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

Agenda - Final

Thursday, July 17, 2025

1:00 PM

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Operations, Safety, and Customer Experience Committee

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Imelda Padilla, Vice Chair
Janice Hahn
Tim Sandoval
Katy Yaroslavsky
Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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

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

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

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

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The Meeting begins at 1:00 PM Pacific Time on July 17, 2025; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 17 de Julio de 2025. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

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

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Please include the Item # in your comment and your position of “FOR,” “AGAINST,” "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
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One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 30, 31, 32, 33, and 34.

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

CONSENT CALENDAR

30. SUBJECT: ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES 2025-0269

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a six-year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) $6,886,296.00, inclusive of $5,347,296 for Discipline A (Rail) and $1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

Discipline A: Rail
1. AtkinsRealis USA, Inc. - OP127274000
2. DB E.C.O. North America, Inc. - OP127274001
3. Hatch Associates Consultants, Inc. - OP127274002
4. Mott MacDonald Group, Inc. - OP127274003

Discipline B: Bus
1. Capitol Government Contract Specialists - OP127274004
2. Hatch Associates Consultants, Inc. - OP127274005
3. STV Incorporated - OP127274006

B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of $6,886,296.00.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

31. SUBJECT: GRAFFITI ABATEMENT SERVICES 2025-0406

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of $2,683,930 for the three-year base period, and $1,991,400 for the one, two-year option term, for a combined NTE amount of $4,675,330, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any;

B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc. to provide graffiti abatement services in the NTE amount of $3,436,171 for the three-year base period, and $2,458,952 for the one, two-year option term, for a combined NTE amount of $5,895,123, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any; and

C. AWARD a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises, Inc. to provide graffiti abatement services in the NTE amount of $5,002,335 for the three-year base period, and $3,334,890 for the one, two-year option term, for a combined NTE amount of $8,337,225, effective October 1, 2025, subject to the resolution of properly submitted protest(s), if any.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Three Regions' Maps
Presentation

32. SUBJECT: D LINE SUBWAY EXTENSION PROJECT SECTIONS 1, 2, AND 3 SERVICE PLAN TITLE VI SERVICE AND FARE EQUITY ANALYSIS 2025-0460

RECOMMENDATION

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

Attachments: Attachment A - D Line Ext. Sec. 1-3 Op. Plan Title VI Fare Equity Analysis
Attachment B - Public Hearing Comments
Presentation

33. SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES 2025-0506

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20, and extending the period of performance from December 31, 2025, to June 30, 2026; and

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

Attachments: Attachment A - Procurement Summary
Attachment B - Contract Modification Log
Attachment C - DEOD Summary
Presentation

34. SUBJECT: METRO BIKE SHARE 2025-0482

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed $3,627,011, increasing the total contract value from $121,022,457 to $124,649,468; and

B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed $7,500,000 increasing the total contract value from $124,649,468 to $132,149,468.

Attachments: Attachment A - Board Motion #41
Attachment B - Procurement Summary
Attachment C - Modification Change Order Log
Attachment D - DEOD Summary
Presentation

NON-CONSENT

35. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2025-0461

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

36. SUBJECT: METRO NON-REVENUE VEHICLE PROCUREMENT POLICY 2024-1139

RECOMMENDATION

ADOPT the Metro Non-Revenue Vehicle Procurement Policy (Attachment A).

Attachments: Attachment A - Metro Non-Revenue Vehicle Procurement Policy

37. SUBJECT: METRO 2025 TRANSIT SERVICE POLICY 2025-0304

RECOMMENDATION

ADOPT the 2025 Transit Service Policy (Attachment A).

Attachments: Attachment A - 2025 Metro Transit Service Policies and Standards (Redlined)
Attachment B - 2025 Metro Transit Service Policies and Standards
Presentation

38. SUBJECT: RAIL OPERATIONS CONTROL EXPANSION 2025-0327

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. ESTABLISH a Life-of-Project (LOP) Budget of $17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;

B. AWARD a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of $13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;

C. FIND that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department

(TCPSD) operations; and

D. EXECUTE individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Attachments: Attachment A - Procurement Summary
Attachment B - Project Expenditure Plan
Attachment C - DEOD Summary
Presentation

39. SUBJECT: SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES 2025-0476

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc.; AE52668001 with Iteris, Inc.; AE52668002 with Parsons Transportation Group, Inc.; and AE52668003 with Advantec Consulting Engineers, Inc., respectively, for the Shared Mobility Intelligent Transportation Systems On-Call Services bench for a four-year period for a cumulative Not-To-Exceed (NTE) amount of $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE Task Orders within the approved NTE cumulative value.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

40. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2025-0462

RECOMMENDATION

RECEIVE oral report on Metro Operations.

41. SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE 2024-0977

RECOMMENDATION

RECEIVE oral report on the ZEB Program.

Attachments: Presentation

42. SUBJECT: METRO MICRO PILOT PROGRAM UPDATE REPORT 2025-0473

RECOMMENDATION

RECEIVE AND FILE status report on Metro Micro pilot service operations.

Attachments: Presentation

43. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2025 2025-0305

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

Attachments: Attachment A - NextGen Ridership Analysis Q1 CY2025
Attachment B - Weekday Ridership Recovery Comp. by Line & Line Group
Attachment C - Saturday Ridership Recovery Comp. by Line & Line Group
Attachment D - Sunday Ridership Recovery Comp. by Line & Line Group
Presentation

44. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2025-0508

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: Attachment A - Narcan Data May 2025
Attachment B - Arrests by Race & Ethnicity May 2025
Attachment C - Law Enforcement Homeless Outreach May 2025
Attachment D - Metro Transit Security Activities May 2025
Attachment E - Metro Ambassador Activities May 2025
Attachment F - Station Experience Updates
Attachment G - Board Motion 30
Attachment H - Ancillary Areas Trespassing Arrest Graph
Attachment I - Law Enforcement Crime Summary May 2025
Attachment J - Frontline Safety Additional Data May 2025

45. SUBJECT: STATUS REPORT: METRO'S RESPONSE TO EATON & PACIFIC PALISADES WILDFIRES 2025-0509

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Response to Eaton & Pacific Palisades Wildfires.

Attachments: Attachment A - Motion #36
Presentation

SUBJECT: GENERAL PUBLIC COMMENT 2025-0561

RECEIVE General Public Comment

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

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

Adjournment

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

File #: 2025-0269, **File Type:** Contract **Agenda Number:** 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a six-year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) $6,886,296.00, inclusive of $5,347,296 for Discipline A (Rail) and $1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

Discipline A: Rail
1. AtkinsRealis USA, Inc. - OP127274000
2. DB E.C.O. North America, Inc. - OP127274001
3. Hatch Associates Consultants, Inc. - OP127274002
4. Mott MacDonald Group, Inc. - OP127274003

Discipline B: Bus
1. Capitol Government Contract Specialists - OP127274004
2. Hatch Associates Consultants, Inc. - OP127274005
3. STV Incorporated - OP127274006

B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of $6,886,296.00.

ISSUE

A key mission of Metro's Transit Vehicle Engineering department is to maintain and enhance the safety, reliability, and availability of non-warranty rail and bus vehicle assets. To fulfill this mission, the department requires as-needed consultant services to support its Transit Vehicle Engineering and Component Overhaul projects.

The as-needed consultant services provide agility to the department by supplementing Metro personnel with subject matter experts and other technical support staff to expedite delivery of projects and maintain the bus and rail fleets in a state of good repair.

BACKGROUND

In the past, Metro Transit Vehicle Engineering has procured technical expertise and services for rail vehicle assets and their systems under Bench Contract No. PS37755, totaling $8,027,100.00. Through this contract, five qualified consulting firms provided professional engineering and project management support, including the development of technical specifications, the preparation of independent cost estimates, and oversight of the procurement and installation of systems and equipment for Metro's rail fleet over a six year period.

The previous contract awarded the following firms with their respective task order quantities and values:

- CH2M Hill, Inc. , 3 task orders awarded for a total of $1,317,309.00
- LTK Engineering, Inc., 4 task orders awarded for a total of $2,583,726.00
- Mott MacDonald, LLP, 2 task orders awarded for a total of $930,071.00

WSP, Inc., 1 task order awarded for a total of $339,595.00

DISCUSSION

The Bench Contract allows Metro to augment internal resources by engaging pre-qualified consulting firms with diverse and specialized expertise in engineering, technical services, and program management.

All consulting firms selected for the vehicle bench have demonstrated the technical depth, engineering experience, and capacity necessary to support Metro's anticipated tasks and projects. As specific needs arise, statements of work will be developed to outline the required scope and level of support. Consulting firms on the bench will then be invited to submit proposals, and work will be awarded to the selected firm through Task Orders.

Under Metro's direction, consultants will provide appropriate engineering, technical, and program management services to support the timely execution of deliverables related to Transit Vehicle Engineering and Component Overhaul projects.

Potential tasks under this Bench Contract include, but are not limited to:

- Development and review of technical specifications
- Condition-based assessments of existing fleets
- Failure investigations and fleet reliability studies
- Evaluation and improvement of shop maintenance practices
- Vendor site visits and audits
- Verification and validation of hardware and software modifications
- Prototype development and testing
- Assistance with the development of specifications and procedures for fleet modifications, component replacements, and system upgrades for both Bus and Rail operations.

Current and potential projects under this Bench Contract will include:

- The LRV Door Enable System Engineering Support

- The P2550/P3010 Pantograph Overhaul Program Support
- The A650/P2000 Friction Brake Overhaul Program Managment
- The ENC Bus Qualification of Alternate Transmission Manufacturer
- The Bus Midlife Engineering Support

Considerations

Metro considered the years of experience and past workload of the proposers and their staff to evaluate their qualifications and capabilities.

DETERMINATION OF SAFETY IMPACT

There is no safety impact under this Bench contract. However, the required Consultant support services will contribute to maintaining the bus and rail system in a State of Good Repair (SGR) that is essential to provide a safe and reliable service for our riders who use the Metro transit system.

FINANCIAL IMPACT

The funding for these services is included in the FY26 budget in various bus and rail operating and capital projects. Task Orders will be issued and funded from the associated fiscal year and Life-of-Project (LOP) budgets. The funding source differs depending on the individual project. These activities will remain within the approved LOP for each project.

Since this is a multi-year contract, the cost center manager and the respective project managers will be responsible for budgeting the cost for each fiscal year for the term of the contract.

Impact to Budget

Funding for the task orders is provided by the specific project requiring the services. The source for these funds is in line with the respective project's funding plans, and fund sources are local funds, which are eligible for Rail and Bus Capital and Operating Projects. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines.

EQUITY PLATFORM

The Diversity & Economic Opportunity Department (DEOD) established an overall twenty-five percent (25%) Disadvantaged Business Enterprise (DBE) goal and an overall twenty-two percent (22%) Small Business Enterprise (SBE) and three percent (3%) Disabled Veteran Business Enterprise (DVBE) goal for this bench contract. Each qualified firm is committed to meeting the overall goals, as established (Attachment C).

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT

reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational and maintenance activities that will benefit and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it supports Metro's state of good repair. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendations support strategic plan goal numbers one and two. Approval of the contract would aid in providing technical resources and support to improve safety, reliability, and availability and achieve Metro's Vision 2028 goals of, one, providing high-quality mobility options that enable people to spend less time traveling and, two, delivering outstanding trip experiences for all users of the transportation system.

ALTERNATIVES CONSIDERED

Staff considered performing this work in-house; however, due to the limited availability and specialized skill sets of existing staff, there is a significant risk that doing so could impact the bus and rail fleets' State of Good Repair, thus adversely impacting the ability to meet service needs.

The Board may choose not to authorize the Contract award for this project; however, this alternative is not recommended as this Bench Contract is critical to facilitate the timely execution and associated deliverables of Transit Vehicle Engineering and Component Overhaul projects.

NEXT STEPS

Upon Board approval, staff will continue to competitively award individual task orders, on an as-needed basis, for engineering, technical, and program management support services.

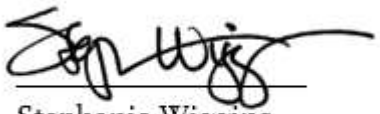
ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Gregory Athas, Senior Manager, Transit Vehicle Engineering, (213) 617-6293

Aaron Disman, Senior Director, Transit Vehicle Engineering (213) 617-6280
Debra Avila, Deputy Chief Vendor/Contract Management Officer, 213-418-3051

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ROLLING STOCK CONSULTANT BENCH – RAIL AND BUS SUPPORT SERVICES/OP127274000 – OP127274006

1.	**Contract Number**: OP127274000 through OP127274006	
2.	**Recommended Vendor**: See Attachment B	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates** :	
	A. Issued : January 22, 2025	
	B. Advertised/Publicized: February 22, 2025	
	C. Pre-Proposal Conference: January 30, 2025	
	D. Proposals Due: March 3, 2025	
	E. Pre-Qualification Completed: May 13, 2025	
	F. Ethics Declaration Forms submitted to Ethics: March 20, 2025	
	G. Protest Period End Date: July 22, 2025	
5.	**Solicitations Downloaded**: 48	**Bids/Proposals Received**: 7
6.	**Contract Administrator**: Jessica Omohundro	**Telephone Number**: (213) 922-4790
7.	**Project Manager**: Gregory Athas	**Telephone Number**: (213) 617-6293

A. Procurement Background

This Board Action is to approve Contract Nos. OP127274000 through OP127274006 for task order-based Rolling Stock Consultant Services. These bench contracts will supplement internal resources by providing access to firms with broad expertise in engineering, technical services, and program management for both bus and rail operations. Work shall be performed on an "as-needed" basis and authorized through the issuance of task orders Board approval of contract awards are subject to the resolution of any properly submitted protest(s), if any.

On January 22, 2025, Request for Proposals (RFP) No. OP127274 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The contract type is a firm fixed price. The Diversity & Economic Opportunity Department recommended a Small Business Enterprise (SBE) goal of 22% and a Disabled Veteran Business Enterprise (DVBE) goal of 3% and Disadvantaged Business Enterprise (DBE) goal of 25% and a Local Small Business Enterprise (LSBE) preference of 5%.

Three (3) amendments and two (2) sets of clarifications were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on February 10, 2025, revised Exhibit 3 "Evaluation Criteria" to include Local Small Business Enterprise Program (LSBE) requirement;
- Amendment No. 2, issued on February 26, 2025, extended proposal due date;

- Amendment No. 3, issued on March 7, 2025, revised Exhibit 3 “Evaluation Criteria” to clarify intent to evaluate both prime and subcontractors.

A total of forty-eight (48) firms downloaded the RFP and were included in the planholders’ list. A virtual pre-proposal conference was held on January 30, 2025, and was attended by nineteen (19) participants representing eight (8) firms. There were twelve (12) questions received for this RFP and responses were provided prior to the proposal’s due date.

A total of seven (7) proposals were received by the due date of March 3, 2025, and are listed below in alphabetical order per discipline:

Discipline A: Rail

1. AtkinsRealis USA, Inc.
2. DB E.C.O. North America, Inc.
3. Hatch Associates Consultants, Inc.
4. Mott MacDonald Group, Inc.

Discipline B: Bus

1. Capitol Government Contract Specialists
2. Hatch Associates Consultants, Inc.
3. STV Incorporated

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Transit Vehicle Engineering, Rail Vehicle Maintenance, and Project Management conducted a comprehensive technical evaluation of all seven (7) proposals received - four (4) for Discipline A: Rail and three (3) for Discipline B: Bus.

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

- Proposer Team Qualifications and Experience 60 percent
- Experience and Qualifications of Key Personnel 30 percent
- Management Plan and Understanding of Work 10 percent
- Local Small Business Enterprise Program (LSBE) * 5 percent

The evaluation criteria are appropriate and consistent with criteria developed for similar bench procurements. Several factors were considered when developing these weights, giving the greatest importance to proposers' team qualifications and experience.

*Proposers were eligible for a 5% Local Small Business Enterprise preference if they met the requirement which granted bonus points exceeding the maximum possible evaluation criteria score.

Evaluations were conducted from March 27, 2025 to April 18, 2025. Of the seven (7) proposals received, all seven (7) were determined to be within the competitive range and determined to be responsive, responsible, and qualified to perform the services based on the RFP requirements

Discipline A: Rail

The four (4) firms within the competitive range are listed below in alphabetical order:

1. AtkinsRealis USA, Inc.
2. DB E.C.O. North America, Inc.
3. Hatch Associates Consultants, Inc.
4. Mott MacDonald Group, Inc.

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
1	**Mott MacDonald Group, Inc.**				**1**
2	Team Qualifications and Experience	86.67	60%	52.00	
3	Experience and Qualifications of Key Personnel	86.67	30%	26.00	
4	Management Plan and Understanding of Work	84.00	10%	8.40	
	Total		100%	86.40	
5	**Hatch Associates Consultants, Inc.**				**2**
6	Team Qualifications and Experience	83.33	60%	50.00	
7	Experience and Qualifications of Key Personnel	85.56	30%	25.67	
8	Management Plan and Understanding of Work	80.70	10%	8.07	
	Total		100%	83.74	

9	**DB E.CO. North America, Inc.**				**3**
10	Team Qualifications and Experience	82.22	60%	49.33	
11	Experience and Qualifications of Key Personnel	78.80	30%	23.64	
12	Management Plan and Understanding of Work	76.00	10%	7.60	
	Total		100%	80.57	
13	**AtkinsRealis USA, Inc.**				**4**
14	Team Qualifications and Experience	80.00	60%	48.00	
15	Experience and Qualifications and Key Personnel	80.00	30%	24.00	
16	Management Plan and Understanding of Work	81.30	10%	8.13	
	Total		100%	80.13	

Discipline B: Bus

The three (3) firms within the competitive range are listed below in alphabetical order:

1. Capitol Government Contract Specialists
2. Hatch Associates Consultants, Inc.
3. STV Incorporated

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
1	**STV Incorporated**				**1**
2	Team Qualifications and Experience	84.45	60%	50.67	
3	Experience and Qualifications of Key Personnel	83.33	30%	25.00	
4	Management Plan and Understanding of Work	83.30	10%	8.33	
	Total		100%	84.00	
5	**Capitol Government Contract Specialists**				**2**
6	Team Qualifications and Experience	78.88	60%	47.33	
7	Experience and Qualifications of Key Personnel	75.57	30%	22.67	

8	Management Plan and Understanding of Work	79.30	10%	7.93	
	Total		100%	77.93	
9	**Hatch Associates Consultants, Inc.**				**3**
10	Team Qualifications and Experience	76.67	60%	46.00	
11	Experience and Qualifications of Key Personnel	75.57	30%	22.67	
12	Management Plan and Understanding of Work	75.30	10%	7.53	
	Total		100%	76.20	

No firms were determined to be outside the competitive range and no firms were excluded for further consideration.

Upon the completion of the evaluation process, all seven (7) firms demonstrated the necessary experience, technical capabilities, and resources to perform the scope of work to support both the Rail and Bus disciplines.

C. Cost/Price Analysis

Work for this bench contract will be authorized through the issuance of individual task orders. Each task order will include a defined scope of services related to either the Rail or Bus disciplines. These task orders will be competed among the firms on the respective benches allowing for competitive pricing and selection based on the specific need. An analysis shall be performed at the time each task order is issued and awarded in accordance with Metro's acquisition policy.

D. Background on Recommended Contractors

AtkinsRealis USA, Inc.

AtkinsRealis USA, Inc., founded in 1911, is one of the world's leading engineering, design, and construction firms, with over 39,000 employees across 160+ countries. The firm is a recognized expert in consulting services for rail vehicle equipment, offering comprehensive support throughout the full life cycle of transit rail systems—including engineering, operations, maintenance, and overhaul—for both light and heavy rail vehicles. AtkinsRealis USA, Inc. is currently involved in multiple specialized rail projects with agencies such as Metro, Metrolink, Caltrans, and Metrolinx. The dedicated project manager will operate from the downtown Los Angeles office, supported by a team with extensive Metro experience and full fleet coverage.

Capitol Government Contract Specialists

Capitol Government Contract Specialists, established in 2011 and headquartered in Irvine, California, is a small business specializing in rolling stock, transit operations, and oversight services. Since 2018, the firm has supported Metro's bus procurements through key contracts involving program management, vehicle engineering, and reliability analysis. The Capitol GCS team includes seasoned professionals with decades of experience in transit vehicle projects. Known for their accessibility and strong partnerships, Capitol GCS has over 20 years of collaborative experience on major transit initiatives in cities like Boston and Los Angeles. The firm has provided bench services for Metro with satisfactory performance.

Capitol GCS is a disadvantaged business enterprise (DBE).

DB E.C.O. North America, Inc.

DB E.C.O. North America, Inc., established in 2017 and headquartered in Sacramento, California, is the U.S. subsidiary of the Deutsche Bahn Group. The firm offers specialized expertise tailored to North America's rail industry, drawing on decades of global experience in rail vehicle engineering, maintenance, and component overhauls. DB E.C.O. integrates international best practices with localized knowledge of regional suppliers and operational standards. Their team has supported major projects for agencies including SBCTA, Caltrans, Sound Transit, and Metro. Team of professionals with over a decade of experience in rail systems engineering consulting services.

Hatch Associates Consultants, Inc.

Hatch Associates Consultants, Inc., founded in 1931 and headquartered in Pittsburgh, Pennsylvania, is a 100% employee-owned multidisciplinary professional services firm. The company provides a wide range of technical and strategic services across the infrastructure, metals, and energy sectors worldwide. Hatch's Transit Business Unit is recognized as one of North America's most experienced consultants in bus transit vehicles and rail systems. Organized into five specialized areas—Vehicles and Operations, Systems Engineering, Assurance and Integration, Linear Infrastructure and Facilities, and Data Analytics—the unit includes approximately 1,000 professionals. Hatch supports both rail and bus disciplines through a strong in-house team and a network of subcontractors. The firm has led or contributed to major transit projects for agencies such as TriMet, Sound Transit, MARTA, SRTD, and Metro. Hatch Associates Consultants, Inc. has provided bench services for Metro with satisfactory performance.

Mott MacDonald Group, Inc.

Mott MacDonald Group, Inc., established in 1989 through the merger of two legacy engineering consultant groups, is an employee-owned firm specializing in engineering, management, and development consulting services. With over 16,000 employees in 180 offices across 150 countries, the company offers global expertise with a strong focus on rail-based systems, including light rail, subway, commuter rail, and streetcar services. Mott MacDonald's core team brings deep knowledge of Metro's fleet, operations, and maintenance processes, with proven capabilities in rail vehicle engineering and program management. The firm also collaborates with a network of specialized subcontractors to broaden its technical scope. Mott MacDonald has successfully delivered projects for agencies such as SBCTA, SCRRA, Sound Transit, and Metro, and has provided services to Metro with satisfactory performance.

STV Incorporated

STV Incorporated, operating since 2012 with more than 60 offices nationwide, is a nationally recognized firm with over 40 years of experience supporting Metro and its predecessor agencies. Combining broad national resources with in-depth knowledge of local transit operations, STV is a trusted provider of on-call consultant services for agencies including SFMTA, NCTD, MARTA, and Metro. The firm's team is led by experienced local management and includes specialists in bus reliability, engineering, equipment, quality control, regulatory compliance, and reporting. Many staff members have over a decade of direct experience in transit and rail system operations. STV is a recognized leader in the passenger transit and rail sector and has provided services for Metro with satisfactory performance.

DEOD SUMMARY

ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES OP127274000 – OP127274006

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall twenty-five percent (25%) Disadvantaged Business Enterprise (DBE) goal on all federally funded task orders and an overall twenty-five (25%) Small Business Enterprise (SBE) goal, inclusive of 22% SBE and 3% Disabled Veteran Business Enterprise (DVBE), on all state, local, and or Measure M funded task orders on this bench contract. Each firm committed to meet the overall 25% DBE and overall 25% SBE goals. Proposers were encouraged to form teams that included DBE, SBE, and DVBE firms without schedules or specific dollar commitment to designated subcontractors.

Six (6) firms were selected as prime consultants, one of which is SBE certified: AtkinsRealis USA, Inc., DB E.C.O. North America, Inc., Hatch Associates Consultants, Inc., Mott MacDonald Group, Inc., Capitol Government Contract Specialists (SBE), and STV Incorporated.

In response to a specific Task Order request with a defined scope of work, prime consultants will be required to identify DBE/SBE/DVBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE/SBE/DVBE achievement in meeting the commitments will be determined based on cumulative participation of all Task Orders awarded to each prime consultant.

Prime: AtkinsRealis USA, Inc. (Discipline A)

Small Business Goal	**25% DBE 22% SBE 3% DVBE**	**Small Business Commitment**	**25% DBE 22% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**LSBE**	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	Capitol Government Contract Services	-	TBD	TBD	-
2.	MA Engineering	X	TBD	TBD	TBD
3.	Raul Bravo & Associates, Inc.	-	TBD	TBD	-
4.	Turner Engineering Corporation	X	-	TBD	-

5.	Virginkar & Associates, Inc.	-	TBD	TBD	-
Total Commitment			**25%**	**22%**	**3%**

Prime: DB E.C.O. North America, Inc. (Discipline A)

Small Business Goal	**25% DBE 22% SBE 3% DVBE**	**Small Business Commitment**	**25% DBE 22% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**LSBE**	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	Raul Bravo & Associates, Inc.	-	TBD	TBD	-
2.	Virginkar & Associates, Inc.	-	TBD	TBD	-
3.	MA Engineering	X	TBD	TBD	TBD
Total Commitment			**25%**	**22%**	**3%**

Prime: Mott MacDonald Group, Inc. (Discipline A)

Small Business Goal	**25% DBE 22% SBE 3% DVBE**	**Small Business Commitment**	**25% DBE 22% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**LSBE**	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	Capitol Government Contract Services (Prime)	-	TBD	TBD	-
2.	Parthenon Corporation	X	TBD	TBD	-
3.	PSM Associates	-	-	TBD	TBD
4.	Turner Engineering Corporation	-	-	TBD	-
5.	Virginkar & Associates, Inc.	-	TBD	TBD	-
Total Commitment			**25%**	**22%**	**3%**

Prime: Hatch Associates Consultants, Inc. (Discipline A and B)

Small Business Goal	**25% DBE 22% SBE 3% DVBE**	**Small Business Commitment**	**25% DBE 22% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**LSBE**	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	Virginkar & Associates, Inc.	-	TBD	TBD	-
2.	Capitol Government Contract Services	-	TBD	TBD	-
3.	FiveTwo Engineering Services LLC	-	-	-	DVBE
4.	Ramos Consulting Services, Inc.	X	TBD	TBD	-
5.	Omni Strategy, LLC	-	TBD	TBD	-
6.	Turner Engineering Corporation	X	-	TBD	-
Total Commitment			**25%**	**22%**	**3%**

Prime: Capitol Government Contract Specialists (Discipline B)

Small Business Goal	**25% DBE 22% SBE 3% DVBE**	**Small Business Commitment**	**25% DBE 22% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**LSBE**	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	Capitol Government Contract Services (Prime)	-	TBD	TBD	-
2.	Amheart Solutions	-	TBD	TBD	TBD
Total Commitment			**25%**	**22%**	**3%**

Prime: STV Incorporated (Discipline B)

Small Business Goal	**25% DBE 22% SBE 3% DVBE**	**Small Business Commitment**	**25% DBE 22% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	LSBE	DBE Commitment	SBE Commitment	DVBE Commitment
1.	Amheart Solutions	-	TBD	TBD	TBD
2.	Capitol Government Contract Specialists	-	TBD	TBD	-
3.	Impact Sciences, Inc.	LSBE	TBD	TBD	-
4.	Omni Strategy, LLC	-	TBD	TBD	-
5.	Turner Engineering Corporation	LSBE	-	TBD	-
6.	Virginkar & Associates, Inc.	-	TBD	TBD	-
7.	Zero Emissions Transportation Partners, LLC	-	TBD	TBD	-
	Total Commitment		**25%**	**22%**	**3%**

B. Local Small Business Enterprise (LSBE) Preference Program

The LSBE Preference will be applied at the task order level on task orders funded with non-federal funds. The LSBE preference is not applicable to federally funded task orders. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

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.

ROLLING STOCK CONSULTANT BENCH – RAIL AND BUS SUPPORT SERVICES

July 17, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

RECOMMENDATION

A. AUTHORIZE the Chief Executive Officer to award a six year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) $6,886,296.00, inclusive of $5,347,296 for Discipline A (Rail) and $1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of $6,886,296.00.

Metro

AWARDEES

Discipline A: Rail

Firm	Contract	Score	Rank
Mott MacDonald Group, Inc.	OP127274003	86.40	1
Hatch Associates Consultants, Inc.	OP127274002	83.74	2
DB E.C.O. North America, Inc.	OP127274001	80.57	3
AtkinsRealis USA, Inc.	OP127274000	80.13	4

Discipline B: Bus

Firm	Contract	Score	Rank
STV Incorporated	OP127274006	84.00	1
Capitol Government Contract Specialists	OP127274004	77.93	2
Hatch Associates Consultants, Inc.	OP127274005	76.20	3

Metro

NUMBER OF BIDS/PROPOSALS

Discipline A: Rail
(1) AtkinsRealis USA, Inc.
(2) DB E.C.O. North America, Inc.
(3) Hatch Associates Consultants, Inc.
(4) Mott MacDonald Group, Inc.

Discipline B: Bus
(1) Capitol Government Contract Specialists
(2) Hatch Associates Consultants, Inc.
(3) STV Incorporated

Metro

DEOD COMMITMENT & ISSUE

DEOD COMMITMENT

The contract's DBE goal of 25%, SBE goal of 22%, and DVBE goal of 3% will require participation by disadvantaged and small businesses to ensure a more equitable disbursement of resources. Proposers are required to comply with said requirements to be considered responsive and eligible for contract award.

ISSUE

A key mission of Metro's Transit Vehicle Engineering department is to maintain and enhance the safety, reliability, and availability of non-warranty rail and bus vehicle assets. To fulfill this mission, the department has previously required additional resources, including specialized technical expertise and services.

Metro

DISCUSSION

DISCUSSION

Under Metro's direction, consultants will provide appropriate engineering, technical, and program management services to support the timely execution of Transit Vehicle Engineering and Component Overhaul projects.

The Rolling Stock Bench Contract, will allow for support in performing failure investigations, testing, software modifications, and development of technical documents and will be used on an as-needed basis to supplement resources to in-house staff.

Metro

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

File #: 2025-0406, **File Type:** Contract **Agenda Number:** 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: GRAFFITI ABATEMENT SERVICES

ACTION: AWARD CONTRACTS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of $2,683,930 for the three-year base period, and $1,991,400 for the one, two-year option term, for a combined NTE amount of $4,675,330, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any;

B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc. to provide graffiti abatement services in the NTE amount of $3,436,171 for the three-year base period, and $2,458,952 for the one, two-year option term, for a combined NTE amount of $5,895,123, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any; and

C. AWARD a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises, Inc. to provide graffiti abatement services in the NTE amount of $5,002,335 for the three-year base period, and $3,334,890 for the one, two-year option term, for a combined NTE amount of $8,337,225, effective October 1, 2025, subject to the resolution of properly submitted protest(s), if any.

ISSUE

The existing regional contracts providing graffiti abatement services expire on September 30, 2025. The three new contract awards are required to ensure continuity of maintenance services, effective October 1, 2025. Under these new contracts, graffiti abatement services will be performed throughout Metro's service area, restructured and split geographically into three regions, as shown within Attachment C.

BACKGROUND

On December 18, 2024, a new solicitation to provide graffiti abatement maintenance services for the three regions was issued under the SBE Set Aside Program. On February 5, 2025, 21 proposals were received for regions 1, 2, and 3 combined; however, only five proposals for each region were deemed responsive to the SBE Set Aside Program requirements.

Regular graffiti abatement services are essential for Metro facilities to maintain a safe, clean, and pleasant environment for our patrons. Approximately 4,000 graffiti tags are removed monthly from Metro facilities, Rights-Of-Way (ROWs), parking lots, and parcel properties. This service will continue our long-standing practice of zero tolerance for graffiti systemwide, enhance customer experience, and improve Metro facilities' overall conditions.

DISCUSSION

Under these new graffiti abatement maintenance services contracts, the contractors are required to perform daily inspections throughout Metro's system. All accessible graffiti observed by the contractor must be removed immediately within the same day. All reported accessible graffiti must be removed within 48 hours, and reported non-accessible graffiti must be removed expeditiously upon securing approved track allocation and support. Graffiti will be removed using chemical removal agents, a rag, pressurized hot water, and paint-out methods.

Under the terms of these new contracts, the number of bus and rail stations, facilities, and locations will increase from 533 to 552, including 19 additional locations for the D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure service continuity and meet Metro maintenance standards by promptly providing regularly scheduled and as-needed graffiti abatement maintenance services. A proactive approach to maintenance needs will ensure the delivery of safe, clean, on-time, and reliable services systemwide.

FINANCIAL IMPACT

Funding of $3,755,013 for systemwide graffiti abatement maintenance services is included in the FY26 budget under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since these are multi-year contracts, the cost center manager and Deputy Chief Operations Officer, Shared Mobility, will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Passenger Fares, Propositions A and C, Measures R and M sales tax revenues, State Transit Assistance (STA),

and the Transportation Development Act. These funding sources are eligible for bus and rail operations. Given approved guidelines and provisions, using these funding sources leverages maximum project fund use.

EQUITY PLATFORM

Providing ongoing graffiti abatement maintenance services supports the beautification and cleanliness of Metro facilities, enhancing patrons' experience while utilizing Metro's transit system. Survey results have shown that bus and rail station cleanliness was identified as one of the top areas of concern and was used to assist with funds allocation for the FY26 budget.

As part of this solicitation, Metro hosted two Systemwide Metro Connect Industry Forum Outreach events on August 23 and August 31, 2023, to provide an overview of the Small Business Programs requirements for competitively negotiated procurements.

This procurement was solicited under the Small Business (SB) Prime (Set-Aside) program. Strive Well-Being Inc., an SB Prime, made a 30% SBE commitment for Region 1, BriteWorks, Inc., an SB Prime, made a 66.03% commitment for Region 2, and Urban Graffiti Enterprises, Inc., an SB Prime, made a 100% SBE commitment for Region 3.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The staff recommendation supports Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Performing ongoing graffiti abatement maintenance services will ensure providing safe and clean conditions while enhancing customers' experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations. This option is not recommended as it would result in a gap in service that would impact Metro's system safety, cleanliness, operation, and customer experience.

After completing a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has conducted an initial analysis of insourcing/outsourcing options for graffiti abatement services, among other services. Based on the findings, graffiti abatement services may be considered for insourcing. Approving this recommendation for a contract award will allow staff the time during the three-year base contract term to take the necessary steps for the planning, acquisition of equipment and materials, allocation of resources, training, and implementation to bring graffiti abatement services in-house.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP91160(3)001R1 for Region 1 with Strive Well-Being, Inc., Contract No. OP91160(3)002R2 for Region 2 with BriteWorks, Inc., and Contract No. OP91160(3)003R3 with Urban Graffiti Enterprises, Inc., for Region 3, to provide graffiti abatement services, effective October 1, 2025.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Three Regions' Maps

Prepared by:

Ruben Cardenas Jr., Senior Director, Facilities Contracted Maintenance Services, (213) 922-5932
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
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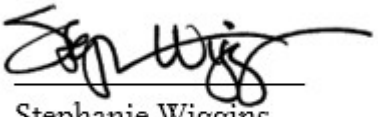
Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

GRAFFITI ABATEMENT SERVICES FOR REGIONS 1, 2, AND 3 / OP91160(3)001R1, OP91160(3)002R2, OP91160(3)003R3

1.	**Contract Number**: OP91160(3)001R1 (Region 1) OP91160(3)002R2 (Region 2) OP91160(3)003R3 (Region 3)	
2.	**Recommended Vendor**: Strive Well-Being, Inc. (Region 1) Briteworks, Inc. (Region 2) Urban Graffiti Enterprises, Inc. (Region 3)	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: December 18, 2024	
	B. Advertised/Publicized: December 18, 2024	
	C. Pre-Proposal Conference: January 2, 2025	
	D. Proposals Due: February 5, 2025	
	E. Pre-Qualification Completed: May 9, 2025	
	F. Ethics Declaration Forms submitted to Ethics: February 11, 2025	
	G. Protest Period End Date: July 22, 2025	
5.	**Solicitations Downloaded**: 26	**Bids/Proposals Received**: 7 (Region 1) 7 (Region 2) 7 (Region 3)
6.	**Contract Administrator**: Annie Duong	**Telephone Number**: 213-418-3048
7.	**Project Manager**: Ruben Cardenas	**Telephone Number**: 213-922-5932

A. Procurement Background

This Board Action is to approve Contract Nos. OP91160(3)001R1 (Region 1) to Strive Well-Being, Inc., OP91160(3)002R2 (Region 2) to Briteworks, Inc., and OP91160(3)003R3 (Region 3) to Urban Graffiti Enterprises, Inc., to provide graffiti abatement services throughout Metro bus and rail facilities, active and inactive rights of way (IROW), Metro Park & Ride (P&R) Lots and Caltrans P&R Lots. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

The Request for Proposals (RFP) was originally issued on September 27, 2022, as a Small Business Prime Set-Aside. Metro received 12 proposals for regions 1 and 2 combined. However, the solicitation was canceled to expand SBE Prime participation and to limit contract awards to a maximum of two regions per proposer.

On October 13, 2023, RFP No. OP91160-2 was issued as a Small Business Prime Set-Aside. Metro received 14 proposals for regions 1, 2, and 3 combined. However, the solicitation was canceled to expand SBE Prime participation and to limit contract award to a maximum of one region per proposer.

On December 18, 2024, RFP No. OP91160(3) was issued as a competitive procurement in accordance with Metro's Acquisition Policy, and the contract type is firm fixed unit rate. The

RFP was issued as a Small Business Prime Set-Aside solicitation and contract award was limited to one region per firm.

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

- Amendment No. 1, issued on December 23, 2024, revised LOI-01 Notice of Invitation and Exhibit 3A - Evaluation Criteria to allow award of more than one region to a proposer if Metro does not receive a sufficient number of responsive and responsible proposals per region;
- Amendment No. 2, issued on January 15, 2025, extended the RFP proposal due date from January 22, 2025 to January 29, 2025;
- Amendment No. 3, issued on January 24, 2025, extended the RFP proposal due date from January 29, 2025 to February 5, 2025.

A total of 26 downloads of the RFP were included in the planholders list. A virtual pre-proposal conference was held on January 2, 2025, and was attended by 6 participants representing 5 firms. There were 20 questions received, and responses were issued prior to the proposal due date.

A total of 21 proposals were received by the proposal due date of February 5, 2025, and are listed below in alphabetical order by region:

Region 1

1. ACME Manpower, Inc.
2. Bread & Water Landscape, LLC
3. BriteWorks, Inc.
4. Far East Landscaping and Maintenance, Inc.
5. Strive Well-Being, Inc.
6. Urban Graffiti Enterprises, Inc.
7. US National Corp dba Jimenez Painting Company

Region 2

1. ACME Manpower, Inc.
2. Bread & Water Landscape, LLC
3. BriteWorks, Inc.
4. Far East Landscaping and Maintenance, Inc.
5. Strive Well-Being, Inc.
6. Urban Graffiti Enterprises, Inc.
7. US National Corp dba Jimenez Painting Company

Region 3

1. ACME Manpower, Inc.
2. Bread & Water Landscape, LLC
3. BriteWorks, Inc.
4. Far East Landscaping and Maintenance, Inc.
5. Strive Well-Being, Inc.
6. Urban Graffiti Enterprises, Inc.
7. US National Corp dba Jimenez Painting Company

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Facilities Contracted Maintenance Services, Transportation Planning, Parking Management Department, and System Security & Law Enforcement was convened and conducted a comprehensive technical evaluation of the proposals received for all three regions.

Of the 21 proposals received, Far East Landscaping and Maintenance, Inc. and US National Corp dba Jimenez Painting Company proposed on regions 1, 2 and 3 and were determined by Metro's Diversity and Economic Opportunity Department (DEOD) to be non-responsive for failing to meet the Small Business Prime Set-Aside (SBE) requirements for the solicitation. Hence, both firms were excluded from further evaluation.

From February 28, 2025, through May 20, 2025, the PET independently evaluated the remaining 15 proposals based on the following evaluation criteria:

Phase I – Minimum Qualification Evaluation: This is a pass/fail criteria. To be responsive to the RFP minimum qualification requirements, proposers must meet all of the following:

1. Prime Contractor's project manager managing and/or performing the work, must each have three years of related skill and experience in performing comprehensive graffiti removal services when the proposal is submitted. Proposer must provide resumes or a list of projects, including duties and responsibilities that demonstrate the identified/named manager's three years of experience.

2. Proposer must submit completed reference information forms as follows:
   - Pro Form 055, List of Completed Projects – Last Five Years
   - Pro Form 054, List of Current Projects (backlog), and
   - Supplemental list of Current Projects form

3. Contractor shall compile and submit a report listing all safety training the Project Manager/Supervisor has received within the past three (3) years. The information shall include the following: date of training, type and/or course title, duration/hours, and company/school that provided the training.

4. Contractor and/or Subcontractor performing the work must hold a valid, current, and good standing State of California C-33 License for Painting and C61/D-38 Specialty License for Sand and Water Blasting.

5. Proposers and their subcontractors must be registered with the Department of Industrial Relations to be eligible to propose and work on public works projects in accordance with California Labor Code §1725.5.

The PET deemed all 15 proposals to be responsive to the minimum qualification evaluation and continued with the weighted evaluation based on the following Phase II – Technical Evaluation.

- Qualifications of the Firm/Team 15%
- Qualifications and Experience of Key Personnel 20%
- Work Plan/Approach 35%
- Price 30%

Several factors were considered in developing these weights, giving the greatest importance to the work plan/approach.

The PET independently evaluated and scored the technical proposals in accordance with the evaluation criteria. In consideration of the RFP cap, which limits the number of contracts that may be awarded to a proposer to a single contract, the following firms are being recommended for award:

Region	Recommended Firm
1	Strive Well-Being, Inc.
2	BriteWorks, Inc.
3	Urban Graffiti Enterprises, Inc.

Urban Graffiti was the top-ranked firm for all three regions and is recommended for contract award for Region 3, the largest region in terms of size and number of locations covered. For Regions 1 and 2, contract award is being recommended to Strive Well-Being and BriteWorks, respectively, the second-ranked firms.

Qualification Summary of Firms:

ACME Manpower, Inc.

ACME Manpower, Inc. (ACME), located in Lancaster, CA, has been in business since 2017. It currently provides graffiti removal, landscaping and irrigation maintenance, trash, vegetation removal and herbicide application services to Metro as a subcontractor. Other clients include Los Angeles City Medians Landscaping, Los Angeles City Tree Trimming, and Veterans Administration Hospital. Its subcontractor, Woods Maintenance Services, Inc., located in North Hollywood, CA, has been providing graffiti abatement, graffiti paint out, trash and vegetation maintenance, and landscaping services to Metro since 2001, and performance has been satisfactory.

Bread & Water Landscape, LLC

Bread & Water Landscape, LLC (Bread & Water), located in Pacoima, CA, has been in business since 2019. It caters to both commercial and residential clients providing landscaping and weed abatement removal services, trash removal, illegal dumping cleanups, and graffiti removal. It currently provides landscaping and maintenance services to Metro as a subcontractor. Public agency clients include the Los Angeles Parks and Recreation, California Department of Transportation and the Los Angeles County Development Authority. Its subcontractor, Woods Maintenance Services, Inc., located in North Hollywood, CA, has been providing graffiti abatement, graffiti paint out, trash and vegetation maintenance, and landscaping services to Metro since 2001, and performance has been satisfactory.

BriteWorks, Inc.

BriteWorks, Inc. (Briteworks), headquartered in Covina, CA, has been in business for almost 25 years and provides commercial and janitorial services. Clients include the City of Irwindale and Police Department, City of West Covina, its Senior Centers and Police Department, Coca-Cola, Disney, Irwindale City Brewery, USDA, and the Army Corps of Engineers. Its subcontractor, Woods Maintenance Services, Inc., located in North Hollywood, CA, has been providing graffiti abatement, graffiti paint out, trash and vegetation maintenance and landscaping services to Metro since 2001, and performance has been satisfactory.

Strive Well-Being, Inc.

Strive Well-Being, Inc. (Strive Well-Being), headquartered in San Diego, CA, has been in business since 2012. It primarily provides consulting and program management, facility and safety management, fitness and wellness services. Its subcontractor, Superior Property Services, Inc., located in Pico Rivera, CA has been providing graffiti abatement, graffiti solutions and pressure washing services since 1993. Graffiti abatement services clients include Metro, Southern California transit agencies, and municipalities such as the County of Los Angeles, County of Orange, City of Hollywood, and City of Anaheim.

Urban Graffiti Enterprises, Inc.

Urban Graffiti Enterprises, Inc. (Urban Graffiti), headquartered in Azusa, CA, has been in business for over 20 years. It currently provides graffiti removal, anti-graffiti coating, steam cleaning, pressure washing and trash collection services to Metrolink, City of San Fernando, City of Burbank, City of West Hollywood, City of Covina, Compton, Arcadia, and various municipalities in Orange and Riverside Counties. It has been providing services to Metro since 2014.

The following is a summary of the PET scores:

Region 1

Award is being recommended to the second top-ranked firm due to the RFP cap, which limits the number of contracts that may be awarded to a proposer to a single contract.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Urban Graffiti Enterprises, Inc.**				
3	Qualifications of the Firm/Team	81.33	15.00%	12.20	
4	Qualifications and Experience of Key Personnel	85.00	20.00%	17.00	
5	Work Plan/Approach	88.00	35.00%	30.80	
6	Price	94.47	30.00%	28.34	
7	**Total**		**100.00%**	**88.34**	**1**

8	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
9	**Strive Well-Being, Inc.**				
10	Qualifications of the Firm/Team	72.00	15.00%	10.80	
11	Qualifications and Experience of Key Personnel	79.15	20.00%	15.83	
12	Work Plan/Approach	82.00	35.00%	28.70	
13	Price	100.00	30.00%	30.00	
14	**Total**		**100.00%**	**85.33**	**2**
15	**BriteWorks, Inc.**				
16	Qualifications of the Firm/Team	76.67	15.00%	11.50	
17	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
18	Work Plan/Approach	79.34	35.00%	27.77	
19	Price	99.13	30.00%	29.74	
20	**Total**		**100.00%**	**84.68**	**3**
21	**Bread & Water Landscape, LLC**				
22	Qualifications of the Firm/Team	68.67	15.00%	10.30	
23	Qualifications and Experience of Key Personnel	80.85	20.00%	16.17	
24	Work Plan/Approach	85.34	35.00%	29.87	
25	Price	83.67	30.00%	25.10	
26	**Total**		**100.00%**	**81.44**	**4**
27	**ACME Manpower, Inc.**				
28	Qualifications of the Firm/Team	71.33	15.00%	10.70	
29	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
30	Work Plan/Approach	77.34	35.00%	27.07	
31	Price	83.67	30.00%	25.10	
32	**Total**		**100.00%**	**80.04**	**5**

Region 2

Award is being recommended to the second top-ranked firm due to the RFP cap, which limits the number of contracts that may be awarded to a proposer to a single contract.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Urban Graffiti Enterprises, Inc.**				
3	Qualifications of the Firm/Team	81.33	15.00%	12.20	
4	Qualifications and Experience of Key Personnel	85.00	20.00%	17.00	
5	Work Plan/Approach	88.00	35.00%	30.80	
6	Price	91.33	30.00%	27.40	
7	**Total**		**100.00%**	**87.40**	**1**

8	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
9	**BriteWorks, Inc.**				
10	Qualifications of the Firm/Team	76.67	15.00%	11.50	
11	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
12	Work Plan/Approach	79.34	35.00%	27.77	
13	Price	98.60	30.00%	29.58	
14	**Total**		**100.00%**	**84.52**	**2**
15	**Strive Well-Being, Inc.**				
16	Qualifications of the Firm/Team	45.33	15.00%	6.80	
17	Qualifications and Experience of Key Personnel	79.15	20.00%	15.83	
18	Work Plan/Approach	82.00	35.00%	28.70	
19	Price	100.00	30.00%	30.00	
20	**Total**		**100.00%**	**81.33**	**3**
21	**ACME Manpower, Inc.**				
22	Qualifications of the Firm/Team	70.67	15.00%	10.60	
23	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
24	Work Plan/Approach	77.34	35.00%	27.07	
25	Price	86.87	30.00%	26.06	
26	**Total**		**100.00%**	**80.90**	**4**
27	**Bread & Water Landscape, LLC**				
28	Qualifications of the Firm/Team	46.00	15.00%	6.90	
29	Qualifications and Experience of Key Personnel	80.00	20.00%	16.00	
30	Work Plan/Approach	85.34	35.00%	29.87	
31	Price	88.87	30.00%	26.66	
32	**Total**		**100.00%**	**79.43**	**5**

Region 3

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Urban Graffiti Enterprise, Inc.**				
3	Qualifications of the Firm/Team	81.33	15.00%	12.20	
4	Qualifications and Experience of Key Personnel	85.00	20.00%	17.00	
5	Work Plan/Approach	88.00	35.00%	30.80	
6	Price	95.27	30.00%	28.58	
7	**Total**		**100.00%**	**88.58**	**1**
8	**BriteWorks, Inc.**				
9	Qualifications of the Firm/Team	76.67	15.00%	11.50	
10	Qualifications and Experience of Key Personnel	76.65	20.00%	15.33	
11	Work Plan/Approach	79.34	35.00%	27.77	

12	Price	100.00	30.00%	30.00	
13	**Total**		**100.00%**	**84.60**	**2**
14	**Bread & Water Landscape, Inc.**				
15	Qualifications of the Firm/Team	68.67	15.00%	10.30	
16	Qualifications and Experience of Key Personnel	80.85	20.00%	16.17	
17	Work Plan/Approach	85.34	35.00%	29.87	
18	Price	84.37	30.00%	25.31	
19	**Total**		**100.00%**	**81.65**	**3**
20	**ACME Manpower, Inc.**				
21	Qualifications of the Firm/Team	72.00	15.00%	10.80	
22	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
23	Work Plan/Approach	77.34	35.00%	27.07	
24	Price	84.37	30.00%	25.31	
25	**Total**		**100.00%**	**80.35**	**4**
26	**Strive Well-Being, Inc.**				
27	Qualifications of the Firm/Team	71.33	15.00%	10.70	
28	Qualifications and Experience of Key Personnel	79.15	20.00%	15.83	
29	Work Plan/Approach	54.66	35.00%	19.13	
30	Price	98.97	30.00%	29.69	
31	**Total**		**100.00%**	**75.35**	**5**

C. Price Analysis

Region 1

The recommended amount has been determined to be fair and reasonable based on adequate price competition, an Independent Cost Estimate (ICE), technical analysis, and price analysis.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	Strive Well-Being, Inc.	$4,675,330	$4,876,710	$4,675,330
2	Urban Graffiti Enterprises, Inc.	$4,949,730		
3	BriteWorks, Inc.	$4,715,617		
4	Bread &Water Landscape, LLC	$5,588,640		
5	ACME Manpower, Inc.	$5,588,640		

Region 2

The recommended amount has been determined to be fair and reasonable based on adequate price competition, an ICE, technical analysis, and price analysis.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	BriteWorks, Inc.	$5,895,123	$6,361,440	$5,895,123
2	Urban Graffiti Enterprises, Inc.	$6,364,208		
3	Strive Well Being, Inc.	$5,812,080		
4	ACME Manpower, Inc.	$6,691,020		
5	Bread & Water Landscape, LLC	$6,539,190		

Region 3

The recommended amount has been determined to be fair and reasonable based on adequate price competition, an ICE, technical analysis, and price analysis.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1	Urban Graffiti Enterprises, Inc.	$8,337,225	$8,384,640	$8,337,225
2	BriteWorks, Inc.	$7,748,304		
3	Bread & Water Landscape, LLC	$8,565,960		
4	ACME Manpower, Inc.	$8,764,860		
5	Strive Well Being, Inc.	$7,549,260		

D. Background on Recommended Contractors

BriteWorks, Inc.
BriteWorks, Inc. (BriteWorks), established in 2001, specializes in commercial and industrial quality cleaning for the business community. BriteWorks currently provides graffiti abatement and trash removal services to Metro as a subcontractor and performance has been satisfactory.

Strive Well-Being, Inc.
Strive Well-Being, Inc. (Strive Well-Being), established in 2012, is a consulting, facility, safety management, fitness, and wellness services company. Together with its subcontractor, the Strive Well-Being team brings a combined 35 years of experience providing graffiti removal services for public agencies. Strive Well-Being provided graffiti survey and abatement services at Metro headquarters in 2021, and performance was satisfactory.

Urban Graffiti Enterprise, Inc.
Urban Graffiti Enterprise, Inc. (Urban Graffiti), established in 2000, is a graffiti removal services company, including site cleanups, nuisance abatement, trash and debris collection under various public and private sectors. Other services Urban Graffiti provides include steam cleaning, pressure washing, trash collection, etched window repair, and protective film installation. Urban Graffiti has been providing various facility services to Metro since 2014, and performance has been satisfactory.

DEOD SUMMARY

GRAFFITI ABATEMENT SERVICES FOR REGIONS 1, 2 AND 3 / OP91160(3)001R1, OP91160(3)002R2, and OP91160(3)003R3

A. Small Business Participation

This solicitation was subject to the Small Business Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. All recommended awardees are SB primes and have committed to self-performing at least thirty percent or higher with their own workforce.

Region 1:

Strive Well-Being, Inc., an SB Prime, made a 30% SBE commitment and listed one non-certified subcontractor to perform on this contract.

	SBE Prime Contractor	SBE % Committed
1.	Strive Well-Being, Inc. (Prime)	30%
	Total Commitment	30%

Region 2:

BriteWorks, Inc., an SB Prime, made a 66.03% SBE commitment and listed one non-certified subcontractor to perform on this contract.

	SBE Prime Contractor	SBE % Committed
1.	BriteWorks, Inc. (Prime)	66.03%
	Total Commitment	66.03%

Region 3:

Urban Graffiti Enterprises, Inc., a Small Business (SB) Prime, made a 100% SBE commitment performing 100% of the work with its own workforce.

	SBE Prime Contractor	SBE % Committed
1.	Urban Graffiti Enterprises, Inc. (Prime)	100%
	Total Commitment	100%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

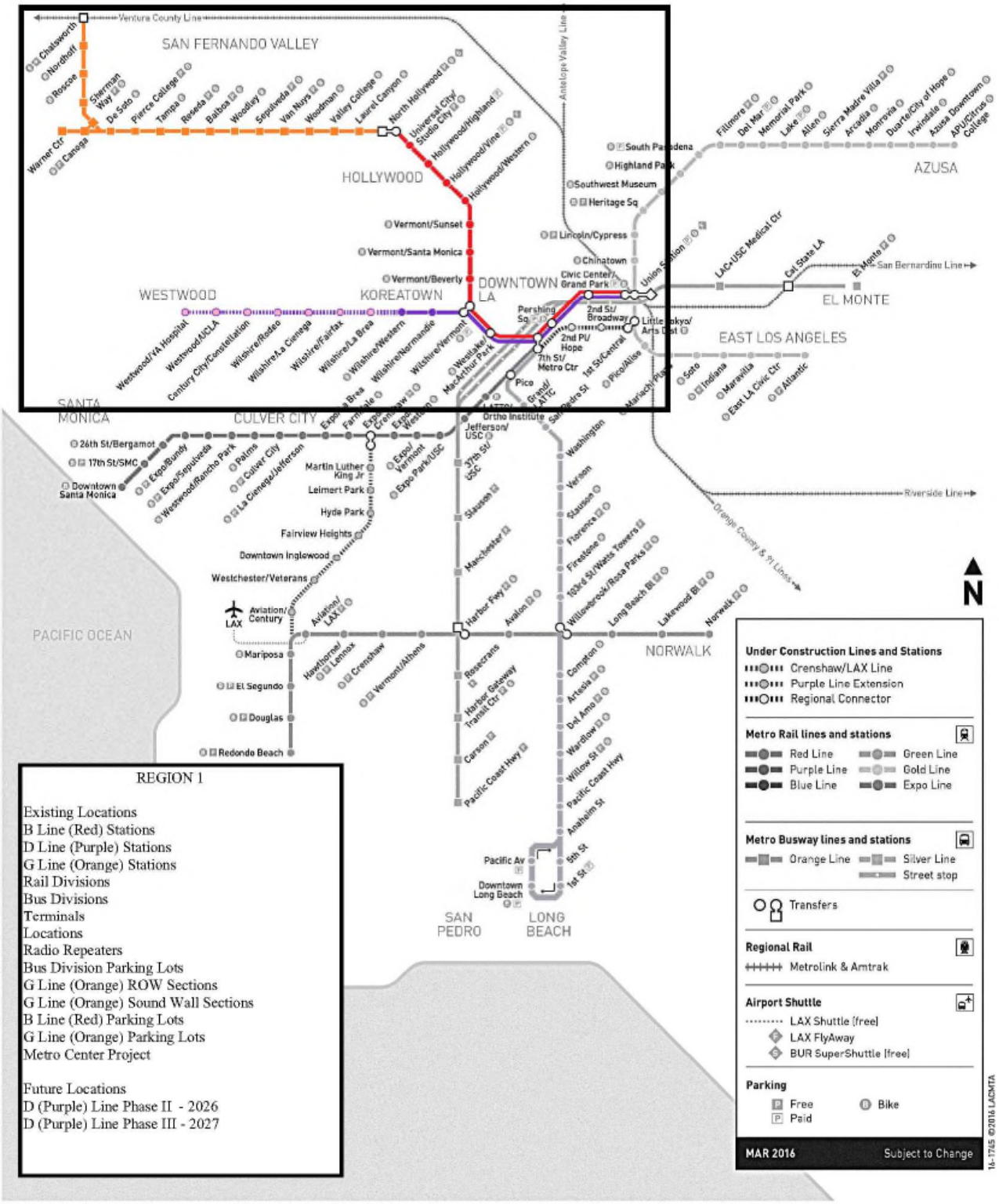
C. Prevailing Wage Applicability

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

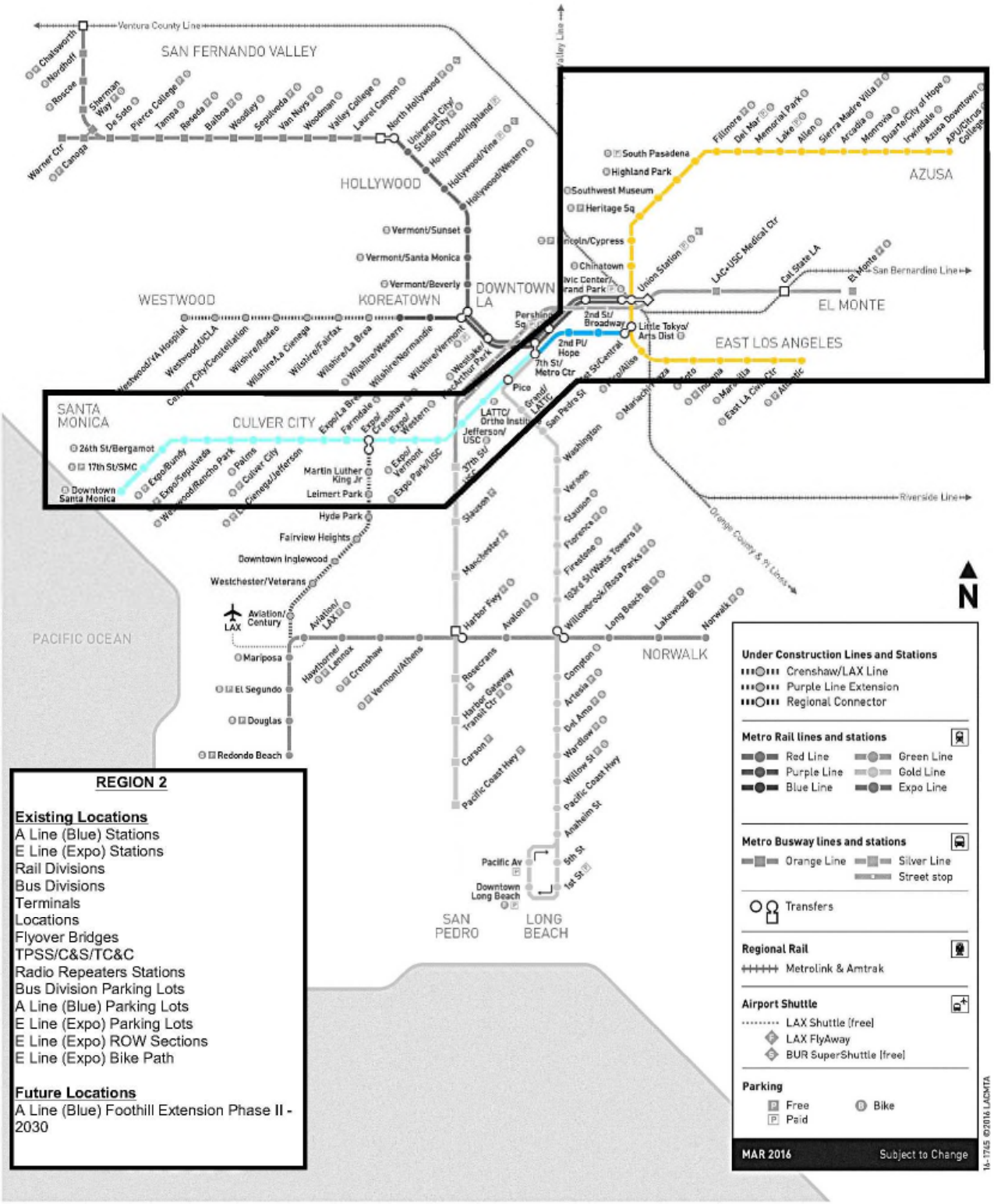
D. Project Labor Agreement/Construction Careers Policy

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.

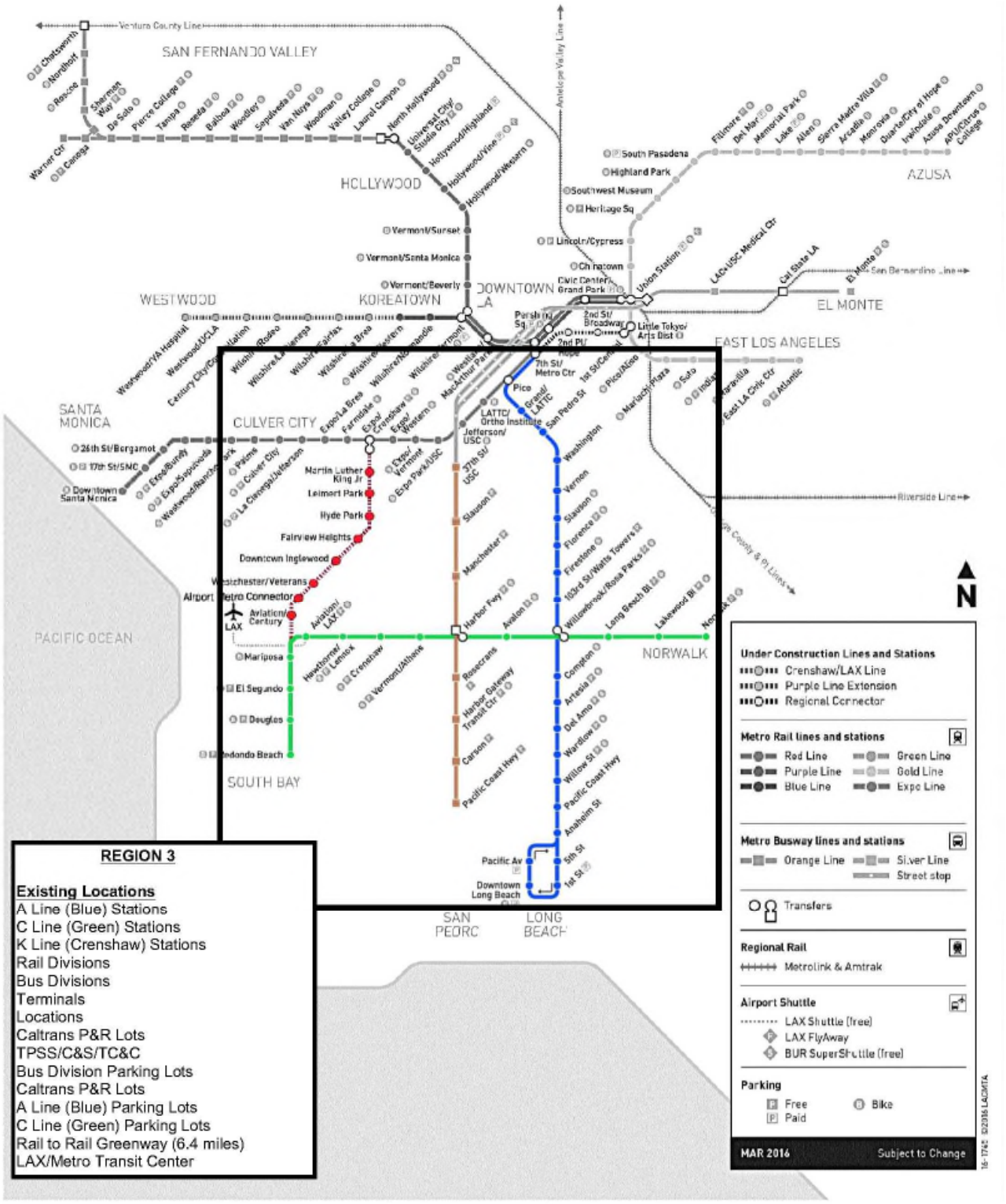
ATTACHMENT C
THREE REGIONS' MAPS
GRAFFITI ABATEMENT SERVICES
REGION 1



ATTACHMENT C
THREE REGIONS' MAPS
GRAFFITI ABATEMENT SERVICES
REGION 2



ATTACHMENT C
THREE REGIONS' MAPS
GRAFFITI ABATEMENT SERVICES
REGION 3



Shared Mobility - Facilities Contracted Maintenance Services

GRAFFITI ABATEMENT SERVICES – #2025-0406

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. Award a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc., to provide graffiti abatement services in the not-to-exceed (NTE) amount of $2,683,930 for the three-year base period, and $1,991,400 for the one, two-year option, for a combined NTE amount of $4,675,330, effective October 1, 2025, subject to resolution of properly submitted protest(s), if any; and

B. Award a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc., to provide graffiti abatement services in the NTE amount of $3,436,171 for the three-year base period, and $2,458,952 for the one, two-year option, for a combined NTE amount of $5,895,123, effective October 1, 2025, subject to resolution of properly submitted protest(s), if any; and

C. Award a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises Inc., to provide graffiti abatement services in the NTE amount of $5,002,335 for the three-year base period, and $3,334,890 for the one, two-year option, for a combined NTE amount of $8,337,225, effective October 1, 2025, subject to resolution of properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

- Region 1 - Strive Well-Being, Inc. (Second ranked firm due to the RFP Cap)
- Region 2 - BriteWorks, Inc. (Second ranked firm due to the RFP Cap)
- Region 3 - Urban Graffiti Enterprises Inc.

NUMBER OF PROPOSALS – 21 (7 per Region)	Region 1	Region 2	Region 3
• ACME Manpower, Inc.	80.04%	80.90%	80.35%
• Bread & Water Landscape, LLC	81.44%	79.43%	81.65%
• BriteWorks Inc.	84.68%	**84.52%**	84.60%
• Far East Landscape & Maintenance, Inc.	(Non-Responsive)		
• Strive Well-Being, Inc.	**85.33%**	81.33%	75.35%
• Urban Graffiti Enterprises, Inc.	88.34%	87.40%	**88.58%**
• US National Corp.	(Non-Responsive)		

DEOD COMMITMENT

Small Business (SB) Prime (Set-Aside)

Metro

ISSUE & DISCUSSION

ISSUE

The existing regional contracts providing graffiti abatement services expire on September 30, 2025. The three (3) new contract awards are required to ensure continuity of maintenance services, effective October 1, 2025.

DISCUSSION

Under these new graffiti abatement maintenance services contracts, the contractors are required to:

- Perform daily inspections throughout Metro's system.
- Remove all accessible graffiti observed by the contractor within the same day.
- Remove all reported accessible graffiti within 48 hours, and reported non-accessible graffiti must be removed expeditiously upon securing approved track allocation and support.
- Graffiti will be removed using chemical removal agents, a rag, pressurized hot water, and paint-out methods.

Metro

ISSUE & DISCUSSION

DISCUSSION (Continued…)

- Regular graffiti abatement services are essential for Metro facilities to maintain a safe and clean environment.
- Approximately 4,000 graffiti tags are removed monthly from Metro facilities, Rights-Of-Way (ROWs), parking lots, and parcel properties, continuing our long-standing practice of zero tolerance for graffiti systemwide to enhance customer experience and improve Metro facilities' overall conditions.
- Under the terms of these new contracts, the number of Metro bus and rail stations, facilities, and locations will increase from 533 to 552, including 19 additional locations for the D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

Metro

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

File #: 2025-0460, **File Type:** Policy **Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025**

SUBJECT: D LINE SUBWAY EXTENSION PROJECT SECTIONS 1, 2, AND 3 SERVICE PLAN TITLE VI SERVICE AND FARE EQUITY ANALYSIS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

ISSUE

Section 601 of Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Metro, as a recipient of federal funding, is required to ensure its programs and activities are conducted consistent with the intent of Title VI. The D Line Subway Extension Project is a new rail alignment involving federal funding that is expected to begin operation in Winter 2025. Consistent with Federal Transit Administration Title VI guidelines and Metro’s Title VI Plan, a Service and Fare Equity (SAFE) Analysis of the impacts of this new line’s service on minority populations (American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander, as defined in Federal Title VI Circular 4702.1B) is required prior to the start of revenue service.

BACKGROUND

D Line Subway Extension Project

This extension will expand the current D Line from its current terminus, Wilshire/Western Station, extending westward for nearly nine miles along Wilshire Bl, and will add seven new stations. Existing D Line heavy rail (subway) service would continue to operate between Union Station and Wilshire/Western Station, then continue west to serve:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega Stations in Winter 2025

- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening Summer 2026
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027

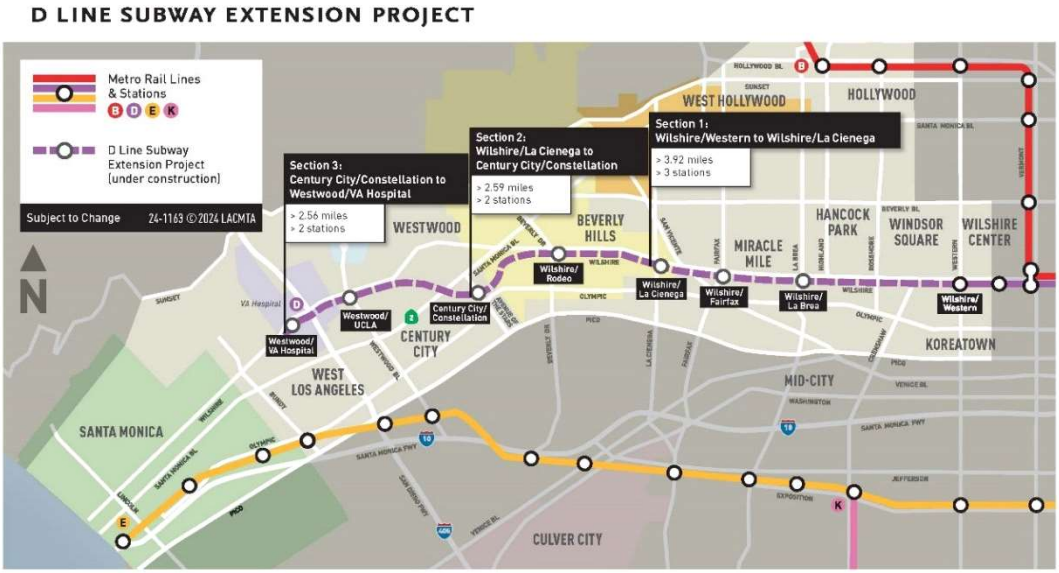


Figure 1 - D Line Subway Extension Project

The segment from the current terminus, Wilshire/Western Station, and the terminus station of each stage will have the same levels of service as the rest of the D Line: 5-minute peak service weekdays, 10-minute off-peak weekday and daytime weekend service, and 20-minute evening/late-night service. These service levels would meet expected passenger demand.

Summary:

There is no loss of rail service levels with the new D Line Subway Extension rail service. Fares for the reconfigured subway rail service will be the same as for other Metro rail and bus services.

Potential Metro Bus service changes include:

- Line 720 will be gradually modified to become a peak period only service on weekdays as outlined in the NextGen Bus Plan. This is based on the expected movement of passengers from this service to the D Line as it extends. Line 20 service will be increased to ensure a good quality local bus service between D Line stations between Downtown LA, Westwood, and Santa Monica.
- There is also an approved change for a new Line 610 between Wilshire/La Brea D Line and Hollywood/Vine B Line Stations, replacing the north end of Line 210. Line 210 northern terminus would become Wilshire/La Brea D Line Station instead of Wilshire/Western D Line and Hollywood/Vine B Line Stations.

Evolving ridership patterns will be monitored as each phase of the D Line extensions opens, and changes planned for the above bus services may be modified. These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater West Los Angeles region.

DISCUSSION

Metro's Title VI Program, which was most recently updated and approved by the Board in September 2022, requires two analyses to be completed for each new rail line.

Disparate Impact

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority population served by the new lines and the overall percentage of minority riders in the Metro service area is at least 5%.

Disproportionate Burden

Metro defines low-income riders at $69,350 or less household income, which represents the threshold for "very low income" for a four-person household in Los Angeles County (California Department of Housing and Community Development's 2024 State income Housing Limits). A disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income population served by the new lines and the overall percentage of low-income persons in the Metro service area is at least 5%.

A finding of a disparate impact on a minority community requires Metro to evaluate alternatives and mitigate burdens where practicable.

D Line Subway Extension Rail Service Plan Title VI Service and Fare Equity Analysis:

As required under Title VI, Metro has reviewed the minority and low-income populations that will be served by the new D Line Subway Extension rail line based on 0.5-mile catchments around the new line.

As Lines 20 and 720 are also being impacted, data for their catchment area is also included. Their catchment area is defined as 0.25 miles of corresponding bus service.* The relevant data is shown in Table 1 below. There is no demographic ridership data to analyze for rail service along this alignment, as the line is not yet in operation.

*A buffer of 0.25 miles is used since the average rider tends to walk only 0.25 miles for bus service as opposed to 0.5 for rail service.

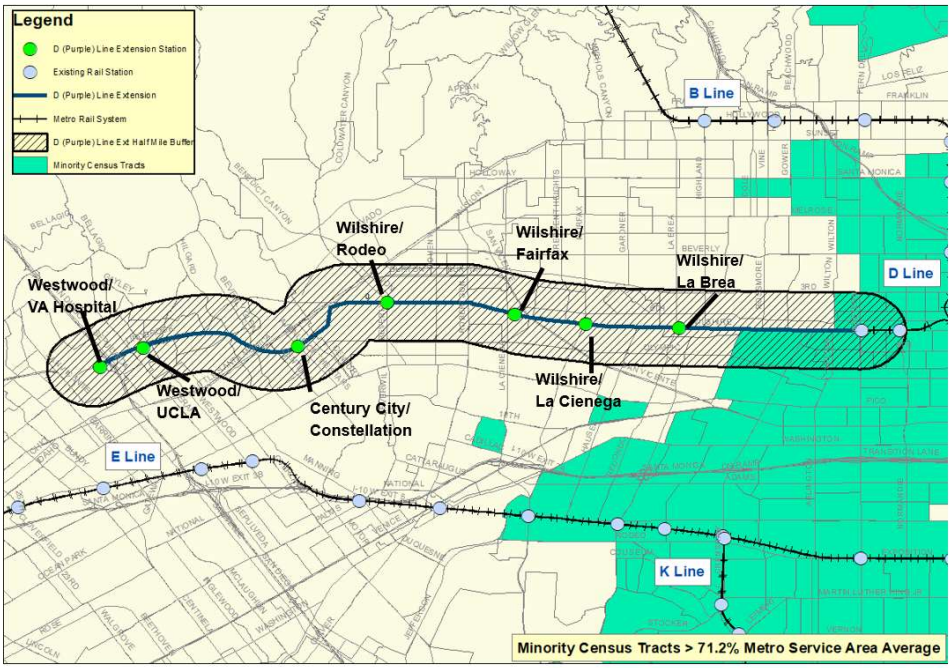
Table 1

Comparison	Population	Minority Population	Minority Percentage
D Line Extension	252,075	116,799	46.3%
Line 720 Deletion	-353,403	-202,304	57.2%
Line 20 Service Increase	351,868	201,699	57.3%
D Line Extension Impact Corridor	250,540	116,594	46.4%
Metro Service Area	7,580,839	5,397,073	71.2%
		Difference Comparison	-24.8%

Note: Data source is the 2023 American Community Survey.

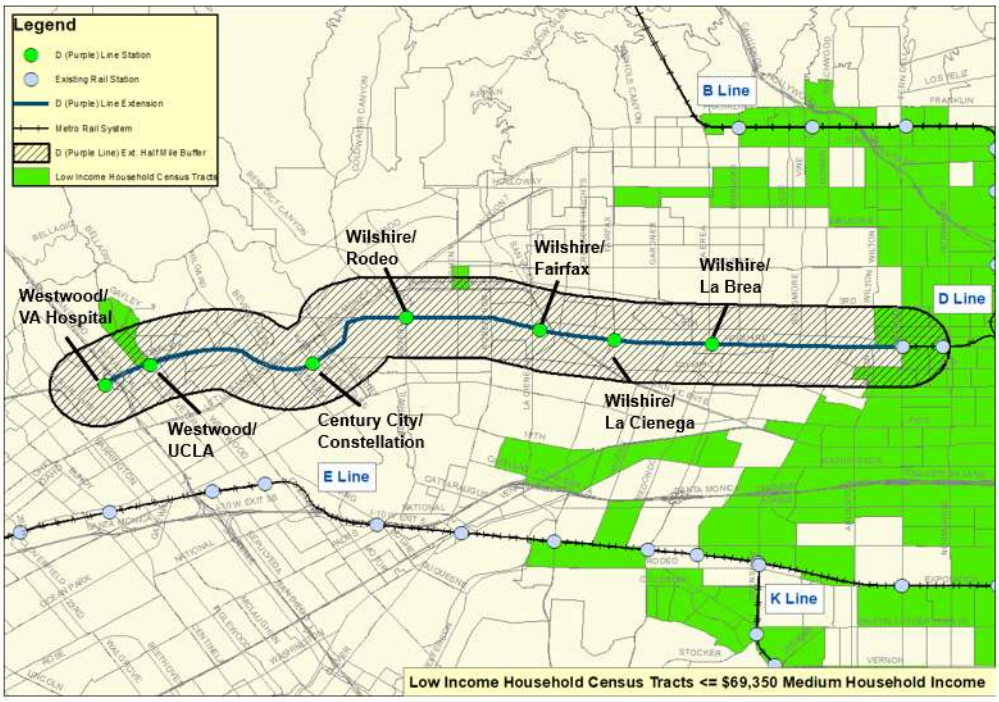
The minority population that will be served by the D Line Subway Extension Subway Project Impact Corridor (see Figure 2, 0.5-mile catchment) comprises 46.4% of the overall population; the new line catchment will serve a minority population that is 24.8% lower than the 71.2% average for Metro's overall service area. It should also be noted that the minority population riding the existing D Line service is 81.5%, which is larger than the system average minority population. This constitutes a disparate impact to the minority population under Title VI. However, since the project is a benefit to both the corridor and the minority population the new line will serve, adding new rail service and discontinuing Line 720 will be offset by increasing service on Line 20. Thus, the disparate impact is positive for the minority population under Title VI and does not require any review of alternative options for mitigation.

Figure 2 - D Line Subway Extension - Minority Population



The low-income households that will be served by the D Line Subway Extension Project Impact Corridor (see Figure 3, 0.5-mile catchment with 0.25-mile catchment for Lines 20 and 720) comprise 46.4% of the households.

Figure 3 - D Line Subway Extension - Low-Income Population



This is 1.2% higher than the Metro Service Area average of 45.2% for low-income households. Since this is within the 5% threshold, there is no disproportionate burden on low-income households. The project is a benefit to both the corridor and the low-income households the line will serve by adding a new rail service, with associated adjustments to Metro bus services. The service plan does not require any review of alternative options for mitigation.

Table 2

	Number of Households	Number of Low-Income Households	Low-Income Household Percentage
D Line Extension	112,666	47,193	41.9%
Line 720 deletion	-172,562	-86,021	49.8%
Line 20 service increase	171,551	85,793	50.0%
D Line Extension Impact Corridor	111,665	85,783	42.1%
Metro Service Area	2,663,368	1,205,146	45.2%
		Difference Comparison	-3.1%

Note: Data source is the 2023 American Community Survey.

Conclusion:

The Service Equity Analysis shows that only the minority population, and not the low-income population, exceeds Metro's threshold of at least 5%, with a resulting disparate impact for the minority population. However, the new D Line Subway Extension rail service provides new high-quality mobility options and benefits to minority populations and low-income households that will be served by this new corridor. Minorities and low-income riders will be the primary beneficiaries of this project. As a result, Metro concludes the disparate impact under Title VI will not require mitigation.

Metro followed the requirements of FTA Circular 4702.1B and met the legal test for disparate impact as follows:

1) Metro has a substantial legitimate justification for the proposed service changes as it works to expand access to high-quality rail service and facilities across the Metro service area; and
2) Metro has no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals with the opening of the D Line Subway Extension rail service.

Given these findings, staff therefore request that the Metro Board adopt this analysis in support of the impending introduction of the D Line Subway Extension rail service.

Metro's Westside Central Service Council conducted a public hearing at 5:30 p.m. on Wednesday, June 11, to present the Title VI Service and Fare Equity Analysis and receive public comment.

The notice of intent to hold this public hearing was published in the following publications and languages:

- Asbarez Armenian Daily News (Armenian)
- Asian Journal (Tagalog)
- Brentwood News (English)
- Korea Times (Korean)
- La Opinión (Spanish)
- Los Angeles Daily News (English)
- Los Angeles Sentinel (English)
- Panorama (Russian)
- Rafu Shimpo (Japanese)
- Southwest Wave (English)
- World Journal (Chinese Daily News)

Information regarding the proceedings was also shared via public announcements at the February and May Metro Westside Central Service Council meetings, posts on Nextdoor and Metro's blog, The Source, eblasts to Westside and Central Los Angeles stakeholders and project stakeholders, and take one brochures distributed at customer information centers and on board Metro buses serving the area near the extension.

A total of 27 members of the public participated virtually in the hearing. A summary of comments received is included as Attachment B to this report. Comments focused primarily on the late evening proposed frequency of D Line rail service, which is based on a policy level across all rail lines.

DETERMINATION OF SAFETY IMPACT

There is no safety impact as the results of this Title VI analysis for the D Line Subway Extension rail service plan do not alter any element of this project in terms of facilities or services planned to

operate when revenue service begins.

FINANCIAL IMPACT

The results of this Title VI analysis for the D Line Subway Extension rail service plan do not alter any element of this project in terms of facilities or services planned to operate when revenue service begins.

Impact to Budget

There is no impact to the approved Metro FY26 budget. The introduction of revenue service on this new rail line extension is included in the Metro FY26 budget, and that budget will not change as a result of this analysis.

EQUITY PLATFORM

The Title VI Service and Fare Equity Analysis is a formal consideration of the impact on minority and low-income communities of the service plan for the D Line Subway Extension rail line that is expected to open for service in 2025.

The analysis concludes that while there are disparate impacts under Title VI, this project will provide new high quality mobility options for the communities it will serve. Minority and low-income riders will be beneficiaries of this project.

VEHICLE MILES TRAVELED OUTCOME

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

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

Metro conducted a preliminary analysis to show that the net effect of this multi-modal item is to decrease VMT. Impacts on VMT for the D Line Subway Extension Sections 1, 2, and 3 were analyzed through the Environmental Impact Report process. The result of this analysis was a reduction of 276,261 VMT per day in the study area under existing conditions of 2011 with the Locally Preferred Alternative project, and increasing to a reduction of 318,000 VMT per day for the region for

the build condition (2035) as compared to the no-build option for this project. This impact conclusion is based on the FEIR for the project published in August 2011 (see Addendum to the Transportation Impacts Technical Report, Part 3 of 3 <https://www.dropbox.com/scl/fo/eeodzazmpjuygejcez9i2/AC5ydKRIraI9TEnD7JxDT4c/Reports%20and%20Info/Final%20EIS-EIR/FEIS-FEIR%20Report%3A%20March%202012/35.%20Addendum%20to%20the%20Transportation%20Impacts%20Technical%20Report%20-%20Part%203%20of%203.pdf?rlkey=hss2wux7jv5lejqiat4nb1oc0&e=1&dl=0>, Table 5-8 Year 2035 Performance Measures for Project Alternatives). This and all files for this project can be found at the D Line Subway Extension Project website (metro.net/projects/westside/).

While this item does not directly encourage transit use, sharing a ride, or use of active transportation, it is an important step in publicly disclosing Metro service levels planned for this new rail alignment that will offer an alternative to private vehicle usage, hence reducing vehicle miles traveled. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high-quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world-class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

ALTERNATIVES CONSIDERED

The alternative to the recommendation would be not to approve the Title VI analysis for the D Line Subway Extension. This would delay the opening of the line for revenue service, as it is a federal requirement prior to opening the project for revenue service.

NEXT STEPS

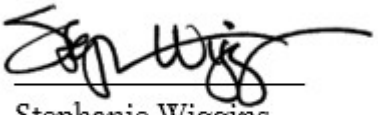
Once adopted, this analysis completes the requirement for a Title VI Service and Fare Equity Analysis in advance of revenue service commencing for the D Line Subway Extension.

ATTACHMENTS

Attachment A -D Line Subway Extension Sections 1, 2, and 3 Operating Plan Title VI Service and Fare Equity Analysis
Attachment B - Public Hearing Comments

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

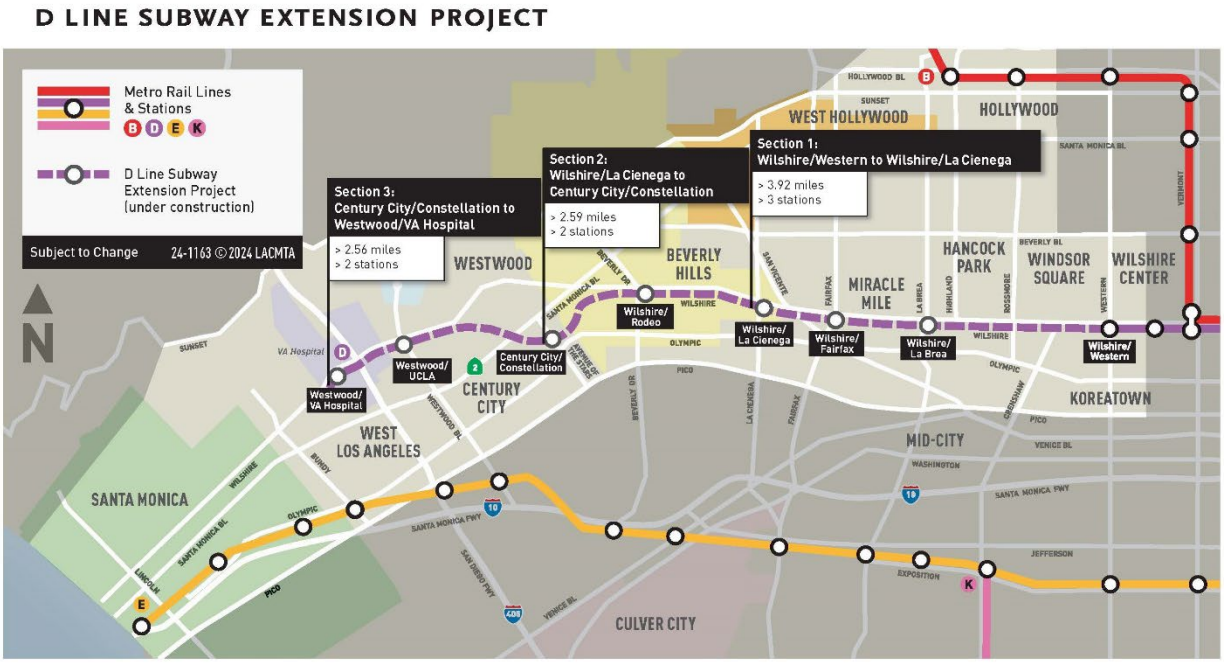
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

Metro – D Line Subway Extension Project
Sections I, 2, and 3
Title VI Service and Fare Equity Analysis



Prepared by Los Angeles Metro Operations Department, June 2025
Agency Recipient ID 5566
Agency Contact: Joanna Lemus, Senior Manager, Civil Rights Programs (Title VI),
Office of Civil Rights & Inclusion
(Phone 213.922.4067; lemusj@metro.net)

Introduction

Section 601 of Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

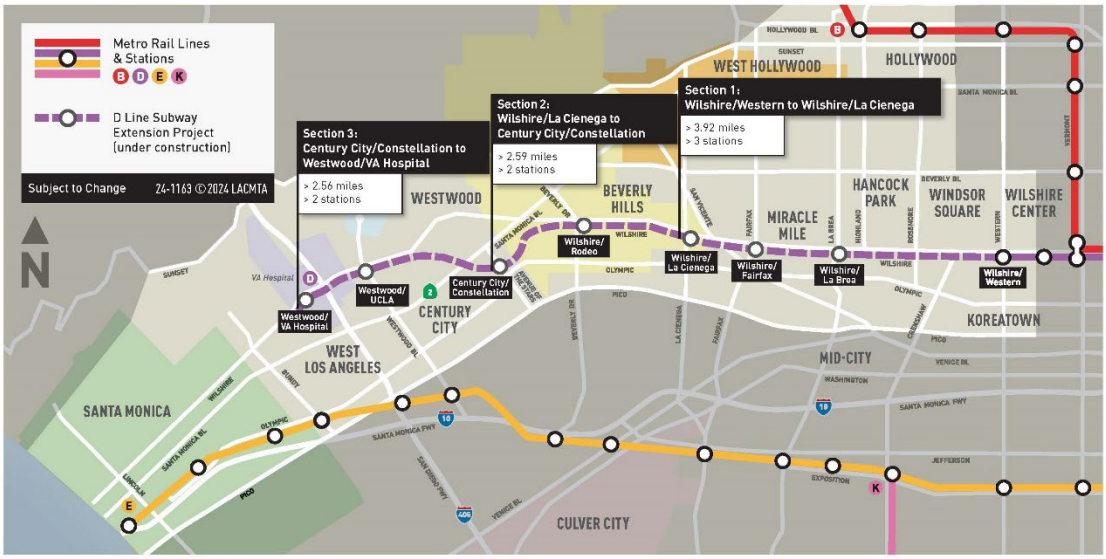
As a recipient of federal funding, LA Metro is required to ensure its programs and activities align with the principles of Title VI. The D Line Subway Extension Project is a western extension of the D Line from the Wilshire/Western Station to Westwood and is set to begin revenue service later in 2025. In accordance with Federal Transit Administration Title VI guidelines and Metro's Title VI Plan a Service and Fare Equity (SAFE) Analysis is required to assess the impact of this new service on minority populations.

Background

The D Line Subway Extension Project will continue from the current D Line terminus at the Wilshire/Western Station, extending westward for nearly nine miles along Wilshire Bl, and will add seven new stations. The extension is being constructed and will open service in three sections. Existing D Line heavy rail (subway) service would continue to operate between Union Station and Wilshire/Western Station, then continue west to serve:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega Stations later in 2025;
- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening Summer 2026;
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027.

Figure 1 – D Line Subway Extension



Analysis - Metro's Title VI Policies

Major Service Change Policy
Metro's Major Service Change Policy requires this Title VI Analysis be completed six months before the opening of the new fixed guideway project (e.g., D Line Subway Extension). This requirement applies irrespective of whether the service changes meet the thresholds outlined in other subsections of the policy.

- Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects based on race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts on minority populations and/or riders. For major service changes, a disparate impact will be deemed to have occurred **if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minority riders is at least 5%.**
- Disproportionate Burden refers to a neutral policy or practice that disproportionately affects low-income riders more than non-low-income populations and/or riders. Metro defines low-income as $69,350 for a four-member household which represents the median income of a four-member household in Los Angeles County. The finding of a disproportionate burden for major service changes requires Metro to evaluate alternatives and mitigate burdens where practicable. For major service changes, a disproportionate burden will be deemed to exist **if an absolute difference between the percentage of low-income people adversely affected by the service change and the overall percentage of low-income people is at least 5%**

The definitions of disparate impact and disproportionate burden were adopted in Metro's Title VI Program which was updated and approved by Metro's Board in October 2022. The threshold referenced is taken from the California Department of Housing and Community Developments 2024 State income Housing Limits; this amount is being referenced as the updated threshold and will be included in the 2025 Title VI update that will be brought to the Metro Board for adoption later this year.

Disparate Impact Analysis Methodology
To assess whether the change will have a disparate impact on minority riders, the ethnicity demographic data of the community this new rail alignment will serve is analyzed. The data is then compared to the ethnicity demographic data of Metro's Service Area. If the absolute difference between the minority percentage along the alternatives and the Metro Service Area percentage is at least 5%, an impact is deemed to have occurred.

Service and Fare Impacts
Revenue service hours will be added to the existing transit service with the opening of each section as follows:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega projected opening in mid to late 2025. Approximately 113,000 annual rail revenue hours will be added to the existing transit service on the corridor.
- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening end of 2026. Approximately 28,810 annual revenue hours will be added to the existing transit service on the corridor.
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027. Approximately 36,640 annual revenue hours will be added to the existing transit service on the corridor.

As outlined above, the segment from the current terminus Wilshire/Western Station and the terminus station with the opening of each section will have the same levels of service as the rest of the D Line: 5-minute peak service weekdays, 10-minute off peak weekday and daytime weekend service, and 20-minute evening/late night service.

Potential Metro Bus service changes include:

- Line 720 will be gradually modified to become a peak period only service weekdays as outlined in NextGen Bus Plan. This is based on expected movement of passengers from this service to the D Line as it extends. Line 20 service will be increased to ensure a good quality local bus service between the D Line stations between Downtown LA, Westwood, and to Santa Monica.
- There is also an approved change for a new Line 610 between Wilshire/La Brea D Line and Hollywood/Vine B Line Stations, replacing the north end of Line 210. Line 210 northern terminus would become Wilshire/La Brea D Line Station instead of Wilshire/Western D Line and Hollywood/Vine B Line Stations. Evolving ridership patterns will be monitored as each phase of the D Line extensions opens, and changes planned for the above bus services may be modified.

These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater West Los Angeles region.

The fares for the new D Line Extension will be the same as for other Metro rail and bus services and are integrated with the fares for these other services.

Minority and Low-Income Populations Served by New D Line Subway Extension Sections 1, 2, and 3

As required under Title VI, Metro has analyzed the minority and low-income populations that will be served by the new D Line Subway Extension rail service based on being within 0.5 miles of the alignment. As Lines 20 and 720 are also being impacted, data for their catchment area is also included. Their catchment area is defined as 0.25 miles of corresponding bus service.[1] The

[1] A buffer of 0.25 miles is used since the average rider tends to walk only 0.25 miles for bus service as opposed to 0.5 for rail service.

relevant data is shown in Table 1 below. There is no demographic ridership data to analyze for rail service along this alignment as the line is not yet in operation.

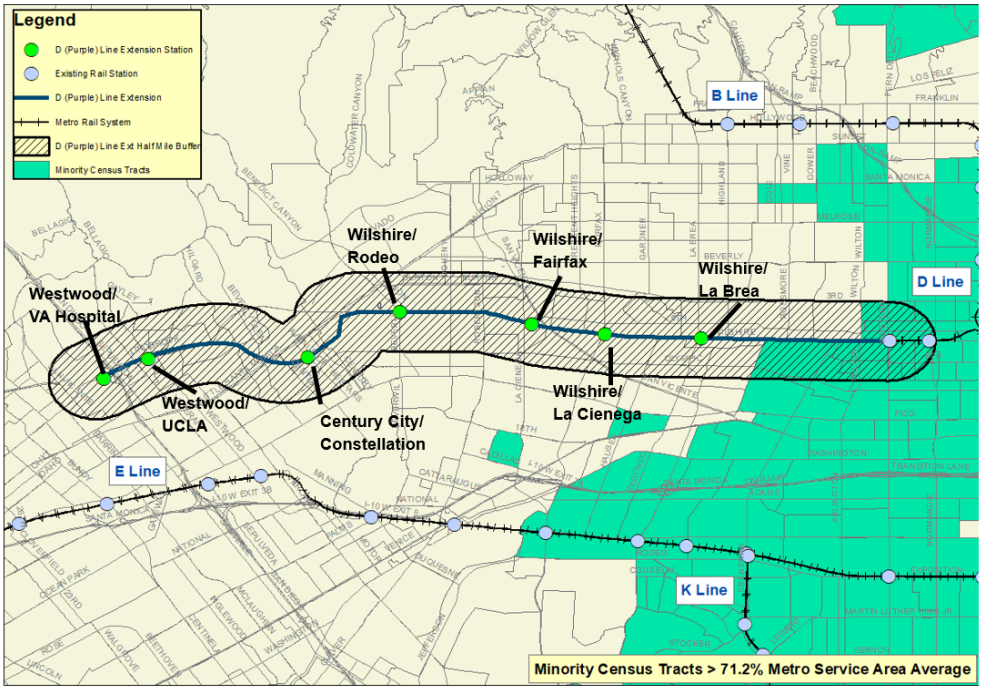
Table 1

Comparison	Population	Minority Population	Minority Percentage
D Line Extension	252,075	116,799	46.3%
Line 720 Deletion	-353,403	-202,304	57.2%
Line 20 Service Increase	351,868	201,699	57.3%
D Line Extension Impact Corridor	250,540	116,594	46.4%
Metro Service Area	7,580,839	5,397,073	71.2%
		Difference Comparison	-24.8%

Note: Data source is the 2023 American Community Survey.

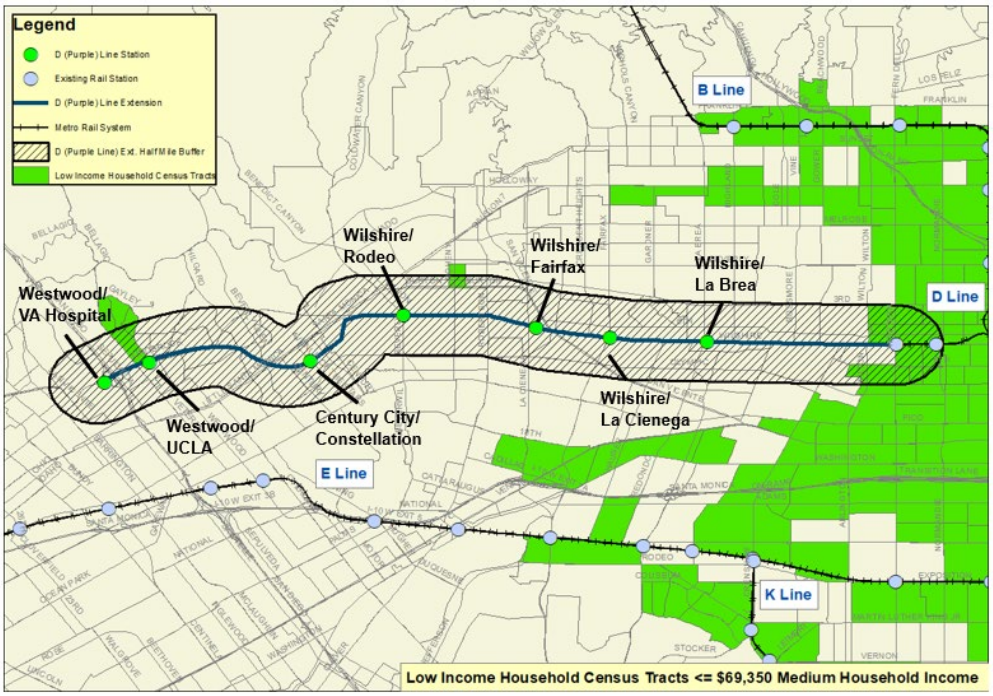
The minority population that will be served by the D Line Subway Extension Subway Project Impact Corridor (see Figure 2, 0.5-mile catchment) comprises 84.4% of the overall population; the new line will serve a minority population 24.8% lower than the 71.2% average for Metro's overall service area. This constitutes a disparate impact to the minority population under Title VI. However, since the project is a benefit to both the corridor and the minority population the new line will serve, the adding of new rail service and discontinuing Line 720 will be offset by increasing service on Line 20. Thus, the disparate impact is positive for the minority population under Title VI and does not require any review of alternative options for mitigation.

Figure 2 – D Line Subway Extension – Minority Population



The low-income households that will be served by the D Line Subway Extension Project Impact Corridor (see Figure 3, 0.5-mile catchment with 0.25 catchment for Lines 20 and 720) comprise 46.4% of the households.

Figure 3 – D Line Subway Extension – Low-Income Population



This is 1.2% higher than the Metro Service Area average of 45.2% for low-income households. Since this is within the 5% threshold, there is no disproportionate burden on low-income households. Consequently, this would normally represent a disproportionate burden for the low-income households the new line will serve. However, since the project is a benefit to both the corridor and the low-income households the line will serve by adding a new rail service and not reducing associated Metro bus services, the disproportionate burden is positive for the low-income population under Title VI and does not require any review of alternative options for mitigation. Reference Table 2 for analysis.

Table 2

	Number of Households	Number of Low-Income Households	Low-Income Household Percentage
D Line Extension	112,666	47,193	41.9%
Line 720 deletion	-172,562	-86,021	49.8%
Line 20 service increase	171,551	85,793	50.0%
D Line Extension Impact Corridor	111,665	85,783	42.1%
Metro Service Area	2,663,368	1,205,146	45.2%
		Difference Comparison	-3.1%

Note: Data source is the 2023 American Community Survey.

Outreach

The D Line Subway Extension project was approved by the Metro Board of Directors on April 26, 2012. The service plan was approved by the FTA on March 28, 2023. Throughout the project approval, environmental review process, planning, and construction of the D Line Subway Extension project, Metro's Community Relations Department conducted an extensive outreach and communications program. This included key stakeholder group briefings and presentations, distribution of construction notices, e-notifications, and press releases. Fact sheets containing the project's hotline number, website, and email address was widely distributed and posted on the project website.

Project staff also provided periodic in person and virtual updates via community meetings and through Metro's Westside Central Service Council on the various aspects of the project, including construction impacts, station naming, and overall construction progress. Metro Service Councils are advisory bodies composed of transit advocates, municipal operator representatives, and riders. Council meetings are held at locations within their respective service regions, and serve as one of Metro's many venues for community engagement. A summary of community meetings is provided in Attachment A.

As project construction is completed and each segment approved for Metro to begin pre-revenue service testing, outreach will focus on informing the community of the start date for this new service as opening dates are scheduled for each section.

Conclusion

The D Line Subway Extension Sections 1, 2, and 3 will extend the D Line rail service from its current terminus at Wilshire/Western nearly nine miles west to Westwood, enhancing transit accessibility for minority populations and low-income households along the new rail corridor. This extension has been evaluated under Title VI and determined to not impose disparate impacts or disproportionate burdens, thus eliminating the need for mitigation. The D Line rail extension will deliver high-quality mobility options to the community, aligning with the overarching objective of improving public transit services by expanding rail coverage throughout the Los Angeles region. Minority and low-income riders will significantly benefit from this subway extension.

Metro followed the requirements of FTA Circular 4702.1B and met the legal test for disparate impact as follows:

(1) *Metro has a substantial legitimate justification for the proposed service change as it works to expand access to high-quality rail service and facilities across the Metro service area;*

(2) Metro has no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals with the opening of D Line Subway Extension Sections 1, 2, and 3.

Staff therefore requests that the Metro Board adopt this analysis in support of the impending extension of the D Line service.

ATTACHMENT A

Metro – D Line Subway Extension Project Sections I, 2, and 3
Title VI Service and Fare Equity Analysis
Outreach Summary

List of meetings, with the name/focus, and invitees since 2017

Dates & Sections	Meeting Name	Meeting Topic	Invitees
5.13.09 PLE Draft EIS EIR	Westside Central Service Council	Release of project Draft EIS EIR and public comment process	Westside Central Service Council and public
10.19.11 Century City Station	Westside Central Service Council	Century City Station Options Geological Survey	Westside Central Service Council and public
8.13.14 Utility Relocation	Westside Central Service Council	Utility Relocation	Westside Central Service Council and public
Initiated Fall 2014	Pre-construction and construction update	project team provided construction updates, including station progress, a construction schedule of what to expect that include impacts related to noise and vibration, and updated fact sheets for reference Meetings held periodically throughout all Section 1 activity.	Business organizations, chambers of commerce, business improvement districts, neighborhood councils, community councils, homeowners and residents associations, arts organizations, and elected officials representing the project area
5.5.16	Westside Central Service Council	La Brea Decking	Westside Central Service Council and public
6/16 to present	Construction Update Meeting	Construction progress is always discussed, as is the project's effect on the local communities. These meetings are a key channel for distributing Construction Notices and other project information. Held via Zoom and in-person	Wilshire Center Koreatown, , Mid City West, Greater Wilshire Neighborhood Council members and the public..
11.9.16	Westside Central Service Council	Purple Line Extension Update	Westside Central Service Council and public
Every Friday PLE 3	Greater Los Angeles Veterans Administration	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	GLAVA Operations and Facilities Management
2.2.17, 4.25.17 9.28.17 PLE 2	Pre Construction AUR Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Community Residents and Stakeholders from Beverly Hills and Century City

Dates & Sections	Meeting Name	Meeting Topic	Invitees
6.8.17, 8.17.17 11.29.17 PLE 2	Century City Building Managers Briefings	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Property Managers and Staff
6.27.17 PLE 2	BH Sunrise Senior Residential	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Facility Manager and Staff
7.25.17 PLE 2	Beverly Hills/ Spago Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Restaurant owners and mgmt.
9.13.17, 10.11.17 11.8.17, 12.13.17 1.10.18, 2.7.18 3.7.18, 4.4.18 5.2.18, 6.6.18 7.11.18, 8.1.18 9.5.18, 10.3.18 11.7.18, 12.12.18 Sections 1 & 2	Beverly Hills Stations Community Meetings	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents
1.22.18 PLE 2	LA/BH Realtors	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Licensed Brokers and Real Estate Agents
2.8.18, 4.12.18 PLE 2	Beverly Hills Chamber Presentation	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	BH Chamber Board of Directors
2.21.18, 4.25.19 4.25.19, 1.30.25 PLE 2	Century City BID	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Century City BID Board of Directors
2.22.18, 5.24.18 8.23.18, 11.13.18 2.21.19, 5.16.19 8.15.19, 11.12.19 PLE 2	Beverly Hills and Century City Stakeholders	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents
3.7.18 PLE 2	Watt Plaza Tenant Lunch & Learn	Project overview and details of Constellation full closure	Watt Plaza tenants
3.23.18 PLE 2	Century City Arts Council	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Arts Council Board of Directors
4.10.18 PLE 2	Century Glen HOA meeting	Update on construction status, milestones reached, look ahead	Members of the HOA

Dates & Sections	Meeting Name	Meeting Topic	Invitees
		schedule, construction mitigation programs address public's questions.	
5.2.18 PLE 2	Century City Chamber	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Century City Chamber Board of Directors
6.5.18 PLE 2	Century City Community Meeting Lunch & Learn	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents
7.19.18 PLE 2	211 S Spalding HOA Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	HOA Members
9.15.18 PLE 2	CIM Group 9460 Wilshire	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Property management Team
3.21.19, 6.11.19 6.20.19, 9.19.19 6.18.20, 2.25.25 5.13.25, 11.12.24 PLE 3	Webinar Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders along the project alignment and LA County residents
4.4.19, 6.6.19 8.1.19, 10.13.19 4.4.19, 6.6.19 8.1.19, 10.13.19 PLE 2	Century City CBRE Tenants Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	CBRE Tenants
4.23.19 PLE 2	Waldorf Astoria	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs, answer questions.	Management
6.10.19 PLE 2	10000 Santa Monica Bl	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Residential Property Management
8.7.19 PLE 2	Rodeo Drive Committee Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Board of Directors for the Rodeo Drive Committee
9.11.19 PLE 1	Westside Central Service Council	Purple Line Extension Update	Westside Central Service Council and public
9.11.19, 1.8.19 2.5.19, 3.5.19	Wilshire Rodeo Stakeholders	Update on construction status, milestones reached, look ahead	Beverly Hills Business Owners within the

Dates & Sections	Meeting Name	Meeting Topic	Invitees
4.2.19, 5.1.19 6.4.19, 7.17.19 8.14.19, 10.15.19 11.13.19, 1.9.18 11.14.18, 12.13.18 PLE 2	Briefing	schedule, construction mitigation programs address public's questions.	vicinity of the Wilshire Rodeo Station construction zone
11.13.19, 2.26.20 PLE 3	Westwood Hills Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders along the project alignment and LA County residents
1.8.20, 2.5.20 3.4.20, 4.8.20 5.6.20, 6.3.20 7.1.20, 12.9.20 5.1.19, 8.14.19 10.15.19 PLE 2	Beverly Hills Wilshire Rodeo Stakeholder Briefing	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs and address public questions.	Beverly Hills Business Owners within the vicinity of the Wilshire Rodeo Station construction zone
1.8.20, 4.1.20 5.6.20, 8.5.20 7.14.21, 8.4.21 11.3.21, 2.2.22 5.4.22, 8.3.22 11.2.22, 2.1.23 5.3.23, 8.2.23 11.1.23, 2.7.24 5.1.24, 8.7.24 10.9.24, 1.8.25 4.2.25, 5.3.25 All Sections	Webinar Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders along the project alignment in the City of Beverly Hills and LA County residents
2.5.20 PLE 3	National Home for Disabled Volunteer Soldiers	Businesses, residents and stakeholders along the project alignment and LA County residents Project Update	Veterans and interest groups
2.20.20, 5.21.20 Section 2	Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents
3.19.20, 11.12.20 11.14.19 PLE 3	Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders along the project alignment and LA County residents
3.31.20 PLE 2 &3	Elected Officials Briefing	Update on the status of the project and look ahead schedule	Elected offices within project's limits.

Dates & Sections	Meeting Name	Meeting Topic	Invitees
4.14.21 PLE 1 & 2	Westside Central Service Council	Sections 1 and 2 Update	Westside Central Service Council and public
3.9.22 PLE 3	Westside Central Service Council	Section 3 Update	Westside Central Service Council and public
9.1.23 PLE 2	Westside Central Service Council	Section 2 Station Names	Westside Central Service Council and public
7.6.22, 9.7.22 10.12.22, 12.7.22 3.1.23, 6.7.23 7.12.23, 9.6.23 10.4.23, 12.3.23 3.6.24, 6.5.24 9.18.24, 12.4.24 7.10.24, 3.12.25 1.10.25, 7.1.20 1.13.21, 6.2.21 9.1.21, 10.6.21 12.1.21, 1.5.22 3.9.22, 4.6.22 6.1.22, 1.4.23 4.12.23, 4.3.24 11.6.24, 2.5.25 5.7.25, 2.5.20 PLE 2	City of Beverly Hills Stations Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents
2.8.24	Westside Central Service Council	Purple Line Extension Update	Westside Central Service Council and public
3.1.24 PLE 1	Variety of Meetings; Construction Relations team publicized work that closes Wilshire Bl by: notifying the City of LA Board of Public Works, distributing thousands of door-to-door by vendors Online presentations given to stakeholder.	Removal of Temporary Decking in Wilshire/Western Intersection Construction Notices (including detours and maps describing the work area)	Council Districts, Neighborhood Councils, local elected officials, neighbors, transit riders, and drivers, neighboring stakeholders within one-half mile of the affected intersection.
3.11.24	VA Construction	C1152 VA Construction Oversight Tour	Section 3 VA Station

Dates & Sections	Meeting Name	Meeting Topic	Invitees
PLE 3	Coordination	- Park and Walk with VA	Lead, VA Operations
3.26.24 PLE 3	VA Construction Coordination	Future VA Station Construction: Plaza and Pedestrian Bridge	VA Station Leads, Bus Operations
4.3.24 PLE 3	VA Construction Coordination	Dowlen Drive Pre-Construction Site Walk	VA Station Project Leads, VA Operations Director
4.3.24 PLE 3	Westwood Village Improvements Association	Construction mitigation and promotion of project's benefits with Delivery of pre-loaded TAP to Westwood Village Improvement Association	To Westwood Village Improvement Association members
4.11.24 PLE 3	VA Station Pedestrian Bridge/Plaza VA Construction Coordination	Briefing on the decommissioning of the VA mural wall to accommodate PLE station construction.	VA management
4.23.24, 8.13.24 PLE 3	Construction Update Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders along the project alignment and LA County residents
4.26.24 PLE 3	VA Hospital Director	How to better support stakeholder needs in weekly alerts, mitigations applied to current and future issues, enhance understanding of stakeholder's project perspective and experience.	Deputy Executive Officer and VA Director
4.29.24 PLE 3	VA Station North Plaza/Pedestrian Bridge Construction	Plans for beginning construction of the VA Station's North Plaza and Pedestrian Bridge, confirm demolition plans	Metro Art, New Media Team
5.2.24 PLE 3	Construction Coordination: Hammer Museum's Gala in the Garden	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Project Execs, Station Leads, Hammer Museum Director
5.3.24 PLE 3	VA Station Pedestrian Bridge/Plaza/Veterans Mural	Discuss plans to hold a private (non-media) ceremony West LA VA Medical Center campus for decommissioning part of the Veteran's Mural. Outline mitigation plans for addressing anticipated opposition from some Veterans groups who have expressed concerns about project construction impact on the mural.	Community Relations
5.6.24 PLE 3	VA Lot 43 Construction	Meeting to discuss upcoming work for Parking Lot 43N	VA Facilities Director

Dates & Sections	Meeting Name	Meeting Topic	Invitees
	Coordination & Phasing		
5.7.24 PLE 3	Santa Monica Big Blue Bus Access Coordination	Discuss issue of Santa Monica Big Blue Buses not being able to turn left into the VA campus when heading Westbound coming from the 405	Bus Operations, Santa Monica Big Blue Bus, Community Relations
5.8.24 PLE 3	Banner Request-VA Art Wall Demolition Event	Discuss the outcome of the 5/6 meeting to determine the necessary next steps for banner production for the VA art wall demolition.	Metro Art, Community Relations
5.10.24 PLE 3	VA Memorial Mural Coordination	Memorialization of existing Veteran's artwork	Veterans Community
5.13.24 PLE 3	VA Artwork Coordination	VA Hospital Station North Plaza Artwork Redesign	Metro Art, Community Relations
5.20.24 PLE 3	Westwood Village Improvement Association	Further discuss the Metro's commitment to Westwood Village for FY 24/25.	Westwood Village Improvement Association
5.30.24 PLE 3	Century City Mall Construction Coordination	Discuss potential impacts the cone penetration testing closures will have on the driveways of the Westfield Century City Mall.	Contractor, Property Manager of Century City Mall
6.26.24 PLE 3	Veterans Community Oversight and Engagement Board Meeting	Coordination on Art Department activities	VCOEB, Metro Art, Project Execs
7.3.24, 8.6.24 PLE 3	VA Campus Construction Coordination	This meeting is to help coordinate rerouting and relocation of impacted bus lines due to work on the VA campus.	SMBBB, Metro Bus Operations, Third Party, Contractor
7.16.24 PLE 3	10900 Wilshire Bl Construction Coordination	Briefing on arrangements being made and current status on behalf of Tishman Speyer to enable removal and Storage to be completed	10900 Property Manager, Project Execs
7.17.24 PLE 3	Veterans Advisory Commission Meeting	Metro Art update on the Westwood/VA Hospital Station Art Program.	Metro Art, Community Relations
8.15.24 PLE 3	Century City Farmers Market 20th Anniversary	Public outreach on the project's benefits and current status, sign up for updates.	Century City residents.
9.17.24 PLE 3	CPT Testing On Wilshire Bl. Near Veteran Av.	This is a meeting to discuss the extent of the CPT testing closure and an overview on what CPT testing entails.	Federal Rep for GSA, Contractor
10.3.24 PLE 3	UCLA Sustainable Transportation Fair	Update on construction status, milestones reached, look ahead schedule, construction mitigation	Open to members only.

Dates & Sections	Meeting Name	Meeting Topic	Invitees
		programs, address questions from the public, signup to receive project updates.	
10.21.24 PLE 3	AARP event planning session	Prep of outreach at Veteran/AARP event, to promote the project's benefits, provide an overview on the status of the project, and answer questions from attendees.	Streets for All, AARP, WWVIA
10.28.24 PLE 3	CD11 Holiday Moratorium Exemption Review	Review Holiday Moratorium Exemption for CD11	CD11, Contractor
12.19.24 PLE 3	Westwood Improvement Association	Tour of Westwood Broxton Plaza to discuss potential operational conflicts with construction, project benefits and timeline.	Westwood Improvement Association management
1.10.25 PLE 3	LA Fire Coordination with VA	Emergency coordination for VA Evacuation from Palisades Fire	VA management
1.30.25 PLE 3	Hammer Museum 2/8 Exhibition TC Discussion	Discussion to coordinate local closures with access to event	Contractor, Station leads
2.5.25 All 3 Sections	Lunch and Learn Community Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Businesses, residents and stakeholders along the project alignment and LA County residents.
2.11.25, 3.5.25 PLE 3	City of LA Board of Public Works	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs, outreach & engagement efforts and address questions.	Public and constituents of the City of Los Angeles
2.20.25 PLE 3	Westwood Village Improvement Association Board of Directors Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	WVIA members
3.4.25 PLE 2	Century Plaza Towers Tenant Mtg	Provided update on current and upcoming Construction in Century City	Tenants at 2029/2049 Century Park East
3.5.25 PLE 3	North Westwood Neighborhood Council Meeting	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs and address questions.	Board members and public.
3.27.25 PLE 3	Upcoming Work in Century City	Review upcoming work activities by PLE3 in the Century City area. Traffic control plans will be reviewed.	Contractor, Century City Mall Property Manager
4.2.25	CD11 City of LA for	Update on construction status,	CD11, Contractor

Dates & Sections	Meeting Name	Meeting Topic	Invitees
PLE 3	Peak Hour Exemption	milestones reached, look ahead schedule, construction mitigation, and why extended work hours are necessary.	
4.10.25 PLE 3	VA Construction coordination	Spill reported by VA at TTES, coordination of field activities	Tunnels, VA staff
4.11.25 PLE 3	VA Construction Mitigation coordination	Review of VA Hospital Shuttle Map	VA staff, Metro Art and Design
4.15.25, 2.19.19 5.1.19, 7.30.19 11.14.19, 2.21.18 4.26.18, 8.15.18 11.14.18, 2.19.19 5.1.19, 7.30.19 11.14.19, 3.26.24 PLE 2	Century City Property Managers Construction Briefing	Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions.	Property Managers and Staff
5.1.25 PLE 3	UCLA First Thursdays	Share information on the benefits of the project and status of construction, answered questions and signed up the public to receive project updates.	UCLA students and administration, members of the public
5.6.25 PLE 3	NDVets Resource Fair	Share information on the benefits of the project and status of construction, answered questions and signed up the public to receive project updates.	Veteran's community, members of the public
8.29.25, 9.12.24 PLE 3	UCLA Construction Coordination	Discussion Regarding Adjusted Closure Schedules for UCLA Move In	UCLA, Project Execs
9.24.25 PLE 3	Bus Route coordination with Santa Monica Big Blue Bus	Discussion regarding N. Plaza Drilling Work Closures Impacting Bus Line	SMBBB, Third Party, Contractor

ATTACHMENT B

D LINE (PURPLE) EXTENSION SECTIONS 1, 2, AND 3 HEAVY RAIL PROJECT SERVICE PLAN
TITLE VI PUBLIC HEARING COMMENTS

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
1	Random Rider	6/6/2025	Agenda eComment	I suggest the route for Line 610 should be; Starting at Hollywood/Vine (southbound); travel straight Vine, left Melrose, right Larchmont, right 3rd, and right La Brea to serve the new Wilshire/La Brea Station (northbound same but opposite direction). I would also consider extending Line 610 via La Brea and Pico to end at Pico/ Rimpau to reduce the number of transfers and increase connectivity. Thank you.	Reroute and extend Metro Bus Line 610	NextGen Bus Plan for Line 610 was based on Rossmore Av, based on the original Line 210.
2	North Westwood Neighborhood Council	6/9/2025	Agenda eComment	The plan's unacceptably low service frequencies risk deterring riders. On behalf of the tens of thousands of stakeholders we were elected to represent, the North Westwood Neighborhood Council urges Metro to improve frequencies at off-peak, weekend, and evening hours on the D Line. Off-peak and evening riders, including UCLA students (many of whom do not own a car) and healthcare workers who travel outside of 9-to-5, would experience degraded service. This disproportionately impacts transit-dependent communities. Long waits create safety concerns that can be alleviated by increasing frequencies. Full statement: https://clkrep.lacity.org/onlinedocs/2005/05-0209-S1_cis_05-25-2025.pdf#page=3	Improve evening and off-peak D Line frequencies	5 min for Line 20 weekdays, 6 min weekends, with 10 min weekday peaks for Line 720 was what NextGen contained. This is subject to review based on how ridership responds to the D Line Extension.
3	Kevin Dedicatoria	6/9/2025	Agenda eComment	How often will buses operate on Metro Line 20 after each D Line extension opens and Line 720 becomes a peak period service?	Question re: Metro Bus Lines 20 and 720	NextGen Bus Plan has 5-minute weekday and 6-min weekend service on Line 20. This is subject to review based on how ridership responds to the D Line Extension.
4	Lawrence Tran	6/10/2025	Agenda eComment	Off-peak frequencies need to be higher. The D Line will still be very much in-use heading into the evening hours, as there will be a great amount of leisure travel by students from Westwood to popular destinations on the Wilshire corridor. Most students will not use the D Line on a 9-5 basis. They will be going out late at night to Ktown; they should have the right to reliable and accessible transportation back home in Westwood. 20 minutes is fairly terrible frequency for those purposes. Since 5-minute frequencies are possible, at least 10 minute evening frequencies should be doable if Metro bears staffing costs.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part, it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the upcoming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
5	Peter O'Neill	6/10/2025	Agenda eComment	I am a student of USC who doesn't own a car and who plans to frequently use the D Line extension. Reasonable frequencies are a huge factor in developing a transit system that people are willing and comfortable using. 20 minute evening frequencies are not reasonable. Along one of LA's biggest corridors, why should frequencies ever dip below those of commuter trains? People who don't have a car by choice or by necessity deserve to be able to get around reliably. LA cannot become a less car-centric city while treating its subway system like it's only for 9-5 commuters. Off-peak transit hour trips have been increasingly since the pandemic. 10 min headways max!	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part, it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the upcoming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
6	Auguste Miller	6/10/2025	Agenda eComment	We need much shorter travel times! 20 mins wait between trains is unheard of in a world class city	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
7	Karen Canady	6/10/2025	Agenda eComment	As a resident who lives a mile from the Wilshire/Western D Line station, I write in support of this project. However, I'm concerned that the proposed frequency of 20 minutes for evening service will significantly discourage ridership. My experience with trying to take Metro home from Downtown in the evenings has been dismal. One time I gave up and called an Uber because after waiting 20 minutes, a further delay was announced. It was getting late to be a woman downtown alone at night. 20 minutes is too long to wait and would make women seek alternative means of transport.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
8	Colin Warn	6/10/2025	Agenda eComment	I would like to see 10 minute intervals for the D Line at midnight.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

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9	Mark Bisaha	6/10/2025	servicecouncils@metro.net	I find the idea of 20-minute headways at night unacceptable. I often work until 9-10p. I have reasonably convenient access to the E Line, which has better service frequency. However, I have to transfer at Metro Center. The one time I tried Metro (as opposed to my own vehicle) I ended up cooling my heels at 7th Street for about 18 minutes before my train arrived. Needless to say, I have never again attempted to use Metro to get to/from work. B and D should have at least 12-minute frequencies into the night to accommodate workers and those going out for the night. Would you want to wait 20 minutes for a train at 10p? If you want riders, offer a compelling service! As it is, I'll stick to my motorcycle, thank you.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
10	Andrew NA	6/10/2025	Agenda eComment	We need MUCH more frequency for the line, including at night. 20 minute headways at any time of day are unacceptable, especially for such a high-capacity line.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
11	Leo Shahbazian	6/10/2025	Agenda eComment	As a user of the Metro network, I strongly urge that no frequency should ever be longer than 10 minutes. 20 minutes is far too long to be waiting, ESPECIALLY in the evening and at night, and will discourage use of transit during this critical time of day. I suggest 10 minute max frequencies on both B and D lines for evening service. Peak should be 5 minutes or faster, and off-peak (and weekends) should ideally be 8 minutes or faster. Thank you.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

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12	Michael Karric	6/11/2025	Agenda eComment	I am a huge advocate of the Purple Line, despite being a Beverly Hills resident. It is hard for me to advocate for a line that will have 20 minute headways during off peak hours. This is simply unacceptable if you are trying to change the hearts and minds of a city trying to change the narrative around the Metro. Simply put, perceived and real safety concerns will start to arise if you have such long headways and many people will have a poor experience with the Metro. With this extension we have the opportunity to change the trajectory of traffic in this city in a significant way and 20 minute off peak headways will just be another "why can't we have a functioning metro" moment.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
13	Noel Graham	6/11/2025	Agenda eComment	I completely disagree with the 20 minute evening frequencies as proposed for the evening D Line extension. This is a major throughway that should be accessible at least every 10 minutes to encourage higher usage. Many areas off the Purple Line have limited parking and high traffic, why not alleviate this by offering a timely and frequent alternative option?	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
14	Dustin Shahan	6/11/2025	Agenda eComment	The proposed service frequency are inadequate for a decades long project costing $10 billion. We need higher frequency: ● Peak: every 2-3 minutes ● Off-peak daytime and weekends: every 4-5 minutes ● Evenings: every 10 minutes	Improve evening and off-peak D Line frequencies	Peak frequency is set based on ridership projections. Off peak 10-minute and 20-minute service is a rail systemwide policy. Each are subject to review based on actual ridership once the extension is open. In part, 20-minute frequency in evenings after 9 pm relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

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15	Irvin Samuel	6/11/2025	Agenda eComment	I urge the council to strongly reconsider 20 min headways on the D Line extension. As one of the most important transit projects in the county's history, it deserves to be useful to all Angelenos at all hours of the day. Reducing frequency by a factor of 4 from peak hours will strongly deter potential riders and inconvenience many who will rely on this line as their primary mode of transit. As someone who lives along the A line and has loved ones along the D line extension, being able to visit them or frequent area businesses without having to meticulously plan to not miss my train would be much better. If we can do 5 min peak then 10 min night frequency at least.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
16	Nolan Thomas			Please ensure that off peak frequencies, especially on weekends, are worthy of a brand new world class subway line. This line has the potential to redefine LA public transit, but bad weekend frequencies would seriously hurt. As Metro's data shows, weekend ridership is increasing faster than weekday ridership and has exceeded pre-pandemic numbers. Metro should lean into that on a line that will serve lots of tourists and residents exploring town on the weekend. 20 minutes on a Saturday night is brutal. People will just uber instead.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
17	Kevin Fulton	6/11/2025	Agenda eComment	20 minute headways for non peak evening hours are unacceptable for any major city's transit lines, much less the one that goes through the most densely populated area in the city/region. This is NOT how you grow ridership. Get it down to 15 at least.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
18	Julia Griffin	6/11/2025	Agenda eComment	The D Line needs better headways to compete with traffic. 20 minute headways are a very long time to wait and as a long time Metro user and commuter, these kinds of things can be the difference between making your transfer on time, making it to work on time and ordering an Uber or not, putting one more car on the street. Please consider improving these headways for the good of traffic and the people of Los Angeles.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
19	Erik Larsen	6/11/2025	servicecouncils@metro.net	Please stop treating metro like something people only use to get to and from a traditional 9-5 job. The D line extension represents a long overdue investment in transit through one of the densest part of the city and can do so much to get people out of their cars. However, the proposed 20 minute headways in the evenings severely undermines this. Evening trips unrelated to work are and can continue to be a huge driver of increased ridership. Events and meeting friends/family in places where parking is scarce and/or expensive, such as where the D line extension will be, are the easiest way to get people to try metro out. However if they have to wait 20 MINUTES for a train, the odds of actually converting them to regular metro users drops significantly and will put them right back into cars. Beyond that, it ignores people who work later, or have late classes and tells them they are less important. The D line extension provides one of the best opportunities ever to actually get people out of their cars, provided we don't blow it by offering abysmal headways. Please, do the right thing and decrease evening headways so more people can use the system.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
20	Lindsey Larsen	6/11/2025	servicecouncils@metro.net	The main driver of increased ridership is train frequency and the current D Line proposal is more likely to disincentivize ridership than encourage it. We need to increase the frequency of service if we want to get people actually using the metro.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
21	Max Rico	6/11/2025	Agenda eComment	20 minute headways is completely unacceptable for a line that will be this busy along such a dense corridor. Better headways: 4-6 mins peak, 8 mins off peak, 10-12 mins after 10 PM	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

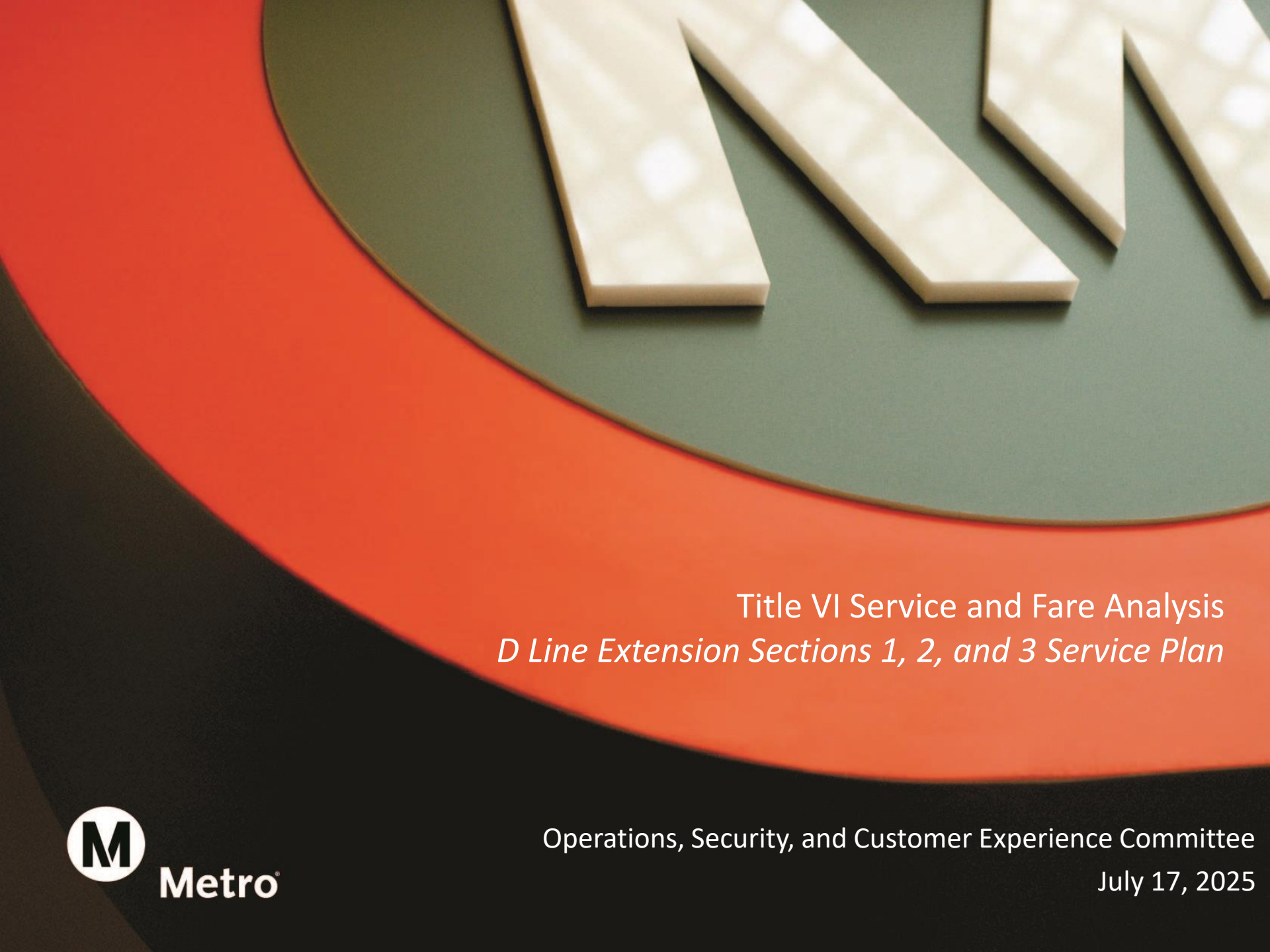
#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
22	Sean Fox	6/11/2025	Agenda eComment	With an investment of time and financing on the extension to the D line, a 20 minute interval on the line is a contradictory to Metro's goals. With ridership numbers still in recovery, and other lines running at shorten interval times, it is clear the running stock is available to keep intervals to 10 minutes or less on peak travel hours and off-hours. Casual riders hoping to take Metro more, are off put by long waits at stops, with almost 50 years in the making the intervals being 10 minute maximums is a must.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
23	Bandon Taraku	6/11/2025	Agenda eComment	Please increase train frequency. 20 minute intervals between trains will limit usability of transit.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
24	Nick CronDeVico	6/11/2025	Agenda eComment	If Metro doesn’t improve off-peak D Line service, the $10 Billion investment risks falling short. Infrequent trains deter riders—especially students, healthcare workers, and transit-dependent communities—undermining goals of equity and ridership growth. Without strong all-day service, the line may become a commuter-only route instead of a vital transit backbone. Cities with far fewer resources run trains more often; LA must do the same to realize the D Line’s full potential.	Improve evening and off-peak D Line frequencies	Peak frequency is set based on ridership projections. Off peak 10-minute and 20-minute service is a rail systemwide policy. Each are subject to review based on actual ridership once the system is open. 20-minute service after 9 pm was set in part as it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
25	Rehan Khan	6/11/2025	Agenda eComment	Hello, I am commenting to say that the 20 minute off peak headways proposed for the D line extension are INSUFFICIENT and should be heavily reduced. This project will become a jewel in the crown piece of LA's Metro system and we should absolutely expect it to be treated as such! It will be a game changer for our city, and a proposed 20 minute headway feels like an intentional hit job to hamstring its success and ability to serve the people.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
26	Noah Mercer	6/11/2025	Agenda eComment	Please run the trains more frequently during evening hours. This line will serve students, doctors, nurses, EMTs, techs and others at UCLA who don't work a 9-5 M-F schedule. It's hard to grow ridership if you don't operate when they need it, and if you can run every 10 minutes during off-peak times then presumably it's just a matter of staffing (not more trains) that keeps you from running that often in the evenings. Let's make this a line that people want to use. It only takes one or two occasions where you have to wait 19 minutes on a spooky deserted platform for the next train before you give up on it.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
27	Wesley Chuang	6/11/2025	Agenda eComment	I support North Westwood Neighborhood Council's position on lowering off-peak frequency for the D Line. The 20 minute off-peak frequency does not serve me and my community well. I can tolerate at most 15 minute when I'm trying to go to and from DTLA in the evenings. The D Line will be our most important transit investment when it opens on par with the LAX station, so we have to make it the fastest travel option for all stakeholders.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
28	Landon Wilson	6/11/2025	Agenda eComment	I would like to support higher frequency headway for off peak and weekend times. 10 minutes or less would be ideal but 15 would be better than 20. Thank you.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
29	Nadia A.	6/11/2025	servicechanges@metro.net	I work at Cedars Sinai, live in Koreatown, and commute on Line 720 or 16 bus, completing the rest of the journey by bicycle depending on which bus I take. The journey takes around 45/50 min door to door. Along with many people on those buses, my hours don't necessarily fall within regular peak time/daytime service. Buses, especially the 16, are often packed at 8 or 9pm with people leaving work at Cedars and at the Grove (closes at 9pm).Many that ride the buses are minorities that rely on timely service to get home after a long day. I count myself in that group as a black woman. After a long day of work, we would love to get home earlier and taking this train would in theory cut down significantly on the time travelled. If it meant getting home earlier, it would be worth to walk or bike from 3rd to Wilshire (if safe to do so). But I would only take the train if the commute time is reduced in practice. Waiting for 20 min for the next train to come would erase all the time benefits the train is promised to provide. Especially if you add the time going up and down to the platform that you don't have in a bus. If I have to wait 20 min for the next train, I'll take the bus instead. I urge you to reconsider the 20 min headways in the evenings. For the sake of equity, don't punish people that are working all day to benefit only office workers and tourists that would take the train during the peak hours/daytime.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
30	Arjun Kallapur	6/11/2025	servicechanges@metro.net	I am a resident of Westwood. I worry that the proposed frequency of 20 minutes during evenings/ late nights is insufficient, and will lead to lower ridership than more frequent services at those hours. As a resident of the Westside who lives near the proposed Wilshire/ Westwood UCLA station, I love to go to museums near Wilshire/ La Brea, shopping near Westwood/ Constellation Century City, and restaurants and bars near Wilshire/ Western. All these activities often have me out during the evening and at night. Although all these activities are near future or current D line stations, the 20 minute frequency during evenings and nights would lead to me not taking the metro. I strongly believe that improving evening and late night frequency will lead to whole new groups of people taking metro, and is worth the additional cost and effort. Thank you for your consideration of my comment.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
31	Daniel Gottesman		servicechanges@metro.net	I'd like to voice my support for headways shorter than 10-20 minutes on the new D-line extension. Frequent, reliable service will increase ridership.	Improve evening and off-peak D Line frequencies	20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
32	Sophia Wang		servicechanges@metro.net	I am a student at UCLA and excited about the D Line subway extension coming soon, particularly the 2027 phase reaching Westwood/UCLA. The decisions you make today regarding train frequencies will critically shape how effectively this project serves our community for decades. While the planned peak frequency of every 5 minutes is commendable, the proposed off-peak daytime (10 minutes) and evening (20 minutes) frequencies fall significantly short of the needs of riders along this dense, vibrant corridor. Destinations such as UCLA, LACMA, Little Ethiopia, Rodeo Drive, and Century City Mall require reliable and frequent service throughout the day, evenings, and weekends. Limited frequencies during these periods disproportionately impact transit-dependent communities and discourage widespread adoption of public transit. With a $10 billion investment into this project, it is essential that Metro leverages existing equipment and operations effectively to provide frequent, reliable service all day long. Addressing frequency now sets a robust foundation for future service levels and ensures maximum return on public investment. I respectfully urge Metro to revisit and improve the planned frequencies, providing the frequent all-day service essential to support vibrant communities and equitable transportation access across our city. Thank you for your consideration.	Improve evening and off-peak D Line frequencies	Peak frequency is set based on ridership projections. Off peak 10-minute and 20-minute service is a rail systemwide policy. Each are subject to review based on actual ridership once the system is open. 20-minute service after 9 pm in part relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel.
33	Eugene Salinsky	6/11/2025	Public hearing comment	Not opposed to rerouting 210 to La Brea. He is against splitting Line 210. He thinks it should operate with through service from Crenshaw to Hollywood/Vine. Thinks that Service Development should do a study of how many people transfer from Metro Bus Lines 20 and 720 at Wilshire/Vermont and Wilshire/Western. He thinks if not done right, people may just stay on the bus rather than transferring to the subway.	Concerned about bus service around D Line Extension	NextGen Bus Plan for Line 610 was based on Rossmore Av, based on the original Line 210 north end, as ridership was much less north of Wilshire Bl for Line 210.
34	Hiram	6/11/2025	Public hearing comment	Rides 720 bus along Wilshire. During peak hours, it's packed. If to rely solely on the D Line and it goes down, need to have an alternative such as 20 or 720 so people can get to their destinations	Concerned about bus service around D Line Extension	Line 20 will offer 5-minute service as well as the peak period 10-minute Line 720 service.

#	Commenter Name	Date Received	Method Submitted	Comment	Position Summary	Agency Response
35	Catherine Gabster	6/11/2025	Public hearing comment	It would help to understand how Metro came to the decisions on frequency. She assumes they will be tracked over time to ensure that they are sufficient for amount of ridership.		Peak period estimated ridership demand forecast by forecast modeling. Off peak frequencies are set by policy. Each are subject to review based on actual ridership once the extension is open.



Title VI Service and Fare Analysis

D Line Extension Sections 1, 2, and 3 Service Plan

Operations, Security, and Customer Experience Committee

July 17, 2025

Metro

Recommendation and Issue

RECOMMENDATION

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

ISSUE

Section 601 of Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

As a recipient of federal funding, LA Metro is required to ensure its programs and activities are conducted consistent with the intent of Title VI.

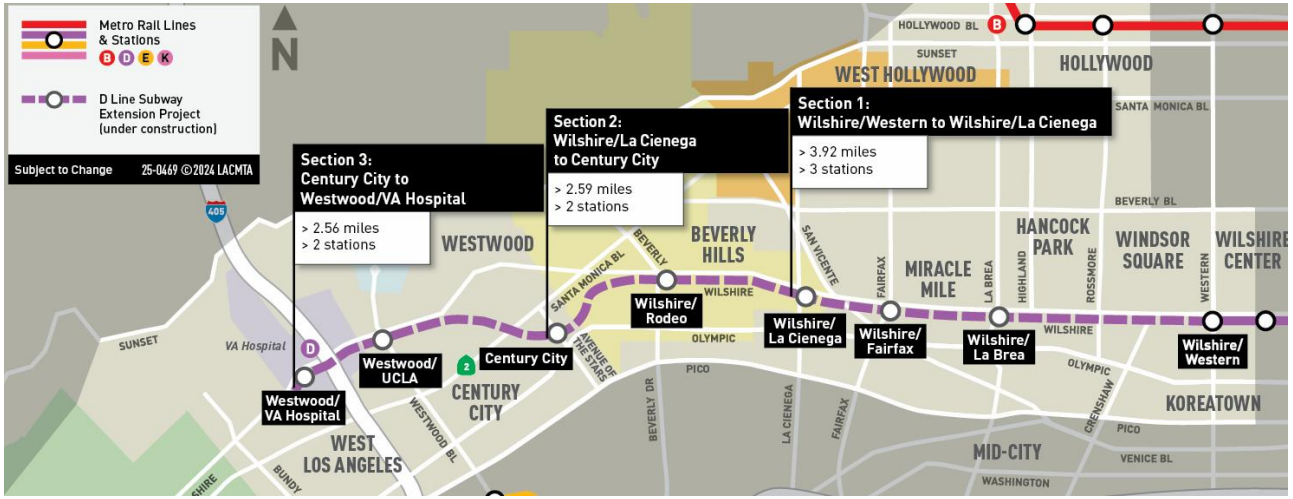
The D Line (Purple) Extension Sections 1,2, and 3 Heavy Rail Project is a new rail alignment involving federal funding that is expected to begin operation in 2025. Consistent with Federal Transit Administration Title VI guidelines and Metro’s Title VI Plan, a SAFE Analysis of the impacts of the new service plans for these lines on minority populations is required at least six months prior to start of revenue service. The minority populations as identified in Metro’s Title VI Plan (2022) are Black/African American, American Indian/Alaskan Native, Asian/Pacific Islander, and Latino/Hispanic.

Metro

Background

The D Line Subway Extension Project will continue from the current D Line terminus at the Wilshire/Western Station, extending westward for nearly nine miles along Wilshire Bl, and will add seven new stations. The extension is being constructed and will open in three sections:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega Stations later in 2025
- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening Summer 2026
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027



Metro

D Line Subway Extension Rail Service Plan

The D Line would operate the following service frequencies with each section opening:

- 5-minute peak service weekdays
- 10-minute off peak weekday and daytime weekend service
- 20-minute late evening/night service
- Metro B Line would operate 10-minute daytime, 20-minute evening/late night service, coordinated with D Line to maximize service between Wilshire/Vermont-Union Station.

Potential Metro Bus service changes include:

- Line 720 will be gradually modified to become a peak period only service weekdays as outlined in NextGen Bus Plan. This is based on expected movement of passengers from this service to the D Line as it extends. Line 20 service will be increased to ensure a good quality local bus service between D Line stations between Downtown LA, Westwood, and to Santa Monica.
- There is also an approved change for a new Line 610 between Wilshire/La Brea D Line and Hollywood/Vine B Line Stations, replacing the north end of Line 210. Line 210 northern terminus would become Wilshire/La Brea D Line Station instead of Wilshire/Western D Line and Hollywood/Vine B Line Stations.

Evolving ridership patterns will be monitored as each phase of the D Line extensions opens, and changes planned for the above bus services may be modified. These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater West Los Angeles region.

Metro

Discussion

Metro's Title VI Program, which was most recently updated and approved by Metro's Board in September 2022, requires two analyses to be completed for each new rail line.

DISPARATE IMPACT

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority population served by the new lines and the overall percentage of minority riders in the Metro service area is at least 5%.

DISPROPORTIONATE BURDEN

Metro defines low-income riders at $69,350 or less for their household income, which represents the median income of a four-person household in Los Angeles County (California Department of Housing and Community Development's 2024 State Income Housing Limits). A disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income population served by the new lines and the overall percentage of low-income persons in the Metro service area is at least 5%.

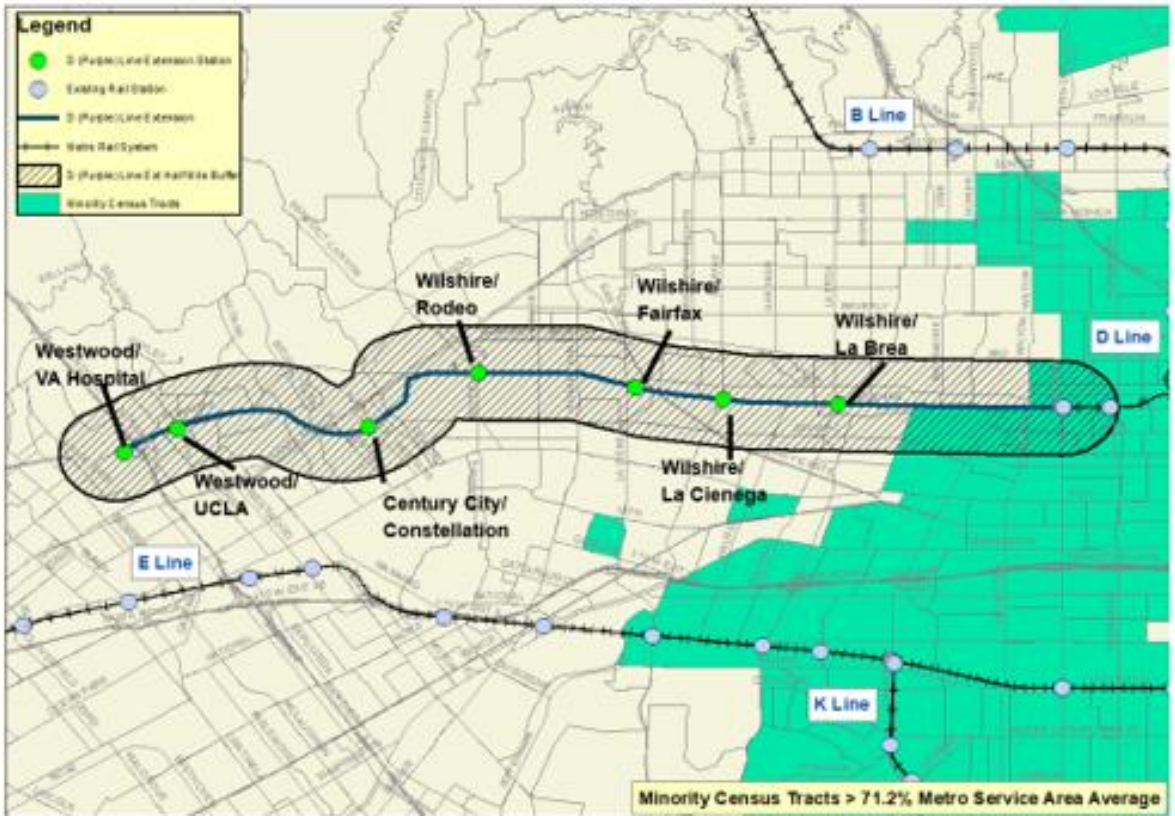
Metro

Discussion

Comparison	Population	Minority Population	Minority Percentage
D Line Extension	252,075	116,799	46.3%
Line 720 Deletion	-353,403	-202,304	57.2%
Line 20 Service Increase	351,868	201,699	57.3%
D Line Extension Impact Corridor	250,540	116,594	46.4%
Metro Service Area	7,580,839	5,397,073	71.2%
		Difference Comparison	-24.8%

Note: Data source is the 2023 American Community Survey for a 0.5 mile catchment area around new rail line

The service change is positive, providing a benefit to both the corridor and the minority population. Therefore, while a disparate impact exists, it does not require mitigation.



Metro

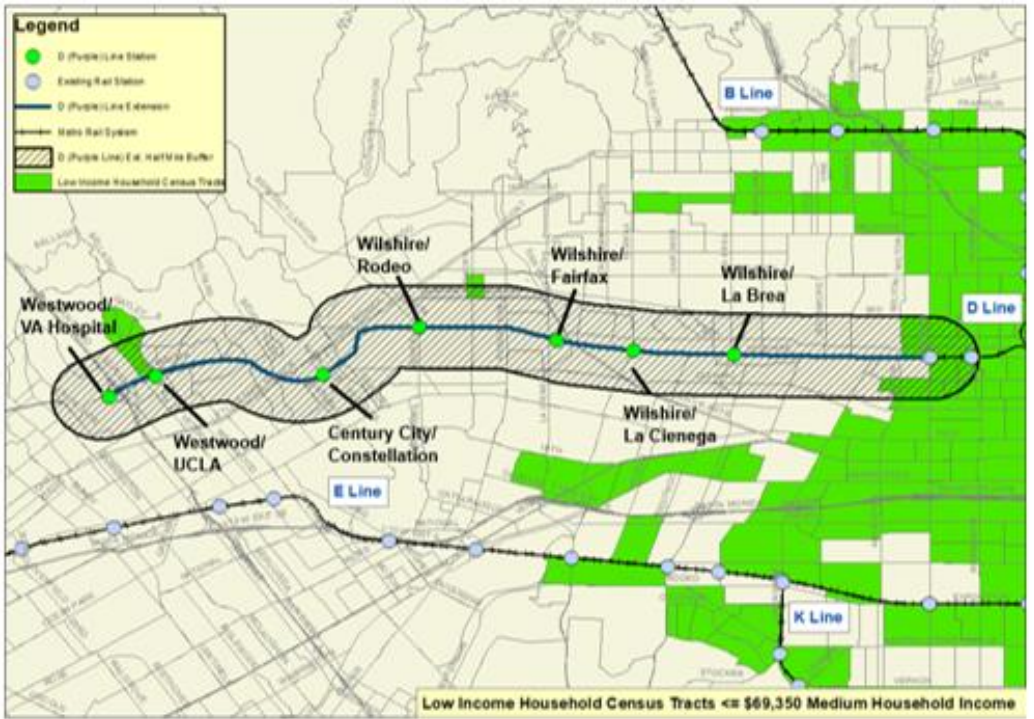
Discussion

	Number of Households	Number of Low-Income Households	Low-Income Household Percentage
D Line Extension	112,666	47,193	41.9%
Line 720 deletion	-172,562	-86,021	49.8%
Line 20 service increase	171,551	85,793	50.0%
D Line Extension Impact Corridor	111,665	85,783	42.1%
Metro Service Area	2,663,368	1,205,146	45.2%
		Difference Comparison	-3.1%

Note: Data source is the 2023 American Community Survey for a 0.5 mile catchment area around new rail line.

Based on the demographic data on low-income households, there is no disproportionate burden.

The service change is positive, benefitting the corridor and the low-income households.



Metro

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

File #: 2025-0506, **File Type:** Contract **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20, and extending the period of performance from December 31, 2025, to June 30, 2026; and

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

ISSUE

This Contract provides the agency with program and technical consultant support for the P2000 LRV Modernization Contract that is set to expire on December 31, 2025. Due to the newly identified obsolete components, unforeseen technical issues and systems impacting performance and the global pandemic recovery, which continue to impact the supply chain, availability of resources, inspections, and test activities, the project schedule continues to be affected with the Final Acceptance of all existing P2000 LRVs (52 LRVs total) deferred to June 2026.

BACKGROUND

The P2000 LRV Midlife Modernization Project permits Metro to maintain the P2000 LRV fleet in a State of Good Repair (SGR). At its March 2017 meeting, the Board approved Contract No. PS20113000, a cost plus, fixed fee contract to CH2M Hill, Inc., in the amount of $5,829,626 (base contract) for technical and program management services in support of the P2000 LRV Modernization Project. The base contract duration was five years. A no-cost contract modification was issued in February 2022, extending the base contract from March 2022 through September 2022.

At its September 2022 meeting, the Board approved an extension of project support activities for the additional amount of $1,231,187.71, from October 1, 2022, through June 30, 2023. This contract modification was issued through June 2023 to align with anticipated project activities and Metro's fiscal year for project budgeting purposes.

At its May 2023 meeting, the Board once again approved an extension of project support activities through June 30, 2024, for an additional $1,861,372.68, with subsequent contract modifications within staff authority, issued to extend the period of performance up to December 31, 2025, per Attachment B.

CH2M Hill Inc. currently provides staff support in the following disciplines, as directed by Metro:

- Project Management
- Systems Engineering
- Systems Integration
- Inspection & Testing Activities at LRV Production/Modernization Site
- LRV Commissioning and acceptance Activities
- Quality Assurance
- Document Control

All work and assignments are on an as-needed basis and directed by the Metro P2000 Project Team through issued Task Orders using fixed labor rates. The Consulting staff is managed daily by Metro's P2000 Project Manager.

DISCUSSION

Since the subject contract was awarded in March 2017, CH2M Hill, Inc. has provided Metro's Project Team with technical and program management support, including review of all technical documents, oversight of system and combined-system level integration efforts, witnessing verification and validation tests, and inspection of workmanship at the production/modernization site. The Project is now concluding the Conditional Acceptance phase, which enables the Modernized LRVs to enter revenue service. The next phases include the LRV's Reliability Demonstration, which measures the performance of the Conditionally Accepted LRVs in revenue service against contractual reliability targets, LRV Final Acceptance, and Warranty.

The Project schedule continues to be impacted by the remaining effects of the pandemic. Examples of the effects include supply chain disruptions, which delayed the start and completion of manufacturing, assembly, inspection, and test activities.

Approval of the recommendation modifies Contract No. PS20113000 to allow for the continuation of technical and program management support for the P2000 LRV Modernization Project. Metro staff requires this Project support to help navigate and mitigate the remaining technical issues to achieve final delivery and acceptance of the 52 modernized P2000 LRVs. The final delivery and acceptance is forecasted to complete by June 2026.

This is an existing professional services support contract required to ensure continuity, seamless project execution, and completion of the LRV Modernization project. Approving the recommendation ensures the successful completion of the Overhaul/Midlife Modernization Project, which provides accessible and affordable transportation for all who ride Metro's light rail system.

DETERMINATION OF SAFETY IMPACT

The approval of the additional NTE funds for the consultant services will ensure team continuity and maintain overall system safety, service quality, system reliability, maintainability, and customer satisfaction.

FINANCIAL IMPACT

The requested new NTE contract price of $11,012,090.20 is within the overall Board-approved LOP budget of $180.9 million for project 206044, P2000 LRV Overhaul Program.

The Contract Price increase of $1,448,394.00 has been included in Cost Center 3043, Rail Vehicle Acquisition, under project number CP 206044, P2000 LRV Overhaul Program.

Since multi-year projects are funding this recommendation, the Chief Operations Officer, Chief Program Management Officer, and respective Project Managers will be responsible for future fiscal year budgeting.

Impact to Budget

The current budget for this action includes Proposition A, Measure M, and Federal 5337. These funds are eligible for rail operating and capital projects. Using these funding sources maximizes the allocation intent given the fund guidelines and provisions.

EQUITY PLATFORM

The P2000 LRV Modernization Project enables the successful delivery of these vehicles for use on Metro's existing LRV lines, such as the A and E lines. These lines serve Equity Focus Communities (EFCs) across LA County, in areas such as Downtown LA, Chinatown, Long Beach, and others. Having safe, reliable LRVs provides transit options to our majority low-income and BIPOC customer base, which often relies on public transit to seamlessly commute to work, school, and other opportunities.

CH2M Hill, Inc. (CH2M) made an overall 24.81% Disadvantaged Business Enterprise (DBE) commitment, and the current DBE participation is 21.13%, representing a 3.68% shortfall. CH2M's efforts to mitigate the shortfall can be found in Attachment C - DEOD Summary.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends

due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan Goal #1.2 - Optimize the speed, reliability, and performance of the existing system by revitalizing and upgrading Metro's transit assets. The completion and rollout of the P2000 LRVs are state-of-the-art assets that will significantly improve the integrity of Metro's overall transit network.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation for increasing the contract amount. This is not recommended as critical project activities currently supported by consulting staff will be interrupted, with direct impacts on the overall project schedule. These activities include, but are not limited to: witnessing commissioning tests, reviewing test reports, reviewing the Project Schedule, and providing LRV commissioning acceptance, LRV reliability, and LRV warranty support. The Metro Project Team does not have the in-house resources to undertake all the necessary Project tasks as described.

Not approving the recommendation will also adversely impact the P2000 LRV Modernization Project completion due to the loss of the required technical expertise and manpower provided through this Consultant Support Services contract. The potential adverse impacts may include compromised quality and SGR of the Modernized LRVs, and a reduction in available LRVs for rollout to meet the evolving passenger demands that continue to inch towards pre-pandemic levels.

NEXT STEPS

Upon Board approval, staff will execute Contract Modification No. 31 to increase the contract NTE amount by $1,448,394.00 with CH2M Hill, Inc. for the continuation of services.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification Log
Attachment C - DEOD Summary

Prepared by: Eduardo Maycotte, Senior Manager, Project Control, (213) 922-3376
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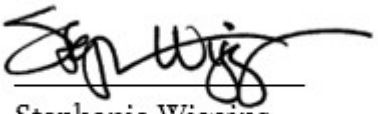
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES / CONTRACT NO. PS20113000

1.	**Contract Number**: PS20113000			
2.	**Contractor**: CH2M Hill, Inc.			
3.	**Mod. Work Description**: Increase the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20.			
4.	**Contract Work Description**: Provide technical and program management support to Metro Project Team managing the existing P2000 Light Rail Vehicle (LRVs) Midlife Modernization Project to ensure timely modernization work and successful delivery of the modernized P2000 LRVs and the associated deliverables.			
5.	**The following data is current as of**: June 6, 2025			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	04/17/17	**Original Not-to-Exceed Contract Award Amount:**	$5,829,626.00
	Notice to Proceed (NTP):	N/A	**Total of Modifications Approved:**	30
	Original Complete Date:	12/31/21	**Pending Modifications (including this action):**	1
	Current Est. Complete Date:	6/30/26	**Current Contract Value (with this action):**	$11,012,090.20
7.	**Contract Administrator**: Mildred Martinez		**Telephone Number**: 213-922-4753	
8.	**Project Manager**: Jason Yaw		**Telephone Number**: 213-922-3325	

A. Procurement Background

This Board Action is to approve Contract Modification No. 31 to increase the total authorized funding for Contract No. PS20113000, to CH2M Hill, Inc. for technical and program management support to Metro's P2000 Project Team on the P2000 LRV Midlife Modernization Project, in the Not-To-Exceed (NTE) amount of $1,448,394.00, increasing the Contract total from an NTE amount of $9,563,696.20, to an NTE amount of $11,012,090.20.

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

On April 17, 2017, the Board awarded Contract No. PS20113000 to CH2M Hill, Inc.

for technical and program management support to Metro's P2000 Project Team on the P2000 LRV Midlife Modernization Project, in the total NTE amount of $5,829,626.00.

Contract Modification Nos. 1 through 30 were issued with staff delegated authority.

(Refer to Attachment B – Contract Modification/Change Order Log)

B. Cost/Price Analysis

A Request for Proposal was issued to CH2M on March 11, 2025. Metro received a proposal on April 28, 2025. Staff completed negotiations on May 16, 2025. The recommended price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), negotiations, and a technical evaluation. The negotiation of the NTE amount comprised validation of CH2M and its subcontractor's current labor rates, audited labor overhead, travel and other direct costs, and a negotiated fixed fee for this cost plus fixed-fee contract type. The approved labor rate for each consultant is based on a cost analysis, which has resulted in a fair and reasonable price determination. The factors affecting the NTE amount were anticipated level of effort, travel and other direct costs, which have been reviewed and negotiated by the Contracting Officer to align with the P2000 LRV Modernization Program's extended project schedule.

Proposal Amount	Metro ICE	Negotiated Amount
$1,558,829.96	$1,449,268.40	$1,448,394.00

C. Contractor Information

CH2M is an engineering company that provides consulting, design, construction, and operation services for corporations and governments across the world. In 2017, it was acquired by Jacobs Engineering Group but kept its name for existing contracts. Under this Contract, they requested to keep CH2M. For Systems and Rolling Stock, they support bus and rail system projects with a focus on requirements definition, procurement, technical advisory services, modification designs, performance simulations, testing and commissioning efforts, condition assessments, manufacturer audits, maintenance optimization, and major overhaul and modification programs.

In addition to providing technical and program management support for the P2000 LRV Modernization Project, CH2M currently provides program management support for the P3010 LRV Project and is also one of the qualified consulting firms on the Rail Vehicle Bench.

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES/ CONTRACT NO. PS20113000

Mod. No.	Description	Status (approved or pending)	Date	$Amount
1	Administrative Changes	Approved	11.16.17	$0.00
2	Update Exhibit 1 with Exhibit 1.1 to add new staff	Approved	12.21.17	$0.00
3	Update Exhibit 1.1 with Exhibit 1.2 to add new staff	Approved	07.11.22	$0.00
4	Update Exhibit 1.2 with Exhibit 1.3 to add new staff	Approved	04.18.18	$0.00
5	Update Exhibit 1.3 with Exhibit 1.4 to add new staff	Approved	08.16.18	$0.00
6	Update Exhibit 1.4 with Exhibit 1.5 to add new staff	Approved	04.12.19	$0.00
7	Update Exhibit 1.5 with Exhibit 1.6 to add new staff	Approved	04.16.19	$0.00
8	Update Exhibit 1.6 with Exhibit 1.7 to add new staff	Approved	07.24.19	$0.00
9	Update Exhibit 1.7 with Exhibit 1.8 to add new staff	Approved	09.05.19	$0.00
10	Update Exhibit 1.8 with Exhibit 1.9 to add new staff	Approved	11.13.19	$0.00
11	Update Exhibit 1.9 with Exhibit 1.10 to add new staff	Approved	03.13.20	$0.00
12	Update Exhibit 1.10 with Exhibit 1.11 to add new staff	Approved	03.20.20	$0.00
13	Update Exhibit 1.11 with Exhibit 1.12 to add new staff	Approved	09.09.20	$0.00
14	Update Exhibit 1.12 with Exhibit 1.13 to add new staff	Approved	11.03.20	$0.00
15	Update Exhibit 1.13 with Exhibit 1.14 to add new staff and Extend the Period of Performance through December 31, 2023.	Approved	07.12.21	$0.00

16	Update Exhibit 1.14 with Exhibit 1.15 to add new staff	Approved	02.15.22	$0.00
17	Update Exhibit 1.15 with Exhibit 1.16 to add new staff	Approved	05.11.22	$0.00
18	Update Exhibit 1.16 with Exhibit 1.17 to add new staff	Approved	07.06.22	$0.00
19	Increase $1,231,187.71 to the Not-to-Exceed Contract Price. Update Exhibit 1.17 with Exhibit 1.18 with increase Not-to-Exceed Contract Price	Approved	09.27.22	$1,231,187.71
20	Update Exhibit 1.18 with Exhibit 1.19 to add new staff	Approved	09.27.22	$0.00
21	Update Exhibit 1.19 with Exhibit 1.20 to add new staff	Approved	11.16.22	$0.00
22	Update Exhibit 1.20 with Exhibit 1.21 with years 8 and 9 labor rates	Approved	02.28.23	$0.00
23	Extended the Period of Performance through December 31, 2025.	Approved	04.05.23	$0.00
24	Increase $1,861,372.68 to the Not-to-Exceed Contract Price	Approved	06.27.23	$1,861,372.68
25	Update Exhibit 1.22 to add new staff	Approved	08.23.23	$0.00
26	Update Exhibit 1.22 to add new staff	Approved	04.23.24	$0.00
27	Update Exhibit 1.22 with Exhibit 1.23 to add new staff	Approved	05.31.24	$0.00
28	Update Exhibit 1.23 to add new staff	Approved	09.06.24	$0.00
29	Update Exhibit 1.23 to add new staff	Approved	06.13.25	$0.00
30	Increase the Not-to-Exceed Contract Price by adding the CMA limit	Approved	06.13.25	$641,509.81
31	**Increase $1,448,394.00 to the Not-to-Exceed Contract Price and extend the Period of Performance to June 30, 2026**	**Pending**	**Pending**	**$1,448,394.00**
	Modification Total:			**$5,182,464.20**
	Original Contract:			**$5,829,626.00**
	Total:			**$11,012.090.20**

DEOD SUMMARY

P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES / PS20113000

A. Small Business Participation

CH2M Hill, Inc. (CH2M) made an overall 24.81% Disadvantaged Business Enterprise (DBE) commitment under this Task Order-based contract. To date, CH2M has been awarded eight (8) Task Orders. Based on payments the overall contract is 48% complete and the current DBE participation is 21.13%, representing a 3.68% shortfall.

CH2M has a shortfall mitigation plan on file and contends that the shortfall is due to the delay in the railcar builder's production schedule impacting the ability of DBE subcontractor, Virginkar & Associates Inc., to perform inspections, as confirmed by Metro's project manager. CH2M demonstrated an increase in the utilization of Virginkar by 2.96%, since the last report to the board. CH2M reported it anticipates to mitigate the shortfall by or before June 2026.

Small Business Commitment	**24.81% DBE**	**Small Business Participation**	**21.13% DBE**

	DBE Subcontractors	**% Committed**	**Current Participation[1]**
1.	Parthenon Corporation	6.00%	7.17%
2.	Virginkar & Associates Inc.	18.36%	4.81%
4.	Omni Strategy LLC	Added	0.53%
5.	Railcar Quality Services, Inc.	Added	8.62%
	Total	**24.81%**	**21.13%**

[1]Current 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

The Living Wage and Service Contract Worker Retention Policy 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.

P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES CONTRACT PS20113000

July 17, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20, and extending the period of performance from December 31, 2025 to June 30, 2026.

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

Metro

ISSUE & DISCUSSION

PROJECT: P2000 Light Rail Vehicle Overhaul Program Consultant Support Services

AWARDEE : CH2M Hill, Inc. (JACOBS)

DEOD COMMITMENT: DBE Participation is 24.81%. CH2M Hill is expected to meet and comply to this requirement.

Metro

ISSUE & DISCUSSION

ISSUE

The P2000 LRV Modernization Project continues to experience unanticipated delays due to obsolete components, technical challenges, and supply chain disruptions. This existing consulting support services contract is required to ensure continuity, seamless project execution, and completion of the LRV Modernization project.

The Metro Project Team does not have the in-house resources to undertake the described support.

Metro

ISSUE & DISCUSSION

DISCUSSION

This existing professional service support provides Metro the technical and program management support during the Project's remaining phases, including Conditional Acceptance of remaining three LRVs, fleet Reliability Demonstration, Final Acceptance and concluding contract Warranty.

Approval of the recommendation modifies Contract No. PS20113000 to allow continuation of technical and program management support for the P2000 LRV Modernization Project. Metro staff requires this Project support to navigate and mitigate the remaining technical issues to achieve final delivery and acceptance of the fifty-two (total) modernized P2000 LRVs.

Metro

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

File #: 2025-0482, **File Type:** Contract **Agenda Number:** 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: METRO BIKE SHARE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed $3,627,011, increasing the total contract value from $121,022,457 to $124,649,468; and

B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed $7,500,000 increasing the total contract value from $124,649,468 to $132,149,468.

ISSUE

The Board approved Motion #41 by Directors Krekorian, Garcetti, Kuehl, and Sandoval at its December 2021 meeting (Attachment A). Directive C of the motion requires that staff ensure uninterrupted bike share service as the next iteration of the MBS program is determined and executed. The current MBS contract with BTS expires August 31, 2025, and this contract modification is needed to ensure uninterrupted service until the award of the new multi-year contract, which is currently an active procurement.

The authority to execute future modifications is needed in the event that additional time is required to secure and complete the transition of operations to the new contract.

BACKGROUND

MBS launched in July 2016 in partnership with the City of Los Angeles. It services Los Angeles County residents with 225 stations located in Downtown Los Angeles, Central Los Angeles (including

South Los Angeles), Hollywood, Westside, and North Hollywood areas. To date, over 2.7 million trips have been taken, 9.5 million miles have been traveled, and 9.1 million pounds of CO2 have been averted.

The program continues to see improvements overall. More than 519,000 rides were recorded in 2024, the highest annual ridership to date. During 2024, 30-Day and 365-Day passholders increased by 14%. During the last year, the number of pass holders with reduced fare passes increased by 39%. Reduced fare passes are offered to low-income individuals through EBT verification, and Metro's Low Income Fare is Easy (LIFE) program. They are also offered to seniors (62 years and over), students (16 years and over), and individuals with disabilities. The number of trips taken per bike each day, an industry metric used to measure the effectiveness of bike share, continues to increase, especially for pedal-assisted electric bikes (e-bikes). In April 2025, regular "classic" bikes reported 0.51 trips/bike/day, while e-bikes reported 4.77 trips/bike/day.

The MBS motion passed by the Board in December 2021 also directed staff to take a series of actions focused on stabilizing the current program and preparing for the next iteration of bike share in Los Angeles County. In April 2023 an RFP was issued to secure a new contract. This RFP was cancelled and a new solicitation was issued in July 2024.

DISCUSSION

Based on the Board-approved model, the procurement is currently underway and subject to a communications blackout. Staff is requesting an extension of the current contract, via the Board approved options, to allow for the completion of the procurement process and award of the new contract. The current contract expires August 31, 2025. If the Board approves the contract modification, the contract will end on November 30, 2025.

Due to the unique circumstances associated with the current procurement, it is uncertain as to when the new contract will be awarded; therefore, a recommendation to authorize the CEO to execute future modifications in an amount not-to-exceed $7.5 million is included in this Board action. The authority will provide the ability to extend this contract on a month-to-month basis for up to 6 months to support any additional time needed to secure a new contract.

Per the MOU with the City of Los Angeles, the City will provide 65% of the funds in support of the ongoing operation and maintenance of MBS. Staff has reviewed this item with the City and has received their concurrence to proceed with the extension.

DETERMINATION OF SAFETY IMPACT

Metro's safety standards will be improved through the approval of this recommendation by ensuring the continued operation of a safe and secure MBS program.

FINANCIAL IMPACT

The cost of the extended contract is included in the FY26 Budget in Account 50316, Project 308010, and Cost Center 4540.

Impact to Budget

The funding sources for this expense consist of the City of Los Angeles subsidy, advertising/sponsorship, system user fees, and general funds. The general fund is eligible for bus and rail operating projects and capital projects.

EQUITY PLATFORM

The approval of this contract modification and extension will ensure Metro's ability to continue to operate and maintain a regional bike share program that is accessible to Los Angeles County residents. This contract extension will allow Metro to continue to provide current service to those who live and work within Equity Focus Communities (EFCs) in Downtown/Central Los Angeles (including South Los Angeles), Westside, and North Hollywood. Currently, 48% of MBS stations are located in EFCs, and 40% of all trips are initiated from these stations. In addition, maintaining low bike share fares and ensuring that participants of the LIFE and Reduced Fare programs continue to have uninterrupted access to service with continued discounted fare media are critical components of this program. As mentioned, the number of passholders with Reduced Fare passes increased in 2024 and now represents 39% of 30-Day and 365-Day pass holders. Participants with eligibility through California EBT represent 54% of all Reduced Fare passes, while students (16 years and over) represent 30%.

As part of the annual survey conducted by MBS, demographic data is collected. In 2024, and consistent with previous surveys, respondents to the survey were mostly male (61%) and Caucasian (44%), and most were younger than 50 years old (79%). However, one change observed was that just over half (52%) had incomes less than $75K. This is an increase in individuals with lower incomes and is consistent with the growth observed in reduced fare passes.

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 98% complete, and the current DBE participation is 27.02%, exceeding the commitment by 4.65%.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. Metro conducted a preliminary analysis to show that the net effect of this item is to decrease VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. To date, more than 9.1 million miles have been traveled by MBS users, which represents a minimum reduction of approximately 1.9 million Vehicle Miles Traveled since the

2024 MBS survey results show that 22% of users would have driven their personal vehicles or used a taxi or equivalent vehicle to complete their travel if not for Metro Bike Share.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

MBS program supports the following Vision 2028 Strategic Plan Goals:

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

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the requested action. This alternative is not recommended as this would not support the Board motion, would impact the stability of the program, and Metro's ability to provide uninterrupted MBS service. If the current contract is not extended, Metro Bike Share operations will end on August 31, 2025.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 19 to Contract No. PS272680011357 with BTS to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue MBS program services.

ATTACHMENTS

Attachment A - Board Motion # 41
Attachment B - Procurement Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary

Prepared by:

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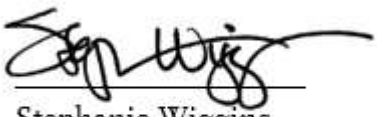
Reviewed by:

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



Stephanie Wiggins
Chief Executive Officer

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

EXECUTIVE MANAGEMENT COMMITTEE
NOVEMBER 18, 2021

Motion by:

DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL

Improving the Effectiveness and Sustainability of Metro Bike Share

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

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

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

SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE

RECOMMENDATION

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

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

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

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

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

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

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

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

PROCUREMENT SUMMARY

METRO BIKE SHARE/PS272680011357

1.	**Contract Number**: PS272680011357			
2.	**Contractor**: Bicycle Transit Systems, Inc.			
3.	**Mod. Work Description**: Exercise up to three, one-month options each separately as needed from September 1, 2025 to November 30, 2025 to continue Metro Bike Share (MBS) program services.			
4.	**Contract Work Description**: Metro Bike Share Program			
5.	**The following data is current as of**: 06/02/25			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	06/25/15	**Contract Award Amount:**	$11,065,673
	Notice to Proceed (NTP):	07/31/15	**Total of Modifications Approved:**	$109,956,784
	Original Complete Date:	07/29/22	**Pending Modifications (including this action):**	$3,627,011
	Current Est. Complete Date:	11/30/25	**Current Contract Value (with this action):**	$124,649,468
7.	**Contract Administrator**: Lily Lopez		**Telephone Number**: (213) 922-4639	
8.	**Project Manager**: Paula Carvajal		**Telephone Number**: (213) 922-4258	

A. Procurement Background

This Board Action is to approve Contract Modification No. 19 to exercise up to three, one-month options each separately as needed from September 1, 2025 to November 30, 2025 to continue Metro Bike Share (MBS) program services through November 30, 2025.

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

On June 25, 2015, the Board approved firm fixed price Contract No. PS272680011357 with Bicycle Transit Systems (BTS), Inc. for the equipment, installation and operations of the Metro Bike Share Phase I Pilot in the amount of $11,065,673 for a two-year period.

Eighteen modifications have been issued to date.

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

B. Cost Analysis

The recommended amount has been determined to be fair and reasonable based on an Independent Cost Estimate (ICE), cost analysis based on the existing rates established in the contract, a reduction in profit, and technical analysis.

Proposal Amount	Metro ICE	Recommended Amount
$3,627,011	$3,735,821	$3,627,011

The variance between the ICE and recommended amount is due to BTS proposing a reduction in profit.

CONTRACT MODIFICATION/CHANGE ORDER LOG

METRO BIKE SHARE/PS272680011357

Mod. No.	Description	Status (approved or pending)	Date	Amount
1	Addition of Sponsorship Broker Agreement	Approved	12/30/15	$0
2	Additional Support for Phase I – Downtown Los Angeles	Approved	06/06/16	$108,656
3	Addition of 2 Subcontractors	Approved	07/07/16	$0
4	Extend Phase I (Downtown Los Angeles Pilot), expand and accelerate Phase II (Pasadena) and Phase III (Venice and Port of Los Angeles)	Approved	11/07/16	$42,618,583
5	Update Exhibit A-1 Milestone Payment Schedule	Approved	03/22/17	$0
6	Addition of TAP Integration Step 3	Approved	05/31/17	$610,076
7	Extend and activate Phase III and Phase IV	Approved	10/08/18	$34,598,747
8	Metro Countywide Bike Share Greenhouse Gas Reduction Fund (GGRF) Grant	Approved	12/06/18	$6,342,126
9	Revised SOW and Milestones	Approved	12/14/18	$0
10	Reallocation of bikes and update milestones	Approved	08/21/21	$0
11	Extended period of performance (POP) through 7/29/23, purchase new bicycles to replenish and stabilize the on-street bicycle fleet, purchase and install GPS equipment, and maintain a 10% inventory.	Approved	05/03/22	$15,250,213
12	Extended POP by 5 months through 12/31/23.	Approved	05/25/23	$5,698,010

13	Extended POP through 4/30/24.	Approved	11/02/23	$0
14	Extended POP through 6/30/24.	Approved	12/21/23	$0
15	Extended POP through 8/30/24.	Approved	03/07/24	$0
16	Extended POP through 3/31/25.	Approved	07/23/24	$0
17	Extended POP through 4/30/25.	Approved	12/11/24	$0
18	Extended POP through 8/31/25.	Approved	3/27/25	$4,730,373
19	Exercise up to three, one-month options each separately and extend the POP through 11/30/25 as needed.	**Pending**	**Pending**	**$3,627,011**
	Modification Total:			**$113,583,795**
	Original Contract:		**06/25/15**	**$11,065,673**
	Total:			**$124,649,468**

DEOD SUMMARY

METRO BIKE SHARE/PS272680011357

A. Small Business Participation

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 98% complete and the current DBE participation is 27.02%, exceeding the commitment by 4.65%.

Small Business Commitment	22.37% DBE	Small Business Participation	27.02% DBE

	DBE Subcontractors	Ethnicity	% Committed	Current Participation[1]
1.	Accel Employment Services	Asian-Pacific American	15.28%	11.15%
2.	Bike Hub	Asian-Pacific American	5.48%	14.87%
3.	Say Cargo Express	Hispanic American	0.68%	0.22%
4.	Toole Design Group, LLC	Non-Minority Female	0.93%	0.78%
		Total	**22.37%**	**27.02%**

[1]Current 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

The Living Wage and Service Contract Worker Retention Policy 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.

Shared Mobility

METRO BIKE SHARE

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

ISSUE & DISCUSSION

AWARDEE

Bicycle Transit Systems, Inc. (BTS)

NUMBER OF BIDS/PROPOSALS

One proposal received as this is a modification to an existing contract.

DEOD COMMITMENT

DBE commitment - 22.37%

ISSUE

The current MBS contract expires August 31, 2025, and this modification is needed to ensure uninterrupted service until the award of the new multi-year contract.

DISCUSSION

The recommendation authorizes the execution of the three Board approved one-month options to extend the contract to November 30, 2025. Authority to allow the CEO to execute future modifications in an amount not-to-exceed $7.5M is also recommended to provide to support additional contract extensions, as needed, until a new contract is awarded.

Metro

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed $3,627,011, increasing the total contract value from $121,022,457 to $124,649,468; and

B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed $7,500,000 increasing the total contract value from $124,649,468 to $132,149,468

Metro

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

Metro

Board Report

File #: 2025-0461, **File Type:** Oral Report / Presentation **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

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

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

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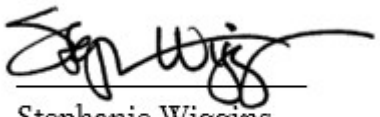
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

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



Stephanie Wiggins
Chief Executive Officer

July 2025

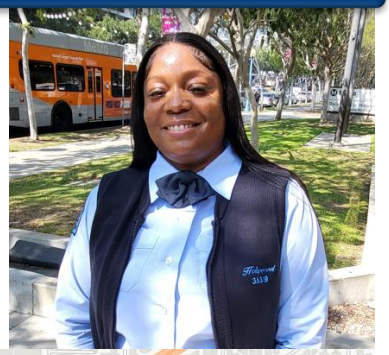
Employees of the Month

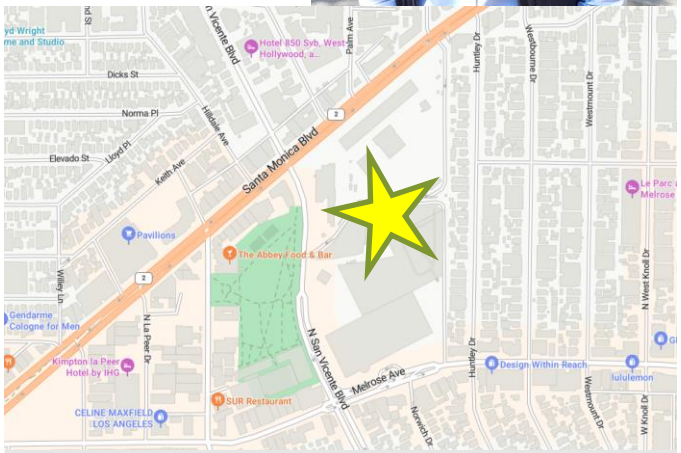
July Employees of the Month

Bus Operations

Bus Operator

Tanesha Smith



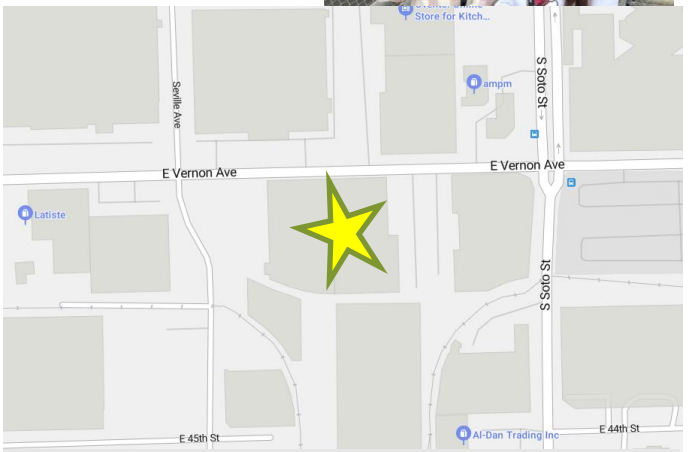


Division 7 – West Hollywood

Custodian

Custodian Leader

Anthony Nieves



Loc 522– Vernon

Metro

Employees of the Month

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

File #: 2024-1139, **File Type:** Policy **Agenda Number:** 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: METRO NON-REVENUE VEHICLE PROCUREMENT POLICY

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the Metro Non-Revenue Vehicle Procurement Policy (Attachment A).

YAROSLAVSKY AMENDMENT: In the policy under Section VI.1, bullet 3, strike through "and the Chief Operating Officer (COO)" and report back annually on the implementation of the policy.

ISSUE

This report is in response to a Board approved amendment by Director Yaroslavsky requesting the development of a non-revenue vehicle purchasing policy that prioritizes zero-emission vehicles (ZEVs). The Metro Non-Revenue Vehicle Procurement Policy establishes a framework for transitioning Metro's Non-Revenue Fleet to ZEV. This policy supports Metro's climate and sustainability goals, including a 79% reduction in operational emissions by 2030 compared to 2017 levels. For specialty vehicles not yet available in zero-emission configurations, the policy requires the use of the cleanest fuel options currently available.

BACKGROUND

With the purchase of 147 electric vehicles (EVs) through the State Contract, Metro will increase its electric vehicles to 13% of the total non-revenue fleet. The proportion of zero-emission vehicles will continue to grow in alignment with the fleet replacement schedule.

At its January 2025 meeting, the Board approved amendments related to the replacement of non-revenue vehicles through the California statewide contract. Specifically, the Director Yaroslavsky amendment directed the development of a non-revenue vehicle purchasing policy that prioritizes ZEVs and mirrors, to the extent feasible, existing zero-emission fleet purchasing policies at the City of Los Angeles and County of Los Angeles. The Director Butts amendment directed that the new policy incorporate, where needed, exceptions for sedans and other light weight vehicles used for safety and security and operational requirements.

DISCUSSION

The Metro Non-Revenue Vehicle Procurement Policy provides guidelines for the acquisition of non-revenue vehicles and supports Metro's commitment to transition to a zero-emission fleet. The policy prioritizes the adoption of zero emission vehicles (ZEVs) during the procurement process.

The primary goals of this policy are to transition Metro's Non-Revenue fleet to 100% zero emission vehicles where operationally viable, in accordance with the fleet replacement schedule, ensure fiscal responsibility through strategic procurements, the use of grants/incentives, when feasible, and procure vehicles with appropriate range capabilities to meet all operational scenarios.

This policy establishes clear criteria to determine when the procurement of zero-emission vehicles (ZEVs)are appropriate. It also ensures alignment with Metro's established fleet replacement guidelines, including planning requirement for supporting charging infrastructure, and defines specific exemptions when ZEV adoption is not currently viable.

- The Transit Operational and Safety Performance (TOSP) Exception of the policy provides operational flexibility by allowing Metro departments to procure non-zero-emission vehicles when ZEV options are not yet viable for specific, or mission-critical applications. Such as vehicles that are essential to protecting public safety,

This policy supports Metro's long-term goal of transitioning to a zero-emission vehicle fleet wherever feasible and operational practical.

DETERMINATION OF SAFETY IMPACT

The Metro Non-Revenue Vehicle Procurement Policy prioritizes safety and does not compromise the safety of the vehicles or the employees who operate them.

FINANCIAL IMPACT

Adoption of the Non-Revenue Vehicle Purchasing Policy will initially result in a financial increase to the agency due to the higher up-front costs of purchasing zero-emission vehicles and infrastructure. However, this financial impact is expected to decrease over time due to the lower maintenance costs projected for battery electric vehicles and the lower cost of electricity over fossil fuels. The budget for purchasing Non-Revenue vehicles is allocated within Cost Center 3790, Maintenance Administration, Non-Revenue Vehicles and 3196, Central Oversight & Analysis, under Account 53106, Acquisition of Service Vehicles. Additional funding may also come from other departments for their specific projects. As this this policy pertains to future vehicle purchases, the project manager, cost center manager, and Deputy Chief Operations Officer of Maintenance and Engineering will be responsible for budgeting the costs for future fiscal years.

Impact to Budget

The initial impact on the budget is substantial due to the higher purchase price for zero-emission

vehicles and the costs associated with installing zero-emission charging and/or fueling infrastructure. However, several programs are available to help offset these additional expenses. Metro is currently leveraging the Southern California Edison Charge Ready program, where applicable to cover most of the costs related to Battery Electric Vehicle charging infrastructure. The agency will continue to pursue funding opportunities to minimize the financial burden of replacing Internal Combustion Engine powered vehicles with Zero Emission Vehicles. The current sources of funds for this action are the State Transportation Development Act (TDA) and Local Measure R 35%. TDA funding is eligible for Capital and Operating Projects, and Measure R 35% is not eligible for Bus and Rail Operations.

EQUITY PLATFORM

This action advances Metro's sustainability and environmental justice principles by addressing pollution disparities in communities disproportionately impacted by high-emission vehicles. The Metro Non-Revenue Vehicle Procurement Policy sets a goal of achieving a 100% ZEV Non-Revenue Fleet. The vehicles will be deployed throughout Los Angeles County, with a focus on supporting service delivery in Equity Focus Communities (EFCs). This policy also promotes safer, quieter, and cleaner working conditions for Metro staff, particularly those who regularly interact with the non-revenue fleet. By eliminating the harmful tailpipe emissions, the adoption of ZEVs contributes to a healthier workplace environment.

VEHICLE MILES TRAVELED OUTCOME

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

*Based on population estimates from the United States Census and VMT estimates from the highway performance monitoring system data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The policy supports Strategic Goal 2.3: Metro supports a customer-centric culture where exceptional experiences are created at every opportunity for internal and external customers. It will require the use of zero-emission vehicles to support various Metro functions, including bus, rail, administration, engineering, and risk management. Additionally, ZEVs will provide clean, safe, and reliable transportation services for Metro staff.

NEXT STEPS

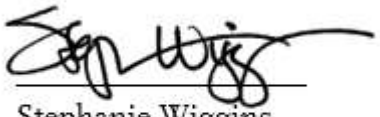
Metro will use the Non-Revenue Vehicle Procurement Policy to guide future vehicle procurements and support the agency's sustainability and environmental goals.

ATTACHMENTS

Attachment A - Metro Non-Revenue Vehicle Procurement Policy

Prepared by: Alan Tang, Sr. Director, Non-Revenue Fleet Maintenance, (562) 658-0231
Gary Jolly, Sr. Executive Officer, Bus Maintenance, (213) 922-5802
Matthew Dake, Deputy Chief Operations Officer, (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034
Nalini Ahuja, Chief Financial Officer, (213) 922-3088



Stephanie Wiggins
Chief Executive Officer

Attachment A

Metro Non-Revenue Vehicle Purchasing Policy

I. Purpose

This policy provides guidelines for Los Angeles County Metropolitan Transportation Authority (Metro) to purchase Non-Revenue vehicles. The Non-Revenue fleet vehicles are used for maintenance, operations, support services, equipment transport, and other functions that are not directly tied to revenue service. This policy establishes a framework for the procurement across LACMTA's Non-Revenue fleet. It aligns with LACMTA's commitment to environmental sustainability and support for California's climate and emissions reduction goals.

II. Scope

This policy applies to all LACMTA departments, staff, and operations involving Non-Revenue vehicle use and procurement. LACMTA is to develop, expand, and maintain the necessary charging and fueling infrastructure to support a fully zero-emission Non-Revenue fleet.

III. Background

Metro's Board adopted Climate Goals, as stated in the 2019 Climate Action and Adaptation Plan, call for a 79% reduction in operation emissions by 2030 (compared to 2017 levels). To meet these goals, Metro will use the cleanest energy source that is feasible to power its Revenue and Non-Revenue vehicles.

IV. Policy Statement

LACMTA commits to procuring zero emission vehicles to support environmental sustainability and reduce greenhouse gases. Replacement of existing internal combustion engine (ICE) vehicles and procurement of all new zero-emission vehicles (ZEV) will be done in accordance with this policy.

Any exceptions to this provision shall be granted only for justifiable cause and must be approved by the Office of Sustainability and the Chief Operating Officer (COO).

V. Key Objectives

1. Procure Metro's Non-Revenue fleet to 100% zero emission vehicles where operationally viable, in accordance with the fleet replacement guidelines.
2. Ensure fiscal responsibility through strategic procurement and use of grants/incentives, as feasible. Metro's Non-Revenue vehicles will have suitable ranges for all operational scenarios.
3. Coordinate with the Office of Sustainability to expand zero emission vehicle infrastructure to address operational needs and range anxiety.

VI. Policy Provisions

1. Procurement of a Non-Revenue Vehicle Fleet
   - Zero emission vehicles will be purchased if available and operationally feasible.
   - All Non-Revenue vehicle purchases will be in compliance with current laws and regulations.
   - Any exceptions to this provision shall be granted only for justifiable cause and must be approved by the Office of Sustainability and the Chief Operating Officer (COO).
   - All zero emission vehicle purchases are predicated on the availability and feasibility of charging or fueling infrastructure.
2. Non-Revenue Fleet Replacement Schedule

   The following guidelines are established to support a systematic, consistent, and strategic approach to the replacement of Non-Revenue fleet vehicles.

Vehicle Type	Replacement Age	Mileage Threshold
Sedans	6-10	150,000
SUVs	7-10	150,000
Vans	7-10	150,000
Trucks	10-12	150,000
Hi-Rail Vehicles	10-15	150,000

Vehicles become eligible for replacement when they meet either the established age or mileage thresholds, whichever occurs first.

Metro shall regularly assess vehicle utilization to identify opportunities for reducing fleet operating costs, improving efficiency, and ensuring optimal use of resources.

All vehicles that are retired or replaced must be formally turned in for disposal or salvage in accordance with Metro's asset management and surplus property procedures.

3. Zero Emission Vehicle Fueling/Charging Infrastructure

   To ensure effective Non-Revenue vehicle operations, LACMTA will develop and implement Zero-Emission Infrastructure to include:

   - Installation of Levels 2 and DC fast chargers at high-priority maintenance yards and facilities that are accessible to all Metro electric vehicles.
   - Capital investment planning and coordination for building out to ensure the infrastructure is available to meet the demand of the ZEVs.
   - Partnership with utility providers to ensure the power grid is sufficient to support ZEV deployment and operation.

4. Transit Operations and Safety Performance (TOSP) Exemption

   This policy allows operational flexibility where zero emission options are not yet viable, revisiting exemptions annually.

   - Metro departments that can demonstrate a need for vehicles with specialized performance capabilities essential to the protection of public safety and welfare, or are essential for continuity of operations systemwide, may be exempted from this policy.
   - When invoking the TOSP exemption, departments must submit detailed justification as part of their exemption request, demonstrating that the requested acquisition(s) is necessary to protect the health, safety, or security of the public or is essential to the provision of transportation services and

functions. Examples of potential vehicles for this exemption include but are not limited to:

- Hi-rail vehicles are required to comply with the California Vehicle Code and other regulatory agencies. These vehicles are used for rail maintenance and emergency access on rail tracks.
- Vehicles operated by Systems Security & Law Enforcement department. These vehicles require extended range, rapid deployment capability, and high operational time.

VII. Policy Review and Updates

This policy will be reviewed periodically to ensure it aligns with evolving regulatory requirements, advances in zero-emission vehicle technologies, and Metro's sustainability goals.

VIII. Definitions

1. Non-Revenue Vehicle: Non-Revenue vehicles are vehicles that do not generate income directly from their use, such as maintenance vehicles, administrative transport, and support units.
2. Sustainable Fleet: A sustainable fleet refers to a collection of vehicles that adhere to environmentally responsible practices, minimize emissions, and optimize energy use in alignment with Metro's sustainability goals.
3. Zero-Emission Vehicle (ZEV): A zero-emission vehicle refers to any vehicle that produces no tailpipe emissions of pollutants or greenhouse gases during operation. This includes fully electric vehicles (EVs) and hydrogen fuel cell vehicles (HFCVs).
4. Electric Vehicle (EV): An electric vehicle is a type of zero-emission vehicle that operates using electricity stored in onboard batteries. EVs are powered by electric motors and produce no tailpipe emissions during operation.

IX. References

1. Climate Action and Adaptation Plan (CAAP): Builds on Metro's existing commitments to environmental and sustainability stewardship by creating a

visionary path for minimizing contributions to climate change while building resilience to a changing climate.

2. Zero-Emission Vehicle (ZEV) Mandate: California's ZEV program requires automakers to sell a certain percentage of zero-emission vehicles, such as battery electric, plug-in hybrid, and hydrogen fuel cell vehicles. This mandate has been a cornerstone of the state's EV strategy.
3. Executive Order N-79-20: Signed by Governor Gavin Newsom in 2020, this order sets ambitious targets, including 100% of in-state sales of new passenger cars and trucks to be zero-emission by 2035 and medium- and heavy-duty vehicles by 2045.
4. Vehicle-Grid Integration (VGI) Initiatives: Policies like the Vehicle-Grid Integration Program encourage the use of EVs to support the electricity grid through managed charging and bidirectional charging technologies.
5. Infrastructure Investments: California has allocated significant funding for EV charging infrastructure, including grants and incentives for installing chargers at homes, workplaces, and public locations.
6. Low Carbon Fuel Standard (LCFS): This policy incentivizes the use of cleaner fuels, including electricity, by providing credits to EV owners and operators.

_____ _____ _____

Approved: County Counsel Department Head Adopted: CEO

Effective Date:_____

METRO NON-REVENUE VEHICLE PROCUREMENT POLICY

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

RECOMMENDATION

ADOPT the Metro Non-Revenue Vehicle Procurement Policy.

Bus Tow Truck

Rail Tamper

Electric Sedan
Toyota bZ4X

Rail Grinder

Metro

ISSUE

The Metro Non-Revenue Vehicle Procurement Policy establishes a framework for transitioning Metro's Non-Revenue Fleet to zero-emission vehicles (ZEVs). This policy supports Metro's climate and sustainability goals, including a 79% reduction in operational emissions by 2030 compared to 2017 levels. For specialty vehicles not yet available in zero-emission configuration, the policy requires the use of the cleanest fuel options currently available.

Metro

DISCUSSION

Non-Revenue Operations is responsible for the maintenance and servicing of approximately 2,400 assets, including the following types:

Equipment / Vehicle Type	Quantity
Sedan	487
SUV	286
Trucks (light, medium, & heavy)	426
Van (cargo & passenger)	260
Hi-Rail Vehicles	38
Rail Bound Equipment	28
Emergency Generator	113
Miscellaneous Equipment (electric carts, forklifts, scrubbers, yard mules, trailers, & others)	760

Metro

DISCUSSION

- The Metro Non-Revenue Vehicle Procurement Policy provides guidelines for the acquisition of non-revenue vehicles and supports Metro's commitment to transition to a zero-emission fleet. The policy prioritizes the adoption of zero emission vehicles (ZEVs) during procurement process wherever feasible.

- The primary goals of this policy are to transition Metro's Non-Revenue fleet to 100% zero emission vehicles where operationally viable, in accordance with the fleet replacement schedule, ensure fiscal responsibility through strategic procurements and the use of grants/incentives, and procure vehicles with appropriate range capabilities to meet all operational scenarios.

- This policy establishes clear criteria to determine when the procurement of zero-emission vehicles (ZEVs) is appropriate. It also ensures alignment with Metro's established fleet replacement guidelines, including planning requirement for supporting charging infrastructure, and defines specific exemptions when ZEV adoption is not currently viable.

Metro

DISCUSSION

- **Transit Operations and Safety Performance (TOSP) Exemption**
  - This procedure allows operational flexibility where zero emission options are not yet viable.
  - Metro departments that can demonstrate a need for vehicles with specialized performance capabilities essential to the protection of public safety and welfare, or are essential for continuity of operations systemwide, may be exempted from this policy.
  - When invoking the TOSP exemption, departments must submit a written detailed justification as part of their exemption request, demonstrating that the requested acquisition(s) is necessary to protect the health, safety, or security of the public or is essential to the provision of transportation services and functions.
  - Any exceptions to this provision shall be granted only for justifiable cause and must be approved by the Office of Sustainability and the Chief Operating Officer (COO).

Metro

DISCUSSION

- **Transit Operations and Safety Performance (TOSP) Exemption**
  - Vehicle types that may qualify for an exemption:
    - Hi-rail vehicles have operational constraints of working in tunnel environments and will continue to operate on diesel fuel until a viable battery electric high-rail vehicle is available that meets safety and operational requirements.
      - For safety purposes and as required per State of California Department of Industrial Relations (Title 8, Section 8470) it is mandatory to use diesel fuel in tunnel environments.
    - Vehicles operated by Systems Security & Law Enforcement Department. These vehicles required extended range, rapid deployment and minimal downtime.

Metro

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

File #: 2025-0304, **File Type:** Policy **Agenda Number:** 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: METRO 2025 TRANSIT SERVICE POLICY

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the 2025 Transit Service Policy (Attachment A).

ISSUE

Metro's Transit Service Policy (TSP) is a fundamental guide for bus route design, scheduling, implementation, and evaluation for Metro transit service changes. The document reflects the policy framework for how the agency meets existing and anticipated challenges with providing high-quality transit service. This policy is required as part of Federal Title VI compliance, and the plan is usually updated every three years as the Metro Title VI Plan is updated, which will occur in 2025. Changes to the Metro TSP were last adopted by the Metro Board in June 2022, reflecting the newly implemented framework of the NextGen Bus Plan focused on providing a fast, frequent, and reliable bus network.

Since that time, the majority of the NextGen Bus Plan has been implemented. This 2025 update for the TSP refines the text while making updates for new rail cars entering service and the Metro Micro pilot program.

BACKGROUND

TSP establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board, including a formal process for evaluating services, service design guidelines, and a process for implementing service changes.

DISCUSSION

This 2025 update of the Transit Service Policy incorporates the following changes:

- Updated for the opening of K Line and the Regional Connector
- Addition of new HR4000 rail car fleet details for maximum load calculations
- Updated the existing light and heavy rail car details to reflect changes in seating configurations and revised the standard to one based on seating plus square foot of floor space rather than a

ratio of load to number of seats
- Established a separate chapter for Metro Micro Pilot Program outlining the framework and standards for this service model
- Updated language to reflect the 0.3 mile maximum spacing between bus stops
- Reduced the standard for pass-ups of customers who use wheelchairs or other mobility devices from an average of no more than 6% to an average of no more than 5% for regular operating bus service based on existing performance
- Revisions to the order of information to improve the flow of the document

The 2025 Transit Service Policy updates were taken to the June round of Metro Service Council meetings for feedback. Overall, there were few questions from the Councils and members of the public, mostly regarding average stop spacing and how it applies to different types of services and stop relocations during detours.

The Westside Central Service Council also had questions as to what would need to occur in order for the evening/late night rail frequencies to be shortened to a maximum of 10 to 15 minutes rather than the existing 20-minute standard frequency for this time period. This item was a common comment that the Westside Service Council recently heard from the public during the Title VI Public Hearing this Council held for the D (Purple) Line Extension Service Plan and Fare Equity Analysis held in June. Staff informed the Council of the timeline for adoption of the Transit Service Policy update to remain in compliance with Federal Title VI requirements and that discussions with Rail Infrastructure Maintenance, the Office of Management and Budget, and other departments would need to occur prior to making that policy change.

The Council approved a motion for the Council to submit a letter to the Board to advocate for the revision of the evening/late night standard rail frequency to a maximum of 15 minutes instead of 20 minutes for all rail lines, and that Metro also consider feasibility of any funding measures and external funding sources that could support increased rail frequency such as tying fares to major special events, in hope of spurring the initiation of those discussions with all affected departments. Staff will give this motion consideration and can bring any future updates to the TSP forward for approval.

DETERMINATION OF SAFETY IMPACT

This Transit Service Policy and all recommendations identified will be implemented with full adherence to established safety policies and procedures.

FINANCIAL IMPACT

Implementation of any of the recommendations, elements, and principles established in the policy document would be reflected in the annual Metro Operating and Capital budgets brought to the Board for approval. The adoption of this updated TSP document does not directly impact the budget. The NextGen Bus Plan’s 7 million revenue service hours of bus service, new service hours for rail service expansion, and new funding for the NextGen Bus Speed and Reliability program are included in the FY26 Operating and Capital Budgets approved by the Metro Board in May 2025.

EQUITY PLATFORM

This 2025 update of the TSP incorporates Metro's most recent Title VI Service and Fare Equity Analysis policies, which provide for formal consideration of the impact on minority and low-income communities of Metro service changes. The TSP incorporates the required definition of "minority persons" outlined in FTA Circular 4702.1b, which includes American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

The TSP continues to reflect the NextGen principles of all-day frequent service based on a set of frequency tiers, focusing more service resources in Equity Focus Communities (EFCs), where the need to use the Metro bus system is greatest. The TSP also continues to include the NextGen Bus Speed and Reliability program, that will also further improve the rider experience in EFCs where the most frequent bus services are concentrated.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides the policy framework for the design of and ongoing monitoring and updating of Metro's transit services to maximize their effectiveness in serving LA County. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high-quality mobility options that enable people to spend less time traveling. This update to the TSP also encompasses two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world-class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

ALTERNATIVES CONSIDERED

The TSP that was adopted in June 2022 has been updated in this new 2025 version, reflecting the continued operation of the NextGen Bus Plan, while reflecting new rail fleet deliveries and additional information on the Metro Micro program. This update is timed to be incorporated into the agency's

2025 Title VI Plan update. The Board could elect not to update the policy, but this is not a suitable alternative as this is a living document that requires periodic updates to reflect necessary changes in transit service policy that guide staff in planning and evaluating Metro's transit service. This update is timed to be incorporated into the agency's federally required 2025 Title VI Plan update.

NEXT STEPS

With the adoption of the 2025 Metro Transit Service Policy, staff will continue to work towards full implementation of the NextGen Bus Plan, ongoing improvements to Metro Micro, and the expansion of the Metro Rail system. Lessons learned from these processes will be included in future updates for the Transit Service Policy.

ATTACHMENTS

Attachment A - 2025 Metro Transit Service Policies and Standards (Redlined)
Attachment B - 2025 Metro Transit Service Policies and Standards

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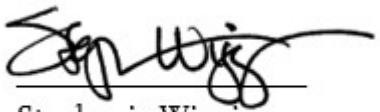

Stephanie Wiggins
Chief Executive Officer

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EXECUTIVE SUMMARY

Los Angeles County Metropolitan Transportation Authority (Metro) serves as transportation planner, coordinator, designer, builder and operator for Los Angeles County. More than 9.2~~10.3~~ million people live, work, and play within its 1,~~469~~447-square-mile service area.[1]

Metro's Transit Service Policy (TSP) establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board of Directors, including a formal process for evaluating services, service design guidelines, and a process for approving and implementing service changes.

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County to ~~. These goals will~~ help Metro ensure that our customers feel safe when riding, that they do so in clean equipment, service is reliable and on-time, and our staff provides service in a courteous manner.

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling

Goal 2: Deliver outstanding trip experiences for all users of the transportation system

Goal 3: Enhance communities and lives through mobility and access to opportunity

Goal 4: Transform LA County through regional collaboration and national leadership

Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization

Also in 2018, Metro began the NextGen Bus Study to review and update the Metro bus system to ensure it provides a competitive transit service to meet the travel needs of LA County residents and visitors. The NextGen Bus Study included a comprehensive look at both Metro bus service performance and the overall travel market in LA County to determine where Metro bus service could be more useful. ~~.~~ The study included significant input from riders and stakeholders to help develop a framework of guiding principles for positioning Metro's bus services to be more competitive in the overall travel market and to serve Equity Focus Communities most effectively, where the need for high quality transit is greatest.

In early 2020, the Metro Board approved the release of a draft NextGen Bus Plan for public review. Significant public input gathered in the first half of 2020 was incorporated into ~~resulted in~~ a revised draft NextGen Bus Plan ~~being~~ released in July 2020 ahead of public hearings (August 2020), Service Council approvals (September 2020), and Board adoption of this plan in October 2020. Phased implementation of the Reconnect Phase of NextGen Bus Plan with a set of frequency tiers and a simplified route structure focused on fast, frequent,

[1] Represents all people living in the Census Tracts within ~~covered by~~ Metro's service area per the ~~2020~~ 2023 American Community ~~Census~~ Survey Data. Service area is calculated from taking 0.75 mile buffer around all Metro bus line and rail stations.

and reliable service ~~occurred~~ began~~inning~~ in December 2020, with additional phases in June and September/December-2021. Implementations of k~~K~~ey NextGen Bus Plan bus speed and reliability elements ~~of the NextGen Bus Plan~~, including ~~a set of~~ new bus priority lanes ~~frequency tiers~~ and other bus speed and reliability tools such as transit signal priority and bus stop optimization began ~~implementation~~ at the same time and continue to be implemented as of 2025. This phase of NextGen is known as Transit First. The NextGen elements ~~, a~~are all reflected in this update of the Transit Service Policy, and the NextGen Bus Plan remains the guiding principle~~s~~ for the Metro bus network.~~.~~

SECTION 1: INTRODUCTION, PURPOSE & BACKGROUND

Metro first adopted a Transit Service Policy (TSP) in 1986. It is a required component of Metro's Title VI Plan and ~~.~~ ~~The TSP~~ is reviewed on at least a triannual basis as part of the Title VI Plan Update. It is~~and~~ updated as needed to better reflect agency goals and objectives, major service initiatives and policy changes, and changes in local, state, and federal regulations and funding. ~~It is a required component of Metro's Title VI Plan.~~ This document updates the most recent version adopted by the Board as part of the NextGen Bus Plan adoption in November ~~October~~ 202~~0~~2[2]. This document sets forth the policies, principles, and service guidelines that are used by Metro staff in the design or modification of the bus network to better serve customers and make more beneficial use of available operating resources. The TSP outlines the service change process that provides the quantitative tools to evaluate the system, identifies the process required to seek public input ~~on~~ and approvals for major service changes ~~to the system~~, and ensures the regional transit system is adjusted according to the service goals and objectives approved by the Metro Board.

Metro operates a comprehensive bus and rail network that complements Metrolink regional rail and municipal operator services across LA County. Determining the most appropriate transit service on a corridor depends on several factors such as demand, resource availability, site and corridor characteristics, environmental considerations, and community acceptance. The characteristics that determine which type of service is most appropriate are summarized in Table 1.1.

1.1 Metro Bus

As of December ~~2021~~2024, Metro operates 11~~7~~9 bus routes. Metro's bus operations consist of directly operated and contract operated services: 10~~7~~3 routes are directly operated by Metro, and 1~~0~~6 routes are operated by contractors. Metro serves around ~~over~~ 12,~~0~~200 bus stops, including station stops on the G ~~Line (Orange)~~ and J Line ~~(Silver)~~ BRT systems. On weekdays, Metro operates a fleet of over 1,6~~0~~0 buses during peak service hours. Metro operates the largest portion of all bus services provided in the region. Municipal and Local Return operators provide additional public bus and paratransit services in areas of the region where Metro provides limited or no service. Metro relies on Access Services for provision of ADA paratransit service in the Metro service area.

As developed in the NextGen Bus Study, Metro classifies its bus services into tiers stratified by the frequency of service. The tiers are assigned to individual routes in accordance with demand and propensity for future growth. These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities[3] where the need for high-quality transit is greatest.

[2] https://boardagendas.metro.net/board-report/2022-0262/ ~~boardagendas.metro.net/board-report/2020-0617/~~

[3] In 2019, under the Equity Platform, the Board adopted a community designation of Equity Focus Communities (EFCs) to identify where transportation needs are greatest. As of 2022, EFCs are defined as areas with higher concentrations of resident and household demographics associated with mobility barriers (low-income

~~Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are based on daytime weekday (i.e. peak and midday) frequencies:~~

- ~~**Core (Tier 1)**: weekday all day headways of 10 minutes or better~~
- ~~**Convenience (Tier 2)**: 12 to 15 minutes~~
- ~~**Connectivity (Tier 3)**: 20 to 30 minutes~~
- ~~**Community (Tier 4)**: 40 to 60 minutes~~
- ~~**Commuter (Tier 5)**: Varies by Line~~

~~These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities[4] where the need for high-quality transit is greatest.~~

Table 1.1 *Service Type Determination*[5]

Service Type	Corridor	Optimal Characteristics
Heavy Rail (Subway)	Operate 100% within an exclusive right of way.	– 2,500 boardings per route mile or more than 50,000 boardings per day. – Ability to construct a fully grade-separated facility.
Light Rail	Operate in mixed flow traffic, semi-exclusive or a fully- exclusive right of way.	– 1,000 boardings per route mile or more than 25,000 boardings per day. – Ability to construct a guideway within or adjacent to the corridor.
Commuter Routes (Tier 5)	Operate in mixed-flow traffic in ~~either~~ a High Occupancy Vehicle (HOV) or High Occupancy Toll (HOT) Lane. – Segments m~~M~~ay operate ~~segments of the route~~ on local streets. – Operated using 40', 45', or 60' buses.	– 300 or more boardings during ~~peak-hour~~peak hours and in peak direction of travel.
Metro Liner and Metro Rapid	Operate~~d~~ using 40', 45' or 60' buses. – Metro G Line BRT and J Line (Metro Liner) operate entirely or partially on a fixed guideway dedicated to transit buses. – Metro Rapid Lines operate in exclusive peak period or all day bus lanes or mixed flow traffic on local streets with signal priority.	– 300 or more boardings during ~~peak-hour~~peak hours and in peak direction of travel. – ~~Daily average of m~~More than 500 average daily boardings per route mile or more than 10,000 daily boardings. – Ability to implement operating speed improvements in the corridor.

households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car).

[4] ~~In 2018, Metro's Board adopted the Equity Platform, a framework that guides how the agency works to address inequities and create more equitable access to opportunity. In 2019, under the Equity Platform, the Board adopted a community designation of Equity Focus Communities (EFCs) to help identify where transportation needs are greatest. The definition of EFCs, as of 2022, consists of areas where there are higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car).~~

[5] Capacity limits adapted from TCRP, Research Results Digest, November 1999—Number 35, Highlight of Large Transit Capacity and Quality of Service Manual, Figure 1 Achievable Capacity (Peak direction passengers/hour)

Core (Tier 1), Convenience (Tier 2)~~,~~ Connectivity (Tier 3), and Community (Tier 4) Local Routes	Operate in mixed flow traffic on local streets by 32', 40', 45', or 60' buses. – Core lines to be supported by exclusive peak period or all day bus lanes and signal priority on existing and former Metro Rapid corridors. – Lines are ~~also~~ defined by ~~in terms of the~~ frequency of service offered, with Core lines being the most frequent and Community lines having a minimum frequency of at least hourly, with all tiers intended to run all days of the week.	– The median bus route carries about 5,000~~4,500~~ average weekday boardings (CY2024~~pre COVID, 2019~~). – Core and Convenience services are expected to carry more than the daily median, while Connectivity and Community are anticipated to carry less.

Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are based on daytime weekday (i.e. peak and midday) frequencies:

- **Core (Tier 1)**: 10 minutes or better
- **Convenience (Tier 2)**: 12 to 15 minutes
- **Connectivity (Tier 3)**: 20 to 30 minutes
- **Community (Tier 4)**: 40 to 60 minutes
- **Commuter (Tier 5)**: Varies by Line

~~These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities where the need for high quality transit is greatest.~~

Table 1.2 *Metro Bus Service Types and Features*

	Bus Service Type			
Feature	**BRT and Liner**	**Rapid**	**Commuter (Tier 5)**	**Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4) Local Bus Services**
Right of Way	Segregated right-of-way	Major arterials; peak hour or all-day bus lanes	Major arterials and freeways.	Major arterials and local streets; peak hour or all-day bus lanes for Core Tier 1 lines, with bus bulbs as alternative to bus lanes for Tier 1 and 2 lines
Target Average Stop Spacing	1.25 miles	0.75 mile	1.25 miles	0.25 mile
Target Travel Market	Inter-community, regional	Inter-community	Inter-community, regional	Inter-community, neighborhood
Vehicle Type	40/45/60-foot buses	40/45/60-foot buses	40/45/60-foot buses	32/40/45/60-foot buses
Communities Served	Multiple	Multiple	Multiple	Multiple
Signal Priority	Yes	Yes	No	Yes for Core and Convenience (Tiers 1 and 2)

Fare Collection	On board J Line ~~(Silver)~~ Off-board pre-pay G Line ~~(Orange)~~	On board	On board	On board, with all-door boarding being implemented for all bus lines (2025)~~a goal for Core and Convenience (Tier 1 and 2)~~
Passenger Amenities	Shelters and stations	Shelters and stations	Shelters and stations	Benches and shelters (provided by local jurisdictions), though not at all stops
Real-time Passenger Info	Yes	Yes	Yes	At some stops and via smart phone applications

~~Metro Liner Transit~~

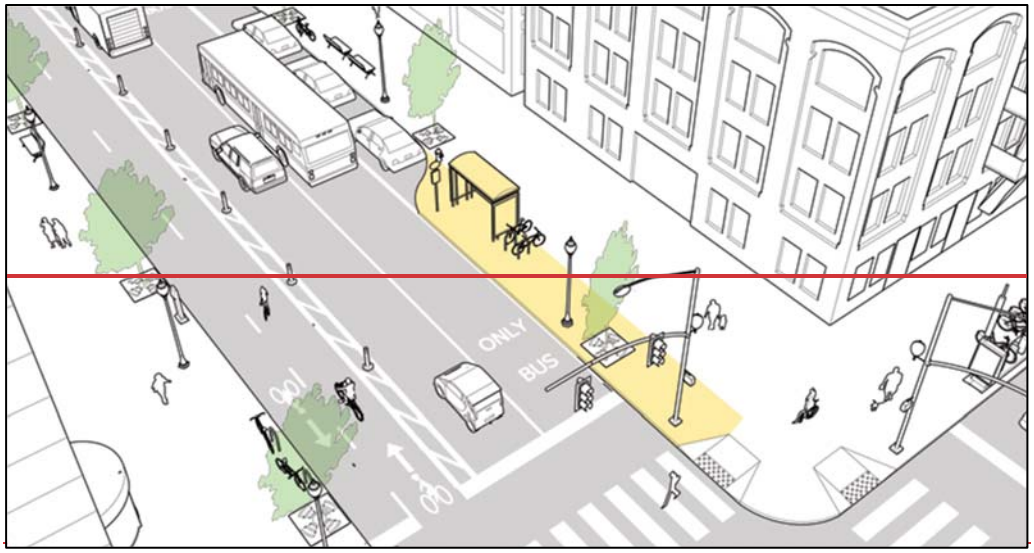
~~Metro Liner transit provides regional, high-speed line haul service in high-volume corridors. These lines are designed to operate like rail service, complete with separated right-of-way, wide stop spacing, bus stations, pre-paid and/or all door boarding, real time customer information, and transit signal priority. Currently, Metro operates two Metro Liner services:~~

- ~~**G Line (Orange)** operates on its own semi exclusive right of way, and meets the Federal Transit Administration (FTA) definition of Bus Rapid Transit (BRT)~~
- ~~**J Line (Silver)** operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown Los Angeles, so it does not fully meet the FTA definition of BRT. J Line charges a premium fare (coordinated with Foothill Transit service fares on same corridor) since it operates on the freeway.~~

~~Attributes supporting the Metro Liner services and other Metro bus services as part of the NextGen Bus Speed and Reliability focus are:~~

- ~~**Separated Bus Lanes:** There are three types of segregated bus lanes that Metro Liner service can use:~~
  - ~~Fully segregated transit bus right-of-way: segregated bus lanes reserved exclusively for transit service on a full-time basis such as the right-of-way built for the G Line (Orange) or the I-10 transitway for the J Line (Silver) other transit services. These lanes can either be spaced apart from streets and freeways or be physically separated with either physical barriers or painted lines.~~
  - ~~Exclusive bus lanes operating on existing arterial roads and local streets on a part-time basis (e.g. peak period weekday, daytime weekday, etc.). These lanes are also being implemented to support the NextGen Core (Tier 1) Local bus lines and Metro Rapid lines.~~
  - ~~HOV travel lanes reserved not only for transit but also for high occupancy vehicles and sometimes vehicles paying a toll. Separation is achieved with either physical barriers or painted lines. J Line (Silver) and Metro Commuter (Tier 5) services use this third type of lane on parts of the I-10 and I-110 freeways.~~
- ~~**Bus Bulb Outs:** On NextGen Core (Tier 1) and Convenience (Tier 2) corridors where dedicated bus lanes are unable to be accommodated due to the need to maintain traffic~~

~~and parking capacity, or where the **frequency** of service (less than 7.5 minute headway) does not warrant dedicated lanes, bus bulb-outs can support transit service by minimizing stop delay. Bulb-outs are extensions of the bus zone, typically across the first parking lane, that enable buses to serve the bus stop from the second traffic lane. This reduces delays for buses merging in and out of traffic and creates additional space for transit stop amenities. Figure 1.1 provides an illustration.[6]~~



~~Figure 1.1 *Bus bulb*~~

- ~~**Transit Signal Priority:** This key NextGen Bus Speed and Reliability strategy facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase (advancing the green phase) of traffic signals when a transit bus is detected at an intersection. This technology already exists on former and existing Metro Rapid corridors in City of LA, selected other cities, and LA County unincorporated areas, or is being added to NextGen Core (Tier 1) and Convenience (Tier 2) routes. Metro is working with LADOT to adapt LADOT's existing Transit Signal Priority system to better serve Metro's NextGen service model. The work underway will adapt LADOT's system to provide signal priority to all Metro buses. Certain constraints of the old system such as only serving buses that arrived late and requiring individual buses to be associated with a single corridor will also be removed. This project will provide improved signal priority operation for all Metro buses operating on equipped corridors. Work on this project is anticipated to be complete by fall 2022.~~

- ~~**Headway-Based Service Management:** Operating the most frequent and highest usage bus lines on a system based on managing headways (or intervals) between trips rather than operating based on timepoints to regulate service offers the chance to keep service~~

~~[6] Illustration from National Association of City Transportation Officials Urban Design Guide: nacto.org/publication/urban-street-design-guide/street-design-elements/curb-extensions/bus-bulbs/~~

moving while minimizing wait times and travel times for riders. This approach will be piloted as part of the NextGen Bus Speed and Reliability initiatives using a mix of staff- and technology-based line management techniques.

- **Bus Transit Centers and Stop Amenities:** Stations and shelters provide customers with enhanced comfort and safety. As part of the NextGen Bus Plan, Metro will continue to work with municipalities to maximize the number of bus stops with seating and shelter, as this function is led by municipalities. An emphasis will be made on allocating many of these amenities to Equity Focus Communities where the need for high quality transit is greatest.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian countdown signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Fare Collection Amenities:** For convenience and faster service, major stations have ticket vending machines (TVMs) which allow customers to preload their TAP cards. For the G Line (Orange), all fare collection is completed at the stations and the fleet does not have on-board fare boxes. The J Line (Silver) has TAP validators at both the front and back doors to facilitate all-door boarding to speed up boarding and reduce rider travel times. Metro Rapid Lines 720 (Wilshire) and 754 (Vermont) operate on two of Metro's busiest bus service corridors and have also piloted this option. All-door boarding will be extended to all Core (Tier 1) and Convenience (Tier 2) lines by mid-decade to help reduce travel times for most riders.
- **Park & Ride Facilities:** Provided in close proximity to major stops and stations. Adjacent development and joint use parking are encouraged.
- **Advanced Transportation Management Systems:** ATMS provide an array of technologies to improve service reliability and customer experience including on-board stop announcements.

Articulated Buses

The G Line (Orange) operates with a dedicated fleet of 60' higher capacity articulated buses. The advantage of the deployment of articulated buses is the opportunity to reduce vehicle requirements and service hours while maintaining high ridership capacity; however, deployment should not increase service intervals to the point where service quality is degraded. For this reason, bus lines with a peak headway of five minutes or better are ideal candidates for this type of bus. In evaluating services for higher capacity articulated buses, other factors must be considered including facility compatibility, street design, and operational factors such as buses that operate on a mix of lines during their operating day. The deployment of articulated buses must also be coordinated with the efforts to convert the Metro fleet to fully zero-emission buses.

1.2 Metro Rail

As of Summer, 2025November 2024May 2022, Metro operates two heavy rail and four light rail lines serving a total of 96 11107 stations across approximately 101 121.309 route miles,

~~with a fleet of 102~~ 100 ~~heavy rail and~~ 337~~293 light rail cars.~~ Metro Rail operates in heavily congested, high-demand travel corridors and provides connections to key multi-modal transportation hubs. Metro operates two types of rail service to better match the transit mode with specific customer demand and needs. ~~Metro heavy rail is high-capacity, two line rapid transit services operating along a dedicated subway right-of-way, serving full-scale transit stations in some of the most densely populated areas of LA County. Metro's existing light rail system consists of four lines with segments of mixed flow, street running, or grade separated right of way, with full-scale transit stations. The rail system is a critical public transportation asset in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together.~~

As of s~~S~~ummer~~,~~ 2025, Metro operates two heavy rail and four light rail lines serving a total of 111 stations across approximately 121.3 route miles, with a fleet of 108 heavy rail (including the first eight new HR4000 cars) and 337 light rail cars.

Metro heavy rail is high-capacity, two line rapid transit service operating along a dedicated subway right-of-way, serving full-scale transit stations in some of the most densely populated areas of LA County. Metro's heavy rail ~~is the~~ subway system served by the B and D Lines ~~(Red, Purple)~~ powered by a third rail and ~~are~~ generally operated with 4- or 6-car train sets.

Metro's existing light rail system consists of four lines with segments of mixed flow, street running, or grade separated right of way, with full-scale transit stations. The rail system is a critical public transportation asset in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together. Metro's four light rail lines – A ~~(Blue)~~, C ~~(Green)~~, E ~~Line (Expo)~~, and ~~L~~ K Line~~s (Gold)~~ are powered by overhead catenary wires, generally use shorter 2- or 3-car train sets~~,~~ and operate at slower speeds than heavy rail.

The first segment of the new 8.5 mile, 8-station Crenshaw/LAX K Line ~~is expected to~~ opened in October ~~late~~ 2022; a~~. A~~ ninth new station, the Airport Metro Connector (AMC) Station, ~~should~~ opened on June 6, ~~by the end of 2024~~2025. In June 2023, ~~The~~ the opening of the ~~new~~ 1.9 mile Regional Connector light rail alignment through downtown LA facilitated the ~~will also open around the same time as the K Line, which will see the~~ realignment of the former L Line ~~(Gold)~~ rail line ~~realigned~~ into the A Line ~~(Blue)~~ and E Line ~~(Expo)~~ services, creating direct links from Long Beach to Azusa (A Line) and Santa Monica to East LA (E Line). This alignment includes two new stations and one replacement station in downtown LA.

1.3 Metro Micro

Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations and population, and relatively low travel activity. To address these challenges, Metro launched pilot microtransit operations in December 2020, branded as Metro Micro.

Metro Micro is operated with passenger vans within eight designated zones and is intended to test a range of use cases including areas where fixed route service has not been effective or

is unable to access parts of a community. A number of lower ridership fixed-route services have been discontinued within the new Metro Micro zones as part of the NextGen Bus Plan implementation, to determine if Metro Micro can be an effective and efficient replacement for Metro fixed route bus service in these hard-to serve areas.

Section 5 is ~~has been~~ dedicated for~~to~~ discussing the unique nature of this service.

SECTION 2: DESIGNING A WORLD CLASS BUS SYSTEM

~~As outlined in the Executive Summary, i~~In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County. The NextGen Bus Study was also initiated in 2018 to reimagine the Metro bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. The NextGen Bus Plan and Study were completed to address strategic plan **Goal #1: Provide high quality mobility options that enable people to spend less time traveling**. The study also encompassed two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

In addition to the Vision 2028 ~~strategic~~ Strategic ~~plan~~Plan, the Board adopted Motion 38.1 (June 2018), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. Finally, regardless of the level of resources expended on the bus network, optimizing system performance should always be an objective in network design to maximize benefit to the public from available resources.

These goals and objectives drove the development of the NextGen Bus Plan, including guiding principles for routing, stop spacing, frequency, span of service, and coordination with municipal operators. A set of performance measures are defined below to ensure the bus network continues to evolve consistent with the intent of NextGen to create a competitive bus service for LA County.

NextGen Bus Plan

Metro Vision 2028 envisions building a World Class Transportation System in which a World Class Bus System is a cornerstone to its success. Building a World Class Bus System requires improving the attractiveness and competitiveness of the bus network. Attractiveness includes addressing issues such as safety and security, cleanliness, comfort, real-time arrival information, easy fare payment, wayfinding and signage, and first/last mile access. Competitiveness requires developing a bus network that minimizes the overall travel time to complete a trip compared to the driving alternative. This travel time considers directness of route, access to and from the bus stop, waiting time, and onboard travel time.

As mentioned in the Executive Summary, NextGen's primary purpose was to improve the competitiveness of the bus network. However, through this process, improvements to certain aspects of attractiveness can also be achieved. The following outlines the strategy of the NextGen Bus Plan's design as the foundation for building a fast, frequent, and reliable World Class Bus System.

Step 1: Reconnect Scenario: Metro currently provides roughly 7 million revenue service hours (RSH) of bus service per year. The first step in creating a World Class Bus System is to redesign the routes and schedules to attract trips where and when there is the greatest market potential. The lessons learned in Phase 1 of the bus study presented a path forward for

reinventing the bus network through restructuring the bus lines consistent with service usage and travel patterns using the following guiding principles identified in the NextGen Bus Study:

- **85% of LA County residents have used transit at least once in the past year**, THERFORE, the NextGen Bus Plan attempts to maintain coverage throughout the County by minimizing discontinued segments.
- **Fast/frequent/reliable service is key**; THEREFORE, the NextGen Bus Plan is designed to create a competitive transit network that reduces overall travel time by optimizing all components of the trip, including walking, waiting, and riding.
- **Metro's pre-NextGen bus system was not always competitive to get people where they want to go**, THEREFORE NextGen Bus Plan has adjusted routing to reflect the key origins and destinations identified in cell phone location data for overall travel patterns and ridership data for transit ridership patterns.
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance**, THEREFORE service levels under the NextGen Bus Plan have been improved for off-peak periods, especially ~~midday~~midday, weekday, and weekends, with more improvements planned, especially for evenings. New overnight Owl services have been added or are planned.
- **Need to integrate Metro's Equity Framework into the planning process,** THEREFORE the NextGen Bus Plan service improvements prioritize equity-focus areas where the need for high-quality transit service is greatest.

These lessons were incorporated into the Plan's Service Design Guidelines outlined in Section 3 to "reconnect" routes and schedules with where and when people travel today. ~~as the~~ This NextGen Bus Plan Reconnect scenario was implemented across the December 2020, June 2021, and September/December 2021 service change cycles. Reconnect was estimated to increase ridership by 5% with no additional increase in revenue service hours. It will also help Metro recover from the impacts of the COVID-19 pandemic on ridership.

Step 2: Transit First Scenario: Building upon the Reconnect scenario of NextGen Bus Plan that provides a bus network that better reflects the travel patterns of today, the next step in building a World Class Bus System is to: 1) invest in speed and reliability infrastructure, 2) create safe and comfortable waiting environments, 3) improve the boarding and riding experience, and 4) establish facilities to optimize layovers. These capital improvements create a more competitive and attractive bus network while saving resources to be reinvested into more frequent service.

- **Speed and Reliability Improvements –** Declining ~~As~~ bus system speeds ~~have continued to decline over the last decade, Metro has had to allocate an additional $10 million cumulatively on an annual basis to provide the same amount of service. Not only does this~~ reduce the opportunity to increase service, ~~it~~ degrade~~s~~ the competitiveness and attractiveness of bus service, and are~~is~~ not sustainable. Therefore, investing to improve the speed and reliability of the bus system is critical to the success of NextGen. Some improvements ~~can be implemented~~ within Metro's control that ~~,~~ can be implemented include ~~such as~~ optimizing stop ~~spacing,~~ spacing and implementing all-door boarding~~,~~

~~and piloting headway based service management~~. However, other improvements can only be implemented through collaboration with local jurisdictions, such as transit signal priority system upgrades and expansion, new bus bulb-outs, and bus-only or bus priority lanes. Under the NextGen Transit First scenario, a major 5-year program of capital improvements was approved to support speed and reliability improvements for the regional bus network. This investment is anticipated to save 25~~--~~34% in system speed if fully implemented, thus ~~and to~~ allowing for more frequent service to be delivered without adding additional operating costs. New bus lanes were~~have already been~~ rolled out in 2020 and 2021 on 5th and 6th Sts, Grand Av, Olive St, and Aliso St in downtown LA, and on Alvarado St between 7th St and Sunset Bl~~the 101 freeway~~. Additional lanes have been implemented on La Brea Av between Sunset Bl and Olympic Bl (2023), and Roscoe Bl between the SR-170 freeway and Topanga Canyon Bl (~~(~~2024) – as part of the North San Fernando Valley ~~c~~Corridor ~~i~~Improvements ~~p~~Project~~)~~. These are just the beginning of a program to add over 100~~80~~ miles of dedicated bus lanes through partnerships with City of LA and other municipalities.

- **Customer Wait Environment** – ~~Through the s~~Significant public outreach conducted in Phase 1 of the NextGen Bus Study, as well as other Metro initiatives such as the Understanding How Women Travel Study[7], highlighted ~~we learned~~ that an uncomfortable and unsecured wait environment is a significant barrier to ~~for customers in~~ using the bus network for current and potential customers. This is particularly concerning for women who account for over half of our customers and often travel with young children. Metro completed ~~the~~ a Metro Transfers Design Guide in March 2018[8] to elevate the importance of the transit rider experience and builds upon Metro's First/Last Mile Strategic Plan by addressing the "complete journey" for riders. ~~.~~ Under the Transit First scenario~~,~~ the NextGen Bus Plan is intended to begin implementing the recommendations from this policy document at our busiest wait and transfer locations. This investment is anticipated to cost $150 million and address several of the safety and comfort issues identified through the NextGen outreach and the How Women Travel Study. Implementation will be completed in partnership with local authorities responsible for the provision of bus stop amenities throughout the Metro transit network.

- **Boarding and Riding Experience** – Metro has implemented all-door boarding on the G Line ~~(Orange)~~, J Line ~~(Silver)~~, and Rapid Lines 720 (Wilshire) and 754 (Vermont). Experience on the J Line showed that dwell times were reduced by up to 15% on average, on-time performance improved, and cash payment declined with more TAP penetration. Surveys confirmed that both customers and operators were significantly satisfied with the implementation of all-door boarding. In early 2022, the Metro Board approved the purchase of rear door validators and other equipment to allow for implementation of all-door boarding across the higher frequency Core and Convenience (Tiers 1 and 2) local

[7] libraryarchives.metro.net/DB_Attachments/2019-0294/UnderstandingHowWomenTravel_FullReport_FINAL.pdf

[8] ~~dropbox.com/s/iv6ruaxdw5g945b/Metro_Transfers_Design_Guide_2018-0312.pdf?dl=0~~Metro Transfers Design Guide

bus lines. Other strategies to improve the boarding and riding experience have focused on improved real-time information accuracy. As of early 2025, the installation of rear door validators on all Metro buses was complete~~d~~. Software testing continues in advance of expanding all-door boarding systemwide.

- **Layover Optimization** – Due to limited curb space, many routes are extended purely to access a suitable layover location. These route extensions are not required for riders and cost several million dollars in operating costs per year. By investing in off-street layover terminals to optimize layover locations, Metro can reallocate wasted operating resources to more productive uses. In addition, these locations can provide facilities for better regional mobility coordination, better wait and rest environments for customers and operators, improved bus service reliability, and opportunities for new en-route Zero Emission Bus (ZEB) charging infrastructure.

This estimated $1 billion capital program for the NextGen Speed and Reliability and Passenger Amenity improvements mentioned above, planned for implementation over a five-year period, is expected to achieve resource savings by generating more revenue service miles/trips with the same number of revenue service hours. These savings would be reinvested into Transit First service improvements, including:

- Ensuring that all bus lines operate seven days per week;
- Increased weekday midday and evening service levels;
- Increased weekend service levels and;
- Expanded owl (overnight) service.

Investing "one time" capital dollars into transit supportive infrastructure will increase the attractiveness and competitiveness of the bus network, while freeing resources to reinvest into service enhancements. Under the Transit First scenario, these benefits are expected to generate a 15-20% increase in ridership (10-15% over and above what Reconnect ~~s~~Scenario was expected to~~can~~ achieve) without additional increases in revenue service hours.

Step 3: Future Funding Scenario: Should future funding be secured through efforts such as congestion pricing, additional resources can be added to the NextGen Transit First network. However, without disincentives for driving, there will be diminishing returns on benefits since most customers would already have been served within the Transit First Scenario. Therefore, a 34% increase in revenue service hours to provide even more frequent service, as planned under a Future Funding Scenario, would only be expected to yield a 10% increase in ridership over Transit First.

SECTION 3: BUS SERVICE DESIGN GUIDELINES

Key Principles of Network Design

Three key elements were taken into consideration during the NextGen Bus Study and NextGen Bus Plan to identify when and where transit can be competitive and successful.

- **Transit Propensity** – Areas where the propensity to use transit is the greatest embody three main characteristics: first, there is a significantly large population of transit market segments, including people who rely on transit (especially those identified in Metro's Equity Focus Communities) for most of their travel such as commuters, students who use transit for work and school trips, and discretionary customers who choose transit for some or all their trips. The second characteristic is the intensity of travel demand to and from areas based on population and employment densities, retail and entertainment, colleges and universities, and other trip generators. Third, a pedestrian-oriented street environment that includes safe and well lighted pathways, sidewalks and curb-cuts, grid street network, and level topography is critical.
- **Existing Service Performance** – It is important to identify the most productive segments of the existing bus network which articulate current transit demand. These corridors and routes have been optimized through the NextGen Bus Plan, and lessons learned will be applied to other areas with similar demand and service characteristics.
- **Service Environment** – A transit-oriented service environment is also critical to the success of transit, not just to facilitate fast, frequent, and reliable transit operations, but also to support to the ability of transit to thrive as a viable option. The importance of environmental elements such as pedestrian orientation of the streets, land use, barriers to other modes such as limited and costly parking supply, and transit supportive infrastructure such as bus-only lanes and other transit prioritization design are critical. The NextGen Bus Speed and Reliability program is working to address this key element.

Once these key elements are taken into consideration in the NextGen Bus Plan's focus on fast, frequent, and reliable service, this transit orientation can then be translated into design considerations, including elements explained in the following sub-sections.

3.1 Service Design Concepts

Service design concepts were developed as part of the NextGen Bus Study and incorporated into the NextGen Bus Plan -based on the feedback received through the study's stakeholder and public outreach sessions and established as guidelines. Network characteristics most important to the public include:

- Faster service
- Frequent service throughout the day
- More reliable service
- Better network connectivity

- Accessibility to key destinations
- Improved security

Table 3.1 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

Table 3.1 *Service Design Concepts*

	Faster service	Frequent service throughout the day	More reliable service	Better network connectivity	Access to key destinations	Improved security
Optimize stop spacing	X		X			
Shorter route lengths			X			
Subarea transit hubs				X		X
Municipal operator coordination				X	X	
Standardize frequency by service tier	X	X				
Routing to reflect current travel patterns and transit propensity				X	X	X
Transit-supportive infrastructure	X		X			X

Based on these themes, the following service design concepts were incorporated into the NextGen Bus Plan implemented to deliver an improved Metro bus network:

Optimize ~~Hybrid Local/Rapid~~ Stop Spacing – Past practice was that stop spacing was determined by route classification. ~~For example,~~ Local lines were planned with 0.25~~¼~~ mile stop spacing, while Rapid lines had 0.75~~¾~~ to 1 mile stop spacing. As a result, customers travelling on Local lines travelled more slowly but had closer access to origins and destinations. Conversely, Rapid customers travelled faster along a ~~corridor, but~~corridor but may have been picked up or dropped off much further from their origin or destination. Thus~~In addition~~, resources were split between the Local and Rapid lines, resulting in less frequency for each service, and ~~. Thus~~o ~~o~~verall end-to-end travel time including walking/rolling to/from stops, waiting for the bus, and in-vehicle run time may result in longer overall travel times on the Rapid, especially for shorter distance trips.

Consolidating Local and Rapid resources along 18 major transit corridors was implemented in 2020/2021 as part of the initial roll out of the NextGen Bus Plan. The single hybrid service retained on these key corridors provides more frequent service at all stops and, when matched with optimized 0.25 ~~¼~~ mile average (and 0.3 mile maximum) stop spacing adopted as part of NextGen Bus Plan and new bus lanes, results in shorter wait times, faster on-board travel times compared to the previous Local service, and shorter walk/roll compared to Rapid service. In addition, this standardizes the service frequency along the entire corridor as compared to providing inconsistent frequencies between Local and Rapid services that have different speeds. Stop spacing can be adjusted to reflect local conditions with the needs of key

destinations such as schools, medical centers, and senior centers ~~being~~ taken into account while balancing the impact each stop has not just for those that use the stop, but for those on board that are delayed by buses stopping. Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses and non-compliant stop locations.

Shorter Route Lengths and Subarea Transit Hubs – Location-based cell phone data indicates that almost half of all trips made in Los Angeles County are within 1 to 5 miles. In addition, the origin-destination travel patterns indicate that many people travel locally and not necessarily across the region. Creating shorter, core route lengths with maximized service frequency and bus speed improvements such as new bus lanes will improve schedule reliability. Being able to tie the lines to subarea transit hubs will improve network efficiencies and provide safer and more convenient locations for transfers.

Municipal Operator Coordination – Metro serves as LA County's regional coordinator of transit services. Improved coordination between all operators and modes is vital to establishing an integrated regional transit network. Metro operates within a hierarchy of services, in which Metrolink provides the region's commuter rail to serve high volume, longer distance trips. Metro Rail, Metro Liner [(G ~~Line (Orange)~~ and J Lines ~~(Silver)~~]), and Metro Bus serve as the backbone of the urban transit network within much of LA County~~,~~ and are augmented by municipal operators. Municipal and local return operators complement the system with community and shuttle buses that serve specific neighborhood needs.

It is imperative that Metro bus service be closely coordinated with municipal transit service as roughly one-third of transit service in LA County is provided by municipal bus operators and Metrolink, and resources are scarce. Duplication of service should be avoided to maximize the benefit of transit service across the County. ~~The m~~Municipal operator ~~ir~~ coverage is especially strong in Santa Monica, Culver City, South Bay, Gateway Cities, and eastern San Gabriel Valley as well as Santa Clarita and the Antelope Valleys. When ~~Given that several~~ municipal operators ~~are currently~~ undergo~~ing~~ their own system redesigns, there are opportunities to work together to develop service change ideas between Metro and municipal services to improve overall coordination for customers. The NextGen Bus Plan included four transfers of Metro bus service to municipal operators ~~, two of which were implemented in 2021~~ in cases where the line was more appropriate as part of the municipal operator's network~~;~~. ~~two~~ two were transitioned in 2021, and the remaining two were transferred in 2024.

Standardized Frequencies by Service Tiers and Headway Standards – Prior to the implementation of the NextGen Bus Plan, schedules were written based on the Board-adopted load standard for frequent services (15 minutes or better) and on policy service levels for low frequency services (less than 15 minutes). To ensure the core network has consistent frequencies and span of service, the NextGen Bus Plan categorized transit lines into tiers based on transit propensity, current ridership, the nature of the service, and overall travel demand. Each tier has been assigned a frequency range for each time period to ensure that all services within the tier provide consistent service levels for ease of transfer across the network, with minimal adjustment from year to year.

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods. These frequencies are the minimum service levels versus the target frequencies established under NextGen Bus Plan shown. The minimum acceptable frequency levels for bus and rail are defined in Table 3.2. The minimum levels are below normally operated existing levels but may be applied in special circumstances such as an urgent maintenance need or system expansion rail tie-in, and transitional periods such as 6-7 p.m. when bus frequencies are adjusted to those for the next time period, or for a significant decline in ridership for bus (e.g. COVID) that is not expected to be permanent. Use of minimum frequencies must still allow load standards to be met. A line may see frequency improved at a selected time of day in response to high demand, consistent with the Board-adopted load standard being met on all trips operating on the line.

Table 3.2~~2~~ *Minimum Service Frequency by Service Type*

Service Type	Peak	Midday Weekday	Weekend	Evening
Heavy Rail	10	12	12	20
Light Rail	10	15	15	20
Core Network (Tier 1)	10	10	15	7.5
Convenience Network (Tier 2)	15	15	30	10
Connectivity Network (Tier 3)	30	30	60	15
Community Network (Tier 4)	60	60	60	30
Commuter Network (Express)	varies	varies	varies	varies

~~The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods. These frequencies are the minimum service levels versus the target frequencies established under NextGen Bus Plan shown minimum acceptable se for bus and rail 21These are minimum levels, below existing levels normally operated but may be applied in special circumstances such as an urgent maintenance need or system expansion tie in for rail and transitional periods such as 6-7 pm when bus frequencies are adjusted to those for the next time period or for a significant decline in ridership for bus (e.g. COVID) that is not expected to be permanent. Use of such minimum frequencies must still allow load standards to be met.~~

Table 3.2~~3~~ *Minimum Rail and ~~NextGen~~ Bus ~~Plan~~ Frequency by Service Type for Title VI Analysis*

Service Type	Weekday Peak (6-9a and 3-6p)	Midday Weekday (9a-3p)	Weekends (10a-5p)
Heavy Rail	15	15	15
Light Rail	15	15	15
Core Network (Tier 1) Metro Liner and Metro Rapid	10-15	15	15

Convenience Network (Tier 2)	15-20	20-30	20-30
Connectivity Network (Tier 3)	30-40	40-60	40-60
Community Network (Tier 4)	60	60	60
Commuter Network (Tier 5)	varies	varies	varies

Metro Micro ~~MicroTransit~~ and Other On-Demand Services – Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. To address this, Metro launched ~~operated a is currently conducting a three year Metro Micromicrotransit pilot program,~~ an on-demand, van-based rideshare service branded as Metro Micro. ~~The service launched in December 2020 and the final eighth zone was implemented in December 2021. The zones are: Watts/Compton (originally two separate zones), LAX/Inglewood, North Hollywood/Burbank, El Monte, Highland Park/Glendale/Eagle Rock, Pasadena/Altadena/Sierra Madre, Northwest San Fernando Valley, and Westwood/UCLA.~~ The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location. ~~Reservations can be made the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application.~~ All pickup and drop-off locations are located within the zone and must be ADA ~~accessible, but~~accessible but are not limited to bus stops. The pilot program ~~will~~ operated for three years and continues in operation today while Metro continues to improve the financial sustainability of this service model. ~~The service was originally operated by Metro staff but the operations is now contracted out and a new software vendor has recently been contracted. , after which Metro will determine whether to make the service permanent or not.~~ A number of lower ridership fixed-route services were~~have been~~ discontinued within the ~~new~~ Metro Micro zones as part of the NextGen Bus Plan implementation, and ~~, to determine if~~ Metro Micro was used ~~microtransit can be an effective~~ as a replacement ~~and efficient replacement~~ for Metro fixed route bus service in these hard-to serve areas. More information about this new mode is available in Section 5.

~~Table 3.12~~ ~~*Minimum Rail and NextGen Bus Plan Frequency by Service Type*~~

Service Type	Peak	Midday Weekday	Weekend	Evening
Heavy Rail	10	12	12	20
Light Rail	10	12-15	15	20
Core Network (Tier 1) Metro Liner and Metro Rapid	5-10	5-10	15	207.5
Convenience Network (Tier 2)	12-15	12-15	30	6010
Connectivity Network (Tier 3)	20-30	20-30	60	6015
Community Network (Tier 4)	40-60	40-60	60	6030
Commuter Network (Tier 5)	varies	varies	varies	varies

~~**Standardize Frequencies by Service Tiers** – Prior to the implementation of the NextGen Bus Plan, schedules were written based on the Board-adopted load standard for frequent services (15 min or better) and on policy service levels for low frequency services (less than 15 min). To ensure the core network has consistent frequencies and span of service, the NextGen Bus Plan categorized transit lines into tiers based on transit propensity, current ridership, the nature of the service, and overall travel demand. Each tier has been assigned a frequency range for each time period to ensure that all services within the tier provide consistent service levels for ease of transfer across the network, with minimal adjustment from year to year. These frequency levels are defined in Table 3.1. A line may see frequency improved at a selected time of day in response to high demand, consistent with the Board-adopted load standard being met on all trips operating on the line.~~

Routing to Reflect Current Travel Patterns and Transit Propensity – Under the NextGen Bus Study, c~~C~~orridors were~~are currently being~~ evaluated by segments based on the origin-destination travel patterns identified using the cell phone location-based data and regional TAP data. The segments were~~ill be~~ connected together to create lines that better align the routing with travel patterns. This is expected to reduce the number of transfers required to make a trip, and to increase the distance travelable and access to opportunities along the network within a given time frame. While resources are~~will be~~ focused in areas with high transit propensity, there is ~~will be~~ a concerted effort to maintain service in areas of low demand but with the greatest mobility needs.

Transit Supportive Infrastructure – Service design will identify transit supportive infrastructure that either improves overall travel time and reliability or reduces inefficiencies in the network. Speed and reliability improvements include separated ~~bus-only~~ lanes, queue jumpers, bus bulb-outs, traffic signal retiming, transit signal priority, all door-boarding, fare payment technology, and the Advanced Transportation Management System (ATMS) use ~~other technologies and infrastructure~~ that improve the attractiveness and competitiveness of transit while reducing revenue hours so that they can be reapplied to provide more frequent service. Infrastructure that optimizes terminals and layover locations, reduces out of direction movements, and improves transfer movements will reduce non-revenue miles and hours that can also be reallocated to more frequent service. Infrastructure supporting the NextGen Bus Speed and Reliability focus includes:

- **Separated Bus Lanes:** There are three types of segregated bus lanes that Metro Liner service can use:
  - Fully segregated transit bus right-of-way: segregated bus lanes reserved exclusively for transit service on a full-time basis such as the right-of-way built for the G Line or the I-10 transitway used by the J Line and other transit services. These lanes may be spaced apart from streets and freeways or physically separated with physical barriers or painted lines.
  - Exclusive bus lanes operating on existing arterial roads and local streets on a part-time basis (e.g. peak period weekday, daytime weekday, etc.). These lanes are also being implemented to support the NextGen Core (Tier 1) Local bus lines and Metro Rapid lines.

- HOV travel lanes reserved for transit, high occupancy vehicles, and sometimes, vehicles paying a toll. Separation is achieved with physical barriers or painted lines. J Line and Metro Commuter (Tier 5) services use this third type of lane on parts of the I-10 and I-110 freeways.

~~107.5~~

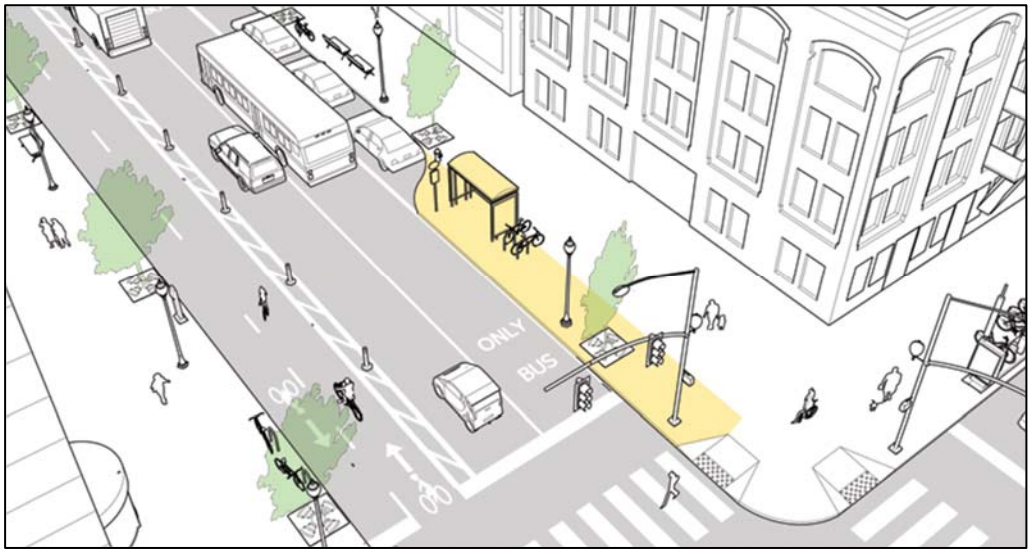


Figure 3.1 *Bus bulb*

- **Bus Bulb Outs:** On NextGen Core (Tier 1) and Convenience (Tier 2) corridors where dedicated bus lanes are unable to be accommodated due to the need to maintain traffic and parking capacity, or where the **frequency** of service (less than 10 minute headway) does not warrant dedicated lanes, bus bulb-outs can support transit service by minimizing stop delay. Bulb-outs are extensions of the bus zone, typically across the first parking lane, that enable buses to serve the bus stop from the second traffic lane. This reduces delays for buses merging in and out of traffic and creates additional space for transit stop amenities. Figure 3.1 provides an illustration.[9]
- **Transit-Signal Priority:** This key strategy facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase (advancing the green phase) of traffic signals when a transit bus is detected at an intersection. This technology already exists on former and existing Metro Rapid corridors in City of LA, selected other cities, and LA County unincorporated areas, or is being added to NextGen Core (Tier 1) and Convenience (Tier 2) routes. Metro is working with LADOT to adapt LADOT's existing Transit Signal Priority system to better serve Metro's NextGen service model using cloud-based technology. The work underway will adapt LADOT's system to provide signal priority to all Metro buses. Certain constraints of the old system such as only serving buses that arrived late and requiring individual buses to be associated with a

[9] Illustration from National Association of City Transportation Officials Urban Design Guide: nacto.org/publication/urban-street-design-guide/street-design-elements/curb-extensions/bus-bulbs/

single corridor will also be removed. This project will provide improved signal priority operation for all Metro buses operating on equipped corridors. Work on this project is ongoing with launch of the cloud-based solution to be rolled out in 2026.

- **Queue jumpers:** A queue jump is where there is a separate signal phase for transit vehicles so they can get ahead of other traffic. They may ~~can~~ operate from ~~either~~ a regular traffic lane or be partnered with a queue bypass lane.
- **Headway-Based Service Management:** Operating the most frequent and highest usage bus lines on a system based on managing headways (or intervals) between trips rather than on time points to regulate service offers the chance to keep service moving while minimizing wait times and travel times for riders. This approach was piloted on 3~~Thi~~rd St Line 16 between June 2023 and December 2024 as part of the NextGen Bus Speed and Reliability initiatives, using a mix of staff-and technology-based line management techniques. Results are being evaluated and appear mixed, with limited improved reliability in terms of intervals and challenges rolling out the labor required to manage multiple lines. No further pilots are planned at this time. ~~and results were mixed~~
- **All-door boarding:** The J Line has TAP validators at both the front and back doors to facilitate all-door boarding to speed up boarding and reduce rider travel times. Metro Rapid Lines 720 (Wilshire) and 754 (Vermont) operate on two of Metro's busiest corridors and also piloted this option. All-door boarding is planned to ~~will~~ be extended to all ~~Core (Tier 1) and Convenience (Tier 2)~~Metro bus lines by mid-2025~~decade~~ to help reduce travel times for most riders. All buses have the required rear ~~door validator~~door validators, but software ~~remains under~~ testing continues.
- **Fare Payment Technology:** For convenience and faster service, major stations have ticket vending machines (TVMs) which allow customers to preload their TAP cards. All G Line Bus Rapid Transit fare collection is completed at the stations and the fleet does not have on-board fare boxes. Additional features such as the ability to access low income, student, and senior discounts, receiving two hours of free transfers, paying for transfers between TAP agencies, and participating in fare capping have also been incorporated into Metro's TAP system for ease of use.
- **Advanced Transportation Management Systems~~:~~ (ATMS)**: provides an array of technologies to improve service reliability and customer experience. ATMS relies on global positioning system (GPS) satellite navigation and terrestrial communication technologies to enable ~~public transportation authorities and fleet operators to~~ better tracking, management, and dispatching of ~~their~~ vehicles. ~~At any moment, a controller can pinpoint the location of a specific vehicle and respond to an emergency situation; dispatch an FET or tow truck, and/or notify passengers of a delay. The end result is a behind-the-scenes management capability that provides better service for the public.~~
- Components
- ~~It is an integrated fleet management system that~~ combine~~s~~ mobile voice and data communications, computer assisted dispatch (CAD), automatic voice annunciation (AVA), and automated vehicle location (AVL) to provide users with tools to manage Metro's bus fleet. This data also provides a source of real-~~-~~time information that is integrated into ~~provided for riders to know service information in~~ real time service

information feeds to help riders~~them~~ navigate the system successfully. ~~Ultimately, the system provides information so that all users can make informed decisions about operational issues, improve response to both public and internal departments, and improve overall on-time performance.~~

- ~~ATMS relies on global positioning system (GPS) satellite navigation and terrestrial communication technologies to enable public transportation authorities and fleet operators to better track, manage and dispatch their vehicles. At any moment, a controller can pinpoint the location of a specific vehicle and respond to an emergency situation; dispatch an FET or tow truck, and/or notify passengers of a delay. The end result is a behind-the-scenes management capability that provides better service for the public.~~
- ~~Automatic Voice Annunciation~~
- ~~Provides next bus stop announcements for all Metro Bus passengers. It is fully compliant with the Americans with Disabilities Act (ADA). The system uses both audio and visual announcements. > More information~~
- ~~Automatic Passenger Counting~~
- Automatic Passenger Counting (APC) and a ~~is a data collection and reporting system. The data from APC is used to provide data for required Federal Reports, such as the National Transit Database, and to provide data used to analyze the actual daily performance of the bus system compared to the scheduled daily operation. The data and reports are also used for short and long term planning of Metro Bus routes, Metro Rail lines, traffic engineering, marketing, cooperative business ventures and many other uses. > More information~~
- Video Surveillance System
- ~~Video Surveillance System~~ (VSS) are also used to gather ridership data and ~~uses video cameras to monitor events on Metro Buses. This system~~ enhance~~s~~ passenger and employee safety. ~~Metro vehicles typically have between 3-12 cameras that record various views. The video is downloaded for review when necessary to assist with operator training, criminal activity (i.e. tagging, ect) and other request that require visual confirmation.~~

~~Table 3.2 *Service Design Concepts*~~

	~~Faster service~~	~~Frequent service throughout the day~~	~~More reliable service~~	~~Better network connectivity~~	~~Access to key destinations~~	~~Improved security~~
~~Routing to reflect current travel patterns and transit propensity~~				~~X~~	~~X~~	~~X~~
~~Standardize frequency by service tier~~	~~X~~	~~X~~				
~~Subarea transit hubs~~				~~X~~		~~X~~
~~Shorter route lengths~~			~~X~~			
~~Optimize stop spacing~~	~~X~~		~~X~~			

Municipal operator coordination				X	X	
MicroTransit and other on-demand		X			X	
Transit-supportive infrastructure	X		X			X

Table 3.2 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

3.2 LoadService Standards

Board-adopted service standards are established to ensure that service levels are maintained to meet a minimum standard of rider experience. This section ese focuses on such items as maximum average loads on trips, and on time performance and are discussed below. Passenger load standards have been developed to ensure there is sufficient capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customers to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on the maximum average ratio of customers per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.4.

Headways

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods as summarized in Table 3.3. These frequencies below are the minimum service levels versus the target frequencies established under NextGen Bus Plan shown in Table 3.1 above.

Table 3.3 *Minimum Headway by Service Type*

Service Type	Peak (Weekday)	Off-Peak (Weekday-Weekend)	Weekend Base
Heavy Rail	10	20	
Light Rail	12	20	
Liner	12	30	
Rapid	20	30	
Core Network (Tier 1)	10	10-15	
Convenience Network (Tier 2)	15	15-30	
Connectivity Network (Tier 3)	30	30-60	
Community Network (Tier 4)	60	60	
Commuter Network (Tier 5)	Varies	Varies	

Passenger Loads

~~Passenger load standards have been developed to ensure there is sufficient capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customers to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on the maximum average ratio of customers per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.4.~~

Table 3.~~4~~4 *Passenger Loading Standards by Vehicle Type*

~~Service~~ Vehicle ~~Type~~	Seats per Vehicle	~~Peak Passengers per~~ Sq. Foot per Standing ~~Passenger~~ (Rail) / ~~Seat~~Seat (Bus)	Maximum Passengers Onboard
Heavy Rail ~~– —~~A650	50~~2~~	3.45~~2.30~~	14~~320~~
Heavy Rail ~~– —~~HR4000	47	3.45	131
Light ~~rail~~Rail – P3010	~~60-76~~68	4.25~~1.75~~	133~~105-133~~
Light Rail – P2550	71	4.25	138
Light Rail – P2000	70	4.25	139
Bus – 40 foot	38	1.30	49
Bus – 45 foot	46	1.30	60
Bus – 60 foot	57	1.30	74
~~Van — MicroTransitMetro Micro~~	~~10~~	~~1.0~~	~~10~~

- **Bus Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. This TSP maintains ~~sets~~ the current loading standard for Metro bus to 1.3 as recommended by the 2016 APTA Peer Review Committee. ~~Vehicles used for Metro MicroMicroTransit will have a load standard of 1.0.~~

~~– R~~~~Rail Passenger Loading Standard~~ ~~expresses the maximum average load based on seats available plus either a standard for passengers per square foot (heavy rail) or ratio of customers to seats (light rail) by service type and by direction for one-hour period by time of day and should not be exceeded for at least 95% of all hourly periods.~~

- ~~—~~**Rail Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle type and by direction for a one-hour period which should not exceed for at least 95% of all hourly periods.
  - ~~-~~The load standard for Metro heavy rail is number of seats plus 3~~,~~.45 square feet per passenger by vehicle type and is consistent with Metro's peers like New York MTA, Chicago Transit Authority, BART and Boston MBTA.
  - The load standard for Metro light rail is number of seats plus 4.25 square feet per passenger by vehicle type and is consistent with Metro's peers like Denver RTD.

  Switching to a square footage per passenger better reflects the balance between available seating and standing room. The former metric of a multiplier by seating capacity does not respond to the changes in Metro Rail fleet seating count and

standing area space~~allows for more standees to be accommodated~~. -The total amount of square footage available for standees is based on the net -interior square footage of the passenger cabin.

~~Wheelchair Boardings and Pass ups.~~
~~Ideally, in a floating 6-month period, regular operating bus service will average no more than 6% in pass ups of customers who use wheelchairs or other mobility devices. Should the average increase to over the 6% threshold, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.~~

Metro Liner Transit

Metro Liner transit provides regional, high-speed line haul service in high-volume corridors. These lines are designed to operate like rail service, complete with separated right-of-way, wide stop spacing, bus stations, pre-paid and/or all door boarding, real time customer information, and transit signal priority. Currently, Metro operates two Metro Liner services:

- **G Line** operates on its own semi-exclusive right-of-way and meets the Federal Transit Administration (FTA) definition of Bus Rapid Transit (BRT)
- **J Line** operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown Los Angeles, so it does not fully meet the FTA definition of BRT.

Wheelchair Boardings and Pass ups.

Ideally, in a floating 6-month period, regular operating bus service will average no more than a 5% pass-up rate of customers who use wheelchairs or other mobility devices. Should the average increase to over the 5% threshold, Service Planning will adjust service to better serve the ridership patterns of the route so as to minimize pass-ups.

3.3 On-Time Performance

A key element of high-quality transit service, as confirmed in the NextGen Bus Study, is reliability. This element is measured firstly in terms of on time performance. Managing this metric is intended to provide a high standard of service reliability. On-time performance for buses is defined as a range from no more than 1 minute early to no more than 5 minutes late, which is measured at all timepoints along a route. For rail lines, on-time performance is measured based on end terminal arrival. This standard varies between heavy rail and light rail.

Metro internally has an internal interim goal of 78.5%. As the agency works to improve on-time performance, this goal will be progressively moved towards achieving the aspirational goal of 85%. The on-time performance standard is summarized in Table 3.5.

Table 3.5 *Target Standard for On-Time Performance*

Service Type	On-Time Performance
Heavy Rail	95%
Light Rail	90%

All Metro Bus Services: Liner, Rapid, Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community Bus (Tier 4) Commuter (Tier 5)	85%

Service Cancellations:
In recent years, both pre-pandemic and during times of significant impacts from the COVID-19 pandemic on the Metro operator workforce, cancelled service due to lack of available operators has had a significant impact on service reliability. Metro should not enter into service level changes unless sufficient operators are available to provide the required extra board operator as required (OAR) ratio of 1.23 for bus and 1.25 for rail at each operating division. Cancelled service should ideally be zero each day in support of the best customer experience. As of March 2022, a target of 2% or less cancelled service has been set as part of service restoration preconditions and continues to be the goal. Current service cancellations as of mid-2025 are below 1.0% for weekdays and Saturdays and below 2.0% for Sundays.

3.~~34~~ ~~Tranist~~Transit Stop Spacing:

Bus stops and station stop locations should balance safe, convenient access with pedestrian safety as well as other community curb space needs. Locations should support efficient transit operations, convenient rider transfers, minimize walking distances and unnecessary crosswalk movements, and be located at a signalized or signed crosswalk to disincentive or minimize crossing against traffic lights at unprotected/uncontrolled locations (i.e., no crosswalk or signal light, etc.). Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other activity centers to provide access for uses that generally attract transit customers. Access to medical centers, senior centers, and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.

~~Network Route Spacing~~
~~Network Route Spacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 mile apart from one another, and bus routes operating parallel to rail should be spaced a 0.5 mile apart on either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost effective manner. Where possible, alternate~~alternative ~~delivery methods should be considered.~~

Stop/Station Spacing
The average Stop/Station s~~s~~pacing refers to the average distance between consecutive stops/stations along an entire bus/rail route. The standard is expressed as the maximum average stop/station spacing in miles by type of service and is not to be exceeded by at least 90% of all routes operated. ~~Stop/station spacing is established based on the goals and guidelines each service type is designed to achieve as discussed below.~~ Metro's ~~maximum~~ average stop/station spacing by mode is summarized in Table 3.~~4~~6.

Table 3.6 *Target Average Stop/Station Spacing*

Service Type	Average Stop/Station Spacing (miles)
Heavy Rail	1.50
Light Rail	1.50
Metro Liner	1.25
Rapid	0.75
Commuter (Tier 5)	1.25
Core (Tier1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4)	0.25

Stop/station spacing is established based on the goals and guidelines each service type is designed to achieve as described in the following discussion~~iscussed below.~~:

Heavy/Light Rail Line station spacing is greater than bus stop/station spacing to achieve a higher operating speed, recognizing that riders are willing to access such service from a greater distance and to ensure this mode is competitive for longer distance travel, while ensuring stations serve key activity nodes and transit connection points. Rail station location is determined during the design phase. Ideal average rail station spacing should be no greater than 1.50 miles.

- **Metro Liner, Commuter Bus (Tier 5) and Rapid Bus Routes** achieve the highest bus speeds through even greater stop spacing than Local Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), and Community (Tier 4) ~~, and Commuter (Tier 5)~~ line~~s~~. To ensure these services provide access to major activity centers and transfer points, average stop/station spacing should be no greater than 1.~~2~~5 miles, though there may be exceptions due to geography or existing facility design such as freeway HOT or HOV lanes. ~~See Table 3.5 for further details.~~ Target average spacings are 1.25 miles for Metro ~~l~~Liner and Commuter Bus service tiers, and 0.75 for Rapid Bus.
- **Core, Convenience, Connectivity, and Community Bus Routes** primarily operate on city streets and secondary streets respectively. These route types are designed to provide service closer to a customer's destination and reduce walking times. Therefore, average stop spacing should be no greater than 0.25 miles for convenient walk access while maximum stop spacing should be 0.3 miles between any two consecutive stops except in areas where no stops are required or physically possible (freeways, bridges, undeveloped areas).

Decisions regarding bus stop spacing and location call for analysis of ridership density, customer service requirements such as balancing access to key destinations and impact to ~~on~~ on-board riders, rider and operational safety, equipment size, ~~the~~ service type ~~provided~~, interaction of stopped buses with general traffic flow, and coordination with other curbside space allocations such as parking and driveways. Stops should be spaced closer ~~together~~ in major commercial districts and farther ~~apart~~ in outlying areas. In general, bus stop spacing should not exceed 0.3 miles for local bus service except in areas where local physical conditions such as bridges, freeways, and/or areas that lack of ridership generators such as

undeveloped areas may result in a wider gap between stops. Care should be taken to avoid low usage stops in areas where the buses are closest to the maximum load on board the bus. Special consideration may be given to stops near schools, senior centers, and medical centers where there is reasonable ridership (>= 15 boardings or alightings on average per weekday).

~~Table 3.5 *Target Average Stop/Station Spacing*~~

~~Service Type~~	~~Average Stop/Station Spacing (miles)~~
~~Heavy Rail~~	~~1.50~~
~~Light Rail~~	~~1.50~~
~~BRT~~	~~1.25~~
~~Rapid~~	~~0.75~~
~~Commuter (Tier 5)~~	~~1.25~~
~~Core (Tier1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4)~~	~~0.25~~

~~3.4 On-Time Performance~~ and Service Cancellations

~~A key element of high- quality transit service, as confirmed in the NextGen Bus Study, is reliability. This element is measured firstly in terms of on time performance. Managing this metric is intended to provide a high standard of service reliability. On-time performance for buses is defined as a range from no more than one minute early to no more than five minutes late, which is measured at all timepoints along its route. For rail lines, on-time performance is measured based on end terminal arrival. This standard varies between heavy rail and light rail. The on-time performance standard is summarized in the Table 3.6.~~

~~As part of the NextGen Bus Plan speed and reliability improvements, a pilot of headway based service management will be conducted. This involves the operation of high- frequency bus lines without intermediate timepoints along the line. The reliability of this type of service will be based on the intervals between buses remaining within a range. More information will be added and standards developed for this mode of operation once the pilot has been completed.~~

~~Table 3.6 *Target Standard for On-Time Performance*~~

~~Service Type~~	~~On-Time Performance~~
~~Heavy Rail~~	~~95%~~
~~Light Rail~~	~~90%~~
~~BRT~~	~~85%~~
~~Rapid~~	~~85%~~

~~Commuter (Tier 5)~~	~~85%~~
~~Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community Bus (Tier 4)~~	~~85%~~

~~The on-time performance for the five bus tiers and Rapid Bus has typically been between 70 – 75% so the target of 85% remains challenging.~~

~~Service Cancellations:~~
~~In recent years, both pre-pandemic and during times of significant impacts from the COVID-19 pandemic on the Metro operator workforce, cancelled service due to lack of available operators has had a significant impact on service reliability. Metro should not enter into service level changes unless sufficient operators are available to provide the required extraboard operator as required (OAR) ratio of 1.23 for bus and 1.25 for rail at each operating division. Cancelled service should ideally be zero each day in support of the best customer experience. As of March 2022, a target of 2% or less cancelled service has been set as part of service restoration preconditions and continues to be the goal. Current service cancellations as of mid-2025 are below 1.0% for weekdays and Saturdays and below 2.0% for Sundays.~~

3.5~~253~~ Bus/Rail Interface and Route Planning

BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, including connectivity and centrality to catchments and major arterials, but also technical feasibility which is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers and arterials. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located .

As the Metro Rail system expands, the surrounding bus system within 0.5~~0 a half~~ mile of each station is assessed for adjustments that would improve access to rail stations, take advantage of new transfer facilities, and reduce bus and rail service duplication. The following guidelines provide direction for routing and scheduling changes that will be necessary as the Metro Rail system is expanded:

Discontinuation of Parallel Limited and Express Service
Competing Community and Commuter (Tiers 4 and 5) bus services that parallel the rail corridor will be discontinued where duplication exists. Revenue services should be reinvested to improve service on lines that feed the new rail service where possible.

Bus Route Deviation
Bus routes that run parallel to a rail line may be diverted to a station when:

- Walk time from the nearest station is greater than 3 minutes;

- Diversion time in one direction is 5 minutes or less, and;
- Net travel time benefit for connecting customers is positive i.e. the transfer to rail does not result in overall increased travel time.

Intersecting bus lines or ones that travel in a perpendicular direction to a rail line will be diverted to serve the closest rail station when:

- Diversion time in one direction is 5 minutes or less
- Net travel time benefit for connections and through travel

Extend Terminating Lines

Bus routes that end within up to one mile of a rail station may~~will~~ be considered for extension~~ded~~ to terminate at that~~e~~ station. Routes that terminate at distances greater than one mile may be extended if the rerouting will create a valuable link to the rail system consistent with area travel patterns or will result in a reduction in travel time for a significant number of customers.

New Bus Routes

New rail feeder service will be considered as part of the service change process if a need is demonstrated based on significant area travel patterns and if funding is available.

Scheduling Rail/Bus Interface

Bus arrival and departure times should be governed by the rail arrival and departure times when predominant movement is from bus to rail. Bus routes with frequencies of 20--60 minutes ~~or greater~~ ending at a rail station should be scheduled to arrive 5 minutes before the rail departure time (plus walk time between the modes). When the predominant movement is from rail to bus, terminal buses should be scheduled to depart 5 minutes after the scheduled rail arrival time (plus walk time between the modes).

3.6 ~~3.34~~ Metro Bus Routing and Facility Guidelines

Network Route Spacing

Network r~~R~~oute s~~S~~pacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 ~~mile~~miles ~~apart~~ from one another, and bus routes operating parallel to rail should be spaced ~~a~~ 0.5 miles ~~apart~~ from ~~on~~ either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost-effective manner. Where possible, alternative delivery methods should be considered.

An easy-to-understand-and-use transit system relies on simple network and route design. Consolidating duplicative services on the same or parallel corridors within 0.25~~a quarter~~-mile to 0.50-~~a half~~ mile distance provides an opportunity to simplify the network for ease of use, reduce underutilized capacity, and invest those resources into other areas of the network. This

concept requires ~~better~~ coordination of schedules and transfer ~~points and~~points and will result in an easier-to-use and more convenient system that ~~while~~ reduces~~ing~~ rider wait time and overall travel time.

Facility Design~~:~~
Metro's directly-~~-~~operated service primarily operates three types of buses: a standard 40-foot bus, a 45-foot bus, and a 60-foot "articulated" bus. To ensure that buses can adequately navigate route alignments and serve bus stops, Metro established the following standards:

- Bus ~~Transit Centers / Bus~~ Layover Zones and Terminals
  - Layover zones should be designed to accommodate various sizes of buses based on expected fleet deployments (including the outlook for future ridership increases and fleet options).
  - Layover zones should utilize sawtooth bay configurations where possible to ensure curb space is more efficiently and reliably ~~utilized, and~~utilized and can accommodat~~e~~~~ing~~ 60' buses where needed.
  - Re-striping of layover zones should be completed as needed based on the needs of the service and bus sizes scheduled.
  - Routes should be scheduled so that the amount of layover space needed is available. Layover zones should be placed as close as possible to the route terminal. Where not accommodated by the design, the added operating cost to serve the location will be computed and made part of the decision-making process for bus/rail interface.
- **Minimum turning radius clearance required for each type size bus movement**
  - 50 feet for 40-foot buses (Figure 3.2~~1~~)
  - 47.5 feet for 45-foot buses (Figure 3.3)
  - 44 feet for 60-foot articulated buses (Figure 3.~~4~~2)

~~**Desired street lane widths** for bus operations should be 12 feet or more.~~

- **Optimal Bus Stop Curb Lengths and Zone -** 40-foot buses should ~~at~~at minimum be:
  - Far-side – 90 feet
  - Near-side – 100 feet
  - Mid-block –150 feet

  For two 40-foot buses servicing a stop simultaneously, add 50 feet. Additional bus stop curb length may be needed for 45-foot buses.
- **60-foot bus should ~~at~~ a minimum e:**
  - Far-side and mid-block – 120 feet
  - Near-side – 170 feet

For two 60-foot buses servicing a stop simultaneously, add 70 feet.

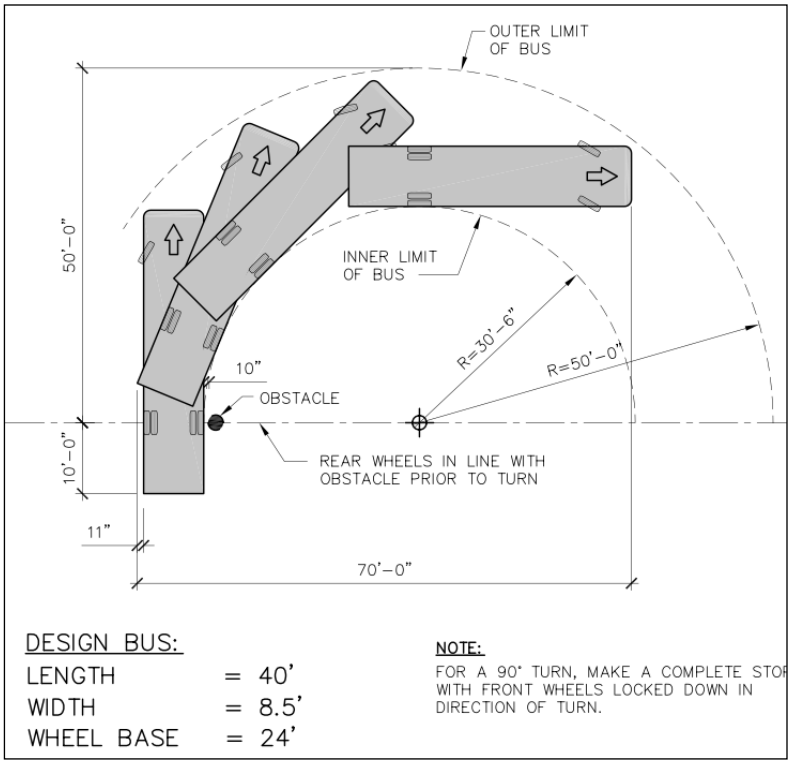


Figure 3.~~1~~2 *40-foot bus turning radius*

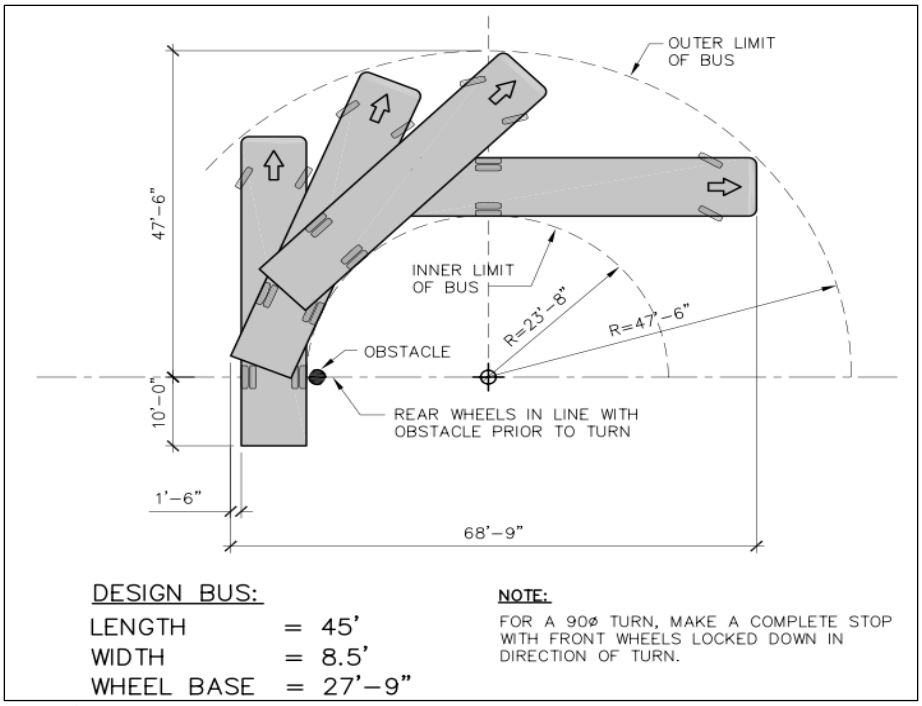


Figure 3.~~2~~3 *45-foot bus turning radius*

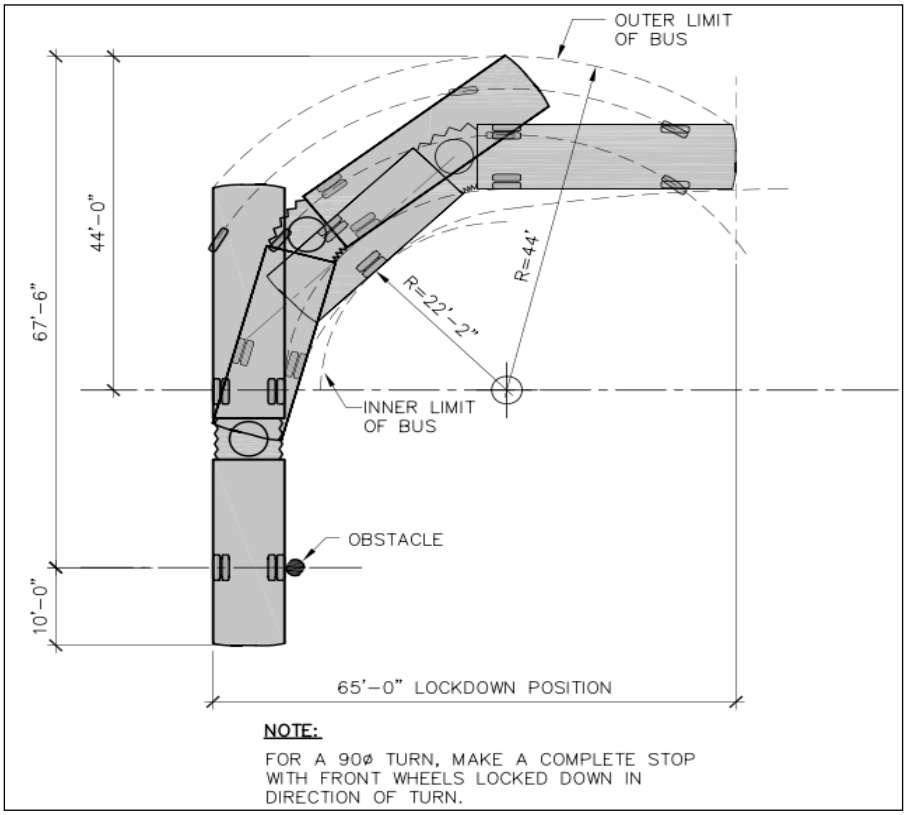


Figure 3.~~3~~ 4 *Articulated 60-foot bus turning radius*

– **Bus Layover Zone** general space requirements based on frequency between scheduled trips:

- One space – 20 minute service or less frequent
- Two spaces – 12 to 15 minute frequency
- Three spaces – 7.5 to 10 minute frequency
- Four spaces – 5 to 6 minute frequency

- **Desired street lane widths** for bus operations should be 12 feet or more.

Route length may impact these above requirements with longer routes needing longer layover time between trips.

Bus Stop/Station Accessibility
All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use wheelchairs or other assistive mobility devices, and that pathways to and from stops and stations are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of

bus stops, they can be moved to a new location on a permanent basis or temporary basis depending on situations, such as during construction. There are some stops that were grandfathered in under ADA legislation to maintain service, pending future improvements.

Table 3.7 *Comparative Analysis of Bus Stop Locations*

Stop Type	Advantages	Disadvantages
Near-Side	– Minimizes interference when traffic is heavy on the far side of the intersection – Customers access buses closest to crosswalk – Intersection available to assist in pulling away from curb – Buses can service customers while stopped at a red light – Provides driver with opportunity to look for oncoming traffic including other buses with potential customers	– Conflicts with right turning vehicles are increased – Stopped buses may obscure curbside traffic control devices and crossing pedestrians – Sight distance is obscured for crossing vehicles stopped to the right of the bus. – Through lane may be blocked during peak periods by queuing buses – Increases sight distance problems for crossing pedestrians
Far-Side	– Minimizes conflicts between right turning vehicles – Provides additional right turn capacity by making curb lane available for traffic – Minimizes sight distance problems on approaches to intersection – Encourages pedestrians to cross behind the bus – Requires shorter deceleration distances for buses – Creates traffic flow gaps for buses re-entering the flow of traffic at signalized intersections – Allows bus routes that operate with signal priority to reap benefits of the technology at signalized intersections.	– Queuing buses may block intersections during peak periods – Increases sight distance obstruction for crossing pedestrians and vehicles – May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light
Mid-Block	– Minimizes sight distance problems for vehicles and pedestrians – Passenger waiting areas experience less pedestrian congestion	– Requires additional distance for no-parking restrictions – Encourages customers to cross street at mid-block (jaywalking) – Increases walking distance for customers crossing at intersections and for transferring customers

Source: FTA web page (http://www.fta.dot.gov/12351_4361.html)

A summary of advantages and disadvantages to each type of stop location is provided in Table 3.7. In general, far-side bus stops are preferable, particularly at signalized intersections, though near side or mid-block stops may be justified in some situations. When two or more bus routes operate along the same corridor, stops should be consolidated to facilitate ease of transfers, provide a single location for all transit activity, avoid unnecessary crosswalk movements, and minimize confusion as to where customers should wait to catch their bus. However, for a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to

implement two stop locations (e.g. nearside and farside) to minimize congestion and allow for required turn movements, under the following circumstances:

- Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)
- Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)

The following renderings (Figures 3.5-3.8) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. Transit Cooperative Research Program (TCRP) Report 19 "Guidelines for the Location and Design of Bus Stops" (1996) provides a more detailed discussion. Metro also adopted its own Transfers Design Guide in 2018 – see Section 2, page 12 for more information.

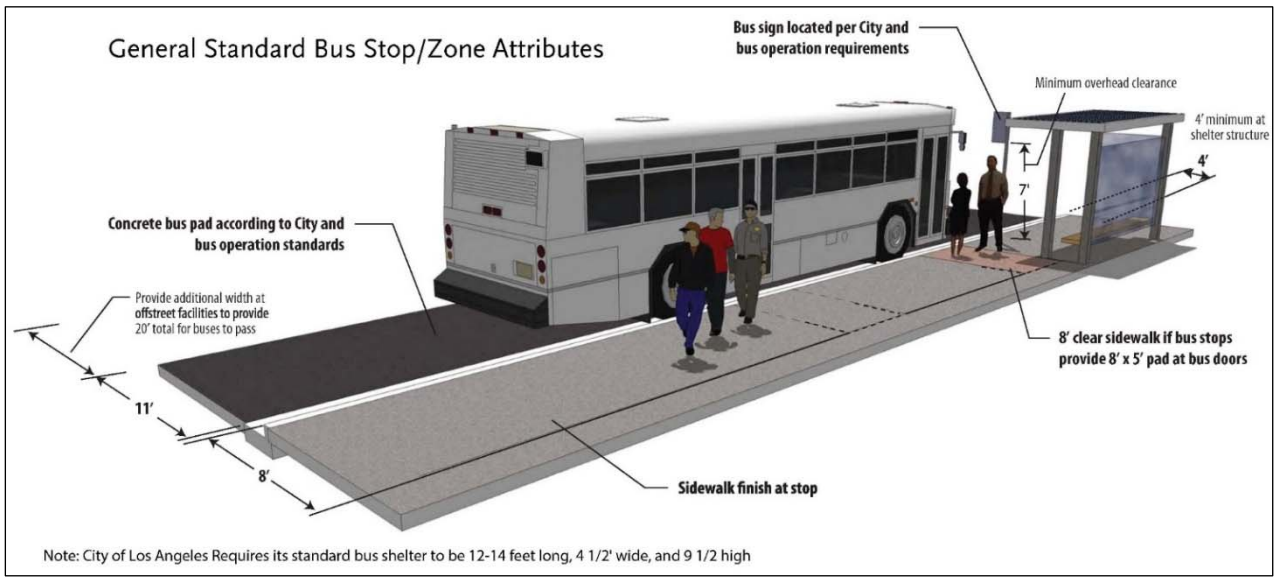


Figure 3.5 *General Standard Bus Stop/Zone Attributes*

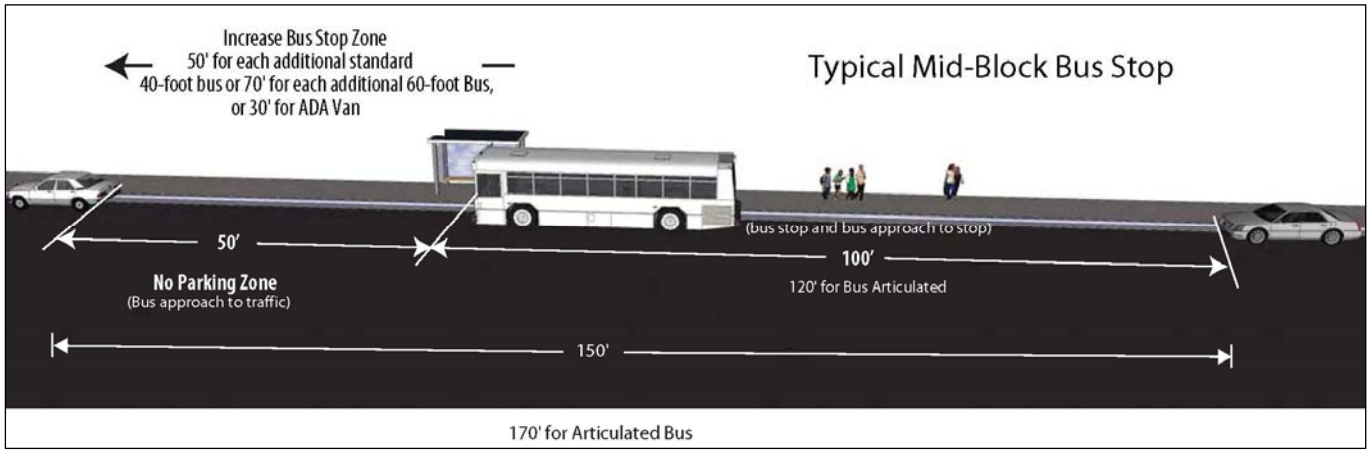


Figure 3.6 *Typical Mid-Block Bus Stop*

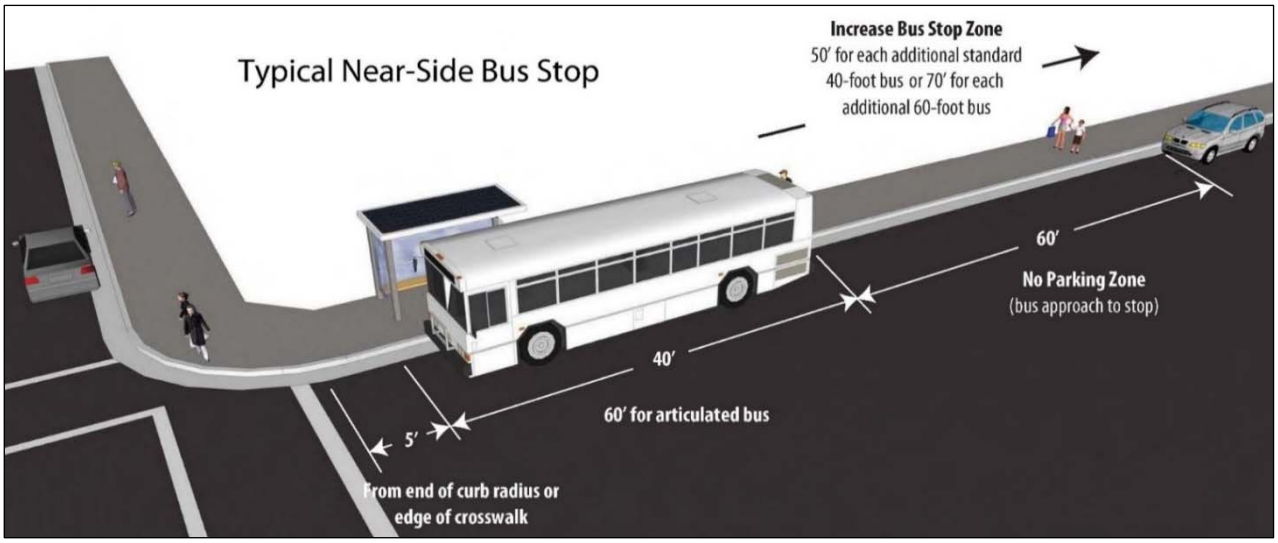


Figure 3.7 *Typical Near-Side Bus Stop*

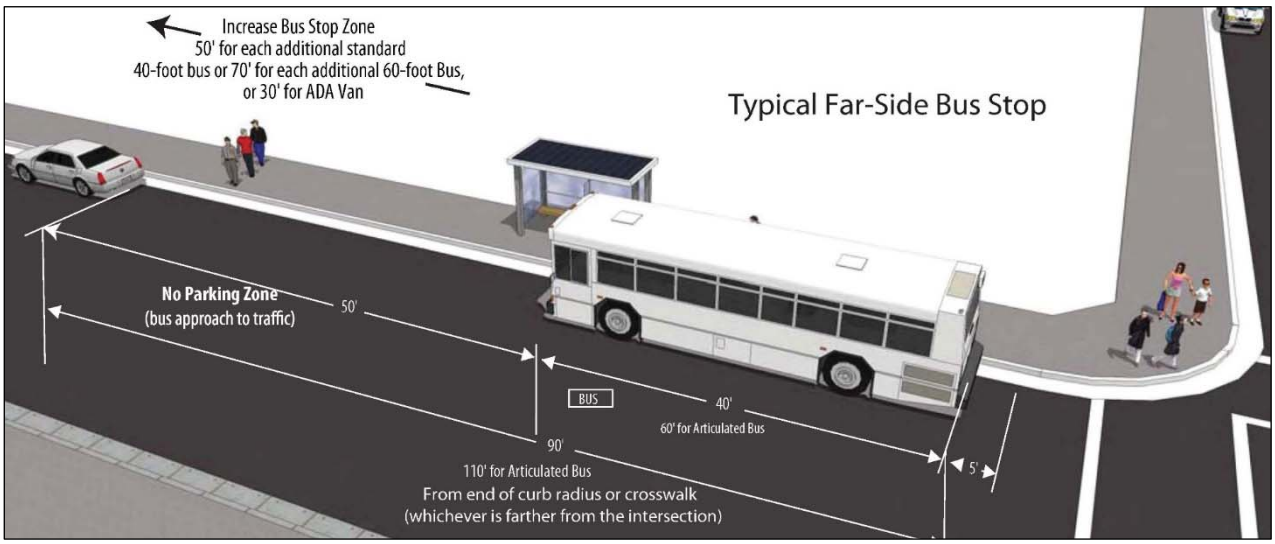


Figure 3.8 *Typical Far-Side Bus Stop*

3.~~4~~ 7 Vehicle Assignment

Metro's transit system consists of light rail, heavy rail, and bus operations. Metro's goal is to ensure a consistent basis for assigning vehicles to facilities to meet operating needs and provide equitable access to the newest vehicles across the Metro network to enhance ~~-~~quality of service.

~~Metro's transit system consists of light rail, heavy rail, and bus operations. As of October 2019 (pre-COVID), for an average weekday Metro served approximately 925,000 bus boardings and 297,000 rail boardings.[10]~~

- **Buses:** Buses will be assigned to individual facilities based on vehicle size requirements for lines supported by each facility. The fleet is also distributed to ensure the average age of fleet is consistent across each division for each bus type, so that all areas may have some service delivered using the newest buses.
    - Articulated Buses: The G Line operates with a dedicated fleet of 60' higher capacity articulated buses. The advantage of the deployment of articulated buses is the opportunity to reduce vehicle requirements and service hours while maintaining high ridership capacity; however, deployment should not increase service intervals (i.e. reduce frequency) to the point where service quality is degraded. For this reason, bus lines with a peak headway of 5 minutes or better are ideal candidates for this type of bus. In evaluating services for higher capacity articulated buses, other factors must be considered including facility compatibility, street design, and

~~[10] Figures taken from October 2019 data; selected for seasonal average and adjusted for A Line (Blue) closure.~~

operational factors such as buses that operate on a mix of lines during their operating day. The deployment of articulated buses must also be coordinated with the efforts to convert the Metro fleet to fully zero-emission buses.

- **Light Rail:** ~~Light Rail c~~Cars will be assigned to individual lines based on ~~a variety of factors including~~ facility compatibility, the deposition of the feet during mid-life modernization programs, and age so that no single light rail line ~~must solely~~must rely on the oldest rail fleet. Ideally, the number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise/training for mechanics who work on the different fleets. There is also a weight restriction that precludes the P2550 light rail cars from being assigned to the C Line along the I-105 freeway.
- **Heavy Rail:** Assignment policy is not applicable to ~~H~~heavy r~~R~~ail. The ~~Metro~~ B ~~Line (Red)~~ and D Lines ~~(Purple)~~ operate out of the same division, with the same vehicle type.

3.~~5~~8 School Trippers

School trippers are extra service operated to protect against overcrowding on bus lines serving schools. Metro's policy on school trippers is based on FTA regulations (49 CFR Part 605). These regulations are directed at protecting the private sector against unfair competition and ensuring that FTA funding is focused on providing services that meet the needs of the general public. School tripper service may be operated if the following criteria are met:

- There is sufficient demand to warrant the operation of a tripper that cannot on average be accommodated within the load factor applicable to the regular service available;
- There are sufficient resources to operate a tripper;
- The school tripper will not result in a significant increase in travel time (no more than 5 minutes extra) for regular customers if the service is to be deviated via a school; and
- The school tripper is operated as part of the regularly scheduled public transportation service and is included in such schedules and available for any person to ride.

School tripper service must meet the following requirements:

- All school trippers must fully comply with established policies and procedures;
- All regularly scheduled school trippers must be published on public timetables;
- All locations where trippers board or alight customers, including the bus stops at deviated routes, must be marked with Metro signage including the bus line numbers servicing the stop;
- School tripper changes must be provided to the public by a service change notice and/or on the Metro website at metro.net; and
- Requests for new school trippers or modifications to existing school trippers (bell time changes, etc.) will be considered when a notice is given at least ~~30 days~~30 days in

advance of the school year starting, providing ample time to complete an appropriate analysis of the request and to allow appropriate notification of changes to the public.

School tripper services changes must comply with the following procedures

- ~~Service Development Managers (SDM) in t~~The Service ~~Planning & Scheduling~~ Development's ~~partment~~ Scheduling section ~~are~~ is responsible for ensuring that all school trippers in their respective service area fully comply with Metro's School Tripper Policy as discussed herein.
- Uniform documentation standards for ~~the documentation of~~ daily school tripper arrangements must be employed. This includes standardizing the documentation form and oversight of the ~~documented~~ information being input into the scheduling system to ensure accuracy. All requests for new school trippers and modifications to existing school trippers must be logged into the scheduling system regardless of whether the requested new or modified school tripper is implemented.
- The Scheduling team ~~DMs are~~is responsible for working with school districts in their service area which use school tripper service, where special events and bell-time changes are disseminated to Metro through communication with district staff.
- The information fed to transit apps and trip planners, such as Transit App and Google Transit, is made available via a General Transit Feed Specification (GTFS) compatible feed which is updated weekly to reflect school tripper service changes captured in the transit service scheduling software calendar utilized by Metro.

3.~~5~~ 9 Charter Service

As a grantee of Federal funds, Metro is prohibited from using its federally funded equipment and facilities to provide charter service except on an incidental basis and when one or more of the applicable exceptions below apply:

- Charter service shall be incidental to the mass transportation service and shall be provided only during times of the day when vehicles are not needed for regularly scheduled service.
- Charter service will only be considered when one of the following exceptions apply:
  - There are no willing or able private charter operators;
  - ~~For special events the private operators are not capable of providing the service;~~
  - When there is a formal agreement regarding the provision of charter services between the recipient and all private charter operators who have been identified to be willing and able; and
  - For government or certain non-profit organizations, if the trip involves a significant number of handicapped persons, or if the organization is a qualified social service agency, or if it receives public welfare assistance funds whose implementation may require transportation services.

- All requests for charter service must be approved by the Chief Executive Officer and may require a waiver from the FTA. Petitions for a waiver should be requested in writing 90 days in advance of the event whenever possible.
- The rates for charter service shall equal or exceed the annual fully allocated cost, including depreciation, of providing charter bus operations, and Metro shall deduct the mileage and hours from the useful life of the buses.
- The operation of charter service also must comply with relevant state laws, including Section 30630.5 of the California Public Utilities Code.

Charter service is the use of buses, vans or facilities (rail system) to provide a group of persons under a single contract, at a fixed charge, with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests:

- Be available to the public;
- Operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure);
- Provide a published timetable; and
- Customers must pay their own fare.

3.~~6~~ 10 Special Event Service

Special event services are bus routes designed to take customers to a specific venue and are not part of regularly scheduled operations. Metro will provide service under contract to other entities only if the provision of these services does not interfere with Metro's ability to meet regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares, and span of service. Special event services will be provided on a full cost recovery basis and in conformance with the agency's charter bus ~~policy~~policy, which is consistent with FTA Charter Bus regulations.

3.~~7~~11 Service Transfer Guideline

The regional public transit network in LA County consists of 17 "Included or Eligible" fixed route operators (including Metro). Included operators (and routes) are those that were operating within LA County in 1971 at the time of adoption of the State of California Transit Development Act/State Transit Assistance statute. Eligible operators (and routes) are those added to the Formula Allocation Procedure (FAP) since that time.

Much of the funding for operation of "Included or Eligible" fixed route public transit service in LA County is distributed according to an adopted FAP. The FAP allocates sales tax receipts for public transit each fiscal year in support of public transit throughout the region. Many of the "Included and Eligible" systems operate under the guidelines of the "reserve service areas" established in 1971. Municipal operators have also grown, providing an expanded route

network that has improved connections to Metro's regional lines. ~~In addition, T~~there are also numerous Local Return fixed route transit providers who are not eligible for FAP ~~funding, but~~funding but instead are funded through Propositions A and C (1990 sales tax initiative), Measure R (2008 sales tax initiative), and Measure M (2016 sales tax initiative). These o~~O~~perators are funded as "Local Return" operators (see Appendix B for a list of operators funded as Local Return and/or Included/Eligible Municipal operators).

Policy guidance states that the network should be well integrated, coordinated, reduce service duplication, and simplify service. Therefore, the evaluation of transit corridors for consideration to be operated in the future by another operator should include:

- Existing performance relative to the system average;
- Value to the customer through integration into an established nearby transit provider;
- Net cost to each operator and the region;
- Completion of another operator's route network;
- Provide improved connections to a municipal operator's established network;
- Impacts to exiting and projected ridership;
- Generation of a net cost saving to Metro based on Metro's calculation of the FAP impacts for all service realignment proposals.

Any transfer of directly operated Metro services to a municipal or contract operator must adhere to the terms and conditions governing such transfers ~~as agreed to~~ within the adopted collective bargaining and other superseding agreements between the affected labor unions and Metro.

If a proposed service change is adopted that results in a reduction of service, Metro should reinvest at least half of the net savings (operating cost minus~~less~~ customer and FAP reduction) to improve service on Metro's core network of regionally significant lines in the service area from which the savings were drawn.

Any significant service modifications will be subject to review under the latest FTA procedures for adherence to Title VI of the Civil Rights Act of 1964, as amended, the approval of the appropriate Metro Service Council(s), and the local transit provider's Board of Governance, and must be in compliance with local, regional, and labor legislation or agreements. Finally, the agency that assumes service will be required to maintain or improve the days, span, and frequency of the existing Metro service for at least a two-year period ~~(two-year lag)~~ for which Metro will include such operation through the FAP. In addition, the assuming agency must be a participant in the regional TAP program to minimize fare change impacts.

3.~~8~~12 Alternative Service Delivery Options

Alternative service delivery options generally refers to services not directly operated by Metro, such as contract services, municipal and Local Return operators, taxis, and other flexible

destination operations. These alternatives can complement traditional transit service. In addition, Access Services provides mandatory ADA complementary paratransit services for functionally disabled individuals in Los Angeles County as required by federal ADA law. Access Services transportation service is available for any ADA paratransit-eligible individual to any location within 0.75¾ ~~¾~~ of a mile of any fixed route bus operated by the Los Angeles County public fixed route bus operators and within 0.75 ¾ ~~¾~~ of a mile around Metro Rail stations during the hours that the systems are operational. Complementary paratransit service is not required to complement commuter rail and commuter bus services, since the federal ADA law does not require that these services provide complementary paratransit service. [11]

~~Please also refer to Section 5 for an overview of Metro's own Metro Micro program.~~

~~Metro has launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first-mile and last-mile service options: Mobility on Demand and MicroTransit.~~

~~The Mobility on Demand pilot launched in January 2019 and operated for 12 months. Metro partnered with Via, a provider of on-demand ride sourcing services, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program was funded in part by a $1.35 million Mobility on Demand (MOD) Sandbox Demonstrations grant from the FTA. The system was operated utilizing private cars. The Mobility on Demand pilot concluded in January 2021 and the three Mobility on Demand zones were transitioned to become part of the Metro Micro microtransit pilot program.~~

~~Metro's microtransit program, Metro Micro, is a three year pilot of on demand ride source service operated with passenger vans within eight designated zones, intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. Metro is partnering with a third-party vendor for the technology to support this pilot program, while Metro staff operate and manage the service. The pilot zones were coordinated with the NextGen Bus Plan to replace some lower usage fixed route lines or route segments where Metro Micro service could better serve such areas, though this is only one of a range of use cases being tested by Metro Micro.~~

~~The first two zones were launched in December 2020 (LAX/Inglewood and Watts/Willowbrook). The three Mobility on Demand zones were added to the Metro Micro program in January 2021. Two additional Metro Micro zones launched in June 2021 (Highland Park/Eagle Rock/Glendale and Altadena/Pasadena/Sierra Madre). The Northwest San Fernando Valley zone was launched in September 2021, and the final pilot zone at UCLA/Westwood launched in December 2021, for a total of eight pilot zones.~~

[11] accessla.org/about_us/overview.html

~~Based on experience to date, Metro Micro generally serves short trips of approximately 20 minutes in vehicle time and one to five miles in distance on average. These short trips are intended to serve as connections to other transit options such as Metro-operated bus and rail services and municipal operators. The target maximum size for each zone was originally set at no greater than 20 square miles to ensure the goal of no more than an average 15-minute wait time for pick-up could be consistently achieved. However, a number of zones were expanded to help better replace some low performing fixed route services during NextGen Bus Plan implementation, and the overlapping Artesia and Watts/Willowbrook zones were also combined into a 35 square mile mega zone (Watts/Compton) in December 2021.~~

~~SECTION 4: CUSTOMER INFORMATION AND AMENITIES~~

~~Customer information instructs both regular customers and infrequent customers on how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.~~

~~4.1 Customer Information~~

~~Customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when transit services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel. Both regular and infrequent users require specific route information when they need to travel to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning information via telephone, through customer service representatives. Metro buses, railcars, and stations also include announcement systems for stops and stations as well as other general service information. Mobile device applications and text/SMS messaging have expanded significantly as smart phones have become a common part of life for many people. Published schedules, maps, and other information are also available through Metro Customer Service Centers and by mail. Significant information is also provided online at the metro.net website, and via email alerts for customers who sign up to receive them. Information is also provided on signage at major stops and stations.~~

- ~~**Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.~~
- ~~**Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.~~
- ~~**Online Information** is available 24 hours to anyone with Internet access such as:~~
  - ~~Real-time information streamed to many transit information applications, including the Transit App, Metro's official smartphone app, as well as being displayed on Google, Apple and Bing Maps and in use by their trip planners.~~
  - ~~Metro's own website metro.net:~~
    - ~~Route maps and timetables, fare information, detour notices, service change information, cancelled service alerts, special event detours, and other service-related information~~
    - ~~Metro's blogs, "The Source" and "El Pasajero"~~
    - ~~Specialized guides (Bikes, Riders with Disabilities, Safety & Security)~~
    - ~~Commuter program information (carpools, vanpools, employer programs, etc.)~~
    - ~~News and media information~~

- Latest information on Metro projects and programs
- Contact information

- Metro's social media accounts including Facebook, Twitter, and Instagram

- **Bus and Train Real-Time Information**: Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there has been a service disruption. It should provide enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip. Real-time information is provided within selected transit shelters across the Metro network. Metro is testing e-paper real time information signs at a limited number of bus stops and plans to roll out this amenity in a larger pilot in FY23.

- **Printed and Distributed Information** such as timetables, maps, service change notices, customer newsletters, etc., are made available at multiple locations such as Metro's own Customer Service Centers, regional libraries, and recreation and community centers.

- **Posted Information** such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.

- **Route Signage Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board as well as direction of travel and location the lines terminate at, as well as names of major corridors served.

- **Wayfinding** is the process of communicating information to support the ability to navigate using signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.

- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.

- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency public service announcements.

4.2 Customer Amenities

Customer amenities are those elements provided at a transit stops, transit centers, and stations to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, trash receptacles, lighting, restrooms, vending machines, and emergency telephones. In some instances, Metro coordinates with municipalities to provide appropriate amenities.

- **Benches** provide seating for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters. Benches are provided by the local jurisdiction in coordination with Metro.

- ~~**Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.~~
- ~~**Lighting** increases visibility and security, and discourages misuse of bus stops when transit operations are not in service.~~
- ~~**Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.~~
- ~~**Shelters** provide waiting customers with protection from climate conditions and help identify the stop or station. Metro does not own or install shelters but coordinates with local jurisdictions on placement where appropriate. The NextGen Bus Plan includes an initiative to fund additional shelters across the Metro bus network in partnership with local jurisdictions.~~
- ~~**Telephones/Intercoms** provide access to transit information and emergency services.~~
- ~~**Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed at bus stop locations and maintained by individual municipalities.~~

~~Table 4.1 *Customer Information and Amenities*~~

~~Amenity~~	~~Service Type~~	~~Allocation~~
~~Shelters:~~	~~Heavy Rail:~~	~~n/a~~
	~~Light Rail:~~	~~At least 80 linear ft. per bay~~
	~~Bus Facilities:~~	~~At least 6 linear ft. per bay~~
~~Seating:~~	~~Heavy Rail:~~	~~At least 12 seats~~
	~~Light Rail:~~	~~At least 10 seats~~
	~~Bus Facilities:~~	~~At least 3 seats per bay~~
~~Information Displays:~~	~~Heavy Rail:~~	~~At least 12~~
	~~Light Rail:~~	~~At least 10~~
	~~Bus Facilities:~~	~~At least 3~~
~~LED Displays:~~	~~Heavy Rail:~~	~~At least 8 arrival/departure screens~~
	~~Light Rail:~~	~~n/a~~
	~~Bus Facilities:~~	~~n/a~~
~~TVMs:~~	~~Heavy Rail:~~	~~At least 2~~
	~~Light Rail:~~	~~At least 2~~
	~~Bus Facilities:~~	~~n/a~~
~~Elevators:~~	~~Heavy Rail:~~	~~At least 2~~
	~~Light Rail:~~	~~At least 2 for elevated/underground~~
	~~Bus Facilities:~~	~~At least 2 for multi-level terminals~~
~~Escalators:~~	~~Heavy Rail:~~	~~At least 4 (2 Up/2 Down)~~
	~~Light Rail:~~	~~At least 2 for multi-level terminals~~
	~~Bus Facilities:~~	~~At least 2 for multi-level terminals~~
~~Trash receptacles:~~	~~Heavy Rail:~~	~~At least 6~~
	~~Light Rail:~~	~~At least 2~~

Bus Facilities:	At least 1 per 3 bays/2 per facility

Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned, off-street bus facilities that allow for boarding as summarized in Table 4.1.

4.3 Rail Stations and Bus/Multi-Modal Transit Center Facilities

When transit service is not available near one's trip origin, driving to a Park & Ride lot or utilizing another first last mile option such as a bicycle or scooter to transit may be a viable alternative. Park & Ride lots, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** provide parking for transit customers who use cars to access a bus or train. Park & Ride facilities are usually provided at rail stations or bus transit centers such as the Metro El Monte Station and Harbor Gateway Transit Center. Park & Ride lots in suburbs serve as a staging area for commuter customers. Parking may be provided for transit riders at no cost or for a nominal fee, based on demand.
- **Bicycle Storage** may be provided at transit stations where demand exists and space allows, and on transit vehicles. Bicycle racks, lockers, and hubs may be provided at transit center and stations. On transit vehicles, bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but bicycles are subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and from weather but cost more to install and operate, and require more space.
- **Micro Mobility Vehicle Parking** is being tested at key Metro system locations as a pilot program. At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of micro mobility devices such as electric scooters. As part of the pilot, Metro has designated parking areas at selected stations and transit hubs for parking of micro mobility devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of the parking facilities.[12]

4.4 Bus Stop Amenities

Transit services are supported by bus stop and transit center facilities. These locations are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, which was confirmed in the NextGen Bus Study, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

[12] Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

~~Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Tests are underway for new e-paper real time information signs for bus stops. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by Metro, or in some cases by the local municipality..~~

~~Metro has no jurisdiction over a bus stop beyond a bus stop sign post; amenities are installed by the municipality where the stop is located. This function is sometimes contracted to third parties who support installation and maintenance, usually funded by advertising revenues. The NextGen Bus Plan noted the importance of bus stop amenities such as seating and shelter, and Metro will work with municipalities to maximize the number of Metro bus stops with such amenities available.~~

~~Transit stations are stops along a fixed guideway and have features such as loading platforms, TVMs for pre-loading of TAP cards, shelters, benches, lighting, information displays, trash receptacles, bike racks and/or lockers, public announcement systems, security cameras, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.~~

~~Transit centers are high-volume transfer points for multiple transit services and layover spaces for end-of-line bus storage and turn around. Features include customer loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.~~

~~On-street bus layover zones are designated stopover points for buses at or near the end of the line. They may or may not allow for customer boarding and alighting. Bus layover terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting.~~

~~Locating bus layover facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least adds costs to an already budget constrained operation. Metro continues to include such facilities in joint development projects where feasible to maximize the efficiency of bus terminal operations.~~

~~Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations staff continue to evaluate routes and layovers to reduce costs and improve efficiency as well as maintain required access to restrooms for operators. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the~~

~~development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future joint development or private projects.~~

~~Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities resulting in expanded line operations to reach suitable alternative layovers.~~

~~4.5 Bus Stop/Station Location, Design and Guidelines~~

~~Bus stops and station stops allow for boarding and alighting of customers; their locations should balance safe, convenient access with pedestrian safety as well as other community curb space needs. Locations should support efficient transit operations, convenient rider transfers, minimize walking distances and unnecessary crosswalk movements, and should be located at a signalized or signed crosswalk to disincentive/minimize potential jaywalking. Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other activity centers to provide access for uses that generally attract transit customers. Medical centers, senior centers, and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.~~

~~BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, including connectivity and centrality to catchments and major arterials, but also technical feasibility which is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers and arterials. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located in.~~

~~In general, far-side stops are preferable, particularly at signalized intersections; however, near side or mid-block stops may be justified in certain situations. When two or more bus routes operate along the same corridor, stops should be consolidated to facilitate ease of transfer, a single location for all transit activity, avoid unnecessary crosswalk movements and minimize confusion as to which stop customers should wait to catch their bus wherever possible. However, for a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to implement two stop locations (e.g. nearside and farside) to minimize congestion and allow for required turn movements, under the following circumstances:~~

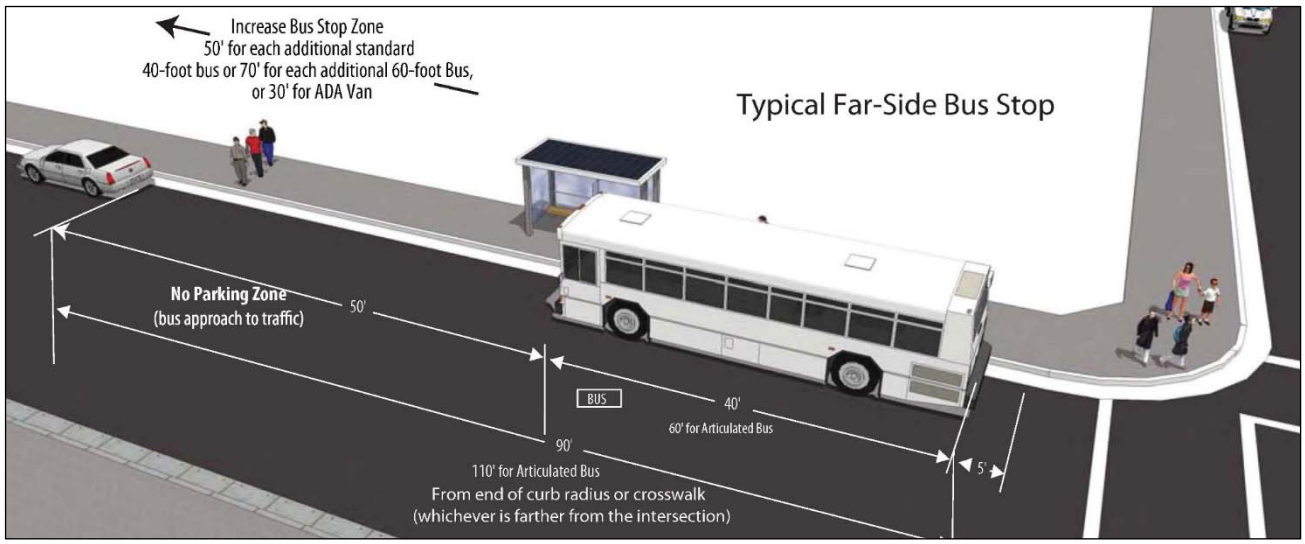
- ~~Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)~~
- ~~Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)~~

~~Bus Stop/Station Accessibility~~

~~All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use a wheelchair or other assistive mobility devices, and that pathways to and from a stop or station are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of bus stops, they can either be moved to a new location on a permanent basis or temporary basis depending on situations, such as during construction. A summary of advantages and disadvantages to each location are provided in Table 4.2.~~

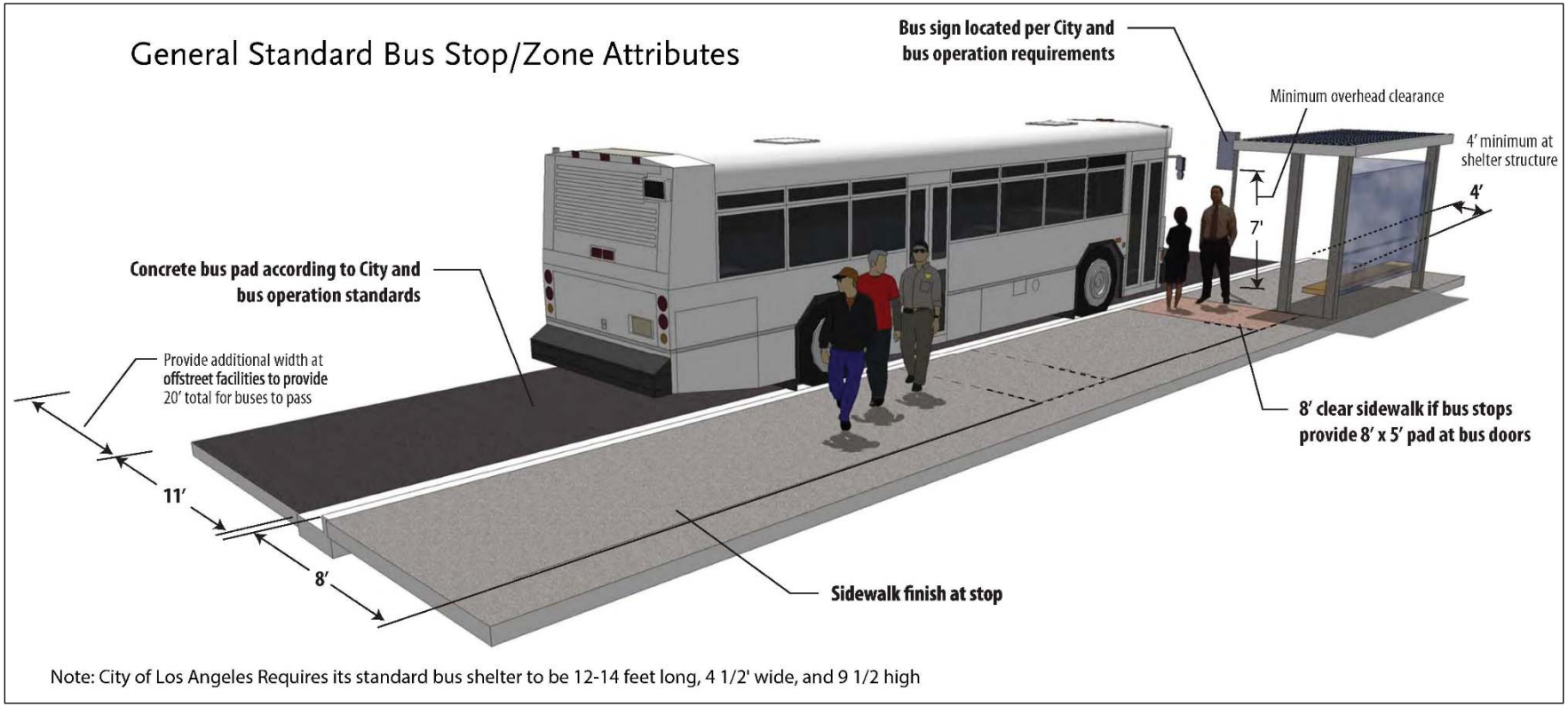
~~Table 4.2 *Comparative Analysis of Bus Stop Locations*~~

~~Stop Type~~	~~Advantages~~	~~Disadvantages~~
~~Near-Side~~	~~— Minimizes interference when traffic is heavy on the far side of the intersection~~ ~~— Customers access buses closest to crosswalk~~ ~~— Intersection available to assist in pulling away from curb~~ ~~— Buses can service customers while stopped at a red light~~ ~~— Provides driver with opportunity to look for oncoming traffic including other buses with potential customers~~	~~— Conflicts with right turning vehicles are increased~~ ~~— Stopped buses may obscure curbside traffic control devices and crossing pedestrians~~ ~~— Sight distance is obscured for crossing vehicles stopped to the right of the bus.~~ ~~— The through lane may be blocked during peak periods by queuing buses~~ ~~— Increases sight distance problems for crossing pedestrians~~
~~Far-Side~~	~~— Minimizes conflicts between right turning vehicles~~ ~~— Provides additional right turn capacity by making curb lane available for traffic~~ ~~— Minimizes sight distance problems on approaches to intersection~~ ~~— Encourages pedestrians to cross behind the bus~~ ~~— Requires shorter deceleration distances for buses~~ ~~— Gaps in traffic flow are created for buses re-entering the flow of traffic at signalized intersections~~ ~~— Allows bus routes that operate with signal priority to reap benefits of the technology at signalized intersections.~~	~~— Intersections may be blocked during peak periods by queuing buses~~ ~~— Sight distance may be obscured for crossing vehicles~~ ~~— Increases sight distance problems for crossing pedestrians~~ ~~— May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light~~
~~Mid-Block~~	~~— Minimizes sight distance problems for vehicles and pedestrians~~ ~~— Passenger waiting areas experience less pedestrian congestion~~	~~— Requires additional distance for no-parking restrictions~~ ~~— Encourages customers to cross street at mid-block (jaywalking)~~ ~~— Increases walking distance for customers crossing at intersections and for transferring customers~~

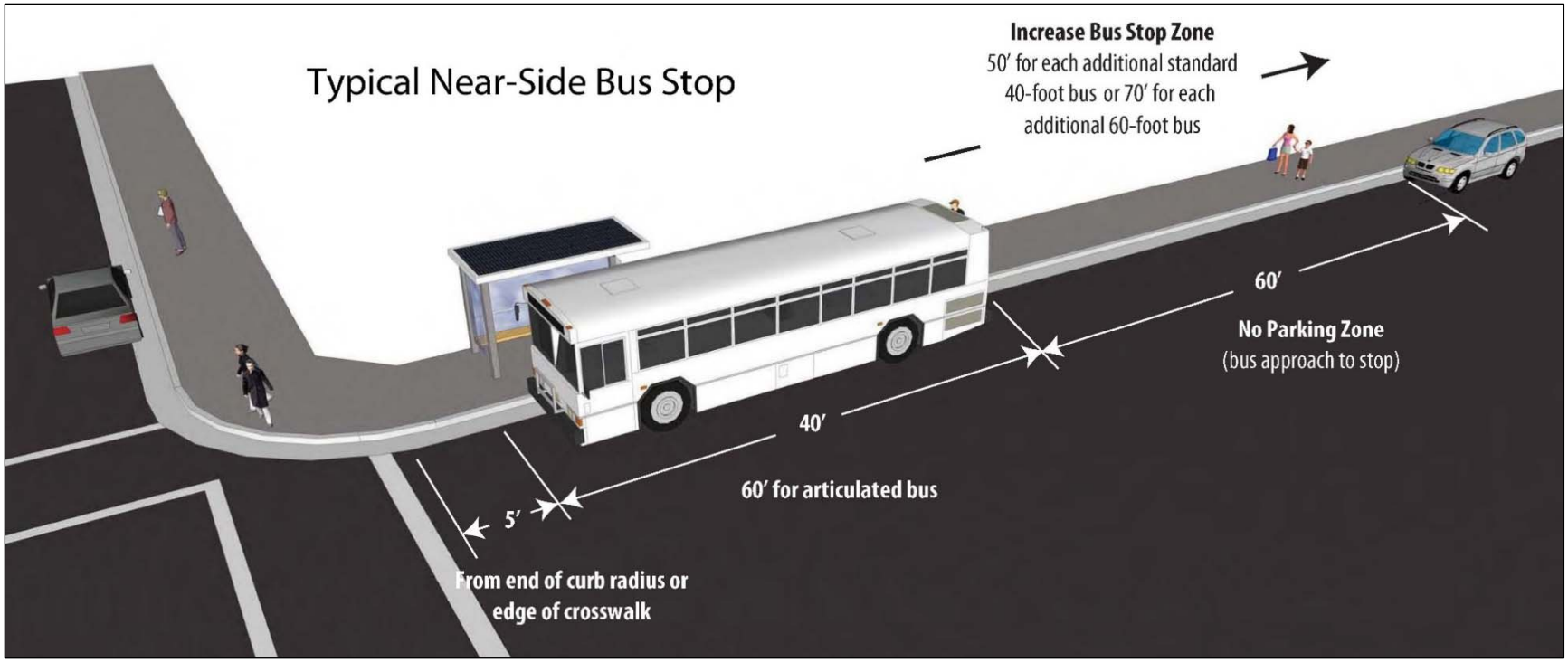


~~Source: FTA webpage (http://www.fta.dot.gov/12351_4361.html)~~

~~The following renderings (Figures 4.1-4.4) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. Transit Cooperative Research Program (TCRP) Report 19 "Guidelines for the Location and Design of Bus Stops" (1996) provides a more detailed discussion. Metro also adopted its own Transfers Design Guide in 2018 – see Section 2, page 15 for more information.~~

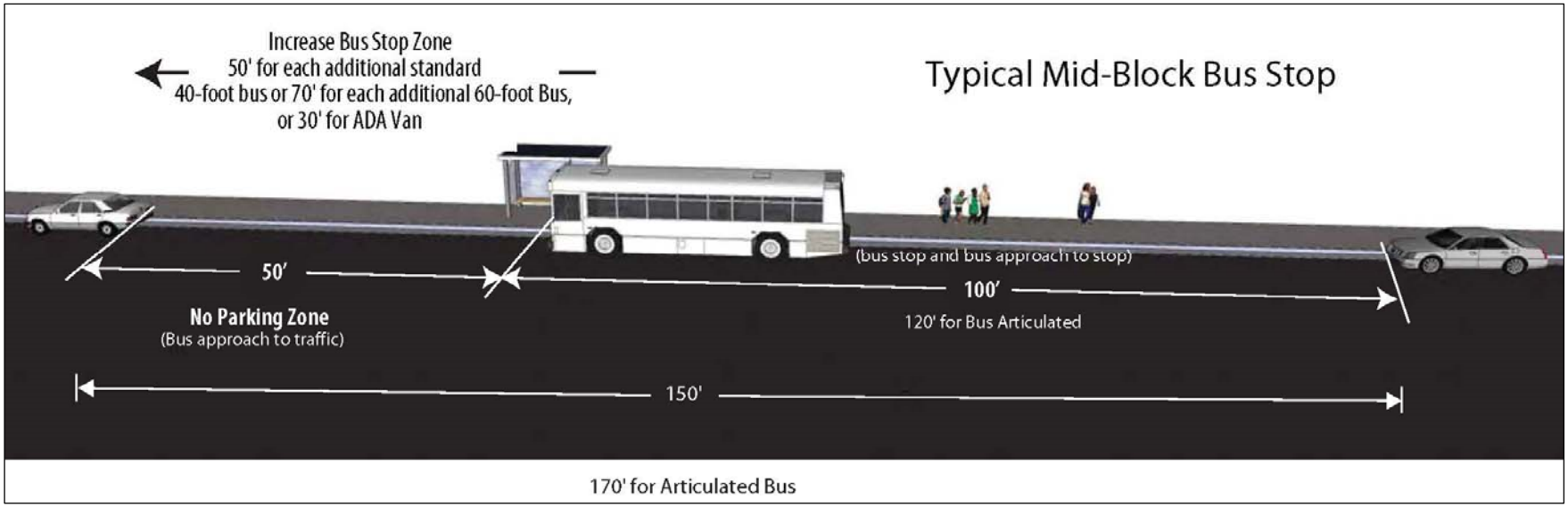


~~Figure 4.1 General Standard Bus Stop/Zone Attributes~~



~~Figure 4.2 Typical Near-Side Bus Stop~~

~~Figure 4.3 Typical Far-Side Bus Stop~~



~~Figure 4.4 Typical Mid-Block Bus Stop~~

SECTION ~~5~~4: BUS SERVICE PERFORMANCE EVALUATION

This Metro ~~Transit Service Policy (TSP)~~ establishes a set of performance criteria and standards that balances optimization for efficiency and productivity with customer experience measures of success. Optimization of key performance indicators ensures that the services being provided generate the maximum benefit in terms of ridership at the lowest cost. Customer experience criteria measure how well the transit system can attract customers to use the system more often and for new trip purposes.

~~5~~4.1 Route Performance Index

The Route Performance Index (RPI) is a conventional industry measure used to ensure transit services are effective and provide a reasonable return on investment. Metro's RPI is designed to provide an objective measure of bus route performance relative to system performance. The index is based on system ridership and financial targets from the current fiscal year Metro Budget.

This measure is applied to all Metro bus lines that have been in operation for more than one year, allowing time for new lines to reach a level of maturity where riders have adapted to their availability. The RPI is used to identify under-performing lines. Specific corrective actions are taken during the service change process. Corrective actions may include marketing, service restructuring, implementing an alternative service, or discontinuation of service.

Defining RPI Variables

The RPI considers the following three variables in creating the index. No weight is given to an individual measure; rather the selected statistics represent all facets of the operation in terms of cost efficiency, service effectiveness, and customer use.

- **Utilization of Resources:** Passenger b~~B~~oardings per r~~R~~evenue s~~S~~ervice h~~H~~our (RSH) are used as a measure to determine how effectively resources are used on a given line. This measure is determined by dividing the total number of boardings by the RSHs operated. A route having a higher number of boardings per RSH represents a better utilization of the service provided.
- **Utilization of Capacity:** Passenger m~~M~~iles per s~~S~~eat m~~M~~ile is the measure used to evaluate how the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per customer by the number of customers using the service. Seat miles are calculated by determining the number of seats per vehicle by the number of service miles operated. A higher resulting number indicates greater utilization of service capacity.
- **Fiscal Responsibility:** Subsidy per p~~P~~assenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the customer fare revenues collected. Higher subsidy services require more public funding support per passenger boarding.

The formula for calculation of the RPI for each Metro Bus line is as follows:

RPI = ((Passengers/RSH/System Avg.) +(Passengers Miles per Seat Mile/System Avg.) +(Subsidy per Passenger / System Avg.))/3

Lines with an index of 1.0 perform at the system average, while lines with an index of less than 1.0 perform below the average. Lines with an RPI lower than 0.60 are defined as performing poorly and targeted for corrective action. Lines that have been subjected to corrective actions and do not meet the 0.60 productivity index after six additional months of operation may be discontinued, subject to ~~the Title~~Title VI, Metro Service Council, and Board approval processes.

The RPI is calculated and reported quarterly by Metro's Service Planning staff for use in developing revised service plans to improve route performance. ~~.~~

~~5~~4.2 Customer Experience

Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that service be available when and where customers want to travel, that service be competitive enough to have customers be willing to try transit over other options, and that service be attractive enough to ensure riders return for the same trip and ideally for more trips. Therefore, the recommended measures of success are aimed at evaluating the bus network implemented under the NextGen Bus Plan within these three elements, referred to as Find, Try, and Rely. These customer-focused measures help to balance the traditional metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding). Several of these measures (italicized below) will be used to evaluate the network through the lens of equity.

Find - **How well do people understand how effectively transit can serve their needs? Is the system easy to understand and use?** Proposed measures include:

- Services and information are readily available
  - Percentage of trip ends within ¼ mile of transit stop
  - Trip planning apps and website usage rates
  - *Percent of public considering transit (survey-based)*
- Bus system is easy to understand and use
  - Percentage of out-of-direction travel
  - Percentage of route miles with all-day frequent service (<=15 min headways)
  - *Percent of public that understands how to use system (survey-based)*

Try - **How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators)** Proposed measures include:

- Bus goes where/when customers want
  - *Percentage of trips compatible with transit by time of day and day of week*

- *Number of jobs and activity centers accessible within a 15-minute and 30-minute transit ride*
- Number of unique transit users

– Bus system is competitive
- *Door-to-door travel times*
- *Competitiveness of transit time to drive time*
- System-wide boardings

– Coverage is adequate
- *Population within ¼-mile of transit stops by frequency of service*

– Transit journeys are simple
- Average number of transfers
- Percent of trips that are one-seat rides

Rely - How can we provide services that customers can rely on for their travel needs?
Proposed measures include:

– Bus system is effective and productive
- *Competitive transit paths for short, evening, midday, and weekend trips*
- Number of frequent customers
- Boardings by time of day and day of week
- Boardings per revenue hours and miles
- Cost per passenger mile

– Buses are reliable
- Headway regularity on frequent routes
- On-time performance
- Real time arrival accuracy

– Customers are satisfied
- Rides per week for frequent and infrequent users
- *Percentage of customers satisfied with Metro services (survey-based)*

~~5~~4.3 Service Evaluation Process

Services are evaluated monthly, quarterly, and biannually based on the network, lines and segments (geographic, time of day, and day of week). Services that are inconsistent with demand or do not meet system standards are identified for restructuring, reduction, or

discontinuation. Services that have potential for exceeding existing performance will be identified for possible enhancements as should markets that are currently not well served. The following priorities will be considered when restructuring the Metro system:

- **Priority 1** – Restructure services to increase system speed, on-time performance, service frequencies consistent with NextGen Bus Plan, productivity, and balance loads.
- **Priority 2** – Restructure services that are duplicative with Metro Rail, other Metro Bus lines, and Municipal and Local Return operator services. Such services will be identified for discontinuation, consolidation, reduction and/or reallocation to achieve greater productivity and cost efficiency.
- **Priority 3** – Restructure remaining services (constrained by existing budget) based on the service concept and to address major gaps and deficiencies. Prioritize these service adjustments.
- **Priority 4** – Develop new services (unconstrained) to address all gaps and deficiencies. Prioritize these new services.

Significant changes to municipal operator services are incorporated into the evaluation of existing and new services as possible enhancements to address identified gaps or deficiencies in service.

Service Change Performance Evaluation

Schedule adjustments to bus or rail should be evaluated shortly after implementation to determine if there are any obvious issues. This should include line rides and visits to the operating divisions to receive comments and recommendations from customers, operators and supervisors. Appropriate adjustments should be made as required. After three months of operations, the schedules should be evaluated in detail to begin the process of schedule adjustments for the next service change cycle.

Route modifications to bus service should also be evaluated after implementation based on the evaluation outlined above. The overall goals of the service changes such as reducing costs, improving connections, increasing bus speeds, and increasing ridership, among others, should have near term goals that are established prior to the service change process. ~~At a~~About 6 months after service implementation, the performance of the changes should be evaluated relative to the established goals. Remedial actions, if necessary, should be developed and considered for the next service change cycle.

SECTION 5: METRO MICRO ON DEMAND SERVICES

Some areas of LA~~the~~ County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. Metro offers microtransit service, branded as Metro Micro, to select locations in its service area to fill in gaps in fixed-route systems and make public transit more convenient for more people. Metro Micro uses smaller vehicles than fixed-route service, which facilitates the ability to serve locations that are inaccessible to transit buses and operate at a lower cost per revenue service hour.

Background

Metro launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first- and last-mile service options: Mobility on Demand and Metro Micro, a microtransit service. The Mobility on Demand pilot launched in January 2019 and operated for 12 months. Metro partnered with Via, a provider of on-demand ride sourcing services, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program was funded in part by a $1.35-million Mobility on Demand (MOD) Sandbox Demonstrations grant from the FTA. The system was operated utilizing private vehicles. The Mobility on Demand pilot concluded in January 2021 and the three Mobility on Demand zones were transitioned to become part of the Metro's on-demand, van-based rideshare ~~source~~ service branded as Metro Micro.

Metro Micro was launched in December 2020 by LA Metro as a three-year pilot. ~~, and a~~After an extension to further study the service post-pandemic, Metro Micro became a permanent service on March 16, 2025. Metro Micro was designed in parallel with the NextGen Bus Plan. ~~in some cases Metro Micro infixe route~~ The first two zones (LAX/Inglewood and Watts/Willowbrook) were launched in December 2020. The three Mobility on Demand zones were added to the Metro Micro program in January 2021. Two additional Metro Micro zones launched in June 2021 (Highland Park/Eagle Rock/Glendale and Altadena/Pasadena/Sierra Madre). The Northwest San Fernando Valley zone was launched in September 2021. The overlapping Artesia and Watts/Willowbrook zones were combined into an over 3~~0~~91 ~~35~~ square mile mega zone (Watts/Compton), and the final pilot zone at UCLA/Westwood launched in December 2021.

The pilot zones were coordinated with the NextGen Bus Plan to replace some lower ridership fixed route lines or route segments where Metro Micro service could better serve these hard-to serve areas, though this was only one of a range of use cases being tested. The target maximum size for each zone was originally set at no greater than 20 square miles to ensure the goal of no more than an average 15-minute wait time for pick up could be consistently achieved. However, a number of zones were expanded to help replace some low performing fixed route services during NextGen Bus Plan implementation.

5.1 Micro Service Overview

Metro Micro is operated with passenger vans within eight designated zones, intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. Metro ~~is~~ partnered~~ing~~ with a third-party vendor for the technology, staffing, maintenance and vehicles to support this pilot program, while Metro provided the van operators and staff to manage~~. Metro provides staff~~, training materials, guidelines,~~,~~ and oversight for the operation. In March 2025, the operating model changed with a new technology vendor and a new vendor to manage operations including the provision of operators and vehicles.

Micro offers customers the ability to book rides within designated zones on the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application. Customers are directed to a virtual stop location (a designated pick-up or drop-off location which may be but is not necessarily a Metro bus stop or rail station) to be picked up by the service. All designated pickup and drop-off locations are located within the zone and must be ADA accessible. Stops are virtual because they typically do not have any signage indicating that they are service points, and they can be activated or deactivated in real-time as conditions change.

The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location, to facilitate pickup within a 10-minute window, and drop off at another virtual stop within the same zone.
~~The pilot program will operate for three years, after which Metro will determine whether to make the service permanent or not.~~

Based on experience to date, Metro Micro generally serves short trips of approximately 20 minutes in vehicle time and 1-5 miles in distance on average. These short trips are intended to serve as connections to other transit options such as Metro-operated bus and rail services and municipal operators.

Metro Micro Capacity/Load Profiles

The Micro Passenger Loading Standard expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. Vehicles used for Metro Micro will have a load standard of 1.0 x available seats in each van. The largest vehicles have a seating capacity for up to 10 passengers; a range of seating capacities of the vans used.

Table 5.1 Metro Micro Vehicle Capacity

Metro Micro Vehicle Type	Seats per Vehicle	Peak Passengers per Seat	Off-Peak Passengers per Seat	Maximum Passengers Onboard
Large Van	7 + 2 Wheelchairs	1.0	1.0	9
Small Van	5	1.0	1.0	5
Small Wheelchair Accessible Vehicle	5 or 3 + 1 Wheelchair	1.0	1.0	5

Minor service changes may be conducted at any time. This includes:

- Adding, removing, or relocating virtual stops for safety, convenience, or operational reasons
- Minor changes to zone boundaries
- Reduction or expansion of revenue service hours
- Reduction or expansion of operating hours

A major service change for the purposes of microtransit is a change that exceeds 20% in any one zone: Such changes would require a public hearing similar to bus service changes. Where possible, such hearings should be held within the Micro zone.

5.2 Metro Micro Zone Boundaries

As of April 2025, Metro operates eight Metro Micro zones across Los Angeles County, ranging in size from <10 square miles to >30 square miles. All zones include at least one major transit station, and most zones include areas not served by fixed-route transit. These zones were determined through multi-stage process in which equity concerns (e.g. areas where it is difficult to obtain private Transportation Network Company (TNC) rides), coverage of areas without fixed-route service, and expanding access to rail and busway service. Details of each zone are provided in Table 5.1

Table 5.2 Metro Micro Zone Details

Zone	Launch Date	Zone Sq Miles	Weekday Hours of Operation	Weekend Hours of Operation	Hours in Operation per Week
Watts/Compton	Dec 2020	31	5a–11p	5:30a–9:30p	122
LAX/Inglewood	Dec 2020	19.5	5a–9p	5a–9p	112
El Monte	Jan 2021	23.4	6a–10p	10a–10p	104
North Hollywood/Burbank	Jan 2021	17.4	6a–10p	10a–10p	104
Highland Park/Eagle Rock/ Glendale	June 2021	23.3	5:30a–10p	5:30a–10p	112
Altadena/Pasadena/Sierra Madre	June 2021	23.2	5:30a–10p	5:30a–10p	112
Northwest San Fernando Valley	Sept 2021	20	5:30a–10p	5:30a–10p	112
UCLA/Westwood/VA Medical Center	Dec 2021	7.1	9a–9p	Closed	60
	TOTAL	164.9			

In determining future changes to zone boundaries, Metro will consider equity impacts, connections to high-quality fixed-route service, geographic and topographic factors that affect fixed-route access and walk/rollability, zone size and shape, and origins and destinations. The role of each of these factors in determining Micro zones is described below:

- **Equity Impacts:** Similar to fixed-route service, Metro must consider the impact on Equity Focus Communities and target populations such as seniors and students, when determining changes to service zones. Populations with higher transit dependency, lower incomes, and historically and/or currently marginalized communities are

prioritized for improved access. In particular, Metro should consider how microtransit may be able to address inequities in availability of TNC services on the private market.

- **Connections to high-quality fixed-route service:** Though Metro's fixed-route system reaches a high proportion of Angelenos, there are areas that are served only infrequently or not at all, due to a variety of factors. Microtransit service connects these areas to high-quality fixed-route service and provide an alternative to single-occupancy vehicles for shorter trips.
- **Geographic and topographic factors that affect fixed-route access and walk/rollability:** Because the service uses smaller vehicles, microtransit can serve areas where transit buses cannot go due to their size and impact on neighborhoods. Areas with hilly terrain or narrow streets often cannot accommodate transit buses but are servable by microtransit vehicles. Hilly areas also suffer from poor walk/rollability, making the traditional 0.25 mile walking distance to transit physically challenging.
- **Zone size and shape:** Microtransit works best with zones 20 square miles or smaller, with shapes that are as close as possible to circular. With larger zones, it is easier for all available vehicles to be pulled to one area of the zone, leaving many patrons out of reach when they attempt to book a ride. Irregularly-shaped zones can lead to vehicles ending up in a "sock" where they are far from many origins and destinations within the zone. Based on efficiency metrics of existing zones, any new zones should have a maximum longest diagonal of 8 miles (longest distance between two zone edges). Similarly, zones that are too small to generate significant ridership should be avoided. A zone's diameter should exceed a comfortable walking distance (> 1 mile), and in general, zones should be at least 5 square miles, and impacts of geography and topography are also important to determining zone boundaries. Obstacles such as freeways, railroad tracks, the Los Angeles River, etc. should have multiple passing points within the zone and reduce the complications of crossing a zone. Zone boundary design should avoid creation of "dead corners" at the edges of zones that are difficult to get in and out of.
- **Origins and destinations:** To efficiently allocate resources, microtransit zones should have at least one major transit access point (a rail station, busway station, transit center, etc.) as well as a variety of residential and commercial uses.

5.4 Microtransit NTD Reporting

Metro reports Metro Micro as a Demand Response – Purchased Transportation (DR-PT) mode. FTA requires that Demand Response modes report the following data monthly:

- Unlinked passenger trips
- Vehicle revenue miles
- Vehicle revenue hours
- Vehicles operating in maximum service

FTA defines Revenue Service Hours differently for Demand Response than for fixed-route modes. This definition is found in the NTD Reporting Manual for the current year.

DR-PT is also reported during the Annual reporting. Details on the elements required can be found in the NTD Reporting Manual for the current ~~year, and~~year and are much more extensive than the monthly reporting.

5.5 Microtransit Performance Evaluation

The primary performance evaluation measures for Metro Micro are:

On-Time Performance (OTP): The percentage of rides which pick up or drop off the passenger within one minute of the time stated at booking. OTP is calculated based on the customer's booking method:

- Leave Now: Rides booked as "Leave Now" are given an expected pickup time and ride window. This time will be the earliest time the platform was able to schedule their ride; the ride may be scheduled earlier than original expected pickup time if an earlier ride becomes available. Rides are considered on time if they pick up the customer before one minute past the given window, which is established at booking time and may be any number of minutes.
- Leave At: Rides booked as "Leave At" are provided a 10-minute window within which the pickup may occur. Rides are considered on time if they pick up the customer before one minute past the end of the window.
- Arrive By: These rides are scheduled to get the customer to their destination by a specific time. Rides are considered on time if they drop the customer off before one minute past the Arrive By time in the booking.

Validated Complaints per 10,000 Boardings: This is based on complaints received via Metro's Customer Relations team and in-app feedback. The goal for this metric is at or below 50. The denominator is an order of magnitude below the analogous bus and rail metric because Metro Micro has a lower overall operational footprint, with a monthly total ridership of 50,000-75,000 boardings.

Passengers per Revenue Service Hour (PRSH): Number of completed passenger boardings divided by the number of revenue service hours. Expectations vary by zone, but the overall goal is at least 4 PRSH.

Ride Rating: Customers using the web app are prompted to rate their ride after drop-off and have an opportunity to provide feedback as well.

Combined Cancellation and No-Show Rate: This rate is a proxy measure of how much confidence people have that their ride will arrive, and how well the service matches their transportation needs. People are more likely to cancel or no-show if they are looking for a better option than their Metro Micro booking offers. The service is expected to keep this rate at or below 37% of all bookings.

Revenue Service Hours (RSH): Total time that vehicles spend in zones ready to serve customer rides. This metric excludes deadhead and both paid and unpaid breaks but includes standing time where a vehicle is ready for rides but has none scheduled. The Federal Transit Administration National Transit Database reporting uses a different definition that also excludes standing time and categorizes some empty trips as deadhead instead of RSH.

Micro Real-Time Information: On-demand transit is heavily reliant on real-time information on dynamic pick up and drop off schedules. Real-time information is used in the following ways:

- Customers who book via the web portal or app can see an ETA, and as the pick-up time approaches, track their vehicle on the app map.
- Customer Call Center agents can check the status of rides for customers who do not have access to the web portal or app.
- Metro staff and Operations Contractor staff have access to real-time data on all vehicle positions and status, which they use to monitor service and troubleshoot performance issues.

Wheelchair Boardings and Abandoned Rides: Abandoned rides are those rides that are booked, but that no vehicle arrives to pick up. This may happen due to a mechanical breakdown, excessive operator absences, or unusual traffic conditions that make an area of the zone less accessible or inaccessible. These instances are analogous to cancelled runs in bus service, but another vehicle will not be scheduled to pick up the passenger unless they re-book a ride. Any ride abandonment needs to be investigated and addressed.

Ideally, in a floating 6-month period, Micro service will average no more than 0.5% in pass-ups of customers who use wheelchairs or other mobility devices. For Micro service, a trip is considered to be a wheelchair pass-up if it is unmatched, which is when a ride is booked correctly as an accessible trip but an accessible vehicle is not able to be brought to the customer to pick them up. Operations Contractor staff is responsible for monitoring for unmatched (abandoned) rides and, if one occurs, attempting to contact the customer and assisting them with new travel arrangements. Should the average increase to over the 0.5% threshold, Metro staff will work with the Operations Contractor to adjust service to better serve the ridership patterns of the zone in such a way so as to minimize unmatched/abandoned rides.

~~x available seats in each van0.56Wheelchair correctly as an accessible trip 0.5Metro staff will work with the Operations Contractor to zoneunmatched/abandoned rides~~

~~On Demand transit is heavily reliant on real-time information on dynamic pick up and drop off schedules. Real-time information is used in the following ways:~~

- ~~Customers who book via the web portal or app can see an ETA, and as the pick up time approaches, track their vehicle on the app map.~~

- ~~Customer Call Center agents can check the status of rides for customers who do not have access to the web portal or app.~~

~~Metro staff and Operations Contractor staff have access to real-time data on all vehicle positions and status, which they use to monitor service and troubleshoot performance issues.~~

SECTION 6: CUSTOMER INFORMATION AND AMENITIES

Customer information instructs both regular and infrequent customers how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.

6.1 Customer Information

Both regular and infrequent customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel, especially when they are traveling to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning information via telephone, through customer service representatives. Metro buses, railcars, and stations also include announcement systems for stops and stations as well as other general service information.

- **Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.
- **Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.
- **Online Information** is available 24 hours a day to anyone with Internet access and includes:
  - Real-time information streamed to many mobile devices via transit information applications and displayed on Google, Apple, and Bing Maps trip planners as well as applications such as Transit, Moovit, and Citymapper. Text/SMS messaging have expanded significantly as smart phones have become a common part of life for many. Email alerts are also shared with customers who sign up to receive them.
  - Metro's own website metro.net:
    - Route maps and timetables, fare information, detour notices, service change information, cancelled service alerts, special event detours, and other service-related information
    - Metro's blogs, "The Source" and "El Pasajero"
    - Specialized guides (Bikes, Riders with Disabilities, Safety & Security)
    - Commuter program information (carpools, vanpools, employer programs, etc.)
    - News and media information
    - Latest information on Metro projects and programs
    - Contact information
  - Metro's social media accounts including Facebook, X (Twitter), and Instagram.

- **Bus and Train Real-Time Information Signage**: Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there is a service disruption. It should provide enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip. Real-time information is provided within selected transit shelters across the Metro network. Metro piloted e-paper real time information signs at a limited number of bus stops as an amenity in FY23. The ePaper technology provides a low power, better resolution on multi-sized tablets and displays. Metro has since expanded its use of ePaper technology to display real-time information, with ePaper real-time displays installed along Vermont Av, the new LAX/Metro Bus Center, and are in development at Patsaouras Plaza and throughout the Southeast Los Angeles region. The City of LA's Sidewalk and Transit Amenities Program (STAP) is incorporating real-time information within all new bus shelters being installed as part of the program.
- **Printed and Distributed Information** such as timetables, maps, service change notices, customer newsletters, etc., are made available at multiple locations such as Metro's own Customer Service Centers, regional libraries, and recreation and community centers, on board affected and adjacent routes, and by mail.
- **Posted Information** such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.
- **Route Signage Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board as well as direction of travel and location the lines terminate at, as well as names of major corridors served.
- **Wayfinding** is the process of supporting the ability to navigate using informational signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.
- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.
- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency public service announcements.

6.2 Customer Amenities

Customer amenities are those elements provided at transit stops, centers, and stations to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, trash receptacles, lighting, restrooms, vending machines, and emergency telephones and intercoms. In some instances, Metro coordinates with municipalities to provide appropriate amenities.

Table 6.1 *Customer Information and Amenities*

Amenity	Service Type	Minimum Allocation
Shelters:	Heavy Rail:	n/a
	Light Rail:	At least 80 linear ft. per bay
	Bus Facilities:	At least 6 linear ft. per bay
Seating:	Heavy Rail:	At least 12 seats
	Light Rail:	At least 10 seats
	Bus Facilities:	At least 3 seats per bay
Information Displays:	Heavy Rail:	At least 12
	Light Rail:	At least 10
	Bus Facilities:	At least 3
LED Displays:	Heavy Rail:	At least 8 arrival/departure screens
	Light Rail:	n/a
	Bus Facilities:	n/a
TVMs:	Heavy Rail:	At least 2
	Light Rail:	At least 2
	Bus Facilities:	n/a
Elevators:	Heavy Rail:	At least 2
	Light Rail:	At least 2 for elevated/underground
	Bus Facilities:	At least 2 for multi-level terminals
Escalators:	Heavy Rail:	At least 4 (2 Up/2 Down)
	Light Rail:	At least 2 for multi-level terminals
	Bus Facilities:	At least 2 for multi-level terminals
Trash receptacles:	Heavy Rail:	At least 6
	Light Rail:	At least 2
	Bus Facilities:	At least 1 per 3 bays/2 per facility

- **Benches** provide seating for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters. Benches are provided by the local jurisdiction in coordination with Metro.
- **Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.
- **Lighting** increases visibility and security and discourages misuse of bus stops when transit operations are not in service.
- **Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.
- **Shelters** provide waiting customers with protection from climate conditions and help identify the stop or station. Metro does not own or install shelters but coordinates with local jurisdictions on placement where appropriate. The NextGen Bus Plan includes an initiative to fund additional shelters across the Metro bus network in partnership with local jurisdictions.

- **Telephones/Intercoms** provide access to transit information and emergency services.
- **Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed at bus stop locations and maintained by individual municipalities.

Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned, off-street bus facilities that allow for boarding as summarized in Table 6.1.

6.3 Rail Stations and Bus/Multi-Modal Transit Center-Facilities

When transit service is not available near one's trip origin, driving to a Park & Ride lot or utilizing another first-last mile option such as a bicycle or scooter to transit may be a viable alternative. Station parking facilities, bus transit centers and their associated amenities, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** are provided in close proximity to major stops and stations for transit customers who use cars to access a bus or train. Park & Ride facilities are usually provided at rail stations or bus transit centers such as the Metro El Monte Station and Harbor Gateway Transit Center. Park & Ride lots in suburbs serve as a staging area for commuter customers. Parking may be provided for transit riders at no cost or for a nominal fee, based on demand. Adjacent development and joint use parking are encouraged.
- **Bus Transit Centers and Stop Amenities:** Stations and shelters provide customers with enhanced comfort and safety. As part of the NextGen Bus Plan, Metro will continue to work with municipalities to maximize the number of bus stops with seating and shelter, as this function is led by municipalities. An emphasis will be made on allocating many of these amenities to Equity Focus Communities where the need for high quality transit is greatest.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian countdown signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Bicycle Storage** such as bicycle racks, lockers, and hubs may be provided at transit centers and stations where demand exists and space allows, and on transit vehicles. Bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but they can be subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and weather but cost more to install and operate, and require more space.
- **Micro Mobility Vehicle Parking:** At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of micro mobility devices such as electric scooters. Metro operated a two-year pilot where designated parking areas were established at selected stations and transit hubs for parking of micro mobility devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of

the parking facilities.[13] A permanent program was established following completion of the pilot and is being operated at the following stations: Wardlow, Willow A Line Stations, and 17th St/SMC, Expo Bundy, Expo Sepulveda, Culver City, La Cienega/ Jefferson, 26th St/Bergamot, and Westwood/Rancho Park E Line Stations. The program is currently collecting and analyzing data to inform how we can best scale and manage the updated program moving forward.

6.4 Bus Stops and Bus Stop Amenities

Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by Metro, or in some cases by the local municipality.

Metro has no jurisdiction over a bus stop beyond a bus stop sign post; amenities are installed by the municipality where the stop is located. This function is sometimes contracted to third parties who support installation and maintenance, usually funded by advertising revenues. The NextGen Bus Plan noted the importance of bus stop amenities such as seating and shelter, and Metro will work with municipalities to maximize the number of Metro bus stops with such amenities available. Metro is able to support the municipalities with technical assistance such as ridership data, as well as support obtaining grant funding for such amenities.

Bus stop and transit center facilities are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, which was confirmed in the NextGen Bus Study, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

Fixed guideway stations are stops along a fixed guideway segment and have features such as loading platforms, TVMs for pre-loading of TAP cards, shelters, benches, lighting, information displays, trash receptacles, bike racks and/or lockers, public announcement systems, security cameras, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.

Transit centers are high-volume transfer points for multiple transit services (bus and/or rail) and layover spaces for end-of-line bus storage and turn around. Features include customer

[13] Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.

Bus layover terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting. On-street bus layover zones are designated stopover points for buses at or near the end of the line.

Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations staff continues to evaluate routes and layovers to reduce costs, improve efficiency, and maintain required access to restrooms for operators. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future joint development or private projects.

Locating bus layover facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least, adds costs to an already budget constrained operation. Metro continues to include such facilities in joint development projects where feasible to maximize the efficiency of bus terminal operations.

Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities resulting in expanded line operations to reach suitable alternative layovers.

SECTION ~~6~~7: SERVICE CHANGE PROCESS

In 2003, Metro created five localized service areas (Figure 6.1), each to be overseen by a Governance Council. In 2011, Metro restructured the roles and responsibilities of the five Councils and renamed them as Service Councils. ~~and re-established a c~~Centrally managed bus operations were re-established to include the service planning and scheduling functions, while the Service Councils maintained~~ing~~ their authority and responsibility ~~of the five Regional Service Councils~~ to help locally coordinate service changes. ~~Metro restructured the roles and responsibilities of these five Regional Service Councils.~~

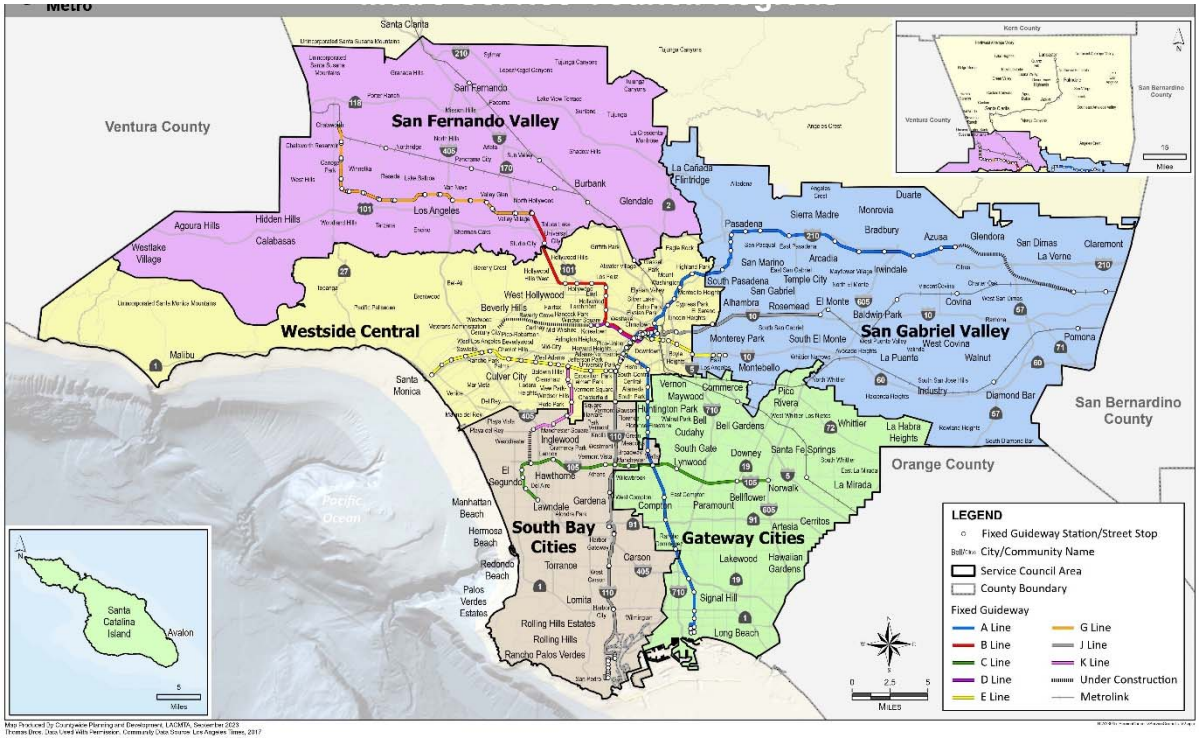


Figure ~~6~~7.1 *Metro Service Council Regions*

Metro's five Regional Service Councils provide locally accessible public forums for community members, transit users, and local municipal operators to voice concerns, suggestions, and questions on how Metro can best serve customers. Through these forums, Service Council members can:

- better understand customer needs and make recommendations;
- evaluate opportunities and service coordination issues;
- advise and approve the planning and implementation of service changes within their areas.

As stated in the 2011 update to the Service Council bylaws, one of the Service Council's primary responsibilities is to render decisions on proposed bus route changes considering

staff's recommendations and public comments. Metro Service Councils (MSC) will be responsible for approving all proposed permanent major service changes, excluding turnaround and out of service route modifications. All major service changes that require public hearings will be brought to the MSCs who will conduct public hearings then vote to approve, modify, or deny the service change proposals. Any significant temporary service change should be brought to the Council for their information but not approval. An October 2024 update to the Bylaws clarified that the Service Councils would also convene any required public hearings for the Title VI analyses of new rail service plans. See Table 6.1 to refer to the timeline for a major service change.

Each Regional Service Council is responsible for holding public hearings that relate to major service changes (as defined in the following ~~Title VI~~ Section 6.~~3~~ 2 Title VI ~~below~~ Equity Analysis) to Metro bus and rail lines that provide significant service within their region, consistent with State and Federal laws and with Metro policies pertaining to public hearings. Following receipt of public input, the Council is responsible for approving all major service changes that are to be implemented that modify, add or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies. When a major service change program requires three or more Councils to hold public hearings, an additional hearing is held at a central location, normally at the Metro headquarters building, on an appropriate Saturday.

Table ~~6~~7.1 *Major Service Change Timeline*

Key Activities	Required Lead Time (Months Prior to Implementation)
Initiate Planning Process	12
Develop Preliminary Recommendations	7-8
Impact Analysis for Proposed Changes	6-7
Title VI Equity Analysis on Major Service Change ~~and Fare Change~~ Proposals	5-7
Service Council Review and Input	6-7
Confer with Labor Relation and Union Representatives	6-7
Public Review and Input	5
Finalize Service Change Program	4-5
Program Approval	3-4
Develop New Service Schedules	2-4
Print Public Timetables and Operator Assignments	1-2
Fabricate Decals for Bus Blades	1-2
Take Ones/Rider Alerts on Buses	0.5-1

All route and major service changes that are approved by the Regional Service Councils will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service

Council will be notified of this change, prior to the next Service Council monthly meeting. Table 6.1 provides the established service change timeline.

~~6~~7.1 Service Change Programs

Service change programs are developed based on input generated by a wide variety of sources including rider, community, and employee input, service restructuring studies, coordination with major Metro capital projects such as new rail alignments or joint developments, requests from other local operators, and performance monitoring results such as load levels and on-time performance. The service change process includes public review of the proposals, a technical evaluation of ridership impact, and Title VI equity analysis.

In accordance with contractual agreements with the Sheet Metal Air, Rail and Transit Union (SMART)[14], bi-annual service changes will be implemented each year in June and December. Metro service changes are conducted to modify service based on ridership and load factors, on-time performance, other performance monitoring results, rider and community input, and budget considerations. A service change process workflow is provided in Figure 6.2.

As part of the evaluation process, resource impacts to in-service hours and required vehicles are also tracked to ensure compliance with budget parameters. In summary, the purpose of an evaluation on proposed service changes is to:

- Define and evaluate the impact on customers;
- Determine whether a proposed major service change or fare increase will have disparate impact on minorities or a disproportionate burden on low-income individuals by performing a Title VI Equity Analysis;
- Consider alternatives if a disparate adverse impact to minorities or disproportionate burden on low-income individuals are identified;
- Develop appropriate mitigation measures if needed; and
- Conduct required public hearing for all major service changes (see definition in Section 6.~~3~~2 Title VI Equity Analysis).

Changes to the rail system occur less frequently. They generally relate to the opening of a new line or adjustments to the frequency or hours of operation for existing service. Changes in rail and bus service follow the same planning and implementation process.

~~6~~7.2 Title VI Equity Analysis

The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects minority communities from disparate and disproportionate negative impacts as a result of major transit service changes. Executive Order 12898 - Federal Actions to Address

[14] The United Transportation Union (UTU) merged with the Sheet Metal Workers Union in 2014 to form SMART.

Environmental Justice in Minority Populations and Low-Income Populations provides further protection of low-income communities from disparate and disproportionate negative impacts.

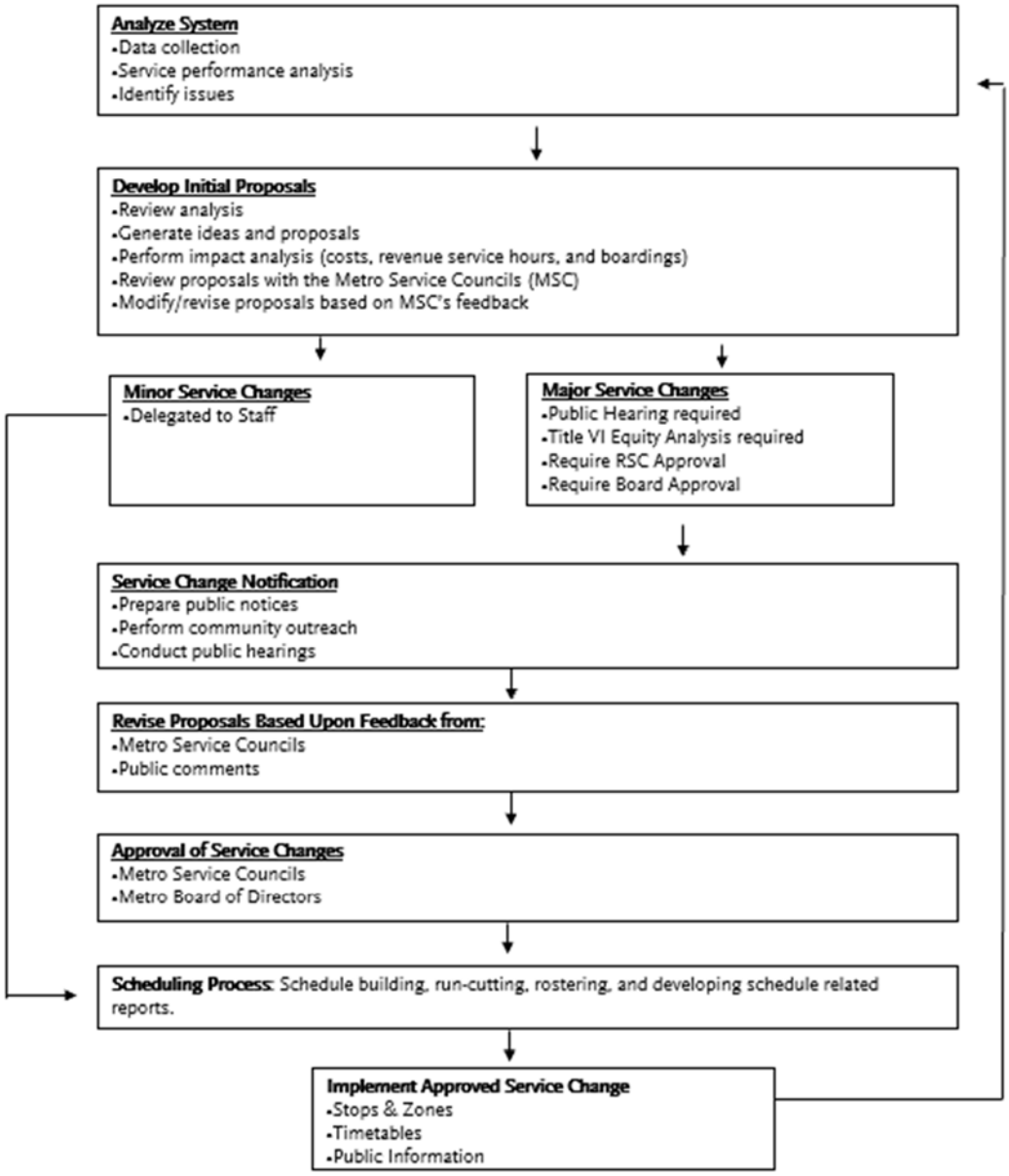
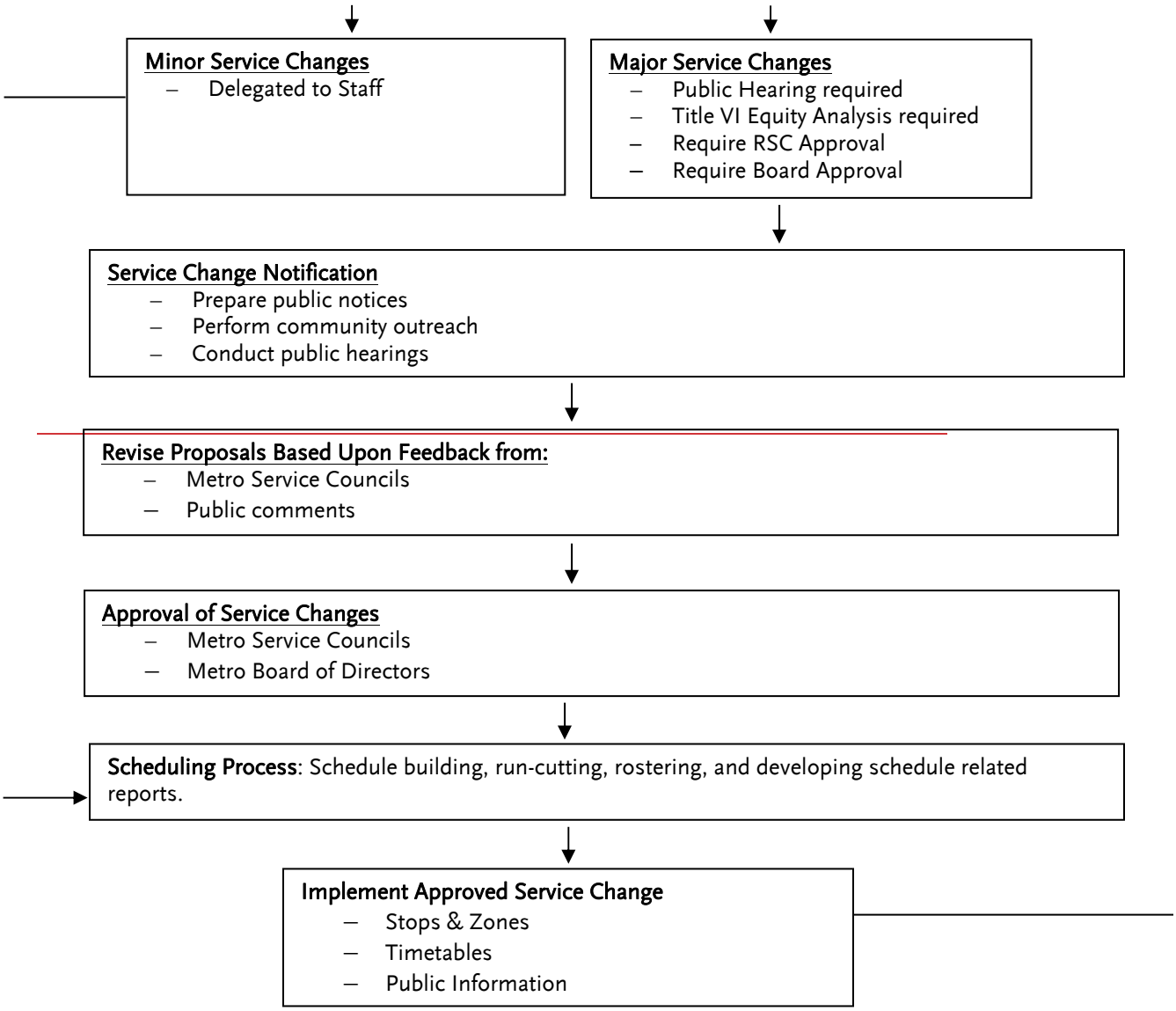


Figure ~~6~~7.2 Service Change Process

Analyze System
- Data collection
- Service performance analysis
- Identify issues

Develop Initial Proposals
- Review analysis
- Generate ideas and proposals
- Perform impact analysis (costs, revenue service hours, and boardings)
- Review proposals with the Metro Service Councils (MSC)
- Modify/revise proposals based on MSC's feedback



Metro must ensure a Title VI Equity Analysis is performed on all major service change proposals and any fare change proposals to determine if these proposals will have a disparate adverse impact on minorities or disproportionate burden on low-income individuals prior to a public hearing. If it is determined that these proposed changes will have a disparate adverse impact on minorities or a disproportionate burden on low-income individuals, Metro will make a good-faith effort to mitigate or reduce the adverse impacts by looking for alternatives that can meet legitimate program goals with a lesser impact to protected groups.

In accordance with FTA's Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (Effective October 1, 2012), Metro's Administrative Code was revised to incorporate FTA's requirements under Title VI. The Metro Board adopted the updated Administrative Code in January 2013. Based on this Circular, Metro is required to perform a Title VI Equity Analysis on all proposed major service changes or fare changes prior to implementation. The goal is to ensure there is no *disparate adverse impact* to minorities or *disproportionate burden* on low-income individuals created by a major service or fare change.

The following definitions and criteria were updated and adopted by the Board in September 2019. ~~The FTA is considering developing an updated circular in 2022.~~ The Administrative Code now contains a reference to these definitions so that it need not be amended every time there is a need to modify the definitions:

Disparate Impact Policy:
Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority customers.

a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least ~~five percent (~~5%~~)~~.

b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least ~~five percent (~~5%~~)~~

Disproportionate Burden Policy:
Disproportionate burden refers to a facially neutral policy or practice that disproportionately affects low-income populations more than those populations that are not low-income. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

1. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least ~~five percent (~~5%~~)~~.

2. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least ~~five percent (~~5%~~)~~

Discretion of the Metro Board of Directors

A *major service change* or *fare increase* may be implemented even if the Title VI Equity Analysis determines a *disparate adverse impact* to minorities was created by the change. However, the Metro Board of Directors must first ensure these changes meet two tests:

- There is a substantial legitimate justification for adopting the proposed major service change or fare increase, meaning the selected service change or fare increase meets a goal that is integral to the mission of Metro; and
- The selected alternative would have a less severe adverse effect on Title VI protected populations than other alternatives that were studied.

Major Service Change

Major service changes are defined in Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-010 as any service change that meets at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1-5 above to be inclusive of any bus/rail interface changes.
6. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
7. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Fare Changes

Any fare change requires an equity evaluation consistent with the following guidance:

1. A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes but is not limited to permanent fare changes, temporary changes,

promotional fare changes, and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special discount programs for students, groups or employers.

2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the Board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
    a) A change is instituted that provides free fares for all customers;
    b) Temporary fare reductions are provided to mitigate for other actions taken by Metro;
    c) Promotional fare reductions are less than six months in duration. An equity analysis must be conducted prior to making any temporary fare change into a permanent part of the fare system.

~~6~~7.3 Metro's Equity Platform

The NextGen Bus Study aimed to go above and beyond Title VI requirements to analyze disparate impacts and disproportionate burden on minority and low-income populations to identify communities with the greatest mobility needs. To do this, Metro's Equity Platform was integrated into the NextGen Bus Study planning and public engagement process. In 2018, Metro's Board adopted the Equity Platform, a framework that guides how the agency works to address inequities and create more equitable access to opportunity. ~~The Platform provides a framework that guides how the agency works to address inequities and create more equitable access to opportunity.~~

The NextGen process started with analysis of Equity Focus Communities(EFCs) Metro's community designation that defines areas where transportation needs are greatest. EFCs consider where there are higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car). Additionally, the NextGen sought to capture other metrics in a Transit Equity Index to identify transit propensity to ensure investment in transit targeted area populations with the most need to use transit. Through market research, surveys, and public input, other groups determined to be most reliant on transit include non-English speaking new immigrants, youth and seniors, persons without access to an automobile either by choice or necessity, persons with disabilities, and women, who tend to make more transit trips than men. Data available for these groups was used in the calculation of the Transit Equity Index.

The Four Pillars of the Equity Platform were integrated into the NextGen Bus Study as follows

I. **Define and Measure** – Use EFCs as a baseline for identifying communities with the greatest needs, and supplement those with market research to identify the segments of population and trips with the highest propensity for transit use. Evaluate bus network changes based on customer-focused performance metrics established within this Transit Service Policy document with particular focus on Equity Focus Communities with the greatest mobility needs as identified above.

II. **Listen & Learn** –The technical work of the NextGen Bus Study identified important information about Metro's current and potential customers. This data was validated by a robust countywide public engagement effort that included engaging customers on board buses, at outreach sessions at community events, stakeholder briefings, interactive public workshops, digital engagement, and print advertising. Comments received were incorporated into the systemwide service design as well as individual route changes.

III. **Focus & Deliver** – Service design concepts established within this Transit Service Policy document are intended to address the recurring themes identified from the public outreach and market research, including faster and more frequent service, better reliability and accessibility to key destinations, better connectivity particularly with the municipal operators, and improved perception of safety on board buses and at bus stops. These concepts were used to redesign the routes and schedules for the NextGen Bus Plan.

As part of the NextGen Bus Study process~~In addition~~, a Transit Propensity Index score was developed and assigned to every Census Tract in Los Angeles County. This index score considers the various market segments likelihood to use transit, the transit orientation of the environment being served, and the travel demand within the area. Areas with high scores should be prioritized for high quality transit service.

Lastly, other customer experience enhancements such as improved safety, accurate real time arrival information, cleanliness, and improved first/last mile service are critical to attracting customers to use transit.

The Board-adopted Transit Service Policy will be updated to reflect the Regional Service Concept as adopted by the Board, including the goals and objectives of the bus network, measures of success, route and network design concepts based on public input and data analysis, and the framework referenced for balancing tradeoffs in consideration of Metro's Equity Platform.

~~IV.~~ **Train & Grow** –Service Planning has adopted new tools to analyze the potential impacts of service changes on EFCs. Ridership in EFCs is tracked on a monthly basis~~An annual monitoring program will be established to track the progress of achievement towards the goals and objectives, and to inform on necessary adjustments.~~

IV. .

~~6~~7.4 Public Outreach

Prior to a public hearing, public outreach is conducted so that the greatest number of customers may respond to the changes at either a public hearing or by submitting written comments at a hearing, or via email, mail, or fax. The distribution of information will include line number, line name, route change information, and/or fare change proposals. Other public outreach occurs at key transportation centers, bus stops, and bus and rail stations 30 days prior to the public hearing date. These efforts are made to reach and engage customers who may not have time to attend a public hearing and to inform them of alternative communication methods available to file public comments. Public participation in the public hearing process is an important step in assisting staff and Metro Service Councils in developing and approving final service change proposals. Table 6.2 provides a timeline for public notification activities.

Table ~~6~~7.2 *Timeline for Public Notification Activities*

Activity	Months Prior to Service Change
Service Planning staff reviews preliminary proposals.	7
Metro Service Councils set ~~dates of~~ public hearing dates. ~~meetings, publish h~~Hearing notices published in local newspapers. ~~S and s~~end LEP and minority communities written notification to elected officials, other operators and key stakeholder groups. Confer with Labor Relations and Union representatives.	5-6
Service Planning staff provides information on proposed changes to the Metro Bus Operators Subcommittee and at quarterly meetings held with the region's municipal and local operators.	3
Communication Department posts information proposed changes on Metro's website.	5
Operations staff distributes meeting notices on board vehicles. Public outreach at key transportation centers, bus stops, and on-board customer interface occurs as well.	Minimum one month prior to public hearings
Metro Service Councils conduct public hearings.	4
Metro Service Councils approve final service change program.	3
Metro Board receives the Service Councils' approved service change program as a Receive and File item.	2
Communication Department prepares press releases on final program and program brochures are distributed ~~on board~~on board Metro vehicles and other outlets.	1

These procedures are in accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-025:

A. Any public hearing required by Section 2-20-020 shall be conducted as set forth in this section.

B. Notice of the hearing shall be published in at least one English language and Spanish language newspaper of general circulation and at least thirty (30) days prior to the date of the hearing. Notice at least thirty (30) days prior to the date of the hearing shall also be published in the neighborhood and foreign language and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

C. Notice of the public hearing shall also be announced by brochures in English, Spanish and other appropriate languages on transit vehicles serving the areas to be impacted and at customer service centers.

D. To ensure that the views and comments expressed by the public are taken into consideration, MTA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.

E. The public hearing related to a recommendation to increase transit fares charged the public shall be held before the Board of Directors and any action taken to increase the fares charged the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a change in transit service.

~~6~~7.5 Public Hearing Process

Once Metro Service Planning Staff develops a Service Change Program ~~has been developed by Metro Service Planning Staff~~, the Metro Service Councils are asked to set a date, time and place for their public hearings. During the period between publication of the hearing notices and public hearings, each Service Council is provided a detailed presentation on service change proposals and given an opportunity to discuss the changes that will be the subject of public comment. After each hearing, each Service Council will meet to consider and approve, modify, or deny all proposed service changes. These actions are~~will~~ then ~~be~~ summarized and presented in an informational report to the Metro Board of Directors.

Under Metro's Service Council bylaws, all service changes must be reviewed and approved by their respective Service Council(s). Public hearings are usually held at the same location where the Service Councils hold their meetings but may be held at other locations so as ~~in order~~ to be more accessible to those customers who would be affected by the proposed service changes. When a major service change program requiring the associated Councils to hold public hearings affects three or more service regions, thus, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday. In accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-020, Metro will hold a public hearing on all major service change or fare change proposals that are subject to a Title VI Equity Analysis. Major service change ~~These~~ proposals are subject to Metro Regional Service Council and Metro Board approval, while fare change proposals are under the purview of the Metro Board.

~~6~~7.6 Implementing Minor Changes on an Interim Basis

Minor service changes are generally route modifications that can be accommodated without impacting the vehicle or operator requirements of the service. Minor service changes do not require a public hearing but are shared with the relevant Service Councils as a courtesy and can be implemented at the discretion of staff.

~~**Metro Micro MicroTransit and Other On-Demand Services** – Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. To address this, Metro is currently conducting a three-year Metro Micromicrotransit pilot program, an on-demand, van-based rideshare service branded as Metro Micro. The service launched in December 2020 and the final eighth zone was implemented in December 2021. The zones are: Watts/Compton, LAX/Inglewood, North Hollywood/Burbank, El Monte, Highland Park/Glendale/Eagle Rock, Pasadena/Altadena/Sierra Madre, Northwest San Fernando Valley, and Westwood/UCLA. The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location. Reservations can be made the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application. All pickup and drop-off locations are located within the zone and must be ADA accessible, but are not limited to bus stops. The pilot program will operate for three years, after which Metro will determine whether to make the service permanent or not. A number of lower ridership fixed-route services have been discontinued within the new Metro Micro zones as part of the NextGen Bus Plan implementation, to determine if Metro Micromicrotransit can be an effective and efficient replacement for Metro fixed route bus service in these hard to serve areas.~~

APPENDICES

APPENDIX A: Metro Line Identification

The purpose of establishing transit service line identification standards is to create a simple way for customers to identify, locate, and reference Metro services, and thereby make the services easier for customers to use.

The line identification standards shall be adhered to when identifying Metro Bus and Metro Rail lines by name. The standards shall be implemented across all internal and external mediums including but not limited to, rail station signs, bus stop signs, bus station signs, vehicle head signs, vehicle destination signs, timetables, HASTUS and ATMS[15]. The descriptions and chart below help explain the standards, and how and when they should be implemented.

General Standards

- Transit lines will be identified using a combination of line number, destinations (both terminals) and the corridor(s) the line travels along. Metro Rail and Metro BRT service which previously used the established operational names (e.g., Metro B~~Red~~ Line, Metro ~~Purple~~ D Line, Metro ~~Orange~~ G Line) are being transitioned to a letter-based designation. To ensure consistent usage of transitional naming for Rail and BRT lines, updates to customer information should be referred to the Communications Department.
- Acceptable destination names include a city, community, major landmark, transit center or rail station. Street intersections are no longer to be used as a destination unless the intersection is required to identify short-line service.
- The destination points will be listed in a West to East or North to South order, consistent with how the line would be read on a map. Destinations on head signs, destination signs, timetables, and physical signage must always be consistent.
- Lines that have Downtown LA as one of the line's end points will list its first, as Downtown LA.
- The name of the line will also list at least one major corridor on which it travels.
- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Printed Materials and Electronic Customer Information

- The line will be presented using the full name, listing both the destinations and major corridor(s).
- Printed materials include, but are not limited to, timetables, service change announcements, brochures, system maps, and service reports.

[15] HASTUS (Horaires et ~~Assignments~~Assignements pour ~~Systems~~Systèmes de Transport Urban et Semi-Urban) refers to the software used to create schedules. ATMS (Advanced Transportation Management System)

- Electronic customer information includes the line information presented on metro.net and underlying electronic databases such as HASTUS and ATMS.
- Trip Planners and mobile applications providing real-time data to riders will present the line name similarly to what will be shown on the vehicle head sign and bus stop sign, so customers can easily locate the appropriate line at the stop.

Rail Station Signage

- The line will be presented using the line letter designation, and destination point that the vehicle is traveling to in each direction.

Bus Stop Signage

- The line will be presented using the line number, service brand, color and destination point that the vehicle is traveling to in each direction.
- The main corridor(s) will also be listed as well as special service qualifiers including, but not limited to, rush-hour service and weekday-only service.
- Short-line trip destinations will not be shown on bus stop signs.

Bus Route Numbering Convention

Bus line numbers are assigned to indicate the type of service provided and where the line travels.

Line Numbers	Type of Service
1-99	Travel into downtown Los Angeles, referencing general corridors consecutively in a counterclockwise rotation
100s	Operate from east to west and travel outside of downtown Los Angeles
200s	Operate from north to south and travel outside of downtown Los Angeles
300s	Metro Local buses with limited stop service
400s	Arterial express bus services to/from downtown Los Angeles
500s	Freeway express bus services outside of downtown Los Angeles
600s	Operate local shuttle bus service
700s	Metro Rapid bus service
800s	Bus bridges for the rail network
900s	Metro Liner bus service

Vehicle Head Signs

- Head signs will list the destination in which the vehicle is traveling towards in one frame.
- Head signs on Rail and BRT vehicles will list the line letter designation in one frame.
- For short-line trips, the line number and destination shown will be the destination of that trip and not of the entire line.
- When the line is not in service, the sign will read “Not in Service” and display the route number per Operations Notice #09-18.

- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Automatic Voice Announcements

- External On-Board Announcements:
  - The line will be identified in automatic external voice announcements using the line number and destination point that the vehicle is traveling to in each direction.
  - For short-line trips, the destination noted will be the destination of that trip and not of the entire line.
- Internal On-Board Announcements:
  - When the automatic voice announcement system identifies a stop, the end destination of that line will follow.
  - The stops and stations announced onboard should be consistent with names used on maps, timetables and other printed materials.

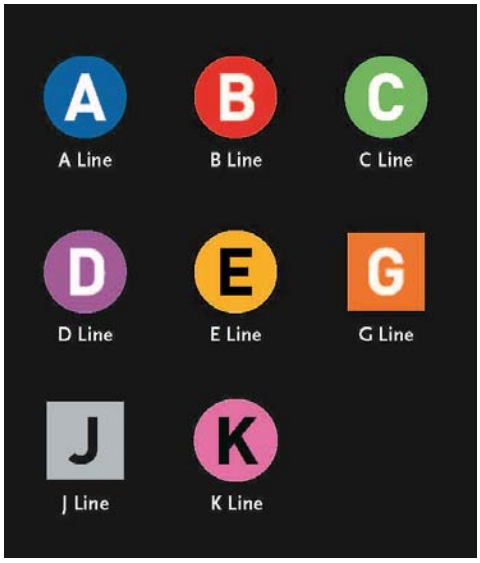
Assigning Line Identifiers

It is expected that the standards will be easily applied to the majority of lines; however, it is also understood that exceptions will have to be made for some lines due to unfamiliar end points or corridors, or where temporary solutions are necessary due to construction, temporary service changes, or pilot program deployment. In these limited cases, Service Planning staff and Communications must be in consensus regarding these changes before deciding to deviate from the standards. The Stop and Zones Department may also deploy temporary signage at bus and rail facilities as needed when emergency closures or other service changes impact scheduled service. For detailed guidance on using Metro signage standards, Metro Signage and Environmental Graphic Design Standards documents may be obtained from the Communications Department.

Metro's Rail Line Identification, Naming, and Color Conventions

Prior Designation	Updated Designation	Updated Line Badge
Blue Line	A Line	A
Red Line	B Line	B
Green Line	C Line	C
Purple Line	D Line	D
Expo Line	E Line	E
Orange Line	G Line	G
Silver Line	J Line	J
Gold Line	L Line	L

Rail and BRT lines previously denoted by a color transitioned to a letter/color combination beginning in November 2019. The letters assigned to each rail line generally conform to the order in which each line went into operation. The current ~~planned~~ designations are depicted in the adjacent chart.



~~The Gold Line has been assigned the letter L for clarity and consistency systemwide.~~ The ~~service plan for the~~ Regional Connector Project service plan ~~will~~ resulted in the L designation being phased out and the relevant sections of the L ~~Gold~~ Line ~~will~~ becominge ~~the~~ A Line to Azuza or the E Line to East LA. The Crenshaw Line is ~~will be~~ known as the K Line with a pink color.

APPENDIX B: Los Angeles County Local Fixed and Demand Response Route -Transit Operators

	Municipal	Local Return	General Dial a Ride	Special Purpose Dial a Ride
Agoura Hills		X		X
Alhambra		X	X	
Antelope Valley Transit Authority (AVTA) serves: • Palmdale • Lancaster • Portions of Unincorporated Los Angeles County	X	X		
Arcadia				X
Artesia		X		
Avalon		X		
Azusa		X		
Baldwin Park		X		
Beach Cities Transit serves: • Redondo Beach • Manhattan Beach • Hermosa Beach • El Segundo	X	X		
Bell		X		
Bell Gardens		X		
Bellflower		X		
Beverly Hills		X		
Burbank		X		
Calabasas		X		
Carson		X		
Cerritos		X		
Commerce	X	X		
Compton		X		
Covina		X		
Cudahy		X		
Culver City	X	X		
Diamond Bar				X
Downey		X		
Duarte		X		
El Monte		X		
El Segundo		X		
Foothill Transit serves member cities of • Arcadia • Azusa • Baldwin Park	X	X		

	Municipal	Local Return	General Dial a Ride	Special Purpose Dial a Ride
~~Member cities served by Foothill Transit continued~~ • Bradbury Member cities served by Foothill Transit continued • Claremont • Covina • Diamond Bar • Duarte • Glendora • Industry • Irwindale • La Puente • La Verne • Monrovia • Pasadena • Pomona • San Dimas • South El Monte • Temple City • Walnut • West Covina				
Gardena	X	X		
Glendale		X		
Glendora		X		
Hawaiian Gardens		X	X	
Hawthorne		X		
Hermosa Beach		X		
Huntington Park		X		
Inglewood		X		
La Cañada Flintridge		X	X	X
La Habra Heights			X	X
La Mirada				X
La Puente		X	X	
La Verne			X	
Lakewood			X	
Lawndale		X		
Lomita				X
Long Beach	X	X		
Los Angeles	X	X		
Los Angeles County		X		
Lynwood		X		
Manhattan Beach		X		
Malibu		X		
Maywood		X		

	Municipal	Local Return	General Dial a Ride	Special Purpose Dial a Ride
Monrovia		X		
Montebello	X	X		
Monterey Park		X		
Norwalk	X	X		
Palos Verdes Estates		X		
Paramount		X		
Pasadena		X		
Pico Rivera		X		
Pomona		X		
Redondo Beach		X		
Rolling Hills Estates		X		
Rosemead		X		
San Dimas			X	
San Fernando		X		
San Gabriel			X	
San Marino				X
Santa Clarita Valley Transit (SCVT) serves • Santa Clarita • Portions of Unincorporated Los Angeles County	X	X		
Santa Fe Springs		X		
Santa Monica	X	X		
Sierra Madre		X		
Signal Hill		X		X
South El Monte			X	
South Gate		X		
South Pasadena		X		X
Temple City			X	X
Torrance	X	X		
Walnut				X
West Covina		X		
West Hollywood		X		
Westlake Village		X		
Whittier		X		
Total	**13**	**69**		

Many of the Local Return systems listed above do not provide fixed route service but instead provide Demand Response services: Hawthorne, Malibu, and Manhattan Beach are examples.

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EXECUTIVE SUMMARY

Los Angeles County Metropolitan Transportation Authority (Metro) serves as transportation planner, coordinator, designer, builder and operator for Los Angeles County. More than 9.2 million people live, work, and play within its 1,447-square-mile service area.[1]

Metro's Transit Service Policy (TSP) establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board of Directors, including a formal process for evaluating services, service design guidelines, and a process for approving and implementing service changes.

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County to help Metro ensure that our customers feel safe when riding, that they do so in clean equipment, service is reliable and on-time, and our staff provides service in a courteous manner.

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling

Goal 2: Deliver outstanding trip experiences for all users of the transportation system

Goal 3: Enhance communities and lives through mobility and access to opportunity

Goal 4: Transform LA County through regional collaboration and national leadership

Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization

Also in 2018, Metro began the NextGen Bus Study to review and update the Metro bus system to ensure it provides a competitive transit service to meet the travel needs of LA County residents and visitors. The NextGen Bus Study included a comprehensive look at both Metro bus service performance and the overall travel market in LA County to determine where Metro bus service could be more useful. The study included significant input from riders and stakeholders to help develop a framework of guiding principles for positioning Metro's bus services to be more competitive in the overall travel market and to serve Equity Focus Communities most effectively, where the need for high quality transit is greatest.

In early 2020, the Metro Board approved the release of a draft NextGen Bus Plan for public review. Significant public input gathered in the first half of 2020 was incorporated into a revised draft NextGen Bus Plan released in July 2020 ahead of public hearings (August 2020), Service Council approvals (September 2020), and Board adoption of this plan in October 2020. Phased implementation of the Reconnect Phase of NextGen Bus Plan with a set of frequency tiers and a simplified route structure focused on fast, frequent, and reliable service began in December 2020, with additional phases in June and September/December-2021. Implementations of key NextGen Bus Plan bus speed and reliability elements, including new

[1] Represents all people living in the Census Tracts within Metro's service area per the 2023 American Community Survey Data. Service area is calculated from taking 0.75 mile buffer around all Metro bus line and rail stations.

bus priority lanes and other bus speed and reliability tools such as transit signal priority and bus stop optimization began at the same time and continue to be implemented as of 2025. This phase of NextGen is known as Transit First. The NextGen elements are all reflected in this update of the Transit Service Policy, and the NextGen Bus Plan remains the guiding principle for the Metro bus network.

SECTION 1: INTRODUCTION, PURPOSE & BACKGROUND

Metro first adopted a Transit Service Policy (TSP) in 1986. It is a required component of Metro's Title VI Plan and is reviewed on at least a triannual basis as part of the Title VI Plan Update. It is updated as needed to better reflect agency goals and objectives, major service initiatives and policy changes, and changes in local, state, and federal regulations and funding. This document updates the most recent version adopted by the Board as part of the NextGen Bus Plan adoption in November 2022[2]. This document sets forth the policies, principles, and service guidelines that are used by Metro staff in the design or modification of the bus network to better serve customers and make more beneficial use of available operating resources. The TSP outlines the service change process that provides the quantitative tools to evaluate the system, identifies the process required to seek public input and approvals for major service changes, and ensures the regional transit system is adjusted according to the service goals and objectives approved by the Metro Board.

Metro operates a comprehensive bus and rail network that complements Metrolink regional rail and municipal operator services across LA County. Determining the most appropriate transit service on a corridor depends on several factors such as demand, resource availability, site and corridor characteristics, environmental considerations, and community acceptance. The characteristics that determine which type of service is most appropriate are summarized in Table 1.1.

1.1 Metro Bus

As of December 2024, Metro operates 117 bus routes. Metro's bus operations consist of directly operated and contract operated services: 107 routes are directly operated by Metro, and 10 routes are operated by contractors. Metro serves around 12,000 bus stops, including station stops on the G and J Line BRT systems. On weekdays, Metro operates a fleet of over 1,650 buses during peak service hours. Metro operates the largest portion of all bus services provided in the region. Municipal and Local Return operators provide additional public bus and paratransit services in areas of the region where Metro provides limited or no service. Metro relies on Access Services for provision of ADA paratransit service in the Metro service area.

As developed in the NextGen Bus Study, Metro classifies its bus services into tiers stratified by the frequency of service. The tiers are assigned to individual routes in accordance with demand and propensity for future growth. These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities[3] where the need for high-quality transit is greatest.

[2] https://boardagendas.metro.net/board-report/2022-0262/

[3] In 2019, under the Equity Platform, the Board adopted a community designation of Equity Focus Communities (EFCs) to identify where transportation needs are greatest. As of 2022, EFCs are defined as areas with higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car).

Table 1.1 *Service Type Determination*[4]

Service Type	Corridor	Optimal Characteristics
Heavy Rail (Subway)	Operate 100% within an exclusive right of way.	– 2,500 boardings per route mile or more than 50,000 boardings per day. – Ability to construct a fully grade-separated facility.
Light Rail	Operate in mixed flow traffic, semi-exclusive or a fully- exclusive right of way.	– 1,000 boardings per route mile or more than 25,000 boardings per day. – Ability to construct a guideway within or adjacent to the corridor.
Commuter Routes (Tier 5)	Operate in mixed-flow traffic in a High Occupancy Vehicle (HOV) or High Occupancy Toll (HOT) Lane. – Segments may operate on local streets. – Operated using 40', 45', or 60' buses.	– 300 or more boardings during peak hours and in peak direction of travel.
Metro Liner and Metro Rapid	Operate using 40', 45' or 60' buses. – Metro G Line BRT and J Line (Metro Liner) operate entirely or partially on a fixed guideway dedicated to transit buses. – Metro Rapid Lines operate in exclusive peak period or all day bus lanes or mixed flow traffic on local streets with signal priority.	– 300 or more boardings during peak hours and in peak direction of travel. – More than 500 average daily boardings per route mile or more than 10,000 daily boardings. – Ability to implement operating speed improvements in the corridor.
Core (Tier 1), Convenience (Tier 2) Connectivity (Tier 3), and Community (Tier 4) Local Routes	Operate in mixed flow traffic on local streets by 32', 40', 45', or 60' buses. – Core lines to be supported by exclusive peak period or all day bus lanes and signal priority on existing and former Metro Rapid corridors. – Lines are defined by frequency of service offered, with Core lines being the most frequent and Community lines having a minimum frequency of at least hourly, with all tiers intended to run all days of the week.	– The median bus route carries about 5,000 average weekday boardings (CY2024). – Core and Convenience services are expected to carry more than the daily median, while Connectivity and Community are anticipated to carry less.

Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are based on daytime weekday (i.e. peak and midday) frequencies:

- **Core (Tier 1)**: 10 minutes or better
- **Convenience (Tier 2)**: 12 to 15 minutes
- **Connectivity (Tier 3)**: 20 to 30 minutes
- **Community (Tier 4)**: 40 to 60 minutes
- **Commuter (Tier 5)**: Varies by Line

[4]Capacity limits adapted from TCRP, Research Results Digest, November 1999—Number 35, Highlight of Large Transit Capacity and Quality of Service Manual, Figure 1 Achievable Capacity (Peak direction passengers/hour)

Table 1.2 *Metro Bus Service Types and Features*

Feature	BRT and Liner	Rapid	Commuter (Tier 5)	Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4) Local Bus Services
Right of Way	Segregated right-of-way	Major arterials; peak hour or all-day bus lanes	Major arterials and freeways.	Major arterials and local streets; peak hour or all-day bus lanes for Core Tier 1 lines, with bus bulbs as alternative to bus lanes for Tier 1 and 2 lines
Target Average Stop Spacing	1.25 miles	0.75 mile	1.25 miles	0.25 mile
Target Travel Market	Inter-community, regional	Inter-community	Inter-community, regional	Inter-community, neighborhood
Vehicle Type	40/45/60-foot buses	40/45/60-foot buses	40/45/60-foot buses	32/40/45/60-foot buses
Communities Served	Multiple	Multiple	Multiple	Multiple
Signal Priority	Yes	Yes	No	Yes for Core and Convenience (Tiers 1 and 2)
Fare Collection	On board J Line Off-board pre-pay G Line	On board	On board	On board, with all-door boarding being implemented for all bus lines (2025)
Passenger Amenities	Shelters and stations	Shelters and stations	Shelters and stations	Benches and shelters (provided by local jurisdictions), though not at all stops
Real-time Passenger Info	Yes	Yes	Yes	At some stops and via smart phone applications

1.2 Metro Rail

Metro Rail operates in heavily congested, high-demand travel corridors and provides connections to key multi-modal transportation hubs. Metro operates two types of rail service to better match the transit mode with specific customer demand and needs. As of summer 2025, Metro operates two heavy rail and four light rail lines serving a total of 111 stations across approximately 121.3 route miles, with a fleet of 108 heavy rail (including the first eight new HR4000 cars) and 337 light rail cars.

Metro heavy rail is high-capacity, two line rapid transit service operating along a dedicated subway right-of-way, serving full-scale transit stations in some of the most densely populated areas of LA County. Metro's heavy rail subway system served by the B and D Lines powered by a third rail and generally operated with 4- or 6-car train sets.

Metro's existing light rail system consists of four lines with segments of mixed flow, street running, or grade separated right of way, with full-scale transit stations. The rail system is a critical public transportation asset in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together. Metro's four light rail lines – A, C, E,

and K Lines are powered by overhead catenary wires, generally use shorter 2- or 3-car train sets and operate at slower speeds than heavy rail.

The first segment of the new 8.5 mile, 8-station Crenshaw/LAX K Line opened in October 2022; a ninth new station, the Airport Metro Connector (AMC) Station, opened on June 6,2025. In June 2023, the opening of the 1.9 mile Regional Connector light rail alignment through downtown LA facilitated the realignment of the former L Line rail line into the A Line and E Line services, creating direct links from Long Beach to Azusa (A Line) and Santa Monica to East LA (E Line). This alignment includes two new stations and one replacement station in downtown LA.

1.3 Metro Micro

Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations and population, and relatively low travel activity. To address these challenges, Metro launched pilot microtransit operations in December 2020, branded as Metro Micro.

Metro Micro is operated with passenger vans within eight designated zones and is intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. A number of lower ridership fixed-route services have been discontinued within the new Metro Micro zones as part of the NextGen Bus Plan implementation, to determine if Metro Micro can be an effective and efficient replacement for Metro fixed route bus service in these hard-to serve areas.

Section 5 is dedicated for discussing the unique nature of this service.

SECTION 2: DESIGNING A WORLD CLASS BUS SYSTEM

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County. The NextGen Bus Study was also initiated in 2018 to reimagine the Metro bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. The NextGen Bus Plan and Study were completed to address strategic plan **Goal #1: Provide high quality mobility options that enable people to spend less time traveling**. The study also encompassed two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

In addition to the Vision 2028 Strategic Plan, the Board adopted Motion 38.1 (June 2018), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. Finally, regardless of the level of resources expended on the bus network, optimizing system performance should always be an objective in network design to maximize benefit to the public from available resources. These goals and objectives drove the development of the NextGen Bus Plan, including guiding principles for routing, stop spacing, frequency, span of service, and coordination with municipal operators. A set of performance measures are defined below to ensure the bus network continues to evolve consistent with the intent of NextGen to create a competitive bus service for LA County.

NextGen Bus Plan

Metro Vision 2028 envisions building a World Class Transportation System in which a World Class Bus System is a cornerstone to its success. Building a World Class Bus System requires improving the attractiveness and competitiveness of the bus network. Attractiveness includes addressing issues such as safety and security, cleanliness, comfort, real-time arrival information, easy fare payment, wayfinding and signage, and first/last mile access. Competitiveness requires developing a bus network that minimizes the overall travel time to complete a trip compared to the driving alternative. This travel time considers directness of route, access to and from the bus stop, waiting time, and onboard travel time.

As mentioned in the Executive Summary, NextGen's primary purpose was to improve the competitiveness of the bus network. However, through this process, improvements to certain aspects of attractiveness can also be achieved. The following outlines the strategy of the NextGen Bus Plan's design as the foundation for building a fast, frequent, and reliable World Class Bus System.

Step 1: Reconnect Scenario: Metro currently provides roughly 7 million revenue service hours (RSH) of bus service per year. The first step in creating a World Class Bus System is to redesign the routes and schedules to attract trips where and when there is the greatest market potential. The lessons learned in Phase 1 of the bus study presented a path forward for reinventing the bus network through restructuring the bus lines consistent with service usage and travel patterns using the following guiding principles identified in the NextGen Bus Study:

- **85% of LA County residents have used transit at least once in the past year**, THERFORE, the NextGen Bus Plan attempts to maintain coverage throughout the County by minimizing discontinued segments.
- **Fast/frequent/reliable service is key**; THEREFORE, the NextGen Bus Plan is designed to create a competitive transit network that reduces overall travel time by optimizing all components of the trip, including walking, waiting, and riding.
- **Metro's pre-NextGen bus system was not always competitive to get people where they want to go**, THEREFORE NextGen Bus Plan has adjusted routing to reflect the key origins and destinations identified in cell phone location data for overall travel patterns and ridership data for transit ridership patterns.
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance**, THEREFORE service levels under the NextGen Bus Plan have been improved for off-peak periods, especially midday, weekday, and weekends, with more improvements planned, especially for evenings. New overnight Owl services have been added or are planned.
- **Need to integrate Metro's Equity Framework into the planning process,** THEREFORE the NextGen Bus Plan service improvements prioritize equity-focus areas where the need for high-quality transit service is greatest.

These lessons were incorporated into the Plan's Service Design Guidelines outlined in Section 3 to "reconnect" routes and schedules with where and when people travel today. This NextGen Bus Plan Reconnect scenario was implemented across the December 2020, June 2021, and September/December 2021 service change cycles. Reconnect was estimated to increase ridership by 5% with no additional increase in revenue service hours. It will also help Metro recover from the impacts of the COVID-19 pandemic on ridership.

Step 2: Transit First Scenario: Building upon the Reconnect scenario of NextGen Bus Plan that provides a bus network that better reflects the travel patterns of today, the next step in building a World Class Bus System is to: 1) invest in speed and reliability infrastructure, 2) create safe and comfortable waiting environments, 3) improve the boarding and riding experience, and 4) establish facilities to optimize layovers. These capital improvements create a more competitive and attractive bus network while saving resources to be reinvested into more frequent service.

- **Speed and Reliability Improvements –** Declining bus system speeds reduce the opportunity to increase service, degrade the competitiveness and attractiveness of bus service, and are not sustainable. Therefore, investing to improve the speed and reliability of the bus system is critical to the success of NextGen. Some improvements within Metro's control that can be implemented include optimizing stop spacing and implementing all-door boarding. However, other improvements can only be implemented through collaboration with local jurisdictions, such as transit signal priority system upgrades and expansion, new bus bulb-outs, and bus-only or bus priority lanes. Under the NextGen Transit First scenario, a major 5-year program of capital improvements was approved to support speed and reliability improvements for the

regional bus network. This investment is anticipated to save 25-34% in system speed if fully implemented, thus allowing for more frequent service to be delivered without adding additional operating costs. New bus lanes were rolled out in 2020 and 2021 on 5th and 6th Sts, Grand Av, Olive St, and Aliso St in downtown LA, and on Alvarado St between 7th St and Sunset Bl. Additional lanes have been implemented on La Brea Av between Sunset Bl and Olympic Bl (2023), and Roscoe Bl between the SR-170 freeway and Topanga Canyon Bl (2024) as part of the North San Fernando Valley Corridor Improvements Project. These are just the beginning of a program to add over 100 miles of dedicated bus lanes through partnerships with City of LA and other municipalities.

- **Customer Wait Environment** – Significant public outreach conducted in Phase 1 of the NextGen Bus Study, as well as other Metro initiatives such as the Understanding How Women Travel Study[5], highlighted that an uncomfortable and unsecured wait environment is a significant barrier to using the bus network for current and potential customers. This is particularly concerning for women who account for over half of our customers and often travel with young children. Metro completed a Metro Transfers Design Guide in March 2018[6] to elevate the importance of the transit rider experience and builds upon Metro's First/Last Mile Strategic Plan by addressing the "complete journey" for riders. Under the Transit First scenario; the NextGen Bus Plan is intended to begin implementing the recommendations from this policy document at our busiest wait and transfer locations. This investment is anticipated to cost $150 million and address several of the safety and comfort issues identified through the NextGen outreach and the How Women Travel Study. Implementation will be completed in partnership with local authorities responsible for the provision of bus stop amenities throughout the Metro transit network.
- **Boarding and Riding Experience** – Metro has implemented all-door boarding on the G Line, J Line, and Rapid Lines 720 (Wilshire) and 754 (Vermont). Experience on the J Line showed that dwell times were reduced by up to 15% on average, on-time performance improved, and cash payment declined with more TAP penetration. Surveys confirmed that both customers and operators were significantly satisfied with the implementation of all-door boarding. In early 2022, the Metro Board approved the purchase of rear door validators and other equipment to allow for implementation of all-door boarding across the higher frequency Core and Convenience (Tiers 1 and 2) local bus lines. Other strategies to improve the boarding and riding experience have focused on improved real-time information accuracy. As of early 2025, the installation of rear door validators on all Metro buses was complete. Software testing continues in advance of expanding all-door boarding systemwide.
- **Layover Optimization** – Due to limited curb space, many routes are extended purely to access a suitable layover location. These route extensions are not required for riders and cost several million dollars in operating costs per year. By investing in off-street layover

[5] libraryarchives.metro.net/DB_Attachments/2019-0294/UnderstandingHowWomenTravel_FullReport_FINAL.pdf
[6] Metro Transfers Design Guide

terminals to optimize layover locations, Metro can reallocate wasted operating resources to more productive uses. In addition, these locations can provide facilities for better regional mobility coordination, better wait and rest environments for customers and operators, improved bus service reliability, and opportunities for new en-route Zero Emission Bus (ZEB) charging infrastructure.

This estimated $1 billion capital program for the NextGen Speed and Reliability and Passenger Amenity improvements mentioned above, planned for implementation over a five-year period, is expected to achieve resource savings by generating more revenue service miles/trips with the same number of revenue service hours. These savings would be reinvested into Transit First service improvements, including:

- Ensuring that all bus lines operate seven days per week;
- Increased weekday midday and evening service levels;
- Increased weekend service levels and;
- Expanded owl (overnight) service.

Investing "one time" capital dollars into transit supportive infrastructure will increase the attractiveness and competitiveness of the bus network, while freeing resources to reinvest into service enhancements. Under the Transit First scenario, these benefits are expected to generate a 15-20% increase in ridership (10-15% over and above what Reconnect Scenario was expected to achieve) without additional increases in revenue service hours.

Step 3: Future Funding Scenario: Should future funding be secured through efforts such as congestion pricing, additional resources can be added to the NextGen Transit First network. However, without disincentives for driving, there will be diminishing returns on benefits since most customers would already have been served within the Transit First Scenario. Therefore, a 34% increase in revenue service hours to provide even more frequent service, as planned under a Future Funding Scenario, would only be expected to yield a 10% increase in ridership over Transit First.

SECTION 3: BUS SERVICE DESIGN GUIDELINES

Key Principles of Network Design

Three key elements were taken into consideration during the NextGen Bus Study and NextGen Bus Plan to identify when and where transit can be competitive and successful.

- **Transit Propensity** – Areas where the propensity to use transit is the greatest embody three main characteristics: first, there is a significantly large population of transit market segments, including people who rely on transit (especially those identified in Metro's Equity Focus Communities) for most of their travel such as commuters, students who use transit for work and school trips, and discretionary customers who choose transit for some or all their trips. The second characteristic is the intensity of travel demand to and from areas based on population and employment densities, retail and entertainment, colleges and universities, and other trip generators. Third, a pedestrian-oriented street environment that includes safe and well lighted pathways, sidewalks and curb-cuts, grid street network, and level topography is critical.
- **Existing Service Performance** – It is important to identify the most productive segments of the existing bus network which articulate current transit demand. These corridors and routes have been optimized through the NextGen Bus Plan, and lessons learned will be applied to other areas with similar demand and service characteristics.
- **Service Environment** – A transit-oriented service environment is also critical to the success of transit, not just to facilitate fast, frequent, and reliable transit operations, but also to support to the ability of transit to thrive as a viable option. The importance of environmental elements such as pedestrian orientation of the streets, land use, barriers to other modes such as limited and costly parking supply, and transit supportive infrastructure such as bus-only lanes and other transit prioritization design are critical. The NextGen Bus Speed and Reliability program is working to address this key element.

Once these key elements are taken into consideration in the NextGen Bus Plan's focus on fast, frequent, and reliable service, this transit orientation can then be translated into design considerations, including elements explained in the following sub-sections.

3.1 Service Design Concepts

Service design concepts were developed as part of the NextGen Bus Study and incorporated into the NextGen Bus Plan based on the feedback received through the study's stakeholder and public outreach sessions and established as guidelines. Network characteristics most important to the public include:

- Faster service
- Frequent service throughout the day
- More reliable service
- Better network connectivity
- Accessibility to key destinations

– Improved security

Table 3.1 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

Table 3.1 *Service Design Concepts*

	Faster service	Frequent service throughout the day	More reliable service	Better network connectivity	Access to key destinations	Improved security
Optimize stop spacing	X		X			
Shorter route lengths			X			
Subarea transit hubs				X		X
Municipal operator coordination				X	X	
Standardize frequency by service tier	X	X				
Routing to reflect current travel patterns and transit propensity				X	X	X
Transit-supportive infrastructure	X		X			X

Based on these themes, the following service design concepts were incorporated into the NextGen Bus Plan implemented to deliver an improved Metro bus network:

Optimize Stop Spacing – Past practice was that stop spacing was determined by route classification. Local lines were planned with 0.25 mile stop spacing, while Rapid lines had 0.75 to 1 mile stop spacing. As a result, customers travelling on Local lines travelled more slowly but had closer access to origins and destinations. Conversely, Rapid customers travelled faster along a corridor but may have been picked up or dropped off much further from their origin or destination. Thus, resources were split between the Local and Rapid lines, resulting in less frequency for each service, and overall end-to-end travel time including walking/rolling to/from stops, waiting for the bus, and in-vehicle run time may result in longer overall travel times on the Rapid, especially for shorter distance trips.

Consolidating Local and Rapid resources along 18 major transit corridors was implemented in 2020/2021 as part of the initial roll out of the NextGen Bus Plan. The single hybrid service retained on these key corridors provides more frequent service at all stops and, when matched with optimized 0.25 mile average (and 0.3 mile maximum) stop spacing adopted as part of NextGen Bus Plan and new bus lanes, results in shorter wait times, faster on-board travel times compared to the previous Local service, and shorter walk/roll compared to Rapid service. In addition, this standardizes the service frequency along the entire corridor as compared to providing inconsistent frequencies between Local and Rapid services that have different speeds. Stop spacing can be adjusted to reflect local conditions with the needs of key destinations such as schools, medical centers, and senior centers taken into account while balancing the impact each stop has not just for those that use the stop, but for those on

board that are delayed by buses stopping. Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses and non-compliant stop locations.

Shorter Route Lengths and Subarea Transit Hubs – Location-based cell phone data indicates that almost half of all trips made in Los Angeles County are within 1 to 5 miles. In addition, the origin-destination travel patterns indicate that many people travel locally and not necessarily across the region. Creating shorter, core route lengths with maximized service frequency and bus speed improvements such as new bus lanes will improve schedule reliability. Being able to tie the lines to subarea transit hubs will improve network efficiencies and provide safer and more convenient locations for transfers.

Municipal Operator Coordination – Metro serves as LA County's regional coordinator of transit services. Improved coordination between all operators and modes is vital to establishing an integrated regional transit network. Metro operates within a hierarchy of services, in which Metrolink provides the region's commuter rail to serve high volume, longer distance trips. Metro Rail, Metro Liner (G and J Lines), and Metro Bus serve as the backbone of the urban transit network within much of LA County and are augmented by municipal operators. Municipal and local return operators complement the system with community and shuttle buses that serve specific neighborhood needs.

It is imperative that Metro bus service be closely coordinated with municipal transit service as roughly one-third of transit service in LA County is provided by municipal bus operators and Metrolink, and resources are scarce. Duplication of service should be avoided to maximize the benefit of transit service across the County. Municipal operator coverage is especially strong in Santa Monica, Culver City, South Bay, Gateway Cities, and eastern San Gabriel Valley as well as Santa Clarita and the Antelope Valleys. When municipal operators undergo their own system redesigns, there are opportunities to work together to develop service change ideas between Metro and municipal services to improve overall coordination for customers. The NextGen Bus Plan included four transfers of Metro bus service to municipal operators in cases where the line was more appropriate as part of the municipal operator's network; two were transitioned in 2021, and the remaining two were transferred in 2024.

Standardized Frequencies by Service Tiers and Headway Standards – Prior to the implementation of the NextGen Bus Plan, schedules were written based on the Board-adopted load standard for frequent services (15 minutes or better) and on policy service levels for low frequency services (less than 15 minutes). To ensure the core network has consistent frequencies and span of service, the NextGen Bus Plan categorized transit lines into tiers based on transit propensity, current ridership, the nature of the service, and overall travel demand. Each tier has been assigned a frequency range for each time period to ensure that all services within the tier provide consistent service levels for ease of transfer across the network, with minimal adjustment from year to year.

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods. These frequencies are the minimum service

levels versus the target frequencies established under NextGen Bus Plan shown. The minimum acceptable frequency levels for bus and rail are defined in Table 3.2. The minimum levels are below normally operated existing levels but may be applied in special circumstances such as an urgent maintenance need or system expansion rail tie-in, and transitional periods such as 6-7 p.m. when bus frequencies are adjusted to those for the next time period, or for a significant decline in ridership for bus (e.g. COVID) that is not expected to be permanent. Use of minimum frequencies must still allow load standards to be met. A line may see frequency improved at a selected time of day in response to high demand, consistent with the Board-adopted load standard being met on all trips operating on the line.

Table 3.2 *Minimum Service Frequency by Service Type*

Service Type	Peak	Midday Weekday	Weekend	Evening
Heavy Rail	10	12	12	20
Light Rail	10	15	15	20
Core Network (Tier 1)	10	10	15	7.5
Convenience Network (Tier 2)	15	15	30	10
Connectivity Network (Tier 3)	30	30	60	15
Community Network (Tier 4)	60	60	60	30
Commuter Network (Express)	varies	varies	varies	varies

Table 3.3 *Minimum Rail and Bus Frequency by Service Type for Title VI Analysis*

Service Type	Weekday Peak (6-9a and 3-6p)	Midday Weekday (9a-3p)	Weekends (10a-5p)
Heavy Rail	15	15	15
Light Rail	15	15	15
Core Network (Tier 1) Metro Liner and Metro Rapid	10-15	15	15
Convenience Network (Tier 2)	15-20	20-30	20-30
Connectivity Network (Tier 3)	30-40	40-60	40-60
Community Network (Tier 4)	60	60	60
Commuter Network (Tier 5)	varies	varies	varies

Metro Micro and Other On-Demand Services – Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. To address this, Metro launched an on-demand, van-based rideshare service branded as Metro Micro. The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location. All pickup and drop-off locations are located within the zone and must be ADA accessible but are not limited to bus stops. The pilot program operated for three years and continues in operation today while Metro continues to improve the financial sustainability of this service model. A number of lower ridership fixed-route services were discontinued within the Metro Micro

zones as part of the NextGen Bus Plan implementation, and Metro Micro was used as a replacement for Metro fixed route bus service in these hard-to serve areas. More information about this new mode is available in Section 5.

Routing to Reflect Current Travel Patterns and Transit Propensity – Under the NextGen Bus Study, corridors were evaluated by segments based on the origin-destination travel patterns identified using the cell phone location-based data and regional TAP data. The segments were connected together to create lines that better align the routing with travel patterns. This is expected to reduce the number of transfers required to make a trip, and to increase the distance travelable and access to opportunities along the network within a given time frame. While resources are focused in areas with high transit propensity, there is a concerted effort to maintain service in areas of low demand but with the greatest mobility needs.

Transit Supportive Infrastructure – Service design will identify transit supportive infrastructure that either improves overall travel time and reliability or reduces inefficiencies in the network. Speed and reliability improvements include separated lanes, queue jumpers, bus bulb-outs, traffic signal retiming, transit signal priority, all door-boarding, fare payment technology, and the Advanced Transportation Management System (ATMS) use that improve the attractiveness and competitiveness of transit while reducing revenue hours so that they can be reapplied to provide more frequent service. Infrastructure that optimizes terminals and layover locations, reduces out of direction movements, and improves transfer movements will reduce non-revenue miles and hours that can also be reallocated to more frequent service. Infrastructure supporting the NextGen Bus Speed and Reliability focus includes:

- **Separated Bus Lanes:** There are three types of segregated bus lanes that Metro Liner service can use:
  - Fully segregated transit bus right-of-way: segregated bus lanes reserved exclusively for transit service on a full-time basis such as the right-of-way built for the G Line or the I-10 transitway used by the J Line and other transit services. These lanes may be spaced apart from streets and freeways or physically separated with physical barriers or painted lines.
  - Exclusive bus lanes operating on existing arterial roads and local streets on a part-time basis (e.g. peak period weekday, daytime weekday, etc.). These lanes are also being implemented to support the NextGen Core (Tier 1) Local bus lines and Metro Rapid lines.
  - HOV travel lanes reserved for transit, high occupancy vehicles, and sometimes, vehicles paying a toll. Separation is achieved with physical barriers or painted lines. J Line and Metro Commuter (Tier 5) services use this third type of lane on parts of the I-10 and I-110 freeways.

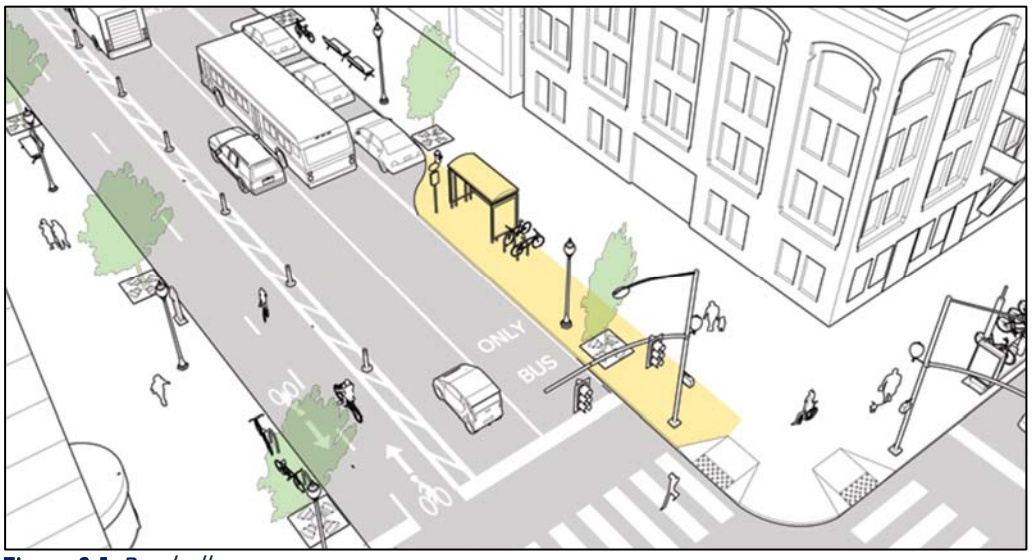


Figure 3.1 *Bus bulb*

- **Bus Bulb Outs:** On NextGen Core (Tier 1) and Convenience (Tier 2) corridors where dedicated bus lanes are unable to be accommodated due to the need to maintain traffic and parking capacity, or where the **frequency** of service (less than 10 minute headway) does not warrant dedicated lanes, bus bulb-outs can support transit service by minimizing stop delay. Bulb-outs are extensions of the bus zone, typically across the first parking lane, that enable buses to serve the bus stop from the second traffic lane. This reduces delays for buses merging in and out of traffic and creates additional space for transit stop amenities. Figure 3.1 provides an illustration.[7]
- **Transit-Signal Priority:** This key strategy facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase (advancing the green phase) of traffic signals when a transit bus is detected at an intersection. This technology already exists on former and existing Metro Rapid corridors in City of LA, selected other cities, and LA County unincorporated areas, or is being added to NextGen Core (Tier 1) and Convenience (Tier 2) routes. Metro is working with LADOT to adapt LADOT's existing Transit Signal Priority system to better serve Metro's NextGen service model using cloud-based technology. The work underway will adapt LADOT's system to provide signal priority to all Metro buses. Certain constraints of the old system such as only serving buses that arrived late and requiring individual buses to be associated with a single corridor will also be removed. This project will provide improved signal priority operation for all Metro buses operating on equipped corridors. Work on this project is ongoing with launch of the cloud-based solution to be rolled out in 2026.

[7] Illustration from National Association of City Transportation Officials Urban Design Guide: nacto.org/publication/urban-street-design-guide/street-design-elements/curb-extensions/bus-bulbs/

- **Queue jumpers:** A queue jump is where there is a separate signal phase for transit vehicles so they can get ahead of other traffic. They may operate from a regular traffic lane or be partnered with a queue bypass lane.
- **Headway-Based Service Management:** Operating the most frequent and highest usage bus lines on a system based on managing headways (or intervals) between trips rather than on time points to regulate service offers the chance to keep service moving while minimizing wait times and travel times for riders. This approach was piloted on 3rd St Line 16 between June 2023 and December 2024 as part of the NextGen Bus Speed and Reliability initiatives, using a mix of staff-and technology-based line management techniques. Results are being evaluated and appear mixed, with limited improved reliability in terms of intervals and challenges rolling out the labor required to manage multiple lines. No further pilots are planned at this time.
- **All-door boarding:** The J Line has TAP validators at both the front and back doors to facilitate all-door boarding to speed up boarding and reduce rider travel times. Metro Rapid Lines 720 (Wilshire) and 754 (Vermont) operate on two of Metro's busiest corridors and also piloted this option. All-door boarding is planned to be extended to all Metro bus lines by mid-2025 to help reduce travel times for most riders. All buses have the required rear door validators, but software testing continues.
- **Fare Payment Technology:** For convenience and faster service, major stations have ticket vending machines (TVMs) which allow customers to preload their TAP cards. All G Line Bus Rapid Transit fare collection is completed at the stations and the fleet does not have on-board fare boxes. Additional features such as the ability to access low income, student, and senior discounts, receiving two hours of free transfers, paying for transfers between TAP agencies, and participating in fare capping have also been incorporated into Metro's TAP system for ease of use.
- **Advanced Transportation Management Systems (ATMS)**: provides an array of technologies to improve service reliability and customer experience. ATMS relies on global positioning system (GPS) satellite navigation and terrestrial communication technologies to enable better tracking, management, and dispatching of vehicles. Components combine mobile voice and data communications, computer assisted dispatch (CAD), automatic voice annunciation (AVA), and automated vehicle location (AVL) to provide users with tools to manage Metro's bus fleet. This data also provides a source of real-time information that is integrated into real time service information feeds to help riders navigate the system successfully. Automatic Passenger Counting (APC) and a Video Surveillance System (VSS) are also used to gather ridership data and enhance passenger and employee safety.

3.2 Load Standards

Board-adopted service standards are established to ensure that service levels are maintained to meet a minimum standard of rider experience. Passenger load standards have been developed to ensure there is sufficient capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customers to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on

the maximum average ratio of customers per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.4.

Table 3.4 *Passenger Loading Standards by Vehicle Type*

Vehicle	Seats per Vehicle	Sq. Foot per Standing Passenger (Rail)/Seat (Bus)	Maximum Passengers Onboard
Heavy Rail – A650	50	3.45	143
Heavy Rail – HR4000	47	3.45	131
Light Rail – P3010	68	4.25	133
Light Rail – P2550	71	4.25	138
Light Rail – P2000	70	4.25	139
Bus – 40 foot	38	1.30	49
Bus – 45 foot	46	1.30	60
Bus – 60 foot	57	1.30	74

- **Bus Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. This TSP maintains the current loading standard for Metro bus to 1.3 as recommended by the 2016 APTA Peer Review Committee.
- **Rail Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle type and by direction for a one-hour period which should not exceed for at least 95% of all hourly periods.
  - The load standard for Metro heavy rail is number of seats plus 3.45 square feet per passenger by vehicle type and is consistent with Metro's peers like New York MTA, Chicago Transit Authority, BART and Boston MBTA.
  - The load standard for Metro light rail is number of seats plus 4.25 square feet per passenger by vehicle type and is consistent with Metro's peers like Denver RTD.

  Switching to a square footage per passenger better reflects the balance between available seating and standing room. The former metric of a multiplier by seating capacity does not respond to the changes in Metro Rail fleet seating count and standing area space. The total amount of square footage available for standees is based on the net interior square footage of the passenger cabin.

Metro Liner Transit

Metro Liner transit provides regional, high-speed line haul service in high-volume corridors. These lines are designed to operate like rail service, complete with separated right-of-way, wide stop spacing, bus stations, pre-paid and/or all door boarding, real time customer information, and transit signal priority. Currently, Metro operates two Metro Liner services:

- **G Line** operates on its own semi-exclusive right-of-way and meets the Federal Transit Administration (FTA) definition of Bus Rapid Transit (BRT)

– **J Line** operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown Los Angeles, so it does not fully meet the FTA definition of BRT.

Wheelchair Boardings and Pass ups.
Ideally, in a floating 6-month period, regular operating bus service will average no more than a 5% pass-up rate of customers who use wheelchairs or other mobility devices. Should the average increase to over the 5% threshold, Service Planning will adjust service to better serve the ridership patterns of the route so as to minimize pass-ups.

3.3 On-Time Performance

A key element of high-quality transit service, as confirmed in the NextGen Bus Study, is reliability. This element is measured firstly in terms of on time performance. Managing this metric is intended to provide a high standard of service reliability. On-time performance for buses is defined as a range from no more than 1 minute early to no more than 5 minutes late, which is measured at all timepoints along a route. For rail lines, on-time performance is measured based on end terminal arrival. This standard varies between heavy rail and light rail.

Metro internally has an internal interim goal of 78.5%. As the agency works to improve on-time performance, this goal will be progressively moved towards achieving the aspirational goal of 85%. The on-time performance standard is summarized in Table 3.5.

Table 3.5 *Target Standard for On-Time Performance*

Service Type	On-Time Performance
Heavy Rail	95%
Light Rail	90%
All Metro Bus Services: Liner, Rapid, Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community Bus (Tier 4) Commuter (Tier 5)	85%

Service Cancellations:
In recent years, both pre-pandemic and during times of significant impacts from the COVID-19 pandemic on the Metro operator workforce, cancelled service due to lack of available operators has had a significant impact on service reliability. Metro should not enter into service level changes unless sufficient operators are available to provide the required extra board operator as required (OAR) ratio of 1.23 for bus and 1.25 for rail at each operating division. Cancelled service should ideally be zero each day in support of the best customer experience. As of March 2022, a target of 2% or less cancelled service has been set as part of service restoration preconditions and continues to be the goal. Current service cancellations as of mid-2025 are below 1.0% for weekdays and Saturdays and below 2.0% for Sundays.

3.4 Transit Stop Spacing:

Bus stops and station stop locations should balance safe, convenient access with pedestrian safety as well as other community curb space needs. Locations should support efficient

transit operations, convenient rider transfers, minimize walking distances and unnecessary crosswalk movements, and be located at a signalized or signed crosswalk to disincentive or minimize crossing against traffic lights at unprotected/uncontrolled locations (i.e., no crosswalk or signal light, etc.). Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other activity centers to provide access for uses that generally attract transit customers. Access to medical centers, senior centers, and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.

Stop/Station Spacing

The average Stop/Station spacing refers to the average distance between consecutive stops/stations along an entire bus/rail route. The standard is expressed as the maximum average stop/station spacing in miles by type of service and is not to be exceeded by at least 90% of all routes operated. Metro's average stop/station spacing by mode is summarized in Table 3.6.

Table 3.6 *Target Average Stop/Station Spacing*

Service Type	Average Stop/Station Spacing (miles)
Heavy Rail	1.50
Light Rail	1.50
Metro Liner	1.25
Rapid	0.75
Commuter (Tier 5)	1.25
Core (Tier1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4)	0.25

Stop/station spacing is established based on the goals and guidelines each service type is designed to achieve as described in the following discussion:

Heavy/Light Rail Line station spacing is greater than bus stop/station spacing to achieve a higher operating speed, recognizing that riders are willing to access such service from a greater distance and to ensure this mode is competitive for longer distance travel, while ensuring stations serve key activity nodes and transit connection points. Rail station location is determined during the design phase. Ideal average rail station spacing should be no greater than 1.50 miles.

- **Metro Liner, Commuter Bus (Tier 5) and Rapid Bus Routes** achieve the highest bus speeds through even greater stop spacing than Local Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), and Community (Tier 4) lines. To ensure these services provide access to major activity centers and transfer points, average stop/station spacing should be no greater than 1.5 miles, though there may be exceptions due to geography or existing facility design such as freeway HOT or HOV lanes. Target average spacings are 1.25 miles for Metro Liner and Commuter Bus service tiers, and 0.75 for Rapid Bus.
- **Core, Convenience, Connectivity, and Community Bus Routes** primarily operate on city streets and secondary streets respectively. These route types are designed to provide

service closer to a customer's destination and reduce walking times. Therefore, average stop spacing should be no greater than 0.25 miles for convenient walk access while maximum stop spacing should be 0.3 miles between any two consecutive stops except in areas where no stops are required or physically possible (freeways, bridges, undeveloped areas).

Decisions regarding bus stop spacing and location call for analysis of ridership density, customer service requirements such as balancing access to key destinations and impact to on-board riders, rider and operational safety, equipment size, service type, interaction of stopped buses with general traffic flow, and coordination with other curbside space allocations such as parking and driveways. Stops should be spaced closer in major commercial districts and farther in outlying areas. In general, bus stop spacing should not exceed 0.3 miles for local bus service except in areas where local physical conditions such as bridges, freeways, and/or areas that lack of ridership generators such as undeveloped areas may result in a wider gap between stops. Care should be taken to avoid low usage stops in areas where the buses are closest to the maximum load on board the bus. Special consideration may be given to stops near schools, senior centers, and medical centers where there is reasonable ridership (>= 15 boardings or alightings on average per weekday).

3.5 Bus/Rail Interface and Route Planning

BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, including connectivity and centrality to catchments and major arterials, but also technical feasibility which is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers and arterials. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located .

As the Metro Rail system expands, the surrounding bus system within 0.5 mile of each station is assessed for adjustments that would improve access to rail stations, take advantage of new transfer facilities, and reduce bus and rail service duplication. The following guidelines provide direction for routing and scheduling changes that will be necessary as the Metro Rail system is expanded:

Discontinuation of Parallel Limited and Express Service
Competing Community and Commuter (Tiers 4 and 5) bus services that parallel the rail corridor will be discontinued where duplication exists. Revenue services should be reinvested to improve service on lines that feed the new rail service where possible.

Bus Route Deviation
Bus routes that run parallel to a rail line may be diverted to a station when:

- Walk time from the nearest station is greater than 3 minutes;

- Diversion time in one direction is 5 minutes or less, and;
- Net travel time benefit for connecting customers is positive i.e. the transfer to rail does not result in overall increased travel time.

Intersecting bus lines or ones that travel in a perpendicular direction to a rail line will be diverted to serve the closest rail station when:

- Diversion time in one direction is 5 minutes or less
- Net travel time benefit for connections and through travel

Extend Terminating Lines

Bus routes that end within up to one mile of a rail station may be considered for extension to terminate at that station. Routes that terminate at distances greater than one mile may be extended if the rerouting will create a valuable link to the rail system consistent with area travel patterns or will result in a reduction in travel time for a significant number of customers.

New Bus Routes

New rail feeder service will be considered as part of the service change process if a need is demonstrated based on significant area travel patterns and if funding is available.

Scheduling Rail/Bus Interface

Bus arrival and departure times should be governed by the rail arrival and departure times when predominant movement is from bus to rail. Bus routes with frequencies of 20-60 minutes ending at a rail station should be scheduled to arrive 5 minutes before the rail departure time (plus walk time between the modes). When the predominant movement is from rail to bus, terminal buses should be scheduled to depart 5 minutes after the scheduled rail arrival time (plus walk time between the modes).

3.6 Metro Bus Routing and Facility Guidelines

Network Route Spacing

Network route spacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 miles from one another, and bus routes operating parallel to rail should be spaced 0.5 miles from either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost-effective manner. Where possible, alternative delivery methods should be considered.

An easy-to-understand-and-use transit system relies on simple network and route design. Consolidating duplicative services on the same or parallel corridors within 0.25-mile to 0.50-mile distance provides an opportunity to simplify the network for ease of use, reduce underutilized capacity, and invest those resources into other areas of the network. This

concept requires coordination of schedules and transfer points and will result in an easier-to-use and more convenient system that reduces rider wait time and overall travel time.

Facility Design

Metro's directly-operated service primarily operates three types of buses: a standard 40-foot bus, a 45-foot bus, and a 60-foot "articulated" bus. To ensure that buses can adequately navigate route alignments and serve bus stops, Metro established the following standards:

- **Bus Layover Zones and Terminals**
  - Layover zones should be designed to accommodate various sizes of buses based on expected fleet deployments (including the outlook for future ridership increases and fleet options).
  - Layover zones should utilize sawtooth bay configurations where possible to ensure curb space is more efficiently and reliably utilized and can accommodate 60' buses where needed.
  - Re-striping of layover zones should be completed as needed based on the needs of the service and bus sizes scheduled.
  - Routes should be scheduled so that the amount of layover space needed is available. Layover zones should be placed as close as possible to the route terminal. Where not accommodated by the design, the added operating cost to serve the location will be computed and made part of the decision-making process for bus/rail interface.
- **Minimum turning radius clearance required for each type size bus movement**
  - 50 feet for 40-foot buses (Figure 3.2)
  - 47.5 feet for 45-foot buses (Figure 3.3)
  - 44 feet for 60-foot articulated buses (Figure 3.4)
- **Optimal Bus Stop Curb Lengths and Zone -** 40-foot buses should at minimum be:
  - Far-side – 90 feet
  - Near-side – 100 feet
  - Mid-block –150 feet

  For two 40-foot buses servicing a stop simultaneously, add 50 feet. Additional bus stop curb length may be needed for 45-foot buses.
- **60-foot bus should a minimum e:**
  - Far-side and mid-block – 120 feet
  - Near-side – 170 feet

  For two 60-foot buses servicing a stop simultaneously, add 70 feet.

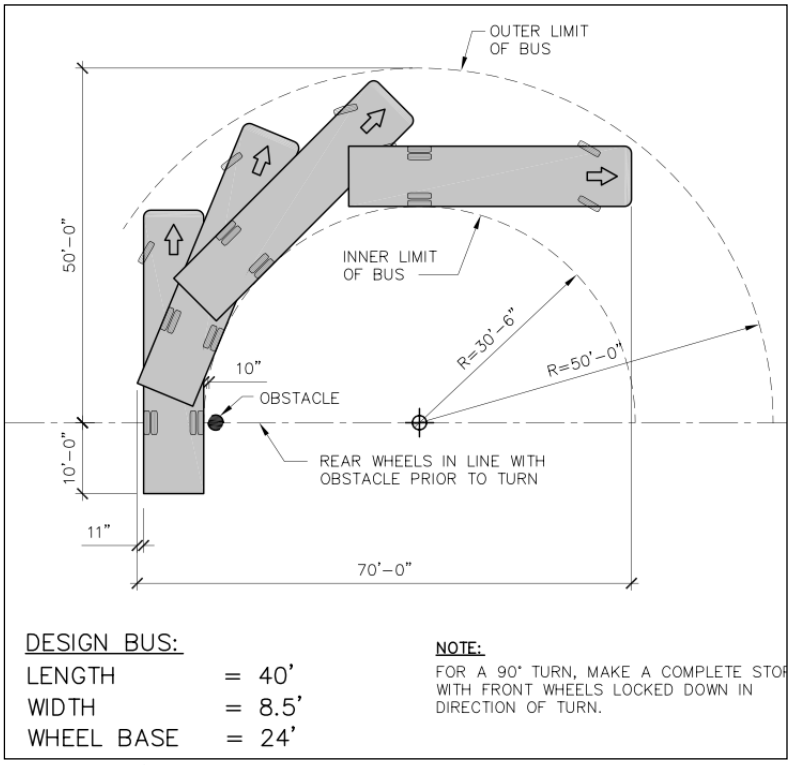


Figure 3.2 *40-foot bus turning radius*

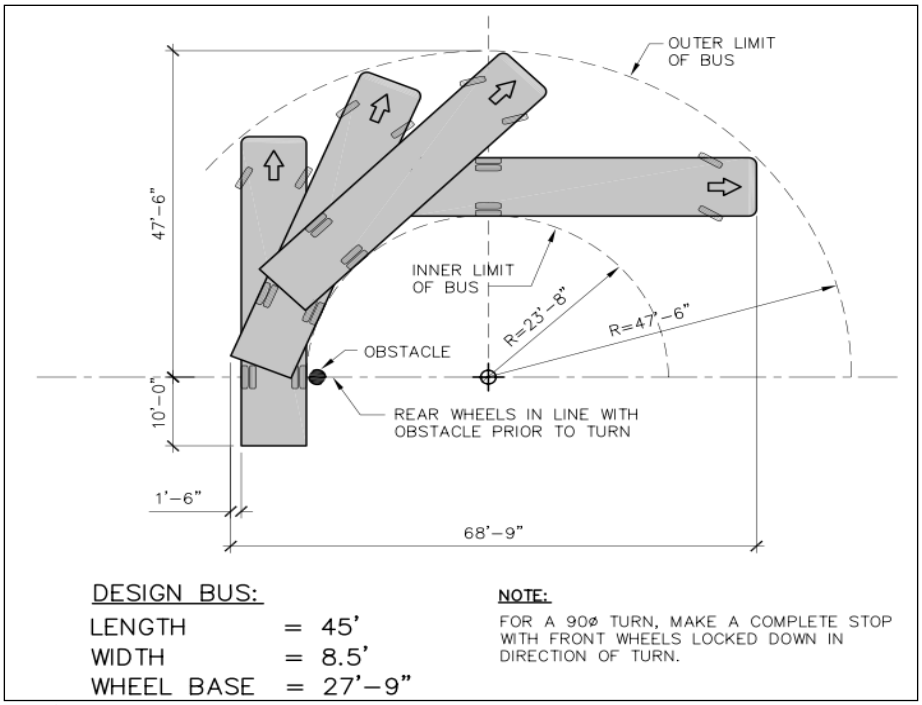


Figure 3.3 *45-foot bus turning radius*

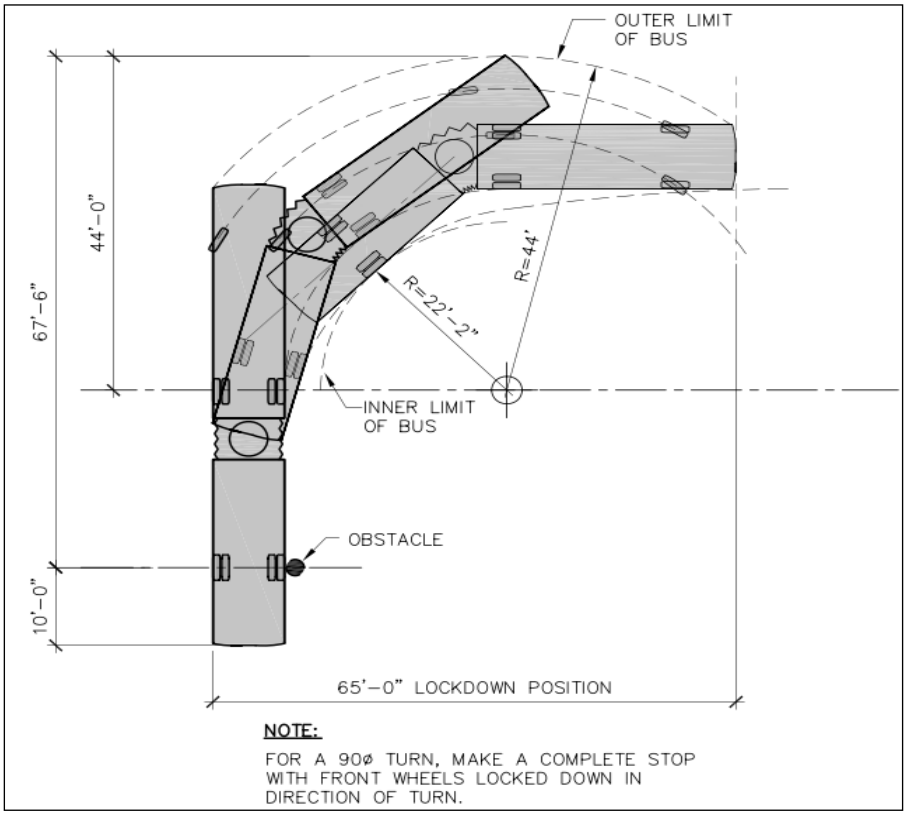


Figure 3.4 *Articulated 60-foot bus turning radius*

- **Bus Layover Zone** general space requirements based on frequency between scheduled trips:
  - One space – 20 minute service or less frequent
  - Two spaces – 12 to 15 minute frequency
  - Three spaces – 7.5 to 10 minute frequency
  - Four spaces – 5 to 6 minute frequency
- **Desired street lane widths** for bus operations should be 12 feet or more.

Route length may impact these above requirements with longer routes needing longer layover time between trips.

Bus Stop/Station Accessibility

All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use wheelchairs or other assistive mobility devices, and that pathways to and from stops and stations are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of bus stops, they can be moved to a new location on a permanent basis or temporary basis

depending on situations, such as during construction. There are some stops that were grandfathered in under ADA legislation to maintain service, pending future improvements.

Table 3.7 *Comparative Analysis of Bus Stop Locations*

Stop Type	Advantages	Disadvantages
Near-Side	– Minimizes interference when traffic is heavy on the far side of the intersection – Customers access buses closest to crosswalk – Intersection available to assist in pulling away from curb – Buses can service customers while stopped at a red light – Provides driver with opportunity to look for oncoming traffic including other buses with potential customers	– Conflicts with right turning vehicles are increased – Stopped buses may obscure curbside traffic control devices and crossing pedestrians – Sight distance is obscured for crossing vehicles stopped to the right of the bus. – Through lane may be blocked during peak periods by queuing buses – Increases sight distance problems for crossing pedestrians
Far-Side	– Minimizes conflicts between right turning vehicles – Provides additional right turn capacity by making curb lane available for traffic – Minimizes sight distance problems on approaches to intersection – Encourages pedestrians to cross behind the bus – Requires shorter deceleration distances for buses – Creates traffic flow gaps for buses re-entering the flow of traffic at signalized intersections – Allows bus routes that operate with signal priority to reap benefits of the technology at signalized intersections.	– Queuing buses may block intersections during peak periods – Increases sight distance obstruction for crossing pedestrians and vehicles – May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light
Mid-Block	– Minimizes sight distance problems for vehicles and pedestrians – Passenger waiting areas experience less pedestrian congestion	– Requires additional distance for no-parking restrictions – Encourages customers to cross street at mid-block (jaywalking) – Increases walking distance for customers crossing at intersections and for transferring customers

Source: FTA web page (http://www.fta.dot.gov/12351_4361.html)

A summary of advantages and disadvantages to each type of stop location is provided in Table 3.7. In general, far-side bus stops are preferable, particularly at signalized intersections, though near side or mid-block stops may be justified in some situations. When two or more bus routes operate along the same corridor, stops should be consolidated to facilitate ease of transfers, provide a single location for all transit activity, avoid unnecessary crosswalk movements, and minimize confusion as to where customers should wait to catch their bus. However, for a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to implement two stop locations (e.g. nearside and farside) to minimize congestion and allow for required turn movements, under the following circumstances:

- Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)
- Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)

The following renderings (Figures 3.5-3.8) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. Transit Cooperative Research Program (TCRP) Report 19 "Guidelines for the Location and Design of Bus Stops" (1996) provides a more detailed discussion. Metro also adopted its own Transfers Design Guide in 2018 – see Section 2, page 12 for more information.

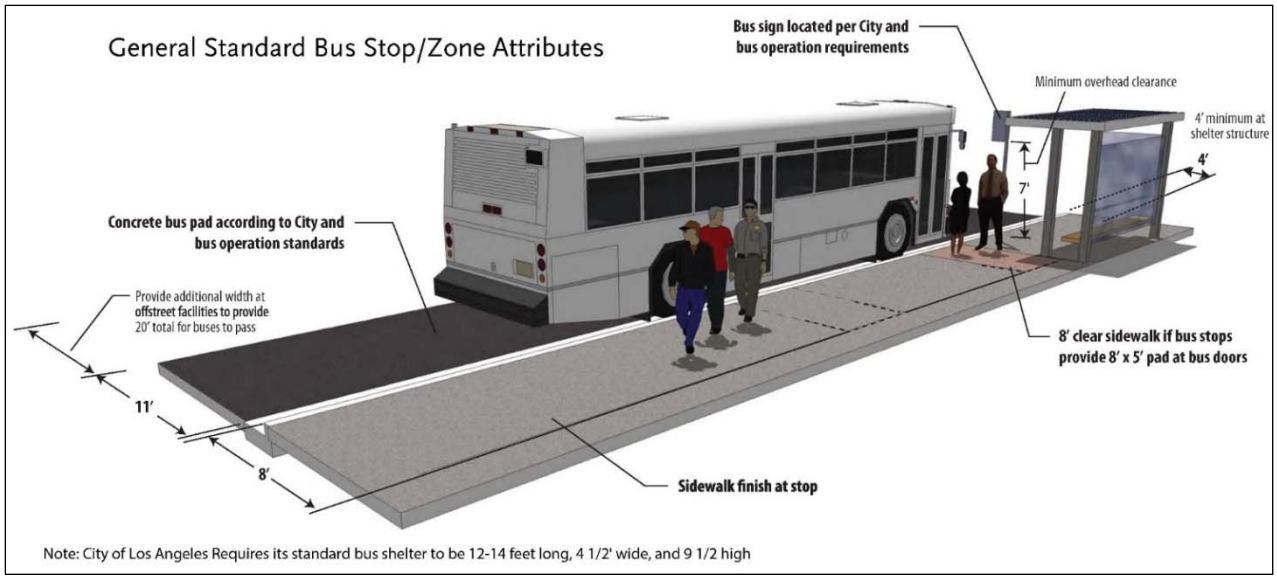


Figure 3.5 *General Standard Bus Stop/Zone Attributes*

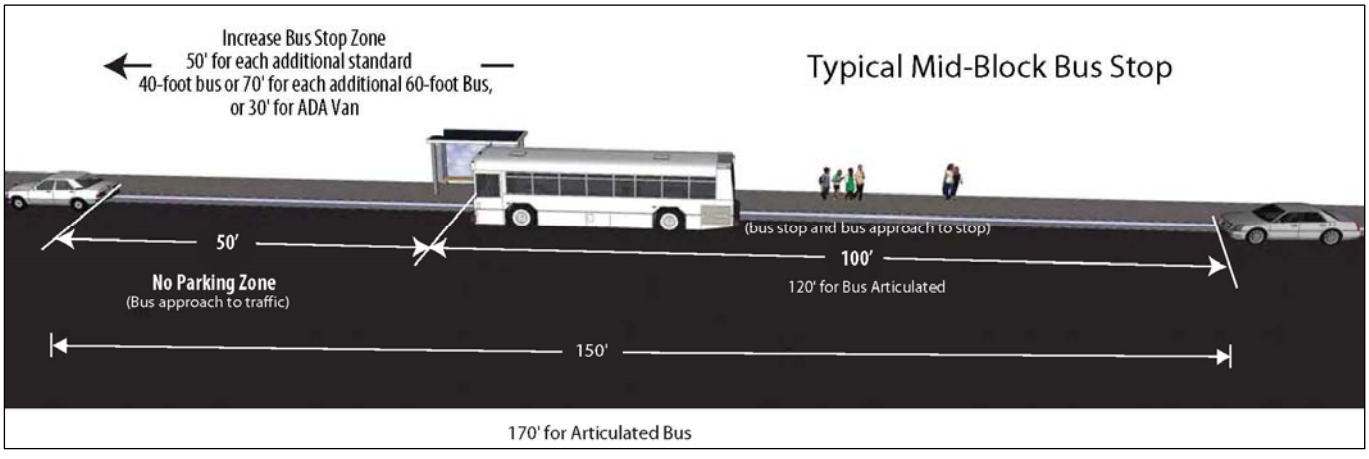


Figure 3.6 *Typical Mid-Block Bus Stop*

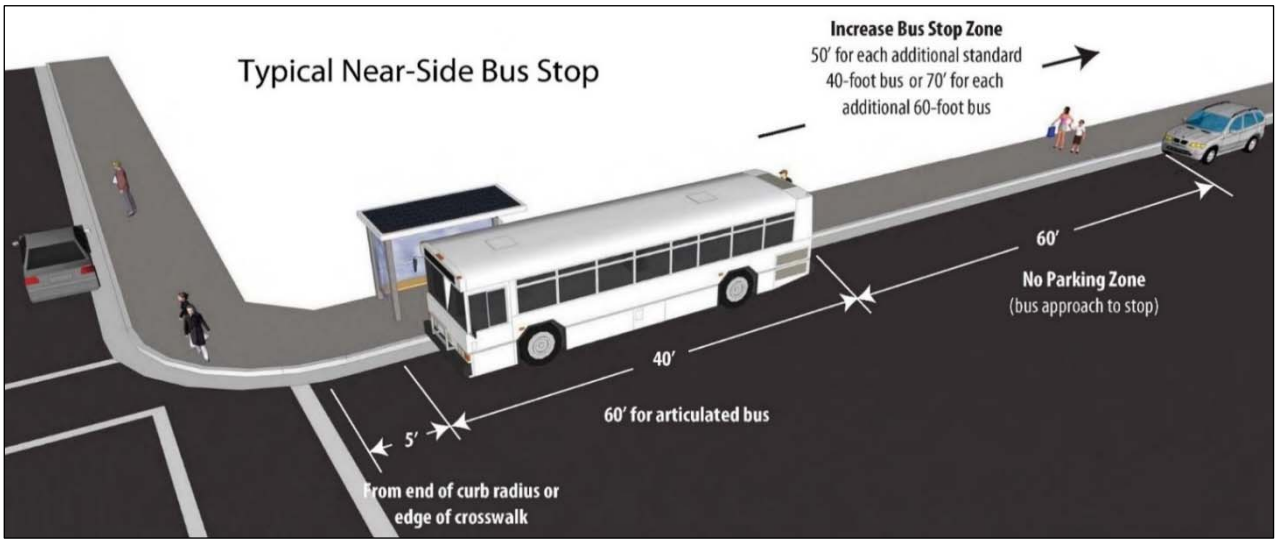


Figure 3.7 *Typical Near-Side Bus Stop*

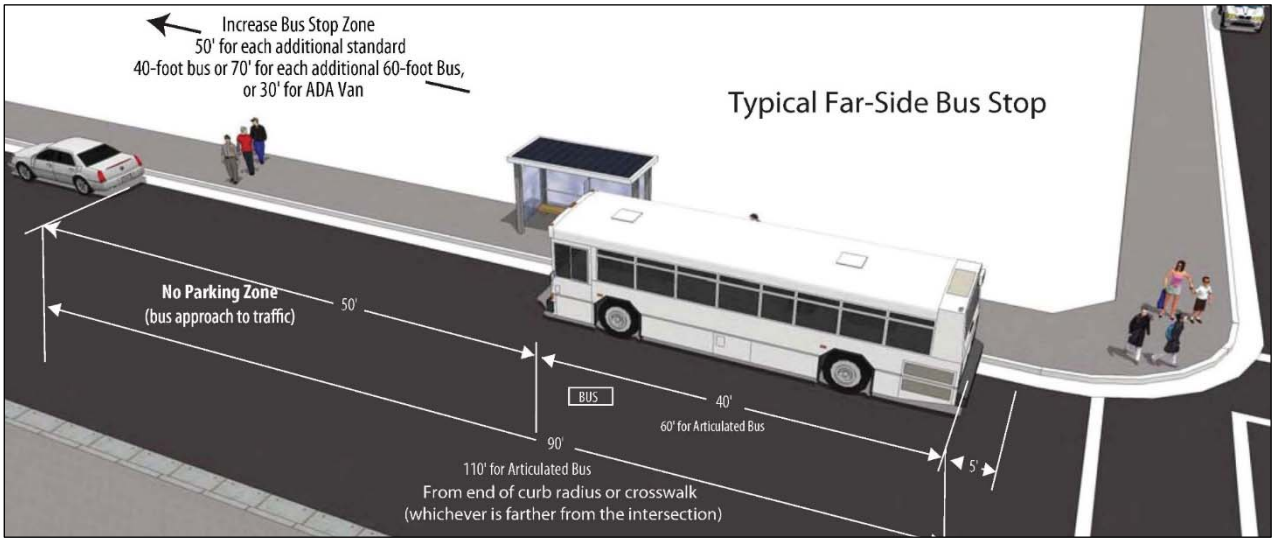


Figure 3.8 *Typical Far-Side Bus Stop*

3.7 Vehicle Assignment

Metro's transit system consists of light rail, heavy rail, and bus operations. Metro's goal is to ensure a consistent basis for assigning vehicles to facilities to meet operating needs and provide equitable access to the newest vehicles across the Metro network to enhance quality of service.

- **Buses:** Buses will be assigned to individual facilities based on vehicle size requirements for lines supported by each facility. The fleet is also distributed to ensure the average age of fleet is consistent across each division for each bus type, so that all areas may have some service delivered using the newest buses.

- Articulated Buses: The G Line operates with a dedicated fleet of 60' higher capacity articulated buses. The advantage of the deployment of articulated buses is the opportunity to reduce vehicle requirements and service hours while maintaining high ridership capacity; however, deployment should not increase service intervals (i.e. reduce frequency) to the point where service quality is degraded. For this reason, bus lines with a peak headway of 5 minutes or better are ideal candidates for this type of bus. In evaluating services for higher capacity articulated buses, other factors must be considered including facility compatibility, street design, and operational factors such as buses that operate on a mix of lines during their operating day. The deployment of articulated buses must also be coordinated with the efforts to convert the Metro fleet to fully zero-emission buses.

- **Light Rail:** Cars will be assigned to individual lines based on facility compatibility, the deposition of the feet during mid-life modernization programs, and age so that no single light rail line must rely on the oldest rail fleet. Ideally, the number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise/training for mechanics who work on the different fleets. There is also a weight restriction that precludes the P2550 light rail cars from being assigned to the C Line along the I-105 freeway.
- **Heavy Rail:** Assignment policy is not applicable to heavy rail. The B and D Lines operate out of the same division, with the same vehicle type.

3.8 School Trippers

School trippers are extra service operated to protect against overcrowding on bus lines serving schools. Metro's policy on school trippers is based on FTA regulations (49 CFR Part 605). These regulations are directed at protecting the private sector against unfair competition and ensuring that FTA funding is focused on providing services that meet the needs of the general public. School tripper service may be operated if the following criteria are met:

- There is sufficient demand to warrant the operation of a tripper that cannot on average be accommodated within the load factor applicable to the regular service available;
- There are sufficient resources to operate a tripper;
- The school tripper will not result in a significant increase in travel time (no more than 5 minutes extra) for regular customers if the service is to be deviated via a school; and
- The school tripper is operated as part of the regularly scheduled public transportation service and is included in such schedules and available for any person to ride.

School tripper service must meet the following requirements:

- All school trippers must fully comply with established policies and procedures;
- All regularly scheduled school trippers must be published on public timetables;

- All locations where trippers board or alight customers, including the bus stops at deviated routes, must be marked with Metro signage including the bus line numbers servicing the stop;
- School tripper changes must be provided to the public by a service change notice and/or on the Metro website at metro.net; and
- Requests for new school trippers or modifications to existing school trippers (bell time changes, etc.) will be considered when a notice is given at least 30 days in advance of the school year starting, providing ample time to complete an appropriate analysis of the request and to allow appropriate notification of changes to the public.

School tripper services changes must comply with the following procedures

- The Service Development's Scheduling section is responsible for ensuring that all school trippers in their respective service area fully comply with Metro's School Tripper Policy as discussed herein.
- Uniform documentation standards for daily school tripper arrangements must be employed. This includes standardizing the documentation form and oversight of the information being input into the scheduling system to ensure accuracy. All requests for new school trippers and modifications to existing school trippers must be logged into the scheduling system regardless of whether the requested new or modified school tripper is implemented.
- The Scheduling team is responsible for working with school districts in their service area which use school tripper service, where special events and bell-time changes are disseminated to Metro through communication with district staff.
- The information fed to transit apps and trip planners, such as Transit App and Google Transit, is made available via a General Transit Feed Specification (GTFS) compatible feed which is updated weekly to reflect school tripper service changes captured in the transit service scheduling software calendar utilized by Metro.

3.9 Charter Service

As a grantee of Federal funds, Metro is prohibited from using its federally funded equipment and facilities to provide charter service except on an incidental basis and when one or more of the applicable exceptions below apply:

- Charter service shall be incidental to the mass transportation service and shall be provided only during times of the day when vehicles are not needed for regularly scheduled service.
- Charter service will only be considered when one of the following exceptions apply:
  - There are no willing or able private charter operators;

  - When there is a formal agreement regarding the provision of charter services between the recipient and all private charter operators who have been identified to be willing and able; and
  - For government or certain non-profit organizations, if the trip involves a significant number of handicapped persons, or if the organization is a qualified social service agency, or if it receives public welfare assistance funds whose implementation may require transportation services.
- All requests for charter service must be approved by the Chief Executive Officer and may require a waiver from the FTA. Petitions for a waiver should be requested in writing 90 days in advance of the event whenever possible.
- The rates for charter service shall equal or exceed the annual fully allocated cost, including depreciation, of providing charter bus operations, and Metro shall deduct the mileage and hours from the useful life of the buses.
- The operation of charter service also must comply with relevant state laws, including Section 30630.5 of the California Public Utilities Code.

Charter service is the use of buses, vans or facilities (rail system) to provide a group of persons under a single contract, at a fixed charge, with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests:

- Be available to the public;
- Operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure);
- Provide a published timetable; and
- Customers must pay their own fare.

3.10 Special Event Service

Special event services are bus routes designed to take customers to a specific venue and are not part of regularly scheduled operations. Metro will provide service under contract to other entities only if the provision of these services does not interfere with Metro's ability to meet regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares, and span of service. Special event services will be provided on a full cost recovery basis and in conformance with the agency's charter bus policy, which is consistent with FTA Charter Bus regulations.

3.11 Service Transfer Guideline

The regional public transit network in LA County consists of 17 "Included or Eligible" fixed route operators (including Metro). Included operators (and routes) are those that were operating within LA County in 1971 at the time of adoption of the State of California Transit

Development Act/State Transit Assistance statute. Eligible operators (and routes) are those added to the Formula Allocation Procedure (FAP) since that time.

Much of the funding for operation of "Included or Eligible" fixed route public transit service in LA County is distributed according to an adopted FAP. The FAP allocates sales tax receipts for public transit each fiscal year in support of public transit throughout the region. Many of the "Included and Eligible" systems operate under the guidelines of the "reserve service areas" established in 1971. Municipal operators have also grown, providing an expanded route network that has improved connections to Metro's regional lines. There are also numerous Local Return fixed route transit providers who are not eligible for FAP funding but instead are funded through Propositions A and C (1990 sales tax initiative), Measure R (2008 sales tax initiative), and Measure M (2016 sales tax initiative). These operators are funded as "Local Return" operators (see Appendix B for a list of operators funded as Local Return and/or Included/Eligible Municipal operators).

Policy guidance states that the network should be well integrated, coordinated, reduce service duplication, and simplify service. Therefore, the evaluation of transit corridors for consideration to be operated in the future by another operator should include:

- Existing performance relative to the system average;
- Value to the customer through integration into an established nearby transit provider;
- Net cost to each operator and the region;
- Completion of another operator's route network;
- Provide improved connections to a municipal operator's established network;
- Impacts to exiting and projected ridership;
- Generation of a net cost saving to Metro based on Metro's calculation of the FAP impacts for all service realignment proposals.

Any transfer of directly operated Metro services to a municipal or contract operator must adhere to the terms and conditions governing such transfers within the adopted collective bargaining and other superseding agreements between the affected labor unions and Metro.

If a proposed service change is adopted that results in a reduction of service, Metro should reinvest at least half of the net savings (operating cost minus customer and FAP reduction) to improve service on Metro's core network of regionally significant lines in the service area from which the savings were drawn.

Any significant service modifications will be subject to review under the latest FTA procedures for adherence to Title VI of the Civil Rights Act of 1964, as amended, the approval of the appropriate Metro Service Council(s), and the local transit provider's Board of Governance, and must be in compliance with local, regional, and labor legislation or agreements. Finally, the agency that assumes service will be required to maintain or improve the days, span, and frequency of the existing Metro service for at least a two-year period for which Metro will

include such operation through the FAP. In addition, the assuming agency must be a participant in the regional TAP program to minimize fare change impacts.

3.12 Alternative Service Delivery Options

Alternative service delivery options generally refers to services not directly operated by Metro, such as contract services, municipal and Local Return operators, taxis, and other flexible destination operations. These alternatives can complement traditional transit service. In addition, Access Services provides mandatory ADA complementary paratransit services for functionally disabled individuals in Los Angeles County as required by federal ADA law. Access Services transportation service is available for any ADA paratransit-eligible individual to any location within 0.75 of a mile of any fixed route bus operated by the Los Angeles County public fixed route bus operators and within 0.75 of a mile around Metro Rail stations during the hours that the systems are operational. Complementary paratransit service is not required to complement commuter rail and commuter bus services, since the federal ADA law does not require that these services provide complementary paratransit service. [8]

[8] accessla.org/about_us/overview.html

SECTION 4: BUS SERVICE PERFORMANCE EVALUATION

This Metro TSP establishes a set of performance criteria and standards that balances optimization for efficiency and productivity with customer experience measures of success. Optimization of key performance indicators ensures that the services being provided generate the maximum benefit in terms of ridership at the lowest cost. Customer experience criteria measure how well the transit system can attract customers to use the system more often and for new trip purposes.

4.1 Route Performance Index

The Route Performance Index (RPI) is a conventional industry measure used to ensure transit services are effective and provide a reasonable return on investment. Metro's RPI is designed to provide an objective measure of bus route performance relative to system performance. The index is based on system ridership and financial targets from the current fiscal year Metro Budget.

This measure is applied to all Metro bus lines that have been in operation for more than one year, allowing time for new lines to reach a level of maturity where riders have adapted to their availability. The RPI is used to identify under-performing lines. Specific corrective actions are taken during the service change process. Corrective actions may include marketing, service restructuring, implementing an alternative service, or discontinuation of service.

Defining RPI Variables

The RPI considers the following three variables in creating the index. No weight is given to an individual measure; rather the selected statistics represent all facets of the operation in terms of cost efficiency, service effectiveness, and customer use.

- **Utilization of Resources:** Passenger boardings per revenue service hour (RSH) are used as a measure to determine how effectively resources are used on a given line. This measure is determined by dividing the total number of boardings by the RSHs operated. A route having a higher number of boardings per RSH represents a better utilization of the service provided.
- **Utilization of Capacity:** Passenger miles per seat mile is the measure used to evaluate how the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per customer by the number of customers using the service. Seat miles are calculated by determining the number of seats per vehicle by the number of service miles operated. A higher resulting number indicates greater utilization of service capacity.
- **Fiscal Responsibility:** Subsidy per passenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the customer fare revenues collected. Higher subsidy services require more public funding support per passenger boarding.

The formula for calculation of the RPI for each Metro Bus line is as follows:

RPI = ((Passengers/RSH/System Avg.) +(Passengers Miles per Seat Mile/System Avg.) +(Subsidy per Passenger / System Avg.))/3

Lines with an index of 1.0 perform at the system average, while lines with an index of less than 1.0 perform below the average. Lines with an RPI lower than 0.60 are defined as performing poorly and targeted for corrective action. Lines that have been subjected to corrective actions and do not meet the 0.60 productivity index after six additional months of operation may be discontinued, subject to Title VI, Metro Service Council, and Board approval processes.

The RPI is calculated and reported quarterly by Metro's Service Planning staff for use in developing revised service plans to improve route performance.

4.2 Customer Experience

Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that service be available when and where customers want to travel, that service be competitive enough to have customers be willing to try transit over other options, and that service be attractive enough to ensure riders return for the same trip and ideally for more trips. Therefore, the recommended measures of success are aimed at evaluating the bus network implemented under the NextGen Bus Plan within these three elements, referred to as Find, Try, and Rely. These customer-focused measures help to balance the traditional metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding). Several of these measures (italicized below) will be used to evaluate the network through the lens of equity.

Find - **How well do people understand how effectively transit can serve their needs? Is the system easy to understand and use?** Proposed measures include:

- Services and information are readily available
  - Percentage of trip ends within ¼ mile of transit stop
  - Trip planning apps and website usage rates
  - *Percent of public considering transit (survey-based)*
- Bus system is easy to understand and use
  - Percentage of out-of-direction travel
  - Percentage of route miles with all-day frequent service (<=15 min headways)
  - *Percent of public that understands how to use system (survey-based)*

Try - **How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators)** Proposed measures include:

- Bus goes where/when customers want
  - *Percentage of trips compatible with transit by time of day and day of week*

- *Number of jobs and activity centers accessible within a 15-minute and 30-minute transit ride*
- Number of unique transit users

– Bus system is competitive
- *Door-to-door travel times*
- *Competitiveness of transit time to drive time*
- System-wide boardings

– Coverage is adequate
- *Population within ¼-mile of transit stops by frequency of service*

– Transit journeys are simple
- Average number of transfers
- Percent of trips that are one-seat rides

Rely - How can we provide services that customers can rely on for their travel needs?
Proposed measures include:

– Bus system is effective and productive
- *Competitive transit paths for short, evening, midday, and weekend trips*
- Number of frequent customers
- Boardings by time of day and day of week
- Boardings per revenue hours and miles
- Cost per passenger mile

– Buses are reliable
- Headway regularity on frequent routes
- On-time performance
- Real time arrival accuracy

– Customers are satisfied
- Rides per week for frequent and infrequent users
- *Percentage of customers satisfied with Metro services (survey-based)*

4.3 Service Evaluation Process

Services are evaluated monthly, quarterly, and biannually based on the network, lines and segments (geographic, time of day, and day of week). Services that are inconsistent with demand or do not meet system standards are identified for restructuring, reduction, or

discontinuation. Services that have potential for exceeding existing performance will be identified for possible enhancements as should markets that are currently not well served. The following priorities will be considered when restructuring the Metro system:

- **Priority 1** – Restructure services to increase system speed, on-time performance, service frequencies consistent with NextGen Bus Plan, productivity, and balance loads.
- **Priority 2** – Restructure services that are duplicative with Metro Rail, other Metro Bus lines, and Municipal and Local Return operator services. Such services will be identified for discontinuation, consolidation, reduction and/or reallocation to achieve greater productivity and cost efficiency.
- **Priority 3** – Restructure remaining services (constrained by existing budget) based on the service concept and to address major gaps and deficiencies. Prioritize these service adjustments.
- **Priority 4** – Develop new services (unconstrained) to address all gaps and deficiencies. Prioritize these new services.

Significant changes to municipal operator services are incorporated into the evaluation of existing and new services as possible enhancements to address identified gaps or deficiencies in service.

Service Change Performance Evaluation

Schedule adjustments to bus or rail should be evaluated shortly after implementation to determine if there are any obvious issues. This should include line rides and visits to the operating divisions to receive comments and recommendations from customers, operators and supervisors. Appropriate adjustments should be made as required. After three months of operations, the schedules should be evaluated in detail to begin the process of schedule adjustments for the next service change cycle.

Route modifications to bus service should also be evaluated after implementation based on the evaluation outlined above. The overall goals of the service changes such as reducing costs, improving connections, increasing bus speeds, and increasing ridership, among others, should have near term goals that are established prior to the service change process. About 6 months after service implementation, the performance of the changes should be evaluated relative to the established goals. Remedial actions, if necessary, should be developed and considered for the next service change cycle.

SECTION 5: METRO MICRO ON DEMAND SERVICES

Some areas of LA County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. Metro offers microtransit service, branded as Metro Micro, to select locations in its service area to fill in gaps in fixed-route systems and make public transit more convenient for more people. Metro Micro uses smaller vehicles than fixed-route service, which facilitates the ability to serve locations that are inaccessible to transit buses and operate at a lower cost per revenue service hour.

Background

Metro launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first- and last-mile service options: Mobility on Demand and Metro Micro, a microtransit service. The Mobility on Demand pilot launched in January 2019 and operated for 12 months. Metro partnered with Via, a provider of on-demand ride sourcing services, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program was funded in part by a $1.35-million Mobility on Demand (MOD) Sandbox Demonstrations grant from the FTA. The system was operated utilizing private vehicles. The Mobility on Demand pilot concluded in January 2021 and the three Mobility on Demand zones were transitioned to become part of the Metro's on-demand, van-based rideshare service branded as Metro Micro.

Metro Micro was launched in December 2020 by LA Metro as a three-year pilot. After an extension to further study the service post-pandemic, Metro Micro became a permanent service on March 16, 2025. Metro Micro was designed in parallel with the NextGen Bus Plan. The first two zones (LAX/Inglewood and Watts/Willowbrook) were launched in December 2020. The three Mobility on Demand zones were added to the Metro Micro program in January 2021. Two additional Metro Micro zones launched in June 2021 (Highland Park/Eagle Rock/Glendale and Altadena/Pasadena/Sierra Madre). The Northwest San Fernando Valley zone was launched in September 2021. The overlapping Artesia and Watts/Willowbrook zones were combined into an over 31 square mile mega zone (Watts/Compton), and the final pilot zone at UCLA/Westwood launched in December 2021.

The pilot zones were coordinated with the NextGen Bus Plan to replace some lower ridership fixed route lines or route segments where Metro Micro service could better serve these hard-to serve areas, though this was only one of a range of use cases being tested. The target maximum size for each zone was originally set at no greater than 20 square miles to ensure the goal of no more than an average 15-minute wait time for pick up could be consistently achieved. However, a number of zones were expanded to help replace some low performing fixed route services during NextGen Bus Plan implementation.

5.1 Micro Service Overview

Metro Micro is operated with passenger vans within eight designated zones, intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. Metro partnered with a third-party vendor for the

technology, staffing, maintenance and vehicles to support this pilot program, while Metro provided the van operators and staff to manage, training materials, guidelines, and oversight for the operation. In March 2025, the operating model changed with a new technology vendor and a new vendor to manage operations including the provision of operators and vehicles.

Micro offers customers the ability to book rides within designated zones on the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application. Customers are directed to a virtual stop location (a designated pick-up or drop-off location which may be but is not necessarily a Metro bus stop or rail station) to be picked up by the service. All designated pickup and drop-off locations are located within the zone and must be ADA accessible. Stops are virtual because they typically do not have any signage indicating that they are service points, and they can be activated or deactivated in real-time as conditions change.

The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location, to facilitate pickup within a 10-minute window, and drop off at another virtual stop within the same zone. Based on experience to date, Metro Micro generally serves short trips of approximately 20 minutes in vehicle time and 1-5 miles in distance on average. These short trips are intended to serve as connections to other transit options such as Metro-operated bus and rail services and municipal operators.

Metro Micro Capacity/Load Profiles

The Micro Passenger Loading Standard expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. Vehicles used for Metro Micro will have a load standard of 1.0 x available seats in each van. The largest vehicles have a seating capacity for up to 10 passengers; a range of seating capacities of the vans used.

Table 5.1 Metro Micro Vehicle Capacity

Metro Micro Vehicle Type	Seats per Vehicle	Peak Passengers per Seat	Off-Peak Passengers per Seat	Maximum Passengers Onboard
Large Van	7 + 2 Wheelchairs	1.0	1.0	9
Small Van	5	1.0	1.0	5
Small Wheelchair Accessible Vehicle	5 or 3 + 1 Wheelchair	1.0	1.0	5

Minor service changes may be conducted at any time. This includes:

- Adding, removing, or relocating virtual stops for safety, convenience, or operational reasons
- Minor changes to zone boundaries
- Reduction or expansion of revenue service hours
- Reduction or expansion of operating hours

A major service change for the purposes of microtransit is a change that exceeds 20% in any one zone: Such changes would require a public hearing similar to bus service changes. Where possible, such hearings should be held within the Micro zone.

5.2 Metro Micro Zone Boundaries

As of April 2025, Metro operates eight Metro Micro zones across Los Angeles County, ranging in size from <10 square miles to >30 square miles. All zones include at least one major transit station, and most zones include areas not served by fixed-route transit. These zones were determined through multi-stage process in which equity concerns (e.g. areas where it is difficult to obtain private Transportation Network Company (TNC) rides), coverage of areas without fixed-route service, and expanding access to rail and busway service. Details of each zone are provided in Table 5.1

Table 5.2 Metro Micro Zone Details

Zone	Launch Date	Zone Sq Miles	Weekday Hours of Operation	Weekend Hours of Operation	Hours in Operation per Week
Watts/Compton	Dec 2020	31	5a–11p	5:30a–9:30p	122
LAX/Inglewood	Dec 2020	19.5	5a–9p	5a–9p	112
El Monte	Jan 2021	23.4	6a–10p	10a–10p	104
North Hollywood/Burbank	Jan 2021	17.4	6a–10p	10a–10p	104
Highland Park/Eagle Rock/ Glendale	June 2021	23.3	5:30a–10p	5:30a–10p	112
Altadena/Pasadena/Sierra Madre	June 2021	23.2	5:30a–10p	5:30a–10p	112
Northwest San Fernando Valley	Sept 2021	20	5:30a–10p	5:30a–10p	112
UCLA/Westwood/VA Medical Center	Dec 2021	7.1	9a–9p	Closed	60
	TOTAL	164.9			

In determining future changes to zone boundaries, Metro will consider equity impacts, connections to high-quality fixed-route service, geographic and topographic factors that affect fixed-route access and walk/rollability, zone size and shape, and origins and destinations. The role of each of these factors in determining Micro zones is described below:

- **Equity Impacts:** Similar to fixed-route service, Metro must consider the impact on Equity Focus Communities and target populations such as seniors and students, when determining changes to service zones. Populations with higher transit dependency, lower incomes, and historically and/or currently marginalized communities are prioritized for improved access. In particular, Metro should consider how microtransit may be able to address inequities in availability of TNC services on the private market.
- **Connections to high-quality fixed-route service:** Though Metro's fixed-route system reaches a high proportion of Angelenos, there are areas that are served only infrequently or not at all, due to a variety of factors. Microtransit service connects these areas to high-quality fixed-route service and provide an alternative to single-occupancy vehicles for shorter trips.

- **Geographic and topographic factors that affect fixed-route access and walk/rollability:** Because the service uses smaller vehicles, microtransit can serve areas where transit buses cannot go due to their size and impact on neighborhoods. Areas with hilly terrain or narrow streets often cannot accommodate transit buses but are servable by microtransit vehicles. Hilly areas also suffer from poor walk/rollability, making the traditional 0.25 mile walking distance to transit physically challenging.
- **Zone size and shape:** Microtransit works best with zones 20 square miles or smaller, with shapes that are as close as possible to circular. With larger zones, it is easier for all available vehicles to be pulled to one area of the zone, leaving many patrons out of reach when they attempt to book a ride. Irregularly-shaped zones can lead to vehicles ending up in a "sock" where they are far from many origins and destinations within the zone. Based on efficiency metrics of existing zones, any new zones should have a maximum longest diagonal of 8 miles (longest distance between two zone edges). Similarly, zones that are too small to generate significant ridership should be avoided. A zone's diameter should exceed a comfortable walking distance (> 1 mile), and in general, zones should be at least 5 square miles, and impacts of geography and topography are also important to determining zone boundaries. Obstacles such as freeways, railroad tracks, the Los Angeles River, etc. should have multiple passing points within the zone and reduce the complications of crossing a zone. Zone boundary design should avoid creation of "dead corners" at the edges of zones that are difficult to get in and out of.
- **Origins and destinations:** To efficiently allocate resources, microtransit zones should have at least one major transit access point (a rail station, busway station, transit center, etc.) as well as a variety of residential and commercial uses.

5.4 Microtransit NTD Reporting

Metro reports Metro Micro as a Demand Response – Purchased Transportation (DR-PT) mode. FTA requires that Demand Response modes report the following data monthly:

- Unlinked passenger trips
- Vehicle revenue miles
- Vehicle revenue hours
- Vehicles operating in maximum service

FTA defines Revenue Service Hours differently for Demand Response than for fixed-route modes. This definition is found in the NTD Reporting Manual for the current year.

DR-PT is also reported during the Annual reporting. Details on the elements required can be found in the NTD Reporting Manual for the current year and are much more extensive than the monthly reporting.

5.5 Microtransit Performance Evaluation

The primary performance evaluation measures for Metro Micro are:

On-Time Performance (OTP): The percentage of rides which pick up or drop off the passenger within one minute of the time stated at booking. OTP is calculated based on the customer's booking method:

- Leave Now: Rides booked as "Leave Now" are given an expected pickup time and ride window. This time will be the earliest time the platform was able to schedule their ride; the ride may be scheduled earlier than original expected pickup time if an earlier ride becomes available. Rides are considered on time if they pick up the customer before one minute past the given window, which is established at booking time and may be any number of minutes.
- Leave At: Rides booked as "Leave At" are provided a 10-minute window within which the pickup may occur. Rides are considered on time if they pick up the customer before one minute past the end of the window.
- Arrive By: These rides are scheduled to get the customer to their destination by a specific time. Rides are considered on time if they drop the customer off before one minute past the Arrive By time in the booking.

Validated Complaints per 10,000 Boardings: This is based on complaints received via Metro's Customer Relations team and in-app feedback. The goal for this metric is at or below 50. The denominator is an order of magnitude below the analogous bus and rail metric because Metro Micro has a lower overall operational footprint, with a monthly total ridership of 50,000-75,000 boardings.

Passengers per Revenue Service Hour (PRSH): Number of completed passenger boardings divided by the number of revenue service hours. Expectations vary by zone, but the overall goal is at least 4 PRSH.

Ride Rating: Customers using the web app are prompted to rate their ride after drop-off and have an opportunity to provide feedback as well.

Combined Cancellation and No-Show Rate: This rate is a proxy measure of how much confidence people have that their ride will arrive, and how well the service matches their transportation needs. People are more likely to cancel or no-show if they are looking for a better option than their Metro Micro booking offers. The service is expected to keep this rate at or below 37% of all bookings.

Revenue Service Hours (RSH): Total time that vehicles spend in zones ready to serve customer rides. This metric excludes deadhead and both paid and unpaid breaks but includes standing time where a vehicle is ready for rides but has none scheduled. The Federal Transit Administration National Transit Database reporting uses a different definition that also excludes standing time and categorizes some empty trips as deadhead instead of RSH.

Micro Real-Time Information: On-demand transit is heavily reliant on real-time information on dynamic pick up and drop off schedules. Real-time information is used in the following ways:

- Customers who book via the web portal or app can see an ETA, and as the pick-up time approaches, track their vehicle on the app map.
- Customer Call Center agents can check the status of rides for customers who do not have access to the web portal or app.
- Metro staff and Operations Contractor staff have access to real-time data on all vehicle positions and status, which they use to monitor service and troubleshoot performance issues.

Wheelchair Boardings and Abandoned Rides: Abandoned rides are those rides that are booked, but that no vehicle arrives to pick up. This may happen due to a mechanical breakdown, excessive operator absences, or unusual traffic conditions that make an area of the zone less accessible or inaccessible. These instances are analogous to cancelled runs in bus service, but another vehicle will not be scheduled to pick up the passenger unless they re-book a ride. Any ride abandonment needs to be investigated and addressed.

Ideally, in a floating 6-month period, Micro service will average no more than 0.5% in pass-ups of customers who use wheelchairs or other mobility devices. For Micro service, a trip is considered to be a wheelchair pass-up if it is unmatched, which is when a ride is booked correctly as an accessible trip but an accessible vehicle is not able to be brought to the customer to pick them up. Operations Contractor staff is responsible for monitoring for unmatched (abandoned) rides and, if one occurs, attempting to contact the customer and assisting them with new travel arrangements. Should the average increase to over the 0.5% threshold, Metro staff will work with the Operations Contractor to adjust service to better serve the ridership patterns of the zone in such a way so as to minimize unmatched/abandoned rides.

SECTION 6: CUSTOMER INFORMATION AND AMENITIES

Customer information instructs both regular and infrequent customers how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.

6.1 Customer Information

Both regular and infrequent customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel, especially when they are traveling to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning information via telephone, through customer service representatives. Metro buses, railcars, and stations also include announcement systems for stops and stations as well as other general service information.

- **Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.
- **Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.
- **Online Information** is available 24 hours a day to anyone with Internet access and includes:
  - Real-time information streamed to many mobile devices via transit information applications and displayed on Google, Apple, and Bing Maps trip planners as well as applications such as Transit, Moovit, and Citymapper. Text/SMS messaging have expanded significantly as smart phones have become a common part of life for many. Email alerts are also shared with customers who sign up to receive them.
  - Metro's own website metro.net:
    - Route maps and timetables, fare information, detour notices, service change information, cancelled service alerts, special event detours, and other service-related information
    - Metro's blogs, "The Source" and "El Pasajero"
    - Specialized guides (Bikes, Riders with Disabilities, Safety & Security)
    - Commuter program information (carpools, vanpools, employer programs, etc.)
    - News and media information
    - Latest information on Metro projects and programs
    - Contact information
  - Metro's social media accounts including Facebook, X (Twitter), and Instagram.

- **Bus and Train Real-Time Information Signage**: Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there is a service disruption. It should provide enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip. Real-time information is provided within selected transit shelters across the Metro network. Metro piloted e-paper real time information signs at a limited number of bus stops as an amenity in FY23. The ePaper technology provides a low power, better resolution on multi-sized tablets and displays. Metro has since expanded its use of ePaper technology to display real-time information, with ePaper real-time displays installed along Vermont Av, the new LAX/Metro Bus Center, and are in development at Patsaouras Plaza and throughout the Southeast Los Angeles region. The City of LA's Sidewalk and Transit Amenities Program (STAP) is incorporating real-time information within all new bus shelters being installed as part of the program.
- **Printed and Distributed Information** such as timetables, maps, service change notices, customer newsletters, etc., are made available at multiple locations such as Metro's own Customer Service Centers, regional libraries, and recreation and community centers, on board affected and adjacent routes, and by mail.
- **Posted Information** such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.
- **Route Signage Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board as well as direction of travel and location the lines terminate at, as well as names of major corridors served.
- **Wayfinding** is the process of supporting the ability to navigate using informational signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.
- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.
- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency public service announcements.

6.2 Customer Amenities

Customer amenities are those elements provided at transit stops, centers, and stations to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, trash receptacles, lighting, restrooms, vending machines, and emergency telephones and intercoms. In some instances, Metro coordinates with municipalities to provide appropriate amenities.

Table 6.1 *Customer Information and Amenities*

Amenity	Service Type	Minimum Allocation
Shelters:	Heavy Rail:	n/a
	Light Rail:	At least 80 linear ft. per bay
	Bus Facilities:	At least 6 linear ft. per bay
Seating:	Heavy Rail:	At least 12 seats
	Light Rail:	At least 10 seats
	Bus Facilities:	At least 3 seats per bay
Information Displays:	Heavy Rail:	At least 12
	Light Rail:	At least 10
	Bus Facilities:	At least 3
LED Displays:	Heavy Rail:	At least 8 arrival/departure screens
	Light Rail:	n/a
	Bus Facilities:	n/a
TVMs:	Heavy Rail:	At least 2
	Light Rail:	At least 2
	Bus Facilities:	n/a
Elevators:	Heavy Rail:	At least 2
	Light Rail:	At least 2 for elevated/underground
	Bus Facilities:	At least 2 for multi-level terminals
Escalators:	Heavy Rail:	At least 4 (2 Up/2 Down)
	Light Rail:	At least 2 for multi-level terminals
	Bus Facilities:	At least 2 for multi-level terminals
Trash receptacles:	Heavy Rail:	At least 6
	Light Rail:	At least 2
	Bus Facilities:	At least 1 per 3 bays/2 per facility

- **Benches** provide seating for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters. Benches are provided by the local jurisdiction in coordination with Metro.
- **Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.
- **Lighting** increases visibility and security and discourages misuse of bus stops when transit operations are not in service.
- **Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.
- **Shelters** provide waiting customers with protection from climate conditions and help identify the stop or station. Metro does not own or install shelters but coordinates with local jurisdictions on placement where appropriate. The NextGen Bus Plan includes an initiative to fund additional shelters across the Metro bus network in partnership with local jurisdictions.

- **Telephones/Intercoms** provide access to transit information and emergency services.
- **Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed at bus stop locations and maintained by individual municipalities.

Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned, off-street bus facilities that allow for boarding as summarized in Table 6.1.

6.3 Rail Stations and Bus/Multi-Modal Transit Center-Facilities

When transit service is not available near one's trip origin, driving to a Park & Ride lot or utilizing another first-last mile option such as a bicycle or scooter to transit may be a viable alternative. Station parking facilities, bus transit centers and their associated amenities, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** are provided in close proximity to major stops and stations for transit customers who use cars to access a bus or train. Park & Ride facilities are usually provided at rail stations or bus transit centers such as the Metro El Monte Station and Harbor Gateway Transit Center. Park & Ride lots in suburbs serve as a staging area for commuter customers. Parking may be provided for transit riders at no cost or for a nominal fee, based on demand. Adjacent development and joint use parking are encouraged.
- **Bus Transit Centers and Stop Amenities:** Stations and shelters provide customers with enhanced comfort and safety. As part of the NextGen Bus Plan, Metro will continue to work with municipalities to maximize the number of bus stops with seating and shelter, as this function is led by municipalities. An emphasis will be made on allocating many of these amenities to Equity Focus Communities where the need for high quality transit is greatest.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian countdown signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Bicycle Storage** such as bicycle racks, lockers, and hubs may be provided at transit centers and stations where demand exists and space allows, and on transit vehicles. Bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but they can be subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and weather but cost more to install and operate, and require more space.
- **Micro Mobility Vehicle Parking:** At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of micro mobility devices such as electric **scooters**. Metro operated a two-year pilot where designated parking areas were established at selected stations and transit hubs for parking of micro mobility devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of

the parking facilities.[9] A permanent program was established following completion of the pilot and is being operated at the following stations: Wardlow, Willow A Line Stations, and 17th St/SMC, Expo Bundy, Expo Sepulveda, Culver City, La Cienega/ Jefferson, 26th St/Bergamot, and Westwood/Rancho Park E Line Stations. The program is currently collecting and analyzing data to inform how we can best scale and manage the updated program moving forward.

6.4 Bus Stops and Bus Stop Amenities

Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by Metro, or in some cases by the local municipality.

Metro has no jurisdiction over a bus stop beyond a bus stop sign post; amenities are installed by the municipality where the stop is located. This function is sometimes contracted to third parties who support installation and maintenance, usually funded by advertising revenues. The NextGen Bus Plan noted the importance of bus stop amenities such as seating and shelter, and Metro will work with municipalities to maximize the number of Metro bus stops with such amenities available. Metro is able to support the municipalities with technical assistance such as ridership data, as well as support obtaining grant funding for such amenities.

Bus stop and transit center facilities are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, which was confirmed in the NextGen Bus Study, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

Fixed guideway stations are stops along a fixed guideway segment and have features such as loading platforms, TVMs for pre-loading of TAP cards, shelters, benches, lighting, information displays, trash receptacles, bike racks and/or lockers, public announcement systems, security cameras, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.

Transit centers are high-volume transfer points for multiple transit services (bus and/or rail) and layover spaces for end-of-line bus storage and turn around. Features include customer

[9] Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.

Bus layover terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting. On-street bus layover zones are designated stopover points for buses at or near the end of the line.

Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations staff continues to evaluate routes and layovers to reduce costs, improve efficiency, and maintain required access to restrooms for operators. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future joint development or private projects.

Locating bus layover facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least, adds costs to an already budget constrained operation. Metro continues to include such facilities in joint development projects where feasible to maximize the efficiency of bus terminal operations.

Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities resulting in expanded line operations to reach suitable alternative layovers.

SECTION 7: SERVICE CHANGE PROCESS

In 2003, Metro created five localized service areas (Figure 6.1), each to be overseen by a Governance Council. In 2011, Metro restructured the roles and responsibilities of the five Councils and renamed them as Service Councils. Centrally managed bus operations were re-established to include the service planning and scheduling functions, while the Service Councils maintained their authority and responsibility to help locally coordinate service changes.

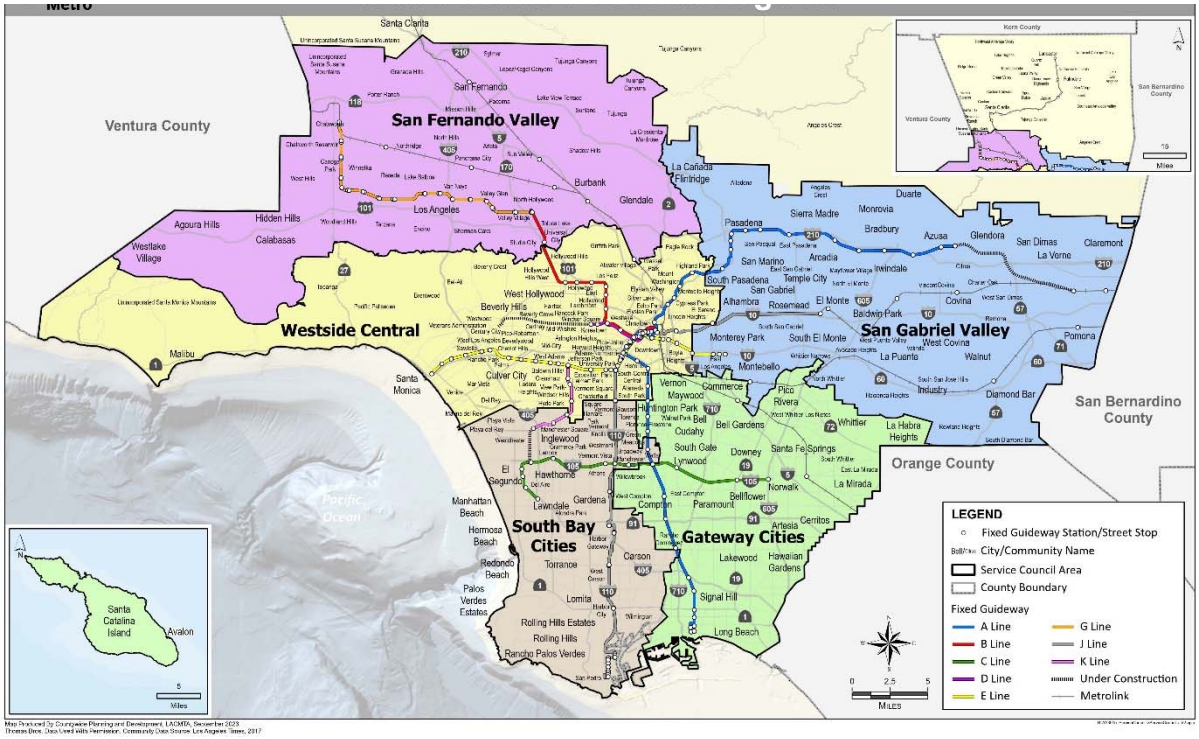


Figure 7.1 *Metro Service Council Regions*

Metro's five Regional Service Councils provide locally accessible public forums for community members, transit users, and local municipal operators to voice concerns, suggestions, and questions on how Metro can best serve customers. Through these forums, Service Council members can:

- better understand customer needs and make recommendations;
- evaluate opportunities and service coordination issues;
- advise and approve the planning and implementation of service changes within their areas.

As stated in the 2011 update to the Service Council bylaws, one of the Service Council's primary responsibilities is to render decisions on proposed bus route changes considering staff's recommendations and public comments. Metro Service Councils (MSC) will be responsible for approving all proposed permanent major service changes, excluding

turnaround and out of service route modifications. All major service changes that require public hearings will be brought to the MSCs who will conduct public hearings then vote to approve, modify, or deny the service change proposals. Any significant temporary service change should be brought to the Council for their information but not approval. An October 2024 update to the Bylaws clarified that the Service Councils would also convene any required public hearings for the Title VI analyses of new rail service plans. See Table 6.1 to refer to the timeline for a major service change.

Each Regional Service Council is responsible for holding public hearings that relate to major service changes (as defined in the following Section 6.2 Title VI Equity Analysis) to Metro bus and rail lines that provide significant service within their region, consistent with State and Federal laws and with Metro policies pertaining to public hearings. Following receipt of public input, the Council is responsible for approving all major service changes that are to be implemented that modify, add or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies. When a major service change program requires three or more Councils to hold public hearings, an additional hearing is held at a central location, normally at the Metro headquarters building, on an appropriate Saturday.

Table 7.1 *Major Service Change Timeline*

Key Activities	Required Lead Time (Months Prior to Implementation)
Initiate Planning Process	12
Develop Preliminary Recommendations	7-8
Impact Analysis for Proposed Changes	6-7
Title VI Equity Analysis on Major Service Change Proposals	5-7
Service Council Review and Input	6-7
Confer with Labor Relation and Union Representatives	6-7
Public Review and Input	5
Finalize Service Change Program	4-5
Program Approval	3-4
Develop New Service Schedules	2-4
Print Public Timetables and Operator Assignments	1-2
Fabricate Decals for Bus Blades	1-2
Take Ones/Rider Alerts on Buses	0.5-1

All route and major service changes that are approved by the Regional Service Councils will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service Council will be notified of this change, prior to the next Service Council monthly meeting. Table 6.1 provides the established service change timeline.

7.1 Service Change Programs

Service change programs are developed based on input generated by a wide variety of sources including rider, community, and employee input, service restructuring studies, coordination with major Metro capital projects such as new rail alignments or joint developments, requests from other local operators, and performance monitoring results such as load levels and on-time performance. The service change process includes public review of the proposals, a technical evaluation of ridership impact, and Title VI equity analysis.

In accordance with contractual agreements with the Sheet Metal Air, Rail and Transit Union (SMART)[10], bi-annual service changes will be implemented each year in June and December. Metro service changes are conducted to modify service based on ridership and load factors, on-time performance, other performance monitoring results, rider and community input, and budget considerations. A service change process workflow is provided in Figure 6.2.

As part of the evaluation process, resource impacts to in-service hours and required vehicles are also tracked to ensure compliance with budget parameters. In summary, the purpose of an evaluation on proposed service changes is to:

- Define and evaluate the impact on customers;
- Determine whether a proposed major service change or fare increase will have disparate impact on minorities or a disproportionate burden on low-income individuals by performing a Title VI Equity Analysis;
- Consider alternatives if a disparate adverse impact to minorities or disproportionate burden on low-income individuals are identified;
- Develop appropriate mitigation measures if needed; and
- Conduct required public hearing for all major service changes (see definition in Section 6.2 Title VI Equity Analysis).

Changes to the rail system occur less frequently. They generally relate to the opening of a new line or adjustments to the frequency or hours of operation for existing service. Changes in rail and bus service follow the same planning and implementation process.

7.2 Title VI Equity Analysis

The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects minority communities from disparate and disproportionate negative impacts as a result of major transit service changes. Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations provides further protection of low-income communities from disparate and disproportionate negative impacts.

[10] The United Transportation Union (UTU) merged with the Sheet Metal Workers Union in 2014 to form SMART.

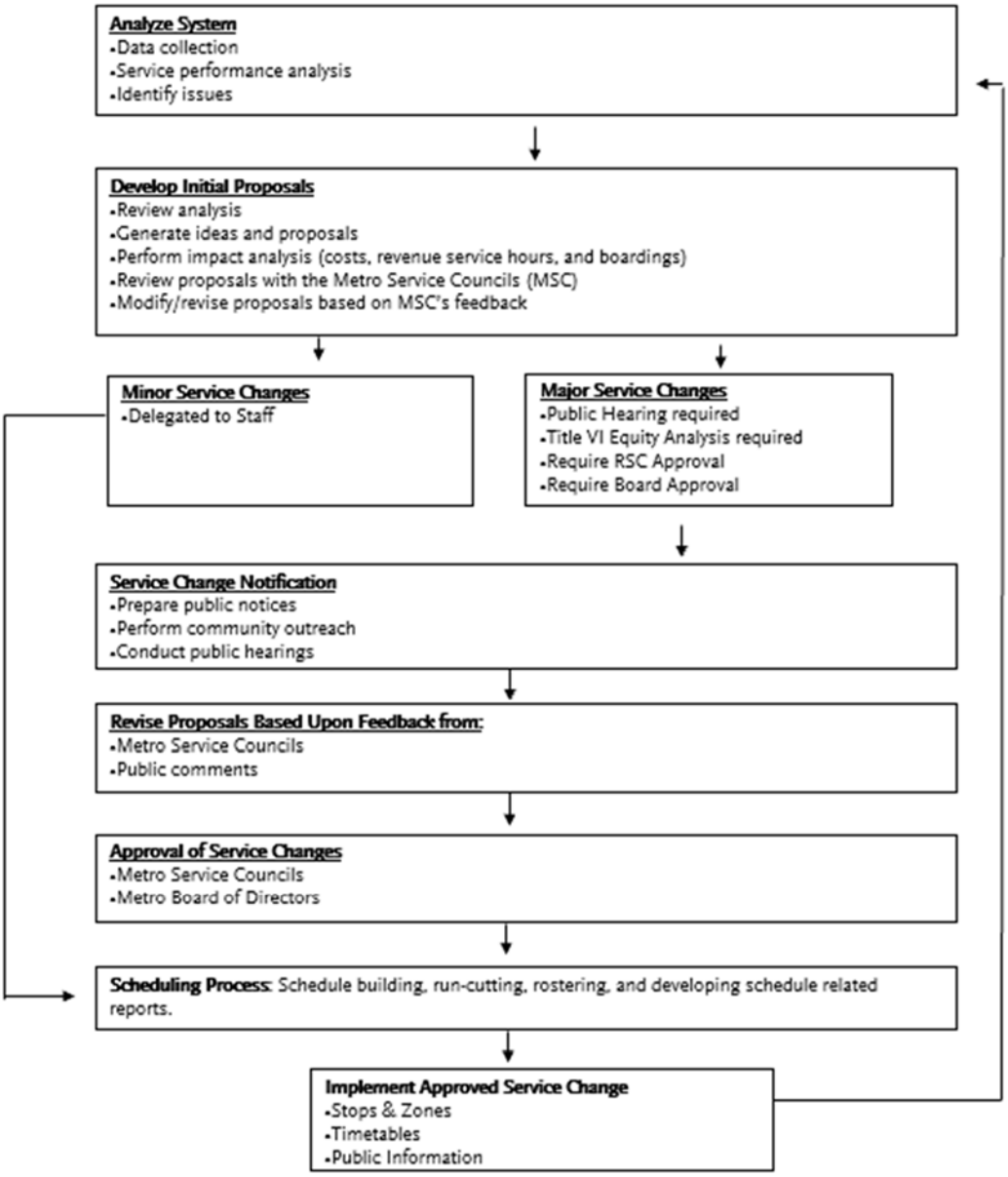


Figure 7.2 Service Change Process

Metro must ensure a Title VI Equity Analysis is performed on all major service change proposals and any fare change proposals to determine if these proposals will have a disparate adverse impact on minorities or disproportionate burden on low-income individuals prior to a public hearing. If it is determined that these proposed changes will have a disparate adverse impact on minorities or a disproportionate burden on low-income individuals, Metro will make a good-faith effort to mitigate or reduce the adverse impacts by looking for alternatives that can meet legitimate program goals with a lesser impact to protected groups.

In accordance with FTA's Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (Effective October 1, 2012), Metro's Administrative Code was revised to incorporate FTA's requirements under Title VI. The Metro Board adopted the updated Administrative Code in January 2013. Based on this Circular, Metro is required to perform a Title VI Equity Analysis on all proposed major service changes or fare changes prior to implementation. The goal is to ensure there is no *disparate adverse impact* to minorities or *disproportionate burden* on low-income individuals created by a major service or fare change.

The following definitions and criteria were updated and adopted by the Board in September 2019. The Administrative Code now contains a reference to these definitions so that it need not be amended every time there is a need to modify the definitions:

Disparate Impact Policy:
Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority customers.

a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least 5%.

b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least 5%

Disproportionate Burden Policy:
Disproportionate burden refers to a facially neutral policy or practice that disproportionately affects low-income populations more than those populations that are not low-income. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

1. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least 5%.

2. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least 5%

Discretion of the Metro Board of Directors
A *major service change* or *fare increase* may be implemented even if the Title VI Equity Analysis determines a *disparate adverse impact* to minorities was created by the change. However, the Metro Board of Directors must first ensure these changes meet two tests:

- There is a substantial legitimate justification for adopting the proposed major service change or fare increase, meaning the selected service change or fare increase meets a goal that is integral to the mission of Metro; and
- The selected alternative would have a less severe adverse effect on Title VI protected populations than other alternatives that were studied.

Major Service Change

Major service changes are defined in Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-010 as any service change that meets at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1-5 above to be inclusive of any bus/rail interface changes.
6. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
7. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Fare Changes

Any fare change requires an equity evaluation consistent with the following guidance:

1. A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes but is not limited to permanent fare changes, temporary changes, promotional fare changes, and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special

discount programs for students, groups or employers.

2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the Board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
    a) A change is instituted that provides free fares for all customers;
    b) Temporary fare reductions are provided to mitigate for other actions taken by Metro;
    c) Promotional fare reductions are less than six months in duration. An equity analysis must be conducted prior to making any temporary fare change into a permanent part of the fare system.

7.3 Metro's Equity Platform

The NextGen Bus Study aimed to go above and beyond Title VI requirements to analyze disparate impacts and disproportionate burden on minority and low-income populations to identify communities with the greatest mobility needs. To do this, Metro's Equity Platform was integrated into the NextGen Bus Study planning and public engagement process. In 2018, Metro's Board adopted the Equity Platform, a framework that guides how the agency works to address inequities and create more equitable access to opportunity.

The NextGen process started with analysis of Equity Focus Communities(EFCs) Metro's community designation that defines areas where transportation needs are greatest. EFCs consider where there are higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car). Additionally, the NextGen sought to capture other metrics in a Transit Equity Index to identify transit propensity to ensure investment in transit targeted area populations with the most need to use transit. Through market research, surveys, and public input, other groups determined to be most reliant on transit include non-English speaking new immigrants, youth and seniors, persons without access to an automobile either by choice or necessity, persons with disabilities, and women, who tend to make more transit trips than men. Data available for these groups was used in the calculation of the Transit Equity Index.

The Four Pillars of the Equity Platform were integrated into the NextGen Bus Study as follows

I. **Define and Measure** – Use EFCs as a baseline for identifying communities with the greatest needs, and supplement those with market research to identify the segments of population and trips with the highest propensity for transit use. Evaluate bus network changes based on customer-focused performance metrics established within

this Transit Service Policy document with particular focus on Equity Focus Communities with the greatest mobility needs as identified above.

II. **Listen & Learn** –The technical work of the NextGen Bus Study identified important information about Metro's current and potential customers. This data was validated by a robust countywide public engagement effort that included engaging customers on board buses, at outreach sessions at community events, stakeholder briefings, interactive public workshops, digital engagement, and print advertising. Comments received were incorporated into the systemwide service design as well as individual route changes.

III. **Focus & Deliver** – Service design concepts established within this Transit Service Policy document are intended to address the recurring themes identified from the public outreach and market research, including faster and more frequent service, better reliability and accessibility to key destinations, better connectivity particularly with the municipal operators, and improved perception of safety on board buses and at bus stops. These concepts were used to redesign the routes and schedules for the NextGen Bus Plan.

As part of the NextGen Bus Study process, a Transit Propensity Index score was developed and assigned to every Census Tract in Los Angeles County. This index score considers the various market segments likelihood to use transit, the transit orientation of the environment being served, and the travel demand within the area. Areas with high scores should be prioritized for high quality transit service.

Lastly, other customer experience enhancements such as improved safety, accurate real time arrival information, cleanliness, and improved first/last mile service are critical to attracting customers to use transit.

The Board-adopted Transit Service Policy will be updated to reflect the Regional Service Concept as adopted by the Board, including the goals and objectives of the bus network, measures of success, route and network design concepts based on public input and data analysis, and the framework referenced for balancing tradeoffs in consideration of Metro's Equity Platform.

IV. **Train & Grow** –Service Planning has adopted new tools to analyze the potential impacts of service changes on EFCs. Ridership in EFCs is tracked on a monthly basis.

7.4 Public Outreach

Prior to a public hearing, public outreach is conducted so that the greatest number of customers may respond to the changes at either a public hearing or by submitting written comments at a hearing, or via email, mail, or fax. The distribution of information will include line number, line name, route change information, and/or fare change proposals. Other public outreach occurs at key transportation centers, bus stops, and bus and rail stations 30 days prior to the public hearing date. These efforts are made to reach and engage customers who may not have time to attend a public hearing and to inform them of alternative communication methods available to file public comments. Public participation in the public hearing process is an important step in assisting staff and Metro Service Councils in

developing and approving final service change proposals. Table 6.2 provides a timeline for public notification activities.

Table 7.2 *Timeline for Public Notification Activities*

Activity	Months Prior to Service Change
Service Planning staff reviews preliminary proposals.	7
Metro Service Councils set public hearing dates. Hearing notices published in local newspapers. Send LEP and minority communities written notification to elected officials, other operators and key stakeholder groups. Confer with Labor Relations and Union representatives.	5-6
Service Planning staff provides information on proposed changes to the Metro Bus Operators Subcommittee and at quarterly meetings held with the region's municipal and local operators.	3
Communication Department posts information proposed changes on Metro's website.	5
Operations staff distributes meeting notices on board vehicles. Public outreach at key transportation centers, bus stops, and on-board customer interface occurs as well.	Minimum one month prior to public hearings
Metro Service Councils conduct public hearings.	4
Metro Service Councils approve final service change program.	3
Metro Board receives the Service Councils' approved service change program as a Receive and File item.	2
Communication Department prepares press releases on final program and program brochures are distributed on board Metro vehicles and other outlets.	1

These procedures are in accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-025:

A. Any public hearing required by Section 2-20-020 shall be conducted as set forth in this section.

B. Notice of the hearing shall be published in at least one English language and Spanish language newspaper of general circulation and at least thirty (30) days prior to the date of the hearing. Notice at least thirty (30) days prior to the date of the hearing shall also be published in the neighborhood and foreign language and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

C. Notice of the public hearing shall also be announced by brochures in English, Spanish and other appropriate languages on transit vehicles serving the areas to be impacted and at customer service centers.

D. To ensure that the views and comments expressed by the public are taken into consideration, MTA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.

E. The public hearing related to a recommendation to increase transit fares charged the public shall be held before the Board of Directors and any action taken to increase the fares charged the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a change in transit service.

7.5 Public Hearing Process

Once Metro Service Planning Staff develops a Service Change Program, the Metro Service Councils are asked to set a date, time and place for their public hearings. During the period between publication of the hearing notices and public hearings, each Service Council is provided a detailed presentation on service change proposals and given an opportunity to discuss the changes that will be the subject of public comment. After each hearing, each Service Council will meet to consider and approve, modify, or deny all proposed service changes. These actions are then summarized and presented in an informational report to the Metro Board of Directors.

Under Metro's Service Council bylaws, all service changes must be reviewed and approved by their respective Service Council(s). Public hearings are usually held at the same location where the Service Councils hold their meetings but may be held at other locations so as to be more accessible to those customers who would be affected by the proposed service changes. When a major service change program requiring the associated Councils to hold public hearings affects three or more service regions, thus, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday. In accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-020, Metro will hold a public hearing on all major service change or fare change proposals that are subject to a Title VI Equity Analysis. Major service change proposals are subject to Metro Regional Service Council and Metro Board approval, while fare change proposals are under the purview of the Metro Board.

7.6 Implementing Minor Changes on an Interim Basis

Minor service changes are generally route modifications that can be accommodated without impacting the vehicle or operator requirements of the service. Minor service changes do not require a public hearing but are shared with the relevant Service Councils as a courtesy and can be implemented at the discretion of staff.

APPENDICES

APPENDIX A: Metro Line Identification

The purpose of establishing transit service line identification standards is to create a simple way for customers to identify, locate, and reference Metro services, and thereby make the services easier for customers to use.

The line identification standards shall be adhered to when identifying Metro Bus and Metro Rail lines by name. The standards shall be implemented across all internal and external mediums including but not limited to, rail station signs, bus stop signs, bus station signs, vehicle head signs, vehicle destination signs, timetables, HASTUS and ATMS[11]. The descriptions and chart below help explain the standards, and how and when they should be implemented.

General Standards

- Transit lines will be identified using a combination of line number, destinations (both terminals) and the corridor(s) the line travels along. Metro Rail and Metro BRT service which previously used the established operational names (e.g., Metro B Line, Metro D Line, Metro G Line) are being transitioned to a letter-based designation. To ensure consistent usage of transitional naming for Rail and BRT lines, updates to customer information should be referred to the Communications Department.
- Acceptable destination names include a city, community, major landmark, transit center or rail station. Street intersections are no longer to be used as a destination unless the intersection is required to identify short-line service.
- The destination points will be listed in a West to East or North to South order, consistent with how the line would be read on a map. Destinations on head signs, destination signs, timetables, and physical signage must always be consistent.
- Lines that have Downtown LA as one of the line's end points will list its first, as Downtown LA.
- The name of the line will also list at least one major corridor on which it travels.
- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Printed Materials and Electronic Customer Information

- The line will be presented using the full name, listing both the destinations and major corridor(s).
- Printed materials include, but are not limited to, timetables, service change announcements, brochures, system maps, and service reports.

[11] HASTUS (Horaires et Assignements pour Systèmes de Transport Urban et Semi-Urban) refers to the software used to create schedules. ATMS (Advanced Transportation Management System)

- Electronic customer information includes the line information presented on metro.net and underlying electronic databases such as HASTUS and ATMS.
- Trip Planners and mobile applications providing real-time data to riders will present the line name similarly to what will be shown on the vehicle head sign and bus stop sign, so customers can easily locate the appropriate line at the stop.

Rail Station Signage

- The line will be presented using the line letter designation, and destination point that the vehicle is traveling to in each direction.

Bus Stop Signage

- The line will be presented using the line number, service brand, color and destination point that the vehicle is traveling to in each direction.
- The main corridor(s) will also be listed as well as special service qualifiers including, but not limited to, rush-hour service and weekday-only service.
- Short-line trip destinations will not be shown on bus stop signs.

Bus Route Numbering Convention

Bus line numbers are assigned to indicate the type of service provided and where the line travels.

Line Numbers	Type of Service
1-99	Travel into downtown Los Angeles, referencing general corridors consecutively in a counterclockwise rotation
100s	Operate from east to west and travel outside of downtown Los Angeles
200s	Operate from north to south and travel outside of downtown Los Angeles
300s	Metro Local buses with limited stop service
400s	Arterial express bus services to/from downtown Los Angeles
500s	Freeway express bus services outside of downtown Los Angeles
600s	Operate local shuttle bus service
700s	Metro Rapid bus service
800s	Bus bridges for the rail network
900s	Metro Liner bus service

Vehicle Head Signs

- Head signs will list the destination in which the vehicle is traveling towards in one frame.
- Head signs on Rail and BRT vehicles will list the line letter designation in one frame.
- For short-line trips, the line number and destination shown will be the destination of that trip and not of the entire line.
- When the line is not in service, the sign will read “Not in Service” and display the route number per Operations Notice #09-18.

- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Automatic Voice Announcements

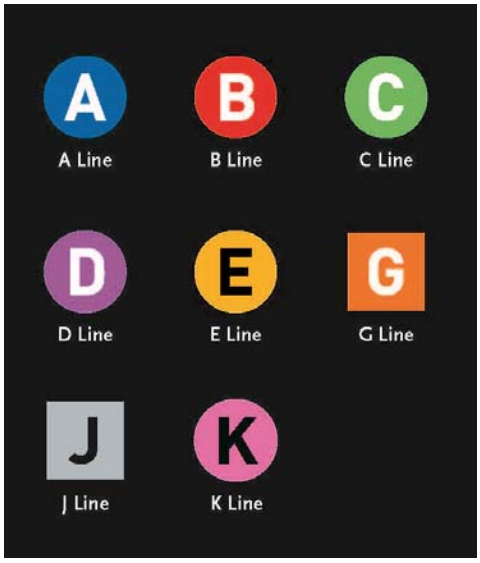
- External On-Board Announcements:
  - The line will be identified in automatic external voice announcements using the line number and destination point that the vehicle is traveling to in each direction.
  - For short-line trips, the destination noted will be the destination of that trip and not of the entire line.
- Internal On-Board Announcements:
  - When the automatic voice announcement system identifies a stop, the end destination of that line will follow.
  - The stops and stations announced onboard should be consistent with names used on maps, timetables and other printed materials.

Assigning Line Identifiers

It is expected that the standards will be easily applied to the majority of lines; however, it is also understood that exceptions will have to be made for some lines due to unfamiliar end points or corridors, or where temporary solutions are necessary due to construction, temporary service changes, or pilot program deployment. In these limited cases, Service Planning staff and Communications must be in consensus regarding these changes before deciding to deviate from the standards. The Stop and Zones Department may also deploy temporary signage at bus and rail facilities as needed when emergency closures or other service changes impact scheduled service. For detailed guidance on using Metro signage standards, Metro Signage and Environmental Graphic Design Standards documents may be obtained from the Communications Department.

Metro's Rail Line Identification, Naming, and Color Conventions

Rail and BRT lines previously denoted by a color transitioned to a letter/color combination beginning in November 2019. The letters assigned to each rail line generally conform to the order in which each line went into operation. The current designations are depicted in the adjacent chart.



The Regional Connector Project service plan resulted in the L designation being phased out and the relevant sections of the L Line becoming the A Line to Azuza or the E Line to East LA. The Crenshaw Line is known as the K Line with a pink color.

APPENDIX B: Los Angeles County Local Fixed and Demand Response Route Transit Operators

	Municipal	Local Return	General Dial a Ride	Special Purpose Dial a Ride
Agoura Hills		X		X
Alhambra		X	X	
Antelope Valley Transit Authority (AVTA) serves: • Palmdale • Lancaster • Portions of Unincorporated Los Angeles County	X	X		
Arcadia				X
Artesia		X		
Avalon		X		
Azusa		X		
Baldwin Park		X		
Beach Cities Transit serves: • Redondo Beach • Manhattan Beach • Hermosa Beach • El Segundo	X	X		
Bell		X		
Bell Gardens		X		
Bellflower		X		
Beverly Hills		X		
Burbank		X		
Calabasas		X		
Carson		X		
Cerritos		X		
Commerce	X	X		
Compton		X		
Covina		X		
Cudahy		X		
Culver City	X	X		
Diamond Bar				X
Downey		X		
Duarte		X		
El Monte		X		
El Segundo		X		
Foothill Transit serves member cities of • Arcadia • Azusa • Baldwin Park • Bradbury	X	X		

	Municipal	Local Return	General Dial a Ride	Special Purpose Dial a Ride
Member cities served by Foothill Transit continued • Claremont • Covina • Diamond Bar • Duarte • Glendora • Industry • Irwindale • La Puente • La Verne • Monrovia • Pasadena • Pomona • San Dimas • South El Monte • Temple City • Walnut • West Covina				
Gardena	X	X		
Glendale		X		
Glendora		X		
Hawaiian Gardens		X	X	
Hawthorne		X		
Hermosa Beach		X		
Huntington Park		X		
Inglewood		X		
La Cañada Flintridge		X	X	X
La Habra Heights			X	X
La Mirada				X
La Puente		X	X	
La Verne			X	
Lakewood			X	
Lawndale		X		
Lomita				X
Long Beach	X	X		
Los Angeles	X	X		
Los Angeles County		X		
Lynwood		X		
Manhattan Beach		X		
Malibu		X		
Maywood		X		
Monrovia		X		
Montebello	X	X		

	Municipal	Local Return	General Dial a Ride	Special Purpose Dial a Ride
Monterey Park		X		
Norwalk	X	X		
Palos Verdes Estates		X		
Paramount		X		
Pasadena		X		
Pico Rivera		X		
Pomona		X		
Redondo Beach		X		
Rolling Hills Estates		X		
Rosemead		X		
San Dimas			X	
San Fernando		X		
San Gabriel			X	
San Marino				X
Santa Clarita Valley Transit (SCVT) serves • Santa Clarita • Portions of Unincorporated Los Angeles County	X	X		
Santa Fe Springs		X		
Santa Monica	X	X		
Sierra Madre		X		
Signal Hill		X		X
South El Monte			X	
South Gate		X		
South Pasadena		X		X
Temple City			X	X
Torrance	X	X		
Walnut				X
West Covina		X		
West Hollywood		X		
Westlake Village		X		
Whittier		X		
Total	**13**	**69**		

Many of the Local Return systems listed above do not provide fixed route service but instead provide Demand Response services: Hawthorne, Malibu, and Manhattan Beach are examples.

TRANSIT SERVICE POLICY UPDATE

July 17, 2025

Operations, Safety, & Customer Experience Committee Meeting

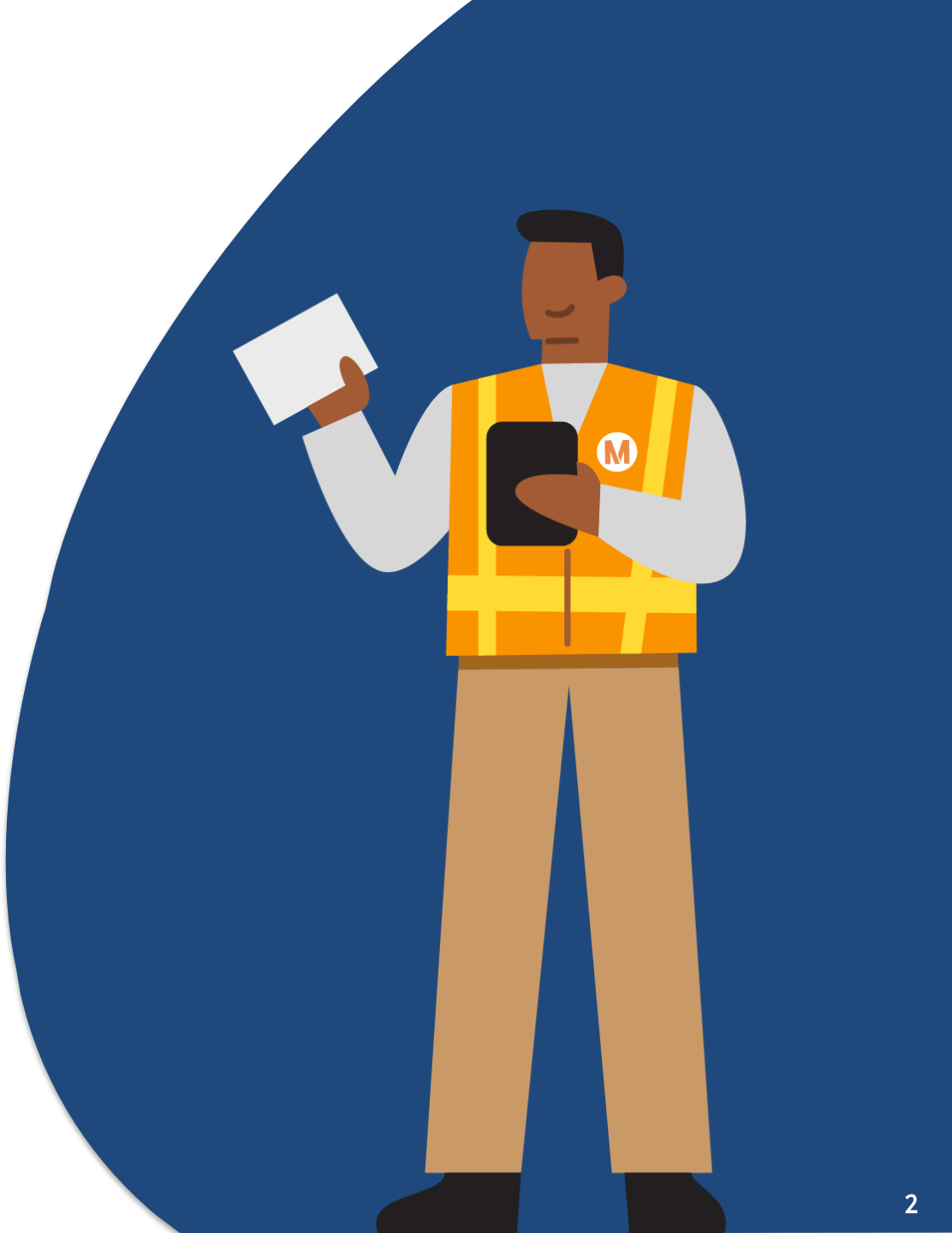
Metro

Recommendation

Approve 2025 Transit Service Policy

Issue

This policy is required as part of Federal Title VI compliance, and the plan is usually updated every three years when the Metro Title VI Plan is updated, which will occur in 2025.



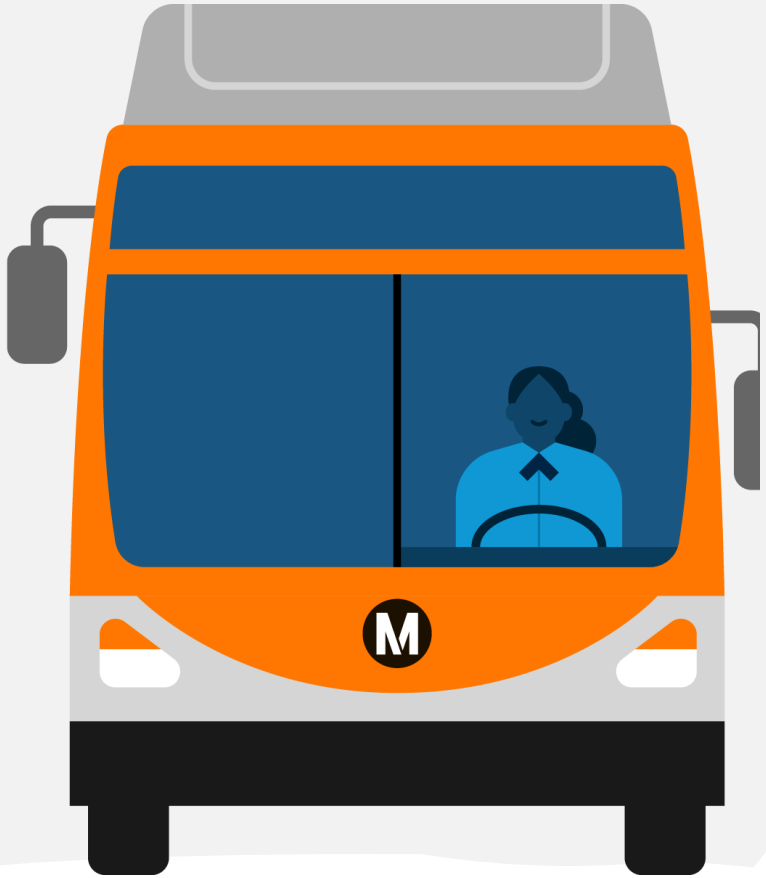
Metro

Discussion

2025 Transit Service Policy Updates

- Incorporates opening of K Line and Regional Connector
- Reducing the standard for pass ups of customers who use wheelchairs or other mobility devices from an average of no more than 6% to an average of no more than 5% for regular operating bus service.
- Breakout of heavy and light rail standards by rail car model
- Rail passenger load standard revised from a passenger per seat ratio (noting changed seating) to number of seated passengers plus the number standees that can be accommodated.
- Revised Average Stop Spacing Standard of 0.25 miles to include a maximum 0.3 mile between any two consecutive stops.
- Incorporates Metro Micro existing framework

Next steps: Provide approved policy as a part of Metro's 2025 Title VI Plan update



Metro

Rail Fleet Load Standard

2022

Service Type	Seats per Vehicle	Peak Passengers per Seat	Off-Peak Passengers per Seat	Maximum Passengers Onboard
Heavy Rail	52	2.30	2.30	120
Light Rail	60-76	1.75	1.75	105-133

2025

Vehicle	Seats per Vehicle	Sq. Foot per Standing Passenger	Maximum Passengers Onboard
Heavy Rail – A650	50	3.45	143
Heavy Rail – HR4000	47	3.45	131
Light Rail – P3010	68	4.25	133
Light Rail – P2550	71	4.25	138
Light Rail – P2000	70	4.25	139

Metro

Stop Consolidation

- Metro continues to review bus stop placement to ensure an appropriate balance between travel time on the bus and easy access to bus stops.
- A good balance should allow minimized overall travel time for riders.
- New details clarify how average and maximum bus stop spacings should be applied.

Stop Spacing

- Revised Average Stop Spacing Standard of 0.25 miles to now include a maximum 0.3 mile between any two consecutive stops.
- Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses such as undeveloped land, bridges, freeways, etc.

Metro Micro

Added background framework for Metro Micro to the TSP

- Zone descriptions
- Components (Software platform, contract operator, etc.)
- Booking options and methods
- Vehicle fleet with capacities (10 seats, no standees) with accessible vehicles
- Operating protocols and standards (e.g., pick up/drop off on time performance)
- Federal reporting requirements

MicroTransit Vehicle Type	Seats per Vehicle	Peak Passengers per Seat	Off-Peak Passengers per Seat	Maximum Passengers Onboard
Large Van	7 + 2 Wheelchairs	1.0	1.0	9
Small Van	5	1.0	1.0	5
Small Wheelchair Accessible Vehicle	5 or 3 + 1 Wheelchair	1.0	1.0	5

Metro

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

File #: 2025-0327, **File Type:** Contract **Agenda Number:** 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: RAIL OPERATIONS CONTROL EXPANSION

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. ESTABLISH a Life-of-Project (LOP) Budget of $17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;

B. AWARD a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of $13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;

C. FIND that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department (TCPSD) operations; and

D. EXECUTE individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

The ROC facility will reach maximum capacity when the Purple Line Extension (PLE) Section 3 begins revenue service in 2027. To support the East San Fernando Valley (ESFV) Transit Corridor Light Rail Expansion, the ROC facility must be reconfigured to expand its floor space. Additionally, in preparation for the upcoming ESFV rail expansion project, Los Angeles County Sheriff's Department (LASD) personnel must be relocated from the ROC facility. In consultation with LASD, staff has identified a modular building that will be constructed at Metro Division 4 to temporarily house LASD.

BACKGROUND

The ROC facility is located next to the Willowbrook/Rosa Parks Station and was built alongside the opening of the Metro A Line (formerly the Blue Line) in 1990. The facility consists of a two-story building with approximately 30,000 square feet of space and around 300 surface parking spaces. The facility functions as the central hub for supervising, controlling, and managing the daily operations of all Metro Rail lines. Over the past 30 years, the facility has expanded to accommodate several new rail expansion lines. Each new rail line or extension requires adjustments, reconfigurations, expansions, and upgrades to the ROC facility as well as its systems to meet the specific central control needs of the project and ensure seamless integration into the existing facility and operations.

Metro is working to complete all necessary ROC facility preparations to support rail expansion lines under construction. To minimize disruptions to ongoing ROC operations, Metro is performing preparations to ensure each line is ready on time for system-wide integration and testing with its respective prime contractor. Currently, ROC preparations and systems integration are underway for the Foothill Extension Phase 2B and Purple Line Extension (PLE) Section 1, both projected to begin revenue service in 2025. Similar efforts are ongoing for PLE Sections 2 and 3, with expected service launches in 2026 and 2027, respectively.

Currently, the LASD occupies approximately 5,000 square feet of the ROC, along with additional trailers in the parking lot. This space supports law enforcement operations and the dispatch of officers across the Metro transit system. The balance of the facility houses offices for ROC technical staff, as well as rooms for vital communications systems and equipment used to manage rail service operations. To accommodate the expansion of the Control Room and CCTV Observer Area for the ESFV rail project, it is necessary to relocate LASD personnel from the ROC facility into a modular building at Division 4, allowing Metro staff to move into the western half of the floor.

DISCUSSION

In preparation for the ESFV rail project, the second-floor space will be reconfigured to expand the Control Room and CCTV Observation Area into the area currently occupied by Metro staff administrative offices. The ESFV rail project will be the final expansion line added to the ROC facility, with revenue service anticipated in 2031.

Metro is also developing plans for a future centralized Rail Operations Control and Bus Operations Control facility (known as ROC/BOC) to replace the existing ROC on the site of Metro Division 10. This state-of-the-art operations center will support the long-term growth of Metro's transit system as outlined in Measure M, with completion currently forecasted for 2032. To ensure uninterrupted service operations, the existing ROC and BOC facilities will be repurposed as backups to the new ROC/BOC facility.

A sole source contract is recommended to be awarded to WillScot for the construction of a 15,000-square-foot modular building to relocate and temporarily house LASD personnel and support law enforcement operations for the Metro transit system. The building will later be utilized by the TCPSD to serve as a Metro transit law enforcement facility when contract services with LASD reach their

conclusion. The building will be constructed in the rear yard of Division 4, located in Downey, CA. The scope of work consists of two phases. Phase 1 includes design, permitting, site preparation, foundation work, modular construction, installation of an armory, radio communications systems, HVAC, fire alarm and suppression systems, plumbing and electrical utilities, and an occupancy certificate. Phase 2 is a lease agreement with a term of no less than five years. Due to the specialized design and specifications required for law enforcement use, staff conducted a market survey to identify qualified contractors. The specialized requirements include a customized layout featuring dedicated offices, general office areas, conference rooms, men's and women's locker rooms with restrooms and showers, and separate sleeping bunks for male and female personnel. Additional features include pit-set foundation, a gym with a reinforced floor, a fully reinforced with steel structural floor throughout the building, a masonry armory, a dedicated communications room with an uninterruptible power supply, a dispatch center, and a public service counter. The facility will also provide an exterior covered patio and lunch area, a concrete-and-steel armory, secured parking, CCTV surveillance, perimeter lighting, and outdoor riot gear storage. The interior finishes would be upgraded to meet the standards typically found in commercial office buildings. Metro reached out to other modular building suppliers but was unable to find an alternate supplier that could meet Metro's and LASD's requirements. The procurement summary for Contract No. C130977000 is shown in Attachment A.

Based on the ROC expansion scope and the modular facility to serve as a Metro transit law enforcement facility supporting LASD and TCPSD operations, staff calculated an LOP budget requirement of $17,000,000. The expenditure plan for the project is shown in Attachment B.

DETERMINATION OF SAFETY IMPACT

The ROC facility is central to Metro rail operations. Expanding and reconfiguring the facility ensures that the ROC can continue to safely supervise, monitor, and manage an increasingly complex and growing Metro rail network. Relocating LASD personnel to a purpose-built modular building allows Metro to optimize the Control Room and CCTV Observation Area space while ensuring law enforcement operations remain fully functional. The project supports the continued safe operation of current and future rail lines, including the ESFV rail expansion line.

FINANCIAL IMPACT

This action will establish a $17,000,000 LOP budget for a new capital project, Rail Operations Control Expansion. The $13,200,048 of the LOP budget will be for the award of a contract to relocate the LASD (currently at the existing ROC) to Division 4, with the remaining balance of $3,799,952 to facilitate the ROC expansion. Funds required for FY26 Budget expenditures will be supported by a net zero budget transfer.

Impact to Budget

The current sources of funds for this action are local funds, which are eligible for Rail Capital and Operating Projects. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines. Metro continues to explore other avenues of funding to offset the cost of this facility expansion\.

EQUITY PLATFORM

The equity benefits of this action include improving transit infrastructure and enhancing the safety of Metro riders along transit lines through the expansion to the ESFV, including low-income riders and others who primarily use the Metro transit system to travel. Metro is committed to expanding transit assets to provide reliable and equitable transportation options for Metro riders.

The Diversity & Economic Opportunity Department (DEOD) recommended a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this sole source procurement. The recommended contractor, WillScot, exceeded the goal by making a 30.23% SBE commitment and a 3.00% DVBE commitment, as summarized in Attachment C.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through capital improvement investments to expand the ROC facility necessary for rail line expansion. These capital improvement investments further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the recommendations aligns with Metro's Strategic Plan by advancing Goal No. 1, which is to provide high-quality mobility options that enable people to spend less time traveling; Goal No.2, which is to deliver outstanding trip experiences for all transportation system users; and Goal No. 3, which is to enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the LOP budget for the ROC expansion project. However, this is not recommended because the existing ROC facility will reach full capacity by 2027 with the opening of the PLE Section 3. Without expanding and reconfiguring the ROC facility, Metro will not be able to support the additional requirements of the ESFV rail project. This would jeopardize the system-wide integration for the ESFV rail project and disrupt revenue service commencement.

The Board may also choose not to award Contract No. C130977000 and instead direct staff to pursue the construction of a permanent Metro transit police station building for LASD and TCPSD law enforcement operations. However, this alternative would require a significantly extended schedule that does not align with the timeline for the ROC facility expansion. Another option would be to deliver a less robust solution, such as standard trailers, which would not meet the operational requirements of LASD.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. C130977000 with Williams Scotsman, Inc., dba WillScot, and proceed with the project delivery for the LASD and TCPSD modular building and expand the ROC facility to accommodate the ESFV rail project.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Project Expenditure Plan
Attachment C - DEOD Summary

Prepared by: Geyner Paz, Chief Administrative Analyst, (213) 922-3744
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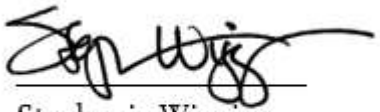
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

DIVISION 4 LOS ANGELES COUNTY SHERIFF'S DEPARTMENT (LASD) MULTI-MODULAR BUILDING / C130977000

1.	**Contract Number**: C130977000	
2.	**Recommended Vendor**: Williams Scotsman, Inc. dba WillScot	
3.	**Type of Procurement (check one):** ☐ **IFB** ☐ **RFP** ☐ **RFP–A&E** ☒ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: March 18, 2025	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: April 25, 2025	
	E. Pre-Qualification Completed: N/A	
	F. Ethics Declaration Forms Submitted to Ethics: April 29, 2025	
	G. Protest Period End Date: June 23, 2025	
5.	**Solicitations Picked up/Downloaded**: 1	**Bids/Proposals Received**: 1
6.	**Contract Administrator**: Diana Sogomonyan	**Telephone Number**: (213) 922-7243
7.	**Project Manager**: Rudy Loera	**Telephone Number**: (213) 617-6225

A. Procurement Background

This Board Action is to approve Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, issued in support of relocating the Los Angeles Sherriff Department (LASD) from its current location at the Metro Rail Operations Center (ROC) to the new location at Metro Division 4 / Downey, located at 7878 Telegraph Rd., Downey, CA 90240, to support future ROC improvements. The Contractor will provide engineering design and construction for a multi-modular buildingto serve as the new LASD satellite facility to support Metro security operations. Contract awards are subject to the resolution of any properly submitted protest(s), if any.

The Scope of Work consists of two Phases:

- Phase I – Design and construction to deliver the multi-modular building, including: materials, labor, debris removal, disposal, and commissioning for the building; and
- Phase II – Lease Agreement for a term of not less than 5 years.

This sole source procurement was issued in accordance with Metro's Acquisition Policy. The contract type is a firm fixed price with a design-build project delivery method. The Diversity & Economic Opportunity Department (DEOD) recommended a Small Business Enterprise (SBE) goal of 24% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%.

Two (2) amendments were issued to the sole source proposer:

- Amendment No. 1, issued on April 11, 2025, clarified the Letter of Invitation by revising the SBE/DVBE goal to 24% and 3%, respectively; updated the Contract Document percentage of work to be completed by the Prime to 25%; and added five additional Specification Sections to the Contract Technical Documents.
- Amendment No. 2, issued on April 16, 2025, revised the Proposal Due Date to April 25, 2025.

A proposal was received on April 25, 2025, from Williams Scotsman, Inc. dba WillScot (WillScot).

B. Evaluation of Proposal

WillScot demonstrated its understanding of the design and construction services detailed in the Scope of Work and that it can develop and effectively execute appropriate and efficient solutions to technical issues in performing the work. WillScot demonstrated that it will employ means and methods that will optimally utilize construction activities and manage the design and construction of the Project. WillScot further highlighted its commitment to delivering a successful project during negotiations.

Qualifications Summary of Recommended Firm:

WillScot demonstrated that its proposed team has the skill and experience in projects of similar size and complexity and that its key personnel have the relevant qualifications and experience to safely and timely deliver a quality project in accordance with the Scope of Work and agreed upon Work Completion Schedule.

WillScot demonstrated it can provide a Quality Management system that ensures the requirements of the Project will be met or exceeded and has an acceptable safety record. WillScot demonstrated it will adhere to Metro Safety Department requirements to ensure it minimizes impacts to Division 4 operations and maintains safety for pedestrian and vehicular traffic flows during construction. This is inclusive of WillScot's general approach in mitigating risks and addressing Project challenges.

C. Cost/Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount

1.	Williams Scotsman, Inc. dba WillScot	$13,494,840.68	$10,800,000	$13,200,048

WillScot's proposed price to complete the project is approximately 22% higher than Metro's ICE. Pricing is consistent with the proposed means and methods required to complete the Scope of Work. The variance of WillScot's proposed price over the ICE is due to the factors listed below, which were further clarified by WillScot during negotiations:

- Pit-Set Foundation: Shoring requirements due to sandy soil conditions and benching requirements are greater than anticipated by the ICE.
- Building modifications: The requested customized floor plan requires new frames to be fabricated and new supporting materials to complete building construction.
- Building delivery, installation and set up: Due to the building modifications, delivery and installation costs increased to account for the customized floor plan.
- Building Communications & Electrical Power: Added scope by Metro Corporate Safety for the subject building Fire Alarm to be connected to the existing Fire Alarm Control Panel (FACP) at the site.
- Utilities: Electrical, plumbing, fire suppression, site work and connections; added scope by Metro Corporate Safety for a fire suppression flow indicator with connectivity to the division FACP.
- Dismantle & Return: The proposed price is based on the projected need to retrofit customized units back to a standard marketable unit.

D. Background on Recommended Contractor

Williams Scotsman, Inc. dba WillScot is headquartered in Phoenix, AZ, with more than 250 locations nationwide, including in Los Angeles County. WillScot has been in business for 80 years and is a leader in the technology for building mobile offices. WillScot has the ability to customize their facilities to meet customer needs and is an industry expert in modular construction, offering an experienced team to complete the Design Build project efficiently and safely.

WillScot has teamed up with several subcontractors to deliver this project, including certified SBEs and DVBEs. WillScot has performed as the Prime Contractor and Subcontractor on several projects. Some current projects include: classrooms for Long Beach Unified School District, RJC Walsh Construction CTA Red Line Extension in Illinois, and Bremerton School District, Washington. WillScot's completed projects include: the LA Rams Training Facility in Woodland Hills, California, King Kamehameha III Elementary School, Pulelehua, Hawaii, and Conoco Willow, Alaska.

ATTACHMENT B

Funding and Expenditure Plan
Rail Operations Control Facility Expansion

Use of Funds	FY25	FY26	FY27	FY28	Total
Contract No. C130977000 - Division 4 LASD Modular Building Construction		$ 7,000,000	$ 6,200,048		$ 13,200,048
Rail Operations Control Facility Reconfiguration Costs			$ 1,000,000	$ 500,000	$ 1,500,000
Metro Workforces		$ 300,000	$ 350,000	$ 349,952	$ 999,952
Contingency				$ 1,300,000	$ 1,300,000
Total Project Costs	**$ -**	**$ 7,300,000**	**$ 7,550,048**	**$ 2,149,952**	**$ 17,000,000**

Source of Funds	FY25	FY26	FY27	FY28	Total
Local : Measure XX		$ 7,300,000	$ 7,550,048	$ 2,149,952	$ 17,000,000
Total Project Funding	**$ -**	**$ 7,300,000**	**$ 7,550,048**	**$ 2,149,952**	**$ 17,000,000**

Note: Future fundng sources will be pursued as opportunites become available.

DEOD SUMMARY

DIVISION 4 LOS ANGELES COUNTY SHERIFF'S DEPARTMENT (LASD) MULTI-MODULAR BUILDING/C130977000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise goal for this Sole Source procurement. Williams Scotsman, Inc. dba WillScot exceeded the goal by making a 30.23% SBE commitment, and a 3.00% DVBE commitment.

Small Business Goal	**24% SBE 3% DVBE**	**Small Business Commitment**	**30.23% SBE 3.00% DVBE**

	SBE Subcontractors	**% Committed**
1.	Craft Construction & Development, Inc.	21.96%
2.	A1 Electric Service Co., Inc.	5.90%
3.	ICI Engineers	0.55%
4.	MCM Integrated Systems Inc.	0.54%
5.	Sequoia Consultants, Inc.	0.50%
6.	SoCal Walden, Inc. dba Walden & Associates	0.78%
	Total SBE Commitment	**30.23%**

	DVBE Subcontractor	**% Committed**
1.	Elevating Sales Corp.	3.00%
	Total DVBE Commitment	**3.00%**

B. Local Small Business Enterprise (LSBE) Preference:

The LSBE Preference Program does not apply to this sole source procurement.

C. Prevailing Wage Applicability

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

D. Living Wage Service Contract Worker Retention Policy Applicability

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

E. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million. The PLA/CCP will apply to Phase I of this project only.

RAIL OPERATIONS CONTROL EXPANSION

July 17, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. Establish a Life-of-Project (LOP) Budget of $17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;

B. Award a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of $13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;

C. Find that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department (TCPSD) operations; and

D. Execute individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Metro

ISSUE & DISCUSSION

AWARDEE

Williams Scotsman, Inc. dba WillScot

NUMBER OF BIDS/PROPOSALS

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	Williams Scotsman, Inc. dba WillScot	$13,494,840.68	$10,800,000	$13,200,048

DEOD COMMITMENT

The Diversity & Economic Opportunity Department (DEOD) recommended a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this sole source procurement. The SBE commitment by the Awardee is 30.23% and DVBE commitment is 3%.

Metro

ISSUE & DISCUSSION

ISSUE

Currently, the LASD occupies approximately 5,000 square feet of the ROC facility, along with additional trailers in the parking lot. The ROC facility will reach maximum capacity when the Purple Line Extension (PLE) Section 3 begins revenue service in 2027.

DISCUSSION

To accommodate the expansion of the Control Room and CCTV Observer Area for the East San Fernando Valley (ESFV) rail project at the ROC facility, it is necessary to relocate LASD personnel. The proposed 15,000-square-foot modular building to be constructed in the rear yard of Division 4 will house LASD personnel and support law enforcement operations for the Metro transit system. The building will later be utilized by the Transit Community Public Safety Department as a substation when contract services with LASD reach their conclusion. The building will include special features such as steel reinforced floors, pit-set foundation and a masonry armory.

Metro

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

Metro

Board Report

File #: 2025-0476, **File Type:** Contract **Agenda Number:** 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES

ACTION: AWARD CONTRACTS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc.; AE52668001 with Iteris, Inc.; AE52668002 with Parsons Transportation Group, Inc.; and AE52668003 with Advantec Consulting Engineers, Inc., respectively, for the Shared Mobility Intelligent Transportation Systems On-Call Services bench for a four-year period for a cumulative Not-To-Exceed (NTE) amount of $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE Task Orders within the approved NTE cumulative value.

ISSUE

Metro's Shared Mobility Intelligent Transportation Systems (ITS) and Speed and Reliability groups in Operations require professional services support to accelerate the delivery of ITS and transportation technology projects. The Shared Mobility ITS On-Call Services contracts will enable the award of task orders in support of subregional and agency-wide priorities and delivery of projects to support the 2028 Olympic and Paralympic Games (2028 Games) and allow for expeditious and cost-effective delivery of projects. Task orders will be competed and issued as the need for services arises and as funding is made available.

BACKGROUND

Metro's Shared Mobility ITS and Speed and Reliability groups have developed small to large-scale transportation projects that will need to advance to the planning, design, and implementation phases by 2028. These projects support the various programs within the Shared Mobility Department with a focus on ITS, transportation planning, traffic engineering, traveler information, big data, tolling, network communications, and administration.

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Metro is seeking on-call services to help advance and support the delivery of these projects, many of which align with Metro's NextGen Bus Plan, the Regional Integration of Intelligent Transportation Systems (RIITS), Metro's Long Range Transportation Plan (LRTP), and the 2028 Games. These projects may be competed as task orders as funding is made available.

DISCUSSION

Approval of these contract awards will support Metro's ITS and Speed and Reliability groups to deliver projects that align with Metro's NextGen Bus Plan, RIITS, 2028 Games, and the LRTP. The on-call services contracts will allow the advancement of several projects and programs, such as transit signal priority, integrated corridor management, regional transportation data sharing and collaboration through RIITS, performance measurement, bus lane treatments, traveler information through Southern California 511, and other support services for various Shared Mobility programs. Previously, the Shared Mobility ITS group has utilized the Multi-Modal Highway On-call contracts as a mechanism to advance projects and programs more effectively. The on-call services contracts will also be made available to other departments within Shared Mobility.

The on-call services contracts will include the following service areas for potential task orders: 1) Planning and Technical Studies; 2) Plan, Specifications, and Estimates ; 3) ITS and Transportation Technology Support Services; 4) Traffic Engineering Support Services; 5) Project/Program Management Support; 6) Construction Management Support; 7) Tolling System Software Support; 8) Software/Developer Services; 9) Graphics/Website Services; and 10) Administrative Support.

DETERMINATION OF SAFETY IMPACT

Approving this item will not jeopardize the safety of Metro's customers or employees. On the contrary, granting this approval will enhance safety, enhance Metro bus and rail service and infrastructure, and support the development of a safer multimodal transportation system that will provide high-quality mobility options to enable people to spend less time traveling.

FINANCIAL IMPACT

Funding for the individual task orders will be based on the availability of funds during the fiscal year they are intended to be issued, and for projects that have been approved by the board. Funding for these services is currently included in the approved FY26 budget under Shared Mobility project budgets in cost centers 4740 and 4741. Approved annual budgets of other cost centers in current and future years that will be using these On-call services contracts will also fund individual task orders through their established annual project budgets. Since these are multi-year contracts, the project manager, cost center manager, and Deputy Chief Operations Officer of Shared Mobility will be accountable for budgeting the costs for future fiscal years.

Impact to Budget

There is no impact on the Fiscal Year 26 budget as funds for this action will be included in the approved budget for each project. Task orders for projects will be locally funded by Proposition C, Measure R, Measure M, State, or federal grants (contingent on funding availability and grant awards). These sources are not eligible for bus and rail operations.

EQUITY PLATFORM

To ensure maximum opportunity for participation within these contracts, the Request for Proposals (RFP) No. AE52668 was issued in accordance with Metro's Acquisition Policy as a firm fixed unit price contract. The Proposal Evaluation Team (PET) was gender, racially, and ethnically diverse, with over half of the PET being women who represented various departments at Metro. Of the recommended contractors, one prime contractor is a Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) certified firm.

The Diversity & Economic Opportunity Department (DEOD) recommended a SBE goal of 27% and a Disabled Veteran Business Enterprise (DVBE) goal of 3% for all state, local, and/or Measure M funded task orders. DEOD established a 30% Disadvantaged Business Enterprise (DBE) goal on all federally funded task orders. Each recommended contractor committed to meet the overall 30% DBE goal and the overall 30% SBE goal.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through planning, operational, and investment activities that will improve and encourage transit ridership and ridesharing, including transit signal priority, bus priority corridors, bus lane treatments, regional transportation data exchange, and transportation systems management. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The project supports the goals outlined in the Metro Vision 2028 Strategic Plan: Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling; Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system; Goal 3: Enhance Communities through Mobility and Enhanced Access to Opportunity; and Goal 4: Transform LA County through regional collaboration and national leadership.

ALTERNATIVES CONSIDERED

The Board has the option to forgo entering into contracts for the Shared Mobility ITS On-Call Services and rely solely on staff to advance projects through separate procurements. However, the current staffing levels lack the capacity and resources needed to deliver the projects/programs and services on schedule to support the 2028 Games, as well as other Metro priorities for the NextGen Bus Plan.

NEXT STEPS

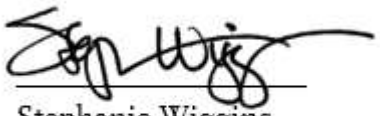
Upon Board approval, staff will execute Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc., AE52668001 with Iteris, Inc., AE52668002 with Parsons Transportation Group, Inc., and AE52668003 with Advantec Consulting Engineers, Inc., for Shared Mobility Intelligent Transportation Systems On-Call Services.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Edward Alegre, Deputy Executive Officer, Shared Mobility, (213) 418-3287
Steven Gota, Executive Officer, Shared Mobility, (213) 922-3043
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations, (213) 922-2920



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES / AE52668000-AE52668003

1.	**Contract Number**: **AE52668000 - AE52668003**	
2.	**Recommended Vendor**: Kimley-Horn and Associates, Inc. (AE52668000), Iteris, Inc. (AE52668001), Parsons Transportation Group, Inc. (AE52668002) and Advantec Consulting Engineers, Inc. (AE52668003)	
3.	**Type of Procurement (check one):** ☐ **IFB** ☐ **RFP** ☒ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: December 24, 2024	
	B. Advertised/Publicized: December 28, 2024, January 2 and 9, 2025	
	C. Pre-Proposal Conference: January 23, 2025	
	D. Proposals Due: February 26, 2025	
	E. Pre-Qualification Completed: June 19, 2015	
	F. Ethics Declaration Forms submitted to Ethics: February 27, 2025	
	G. Protest Period End Date: June 24, 2025	
5.	**Solicitations Downloaded**: 125	**Bids/Proposals Received**: 6
6.	**Contract Administrator**: Victor Zepeda	**Telephone Number**: (213) 922-1458
7.	**Project Manager**: Edward Alegre	**Telephone Number**: (213) 418-3287

A. Procurement Background

This Board Action is to approve Contract Nos. AE52668000 through AE52668003 issued to provide professional and technical services in support of Shared Mobility Intelligent Transportation projects on an on-call basis. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On December 24, 2024, Request for Proposals (RFP) No. AE52668 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The Diversity and Economic Opportunity Department recommended a Disadvantaged Business Enterprise (DBE) goal of 30% on all federally funded task orders, and a Small Business Enterprise (SBE) goal of 27%, and a Disabled Veteran Business Enterprise (DVBE) goal of 3% for all state, local and/or Measure M funded task orders. Task orders will only be issued on an as-needed basis as the need for support services arises and as funding is available.

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

- Amendment No. 1, issued on January 8, 2025, provided additional DEOD Goal language to the Letter of Invitation;
- Amendment No. 2, issued on January 17, 2025, revised the Statement of Work to include the anticipated hours of work;

- Amendment No. 3, issued on January 21, 2025, provided the required SBE and DVBE Forms 5A and 5B;
- Amendment No. 4, issued on January 28, 2025, modified the proposal page limit from 50 to 60 pages;
- Amendment No. 5, issued on January 30, 2025, added Exhibit 15, Public Works Contract Registration Verification Form, as a required Exhibit;
- Amendment No. 6, issued on February 11, 2025, modified the proposal page limit from 60 to 75 and updated the title of the Contract Manager position in the Submittal Requirement section of the RFP.

A total of 125 downloads of the RFP were included in the planholder's list. A virtual pre-proposal conference was held on January 23, 2025, and was attended by 66 participants representing 31 firms. There were 58 questions received for this RFP and responses were provided prior to the proposal due date.

A total of six proposals were received on February 26, 2025, and are listed below in alphabetical order:

1. Advantec Consulting Engineers, Inc. (Advantec)
2. CDM Smith, Inc. (CDM)
3. Iteris, Inc. (Iteris)
4. Jacobs Engineering Group, Inc. (Jacobs)
5. Kimley-Horn and Associates, Inc. (Kimley-Horn)
6. Parsons Transportation Group, Inc. (Parsons)

B. Evaluation of Proposals

The Proposal Evaluation Team (PET) consisting of staff from Countywide Planning and Development, Express Lanes, and Shared Mobility was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- Proposer's Experience and Qualifications 35 percent
- Project Manager and Key Personnel 40 percent
- Understanding of the Work and Approach 25 percent

Several factors were considered when developing these weights, giving the greatest importance to the project manager and key personnel.

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

From March 18, 2025 through April 17, 2025, the PET independently evaluated and scored the proposals. The firms were invited for interviews on April 15 and 16,

2025. Each firm had the opportunity to present each team's qualifications and respond to the PET's questions. The final scoring, after interviews, determined CDM and Jacobs to be outside of the competitive range and were excluded from further evaluation. The highest technically qualified firms are Advantec, Iteris, Kimley-Horn, and Parsons.

Qualifications Summary of Firms within the Competitive Range:

Kimley-Horn and Associates, Inc.

Kimley-Horn and Associates, Inc. (Kimley-Horn) was founded in 1967 and has provided consulting services in technology, tolling, and mobility projects. Kimley-Horn has worked on numerous Metro projects over the last 30 years and their performance has been satisfactory.

The organizational chart and staff summaries demonstrated superior local relationships with complex jurisdictions, such as Los Angeles. Overall, a well-rounded proposal with the majority of client agencies based in the LA County area.

Iteris, Inc.

Iteris, Inc. (Iteris) was founded in the 1980s and specializes in transportation-related services. Iteris has expanded its services to include transportation planning, traffic engineering, signal timing, and other ITS-related projects.

Iteris' proposal demonstrated its focus on small projects and clear knowledge of shared mobility. In addition, the proposal demonstrated good conformance with stated requirements in terms of competence, analytical work, and efficient use of resources.

Parsons Transportation Group, Inc.

Parsons Transportation Group, Inc. (Parsons) is an engineering firm founded in 1944 with a strong presence in the Los Angeles County area. Parsons specializes in smart mobility projects.

Parsons' proposal included project descriptions that demonstrate experience in smart mobility projects for agencies that are similar in size to Metro. The proposal detailed the planning and management tools it has developed to ensure quality and safety of work performance metrics.

Advantec Consulting Engineers, Inc.

Advantec Consulting Engineers, Inc. (Advantec) was founded in 1998 with offices in LA County. Advantec specializes in transportation technology for the formation of

smart cities, mobility solutions, intelligent transportation systems, and other automated systems.

Advantec's proposal included project descriptions that demonstrate experience in smart mobility projects with agencies that are comparable to Metro. The proposal demonstrated conformance with stated requirements.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Kimley-Horn and Associates, Inc.**				
3	Proposer's Experience and Qualifications	84.76	35.00%	29.67	
4	Project Manager and Key Personnel	80.00	40.00%	32.00	
5	Understanding of the Work and Approach	85.33	25.00%	21.33	
6	**Total**		**100.00%**	**83.00**	**1**
7	**Iteris Inc.**				
8	Proposer's Experience and Qualifications	71.90	35.00%	25.17	
9	Project Manager and Key Personnel	78.33	40.00%	31.33	
10	Understanding of the Work and Approach	76.67	25.00%	19.17	
11	**Total**		**100.00%**	**75.67**	**2**
12	**Parsons Transportation Group, Inc.**				
13	Proposer's Experience and Qualifications	78.57	35.00%	27.50	
14	Project Manager and Key Personnel	72.50	40.00%	29.00	
15	Understanding of the Work and Approach	68.00	25.00%	17.00	
16	**Total**		**100.00%**	**73.50**	**3**
17	**Advantec Consulting Engineers, Inc.**				
18	Proposer's Experience and Qualifications	75.71	35.00%	26.50	
19	Project Manager and Key Personnel	69.17	40.00%	27.67	
20	Understanding of the Work and Approach	74.67	25.00%	18.67	
21	**Total**		**100.00%**	**72.84**	**4**

C. Cost Analysis

The proposed fully burdened hourly rates have been determined to be fair and reasonable based on a cost analysis, technical analysis, fact finding, and negotiations.

Each future task order will contain a specific scope of services and will be competed amongst the recommended firms. Proposals submitted for each task order will be subject to cost/price analysis, technical evaluation, fact finding, and negotiations to determine price fairness and reasonableness.

D. Background on Recommended Contractor

Kimley-Horn
Kimley-Horn has a local office in the Los Angeles downtown area. Kimley-Horn's projects include Caltrans' Historic Arroyo Seco Parkway Strategic program, transit feasibility studies for the San Gabriel Valley Association of Governments, and Metro's Measure Up Project, providing data analysis.

Kimley-Horn's proposed Contract Manager has over 25 years of experience in project management controls and has previously managed on-call contracts for both Metro and Caltrans. The Deputy Contract Manager brings technical expertise in cloud-based transit signal priority deployments, ITS Planning, and project management delivery systems.

Iteris Inc.
Iteris is headquartered in Santa Ana, CA, and has a local office in downtown Los Angeles. Iteris' projects include countywide signal priority projects, the Metro's Bus Signal Priority Project, and various transit projects with municipal bus agencies such as Foothill Transit and Culver City.

The proposed Contract Manager has over 25 years of experience in transportation technology projects and has supported Metro's Countywide Signal Priority Program.

The Deputy Contract Manager has over 25 years of mobility consulting experience, having led several TSP deployments in the Southern California area.

Parsons Transportation Group, Inc.
Parsons Transportation Group, Inc. (Parsons) located in Irvine, CA, has been in business over 80 years and has numerous IT-related projects with various agencies in the Southern California area such as LA SAFE, SCAG, SANDAG, OCTA, LA City, Metro and other LA adjacent cities.

Parsons' proposed Contract Manager has over 25 years of IT experience with recent experience as a Project Manager for the Los Angeles World Airport's ITS Decision Support System. The proposed Deputy Contract Manager possesses over 24 years of civil engineering experience and is licensed as a PE in three states. Recently, the Deputy Contract Manager completed work as the project manager on Metro's I-710 ICM and Countywide NextGen Transit Signal Priority Project.

Advantec Consulting Engineers, Inc.
Advantec Consulting Engineers, Inc. is located in Diamond Bar, CA, and has been in business for 27 years specializing in smart city technology engineering services. The firm's current and recently completed projects include the Master Plan for the Coachella Valley Sync Region Phases 1 – 3, Traffic Engineering Services for the City of Monterey Park, Intelligent Transportation System Master Plan for the City of Pico Rivera, modeling services and Metro's CEQA/NEPA impact analysis for the LA Olympics 2028.

The founder of the firm and proposed Contract Manager has over 36 years of civil engineering experience with an emphasis on technology-based projects. The Task Order Manager has over 25 years of experience in traffic and transportation-related projects.

DEOD SUMMARY

SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES / AE52668000 – AE52668003

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall thirty percent (30%) Disadvantaged Business Enterprise (DBE) goal on all federally funded task orders and an overall thirty percent (30%) Small Business Enterprise (SBE) goal, inclusive of 27% SBE and 3% Disabled Veteran Business Enterprise (DVBE), on all state, local, and or Measure M funded task orders on this bench contract. Each firm committed to meet the overall 30% DBE goal and the overall 30% SBE goals. Proposers were encouraged to form teams that included DBE, SBE, and DVBE firms without schedules or specific dollar commitment to designated subcontractors.

Four (4) firms were selected as prime consultants, one of which is DBE and SBE certified: Kimley Horn and Associates, Iteris, Inc., Parsons Transportation Group, and Advantec Consulting Engineers, Inc.

In response to a specific Task Order request with a defined scope of work, prime consultants will be required to identify DBE/SBE/DVBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE/SBE/DVBE achievement in meeting the commitments will be determined based on cumulative participation of all Task Orders awarded to each prime consultant.

Prime: Kimley Horn and Associates

Small Business Goal	**30% DBE 27% SBE 3% DVBE**	**Small Business Commitment**	**30% DBE 27% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	AET & Associates, Inc.	TBD	TBD	-
2.	Allied Network Solutions	-	-	TBD
3.	Arellano and Associates	TBD	TBD	-
4.	FPL and Associates, Inc.	TBD	TBD	-
5.	Irving Global Consulting, Inc.	-	TBD	-
6.	Jada Systems, Inc.	TBD	TBD	-
7.	LIN Consulting, Inc.	TBD	TBD	-
8.	MA Engineering	TBD	TBD	TBD
9.	Mindhop, Inc.	TBD	TBD	-
10.	OZ Engineering, LLC	TBD	TBD	-
11.	Silicon Transportation Consultants	TBD	TBD	-

12.	System Metric Group, Inc.	TBD	TBD	-
13.	TransSight, LLC	TBD	TBD	-
14.	West Coast Cable	-	TBD	-
15.	Wiltec	TBD	TBD	-
Total Commitment		**30%**	**27%**	**3%**

Prime: Iteris, Inc.

Small Business Goal	**30% DBE 27% SBE 3% DVBE**	**Small Business Commitment**	**30% DBE 27% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	DBE Commitment	SBE Commitment	DVBE Commitment
1.	ABBA Project Management	-	-	TBD
2.	AET & Associates, Inc.	TBD	TBD	-
3.	FPL and Associates, Inc.	TBD	TBD	-
4.	Irving Global Consulting	-	TBD	-
5.	Intueor Consulting, Inc.	TBD	TBD	-
6.	JMDiaz, Inc.	TBD	TBD	-
7.	OZ Engineering, LLC	TBD	TBD	-
8.	System Metric Group, Inc.	TBD	TBD	-
9.	TransLink Consulting, LLC	TBD	TBD	-
10.	BIkeHub dba Tranzito	TBD	TBD	-
Total Commitment		**30%**	**27%**	**3%**

Prime: Parsons Transportation Group

Small Business Goal	**30% DBE 27% SBE 3% DVBE**	**Small Business Commitment**	**30% DBE 27% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	DBE Commitment	SBE Commitment	DVBE Commitment
1.	ABBA Project Management	-	-	TBD
2.	Advantec Consulting Engineers, Inc.	TBD	TBD	-
3.	AET & Associates, Inc.	TBD	TBD	-
4.	Birdi Systems, Inc.	TBD	TBD	-
5.	Elite Transportation Group, Inc.	TBD	TBD	-
6.	Media Arts, LLC	TBD	TBD	-
7.	System Metrics Group, Inc.	TBD	TBD	-

8.	STC Traffic,Inc.	-	TBD	-
9.	TransSIGHT LLC	TBD	TBD	-
	Total Commitment	**30%**	**27%**	**3%**

Prime: Advantec Consulting Engineers, Inc.

Small Business Goal	**30% DBE 27% SBE 3% DVBE**	**Small Business Commitment**	**30% DBE 27% SBE 3% DVBE**

	DBE/SBE/DVBE Subcontractors	**DBE Commitment**	**SBE Commitment**	**DVBE Commitment**
1.	Advantec Consulting Engineers, Inc. (DBE/SBE Prime)	TBD	TBD	-
2.	227 InfoSec, Inc.	-	-	TBD
3.	Advanced Mobility Group	-	TBD	-
4.	CR Associates	TBD	TBD	-
5.	Irvine Global Consulting	-	TBD	-
6.	Mindhop, Inc.	-	TBD	-
7.	Raymak Consulting Inc.	-	TBD	-
8.	Zone Traffic Engineering Consulting	TBD	TBD	TBD
	Total Commitment	**30%**	**27%**	**3%**

B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference was not applicable to this A&E procurement, as state and federal law requires A&E firms to be selected based on demonstrated competence and qualifications, and not solely on price.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial

Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

E. Project Labor Agreement/Construction Careers Policy

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

Shared Mobility

SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS (ITS) ON-CALL SERVICES

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Nos. AE52668000 with Kimley-Horn and Associates; AE52668001 with Iteris Inc.; AE52668002 with Parsons Transportation Group Inc.; and AE52668003 with Advantec Consulting Engineers, Inc. for the Shared Mobility Intelligent Transportation Systems On-Call Services and other related work, for a four-year period for an aggregate not-to-exceed amount of $50,000,000, subject to resolution of properly submitted protest(s), if any; and

B. EXECUTE Task Orders within the approved not to exceed cumulative value.

Metro

ISSUE

Metro's Shared Mobility Intelligent Transportation Systems (ITS) and Speed and Reliability groups in Operations require professional services support to accelerate the delivery of ITS and transportation technology projects.

The Shared Mobility ITS On-Call Services contracts will enable the award of task orders in support of subregional and agency-wide priorities and delivery of projects, enabling expeditious and cost-effective delivery of projects.

Task orders will be completed as the need for services arises and as funding is made available.

Metro

DISCUSSION

Approval of these contract awards will support:

- Metro's ITS and Speed and Reliability groups to deliver projects that align with Metro's NextGen Bus Plan
- Regional Integration of Intelligent Transportation Systems (RIITS)
- 2028 Olympic and Paralympic Games, and
- The Long-Range Transportation Plan.

The On-Call Services contracts will allow for advancement of the following projects and programs:

- Transit signal priority
- Integrated corridor management
- Regional transportation data sharing and collaboration through RIITS
- Performance measurement
- Bus lane treatments
- Traveler information through Southern California 511
- Other support services for various Shared Mobility programs

PROCUREMENT SUMMARY

Evaluation Criteria	Maximum Points	Kimley-Horn and Associates	Iteris Inc.	Parsons Transportation Group, Inc.	Advantec Consulting Engineers
Proposer's Experience and Qualifications	35	29.67	25.17	27.50	26.50
Project Manager and Key Personnel	40	32.00	31.33	29.00	27.67
Understanding of the Work and Approach	25	21.33	19.17	17.00	18.67
Total Score	**100**	**83.00**	**75.67**	**73.50**	**72.84**

DEOD COMMITMENT

- ✓ SBE: 27%, DVBE: 3% (locally funded projects)
- ✓ DBE: 30% (federally funded projects)

Metro

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

File #: 2025-0462, **File Type:** Oral Report / Presentation **Agenda Number:** 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

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

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

VEHICLE MILES TRAVELED OUTCOME

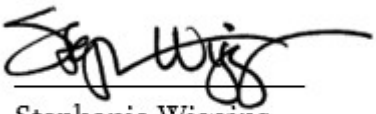
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets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

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

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

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

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

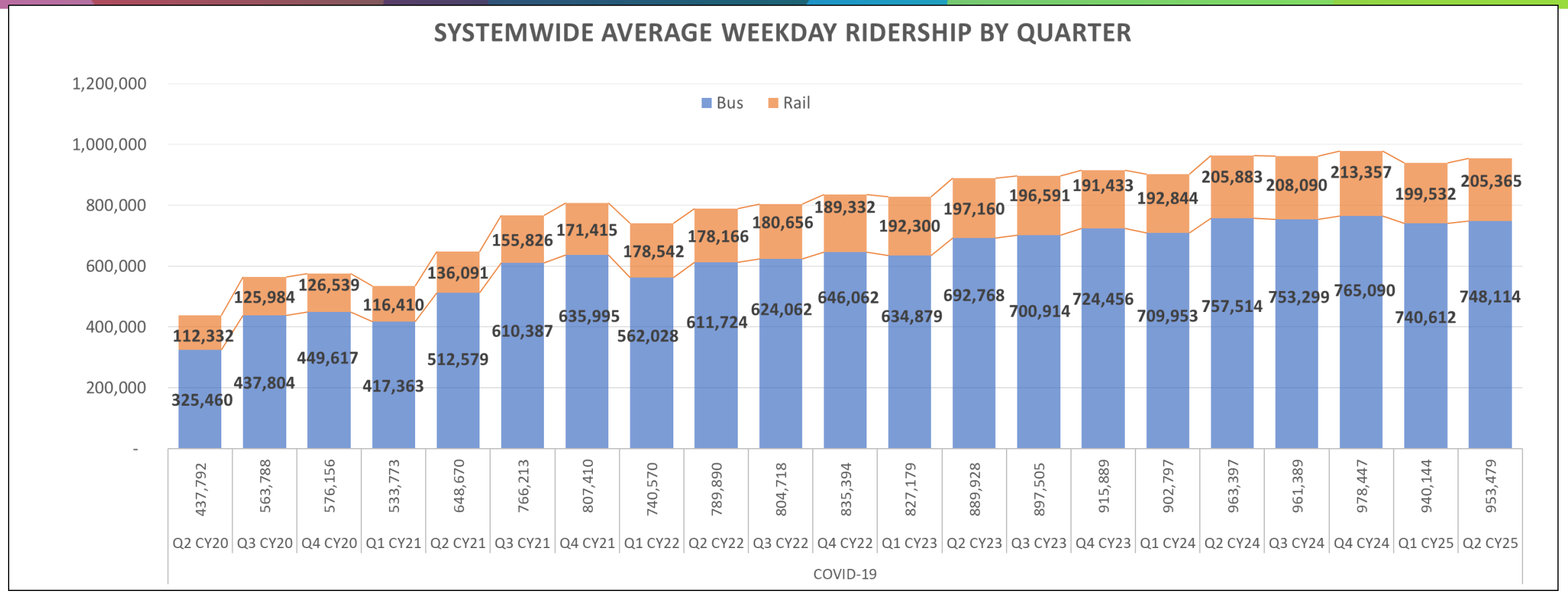


Stephanie Wiggins
Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
July 17, 2025

Ridership Update



June Total Ridership Percentage Change 2025 over 2024:

- Bus: 1.2% Rail: 0.4%
- Monitoring ridership for impacts from workers returning to full time office attendance.

June Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

	2025	2019	%Pre-Covid
• DX:	1,003,486	1,209,399	83%
• SA:	688,186	746,592	92%
• SU:	587,881	568,549	103%

Average Weekday Rail Ridership By Line - June 2025					
Line	Jun-25	% Recovery	Jun-24	% Recovery	Jun-19
A/E/L	110,181	63.9%	113,663	65.9%	172,427
B/D	57,471	42.8%	66,618	49.6%	134,329
C/K	23,141	85.1%	24,648	90.7%	27,190

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using June 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022. Century/Aviation Station opened in Oct 24 and TMC opened in June.

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.0% in June 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 69% in FY24 (rail station data available Fiscal Year level)

Cancelled Service

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

June 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	June-25	June-24	% of Line Miles in EFC
2	55	Compton Av	1.6%	2.7%	83%
8	240	Ventura Bl Reseda Bl	1.5%	1.1%	8%
8	150	Ventura Bl Topanga Canyon Bl	1.5%	0.8%	6%
18	117	Century Bl	1.5%	3.3%	56%
15	233	Van Nuys Bl Local	1.5%	3.1%	33%
7	14-37	Beverly Bl/W. Adams Bl	1.5%	1.2%	63%
2	105	Vernon Av/La Cienega Bl	1.5%	2.5%	57%
2	60	Long Beach Bl	1.4%	3.2%	61%
1, 7	20	Wilshire Bl Local	1.4%	4.2%	29%
8	901	G Line BRT	1.4%	0.9%	31%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.20%	3.90%	7.40%
One Year Ago WE 7/13/24	2.80%	1.60%	5.80%
Week Ending 7/12/25	0.50%	0.50%	0.90%
Week Ending 7/5/25	0.10%	0.20%	0.30%
Week Ending 6/28/26	0.60%	0.50%	2.10%
Week Ending 6/21/25	0.20%	0.70%	2.50%
Week Ending 6/14/25	1.00%	1.00%	1.40%
Week Ending 6/7/25	0.60%	0.50%	1.80%
Week Ending 5/31/25	0.50%	1.30%	0.40%
May 2025	0.60%	0.90%	1.20%
April 2025	0.60%	0.80%	1.50%
March 2025	0.50%	0.60%	1.80%
February 2025	0.90%	0.80%	1.40%
January 2025	0.70%	0.40%	1.00%
December 2024	0.90%	1.00%	2.40%
November 2024	1.30%	1.00%	1.50%
October 2024	1.50%	1.70%	4.40%
September 2024	1.60%	1.80%	4.10%
August 2024	2.10%	1.70%	4.70%
July 2024	1.90%	1.90%	5.50%
June 2024	1.70%	2.50%	5.40%
May 2024	1.80%	1.80%	4.70%
April 2024	1.00%	1.00%	3.20%
March 2024	1.10%	0.90%	2.50%
February 2024	1.20%	0.70%	2.70%
January 2024	1.00%	0.80%	1.70%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

Copper Theft

A Growing Problem

- Incidents of copper theft have more than doubled since 2021
- Rise in theft follows rise in copper value over the past 5 years

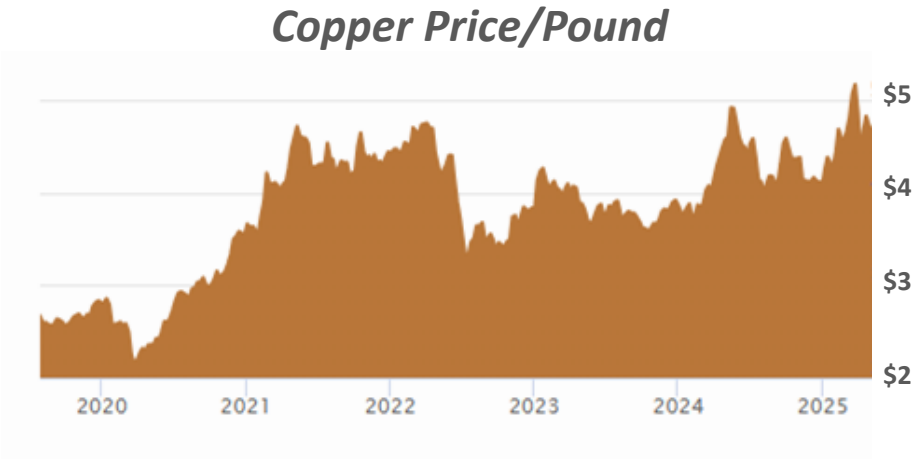
Impacts

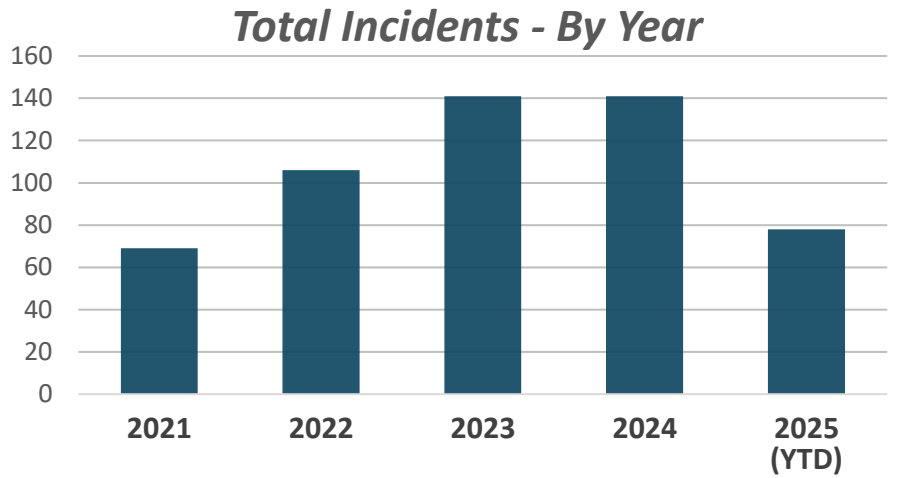
- Customer experience
  - Train service interruptions and delays
  - Loss of station lighting, TAP, and customer information
- Employees
  - Vandalism strains Maintenance of Way staff to perform numerous damage repairs

Repair Costs, 2024-2025 (YTD)

- Wayside: $1,438,450
- Stations/TAP: $14,000
- ExpressLanes: $139,780

TOTAL: $1,592,230





Copper Theft

Affected Area	Possible Issues	Service/Operations Impacts	Recovery Time
Maintenance of Way	• Traction power and train control • Track damage • Gates at grade crossings can activate	• Inability to move or route trains • Tracks become deenergized • Crossing gates remain in the down position blocking vehicular traffic	Hours to weeks
Rail Operations	• Trains in manual operation bypassing ATP • Red signals, which result in trains stopping operators to stop and request permission to proceed • Single tracking at 5 MPH, typically	• Single track operations or bus bridge if one or both tracks are damaged • Multiple supervisors dispatched to monitor train movement • Turning back trains	Hours to days
Stations/ TAP	• Loss of power at affected stations and platforms	• Ticket Vending Machines (TVM), faregates, and Stand-Alone Validators (SAV) unavailable to collect fares • Public Address, monitors and telephones unavailable • Lighting outages	Hours to days
ExpressLanes	• Toll collection sites out of service • Pricing signs out of service	• Loss or late delivery of toll transaction data and license plate photos • Loss of dynamic pricing and ability to manage congestion.	Days to weeks

Copper Theft

California Codes and Criminal Statutes Applicable to the Theft of Copper Material

PENAL CODE §487 (GRAND THEFT)

- Petty theft offence – if stolen property is less then $950
  - Misdemeanor - county jail for up to 6 months, or fine up to $1,000
  - Prosecutors may charge repeat theft offenders with a felony instead of a misdemeanor

PENAL CODE §487j (GRAND THEFT of COPPER MATERIALS EXCEEDING $950)

- A person who steals copper materials exceeding $950 is guilty of grand theft
- Wobbler offense – can be charged as a felony or a misdemeanor
  - Misdemeanor grand theft - imprisonment in county jail for up to one year or fine up to $2,500
  - Felony grand theft - imprisonment in state prison for up to 3 years and/or fine up to $10,000.

PENAL CODE §591 (CUTTING/DISCONNECTING UTILITY LINES)

- A person who removes, disconnects, cuts, or obstructs an electrical line is guilty of damaging an electrical line.
- Wobbler offence
  - Misdemeanor – county jail up to 1 year, or fine up to $1,000
  - Felony - imprisonment in state prison or county jail for up to 3 years and/or fine up to $10,000.

PENAL CODE §594 (VANDALISM)

- A person who steals copper wire and damages public utility infrastructure may be charged with vandalism.
- Misdemeanor vandalism – if damage is less than $400
  - County jail for up to one year and/or fine up to $1,000 for a first offence. Fine up to $5,000 with prior vandalism conviction(s)
- Felony vandalism – if amount damaged is over $400
  - Imprisonment in state prison for up to 3 years and/or fine up to $10,000
- Wobbler offense if amount damaged is over $400

Copper Theft

California Codes and Statutes Applicable to Receipt/Purchase of Copper Material

PENAL CODE §496a (RECYCLERS RECEIVING METALS USED IN TRANSPORTATION)

- A recycler who buys or receives any wire, cable or copper, that the dealer knows or reasonably should know is ordinarily used by or ordinarily belongs to a railroad or other transportation company or a public utility company, without using due diligence to ascertain that the person selling or delivering it has a legal right to do so is guilty of criminally receiving that property
- Wobbler offence (felony or misdemeanor) – typically considered a felony if value exceeds $950
  - Misdemeanor - imprisonment in county jail for up to one year or fine up to $1,000
  - Felony - imprisonment in state prison for up to 3 years and fine up to $10,000.
- Failure to make and keep proper written records of transactions is a misdemeanor
  - Misdemeanor - county jail for up to 1 year or up to $1,000 fine

The Penal and Business and Professions Code (BPC) outline junk dealer/recyclers' record-keeping obligations:

- Obtain evidence of the seller's identity: full name, signature, address, driver's license number, and any vehicle license numbers
- Include a description of the material purchased in the record of the transaction
- Daily Reporting to Law Enforcement
  - Every recycler shall report this information to the chief of police or to the sheriff daily or no later than the next business day
- Inspections of Premises
  - Every recycler shall allow periodic inspection, during normal business hours, of any premises maintained and any junk thereon by a person appointed by the local sheriff or head of the police department to ensure compliance with the recordkeeping requirements
  - They must also produce for inspection their records of sales and purchases, and all property purchased in those transactions that are in their possession

Copper Theft

Pending Legislation

- CA Assembly Bill 476: amendments to CA Penal Code and BPC
  - Adds copper wiring and other materials to the list of restricted items under BPC 21609.1
  - Adds copper materials (conductors, wiring, and cabling) to the scope of Penal Code §496(e) and increases the separate fine assessed under this statute to $5,000
  - Adds additional restrictions and documentation obligations to recyclers, including recording descriptions of tendered materials type, weight, and identifying marks
  - Proposes a new section be added to the Penal Code targeting organized metal theft

Law Enforcement Activity

- LAPD has added Metro to the Regional Heavy Metal Task Force and has collaborated on drone operations
  - 5 total arrests made for 2025 YTD

AG Rob Bonta promises to crack down on copper wire thefts plaguing CA

By Tim Johns
Thursday, June 5, 2025

SAN FRANCISCO (KGO) -- California Attorney General Rob Bonta highlighted his office's efforts to crack down on copper wire theft at a news conference Thursday.

Bonta says his team is focused on assisting local jurisdictions around the state.

The AG also issued a new bulletin for law enforcement agencies summarizing existing California laws regarding copper theft and recyclers' obligations to report any copper transactions.

Copper theft has risen across California, including right here in the Bay Area.

FIFA Club World Cup Transit Service

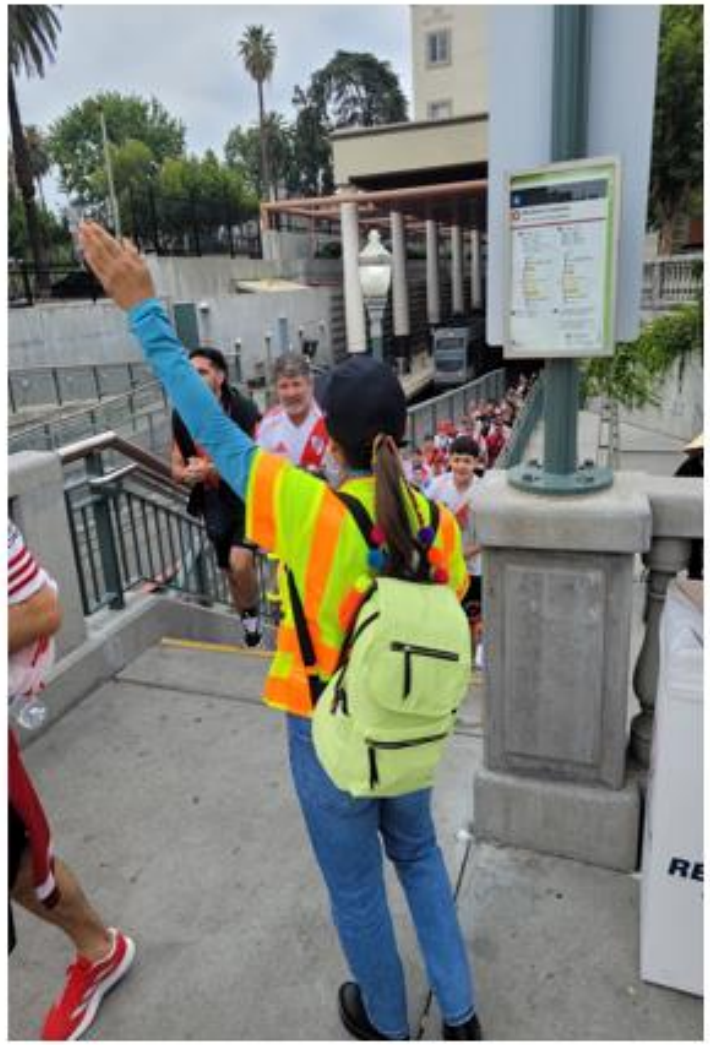
- 6 matches at Rose Bowl Pasadena:
  - Sunday June 15, 12:00 pm, 72K crowd attended
  - Tuesday June 17, 6:00 pm, 30K crowd
  - Thursday June 19, 6:00 pm, 41K crowd
  - Saturday June 21, 6:00 pm, 49Kcrowd
  - Monday June 23, 12:00 pm, 19K crowd
  - Wednesday June 25, 6:00 pm, 12K crowd
  - Increased Metro A Line rail every 6-8 minutes
  - A Line carried between 600 to 1250 riders to the games
  - Parsons bus shuttle carried 2000 to 7500 riders each direction.

FIFA Club World Cup Operational Enhancements

- Street closure outside Memorial Park Station with Ambassadors, Volunteers, Blue Shirts, Safety and Security, and Supervisory Staff to assist riders
- Access Services provided shuttle for people with accessibility needs (up to 11 riders carried per game)
- Water station provided for all guests
- Additional lighting deployed to support evening crowd flow
- Union Station tunnel branded as a soccer field

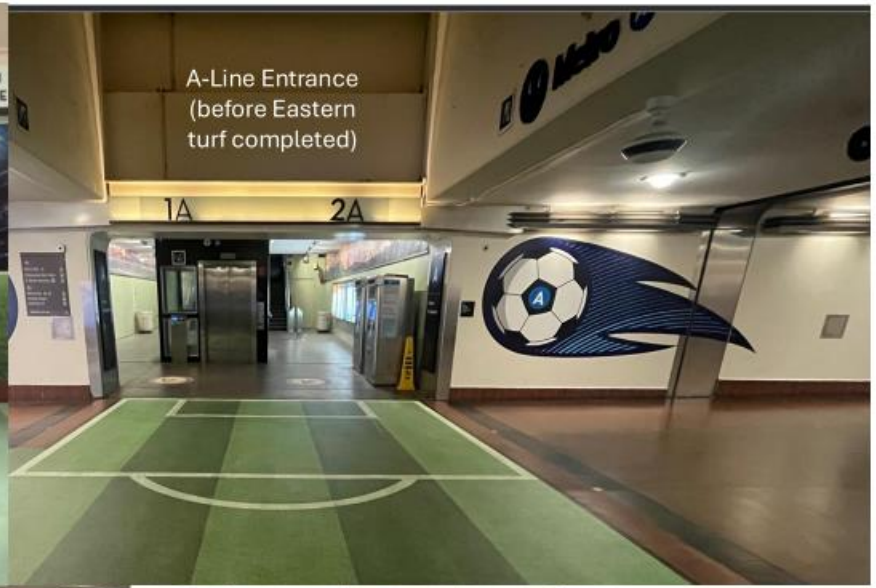
Metro Volunteers Program Support

- 8–10 volunteers assigned to each game to support Ambassadors, Blue Shirts, and Supervisors at Memorial Park Station
- Mobile Operations Center team deployed for field-level operational coordination
- Staffed until full crowd ingress and egress completed



Union Station United

- Special branding and wayfinding for Union Station tunnel for Club World Cup



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

File #: 2024-0977, **File Type:** Oral Report / Presentation **Agenda Number:** 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: ZERO EMISSION BUS (ZEB) PROGRAM UPDATE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on the ZEB Program.

ISSUE

This update provides a status report on the ZEB transition plan, including division electrification, bus acquisitions, grant efforts, and upcoming program activities.

EQUITY PLATFORM

The purpose of this report is to provide a program-level status update; project-specific equity impacts are discussed in detail in their respective project reports. Divisions 1, 2, 3, 5, and 9 are located within Equity Focus Communities. Division 9 will be the first to be electrified. The report also illustrates funding and schedule risks to the first half of the division electrification schedule. Because EFCs are often reliant on bus transit, delays to the electrification schedule could disproportionately impact EFCs by delaying air quality improvements through emissions reductions. However, despite these risks, the division electrification schedule currently remains on track.

VEHICLE MILES TRAVELED OUTCOME

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

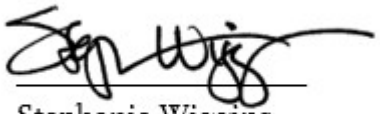
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will maintain and encourage transit ridership. Metro's transition to a ZEB fleet will enhance customer experience with vehicles that are quiet and use zero-emission technology. Metro's Board-approved

VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objects.

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

Prepared by: Shaun Miller, Deputy Executive Officer, Project Management (213) 922-4952

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



Stephanie Wiggins
Chief Executive Officer

Zero Emission Bus (ZEB) Program Quarterly Update

VEHICLE ENGINEERING & ACQUISITION

Metro

Charging Infrastructure Project Updates

Division 9 & EMTC

- Final gantry truss erected in May
- Opportunity chargers to be commissioned by September

Division 18 & 7

- Proposals due July 16
- Anticipated award Jan 2026

Opportunity Charging Equipment

- Charging equipment procurement closed in May
- Design begun for North San Fernando Valley and NoHo Transit Center

Photo: Division 9 gantry structure

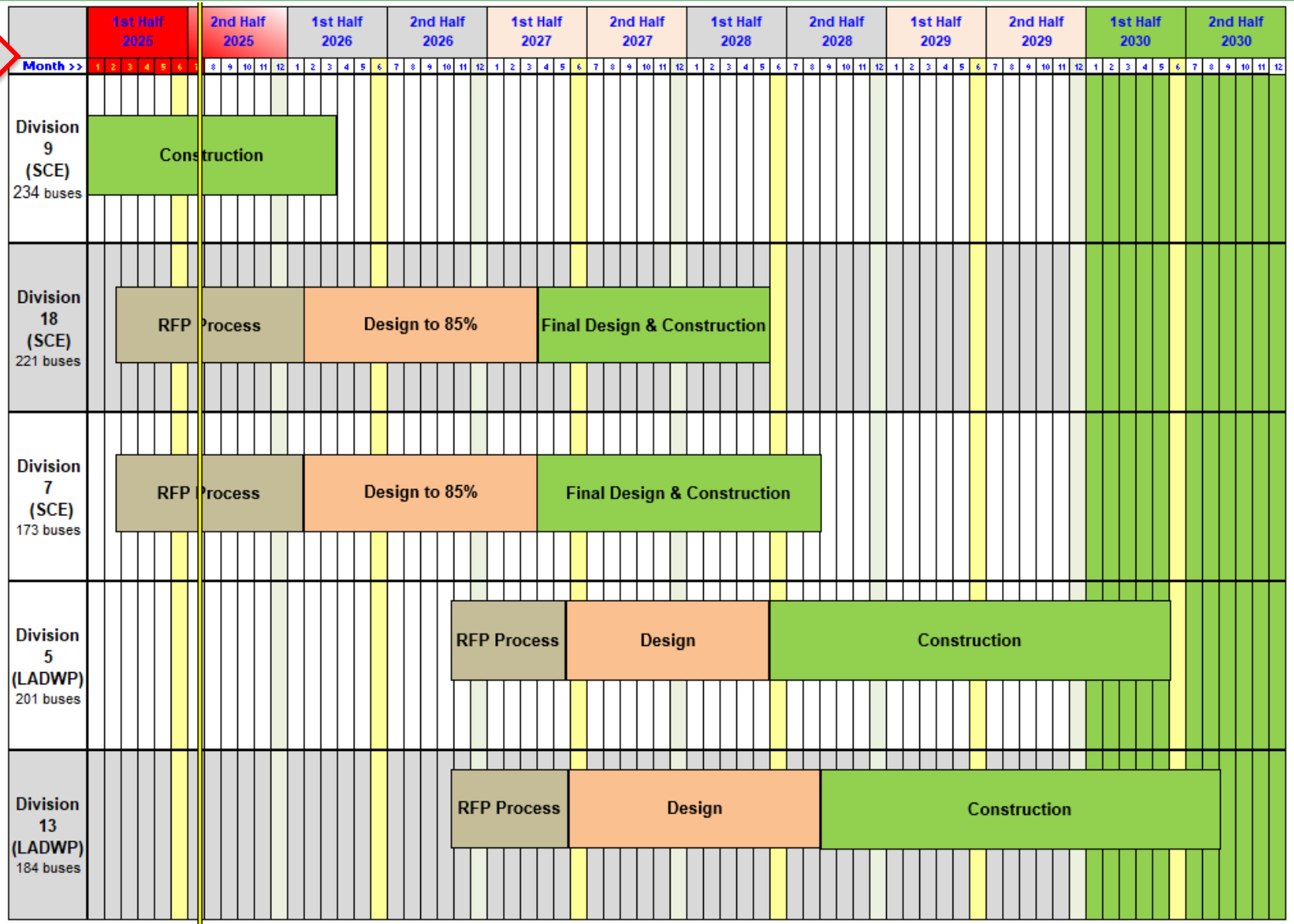
J Line Electrification

- Anticipated completion by end of calendar year

Photo: Division 9 opportunity charger

Status of Division Electrification (First Five Divisions)

Electrification schedule for first five divisions

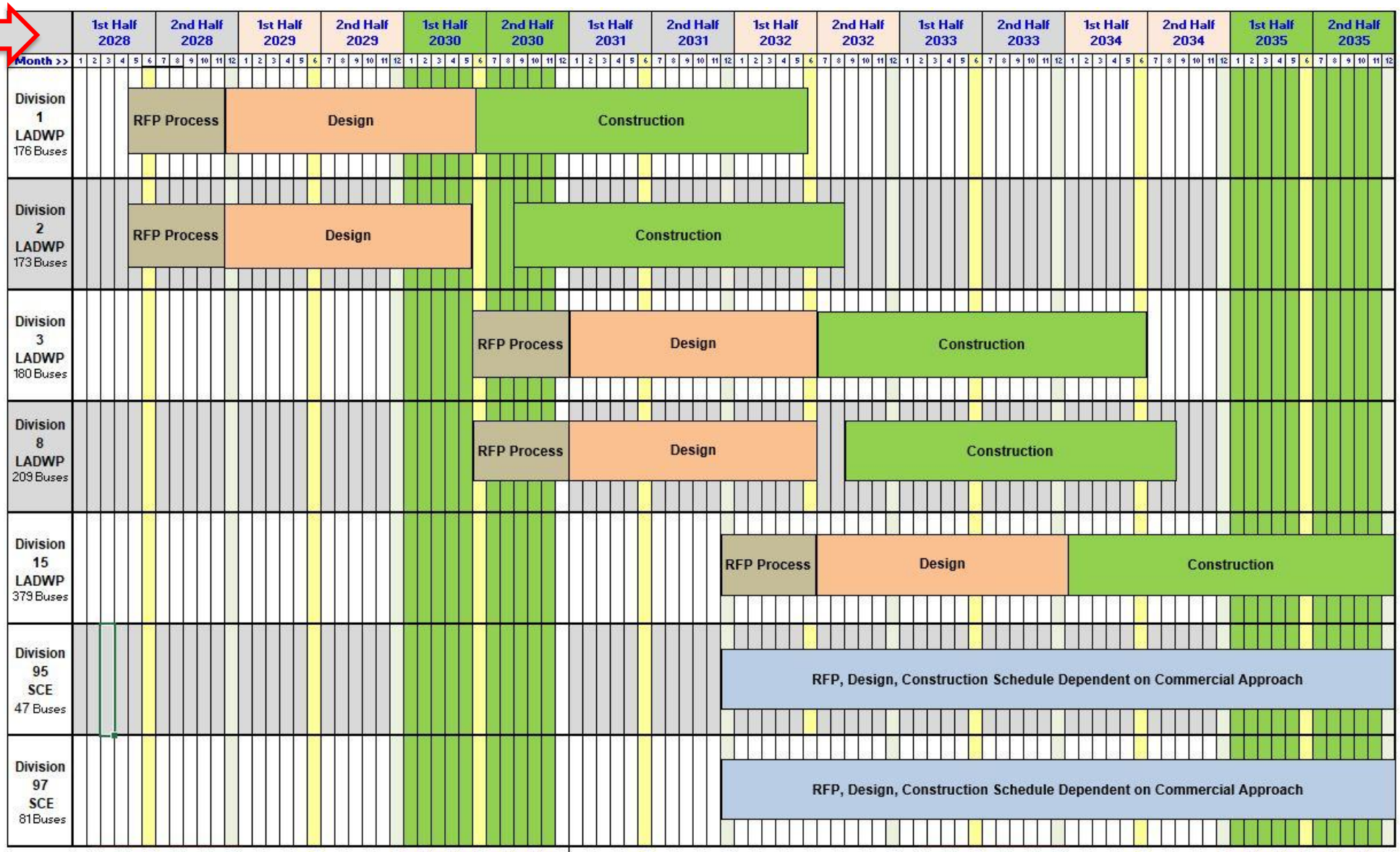


Metro

Division Electrification (Latter Five Divisions)

Electrification schedule for latter five divisions

Evaluating technical and commercial approaches for Contract Service Divisions 95 & 97



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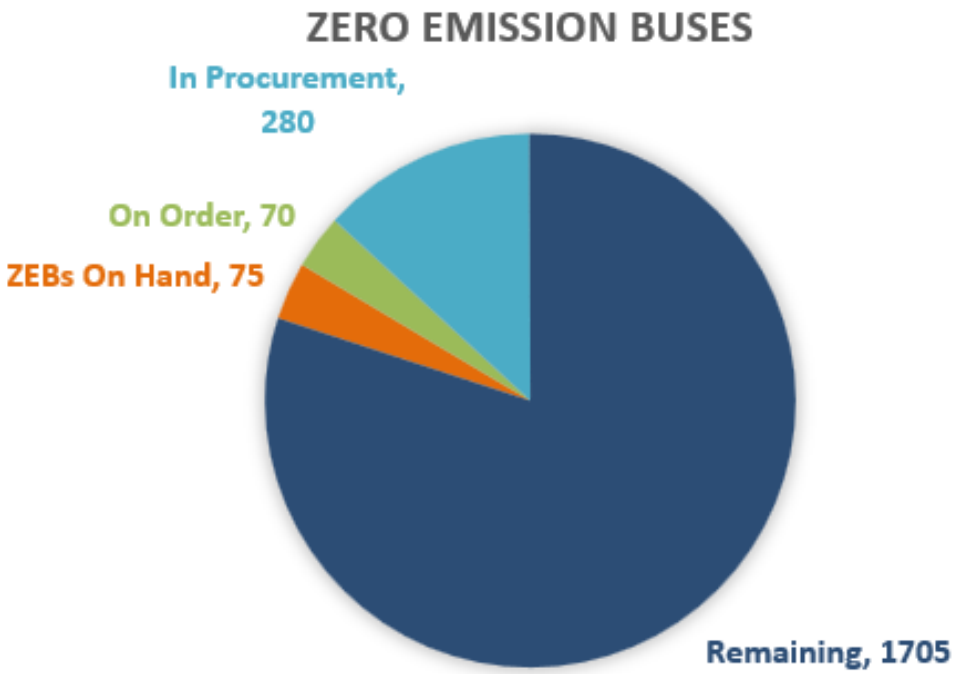
Status of Bus Acquisition

Current Fleet

- 3.5% of fleet converted to ZEB*



*Assumed future fleet size of 2,130 buses
Data as of 6/24/25

Metro

Regional Bus Procurement

- Will bring recommendation for award to Board in Fall 2025
- Metro will hold options for up to 1,700 buses
  - Municipal operators interested in up to 397 buses of the option quantities.

BYD Bus Deliveries

- BYD continues to struggle with adhering to delivery schedule. They are 13 buses behind schedule. Metro is calculating liquidated damages (LDs) for delayed buses.
- *25* of *95* K9MD buses have been delivered.
- *9* of *25* delivered have been returned for quality control issues (system integration, schematic non-compliance, etc.)
  - BYD has 10 days to cure non-accepted items before LDs are applied.
- Critical that buses arrive before end of calendar year and that BYD is proactive in supporting performance issues to achieve J Line electrification.

Grant Updates and Continuing Activities

Recent Grant and Funding Applications

- $24.9M awarded through Local Partnership Program
- Submitted $104.6M CMAQ application for Div 7 buses & infra
- Preparing FTA Low or No Emission application due July 14th

Upcoming project activities

- Construction continues at Division 9
- Evaluation of Division 18 & 7 PDBOM
- Anticipate infrastructure and buses in place for J Line electrification by end of year

Photo: BYD K9MD bus at Harbor Gateway Transit Center

Metro

THANK YOU

Metro

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

Metro

Board Report

File #: 2025-0473, **File Type:** Oral Report / Presentation **Agenda Number:** 42.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: METRO MICRO PILOT PROGRAM UPDATE REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Metro Micro pilot service operations.

ISSUE

On March 16, 2025, Metro Micro pilot service operations transitioned to new Micro contractors: Crosby Street Transit LLC (aka Via) as the operations contractor, and to Spare Labs, Inc. as the software provider under a new operating model. Under the new model, the software solution and operation of service have been separated into two individual contracts to allow for operational control and financial sustainability. This report provides an update on the effectiveness of the new operating model, including the transition to new contractors, service performance, improvements to the service, and future enhancements.

BACKGROUND

Metro Micro combines technology and service operations to provide a flexible, on-demand transit service. Customers using Metro Micro rideshare services enjoy flexible pick-up and drop-off locations and times. Instead of adhering to a fixed schedule and route for each driver and vehicle, customers seeking to travel with Metro Micro are matched with drivers using a smartphone software application, phone dispatch service, and/or website.

Under these new contracts, Metro developed a new business model for optimizing the pilot of Metro Micro with the goal of reducing costs per revenue hour for an efficient operation. Under the new model, the software services portion of the Microtransit pilot project was separated into its own contract, while the vehicle operations services were awarded under separate contracts. In contrast, the previous business model under the MicroTransit Pilot included both the operation of service and the on-demand software services, while Metro provided the drivers/operators.

For the operations services portion of the Micro pilot program, the Metro Board awarded two

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separate Indefinite Delivery/Indefinite Quantity (IDIQ) contracts for the Metro Micro Contracted Services on December 5, 2024. Contract No. OP122943001 (North Region) and Contract No. OP122943002 (South Region) were awarded to Crosby Street Transit, LLC (previously known as Nomad Transit LLC) to provide operation services for the existing eight Micro Zones, including vehicle fleet, fueling, vehicle maintenance/repair, vehicle storage, facility security, and fleet operators. In addition, the Contractor has on-site, dedicated management personnel providing oversight of the operations and reporting to Metro staff.

For the software portion of the Metro Micro pilot service, Metro Staff awarded Contract No. PS124278(2)000 for Metro Micro Software Services to Spare Labs, Inc. on March 4, 2025. The software Contractor provides a customized and configurable software platform for on-demand routing and dispatch of Micro revenue service vehicles that are deployed using the software platform. Customers are able to book rides, make electronic payments in real-time, and provide customer information. The software platform consists of: (1) a customer-facing mobile application; (2) an Operator mobile application; (3) a customer-facing web portal; and (4) a web-based dashboard with real-time and historical information for program management.

Due to Spare Labs' award date of March 4, 2025, the software contractors had an extremely short lead-time to configure and customized the Micro software platform by the launch date of March 16, 2025. Spare Labs traveled onsite to Metro and worked every day until launch, and continued configurating the software post-launch. Spare was able to meet this challenge and configured essential software features to meet the launch date for service, fully able to upload software into Apple/Android stores for customers and schedule and dispatch rides. However, there is more work to be done with customizations, as lessons were learned while operating the service.

DISCUSSION

Metro Micro service is an on-demand shared transit service pilot utilizing a smartphone app, web-based software platform, and vehicles smaller than traditional transit buses to pick up and drop off customers based on customer demand rather than a fixed schedule and fixed routes. This service provides on-call transit service for short, shared trips approximately 1-6 miles long, within defined Micro Service Zones and is based on customers' customized travel requests. The on-demand operations and software services contracts provide shared rides that utilize software algorithm to schedule and dispatch ride requests within North and South Regions, consisting of the existing eight (8) Metro Micro Service Zones.

Under the new operating model, the operations and software contractors were able to successfully launch their respective contracts for the Metro Micro service on March 16, 2025. Launching service also included the transition of 145 Metro's Micro Operators to the new contractor or part-time bus operators, with 16 supervisors transferring to bus operations.

Additionally, the existing Micro registered riders (10,000) under the previous Contract successfully migrated to the new software, ensuring a smooth and continuous user experience with minimal

impact.

Transition KPI's

The KPI's listed below are considered transitional KPI's under the new business model for the initial months of Micro service. Although the launch was successful, as with any new service, there were operational nuances and software bugs requiring adjustments during initial months of service. Therefore, the KPI's shown in *Table 1 - Transitional KPI's* are an indication of Micro's service at launch, depicting steady growth and improvement since launch.

Table 1 - Transitional KPI's

CATEGORY	KPIs	KPI TARGET	Prior Service 7/15	New Service Mar	23-Mar	30-Mar	6-Apr	13-Apr	20-Apr	27-Apr	4-May	11-M
Efficien	PVH (Average)	4	3.16	2.88	3.02	3.05	3.17	3.12	3.19	3.32	3.34	3.39
	Cost per Ride*	≤$25	~$29	~$25	~$25	~$25	~$25	~$25	~$25	~$25	~$25	~$2
Quality	Combined OTP	≥85%	82%	85%	87%	88%	82%	85%	84%	78%	77%	78%
	Positive Reviews	≥95%	98%	94.00%	94.50%	95.40%	96.50%	95.60%	96.10%	95.80%	95.70%	95.2
Ridersh	Boardings**	15,000	11,076	12,020	12,743	13,166	13,652	13,208	13,762	14,447	14,755	14,6
	No Shows %**	10%	14.30%	9.60%	5.50%	4.60%	3.60%	3.10%	1.40%	0.90%	0.40%	0.0
	ADA %**	1%	Not Avail	0.64%	0.61%	0.67%	0.48%	0.60%	0.56%	0.50%	0.37%	0.50

** Estimated weekly Cost per Ride. Invoices pending.*
***Provided as comparison. Not a contractual KPI.*

Ridership

Micro service transition was successful as Micro did not lose any ridership within the first week and realized growth of 18.4%, achieving the KPI target. Micro service received an all-time high in ridership of 16,800 boardings during the week of June 22-28, 2025.

On-Time-Performance

On Time Performance at the time of initial launch was impressively strong, but decreased as ridership increased. This was due to software routing navigation and parameters requiring customizations. With added software customizations and adjustments for optimization recently implemented, Micro's OTP improved with recent reports of OTP at 85.42% during the week of June 22-28, 2025.

Passengers Per Vehicle per Hour (PVH)

Micro's PVH started at 2.88 during the first week of launch due to initial low ridership and software algorithms requiring optimization adjustments. Since the software optimization adjustments, PVH

currently ranges between 3.4 to 4.0 in the recent weeks.

Cost Per Ride

The Cost Per Ride is estimated to be between $25-$27 for the initial months of the transition period. Based on the contract proposal, the blended cost per revenue service hour is $82.40. With an assumption of 3.3 passengers per vehicle revenue hour (PVH), the estimated Cost per Trip is $24.90. The estimated Cost per Trip decreased by 14% from $29.06 in Q2FY24.

Metro, along with contractors Crosby and Spare, continue to collaborate on optimizing system efficiency. The goal is to increase ridership which will ultimately lower the cost per ride over time.

Positive Reviews Percentage

Metro Micro service has consistently achieved positive rating scores of 95.41% (average) by customers who submit their reviews on the software app at the end of their ride. Although ride ratings have achieved KPI target of 95%, Micro staff is looking to improve higher ratings than KPI target.

KPI's by Zone

The below table represents a detailed break down of KPI's by each zone, providing metrics on the performance during the transition period. As mentioned above, Micro experienced a decrease in OTP as ridership increased and software related customizations that were needed. However, ridership and PVH remained relatively consistent for the months of April and May.

Table 2 - Transitional KPI's by Zone

	APRIL			MAY		
Zone	Ridership	PVH	OTP	Ridership	PVH	OTP
Watts/Compton	12,013	3.14	83.59%	12,047	3.24	76.57%
El Monte	4,897	2.92	80.92%	4,973	2.97	75.27%
LAX/Inglewood	3,544	2.78	82.6%	3,672	2.93	73.77%
Highland Park / Eagle Rock / Glendale	13,671	3.07	82.54%	14,573	3.31	76.15%
North Hollywood / Burbank	5,439	3.24	81.26%	5,670	3.41	73.14%
Altadena / Pasadena / Sierra Madre	11,118	3.26	83.67%	12,028	3.56	74.90%
UCLA / Westwood / VA Medical Center	3,073	4.09	78.29%	3,596	4.68	76.31%
Northwest San Fernando Valley	5,576	3.70	80.56%	5,823	3.76	77.40%
Total Ridership	**59,331**			**62,382**		

Customer Feedback

Based upon customers' feedback received through the software app, customers identified the

following areas for improvement:

- *Lost and Found* - Passengers didn't know who to contact for retrieving items

- *No-Show Complaints* - Complaints were received from passengers that Drivers prematurely "no-show" a customer when not visible without proper attempts to locate the passenger.

- *Drop-Off/Pick-Up Locations* - Complaints were received related to wrong pick-up/drop-off locations or inconvenient locations.

Improvements

Upon Micro staff receiving customers' feedback, procedures were implemented to address complaints with the following improvements:

- *Lost and Found* - Operations Contractor installed a Lost & Found phone number within the software app as a point of contact; and the Lost and Found Policy was updated with the operations Contractor for returning lost items to the passenger quicker.

- *No-Show Complaints* - A New Policy was implemented for all Drivers to call the passenger if not visible before placing a "No-Show" on the ride.

- *Drop-Off/Pick-Up Locations* - Customer app was updated with clear descriptions of the drop-off/pick-off locations; in addition to software customizations for virtual stop optimizations for navigating to the correct side of the street.

Phase II Enhancements

As specified in the Scope of Services in the Contract, the software contractor will develop features for Phase II (90 days post launch) to enhance the software. The customer's software app will have the ability to search frequently searched locations for quick entry. Additionally, the customer will have the ability to select multiple days within a 7-day period to book recurring trips with identical parameters. These features were scheduled 90-days post launch to allow for the most essential customizations to be prioritized.

EQUITY PLATFORM

The Metro Micro pilot service is a dynamically routed shared transit service utilizing vehicles to pick up and drop off patrons based on customer demand rather than a fixed schedule and fixed routes. This on-demand shared ride service is an on-call service, customized to customers' requests for

when and where they want service, connecting more people to our existing transportation system. This new public transportation pilot is designed for short, shared trips approximately 1-6 miles within Metro Micro's defined zones, utilizing vehicles that are smaller than traditional core transit rail cars and buses.

For our patrons utilizing the service, Metro Micro is committed to ensuring equitable access to Metro's shared ride service. Metro Micro's daily operations aim to increase overall ridership and provide access to important needs such as employment, education, health care, and basic necessities. Micro provides ADA accommodations for Metro customers with disabilities for shared ride pick-ups and drop-offs across all zones. The project covers a variety of zones, all of which serve Equity Focus Communities (EFCs), and some of which are mostly made up of identified EFCs.

Metro staff sought to address inequities in the availability and affordability of on-demand ride-hailing offered by private companies, which are often less available in areas with lower median household incomes. All Micro Zones contain EFCs and the following chart shows a range of EFC coverage between zones:

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

For context, 31% of the land area of the eight Metro Micro Zones is in EFCs.

The data does acknowledge some unevenness across Micro Zones. For a long time, Altadena/Pasadena/Sierra Madre has had the highest ridership volume. However, in recent months, Highland Park/Eagle Rock/Glendale has seen steady growth and is increasing in ridership. Watts/Compton remains in third place. As a result, when looking at the proportion of our target population that resides in EFCs and combining that with our ridership proportion in each Micro Zone, we can estimate that 38.4% of Metro Micro ridership comes from EFCs.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. Micro supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Approximately, 70% of Metro Micro rides are shared, with an average travel distance of 4 miles. Without this service, these trips would likely occur as single-occupancy vehicle trips or solo rides on a Transportation Network Companies (TNCs) platform, resulting in increased overall vehicle miles traveled. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

.Implementation_of_Strategic_Plan_Goals

IMPLEMENTATION OF STRATEGIC PLAN GOALS

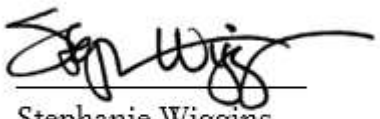
Metro Micro pilot supports strategic plan goals #1.2 and 2.3: Metro Micro is an investment in a world-class transportation system that is reliable, convenient, and attractive to more customers for more trips. Metro Micro continues to improve customer satisfaction at customer touchpoints by offering an accessible, flexible service that adapts to customer demand and needs.

NEXT STEPS

Metro staff will return to the Board in December 2025 to provide further updates to KPIs on the transition of the Micro pilot service. This report will also include trends and insights on the new business model, with additional information on OTP trends.

Prepared by: Roxane Marquez, Director, Finance & Administration, (213) 922-4147
Dan Nguyen, Senior Executive Officer, Strategic Initiatives (213) 418-3233

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



Stephanie Wiggins
Chief Executive Officer

Metro Micro™

Operation Transition Update

Operations, Safety, & Customer Experience Committee Meeting

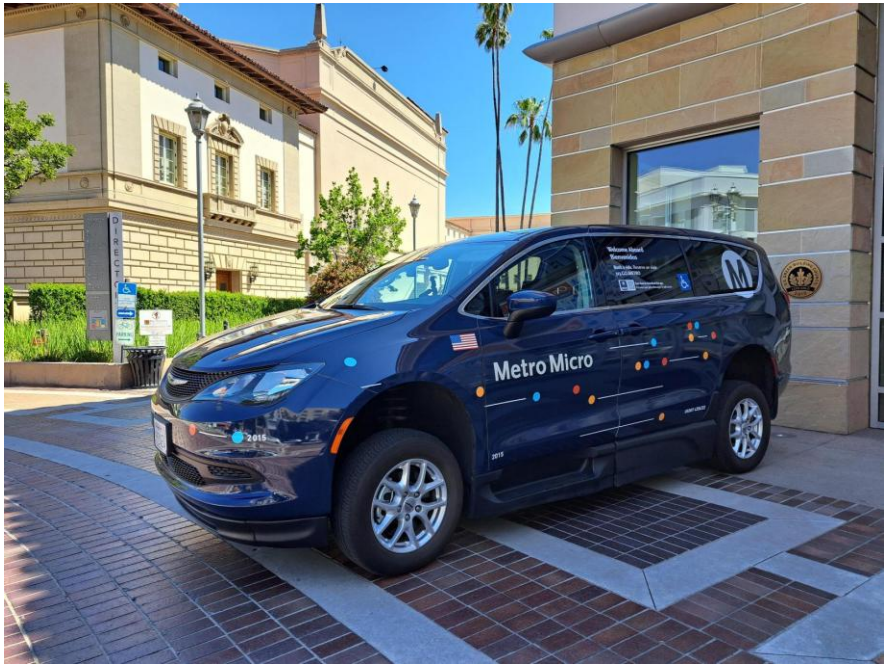
July 17 2025

Metro

INTRODUCTION

Metro Micro Program Update

- New Contractors
- Transition Summary
- Transition KPI Performance
- Cost Per Ride
- Customer Reviews
- Improvements
- Phase II Enhancements
- Public Awareness



METRO MICRO SERVICES

ISSUE

The previous MicroTransit Pilot Program – Part B was awarded in 2020 and expired on March 31, 2025.

On March 16, 2025, Metro Micro (*formerly* MicroTransit) service operations transitioned to new contractors; **Crosby Street Transit LLC** (aka Via) as the operations contractor and **Spare Labs, Inc.** as the software provider under a *new* operating model.

TRANSITION SUMMARY

Employee Impacts:

- All 145 Metro Micro Operators successfully transitioned to the new Contractor or became Part-Time Bus Operators.
- All 16 Supervisors were transferred to Bus operations.

Rider Impacts – No Disruption

- Seamless service transition with no disruption.
- Over 10,000 registered riders were migrated to the new software, ensuring a smooth and continuous user experience.

TRANSITION KPI PERFORMANCE

CATEGORY	KPIs	KPI TARGETS	Prior Service9-Mar	New Service 16-Mar	23-Mar	30-Mar	6-Apr	13-Apr	20-Apr	27-Apr	4-May	11-May
Efficiency	PVH (Average)	4	3.16	2.88	3.02	3.05	3.17	3.12	3.19	3.32	3.34	3.39
	Cost per Ride*	≤$25	~$29	~$25	~$25	~$25	~$25	~$25	~$25	~$25	~$25	~$25
Quality	Combined OTP	≥85%	82%	85%	87%	88%	82%	85%	84%	78%	77%	78%
	Positive Reviews	≥95%	98%	94.00%	94.50%	95.40%	96.50%	95.60%	96.10%	95.80%	95.70%	95.20%
Ridership	Boardings**	15,000	11,076	12,020	12,743	13,166	13,652	13,208	13,762	14,447	14,755	14,685
	No Shows %**	10%	14.30%	19.60%	15.50%	14.60%	13.60%	13.10%	11.40%	10.90%	10.40%	10.00%
	ADA %**	1%	Not Avail.	0.64%	0.61%	0.67%	0.48%	0.60%	0.56%	0.50%	0.37%	0.50%

** Estimated weekly ridership. Invoices pending.*

***Provided as comparison. Not a contractual KPI.*

Metro

COST EFFICIENCES

Cost Per Trip

- Based on the contract proposal, the blended cost per revenue service hour is $82.40. With an assumption of 3.3 passengers per vehicle revenue hour (PVH), the estimated Cost per Trip is $24.90. The estimated Cost per Trip decreased by 14% from $29.06 in Q2FY24
- Metro, along with contractors Crosby and Spare, continue to collaborate on optimizing system efficiency. The goal is to increase ridership, which will ultimately lower the cost per ride over time.

CUSTOMER FEEDBACK

95.41% Positive	4.59% Negative
“This service is incredible... getting more cars off the road by carpooling.”	Lost Items: Passengers report not knowing who to contact for items left in vehicle.
“I love Metro Micro. Love the upgrades, drivers and convenience!”	Issues related to wrong pick-up/drop-off locations or inconvenient locations
“Both trips were super... I am on a walker and they get out of their vans to help me.”	No Shows/Cancellations: Drivers marking passengers as "no-shows" prematurely or canceling rides without proper attempts to locate the passenger.

IMPROVEMENTS

Improvements Based on Information Received:

- Lost and Found Complaints: New Policy to address returning items quicker
- No Shows: Policy Implemented for Drivers to call Riders
- Drop-Off/Pick-Up Locations: Virtual Stop Optimizations
- Drop-Off/Pick-Up OTP: Google Traffic Data to be implemented

PHASE II ENHANCEMENTS

Phase II Enhancements – 90 Days After Launch:

- History of Booked Rides – Customer will have ability to search frequently searched locations for quick entry.
- Multiple Days Booked – Customer will have ability to select multiple days within 7 days to book recurring trips with identical parameters.

PUBLIC AWARENESS – New Metro Micro in the Media!

CBS KCAL highlights how simple it is to book a ride with the Metro Micro program.

TikTok: Viral Metro Micro clip racked up over 73K views in 5 days, leading to 10K+ app downloads and 3,793 new user sign-ups on Sunday, May 11 alone.

QUESTIONS?

Metro

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

File #: 2025-0305, **File Type:** Informational Report **Agenda Number:** 43.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q1 CY2025

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the first quarter of calendar year 2025 (Q1 CY2025), consisting of January, February, and March 2025, compared to the pre-pandemic and start of pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs) and non-EFCs, time period, line or line group, as well as average passenger trip length.

BACKGROUND

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

December 2022.

- Metro continued to operate the full NextGen bus service levels through 2023 into 2024 with improved reliability due to full bus operator staffing, which was achieved by August 2023.
- A 1-2% operator shortage has existed since December 2023, when the operator requirement increased due to greater peak service from higher ridership and recruitment challenges. Recruitment efforts were increased in response, and overall canceled service levels remain low. Full operator staffing was again achieved by January 2025, with cancellation rates during the first half of 2025 reduced to generally under 1% on weekdays and Saturdays and below 2% on Sundays.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers for Metro's 117 bus lines (two lines were transferred to Pasadena Transit in December 2024), summarized in Table 1. Tier 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and support ridership recovery after a decrease caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

Table 1: NextGen Frequency Tiers as of December 2024

Service Type	Peak Weekday	Midday Weekday	Evening	Daytime Weekend	Number of Lines
Core Network (Tier1)	5-10	5-10	10-15	7.5-15	29
Convenient Network (Tier 2)	10-12	10-12	20-30	15-30	26
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	36

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected ridership was attributed to increased speed of service/reduced travel times after implementing items from the speed and reliability tool kit, including new bus lanes, expanded transit signal priority, and reinvestment of time savings for increased service frequencies. Progress on such implementations includes 70.7 miles of new bus priority lanes implemented as of December 2024, and 24 additional lane miles are in planning (Vermont Av) or pending construction (Florence Av, Santa Monica Bl). Transit signal priority is another speed and reliability initiative that should begin implementation in CY2025, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover and is nearer pre-COVID levels as of Q1, with average Sunday ridership exceeding pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth supported by implementing the remaining Transit First bus speed and reliability improvements.

DISCUSSION

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic,

which began in March 2020 and had significant effects on Metro bus service levels/ridership as well as societal changes such as increased telecommuting.

As of Q1 CY2025, average daily bus system ridership continues to grow. The recovery rates of Q1 CY2025 compared to Q1 CY2019 are:

- Weekday ridership was 87.3% (up from 83.7% in Q1 CY2024)
- Saturday ridership was 103.3% (up from 94.0% in Q1 CY2024)
- Sunday ridership was 105.4% (up from 98.3% in Q1 CY2024).

The San Fernando Valley continues to show the highest ridership recovery in Q1 CY2025 compared to the four other service areas at 94.9% of pre-pandemic Q1 CY2019 levels on weekdays (up from 88.5% in Q1 CY2024), 116.3% Saturdays (up from 103.2% in Q1 CY2024), and 120.8% Sundays (up from 109.1% in Q1 CY2024). Increased ridership of 7.3% occurred on weekdays for the San Fernando Valley over the same quarter of 2024, with a 12.7% gain on Saturday and a 1.7% gain on Sunday. Many San Fernando Valley lines benefit from NextGen Bus Plan investments, especially during off-peak frequencies for many Tier 2 lines (to 15-minute service), with their service improved all day on weekdays, with some weekend improvements as well.

This quarter, the percentage of boardings in Equity Focus Communities (EFCs) is around 1.2% above pre-pandemic levels for weekdays, with a 0.3% increase for Saturday and a slight 0.1% decline for Sunday compared to pre-pandemic levels. Again, the NextGen Bus Plan prioritized EFCs for frequency improvements, especially off-peak weekdays.

Midday weekday Q1 CY2025 ridership recovery was at 90% of pre-pandemic levels, exceeding both AM peak (73%) and PM peak (80%) recovery. This is aligned with investing service hours during the midday period under the NextGen Bus Plan and changes in travel patterns related to factors such as increased telecommuting by office workers.

The Owl period showed the highest recovery at 94%, with the late evening period also high at 93% recovery. These two periods have the highest proportion of transit-dependent riders and declined the least during the pandemic. The performance of lines serving downtown LA and other areas with large offices, such as Westwood and Pasadena, will continue to be monitored as changes to corporate culture are shifting and requiring a return to in-office work by some workers, which may improve ridership recovery on such lines. These changes in office work arrangements are beginning to take effect in late March 2025 for federal workers who are now required to attend their office five workdays each week, so these impacts will be present in Q2 reporting. Similarly, California state government employees must attend their office four workdays per week beginning in July 2025, which will be reflected in Q3 reporting.

The average passenger trip length remains at 3.4 miles for weekdays and Saturday, with 3.5 miles for Sunday, the same as the previous few quarters. It is below the pre-NextGen/pre-COVID average passenger trip lengths above 4 miles, reflecting both post-COVID changes to trip-making (more

telecommuting, etc.) and the NextGen focus on increasing market share for the shorter 1-5-mile trips.

In Q1 CY2025, there were 28-weekday lines/line groups (up from 25 in Q4 CY2024 and up from 12 the same quarter of 2024), 50 Saturday lines/line groups (a big jump up from 34 in Q4 CY2024 and up from 26 the same quarter of 2024), and 50 Sunday lines/line groups (down from 53 in Q4 CY2024 but up from 34 the same quarter of 2024) exceeding their pre-COVID Q1 CY2019 ridership numbers. The strongest recoveries continue to be those lines/line groups with significant NextGen improvements.

A more detailed analysis is provided in Attachment A, which this report summarizes. Attachments B, C, and D to this report provide detailed data on systemwide and line/line groups for average weekday, Saturday, and Sunday bus ridership observed between Q1 CY2019 (pre-pandemic and pre-NextGen) and the same period Q1 CY2025. The period of this analysis tracks the significant decrease in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration since 2021, based on the implementation of the NextGen Bus Plan.

Ridership Trends from 2019 to 2024

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

Table 2: Comparison of Average Daily GoPass Boardings by Day Type and Year

Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	**10%**	**19%**	**31%**

Table 3: Comparison of Average Daily LIFE Boardings by Day Type and Year

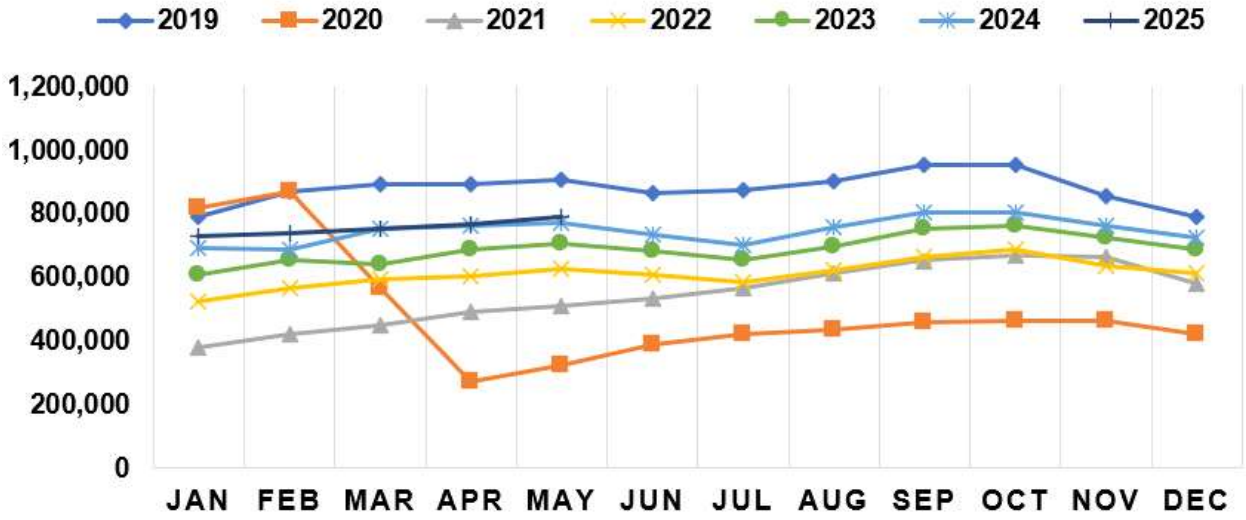
Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	**21.8%**	**28.3%**	**29.8%**

The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth in these programs is due to new riders participating in

them, much of this growth is from existing riders enrolling in them.

The post-pandemic average weekday ridership of 761,757 record set in October 2023, was exceeded in both April and May 2024 (762,811 and 772,969, respectively). The highest monthly averages in 2024 were September (804,279) and October (804,963) 2024. By comparison, in Q1 2025, the highest month for average weekday ridership was March 2025 with 753,249, though this was exceeded in May 2025 with 791,214 (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2024).

Chart 1: Average Weekday Ridership by Month



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery at 94.9% in Q1 CY2025 (up from 88.5% in Q1 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line BRT with 10-15-minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the East Valley were also restructured to match regional travel patterns that were more focused on North Hollywood. The average weekday ridership of the Q1 CY2025 San Fernando Valley area average weekday ridership compared to Q1 CY2024 increased by 8.6%, indicating that ridership growth remains strong.

The four other Service Council areas' weekday ridership recovery rates for Q1 CY2025 were as follows, each increasing compared to the same quarter in CY2023:

- San Gabriel Valley: 76.9% (down 2.3% from 79.2% in Q1 CY2024 due to two bus lines moving to Pasadena Transit)

- Gateway Cities: 77.9% (up 2.0% from 75.9% in Q1 CY2024)
- Westside Central: 83.4% (up 0.9% from 82.5% in Q1 CY2024)
- South Bay Cities: 82.9% (up 2.1% from 80.8% in Q1 CY2024)

San Fernando Valley had the highest growth rate of 7.3% on weekdays, above that of the other four service areas that grew by between 1.2% and 2.9% over the same quarter of 2024. Increased efforts will be given to these and the other two service areas to identify service improvement opportunities and generate higher ridership. However, the San Fernando Valley service area had a three percent gain in revenue service hours as part of the NextGen Bus Plan, with no other service area having such gains in service. This is a likely primary reason for the ridership gains in the San Fernando Valley and the more limited growth and recovery in other areas.

Saturday's average recovery rate for Q1 CY2025 was 103.3% overall, an increase from 94.0% for the same quarter of 2024. San Fernando Valley again showed the highest recovery, at 116.3% (up from 103.2%), while other areas were 88.4% to 97.1% (up 79.8% from 90.9%). Saturday ridership increased in all service areas by 6.9%-12.7% over the same quarter in CY2024. San Fernando Valley and Gateway Cities had the highest increases at 12.7% and 10.7% respectively, with the other three service areas increasing by between 6.9% and 8.1%.

The average Sunday ridership recovery rate was 105.4% overall, up from 98.3% in the same quarter of 2024. San Fernando Valley's recovery rate was the highest at 120.8% (up from 109.1% in Q1 CY2024), and three other service areas varied in recovery rate from 88.5% to 99.9% (up from 83.7% to 96.0% in Q1 CY2024). Sunday Q1 CY2025 ridership increased by 10.7% for the San Fernando Valley and by between 1.6% and 5.7% for the other four service areas compared to Q1 CY2024.

Table 4: Percentage Change in Average Daily Ridership by Service Area and Day Type, Q1 CY 2025 compared to Q1 CY2024

	Weekday	Saturday	Sunday
Gateway Cities	2.7%	10.7%	5.7%
San Fernando Valley	7.3%	12.7%	10.7%
San Gabriel Valley	-2.9%	7.3%	1.6%
South Bay Cities	2.7%	8.1%	5.4%
Westside Central	1.2%	6.9%	4.0%

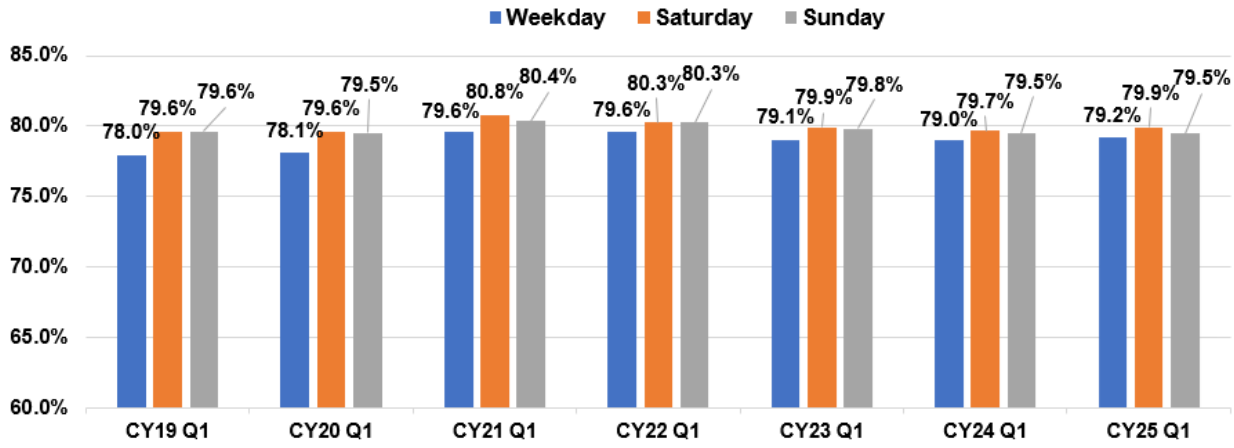
Table 4 above shows full details of the percentage change in average daily ridership by service area between Q1 CY2025 and Q1 CY2024. See Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q1 CY2025.

Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by 2.0% on weekdays, 1.6% on Saturdays, and 1.3% on Sundays during Q4 CY2020. This was during the most impactful time of COVID cases, when much of the transit ridership was in EFCs, and people still needed to travel to access jobs and services.

By Q1 CY2025, EFC boardings were 1.2% higher than pre-COVID for weekdays, up 0.3% for Saturday, and slightly down 0.1% for Sunday compared to pre-COVID levels. Trips during the early part of COVID were likely made by people who relied on transit to access essential jobs/services and mainly reside in EFCs. The NextGen Bus Plan prioritized investing in frequency improvements for key lines serving EFCs, which is likely attributed to the 1.2% increase in the share of weekday boardings. This should continue in 2025 for EFCs, though these most recent results show recovery in non-EFC areas is also increasing. This change can also be attributed to choice riders using services in non-EFCs, which may have been slower to recover due to factors such as telecommuting post-pandemic.

Chart 2: EFC Ridership as a Percentage of Total Ridership



See Attachment A, page 16, for further discussion of bus system ridership in Equity Focus Communities.

Lines serving Equity Focus Communities with the strongest ridership recovery (over 100% recovered weekdays and weekends) include:

- Central Av Line 53
- Compton Av Line 55
- W 8th St and E Olympic Bl in East LA Line 66
- Gage Av Line 110
- Century Bl Line 117
- Willowbrook Av Line 202

- Vermont Av Local Line 204
- Soto St East LA and Huntington Park Line 251
- Boyle Heights Shuttle Line 605

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

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been lower on lines serving Downtown LA, which has likely seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (e.g., Broadway Line 45, Avalon Bl Line 51 in South LA, W Olympic Bl Line 28, and Pico Bl Line 30 serving the inner Westside).

Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by these office workers. This includes changes being implemented for federal government workers in March 2025, requiring full-time office attendance (any impacts would be seen in Q2 CY2025) and California state government employees who will need to attend their office four days per week starting in July 2025 (any impacts would be seen in Q3 CY2025).

Ridership by Time Period

As of Q1 CY2025, early AM and AM peak periods ridership for weekdays remain the least recovered at 75% and 73% of 2019 levels, respectively, though improved over the same quarter of CY2024 (73% and 70% respectively). The PM peak and evening recovery rates were 80% and 84%, respectively, again with improvements over the same quarter of CY2024 (79% and 81% respectively). By contrast, the base (midday), late evening, and Owl periods share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 90%, 93%, and 94%, respectively, again with improvements over the same quarter of CY2024 (87%, 90%, and 92% respectively). This suggests that fewer traditional office workers are commuting on transit during peak morning hours, though factors such as federal and state return-to-office directives may drive further recovery in Q2 and Q3 CY2025.

The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays. All time periods showed increases in recovery rates of between 1-3% over the same quarter, Q1 CY2024, though the recovery rate increases are much smaller than the increases seen between Q1 CY2023 and Q1 CY2024 which varied between 4-11% and were strongest for the base (midday) (9%), evening (9%), and late evening (11%), with other time periods increasing by 4-6%. The rate of recovery is slowing.

Saturday early AM and AM peak ridership had the lowest recovery rates, both at 91%. In contrast, Saturday base (midday), PM peak, evening, late evening, and Owl showed higher recovery rates at 98%, 96%, 97%, a99%, and 96%, respectively, so these periods are leading the Saturday ridership recovery, and may be impacted by work and leisure travel in the middle of the day into the evening. The base (midday) showed an impressive 11% increase in recovery rate. Other periods showed a 4-7% increase in recovery rate, except the Owl period, which declined slightly by 1% compared to the same quarter in CY2024.

Sunday recovery rates by time period for Q1 CY2025 were topped by early AM, which was 109%. However, the PM peak and evening recovery rates were also fully recovered (100% and 101% respectively), with other periods between 97 and 99% recovered. The evening period showed the largest increase in recovery rate (9%), while other periods increased between 2-6% compared to Q1 CY2024. See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019 - Q1 CY2025.

Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commuter trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased and remained at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips to address a market identified as a significant opportunity to grow ridership through the NextGen Bus study by providing more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership Recovery by Service Tiers and Lines

This section compares average daily line ridership for Q1 CY2025 versus Q1 CY2019 for each day type (weekday, Saturday, Sunday). Due to the NextGen Bus Plan change involving the restructuring of bus lines and line groups, this analysis must, in some cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership at the line level. In Q1 CY2025, 117 individual Metro bus lines were operating (two lines were transferred to Pasadena Transit in December 2024). However, the ridership recovery rate analysis for this quarter is based on 81 weekday, 75 Saturday, and 74 Sunday lines/line groups to allow for a fair comparison. Detailed data is included in Attachments B, C, and D, respectively.

The overall bus system ridership recovery rate in Q1 CY2025 was 87.3% for weekdays, 103.3% for Saturdays, and 105.4% for Sundays, compared to Q1 CY2019 as a pre-COVID baseline. There were 28 (up from 25 in Q4 CY2024 and from 12 in Q1 CY2024) weekday, 50 Saturday (big jump up from 34 in Q4 CY2024 and 26 in Q1 CY2024), and 50 (down from 53 in Q4 CY20-24 but up from 34 in Q1 CY2024) Sunday lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2025. The Saturday and Sunday results tend to show that these two days may be related, with

Saturday showing strong growth this quarter, with less growth on Sunday, which remains largely fully recovered. The review focused on lines showing above and below the system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers.

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

Table 5: Line Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q1 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	17	17
Tier 2	12	13	12
Tier 3	10	11	10
Tier 4	8	6	5
Total	45	47	44

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

The common denominator of lower ridership recovery along some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, which has negatively impacted many downtown service industry businesses and further reduced travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work, as well as the many leisure and entertainment events occurring there. Metro is also monitoring return-to-office initiatives of the federal and state governments that may help increase ridership recovery in Q2 and Q3 of CY2025.

This same pattern was noted for the G Line BRT service between North Hollywood, Canoga Park, and Chatsworth, with notably lower ridership recovery, especially on weekdays (59.6%) but also on weekends (Saturday 70.7%, and Sunday 73.9%). By comparison, the J Line BRT between El Monte, downtown LA, and Harbor Gateway/San Pedro had just over 100% recovery rate weekdays and much higher weekends, and has shown a much stronger recovery, perhaps from a mix of work and leisure travel. Before COVID, these lines had higher usage by discretionary riders. These riders appear not to be traveling as much for work in downtown LA (the G Line feeds the B Line rail to downtown LA), or other employment centers located in the San Fernando Valley, such as Van Nuys, or Warner Center post-COVID. Again, this may largely be linked to telecommuting by office workers, but Warner Center has also seen the closure of a mall. The G Line in Q1 CY2025 is also now being impacted by long-term detours for the Van Nuys grade separation project, which may divert more riders away from this service. There are also factors related to the poor performance of the signal

priority system and some safety-related issues in and around the G Line. Lastly, the G Line may have lost riders to the NextGen improvements to other transit lines in the San Fernando Valley.

Notable ridership changes also occurred in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 91.7% on weekdays (up slightly from 91.3% in Q4 CY2024), with the Local Line 204 having a recovery rate of 114.5% (up from 112.0% in Q4 CY2024). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 69.3% (down from 70.7% in Q4 CY2024). Line 754 saw notably high cancellation rates in 2022 and to some extent in 2023 and 2024, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 138.8%; Rapid 74.0%) and Sunday (Local 113.5%; Rapid 87.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates. Examples include Line 55 on Compton Av, Line 110 on Gage Av, and Line 117 on Century Bl, all of which serve South LA, as well as Line 260 on Atlantic Av and Line 605, which serve Boyle Heights.

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

A new impact this Q1 CY2025 is from the devastating Palisades and Eaton Canyon fires in early January 2025. The impacts of the Palisades fire were primarily on two bus lines:

- Line 134 (Santa Monica - Malibu)
- Line 602 (Westwood - Pacific Palisades)

These lines were suspended for up to seven weeks. Line 134 is now operating but with a 10-mile zone without bus stops on Pacific Coast Highway (PCH) due to fire recovery activity. Line 602 western half from Bundy to PCH remains out of operation due to fire recovery efforts. These impacts are expected to remain in effect through at least the remainder of 2025. Ridership impacts have lowered recovery rates significantly for these two lines, which are seeing less than half their 2024 ridership levels (Line 134 weekday 30.3%, Saturday 42.1%, Sunday 61.4% recovery rates; Line 602 weekday 26.1%, Saturday 49.4%, Sunday 63.2%).

The Eaton fire at Altadena has impacted Lines 660 and 662, which link Altadena and Pasadena. Both lines remain south of Woodbury Rd (originally Washington Bl). Again, these impacts are expected to remain in place through 2025. Ridership has been impacted on these two lines, though not nearly as severe for Lines 134 and 602.

Bus Line Productivity

Data also consistently shows that increased revenue service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity of lines resulting from the NextGen Bus Plan changes.

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, the distribution of service hours changes between lines and even day types.

The following is a comparison of bus system productivity (passenger boardings per revenue service hour before and after NextGen, comparing Q1 2019 with Q1 2025:

- Weekday: 34.9 (2025) versus 38.2 (2019)
- Saturday: 35.2 (2025) versus 34.4 (2019)
- Sunday: 29.2 (2025) versus 33.7 (2019)

The weekday change in productivity is explained by a 2.7% decline in revenue service hours versus an 11.3% decline in ridership. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours.

On weekdays, 15 of the 81 lines/line groups managed to exceed their former productivity level, while another 52 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers, as well as lines that had major changes or, in many cases, minimal changes. The lowest level was 37% of former productivity, though this line and the next lowest were both impacted by the January wildfires. Two other weekday underperformers were the G Line BRT in the San Fernando Valley (53.9%) and the Vermont Rapid Line 754 (68.5%), which both relate to very low ridership recovery.

There were 14 weekday lines with productivity under 20, 3 under 10, but two were wildfire-impacted lines (Lines 134, 602), and the other was the Willowbrook - Del Amo Line 202), and these may be opportunities to better align service and ridership levels to increase productivity. In contrast, the highest weekday productivity lines were the Vermont Av Local 204 (66), Vermont Av Rapid 754 (58.8), and Western Av Local 207 (57.1), which operate in the Hollywood-South LA area.

The Saturday productivity change is slightly positive, exceeding the former productivity level, with a 4.9% increase in ridership exceeding the 2.7% increase in service hours. This suggests the Saturday NextGen changes have allocated service hours to increase ridership and productivity.

On Saturday, 43 of the 74 lines/line groups managed to exceed their former productivity level, while another 28 lines/line groups exceeded 80.0% (the majority of these were over 90%). These were a

mix of all frequency tiers, as well as lines that had major changes or, in many cases, minimal changes. The lowest level was 49% of former productivity, though this line and the next lowest were both impacted by the January wildfires. One other Saturday underperformer was the G Line BRT in the San Fernando Valley, which relates to low ridership recovery.

There were 16 Saturday lines with productivity under 20, 3 under 10, but two were wildfire-impacted lines. The other was the Warner Center shuttle, which may be an important opportunity to better align service and ridership levels to increase productivity. In contrast, the highest Saturday productivity lines were the Vermont Av Local 204 (70.4), Vermont Av Rapid 754 (65.2), and Western Av Local 207 (66.2), which operate in the Hollywood-South LA area.

While the Sunday ridership was up 7.0% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong.

On Sunday, of the 74 lines/line groups, 16 managed to exceed their former productivity level. These were a mix of all frequency tiers, as well as lines that had, in many cases, minimal changes. The lowest level was 47% of former productivity, though this line and the next lowest were both impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels.

There were 24 Sunday lines with productivity under 20, 3 under 10, but they were wildfire-impacted lines. The other Warner Center shuttle may be an important opportunity to better align service and ridership levels to increase productivity. In contrast, the highest Sunday productivity lines were the Vermont Av Local 204 (56.7), Vermont Av Rapid 754 (52.3), and Western Av Local 207 (53.5), which operate in the Hollywood-South LA area.

More details on line-level ridership can be found in the report (Attachment A) and data tables (Attachments B, C, D). These ridership recovery and productivity results will continue to be tracked and reported as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, and expanded transit signal priority (more details on these initiatives are in the next section). Staff will review ridership for Q2 CY2025 (April through June 2025) as the basis for the next ridership report.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with route restructuring and establishment of frequency tiers, the Transit First scenario of NextGen is designed to increase ridership based on the increased speed of service/reduced travel times from implementing items from the speed and reliability toolkit. These items include new bus lanes, expanded transit signal priority, stop optimization, and reinvestment of time savings for increased service frequencies.

Progress on such speed and reliability implementations include 70.7 lane-miles of new bus priority lanes implemented at the end of CY2024 across Metro’s service area, with the Roscoe Bl bus priority

lanes in San Fernando Valley being the latest to be implemented and completed at the end of October 2024. Updates on upcoming and recent projects are listed below:

Sunset Bl Boulevard Bus Priority Lanes (Metro Line 2)

Metro will begin outreach on the Sunset Bl Bus Priority Lane project in Summer 2025. This 8.4 lane-mile project on Sunset Bl, between Vermont Av and Havenhurst Dr, will improve bus speed and reliability for the over 19,000 daily weekday riders on Metro Line 2. The project proposes to convert existing peak-hour parking lanes on Sunset Bl to peak-hour bus priority lanes. This project will complement the Alvarado St bus priority lanes that were installed in 2021 and 2023, which also serve Metro Line 2.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In June 2025, the designs were completed for both the City of LA and the Unincorporated LA County portions of the Florence Av Bus Priority Lanes project. This project will provide 10.2 lane-miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. Concurrent with design, Metro is working to secure construction permits from both the City of LA and LA County. Construction is expected to begin in Q3 CY2025.

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

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

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

Metro Community Relations staff and Community-Based Organization partners have completed briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av for the overall BRT project and the quick-build bus lanes. The northern segment of the quick-build bus lanes will begin construction starting in summer 2025, with the southern segment following afterward.

Bus Lane Enforcement (BLE)

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

Metro has completed the required 60-day education and outreach effort on the affected BLE lines. There are now 100 vehicles equipped with photo/video capabilities that are capturing vehicles stopped or parked on bus lanes during posted operating hours, as well as at bus stops along the affected routes. The initial phase of the BLE program is now fully operational as of May 12, 2025. A bus lane enforcement expansion program is in early development

Metro is working with the City of West Hollywood to extend the BLE violation and citation process on the existing BLE routes within its city limits. This extended BLE program effort is targeted to begin in the mid-summer timeframe.

EQUITY PLATFORM

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

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

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

Staff will continue to monitor ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring that enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Planned service changes are agendized and presented in detail publicly at the affected Service Council region’s meetings for feedback from Councilmembers and members of the public. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus services and related adjustments, such as comments received via Metro’s social media channels, comments received through Customer Care, and general public comment received through Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the

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

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

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it assesses Metro bus ridership trends. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

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

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

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

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through 2025 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will also continue implementing bus speed and reliability improvements, such as new bus lanes. Another update is planned for the Board in mid-2025, tracking the detailed progress on ridership recovery during Q1 CY2025.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q1 CY2025
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group
Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group
Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

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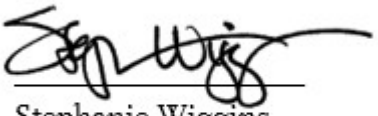


Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

NextGen Ridership Analysis – Q1 CY2025

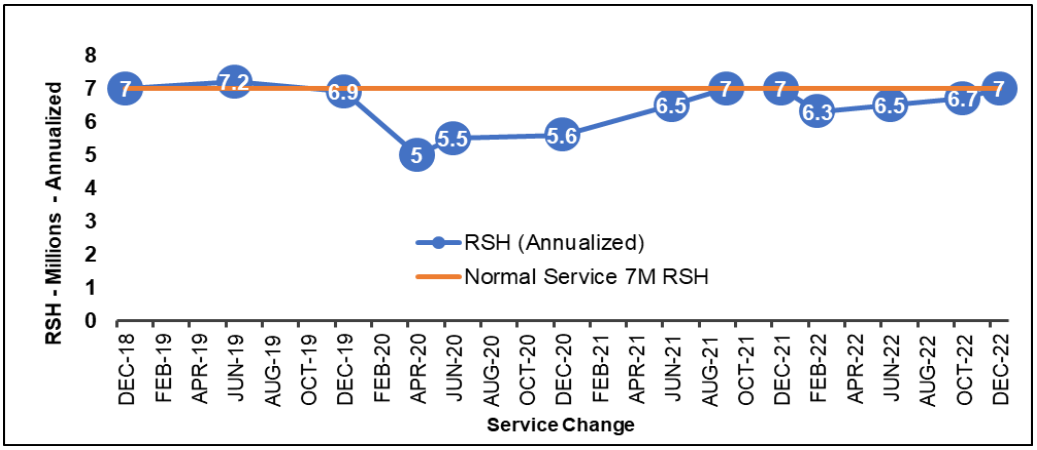
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2024). The period reviewed includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023, though a 1-2% shortfall occurred in operator numbers during CY24, causing a small increase in service cancellations. Full operator staffing was achieved again as of January 2025. Another impact specific to a small group of lines in Q1 CY2025 is the devastating Palisades and Eaton fires and impacts from their ongoing recovery efforts.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 (when ridership peaked pre-COVID) through the first quarter of 2025, as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

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

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



Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December

2021.However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, when the 7 million RSH was restored; RSH have remained at that level since then through Q1 CY2025. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1.

Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. Operator staffing has been 1-2% below full levels in CY24, which has impacted service delivery, but cancellation rates remain below 5% and are usually below 2% on weekdays and Saturdays. Full operator staffing was achieved in January 2025, with cancellation rates minimized to usually less than 1% weekdays and Saturdays and below 2% Sundays.

Travel Demand:

Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and 2024 and overall remains around 7% below pre-COVID levels based on 2024 data. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 8% below pre-COVID levels in 2023 and 7% below in 2024. However, patterns by time of day are mixed. AM peak travel volumes remained well below pre-COVID levels in 2023 and 2024. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows it matching pre-COVID midday volumes. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. The 5 PM

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

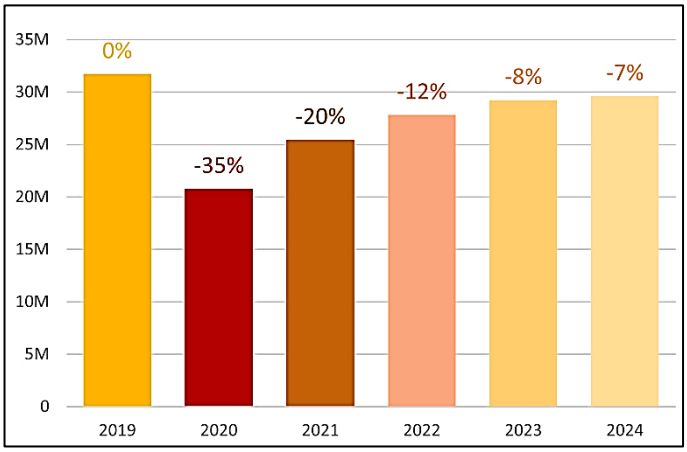
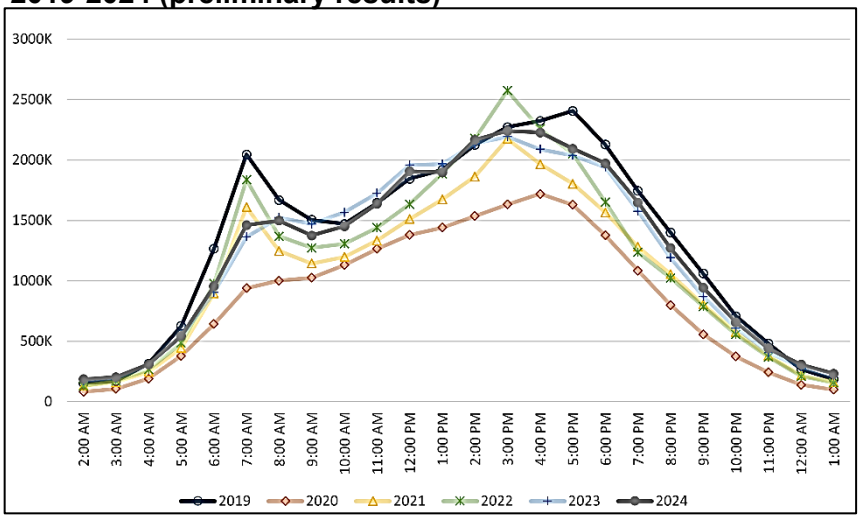


Chart 3: Total Daily Trips By Year and Hour, LA County 2019-2024 (preliminary results)

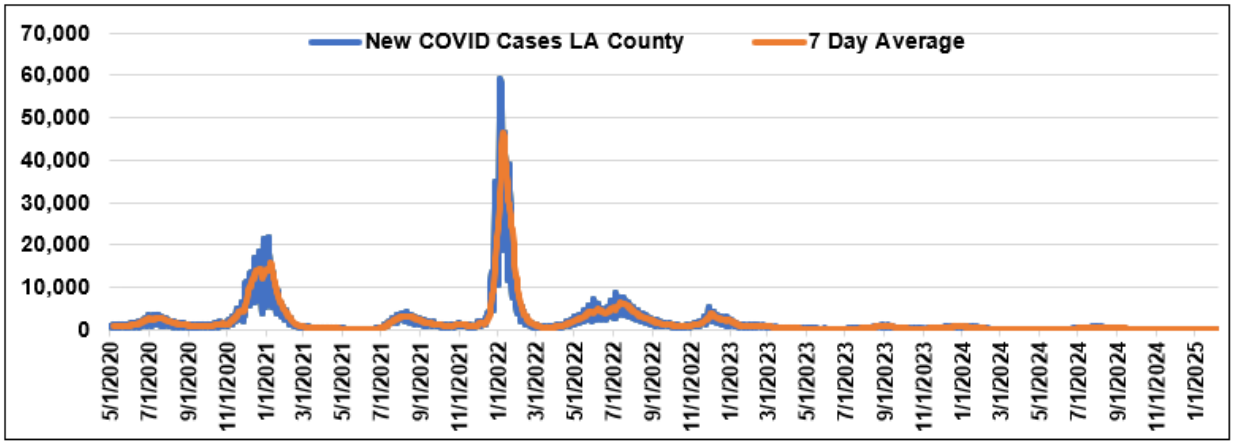


time period (“commuter peak”) has recovered to less than pre-COVID, though not as large a difference compared to AM peak. Some of this lack of recovery may relate to expanded online services and commerce (midday) as well as more telecommuting (AM and PM peak). These trends will continue to be monitored to foster understanding of bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

Chart 4 provides a reference to the periods when COVID was most active in our community which may have resulted in impacts to ridership at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and 2024-2025 and the summers of 2023 and 2024. Cases are likely underreported in these years and are having less impact on overall travel in these most recent two years as people have adapted to living with COVID. Spikes typically occur around holidays and other events when more people gather in groups. In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas). COVID case count data ceased being reported in detail in early 2025, so Chart 4 ends in January 2025.

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



Weekday Bus System Ridership

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

more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

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

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

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

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

The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have converted to become LIFE or GoPass program participants as well as people new to riding Metro.

Table 1: Comparison of Average Daily GoPass Boardings by Day Type and Year

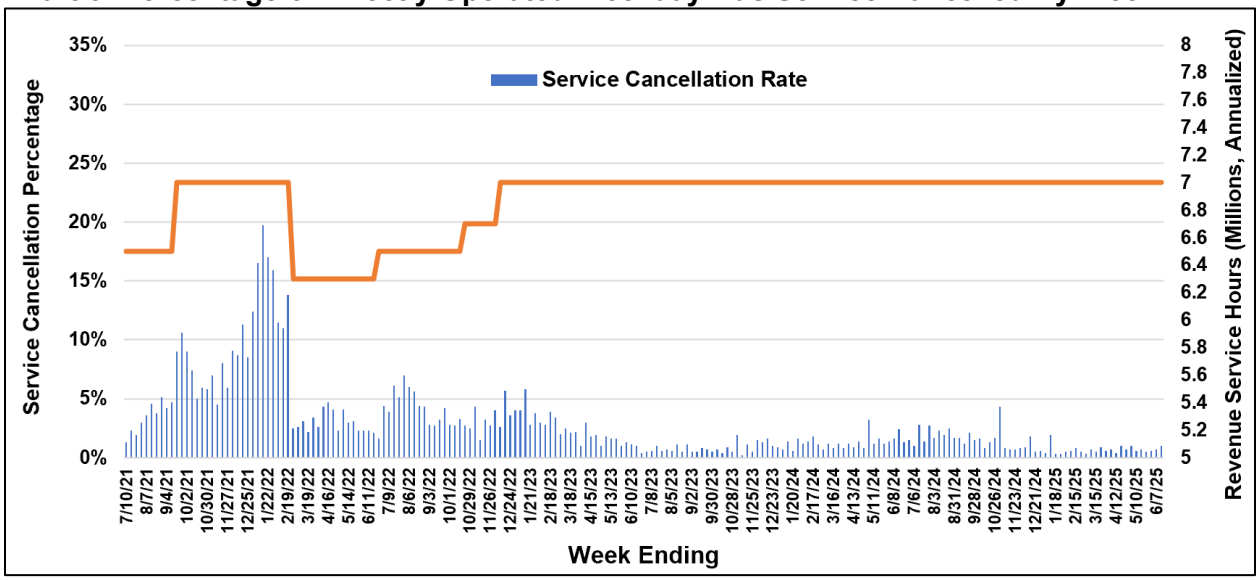
Day Type	Weekdays	Saturday	Sunday
2023	6,600	2,384	1,359
2024	7,289	2,841	1,777
Year over year difference	689	457	418
Year over year % change	**10%**	**19%**	**31%**

Table 2: Comparison of Average Daily LIFE Boardings by Day Type and Year

Day Type	Weekdays	Saturdays	Sundays
2023	58,276	37,619	26,699
2024	71,008	48,259	34,654
Year over year difference	12,732	10,640	7,955
Year over year % change	**21.8%**	**28.3%**	**29.8%**

Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored, though the increased operator needs to meet ridership recovery with the December 2023 service change, and operator recruitment challenges (such as low turnout rate to commence training) have seen a shortage of around 1-2% in operator numbers during CY2024. New operator class sizes were again increased to reverse this trend; full operator staffing was restored by January 2025 and has remained at full levels through the first half of 2025. Service cancellation numbers remained lower (generally under 2% weekdays and Saturdays, and 4% Sundays), through CY2024 than they were in the second half of CY2023 and have been even lower in CY2025 (generally under 1% for weekdays and Saturdays and under 2% for Sundays). Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

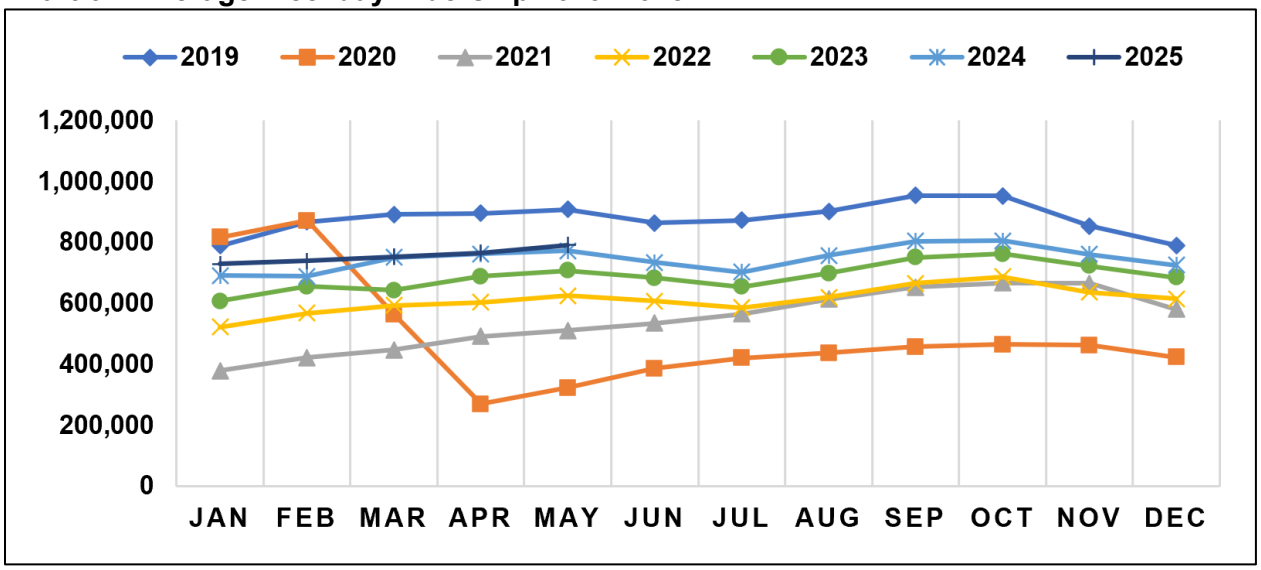
Chart 5: Percentage of Directly Operated Weekday Bus Service Cancelled By Week



As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, and into 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 87.3% for Q1 CY2025, increased from 83.7% in Q1 CY2024. In May 2024, weekday ridership

averaged 772,969, a post-COVID record, with additional records set in September 2024 (804,279), the last month in the Q3 reporting quarter, and subsequently in October 2024 (804,963), the first month of the Q4 reporting quarter. In Q1, the highest average weekday ridership was for March 2025 at 753,249, with even higher average weekday ridership recorded for May 2025 at 791,214.

Chart 6 – Average Weekday Ridership 2019–2025



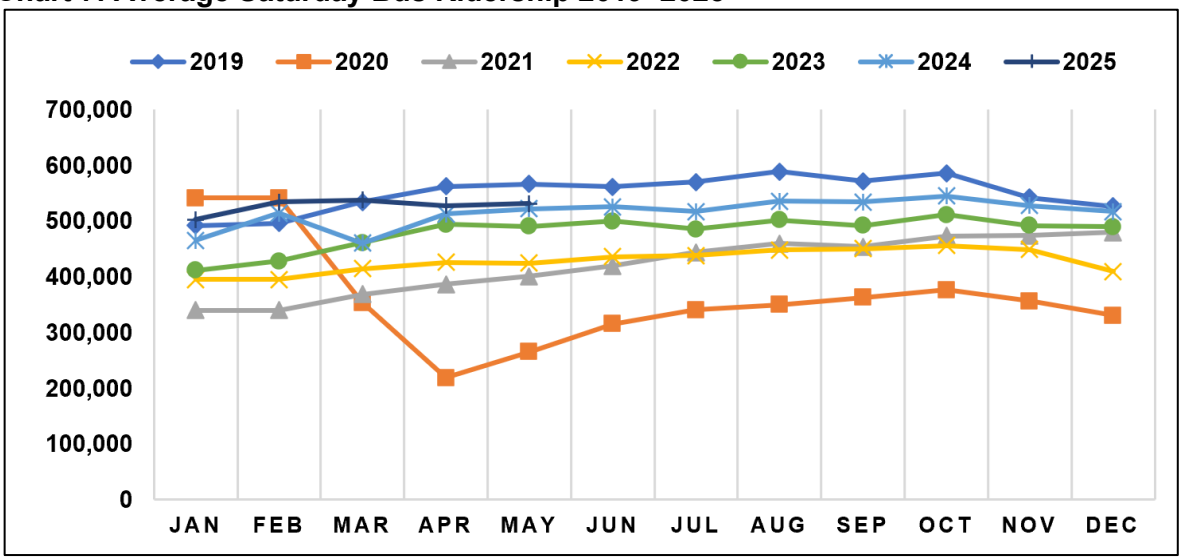
Metro continued to see monthly increases in ridership in Q1 CY2025 compared to the same months in CY2024.

Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7. As with weekday service, Saturday service reliability was an issue in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, improved service in 2023 with gains in ridership seen since then.

Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q1 CY2024, Saturday bus ridership was 94.0% of pre-COVID levels and that recovery increased significantly to 103.3% for Q1 CY2025. Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in Q1 CY2025 being 537,710 in March 2025. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter. Saturday ridership recovery was particularly strong in Q1 CY2025, exceeding 100%.

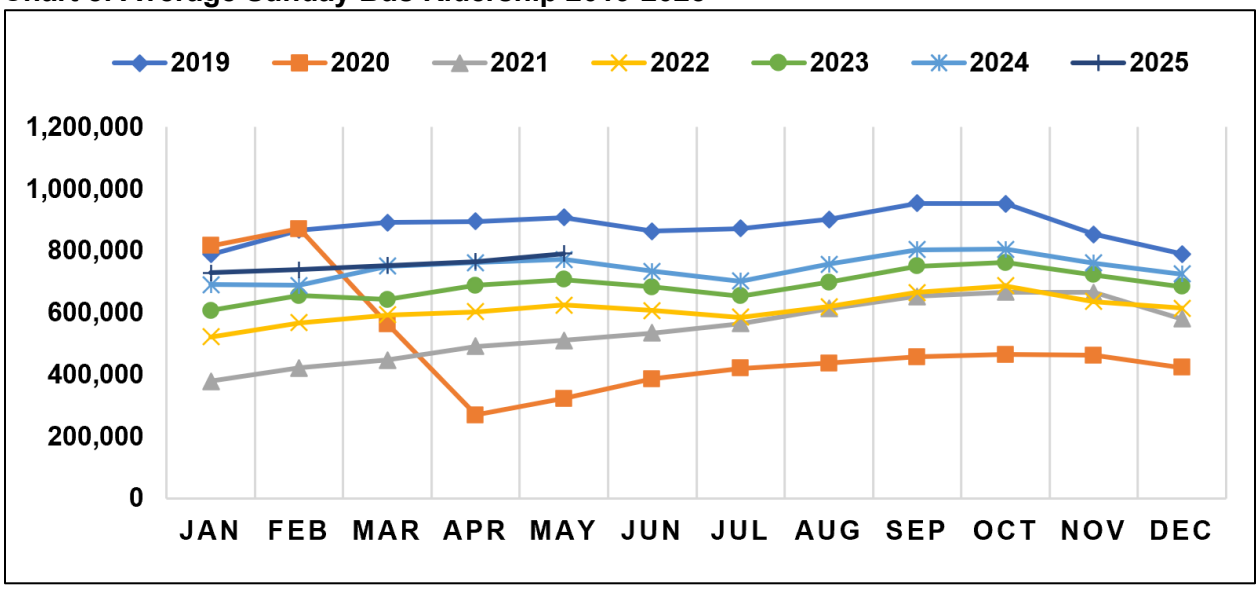
Chart 7: Average Saturday Bus Ridership 2019–2025



Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year as depicted in Chart 8.

Chart 8: Average Sunday Bus Ridership 2019-2025



By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with the highest levels of cancelations due to the bus operator shortage in 2022. Growth continued for the first half of 2023, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q1 CY2024, Sunday bus ridership recovery was 98.3%, and this further increased to 105.4% in Q1 CY2025. Like weekdays and Saturday, Sunday had a post-pandemic average ridership

record of 450,972 in October 2024, and a further record was set in May 2025 at 454,686. The highest average Sunday monthly ridership in Q1 CY2025 was 446,803 in February 2025.

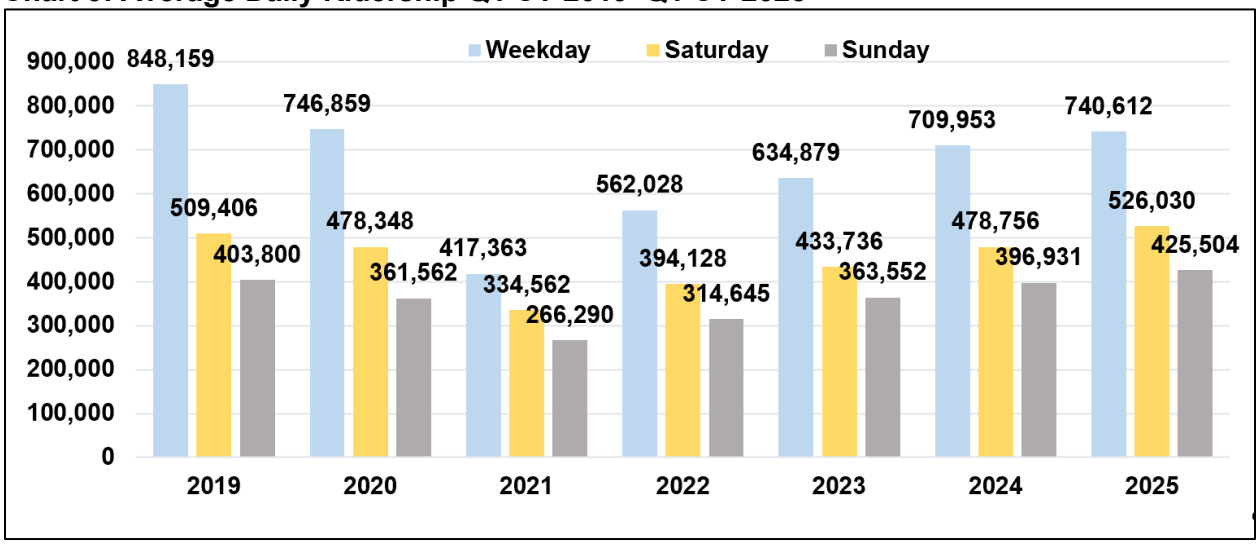
Current Ridership

After an initial very large increase of over 140,000 average weekday rides in Q1 CY2022 over Q1 CY2021 from the low point of pandemic ridership in 2021, there were increases of over 70,000 average weekday rides between both Q1 CY 2022 and Q1 CY 2023, and Q1 CY2023 to Q1 CY2024. A smaller increase of 30,000 was seen between Q1 CY2024 and Q1 CY2025. While growth may have slowed, ridership recovery appears to be continuing, so it may be too soon to declare a “new normal” for weekday ridership.

On Saturdays, Q1 CY2021 to Q1 CY2022 saw an increase in average Saturday rides of almost 60,000 with subsequent year over year increases of almost 40,000 (Q1 CY2023 over Q1 CY2022), then 35,000 (Q1 CY 2024 over Q1 CY2023). However, the most recent average Saturday rides for Q1 CY2025 was 47,000 higher than for Q1 CY2024, showing an increase in growth.

On Sundays, Q1 CY2021 to Q1 CY2022 saw a big increase in average Sunday rides of around 48,000 with subsequent year over year increases of around 28,000 (Q1 CY2023 over Q1 CY2022), then 33,000 (Q1 CY 2024 over Q1 CY2023). However, the most recent average Sunday rides for Q1 CY2025 was around 28,000 higher than for Q1 CY2024, so this quarter, Saturday appears to have done better than Sunday for ridership growth, though both increased.

Chart 9: Average Daily Ridership Q1 CY 2019–Q1 CY 2025



Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appears to be continuing. Based on Q1 CY2025 ridership data, it is likely too soon to declare new normal for either Saturday or Sunday ridership as recovery appears to be continuing on both these days.

Q1 CY2025 average daily ridership between 2019 and 2024 is shown in Chart 9.

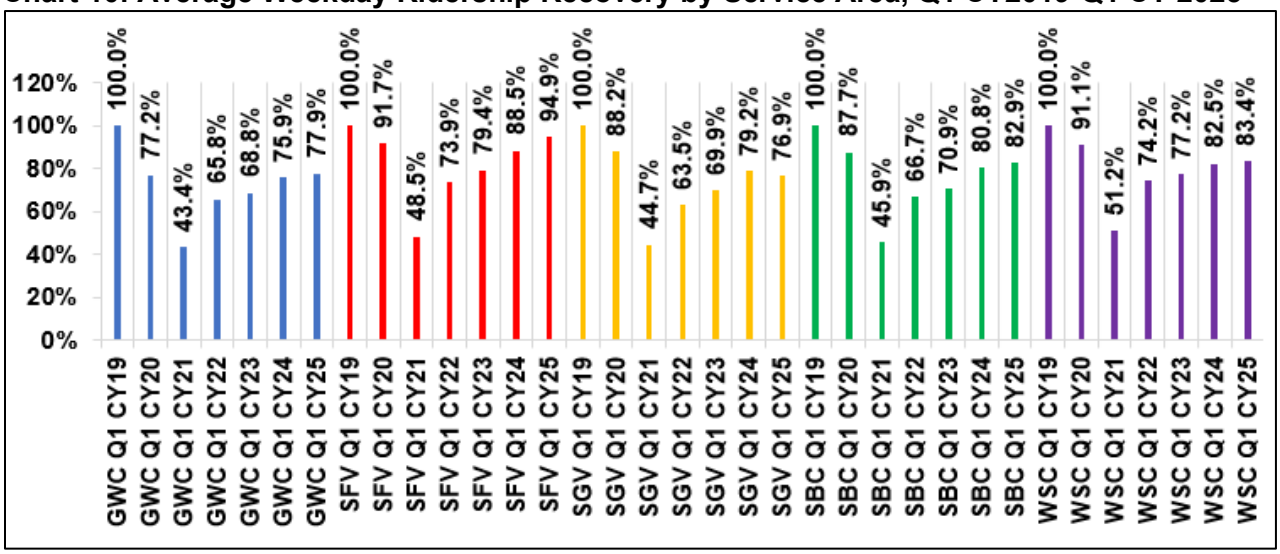
Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the ridership recovery seen in 2023 through 2025. There were much more substantial gains in 2023 but growth continues for all three day types (weekday, Saturday, and Sunday).

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020, with the exception of San Gabriel Valley weekdays due to the transfer of two Metro bus lines in that area to Pasadena Transit. This change saw one weekend bus line also transferred but impacts were less on weekends and ridership was still up both on Saturday and Sunday in that service area.

The San Fernando Valley is showing the most weekday ridership recovery at 94.9% in Q1 CY2025 (up from 88.5% in Q1 CY2024). This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 83.4% (up from 82.5% in Q1 CY2024) for the South Bay Cities, 82.9% (up from 80.8% in Q1 CY2024) for Westside Central service area, 77.9% (up from 75.9% in Q1 CY2024) for Gateway Cities service area, and 76.9% (down from 79.2% in Q1 CY2024) for the San Gabriel Valley service area. Four of the five areas increased their average weekday ridership: San Fernando Valley increased by 7.3%, between 1.2% and 2.7% for Westside Central, Gateway Cities, and South Bay Cities, and the -2.9% decline in San Gabriel Valley (due to bus lines transferred to Pasadena Transit) compared to Q1 CY2024.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q1 CY2019-Q1 CY 2025



Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines invested revenue

service hours to improve frequency in the midday weekdays as follows:

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

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

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

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

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

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

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

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

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

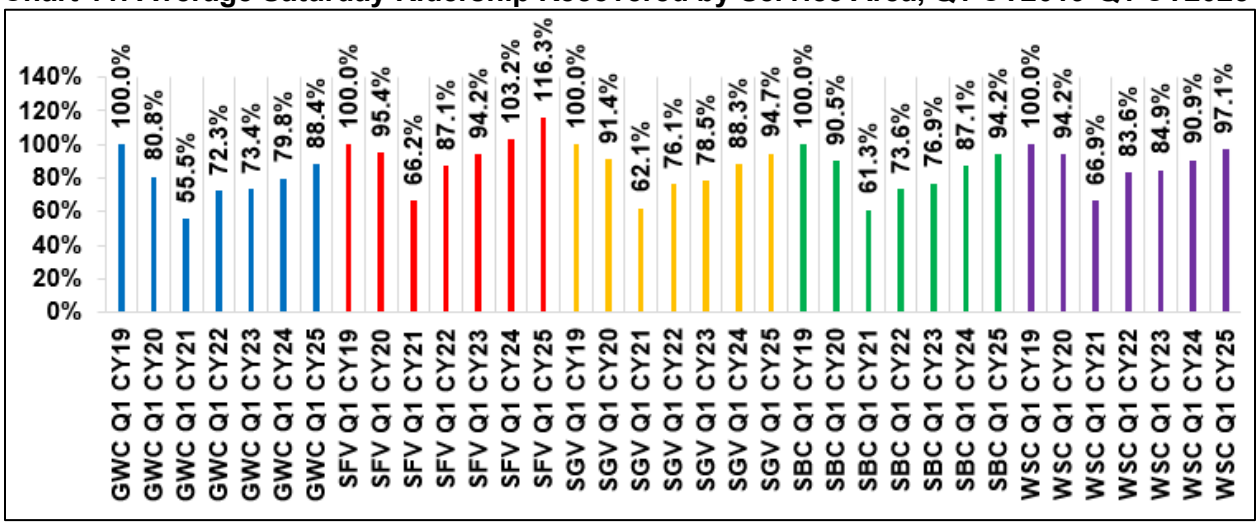
Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
  - Line 70 increased from every 15 to every 7.5 minutes peak and midday
  - Line 78 increased from every 20 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit (this last change fully impacting Q1 CY2025 ridership as discussed above)

Saturday ridership recovery has occurred across all regions between Q1 2019 and Q1 CY2025. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (116.3%, up from 103.2% in Q1 CY2024), continuing to exceed pre-COVID ridership. The other four areas show recovery rates between 88.4% (up from 79.8% in Q1 CY2024) on the lower end for Gateway Cities to 97.1% (up from 90.9% in Q1 CY2024) for Westside Central at the higher end, with San Gabriel Valley at 94.7% (up from 88.3% in Q1 CY2024) and South Bay Cities at 94.2% (up from 87.1% in Q1

CY2024). The percentage of Saturday ridership recovery by area is shown in Chart 11. Increased ridership in Q1 CY2025 for the five service areas for average Saturday varied between 6.9% and 12.7 from Q1 CY2024, with smallest growth for Westside Central and highest for Gateway Cities and San Fernando Valley service areas.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q1 CY2019-Q1 CY2025



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

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

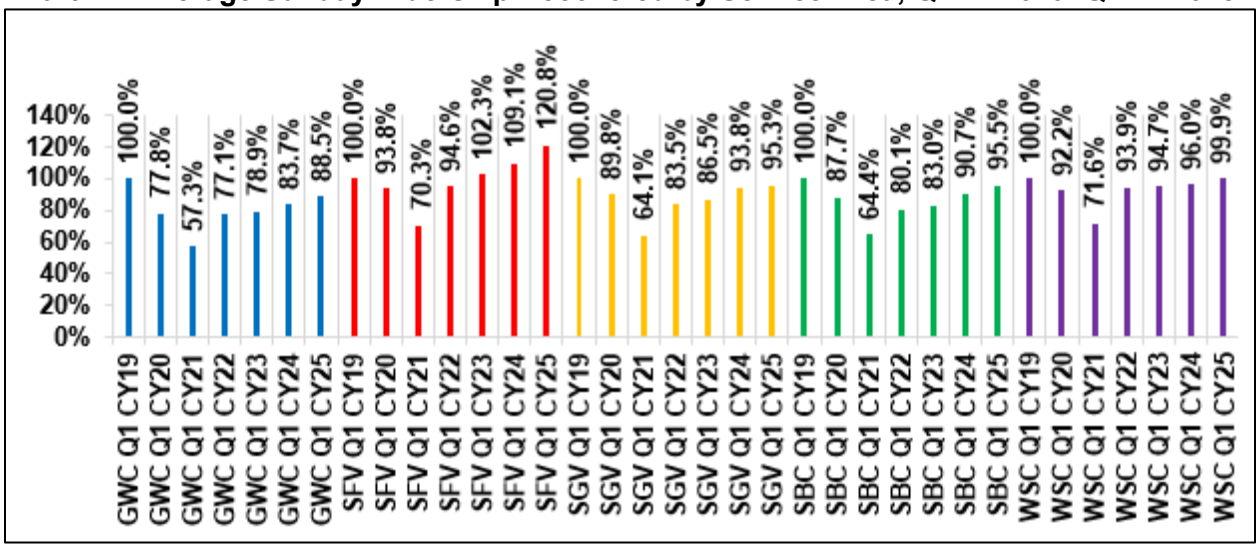
Three lines that previously had no weekend service gained Saturday service: Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q1 CY 2022 and Q1 CY2025. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has continued to exceed its pre-COVID 2019 ridership (120.8%, up from 109.1% recovered in Q1 CY2024). The other four service areas showed improvement as follows:

- Gateway Cities: 88.5% (up from 83.7% in Q1 CY2024)
- San Gabriel Valley 95.3% (up from 93.8% in Q1 CY2024)

- South Bay Cities 95.5% (up from 90.7% in Q1 CY2024).
- Westside Central 99.9% (up from 96.0% in Q1 CY2024)

Chart 12: Average Sunday Ridership Recovered by Service Area, Q1 CY2019–Q1 CY2025



Most notable is that Westside Central service area almost reached a recovery rate exceeding 100% of pre-pandemic ridership levels from Q1 CY2019. Average Sunday ridership increased in each service area, by between 1.6% and 10.7%. While San Fernando Valley had the largest gain, with San Gabriel Valley having the smallest gain (it lost a line to Pasadena Transit). Gateway Cities, Westside Central, and South Bay Cities had increases of between 4.0% and 5.7%.

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

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

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

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

- Tier 1: Nine local lines had improvements made:
    - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
    - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
    - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
    - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
    - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
    - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
    - Line 33 increased from every 20 to 10 minutes peak hours and midday
    - Line 66 increased from every 20 to every 15 minutes Sunday
- Tier 2 improvements consisted of:
    - Line 14/37 increased from every 20 to 15 minutes Saturday and Sunday
    - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
    - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60-minute Saturday and Sunday service added

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

- Tier 1: Seven local lines had frequency improvements
    - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
    - Line 45 increased from every 15 to every 10 minutes Sunday
    - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
    - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
    - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
    - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
    - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: Two local lines had frequency improved:
    - Line 125 increased from every 40 to every 30 minutes Sunday

    - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

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

- Tier 1: Four lines had frequency improved:
    - Line 53 increased from every 20 to every 15 minutes Sunday
    - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
    - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4: Changes were made to four lines:
    - Line 127 added new 30-60 minute Saturday and Sunday service
    - Lines 128 and 258 added new 60-minute Sunday service
    - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

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

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

Table 3: Change in Average Daily Ridership by Service Area: Q1 CY2025 versus Q1 CY2024

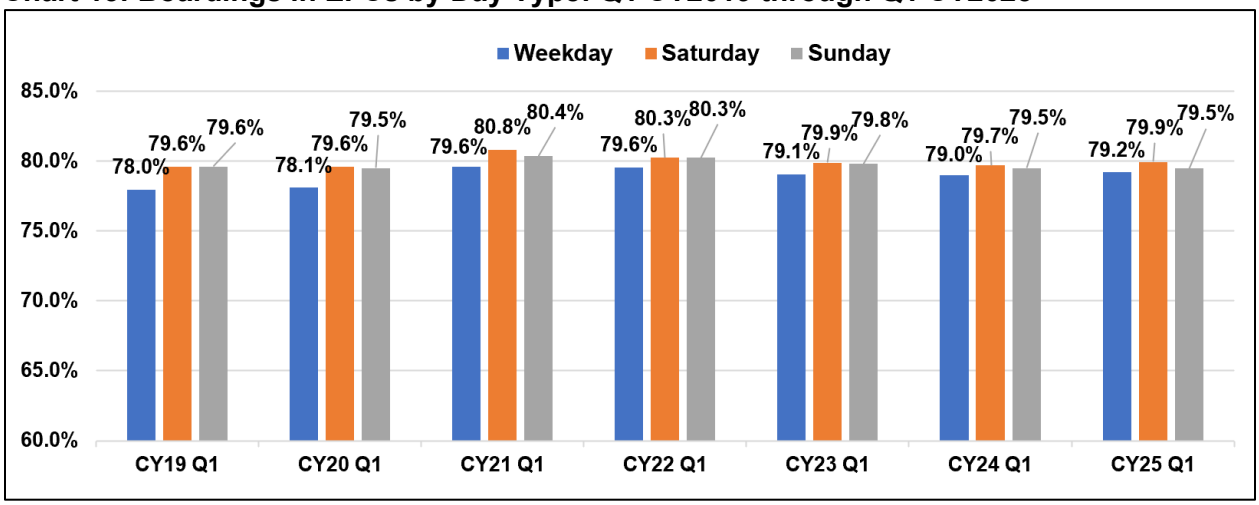
	Weekday	Saturday	Sunday
Gateway Cities	2.7%	10.7%	5.7%
San Fernando Valley	7.3%	12.7%	10.7%
San Gabriel Valley	-2.9%	7.3%	1.6%
South Bay Cities	2.7%	8.1%	5.4%
Westside Central	1.2%	6.9%	4.0%

In reviewing the Q1 CY2025 versus Q1 CY2023 recovery rates, there was strong ridership growth in all service areas for all day types, especially for Sunday as shown in the table below, so ridership is still recovering. The comparative recovery rates

continued to increase compared to Q4 of previous years.

Bus System Ridership of Equity Focus Communities (EFC)
Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q1 CY2019 (pre-NextGen and pandemic) through Q1 CY2025.

Chart 13: Boardings in EFCs by Day Type: Q1 CY2019 through Q1 CY2025



The proportion of boardings occurring in EFCs increased in Q1 CY2021 by 1.6% weekdays, 1.2% Saturdays, and 0.8% Sundays as was expected in the early, most impactful year of the COVID-19 pandemic as those with limited other options were still traveling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.2% higher, but Saturday 0.3% higher and Sunday showing a slight decline of –0.1% in Q1 CY2025 compared to the pre-pandemic share of boardings in Q1 CY2019. This suggests two factors: 1) that the NextGen changes have benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas; and 2) that weekdays may be experiencing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by office workers to places such as downtown LA.

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

Average Ridership by Time of Day

Weekday ridership by time period for Q1 CY2021 through CY2025 compared to Q1 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2021 Q1 (45% and 38% of per-COVID

ridership) and consistently the lowest recovery rates through Q1 CY2025 (75% and 73% respectively). These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers. This has persisted in 2023 through 2025, though impacts may be seen from federal and state workers returning to the office more frequently later in 2025. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses.

PM peak was more resilient than AM peak, with a decline to 45% of pre-COVID ridership in Q1 CY2021, and has recovered to 80% as of Q1 CY2025. Evening ridership declined to 50% of pre-COVID ridership in Q1 CY2021 and had recovered slightly better than PM Peak at 84% by Q1 CY2025. The base (midday), late evening, and Owl periods had slightly less decline in Q1 CY2021, at 54%, 52%, and 58% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q1 CY2025 at 90%, 93%, and 94%. The base (midday) period's recovery can likely be attributed to the NextGen Bus Plan investment in midday bus service frequencies, recognizing the high volumes of travel overall for work and other purposes occurring in that time period. The late evening and Owl periods have typically been a more transit dependent ridership compared to other times of day.

Chart 14: Weekday Ridership Recovery Percentage by Time Period: Q1 CY2020 through Q1 CY2025 versus CY2019

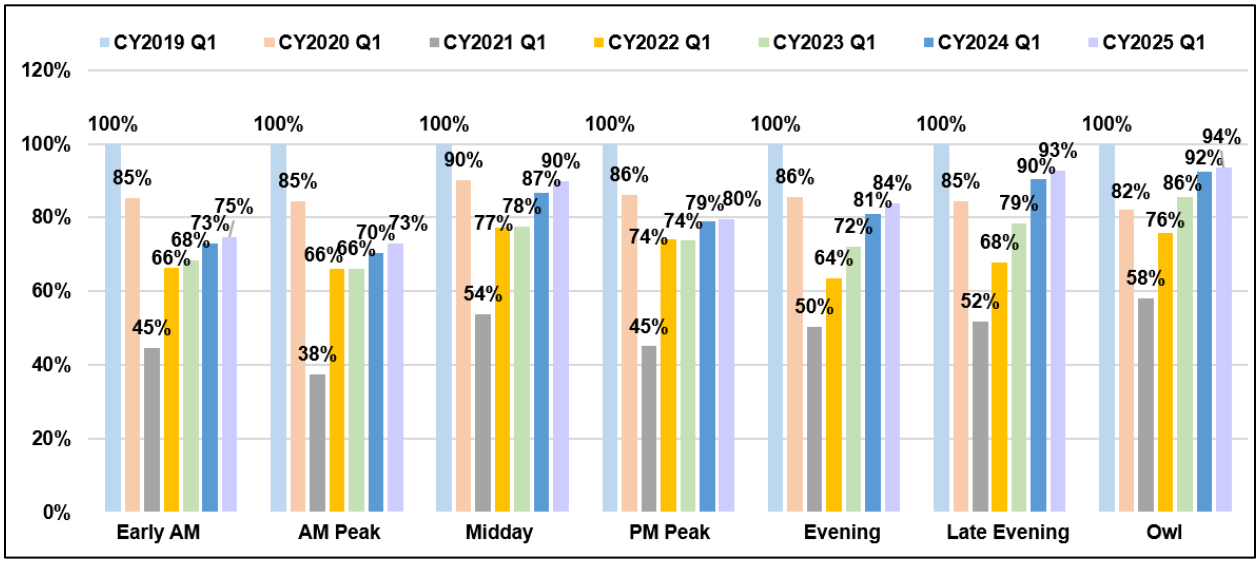
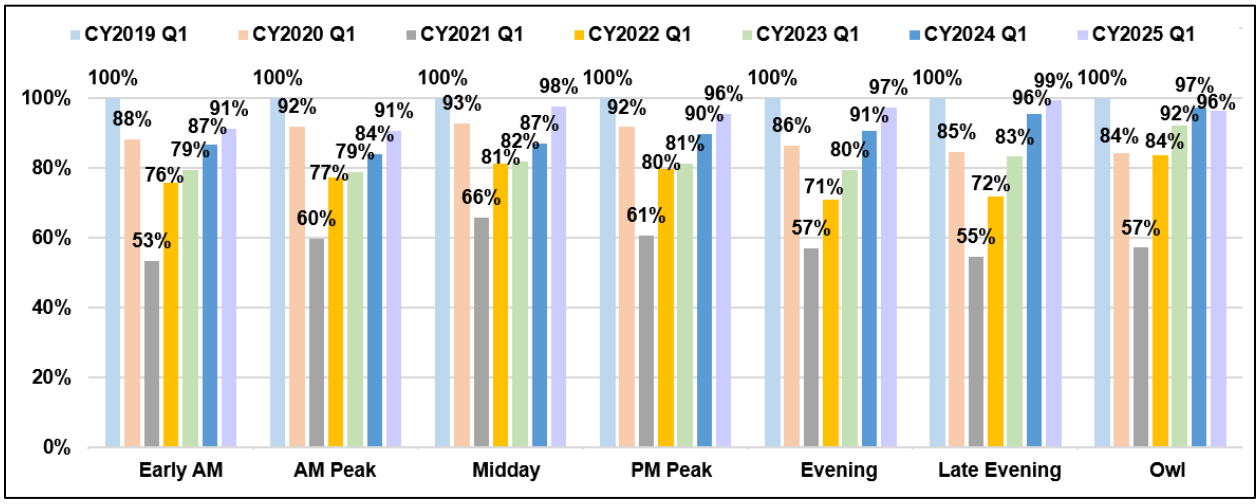


Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q1 CY2021 and Q1 CY2025; Chart 14 depicts the weekday ridership recovery by time period for Q4 from calendar year 2019 through CY2024. Q1 CY2021 was one of the most impacted quarters for COVID (though less so that Q2, Q3, and Q4 CY2020), as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q1 CY2021) Ridership Decrease

Time Period	CY2021 Q1	CY2025 Q1
Early AM (4 a.m.-6 a.m.)	45%	75%
AM Peak (6 a.m.-9 a.m.)	38%	73%
Base (9 a.m.-3 p.m.)	54%	90%
PM Peak (3 p.m.-6 p.m.)	45%	80%
Evening (6 p.m.-9 p.m.)	50%	84%
Late Evening (9 p.m.-12 a.m.)	52%	93%
Owl (12 a.m.-4 a.m.)	58%	94%

Chart 15: Saturday Ridership Recovery Percentage by Time Period: Q1 CY2020 through Q1 CY2025 versus CY2019

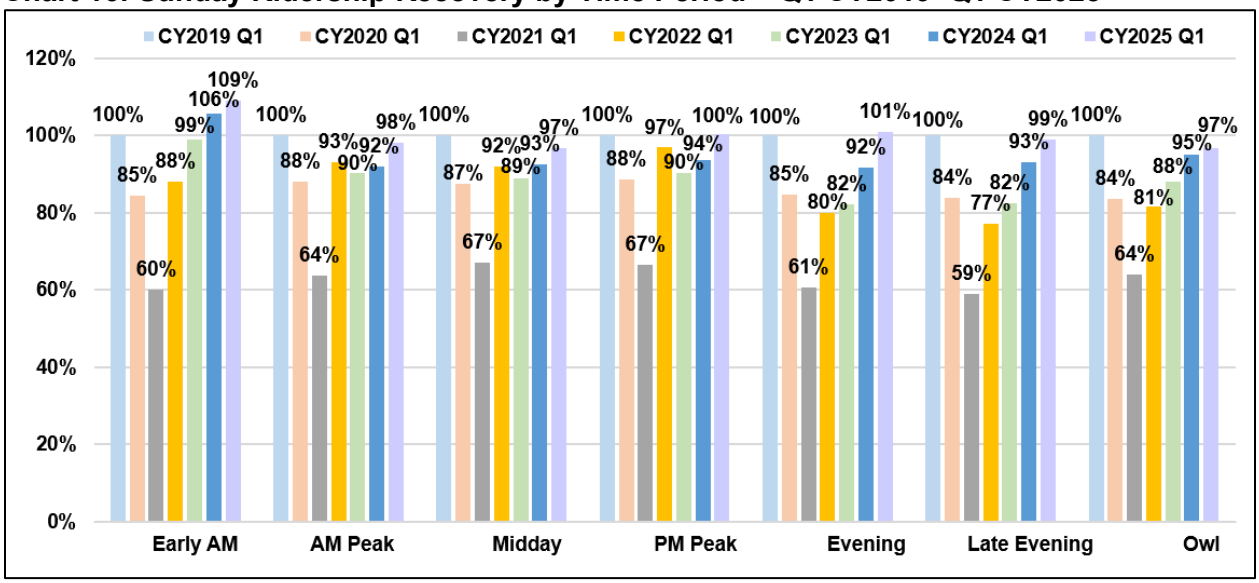


Q1 CY2021 Saturday ridership declined to 53-66% of Q1 CY2019 ridership by time period. Largest declines were in early AM, evening, and late evening, and Owl (to 53%, 57%, 55%, and 57% respectively) and slightest declines were for the AM peak, base (midday), and PM peak periods which declined to 60-66% in Q1 CY 2021 compared to Q1 CY2019 (pre-COVID). The most recovered time periods Saturday as of Q1 CY2025 are the base (midday), PM peak, evening, late evening and Owl periods which showed recovery rates of 98%, 96%, 97%, 99%, and 96% respectively, suggesting more riders reliant on transit continue to use services during these time periods, though the daytime periods may also be seeing increased usage for leisure trips. Other Saturday early AM and AM peak periods have recovered the least (both at 91%), suggesting stronger recover later in the day into the evening.

Sunday ridership was the most resilient of all day types in Q1 CY2021. Late evenings showed the largest drop to 59% of Q1 CY2021 pre-COVID ridership. AM Peak, evening, and Owl were the next most impacted periods (64%, 61%, and 64% respectively of Q1 CY2019 ridership), with early AM, base (midday), and PM peak least impacted (68%, 67%, 67% respectively), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

By Q1 CY2025, the largest ridership recovery on Sunday was during the early AM at 109%, similar to the result for this time period in Q4CY2024 at 119%. All other time periods showed high recovery rates between 9&% and 101%, with PM peak and evening at 100% and 101% respectively being fully recovered compared to Q1 CY2019. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays.

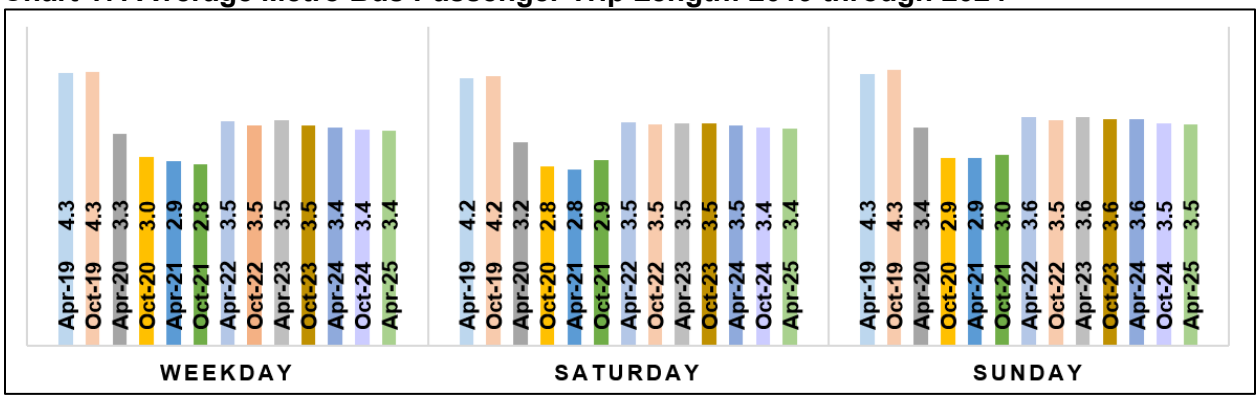
Chart 16: Sunday Ridership Recovery by Time Period – Q1 CY2019–Q1 CY2025



Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level so far in CY2025. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2025.

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



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines, for a fair comparison of the changes in ridership. Ridership recovery rates for 81 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group.

Table 5: Ridership Recovery Distribution, Q1 CY2025 versus Q1 CY2019

Average % Ridership Recovery Q1 CY2025 versus Q1 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 200.0%	0	1	1
150.0 – 199.9%	0	4	3
140.0 – 149.9%	0	1	5
130.0 – 139.9%	0	7	5
120.0 – 129.9%	2	7	7
110.0 – 119.9%	12	11	13
100.0 – 109.9%	14	19	16
90.0 - 99.9%	15	11	9
80.0 - 89.9%	15	5	8
70.0 - 79.9%	11	5	3
60.0 - 69.9%	4	1	3
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	3	0
30.0 - 39.9%	2	0	1
20.0 – 29.9%	1	0	0
Total Lines/Line Groups	**81**	**75**	**74**

Table 5 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q1 CY2025 compared to Q1 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

The overall system ridership recovery rate in Q1 CY2025 was 87.3% for weekday (up from 83.7% in Q1 CY2024), 103.3% for Saturday (up from 94.0% in Q1 CY2024), and 105.4% for Sunday (up from 98.3% in Q1 CY2024), when compared to Q1 CY2019 as a pre-COVID baseline. There were 28 weekday lines/line groups (up from 25 in Q4 CY2024), 50 Saturday lines/line groups (a big jump up from 34 in Q4 CY2024), and 50 Sunday lines/line groups (down from 53 in Q4 CY2024, but up from the same quarter Q1 CY2-24) exceeding their pre-COVID Q1 CY2019 ridership numbers in Q1 CY2025. The number of lines below 80.0% remained at 23 lines weekdays, dropped from 11 to 9 lines Saturday, and increased to 7 lines from 3 lines Sunday compared to last quarter,. CY2024 Q4. The recovery appears broad based.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, and the impacts of the NextGen Bus Plan with its focus on

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

Service Reliability

Q1 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q1 CY2019. This was achieved as a result of a significant number of new bus operators hired in 2022 through 2025 to address the bus operator shortage. As of Q1 CY2025, bus operator numbers were at or above the full requirement of 20% extra board after reaching full operator staffing as of January 2025.

The slight decline in bus operator staffing in CY2024 was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators in an effort to return to full staffing, which was achieved in January 2025. Moving forward, service cancellations should not be a major factor hampering further ridership recovery if the required number of operators continues to be maintained.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2).

- The high number of Tier 1 and Tier 2 lines with above average (>87.3%) recovery weekdays (15 Tier 1, 12 Tier 2 lines/line groups) exceeded the number of less frequent lines/line groups (10 Tier 3 lines; 8 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 103.3% recovered with a mix of 17-Tier 1, 13-Tier 2, 11-Tier 3 , and 6-Tier 4 lines/line groups, so nearly twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 105.4% recovered were a mix of 17-Tier 1, 12-Tier 2, 10-Tier 3, and 5-Tier 4 lines/line groups, so just under twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

NextGen Tier 1 Highest Frequency Lines

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

The weekday ridership recovery for NextGen Tier 1 service in Q1 CY2025 included a high of 121.4% again for Line 66 serving E Olympic/W 8th St. This line also had stronger recovery this quarter on Saturdays at 111.7%, and Sundays at 129.6% ridership. Fourteen (up from eleven last quarter) other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local Line 204: 114.5% weekday, 138.8% Saturday, 113.5% Sunday
- Central Av Line 53: 104.8% weekday, 100.4% Saturday, 129.7% Sunday
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 103.8% weekday, 133.1% Saturday, 137.2% Sunday
- J Line El Monte – Harbor Gateway/San Pedro Line 910/950: 102.0% weekday, 138.8% Saturday, 142.3% Sunday
- 3rd St Line 16 (includes Line 617 Beverly Hills Shuttle): 101.9% weekday, 110.0% Saturday, 116.6% Sunday
- Soto St Line 251: 101.2% weekday, 113.1% Saturday, 112.5% Sunday
- Slauson Av Line 108: 99.9% weekday, 113.3% Saturday, 122.9% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 98.8% weekdays, 110.5% Saturday, 122.3% Sunday
- Florence Av Line 111: 98.5% weekday, 105.2% Saturday, 96.2% Sunday
- Santa Monica Bl Line 4: 98.1% weekday, 114.9% Saturday, 110.9% Sunday
- Venice Bl Line 33: 97.7% weekday, 103.9% Saturday, 104.9% Sunday
- Vernon/La Cienega Line 105: 95.2.1% weekday, 109.1% Saturday, 110.3% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 94.5% weekdays, 111.6% Saturday, 108.5% Sunday
- Western Av Line 207: 93.2% weekday, 110.2% Saturday, 106.9% Sunday

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

- Line 66 trips serve Commerce Center and are one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys Bl in addition

to frequent Local Line 233

- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice Bl Line 33

An additional three NextGen Tier 1 lines or line groups were below the system average 87.3% recovery rated weekdays, but above 70.0% recovered and are improving their recovery rates from the same quarter a year ago:

- Garvey/Cesar Chavez (Line 70 group) at 86.7% weekdays, 104.4% Saturday, 102.5% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- La Brea Av (Line 212) at 86.0% weekdays, 99.7% Saturday, 105.5% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plans so it no longer serves Hollywood Bl between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines.
- Hawthorne Bl/MLK Bl (Line 40) at 85.7% weekdays, 96.9% Saturday, 92.4% Sunday. This line focuses on downtown LA and some Crenshaw Bl ridership may have moved to the K Line.
- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 85.6% weekdays, 106.4% Saturday, 108.1% Sunday with these two lines sharing much alignment between Hollywood/Vine and Glendale. Wilshire Bl/Whitter Bl group based on Lines 18, 20, 720 at 84.05.9% weekdays, 103.3% Saturday, 106.0% Sunday. These lines all focus on downtown LA and are also impacted by stop closures on Wilshire Bl due to D Line Subway Extension construction.
- Line 2 on Sunset merged with Line 200 on Alvarado: 83.6% weekdays, 98.2% Saturday, 103.0% Sunday. Line 4 appears to have gained more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- Line 60 on Long Beach Bl between downtown LA and Compton at 80.0% recovered weekdays, 85.6% Saturday, and 88.0% Sunday, with this line being heavily focused on downtown LA.
- Line 51 on W 7th St and Avalon with 79.6% weekday, 83.9% Saturday, 84.8% Sunday. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.

- Line 210 on Crenshaw at 78.5% weekday, 101.2% Saturday, 106.0% Sunday, likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 28 on W Olympic Bl between downtown LA and Century City at 75.9% weekdays, 90.0% Saturday, 89.7% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part of NextGen. Only Sunday improved the recovery rate over Q3 for this line.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery at 74.3% weekday, 81.7% Saturday, 95.1% Sunday, though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.
- Line 30 on Pico Bl between Pico/Rimpau Transit Center and downtown LA is 71.2% weekdays, 70.9% Saturday and 72.8% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and Beverly Hills area. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024.
- Only two other Tier 1 lines had less than 70.0% recovery this quarter: Vermont Rapid Line 754 is 69.3% recovery weekdays, 74.0% Saturday, 87.3% Sunday. This line experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (114.5%) and weekends (Saturday 138.8%; Sunday 113.5%). The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends). This is the same corridor for which BRT service is being developed.
- G Line BRT service at 58.6% weekdays, 70.7% Saturday, 73.9% Sunday. G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets. However, this line is now on long term detour at Van Nuys for a grade separation project, with 4-6 minutes of added travel time so it may be

difficult to improve ridership recovery on this line.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 103.8% on the Sepulveda/Van Nuys group to a low of 74.3% on the Broadway corridor (Line 45). Besides the Broadway corridor, Garvey/Cesar Chavez (Line 70), Hawthorne/MLK (Line 40), Long Beach Bl (Line 60), Crenshaw Bl (Line 210), and W. Olympic Bl (Line 28) were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

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

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to the improved all-day 15-minutes frequencies of weekday under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Nordhoff St Line 166: 117.7% weekday, 126.5% Saturday, 147.4% Sunday
- Sherman Way Line 162: 115.5% weekday, 141.2% Saturday, 149.8% Sunday
- Vanowen St Line 165: 111.9% weekday, 119.9% Saturday, 136.4% Sunday
- Victory Bl Line 164: 110.2% weekday, 96.7% Saturday, 110.9% Sunday
- Roscoe Bl Line 152: 102.3% weekday, 120.0% Saturday, 140.8% Sunday

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

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

- Line 605 (LAC USC Medical Center Shuttle) – 116.8% weekdays, 193.9% Saturday, 147.8% Sunday, linking Boyle Heights high EFC area to key medical centers, benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av) – 113.1% weekdays, 122.0% Saturday, 113.7% Sunday

between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak weekday trips were added to this line in the December 2023 service change in response to strong ridership.

- Lines 110 (Gage Av) – 101.8% recovery weekdays, 108.6% Saturday, 122.5% Sunday, and 117 (Century Bl) – 102.4% recovery weekdays, 107.2% Saturday, 107.1% Sunday. Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 98.0% weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan, Saturday recovery was 104.1% with improvement from 18-minute to 12-minute frequency, Sunday 98.2% recovery with 15-minute in place of the previous 18-minute service.
- Line 224 (Lankershim Bl) in Q1 CY2025 was just under the system average weekday ridership recovery rate at 91.1%. Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 129.3% Saturday, 135.5% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 260/261 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260/261 maintained a recovery rate above average at 88.8%, 103.1% Saturday, 101.8% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate. In December 2024, a branch of this line was established to serve Willowbrook/Rosa Parks Station, improving regional connectivity

Tier 2 lines that had below average (<87.3%) weekday ridership recovery rates are discussed in more detail below.

- Line 115 (Manchester-Firestone) recovery rate was 86.7% weekdays, 99.4% Saturday, 100.6% Sunday. Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change).
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 85.1% weekdays, 122.7% Saturday, 129.5% Sunday. It now offers 15-minute service (about twice as often as previously) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now

served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.

- Line 206 (Normandie Av): Line 206 did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 83.5% weekday recovery rate, 97.3% Saturday and 95.5% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery.
- Line 81 (Figueroa St): Weekdays 80.5% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 99.7% and Sunday at 98.7%.
- Line 76 on Valley Bl: 76.2% weekday, 87.5% Saturday, 85.4% Sunday, with a focus on downtown LA. The alignment for this line was simplified in El Monte.in the NextGen Bus Plan and in 2024 was realigned to serve Little Tokyo Station in downtown LA to improve regional connectivity.
- Line 14/37 on Beverly Bl/W Adams: 74.0% weekday, 99.8% Saturday, 101.3% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 70.4% weekday, 78.4% Saturday, 86.0% Sunday, with a focus on downtown LA. improvement over Q3.
- Line 10/48 Melrose Av/Main-San Pedro: 64.5 weekdays, 73.4% Saturday, Sunday 81.6%, with a focus on downtown LA.

The common aspect of six of the nine lines above (excluding Lines 115, 224, 206) is that they focus on downtown LA as their key destination; its recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved in Q1 CY2025 compared to Q1 CY2024, there may be marketing opportunities to promote them towards increasing ridership recovery.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels:

- Line 235/236: serving Balboa Bl in the San Fernando Valley (129.9% recovery weekdays, 137.9% Saturday, 156.3% Sunday) appears to have responded well

to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery, which was the highest recovery rate across the entire network.

- Line 266 on Rosemead Bl between Lakewood and Pasadena (118.9% weekdays, 136.2% Saturday, 146.1% Sunday) is likely due to an improved 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 117.9% weekdays and 188.9% Saturdays (Sunday service was newly added). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (117.4% recovery weekdays, 134.4% Saturday, 148.7% Sunday). This line is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 115.7%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 203.7% recovery Saturday, and 205.3% Sunday, the highest weekend recovery of any line. These weekend ridership results due to the expanded span of service weekend mornings on this line.
- Express Line 577 between El Monte Station and Long Beach VA (115.4% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra Bl through the Gateway Cities showed 109.9% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 108.3% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.2% weekday, 120.9% Saturday, 118.6% Sunday is likely benefiting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel

patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.

- Line 344 Rancho Palos Verdes service (103.7% recovery weekday, 109.6% Saturday, 120.9% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Line 169 on Saticoy St in San Fernando Valley had 101.4% recovery rate weekdays, a big improvement. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway (100.7% weekdays, 116.5% Saturday, 114.0% Sunday) did not have a route change but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 265 (Paramount Bl) recovery rate was 95.9% weekdays, 92.9% Saturday, 101.9% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership appears to have continued to respond on all days to the weekday frequency improvement.
- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 92.1% weekday, 104.8% Saturday, 110.2% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA. The recovery rates for weekends now exceed 100.0%.
- San Pedro group of Lines 205, 246, and 550, had 91.9% recovery weekday, 113.1% Saturday, 118.6% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, and Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 91.7% weekday, 156.5% Saturday, and 161.5% Sunday, all improved slightly over Q4 recovery rates. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.
- Line 158 (Plummer/Woodman) had 91.3% recovery weekdays, 104.6% Saturday, 106.2% Sunday. These rates were all an improvement over Q4 rates. Continued improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on

Woodman, with Saturday now over 100% recovered.

- Line 611 Huntington Park Shuttle (88.9% recovery weekdays, 122.2% Saturday, 110.9% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change.

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

- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 82.7% recovery weekdays, 104.8% Saturday, 109.0% Sunday is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College.
- Line 120 on Imperial Highway with 81.9% recovery rate weekday, 103.9% Saturday, and 99.3% Sunday, without any route or frequency changes.
- Line 62 (Telegraph Rd) with 75.3% recovery weekday, 96.8% Saturday, and 96.5% Sunday, with the weekends showing improvement. This line was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk in the NextGen Bus Plan. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strongly used for travel to the Citadel Outlet shopping at Commerce, and extra trips were added in June and December 2024.
- Line 218 (Studio City – Beverly Hills) with 75.0% recovery weekday, 107.1% Saturday, 110.7% Sunday showed improved recovery rates for all days compared to Q4. Limited by hourly type frequency. Saturday exceeded 100.0% recovery.
- Line 161 (Canoga Station – Thousand Oaks) with 72.7% recovery weekdays, 106.1% Saturday, and 126.1% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all increasing compared to Q4. Saturday exceeded 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 66.3% recovery weekdays, and higher recovery of 94.7% Saturday, 88.8% Sunday, a more significant recovery rate improvement on weekends but a slight decline in weekday recovery rate over Q4. Limited by hourly type frequency.
- Lines 211/215 (Inglewood Av/Prairie Av) at 63.1% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined over Q4.
- Line 102 (La Tijera-Exposition Bl) with 59.4% recovery weekdays, 80.6% Saturday, 79.1% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday and Saturday rates increased while Sunday rate decreased compared to Q4 recovery rates.
- Line 209 (Van Ness Av) with 51.6% recovery (up slightly over Q4) only runs weekdays, has hourly frequency, and was significantly shortened, connecting

with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.

- Line 296 (Riverside Dr, formerly Line 96) with 46.2% recovery weekdays, 69.2% Saturday, 69.2% Sunday, is consistently low, with the weekday rate up slightly, Saturday up more significantly, and Sunday down slightly compared to Q4. This line had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line will no longer enter downtown, so performance will be monitored regard.

Two lines have been significantly impacted by the Palisades fire in January 2025:

- Line 134 (Santa Monica – Malibu) with 30.3% recovery rate weekdays (down from 70.0%), 42.1% Saturday (down from 82.2%), and 61.4% Sunday (down from 110.8%). This line was suspended for seven weeks in January/February 2025. While now back in operation, it has a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops are closed due to fire recovery efforts blocking safe access. Ridership is around half what it formerly was.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 26.1% recovery rate weekdays (down from 63.1% in Q4), 49.4% Saturday (down from 111.4% in Q4), and 63.2% Sunday (down from 142.3% in Q4). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remains out of service due to fire recovery efforts.

These impacts may remain in place for the remainder of CY2025, with continued reduced ridership.

One other Tier 3 line continues to have very low ridership recovery, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle had 38.8% ridership recovery rate weekday, with 40.7% Saturday, and 39.7% Sunday; it operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and weekends.

<u>Pasadena/Altadena and Metro Micro</u>

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

recovery though frequency was increased in December 2023, and Line 487 was truncated through Sierra Madre in conjunction with the Metro Micro launch. Line 662 at Altadena has also been temporarily modified due to the impacts of the Eaton Canyon fire, with buses unable to travel north of Woodbury Rd at this stage.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, and Lines 267 and 686 were merged into new Line 267 in December 2024, providing 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership. Recovery rate was 73.7% weekdays (up from 65.5% in Q4), and much higher at 102.1% Saturday (though down from 105.3% in Q4), and 98.5% Sunday (though down from 116.5% in Q4), so weekday ridership recovered more in Q1 compared to Q4.

Bus Service Productivity:
While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million and that remains the same in CY2025. The following is the comparison of bus system productivity (passenger boardings per revenue service hour before and after NextGen comparing Q1 2019 with Q1 2025:

- Weekday: 34.9 (2025) versus 38.2 (2019)
- Saturday: 35.2 (2025) versus 34.4 (2019)
- Sunday: 29.2 (2025) versus 33.7 (2019)

The weekday change in productivity is explained by a 2.7% decline in revenue service hours versus an 11.3% decline in ridership. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level. On weekdays, 15 of the 81 lines/line groups managed to exceed their former productivity level, while another 52 lines/line groups exceeding 80.0%. These were a mix of all frequency tiers as well as lines that had major changes or in many cases minimal changes. The lowest level was 37% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

Two other weekday underperformers were the G Line BRT in the San Fernando Valley (53.9%) and the Vermont Rapid Line 754 (68.5%) which both relate to very low ridership recovery. There were 14 weekday lines with productivity under 20 (3 under 10 but two were wildfire impacted lines (Lines 134, 602), and the other was the Willowbrook – Del Amo Line 202) and these may be opportunities to better align service and ridership levels to increase productivity. The highest weekday productivity lines were the Vermont Av Local 204 (66), Vermont Av Rapid 754 (58.8) and Western Av Local 207 (57.1) which operate in the Hollywood - South LA area.

The Saturday productivity change is slightly positive, exceeding the former productivity level, with a 4.9% increase in ridership exceeding the 2.7% increase in service hours. On Saturday, 43 of the 74 lines/line groups managed to exceed their former productivity level, while another 28 lines/line groups exceeding 80.0% (majority of these were over 90%). These were a mix of all frequency tiers as well as lines that had major changes or in many cases minimal changes. The lowest level was 49% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

One other Saturday underperformer was the G Line BRT in the San Fernando Valley which relates to low ridership recovery. There were 16 Saturday lines with productivity under 20 (3 under 10 but two were wildfire impacted lines, the other was the Warner Center shuttle) which may provide an important opportunity to better align service and ridership levels to increase productivity. The highest Saturday productivity lines were the Vermont Av Local 204 (70.4), Vermont Av Rapid 754 (65.2) and Western Av Local 207 (66.2) which operate in the Hollywood - South LA area.

While the Sunday ridership was up 7.0% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative i.e. well below the former productivity level. On Sunday, of the 74 lines/line groups, 16 managed to exceed their former productivity level. These were a mix of all frequency tiers as well as lines that had in many cases minimal changes. The lowest level was 47% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 24 Sunday lines with productivity under 20 (3 under 10 but were wildfire impacted lines, the other the Warner Center shuttle) may be an important opportunity to better align service and ridership levels to increase productivity. The highest Sunday productivity lines were the Vermont Av Local 204 (56.7), Vermont Av Rapid 754 (52.3) and Western Av Local 207 (53.5) which operate in the Hollywood - South LA area.

Bus Speed and Reliability

As part of the NextGen Bus Plan, over 70 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl and in 2024 the Roscoe peak period bus lanes. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys.

These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as Florence Av, Vermont Av (construction in CY2025) and Sunset Bl

(outreach in summer 2025) plus an expanded transit signal priority program launching in CY2025.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2025 ATTACHMENT B

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Balboa Bl	**236**	1,467	**235/236**	1,906	129.9%	49.2	81.2	165.0%	29.8	23.5	78.7%
E Olympic Bl/W 8th St	**66**	10,514	**66**	12,767	121.4%	195.5	270.8	138.5%	53.8	47.1	87.7%
Rosemead Bl	**266**	4,540	**266**	5,400	118.9%	129.4	191.7	148.1%	35.1	28.2	80.3%
Tampa Av & Winnetka Av	**242/243**	1,539	**242**	1,813	117.9%	52.9	62.5	118.1%	29.1	29.0	99.7%
Nordhoff St	**166**	5,376	**166**	6,328	117.7%	151.5	155.9	102.9%	35.5	40.6	114.4%
Rosecrans Av	**125**	4,419	**125**	5,187	117.4%	147.0	178.3	121.3%	30.1	29.1	96.8%
LAC USC Medical Center Shuttle	**605**	2,089	**605**	2,440	116.8%	54.9	65.1	118.6%	38.1	37.5	98.5%
CSULA - City Terrace Shuttle	**665**	618	**665**	715	115.7%	26.8	45.5	169.8%	23.1	15.7	68.1%
Sherman Way	**162/163**	8,569	**162**	9,895	115.5%	212.5	245.2	115.4%	40.3	40.4	100.1%
El Monte - Long Beach VA Express	**577**	855	**577**	987	115.4%	63.8	76.5	119.9%	13.4	12.9	96.3%
Vermont Av Local	**204**	19,370	**204**	22,181	114.5%	275.2	334.5	121.5%	70.4	66.3	94.2%
Compton Av	**55**	6,921	**55**	7,830	113.1%	175.6	202.4	115.3%	39.4	38.7	98.2%
Vanowen St	**165**	7,575	**165**	8,478	111.9%	188.7	217.9	115.5%	40.1	38.9	96.9%
Victory Bl	**164**	5,667	**164**	6,243	110.2%	168.2	199.8	118.8%	33.7	31.2	92.8%
Alondra Bl	**128**	964	**128**	1,059	109.9%	47.8	43.6	91.2%	20.2	24.3	120.5%
Willowbrook Av	**202**	225	**202**	243	108.3%	19.2	26.9	140.1%	11.7	9.0	77.3%
Downtown LA - Glenoaks Bl - Sylmar	**92**	5,406	**92**	5,794	107.2%	185.7	237.8	128.1%	29.1	24.4	83.7%
Central Av	**53**	11,097	**53**	11,632	104.8%	232.1	291.5	125.6%	47.8	39.9	83.5%
Van Nuys Bl Local	**233**	10,625	**233**	12,779	103.8%	704.6	776.5	110.2%	38.7	36.5	94.2%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	**788**	1,826	**761**	6,767							
Sepulveda Bl Local	**234**	5,028	**234**	8,776							
Sepulveda Bl - Westside Rapid (734)	**734**	5,770									
Reseda/Ventura/Van Nuys Rapid	**744**	4,037									
Hawthorne Bl, Rancho Palos Verdes	**344**	1,352	**344**	1,402	103.7%	64.0	65.3	102.0%	21.1	21.5	101.7%
Century Bl	**117**	8,388	**117**	8,591	102.4%	210.8	233.9	111.0%	39.8	36.7	92.3%
Roscoe Bl	**152**	10,340	**152**	10,577	102.3%	229.3	243.2	106.1%	45.1	43.5	96.4%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	**910/950**	15,717	**910/950**	16,039	102.0%	427.5	388.1	90.8%	36.8	41.3	112.4%
Gage Av	**110**	7,728	**110**	7,865	101.8%	207.2	228.7	110.4%	37.3	34.4	92.2%
Saticoy St	**169**	2,086	**169**	2,115	101.4%	85.2	83.7	98.2%	24.5	25.3	103.2%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Soto St	**251**	7,846	**251**	14,560	101.2%	344.1	360.1		41.8	40.4	96.7%
Soto St - Griffin Av	**252**	2,038									
Soto St Rapid	**751**	4,498									
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	**232**	4,380	**232**	4,413	100.7%	192.5	198.9	103.3%	22.8	22.2	97.5%
3rd St	**16**	20,082	**16**	19,855	101.9%	426.6	469.4	110.0%	47.1	43.6	92.6%
Robertson Bl - Beverwil Dr			**617**	616							
Slauson Av	**108**	14,594	**108**	14,580	99.9%	332.2	380.4	114.5%	43.9	38.3	87.2%
Ventura Bl Local	**150/240**	7,970	**150**	3,199	98.8%	537.9	505.1	93.9%	31.9	33.5	105.2%
Reseda Bl/Ventura Bl Local			**240**	11,833							
Topanga Canyon Bl (245); De Soto Av (244)	**244/245**	2,546	**244**	1,911							
Reseda/Ventura/Van Nuys Rapid	**744**	4,037									
Ventura Bl Rapid	**750**	2,598									
Florence Av	**111**	14,533	**111**	14,319	98.5%	285.6	346.8	121.4%	50.9	41.3	81.1%
Santa Monica Bl Local	**4**	13,983	**4**	23,335	98.1%	640.1	631.3	98.6%	37.2	37.0	99.5%
Santa Monica Bl Rapid	**704**	9,800									
Hoover St	**603**	6,700	**603**	7,492	98.0%	232.4	234.2	100.8%	32.9	32.0	97.2%
Silver Lake	**201**	946									
Venice Bl Local	**33**	9,620	**33**	16,659	97.7%	496.9	506.6	102.0%	34.3	32.9	95.8%
Venice Bl Rapid	**733**	7,436									
Paramount Bl	**265**	1,305	**265**	1,252	95.9%	50.6	61	120.6%	25.8	20.5	79.5%
Vernon Av, La Cienega Bl	**105**	9,871	**105**	14,385	95.2%	356.9	345.2	96.7%	42.3	41.7	98.4%
Vernon Av, La Cienega Bl Rapid	**705**	5,237									
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	**78/79**	8,239	**78**	6,893	94.5%	346.9	311.9	89.9%	23.8	25.0	105.1%
Rose Hill - Arcadia via Huntington Dr			**179**	897							
Western Av Local	**207**	15,631	**207**	25,160	93.2%	427.5	440.7	103.1%	63.2	57.1	90.4%
Western Av Rapid	**757**	11,367									
Downtown LA - Norwalk - Disneyland	**460**	4,539	**460**	4,179	92.1%	211.5	181.2	85.7%	21.5	23.1	107.4%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	**205**	3,440	**205**	2,981	91.9%	289.7	290.3	100.2%	24.6	22.6	91.7%
San Pedro - Harbor Gateway Transit Center - USC	**550**	1,320	**550**	434							

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
San Pedro - Harbor Gateway Transit Center via Avalon Bl	**246**	2,379	**246**	3,142							
North Hollywood - Pasadena Express	**501**	1,390	**501**	1,274	91.7%	100.2	82.6	82.4%	13.9	15.4	111.2%
Plummer St, Woodman Av	**158**	1,927	**158**	1,759	91.3%	58.9	73.7	125.1%	32.7	23.9	72.9%
Downtown LA - Foothill Bl	**90/91**	6,645	**90**	5,850	91.1%	584.4	615.2	105.3%	29.5	26.2	88.9%
Hollywood Way	**222**	1,226	**222**	1,034							
Lankershim Bl	**224**	6,583	**224**	6,426							
Whiteoak Av, Woodley Av	**237**	1,913	**237**	1,722							
Whiteoak Av	**239**	859									
Foothill Bl			**690**	1,081							
Huntington Park Shuttle	**611**	1,460	**611**	1,298	88.9%	56.4	49.7	88.1%	25.9	26.1	100.9%
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	**260**	9,281	**260**	10,862	88.8%	390.3	335.7	86.0%	32.9	34.0	103.2%
Atlantic Bl Rapid (762)/Altadena - Pasadena (660)	**762**	3,555	**660**	536							
Montebello - Downtown LA via Cesar Chavez Av	**68**	4,771			86.7%	612.3	591.9	96.7%	36.6	32.9	89.7%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	**70**	9,404									
Downtown LA - City Terrace - CSULA	**71**	1,526	**70**	15,365							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	**106**	379	**106**	4,089							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	**770**	6,361									
Manchester Av - Firestone Bl	**115**	13,653	**115**	11,809	86.5%	302.8	291.6	96.3%	45.1	40.5	89.8%
La Brea Av	**212**	10,655	**212**	9,161	86.0%	253.7	291.1	114.7%	42.0	31.5	74.9%
MLK - Hawthorne Bl	**40**	13,648	**40**	13,596	85.7%	422.0	425.6	100.9%	37.6	31.9	85.0%
Hawthorne Bl Rapid	**740**	2,214									
Hollywood - Pasadena	**180**	7,524	**180**	7,077	85.6%	618.5	615.6	99.5%	33.3	28.7	86.0%
Hollywood Bl Fairfax Bl	**217**	5,938	**217**	10,562							
Hollywood/Fairfax - Pasadena Rapid	**780**	7,150									
Downtown LA - San Fernando Rd - North Hollywood	**94**	4,100	**94**	6,760	85.1%	460.9	402.3	87.3%	25.1	24.5	97.5%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	**794**	3,806	**294**	1,335							

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Magnolia Bl North Hollywood - Burbank - Glendale	**183**	1,590									
Burbank Bl Oxnard St	**154**	753	**154**	608							
Riverside Dr	**155**	1,311	**155**	1,133							
Whitter Bl W 6th St	**18**	17,181	**18**	20,171	84.0%	1213.5	1295.7	106.8%	47.1	37.1	78.6%
Wilshire Bl Local	**20**	12,258	**20**	8,677							
Wilshire Bl Rapid	**720**	27,758	**720**	19,174							
Sunset Bl (became Sunset Bl - Alvarado St)	**2**	11,340	**2**	18,475	83.6%	496.3	472.5	95.2%	44.5	39.1	87.8%
Alvarado St	**200**	10,767									
Normandie Av	**206**	10,805	**206**	9,020	83.5%	197.9	203.3	102.7%	54.6	44.4	81.3%
Laurel Canyon Bl	**230**	3,898	**230**	3,224	82.7%	101.7	90.2	88.7%	38.3	35.7	93.2%
Imperial Hwy	**120**	3,444	**120**	2,819	81.9%	137.2	135.1	98.5%	25.1	20.9	83.1%
Figueroa St	**81**	12,885	**81**	10,002	80.5%	407.3	361.7	88.8%	39.4	35.7	90.7%
Downtown LA - Eagle Rock via York Bl	**83**	2,333									
Silver Lake - East Hollywood	**175**	812	**182**	2,906							
Downtown LA - Artesia via Long Beach Bl	**60**	13,572	**60**	14,272	80.0%	430.6	427.3	99.2%	41.4	33.4	80.6%
Long Beach Bl Rapid	**760**	4,273									
Avalon Bl, W 7th St	**51/52**	22,847	**51**	18,181	79.6%	414.6	432.3	104.3%	55.1	42.1	76.3%
Crenshaw Bl Local	**210**	9,962	**210**	12,762	78.5%	372.8	350.4	94.0%	43.6	36.4	83.5%
Crenshaw Bl Rapid	**710**	6,301									
Valley Bl	**76**	8,168	**76**	6,221	76.2%	225.4	213.8	94.9%	36.2	29.1	80.3%
Olympic Bl Local	**28**	8,186	**28**	10,321	75.9%	395.0	309.3	78.3%	34.4	33.4	96.9%
Olympic Bl Rapid	**728**	5,421									
Telegraph Rd	**62**	3,980	**62**	2,995	75.3%	159.8	127.8	80.0%	24.9	23.4	94.1%
Studio City - Beverly Hills	**218**	846	**218**	634	75.0%	50.0	32.5	65.0%	16.9	19.5	115.3%
Broadway Local	**45**	13,654	**45**	13,305	74.3%	483.1	394.8	81.7%	42.4	38.5	90.9%
Broadway Rapid	**745**	6,038									
Compton Bl, Somerset Bl	**127**	793	**127**	1,913							
Beverly Bl - W Adams Bl	**14/37**	16,113	**14/37**	11,921	74.0%	384.1	281.5	73.3%	42.0	42.3	100.9%
Canoga Station - Thousand Oaks	**161**	1,068	**161**	777	72.7%	55.6	50.5	90.8%	19.2	15.4	80.0%
Pico Bl	**30**	11,547	**30**	8,217	71.2%	298.1	206.8	69.4%	38.7	39.7	102.6%
Washington Bl/W Jefferson Bl	**35/38**	7,547	**35/38**	5,314	70.4%	206.3	149.5	72.5%	36.6	35.5	97.2%
Boyle Av	**754**	19,679	**754**	13,628	69.3%	229.1	231.7	101.1%	85.9	58.8	68.5%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q1	Line (2025)	Avg Weekday Boardings 2025 Q1	Weekday Ridership Recovery 2025 Versus 2019	Weekday RSH 2019	Weekday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Coldwater Canyon Av - Devonshire St	**167**	2,096	**167**	1,390	66.3%	89.9	66.5	74.0%	23.3	20.9	89.6%
Melrose Av/Main St/San Pedro St	**10, 48**	11,142	**10, 48**	7,189	64.5%	285.6	219.2	76.8%	39.0	32.8	84.1%
Prairie Av/Inglewood Av	**211/215**	577	**211/215**	364	63.1%	33.0	25.1	76.1%	17.5	14.5	82.9%
Pasadena - Highland Park - Eastern Av	**256**	1,390	**256**		59.5%	667.7	468.4	70.2%	21.2	18.0	84.9%
Fremont Av - Eastern Av - Garfield Av	**258**	2,435	**258**	2,182							
El Monte - Pasadena via Temple City Bl and Del Mar Bl	**267**	2,731	**267**	1,770							
El Monte - Pasadena via Baldwin Av	**268**	1,579	**268**	743							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	**176**	1,439	**287**	967							
Pasadena - Altadena via Lake Av, Lincoln Av			**662**	1,391							
Los Robles Av (687); Allen Av (686)	**687**	1,147	**686**								
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	**487/489**	3,410	**487/489**	1,363							
La Tijera Bl, Exposition Bl	**102**	2,312	**102**	1,372	59.4%	89.6	68.4	76.3%	25.8	20.1	77.7%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	**901**	21,886	**901**	12,819	58.6%	345.9	376.2	108.8%	63.3	34.1	53.9%
Van Ness Av/Arlington Av	**209**	725	**209**	374	51.6%	43.9	31.4	71.5%	16.5	11.9	72.1%
Riverside Dr	**96**	1,255	**296**	580	46.2%	85.7	47.5	55.4%	14.6	12.2	83.4%
Warner Center Shuttle	**601**	957	**601**	372	38.8%	74.8	34.5	46.1%	12.8	10.8	84.2%
Santa Monica - Malibu via Pacific Coast Hwy	**534**	1,360	**134**	413	30.3%	80.4	59.9	74.5%	16.9	6.9	40.7%
Westwood - Pacific Palisades	**602**	1,901	**602**	496	26.1%	77.0	54.4	70.6%	24.7	9.1	37.0%
Caltech - Pasadena - Jet Propulsion Laboratory	**177**	373			Transferred to Municipal Agency	15.5		N/A	16.1	N/A	N/A
Manhattan Beach Bl	**126**	169			Discontinued	13.7		N/A	12.3	N/A	N/A
Artesia Bl	**130**	2,342			Transferred to Municipal Agencies	106.6		N/A	22.0	N/A	N/A
Boyle Av	**254**	708			Discontinued	37.3		N/A	19.0	N/A	N/A
Manchester Av Express	**442**	169			Discontinued	11.8		N/A	14.4	N/A	N/A
Windsor Hills - Inglewood	**607**	57			Discontinued	9.1		N/A	6.2	N/A	N/A
South Gate Shuttle	**612**	1,088			Replaced with Micro	53.7		N/A	20.3	N/A	N/A
LAX C Line Shuttle	**625**	312			Replaced with Micro	18.7		N/A	16.7	N/A	N/A
Glassell Park - Glendale College	**685**	463			Replaced with Micro	29.7		N/A	15.6	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2025

ATTACHMENT C

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
CSULA - City Terrace Shuttle	**665**	188	**665**	384	203.7%	13.7	29.1	212.4%	13.8	13.2	96%
LAC USC Medical Center Shuttle	**605**	702	**605**	1,361	193.9%	27.1	46.5	171.6%	25.9	29.3	113%
Tampa Av & Winnetka Av	**242/243**	627	**242/243**	1,185	188.9%	40.5	55	135.8%	15.5	21.5	139%
North Hollywood - Pasadena Express	**501**	466	**501**	730	156.5%	31.4	59.3	188.9%	14.9	12.3	83%
Nordhoff St	**166**	2,299	**166**	3,521	153.1%	74.2	80.1	108.0%	31.0	44.0	142%
Sherman Way	**162/163**	4,699	**162**	6,785	144.4%	110.1	170.8	155.1%	42.7	39.7	93%
Vermont Av Local	**204**	13,095	**204**	18,170	138.8%	203.4	258.2	126.9%	64.4	70.4	109%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	**910/950**	6,431	**910/950**	8,927	138.8%	201.6	205.5	101.9%	31.9	43.4	136%
Balboa Bl	**236**	550	**236**	759	137.9%	25.8	45.5	176.4%	21.3	16.7	78%
Rosemead Bl	**266**	2,962	**266**	4,033	136.2%	93.7	126.4	134.9%	31.6	31.9	101%
Vanowen St	**165**	3,403	**165**	4,610	135.5%	89.7	111.7	124.5%	37.9	41.3	109%
Rosecrans Av	**125**	2,239	**125**	3,009	134.4%	101.4	106.4	104.9%	22.1	28.3	128%
Van Nuys Bl Local	**233**	8,033	**233**	9,927		163.9	220.2				
Sepulveda Bl Local	**234**	5,727	**234**	6,045	133.1%	182.5	173.9	140.0%	39.6	37.6	95%
Reseda/Ventura/Van Nuys Rapid	**744**	1,313	**761**	4,087		34.65	139.5				
Roscoe Bl	**152**	5,598	**152**	7,252	129.6%	134.4	171.6	127.7%	41.6	42.3	101%
Downtown LA - Foothill Bl	**90/91**	3,307	**90**	4,074		126.7	144.5				
Hollywood Way	**222**	689	**222**	772		52	56.6				
Lankershim Bl	**224**	3,936	**224**	4,619	129.3%	107.1	154.6	136.3%	25.0	23.7	95%
Whiteoak Av, Woodley Av	**237**	731	**237**	1,116		60.3	69.7				
Foothill Bl			**690**	623		0	46.4				
Downtown LA - San Fernando Rd - North Hollywood	**94**	4,988	**94**	5,195		184.4	167.3				
Riverside Dr	**155**	769	**155**	928		45.2	59.8				
Burbank Bl Oxnard St			**154**	495	122.7%	0	34.9	129.8%	24.6	23.3	95%
Magnolia Bl North Hollywood - Burbank - Glendale	**183**	587				28.3	0				
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)			**294**	1,167		0	72.8				
Huntington Park Shuttle	**611**	832	**611**	1,016	122.2%	49.9	46.7	93.6%	16.7	21.8	131%
Compton Av	**55**	4,030	**55**	4,919	122.0%	132.6	124.2	93.7%	30.4	39.6	130%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Downtown LA - Glenoaks Bl - Sylmar	**92**	3,571	**92**	4,318	120.9%	146.8	159	108.3%	24.3	27.2	112%
E Olympic Bl/W 8th St	**66**	8,089	**66**	9,764	120.7%	179.8	188.8	105.0%	45.0	51.7	115%
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	**232**	2,776	**232**	3,234	116.5%	137.9	137	99.3%	20.1	23.6	117%
Santa Monica Bl Local	**4**	11,148	**4**	20,125	114.9%	357.9	469.6	86.5%	32.3	42.9	133%
Santa Monica Bl Rapid	**704**	6,373				185	0				
Slauson Av	**108**	8,240	**108**	9,335	113.3%	207.5	223.3	107.6%	39.7	41.8	105%
Central Av	**53**	6,908	**53**	7,828	113.3%	180.9	204.6	113.1%	38.2	38.3	100%
Soto St	**251**	6,850	**251**	8,493	113.1%	190.3	234.1	106.4%	34.1	36.3	106%
Soto St - Griffin Av	**252**	658				29.7	0				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	**205**	1,520	**205**	1,536	113.1%	83.9	86	99.4%	18.3	20.8	114%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	**246**	1,600	**246**	2,512		79	108.5				
San Pedro - Harbor Gateway Transit Center - USC	**550**	459				32.7	0				
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	**78/79**	4,826	**78**	4,530	111.6%	186.2	139.7	101.3%	25.9	28.6	110%
Rose Hill - Arcadia via Huntington Dr			**179**	856		0	48.9				
Ventura Bl Local	**150/240**	7,668	**150**	2,000	110.5%	237.4	82.4	116.0%	31.2	29.7	95%
Topanga Canyon Bl (245); De Soto Av (244)	**244/245**	837	**240**	7,929		42.5	236.9				
Reseda/Ventura/Van Nuys Rapid	**744**	1,313	**244**	922		34.65	45.6				
Western Av Local	**207**	17,947	**207**	19,785	110.2%	262.3	299	114.0%	68.4	66.2	97%
Victory Bl	**164**	3,212	**164**	3,557	110.7%	106.4	109.1	102.5%	30.2	32.6	108%
3rd St	**16**	13,742	**16**	14,803	110.0%	317	284.7	100.5%	43.3	47.4	109%
Robertson Bl - Beverwil Dr			**617**	309		0	33.9				
Hawthorne Bl, Rancho Palos Verdes	**344**	934	**344**	1,024	109.6%	56	44.6	79.6%	16.7	23.0	138%
Vernon Av, La Cienega Bl	**105**	9,156	**105**	9,991	109.1%	222.6	223.9	100.6%	41.1	44.6	108%
Gage Av	**110**	4,095	**110**	4,446	108.6%	131.7	112.1	85.1%	31.1	39.7	128%
Century Bl	**117**	5,181	**117**	5,556	107.2%	146.7	125.1	85.3%	35.3	44.4	126%
Studio City - Beverly Hills	**218**	493	**218**	527	107.1%	34.7	32.4	93.4%	14.2	16.3	115%
Hollywood - Pasadena	**180**	8,894	**180**	6,262	106.4%	262.4	230.6	116.2%	32.3	29.6	92%
Hollywood Bl Fairfax Bl	**217**	4,721	**217**	8,228		158.9	259.1				
Canoga Station - Thousand Oaks	**161**	583	**161**	619	106.1%	39.6	40.8	103.0%	14.7	15.2	103%
Florence Av	**111**	10,040	**111**	10,565	105.2%	227.1	227.3	100.1%	44.2	46.5	105%

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Downtown LA - Norwalk - Disneyland	**460**	3,260	**460**	3,416	104.8%	177.1	153.7	86.8%	18.4	22.2	121%
Laurel Canyon Bl	**230**	1,786	**230**	1,871	104.8%	61.9	63.3	102.3%	28.9	29.6	102%
Plummer St, Woodman Av	**158**	982	**158**	1,027	104.6%	42.6	43.2	101.4%	23.0	23.8	103%
Montebello - Downtown LA via Cesar Chavez Av	**68**	3,323	**70**	11,384	104.4%	98.8	292	95.5%	32.1	35.1	109%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	**70**	6,302				175.3	0				
Downtown LA - City Terrace - CSULA	**71**	467				29.4	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			**106**	2,264		0	96.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	**770**	2,975				103.9	0				
Hoover St	**603**	5,147	**603**	5,912	104.1%	147.1	204.2	116.6%	32.4	29.0	89%
Silver Lake	**201**	534				28.1	0				
Venice Bl Local	**33**	6,644	**33**	13,135	103.9%	208.4	360.9	89.0%	31.2	36.4	117%
Venice Bl Rapid	**733**	5,994				197.2	0				
Imperial Hwy	**120**	1,669	**120**	1,734	103.9%	87.9	94.8	107.8%	19.0	18.3	96%
Whitter Bl W 6th St	**18**	11,202	**18**	16,046	103.3%	251.3	344.5	108.5%	38.5	36.6	95%
Wilshire Bl Local	**20**	6,494	**20**	6,369		220.5	248.4				
Wilshire Bl Rapid	**720**	17,520	**720**	13,978		443.8	400.3				
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	**260**	7,325	**260/261**	6,886	103.1%	210.5	187.2	105.8%	34.8	33.9	97%
Atlantic Bl Rapid (762)/Altadena - Pasadena (660)			**660**	667		0	35.5				
Pasadena - Highland Park - Eastern Av	**256**	698	**256**		102.1%	59	0	89.7%	14.5	16.5	114%
Fremont Av - Eastern Av - Garfield Av			**258**	1,123		0	55.9				
El Monte - Pasadena via Temple City Bl and Del Mar Bl	**267**	1,131	**267**	788		66.9	46.2				
El Monte - Pasadena via Baldwin Av	**268**	909	**268**	490		54.6	29.8				
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)			**287**	316		0	15.8				
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	**487**	985	**487**	540		70.9	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			**662**	1,123		0	74.1				
Los Robles Av (687); Allen Av (686)	**686/687**	568				45.1	0				
Crenshaw Bl Local	**210**	6,847	**210**	10,414	101.2%	195.7	316.7	102.1%	33.2	32.9	99%
Crenshaw Bl Rapid	**710**	3,438				114.4	0				

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Beverly Bl - W Adams Bl	**14/37**	7,663	**14/37**	7,649	99.8%	213.2	208.9	98.0%	35.9	36.6	102%
Figueroa St	**81**	7,849	**81**	7,300	99.7%	208	203.2	102.7%	32.8	31.8	97%
Downtown LA - Eagle Rock via York Bl	**83**	1,471	**182**	1,995		76.5	88.9				
La Brea Av	**212**	6,629	**212**	6,608	99.7%	187.5	187.3	99.9%	35.4	35.3	100%
Manchester Av - Firestone Bl	**115**	8,053	**115**	8,006	99.4%	191.6	185.4	96.8%	42.0	43.2	103%
Sunset Bl (became Sunset Bl - Alvarado St)	**2**	7,036	**2**	14,868	98.2%	239	379.6	97.4%	38.8	39.2	101%
Alvarado St	**200**	8,097				150.6	0				
Normandie Av	**206**	6,363	**206**	6,192	97.3%	129.6	138.3	106.7%	49.1	44.8	91%
MLK - Hawthorne Bl	**40**	8,874	**40**	10,107	96.9%	249.6	348.2	103.1%	30.9	29.0	94%
Hawthorne Bl Rapid	**740**	1,555				88.2	0				
Telegraph Rd	**62**	2,330	**62**	2,255	96.8%	106.4	94.2	88.5%	21.9	23.9	109%
Coldwater Canyon Av - Devonshire St	**167**	1,082	**167**	1,025	94.7%	69.2	70.6	102.0%	15.6	14.5	93%
Paramount Bl	**265**	697	**265**	648	92.9%	37.6	37.5	99.7%	18.5	17.3	93%
Olympic Bl Local	**28**	8,247	**28**	7,424	90.0%	255	208.9	81.9%	32.3	35.5	110%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	**76**	5,585	**76**	4,885	87.5%	169	152.8	90.4%	33.1	32.0	97%
Downtown LA - Artesia via Long Beach Bl	**60**	9,770	**60**	9,959	85.6%	274.1	320.2	91.1%	33.1	31.1	94%
Long Beach Bl Rapid	**760**	1,858				77.3	0				
Avalon Bl, W 7th St	**51/52**	17,515	**51**	14,692	83.9%	368.2	349.9	95.0%	47.6	42.0	88%
Broadway Local	**45**	10,836	**45**	10,055	81.7%	274.7	260.3	89.7%	36.6	33.3	91%
Broadway Rapid	**745**	2,931				101.8	0				
Compton Bl, Somerset Bl			**127**	1,190		0	77.3				
La Tijera Bl, Exposition Bl	**102**	1,500	**102**	1,209	80.6%	78.8	66.4	84.3%	19.0	18.2	96%
Washington Bl/W Jefferson Bl	**35/38**	4,047	**35/38**	3,173	78.4%	142.7	102.3	71.7%	28.4	31.0	109%
Boyle Av	**754**	12,727	**754**	9,422	74.0%	164.7	144.5	87.7%	77.3	65.2	84%
Melrose Av/Main St/San Pedro St	**10, 48**	5,897	**10, 48**	4,328	73.4%	187.9	145.3	77.3%	31.4	29.8	95%
Pico Bl	**30**	9,073	**30**	6,437	70.9%	240.4	138.3	57.5%	37.7	46.5	123%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	**901**	11,806	**901**	8,342	70.7%	220.5	288.4	130.8%	53.5	28.9	54%
Riverside Dr	**96**	639	**296**	442	69.2%	44.9	31.4	69.9%	14.2	14.1	99%
Westwood - Pacific Palisades	**602**	555	**602**	274	49.4%	50.9	49.7	97.6%	10.9	5.5	51%
Santa Monica - Malibu via Pacific Coast Hwy	**534**	942	**134**	397	42.1%	59.9	51.3	85.6%	15.7	7.7	49%
Warner Center Shuttle	**601**	674	**601**	275	40.7%	71	33.8	47.6%	9.5	8.1	86%

Line Description	Line (2019)	Avg Saturday Boardings Q1 2019	Line (2025)	Avg Saturday Boardings Q1 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Alondra Bl			**128**	694	New Saturday service	0	43.7	N/A	N/A	15.9	N/A
Artesia Bl	**130**	1,073			Transferred to Municipal Agencies	57.3		N/A	18.7	N/A	N/A
Saticoy St			**169**	1,300	New Saturday service	0	66	N/A	N/A	19.7	N/A
Boyle Av	**254**	352			Discontinued	28.1		N/A	12.5	N/A	N/A
South Gate Shuttle	**612**	776			Replaced with Micro	52.7	0	N/A	14.7	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 1, Calendar Year 2019 to Quarter 1, Calendar Year 2025 ATTACHMENT D

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
CSULA - City Terrace Shuttle	**665**	151	**665**	310	205.3%	11.7	29.1	248.7%	12.9	10.7	83%
North Hollywood - Pasadena Express	**501**	396	**501**	640	161.5%	31.4	59.3	188.9%	12.6	10.8	86%
Nordhoff St	**166**	1,737	**166**	2,791	160.7%	55.7	80	143.6%	31.2	34.9	112%
Balboa Bl	**236**	406	**236**	635	156.3%	25.8	45.5	176.4%	15.7	14.0	89%
Rosecrans Av	**125**	1,611	**125**	2,396	148.7%	71.1	106.4	149.6%	22.7	22.5	99%
LAC USC Medical Center Shuttle	**605**	683	**605**	1,009	147.8%	27	46.4	171.9%	25.3	21.7	86%
Vanowen St	**165**	2,487	**165**	3,652	146.8%	76.9	112.1	145.8%	32.3	32.6	101%
Rosemead Bl	**266**	2,357	**266**	3,443	146.1%	76	126.4	166.3%	31.0	27.2	88%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	**910/950**	5,051	**910/950**	7,189	142.3%	201.6	205.5	101.9%	25.1	35.0	140%
Sherman Way	**163**	3,589	**162**	5,022	139.9%	88.7	133	149.9%	40.5	37.8	93%
Roscoe Bl	**152**	4,237	**152**	5,863	138.4%	102.9	171.9	167.1%	41.2	34.1	83%
Van Nuys Bl Local	**233**	6,222	**233**	8,392		139.2	220.2				
Sepulveda Bl	**234**	4,378	**234**	4,908	137.2%	168.5	171.0	155.0%	34.8	30.8	89%
Sepulveda Bl - Westside Rapid	**744**	1,309	**761**	3,044		34.65	139.5				
E Olympic Bl/W 8th St	**66**	5,230	**66**	7,175	137.2%	124.1	181.3	146.1%	42.1	39.6	94%
Downtown LA - Foothill Bl	**90/91**	2,265	**90**	3,350		87.7	143.9				
Hollywood Way	**222**	667	**222**	550		52.6	56.6				
Lankershim Bl	**224**	3,223	**224**	3,799	135.5%	92.3	154.6	160.6%	23.2	19.6	84%
Whiteoak Av, Woodley Av	**237**	652	**237**	1,019		60.3	69				
Foothill Bl			**690**	504		0	46.4				
Central Av	**53**	4,807	**53**	6,235	129.7%	123.5	203.2	164.5%	38.9	30.7	79%
Downtown LA - San Fernando Rd - North Hollywood	**94**	3,937	**94**	4,273		160.9	164.8				
Burbank Bl Oxnard St			**154**	401		0	34.9				
Riverside Dr	**155**	489	**155**	776	129.5%	28.4	60.1	154.3%	22.7	19.1	84%
Magnolia Bl North Hollywood - Burbank - Glendale	**183**	478				26.3	0				
Burbank - Sylmar San Fernando Rd			**294**	902		0	72.8				
Canoga Station - Thousand Oaks	**161**	347	**161**	438	126.1%	27.4	40.8	148.9%	12.7	10.7	85%
Slauson Av	**108**	5,643	**108**	6,934	122.9%	149.6	211.6	141.4%	37.7	32.8	87%
Gage Av	**110**	2,800	**110**	3,430	122.5%	98.4	112.1	113.9%	28.5	30.6	108%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Ventura Bl	**150/240**	5,973	**150**	1,593	122.3%	188.9	82.6	151.5%	31.9	25.8	81%
Topanga Canyon Bl	**244/245**	295	**244**	707		13.7	45.6				
Sepulveda Bl - Westside Rapid	**744**	1,309	**240**	6,964		34.65	231.2				
Hawthorne Bl, Rancho Palos Verdes	**344**	667	**344**	807	120.9%	39.7	44.5	112.1%	16.8	18.1	108%
Victory Bl	**164**	2,311	**164**	2,745	118.8%	87.8	109.1	124.3%	26.3	25.2	96%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	**205**	1,265	**205**	1,243	118.6%	70.9	86	120.2%	18.0	17.8	99%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	**246**	1,259	**246**	2,226		58.6	108.8				
San Pedro - Harbor Gateway Transit Center	**550**	401				32.6	0				
Downtown LA - Glenoaks Bl - Sylmar	**92**	2,906	**92**	3,446	118.6%	121.4	159	131.0%	23.9	21.7	91%
3rd St	**16**	10,862	**16**	12,383	116.6%	241.8	284.7	131.8%	44.9	39.8	89%
Robertson Bl - Beverwil Dr			**617**	285		0	33.9				
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	**232**	2,612	**232**	2,978	114.0%	119.8	137	114.4%	21.8	21.7	100%
Compton Av	**55**	3,112	**55**	3,538	113.7%	103.1	116.3	112.8%	30.2	30.4	101%
Vermont Av Local	**204**	12,745	**204**	14,466	113.5%	196.5	255.3	129.9%	64.9	56.7	87%
Soto St	**251**	5,127	**251**	6,494	112.5%	148.6	229.3	128.7%	32.4	28.3	87%
Soto St - Griffin Av	**252**	646				29.5	0				
Santa Monica Bl Local	**4**	9,220	**4**	16,697	110.9%	282.7	469.6	108.0%	34.6	35.6	103%
Santa Monica Bl Rapid	**704**	5,834				152.3	0				
Huntington Park Shuttle	**611**	760	**611**	843	110.9%	49.8	46.7	93.8%	15.3	18.0	118%
Studio City - Beverly Hills	**218**	394	**218**	436	110.7%	25.1	32.4	129.1%	15.7	13.5	86%
Vernon Av, La Cienega Bl	**105**	7,378	**105**	8,137	110.3%	165.1	220.5	133.6%	44.7	36.9	83%
Downtown LA - Norwalk - Disneyland	**460**	2,580	**460**	2,842	110.2%	153.1	150.7	98.4%	16.9	18.9	112%
Laurel Canyon Bl	**230**	1,429	**230**	1,559	109.0%	57	56.4	98.9%	25.1	27.6	110%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	**78/79**	4,199	**78**	3,817	108.5%	159.2	139.7	118.5%	26.4	24.2	92%
Rose Hill - Arcadia via Huntington Dr			**179**	741		0	48.9				
Hollywood - Pasadena	**180/181**	7,429	**180**	5,157	108.1%	239	230.5	133.1%	30.5	24.8	81%
Hollywood Bl Fairfax Bl	**217**	3,792	**217**	6,977		128.8	259.1				
Century Bl	**117**	4,182	**117**	4,480	107.1%	121.7	122.1	100.3%	34.4	36.7	107%
Western Av Local	**207**	14,957	**207**	15,982	106.9%	224.9	299	132.9%	66.5	53.5	80%
Plummer St, Woodman Av	**158**	740	**158**	786	106.2%	37.9	43	113.5%	19.5	18.3	94%

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Whitter Bl W 6th St	**18**	8,949	**18**	13,164	106.0%	203.3	345	136.8%	38.6	30.0	78%
Wilshire Bl Local	**20**	5,112	**20**	5,440		183.9	248.4				
Wilshire Bl Rapid	**720**	14,014	**720**	11,166		339.2	400.3				
Crenshaw Bl	**210**	7,914	**210**	8,386	106.0%	189.8	308	162.3%	41.7	27.2	65%
La Brea Av	**212**	5,155	**212**	5,441	105.5%	136.9	187.6	137.0%	37.7	29.0	77%
Venice Bl Local	**33**	5,162	**33**	10,908	104.9%	173.8	359.7	99.8%	28.9	30.3	105%
Venice Bl Rapid	**733**	5,242				186.6	0				
Sunset Bl (became Sunset Bl - Alvarado St)	**2**	5,735	**2**	12,634	103.0%	185.3	379.6	123.1%	39.8	33.3	84%
Alvarado St	**200**	6,530				123	0				
Montebello - Downtown LA via Cesar Chavez Av	**68**	3,717			102.5%	102.3	0	123.9%	34.8	28.8	83%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	**70**	6,808	**70**	9,391		182.1	292				
Downtown LA - City Terrace - CSULA	**71**	409				29.5	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			**106**	1,813		0	96.9				
Paramount Bl	**265**	566	**265**	576	101.9%	37.5	37.5	100.0%	15.1	15.4	102%
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	**260**	5,865	**260/261**	5,381	101.8%	174.7	187.2	127.5%	33.6	26.8	80%
Atlantic Bl Rapid (762)/Altadena - Pasadena (660)			**660**	586		0	35.5				
Beverly Bl - W Adams Bl	**14/37**	6,211	**14/37**	6,291	101.3%	186.4	208.9	112.1%	33.3	30.1	90%
Manchester Av - Firestone Bl	**115**	6,285	**115**	6,321	100.6%	165	168.4	102.1%	38.1	37.5	99%
Imperial Hwy	**120**	1,437	**120**	1,428	99.3%	87.7	87.7	100.0%	16.4	16.3	99%
Figueroa St	**81**	6,069	**81**	5,961	98.7%	160.3	202.5	123.5%	31.7	25.3	80%
Downtown LA - Eagle Rock via York Bl	**83**	1,412				75.6	0				
Downtown LA - Eagle Rock via York Bl			**182**	1,426		0	88.9				
Pasadena - Highland Park - Eastern Av	**256**	530	**256**		98.5%	53.8	0	91.6%	12.3	13.3	108%
Fremont Av - Eastern Av - Garfield Av			**258**	831		0	55.9				
El Monte - Pasadena via Temple City Bl and Del Mar Bl	**267**	952	**267**	652		67.2	46.2				
El Monte - Pasadena via Baldwin Av	**268**	757	**268**	379		54.3	29.8				
Arcadia - Santa Anita Av - El Monte			**287**	239		0	15.8				
Downtown LA - San Gabriel Bl	**487**	843	**487**	435		68.9	44.1				

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Pasadena - Altadena via Lake Av, Lincoln Av			**662**	981		0	73.1				
Los Robles Av (687); Allen Av (686)	**686/687**	490				45.1	0				
Hoover St	**603**	4,272	**603**	4,634	98.2%	127.5	161.3	103.7%	30.3	28.7	95%
Silver Lake	**201**	447				28.1	0				
Telegraph Rd	**62**	1,908	**62**	1,841	96.5%	88.5	86.2	97.4%	21.6	21.4	99%
Florence Av	**111**	8,621	**111**	8,291	96.2%	211.3	213.6	101.1%	40.8	38.8	95%
Normandie Av	**206**	5,588	**206**	5,334	95.5%	115.6	134.2	116.1%	48.3	39.7	82%
Broadway Local	**45**	8,270	**45**	8,575	95.1%	200.3	257.2	128.3%	38.6	28.6	74%
Compton Bl, Somerset Bl			**127**	1,005		0	77.3				
Broadway Rapid	**745**	1,807				60.5	0				
MLK - Hawthorne Bl	**40**	8,382	**40**	7,741	92.4%	246.5	298	120.9%	34.0	26.0	76%
Olympic Bl Local	**28**	6,789	**28**	6,087	89.7%	217.4	208.9	96.1%	31.2	29.1	93%
Coldwater Canyon Av - Devonshire St	**167**	982	**167**	872	88.8%	69.1	70.6	102.2%	14.2	12.4	87%
Downtown LA - Artesia via Long Beach Bl	**60**	8,705	**60**	7,660	88.0%	224.3	305.2	136.1%	38.8	25.1	65%
Vermont Av Rapid	**754**	8,420	**754**	7,354	87.3%	111.4	140.7	126.3%	75.6	52.3	69%
Washington Bl/W Jefferson Bl	**35/38**	2,833	**35/38**	2,435	86.0%	105.7	102.2	96.7%	26.8	23.8	89%
Valley Bl	**76**	4,623	**76**	3,948	85.4%	137	152.8	111.5%	33.7	25.8	77%
Avalon Bl, W 7th St	**51/52**	12,906	**51**	10,945	84.8%	263.9	263	99.7%	48.9	41.6	85%
Melrose Av/Main St/San Pedro St	**10, 48**	4,446	**10, 48**	3,628	81.6%	145	144.5	99.7%	30.7	25.1	82%
La Tijera Bl, Exposition Bl	**102**	1,304	**102**	1,031	79.1%	78.1	66.4	85.0%	16.7	15.5	93%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	**901**	9,599	**901**	7,098	73.9%	220.5	288.4	130.8%	43.5	24.6	57%
Pico Bl	**30**	7,704	**30**	5,607	72.8%	204	138.3	67.8%	37.8	40.5	107%
Riverside Dr	**96**	509	**296**	352	69.2%	38.8	31.4	80.9%	13.1	11.2	85%
Westwood - Pacific Palisades	**602**	371	**602**	234	63.2%	37.3	49.7	133.2%	9.9	4.7	47%
Santa Monica - Malibu via Pacific Coast Hwy	**534**	642	**134**	394	61.4%	44.4	51.3	115.5%	14.5	7.7	53%
Warner Center Shuttle	**601**	593	**601**	235	39.7%	71	33.8	47.6%	8.3	7.0	83%
Alondra Bl			**128**	522	New Sunday Service	0	43.7	N/A	N/A	12.0	N/A
Tampa Av & Winnetka Av			**242/243**	951	New Sunday Service	0	55	N/A	N/A	17.3	N/A
Artesia Bl	**130**	809			Transferred to Municipal Agencies	57.2	0	N/A	14.1	N/A	N/A

Line Description	Line (2019)	Avg Sunday Boardings Q1 2019	Line (2025)	Avg Sunday Boardings Q1 2025	Sunday Ridership Recovery 2025 versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Saticoy St			**169**	957	New Sunday Service	0	61.9	N/A	N/A	15.5	N/A
South Gate Shuttle	**612**	765			Replaced with Micro	52.7	0	N/A	14.5	N/A	N/A

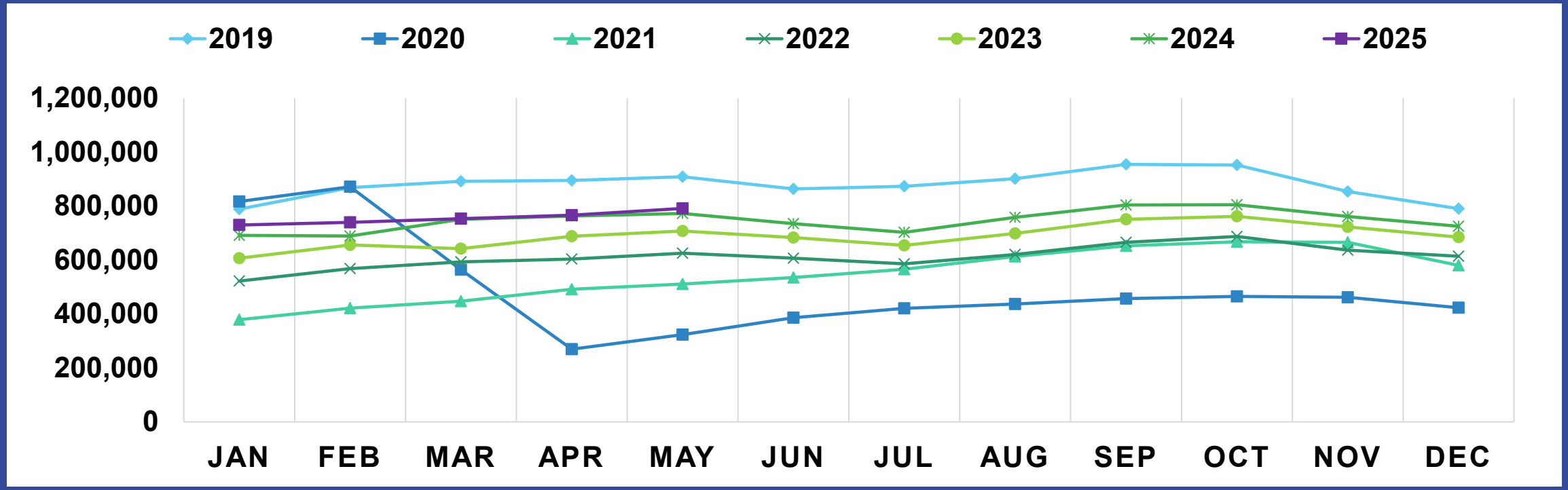
NextGen Ridership Update
Quarter 1, Calendar Year 2025

Operations, Safety, and Customer Experience Committee

July 17, 2025

Metro

Average Weekday Ridership 2019-2025



- Average weekday ridership recovery (2025 versus pre-COVID 2019 Q1) was 87.3%, up from 83.7% in Q1 CY2024. Highest average weekday ridership in Q1 was March 2025 at 753,249. Growth is slowing as monthly data above shows.
- Q1 CY2025 average Saturday ridership recovery was 103.3%, a big jump up from pre-COVID 2019 Q1 level of 94.0% in Q1 CY2024, with a Q1 high of 537,710 average Saturday boardings in March 2025.
- Q1 CY2025 average Sunday ridership recovery was 105.4% of pre-COVID 2019 Q1 level, up from 98.3% in Q1 CY2024, with a Q1 record post-COVID high of 454,686 average Sunday boardings in February 2025.

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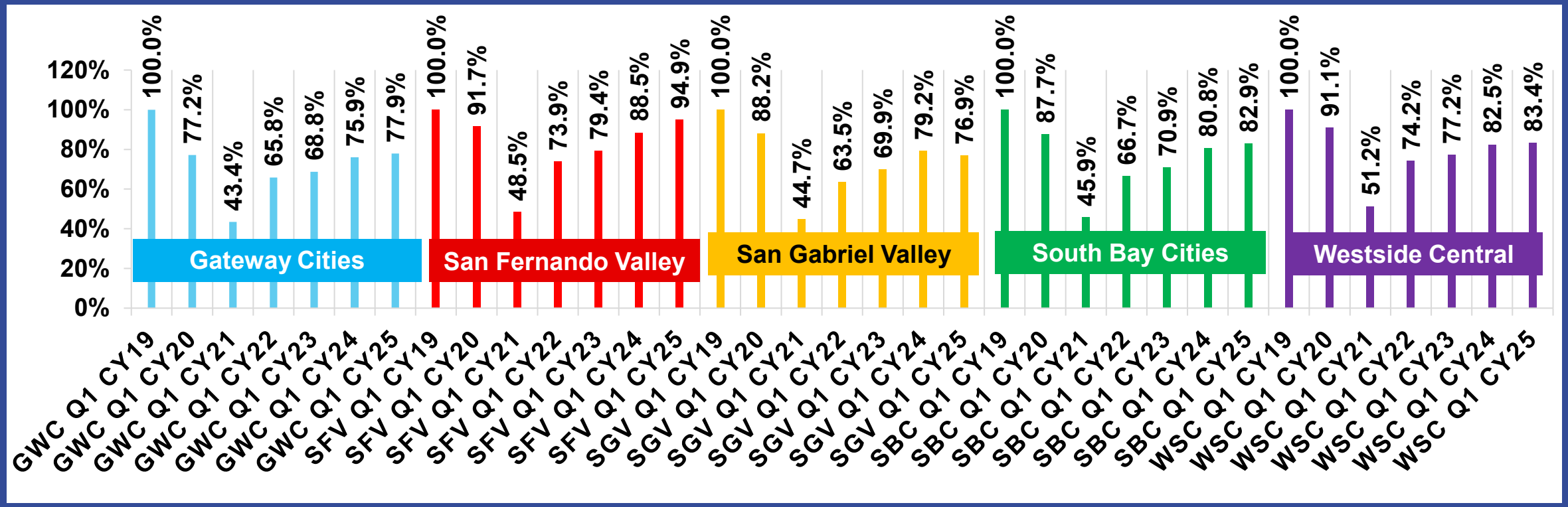
Average Weekday Ridership Recovery by Service Area
Q1 CY2019 – Q1 CY2025



Four service areas improved their recovery rates led by San Fernando Valley up 6.4%, with three other areas up by 0.9-2.1% compared to Q1 CY2024. San Gabriel Valley was down -2.3% due to two lines moved to Pasadena Transit. The San Fernando Valley area continues to show the most weekday ridership recovery at 94.9% weekdays. Similar pattern on weekends with San Fernando Valley at 116.3% recovery Saturday and 120.8% recovery Sunday. The EFC share of average weekday ridership is now 1.2% above pre-COVID levels.

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Weekday Ridership by Time Period
Q1 CY2021 to Q1 CY2025

Time Period	CY2021 Q1	CY2025 Q1
Early AM (4 a.m.-6 a.m.)	45%	75%
AM Peak (6 a.m.-9 a.m.)	38%	73%
Base (9 a.m.-3 p.m.)	54%	90%
PM Peak (3 p.m.-6 p.m.)	45%	80%
Evening (6 p.m.-9 p.m.)	50%	84%
Late Evening (9 p.m.-12 a.m.)	52%	93%
Owl (12 a.m.-4 a.m.)	58%	94%

Midday ridership recovery (base) at 90% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies.

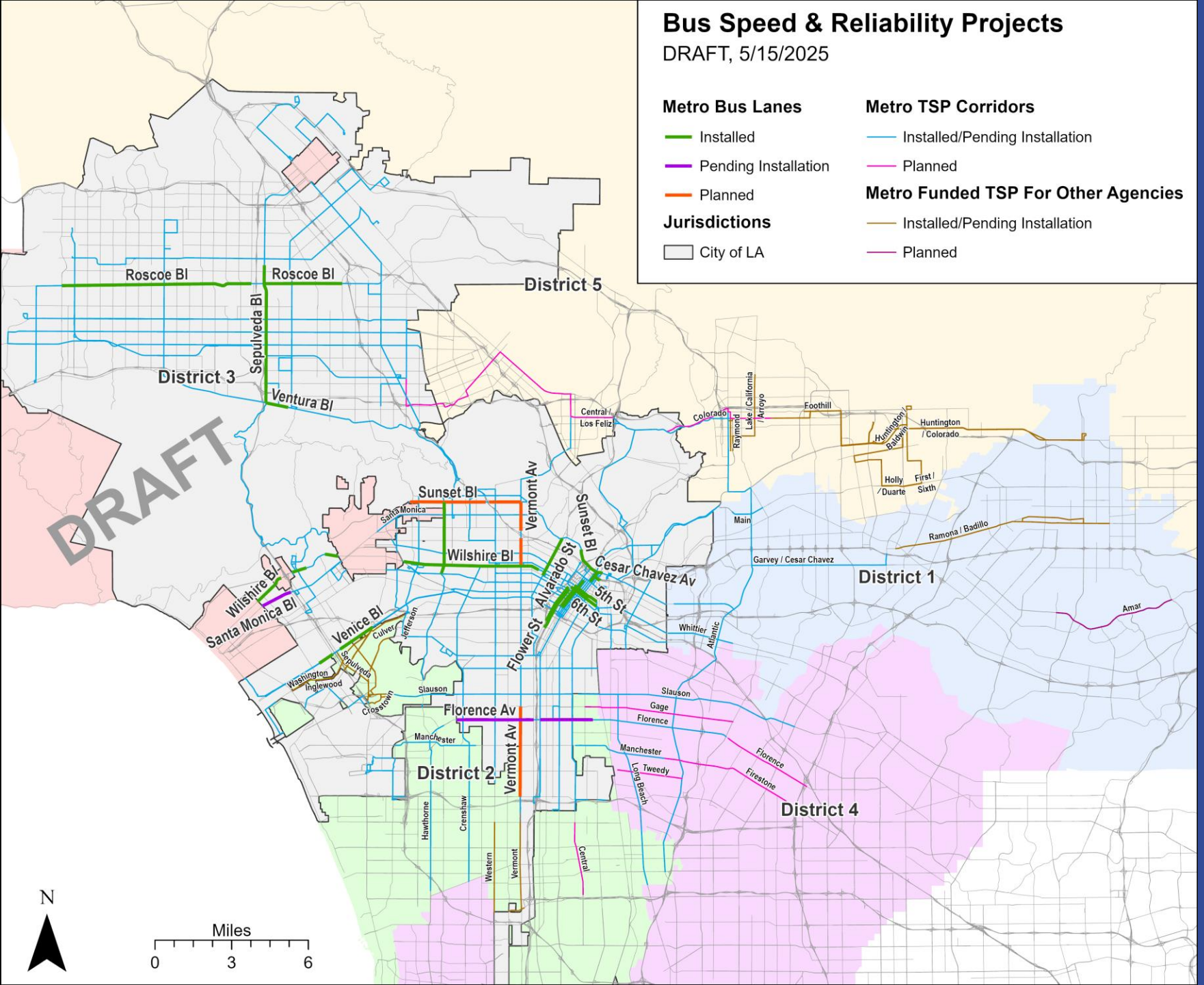
- AM peak remains most subdued at 73% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 80% has stronger recovery than AM peak.
- Late evening and Owl ridership periods recovered most strongly at 93% and 94% as these periods typically serve transit-dependent shift workers.

Average Line/Group Ridership Recovery

- In Q1 CY2025, ridership fully recovered to above pre-pandemic levels on 28 weekday lines (up from 25 in Q4 CY2024), 50 Saturday lines (up from 34), and 50 Sunday lines (down from 53).
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings.
- Lines serving downtown LA and other regional office locations and with lower frequency have recovered more slowly. Significantly improved ridership recovery for lines that received improved frequencies in June and December 2024 service changes. May see increased ridership in later quarters based on federal and state workers returning more days to their offices.
- Productivity (boardings/revenue service hour) has improved Saturday (more ridership increase then service hour increase), but declined weekdays (due mainly to lower ridership recovery) and Sunday (due to significant service investment exceeding ridership growth).

Number of Lines with Above Average Recovery in Q1 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	17	17
Tier 2	12	13	12
Tier 3	10	11	10
Tier 4	8	6	5
Total	45	47	44

Metro



Speed & Reliability Updates

Bus lane progress

- 70.7 lane-miles complete
- 12.6 lane-miles pending construction
- 11.5 lane-miles in-progress

Sunset Bl

- 8.4 lane-miles planned between Vermont Av and Havenhurst Dr

Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026

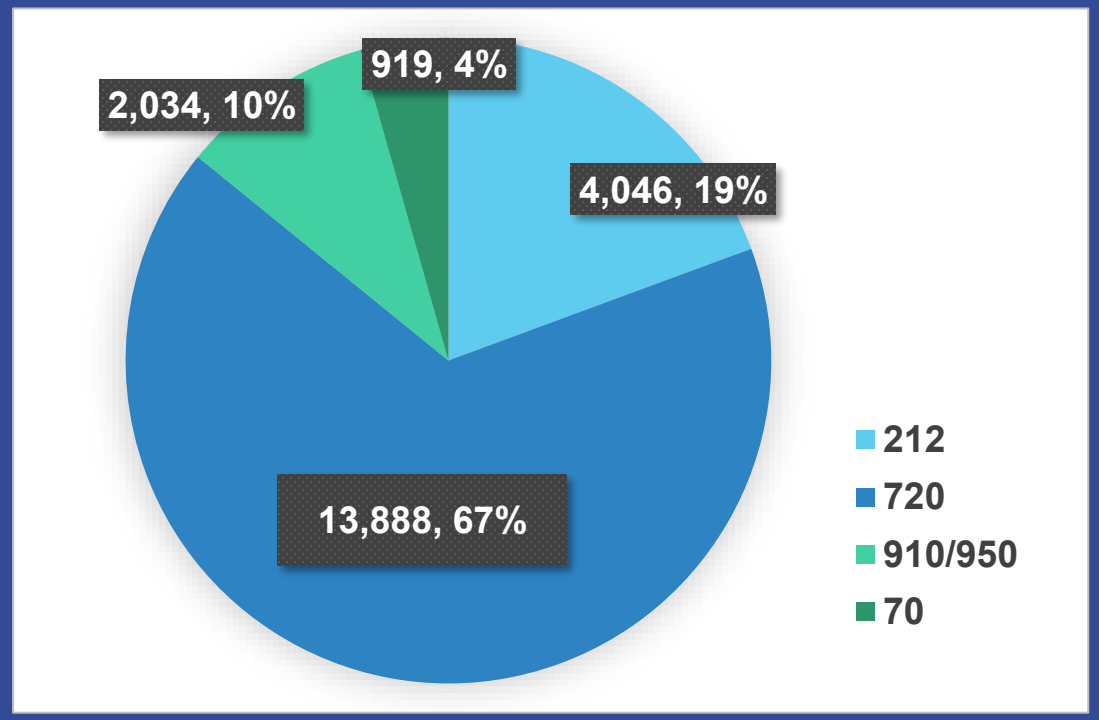
Bus stop consolidation

- 267 stops consolidated to balance speed and accessibility on Metro's busiest lines. More changes planned for June 2025

Headway Based Operation Pilot

- Pilot completed for Line 16

Bus Lane Enforcement (BLE) Program March 2025 Update

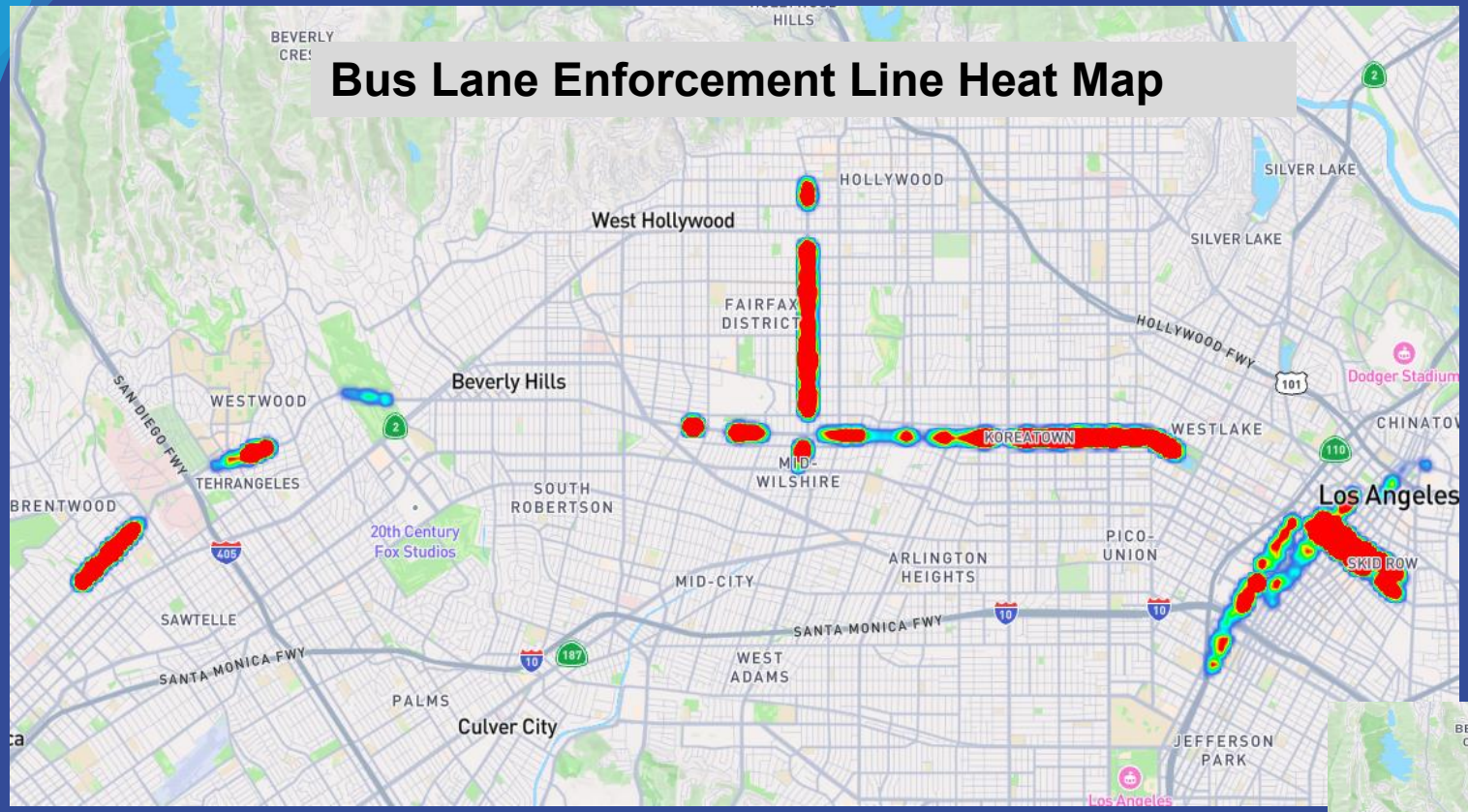


- Approved by LA City Council October 2024
- Phase 1 launched November 1, 2024
- Phase 2 launched February 17, 2025
- Full implementation as of May 12, 2025
- Implemented on routes 212, 720, 910/950, 70
- 22.69 miles of bus lanes
- 160 bus stops enforced

March 2025 Enforcement

- 74% (175) of all bus lane locations with 10+ events
- 43% (69) of bus stops with 10+ events
- 807 bus lane events per mile
- 2,587 bus stop events
- 11% unique vs repeat offenders
- 20,887 events
- 7,337 events rejected
- 4,353 events exceeding the 15-day issue date
- **9,187** citations processed

Metro



Top 5 Reasons for Event Rejections

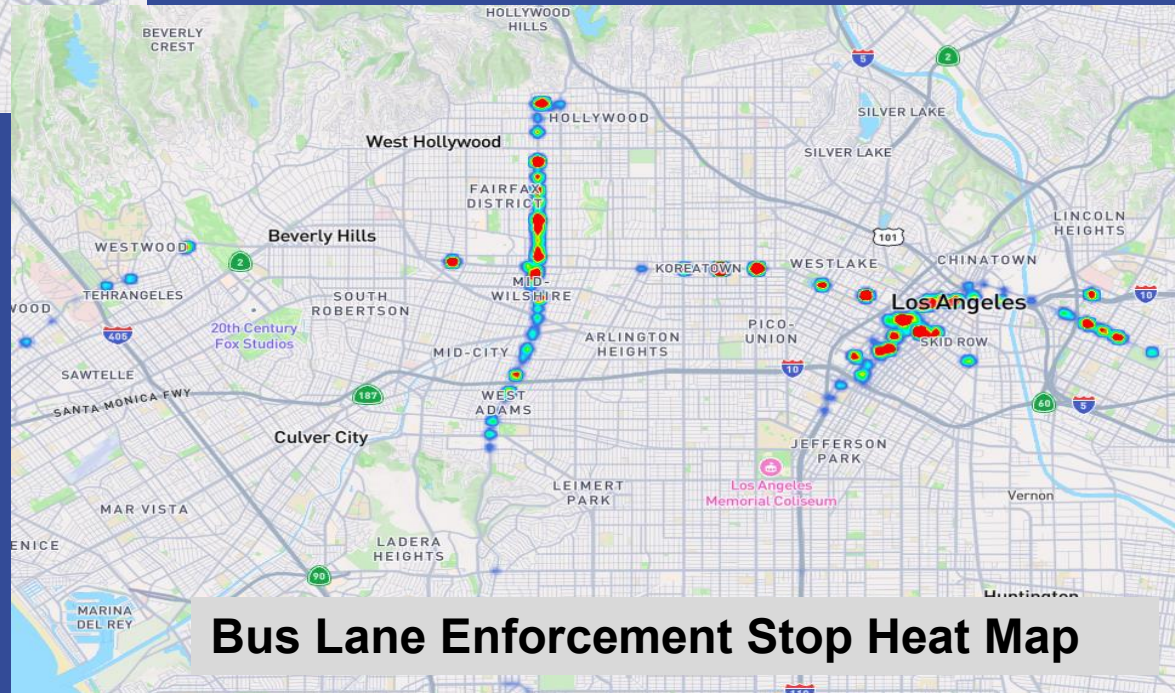
- Poor Image
- No Violation
- Signage Conflict
- Awaiting Right Turn
- Local/State/Federal/Authorized Transit Vehicle

Top 5 Bus Stop Violation Locations

- 6th St @ Broadway: 116
- Olive St @ Kosciusko: 86
- 6th St @ Hope St: 82
- Grand Av @ 3rd St: 81
- Olive St @ Olympic Blvd: 76

Top 5 Bus Lane Violation Locations

- Eastbound 6th St @ Grand Av: 804
- Eastbound 6th St @ Broadway: 670
- Westbound Wilshire Blvd @ Shatto Pl: 529
- Southbound La Brea Ave @ 1st St: 486
- Westbound Wilshire Blvd @ Kenmore Av: 471



Metro

File #: 2025-0508, **File Type:** Informational Report **Agenda Number:** 44.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that every individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and contract law enforcement services. In 2024, Metro enhanced its public safety model further by adopting a three-pronged strategy consisting of 1) increasing the engaged and visible presence of uniformed personnel, 2) improving access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthening partnerships to address societal issues, including homelessness, untreated mental illness, drug addiction, and crime, with the County, cities, regional agencies, and nonprofit partners. The actions described in this report align with numerous initiatives to improve safety and the perception of safety on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating against crime and other societal issues on the system, enforcing Metro's Code of Conduct, ensuring the safety and hard

security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

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

OVERVIEW

The following bullets are an overview of some outcomes for Metro's public safety and security priorities. As Metro strives to continually improve and more accurately measure the impact of its initiatives, staff have established the following outcomes, which are strategically focused on the three -pronged approach.

- **Continue to increase monthly ridership.** Metro ridership increased by 1.04% in May compared to the same month of the previous year (27,453,541 boardings vs. 27,170,160 boardings). This marked the 30th consecutive month of year-over-year ridership growth. This metric measures the overall effectiveness of all three safety initiatives.

- **Ensure access to the system is only for transit riders**. Law enforcement made 220 trespassing arrests in May, one of which was initiated by Contract Security (CS) during a routine inspection of an ancillary area. Last month, law enforcement made 153 trespassing arrests, with six of them initiated by CS after ancillary alarms were triggered. With regular patrols by Contract Security and cleanings by custodians, this measures the effectiveness of Metro's access control improvements.

- **Connect homeless riders to housing**. Metro Homeless Outreach Management & Engagement (HOME) referred 146 people to interim housing and placed 17 people into permanent housing in May, bringing the total to 2,541 connections to housing for this fiscal year. Having reached 141% of the FY25 goal of 1,800 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.

- **Facilitate the reduction of violent crime**. Crimes Against Persons (violent crimes) systemwide decreased by 4.5% in May 2025 compared to April (148 vs. 155), marking the lowest total for May systemwide since 2021. This was mainly due to decreases in aggravated assaults and robberies, which could be attributed to LAPD's enhanced deployment operation to mitigate robberies that started mid-April and concluded in May.

- **Facilitate the reduction of thefts and vandalism**. Crimes Against Property increased by 6.8% (78 vs. 73) compared to last month, with a decrease in vandalism on the rail system (5 vs. 10) offset by an increase in thefts on buses (26 vs. 15).

- **Facilitate the reduction of narcotics, trespassing, and other crimes against society**. Arrests for Crimes Against Society increased by 46.3% in May 2025 compared to the previous month (376 vs. 257) due to increases in narcotics, trespassing, and weapons arrests. These arrests may have increased due to LAPD's enhanced deployment mentioned above and their

three-day narcotics operation at the end of the month. More details can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

The aforementioned data was verified with law enforcement and internal departments, respectively. Safety improvement and crime mitigation strategic responses to outcome trends are included in subsequent sections.

CUSTOMER COMMENTS

Metro believes in continuously listening to and learning from customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. SSLE monitors general sentiment, while actionable security concerns are reported in weekly calls with security and maintenance teams. Any customer comments about criminal activity are forwarded to law enforcement for investigation and reporting.

The number of security-related reports submitted increased month-over-month between April and May, from 4,626 to 6,334, primarily due to a higher number of graffiti reports. The Security Operations Center's Security Control Specialists continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 40 seconds in May. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times.

Overall Sentiment and Engagement

Public sentiment on safety and security is assessed by analyzing social media (e.g., Instagram, Reddit) and Transit Watch app reports from the public, as well as Ambassadors, Contract Security, and Law Enforcement. Most reports from the Transit Watch app come from Ambassadors and Contract Security; therefore, the monthly sentiment data may be biased.

In May, the overall sentiment about safety and security was slightly less negative than the previous month. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch reports by Ambassadors and the public.

In terms of mitigating against drug use, SSLE continuously reviews various sources of data to adjust deployments of uniformed personnel. Law Enforcement, MTS, and Contract Security enforce the penal code and Code of Conduct, respectively. LAPD and LASD actively disrupt narcotics distribution when it is observed or reported by an employee or rider. From May 23 to May 25, LAPD Transit Services Division (TSD) conducted a three-day operation with the Drug Recognition Expert (DRE) Task Force at Westlake/MacArthur Park station to disrupt illicit drug activity around the area that originates from a nearby alley known for narcotics use and distribution often referred to as Yoshinoya Alley. During these three days, the DRE Task Force made a total of 21 arrests for narcotics, of which nine occurred at the Westlake/MacArthur Park station. In May, LAPD and LASD made 142 arrests (LAPD - 128; LASD - 14) for narcotics, while MTS cited 19 individuals for smoking/vaping. In comparison, LAPD and LASD made 91 arrests (LAPD - 82; LASD - 9) for narcotics in April, while MTS cited five individuals for smoking/vaping. Metro's public safety personnel are also equipped with

Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details). More details are included in the Deployment section of this report.

Just as in the prior month, the most positive comments were about the system's visible security presence, highlighting visible security in stations.

- On Reddit, a post about how much the B Line has changed generated positive engagement. The rider stated that his ride from South Pasadena to Hollywood was a “sea of difference” from before, due to the high presence of security personnel.
- On Reddit, a post about all the various ways that Metro is trying to improve safety by trying new safety measures, such as the weapons detection program and taller faregates, generated positive engagement.
- On X, a user referenced a recent Metro Station Experience report that found that there has been an increase in paid entries at the Firestone and Lake stations, where tall faregates have been installed, which garnered positive engagement.

Like previous months, Metro’s Facilities/Infrastructure garnered the most mentions, at 20,511 mentions, a 75% increase compared to April (11,692 mentions). This significant jump in May is largely driven by comments on Metro’s Instagram post about the opening of the Rail-to-Rail path, as it includes the phrase “security cameras,” a keyword associated with the Facilities/Infrastructure topic, likely contributing to the spike. Most engagements mention graffiti at stations or malfunctioning fare gates, displays, or elevators, which tend to carry a negative sentiment.

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month.
- Pico Station generated the second-most overall engagement, followed by the Expo/Crenshaw Station.

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app by the public. The three most reported types of incidents are property crime related to graffiti, smoking/alcohol/drugs, and fights or disturbances. In May, property crime reports related to graffiti accounted for the most incidents at 33%. Below are the top three locations for each incident type:

1. Graffiti - Sierra Madre Villa Station, Universal/Studio City Station, and Hollywood/Vine Station
2. Smoking/Alcohol/Drugs - Westlake/MacArthur Park Station, 7th Street/Metro Center Station, and LATTC/Ortho Institute Station
3. Fights or Disturbances - Expo/Western Station, Grand/LATTC Station, and Union Station

While the majority of ridership occurs on buses, most reports on the Transit Watch app focused on rail stations. Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. This variance in reporting could be partially attributed to there being more factors to report about rail stations as compared to buses, such as elevator/escalator issues, the mezzanine areas, and activities leading into a station. Even so, Metro promotes the Transit Watch app to all customers online, on YouTube, and through signage within the bus system. Metro continuously works to identify

ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct. In response to the feedback, these observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. More details on deployment are provided in the section below.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for May, which are intended to promote the safe access and usage of the transit system, as well as prevent and reduce crime or other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for May.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	April 2025	May 2025	Rolling 12-Month Average	April 2025	May 2025
LAPD	631	304	490	856	492	756
LASD	126	104	99	128	95	119
Total	757	408	589	984	587	875

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

In May, the two law enforcement agencies made 589 arrests and issued 875 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

A primary role of MTS is Code of Conduct enforcement. In May, MTS officers issued 426 citations and 279 written warnings for Code of Conduct violations. Refer to Attachment D for more details on MTS activity and deployment this month and a demographic breakdown of those cited.

Most of the violations, 665 (94%), were due to individuals failing to provide proof of fare. Approximately 74% of all 665 violations in May were issued at TAP-to-Exit locations: Downtown Santa Monica (33%), Downtown Long Beach (22%), Union Station (10%), North Hollywood (7%), and APU/Citrus (2%). Although the TAP-to-Exit program has been paused at Union Station and North Hollywood Station since April 10, MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. This is shown by the citations still being issued at those stations. Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

Metro Ambassadors

Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer

experience. In May, Ambassadors were deployed on all rail lines, the G Line, the J Line, and bus lines 40 and 210. See Attachment E for more details on Ambassador deployments this month.

In May 2025, Ambassadors conducted 44,516 customer engagements and reported:

- 5,528 Cleanliness Issues (28% increase from April 2025)
- 3,995 Graffiti Incidents (39% increase from April 2025)
- 600 Elevator and Escalator Problems (3% increase from April 2025)

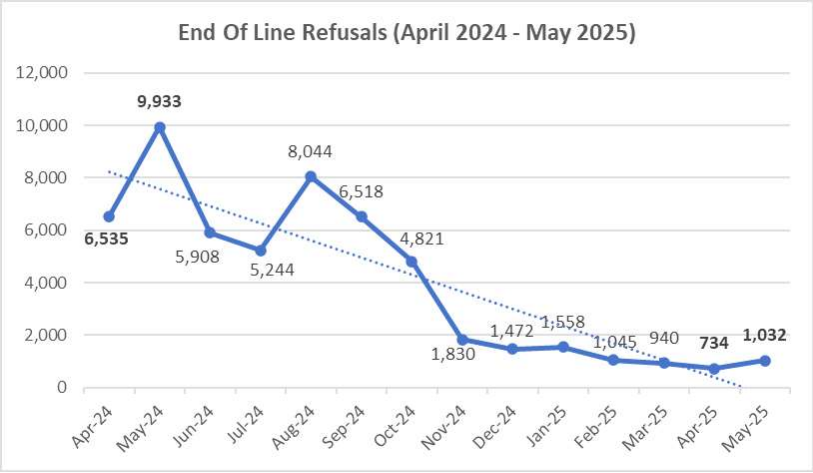
Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. The BSTs are augmented with law enforcement support. In May, there were 1,539 and 1,849 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

*Law enforcement Bus Teams conduct bus boardings, when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Staff are seeing a substantial year-over-year decline in refusal rates. May 2025 recorded a 98% decrease in offloading refusals compared to May 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions aimed at enhancing compliance and engagement.



In addition, MTS Bus Safety Teams conducted EOL operations during Owl Service at J Line El Monte Station to address bus operators' concerns about individuals refusing to alight buses at the end of the line. These operations resulted in 272 removals for non-compliance at El Monte Station between April 28 and May 30. Enforcing the Customer Code of Conduct deters repeat offenders from staying on trains at the EOL. Homeless outreach workers are also at end-of-line stations to offer resources and services.

ACCESS CONTROL

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local councils and businesses, to address challenges at various stations. Attachment F describes recent initiatives by the Station Experience team, including:

- To address a vulnerable point of access to the A Line tracks during the civil unrest in June, staff worked with their contractor to install a mesh partition to deter trespassing across active tracks and to clean graffiti on the Metro structure.
- To address vandalism on Throne bathrooms during the civil unrest, staff worked with Throne in real time to secure and reopen units after station closures and clean up any vandalism on the outside, ensuring uninterrupted bathroom access when stations were reopened for service.
- To address fare evasion, the newly opened LAX/Metro Transit Center Station already has the new taller faregates, and preliminary TAP data shows significantly higher paid entries compared to other Metro stations with older faregates.
- To address reports of broken streetlights surrounding Vermont/Athens Station, staff collaborated with the LA County Public Works, Caltrans, and the City of LA Bureau of Street Lighting (BSL) to investigate who held the jurisdictional responsibility, and BSL repaired all the streetlights, resulting in significantly safer conditions for the community to walk to the Metro station.
- To improve wayfinding and address first/last mile concerns for riders using the Dodger Stadium Express, staff partnered with LADOT, StreetsLA, and Caltrans to upgrade signage, repair sidewalk lighting, remove graffiti, and trim overgrown brush.
- To address issues with riders getting lost, staff implemented upgraded wayfinding at Sierra Madre Villa Station with new signage to intuitively guide riders between the entrance, exit, local bus connections, and Throne Bathroom.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best practice interventions. This includes the following:

- Since temporarily pausing the TAP-to-Exit pilot program for North Hollywood Station and Union Station at the request of LA City Fire Department (LAFD) on April 10, there has been an increase in reports on the Transit Watch app and a decrease in fare revenue. Staff continues to work to submit a “Request for Modification” for LAFD to review and authorize the restoration of the program to the stations within their jurisdiction.
- Staff is working with the City of Santa Monica to address the misuse of the emergency exit to trespass at Downtown Santa Monica Station.
- There are ongoing challenges with vandalism and illicit activity returning to Reseda Station. Staff is having Throne review their data to better understand the disproportionate pattern of vandalism and working to repair and restore station amenities that helped improve safety and cleanliness.
- Staff implemented tactical interventions at Westlake/MacArthur Park Station, but there are several additional opportunities to create a more welcoming space. The team is coordinating

with internal departments and awaiting the *Markets at Metro* concept for a restructured plaza vending program.

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment G) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. This Motion increased Contract Security at all subway stations and mandated more inspections of ancillary areas. During this time, response efforts shifted to prioritize arresting trespassers over removals. Since the initiative began in August 2023, significant improvements are evident in reduced trespassing removals and arrests through 2024, a trend that continues into 2025.

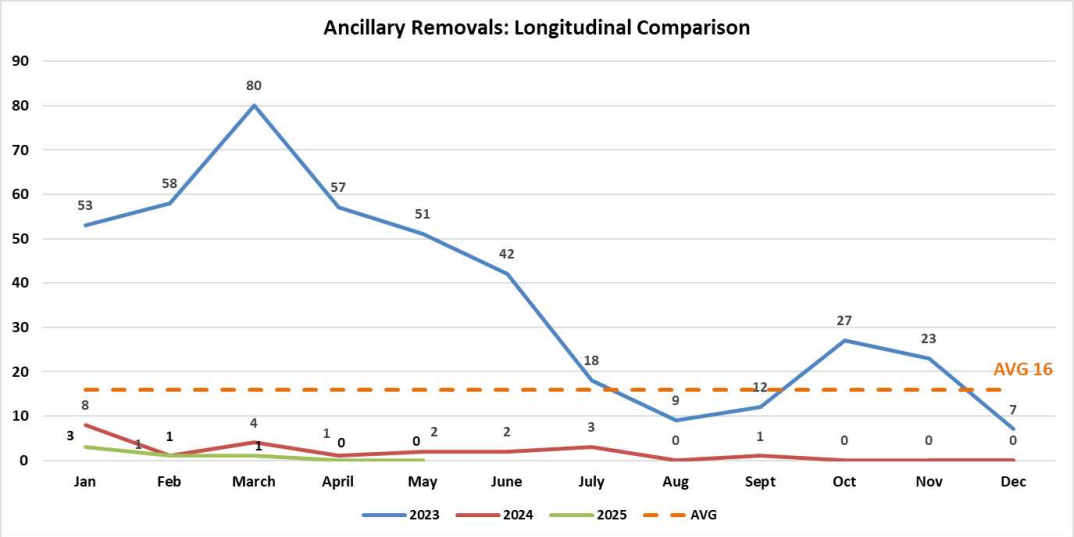
The charts below illustrate the stark difference in trespasser removal and arrests between 2023, 2024, and the first five months of 2025, reflecting the effectiveness of Metro's efforts to clean and secure ancillary areas in its underground rail stations.

Before August 2023, the primary action towards ancillary trespassers was removing them from the area. As the policy shifted from August to September 2023, those numbers shifted as well, with a reduction in removals and an increase in arrests.

- In 2024, the average number of trespasser removals per month decreased by 95%, from 36.4 in 2023 to 1.8 in 2024. Now, for the first five months of 2025, there has been an average of one trespasser removal per month.
- Conversely, the average number of monthly arrests for trespassing increased by 186% in 2024 compared to 2023 (15 vs. 5.2). The average number remained steady at 5.2 for the first five months of 2025.
- Only 12.6% of trespassers were reported as arrests in 2023, but after the agency's policy changed, from removing trespassers from the area to arresting them, and implementation began in August 2023, this number increased to 89% in 2024 and 84% for the first five months of 2025. See graph in Attachment H.

Following the dual success of increased Contract Security presence and arrest actions, together with regular monitoring and cleanups, the number of trespassers encountered in the ancillary areas has been seriously reduced.

- The average number of trespassers encountered on a monthly basis declined from 42 in 2023 to 17 in 2024 to 6.2 during the first portion of 2025.
- Focusing on a five-month period (January to May), there were 308 trespassers in the ancillary areas in 2023. This number decreased by 55% in 2024 and decreased by another 78% in 2025 (139 in 2024 vs. 31 in 2025).



The ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure in these areas.

Maintenance

- Custodial Services continue to maintain the cleanliness of all ancillary areas along the B, D, E, and K lines by performing a weekly cleanup in each corridor.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is progressing with the installation of the upgraded Intrusion Detection System (IDS) with cameras, strobe lights, and announcements at the B and D Line ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing Square, and Vermont/Beverly stations.
    - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
    - These requests decreased to once a week at three of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
    - The number of special cleanup requests has remained low for at least six consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

Security

- 87 Contract Security officers continue to be deployed 24/7. As of May 17, 2025, Wilshire/Western and Wilshire/Normandie are temporarily closed due to ongoing construction, decreasing coverage from 24 to 22 subway stations on the B, D, E, and K lines.
- They inspect every ancillary area nine times daily and arrest any trespasser that they

encounter. Contract Security efforts resulted in one trespassing arrest in ancillary areas in May.
- Contract Security continues to support ancillary cleaning efforts by providing security escorts for the Metro custodian staff during cleaning operations.
- Contract Security reports property damage and submits repair and clean-up requests received via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Greater Los Angeles faces societal issues like any other metropolitan area, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system. Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement coordinate regularly to address end-of-line and hotspot stations where societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In May, MDTs enrolled 518 people into the Homeless Management Information System (HMIS), referred 146 people to interim housing, and placed 17 people into permanent housing. So far in FY25, HOME has enrolled 6,156 people into HMIS and connected 2,541 to interim or permanent housing.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, SSLE's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. These units can help de-escalate situations involving individuals suffering from mental illness and provide resources to appropriate mental health services. In May, LAPD's HOPE team engaged 128 individuals, referring six of them to services. LASD's MET had 515 engagements and referred seven of them to social services. More details can be found in Attachment C. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals and select DMH staff can access the system when mental health crises occur.

Systemwide Crime Stats - May 2025 vs. April 2025

Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail system, enforcing the penal code to deter criminal activity, such as assaults, thefts, and trespassing. Comparing the statistics with the previous month and normalizing for ridership allows SSLE and its public safety partners to better observe trends and determine and update deployments as necessary.

Overall, Crimes Against Persons decreased in May (148 vs. 155 in April). This could be attributed to the enhanced deployment by LAPD, MTS, and Contract Security that began on April 21 and continued through May 26.

Crimes Against Property had a slight increase, with a decrease in vandalism on the rail system (5 vs. 10) offset by an increase in thefts on buses (26 vs. 15). Law enforcement did not observe any notable patterns in these increased thefts and continues to monitor for any suspicious activity.

Crimes Against Society increased in May across all three major categories: trespassing, narcotics, and weapons. Crimes in these categories fluctuate with enforcement levels. When law enforcement engages in enhanced deployment, arrests for these categories will often increase due to the increased presence of law enforcement. Furthermore, the increase in narcotics crimes can be attributed to a three-day operation conducted by LAPD's DRE Task Force at the end of May at Westlake/MacArthur Park station to disrupt illicit narcotics activity around the area.

- Crimes Against Persons decreased by 4.5% in May compared to April (148 vs. 155). This marks the lowest total seen for May systemwide since 2021.
    - On the rail system, Crimes Against Persons decreased by 19.8% (77 vs. 96) due to decreases in aggravated assaults (15 vs. 25) and robberies (11 vs. 29). This represents the lowest number seen for May on the rail system since 2021.
    - On the bus system, Crimes Against Persons increased by 20.3% (71 vs. 59), due to increases in aggravated assaults (13 vs. 11), batteries (45 vs. 35), and robberies (9 vs. 8).
- Crimes Against Property increased by 6.8% in May compared to April (78 vs. 73).
    - On the rail system, Crimes Against Property decreased by 6.8% due to a decrease in vandalism (5 vs. 10).
    - Crimes Against Property increased by 27.6% on buses as a result of more incidents of thefts (26 vs. 15).
- Crimes Against Society increased by 46.3% in May compared to April (376 vs. 257).
    - On the rail system, Crimes Against Society increased by 44.5% (341 vs. 236) due to increases in narcotics (113 vs. 78), trespassing (214 vs. 148), and weapons (14 vs. 10).
    - On the bus system, Crimes Against Society increased by 66.7% (35 vs. 21), due to increases in narcotics (29 vs. 13) and trespassing (6 vs. 5).

Per One Million Boardings

- Crimes Against Persons decreased by 7.1% compared to April 2025 (5.39 vs. 5.80) and 28.9% compared to May 2024 (5.39 vs. 7.58). 5.39 incidents per one million boardings is the second lowest rate in 12 months, surpassed only by January's rate of 5.09 per one million boardings. It is also the lowest rate of incidents per one million boardings seen for the month of May since 2019. Compared to pre-pandemic years, the current rate of 5.39 is higher (3.49 and 3.85 for May 2018 and May 2019, respectively).
- Crimes Against Property increased by 4.0% compared to April 2025 (2.84 vs. 2.73) and increased by 5.7% compared to May 2024 (2.84 vs. 2.69). Compared to pre-pandemic years, the current rate of 2.84 is higher (2.77 and 2.34 for May 2018 and May 2019, respectively).

- Crimes Against Society increased by 42.4% compared to April 2025 (13.70 vs. 9.62) and decreased by 11.2% compared to May 2024 (13.70 vs. 15.42). Compared to pre-pandemic years, the current rate of 13.70 is higher (1.44 and 1.17 for May 2018 and May 2019, respectively).

As LAPD's special deployment targeting cell phone thefts and robberies continued nearly the entire month of May, violent crimes and thefts were lower compared to the previous month. The LAPD DRE Task Force's operation to mitigate ongoing illicit narcotics activity also had an impact on narcotics arrests and trespassing violations. Refer to Attachment I for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly and as conditions require.

Mitigating Assaults Against Operators

Metro's law enforcement partners reported five operator assaults in May, a decrease from April (5 vs. 7). Using a weapon or object, projectile, and brandishing a weapon were the methods of assaults on operators. Of the five assaults reported, three occurred outside the vehicle, and the remaining two occurred inside the vehicle and reported a barrier in use.

Both assaults with a barrier involved physical contact, although no injuries were reported. One incident involved four juveniles who threw water at the bus operator, striking the barrier. Another suspect urinated on the bus operator's pants and boots, despite the barrier.

The assaults that occurred outside the vehicle included a suspect using their vehicle to intentionally hit the bus during a road rage incident and then brandishing a weapon. Another incident also involved the brandishing of a weapon from outside the operator's window. The third incident involved a suspect who threw a large box at the bus's windshield, causing it to shatter. No injuries were reported; however, the operator was transported for medical treatment due to a medical condition. See Attachment J for more details on the assaults.

Staff continues to see a decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. Staff will continue to analyze assaults as more months of data are collected. When trends show gap exploitation, they will offer mitigation recommendations to help develop best safety practices that can be shared with operators by their supervisors.

In addition to the protection that physical barriers give, all operators have received de-escalation training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, possible preventive measures, and to provide lessons learned.

Mitigating Assaults Against Other Frontline Staff

Assaults on frontline staff (excluding operators) increased from 14 in April to 18 in May. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to throwing an object to spitting on an employee. Of these 18 assaults, eight occurred on the B Line and four occurred on the E Line. Three assaults occurred at Union Station (not line-specific), one

occurred on the A Line, one occurred at the El Monte bus terminal, and one occurred along the K Line near the Brynhurst Ave portal.

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation, arrest laws, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults. For frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods, reasons, and mitigations can be found in Attachment J.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro's system. The safety of Metro's riders and employees remains a top priority, as Contract Security and MTS Bus Safety Teams continue to conduct end-of-line offloading operations at rail and bus stations, respectively. Homeless outreach teams are available at end-of-line stations to offer services to any individuals experiencing homelessness. Additionally, SSLE and Operations continue to maintain their efforts in keeping the ancillary areas secure and clean. In 2023, there were 308 trespassers in the ancillary area, decreasing to 139 (55%) in 2024 and further to 31 (78%) in 2025. As a result, it has been safer for employees who access those areas as well as for customers who transit through the B and D Line stations, which have the majority of trespassers. Through these safety operations and comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and for riders to enjoy their trip experience.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all

users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

SSLE will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, and the agency's crime stats. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Narcan Data May 2025
Attachment B - Arrests by Race & Ethnicity May 2025
Attachment C - Law Enforcement Homeless Outreach May 2025
Attachment D - Metro Transit Security Activities May 2025
Attachment E - Metro Ambassador Activities May 2025
Attachment F - Station Experience Updates
Attachment G - Board Motion 30
Attachment H - Ancillary Areas Trespassing Arrest Graph
Attachment I - Law Enforcement Crime Summary May 2025
Attachment J - Frontline Safety Additional Data May 2025

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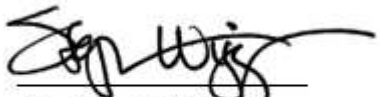


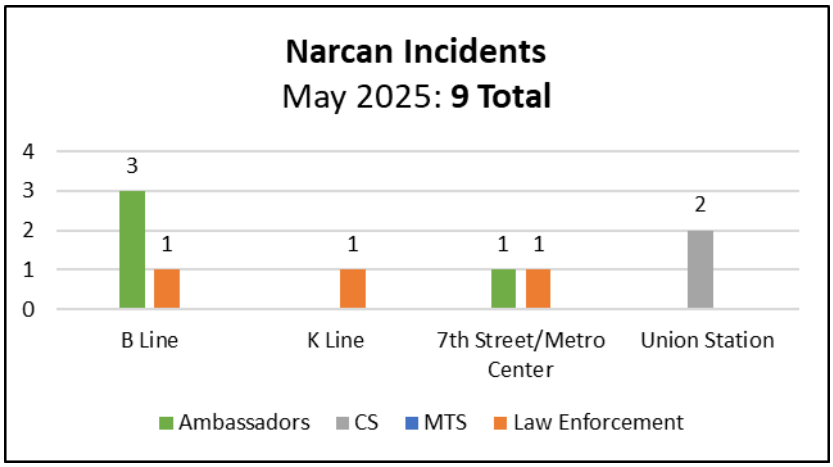
Stephanie Wiggins
Chief Executive Officer

Attachment A

Narcan Data (May 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In May, there were a total of nine Narcan incidents, which is a decrease of four incidents from the prior month (13). Ambassadors reported four incidents, LAPD reported three, and Contract Security reported two, while LASD and MTS reported no incidents. Four of the Narcan incidents occurred on the B Line, two occurred at Union Station, one occurred on the K Line, and two occurred at 7th Street / Metro Center Station.



Metro

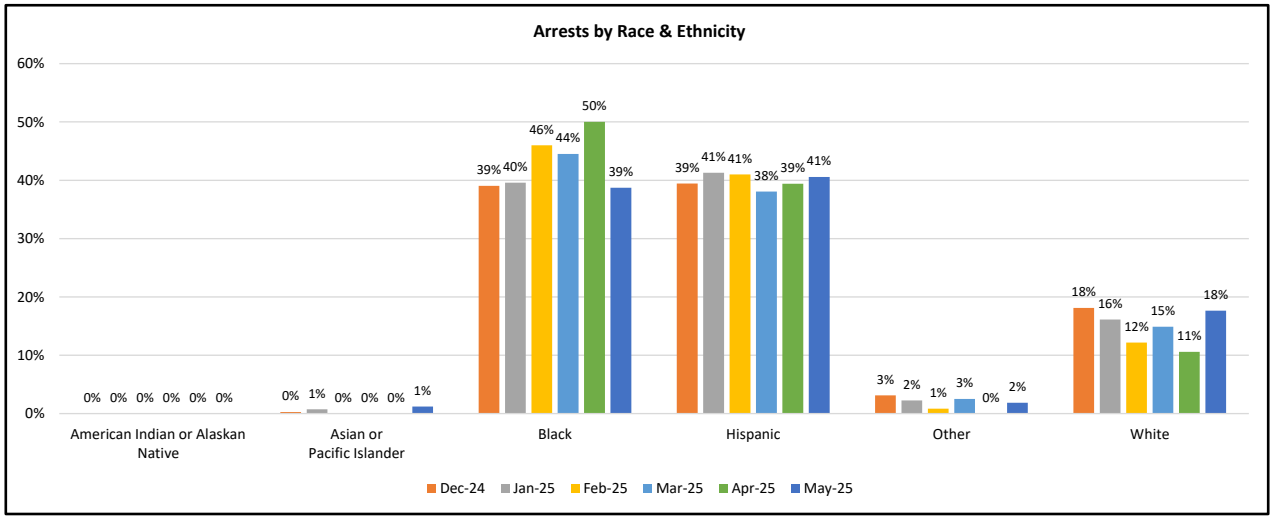
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Arrests May 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	7	28	200	27	212	1	10	13	91	589
Total	**0**		**7**		**228**		**239**		**11**		**104**		**589**
% Share	**0.00%**		**1.19%**		**38.71%**		**40.58%**		**1.87%**		**17.66%**		**100.00%**

Arrests May 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	7	16	6	47	1	3	1	15	96
Rail Systemwide	0	0	0	7	18	179	20	161	0	7	11	69	472
Union Station and 7th & Metro Station	0	0	0	0	3	5	1	4	0	0	1	7	21
Total	**0**		**7**		**228**		**239**		**11**		**104**		**589**
% Share	**0.00%**		**1.19%**		**38.71%**		**40.58%**		**1.87%**		**17.66%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) May 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	3	4	54	6	52	0	0	3	23	145
B Line (Red)	0	0	0	4	9	93	11	72	0	7	6	38	240
C Line (Green)	0	0	0	0	2	12	1	14	0	0	0	2	31
E Line (Expo)	0	0	0	0	1	17	2	21	0	0	1	6	48
Bus - G Line (Orange)	0	0	0	0	3	6	0	18	0	1	1	10	39
Bus - J Line (Silver)	0	0	0	0	1	2	0	0	0	0	0	0	3
K Line	0	0	0	0	2	3	0	2	0	0	1	0	8
Union Station	0	0	0	0	3	5	1	4	0	0	1	5	19
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	2	2
Bus Systemwide (excludes G & J Lines)	0	0	0	0	3	8	6	29	1	2	0	5	54
Total	**0**		**7**		**228**		**239**		**11**		**104**		**589**
% Share	**0.00%**		**1.19%**		**38.71%**		**40.58%**		**1.87%**		**17.66%**		**100.00%**



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach
May 2025

	LAPD	LASD
Contacts	128	515
Refusal of Services	122	507
Referrals	6	7
Veteran	0	0
5150	1	4
Mental Illness	54	6
Evaluations	86	11
Narcotics	104	0
Detox	0	0
Housed	0	1
Parole	1	0
Probation	6	0
Cleanup requests	8	0
Cleanups	29	0
Hospital	0	4
Food/Clothing	0	1

Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

Metro Transit Security Activities (May 2025)

MTS Citations and Warnings		
	May 2025	**12-month Avg**
Citations	426	524
Warnings	279	217

MTS Citations and Warnings - May 2025	
Category	**Count**
Proof of Fare	665
Smoking/Vaping	19
Loitering	6
Animal Not in Carrier	4
Blocking Access with Bicycle	2
Disruptive Activities	2
Food or Drink in Closed Containers	2
Wheeled Riding Device Over 6ft Long	2
Allow Safe Movement of Persons	1
Littering	1
Unruly or Loud Activities	1
Total	**705**

MTS Citations & Warnings Demographics* - May 2025													
	American Indian or Alaskan Native		**Asian or Pacific Islander**		**Black**		**Hispanic**		**Other**		**White**		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	**Total**
	0	2	0	10	52	242	36	193	4	32	32	102	705
Total	**2**		**10**		**294**		**229**		**36**		**134**		**705**
% Share	**0.28%**		**1.42%**		**41.70%**		**32.48%**		**5.11%**		**19.01%**		**100%**

***Citation data is for adults only, as minors are not cited**

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips like staying aware of surroundings while using mobile phones and promoting the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

Metro Transit Security's Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations to address concerns from bus operators about individuals refusing to alight buses at the end of the line.

TRANSIT SECURITY BUS SAFETY TEAMS – MAY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS[2]	VERBAL WARNINGS[3]
04/28/25 – 05/02/25	2, 4, 20, 40, 207, 720, J Line	144	137	78
05/05/25 – 05/09/25	2, 4, 20, 40, 207, 720, J Line	147	143	75
05/12/25 – 05/16/25	2, 4, 20, 40, 207, 720, J Line	141	132	71
05/19/25 – 05/23/25	2, 4, 20, 40, 207, 720, J Line	143	134	73
05/26/25 – 05/30/25	2, 4, 20, 40, 207, 720, J Line	142	131	77

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

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

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

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS – MAY 2025			
DEPLOYMENT PERIOD	LINES COVERED[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
04/28/25 – 05/02/25	A, B, C, E	227	105
05/05/25 – 05/09/25	A, B, C, E	232	111
05/12/25 – 05/16/25	A, B, C, E	228	103
05/19/25 – 05/23/25	A, B, C, E	231	108
05/26/25 – 05/30/25	A, B, C, E	233	104

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

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

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

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of May activities.

TRANSIT SECURITY TRAIN SAFETY TEAMS – MAY 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
04/28/25 – 05/02/25	A, B, C, E	98	102	62
05/05/25 – 05/09/25	A, B, C, E	95	101	64
05/12/25 – 05/16/25	A, B, C, E	97	103	67
05/19/25 – 05/23/25	A, B, C, E	94	107	69
05/26/25 – 05/30/25	A, B, C, E	97	104	68

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

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

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

Attachment E

Metro Ambassadors Activities (May 2025)

In addition to regular deployments, Metro Ambassadors also provided crowd control and wayfinding support for special events such as the 9th Annual Older Adults Transportation Expo in Pasadena, Long Beach Pride Parade, CicLAvia: Pico Union, and music festivals at the Rose Bowl. Ambassadors also provided support for ongoing service alerts, which included the A Line South Bus bridge, J Line Slauson Station closure, and ongoing Dodger home games and soccer games.

J-Line Slauson Station Closure: From 5/3 to 5/4, a Metro Ambassador team remained fixed at the Slauson Station and at the 37th St/USC Station to help customers find their way to the bus shuttles due to the Slauson Station northbound platform closure.

Planned D-Line Closure Support: Starting in mid-May and for two weeks, Metro Ambassador teams remained fixed at each of the D Line stations, ready to assist customers through the planned D-Line station closure. Currently, two teams remain fixed at the Wilshire/Vermont station, and one team is dedicated to each platform.

Long Beach Pride Festival and Parade: Four Metro Ambassadors participated in the Long Beach Pride Parade, and throughout the weekend festivities (5/17 & 5/18), an Ambassador team remained fixed at the 1st St. station assisting customers heading to the Pride festivities.

Station Experience Updates (July 2025)

Tactical Interventions to Protect A Line Service During ICE Unrest

As has been widely reported in the news, nightly civil unrest and the recent curfew surrounding the Civic Center/Union Station area repeatedly disrupted Metro rail and bus service throughout the Downtown LA region, affecting thousands of Metro trips connecting people to work, back home, and to major connections like LAX FlyAway, Metrolink and Amtrak.

Specifically, the A Line had been adversely affected by consecutive days of suspended rail service that had stranded customers on the longest light rail line in North America, in some instances without viable bus shuttle service due to street closures that exacerbated the ability to provide riders with alternate options, and resulted in substantial cascading delays in communities as far as Long Beach, Pasadena and Azusa.

The Alameda/US-101 Flyover for the A Line tracks, just above where the National Guard had been initially stationed, experienced repeated breaches resulting in trespassing onto the tracks, vandalism, and missile projectiles because of the easy access to climb over the low railings from the Alameda St sidewalk. This then requires trains to turn around at other stations that may be unfamiliar to riders, causing disruption and confusion.

To quickly address a vulnerable point of access to Metro's A Line tracks, the Facilities Contracted Maintenance team worked quickly with their contractor, Deco Fencing, to assess and install a mesh partition to deter bad actors from gaining a foothold on Metro's structure, and also with Parkwood Maintenance, to clean graffiti scrawled across the Metro structure. In the long term, staff will re-evaluate the low railing and retrofit to an improved design that better protects the A Line flyover from trespassing and vandalism.

Throne Bathrooms Show Resiliency During ICE Unrest

Much of the Little Tokyo community suffered significant vandalism, and staff were initially concerned that amenities like the Throne Bathrooms could be targeted. However, similar to how stations can be shut down with onsite personnel activating the rolldown gates, Throne Bathrooms can also be instantly and remotely secured in situations like this.

When LAPD requested Little Tokyo and Chinatown (A Line) stations be closed during the civil unrest, staff coordinated with Throne in real time to secure these units within minutes. This real-time technology allowed the Thrones to be largely protected from vandals, allowing Metro to reopen these units for riders each morning thereafter without any interruption to service. The vandalism outside the Throne Bathrooms was visibly consistent with damage across the neighborhood. Fortunately, the anti-graffiti coating allowed Throne to address the cosmetic vandalism each morning for quick clean-up once the area was reopened to the community and the cleaning crew.

Throughout the protest period, staff have also received positive comments from Throne users within the impacted areas.

LAX/Metro Transit Center Soars to Highest Paid Ridership Station on C & K Line
Following the celebration marked by free Metro rides throughout grand opening weekend (June 6 to June 8), TAP's preliminary data of the first day of regular fares (Monday, June 9) has already shown that the usefulness of the new station and the effectiveness of the taller faregates which are now installed across three Metro stations.

When comparing the previous Monday (June 2) to Monday (June 9), staff saw the following:

- Previously, the C & K Line station with the most paid entries was Aviation/Century at 675 taps in a single day
- Now, the C & K Line station with the most paid entries is LAX/Metro Transit Center at 2,647 taps in a single day (+292% increase)
- LAX/Metro Transit Center faregates have validated more entries at this single station than all other K Line stations combined (2,647 vs. 2,451)
- This also becomes the #1 C Line station with the most paid entries, which is now +71% higher than #2 Willowbrook/Rosa Parks (2,647 vs. 1,549)

While staff expected a significant increase due to the new station opening and additional connections, the new faregates are likely contributing to the significantly higher paid entries compared with existing Metro stations with original faregates. As approved by the Metro Board, these new and more effective faregates will be coming to more stations later this summer.

The City of LA Extends Lighting Upgrades Surrounding Vermont/Athens Station
Staff previously reported that Metro had completed brighter lighting and repainting improvements to Vermont/Athens (C Line) Station, but the improvements immediately ended where Metro's property line met the public right-of-way. Staff received repair requests for broken streetlights along the entire I-105 Freeway overpass from community members, including those on the Harbor Gateway North Neighborhood Council; however, the Station Experience team had determined that these were not Metro streetlights and could not be repaired by their crews. Despite encouraging constituents to contact 3-1-1 to receive support, it became unclear which jurisdiction was responsible for these streetlights.

With the support of Metro Board Director and LA County Second District Supervisor Mitchell's Office, staff across LA County Public Works, Caltrans, and the City of LA Bureau of Street Lighting were brought together to investigate this issue. This is because this segment of Vermont Avenue is uniquely divided in responsibility between LA County, LA City, and Caltrans. With Supervisor Mitchell's team, staff navigated these jurisdictional complexities. They eventually determined that these streetlights were under the purview of the City of LA Bureau of Street Lighting (BSL). In the first week of June, BSL successfully completed repairs to the streetlights, extending Metro's brighter

lighting along the freeway overpass and into the communities to restore safer walking paths and bus connections.

Wayfinding & First/Last Mile Upgrades Installed for Dodger Stadium Game Days
Staff have been partnering with the Customer Experience department, LADOT, StreetsLA, and Caltrans to improve the signage and overall experience for Metro riders using the Dodger Stadium Express service from Union Station, and for those walking back to the Metro A Line at Chinatown Station, where staff have seen postgame ridership triple compared to non-game days. Historically, staff see greater postgame demand compared to pregame ridership as Uber/Lyft surge pricing sends returning fans scrambling for better options, so staff are prepared to put their best foot forward to serve these opportunities.

In addition to the signage upgrades, staff have been working with the City of LA and Caltrans on repairing and upgrading sidewalk lighting, removing graffiti, and trimming overgrown brush. Caltrans recently replaced the traditional footbridge lighting that was persistently damaged from copper theft and upgraded to solar-powered lights, where Metro has had similar success in a more resilient design for riders.

Positive Reviews of Customer-Facing Improvements at Sierra Madre Villa Station
As staff recently upgraded station amenities at Sierra Madre Villa (A Line) Station, including a Throne Bathroom and CCTV cameras, they revisited the station to speak with riders and employees about whether these upgrades were making a difference.

A key feedback staff heard was that many people have difficulty finding their way between the rail station entrance, local bus connections, and even the Throne Bathroom. Part of this is due to the station configuration, where the rail station entrance is on the 4th floor of a five-story parking structure, with no signage inside the elevator buttons indicating which floors serve the entrance, exit, or local bus connections. This customer confusion can frustrate riders who may only have a minute to spare between making their next transfer or seeing their trip leave them behind.

Given this, staff began supplementing existing signage with helpful wayfinding to intuitively guide riders between the entrance, exit, local bus connections, and the Throne Bathroom.

Reported Issues Rise & Fare Revenues Drop During TAP-to-Exit Pause
Since pausing the TAP-to-Exit (T2E) program on April 10, 2025, at the request of the Los Angeles City Fire Department (LAFD) for North Hollywood and Union Station, staff have had the opportunity to evaluate the temporary loss of the program's impact on Metro B Line safety and access control. Previously, staff reported that T2E brought significant drops in reported incidents amidst an increase in access control through fare compliance, which was validated with strong customer support. However, when comparing the monthly period *before* the T2E suspension to the monthly period *after* (3/10-4/6 vs. 4/14-5/11), staff observed the following:

- Transit Watch reported incidents have increased since T2E was paused
    - +116% increase in reported incidents at Union Station (from 37 to 80 incidents)
    - +67% increase in reported incidents at NoHo (from 9 to 15 incidents)
    - The primary issues reported are an increase in people experiencing homelessness, unsanitary conditions, and destination-less riders
- LAPD has stated they are seeing a recent uptick in crime on the B Line, including increased narcotics activity
- Total exit revenue has dropped by $19,179
- Total TVM revenue has dropped by $15,708
- Total loss **-$34,887** in the first month of T2E suspension for these two stations

Operations and Safety are continuing to work closely to submit a “Request for Modification” for LAFD to review and authorize the restoration of the program to stations within their jurisdiction, emphasizing that T2E is very similar to exiting other major transit systems across the US, like San Francisco, Washington, DC, or Atlanta. Staff expects to submit this latest correspondence to LAFD for review in the coming days and is also working with Marketing to prepare a “restart T2E campaign” within the City of LA.

Partnering with the City of Santa Monica to Address Misuse of Emergency Exit
In recent months, staff have made substantial improvements to the Downtown Santa Monica (E Line) end-of-line station, which has included:

- TAP-to-Exit
- Throne Bathroom
- Dedicated security
- HOME Outreach
- Transit Ambassadors
- End-of-line cleaning

These measures have helped to improve overall safety and cleanliness. However, one vulnerability continually flagged by frontline personnel and the City of Santa Monica that remains difficult to address is the opposite end of the station, where persistent misuse of the emergency exit leads to trespassing onto active E Line train movement and jaywalking across freeway off-ramp traffic, despite abundantly clear signage.

This is a common issue seen across other Metro light rail stations where entrances are often built on one side, but not the other, which invites emergency exit misuse for those who are evading fare or do not want to walk in the direction of the designated station entrance. These emergency exit stairs often cannot be practically converted to designated entrances because an accessible rampway could not fit into the intersection without impacting traffic operations. Other stations with this vulnerability of emergency exit stair misuse include: Expo/Western, Expo Park/USC, Jefferson/USC, Pico/Aliso, San Pedro St, and Pacific Coast Hwy stations.

Metro staff met with City of Santa Monica transportation staff to review field conditions and finalize a collaborative solution that involves tactical, visible interventions to deter this behavior and improve overall rail safety and access control. Following this latest on-site meeting, the City will send Metro an approved installation plan that crews will install soon thereafter.

Outside Vandalism Returns to Reseda Station

As an update on efforts to restore safety and cleanliness to Reseda Station late last year, staff have unfortunately seen a resurgence of outside vandalism and illicit activity return to the station. In recent discussions with Throne, data has shown a disproportionate amount of illicit activity occurs after 9 PM, presumably when outside partners close and Metro remains open to the area. This is corroborated by a recent late-night inspection of this station, noting that significant late-night loitering was observed between the Tiny Homes village, the Arco AM/PM Gas Station, and behind the station platform.

Part of the contributing factor could be Cal State Northridge and other nearby schools' students beginning their summer vacation, resulting in a drop in ridership and natural foot traffic through this station.

Earlier this week, staff investigated the conditions after 9 PM and found that many of the safety interventions had taken significant damage. This has included the following:

- PA system no longer working properly, with speaker wires cut, similar to the damage seen at another loitering hotspot at Fillmore (A Line) in Pasadena
    - Repairs are underway to restore the PA system, classical music, and improve the resiliency of the station equipment
- Station artwork benches and City bus stop benches have significant vandalism and heavy stains that have made them undesirable to wait for connecting Line 240 buses
- Breached fencing has reopened shortcut access between the Tiny Homes village and the back of the station platform and former coffee shop, with heavy graffiti, litter, and loitering during the late-night period

Throne is reviewing their data, including surveillance videos, to better understand the disproportionate pattern of vandalism, and staff are evaluating several options until the illicit activity can subside, including:

- Increasing the propensity of user warnings and bans for repeat offenders
- Shortening the bathroom hours at this station to preserve access to Metro riders the following morning, as there is low demand after 9 PM, but disproportionate loitering
- Relocating to a different station along the Metro G Line to better serve Metro riders

Staff are also working to repair and restore the station amenities that had helped to improve safety and cleanliness at this station and to minimize damage from challenging environments nearby.

Westlake/MacArthur Park Undergoes Outdoor Plaza Facelift

In May, several leaders from Metro departments accompanied CEO Wiggins on a follow-up, in-person tour of Westlake/MacArthur Park Station. They were pleased to see that many of the tactical interventions, including replacement life-like green construction banners on fences and repainted station gates, continue to inspire safe, clean, and appropriate station activity.

As a next step, there were several opportunities noted to make the station look and feel more welcoming, primarily at the street-level entrance. As has been reported in the media, the City of Los Angeles has erected a significant amount of chain-link fencing across their public sidewalks, including directly in front of the station property, which has resulted in some tradeoffs for Metro riders and the community.

Therefore, staff have been coordinating with the Metro Customer Experience Department and Operations teams to beautify the area in a phased approach as staff eventually await the *Markets at Metro* concept for a restructured plaza vending program from Joint Development.

Metro

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

Board Report

File #: 2023-0598, **File Type:** Motion / Motion Response **Agenda Number:** 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

A. Provide the Board with a current update on the status of the ancillary areas and their cleaning status;

B. Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;

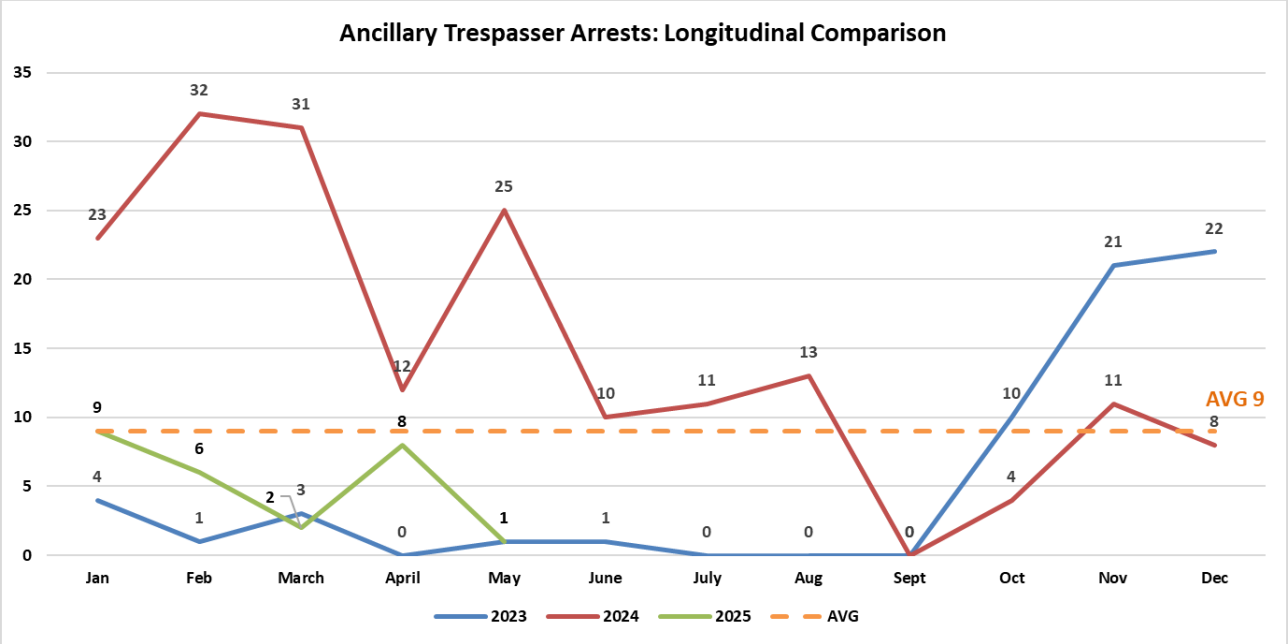
C. Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;

D. Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.

Attachment H



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Total Crime Summary - May 2025

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	131	186	199	180	165
Agg Assault on Op	7	14	11	16	8
Battery	279	389	429	388	381
Battery on Operator	26	52	51	45	24
Homicide	1	1	2	3	0
Rape	5	7	7	7	2
Robbery	81	140	172	133	129
Sex Offenses	39	45	56	45	54
Subtotal	**569**	**834**	**927**	**817**	**763**
Crimes Against Property					
Arson	6	3	0	1	3
Bike Theft	15	21	11	3	3
Burglary	5	7	9	5	5
Larceny	135	238	199	211	225
Motor Vehicle Theft	5	9	18	13	24
Vandalism	114	151	79	54	98
Subtotal	**280**	**429**	**316**	**287**	**358**
Crimes Against Society					
Narcotics	83	38	231	371	530
Trespassing	34	44	617	1,313	904
Weapons	23	12	51	76	87
Subtotal	**140**	**94**	**899**	**1,760**	**1,521**
Total	**989**	**1,357**	**2,142**	**2,864**	**2,642**

Total Crimes 5-Year Trend Current Month only - Systemwide

	May-21	May-22	May-23	May-24	May-25
Crimes Against Persons					
Agg Assault	39	33	29	55	25
Agg Assault on Op	1	3	3	3	3
Battery	50	70	81	82	87
Battery on Operator	7	6	5	8	2
Homicide	0	0	0	1	0
Rape	1	2	0	1	0
Robbery	17	30	36	46	20
Sex Offenses	5	14	10	10	11
Subtotal	**120**	**158**	**164**	**206**	**148**
Crimes Against Property					
Arson	3	0	0	0	0
Bike Theft	5	3	2	0	1
Burglary	2	0	0	1	1
Larceny	35	42	43	50	52
Motor Vehicle Theft	1	1	2	3	8
Vandalism	23	27	18	19	16
Subtotal	**69**	**73**	**65**	**73**	**78**
Crimes Against Society					
Narcotics	19	9	26	95	142
Trespassing	6	7	123	303	220
Weapons	5	3	10	21	14
Subtotal	**30**	**19**	**159**	**419**	**376**
Total	**219**	**250**	**388**	**698**	**602**

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	88	133	150	118	101
Agg Assault on Op	2	0	1	0	0
Battery	186	268	297	254	225
Battery on Operator	1	4	5	0	0
Homicide	1	0	2	1	0
Rape	5	6	7	5	0
Robbery	61	113	123	86	77
Sex Offenses	24	34	33	25	28
Subtotal	**368**	**558**	**618**	**489**	**431**
Crimes Against Property					
Arson	6	3	0	1	3
Bike Theft	7	12	5	2	3
Burglary	5	5	9	5	5
Larceny	102	162	144	143	154
Motor Vehicle Theft	3	4	16	6	20
Vandalism	66	108	39	28	45
Subtotal	**189**	**294**	**213**	**185**	**230**
Crimes Against Society					
Narcotics	30	16	175	337	454
Trespassing	30	39	609	1,298	888
Weapons	11	9	41	67	76
Subtotal	**71**	**64**	**825**	**1,702**	**1,418**
Total	**628**	**916**	**1,656**	**2,376**	**2,079**

Total Crimes 5-Year Trend Current Month only - Rail

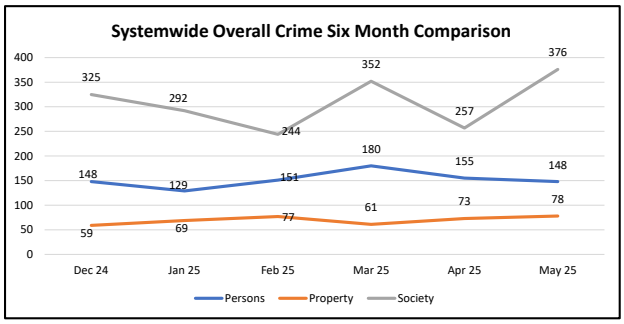
	May-21	May-22	May-23	May-24	May-25
Crimes Against Persons					
Agg Assault	27	17	20	35	15
Agg Assault on Op	0	0	1	0	0
Battery	29	52	53	53	44
Battery on Operator	0	1	0	0	0
Homicide	0	0	0	0	0
Rape	1	1	0	1	0
Robbery	11	20	24	30	11
Sex Offenses	3	12	7	7	7
Subtotal	**71**	**103**	**105**	**126**	**77**
Crimes Against Property					
Arson	3	0	0	0	0
Bike Theft	2	2	2	0	1
Burglary	2	0	0	1	1
Larceny	27	24	33	43	28
Motor Vehicle Theft	1	0	2	1	6
Vandalism	15	18	8	9	5
Subtotal	**50**	**44**	**45**	**54**	**41**
Crimes Against Society					
Narcotics	7	1	21	88	113
Trespassing	4	7	121	300	214
Weapons	2	1	9	19	14
Subtotal	**13**	**9**	**151**	**407**	**341**
Total	**134**	**156**	**301**	**587**	**459**

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

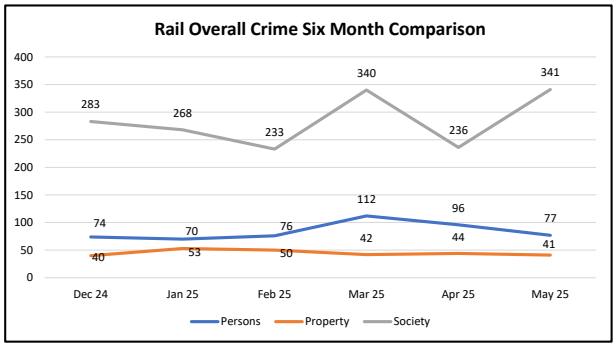
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	43	53	49	62	64
Agg Assault on Op	5	14	10	16	8
Battery	93	121	132	134	156
Battery on Operator	25	48	46	45	24
Homicide	0	1	0	2	0
Rape	0	1	0	2	2
Robbery	20	27	49	47	52
Sex Offenses	15	11	23	20	26
Subtotal	**201**	**276**	**309**	**328**	**332**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	8	9	6	1	0
Burglary	0	2	0	0	0
Larceny	33	76	55	68	71
Motor Vehicle Theft	2	5	2	7	4
Vandalism	48	43	40	26	53
Subtotal	**91**	**135**	**103**	**102**	**128**
Crimes Against Society					
Narcotics	53	22	56	34	76
Trespassing	4	5	8	15	16
Weapons	12	3	10	9	11
Subtotal	**69**	**30**	**74**	**58**	**103**
Total	**361**	**441**	**486**	**488**	**563**

Total Crimes 5-Year Trend Current Month only - Bus

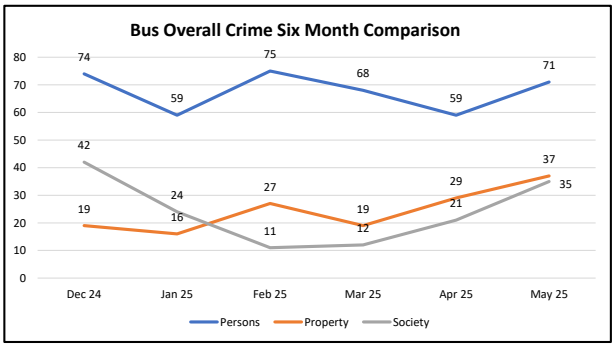
	May-21	May-22	May-23	May-24	May-25
Crimes Against Persons					
Agg Assault	12	16	9	20	10
Agg Assault on Op	1	3	2	3	3
Battery	21	18	28	29	43
Battery on Operator	7	5	5	8	2
Homicide	0	0	0	1	0
Rape	0	1	0	0	0
Robbery	6	10	12	16	9
Sex Offenses	2	2	3	3	4
Subtotal	**49**	**55**	**59**	**80**	**71**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	3	1	0	0	0
Burglary	0	0	0	0	0
Larceny	8	18	10	7	24
Motor Vehicle Theft	0	1	0	2	2
Vandalism	8	9	10	10	11
Subtotal	**19**	**29**	**20**	**19**	**37**
Crimes Against Society					
Narcotics	12	8	5	7	29
Trespassing	2	0	2	3	6
Weapons	3	2	1	2	0
Subtotal	**17**	**10**	**8**	**12**	**35**
Total	**85**	**94**	**87**	**111**	**143**



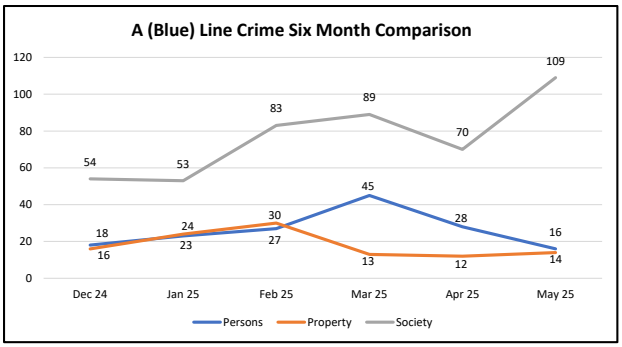
Systemwide	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	25	34	-26.5%
Agg Assault on Op	3	2	50.0%
Battery	87	70	24.3%
Battery on Operator	2	5	-60.0%
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	20	37	-45.9%
Sex Offenses	11	5	120.0%
Subtotal	**148**	**155**	**-4.5%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	1	0.0%
Burglary	1	1	0.0%
Larceny	52	42	23.8%
Motor Vehicle Theft	8	5	60.0%
Vandalism	16	24	-33.3%
Subtotal	**78**	**73**	**6.8%**
Crimes Against Society			
Narcotics	142	91	56.0%
Trespassing	220	153	43.8%
Weapons	14	13	7.7%
Subtotal	**376**	**257**	**46.3%**
Total	**602**	**485**	**24.1%**



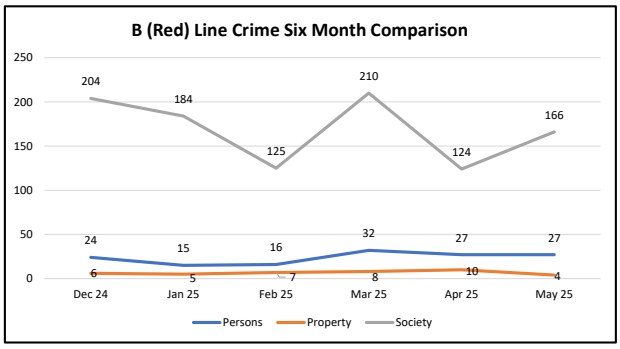
Rail	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	15	25	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	44	40	10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	11	29	-62.1%
Sex Offenses	7	2	250.0%
Subtotal	**77**	**96**	**-19.8%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	1	0.0%
Burglary	1	1	0.0%
Larceny	28	29	-3.4%
Motor Vehicle Theft	6	3	100.0%
Vandalism	5	10	-50.0%
Subtotal	**41**	**44**	**-6.8%**
Crimes Against Society			
Narcotics	113	78	44.9%
Trespassing	214	148	44.6%
Weapons	14	10	40.0%
Subtotal	**341**	**236**	**44.5%**
Total	**459**	**376**	**22.1%**



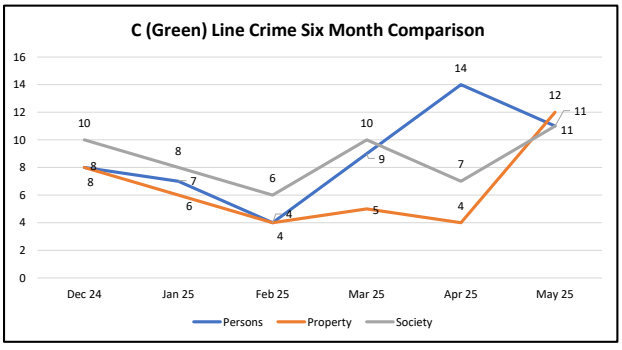
Bus	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	10	9	11.1%
Agg Assault on Op	3	2	50.0%
Battery	43	30	43.3%
Battery on Operator	2	5	-60.0%
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	9	8	12.5%
Sex Offenses	4	3	33.3%
Subtotal	**71**	**59**	**20.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	24	13	84.6%
Motor Vehicle Theft	2	2	0.0%
Vandalism	11	14	-21.4%
Subtotal	**37**	**29**	**27.6%**
Crimes Against Society			
Narcotics	29	13	123.1%
Trespassing	6	5	20.0%
Weapons	0	3	-100.0%
Subtotal	**35**	**21**	**66.7%**
Total	**143**	**109**	**31.2%**



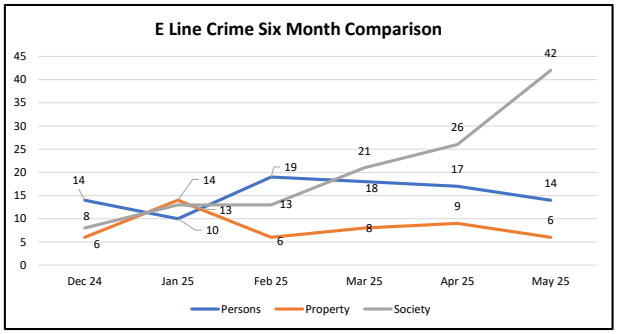
A (Blue) Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	2	11	-81.8%
Agg Assault on Op	0	0	0.0%
Battery	9	10	-10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	6	-50.0%
Sex Offenses	2	1	100.0%
Subtotal	**16**	**28**	**-42.9%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	1	-100.0%
Burglary	1	1	0.0%
Larceny	10	5	100.0%
Motor Vehicle Theft	1	2	-50.0%
Vandalism	2	3	-33.3%
Subtotal	**14**	**12**	**16.7%**
Crimes Against Society			
Narcotics	30	19	57.9%
Trespassing	75	46	63.0%
Weapons	4	5	-20.0%
Subtotal	**109**	**70**	**55.7%**
Total	**139**	**110**	**26.4%**



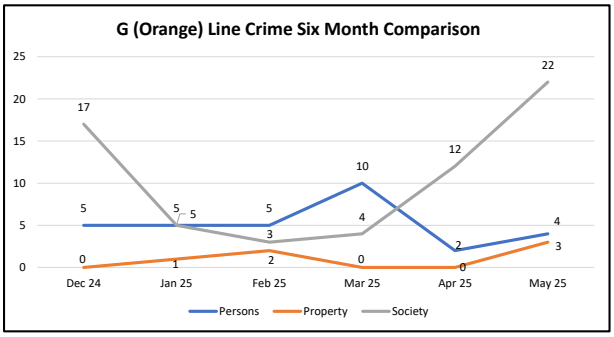
B (Red) Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	5	2	150.0%
Agg Assault on Op	0	0	0.0%
Battery	18	20	-10.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	5	-40.0%
Sex Offenses	1	0	100.0%
Subtotal	**27**	**27**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	8	-62.5%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	**4**	**10**	**-60.0%**
Crimes Against Society			
Narcotics	58	51	13.7%
Trespassing	101	69	46.4%
Weapons	7	4	75.0%
Subtotal	**166**	**124**	**33.9%**
Total	**197**	**161**	**22.4%**



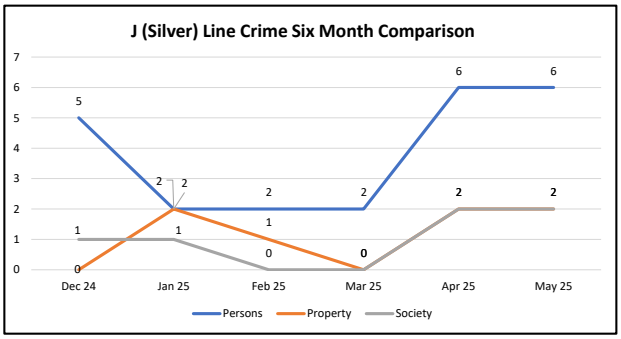
C (Green) Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	2	6	-66.7%
Agg Assault on Op	0	0	0.0%
Battery	6	3	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	5	-40.0%
Sex Offenses	0	0	0.0%
Subtotal	**11**	**14**	**-21.4%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	5	3	66.7%
Motor Vehicle Theft	5	1	400.0%
Vandalism	1	0	100.0%
Subtotal	**12**	**4**	**200.0%**
Crimes Against Society			
Narcotics	6	1	500.0%
Trespassing	5	6	-16.7%
Weapons	0	0	0.0%
Subtotal	**11**	**7**	**57.1%**
Total	**34**	**25**	**36.0%**



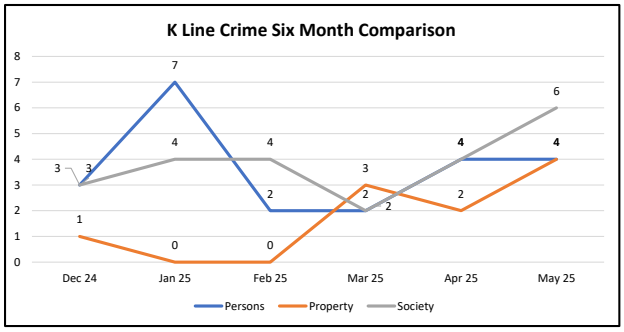
E Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	5	3	66.7%
Agg Assault on Op	0	0	0.0%
Battery	4	4	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	9	-88.9%
Sex Offenses	4	1	300.0%
Subtotal	**14**	**17**	**-17.6%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	7	-14.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	2	-100.0%
Subtotal	**6**	**9**	**-33.3%**
Crimes Against Society			
Narcotics	14	6	133.3%
Trespassing	26	19	36.8%
Weapons	2	1	100.0%
Subtotal	**42**	**26**	**61.5%**
Total	**62**	**52**	**19.2%**



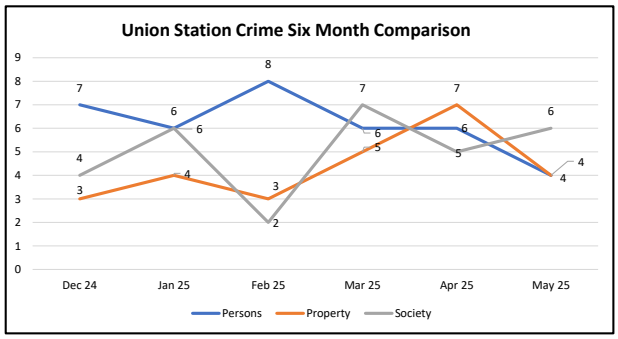
G (Orange) Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	3	2	50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**4**	**2**	**100.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	0	200.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	0	0.0%
Subtotal	**3**	**0**	**300.0%**
Crimes Against Society			
Narcotics	18	8	125.0%
Trespassing	4	3	33.3%
Weapons	0	1	-100.0%
Subtotal	**22**	**12**	**83.3%**
Total	**29**	**14**	**107.1%**



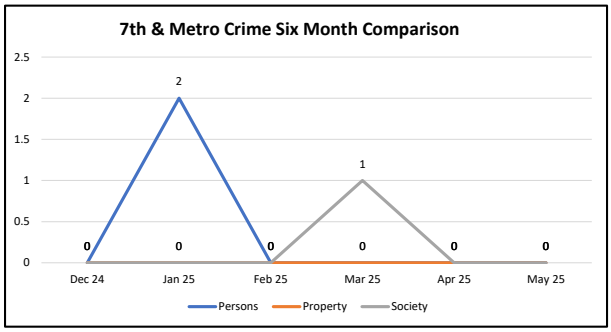
J (Silver) Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	1	4	-75.0%
Agg Assault on Op	0	0	0.0%
Battery	3	0	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	2	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**6**	**6**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	0	0	0.0%
Subtotal	**2**	**2**	**0.0%**
Crimes Against Society			
Narcotics	2	2	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	**2**	**2**	**0.0%**
Total	**10**	**10**	**0.0%**



K Line	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	2	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	**4**	**4**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	2	50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	**4**	**2**	**100.0%**
Crimes Against Society			
Narcotics	0	1	-100.0%
Trespassing	5	3	66.7%
Weapons	1	0	100.0%
Subtotal	**6**	**4**	**50.0%**
Total	**14**	**10**	**40.0%**



Union Station	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	0	2	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	4	1	300.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	3	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	**4**	**6**	**-33.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	4	-25.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	3	-66.7%
Subtotal	**4**	**7**	**-42.9%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	5	5	0.0%
Weapons	1	0	100.0%
Subtotal	**6**	**5**	**20.0%**
Total	**14**	**18**	**-22.2%**

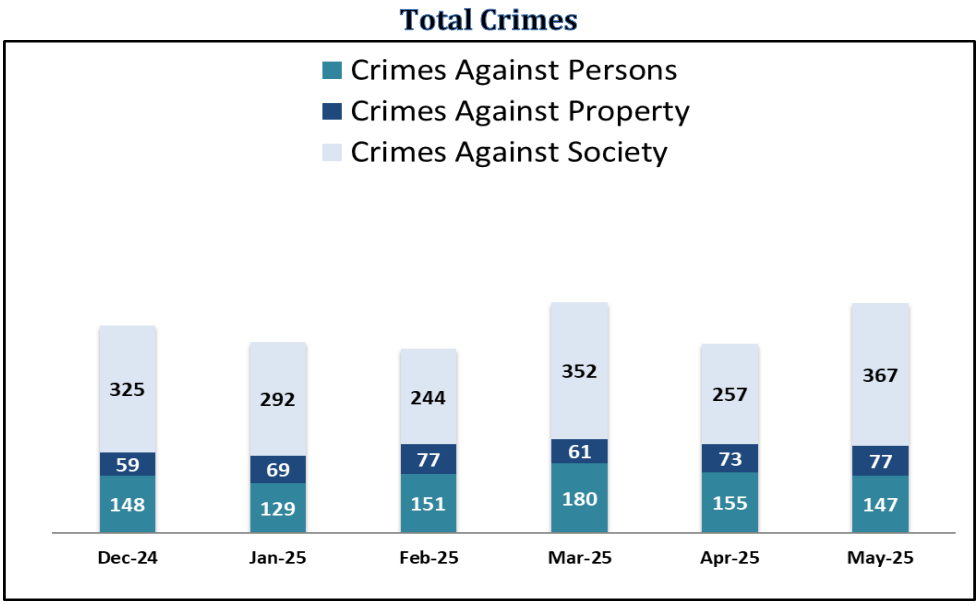


7th & Metro	May 25	Apr 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Total	**0**	**0**	**0.0%**

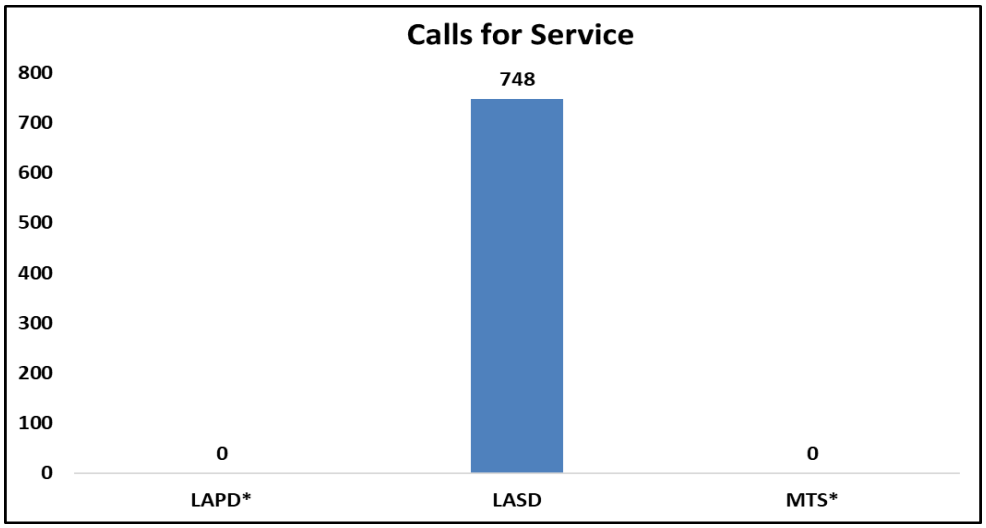
SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

MAY 2025

Attachment I



Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals
Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)
Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



* LAPD and MTS Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

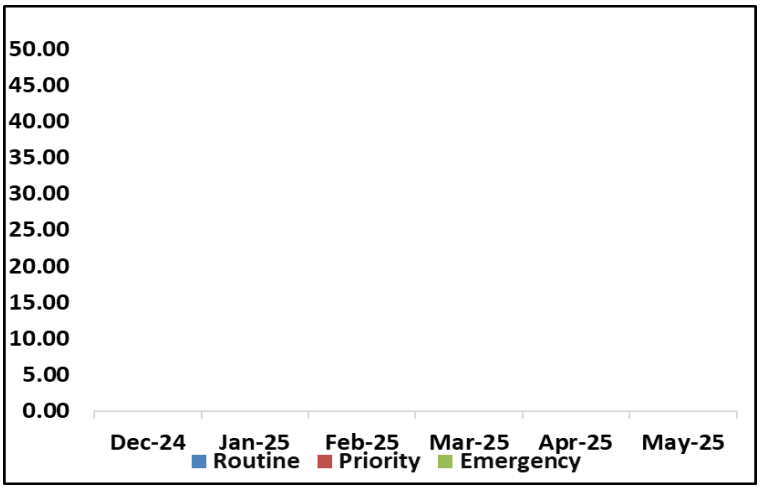
MAY 2025

Attachment I

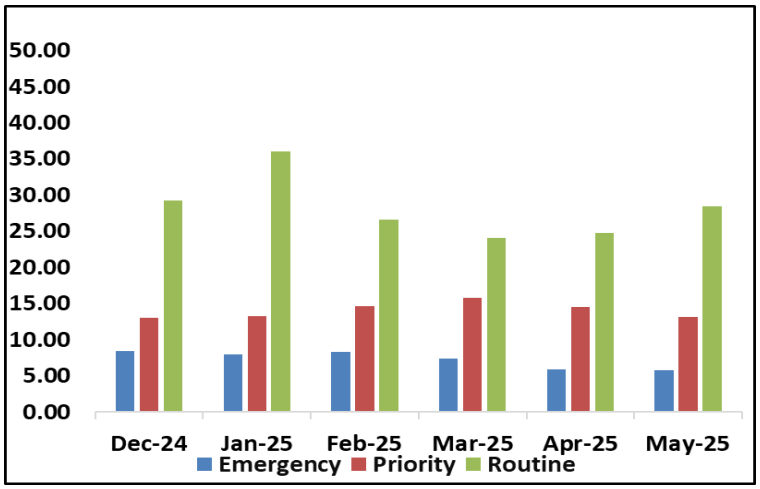
Average Incident Response Times

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

LAPD

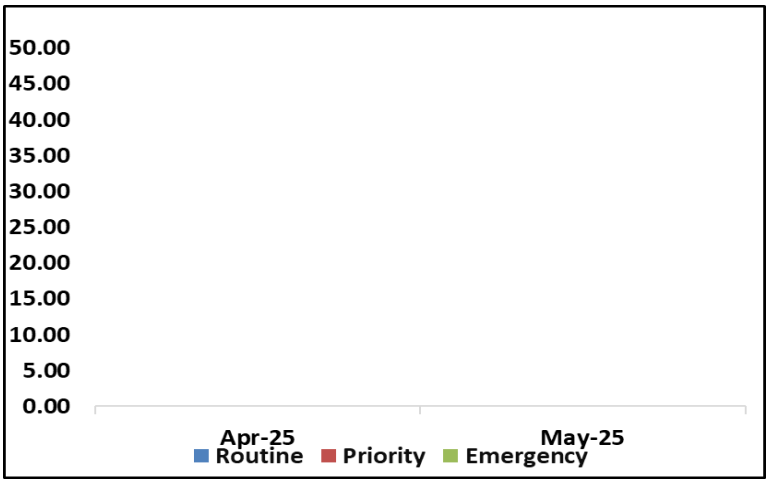


LASD



* LAPD Incident Response Times data is currently unavailable

MTS



* MTS Incident Response Times data is currently unavailable

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2025 Attachment I

Crimes

Monthly

System-Wide	May-25	May-24	% Change
Crimes Against Persons	147	206	-28.6%
Crimes Against Property	74	73	1.4%
Crimes Against Society	363	419	-13.4%
Total	584	698	-16.3%

Six Months

System-Wide	Dec-24-May-25	Dec-23-May-24	% Change
Crimes Against Persons	910	992	-8.3%
Crimes Against Property	413	341	21.1%
Crimes Against Society	1,833	2,155	-14.9%
Total	3,156	3,488	-9.5%

Annual

System-Wide	Jun-24-May-25	Jun-23-May-24	% Change
Crimes Against Persons	2,002	2,125	-5.8%
Crimes Against Property	887	720	23.2%
Crimes Against Society	5,828	3,192	82.6%
Total	8,717	6,037	44.4%

Average Emergency Response Times

Monthly

May-25	May-24	% Change
1.93	5.81	-66.7%

Six Months

Dec-24-May-25	Dec-23-May-24	% Change
3.18	5.44	-41.6%

Annual

Jun-24-May-25	Jun-23-May-24	% Change
3.92	5.40	-27.3%

Bus Operator Assaults

Monthly

May-25	May-24	% Change
5	11	-54.5%

Six Months

Dec-24-May-25	Dec-23-May-24	% Change
40	78	-48.7%

Annual

Jun-24-May-25	Jun-23-May-24	% Change
122	167	-26.9%

Ridership

Monthly

May-25	May-24	% Change
27,453,541	27,170,160	1.0%

Six Months

Dec-24-May-25	Dec-23-May-24	% Change
155,572,769	149,802,752	3.9%

Annual

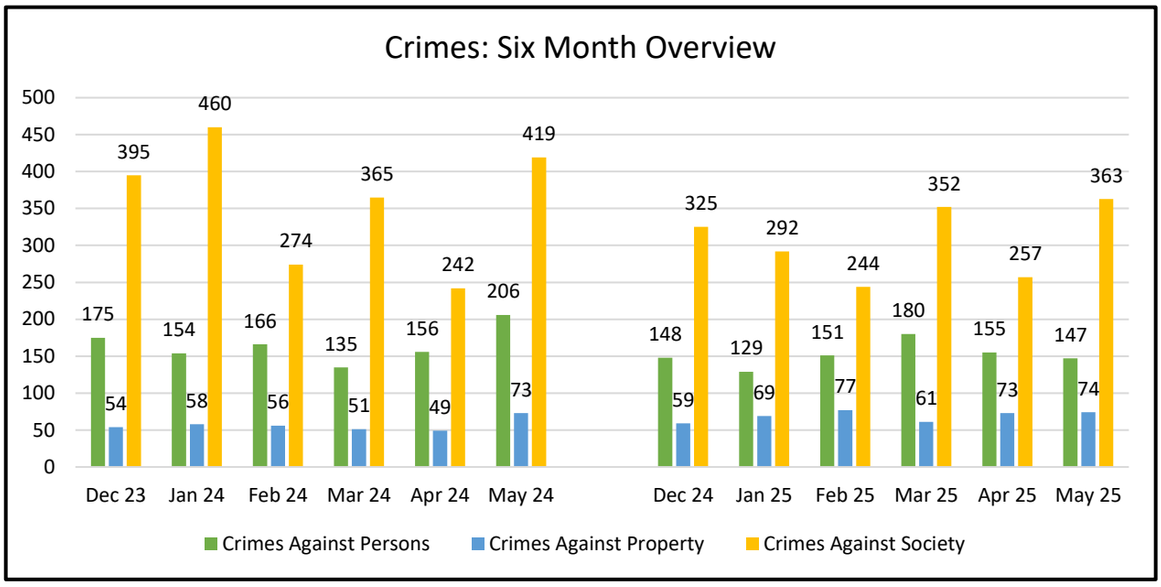
Jun-24-May-25	Jun-23-May-24	% Change
314,712,333	297,507,561	5.8%

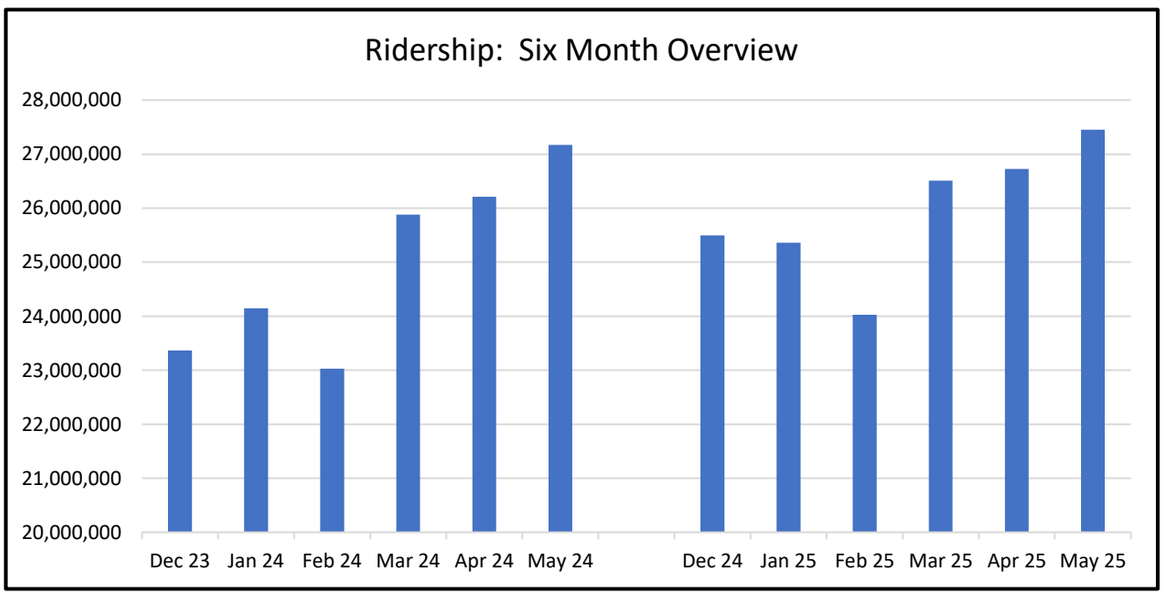
SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2025

Attachment I





A LINE (BLUE)

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**MTS**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	2	0	53
Aggravated Assault	1	1	0	89
Aggravated Assault on Operator	0	0	0	1
Battery	3	5	1	144
Battery Rail Operator	0	0	0	0
Sex Offenses	1	1	0	16
SUB-TOTAL	**6**	**9**	**1**	**303**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**MTS**	**FYTD**
Burglary	0	0	1	3
Larceny	3	7	0	157
Bike Theft	0	0	0	2
Motor Vehicle Theft	0	1	0	12
Arson	0	0	0	2
Vandalism	1	1	0	35
SUB-TOTAL	**4**	**9**	**1**	**211**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**MTS**	**FYTD**
Weapons	2	1	1	53
Narcotics	26	4	0	237
Trespassing	60	3	12	660
SUB-TOTAL	**88**	**8**	**13**	**950**
TOTAL	**98**	**26**	**15**	**1,464**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
APU/Citrus College	0	0	1	8
Azusa Downtown	1	0	0	22
Irwindale	0	0	0	4
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	7
Arcadia	0	0	0	4
Sierra Madre Villa	0	0	0	12
Allen	0	0	0	2
Lake	1	0	1	20
Memorial Park	0	0	0	7
Del Mar	0	1	0	6
Fillmore	0	0	0	9
South Pasadena	0	0	0	11
Highland Park	0	0	2	30
Southwest Museum	0	0	0	34
Heritage Square	0	1	2	24
Lincoln/Cypress	0	0	1	33
Chinatown	0	0	20	193
Union Station	1	0	0	32
Little Tokyo/Arts Dist	0	0	5	57
Historic Broadway	0	0	2	32
Grand Av Arts/Bunker Hill	1	0	22	245
7th St/Metro Ctr	1	0	3	20
Pico	2	0	14	78
Grand/LATTC	0	1	10	93
San Pedro St	0	1	3	20
Washington	0	0	1	24
Vernon	1	1	0	12
Slauson	0	0	1	29
Florence	0	3	1	34
Firestone	2	2	0	40
103rd St/Watts Towers	0	0	3	26
Willowbrook/Rosa Parks	1	0	2	111
Compton	2	0	1	36
Artesia	1	2	1	49
Del Amo	1	1	0	19
Wardlow	0	0	4	5
Willow St	0	0	4	20
PCH	0	0	1	6
Anaheim St	0	0	1	9
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	1	19
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	1	2	10
Other	0	0	0	0
Total	**16**	**14**	**109**	**1,462**

ARRESTS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Felony	25	12	0	388
Misdemeanor	93	15	0	1,199
TOTAL	**118**	**27**	**0**	**1,587**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Misdemeanor Citations	0	0	0	5
Other Citations	130	21	0	1,350
Vehicle Code Citations	18	2	0	156
TOTAL	**148**	**23**	**0**	**1,511**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Routine	Currently Unavailable	111	0	3,788
Priority	Currently Unavailable	108	0	1,414
Emergency	Currently Unavailable	9	0	197
TOTAL	**0**	**228**	**0**	**5,399**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**MTS**
Dispatched	16%	N/C	0%
Proactive	84%	N/C	0%
TOTAL	**100%**	**0%**	**0%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	83%
Blue Line-LASD	N/C
Blue Line-MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**MTS**	**FYTD**
Azusa	0	29	0	292
Irwindale	0	24	0	268
Duarte Station	0	4	0	72
Monrovia	0	4	0	109
Magnolia Ave	0	0	0	0
Arcadia Station	0	16	0	193
Pasadena	0	43	0	480
South Pasadena	0	7	0	143
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	53	0	0	509
Slauson	1	2	0	113
Florence	0	3	0	158
Firestone	0	5	0	114
103rd St	6	0	0	131
Willowbrook	0	16	0	155
Compton	0	2	0	60
Artesia	0	3	0	66
Del Amo	0	2	0	51
Wardlow Rd	0	0	0	20
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**60**	**160**	**0**	**2,934**

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

B LINE (RED)

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	1
Robbery	3	42
Aggravated Assault	5	79
Aggravated Assault on Operator	0	0
Battery	18	224
Battery Rail Operator	0	0
Sex Offenses	1	22
SUB-TOTAL	**27**	**368**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	3	66
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	25
SUB-TOTAL	**4**	**92**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	7	126
Narcotics	58	756
Trespassing	101	2,206
SUB-TOTAL	**166**	**3,088**
TOTAL	**197**	**3,548**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	45	843
Misdemeanor	195	3,552
TOTAL	**240**	**4,395**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	226	3,394
Vehicle Code Citations	2	371
TOTAL	**228**	**3,765**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	31%
Proactive	69%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	5	1	7	798
Civic Center/Grand Park	0	0	2	35
Pershing Square	2	0	12	405
7th St/Metro Ctr	5	0	22	298
Westlake/MacArthur Park	3	1	29	561
Wilshire/Vermont	0	0	5	230
Wilshire/Normandie	0	0	0	26
Vermont/Beverly	1	1	4	103
Wilshire/Western	1	1	4	76
Vermont/Santa Monica	0	0	2	51
Vermont/Sunset	2	0	2	79
Hollywood/Western	0	0	23	111
Hollywood/Vine	1	0	13	124
Hollywood/Highland	1	0	2	91
Universal City/Studio City	1	0	8	97
North Hollywood	5	0	31	463
Red Line Rail Yard	0	0	0	0
Total	**27**	**4**	**166**	**3,548**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	76%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	3	38
Aggravated Assault	1	1	37
Aggravated Assault on Operator	0	0	0
Battery	1	5	28
Battery Rail Operator	0	0	0
Sex Offenses	0	0	8
SUB-TOTAL	**2**	**9**	**111**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	2	3	45
Bike Theft	0	1	1
Motor Vehicle Theft	5	0	17
Arson	0	0	0
Vandalism	1	0	11
SUB-TOTAL	**8**	**4**	**74**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	14
Narcotics	2	4	62
Trespassing	3	2	74
SUB-TOTAL	**5**	**6**	**150**
TOTAL	**15**	**19**	**335**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	1	84
Misdemeanor	7	22	301
TOTAL	**8**	**23**	**385**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	2	31	379
Vehicle Code Citations	5	2	18
TOTAL	**7**	**33**	**397**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	62	2,103
Priority	Currently Unavailable	34	420
Emergency	Currently Unavailable	0	37
TOTAL	**0**	**96**	**2,560**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	30%	N/C
Proactive	70%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
LAX/Metro Transit Center	0	0	0	0
Aviation/Century	0	0	0	0
Aviation/Imperial	0	7	2	41
Hawthorne/Lennox	0	0	0	16
Crenshaw	0	1	0	22
Vermont/Athens	4	0	0	14
Harbor Fwy	1	0	3	74
Avalon	1	1	0	28
Willowbrook/Rosa Parks	1	0	3	39
Long Beach Bl	1	2	1	54
Lakewood Bl	0	0	0	9
Norwalk	3	1	2	32
Total	**11**	**12**	**11**	**329**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	79%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	2
Robbery	0	1	40
Aggravated Assault	5	0	32
Aggravated Assault on Operator	0	0	0
Battery	2	2	78
Battery Rail Operator	0	0	0
Sex Offenses	4	0	11
SUB-TOTAL	**11**	**3**	**163**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	3
Larceny	6	0	64
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	14
SUB-TOTAL	**6**	**0**	**82**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	2	0	12
Narcotics	14	0	67
Trespassing	26	0	403
SUB-TOTAL	**42**	**0**	**482**
TOTAL	**59**	**3**	**727**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	5	0	86
Misdemeanor	38	5	602
TOTAL	**43**	**5**	**688**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	71	6	817
Vehicle Code Citations	6	1	23
TOTAL	**77**	**7**	**840**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	73	1,444
Priority	Currently Unavailable	17	240
Emergency	Currently Unavailable	0	24
TOTAL	**0**	**90**	**1,708**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	26%	N/C
Proactive	74%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	1	0	0	6
East LA Civic Ctr	0	0	0	3
Maravilla	0	0	0	5
Indiana (both LAPD & LASD)	0	0	2	31
Soto	2	0	1	29
Mariachi Plaza	0	0	4	25
Pico/Aliso	0	0	0	8
Little Tokyo/Arts Dist	0	0	0	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	1	3	14
LATTC/Ortho Institute	0	0	2	91
Jefferson/USC	0	0	1	12
Expo Park/USC	0	0	0	16
Expo/Vermont	3	1	8	60
Expo/Western	1	2	15	85
Expo/Crenshaw	1	0	6	87
Farmdale	0	0	0	20
Expo/La Brea	1	0	0	49
La Cienega/Jefferson	1	0	0	94
Culver City	1	0	0	8
Palms	1	1	0	9
Westwood/Rancho Park	0	1	0	5
Expo/Sepulveda	1	0	0	10
Expo/Bundy	0	0	0	7
26th St/Bergamot	0	0	0	9
17th St/SMC	0	0	0	8
Downtown Santa Monica	1	0	0	31
Expo Line Rail Yard	0	0	0	0
Total	**14**	**6**	**42**	**727**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	82%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	8	76
Figueroa St	0	0	0
Exposition Blvd	93	0	1,514
Culver City	0	11	115
Santa Monica	0	82	907
TOTAL	**93**	**101**	**2,612**

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

G LINE (ORANGE)

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	11
Aggravated Assault	1	15
Aggravated Assault on Operator	0	0
Battery	3	28
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	**4**	**55**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	2	9
Bike Theft	0	0
Motor Vehicle Theft	1	1
Arson	0	0
Vandalism	0	9
SUB-TOTAL	**3**	**19**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	5
Narcotics	18	70
Trespassing	4	33
SUB-TOTAL	**22**	**108**
TOTAL	**29**	**182**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	8	50
Misdemeanor	31	100
TOTAL	**39**	**150**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	35	177
Vehicle Code Citations	35	212
TOTAL	**70**	**389**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	20%
Proactive	80%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	3	0	4	30
Laurel Canyon	0	0	0	5
Valley College	0	0	0	2
Woodman	0	2	0	9
Van Nuys	0	0	2	10
Sepulveda	0	0	0	3
Woodley	0	0	0	1
Balboa	0	1	1	4
Reseda	0	0	7	54
Tampa	0	0	0	4
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	0	0	0	5
Warner Center	0	0	0	0
Sherman Way	0	0	3	10
Roscoe	0	0	1	3
Nordhoff	0	0	0	2
Chatsworth	1	0	4	37
Total	**4**	**3**	**22**	**182**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	83%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	9
Aggravated Assault	1	0	12
Aggravated Assault on Operator	0	0	0
Battery	3	0	11
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	**6**	**0**	**36**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	1	1	7
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	**1**	**1**	**10**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	2	0	14
Trespassing	0	0	33
SUB-TOTAL	**2**	**0**	**49**
TOTAL	**9**	**1**	**95**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	2	0	10
Misdemeanor	1	0	43
TOTAL	**3**	**0**	**53**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	1	0	87
Vehicle Code Citations	2	0	42
TOTAL	**3**	**0**	**129**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	5	64
Priority	Currently Unavailable	2	22
Emergency	Currently Unavailable	0	1
TOTAL	**0**	**7**	**87**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	12%	3%
Proactive	88%	97%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
El Monte	0	1	0	4
Cal State LA	0	1	0	1
LAC/USC Medical Ctr	0	0	0	2
Alameda	1	0	0	2
Downtown	0	0	0	1
37th St/USC	1	0	0	8
Slauson	0	0	0	13
Manchester	0	0	2	17
Harbor Fwy	0	0	0	21
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	3	0	0	18
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	1	0	0	4
Total	**6**	**2**	**2**	**91**

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

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

K LINE

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	5
Aggravated Assault	0	0	5
Aggravated Assault on Operator	0	0	0
Battery	3	1	22
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	**3**	**1**	**33**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	1	2	15
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	0	1	5
SUB-TOTAL	**1**	**3**	**21**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	1	4
Narcotics	0	0	6
Trespassing	5	0	31
SUB-TOTAL	**5**	**1**	**41**
TOTAL	**9**	**5**	**95**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	2	17
Misdemeanor	5	1	60
TOTAL	**5**	**3**	**77**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	11	3	63
Vehicle Code Citations	0	1	8
TOTAL	**11**	**4**	**71**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	68	1,160
Priority	Currently Unavailable	4	64
Emergency	Currently Unavailable	12	16
TOTAL	**0**	**84**	**1,240**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	26%	N/C
Proactive	74%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Expo / Crenshaw	1	1	0	22
Martin Luther King Jr Station	0	0	1	9
Leimert Park Station	1	0	1	7
Hyde Park Station	1	0	0	10
Fairview Heights Station	0	0	0	4
Downtown Inglewood Station	0	0	1	3
Westchester / Veterans Station	1	0	0	5
LAX/Metro Transit Center	0	0	0	0

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	84%
K Line - LASD	N/C

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

BUS PATROL

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	1
Rape	0	0	2
Robbery	3	4	92
Aggravated Assault	6	2	131
Aggravated Assault on Operator	3	0	29
Battery	29	8	317
Battery Bus Operator	2	0	73
Sex Offenses	3	1	41
SUB-TOTAL	**46**	**15**	**686**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	17	3	149
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	3
Arson	0	0	0
Vandalism	8	3	121
SUB-TOTAL	**25**	**7**	**274**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	33
Narcotics	3	6	111
Trespassing	1	1	31
SUB-TOTAL	**4**	**7**	**175**
TOTAL	**75**	**29**	**1,135**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	2	36
San Fernando	0	7
San Gabriel Valley	7	59
Gateway Cities	9	86
South Bay	11	121
Total	**29**	**309**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	1	18
West Valley	2	23
North Hollywood	2	33
Foothill	4	16
Devonshire	2	12
Mission	1	22
Topanga	0	7
Central Bureau		
Central	10	144
Rampart	5	46
Hollenbeck	3	28
Northeast	2	26
Newton	7	63
West Bureau		
Hollywood	1	37
Wilshire	6	40
West LA	1	27
Pacific	2	15
Olympic	6	68
Southwest Bureau		
Southwest	10	65
Harbor	1	14
77th Street	5	88
Southeast	4	33
Total	**75**	**825**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	1	8	199
Misdemeanor	12	33	467
TOTAL	**13**	**41**	**666**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	42	36	1,412
Vehicle Code Citations	159	16	1,670
TOTAL	**201**	**52**	**3,082**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	161	1,934
Priority	Currently Unavailable	73	1,019
Emergency	Currently Unavailable	9	49
TOTAL	**0**	**243**	**3,002**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

UNION STATION

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	2
Robbery	1	6
Aggravated Assault	1	15
Aggravated Assault on Operator	0	0
Battery	3	44
Battery Rail Operator	0	0
Sex Offenses	0	5
SUB-TOTAL	**5**	**72**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	1	24
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	15
SUB-TOTAL	**1**	**40**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	1
Narcotics	5	15
Trespassing	2	43
SUB-TOTAL	**7**	**59**
TOTAL	**13**	**171**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	3	36
Misdemeanor	16	71
TOTAL	**19**	**107**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	11	701
Vehicle Code Citations	0	7
TOTAL	**11**	**708**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	32%
Proactive	68%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	82%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT I

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2025

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

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	1	2
Misdemeanor	1	1
TOTAL	**2**	**3**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	**0**	**0**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	26%
Proactive	74%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	84%

LEGEND
Los Angeles Police Department

Metro

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Sexual Crimes / Harassment Calls for Service May 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between May 1 and May 31, Metro Transit Security, LAPD and LASD received eleven (11) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	May 25	**Apr 25**	**% Change**	**May 25**	**Apr 24**	**% Change**
Sexual Harassment	1	1	0.0%	1	0	100.0%
Sexual Battery	5	1	400.0%	5	6	-16.7%
Lewd Conduct	3	2	50.0%	3	1	200.0%
Indecent Exposure	2	1	100.0%	2	5	-60.0%
Rape	0	2*	-100.0%	0	0	0.0%
TOTAL	**11**	**7**	**57.1%**	**11**	**12**	**-8.3%**

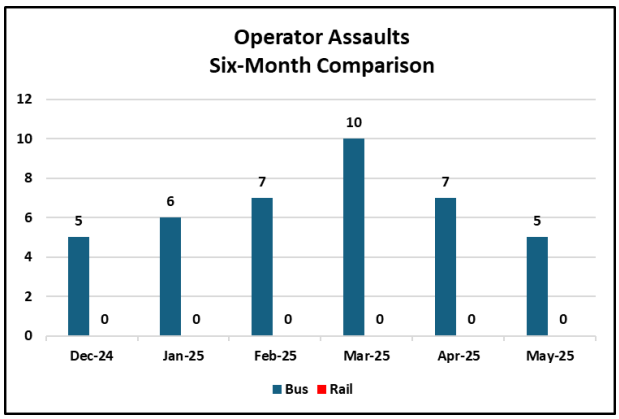
**Note that one of the rape incidents involves a party that has previously reported the same type of rape incident three times.*

Counseling Information Provided	
	May 2025
Yes	**11**
No - If no, why?	**0**
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	**11**

Frontline Safety – Additional Data (May 2025)

Operator Safety

Figures A and B provide context on operator assaults in May compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.



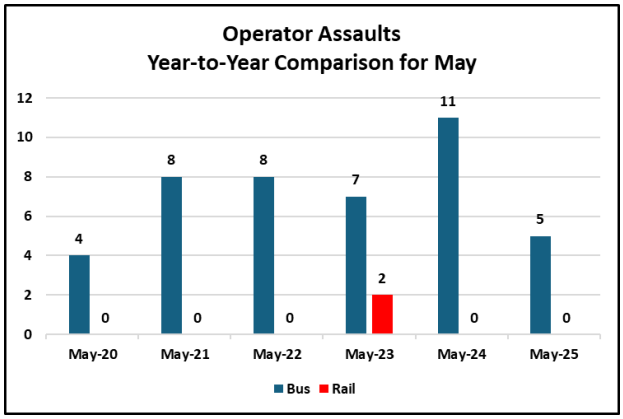
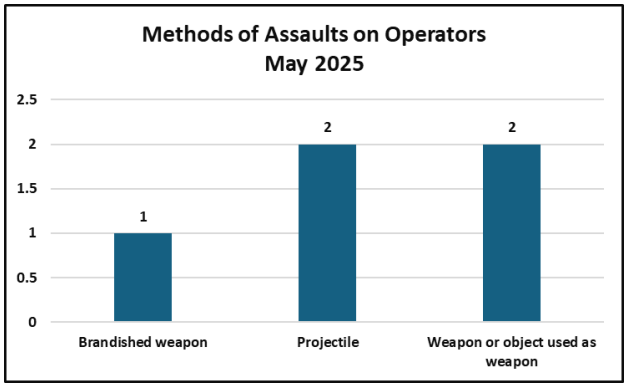


Figure A (Left) and Figure B (Right)



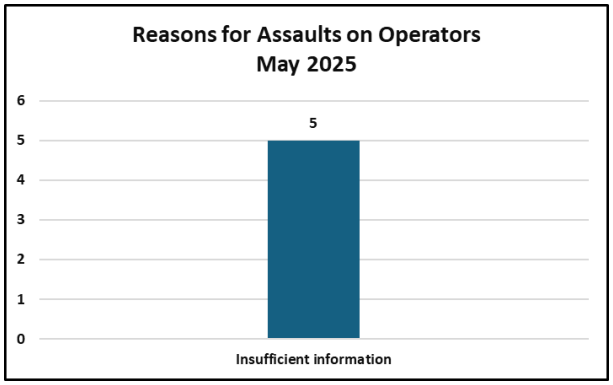


Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.

Attachment J

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
5/5/2025	6:10	240	8450	Devonshire & Reseda	Suspect got upset, ripped wiring on rear door and urinated on victim's leg and boots through the barrier.	Barrier present - closed	Insufficient information	Projectile	No
5/10/2025	12:25	N/A	N/A	San Fernando & Paxton	Suspect used vehicle to intentionally hit bus during road rage incident. Suspect brandished firearm.	Outside of operator area	Insufficient information	Weapon or object used as weapon	No
5/14/2025	2:00	224	2000	Foothill & Roxford	Suspect was angry at operator, brandished a firearm at victim from outside of the operator's window.	Outside of operator area	Insufficient information	Brandished weapon	No
5/14/2025	11:25	108	5911	E Slauson & S Central Ave	Four juveniles threw water at victim.	Barrier present - closed	Insufficient information	Projectile	No
5/17/2025	13:09	690	6141	Foothill Blvd & Foothill Pl	Suspect threw a box of pudding at moving bus, shattering the front window.	Outside of operator area	Insufficient information	Weapon or object used as weapon	Yes

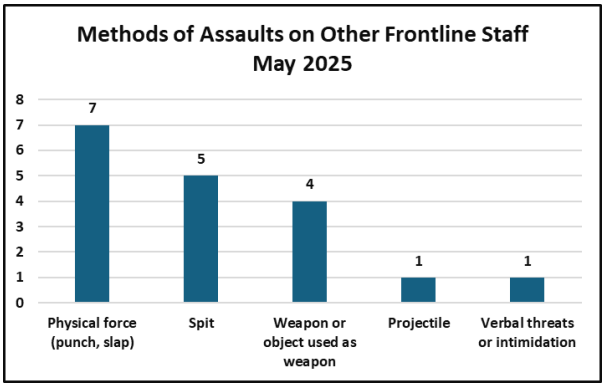
Assaults per Vehicle Revenue Mile

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in May 2025 was 1.06, compared to 1.12 in April 2025. This means that over the last 12 months ending May 2025, there was an average of 1.06 assaults per 100,000 revenue miles, a 5.3% decrease compared to the 12 months ending April 2025.

Other Frontline Staff Safety

Figures E and F illustrate assault methods and reasons, respectively.



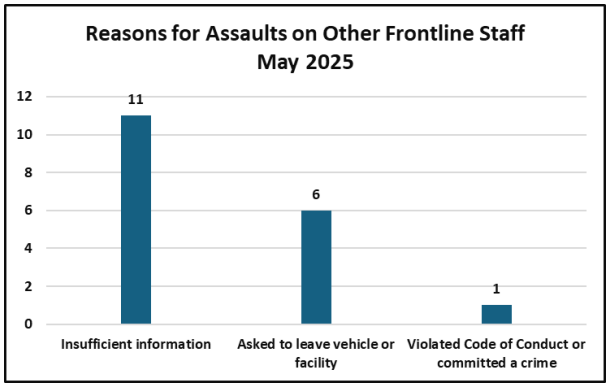


Figure E (Left) and Figure F (Right)

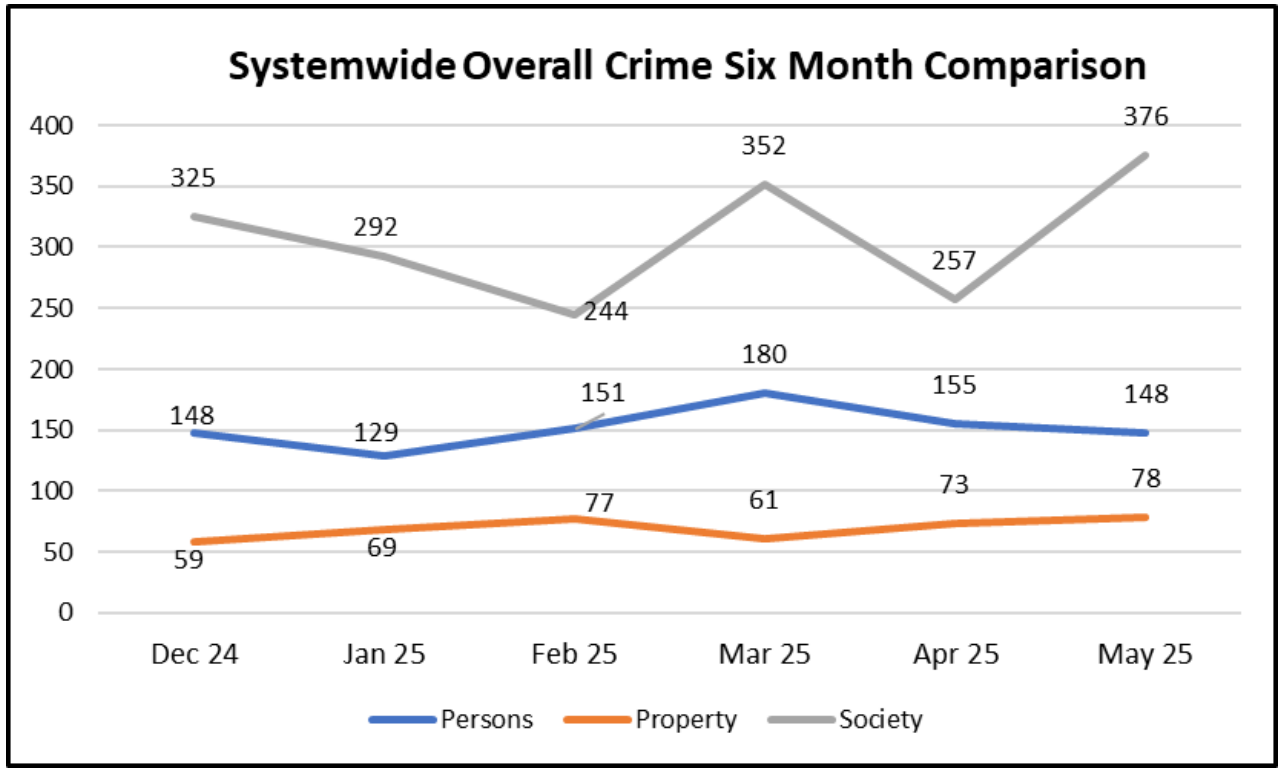
Monthly Update On Public Safety

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

SYSTEMWIDE CRIME STATS

May 2025 vs. April 2025

- **Crimes Against Persons** decreased by 4.5%, mainly due to decreases in aggravated assaults and batteries.
    - This marked the ***lowest total for May systemwide*** *since 2021*.
- **Crimes Against Property** increased by 6.8%, with a decrease in vandalism on the rail system offset by an increase in thefts on the bus system.
    - Law enforcement did not observe any patterns between the thefts, but they are continuing to monitor for any suspicious activity.
- Arrests for **Crimes Against Society** increased by 46.3%.
    - The increase is in arrests and could be due to LAPD's enhanced deployment and their three-day narcotics operation at the end of the month.

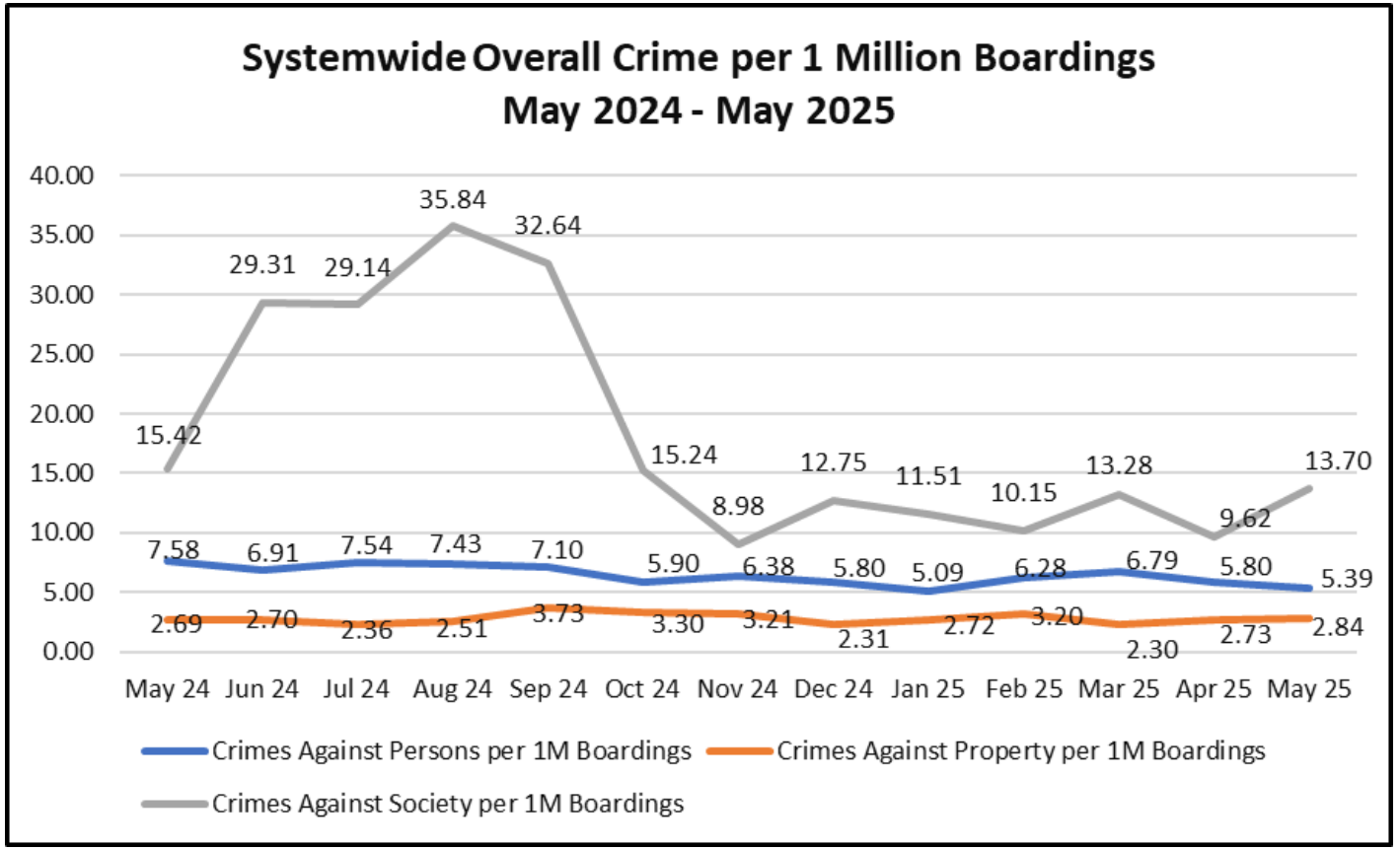


SYSTEMWIDE CRIME STATS

May 2025 vs. May 2024

Per One Million Boardings

- **Crimes Against Persons** decreased by 28.9% (5.39 vs. 7.58 in May 2024).
  - This is the second lowest rate in 12 months, surpassed only by January's rate of 5.09 per one million boardings.
  - It is also the ***lowest rate of incidents seen for the month of May*** *since 2019*.
- **Crimes Against Property** increased by 5.6% (2.84 vs. 2.69 in May 2024).
- **Crimes Against Society** decreased by 11.2% (13.70 vs. 15.42 in May 2024).



ENGAGED & VISIBLE DEPLOYMENT

May 2025

LAW ENFORCEMENT

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations.

- Officers made 589 arrests and issued 875 citations.

CUSTOMER SENTIMENT

- *Reddit* – a post about how much the B Line has changed generated positive engagement. The rider stated that his ride from South Pasadena to Hollywood was a "sea of difference" from before, due to the high presence of security personnel.
- *Reddit* – a post about all the various ways that Metro is trying to improve safety by trying new safety measures, such as the weapons detection program and taller faregates, generated positive engagement.

TRANSIT SECURITY

- TSOs issued 426 citations and 279 written warnings.
  - 74% of violations issued at TAP-to-Exit locations
    - TAP-to-Exit has been paused at Union Station & North Hollywood since April 10, but these stations still had some citations due to continued efforts by MTS to enforce the Code of Conduct

Bus Safety Teams conducted end-of-line operations during Owl Service at the J Line El Monte Station.

METRO AMBASSADORS

Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

- 5,528 cleanliness issues
- 3,995 graffiti incidents
- 600 elevator and escalator problems

END OF LINE OPERATIONS

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

- May 2025 recorded a 98% decrease in refusals to exit the train compared to May 2024.

ACCESS CONTROL

Station Experience Updates

- **Tactical interventions to protect A Line safety & service during ICE unrest**
- **Taller faregates at LAX/Metro Ctr lead to highest paid ridership ever on C & K Lines**
  - More paid fares here than all other K Line stations **combined** (2,647 vs. 2,451)
  - #1 C Line station with most paid entries (+71% higher vs. #2 Willowbrook/Rosa Parks)
- **Working with LAFD to reinstate TAP-to-Exit as reported issues rise & fare revenues drop during TAP-to-Exit pause within City of LA**
  - +116% increase in reported security incidents at **Union Station** and +67% increase at **NoHo**
  - Total loss -$34,887 in City of LA's first month
- **City of LA extends lighting upgrades surrounding Vermont/Athens**
- **Renewed efforts to address persistent vandalism at Reseda**
- **Westlake/MacArthur Park undergoes outdoor plaza facelift**

Added mesh partition at a vulnerable point of access to the A Line tracks

Taller faregates at LAX/Metro Ctr

Lighting upgrades surrounding Vermont/Athens

Outside vandalism returns to Reseda

Repainted station gates at Westlake/MacArthur Park

New life-like green construction banners on fences at Westlake/MacArthur Park

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

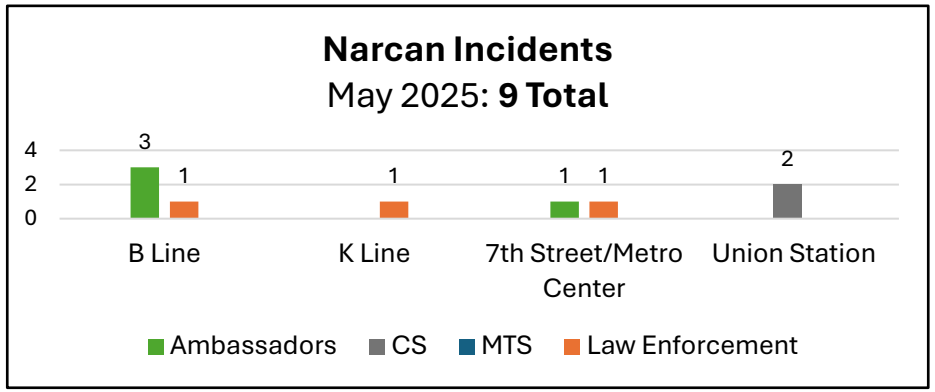
Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

So far, in FY25 (July 2024 through May 2025):

Enrollments into HMIS **6,156 people**

Interim/ Permanent Housing **2,541 people**

Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources.



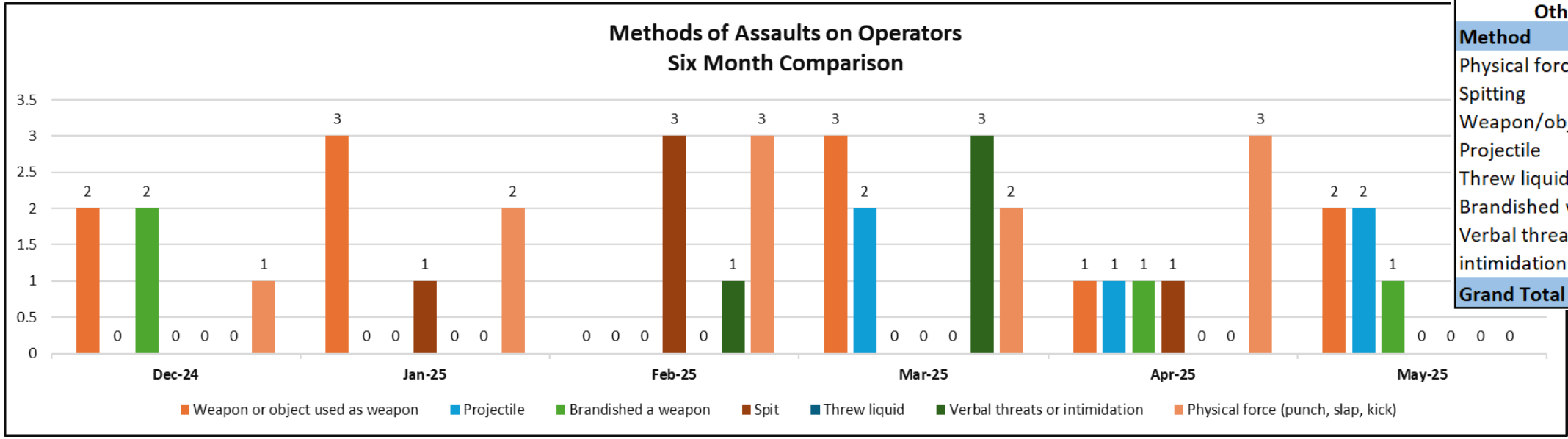
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Frontline Safety

- 23 assaults on Metro frontline personnel:
  - **5 Operator Assaults** (from 7 in April)
  - **18 Other Frontline Staff** (from 14 in April)
- Using a weapon or object, projectile, and brandishing a weapon were the methods of assaults on operators in May.
  - In May, 1,546,808 revenue miles were traveled between each operator assault.
- Using physical force was the top method of assault on other frontline staff, followed by spitting, using a weapon/object/projectile, and verbal threats.

Staff continues to see a decrease in assault severity on bus operators, as retrofit enclosed bus barriers help prevent serious injuries.

- Staff will continue to analyze assaults for trends in gap exploitation as more months of data are collected.



Methods of Assaults on Other Frontline Staff		
Method	**Apr-25**	**May-25**
Physical force	6	7
Spitting	1	5
Weapon/object	0	4
Projectile	3	1
Threw liquid	2	0
Brandished weapon	1	0
Verbal threats or intimidation	1	1
Grand Total	**14**	**18**

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

Metro

Board Report

File #: 2025-0509, **File Type:** Informational Report **Agenda Number:** 45.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025**

SUBJECT: STATUS REPORT: METRO'S RESPONSE TO EATON & PACIFIC PALISADES WILDFIRES

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Metro's Response to Eaton & Pacific Palisades Wildfires.

ISSUE

At its January 2025 meeting, the Board passed Motion #36 by Directors Hahn, Barger, Horvath, Solis, Dutra and Bass (Attachment A) which directed the CEO to modify the eligibility criteria of all reduced fare programs to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed and report back to the board in June 2025 on the outcomes and impacts of this effort.

Staff immediately implemented the Wildfire Recovery modified LIFE enrollment. Riders participating in this program received a free 30-ride pass good on Metro, a free 90-day pass good on all LIFE participating transit agencies, and three months of 20-free-ride passes under the LIFE Program, regardless of income. The benefits allocated during this initial period expire six months after the individual's enrollment in the program.

On June 18, 2025, staff provided an oral report to the Board on the preliminary outcomes and impacts to riders and Metro employees affected by the wildfires. The next steps reported to the Board in June included staff conducting a financial analysis on the possibility of extending the program beyond the initial 6-month period, which ends on July 23, 2025.

BACKGROUND

On the evening of Tuesday, January 7, 2025, wildfires, propelled by hurricane-force winds, low humidity, and dry bush, burned through multiple communities in Los Angeles County. The Palisades fire, which had started that morning, would go on to burn through more than 23,000 acres, reducing much of a vibrant community to ash, and killing at least eight people. The Eaton fire, which started later that same day in Altadena, ravaged more than 14,000 acres, destroyed thousands of homes and businesses, and had 17 confirmed deaths.

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Metro's role in ensuring its customers have access to transportation options during and after this crisis was critical to individuals and families displaced by the wildfires. Metro's wildfire response also included financial assistance and access to resources for Metro employees who were displaced and will need significant support to rebuild their homes and lives as they recover.

DISCUSSION

Analysis of Wildfire Recovery Relief Program

In analyzing the Wildfire Recovery modified LIFE enrollment program, the data indicates a downward trend in enrollment through the initial six months of the program. Based on enrollment from January through June 2025, 69% of the Wildfire LIFE enrollees live in the affected areas, whereas 31% are either unhoused, unidentified, or have their place of work in the area. (see Figure 1 below):

Figure 1:

Month	EATON	HURST	PALISADES	TOTAL FOR FIRE AREAS (Eaton, Hurst, Palisades)	OTHER (Workers, Unhoused, etc.)	GRAND TOTAL
Jan	1,703	5	25	1,733	311	2,044
Feb	699	5	14	718	885	1,603
Mar	220	-	766	986	328	1,314
Apr	37	2	4	43	116	159
May	833	4	35	872	267	1,139
Jun	15	-	1	16	37	53
Grand Total	**3,507**	**16**	**845**	**4,368**	**1,944**	**6,312**
	Percentage of Total Enrollments			**69%**	**31%**	

Of the 6,312 enrollees in the Wildfire Recovery program, 42% (2,626) actively used their passes from January through June 2025. Comparatively during this same time period, the general LIFE Program had a 37% (128,114) utilization rate from active riders (the wildfire recovery data does not include LIFE Limited participants,) which is why it indicates a minimally higher utilization rate compared to general LIFE Program usage. (see Figure 2 below)

Figure 2:

Month	Active Users (Cumulative)
January 2025	345
February 2025	1,082
March 2025	1,351
April 2025	1,424
May 2025	1,447
June 2025	1,530
Total Active Users:	2,626
Total Enrollees:	6,310
Utilization Rate:	**42%**
LIFE General Utilization	37%

Additionally, from January through June 2025, 68% of the active enrollees (2,626) boarded 1-20 times per month, with 32% active enrollees riding more than 21 times per month. (see Figure 3 below):

Figure 3:

Boardings Per Month	Average Boardings (Jan-June 2025)
1-20	68%
21-30	10%
31-40	8%
41-60	8%
61+	6%

Based on the boarding data collected, participants boarded 187,907 times on bus/rail. The estimated costs for this program from January through June 2025 totals $328,837. (see Figure 4 below):

Figure 4:

Wildfire Program Estimated Cost (January-June 2025)		
Month	Boardings	Cost @ $1.75 Per Boarding
Jan	4,143	$ 7,250
Feb	28,146	$ 49,256
Mar	40,036	$ 70,063
Apr	41,807	$ 73,162
May	41,048	$ 71,834
June	32,727	$ 57,272
Grand Total	**187,907**	**$ 328,837**

Some Wildfire Recovery participants may qualify for one or more Metro programs offered to transit dependent communities. As the program ends, staff will register existing enrolled participants, if they qualify, into other subsidized Metro fare programs:

- **Low-Income Fare is Easy (LIFE) Program** - Provides 20 free rides per month on participating transit agencies for low-income and unhoused riders
- **GoPass** - Provides free transit for K-12 and Community College students in participating school districts, including Santa Monica Malibu Unified and Pasadena Unified School Districts in the affected areas
- **U-Pass** - Provides free or reduced-cost transit for students at participating 4-year colleges and universities, including UCLA and Pasadena City College
- **E-Pass** - Providing free transit for employees of participating employers

Alternatives

The Board could decide to extend the modified program through December 2025. Metro will then seek a Title VI waiver from the FTA to allow Metro to continue offering benefits to residents impacted by the wildfires. The estimated cost through December 2025 is $380,191.

Fare Equity Analysis

The extension of a modified LIFE Program beyond the current six-month period would require that a Fare Equity Analysis be conducted by Metro's Office of Civil Rights, Racial Equity and Inclusion. Per Federal Transit Administration (FTA) Circular 4702.1B, which states that "If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent, and the transit provider must conduct a fare equity analysis."

This analysis, which could take between six to twelve months to complete, would compare the percentages of minority and low-income Wildfire Recovery participants against the total minority and

low-income percentages for all Metro riders. For a favorable outcome, these percentages in the Wildfire Recovery program would need to be equal or greater to the percentages for all Metro riders.

Because the LIFE income requirement was waived for Wildfire enrollees, this data was not initially collected, and a separate survey would need to be conducted to obtain it.

EQUITY PLATFORM

Metro's response to the Wildfires of Eaton and Pacific Palisades through the modified LIFE program, provided immediate transportation relief to individuals thrust into financial hardships, experiencing homelessness, health disparities, loss of employment and long-lasting impacts from this heartbreaking environmental disaster in these communities. This modified program also aligned with Metro's Equity Platform Framework, Pillar 3 "Focus and Deliver", by removing barriers and increasing access to opportunity for all. Metro also recognizes that residents from these communities may continue to experience financial hardships and will work to partner with community-based organizations, faith-based institutions, senior facilities, schools, health care institutions to help promote, and enroll people into Metro's discounted fare transit programs.

Discounted fare transit programs, like LIFE, are Metro's investment in social mobility and an important tool to assist in the fight against income and health inequality. These programs, which include enrollments, outreach, partnerships with Community-Based Organizations (CBOs), and taxi vouchers for individuals with short-term/immediate transit needs, make Metro more accessible to riders facing financial and other barriers, while providing financial relief from the ever-rising cost of living.

VEHICLE MILES TRAVELED OUTCOME

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

The Wildfire Recovery modified LIFE program has increased VMT savings for participants utilizing the free transit passes. As part of this ongoing effort, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through investment activities that will improve/benefit and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These programs support 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 to work toward providing accessible and inclusive services for the residents of Los Angeles County.

NEXT STEPS

The LIFE Program will work on ensuring that all enrollees who signed up for the modified program are informed how to remain in the LIFE program, if they qualify, as well as sharing information on additional subsidized programs Metro offers. Staff will also continue to conduct outreach and partner with agencies and organizations to enroll eligible participants into the LIFE program.

ATTACHMENT

Attachment A - Motion #36

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Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
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Los Angeles, CA

Board Report

File #: 2025-0039, **File Type:** Motion / Motion Response **Agenda Number:** 36.

REGULAR BOARD MEETING
JANUARY 23, 2025

Motion by:

DIRECTORS HAHN, BARGER, HORVATH, SOLIS, DUTRA AND BASS

Response to Eaton & Pacific Palisades Wildfires

On the evening of Tuesday January 7, 2025 wildfires, propelled by hurricane-force winds, low humidity and dry brush, burned through multiple communities in Los Angeles County. At its peak, six blazes were simultaneously threatening America's most populous county. The Palisades fire, which had started that morning, would go on to burn through more than 23,000 acres, reducing much of a vibrant community to ash, and killing at least eight people. The Eaton fire that tore through Altadena has now ravaged more than 14,000 acres, destroyed thousands of homes and businesses, and left at least seventeen dead.

Metro's role in ensuring its customers have access to transportation options during this crisis is critical. For individuals and families displaced by the wildfires, access to free or subsidized transit may prove vital in connecting them to shelters, medical care, workplaces, schools, and other essential services. Expanding Metro's subsidized fare programs, such as the Low-Income Fare is Easy (LIFE) program to include survivors of the recent wildfire disasters for a temporary period may help address these immediate transportation needs while reinforcing Metro's mission of equity and accessibility for all.

At least 19 Metro employees have lost their homes in the wildfires and at least 46 employees have been displaced and will need significant support to rebuild their homes and lives. This includes financial assistance and access to resources as they recover. As the backbone of Metro's operations, assisting our employees during this incredibly difficult time is also an investment in maintaining a resilient workforce capable of sustaining critical transit operations during and after recovery.

Additionally, and with an understanding of the compounding effect this tragedy will have on the existing housing crisis, Metro should play an important role in long-term housing recovery efforts by leveraging the policies and assets already in place through its joint development program and advocating for streamlined policies to accelerate housing development. Metro's Joint Development Policy is intended to enable Metro to build as much quality housing near transit as possible, for those who need it most, as soon as possible. Metro has committed to building 10,000 units of housing on 20 Metro-owned sites by 2031 - 5,000 of which will be income-restricted. The recent wildfires have only exacerbated the region's need to deliver housing

and amenities for everyone.

Furthermore, the scale of these tragedies will undoubtedly have a ripple effect across the region. It is important for Metro to gain a timely understanding of how these impacts might affect budget development, operations, and program delivery so that we may be able to make important decisions, identify opportunities for collaboration with regional partners, and adjust accordingly.

SUBJECT: RESPONSE TO EATON & PACIFIC PALISADES WILDFIRES MOTION

RECOMMENDATION

APPROVE Motion by Hahn, Barger, Horvath, Solis, Dutra and Bass that the Board direct the Chief Executive Officer to:

A. Modify the eligibility criteria of all reduced fare programs to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed. The CEO shall report back to the board in June 2025 on the outcomes and impacts of this measure;

B. Mobilize outreach teams to the Eaton and Palisades Fire evacuation centers, resource centers, workshops, and other critical locations, providing resources to wildfire survivors, to assist in the registration efforts for reduced fare programs;

C. Identify and provide financial or other forms of assistance that are eligible for cost recovery from State or Federal natural disaster assistance programs and/or non-governmental disaster assistance entities to Metro employees who have lost their homes in the wildfires and/or have been displaced as a result of the wildfires; and

D. Work with the City and County of LA, and any other directly impacted jurisdictions to identify ways that Metro may aid in recovery efforts- including, but not limited to its fleet, services, expertise, and properties. The CEO shall provide the Board with regular updates on these efforts as they are being established.

Status Report on Motion 2025-0039 Response: Eaton and Pacific Palisades

Operations, Safety, and Customer Experience Committee
July 17, 2025

Metro

Background

- On January 23, 2025, the Metro Board passed motion 2025-0039 by Directors Hahn, Barger, Horvath, Solis, Dutra and Bass which required staff to modify the eligibility criteria of the LIFE Program to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed and report back to the board in June 2025 on the outcomes and impacts of this measure.
- On June 18, 2025, staff provided an oral report to the Board of Directors on outcomes and impacts to riders and Metro employees affected by the wildfires.
- The next steps included staff conducting a financial analysis on the possibility of extending the program beyond the initial 6-month period, which ends on July 23, 2025.

Metro

Wildfire Recovery LIFE Program Enrollments

Month	EATON	HURST	PALISADES	TOTAL FOR FIRE AREAS (Eaton, Hurst, Palisades)	OTHER (Workers, Unhoused, etc.)	GRAND TOTAL
Jan	1,703	5	25	1,733	311	2,044
Feb	699	5	14	718	885	1,603
Mar	220	-	766	986	328	1,314
Apr	37	2	4	43	116	159
May	833	4	35	872	267	1,139
Jun	15	-	1	16	37	53
Grand Total	**3,507**	**16**	**845**	**4,368**	**1,944**	**6,312**
	Percentage of Total Enrollments			**69%**	**31%**	

Metro

Wildfire Recovery LIFE Program Utilization and Boardings

Month	Active Users (Cumulative)
January 2025	345
February 2025	1,082
March 2025	1,351
April 2025	1,424
May 2025	1,447
June 2025	1,530
Total Active Users:	2,626
Total Enrollees:	6,310
Utilization Rate:	**42%**
LIFE General Utilization*	37%

**Includes data from LIFE Limited participants*

Boardings Per Month	Average Boardings (Jan-June 2025)
1-20	68%
21-30	10%
31-40	8%
41-60	8%
61+	6%

Metro

Wildfire Recovery LIFE Program
Estimated Program Costs

Wildfire Program Estimated Cost (January-June 2025)		
Month	Boardings	Cost @ $1.75 Per Boarding
Jan	4,143	$ 7,250
Feb	28,146	$ 49,256
Mar	40,036	$ 70,063
Apr	41,807	$ 73,162
May	41,048	$ 71,834
June	32,727	$ 57,272
Grand Total	**187,907**	**$ 328,837**

Metro

Wildfire Recovery LIFE Program
Fare Equity Analysis

- The extension of a modified LIFE Program would require a Fare Equity Analysis.
  - Per Federal Transit Administration (FTA) Circular 4702.1B which states that “If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent, and the transit provider must conduct a fare equity analysis.”
- The LIFE income requirement was waived for Wildfire enrollees. This data was not initially collected, and a separate survey would need to be conducted to obtain it.

Metro

Next Steps

- The LIFE Program will work on ensuring that all enrollees who signed up for the modified program are informed how to remain in the LIFE program, if they qualify, as well as sharing information on additional subsidized programs Metro offers.
- Staff will also continue to conduct outreach and partner with agencies and organizations to enroll eligible participants into the LIFE program.

Metro