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**Agenda - Final**

**Thursday, June 16, 2022**

**9:00 AM**

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

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

*Mike Bonin, Chair  
Holly Mitchell, Vice Chair  
Jacquelyn Dupont-Walker  
Janice Hahn  
Sheila Kuehl  
Tony Tavares, non-voting member*

*Stephanie Wiggins, Chief Executive Officer*

## **METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES**

### **(ALSO APPLIES TO BOARD COMMITTEES)**

#### **PUBLIC INPUT**

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

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

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

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

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

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

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

#### **INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

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

## DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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## LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 922-4600 or (323) 466-3876. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



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**NOTE: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA**

### Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on June 16, 2022; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
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### Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 16 de Junio de 2022. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo  
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### Written Public Comment Instruction:

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



## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 19, 20, 21, 22, 23, 24, 25, and 26.

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

## CONSENT CALENDAR

### 19. SUBJECT: NETWORK VIDEO RECORDER KITS

[2022-0253](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA85485000 to Peacock Systems, the lowest responsive and responsible bidder for Network Video Recorder Kits. The contract includes a one-year base amount of \$2,162,471 inclusive of sales tax, and a one-year option in the amount of \$2,229,880, inclusive of sales tax, for a total contract amount of \$4,392,351, subject to resolution of protest(s), if any.

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

### 20. SUBJECT: REFURBISHMENT OF SEAT INSERTS WITH VINYL MATERIAL

[2022-0264](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed unit rate Contract No. RR82767000 to Molina Manufacturing, the lowest responsive and responsible bidder, to refurbish vinyl seat inserts. The Contract is for a one-year base amount in the amount of \$1,785,652, inclusive of sales tax, and a one-year option in the amount of \$1,587,413, inclusive of sales tax, for a total contract amount of \$3,373,065, subject to resolution of protest(s), if any.

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

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21. **SUBJECT: TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES FOR LACMTA HRV OVERHAUL AND CRITICAL COMPONENT REPLACEMENT PROGRAM** [2022-0266](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 14 to Contract No. OP30433488 with LTK Engineering Services for Technical and Program Management support services for LACMTA A650 Heavy Rail Vehicle Overhaul and Critical Component Replacement Program (OCCRP) to extend the Period of Performance through March 5, 2025 and increase the Not-to-Exceed Total Contract Price by \$3,126,944, from \$5,488,530 to \$8,615,474.

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

22. **SUBJECT: POWER SWEEPING SERVICES** [2022-0282](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 11 to Contract No. OP962800003367 with Nationwide Environmental Services, a Division of Joe's Sweeping Services, Inc., to provide power sweeping services for Metro's facilities in the amount of \$995,000, increasing the contract authority from \$5,846,346 to \$6,841,346 and extending the period of performance from September 1, 2022, through March 31, 2023.

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

23. **SUBJECT: A650 HEAVY RAIL VEHICLE FLEET FRICTION BRAKE OVERHAUL** [2022-0303](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 9 to Contract No. MA6274900, Indefinite Delivery/Indefinite Quantity (IDIQ) contract with Wabtec Passenger Transit (Wabtec) for A650 Heavy Rail Fleet Friction Brake Overhaul to extend the Period of Performance through June 30, 2024, and increase the Not-to-Exceed Total Contract Price by \$531,631.00 from \$3,727,827.00 to \$4,259,458.00.

**Attachments:** [Attachment A - Procurement Summary](#)  
[Attachment B - ModLog](#)  
[Attachment C - DEOD Summary](#)

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**24. SUBJECT: CONVENIENCE COPYING SERVICES**

[2022-0306](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. PS3825500 with Xerox Corporation to continue to provide the lease and maintenance of multi-function convenience copiers at various Metro locations, increasing the total not-to-exceed contract value by \$454,045 from \$4,132,773 to \$4,586,818, and extend the period of performance from September 1, 2022, through February 28, 2023.

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

**25. SUBJECT: METRO EXPRESSLANES CALIFORNIA HIGHWAY  
PATROL (CHP) ENFORCEMENT AGREEMENT**

[2022-0179](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to execute a three (3) year funding agreement with the California Highway Patrol (CHP) to provide enforcement services on the I-10 and I-110 ExpressLanes from July 1, 2022 to June 30, 2025 in the not-to-exceed amount of \$12,376,790.

**26. SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE  
COUNCILS**

[2022-0196](#)

**RECOMMENDATION**

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside Central Service Councils.

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

**NON-CONSENT**

**27. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

[2022-0300](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

**Attachments:**      [Presentation](#)

- 
28. **SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE** [2022-0301](#)

**RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring, and service restoration update.

Attachments: [Presentation](#)

29. **SUBJECT: JUNE 2022 RESTORATION AND CHANGES** [2022-0267](#)

**RECOMMENDATION**

RECEIVE AND FILE a status report on June 2022 service change and restoration of 200,000 annualized bus revenue service hours.

Attachments: [Attachment A – Description of June 2022 Service Change](#)  
[Attachment B - Motion 10.1](#)  
[Attachment C - Motion 27.1](#)  
[Attachment D - Motion 43](#)  
[Presentation](#)

30. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE EVALUATION** [2022-0319](#)

**RECOMMENDATIONS**

CONSIDER:

- A. RECEIVING AND FILING the Public Safety Advisory Committee (PSAC) Quarterly Report;
- B. RECEIVING AND FILING the PSAC Impact Evaluation Report (Attachment C); and
- C. DIRECTING the Chief Executive Officer (CEO) to implement the recommendations outlined in the Evaluation Report with the current PSAC membership terms to expire July 31, 2022, instead of June 30, 2022.

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**Attachments:**      [Attachment A - Motion 37](#)  
                                 [Attachment B - Motion 37.1](#)  
                                 [Attachment C - PSAC Evaluation Report](#)  
                                 [Attachment D – March 2, 2022, PSAC Meeting Minutes](#)  
                                 [Attachment E – March 16, 2022, PSAC Meeting Minutes](#)  
                                 [Attachment F – April 6, 2022, PSAC Meeting Minutes](#)  
                                 [Attachment G - April 20, 2022, PSAC Meeting Minutes](#)  
                                 [Attachment H - May 4, 2022, PSAC General Committee Minutes](#)  
                                 [Attachment I - May 18, 2022 PSAC General Committee Minute](#)  
                                 [Attachment J – May 4, 2022 Flexible Dispatch Recs Outcomes Memo](#)  
                                 [Presentation](#)

**31. SUBJECT: ACCESS TO CAREER OPPORTUNITIES UPDATE** [2022-0305](#)

**RECOMMENDATION**

RECEIVE AND FILE the report back to Motion 21, Access to Career Opportunities.

**Attachments:**      [Attachment A - Motion 21 Board Report](#)

**32. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE** [2022-0364](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**Attachments:**      [Attachment A - Systemwide Law Enforcement Overview April 2022](#)  
                                 [Attachment B - MTA Supporting Data April 2022](#)  
                                 [Attachment C - Transit Police Summary April 2022](#)  
                                 [Attachment D - Monthly, Bi-Annual, Annual Comparison April 2022](#)  
                                 [Attachment E - Violent, Prop, and Part 1 Crimes April 2022](#)  
                                 [Attachment F - Demographics Data April 2022](#)  
                                 [Attachment G - Bus Operator Assaults April 2022](#)  
                                 [Attachment H - Sexual Harassment Crimes April 2022](#)

**SUBJECT: GENERAL PUBLIC COMMENT** [2022-0358](#)

RECEIVE General Public Comment

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

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

**Adjournment**



## Board Report

File #: 2022-0253, File Type: Contract

Agenda Number: 1.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: NETWORK VIDEO RECORDER KITS**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA85485000 to Peacock Systems, the lowest responsive and responsible bidder for Network Video Recorder Kits. The contract includes a one-year base amount of \$2,162,471 inclusive of sales tax, and a one-year option in the amount of \$2,229,880, inclusive of sales tax, for a total contract amount of \$4,392,351, subject to resolution of protest(s), if any.

#### **ISSUE**

Metro owns and operates about 1,300 buses that were originally equipped with digital video recorders (DVRs) manufactured by Dedicated Micros, Inc. when the buses were purchased between 2008 and 2015. These DVRs are currently failing at unsustainable rates and have proven to be beyond repair and determined obsolete. The manufacturer of these units informed Metro that sales and support for the DVRs would no longer be available as of May 2021.

The DVR systems record incidents and events occurring inside and outside of buses in revenue service, and during operation in the maintenance yards. These incidents and events include vehicle accidents, criminal activity, operator/patron altercations, and other activities requiring video downloads to secure evidence to support subsequent actions associated with the listed activities. Buses with defective DVR systems are held from service to ensure proper documentation of incidents, which can impact the availability of buses for revenue service and service reliability.

In 2021, Metro performed approximately 14,250 downloads to capture footage of such activities. Due to the functional necessity of these systems, it is imperative that Metro buses have working DVRs for the safety and security of our bus operators and the riding public.

#### **BACKGROUND**

During the past several months, a significant number of Dedicated Micros, Inc. DVR units failed and were not repairable. Metro replaced the failed DVR systems on the bus fleet with the more advanced, reliable, and user-friendly Network Video Recorder Kits during this period. The Network Video Recorder Kits were set up in inventory, purchased, and issued through the standard parts inventory

process.

As the failure rate of the Dedicated Micros DVRs increased, management determined that maintaining inventory stock of the Network Video Recorder Kits could not adequately support the replacement needs for the video recording systems on the bus fleet. In addition, the procurement of Network Video Recorder Kits was approaching the procurement thresholds requiring formal bid for subsequent purchases.

The award of this contract will provide a sufficient number of Network Video Recorder Kits to meet the current demand and ensure that video recording capabilities are available and operational on the impacted bus fleets.

### **DISCUSSION**

The notification by Dedicated Micros Inc that sales and support for their DVR system was no longer available, along with the determination that the digital video recorders used on that system were unrepairable and obsolete, resulted in the requirement that these units be replaced upon failure with the more advanced, reliable, and user-friendly Network Video Recorder Kits. The approval of this contract with Peacock Systems for Network Video Recorder Kits improves the customer experience by ensuring that any incident on a Metro bus is properly documented, thereby improving our customers' safety and security.

Bus maintenance initiated a campaign to replace the failed DVR systems with the Network Video Recorder Kits maintained in stock, and a procurement was established to provide additional stock in sufficient quantities to meet the demand for replacement of the video recording systems as the Dedicated Micros systems continue to fail on the bus fleet.

The Network Video Recorder Kits procured with this award will allow the use of both analog and digital cameras with minimal modification to the existing camera systems for seamless operation. Another benefit of the new Network Video Recorder system is the capability to live-stream video while the bus is in operation on city streets.

The Network Video Recorder Kits will be purchased and maintained in Metro inventory and managed by Material Management. The appropriate budgeted project number and account will be charged as the Network Video Recorder Kits are issued.

### **DETERMINATION OF SAFETY IMPACT**

Award of this contract will ensure that the Metro bus fleet has an operating surveillance and recording system to properly document the bus fleet's incidents. The Network Video Recorder Kits will support Metro's commitment to improving safety and security on the bus system.

### **FINANCIAL IMPACT**

Upon Board approval funding of \$2,162,471 is included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts -



Revenue Vehicle.

Since this is a multi-year contract, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years including any option exercised.

#### Impact to Budget

The current funding source for this action includes Prop C, TDA, and STA. Use of these funding sources maximizes the project funding allocations under established funding provisions and guidelines.

### **EQUITY PLATFORM**

This action is anticipated to support safety and quality of service on the Metro bus fleet, which disproportionately serves marginalized groups and Equity Focus Communities (EFCs). The Network Video Recorder Kits have the capability to record boardings/alightings, which will provide the capability to accurately record Metro bus ridership and increase the agency's capability to meet demand with service. The Metro bus maintenance programs ensure that safety and security systems installed on buses remain in a State of Good Repair to provide uninterrupted transportation services for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) goal and verified the commitment by the successful bidder, who is a Metro certified DBE, of 100% for this procurement.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Replacement of Digital Video Recorders supports Strategic Goal 2: Deliver outstanding trip experiences for all transportation system users. The Network Video Recorder Kits will improve security on the bus system, provide a deterrent to crime, reduce the transit system's vulnerability to terrorism, and help to enforce Metro's Code of Conduct.

### **ALTERNATIVES CONSIDERED**

Metro may choose not to award the contract and procure the Network Video Recorder Kits on an as-needed basis using the Metro parts inventory "min/max" replenishment system method. This strategy is not recommended since it conflicts with Metro procurement policy and does not provide for a commitment from the supplier to ensure the timely delivery, continued supply, and a guaranteed fixed price for the Network Video Recorder Kits. Further, due to the obsolescence of the existing DVR system, the only solution is to replace the failed/obsolete units with a new video recording system. By not replacing the failed DVRs, Metro risks not being able to provide surveillance video and recording capabilities to meet the safety and security requirements on the Metro bus fleet.

### **NEXT STEPS**

Upon approval of Contract No. MA85485000 to Peacock Systems, the vendor will begin delivery of the Network Video Recorder Kits to Metro when requested, to meet the current demand for

replacement of failed DVR systems.

**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Salvador Buenrostro, Senior Manager, (213) 922-5589  
James D Pachan, Sr. Executive Officer, (213) 922-5804  
Reviewed by: Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051  
Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## NETWORK VIDEO RECORDER KITS/MA85485000

1.	<b>Contract Number:</b> MA85485000	
2.	<b>Recommended Vendor:</b> Peacock Systems, 5120-C Schaefer Avenue, Chino, CA 91710	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates :</b>	
	<b>A. Issued:</b> 2/24/22	
	<b>B. Advertised/Publicized:</b> 2/24/22	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 3/9/22	
	<b>E. Pre-Qualification Completed:</b> 4/29/22	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 3/10/22	
	<b>G. Protest Period End Date:</b> 6/20/22	
5.	<b>Solicitations Picked up/Downloaded:</b> 29	<b>Bids/Proposals Received:</b> 3
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> (213) 922-1018
7.	<b>Project Manager:</b> Salvador Buenrostro	<b>Telephone Number:</b> (213) 922-5589

**A. Procurement Background**

This Board Action is to approve Contract No. MA85485000 for the procurement of Network Video Recorder Kits. Board approval of this contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA85485 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

- Amendment No. 1 was issued on February 8, 2022 to revise the technical specifications.
- Amendment No. 2 was issued on January 12, 2022 to revise the technical specifications.

A total of three (3) bids were received on March 9, 2021.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid. The three bids received are listed below in alphabetical order:

1. Muncie Transit Supply
2. Peacock Systems
3. Safe Fleet

Two firms were determined to be responsive and responsible to the IFB requirements. Safe Fleet was deemed non-responsive for failing to meet the mandatory 2% goal. The recommended firm, Peacock System, the lowest responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

## **C. Price Analysis**

The recommended bid price from Peacock System has been determined to be fair and reasonable based upon adequate price competition and selection of the lowest responsive and responsible bidder.

<b>Low Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Peacock Systems	\$4,392,351.60	\$3,762,000
Safe Fleet	\$4,408,475.48	
Muncie Transit Supplies	\$4,820,718.23	

## **D. Background on Recommended Contractor**

The recommended firm, Peacock Systems, Inc. is located in Chino, CA and has been in business for twenty-one (21) years. Peacock Systems provided similar products for Metro and other companies including Security Systems, in Chino Hills CA, Network Video Security Cameras in Tarzana, CA, Safe Fleet Network in Los Angeles, CA, Mobil Systems in Diamond Bar, and Bright Sign, in San Jose, CA. Peacock Systems has provided satisfactory service and product to Metro on previous purchases.

## DEOD SUMMARY

## NETWORK VIDEO RECORDER KITS / MA85485000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. Peacock Systems, a DBE Prime Supplier, made a 60% DBE commitment. While the DBE Prime Supplier is performing 100% of the work with their own workforce, only 60% of the cost of materials and supplies can be credited towards its commitment.

Small Business Goal	DBE 2%	Small Business Commitment	DBE 60%

	DBE Subcontractors	Ethnicity	% Committed
1.	Peacock Systems (DBE Prime)	Subcontinent Asian American	60%
Total Commitment			60%

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

File #: 2022-0264, File Type: Contract

Agenda Number: 2.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: REFURBISHMENT OF SEAT INSERTS WITH VINYL MATERIAL**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed unit rate Contract No. RR82767000 to Molina Manufacturing, the lowest responsive and responsible bidder, to refurbish vinyl seat inserts. The Contract is for a one-year base amount in the amount of \$1,785,652, inclusive of sales tax, and a one-year option in the amount of \$1,587,413, inclusive of sales tax, for a total contract amount of \$3,373,065, subject to resolution of protest(s), if any.

#### **ISSUE**

This procurement will provide refurbishment of bus seat inserts with vinyl material. Much of the bus fleet currently has fabric covered seat inserts, which can retain dust, dirt, and moisture. The fabric seat inserts are difficult to clean. Vinyl seats are easier to clean, sanitize, and wipe down, and a drain hole at the lowest point of the seat insert prevents moisture build-up from spills when buses are in service. The vinyl seat insert refurbishment procurement will provide bus divisions with an inventory of vinyl seat inserts to convert the fleet from fabric covered seat inserts to vinyl covered seat inserts.

Awarding this contract will ensure that the operating divisions have adequate inventory to convert and maintain the bus seat inserts. The second year of the contract will be to provide stock supply for replacement of damaged seat inserts. Any seat inserts that are found with graffiti, cuts in the vinyl material, or other vandalism will need to be replaced, and the second year of the contract will allow for Metro to stock a supply of each seat insert to ensure a continued high quality environment for our passengers. The vinyl seat inserts will improve bus cleanliness and improve our customers' experience. Per the Chief Executive Officer's directive, Metro is actively working on the conversion of the entire fleet of buses to vinyl seat inserts by the end of Fiscal Year 2023, and the award of this contract is expected to provide the inventory of vinyl seat inserts to achieve this objective. Management will closely monitor the delivery of seat inserts to determine whether the contractor's production rate is sufficient to achieve the goal of transitioning all remaining seat inserts to vinyl in FY23, and mitigation plans have been developed to bring on other suppliers, if needed. Procurement has identified two additional contractors who could be issued purchase orders for reupholstery of seat inserts as a contingency measure in case this contractor's production rate falls below the rate required to complete the project in FY23.

## **BACKGROUND**

Seat inserts are plastic panels that are covered with fabric or vinyl material and are secured to the metal seat frame in buses. Seat inserts are replaced when they become damaged, vandalized, soiled, or when spills result in unsanitary conditions.

The current fabric seat inserts retain dust, dirt, and moisture. Vinyl seat inserts do not retain dust, dirt, or moisture and include a drain hole to dissipate spills where a customer's clothing could become soiled. The vinyl seat material allows for improved cleaning and sanitization of the buses by applying a sanitizing spray, along with a quick wipe down, which will immediately provide a clean dry seat, instead of leaving damp fabric that could provide a negative customer experience.

## **DISCUSSION**

A leading concern heard from our customers is the cleanliness of our vehicles. Customers want a clean and odor free environment on buses and as part of the Cleanliness Plan we have identified several cleanliness initiatives to improve the customer experience. Dirty or damaged seats impact the rider experience, instead of taking a seat a rider may choose to stand due to the condition of the seat. Vinyl seat inserts can be quickly cleaned, sanitized, and wiped down to improve customer experience by ensuring that dust, dirt and moisture that can be retained in fabric seats is eliminated. In addition, plastic seat insert cores with fabric or vinyl covering allow for quick repair of damaged seats. Seat inserts are replaced, rather than requiring the replacement of the entire seat structure.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any specific quantity of the reupholstered seat inserts that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required.

The seat inserts will be reupholstered with vinyl material, maintained in inventory, and managed by Material Management.

## **DETERMINATION OF SAFETY IMPACT**

The award of this contract will ensure that all operating divisions have adequate inventory to convert and maintain the bus fleet according to Metro Maintenance standards. Award of this contract will provide cleaner and more sanitary buses for revenue service.

## **FINANCIAL IMPACT**

The funding of \$1,785,652 for this product has been included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts - Revenue Vehicle. Operations has requested an additional \$2,000,000 in funding for parts and labor to allow for conversion of the entire bus fleet to vinyl seat inserts by the end of Fiscal Year 2023. The requested funding allocation of \$3,780,000 will provide sufficient funds for refurbishing the

remaining bus seats and labor support for installing the seat inserts.

Since this is a multi-year contract, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years including any option exercised.

#### Impact to Budget

The current source of funding for this action include Prop C, TDA, &STA. . Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

### **EQUITY PLATFORM**

The benefits of this action are to ensure that the bus fleet that serves Los Angeles County, and disproportionately serves marginalized groups and the vulnerable, provides clean and safe transportation services. Cleanliness is a highly rated issue of importance for Metro riders and the reupholstering of the seat inserts enhances Metro's cleaning and sanitation programs to ensure clean, reliable, and safe bus transportation services for these underserved communities.

This solicitation was issued under Metro's Small Business Prime program and only open to Metro-certified small businesses. The recommended contractor, Molina Manufacturing, is a Metro-certified small business and will be performing 100% of the work.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The vinyl seat insert conversion project supports Strategic Goal 2.3: Metro will support a customer-centric culture where exceptional experiences are created at every opportunity for both internal and external customers. The vinyl seats will provide cleaner, safer, and more sanitary seating for customers.

### **ALTERNATIVES CONSIDERED**

The alternative is to not award the contract and procure the vinyl seat inserts as needed, using the traditional "min/max" replenishment system method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure the availability, timely delivery, continued supply, and a guaranteed fixed price for the parts. This alternative strategy could also impact the lead time for securing the material to reupholster the seat inserts, resulting in delays in completing the fleet conversion.

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. RR82767 with Molina Manufacturing for the refurbishing of various seat inserts using vinyl materials at the one-year base amount of \$1,785,652, and the one-year option amount of \$1,587,413, for a total contract amount of \$3,373,065, inclusive of sales tax.

### **ATTACHMENTS**

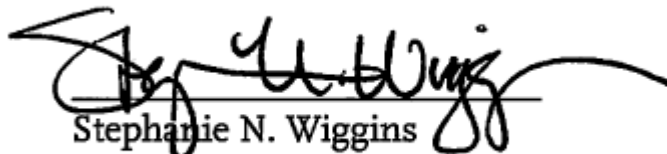


Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: James Pachan, Sr. Exec Officer, Maintenance (213) 922-5804  
David Ball, Sr. Equipment Maintenance Manager (213) 922-5714  
Tanya Allen, Procurement Planning Administrator (213) 922-1018

Reviewed by: Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051  
Conan Cheung Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## REFURBISH VARIOUS SEAT INSERTS/RR82767000

1.	<b>Contract Number:</b> RR82767000	
2.	<b>Recommended Vendor:</b> Molina Manufacturing, 23126 Mariposa Avenue, Torrance, CA 90502	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 11/18/21	
	<b>B. Advertised/Publicized:</b> 12/02/21	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 3/24/22	
	<b>E. Pre-Qualification Completed:</b> 4/29/22	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 4/12/22	
	<b>G. Protest Period End Date:</b> 6/20/22	
5.	<b>Solicitations Picked up/Downloaded:</b>  12	<b>Bids/Proposals Received:</b>  1
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> (213) 922-1018
7.	<b>Project Manager:</b> David Ball	<b>Telephone Number:</b> (213) 922-5895

**A. Procurement Background**

This Board Action is to approve Contract No. RR82767000 for the refurbishment of various bus seat inserts with vinyl. Board approval of this contract award is subject to resolution of any properly submitted protest.

A Two-Step Invitation for Bid (IFB) No. RR82767 was issued as a Small Business Enterprise (SBE) Set-Aside in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

Five (5) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1 was issued on January 5, 2022 to update the packaging requirements;
- Amendment No. 2 was issued on January 12, 2022 to update the warranty requirements;
- Amendment No. 3 was issued on January 13, 2022 to update critical dates and extend the bid due date;
- Amendment No. 4 was issued on January 20, 2022 to revise Exhibit 2, Schedules Quantities and Prices;
- Amendment No. 5 was issued on January 26, 2022 to revise Exhibit 2, Schedules Quantities and Prices.

A total of 12 firms downloaded the IFB and were included on the plan holders list. A

single bid was received on the Step-One due date of February 18, 2022 from Molina Manufacturing (Molina). A market survey was conducted of plan holders that did not submit a bid to ascertain the reason(s) they did not submit. Two responses were received. One firm responded that it was not a Metro-certified SBE firm and therefore would be ineligible for award and the other firm was a Metro-certified SBE firm but upon reviewing the technical requirements determined it did not have the capability to perform the work.

## **B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive two-step sealed bid. The Step-One Technical Evaluation was conducted by staff from the Operations Department on a pass/fail basis to determine if the bid submitted was technically acceptable.

The Pass/Fail Criteria for Step-One are as follows:

1. Facilities and Tools
2. Similar Projects in the past 3 years
3. Delivery Timeline
4. Quality Assurance Program
5. Work Plan, Inspection Plan, First Article Sample

After the Step-One evaluation, the single bid from Molina Manufacturing was determined to be technically qualified. On March 24, 2022, the Step-Two public bid opening was held to obtain pricing.

The bid received from Molina Manufacturing was determined to be the lowest responsive and responsible bid and to be in full compliance in meeting the bid and technical requirements of the IFB.

## **C. Price Analysis**

The recommended bid price from Molina Manufacturing has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE) and previous purchases. Metro's ICE utilized a higher unit rate per insert that was developed through the use of historical purchases and rising labor and materials costs. The submitted bid unit prices will result in a net savings to Metro of \$313,728.00.

<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Molina Manufacturing	3,373,064.72	4,362,400

## **D. Background on Recommended Contractor**

The recommended firm, Molina Manufacturing is located in Torrance, CA, has been in business for fifty-four (54) years. Molina Manufacturing provided similar services for

Metro and other agencies including the Metropolitan Transit District (MTD) in Santa Barbara, Valley Metro Rail in Arizona, and Greater Dayton Regional Transit Authority (RTA) in Ohio and numerous other transit agencies. Molina Manufacturing has provided satisfactory services to Metro on previous projects.

## DEOD SUMMARY

## REFURBISHMENT OF SEAT INSERTS WITH VINYL MATERIAL / RR82767000

**A. Small Business Participation**

Effective June 2, 2014, per Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute Small Business Set-Aside procurement. Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to SBE Certified Small Businesses Only.

Molina Manufacturing, an SBE Prime, is performing 100% of the work with their own workforce.

	<b>SBE Prime Contractor</b>	<b>SBE % Committed</b>
1.	Molina Manufacturing (Prime)	100%
	<b>Total Commitment</b>	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 is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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

# VINYL SEAT REPLACEMENT Improving Customer Experience



**Metro**

Operations, Safety & Customer Experience Committee Meeting  
June 16, 2022

# Approval of Contract to Refurbish Seat Inserts

- **Objective - Improve Customer Experience**
  - Convert 100% of buses to vinyl seat inserts
- **Approval of Contract with Molina Manufacturing**
  - FY23 – provides for replacement of remaining seat inserts to vinyl
  - FY24 – provides for replacement of damaged seat inserts
- **Plan to refurbish remaining seat inserts to vinyl by June 30, 2023**

# Background – FY22 Accomplishments

- New Buses Arrived with Vinyl Seat Inserts
  - ✓ New bus contracts modified to require Vinyl Seat Inserts
  - ✓ New buses arrived with new vinyl seat inserts – 333 buses
- Conversion of Existing Bus Fleet
  - ✓ Funding established to convert 350 buses
  - ✓ Converted 550 buses with vinyl seat inserts



# Fabric vs Vinyl Seats

Fabric Seats	Vinyl Seats
<ul style="list-style-type: none"><li>• Retains dust, dirt moisture and other liquids</li><li>• Require special cleaning equipment</li><li>• Time consuming and requires drying period</li></ul>	<ul style="list-style-type: none"><li>• Easier to clean, sanitize and wipe down</li><li>• Bottom drain hole to prevent moisture from spills</li><li>• No special equipment required for cleaning</li><li>• Quickly wipes up spills with no drying time</li></ul>

# Removal of Fabric Seat Inserts



Remove seat inserts  
from bus



**Metro**



Remove fabric material  
from seat inserts



# Installation of Vinyl Seat Inserts



Prepare New Seat  
Insert



Install New Seat  
Insert



Install New ADA  
Seat Insert

# Questions?



Metro

## Board Report

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

**File #:** 2022-0266, **File Type:** Contract

**Agenda Number:** 3.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES FOR LACMTA  
HRV OVERHAUL AND CRITICAL COMPONENT REPLACEMENT PROGRAM**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 14 to Contract No. OP30433488 with LTK Engineering Services for Technical and Program Management support services for LACMTA A650 Heavy Rail Vehicle Overhaul and Critical Component Replacement Program (OCCRP) to extend the Period of Performance through March 5, 2025 and increase the Not-to-Exceed Total Contract Price by \$3,126,944, from \$5,488,530 to \$8,615,474.

#### **ISSUE**

In October 2016, the Board approved a 46-month contract with LTK Engineering (OP30433488) to support Metro's Project Manager with Technical and Program Management Support services to oversee the rail vehicle overhaul contractor tasked with the A650 OCCRP Project.

Staff requests an extension of the existing consultant contract due to OCCRP project schedule delays. It is necessary to extend the consultant contract to ensure continuity of support for the project and execution of contractual terms for the rail vehicle contractor.

#### **BACKGROUND**

On October 27, 2016, the Board approved the contract to be awarded to LTK Engineering in response to RFP No. OP30433488, A650 Consulting Services for Heavy Rail Vehicle Overhaul for Technical and Program Management Support Services. This consultant provides technical program management support to Metro staff engaged in the management of the OCCRP for the overhaul & on-time delivery of a base order of 74 HRVs.

LTK Engineering is tasked to support Metro's Project Manager with the engineering and technical oversight of the rail vehicle contractor to ensure performance consistent with the delivery requirements of the OCCRP. LTK Engineering provides staff support in the following disciplines:

- Systems Engineering

- Systems Integration
- Quality Assurance
- Value Engineering
- Design Conformance Tests
- Inspection/Audit of Fabrication and Assembly Site Activities
- Commissioning and vehicle acceptance efforts.
- Project Management Support

All work and assignments are as needed and directed by the OCCRP Project Team through written task orders to the consultant contract, using not to exceed prices based on the fixed labor rates in the contract. The consultant's staff is managed daily by Metro's OCCRP Project Manager.

## **DISCUSSION**

Since the contract award of the OCCRP in October of 2016, LTK Engineering has been providing Metro's Project Team with unique rail vehicle technical support including: review of all technical documents; oversight of system and combined-system level integration efforts; witness of verification / validation of designs, inspections; design conformance/qualification testing; and identification of vehicle assembly issues / matters. These are essential prerequisites prior shipping HRVs back to Metro.

Given the performance of the rail vehicle contractor overhaul efforts and the project delays to date, it has become more critical to increase contractor oversight to ensure all significant issues are identified and that the scope of work is performed in compliance with contract requirements.

LTK Engineering consultant support includes assistance with document updates and controls, technical and commercial specifications, gathering all technical documentation, and to assist with on-going project issues.

Approval of Recommendation A modifies the LTK Engineering contract, which allows for continued technical support of the OCCRP. Metro staff requires this consultant support to mitigate the remaining technical issues to ensure safety and performance standards are met and achieve final delivery / acceptance of the HRVs.

This is an existing professional support contract needed to ensure continuity and proper project execution of the OCCRP and does not have any impacts on the previously approved Life of Project (LOP). In addition, approving the two recommended items ensures the successful completion of the OCCRP, which provides accessible and affordable transportation for all who ride our heavy rail system.

## **DETERMINATION OF SAFETY IMPACT**

The approval for the Technical Support Services will ensure team continuity and maintain overall system safety, service quality, system reliability, and customer satisfaction.

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## **FINANCIAL IMPACT**

Since this is a multi-year project, the cost center manager, project manager, Senior Executive Officer, and Vehicle Engineering & Acquisition team will ensure that funds are budgeted in future Fiscal Years. This action is funded using the existing LOP budget potentially utilizing the Project Contingency.

### **Impact to Budget**

The current source of funds for the overhaul program and Consulting Services is Proposition A 35%. Staff will pursue additional federal funds that may become available for this project to maximize and conserve the use of local funding sources and/or debt.

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

## **EQUITY PLATFORM**

Approving the recommendations in this board report will ensure uninterrupted professional services that support the ongoing OCCRP. This allows for successful delivery of these vehicles for use on Metro's existing heavy rail vehicle lines that serve a majority of Equity Focus Communities (EFCs) who rely on public transit for their daily jobs. EFC areas along the heavy rail alignment include Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood. Please refer to Attachment D for Metro's current rail line map showing the areas of Metro's EFCs that will benefit from this board decision.

LTK Engineering made a 30.74% Disadvantaged Business Enterprise (DBE) commitment. The project is 85% complete based on payments and the current DBE participation is 17.13%, representing a 13.61% shortfall. LTK Engineering submitted an updated shortfall mitigation plan on May 3, 2022, and projects to exceed the 30.74% utilization by the end of all anticipated contract, and task extensions. LTK Engineering remains committed to meeting the 30.74% DBE commitment by the end of vehicle production.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendations support strategic plan goal # 1.2 - Optimize the speed, reliability, and performance of existing system by revitalizing and upgrading Metro's transit assets. The completion and roll out of the overhauled A650s will significantly reduce trip disruptions on rail networks and improve the integrity of the overall network.

## **ALTERNATIVES CONSIDERED**

The Board may choose not to approve this item to extend the current contract. This is not recommended as critical project activities being supported by consultant staff will be interrupted, likely impacting the project schedule. The adverse impacts may also result in insufficient vehicles to

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meet passenger demand and rollout schedules. This would have a negative impact on providing transportation services due to being unable to provide sufficient vehicles to all who ride our heavy rail system and will negatively impact the rider experience.

The support activities provided by this consultant include but are not limited to; auditing manufacture and assembly site activities, witnessing Qualification and commissioning tests, reviewing test procedures and test reports, providing vehicle acceptance and warranty support, reviewing safety certification checklists before submittal to CPUC and review of car history books with CPUC prior to approval of placing vehicles in service, and conducting schedule and milestone reviews. The Metro project team currently does not have the resources to absorb all the consultant scope of work.

### **NEXT STEPS**

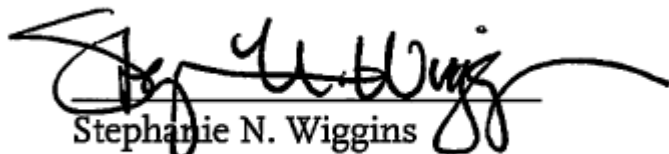
Upon Board approval, staff will execute Contract Modification No. 14 to extend the performance period and increase the Contract amount with LTK Engineering.

### **ATTACHMENTS**

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

Prepared by: David McDonald, Sr. Manager, Project Control, (213) 922-3221  
Annie Yang, Sr. Director, Rail Vehicle Acquisition, (213) 922-3254  
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277

Reviewed by:  
Conan Cheung, Chief Operations Officer, (213) 418-3034  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

  
Stephanie N. Wiggins  
Chief Executive Officer



## PROCUREMENT SUMMARY

EXTENSION OF CONSULTING SERVICES TO SUPPORT THE OVERHAUL OF 74  
A650 HEAVY RAIL VEHICLES/OP30433488

1.	<b>Contract Number:</b> OP30433488		
2.	<b>Contractor:</b> LTK Engineering Services		
3.	<b>Mod Work Description:</b> Extend the term of Technical and Program Management Support Services to coincide with the extension of the overhaul project.		
4.	<b>Contract Work Description:</b> Consulting Services for the A650 Heavy Rail Vehicle Overhaul and Critical Component Replacement Program		
5.	<b>The following data is current as of:</b> 05.05.22		
	<b>Contract Award:</b>	11.01.16	<b>Contract Award Amount:</b> \$3,897,599
	<b>Notice to Proceed:</b>	11.03.16	<b>Total Mods Approved:</b> \$1,590,931
	<b>Original Completion Date:</b>	07.05.22	<b>Pending Mods (with this action):</b> \$3,126,944
	<b>New Estimated Completion Date (with this action):</b>	03.05.25	<b>Current Contract Value (with this action):</b> \$8,615,474
6.	<b>Contract Administrator:</b> Wayne Okubo	<b>Telephone Number:</b> (213)922-7466	
7.	<b>Project Manager:</b> Dave McDonald	<b>Telephone Number:</b> (213)922-3221	

**A. Procurement Background**

This Board Action is to extend the period of performance to provide technical and program management support services for the overhaul of 74 A650 Heavy Rail Vehicles under Contract OP30433488. The extension is necessary to continue the technical support of the overhaul project, which was extended due to delays encountered by the overhaul contractor.

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

On October 27, 2016, Metro's Board of Directors approved Board Report File 2016-0554 to LTK Engineering Services in the amount of \$3,897,599 for technical and program management services related to the overhaul of 38 A650 Heavy Rail Vehicles. On October 19, 2017 Board Report File 2017-0584 for the option to support the overhaul of the remaining 36 vehicles of the newest A650 fleet, was approved.

The intent of extending the consultant services is to provide Metro with expert professional engineering, technical oversight, and program management support to ensure the overhaul contractor's performance is consistent with the delivery requirements of the contract throughout the duration of the project.

The recommended contract modification is to extend the technical and program management support services for the overhaul project by 32 months in the amount of \$3,126,944 increasing the Contract not to exceed price to \$8,615,474.

**B. Cost/Price Analysis**

ICE	Proposed	Recommended
\$3,457,200	\$3,126,944	\$3,126,944

This is a cost plus fixed fee contract. The direct labor rates for this extension were negotiated using the forward priced rate agreement and escalations established in the Contract. All newly proposed staff rates were validated with current payroll records. The overhead rates applied for this extension are consistent with the originally proposed rates for the consultant and sub consultants. Due to the extension in the period of performance, the planned closeout audit will be augmented with an intermediate audit to be performed during the extended period of the Contract.

The recommended price has been determined to be fair and reasonable for the extension of the technical and program management services supporting the A650 Heavy Rail Vehicle overhaul based upon fact finding, an Independent Cost Estimate (ICE), and negotiations.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

CONSULTING SERVICES TO SUPPORT THE OVERHAUL OF  
74 A650 HEAVY RAIL VEHICLES/OP30433488

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise Option to overhaul 18 additional A650 HRV married pairs	Approved	01.23.18	\$ 597,238
2	Administrative change to add staff to project	Approved	01.03.19	\$ 0
3	Administrative change to add staff to project	Approved	04.26.19	\$ 0
4	Add MFSS and TWC to project scope	Approved	07.09.19	\$ 993,693
5	Administrative change to add staff to project	Approved	09.16.19	\$ 0
6	Administrative change to add staff to project	Approved	11.26.19	\$ 0
7	Administrative change to add staff to project	Approved	05.19.20	\$ 0
8	Administrative change to add staff to project	Approved	08.31.20	\$ 0
9	Administrative change to add staff to project	Approved	11.04.20	\$ 0
10	Administrative change to add staff to project	Approved	05.05.21	\$ 0
11	Administrative change to add staff to project	Approved	09.14.21	\$ 0
12	Administrative change to add staff to project	Approved	11.18.21	\$ 0
13	Time Extension	Approved	04.26.22	\$ 0
14	<b>Time Extension</b>	<b>Pending</b>		<b>\$ 3,126,944</b>
	<b>Modification Total:</b>			<b>\$ 4,717,875</b>
	Original Contract:			\$ 3,897,599
	<b>Total:</b>			<b>\$ 8,615,474</b>

## DEOD SUMMARY

**CONSULTING SERVICES FOR THE A650 HEAVY RAIL VEHICLE (HRV)  
OVERHAUL PROGRAM, TECHNICAL AND PROGRAM MANAGEMENT SUPPORT  
SERVICES/OP30433488**

**A. Small Business Participation**

LTK Engineering Services (LTK) made a 30.74% Disadvantaged Business Enterprise (DBE) commitment. The project is 85% complete based on payments and the current DBE participation is 17.13%, representing a 13.61% shortfall.

LTK submitted an updated shortfall mitigation plan on May 3, 2022. LTK contends the shortfall is due to their inability to use the resources of Virginkar & Associates, Inc. (VAI) as originally planned during the production phase. LTK further contends that they will be utilizing VAI for manufacturing inspection and testing. This is work that LTK staff had anticipated to perform but will instead be transferred to VAI personnel. Further, LTK anticipates an uptick in the utilization of Ramos Consulting, as the project moves into the testing phase. LTK projects that they will exceed the 30.74% utilization by the end of all anticipated contract and task extensions and remains committed to meeting the 30.74% DBE commitment by the end of vehicle production.

Notwithstanding, Metro Project Managers and Contract Administrators will work in conjunction with DEOD to ensure that LTK Engineering Services is on schedule to meet or exceed its DBE commitment. Additionally, key stakeholders associated with the contract have access to Metro's web-based monitoring system to ensure that LTK is on target to meet and/or exceed its DBE commitment on the contract.

<b>Small Business Commitment</b>	<b>DBE 30.74%</b>	<b>Small Business Participation</b>	<b>DBE 17.13%</b>
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	<b>DBE/SBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Virginkar & Associates	Subcontinent Asian American	18.35%	9.95%
2.	Ramos Consulting	Hispanic American	12.39%	7.18%
	<b>Total</b>		<b>30.74%</b>	<b>17.13%</b>

<sup>1</sup>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 contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

**File #:** 2022-0282, **File Type:** Contract

**Agenda Number:** 22.

### **OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022**

**SUBJECT: POWER SWEEPING SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 11 to Contract No. OP962800003367 with Nationwide Environmental Services, a Division of Joe's Sweeping Services, Inc., to provide power sweeping services for Metro's facilities in the amount of \$995,000, increasing the contract authority from \$5,846,346 to \$6,841,346 and extending the period of performance from September 1, 2022, through March 31, 2023.

#### **ISSUE**

The existing power sweeping services contract term expires on August 31, 2022. Although a new solicitation was issued on November 18, 2021, bids received were deemed non-responsive and the solicitation was cancelled on March 17, 2022.

While a new solicitation is in progress, insufficient authority remains within the existing contract. Therefore, the approval of Modification No. 11 is required to increase contract authority by \$995,000 and extend the performance period through March 31, 2023. This action is necessary to ensure service continuity delivering safe, quality, regularly scheduled, and as-needed maintenance and allowing time to repurchase for a new power sweeping services contract.

#### **BACKGROUND**

On April 26, 2018, the Metro Board of Directors approved a three-year base, firm fixed unit rate Contract No. OP962800003367 with Nationwide Environmental Services, Inc., to provide power sweeping services for Metro's facilities, effective June 1, 2018.

Under the existing contract, the contractor has provided power sweeping services on a regular schedule and as-needed basis. Staff continuously evaluates service levels and explores opportunities to increase competition while expanding small business participation.

In preparation for a new power sweeping services solicitation, two (2) outreach events were conducted on June 10 and November 10, 2021. During the event, staff provided an overview of the upcoming procurement where Metro's service area has been split into two (2) moderately sized

geographical regions to attract bids from small businesses as primes.

On November 18, 2021 a new solicitation for power sweeping services was issued for the North and South region, representing Metro's service area. On December 22, 2021, two (2) bids were received, one (1) per region, however, bids were deemed non-responsive and the solicitation was cancelled on March 17, 2022.

## **DISCUSSION**

Under the existing contract, the contractor has been satisfactorily providing regularly scheduled and as-needed power sweeping services for 108 parking lots and structures throughout Metro bus and rail facilities and 41 Caltrans owned Park and Ride (P&R) lots.

To ensure service continuity delivering timely power sweeping services with well-maintained parking lots and structures system-wide throughout LA County, the approval of Modification No. 11 is required to provide additional authority for the existing contract and extend the period of performance through March 31, 2023.

Power sweeping services will support Metro's efforts to enhance customer experience by providing patrons a clean environment at facilities. Specifically, Metro's power sweeping services will ensure that our facilities receive the consistent cleaning services expected by our customers.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure service continuity to provide on-going power sweeping services, improve Metro bus and rail facilities overall appearance and cleanliness, and continue providing safe, quality, on-time, and reliable services system-wide.

## **FINANCIAL IMPACT**

Upon Board approval of the FY23 budget, funding of \$995,000 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

### **Impact to Budget**

The current source of funds for this action is operating eligible State and Local funds including sales tax and Fares. These funding sources ensure the best allocation given approved funding provisions and guidelines.

## **EQUITY PLATFORM**

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This action will maintain regularly scheduled and as-needed power sweeping services for Metro's patrons. It ensures that Metro bus and rail facilities overall appearance and cleanliness are well maintained, especially for those with disabilities, older adults and others, while providing a safe, quality, accessible, and reliable environment to all of our patrons at parking lots and structures throughout Metro facilities and Caltrans owned P&R lots.

Metro customers may report cleanliness and maintenance issues of Metro parking lots and structures system-wide through Metro's Customer Relations numbers posted throughout the rail and bus system. Customers, including those who are Limited English Proficient (LEP), can communicate with Metro through nine (9) different languages using translation service. Metro also ensures translated signage is posted for those reporting cleanliness and maintenance issues on the Metro system.

Under the existing contract Nationwide Environmental Services, Inc., made a commitment of 7.02% for SBE and 3.01% for DVBE. To-date, the current participation is 9.88% for SBE and 3.06% for DVBE, exceeding the commitment by 2.86% and 0.05%, respectively.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing on-going frequency and as-needed power sweeping will ensure providing safe environment to our patrons, accessibility, and service reliability, and enhancing customers' overall experience.

### **ALTERNATIVES CONSIDERED**

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

### **NEXT STEPS**

Upon approval by the Board, staff will execute Modification No. 11 to Contract No. OP962800003367 with Nationwide Environmental Services, to continue to provide power sweeping services throughout Metro bus and rail facilities and 41 Caltrans owned P&R lots. Concurrently, staff is in the process of updating the new solicitation package scope of work documents where Metro's service area has been restructured and split into three (3) moderately sized geographical regions, to further enhance competition and expand opportunities for small business participation during the upcoming procurement.

### **ATTACHMENTS**

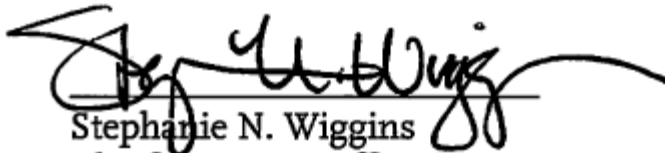
Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary

Prepared by:



Lena Babayan, Deputy Executive Officer,  
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034  
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## POWER SWEEPING SERVICES/OP962800003367

1.	<b>Contract Number:</b> OP962800003367		
2.	<b>Contractor:</b> Nationwide Environmental Services		
3.	<b>Mod. Work Description:</b> Increase contract authority and extend period of performance		
4.	<b>Contract Work Description:</b> Provide power sweeping services at all Metro transit facilities including bus divisions, terminals, busways, railroad trackways, layover areas, rail divisions and train/bus stations park-and-ride		
5.	<b>The following data is current as of:</b> 5/4/22		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	6/1/18	<b>Contract Award Amount:</b> \$ 5,314,860
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modification Approved:</b> \$ 531,486
	<b>Original Complete Date:</b>	8/31/22	<b>Pending Modification (including this action):</b> \$ 995,000
	<b>Current Est. Complete Date:</b>	3/31/23	<b>Current Contract Value (with this action):</b> \$ 6,841,346
7.	<b>Contract Administrator:</b> Aielyn Dumaua		<b>Telephone Number:</b> (213) 922-7320
8.	<b>Project Manager:</b> Maral Minasian		<b>Telephone Number:</b> (213) 922-6762

**A. Procurement Background**

This Board Action is to approve Modification No. 11 to Contract No. OP962800003367 with Nationwide Environmental Services, a Division of Joe's Sweeping, Inc. (Nationwide) to provide power sweeping services at all Metro transit facilities including bus divisions, terminals, busways, railroad trackways, layover areas, rail divisions, and train/bus stations park-and-ride.

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

In June 2018, Metro awarded a three-year contract to Nationwide to provide power sweeping services.

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

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis and technical analysis. Negotiated rates for the extended term are lower than current market rates for similar services. Therefore, the recommended increase in contract authority is in the best interest of Metro.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Modification Amount</b>
\$995,000	\$995,000	\$995,000

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## POWER SWEEPING SERVICES/OP962800003367

Mod. No.	Description	Date	Amount
1.	Increase contract authority and revise the Statement of Work and Schedule of Quantities and Prices to add Division 16 – LAX/Crenshaw Line Yard as a service location	3/28/19	\$ 52,000
2	Revise Schedule of Quantities and Prices to adjust service frequency due to COVID-19	5/20/20	\$ 0
3	Revise Statement of Work and Schedule of Quantities and Prices to update service locations	6/24/20	\$ 0
4	Revise Statement of Work to update the submittal and reporting requirements	7/13/20	\$ 0
5	Revise Schedule of Quantities and Prices to modify the frequency of service at various Caltrans Park and Ride Lots	10/16/20	\$ 0
6	Extend the period of performance by seven months	10/19/20	\$ 0
7	Extend the period of performance by three months	3/24/21	\$ 0
8	Revise Statement of Work to remove Location 62 – Rail Communication from the List of Service Locations and adjust the Schedule of Quantities and Prices	5/31/21	\$ 0
9	Increase contract authority, revise agreed-upon fully burdened rates and extend the period of performance by two months	11/15/21	\$ 250,000
10	Increase contract authority, revise agreed-upon fully burdened rates, and extend the period of performance by two months	5/11/22	\$ 229,486
11	<b>Increase contract authority to continue to provide services, revise agreed-upon fully burdened rates and extend the period of performance by seven months</b>	<b>PENDING</b>	<b>\$ 995,000</b>
	<b>Modification Total:</b>		<b>\$ 1,526,486</b>
	<b>Original Contract:</b>	<b>6/1/18</b>	<b>\$ 5,314,860</b>
	<b>Total Contract Value:</b>		<b>\$ 6,841,346</b>

## DEOD SUMMARY

## POWER SWEEPING SERVICES FOR ALL METRO FACILITIES/OP962800003367

**A. Small Business Participation**

Nationwide Environmental Services Div. of Joe's Sweeping, Inc. made a 7.02% Small Business Enterprise (SBE) and a 3.01% Disabled Veterans Business Enterprise (DVBE) commitment. The project is 86% complete. The current SBE participation is 9.88% and DVBE participation is 3.06%. Nationwide Environmental Services is exceeding the SBE commitment by 2.86% and DVBE commitment by 0.05%, respectively.

<b>Small Business Commitment</b>	<b>SBE 7.02% DVBE 3.01%</b>	<b>Small Business Participation</b>	<b>SBE 9.88% DVBE 3.06%</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Islas Tires, Inc.	6.60%	8.48%
2.	Rose Equipment Repairs, Inc.	0.42%	1.40%
	<b>Total</b>	<b>7.02%</b>	<b>9.88%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Hunter Tires, Inc.	3.01%	3.06%
	<b>Total</b>	<b>3.01%</b>	<b>3.06%</b>

<sup>1</sup>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 contract.

**C. Prevailing Wage Applicability**

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

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

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**File #:** 2022-0303, **File Type:** Contract**Agenda Number:** 6.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JUNE 16, 2022****SUBJECT:        A650 HEAVY RAIL VEHICLE FLEET FRICTION BRAKE OVERHAUL****ACTION:        APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 9 to Contract No. MA6274900, Indefinite Delivery/Indefinite Quantity (IDIQ) contract with Wabtec Passenger Transit (Wabtec) for A650 Heavy Rail Fleet Friction Brake Overhaul to extend the Period of Performance through June 30, 2024, and increase the Not-to-Exceed Total Contract Price by \$531,631.00 from \$3,727,827.00 to \$4,259,458.00.

**ISSUE**

The A650 Air Compressor Assembly is a component within the Friction Brake System. The Air Compressor Unit Assembly overhauls are required to be accomplished in parallel with the ongoing A650 Friction Brake Equipment overhaul services, thereby ensuring the overhauls are performed in accordance with regulatory standards.

Due to nationwide pandemic requiring shelter-in place mandate beginning in 2020, the A650 heavy rail fleet friction brake overhaul program experienced a production slowdown whereas both Wabtec (Contractor) and Rail Fleet Services experienced personnel shortages causing a delay to the schedule. The slowdown in production for nearly two (2) years necessitates a Contract period of performance extension to complete this friction brake overhaul cycle.

In parallel, upon inspection and testing the Air Compressor Unit, the Contractor notified staff that the Air Compressor Unit motors failed fitness testing and were determined to be unrepairable as it was discovered the replacement parts became obsolete, requiring the purchase of new motors.

The purchase of new motors is not included in the original contract awarded to Wabtec in 2017, thus requesting this contract modification will allow for continuation of overhaul services and for the purchase of ASU motors required for a thorough and complete overhaul of the A650 Friction Brake System. Furthermore, this approval of this item will achieve equipment safety, reliability and performance standards in accordance with regulatory requirements and OEM specifications. This approach will result in the least impact to the schedule and Metro resources in an effort to complete the project effectively.

## **BACKGROUND**

Contract No. MA6274900 was approved by the Board in January 2017, awarding Wabtec, the Original Equipment Manufacturer (OEM), the A650 Friction Brake Systems overhaul base services contract. In March 2020, the Board approved adding overhaul services of the D-4-S Air Compressor Assembly Unit, as this is an essential subsystem component of the Friction Brake Systems and was required to be accomplished in parallel with the A650 Friction Brake overhaul services.

The Breda A650 Subway Option-Buy fleet consists of 51 married-pair vehicles and is currently in the 24<sup>th</sup> year of revenue service operations. This fleet is presently undergoing a Component Overhaul Program, overhauling five (5) major systems including: friction brake, traction motor, gearbox coupler, and LVPS equipment. The average per car mileage is 1.6 million miles and has an accumulated fleet mileage of 100 million miles with consistent reliability and safety records.

## **DISCUSSION**

The A650 Subway Fleet consists of 102 rail cars (51 married pairs) in its 24<sup>th</sup> year of revenue service operations with over 1.5 million miles per rail car. The Friction Brake overhaul is scheduled on a four-year overhaul cycle to ensure the fleet remains in a constant State of Good Repair (SGR) while safeguarding passenger safety and service reliability.

The Friction Brake System Overhaul consists of tear down, inspection, and replacement of safety sensitive components e.g. brake calipers, actuators, brake valves, transducers, numerous valves, relays, including Air Compressor and HPT Tread Brake Actuators. The wear and tear of these components are predictable therefore necessitating periodic overhauls accomplished by the OEM with specialized equipment and mechanic certifications to ensure equipment reliably.

The Friction Brake Overhaul is (1 of 8) vehicle systems within the Component Overhaul Program managed and performed by Rail Fleet Services staff. Other vehicle systems undergoing overhaul include coupler, low voltage power supply, gearbox, traction motor, and semi-permanent coupler.

The friction brake system consists of numerous subcomponents, including tread brakes, brake shoes, brake valves, electronic controls, and Air Supply Unit (air compressor). The Original Equipment Manufacturer OEM recommends overhaul every 5 years; this is the 4<sup>th</sup> cycle overhaul. The Friction Brake Overhaul is critical in keeping the heavy rail fleet safe and reliable in conjunction with the State of Good Repair (SGR) mandates.

Rail Fleet Services (RFS) Engineering developed equipment overhaul specification(s) for all systems included in the Component Overhaul Program based on OEM recommendations and RFS maintenance experience. The OEM contractor will perform overhaul services in accordance with a defined schedule within Metro's technical specifications requirements.

## **DETERMINATION OF SAFETY IMPACT**

Safety is of the utmost importance to Metro and, therefore, it is imperative to maintain the A650 fleet

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without deferred maintenance and in a constant SGR. The Air Compressor will be accomplished in parallel with the ongoing Friction Brake equipment overhaul thereby ensuring the overhauls are performed in accordance with regulatory standards within a defined schedule while following Metro's Corporate Safety policy and procedures.

The friction brake equipment is a vital system that stops the railcar during high-speed emergency stops and provides final braking at passenger stations. In the event of friction brake equipment failure, the rail car will not stop within the prescribed braking rate and distance with potential catastrophic results to those involved.

### **FINANCIAL IMPACT**

Funding of \$531,631.00 is included in the Cost Center 3942, Project 300044 Account 50441. The delivery of the Air Supply Unit motors is planned for 1st quarter FY23.

#### **Impact to Budget**

Funding for this operating/rehabilitation effort includes operating eligible sources like Fares, Prop A 35, Measure M, and STA. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

### **EQUITY PLATFORM**

This is an existing overhaul service support contract needed to ensure continuity and proper project closeout of the A650 Friction Brake Overhaul Services contract and does not have any impacts on the previously approved LOP. Approval of the two recommendations ensures successful completion of the A650 overhaul project and will provide safe, accessible and affordable transportation for all riders of Metro's heavy rail system. Based on the 2019 Customer Survey, the Red and Purple heavy rail lines serve the following ridership:

- 27.7% below the poverty line
- 56.4% have no car available
- Rider Ethnicity: Latino 38.9%; Black 13.1%; White 25.8%; Asian/Pacific Islander 15.2%; Other 6.5%

In addition, areas include: Union Station to Downtown LA, Koreatown (Wilshire/Western), Hollywood, Universal City, and North Hollywood. Approval of this Board item will ensure non-interruptions on SGR overhaul services that support the ongoing A650 Friction Brake Overhaul project and allow for successful delivery of safety systems to Metro's existing heavy rail vehicle lines currently serving majority Equity Focus Communities who rely on public transportation.

Wabtec Passenger Transit made a 5% Small Business Enterprise (SBE) commitment. Based on payments reported the project is 51% complete and the current SBE participation is 14.71%, exceeding the SBE commitment by 9.71%

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**



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The recommendation supports Metro Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within the Metro organization. Approval of this item will help safeguard overhaul production continuance while reliably meeting passenger safety and fleet.

### **ALTERNATIVES CONSIDERED**

Deferral of this overhaul work is not recommended as these Friction Brake Systems are integral components of the vehicle braking systems that could result in equipment failures, service delays, and risk to passenger safety if not properly maintained.

Due to OEM inability to repair or overhaul the Air Supply Unit equipment resulting from parts obsolescence, it is necessary to procure new motors keeping the friction brake equipment in service for an additional 15 years. Due to the significance of the friction brake equipment there are no alternatives to be considered.

### **NEXT STEPS**

Upon Board approval, the friction brake equipment overhaul program will continue and the contractor will replace obsolete compressor motors with new motors.

### **ATTACHMENTS**

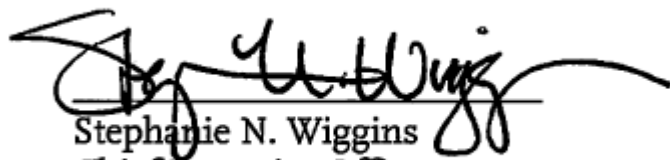
Attachment A - Procurement Summary  
Attachment B - Modification Log  
Attachment C - DEOD Summary

Prepared\_by

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

Reviewed by:

Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051  
Conan Cheung, Chief Operations Officer, (213) 418-3034

  
Stephanie N. Wiggins  
Chief Executive Officer



## PROCUREMENT SUMMARY

## A650 FRICTION BRAKE OVERHAUL/CONTRACT NO. MA6274900

1.	<b>Contract Number:</b> MA6274900			
2.	<b>Contractor:</b> Wabtec Passenger Transit			
3.	<b>Mod. Work Description:</b> To provide continued overhaul services for the A650 friction brake to add work to the Air Compressor components			
4.	<b>Contract Work Description:</b> Provide overhaul services			
5.	<b>The following data is current as of:</b> 04.26.22			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	01/19/17	<b>Contract Award Amount:</b>	\$2,857,400.00
	<b>Notice to Proceed (NTP):</b>	02/10/17	<b>Total of Modifications Approved:</b>	\$ 870,427.00
	<b>Original Complete Date:</b>	02/10/22	<b>Pending Modifications (including this action):</b>	\$ 531,631.00
	<b>Current Est. Complete Date:</b>	06/30/22	<b>Current Contract Value (with this action):</b>	\$4,259,458.00
7.	<b>Contract Administrator:</b> Jean Davis		<b>Telephone Number:</b> 213/922-1041	
8.	<b>Project Manager:</b> Richard Lozano		<b>Telephone Number:</b> 323/224-4042	

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 9 issued in support of A650 Red Line vehicle maintenance for the following items:

- To approve additional contract modification authority (CMA) in the amount of \$511,171.00.
- To approve a modification to add overhaul services to A650 Friction Brake contract for the D-4-S Air Compressor Assembly in a Not-To-Exceed amount of \$531,631.20.

This Contract Modification No. 9 will be processed in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery, Indefinite Quantity (IDIQ).

On January 19, 2017, the Board approved a contract to Wabtec Passenger Transit to overhaul the A650 Friction Brake Systems in the amount of \$1,859,000 and an Option for the HPT Brake Actuator overhaul in the amount of \$998,400 for a total

Not-To-Exceed Contract amount of \$2,857,400. The period of performance is for 60 months, February 10, 2017 to February 10, 2022.

On March 19, 2020, the Board approved Modification No. 5 to exercise Option to overhaul Hydraulic Pneumatic Tread (HPT) Brake Actuator in the amount of \$998,400; and to add modification to overhaul services for D-4-S Air Compressor Assembly Units in the amount of \$723,892, for a total Not-To-Exceed contract amount of \$3,581,292. The contract was extended to June 30, 2022.

## **B. Price Analysis**

A price analysis was evaluated and conducted in compliance with Metro's Acquisition Policy. The recommended modification amount of \$531,632.20 to add overhaul services for D-4-S Air Compressor Assemblies, which is a component of the A650 Friction Brake contract, has been determined to be fair and reasonable based on price analysis, technical analysis, and comparison to the Independent Cost Estimate (ICE).

<b>Item</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
A650 Air Compressor Motors, added overhaul work	\$543,851	\$442,261	<b>\$531,631</b>

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## A650 FRICTION BRAKE OVERHAUL/CONTRACT NO. MA6274900

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	No Cost Administrative Change	Approved	12/23/19	\$0
2	Authorized Long-Lead Material under existing Total Contract Value for D-4-S Air Compressor	Approved	01/09/20	\$0
3	Authorized Long-Lead Material under existing Total Contract Value for HPT Brake Actuator	Approved	01/09/20	\$0
4	No Cost Equitable Adjustment	Approved	02/11/20	\$0
5	Exercise Option 2 – HPT Brake Actuator; Add D-4-S Air Compressor Assembly	Approved	03/27/20	\$ 723,892
6	COVID-19 Impact Costs for Delivery Schedule Deferments	Approved	10/30/20	\$ 68,246
7	Revise Technical Specification to add out of scope parts	Approved	04/12/21	\$ 78,289
8	No Cost Time Extension	Approved	03/30/22	\$0
9	<b>Modification for D-4-S Air Compressor Assembly units</b>	<b>Pending</b>	TBD	<b>\$ 531,631</b>
	<b>Modification Total:</b>			<b>\$1,402,058</b>
	<b>Original Contract:</b>		01/19/17	<b>\$2,857,400</b>
	<b>Total:</b>			<b>\$4,259,458</b>

## DEOD SUMMARY

## A650 HEAVY RAIL FLEET FRICTION BRAKE OVERHAUL/MA6274900

**A. Small Business Participation**

Wabtec Passenger Transit made a 5% Small Business Enterprise (SBE) commitment. Based on payments reported the project is 51% complete and the current SBE participation is 14.71%, exceeding the SBE commitment by 9.71%

<b>Small Business Goal</b>	<b>SBE 2%</b>	<b>Small Business Commitment</b>	<b>SBE 5%</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>% Participation</b>
1.	Altech Services	5%	14.71%
	<b>Total Commitment</b>	<b>5%</b>	<b>14.71%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

**File #:** 2022-0306, **File Type:** Contract

**Agenda Number:** 8.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: CONVENIENCE COPYING SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. PS3825500 with Xerox Corporation to continue to provide the lease and maintenance of multi-function convenience copiers at various Metro locations, increasing the total not-to-exceed contract value by \$454,045 from \$4,132,773 to \$4,586,818, and extend the period of performance from September 1, 2022, through February 28, 2023.

#### **ISSUE**

The existing contract with Xerox Corporation (Xerox) will expire on August 31, 2022. A contract extension will ensure service continuity, provide Metro staff sufficient time to award a new contract, and allow an adequate transition period to acquire and install new equipment at various Metro locations and remove the old equipment.

#### **BACKGROUND**

In December 2015, Metro awarded Xerox a 5-year, firm-fixed unit price contract to lease and maintain a fleet of multi-function convenience copiers to enable staff at all Metro locations to copy, print, fax, and scan documents and reports.

During the Covid-19 pandemic, Metro management worked with Xerox to find ways to realize savings to reflect the significant reduction in volume due to employees teleworking. During this period, time-extensions were executed to continue with the agency's lease and maintenance of 228 copiers. This allowed Metro to identify the latest technology solution that efficiently manages printing and imaging services.

#### **DISCUSSION**

Metro recently issued a competitive solicitation for these services. The solicitation includes an updated Scope of Services (SOS), developed in coordination with Metro's Information Technology

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Services Department (ITS), which incorporates telework printing requirements in line with Metro's new telework policy that took effect on March 18, 2022. The SOS also includes Management Print Services (MPS), the latest technology solution that allows for efficient management of printing and imaging services. The MPS monitors usage of the copiers and efficiently addresses device malfunctions and/or repairs and delivery of replacement parts and supplies. It also supports a hybrid and remote work environment since print management is centralized.

The MPS solution will help support Metro's new hybrid culture of teleworking and only pay per click per volume. This solution will improve accessibility to our equipment for staff teleworking which will support employees in completing work assignments.

### **DETERMINATION OF SAFETY IMPACT**

Approval of this item will not impact the safety of Metro's employees and patrons.

### **FINANCIAL IMPACT**

The funding of \$454,045 is allocated in the FY23 Budget within cost center 6420, Copy Services, Account 51205, Rental & Lease of Office Equipment, under Project 100001. The cost center manager and the Chief People Officer will be responsible for budgeting the cost.

#### **Impact to Budget**

The source of funds for this contract is Project 100001 General Overhead and is comprised of Federal, State, and local funds. These funds are eligible for these services.

### **EQUITY PLATFORM**

There are no equity impacts anticipated as a result of this action.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan goal #5 "provide responsive, accountable and trustworthy governance within the LA Metro organization." Providing these services will ensure that Metro maintains and nurtures a diverse, inspired, and high-performance workforce.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve this contract modification. This is not recommended because the alternatives below to this recommendation are not feasible:

1. Send all photocopying and printing requirements to the Copy Center. This would impede workflow. Although staff already sends large copy projects to the Copy Center, efficient and effective office productivity requires the ability to scan, copy, and print documents in smaller quantities immediately within the employees' work area.



2. Purchase of new machines will require a large initial capital cost in acquiring multi-function copiers and peripherals.

### **NEXT STEPS**

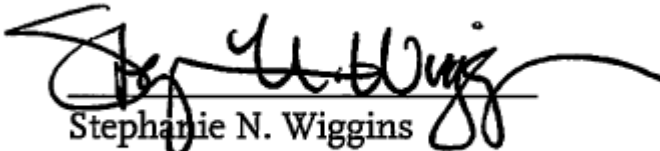
Upon approval by the Board, staff will execute Modification No. 5 to Contract No. PS3825500 with Xerox Corporation to continue to provide lease and maintenance of the multi-function copiers through February 28, 2023.

### **ATTACHMENTS**

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

Prepared by: Yolanda Limon, Manager General Services (213) 922-2113  
Don Howey, DEO, Administration (213) 922-8867  
Patrice McElroy, Deputy Chief People Officer (213) 418-3171

Reviewed by: Robert Bonner, Chief People Officer (213) 922-3048  
Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## CONVENIENCE COPYING SERVICES/PS3825500

1.	<b>Contract Number:</b> PS3825500			
2.	<b>Contractor:</b> Xerox Corporation			
3.	<b>Mod. Work Description:</b> Increase contract authority and extend period of performance			
4.	<b>Contract Work Description:</b> Provide convenience copying services at various Metro locations.			
5.	<b>The following data is current as of:</b> 5/9/2022			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	12/9/2015	<b>Contract Award Amount:</b>	\$3,757,066
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modification Approved:</b>	\$375,707
	<b>Original Complete Date:</b>	12/8/2020	<b>Pending Modification(s) (including this action):</b>	\$454,045
	<b>Current Est. Complete Date:</b>	2/28/2023	<b>Current Contract Value (with this action):</b>	\$4,586,818
7.	<b>Contract Administrator:</b> Antonio Monreal		<b>Telephone Number:</b> (213) 922-4679	
8.	<b>Project Manager:</b> Raul Gomez		<b>Telephone Number:</b> (213) 922-4356	

**A. Procurement Background**

This Board Action is to approve Modification No. 5 to Contract No. PS3825500 with Xerox Corporation to continue to provide the lease and maintenance of multi-function convenience copiers at various Metro locations.

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

In December 2015, Metro awarded a five-year contract to Xerox Corporation for the lease and maintenance of a fleet of multi-function convenience copiers to enable staff at all Metro locations to copy, print, fax and scan documents and reports.

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

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis. The rates that were established as part of the competitive award shall remain unchanged and are lower than current market rates for similar services. Therefore, the recommended increase in contract authority is in the best interest of Metro.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Modification Amount</b>
\$454,045.00	\$454,045.00	\$454,045.00

**CONTRACT MODIFICATION/CHANGE ORDER LOG  
CONVENIENCE COPYING SERVICES / PS3825500**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Revised Statement of Work	Approved	3/18/2020	\$ 0
2	Extend the period of performance by one year	Approved	12/1/2020	\$ 0
3	Extend the period of performance by seven months	Approved	12/1/2021	\$ 0
4	Increase contract authority and extend the period of performance by two months	Approved	4/26/2022	\$ 375,707
5	<b>Increase contract authority and extend the period of performance by six months</b>	<b>Pending</b>	<b>Pending</b>	<b>\$ 454,045</b>
	<b>Modification Total:</b>			<b>\$ 829,752</b>
	<b>Original Contract:</b>		<b>12/9/15</b>	<b>\$ 3,757,066</b>
	<b>Total:</b>			<b>\$ 4,586,818</b>

**DEOD SUMMARY****METRO CONVENIENCE COPIER SERVICES/PS3825500****A. Small Business Participation**

Xerox Corporation (Xerox) made a 5.22% Disadvantaged Business Enterprise (DBE) commitment. Based on payments reported the project is 100% complete and the current DBE participation is 4.93%, representing a 0.29% shortfall of the DBE commitment.

Xerox Corporation contends that the COVID work restrictions and work from home initiatives, impacted the utilization of Atlas Teknology Group, Inc. Xerox further contends to mitigate the shortfall they will continue to work collectively with Metro's IT department to monitor and identify opportunities to increase service request activity with Atlas.

Xerox has committed to monitor the shortfall mitigation monthly and will provide an updated mitigation plan including utilization targets toward commitment achievement by June 30, 2022.

<b>Small Business Goal</b>	<b>DBE 5.22%</b>	<b>Small Business Commitment</b>	<b>DBE 4.93%</b>
----------------------------	------------------	----------------------------------	------------------

	<b>DBE Subcontractors</b>	<b>% Committed</b>	<b>% Participation</b>
1.	Atlas Teknology Group, Inc.	5.22%	4.93%
	<b>Total Commitment</b>	<b>5.22%</b>	<b>4.93%</b>

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

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



## Board Report

**File #:** 2022-0196, **File Type:** Appointment

**Agenda Number:** 26.

### **OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022**

**SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS**

**ACTION: APPROVE NOMINATIONS**

#### **RECOMMENDATION**

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside Central Service Councils.

#### **ISSUE**

Each Metro Service Council (MSC) is comprised of nine Representatives that serve terms of three years; terms are staggered so that the terms of three of each Council's nine members expire annually on June 30. Incumbent Representatives can serve additional terms if re-nominated by the nominating authority and confirmed by the Metro Board.

#### **BACKGROUND**

Metro Service Councils were created in 2002 as community-based bodies tasked with improving bus service and promoting service coordination with municipal and local transit providers. The MSC bylaws specify that Representatives should live in, work in, or represent the region; have a basic working knowledge of public transit service within their region, and an understanding of passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSC is responsible for convening public hearings to receive community input on proposed service modifications and rendering decisions on proposed bus route changes considering staff's recommendations and public comments. All route and major service changes that the MSC approves will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move an MSC-approved service change to an Action Item, the MSC will be notified of this change prior to the next Service Council monthly meeting.

#### **DISCUSSION**

The individuals listed below have been nominated to serve by the Councils' appointing authorities. If approved by the Board, these appointments will serve for the three-year term of July 1, 2022, through June 30, 2025. A brief listing of qualifications for the new nominees and the nomination letters from

the nominating authorities are provided in Attachments A and B.

For your reference, the 2019 American Community Survey demographics and 2019 Metro Ridership Survey demographics for each region are compared to the membership, should these nominees be appointed, for each region.

#### Gateway Cities

- A. Karina Macias, Gateway Cities Service Council, Re-Appointment  
Nominated by: Gateway Cities Council of Governments
- B. Denise Diaz, Gateway Cities Service Council, New Appointment  
Nominated by: Gateway Cities Council of Governments
- C. Marisela Santana, Gateway Cities Service Council, New Appointment  
Nominated by: Gateway Cities Council of Governments

Should these nominees be appointed, the Gateway Cities (GWC) Service Council membership will compare to the region and the region's ridership as follows:

Region Demographics	Hispanic	White	Asian	Black	Native Amer	Other
GWC Council Region	65.5%	14.9%	9.1%	8.0%	0.2%	2.2%
GWC Region Ridership	66%	6%	3%%	21%	0%	4%
GWC Membership/No.	55.5% / 5	33.33% / 3	11% / 1	0% / 0	0% / 0	0% / 0

The gender makeup of the GWC Service Council will be as follows:

Gender	GWC Membership/No.	Los Angeles County
Male	55.5% / 5	49.7%
Female	44.4% / 4	50.3%

#### San Fernando Valley

- D. Carla Canales Cortez, San Fernando Valley Service Council, Re-Appointment  
Nominated by: Los Angeles County Third District Supervisor Sheila Kuehl
- E. Dennis Washburn, San Fernando Valley Service Council, Re-Appointment  
Nominated by: Las Virgenes Malibu Council of Governments

Should these nominees be appointed, the San Fernando Valley (SFV) Service Council membership will compare to the region and the region's ridership as follows:

Region Demographics	Hispanic	White	Asian	Black	Native Amer	Other
SFV Council Region	41.0%	41.1%	11.2%	3.7%	0.1%	2.9%

SFV Region Ridership	63%	13%	9%	9%	1%	5%
SFV Membership/No.*	50% / 4	37.5% / 3	0% / 0	12.5% / 1	0% / 0	0% / 0

The gender makeup of the SFV Service Council will be as follows:

Gender	SFV Membership/No.*	Los Angeles County
Male	50.0% / 4	49.7%
Female	50.0% / 4	50.3%

One seat remains vacant on the Council, to be filled by the Office of Mayor Eric Garcetti. Membership race/ethnicity and gender demographic information reflects the makeup of the Council effective July 1, 2022

### San Gabriel Valley

F. Peter Amundson Sr., San Gabriel Valley Service Council, New Appointment  
Nominated by: Los Angeles County Fifth District Supervisor Kathryn Barger

G. Diane Velez, San Gabriel Valley Service Council, Re-Appointment  
Nominated by: San Gabriel Valley Council of Governments

Should these nominees be appointed, the San Gabriel Valley (SGV) Service Council membership will compare to the region and the region's ridership as follows:

Race	Hispanic	White	Asian	Black	Native Amer	Other
SGV Council Region	49.90%	17.40%	27.2%	3.2%	0.2%	2.1%
SGV Region Ridership	67%	8%	13%	8%	1%	4%
SGV Membership/ No.	50% / 4	37.5% / 3	12.5% / 1	0% / 0	0% / 0	0% / 0

The gender makeup of the SGV Council will be as follows:

Gender	SGV Membership/No.	Los Angeles County
Male	75% / 6	49.7%
Female	25% / 2	50.3%

One seat remains vacant on the Council, to be filled by the Cities of Montebello, Monterey Park, and Rosemead. Membership race/ethnicity and gender demographic information reflects the makeup of the Council effective July 1, 2022

### South Bay Cities

H. Adolfo (Ernie) Crespo, South Bay Service Council, Re-Appointment  
Nominated by: South Bay Council of Governments



- I. Roye Love, South Bay Service Council, Re-Appointment  
Nominated by: South Bay Council of Governments
- J. Gabriela Segovia, South Bay Valley Service Council, New Appointment  
Nominated by: South Bay Council of Governments

Should these nominees be appointed, the South Bay Cities (SBC) Service Council membership will compare to the region and the region's ridership as follows:

Region Demographics	Hispanic	White	Asian	Black	Native Amer	Other
SBC Region	44.6%	21.6%	13%	17%	0.2%	3.7%
SBC Region Ridership	64%	5%	6%	22%	1%	3.7%
SBC Membership/No.	33% / 3	33% / 3	11% / 1	22% / 2	0% / 0	0% / 0

The gender makeup of the South Bay Cities Service Council will be is as follows:

Gender	SBC Membership/No.	Los Angeles County
Male	66.6% / 6	49.7%
Female	33.3% / 3	50.3%

#### Westside Centra

- K. Ernesto Hidalgo, Westside Central Service Council, Re-Appointment  
Nominated by: Los Angeles Mayor Eric Garcetti
- L. Francisco Gomez, Westside Central Service Council, Re-Appointment  
Nominated by: Westside Cities Council of Governments

Should these nominees be appointed, the Westside Central Cities (WSC) Service Council membership will compare to the region and the region's ridership as follows:

% Region Total	Hispanic	White	Asian	Black	Native Amer	Other
WSC Council Region	42.8%	31.1%	13.3%	9.3%	0.2%	3.3%
WSC Region Ridership	66%	7%	7%	16%	1%	4%
WSC Membership/No.	62.5% / 5	12.5% / 1	0 / 0	25% / 2	0% / 0	0% / 0

The gender makeup of the Westside Central Cities Service Council will be as follows:

Gender	WSC Membership/No.	Los Angeles County
Male	37.5% / 3	49.7%
Female	62.5% / 5	50.3%

One seat remains vacant on the Council, to be filled by the Office of Mayor Eric Garcetti. Membership race/ethnicity and gender demographic information reflects the makeup of the Council effective July 1, 2022.

### **DETERMINATION OF SAFETY IMPACT**

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

### **EQUITY PLATFORM**

Metro seeks to appoint Service Council members that represent the diverse needs and priorities reflective of the demographics of each respective region.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

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

### **ALTERNATIVES CONSIDERED**

The alternative to approving these appointments would be for these nominees to not be approved for appointment. To do so would result in reduced effectiveness of the Service Councils, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Councils to formulate and submit their recommendations to the Board. It would also result in the Service Councils having a less diverse representation of their respective service areas.

### **NEXT STEPS**

Staff will continue to work to finalize nominations to fill the outstanding vacancies.

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

### **ATTACHMENTS**

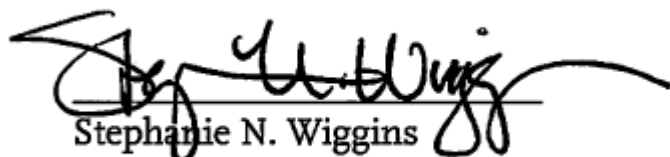
Attachment A - Nominees Listing of Qualifications

Attachment B - Nomination Letters

Prepared by: Dolores Ramos, Manager, Regional Service Councils, (213) 598-

9715

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



Stephanie N. Wiggins  
Chief Executive Officer

**NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS**

**Denise Diaz, Nominee to Gateway Cities Service Council**



Denise Diaz was elected to her first four-year term on the South Gate City Council on April 11, 2017. Denise was born and raised in the City of South Gate. She has a Bachelor of Arts Degree in Communication from California State University, Long Beach and a post-graduate certificate in International Business from Monterrey Institute of Technology and Higher Education in Guadalajara, Mexico. She worked at the Inter-American Development Bank in Washington, D.C. for several years while she served a four-year term on the advisory board for the Secretary of External Relations for Mexicans Abroad - a branch of the Mexican government. She is a past member of the Tweedy Merchant Association, and a current member of the South Gate Women's Club and South Gate Rotary. She is also the founding member of the City's Environmental Action Team and an executive board member of the East LA Classic Theatre, a theatre arts program in elementary and high schools across Los Angeles. Ms. Diaz currently works as the Director of the non-profit Institute for the Attention of Immigrants, originating from the State of Jalisco, Mexico, where she provides a wide range of services to Mexican nationals throughout the greater Los Angeles area.

**Marisela Santana, Nominee to Gateway Cities Service Council**



Marisela Santana was elected to the Lynwood City Council in 2018. In that role, she has also served as a member of the Gateway Cities Council of Governments, where she is currently 2nd Vice President, a member of the Homeless Committee and the Transportation Committee, and the Vice Chair for the I-710 Ad Hoc Committee.

In 1998, Marisela began working for the Los Angeles Wave Newspaper Group - which led to her covering news, features and politics for all of the newspapers under the Wave, which heralded over 13 publications covering cities from Carson to Pico Rivera, Downey, Southgate, Huntington Park, to East Los Angeles, Culver City, Hawthorne, South L.A., Compton and Lynwood. She also served as the City of Lynwood's public information officer from 2012-2016.

## **San Gabriel Valley Service Council**

### **Peter Amundson Sr., Nominee to San Gabriel Valley Service Council**



Born and raised in the San Gabriel Valley, Mr. Amundson graduated from UCLA with a degree in Political Science, then earned a commercial truck driving license and private pilot's license. In 1985, he formed a refrigerated transportation and warehouse company, of which he is still President and CEO. He obtained a commercial school bus certificate to help transport children from school to sports programs, leveraged his business to help feed families of the Pacific Southwest, and is active with the Foothill Unity Food Bank in Monrovia. Mr. Amundson served 12 years on the Arcadia City Council including two terms as Mayor, and served two terms representing the city on the San Gabriel Valley Council of Governments. He was instrumental in establishing the Arcadia Downtown Business Association, worked with the Foothill Gold Line Authority on station development, and participated in the establishment of the SGVCOG Capital Projects and Construction Committee as the successor agency to the Alameda Corridor East Construction Authority. Mr. Amundson is a member of the Los Angeles County Airport Commission and is a past board member of the Los Angeles/Orange County Unit of the California Trucking Association.

### **Dora Gabriela “Gaby” Segovia, Nominee to South Bay Cities Service Council**



Gabriela Segovia or “Gaby” as she likes to be called, is originally from the state of Durango, MX. A mother of four, Gaby and her four children reside in Wilmington. She trained and graduated as a promotora and facilitator, and now works to educate, inform



and empower her community. She is a member of the Best Start Wilmington group, and is part of a group of neighbors in action, “Wilmington Without Borders.” She also works with LA Walks as an Educator Promotora to advance safe walking and transit access for all residents. In addition, she works with Best Start Wilmington, a First 5 LA initiative working to develop healthier communities for young children and their families. In her spare time, she enjoys cooking, singing, and dancing.

## APPOINTING AUTHORITY NOMINATION LETTERS

## Gateway Cities Service Council

SOUTHEAST LOS ANGELES COUNTY	
<p>Artesia</p> <p>Avalon</p> <p>Bell</p> <p>Bellflower</p> <p>Bell Gardens</p> <p>Cerritos</p> <p>Commerce</p> <p>Compton</p> <p>Cudahy</p> <p>Dawney</p> <p>Hawaiian Gardens</p> <p>Huntington Park</p> <p>Industry</p> <p>La Habra Heights</p> <p>La Mirada</p> <p>Lakewood</p> <p>Long Beach</p> <p>Lynwood</p> <p>Maywood</p> <p>Montebello</p> <p>Norwalk</p> <p>Paramount</p> <p>Pico Rivera</p> <p>Santa Fe Springs</p> <p>Signal Hill</p> <p>South Gate</p> <p>Vernon</p> <p>Whittier</p> <p>County of Los Angeles</p> <p>Port of Long Beach</p>	<div style="text-align: center;">  <p><b>GATEWAY CITIES</b> COUNCIL OF GOVERNMENTS</p> </div> <p style="text-align: right;">April 8, 2022</p> <p>Ms. Stephanie Wiggins, CEO Los Angeles County Metropolitan Transportation Authority One Gateway Plaza Los Angeles, CA 90012</p> <p>Dear Ms. Wiggins:</p> <p style="text-align: center;"><b>Nominees for the Metro Gateway Cities Service Council</b></p> <p>Acting in its capacity as the convening coalition of the Metro Gateway Cities Service Council, the Board of Directors of the Gateway Cities Council of Governments has nominated three elected officials to fill 3 seats expiring on June 30, 2022.</p> <p>At its regularly scheduled meeting of April 6, 2022, the Gateway Cities Council of Governments Board of Directors nominated Council Member Karina Macias, a current member of the Council, Council Member Marisela Santana, City of Lynwood, a new applicant, and Council Member Denise Diaz, City of South Gate, also a new applicant, to fill the seats expiring June 30, 2022. A copy of the nominee's applications is enclosed.</p> <p>We would appreciate your assistance in agendaizing the nominations for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.</p> <p>Sincerely,</p> <div style="text-align: center;">  </div> <p>Nancy Pfeffer Executive Director</p> <p>Enclosure</p> <p>Cc: Ms. Dolores Ramos, Sr. Administrative Analyst, Regional Service Councils</p>

## San Fernando Valley Service Council



# BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

KENNETH HAHN HALL OF ADMINISTRATION  
500 W. TEMPLE ST. SUITE 821, LOS ANGELES, CALIFORNIA 90012

**SHEILA KUEHL**  
SUPERVISOR, THIRD DISTRICT

April 28, 2022

Ms. Dolores Ramos  
Manager, Transportation Planning  
Metro Regional Service Councils  
One Gateway Plaza MS 99-7-1  
Los Angeles, CA 90012

Dear Ms. Ramos,

This letter serves as the recommendation to appoint Carla Canales Cortez to serve as the Third District representative on the San Fernando Valley Service Council for the term of July 1, 2022 - June 30, 2025.

I am confident that Ms. Carla Canales Cortez's knowledge and experience of the San Fernando Valley's transportation will serve the Council well.

Please let me know if you need any additional information. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in cursive script, reading "Sheila Kuehl".

Sheila Kuehl  
Supervisor, Third District

**Ramos, Dolores**

---

**From:** Terry Dipple <tdipple@msn.com>  
**Sent:** Tuesday, April 19, 2022 3:43 PM  
**To:** Ramos, Dolores  
**Cc:** Dennis Washburn (washburnd1@aol.com)  
**Subject:** Nomination to SFV Service Council

Hi Dolores,

The Las Virgenes-Malibu COG Governing Board voted unanimously today to nominate Dennis Washburn to continue to serve as our representative to the Metro SFV Service Council. Please let me know if you need any further information.

Thanks,

Terry

**Terry Dipple**

*Executive Director*

**Las Virgenes-Malibu Council of Governments**

6165 Spring Valley Road

Hidden Hills, CA 91302

(818) 968-9088

<http://lvmcog.org>



## San Gabriel Valley Service Council



March 29, 2022

### OFFICERS

*President*  
Becky Shevlin

*1<sup>st</sup> Vice President*  
Tim Hepburn

*2<sup>nd</sup> Vice President*  
Ed Reece

*3<sup>rd</sup> Vice President*  
April Veriato

### MEMBERS

*Alhambra*

*Arcadia*

*Azusa*

*Baldwin Park*

*Bradbury*

*Claremont*

*Covina*

*Diamond Bar*

*Duarte*

*El Monte*

*Glendora*

*Industry*

*Irwindale*

*La Cañada Flintridge*

*La Puente*

*La Verne*

*Monrovia*

*Montebello*

*Monterey Park*

*Pasadena*

*Pomona*

*Rosemead*

*San Dimas*

*San Gabriel*

*San Marino*

*Sierra Madre*

*South El Monte*

*South Pasadena*

*Temple City*

*Walnut*

*West Covina*

*First District, LA County*

*Unincorporated Communities*

*Fourth District, LA County*

*Unincorporated Communities*

*Fifth District, LA County*

*Unincorporated Communities*

*SGV Water Districts*

Ms. Dolores Ramos  
Manager, Regional Service Councils  
1 Gateway Plaza, MS 99-7-2  
Los Angeles, CA 90012

### RE: Metro's San Gabriel Valley Service Council Representatives

Dear Ms. Ramos:

At their February 17, 2022 meeting, the San Gabriel Valley Council of Governments' Governing Board appointed Diane Velez to serve on the San Gabriel Valley Metro Service Council. The effective term will be July 1, 2022 – June 30, 2025.

Should you have any questions, please feel free to contact me [mcreter@sgvcog.org](mailto:mcreter@sgvcog.org).

Sincerely,

Marisa Creter  
Executive Director  
San Gabriel Valley Council of Governments

cc: Diane Velez

San Gabriel Valley Council of Governments  
1000 South Fremont Avenue, Unit #42 ♦ Alhambra, California 91803



## BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

869 KENNETH HAHN HALL OF ADMINISTRATION / LOS ANGELES, CALIFORNIA 90012  
Tel: 213-974-5555 Fax: 213-974-1010

**KATHRYN BARGER**  
SUPERVISOR, FIFTH DISTRICT

May 4, 2022

Ms. Dolores Ramos  
Manager, Regional Service Councils  
Los Angeles Metropolitan Transportation Authority  
One Gateway Plaza  
Los Angeles, CA 90012

### RE: NOMINATION TO SAN GABRIEL VALLEY SERVICE COUNCIL

Dear Ms. Ramos:

This letter shall serve as my official nomination of Peter Amundson Sr. to serve as the Fifth District appointee to Metro's San Gabriel Valley Service Council. Given his 30 plus years in service to the community, his prior experience in local governance, and his understanding of the importance of mobility through his extensive history in surface, air, and rail transportation: I believe that Mr. Amundson will be a valuable member of the Service Council.

Born and raised in the San Gabriel Valley, Mr. Amundson graduated from UCLA with a degree in Political Science, specializing in State and Local government, then earned a commercial truck driving license and private pilot's license. In 1985 he formed his own refrigerated transportation and warehouse company, of which he is still President and CEO, and this spawned a 30-year passion of service to his community.

His community service has focused on San Gabriel Valley youth and providing food for the needy. He obtained a commercial school bus certificate so that he could help transport children from school to sports programs, leveraged his business to help feed families of the Pacific Southwest, and is active with the Foothill Unity Food Bank in Monrovia.

Mr. Amundson's call to local service ultimately led him to the Arcadia City Council, where he spent 12 years, including two terms as Mayor, and served two terms representing the city on the San Gabriel Valley Council of Governments. He was instrumental in establishing the Arcadia Downtown Business Association, worked closely with the Foothill Gold Line Authority on station development, and participated in the establishment of the SGVCOG Capital Projects and Construction Committee as the successor agency to the Alameda Corridor East Construction Authority.

**ANTELOPE VALLEY**  
42455 10th Street West, Suite 104  
Lancaster, CA 93534  
(661) 726-3600

**EAST SAN GABRIEL VALLEY**  
615 East Foothill Boulevard, Suite A  
San Dimas, CA 91773  
(909) 394-2264

**SAN FERNANDO VALLEY**  
21943 Plummer Street  
Chatsworth, CA 91311  
(818) 993-5170

**SAN GABRIEL VALLEY**  
215 N. Marengo Avenue, Suite 120  
Pasadena, CA 91101  
(626) 356-5407

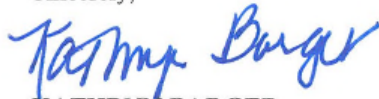
**SANTA CLARITA VALLEY**  
27441 Tourney Road, Suite 180  
Santa Clarita, CA 91355  
(661) 287-3657

Ms. Dolores Ramos  
May 4, 2022  
Page 2

Mr. Amundson is a member of the Los Angeles County Airport Commission and is a past board member of the Los Angeles/Orange County Unit of the California Trucking Association.

If you have any questions about this nomination, please do not hesitate to contact me or my transportation policy deputy, David Perry at (213) 974-5555 or [dperry@bos.lacounty.gov](mailto:dperry@bos.lacounty.gov).

Sincerely,



KATHRYN BARGER  
Supervisor, Fifth District

KB:dps

## South Bay Cities Service Council



**SOUTH BAY CITIES**  
COUNCIL OF GOVERNMENTS

2355 Crenshaw Blvd., #125  
Torrance, CA 90501  
(310) 371-7222  
[sbccog@southbaycities.org](mailto:sbccog@southbaycities.org)  
[www.southbaycities.org](http://www.southbaycities.org)

April 29, 2022

Ms. Dolores Ramos  
Chief Administrative Analyst  
Metro Regional Service Councils  
One Gateway Plaza MS 99-7-1  
Los Angeles, CA 90012

Dear Ms. Ramos:

This letter serves as the South Bay Cities Council of Governments (SBCCOG) recommendation to nominate representatives to serve on the South Bay Metro Service Council.

At their April 28 Board of Directors meeting, the SBCCOG Board approved the following nominees:

- Ernie Crespo (incumbent)
- Roye Love (incumbent)
- Gabriela Segovia (new appointee) – community worker, Wilmington resident, Spanish speaker (will need interpreter) [gaby@losangeleswalks.org](mailto:gaby@losangeleswalks.org)

These candidates are nominated to serve three-year terms to commence on July 1, 2022 through June 30, 2025.

We respectfully request that the Metro Board appoint these nominees at the May or June Metro Board meeting so that they can be seated in July 2022.

Thank you for your attention to this matter.

Sincerely,

Drew Boyles, SBCCOG Chair  
Mayor, El Segundo

---

LOCAL GOVERNMENTS IN ACTION

Carson El Segundo Gardena Hawthorne Hermosa Beach Inglewood Lawndale Lomita  
Manhattan Beach Palos Verdes Estates Rancho Palos Verdes Redondo Beach Rolling Hills  
Rolling Hills Estates Torrance Los Angeles District #15 Los Angeles County

## Westside Central Service Council



**Date:** April 15, 2022  
**To:** Dolores Ramos, Metro Administrator Regional Service Council  
**From:** Cecilia Estolano, WSCCOG Executive Director  
**CC:** Francisco Gomez, City of West Hollywood Transportation Program Administrator  
Winnie Fong, WSCCOG Project Director  
**Subject:** Westside Cities COG Nomination to the Metro Westside/Central Service Council  
for Francisco Gomez (July 1, 2022 – June 30, 2025)

---

On April 14, 2022, the Westside Cities Council of Governments (WSCCOG) Board nominated Francisco Gomez, Transportation Program Administrator of City of West Hollywood, to continue serving another 3-year term as the WSCCOG representative to the Metro Westside/Central Service Council beginning July 1, 2022 and ending June 30, 2025. The WSCCOG Board voted unanimously to approve Mr. Gomez's nomination.

Attached, please find the agenda item with Gomez's letter of interest and qualifications. Please contact the WSCCOG Project Director Winnie Fong if you have any questions at [winnie@estolanoadvisors.com](mailto:winnie@estolanoadvisors.com) or 213-612-4545.



Metro

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

## Board Report

File #: 2022-0300, File Type: Budget

Agenda Number: 27.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

#### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

#### Equity Platform

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

Prepared by: Nancy Saravia, Director Finance and Admin Management Services, Operations Administration, (213) 922-1217

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

A handwritten signature in black ink, appearing to read 'Stephanie N. Wiggins', written over a horizontal line.

Stephanie N. Wiggins  
Chief Executive Officer

# June Employees of the Month



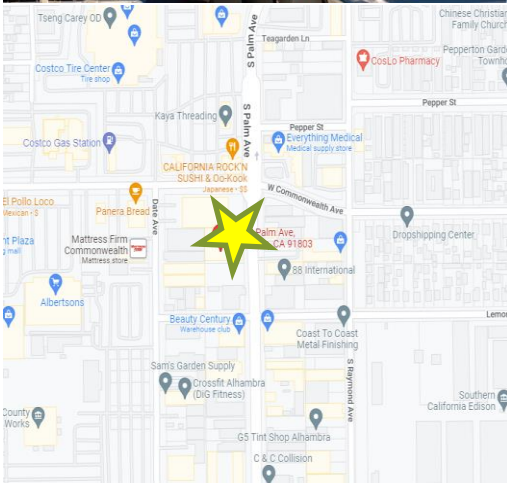
# Employees of the Month



## Transportation

### MicroTransit Operator

**Monica Jones**



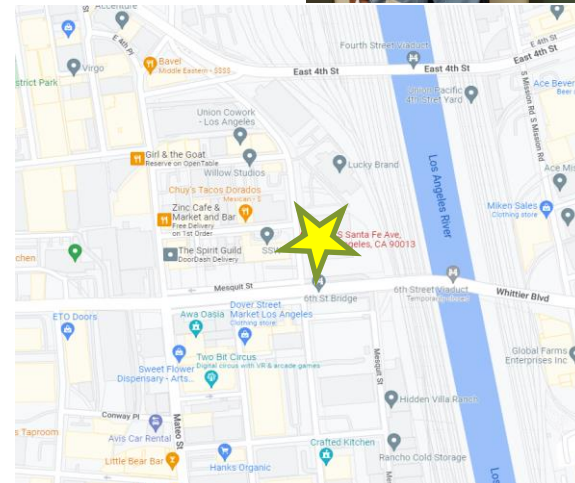
**Alhambra Location**

## Maintenance

### Traction Power

### Inspector Leader

**Daniel Magtoto**



**Maintenance of Way –  
Location 64 – Los Angeles**





Metro

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

## Board Report

File #: 2022-0301, File Type: Oral Report / Presentation

Agenda Number: 28.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE**

#### **RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring, and service restoration update.

#### **Equity Platform**

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

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

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

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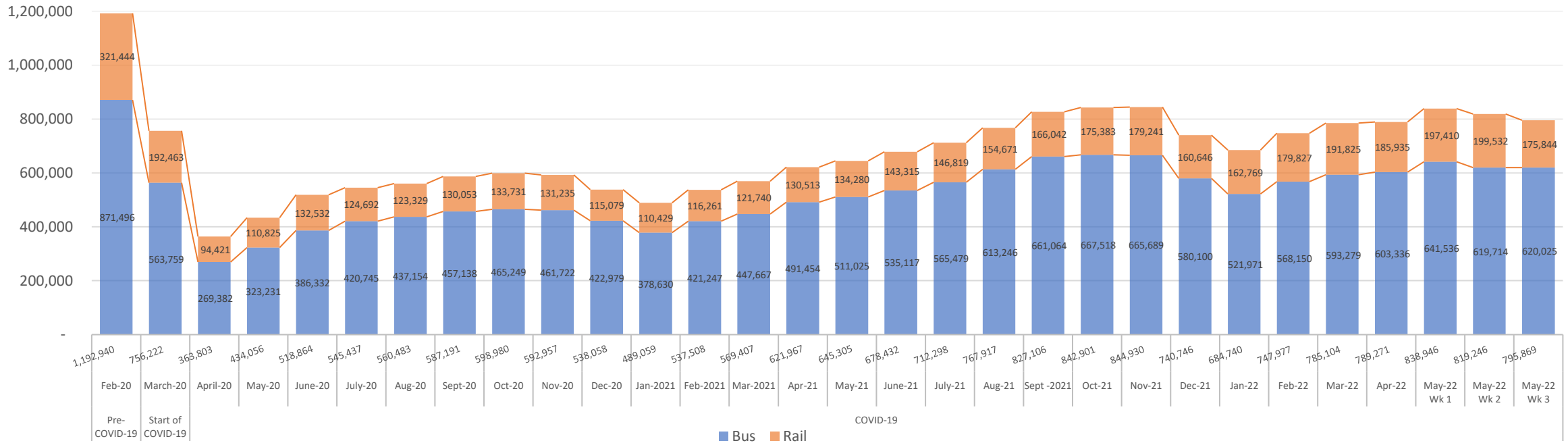
Stephanie N. Wiggins  
Chief Executive Officer

# COO Oral Report Operations Ridership and Service Restoration Update



# Metro Bus Service Levels

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP

[illegible]

## Ridership Analysis Relative to Equity Focused Communities

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



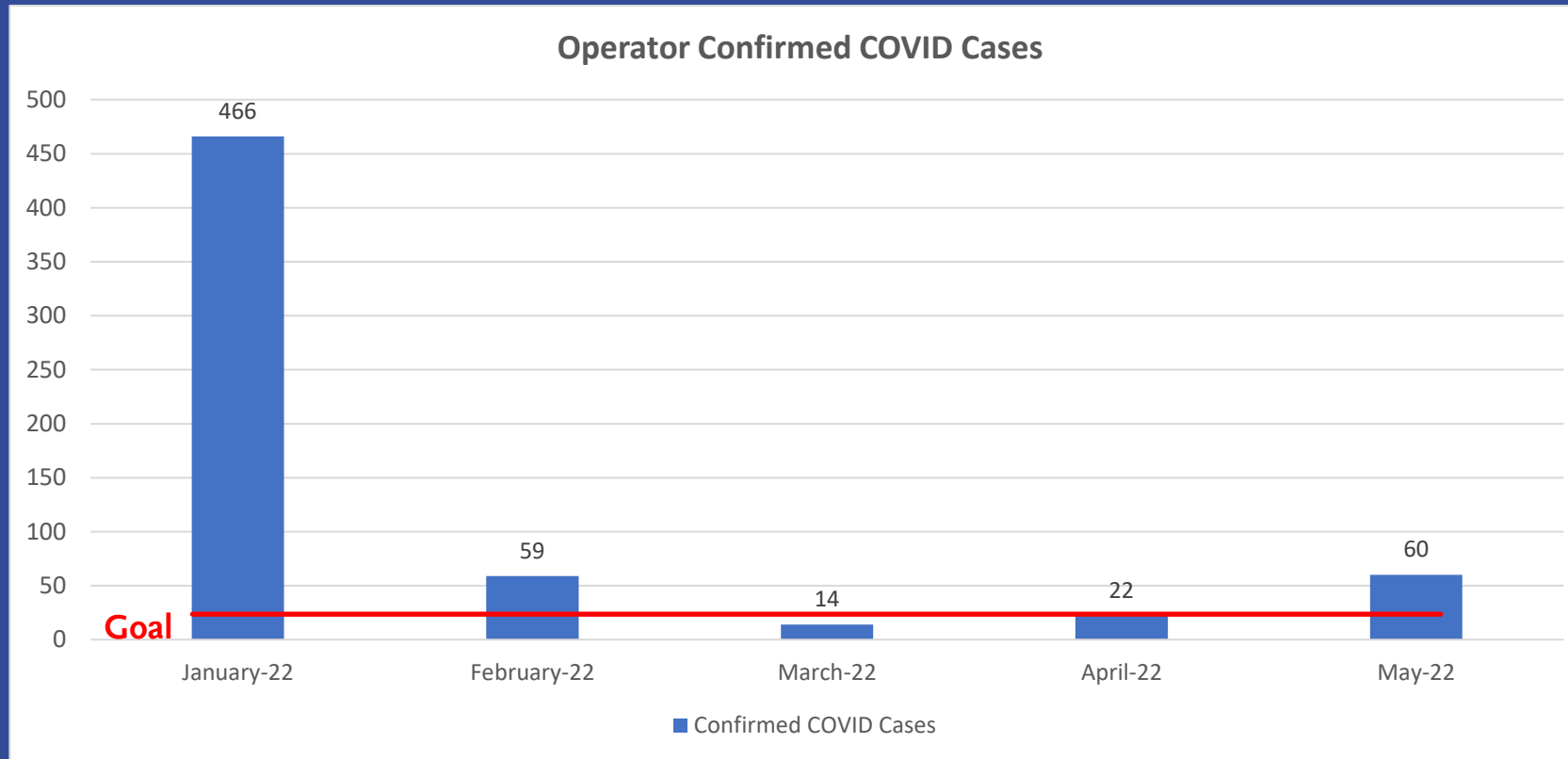
**Metro®**

# Status of Conditions for Service Restoration

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

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

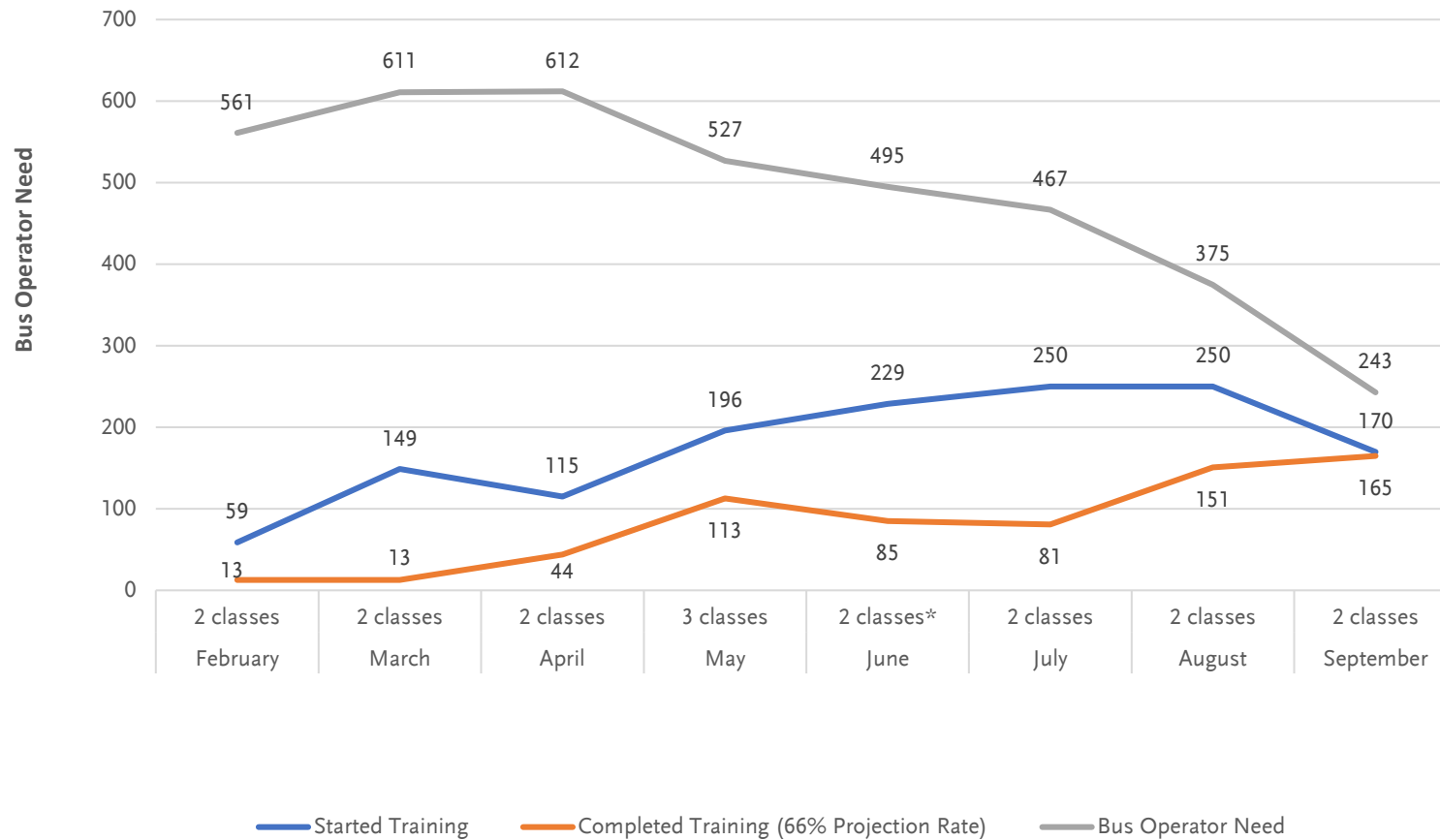
# Operator COVID Status



- Goal: no more than 30 new COVID cases per month for operators
- May 2022 total: 60 operator cases

# Operator Staffing Level

Bus Operator Need Projection Look Ahead



- Bus Operator training classes are 8 weeks in duration, with 66% completion rate
  - Example: Class starts on 3/8 and training is completed on 5/3
- In March 2022, Metro increased bus operator class sizes to 85
- *On June 13, 2022, Metro will further increase bus operator class sizes to 125 students per class*
- Larger class sizes will result in more available active Operators by mid-August 2022
- Hiring events and operator retention efforts continue to reduce vacancies, however active bus operators are ready for service until after 2-3 months of hiring given 8-week training requirements
- As of 5/29/22, there are 250 students in training



Metro

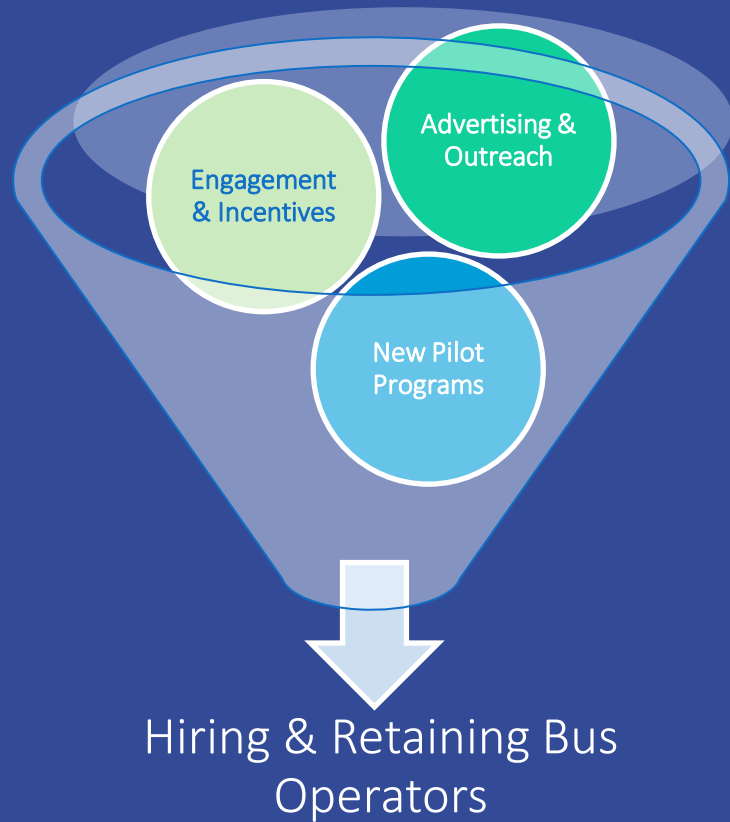
# Recruitment Efforts- New Streamed Lined Process

## Recruitment Status – May 1 – 29:

- 360 - New Applicants received and are in the selection process
- 150 - Candidates accepted conditional offers
- 125 - Candidates ready to begin training
- 250 - Employees in training



# Operator Hiring & Recruitment Efforts



## ➤ **Implemented:**

- Held a Bus Operator Hiring Event on May 21, 2022, which yielded 159 conditional offers
- Implementing Spark Hire, an automatic interviewing platform in an effort to streamline the Bus Operator interview process and will begin the roll-out in July 2022

## ➤ **Continue employee engagement, incentive, and hiring programs**

- Weekend Rewards
- New Hire Sign-On Bonus
- Employee Referral Program
- Booth at LA County Fair on May 14-15, 2022
- In-Person Hiring Event – Scheduled for June 25, 2022, at OCI.



# Bus Operator Separations During Training

	FY19	FY20	FY21
Total Separations	685	629	504

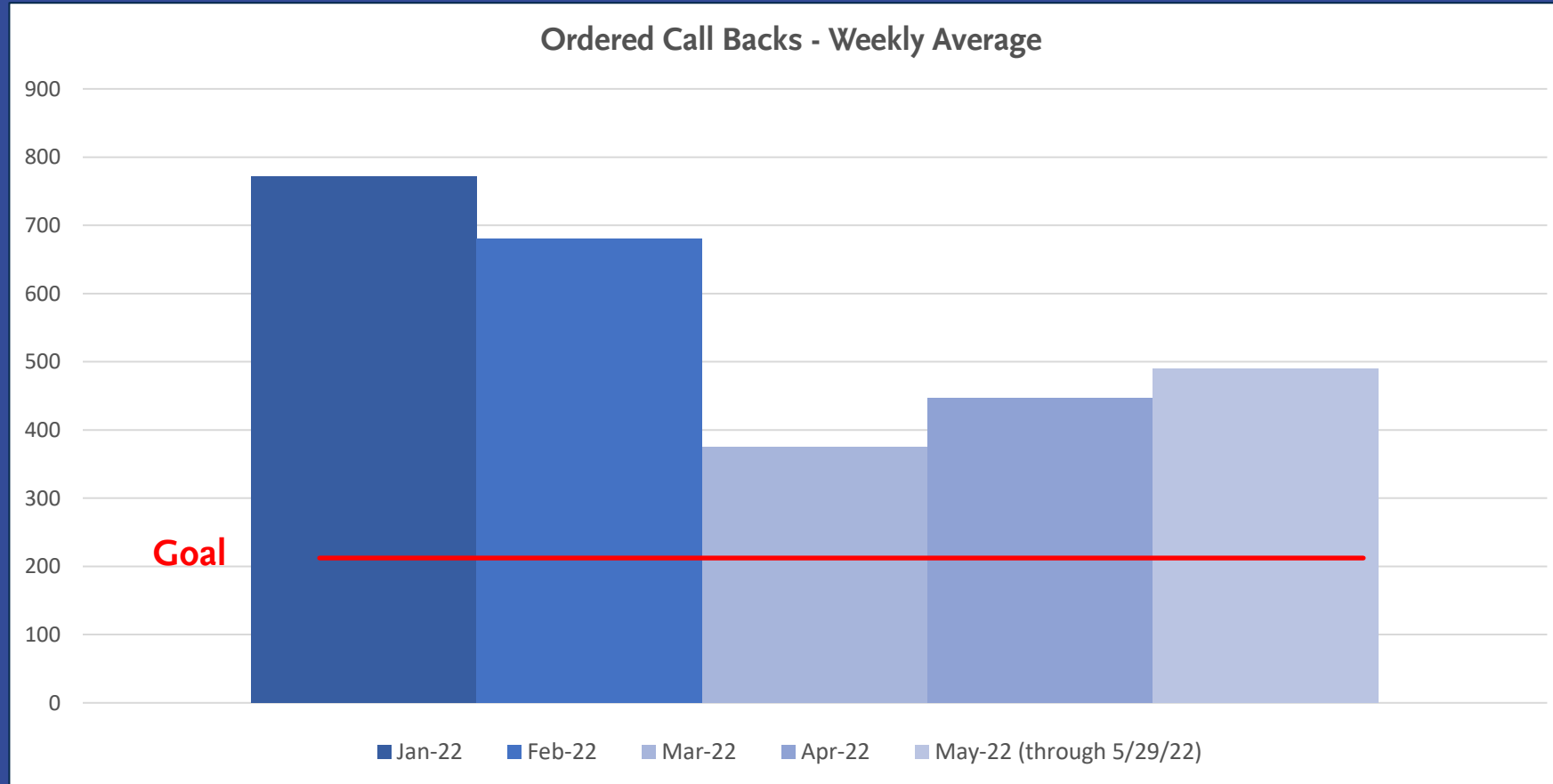
Separated During Training	256	239	101
% of all Separations	37.4%	38.0%	20.0%

	FY22											
	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 22	Feb 22	Mar 22	Apr 22	May 22	FY22 YTD
Total Separations	85	49	80	72	60	49	54	56	79	56	41	681

Separated During Training	26	10	8	15	6	2	8	13	22	28	15	153
% of all Separations	30.6%	20.4%	10.0%	20.8%	10.0%	4.1%	14.8%	23.2%	27.8%	50.0%	36.6%	22.5%

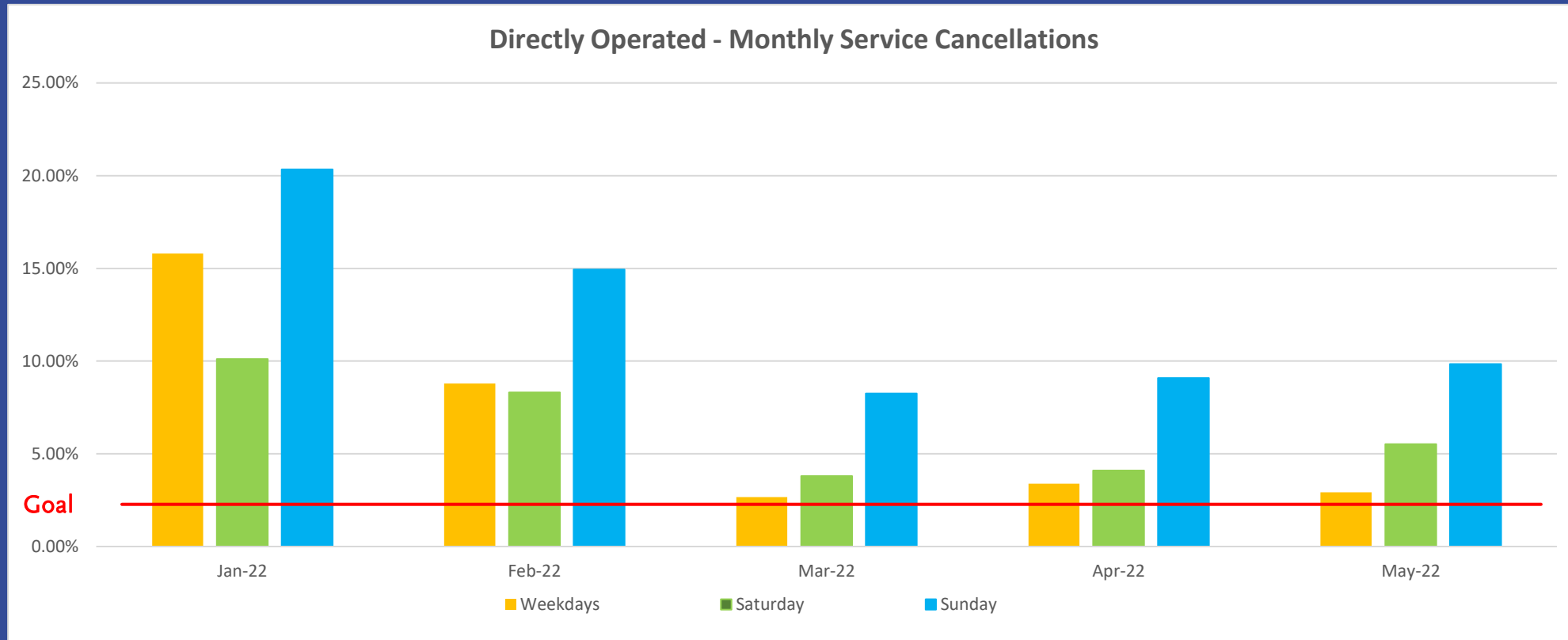
- As of May 2022 YTD, Bus Operators Separated During Training is at 22.5%, slightly higher than FY21.

# Ordered Call Backs



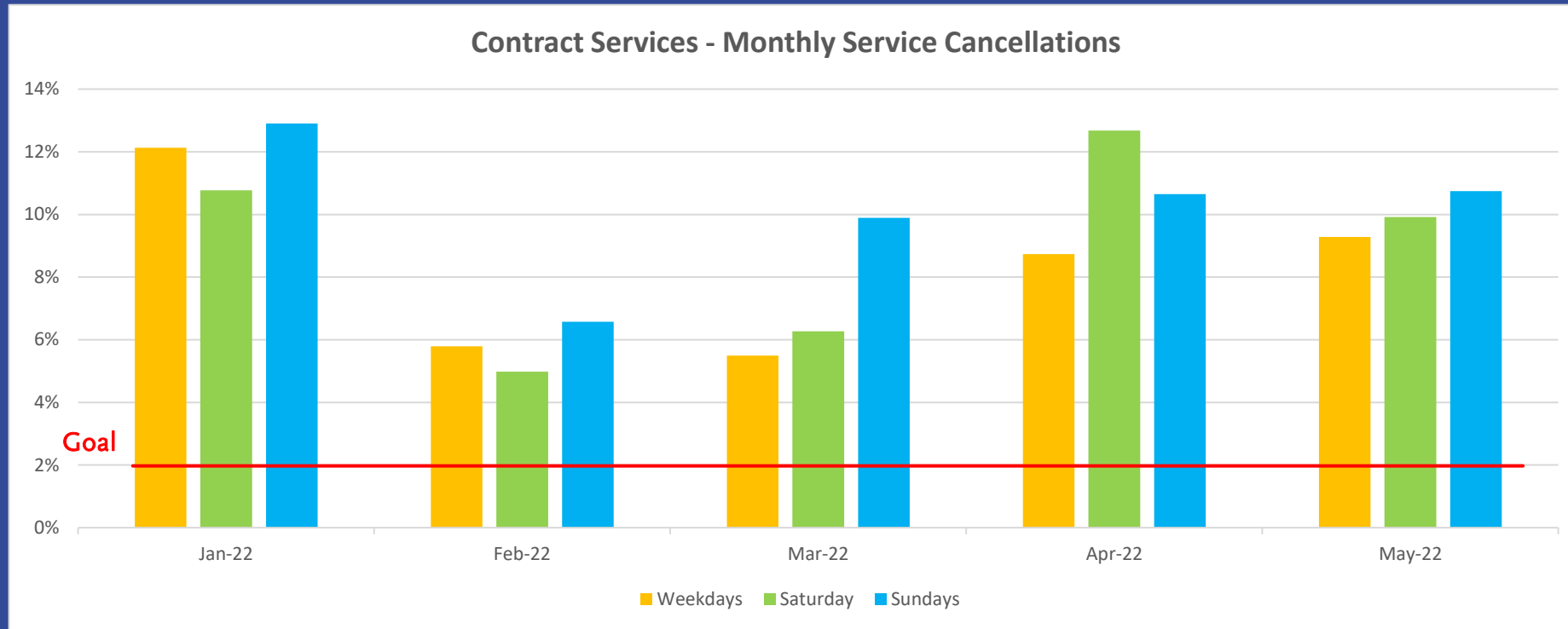
- Goal: No more than 200 mandatory (ordered) call backs per week systemwide
- February 2022 ordered call back average: 681
- Ordered call backs for week ending 5/29: 490

# Cancelled Service (Directly Operated)



- Goal: No more than 2.00% systemwide bus service cancellations
- Week ending 5/29/22 averages:
  - 2.17% Weekday (compared to 15.81% in January 2022)
  - 3.61% Saturday (compared to 10.11% in January 2022)
  - 7.67% Sunday (compared to 20.31% in January 2022)
- January 2022 “No Show” Complaints: 454
- May 2022 “No Show” Complaints: 94

# Cancelled Service (Contract Services)



- Goal: No more than 2.00% systemwide bus service cancellations
- Week ending 5/28/22 averages:
  - 9.00% Weekday (compared to 10.00% in January 2022)
  - 10.00% Saturday (compared to 10.00% in January 2022)
  - 11.00% Sunday (compared to 13.00% in January 2022)

## Directly Operated Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 5/31/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service change	% Cancelled Trips before 2/20 Service change	% within EFC*	Area
20	Wilshire	1	8.80%	19.80%	35.00%	Downtown - Santa Monica
18	Whittier & 6th St	1	8.60%	21.20%	85.00%	East LA-West LA
53	Central Av	1	7.20%	25.10%	72.00%	South LA- Downtown
240	Reseda	1	6.90%	25.30%	13.00%	San Fernando
66	8th St	1	6.80%	16.40%	87.00%	East LA- Downtown-Wilshire
45	Broadway	1	6.30%	20.70%	98.00%	South LA-Downtown-Lincoln Heights
210	Crenshaw	1	6.10%	26.30%	63.00%	Hollywood-South LA
2	Sunset	1	5.90%	19.30%	56.00%	Downtown - Westwood
204	Vermont	1	5.70%	19.10%	100.00%	Hollywood-South LA
14	Beverly-Adams	2	5.60%	16.20%	70.00%	West LA- Downtown
111	Florence	1	5.30%	17.00%	69.00%	South Bay - Downtown
28	Olympic	1	5.10%	13.70%	44.00%	West LA- Downtown
60	Long Beach	1	5.10%	15.80%	71.00%	South LA-Downtown
115	Manchester	1	5.10%	16.70%	48.00%	South Bay -Gateway
16	3rd St	1	5.10%	18.00%	48.00%	Downtown - West Hollywood



# Contract Services Cancellations by Line – Exceeding 5% (Since 2/20/22 Service Change through 5/28/22)

Line	Name	Next Gen Tier	% Cancelled Trips since 2/20 Service Change	% Cancelled Trips before 2/20 Service Change	% within EFC	Area
232	Sepulveda Bl - Pacific Coast Hwy	3	15.72%	16.20%	29.00%	LAX - Long Beach
603	San Fernando Rd - Rampart St - Hoover St	2	11.05%	5.64%	73.00%	Glendale - Downtown LA
205	Wilmington Av - Vermont Av	3	9.89%	10.26%	29.00%	Willowbrook - San Pedro
266	Rosemead Bl	3	9.32%	15.23%	30.00%	Sierra Madre - Lakewood
125	Rosecrans Av	3	8.78%	10.91%	42.00%	El Segundo - Norwalk
177	JPL	4	6.90%	5.04%	15.00%	Pasadena
605	LAC + USC Med Center Outpatient Shuttle	2	5.88%	5.50%	100.00%	Los Angeles - Boyle Heights
577	I-605 Freeway	4	5.21%	6.81%	14.00%	El Monte - Long Beach
256	Eastern Av - Av 64 - Washington Bl	4	5.08%	7.54%	35.00%	Commerce - Sierra Madre

\*Equity Focused Communities

## Actions to Reduce Cancellations

- Continue to utilize various recruitment methods and partnerships to increase Contract Services Bus Operator new hires, retention, and call off rates
- As part of the June 2022 Service Change, adjusted service on Lines 125, 177, 232, 501, 577, 603, 605
- Transfer of Line 130 to Long Beach Transit (becomes Line 141)

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

Directly Operated Divisions	EFC* (Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019 - Feb 19, 2022
1 - Downtown LA	Y	168,444	12,415	7%	15%
2 – Downtown LA	Y	170,849	6,840	4%	12%
3 – Cypress Park	Y	151,706	3,460	2%	12%
5 – South LA	Y	155,975	4,074	3%	17%
7 – West Hollywood	N	202,441	10,616	5%	13%
8 – Chatsworth	N	173,050	4,809	3%	15%
9 – El Monte	Y	164,642	2212.8	1%	9%
13 – Downtown LA	N	162,316	7,970	5%	14%
15 – Sun Valley	Y	207,460	3348.7	2%	8%
18 – South Bay	N	234,569	12,042	5%	17%
Total		1,791,451	67,787	4%	13%

Contract Services Divisions	EFC*(Y/N)	Scheduled Worktime	Cancelled Worktime	Percent Cancelled	From Dec 19, 2019 - Feb19, 2022
95 - Southland	N	34,761	2,540	7%	11%
97 - MV	N	53,232	5,632	11%	7%
98 - Transdev	N	45,877	3,364	7%	9%
Total		133,870	11,536	9%	7%



# Status of Conditions for Service Restoration

	GOAL	LAST TIME ACHIEVED GOAL	STATUS February 2022	STATUS May 2022	
Operator COVID Cases	30 or less per month	Nov 2021	459 Jan 2022 (month)	60 May 2022 (month)	
Operator Staffing Level	Bus: 3,667 Rail: 326 Total: 4,003	Pre-Covid	Bus: 3,095 Rail: 310 Total: 3,405	Bus: 3,114* Rail: 307 Total: 3,421	
Cancelled Service	2.00% or less per day	May 2021	11.00% weekday 8.00% Sat 20.00% Sun	2.17% weekday 3.61% Sat 7.67% Sun	
Ordered Call Backs	200 or less per week	Dec 2020	766 (per week in Jan 2022)	490	

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



# Next Steps

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





## Board Report

**File #:** 2022-0267, **File Type:** Informational Report

**Agenda Number:** 29.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: JUNE 2022 RESTORATION AND CHANGES**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE a status report on June 2022 service change and restoration of 200,000 annualized bus revenue service hours.

#### **ISSUE**

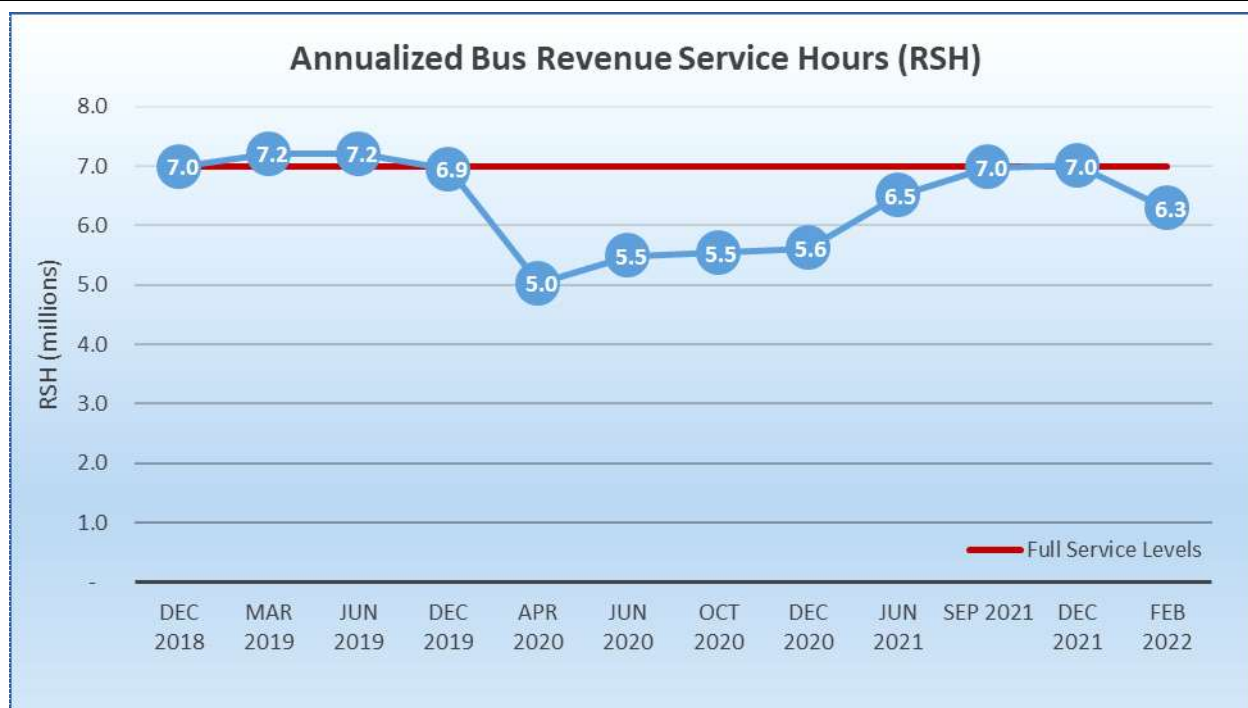
Metro implements transit service changes (bus and rail) in June and December of each year. Metro plans to implement the June service change on Sunday, June 26, 2022. With the changes, annualized bus revenue service hours will increase from approximately 6.3 million revenue service hours to 6.5 million revenue service hours.

#### **BACKGROUND**

Metro's twice-annual service change program allows Metro to improve the customer experience through revised transit routes and schedules. However, since the onset of the pandemic in early 2020, multiple service changes have been implemented to respond to the impacts on ridership and operator availability:

- At the beginning of the Covid pandemic, service levels were reduced by 30% in **April 2020** from 7.0M annualized Revenue Service Hours (RSH) to 5.0M - representing the deepest cut in service during the pandemic. The reductions were made as a result of three factors: 1) 70% decline in bus ridership, 2) significant loss of sales tax revenues, 3) high service cancellation rates close to 20% due to operators out due to Covid infection, taking care of family with the virus, and childcare needs due to the Safer at Home orders.
- As ridership rebounded to about 50% of pre-Covid levels in **June 2020**, service levels were increased to 5.5M annualized RSH to meet additional demand and to ensure social distancing.

- By **June 2021**, ridership rebounded to 65% of pre-Covid levels. As such, and per Board approved Motion 27.1 by Director Garcetti, service levels were increased to 6.5M annualized RSH.
  - Service levels were fully restored to 7.0M annualized RSH in **September 2021** as directed by Motion 27.1.
  - Unfortunately, due to the Omicron variant of the Covid virus, we saw a significant increase in operator absences. This, coupled with the shortage of operators, consistent with the National labor shortage, and higher attrition rates, resulted in a significant shortage of available operators and thus an increase in canceled service (as high as 15%-20%) and ordered call backs of available operators to work. No service adjustments disproportionately impacted Equity Focused Communities and contributed to operator fatigue, burnout, and low morale.
  - In order to stabilize the system, a strategic service reduction throughout the network with an equity lens using the NextGen framework was implemented (7.0M RSH was reduced by 10% to 6.3M RSH in **Feb 2022**.)
    - This temporary reduction has resulted in a much more reliable and predictable system for our customers, balances the passenger loads, evens out headways, and values our employees by significantly reducing the ordered call backs that were fatiguing our operators resulting in higher attrition.
-



### *Conditions for an Equitable and Reliable Service Restoration*

At the January 2022 Board meeting, Staff reported that full service restoration (7.0 M RSH) requires all conditions below to be met:

- No pandemic spike, no more than 30 new COVID cases per month for operators;
- Metro operator numbers (4,003) required to meet the needs of 7.0M RSH;
- No more than 200 mandatory (ordered) call-backs per week systemwide; and
- No more than 2% systemwide bus service cancellations.

Staff also indicated the potential for progressive restoration. Specifically, if sustained progress towards these conditions are realized, incremental service recovery can begin with the June 2022 service change.

## **DISCUSSION**

The June service change revises schedules to provide more reliable bus service with schedules adjusted to reflect increased road traffic across the network as the impacts of the pandemic reduce. The June 2022 service change also marks the beginning of service level restoration based on increased operator availability, following the temporary reduction made in February 2022 due to an operator shortage.

The restoration framework focuses on Service Quality, Valuing our Employees, and NextGen. The new schedules will value our operators by giving them the time needed to operate each trip safely

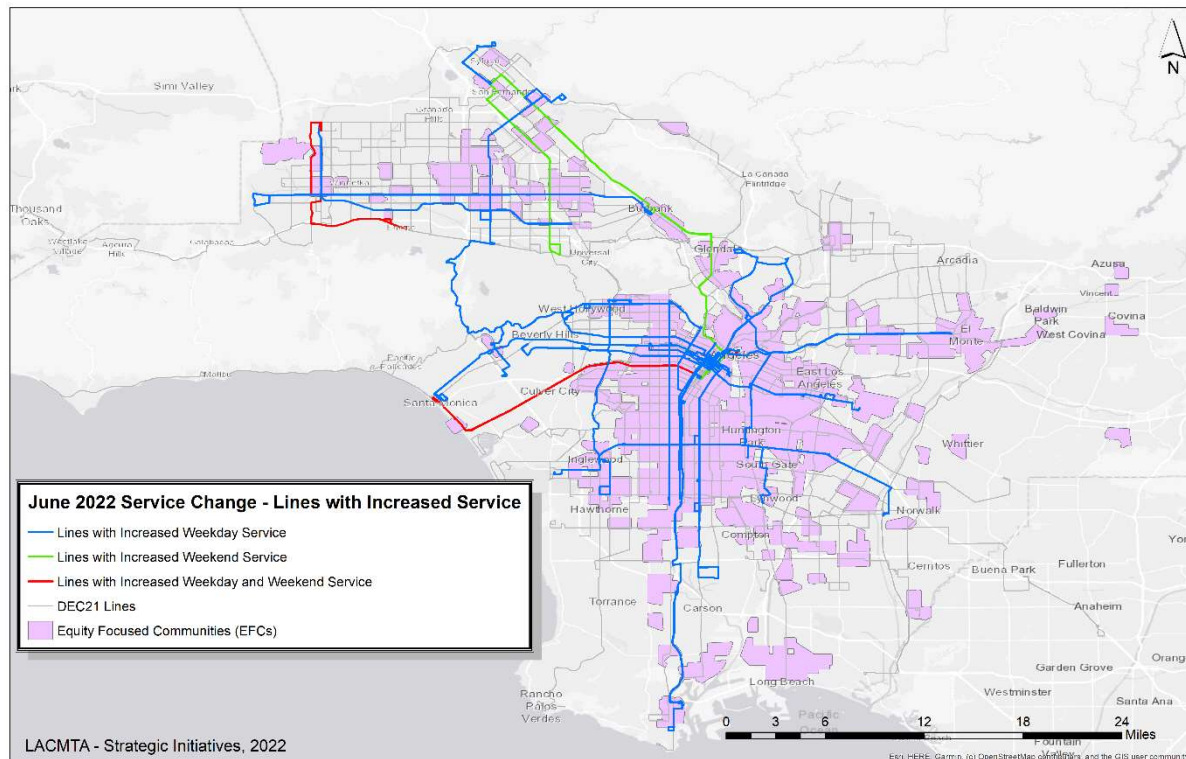
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and reliably and obtain rest breaks at the end of trips. Some of the longest shift lengths will also be reduced. The level of service restoration has been set to avoid spikes in cancelled service and reduce ordered call backs. The changes are consistent with Board approved Motion 43 by Directors Mitchell, Solis, Bonin, and Garcetti for service restoration and are based on the NextGen Bus Plan.

Effective on Sunday, June 26, 2022, the service change focuses on the following key areas of improvement for Metro bus service:

- Begin the process of restoring bus service levels with 19 weekday, 4 Saturday, and 3 Sunday directly operated bus lines having service expanded based on lines with trips experiencing the highest load factors. Map 1 below is provided on the following page to illustrate where the lines with these increased service levels operate. Key locations served by these improved lines include downtown Los Angeles, El Monte Bus Station, California State University Los Angeles, LAC USC Medical Center, Eagle Rock, Harbor Gateway Transit Center, Venice, downtown Santa Monica, Westwood/UCLA, North Hollywood Station, downtown Burbank, Canoga Park, and Olive View Medical Center at Sylmar.
- Improving service reliability (on-time performance) with revised schedules with added time for 65 weekday, 42 Saturday, and 25 Sunday bus lines, in response to increased ridership and road traffic as the economy recovers from the impacts of the COVID-19 pandemic.
- As planned in the NextGen Bus Plan, Line 130 East of Artesia A Line Blue Station will transition to become Long Beach Transit Route 141. This follows the western section of Line 130 becoming Torrance Transit Line 13 in June 2021.
- Temporary reductions to service levels on seven weekday, two Saturday, and one Sunday contracted lines to ensure reliable service delivery.
- Other minor route changes. Full details are included in Attachment A.

Map 1 - June 2022 Service Change - Lines with Increased Service



There will be no changes to rail service levels as part of the June 2022 service change. Metro continues to prepare for the launch of the new Crenshaw/LAX and Regional Connector rail lines.

### *Full Restoration Forecast*

For June, we are balancing our approach to service restoration by valuing our employees with schedule changes that better match the increased traffic experienced today and eliminating the longest assignments. We are also ensuring that we maintain a low level of service cancellations and increase on time performance for our customers by restoring services that match our available operating staffing levels.

Further service restoration is expected by September. Depending on progress with new operator hiring and allowing for two new rail service startups, it may be necessary to complete the full restoration of the 7 million revenue service hours (annualized) consistent with the NextGen Bus Plan in December 2022.

## **FINANCIAL IMPACT**

Implementation of Metro's June 2022 service change is consistent with the Board approved FY2022 Annual Operating Budget and is recommended as part of the FY23 Annual Operating Budget. The planned changes are made within the allowed budget for revenue service hours in each of these budget years.

## **EQUITY PLATFORM**

Two key focuses of service restoration and service reliability form the largest components of the June 2022 service change. These changes help ensure the best possible service is provided to those who rely on transit the most. In the first few months of 2022, over 70% of ridership activity (boardings + alightings) has occurred in Metro's Equity Focus Communities (EFCs).

The June 2022 service change will improve both the quality and quantity of service provided across the Metro bus network and especially in EFCs. 10 of the 20 bus lines seeing added service and 35 of the 69 lines with revised schedules for improved on time performance in the June 2022 service change have greater than 50% of their line miles located in EFCs. The additional service added in the June 2022 service change ensures Metro begins the process of restoring the full 7 million revenue hours of service planned under the NextGen Bus Plan. This plan allocated the highest service levels to equity focus areas where high quality transit is a key to enhanced mobility for residents.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The 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.

## **NEXT STEPS**

Staff will implement the June 2022 service change on Sunday June 26, with the marketing of the changes occurring beginning June 12 and continuing up to and beyond the implementation date. Implementation will include staff attending major stops to inform riders of changes, as well as printed materials (summary brochure and schedules) available on buses, a special service change section on Metro.net, social media and Source posts, and signage placed at all impacted bus stops informing of the changes.

## **ATTACHMENTS**

Attachment A - Description of June 2022 Service Change

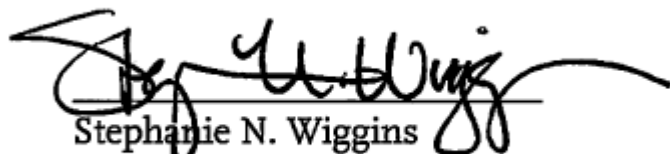
Attachment B - Motion 10.1

Attachment C - Motion 27.1

Attachment D - Motion 43

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

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



Stephanie N. Wiggins  
Chief Executive Officer



**Attachment A:**  
**June 26, 2022 Metro Bus Service Changes Summary**

Line	Change
2	Improve weekday peak period frequency from every 10 minutes to every 7.5 minutes and weekday midday from every 12 minutes to every 10 minutes. Revised schedule weekday to improve service reliability.
4	New western terminus at 6 <sup>th</sup> Street north of Santa Monica Bl in Santa Monica with revised routing & stops. Revised schedule weekday, Saturday, Sunday to improve service reliability.
10	Revised schedule weekday to improve service reliability.
14	Revised schedule weekday to improve service reliability.
16	Revised schedule weekday, Saturday, Sunday to improve service reliability. Improved weekday peak period frequency from every 7-7.5 minutes to every 5-6 minutes.
20	Revised schedule weekday, Saturday, Sunday to improve service reliability.
28	Improve weekday peak period frequency from every 10 minute to every 6-8 minutes and weekday midday from every 12 minute to every 10 minutes.
30	Revised route northeast of downtown direct via 1 <sup>st</sup> St both directions (omit Vignes, Temple, Judge John Aiso) due to construction completed. Revised schedule weekday, Saturday, Sunday to improve service reliability.
33	New western terminus at 5 <sup>th</sup> Street north of Santa Monica Bl in Santa Monica with revised routing and stops. Revised schedule weekday, Saturday, Sunday to improve service reliability. Improve weekday frequency from every 10 minutes to every 7.5 minutes and Saturday and Sunday frequency from every 12 minutes to every 10 minutes.
35/38	Revised schedule weekday to improve service reliability.
37	Revised schedule weekday to improve service reliability.
40	Revised schedule Saturday to improve service reliability.
45	Revised schedule weekday to improve service reliability.
48	Revised schedule weekday to improve service reliability.
51	Revised schedules weekday and Saturday to improve service reliability. Improve weekday peak period frequency from every 6 minutes to every 5 minutes.
53	Revised schedule weekday to improve service reliability.
55	Revised schedule weekday to improve service reliability.
60	Revised schedules weekday and Saturday to improve service reliability.
66	Revised schedule weekday to improve service reliability. Small number of added trips weekday, Saturday, Sunday for additional capacity.
70	Revised schedules weekday and Saturday to improve service reliability. Revised routing in downtown LA, westbound via Grand & 18 <sup>th</sup> , eastbound via 17 <sup>th</sup> & Olive (match Lines 76, 78)
78	Revised schedule weekday to improve service reliability.
81	Revised schedules weekday, Saturday, Sunday to improve service reliability. Weekday frequency will be improved from every 15-20 minutes to consistently every 15 minutes.
92	Revised schedules weekday, Saturday, Sunday to improve service reliability. Improve Saturday and Sunday service frequency from every 40-45 minutes to every 30 minutes
94	Revised schedules weekday, Saturday, Sunday to improve service reliability.
102	Revised schedules weekday and Saturday to improve service reliability.
105	Revised schedules weekday and Saturday to improve service reliability.
106	Revised route northeast of downtown direct via 1 <sup>st</sup> St both directions (omit Vignes, Temple, Judge John Aiso) due to construction completed.
108	Revised schedules weekday and Saturday to improve service reliability.

**Attachment A:**  
**June 26, 2022 Metro Bus Service Changes Summary**

111	Improve weekday frequency from every 12 minute to every 10 minutes. Revised schedule Saturday to improve service reliability.
115	Revised schedules weekday, Saturday to improve service reliability. Terminus at Westchester relocated to Sepulveda Westway due to new bike lanes being added to Manchester Av. Route at Playa del Rey reverts back to normal after sewer project finished.
117	Revised schedules weekday, Saturday, Sunday to improve service reliability.
120	Revised schedule weekday to improve service reliability.
125	Revised schedule weekday with midday frequency adjusted from every 20 to every 30 minutes in line with ridership and to improve service reliability.
128	Revised schedule weekday to improve service reliability.
130	This Line will become Long Beach Transit Route 141 with same route and similar schedule to Metro Line 130, coordinated with Torrance Transit Line 13 at Artesia A Line (Blue) Station.
150	Revised schedules weekday, Saturday, Sunday to improve service reliability. Improve weekday peak period service from every 24 minute to 20 minutes. Improve Saturday and Sunday frequency from every 45 minutes to every 30 minutes.
152	Revised schedules weekday, Saturday, Sunday to improve service reliability.
154	This line will revert to its former route via the recently reopened Burbank Bl bridge over I-5 freeway. Revised schedules weekday, Saturday, Sunday to improve service reliability.
155	Revised schedule weekday to improve service reliability.
161	Revised schedule weekday to improve service reliability.
162	Revised schedule Saturday to improve service reliability.
164	Revised Line 164 will no longer travel west of Platt Av as planned in NextGen Bus Plan due to low ridership (this area will still be served by Line 169). Line 164 will travel eastbound via Platt Av, Vanowen St, Fallbrook Av to Victory Bl. Revised schedules weekday and Saturday to improve service reliability.
165	Revised Line 165 will no longer travel west of Platt Av as planned in NextGen Bus Plan due to low ridership (this area will be served by Line 169). Westbound Line 165 will travel via Vanowen St, left Fallbrook Av, right Victory Bl, right Platt Av. Revised schedule weekday to improve service reliability. Improved weekday frequency from every 15-20 minute to every 15 minute with westbound every 8 minutes in AM peak for school ridership.
166	Revised schedule weekday to improve service reliability.
167	Revised schedule weekday to improve service reliability.
169	Revised schedule weekday to improve service reliability.
177	Revised schedule weekdays every 60 minutes instead of every 30 minutes due low ridership.
182	Revised schedules weekday, Saturday, Sunday to improve service reliability. New bus stops Fletcher Dr at Av 32 both directions.
204	Improve weekday frequency from every 12 minute to every 10 minutes. Revised schedules weekday, Saturday, Sunday to improve service reliability.
205	Revised schedules weekday and Saturday to improve service reliability.
206	Revised schedules weekday, Saturday, Sunday to improve service reliability.
207	Revised schedules weekday and Saturday to improve service reliability.
210	Revised schedule weekday to improve service reliability.
212	Revised schedule weekday with extra trips added to improve service reliability and capacity.
217	Revised schedule weekday to improve service reliability.
222	Revised schedules weekday, Saturday, Sunday to improve service reliability.

**Attachment A:**  
**June 26, 2022 Metro Bus Service Changes Summary**

230	Revised schedule weekday to improve service reliability. Improved Saturday frequency from every 45 minutes to every 35 minutes.
232	Revised schedules weekday, Saturday, Sunday to improve service reliability with weekday peak service adjusted from every 15 to every 20 minutes. Schedule will also reflect current route and terminus at 6 <sup>th</sup> St/Locust at downtown Long Beach.
233	Improve weekday peak period frequency from every 12 minute to every 10 minutes.
236	Revised schedules weekday, Saturday, Sunday to improve service reliability.
240	Revised schedule weekday to improve service reliability.
251	Improved weekday peak period frequency from every 9-10 minutes to every 7.5 minutes. Revised schedule weekday to improve service reliability.
258	Revised schedules Saturday, Sunday to improve service reliability.
260	Revised schedule weekday to improve service reliability.
265	Revised schedule weekday to improve service reliability.
267	Revised schedules weekday, Saturday, Sunday to improve service reliability.
344	Revised schedule Saturday to improve service reliability.
460	Revised schedule Saturday to improve service reliability.
487/489	Revised schedule weekday to improve service reliability.
501	Revised schedule weekday with frequency adjusted to every 30 minutes peak periods weekdays in line with ridership to improve service reliability.
577	Revised schedule weekday with 45 minute frequency instead of 30 minute, in line with ridership levels and to help ensure service operates reliably.
602	Revised schedule weekday to improve service reliability.
603	Revised schedules weekday, Saturday, Sunday with weekday & Saturday frequency adjusted from every 12 minutes to every 15 minutes in line with ridership to improve reliability.
605	Revised schedules with 20 minute weekday frequency instead of 15 minute and 40 minute Saturday/Sunday frequency instead of 20 minute service based on ridership levels and to help ensure service operates reliably. Southbound route information updated to show correct route via Mission Rd instead of State St.
690	Improve weekday peak period frequency from every 50 minutes to every 25 minutes between Sylmar Station and Olive View Medical Center. Revised schedules weekday, Saturday, Sunday to improve service reliability. At Olive View Medical Center, all Line 690 trips eastbound to Sunland will be rerouted counter-clockwise at Olive View Medical Center via left Reagan Rd, left Mesa Av, left Kennedy Rd with two new bus stops (service westbound to Sylmar will continue clockwise at Olive View).
720	Revised schedules weekday, Saturday, Sunday to improve service reliability. Improve peak weekday frequency AM Peak eastbound to every 4-5 minutes, westbound to every 3-5 minutes, and PM Peak every 5 minutes.
754	Revised schedules weekday, Saturday to improve service reliability.
761	Revised schedule weekday to improve service reliability.
901	Improved weekday peak period frequency from every 7.5 minutes to every 6 minutes
910/950	Improved weekday peak period frequency from every 7.5 minutes to every 5 minutes between El Monte Station and Harbor Gateway Transit Center.
L Line Shuttle	Revised route northeast of downtown direct via 1 <sup>st</sup> St both directions (omit Vignes, Temple, Judge John Aiso) due to construction completed.



## Metro

## Board Report

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**File #:** 2020-0644, **File Type:** Motion / Motion Response**Agenda Number:** 10.1.

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**REGULAR BOARD MEETING  
SEPTEMBER 24, 2020****Motion by:****DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL**

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro's operations and finances. An unprecedented drop in sales tax and other revenue has caused a \$1.2 billion decrease in Metro's budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today's greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency's strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region's underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county's most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen's performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

**SUBJECT: FY21 OPERATIONS RECOVERY PLAN****RECOMMENDATION**

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
  2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.
  3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.
  4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
  5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.



# Metro

## Board Report

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**File #:** 2021-0083, **File Type:** Motion / Motion Response

**Agenda Number:** 27.1.

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**REGULAR BOARD MEETING  
FEBRUARY 25, 2021**

**Motion by:**

**DIRECTOR GARCETTI**

Related to Item 27: FY22 Revenue Service Hour (RSH) Program Parameters and Motion 11.1 FY21 Service Increase Motion Update

**SUBJECT: AMENDMENT TO FY22 REVENUE SERVICE HOUR (RSH) PROGRAM  
PARAMETERS AND MOTION 11.1 FY21 SERVICE INCREASE MOTION UPDATE**

**RECOMMENDATION**

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

Amend the current timeline to accelerate the implementation of 6.5 million Revenue Service Hours by June 2021 and 7 million by September 2021.



Metro

**Board Report**

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

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**File #:** 2022-0050, **File Type:** Motion / Motion Response**Agenda Number:** 43.

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**REGULAR BOARD MEETING  
JANUARY 27, 2022****Motion by:****DIRECTORS MITCHELL, SOLIS, BONIN, AND GARCETTI****Operations Transparency and Safeguarding Motion**

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

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

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

**SUBJECT: OPERATIONS TRANSPARENCY AND SAFEGUARDING MOTION****RECOMMENDATION**

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

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

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





**June 2022**

# **Service Changes and Service Restoration**

**Effective 06/26/22**



**Metro**<sup>®</sup>

Operations, Safety, and Customer  
Experience Committee

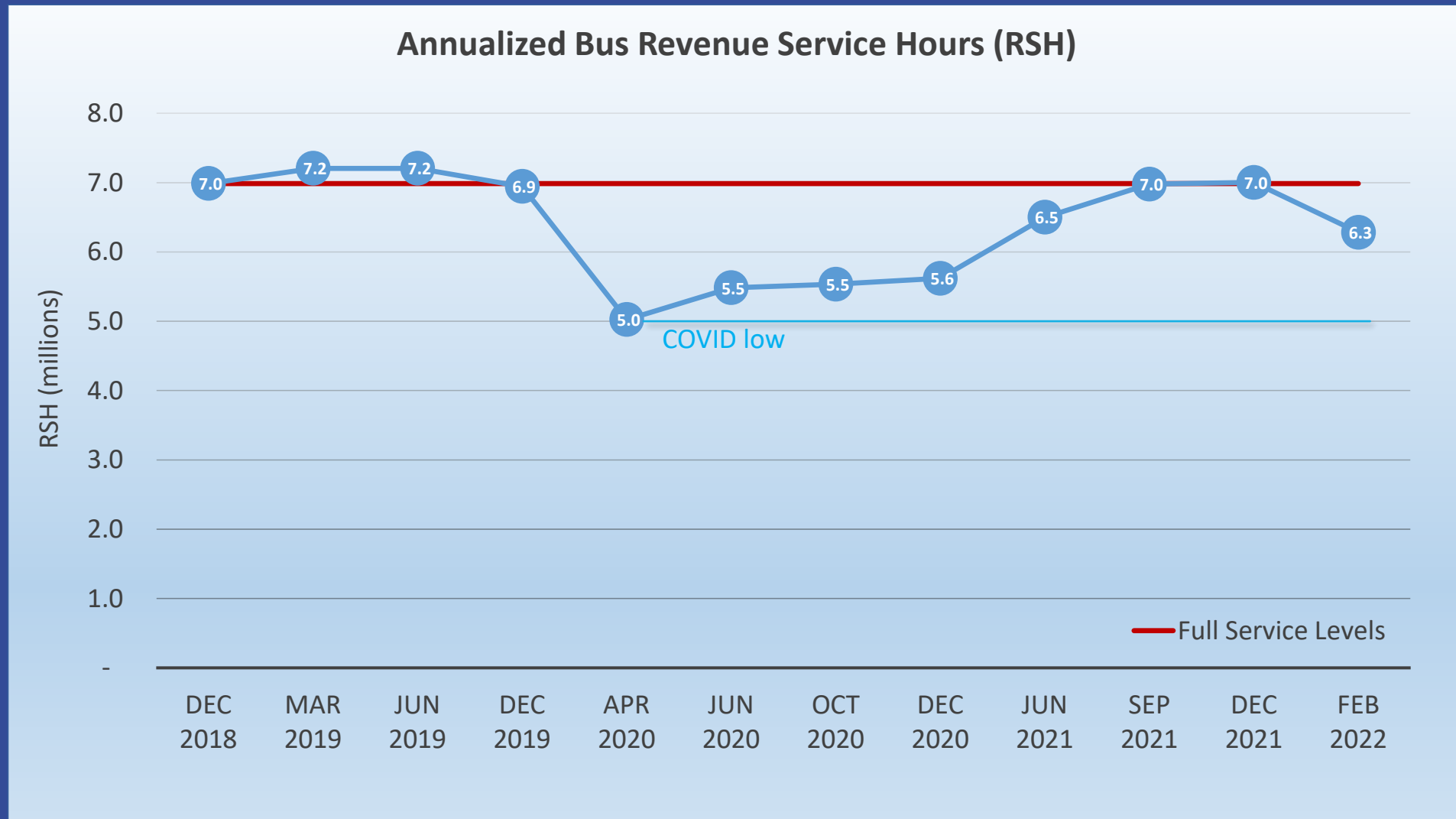
June 16, 2022

# June 2022 Service Change

Service Quality	Valuing Our Employees	NextGen
<ul style="list-style-type: none"><li>• Service Restoration: Begin Restoration of NextGen Bus Plan Service Levels</li><li>• Adjust services for improved reliability</li></ul>	<ul style="list-style-type: none"><li>• Match schedules to increased traffic conditions</li><li>• Eliminate longest assignments</li><li>• More frequent service to spread out loads</li></ul>	<ul style="list-style-type: none"><li>• Transfer one line to Municipal operation</li><li>• Minor reroutes for construction, local street changes, simplify service</li></ul>



# Metro Bus Service Levels



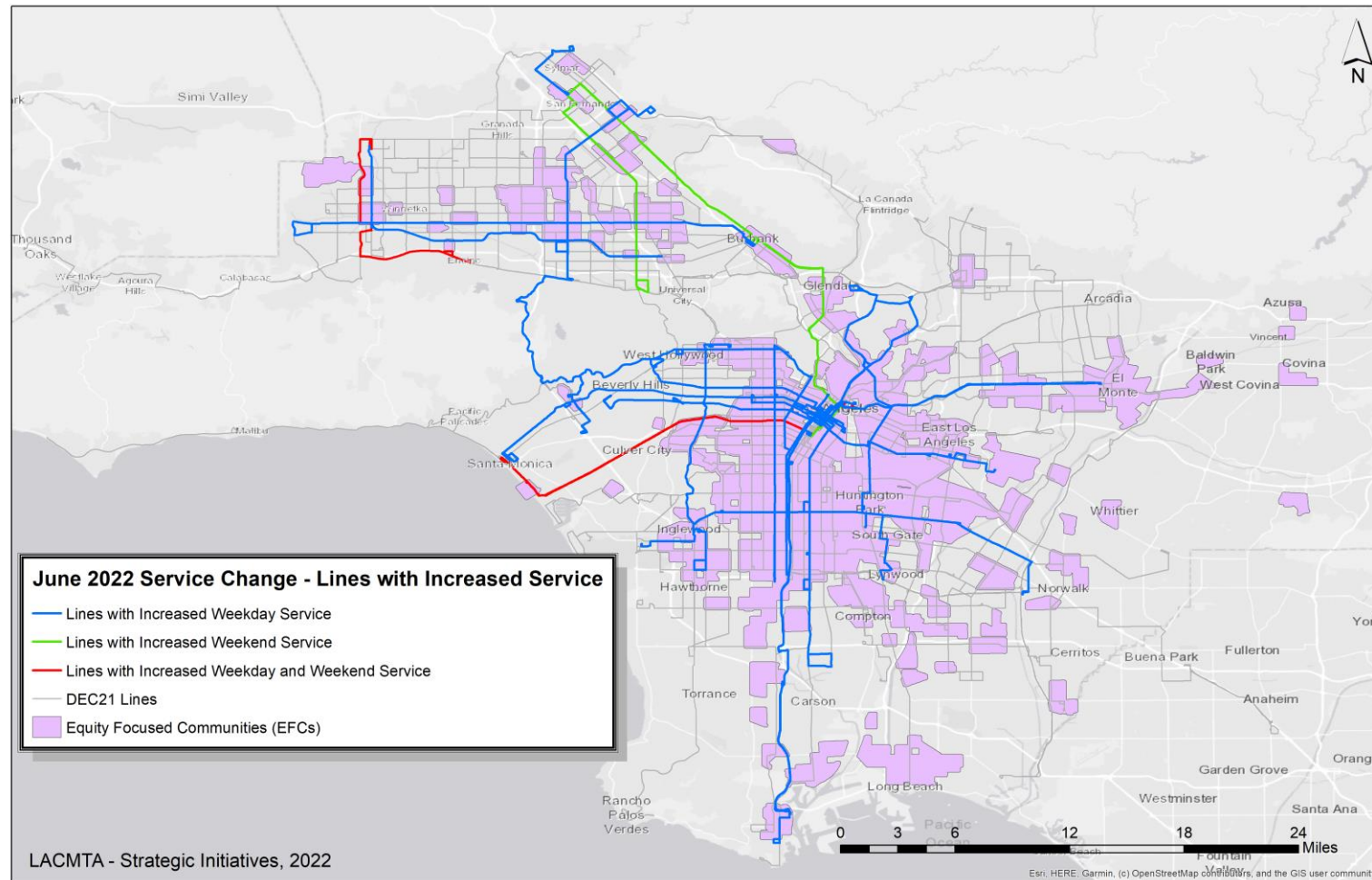
Metro

February 2022 = 26% increase above COVID low

# Service Restoration

- The June 2022 service change begins the process of restoring the full NextGen Bus Plan 7 million annual revenue service hours
- The June service change will increase total revenue service hours from 6.3 million to 6.5 million annualized
- Systemwide service restoration will begin with 19 Weekday , 4 Saturday, 3 Sunday bus lines having increased service based on high ridership/loads
- The level of restoration has been matched to expected operator new hirings with the intent of not significantly increasing either service cancellations or operator ordered call backs

# Service Restoration

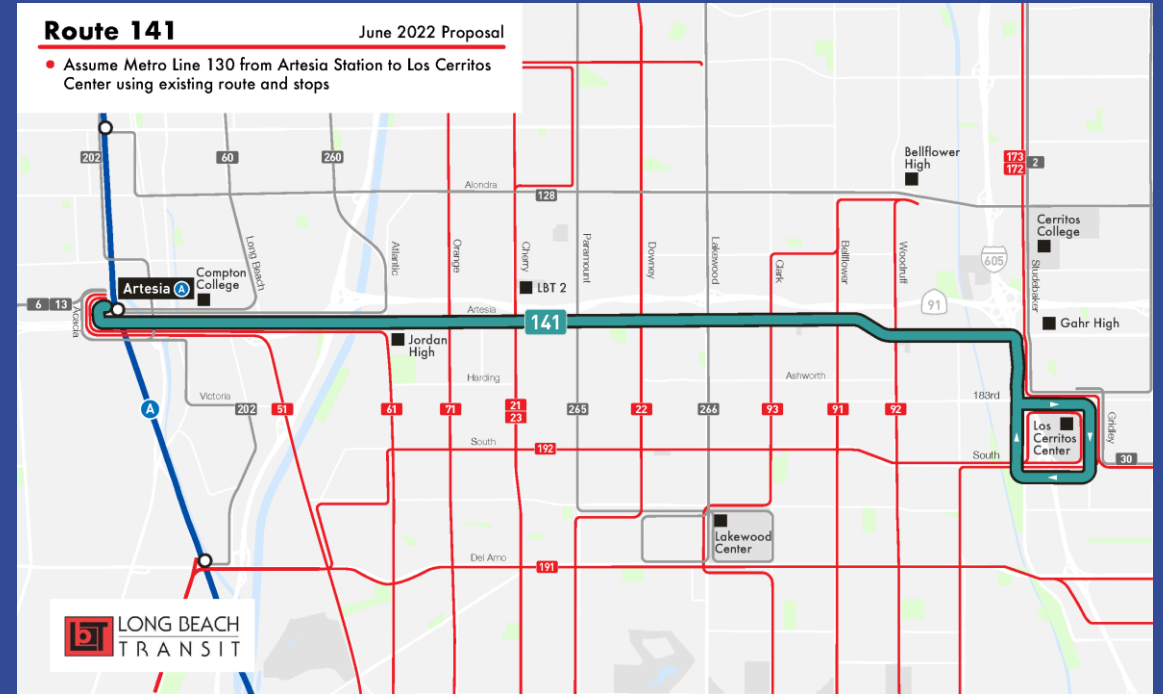


# Service Reliability

- Since the second half of 2021, as the COVID recovery has increased, road traffic has grown. Bus service on time performance has reduced
- 65 Weekday , 42 Saturday and 32 Sunday lines will have adjusted schedules to provide more time to improve service reliability
- 7 contracted lines will have moderate frequency adjustments temporarily to support reliable service delivery, similar to what occurred for directly operated services in February

# Service Changes

- Line 130 (Artesia BI) will become Long Beach Transit Route 141 operating the same alignment and frequency between Artesia A Line (Blue) Station and Los Cerritos Center
- Minor changes to nine other lines for construction reroutes and minor NextGen Bus Plan changes.





# Implementation

- Internal coordination through implementation team
- Staff will support customers in areas with significant changes
- Informational signs will be installed at all impacted bus stops
- Information alert signs, brochures on buses & at customer service centers
- Updated bus stop blades will be installed by service change date
- Online “MyBus” information portal
- Social media and print media releases
- Printed schedules will be available on buses and at usual outlets





# Thank You!



Metro

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

## Board Report

File #: 2022-0319, File Type: Program

Agenda Number: 30.

**REVISED**  
**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**  
**JUNE 16, 2022**

**SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE EVALUATION**

**ACTION: APPROVE RECOMMENDATIONS**

### **RECOMMENDATIONS**

CONSIDER:

- A. ~~RECEIVING AND FILING the Public Safety Advisory Committee (PSAC) Quarterly Report;~~
- B. ~~RECEIVING AND FILING the PSAC Impact Evaluation Report (Attachment C); and~~
- C. ~~DIRECTING the Chief Executive Officer (CEO) to implement the recommendations outlined in the Evaluation Report with the current PSAC membership terms to expire July 31, 2022, instead of June 30, 2022.~~

**BONIN AMENDMENT:** Extend current Public Safety Advisory Committee (PSAC) membership term to September 1, 2022 to allow Chief Executive Officer (CEO) to return with more specifics and refinement to the recommendation.

### **ISSUE**

In June 2020, the Board approved Motions 37 and 37.1 (Attachment A and B) that directed the CEO to establish a Public Safety Advisory Committee that would serve as a community-based perspective that Metro could consult with when developing a new scope of services, budget, and other provisions of the anticipated multi-agency police contract renewal effort. Item D of Motion 37 directed the CEO to report back to the Operations, Safety, and Customer Experience Committee on a quarterly basis, and in the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of PSAC along with a recommendation on whether it should continue. This board report serves as the final quarterly PSAC Report for 2022, as well as an evaluation of PSAC with recommendations by the external, third-party consultant on how to proceed.

### **BACKGROUND**

In April 2021, Metro convened its first PSAC meeting, which was comprised of 15 community

members, three community alternatives, and three employees serving as ex-officio members.

As articulated in Article II of the PSAC Charter, PSAC was tasked with accomplishing 10 objectives including:

1. Developing recommendations in support of a community-based approach to public safety on the transit system;
2. Providing input when developing the new scope of services, budget, and other provisions of the multi-agency police contract renewal;
3. Reviewing the Customer Code of Conduct and providing feedback;
4. Developing a new mission and values statement for transit policing;
5. Responding to customer service surveys related to safety and security;
6. Presenting a set of recommendations on Transit Law Enforcement Services;
7. Developing and finalizing recommendations to alternative investments in public safety strategies;
8. Developing recommendations for a \$3 million investment in pilot safety strategies on board buses;
9. Developing recommendations for a \$3 million investment in pilot homeless strategies on board buses; and
10. Providing program design and implementation feedback on various funding initiatives

Since April 2021, PSAC has held 27 general meetings and 65 ad-hoc subcommittee meetings. The terms of current PSAC members expire on June 30, 2022.

As instructed in Motion 37.1, Wanda Dunham Consulting, LLC (WDC) was retained in April 2022 to complete an Impact Evaluation Report regarding the effectiveness of the PSAC. WDC led an evaluation team and assembled an external panel of subject-matter experts and community members to participate in the focus groups, share their key observations and provide input into the final report. The evaluation panel members were:

Wanda Dunham- With over 30 years of distinguished law enforcement experience, Wanda is a proven subject matter expert in the field of transportation security.

Sandra Bethea- With over 20 years of multifaceted social service and leadership experience in developing community-based programs, strategic planning, program evaluation and fiscal management in the areas of transit operations, safety and security, education, and health equity.

Edna Parra- As program manager, communications and community engagement expert, Edna currently serves as the PSAC Coordinator for Capital Metro in Austin, Texas.

Bill Greene- Bill has over 31 years experience in local government auditing. Herbert W. Franklin- Lieutenant Colonel Franklin is a LA METRO transit commuter who resides in Long Beach, California. He brings technical, community, and leadership insights to the panel as an Acquisition Program Strategist.

## **DISCUSSION**

### **PSAC QUARTERLY REPORT**

The following are highlights from PSAC's last quarter of meetings:

From March through May 2022, PSAC held six (6) general meetings and six (6) ad-hoc subcommittee meetings. In these meetings, the following topics were discussed: FY23 proposed Public Safety Budget, Code of Conduct, and Recommendations on the Flexible Dispatch Program. In June, PSAC plans to discuss and vote on recommendations for enhanced community outreach strategies and on the place-based implementation strategy as outlined in Motion 25.1.

## EVALUATION

The goal of this impact evaluation was to assess and report on the effectiveness of PSAC in accomplishing the Board's stated objectives, which generally focused on improving Metro's safety, security, and law enforcement design. The evaluation followed a comprehensive approach that assessed the structure, practices, and accomplishments of the PSAC to date, in order to evaluate its mission, role, function, and impact. WDC focused on the following core areas:

1. Evaluating the mission of the PSAC by assessing its stated purpose, role, and fundamental principles
2. Determining if PSAC is reflective of the Metro community
3. Studying the PSAC structure and practices
4. Assessing the effectiveness of the PSAC work completed

WDC engaged PSAC members, Metro staff, Metro contract facilitators, and Metro Board staff in a review to assess the effectiveness of PSAC as an advisory body. In addition, WDC conducted independent research, a comparative analysis of promising practices, document review, assessment surveys, individual interviews, and focus group sessions, as well as consulted with subject matter experts to conduct their assessment of the effectiveness of the PSAC.

- Document review - a review and analysis of key documents, including the PSAC Charter, PSAC meeting minutes, Results of Survey of METRO Riders, PSAC member attendance logs, community comments during meetings, and any additional complaint/comment logs obtained related to PSAC meetings.
- PSAC Assessment Survey - All PSAC members, key Metro staff, and board representatives were invited to complete an online survey to share in confidence their insights related to PSAC.

- 
- Focus Groups - A total of five focus groups were conducted, with a total of 28 PSAC members, facilitators, and Metro staff participating.
  - Individual Interviews - The evaluation team conducted 13 individual interviews with Board representatives and Metro staff to further expand on the feedback provided in the online assessment survey and focus groups.
  - External Panel - WDC assembled an external panel of subject-matter experts and community members to participate in the focus groups, share their key observations, and provide input into this final Report.
  - Comparative Practices of Other Public Safety Advisory Committees

PSACs have been established all over the country. WDC reviewed five (5) transit agencies across the country in search of best practices among PSACs (including Tri-Met, the transportation authority in Portland, Oregon, Washington Metropolitan Area Transportation Authority (WMATA) in Washington D.C., Capital Metropolitan Transportation Authority (CapMetro) in Austin, Texas, King County Transit in Seattle, Washington, and San Francisco Bay Area Rapid Transit District (BART) in Oakland, California.

Key findings include:

- There was a strong consensus among all parties that PSAC was established with the charge of reimagining transit safety and community-based approaches to policing. There was also strong agreement on the need for both community insights and advocacy related to safety and security for Metro transit commuters and stakeholders.
- WDC found that some PSAC members did not have a general understanding or agreement regarding fundamental principles associated with the mission of the committee, such as the definition of safety in the context of a transit system, to drive the group's collective efforts.
- Based on surveys of involved stakeholders, there was no consensus that the representation on PSAC adequately represented all stakeholder groups or reflects Metro's ridership.
- PSAC decided to not appoint a Chair or Vice Chair, which impeded the efficiency of the meetings and its ability to advance positions.
- There was consensus among PSAC members who participated in the evaluation, that PSAC had not made a significant impact to date, and this sentiment was generally shared by Metro staff and Board representatives.
- WDC found that a majority of PSAC's recommendations to date have not aligned with Metro's layered approach to public safety that included non-law enforcement alternatives in conjunction with law enforcement services.

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## RECCOMENDATION

WDC proposed the following five (5) key recommendations based on their thorough data review, comparative practices benchmarking and stakeholder feedback:

- **Recommendation 1:** The current PSAC members' terms should sunset on June 30, 2022. While Metro staff concurs with sunsetting the current members' terms, staff believes the terms should sunset July 31, 2022 in order to provide sufficient time for the committee to conclude their work.
- **Recommendation 2:** The Metro CEO should establish a new committee to ensure a broader and more equally balanced representation to support its governance and operational structure in a manner that is consistent with the PSAC Charter.
- **Recommendation 3:** The Metro CEO should set top security priorities in collaboration with the committee. These priorities should be documented in a work plan with clearly defined areas for committee feedback. A quarterly review should be conducted by a designee of the CEO to monitor PSAC's progress and the effectiveness and implications of recommendations that are implemented.
- **Recommendation 4:** The new committee should remain an advisory committee.
- **Recommendation 5:** The revision of the charter with more clear objectives, and the selection of the new committee members should be in place by September 2022.

WDC's research, analysis and justification for the proposed recommendations are provided within the full Impact Evaluation Report (Attachment C).

## FINANCIAL IMPACT

There is no financial impact with this board recommendation.

## EQUITY PLATFORM

Through the implementation of PSAC, Metro has recognized the importance of hearing diverging experiences and perspectives regarding Metro's operations and public safety strategies. In adopting staff's recommendations, Metro will be able to expand opportunities to consult with diverse perspectives, while ensuring that the advisory committee is operated in a manner that is consistent with the governance model outlined in the PSAC Charter and focuses on core objectives associated with operating a safe and equitable transit system.

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation aligns with Goal 2.1 - Metro is committed to improving security, and Goal 3.3- Metro is committed to genuine public and community engagement to achieve better mobility

outcomes for the people of LA County.

### **ALTERNATIVES CONSIDERED**

The Board may choose not to approve the recommendation to implement the recommendations outlined in the Evaluation Report and the recommendation for current PSAC membership terms to expire July 31, 2022 instead of June 30, 2022. Staff does not recommend this alternative for the following reasons: 1. If we were to continue with the June 30, 2022 term we would create a community-based perspective gap from the reimagining safety work, and 2. The current PSAC structure has limited effectiveness for PSAC members and Metro staff, impeding the efficiency of the meetings and its ability to advance core safety objectives.

### **NEXT STEPS**

If the item is approved, Metro staff will begin implementing the recommendations outlined in the Impact Evaluation Report. Metro staff will continue to work with a reconstituted advisory committee to provide input into Metro's various public safety efforts.

### **ATTACHMENTS**

Attachment A - Motion 37

Attachment B - Motion 37.1

Attachment C - PSAC Impact Evaluation Report

Attachment D - March 2, 2022, PSAC Meeting Minutes

Attachment E - March 16, 2022, PSAC Meeting Minutes

Attachment F - April 6, 2022, PSAC Meeting Minutes

Attachment G - April 20, 2022, PSAC Meeting Minutes

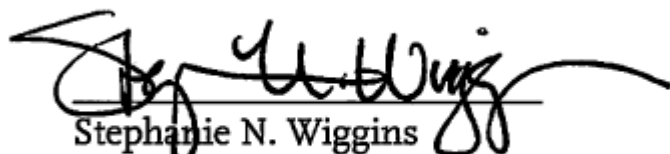
Attachment H - May 4, 2022, PSAC Meeting Minutes

Attachment I - May 18, 2022, PSAC Meeting Minutes

Attachment J - May 4, 2022 Flexible Dispatch Recommendations Memo

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

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950



Stephanie N. Wiggins  
Chief Executive Officer



## Board Report

File #: 2020-0429, File Type: Motion / Motion Response

Agenda Number: 37.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 18, 2020

#### Motion by:

#### DIRECTORS BONIN, GARCETTI, HAHN, DUPONT-WALKER, AND SOLIS

##### A Community Safety Approach to System Security and Law Enforcement

On March 13, 2020, Breonna Taylor, a 26-year-old emergency room technician, was killed in her home by a Louisville police officer who was carrying out a search warrant in the middle of the night. On May 25, 2020, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. These deaths and many before them, including here in Los Angeles, have sparked demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement.

Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other forms of community safety. In a transit environment, safety is typically provided through design, staff presence, aid station access, and law enforcement. Given recent events, it is prudent for Metro to reevaluate its safety strategies to ensure it is meeting the needs and expectations of our riders. Metro should work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

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

#### **RECOMMENDATION**

APPROVE Motion by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis that the Board direct the Chief Executive Officer to:

- A. Establish a Transit Public Safety Advisory Committee. This committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro's ridership and advocacy organizations, including but not limited to racial,



cultural, gender, income, geography, immigration status, and housing status.

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:
1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles.
  2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations.
  3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas.
  4. The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives (BF 2018-0365).
  5. Education about and expansion of fare discount programs.
  6. Outreach and services for unhoused individuals.
  7. A shift of resources from armed law enforcement to the above strategies.
- C. Consult with the Advisory Committee when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal.
- D. Report back to the Operations, Safety, and Customer Experience Committee in 90 days, and quarterly thereafter until the 2022 contract renewal. In the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of the Advisory Committee and a recommendation on whether it should continue.



Metro

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

## Board Report

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**File #:** 2020-0445, **File Type:** Motion / Motion Response

**Agenda Number:** 37.1.

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### REGULAR BOARD MEETING JUNE 25, 2020

**Amending Motion by:**

**DIRECTOR FASANA AND BUTTS**

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

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

**RECOMMENDATION**

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

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

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

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

Los Angeles County Metropolitan Transportation Authority

# Public Safety Advisory Committee

**IMPACT EVALUATION REPORT**

**June 2022**



Prepared by: Wanda Dunham Consulting, LLC

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# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **I. INTRODUCTION & EVALUATION BACKGROUND**

To address growing national concerns related to racial equity, social justice, and police reforms, the Los Angeles County Metropolitan Transportation Authority (Metro) Board of Directors (Board) established a Public Safety Advisory Committee (PSAC) in June 2020 (Motion 37, June 18, 2020, agenda). The objective, as outlined in the Board motion, was to establish the PSAC as a community-based perspective that Metro could consult with when developing a new scope of services, budget, and other provisions of the anticipated multi-agency police contract renewal effort.

A selection of fifteen community members, three community alternates, and three employees serving as ex-officio members were finalized in February 2021. The first PSAC meeting was conducted on April 7, 2021 and has continued to convene regularly since that time. PSAC members' terms are set to expire on June 30, 2022.

The Board motion specified that as part of the final quarterly report of 2022, an external, third-party evaluation of the effectiveness of PSAC should be conducted with a recommendation on whether it should continue. The evaluation team of Wanda Dunham Consulting, LLC (WDC) was tasked with completing this Impact Evaluation Report (Report) of the PSAC.

#### **Evaluation Background:**

The goal of this impact evaluation was to assess and report on the effectiveness of PSAC in accomplishing the Board's stated objectives, which generally focused on improving Metro's safety, security, and law enforcement design. The evaluation followed a comprehensive approach that assessed the structure, practices, and accomplishments of the PSAC to date, in order to evaluate its mission, role, function, and impact. WDC focused on the following core areas:

*The "Why"* - evaluating the mission of the PSAC by assessing its stated purpose, role, and fundamental principles

*The "Who"* - determining if PSAC is reflective of the Metro community

*The "How"* – studying the committee structure and practices

*The "What"* – assessing the effectiveness of the work completed

### **II. EVALUATION DESIGN & METHODOLOGY**

WDC engaged PSAC members, Metro staff, Metro contract facilitators, and Metro Board staff in a review process to assess the effectiveness of PSAC as an advisory body for transit security and safety. In addition, WDC conducted independent research, conducted a comparative analysis of promising practices, document

# Public Safety Advisory Committee

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reviews, assessment surveys, individual interviews, and focus group sessions, and consulted with subject matter experts. The evaluation methods and engagement included the following:

- Document review – a review and analysis of key documents, including the PSAC Charter, PSAC meeting minutes, Results of Survey of METRO Riders, PSAC member attendance logs, community comments during meetings, and any additional complaint/comment logs obtained related to PSAC meetings.
- PSAC Assessment Survey – All PSAC members, key Metro staff, and board representatives were invited to complete an online survey to share in confidence their insights related to PSAC. A total of 27 PSAC assessment surveys were completed by committee members, Metro staff, and board staff representatives.
- Focus Groups – A total of five focus groups were conducted, with a total of 28 PSAC members, facilitators, and Metro staff participating. All focus group participants provided candid feedback regarding the contributions, challenges, and impact of PSAC.
- Individual Interviews – The evaluation team conducted 13 individual interviews with Board representatives and Metro staff to further expand on the feedback provided in the online assessment survey and focus groups.
- External Panel - WDC assembled an external panel of subject-matter experts and community members to participate in the focus groups, share their key observations, and provide input into this final Report. The external panel was assisted by a member of Metro's Management Audit Services Department, who provided technical support. The contributions and insights shared by the external panel proved instrumental in ensuring an objective and comprehensive evaluation.

### **III. COMPARATIVE PRACTICES OF OTHER PUBLIC SAFETY ADVISORY COMMITTEES**

PSACs have been established all over the country. Although the names may be similar, the purpose, duties, and responsibilities vary, and they are still relatively new to transportation authorities that rely in full or in part on contracted police services.

WDC reviewed five (5) transit agencies across the country in search of best practices among PSACs (Addenda D), including Tri-Met, the transportation authority in Portland, Oregon, Washington Metropolitan Area Transportation Authority (WMATA) in Washington D.C., Capital Metropolitan Transportation Authority (CapMetro) in Austin, Texas, King County Transit in Seattle, Washington, and San Francisco Bay Area Rapid Transit District (BART) in Oakland, California. The civilian oversight entities' names and functions vary among these agencies. WMATA has established an Investigative Review Panel. Tri-Met called their committee the Transit Public Safety Advisory Committee and BART has a Police Citizen Review Board (BPCRB). King County, CapMetro, and Metro use the title of PSAC.

# Public Safety Advisory Committee

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Key structure elements were reviewed such as committee titles, terms of service, size of committees, frequency of meetings, committee selection/make-up, committee structure (committee leaders, facilitators, committee direct report), key objectives, and compensation. In addition, the evaluation team distinguished between transit agencies that had internal police departments and transit agencies that used contract law enforcement services because the mechanisms for oversight vary among the two models.

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

Each agency also varied in regard to terms of service, committee selection, whether civilians and law enforcement should work collaboratively on the committee and the amount and form of compensation. Tri-Met and King County selected to invoke their committees for limited-term engagements to have them perform project-specific assignments such as providing recommendations on desirable characteristics of their next Sheriff, or for the development of specific public safety recommendations. The agency engagements were 7 weeks for Tri-Met and 6 months for King County.

The number of members also broadly ranged from 7 to 18 members. The organizational structure of most of the agencies was an elected Chair and Co-Chair, appointed by the committee members, to serve for designated terms. Each agency had its own method of selecting members to serve on their committees/commissions, ranging from appointments by elected officials to an application process based on criteria outlined in the agency charter.

Given the objectives of PSAC, as prescribed by the Metro Board, and the current structure for public safety services, CapMetro appears to have the community-based committee structure that most closely aligns with Metro's goals. CapMetro has a multi-layered approach to public safety that includes agency ambassadors, mental health clinicians, and contracted law enforcement. CapMetro's community-based committee consists of all volunteers, who on average serve a two-year term, and the committee has been tasked with providing input for enhancing and expanding a holistic approach to community-based policing.

The following chart summarizes the key structure and objectives for each of the six public safety committees included in the comparative analysis.

# Public Safety Advisory Committee

## Impact Evaluation Report

	Transit Agencies <i>without</i> Police Departments			Transit Agencies <i>with</i> Police Departments		
	Tri-Met	Capital Metro	King County Transit	BART Police Department	WMATA	LA METRO
Region	Portland, OR	Austin, TX	Seattle, WA	Oakland, CA	Washington, DC	Los Angeles, CA
Term	limited term	Shall serve at the pleasure of the President	Limited term 6 months	2 year staggered terms based on odd-even system	Police members shall serve 3-year terms, Citizen members shall serve for two-year terms, to provide staggered terms	one- year term
Size	18	10	13	11	7	15
Frequency of Meetings	7 week period	Quarterly	Weekly	Monthly	Quarterly	Bi-Monthly
Committee Representation/Makeup	Regional thought leaders, community representatives and National transit experts	Eight (8) members appointed by the Board.	Members from the community, the Sheriff's office and county leadership	Eleven (11) members appointed as follows: i) Each BART Director shall appoint one (1) member. ii) BPMA and BPOA shall jointly appoint one (1) member. iii) one (1) Public-at-Large member to be appointed by the Board.	Three members of the police department shall be current, command-level officials or internal affairs officials, also one member each from the DC, MD and VA. areas. Also, one member from every Four civilian members from each district and one-at-large member all appointed by the WMATA Board	15 Regular Members, 3 Alternate members and 3 Employees, who serve as ex-officio (non-voting members)
Structure	A third-party facilitator working with an internal PSAC coordinator	Chair/ Co-Chair Structure to work with PSAC Coordinator	Hired an external facilitation team	Committee Chair, vice-chair structure also utilizes an Independent Police Auditor (OIPA) model that works collaboratively with the Citizens Review Committee	Will report through one MTPD IA Commander and an MTPD District Unit Commander	Per Charter Chair/Co-chair format; however, that was not adopted. They use a contracted facilitator provided by Metro and decisions are made by consensus
Key Objectives	To develop a better understanding and investigate promising approaches in community engagement and transit security	To provide advisory recommendations regarding topics involving Public Safety. Mut provides constructive advisory service to the staff & Board on how best to develop, engage, and improve Cap Metro's customers and frontline-staff-oriented public safety program	Helps define & realize public safety goals. PSAC should amplify diverse voices & be the conduit for ongoing community input on improving police services that affect public safety. Also, to preserve & enhance public safety.	Increase visibility for the public, to provide community participation in the review & establishment of policies, procedures and practices.	To improve the integrity of investigations thoroughness & fairness of the process and adequacy of training (customer complaints and use of force incidents)	To provide valuable and thoughtful community perspectives to Metro staff concerning safety, security, and law enforcement and its role in the public transit environment. The PSAC will address the Board's objectives and work in collaboration with the facilitator & Metro staff to provide recommendations to Metro staff to improve Metro's future safety, security and law enforcement programs.
Compensation	Information Undisclosed	Voluntary; no compensation	Information Undisclosed	Volunteers, no compensation.	Voluntary and unpaid. WMATA-Smart-Trip card that is reloaded with \$2500/month in funds used for travel to/from meetings.	Members receive \$200 per regular and \$150 per meeting for Subcommittee meetings. Alternate members receive \$150 per regular full PSAC meeting and \$75 for Subcommittee meetings. Ad-hoc employee members do not receive compensation
Selection Requirements	Selected by third-party consultant	Totally of application, experience, and expertise related to social & criminal justice reform, public safety, social services, community service, professional & Personal experience. Want people who ride transit. Members shall represent themselves individually & not with an organization they are affiliated with.	Selected by City Council, Executive Committee members, Police Officer's Guild, Community Advisory Oversight, and the King County Sheriff's Office Contract Oversight committee help to select the members of the PSAC.	Current residents within Alameda, San Francisco, Contra Costa, or San Mateo Counties. Must pass a background check, be Fair-minded, objective with a demonstrated commitment to community service. Not an employee, not current BPD law enforcement, not a convicted felon. Must be willing to participate in an annual Community Service outreach event to solicit feedback and have open communications regarding customer needs.	Must reside in the areas of appointment, cannot be WMATA employees	Members should incorporate the existing Community Safety & Security Working Group and include additional perspectives to include cultural, gender, income, geography, immigration status, and housing status.



# Public Safety Advisory Committee

## *Impact Evaluation Report*

### IV. KEY EVALUATION FINDINGS

#### Mission

##### *Purpose*

There was strong consensus among all parties interviewed that PSAC was established with the charge of reimagining transit safety and community-based approaches to policing. There was also strong agreement on the need for both community insights and advocacy related to safety and security for Metro transit commuters and stakeholders.

##### *Defining Safety*

It is expected that there should be a general understanding and agreement regarding fundamental principles, such as the definition of safety in the context of a transit system, to drive the group's collective advocacy efforts.

Our assessment found there was no consensus amongst PSAC members about the definition of safety for transit. The responses to the focus group questions to define safety for transit varied greatly among committee members including responses such as the sense that one feels when all the elements that contribute to safety are present; knowing that other passengers are going to be respectful of me, for any reason; knowing that the driver is a capable and a courteous driver; being able to leave your home and ride on transit and get home safely in one piece; and safety encompasses safety while waiting on the platform or bus stop.

It should be noted that the responses of the Metro staff were strongly aligned, clear, and concise related to the definition of safety for transit. The Metro staff focus group included responses such as safety is when our customers and riders don't feel threatened by anything; people feel confident in our system; and traveling without experiencing harm, in any form, verbal or physical, not feeling harassed. There appeared to be a strong consensus among Metro staff that a feeling of safety being felt by members of the public who ride Metro transit is of critical importance.

#### Representation

The Metro Board specified that the PSAC should incorporate the existing Community Safety and Security Working Group and include additional perspectives that represent Metro ridership and advocacy organizations, including but not limited to "racial, cultural gender, income, geography, immigration status, and housing". According to the Metro website, the final PSAC selection make-up is comprised of the following:

- 61% female
- 67% are either Black/African American, Hispanic/Latinx, or Asian/Pacific Islander
- 67% are between 25-39 years of age
- 72% of renters
- 50% have an annual income of \$60,000 or less

# Public Safety Advisory Committee

## ***Impact Evaluation Report***

- 17% are persons with disabilities; and
- 22% identify as bisexual or gay/lesbian.

The PSAC Member Survey Results (Addenda B) show that 67% of the members agree or strongly agree that PSAC has the right characteristics, backgrounds, experiences, perspectives, and skills to be effective, 25% were neutral, and about 8% of PSAC members disagreed with this statement. In contrast, 86% of Metro staff disagree or strongly disagree with the statement that the current PSAC makeup has the right characteristics, backgrounds, experiences, perspectives, and skills to be effective, 0% were in the neutral category, and 14% state that they would strongly agree. There was general agreement during the focus group sessions (Addenda A) that there is room for additional representation, such as an unhoused representative, youth, and seniors.

It should be noted that no representative on the PSAC has expertise in law enforcement, mental health, or social service sectors.

### **Practices**

#### ***Committee Practices***

The PSAC conducted a total of 25 committee meetings (approximately 2 hours per meeting, with bi-monthly meetings) and 64 ad-hoc subcommittee meetings (approximately 90 minutes per meeting) from its inception to April 2022. Each meeting was facilitated by an independent consultant and supported by Metro staff. The attendance rate for the general PSAC meetings was 72% or greater for all members.

Based on the review completed by WDC, the first seven months of committee meetings were spent addressing structural issues, reviewing educational models and presentations regarding public transit safety models, and creating a safety culture. A significant amount of time was spent addressing administration challenges.

The PSAC decided to not elect a Chair or Vice-Chair, despite a suggestion to establish such roles as referenced in PSAC's charter, which further impeded the efficiency of the meetings and impeded the committee's ability to advance positions.

#### ***Process and Collaboration with Metro Staff***

The PSAC Charter promotes collaboration with Metro staff in bringing forward collective ideas to improve security. However, during interviews with several PSAC members (Addenda D), it was made clear that the members did not want Metro staff involvement or engagement in their deliberative process. For example, PSAC members said the following: Metro staff should take a step back; we don't think their presentations are helpful and we can read, so they should just give us the information and if we have questions, we will ask them.

#### ***Receptivity to Broader Community Feedback***

There was no evidence that the current structure or practices of the PSAC were designed to consider or integrate a broader community perspective, despite the expectations in the PSAC's Charter that community

# Public Safety Advisory Committee

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engagement is necessary to truly reimagine public safety. When speaking with PSAC members about incorporating community concerns and developing a strategy to garner community input before making their decisions that would ultimately impact the transit-riding community, there was no clear demonstration of the desire to adopt community input before making their decisions.

### Impact

#### *Accomplishing Its Objectives*

The impact of PSAC should be measured in part by the progress and success it has had in accomplishing its stated goals and directives established in the Charter and through Board direction. The PSAC had 10 objectives, as identified in Article II of the Charter. The progress to date is as follows:

PSAC OBJECTIVE	PROGRESS TO DATE
1. The PSAC will develop recommendations in support of a community-based approach to public safety in the transit system, including but not limited to: a) A transit ambassador program that provides a staffed presence at Metro facilities and on Metro vehicles b) Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations c) Greater community stewardship of transit spaces, such as supporting street vending in transit plazas d) The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives e) Education about and expansion of fare discount programs and fare-less system initiative f) Outreach and services for unhoused individuals g) A shift of resources from armed law enforcement to the above strategies	Items a and g are completed, items c and f are in progress, no progress on items b, d, and e.
2. Provide input when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal	Completed 11.3.21 and 1.19.22
3. Review the Customer Code of Conduct and provide feedback	Completed 4.20.22
4. Develop a new mission and values statement for transit policing	Completed 11.3.21
5. Respond to customer service surveys relating to safety and security	Provided input on the draft survey and received a briefing on the results
6. Present a set of recommendations on Transit Law Enforcement Services.	Completed 11.3.21
7. In relation to Metro's law enforcement contract and alternative investments in public safety strategies, develop and finalize PSAC recommendations for those alternatives	In progress
8. Recommendation for \$3 million for pilot safety strategies on board buses.	The presentation received; additional information required from Metro staff
9. Recommendation for \$3 million for pilot homelessness strategies on board buses.	In progress
10. Provide program design and implementation feedback on all of the following initiatives: a) \$20 million for a transit ambassador program that provides a staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the San Francisco Bay Area Rapid Transit (BART) program b) \$1 million for elevator attendants at stations c) \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations d) \$5 million for Call Point Security Project Blue light boxes recommended by the Women and Girls Governing Council to improve security on the BRT and rail system	Item f is completed; Items a and h are in progress; and no progress on items b, c, d, e, and g.

# Public Safety Advisory Committee

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e) Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors	
f) \$2 million for short term shelter for homeless riders	
g) \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services	
h) \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness	

### ***Assessment of Impact***

There was a consensus among PSAC members that the PSAC has not made a significant impact to date. Comments from the committee concerning their perceived impact cited a very broad range of explanations including the following: we have formulated a more “holistic” approach to thinking about public safety; we have started the conversation; things need a 3–5 year investment to show fruit, and committee member terms should be at least two years with the option of a third year; we have influenced public safety but have not seen a big impact; we gave more visibility to the unhoused but are concerned about funding for the ambassador program; PSAC had helped to raise general awareness as to the concerns of the LGBT community; and we should not forget the primary reason PSAC was created which was to protect black men from being killed by the police, everything else is a distraction.

The general comments by Metro Staff demonstrated a mixed assessment of PSAC to date. Some staff believes the very structure and voice offer tremendous value and others have strong concern over the lack of progress given the time and resources invested. Key feedback related to PSAC's impact by Metro staff is as follows: PSAC's vote to remove law enforcement without consideration of the impact on the community is evidence of flawed reasoning and an anti-policing sentiment without any legitimate LA Metro case, history, pattern, or incident to warrant this position; working to uplift voices that have seldom been heard when it comes to public safety or other aspects of public life; it's uncomfortable for Metro, but they are pushing conversations that need to be had to provide unbiased public safety; sharing their experiences; the impact of PS, and unclear; and advocating for more presence on the system by community organizations.

In search of a governing body perspective, WDC reached out to Metro Board staff, many of whom had often attended PSAC meetings and had independent conversations with PSAC members. The general finding of the Metro Board staff that participated is that the PSAC has not been impactful to date and there is great room for improvement in structure and practices. Metro Board staff acknowledged that while the task of reimagining public safety is challenging, PSAC has not helped Metro move forward to reimagine public safety effectively. Feedback includes the following: It would seem to be critical that we keep the original motions in mind, but we need to be flexible about current conditions. We want bus drivers on the system to feel safe. Also, PSAC needs to be reminded of its advisory status, and that they are not a policy-making body; they have done a lot of work to come up with some ideas, but in other ways, I do not know if they have been all that effective.

The PSAC member survey results (Addenda B) show that 50% of the committee members believe PSAC has made measurable progress in one or more key areas related to the charter objectives, and 50% responded

# Public Safety Advisory Committee

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neutrally to this question. For Metro staff, 57% agree/strongly agree while 43% disagree/strongly disagree. For the Metro board representatives, 25% agree, 50% disagree/strongly disagree, and 25% are neutral. In summary, 50% or less of each of the key groups that participated in the evaluation believed that PSAC has not made measurable progress in one or more of the key areas related to the charter.

### ***Alignment with Multi-Layered Public-Safety Approach***

The PSAC recommendations to date have not aligned with Metro's layered approach to public safety that includes non-law enforcement alternatives in conjunction with law enforcement services to enhance public safety. While the Board, in its initial motion in June 2020, and in subsequent corresponding motions, has acknowledged opportunities to shift resources to non-armed entities, it also has recognized the need to develop a new scope of services, budget, and other provisions for the multi-agency policy contract renewal. PSAC's recommendations to completely eliminate contracted security and defund law enforcement services fail to align with the overall vision set by the Board.

### **ADMINISTRATIVE COSTS**

As part of this impact evaluation project, WDC reviewed the information provided by Metro staff regarding the estimated costs associated with supporting the work of PSAC (Addenda G). WDC did not audit these estimated figures and accordingly does not express an opinion as to their reliability. However, Metro staff expressed that they exercised due diligence in the preparation of these estimates. These amounts are included in this impact analysis report for purposes of context; an evaluation of the impact of any committee should reasonably consider what the costs associated with supporting the activities of that committee are, and for that reason, the decision was made to include this information in the report.

The costs associated with supporting the PSAC are primarily those related to the cost of personnel and external expertise to facilitate its activities. The estimated staff time from April 2021 through April 2022 is approximately 4,940 hours, and the approximate cost for that period was approximately \$764,000.

## **V. EVALUATION SUMMARY & RECOMMENDATIONS**

The Metro Board is to be commended for their exceptional forward-thinking when the PSAC committee was formed in the wake of the murder of George Floyd and the outrage which sparked protest across the country and internationally. With the backdrop of a global pandemic, the challenges of operating a transit system have changed significantly, but the central reason for the creation of PSAC, namely, to develop community-driven solutions for improving safety, security, racial, gender, and social justice remain paramount. The socio-economic ills that intersect directly with a transit system and riders, such as drug use, mental illness, unhoused, and the rise in violent crimes across the country, create unique challenges that must be addressed through a reimagined public safety system. The establishment of a reimagined system requires effective stakeholder collaboration, community input, technical expertise, and executive oversight to ensure measurable progress.

# Public Safety Advisory Committee

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The central finding of the impact evaluation is that the role of a PSAC, when clearly defined and implemented, can be of great value in creating opportunities for holistic and collaborative decision-making. However, critical lessons are identified as part of this evaluation related to the current PSAC structure, roles, and practices, that need to be revised to build a stronger, more effective model for input moving forward.

The evaluation team has identified five (5) key recommendations based on a thorough data review, comparative practices benchmarking, and stakeholder feedback.

### **Recommendation 1: The current PSAC member's terms should sunset on June 30, 2022.**

**Justification:** WDC was tasked with assessing the effectiveness of PSAC in providing recommendations to improve Metro's safety, security, and law enforcement design. Focus groups with PSAC members and Metro leaders, as well as interviews with PSAC facilitators and Metro Board staff, demonstrated a lack of alignment as to PSAC's role being that of an advisory committee. This lack of alignment has created delays in critical decisions/recommendations, and a lack of trust and collaboration between staff and PSAC. Furthermore, by not instituting a committee structure with a Chair and Vice-Chair, led to unproductive meetings, and ultimately resulted in unresponsive or insufficient feedback to the Metro CEO and Metro Board regarding the core issues for which it was tasked with opining.

### **Recommendation 2: The CEO should establish a new committee to ensure a broader and more equally balanced representation, and support its governance and operational structure in a manner that is consistent with the PSAC Charter.**

**Justification:** Based on the comparative research, it was noted that highly effective public safety committees had the following attributes: 1) a well-defined mission with a narrow, clear focus, 2) narrow operating parameters, and 3) a strong, inclusive, and collaborative committee chair with a leadership mindset. WDC recommends that the PSAC's Charter be updated to align with the three practice attributes described above and that efforts be made to ensure that future committee participation includes a diverse range of perspectives and experiences. There can be varied areas of focus such as racial justice and police reform; however, the new committee should be designed to meet the most basic needs of Metro riders, transit employees, and the community it serves, and that is for everyone to be safe while on the Metro system.

### **Recommendation 3: The Metro CEO should set top security priorities in collaboration with the committee. These priorities should be documented in a work plan with clearly defined areas for committee feedback. A quarterly review should be conducted by a designee of the CEO to monitor PSAC's progress and the effectiveness and implications of recommendations that are implemented.**

**Justification:** This new committee should be tasked with providing the CEO with advisory services related to public safety in the Metro system. This is a vitally important area that directly affects the public who depend on Metro for their public transportation needs. Because of this, it is critical that the Charter be updated with more clear objectives for the committee to focus on. The committee decision making should be driven by data

# Public Safety Advisory Committee

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and information that is relevant, reliable, and current. Moreover, when the committee's recommendations are implemented, data should be collected and shared to track. The committee must be able to focus on its core objectives and not be spread too thin with competing requests. If needed, Metro should retain independent assistance with revising the key objectives with which the committee is tasked to more clearly focus their efforts.

### **Recommendation 4: The new committee should remain an advisory committee.**

**Justification:** Metro does not have its own police department. Metro currently contracts with several law enforcement agencies to provide law enforcement services for its customers; therefore, the agency has limited ability to ensure all the areas of focus as outlined in the current PSAC Charter and Board motions are being met. The new committee should work in collaboration with the Metro CEO and the Office of Safety, Security, and Law Enforcement to provide high levels recommendations on how Metro should approach improving public safety on the transit system. It should be noted that contracted law enforcement departments have their independent internal processes to handle complaints or misconduct allegations; that should not be a role the committee should play.

### **Recommendation 5: The revision of the charter with more clear objectives and the selection of the new committee members should be in place by September ~~2023~~ 2022.**

**Justification:** This timeline would allow for Metro to receive input from riders and the broader Metro community related to safety and security priorities to update and clarify the committee's objectives as specified in its Charter. It would also allow for sufficient time to solicit participation while ensuring momentum is not lost in supporting constituent-driven engagement and accountability as Metro begins to roll out new programs that seek to reimagine public safety.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **VII. ADDENDA**

- A. Focus Group Summaries (PSAC Committee Groups A, B, C, PSAC Facilitator, Metro Staff, and Board Staff)
- B. Board Staff Interview Comments
- C. Survey Summary Reports (PSAC Committee, Metro Staff, and Board Staff)
- D. Public Safety Committees- Comparative and Promising Practices
- E. PSAC Public Comments Summary
- F. PSAC Mission Statement
- G. PSAC Consultants and Panel Bios
- H. Summary of Metro Costs to Support the PSAC
- I. PSAC Charter



## ADDENDA A

### Focus Group Summaries

*(PSAC Committee Groups A, B, C, PSAC Facilitator, Metro Staff, and Board Staff)*

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### ADDENDA A

#### **PSAC Focus Group A Tuesday, April 19, 2022 Meeting Summary**

This meeting was attended by three regular PSAC members and one Metro employee PSAC member. Responses to the following questions are summarized below:

#### **How do you define safety for transit?**

- An overall sense of well-being, comfort, general wellness
- Being able to move freely within the system
- Safety has to be the number one focus everywhere within the Metro

#### **Please share about positive experiences or disappointments you've had while serving on PSAC.**

##### *Positive*

- Good conversations
- Members are respectful toward one another
- Meeting the other panelists
- Seeing PSAC members trying to work together

##### *Disappointments*

- Metro has not been transparent about where our recommendations are going.
- Metro staff has tried to coerce the outcome, so everything fits in with what they want to do
- Metro does not seem receptive to true transformative change
- An us (PSAC) vs. them (Metro) mentality
- Feeling rushed sometimes to bring forth recommendations
- Sometimes feeling like the recommendations go nowhere
- Metro PSAC members are not voting members
- Prior CEO started this, but then left current CEO "holding the ball"

#### **What progress has PSAC made in improving community-based approaches to public safety?**

- Transit ambassador program

#### **Is there key representation missing from PSAC, if so which group?**

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- I think in general, it's solid
- Metro staff were very thoughtful in how they selected the PSAC members
- More homeless people of color would be most beneficial

**Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.**

- Have Metro staff take a step back, and let PSAC lead with the support of the facilitators
- PSAC seems to be pressured to only make “tip of the iceberg” type recommendations
- The charter motions that gave rise to PSAC was fine; implementation of PSAC was flawed
- Have the meetings in other forums besides Zoom

**How are the recommendations and work of PSAC representative of the broader transit community and stakeholders?**

- They are to the extent necessary
- Board Motions focused on George Floyd, not on PSAC being a General Safety Committee
- The “perceived” lack of safety on public transit challenges the work being done by PSAC

**What techniques are used by PSAC to hear from stakeholders?**

- Public comment sessions in committee meetings
- One PSAC member said they were aware of surveys sent to general & unhoused riders
- Some PSAC members are frustrated that they are unable to reply to public comments

**How are the recommendations and work of PSAC developed in a collaborative method with LA metro staff?**

- Turnover at Metro “has not been helpful”
- Some Metro staff have been more helpful than others
- If PSAC could brainstorm on their own without Metro staff in the room would help at times

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **PSAC Focus Group B Thursday, April 21, 2022 (3:00 PM) Meeting Summary**

This meeting was attended by two regular PSAC members and one Metro employee PSAC member.

Responses to the following questions are summarized below:

#### **How do you define safety for transit?**

- The sense that one feels when all the elements that contribute to safety are present.
- Knowing that other passengers are going to be respectful of me, for any reason
- Knowing that the driver is a capable and a courteous driver
- Being able to leave your home and ride on transit and get home safely “in one piece”
- Safety encompasses safety while waiting on the platform or bus stop

#### **Please share about positive experiences or disappointments you’ve had while serving on PSAC?**

##### *Positive*

- Finding common experiences and cultivating a comfort level with one another
- Having an external facilitator versus having Metro serve as facilitator
- The way meetings were facilitated allowing people to gel and work together
- Hearing from Metro Riders and their safety concerns made me more sensitive to their concerns
- Actually riding on the train also changed my perspective
- Even when they didn’t agree, PSAC member learned from one another’s perspective
- The sub-committees are more productive because are more focused
- Sub-committees ask the “hard questions” and refined things before they are sent to full PSAC

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### *Negative*

- When an ad-hoc wasn't going in the direction Metro wanted it to, Metro would "shut it down"

### **What progress has PSAC made in improving community-based approaches to public safety?**

- We have formulated a more "holistic" approach to thinking about public safety
- We have started the conversation; things need a 3-5 year investment to show fruit
- Thinking of the complete eradication of violence is not a realistic goal for Metro
- Committee member terms should be at least two years with the option of a third year
- We have influenced public safety but have not seen a big impact
- We gave more visibility to the unhoused but concerned about funding ambassador program
- PSAC had helped to raise general awareness as to the concerns of the LGBT community

### **Is there key representation missing from PSAC, if so which group?**

- LGBT should continue to be represented on the PSAC
- Group is sufficiently diverse and there are lots of discussion as to others' perspectives

### **Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.**

- Sometimes certain technical data was missing when agendas were circulated to PSAC members

### **How are the recommendations and work of PSAC representative of the broader transit community and stakeholders?**

- The black transgender community has made a more concerted effort to be more visible
- The voice of seniors and the disabled could be more represented
- Having youth on PSAC is an investment in our future

### **How are the recommendations and work of PSAC developed in a collaborative method with LA metro staff?**

- PSAC needs to get away from meeting exclusively via Zoom
- At times, facilitators had conversations with Metro that undermined the sub-committee's work
- One member said this type of focus group check-ins were critical
- Throughout the PSAC process, all of my questions were always promptly answered

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- The facilitators wanted chairs for PSAC which we did not ever come to a consensus about

### **PSAC Focus Group C Thursday, April 21, 2022 (5:00 PM) Meeting Summary**

This meeting was attended by three regular PSAC members. Another member who had stated they would be there did not attend. Responses to the following questions are summarized below:

#### **How do you define safety for transit?**

- When a person can live a full and complete dignified life
- One can bring their full selves to public transit and have access to all transit services
- Beyond getting from point A to B safely; it means people can ride for any reason and feel safe
- It is a multi-pronged feeling and experience
- Freedom from physical harm and threat, but also freedom to be able to be fully expressed

#### **Please share about positive experiences or disappointments you've had while serving on PSAC?**

##### *Positive*

- Relatively diverse group, kind group of people
- Diversity of the group
- Heavy educational component learning about Metro's law enforcement structure
- The initial support from the Operations, Safety and Customer Experience Committee

##### *Disappointments*

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- Metro's not heeding PSAC's recommendations
- Not having more input on policies and the actual activation of activities
- Just giving "up or down" votes on things Metro was already doing
- Not having in-person interactions with one another
- PSAC should not be a short-term enterprise; members should serve 2-3 year terms
- Metro's follow through on PSAC recommendations
- Lack of support from Metro staff coupled with lack of follow-through from the Board
- It is not a facilitator problem; there is a defensiveness on the part of Metro staff
- PSAC recommendations are not presented in a way that gives them substance
- Many politics surrounding the group

### **What progress has PSAC made in improving community-based approaches to public safety?**

- The Transit Ambassador program, but concerns about it being outsourced
- PSAC looked at the training for security and encouraged sensitivity training
- Had a say about uniforms to be used in the transit ambassador program.
- A dashboard showing progress on recommendations would be helpful

### **Is there key representation missing from PSAC, if so which group?**

- Justice impacted individuals
- Teenagers
- Retired individuals
- There doesn't need to be additional law enforcement representation on PSAC
- Metro provides sufficient representation in their opinion as to law enforcement perspective
- A person who has experienced homelessness

### **Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.**

- More interaction with the Board or the Operations, Safety and Customer Experience Committee
- Longer public comment periods
- If PSAC could engage with the public without violating the Brown Act would be helpful
- More community-based engagement that is adequately resourced

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **How are the recommendations and work of PSAC representative of the broader transit community and stakeholders?**

- Metro resources need to be dramatically redirected from law enforcement to social services.

### **How are the recommendations and work of PSAC developed in a collaborative method with LA metro staff?**

- There is defensiveness in Metro staff and a “push-pull” dynamic
- Collaboration in the beginning with the transit ambassador program but then they “hit a wall”
- Turnover at Metro has affected cohesiveness
- Collaboration was never really something that was needed for PSAC to accomplish its mission

### **PSAC Facilitators Focus Group**

**Friday, April 22, 2022**

### **Meeting Summary**

This meeting was attended by the two retained PSAC facilitators. Responses to the following questions are summarized below:

### **How do you define your role?**

- The role is defined by Metro and the charter
- We are a 3<sup>rd</sup> party that is coordinating with both sides, understanding both sides, being stewards
- Helping PSAC to develop work products that the committee could refine
- A party that goes back to both sides to present each side with the view of the other side
- Some tension is created by the fact that the PSAC is only an advisory committee

### **Do you believe being impartial is part of your role? If yes, how do you maintain your impartial state of mind?**

- Being impartial is critical
- Also critical is willingness to explain to Metro what the PSAC is not willing to change position on
- We are the conduit of knowledge that represents both sides



# Public Safety Advisory Committee

## *Impact Evaluation Report*

- We advise Metro about how the PSAC may react and advise PSAC about Metro's priorities

### *Other observations shared by the facilitation team*

- We serve in a facilitator role, not a mediator role
- Limited time to accomplish assigned tasks undermined the willingness of some to collaborate
- Professional advocates do not represent the majority of the committee
- The scope of the charter is fine but that more time is needed for education of all
- Disagreement within PSAC has been minimal; real discord has been between PSAC and Metro
- Recent disagreements within PSAC have been due to the defunding of law enforcement
- Some PSAC members do not trust Metro or believe the interests of Metro align with theirs
- PSAC was thrust into the heat of things with the matter of the funding of the policing contracts
- Trust disconnects could perhaps have been avoided in the beginning if there were more time
- The PSAC believes that their guideposts are the Board motions, not the charter
- Some members of the PSAC thought they were asked to do something transformative
- It would have helped PSAC if they knew from the beginning what Metro was truly not open to (e.g., full defunding of law enforcement)

### **Is crime on the transit system discussed by the PSAC?**

- By some, but the PSAC is skeptical about Metro's approach to addressing crime

### **What specific recommendations has PSAC put forth as an alternative to law enforcement?**

- The transit ambassador program

### **Is the transit ambassador program what PSAC envisioned as the total solution to public safety?**

- No, it was a first step
- PSAC lacked the time to develop recommendations about the supporting ecosystem
- It seems the Board wants funds to be redirected to address crime preventative factors

### **What do you think about term limits for PSAC members?**

- Agree with PSAC members that terms for members should be longer

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- Agree with PSAC members that a committee like this should potentially exist into perpetuity
- Meeting by Zoom has affected the committee's ability to connect more closely as a group
- Metro being clear about what they ultimately want would be helpful
- Facilitators noted that PSAC does not trust anyone to lead them (hence no chair, vice chair, etc.)
- Facilitators believe having a chair, vice-chair, secretary should be a requirement in the future

### **PSAC – Metro Executive Leadership Team Focus Group Friday, April 26, 2022 Meeting Summary**

This meeting was attended by seven members of Metro Management. Responses to the following questions are summarized below:

#### **How do you define safety for transit?**

- Safety is something very personal
- Safety is when our customers and riders don't feel threatened by anything
- People feel confident on our system
- Traveling without experiencing harm, in any form, verbal or physical, not feeling harassed
- Our customers shouldn't even have to think about safety threats
- Safety is a component of customer experience

# Public Safety Advisory Committee

## *Impact Evaluation Report*

**Based on the approved charter and board motions what progress has PSAC made that aligns with those directives?**

- PSAC developed a framework for the transit ambassador program
- Developed a mission and vision statement for public safety
- Elevated key voices from the community, such as people of color, the disabled, etc.
- PSAC has helped to increase awareness of the rider groups they represent
- PSAC has also raised awareness to the public that safety is a priority for Metro

**How are the recommendations and work of PSAC developed in a collaborative method with LAMETRO staff?**

- I don't think it is collaborative; we struggle to work in a collaborative way
- I feel like they don't appreciate Metro has conditions\requirements we can't simply set aside
- There is not a meeting in the middle; it feels very transactional
- I do not believe that they are interested in true collaboration.
- They ask few questions about the things presented on and instead sidetrack conversations
- I believe that there is a power struggle between PSAC and Metro Staff, and a lack of trust
- It is not clear that they have met their stated 10 objectives identified in their charter
- PSAC being uncooperative has prevented true collaboration from taking root

*Supplemental question: What can be done, if anything, to improve the collaboration?*

- PSAC needs to acknowledge Metro's expertise
- There have been times that PSAC requested that Metro not be present for discussions
- Facilitators should guide the meetings to be more collaborative, but they seem unwilling
- Collaboration has also been hampered by the fact that PSAC doesn't have a designated chair
- Hold PSAC accountable to the existing charter to avoid 'scope creep'
- Stronger facilitator, electing a chair, a more balanced membership of PSAC members
- Incorporate activities to build trust
- Incentivize collaboration. Only award stipends upon completion of stated objectives
- Hold facilitator responsible for collaboration exercises
- Reinforce that PSAC is an advisory, recommendation body, and not a policy-making body
- Provide PSAC membership with transit training and familiarization with Metro staff & functions
- PSAC members should focus discussions on topics presented versus sidebar issues
- Roles and responsibilities need to be more clearly defined

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- PSAC was given an ambitious schedule and Metro was not clear about what was not negotiable
- Most PSAC members did not join with the expectation that they were just going to advise
- PSAC was brought in to challenge Metro; we should not expect them to simply defer to us

### **Is there key representation missing from PSAC, if so which group?**

- Safety experts
- People who do not have a strict defund the police perspective.
- SSLE was to serve as the safety and security experts on the PSAC but that did not happen
- PSAC felt like they hear enough from SSLE so do not need law enforcement representation

### **Are there procedural changes (practices, policies, or support) that can be implemented to ensure a more effective committee? If so, please describe.**

- PSAC is not a balanced committee
- Committee members are needed who do not have fixed perspectives.
- We need to do a better job of recruiting a more representative PSAC
- It would not make sense to start all over again because then PSAC loses legacy knowledge
- Metro members on the committee should be able to vote
- SSLE should be on the committee and have a vote

### **Is there anything that we did not ask you, or that we should consider?**

- The ideal number of PSAC members should be ten
- Perhaps it's the dynamics of the group, not necessarily the points of view that cause discord
- Metro needs to be specific means when it says it wants a broader perspective on the group
- I don't think PSAC represents the wider perspectives of our riders or that of employees
- A concern is that the facilitation team sometimes allows people to speak on non-agenda items
- The PSAC does not see its role as being very limited, believing its reach is greater than what it is
- There is some history that supports PSAC's distrust of government

## **ADDENDA B**

### Board Staff Interview Comments

# Public Safety Advisory Committee

## *Impact Evaluation Report*

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### ADDENDA B

#### **Performance of PSAC-Metro Board Staff Representatives Perspective**

All Metro Board staff representatives were invited to participate in a PSAC assessment survey and an individual interview. Up until this point, the evaluation team had heard from PSAC Members and Metro Executive Leadership Staff, who had provided diabolical opposite opinions of the effectiveness of PSAC. We had also engaged the contract facilitator team; however, they were neutral regarding the topic of effectiveness. In search of an objective and independent perspective, we reached out to the Metro Board staffers. Board staffers often attend PSAC meetings and have independent conversations with members; therefore, we wanted to get an understanding of this group's observations, feedback, and recommendations.

See interview responses below:

**Do you think that the PSAC charter should still be guided by the June 2020 and March 2021 Board Motions as written? Or should the PSAC be guided by the issues of public safety that are of greatest concern to the community at this time?**

- In general, board policy is very important, but things do change, and adjustments may be appropriate, but the ultimate intent of the original board motion should not be lost sight of.
- A charter should be a living document and change as the perspectives of the public change. The original motion was vague, and it was unclear who the PSAC should report. Other committees are clearly accountable to the Board. With PSAC, it was unclear to whom it should report, is it the Board? The CEO? This needs to be clarified.
- Keeping PSAC grounded in the Board motions is a good idea, but there should be an “evolution” responsive to changing conditions. PSAC should still have input on the law enforcement contracts.
- Direction needs to come from the Board and what they want from PSAC.
- The spirit of the motions from June 2020 is still good, but the seeming chaotic state the transit system is in now is absent from the conversation. The overriding concern should be the safety of the people in the system. I have personally witnessed the chaotic state.
- It would seem to be critical that we keep the original motions in mind, but we need to be flexible about current conditions. We want bus drivers on the system to feel safe. Also, PSAC needs to be reminded of its advisory status, and that they are not a policy-making body.
- We formed the PSAC for a specific reason. A major part of that reason was to comment on the law enforcement contracts, and they should stay true to that.
- As to whether this committee should be discussing current crime levels, it should be remembered that this committee was proposed to the Board so it could take a look at on how Metro addresses public safety. However, new things seemed to be getting

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## *Impact Evaluation Report*

added to their agenda. It was never discussed how long the committee would be around.

- We should stand by the original goals of the PSAC because the key focus of racial justice and racial equity is important.
- I don't think the original areas of focus and the areas of greatest concern to the public today are necessarily mutually exclusive.
- Our office saw 2020 as a reckoning and something that does not just go away. Our office is aware of increasing issues of crime on the bus and rail system, however, our office remains supportive of alternatives to law enforcement, even though we realize this is an awkward position to be in.
- Perhaps both.
- At the end of the day, I believe that there has to be involvement of police professionals on the PSAC, but PSAC does not appear to have representation of professional police professionals on their committee.

### **From a Board perspective, what are the strengths of the current PSAC committee, and what opportunities are there for improvement?**

- Metro is not a public safety organization but has much power in shaping public safety in Los Angeles. When riding a bus or train, there is a certain intimacy that you experience that you don't experience when you are in an open space, such as when walking on the sidewalk.
- LAPD and the Sherriff both have citizen oversight commissions. Metro needs its own version of a citizen's oversight commission over public safety.
- PSAC should be thought of as something that is institutionalized, not something that is a one-off experiment.
- If the scope of what PSAC is looking at is considered too broad, it needs to be remembered that it was tasked to be that way by Metro.
- PSAC needs a chair; it is not efficient in its current construction.
- PSAC's weakness is its lack of leadership and the profound aversions it has to stepping out and stepping up. PSAC's push for consensus impedes its effectiveness.
- It is refreshing to have PSAC's take because there is a much-lived experience there, but the group needs much support because they must learn Metro's systems and structure along the way.
- Regarding PSAC sometimes being resistant to hearing from Metro staff, this is a hard balance to strike. You either have to provide information beforehand and expect people to study it, or you clearly allot what amount of time can be spent discussing and reviewing something. Board members sometimes have to make decisions with limited information; PSAC needs to be comfortable doing that at times.



# Public Safety Advisory Committee

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- The budget town hall model could perhaps serve as the guide for Metro staff when they are presenting to PSAC.
- The committee has a very good internal dialogue, it is comfortable, but the challenge is that sometimes it becomes an echo chamber that does not reflect the true position of the public.
- PSAC is really good at talking about current events.
- There does appear to be a lot of back and forth with metro staff at times, to the point that the big picture of what is being discussed is lost.
- A positive is that they are dedicated to making some sort of change.
- A negative is that PSAC sees itself as a decision-making body and not as an advisory body.
- PSAC has a misunderstanding of what its mission is. They are an advisory body, not a policy-making one. Also, they need to be focused on the items on the agenda, and not things that are of personal importance to them. As a committee, they should focus on the big picture, not on minute details.
- A positive is that they are a group of passionate people committed to the job and to the cause.
- A challenge is the make-up of the committee. The viewpoint of the committee is not really representative of the public at large.
- The meetings themselves can be done in 25% of the time that is currently used; there is a lot of wasted time. The facilitation can be improved. The facilitator does not have much influence over the group and doesn't do a very good job of keeping members focused on the agenda. A more assertive facilitator would do a better job with this.
- The Metro board is fairly progressive, but the PSAC is much more so, so perhaps the PSAC needs to align itself with the level of progressiveness of the whole board, and not expect that the whole board will align to PSAC.
- The make-up of this first PSAC was good, but a committee that talks about more than just law enforcement would be helpful. I don't think that changing out all the members is needed, but perhaps broadening out who is on the committee could be helpful.
- A strength is that we have created a space for people whose point of view is generally underrepresented. We have seen recommendations that force metro staff and PSAC to be somewhere between the two positions.
- Concerning the perception that some on the PSAC seem to think that racial equity and racial justice can only be achieved at the expense of law enforcement, this is tricky because some PSAC members do in fact believe in police abolition, so they are not open to reform because in their minds it perpetuates the status quo.
- The feelings of unsafety on the metro system are really more a perception issue. The feelings of disorder, such as the presence of the unhoused and lack of cleanliness, make unsafety seem greater than it actually is. With less ridership, what people are seeing is

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## *Impact Evaluation Report*

actually just the “baseline,” and it’s just more visible now; it’s not that it is necessarily greater than in the past.

- Labor partners’ voices are not heard as much as they should be; they need to be heard more because they have a stake in the outcomes.
- One of the main strengths of PSAC is creating a safe space where these issues can be discussed. They probe and do not take Metro’s response at face value.
- There does need to be a better process for PSAC to be able to express feelings and concerns and formalize those into something that can be presented.
- There is a need for Metro and PSAC to meet in the middle.
- I have a positive impression of the current facilitator.
- An independent third party as a facilitator is so important because there is so much mistrust between Metro and PSAC.
- For so many years, when people at Metro heard “public safety, they thought that meant more police.
- The board is concerned that there is a perception that black riders are the ones who are singled out by law enforcement.
- There is a way to have eyes on the system that does not involve people carrying firearms.
- PSAC members are riders themselves.
- PSAC brings diversity to the conversation.
- The intent of PSAC was to help the board figure out what to do with the upcoming security contracts. We hoped to gain more tools in the management of these contracts. I wish PSAC would have focused less on removing law enforcement because it was clear the board was not going to do that, but PSAC kept going back to that. Because of this, I think PSAC missed an opportunity to really provide guidance on alternatives to law enforcement.
- I wonder if it’s time to just start over with regard to PSAC; some board members seem amenable to that.
- It just doesn’t seem like the PSAC are partners in figuring out what to do. Do we add new members? I have concerns about PSAC taking up a lot of staff time.
- What is the point of pouring a lot more into it if the board is not going to listen to them anyway?
- I work with activists in my job, but I do not understand why PSAC keeps retrenching back to defunding law enforcement. We need them to help make law enforcement contracts better.
- It seemed as though the board wanted the political cover of PSAC to move forward with the law enforcement RFP, but ultimately PSAC didn’t provide any practical help.
- Metro has the authority in statute to create its own police force, which it should do. You have more direct control, you can direct them, but these conversations never happened.

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- PSAC should consider looking at ridership as a whole, not just through a narrow lens.

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## *Impact Evaluation Report*

### **Do you feel the current PSAC committee has been effective in strengthening the public safety for the Metro ridership?**

- PSAC takes a framework that has been in the darkness and has been casting light on it.
- PSAC has raised the right questions and has helped the transit ambassador program move forward.
- They have influenced policy, but policy takes a little while to “hit the street.” However, I don’t think the decisions they have made so far have ‘hit the street’ yet.
- No, they have not.
- I have separate meetings with several PSAC members. They have done a lot of work to come up with some ideas, but in other ways, I do not know if they have been all that effective. For example, when PSAC asserted that there should be no funding for law enforcement. This was not realistic and not where the board was at.
- I think if there were another way to appoint the members so that they reflect the board’s values would be good.
- The Facilitators are good, but subcommittees are just too much work. Having the PSAC being more progressive than the board is not altogether a bad thing, because it does challenge the board.
- This question is unfair; PSAC is not there to strengthen public safety, nor have they been given the opportunity to do so.
- I don’t think that it reflects poorly on them that the board has not done everything that has been recommended. They are an advisory committee, after all.
- There may be more efficient ways for PSAC to operate. Perhaps they should meet less frequently.
- No, it has not been effective.
- The benefit of PSAC was not in just bringing in a different voice but in bringing in a pragmatic voice.
- Stephanie brings in a very different perspective, but staff turnover has been an issue. The mandate for PSAC was very broad; it was broad on purpose for political reasons.
- We really do want it to be representative of all riders.
- Without safety, you can’t discuss ridership.

### **If PSAC were to be reimaged, what would that look like for you?**

- Having a consultant run the meetings does not encourage the necessary engagement; in the beginning, it was needed, but now it has become a crutch.
- I think the current PSAC is very focused on figuring out their process, and I don’t think this should be their focus. Either the board or Metro staff should give them their process and what they have to vote on and allow the conversation to go from there.

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- I have noticed that in many meetings; there is confusion about what they are voting on. There seems to be a lot of discussion on the process.
- Having an external facilitator now puts a little too much on the facilitator. Having a rotating chair is more helpful. The group will have more power if it had a chair who speaks for them and who knows that it is part of their responsibility to make sure that protocols are followed.
- Metro needs a functional committee. It needs to be driven by data; it needs to explain how their recommendations would help to improve public safety.
- PSAC needs to be accountable for meeting deadlines.
- PSAC has created a mission and values statement, but other than that, supporters of PSAC have a hard time pointing out the difference PSAC has made. A reimagined PSAC would have more diversity in age and walks of life. Right now, it seems like advocacy groups are overrepresented.
- I wish there were more doses of realism; I would love it if we really didn't need to have police on the system, but that is not the case. PSAC needs to balance idealism with realism.
- It was expected that PSAC would help shake up Metro's status quo model, we didn't want police to be the answer to everything, the board wanted a civilian body that would be providing Metro staff with feedback, and not just it being the board staff who would be providing this feedback.
- When it comes to law enforcement on the system along with alternatives, it is both\and, not either\or. Most board members, 10-13 members, perhaps, share this view. There may be just one or two board members who want to see full defunding of the police.
- PSAC needs to be clear about what situations can truly be handled by non-law enforcement and which cannot.

## ADDENDA C

### Survey Summary Reports

*(PSAC Committee, Metro Staff, and Board Staff)*

# Public Safety Advisory Committee

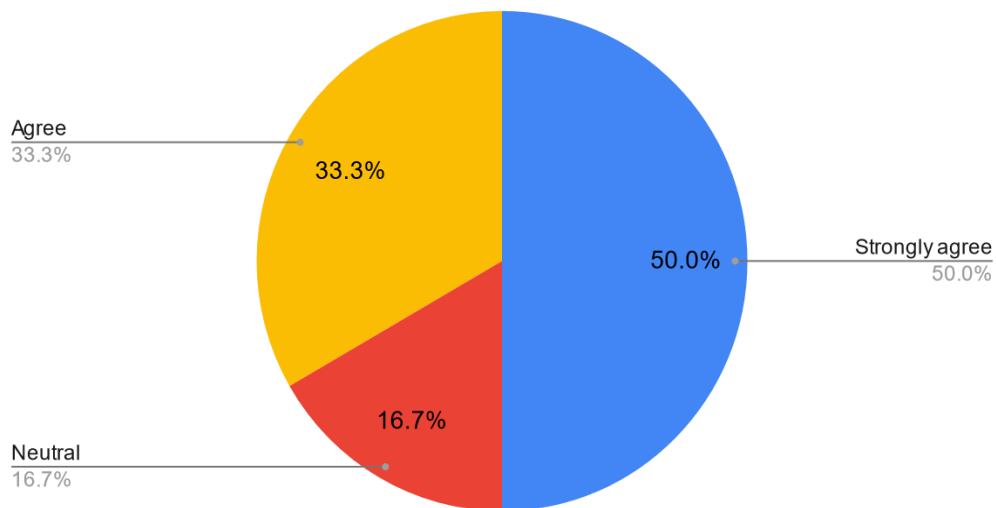
## *Impact Evaluation Report*

### ADDENDA C

#### PSAC SELF-ASSESSMENT SURVEY SUMMARY

Below are the summary responses of the PSAC of evaluation questions regarding purpose, structure, and impact.

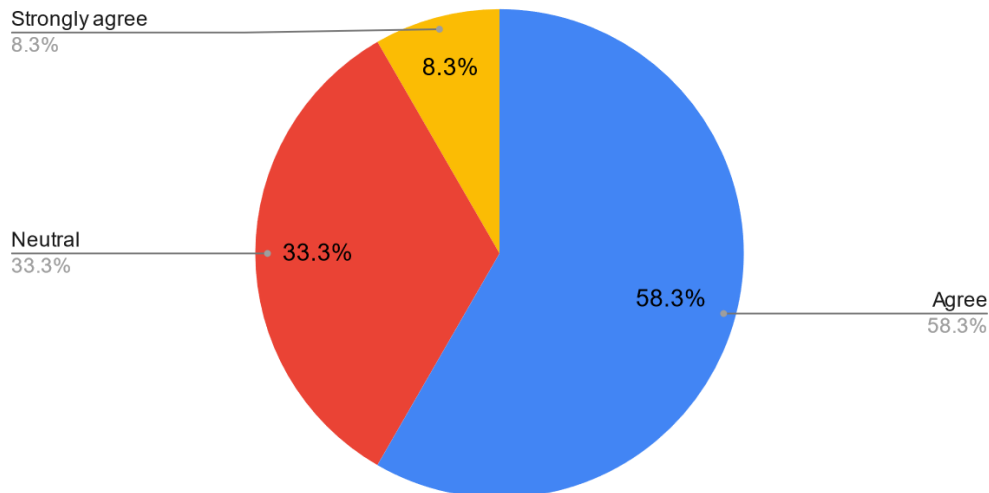
Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.



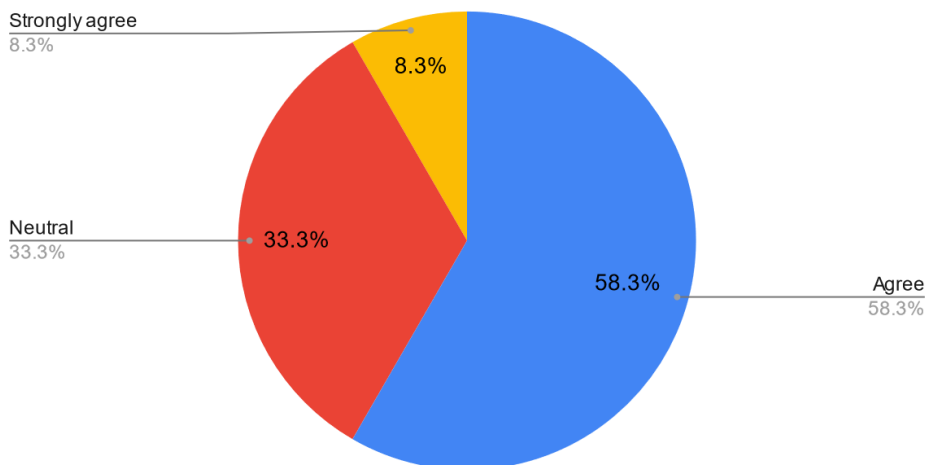
# Public Safety Advisory Committee

## Impact Evaluation Report

Committee Structure: The role and responsibilities of PSAC members are clearly defined and understood by all members.



Committee Structure: The role and responsibilities of PSAC members are clearly defined and understood by all members.

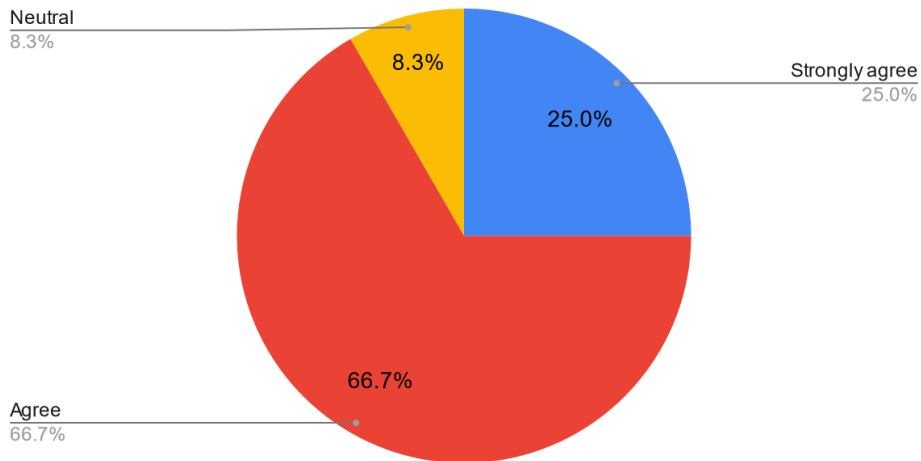




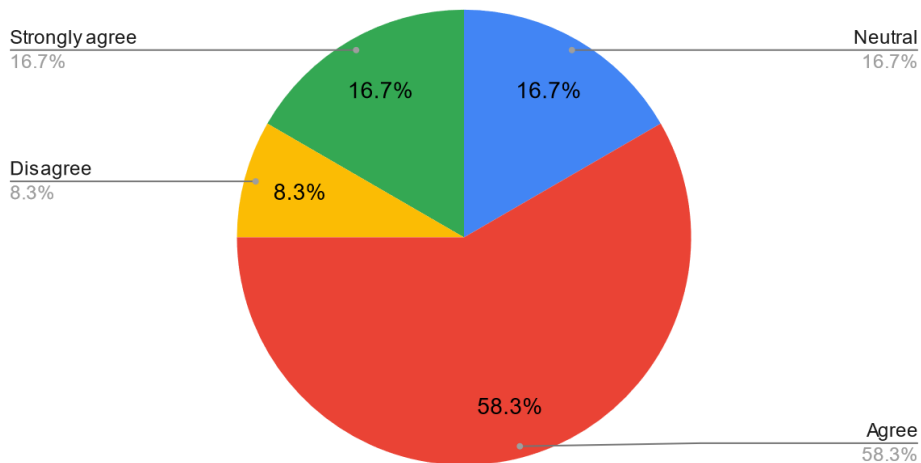
# Public Safety Advisory Committee

## Impact Evaluation Report

Committee Structure: PSAC meetings are well organized and planned, and an effective use of time.



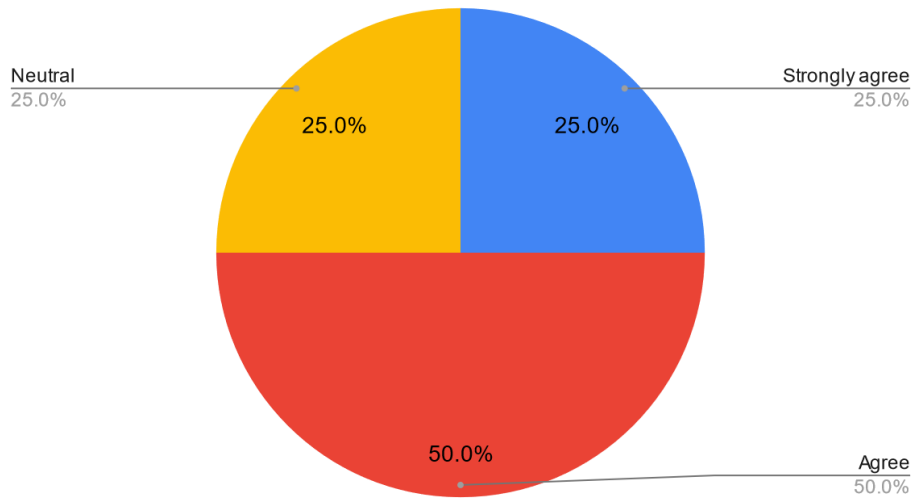
Committee Structure: Presentations by staff at PSAC meetings are data-driven and useful.



# Public Safety Advisory Committee

## *Impact Evaluation Report*

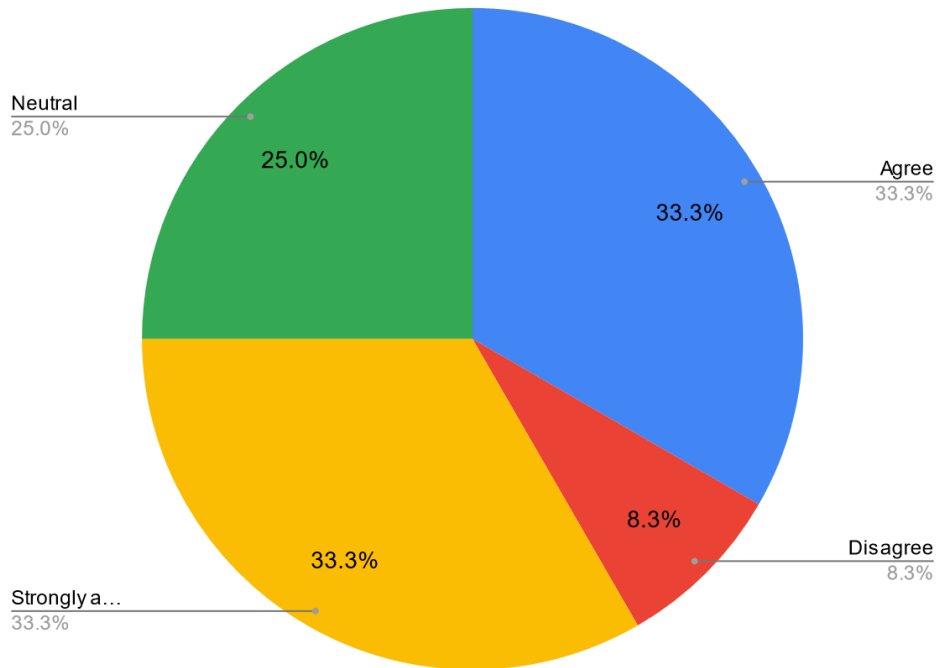
**Committee Structure: Communications with Metro staff, Chief Executive, and Board of Directors are done following all duly prescribed protocols.**



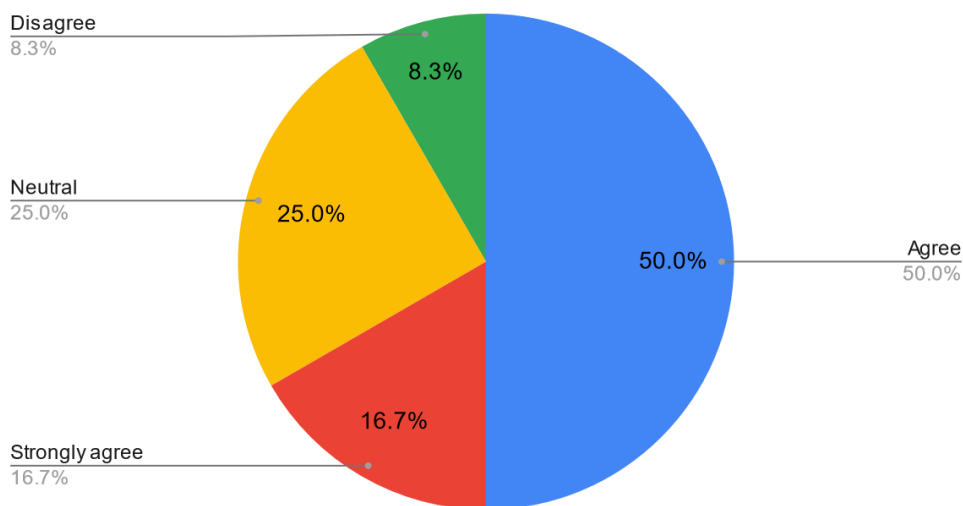
# Public Safety Advisory Committee

## Impact Evaluation Report

Committee Composition & Dynamics: PSAC has the right mix of characteristics, backgrounds, experiences, perspectives, and skills necessary to achieve the goals and objectives of the committee in a manner that best serves the public interest.



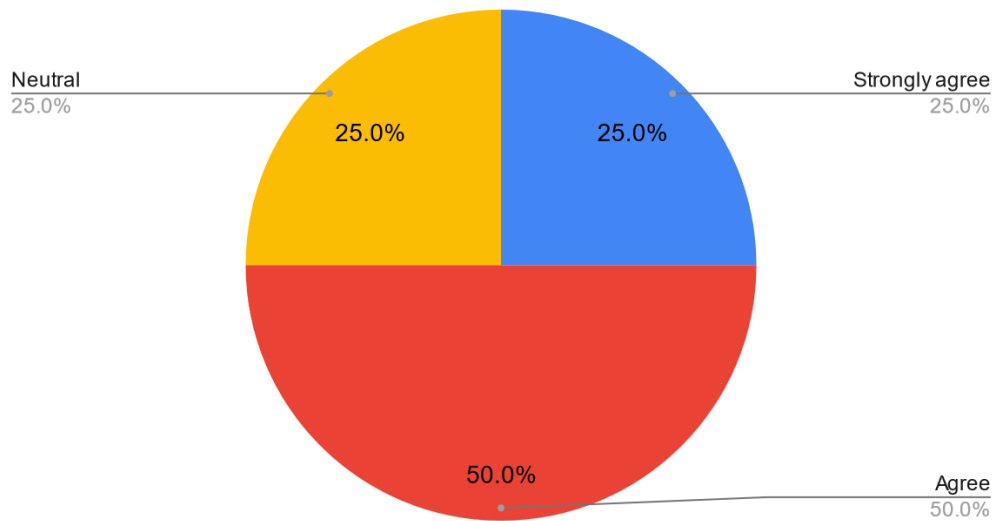
**Committee Composition & Dynamics: All members are involved in meeting discussions and decisions.**



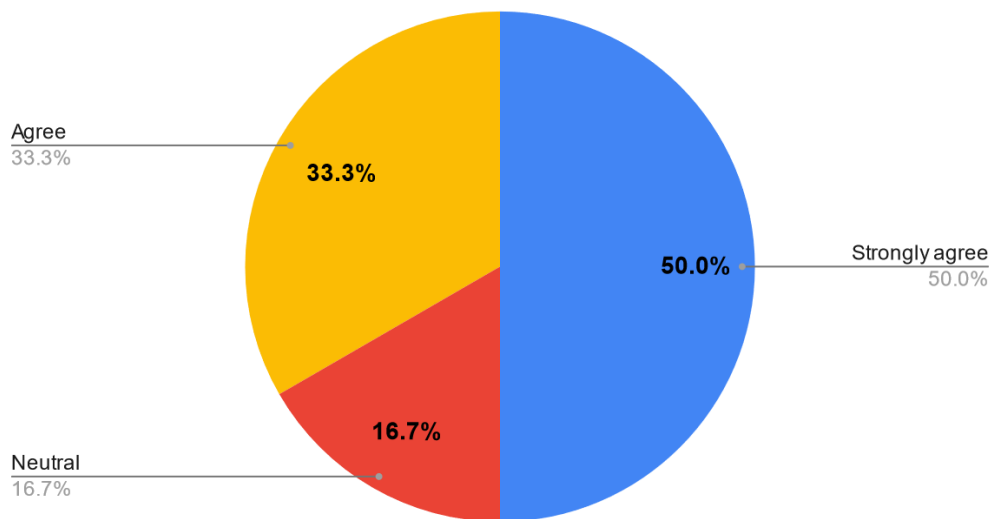
# Public Safety Advisory Committee

## Impact Evaluation Report

**Committee Composition & Dynamics: Committee deliberations are open and constructive.**



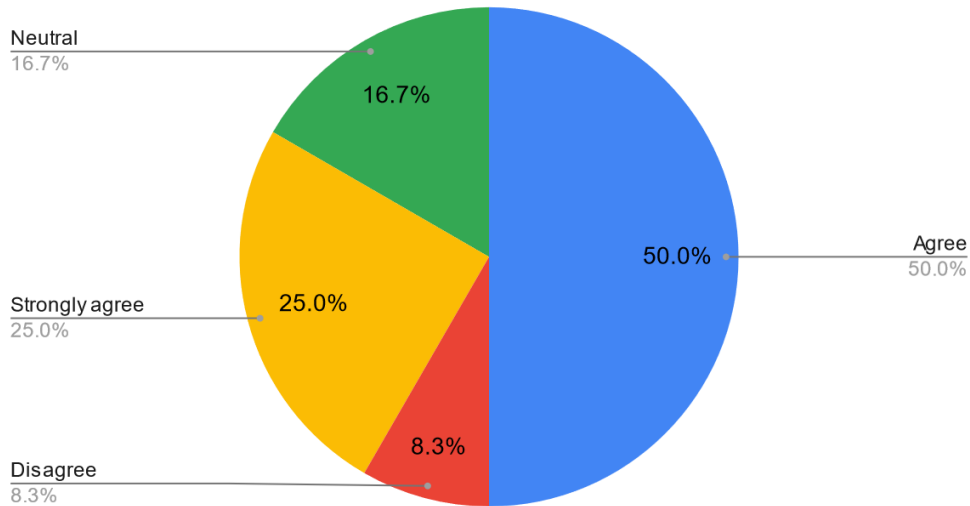
**Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.**



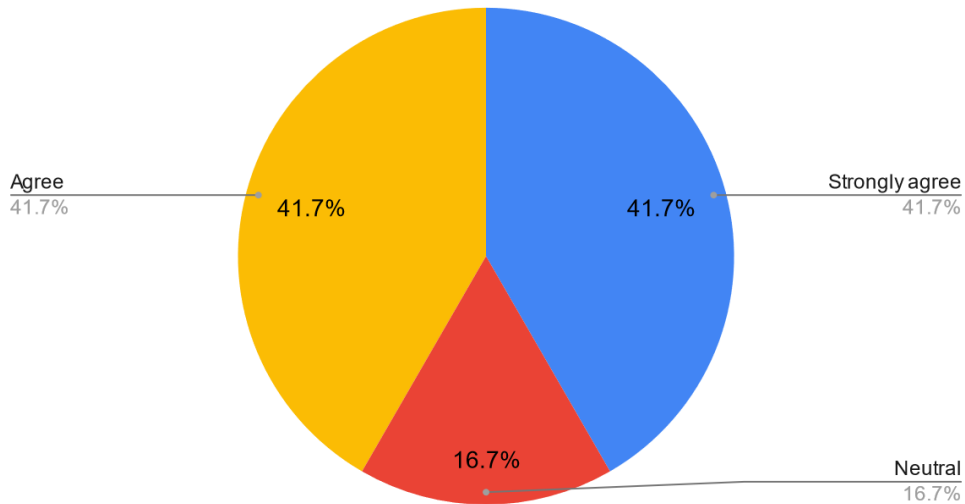
# Public Safety Advisory Committee

## Impact Evaluation Report

**Committee Composition & Dynamics: Dissenting points of view are respectfully encouraged, discussed, and considered.**



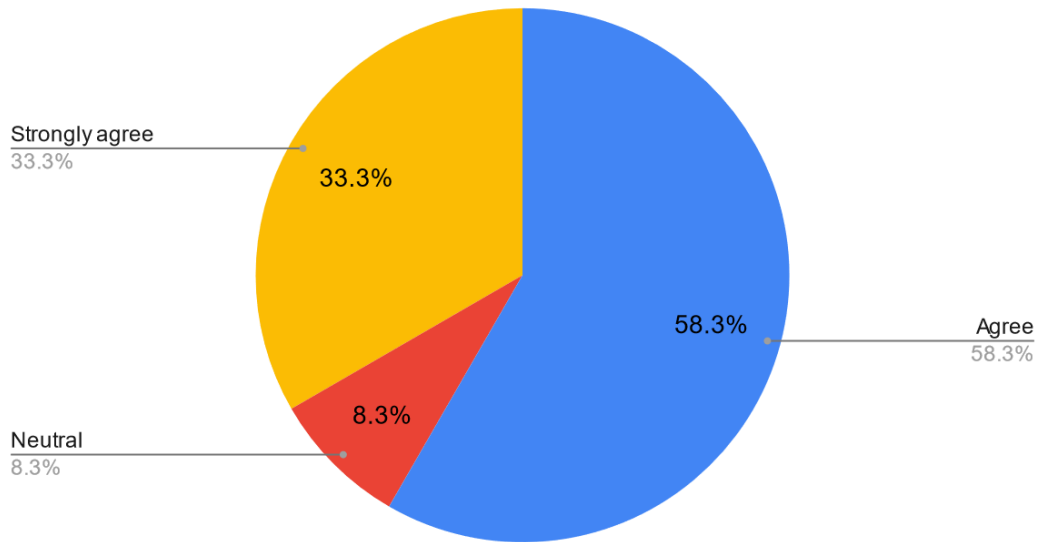
**Committee Composition & Dynamics: I feel like I am allowed to express my views freely within PSAC.**



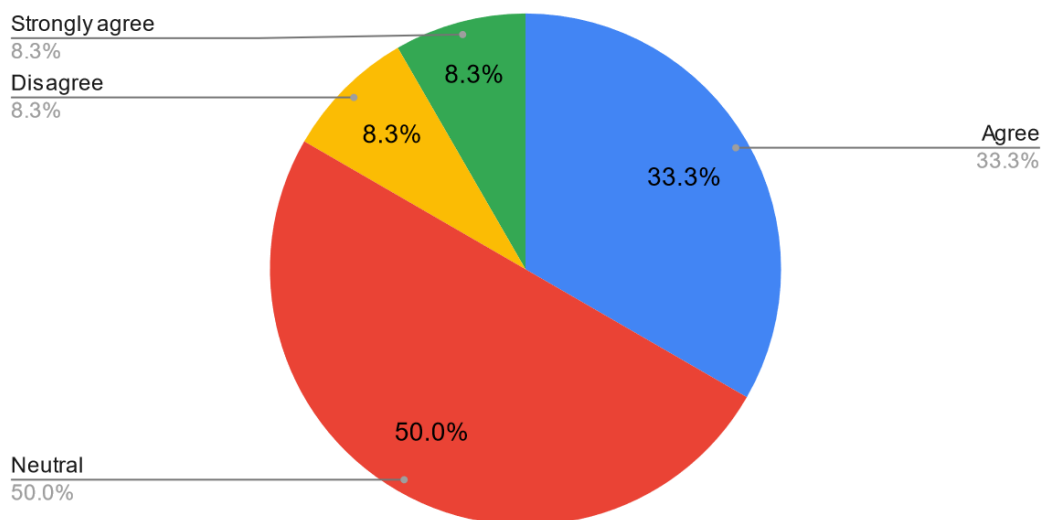
# Public Safety Advisory Committee

## Impact Evaluation Report

**Committee Composition & Dynamics: I feel like my suggestions have been considered prior to final decisions being made by PSAC.**



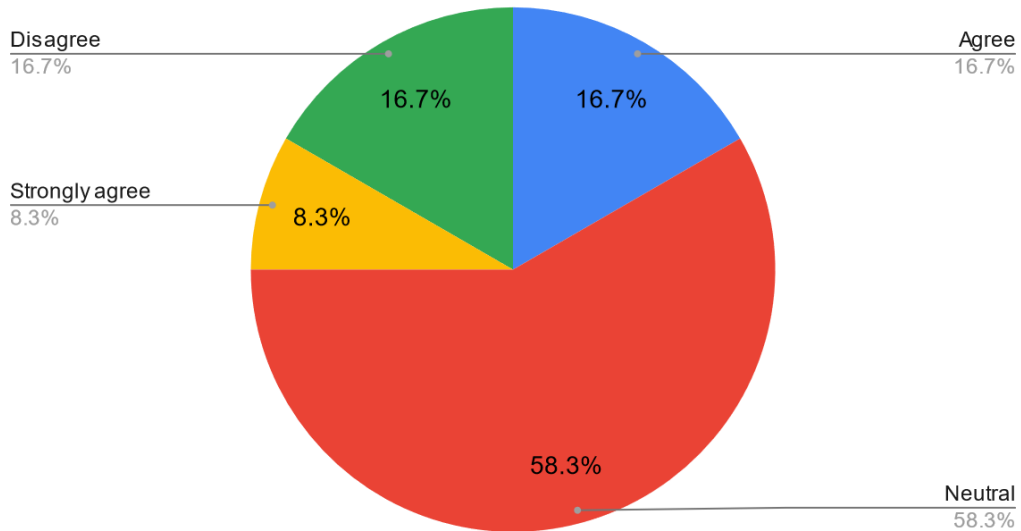
**Committee Effectiveness: The PSAC knows and understands the values, mission, and strategic plans of LA METRO related to creating a community-based approach to safety.**



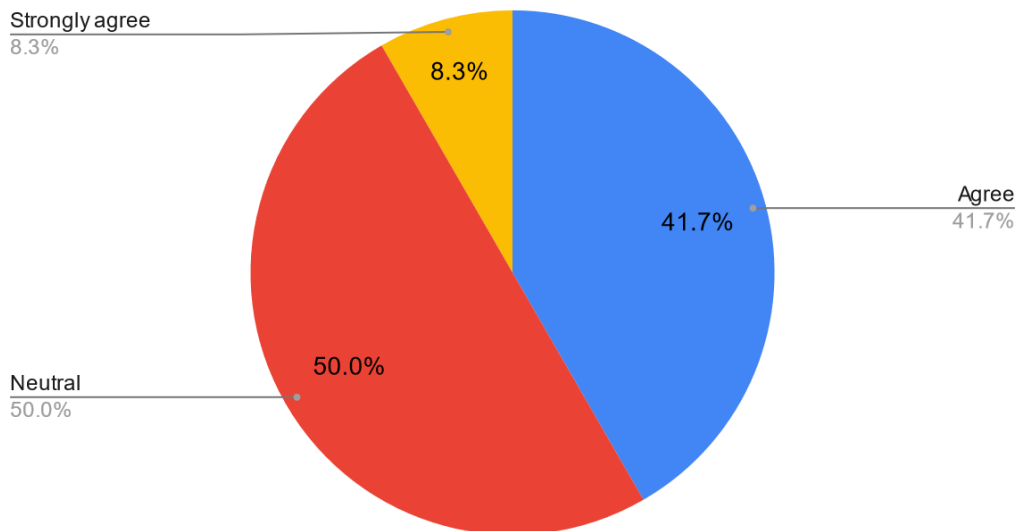
# Public Safety Advisory Committee

## Impact Evaluation Report

**Committee Effectiveness: PSAC has established clear goals with measurable benchmarks related to its role and mission.**



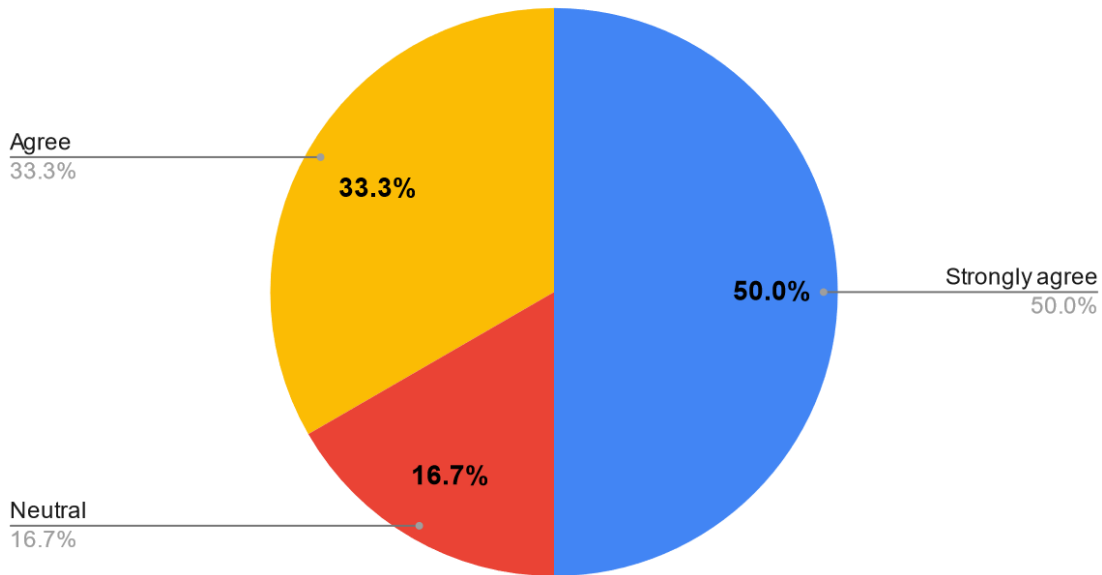
**Committee Effectiveness: The PSAC has made measurable progress in one or more of the key areas of interest related to the approved charter.**



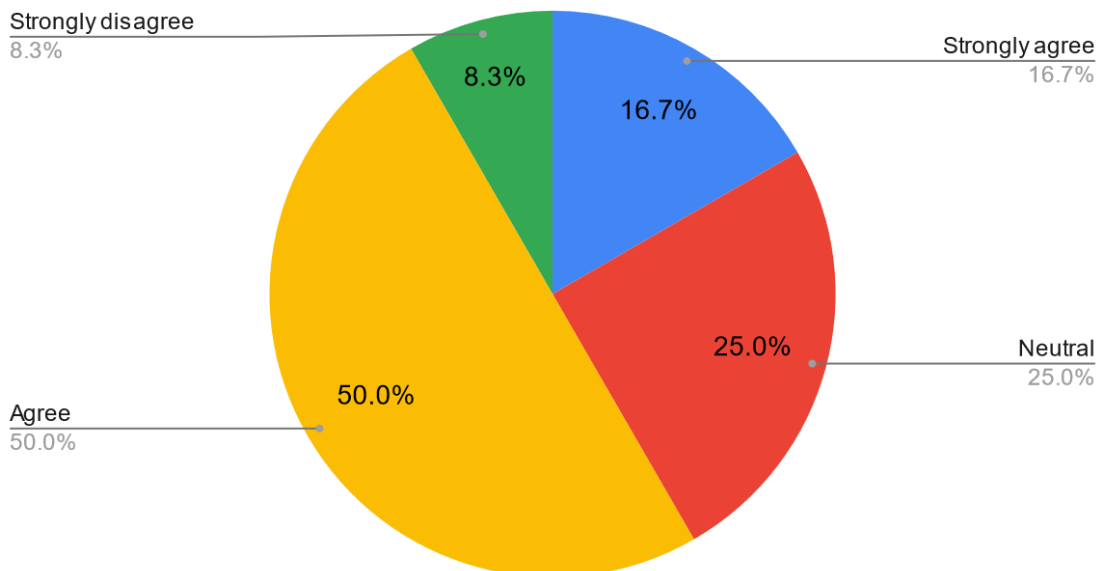
# Public Safety Advisory Committee

## Impact Evaluation Report

**Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.**



**Committee Effectiveness: PSAC is sufficiently attuned to the safety concerns of all riders of LA Metro buses, subways and light rail trains.**

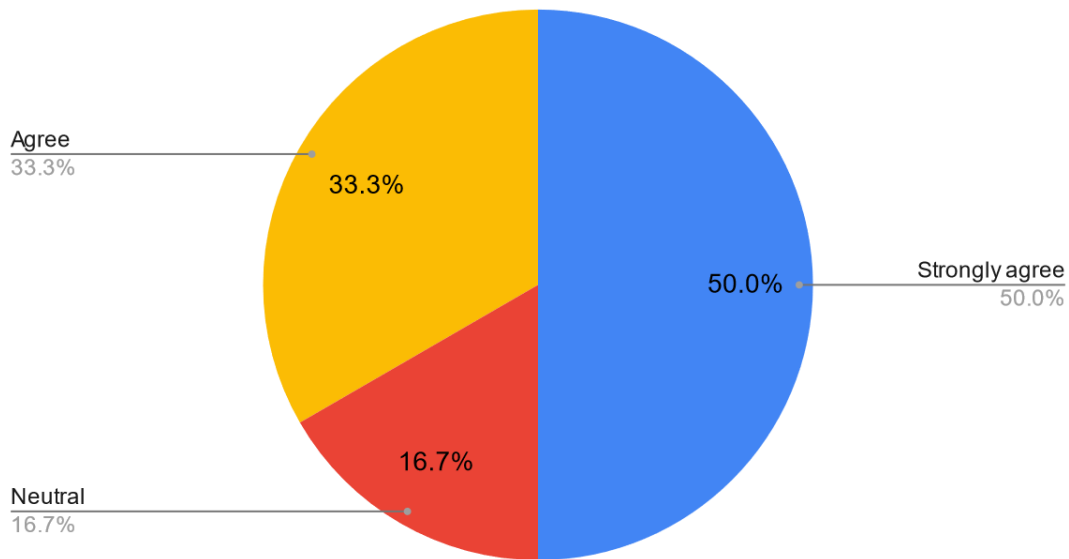




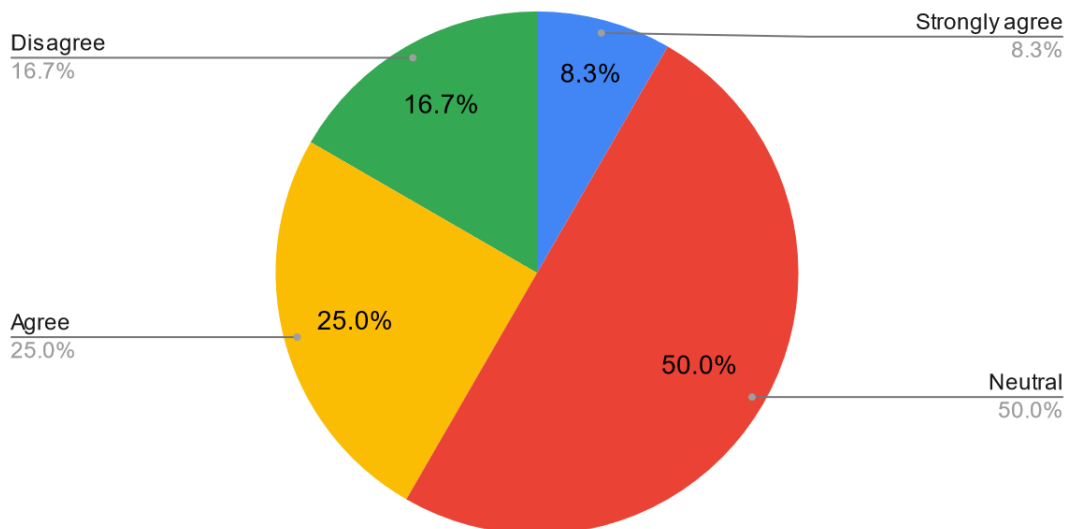
# Public Safety Advisory Committee

## Impact Evaluation Report

**Committee Structure: PSAC members receive relevant and timely information about meeting agendas and logistics.**



**Committee Effectiveness: One of the responsibilities of the PSAC is to advise the Board when some of the goals PSAC has been tasked with are not feasible or require reconsideration.**



# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **PSAC SELF-ASSESSMENT SURVEY NARRATIVE RESPONSES [ABRIDGED]**

Below are the summary responses to the PSAC of evaluation narrative questions regarding purpose, structure, and impact.

#### **What do you consider to be PSAC's greatest strength?**

- The mixture of community members and staff have been very beneficial to learning.
- Good discussions.
- The diversity of our PSAC body and that key Metro representatives were regularly present.
- Mutual respect for each other's experiences and opinions.
- Members are very passionate about why they are involved.
- Metro and the community coming together.
- The diversity of viewpoints represented by the committee.
- PSAC was created with a truly diverse group of individuals.
- We have a group that is really interested in fixing the issues of safety.
- The diversity of its members' backgrounds.
- People who care and those who are recipients of diverse experiences.
- Our diverse backgrounds and the fact that we comprise both riders and Metro staff.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **What is PSAC's greatest opportunity for growth or improvement?**

- To understand the complexities of the Metro system...and to implement recommendations that are inclusive.
- Include non-academic persons.
- PSAC is developing "high-level" aspirational policies; however, the real impact is at the ground level... I like that it sounds like Metro is focusing more on the source of the behavior rather than the behavior and making recommendations.
- Transitioning from zoom meetings to in-person meetings...would greatly improve our communication and flow.
- Re-evaluating the approach to the law enforcement contract recommendations and how to tangibly improve law enforcement on Metro is something we could excel at.
- Listen to the frontline Operators.
- The challenge with PSAC is that the work it has to conduct can be quite complicated and detailed, but there isn't enough time or enough resources for PSAC members to engage deeply in it.
- PSAC...spent a great deal of the first year pontificating on the nature of society vs being focused on policy recommendations that will lead to actionable and measurable change.
- I see our group as wanting to continue the work even after the end date of the committee. I think when the CEO came and wanted to give us additional training the group declined it. So I am not sure about the group wanting growth or improvement.
- Use of metro funds to improve metro safety and not dilute funds on social issues that should be addressed by non-governmental agencies.
- The committee is a great start but with time it can become a great creation.
- More time and resources to discuss and develop complex solutions. More support and collaboration with Metro Board and law enforcement agencies.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **What is PSAC doing to improve community-based approaches to public safety?**

- The recommendation and hopeful implementation of the ambassador program.
- Nothing so far.
- Having difficult conversations as community members representing different areas/backgrounds and expertise areas. Having Metro staff in the room to understand those perspectives to help inform their day-to-day work.
- Advocacy to improve safety of riders with mental health challenges, disabilities and improving the safety and treatment of people of color on Metro has resulted in the transit ambassador program progressing, the training standards increasing for contracted security and other personnel.
- Exposure.
- Beyond making recommendations that don't appear to be headed by staff, it's not altogether clear.
- PSAC has created good dialogue around serving people experiencing homelessness. PSAC gives Metro a diverse lens.
- I think what we are looking for is honest data and community review. We want to see a partnership between Metro and the communities it serves.
- Dialogue on issues relating to metro.
- PSAC has a human approach that hopes to make everyone feel and know that they are valued and that their safety is a priority.
- We are doing our best to bring in community stakeholders... to get the most comprehensive view of the current state of public safety on Metro, as well as identify what our riders' and drivers' greatest needs are at this time.

# Public Safety Advisory Committee

## ***Impact Evaluation Report***

### **Please describe the best thing about serving as a PSAC member.**

- It has been a great learning experience especially hearing from the drivers and staff.
- Nice people.
- Working towards making transit safer and more welcoming for all riders and operators.
- Contributing to the foundation of the transit ambassador program.
- More opportunities to get involved with safety issues.
- Access to important and useful information about Metro projects and governance.
- I can ensure people in the many communities I represent have a voice at the table.
- I feel as if my community's voice was heard.
- Been able to share the reality of metro problems from a front-line employee.
- The expression of gratitude for giving insight from voices that are rarely called on or feel invaluable.
- The general public has often criticized it, but the way our committee has generally evaluated our transit infrastructure from a social justice framework lens has been valuable.

### **Please provide any additional insight you may want to offer related to the structure, operations, and impact of PSAC.**

- This committee needs a ten-year window of commitment with a change of committee members every three but the... greatest asset that Metro chose was to have blended committee and drivers/staff to challenge each other for the safety of us all.
- I do think we should try and do in-person meetings that rotate to different locations around LA County, to also encourage more members of the public to join.
- PSAC in my opinion is something needed long-term. We were able to start this but the process is not over by any means, new initiatives will be needed and public safety needs to continue to evolve and involve the community.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- All is well.
- The most important thing for staff to figure out is whether PSAC will continue to operate. Staff has to inform PSAC, the Board, and the public whether they will continue to host PSAC, and what they envision PSAC will accomplish.
- I would like to see more discussion of ways art, placemaking, and environmental stewardship can be solutions to public safety.
- I think what our committee lacks was the perspective from one who actually does law enforcement on Metro. It would have been productive to hear what they think works and what doesn't. It just seemed like a voice was missing at the table.
- We should focus on being flexible to address the increase in societal crime and the need to increase police presence and as things improve implement alternatives to policing.
- The ideas I have and the help I can offer have no limits. But someone has to want to hear them voiced or expressed

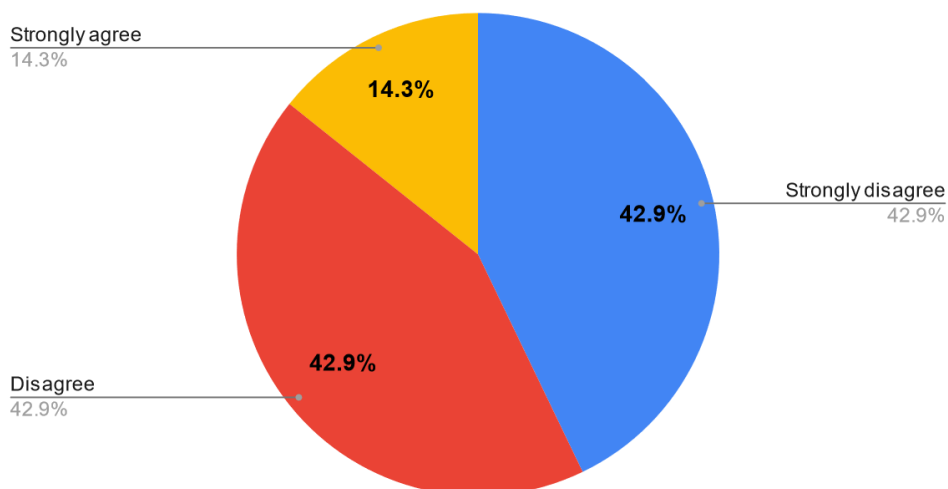
# Public Safety Advisory Committee

## Impact Evaluation Report

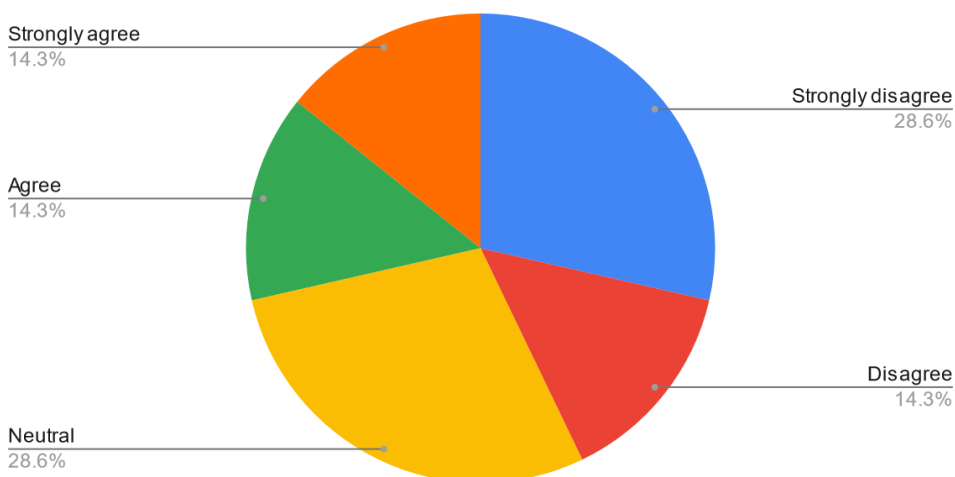
### PSAC ASSESSMENT SURVEY SUMMARY- METRO MANAGEMENT

Below are the summary responses of the PSAC of evaluation questions regarding purpose, structure, and impact of Metro leadership staff.

**PSAC Structure and Impact: PSAC has the right mix of characteristics, backgrounds, experiences, perspectives, and skills necessary to achieve the goals and objectives of the committee in a manner that best serves the public interest. effective lecturer/demonstrator.**



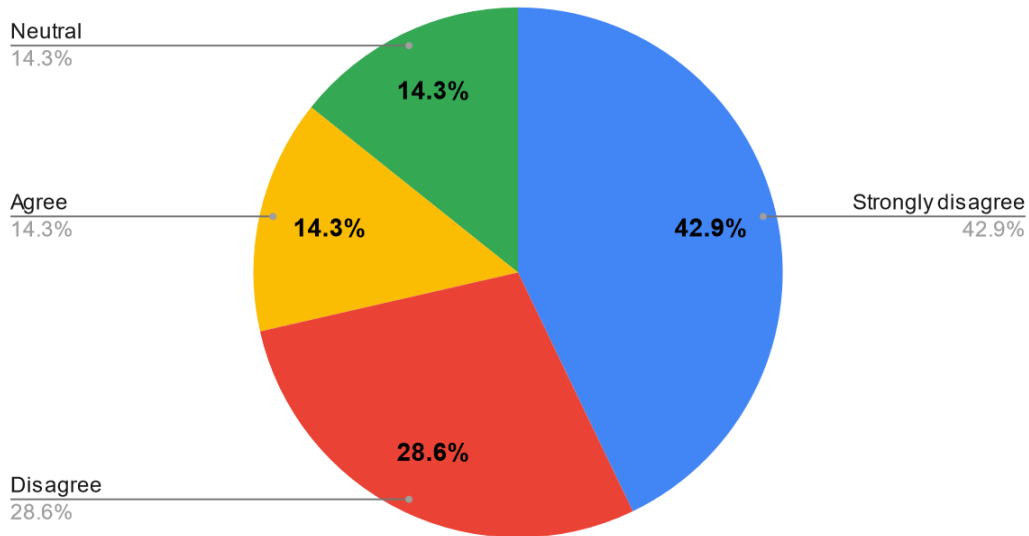
**PSAC Structure and Impact: The PSAC knows and understands the values, mission, and strategic plans of LA METRO related to creating a community-based approach to safety.**



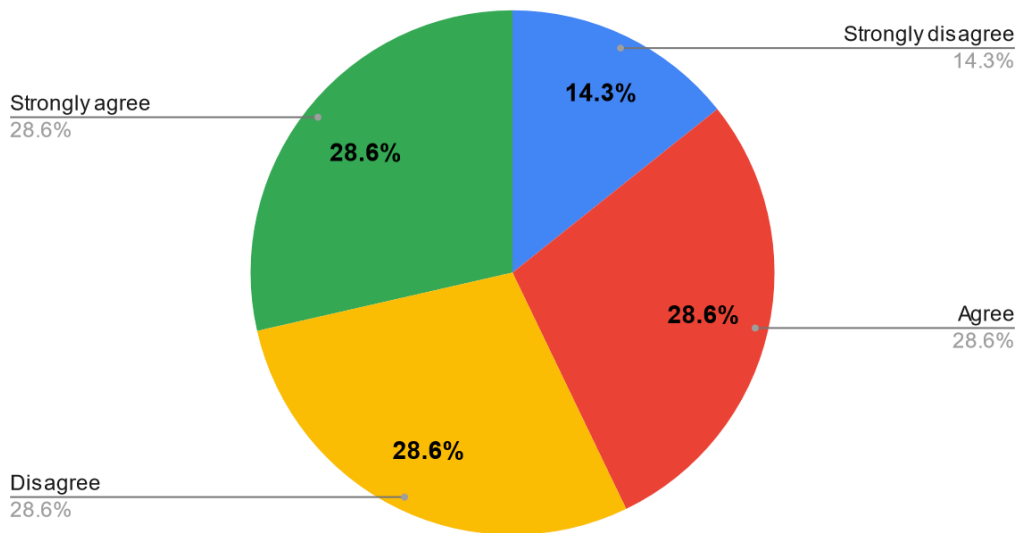
# Public Safety Advisory Committee

## Impact Evaluation Report

**PSAC Structure and Impact: The PSAC has established clear goals with measurable benchmarks related to its role and mission.**



**PSAC Structure and Impact: The PSAC has made measurable progress in one or more of the key areas of interest related to the approved charter.**

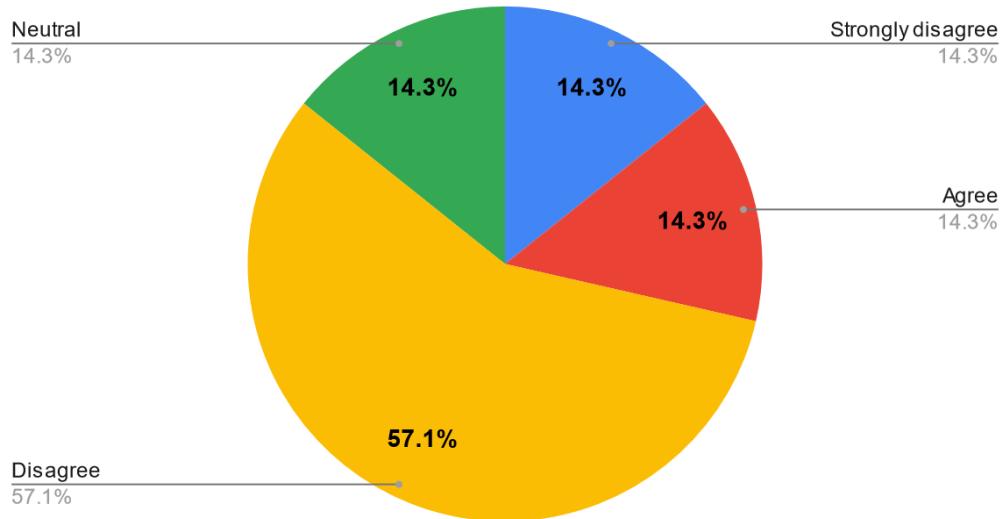




# Public Safety Advisory Committee

## Impact Evaluation Report

**PSAC Structure and Impact: PSAC is sufficiently attuned to the safety concerns of all riders of LA Metro buses, subways and light rail trains.**



# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **METRO EXECUTIVE LEADERSHIP SURVEY NARRATIVE RESPONSES [ABRIDGED]**

#### **What do you consider to be PSAC's greatest strength?**

- It's Charter.
- PSAC includes many voices...Together they challenge Metro to think outside of the box and act urgently and equitably to improve safety for all riders.
- Their commitment and interest in being part of the reimagining public safety conversation.
- Some members truly care about safety, our employees and riders. We have received good feedback on messaging the code of conduct during one meeting where ideas were shared.
- Perspective
- Passionate people.
- In theory, PSAC's strength would be that it would provide Metro with the necessary public voice in the development of a truly effective transformational safety program. In the current PSAC structure, I would find it difficult to find a strength.

#### **What is PSAC's greatest opportunity for growth or improvement?**

- New membership and elected officers.
- There's a lack of trust in the agency that we haven't been able to overcome...instead of striving towards their goal and considering compromises along the way as we realistically consider what's possible, they aren't able to compromise on some key issues.
- Recognizing the safety concerns that are regularly brought up by callers during their public meetings and feedback provided by employees.

# Public Safety Advisory Committee

## ***Impact Evaluation Report***

- It does not appear most PSAC members want to discuss issues or advise...They don't focus on an issue presented.
- Getting organized and defining clear goals that align more closely with the agency's vision 2028 and CEO priorities.
- Better collaboration with metro staff.
- To establish and understand roles and responsibilities. More diversity of perspectives on the council that has voting roles, unconscious bias training for participants.

### **What is PSAC doing to improve community-based approaches to public safety?**

- PSAC's vote to remove law enforcement without consideration of the impact to the community is evidence of flawed reasoning and an anti-policing sentiment without any legitimate LA Metro case, history, pattern, or incident to warrant this position.
- Working to uplift voices that have seldom been heard when it comes to public safety or other aspects of public life. It's uncomfortable for Metro, but they are pushing conversations that need to be had to provide unbiased public safety.
- Sharing their lived experiences of public safety and providing insight on the various safety tools that can help riders feel safe when using the Metro system.
- It is unclear.
- Sharing their experiences
- Advocating for more presence on the system by community organizations

### **Please provide any additional insight you may want to offer related to the structure, operations, and impact of PSAC.**

- The facilitation seemed skewed against Metro...PSAC appeared to be more of a platform to advance positions and opinions of political entities...rather than listening to customers and employees about their needs to feel safe on the LA Metro transit system.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- The vision for PSAC was ambitious given the time constraints...the timeline...seemed too short to accomplish all that they were expected to do. Trust was a challenge. An initiative like PSAC needs sufficient time, trust building, and strategic thinking to be successful.
- Tighter facilitation of meetings to allow respectful...dialogue between Metro staff and PSAC. Representation of security and/or law enforcement experts in the PSAC membership...Prioritize topics in PSAC's purview in order to meet deadlines.
- Moderating in a way that was discussion-based vs allowing members to vent about things that are not on the agenda.
- Need structure and to build trust with Metro.
- There is no dialogue with PSAC and no collaboration. I do not feel like the meetings are useful or helpful in advancing change.

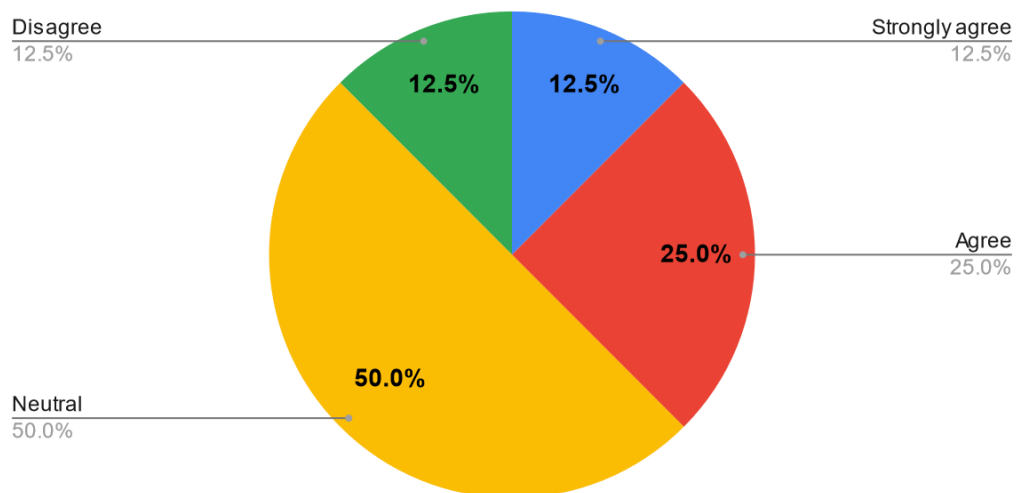
# Public Safety Advisory Committee

## Impact Evaluation Report

### PSAC ASSESSMENT SURVEY SUMMARY- BOARD STAFF REPRESENTATIVES

Below are the summary responses to the PSAC of evaluation questions regarding the purpose, structure, and impact of Board staff.

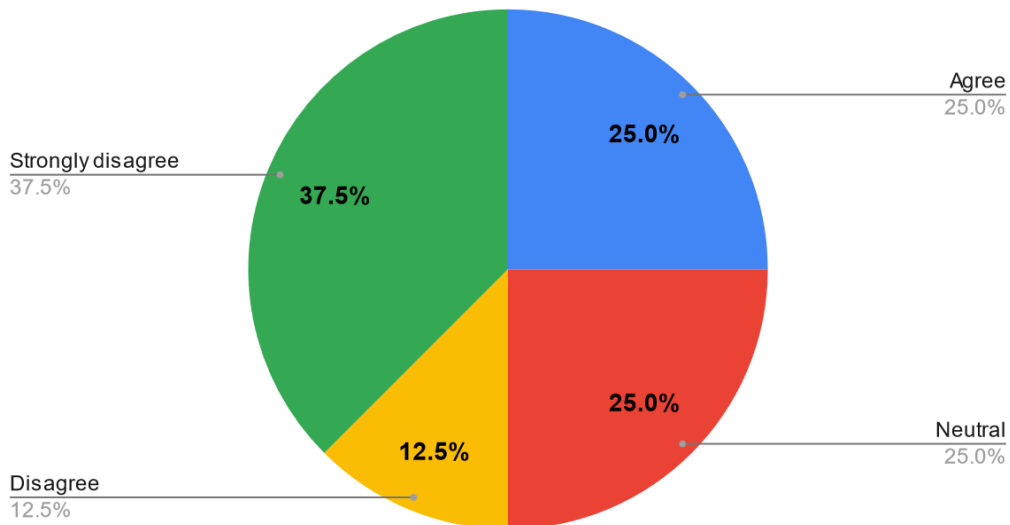
**PSAC Structure and Impact: The PSAC knows and understands the values, mission, and strategic plans of LA METRO related to creating a community-based approach to safety.**



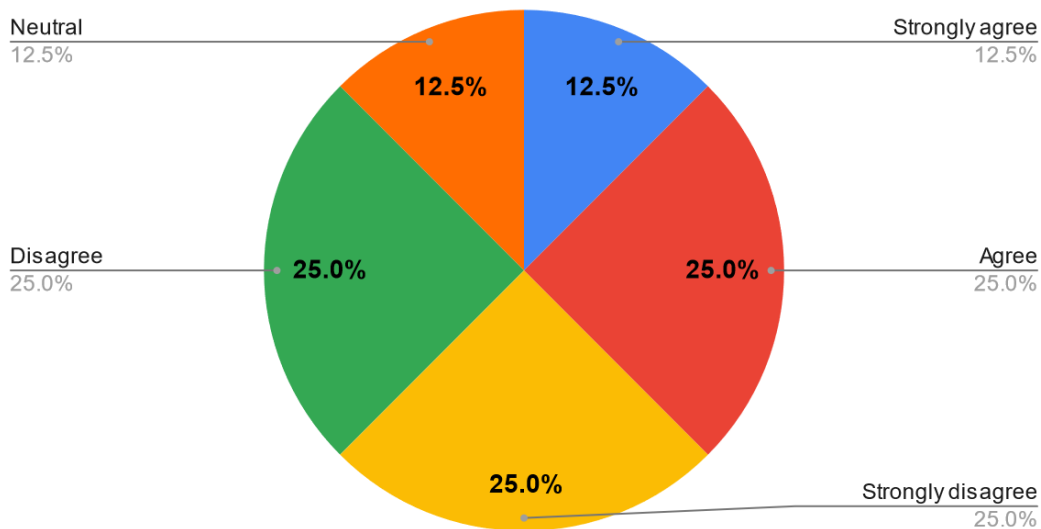
# Public Safety Advisory Committee

## Impact Evaluation Report

**PSAC Structure and Impact: The PSAC has established clear goals with measurable benchmarks related to its role and mission.**



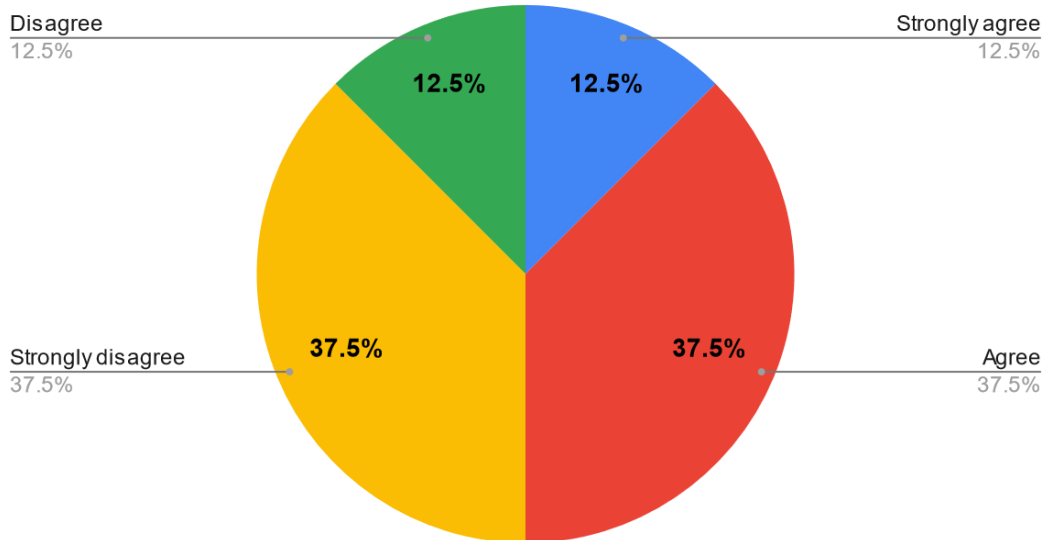
**PSAC Structure and Impact: PSAC has the right mix of characteristics, backgrounds, experiences, perspectives, and skills necessary to achieve the goals and objectives of the committee in a manner that best serves the public interest. effective lecturer/demonstrator.**



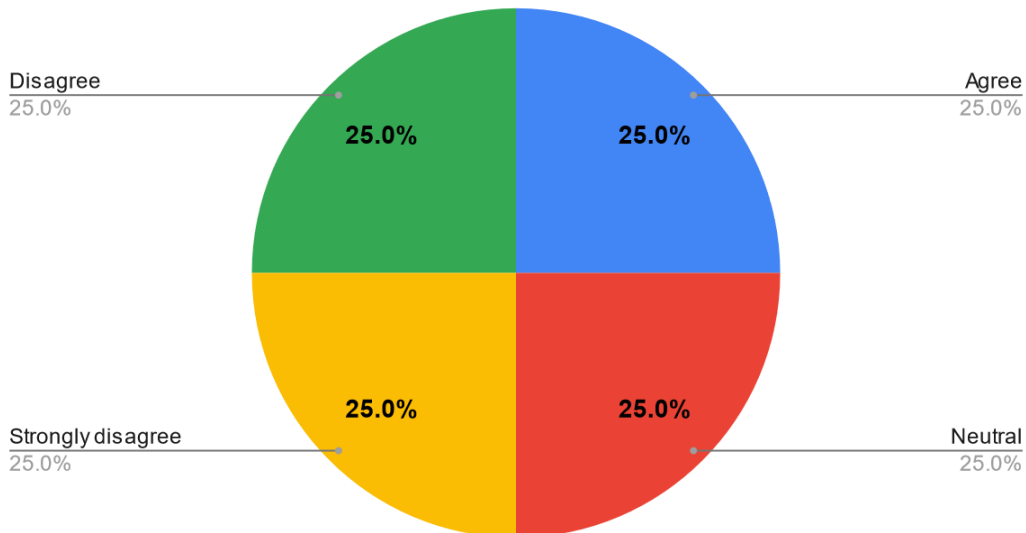
# Public Safety Advisory Committee

## Impact Evaluation Report

**PSAC Structure and Impact: PSAC is sufficiently attuned to the safety concerns of all riders of LA Metro buses, subways and light rail trains.**



**PSAC Structure and Impact: The PSAC has made measurable progress in one or more of the key areas of interest related to the approved charter.**



# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **Comments from Metro Board staff representatives based on survey results and individual interviews**

**Do you think that the PSAC charter should still be guided by the June 2020 and March 2021 Board Motions as written? Or should the PSAC be guided by the issues of public safety that are of greatest concern to the community at this time?**

- In general, board policy is very important, but things do change, and adjustments may be appropriate, but the ultimate intent of the original board motion should not be lost sight of.
- A charter should be a living document and change as the perspectives of the public change. The original motion was vague, and it was unclear who the PSAC should report. Other committees are clearly accountable to the Board. With PSAC, it was unclear to whom it should report. Is it the Board? The CEO? This needs to be clarified.
- Keeping PSAC grounded in the Board motions is a good idea, but there should be an “evolution” responsive to changing conditions. PSAC should still have input on the law enforcement contracts.



# Public Safety Advisory Committee

## *Impact Evaluation Report*

- Direction needs to come from the Board and what they want from PSAC.
- The spirit of the motions from June 2020 is still good, but the seeming chaotic state of the transit system is absent from the conversation. The overriding concern should be the safety of the people in the system. I have personally witnessed the chaotic state.
- It would seem to be critical that we keep the original motions in mind, but we need to be flexible about current conditions. We want bus drivers on the system to feel safe. Also, PSAC needs to be reminded of their advisory status and that they are not a policy-making body.
- We formed the PSAC for a specific reason. A major part of that reason was to comment on the law enforcement contracts, and they should stay true to that.
- As to whether this committee should be discussing current crime levels, it should be remembered that this committee was proposed to the Board so it could take a look at how Metro addresses public safety. However, new things seemed to be getting added to their agenda. It was never discussed how long the committee would be around.
- We should stand by the original goals of the PSAC because the key focus of racial justice and racial equity is important.
- I don't think the original areas of focus and the areas of greatest concern to the public today are necessarily mutually exclusive.
- Our office saw 2020 as a reckoning and something that does not just go away. Our office is aware of increasing issues of crime on the bus and rail system; however our office remains supportive of alternatives to law enforcement, even though we realize this is an awkward position to be in.
- Perhaps both.
- At the end of the day, I believe that there has to be involvement of police professionals on the PSAC, but PSAC does not appear to have representation of professional police professionals on their committee.
- Metro is not a public safety organization but has much power in shaping public safety in Los Angeles. When riding a bus or train, there is a certain intimacy that you experience that you don't experience when you are in an open space, such as when walking on the sidewalk.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- LAPD and the Sherriff both have citizen oversight commissions. Metro needs its own version of a citizen's oversight commission over public safety.
- PSAC should be thought of as something that is institutionalized, not something that is one-off experiment.
- If the scope of what PSAC is looking at is considered too broad, it needs to be remembered that it was tasked to be that way by Metro.
- PSAC needs a chair; it is not efficient in its current construction.
- PSAC's weakness is its lack of leadership and the profound aversions it has to stepping out and stepping up. PSAC's push for consensus impedes its effectiveness.
- It is refreshing to have PSAC's take because there is much-lived experience there, but the group needs much support because they must learn Metro's systems and structure along the way.
- Regarding PSAC sometimes being resistant to hearing from Metro staff, this is a hard balance to strike. You either have to provide information beforehand and expect people to study it, or you clearly allot what amount of time can be spent discussing and reviewing something. Board members sometimes have to make decisions with limited information; PSAC needs to be comfortable doing that at times.
- The budget town hall model could perhaps serve as the guide for Metro staff when they are presenting to PSAC.
- The committee has a very good internal dialogue, it is comfortable, but the challenge is that sometimes it becomes an echo chamber that does not reflect the true position of the public.
- PSAC is really good at talking about current events.
- There does appear to be a lot of back and forth with metro staff at times, to the point that the big picture of what is being discussed is lost.
- A positive is that they are dedicated to making some sort of change.
- A negative is that PSAC sees themselves as a decision-making body and not as an advisory body.
- PSAC has a misunderstanding of what their mission is. They are an advisory body, not a policymaking one. Also, they need to be focused on the items on the agenda, and not things

# Public Safety Advisory Committee

## *Impact Evaluation Report*

that are of personal importance to them. As a committee, they should focus on the big picture, not on minute details.

- A positive is that they are a group of passionate people committed to the job and to the cause.
- A challenge is the make-up of the committee. The viewpoint of the committee is not really representative of the public at large.
- The meetings themselves can be done in 25% of the time that is currently used; there is a lot of wasted time. The facilitation can be improved. The facilitator does not have much influence over the group and doesn't do a very good job of keeping members focused on the agenda. A more assertive facilitator would do a better job with this.
- The Metro board is fairly progressive, but the PSAC is much more so, so perhaps the PSAC needs to align itself with the level of progressiveness of the whole board, and not expect that the whole board will align to PSAC.
- The make-up of this first PSAC was good, but a committee that talks about more than just law enforcement would be helpful. I don't think that changing out all the members is needed, but perhaps broadening out who is on the committee could be helpful.
- A strength is that we have created a space for people whose point of view is generally underrepresented. We have seen recommendations that force metro staff and PSAC to be somewhere between the two positions.
- Concerning the perception that some on the PSAC seem to think that racial equity and racial justice can only be achieved at the expense of law enforcement, this is tricky because some PSAC members do in fact believe in police abolition, so they are not open to reform because in their minds it perpetuates the status quo.
- The feelings of unsafety on the metro system are really more a perception issue. The feelings of disorder, such as the presence of the unhoused and lack of cleanliness, make unsafety seem greater than it actually is. With less ridership, what people are seeing is actually just the "baseline," and it's just more visible now; it's not that it is necessarily greater than in the past.
- Labor partners' voices are not heard as much as they should be; they need to be heard more because they have a stake in the outcomes.
- One of the main strengths of PSAC is creating a safe space where these issues can be discussed. They probe and do not take Metro's response at face value.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- There does need to be a better process for PSAC to be able to express feelings and concerns and formalize those into something that can be presented.
- There is a need for Metro and PSAC to meet in the middle.
- I have a positive impression of the current facilitator.
- An independent third party as a facilitator is so important because there is so much mistrust between Metro and PSAC.
- For so many years, when people at Metro heard “public safety, they thought that meant more police.
- The board is concerned that there is a perception that black riders are the ones who are singled out by law enforcement.
- There is a way to have eyes on the system that does not involve people carrying firearms
- PSAC members are riders themselves.
- PSAC brings diversity to the conversation
- The intent of PSAC was to help the board figure out what to do with the upcoming security contracts. We hoped to gain more tools in the management of these contracts. I wish PSAC would have focused less on removing law enforcement because it was clear the board was not going to do that, but PSAC kept going back to that. Because of this, I think PSAC missed an opportunity to really provide guidance on alternatives to law enforcement.
- I wonder if it’s time to just start over with regard to PSAC; some board members seem amenable to that.
- It just doesn’t seem like the PSAC are partners in figuring out what to do. Do we add new members? I have concerns about PSAC taking up a lot of staff time.
- What is the point of pouring a lot more into it if the board is not going to listen to them anyway?
- I work with activists in my job, but I do not understand why PSAC keeps retrenching back to defunding law enforcement. We need them to help make law enforcement contracts better.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- It seemed as though the board wanted the political cover of PSAC to move forward with the law enforcement RFP, but ultimately PSAC didn't provide any practical help.
- Metro has the authority in statute to create its own police force, which it should do. You have more direct control, you can direct them, but these conversations never happen.
- PSAC should consider looking at ridership as a whole, not just through a narrow lens.

### **Do you feel the current PSAC committee has been effective in strengthening the public safety for the Metro ridership?**

- PSAC takes a framework that has been in the darkness and has been casting light on it.
- PSAC has raised the right questions and has helped the transit ambassador program move forward.
- They have influenced policy, but policy takes a little while to "hit the street." However, I don't think the decisions they have made so far have 'hit the street' yet.
- No, they have not.
- I have separate meetings with several PSAC members. They have done a lot of work to come up with some ideas, but in other ways, I do not know if they have been all that effective. For example, when PSAC asserted that there should be no funding for law enforcement. This was not realistic and not where the board was at.
- I think if there were another way to appoint the members so that they reflect the board's values would be good.
- The Facilitators are good, but subcommittees are just too much work. Having the PSAC being more progressive than the board is not altogether a bad thing, because it does challenge the board.
- This question is unfair; PSAC is not there to strengthen public safety, nor have they been given the opportunity to do so.
- I don't think that it reflects poorly on them that the board has not done everything that has been recommended. They are an advisory committee, after all.
- There may be more efficient ways for PSAC to operate. Perhaps they should meet less frequently.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- No, it has not been effective.
- The benefit of PSAC was not in just bringing in a different voice but in bringing in a pragmatic voice.
- Stephanie brings in a very different perspective, but staff turnover has been an issue. The mandate for PSAC was very broad; it was broad on purpose for political reasons.
- We really do want it to be representative of all riders.

### **If PSAC were to be reimaged, what would that look like for you?**

- Without safety, you can't discuss ridership.
- Having a consultant run the meetings does not encourage the necessary engagement; in the beginning, it was needed, but now it has become a crutch.
- I think the current PSAC is very focused on figuring out their process, and I don't think this should be their focus. Either the board or Metro staff should give them their process and what they have to vote on and allow the conversation to go from there.
- I have noticed that in many meetings; there is confusion about what they are voting on. There seems to be a lot of discussion on the process.
- Having an external facilitator now puts a little too much on the facilitator. Having a rotating chair is more helpful. The group will have more power if it had a chair who speaks for them and who knows that it is part of their responsibility to make sure that protocols are followed.
- Metro needs a functional committee. It needs to be driven by data; it needs to explain how their recommendations would help to improve public safety.
- PSAC needs to be accountable for meeting deadlines.
- PSAC has created a mission and values statement, but other than that, supporters of PSAC have a hard time pointing out the difference PSAC has made. A reimaged PSAC would have more diversity in age and walks of life. Right now, it seems like advocacy groups are overrepresented.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- I wish there were more doses of realism; I would love it if we really didn't need to have police on the system, but that is not the case. PSAC needs to balance idealism with realism.
- It was expected that PSAC would help shake up Metro's status quo model; we didn't want police to be the answer to everything; the board wanted a civilian body that would be providing Metro staff with feedback and not just it being the board staff who would be providing this feedback.
- When it comes to law enforcement on the system along with alternatives, it is both\and, not either\or. Perhaps most board members, 10-13 members, share this view. There may be just one or two board members who want to see full defunding of the police.
- PSAC needs to be clear about what situations can truly be handled by non-law enforcement and which cannot.
- PSAC, if it continues, would need to answer the question, how would you like law enforcement on the system to look different than it currently does?
- We have a broad spectrum of people on the board, and my office wants to keep the women on our metro system safe.
- If you ask people the question, what does transit safety look like for you? It must include the answers of all people beyond just those represented by PSAC special interest groups.

### **Is there anything that I neglected to ask or that we did not discuss that you would like to share at this time?**

- PSAC needs to stay, but it needs new life breathed into it.
- Tension between PSAC and Metro management is normal, but PSAC needs to go into institutionalized mode. There needs to be a chair, even if that person is compensated more. PSAC needs to study how effective commissions function. PSAC needs to replicate the things that other commissions that function well do.
- PSAC recommendations should go directly to the Board. My understanding was that this committee was always meant to report directly to the Board.
- This group needs a little more structure, whether that means that it reports to the board or the CEO, more frequently to provide substantive recommendations that can be acted on.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

- The civilian oversight bodies of the law enforcement agencies metro contracts with is not sufficient for metro's purposes. Metro needs to have an ongoing civilian committee that is supported by Metro, that has a more defined, perpetual role, and that is made up of multiple stakeholders.
- The board seems really interested in the recommendations of this PSAC, but we need to consider whether those recommendations will address the lack of trust that the community may have in Metro to put the interest of the public first.



## ADDENDA D

### Public Safety Committees at Other Transit Agencies *(Comparative and Promising Practices)*

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### ADDENDA D

#### **PUBLIC SAFETY ADVISORY COMPARISON CHARTERS**

##### **Tri-Met (Portland, OR) Transit Agency**

##### **The Process for Reimagining Public Safety & Security on Transit**

##### **(NO CHARTER, LIMITED ENGAGEMENT COMMITTEE)**

Status as described on <https://trimet.org/publicsafety/background.htm>

Thank you to those who participated in listening sessions and gave feedback. Between July and November 2020, we received over 13,000 survey responses, supported 300 one-on-one interviews and engaged 271 people in 31 focus groups. We received feedback in English, Arabic, French, Khmer, Lao, Russian, Spanish, Swahili, Ukrainian, Japanese, Korean, Chinese, Rohingya, and Vietnamese.

We are continuing to study and collaborate with other transit systems across the county to better understand and investigate promising approaches in community engagement and transit security. With the support of a third-party analysis of the security challenges facing the region and the feedback from riders and employees we convened a Transit Public Safety Advisory Committee of regional thought leaders, community representatives and national transit experts. The committee used the feedback gathered through the surveys and the listening sessions, the research results, and the local transit system analysis, to develop recommendations for TriMet's leadership to consider in moving the system forward with community informed strategies.

Over the course of seven meetings, the Transit Public Safety Advisory Committee reviewed and discussed the information gathered through extensive community outreach and research and developed a series of recommendations and priorities. TriMet's leadership is considering those recommendations, including the top three:

Conducting agency-wide training on anti-racism, cultural competency, mental health, and de-escalation techniques for TriMet employees that is based on real-world situations and offered on a continuous basis, leveraging community expertise.

Increasing the presence of TriMet personnel on the system and exploring community ambassador rider support models. The additional presence should strive to be diverse, reflecting the region's age, race, and ability, and focused on making the system safer and more welcoming.

Developing a Crisis Intervention Team model that is focused on supporting transit riders experiencing a mental health crisis or other behavioral health issues.

# Public Safety Advisory Committee

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The Advisory Committee noted that regional coordination and partnering across jurisdictions would be needed to allow TriMet to scale up its ability to advance these recommendations. The committee also voiced support for additional priority investments, including:

Continuing to make security-related infrastructure improvements, with a focus on lighting, and general system cleanliness,

Working with the community to develop and launch public messaging campaigns to clearly explain how the security system works and their part in it; and,

Leveraging additional technology applications to support riders and staff using apps and software.

# Public Safety Advisory Committee

## *Impact Evaluation Report*

**WMATA Police Department (Washington, DC Transit) PSAC Charter**

**PRESENTED AND ADOPTED: June 23, 2020**

**SUBJECT: ESTABLISHMENT OF METRO TRANSIT POLICE DEPARTMENT**

**INVESTIGATIONS REVIEW PANEL**

**2020-25**

### **RESOLUTION OF THE BOARD OF DIRECTORS OF THE WASHINGTON METROPLITAN AREA TRANSIT AUTHORITY**

WHEREAS; Metro has a longstanding commitment to diversity, transit equity, and inclusion, and that commitment remains at the forefront of all we do;

WHEREAS; The Metro Transit Police Department (MTPD) has a history of proactive police reform and incorporates best practices in law enforcement;

WHEREAS Nonetheless, the Board acknowledges the current dialogue on policing and police reforms that is taking place around the country;

WHEREAS; The Board recognizes the urgent need to further improve how MTPD provides public safety in the Metro Transit System and to continue to foster trust between MTPD and the public;

WHEREAS, Under Board By-Laws Article V, Section 1, the Board may establish advisory bodies; and

WHEREAS, The Board desires to establish the MTPD Investigations Review Panel, which shall include citizen members and police members from the Metro Transit Zone, to provide recommendations to the MTPD Chief of Police, with a copy to the Board, on changes or revisions to MTPD training and policies that will improve the integrity of investigations, the thoroughness and fairness of the process, and the adequacy of training consistent with best practices in law enforcement;

NOW, THEREFORE, be it RESOLVED, That the Board hereby creates the Metro Transit Police Department Investigations Review Panel

### CHARTER OF THE WASHINGTON METRO TRANSIT POLICE DEPARTMENT INVESTIGATIONS REVIEW PANEL

#### **Article I: Purpose**

The purpose of the Metro Transit Police Department Investigations Review Panel (“the Review Panel”) is to conduct an independent and impartial review of certain completed investigations, such as customer complaints or use of force incidents, to enhance the training and policies of the Metro Transit Police Department (“MTPD”) in the continuing effort to foster public trust between the MTPD and the communities it serves.

#### **Article II: Review Panel**

1. Review Panel Responsibilities. The Review Panel shall:

A. Review the previous quarter’s final, non-appealable, and completed investigations, with access to the entire investigation file, conducted by:

(1) the MTPD Office of Professional Responsibility and Inspections (“OPRI”); and/or (2) a MTPD District/Division/Unit Commander, to ensure the completeness, accuracy, and objectivity of those investigations.

B. Make written recommendations to the MTPD Chief of Police, with a copy to the WMATA Board, based on its review of investigations regarding the integrity of the investigation, the thoroughness and fairness of the process, and the adequacy of training consistent with best practices in law enforcement; and

C. Endeavor to issue its written recommendations, if any, within 85 days following its review.

2. Composition and Selection of the Review Panel. The Review Panel shall consist of seven members. The composition of the Review Panel shall endeavor to reflect the diversity of the National Capital Region.

**A. Police Members.** Three members of the Review Panel shall be current, command-level (i.e., Captain or above) officials or internal affairs officials working in police departments in the National Capital Region, and where possible, one each from state or local police departments from the District of

# Public Safety Advisory Committee

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Columbia, Maryland, and Virginia. To the extent the MTPD Chief of Police is not able to obtain participation from one of these jurisdictions, then the Chief may obtain a police member from a federal law enforcement agency. The Chief of Police from the participating police department shall select the police member for participation on the Review Panel.

**B. Citizen Members.** There will be four citizen members of the Review Panel, one from each of the District of Columbia (a resident of the District of Columbia), Maryland (a resident of Montgomery County or Prince George's County), and Virginia (a resident of the cities of Alexandria, Falls Church or Fairfax or the counties of Arlington, Fairfax or Loudoun), and one at-large member, all to be appointed by the WMATA Board following notice to the public seeking applications for citizen members.

**C. Prohibitions on Membership.** No member of the Review Panel shall be a current or former member of MTPD or a relative of a member of MTPD, or hold any public office, or be a candidate for any public office.

**D. Voluntary and Unpaid.** Participation on the Review Panel is voluntary and unpaid. Review Panel members are not WMATA employees and will not receive any salary or benefits. Review Panel members will not be reimbursed for cost and expenses in connection with their participation on the Review Panel, except that Review Panel members will be offered a WMATA-issued SmarTrip® card that is reloaded with \$25/month in funds to be used for travel to/from Review Panel meetings or other duties associated with Review Panel activities. Any unspent SmarTrip® card funds are automatically returned to WMATA at the end of the month and members agree to use the funds only for Review Panel related travel. To the extent a Review Panel member is eligible for and needs to use Metro Access for travel to/from Review Panel meetings or other duties associated with Review Panel activities, WMATA will either provide the Metro Access ride at no cost to the member or will reimburse the member for a qualifying trip.

**3. Terms.** The police members of the Review Panel shall each serve a term of three years and the citizen members shall serve for a term of two years, to provide for staggered terms. Members of the Review Panel may not serve more than two consecutive terms.

**4. Removal and Resignation.** A member may be removed from the Review Panel for: (a) misconduct, including without limitation harassing or abusive behavior toward other Review Panel members or WMATA employees; (b) being incompetent or neglectful of his/her duty; (c) being excessively or unjustifiably absent or late for Review Panel meetings; (d) misconduct outside his/her duty as a member of the Review Panel; or (e) releasing unauthorized or law enforcement sensitive information to the public or anyone outside of the Review Panel or violating the NDA, as determined by a majority vote of the other Review Panel members. Any member of the Review Panel may resign from the Review Panel at any time by delivering written notice of the resignation to the MTPD Chief of Police. The MTPD Chief of Police shall promptly provide a copy of the notice of resignation to the WMATA Board. The resignation shall be effective upon receipt, unless an effective date of the resignation is specified in the notice. The WMATA Board may appoint a new citizen member for the remainder of the term vacated by the departing member and such new citizen member shall be from the same jurisdiction as the

# Public Safety Advisory Committee

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departing member. For police members of the Review Panel, the MTPD Chief of Police shall request that the Chief of Police of the relevant police department appoint another member for the remainder of the term of the departing member.

### **5. Meetings, Notice, Confidentiality, and Quorum.**

A. The Review Panel shall meet once a quarter, in closed session.

B. Because of the confidential, privileged and law enforcement sensitive nature of the investigation files, documents, and information that will be provided for review, members of the Review Panel shall participate in meetings of the Review Panel in-person at a location to be designated by the MTPD Chief of Police.

C. The MTPD Chief of Police shall circulate a Review Panel meeting notice and agenda to the Review Panel at least one week prior the Review Panel meeting date.

D. Any materials provided to the Review Panel members shall be kept

# Public Safety Advisory Committee

## *Impact Evaluation Report*

**Adopted by CapMetro Board on October 25, 2021**

### **CAPITAL METRO PUBLIC SAFETY**

#### **ADVISORY COMMITTEE**

#### **I. PURPOSE and DEFINITIONS**

This charter outlines the Public Safety Advisory Committee for Capital Metro (the Agency, CapMetro) and sets forth its purpose, functions, membership, and roles and responsibilities as an advisory body to Cap Metro's Board of Directors (Board). The President & CEO, or designee, shall engage this committee regarding topics defined as duties of the Public Safety Advisory Committee, based on this charter. The committee shall comply with state law related to Capital Metro advisory committees and Capital Metro policy.

##### **A. Duties:**

The Public Safety Advisory Committee may provide recommendations to the Agency's Management team and Board regarding the following topics regarding the comprehensive public safety program:

- Input to the Board regarding the creation and review of policies and related procedures and practices.
- Input to staff regarding program creation and review of procedures
- Identifying opportunities for CapMetro to educate and engage the community on public safety topics
- Review and input on quarterly and annual public safety performance goals and metrics
- Input to staff regarding the characteristics that staff shall seek out in Transit Police leadership
- Input to staff on the development of public safety staff training programs
- Input to staff on public safety awareness campaigns and customer information communications
- Other topics relevant to the performance of the comprehensive public safety program and community relations.
- Other public safety issues raised by the community.



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The advisory committee shall provide reports to the Agency's Board regarding their recommendations on the above topics, in accordance with section I.B. below.

### **B. Integration with Capital Metro Board Meetings:**

Committee meeting content will reflect standing quarterly or annual topics such as metric reviews as well as reviews and input on upcoming items at Capital Metro Board meetings. The committee chair or other officer will present the committee report at all Board meetings. If unable to attend, public safety staff will report to the Board on behalf of the Committee.

## **II. STRUCTURE AND APPOINTEES**

### **A. Membership:**

The Public Safety Advisory Committee will have 10 total members. There shall be two (2) standing members appointed by the President & CEO and confirmed by the Board. The standing members shall include:

1. A person to represent the Amalgamated Transit Union (ATU), as recommended by the ATU and affirmed by the President & CEO.
2. A person retired from a law enforcement agency from within the Cap Metro service area. There shall be eight (8) members of the committee appointed by the Capital Metro Board of Directors. Staff shall review applications and generate a list of applicants for Board Member consideration. Each Board Member shall nominate one member from the list to be confirmed by the entire Board.

The Agency's Board shall consider the appointment of committee members based on the potential member's application, experience and expertise related to social and criminal justice reform, public safety, social services, community service, professional experience, and personal experience with or relationship to historically marginalized or underserved communities. The Board shall consider applicant's viewpoints, qualifications/experience and demographics with the objective that the committee membership is diverse. The Agency's Board shall prefer the appointment of CapMetro customers (i.e., people who use transit) who also have relevant experience as defined above. Appointed members shall represent themselves individually and not an organization they are affiliated with.

Appointees must not have a conflict of interest that would impede their ability to serve on the committee.

Members shall be committed to providing constructive advisory service to the staff and Board on how best to develop, engage and improve Cap Metro's comprehensive customer- and frontline-staff-oriented public safety program.

### **B. Application for Membership:**

# Public Safety Advisory Committee

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Staff shall widely publicize the membership application throughout the CapMetro service area when the advisory committee has a vacancy or vacancies. Recruitment of potential applicants shall occur through the CapMetro website, social media, stakeholder lists, on-board notices, through coordination with community partners and agencies, media notices, etc., as appropriate.

### **C. Terms of Appointment:**

The eight (8) members appointed by the Board shall each serve at the pleasure and concurrently with the nominating Board member.

The standing member who represents the ATU shall serve at the pleasure of the President & CEO and the ATU. If the member is no longer affiliated with the ATU, the organization shall recommend a new person to the President & CEO to represent the ATU on the committee.

The standing member who is a retired law enforcement member shall serve at the pleasure of the President & CEO.

### **D. Meetings:**

- i. Meeting Schedule: The Public Safety Advisory Committee will meet at least quarterly beginning within 60 days after Board appointments are confirmed.
- II. Meetings Open to the Public: Meetings are open to the public. Meeting agendas and materials shall be made public via the CapMetro website, and meetings shall include minutes and recordings, both of which shall be posted on the CapMetro website.
- III. Location: A suitable location will be identified to host Public Safety Advisory Committee meetings that is well-connected to transit, centrally located and comfortable. Virtual meetings will be supported to the extent that they comply with Capital Metro policy and applicable laws.
- IV. Hospitality: Food and beverages will be provided for committee meetings conducted in person.
- V. Participation by Staff: Agency staff shall support each of the committee meetings, including securing and setting up meeting rooms, organizing logistics (i.e., virtual meeting links, ordering food, etc.), providing IT and web support for the meetings, compiling agendas and minutes, etc.

# Public Safety Advisory Committee

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### **KING COUNTY PUBLIC SAFETY ADVISORY COMMITTEE**

#### **(NO CHARTER, LIMITED TERM COMMITTEE)**

More information can be found at

<https://kingcounty.gov/elected/executive/constantine/initiatives/public-safety-advisory-committee.aspx>

On March 9, 2021, the King County Council and King County Executive adopted King County Executive Ordinance 19249, establishing the Public Safety Advisory Committee. The Advisory Committee conducted community stakeholder engagement and produced a report to inform the selection process of an appointed sheriff. Additionally, the committee has been gathered stakeholder input and provided guidance on values that stakeholder communities hold on how law enforcement services should be provided and ways the county could improve the delivery of law enforcement services to preserve and enhance public safety.

#### **Public Safety Advisory Committee completes report**

On September 30, 2021, the Public Safety Advisory Committee (PSAC) shared its recommendations and priorities for improving public safety in King County, sending its full report to King County Executive Dow Constantine and the King County Council. Thanking the PSAC members and all those that supported their efforts, the Executive and Councilmembers will now review the recommendations and continue to engage the public. The King County Council will hold a set of briefings on the report, after which the Executive will begin recruitment for the next Sheriff.

# Public Safety Advisory Committee

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### **SAN FRANCISCO BAY AREA RAPID TRANSIT AUTHORITY (BART)**

#### **SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

##### **CITIZEN OVERSIGHT MODEL**

Purpose: To provide an effective independent citizen oversight system that promotes integrity and encourages systemic change and improvement in the police services that the San Francisco Bay Area Rapid Transit District (BART) provides to the public by ensuring that internal police accountability system functions properly; that behavioral, procedural, and policy deficiencies are identified and appropriately addressed, including racial profiling and allegations of racially abusive treatment; and, that complaints are investigated through an objective and fair process for all parties involved.

The system will analyze allegations of misconduct; utilize data to identify trends, including disciplinary outcomes and trends; recommend corrective action and or training; maintain confidentiality; make policy recommendations; and report regularly to the BART Board of Directors and the public. The essential community involvement component of the system shall be accomplished through the inclusion of a BART Police Citizen Review Board.

#### **Chapter 1-01 OFFICE OF THE INDEPENDENT POLICE AUDITOR**

Pursuant to California Public Utilities Code Section 28767.8, the Office of the Independent Police Auditor (OIPA) shall be established by the Board of Directors (Board) in keeping with the Core

Principles for an Effective Police Auditor's Office.<sup>1</sup>

#### **Chapter 1-02 APPOINTMENT OF THE INDEPENDENT POLICE AUDITOR**

The Independent Police Auditor (IPA) shall be appointed by and report directly to the Board.

#### **Chapter 1-03 SCOPE**

OIPA shall have the authority to exercise its duties and responsibilities as outlined below, regarding any and all law enforcement and police activities or personnel operating under the authority of the BART Police Department (BPD). OIPA shall be authorized to investigate any complaints alleging police officer misconduct that implicate the policies of the BPD. OIPA shall be committed to the prompt, timely, and efficient resolution of all complaints, including, but not limited to, adherence to all applicable statutory requirements. OIPA's scope of authority shall not extend beyond the BPD.

#### **Chapter 1-04 DUTIES AND RESPONSIBILITIES**

# Public Safety Advisory Committee

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### A. Complaints Received from Members of the Public

Any person may file a complaint or allegation of wrongdoing with the OIPA against any BPD employee. Upon receipt of a complaint or allegation, OIPA shall:

- i) Ensure that a timely, thorough, complete, objective, and fair investigation into the complaint is conducted by OIPA or BPD.
- ii) Provide the complainant and all other officers who are the subject(s) of the investigation with timely updates on the progress of all investigations conducted by OIPA, unless the specific facts of the investigation would prohibit such notification.
- iii) Reach an independent finding as to the facts of an investigation.
- iv) The OIPA shall assess the conduct of the BPD employee considering the facts discovered through investigation, the law, the policies, and training of the BPD.

### B. Recommendations for Corrective Action

- i) Independent investigative findings of “Sustained” made by OIPA shall include recommendations for corrective/punitive action, up to and including termination where warranted, and shall include prior complaints and their disposition. When the evidence does not support the allegations of misconduct, the IPA shall recommend a finding of Unfounded, Exonerated, or Not Sustained.
  - ii) In a confidential personnel meeting, the IPA shall submit his/her investigative findings and recommendations to the BART Police Citizen Review Board (BPCRB) for review. Should the BPCRB agree by simple majority with the findings and recommendations, the report will be submitted to the Chief of Police for appropriate action. The Chief of Police shall implement the recommended action, absent appeal.
  - iii) The BPCRB shall announce each member’s vote regarding its acceptance of the OIPA findings and recommendations for discipline in open session, and in cases in which a nonunanimous majority agrees with the OIPA findings and recommendations, the dissenting
- 1 Report of the First National Police Auditors Conference, March 26-27, 2003, Prepared by Samuel Walker members should generate a memorandum including the rationale for diverging from the majority opinion without divulging privileged or confidential information and evidence.
- iv) Should the Chief of Police disagree with the findings and recommendations of OIPA and the BPCRB, the Chief of Police may appeal to the General Manager (GM) within 45 calendar days of the issuance of the findings and recommendations. The Chief of Police will submit his/her

# Public Safety Advisory Committee

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appeal in a writing setting forth his/her disagreements with the findings and provide recommendations to the IPA, the BPCRB, and the GM. After receipt of the appeal, the GM shall convene a confidential personnel meeting to include the Chief of Police, the IPA, and a representative of the BPCRB. After receiving input from the Chief of Police, the IPA, and the BPCRB representative, the GM shall rule and submit his/her decision in writing to the Chief of Police, the IPA and the BPCRB. The Chief of Police shall implement the GM's decision.

v) Should the BPCRB disagree with the OIPA findings by simple majority, in a confidential personnel meeting, the IPA and the BPCRB shall attempt to come to a consensus. If the BPCRB and the IPA fail to come to a consensus, by simple majority, the BPCRB may appeal. The efforts made to achieve consensus shall be documented by the BPCRB and shall be forwarded to the GM as a part of the appeal. All appeals regarding findings and recommendations for corrective/punitive action or dismissal, between the BPCRB and the IPA will be appealed to the GM, in a confidential personnel meeting to include the Chief of Police. At the confidential personnel meeting, The BPCRB Chair and the IPA will submit their disagreements and recommendations to the GM. The GM shall rule on the matter and make his/her decision known to the Chief of Police, the BPCRB and the IPA. The Chief of Police shall implement the GM's decision, which will be final.

vi) Discipline recommended pursuant to these processes shall be subject to an administrative hearing prior to implementation in a manner consistent with addressing the due process rights of public employees, when applicable. Any final determinations that modify or rescind initial dispositions and arbitration determinations shall be evaluated by the IPA to identify any systemic issues and/or potential for the serious erosion of accountability related to such modifications, and shall be included in a public IPA report. The IPA shall work with BPD to remedy any such issues identified by the evaluation.

### C. Review Legal Claims, Lawsuits, and Settlements

i) OIPA shall be authorized to review any legal claims and/or lawsuits against BART that relate to the conduct of BPD personnel to ensure that all allegations of misconduct are thoroughly investigated by OIPA and/or BPD, and to identify any systemic issues regarding BPD practices and/or policies.

ii) OIPA shall be authorized to review any significant settlements and adverse judgments involving BPD.

iii) OIPA shall work with BPD to develop corrective action intended to remediate any systemic issues identified through review of any significant settlements or adverse judgements involving the BPD.

# Public Safety Advisory Committee

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iv) OIPA shall publicly report its involvement in the review of legal claims, lawsuits and settlements in a manner consistent with all applicable confidentiality requirements.

### D. Review Investigations Conducted by BPD

i) OIPA shall be authorized to review BPD Internal Affairs Bureau (IA) investigations to determine whether the investigations are complete, thorough, objective, and fair.

ii) The IPA shall, subject to his or her discretion, have authority to monitor or require followup investigation into any citizen complaint or allegation that is investigated by BPD.

iii) OIPA should provide recommendations to the BPD regarding investigative quality and/or appropriateness of disciplinary recommendations prior to the finalization of the investigative report and notification of disposition to subject officers and complainants.

iv) OIPA is authorized to publicly report any resistance by the BPD to conduct reasonable additional investigative tasks, including by way of notification to the Board, the BPCRB, and the GM.

### E. Review Uses of Force by BPD Officers

i) OIPA shall have the authority and responsibility to review all Use of Force (UOF) incidents by BPD officers to determine whether the UOF should be the subject of an IA investigation and/or whether other issues are implicated for the individual officer or for BPD, including but not limited to training, equipment, supervision, and policy.

ii) OIPA shall be authorized to regularly participate in the BPD UOF Review Board process by attending meetings and/or reviewing determinations made by the BPD UOF Review Board.

iii) OIPA shall report publicly on its involvement in the BPD UOF review process including determinations made by BPD UOF reviewers in a manner consistent with all applicable confidentiality requirements.

### F. BPD Early Intervention Systems

i) OIPA shall be involved in the review and evaluation of data, alerts, and reports related to the BPD Early Intervention System (EIS).

ii) The OIPA may use the EIS data to determine whether conduct or disciplinary issues regarding BPD or individual officers exist.

iii) OIPA shall regularly report on the status and effectiveness of the BPD EIS in a manner consistent with all applicable confidentiality requirements.

# Public Safety Advisory Committee

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### G. Auditing

- i) OIPA shall have the necessary access and authority to review BPD data, records, and staffing information for the purpose of conducting systemic audits of BPD functions that impact the quality of the Department and the services provided by BPD to the public.
- ii) OIPA shall have the necessary access and authority to monitor any audits conducted by the BPD regarding BPD functions that impact the quality of the Department and the services provided by the BPD to the public.
- iii) OIPA shall be authorized to publicly report on the results of any audits or monitored audits as described in this section in a manner consistent with all applicable confidentiality requirements.

### H. Mediation

OIPA shall develop a voluntary alternative dispute resolution (ADR) process for resolving complaints which involve conduct that may most appropriately be corrected or modified through alternative means. OIPA shall review a draft of the voluntary ADR process with the BPCRB and BART Police Associations and secure their concurrence prior to implementation.

### I. Appeal of IA Findings

Any complainant may file an appeal of an internal investigation conducted by BPD with the OIPA. Upon receipt of an appeal, OIPA shall:

- i) Review the completed BPD investigation.
- ii) Determine whether further investigation is warranted and, if necessary, ensure that a timely, thorough, complete, objective and fair follow-up investigation into the complaint or allegation is conducted. A follow-up investigation may, at the discretion of the IPA, be conducted by the OIPA, the BPD or any other competent investigative agency.
- iii) Provide timely updates on the progress of the review and any follow-up investigation to the complainant and the BPD employee who was the subject of the original investigation, to the extent permitted by law unless the specific facts of the investigation would prohibit such notification.
- iv) Based on the review of the original investigation and, where appropriate, the results of any follow-up investigation, OIPA shall reach an independent finding as to the facts of the underlying allegation or complaint.



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v) Independent investigative findings of “Sustained” made by OIPA shall include recommendations for corrective/punitive action, up to and including termination where warranted. When the evidence does not support the allegations of misconduct, the IPA shall recommend a finding of Unfounded, Exonerated, or Not Sustained.

vi) All BPD investigative findings that are appealed to OIPA shall be subject to the procedures defined in Chapter 1-04(B).

### J. Critical Incidents

i) The IPA shall be notified immediately by BPD personnel to respond to the investigative scene(s) of any BPD officer-involved shooting, use of force resulting in life threatening injury, use of force resulting in bodily injury requiring transportation and admittance to a hospital, , or in-custody death.

ii) The BPD officer in charge at the investigative scene(s) shall provide the IPA and OIPA staff with access to the investigative scene(s) equivalent to BPD Internal Affairs Investigators upon their arrival at the investigative scene.

iii) The OIPA shall have the authority to monitor all aspects of the ensuing investigation that the BPD Internal Affairs investigators have authority to monitor while the investigation is in progress. The BPD will grant the OIPA access equivalent to BPD Internal Affairs investigators to the site(s) of all interviews related to a critical incident involving BPD personnel.

iv) The IPA may observe interviews of employees, public complainants, and witnesses that are conducted by BPD Internal Affairs Investigators and may submit questions to the interviewer to be asked by the interviewer in accordance with state and federal law.

### K. Recommendations on Procedures, Practices and Training

i) OIPA shall develop specific recommendations concerning policies, procedures, practices, and training of BPD personnel. The goal of the above OIPA recommendations, shall be improving the professionalism, safety record, effectiveness, and accountability of BPD employees. OIPA shall consult with the Chief of Police and other stakeholders and shall present its recommendations to the BPCRB for review and comment.

ii) Should BPD reject policy recommendations submitted by OIPA, the IPA may forward the recommendations to the GM and/or the Board for further consideration.

iii) OIPA shall have the authority and responsibility to provide input to the BPD during the development of any significant BPD-initiated policy creation or revision.

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iv) OIPA shall publicly report on its involvement in the development and revision of BPD policies and shall report annually regarding any outstanding recommendations and the degree to which they were endorsed by the BPCRB and accepted by BPD.

### L. BART Police Associations

i) The IPA shall meet periodically with and seek input from the BART Police Managers Association (BPMA) and the BART Police Officers Association (BPOA) regarding the work of OIPA.

ii) OIPA shall report annually on whether meetings with BPMA and BPOA occurred.

### M. Community Outreach

OIPA shall develop and maintain a regular program of community outreach and communication for the purpose of listening to and communicating with members of the public in the BART service area. The OIPA community outreach program shall set out to educate the public regarding the responsibilities and services of OIPA and the functions of the BPCRB.

### N. Reporting

The IPA shall prepare annual reports to the Board and the public in a manner consistent with all applicable confidentiality requirements, which prior to being finalized shall be reviewed, in draft form, by the BPCRB. To the extent permitted by law, reports shall include the number and types of cases filed, number of open cases, the disposition of and any action taken on cases including recommendations for corrective/punitive action, and the number of cases being appealed; findings of trends and patterns analyses; and recommendations to change BPD policy and procedures, as appropriate. The reports shall include all complaints regarding police officers received by OIPA, BPD, BART District Secretary (DSO), and other District departments.

### O. Public Statements

The IPA shall be authorized to make public statements regarding any aspect of BPD policies and practices, the Citizen Oversight Model, and in conjunction with any public report or findings in a manner consistent with all applicable confidentiality requirements.

## **Chapter 1-05 RELATIONSHIP BETWEEN OIPA AND THE BPCRB**

A. OIPA and the BPCRB shall be established and operated as separate, complementary entities with different roles that are and shall remain independent of one another.

B. On a no less than monthly basis, the BPCRB shall receive reports from OIPA in a manner consistent with all applicable confidentiality requirements, including the number and types of

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cases filed, number of open cases, the disposition of and any action taken on cases, recommendations for corrective/punitive action, including discipline and dismissals, and the number of independent investigations concluded by OIPA. The report shall also include the number and outcome of cases being appealed either to OIPA by members of the public, the BPCRB or the Chief of Police pursuant to the appeals process described in Chapter 1-04(B), above.

i) Reports shall include all complaints received by OIPA, BPD, BPCRB, DSO, and other District departments.

ii) For tracking and timeliness purposes, this report shall include the number of days that have elapsed between the date of the complaint and the date of the written report to the BPCRB.

C. OIPA may present reports related to OIPA-monitored BPD investigations to the BPCRB in closed session for its input and feedback. BPD personnel may be present during the closed session to respond to any BPCRB inquiries regarding the investigation and/or related investigative processes.

D. OIPA shall, for informational purposes, promptly notify the Chair of the BPCRB whenever the IPA is informed of a critical incident as described in Chapter 1-04(J).

E. The BPCRB and OIPA will coordinate community outreach activities and communication with the public.

### **Chapter 1-06 RELATIONSHIP BETWEEN OIPA, BPD, DSO, AND OTHER DISTRICT DEPARTMENTS**

A. The Chief of Police, DSO and other Executive Managers with employees that routinely receive comments/complaints from the public shall each, jointly with the IPA, develop standard operating procedures to govern the relationship and flow of communication regarding complaints involving police officers between OIPA and each of their respective departments.

B. OIPA and the Chief of Police shall provide each other with timely notification of complaints, investigations, appeals and findings and with such information and cooperation as is appropriate and necessary.

### **Chapter 1-07 COOPERATION WITH OIPA**

A. OIPA shall have unfettered access to police reports and police personnel records. All parties who have access to confidential information shall comply with all confidentiality requirements of the BPD, the District, and all state and federal laws.

B. During an investigation, all involved BPD personnel shall be compelled to meet and cooperate with OIPA in accordance with Government Code Section 3300-3313.

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C. No person shall directly or indirectly force, or by any threats to person or property, or in any manner willfully intimidate, influence, impede, deter, threaten, harass, obstruct or prevent, another person, including a child, from freely and truthfully cooperating with OIPA.

### **Chapter 1-08 INDEPENDENCE OF OIPA**

A. The IPA and any employee of the OIPA shall, at all times, be totally independent. All investigations, findings, recommendations, and requests made by OIPA shall reflect the views of OIPA alone.

B. No District employee or Director shall attempt to unduly influence or undermine the independence of the IPA or any employee of the OIPA in the performance of his or her duties and responsibilities set forth herein.

C. DSO staff shall perform administrative and organizational tasks for the BPCRB, which will be intended to clarify, strengthen, and maintain the delineation and separation of the BPCRB and OIPA.

### **Chapter 1-09 CONFIDENTIALITY OF RECORDS AND INFORMATION**

OIPA shall comply with all state and federal laws requiring confidentiality of law enforcement records, information, and confidential personnel records, and respect the privacy of all individuals involved.

### **Chapter 1-10 CODE OF ETHICS**

The employees of OIPA shall adhere to the National Association for Civilian Oversight of Law Enforcement (NACOLE) Code of Ethics.

### **Chapter 1-11 TIMELINESS**

Nothing in this Model is intended to delay or interfere with the timely investigation and disposition of internal affairs investigations of alleged police misconduct. OIPA and the BPCRB shall jointly develop a timeline for completion of the disciplinary process that will be concluded within 365 days from the time of discovery by BPD Internal Affairs, BPD supervisory level personnel, the OIPA, or the BPCRB.

### **Chapter 2-01 BART POLICE CITIZEN REVIEW BOARD**

A BART Police Citizen Review Board shall be established by the Board of Directors to increase visibility for the public into the delivery of BART police services, to provide community participation in the review and establishment of BPD policies, procedures, practices and initiatives, and to receive citizen complaints and allegations of misconduct by BPD employees.

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Results of investigations into allegations of misconduct by BPD employees and recommendations for corrective/punitive action, including discipline, will be reviewed by the BPCRB. The members of the BPCRB shall adhere to the National Association for Civilian Oversight of Law Enforcement (NACOLE)

Code of Ethics and comply with all applicable state and federal laws regarding confidentiality.

### **Chapter 2-02 APPOINTMENT OF BPCRB MEMBERS**

A. The BPCRB shall report directly to the Board.

B. The BPCRB shall consist of eleven (11) members appointed as follows:

i) Each BART Director shall appoint one (1) member.

ii) The BPMA and BPOA shall jointly appoint one (1) member.

iii) There shall be one (1) Public-at-Large member to be appointed by the Board.

iv) All appointments or re-appointments to the BART Police Citizen Review Board shall be for two-year terms. Those members appointed by Directors representing odd numbered Districts, as well as the Public-at-Large member shall have their terms expire on June 30th of the respective even numbered year. Those members appointed by Directors from even numbered Districts, as well as the BART Police Associations' member, shall have their terms expire on June 30th of the respective odd numbered year.

v) Service on the BPCRB shall be voluntary.

vi) A newly-elected Director may replace the seated BPCRB appointee representing their District within ninety 90 calendar days of taking office, otherwise the seated BPCRB member will continue to serve until expiration of the applicable term, unless otherwise disqualified as described herein

### **Chapter 2-03 BPCRB MEMBER QUALIFICATIONS AND RESTRICTIONS**

A. Members of the BART Police Citizen Review Board must reside within Alameda, San Francisco, Contra Costa, or San Mateo County.

B. BPCRB members shall agree to adhere to the Code of Ethics described in Chapter 2-10.

C. BPCRB members must be fair-minded and objective with a demonstrated commitment to community service.

D. No person currently employed in a law enforcement capacity, either sworn or non-sworn,

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shall be eligible for appointment to the BPCRB.

E. No current or former BPD employee shall serve on the BPCRB, and no relative of any current or former BPD employee shall serve on the BPCRB.<sup>2</sup>

F. All appointees to the BPCRB shall be subject to background checks.

G. No person convicted of a felony shall serve on the BPCRB.

H. Members serving on the BPCRB are not required to be U.S. citizens.

### **Chapter 2-04 BPCRB MEMBER MEETING ATTENDANCE**

A. BPCRB members may not miss three regularly scheduled meetings per year.

i) The appointment of any BPCRB member who has been absent from three (3) regular meetings during the fiscal year, shall automatically expire effective on the date that such absence is reported by the OIPA to the DSO, except in the case of an approved absence or leave of absence as described herein.

ii) The DSO shall notify any BPCRB member whose appointment has automatically terminated, and report to the Board and the BART Police Associations that a vacancy exists on the BPCRB. The vacancy shall then be filled in accordance with Chapter 2-06.

B. Excused Absences from Regularly Scheduled Meetings

i) A BPCRB Member may request an excused absence from their appointing Director, and that excuse shall be transmitted to the DSO. Such excused absences shall be granted by the Board President regarding the Public-at-Large appointee, or from the Police Associations regarding the Police Associations' appointee. Such excused absences will not count against the member's absence limitations.

ii) BPCRB members may be granted a leave of absence by their appointing Director not to exceed three (3) months. When such a leave of absence is granted, the seat may be filled by 2 Relatives include spouse, domestic partner, child, parent, brother, sister, grandparent, step-parent, step-child, legal guardian, father-in-law and mother-in-law for the period of such leave and may be filled in accordance with the procedure described herein, subject to ratification by the Board. Such leaves of absence shall be granted by the Board President regarding the Public-at-Large appointee, or from the

Police Associations regarding the Police Associations' appointee.

### **Chapter 2-05 BPCRB VACANCIES**

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A. Vacancies on the BPCRB shall be filled for the unexpired portion of the term, subject to ratification by the Board.

B. A vacancy in a seat representing one of the nine BART Districts shall be filled by the Director whose appointee has ceased to serve.

C. A vacancy in the seat that represents the BART Police Associations shall be filled by the BART Police Associations.

D. A vacancy in the seat representing the Public-at-Large shall be filled by the Board from the pool of qualified applications submitted during the most recent application period for the Public-at-Large seat. If no qualified Public-at-Large applicants are available or willing to serve, the Board shall solicit new applications.

E. The IPA may provide input to the Board regarding the performance of any BPCRB member who seeks reappointment.

F. The Board should consider a BPCRB member's annual outreach activity when deciding whether to reappoint a member to the BPCRB.

### **Chapter 2-06 SCOPE**

The BPCRB shall have the authority to exercise its duties and responsibilities as outlined below, regarding law enforcement and police activities or personnel operating under authority of BART.

### **Chapter 2-07 DUTIES AND RESPONSIBILITIES**

#### **A. Complaints Received from Members of the Public**

Any person may file a complaint or allegation of wrongdoing against any BPD employee with the BPCRB. Upon receipt of a complaint or allegation, the BPCRB shall immediately turn the complaint or allegation over to the OIPA, and OIPA shall proceed according to Chapter 1-04 above.

#### **B. Recommendations for Corrective Action**

i) The IPA shall submit his/her investigative findings and recommendations to the BPCRB for review in a confidential personnel meeting, where the processes described in Chapter 1-04(B)(ii-vi) including, but not limited to, appeal procedures shall apply.

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ii) The BPCRB shall announce each member's vote regarding its acceptance or rejection of the OIPA findings and recommendations for discipline in open session, and in cases in which a non-unanimous majority agrees with the OIPA findings and recommendations, the dissenting members should generate a memorandum including the rationale for diverging from the majority opinion without divulging privileged, protected, or confidential information and evidence.

### C. Recommendations on Policies, Procedures, Practices and Training

i) The BPCRB shall develop and review recommendations as to the policies, procedures, and practices of BPD in consultation with the IPA.

ii) The goal of BPCRB recommendations shall be to improve the professionalism, safety record, effectiveness, and accountability of BPD employees.

iii) The BPCRB may make recommendations to the Chief of Police, GM, and Board, as appropriate.

iv) The BPCRB shall review and comment on all additions and changes to policy, procedures and practices as well as all new initiatives (including training and equipment) proposed by BPD or OIPA and make recommendations to the Board.

### D. Disagreements Regarding Proposed Policies, Procedures, Practices, and Training

The Board shall review and resolve all disagreements regarding proposed policies, procedures, practices and training that may arise between the BPCRB and the Chief of Police, IPA, or GM. The Board shall make the final determination in all such instances.

### E. BART Police Associations

The BPCRB shall meet periodically with and seek input from the BPMA and BPOA on issues of interest to the parties. The BPCRB shall report annually on whether meetings with the BPMA and the BPOA occurred.

### F. Community Outreach

The BPCRB shall develop and maintain a regular program of community outreach and communication for the purpose of listening to and communicating with members of the public in the BART service area. The BPCRB community outreach program shall seek to educate the public about the responsibilities and services of OIPA and functions of the BPCRB.

i) The DSO will provide staff support to and facilitate training for the BPCRB.



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ii) The BPCRB should endeavor to conduct meetings in varying locales, where feasible to increase exposure of its work to a wider array of community members.

### G. Reporting

The BPCRB shall file quarterly reports of its activities with the DSO for distribution to the Board and shall prepare an annual report on its accomplishments and activities (including recommendations to improve BPD services) for presentation to the Board and the public.

### H. Monitor Study Recommendations

The BPCRB shall report on the accomplishments and progress made by BPD in implementing recommendations resulting from periodic studies that may be conducted to look at departmental policies, procedures, practices, and training.

### I. Public Statements

The Chair of the BPCRB shall be authorized to make public statements on behalf of the BPCRB regarding the role and processes of the BPCRB when an exigency to respond to an inquiry is presented.

### J. Selection of the Chief of Police

The BPCRB (as well as the BART Police Associations) shall participate in an advisory role in the selection of the Chief of Police by interviewing finalist candidates.

### K. Staff Support for the BPCRB

The DSO will provide staff support to the BPCRB including but not limited to the following:

- i) Facilitation of training for the BPCRB.
- ii) Preparation and maintenance of records of meetings of the BPCRB.
- iii) Distribution of reports by the BPCRB to the Board and the public.
- iv) Facilitation of the application process for appointment to the BPCRB and coordination of the selection and ratification processes with the Board.
- v) Provision of training including a curriculum designed for newly-appointed BPCRB members.
- vi) Provision and maintenance of an ongoing in-service training program.

## **Chapter 2-08 RELATIONSHIP BETWEEN THE BPCRB AND OIPA**

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A. No less than monthly, the BPCRB shall receive reports from the IPA including the number and types of cases filed, number of open cases, the disposition of and any action taken on cases, recommendations for corrective/punitive action, including discipline and dismissals, and the number of independent investigations concluded by OIPA.

i) The report shall also include the number of cases being appealed either to OIPA by members of the public or by the BPCRB pursuant to the appeals process described in Chapter 1-04(B), above.

ii) OIPA reports to the BPCRB shall include all complaints received by OIPA, BPD, the BPCRB, DSO, and other District departments.

iii) This report shall also include the number of days that have elapsed between the date of the complaint and the report to the BPCRB.

iv) OIPA reports shall include the degree to which OIPA and BPCRB disciplinary recommendations were implemented by BPD.

B. The Chair of the BPCRB shall, for informational purposes, be promptly informed by the OIPA of all critical incidents involving BPD.

C. The BPCRB may report to the Board of Directors' Personnel Committee on the performance and effectiveness of OIPA.

D. The BPCRB (as well as the BART Police Associations) shall participate in an advisory role in the process of selecting all successors to the first IPA.

E. The BPCRB will participate in a regular program of community outreach and communication with the public, in conjunction with OIPA.

F. The BPCRB shall make forms available at BPCRB meetings to accept complaints and allegations of police misconduct from the public and shall forward any received complaints to OIPA for appropriate action.

### **Chapter 2-09 CONFIDENTIALITY OF RECORDS AND INFORMATION**

Members of the BPCRB shall comply with all state and federal laws requiring confidentiality of law enforcement records, information, and confidential personnel records, and shall respect the privacy of all individuals involved.

### **Chapter 2-10 CODE OF ETHICS**

The members of the BPCRB shall adhere to the National Association for Civilian Oversight of Law Enforcement (NACOLE) Code of Ethics.

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### **Chapter 3-01 OVERSIGHT SYSTEM EVALUATION**

The Board, with input from the BPCRB, IPA, BART Police Associations, GM, DSO, complainants and the public will evaluate the BART Police citizen oversight structure every 3 years to determine whether the need exists to make changes and/or otherwise make adjustments to the system to improve its continued performance. These evaluations shall in no way be intended to eliminate the BART Police citizen oversight structure.

## ADDENDA E

### PSAC Public Comments Summary

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### **ADDENDA E**

#### **Excerpts from PSAC Public Comments**

**April 2021-January 2022**

4/5/21

My public comment for the April 7, 2021, meeting of the public safety advisory committee, is that a more visible, if cheaper, security presence is needed on light rail trains and at their stations. I regularly ride these trains and have seen far too many instances of intimidating, threatening, destructive and otherwise improper behavior on these trains because no one was there to stop or deter it. While it might be cost prohibitive to hire more LA County Sheriff deputies to ride the trains or be present at the stations to prevent or discourage this misconduct, the committee should explore lower cost options to meet this need like hiring security officers. As much of the specified misconduct could be deterred by the simple presence of a cheaper but more prevalent security force, the option of creating and maintaining such a force should be seriously explored. – R.K.

4/5/21

I am a 75-year-old woman...My request is that the officers be on duty in the garage and walk from the platform into the garage when passengers disembark at night. -M.P.H.

4/6/21

It is time the end the partnership approach after 20+ years as fatally flawed...while not easy I believe bringing back the Metro Police is the best course....I wholeheartedly support the approach of having unarmed ambassadors and trained social workers handle safety, provide felt presence and meet the challenges of the unhoused not uniformed police. -D.G.

4/6/21

Sadly, I have grown more and more concerned about the state of security on both the Metro rail and bus systems. I used to tell all my friends that they should ride the Metro more. Then I stopped recommending the Metro to my female friends. And over the past few years, I stopped recommending it to anyone. I am a 6'3' 200lb male military veteran-and still 85% of the times that I board a bus or train, my self-defense radar is turned on for one reason or another. -A.B.

4/7/21

Hello PSAC, I want to take a moment to congratulate you on being chosen for the Public Safety Advisory Committee (PSAC). I have attached a video of a disturbing trend that has been reoccurring in our public transportation. On March 18, 2021, I was riding on the Metro redline subway to downtown Los Angeles. I noticed a male passenger who was yelling at other transit riders. I recorded the incident via smartphone. I attached the video for your viewing. As a transit rider, I am fearful for my safety and security while riding the Metro bus and subway. As you are all aware about the homelessness and mental-illness crisis we're facing in our city, this video shows the urgency of our social problems...We

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must find solutions to the homelessness and crime in public transportation. What can we do? Do we increase more police officers? Do we increase more Therapists and Crisis personnel? Do we do both?! What is the viable solution? Regards, -L.M.

4/21/21

I wish to comment on the safety of the MTA trains and buses I have ridden in the last 20 years....The last few years, I noticed the increased presence of the of the homeless at stations and the trains...I believe the MTA need to take action to eliminate the constant presence of the homeless...they just don't belong on the trains or stations if they are not paying. -D.R.

4/23/21

All elevators must be scrubbed down everyday and throughout the day as they stink from the urine and God knows what else and are a very serious health risk. -R.W.

4/30/21

I'm a little concerned. This is supposed to be Public Safety Advisory Committee, and this will be the third meeting, and there has been no actual talks of steps taken to increase public safety...If Metro is ever going to recover and offer a public transit system worthy of the second largest city in the country, and the largest county, it needs to stop being a rolling homeless encampment and sexual harassment zone that everyone with choices takes steps to avoid if at all possible. It needs to be a clean, safe, and enjoyable means of getting around the greater metro area for people of every age, race, color, creed and disability level, not just the transit of last resort for those who have no other choice and feel they must take the risk of being victimized to get where they need to be. – J.B.

4/30/21

Instead of enforcement officers on the platforms they need to be on the train. Passengers should not need to police behavior. There are passengers who defy any rule an perhaps cameras could do the job.

-M.M.

5/4/21

As I write this someone was just assaulted at Wilshire/Vermont metro station...I take this train everyday. The ride from Union Station through downtown Los Angeles is extremely dangerous. In the past week I have noticed that Union Station has begun to remove transients (after a year of NOT doing so) and has someone in a Yellow Vest standing at the turn stiles where you pay. Just this simple act keeps people who do not pay and are more likely to assault riders from boarding the trains...Public Safety should mean PHYSICAL SAFETY when riding the trains. PLEASE ADDRESS OUR PHYSICAL SAFETY... Please do something to protect people from PHYSICAL violence on the metro.- H. W.

5/18/21

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I worry that the good intentions of many of the members of this committee are influenced by the privilege of never having been assaulted while riding Metro. I urge the members of this committee to please LISTEN and ELEVATE the voices of those members who HAVE witnessed and personally experienced physical and sexual violence while riding Metro...There are too many idealistic, albeit well-meaning, views expressed during those meetings in regard to policing and homelessness that prioritize the rights of the unhoused over the rights over the physical safety of riders and this is worrisome to those of us who have to ride Metro everyday for work, particularly women. – F.S.P.M.

5/18/21

Simply requiring that riders show proof of fare would immediately lower the percentage of physical and sexual assaults that happen weekly, maybe even daily on the metro. Contrary to what one of your members stated, METRO is NOT a public space like a sidewalk or a park or a library. The public has to PAY to ride. Those of us who budget to pay for our monthly passes cannot understand why people who pose a physical threat to metro customers are allowed to ride for free. – H.W.

5/20/21

The homeless are riding the subway back and forth as a place to stay. Subway is definitely not clean. Please allow the authorities to do their jobs and keep the paying commuters safe. Why am I paying when there are no repercussions for not having a ticket? -J.K.

5/25/21

If people don't feel safe, they won't ride. A system that feels safe and clean is the best way to retain and expand ridership. The solutions to this are relatively straightforward: Enforce fares, remove dangerous, unsanitary and blatantly intoxicated people from the trains, put officers on every platform and every train, they should switch cars on every stop. Create a visible security presence, install cameras and prosecute criminals. I know many (women in particular) who used to ride metro who have gone back to driving because of the harrowing experiences they've had. It's shameful. Have the guts to fix it despite the predictable outcry from activists who probably don't ride the trains.

5/31/21

I would urge the Public Safety Advisory Committee to work with the new LA Metro CEO to increase efforts at providing a positive experience and safe environment while riding Metro. On May 30, there was another incident where a man, possibly unhoused, lit a marijuana joint while riding maskless on Metro Rail. – M.W.

6/14/21

Metro must prevent violent people and drug use and there is police response and actions. Prevention matters. We see less police on trains and at stations. It is concerning and scary to see more crime. People skip paying fare and no one stops them. Some of my coworkers stopped riding because they

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felt unsafe and tired of being harassed by other riders...what is Metro and PSAC doing about this?  
When we saw more police, we felt safer. Now we feel like we are on our own. – V.S.

6/14/21

I recently learned that this group will be reviewing police o the Metro. Over the last few years I see less and less law enforcement on the metro. But I see plenty of crime. -T.K

6/15/21

I can't believe how much worse it got in the past few years. Does anyone from Metro actually ride the trains?...I will not come back until you take my safety seriously! We need more cameras, more emergency call boxes, more security, more cops! - T. J.

6/15/21

I am against the idea of “defunding” public safety. I am against the notion of “defunding” for Metro and my own community policing programs...While many of the programs promoted by organizations seeking to defund police are worthy efforts, none of them should come at the expense of adequate, professional policing services chosen by our community. - Duarte City Council Member

6/15/21

I am against the idea of “defunding” public safety and specifically against any concept of “defunding” for Metro and my own community policing programs...While many of the programs promoted by organizations seeking to reallocate resources away from policing are worthy efforts, none of them should come at the expense of adequate, professional policing services for residents. - Hawthorne City Council Member

6/16/21

I am against the idea of “defunding” public safety. I am against the notion of “defunding” for Metro and my own community policing programs...While many of the programs promoted by organizations seeking to defund police are worthy efforts, none of them should come at the expense of adequate, professional policing services chosen by our community. – Norwalk City Council Member

6/16/21

I am totally against defunding public safety on our transit lines. If people do not feel safe they will not ride the Metro and this idea will totally backfire. Please do not adopt that platform.  
- Rosemead City Council Member

6/16/21



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I would respectfully request that the Metro Board of Directors carefully consider the recommendations that will be forthcoming from the PSAC...Defunding the brave men and women who are sworn to protect riders...is a recipe for disaster. -T.Q.

7/6/21

It does not appear that there is a single police officer or prosecutor on the public safety advisory committee? Has an attempt been made to include their views? -K.G.

7/6/21

Please do something about crime on the blue line. The people that go to work need protection from criminal and homeless people....if you work late you take your life in your hands at night on the blue line....THE TRAIN IS MEANT for legit purposes...not to drink, do drugs, sex, physical beatings, etc. Someone with authority at Metro must care about people that JUST WANT TO WORK without being hurt. -S.S.

7/6/21

Consider PC832 (POST Certified) inspectors with extensive training on mental/emotional disorders instead of law enforcement...Law enforcement is too intimidating and inspectors without firearms will provide the necessary authority for 99% of the issues. -A.A.

7/7/21

I believe that we need a combination of Law Enforcement and Mental Health personnel to address problems while using the Metro subway system. There has been a lot of instances in which some individuals will behave criminally, and others may need mental health intervention. This is why people are reluctant to take the Metro system because of a lack of Security and Public Safety. We need to address both, crimes and mental health issues at Metro. -L.M.

7/19/21

The "homeless" drug users are becoming a threat to civilians using the Metro for transit purposes, as their highly volatile and dangerous behavior on the buses and trains are of concern for public safety. My children travel with me on Metro, as it is our only source of transportation, and we have witnessed attacks on other riders, as well as open drug use (passing of crack pipes, in trains mostly). Homeless sex offenders also use the bus...This is causing many people to no longer use Metro as a form of transit and those of us who have no other alternative but to use Metro, are constantly anxious and rather fearful to do so. Something needs to be done to support the riders (including children) to ensure they have access to safe public transit. -S.P.

7/21/21

I came to the U.S. to have a better life 20 years ago because my country was no longer safe...Metro changes (have) made it scary to be on the train by myself. Before having a police officer around made

# Public Safety Advisory Committee

## *Impact Evaluation Report*

me feel safe and taken care of. I feel betrayed that the government that is supposed to protect honest people like me now seem to care more about criminals and their rights. What about my rights and the rights of women like me who don't want to be harassed, haggled, groped, or raped? Please start thinking about people like me, your daughters, your sisters, wives, mothers, and other women that you care about. – A.S.

8/18/21

You claim to be a committee made up of riders that represent the community. You set up a number of ad hoc committees that meet behind closed doors with no public oversight...plus when your report outs do happen they are watered down...you are hiding real discussions and debate from the public so you can push your agenda. – J.M.

9/15/21

I've been a downtown urban planner for the past 10+ years and I've been a bike commuter, transit rider and walker in cities such as DC, NY, and Denver. I moved to LA in early 2020 and chose my apartment because it was located near the metro expo line to easily get to DTLA and Santa Monica...However, right now I no longer feel safe or comfortable taking the metro trains....so fewer eyes on the train so to speak, no security officers on board, the feeling of lawlessness/anything goes, etc. It is so disappointing. I do want to start going to DTLA to work at the office, but I'm not going to take metro anymore. Last week, I bought a car (the first time in years that I've owned a car). And now, I'm another driver on LA's freeways. -C.J.

9/15/21

On all the subway rides someone was smoking-vaping, smoking pot, or smoking glass bowls of some controlled substance...on several trips there were out of controls homeless people having psychological meltdowns...I am not sure I will ride the Red Line again given the lack of safety. In the past I rode this line with little or no problems...what is going on? Does LAPD patrol the metro lines as they did in the past? -S.D.

10/12/21

I am a metro rider. I was attending safety committee meeting open to the public earlier in the year but became demoralized after realizing that half the committee were...more concerned with the rights of the "unhoused" than the safety of metro customers. – H.C.

10/18/21

My 17-year-old takes the Metro Gold Line from Memorial Park to City of Hope stop to attend CS Arts in Duarte. She's had several incidents in which she was approached or subjected to lewd behavior...it would be helpful if there was a visible officer on...to mitigate these uncomfortable and possibly dangerous encounters. -C.M.

11/9/21

# Public Safety Advisory Committee

## *Impact Evaluation Report*

I would like to share with you feedback about the complete lack of metro personnel patrolling inside the metro cars...My partner takes the metro every single day to commute from Union Station to Pasadena...the metro is filled with people openly using drugs, homelessness, and excessive dirtiness. She has also witnessed violent fights and harassment of innocent riders. This is absolutely unacceptable. How does the Metro expect the community to adopt this form of transportation when such a horrific environment exists? We use the Metro because we try to be the change we want to see in our city, but it is becoming more and more difficult to justify this mode of transportation. We also pay to use the metro and are entitled to a clean and safe metro environment. It is the obligation of Metro to enforce the rules and safety promises made to the community. -A.N.

12/6/21

I take the EXPO line to work and every time I take it, it is filled with homeless people and people with mental illness. Some of them lash out and I have to stand there and hope I don't get injured. I don't feel safe at all. The train smells like feces and urine, with people smoking cigarettes, meth, shooting up heroin, masturbating under blankets, etc....what is being done about this? I don't even see professionals on the train anymore, it's all homeless! Have you seen the train stops? Has anyone? - M.M.

## ADDENDA F

### PSAC Mission Statement

### ADDENDA F

## **PUBLIC SAFETY ADVISORY COMMITTEE**

### **Metro Public Safety Mission And Values Statements**

#### **Mission Statement:**

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

#### **Value Statements:**

##### **Implementing a Human-Centered Approach**

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

##### **Emphasizing Compassion and a Culture of Care**

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

##### **Recognizing Diversity**

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

##### **Acknowledging Context**

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

##### **Committing to Openness and Accountability**

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

## ADDENDA G

### PSAC Consultants and Panel Bios

# Public Safety Advisory Committee

## *Impact Evaluation Report*

### **ADDENDA G**

The Evaluation team assembled an external panel of subject-matter experts and community members to participate in the focus groups, share their key observations and provide input into the final report.

**Wanda Dunham-** An accomplished, celebrated, and effective 21st-century leader who is widely recognized for developing effective community public safety models. With over 30 years of distinguished law enforcement experience, Wanda is a proven subject matter expert in the field of transportation security who skillfully and collaboratively drives initiatives within high-risk, high demand, large city, and multi-county environments.

**Sandra Bethea-** A Los Angeles native, Sandra is results-driven and community focused when it comes to project management, strategic planning, evaluation, and community development planning. She has over 20 years of multifaceted social service and leadership experience in developing community-based programs, strategic planning, program evaluation and fiscal management in the areas of transit operations, safety and security, education, and health equity.

**Edna Parra-** As program manager, communications and community engagement expert, Edna has led community committees and a coalition throughout her career - from education to health care and now for public safety - her strong relationship-building and communication skills have led her to build strong committees that drive change. Edna currently serves as the PSAC Coordinator for Capital Metro in Austin, Texas.

**Bill Greene-** Bill has over 31 years' experience in local government auditing. He is currently the City Auditor for the City of Tempe, AZ where he manages an office that conducts audits, consulting engagements and investigations for city policy makers and stakeholders. Prior to his appointment in Tempe, he was the City Auditor for the City of Phoenix where he had a 28-year career managing and conducting audits of all City operations, including public safety.

**Herbert W. Franklin-** Lieutenant Colonel Franklin is a LAMETRO transit commuter who resides in Long Beach, California. He brings technical, community, and leadership insights to the panel as a Acquisition Program Strategist for Air Force Launch Enterprise Directorate for Mantech International and over thirty years of leadership and service as the Sr. Contracting Management Officer for the Pacific Command.

**Alfred Rodas (Technical Advisor)-** Alfred Rodas is a Senior Director with Metro's Management Audit Services Division. Mr. Rodas is a Certified Public Accountant, a Certified Internal Auditor, and has worked in local government in Los Angeles for over 20 years.

## ADDENDA H

### Summary of Metro Costs



# Public Safety Advisory Committee

## *Impact Evaluation Report*

### ADDENDA H

#### Summary of Metro Costs Associated with Supporting the PSAC

<b>Metro Staff Costs (April 21 - April 22)</b>	
PSAC General Committee Meetings: 25 meetings	\$28,442.50
PSAC Ad-Hoc Subcommittee Meetings: 64 meetings	\$45,437.76
PSAC OCEO Weekly Check-In: 36 meetings	\$7,561.98
Metro + PSAC Facilitator Weekly Check-In: 56 meetings	\$26,505.36
PSAC Project Team: 56 weeks	\$157,458.56
Subtotal: Metro Staff Costs	\$265,406.16
<b>Other Costs:</b>	
Facilitator Contract Value	\$371,020.60
Translation Services	\$23,156.25
PSAC Member Compensation – Regular Rate	\$89,370.00
PSAC Member Compensation – Alternate Rate	\$15,924.00
Subtotal: Other Costs	\$499,470.85
<b>Projected Total (see note 1 below)</b>	<b>\$764,877.01</b>

# Public Safety Advisory Committee

## Impact Evaluation Report

PSAC Staff Labor Costs				Summary					
PSAC General Committee Meetings				PSAC					
Personnel	Hourly Salary (Mid-Point)	Hours	Total	Staff Hours	Staff Cost	# of Meetings/Weeks	Staff Hours Total	Staff Cost Total	
Manager of Transportation Planning	\$56.78	2	\$113.56	PSAC General Committee Meetings: 25 meetings (April 21 - April 22)	12	\$1,137.70	25	300	\$ 28,442.50
Chief Safety Officer	\$134.06	2	\$268.12	PSAC Ad Hoc Subcommittee Meetings: 64 meetings (April 21 - April 22)	7.5	\$ 709.97	64	480	\$ 45,437.76
Executive Officer, SSLE	\$55.54	2	\$191.08	PSAC CEO Weekly Check-In: 36 meetings (Aug 21 - April 22)	2	\$ 210.06	36	72	\$ 7,561.98
Chief of Staff	\$110.05	2	\$220.10	Metro + PSAC Facilitator Weekly Check-In: 56 meetings (April 21 - April 22)	5	\$ 473.31	56	280	\$ 26,505.36
Sr Dir Special Projects	\$76.88	2	\$153.76	PSAC Project Team: 56 weeks (April 21 - April 22)	68	\$ 2,811.76	56	3,808	\$ 157,458.56
Deputy Chief of Staff	\$55.54	2	\$191.08					4,940	\$ 235,406.16
	Labor per meeting:	12	\$1,137.70						
PSAC Ad Hoc Subcommittee Meetings									
Personnel	Hourly Salary (Mid-Point)	Hours	Total						
Manager of Transportation Planning	\$56.78	1.5	\$85.17						
Chief Safety Officer	\$134.06	1.5	\$201.09						
Chief of Staff	\$110.05	1.5	\$165.08						
Sr Dir Special Projects	\$76.88	1.5	\$115.32						
Deputy Chief of Staff	\$55.54	1.5	\$143.31						
	Labor per meeting:	7.5	\$709.97						
PSAC CEO Weekly Check In									
Personnel	Hourly Salary (Mid-Point)	Hours	Total						
Manager of Transportation Planning	\$56.78	0.5	\$28.39						
Chief Safety Officer	\$134.06	0.5	\$67.03						
Chief of Staff	\$119.22	0.5	\$59.61						
Sr Dir Special Projects	\$110.05	0.5	\$55.03						
	Labor per meeting:	2	\$210.06						
Metro + PSAC Facilitator Weekly Check In									
Personnel	Hourly Salary (Mid-Point)	Hours	Total						
Manager of Transportation Planning	\$56.78	1	\$56.78						
Chief Safety Officer	\$134.06	1	\$134.06						
Chief of Staff	\$110.05	1	\$110.05						
Sr Dir Special Projects	\$76.88	1	\$76.88						
Deputy Chief of Staff	\$55.54	1	\$55.54						
	Labor per meeting:	5	\$473.31						
PSAC Project Team									
Required Personnel	Hourly Salary (Mid-Point)	Hours/Wk	Total						
Manager of Transportation Planning	\$56.78	20	\$1,135.60						
Admin Analyst	\$34.92	40	\$1,396.80						
Admin Analyst	\$34.92	8	\$279.36						
	Labor per week:	68	\$2,811.76						

# ADDENDA I

## PSAC Charter



**LOS ANGELES COUNTY  
METROPOLITAN TRANSPORTATION  
AUTHORITY**

**PUBLIC SAFETY ADVISORY  
COMMITTEE**

**(PSAC)**

**CHARTER & BY-LAWS**

Los Angeles County  
Metropolitan Transportation Authority

## **PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**



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**Section 1 Revision Record**

Revision date	Draft #	Pages/sections affected	Comments
5/12/2021	1.1	Pg. 16, Sec. VI.C "Voting"	Updated section to reflect the process agreed to by committee members during Meeting #3.
5/27/2021	1.2	Pg. 7, Sec. 4 – "Policy Statement and Executive Approval," Paragraph 4.	Suggestions were incorporated in part. The final policy Statement will be reviewed by the incoming Metro CEO and represents Metro's executive vision of the role, function and purpose of the PSAC as Metro's executive leadership is tasked with implementing Metro Board Policy.
6/3/2021	1.3	Pg. 17, Article X, "Amendments to Charter & Bylaws."	Updated section to reflect the process agreed to by committee members during Meeting #5.

## Section 2 Handling Instructions

1. The title of this document is the Los Angeles County Metropolitan Transportation Authority (LACMTA) Public Safety Advisory Committee '(PSAC) Charter & By-laws.'
2. This promulgation of this PSAC Charter & By-laws will occur subsequent to the review approval of the PSAC membership by a majority vote.
3. External requests for information related to this Charter & By-laws will be managed by Metro Records Management.
4. LACMTA is the Authority for this document, which will conform to Metro values, policies, and procedures. Any changes to this document will require the approval and sign-off by Metro's designated authorities described herein.
5. All recipients of this document should safeguard, handle, transmit, and store it in a manner that provides assurance that unauthorized persons do not gain access.
6. Requests for interpretation of this document, additional copies, and suggestions for changes should be addressed to the Metro System Security and Law Enforcement Department (SSLE):

2.1.1.1 *Executive Officer/Deputy Chief A.T. Greene*  
System Security and Law Enforcement  
213.922.2599  
E-mail: [GreeneA@metro.net](mailto:GreeneA@metro.net)

2.1.1.2 *Imelda Hernandez, Manager, Transportation Planning*  
System Security and Law Enforcement  
213.922.4848  
E-mail: [HernandezIm@metro.net](mailto:HernandezIm@metro.net)



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## **Section 4 Policy Statement and Executive Approval**

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within LA County. Professional and effective safety, security and law enforcement practices are essential considerations to this mission as it markedly impacts the customer experience. As security is a priority, reimagining public safety to ensure community engagement is also part of Metro's responsibility to ensure the highest practical level of safety for both passengers and employees.

On this matter, Metro fully embraces the creation of a Public Safety Advisory Committee (PSAC) recommended by the Metro Board of Directors in June 2020 and now effectuated by the promulgation of this PSAC Charter & By-laws. PSAC will support the creation of new ideas about how to provide effective security in transit and to reimagine approaches to public safety for maximum effectiveness. To promote an atmosphere of universal safety for all, the PSAC will provide a valuable community perspective, leading to direct recommendations to Metro.

Building on principles emanating from 21<sup>st</sup> Century policing pillars and focusing on community-oriented policing and a problem-solving approach, Metro will work with the PSAC to foster more opportunities to build trust with its ridership toward developing a community-based approach to public safety. By influencing programs, resource allocations, policies, training, education, and recruitment, the PSAC's contributions will support the enduring mission of instituting a security and law enforcement culture that denotes safety, respect, transparency, stark professionalism, and direct accountability in alignment with Metro's values.

As Metro continues to provide leadership in innovative and creative ways to meet the needs of its ridership community, the PSAC introduces an exemplary model for shaping transit security and represents a significant leap forward toward an improved customer experience.

***[This executive approval will be subsequent to the ratification of this Charter and Bylaws by a majority vote of the PSAC.]***

**APPROVALS:  
SUBMITTED BY:**

**Aston T. Greene** Digitally signed by Aston T. Greene  
Date: 2021.06.08 13:34:42 -07'00'  
\_\_\_\_\_  
Aston T. Greene  
Executive Officer/Deputy Chief  
System Security and Law Enforcement

**6/8/21**

\_\_\_\_\_  
Date

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**REVIEWED BY:**

**Judy Gerhardt** Digitally signed by Judy Gerhardt  
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6/8/21

Date

Judy Gerhardt  
Chief, System Security and Law Enforcement Officer  
System Security & Law Enforcement

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6/9/21

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Jonaure Wisdom  
Chief Civil Rights Officer  
Office of Civil Rights & Inclusion

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6/9/21

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Yvette ZR Rapose  
Chief Communications Officer  
Communications

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6/10/21

Date

Elba Higueros  
Chief of Staff (Interim)  
Board Relations, Policy & Research

**KeAndra Cylear** Digitally signed by KeAndra Cylear  
Dodds  
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6/10/21

Date

KeAndra D. Cylear Dodds  
Executive Officer, Equity and Race  
Chief Executive Office

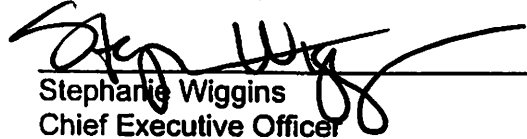
**Aaron Weinstein** Digitally signed by Aaron Weinstein  
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6/14/21

Date

Aaron Weinstein  
Executive Officer, Customer Experience  
Chief Executive Office

**APPROVED BY:**

  
Stephanie Wiggins  
Chief Executive Officer  
LACMTA

6/30/21  
Date

## **Section 5 Charter & By-laws of the LACMTA**

### **Article I: Purpose**

The primary purpose of the PSAC is to conduct an independent and impartial review of the 2020 Metro Board's Motions number 35, 37, & 37.1 (*Exhibits 1.1, 1.2, & 1.3*) and the subsequent 2021 Board Motions 26.1 and 26.2. (*Exhibits 1.4 & 1.5*) The PSAC will then provide recommendations related to the motions, which will advise the agency's response and progress toward meeting those delineated objectives.

### **Article II: Mission & Objectives**

The mission of the PSAC, in accordance with its purpose, is to provide valuable and thoughtful community perspectives to Metro staff concerning safety, security, and law enforcement and its role in the public transit environment. The PSAC will address the Board's objectives, identified below, and work in collaboration with the Facilitator & Metro staff to provide recommendations to Metro staff to improve Metro's future safety, security and law enforcement program designs.

#### **Objective 1**

In partnership with the Office of Civil Rights & Inclusion, Executive Officer for Equity & Race, Communications, and the Executive Officer of Customer Experience, the PSAC will develop recommendations in support of a community-based approach to public safety on the transit system, including but not limited to:

1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles
2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations
3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas
4. The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives
5. Education about and expansion of fare discount programs and fareless system initiative
6. Outreach and services for unhoused individuals
7. A shift of resources from armed law enforcement to the above strategies

#### **Objective 2**

Provide input when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal

#### **Objective 3**

Review the Customer Code of Conduct and provide feedback

**Objective 4**

Develop a new mission and values statement for transit policing

**Objective 5**

Respond to customer service surveys relating to safety and security

**Objective 6**

**Board Motion 26.1 File #: 2021-0187:**

Related to discussions on whether to amend Metro's existing Transit Law Enforcement Services contract, the Chief Executive Officer has recommended that even greater expectation be placed on PSAC members to meet over the next six months [April – October 2021] and present a set of recommendations on Transit Law Enforcement Services. *Due by October 31, 2021.*

**Objective 7**

**Board Motion 26.2 File #: 2021-0190:**

In relation to Metro's law enforcement contract and alternative investments in public safety strategies, develop and finalize PSAC recommendations for those alternatives, due by the end of the year in order to begin implementation by January 2022.

**Objective 8**

**Board Motion 26.2 File #: 2021-0190 (Section A:1: f):**

Recommendation for \$3 million for pilot safety strategies on board buses.

**Objective 9**

**Board Motion 26.2 File #: 2021-0190 (Section A:2:3):**

Recommendation for \$3 million for pilot homelessness strategies on board buses.

**Objective 10**

**Board Motion 26.2 File #: 2021-0190 (Section C):**

Provide program design and implementation feedback on all of the following initiatives:

1. \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the San Francisco Bay Area Rapid Transit (BART) program
2. \$1 million for elevator attendants at stations
3. \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations
4. \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system
5. Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors
6. \$2 million for short term shelter for homeless riders

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**LACMTA Public Safety Advisory Committee**

7. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services
8. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness

In support of achieving these objectives, the Facilitator will provide a 'master workplan' to aid the PSAC in meeting these expectations and providing the deliverables in the form of recommendations.

**Article III: Membership & Structure**

- A. **Community Members:** The PSAC will consist of fifteen community members with three ex officio (non-voting) Metro employees who regularly ride Metro's system and/or possess a demonstrative affiliation with the Metro system and can provide substantive input to the PSAC deliberations. Metro Administrative Staff (MAS) has facilitated and will continue to facilitate the membership process. The MAS will ensure that it is consistent with the Board's guidance that it is representative of advocates for racial justice, equitable transportation, and/or public safety reform, law enforcement experts, mental health providers, or experts, and/or social service providers or experts. Incorporating the existing Community Safety & Security Working Group, the selection of the PSAC membership will underscore diversity and inclusion of both observable and non-observable characteristics of ridership demographics to maximize ridership representation. MAS will complete the initial application and selection process with these intentions, and the PSAC membership will be actively in place by April 30, 2021.
  - a. **Alternate members:** MAS will select a group of non-voting 'alternate members' consisting of three community members and two Metro employee members who will support the PSAC membership in the event of vacancies due to resignation or removal from the PSAC.
- B. **Prohibitions on Membership:** No member of the PSAC can hold any public office or be a candidate for any public office. No member of the PSAC shall be a relative of Metro from the departments represented by the Metro Administrative Staff.
- C. **Voluntary:** Participation on the PSAC is voluntary. *PSAC Membership will be eligible for stipends, consistent with Metro's policies for financial support for external committee involvement. (Metro employees serving ex officio are required to arrange for participation logistics [i.e., compensation, schedules, etc.] through their management.)* PSAC members will not be reimbursed for costs and expenses connected with their participation on the PSAC, except that PSAC members will be offered a Metro TAP card that is reloaded monthly with funds to be used for travel to/from PSAC meetings or other duties associated with PSAC activities.
- D. **Attendance & Tardiness:** If a PSAC member has more than three unexcused

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**LACMTA Public Safety Advisory Committee**

absences in a row, the PSAC Facilitator shall notify MAS. An unexcused absence is an absence that is unanticipated and with no communication to PSAC membership or the MAS. MAS will consider these unexcused absences to be an effective resignation from the PSAC and shall nominate a new member to fill the vacancy on the PSAC from alternates. Tardiness shall be considered being unavailable for PSAC meetings after fifteen minutes of beginning the meeting. Three incidents of tardiness will be administratively equivalent to one unexcused absence.

- E. **Training:** All PSAC members shall successfully complete any training requirement by Metro as a condition for membership on the PSAC. Training curriculums and guidance will be provided in addition to any support required to assist PSAC members in achieving completion.
- F. **Conflicts of Interest:** PSAC members shall avoid conflicts of interest. PSAC members shall not participate in, vote on, or otherwise influence any decision in which they have a conflict of interest. PSAC may also adopt a code of conduct for its members consistent with this section.
- G. **Terms & Conditions:** The term of the PSAC and its membership shall be from March 31, 2021, until June 30, 2022. PSAC membership may be exposed to 'Sensitive Security Information (SSI),' and therefore will be required to sign Non-Disclosure and Confidentiality Agreements.
- H. **Removal and Resignation:** A PSAC member may be removed from the PSAC for the following reasons as determined by a majority vote of the PSAC membership: (a) misconduct, including without limitation harassing or abusive behavior toward other PSAC members or Metro employees; (b) being neglectful of his/her PSAC assigned duties; (c) being excessively or unjustifiably absent or late for PSAC meetings; (d) misconduct outside his/her duties as a member of the PSAC which brings ignominy to the PSAC and/or Metro; or (e) releasing unauthorized or Sensitive Security Information (SSI) to the public or anyone outside of the PSAC or violating the PSAC NDA; or (f) violation of established PSAC codes of conduct. The Facilitator and/or the MAS may immediately remove a PSAC member pending the vote of the PSAC membership. The CEO will have the final Authority for review if appealed through a request from the PSAC membership, Facilitator or MAS.

Any member of the PSAC may resign from the PSAC at any time by delivering written and signed notice of the resignation to the PSAC Facilitator or Metro Administrative Staff. The resignation shall be effective upon receipt.

- I. **Structure:** To foster membership collaboration, networking, and facilitated discussion, but with gravitation toward PSAC objectives and deliverables, a Matrix

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**LACMTA Public Safety Advisory Committee**

organization structure is established. This structure will support ease of communication and open discussion but will emphasize efficiency. The Matrix structure of the PSAC will support adherence to the Brown Act [see Article VI] and a professional facilitator with key functions supported by MAS. Components of the PSAC organization structure shall include but is not limited to the following:

- a. **Metro Administrative Staff (MAS)** including representatives from the following departments:
  - i. Chief of Staff
  - ii. Chief Policy Officer
  - iii. Chief Communications Officer
  - iv. Chief Civil Rights Officer
  - v. Chief of System Security & Law Enforcement Officer
  - vi. Executive Officer of Equity & Race
  - vii. Executive Officer of Customer Experience
  - viii. Executive Officer/Deputy Chief of SSLE
  - ix. Deputy Executive Officer of Community Relations
  - x. Deputy Executive Officer of SSLE
  - xi. PSAC Coordinator
- b. **PSAC Facilitator**
- c. **PSAC Steering Committee [See Article IV] (suggested):**
  - i. Chair
  - ii. Vice-Chair
  - iii. Secretary
- d. **PSAC Teams (suggested)**
  - i. Board Motions Review & Recommendations
  - ii. Law Enforcement & Security Resources
  - iii. Outreach to People Experiencing Homelessness
  - iv. Alternatives to Law Enforcement
  - v. Transit Spaces, Ambassadors & Vending & Public Education
  - vi. Code of Conduct

*(\*Teams are subject to the approval of the PSAC membership)*
- e. **PSAC Ad Hoc Committees (suggested)**

*(As determined by the PSAC membership, Ad Hoc Committees may be formed to study and make recommendations on a specific issue or take a specific action on behalf of the PSAC. [see Exhibit 2.1 PSAC Organizational Structure])*

#### **Article IV: Officers Establishing the PSAC Steering Committee (suggested)**

This Charter establishes the PSAC Steering Committee, which is a standing committee responsible for ensuring the PSAC purpose and mission are achieved. The Officers' duties are described as follows:



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**LACMTA Public Safety Advisory Committee**

- 1) Chairperson:** The Chairperson shall preside at all meetings of the PSAC and shall exercise and perform the functions and duties as may be assigned by the PSAC and prescribed herein. (In the absence of the Chair, the Vice-Chairperson will preside at all meetings and/or can assist the Chair in this function as requested.) The Chair shall be responsible for ensuring that the PSAC purpose and objectives remain the focus of PSAC functions toward recommendations.
- 2) Vice-Chairperson:** The Vice-Chairperson shall perform the duties of the Chairperson in his or her absence, and when so acting shall have all the powers of and be subject to all the restrictions of the Chairperson. The Vice-Chairperson shall also support functions assigned by the Steering Committee.
- 3) Secretary:** The Secretary shall support the Facilitator as necessary to keep the meeting's agenda moving forward. The Secretary will ensure adherence to the Brown Act requirements and associated parliamentary rules during meetings to assist the Facilitator with public comments and related activities for the PSAC.

**Article V: PSAC Facilitator**

The PSAC Facilitator shall serve in support of the PSAC and will report directly to the MAS, who will manage and administer the Facilitator's contractual obligations and scope of work. Until the establishment of the PSAC Steering Committee, the Facilitator will fulfill all functions as necessary to support the PSAC purpose and mission. The Facilitator will serve as the central point of contact between the PSAC and MAS and shall remain accessible to the PSAC members during regular business hours, providing functional duties including, but not limited to the following:

1. Support with coordinating transit, public safety, and law enforcement training and education for PSAC membership; and all application documents and required forms for record
2. Support updates on PSAC progress;
3. Establish a detailed workplan for PSAC to achieve their objectives
4. Provide technical writing and administrative support for PSAC activities (e.g., elections, reports, etc.) and documentation;
5. Serve as the central point of contact for both PSAC and Metro staff regarding any issues or concerns related to the PSAC (i.e., resource needs); and
6. Ensure professionalism, objectivity, business etiquette, and effective business meeting practices are maintained in adherence with this PSAC Charter & By-laws.

With marked impartiality, the Facilitator will support the development of the PSAC recommendations, the schedule to achieve those recommendations in written form, and provide regular progress updates to fulfill all contract obligations as directed by the MAS. The Facilitator will also be held accountable for PSAC adherence to this Charter & By-

laws.

The role of the Chair, Facilitator and Steering Committee shall not be in conflict but complementary. The Chair and Steering Committee will not encroach on the duties and responsibilities described in the Facilitator's scope of work, and where matters are not defined in the scope of work, it will devolve to the PSAC membership for determination.

## **Article VI: Meetings**

### **A. Ralph M. Brown Act:**

- a. All PSAC meetings shall be called, noticed, and conducted in the manner prescribed by Section 54952.3 of the Government Code (the Ralph M. Brown Act). In addition, 'Roberts Rules of Order' shall be the PSAC parliamentary authority for conducting official business (i.e., voting)
  - i. Note: The **Brown Act** mandates that agendas for regular meetings allow for two types of **public comment** periods. The first is a general audience comment period, which is the part of the meeting where the **public can comment** on any item of interest that is within the subject matter jurisdiction of the local agency. The second is affording the public to comment on specific agenda items. PSAC will support the public comment at the end of meetings and comment on each item once submitted in advance of the scheduled meeting in a manner prescribed by the Chair.
  - ii. All Public comments will be limited to one (1) minute per person.

**B. Meetings, Agenda Notice, and Quorum:** The PSAC shall hold a regularly scheduled meeting of the entire PSAC membership twice a month. The PSAC Steering Committee is the only standing committee established by this Charter & By-laws. All additional meetings (e. g., seminars, briefings, training, site-visits, sub-committee, and ad hoc committees) will be determined by the PSAC membership in coordination with MAS. All meetings should be scheduled based on the established calendar of monthly meetings to be communicated to the PSAC in advance.

- a. Agenda: All matters to be placed on the agenda for the bi-monthly PSAC meetings may be submitted or recommended to the Facilitator by any member of the PSAC for approval by the PSAC Steering Committee by ten business days before the meeting date and posted seventy-two hours before the meeting. Minimally, agenda items should include the following:
  - i. Call to Order
  - ii. PSAC Check-In
  - iii. General Public Comment
  - iv. Adjournment

**LACMTA Public Safety Advisory Committee**

- b. Quorum:** For the general PSAC meetings, a majority of the fifteen voting members (eight voting members) shall constitute a quorum. For the PSAC Steering Committee meetings, a majority of the Steering Committee (2 members) plus the Facilitator shall constitute a quorum for the transaction of business.
- C. Voting:** PSAC will make business decisions using a hybrid model that incorporates both consensus and majority rule decision making. The process steps are: (1) Discussion of the topic, (2) Proposal of an intervention, policy, or action (with this proposal coming from a PSAC ad-hoc sub-committee), (3) Testing for consensus using degrees of agreement, (4) Modifying the intervention, policy, or action if PSAC members raise concerns. (5) Finalizing this decision through a simple majority vote. (6) Reflecting on the decision later in the PSAC process, based on Metro Board action. ii) Step 6 "Reflect" to calibrate the PSAC's process based on Metro Board actions. The Facilitator shall ensure present and absentee votes are recorded in minutes and consistent with Brown Act stipulations and parliamentary procedure. In addition, a "minority report" will be drafted where dissenting opinions are recorded in the public record.
- D. Presence for a vote** shall be considered in person or in the approved virtual environment during a scheduled meeting, verified by Facilitator. LA Metro will take PSAC recommendations into account and will exercise the final executive decision model.
- E. Elections** The Facilitator will support the PSAC Steering Committee's election as the first order of business to be placed on the agenda at the earliest PSAC meeting. Subsequently, if applicable, all nominations and elections will occur so that the PSAC Steering Committee (if applicable) will be in place no later than the third PSAC regular meeting after the Charter and Bylaws are approved. A second election for all positions will be held again at the mid-point month of the PSAC term, or as determined by a majority of the PSAC and MAS.

## **Article VII: Training**

PSAC members may be required to take relevant Metro training to support their PSAC commitments. The Facilitator will coordinate with the MAS for training requests and needs. The training will be determined as necessary by the MAS.

PSAC members may participate in site visits and other activities related to their duties in an effort to increase their understanding of the Metro environment, and these activities will be coordinated with the Facilitator and MAS.

**Article VIII: Metro Administrative Staff (MAS)**

The Metro Administrative Staff (MAS) shall support the PSAC and Facilitator to achieve the PSAC purpose and mission. The MAS will serve as the conduit for both the Facilitator and the PSAC for Metro resources and information. The MAS will be responsible for any and all communication with the Metro Office of the CEO and Metro Board of Directors related to the PSAC. The Facilitator reports to the MAS and/or their designee(s), who will receive the progress reports and regular updates about the PSAC to meet Board Report deadlines.

**Article IX: Recommendations**

All PSAC recommendations shall be consistent with established Metro Policies and Procedures and cannot depart from the scope of the Metro Board Motions that established the PSAC. Recommendations must be complicit with all laws and regulations that govern Metro and shall be risk-averse in the interest of Metro's patrons, employees, and assets. Recommendations will be developed as part of a documented and deliberative process with a majority vote recorded and submitted to the Facilitator, who will transmit them in a written report to the MAS. The implementation of recommendations will be evaluated by the MAS with a process for applicability, practicality, consequence management, piloting and/or testing opportunities, and overall suitability of the recommendations consistent with Metro's strategic priorities. Final recommendations of the PSAC go to the CEO for consideration. After evaluating, she may forward some, maybe all, for Board adoption.

**Article X: Amendments to Charter & By-laws**

Amendments to this Charter & Bylaws may be made by a two-thirds majority vote of the PSAC Membership in consultation with the Metro Administrative Staff (MAS). Any proposed Charter & By-laws amendment must be properly noticed on the agenda of a regularly scheduled PSAC meeting and scheduled for a membership vote at the next regularly scheduled PSAC meeting.

**Article XI: Powers and Exclusions**

The PSAC is created and given provisional duties and responsibilities by terms of the Los Angeles County Metropolitan Transportation Authority Act. The PSAC shall, however, have no powers or existence separate or apart from that of Metro.

No member of the PSAC shall make representation to Metro or any other body or entity, public or private, as representing the PSAC or Metro unless specifically authorized by a majority vote of the PSAC or the PSAC Steering Committee with concurrence from the MAS.

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**Exhibit 1.1- Board Motion #35**



**Metro**

**Board Report**

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

**File #: 2020-0419, File Type: Motion / Motion Response**

**Agenda Number: 35.**

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
EXECUTIVE MANAGEMENT COMMITTEE  
JUNE 18, 2020**

**Motion by:**

**DIRECTORS HAHN, SOLIS, and BUTTS**

**Report Back on Use of Force Policy followed by Metro Policing Contractors and Employees**

On May 25, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. While Floyd was handcuffed and pinned to the ground, Minneapolis police officer Derek Chauvin knelt on his neck for nearly nine minutes as Floyd pleaded and repeatedly told Chauvin and three onlooking officers that he could not breathe before losing consciousness. He was pronounced dead one hour later. Video of George Floyd's death has sparked protests nationwide over police use of force and the growing list of unarmed black men and women who have been killed by law enforcement in this country.

Research has shown that concrete changes made to department policy and training can result in decreased uses of force by law enforcement officers. The organization "Campaign Zero" has identified eight use of force policies that have been shown to reduce the number of officer-involved killings. These policy reforms include:

- 1) Requiring officers to de-escalate situations, when possible, before using force
- 2) Using a Force Continuum or Matrix that defines and limits the types of force that can be used to respond to specific types of resistance
- 3) Restricting, or prohibiting, the use of chokeholds, strangleholds, and carotid restraints
- 4) Requiring officers to give a verbal warning before using deadly force
- 5) Prohibiting officers from shooting at people in moving vehicles unless the person poses a deadly threat
- 6) Requiring officers to exhaust all other reasonable alternatives before resorting to using deadly force
- 7) Requiring officers to intervene to stop another officer from using excessive force
- 8) Requiring comprehensive reporting that includes both uses of force and threats of force

In the last two weeks, elected officials across the country, and across Los Angeles County, have committed to reviewing and updating the training and use of force policies followed by their policing

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File #: 2020-0419, File Type: Motion / Motion Response

Agenda Number: 35.

departments as a first step of many towards criminal justice reform.

In 2017, Metro entered into a multi-agency policing partnership with the Los Angeles County Sheriff's Department, Los Angeles Police Department, and the Long Beach Police Department to increase the number of police on the Metro system in order to deter criminal activity on Metro buses and trains. In addition to the presence provided by this partnership, Metro also employs Metro Transit Security Guards (TSOs) and contract security personnel.

While law enforcement agencies play an important role in protecting public safety, it is imperative that Metro review the use of force policies that the agencies we contract with and guards we employ follow, in order to protect the lives of the transit riders that they encounter.

Los Angeles County is in the process of transitioning to a care-based model that addresses the root causes of social problems. Metro in turn has begun incorporating input from its Executive Officer of Equity and Race and its Office of Civil Rights in its transit safety and security operations. However, the expiration of the current policing contracts in two years provides Metro with both the time and opportunity to clarify what is reasonable to expect from law enforcement on our systems in the future. For instance, we can do a better job helping to connect our unhoused Angelenos to services without dehumanizing or criminalizing them. It is worth considering whether this is an appropriate function for law enforcement at all, or if this role could be better served by other unarmed professionals like mental health experts and homeless service providers.

Our budgets and our contracts are statements of our values. It is important to clearly define and codify the expectations that Metro has of our law enforcement partners to uphold the dignity and safety of all Metro passengers.

**SUBJECT: REPORT BACK ON USE OF FORCE POLICY FOLLOWED BY METRO POLICING CONTRACTORS AND EMPLOYEES**

**RECOMMENDATION**

APPROVE Motion by Directors Hahn, Solis, and Butts that the Board direct the Chief Executive Officer in conjunction with the Chief of Metro's Systems Security and Law Enforcement, Executive Officer of Equity and Race, and Office of Civil Rights, to report back to the Board in 90 days with the following:

- A. A review of the training and use of force policies followed by our policing partners and security contract personnel;
- B. A review of training and use of force policies for our Metro Transit Security Guards and provide reform recommendations; and
- C. Recommendations on how to further reform policing at Metro and reallocate resources for homelessness outreach and services in preparation for the expiration of existing policing contracts.

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**Exhibit 1.2- Board Motion #37**



**Metro**

**Board Report**

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

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File #: 2020-0429, File Type: Motion / Motion Response

Agenda Number: 37.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**  
**JUNE 18, 2020**

**Motion by:**

**DIRECTORS BONIN, GARCETTI, HAHN, DUPONT-WALKER, AND SOLIS**

**A Community Safety Approach to System Security and Law Enforcement**

On March 13, 2020, Breonna Taylor, a 26-year-old emergency room technician, was killed in her home by a Louisville police officer who was carrying out a search warrant in the middle of the night. On May 25, 2020, George Floyd was killed by a Minneapolis police officer during an arrest for allegedly using a counterfeit \$20 bill. These deaths and many before them, including here in Los Angeles, have sparked demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement.

Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other forms of community safety. In a transit environment, safety is typically provided through design, staff presence, aid station access, and law enforcement. Given recent events, it is prudent for Metro to reevaluate its safety strategies to ensure it is meeting the needs and expectations of our riders. Metro should work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract.

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

**RECOMMENDATION**

**APPROVE** Motion by Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis that the Board direct the Chief Executive Officer to:

- A. Establish a Transit Public Safety Advisory Committee. This committee should incorporate the existing Community Safety & Security Working Group and include additional perspectives that represent Metro's ridership and advocacy organizations, including but not limited to racial,

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File #: 2020-0429, File Type: Motion / Motion Response

Agenda Number: 37.

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cultural, gender, income, geography, immigration status, and housing status.

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:
1. A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles.
  2. Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations.
  3. Greater community stewardship of transit spaces, such as supporting street vending in transit plazas.
  4. The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives (BF 2018-0365).
  5. Education about and expansion of fare discount programs.
  6. Outreach and services for unhoused individuals.
  7. A shift of resources from armed law enforcement to the above strategies.
- C. Consult with the Advisory Committee when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal.
- D. Report back to the Operations, Safety, and Customer Experience Committee in 90 days, and quarterly thereafter until the 2022 contract renewal. In the final quarterly report of 2022, include an external, third-party evaluation of the effectiveness of the Advisory Committee and a recommendation on whether it should continue.



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**Exhibit 1.3- Board Motion #37.1**



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**Board Report**

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

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File #: 2020-0445, File Type: Motion / Motion Response

Agenda Number: 37.1.

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**REGULAR BOARD MEETING  
JUNE 25, 2020**

**Amending Motion by:**

**DIRECTOR FASANA AND BUTTS**

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

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

**RECOMMENDATION**

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

- B. In partnership with the Advisory Committee, Office of Civil Rights, Executive Officer for Equity & Race, and Executive Officer for Customer Experience, develop a community-based approach to public safety on the transit system, including but not limited to:**
  - 8. Fasana Amendment:** Add the Customer Code of Conduct to the committee's purview.
  - 9. Butts Amendment:** Task the committee with developing a mission and values statement for transit policing.

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**Exhibit 1.4- Board Motion #26.1**



**Metro**

**Metro**  
**Board Report**

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

File #: 2021-0187, File Type: Motion / Motion Response

Agenda Number: 26.1.

**REGULAR BOARD MEETING**  
**MARCH 25, 2021**

**Motion by:**

**DIRECTORS MITCHELL, GARCETTI, SOLIS, KUEHL, AND DUPONT-WALKER**

**Related to Item 26: Transit Law Enforcement Services**

Metro's efforts to reimagine public safety requires the expertise of its riders. Members of the newly formed Public Safety Advisory Committee (PSAC) will provide their time in meetings and reflection outside of meetings to make recommendations about the future of public safety. Metro should ensure that members of this committee are appropriately compensated for their time, as it should with other areas of expertise.

Related to discussions on whether to amend Metro's existing Transit Law Enforcement Services contract, the Chief Executive Officer has recommended that even greater expectation be placed on PSAC members to meet over the next six months and present a set of recommendations on Transit Law Enforcement Services. The justification for compensation and appropriate resourcing is stronger than ever. We stress the urgency of this action, as PSAC intends to hold its first meeting in April 2021.

Moreover, PSAC is but one of many advisory committees that Metro convenes to seek expertise from its ridership and broader community. Compensating advisory committee members - in some way - means that more people can participate, including people who are most reliant on Metro services. This aligns with Metro's efforts to fix racial and income inequities across the region. Metro must prioritize compensating expertise across the Agency, in accordance with its values. For these reasons, Metro should take a broader reevaluation of if and how advisory committees should be compensated, including but not limited to stipends, reimbursements, and other potential forms of compensation.

**SUBJECT: AMENDMENT TO TRANSIT LAW ENFORCEMENT SERVICES**

**RECOMMENDATION**

**WE, THEREFORE, MOVE that the Board direct the Chief Executive Officer to:**

**A. Report to the Operations Committee in April 2021 on a plan to reasonably compensate members of the Public Safety Advisory Committee, including but not limited to options for stipend,**

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**File #: 2021-0187, File Type: Motion / Motion Response**

**Agenda Number: 26.1.**

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reimbursement, and other forms of compensation;

**B. Report to the Board in June 2021 with a review of compensation for Metro's advisory committees and a policy for the reasonable compensation of their members; and**

**C. Include in each monthly Transit Public Safety report updates on the progress and activities of the Public Safety Advisory Committee**

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**Exhibit 1.5- Board Motion #26.2**



**Metro**

**Board Report**

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

File #: 2021-0190, File Type: Motion / Motion Response

Agenda Number: 26.2.

**REGULAR BOARD MEETING  
MARCH 25, 2021**

**Motion by:**

**DIRECTORS BONIN, GARCETTI, MITCHELL, HAHN, DUPONT-WALKER, AND SOLIS**

Related to Item 26: Transit Law Enforcement Services

Investment in Alternatives to Policing

In June 2020, the Board voted to embark on a process to reimagine public safety on Metro in response to demonstrations for racial justice and a national conversation about the appropriate role of police in our society and the particular threats faced by Black people during interactions with law enforcement. The Board's mandate was for the agency to work in partnership with community leaders to re-envision transit safety and community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract. Metro has now established a Public Safety Advisory Committee (PSAC) to formalize this partnership. PSAC will create a space where community leaders work in partnership with Metro staff, including bus and rail operators, on the future of public safety on the Metro system.

Last month, a proposal to increase Metro's law enforcement contract by \$111 million sparked further attention to Metro's considerable spending on policing and the relative lack of investment in alternative public safety strategies. Last month's recommendation provided at least a year for PSAC to develop and finalize its recommendations. The current proposal would greatly accelerate the pace of work for the newly formed PSAC, with recommendations now due by the end of the year in order to begin implementation by January 2022.

Standing up a new model of public safety will take time, including identifying funding and beginning to staff up new initiatives. To jump-start this acceleration, the Board should proactively set aside resources now in support of PSAC's work. These early actions are consistent with and build on Metro's Customer Experience Plan and the *Understanding How Women Travel Study*. Acting now will allow Metro to build capacity for alternative approaches while ensuring a smoother transition in the future.

**SUBJECT: INVESTMENT IN ALTERNATIVES TO POLICING**

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File #: 2021-0190, File Type: Motion / Motion Response

Agenda Number: 26.2.

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**RECOMMENDATION**

WE, THEREFORE, MOVE that the Board direct the Chief Executive Officer to:

A. Include in the FY22 budget at least \$40 million for the following initiatives, consistent with the Equity Platform and the Customer Experience Plan:

1. Public Safety:

- a. \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the S.F. BART program.
- b. \$1 million for elevator attendants at stations.
- c. \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations.
- d. \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system.
- e. Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors.
- f. \$3 million for pilot safety strategies on board buses to be recommended by PSAC.

2. Homelessness:

- a. \$2 million for short term shelter for homeless riders.
- b. \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services.
- c. \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness.
- d. \$3 million for pilot homelessness strategies to be recommended by PSAC.

B. Establish a target to ensure the participation of LA County-based organizations and

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**File #: 2021-0190, File Type: Motion / Motion Response**

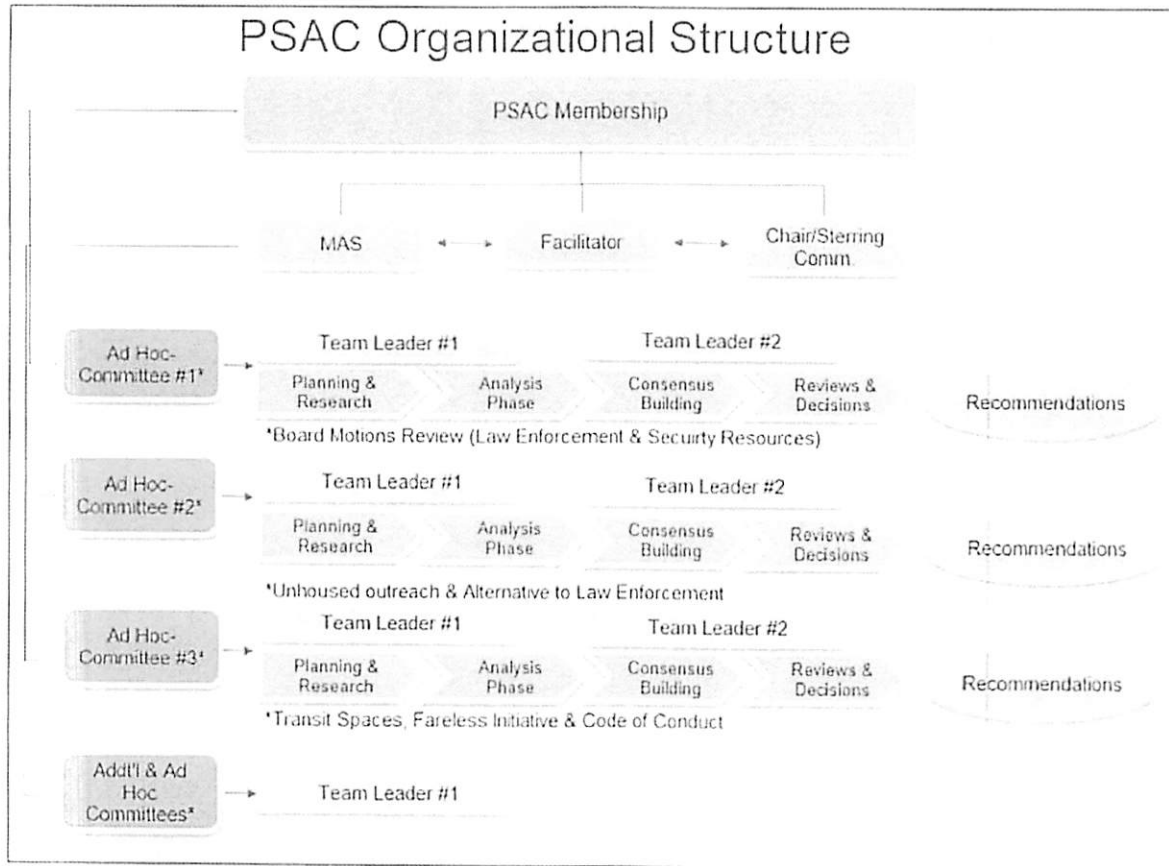
**Agenda Number: 26.2.**

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enterprises in the above initiatives.

C. Consult with PSAC on the program design and implementation of all of the above initiatives.

Exhibit 2.1- PSAC Organization Chart



# Metro Public Safety Advisory Committee

## General Committee Meeting #22

### Meeting Summary

Wednesday, March 2, 2022

5:00 – 7:00 p.m.

#### I. Call to Order

##### a. **Zoom Meeting Protocols**

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

##### b. **Agenda**

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

##### c. **Roll Call**

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

**Absent:** Andrea Urmanita, Jessica Kellogg, Scarlett de Leon, Raul Gomez

##### d. **Approval of Meeting Minutes for 02/16/22**

- i. Committee members voted to approve the meeting minutes for the February 16<sup>th</sup>, 2022, meeting.
- ii. Meeting minutes were approved unanimously.

#### II. General Public Comment

Public comment was taken from meeting participants.

- a. Commentor from the Alliance for Community Transit shared that the committee should be concerned by the proposed flexible dispatch system and the predictive policing approach because it goes against the Board's mandate to shift towards non-law enforcement alternatives to community safety.
- b. Commentor agreed with the previous comment and added they would like to see more community-based policing solutions.
- c. Commentor urged PSAC members to discuss not renewing the policing contract and instead pursue community-led approaches, such as those highlighted in the ACT-LA's Metro as a Sanctuary Report.
- d. Commentor highlighted the need for reliable and safe public transportation. They urged PSAC to consider transit ambassadors and other options as job creation tools for the community.
- e. Commentor shared the contributions of working-class immigrant mothers and elders to ACT-LA's Metro as a Sanctuary Report and asked members to consider the recommendations within the report.
- f. Commentor uplifted the earlier comments related to flexible dispatch.
- g. Commentor expressed support for the community led safety alternatives described in the Metro as a Sanctuary Report.



### III. Discussion

#### **Panel Discussion**

Alfonso Directo Jr. (ACT-LA), Channing Martinez (Labor Community Strategy Center), and Chris Van Eyken (TransitCenter) were panelists for a discussion on reimagining public safety on transit.

- a. **Alfonso Directo Jr.:** Directo presented a vision for public safety on Metro that is rooted in the organizing work ACT-LA does in LA County and detailed in their *Metro as a Sanctuary* report.
  - i. He discussed the quality of transit stops and stations in Los Angeles, community safety through environmental design, and the importance of alternatives to public safety.
  - ii. Directo shared the Metro as a Sanctuary [one-pager](#) and [report with the committee](#).
- b. **Channing Martinez:** Martinez shared the work the Labor Community Strategy Center has done through the Bus Riders Union, organizing Black, Latinx, & Korean bus riders.
  - i. He shared historical and current data that showed discrimination against Black riders on the Metro system. Martinez cited a previous successful lawsuit against Metro where the transit system and its resources were distributed unfairly. He also called out that Black riders are disproportionately ticketed on Metro currently.
  - ii. Martinez called on PSAC and Metro to acknowledge the context of the agency's historical discrimination, provide fareless transit, as well as abolishing the code of conduct and policing contracts.
- c. **Chris Van Eyken:** Van Eyken shared TransitCenter's *Safety For All* report that investigated public safety reforms on transit systems across the country and provided a national perspective to the committee.
  - i. He shared a variety of alternatives that would increase presence on the system, reduce reliance on police, and increase customer service for riders on the system. This included unarmed transit ambassadors, reduced fare programs, and unhoused outreach workers.
  - ii. He noted that transit systems need to effectively communicate their efforts around public safety to riders, constituents, and those populations most aided by these efforts. Van Eyken recommended that agencies are clear and transparent with their data and the results of any pilot programs.
- d. **Member questions and comments:**
  - i. Member James Wen asked if the funds for the fare evasion citations flow to Metro or law enforcement partners. He also asked if Metro has data on how many citations are paid to see if revenue generated outweighs the community feeling overpoliced.
    1. Van Eyken highlighted Member Wen's point, noting that if the current model for fare enforcement was an effective deterrent, we would see the rates going down, not remaining consistent.
    2. Metro staff responded that funds from citations come back to the agency into the general fund.
  - ii. Member Tajsar asked Alfonso to share more about ACT-LA's proposal regarding the physical spaces that Metro owns and their cost.
    1. Alfonso replied that bus lanes are a cost-effective strategy, do not require street widening, and would greatly improve the reliability of bus service that

- carries most of Metro's existing ridership.
- 2. Regarding property that Metro currently owns, he noted that the 7<sup>th</sup> & Metro station may present opportunity to provide services and support for unhoused riders.
- iii. Member Smith asked presenters what recommendations they would most like to see PSAC undertake.
  - 1. Directo replied he would like to see funding going toward community safety strategies instead of police.
    - a. Van Eyken echoed this comment and highlighted the importance of making riders feel welcomed in transit spaces and vehicles.
  - 2. Martinez cited the importance of Metro acknowledging the racially disparate harm the agency has done and recommended that agency representatives come to the table as honest negotiators with civil rights groups.

### **Public Safety Budget Presentation**

Metro staff presented a draft of the FY23 System Security and Law Enforcement (SSLE) budget and received feedback from members.

- a. **Context setting:** Metro Chief Safety Officer Gina Osborn reviewed components of the FY23 SSLE budget draft including the costs for SSLE administrative staff, the new analytics division, security and law enforcement operations, physical security, Metro Center Street Project, and emergency management.
- b. **Questions and comments:**
  - i. Member Smith asked for more information on the type of data the intelligence gathering unit will be using and cited the ineffective ways crime data has been used in the past.
    - 1. Osborn replied that the analytics safety program is an effort for Metro to be more preventive and proactive. They will be taking from different types of data, including data from law enforcement.
    - 2. Member Smith responded that preventive measures should focus on the root causes of issues such as homeless outreach, free transportation, housing, and other issues outside of policing crime.
    - 3. Member Smith requested that Metro share with PSAC the specific law enforcement data that will be used.
      - a. Osborn replied that law enforcement analytics will only be one piece of the information they use to create actionable intelligence.
      - b. Osborn indicated that this effort was focused on curbing bad behavior on the system to increase rider safety.
  - ii. Member Davis shared that predictably technology has historically been harmful to vulnerable communities and should not continue to receive so many resources. He suggested efforts go into strengthening law enforcement alternatives.
    - 1. Officer Osborn replied that a goal of the analytics division is to break down silos to increase information sharing and close information gaps.
    - 2. Metro staff added that data being looked at also includes social indicators of health, not solely crime data.
  - iii. Member Tajsar expressed concern with having a program that is heavily invested in policing as a solution to problems because these programs have been shown to be

detrimental to the lives of vulnerable populations. He asked what the purpose of predictive data was besides increasing policing.

1. Osborne replied that law enforcement will only be part of preventive efforts.
- iv. Member de Rivera shared concerned that policing “behavior” – in response to Osborn’s earlier comment – is inherently racist because it has been used as a selective enforcement tool that discriminates based on skin color and does not take into consideration cultural differences.
- v. Member Annang questioned what “behavior” means in the context of Osborn’s earlier statement and stated that leaving the interpretation of behavior up to law enforcement makes for a very dangerous situation for people of color and other vulnerable communities. She stressed that changing the language Metro uses to ensure humanity for all is a goal of PSAC’s efforts.
- vi. **Next Steps:** Facilitator France announced that the facilitation team will work with Metro to discuss what the follow-up to today’s conversation will look like.

#### **Budget Allocation Exercise**

Facilitator Mahdi provided a brief overview of the budget feedback from committee members and will provide a deeper dive at the following PSAC meeting.

### **IV. General Public Comment**

Public comment was taken from meeting participants.

- a. Commentor shared concern with the public safety budget presentation and the fact that it does not address racial inequities. They added they are disappointed in the direction Metro is going with their public safety approach, despite the popularity and transformative potential of alternatives that have been raised through the PSAC process.

### **V. Adjournment**

- a. Meeting adjourned at 7:03 p.m.

### **VI. Next Steps**

- a. The committee will reconvene on 03/16/22.

# Metro Public Safety Advisory Committee

## General Committee Meeting #23

### Meeting Summary

Wednesday, March 16, 2022

5:00 – 7:00 p.m.

#### I. Call to Order

##### a. **Zoom Meeting Protocols**

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

##### b. **Agenda**

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

##### c. **Roll Call**

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

##### d. **Approval of Meeting Minutes for 03/02/22**

- i. Committee members voted to approve the meeting minutes for the March 2<sup>nd</sup>, 2022, meeting.
- ii. Meeting minutes were approved unanimously.

#### II. General Public Comment

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

#### III. Discussion

##### **Guest Speaker**

Cynde Soto and Carrie Madden facilitated a presentation from members and affiliates of Communities Actively Living Independent and Free Independent Living Centers (CALIF-ILC). Speakers shared their experiences as riders with disabilities or advocates for those riders and responded to PSAC members' questions and comments.

- a. **Context Setting:** Bridgette Wallman provided an overview of CALIF-ILC, the services provided, examples of access barriers to transportation for elders and/or

people with disabilities and called for Metro to take the lead in creating accessible transportation.

- b. **Accessibility for visually impaired riders:** Jared Rimer, second vice-chair of Metro's Accessibility Advisory Committee, shared Metro services and amenities that improve the safety and experience for visually impaired riders such as tactile pathways, in-person sensitivity training for Metro operators, and emergency phones. He also shared areas for improvement including sidewalks, bus stops, curb ramps, and lighting. Jared also stressed the importance of improving operator training.
- c. **John Kindred** of the Long Beach Grey Panthers commented on the deteriorating condition of Metro buses and trains and urged for time and resources to be dedicated to keeping them safe and clean.
- d. **Fernando Roldan** shared his negative experience navigating Metro as a wheelchair user including dirty elevators, at-times unhelpful drivers, unmasked riders, and trouble with ramps. He stressed the impact of the current driver shortage and urged for Metro to hire more.
- e. **Kristy Madden** commented on her frustrating experience as a rider with muscular dystrophy and a power wheelchair. She mentioned two incidents where her safety was compromised by a lack of police response and urged for Metro to go fareless.
- f. **Dina Garcia** shared her experience with safety issues as a female Metro rider with cerebral palsy who uses a wheelchair. She mentioned two situations of her belongings being stolen on Metro, highlighting the importance of consistently functioning elevators, operators/officers with sensitivity training, and more visible safety officials.
- g. **LaKenya Pitchford** provided an overview of disability sensitivity training and mentioned the importance of person-first language, how to train for communicating with people with speech disorders, and sensitivity for ADA rights.
- h. **Augmentative Communication Devices:** Kathleen Barajas spoke on the experience of individuals who have difficulty speaking/cannot speak at all and shared the different types of communication devices available for these individuals' usage.
- i. **Questions and Comments:**
  - i. Member Tajsar asked how many riders with disabilities ride the system on a daily or annual basis. He also asked for speakers to comment on the forthcoming transit ambassador program.
    - 1. Cynde Soto replied that she is excited about the ambassador program and the help it will provide to riders with disabilities.
    - 2. Armando Roman, from Metro's Office of Civil Rights, Equity, and Inclusion, added that it is difficult to quantify the number of riders with disabilities. There is data on the number of TAP users with a disability designation and riders with wheelchairs, but there are many riders with hidden disabilities who are not noted.
  - ii. Member de Rivera shared the importance of transit ambassadors to

ensure riders with disabilities can access services and receive assistance when necessary. She thanked all speakers who shared their stories.

- iii. Member Davis shared the experience of his visually impaired mother and echoed the suggestions for optional fares and cleaner elevators. He highlighted the Metro Micro service and added that these available services are not being promoted enough.

### **Budget Allocation Exercise: Initial Guidance**

Members reviewed the draft of the [PSAC Metro FY23 Budget Guidance document](#), provided questions and comments, and participated in a poll to gauge funding for the transit ambassador program.

- a. **Poll exercise:** Members voted on the question “Next year, how should funding be allocated to the Transit Ambassador program?”
  - i. 71% of votes were supportive of increased funding, 24% for the same level of funding, and 6% in favor of decreased funding
- b. **Questions and comments:**
  - i. Member Davis shared he is in favor of more funding for the transit ambassador program and stated that often those who need the most help is those being overpoliced.
  - ii. Member Ajayi asked if any of the panelists from the previous item could speak on what their ideal bus stop lighting situation would be.
    - 1. Jared shared his experience of being missed by drivers at bus stops because of lack of lighting. He stated that there are new bus stops with tactile pathways and charging stations that are very helpful to riders with disabilities.
    - 2. Member Madden added that lighting at every bus stop is one of the organization’s goals. She also recommended using beacons that signal there is a rider with a disability waiting.
  - ii. Member Davis asked if the committee could make recommendations to Metro on lighting.
    - 1. Metro staff shared that they could work with PSAC members on this topic and are currently applying for grants and other funding opportunities.
      - a. Jared added that the ADA should be part of this process.
  - iii. Member Davis asked if Metro is open to increasing the number of providers for the customer service line to accommodate callers who do not have access to the Internet.
    - 1. Jared shared that there is a specific line for riders with disabilities that riders can call and get assistance.
    - 2. Metro staff responded that they would provide more information on this service and are open to recommendations for improving it.

IV. General Public Comment

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

V. Adjournment

- a. Meeting adjourned at 7:02 p.m.

VI. Next Steps

- a. The committee will reconvene on 04/06/22.

# Metro Public Safety Advisory Committee

## General Committee Meeting #24

### Meeting Summary

Wednesday, April 06, 2022

5:00 – 7:00 p.m.

#### I. Call to Order

##### a. **Zoom Meeting Protocols**

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

##### b. **Agenda**

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

##### c. **Roll Call**

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

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

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

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

#### II. General Public Comment

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

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



### III. Discussion

I.

#### **Approval of budget recommendations**

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

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

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

### **Introduction to Code of Conduct Workplan**

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

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

seats and more bathrooms to prevent public urination.

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

#### IV. General Public Comment

Public comment was taken from meeting participants.

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

#### V. Adjournment

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

#### VI. Next Steps

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

# Metro Public Safety Advisory Committee

## General Committee Meeting #25

### Meeting Summary

Wednesday, April 20, 2022

5:00 – 7:00 p.m.

#### I. Call to Order

##### a. Zoom Meeting Protocols

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

##### b. Agenda

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

##### c. Roll Call

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

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

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

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

##### e. Ad-Hoc Subcommittee Meeting Summaries

#### II. General Public Comment

Public comment was taken from meeting participants.

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

### III. Discussion

#### **Dissenting Opinion: Discussion of Process and Q&A**

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

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

#### **Review of Code of Conduct Recommendations**

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

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

from the recommendation.

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

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

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

- c. **Discussion**

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

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

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

#### IV. General Public Comment

Public comment was taken from meeting participants.

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

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

V. Adjournment

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

VI. Next Steps

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



# Metro Public Safety Advisory Committee

## General Committee Meeting #26

### Meeting Summary

Wednesday, May 04, 2022

5:00 – 7:00 p.m.

#### I. Call to Order

##### a. **Zoom Meeting Protocols**

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

##### b. **Agenda**

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

##### c. **Roll Call**

**Present:** Andrea Urmanita, Darryl Goodus, Florence Annang, Glenda Murrell, James Wen, Jose Raigoza, Maricela de Rivera, Chauncey Smith, Constance Strickland, Mohammad Tajsar, Esteban Gallardo, Ma'ayan Dembo, Sabrina Howard

**Absent:** Scarlett de Leon, Raul Gomez, Jessica Kellogg, Ashley Ajayi, Charles Hammerstein, Clarence Davis

##### d. **Approval of Meeting Minutes for 04/20/22**

- i. Committee members voted to approve the meeting minutes for the April 20<sup>th</sup>, 2022, meeting.
- ii. Meeting minutes were approved unanimously.

#### II. General Public Comment

Public comment was taken from meeting participants.

- a. Commentor shared opposition to police contracts on Metro and urged PSAC to call on Metro to refuse to contract with the Sheriff's department.

#### III. Discussion

##### **Discussion of Reimagining Public Safety Strategic Framework**

Committee members discussed their position on predictive policing systems on Metro.

- a. **Context Setting:** Member Smith provided an overview of the flaws with a predictive policing system, which were raised by a coalition of community-based organizations and other PSAC members. The coalition laid out its concerns in a [jointly signed letter](#) submitted to the Metro Board.

b. **Discussion:**

- i. Member Tajsar shared his experience with predictive policing programs. He added that the committee should take a stand against intelligence-led efforts because it takes away focus and resources from policing alternatives.
  1. Member Tajsar spoke about ShotSpotter, a police surveillance vendor that uses strategically positioned microphones in cities to listen for gunshots. This service was recently acquired by the Pasadena Police Department, despite widespread community opposition.
- ii. Member Annang shared that she has conducted research on intelligence gathering programs and found that often it is focused on data collection in vulnerable communities. She indicated this would move Metro's policies further from achieving equitable outcomes.
- iii. Member Dembo commented that she agrees with Member Annang and thinks there are better solutions to fill existing data gaps.
- iv. Member de Rivera acknowledged the existing high level of surveillance and encouraged members to critically think about how these resources should be shifted.
- v. Member Garcia raised the importance of balancing the priorities of anti-surveillance with the priorities of riders who have experienced violence on Metro.
- vi. Member Howard shared that committee members should think of both long-term and short-term visions. She noted that while safety alternatives need to be considered as long-term solutions, police might be necessary in the near term.
  1. Member Goodus expressed support for Member Howard's comment and agreed that although a predictive model should be moved away from in the long-term, it might still be needed in the immediate to keep riders safe.
- vii. Member Urmanita asked Metro what their timeline is for implementing predictive policing programs.
  1. Metro staff responded that they are not implementing predictive policing but instead are using data from bus rider complaints to identify bus lines that have the most incidents. For the timeline, staff indicated that the motion requires Metro to report back in August, at which time a finalized policy will be brought to the committee and public.

c. **Informal poll:** Members voted on whether they oppose the use of predictive policing systems on Metro to understand if facilitators should draft a formal vote.

- i. The results of the informal poll were (8) members said they opposed the use of predictive policing systems and (4) members said they were not sure.

**New board motion:** Facilitator France reviewed the new board motion from the Board for staff to draft a policy for applying public safety analytics and develop a bias free policing policy.

### **Discussion of Metro's Partnership with Los Angeles Sheriff's Department**

Committee members discussed issuing a recommendation for Metro to end their partnership with LASD, following the [Sheriff's recent statements](#) regarding Metro's current policing contract that is out for bid presently.

- a. **Context setting:** Member Tajsar presented his proposal for PSAC to issue a recommendation to Metro and the Board to refuse to contract with the Sheriff's department, even if the agency continues with policing contracts.
- b. **Discussion**
  - i. Member de Rivera shared that she is in support of drafting something that states PSAC's opposition to a partnership with LASD. She also raised the concern that officers from the Sheriff's department would still respond to 911 calls from Metro.
  - ii. Member Smith expressed support for Member Tajsar's recommendation and added that the Sheriff is fearmongering to generate more support for inefficient policies.
  - iii. Member Annang also shared support for the recommendation and stated it is important to take a collective stand against being intimidated.
  - iv. Member Raigoza stated support for the recommendation and flagged that with the Sheriff currently on Metro, riders and drivers are not receiving quality security services.
- c. **Potential next steps:** Facilitator Mahdi reviewed the three potential next steps (1) no follow-up (2) draft and review a proposal (3) solicit additional input
  - i. Members in chat commented that they would like to review a proposal at a future meeting.

### **Review of Flexible Dispatch Recommendations**

Committee members discussed and voted to approve their recommendations on Metro's Flexible Dispatch Initiative.

- a. **Context setting:** Members from the Non-Law Enforcement Alternatives ad hoc committee provided context on the recommendations for the Flexible Dispatch Initiative.
  - ii. Member Smith shared that he supports the suggested recommendations but that the proposal is not in alignment with the PSAC's goal of phasing out Metro's contracts with law enforcement.
  - iii. Member Strickland expressed confusion with which dispatch services the recommendations are referring to.
    - 1. Facilitator France clarified that Flexible Dispatch would move an LAPD dispatcher into Metro facilities to be able to deploy resources.
    - 2. Member Strickland shared that from her conversations with dispatchers, they need support for non-law enforcement services.

**d. Discussion**

- i. Member de Rivera expressed support for Member Smith's comment to support the recommendations while keeping PSAC's long-term vision of ending Metro's contracts with law enforcement.
- ii. Member Raigoza asked if the police dispatchers are police officers or civilians. He also asked how the performance of the dispatcher program will be evaluated and further developed.
  1. Metro staff responded that the dispatcher works for the City of Los Angeles and is not a sworn police officer.
  2. Member Raigoza added that he was a dispatcher for many years and asked how the flexible dispatch program will be different from past programs.
    - a. Metro staff shared that response times will be reduced. They also indicated that the dispatchers in the current proposal would be able to use real-time information to adjust and coordinate. This will not be possible if they are not affiliated with LAPD because they will still have to call in to a remote location and will not have direct access to the resources from the police department.
- iii. Facilitator France suggested the committee articulate that they want Metro to investigate the option of also placing a civilian dispatcher that is not affiliated with a police department.
  1. Member de Rivera shared that the overall goal is to not spend additional Metro funds with contracted police agencies.
  2. Member Smith asked if there is any research demonstrating that an LAPD dispatchers would be more beneficial than providing additional support and resources to current dispatchers.
    - a. Member Raigoza highlighted the need for more research and learning from past dispatcher programs.
  3. Metro staff stated key performance indicators, particularly around response times, will be used to measure the success of the program. They added that Metro does not currently have a 911 facility to respond to calls and the Flexible Dispatch program will bring these resources in house, a request they have heard from Metro operators.

**e. Proposal:** Facilitator France proposed to approve PSAC's Flexible Dispatch

recommendations with the amendment that Metro also consider a civilian dispatcher that is not affiliated with any policing agencies.

- i. Member de Rivera asked for an amendment to include that the dispatcher should be a Metro employee.

**f. Voting Action**

- i. Vote to approve the flexible dispatch recommendations as written with the addition

that Metro should investigate the option to consider a civilian dispatcher with no police affiliation.

- ii. Yes: 10 No:1 Abstain: 0
- iii. The item was approved

#### IV. General Public Comment

Public comment was taken from meeting participants.

- a. Commentor shared that although they understand the push for a more equitable security model on Metro, they also acknowledge the safety gaps and unintended negative consequences on safety.

#### V. Adjournment

- a. Meeting adjourned at 7:16 p.m.

#### VI. Next Steps

- a. The committee will reconvene on 05/18/22.

# Metro Public Safety Advisory Committee

## General Committee Meeting #27

### Meeting Summary

Wednesday, May 18<sup>th</sup>, 2022

5:00 – 7:00 p.m.

#### I. Call to Order

##### a. **Zoom Meeting Protocols**

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

##### b. **Agenda**

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

##### c. **Roll Call**

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

**Absent:** Raul Gomez, Jessica Kellogg, Glenda Murrell

##### d. **Approval of Meeting Minutes for 05/04/22**

- i. Committee members voted to approve the meeting minutes for the May 4<sup>th</sup>, 2022, meeting.
- ii. Meeting minutes were approved unanimously.

#### II. General Public Comment

The facilitators opened public comment. No public comments were provided.

#### III. Discussion

##### **Recommendations on the Public Safety Strategic Framework**

Committee members discussed and voted to approve their recommendations for the Public Safety Strategic Framework.

##### a. **Recommendations summary**

- i. Member Smith provided an overview for the recommendations. He recommended Metro adopt policies that center equity and public safety by implementing policies that address homelessness and focus on alternatives to law enforcement. He also reviewed the negative consequences of predictive policing programs, as they use data that is inherently biased.

- ii. Metro staff reminded members that the Public Safety Strategic Framework is not a predictive policing program.

**b. Discussion**

- i. Member de Rivera thanked Member Smith for his comments and added that many of the solutions being proposed in the Public Safety Strategic Framework do not address the root causes of crime and violence on the Metro transit system.

**c. Public comments**

- i. Commentor asked what the committee is doing to support the police and Sheriff's deputies' continual presence to keep bus operators safe.
  - 1. Metro staff responded that they are currently in a blackout period and cannot discuss the contracts, but Metro currently has an RFP out for both the policing contracts and the pilot transit ambassador program.

**d. Proposal**

- i. Facilitator France put forward the proposal to approve the recommendations attached in the agenda

**e. Voting Results**

- i. Yes: 14, No: 0, Abstain: 0
- ii. The recommendations were approved unanimously

**Look Ahead to Place-Based Implementation Strategy & Public Safety Analytics Policy**

Committee members discussed the Metro initiatives and committee-generated topics that PSAC must give feedback on during the month of June 2022.

- a. Context setting:** Facilitator Dryjanski had members review [the new Metro board motion](#) related to data used in a public safety context and a draft timeline for PSAC's action items during June. The goal for the discussion was to determine which items were highest priority for the committee.

**b. Comments on PSAC's timeline and priorities**

- i. **Timeline:** Member Davis indicated that the process feels rushed and urged Metro to extend the term of PSAC members.
- ii. **PSAC's Future:** Member Smith asked if Metro is planning to dissolve PSAC after June and highlighted that these various items still require meaningful investigation and the proper time to do so.
  - 1. Metro staff responded that they do not have additional information regarding PSAC's timeline but shared that an independent consultant is currently drafting a report to evaluate PSAC's work over the past year.
  - 2. Members Annang and de Rivera shared that it is difficult to weigh in on how to prioritize these items without an idea of PSAC's timeline.
  - 3. Member Tajsar asked if Metro leadership would like to continue with PSAC,

independent of the consultant's report.

- a. Metro staff responded that there has been no decision made yet and are waiting for the report from the independent consultant.
- iii. **“Big Picture” Recommendations:** Member Dembo shared she would like to see a session dedicated to the brainstorming activity, where PSAC would discuss what other public safety options Metro should explore.
  1. Member Smith commented that he would like to continue with the established process, not exclusively using Mentimeter to collect members' opinions.
    - a. Facilitator Dryjanski indicated the committee would use Mentimeter as an interactive tool but still come out with a written recommendations document.
  2. Member Smith also recommended that this topic be first discussed in the two ad hoc committees prior to coming to the General Committee.
    - a. Members Davis and Tajsar shared support for Smith's suggestion.
- iv. **Proposal for the “Big Picture” Recommendations:** Facilitator Dryjanski proposed holding a working group session outside of the general meeting time and creating a survey for members who may not be able to attend.
- v. **Community engagement recommendations:** Member Tajsar asked for more information on this set of recommendations and if there was an alternative process being proposed.
  1. Facilitator Dryjanski clarified that the community engagement recommendations are not mandated by any Metro Board motion; the facilitation team was responding to committee member requests for recommendations on this topic.
  2. Member Tajsar shared that he supports continuing with the process and producing a written document.
  3. Member Urmanita shared that the community engagement ad hoc committee had not met for a few months and suggested the ad hoc committee provides a summary of the state of their work, rather than formal recommendations.
    - a. Member Strickland echoed Urmanita on the difficulty of the process and supported her suggestion for how the committee proceeds.
- vi. **Public Safety Analytics policy timeline:** Metro staff shared that the motion requires them to report back to the Board in August, therefore they need to have their Board report ready in July. This is one of the factors driving PSAC's timeline.
  1. Member Davis shared that he is not in support of data being used for predictive policing programs but understands its use for the post-hoc evaluation of programs.
  2. Member Goodus shared that going through a rushed process does not seem



right and asked for clarification on what “robust” community engagement looked like for Metro staff.

- a. Metro staff replied that they only have until August but want to include the Office of Equity and Race for review of the policy.
- b. Member Smith commented that a rushed process could silence community voices due to the timeline.

**b. Next steps:**

- i. The facilitation team will update the schedule to reflect the following priorities:
  1. Integrating the brainstorm/“big picture” discussion into the General Committee schedule and increasing the time allocated during these meetings.
  2. Adding working group sessions and a survey for the “big picture” recommendations.
  3. Discuss with the Community Engagement ad hoc committee how to wrap up their unfinished recommendations.
  4. Work with Metro staff to see how to engage with PSAC on the Public Safety Analytics policy before June.

#### IV. General Public Comment

The facilitation team took public comment from meeting participants.

- a. Commentor shared that their negative experience with homeless riders and they system’s safety.
- b. Commentor shared their experience as a transgender rider on the Metro system.
- c. Commentor expressed their concern for safety on the system and the current sanitary conditions of Metro vehicles.
- d. Commentor on spoke about their feeling unsafe on Metro transit and negative experiences with unhoused riders.
- e. Commentor indicated they were a bus operator and expressed a desire for law enforcement to be kept on the system.

#### V. Adjournment

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

#### VI. Next Steps

- a. The committee will reconvene on 06/01/22.

**Public Safety Advisory Committee**

Prepared by the PSAC Facilitator Team

# MEMO

**Date:** May 17th, 2022**To:** Metro Office of the Chief Executive Officer**From:** Public Safety Advisory Committee (PSAC)**Re:** Outcomes from the May 4th, 2022 PSAC Meeting - Flexible Dispatch Recommendations

During the May 4th, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body held a vote to approve the following:

- A proposal to approve the Flexible Dispatch Recommendations (Link: [draft Flexible Dispatch Recommendations](#).)

Below is a summary of the committee action:

- PSAC voted to approve a modified version of the Flexible Dispatch Recommendations. Those modifications are detailed below. The vote was 10 “yes” votes and 1 “no” vote. (Link: [approved Flexible Dispatch Recommendations](#))

## Proposal to approve the Flexible Dispatch Recommendations

Members requested three modifications to the draft recommendations. The following modifications are indicated by a green highlight in the approved document.

- **Added Recommendation #7:** Members indicated that the dispatcher responsible for making deployment decisions (the action of assigning the responding entity, whether law enforcement or non-law enforcement public safety alternatives) be a civilian unassociated with a law enforcement agency.
  - Additionally, members indicated this dispatcher should be a Metro employee.

With these modifications, the recommendations were approved by a simple majority vote.

# Impact Evaluation Report

**Public Safety Advisory Committee**  
**June 2022**



**Metro**



**WANDA DUNHAM  
CONSULTING**

- PSAC was established in June 2020 as a “**community driven perspective for the CEO to consult with** when developing a new scope of services, budget and other provisions of the anticipated multi-agency policy contract renewal effort”
- Motion called for **an external 3<sup>rd</sup> party review of the effectiveness, with a recommendation on whether it should continue** as part of the final quarterly report for 2022

## THE AREAS OF FOCUS

- **The Why** – Is it fulfilling its mission?
- **The Who** – Is it reflective of the community?
- **The How** – Is the structure working?
- **The What** – Is it effective?

## THE PROCESS

- Documents Review
- Assessment Surveys (completed by PSAC members, Metro Staff, Board Staff Representatives)
- Focus Groups
- Individual Interviews
- External Panel of Industry Experts

# Comparison to other Agencies

	Transit Agencies <i>without</i> Police Departments			Transit Agencies <i>with</i> Police Departments		
	Tri-Met	Capital Metro	King County Transit	BART Police Department	WMATA	LA METRO
Region	Portland, OR	Austin, TX.	Seattle, WA	Oakland, CA	Washington, DC	Los Angeles, CA
Term	limited term	Shall serve at the pleasure of the President	Limited term 6 months	2 year staggered terms based on odd-even system	Police members shall serve 3-year terms. Citizen members shall serve for two-year terms, to provide staggered terms	one-year term
Size	18	10	13	11	7	15
Frequency of Meetings	7 week period	Quarterly	Weekly	Monthly	Quarterly	Bi-Monthly
Committee Representation/Makeup	Regional thought leaders, community representative and National transit experts	Eight (8) members appointed by the Board.	Members from the community, the Sheriff's office and county leadership	Eleven (11) members appointed as follows: i) Each BART Director shall appoint one (1) member. ii) BPMA and BPOA shall jointly appoint one (1) member. iii) one (1) Public-at-Large member to be appointed by the Board.	Three members of the police department shall be current, command-level officials or internal affairs officials, also one member each from the DC, MD and VA areas. Also, one member from every Four civilian members from each district and one-at-large member all appointed by the WMATA Board	15 Regular Members, 3 Alternate members and 3 Employees, who serve as ex-officio (non-voting members)
Structure	A third-party facilitator working with an internal PSAC coordinator	Chair/ Co-Chair Structure to work with PSAC Coordinator	Hired an external facilitation team	Committee Chair, vice-chair structure also utilizes an Independent Police Auditor (OIPA) model that works collaboratively with the Citizens Review Committee	Will report through one MTPD IA Commander and an MTPD District Unit Commander	Per Charter Chair/Co-chair format; however, that was not adopted. They use a contracted facilitator provided by Metro and decisions are made by consensus

## Key Takeaways:

- Purpose, duties and responsibilities of Committees vary across the nation
- CapMetro may be the most similar to Metro's goals
  - Agency relies on multi-layered law enforcement approach
  - Appointees serve 2-year terms
  - Focus on providing input for enhancing and expanding a holistic approach to community-based policing

# Key Findings: Mission and Representation

- Strong **consensus among all parties around mission** to reimagine transit safety
- **No consensus** among PSAC members around the **definition of safety** in a transit context
- While **PSAC representation reflected diversity** of LA County including a majority of people of color, renters and low-income, there were **still opportunities for improvement** to ensure the committee could benefit from broad perspectives and expertise

# Key Findings: Committee Practices

- 25 committee meetings + 64 ad-hoc subcommittee meetings
  - First seven months spent on addressing structural issues, reviewing models, creating a “safety culture”
  - **Decided to not appoint a Chair and Vice Chair**, despite requirement within Charter
- PSAC members generally did **not value Metro staff participation**
- **No evidence** that the structure or practices were designed to integrate a **broader community perspective**



# Key Findings: Impact

- Thus far, **mixed progress** on meeting 10 assigned objectives
- PSAC Members, Metro and Board staff reflected that **a significant impact had not been made to-date**
- PSAC recommendations have not aligned with Metro's layered approach to public safety

PSAC OBJECTIVE	PROGRESS TO DATE
1. The PSAC will develop recommendations in support of a community-based approach to public safety on the transit system, including but not limited to: <ul style="list-style-type: none"> <li>a) A transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles</li> <li>b) Alternatives to armed law enforcement response to nonviolent crimes and code of conduct violations</li> <li>c) Greater community stewardship of transit spaces, such as supporting street vending in transit plazas</li> <li>d) The Universal Blue Light program proposed in Metro's June 2018 ridership initiatives</li> <li>e) Education about and expansion of fare discount programs and fare-less system initiative</li> <li>f) Outreach and services for unhoused individuals</li> <li>g) A shift of resources from armed law enforcement to the above strategies</li> </ul>	Items a and g are completed, items c and f are in progress, no progress on items b, d, and e.
2. Provide input when developing the new scope of services, budget, and other provisions of the multiagency police contract renewal	Completed 11.3.21 and 1.19.22
3. Review the Customer Code of Conduct and provide feedback	Completed 4.20.22
4. Develop a new mission and values statement for transit policing	Completed 11.3.21
5. Respond to customer service surveys relating to safety and security	Provided input on the draft survey and received a briefing on the results
6. Present a set of recommendations on Transit Law Enforcement Services.	Completed 11.3.21
7. In relation to Metro's law enforcement contract and alternative investments in public safety strategies, develop and finalize PSAC recommendations for those alternatives	In progress
8. Recommendation for \$3 million for pilot safety strategies on board buses.	Presentation received; additional information required from Metro staff
9. Recommendation for \$3 million for pilot homelessness strategies on board buses.	In progress
10. Provide program design and implementation feedback on all of the following initiatives: <ul style="list-style-type: none"> <li>a) \$20 million for a transit ambassador program that provides staffed presence at Metro facilities and on Metro vehicles and offers riders assistance and connections to resources, modeled after the San Francisco Bay Area Rapid Transit (BART) program</li> <li>b) \$1 million for elevator attendants at stations</li> <li>c) \$1 million for a flexible dispatch system that enables response by homeless outreach workers, mental health specialists, and/or unarmed security ambassadors in appropriate situations</li> <li>d) \$5 million for Call Point Security Project Blue light boxes recommended by Women and Girls Governing Council to improve security on the BRT and rail system</li> <li>e) Funds to initiate a study to develop recommendations to prevent intrusion onto Metro rail rights-of-way, including but not limited to subway platform-edge doors</li> <li>f) \$2 million for short term shelter for homeless riders</li> <li>g) \$5 million for enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services</li> <li>h) \$250,000 for regular counts to monitor trends and gauge the success of Metro efforts to address homelessness</li> </ul>	Item f is completed; Items a and h are in progress; and no progress on items b, c, d, e, and g.

# Evaluation Recommendations

- **Recommendation 1:** The current PSAC members' terms should sunset on June 30, 2022. While Metro staff concurs with sunsetting the current members' terms, staff believes the terms should sunset July 31, 2022 in order to provide sufficient time for the committee to conclude their work.
- **Recommendation 2:** The Metro CEO should establish a new committee to ensure a broader and more equally balanced representation to support its governance and operational structure in a manner that is consistent with the PSAC Charter.
- **Recommendation 3:** The Metro CEO should set top security priorities in collaboration with the committee. These priorities should be documented in a work plan with clearly defined areas for committee feedback. A quarterly review should be conducted by a designee of the CEO to monitor PSAC's progress and the effectiveness and implications of recommendations that are implemented.
- **Recommendation 4:** The new committee should remain an advisory committee.
- **Recommendation 5:** The revision of the charter with more clear objectives and the selection of the new committee members should be in place by September 2022.

# Impact Evaluation Report

**THANK YOU!**

**Q&A**



**Metro**



**WANDA DUNHAM  
CONSULTING**



## Board Report

File #: 2022-0305, File Type: Motion / Motion Response

Agenda Number: 31.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

**SUBJECT: ACCESS TO CAREER OPPORTUNITIES UPDATE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE the report back to Motion 21, Access to Career Opportunities.

#### **ISSUE**

This report provides an update on actions taken by the Metro Staff, in collaboration with the community, education, and workforce partners, to increase access to career opportunities for residents in communities located along and near future transit projects.

#### **BACKGROUND**

At its March 2022 meeting, the Board approved Motion 21 by Directors Hahn, Solis, Dutra, Dupont-Walker, Krekorian, and Mitchell (Attachment A) for Metro staff to form a working group with community-based partners to discuss training opportunities in transit project construction, transit operations, and pre-apprenticeships/apprenticeships. Motion 21 also specifically mentions Workforce Initiative Now - Los Angeles (WIN-LA) as an existing program to be leveraged.

WIN-LA is Metro's workforce development program that focuses on creating career pathways in the transportation industry. WIN-LA career pathways consist of: construction, operations and maintenance, administration, and professional services. The program targets disadvantaged communities and populations experiencing barriers to employment, including homeless individuals, those receiving public assistance, formerly incarcerated individuals, and more. WIN-LA partners with America's Job Centers of California (AJCC) for participants to receive additional services. These AJCC sites provide broad geographic access across all of Los Angeles County and serve those residents most in need who may be unemployed or underemployed. WIN-LA's first two cohorts produced 44 placements and a promotion rate within Metro of 62%. Of those hired, 88% self-identified as at least one of the following categories: homeless, single custodial parent, receiving public assistance, formerly incarcerated, disconnected foster youth, veteran or unemployed at time of program entry.

#### **DISCUSSION**

Metro has begun to address these efforts by focusing on two areas, 1) forming a working group to begin discussions for the establishment of future skills-based courses to ensure curricula align with Metro requirements, including the need for bilingual employees and provide skills-based Certificates upon completion; and 2) seeking State and federal funding to support the development of career pathways. The following is the status of our efforts to date.

#### Working Group

Metro staff convened two Access to Career Opportunities Work Group meetings, an initial meeting on Friday, April 29, 2022, and a subsequent meeting on Friday, June 3, 2022.

Workgroup members include those Workforce Development Boards operating within the county, including WDACS, community colleges such as LATTC and Rio Hondo College, and other community-based organizations, including Chrysalis and First Place for Youth. This body has committed to working collectively to:

- Inventory existing transportation workforce programs, partnerships, and agreements
- Identify funding opportunities that support training
- Modify existing curriculum where appropriate
- Create a new curriculum that leads to certificates where appropriate

The goal is to reach long-term resource stability for regional workforce development and thoughtfully approach resource allocation across Los Angeles County.

Outcomes from these initial meetings include the development of new workforce mapping tools, a review of existing partnerships and agreements to see what can be easily leveraged or expanded, and a commitment to move the WIN-LA training for new cohorts from downtown LA to LATTC campus to other college campuses around the county. The workgroup will continue to meet quarterly.

#### Funding

At Metro's Transportation Gateway/Next Generation Workforce Programs Department April 2022 Quarterly External Partners meeting, Metro discussed multiple grant opportunities with local community colleges. Out of this April 2022 meeting, two funding solicitations were identified as near-term opportunities.

Metro is supporting a grant application from Cerritos College for the California Apprenticeships Initiative that was submitted in April. This solicitation would provide funding to support Maintenance of Way apprenticeship training.

Metro's WIN-LA team is working with community partners to identify an appropriate project for submission to the High Road Training Partnerships (H RTP) funding pool. The staff has met with previous applicants to discuss the scope of previously funded projects. The H RTP accepts applications on a rolling, quarterly basis. Metro staff are targeting submission of a project through a community partner in Q3 or Q4 of 2022.

#### **EQUITY PLATFORM**

The Access to Career Opportunities Motion calls for focused career opportunities for residents in communities located along and near future transit projects. The West Santa Ana Branch, East San Fernando Valley, Gold Line Eastside and Foothill Extensions will bring new transit and transit-related career opportunities to Southeast Los Angeles County, the San Fernando Valley, Gateway Cities, the San Gabriel Valley and beyond. Each of these transit projects include economically disadvantaged areas, defined as ZIP codes where medium household income is \$40,000 or less. Many of these communities do not have locally based workforce training opportunities for transportation. Metro is committing to working with community colleges to provide industry-based trainings in economically disadvantaged areas.

The actions of the work group will ensure that future industry-related training opportunities will be developed with an equity lens addressing both geographic and socioeconomic barriers. The work group will support in the identification and deployment of resources to make select workforce training opportunities available in identified, disadvantaged communities along and near future transit lines.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports strategic plan Goal 3 (Initiative 3.1) as Metro will enhance communities and lives through mobility and access to opportunity by lifting local communities and creating jobs and career pathways in transportation.

### **NEXT STEPS**

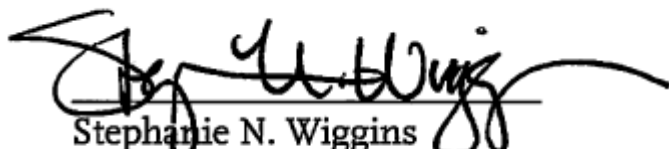
Staff will continue convening the Access to Career Opportunities working group to ensure overall regional alignment on transportation-based training and employment opportunities. We will also continue to research funding sources to assist with addressing these efforts.

### **ATTACHMENTS**

Attachment A - Motion 21 Board Report

Prepared by: Kyle Wagner, Senior Manager (Interim), Strategic Hiring Initiatives  
(213) 408-5465

Reviewed by: Robert Bonner, Chief People Officer (213) 922-3048

  
Stephanie N. Wiggins  
Chief Executive Officer



Metro

## Board Report

File #: 2022-0162, File Type: Motion / Motion Response

Agenda Number: 21.

**REVISED**  
**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**  
**MARCH 17, 2022**

## Motion by:

**DIRECTORS HAHN, SOLIS, DUTRA, DUPONT-WALKER, KREKORIAN, AND MITCHELL**

## Access to Career Opportunities Motion

Since the passage of Measure M, Metro's infrastructure construction program has generated thousands of new jobs across LA County. What's more, the Los Angeles Economic Development Corporation estimates that 778,000 jobs and \$133.6 billion in economic output will be generated as a result of Metro's Measure M program over the next fifty years.

This construction program includes major transit projects like the West Santa Ana Branch, East San Fernando Valley, and Gold Line Eastside and Foothill Extensions. For the communities these projects will serve, the opportunity is not simply future high-quality transit service but also jobs, including rail construction, operations, and maintenance.

In January 2022 as part of its action on the West Santa Ana Branch, the Board directed Metro to partner with community-based organizations to develop a targeted hiring policy and project labor agreement (PLA) for construction training and employment opportunities to be created by that project (Board File 2022-0023). Given the urgent need for skilled labor to help build current and future capital projects, Metro should further develop and strengthen pipelines for local construction talent across LA County.

Metro's Workforce Initiative Now-Los Angeles (WIN-LA) Program offers targeted skills-based trainings to disadvantaged communities to work on major projects. With the continued advancement of Metro's major transit projects, there is an opportunity to collaborate with local, accredited technical-trade community colleges and vocational schools located along and near Metro's future transit projects' alignments. Students can be connected to transit-related educational and career opportunities for construction, operations, and maintenance of major transit projects.

Access to skills-based trainings will be critical to ensure residents' access to the many new jobs created by these projects.

**SUBJECT: ACCESS TO CAREER OPPORTUNITIES MOTION**

---

**RECOMMENDATION**

APPROVE Motion by Directors Hahn, Solis, Dutra, Dupont-Walker, Krekorian, and Mitchell that the Board direct the Chief Executive Officer to:

- A. In partnership with Metro's Office of Equity and Race, Transit Operations, Program Management, and WIN-LA, create a working group with community colleges and regional occupational centers from communities located along Metro's major transit projects and consisting of members and stakeholders based in these communities to begin discussions for the establishment of future skills-based courses at such institution(s), including but not limited to:
1. transit project construction
  2. transit operations, and
  3. pre-apprenticeships/apprenticeships;
- B. Ensure course curricula align with Metro's workforce requirements, including the need for multilingual employees;
- C. Provide skills-based Certificates upon completion;
- D. Focus opportunities for residents in communities located along and near future transit projects in order to increase access to the jobs created by Metro's infrastructure construction program; and
- E. Identify additional career pathways and upskilling opportunities within Metro;
- F. Continually seek state and federal funding, including but not limited to State of California High Road Training Partnership funding, to support the development of career pathways; and
- G. Report back to the Board on progress toward this effort in June of 2022.





## Board Report

**File #:** 2022-0364, **File Type:** Informational Report

**Agenda Number:** 32.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

**JUNE 16, 2022**

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

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

#### **ISSUE**

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

#### **BACKGROUND**

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

#### **DISCUSSION**

## LAW ENFORCEMENT CONTRACT COMPLIANCE

### *Technical Review*

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

The Compliance Unit reviewed TAP reports provided by Metro's TAP Department against law enforcement deployment documents to verify that Officers/Deputies are tapping at turnstiles and/or readers. The data reviewed in this review is from early March to late April 2022. Upon reviewing the data, it was determined that all contracted law enforcement partners were tapping their Metro-issued badges and securing their assignments across the system.

### *Community Policing Updates*

Each law enforcement agency hosts community events to strengthen relationships with community members and bring awareness to safety issues. Below is one such event:

AGENCY	DATE	LOCATION	EVENT	DESCRIPTION
LASD	5/10/2022	Arcadia Station	Coffee with a Deputy	Community engagement pop-up

## METRO TRANSIT SECURITY (MTS)

### *Quality Service Audits*

For April, MTS completed three (3) Quality Service Audits. MTS Supervisors randomly contacted two (2) external partners and one (1) patron to gain feedback on the performance of our officers. Of the three surveyed, all gave ratings of "meets," "exceeded," or "greatly exceeded" expectations for the services rendered by Transit Security Officers (TSOs).

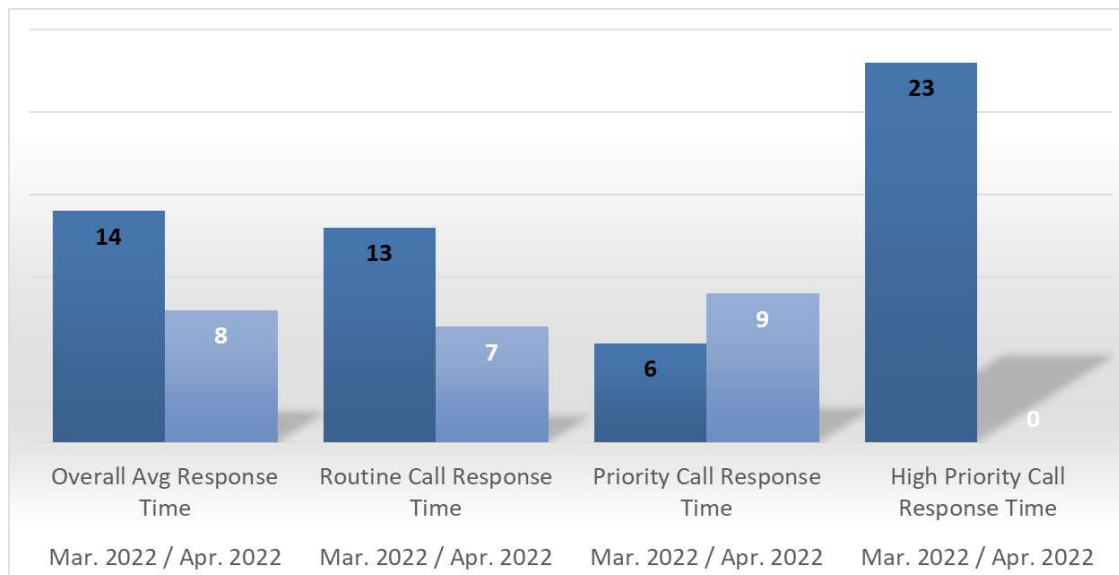
### *Calls for Service*

For the month of April, Transit Security received 642 calls for service, compared to 569 calls for service in March 2022. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 371 calls and responded to 293 of them with an average response time of seven (7) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator tech. (Routine: Assignments that are distributed to Metro Security Officers that require their presence to resolve, correct, or assist a situation.)
- Priority: Transit Security received 271 calls and responded to 218 of them with an average response time of nine (9) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus

Operations Control, local fire department, or elevator tech. (Priority: Calls endangering property are dispatched as soon as possible if units are available, with the exception of bomb threats calls, which are dispatched immediately to law enforcement. Vandalism and burglary calls may be delayed until officers are available.)

- High Priority: Transit Security did not receive any high priority calls. (High priority: Calls that are in-progress events where persons or high-value property is in immediate danger. This call requires as many personnel as possible to respond safely but quickly.)



## BUS OPERATIONS SECURITY

In April, there were a total of fourteen (14) assaults on bus/rail operators, with eight (8) assaults occurring in LAPD's jurisdiction and six (6) assaults occurring in LASD's jurisdiction. Furthermore, there were 16,980 bus boardings by LAPD officers and 4,969 bus boardings by LASD deputies on various routes throughout the system.

In partnership with Operations, SSLE has attended Bus Operator Focus Group sessions to hear first-hand safety concerns and feedback from operators. Staff will share the summary comments with our internal and external safety partners to develop concentrated safety strategies.

## RESPECT THE RIDE CAMPAIGN

As mentioned in last month's report, in collaboration with Operations, Customer Experience, Office of Management & Budget, and Homeless Outreach and Engagement, the Respect the Ride campaign was launched on April 4<sup>th</sup>. Due to the campaign's success, it has expanded to the following locations: Pershing Square, North Hollywood, and Union Station.

## SEXUAL HARASSMENT

Calls related to sexual harassment are routed through Metro Transit Security Operations Center, which then transfers the caller to a free 24/7 hotline - Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services - that can provide more directed counseling. Between

April 1<sup>st</sup> and April 30<sup>th</sup>, Metro Transit Security, LAPD, LASD, and LBPd received thirteen (13) incidents and referred a total of ten (10) victims of sexual harassment to the above free hotlines. One of the victims refused information on counseling services, and one victim reported her incident via telephone call but did not provide her contact information.

## **EQUITY PLATFORM**

The random Quality Service Audits (QSA) provide a key assessment tool to help measure and enhance customer's perception of safety, security, customer service, and public sentiment toward Metro Transit Security. This comes in the form of a survey that asks to rate the service provided by Transit Security Officers. Participants range from external and internal personnel and patrons who ride the system.

April QSA Demographics	Avg. Rating (out of 20)	YTD QSA Demographics	YTD Avg. Rating	2019 System Demographics (On-board Survey)
0% African American	NA	15.62% African American	15.5	15% African American
0% Latino	NA	31.25% Latino	18.8	58% Latino
100% White	20	34.37% White	18.2	12% White
0% Asian/Pac. Isl.	NA	9.37% Asian/Pac. Isl.	17	9% Asian/Pac. Isl.
0% Native American	NA	0% Native American	NA	1% Native American
0% Other	NA	0% Other	NA	5% Other
0% No info	NA	9.37% No Info	10.66	

The Respect the Ride pilot program is a collaborative initiative, including ambassador-like teams, unarmed and armed security, maintenance, and law enforcement. This initiative stems from an effort to reimagine public safety in the transit system and tap into multi-disciplinary teams to respond to various safety concerns. Through the Respect the Ride survey, it will provide insight into the effectiveness of the program and how our customers and employees riding experience has been enhanced.

## **NEXT STEPS**

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

## **ATTACHMENTS**

Attachment A - Systemwide Law Enforcement Overview April 2022

Attachment B - Metro Supporting Data April 2022

Attachment C - Transit Police Summary April 2022

Attachment D - Monthly, Bi-Annual, Annual Comparison April 2022

Attachment E - Violent, Prop, and Part 1 Crimes April 2022

Attachment F - Demographics Data April 2022

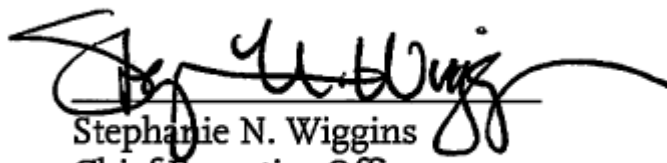
Attachment G - Bus Operator Assaults April 2022

Attachment H - Sexual Harassment Crimes April 2022

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



Stephanie N. Wiggins  
Chief Executive Officer

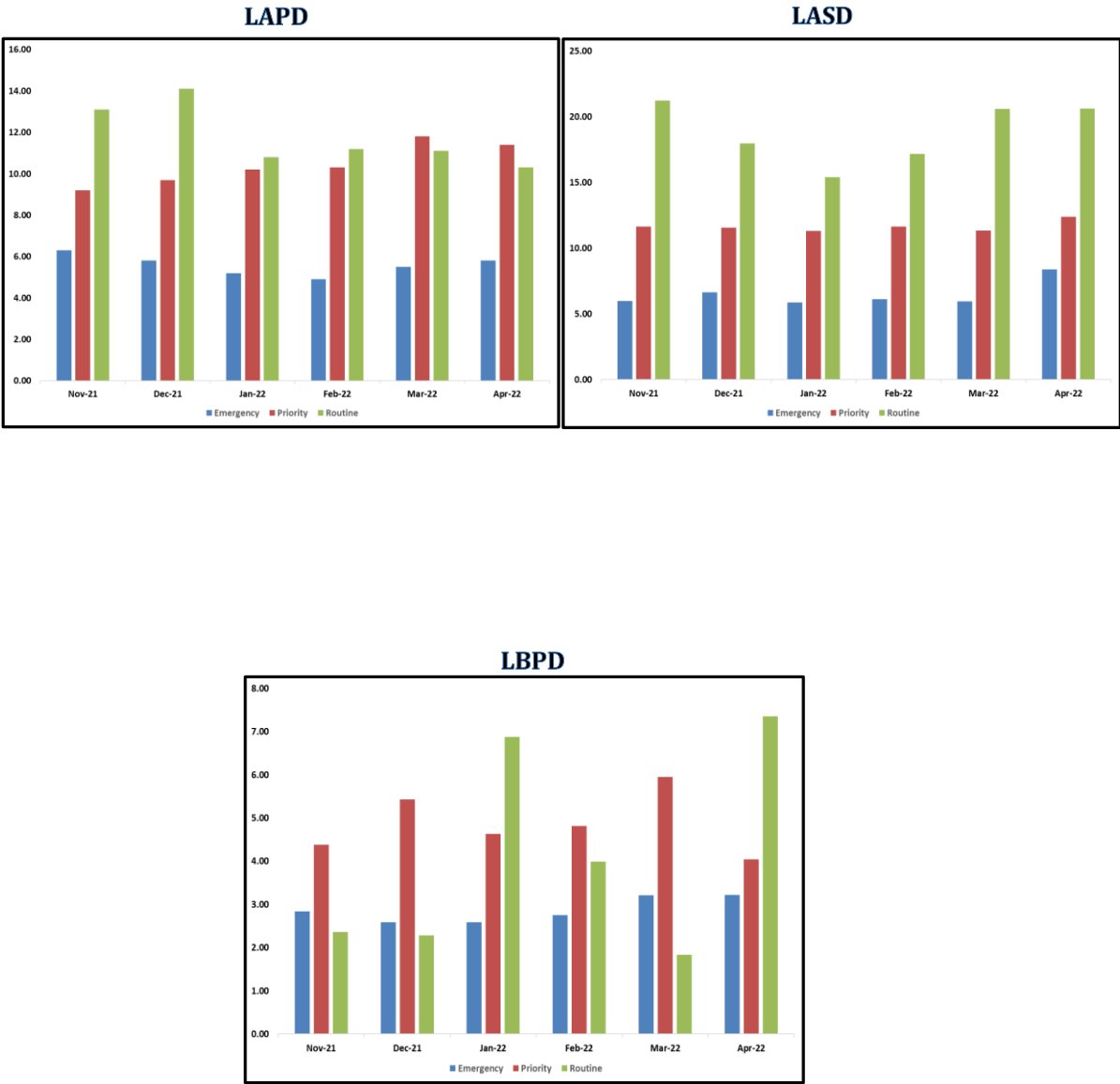
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2022

Attachment A

## Average Incident Response Times

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

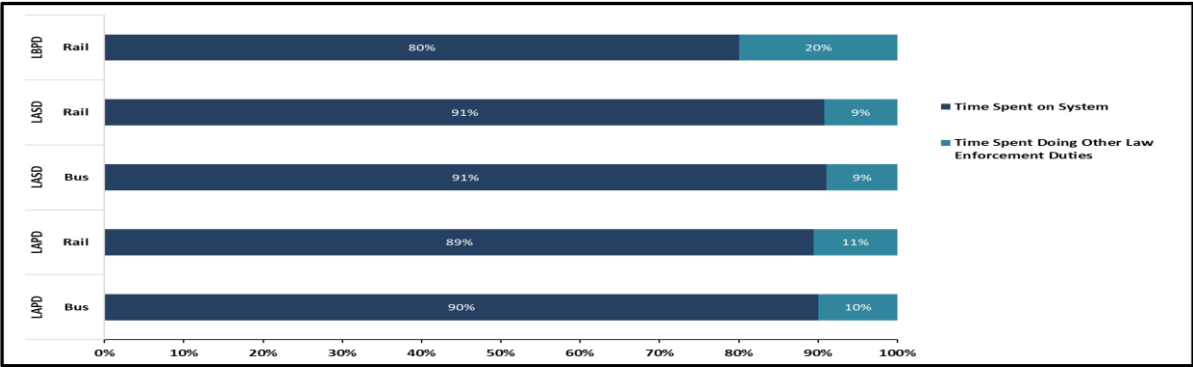


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

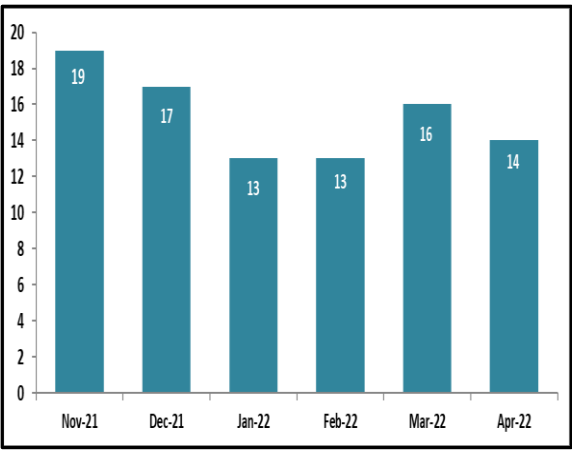
APRIL 2022

Attachment A

Percentage of Time Spent on the System



Bus Operator Assaults

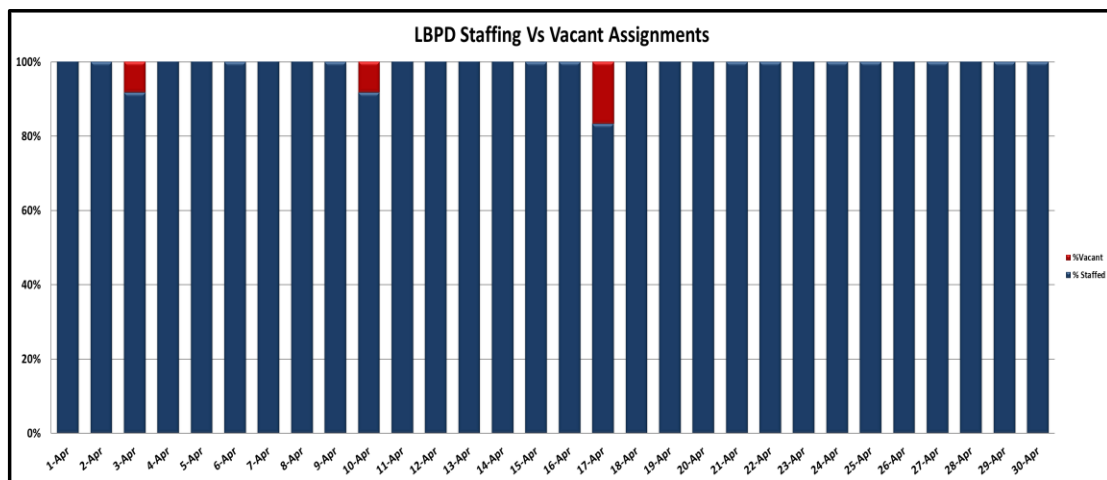
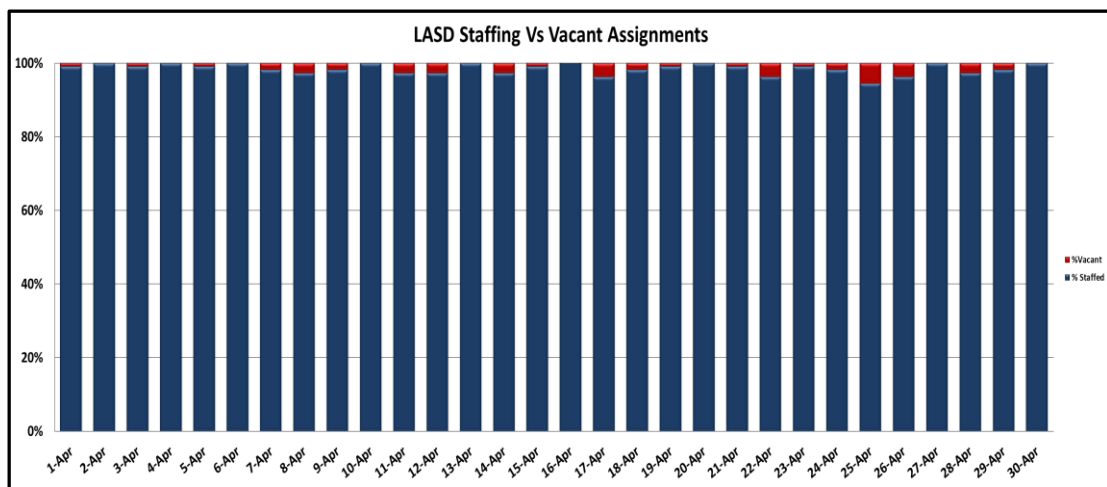
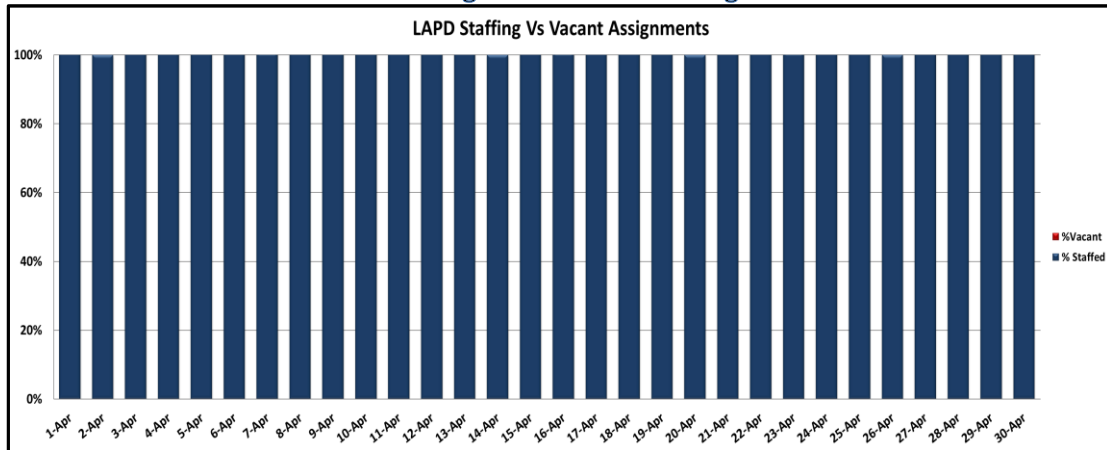


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2022

Attachment A

## Ratio of Staffing Levels vs Vacant Assignments





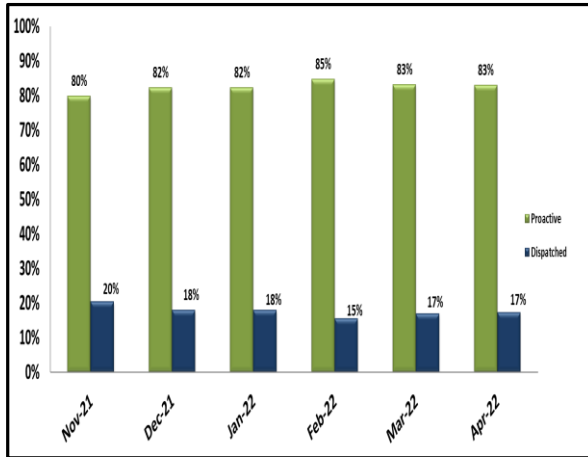
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2022

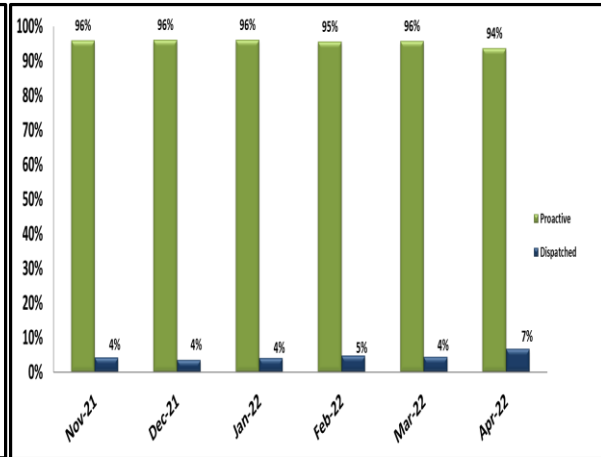
Attachment A

## Ratio of Proactive vs Dispatched Activity

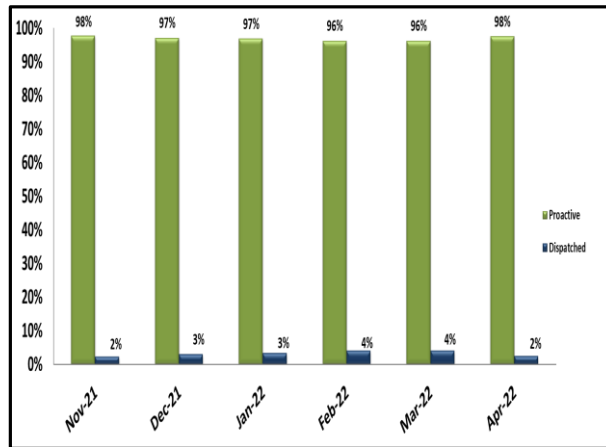
### LAPD



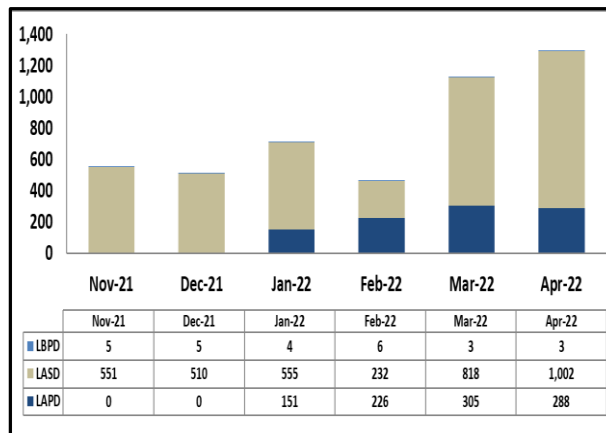
### LASD



### LAPD



## Grade Crossing Operations



### Grade Crossing Operation Locations April:

1. Blue Line Stations (343)
2. Expo Line Stations (239)
3. Gold Line Stations (711)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	0	5	0	44
Aggravated Assault	3	6	2	62
Aggravated Assault on Operator	0	0	0	0
Battery	6	3	0	81
Battery Rail Operator	0	0	0	1
Sex Offenses	0	1	0	10
SUB-TOTAL	9	15	2	200
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	6
Larceny	1	5	1	41
Bike Theft	0	1	0	3
Motor Vehicle Theft	0	1	0	3
Arson	0	0	1	3
Vandalism	1	3	2	29
SUB-TOTAL	2	10	4	85
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	1	0	9
Narcotics	0	1	0	17
Trespassing	0	0	0	5
SUB-TOTAL	0	2	0	31
TOTAL	11	27	6	316

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	7
Pico	0	0	0	9
Grand/LATTC	0	0	0	10
San Pedro St	0	0	0	7
Washington	7	1	0	28
Vernon	0	1	0	12
Slauson	0	0	1	13
Florence	1	1	0	13
Firestone	2	1	0	29
103rd St/Watts Towers	1	0	0	9
Willowbrook/Rosa Parks	8	3	1	64
Compton	2	0	0	20
Artesia	1	3	0	27
Del Amo	1	2	0	16
Wardlow	0	2	0	10
Willow St	0	1	0	6
PCH	1	0	0	6
Anaheim St	0	0	0	3
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	1	0	16
Pacific Av	0	0	0	8
Blue Line Rail Yard	0	0	0	1
Total	26	16	2	316

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	2	6	0	86
Misdemeanor	1	21	1	277
TOTAL	3	27	1	363

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	4	7	0	164
Vehicle Code Citations	10	0	24	617
TOTAL	14	7	24	781

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	4	67	2	817
Priority	18	112	43	1,454
Emergency	5	16	14	279
TOTAL	27	195	59	2,550

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	17%	6%	2%
Proactive	83%	94%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	82%
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	73	0	0	271
Flower St	36	0	0	93
103rd St	1	0	0	6
Wardlow Rd	0	0	3	60
Pacific Ave.	0	0	0	0
Willowbrook	0	96	0	601
Slauson	0	13	0	95
Firestone	0	20	0	113
Florence	0	26	0	207
Compton	0	26	0	498
Artesia	0	27	0	532
Del Amo	0	22	0	264
Long Beach Blvd	0	0	0	0
TOTAL	110	230	3	2,740

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	1	2
Robbery	2	3	33
Aggravated Assault	0	0	15
Aggravated Assault on Operator	0	0	1
Battery	0	2	22
Battery Rail Operator	0	0	1
Sex Offenses	0	0	7
SUB-TOTAL	2	6	82
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	1	1	16
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	1	32
SUB-TOTAL	1	2	50
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	5
Narcotics	0	0	4
Trespassing	1	0	3
SUB-TOTAL	1	0	12
TOTAL	4	8	144

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	11
Douglas	0	0	0	2
El Segundo	0	0	0	3
Mariposa	2	0	0	4
Aviation/LAX	0	0	0	6
Hawthorne/Lennox	1	0	0	12
Crenshaw	0	0	0	18
Vermont/Athens	1	1	0	7
Harbor Fwy	2	1	1	10
Avalon	0	0	0	10
Willowbrook/Rosa Parks	1	0	0	23
Long Beach BI	0	0	0	15
Lakewood BI	0	1	0	8
Norwalk	1	0	0	15
Total	8	3	1	144

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	40
Misdemeanor	0	7	45
TOTAL	0	8	85

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	9	92
Vehicle Code Citations	33	0	80
TOTAL	34	9	172

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	114	1228
Priority	14	70	691
Emergency	0	6	83
TOTAL	16	190	2,002

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	11%
Proactive	83%	89%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	93%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	3	0	51
Aggravated Assault	6	3	40
Aggravated Assault on Operator	0	0	0
Battery	6	1	54
Battery Rail Operator	0	0	2
Sex Offenses	1	0	4
SUB-TOTAL	16	4	152
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	7	1	66
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	0	1	14
SUB-TOTAL	7	2	83
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	0	0	0
Trespassing	1	0	3
SUB-TOTAL	1	0	7
TOTAL	24	6	242

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	4
Pico	1	0	0	2
LATTC/Ortho Institute	0	1	0	8
Jefferson/USC	0	0	0	7
Expo Park/USC	0	0	0	9
Expo/Vermont	1	0	0	17
Expo/Western	6	1	0	39
Expo/Crenshaw	2	0	0	26
Farmdale	1	0	0	10
Expo/La Brea	0	4	1	25
La Cienega/Jefferson	2	0	0	12
Culver City	0	1	0	13
Palms	1	0	0	3
Westwood/Rancho Park	1	0	0	3
Expo/Sepulveda	1	1	0	13
Expo/Bundy	0	0	0	5
26th St/Bergamot	0	0	0	4
17th St/SMC	0	1	0	10
Downtown Santa Monica	4	0	0	32
Expo Line Rail Yard	0	0	0	0
Total	20	9	1	242

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	29
Misdemeanor	2	1	17
TOTAL	2	4	46

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	2	25
Vehicle Code Citations	0	0	2
TOTAL	1	2	27

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	14	53	680
Priority	59	29	752
Emergency	10	6	81
TOTAL	83	88	1,513

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	10%
Proactive	86%	90%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	97%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	73	0	334
Santa Monica	0	150	623
Culver City	N/A	16	90
TOTAL	73	166	1,047

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	2	5
Robbery	5	50
Aggravated Assault	8	102
Aggravated Assault on Operator	0	0
Battery	18	178
Battery Rail Operator	0	2
Sex Offenses	1	28
<b>SUB-TOTAL</b>	<b>34</b>	<b>366</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	13	101
Bike Theft	1	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	56
<b>SUB-TOTAL</b>	<b>17</b>	<b>163</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	8	36
<b>SUB-TOTAL</b>	<b>8</b>	<b>36</b>
<b>TOTAL</b>	<b>59</b>	<b>565</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	68
Misdemeanor	9	65
<b>TOTAL</b>	<b>10</b>	<b>133</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	7	48
Vehicle Code Citations	4	18
<b>TOTAL</b>	<b>11</b>	<b>66</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	25	236
Priority	155	1,629
Emergency	17	152
<b>TOTAL</b>	<b>197</b>	<b>2,017</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	0	0	54
Civic Center/Grand Park	1	0	0	17
Pershing Square	4	2	0	38
7th St/Metro Ctr	6	4	1	58
Westlake/MacArthur Park	4	1	0	71
Wilshire/Vermont	3	1	3	45
Wilshire/Normandie	0	0	0	4
Vermont/Beverly	1	0	1	33
Wilshire/Western	0	0	0	14
Vermont/Santa Monica	2	2	1	32
Vermont/Sunset	2	0	0	19
Hollywood/Western	1	2	1	25
Hollywood/Vine	2	0	0	28
Hollywood/Highland	3	1	0	38
Universal City/Studio City	0	2	1	30
North Hollywood	1	2	0	58
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>34</b>	<b>17</b>	<b>8</b>	<b>564</b>

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

LEGEND
Los Angeles Police Department

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	2	12
Aggravated Assault	1	4	18
Aggravated Assault on Operator	0	0	0
Battery	0	3	24
Battery Rail Operator	0	0	1
Sex Offenses	0	0	8
<b>SUB-TOTAL</b>	<b>1</b>	<b>9</b>	<b>64</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	1	1	25
Bike Theft	0	0	7
Motor Vehicle Theft	0	0	3
Arson	0	0	1
Vandalism	1	1	40
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>	<b>77</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	1	9
Trespassing	0	0	8
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>18</b>
<b>TOTAL</b>	<b>3</b>	<b>12</b>	<b>159</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	3	44
Misdemeanor	1	15	118
<b>TOTAL</b>	<b>3</b>	<b>18</b>	<b>162</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	13	163
Vehicle Code Citations	0	1	31
<b>TOTAL</b>	<b>0</b>	<b>14</b>	<b>194</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	145	1,644
Priority	19	95	1,122
Emergency	4	8	114
<b>TOTAL</b>	<b>29</b>	<b>248</b>	<b>2,880</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	9%
Proactive	84%	91%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	1	0	12
Azusa Downtown	1	0	1	9
Irwindale	1	0	0	8
Duarte/City of Hope	1	0	0	8
Monrovia	0	0	0	9
Arcadia	2	0	0	12
Sierra Madre Villa	0	1	0	20
Allen	0	0	0	3
Lake	0	0	0	6
Memorial Park	0	0	0	7
Del Mar	0	0	0	3
Fillmore	1	0	0	5
South Pasadena	0	0	0	4
Highland Park	1	0	0	4
Southwest Museum	0	1	0	10
Heritage Square	0	0	0	3
Lincoln/Cypress	0	0	0	3
Chinatown	0	0	0	5
Union Station	0	0	0	6
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	1	0	4
Mariachi Plaza	0	0	0	4
Soto	0	0	0	5
Indiana (both LAPD & LASD)	0	0	0	2
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	2	0	0	5
<b>Total</b>	<b>10</b>	<b>4</b>	<b>1</b>	<b>159</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	91%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	57	0	176
Arcadia Station	0	37	173
Irwindale	0	77	330
Monrovia	0	39	152
City of Pasadena	0	166	594
Magnolia Ave	0	0	8
Duarte Station	0	61	217
City Of Azusa	0	92	309
South Pasadena	0	18	83
City Of East LA	0	116	595
Figueroa St	48	0	91
<b>TOTAL GOAL= 10</b>	<b>105</b>	<b>606</b>	<b>2,728</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	5
Aggravated Assault	0	12
Aggravated Assault on Operator	0	0
Battery	4	15
Battery Bus Operator	0	3
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>4</b>	<b>35</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	3
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
<b>SUB-TOTAL</b>	<b>1</b>	<b>6</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>5</b>	<b>41</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	9
Misdemeanor	2	7
<b>TOTAL</b>	<b>2</b>	<b>16</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	70	298
Vehicle Code Citations	231	678
<b>TOTAL</b>	<b>301</b>	<b>976</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	11
Priority	15	61
Emergency	0	1
<b>TOTAL</b>	<b>15</b>	<b>73</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	17%
Proactive	83%
<b>TOTAL</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	1	0	9
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	1	0	0	2
Van Nuys	0	0	0	6
Sepulveda	1	0	0	4
Woodley	0	0	0	0
Balboa	0	0	0	2
Reseda	0	0	0	4
Tampa	0	0	0	1
Pierce College	0	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	2
Roscoe	0	0	0	0
Nordhoff	1	0	0	2
Chatsworth	0	0	0	1
<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>41</b>

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

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	0	1
Aggravated Assault	1	0	4
Aggravated Assault on Operator	0	0	0
Battery	1	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	2	0	10
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	5
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	1
SUB-TOTAL	0	0	2
TOTAL	2	0	18

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	2
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	3
Manchester	0	0	0	1
Harbor Fwy	1	0	0	4
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	6
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	2	0	0	18

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	5
Misdemeanor	0	1	11
TOTAL	0	1	16

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	81	0	320
Vehicle Code Citations	251	0	844
TOTAL	332	0	1,164

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	3	33
Priority	5	1	33
Emergency	0	0	5
TOTAL	8	4	71

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	15%	1%
Proactive	85%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	91%
Silver Line- LASD	93%

Los Angeles Police Department
Los Angeles County Sheriff's Department



MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	2	1	47
Aggravated Assault	6	0	85
Aggravated Assault on Operator	1	2	32
Battery	14	6	235
Battery Bus Operator	7	4	93
Sex Offenses	4	2	18
SUB-TOTAL	34	15	511
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	2	3
Larceny	18	4	100
Bike Theft	1	2	16
Motor Vehicle Theft	0	0	6
Arson	0	0	0
Vandalism	5	1	76
SUB-TOTAL	24	9	201
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	8
Narcotics	0	5	44
Trespassing	1	0	6
SUB-TOTAL	1	5	58
TOTAL	59	29	770

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	38
San Fernando	0	13
San Gabriel Valley	6	52
Gateway Cities	10	84
South Bay	12	83
Total	29	270

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	17
West Valley	1	9
North Hollywood	1	23
Foothill	1	8
Devonshire	0	6
Mission	2	9
Topanga	0	7
Central Bureau		
Central	6	67
Rampart	7	38
Hollenbeck	0	12
Northeast	3	21
Newton	6	30
West Bureau		
Hollywood	3	21
Wilshire	3	30
West LA	1	12
Pacific	0	15
Olympic	9	49
Southwest Bureau		
Southwest	5	52
Harbor	1	3
77th Street	4	51
Southeast	3	20
Total	59	500

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	5	85
Misdemeanor	2	23	383
TOTAL	4	28	468

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	36	552
Vehicle Code Citations	1	10	139
TOTAL	2	46	691

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	102	1,504
Priority	9	124	1,250
Emergency	1	23	132
TOTAL	13	249	2,886

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

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

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

# UNION STATION

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	19
Aggravated Assault	2	25
Aggravated Assault on Operator	0	0
Battery	10	117
Battery Rail Operator	0	0
Sex Offenses	1	11
<b>SUB-TOTAL</b>	<b>13</b>	<b>174</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	5
Larceny	3	61
Bike Theft	0	6
Motor Vehicle Theft	0	2
Arson	0	0
Vandalism	2	24
<b>SUB-TOTAL</b>	<b>5</b>	<b>98</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	21
<b>SUB-TOTAL</b>	<b>1</b>	<b>21</b>
<b>TOTAL</b>	<b>19</b>	<b>293</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	58
Misdemeanor	8	73
<b>TOTAL</b>	<b>9</b>	<b>131</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	8
Vehicle Code Citations	4	14
<b>TOTAL</b>	<b>5</b>	<b>22</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	10	107
Priority	58	500
Emergency	8	23
<b>TOTAL</b>	<b>76</b>	<b>630</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	21%
Proactive	81%
<b>TOTAL</b>	<b>102%</b>

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

LEGEND	
Los Angeles Police Department	

# Transit Police

## Monthly Crime Report



Attachment C

	2021	2022
	April	April
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	0
Rape	0	3
Robbery	17	23
Aggravated Assault	31	42
Aggravated Assault on Operator	0	3
Battery	59	74
Battery on Operator	6	11
Sex Offenses	10	10
<b>SUB-TOTAL</b>	<b>123</b>	<b>166</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	2
Larceny	34	58
Bike Theft	4	5
Motor Vehicle Theft	2	1
Arson	1	1
Vandalism	16	21
<b>SUB-TOTAL</b>	<b>58</b>	<b>88</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	3	1
Narcotics	18	7
Trespassing	3	12
<b>SUB-TOTAL</b>	<b>24</b>	<b>20</b>
<b>TOTAL</b>	<b>205</b>	<b>274</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	46	120
Citations	203	802
Calls for Service	1,326	1,497

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2022

Attachment D

Crimes

Monthly	System-Wide	Apr-21	Apr-22	% Change
	Crimes Against Persons	123	166	34.96%
	Crimes Against Property	58	88	51.72%
	Crimes Against Society	24	20	-16.67%
	Total	205	274	33.66%

Six Months	System-Wide	Nov-20-Apr-21	Nov-21-Apr-22	% Change
	Crimes Against Persons	636	1,016	59.75%
	Crimes Against Property	309	479	55.02%
	Crimes Against Society	147	109	-25.85%
	Total	1,092	1,604	46.89%

Annual	System-Wide	May-20-Apr-21	May-21-Apr-22	% Change
	Crimes Against Persons	1,285	1,847	43.74%
	Crimes Against Property	620	901	45.32%
	Crimes Against Society	232	250	7.76%
	Total	2,137	2,998	40.29%

Average Emergency Response Times

Monthly	Apr-21	Apr-22	Change in Seconds	% Change
	3:44	5:48	124	55.36%

Six Months	Nov-20-Apr-21	Nov-21-Apr-22	Change in Seconds	% Change
	4:20	4:59	39	15.00%

Annual	May-20-Apr-21	May-21-Apr-22	Change in Seconds	% Change
	4:36	4:48	12	4.35%

Bus Operator Assaults

Monthly	Apr-21	Apr-22	% Change
	6	14	133.33%

Six Months	Nov-20-Apr-21	Nov-21-Apr-22	% Change
	38	92	142.11%

Annual	May-20-Apr-21	May-21-Apr-22	% Change
	79	148	87.34%

Ridership

Monthly	Apr-21	Apr-22	% Change
	17,190,386	21,224,360	23.47%

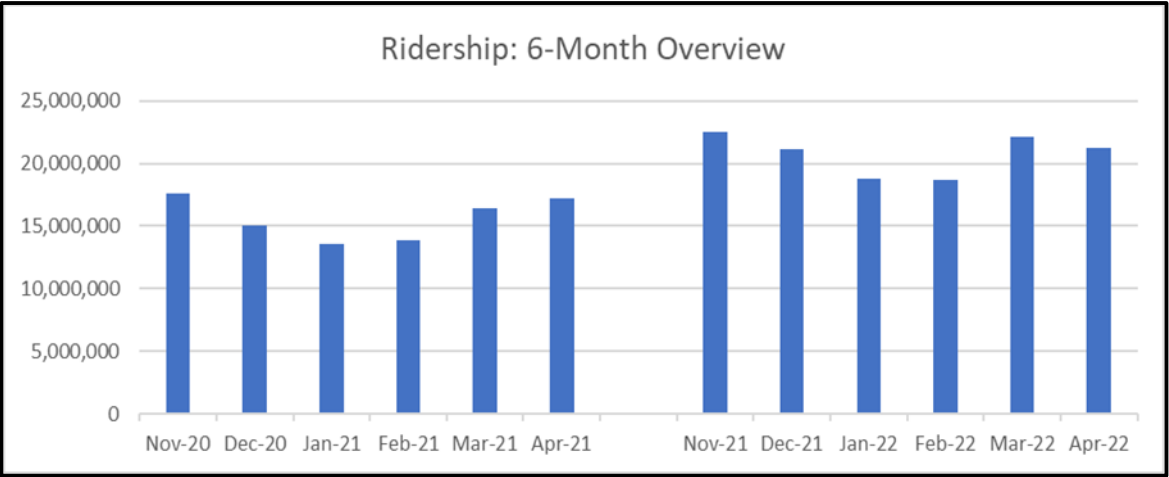
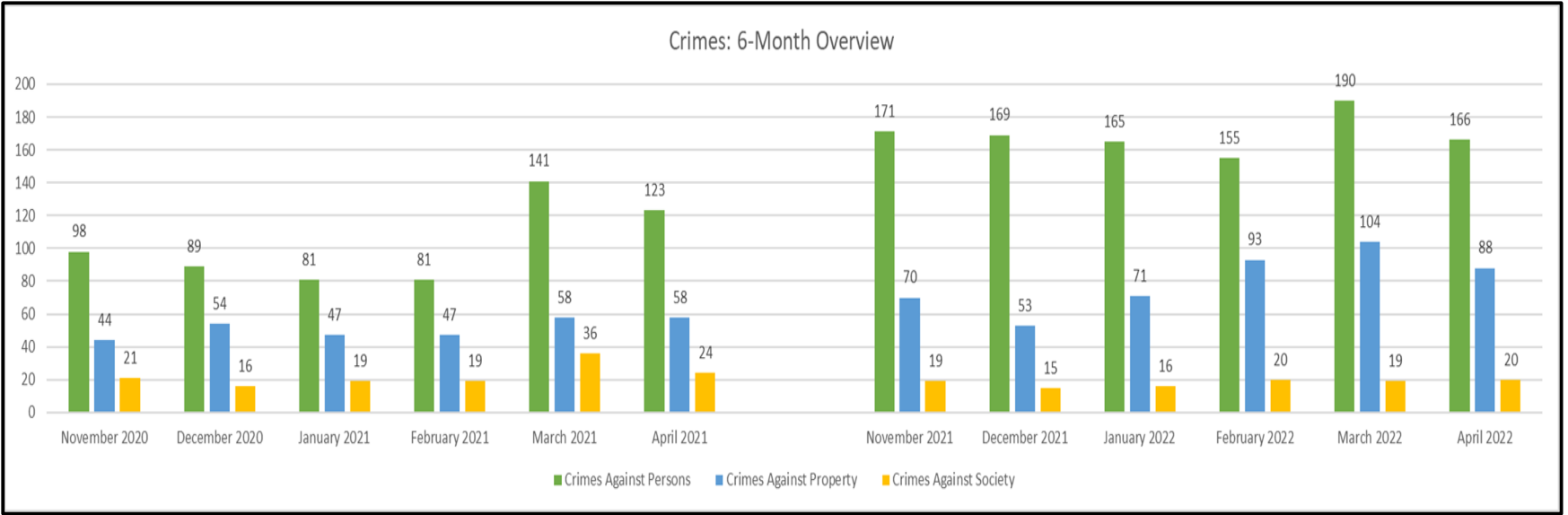
Six Months	Nov-20-Apr-21	Nov-21-Apr-22	% Change
	93,748,738	124,435,254	32.73%

Annual	May-20-Apr-21	May-21-Apr-22	% Change
	187,298,651	247,739,119	32.27%

# MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2022

Attachment D



## Violent and Property Crimes

## Attachment E

April 2022

<b>VIOLENT CRIMES</b>	<b>4/01/2022 TO 4/30/2022</b>	<b>3/01/2022 TO 3/31/2022</b>	<b>% Change</b>	<b>3/01/2022 TO 3/31/2022</b>	<b>2/01/2022 TO 2/28/2022</b>	<b>% Change</b>	<b>1/01/2022 TO 4/30/2022</b>	<b>1/01/2021 TO 4/30/2021</b>	<b>% Change</b>	<b>1/01/2022 TO 4/30/2022</b>	<b>1/01/2020 TO 4/30/2020</b>	<b>% Change</b>
Homicide	0	0	0.0%	0	0	0.0%	1	1	0.0%	1	0	N/A
Rape	3	1	200.0%	1	1	0.0%	5	4	25.0%	5	5	0.0%
Robbery	23	33	-30.3%	33	30	10.0%	110	63	74.6%	110	74	48.6%
Agg Assault	42	51	-17.6%	51	27	88.9%	153	89	71.9%	153	69	121.7%
Agg Assault on Operator	3	4	-25.0%	4	4	0.0%	11	6	83.3%	11	2	450.0%
<b>TOTAL VIOLENT</b>	<b>71</b>	<b>89</b>	<b>-20.2%</b>	<b>89</b>	<b>62</b>	<b>43.5%</b>	<b>280</b>	<b>163</b>	<b>71.8%</b>	<b>280</b>	<b>150</b>	<b>86.7%</b>
<b>PROPERTY CRIMES</b>	<b>4/01/2022 TO 4/30/2022</b>	<b>3/01/2022 TO 3/31/2022</b>	<b>% Change</b>	<b>3/01/2022 TO 3/31/2022</b>	<b>2/01/2022 TO 2/28/2022</b>	<b>% Change</b>	<b>1/01/2022 TO 4/30/2022</b>	<b>1/01/2021 TO 4/30/2021</b>	<b>% Change</b>	<b>1/01/2022 TO 4/30/2022</b>	<b>1/01/2020 TO 4/30/2020</b>	<b>% Change</b>
Burglary	2	1	100.0%	1	1	0.0%	7	3	133.3%	7	2	250.0%
Larceny	58	56	3.6%	56	47	19.1%	196	100	96.0%	196	181	8.3%
Bike Theft	5	7	-28.6%	7	4	75.0%	18	9	100.0%	18	21	-14.3%
Motor Vehicle Theft	1	4	-75.0%	4	1	300.0%	8	4	100.0%	8	6	33.3%
<b>TOTAL PROPERTY</b>	<b>66</b>	<b>68</b>	<b>-2.9%</b>	<b>68</b>	<b>53</b>	<b>28.3%</b>	<b>229</b>	<b>116</b>	<b>97.4%</b>	<b>229</b>	<b>210</b>	<b>9.0%</b>
<b>TOTAL PART 1</b>	<b>137</b>	<b>157</b>	<b>-12.7%</b>	<b>157</b>	<b>115</b>	<b>36.5%</b>	<b>509</b>	<b>279</b>	<b>82.4%</b>	<b>509</b>	<b>360</b>	<b>41.4%</b>

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

**Los Angeles Police Department Transit Services Division**  
**ARRESTEE DEMOGRAPHIC**  
**04/01/2022 - 04/30/2022**

Attachment F

RAIL / BUS STATION	M				F			TOTAL
	B	H	W	TOTAL	B	H	TOTAL	
<b>RED LINE</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>9</b>
7TH & METRO CENTER	3	0	0	3	0	0	0	3
WESTLAKE MACARTHUR PARK	1	1	0	2	0	0	0	2
WILSHIRE/ VERMONT	0	1	0	1	0	1	1	2
VERMONT / SANTA MONICA	0	1	0	1	0	0	0	1
VERMONT / SUNSET	0	0	0		1	0	1	1
<b>BRT</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>6</b>
BRT - WEST BUREAU	0	1	0	1	1	0	1	2
BRT - CENTRAL BUREAU	0	1	1	2	0	0	0	2
BRT - VALLEY BUREAU	0	0	1	1	0	0	0	1
BRT - SOUTH BUREAU	0	1	0	1	0	0	0	1
<b>UNION STATION</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>
<b>BLUE LINE</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
WASHINGTON	2	1	0	3	0	0	0	3
103RD ST / WATTS TOWER	0	1	0	1	0	0	0	1
<b>PURPLE LINE</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
WILSHIRE / WESTERN	0	1	0	1	0	0	0	1
WILSHIRE / NORMANDIE	1	0	0	1	0	0	0	1
<b>EXPO LINE</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
EXPO / CRENSHAW	0	1	0	1	0	0	0	1
<b>GREEN LINE</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
HARBOR FRWY	0	1	0	1	0	0	0	1
<b>GOLD LINE</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
HIGHLAND PARK	1	0	0	1	0	0	0	1
<b>TOTAL</b>	<b>10</b>	<b>13</b>	<b>2</b>	<b>25</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>29</b>

ARREST TYPE	M				F			TOTAL
	B	H	W	TOTAL	B	H	TOTAL	
<b>FELONY</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
BRT	0	1	2	3	0	0	0	3
RED LINE	1	2	0	3	0	0	0	3
BLUE LINE	1	2	0	3	0	0	0	3
UNION STATION	1	1	0	2	0	0	0	2
GOLD LINE	1	0	0	1	0	0	0	1
EXPO LINE	0	1	0	1	0	0	0	1
<b>MSDEMEANOR</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>15</b>
RED LINE	2	1	0	3	1	1	2	5
UNION STATION	1	1	0	2	1	0	1	3
BRT	0	2	0	2	1	0	1	3
PURPLE LINE	1	1	0	2	0	0	0	2
BLUE LINE	1	0	0	1	0	0	0	1
GREEN LINE	0	1	0	1	0	0	0	1
<b>OTHER</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
RED LINE	1	0	0	1	0	0	0	1
<b>TOTAL</b>	<b>10</b>	<b>13</b>	<b>2</b>	<b>25</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>29</b>

## Attachment F

Attachment F

[illegible]



## Los Angeles Sheriff's Department - Transit Services Bureau

Arrestee Information for the Month of April 2022

04/01/2022 - 04/30/2022

Attachment F

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	0	0	0	0	0	0
L-Line - Arcadia	0	0	0	0	0	1	0	0	1	2	2
L-Line - Monrovia	0	0	0	0	0	0	0	0	1	1	1
L-Line - Duarte	0	0	0	0	0	1	2	1	0	4	4
L-Line - Irwindale	0	0	0	0	0	1	0	0	0	1	1
L-Line - Azusa Downtown	0	0	0	0	0	0	1	0	0	1	1
L-Line - APU/Citrus College	0	0	0	0	0	2	4	0	0	6	6
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	1	0	0	1	1
Bus	3	1	0	0	4	6	15	0	3	24	28
Total	6	3	0	3	12	22	33	3	10	68	80

Long Beach Police Department - Metro Transportation Detail

Arrestee Demographic Stats - April 2022

5/13/22

Crimes Against Persons	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused
None						

Crimes Against Property	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused

Crimes Against Society	Arr/Cite	Gender	Ethnicity	Age	Station	Unhoused



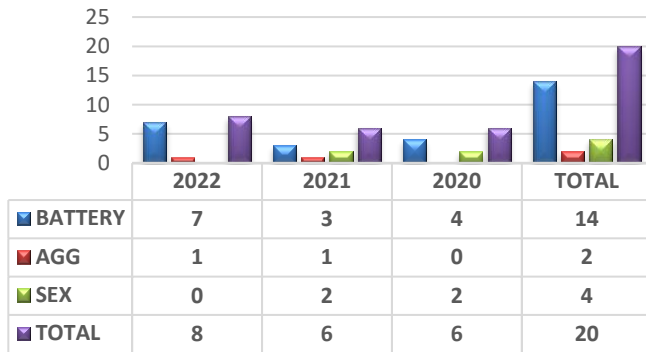
# Los Angeles Police Department - Transit Services Division

## Monthly Bus / Rail Operator Assault Recap Report

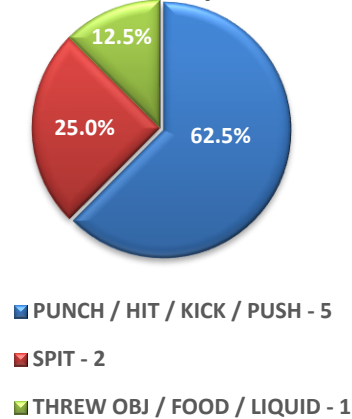
### APRIL 2022



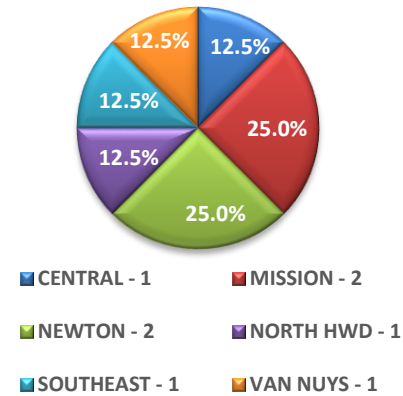
Crimes Against Persons  
Month of April 2022, 2021 & 2020  
Comparison



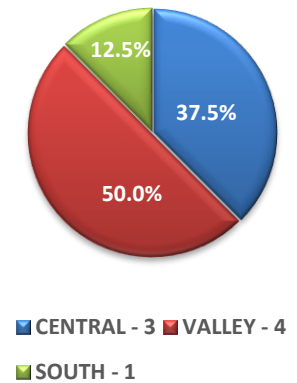
Type of Assault  
Month of April 2022



LAPD Area  
Month of April 2022



LAPD Operation Bureau  
Month of April 2022



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
04/03/22 @ 1715 HRS	Bus Line # 294 Brand & Arleta	<b>BATTERY</b> Victim advised suspect to wear a mask and an argument ensued. Victim later exited bus to assist a wheelchair passenger enter bus. Suspect approached victim and punched victim multiple times. Suspect then placed victim in a chokehold for 30 seconds. Suspect released victim and sat back down towards the back of the bus. Victim advised he was calling PD. Suspect exited bus and fled location. <b>INJURIES:</b> No visible injuries. <b>NO ARREST</b>	M/W 35 YOA	Unknown	No
04/04/22 @ 0900 HRS	Bus Line # 51 14 <sup>th</sup> Pl. & San Pedro	<b>BATTERY</b> Victim stopped at location to be relieved by another bus operator. Suspect approached location and accused victim of previously passing him and not stopping at a bus stop. Victim denied suspect's accusations. Suspect approached victim and punched victim's face 2X causing victim to kneel to the pavement. Victim attempted to walk away but suspect continued to follow him. <b>INJURIES:</b> Possibly broken nose, nose bleed and contusion to right eye. Victim was transported to USC Medical Center. <b>NO ARREST</b>	M/B 35 YOA	Unknown	No

# Monthly Bus / Rail Operator Assaults Recap Report

April 2022

Page 2

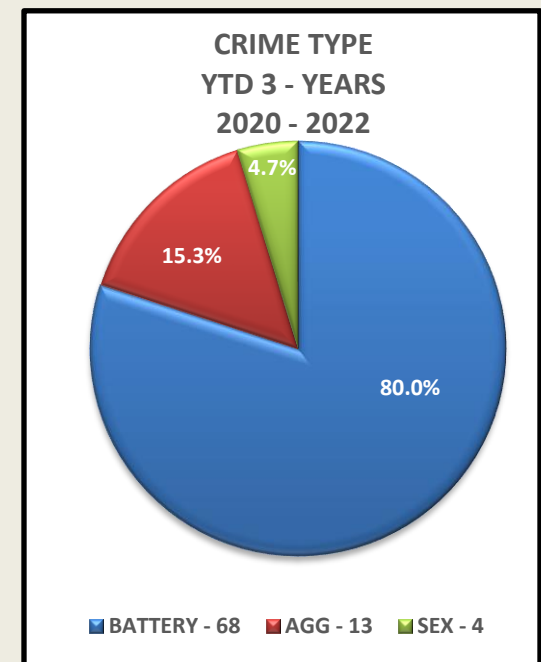
Attachment G

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
04/08/22 @ 1815 HRS	Bus Line # 233 Burbank Bl & Van Nuys Bl.	<b>BATTERY</b> Suspect exited bus, determined he left his backpack on the bus and immediately began to bang on the side of the bus, yelling for victim to stop. Victim stopped bus and suspect entered. Victim stated to suspect that he was interrupting his bus route and an argument ensued. Suspect then reached around the plastic barricade and spat on victim's face. <b>INJURIES:</b> Spit contact into eyes. <b>NO ARREST</b>	M/B, 20 YO	Unknown	Yes
04/09/22 @ 0445 HRS	Bus Line # 51 14 <sup>th</sup> St. & San Pedro	<b>BATTERY</b> Suspect was a passenger. Suspect later demanded victim to call PD. Victim called PD. Suspect approached victim and unprovoked jumped over the driver's glass window and entered the top of the bus dashboard. Suspect punched victim's face and body multiple times. Suspect stopped assaulting victim and exited bus. LAPD arrived and arrested suspect. <b>INJURIES:</b> Bruising and redness to both arms, cheek and jaw. <b>PPA ARREST</b>	M/B 48 YO	Yes / Yes	Yes
04/09/22 @ 1547 HRS	Bus Line # 16 5 <sup>th</sup> St. & Grand Ave	<b>BATTERY</b> Victim attempted to assist another bus patron exit bus. Suspect approached and attempted to enter bus. Victim advised due to potential lawsuits she is can not allow suspect to enter prior to putting back the handicap lift and to wait. Suspect refused and attempted to enter bus. Victim blocked suspect's entrance and suspect became upset. Suspect then punched victim's thigh. Suspect then exited bus and began throwing water at the bus window. Suspect walked towards and struck the bus window with a bag. Total damage \$2,809. <b>INJURIES:</b> Victim complained of pain on her thigh. <b>NO ARREST</b>	M/B 60 YO	Unknown	Yes
04/10/22 @ 2250	Bus Line # 233 Arleta & Van Nuys	<b>BATTERY</b> Victim stopped at a designated bus stop. Suspect approached victim and advised her to stop somewhere else. Suspect then became irate, threw an Arizona ice tea can at victim's chest and exited bus. A few minutes later, suspect returned to the bus and took a seat then exited bus and fled location. Victim stated, suspect appeared to be under the influence of alcohol or narcotics due to his behavior and slurred speech. <b>INJURIES:</b> None Visible. <b>NO ARREST</b>	M/H 35 YO	Unknown	Unknown
04/14/22 @ 1617 HRS	Bus Line # 51 116 <sup>th</sup> St & Avalon	<b>BATTERY</b> Witness approached victim and asked for directions as victim stood outside bus. Victim told witness to get away from her and waved her hand back and forth to stop witness from coming closer. Suspect approached victim and pushed and punched victim from behind. Suspect later stated victim shoved witness (boyfriend) causing her to react. <b>INJURIES</b> Victim complained of pain to her lower back but refused RA transport. <b>PPA ARREST</b>	F/B 24 YO	No, No	No Victim outside bus
04/22/22 @ 2120 HRS	Bus Line # 224 Universal Studio / Red Line Busway	Suspect approached victim and unprovoked spat on victim's face. Victim entered restroom to wash his face. Victim exited restroom and suspect spat on victim a 2 <sup>nd</sup> time. <b>INJURIES:</b> Spit contact on face. <b>PPA ARREST</b>	M/B 43 YO	Transient	No Victim outside bus

## 3 Year YTD ending March 2022, Type of Assault &amp; Crime Type Statistical Analysis

TYPE OF ASSAULT	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3-YEAR TOTAL
PUNCH / HIT / KICK / PUSH	18	9	9	100.0%	9	10	-1	-10.0%	37	43.0%
SPIT	11	6	5	83.3%	6	11	-5	-45.5%	28	32.9%
THREW OBJ / FOOD / LIQUID	3	3	0	0.0%	3	4	-1	-25.0%	10	11.8%
BRANDISH / GUN / KNIFE / WEAPON	0	5	-4	-100.0%	5	0	5	N/C	6	5.9%
SEX	0	2	-2	-100.0%	2	2	0	0.0%	4	4.7%
PEPPER SPRAYED / UNKN SPRAY	0	1	-1	-100.0%	1	0	1	N/C	1	1.2%
<b>TOTAL</b>	<b>32</b>	<b>26</b>	<b>7</b>	<b>26.9%</b>	<b>26</b>	<b>27</b>	<b>-1</b>	<b>-3.7%</b>	<b>85</b>	<b>100.0%</b>

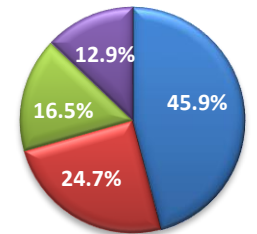
CRIME TYPE	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3-YEAR TOTAL
BATTERY	30	14	16	114.3%	14	24	-10	-41.7%	68	80.0%
AGG	2	10	-7	-80.0%	10	1	9	900.0%	13	15.3%
SEX	0	2	-2	-100.0%	2	2	0	0.0%	4	4.7%
<b>TOTAL</b>	<b>32</b>	<b>26</b>	<b>7</b>	<b>26.9%</b>	<b>26</b>	<b>27</b>	<b>-1</b>	<b>-3.7%</b>	<b>85</b>	<b>100.0%</b>



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

BUREAU	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3 - YEAR TOTAL
CENTRAL	16	13	3	23.1%	13	10	3	30.0%	39	45.9%
VALLEY	8	8	0	0.0%	8	5	3	60.0%	21	24.7%
SOUTH	3	3	0	0.0%	3	8	-5	-62.5%	14	16.5%
WEST	5	2	3	150.0%	2	4	-2	-50.0%	11	12.9%
TOTAL	32	26	6	23.1%	26	27	-1	-3.7%	85	100.0%

OPERATIONS BUREAU  
YTD 3-YEARS  
2020 - 2022



■ CENTRAL - 39 ■ VALLEY - 21 ■ SOUTH - 14 ■ WEST - 11

AREA	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% of 3-YEAR TOTAL
CENTRAL	3	8	-5	26.9%	8	6	2	26.9%	17	20.0%
NEWTON	6	0	6	N/C	0	2	-2	N/C	8	9.4%
77TH ST	1	2	-1	N/C	2	4	-2	N/C	7	8.2%
NORTHEAST	5	1	4	N/C	1	1	0	N/C	7	8.2%
OLYMPIC	3	0	3	N/C	0	3	-3	N/C	6	7.1%
DEVONSHIRE	1	2	-1	N/C	2	1	1	N/C	4	4.7%
HOLLENBECK	1	2	-1	0.0%	2	1	1	0.0%	4	4.7%
FOOTHILL	1	1	0	-62.5%	1	1	0	-62.5%	3	3.5%
TOPANGA	1	2	-1	N/C	2	0	2	N/C	3	3.5%
RAMPART	1	2	-1	-50.0%	2	0	2	-50.0%	3	3.5%
SOUTHEAST	2	0	2	400.0%	0	1	-1	400.0%	3	3.5%
HOLLYWOOD	2	0	2	N/C	0	1	-1	N/C	3	3.5%
VAN NUYS	1	2	-1	-50.0%	2	0	2	-50.0%	3	3.5%
MISSION	2	0	2	-50.0%	0	1	-1	-50.0%	3	3.5%
NORTH HWD	1	1	0	0.0%	1	1	0	0.0%	3	3.5%
WILSHIRE	0	2	-2	-50.0%	2	0	2	-50.0%	2	2.4%
WEST VALLEY	1	0	1	-50.0%	0	1	-1	-50.0%	2	2.4%
HARBOR	0	1	-1	N/C	1	1	0	N/C	2	2.4%
SOUTHWEST	0	0	0	N/C	0	2	-2	N/C	2	2.4%
TOTAL	32	26	6	-50.0%	26	27	-1	-50.0%	85	100.0%

Monthly Bus / Rail Operator Assault Recap Report  
 March 2022  
 Page 5

### 3 Year to Date Victim Demographic - Statistical Analysis

YEAR	MALE						FEMALE					TOTAL	% of 3-YEAR TOTAL
	H	B	A	W	O	TOTAL	B	H	W	O	TOTAL		
2022	13	5	1	0	1	20	7	5	0	0	12	32	37.6%
2021	11	2	0	1	0	14	6	5	1	0	12	26	30.6%
2020	9	4	2	1	1	17	4	5	0	1	10	27	31.8%
TOTAL	33	11	3	2	2	51	17	15	1	1	34	85	100.0%
% of 3-YEAR TOTAL	38.8%	12.9%	3.5%	2.4%	2.4%	60.0%	20.0%	17.6%	1.2%	1.2%	40.0%	100.0%	

### 3 Year to Date Suspect Demographics - Statistical Analysis

YEAR	MALE						FEMALE					TOTAL	% of 3-YEAR TOTAL
	B	H	W	A	O	TOTAL	B	W	A	O	TOTAL		
2022	10	11	5	0	0	26	4	1	1	1	7	33	38.8%
2021	9	6	4	1	1	21	1	0	0	0	1	22	25.9%
2020	19	3	0	1	1	24	5	1	0	0	6	30	35.3%
TOTAL	38	20	9	2	2	71	10	2	1	1	14	85	100.0%
% of 3-YEAR TOTAL	44.7%	23.5%	10.6%	2.4%	2.4%	83.5%	11.8%	2.4%	1.2%	1.2%	16.5%	100.0%	



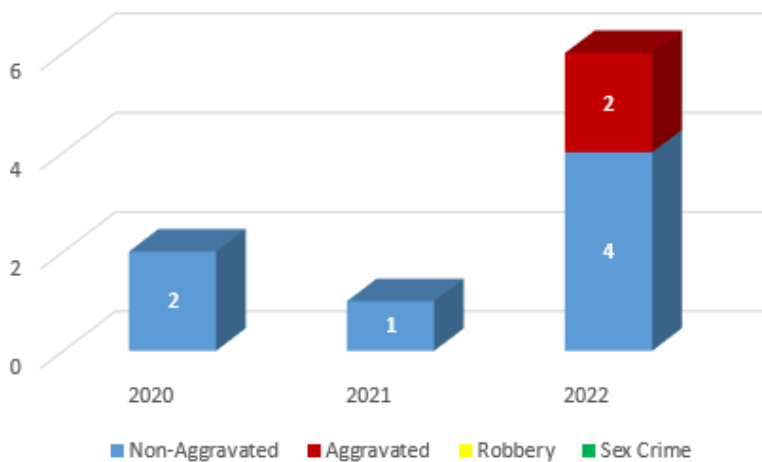
## Monthly Bus/Rail Operator Assault Report



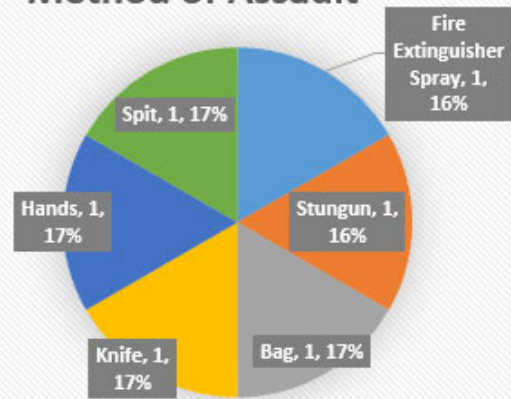
April 2022

### April Bus/Rail Operator Assaults

Apr 2020 - 2022 Assaults



Apr 2022  
Method of Assault



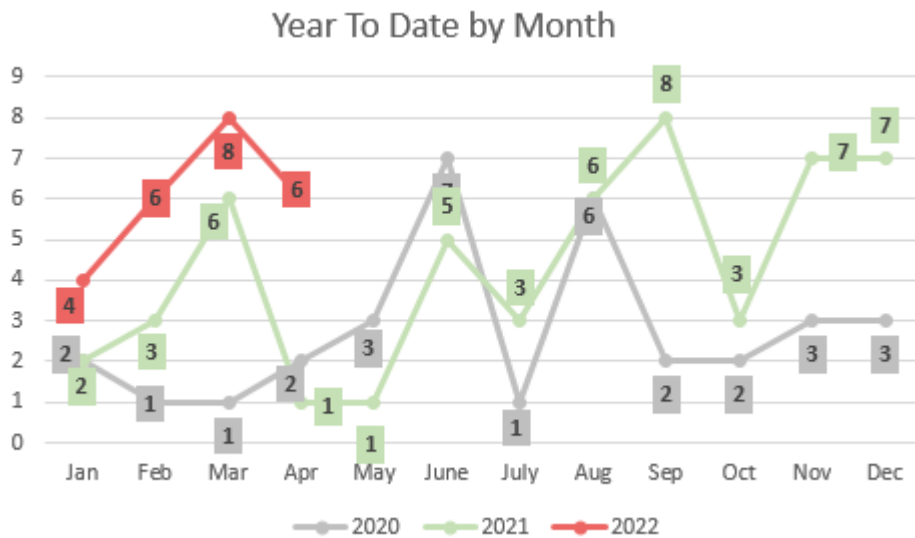
In April, there were four non-aggravated assaults with one arrest, and two aggravated assaults with two arrests.

Date	Time	Line	Bus #	Narrative	Barrier
4/1/2022	19:00	L207	9508	Los Angeles 4/1 1900hrs Sus MB/30yrs spat on bus op over drinking alcohol	Yes
4/4/2022	21:00	L204	8791	Los Angeles 4/4 2100hrs Sus MH/50s hit bus op with a bag because bus going out of service	Yes
4/6/2022	14:48	L60	1514	Long Beach 4/6 1448hrs Sus MB/37yrs arrested for stabbing bus op on neck for no reason	N/A (o)
4/9/2022	10:25	L18	3936	East LA 4/9 1025hrs Sus MH/24yrs arrested for threatening bus op with stun gun for passing him up	Yes
4/23/2022	20:37	L60	4057	Southgate 4/23 2037hrs Sus possibly mentally ill MH/40 sprayed bus op w/fire extinguisher for no reason	Yes
4/26/2022	23:48	L260	1817	Artesia busway 4/26 2348hrs Sus transient possible mental illness MB/40yrs grabbed bus op and-fought with security guards	Yes

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



## Year to Date Assaults



### YTD Operator Assaults

YTD 2020 - 6

YTD 2021- 12

YTD 2022 - 24

### Solve Rate

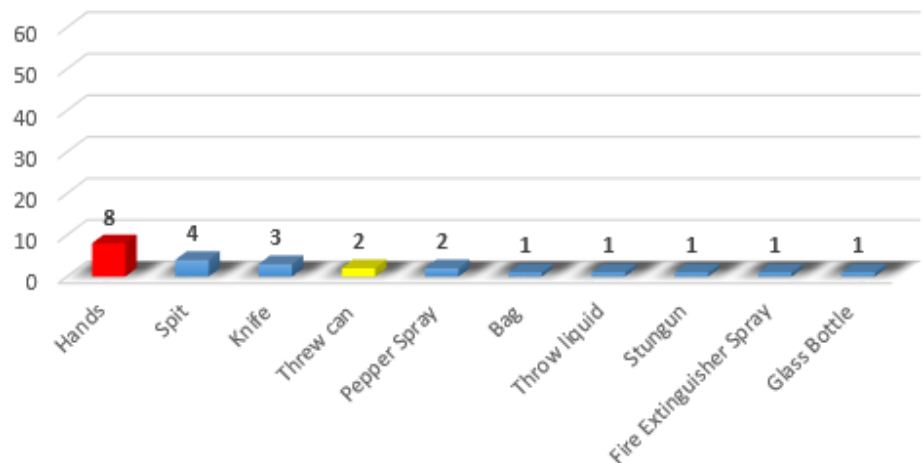
Type	Unsolved	Solved	Total	% Solved
Aggravated Assault	5	4	9	44.4%
Non-Aggravated Assault	9	6	15	40.0%
Robbery			0	#DIV/0!
Sex Crime			0	#DIV/0!
Total	14	10	24	41.7%

42% of assaults have been solved. The most frequent method of assault has been using hands.

### Top Reasons for Assault

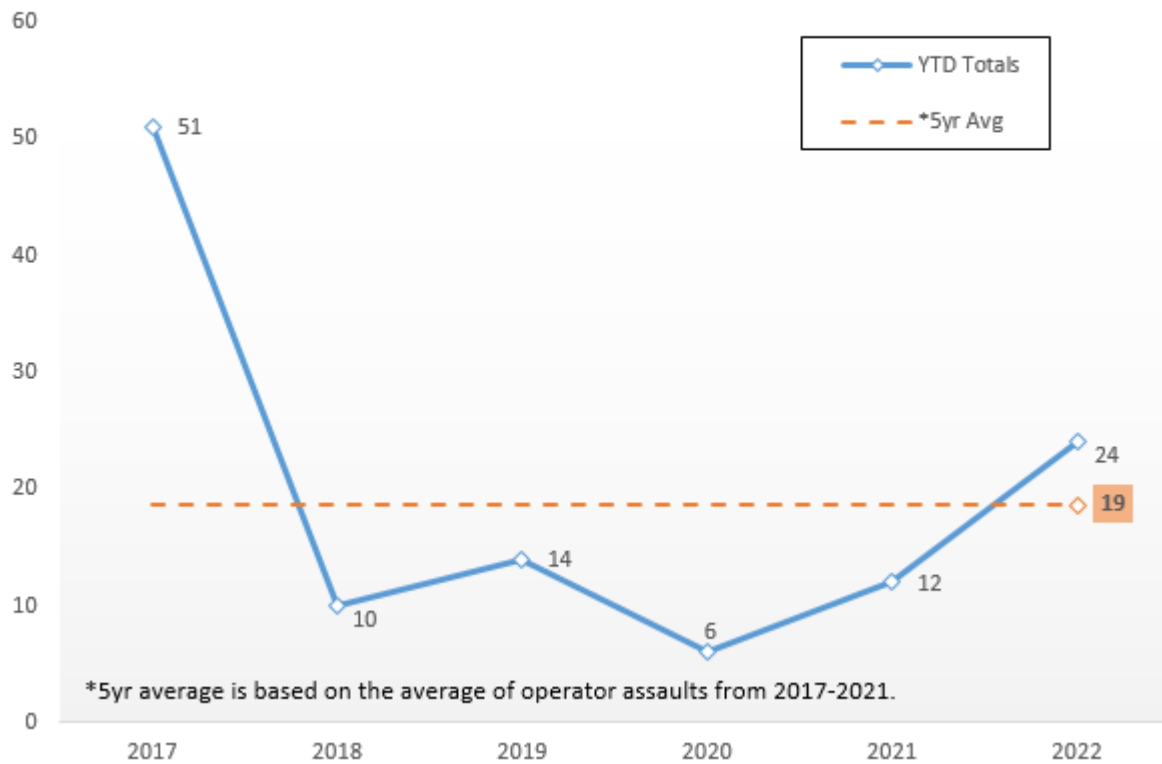
Reason	Count
No Reason	5
Other	5
Mentally ill	3
Disorderly	3
Fare	2
Policy/drink	1
Out of service	1
Other/Vehicle accident	1
Mask/Fare	1
Passenger Pass Up	1
Policy/Food	1
<b>Grand Total</b>	<b>24</b>

### Year to Date: Method of Assault



# Year to Date Assaults CONTINUED

## Bus/Rail Operator Assaults - YTD

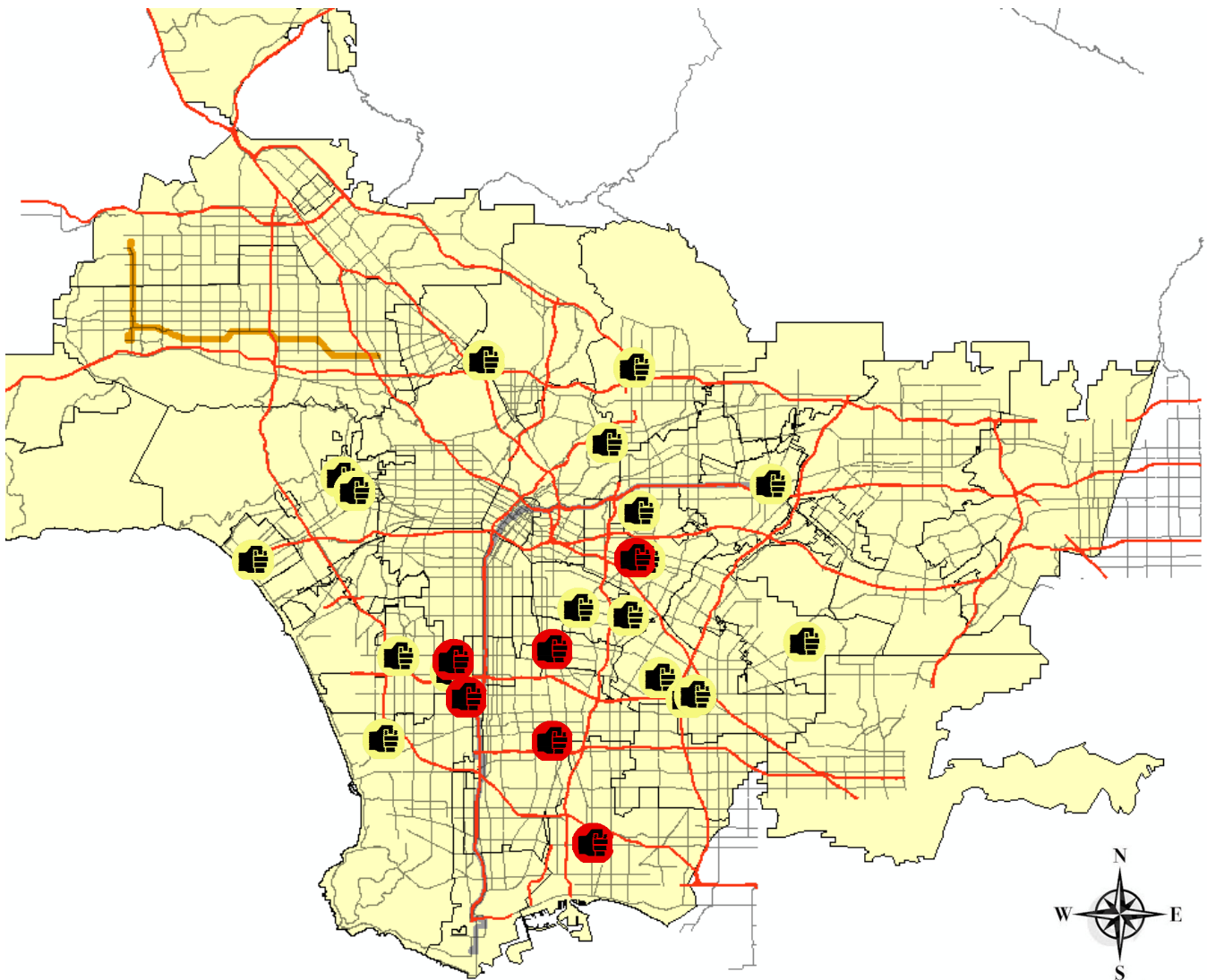


Prior to July 1st 2017, LASD patrolled the entire Metro system.

Barrier/No Barrier	Count
Not reported	0
No Barrier/Monitor	0
Operator assaulted outside barrier	8
Barrier (Not Used)	0
Barrier Used	16
<b>Grand Total</b>	<b>24</b>

Of the 24 incidents reported this year, 6 occurred outside the barrier. In 12 incidents, the barrier was used.

## Map of 2022 Bus/Rail Operator Assaults



### Bus Operator Assaults



April

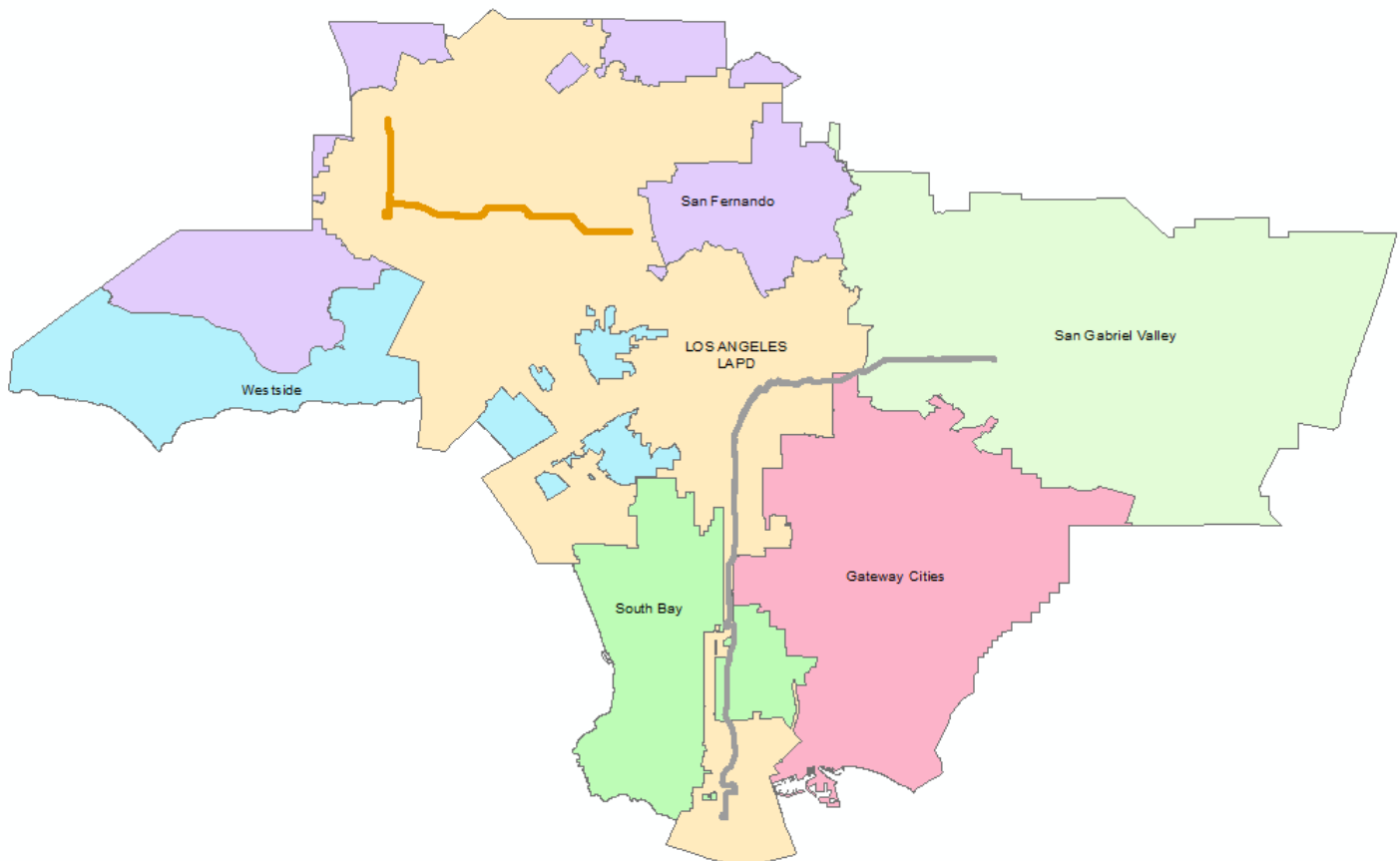


Jan—Mar

## Bus Sector and Line Statistics - YTD

Sector	Count
South Bus Gateway	10
South Bus Southbay	5
North Bus San Gabriel	3
South Bus Westside	2
North Bus San Fernando	1
South Rail Expo	1
South Rail Green	1
North Bus El Monte Terminal	1
<b>Grand Total</b>	<b>24</b>

Line	Count
L207	2
L258	2
L60	2
L18	2
L204	2
L111	2
L266	1
L217	1
C Line	1
L260	1
L-Unk	1
L662	1
L117	1
L120	1
E Line	1
L70	1
L94	1
L287	1
<b>Grand Total</b>	<b>24</b>



## Sexual Crime / Harassment Calls for Service April 2022

April 2022 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	0	0
Sexual Battery	4	1	0	0	5
Lewd Conduct	2	0	0	0	2
Indecent Exposure	1	2	0	0	3
Rape	2	1	0	0	3
<b>TOTAL</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>13</b>

Counseling Information Provided	
	April 2022
YES	10
NO- If no, why?	3
Gone On Arrival	0
Did Not Have Info	1
Telephonic Report	0
Not Offered	1
Refused	1
Officer Witnessed Incident	0
<b>TOTAL</b>	<b>13</b>

April 2022: Dept. Average Incident Response Time Sex Crime / Harassment Measured in Minutes			
Agency	Time Tracking: Incident Rpt. To Call Created	Time Tracking: Call Generated To On Scene	Time Tracking: Incident Rept. To On Scene
LAPD	0	15	15
LASD	1	5	5
LBPD	N/A	N/A	N/A
MTS	N/A	N/A	N/A
<b>DEPT AVERAGE</b>	<b>0</b>	<b>12</b>	<b>12</b>