilshire/Vermont	6	2	1	38
Wilshire/Normandie	0	0	0	4
Vermont/Beverly	3	3	2	31
Wilshire/Western	0	3	0	14
Vermont/Santa Monica	8	0	0	27
Vermont/Sunset	4	0	0	17
Hollywood/Western	1	1	0	21
Hollywood/Vine	3	1	0	26
Hollywood/Highland	3	1	0	34
Universal City/Studio City	3	2	0	27
North Hollywood	4	3	2	55
Red Line Rail Yard	0	0	0	0
Total	54	27	5	505

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	89%

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	1	10
Aggravated Assault	2	0	13
Aggravated Assault on Operator	0	0	0
Battery	0	1	21
Battery Rail Operator	0	0	1
Sex Offenses	0	0	8
SUB-TOTAL	2	2	54
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	0	0	23
Bike Theft	0	1	7
Motor Vehicle Theft	0	0	3
Arson	0	1	1
Vandalism	1	3	38
SUB-TOTAL	1	5	73
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	2	8
Trespassing	0	2	8
SUB-TOTAL	0	4	17
TOTAL	3	11	144

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	5	39
Misdemeanor	3	21	102
TOTAL	7	26	141

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	21	150
Vehicle Code Citations	0	1	30
TOTAL	0	22	180

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	171	1,493
Priority	26	113	1,008
Emergency	2	14	102
TOTAL	32	298	2,603

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	7%
Proactive	82%	93%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	1	10
Azusa Downtown	0	0	1	7
Irwindale	0	0	0	7
Duarte/City of Hope	0	1	0	7
Monrovia	0	0	0	9
Arcadia	0	0	1	10
Sierra Madre Villa	0	1	1	19
Allen	0	1	0	3
Lake	0	0	0	6
Memorial Park	2	0	0	7
Del Mar	0	0	0	3
Fillmore	0	0	0	4
South Pasadena	0	1	0	4
Highland Park	0	0	0	3
Southwest Museum	0	0	0	9
Heritage Square	1	0	0	3
Lincoln/Cypress	0	0	0	3
Chinatown	0	0	0	5
Union Station	1	0	0	6
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	3
Mariachi Plaza	0	0	0	4
Soto	0	1	0	5
Indiana (both LAPD & LASD)	0	0	0	2
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	3
Total	4	6	4	144

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	89%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	38	0	119
Arcadia Station	0	32	136
Irwindale	0	45	253
Monrovia	0	34	113
City of Pasadena	0	162	428
Magnolia Ave	0	0	8
Duarte Station	0	52	156
City Of Azusa	0	64	217
South Pasadena	0	15	65
City Of East LA	0	93	479
Figueroa St	25	0	43
TOTAL GOAL= 10	63	497	2,017

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	5
Aggravated Assault	0	12
Aggravated Assault on Operator	0	0
Battery	3	11
Battery Bus Operator	1	3
Sex Offenses	0	0
SUB-TOTAL	5	31
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	2
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	1	5
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	6	36

ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	9
Misdemeanor	0	5
TOTAL	8	14

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	101	228
Vehicle Code Citations	214	447
TOTAL	315	675

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	3	11
Priority	4	46
Emergency	0	1
TOTAL	7	58

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	8%
Proactive	91%
TOTAL	99%

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	7
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	0	0	1
Van Nuys	2	0	0	6
Sepulveda	0	0	0	3
Woodley	0	0	0	0
Balboa	0	1	0	2
Reseda	1	0	0	4
Tampa	0	0	0	1
Pierce College	0	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	1	0	0	2
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	1	0	0	1
Total	5	1	0	36

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	0	1
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	1	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	1	0	8
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	5
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	1	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	1
SUB-TOTAL	0	0	2
TOTAL	2	0	16

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	5
Misdemeanor	0	1	10
TOTAL	2	1	15

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	86	0	239
Vehicle Code Citations	305	0	593
TOTAL	391	0	832

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	3	27
Priority	3	0	27
Emergency	1	0	5
TOTAL	5	3	59

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	0%
Proactive	85%	100%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	2
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	3
Manchester	1	0	0	1
Harbor Fwy	0	1	0	3
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	5
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	1	1	0	16

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	90%

Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	3	0	44
Aggravated Assault	9	4	79
Aggravated Assault on Operator	1	3	29
Battery	17	2	215
Battery Bus Operator	6	4	82
Sex Offenses	1	0	12
SUB-TOTAL	37	13	462
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	10	2	78
Bike Theft	1	0	13
Motor Vehicle Theft	0	4	6
Arson	0	0	0
Vandalism	5	6	70
SUB-TOTAL	16	12	168
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	8
Narcotics	0	3	39
Trespassing	2	0	5
SUB-TOTAL	2	3	52
TOTAL	55	28	682

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	37
San Fernando	0	13
San Gabriel Valley	11	46
Gateway Cities	9	74
South Bay	4	71
Total	28	241

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	14
West Valley	1	8
North Hollywood	1	22
Foothill	2	7
Devonshire	2	6
Mission	1	7
Topanga	0	7
Central Bureau		
Central	6	61
Rampart	8	31
Hollenbeck	1	12
Northeast	1	18
Newton	4	24
West Bureau		
Hollywood	1	18
Wilshire	2	27
West LA	2	11
Pacific	3	15
Olympic	4	40
Southwest Bureau		
Southwest	7	47
Harbor	1	2
77th Street	6	47
Southeast	1	17
Total	55	441

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	8	4	78
Misdemeanor	1	51	358
TOTAL	9	55	436

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	60	515
Vehicle Code Citations	0	8	128
TOTAL	0	68	643

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	125	1,399
Priority	10	134	1,117
Emergency	1	15	108
TOTAL	12	274	2,624

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	
Dispatched	21%	2%	
Proactive	79%	98%	
TOTAL	100%	100%	

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	93%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	3	19
Aggravated Assault	4	23
Aggravated Assault on Operator	0	0
Battery	11	107
Battery Rail Operator	0	0
Sex Offenses	3	10
SUB-TOTAL	21	161
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	5
Larceny	8	58
Bike Theft	1	6
Motor Vehicle Theft	0	2
Arson	0	0
Vandalism	3	22
SUB-TOTAL	12	93
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	20
SUB-TOTAL	0	20
TOTAL	33	274

ARRESTS		
AGENCY	LAPD	FYTD
Felony	18	57
Misdemeanor	8	65
TOTAL	26	122

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	5	7
Vehicle Code Citations	8	10
TOTAL	13	17

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	14	97
Priority	63	442
Emergency	4	15
TOTAL	81	554

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	21%
Proactive	72%
TOTAL	93%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	90%

LEGEND	
Los Angeles Police Department	

Transit Police

Monthly Crime Report



Attachment C

	2021	2022
	March	March
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	1
Robbery	19	33
Aggravated Assault	26	51
Aggravated Assault on Operator	3	4
Battery	75	79
Battery on Operator	5	13
Sex Offenses	12	9
SUB-TOTAL	141	190
CRIMES AGAINST PROPERTY		
Burglary	0	1
Larceny	25	56
Bike Theft	4	7
Motor Vehicle Theft	0	4
Arson	1	1
Vandalism	28	35
SUB-TOTAL	58	104
CRIMES AGAINST SOCIETY		
Weapons	7	0
Narcotics	18	9
Trespassing	11	10
SUB-TOTAL	36	19
TOTAL	235	313
ENFORCEMENT EFFORTS		
Arrests	76	215
Citations	241	890
Calls for Service	1,497	1,635

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MARCH 2022

Attachment D

Crimes

Monthly	System-Wide	Mar-21	Mar-22	% Change
	Crimes Against Persons	141	190	34.75%
	Crimes Against Property	58	104	79.31%
	Crimes Against Society	36	19	-47.22%
	Total	235	313	33.19%

Six Months	System-Wide	Oct-20-Mar-21	Oct-21-Mar-22	% Change
	Crimes Against Persons	620	1,005	62.10%
	Crimes Against Property	299	455	52.17%
	Crimes Against Society	146	118	-19.18%
	Total	1,065	1,578	48.17%

Annual	System-Wide	Apr-20-Mar-21	Apr-21-Mar-22	% Change
	Crimes Against Persons	1,246	1,804	44.78%
	Crimes Against Property	616	871	41.40%
	Crimes Against Society	217	254	17.05%
	Total	2,079	2,929	40.89%

Average Emergency Response Times

Monthly	Mar-21	Mar-22	Change in Seconds	% Change
	4:27	4:53	26	9.74%

Six Months	Oct-20-Mar-21	Oct-21-Mar-22	Change in Seconds	% Change
	4:31	4:53	22	8.12%

Annual	Apr-20-Mar-21	Apr-21-Mar-22	Change in Seconds	% Change
	4:40	4:38	-2	-0.71%

Bus Operator Assaults

Monthly	Mar-21	Mar-22	% Change
	8	16	100.00%

Six Months	Oct-20-Mar-21	Oct-21-Mar-22	% Change
	41	87	112.20%

Annual	Apr-20-Mar-21	Apr-21-Mar-22	% Change
	78	140	79.49%

Fare Compliance

Monthly		Mar-21	Mar-22	% Change
	Green Checks	6	1,764	29300.00%
	Yellow Checks	3	1,330	44233.33%
	Red Checks	0	40	N/A
	Total	9	3,134	34722.22%

Six Months		Oct-20-Mar-21	Oct-21-Mar-22	% Change
	Green Checks	221	14,495	6458.82%
	Yellow Checks	118	8,145	6802.54%
	Red Checks	10	262	2520.00%
	Total	349	22,902	6462.18%

Annual		Apr-20-Mar-21	Apr-21-Mar-22	% Change
	Green Checks	5,823	14,503	149.06%
	Yellow Checks	2,940	8,153	177.31%
	Red Checks	96	264	175.00%
	Total	8,859	22,920	158.72%

Ridership

Monthly	Mar-21	Mar-22	% Change
	16,450,273	22,146,136	34.62%

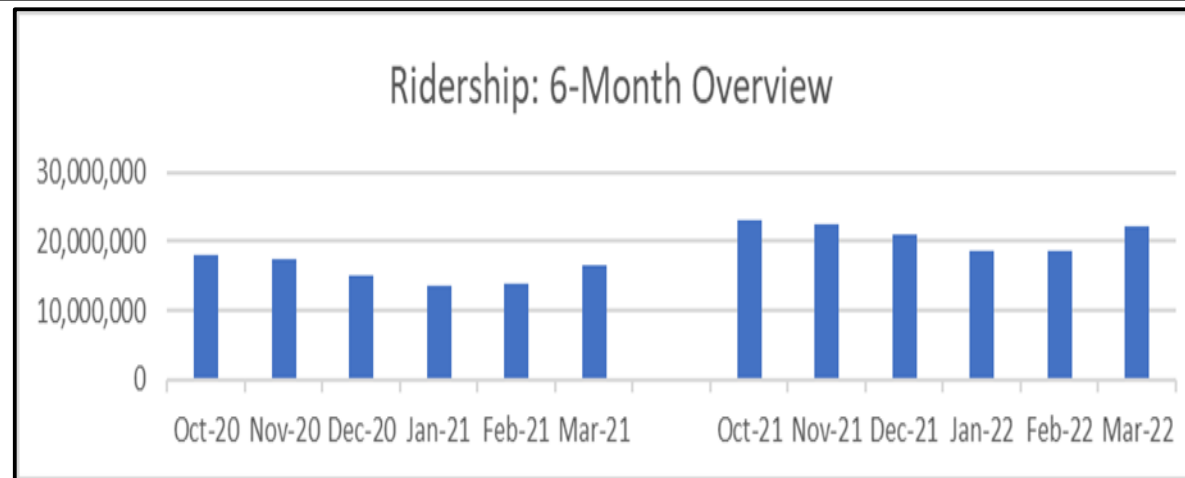
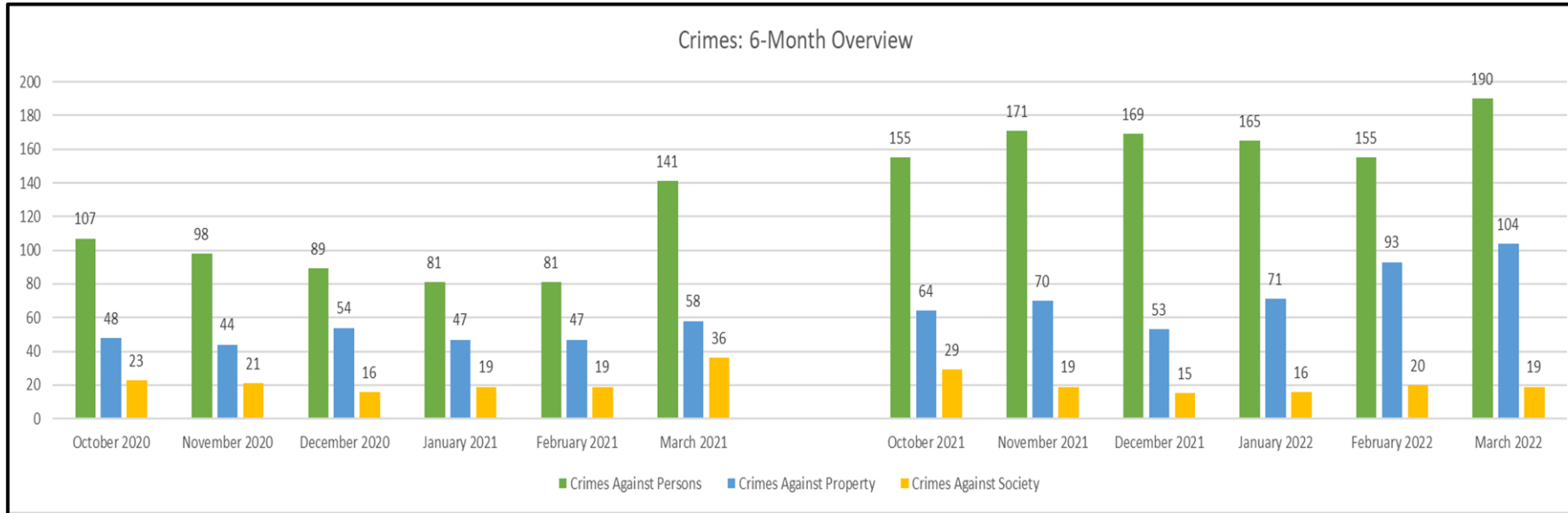
Six Months	Oct-20-Mar-21	Oct-21-Mar-22	% Change
	94,620,519	126,262,785	33.44%

Annual	Apr-20-Mar-21	Apr-21-Mar-22	% Change
	180,144,079	243,705,145	35.28%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MARCH 2022

Attachment D



**Violent and Property Crimes
March 2022**

Attachment E

VIOLENT CRIMES	3/01/2022 TO 3/31/2022	2/01/2022 TO 2/28/2022	% Change	2/01/2022 TO 2/28/2022	1/01/2022 TO 1/31/2022	% Change	1/01/2022 TO 3/31/2022	1/01/2021 TO 3/31/2021	% Change	1/01/2022 TO 3/31/2022	1/01/2020 TO 3/31/2020	% Change
Homicide	0	0	0.0%	0	1	-100.0%	1	1	0.0%	1	0	N/A
Rape	1	1	0.0%	1	0	N/A	2	4	-50.0%	2	4	-50.0%
Robbery	33	30	10.0%	30	24	25.0%	87	46	89.1%	87	61	42.6%
Agg Assault	51	27	88.9%	27	33	-18.2%	111	58	91.4%	111	55	101.8%
Agg Assault on Operator	4	4	0.0%	4	0	N/A	8	6	33.3%	8	2	300.0%
TOTAL VIOLENT	89	62	43.5%	62	58	6.9%	209	115	81.7%	209	122	71.3%
PROPERTY CRIMES	3/01/2022 TO 3/31/2022	2/01/2022 TO 2/28/2022	% Change	2/01/2022 TO 2/28/2022	1/01/2022 TO 1/31/2022	% Change	1/01/2022 TO 3/31/2022	1/01/2021 TO 3/31/2021	% Change	1/01/2022 TO 3/31/2022	1/01/2020 TO 3/31/2020	% Change
Burglary	1	1	0.0%	1	3	-66.7%	5	2	150.0%	5	2	150.0%
Larceny	56	47	19.1%	47	35	34.3%	138	66	109.1%	138	149	-7.4%
Bike Theft	7	4	75.0%	4	2	100.0%	13	5	160.0%	13	17	-23.5%
Motor Vehicle Theft	4	1	300.0%	1	2	-50.0%	7	2	250.0%	7	5	40.0%
TOTAL PROPERTY	68	53	28.3%	53	42	26.2%	163	75	117.3%	163	173	-5.8%
TOTAL PART 1	157	115	36.5%	115	100	15.0%	372	190	95.8%	372	295	26.1%

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

Los Angeles Police Department Transit Services Division
ARRESTEE DEMOGRAPHIC
03/01/2022 - 03/31/2022

RAIL / BUS STATION	MALE					FEMALE			TOTAL
	B	H	O	W	TOTAL	B	H	TOTAL	
RED LINE	10	5	0	4	19	1	1	2	21
VERMONT / SANTA MONICA	0	2	0	0	2	0	1	1	3
VERMONT / BEVERLY	2	1	0	0	3	0	0	0	3
HOLLYWOOD / HIGHLAND	0	1	0	2	3	0	0	0	3
WILSHIRE / VERMONT	1	1	0	1	3	0	0	0	3
HOLLYWOOD / VINE	1	0	0	1	2	0	0	0	2
VERONT / SUNSET	2	0	0	0	2	0	0	0	2
WESTLAKE MACARTHUR PARK	1	0	0	0	1	0	0	0	1
7TH & METRO CENTER	0	0	0	0	0	1	0	1	1
CIVIC CENTER / GRAND AVE	1	0	0	0	1	0	0	0	1
PERSHING SQUARE	1	0	0	0	1	0	0	0	1
UNIVERSAL CITY / STUDIO CITY	1	0	0	0	1	0	0	0	1
UNION STATION	7	2	0	1	10	1	1	2	12
BRT	3	2	1	0	6	0	0	0	6
BRT - CENTRAL BUREAU	1	1	1	0	3	0	0	0	3
BRT - WEST BUREAU	1	1	0	0	2	0	0	0	2
BRT - SOUTH BUREAU	1	0	0	0	1	0	0	0	1
EXPO LINE	2	0	0	0	2	0	1	1	3
EXPO / VERMONT	1	0	0	0	1	0	0	0	1
PICO	0	0	0	0	0	0	1	1	1
LA CIENEGA / JEFFERSON	1	0	0	0	1	0	0	0	1
PURPLE LINE	0	1	0	0	1	0	0	0	1
WILSHIRE / WESTERN	0	1	0	0	1	0	0	0	1
TOTAL	22	10	1	5	38	2	3	5	43
% OF MONTHLY TOTAL	51.2%	23.3%	2.3%	11.6%	88.4%	4.7%	7.0%	11.6%	100.0%

ARREST TYPE	M					F			TOTAL	% of TOTAL
	B	H	W	O	TOTAL	H	B	TOTAL		
FELONY	13	7	3	1	24	2	2	4	28	65.1%
RED LINE	4	2	2	0	8	1	1	2	10	23.3%
UNION STATION	5	2	1	0	8	0	1	1	9	20.9%
BRT	2	2	0	1	5	0	0	0	5	11.6%
EXPO LINE	2	0	0	0	2	1	0	1	3	7.0%
PURPLE LINE	0	1	0	0	1	0	0	0	1	2.3%
MISDEMEANOR	8	2	2	0	12	1	0	1	13	30.2%
RED LINE	5	2	2	0	9	0	0	0	9	20.9%
UNION STATION	2	0	0	0	2	1	0	1	3	7.0%
BRT	1	0	0	0	1	0	0	0	1	2.3%
O	1	0	0	0	1	0	0	0	1	2.3%
RED LINE	1	0	0	0	1	0	0	0	1	2.3%
D	0	1	0	0	1	0	0	0	1	2.3%
RED LINE	0	1	0	0	1	0	0	0	1	2.3%
TOTAL	22	10	5	1	38	3	2	5	43	100.0%

Los Angeles Sheriff's Department - Transit Services Bureau
 Arrestee Information for the Month of March 2022
 03/01/2022 - 03/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrests
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
A-Line - Del Amo	0	0	0	0	0	2	1	0	0	3	3
A-Line - Artesia	3	2	0	0	5	0	4	0	1	5	10
A-Line - Compton	0	0	0	0	0	1	1	1	0	3	3
A-Line - Willowbrook	0	0	0	0	0	2	1	0	1	4	4
A-Line - Firestone	0	0	0	0	0	0	1	0	0	1	1
A-Line - Florence	0	0	0	0	0	0	0	0	0	0	0
A-Line - Slauson	0	0	0	0	0	0	0	0	0	0	0
C-Line - Redondo Beach	0	1	0	0	1	1	0	0	0	1	2
C-Line - Douglas	0	0	0	0	0	0	0	0	0	0	0
C-Line - El Segundo	0	0	0	0	0	0	0	0	0	0	0
C-Line - Mariposa	0	0	0	0	0	0	0	0	0	0	0
C-Line - Hawthorne	0	0	0	0	0	0	0	0	0	0	0
C-Line - Crenshaw	0	0	0	0	0	1	0	0	0	1	1
C-Line - Vermont	0	0	0	0	0	0	0	0	0	0	0
C-Line - Willowbrook	0	0	0	0	0	0	0	0	0	0	0
C-Line - Long Beach	0	0	0	0	0	0	0	0	1	1	1
C-Line - Lakewood	0	0	0	0	0	1	2	0	0	3	3
C-Line - Norwalk	0	0	0	0	0	0	2	0	0	2	2
E-Line - Culver City	0	0	0	0	0	0	0	0	0	0	0
E-Line - 26th/Bergamot	0	0	0	0	0	0	0	0	0	0	0
E-Line - 17th/SMC	0	0	0	0	0	1	0	0	0	1	1
E-Line - Downtown Santa Monica	0	0	0	0	0	0	0	0	0	0	0
L-Line - Atlantic	0	0	0	0	0	0	0	0	0	0	0
L-Line - East LA Civic Center	0	0	0	0	0	0	0	0	0	0	0
L-Line - Maravilla	0	0	0	0	0	0	0	0	0	0	0
L-Line - Indiana	0	0	0	0	0	0	0	0	0	0	0
L-Line - South Pasadena	0	0	0	0	0	0	1	0	0	1	1
L-Line - Fillmore	0	0	0	0	0	0	0	0	0	0	0
L-Line - Del Mar	0	0	0	0	0	0	0	0	0	0	0
L-Line - Memorial Park	0	0	0	0	0	0	0	0	0	0	0
L-Line - Lake	0	0	0	0	0	0	0	0	0	0	0
L-Line - Allen	0	0	0	0	0	0	1	0	0	1	1

Los Angeles Sheriff's Department - Transit Services Bureau
 Arrestee Information for the Month of March 2022
 03/01/2022 - 03/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	1	1	0	0	2	2
L-Line - Arcadia	1	0	0	2	3	2	1	0	1	4	7
L-Line - Monrovia	2	0	0	0	2	0	1	0	0	1	3
L-Line - Duarte	0	0	0	0	0	0	1	0	1	2	2
L-Line - Irwindale	0	0	1	0	1	0	1	0	1	2	3
L-Line - Azusa Downtown	0	0	0	0	0	0	2	0	1	3	3
L-Line - APU/Citrus College	0	0	0	0	0	0	1	1	2	4	4
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	1	0	0	1	1
Bus	5	6	0	6	17	8	19	0	11	38	55
Total	11	9	1	8	29	20	42	2	20	84	113

Long Beach Police Department - Metro Transportation Detail

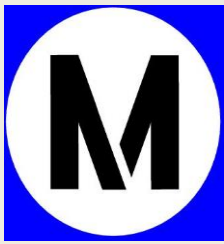
Arrestee Demographic Stats - March 2022

4/15/22

Crimes Against Persons	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
Indecent Exposure	Arr	M	B	36	Downtown Long Beach Stn	No

Crimes Against Property	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused

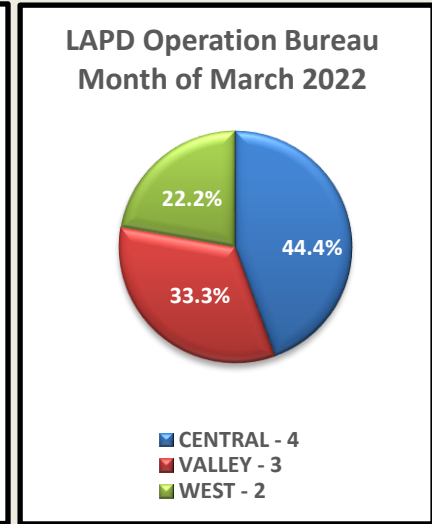
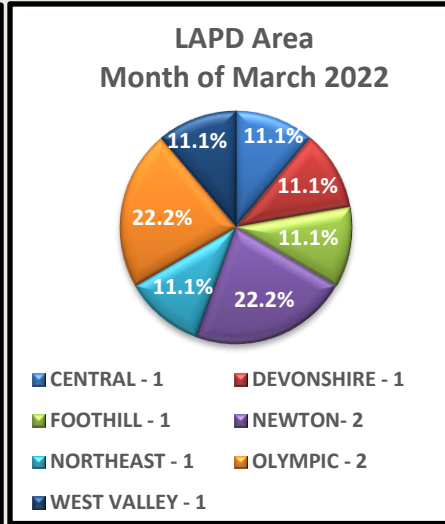
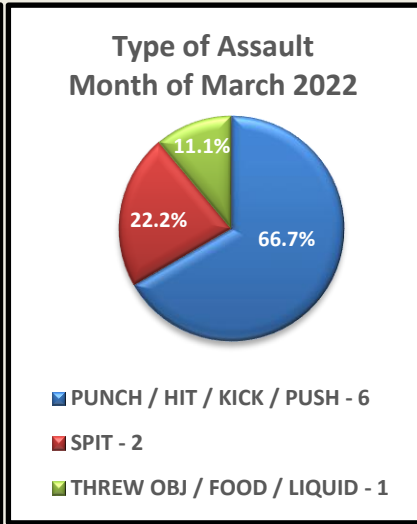
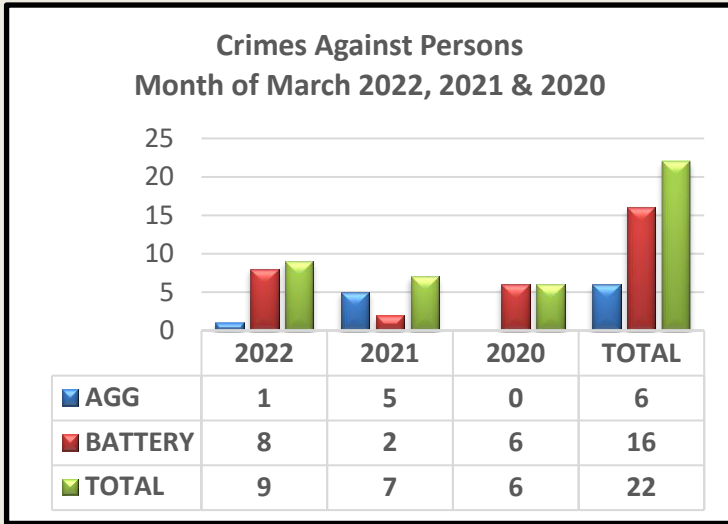
Crimes Against Society	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused



Los Angeles Police Department - Transit Services Division

Monthly Bus / Rail Operator Assault Recap Report

MARCH 2022



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
03/05/22 @ 1150 HRS	Bus Line # 224 Montague & San Fernando	BATTERY Suspect requested a stop after bus passed a designated bus stop. Suspect became upset, demanding operator to stop. Due to suspect speaking Spanish, victim was unable to understand suspect. Suspect then stated in English, "I'll smack you." Victim replied, "You don't want to do that." Suspect then slapped victim's face. Victim turned off bus and locked the doors. Suspect crawled over the driver's dashboard and exited bus via driver's side window. INJURIES: Victim complained of pain to his head and stated he would seek his own medical treatment. NO ARREST	M/H 25 YOA	Unknown	Unknown
03/07/22 @ 0640 HRS	Bus Line # 90 Roscoe & Reseda	BATTERY Victim experienced a gall bladder attack resulting in pulling over and exiting bus. Suspect exited bus and confronted victim regarding stopping. Victim advised she did not feel well. Suspect argued, stating victim was wasting his time. Suspect continued his irate and then spat on victim's face. Victim pulled out her cell and attempted to record suspect. Suspect grabbed and twisted victim's ring finger causing pain. Suspect entered another bus and fled location. INJURIES: Spit contact to victim's face and suffered pain to her right ring finger. Victim declined all medical treatment. NO ARREST	MH 30 YOA	Unknown	Unknown

Monthly Bus / Rail Operator Assaults Recap Report

March 2022

Page 2

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY ILL	BARRIER UTILIZED
03/12/22 @ 1755 HRS	Bus Line # 603 Berkeley & Alvarado	Suspects 1 – 3 entered bus and did not pay fare. Per victim's statement, suspect 3 was visibly intoxicated. Suspects later demanded victim to stop bus. Victim advised he was not able to stop in the middle of the street. Suspects 1 - 2 pried open the rear door causing activation of the bus emergency shutdown thus causing an abrupt stop. Suspect 3 fell and rolled. Suspect 1 became enraged, charged at victim and tried to pry open the partition. Victim stood up and attempted to guide suspects 1 – 2 out of the front entrance. Suspects 1 – 2 then pushed, pulled and yelled at victim. Suspect 3 attempted to pull suspects 1 – 2 away from victim. Unknown suspect struck victim multiple times with an unknown large object inside a bag. In self-defense victim struck unknown suspect with his flashlight. Suspects continued their assault and pulled victim out of the bus. Suspect 2 held victim down as suspect 3 continued to hit and kick victim. All suspects yelled they were going to kill victim. Suspect 2 swung a bag at victim's head. Victim heard a glass shattering sound, became dizzy and saw small pieces of broken glass hit the ground around him. Victim crawled back into the bus and call dispatch for assistance. LAPD responded. INJURIES: Victim bleed profusely from his head. Diagnosed with a broken right hand, and broken right foot, pain to his hand, knee and face. Victim was transported via RA to Hollywood Presbyterian Hospital. Detective investigations later rendered an MULTI 3 ARREST.	SUSP 1 M/W, 30 YOA SUSP 2 M/H, 20 YOA SUSP 3 F/W, 20 YOA	Unknown Unknown Unknown	Barrier utilized partially during altercation.
03/18/22 @ 0510 HRS	Bus Line # 51 7 th St & San Pedro	BATTERY Victim stopped at a designated bus stop and allowed suspect to enter bus. Without provocation, suspect walked directly towards victim and spat on victim's face. Suspect exited bus and fled location. INJURIES: Spit on his face. NO ARREST	M/B 50 YOA	Unknown	Unknown
03/18/22 @ 1235 HRS	RED LINE Wilshire / Vermont Station	BATTERY Suspect pulled the "T" device, causing train doors to open. Victim approached suspect and told suspect to stop pulling "T" device and an argument ensued. Suspect pulled victim's hair and struck victim's face. In self-defense, victim utilized her operator radio to strike suspect. Suspect eventually walked away. Victim took train back to the train yard and went home without speaking to Officers or Metro Security. INJURIES: Unknown. NO ARREST	F/NFI	Unknown	No
03/22/22 @ 1440 HRS	Bus Line # 37 Grand Ave & Adams Blvd	BATTERY Suspect entered bus and tapped his tap card. The tap machine indicated the tap card had insufficient funds. Suspect became irate and stood by the bus door stating, "You not gonna do anything anyway." Bus operator stated, to suspect "you could have ridden the bus free if you just said you didn't have enough for the fare. Suspect replied stating, "get out of the way." Suspect then pushed the glass partition door against victims causing the bottom of the partition	M/H 25 YOA	Unknown	Yes

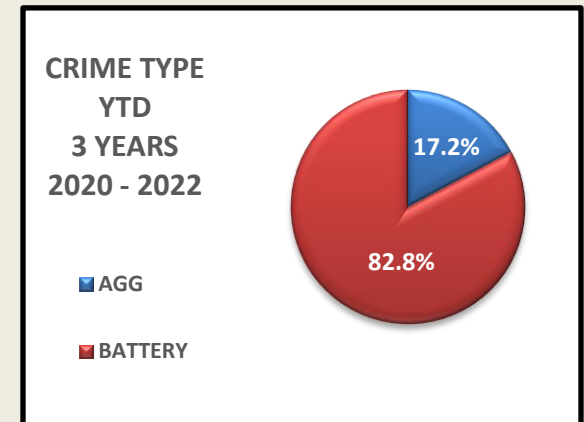
Monthly Bus / Rail Operator Assaults Recap Report
 March 2022
 Page 3

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY ILL	BARRIER UTILIZED
03/22/22 @ 1440 HRS	Bus Line # 37 Grand Ave & Adams Blvd	to smash onto victim's left shin. Victim pushed the partition out and suspect again pushed the partition door again causing victim's right ring finger to be smashed. Victim moved around the partition and suspect began to punched victim. Victim attempted to defend himself and a struggle ensued resulting in both suspect and victim wrestling onto the handicapped seats. Victim yelled to the bus patrons to call the police. Suspect then broke free, exited bus and fled location. INJURIES: Victim suffered swelling to his left eye lid and bruising to his left eye, bruising to his face and multiple abrasions to his left forearm, swelling to his right ring finger and bruising on his left chin. Victim complained of throbbing pain to his left eye, ring finger and shin. Victim refused RA transport. NO ARREST	M/H 25 YOA	Unknown	Yes
03/23/22 @ 0419 HRS	ORANGE LINE Bus Line #901 Chatsworth Stn	BATTERY Suspect refused to exit bus upon arrival to last stop. Bus operator contact MTA Bus Operator Supervisor. Supervisor (victim) arrived and advised to suspect to exit the bus. Suspect became enraged and kicked victim multiple times. Victim defended himself by striking suspect with his flashlight. Suspect exited bus and continued to challenge victim. INJURIES: Victim did not complain of any injuries. LAPD Officers arrived resulting in a PPA ARREST	M/W 23 YOA	No	No
03/26/22 @ 1600 HRS	Bus Line # 207 Western Ave & Olympic Blvd	BATTERY Victim advised suspect not to have an open beer can inside bus and to exit. Suspect exited bus and kicked the bottom window of the bus door. Suspect then threw the beer can at victim, striking victim's shoulder. Suspect proceeded to pushed out the top portion of the bus door then fled location. INJURIES Victim stated he did not sustain any injuries. NO ARREST	M/W 45 YOA	Unknown	Unknown
03/29/22 @ 0705 HRS	Bus Line # 14 Adams Blvd & Grand Ave	BATTERY Suspect entered bus and became upset when he discovered he boarded the wrong bus. Suspect asked victim to stop. Victim advised he was unable to stop because it was not safe. Suspect stated, "do you know what happens to drivers that don't stop!" Suspect then punched victim's face. Victim let go of the steering wheel and grabbed suspect resulting in the bus colliding with a passenger vehicle. Suspect fell to the ground. Victim opened bus door, suspect exited and fled location. INJURIES: Victim was treated by RA for bloody nose. NO ARREST	M/H 30 YOA	Unknown	Unknown

3 Year YTD ending March 2022, Assault & Crime Type Statistical Analysis

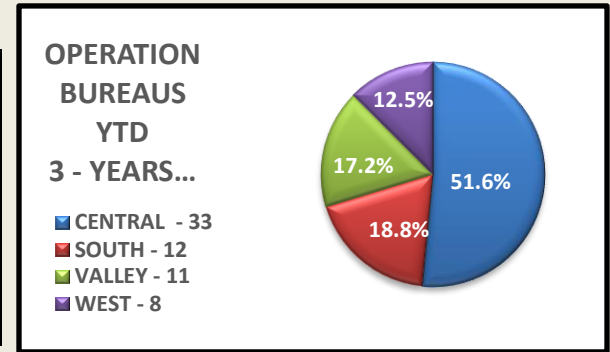
ASSAULT TYPE	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3 YEAR TOTAL
PUNCH / HIT / KICK / PUSH	12	7	5	71.4%	7	9	-2	-22.2%	28	43.8%
SPIT	9	4	5	125.0%	4	9	-5	-55.6%	22	34.4%
THREW OBJ / FOOD / LIQUID	2	3	-1	-33.3%	3	4	-1	-25.0%	9	14.1%
BRANDISH / GUN / KNIFE / WEAPON	0	4	-4	-100.0%	4	0	4	N.C*	4	6.3%
PEPPER SPRAYED / UNKN SPRAY	0	1	-1	-100.0%	1	0	1	N.C*	1	1.6%
TOTAL	23	19	4	21.1%	19	22	-3	-13.6%	64	100.0%

CRIME TYPE	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3 YEAR TOTAL
BATTERY	22	10	-12	120.0%	10	21	-11	-52.4%	53	82.8%
AGG	1	9	8	-88.9%	9	1	8	800.0%	11	17.2%
TOTAL	23	19	-4	21.1%	19	22	-3	-13.6%	64	100.0%



3 Year YTD ending March 2022, Bureau & Area Statistical Analysis

BUREAU	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3 YEARTOTAL
CENTRAL	13	11	2	18.2%	11	9	2	22.2%	33	51.6%
SOUTH	2	3	-1	-33.3%	3	7	-4	-57.1%	12	18.8%
VALLEY	4	4	0	0.0%	4	3	1	33.3%	11	17.2%
WEST	4	1	3	300.0%	1	3	-2	-66.7%	8	100.0%
TOTAL	23	19	4	21.1%	19	22	-3	-13.6%	64	100.0%



AREA	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3 YEAR TOTAL
CENTRAL	2	6	-4	-66.7%	6	6	0	0.0%	14	21.9%
77TH ST	1	2	-1	-50.0%	2	5	-3	-60.0%	8	12.5%
NORTHEAST	5	1	4	400.0%	1		1	N.C*	6	9.4%
NEWTON	4	0	4	N.C*	0	2	-2	-100.0%	6	9.4%
OLYMPIC	3	0	3	N.C*	0	2	-2	-100.0%	5	7.8%
HOLLENBECK	1	2	-1	-50.0%	2	1	1	100.0%	4	6.3%
RAMPART	1	2	-1	-50.0%	2		2	N.C*	3	4.7%
TOPANGA	1	2	-1	-50.0%	2		2	N.C*	3	4.7%
HOLLYWOOD	1	0	1	N.C*	0	1	-1	-100.0%	2	3.1%
SOUTHEAST	1	0	1	N.C*	0	1	-1	-100.0%	2	3.1%
DEVONSHIRE	1	1	0	0.0%	1		1	N.C*	2	3.1%
WEST VALLEY	1	0	1	N.C*	0	1	-1	-100.0%	2	3.1%
FOOTHILL	1	0	1	N.C*	0	1	-1	-100.0%	2	3.1%
HARBOR	0	1	-1	-100.0%	1	1	0	0.0%	2	3.1%
VAN NUYS	0	1	-1	-100.0%	1		1	N.C*	1	1.6%
WILSHIRE	0	1	-1	-100.0%	1		1	N.C*	1	1.6%
MISSION	0	0	0	N.C*	0	1	-1	-100.0%	1	1.6%
TOTAL	23	19	4	21.1%	19	22	-3	-13.6%	64	100.0%

3 Year to Date Victim Demographic - Statistical Analysis

YEAR	MALE					FEMALE				TOTAL	% of 3 YEAR TOTAL
	H	B	A	W	TOTAL	B	H	O	TOTAL		
2022	9	4	1	0	14	6	3	0	9	23	35.9%
2021	8	1	0	1	10	5	4	0	9	19	29.7%
2020	7	4	2	1	14	4	3	1	8	22	34.4%
TOTAL	24	9	3	2	38	15	10	1	26	64	100.0%
% OF 3 - YEAR TOTAL	37.5%	14.1%	4.7%	3.1%	59.4%	23.4%	15.6%	1.6%	40.6%	100.0%	

3 Year to Date Suspect Demographics - Statistical Analysis

YEAR	MALE						FEMALE					TOTAL	% of 3 YEAR TOTAL
	B	H	W	A	O	TOTAL	B	W	A	O	TOTAL		
2022	5	10	4	0	0	19	3	1	1	1	6	25	38.5%
2020	14	2	0	1	1	18	5	1	0	0	6	24	36.9%
2021	7	5	3	1	0	16	0	0	0	0	0	16	24.6%
TOTAL	26	17	7	2	1	53	8	2	1	1	12	65	100.0%
% OF 3 - YEAR TOTAL	40.0%	26.2%	10.8%	3.1%	1.5%	81.5%	12.3%	3.1%	1.5%	1.5%	18.5%	100.0%	



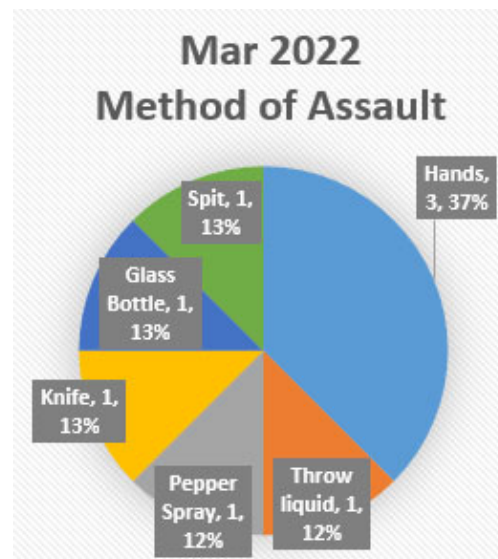
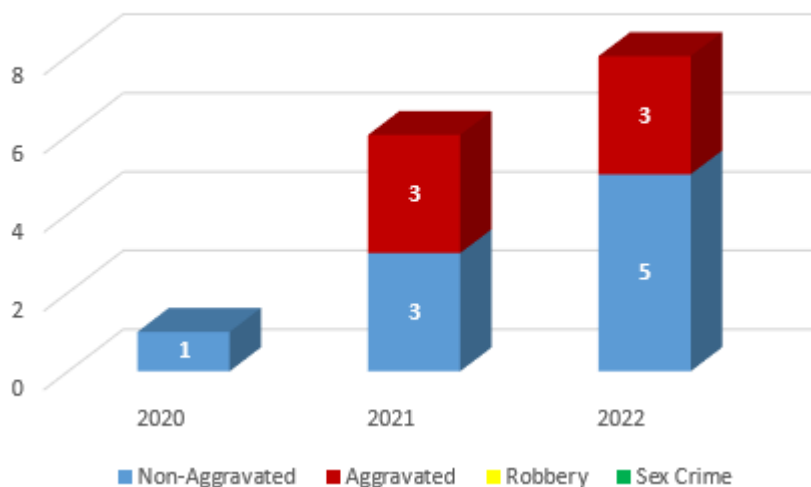
Monthly Bus/Rail Operator Assault Report



March 2022

March Bus/Rail Operator Assaults

Mar 2020 - 2022 Assaults

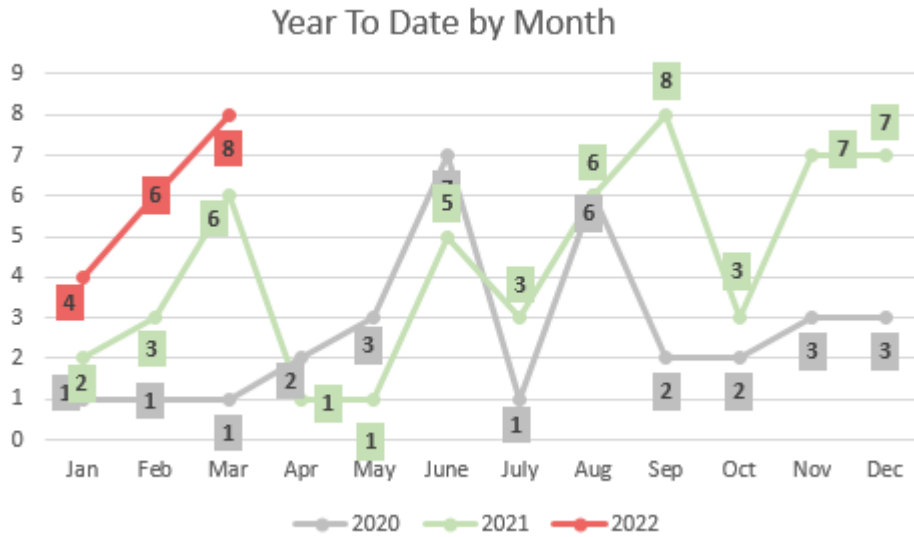


In March, there were five non-aggravated assaults with two arrests, and 3 aggravated assaults with arrests.

Date	Time	Line	Bus #	Narrative	Barrier
3/2/2022	16:31	L217	5799	L217 West Hollywood 3/2 1631hrs Sus MH/20s punched bus op after a vehicle accident	Yes
3/4/2022	16:35	L258	Unk	L258 Pasadena 3/4 1650hrs Sus FB in wheelchair arrested for hitting bus op trying to help her	N/A (o)
3/19/2022	6:30	L-unk	1512	Unk bus line Norwalk 3/19 0630hrs Sus MH/28yrs arrested for punching bus op over mask and fare	B (NU)
3/20/2022	16:07	C Line	N/A	Redondo Beach 3/20 1600hrs Sus MB/25yrs blocked rail op and spit on her for no reason	N/A (o)
3/21/2022	20:40	L111	8613	L111 Norwalk 3/21 2040hrs Sus MH/42yrs arrested for throwing glass bottle at bus op when told he couldn't board	N/A (o)
3/29/2022	10:50	L70	1899	L70 Monterey Park 3/29 1050hrs Sus MH/56yrs arrested for threatening bus op with knife over fare	Yes
3/31/2022	11:35	L207	9547	L207 LA 3/31 1135hrs Sus MB/40s pepper-sprayed bus op. sus was disorderly	Yes
3/31/2022	9:30	L111	8648	L111 Huntington Park 3/31 0930hrs Sus transient FH/30yrs threw liquid at bus op. Sus was disorderly	Yes

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

Year to Date Assaults



YTD Operator Assaults
YTD 2020 - 3
YTD 2021- 11
YTD 2022 - 18

Solve Rate

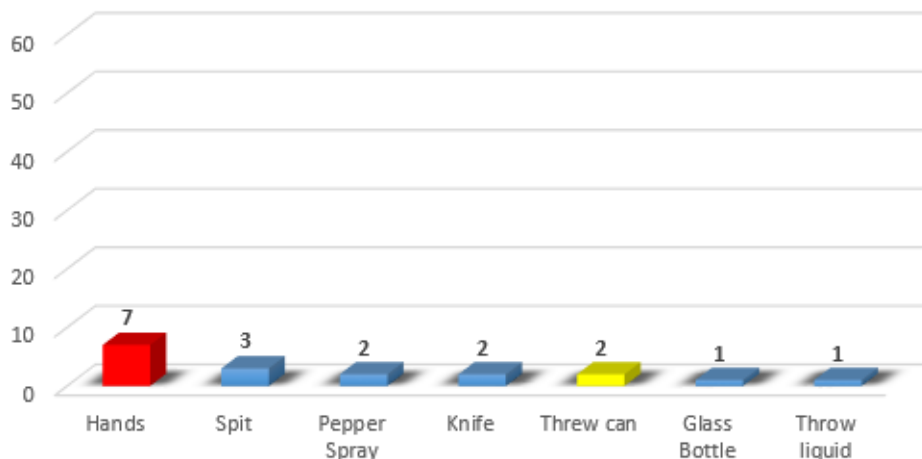
Type	Unsolved	Solved	Total	% Solved
Aggravated Assault	5	2	7	28.6%
Non-Aggravated Assault	6	5	11	45.5%
Robbery			0	#DIV/0!
Sex Crime			0	#DIV/0!
Total	11	7	18	38.9%

39% of assaults have been solved. The most frequent method of assault has been using hands.

Top Reasons for Assault

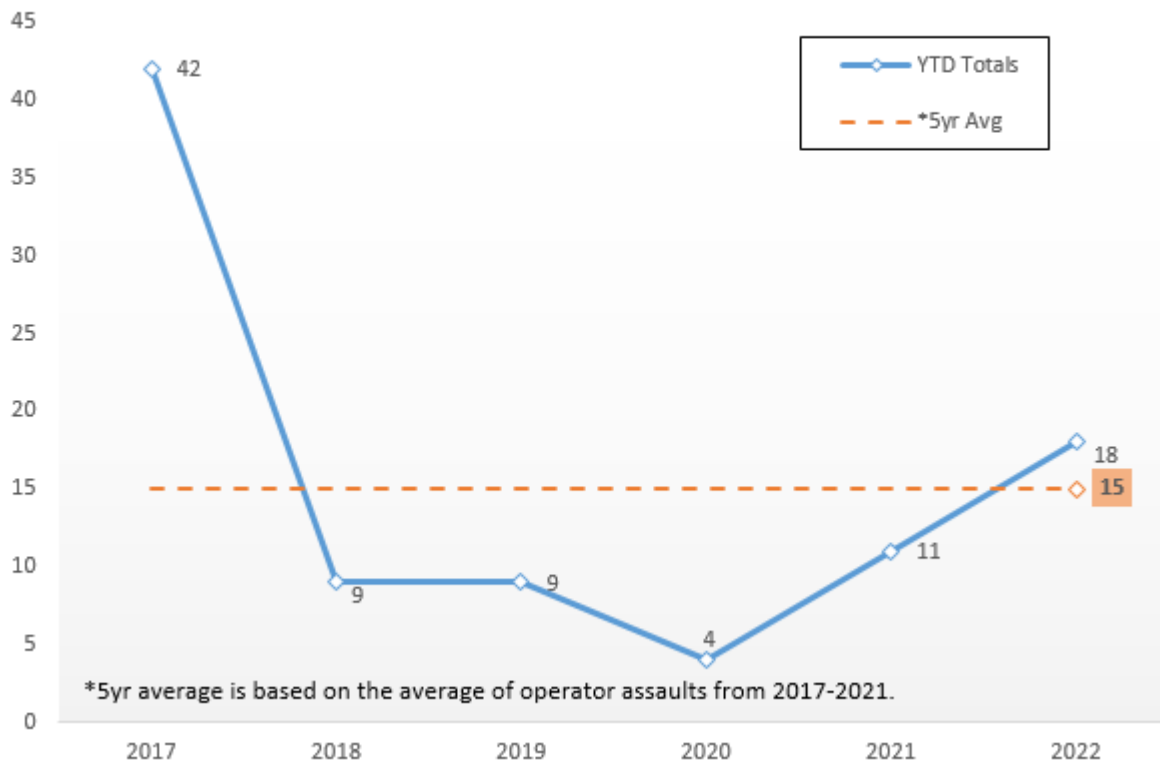
Reason	Count
Other	5
No Reason	4
Disorderly	3
Fare	2
Mask/Fare	1
Other/Vehicle accident	1
Mentally ill	1
Policy/Food	1
Grand Total	18

Year to Date: Method of Assault



Year to Date Assaults CONTINUED

Bus/Rail Operator Assaults - YTD

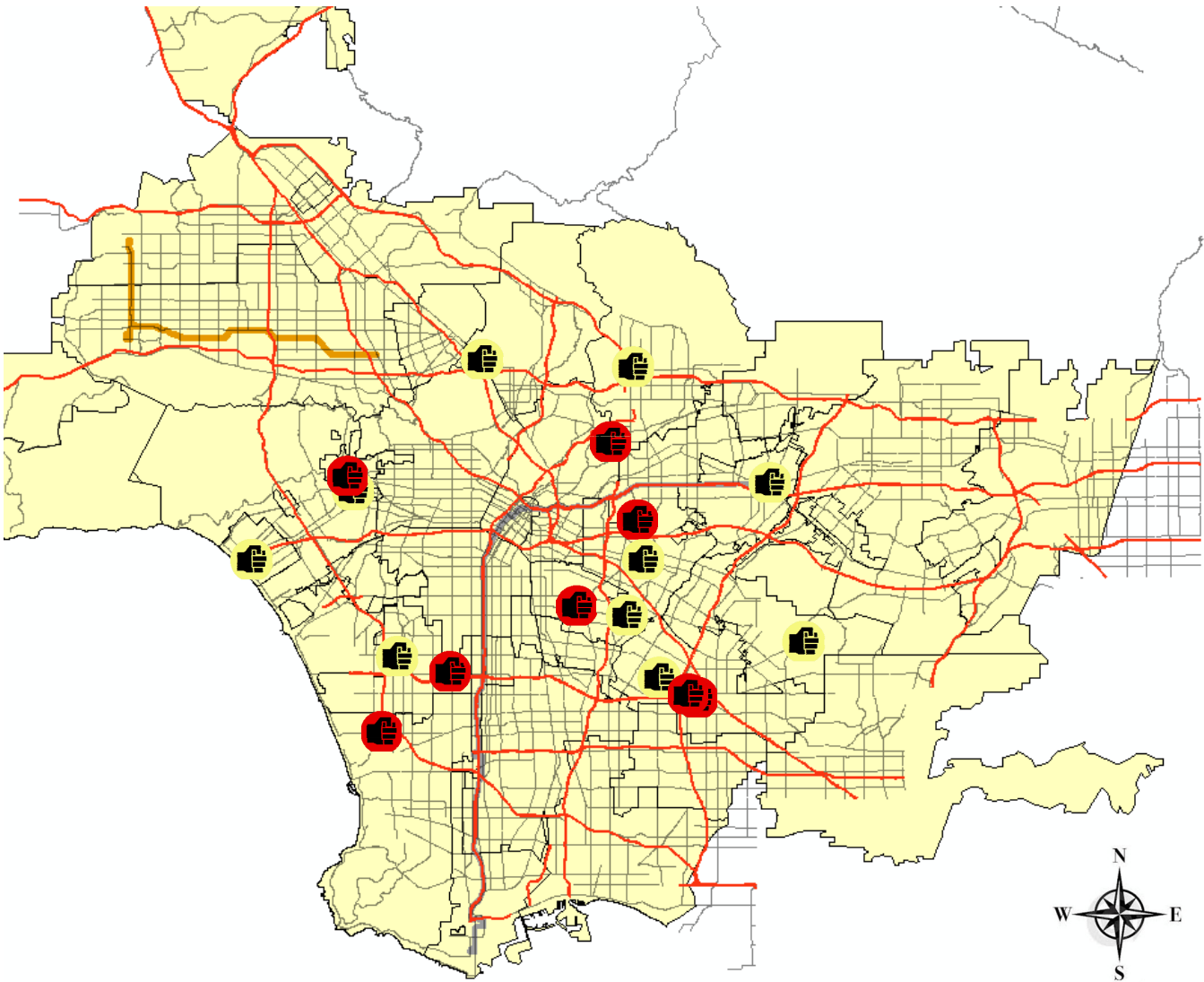


Prior to July 1st 2017, LASD patrolled the entire Metro system.



Barrier/No Barrier	Count
Not reported	0
No Barrier/Monitor	0
Operator assaulted outside barrier	7
Barrier (Not Used)	0
Barrier Used	11
Grand Total	18

Of the 18 incidents reported this year, 7 occurred outside the barrier. In 11 incidents, the barrier was used.

Map of 2022 Bus/Rail Operator Assaults



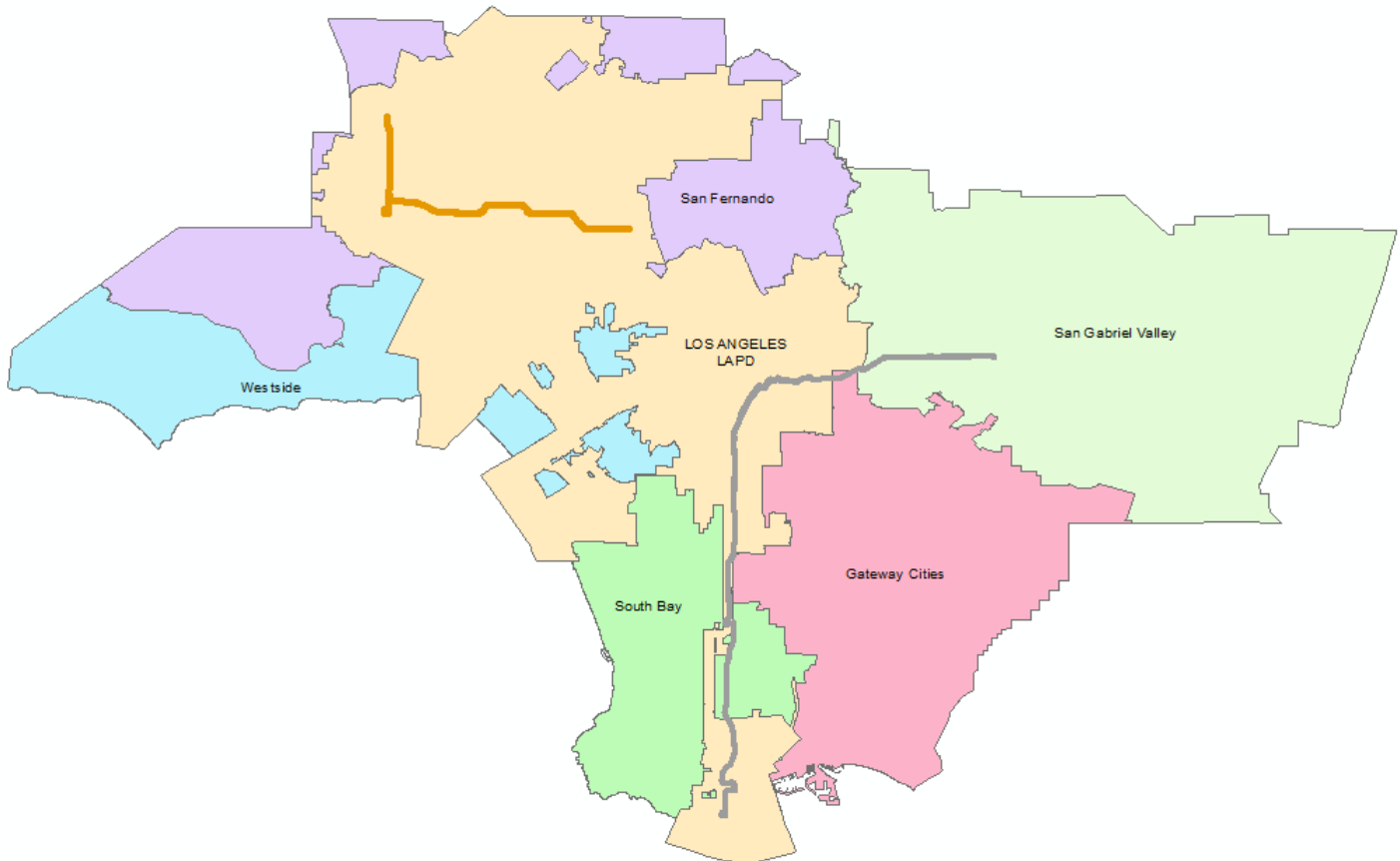
Bus Operator Assaults

-  March
-  Jan—Feb

Bus Sector and Line Statistics - YTD

Sector	Count
South Bus Gateway	7
North Bus San Gabriel	3
South Bus Westside	2
South Bus Southbay	2
North Bus San Fernando	1
South Rail Expo	1
North Bus El Monte Terminal	1
South Rail Green	1
Grand Total	18

Line	Count
L258	2
L111	2
L94	1
C Line	1
L266	1
L18	1
L120	1
L204	1
L-Unk	1
L207	1
L117	1
L217	1
E Line	1
L662	1
L70	1
L287	1
Grand Total	18



Sexual Crime / Harassment Calls for Service March 2022

March 2022 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	3	3
Sexual Battery	4	0	0	0	4
Lewd Conduct	1	0	0	3	4
Indecent Exposure	1	1	1	6	9
Rape	0	1	0	1	2
TOTAL	6	2	1	13	22

Counseling Information Provided	
	March 2022
YES	19
NO- If no, why?	3
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	3
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	22

March 2022: Dept. Average Incident Response Time Sex Crime / Harassment Measured in Minutes			
Agency	Time Tracking: Incident Rpt. To Call Created	Time Tracking: Call Generated To On Scene	Time Tracking: Incident Rept. To On Scene
LAPD	1	6	6
LASD	1	2	3
LBPD	0	0	0
MTS	0	14	10
DEPT AVERAGE	0	8	7

Metro Public Safety Advisory Committee

General Committee Meeting #24

Meeting Summary

Wednesday, April 06, 2022

5:00 – 7:00 p.m.

I. Call to Order

a. **Zoom Meeting Protocols**

- i. Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

b. **Agenda**

- i. Facilitator France reviewed the agenda for the meeting.

c. **Roll Call**

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Darryl Goodus, Florence Annang, Charles Hammerstein, Sabrina Howard, Glenda Murrell, James Wen, Jose Raigoza, Maricela de Rivera, Chauncey Smith, Constance Strickland, Mohammad Tajsar, Chauncey Smith, Esteban Gallardo, Ma'ayan Dembo, Clarence Davis

Absent: Scarlett de Leon, Raul Gomez, Florence Annang, Jessica Kellogg, Sabrina Howard

d. **Approval of Meeting Minutes for 03/16/22**

- i. Committee members voted to approve the meeting minutes for the March 16th, 2022, meeting.
- ii. Meeting minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants. There were no requests for public comments.

- a. Commentor stated that the use of the word “behavior” to address issues on buses is correct. They added the quality of buses and trains is declining, especially in regards to smoking and littering.

III. Discussion

I.

Approval of budget recommendations

Committee members reviewed and voted to approve the [PSAC Metro FY23 Budget Guidance](#) document.

- a. **Context Setting:** Facilitator France reviewed the revised key takeaways from the budget guidance document, including the recommendations to revise budget categories and increase investments in alternatives.
- b. **Gratitude and next steps:** Member Davis shared that he is grateful to have been able to help shape budget recommendations and work with Metro staff. He added that he hopes Metro incorporates recommendations and can share updates a year from implementation.
- c. **Public Comment**
 - i. Commentor Fung shared that dissatisfaction with LASD, coupled with an increase in their budget demonstrates a lack of accountability on Metro's part. They look forward to having transit ambassadors on board Metro vehicles.
- d. **Law enforcement budget decrease:** Member Tajsar asked committee members if they are in favor of including a recommendation that specifically calls for a decrease in the policing contract funding.
 - i. Member Smith expressed support for member Tajsar's recommendation and reminded members of the previous [recommendations](#) PSAC approved on the contracts.
 - ii. Member Wen asked members to reflect on comments from riders who indicate they are not seeing any security on trains or platforms.
 1. Member Tajsar responded that the goal of this recommendation is to increase non-armed personnel present in stations and vehicles.
 - iii. Member Goodus shared that he does not support reducing the law enforcement budget or going towards a non-contracted model.
 1. He also asked members to reflect on the increasing drug epidemic and the specialized training it will need.
 2. Finally, he added that he agrees Metro security and law enforcement does require improvements and supports a gradual reduction in the future.
 - iv. Member Dembo stated she supports decreasing funding for law enforcement but also feels confident in the current proposal for the next year's budget.
 - v. Member Smith added that the way the budget is currently structured, there are line items for security and law enforcement that are not obtuse in their naming. He recommended increased transparency in naming for the general public to understand who is the end recipient of these line items.
 - vi. Member de Rivera shared she is comfortable moving forward with the recommendations but appreciates comments from other members.

- e. **Office of Race and Equity:** Member Smith recommended that the proposal be modified to include a line item that would fund integrating the Office of Equity and Race to consult on all of Metro's public safety programs.
- f. **Modified Proposal:** Facilitator France asked members if they supported moving forward with the proposal with the following additions:
 - 1. Understanding that this document focuses on the coming year's Public Safety Budget, the committee asked to explicitly mention that its long-term vision is for Metro to transition away from the policing contracts and move to being served by non-contracted law enforcement. This directive was previously approved by the committee in this document.
 - 2. The committee requested additional detail be added to the takeaway regarding "Recategorization and Increased Transparency When Naming Budget Items."
 - 3. The committee requested the creation of a line item in future Public Safety Budgets that would fund coordination between the Office of Race and Equity and System Safety & Law Enforcement on public safety program development and implementation.
- ii. Vote to approve PSAC's Budget Recommendations for FY23
 - 1. Yes: 9 No:1 Abstain:1
 - 2. The item was approved

Introduction to Code of Conduct Workplan

Metro staff presented on their proposal for revisions to the Code of Conduct and responded to questions and comments from committee members.

- a. **Context setting:** Facilitator Mahdi provided an overview of the code of conduct process thus far and invited members from the community engagement ad hoc committee to share insights from their discussion with Metro. Notes from that meeting can be found [here](#).
 - i. Member de Rivera shared the conversation the ad hoc committee had around the use of the word "behaviors, communicating policies on bus and trains, and the effectiveness of signage.
- b. **Presentation:** Metro staff presented their work to date on the code of conduct. The goal is to ensure Metro provides a safe and secure transit experience.
- c. **Questions and comments:**
 - i. Member Smith stated that substantive provisions of the code of conduct need to be revised or completely stricken from the document because many of the current policies are proxies for targeting people that are homeless, of color, or have mental health issues.
 - 1. He cited alternatives such as bigger seats to avoid people taking up multiple

seats and more bathrooms to prevent public urination.

2. Metro staff shared that the goal of revising the code of conduct is to identify provisions that disproportionality impact vulnerable communities and invited more members to provide recommendations.
 - ii. Member Strickland shared that she is hesitant of the impact of a modified code of conduct if the environment on Metro stations, trains, and buses does not improve.
 - iii. Member Garcia posed the question of what the responsibility should be for riders as stewards.
 - iv. Member Madden shared that while having larger seats could be helpful, presently people with mobility issues are not able to access seats designated for riders with disabilities because of riders that unnecessarily take up multiple seats.
 1. She also shared that there are people with sight issues and different abilities that might not be able to relate to signage easily and urged Metro to have different ways of disseminating new policy information.
 - v. Member Davis shared the correlation of the lack of public spaces with negative behavior on buses and trains.
 1. Davis added that campaigns to increase policy compliance need to have more collaboration with community members.
 2. Member Smith also stated the importance of centering humanity when reimagining the Code of Conduct, as per PSAC's Mission and Values.
- d. **Next Steps:** Facilitator France shared a preview of the feedback questions the facilitation team will pose at the next meeting.

IV. General Public Comment

Public comment was taken from meeting participants.

- a. Commentor Fung shared that they appreciate the robust discussion and the need for accountability. They requested the ability for comments from the public to be longer than a minute.

V. Adjournment

- a. Meeting adjourned at 7:01 p.m.

VI. Next Steps

- a. The committee will reconvene on 04/20/22.

Metro Public Safety Advisory Committee General Committee Meeting #25

Meeting Summary

Wednesday, April 20, 2022

5:00 – 7:00 p.m.

I. Call to Order

a. Zoom Meeting Protocols

- i. Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpretation services would be available during the meeting.

b. Agenda

- i. Facilitator France reviewed the agenda for the meeting.

c. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Darryl Goodus, Florence Annang, Charles Hammerstein, Glenda Murrell, James Wen, Jose Raigoza, Maricela de Rivera, Chauncey Smith, Constance Strickland, Mohammad Tajsar, Esteban Gallardo, Ma'ayan Dembo, Clarence Davis

Absent: Scarlett de Leon, Raul Gomez, Jessica Kellogg, Sabrina Howard

d. Approval of Meeting Minutes for 04/06/22

- i. Committee members voted to approve the meeting minutes for the April 6th, 2022 meeting.
- ii. Meeting minutes were approved unanimously.

e. Ad-Hoc Subcommittee Meeting Summaries

II. General Public Comment

Public comment was taken from meeting participants.

- a. Commentor urged PSAC members to intervene in Metro's proposed intelligence framework and Code of Conduct because they are not consistent with PSAC's previous recommendations.
- b. Commentor shared appreciation for Metro's work on the Gender Action Plan.

III. Discussion

Dissenting Opinion: Discussion of Process and Q&A

Committee members discussed the process for submitting a dissenting opinion on the committee's recommendations on the policing contracts that passed in January.

- a. **Context Setting:** Facilitator France reviewed PSAC's process and invited the opinion's authors to provide more information on their areas of concern.
- b. **Timing:** Member Madden shared that she voted no on recommendations because they seemed to move too fast for the disabled and older adult communities she represents.
 - i. Member Garcia agreed that the timing feels rushed but also sympathized with a sense of urgency in light of the Sheriff's recent comments.
- c. **Shift from Contracted Law Enforcement:** Member Goodus commented that he voted against the recommendations because he feels transit ambassadors and other programs will need law enforcement during their initial implementation. He cited South Pasadena as a city that did not support a non-contracted model.
 - i. Member Tajsar mentioned that Metro's crime data demonstrates that crime on Metro has either stayed the same or decreased since 2017.
 - ii. Member Raigoza shared that in the areas where he supervises Metro buses, he has seen an increase in calls for onboard disruptions in the last two to three months. He has also noticed de-escalation efforts have not been effective recently. He reiterated his support for a layered approach to security on Metro.
 - iii. Member Garcia added that it is important to involve other government partners and their resources to support Metro's public safety efforts.

Review of Code of Conduct Recommendations

Committee members discussed and voted to approve their recommendations on Metro's Code of Conduct.

- a. **Committee Reactions:**
 - i. Member Madden thanked members for reading attachment A – the memorandum from CALIF-ILC – and clarified that the authors of the document are community members, not paid CALIF employees.
 - ii. Member Raigoza shared that having the Code of Conduct in place allows operators and security to be able to have a framework for ensuring safe rides.
 1. Member Murrell thanked member Raigoza for highlighting the importance of the Code of Conduct and stressed its importance to ensure the safety of disabled and older adult riders.
 - iii. Member Wen shared concern around Attachment A's recommendation for the enforcement of 6-05-120.A, prohibiting loitering in Metro facilities and vehicles. He suggested the recommendation to increase enforcement against loitering be struck

from the recommendation.

1. Facilitator France shared that Attachment A does not represent PSAC's views and therefore will not be edited. Instead, additional clarification was added to Recommendation #11.

b. **Presentation from Metro:** Metro staff stated that ensuring all Metro users have a safe and dignified experience is a responsibility shared by riders and the agency. They will be structuring the code as expectations instead of behaviors, producing recognizable signage, separating penal code items from administrative codes, and investing in the TransitWatch application.

- i. Member Ajayi asked for some clarification on who will be enforcing the code of conduct.
 1. Gina responded that transit security officers will be handling fare enforcement and code of conduct.
 2. Member Ajayi asked what the role of transit ambassadors will be in enforcing the code of conduct.
 - a. Metro staff responded that transit ambassadors will not be enforcing code of conduct.
 3. Facilitator France asked what enforcement currently looks like on the system.
 - a. Member Raigoza shared that he has never seen someone being ticketed on a bus. He stated Metro operators try to focus on intervention.
 - i. Member Davis responded that he has not seen many being ticketed but the few he has witnessed have been Black riders.
 - b. Member Murrell also agreed that they rarely enforce fare and commented on the importance of training for operators to ensure effective communication.

c. **Discussion**

- i. **Using a different mechanism:** Member Tajsar shared that the codes are problematic because they are punitive, rather than infractions and that many of the policies are quality of life issues. He also raised concerns that the Code of Conduct is being used as a mechanism to target specific groups of people.
 1. Member Raigoza expressed support for Member Tajsar's comment. He shared an experience with a rider that would have been removed due to extreme odor but still needed to ride the bus due to life-threatening illness to highlight the gray area of the Code's policies.
 2. Member Tajsar agreed with Member Raigoza and suggested that some of

the things included in the Code of Conduct may not belong.

- ii. **Safety of Operators:** Member Davis stated that there should be more attention and resources dedicated to preventing attacks on operators and ensuring their safety.
- iii. **Street Vendors:** Member Ajayi recommended that the committee remove the prohibition against vendors and suggested more space be made to include them in Metro areas.
- iv. Member Garcia shared that they don't agree with Recommendation #9, as Metro needs to establish standards for what is allowed in enclosed spaces of the vehicles. They provided the example of excessive noise and how it may impact riders with noise sensitivities.
 - 1. Member Tajsar restated his point on the importance of establishing a model for reconciling conflicts between riders and acknowledging that the current Code of Conduct doesn't achieve that.
- d. **Modified Proposal:** Facilitator France asked members if they supported moving forward with the proposal with the following edits
 - 1. Recommendation #9: add additional context specifying that PSAC does not support a punitive Code of Conduct mechanism to solve the systemic issues on the Metro transit system.
 - 2. Recommendation #9: add sections 6-05-090.A-B to the table. This addition to the recommendations requests the removal of language barring commercial activity in Metro facilities or vehicles.
 - 3. Recommendation #14: add recommendation for a Metro public safety advertising campaign promoting safety for riders, community members, and Metro employees and vehicle operators.
- e. **Public Comment**
 - i. Commentor shared that, as a rider, they have never seen the code of conduct enforced and have had instances where they could not hear the public safety address system because of loud music being played
- f. **Voting Action**
 - i. Vote to approve PSAC's code of conduct recommendations
 - 1. Yes:10 No:0 Abstain:2
 - 2. The item was approved

IV. General Public Comment

Public comment was taken from meeting participants.

- a. Commentor wrote in support of LA County Sheriff's bid to provide police services for the LA Metro system. They referenced the violence they have experienced as a rider on Metro.
- b. Commentor asked if there has been any research in establishing a number where riders can

text or call in to have an automated message play on cars or trains regarding the Code of Conduct.

V. Adjournment

- a. Meeting adjourned at 7:10 p.m.


VI. Next Steps

- a. The committee will reconvene on 05/04/22.

Monthly Update on Transit Safety & Security Performance

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

MAY 19, 2022



Crime Stats

VIOLENT CRIMES	March 2022	February 2022	% Change	February 2022	January 2022	% Change	Jan to Mar 2022	Jan to Mar 2021	% Change	Jan to Mar 2022	Jan to Mar 2020	% Change
Homicide	0	0	0.0%	0	1	-100.0%	1	1	0.0%	1	0	N/A
Rape	1	1	0.0%	1	0	N/A	2	4	-50.0%	2	4	-50.0%
Robbery	33	30	10.0%	30	24	25.0%	87	46	89.1%	87	61	42.6%
Agg Assault	51	27	88.9%	27	33	-18.2%	111	58	91.4%	111	55	101.8%
Agg Assault on Op	4	4	0.0%	4	0	N/A	8	6	33.3%	8	2	300.0%
TOTAL VIOLENT	89	62	43.5%	62	58	6.9%	209	115	81.7%	209	122	71.3%

PROPERTY CRIMES	March 2022	February 2022	% Change	February 2022	January 2022	% Change	Jan to Mar 2022	Jan to Mar 2021	% Change	Jan to Mar 2022	Jan to Mar 2020	% Change
Burglary	1	1	0.0%	1	3	-66.7%	5	2	150.0%	5	2	150.0%
Larceny	56	47	19.1%	47	35	34.3%	138	66	109.1%	138	149	-7.4%
Bike Theft	7	4	75.0%	4	2	100.0%	13	5	160.0%	13	17	-23.5%
Motor Vehicle Theft	4	1	300.0%	1	2	-50.0%	7	2	250.0%	7	5	40.0%
TOTAL PROPERTY	68	53	28.3%	53	42	26.2%	163	75	117.3%	163	173	-5.8%
TOTAL PART 1	157	115	36.5%	115	100	15.0%	372	190	95.8%	372	295	26.1%



Law Enforcement Community Engagement


Each law enforcement agency hosts community events to strengthen relationships with community members and bring awareness to safety issues.



- **Children Travel Safe Campaign:** April 14, 2022, at the San Gabriel Valley School of Arts
- **On the Move Riders Program Meeting:** April 15, 2022, at Union Station
- **Coffee With a Deputy:** April 18, 2022, at El Monte Station

Respect the Ride Campaign Update


In collaboration with Operations, Customer Experience, and Homeless Outreach and Engagement, the pilot program began on April 4th at the 7th Street and Metro Center Station.



Metro employed a layered and comprehensive approach to safety.



Custodians feel safer while conducting their duties. A comprehensive daily cleaning at 7th and Metro has transitioned to general maintenance.



Security and law enforcement personnel are visible and working together in a collaborative manner.

Respect the Ride Campaign Update

PATH teams have distributed hundreds of Metro “Care Kits” and have reported:

- 486 engagements
- 75 enrollments
- 33 housed



Street Teams engaged 41,000 customers and distributed masks



Respect the Ride Campaign Update

From April 1st through April 20th, the Blue Shirt teams have distributed:

- 1068 LIFE Brochures
- 484 LIFE Applications
- 407 TAP Cards
- 104 Transit Maps

25 patrons gave thanks for assistance with the TVMs

25 patrons stated they are happy and feel safe with security on site

130 patrons were grateful for Blue Shirt support & 115 patrons thanked the Blue Shirts for their help and support

30 patrons were very thankful for assistance at TVMs, at the Hope St. entrance

Respect the Ride Campaign Next Steps

- In effort to collect campaign feedback, the Blue Shirts have been handing out paper surveys and online surveys.
- Due to positive preliminary feedback, the pilot program has expanded to Pershing Square, Union Station, and North Hollywood stations, in addition to the bus system.
- Ten identified bus lines with the highest number of operator assaults were shared with law enforcement so they can deploy resources at the time and place where bus operators are most vulnerable.