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

Agenda - Final

Thursday, October 24, 2024

1:00 PM

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

Holly J. Mitchell, Chair

Katy Yaroslavsky, Vice Chair

James Butts

Jacquelyn Dupont-Walker

Tim Sandoval

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

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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Requests can also be sent to boardclerk@metro.net.

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Requests can also be sent to boardclerk@metro.net.



323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

The Committee Meeting begins at 1:00 PM Pacific Time on October 24, 2024; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 202-735-3323 and enter
English Access Code: 5647249#
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Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 24 de Octubre de 2024. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 202-735-3323 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
Codigo de acceso en espanol: 7292892#

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

Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.

Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

29. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2024-0823](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

30. **SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE MAINTENANCE SERVICES** [2024-0442](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 5 to Contract No. OP754160008370 with Steelman Build & Construction Inc., to provide commercial and industrial door repair and preventive maintenance services to exercise option year one in the Not-to-Exceed (NTE) amount of \$560,912, increasing the Total Contract Value from \$1,732,736 to \$2,293,648, and extending the period of performance from January 3, 2025, to January 2, 2026.

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

31. **SUBJECT: BUS BATTERIES** [2024-0549](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. MA90333-2000 with Battery Power, Inc., for Bus Batteries 12V, Group 31. This modification will exercise the one-year option in the not-to-exceed amount of \$1,474,110.90, increasing the total contract value from \$1,474,110.90 to \$2,948,221.80 and extending the contract term from November 9, 2024 to November 8, 2025.

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

32. SUBJECT: ENGINE ELECTRICAL WIRING HARNESS KITS

[2024-0556](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. SD105427000 with DSM&T Company, Inc., the responsive and responsible bidder for Electrical Wiring Harness Kits. This modification will exercise the one-year option in the Not-to-Exceed (NTE) amount of \$543,207.60, increasing the total contract value from \$543,207.60 to \$1,086,415.20 and extending the contract term from November 9, 2024 to November 8, 2025.

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

33. SUBJECT: CALIPER ASSEMBLIES FRONT & REAR

[2024-0557](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA121741000 to American Moving Parts, the lowest responsive and responsible bidder to supply Caliper Assemblies Front & Rear in the Not-to-Exceed (NTE) amount of \$1,827,743.78, inclusive of sales tax, subject to the resolution of all properly submitted protest(s), if any.

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

**34. SUBJECT: METRO B AND D LINES AUDIO FREQUENCY TRACK
CIRCUIT AND INTERLOCKING RELAY LOGIC
REPLACEMENT**

[2024-0642](#)

RECOMMENDATION(S)

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. AE117449000 to B & C Transit, Inc. for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project in the amount of \$59,858,500, effective November 1, 2024, subject to resolution of any properly submitted protest(s), if any; and
- B. INCREASE the Life of Project (LOP) Budget for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement

Project by \$20,000,000 from \$50,100,000 to \$70,100,000.

Attachments: [Attachment A - Capital Project 205674 Funding and Expenditure Plan](#)
 [Attachment B - Procurement Summary](#)
 [Attachment C - DEOD Summary](#)
 [Presentation](#)

35. **SUBJECT: RAIL CROSSING GATE OPTIMIZATION DEMONSTRATION PROJECT** [2024-0799](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AMEND the Fiscal Year (FY) 2025 budget to add \$2,000,000 for the Rail Crossing Gate Optimization Demonstration Project, federally funded by the Strengthening Mobility and Revolutionizing Transportation (SMART) Grant Award; and
- B. EXECUTE agreements and any contracts within the grant amount for the Rail Crossing Gate Optimization Demonstration Project.

36. **SUBJECT: MEMORANDUM OF UNDERSTANDING WITH LOS ANGELES COMMUNITY COLLEGE DISTRICT (LACCD) ON BEHALF OF LOS ANGELES TRADE TECHNICAL COLLEGE (LATTC) TO PROVIDE TRAINING SERVICES** [2024-0520](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute a Memorandum of Understanding (MOU) with the Los Angeles Community College District (LACCD) on behalf of the Los Angeles Trade Technical College (LATTC) to provide training services in support of the Rail Technical Training and Rail Apprentice Programs for up to \$300,000 each year for a total five years and a value of \$1,500,000, effective January 1, 2025, through December 31, 2029.

Attachments: [Attachment A - Access to Career Opportunities Update Motion 21](#)

37. **SUBJECT: REVISION OF METRO SERVICE COUNCIL BYLAWS** [2024-0175](#)

RECOMMENDATION

ADOPT the revised Service Council Bylaws (Attachment A).

Attachments: [Attachment A - Revised Service Council Bylaws](#)
 [Presentation](#)

38. **SUBJECT: APPOINTMENTS TO METRO'S SERVICE COUNCILS** [2024-0789](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's Westside Central Service Council (Attachment A).

Attachments: [Attachment A - Nomination Letters](#)
 [Attachment B - Nominee Qualifications](#)
 [Presentation](#)

39. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT** [2024-0105](#)

RECOMMENDATION

RECEIVE AND FILE quarterly status report on Metro's Public Safety Advisory Committee (PSAC).

40. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2024-0824](#)

RECOMMENDATION

RECEIVE oral report on Operations.

Attachments: [Presentation](#)

26. **SUBJECT: METRO TRANSIT WATCH APP UPDATE** [2024-0502](#)

RECOMMENDATION

RECEIVE AND FILE an update on the Metro Transit Watch app in response to Motion 46 (Attachment A).

Attachments: [Attachment A - Board Motion 46](#)
 [Attachment B - Key Functions and History of Transit Watch](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

41. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2024-0827](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Board Motion 34.1](#)

[Attachment B - Board Motion 31](#)

[Attachment C - Board Motion 30](#)

[Attachment D - Total Crime Summary August 2024](#)

[Attachment E - Systemwide Law Enforcement Overview August 2024](#)

[Attachment F - MTA Supporting Data August 2024](#)

[Attachment G - Sexual Harassment Crimes August 2024](#)

[Attachment H - Bus & Rail Operator Assaults August 2024](#)

[Attachment I - Arrests by Race & Ethnicity August 2024](#)

[Attachment J - Weapons Detection Pilots Updates](#)

[Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2024-0954](#)

RECEIVE General Public Comment

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

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

Adjournment



Metro

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

Board Report

File #: 2024-0823, File Type: Informational Report

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for the month of October 2024. This presentation will highlight these EOMs' work ethics, tenure, and outstanding achievements among other respectable attributes.

EQUITY PLATFORM

Employee of the Month nominations to the Chief Operations Officer must be for frontline employees or field supervisors 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 the 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 work with Logistics, Maintenance, and System Security & Law Enforcement who nominate employees who work at our various Metro locations.

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

Reviewed by: Conan Cheung, Chief Operations Officer (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

October 2024

Employees of the Month

October Employees of the Month



Custodial

Lead Custodian

Raymond Gaitan

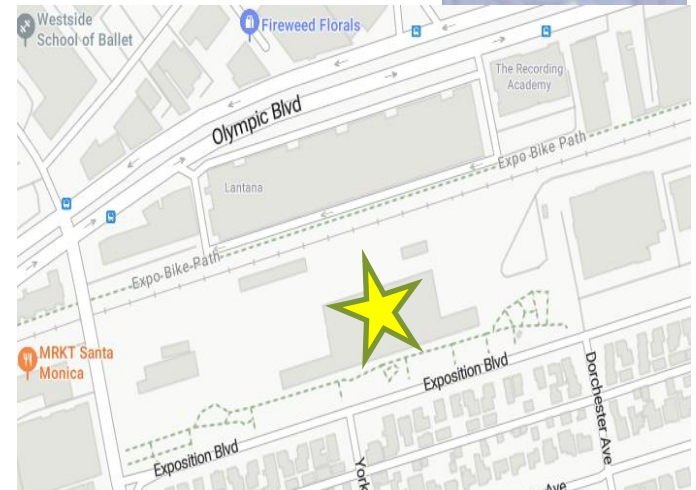


Division 20 – Downtown Los Angeles

Rail Transportation

Train Operator

Teh Chiu



Division 14 – Santa Monica

Employees of the Month



Metro[®]



Board Report

File #: 2024-0442, File Type: Contract

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

**SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE
MAINTENANCE SERVICES**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 5 to Contract No. OP754160008370 with Steelman Build & Construction Inc., to provide commercial and industrial door repair and preventive maintenance services to exercise option year one in the Not-to-Exceed (NTE) amount of \$560,912, increasing the Total Contract Value from \$1,732,736 to \$2,293,648, and extending the period of performance from January 3, 2025, to January 2, 2026.

ISSUE

The current contract's three-year base term to provide commercial and industrial door repair and preventive maintenance services expires on January 2, 2025. To continue providing these critical services, a contract modification is required to exercise option year one.

BACKGROUND

At its September 2021 meeting, the Board authorized the Chief Executive Officer to award a five-year firm fixed unit rate Contract No. OP754160008370, inclusive of two (2) one-year options to Steelman Build & Construction Inc. to provide systemwide commercial and industrial door repair and preventive maintenance services, effective January 3, 2022.

Metro staff are first responders for inoperable doors to ensure there is proper electrical power to the door operator. Once Metro staff verifies there is no issue with the power supplied to the door operator, the contractor will proceed to perform as-needed mechanical and any other repairs for damaged or malfunctioning commercial and industrial doors as they are responsible for under the existing contract. The contractor is also required to provide semi-annual preventative maintenance inspections for roll-up doors and grilles. The proactive preventative maintenance program and timely repair of damaged or malfunctioning doors provided by this contract are necessary to ensure safe operations, accessibility to Metro's transit system, and timely bus rollouts.

Under the existing contract, Steelman Build & Construction Inc. has provided satisfactory services for

systemwide commercial and industrial door repair and preventive maintenance.

During the three-year base term, services were expanded to include 157 additional doors from Union Station East Portal and Gateway Headquarters Building, previously managed under a separate contract outside Metro Operations. It also included 24 additional doors from the K Line (C/LAX) and Regional Connector expansion projects, for a total of 1,231 doors throughout Metro bus and rail facilities. This consists of 480 steel roll-up doors, 164 glass doors, 59 bi-fold doors, 43 roll-up grilles, 48 sectional doors, 413 fire doors, and 24 counter shutters.

DISCUSSION

Under Modification No. 5, the contractor will continue to provide systemwide commercial and industrial door repair and preventive maintenance service to ensure safe operations and timely service delivery.

The existing contract scope of services will further expand during option year one to include 79 additional commercial and industrial doors with the completion of the Airport Metro Connector project and Section 1 of the D Line/Purple Extension, increasing the total number of doors to be maintained under this contract from 1,231 to 1,310.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure safe, timely, and quality commercial and industrial door repair and preventive maintenance services throughout Metro bus and rail facilities.

FINANCIAL IMPACT

The FY25 budget includes funding of \$526,948 under cost center 8370-Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, and various projects.

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

Impact to Budget

Current funding sources for this action include Passenger Fares, Proposition A and C, Measure R and M, as well as State Transit Assistance. These funding sources are eligible for bus and rail operations projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

This contracted maintenance service will be applied equally to commercial and industrial doors at all Metro divisions, stations, terminals, and locations. While customers have minimal interaction with these commercial and industrial doors, including fire doors, it is imperative that they are maintained to ensure proper operation during an emergency and rider and employee safety.

This contract was solicited as part of the Small Business (SB) Prime (Set-Aside) Program. Steelman Build & Construction Inc., a Metro-certified SBE contractor, made an 86% SBE commitment as the prime contractor. The current level of SBE participation is 98.24%, exceeding the commitment by 12.24%.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5; Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing semi-annual inspections, preventive maintenance inspections, and as-needed repairs to damaged or malfunctioning commercial and industrial doors will extend their useful life, ensure timely bus rollouts, and provide safe and reliable operations system-wide.

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, severely impacting safety, operations, and accessibility to Metro's system.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has conducted an initial analysis for insourcing/outsourcing options for providing commercial and industrial door repair and preventive maintenance services, amongst other services. Based on the findings, providing commercial and industrial door repair and preventive maintenance services was not recommended for insourcing as this would require Metro to hire dedicated staff to be trained on several types of commercial and industrial doors, the purchase of additional equipment, vehicles, and a significant investment for parts and materials to support the expanded responsibility. The insourcing/outsourcing study assessment results indicate that this is currently not a cost-effective option for Metro.

NEXT STEPS

Upon approval by the Board, staff will execute Contract Modification No. 5 to Contract No. OP754160008370 with Steelman Build & Construction Inc. to provide commercial and industrial door repair and preventive maintenance services effective January 3, 2025.

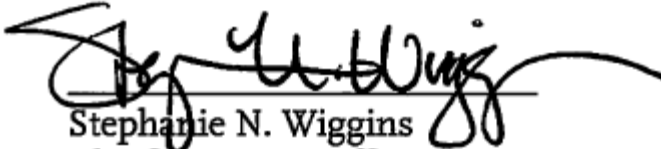
ATTACHMENTS

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

Prepared by: Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
 Carlos Martinez, Director, Facilities Contracted Maintenance Services, (213) 922-6761
 Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTATIVE
MAINTENANCE SERVICES/ OP754160008370

1.	Contract Number: OP754160008370			
2.	Contractor: Steelman Build & Construction			
3.	Mod. Work Description: Exercise One-year Option			
4.	Contract Work Description: Repair and maintenance			
5.	The following data is current as of: 9/12/24			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:		Contract Award Amount:	\$1,682,736
		9/23/2021		
	Notice to Proceed (NTP):	1/3/2022	Total of Modifications Approved:	\$50,000
	Original Complete Date:	1/2/2025	Pending Modifications (including this action):	\$560,912
	Current Est. Complete Date:	1/2/2026	Current Contract Value (with this action):	\$2,293,648
7.	Contract Administrator: Ana Rodriguez		Telephone Number: 213-922-1076	
8.	Project Manager: Carlos Martinez		Telephone Number: 213-922-6761	

A. Procurement Background

This Board Action is to approve Contract Modification No. 5. to exercise a one-year option in the Not-to-Exceed (NTE) amount of \$560,912, increasing the total NTE amount from \$1,732,736 to \$2,293,648 and extending the period of performance from January 3, 2025 to January 2, 2026.

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

On September 23, 2021, Metro's Board of Directors authorized the award of a firm fixed unit rate Contract No. OP754160008370 to Steelman Build & Construction, Inc. to provide commercial and industrial door repair and preventive maintenance services, effective January 3, 2022 inclusive of a three-year base and two, one-year options.

Refer to Attachment B – Contract Modification/Change Order Log

B. Cost/Price Analysis

The recommended price of the option has been determined to be fair and reasonable based upon firm fixed unit rates that were evaluated and established as part of the current contract awarded in September of 2021. The contract was awarded as a result of a competitive IFB that included evaluation of the base period and options. The award was made to the lowest responsive, responsible bidder. Approving this option and modification using the firm fixed unit rates already established is in the best interest of Metro as re-soliciting this requirement is expected to result in a higher price for these services. The Contractor has confirmed their rates have increased since 2021, and the rate of inflation in 2022 was 6.8% and 3.4% in 2023, as measured by the Consumer Price Index, which supports the Contractor's statement that their rates are higher today than three years ago. Exercising the option ensures Metro is paying the lowest possible cost for these services as the services would continue to be provided under the firm fixed unit rates established during the base period of the original contract.

Proposal Amount	Metro ICE	Negotiated Amount
NTE \$560,912	NTE \$560,912	NTE \$560,912

CONTRACT MODIFICATION/CHANGE ORDER LOG

COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTATIVE
MAINTENANCE SERVICES/ OP754160008370

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Addition of locations	Approved	2/7/22	\$0
2	Addition and deletion of locations	Approved	3/27/23	\$0
3	Addition of Preventative Maintenance Inspections and Addition of 1 subcontractor	Approved	2/5/24	\$50,000
4	Exercise Option 1 and extend Period of Performance through January 3, 2024	Pending	9/12/24	\$560,912
	Modification Total:			\$610,912
	Original Contract:			\$1,682,736
	Total:			\$2,293,648

DEOD SUMMARY**COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE
MAINTENANCE SERVICES/OP754160008370****A. Small Business Participation**

Steelman Build & Construction, a Small Business (SB) Prime, made an 86.00% Small Business Enterprise (SBE) commitment. The project is 68% complete and the current SBE participation is 98.24%, exceeding the commitment by 12.24%.

Small Business Commitment	86.00% SBE	Small Business Participation	98.24% SBE
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	SBE Subcontractors	% Committed	Current Participation¹
1.	Steelman Build & Construction (SBE Prime)	86.00%	95.59%
2.	LAX Equipment	Added	2.65%
	Total	86.00	98.24%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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

Commercial and Industrial Door Repair & Preventative Maintenance Services

Recommendation

- Authorize the Chief Executive Officer to execute Contract Modification No. 5 to Contract No. OP754160008370 with Steelman Build & Construction Inc., for Commercial and Industrial Door Repair and Preventive Maintenance Services to:
 - Exercise option year one in the Not-To-Exceed (NTE) amount of \$560,912,
 - Increase the total contract NTE amount from \$1,732,736 to \$2,293,648, including the three-year base period
 - Extend the period of performance from January 3, 2025, to January 2, 2026
- The existing contract's three-year base term expires on January 2, 2024

Summary

- Under the existing contract's three-year base term
 - ✓ The contractor has been providing satisfactory services
 - ✓ The contractor's responsibilities have expanded to include locations maintained by others and expansion projects at:
 - Gateway Headquarters Building & Union Station East Portal
 - K Line (C/LAX)
 - Regional Connector
- During the option year one, responsibilities will further expand to include:
 - ✓ Airport Metro Connector (AMC)
 - ✓ Metro D Line (Purple) Extension Phase I

Before and After Pictures



BEFORE



AFTER

METRO CMF BLDG 4, BAY 5



Board Report

File #: 2024-0549, File Type: Contract

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: BUS BATTERIES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. MA90333-2000 with Battery Power, Inc., for Bus Batteries 12V, Group 31. This modification will exercise the one-year option in the not-to-exceed amount of \$1,474,110.90, increasing the total contract value from \$1,474,110.90 to \$2,948,221.80 and extending the contract term from November 9, 2024 to November 8, 2025.

ISSUE

The Bus Maintenance Department uses bus batteries to support a fleet of over 2,000 Metro buses. Bus batteries are required for the engine and all major systems and subsystems on the bus fleet to operate and perform effectively.

Execution of this contract modification will ensure the operating divisions have adequate inventory to repair and maintain the buses according to Metro maintenance standards. This is necessary to ensure service continuity and avoid any interruption to Metro operations.

BACKGROUND

Metro awarded the original contract in September of 2023 as a two-year contract, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA90333-2000 with Battery Power, Inc. The contract base amount is \$1,474,110.90 inclusive of sales tax, and a one-year option amount is \$1,474,110.90, inclusive of sales tax, for a total contract amount of \$2,948,221.80. The first year was successful, and Metro's Central Maintenance Shop's Midlife Program is requesting approval for the 2nd year option. Staff issued a no cost period of performance extension from September 28, 2024 through November 8, 2024. The 2nd year option would continue the Midlife Program bus batteries replacement from November 9, 2024 through November 8, 2025.

Bus batteries provide the stored electrical energy necessary to start engines on buses and energize control modules and other electrical systems. It also energizes the alternator, which generates additional power for the various electrical systems installed on the bus fleet. After repeated heavy use each day for the extended service intervals on Metro buses, the batteries deteriorate and become

unable to store the required amount of energy to provide the current required to start the engines on buses and supply power for the electrical subsystems. Bus batteries that fail will take buses out of service due to engine no start or stalling issues, impacting the service provided to customers while buses are pending installation of new replacement batteries. Similar to automotive batteries, purchasing new bus batteries includes a core charge for recycling failed batteries. The failed batteries are returned to the vendor for recycling. Bus batteries functioning at total capacity are crucial for the safe and reliable operation of the bus fleet.

DISCUSSION

The bus operating divisions and Central Maintenance Shops use the bus batteries when performing repairs and preventative maintenance on the bus fleet. It is imperative to always have an inventory of bus batteries on hand to service the Metro bus fleet.

The contract modification to be awarded is a “requirements type” agreement in which we commit to ordering only from the awardee up to the specified quantity for a specific duration of time. However, Metro is not obligated to order any or all of the bus batteries that may be required. The bid quantities are estimates only, with deliveries to be ordered and released as necessary. Metro Mechanics install the purchased bus batteries.

Bus batteries will be purchased, maintained in inventory, and managed by Material Management. The appropriate budget project numbers and accounts will be charged as bus batteries are issued.

DETERMINATION OF SAFETY IMPACT

The contract modification for bus batteries will ensure that all operating divisions and the Central Maintenance Shops have an adequate inventory to maintain the equipment according to Metro Maintenance standards. This action will prevent service impacts, deferred maintenance, and ensure bus availability for revenue service.

FINANCIAL IMPACT

Funding in the amount of \$1,474,110.90 for these bus batteries is included in the FY25 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance Shops cost center 3366 under project 203050 NEW FLYER/ELDORADO BUS MIDLIFE Program.

Impact to Budget

The current funding sources for this action include Propositions A and C, Measure M, Federal Section 5307, and the Transportation Development Act. These sources are eligible for Bus Operating or Capital projects.

EQUITY PLATFORM

This action will ensure that Metro's bus fleet, which serves most regions in Los Angeles County, is able to provide vital transportation services to neighborhoods, including many Equity Focus Communities (EFCs) where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in EFCs. The Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide transportation for these underserved communities.

Due to the lack of subcontracting opportunities, the Diversity and Economic Opportunity Department (DEOD) did not recommend a DBE goal for this procurement.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The bus batteries support Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. Procuring bus batteries for inventory will help ensure the reliability of the bus fleet and enable our customers to arrive at their destinations on schedule and without interruption.

ALTERNATIVES CONSIDERED

The alternative is to not approve the contract modification and procure the bus batteries as needed, using the traditional "min/max" replenishment method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure availability, timely delivery, continued supply, and a guaranteed fixed price for the parts.

NEXT STEPS

Upon approval by the Board, staff will execute a contract modification to Contract No. MA90333-2000 for the procurement of bus batteries with Battery Power, Inc.

ATTACHMENTS

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

Prepared By: Harold Torres, Sr. Director, Central Maintenance, (213) 922-5714
James Pachan, Sr. Executive Officer (213) 922-5804
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BUS BATTERIES

CONTRACT NO. MA90333-2000

1.	Contract Number: MA90333-2000		
2.	Contractor: Battery Power Inc.		
3.	Modification Work Description: Exercise Option		
4.	Contract Work Description: Bus Battery 12V – Group 31		
5.	The following data is current as of: 6/25/24		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	9/29/23	Contract Award Amount: \$1,474,110.90
	Notice to Proceed (NTP)	9/29/23	Total of Modifications Approved: 1
	Original Complete Date:	9/28/24	Pending Modifications (including this action): \$1,474,110.90
	Contract Est. Completion Date:	11/8/25	Current Contract Value (with this action): \$2,948,221.80
6.	Contract Administrator: Tanya Allen		Telephone Number: (213) 922-1018
7.	Project Manager: Harold Torres		Telephone Number: (213) 922-5714

A. Procurement Background

This Board Action is to approve Modification No. 2 Contract No. MA90333-2000 issued in support of:

Exercising the one-year option and increasing the total not-to-exceed amount by \$1,474,110.90 to \$2,948,221.80.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Firm Fixed Price (FFP).

The original contract was approved by the Board on September 28, 2023, to Battery Power, Inc. for a one-year base period in the amount of \$1,474,110.90 with a one-year option term for a total not-to-exceed amount of \$2,847,221.80.

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

B. Price Analysis

The recommended unit price has been determined to be fair and reasonable based on the price analysis completed as part of the total contract amount. The price of the contract was established in September 2023 as part of the competitive contract award and shall remain unchanged. According to the Producer Price Index, similar industries experienced an average of 2.3% increase from April 2023 to May 2024. The price for this option year is the same price the contractor has charged Metro during the initial base term, with no increase. Therefore, exercising the option is in the best interest of Metro. This Contract was a result of a competitive IFB in which the option year was evaluated and award was made to the lowest responsive, responsible bidder.

OPTION YEAR AMOUNT	METRO ICE	MODIFICATION AMOUNT
\$1,474,110.90	\$1,474,110.90	\$1,474,110.90

ATTACHMENT B**CONTRACT MODIFICATION/CHANGE ORDER LOG****BUS BATTERIES
CONTRACT NO. MA90333-2000**

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Extend Period of Performance	Approved	9/25/24	\$0.00
2	Exercise one-year option term	Pending	TBD	\$1,474,110.90
	Modification Total:			\$1,474,110.90
	Original Contract:	Approved	9.29.23	\$1,474,110.90
	Total:			\$2,948,221.80

DEOD SUMMARY

BUS BATTERIES / MA90333-2000

A. Small Business Participation

The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities. It is expected that Battery Power, Inc. will continue to provide the services of this contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

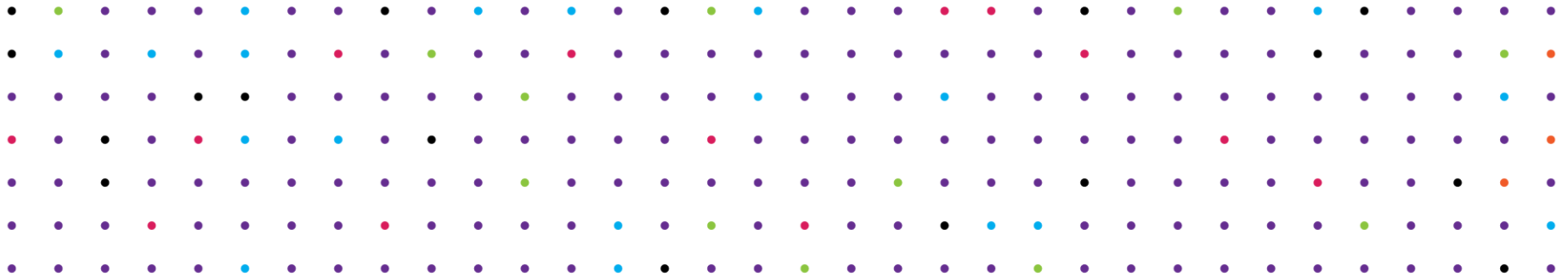
Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

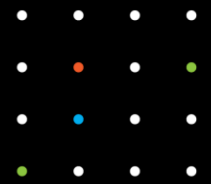
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

BUS BATTERIES

OCTOBER 24, 2024

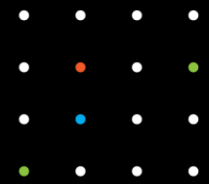


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. MA90333-2000 with Battery Power, Inc., for Bus Batteries 12V, Group 31. This modification will exercise the one-year option in the not-to-exceed amount of \$1,474,110.90, increasing the total contract value from \$1,474,110.90 to \$2,948,221.80 and extending the contract term from November 9, 2024 to November 8, 2025.

ISSUE & DISCUSSION



AWARDEE - Battery Power, Inc.

NUMBER OF BIDS – Exercising Modification Option Order

DEOD COMMITMENT – 0%, The Diversity & Economic Opportunity Department did not establish a Disadvantaged Business Enterprise (DBE) goal for this project due to the lack of subcontracting opportunities.

ISSUE

Bus batteries are required for the engine and all major systems and subsystems on the bus fleet to operate and perform effectively. Bus batteries provide stored electrical energy necessary to start engines on buses, energize control modules, electrical systems, and the alternator which generates additional power. Bus batteries that fail will result in buses being taken out of service due to engine no start or stalling issues. Execution of this contract Modification will ensure the operating divisions have adequate inventory to repair and maintain the buses and avoid service interruptions.

DISCUSSION

The bus operating divisions and Central Maintenance Shops use the bus batteries when performing repairs and preventative maintenance on the bus fleet. It is imperative to always have an inventory of bus batteries on hand to service the Metro bus fleet.





Board Report

File #: 2024-0556, **File Type:** Contract**Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 24, 2024****SUBJECT: ENGINE ELECTRICAL WIRING HARNESS KITS****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. SD105427000 with DSM&T Company, Inc., the responsive and responsible bidder for Electrical Wiring Harness Kits. This modification will exercise the one-year option in the Not-to-Exceed (NTE) amount of \$543,207.60, increasing the total contract value from \$543,207.60 to \$1,086,415.20 and extending the contract term from November 9, 2024 to November 8, 2025.

ISSUE

This procurement is for the acquisition of Compressed Natural Gas (CNG) Engine Conversion Electrical Wiring Harness Kits that are required to maintain the safe and reliable operation of the bus fleet. The harness kits are required to install newer model near-zero emission engines during the Midlife Refurbishment Program of Metro's New Flyer Xcelsior bus fleet. The engine conversion program updates the bus fleet with lower emission and more efficient L9N engines, providing Metro customers safer and more reliable transportation. The three wiring harness assemblies included in the harness kits are installed on the new CNG engines and replace outdated harnesses used on the older engines originally installed in these buses.

The award of this contract modification will ensure that Bus Maintenance has adequate inventory for the Midlife Program to continue repairing and maintaining buses according to Metro maintenance standards.

BACKGROUND

At its September 2023 meeting, the Board awarded an , Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. SD105427000 to DSM&T Company, INC. The contract base amount is a one-year base term of \$543,207.60 inclusive of sales tax, and a one-year option amount is 543,207.60, inclusive of sales tax, for a total contract amount of \$1,086,415.20. The first year was successful, and Metro's Central Maintenance Shop's Midlife Program is requesting approval for the 2nd year option. Staff issued a no-cost period of performance extension from September 28, 2024 through November 8, 2024. The 2nd year option would continue the Midlife Program engine harness replacement from

November 9, 2024 through November 8, 2025.

Transit bus engines, transmissions, cooling systems, air conditioning systems, doors, and numerous other systems and components are controlled electrically by switches, sensors, and computers located throughout the buses. Electrical harnesses provide the connection to allow communication through electronic signals to control these systems and components. The harnesses are a critical part of the bus electrical systems, and degradation of the harnesses can significantly impact the performance and reliability of the engine, transmission, and cooling systems. Corrosion or wear of electrical connectors can result in performance problems, unnecessary in-service failures, and increased maintenance costs.

The Midlife Refurbishment Program is replacing engines on New Flyer Xcelsior buses that have been in service for over eight years, with an average mileage on these buses approaching 300,000 miles. The Midlife Refurbishment Program replaces the older Cummins ISLG engine with an environmentally cleaner and more efficient Cummins L9N engine. The updated engine improves the reliability of the bus fleet, results in fewer road failures, and provides better overall service for Metro customers. It also provides cleaner emissions for the greater Los Angeles County service area. The electrical wiring harness kits are required to install the new CNG near-zero emission engines during the Midlife Refurbishment of the Metro New Flyer Xcelsior bus fleet.

DISCUSSION

The Cummins L9N Engine Conversion Electrical Wiring Harness Kits include three wiring harnesses specifically designed by Metro to interface with the Cummins L9N engine. These harnesses are installed on the New Flyer bus fleet during the Midlife Refurbishment process. The three harnesses replace existing harnesses that provide electrical current to components for the Cummins Engine, OBD II diagnostics, and catalytic converter.

Replacing older, high mileage engines with new engines covered by manufacturer warranties provides Metro with a more reliable transit bus fleet and reduced exhaust emissions. The harness kits replace harnesses degraded by engine compartment heat, water intrusion, and corrosion. Wiring harnesses degraded from extended use can often result in defects and engine performance issues. Replacing the harnesses will improve the reliability and extend the service mileage of the vehicle.

The contract to be awarded is an Indefinite Delivery, Indefinite Quantity (IDIQ) agreement in which Metro commits to ordering only from the awardee up to the specified quantity for a specific duration of time. Metro is not obligated or committed to ordering any or all the required Electrical Wiring Harness Kits. The bid quantities are estimates only, with deliveries to be ordered and released as necessary.

Electrical Wiring Harness Kits will be purchased, maintained in inventory, and managed by Material Management. The appropriate budget project numbers and accounts will be charged as they are issued.

DETERMINATION OF SAFETY IMPACT

Award of the Electrical Wiring Harness Kits contract will ensure that all operating divisions and the Central Maintenance Facility (CMF) have an adequate inventory to maintain the equipment according to Metro Maintenance standards. This action will prevent service impacts and deferred maintenance and ensure bus availability and reliability for revenue service.

FINANCIAL IMPACT

Funding in the amount of \$543,207.60 for these Electrical Wiring Harness Kits is included in the FY25 budget under account 50441, Parts - Revenue Vehicle in multiple bus operating cost centers under project 306002 Operations Maintenance, and in the Central Maintenance Shops (CMS) cost center 3366 under project 203050 New Flyer/El Dorado Bus Midlife.

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

Impact to Budget

The current funding sources for this action include Federal 5307/5308, Proposition A, Proposition C, Measure M, and TDA. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

This action will ensure that Metro's bus fleet, which serves most regions in Los Angeles County, can provide vital transportation services to neighborhoods, including many Equity Focus Communities (EFCs) where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the Metro bus maintenance programs ensure the proper State of Good Repair of the bus fleet to provide transportation for these EFCs. The Cummins L9N Near Zero natural gas engines that utilize the Electrical Wiring Harness Kits from this procurement reduces Nitrous Oxide (NOx) emissions by ninety percent (90%) and greenhouse gas emissions by nine percent (9%) compared to the standard ISL-G CNG powered engine currently installed in this bus fleet. Implementation will result in improvements in the air quality along bus routes, benefitting EFCs.

DSM&T Company, Inc. made a 2% Disadvantaged Business Enterprise (DBE) commitment, and the current level of participation is 2.13%, exceeding the DBE commitment by 0.13%.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Electrical Wiring Harness Kits supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. Procuring Electrical Wiring Harness Kits for inventory will help ensure the bus fleet's reliability and enable our customers to arrive at their destinations on schedule and without interruption.

ALTERNATIVES CONSIDERED

The alternative is not to award the contract modification and procure Electrical Wiring Harness Kits on the open market as needed. This approach is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability. Not awarding the contract modification would negatively impact the Midlife Refurbishment program and result in delays or deferral of the engine repower program. Additionally, Metro bus maintenance divisions and the fleet would be negatively impacted.

NEXT STEPS

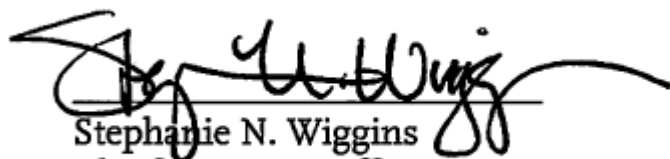
Upon approval by the Board, staff will execute a contract modification to Contract No. SD105427000 for the procurement of Electrical Wiring Harness Kits with DSM&T Company, Inc., exercising the one-year option in the amount of \$543,207.60, inclusive of sales tax, for a total contract amount of \$1,086,415.20.

ATTACHMENTS

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

Prepared By: David Ball, Senior Manager, (213) 922-5895
James Pachan, Senior Executive Officer (213) 922-5804
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ENGINE ELECTRICAL WIRING HARNESS KITS

CONTRACT NO. SD105427000

1.	Contract Number: SD105427000			
2.	Contractor: DSM&T Company Inc.			
3.	Modification Work Description: Exercise Option			
4.	Contract Work Description: Electrical Wiring Harness Kits			
5.	The following data is current as of: 6/6/24			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	9/29/23	Contract Award Amount:	\$543,207.20
	Notice to Proceed (NTP)	9/29/23	Total of Modifications Approved:	1
	Original Complete Date:	9/28/24	Pending Modifications (including this action):	\$543,207.20
	Contract Est. Completion Date:	11/8/25	Current Contract Value (with this action):	\$1,086,414.40
6.	Contract Administrator: Tanya Allen		Telephone Number: (213) 922-1018	
7.	Project Manager: David Ball		Telephone Number: (213) 922-5895	

A. Procurement Background

This Board Action is to approve Modification No. 2 Contract No.SD105427000 issued in support of:

Exercising the one-year option and increasing the total not-to-exceed amount by \$543,207.20 to \$1,086,414.40.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is Firm Fixed Price (FFP).

The original contract was approved by the Board on September 28, 2023, to DSM&T Company Inc. for a one-year base period in the amount of \$543,207.20 with a one-year option term for a total not-to-exceed amount of \$1,086,414.40.

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

B. Price Analysis

The recommended price has been determined to be fair and reasonable based on the analysis completed as part of the total contract amount. The price of the contract was established in September 2023 as part of the competitive contract award and shall remain unchanged. According to the Producer Price Index, similar industries experienced an average of 2.4% increase from April 2023 to April 2024. The price for this option year is the same price the firm has charged Metro during the initial base term, with no increase. Therefore, exercising the option is in the best interest of Metro. This Contract was a result of a competitive IFB in which the option year was evaluated, and award was made to the lowest responsive, responsible bidder.

OPTION YEAR AMOUNT	METRO ICE	MODIFICATION AMOUNT
\$543,207.50	\$543,207.50	\$543,207.20

ATTACHMENT B**CONTRACT MODIFICATION/CHANGE ORDER LOG****ELECTRICAL WIRING HARNESS KITS
CONTRACT NO. SD105427000**

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Extend Period of Performance	Approved	9/29/24	\$0.00
2	Exercise one-year option term	Pending	TBD	\$543,207.60
	Modification Total:			\$543,207.60
	Original Contract:	Approved	9.29.23	\$543,207.60
	Total:			\$1,086,415.20

DEOD SUMMARY

ELECTRICAL WIRING HARNESS KITS/SD105427000

A. Small Business Participation

DSM&T Company, Inc. made a 2% Disadvantaged Business Enterprise (DBE) commitment. The contract is 88% complete and the current level of participation is 2.13%, exceeding the DBE commitment by 0.13%.

Small Business Commitment	2% DBE	Small Business Participation	2.13% DBE
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	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	Say Cargo Express, Inc.	Hispanic American	2%	2.13%
Total			2%	2.13%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

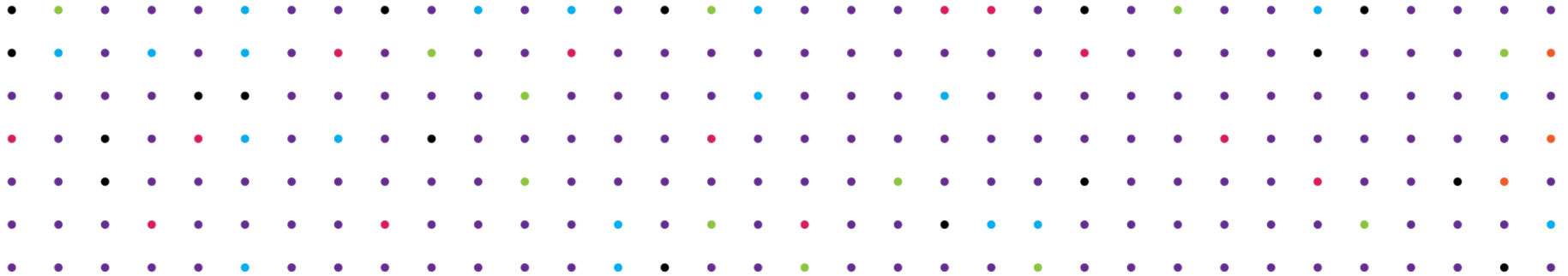
Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

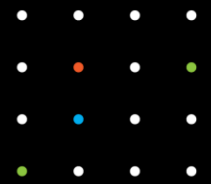
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

ENGINE ELECTRICAL WIRING HARNESS KITS

OCTOBER 24, 2024

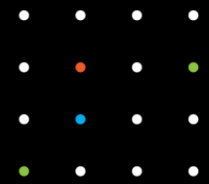


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. SD105427000 with DSM&T Company, Inc. the responsive and responsible bidder for Electrical Wiring Harness Kits. This modification will exercise the one-year option in the Not-to-Exceed (NTE) amount of \$543,207.60, increasing the total contract value from \$543,207.60 to \$1,086,415.20 and extending the contract term from November 9, 2024 to November 8, 2025.

ISSUE & DISCUSSION



AWARDEE - DSM&T Company, Inc.

NUMBER OF BIDS – Exercising Modification Option Order

DEOD COMMITMENT – 2%

ISSUE

Compressed Natural Gas (CNG) Engine Conversion Electrical Wiring Harness Kits are required for the installation of newer model near-zero emission engines during the Midlife refurbishment of Metro's New Flyer Xcelsior bus fleet. The engine conversion program updates the bus fleet with a lower emission and more efficient engine, providing Metro's customers with safer and more reliable transportation.

DISCUSSION

The CNG Engine Conversion Electrical Wiring Harness Kits include three wiring harnesses specifically designed by Metro and installed on the New Flyer Xcelsior buses during the midlife refurbishment process. The replacement of the harnesses will improve the reliability and extend the service mileage of the vehicle.





Board Report

File #: 2024-0557, **File Type:** Contract

Agenda Number: 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: CALIPER ASSEMBLIES FRONT & REAR

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA121741000 to American Moving Parts, the lowest responsive and responsible bidder to supply Caliper Assemblies Front & Rear in the Not-to-Exceed (NTE) amount of \$1,827,743.78, inclusive of sales tax, subject to the resolution of all properly submitted protest(s), if any.

ISSUE

This procurement is for Caliper Assemblies Front & Rear, a major component used on both front and rear braking systems on Metro's fleet of 1,030 New Flyer buses to maintain the safe and reliable operation of the bus fleet. During bus midlife, the existing caliper assemblies are replaced with new assemblies, and bus operating divisions also replace the caliper assemblies as necessary.

The award of this contract will ensure the Bus Midlife program and operating divisions have adequate inventory to repair and maintain the buses according to Metro maintenance standards. This is necessary to ensure service continuity and prevent interruption to Metro operations.

BACKGROUND

Metro's fleet of 2,105 buses is comprised of the following bus manufacturers: BYD, ENC, New Flyer and NABI. New Flyer buses make up 49% of the fleet.

The caliper assembly is part of the disc brake system that houses the brake pads and piston. Two caliper assemblies are mounted on the front and rear axles of the buses. The function of the caliper assembly is to apply pressure to the piston that activates the brake pads to slow or stop the bus by creating friction between the brake pads and rotors. Functional caliper assemblies are essential to the safety of the bus fleet. During the service life of buses in normal driving conditions, the caliper assemblies wear down due to the constant braking in heavy stop-and-go traffic conditions to slow or stop the buses. The replacement of the caliper assemblies at bus operating divisions is necessary to

ensure the reliability and safety of the New Flyer bus fleet. Caliper assemblies for the BYD, ENC, and NABI fleet are procured from a contract with a different vendor.

DISCUSSION

The caliper assembly is one of the key components of the bus braking system, and it is replaced in the Bus Midlife program and at bus operating divisions. The replacement of worn caliper assemblies reduces in-service failures and road calls, which ensures the safety of passengers and provides a high level of customer service. Replacing the caliper assemblies as part of Metro's preventive maintenance program reduces operating costs by reducing in-service failures and keeping buses in revenue service. Replacing the caliper assemblies during the Bus Midlife and at bus operating divisions will ensure the bus fleet will continue to operate safely throughout their useful life.

The contract to be awarded is a "requirements type" agreement in which Metro commits to ordering only from the awardee up to the specified quantity for a specific duration of time. However, we are not obligated or committed to ordering any specific quantity of the caliper assemblies that may currently be required. The bid quantities are estimates only, with deliveries to be ordered and released as necessary.

The caliper assemblies will be purchased and maintained in inventory and managed by Material Management. The appropriate budget project numbers and accounts will be charged as the caliper assemblies are issued.

DETERMINATION OF SAFETY IMPACT

The award of this contract will ensure that the Bus Midlife program and all operating divisions have adequate inventory to maintain the New Flyer bus fleet according to Metro Maintenance standards. This ensures the safety of bus passengers and Metro employees by maintaining the ability of bus fleets to stop in accordance with Federal and State regulatory requirements.

FINANCIAL IMPACT

The FY25 budget for the various caliper assemblies - disc brakes is \$913,871.89, included under multiple bus operating cost centers in project 306002 Operations Maintenance under line item 50441, Parts - Revenue Vehicle, and in Central Maintenance cost center 3366, under project 203050 Bus Midlife Project and line item 50441, Parts - Revenue Vehicle.

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

Impact to Budget

The current funding sources for this action include Proposition A and C, Measure M, Transportation Development Act, and Federal 5307. These sources are eligible for Bus Operating or Capital projects. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

This action ensures that the bus fleet that serves most regions in Los Angeles County, including many Equity Focus Communities (EFCs), is able to continuously and safely provide vital transportation services. This helps support riders in EFCs where disparities exist between residents' access to jobs, housing, education, health, and safety.

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% DBE goal for this procurement. American Moving Parts met the goal by making an overall 2% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The caliper assemblies support Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The caliper assemblies will help to maintain the reliability of the New Flyer bus fleets and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

ALTERNATIVES CONSIDERED

The alternative is not to award the contract and procure the caliper assemblies 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.

NEXT STEPS

Upon approval by the Board, staff will execute No. MA121741000 for the procurement of calipers assemblies with American Moving Parts., at the two-year base amount of \$1,827,743.78 inclusive of sales tax.

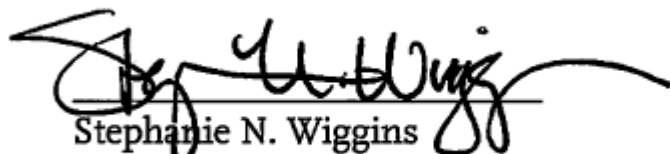
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared By: Harold Torres, Senior Director, Central Maintenance, (213) 922-5714
James Pachan, Senior Executive Officer (213) 922-5804
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A**PROCUREMENT SUMMARY
CALIPER ASSEMBLIES – FRONT & REAR / MA121741000**

1.	Contract Number: MA121741000	
2.	Recommended Vendor: American Moving Parts, 4408 Worth Street, Los Angeles, CA 90063	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates :	
	A. Issued: 4/18/24	
	B. Advertised/Publicized: 4/22/24	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 6/5/24	
	E. Pre-Qualification Completed: 6/25/24	
	F. Conflict of Interest Form Submitted to Ethics: 6/11/24	
	G. Protest Period End Date: 10/21/24	
5.	Solicitations Picked up/Downloaded: 7	Bids/Proposals Received: 3
6.	Contract Administrator: Tanya Allen	Telephone Number: (213) 922-1018
7.	Project Manager: Harold Torres	Telephone Number: (213) 922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA121741000 for the procurement of Caliper Assemblies – Front & Rear. Board approval of this contract award is subject to the resolution of any properly submitted protest(s), if any.

An Invitation for Bid (IFB) No. MA121741 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

One (1) amendment was issued during the solicitation phase of this IFB:

- Amendment No. 1 was issued on May 5, 2024, to answer questions about the Schedule of Quantities and Prices.

A total of three (3) bids were received on June 5, 2024.

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. American Moving Parts
2. Gillig LLC
3. The Aftermarket Parts Company

All firms were determined to be responsive and responsible to the IFB requirements. The recommended firm, American Moving Parts, 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 American Moving Parts has been determined to be fair and reasonable based upon adequate price competition, the Independent Cost Estimate (ICE), and selection of the lowest responsive and responsible bidder.

This contract will achieve a price savings of 5% based on historical pricing.

Bidder Name	Bid Amount	Metro ICE \$1,931,003.00
American Moving Parts	\$1,827,743.78	
The Aftermarket Parts Company	\$2,588,882.88	
Gillig, LLC	\$3,167,322.10	

D. Background on Recommended Contractor

The recommended firm, American Moving Parts is located in Los Angeles, CA and has been in business for 20 years. American Moving Parts (AMP) has provided similar products for Metro and other government entities including the City of Los Angeles, and the Department of Water and Power (DWP) in Los Angeles, CA. AMP has provided satisfactory service and products to Metro on previous purchases.

DEOD SUMMARY**CALIPER ASSEMBLIES – FRONT & REAR / MA121741000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an overall 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery / Indefinite Quantity (IDIQ) solicitation. American Moving Parts met the goal by making an overall 2% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
----------------------------	---------------	----------------------------------	---------------

	DBE Subcontractors	Ethnicity	% Committed
1.	AS Twinz Trucking	Hispanic American	2%
Total Commitment			2%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

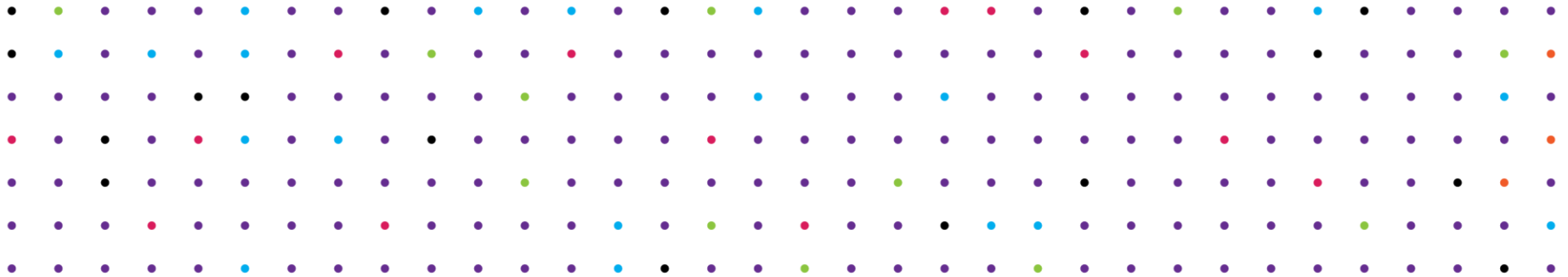
Prevailing wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

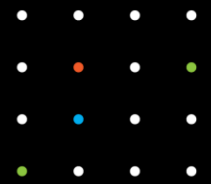
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

BRAKE CALIPER ASSEMBLIES

OCTOBER 24, 2024

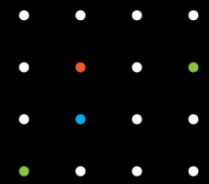


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA121741000 to American Moving Parts, the lowest responsive and responsible bidder to supply Caliper Kit Assemblies Front & Rear in the Not-to-Exceed (NTE) amount of \$1,827,743.78, inclusive of sales tax, subject to the resolution of all properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE - American Moving Parts

NUMBER OF BIDS - 3

- American Moving Parts - \$1,827,743.78
- The Aftermarket Parts Company - \$2,588,882.88
- Gillig LLC - \$3,167,322.10

DEOD COMMITMENT – 2%

ISSUE

The caliper assembly is major component of the bus braking system on Metro's fleet of New Flyer buses that is necessary for the safe and reliable operation of the bus fleet.

DISCUSSION

The replacement of worn caliper assemblies as part of Metro's preventive maintenance and Bus Midlife programs reduces in-service failures and road calls, which ensures the safety of passengers and provides a high level of customer service.





Board Report

File #: 2024-0642, File Type: Contract

Agenda Number: 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: METRO B AND D LINES AUDIO FREQUENCY TRACK CIRCUIT AND INTERLOCKING RELAY LOGIC REPLACEMENT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. AE117449000 to B & C Transit, Inc. for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project in the amount of \$59,858,500, effective November 1, 2024, subject to resolution of any properly submitted protest(s), if any; and
- B. INCREASE the Life of Project (LOP) Budget for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project by \$20,000,000 from \$50,100,000 to \$70,100,000.

ISSUE

The Metro Railway Train Control system uses track circuit modules and relay logic (electromechanically operated vital and non-vital relay switches) to manage the safe movement of trains. The current train protection system on the B (formerly Red) and D (formerly Purple) Lines has continuously operated since revenue service began in 1993. These track circuit modules and relay logic (non-vital and vital relays) are now reaching the end of their useful life and require replacement. They are no longer supported by the Original Equipment Manufacturer (OEM), are not readily available in the industry, and potential replacement relays are not cost-effective due to the difficulty of installation. Approval of a contract award and an increase in the LOP budget are needed to proceed with the replacement and modernization work.

BACKGROUND

The track circuit modules and relay logic (non-vital and vital relays) associated with the train control system are reaching the end of their useful life. The OEM no longer supports the relays, and their scarce availability creates a challenge for the Maintenance of Way (MOW) workforces to keep them operational and in good repair. Additionally, new technology in the marketplace would make maintenance of the train control system more manageable by providing diagnostic tools that help

MOW workforces troubleshoot and diagnose potential failures, which reduce unplanned downtime and improve system reliability.

In May 2022, the Board approved the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project with an LOP budget of \$50,100,000 as part of the adopted FY23 annual budget. This initial LOP budget was based on the engineering estimate for replacing the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic. Subsequently, the cost increase in the design, procurement, and installation of the train control equipment industry and inflation contributed significantly to the requested increase in LOP.

DISCUSSION

All train control equipment rooms have many track circuit modules and relay logic (non-vital and vital relays). Vital relays are essential to Metro's Railway Train Control system, which manages critical safety functions. They ensure the safe operation of trains by controlling signals and track switches at interlockings (track sections). They are designed to halt train movements when a train enters a section already occupied by another train. These relays are crucial in preventing collisions and are designed to mitigate unsafe conditions even when failing. Non-vital relays manage other essential functions such as requesting routes, providing status indications, and sending alarms to the Rail Operations Control (ROC) Center.

The project work under Contract No. AE117449000 will replace the current track circuit modules, relay logic (vital and non-vital relays), and associated wiring with microprocessor-based train control equipment. The microprocessor-based train control system will be installed at sixteen (16) Train Control and Communication Room (TCCR) locations along the mainline. To minimize the impact on rail service, the project work will be performed within one TCCR at station locations at a time. A \$70,100,000 LOP budget need has been determined based on the necessary project scope and the negotiated amount for Contract No. AE117449000. See Attachment A for the expenditure plan of capital project 205674.

The replacement of the train control relays is part of the Capital Improvement Program (CIP), which aims to renew transit infrastructure assets. Metro is committed to maintaining transit infrastructure assets that are in good repair.

DETERMINATION OF SAFETY IMPACT

Non-vital and vital train control relays directly impact the safety of train movements and are critical infrastructure assets that work to prevent train collisions and other safety hazards. In accordance with Metro's Transit Asset Management Plan requirements, both non-vital and vital train control relays must be replaced in a timely manner when they begin reaching the end of their useful life to comply with safety and reliability standards, alongside meeting California Public Utilities Commission (CPUC) and Federal Transit Administration (FTA) regulations.

FINANCIAL IMPACT

This action will increase the LOP budget for capital project 205674-B and D Lines Train Control Non-Vital and Vital Relay Replacement, adjusting it from \$50,100,000 to \$70,100,000. Funding of

\$4,656,029 is included in the FY25 budget.

Since this is a multi-year project, the Project Manager will ensure that the balance of funds is budgeted in future fiscal years.

Impact to Budget

The current source of funds for this action is Measure R 2%. This funding is eligible for Capital Projects. Using this funding source maximizes the project funding allocation intent allowed by approved provisions and guidelines.

EQUITY PLATFORM

Metro is committed to maintaining transit assets in marginalized communities, ensuring reliable and equitable transportation options for Metro riders, especially EFCs. The equity benefits of this action modernize transit infrastructure assets on the B (formerly Red) and D (formerly Purple) Lines that directly provide service in many Equity Focus Communities (EFCs) as well as low-income riders, who are the primary users of the Metro transit system.

The B & D Lines serve numerous communities with a high EFC concentration, including Westlake/MacArthur Park, Koreatown, East Hollywood, and North Hollywood. They also serve as a key transfer connection to other Metro rail lines and multiple bus lines for workers, students, and residents in these EFCs.

The Diversity and Economic Opportunity Department (DEOD) set goals of 7% for Small Business Enterprise (SBE) and 3% for Disabled Veteran Business Enterprise (DVBE) participation in this solicitation. B & C Transit, Inc. fulfilled these requirements by committing to a 7% SBE and 3% DVBE participation.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

- Goal # 2: Deliver outstanding trip experiences for all users of the transportation system.
- Goal # 3: Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The Board may choose not to award Contract No. AE117449000 and not increase the LOP budget for project 205674. Staff does not recommend this because the current Audio Frequency Track Circuit and Interlocking Relay Logic along the B and D Lines are nearing the end of their useful life. They are safety-sensitive, and choosing not to perform or postpone replacement will impact service reliability if the relays become non-operational, halting train movements and disrupting railway service. Functioning non-vital and vital relays are required for train operations. Additionally, unscheduled maintenance repair costs per component will result in higher operating costs versus

reduced costs when performing work as scheduled.

NEXT STEPS

Upon Board approval of the recommendations, staff will increase the authorized LOP budget and execute Contract No. AE117449000 with B & C Transit, Inc. for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project.

ATTACHMENTS

Attachment A - Capital Project 205674 Funding and Expenditure Plan

Attachment B - Procurement Summary

Attachment C - DEOD Summary

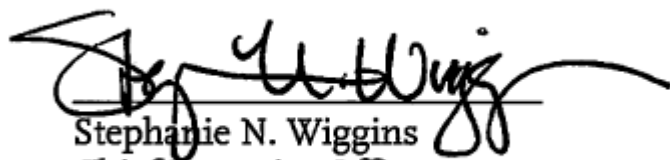
Prepared by:

Aderemi Omotayo, Deputy Executive Officer, Wayside Systems Engineering and Maintenance, (213) 922-3243

Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227

Carolina Coppolo, Interim Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

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



Stephanie N. Wiggins
Chief Executive Officer

Capital Project 205674 Funding and Expenditure Plan
B / D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement

Use of Funds	ITD	FY25	FY26	FY27	FY28	Total
Contract No. AE117449000 B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement		\$ 5,000,000	\$ 18,000,000	\$ 18,000,000	\$ 18,858,500	\$ 59,858,500
Metro Workforces		\$ 900,000	\$ 900,000	\$ 900,000	\$ 955,650	\$ 3,655,650
Agency Costs (Design Support During Construction, Construction Management, Project Management, Procurement, Labor Compliance)	\$ 50,144	\$ 99,856	\$ 150,000	\$ 150,000	\$ 150,000	\$ 600,000
Contingency 10%					\$ 5,985,850	\$ 5,985,850

Total Project Costs \$ 50,144 \$ 5,999,856 \$ 19,050,000 \$ 19,050,000 \$ 25,950,000 \$ 70,100,000

Source of Funds	ITD	FY25	FY26	FY27	FY28	Total
Local : Measure M 2% - Active Transportation	\$ 50,144	\$ 5,999,856	\$ 19,050,000	\$ 19,050,000	\$ 25,950,000	\$ 70,100,000

Total Project Funding \$ 50,144 \$ 5,999,856 \$ 19,050,000 \$ 19,050,000 \$ 25,950,000 \$ 70,100,000

Note: Future funding sources will be pursued as opportunities become available.

PROCUREMENT SUMMARY

METRO B AND D LINES AUDIO FREQUENCY TRACK CIRCUIT AND
INTERLOCKING RELAY LOGIC REPLACEMENT/AE117449000

1.	Contract Number: AE117449000	
2.	Recommended Vendor: B & C TRANSIT, INC.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input checked="" type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: March 1, 2024	
	B. Advertised/Publicized: March 1, 2024	
	C. Pre-Proposal Conference: March 12, 2024	
	D. Proposals Due: April 18, 2024	
	E. Pre-Qualification Completed: July 11, 2024	
	F. Conflict of Interest Form Submitted to Ethics: April 18, 2024	
	G. Protest Period End Date: October 29, 2024	
5.	Solicitations Picked up/Downloaded: 16	Proposals Received: 1
6.	Contract Administrator: Ernesto N. De Guzman	Telephone Number: (213) 922-7267
7.	Project Manager: Aderemi Omotayo	Telephone Number: (213) 922-3243

A. Procurement Background

This Board Action is to approve award of Contract No. AE117449000 to B & C Transit, Inc. issued in support of the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement project. Board approval of contract awards is subject to resolution of any properly submitted protest(s), if any.

On March 1, 2024, Request for Proposal (RFP) No. AE117449 was released as a competitive procurement, in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department recommended a Small Business Enterprise (SBE) goal of 7% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%.

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

- Amendment No. 1, issued on March 11, 2024, revised Section LOI-01 Notice and Invitation, to include the 7% SBE goal and 3% DVBE goal.
- Amendment No. 2, issued on March 18, 2024, updated the scope of services to add event recorder(s) per location as recommended by the American Railway Engineering and Maintenance-of-Way Association (AREMA), and clarified the insurance requirements for professional services.
- Amendment No. 3, issued on March 19, 2024, added Section LOI – 16 SBE/DVBE PROGRAM to the solicitation.

- Amendment No. 4, issued on March 27, 2024, revised the Proposal due date to April 18, 2024.

A total of sixteen (16) firms downloaded the RFP and were included in the planholder's list. A virtual pre-proposal conference was held on March 12, 2024, and was attended by nine participants representing three firms. Sixty-four questions were received for this RFP and responses were provided prior to the proposal due date.

One proposal was received by the due date of April 18, 2024 from B & C Transit, Inc.

Since only one proposal was received, staff conducted a market survey of the planholders to determine why no other proposals were submitted. Responses were received from four firms and they included the following reasons:

- the scope of services not being within their area of expertise
- product would be incompatible with Metro system
- RFP downloaded for information purposes only

The market survey revealed that the decisions not to propose were based on individual business considerations. Therefore, the solicitation can be awarded as a competitive award.

B. Evaluation of Proposal

A Proposal Evaluation Team (PET) consisting of staff from the Wayside Systems Engineering and Maintenance, and the Facilities Contracted Maintenance Services departments was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following criteria:

Minimum Qualification Requirements: This is a pass/fail criteria. To be responsive to the RFP minimum qualification requirements, the proposer must meet the following:

1. Proposer shall be a train control equipment manufacturer or train control systems integrator with at least five (5) years of experience in the design, installation, assembling, manufacturing, testing, and integrating a train control system on an active transit system.
2. Proposer must have an active California State Contractor License(s) in the appropriate field(s) for the performance of the work.

The proposer met the minimum qualification requirements and was evaluated based on the following weighted evaluation criteria:

- | | |
|---|-----|
| • Experience and Qualifications of the Team | 35% |
| • Experience and Qualifications of the Proposed Key Personnel | 20% |
| • Effectiveness of Management Plan | 10% |
| • Work Plan/Project Approach | 35% |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar Architecture and Engineering (A&E) procurements. Several factors were considered when developing these weights, giving the greatest importance to the experience and qualifications of the team and the work plan/project approach.

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

During the period of May 9, 2024 to May 23, 2024, the PET independently evaluated and scored the technical proposal and determined that the proposal met the requirements of the scope of services.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	B & C Transit, Inc.				
3	Experience and Qualifications of the Team	93.34	35.00%	32.67	
4	Experience and Qualifications of the Proposed Key Personnel	96.70	20.00%	19.34	
5	Effectiveness of Management Plan	92.70	10.00%	9.27	
6	Work Plan/Project Approach	80.66	35.00%	28.23	
7	Total		100.00%	89.51	1

C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), technical analysis, cost analysis, fact finding, and negotiations. Staff successfully negotiated savings of \$9,104,000 as a result of the contractor re-engineering some tasks.

Proposal Amount	Metro ICE	Recommended Amount
\$68,962,500	\$50,650,000	\$59,858,500

The variance between the ICE and the recommended amount is due to a 15% rise in the cost of materials since the ICE was developed and the sales tax not being included as part of the ICE.

D. Background on Recommended Contractor

B & C Transit, Inc., founded in 1999, is a transit engineering firm based in Oakland, California, and is a wholly owned subsidiary of Alstom Signaling, Inc. They focus on automated train control design, technical engineering, system installations, field testing, networked and stand-alone control, office monitoring systems, station communications,

and design-build engineering. B & C Transit, Inc. has previously satisfactorily performed work for Metro as a prime contractor and subcontractor.

DEOD SUMMARY

**METRO B AND D LINES AUDIO FREQUENCY TRACK CIRCUIT AND
INTERLOCKING RELAY LOGIC REPLACEMENT/AE117449000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. B & C Transit, Inc. met the goal by making a 7% SBE and 3% DVBE commitment.

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

	SBE Subcontractors	% Committed
1.	KPA Constructors, Inc.	7.00%
	Total SBE Commitment	7.00%

	DVBE Subcontractors	% Committed
1.	Professional Telecommunications Services, Inc.	3.00%
	Total DVBE Commitment	3.00%

B. Local Small Business Preference Program (LSBE)

The LSBE Preference Program does not apply to Architecture and Engineering procurements. Pursuant to state and federal law, price cannot be used as an evaluation factor.

C. Prevailing Wage Applicability

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

D. Living Wage Service Contract Worker Retention Policy Applicability

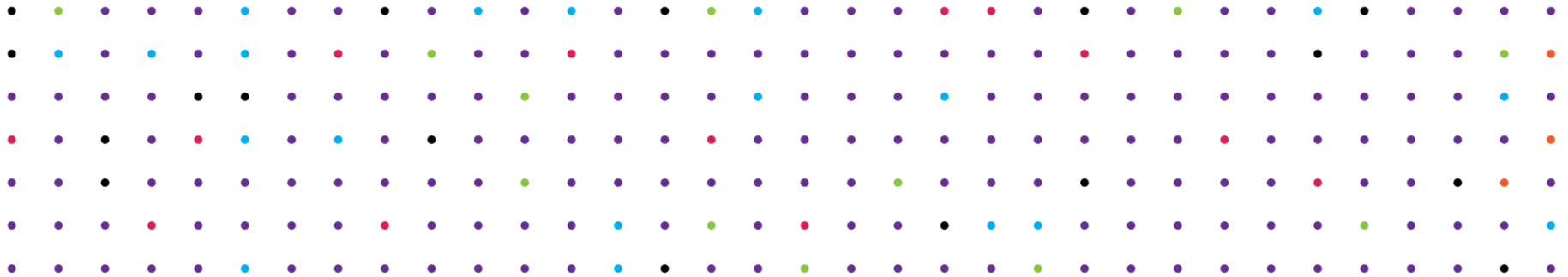
The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

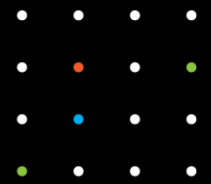
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

METRO B AND D LINES AUDIO FREQUENCY TRACK CIRCUIT AND INTERLOCKING RELAY LOGIC REPLACEMENT PROJECT

OCTOBER 24, 2024



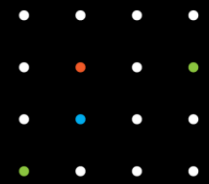
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed price Contract No. AE117449000 to B & C Transit, Inc. for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project in the amount of \$59,858,500, effective November 1, 2024, subject to resolution of any properly submitted protest(s), if any; and
- B. INCREASE the Life of Project (LOP) Budget for the Metro B and D Lines Audio Frequency Track Circuit and Interlocking Relay Logic Replacement Project by \$20,000,000 from \$50,100,000 to \$70,100,000.

ISSUE & DISCUSSION



ISSUE

- The B and D Lines track models and relay logic are now reaching the end of their useful life and require replacement. They are also no longer supported by the OEM.

DISCUSSION

- This project replaces existing equipment with a microprocessor-based train control system.

RECOMMENDED AWARDEE

- B & C Transit

NUMBER OF PROPOSALS RECEIVED

- One

DEOD COMMITMENT

- SBE 7%/DVBE 3% commitment percentages met



Metro



Board Report

File #: 2024-0799, File Type: Project

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: RAIL CROSSING GATE OPTIMIZATION DEMONSTRATION PROJECT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AMEND the Fiscal Year (FY) 2025 budget to add \$2,000,000 for the Rail Crossing Gate Optimization Demonstration Project, federally funded by the Strengthening Mobility and Revolutionizing Transportation (SMART) Grant Award; and
- B. EXECUTE agreements and any contracts within the grant amount for the Rail Crossing Gate Optimization Demonstration Project.

ISSUE

In March 2024, the United States Department of Transportation (USDOT) awarded Metro a \$2 million grant to test a wireless crossing gate activation system. Metro executed the grant agreement with USDOT in July 2024 but needs to allocate funds for FY25 for this project. Metro received notice of the award after the budget drafting process had concluded. Approval of these recommendations will allow staff to begin work on the Rail Crossing Gate Optimization Demonstration Project, which will test whether wireless technology can activate at-grade crossing gates on Metro's light rail system.

BACKGROUND

The Strengthening Mobility and Revolutionizing Transportation (SMART) Program provides grants to public sector agencies to conduct demonstration projects that advance smart technologies and systems that improve transportation efficiency and safety. The Bipartisan Infrastructure Law established this discretionary grant program with a \$100 million appropriation annually for FY 2022-2026.

The SMART Program has two stages of funding. Stage One, which Metro received, is open to any eligible entity for the purpose of conducting a demonstration project. The maximum award for Stage One is \$2 million for a project period of 18 months. Stage One grantees can apply to expand their projects through Stage Two grants, which award a maximum of \$15 million for 36 months. Stage Two

grants are intended to fund the implementation of plans or prototypes previously tested during Stage One.

DISCUSSION

Current Crossing Gate Activation System

Crossings on Metro's light rail lines are currently equipped with hardwired track loop circuits that trigger the opening and closing of crossing gates at a fixed point of activation (i.e., when light rail vehicles enter and exit the circuit). The point at which the light rail vehicle enters or exits the track loop circuit, which triggers when the gates open and close, is based on a calculation that assumes the light rail vehicle is traveling at its posted speed for the given area. However, when the light rail vehicle is stopped or traveling slower than its posted speed, crossing gates remain closed for longer than necessary.

A review of data over a six-month period in 2019 concluded that of more than two million gate events, nearly 3,000 instances of downtimes greater than five minutes occurred across Metro's light rail system. Prolonged crossing gate downtimes result in delays that can increase localized congestion and the potential for risky behavior among drivers and pedestrians waiting to cross the train tracks. These delays affect thousands of residents who travel through grade crossings every day, including passengers onboard Metro buses.

Wireless crossing gate systems, such as the one being tested for this project, have been proven to optimize crossing gate activation times on commuter rail, but they have not yet been implemented on a light rail system. The Rail Crossing Gate Optimization Demonstration Project will provide Metro and other transit agencies with a greater understanding of how such a system could improve crossing gate efficiencies.

About the Rail Crossing Gate Optimization Demonstration Project

Metro will use the SMART grant award to test whether a wireless crossing system can trigger the opening and closing of the crossing gate systems safely and reliably at five crossings along the A and E lines. The technology, which Metro would test in a shadow mode with no impact to current operations, would communicate between the crossing activation system and onboard vehicle systems to record the point of gate crossing activation, allowing Metro to compare with activation times using the conventional loop circuit. Rather than a fixed point of activation, as is the current default, this technology would allow for a more dynamic warning system sensitive to the train's speed, position, and direction.

Staff will review log files that record crossing time warning results to determine the viability of this technology. If viable, this wireless technology can bring many benefits to communities that surround Metro's light rail system. These benefits extend beyond drivers and include transit riders, pedestrians, cyclists, and people with disabilities. Optimized gate downtimes can reduce delays, resulting in faster travel times as these groups travel within and around their communities. Due to more efficient traffic circulation, residents adjacent to railroad crossings can benefit from anticipated reductions in greenhouse gas emissions. These positive impacts will compound if this wireless technology is widely implemented, benefitting many Equity Focus Communities (EFCs) that intersect with Metro's

light rail system.

Beyond optimizing gate downtimes, this wireless gate activation system could streamline communication with traffic signals and provide more accurate arrival times, ensuring that trains arrive at intersections within a specified window. This functionality could increase the efficiency and reliability of the light rail system, reduce travel times for passengers, and increase the overall throughput of the transit system.

If this testing phase is successful, staff will apply for a Stage Two grant to expand testing, allow the technology to activate the crossing gates, and collect pre- and post-implementation data to measure the anticipated benefits.

DETERMINATION OF SAFETY IMPACT

Approval of staff recommendations presented in this Board Report will have no immediate negative safety impacts to Metro employees or customers due to the testing occurring in shadow mode.

FINANCIAL IMPACT

The Rail Crossing Gate Optimization Demonstration Project is fully funded by the USDOT SMART Grant Program. The \$2 million grant was awarded specifically for this project.

Since this is a multi-year project, the cost center manager and the Chief Innovation Officer will be accountable for budgeting the cost in future years, based on the executed grant agreement.

Impact to Budget

The FY25 budget will need to be amended in an amount not-to-exceed \$2 million for this project. Funds will be transferred to cost center 2031 (Office of Strategic Innovation) under project number 405701 (P3, UPs, Pilots & Other).

EQUITY PLATFORM

Metro will conduct testing for this project at five at-grade crossings along Metro's A and E lines. Three of the five crossings are in EFCs: Mountain Avenue (Duarte), Degnan Boulevard (Central Los Angeles), and Spring Street (Long Beach). Because this demonstration project will occur in shadow mode (i.e., crossing gates will be activated using the existing setup), there are no negative equity impacts on riders.

If Metro receives a Stage Two grant, staff will work extensively with Community Relations and community based organizations to create and execute an Outreach Plan that ensures surrounding communities understand the project details and can provide feedback.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Rail Crossing Gate Optimization Demonstration Project supports the following Strategic Plan

goals:

- Goal 2: Deliver outstanding trip experiences for all users of the transportation system
- Goal 3: Enhance communities and lives through mobility and access to opportunity

If successful, the tested technology can reduce localized congestion, reduce idling vehicles, and lower greenhouse gas emissions. As mentioned above, this wireless technology can contribute to Metro's pursuit of light rail vehicle signal preemption, which would reduce trip times for transit users.

ALTERNATIVES CONSIDERED


The Board could elect not to approve the staff recommendation. However, this is not recommended as the federal grant has been awarded to Metro, thereby removing the need to use local funds for the demonstration project. Metro would also be excluded from applying for Stage Two of this grant, which has a maximum award amount of \$15 million. If testing in Stage One is successful, Metro would apply for Stage Two funds to conduct additional testing prior to systemwide implementation.

NEXT STEPS

Upon Board approval, staff will begin the project and follow the project milestones and deliverables set forth by USDOT, which include regular progress reports, an Evaluation Plan, a Data Management Plan, and an Implementation Report.

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Reviewed by: Seleta Reynolds, Chief Innovation Officer, (213) 922-4098
Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer



Item 35

Rail Crossing Gate Optimization Demonstration Project

October 2024

NO VEHICLES
ON TRACK
Vehículos
no permitidos
sobre vías



Metro

About this Demonstration Project

USDOT Strengthening Mobility and Revolutionizing Transportation (SMART) Grant Program

- Award amount: \$2 million
- Project period: 18 months (Jul '24-Jan '26)
- Test wireless crossing gate activation system in shadow mode at five locations along A and E lines
- Metro eligible to apply for Stage Two implementation grant (up to \$15 million)

About this Demonstration Project

Challenge with Current Crossing Gate Activation System

- Hardwired circuits trigger crossing gates at fixed point of activation
- Crossing gates can remain closed for longer than necessary due to current configuration
- In 2019, there were nearly 3,000 instances of gate downtimes greater than five minutes on light rail system

About this Demonstration Project

Potential Benefits:

- Optimize crossing gate downtimes
- Reduce delays for all travelers
- Greenhouse gas emissions reductions
- Streamline communication with traffic signals, increasing efficiency and reliability of light rail system (in the long-term)

Staff Recommendation

AUTHORIZE Chief Executive Officer to:

- A. PROGRAM \$2,000,000 of the Strengthening Mobility and Revolutionizing Transportation (SMART) Grant Program award for the Rail Crossing Gate Optimization Demonstration Project, and
- B. EXECUTE agreements and any contracts within the Board Approved project cost for the Rail Crossing Gate Optimization Demonstration Project.



Board Report

File #: 2024-0520, File Type: Contract

Agenda Number: 36.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: MEMORANDUM OF UNDERSTANDING WITH LOS ANGELES COMMUNITY COLLEGE DISTRICT (LACCD) ON BEHALF OF LOS ANGELES TRADE TECHNICAL COLLEGE (LATTC) TO PROVIDE TRAINING SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute a Memorandum of Understanding (MOU) with the Los Angeles Community College District (LACCD) on behalf of the Los Angeles Trade Technical College (LATTC) to provide training services in support of the Rail Technical Training and Rail Apprentice Programs for up to \$300,000 each year for a total five years and a value of \$1,500,000, effective January 1, 2025, through December 31, 2029.

ISSUE

The current MOU with LATTC expires on December 31, 2024. A new MOU is required to ensure Metro has available and trained technical personnel to maintain rail vehicles and systems that meet existing infrastructure and expansion efforts.

BACKGROUND

Metro's technical personnel for maintenance are represented by Amalgamated Transit Union (ATU). In April 2013, the Metro Board of Directors approved an MOU between LATTC and Metro to design, develop, and deliver a standardized training curriculum to support the following programs:

The Joint Apprenticeship Committee (JAC) Program is a Metro/ATU initiative that offers an opportunity for ATU members who are interested in career progression to receive basic foundational coursework in rail technical areas.

Rail Technical Training Courses for Maintenance of Way and Rail Fleet Services that are required for specific job classifications and ensure Metro's workforce receives ongoing training based on management's recommendation, including but not limited to the National Electrical Code Training, basic math training, and instructor training. These courses will equip Metro's workforce with training to remain current in rail technical areas.

Over the last decade, 200 ATU members have graduated and been promoted to several hard-to-fill jobs within the Operations department.

DISCUSSION

The new MOU will allow Metro to continue training and developing personnel for critical positions and maintain career pathways for current Metro employees and new hires interested in technical careers such as:

- Maintenance Specialist
- Signal Inspector
- Traction Power Inspector
- Track Inspector

The JAC program offers ATU members the opportunity to apply for hard-to-fill job classifications. Positions such as Track Inspector, Traction Power Inspector, Signal Inspector and Maintenance Specialists all provide career progression. The partnership with LATTC and Metro is critical to meeting workforce needs as employees retire, rail expansion efforts continue, and Metro prepares for large scale events.

Additionally, the Access to Career Opportunities Motion 21 by Directors Hahn, Solis, Dupont-Walker, Krekorian and Mitchell approved by the Board in June 2022, (Attachment A) calls for Metro to work with community colleges located along Metro's major transit projects to establish skills-based courses for transit project construction, transit operations and pre-apprenticeships/apprenticeships. The motion ensures curricula align with Metro's workforce requirements and that Metro identifies career pathways and upskilling opportunities such as the JAC Program and the additional Rail Technical Training Courses offered at LATTC.

More recently, Cerritos College responded to Metro's Board of Directors request to apply for the California Apprenticeship Initiative (CAI) grant. This effort will replicate a similar Rail Training initiative and Apprenticeship program in the Southeast Gateway Line corridor to ensure there are opportunities for Metro employees and new entrants.

Looking ahead, in an effort to increase outreach to underrepresented populations, Metro will partner with community-based-organizations (CBOs) through our Workplace Initiative Now (WIN) LA Program to focus further on creating career pathways in the transportation industry. Metro will also partner with LATTC to track demographic data of participants, add curriculum related to Diversity, Equity & Inclusion (DEI), and conduct targeted outreach with CBOs representing women and other underrepresented groups to increase diversity in the Rail Technical field.

DETERMINATION OF SAFETY IMPACT

Approval of this item will positively impact overall rail safety by providing Metro's incumbent workforce with the most current rail training information and knowledge which will improve and ensure the safety of our customers and employees.

FINANCIAL IMPACT

Funding of \$300,000 for the MOU is included in the FY25 budget in the Chief People Office under project 100001 (Governmental Oversight & Activities) and in various Operations cost centers in project numbers 300040 (Rail Operations Management and Administration), 300022 (A Line Operations), 300044 (B Line Operations), 300033 (C Line Operations), 300066 (E Line Operations), and 300077 (K Line Operations). The Chief People Office and Operations will continue to share costs related this MOU in future fiscal years. Since this is a multi-year MOU, the cost center managers will ensure that program funds are budgeted in future fiscal years.

Impact to Budget

The funding for this action will come from Enterprise Operating and General Overhead funds. This project is part of Metro's on-going staff training program.

EQUITY PLATFORM

Metro continues to work with various community colleges to provide industry-based trainings, specifically in economically disadvantaged areas. These programs have enabled Metro to work in partnership to focus on creating transportation career pathways focused on pre-apprenticeships/apprenticeships for veterans, young adults, and women from under-represented communities. Additionally, LATTC is one of nine community colleges that make up the Los Angeles Community College District. Located in the southern tip of downtown Los Angeles, LATTC is within a [U.S. Department of Housing and Urban Development Promise Zone](#), a designation for high poverty areas in select urban, rural, and tribal communities. LATTC's student population is made up of mostly minority, first-time college students of color. While LATTC offers a comprehensive range of liberal arts and transfer programs, over 70% of the college programs are focused on career technical education.

The JAC Program is a joint initiative that offers ATU members who are interested in career progression to receive basic foundational coursework in rail technical areas. The current ATU collective bargaining agreement takes into account the importance of career pathways and upskilling opportunities for ATU members. Further, the ATU agreement will benefit Metro's workforce represented by ATU, which is predominately people of color (see table below):

Demographic Summary (ATU & LA County)

	ATU		LA County	
Ethnicity	Staff	Percentage	Population	Percentage
African American	336	12.66%	730,328	7.4%
American Indian	8	0.30%	16,266	0.2%
Asian	460	17.33%	1,445,673	14.7%
Hispanic	1,425	53.69%	4,824,271	49.1%
Native Hawaiian	31	1.17%	20,941	0.2%
Two or more	58	2.19%	330,832	3.4%
White	289	10.89%	2,391,062	24.3%
N/A	47	1.77%	66,335	0.7%
Total	2,654	100%	9,825,708	100%

These types of partnerships will ensure that future industry-related training opportunities will be developed with an equity lens addressing both geographic and socioeconomic barriers. Over the past decade, Metro has offered career pathway opportunities to its employees who are ATU members. There have been 200 participants in the JAC Program, 12 of which identify as female. Please see the JAC Program graduate demographic information below:

JAC Graduate Demographics

Ethnicity	Female	Female %	Male	Male %	Grand Total	Total %
African American	5	2.5%	22	11.0%	27	13.5%
Asian	1	0.5%	31	15.5%	32	16.0%
Hispanic	4	2.0%	123	61.5%	127	63.5%
NA			2	1.0%	2	1.0%
Native Hawaiian			2	1.0%	2	1.0%
Two or More			1	0.5%	1	0.5%
White	2	1.0%	7	3.5%	9	4.5%
Grand Total	12	6.0%	188	94.0%	200	100.0%

To address the under-representation of females in these technical roles, Metro will collaborate with LATTC to consider the following strategies as part of the new MOU to increase participation:

- Ensure that LATTC tracks and provides regular reporting of demographic information, including the number of females enrolled in the Rail Technical Training courses and the JAC program.
- Promote Diversity, Equity & Inclusion (DEI) training which highlights the importance of DEI goals and the benefits of building DEI competencies in the workplace which are critical to rail technical careers.
- Conduct targeted outreach with community-based-organizations representing women and other underrepresented groups to increase diversity overall in the field of Rail Technical training.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports LA Metro Vision 2028 Goal # 3: Enhance communities and lives through mobility and access to opportunity. Approval of this board item will allow Metro in partnership with LATTC to continue to offer ATU members to be trained in additional crafts, thereby creating additional career growth opportunities as Metro employees deliver transportation service to the residents of Los Angeles County.

ALTERNATIVES CONSIDERED

The Board could choose not to approve the proposed program and address the individual elements of the program on an ad hoc basis as new training needs are identified. However, this is not recommended because Metro risks having insufficient personnel with the technical skills needed to support our rail system, and further widening the skills gap for critical technical expertise. In addition, discontinuing the program would impact employment opportunities for the residents of Los Angeles County seeking technical careers in transportation.

NEXT STEPS

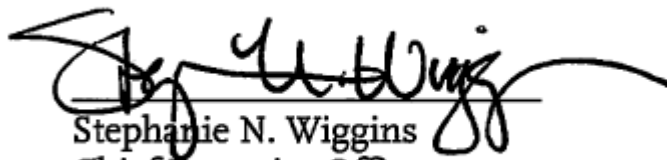
Upon approval, staff will execute an MOU with LATTC to ensure Metro has available and trained technical personnel to maintain rail vehicles and systems that meet existing infrastructure and expansion efforts. Also, in collaboration with LATTC, CBOs, and other key stakeholders, Metro commits to enhancing outreach efforts to actively engage underrepresented communities. These partnerships will increase diversity in the field of rail technical training and better support career pathways within the transportation industry.

ATTACHMENTS

Attachment A - Access to Career Opportunities Motion 21

Prepared by: Marion Jane Colston, Senior Director, Strategic & Organization Planning, Talent Development, (213) 922-2260
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Reviewed by: Dawn Jackson-Perkins, Interim Chief People Officer, (213) 418 3166



Stephanie N. Wiggins
Chief Executive Officer



Metro

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.

ITEM 36

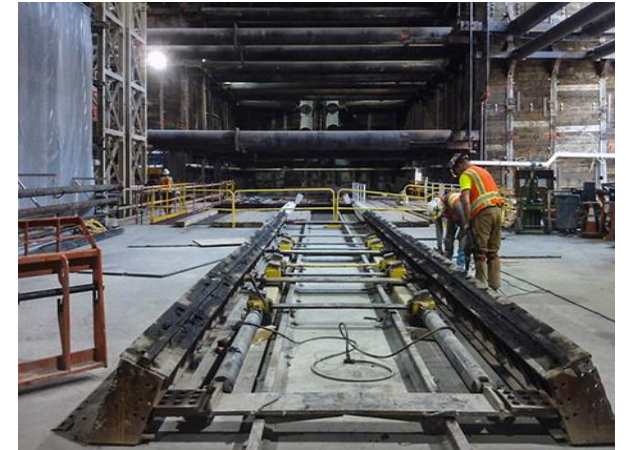
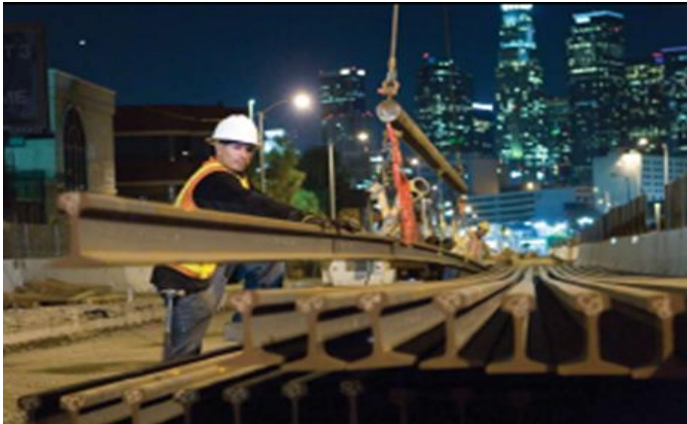
MEMORANDUM OF UNDERSTANDING WITH LOS ANGELES COMMUNITY COLLEGE DISTRICT (LACCD) ON BEHALF OF LOS ANGELES TRADE TECHNICAL COLLEGE (LATTC) TO PROVIDE TRAINING SERVICES



Operations, Safety, and Customer Experience Committee
October 24, 2024

Staff Recommendation

AUTHORIZE the Chief Executive Officer to execute a Memorandum of Understanding (MOU) with the Los Angeles Community College District (LACCD) on behalf of Los Angeles Trade Technical College (LATTC) to provide training services in support of the Rail Technical Training and Rail Apprentice Programs for up to \$300,000 each year for a total of five years and a value of \$1,500,000, effective January 1, 2025, through December 31, 2030.



Background



Metro's technical personnel for maintenance are represented by Amalgamated Transit Union (ATU).

In April 2013, the Metro Board of Directors approved an MOU between LATTC and Metro to design, develop, and deliver a standardized training curriculum to support the following programs:

- The Joint Apprenticeship Committee (JAC) Program, a Metro/ATU initiative, that offers an opportunity for ATU members who are interested in career progression to receive basic foundational coursework in rail technical areas.
- Rail Technical Training Courses for Maintenance of Way and Rail Fleet Services that are required for specific job classifications to ensure Metro's workforce receives ongoing training to remain current in rail technical areas.

Over the last decade, 200 ATU members have graduated and been promoted to several hard-to-fill jobs within the Operations department.

Metro/LATTC MOU

- The new MOU will:
 - Allow Metro to continue training and developing personnel for critical positions and maintain career pathways for current Metro employees and new hires interested in technical careers.
 - Increase diversity in the Rail Technical field by partnering with LATTC to continue tracking demographic data of participants; increasing outreach to community-based-organizations (CBOs), and adding curriculum related to Diversity, Equity & Inclusion (DEI).

JAC Program Testimonials

"The best part of the JAC Program was the hands-on training which gave me a better understanding of what I was learning by putting it into practice."

Vanessa Gonzalez, Maintenance Specialist
(formerly a Service Attendant)



"It helped me improve on my career path and it gave me an opportunity to advance at Metro and learn a new a trade."

Joseph Miranda, Maintenance of Way Track Inspector
(formerly a Sr. Service Attendant)



Next Steps

- Upon receiving Board approval, staff will execute an MOU with LATTC to ensure Metro has trained personnel to meet existing infrastructure and expansion efforts.
- In collaboration with LATTC, CBOs, and other key stakeholders, Metro commits to enhancing outreach efforts to actively engage underrepresented communities.





Board Report

File #: 2024-0175, **File Type:** Rule / By-law

Agenda Number: 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: REVISION OF METRO SERVICE COUNCIL BYLAWS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the revised Service Council Bylaws (Attachment A).

ISSUE

The Bylaws of Metro's Service Councils were last updated in 2011. Since then, Metro has adopted policies and programs that affect the Service Councils, such as the NextGen Bus Plan and the Advisory Body Compensation Policy. This update incorporates Metro policies and clarifies the functions and responsibilities of the Service Councils, which have also evolved since the last iteration of the Bylaws, which were approved in 2011. The Service Council Bylaws state that amendments are subject to approval by the Board of Directors.

BACKGROUND

The Board created the Governance Councils in 2002 to guide the Service Sectors. The Governance Councils were given the primary role of conducting public hearings and reviewing and approving proposed bus service changes to the bus routes operating from the divisions their General Managers oversaw, regardless of where the bus routes operated. Service Council members are nominated by the regional nominating authorities and appointed by the Board of Directors.

In Fiscal Year 2010, the functions performed by the Service Sectors were recentralized. These changes were memorialized in the 2011 update to the Bylaws, including oversight of the General Managers, removing their duties and budgets, and re-centering the five Service Sector staff and headquarters to be within Metro Gateway headquarters. Operations, Service Planning, Scheduling, Labor Relations, and Safety functions were realigned, and the primary role of the Councils was preserved, as were the requirements for membership and the nominating authorities and process.

Adopting the Service Council's NextGen Bus Plan recommendations by the Metro Board in October 2020 necessitated updating each Council's bus line assignments. This presented an opportunity to update the bylaws to incorporate Metro policy changes and better reflect Service Council practices and functions, as well as incorporate the restructured bus network assignments and upgrade

Councilmember compensation in accordance with the Advisory Body Compensation Policy adopted by the Metro Board in September 2021.

DISCUSSION

The current Bylaws state that each of the five Councils must approve changes to the Bylaws by a supermajority vote, which then must be brought to the Board for approval. The proposed changes were periodically shared with the Service Councils for feedback, and a final draft was shared at their Quarterly Meet and Confer on November 8, 2023. The Service Councils recommended modifications during the review process, such as strengthening the language regarding transit use, incorporating ethics training requirements, and providing periodic updates to the Metro Board, further improving the document. They were then taken to each of the Service Councils for approval.

The San Fernando Valley and San Gabriel Valley Service Councils voted on the approval of the revised Bylaws at their March 2024 meetings; the South Bay Cities and Gateway Cities Service Councils voted at their April 2024 meetings, and the Westside Central Service Council voted at their July 2024 meeting. These Revised Service Council Bylaws presented have been reviewed and approved by at least a two-thirds supermajority of each of the five Service Councils.

The significant changes to the Bylaws are as follows:

- Clarification that the Service Councils have the authority to convene public hearings for Title VI major changes in rail service;
- Align with the Advisory Body Compensation Policy, including upgrading the tier of compensation from Advise to the Advise and Prepare tier;
- Incorporate completion of biannual AB 1234 Ethics Training and annual completion of the Statement of Economic Interest (Form 700);
- Update the allocation of bus lines to each region to reflect the NextGen Bus Network; clarify the determination of the primary and secondary authority of bus lines;
- Update staff position references, such as changing Board Secretary to Board Clerk;
- Clarify and formalize requirements and processes for public meetings, hearings, and events convened by the Service Councils to ensure that locations, dates, and times are conducive to maximizing public participation;
- Formalize the reporting relationship between the Service Councils and the Metro Board;
- Better reflect actual practices such as the annual work plan adoption, annual evaluation of the performance of Service Council staff, and resignation of Councilmembers;
- Reinforce the goal of appointing Councilmembers that reflect the region's demographics and riders.

This revision of the 2011 Service Council Bylaws better reflects the Service Council's operations, incorporates best practices for community outreach and engagement efforts, and references Metro policy changes that affect the Service Councils.

DETERMINATION OF SAFETY IMPACT

There is no safety impact from this action.

FINANCIAL IMPACT

Adopting the revised bylaws and the new compensation tier would increase the current stipend payment amount from \$100 to \$150 per eligible member per meeting. A total of \$13,000 has been budgeted under Project No. 100035 for Advisory Body Compensation for FY25; the needed budget is \$50,000. Additional funding will be transferred from other projects, reflecting a net zero budget change.

IMPACT TO BUDGET

Measure R, Measure M., and TDA Administration funds are the source of funds for this action. These funds are not eligible for rail and bus operations.

EQUITY PLATFORM

Metro's Service Councils' work is intended to benefit Metro bus and rail system riders and the communities where those services are operated. The revisions to the Service Council Bylaws help address more equitable and accessible participation and compensation for MSC representatives.

The revisions also clarify and formalize the requirements for Service Council meetings and events, requiring that they be held at locations accessible by Metro service, with a preference for locations with frequent service and at times and days conducive to maximizing public participation.

This update to the Service Council Bylaws also updates the allocation of bus lines by the Service Council region, ensuring that any significant bus service changes are brought to the Service Council that best represents their ridership.

Lastly, this update includes recommendations that address one of Metro's Equity Platform pillars, Listen and Learn: Supporting More Equitable Community Engagement. This update to the Bylaws specifies that as much as possible, representatives nominated by the region's nominating authorities and appointed to the Councils by the Board of Directors shall be selected to reflect the demographic profile of the region and the region's ridership, as well as a broad spectrum of the interests and geographic areas of the region over which the Service Councils have jurisdiction; multiple representatives from the same jurisdictions are strongly discouraged. The inclusion of this goal will support broader representation in each Service Council.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

2. Deliver outstanding trip experiences for all users of the transportation system
3. Enhance communities and lives through mobility and access to opportunity

ALTERNATIVES CONSIDERED

An option is not to approve the Metro Service Council Bylaws update. This option is not recommended as the Bylaws should be modified to reflect the reality of the existing functional alignment of Metro with the Service Councils, the Service Councils' processes and functions as reflected in practice, and to incorporate Metro policies that have been adopted since the 2011 iteration of the Bylaws.

NEXT STEPS

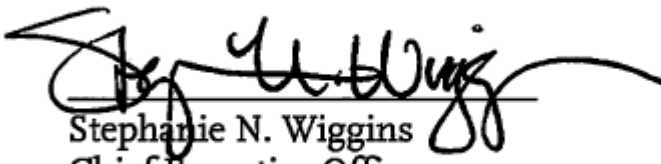
Upon adoption, staff will distribute a copy of the adopted Bylaws to all Service Council Members and nominating authorities.

ATTACHMENTS

Attachment A - Revised Service Council Bylaws

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 598-9715

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


Stephanie N. Wiggins
Chief Executive Officer

LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
METRO REGIONAL SERVICE COUNCIL BYLAWS

March 24, 2011

~~LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY~~
~~METRO SERVICE COUNCIL BYLAWS~~

ARTICLE I: -PURPOSE

The purpose of ~~Metro~~Metro's Regional Service Councils (MSC or Service Councils) is to improve bus service, and promote service coordination with municipal and local transit providers. ~~The Service Councils are composed of representatives that should use public transit within the region they represent. Representatives should have an understanding of the mobility needs of their community and a knowledge and appreciation of their region's history. One of the Service Council's primary responsibilities is to receive community input on proposed service modifications, and to render decisions on proposed bus route changes considering staff's recommendations and public comments.~~

~~Metro Service Councils (MSC) will be responsible for approving all proposed permanent route changes, excluding turnaround and out of service route modifications, which exceed a cumulative \$100,000 annual operating cost change. Metro staff may implement all temporary route changes without council approval. In addition, all major service level changes that require public hearings will be brought to the MSC for approval. Any significant temporary service change should be brought to the Council for their information but not approval. Minor route changes that are expected to be permanent may be implemented prior to MSC approval. These minor route changes will be brought to the appropriate Service Council for approval within two months of implementation.~~

~~All route and major service changes that are approved by the MSC will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service Council will be notified of this change, prior to the next Service Council monthly meeting.~~

~~In order to~~

To achieve Metro's mission of ~~being responsible~~providing for the continuous improvement of an efficient and effective transportation system for Los Angeles County, ~~Metro~~Metro's Regional Service Councils, and staff supporting the Councils, shall be responsible for:

- ~~Contributing to the planning and approving~~Approving the implementation of transit route service changes within their area;
- ~~Calling~~Receiving community input on proposed bus service modifications; calling and conducting public hearings for all major service changes within their area;

rendering decisions on proposed bus route changes after considering staff recommendations and public comments;

- Providing locally accessible public forums (monthly meetings, public hearings) for transit users and others interested in transit ~~in each of the Council's regions~~ to voice their concerns, suggestions, questions, and input on how ~~we~~Metro can best serve ~~our~~its customers; and
- Facilitating a partnership that promotes a shared vision with service providers (municipal and local operators) to improve service integration, coordination in ~~geographical~~geographic areas, resulting in more efficient service and better use of public resources.

~~The Director of Metro Service Councils, in concert with the Councils, will monitor and make regular reports to the Chief Operations Officer (COO) of Council recommendations to improve service quality, safety and performance of bus service operated within the Council's jurisdiction. The Director will provide input to Operations staff to consider route and schedule adjustments, fleet reliability, cleanliness, on-time performance, safety, customer information and Operator courtesy. The Director will actively work with Service Planning to develop and implement changes in bus service that improve service quality, ridership and/or operational efficiency, and to develop and implement a planning and public communication process that listens and responds to the community and current and potential customers.~~

The Service Councils serve as one of Metro's primary sources of public input on projects, programs, initiatives, and transit services as reflected in the Public Participation Plan which is submitted to the Federal Transit Administration as part of Metro's commitment to meet and exceed the prescribed requirements of the U.S. Department of Transportation (USDOT), including Federal Transit Administration (FTA) Circular C 4702.1B prescribing recipients' responsibilities to Limited English Proficient persons, FTA Circular C 4703.1, guiding recipients on integrating principles of Environmental Justice into the transportation decision-making process, and the Federal Highway Administration's (FHWA) Title VI program.

ARTICLE II: MEMBERSHIP

A. COMPOSITION: ~~The Councils are~~Each Council is comprised of up to nine Representatives ~~that live, represent or work in the communities within the boundaries of a designated region they represent.~~ There are five Metro Service Councils representing the following areas: Gateway Cities (Southeast LA County), San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside/Central. These geographic regions are ~~detailed~~depicted in **Attachment A**.

Aligned with Metro's Equity Platform adopted in February 2018, to the maximum extent possible, representatives nominated to the Councils shall be selected to reflect the demographic profile of the region and the region's ridership, as well as a broad spectrum of the interests and geographic areas of the region over which the

MSC has jurisdiction; multiple representatives from the same jurisdiction are strongly discouraged. Membership on the Council is not transferable or assignable. ~~1.~~ All members will be asked to voluntarily complete an Advisory Body Member Demographic Form. The Office of Equity and Race seeks collection of this data as a strategy to highlight areas for improved representation across gender, race/ethnicity, and income brackets for Metro to track and strive for more equitable demographic representation on its various advisory bodies.

A.B. QUALIFICATIONS: ~~Representatives of the MSC may be elected officials and/or private citizens, and at must live, represent, or work in the communities within the boundaries of the designated region they represent (See Attachment A). At least fifty percent of each Council's members shall be regular users of Metro Rail or Bus (public transit services-) service. A regular public transit user is defined as one normally using public transit multiple times each month. The bodies that appoint MSC Representatives listed in Attachment 2, have the option of retaining structures already in place, or may request of the Metro Board a change in the number of members represented on the Council (no more than 9 members). Metro Board Members and employees are prohibited from membership on any Service Council.~~ All Council members must have at least some experience using Metro Rail or Bus service. Representatives should have a basic understanding of the public transit network/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.

C. TERM ELIGIBILITY TO SERVE: Representatives of the MSC may be elected officials and/or private citizens; Metro Board Members, employees, and consultants working directly on projects or initiatives in their region related to bus service or that may impact bus service are not eligible to serve on a Service Council. An essential criteria for municipal and other agency representative nominations and appointments is the improved coordination and cooperation between the municipalities/agencies and Metro for the provision of efficient and effective transit within Metro's service area.

D. NOMINATIONS AND APPOINTMENTS: Nominations to the MSC are submitted in writing to MSC staff, who then takes them to the Metro Board for confirmation and appointment. Each region's designated nominating authority/authorities that nominate MSC Representatives for appointment are listed in Attachment B. The nominating authority/authorities, have the option of retaining the composition structure already in place, or may request that the Metro Board change the number of members on the Council (no more than 9 members). Metro Board Members shall confirm and appoint representatives of Service Councils based on the nominations submitted through the locally adopted process by the designated nominating authorities.

B. E. TERM OF SERVICE:- Each Representative of the MSC shall serve a term of three-years, which shall be staggered among members. so that the terms of three

members per Council, per year will expire; Service Council terms are tied to the individual seat, rather than the representative and the date of their nomination or appointment. Representatives can serve more than one three-year term if ~~re-appointed~~they have maintained compliance with the requirements of the position and are re-nominated by the nominating authority and confirmed by the Metro Board.

~~C. APPOINTMENTS: Metro Board Members shall confirm and appoint representatives of Service Councils based on nominations submitted through a locally adopted process by a coalition comprised of Councils of Governments and any cities and unincorporated county areas. As much as possible, representatives of the Councils shall be selected to reflect a broad spectrum of the interests and geographic areas of the region over which the MSC has jurisdiction. Membership on the Council is not transferable or assignable. The specific terms of service and nominating authority are shown in Attachment 2.~~

D.F. CODE OF CONDUCT: ~~Representatives of the MSC shall adhere to the Metro Board Code of Conduct and Metro Board of Directors Code of Conduct, all other relevant applicable State and Federal laws, and the sanctions for non-compliance detailed therein.~~ **Metro Council Representatives have no individual authority over Metro Operations and must act only through the Service Council of which they are a member.**

1. Service Council Members shall file Statements of Economic Interest with the Ethics Officer pursuant to state law, within 30 days of assuming office, annually, and within 30 days of leaving office.
2. Council Members shall file an addendum to the required statement under subdivision disclosing all financial interests both within and outside Los Angeles County, including those financial interests received during the reporting period by all entities in which the member is an officer, principal, partner, or major shareholder.
3. Any amendments to the Statement of Economic Interest or addendum shall be filed within 30 days of the occurrence of the change.
4. Service Council Members complete and maintain compliance with AB 1234 Ethics Training.

G. ID BADGE/TRANSPORTATION PASS: Each MSC Member shall be issued a Metro badge to serve as unlimited fare media on Metro Bus and Rail services, so as to facilitate Member use of Metro transit service on a regular basis. Only the MSC Member is eligible to receive a badge; staff, family members, and dependents are not eligible to be issued passes. Metro may charge the individual a designated fee for replacing a lost or stolen ID Badge/Transportation Pass. Misuse of the issued Transportation Pass or allowing an unauthorized person to use their Transportation Pass will be considered cause for removal.

E.H. VACANCIES: -Council vacancies will be filled in the same manner as appointments are made. -When filling an unexpired term, the appointee shall serve ~~out~~the remainder of the term of the Council Representative they ~~replaced~~replace.

F.I. ATTENDANCE: -If a Representative has more than three absences over a floating six-month period, staff will notify the Council Chair ~~or~~and Vice- Chair, who may ~~ask~~propose that the Council ~~if they would like to~~ declare the ~~council~~Council representative inactive and direct staff to initiate a nomination process to have the nominating authority fill the vacancy of the inactive member.

~~**G. Knowledge:** -Representatives should 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.~~

H.J. RESIGNATION: -A Representative may tender their resignation from ~~the Council~~ by writing a letter to the Metro Board Secretary and the Director of a Metro Service Councils, ~~with copies to the Metro Board~~Council by notifying the lead staff member of the Council, the nominating authority, and Chair of ~~that~~the Service Council in writing.

I.K. REMOVAL: -The Service Council can remove any representative of the Council at any time if ~~it deems this is~~deemed to be in the best interest of Metro. - Removal by MSC requires a two-thirds (2/3) supermajority vote of those Representatives of the Council and confirmation by the Metro Board. **Representatives may also be removed by a simple majority of the Metro Board if: 1) removal of the Representative is requested by the nominating authority of the member; or 2) for any cause for which the Board deems removal of the member to be warranted.**

ARTICLE III: -DUTIES OF OFFICERS, COUNCILS, AND STAFF

A. **OFFICERS:** -Each MSC shall include a Chair and Vice- Chair, ~~whom~~who shall be elected from among Representatives of the Council on an annual basis at its June meeting or at such other time as there may be a vacancy. The term of Chair and Vice-Chair shall be one year, beginning July 1. Chairs and Vice- Chairs may serve more than one term in that capacity if they are re-elected by their fellow Service Council Representatives;.

1. **Duties of the Chair:** - The Chair shall preside at all meetings of the Service Council and shall exercise and perform such other powers and duties as may be ~~assigned by the Council or~~ prescribed herein.

2. **Duties of the Vice- Chair:** -The Vice- Chair shall perform the duties of the Chair in his or her absence, and when so acting shall have all the powers of and be subject to all the restrictions of the Chair.

3. SECRETARY: ~~In the absence of the Chair and Vice Chair, the attending Service Council Representatives present shall determine the presiding officer for the meeting.~~

B. CLERK: A member of the Metro Board ~~Secretary's~~Clerk's office shall keep or cause to be kept minutes of each Council meeting for distribution to ~~the Metro Board and the Metro Chief Executive Officer,~~ Metro Service Council Representatives, and posting on the Metro website. ~~The Metro Board Secretary~~Service Council staff shall maintain, or cause to be maintained, an up-to-date roster of Representatives, (and those individuals receiving agendas and minutes) ~~and have it available at all meetings of the Council;).~~

~~C. In the absence of the Chair and Vice-Chair, the attending Service Council Representatives present shall determine the presiding officer for the meeting; and,~~

~~D. The Chair and Vice-Chair of each Council, in collaboration with their Service Council, shall provide input to the Deputy Chief Executive Officer on the performance of the Director of Metro Service Councils and an evaluation of each Service Council's progress toward set goals and objectives.~~

ARTICLE IV: WORK PROGRAM

~~In June of each year, the Director of Metro Service Councils shall present to each Council a draft work plan for review and comment. The work plan, which will be for the fiscal year starting in July, will be submitted for adoption in June. This work plan will outline the activities and priorities of the Council for that year. The work program will include the process and targets for monitoring transit service and collaborating with COO regarding service quality and safety. In addition, the work plan will include items such as a review of the proposed Metro budget in February, or as soon as available, each year. The work program shall be consistent with the Metro Board adopted mission, vision and goals and must comply with all Board adopted policies, service standards and other criteria.~~

ARTICLE V: MEETINGS

A. AGENDA: ~~Matters to be placed on the agenda for any regular meeting will be coordinated through the Director of Service Councils. Any Representative of the Council may also place items on the agenda through the Director of Service Councils. The Service Council Secretary shall work with the Director to prepare, finalize and make copies of agendas and previous meeting's minutes to be mailed or delivered at least five days prior to the regular meeting date to council~~

~~representatives and appropriate Metro staff, and ensure that MSC agendas are posted in accordance with Brown Act regulations;~~

~~**B. REGULAR MEETINGS:** The Councils will hold regularly scheduled monthly meetings. If a regularly scheduled meeting day falls on a national holiday, the meeting shall be rescheduled or cancelled. Scheduled meetings should not conflict with regularly scheduled Metro Committee and Board meetings. Service Councils can also vote to reschedule, relocate, or cancel an upcoming monthly meeting if circumstances necessitate a change. MSC meetings shall be conducted pursuant to Robert's Rules of Order;~~

~~**C. RALPH M. BROWN ACT:** All meetings of MSC shall be called, noticed and conducted in the manner prescribed by the Section 54952.3 of the Government Code (the Ralph M. Brown Act) as amended from time to time;~~

~~**D. PARTICIPATION:** Anyone attending a meeting is eligible to be heard. No person or representative shall address the Council at any meeting until first recognized by the Chair. The decision of the Chair not to recognize a person may be changed by vote of a majority of the Representatives of the Council present at the meeting. The Chair may, in the interest of facilitating the business of the Council, limit the amount of time which a person or Representative may use in addressing the Council;~~

C. PUBLIC HEARINGS: All major bus service changes that require public hearings will be brought to the MSC for approval. Metro defines major bus service changes in Metro's 2022 Title VI Program Update as follows:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 - 4 above to be inclusive of any bus/rail interface changes.

- Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
- A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Title VI analyses are also to be considered as part of any proposed major service changes. The Service Councils will not vote on Title VI analyses, but forward any related comments received through the public hearing process to the Board to be considered in their adoption of the analyses.

~~E. QUARTERLY MEETINGS: The MSC shall meet and confer with the Metro Chief Executive Officer and other executive staff on a quarterly basis to discuss the overall effectiveness of the Service Councils and other related matters. The Director of Metro Service Councils, in coordination with the Chairs for all Service Councils will develop the agenda for these quarterly meetings;~~

~~F. QUORUM: A majority of council Representatives (50%+1) shall constitute a quorum to do business; two-thirds (2/3) of the Council shall constitute a supermajority. Even if all Representatives are not present, passage of items require a majority vote based on all council seats (i.e., nine-member councils would require five votes to pass even if only five Representatives are in attendance);~~

~~G. STIPEND: Representatives of the Service Councils will be paid a stipend of \$100 per meeting, with a maximum of two meetings per month;~~

~~H. PUBLIC HEARING: Each MSC will be responsible for holding public hearings that relate to major service changes to Metro bus and rail lines that provide significant service within their Region. Following public input, the Councils will be responsible for approving all major service changes that are to be implemented;~~

~~I.D. CENTRALIZED HEARING: When a major service change program requires three or more Councils to hold public hearings, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday; and,~~

E. MAJOR BUS SERVICE CHANGE DECISIONS: At their meeting subsequent to the public hearing(s) to receive public input, the Service Council(s) will vote to approve, modify, or deny the proposed major service changes proposed for implementation.

Results of Service Council deliberations shall be forwarded to the Board as the final recommended bus service changes.

- F. MINOR AND TEMPORARY ROUTE CHANGES: Metro staff may implement all minor (i.e. below above thresholds) or temporary route changes including turnaround and out of service route modifications without Council approval, though the Council should be given informational updates on minor changes where they may be refinements to previous major changes in response to multiple public comments. Similarly, any significant temporary service change should be brought to the Council for their information but not approval. Should a temporary or pilot service meeting the definition of a major service change be in operation for a period of more than six months, MSC will convene public hearings to gather public comment on those route or service changes and approve/modify the continued operation of such services.
- G. ANNUAL WORK PLAN: Each year, Metro Service Council Representatives shall review their annual work plan and provide comments and revisions for updates to be incorporated for the upcoming fiscal year. The work plan, which will be for the fiscal year starting in July, will be submitted for adoption in June. This work plan will outline the activities and priorities of the Council during the upcoming fiscal year. The work program will include the process and targets for monitoring transit service and collaborating with Metro's Chief Operating Officer regarding service quality and safety. In addition, the work plan will include items such as a review of the proposed Metro budget in February, or as soon as available, each year. The work program shall be consistent with the Metro's adopted mission, vision and goals and must comply with all Board adopted policies, service standards and other criteria.
- H. SERVICE COUNCIL RECOMMENDATIONS/FEEDBACK: Service Council staff will provide input to Metro Operations staff to improve service quality, safety and performance of bus service.. Service Councils will continue to receive regular reports from Metro staff on service performance within the Council's jurisdiction. The Service Councils will work to develop and implement changes in bus service that improve service quality, ridership and/or operational efficiency, and facilitate a planning and public communication process that listens and responds to the community and current and potential customers.
- I. PERIODIC REPORTS TO METRO BOARD: Updates to the Metro Board regarding MSC recommendations on Metro service, programs, initiatives, and other issues that the MSC feel the Metro Board should be informed of on a periodic basis.
- J. AREA TRANSIT OPERATORS: MSC shall invite municipal and local transit operators to a regular monthly meeting on a quarterly basis to discuss service plans and opportunities for service coordination.
- K. EVALUATION OF STAFF: Service Council Representatives shall annually submit an evaluation to the department's Executive Officer on the performance of the staff

responsible for managing the Metro Service Councils and an evaluation of each Service Council's progress in meeting established goals and objectives.

ARTICLE IV: MEETINGS

- A. AGENDA: Matters to be placed on the agenda for a regular meeting will be coordinated through the Service Council's staff. Any Representative of the Council may also place items on the agenda through this process. Service Council staff will prepare, finalize and have the agendas and previous meeting minutes posted online prior to the regular meeting, and ensure that MSC agendas are posted in accordance with Brown Act. All meeting presentations will be posted at least 24 hours in advance of the meeting.
- B. REGULAR MEETINGS: The Councils will hold regularly scheduled monthly meetings at times and locations accessible to members of the public. Metro Service Council meetings will be held at locations accessible using Metro services, with preference given to locations with frequent transit service. If a regularly scheduled meeting day falls on a national holiday, the meeting shall be rescheduled or cancelled. Scheduled meetings should not conflict with regularly scheduled Metro Committee and Board meetings. Service Councils can also vote to reschedule, relocate, or cancel an upcoming monthly meeting if circumstances necessitate a change. MSC meetings shall be conducted pursuant to Robert's Rules of Order.
- C. RALPH M. BROWN ACT: All meetings of MSC shall be called, noticed and conducted in the manner prescribed by the Ralph M. Brown Act.
- D. PARTICIPATION: Anyone attending a meeting may submit public comments. Members of the public may also submit comments by mail, email, phone, or online. No person or representative shall address the Council at any meeting until first recognized by the Chair. The decision of the Chair not to recognize a person may be changed by vote of a majority of the Representatives of the Council present at the meeting. The Chair may, in the interest of facilitating the business of the Council, limit the amount of time which a person or Representative may use in addressing the Council.
- E. QUARTERLY MEETINGS: The MSC shall meet and confer with the Metro Chief Executive Officer and other executive staff on a quarterly basis to discuss the overall effectiveness of the Service Councils and other related matters. MSC staff, in coordination with the Chairs of all Service Councils will develop the agenda for these quarterly meetings.
- F. QUORUM: A majority of Council Representatives (50%+1 or 5 members) shall constitute a quorum to do business; two-thirds (2/3 or 6 members) of the Council shall constitute a supermajority. Passage of items requires a majority membership vote based on all Council seats rather than Representatives present at the time of

the vote (i.e., nine-member Councils would require five votes to pass an item even if only five Representatives are in attendance).

G. **STIPEND:** Representatives of the Service Councils are eligible to be paid a stipend of \$150 for their attendance per meeting in accordance with their responsibilities as defined in Metro's Advisory Body Compensation (ABC) Policy. Representatives may be compensated for attendance at a maximum of two meetings per month. To receive the stipend, members must first submit a completed ABC Policy agreement. In accordance with the ABC Policy Section 2.3, public agency, Council of Governments, or elected office staff who serve on advisory bodies as part of their professional role are not eligible to receive the stipend. Members who 1) work for a contractor or organization holding an active contract with LACMTA and 2) participate or are listed in the contract activities while serving on an advisory body are not eligible for advisory body compensation for the duration of the contract.

ARTICLE V:~~VI~~: AMENDMENTS

AMENDMENTS TO BYLAWS: ~~the~~The Metro Board, by a simple majority, may amend the bylaws from time to time. In addition, a Metro Service Council, by a supermajority vote ~~of the membership as listed on the membership roster at the time of such a vote,~~ may recommend amendments to bylaws, which ~~should~~must then be reviewed and similarly agreed upon by all other Regional Service Councils by a supermajority vote. Any proposed bylaws amendments must be properly noticed on the agenda of a regularly scheduled Council meeting ~~and scheduled for a membership vote at that same regularly scheduled Council meeting.~~ Any Council amendments to the bylaws are subject to Metro Board approval.

ARTICLE ~~VII~~: VI: AUTHORITY

Metro Service Councils were created and given perpetual succession by terms of the Los Angeles County Metropolitan Transportation Authority. ~~MSC are responsible for Metro bus lines operating a significant amount of service within their geographical region. A significant amount of service shall be defined as any Metro bus or rail line that operates more than 1/330% of its service miles within a region, excluding the LACBD. A listing of downtown Los Angeles.~~

Metro's Administrative Code (§2-50-025(E)) authorizes the Metro bus lines allocated Board of Directors to each delegate to another body or a hearing officer appointed by the CEO the authority to hold the public hearing related to a change in transit service. The Metro Board has designated the Service Councils as the bodies responsible for calling and conducting public hearings for all major service changes within their area. As such, Metro's Regional Service Councils (MSC) are responsible for convening public hearings to receive public comments regarding proposed permanent major bus and rail service changes, and approving, modifying, or denying the service change proposals for their region as of December 2010 is provided in Attachment 3.

Metro Regional Service Councils shall be responsible for convening public hearings as described in Article III. If a bus line operates a significant amount (over 30% of full one-way route alignment miles) of service in more than one region, the Councils responsible for service in those regions will share responsibility for the line. ~~If~~The Council region with the larger share of one-way route mileage shall be assigned primary authority of a given line; secondary authority shall be assigned to the Council region with the next largest portion of one-way revenue service miles outside of the primary region. Lines operating in downtown Los Angeles (see **Attachment D**) where the segment in downtown is less than (30%) of revenue service miles shall be excluded from the calculation of route authorities. Where a line does not have at least 30% of its revenue miles within a Council region, that line would be allocated to the region(s) with the largest shares over 25%, and the region with the largest share would be designated as primary. A listing of the Metro bus lines with the primary and secondary authorities allocated to each region as of December 2023 is provided in **Attachment C**.

Each primary and secondary MSC will be responsible for convening public hearings that relate to major service changes to Metro Bus and Rail lines that provide significant service within their region. Hearings will be scheduled at times and dates intended to maximize public involvement. Public hearings will be held at locations accessible using Metro services, with preference for locations with frequent service and near the area of the proposed change(s) to facilitate participation of the riders that would be most affected by the changes.

All major route and service changes approved by the MSC will be brought to the Metro Board of Directors as an informational item. Should the Metro Board decide to move a Service Council approved service change to a Board Action Item, the Service Council will be notified of this change during their next monthly Service Council meeting subsequent to the Board's action, and be informed of the outcomes of any decisions made by the Board. Title VI analyses are also to be considered as part of any proposed service changes. The Service Councils ~~do~~ will not vote on Title VI analyses, but forward any related comments received through the public hearing process to the Metro Board for its consideration.

Should the assigned Service Councils not agree about service decisions affecting a shared line, ~~the Director of~~ Metro Service Councils staff will work with the Service Development staff and the ~~chairs~~Chairs of the Councils to develop a mutually agreeable resolution, which will be presented to both Councils for approval. If a resolution cannot be reached, the Metro Board of Directors will ~~render a decision~~resolve the matter.

Each MSC shall work with the ~~Director of~~ Metro Service Councils staff to coordinate with Metro's Service Development and Operations staff to:

- A. Review route planning studies to better route and schedule services operated within each Service ~~Council's~~Council region;

- B. Call public hearings pertaining to major bus route changes and Title VI analysis for rail project operating plans within the Service Council's jurisdiction consistent with State and Federal laws and with ~~Metro~~ policies pertaining to public hearings;
- C. Approve changes that modify, add, or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies;
- D. Coordinate with planning staff, businesses, consultants, other local transit operators ~~and to address~~ any ~~other transit~~ needs unique to the Service Council's region in accordance with agency Metro guidelines;
- E. Promote coordination of transit services, including Metro Bus and Rail service, and Municipal and Local Return Operators;
- F. ~~Conduct on-going meetings with~~ Invite Municipal and Local Operators to discuss their proposed service plans changes and develop service coordination plans;
- ~~G. Meet in a general forum with Representatives from each of the Service Councils and the Metro Board of Directors to report on the progress each Council has made and establish lines of communication to ensure cooperation between each of the Councils and the Metro Board at least once per year;~~
- ~~H. The Director or his designee will provide input to the Metro Board regarding service plans and other issues the MSC feel the Metro Board should be informed of;~~
- I.G. Identify other issues related to transit user experience, including customer information and way finding, fare collection, safety, cleanliness of vehicles and facilities; ~~and~~;
- J.H. Monitor key performance indicators and provide feedback to ~~the COO~~ appropriate staff or departments regarding areas ~~to address for~~ needing improvement; and
- I. Monitor and provide feedback on Metro programs, projects, and policies affecting their region.

The Metro Board of Directors shall retain all mandated responsibilities in accordance with Metro enabling legislation under ~~Public Utilities Code 130051 et seq. For example, the Board will retain hiring of~~ Public Utilities Code 130050.2 et seq., including hiring the Chief Executive Officer and other Board appointees; approval of the agency budget and capital plan; negotiation of collective bargaining agreements; setting fare and service policies; establishing and monitoring agency programs; conducting public hearings for fare changes and rail service; conducting major procurements; managing construction projects, setting regional policies and having ultimate responsibility for resolving disputes regarding agency matters. ~~Lastly, Metro Finance will be responsible for administering all banking, investing and debt issuance.~~

ARTICLE ~~VIII~~-VII: LIABILITY PROTECTION

Any Representative of the Metro Service Council identified as an actual or potential party to any action, suit or proceeding by reason of the fact that s/he is or was a Representative or Officer of a Metro Service Council shall be indemnified and defended by ~~the Metro~~ pursuant to the as permitted by law in the same manner as an officer or employee of ~~the Metro~~.

ATTACHMENT A: Service Council Regions

ATTACHMENT B: Regional Nominating Authorities

ATTACHMENT C: Primary and Secondary Assignment of Bus Lines

ATTACHMENT D: Downtown Los Angeles Map

Ventura County



Metro Service Councils Regional Nominating Authorities

Region	Nominating Authorities
Gateway Cities	Gateway Cities Council of Governments (9)
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) City of Los Angeles Mayor (4) LA County 3 rd District Supervisor (1) LA County 5 th District Supervisor (1) Las Virgenes-Malibu Council of Governments (1)
San Gabriel Valley	LA County 1 st District Supervisor (1) LA County 5 th District Supervisor (1) Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) Cities of Arcadia, El Monte, Temple City (1) Cities of Montebello, Monterey Park, Rosemead (1) Cities of Pasadena, Sierra Madre, La Cañada Flintridge (1) San Gabriel Valley Council of Governments (3)
South Bay Cities	South Bay Cities Council of Governments (9)
Westside Central	City of Los Angeles Mayor (4) LA County 2 nd District Supervisor (1) LA County 3 rd District Supervisor (1) Westside Cities Council of Governments (3)

- Each Council has nine Board-appointed members who serve staggered three year terms (3 seats per Council expire each year).
- Nominated by the region's nominating authorities and confirmed by the Metro Board. There are no term limits.
- Members must live, represent, or work in the communities within the region's boundaries, and should use public transit within the region they represent.

Primary and Secondary Assignment of Bus Lines as of December 2023

Line	Primary	Secondary	Line Description
2	WSC		Westwood - Exposition Park via Sunset-Alvarado
4	WSC		Dtwn LA - Santa Monica via Santa Monica Bl
10	WSC		W Hollywood-Dtwn LA
14/37	WSC		Cedar Sinai - Dtwn LA - Washington/Fairfax via Beverly-Adams
16	WSC		Dtwn LA - West Hollywood via West 3rd St
18	WSC	SGV	Montebello Metrolink Sta - Wilshire/Western Sta via 6th St - Whittier Bl
20	WSC		Dtwn LA - Santa Monica via Wilshire Bl
28	WSC		Century City - Dtwn LA - Eagle Rock via Olympic Bl
30	WSC		Pico Rimpau - Dtwn LA - Little Tokyo via Pico Bl
33	WSC		Dtwn LA - Santa Monica via Venice Bl
35	WSC		Dtwn LA - W LA via Washington Bl
37	WSC		Dtwn LA - W LA via Adams Bl
38	WSC		Dtwn LA - W LA via Jefferson Bl
40	SBC	WSC	Dtwn LA - South Bay Galleria via King - Hawthorne Bls
45	WSC	SBC	Lincoln Heights - Dtwn LA - Harbor Fwy Sta via Broadway
48	SBC	WSC	Dtwn LA - Avalon Sta via Main St & South San Pedro
51	SBC	WSC	Westlake/MacArthur Pk Sta-Dtwn LA - CSU DH via 7th St-Avalon Bl
53	GWC	SBC	Dtwn LA - Willowbrook/Rosa Parks Station - CSU DH via Central Av
55	WSC	GWC	Dtwn LA – Willowbrook Sta via Compton Av
60	GWC		Dtwn LA - Artesia Sta via Long Beach Bl
62	GWC		Dtwn LA - Hawaiian Gardens via Telegraph Rd
66	WSC		Dtwn LA/Wilshire Ctr to Montebello 8th St & Olympic Bl
70	SGV		Dtwn LA - El Monte via Cesar Chavez Av-Atlantic Bl - Garvey Av
76	SGV	WSC	Dtwn LA - El Monte Sta via Valley Bl
78	WSC	SGV	Dtwn LA - Arcadia via Huntington - Main - Las Tunas & Huntington Dr

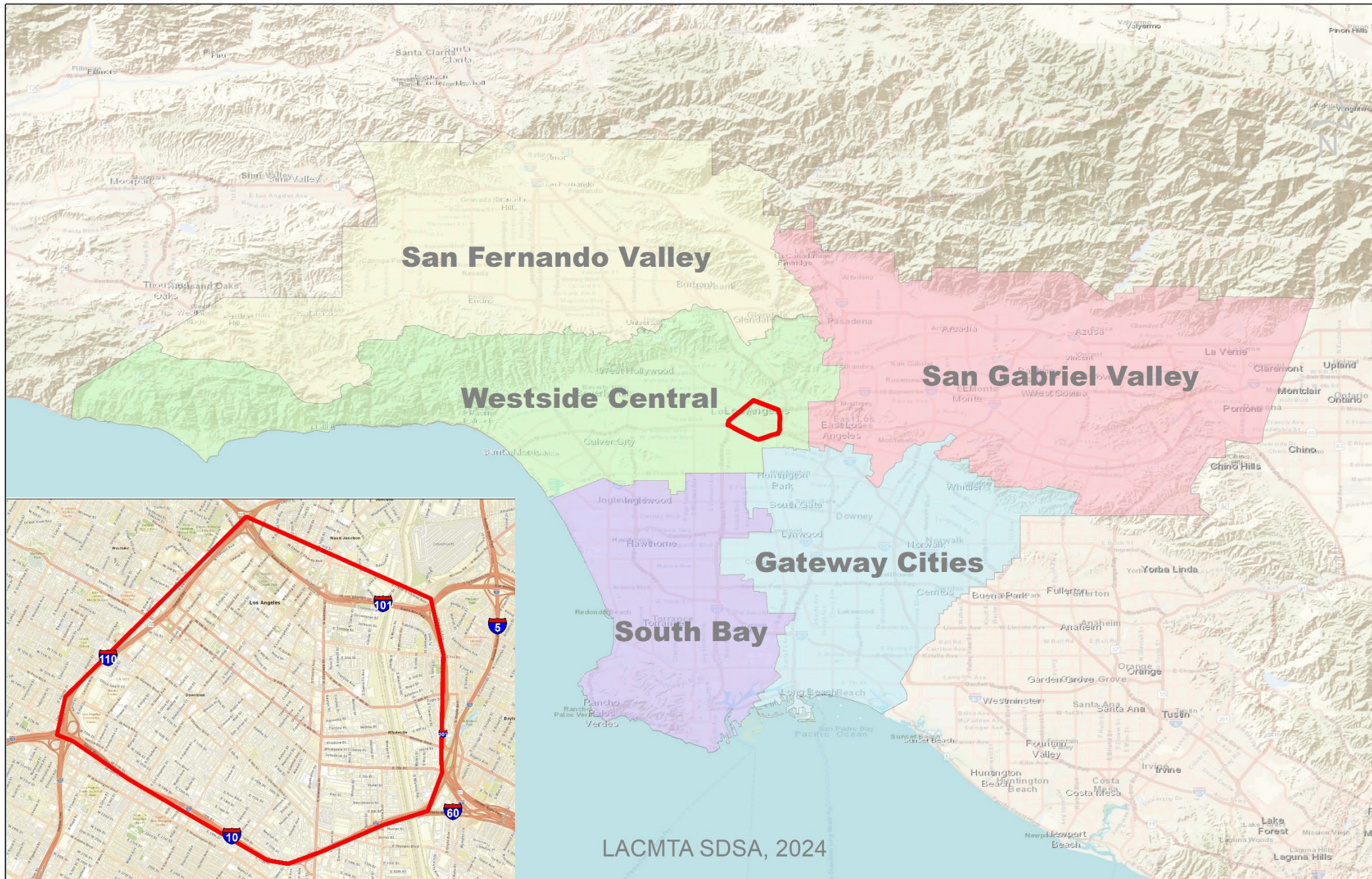
Line	Primary	Secondary	Line Description
81	WSC		Eagle Rock - Dtn LA - Harbor Fwy Sta via Figueroa
90	SFV		Dtn LA - Sunland via Glendale Av, Foothill Bl, Vineland Av
92	SFV		Dtn LA - Burbank Station via Glendale Bl, Brand Bl, Glenoaks
94	SFV	WSC	Dtn LA - Glendale - Burbank - NoHo via San Fernando Rd - Magnolia Bl
96	WSC		Chinatown - Burbank Sta via Griffith Park Dr
102	WSC		LAX City Bus Center - South Gate via La Tijera, Exposition Bl
105	WSC		Vernon - West Hollywood via La Cienega Bl & Vernon Av
106	SGV	WSC	Monterey Park - Cal State LA - LA Union Sta - Little Tokyo - Montebello via Garvey Av & 1st St
108	WSC	GWC	Marina Del Rey - Pico Rivera via Slauson Av
110	GWC	SBC	Playa Vista - Bell Gardens via Jefferson Bl - Gage Av
111	GWC	SBC	LAX City Bus Center - Norwalk Sta via Florence Av
115	GWC	SBC	Playa Del Rey - Norwalk via Manchester - Firestone
117	SBC	GWC	LAX City Bus Center - Downey via Century Bl & Imperial Hwy
120	GWC	SBC	Aviation/LAX Sta - Whittwood Town Center via Imperial Hwy
125	GWC	SBC	El Segundo - Norwalk Sta via Rosecrans Av
127	GWC		Harbor Fwy Sta - Compton Sta - Downey via Compton Bl - Broadway
128	GWC		Compton Sta - Cerritos Towne Center via Alondra Bl
134	WSC		Eastbound Dtn Santa Monica Sta - Westbound Malibu via Pacific Coast Hwy
150	SFV		Chatsworth - Canoga Park - Tarzana via Topanga Canyon Bl - Ventura Bl
152	SFV		West Hills Medical Center - N Hollywood Station via Roscoe Bl
154	SFV		Sepulveda Bl - Burbank Station via Oxnard St - Burbank Bl
155	SFV		Sherman Oaks - Burbank - via Riverside Dr, Olive St
158	SFV		Chatsworth Sta - Sherman Oaks via Devonshire - Woodman
161	SFV		Thousand Oaks - Agoura Hills - Calabasas - Warner Ctr
162	SFV		Woodland Hills – West Hills - N Hollywood Sta via Sherman Way - Vineland Av
164	SFV		West Hills - Burbank Sta via Victory Bl

Line	Primary	Secondary	Line Description
165	SFV		West Hills - Burbank via Vanowen St
166	SFV		Canoga Av - Sun Valley - Chatsworth via Nordhoff St and Osborne St
167	SFV		Chatsworth Sta - Studio City via Plummer St & Coldwater Cyn Av
169	SFV		Warner Ctr - Burbank Airport via Valley Cir-Saticoy St
177	SGV		JPL - Pasadena (Caltech)
179	SGV		Rose Hill Transit Center - Arcadia via Huntington Dr
180	WSC		Pasadena - Glendale - Hollywood via Los Feliz Bl & Colorado Bl
182	WSC		Northeast LA - E Hollywood
202	GWC		Willowbrook/Rosa Parks Sta - Compton - Del Amo Sta
204	WSC	SBC	Hollywood - Athens via Vermont Av
205	SBC		Willowbrook/Rosa Parks Sta - San Pedro via Wilmington Av, Vermont Av
206	WSC	SBC	Hollywood - Athens via Normandie Av
207	WSC	SBC	Hollywood - Crenshaw Sta via Western Av
209	SBC	WSC	Expo/Crenshaw Sta - Crenshaw C Line Sta via Van Ness Av - Arlington Av
210	WSC	SBC	Hollywood/Vine Sta - South Bay Galleria via Vine St-Wilshire/Western Sta - Crenshaw Bl
211, 215	SBC		Inglewood - South Bay Galleria via Prairie-Inglewood
212	WSC		Hollywood/Vine Sta - Hawthorne/Lennox Sta via La Brea
217	WSC		Hollywood/Vine Sta - La Cienega Sta via Hollywood Bl, Fairfax Av
218	WSC	SFV	Studio City - Cedars Sinai Medical Center via Laurel Canyon Bl - Fairfax Bl
222	SFV		Lankershim/Tuxford - Burbank RITC - Hollywood via Hollywood Wy & Cahuenga Bl
224	SFV		Sylmar Sta - Universal City Sta via San Fernando Rd, Lankershim Bl (+Hollywood Owl Service)
230	SFV		Sylmar - Studio City via Laurel Canyon Bl
232	SBC		LAX City Bus Center - Long Beach via Sepulveda Bl & PCH
233	SFV		Lake View Terrace - Sherman Oaks via Van Nuys Bl (+Westside Owl service)
234	SFV		Mission College - Sylmar Sta - Sherman Oaks via Sepulveda Bl
236	SFV		Sylmar Sta - Encino via Balboa, Rinaldi, Foothill Bl, Glenoaks Bl

Line	Primary	Secondary	Line Description
237	SFV		Encino - Granada Hill - Mission Hills - NoHo via White Oak-Woodley Av - Chandler
240	SFV		Northridge - Universal City Sta via Reseda Bl - Ventura Bl
242/243	SFV		Devonshire St - Woodland Hills via Tampa Av - Winnetka Av
244	SFV		Chatsworth Sta - Woodland Hills via De Soto Av
246	SBC		San Pedro - Harbor Gateway Transit Center via Avalon Bl
251	WSC	GWC	Eagle Rock - Cypress Park - Long Bch Bl C Line Stn via Eagle Rock - Soto St
256	SGV	WSC	Highland Park - Sierra Madre Villa Sta via Ave 64, Washington Bl
258	SGV	GWC	Highland Park/South Pasadena - Paramount via Fremont Av, Eastern Av
260	SGV	GWC	Artesia Sta - Pasadena via Fair Oaks Av - Atlantic Bl
265	GWC		Pico Rivera - Lakewood Center Mall via Paramount Bl
266	GWC	SGV	Sierra Madre Villa Sta - Lakewood Center Mall via Rosemead Bl
267	SGV		El Monte Sta - Pasadena via Del Mar Bl, Temple City Bl
268	SGV		Sierra Madre Villa Sta - El Monte Sta via Baldwin Av
287	SGV		El Monte Sta - Arcadia Sta via Santa Anita Av
294	SFV		Burbank Sta - Sylmar Sta via San Fernando Rd
344	SBC		Harbor Gateway TC - Palos Verdes via Hawthorne Bl
460	GWC		Dtwn LA - Disneyland via 110 ExpressLanes (Harbor Transitway) - 105 Fwy - Norwalk C Line Sta
487/489	SGV	WSC	Dtwn LA - Sierra Madre Villa Sta - Temple City
501	SFV		North Hollywood - Pasadena Express via 134 Fwy
550	SBC		Exposition Park/USC - Harbor Gateway TC via 110 ExpressLanes (Harbor Transitway)
577	GWC	SGV	El Monte Sta - Rio Hondo College - Long Beach VA Medical Center via 605 Fwy
601	SFV		Warner Center Circulator
602	WSC		Westwood - Pacific Palisades via Sunset Bl
603	WSC		Glendale Galleria - Grand/LATTC Sta via San Fernando Rd, Rampart Bl & Hoover St
605	WSC		LAC+USC Outpatient Clinic - Boyle Heights Shuttle
611	GWC		Huntington Park Shuttle

Line	Primary	Secondary	Line Description
617	WSC		Culver City Sta - Cedars-Sinai Med Center via Beverly Dr - Burton Wy - Robertson Bl
660	SGV		Del Mar Sta - Altadena via Fair Oaks Shuttle
662	SGV		Altadena - Pasadena Shuttle
665	SGV		Rose Hill Transit Center - CSULA - Indiana Sta via Eastern, Indiana
686	SGV		Altadena - Del Mel Mar Sta via Colorado - Allen - New York
690	SFV		Sylmar Olive View Hosp - Sunland via Foothill Bl
720	WSC		Dtwn LA - Santa Monica via Wilshire Bl
754	WSC	SBC	Hollywood - Athens via Vermont Av
761	SFV	WSC	Sylmar Sta - E Line Sepulveda Sta via Van Nuys Bl-Sepulveda Bl
901	SFV		G Line (N Hollywood Sta - Warner Center - Chatsworth Sta)
910	WSC	SBC	J Line (El Monte Sta - Dtwn LA - Harbor Gateway Transit Center - San Pedro)
950	SBC		Harbor Gateway Transit Center - San Pedro

Downtown Los Angeles





Metro Service Councils Bylaws Update

October 2024



September 26, 2002: Metro Board establishes Service Sector Governance Councils to provide budgetary and operational oversight and collect community input on proposed bus service changes.

May 27, 2004: Board modifies bylaws to clarify Governance Council authority, allow the Board to remove or replace members, and to amend bylaws by a majority vote.

September 9, 2005: Bylaws and Policy clarify that Sector Governance Councils will call public hearings for all bus route changes within the Sectors.

March 24, 2011: Operations recentralized, name changes to Metro Service Councils. Primary role of oversight of major service changes, original nomination and appointment structures retained.

March 2024: Draft revisions have been reviewed by relevant departments (Operations, County Counsel, Board Clerk, Office of Equity and Race, Ethics), share with Councils for approval.

October 2024: Revised Bylaws have been reviewed and approved by a supermajority of all five Service Councils and can be adopted upon Board approval

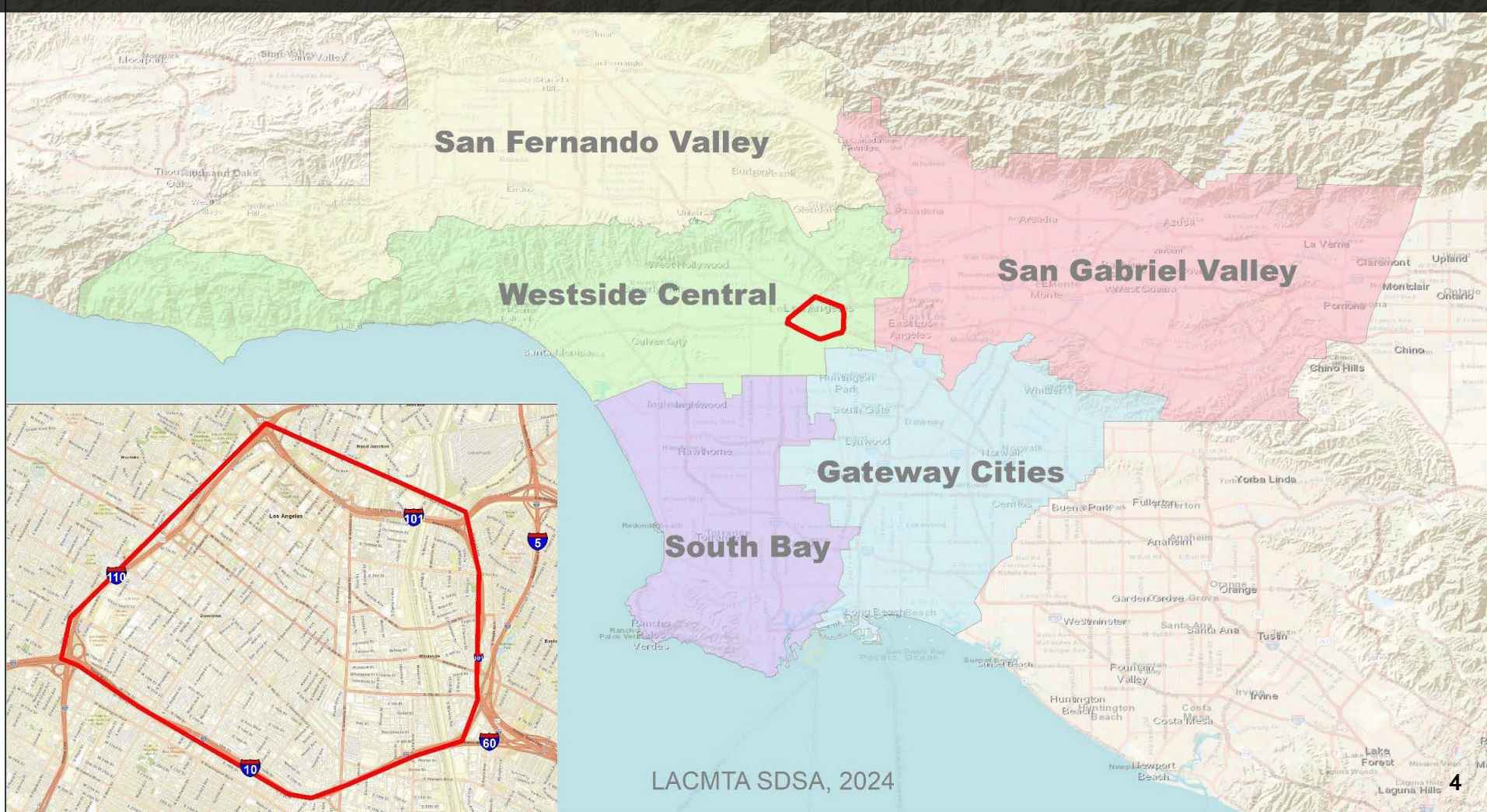


Overview of Proposed Changes

- Reduce repetitive language
- Update to reflect staff roles, titles, workflows
- Update line authority to reflect NextGen Bus Plan Network
 - ✓ Central Business District/Downtown LA reference map
- Incorporate Metro policy
 - ✓ Advisory Board Compensation Policy - reclassify from “Advise” to “Advise and Prepare”
 - ✓ Equity Platform
 - ✓ Ethics requirements (Form 700, AB 1234)
 - ✓ Public Participation Plan
- Clarify expectations and requirements
- Acknowledge and formalize Service Councils role
 - ✓ Further define requirements for public hearings
 - ✓ Clarify line authority definitions
 - ✓ Incorporate periodic updates to the Board

Service Councils are responsible for Metro bus lines operating more than 30% of revenue service miles excluding downtown LA.

- Councils share responsibility for lines that operate more than 30% in more than one region.
 - ✓ The region with the larger share of one-way route mileage assigned primary authority; region with the next largest portion assigned secondary authority.
 - ✓ Where a line does not have at least 30% of its revenue miles within any Council region, that line would be allocated to the region(s) with the largest shares over 25%, and the region with the largest share would be designated as primary.





Next Steps

- Bylaws must be approved by Metro Board
- Newly adopted bylaws to be shared with nominating authorities and Service Councils
- Implementation of ABC Policy, reporting cycle

Questions?



Board Report

File #: 2024-0789, **File Type:** Appointment

Agenda Number: 38.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: APPOINTMENTS TO METRO'S SERVICE COUNCILS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominees for membership on Metro's Westside Central Service Council (Attachment A).

ISSUE

The Westside Central Service Council has two vacancies that need to be filled.

BACKGROUND

Metro Service Councils (MSCs) were created in 2002 as community-based bodies that serve to improve bus service and promote 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 area, and understand passenger transit needs. To do so, each Representative is expected to ride at least one transit service per month.

The MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions on proposed bus route changes, and considering staff's recommendations and public comments. All route and major service changes approved by the MSCs 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 MSCs will be notified of this change before the next Service Council monthly meeting.

DISCUSSION

The Council's nominating authority has nominated the individuals listed below. If approved by the Board, they will serve for the three-year terms specified. Attachments A and B provide a brief listing of qualifications for new nominees and the nomination letter(s).

For reference, should these nominees be appointed, the 2022 American Community Survey demographics and 2023 Metro Ridership Survey demographics for each region are compared to the seated membership.

Westside Central Service Council

- A. Steven King, New Appointment
Nominated by: Los Angeles Mayor Karen Bass
Term: July 1, 2022 - June 30, 2025
- B. Jennifer Nazario, New Appointment
Nominated by: Los Angeles Mayor Karen Bass
Term: July 1, 2023 - June 30, 2026

With the appointment of these nominees, the Westside Central (WSC) Service Council membership will compare to the region and the region's ridership as follows:

WSC Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
WSC Council Region	41.9%	30.9%	13.7%	9.1%	0.2%	4.3%
WSC Region Ridership	67%	8%	7%	17%	1%	1%
WSC Membership (No.)*	30% (3)	50% (5)	0% (0)	10% (1)	10% (1)	0% (0)

Table does not add to the exact number of Councilmembers as it incorporates each race Councilmembers self-identified with; some current Councilmembers identify as multi-racial.

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

WSC Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	**	**
WSC Region Ridership	48%	49%	2%	1%
WSC Current Membership (No.)	55.5% (5)	44.4% (4)	0% (0)	0% (0)

Los Angeles County data is taken from the Census 2022 Quick Facts, which includes a question intended to capture current sex but does not include questions about gender, sexual orientation, or sex at birth.

EQUITY PLATFORM

Metro recommends appointing Service Council members who represent the diverse needs and priorities reflective of the demographics of each respective region. To encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, the staff shares regional ridership, resident, and Service Council membership race/ethnicity and gender demographics with each nomination request. This practice has resulted in the Service Councils becoming more diverse in terms of both race/ethnicity and gender over the last several years. However, approximately half of LA County residents and Metro riders are women and work still needs to be done to achieve gender equity in some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to give weight to gender equity when

considering individuals for nomination.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

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

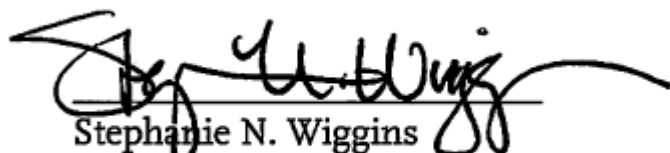
ATTACHMENTS

Attachment A - New Appointees Nomination Letters

Attachment B - New Appointees Biographies and Qualifications

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

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



Stephanie N. Wiggins
Chief Executive Officer

NEW APPOINTEES NOMINATION LETTERS



KAREN BASS
MAYOR

September 18, 2024

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

Dear Ms. Ramos:

I hereby appoint Ms. Jennifer Nazario to serve as a representative on the Westside/Central Service Council, for the term ending on June 30, 2026. Ms. Nazario will fill the vacancy created by Desa Philadelphia. Her resume is attached.

I certify that in my opinion Ms. Nazario is especially qualified by reason of training and experience for the work which shall devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:tga

Attachment



KAREN BASS
MAYOR

September 18, 2024

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

Dear Ms. Ramos:

I hereby appoint Mr. Steven King to serve as a representative on the Westside/Central Service Council, for the term ending on June 30, 2025. Mr. King will fill the vacancy created by Jessica Jinn. His resume is attached.

I certify that in my opinion Mr. King is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:tga

Attachment



200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG



ATTACHMENT B

NEW APPOINTEES BIOGRAPHIES AND QUALIFICATIONS

Jennifer Nazario, Nominee to Westside Central Service Council



Jennifer Nazario was born and raised in Los Angeles. She currently works as a research fellow with the Campaign for College Opportunity, where she assists the research team with fact-checking data, creating graphs, charts, and other visualizations to support the Campaign's mission to ensure that students have the opportunity to pursue higher education. She also works as a Talent Systems Administrator for KIPP SoCal Public Schools, where she works to configure and optimize HRIS workflows across HR, IT, Finance, and Payroll to streamline and reduce data inaccuracies in performance management, onboarding, and offboarding.

Ms. Nazario currently resides in the Florence neighborhood of Los Angeles. She is a first-generation college graduate. She received her bachelor's degree from the University of Pennsylvania and a master's degree in economics from California State University Los Angeles.

Steven King, Nominee to Westside Central Service Council



Steven King is a Clean Energy Advocate with Environment California, where he plans, develops, and implements campaign strategies, lobbying, and policy advocacy on clean energy campaigns to increase clean, renewable energy throughout California, spearheading efforts to transition away from fossil fuels and address climate change. Prior to joining Environment California, he served as a Graduate Student Assistant with Caltrans' Division of Sustainability and Innovation.

Mr. King holds a bachelor's degree, magna cum laude in history and public affairs, and a master's degree in public policy, both from University of California Los Angeles. He lives in West Los Angeles and he enjoys spending time outdoors, watching his favorite L.A. sports teams, and playing the trombone.



Nominations to Metro Service Councils October 2024

Service Council Nominations

Region	Nominating Authorities
Westside Central	City of Los Angeles Mayor (4) LA County 2 nd District Supervisor (1) LA County 3 rd District Supervisor (1) Westside Cities Council of Governments (3)

Council currently has two vacancies created by resignation of members due to other commitments:

- A member resigned in April 2024, prior to the end of her term.
- A member resigned in October 2023, prior to the end of her term.

Westside Central Service Council New Appointees

- ✓ Steven King nominated to serve term of July 1, 2022 - June 30, 2025; resident of Los Angeles.
- ✓ Jennifer Nazario nominated to serve term of July 1, 2023 - June 30, 2026; resident of Los Angeles.

Council Composition

With these nominees, the composition of this Council will compare to the region and the region's ridership as follows:

WSC Race/Ethnicity	Hispanic	White	Asian/ Pac Isl	Black	Native Amer	Other
WSC Council Region	41.9%	30.9%	13.7%	9.1%	0.2%	4.3%
WSC Region Ridership	67%	8%	7%	17%	1%	1%
WSC Membership (No.)*	30% (3)	50% (5)	0% (0)	10% (1)	10% (1)	0% (0)

****Note: Table does not add to the exact number of Councilmembers as it incorporates each race Councilmembers self-identified with; some Councilmembers identify as multi-racial.***

WSC Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe
Los Angeles County	49.6%	50.4%	**	**
WSC Region Ridership	48%	49%	2%	1%
WSC Current Membership (No.)	55.5% (5)	44.4% (4)	0% (0)	0% (0)

*****Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth.***



Board Report

File #: 2024-0105, **File Type:** Informational Report

Agenda Number: 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE quarterly status report on Metro's Public Safety Advisory Committee (PSAC).

ISSUE

In June 2020, the Board directed the CEO to form an advisory committee to contribute to developing a community-based approach to public safety on the transit system. This Board report provides an update on the work of the Public Safety Advisory Committee from July to September 2024.

BACKGROUND

Metro established the first cohort of PSAC on April 7, 2021, to:

- Advise on the development of a community-based approach to public safety.
- Share input on the development of the multi-agency policing contract renewal.
- Review the Customer Code of Conduct.
- Provide feedback on Metro's mission and value statements regarding public safety.
- Guide the establishment of Metro's Transit Ambassadors program.

After its 16-month tenure, the first PSAC cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that the PSAC continue, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and will serve for two years through February 2025.

Executive Committee Members

PSAC elected an executive committee to serve from February 2024 to February 2025.

- Jeremy Oliver-Roncero, Chair
- Misty Wilks, Vice-Chair
- Darryl Goodus, Secretary

Work Plan Objectives

Together with Metro CEO Wiggins, the PSAC Executive Committee developed a work plan that

outlines five objectives framing PSAC's scope of work to enhance the customer experience by addressing safety concerns on the system. The Executive Committee, staff, and CEO together identified key strategies for the committee to review, evaluate, and/or help advance. The PSAC Executive Committee meets with CEO Wiggins monthly to agree upon PSAC meeting agenda items.

During this period agenda items have included, but have not been limited to, Metro Transit Security Bus Safety Teams, the Customer Experience Plan, Metro's Transit Ambassador pilot program evaluation, safety for people living with disabilities, station intervention strategies, crisis response strategies, and PSAC-hosted community listening sessions.

DISCUSSION

NOTE: There was no PSAC meeting during August.

In July and September, staff provided PSAC members presentations on topics in which they expressed strong interest. Specifically, earlier this year, PSAC formed ad-hoc committees (A & B) to explore alternatives to fare enforcement and to identify more equitable ways of ensuring current fare compliance. Each committee met to discuss alternatives, and their draft recommendations were developed. The next steps involved departmental presentations in July for committee A, and in September for Committee B, aimed at filling a knowledge gap to allow committees to reconsider recommendations by potentially revising or eliminating them before presenting them to the entire PSAC committee for consideration in November.

July 2024 Meeting

The July PSAC meeting focused on staff presentations by Customer Experience, TAP, and System Safety and Law Enforcement (SSLE) departments to address fare compliance. The PSAC was interested in learning more about how compliance was currently done in an effort to inform exploring alternatives to fare enforcement. Customer Experience staff discussed updates to the Customer Code of Conduct aimed at enhancing safety and passenger experience across the Metro system. SSLE staff discussed Metro's multi-layered public safety ecosystem, highlighting that transit security officers are the only layer responsible for fare enforcement. and code of conduct compliance and due to the size of the agency, Metro focuses its resources on high impact areas. TAP staff explained various methods for riders to load fares onto their TAP cards, and LIFE program staff explained how customers who qualify can obtain reduced fares with LIFE and other reduced fare programs

Presentations focused on the following topics:

- Fare gate and access control improvements to enhance Customer Code of Conduct compliance.
- Code of Conduct signage across Metro's rail and bus system and fleet.
- Rollout of the updated draft Code of Conduct through a comprehensive marketing communications campaign.
- Metro's multi-layered public safety ecosystem.
- Metro's social media content shift towards safety.
- Comprehensive cleanliness plan for stations.
- Low-Income Fare Is Easy (LIFE) program.

- Metro's GoPass program.

One PSAC committee member expressed concerns related to Metro's ability to track and prevent repeat offenders from violating the Code of Conduct. SSLE staff explained that it is challenging to track violators in real-time for past behaviors, but Metro has a mechanism through transit court to track citations and warnings.

Another member asked if Metro's social media efforts are available in different languages other than English to reach non-English speakers. Metro Social Media staff responded that Metro is actively expanding Spanish language content on social media by using paid ads targeted at Spanish-speaking audiences. Additionally, he mentioned that Metro is building a dedicated team to create more Spanish content.

Customer Experience presented samples of the updated Code of Conduct signs and shared social media videos focused on improving the system's safety.

Metro staff also provided announcements regarding:

- Efforts to begin recruiting for PSAC's third cohort.
- Planning for summer and fall community engagement and outreach activities for the upcoming PSAC-hosted September and October Community Listening Sessions.

September 2024 Meeting

The September PSAC meeting continued staff presentations on SSLE, HOME/Homeless Initiatives, and the Office of the Inspector General/Transit spoke with members who were interested in exploring whether there may be more equitable ways to gain fare compliance.

Presentations focused on the following topics:

- Fines for citations issued and options for paying fines, transit court, transit school, and community service.
- Statistics on citations issued and community services were presented to provide context for committee members.
- Updates to the approach on fare evasion and those committing other customer code of conduct violations.

Customer Experience presented physical samples of the updated Code of Conduct (PC640) signs. The Committee unanimously liked the 'Let's Ride Better Together' headline. Additionally, the corresponding campaign, which uses humor and wit, was presented. Committee members appreciated the updates and provided feedback. However, they cautioned that the humor or sarcasm in the 'witty signs' may not be understood by some riders, as the context or humor might be lost in translation due to cultural and language differences.

Customer Experience assured the members that any messaging would be vetted by internal resource groups for both content and context. Additional questions and comments focused on whether to include the 'No Weapons' version, clarification on vending policies at Metro stations, and requests for prioritization or changes.

-
- Metro staff also provided announcements regarding:
 - The closure of the recruiting period (September 6, 2024) for PSAC's third cohort.
NOTE: More than 400 applications were received.
 - Summer community engagement and outreach activities conducted to date, and event participation planned for fall.
 - PSAC Community Listening Sessions scheduled for the recruitment of the Chief of Police for the Transit Public Safety Department \

EQUITY PLATFORM

PSAC plays a crucial role in addressing equity within the transportation system. Equity is a central consideration in the committee's decision-making processes, as it strives to ensure that all members of the community, especially those historically marginalized or underserved, have access to safe and reliable transportation options. Through its commitment to inclusivity, community engagement, and data-driven approaches, the committee strives to create a transit environment that is safe, accessible, and equitable for all residents of Los Angeles County.

This quarterly update highlights PSAC's important role in supporting Metro's Equity Platform. For example, PSAC's community engagement efforts to develop its recommendations for a potential new Transit Community Safety Department started with community listening sessions for all interested stakeholders to provide feedback about public safety in a safe space and allowed different perspectives to flourish.

PSAC has actively discussed and provided comments to Metro on potential strategies for equitable fare enforcement, including Metro considering expanding current community service options as an alternative to fines, especially for those who are unhoused or undocumented.

Further, PSAC's comments on the draft Code of Conduct signs regarding cultural competency helped Customer Experience consider how to tailor messaging to different cultural backgrounds.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

NEXT STEPS

The PSAC ad-hoc committees A & B plan to reconvene to consider the new information presented to refine their recommendations. Their recommendations will be shared preliminarily with staff subject

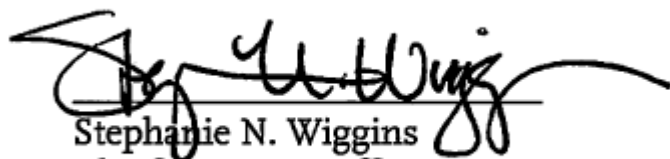
matter experts to ensure their feasibility. This initial refinement and vetting should be completed during the month of November. It is anticipated that the finalized recommendations can be presented at the January 2025 meeting (Note: PSAC is dark in December) and advanced to the Office of the CEO for review and potential adoption.

Additionally, the Public Safety Advisory Committee will host a Community Listening Session to gather public input on the qualities, traits, and characteristics desired in candidates for the new Transit Chief of Police and Emergency Management position. The first meeting took place Thursday, September 26, 2024, and the second meeting occurred October 9. The final meeting is scheduled to take place October 26, 2024.

The CEO will continue to meet with the PSAC Executive Committee monthly to provide feedback on the progress of topics they have raised.

Prepared by: Patricia Soto, Director, Community Relations, (213) 922-7273
Lilian De Loza-Gutierrez, Executive Officer, (213) 922-7479
Yvette Rapose, Deputy Chief, Customer Experience, (213) 418-3154

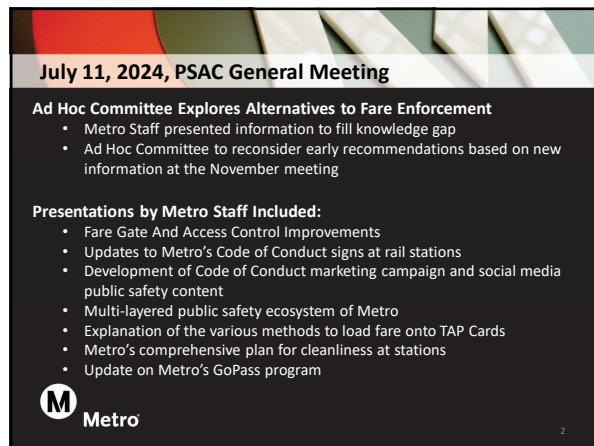
Reviewed by: Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



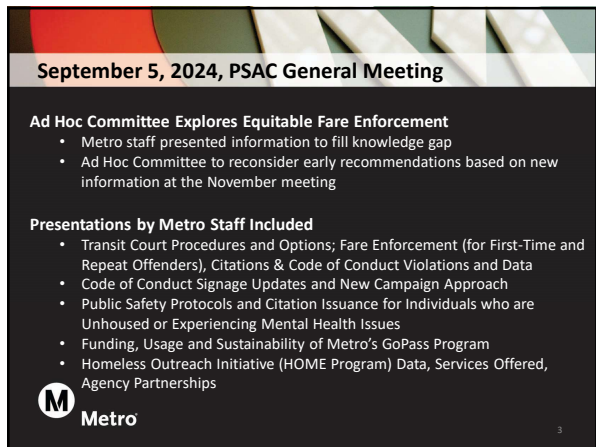
Stephanie N. Wiggins
Chief Executive Officer



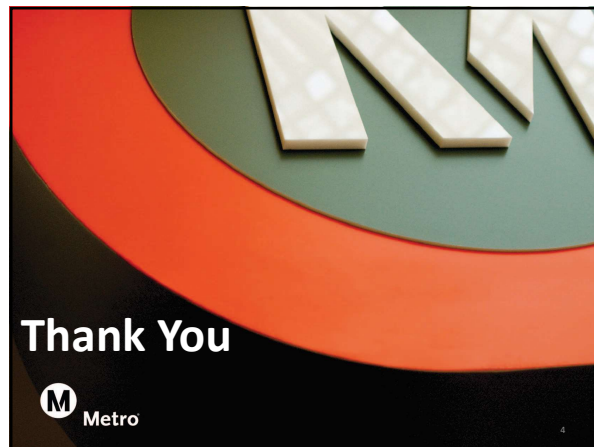
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Metro

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

Board Report

File #: 2024-0824, File Type: Informational Report

Agenda Number: 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

ISSUE

This report will give an update on Metro's monthly ridership and cancellation results as compared to Pre-Pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

Operations collaborates with the Office of Equity and Race to identify and mitigate 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

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

Stephanie N. Wiggins
Chief Executive Officer

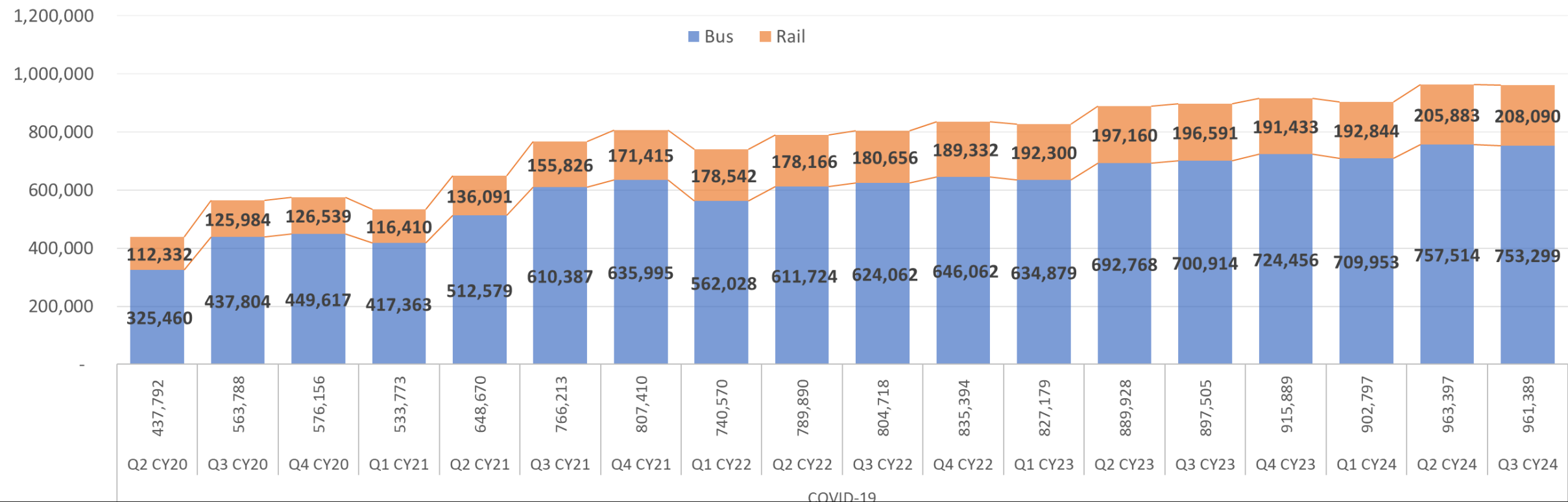


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
October 24, 2024

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



September Total Ridership Percentage Change of 2024 over 2023:

- Bus: 6.9%
- Rail: 9.9%

September Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	1,023,399	1,224,521	83.6%
• SA:	699,960	738,673	94.8%
• SU:	584,450	590,723	98.9%

Average Weekday Rail Ridership By Line - September 2024					
Line	Sep-24	% Recovery	Sep-23	% Recovery	Sep-19
A	70,902	N/A	59,614	N/A	61,356
E	52,093	N/A	43,837	N/A	54,030
L	N/A	N/A	N/A	N/A	42,108
A, E, L	122,995	78.1%	103,451	65.7%	157,494
B/D	70,745	54.0%	69,653	53.2%	131,033
C	22,067	73.0%	19,959	66.0%	30,239
K	3,313	N/A	3,045	N/A	N/A

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

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.6% in September 2024 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 69% from FY19 to FY24 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations.
- Cancellation rates have increased slightly in 2024 as increased bus and rail service have needed more operators while attrition and absenteeism have continued. Recruitment has been increased to restore full operator staffing and reduce cancellations.

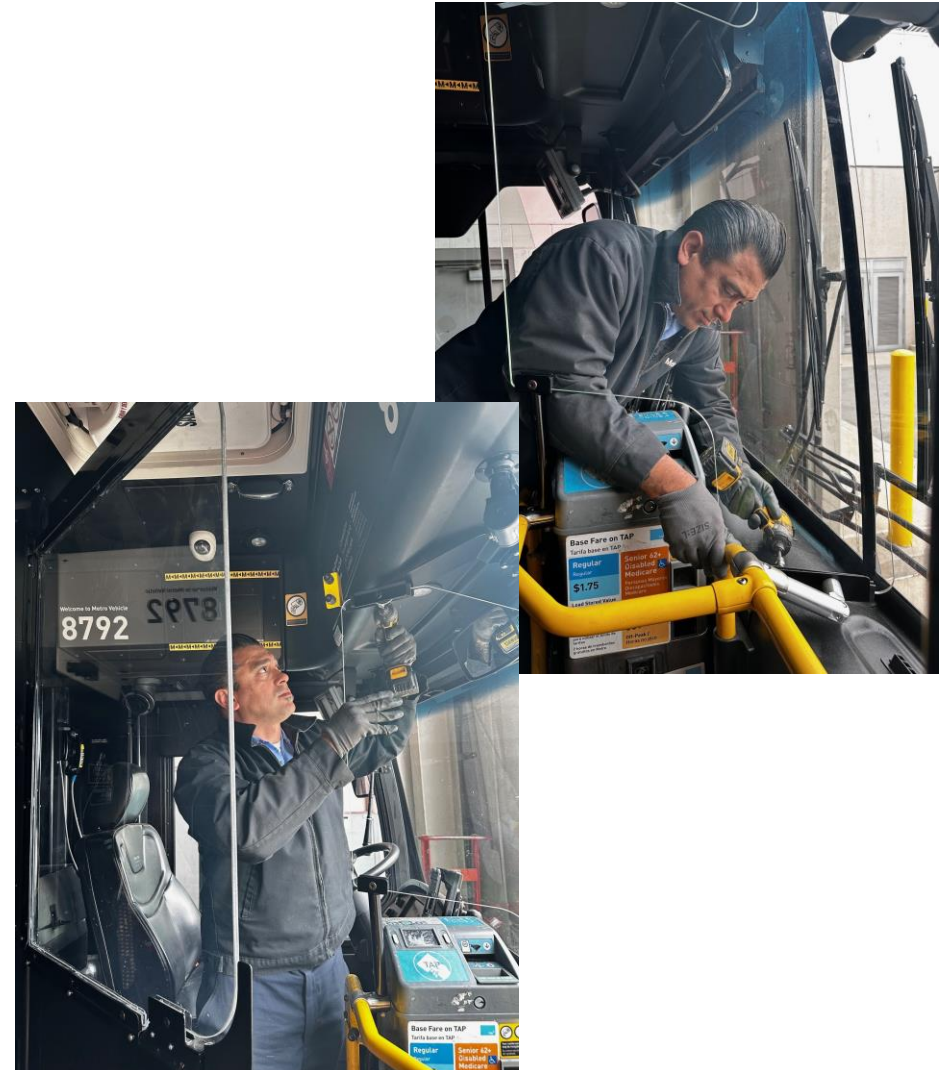
September 2024 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Sep-24	Sep-23	% of Line Miles in EFC
9	70	Garvey Av/Cesar E. Chavez Av	5.6%	0.3%	75%
5	108	Slauson Av	5.3%	1.0%	55%
5, 18	207	Western Av	5.1%	1.9%	89%
5, 18	204	Vermont Av	4.7%	1.4%	98%
9	76	Valley Bl	4.5%	0.3%	65%
5	212	La Brea Av	3.7%	0.4%	54%
2	55	Compton Av	3.5%	0.8%	83%
3	81	Figuerroa St	3.5%	0.3%	66%
2	51	Avalon Bl/W. 7th St	3.3%	0.5%	75%
3, 5	206	Normandie Av	3.2%	0.5%	99%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 10/21/23	0.9%	1.3%	3.9%
Week Ending 10/19/24	1.3%	2.3%	6.0%
Week Ending 10/12/24	0.8%	1.6%	2.2%
Week Ending 10/5/24	1.6%	1.7%	3.0%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Bus Barrier Update

- Installation
 - Enclosed/extended barriers installed - 1,266 as of 10/23/24 (66.1% of fleet)
- Design/Engineering
 - New Flyer, El Dorado, and NABI buses (over 1,900 buses) completed
 - BYD buses - in process
- Procurement of Glass Kits
 - Delivery of 1,666 glass kits as of 10/15/24
 - Delivery of glass kits for entire fleet by end of November
- Project Preparation Activities
 - Bracket kits manufactured at Metro Central Maintenance along with some outsourcing of brackets to accelerate installation
 - Component specifications and technical bulletins developed
 - Mechanics provided training on installation
 - Quality assurance checks to ensure quality installations
- Deployment
 - Priority deployment on high assault lines and evening owl assignments
 - High assault lines – 2, 4, 81, 111, 115, 117, 207, 720, 754, and 910
 - Transitioning to all lines with conversion of nearly 70% of fleet



Enterprise Asset Management System (EAMS) Update

- The Enterprise Asset Management system (EAMS) was acquired to replace M3, a critical system with over 3,200 daily users across Metro for Work Management, Maintenance and Repair of Assets, Material Management, Incident Tracking, and Timekeeping for operational employees.
- At the end of September, the project achieved a milestone with 800 users from Rail Fleet Services and Vendor Contract Management transitioning from M3 to EAMS. An estimated 80% of the EAM system has been configured and integrated successfully.
- In 6 months, Bus Maintenance will go-live with EAMS. In the following year, Facilities Maintenance and Wayside Maintenance will transition to the new system.
- EAMS will enable Metro to manage all assets including revenue vehicles, equipment (ex: lifts, trucks, generators, and ticket vending machines), facilities (ex: buildings, building systems such as HVAC and plumbing, roofs, and parking lots) and infrastructure (ex: guideways, trackwork, train control, communication and technology systems).



EAMS Benefits:

- Improved business processes
- Asset forecasting with long-term and short-term capital planning
- Improved asset visibility
- Maintenance planning tools
- Shift towards predictive maintenance
- Extend life cycle of Metro assets
- Reduce operational costs



Bus Roadeo

10/05/2024
1000+ Participants

Face Painting
Photo Ops
BBQ Cookout
Car Show
Board Games
Food
Fun!!



Bus Rodeo Winners:

Bus Competition:

- 1st: Herman Gavia (Div 3)
- 2nd: Juan Navarro (Div 3)
- 3rd: Nelson Zapata (Div 13)



Mechanic Competition:

- 1st: Division 13
Alain Gomez
Octavio Ortega Ramirez
Edward Hinojosa



- 2nd: Division 18
Chun Yin Lau
Aaron Prado
Andy Sanchez
- 3rd: Division 8
Johnny Aboyte
Joseph Acuna
Juan Lara Martinez

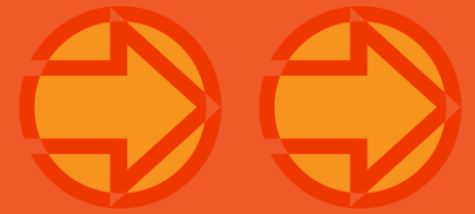


Service Attendants:

- 1st: Rachel Herzog (Div 15)
- 2nd: Leo Camacho (Div 9)
- 3rd: Nicholas Hernandez (Div 3)

Submitting a S.T.A.R.

- Have you encountered a standout Metro staff member who made your commute smoother or delivered exceptional customer service?
 - To submit a S.T.A.R. award, access:
 1. www.metro.net/star
 2. Or, scan the attached QR code
 3. Or, go to www.Metro.net :
 - a) Click on “About”
 - b) “Connect With Metro”
 - c) “STAR Special Thanks and Recognition Form ”



metro.net/star

Give a big shout-out to a Metro S.T.A.R.!

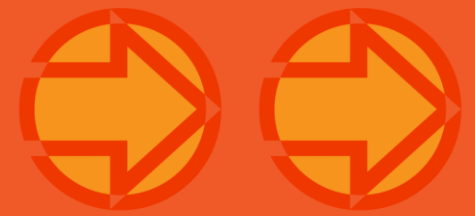
Share with us the story of someone who made your Metro experience amazing and give them Special Thanks And Recognition (S.T.A.R.).



Scan here to let us know.



Sending a Metro S.T.A.R. - Nomination Selections



Helpful - Navigating the Metro system was made easier with the assistance of the Metro Employee

Going the Extra Mile - The Metro Employee went above and beyond, providing exemplary service.



Positive Attitude - The Metro Employee stood out with their cheerful and pleasant attitude.

Courteous - The Metro Employee left a delightfully positive impression, making my journey an enjoyable one.

Informative - The Metro Employee's knowledge made understanding how to navigate Metro's system easy.



Board Report

File #: 2024-0502, **File Type:** Informational Report

Agenda Number: 26.

**EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 24, 2024**

SUBJECT: METRO TRANSIT WATCH APP UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE an update on the Metro Transit Watch app in response to Motion 46 (Attachment A).

ISSUE

At its July 2024 meeting, the Board approved Motion 46 by Directors Hahn, Barger, Horvath, Najarian, Butts, and Yaroslavsky, directing staff to report back in October 2024 on efforts to improve and/or replace the Metro Transit Watch App, including ways to: increase awareness of and access to the app on Metro buses and trains, improve user-friendliness for a more intuitive app; and elevate elements of the app relating to rider experience like cleanliness, graffiti, and other concerns that extend beyond public safety.

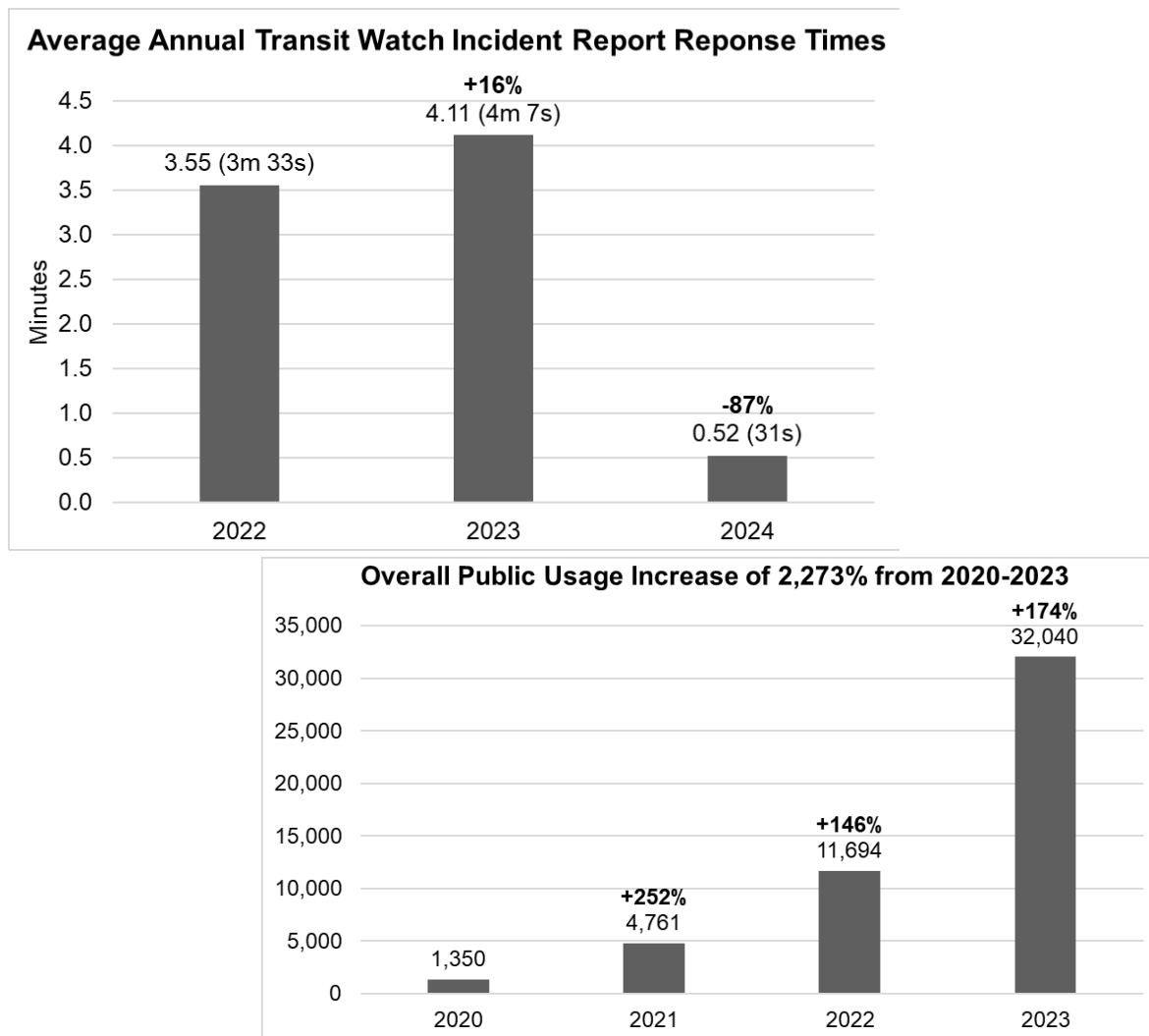
BACKGROUND

Many large cities nationwide, including Los Angeles, are confronting an increase in the severity and frequency of transit crimes experienced by customers and employees compared to pre-pandemic levels.

Available for all smartphone devices, the Transit Watch application is a critical component of Metro's efforts to enhance the system's safety and security. It provides passengers with an accessible and direct line of communication to report security incidents, suspicious activities, safety concerns, and maintenance issues directly to Metro. The app is also the tool Metro's transit ambassadors use to report issues on the system, which means operations, maintenance and safety departments can see the majority of issues reporting in one place, which means they can dispatch the necessary staff to address the issue more quickly. The reporting process is comprehensive, allowing users to report incidents categorically, provide descriptions, specify locations, and timestamp reports. Additionally, users have the option to securely attach photos and provide personal information that can be used to obtain additional incident details. Users can also receive push notifications with critical alerts from Metro, informing them about important updates, such as service interruption, elevator/escalator

outages, and safety information. Finally, the app allows users to set up an account to view the status of their reports and access their submission history, though users are also able to submit reports anonymously.

Since its inception, Transit Watch app usage has increased significantly.



DISCUSSION

Responding to customer feedback, Metro's staff has been working on the development of a new version of the Transit Watch mobile application. This includes completely overhauling the back-end code, redesigning the user interface, improving existing features, and introducing several new ones to address the specific needs of Metro and its riders. The product of this significant undertaking, which began at the beginning of 2023, is an easy-to-use mobile application for the riding public and a

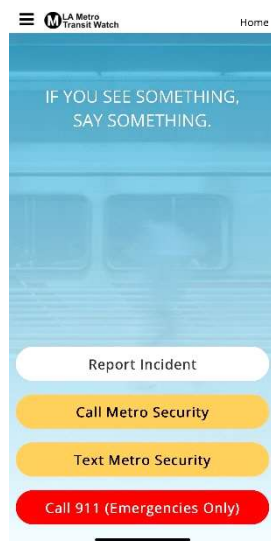
multifunctional back-end desktop application used by Metro staff to track and resolve reports on a 24-hour basis, verifying reported issues, and taking steps to resolve them swiftly.

TRANSIT WATCH 3.0

The development process of Transit Watch (TW) 3.0 entailed a comprehensive and multifaceted endeavor. Staff worked diligently to develop an app that is more useful and accessible to users and an administrative solution that leveraged the valuable information provided in the reports.

The screenshot shows the 'Report Non-Emergency Incident' form in the LA Metro Transit Watch application. The form is titled 'Report' in the top right corner. It includes a header with the LA Metro logo and 'Transit Watch' text. The form fields are: 'Type of Incident*' (a dropdown menu), 'Describe the Incident*' (a text area), 'Location type*' (a dropdown menu), 'Optional information' (a section with a 'Choose Files' button and 'no files selected' text), 'First name' (a text field), 'Last name' (a text field), 'Phone number' (a text field), 'Email address' (a text field), and a 'Submit anonymously' checkbox. A black 'Submit Report' button is at the bottom.

This is a duplicate of the screenshot above, showing the 'Report Non-Emergency Incident' form in the LA Metro Transit Watch application. It includes the same header, form fields, and 'Submit Report' button.

The screenshot shows the "Report Non-Emergency Incident" screen in the LA Metro Transit Watch app. The header includes the LA Metro logo, "Transit Watch", and a "Report" label. The main content area is titled "Report Non-Emergency Incident" and contains several input fields: "Type of Incident*" (a dropdown menu), "Describe the Incident*" (a text area), "Bus" (a dropdown menu), "Line" (a text field), and "Direction" (a text field). Below these is an "Optional information" section with a "Choose Files" button and the text "no files selected". Further down are fields for "First name", "Last name", "Phone number", and "Email address". At the bottom, there is a checkbox labeled "Submit anonymously" and a black "Submit Report" button. A mobile home indicator bar is visible at the very bottom.

Development

End-user input played an important role in shaping the new version of the TW app. In July 2023, Metro's Customer Experience team presented the findings from moderated interviews with Metro riders, eight who are app users as well as ten who are non-users. This research provided valuable insights into understanding the needs and preferences of the app's target audience, helping to refine the UI and prioritize features. For instance, feedback from this research led to the implementation of real-time translation services and a streamlined reporting process. These insights reinforced the app's user-centric redesign and met the specific needs of Metro's diverse ridership.

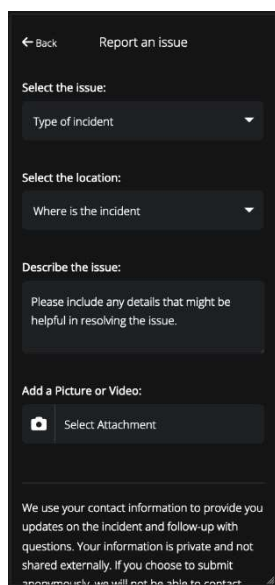
Special functionalities have been tailored for Metro Ambassadors, security officers, and field personnel, allowing for more targeted and effective reporting.

Outreach & Workshops

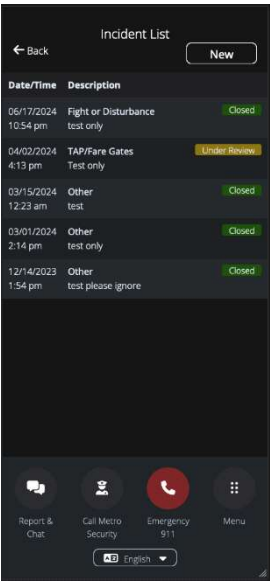
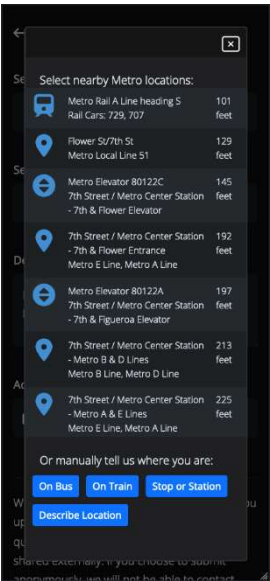
Internal outreach and workshops were integral to the app's rollout. SSLE and ITS staff moderated several workshops for different user groups, including Data Analytics, Ambassador Program, Maintenance & Engineering (M&E), Customer Experience, Office of Civil Rights, Accessibility Advisory Committee (AAC), Security Operations Center (SOC), and Contract Security. These sessions provided an opportunity to gather specific changes to the look and feel of the app more importantly to its functionality. Metro collaborated with these groups to develop a registry of proposed changes and functionalities to expand the utility of the app and accessibility to users or to tailor the administrative functions to the needs of the user groups.

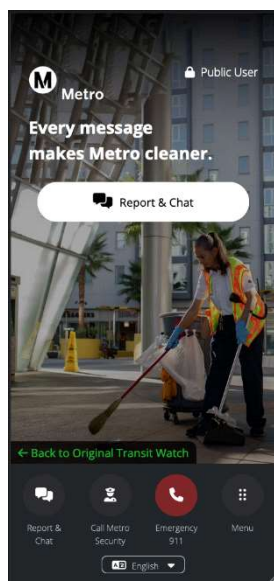
Improvements & Changes

Ultimately, the result of the various efforts undertaken by the project team led to the development, testing, and implementation of key features, among them:



The screenshot shows a mobile app interface for reporting an issue. At the top, there is a navigation bar with a back arrow and the title 'Report an issue'. Below this, the form is divided into several sections: 'Select the Issue:' with a dropdown menu labeled 'Type of incident'; 'Select the location:' with a dropdown menu labeled 'Where is the incident'; 'Describe the issue:' with a text input field containing the placeholder text 'Please include any details that might be helpful in resolving the issue.'; and 'Add a Picture or Video:' with a button labeled 'Select Attachment' and a camera icon. At the bottom, there is a privacy notice: 'We use your contact information to provide you updates on the incident and follow-up with questions. Your information is private and not shared externally. If you choose to submit, occasionally we will not be able to contact you.' The form is set against a dark background with light-colored text and buttons.





End-User Mobile App

- More intuitive and modern user interface, making it easier to report incidents quickly
- Enhanced interface also accommodates the Top 14 languages most spoken in the Region allowing broader inclusivity and accessibility
- Optional “Share Location” feature identifies users’ specific location on the Metro system, whether it be at a station, bus stop, train or bus, enabling faster reporting and response times
- Expanded media capability allows users to upload videos in addition to photos
- In-app messaging allows users to communicate with Metro Security in real-time, 24/7, without ever leaving the app

Administrator-End Platform

- Data Analytics for real-time incident trends
- Customizable Reports for information dissemination across functional groups and tracking Key Performance Indicators (KPIs)
- Enhanced and more intuitive Data Dashboard visualizes overall operational performance and incident management stats
- Direct Maintenance & Engineering Helpdesk Integration to streamline maintenance and custodial service tickets for review and resolution
- Customized User-Group Functionality for assigning roles and responsibilities to different incident management and reporting Functions

User Interface

The redesign of the TW App marks a significant improvement in the user interface (UI). The UI is now sleek, intuitive and user-friendly, accommodating a diverse user base with varying levels of technological proficiency, styled in a modern and dynamic design.

The app's language settings are accessible through the push of a button from the home screen, as is the ability to call Metro Security or 911 directly. The design team focused on ensuring that all essential functions, such as incident reporting, location-based services, real-time communication, and image and video sharing, are easy to locate and navigate. The layout also highlights the primary reporting functions of the app and gives users choices to address their safety and maintenance concerns through appropriate channels. This greatly streamlines the reporting functionality of the app and helps to promote quick and accurate data and information gathering.

New Features

In addition to the multilingual interface, accessibility features were improved to accommodate font enlargement and easier navigation between panes.

Transit Watch 3.0 introduces several innovative features, including:

- In-app messaging, which allows users to send pictures and videos and chat with Metro staff directly through the app. Previously, this feature required a user to provide a phone number to communicate through text messages.
- Real-time translation functionality from inbound and outbound messages to accommodate Limited English Proficiency users.
- Improved reporting capabilities by streamlining information gathering and allowing users to opt-in to share geolocation and integrating mapping throughout the desktop application. Access to user location enables the integration of Metro's real-time vehicle positioning systems for both buses and trains, and proximity to bus stops and rail stations, so the user can easily select the location from where they are reporting.
- An integration effort to allow maintenance and custodial issues to be automatically routed to the Maintenance and Engineering (M&E) Help Desk. This ensures the appropriate group addresses the service tickets generated by the report, with advanced functionality for workflows and incident confirmation.
- Improved real-time reporting and statistical analysis on the desktop application, which helps Metro respond to issues more efficiently.
- New data analysis features to help identify trends, issue heatmaps, and geolocated report tracking.

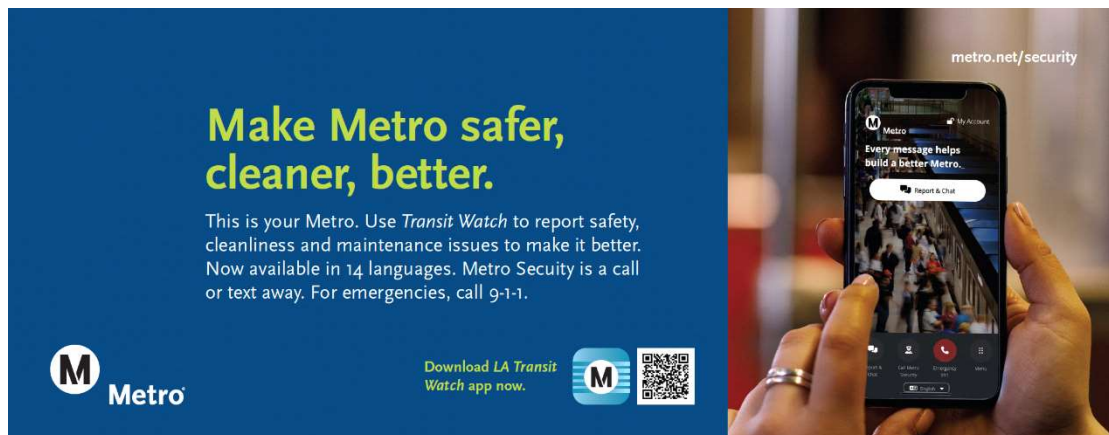
Upcoming functionalities of the app include integration with Genetec, Metro's new, enterprise-wide video management system, enabling localized CCTV awareness to make security monitoring more efficient.

A beta release of the updated app was made available on October 2 to the Public Safety Advisory Committee (PSAC) and Accessibility Advisory Committee (AAC), and up to 5,000 users at a time, accompanied by a feedback survey to solicit comments on the new version. Based on feedback, modifications will be made, and a full launch is tentatively before the end of the month.

Marketing Plan

Staff developed a comprehensive marketing communications plan to promote Transit Watch 3.0, encourage its adoption among Metro riders, and clearly articulate the ways in which Transit Watch

can be used to report safety, cleanliness, and maintenance incidents. The marketing plan includes digital campaigns, social media promotions, and on-board posters to raise awareness about the app's new features and benefits.



Metro will also leverage its existing communication channels, such as onboard announcements and station displays, to inform passengers about the app and how to download it. Additionally, Metro will promote the app during outreach events, where representatives can demonstrate the app's capabilities and assist with downloads and installation. This proactive approach will familiarize users with the app and ensure a successful adoption of the new app's features.

EQUITY PLATFORM

The Transit Watch application has been a platform for riders to report any security incidents, suspicious activities, safety concerns, and maintenance issues directly to Metro. While the current version of Transit Watch serves its intended purpose as a security tool, staff have been aware of ongoing issues with the user interface and accessibility. With this feedback in mind, Transit Watch 3.0 is in development with new and improved features. Real-time translations and a multilingual interface in the 14 most spoken languages will make this application much more accessible to non-English speakers and compliant with Title VI. The access to user location function may raise concerns about privacy and tracking but Metro will abide by the applicable privacy laws by including appropriate disclosures about the use, retention, and deletion of user data. All these new features benefit riders, particularly individuals in Equity-Focused Communities who rely on public transit to access their daily needs, by providing them with an improved, user-friendly platform to report security and cleanliness issues.

During the development process, staff consulted the Metro's Office of Civil Rights and Accessibility Advisory Committee to gather input on suggested changes. Moreover, as this new version is rolled out to the public, there will be several marketing and outreach efforts to promote its adoption among Metro riders. Staff will ensure these efforts are visible throughout the areas that Metro serves and be in multiple languages. User beta testing commenced on September 27, 2024, and included Metro Staff, 20 percent of the overall user base, as well as the AAC and PSAC.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

NEXT STEPS

The anticipated full launch date for Transit Watch App 3.0 is the end of the month. The staff working on Transit Watch will continue to improve the mobile app based on planned improvements and customer feedback. The following key performance indicators (KPIs) will continue to be monitored by staff:

- Total monthly incident report submissions
- Total monthly downloads of Transit Watch App
- Customer satisfaction with the Transit Watch App (as answered in a post-report feedback survey)

Staff continue to collaborate with Metro's mobile app consolidation working group as it finalizes its recommendations and next steps.

ATTACHMENTS

Attachment A - Board Motion 46

Attachment B - Key Functions and History of Transit Watch

Prepared by: Robert Gummer, Deputy Chief, System Security and Law

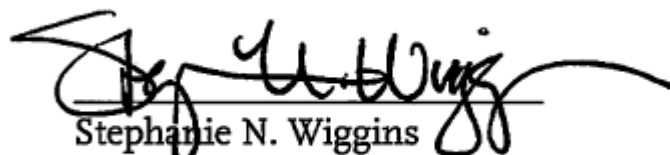
Enforcement Officer, (213) 922-4513

Aldon Bordenave, Deputy Executive Officer, System Security and Law Enforcement,
(213) 922-4507

Nicholas Kappos, Director, Physical Security, (213) 922-2590

Reviewed by: Kenneth Hernandez, Interim Chief Safety Officer, (213) 922-2290

Jennifer Vides, Chief Customer Experience Officer, (213) 940-4060



Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2024-0500, **File Type:** Motion / Motion Response

Agenda Number: 46.

REGULAR BOARD MEETING JULY 25, 2024

Motion by:

DIRECTORS HAHN, BARGER, HORVATH, NAJARIAN, BUTTS, AND YAROSLAVSKY

A Better Transit Watch

Los Angeles Metropolitan Transportation Authority ("Metro") has developed multiple smartphone applications (apps) for the numerous services that the agency has to offer. One of this agency's apps, Metro Transit Watch, offers a direct interface between transit riders and Metro services, with a focus on safety.

Using a "See Something, Say Something" approach, the Metro Transit Watch app gives riders the ability to share what they see in real-time, with the ability to call or text transit security directly, or to use an online form to report other issues, like graffiti or a dirty train station platform. This direct connection between the riders and Metro's staff could be a more powerful tool, informing everything from delayed buses to trash hotspots to someone having a mental health crisis.

While the application offers a variety of ways to report issues and incidents, a majority of Metro users are not aware of this application and its purpose. Wherever possible, Metro users should feel empowered to report their experiences on the system with reassurance that an appropriate response will be taken. A timely follow-up communication with the rider is also a vital component in ensuring our riders feel encouraged to continue using the application in the future.

SUBJECT: A BETTER TRANSIT WATCH MOTION

RECOMMENDATION

APPROVE Motion by Hahn, Barger, Horvath, Najarian, Butts, and Yaroslavsky that the Board direct the Chief Executive Officer to report back by October 2024 on efforts to improve and/or replace the Metro Transit Watch App, including ways to:

- Increase awareness of and access to the app on Metro buses and trains,
- Improve user-friendliness for a more intuitive app; and
- Elevate elements of the app relating to rider experience like cleanliness, graffiti, and other

concerns that extend beyond public safety.

Attachment B – Key Functions and History of Transit Watch App

Key Functions

The app fulfills several critical functions, making it a versatile and indispensable tool for Metro operation and security efforts, including:

- **Facilitating direct communication with Metro’s Security Operations Center (SOC) for safety and security-related incidents through text messages or phone calls.** The SOC communicates directly with Metro Transit Security (MTS), private security officers and law enforcement partner agencies, People Assisting the Homeless, and other parts of the multi-layer strategy, allowing it to act as a central hub that coordinates the response to security incidents.
- **Informing Metro’s security operations.** The desktop application logs every incident report submitted on the app and keeps track of response times to each report. This information is critical in identifying hotspots and determining deployment and other responses.
- **Collecting reports on maintenance issues affecting transit facilities, buses, and trains, helping keep our transit system clean, comfortable, and accessible for our customers.** Maintenance issues regarding graffiti, non-functioning equipment, such as elevators, escalators or lighting fixtures, litter, and general uncleanliness in Metro’s buses, trains, and bus and rail stations are directly forwarded to the Maintenance and Engineering (M&E) Help Desk and M3 system, logged and queued to be addressed.
- **Directing resources to populations sheltering on the transit system.** It allows Metro to mobilize teams to locations where encampments or sheltering are reported to share available information and resources about housing assistance and social service programs to the unhoused population.

Continual Improvements to the Transit Watch App

Prior to 2020, Metro employed a third-party, off-the-shelf commercial product for the Transit Watch (TW) program. While functional, this solution posed several challenges regarding customization, flexibility, and cost. Although the system’s primary reporting function was enabled, it soon became apparent that the dynamic nature of Metro’s security operations required a more versatile tool that could be readily adapted to meet changing needs.

In 2019, Metro staff determined that the agency’s Information Technology Services (ITS) department met the technical expertise, skills, and technology services required to deploy, update, and maintain the program as well as to quickly develop, implement, and test new features to meet emerging functional requirements. This shift reduced operating costs, but most importantly, it allowed Metro to tailor the system to address the agency’s unique needs and ensure the flexibility to perform continuous development as new programs and operational procedures emerged. Initially, this led to the

Attachment B – Key Functions and History of Transit Watch App

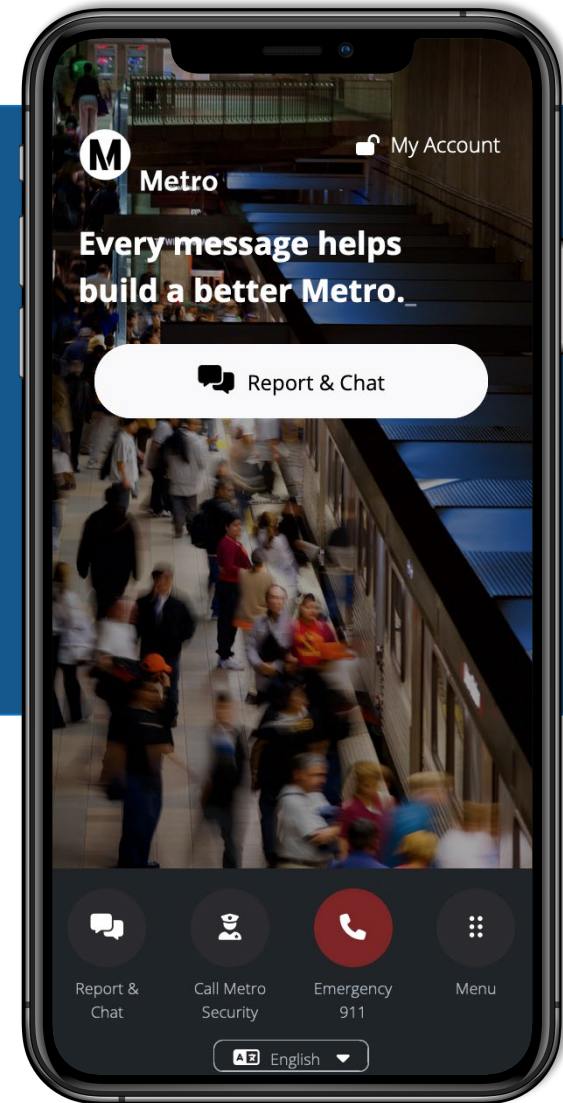
integration of user profiles, categorized reporting, location, line and service information, as well as media and messaging communication.

More recently, the Transit Watch program was updated to integrate such initiatives as the Metro Ambassador Pilot Program and Subway Ancillary Safety effort. Contract Security extensively used Transit Watch to report issues in the subway ancillary areas, resulting in significant improvements in cleanliness and maintenance. New software implementations, like the integration with the agency's M3 system used for maintenance requests, will further streamline business process workflows pertaining to any reports of cleanliness and maintenance and significantly reduce manual processes for Metro's Maintenance and Engineering Help Desk staff.

Throughout the years, these improvements in both the user interface and administrative platform have led to a dramatic decrease in response time, defined as the time between when the Metro Security Operations Center receives an incident report and an initial response is transmitted by a Security Control Specialist, from an average of 4:07 minutes to a 31-second response time to confirm reports; all while experiencing an exponential growth in incident reports year over year.

Metro Transit Watch App Update

Ken Hernandez
Interim Chief Transit Safety Officer



Motion 46 A Better Transit Watch

In July 2024, the Board approved Motion 46 by Directors Hahn, Barger, Horvath, Najarian, Butts, and Yaroslavsky, directing staff to report back in October 2024 on efforts to improve and/or replace the Metro Transit Watch App, including ways to:

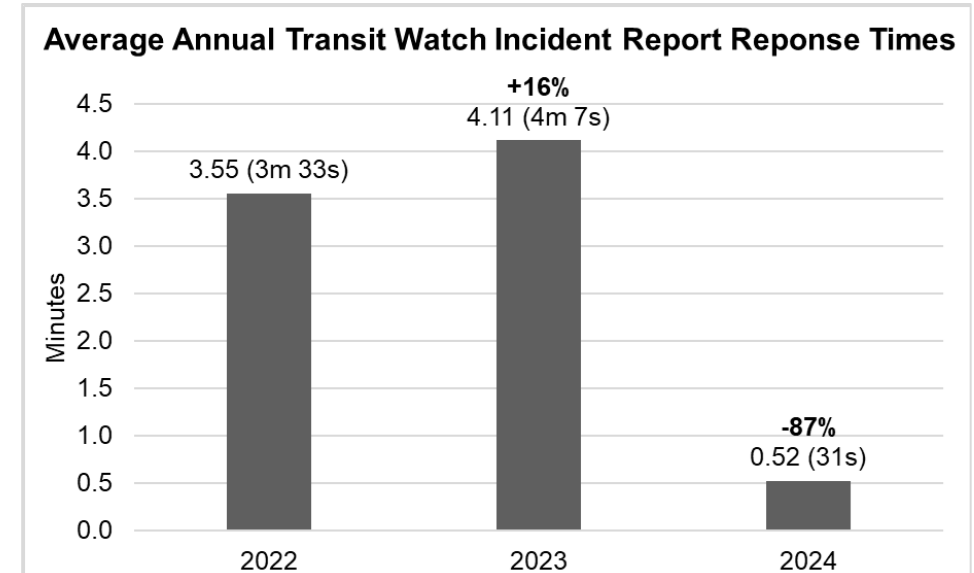
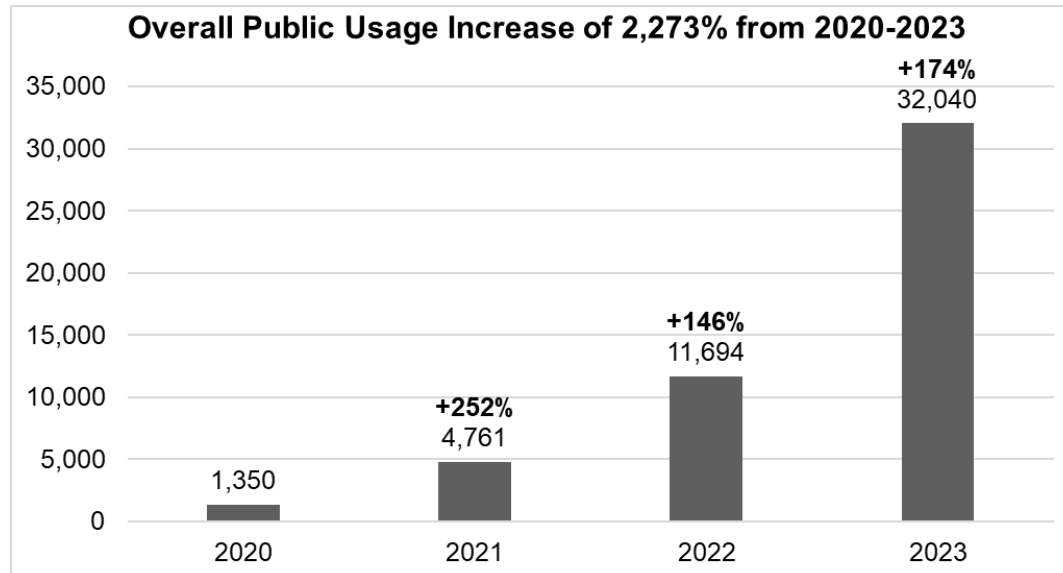
- Increase awareness of and access to the app on Metro buses and trains
- Improve user-friendliness for a more intuitive app
- Elevate elements of the app relating to rider experience like cleanliness, graffiti, and other concerns that extend beyond public safety

Background



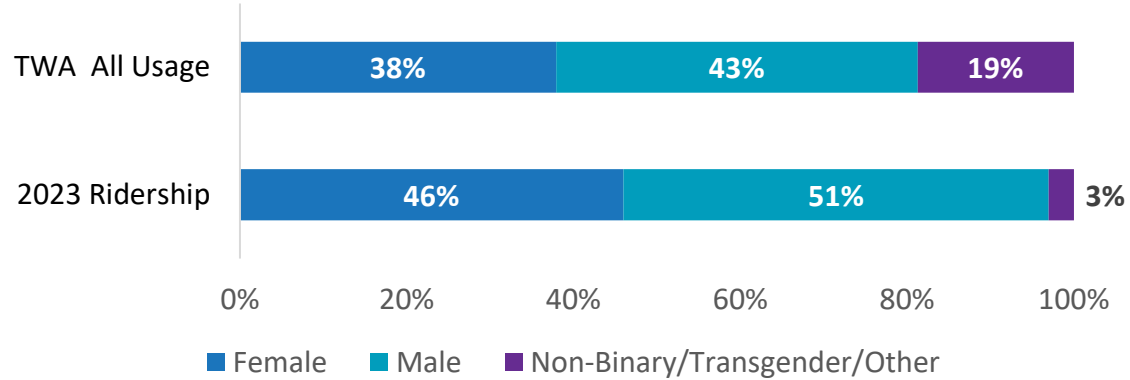
The Transit Watch App (TWA) is a critical component of Metro's efforts to enhance the system's safety and security.

- Provides passengers with an accessible and direct line of 24/7 communication to report security incidents, suspicious activities, safety concerns, and maintenance issues directly to Metro.
- Offers user the option to securely attach photos and provide personal information that can be used to obtain additional incident details.
- Can push notifications with critical alerts from Metro, informing them about important updates like service interruptions and elevator outages.



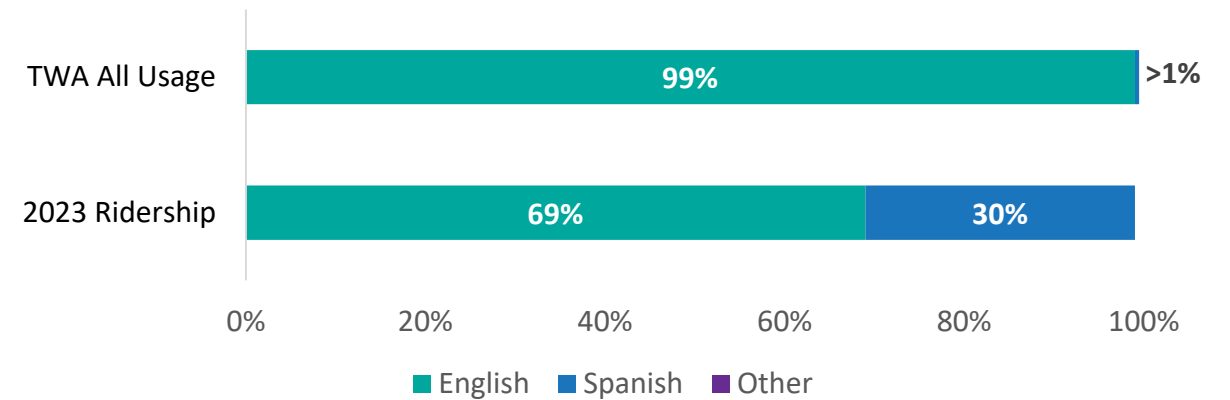
TWA User Demographics

TWA Gender vs Ridership



Source: 2023 Planning Survey; TWA Users (opted-in with gender);
Note: gender grouping is due to different answers collected by TWA vs Planning survey

TWA Languages Used vs Ridership



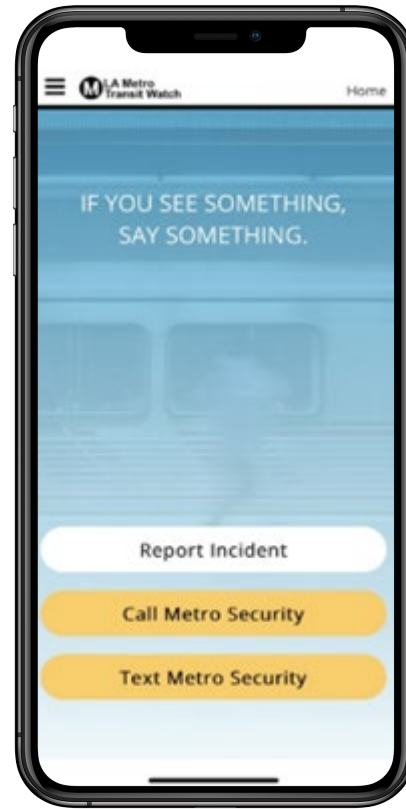
Source: 2023 Planning Survey; TWA Users (language of report)

Why Transit Watch App 3.0?

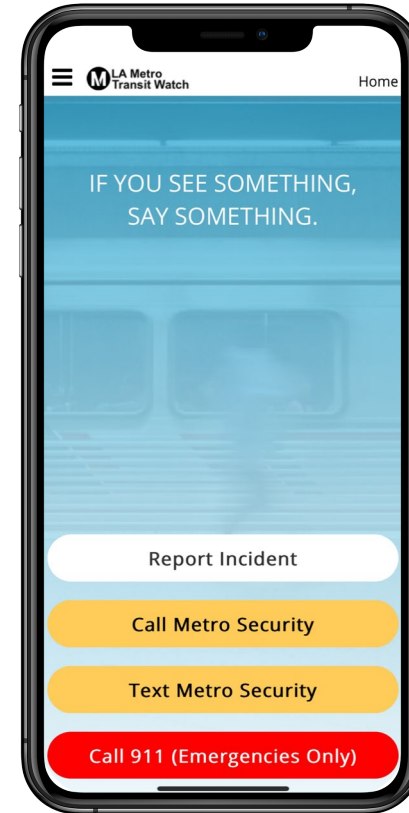
The TWA team has been documenting and addressing updates since the launch of TWA 2.0.

In-depth user experience (UX) testing was conducted in Fall 2023.

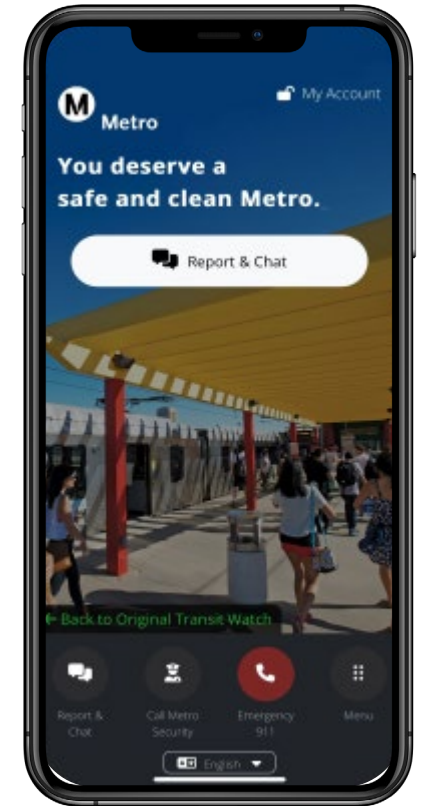
Based on the customer feedback, the team learned that it should launch a new app version instead of making smaller updates to address faster reporting, improvements to location selections, incident transparency, and clearer user interface.



**TWA 2.0
Home Screen –
Fall 2023**



**TWA 2.0
Home Screen –
Current**

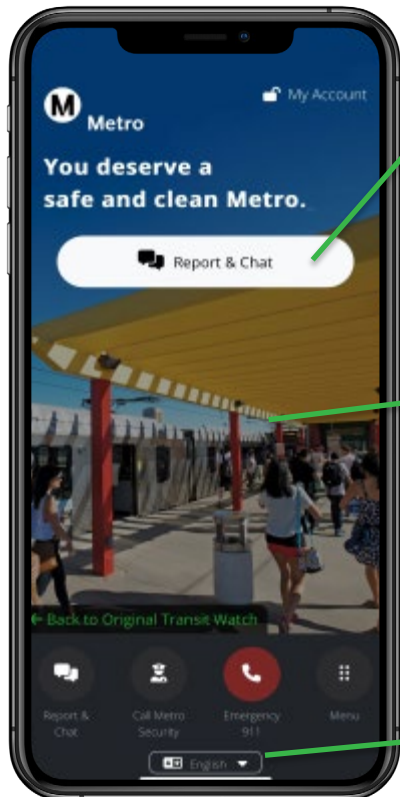


**TWA 3.0
Home Screen**

What's New in TWA 3.0?

End-User Mobile App

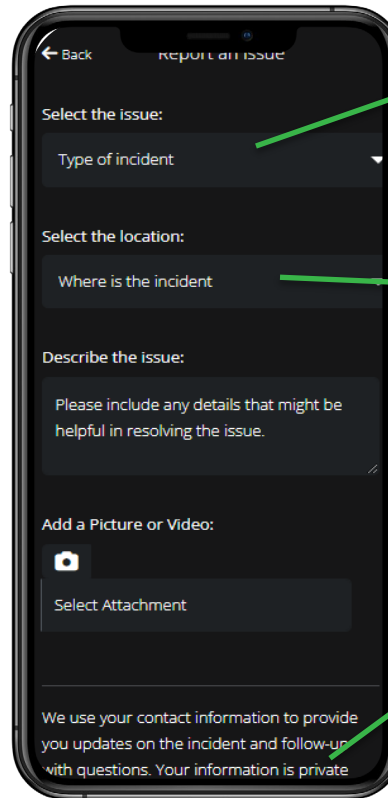
We've made significant updates to the user interface and functionality of the app, enhancing the experience to be more efficient and supportive. These improvements not only make navigation smoother but also empower our staff to respond more quickly to submitted reports.



Highlighting primary action – report & chat with us in the app.

Modern design and inviting user interface with photos and icons

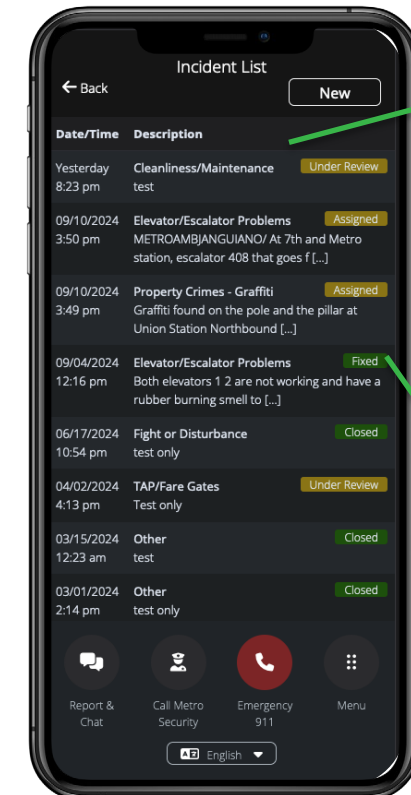
Clear language options (Top 14 languages)



Shortened for quicker submission

More accurate real-time location to help user and staff

Saved information (when logged in to account)



Clearer history of report and chat history

Maintenance tickets with more defined progress and closure categories (connected directly to Metro's maintenance ticketing system)

Beta Testing

On 10/2, the TWA team launched the Beta version of the app for testing to:

- Compare survey results to the previous UX survey data collected on TWA 2.0 to understand satisfaction and ease of reporting.
- Monitor comments for specific feedback on bugs and areas we can improve upon.

Initial roll out of Beta testing focused on TWA power users, PSAC and Accessibility Advisory Council (AAC). To increase usage and survey completion, Beta was expanded to all current users (772 current users as of 10/17/24).

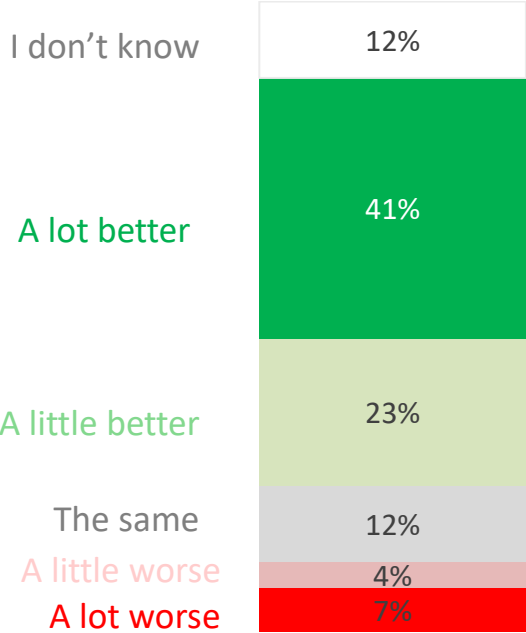
“Great improvements”

Beta User

“... the look is great and the movements seem seamless...”

PSAC Member

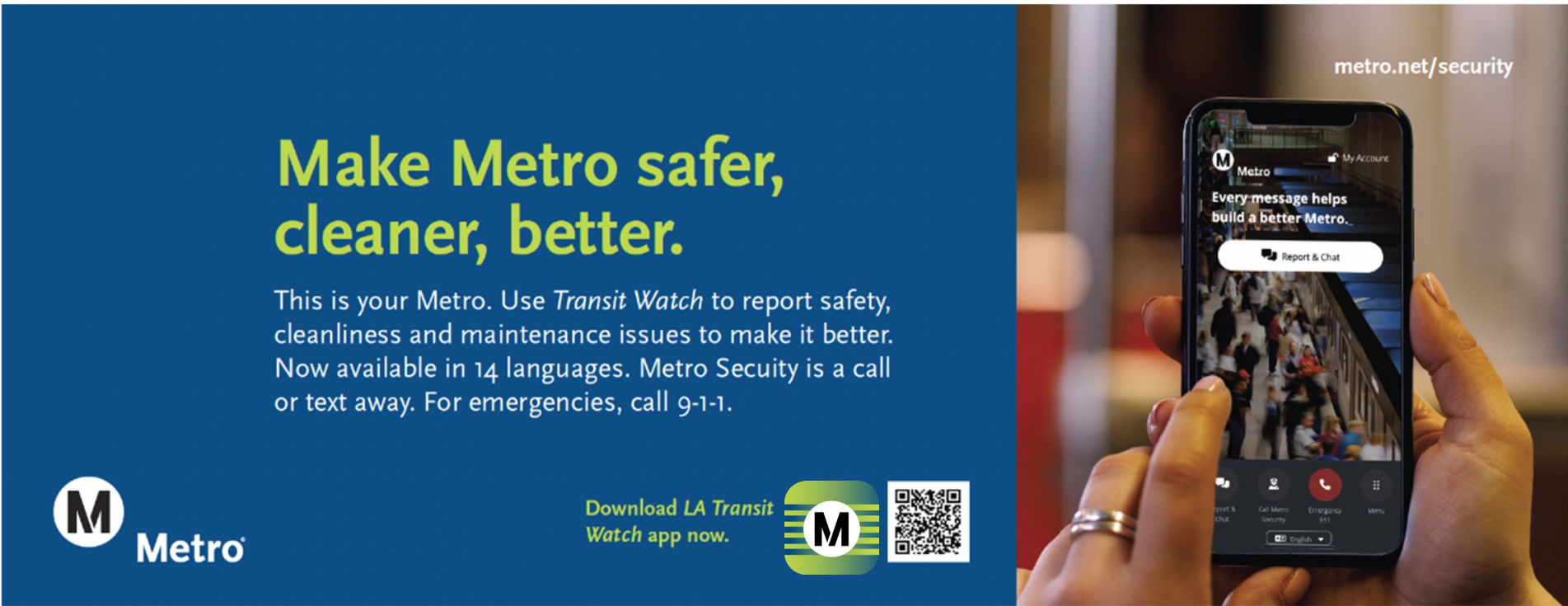
Is this version better or worse than TWA 2.0?



TWA 3.0 Beta Users
As of 10/21, N=75

Marketing Plan


Staff developed a comprehensive marketing communications plan to promote Transit Watch 3.0, encourage its adoption among Metro riders, and clearly articulate the ways in which Transit Watch can be used to report safety, cleanliness, and maintenance incidents. This marketing plan includes digital campaigns, social media promotions, and on-board posters to raise awareness about the app's new features and benefits.





The poster is split into two main sections. The left section has a solid blue background with yellow and white text. The right section shows a close-up of a person's hands holding a smartphone, displaying the Metro Transit Watch app interface. The app screen shows a 'Report & Chat' button and a background image of a crowded transit station.

**Make Metro safer,
cleaner, better.**

This is your Metro. Use *Transit Watch* to report safety, cleanliness and maintenance issues to make it better. Now available in 14 languages. Metro Secuity is a call or text away. For emergencies, call 9-1-1.

 **Metro**

Download LA Transit Watch app now.  

metro.net/security

My Account
Every message helps build a better Metro.
Report & Chat

Report & Chat Call Metro Secuity Emergency 911 Menu
English

Next Steps

The anticipated full launch date for Transit Watch App 3.0 is the end of the month. The staff working on Transit Watch will continue to improve the mobile app based on planned improvements and customer feedback.

The following key performance indicators (KPIs) will continue to be monitored by staff:

- Total monthly incident report submissions
- Total monthly downloads of Transit Watch App
- Customer satisfaction with the Transit Watch App (as answered in a post-report feedback survey)

Staff will continue to collaborate with Metro's mobile app consolidation working group as it finalizes its recommendations and next steps.



Board Report

File #: 2024-0827, **File Type:** Informational Report

Agenda Number: 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 24, 2024

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

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

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

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting our customers and employees by preventing and addressing crime

on our system, enforcing Metro's Code of Conduct, ensuring the safety of our facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing areas of possible concern.

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

OVERVIEW

Ridership continued to steadily increase, up 7.73% from August 2023 (27,066,466 vs. 25,124,083), marking the 21st consecutive month of year-over-year ridership growth. Per 1 million boardings, Crimes Against Persons (violent crimes) have decreased compared to the previous month (7.43 vs. 7.54).

The surge of public safety personnel continued its third full month, successfully counteracting the typical summer peaks of violent crime. The uptick in crimes from July to August was 4.7% in 2024 compared to 22.8% in 2023. Removing trespassers and focusing on narcotics, weapons, and outstanding warrants drove the effort that resulted in year-over-year reductions in August for Crimes Against Persons.

In late August, staff began testing different weapons detection systems with some notable preliminary findings. The Station Experience unit continues to make progress with improving Metro stations through various upgrades and programs. Metro also continued its progress on becoming the first transit agency in the U.S. to install new fully-enclosed bus barriers on its entire fleet, with 32.4% of buses retrofitted as of August 28.

The multi-layered safety partners conduct weekly report-outs and utilize data from various internal and external sources (i.e., Call Center, Transit Watch app, crime reports, etc.) to ensure these strategies are maintained, adjusted, or newly incorporated to mitigate crime spikes or arising trends on the system.

ACTIVITIES AND INITIATIVES

Weapons Detection Pilots Update

Metro began cost-free pilots with multiple vendors in late August that will go on through November 2024. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening. A summary of the activity and preliminary findings are outlined in Attachment J.

Station Experience Updates

Azusa End-Of-Line Parking Sets Post-Pandemic Record Usage

A strong return of paid parking utilization at APU/Citrus College A Line Station, following several recently completed Parking Lot User Safety (PLUS) program improvements, including brighter lighting, open door elevators, ambient sound device, throne restroom and ongoing partnership with City of Azusa and LASD, that have restored overall safety and cleanliness.

Public Safety Surge Update

In May 2024, the Board directed staff to surge the daily planned deployment of public safety personnel to be physically present on buses and trains and at stations (Motion 31; Attachment B). These efforts, along with Metro initiatives such as the Tap to Exit Pilot, demonstrate the holistic approach to safety that will continue into the fall months.

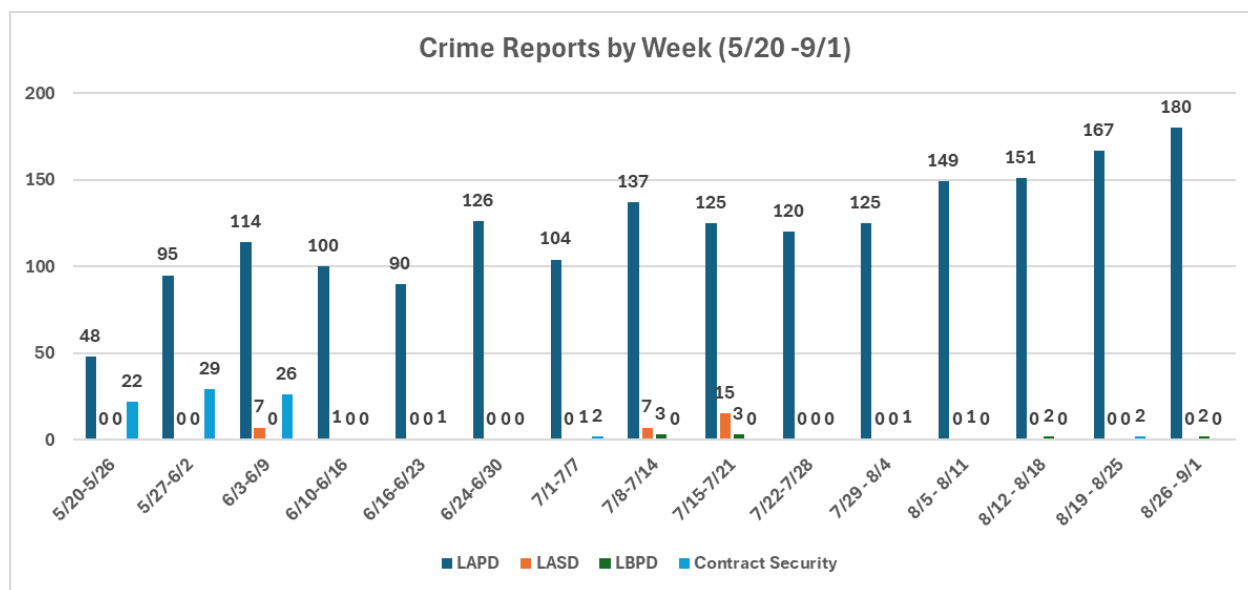
Recap of the Summer Surge

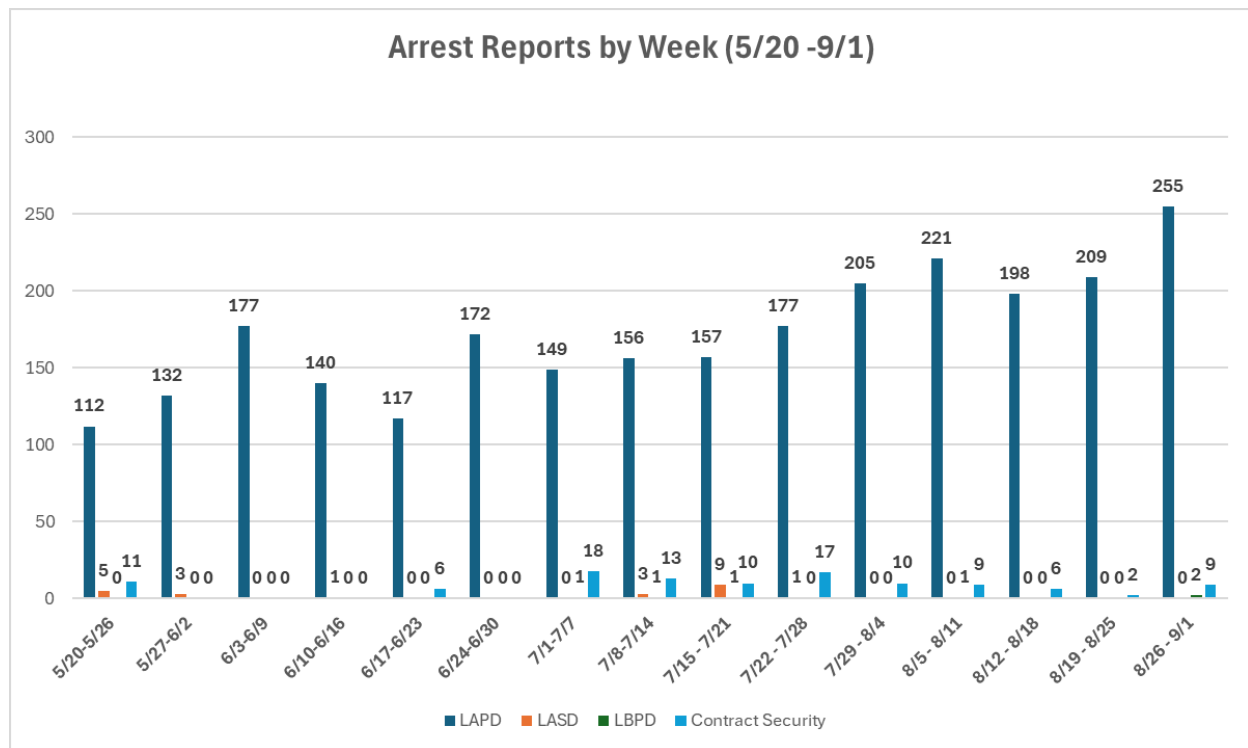
As mentioned in last month's update, violent crime typically rises in the summer months. This summer, it *decreased* from May to June and rose modestly in July and August. Removing trespassers and focusing on narcotics, weapons, and outstanding warrants drove the effort that resulted in year-over-year reductions in August for Crimes Against Persons (see Systemwide Crime Stats below for details). Surge-specific Crimes Against Society (largely Trespassing) rose markedly in August.

Discussions with law enforcement personnel highlighted the following key successes of the Surge:

- Increasing daily deployment by 20% allowed uniformed personnel to supplement fixed-post teams with roving teams that served dual functions.
 - Supplementary teams rode trains and buses and made visible contact with customers.
 - Officers with flexible assignments were able to support fixed-post deployments when booking a suspect or when an officer otherwise needed to leave or rotate out. This allowed for continuous coverage even as crime reports and arrests increased.
- More effective utilization of law enforcement resources, including foot patrols, engagement at turnstiles, TAP card checks, and other methods of visible presence helped deter crime and expose Code of Conduct issues, resulting in more citations and arrests for trespassing, narcotics, and weapons and an overall safer system.

The following is a snapshot of the Public Safety Surge from May 20 to September 1 by the numbers.





After analyzing fifteen weeks of surge data, staff observed the following:

- There were 1,956 crimes reported by surge law enforcement personnel and 2,716 surge-related arrests between May 20, 2024, and September 1, 2024.
- Increase in reported trespassing incidents, which rose 41% (640 vs. 453) in August, accounted for much of the significantly higher number of crimes reported.
- The number of assaults dropped significantly in August compared to July (1 vs. 9).
- There was a 31% increase in arrests in August compared to July, due to increases in arrests related to trespassing (640 vs. 430) and warrants (144 vs. 105).
- Arrests related to weapons increased in August compared to July (4 vs. 5).

SURGE RELATED CRIMES AND ARRESTS				
	JULY		AUGUST	
INCIDENT TYPE	CRIME	ARREST	CRIME	ARREST
Agg Assault	2	0	1	0
Arson	0	0	0	1
Ass Op	2	0	0	0
Battery	8	1	2	1
Battery on Operator	0	3	0	0
Bike Theft	0	0	1	1
Burglary	2	0	0	0
Larceny	0	0	2	1
Narcotics	41	44	25	25
Released from Custody	0	137	0	146
Robbery	3	1	1	0
Trespassing	453	430	640	640
Vandalism	4	11	0	4
Warrants	0	105	0	144
Weapons	2	5	5	4
Other	41	8	30	3
TOTAL	558	745	707	970

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment C) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn.

Maintenance

- Custodial Services continue to clean all ancillary areas along the B, D, E, and K lines weekly.
- Metro frontline employees report and a third-party Industrial Hygienist who conducted an audit last month confirmed that the ancillary areas are consistently cleaner. Additional details regarding the audit, which Metro's Corporate Safety department initiated, will be presented next month.
- Before these targeted efforts, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines. These requests have now decreased to once a week at three of the 16 stations. This was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, new cleaning products, updated Standard Operating Procedures for chemical and staff safety, and equipment that protects staff from potential exposure to untreated corridors.

Security

- As of August 31, 2024, 87 Contract Security officers support keeping the ancillary areas clean

by providing security escorts to custodians.

- Contract Security is deployed 24/7 at all 24 subway stations on the B, D, E, and K lines. They inspect every ancillary area nine times daily and arrest any trespassers they encounter.
- Contract Security efforts resulted in three trespassing arrests in ancillary areas in the month of August.
- Contract Security reports damage and submits repair and clean-up requests that occur between the regularly scheduled clean-up times via the Metro Transit Watch app.

Alarms

- As reported previously, all audible alarms at the B/D Line ancillary doors are programmed to activate for up to two hours if the door was entered or exited without first tapping a valid employee ID card on the adjacent badge reader.
- Contract Security continued to respond to ancillary door alarms set off by intruders, with an average response time of six minutes. The alarms were reset by Contract Security officers at the station only via the badge readers, and any observed activities were reported to the Security Operations Center.

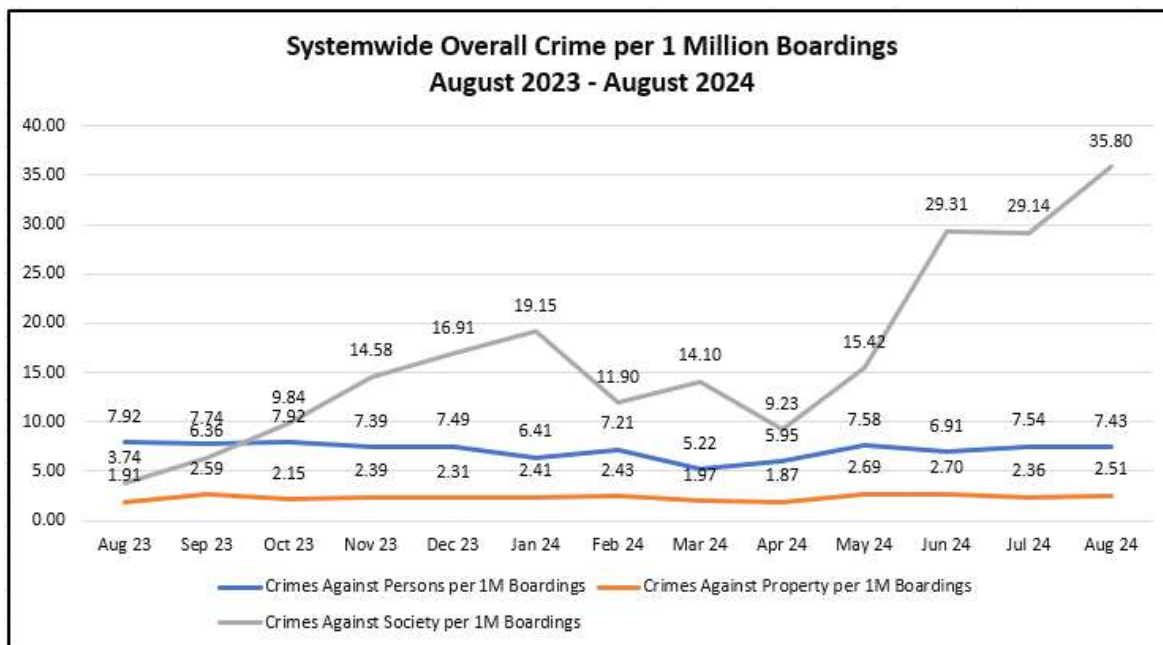
SYSTEMWIDE CRIME STATS

Crimes Against Persons increased by 4.7% in August 2024 compared to July 2024 (201 vs. 192). By mode, Crimes Against Persons on the rail system increased by 17.8% (126 vs. 107), mainly due to increases in aggravated assaults (31 vs. 23), batteries (66 vs. 56), and sex offenses (9 vs. 2). In comparison, Crimes Against Persons on the bus system decreased in August compared to July by 11.8% (75 vs. 85). This was due to decreases in aggravated assaults (17 vs. 22), batteries (46 vs. 50), and sex offenses (1 vs. 6). In contrast, there was an increase in robberies (11 vs. 7).

Although there was a slight increase in Crimes Against Persons (violent crimes) from July to August, on a monthly average Crimes Against Persons from January to August 2024 decreased 6.5% from the same period in 2023. From January to August 2023, Crimes Against Persons averaged 186 per month, while in 2024, they averaged 173 per month. When the number of boardings is considered, Crimes Against Persons in 2024 have decreased by 14.5% compared to 2023 (6.78 vs 7.93 Crimes Against Persons per 1 million boardings). Crimes Against Property systemwide increased by 13.3% when comparing August 2024 to July 2024 (68 vs. 60). On the rail system, these crimes increased by 28.6% (45 vs. 35), mainly due to an increase in thefts (34 vs. 20). Crimes Against Property on the bus system saw an 8.0% decrease (23 vs. 25), primarily driven by a decrease in vandalism (10 vs. 13).

Crimes Against Society systemwide increased by 30.6% in August compared to July (969 vs. 742). By mode, the rail system experienced increases in trespassing (767 vs. 590), narcotics (119 vs. 86), and weapons (25 vs. 22). On the bus system, Crimes Against Society saw an increase, which was a result of increases in narcotics (20 vs. 12) and trespassing (35 vs. 24). More information can be found in Attachments D, E, F, and G.

The following chart compares Crimes Against Persons, Property, and Society crime data per one million boardings.



In August 2024, Crimes Against Persons per one million boardings decreased by 1.5% compared to July 2024 and decreased by 6.2% compared to August 2023. Crimes Against Property per one million boardings increased by 6.6% compared to July 2024 and increased by 31.5% when compared to August 2023. Crimes Against Society per one million boardings increased by 22.9% compared to July 2024 and 856.9% compared to August 2023.

FRONTLINE SAFETY

For the month of August, there were 59 assaults on Metro personnel. August is the first time period that assaults on personnel have been comprehensively gathered. Staff will continue to monitor these assaults every month to look for any patterns that may arise.

Assaults on Metro Employees and Contractors - August 2024	
Type	Count
On Bus Operators	17
On Rail Operators	0
On Metro Transit Security Officers	3
On Contract Security Officers	23
On Ambassadors	14
On Custodians	2
Total	59

Operator Safety

Spitting and using an object (e.g., hammer, skateboard, beer can) were the top methods of assault on operators in August. Of the 17 assaults, 10 reported a non-retrofitted bus barrier in use, three reported no barrier in use, three occurred outside the barrier, and one did not provide details of bus barrier use. Of the reported assaults, three victims required medical transport. Three assaults

occurred on Line 260, two assaults occurred on Lines 4 and 720, and all other assaults occurred on various bus lines scattered throughout Metro's service area. Seven assaults occurred between 12:00 p.m. and 5:59 p.m., four assaults occurred between 12:00 a.m. and 5:59 a.m., four assaults occurred between 6:00 p.m. and 11:59 p.m., and two assaults occurred between 6:00 a.m. and 11:59 a.m.

Figures A and B provide context on operator assaults for the month of August compared to prior months and years, respectively. Methods of assaults for the month are illustrated in Figure C. Details of the assaults can be found in Attachment H.

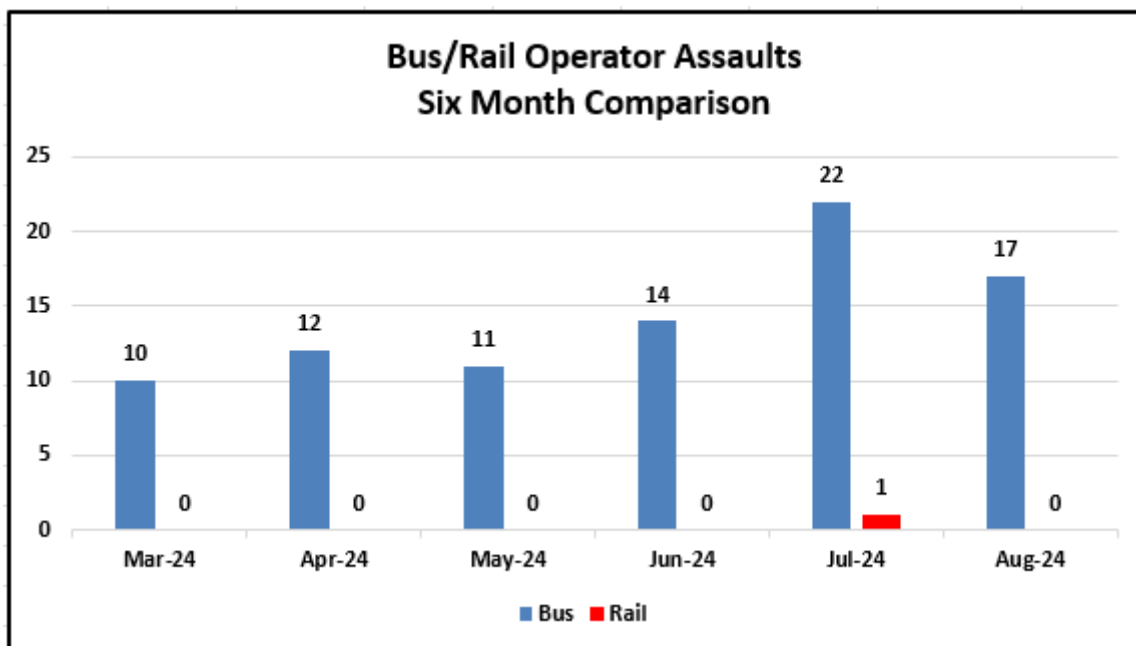


Figure A: Bus/Rail Operator Assaults Six-Month Comparison

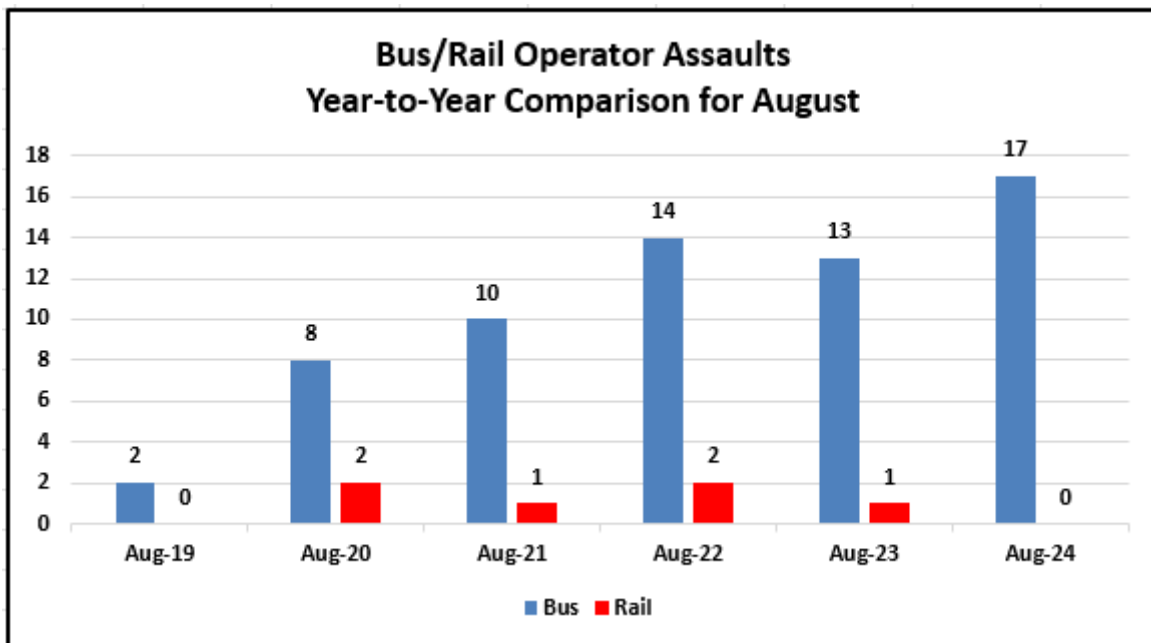


Figure B: Bus/Rail Operator Assaults Year-to-Year Comparison

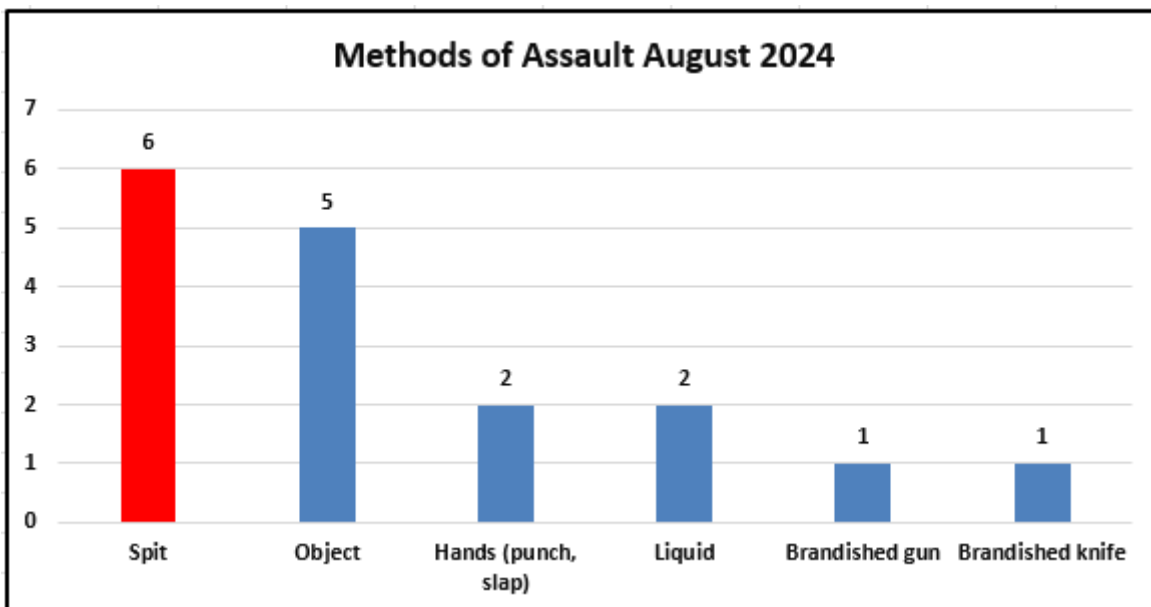


Figure C: Methods of Assault

Installation of Retrofit Barriers

In April 2024, the Board designated emergency procurement authority for the manufacturing and installing of reinforced barriers to better protect bus operators while on duty. Metro's entire bus fleet is anticipated to be fitted with fully-enclosed barriers by the end of the year.

As of August 28, approximately 32.4%, or 621, of Metro's fleet of 2,105 buses have been retrofitted with fully-enclosed operator barriers. Since many operator attacks involve spitting (from May to August 2024 48% of operator assaults in the bus involved spitting) or throwing objects, it is expected

that operator barriers will lead to a significant decrease in such incidents.

From April 2023 to August 2023, there were 71 operator assaults, while this year, 66 assaults occurred in the comparable period. Overall, the monthly assault average is down slightly (14.2 vs. 13.2). The averages were also compared between these two time periods for the top ten lines experiencing the most assaults (described in the previous section). Data from the most recent time period for these lines also indicates a slight improvement (7.2 vs. 5.2). However, more data is needed before conclusions regarding retrofit-barrier efficacy can be made. Next, staff will evaluate bus trip-level data to show whether the presence of a barrier during a given bus trip decreases the likelihood that an operator is physically assaulted during that trip.

Bus Safety Teams

Transit Security Bus Safety Teams rotate across the top 10 bus lines with reported incidents of operator assaults and lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. In August, an end-of-line operation was conducted during Owl Service at the G Line end-of-line stations to address bus operator concerns about individuals not there for the purpose of transit who are refusing to alight buses at the end of the line. MTS provides the dates and times of upcoming offloading operations to HOME partners, and their participation is dependent on their schedule.

This operation resulted in 108 removals for non-compliance at Chatsworth Station between August 5 and August 16 and 102 removals for non-compliance at North Hollywood Station between August 19 and August 30.

TRANSIT SECURITY BUS SAFETY TEAMS – AUGUST 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
08/05/24 – 08/09/24	2, 4, 40, 207, G Line	101	155	142
08/12/24 – 08/16/24	2, 4, 40, 207, G Line	104	177	134
08/19/24 – 08/23/24	2, 4, 40, 207, G Line	101	152	138
08/26/24 – 08/30/24	2, 4, 40, 207, G Line	103	164	133

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

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

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

The MTS teams are augmented with law enforcement support. In August, there were 3,384 and 6,369 bus boardings by LAPD officers and LASD deputies, respectively.

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

DEPLOYMENT RESULTS

The following reflects the results of the deployment for August and the effects of preventing and reducing crime on the system.

Law Enforcement

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

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	July 2024	August 2024	Rolling 12-Month Average	July 2024	August 2024
LAPD	484	909	1,244	427	1,066	1,426
LASD	134	119	167	152	122	159
LBPB	2	2	2	6	6	0
Total	620	1,030	1,413	585	1,194	1,585

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

In August, the three law enforcement agencies made 1,413 arrests and issued 1,585 citations. Law enforcement citations and warnings are not related to fare but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment I.

Law enforcement homeless outreach data has been omitted from this report as staff works to align how homeless outreach data is defined and reported. After defining the standard data sets for Metro homeless outreach reporting are consistent with LA County Department of Health Services (DHS) and Metro's own Homeless Outreach, further staff research showed the challenges of aligning on a common reporting standard with our law enforcement partners. Staff is continuing to engage with the homeless outreach teams of our law enforcement partners to determine how best to standardize reporting and avoid double-counting cases already reported to Metro.

End of Line

Contract Security (CS) officers offload trains at the end-of-line (EOL) stations. This operation functions to deter patrons from riding the system without valid fare while allowing train cleaning to promote a clean and safe environment. Offloading operations also simultaneously provide security support for Metro employees performing their duties.

Station	July 2024		August 2024	
	Trains Cleared	Patrons Offloaded	Trains Cleared	Patrons Offloaded
APU/Citrus	1,205	3,923	1,635	6,172
Atlantic	1,767	1,587	7,353	6,135
Downtown Long Beach	2,950	5,553	1,707	7,047
Downtown Santa Monica	1,185	10,673	896	7,783
Expo/Crenshaw	1,246	154	802	311
North/Hollywood	816	4,171	1,308	4,900
Norwalk	699	11,759	643	9,407
Redondo Beach	1,610	2,697	1,297	2,867
Union Station	1,339	1,700	2,188	3,627
Westchester/Veterans	1,409	3,971	1,334	3,146
Wilshire/Western	894	2,803	1,640	4,255
Grand Total	15,120	48,991	20,803	55,650

As CS officers maintain their efforts at these stations, they establish a consistent process and expectations for Metro riders when the train reaches its last stop. Consequently, staff is observing fewer complaints from both riders and front-line staff. Metro service attendants and schedule checkers have been able to perform their duties with relative ease as the CS officers are present to ensure each train car is empty and step in if staff needs security assistance.

In August, Metro Homeless Outreach efforts targeted the following stations: Westlake/MacArthur Park, Willowbrook/Rosa Parks, and Lake. The table below reflects these efforts.

Metro Homeless Outreach Efforts (Excluding End of Line)	August Totals
Engagements	792
Enrollments into Homeless Management Information System (HMIS)	60
Interim Placements	10
Permanent Housing Placements	0

Metro Homeless Outreach has fixed posts at key EOL stations within the comprehensive planned deployment. Staff currently support six EOL stations (Union Station, Downtown Santa Monica, Downtown Long Beach, Atlantic, North Hollywood, and APU/Citrus). The efforts at EOL account for 2,261 (74%) of 3,053 total engagements during the month of August. The table below reflects the outreach efforts at EOL stations.

Metro Homeless Outreach Efforts (End of Line)	August Totals
Engagements	2261
Enrollments into Homeless Management Information System (HMIS)	109
Interim Placements	19
Permanent Housing Placements	5

Transit Security

The primary role of Metro Transit Security (MTS) in the Comprehensive Planned Deployment is Code of Conduct enforcement. In August, MTS officers issued 534 citations and 287 written warnings for Code of Conduct violations. Of those, 794 (96.7%) were due to individuals failing to provide proof of fare. A breakdown of the remaining citations and warnings is shown in the table below. This month's increase in citations and warnings can be attributed to the TAP-to-Exit program at the North

Hollywood Station where Transit Security Officers issued citations to those unable to provide proof of valid fare. As such, the citations and warnings in August are noticeably higher than the 12-month average, shown in the table below. The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct.

Citations and Warnings - August 2	
Category	Count
Proof of Fare	794
Smoking /Vaping	13
Urinating/Defecating	3
Animal in Carrier	3
Food or Drink	2
Weapons Prohibited	1
Wheeled Riding	1
Must Allow Access	1
Adhere to Parking Requirements	1
Comply with Lawful Orders	1
Authorized Persons Allowed	1
Total	821

MTS Citations and Warnings		
	August 2024	12-month Avg
Citations	534	485
Warnings	287	204

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS – AUGUST 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
08/05/24 – 08/09/24	A, B, C, E	292	174
08/12/24 – 08/16/24	A, B, C, E	297	181
08/19/24 – 08/23/24	A, B, C, E	294	178
08/26/24 – 08/30/24	A, B, C, E	295	177

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

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

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

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

TRANSIT SECURITY TRAIN RIDING TEAMS – AUGUST 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
08/05/24 – 08/09/24	A, B, C, E	88	94	52
08/12/24 – 08/16/24	A, B, C, E	91	92	58
08/19/24 – 08/23/24	A, B, C, E	84	97	51
08/26/24 – 08/30/24	A, B, C, E	87	99	55

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

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

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

Metro Ambassadors

Metro Ambassadors provide support to riders, connecting riders to resources, and reporting safety incidents or maintenance needs, thereby helping to improve the perception of safety. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, and 720, and provided crowd control and wayfinding support for special events. Since May 25, 2024, Metro has been deploying additional Ambassadors during peak times across two 4-hour shifts to increase visibility at key locations and provide more support for riders. As part of the surge, Metro continues to aim to deploy 52 additional Ambassadors daily.

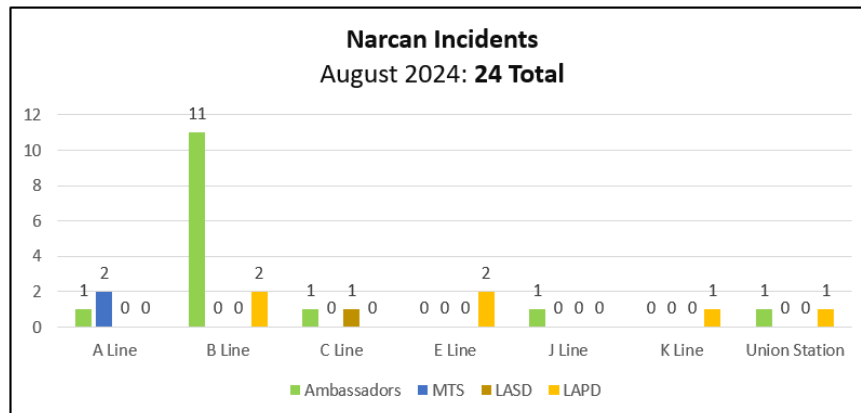
For the month of August 2024, Metro Ambassadors conducted 79,496 customer engagements and reported the following:

- 1,856 Cleanliness Issues, a 3.08% decrease from last month.
- 1,587 Graffiti Incidents, a 10.2% increase from last month.
- 363 Elevator and Escalator Problems, a 19.1% decrease from last month.
- 345 Safety Issues, a 9.92% decrease from last month.
- 14 lives were saved through the timely administration of Narcan, compared to 5 saved in July.

Narcan Deployment

MTS, LASD, LAPD, and Metro Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LBPD is not required to carry Narcan, per its agency's policies. Contract Security (InterCon Security and Allied Universal Security) was recently trained to use Narcan. InterCon started carrying Narcan on August 19, while Allied Universal Security began on September 2.

In total, 24 Narcan incidents were reported in August.



PUBLIC FACING DASHBOARD UPDATE

SSLE has completed the buildout of Phase 1 of the dashboard. This initial version of the dashboard shows systemwide crime (on a weekly and monthly basis), calls for service (monthly), and arrest statistics (monthly). Crime data is provided by crime type and line in the monthly version and by crime type and station in the weekly version. Calls for service counts are categorized by urgency level. Arrest counts are provided by gender and race/ethnicity. Its release is contingent on completion of internal reviews and PSAC. Upon final approval, the dashboard will be provided to the Customer Experience Department and incorporated into the Metro website.

EMERGENCY MANAGEMENT

Emergency Training and Exercises

On August 17, the Emergency Management Department (EMD) conducted the first of three K Line extension safety certification exercises. The full-scale exercise was conducted at the Century Aviation Station using a Shooting Victims/Unattended Packages scenario.



The objectives were to familiarize first responders with the new station and enhance the coordination and communication with local response partners. Law enforcement had the opportunity to take turns

being first on the scene and coordinate operations through the Unified Command. There were over 80 participants which included representatives from the following: Los Angeles Police Department Transit Services, Pacific Division, K-9, and Bomb Squad Units; Airport Police and Emergency Management; Transportation Security Administration (TSA) Visible Intermodal Prevention and Response (VIPR) Team; Transit Ambassadors; Inter-Con Security; California Public Utilities Commission (CPUC); Los Angeles Department of Transportation; and Metro Rail Operations, Maintenance of Way, Divisions 16 and 22 Management and Staff, Facilities Maintenance, Fire Life Safety, Corporate Safety, and EMD.

On August 21, EMD and Fire Life Safety conducted the second of three K Line extension exercises. This tabletop discussion-based exercise used a simulated derailment at the K/C Line tie-in with riders self-evacuating. There were over 40 participants including representatives from the following: Los Angeles Police Department Transit Services and Pacific Divisions; Airport Police & Emergency Management; LA Fire Department; LA County Fire Department; El Segundo Fire and Police Departments; LA Sheriff's Department Transit Services; California Public Utilities Commission (CPUC); and Metro Rail Operations, Maintenance of Way, Divisions 16 and 22 Management and Staff, Facilities Maintenance, Bus Operations, Fire Life Safety, Corporate Safety, and EMD.

On August 24, EMD conducted the last of three K Line extension exercises. The full-scale exercise was conducted at the UG-1 Tunnel, adjacent to the runway at LAX, and used a Train vs. Trespasser scenario.

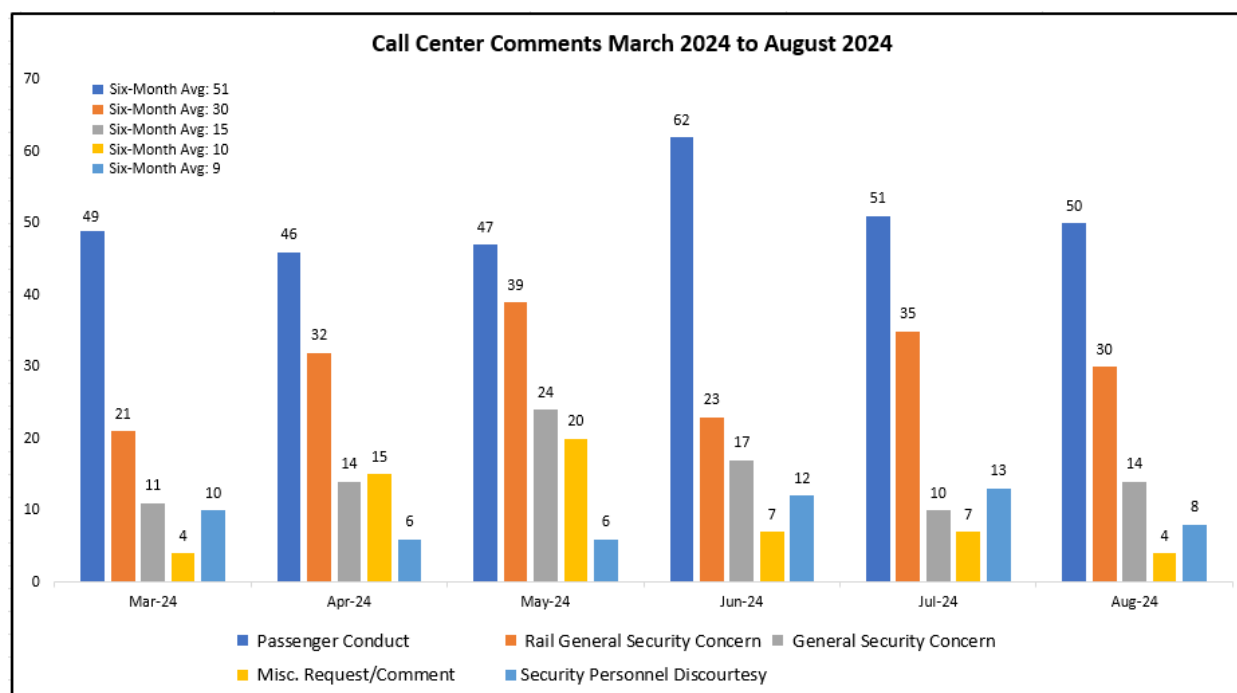
The objectives were to familiarize all first responders with this new section of the K Line, increase coordination and communication in Unified Command, and test rescue and recovery from the tunnel. There were over 45 participants, which included representatives from the following: Los Angeles Police Department Transit Services; Airport Police; LA Fire Department; California Public Utilities Commission (CPUC); Los Angeles Department of Transportation; and Metro Rail Operations, Maintenance of Way, Divisions 16 & 22 Management and Staff, Facilities Maintenance, Fire Life Safety, Corporate Safety, and EMD.

CUSTOMER COMMENTS

Using various sources, including Metro social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. In August, engagements related to safety and security increased by 20.2% (1,104 more posts) compared to July. The most significant increases were seen on social media channels, with posts on Reddit and X increasing the most. Similar to last month, the most discussed topic was related to Metro facilities and infrastructure, which had 3,746 mentions (6.75% fewer than July). When discussing safety and security at specific Metro stations, Union Station is mentioned far more frequently than other stations and experienced the largest increase in mentions between July and August. Users also mentioned Downtown Santa Monica Station across social media and Transit Watch, often mentioning fare evasion, TAP-to-Exit, and drug use in the station. In August, we observed more mentions of security personnel than in July. Metro's TAP-to-Exit program and general fare enforcement contributed to this increase, both positive and negative. SSLE Data Analytics reported information on the weekly calls with security and maintenance task forces for stakeholder awareness and strategy development. They will continue tracking the monthly data for changes and customer comments.

Call Center Comments

From July to August, passenger comments on *Passenger Conduct* decreased by 2.0% from 51 to 50. Examples of some of the most common comments received are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music. SSLE Metro Transit Security and Contract Security train riding teams were informed to continue to enforce and provide education on the Metro Code of Conduct. Customer comments related to *Rail General Security Concern* and *General Security Concern* decreased by 14.3% (35 to 30) and increased by 40.0% (10 to 14), respectively. Examples of these types of incidents range from harassment to assault. SSLE will continue highlighting top themes from comments submitted to the Call Center and collaborate with its public safety partners to address them as part of the Comprehensive Planned Deployment. The table below shows call center comments by type and month from March 2024 to August 2024.



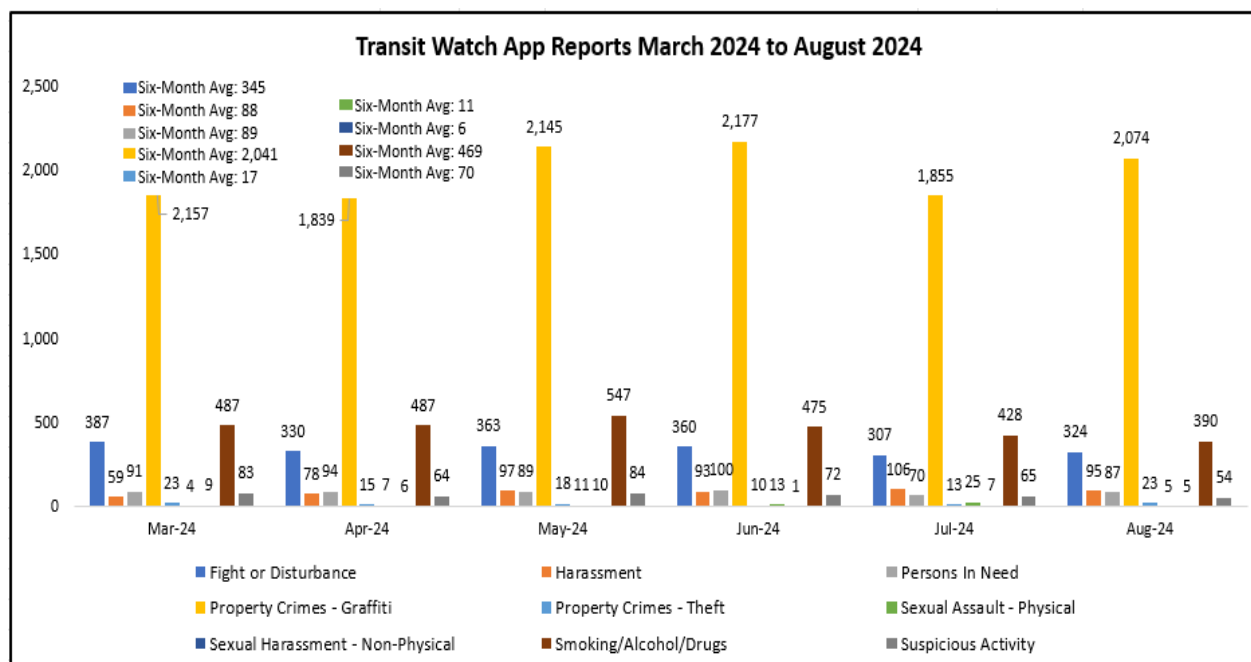
Staff reviews all safety- and security-related customer comments regarding trends and patterns to inform possible shifts of uniformed personnel deployments to where ongoing Code of Conduct and crime issues are identified. Moreover, any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

Transit Watch (TW) App Reports

Transit Watch App reports related to safety and criminal activity for August totaled 3,057, an increase of 6.3% compared to July. The Security Operations Center's Security Control Specialists (SCS) continue to exceed the FY25 SSLE target response time of 120 seconds, with a response time of 35 seconds for August. By comparison, in FY24, the average response time was 99 seconds, exceeding the fiscal year's target. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Types of Reported Incidents

Of the incident types reported through the Transit Watch application, property crimes - graffiti reports, fights or disturbances, and property crimes - theft reports increased from July to August. Property crimes - graffiti made up most of the incidents, at 68%. Graffiti incidents reported in August were 2,074 vs. 1,855 in July (an 11.8% increase). Of the 2,074 graffiti incidents captured, Ambassadors reported 77.3% (1,604) of these occurrences, a 37.1% increase compared to 1,170 reported in July. The number of fight or disturbance reports submitted in August was 324 vs. 307 in July (a 5.5% increase), while the number of property crime-theft reports submitted in August was 23, a 76.9% increase versus July (13).



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

In August, the top three locations for graffiti incidents were Willowbrook/Rosa Parks Station (69), Hawthorne/Lennox Station (61), and Crenshaw Station (52). The top three locations reporting fight or disturbance incidents were 7th Street/Metro Center Station (35), Westlake/MacArthur Park Station (23), and North Hollywood Station and Union Station (19 each). The top three locations reporting property crimes - theft incidents were Pico Station (4) and the following four stations each reported two incidents: Santa Monica Station, Lakewood Blvd Station, 7th Street/Metro Center Station, and La

Mirada Station.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The collaboration between SSLE and its partners in the comprehensive public safety model remains strong as they work together strategically to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Each public safety resource is deployed on the system after carefully considering customer comments, crime data, and observations shared by law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to ensure every resource is used efficiently. Operator safety remains a top priority as the new retrofit barriers continue to be installed on Metro fleets and Bus Safety Teams assist with offloading during Owl Service. Through these safety operations and the comprehensive deployment, Metro is creating a safer environment for employees to perform their duties and riders to enjoy their trip experience.

NEXT STEPS

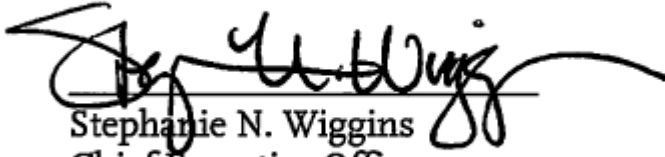
SSLE continues to monitor our law enforcement partners, private security, and Transit Security Officer performance, monitor crime stats, and consider information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment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

ATTACHMENTS

Attachment A - Board Motion 34.1
Attachment B - Board Motion 31
Attachment C - Board Motion 30
Attachment D - Total Crime Summary August 2024
Attachment E - Systemwide Law Enforcement Overview August 2024
Attachment F - MTA Supporting Data August 2024
Attachment G - Sexual Harassment Crimes August 2024
Attachment H - Bus & Rail Operator Assaults August 2024
Attachment I - Arrests by Race & Ethnicity August 2024
Attachment J - Weapons Detection Pilots Updates

Prepared by: Robert Gummer, Deputy Chief, System Security & Law Enforcement Officer
Vanessa Smith, Executive Officer, Customer Experience
Stephen Tu, Deputy Executive Officer, Operations
Imelda Hernandez, Senior Manager, Transportation Planning

Reviewed by: Kenneth Hernandez, Interim Chief Safety Officer
Jennifer Vides, Chief Customer Experience Officer
Conan Cheung, Chief Operations Officer



Stephanie N. Wiggins
Chief Executive Officer



Metro

Board Report

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

File #: 2024-0300, **File Type:** Motion / Motion Response

Agenda Number: 34.1

REGULAR BOARD MEETING APRIL 25, 2024

Motion by:

DIRECTORS BARGER, KREKORIAN, HAHN, NAJARIAN, BUTTS, AND SOLIS

Related to Item 34: Bus Operator Retrofit Barriers

SUBJECT: IMPROVING SAFETY FOR METRO RIDERS & EMPLOYEES MOTION

RECOMMENDATION

APPROVE Motion by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis directing the Chief Executive Officer to report back to the board in 60 days on:

- A. A preliminary investigation into fare gate hardening at our heavy and light rail stations, including identification of resources required, opportunities, and challenges associated with such an effort;
- B. An update on implementation of latching faregates upon exit, including the proposed pilots of this technology at both North Hollywood and Union Stations;
- C. An update on the proposed pilot interventions at Lake Ave, Hollywood/Highland, Downtown Santa Monica, and Norwalk stations, as highlighted in January's file#: 2023-0539;
- D. Data collected on violent crimes committed over the past twelve months on the LA Metro system and any correlation found with an inability of the perpetrator to demonstrate a paid fare;
- E. Data on outcomes of arrests for crimes against persons on the LA Metro system over the past twelve months, and instances of reoffending on the system;
- F. Any current or recent legislative efforts to strengthen penalties for violent crimes against transit employees.

HAHN AMENDMENT: report back to include recommendations for ways we can keep weapons off our system, including lessons learned from peer transit agencies.

SOLIS AMENDMENT: report back to include how activating our stations, including adding kiosks and

prioritize care first station design improvements, could improve safety and provide jobs to at-risk individuals.

KREKORIAN AMENDMENT:

- A. Report back to include recommendations to create holistic and reciprocal communication among Metro, local law enforcement agencies (beyond our contracted partners), the District Attorney's Office, Probation Department, and local court systems to create effective protocol concerning Be on the Lookout "BOLO" notices and Stay Away Orders; and
- B. Recommendations for upgrades to the CCTV system on bus and rail facilities to support artificial intelligence and biometric technology to identify those individuals who are known repeat violent offenders, repeat disruptors to operations or individuals banned from the system by court order.

BUTTS AMENDMENT: report back to include staff's research on current applications of millimeter wave scanners combined with video cameras and artificial intelligence and facial recognition technology that can be installed on train platforms and trains/buses with a feed into command/dispatch centers.



Metro

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

Board Report

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

Agenda Number: 31.

REGULAR BOARD MEETING MAY 23, 2024

Motion by:

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

Metro Public Safety Surge Motion

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

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

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

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

SUBJECT: METRO PUBLIC SAFETY SURGE MOTION

RECOMMENDATION

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

Chief Executive Officer to:

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



Metro

Board Report

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

File #: 2023-0598, **File Type:** Motion / Motion Response

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

DIRECTORS BASS, HORVATH, KREKORIAN, NAJARIAN, SOLIS, AND HAHN

Ancillary Areas

As Los Angeles County's homelessness and addiction crises have worsened, Metro has experienced a rise in people trespassing in the ancillary spaces of its system. Within Metro underground stations, primarily on the B (Red) & D (Purple) Lines, there are 97 ancillary corridors and rooms designed for use by Metro personnel and closed to the public except for emergency evacuations. Ancillary areas are also found on the E (Expo), K (Crenshaw/LAX), and Regional Connector Lines. Metro personnel use these corridors to access specific equipment rooms to support operations, including traction power rooms, train control and communications rooms, ventilation dampers, and elevator machinery rooms. Many of these ancillary corridors are monitored but unlocked per Fire/Life Safety design to allow for alternate emergency exit pathways.

In May 2023, Metro commissioned an industrial hygienist to study the condition of these areas and provide recommendations as to any steps Metro needed to take to properly clean the ancillary areas and protect employees from associated hazards. The study discovered trace levels of biohazards, such as drug residue and human waste. It concluded that Metro needed to adjust cleaning methods and require the use of personal protective equipment (PPE) to ensure the safety of employees who clean and perform maintenance in these areas.

In June 2023, in response to the findings of the environmental study, Corporate Safety developed standard operating procedures outlining the cleaning protocols, decontamination process, and waste disposal process. Based on these recommendations, a new 2-step process was introduced to clean and secure the ancillary areas.

Step 1: Armed security officers inspect the ancillary areas for the presence of trespassers. Once secured, the custodians presoak the ancillary areas with a cleaning agent called Apple Meth Remover, which has been proven more effective in significantly reducing contamination than the previous cleaning agent MonoFoil M. The cleaning agent needs to soak for four hours.

Step 2: After the required time has passed, the ancillary areas are re-inspected to ensure no trespassers are present; then, custodians re-enter to remove any debris left behind by trespassers

and conduct a deep cleaning of the site.

Since August, all ancillary areas on the 16 B & D-Line stations are considered “hot spots” and are cleaned and decontaminated with this two-step process every other week (twice a month).

Additionally, System Security and Law Enforcement (SSLE), has developed a plan to deploy contract security officers (security team) at every B & D-Line station to actively patrol and conduct three inspections of every ancillary area per shift, two shifts per day. To maintain accountability, each security team will contact the Metro Security Operations Center before and after each inspection. In the event a trespasser is identified, they will be detained and removed from the ancillary areas by the security team. As frequently as possible, the Los Angeles Police Department will be contacted to arrest the individual for trespassing. Should the trespasser be arrested three times, SSLE will work with Transit Court to get the trespasser banned from the system for a period of time.

Local audible alarms at the B, D, & E-Line Station ancillary areas operate as follows when the badge reader is not used before opening the emergency exit doors:

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment D

Total Crime Summary - August 2024

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	163	240	304	354	292
Agg Assault on Op	10	14	22	28	32
Battery	464	474	604	662	668
Battery on Operator	46	49	91	79	83
Homicide	2	2	4	3	4
Rape	5	11	9	8	11
Robbery	153	147	228	264	222
Sex Offenses	54	66	72	82	72
Subtotal	897	1,003	1,334	1,480	1,384
Crimes Against Property					
Arson	5	7	5	0	2
Bike Theft	36	30	36	18	5
Burglary	4	12	10	11	6
Larceny	290	240	360	337	331
Motor Vehicle Theft	11	9	11	34	16
Vandalism	140	193	222	116	123
Subtotal	486	491	644	516	483
Crimes Against Society					
Narcotics	36	113	101	339	717
Trespassing	65	61	72	750	3,339
Weapons	19	30	36	76	154
Subtotal	120	204	209	1,165	4,210
Total	1,503	1,698	2,187	3,161	6,077

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	112	162	210	255	188
Agg Assault on Op	0	3	2	1	1
Battery	300	301	388	462	430
Battery on Operator	6	2	4	6	0
Homicide	2	2	3	3	2
Rape	5	10	8	8	9
Robbery	115	103	173	184	146
Sex Offenses	40	43	51	49	40
Subtotal	580	626	839	968	816
Crimes Against Property					
Arson	5	7	4	0	2
Bike Theft	25	17	22	8	4
Burglary	4	12	8	10	5
Larceny	217	181	250	248	215
Motor Vehicle Theft	9	5	5	31	9
Vandalism	81	114	156	63	63
Subtotal	341	336	445	360	298
Crimes Against Society					
Narcotics	20	39	52	255	644
Trespassing	62	55	64	738	3,262
Weapons	14	15	23	56	133
Subtotal	96	109	139	1,049	4,039
Total	1,017	1,071	1,423	2,377	5,153

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

	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	51	78	94	99	104
Agg Assault on Op	10	11	20	27	31
Battery	164	173	216	200	238
Battery on Operator	40	47	87	73	83
Homicide	0	0	1	0	2
Rape	0	1	1	0	2
Robbery	38	44	55	80	76
Sex Offenses	14	23	21	33	32
Subtotal	317	377	495	512	568
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	11	13	14	10	1
Burglary	0	0	2	1	1
Larceny	73	59	110	89	116
Motor Vehicle Theft	2	4	6	3	7
Vandalism	59	79	66	53	60
Subtotal	145	155	199	156	185
Crimes Against Society					
Narcotics	16	74	49	84	73
Trespassing	3	6	8	12	77
Weapons	5	15	13	20	21
Subtotal	24	95	70	116	171
Total	486	627	764	784	924

Total Crimes 5-Year Trend Current Month only - Systemwide

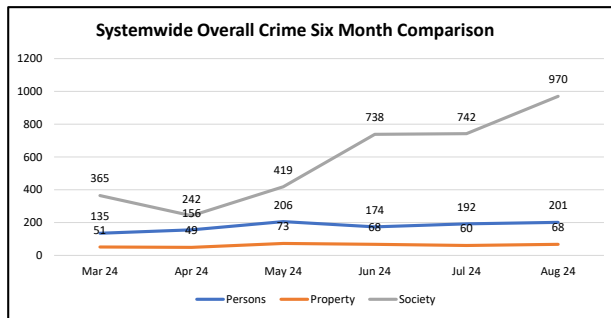
	Aug-20	Aug-21	Aug-22	Aug-23	Aug-24
Crimes Against Persons					
Agg Assault	28	31	38	55	43
Agg Assault on Op	1	5	3	6	5
Battery	71	79	77	84	100
Battery on Operator	9	6	13	8	12
Homicide	1	0	2	1	0
Rape	0	1	1	0	1
Robbery	19	18	28	37	30
Sex Offenses	7	9	9	8	10
Subtotal	136	149	171	199	201
Crimes Against Property					
Arson	0	0	2	0	0
Bike Theft	4	2	6	1	0
Burglary	0	1	0	0	1
Larceny	30	42	27	39	45
Motor Vehicle Theft	2	3	1	2	1
Vandalism	23	25	20	6	21
Subtotal	59	73	56	48	68
Crimes Against Society					
Narcotics	6	1	23	41	139
Trespassing	7	11	11	40	803
Weapons	3	2	13	13	28
Subtotal	16	14	47	94	970
Total	211	236	274	341	1,239

Total Crimes 5-Year Trend Current Month only - Rail

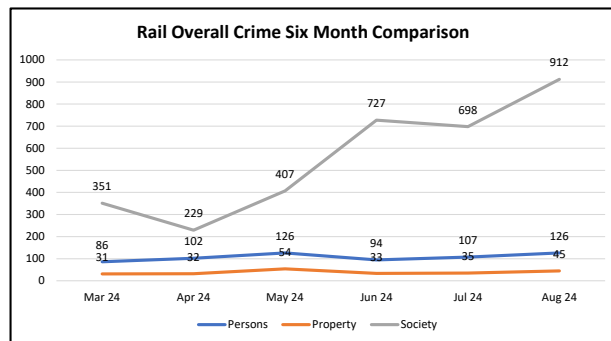
	Aug-20	Aug-21	Aug-22	Aug-23	Aug-24
Crimes Against Persons					
Agg Assault	19	23	26	35	31
Agg Assault on Op	0	1	2	0	0
Battery	47	46	41	55	66
Battery on Operator	2	0	0	1	0
Homicide	1	0	2	1	0
Rape	0	1	1	0	1
Robbery	16	12	18	26	19
Sex Offenses	6	7	4	6	9
Subtotal	91	90	94	124	126
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	1	1	5	1	0
Burglary	0	1	0	0	0
Larceny	26	35	15	30	33
Motor Vehicle Theft	1	1	1	1	1
Vandalism	9	17	11	4	11
Subtotal	37	55	33	36	45
Crimes Against Society					
Narcotics	3	0	7	29	119
Trespassing	6	11	10	39	768
Weapons	2	1	7	9	25
Subtotal	11	12	24	77	912
Total	139	157	151	237	1,083

Total Crimes 5-Year Trend Current Month only - Bus

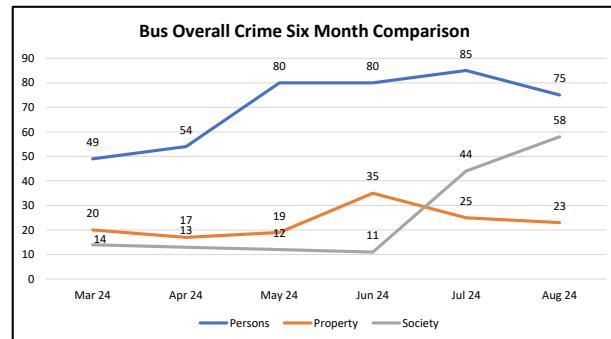
	Aug-20	Aug-21	Aug-22	Aug-23	Aug-24
Crimes Against Persons					
Agg Assault	9	8	12	20	12
Agg Assault on Op	1	4	1	6	5
Battery	24	33	36	29	34
Battery on Operator	7	6	13	7	12
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	3	6	10	11	11
Sex Offenses	1	2	5	2	1
Subtotal	45	59	77	75	75
Crimes Against Property					
Arson	0	0	1	0	0
Bike Theft	3	1	1	0	0
Burglary	0	0	0	0	1
Larceny	4	7	12	9	12
Motor Vehicle Theft	1	2	0	1	0
Vandalism	14	8	9	2	10
Subtotal	22	18	23	12	23
Crimes Against Society					
Narcotics	3	1	16	12	20
Trespassing	1	0	1	1	35
Weapons	1	1	6	4	3
Subtotal	5	2	23	17	58
Total	72	79	123	104	156



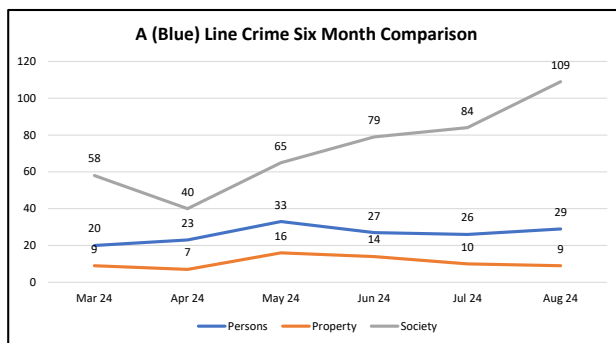
Systemwide	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	43	39	10.3%
Agg Assault on Op	5	6	-16.7%
Battery	100	89	12.4%
Battery on Operator	12	17	-29.4%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	30	32	-6.3%
Sex Offenses	10	8	25.0%
Subtotal	201	192	4.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	0	100.0%
Larceny	45	31	45.2%
Motor Vehicle Theft	1	1	0.0%
Vandalism	21	28	-25.0%
Subtotal	68	60	13.3%
Crimes Against Society			
Narcotics	139	98	41.8%
Trespassing	803	614	30.8%
Weapons	28	30	-6.7%
Subtotal	970	742	30.7%
Total	1,239	994	24.6%



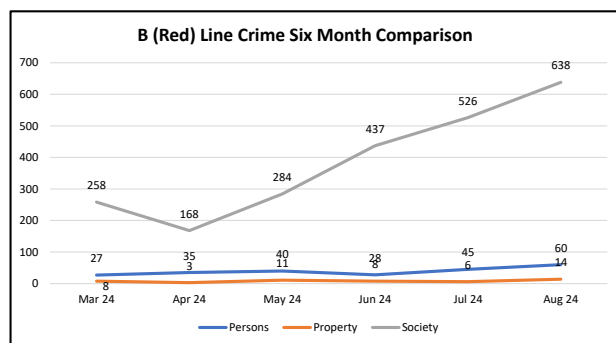
Rail	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	31	22	40.9%
Agg Assault on Op	0	1	-100.0%
Battery	66	56	17.9%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	19	25	-24.0%
Sex Offenses	9	2	350.0%
Subtotal	126	107	17.8%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	33	19	73.7%
Motor Vehicle Theft	1	1	0.0%
Vandalism	11	15	-26.7%
Subtotal	45	35	28.6%
Crimes Against Society			
Narcotics	119	86	38.4%
Trespassing	768	590	30.2%
Weapons	25	22	13.6%
Subtotal	912	698	30.7%
Total	1,083	840	28.9%



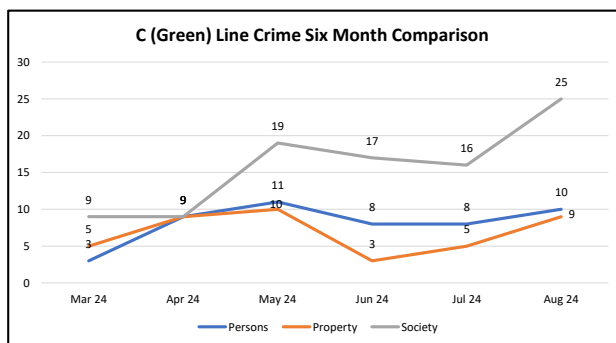
Bus	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	12	17	-29.4%
Agg Assault on Op	5	5	0.0%
Battery	34	33	3.0%
Battery on Operator	12	17	-29.4%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	11	7	57.1%
Sex Offenses	1	6	-83.3%
Subtotal	75	85	-11.8%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	1	0	100.0%
Larceny	12	12	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	10	13	-23.1%
Subtotal	23	25	-8.0%
Crimes Against Society			
Narcotics	20	12	66.7%
Trespassing	35	24	45.8%
Weapons	3	8	-62.5%
Subtotal	58	44	31.8%
Total	156	154	1.3%



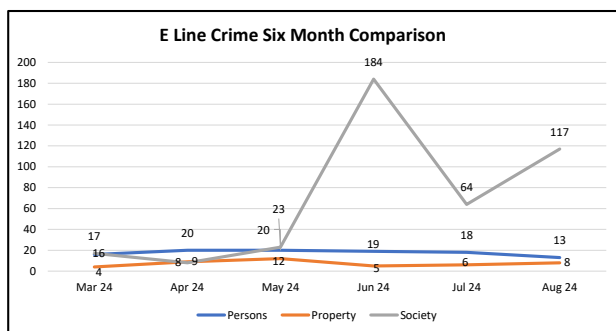
A (Blue) Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	7	4	75.0%
Agg Assault on Op	0	1	-100.0%
Battery	16	9	77.8%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	12	-58.3%
Sex Offenses	1	0	100.0%
Subtotal	29	26	11.5%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	5	40.0%
Motor Vehicle Theft	0	1	-100.0%
Vandalism	2	4	-50.0%
Subtotal	9	10	-10.0%
Crimes Against Society			
Narcotics	22	14	57.1%
Trespassing	84	70	20.0%
Weapons	3	0	300.0%
Subtotal	109	84	29.8%
Total	147	120	22.5%



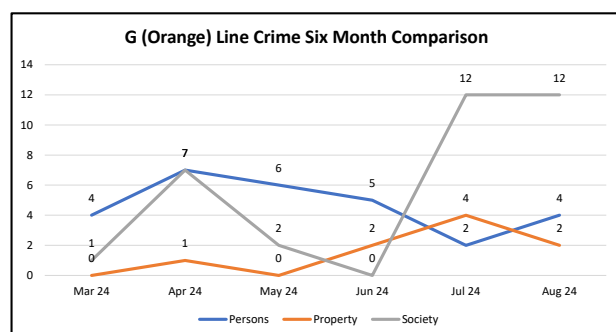
B (Red) Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	16	12	33.3%
Agg Assault on Op	0	0	0.0%
Battery	32	29	10.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	7	3	133.3%
Sex Offenses	5	1	400.0%
Subtotal	60	45	33.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	2	300.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	6	4	50.0%
Subtotal	14	6	133.3%
Crimes Against Society			
Narcotics	76	57	33.3%
Trespassing	545	448	21.7%
Weapons	17	21	-19.0%
Subtotal	638	526	21.3%
Total	712	577	23.4%



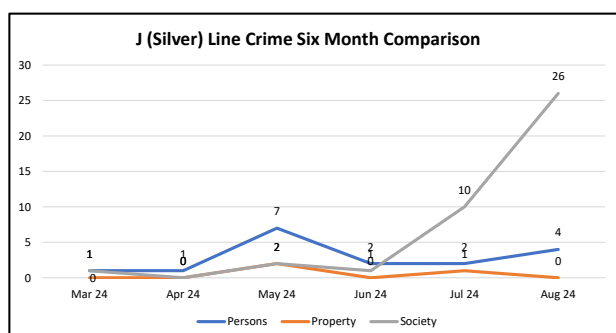
C (Green) Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	2	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	3	4	-25.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	4	-25.0%
Sex Offenses	2	0	100.0%
Subtotal	10	8	25.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	9	3	200.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	2	-100.0%
Subtotal	9	5	80.0%
Crimes Against Society			
Narcotics	8	9	-11.1%
Trespassing	14	6	133.3%
Weapons	3	1	200.0%
Subtotal	25	16	56.3%
Total	44	29	51.7%



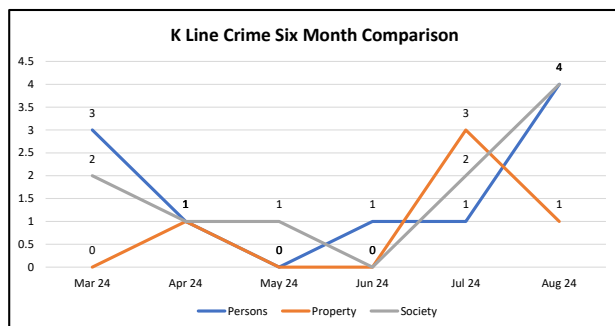
E Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	7	9	-22.2%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	1	1	0.0%
Robbery	3	5	-40.0%
Sex Offenses	1	1	0.0%
Subtotal	13	18	-27.8%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	5	20.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	1	1	0.0%
Subtotal	8	6	33.3%
Crimes Against Society			
Narcotics	10	6	66.7%
Trespassing	105	58	81.0%
Weapons	2	0	200.0%
Subtotal	117	64	82.8%
Total	138	88	56.8%



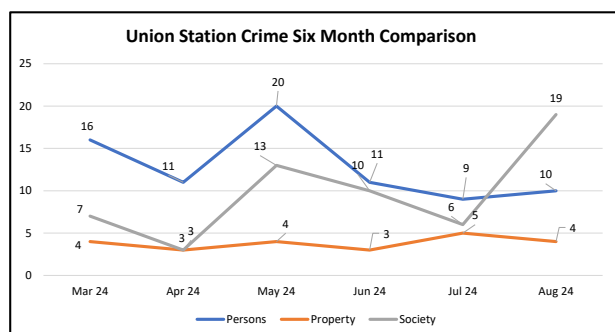
G (Orange) Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	3	2	50.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	4	2	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	3	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	1	100.0%
Subtotal	2	4	-50.0%
Crimes Against Society			
Narcotics	1	1	0.0%
Trespassing	11	10	10.0%
Weapons	0	1	-100.0%
Subtotal	12	12	0.0%
Total	18	18	0.0%



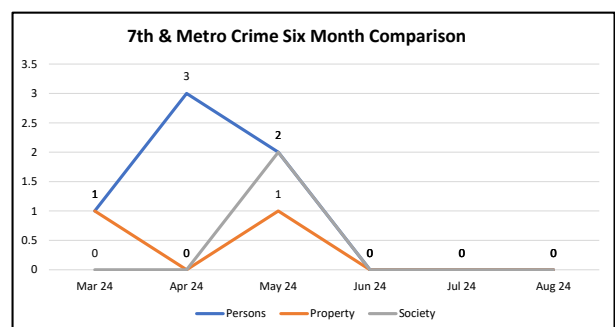
J (Silver) Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	3	1	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	4	2	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	0	1	-100.0%
Crimes Against Society			
Narcotics	4	2	100.0%
Trespassing	22	8	175.0%
Weapons	0	0	0.0%
Subtotal	26	10	160.0%
Total	30	13	130.8%



K Line	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	2	0	200.0%
Agg Assault on Op	0	0	0.0%
Battery	2	0	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	4	1	300.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	2	-50.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	1	3	-66.7%
Crimes Against Society			
Narcotics	3	0	300.0%
Trespassing	1	2	-50.0%
Weapons	0	0	0.0%
Subtotal	4	2	100.0%
Total	9	6	50.0%



Union Station	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	3	4	-25.0%
Agg Assault on Op	0	0	0.0%
Battery	6	5	20.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	0	0.0%
Subtotal	10	9	11.1%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	2	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	3	-33.3%
Subtotal	4	5	-20.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	19	6	216.7%
Weapons	0	0	0.0%
Subtotal	19	6	216.7%
Total	33	20	65.0%



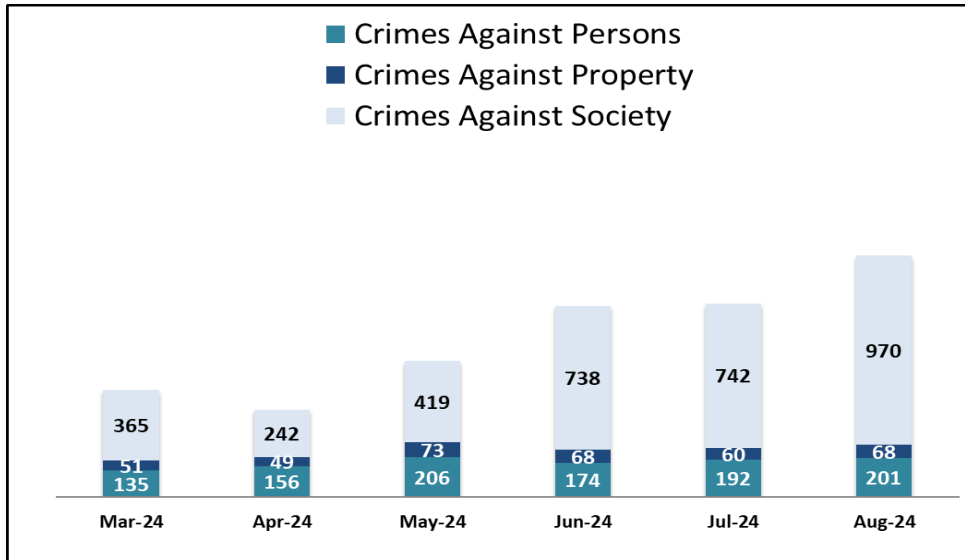
7th & Metro	Aug 24	Jul 24	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0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

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

AUGUST 2024

Attachment E

Total Crimes

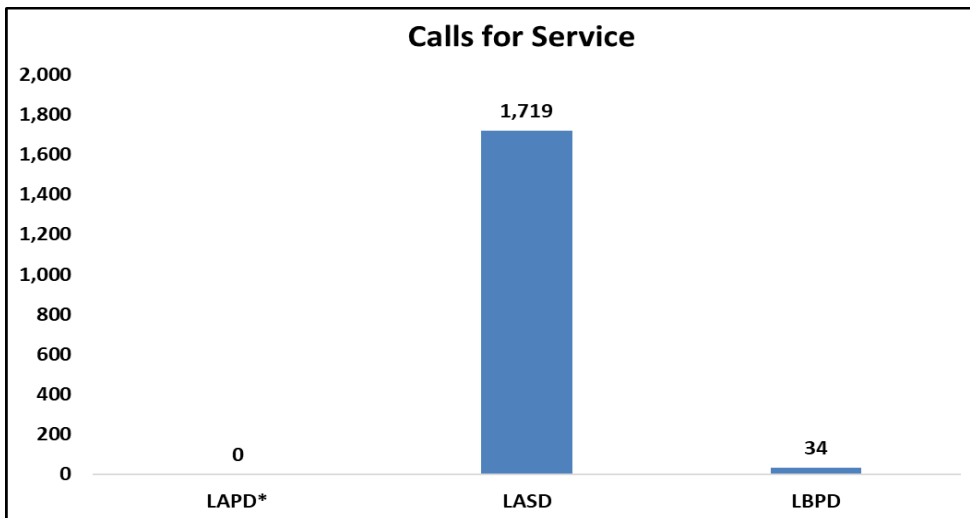


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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

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

Calls for Service



* LAPD Calls for Service data is currently unavailable



SYSTEM SECURITY & LAW ENFORCEMENT

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

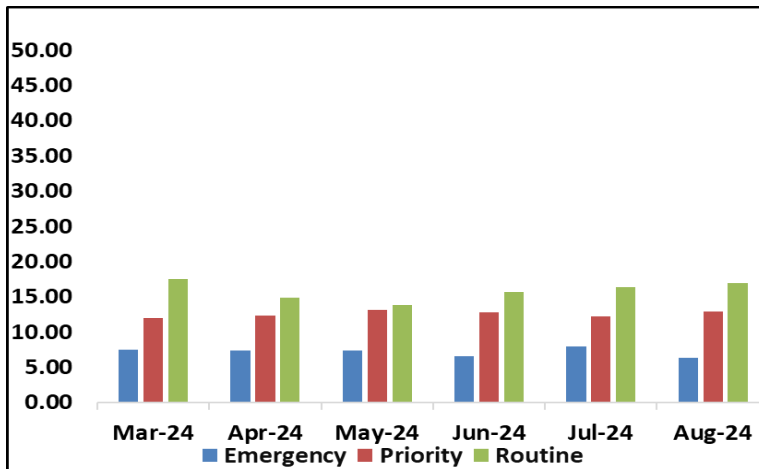
AUGUST 2024

Attachment E

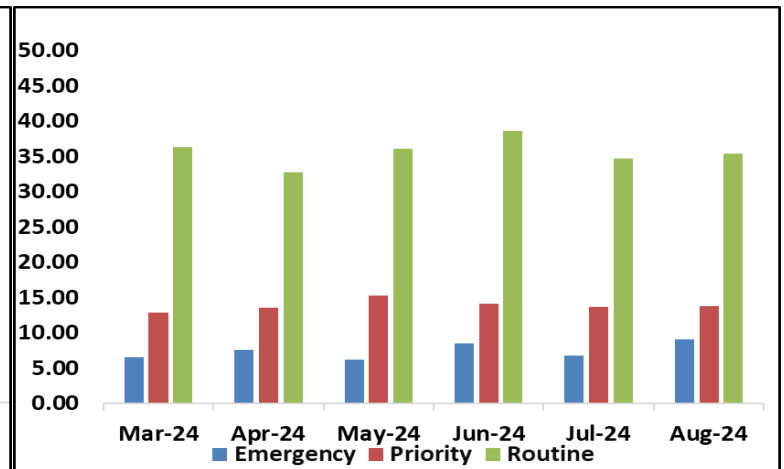
Average Incident Response Times

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

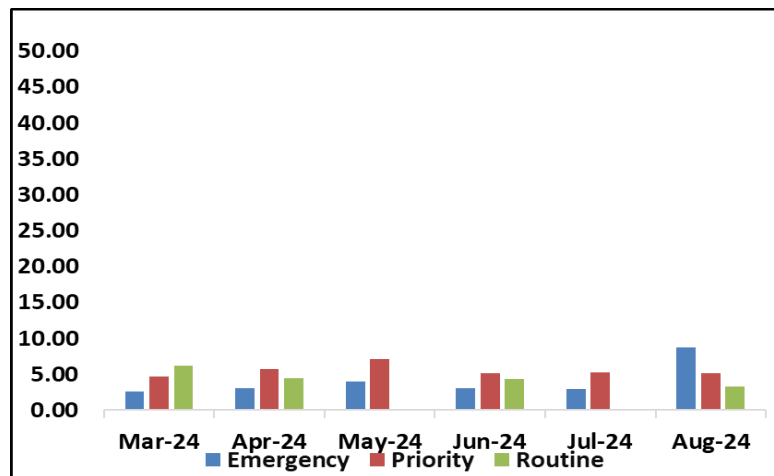
LAPD



LASD



LBPd



Transit Police

Monthly Crime Report



Attachment E

	2024	2023	%
	August	August	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	1	0	100.0%
Robbery	30	37	-18.9%
Aggravated Assault	43	55	-21.8%
Aggravated Assault on Operator	5	6	-16.7%
Battery	100	84	19.0%
Battery on Operator	12	8	50.0%
Sex Offenses	10	8	25.0%
SUB-TOTAL	201	199	1.0%
CRIMES AGAINST PROPERTY			
Burglary	1	0	100.0%
Larceny	45	39	15.4%
Bike Theft	0	1	-100.0%
Motor Vehicle Theft	1	2	-50.0%
Arson	0	0	0.0%
Vandalism	21	6	250.0%
SUB-TOTAL	68	48	41.7%
CRIMES AGAINST SOCIETY			
Weapons	28	13	115.4%
Narcotics	139	41	239.0%
Trespassing	803	40	1907.5%
SUB-TOTAL	970	94	931.9%
TOTAL	1,239	341	263.3%
ENFORCEMENT EFFORTS			
Arrests	1,413	283	399.3%
Citations	1,585	467	239.4%
Calls for Service	1,753	1,445	21.3%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

AUGUST 2024

Attachment E

Crimes

Monthly	System-Wide	Aug-24	Aug-23	% Change
	Crimes Against Persons	201	199	1.01%
	Crimes Against Property	68	48	41.67%
	Crimes Against Society	970	94	931.91%
	Total	1,239	341	263.34%

Six Months	System-Wide	Mar-24-Aug-24	Mar-23-Aug-23	% Change
	Crimes Against Persons	1,064	1,111	-4.23%
	Crimes Against Property	369	395	-6.58%
	Crimes Against Society	3,476	1,017	241.79%
	Total	4,909	2,523	94.57%

Annual	System-Wide	Sep-23-Aug-24	Sep-22-Aug-23	% Change
	Crimes Against Persons	2,139	2,089	2.39%
	Crimes Against Property	716	748	-4.28%
	Crimes Against Society	5,376	1,293	315.78%
	Total	8,231	4,130	99.30%

Average Emergency Response Times

Monthly	Aug-24	Aug-23	% Change
	8.02	3.86	107.77%

Six Months	Mar-24-Aug-24	Mar-23-Aug-23	% Change
	6.20	5.39	14.97%

Annual	Sep-23-Aug-24	Sep-22-Aug-23	% Change
	5.83	5.44	7.07%

Bus Operator Assaults

Monthly	Aug-24	Aug-23	% Change
	17	14	21.43%

Six Months	Mar-24-Aug-24	Mar-23-Aug-23	% Change
	87	91	-4.40%

Annual	Sep-23-Aug-24	Sep-22-Aug-23	% Change
	176	158	11.39%

Ridership

Monthly	Aug-24	Aug-23	% Change
	27,066,446	25,124,083	7.73%

Six Months	Mar-24-Aug-24	Mar-23-Aug-23	% Change
	156,975,463	144,314,931	8.77%

Annual	Sep-23-Aug-24	Sep-22-Aug-23	% Change
	302,812,864	275,707,842	9.83%



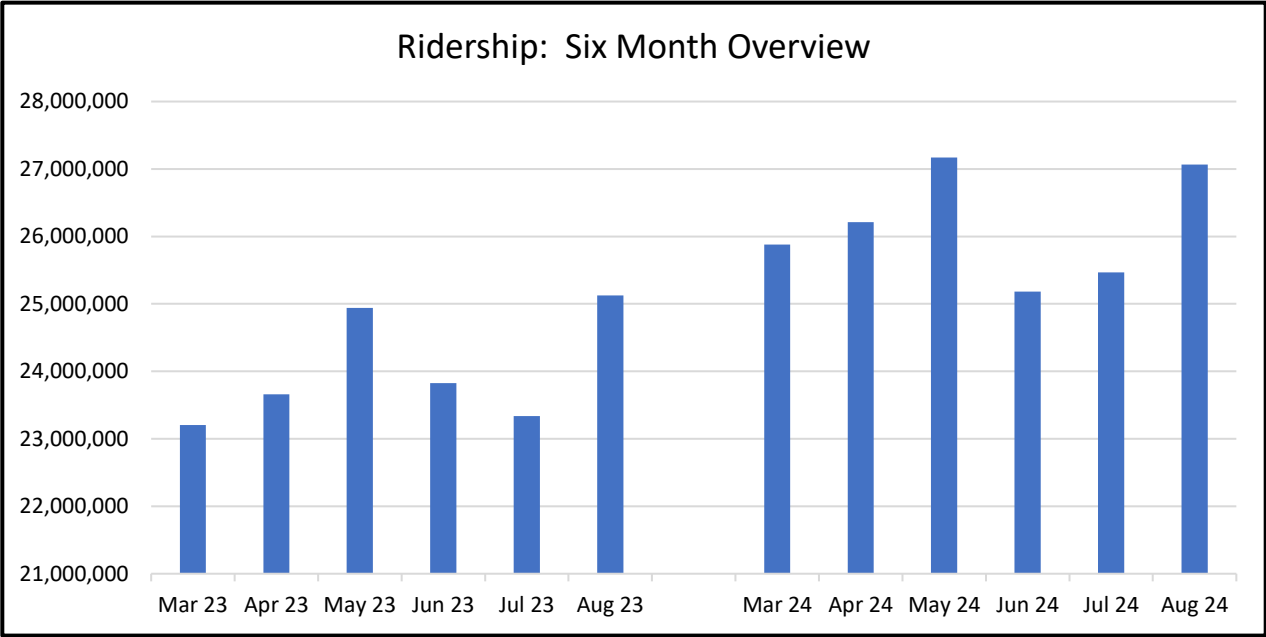
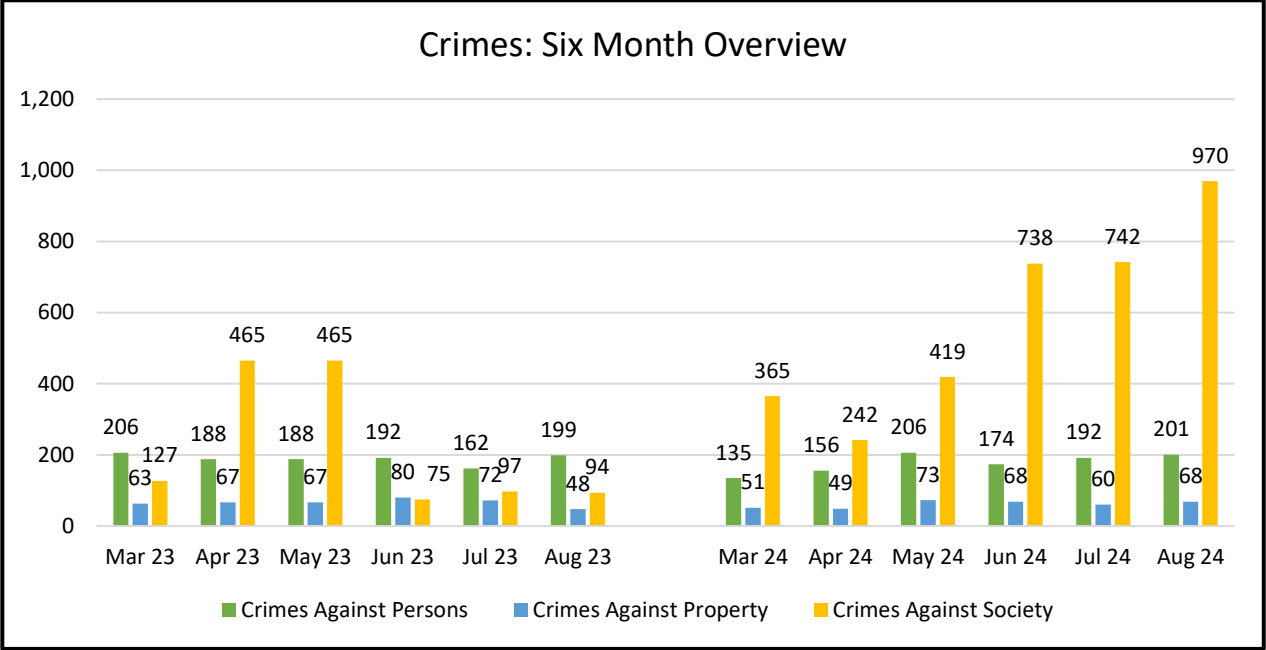
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

AUGUST 2024

Attachment E



A LINE (BLUE)

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	3	2	17
Aggravated Assault	1	6	0	11
Aggravated Assault on Operator	0	0	0	1
Battery	8	5	3	25
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	1
SUB-TOTAL	9	15	5	55
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	0
Larceny	2	5	0	12
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	1
Arson	0	0	0	0
Vandalism	1	1	0	6
SUB-TOTAL	3	6	0	19
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	1	1	1	3
Narcotics	10	12	0	36
Trespassing	81	3	0	154
SUB-TOTAL	92	16	1	193
TOTAL	104	37	6	267

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	0
Azusa Downtown	0	0	3	4
Irwindale	0	0	0	0
Duarte/City of Hope	0	0	0	0
Monrovia	1	0	0	1
Arcadia	0	0	0	0
Sierra Madre Villa	0	0	0	0
Allen	1	0	0	1
Lake	1	0	3	6
Memorial Park	0	1	0	1
Del Mar	0	0	0	1
Fillmore	0	1	0	2
South Pasadena	0	0	0	0
Highland Park	0	0	3	7
Southwest Museum	0	0	5	13
Heritage Square	1	0	3	4
Lincoln/Cypress	0	0	3	5
Chinatown	0	0	14	32
Union Station	0	0	4	7
Little Tokyo/Arts Dist	2	0	7	22
Historic Broadway	0	1	3	7
Grand Av Arts/Bunker Hill	1	0	36	63
7th St/Metro Ctr	0	0	0	3
Pico	1	0	4	6
Grand/LATTC	1	0	8	10
San Pedro St	1	1	1	3
Washington	0	0	1	3
Vernon	2	0	0	3
Slauson	1	1	0	10
Florence	0	0	0	1
Firestone	1	0	1	9
103rd St/Watts Towers	0	0	0	0
Willowbrook/Rosa Parks	5	0	8	17
Compton	2	0	0	3
Artesia	2	2	1	9
Del Amo	1	1	0	2
Wardlow	0	0	0	0
Willow St	0	0	1	4
PCH	0	0	0	0
Anaheim St	1	0	0	2
5th St	1	0	0	1
1st St	0	0	0	0
Downtown Long Beach	2	0	0	3
Pacific Av	1	0	0	1
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	0
Total	29	8	109	266

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	14	14	2	53
Misdemeanor	105	51	0	270
TOTAL	119	65	2	323

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	0	0
Other Citations	97	60	0	302
Vehicle Code Citations	4	3	0	13
TOTAL	101	63	0	315

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	Currently Unavailable	540	2	1,160
Priority	Currently Unavailable	117	22	275
Emergency	Currently Unavailable	11	10	40
TOTAL	0	668	34	1,475

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	19%	N/C	1%
Proactive	81%	N/C	99%
TOTAL	100%	0%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	83%
Blue Line-LASD	N/C
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Azusa	0	16	0	37
Irwindale	0	21	0	42
Duarte Station	0	5	0	8
Monrovia	0	18	0	23
Magnolia Ave	0	0	0	0
Arcadia Station	0	15	0	34
Pasadena	0	47	0	91
South Pasadena	0	14	0	32
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	15	0	0	38
Slauson	0	21	0	46
Florence	0	13	0	36
Firestone	0	13	0	33
103rd St	8	0	0	34
Willowbrook	0	19	0	24
Compton	0	1	0	13
Artesia	0	3	0	9
Del Amo	0	4	0	13
Wardlow Rd	0	0	5	5
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	23	210	5	518

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

B LINE (RED)

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	7	10
Aggravated Assault	16	28
Aggravated Assault on Operator	0	0
Battery	32	61
Battery Rail Operator	0	0
Sex Offenses	5	6
SUB-TOTAL	60	105
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	8	10
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	6	10
SUB-TOTAL	14	20
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	17	38
Narcotics	76	133
Trespassing	545	993
SUB-TOTAL	638	1,164
TOTAL	712	1,289

ARRESTS		
AGENCY	LAPD	FYTD
Felony	96	175
Misdemeanor	742	1,346
TOTAL	838	1,521

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	355	607
Vehicle Code Citations	3	30
TOTAL	358	637

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	12	2	272	590
Civic Center/Grand Park	0	0	4	10
Pershing Square	6	1	32	93
7th St/Metro Ctr	7	0	35	90
Westlake/MacArthur Park	9	2	57	113
Wilshire/Vermont	2	2	75	94
Wilshire/Normandie	0	2	2	15
Vermont/Beverly	1	0	4	14
Wilshire/Western	2	0	23	33
Vermont/Santa Monica	4	2	6	15
Vermont/Sunset	1	0	8	19
Hollywood/Western	0	2	3	9
Hollywood/Vine	1	0	10	19
Hollywood/Highland	5	0	6	23
Universal City/Studio City	5	0	17	28
North Hollywood	5	1	84	124
Red Line Rail Yard	0	0	0	0
Total	60	14	638	1,289

C LINE (GREEN)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	1	7
Aggravated Assault	0	2	2
Aggravated Assault on Operator	0	0	0
Battery	1	2	7
Battery Rail Operator	0	0	0
Sex Offenses	1	1	2
SUB-TOTAL	4	6	18
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	6	12
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	3	6	14
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	2	4
Narcotics	2	6	17
Trespassing	14	0	20
SUB-TOTAL	17	8	41
TOTAL	24	20	73

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	8	14
Misdemeanor	31	24	91
TOTAL	32	32	105

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	38	25	110
Vehicle Code Citations	0	1	2
TOTAL	38	26	112

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	361	767
Priority	Currently Unavailable	55	110
Emergency	Currently Unavailable	4	9
TOTAL	0	420	886

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	31%
Proactive	80%	69%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	1	1
Douglas	0	0	0	1
El Segundo	0	0	0	0
Mariposa	0	0	0	0
Aviation/LAX	1	0	0	1
Hawthorne/Lennox	0	0	1	1
Crenshaw	2	0	0	3
Vermont/Athens	0	0	0	3
Harbor Fwy	1	1	16	25
Avalon	2	2	1	8
Willowbrook/Rosa Parks	2	1	4	10
Long Beach Bl	1	4	1	13
Lakewood Bl	1	1	0	2
Norwalk	0	0	1	5
Total	10	9	25	73

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	85%
Green Line-LASD	92%

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

E LINE

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	1	2
Robbery	3	0	8
Aggravated Assault	1	0	3
Aggravated Assault on Operator	0	0	0
Battery	4	3	16
Battery Rail Operator	0	0	0
Sex Offenses	1	0	2
SUB-TOTAL	9	4	31
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	3	11
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	0	1	2
SUB-TOTAL	3	5	14
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	2
Narcotics	9	1	16
Trespassing	104	1	163
SUB-TOTAL	115	2	181
TOTAL	127	11	226

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	1	1	0	3
East LA Civic Ctr	0	0	0	0
Maravilla	0	0	0	0
Indiana (both LAPD & LASD)	0	4	1	9
Soto	0	1	6	9
Mariachi Plaza	0	0	3	6
Pico/Aliso	0	0	0	0
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	2	2
Pico	0	0	0	1
LATTC/Ortho Institute	0	0	38	39
Jefferson/USC	0	0	1	1
Expo Park/USC	1	0	1	3
Expo/Vermont	1	0	7	23
Expo/Western	1	1	1	8
Expo/Crenshaw	1	0	11	27
Farmdale	2	0	5	9
Expo/La Brea	1	0	11	30
La Cienega/Jefferson	0	0	26	37
Culver City	2	0	0	2
Palms	0	0	1	1
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	1	0	0	1
Expo/Bundy	1	0	1	4
26th St/Bergamot	0	0	0	0
17th St/SMC	0	0	0	1
Downtown Santa Monica	1	1	2	9
Expo Line Rail Yard	0	0	0	0
Total	13	8	117	226

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	6	2	12
Misdemeanor	181	5	263
TOTAL	187	7	275

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	197	5	312
Vehicle Code Citations	1	0	2
TOTAL	198	5	314

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	186	403
Priority	Currently Unavailable	34	62
Emergency	Currently Unavailable	2	5
TOTAL	0	222	470

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	N/C
Proactive	83%	N/C
TOTAL	100%	0%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	84%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	8	13
Figuerroa St	0	0	0
Exposition Blvd	273	0	357
Culver City	0	17	40
Santa Monica	0	93	189
TOTAL	273	118	599

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

G LINE (ORANGE)

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	3	5
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	4	6
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	3
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	3
SUB-TOTAL	2	6
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	1	2
Trespassing	11	21
SUB-TOTAL	12	24
TOTAL	18	36

ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	9
Misdemeanor	6	9
TOTAL	14	18

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	9	11
Vehicle Code Citations	3	21
TOTAL	12	32

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	1
Laurel Canyon	1	0	0	1
Valley College	0	0	1	1
Woodman	0	0	0	1
Van Nuys	0	0	0	1
Sepulveda	0	0	0	2
Woodley	0	0	1	1
Balboa	0	0	0	1
Reseda	1	1	1	4
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	1	1
Canoga	0	0	0	2
Warner Center	0	0	0	0
Sherman Way	0	0	1	1
Roscoe	0	0	0	1
Nordhoff	0	0	0	0
Chatsworth	2	1	7	18
Total	4	2	12	36

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	1	0	2
Aggravated Assault on Operator	0	0	0
Battery	3	0	4
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	4	0	6
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	4	0	6
Trespassing	22	0	30
SUB-TOTAL	26	0	36
TOTAL	30	0	43

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	0
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	1	0	0	2
Slauson	0	0	0	0
Manchester	3	0	0	10
Harbor Fwy	0	0	0	4
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	1
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	4	0	0	17

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	2
Misdemeanor	8	3	19
TOTAL	9	3	21

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	18	0	31
Vehicle Code Citations	0	0	4
TOTAL	18	0	35

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	4	9
Priority	Currently Unavailable	3	5
Emergency	Currently Unavailable	0	0
TOTAL	0	7	14

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	7%
Proactive	88%	93%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	89%
Silver Line- LASD	85%

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

K LINE

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	2	0	2
Aggravated Assault on Operator	0	0	0
Battery	2	0	2
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	4	0	5
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	3
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
SUB-TOTAL	1	0	4
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	3	0	3
Trespassing	1	0	3
SUB-TOTAL	4	0	6
TOTAL	9	0	15

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	1	0	3	4
Martin Luther King Jr Station		0	0	2
Leimert Park Station	1	0	1	2
Hyde Park Station	2	1	0	6
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	0
Westchester / Veterans Station	0	0	0	0
Total	4	1	4	15

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	4	0	10
TOTAL	4	0	10

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	5	0	15
Vehicle Code Citations	0	0	0
TOTAL	5	0	15

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	115	237
Priority	Currently Unavailable	2	5
Emergency	Currently Unavailable	1	1
TOTAL	0	118	243

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	50%
Proactive	80%	50%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	84%
K Line - LASD	89%

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

BUS PATROL

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	9	1	17
Aggravated Assault	8	3	27
Aggravated Assault on Operator	5	0	10
Battery	21	7	58
Battery Bus Operator	6	6	29
Sex Offenses	1	0	7
SUB-TOTAL	50	17	148
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	1	0	1
Larceny	7	5	21
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	5	3	19
SUB-TOTAL	13	8	41
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	2	10
Narcotics	9	6	24
Trespassing	1	1	8
SUB-TOTAL	11	9	42
TOTAL	74	34	231

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	6
San Fernando	0	3
San Gabriel Valley	8	12
Gateway Cities	11	21
South Bay	11	26
Total	34	68

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	1
West Valley	2	3
North Hollywood	3	6
Foothill	3	5
Devonshire	1	3
Mission	0	1
Topanga	0	1
Central Bureau		
Central	19	45
Rampart	6	7
Hollenbeck	0	1
Northeast	1	4
Newton	4	8
West Bureau		
Hollywood	2	7
Wilshire	3	9
West LA	1	5
Pacific	2	4
Olympic	5	10
Southwest Bureau		
Southwest	6	11
Harbor	2	2
77th Street	12	23
Southeast	1	7
Total	74	163

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	15	9	53
Misdemeanor	19	51	101
TOTAL	34	60	154

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	197	58	428
Vehicle Code Citations	206	7	314
TOTAL	403	65	742

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	174	368
Priority	Currently Unavailable	107	208
Emergency	Currently Unavailable	3	7
TOTAL	0	284	583

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT F

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	3	7
Aggravated Assault on Operator	0	0
Battery	6	11
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	10	19
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	5
SUB-TOTAL	4	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	19	25
SUB-TOTAL	19	25
TOTAL	33	53

ARRESTS		
AGENCY	LAPD	FYTD
Felony	1	4
Misdemeanor	6	12
TOTAL	7	16

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	292	574
Vehicle Code Citations	1	3
TOTAL	293	577

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	81%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT F
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	0
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	0	0
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	0
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	0	0

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	85%

LEGEND	
Los Angeles Police Department	



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service August 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between August 1 and August 31, Metro Transit Security, LAPD, LASD, and LBPD received three (3) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

Incident Type & Totals						
	Aug 24	Jul 24	% Change	Aug 24	Aug 23	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	8	1	700.0%	8	7	14.3%
Lewd Conduct	0	0	0.0%	0	1	-100.0%
Indecent Exposure	2	2	0.0%	2	1	100.0%
Rape	1	0	100.0%	1	0	100.0%
TOTAL	11	3	266.7%	11	9	22.2%

Counseling Information Provided	
	Aug 24
Yes	11
No - If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	11



**BUS/RAIL OPERATOR ASSAULTS
AUGUST 2024**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
8/3/2024	16:00	260	1972	Atlantic Bl & Whittier Bl	Suspect punched bus operator when told not to reach into point of sale machine.	Yes	Upset	Hands (punch, slap)	No
8/4/2024	13:05	108	5989	Slauson Av & Western Av	Victim stopped bus to allow patrons to exit then engaged the ramp for a wheelchair patron to exit. Suspect became annoyed ramp was being engaged as she was attempting to exit bus. Suspect yelled, "I'm tired of you people f... with me! You did this on purpose." Suspect then produced a hammer from her bag and struck victim's right forearm approximately 4 times. Suspect exited bus, entered bus line #207 and fled location.	No	Upset	Object	Yes
8/6/2024	0:00	240	8445	Reseda Bl & Devonshire St	BATTERY Victim was outside and walking towards bus. As victim walked past suspect, suspect threw a disposable Starbucks cup filled with liquid at her head but missed. Suspect also exposed himself. Victim ran inside bus and locked the doors. Suspect then threw trash and coffee at the bus windshield and screamed (demanding) victim to exit bus. Suspect approached driver side window and began pulling on the side view mirror with such force as if he was trying to break it off. Officers arrived and asked victim if she wanted suspect arrested. Victim replied yes and signed a Private Persons Arrest form.	N/A (o)	No reason	Liquid	No
8/6/2024	10:33	51	6054	9th St & Grand Av	Victim observed suspect riding his skateboard in and out of traffic. Suspect approached bus window and stated, "You passed me up." Victim continued to drive. Suspect forcefully pushed his skateboard into the open window. Victim moved away to avoid being hit in the face with the skateboard. Victim lost sight of suspect, reentered bus operator seat and fled location.	N/A (o)	Upset over stop	Object	No
8/6/2024	11:11	206	1880	Vermont Av & 105 Fwy	Suspect spit on bus operator when suspect demanded stop at non-bus stop.	Yes	Upset over stop	Spit	No
8/7/2024	12:46	4	9590	Santa Monica Bl & La Brea Av	Suspect punched bus operator when told bus didn't stop at Metro station.	Yes	Upset over stop	Hands (punch, slap)	No
8/7/2024	21:45	720	8831	10955 Wilshire Bl	Suspect requested vic m to alight bus but there was no safe loca on to do so. Victim arrived at the next designated bus stop to allow suspect to exit. As suspect proceeded to alight the bus, suspect spat on the barrier door and the spit landed on the victim's face. Victim further stated the barrier door was open.	No	Upset over stop	Spit	No
8/9/2024	8:50	260	6061	Atlantic Bl & Whittier Bl	Suspect spit on bus operator for no reason.	Yes	No reason	Spit	No
8/10/2024	14:00	76	1567	Valley Bl & Temple City Bl	Suspect threw beer can at bus operator when told not to drink on bus.	Yes	Policy/Alcohol	Object	No
8/13/2024	21:45	720	8831	Gladys Av & 5th Av.	Suspect entered bus with a large bag containing recycled cans and btles and placed them in a prohibited area. Victim stated, "You can't put anything there." Suspect replied "f... you, I can do whatever I want." Suspect grabbed his bags, bypassed the glass divider and pushed victim. Suspect then grabbed victim's plastic water cupful of ice and threw it onto victim's nose and mouth. Victim exited his seat and the glass divider to challenge suspect to fight. Suspect exited bus and fled location.	No	Upset	Liquid	No
8/14/2024	14:52	260	1828	Atlantic Bl & Slauson Av	Suspect spat on bus operator when told to exit bus for sleeping on floor.	Yes	Asked to exit	Spit	No
8/15/2024	14:40	754	6048	Vermont Av & Washington Bl	Suspect was inside bus. Suspect stood in the aisle at the front near victim's seat and stated, "You f....g Black (N. word). Victim looked at suspect and noted suspect stared intensely at him. Suspect then brandished a knife and stated to victim, "Imma kill you, Imma stab you." Victim arrived at designated bus stop, suspect exited and fled location.	Yes	No reason	Brandished knife	No
8/16/2024	23:45	761	4093	Melrose Av & Western Av	Victim asked suspect to exit due to his smoking on bus. Suspect became belligerent towards victim, walked to the front of the bus and spat on victim. Suspect then exited bus and fled location.	Yes	Asked to exit	Spit	No
8/20/2024	18:38	4	8739	Alvarado St & W. Olympic Bl	Victim attempted to merge left and pull away from a bus stop. Cars behind victim stopped and allowed victim to merge. Suspect became upset and drove around victim. Suspect drove near victim and acted as if he was going to collide into the bus. Victim arrived at Olympic and Alvarado and observed suspect's vehicle stalled in front of the bus. Suspect refused to move. Victim drove around the vehicle and then observed suspect roll down his window and threw gang signs. Victim then observed suspect brandish a gun.	N/A (o)	No reason	Brandished gun	No
8/21/2024	11:45	16	8611	Hobart Bl & 3rd St	Suspect approached victim and was angered that she was unable to exit bus at the previous stop. Suspect then reached over the barrier and spat on victim. Suspect's spit made contact with victim's right hand, arm and the right side of victim's face.	Yes	Upset over stop	Spit	Yes



**BUS/RAIL OPERATOR ASSAULTS
AUGUST 2024**

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
8/22/2024	0:00	910	8395	Pacific Av & W 22nd St	Suspect approached victim and asked if she would open the bus door and allow him entry to look for property previously left inside bus. Victim allowed suspect to enter. Suspect entered and sat down. Victim asked suspect to exit bus, suspect refused. Suspect began yelling profanities towards victim and demanded money he believed he left inside bus. Victim walked towards the front of the bus and activated the door separating the driver's seat from the passenger / rider compartment. Suspect approached and forcibly opened the door separating the compartments. Suspect approached victim in the driver's seat and repeatedly punched victim's face with a closed fist. Suspect then placed his hands around victim's neck and strangled victim's neck, prevented her from breathing. Victim activated the silent alarm. Suspect then produced a hard-plastic container from his person and repeatedly struck victim's head an unknown number of times. Suspect exited bus and victim was able to close the exit door. Suspect attempted to gain entry once again but was unsuccessful. Multiple community members approached LAPD Officers and advised they observed suspect fleeing to a nearby alley. Officers were able to locate suspect and a "Use of Force" ensued. Officers arrested suspect.	Yes	Upset	Object	Yes
8/26/2024	12:45	33	4136	Venice Bl & San Vicente Bl	Victim arrived at a designated bus stop and allowed passengers to exit bus. Suspect ran onto the bus stating to victim, "I ain't getting off this bus!" Victim told suspect to exit. Suspect grabbed paper towel from an unknown location and walked up to victim and threw it at victim, striking victim's arm and causing pain. Suspect then threatened to beat victim's head, break victim's legs and break his head apart the next time he saw victim. Suspect exited bus, fled eastbound on Venice Blvd (approximately 50 feet) and entered another bus.	Unkn	Asked to exit	Object	No

*N/A (o): Not applicable, assault occurred outside of barrier



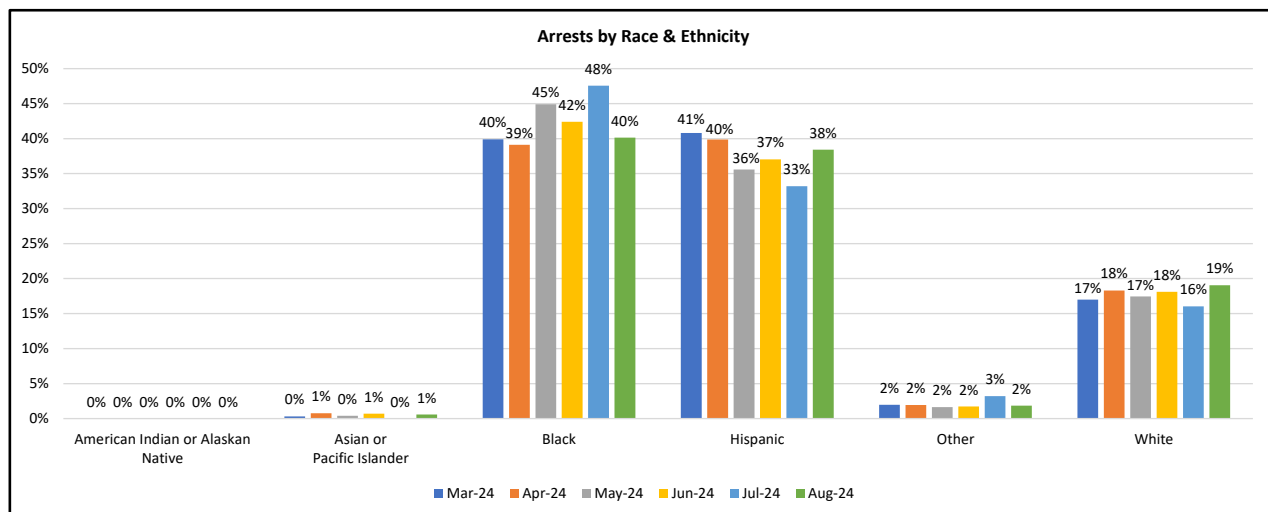
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment I

Arrests August 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	1	7	85	482	66	477	2	24	49	220	1,413
Total	0		8		567		543		26		269		1,413
% Share	0.00%		0.57%		40.13%		38.43%		1.84%		19.04%		100.00%

Arrests August 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	6	38	7	55	0	0	0	14	120
Rail Systemwide	0	0	1	5	76	437	59	413	2	24	47	205	1,269
Union Station and 7th & Metro Station	0	0	0	2	3	7	0	9	0	0	2	1	24
Total	0		8		567		543		26		269		1,413
% Share	0.00%		0.57%		40.13%		38.43%		1.84%		19.04%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) August 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	1	15	55	12	68	1	2	8	24	186
B Line (Red)	0	0	1	4	47	290	39	260	1	18	29	132	821
C Line (Green)	0	0	0	0	4	19	5	28	0	0	2	6	64
E Line (Expo)	0	0	0	0	10	71	3	55	0	4	8	43	194
Bus - G Line (Orange)	0	0	0	0	0	4	0	4	0	0	0	6	14
Bus - J Line (Silver)	0	0	0	0	2	7	0	0	0	0	0	0	9
K Line	0	0	0	0	0	2	0	2	0	0	0	0	4
Union Station	0	0	0	2	3	7	0	9	0	0	2	1	24
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	27	7	51	0	0	0	8	97
Total	0		8		567		543		26		269		1,413
% Share	0.00%		0.57%		40.13%		38.43%		1.84%		19.04%		100.00%



Weapons Detection Pilots Updates Summary of the Activity and Preliminary Findings

Video Analytics-Based Weapons Detection

Metro personnel have been testing visual gun detection solutions in the Union Station West area, enabling 25 CCTV cameras to detect brandished weapons. Staff is testing multiple solutions to assess their ability to detect firearms and minimize false positives. Visual gun detection systems leverage artificial intelligence (AI) and computer vision algorithms to scan video feeds in real-time, identifying and disseminating alerts through pre-established channels upon detection of brandished weapons, most effectively firearms.

VA Detection System	Scheduled Piloting/Testing	Progress
Pilot A	August/September 2024	Completed
Pilot B	September/October 2024	Completed
Pilot C	September/October 2024	Completed
Pilot D	October/November 2024	In-progress

SSLE staff have been testing the systems after station closure hours, employing a selection of inert and training replica firearms varying in size and shape and consistently following predetermined testing procedures. Cameras have been tested at different locations and with different lighting and environmental conditions.

Preliminary Findings

After the demonstration and testing of the two systems, staff observed the following:

- Video feeds with high resolution (+720p) and frame rates (+15 FPS) are necessary to provide sufficient image quality for detection.
- Lighting conditions are determinant, requiring a minimum threshold that allows clear contrast between objects.
- Certain types of weapons, mainly large firearms and rifles, have a higher detection rate than some smaller-sized weapons, such as revolvers and compact pistols.
- These systems are incompatible with the current CCTV systems onboard buses and train cars because those systems do not provide a consistent video feed through wireless communication.

Concealed Weapon Screening

Staff have also been working to test concealed weapons screening technologies. These systems offer an efficient, noninvasive screening method to detect and identify hidden threats without physical contact and eliminate the need to remove personal belongings. Metal Detection-based Weapons Detection generates an electromagnetic field, triggering an alert upon detecting dense ferrous material in handguns and knives. Millimeter Wave-based Weapons Detection emits low-power electromagnetic waves

that penetrate clothing and other non-metallic materials to measure an object's density, size, and shape to pinpoint concealed weapons.

Metro staff began Pilot AA with the demonstration of the vendor's single-lane system in a controlled indoor environment on the mezzanine area of the B/D Line Union Station East. No passengers or members of the public were screened. Instead, we enlisted the help of law enforcement and security personnel who were carrying their service weapons. This allowed Metro and the vendor to develop and evaluate different screening procedures and establish a robust Concept of Operations (ConOps) for piloting, scheduled for October to November.

Additionally, Metro staff have been working closely with County Counsel to substantiate the pilot's operating procedures align with the agency's legal basis and authority to conduct weapons screening.

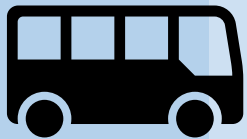
Preliminary Findings

A high-level evaluation indicates the screening operation will be resource intensive in terms of personnel and involve significant mobilization of materials, furniture, and equipment. It will require ample coordination with Metro Transit Security and law enforcement to provide the necessary personnel and the appropriate coordination to stage and implement the deployment for passenger screening. Staff continue to work with the other vendors to implement pilots in the coming weeks.

OCTOBER 2024

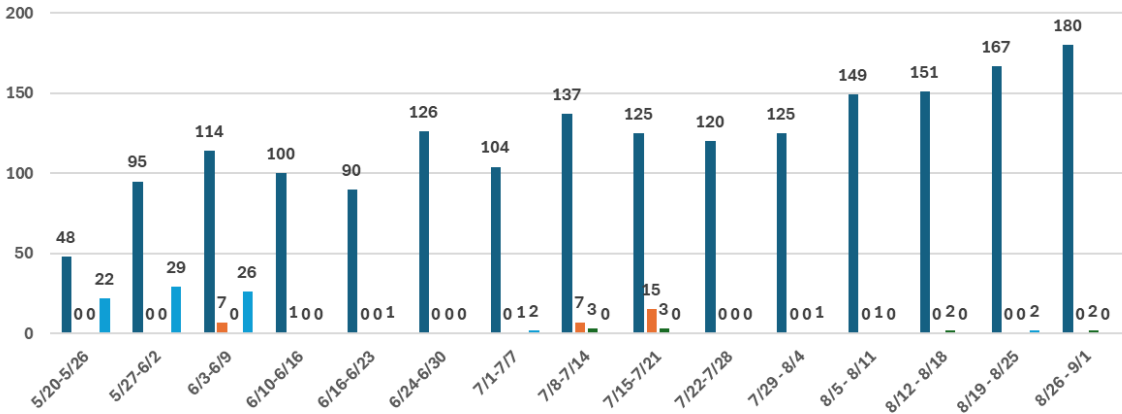
MONTHLY UPDATE ON PUBLIC SAFETY

Ken Hernandez
Interim Chief Transit Safety Officer

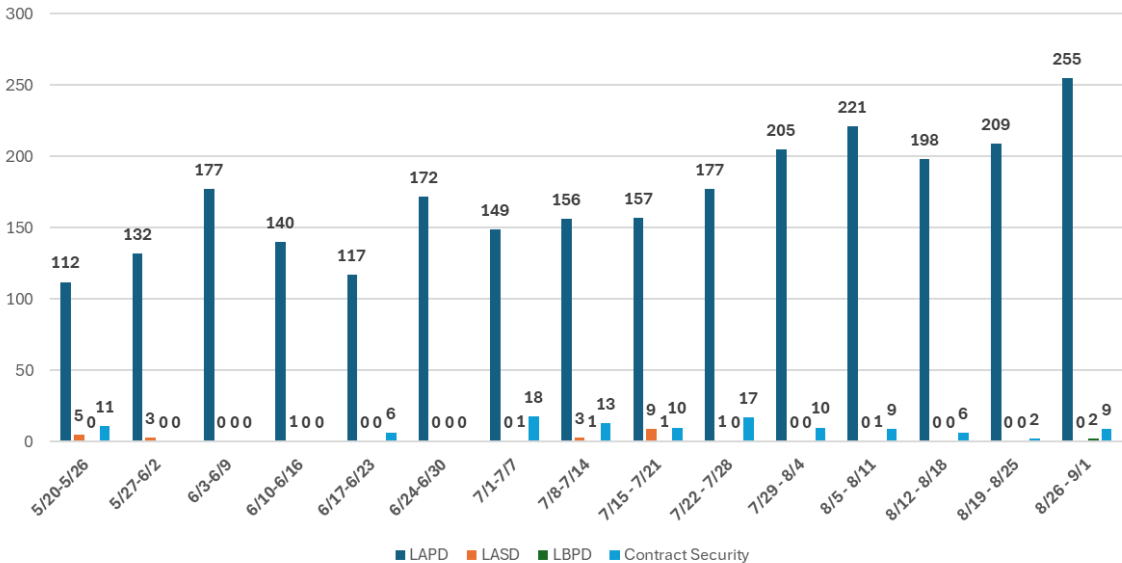


PUBLIC SAFETY SURGE UPDATE

Crime Reports by Week (5/20 -9/1)



Arrest Reports by Week (5/20 -9/1)



In May 2024, Metro increased daily planned deployment of public safety personnel to be physically present on buses and trains and at stations.

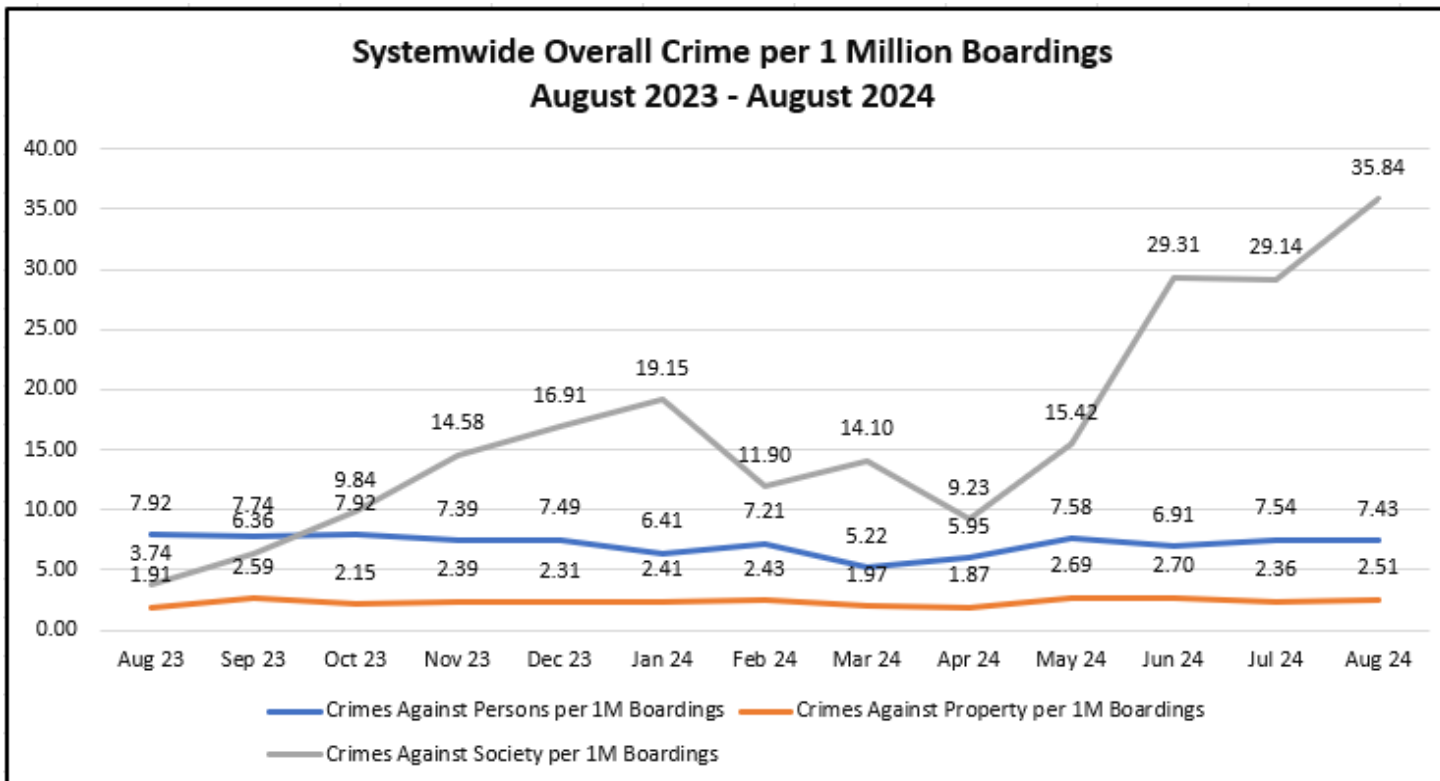
- Removing trespassers and focusing on narcotics, weapons, and outstanding warrants drove the effort that resulted in a year-over-year reduction in August for Crimes Against Persons (ridership-adjusted).
- Crimes Against Society (largely Trespassing), per 1 million boardings, rose markedly by 6.6% in August as uniformed personnel adjusted deployments.
- A total of **707** crimes reported by surge law enforcement personnel and **970** arrests between August 1 and August 31, 2024.
- Changes during the surge are now being incorporated as standard operating procedures for safety operations.

AUGUST 2024

PUBLIC SAFETY TRENDS & STATS

Systemwide

Systemwide	Aug-24	Jul-24	% Change Aug 24 vs Jul 24	Aug-23	% Change Aug 24 vs Aug 23
Crimes Against Persons	201	192	4.7%	199	1.0%
Crimes Against Property	68	60	13.3%	48	41.7%
Crimes Against Society	970	742	30.7%	94	931.9%



Per 1 Million Boardings

- **Crimes Against Persons** is 7.4 (1.5% **decrease** compared to July 2024 and 6.2% **decrease** compared to August 2023).
- **Crimes Against Property** is 2.5 (6.6% increase compared to July 2024 and 31.5% increase compared to August 2023).
- **Crimes Against Society** is 35.8 (23.0% increase compared to July 2024 and 857.9% increase compared to August 2023).

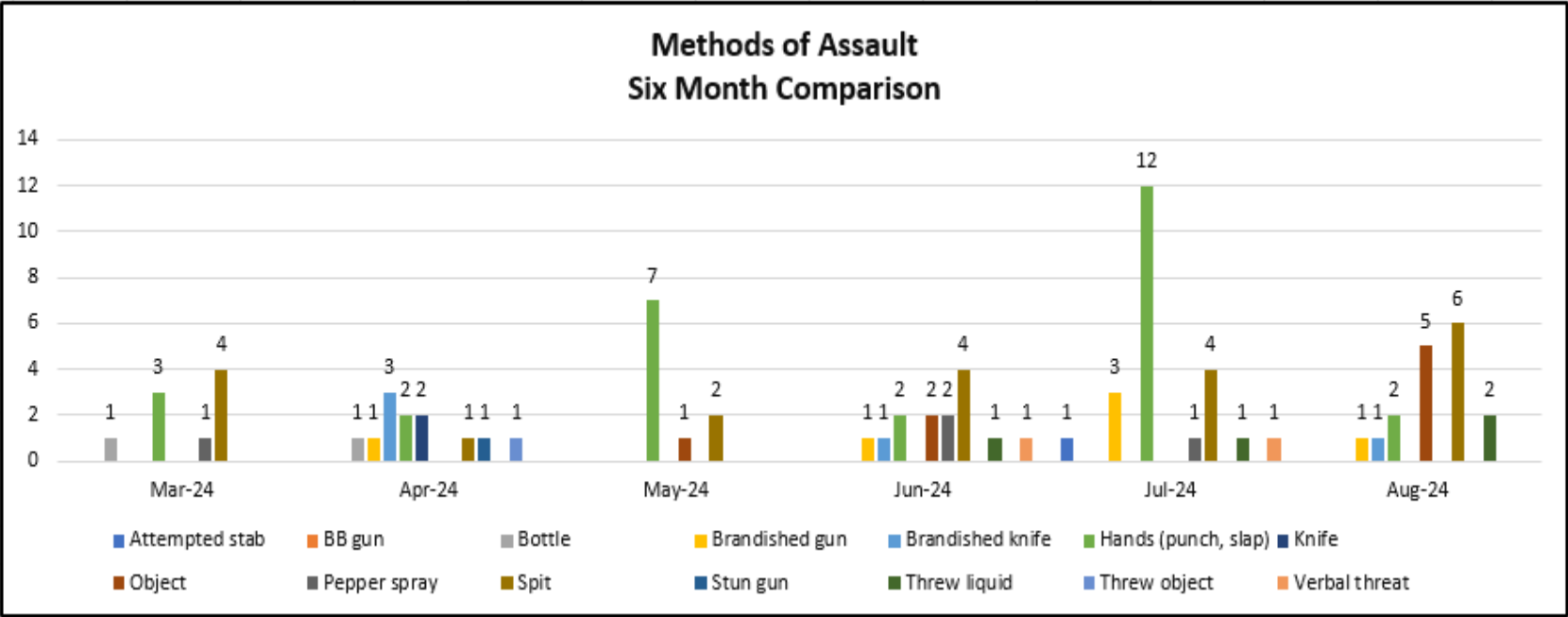
AUGUST 2024

FRONTLINE SAFETY

- There were 59 assaults on Metro personnel.
- **Operator assaults decreased from 23 in July to 17 in August.**
 - Spitting and using an object (e.g., hammer, skateboard, beer can) were the top methods of assault.

Assaults on Metro Employees & Contractors August 2024	
Type	Count
On Bus Operators	17
On Rail Operators	0
On Metro Transit Security Officers	3
On Contract Security Officers	23
On Ambassadors	14
On Custodians	2
Total	59

Top Reasons for Assaults on Operators August 2024	
Reason	Count
Upset over stop	5
No reason	4
Upset	4
Asked to exit	3
Policy/Alcohol	1
Grand Total	17



Impact of Retrofit Barriers

- Since many operator attacks involve spitting (from May to August 2024, 48% of operator assaults in the bus involved spitting) or throwing objects, it is expected that operator barriers will lead to a significant decrease in such incidents.

WEAPONS DETECTION PILOTS UPDATE

Metro began cost-free pilots with multiple vendors in late August that will go on through November 2024. The piloted technologies can be broadly categorized as video analytics-based brandished weapon detection and concealed weapon screening.

Video Analytics-Based Weapons Detection

Metro has been testing visual gun detection solutions in the Union Station West area after hours, enabling 25 CCTV cameras to detect brandished weapons.

VA Detection System	Scheduled Piloting/Testing	Progress
Pilot A	August/September	Completed
Pilot B	September/October	Completed
Pilot C	September/October	Completed
Pilot D	October/November	In-progress

Preliminary Findings:

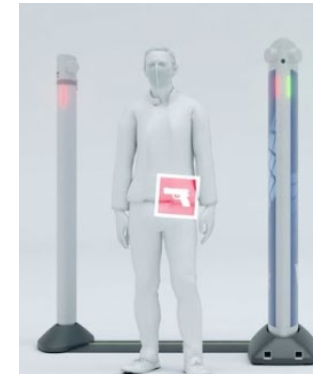
- Video feeds need high resolution (+720p) and frame rates (+15 FPS) to provide sufficient image quality for detection
- Lighting conditions are determinant for clear contrast between objects
- Systems are incompatible with current CCTV systems on buses and train cars



Concealed Weapon Screening

These noninvasive systems are designed to identify concealed weapons without physical contact.

Weapons Screening	System Setup	Scheduled Piloting/Testing (subject to change)	Progress
Pilot AA	Lane	October/November	Coordinating Implementation
Pilot BB	Pillar	October/November	Coordinating Implementation
Pilot CC	Millimeter Wave	November	Coordinating Implementation



- Staff had a demonstration of Pilot AA's single-lane system in a controlled indoor environment and the mezzanine area of the B/D Line Union Station East
- Working closely with County Counsel to substantiate the pilot's operating procedures to align with the agency's legal basis and authority to conduct weapons screening

METRO AMBASSADORS UPDATE

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. Special deployments included support for Dodger Games, Hollywood Bowl Concerts, Hard Summer Music Festival, Leimert Park Jazz Festival, CicLAvia, NFL Games, deployment at the Marengo/State bus stop, and service detours systemwide.

Surge Deployments: We continue to deploy additional Ambassadors during peak times with the goal of increasing Ambassador visibility at key locations and providing more support for riders.

Connect

For the month of August 2024, Metro Ambassadors conducted 79,496 customer engagements and reported the following:

- 1,856 Cleanliness Issues, a 3.08% decrease from last month.
- 1,587 Graffiti Incidents, a 10.2% increase from last month.
- 363 Elevator and Escalator Problems, a 19.1% decrease from last month.
- 345 Safety Issues, a 9.92% decrease from last month.

Report

For the month of August 2024, Metro Ambassadors reported **15 Narcan Incidents** and **(1)** fatality,

