

Metro

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



Agenda - Final

Thursday, March 15, 2018

9:00 AM

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

System Safety, Security and Operations Committee

John Fasana, Chair

Robert Garcia, Vice Chair

Paul Krekorian

Mark Ridley-Thomas

Hilda Solis

Carrie Bowen, non-voting member

Phillip A. Washington, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES
(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

A member of the public may address the Board on agenda items, before or during the Board or Committee's consideration of the item for one (1) minute per item, or at the discretion of the Chair. A request to address the Board should be submitted in person at the meeting to the Board Secretary. Individuals requesting to speak on more than three (3) agenda items will be allowed to speak up to a maximum of three (3) minutes per meeting. For individuals requiring translation service, time allowed will be doubled.

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.

The public may also address the Board on non-agenda items within the subject matter jurisdiction of the Board during the public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for up to three (3) minutes per meeting and may speak no more than once during the Public Comment period. Speakers will be called according to the order in which the speaker request forms are received. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

Agendas for the Regular MTA Board meetings are prepared by the Board Secretary and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded on CD's and as MP3's and can be made available for a nominal charge.

DISCLOSURE OF CONTRIBUTIONS

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

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LIMITED ENGLISH PROFICIENCY

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

CALL TO ORDER**ROLL CALL****APPROVE Consent Calendar Item(s):10 and 11.****Consent Calendar items are approved by one motion unless held by a Director for discussion and/or separate action.**CONSENT CALENDAR

- 10. SUBJECT: ASSIGNMENT OF BUSES TO GARDENA MUNICIPAL BUS LINES** [2018-0004](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to negotiate and execute an Assignment Agreement with Gardena Municipal Bus Lines (GTrans) for 46 of the Option 40-foot CNG transit buses under Contract No. OP28367-000, Part A from El Dorado National (California), Inc. ("ENC") at no cost to Metro.

Attachments: [Attachment A - GTrans Letter Request](#)

- 11. SUBJECT: MEMBERSHIP ON METRO SERVICE COUNCILS** [2017-0900](#)

RECOMMENDATION

APPROVE the nominee for membership on Metro's San Gabriel Valley Service Council.

Attachments: [Attachment A - Listing of Qualifications 3-22-2018](#)

[Attachment B - SGV COG Nomination Letter](#)

NON-CONSENT

- 12. SUBJECT: OPERATIONS EMPLOYEE OF THE MONTH** [2017-0790](#)

RECOMMENDATION

Operations Employee of the Month

Attachments: [Presentation](#)

- 13. SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY AND OPERATIONS** [2017-0791](#)

RECOMMENDATION

RECEIVE oral report Metro Blue Line Pocket Gate Pilot Project.

Attachments: [Presentation](#)

14. **SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS** [2018-0047](#)

RECOMMENDATION

RECEIVE oral update on Metro's Homeless Outreach Efforts.

Attachments: [Attachment A - Metro Transit Homeless Action Plan Presentation](#)

15. **SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE** [2018-0012](#)

RECOMMENDATION

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

Attachments: [Attachment A- System-Wide Law Enforcement Overview January 2018](#)
[Attachment B- Supporting Crime Data January 2018](#)
[Attachment C- Key Performance Indicators January](#)

16. **SUBJECT: WARNER CENTER SERVICE IMPROVEMENT PLAN** [2017-0853](#)

RECOMMENDATION

RECEIVE AND FILE report on the proposed Warner Center Service Improvement Plan.

Attachments: [Attachment A - Warner Center Service Improvement Plan](#)

17. **SUBJECT: PROCUREMENT OF FIVE 60' ARTICULATED ZERO EMISSION TRANSIT BUSES** [2016-0836](#)

RECOMMENDATION

CONSIDER:

A. AUTHORIZING the Chief Executive Officer (CEO) to execute Modification No. 1 to the firm fixed price Contract No. OP28367-001, Part D, awarded to New Flyer of America (NF) for the:

1. Increase in the base contract procurement of 60 foot zero emission vehicles from a quantity of thirty-five (35) to forty (40);
2. Increase in the quantity of On-Route chargers from seven (7) to eight (8) and Shop chargers from one (1) to two (2); and
3. Increase the contract amount by \$7,371,287, from \$51,211,033 to \$58,582,320.

B. AUTHORIZING the CEO to increase the price for Optional Vehicle

Features, Spare Parts, and Training Aids by \$530,575 from a not-to-exceed amount of \$8,839,064 to a not-to-exceed amount of \$9,369,639; and

- C. INCREASING the life-of-project budget of CP 201073 from \$72,101,419 to \$80,003,282 for the purchase of forty zero emission buses, charging equipment, installation costs, infrastructure upgrades, and contingency.

Attachments: [Attachment A - Procurement Summary](#)
[Attachment B - Contract Modification](#)
[Attachment C - DEOD Summary](#)
[Attachment D - FUNDING EXPENDITURE](#)

32. SUBJECT: CONTRACTED BUS SERVICES - NORTH REGION

[2018-0052](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. OP35903018 with Transdev Services, Inc. (Transdev) for North Region Contract Bus Services, increasing the total not-to-exceed contract value by \$10,250,000 from \$62,245,053 to \$72,495,053.

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

Adjournment

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.

**Board Report**

File #: 2018-0004, **File Type:** Agreement**Agenda Number:** 10.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018****SUBJECT: ASSIGNMENT OF BUSES TO GARDENA MUNICIPAL BUS
LINES****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to negotiate and execute an Assignment Agreement with Gardena Municipal Bus Lines (GTrans) for 46 of the Option 40-foot CNG transit buses under Contract No. OP28367-000, Part A from El Dorado National (California), Inc. ("ENC") at no cost to Metro.

ISSUE

Metro's solicitation, under RFP No.OP28367, specified a total of 600 buses, of either a CNG or Zero Emission (ZE) configuration, for replacement of its 40' transit CNG buses. In June 2017, the Board awarded Contract No. OP28367-000, Part A to ENC for 295 40' CNG buses with authority to exercise up to 305 option vehicles.

Metro has received a request from GTrans for the assignment of 46 40' CNG transit buses. In a continuing effort to partner with regional municipal operators to reduce regional fleet emissions, Metro staff recommends assigning 46 option vehicles under ENC Contract No. OP28367-000 to GTrans. This assignment does not affect the base order. The Assignment of options (i.e. Piggybacking) is allowed per the Federal Transit Administration (FTA) guidelines. FTA recognizes that a transit agency may have valid reasons to specify more vehicles in its contract (e.g. option transit buses) than are ultimately needed. When contract vehicles are no longer required by a transit agency's fleet plan, they are allowed to assign the excess vehicles to another transit agency. Assignment of these options to GTrans will reduce the number of option vehicles available to 259 under the ENC contract.

DISCUSSION

In April 2016, Metro's Board of Directors authorized staff to initiate RFP No. OP28367 for the procurement of up to 1,000 CNG or Zero Emission Transit Buses for replacement of up to 600 40' transit buses and 400 60' transit buses. Subsequently, four contracts were awarded in response to RFP No. OP28367, one for each vehicle type:

- Part A, 40' CNG buses (base order of 295 buses, awarded to ENC in June 2017)
- Part B, 60' CNG buses (base order of 65 buses, awarded to New Flyer (NF) in July 2017)
- Part C, 40' ZE buses (base order of 60 buses, awarded to Build Your Dreams in July 2017)
- Part D, 60' ZE buses (base order of 35 buses, awarded to NF in July 2017)

In summary, contracts for 455 buses have been awarded from the 1000 authorized by the Metro Board under RFP No. OP28367, leaving a potential of 545 to be awarded as Option Vehicles under the above contracts.

Given the availability of option vehicles, in order to partner with regional municipal operators to reduce regional fleet emissions, Metro staff is recommending Board approval to negotiate and execute an assignment agreement with GTrans for 46 Option forty-foot CNG buses under Contract No. OP28367-000, Part A.

The no-cost Assignment agreement to be executed for this action is a three-party agreement between Metro, ENC and GTrans. The Assignment agreement obligates GTrans and ENC to indemnify and hold Metro harmless for any claims that may arise from the delivery and operation of the vehicles being purchased by GTrans from ENC. Assigning the options to GTrans will not impact Metro's service. Metro's expectation is to utilize electric buses in place of CNG powered vehicles. Also, RFP No. OP28367 allows for an additional 545 buses to satisfy Metro's needs.

FINANCIAL IMPACT

There is no financial impact to Metro from the approval of this item, as GTrans will be responsible for any expenditures that result from this three-party assignment agreement

ALTERNATIVES CONSIDERED

Staff considered not assigning the 46 vehicles. This alternative is not recommended as it would withhold valid vehicles from potential purchase by our municipal transit partners, thereby increasing the length of time for GTrans procurement process and possibly delay the introduction of cleaner vehicles into the Gardena fleet.

NEXT STEPS

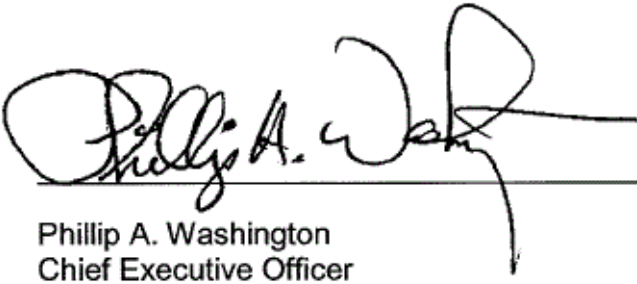
Upon Board approval, staff will execute an Assignment Agreement with GTrans to assign 46 vehicles under Contract No. OP28367-000, Part A.

ATTACHMENTS

Attachment A - GTrans Letter Request

Prepared by: Steve Schupak, Sr. Manager, Project Control, (213) 617-6294
Jesus Monte, Sr. Executive Officer, Vehicle Acquisition, (213) 418-3277

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



Phillip A. Washington
Chief Executive Officer



TASHA CERDA, Mayor
DAN MEDINA, Mayor Pro Tem
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MINA SEMENZA, City Clerk
J. INGRID TSUKIYAMA, City Treasurer

CITY OF GARDENA

EDWARD MEDRANO, Acting City Manager
PETER L. WALLIN, City Attorney
ERNIE CRESPO, Director of Transportation

August 21, 2017

Ms. Elizabeth Hernandez
Sr. Contract Administrator
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012-2952

RE: Assignment of 40' Compressed Natural Gas (CNG) Bus Options

Dear Ms. Hernandez,

Per GTrans' previous Letter of Interest dated October 6, 2016, GTrans is requesting that Metro assign options CNG buses, awarded under Contract No. OP28367-000 - Part A, to El Dorado National-California, Inc. of Riverside, California.

Specifically GTrans is requesting the assignment of options for 46, 40' CNG buses under this solicitation, to complete its five year fleet replacement plan. GTrans will utilize a mixture of federal, state and local funding available to the agency to complete a phased purchase of these buses.

Thank you for the opportunity to be a part of Metro's solicitation. GTrans looks forward to continuing to work with you on the successful procurement of these vehicles. Please contact me at 310.965.8801 or ecrespo@gardenabus.com, or contact GTrans' Transit Administrative Officer, Dana Pynn at 310.965-8811 or dpynn@gardenabus.com if you have any questions.

Sincerely,

Ernie Crespo
Director of Transportation.



**Board Report**

File #: 2018-0004, **File Type:** Agreement**Agenda Number:** 10.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018****SUBJECT: ASSIGNMENT OF BUSES TO GARDENA MUNICIPAL BUS
LINES****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to negotiate and execute an Assignment Agreement with Gardena Municipal Bus Lines (GTrans) for 46 of the Option 40-foot CNG transit buses under Contract No. OP28367-000, Part A from El Dorado National (California), Inc. ("ENC") at no cost to Metro.

ISSUE

Metro's solicitation, under RFP No. OP28367, specified a total of 600 buses, of either a CNG or Zero Emission (ZE) configuration, for replacement of its 40' transit CNG buses. In June 2017, the Board awarded Contract No. OP28367-000, Part A to ENC for 295 40' CNG buses with authority to exercise up to 305 option vehicles.

Metro has received a request from GTrans for the assignment of 46 40' CNG transit buses. In a continuing effort to partner with regional municipal operators to reduce regional fleet emissions, Metro staff recommends assigning 46 option vehicles under ENC Contract No. OP28367-000 to GTrans. This assignment does not affect the base order. The Assignment of options (i.e. Piggybacking) is allowed per the Federal Transit Administration (FTA) guidelines. FTA recognizes that a transit agency may have valid reasons to specify more vehicles in its contract (e.g. option transit buses) than are ultimately needed. When contract vehicles are no longer required by a transit agency's fleet plan, they are allowed to assign the excess vehicles to another transit agency. Assignment of these options to GTrans will reduce the number of option vehicles available to 259 under the ENC contract.

DISCUSSION

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- Part C, 40' ZE buses (base order of 60 buses, awarded to Build Your Dreams in July 2017)
- Part D, 60' ZE buses (base order of 35 buses, awarded to NF in July 2017)

In summary, contracts for 455 buses have been awarded from the 1000 authorized by the Metro Board under RFP No. OP28367, leaving a potential of 545 to be awarded as Option Vehicles under the above contracts.

Given the availability of option vehicles, in order to partner with regional municipal operators to reduce regional fleet emissions, Metro staff is recommending Board approval to negotiate and execute an assignment agreement with GTrans for 46 Option forty-foot CNG buses under Contract No. OP28367-000, Part A.

The no-cost Assignment agreement to be executed for this action is a three-party agreement between Metro, ENC and GTrans. The Assignment agreement obligates GTrans and ENC to indemnify and hold Metro harmless for any claims that may arise from the delivery and operation of the vehicles being purchased by GTrans from ENC. Assigning the options to GTrans will not impact Metro's service. Metro's expectation is to utilize electric buses in place of CNG powered vehicles. Also, RFP No. OP28367 allows for an additional 545 buses to satisfy Metro's needs.

FINANCIAL IMPACT

There is no financial impact to Metro from the approval of this item, as GTrans will be responsible for any expenditures that result from this three-party assignment agreement

ALTERNATIVES CONSIDERED

Staff considered not assigning the 46 vehicles. This alternative is not recommended as it would withhold valid vehicles from potential purchase by our municipal transit partners, thereby increasing the length of time for GTrans procurement process and possibly delay the introduction of cleaner vehicles into the Gardena fleet.

NEXT STEPS

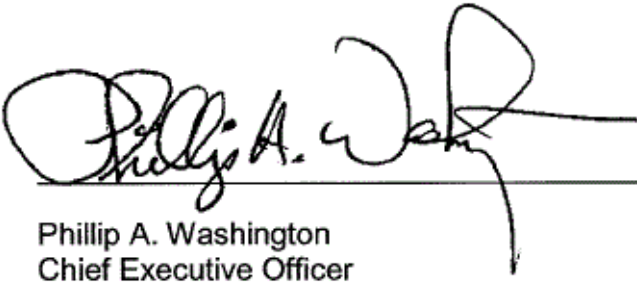
Upon Board approval, staff will execute an Assignment Agreement with GTrans to assign 46 vehicles under Contract No. OP28367-000, Part A.

ATTACHMENTS

Attachment A - GTrans Letter Request

Prepared by: Steve Schupak, Sr. Manager, Project Control, (213) 617-6294
Jesus Monte, Sr. Executive Officer, Vehicle Acquisition, (213) 418-3277

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



Phillip A. Washington
Chief Executive Officer



Board Report

File #: 2017-0900, File Type: Appointment

Agenda Number: 11.

**SYSTEMS SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018**

SUBJECT: MEMBERSHIP ON METRO SERVICE COUNCILS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE the nominee for membership on Metro’s San Gabriel Valley Service Council.

ISSUE

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

DISCUSSION

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. The 2010 Census demographics of each of the Service Council regions are as follows:

% Sector Total	Hispanic	White	Asian	Black	Other	Total Pop
San Gabriel Valley	50.0%	19.9%	24.9%	3.3%	2.0%	100.0%
San Fernando Valley	41.0%	42.0%	10.7%	3.4%	2.9%	100.0%
South Bay	42.5%	23.8%	12.0%	18.3%	3.4%	100.0%
Westside/Central	43.5%	30.7%	13.0%	10.0%	2.8%	100.0%
Gateway Cities	63.9%	16.7%	8.5%	8.6%	2.3%	100.0%
Service Area Total	48.5%	26.8%	14.0%	8.2%	2.6%	100.0%

The San Gabriel Valley Service Council currently has one (1) vacancy that needs to be filled due to resignation of a previous Council Member. The individual listed below has been nominated by the Council’s appointing authority to fill this vacancy for the remainder of the term and the subsequent term from July 1, 2018 - June 30, 2021. If approved by the Board, this appointment will serve the remainder of the existing three-year term ending on June 30, 2018 and the subsequent three year term. A brief listing of qualifications for the new nominee is provided along with the nomination letter from the nominating authority:

The demographic makeup of the San Gabriel Valley Service Council with the appointment of this nominee will consist of four (4) White members, three (3) Hispanic members, and two (2) Asian members as self-identified by the members in terms of racial/ethnic identity. The gender breakdown of the Council will be seven (7) men and two (2) women.

- A. Valerie Gibson, San Gabriel Valley Service Council, New Appointment
Nominated by: San Gabriel Valley Council of Governments
Term Ending: June 30, 2021

DETERMINATION OF SAFETY IMPACT

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

ALTERNATIVES CONSIDERED

The alternative to approving this appointment would be for this nominee to not be approved for appointment. To do so would result in reduced effectiveness of the San Gabriel Valley Service Council, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Council to formulate and submit their recommendations to the Board. It would also result in the Service Council having less diverse representation of their service area.

NEXT STEPS

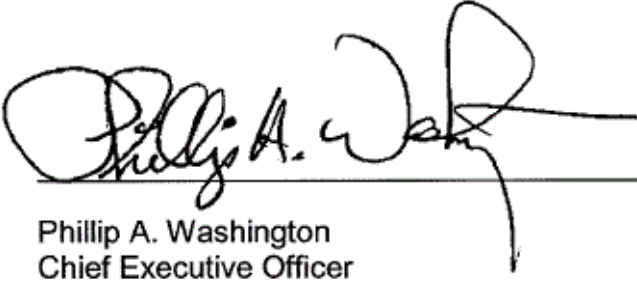
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective, and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

ATTACHMENTS

Attachment A - Nominee Listing of Qualifications
Attachment B - Nomination Letter

Prepared by: Conan Cheung, Executive Officer of Transit Operations, (213) 418-3034

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



Phillip A. Washington
Chief Executive Officer

NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

VALERIE GIBSON

Nominee for San Gabriel Valley Service Council

Valerie Gibson has worked in transportation planning since 1994, and has held the position of Transit Manager for the City of Pasadena since December 2002. In that role, she oversees locally funded fixed-route transit program, Pasadena Transit, which serves Pasadena and a portion of Altadena, as well as a paratransit service (Dial-A-Ride) that serves Pasadena, Altadena, San Marino, and unincorporated San Gabriel. She is actively involved in interagency coordination, service planning, operations, administration, funding, procurement, and customer service on a day to day basis.

Ms. Gibson also serves as a board member for the California Association for Coordinated Transportation(CalACT), where she works with transit agencies throughout the state that share in the goal of improving service to customers and providing effective community transportation. She recently concluded a two-year seat on the Access Services Board of Directors, representing locally funded transit systems in Los Angeles County.

A resident of Pasadena and a transit user in the San Gabriel Valley for nearly 40 years, Ms. Gibson continues to be a frequent user of public transit. Ms. Gibson holds a Bachelor degree in Urban Studies from Loyola Marymount University and a Master in Urban Planning from UCLA.



February 20, 2018

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Mr. Gary Spivack
 Deputy Executive Officer, Metro Service Councils
 1 Gateway Plaza, MS 99-7-2
 Los Angeles, CA 90012

RE: Metro’s San Gabriel Valley Service Council Representative

MEMBERS

- Alhambra*
- Arcadia*
- AZUSA*
- Baldwin Park*
- Bradbury*
- Claremont*
- Covina*
- Diamond Bar*
- Duarte*
- El Monte*
- Glendora*
- Industry*
- Irwindale*
- La Cañada Flintridge*
- La Puente*
- La Verne*
- Monrovia*
- Montebello*
- Monterey Park*
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- San Dimas*
- San Gabriel*
- San Marino*
- Sierra Madre*
- South El Monte*
- South Pasadena*
- Temple City*
- Walnut*
- West Covina*
- First District, LA County*
Unincorporated Communities
- Fourth District, LA County*
Unincorporated Communities
- Fifth District, LA County*
Unincorporated Communities
- SGV Water Districts*

Dear Mr. Spivack:

At their February 15, 2018 meeting, the San Gabriel Valley Council of Governments’ Governing Board appointed Valerie Gibson as the replacement and new representative for the San Gabriel Valley Metro Service Council position. Ms. Gibson will complete the remainder of the July 1, 2015-June 30, 2018 term and will serve during the July 1, 2018-June 30, 2021 term.

Should you have any questions, please feel free to contact me at (626) 457-1800.

Sincerely,

Marisa Creter
 Interim Executive Director
 San Gabriel Valley Council of Governments

cc: Valerie Gibson, City of Pasadena Transit Manager



Board Report

File #: 2017-0790, **File Type:** Oral Report / Presentation

Agenda Number:

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018**

SUBJECT: OPERATIONS EMPLOYEE OF THE MONTH

RECOMMENDATION

Operations Employee of the Month

DISCUSSION

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

March Employees of the Month



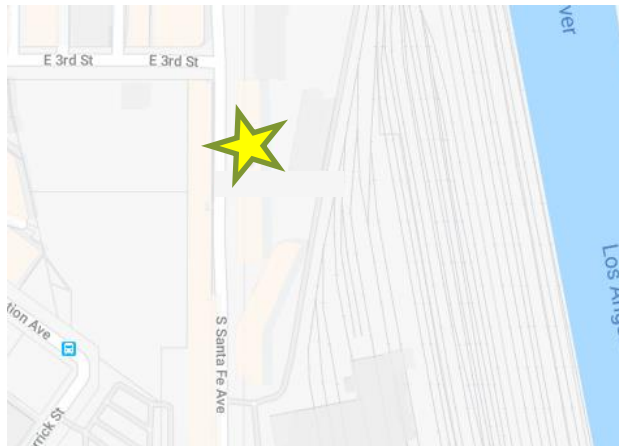
Employees of the Month



Transportation

Rail Transportation Operations

Instructor Sonia Campos

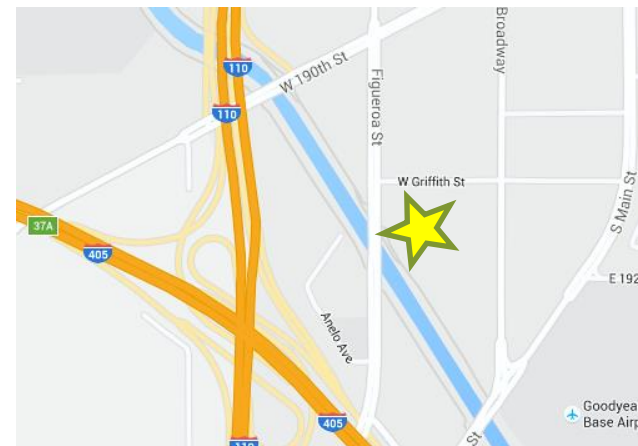


One Santa Fe – Los Angeles

Maintenance

Mechanic A

Linda Edwards



Division 18 – Carson



Board Report

File #: 2017-0791, **File Type:** Oral Report / Presentation

Agenda Number: 13.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018**

**SUBJECT: ORAL REPORT ON SYSTEM SAFETY, SECURITY
AND OPERATIONS**

RECOMMENDATION

RECEIVE oral report Metro Blue Line Pocket Gate Pilot Project.

DISCUSSION

The presentation will include information about the preliminary findings and results of a safety enhancement project implemented on a trial basis to mitigate left turn accidents on the Metro Blue Line.

Item XX

Pocket Gate Pilot Project



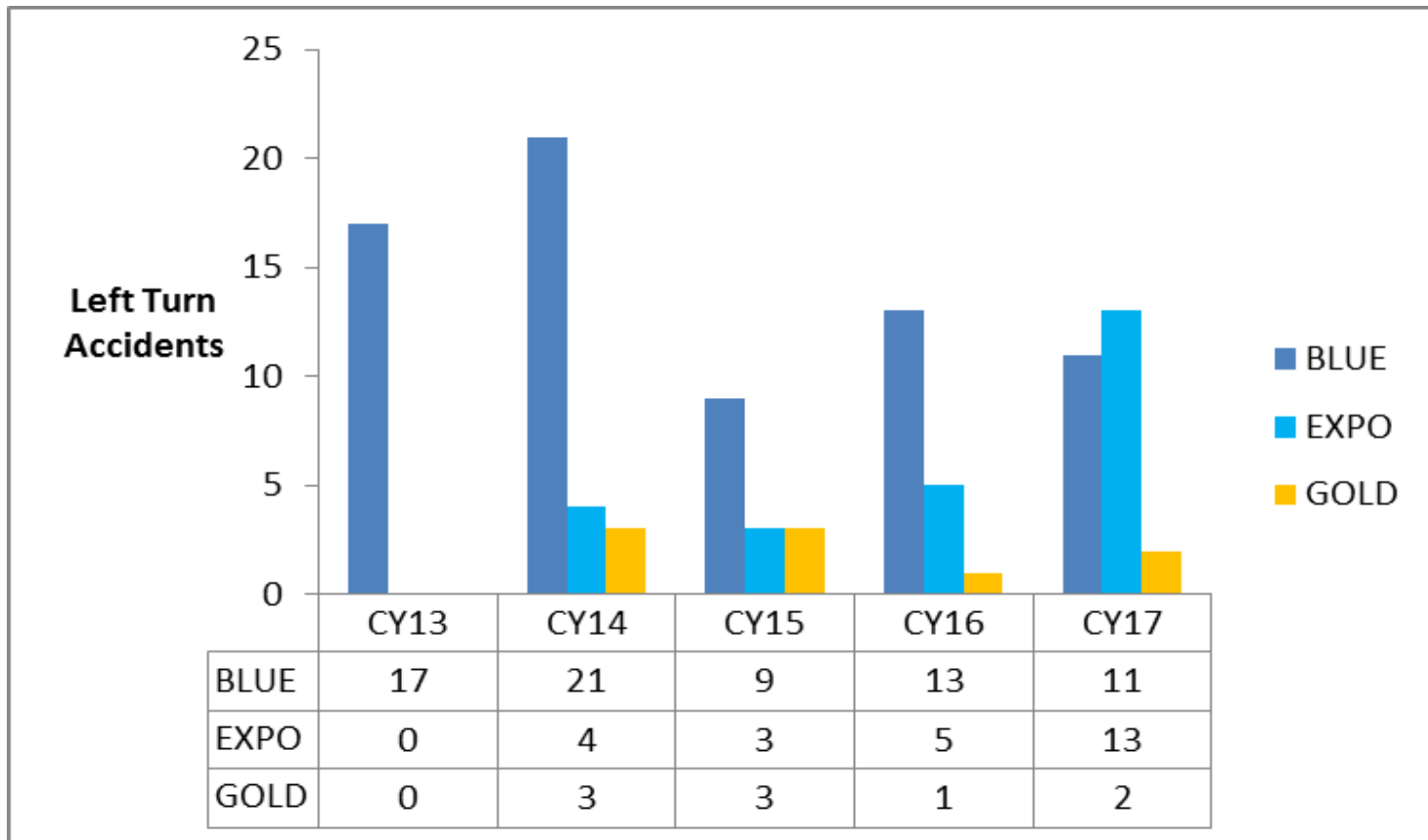
System Safety, Security & Operations Committee

March 15, 2018

THE RESULT OF UNSAFE BEHAVIORS



METRO'S TREND OF LEFT TURN COLLISIONS



Metro

THE LEFT TURN HAZARD

- “Street-running” crossings (non-gated)
- Tracks in Median or Side
- Left Turn Lane Parallel to Tracks
- Trains approach from ‘behind’ motorist in left turn lane

THE LEFT TURN HAZARD

Side Alignment



THE PROBLEM & THE CHALLENGE

- Disregard for traffic signals
- Disregard for warning signs
- “Follow the Leader” syndrome
- Ensuring compliance to warning signs – by all motorists, at all times
- Controlling the unsafe & illegal behavior of motorists

GATE OPERATION VIDEO



Metro

PILOT DATA

- Activated on October 24, 2017
- One collision – motorist made LT from #2 lane
- 6 incidents - 1 broken gate arm, 3 broken sensors, 1 misalignment, 1 broken screws
- Overall good compliance with limit line (75 motorists over 2 week period observed to go beyond LL)
- Positive feedback from operators and motorists
 - “Greatest thing ever” / “Need to add gates at other locations”
 - “What have you been waiting for to put up these gates”
 - “You guys really thought this out very well”



Metro

PROJECT COST

- Retrofit on existing line
- One location
- Design - \$30K
- Parts – Gate Cabinet, arm, BBS - \$20K
- Labor/Permits – Conduit, cable, loops, restriping, repaving - \$200K
- On-going O & M costs – less than 10K/year

NEXT STEPS

- Continue pilot for total 12 months
- Possible Expansion to other locations
- Update design criteria for future LRT lines
- Similar project for right turn signal violations on Orange Line
 - 4 pilot intersections
 - Design completion – April 2018
 - Construction – November 2018
 - 6 month data collection



Board Report

File #: 2018-0047, **File Type:** Oral Report / Presentation

Agenda Number: 14.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018**

**SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS
OUTREACH EFFORTS**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE oral update on Metro's Homeless Outreach Efforts.

DISCUSSION

In furtherance of Metro's Transit Homeless Action Plan presented to the Metro Board in February 2017, the Board requested quarterly updates on Metro's Ongoing Homeless Outreach Efforts. The updates provided are consistent with the Board's request.

ATTACHMENTS

Attachment A - Metro Transit Homeless Action Plan

Prepared by: Jennifer Lowe, Manager, Transit Security Special Projects, (213) 922-3646

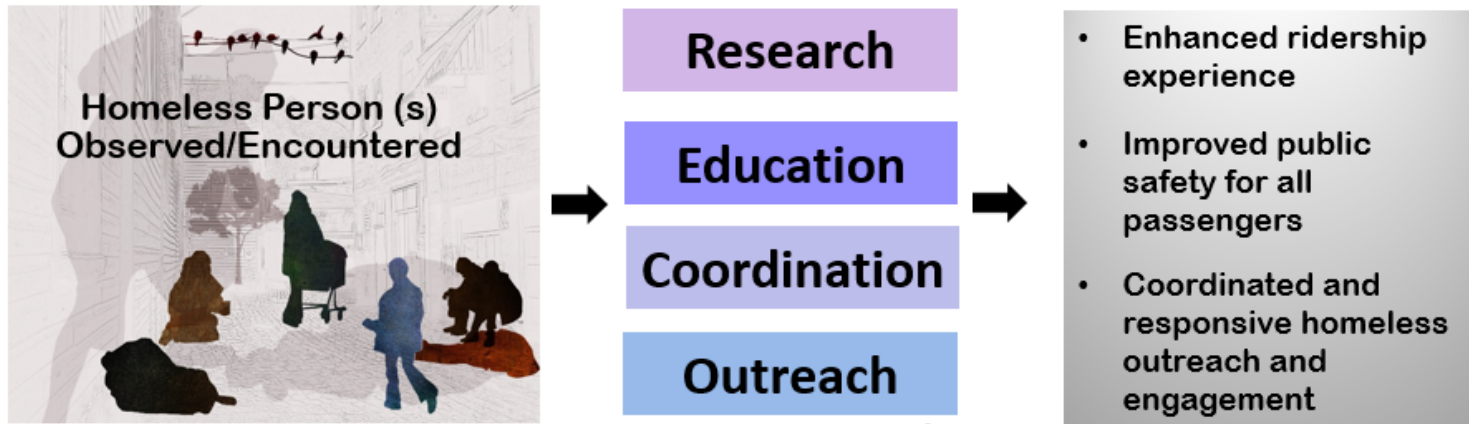
Reviewed by: Alex Z. Wiggins, Chief, System Security & Law Enforcement Division (213) 922-4433

A handwritten signature in black ink, appearing to read 'Phillip A. Washington', written over a horizontal line.

Phillip A. Washington
Chief Executive Officer

Metro Transit Homeless Action Plan

Metro Cares – Transit Homeless Action Plan



I. RESEARCH

- Conduct **demographic surveys** of homeless individuals and families
- Collect and analyze **data from outreach teams**
- Conduct a **cost-benefit analysis** of Metro’s current investment in clearing **homeless encampments** on Metro properties
- Review and analyze data specific to Metro from the Greater Los Angeles **Homeless Count and Metro Customer Surveys**

II. EDUCATION

- Develop materials and information for Metro staff and passengers on **reporting transit homelessness** and **how they should respond or assist**
- Develop curriculum and implement **formalized training** for Metro staff and law enforcement
- Formalize the **“Transit Homelessness”** concept and integrate it into implementation plans

III. COORDINATION

- Work with the LA County, LA City, and Long Beach City to **align and integrate with adopted homeless strategies**
- Participate in **committees and workgroups** related to the homeless system
- Partner and collaborate with partners on **encampment protocols**
- Partner with the County and City of Los Angeles on **critical initiatives** related to homelessness

IV. OUTREACH

- Implement and integrate the **C3 Outreach Teams**
- Develop **uniform outreach** standards
- Implement specialized outreach teams**
- Lead and **coordinate** homeless outreach and law enforcement teams
- Partner with agencies on **homeless connect days**
- Work with Veteran outreach teams
- Align Metro **workforce development** efforts



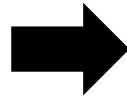
Metro



Research

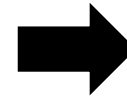
PLAN

- A. Conduct **demographic surveys**
- B. Collect and analyze **data from outreach teams**
- C. Conduct **cost-benefit analysis of homeless encampment removal or other options**
- D. Review and analyze data from **Homeless Count and Metro Customer Survey**



FINDING

- A. Each station/ line has **varying clientele**
- B. 12% of **homeless contacts placed into housing services**
- C. **Identified Civil Rights complexities** in clean-ups
- D. **23% County increase to homelessness** from 2016 to 2017. **Noticed increase by customers.**

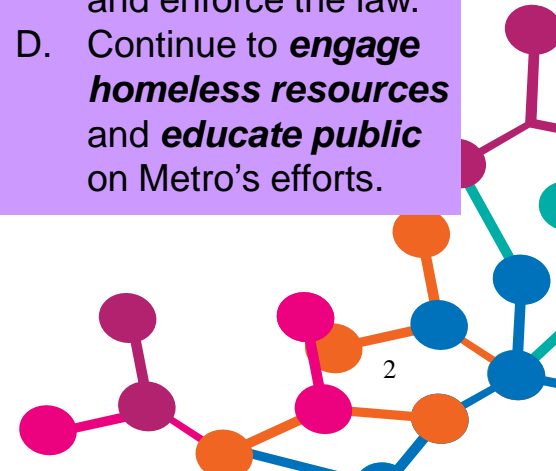


NEXT STEP

- A. Engage a **variety of homeless outreach to meet varying needs.**
- B. Identify ways to provide for **consistency on reporting if possible.**
- C. Obtain **legal opinion** and **build network** for encampments to support civil liberties and enforce the law.
- D. Continue to **engage homeless resources** and **educate public** on Metro's efforts.



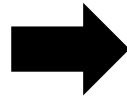
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Education

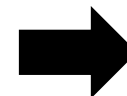
PLAN

- A. Develop materials and information on **reporting transit homelessness** and **how they should respond or assist.**
- B. Develop **formalized training** for Metro staff and law enforcement
- C. Formalize **“Transit Homelessness”** concept



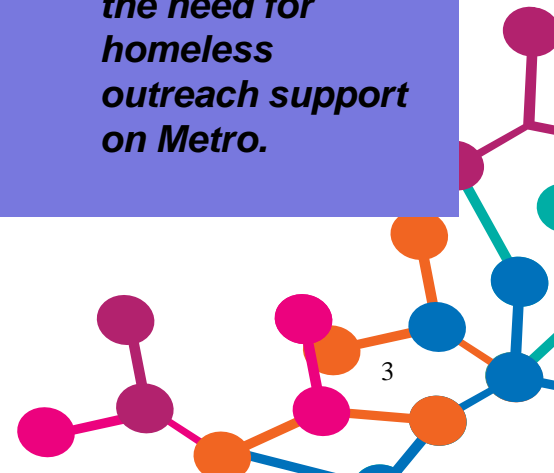
FINDING

- A. Absence for network reporting, use **211 and winter shelter hotline.**
- B. Absence of full network created, requested to report through **Law Enforcement Service Request Forms (LESR)-HOPE & MET Teams**
- C. Many **unaware** in provider network such **extensive homeless presence on transit and transit properties.**



NEXT STEP

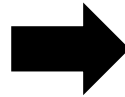
- A. Once solidified **share information with Metro staff and riders.**
- B. Train officers and staff to **use identified new resources**
- C. Continue to attend meetings within the homeless outreach network, **advocate for resources and the need for homeless outreach support on Metro.**



Coordination

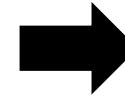
PLAN

- A. Work with the County and City of Los Angeles to **align homeless strategies.**
- B. Participate in **committees and workgroups** related to the homeless system
- C. Partner and collaborate on **encampment protocols**
- D. Partner with the County and City of Los Angeles and Long Beach for **critical initiatives.**



FINDING

- A. No resources under **Measure H or HHH for Metro-** until advocacy (40 outreach workers)
- B. Personnel sits on **Regional Homeless Advisory Council** and attends **Measure H** planning meetings.
- C. LA City and LA County had **different encampment protocols** based on history
- D. Series of **resources not geared to Metro** but can shape.



NEXT STEP

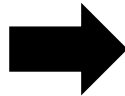
- A. Work with LA County CEO to **deploy 40 outreach workers** effectively
- B. Continue to **advocate** at decision making bodies for Metro consideration.
- C. Adopt **stricter encampment protocol to guard against litigation** while maintaining minimum legal standards.
- D. Advocate, obtain and distribute resources.



Outreach

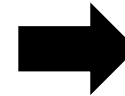
PLAN

- A. Implement **C3 Outreach Teams**
- B. Develop **uniform outreach standards**
- C. Implement **specialized outreach teams**
- D. Lead and **coordinate** Metro's homeless outreach
- E. Partner with agencies on **homeless connect days**
- F. Work with Veteran outreach teams
- G. Align Metro **workforce development efforts**



FINDING

- A. High presence one line. 12% placed.
- B. Can not be uniform based on entity or client.
- C. Large price tag, **engage non-profits.**
- D. Coordinate engagement and police departments
- E. Opportunity for **Mobile Customer Service Center**
- F. Partnership Developing for Veterans
- G. Metro's **WIN Program**



NEXT STEP

- A. Work with additional resources- 40 outreach workers, non-profit
- B. Identify **more uniform reporting opportunities**
- C. Identify more non-profit opportunities
- D. Identify **additional areas for information sharing-** outreach and Police were "ok".
- E. Engage **non-profit/faith based on connect days**
- F. Continue to engage
- G. Collaborate on WIN



Metro





Metro's Ongoing Homeless Outreach Efforts

System Security and Operations Committee

Quarterly Report- March 2018

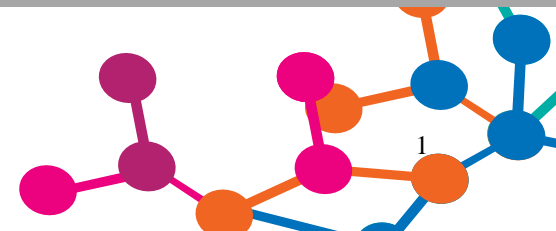


Metro Provides Excellence in Service and Support.

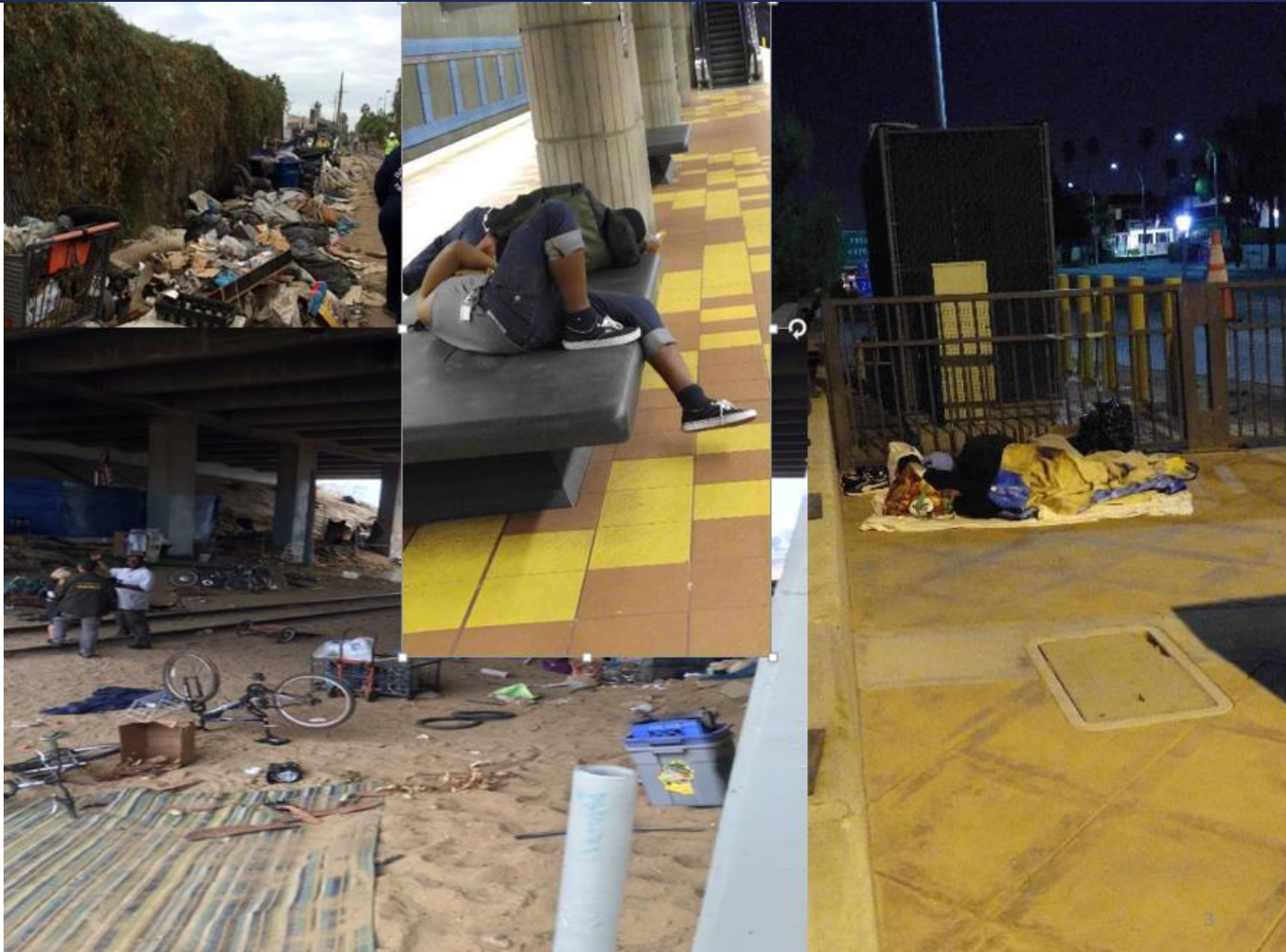
LA County Homeless Snapshot



Data from 2017 LAHSA Homeless Count



Metro Homeless Snapshot



Metro



Metro Homeless Snapshot –By System Outreach

C3 Teams

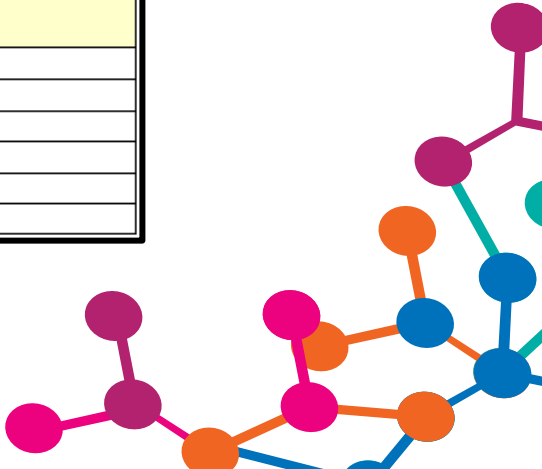
Performance Measure	Monthly Number Served	Fiscal Year to Date Number Served
Contacts with unduplicated individuals	134	2,284
Unduplicated individuals engaged	67	1,539
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	67	821
Unduplicated individuals engaged who are successfully linked to an interim housing resource	34	208
Unduplicated individuals engaged who are linked to a permanent housing resource	24	237
Unduplicated individuals engaged who are permanently housed	2	19

LAPD

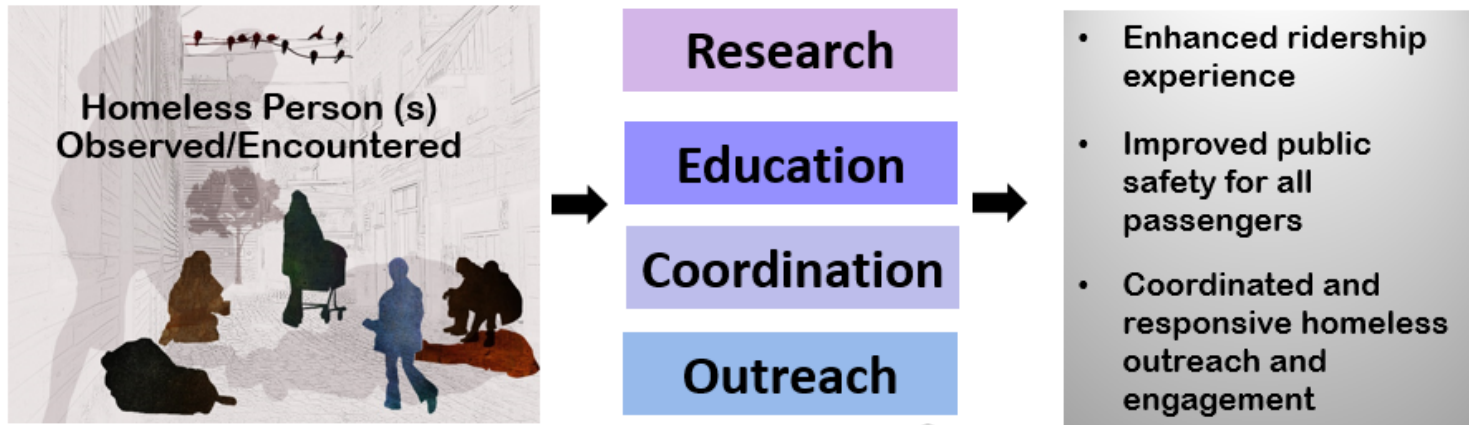
ACTION	HOPE	TSD	TOTAL
Contacts	129	92	221
Referrals	48	5	53
5150 Hold	0	6	6
Mental Illness	20	5	25
Substance Abuse	12	1	13
Veterans	4	2	6
Shelter	3	0	3
Motel With Housing Plan	1	0	1
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

LASD

ACTION	FIGURE
Bus Contacts	106
Rail Contacts	240
Department of Mental Health Contacts	00
Total Contacts	346
Transports to Outreach Services	36
5150 Transports	07



Metro Cares – Transit Homeless Action Plan



I. RESEARCH

- Conduct **demographic surveys** of homeless individuals and families
- Collect and analyze **data from outreach teams**
- Conduct a **cost-benefit analysis** of Metro’s current investment in clearing **homeless encampments** on Metro properties
- Review and analyze data specific to Metro from the Greater Los Angeles **Homeless Count and Metro Customer Surveys**

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- Develop materials and information for Metro staff and passengers on **reporting transit homelessness** and **how they should respond or assist**
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III. COORDINATION

- Work with the LA County, LA City, and Long Beach City to **align and integrate with adopted homeless strategies**
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- Partner with the County and City of Los Angeles on **critical initiatives** related to homelessness

IV. OUTREACH

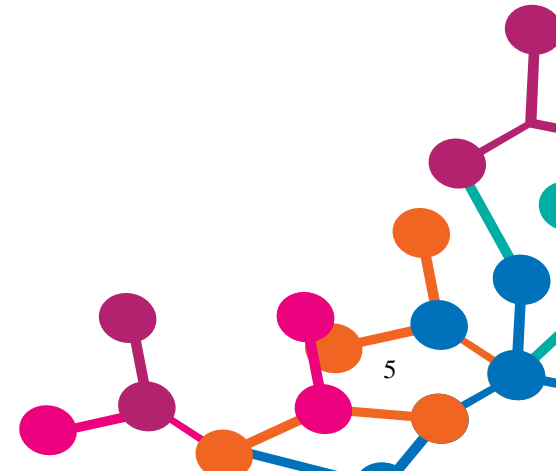
- Implement and integrate the **C3 Outreach Teams**
- Develop **uniform outreach** standards
- Implement specialized outreach teams**
- Lead and **coordinate** homeless outreach and law enforcement teams
- Partner with agencies on **homeless connect days**
- Work with Veteran outreach teams
- Align Metro **workforce development** efforts



Action Plan Highlights

Metro's Homeless Presence

- **Finding:** System and properties previously ignored for homeless outreach and resources
 - ✓ Exception: Motion C3 Outreach Program
- **Next Steps:** Have and will continue to advocate for planning and resources
 - ✓ Regional Homeless Advisory Council (Ongoing)
 - ✓ Measure H and HHH Planning- 40 outreach workers (E-6) (March/ April 2018)
 - ✓ Inclusion in LAHSA Count (2019)



Action Plan Highlights

Homeless Outreach

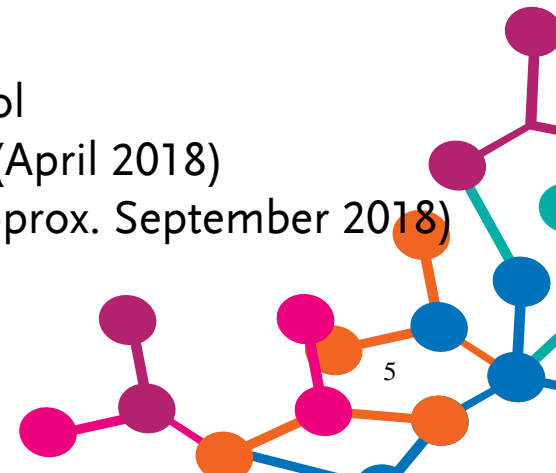
- **Finding:** Extensive need throughout the system with varying homeless demographics. Greater than C3 pilot scope.
- **Next Step:** Work with varying resources for homeless outreach.
 - ✓ C3 Teams, LAHSA, LASD MET and LAPD HOPE Teams (Ongoing)
 - ✓ LA County Department of Mental Health and Long Beach (Ongoing)
 - ✓ Measure H- 40 Outreach Workers (March / April 2018)
 - ✓ Non-for-profit and faith-based community (Ongoing)

Metro Homeless Encampments

- **Finding:** Metro must balance the rights of the homeless and desire to clean up homeless encampments
- **Next Step:** Establish a Metro homeless encampment protocol
 - ✓ Counsel draft legal opinion on Metro legal requirements (April 2018)
 - ✓ Design support network to be consistent with the law (Approx. September 2018)



Metro





Board Report

File #: 2018-0012, File Type: Informational Report

Agenda Number: 15.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE MARCH 15, 2018

**SUBJECT: MONTHLY UPDATE ON TRANSIT POLICING
PERFORMANCE**

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Monthly Update on Transit Policing Performance.

ISSUE

This report reflects January 2018 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LAPD). The information in this report summarizes system-wide Part 1 and Part 2 crime data, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are System Wide Part 1 and Part 2 Crimes, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

DISCUSSION

Crime stats are as follows:

January

Part 1 crime activity decreased by 19.7% system-wide compared to the same period last year. The total Part 1 crimes equated to 3.3 crimes per 1 million boardings.

Part 2 crime activity decreased by 22.1% system-wide compared to the same period last year.

January Summary by Mode

Part 1 crime on the rail system decreased by 11.5% compared to the same period last year. Part 1 crime on the bus system decreased by 35.6% (there were 16 less crimes committed than the same

period last year). The decrease in crime can be attributed to law enforcement analytic and proactive work on areas where crime was reported high.

Bus Operator Assaults:

There were nine (9) bus operator assaults reported in January, resulting in a 47.1% decrease from last year.

Average Emergency Response Times:

Emergency response times averaged 3.91 minutes for the month of January.

Annual On-Board Customer Satisfaction Survey

The agency thrives to improve customer satisfaction; as a result an annual On-Board Customer Satisfaction Survey is conducted. The results of the 2017 survey revealed:

- 90% of passengers feel safe while riding the bus.
- 79% of passengers feel safe while riding the rail.

Physical Security Improvements:

The Systems Security and Law Enforcement Department continues to provide a secure and safe environment for our patrons and employees. The physical security assessments for Metro's facilities started in January as projected. During the process, the assessment team evaluated 18 divisions and interviewed key division leaders and their staff. The team also conducted interviews with key Metro executives, ranging from Information Technology to Rail Operations and Security. The goal of the assessment is to identify lapses in physical security and to request funding to improve our posture across the agency.

The Physical Security Section, in conjunction with Transportation Security Administration, is currently planning to conduct another test of the explosive detection device during the month of March. In addition, there is coordination taking place with LAPD to provide secondary screening with a K9 team in the event the device registers an anomaly.

A meeting took place with the representative of the California Public Utilities Commission (CPUC) to prepare the annual submission of the Systems Security Plan (SSP). The SSP was submitted to the CPUC for review. After efficiently planning to support the Green Line Tie In project, the Physical Security Section is utilizing all available resources to successfully secure key sites.

Significant Activities:

Los Angeles Police Department

- **1/17/18-** Officers at Union Station were alerted of a domestic violence attack. Subject was detained and booked.

- **1/27/18-** While patrolling Union Station, an officer noticed a subject inflicting self-harm with a weapon. Officer was able to de-escalate the situation without further incident.
- **1/28/18-** Officers responded to the Red Line Hollywood/Highland Station for a battery call. Subject was arrested.

Los Angeles County Sheriff's Department

- **1/8/18-** Deputies arrested a suspect at the Gold Line Irwindale Station for vehicle burglary.
- **1/17/18-** Deputies patrolling the Green Line Norwalk Station observed and heard a suspect threatening the victim. Subject was arrested.
- **1/24/18-** While patrolling the Blue Line Willowbrook/Rosa Parks Station, deputies encountered a subject drinking alcohol. It was subsequently determined that there was an outstanding warrant. Subject was arrested.

Long Beach Police Department

- **1/17/18-** Officers encountered a subject who refused to pay the fare or leave the platform at the Blue Line Willow Station. Upon further investigation, officers located a large knife. Subject was arrested.
- **1/21/18-** Officers were flagged down regarding a strong-arm robbery at the Blue Line Wardlow Station. Subject was arrested.
- **1/24/18-** Officers responded to an assault with a deadly weapon call at the Blue Line Willow Station. Subject was arrested and booked.

Community and Problem Oriented Policing Activities:

Transit Law Enforcement visited multiple schools in Los Angeles County during the month of January. Law enforcement representatives discussed public transportation safety tips with students, faculty members, and parents.

Metro's Ongoing Homelessness Outreach Efforts:

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

Metro's C3 Homeless Outreach Teams:

Metro's C3 Homeless Outreach teams' twelve-month pilot program began on May 22, 2017, with

initial homeless outreach on the Red Line. Since the teams' commencement they have provided the following: 2,284 total unduplicated contacts, 464 of whom have been placed into permanent housing solutions.

C3 Homeless Outreach May 22, 2017 through January 5, 2018:

Performance Measure	Monthly Number Served	Fiscal YTD Number Served
Unduplicated individuals initiated contact (pre-engagement phase)	134	2,284
Unduplicated individuals engaged (engagement phase)	67	1,539
Unduplicated individuals who are provided services or who successfully attained referrals	67	821
Unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	208
Unduplicated individuals engaged who are successfully linked to a permanent housing program	24	237
Unduplicated individuals engaged who are permanently housed	2	19

C3 Coordination with Law Enforcement

With Metro System Security and Law Enforcement personnel as the lead, Metro's C3 teams coordinate with LAPD's Homeless Outreach and Protective Engagement (HOPE) Teams, LASD's Mental Evaluation Teams (MET), Long Beach PD, and Metro's Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service to the Red Line when the C3 Teams are off duty and provide outreach support for the rest of the system that is not part of the pilot program. LASD's MET teams consist of Deputies paired with clinicians and the Department of Health LAPD's HOPE teams consist of Officers who partner with LAHSA, the LA City Attorney's Office and the LA City Department of Sanitation for homeless outreach response. Efforts are underway to identify law enforcement's ability to streamline reporting methods in order to better compare reporting systems.

Los Angeles Police Department HOPE Teams

LAPD Transit Bureau homeless outreach totals the HOPE team contacts plus the patrol / Transit Services Division (TSD). Therefore, LAPD's January 2018 homeless outreach is the following:

Action	HOPE	TSD	TOTAL
Contacts	129	92	221
Referrals	48	5	53
5150 Hold	0	6	6
Mental Illness	20	5	25
Substance Abuse	12	1	13
Veterans	4	2	6

Shelter	3	0	3
Motel With Housing Plan	1	0	1
VA Housing	1	0	1
Return To Family	0	0	0
Transitional Long-Term Housing	0	0	0
Detox	1	0	1
Rehab	0	0	0

Sheriff Mental Evaluation Team (MET) Contacts and Efforts

Location/Action	Contacts
Bus Contacts	106
Rail Contacts	240
DMS Contacts	0
TOTAL CONTACTS	346
Transports to Outreach Services	36
5150 WIC Transports	7

Long Beach Police Department

Efforts continue to focus on preventing Willow Street Parking Station elevator from becoming an alternative form of shelter for the homeless. Subjects are constantly warned, provided City of Long Beach Homeless Resource Pocket guides, and offered transportation to Multi-Service Center. Additional officers were assigned on several morning shifts to address homeless issues raised by patrons. Subjects encountered were provided homeless resources forms and were offered Multi-Service Center services.

Metro’s Encampment Protocol:

LAPD HOPE and Sheriff MET teams are actively providing enforcement and outreach on city properties abutting Metro, while Metro is in the process of creating their own encampment protocol. Metro has met with LA City Prosecutor’s office to identify protocol requirements under the City Sanitation Department’s 56.11 to determine where and how to replicate a similar process at Metro where appropriate.

Additional Resources and Partnership:

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers to conduct outreach on Metro properties. It has been communicated by the County that the outreach workers will not go past the fare gates. A potential pilot program is being explored, where at one station, one line; outreach workers can go past the fare gates. These additional 40 outreach personnel were intended to start their outreach in January 2018, but that timeline has been pushed back due to hiring processes and industry demand for personnel. Metro is working with the County to develop best methods for outreach on Metro system and properties to have the broadest impact.

The County continues to work on their full breath launch of the 2-1-1 hotline to provide homeless resources. For the winter months, Metro has provided all law enforcement and Metro staff a winter shelter resource list for 24/7 operation.

Metro partnered with LAHSA in the 2018 LAHSA Homeless Count during January 24-26. The results of the count will be made public in June 2018.

Metro continues to work to further integrate working with the faith based community and with the LA County Department of Mental Health to best serve the homeless community.

..Attachments
ATTACHMENTS

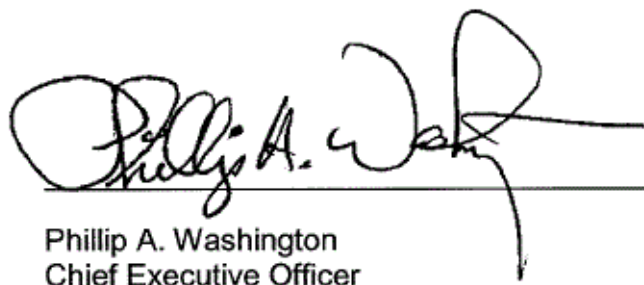
Attachment A - System-Wide Law Enforcement Overview January 2018

Attachment B - Supporting Crime Data January 2018

Attachment C - Key Performance Indicators January 2018

Prepared by: Alex Z. Wiggins, Chief, System Security and Law Enforcement,
(213) 922-4433

Reviewed by: Stephanie Wiggins, Deputy Chief Executive Officer, (213) 922-1023



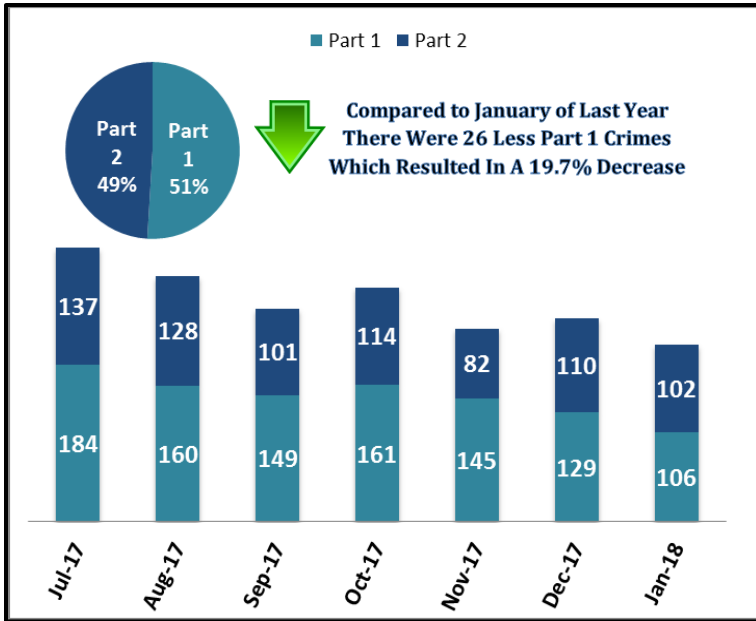
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JANUARY 2018

Attachment A

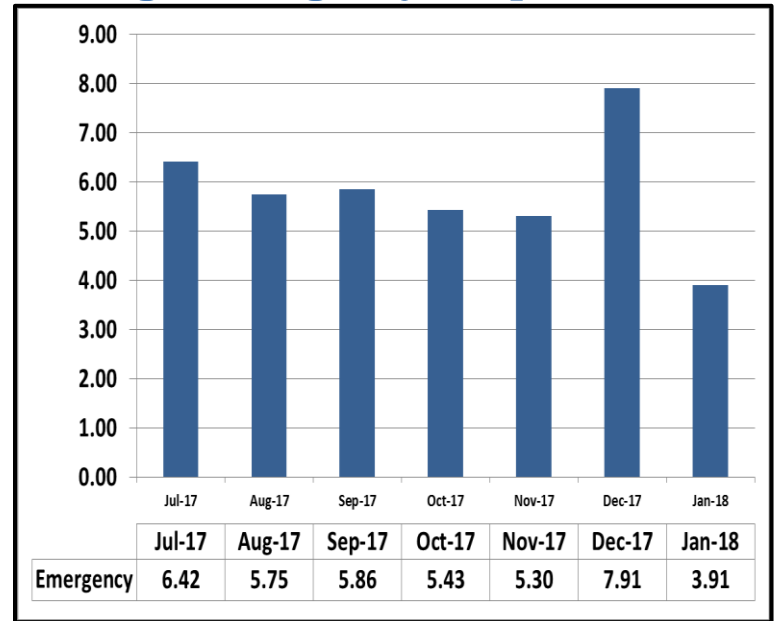
Part 1 & Part 2 Crimes



For the month of January 2018, Part 1 crime activity is down by 19.7% system-wide compared to the same period last year. In a monthly contrast, there were 23 less Part 1 crimes in January than in December, resulting in a 17.8% decrease.

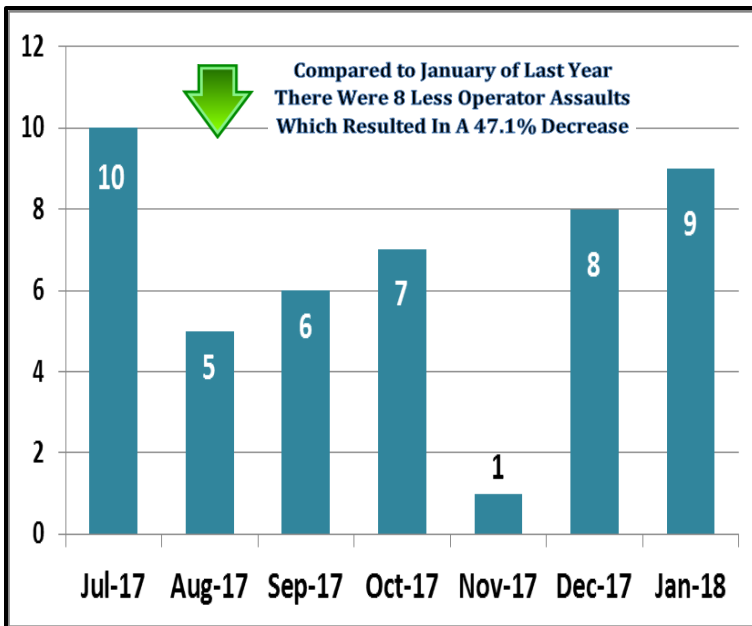
Part 2 crime activity is down 22.1% system-wide compared to the same period last year. In a monthly contrast, there were 8 less Part 2 crimes in January than in December, resulting in a 7.3% decrease.

Average Emergency Response Times



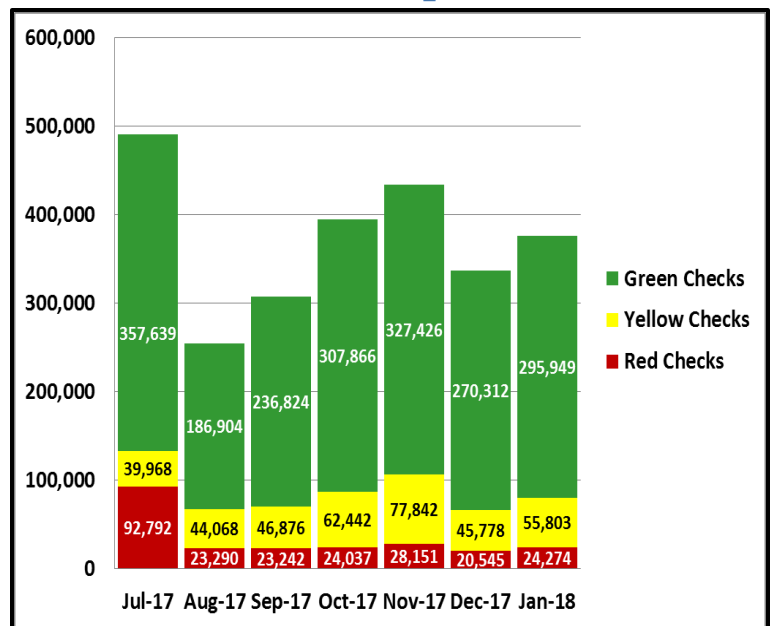
Average emergency response times were 3.91 mins.

Bus Operator Assaults



There were a total of 9 Bus Operator Assaults. Comparing the Bus Operator Assaults from the same period last year, there were 17 Operator Assaults last year resulting in a 47.1% decrease.

Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

Red Checks- Occurs when a patron has invalid fare

Blue Line - January 2018

ATTACHMENT B

REPORTED CRIME				
PART 1 CRIMES	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	1
Rape	0	0	0	2
Robbery	1	2	1	38
Agg Assault	1	2	4	30
Agg Assault on Op	0	0	0	0
Burglary	0	0	1	3
Larceny	2	6	2	69
Bike Theft	0	0	0	5
Motor Vehicle Theft	0	1	0	9
Arson	0	0	0	1
SUB-TOTAL	4	11	8	158
Selected Part 2 Crimes				
Battery	6	4	7	66
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	8
Weapons	0	0	3	13
Narcotics	0	0	2	23
Trespassing	0	1	0	6
Vandalism	0	2	1	8
SUB-TOTAL	7	7	13	124
TOTAL	11	18	21	282

PART 1 CRIMES PER STATION		
Station	JANUARY	FYTD
7th/Metro	2	7
Pico	0	3
Grand	0	0
San Pedro	1	2
Washington	0	5
Vernon	0	4
Slauson	2	12
Florence	1	12
Firestone	0	16
103rd St	1	3
Willowbrook	3	20
Compton	1	8
Artesia	4	14
Del Amo	0	10
Wardlow	2	7
Willow	3	14
PCH	0	5
Anaheim	0	6
5th St	1	4
1st St	0	0
Transit Mall	2	9
Pacific	0	0
Rail Yard	0	0
Total	23	161

ARRESTS				
TYPE	LAPD	LASD	LBPD	FYTD
Felony	0	5	14	140
Misdemeanor	0	19	141	922
TOTAL	0	24	155	1,062

CITATIONS				
TYPE	LAPD	LASD	LBPD	FYTD
Other Citations	11	11	23	872
Vehicle Code Citations	0	33	93	802
TOTAL	11	44	116	1,674

CALLS FOR SERVICE				
TYPE	LAPD	LASD	LBPD	FYTD
Routine	N/A*	68	11	642
Priority	N/A*	84	64	1,226
Emergency	N/A*	19	58	486
TOTAL	0	171	133	2,354

*Currently unable to report stats by Rail Line

DISPATCHED VS. PROACTIVE			
TYPE	LAPD	LASD	LBPD
Dispatched	13%	4%	9%
Proactive	87%	96%	91%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
LINE	JANUARY
Blue Line-LAPD	91%
Blue Line-LASD	94%
Blue Line-LBPD	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	105			349
Flower St	36			124
103rd St	10			35
Wardlow Rd			2	9
Pacific Ave.				2
Willowbrook		2		2
Florence Station		7		11
Compton Station		3		7
Artesia Station		2		3
Long Beach Blvd			3	9
TOTAL	151	14	5	551

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

Blue Line Highlights

The Blue Line had 4 less Part 1 crimes than the same period last year (27), which is a 14.8% decrease

Green Line - January 2018

REPORTED CRIME			
PART 1 CRIMES	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	4	33
Agg Assault	0	3	10
Agg Assault on Op	0	0	0
Burglary	0	0	2
Larceny	1	2	24
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	10
Arson	0	0	0
SUB-TOTAL	3	9	82
Selected Part 2 Crimes			
Battery	0	0	16
Battery Rail Operator	0	0	0
Sex Offenses	0	0	3
Weapons	0	0	5
Narcotics	0	0	10
Trespassing	0	0	0
Vandalism	0	0	10
SUB-TOTAL	0	0	44
TOTAL	3	9	126

PART 1 CRIMES PER STATION		
Station	JANUARY	FYTD
Redondo Beach	0	3
Douglas	0	2
El Segundo	0	2
Mariposa	0	0
Aviation	0	2
Hawthorne	1	4
Crenshaw	2	9
Vermont	1	6
Harbor	2	8
Avalon	1	8
Willowbrook	4	15
Long Beach	0	7
Lakewood	0	12
Norwalk	1	6
Total	12	84

ARRESTS			
TYPE	LAPD	LASD	FYTD
Felony	0	4	37
Misdemeanor	0	9	111
TOTAL	0	13	148

CITATIONS			
TYPE	LAPD	LASD	FYTD
Other Citations	2	2	72
Vehicle Code Citations	0	16	187
TOTAL	2	18	259

CALLS FOR SERVICE			
TYPE	LAPD	LASD	FYTD
Routine	N/A*	127	750
Priority	N/A*	53	414
Emergency	N/A*	6	80
TOTAL	0	186	1244

*Currently unable to report stats by Rail Line

DISPATCHED VS. PROACTIVE		
TYPE	LAPD	LASD
Dispatched	14%	8%
Proactive	86%	92%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
LINE	JANUARY
Green Line-LAPD	87%
Green Line-LASD	91%

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

Green Line Highlights

The Green Line had 5 more Part 1 crimes than the same period last year (7), which is a 71.4% increase

Expo Line - January 2018

REPORTED CRIME			
PART 1 CRIMES	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	2	31
Agg Assault	1	1	12
Agg Assault on Op	0	0	0
Burglary	0	0	0
Larceny	7	0	79
Bike Thefts	1	0	15
Motor Vehicle Theft	0	0	0
Arson	0	0	0
SUB-TOTAL	10	3	137
Selected Part 2 Crimes			
Battery	6	0	21
Battery Rail Operator	0	0	0
Sex Offenses	1	0	4
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
Vandalism	0	0	1
SUB-TOTAL	7	0	26
TOTAL	17	3	163

PART 1 CRIMES PER STATION		
Station	JANUARY	FYTD
7th/Metro	0	8
Pico	0	6
23rd St	0	0
Jefferson/USC	0	3
Expo/USC	1	3
Expo/Vermont	0	13
Expo/Western	1	31
Expo/Crenshaw	1	6
Farmdale	1	12
La Brea	2	8
La Cienega	1	5
Culver City	2	14
Palms	1	2
Expo/Westwood	0	3
Expo/Sepulveda	1	2
Expo/Bundy	1	9
26th St /Bergamot	0	4
17th St/SMC	0	4
D/T Santa Monica	1	5
Expo Rail Yard	0	0
Total	13	138

ARRESTS			
TYPE	LAPD	LASD	FYTD
Felony	0	0	15
Misdemeanor	1	2	14
TOTAL	1	2	29

CITATIONS			
TYPE	LAPD	LASD	FYTD
Other Citations	4	0	141
Vehicle Code Citations	0	0	4
TOTAL	4	0	145

CALLS FOR SERVICE			
TYPE	LAPD	LASD	FYTD
Routine	N/A*	17	209
Priority	N/A*	25	187
Emergency	N/A*	2	17
TOTAL	0	44	413

*Currently unable to report stats by Rail Line

DISPATCHED VS. PROACTIVE		
TYPE	LAPD	LASD
Dispatched	16%	2%
Proactive	84%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
LINE	JANUARY
Expo Line-LAPD	92%
Expo Line-LASD	84%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	14		104
Santa Monica		2	2
Culver City		1	1
TOTAL	14	3	107

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

Expo Line Highlights

The Expo Line had 11 less Part 1 crimes than the same period last year (24), which is a 45.8% decrease

Red Line - January 2018

REPORTED CRIME

PART 1 CRIMES	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	6	38
Agg Assault	3	16
Agg Assault on Op	0	0
Burglary	0	0
Larceny	11	71
Bike Theft	2	4
Motor Vehicle Theft	0	13
Arson	0	0
SUB-TOTAL	22	144
Selected Part 2 Crimes		
Battery	17	101
Battery Rail Operator	0	0
Sex Offenses	3	20
Weapons	0	0
Narcotics	0	0
Trespassing	0	3
Vandalism	3	10
SUB-TOTAL	23	134
TOTAL	45	278

PART 1 CRIMES PER STATION

Station	JANUARY	FYTD
Union Station	2	10
Civic Center	1	6
Pershing Square	1	8
7th/Metro	1	5
Westlake	2	26
Wilshire/Vermont	1	9
Wilshire/Normandie	0	0
Vermont/Beverly	2	7
Wilshire/Western	0	0
Vermont/Santa Monica	1	6
Vermont/Sunset	2	7
Hollywood/Western	0	4
Hollywood/Vine	1	14
Hollywood/Highland	4	19
Universal	3	7
North Hollywood	1	16
Red Line Rail Yard	0	0
Total	22	144

ARRESTS

TYPE	LAPD	FYTD
Felony	2	14
Misdemeanor	5	34
TOTAL	7	48

CITATIONS

TYPE	LAPD	FYTD
Other Citations	41	158
Vehicle Code Citations	4	6
TOTAL	45	164

CALLS FOR SERVICE

TYPE	LAPD
Routine	N/A*
Priority	N/A*
Emergency	N/A*
TOTAL	

*Currently unable to report stats by Rail Line

DISPATCHED VS. PROACTIVE

TYPE	LAPD
Dispatched	17%
Proactive	83%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

LINE	JANUARY
Red Line- LAPD	89%

LEGEND

Los Angeles Police Department

Red Line Highlights

The Red Line had 4 more Part 1 crimes than the same period last year (18), which is a 22.2% increase

Gold Line - January 2018

REPORTED CRIME			
PART 1 CRIMES	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	7
Agg Assault	1	1	7
Agg Assault on Op	0	0	0
Burglary	0	0	0
Larceny	0	2	29
Bike Theft	0	1	9
Motor Vehicle Theft	0	2	6
Arson	0	0	0
SUB-TOTAL	1	6	58
Selected Part 2 Crimes			
Battery	3	1	23
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
Weapons	0	0	1
Narcotics	0	1	3
Trespassing	0	0	2
Vandalism	2	0	16
SUB-TOTAL	5	2	46
TOTAL	6	8	104

PART 1 CRIMES PER STATION		
Station	JANUARY	FYTD
APU/Citrus College	1	6
Azusa Downtown	0	1
Irwindale	1	2
Duarte	0	1
Monrovia	1	6
Arcadia	0	1
Sierra Madre	0	1
Allen	0	0
Lake	0	1
Memorial Park	0	1
Del Mar	1	3
Fillmore	0	1
South Pasadena	0	2
Highland Park	0	1
SW Museum	1	1
Heritage Square	0	1
Lincoln Heights	0	0
Chinatown	0	2
Union Station	0	4
Little Tokyo	0	1
Pico/Aliso	0	2
Mariachi	0	3
Soto	0	1
Indiana (both LAPD & LASD)	2	8
Maravilla	0	1
East LA	0	0
Atlantic	0	7
Total	7	58

ARRESTS			
TYPE	LAPD	LASD	FYTD
Felony	0	3	13
Misdemeanor	2	4	64
TOTAL	2	7	77

CITATIONS			
TYPE	LAPD	LASD	FYTD
Other Citations	7	2	203
Vehicle Code Citations	39	13	192
TOTAL	46	15	395

CALLS FOR SERVICE			
TYPE	LAPD	LASD	FYTD
Routine	N/A*	65	625
Priority	N/A*	76	542
Emergency	N/A*	5	56
TOTAL	0	146	1,223

*Currently unable to report stats by Rail Line

DISPATCHED VS. PROACTIVE		
TYPE	LAPD	LASD
Dispatched	19%	3%
Proactive	81%	97%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
LINE	JANUARY
Gold Line-LAPD	92%
Gold Line-LASD	77%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	72		423
Arcadia Station		5	6
Sierra Madre		2	2
Irwindale		3	12
Filmore Station		23	51
Monrovia		7	17
Memorial		10	19
Magnolia Ave			1
Duarte Station		12	15
City Of Azusa		11	14
South Pasadena		20	27
Allen			1
City Of East LA		31	35
Figueroa St	48		129
TOTAL GOAL= 10	120	124	752

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

Gold Line Highlights

The Gold Line had 4 less Part 1 crime than the same period last year (11), which is a 36.4% decrease

Orange Line - January 2018

REPORTED CRIME		
PART 1 CRIMES	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	7
Agg Assault	0	3
Agg Assault on Op	0	0
Burglary	0	0
Larceny	0	5
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
SUB-TOTAL	0	16
Selected Part 2 Crimes		
Battery	0	9
Battery Bus Operator	0	0
Sex Offenses	0	2
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
Vandalism	1	3
SUB-TOTAL	1	14
TOTAL	1	30

PART 1 CRIMES PER STATION		
Station	JANUARY	FYTD
North Hollywood	0	7
Laurel Canyon	0	0
Valley College	0	0
Woodman	0	0
Van Nuys	0	2
Sepulveda	0	1
Woodley	0	0
Balboa	0	2
Reseda	0	2
Tampa	0	0
Pierce College	0	0
De Soto	0	0
Canoga	0	1
Warner Center	0	1
Sherman Way	0	0
Roscoe	0	0
Nordhoff	0	0
Chatsworth	0	0
Total	0	16

ARRESTS		
TYPE	LAPD	FYTD
Felony	1	3
Misdemeanor	3	9
TOTAL	4	12

CITATIONS		
TYPE	LAPD	FYTD
Other Citations	307	2,010
Vehicle Code Citations	262	985
TOTAL	569	2,995

CALLS FOR SERVICE		
TYPE	LAPD	FYTD
Routine	N/A*	N/A*
Priority	N/A*	N/A*
Emergency	N/A*	N/A*
TOTAL	0	0

*Currently unable to report stats by Bus Rapid Transit Line

DISPATCHED VS. PROACTIVE	
TYPE	LAPD
Dispatched	17%
Proactive	83%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LINE	JANUARY
Orange Line- LAPD	85%

LEGEND
Los Angeles Police Department

Orange Line Highlights

The Orange Line had 1 less Part 1 crimes than the same period last year (1), which is a 100% decrease

Silver Line - January 2018

REPORTED CRIME			
PART 1 CRIMES	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Agg Assault	1	0	1
Agg Assault on Op	0	0	0
Burglary	0	0	0
Larceny	0	0	2
Bike Theft	1	0	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
SUB-TOTAL	2	0	4
Selected Part 2 Crimes			
Battery	3	0	5
Battery Bus Operator	1	0	1
Sex Offenses	0	0	1
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
Vandalism	0	0	0
SUB-TOTAL	4	0	7
TOTAL	6	0	11

PART 1 CRIMES PER STATION		
Station	JANUARY	FYTD
El Monte	0	0
Cal State LA	0	0
LAC/USC	0	0
Alameda	1	1
Downtown	0	2
37th St/USC	0	0
Slauson	0	0
Manchester	0	0
Harbor Fwy	1	1
Rosecrans	0	0
Harbor/Gateway	0	0
Carson	0	0
PCH	0	0
San Pedro	0	0
Total	2	4

ARRESTS			
TYPE	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	2	0	13
TOTAL	2	0	16

CITATIONS			
TYPE	LAPD	LASD	FYTD
Other Citations	216	0	1,983
Vehicle Code Citations	224	0	1,414
TOTAL	440	0	3,397

CALLS FOR SERVICE			
TYPE	LAPD	LASD	FYTD
Routine	N/A*	2	11
Priority	N/A*	2	6
Emergency	N/A*	0	2
TOTAL	0	4	19

*Currently unable to report stats by Bus Rapid Transit Line

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LINE	JANUARY
Silver Line- LAPD	83%
Silver Line- LASD	63%

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

Silver Line Highlights

The Silver Line had 1 more Part 1 crime than the same period last year (1), which is a 100% increase

Bus Patrol - January 2018

REPORTED CRIME			
PART 1 CRIMES	LASD	LAPD	FYTD
Homicide	0	0	0
Rape	0	0	3
Robbery	2	6	118
Agg Assault	2	2	68
Agg Assault on Op	0	0	3
Burglary	0	0	2
Larceny	0	13	205
Bike Theft	0	2	9
Motor Vehicle Theft	0	0	19
Arson	0	0	0
SUB-TOTAL	4	23	427
Selected Part 2 Crimes			
Battery	1	14	205
Battery Bus Operator	3	5	49
Sex Offenses	0	4	44
Weapons	0	0	3
Narcotics	0	0	4
Trespassing	0	0	4
Vandalism	3	3	43
SUB-TOTAL	7	26	352
TOTAL	11	49	779

LASD's Part 1 Crimes per Sector		
Sector	JANUARY	FYTD
Westside	2	8
San Fernando	0	2
San Gabriel Valley	1	14
Gateway Cities	0	5
South Bay	1	11
Total	4	40

LAPD's Part 1 Crimes per Sector		
Sector	JANUARY	FYTD
Valley Bureau		
Van Nuys	1	8
West Valley	1	9
North Hollywood	0	9
Foothill	0	4
Devonshire	1	3
Mission	0	6
Topanga	0	3
Central Bureau		
Central	2	29
Rampart	1	21
Hollenbeck	0	4
Northeast	0	2
Newton	2	34
West Bureau		
Hollywood	1	8
Wilshire	0	23
West LA	0	7
Pacific	0	8
Olympic	1	33
Southwest Bureau		
Southwest	5	67
Harbor	0	13
77th Street	8	75
Southeast	0	26
Total	23	392
Total Part 1 Crimes	27	432

ARRESTS			
TYPE	LASD	LAPD	FYTD
Felony	2	2	31
Misdemeanor	9	3	146
TOTAL	11	5	177

CITATIONS			
TYPE	LASD	LAPD	FYTD
Other Citations	0	11	156
Vehicle Code Citations	55	0	486
TOTAL	55	11	642

CALLS FOR SERVICE			
TYPE	LASD	LAPD	FYTD
Routine	78	234	1,920
Priority	125	261	2,426
Emergency	8	73	663
TOTAL	211	568	5,009

DISPATCHED VS. PROACTIVE		
TYPE	LASD	LAPD
Dispatched	2%	15%
Proactive	98%	85%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LINE	JANUARY
LASD BUS	83%
LAPD BUS	88%

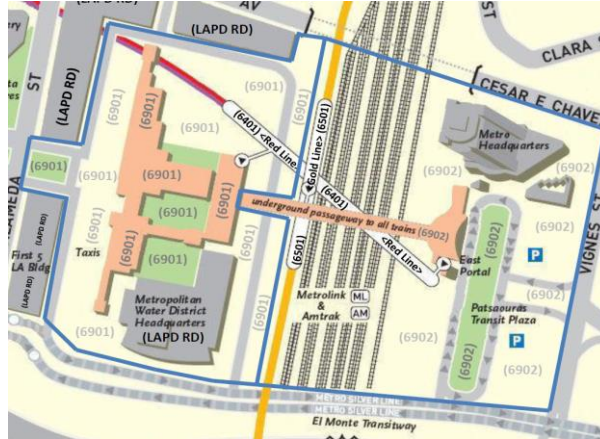
LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

Bus Patrol

There were 16 less Part 1 crimes than the same period last year (43), which is a 37.2% decrease

Union Station - January 2018

REPORTED CRIME		
PART 1 CRIMES	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Agg Assault	1	7
Agg Assault on Op	0	0
Burglary	0	0
Larceny	7	34
Bike Theft	0	0
Motor Vehicle Theft	0	4
Arson	0	0
SUB-TOTAL	8	45
Selected Part 2 Crimes		
Battery	6	19
Battery Rail Operator	0	0
Sex Offenses	0	1
Weapons	0	0
Narcotics	0	0
Trespassing	6	7
Vandalism	1	2
SUB-TOTAL	13	29
TOTAL	21	74



Westside

Eastside

ARRESTS		
TYPE	LAPD	FYTD
Felony	2	15
Misdemeanor	6	30
TOTAL	8	45

CITATIONS		
TYPE	LAPD	FYTD
Other Citations	0	70
Vehicle Code Citations	0	2
TOTAL	0	72

CALLS FOR SERVICE		
TYPE	LAPD	FYTD
Routine	N/A*	N/A*
Priority	N/A*	N/A*
Emergency	N/A*	N/A*
TOTAL	0	0

*Currently unable to report stats by Union Station

DISPATCHED VS. PROACTIVE	
TYPE	LAPD
Dispatched	23%
Proactive	77%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	85%

Union Station Highlights

Union Station had 2 more Part 1 crime than the same period last year (6), which is a 33.3% increase

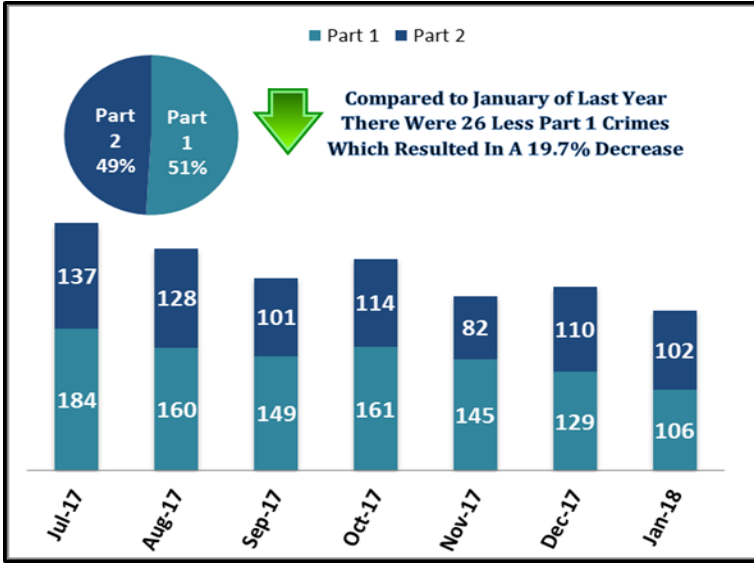
LEGEND	
Los Angeles Police Department	

Key Performance Indicators

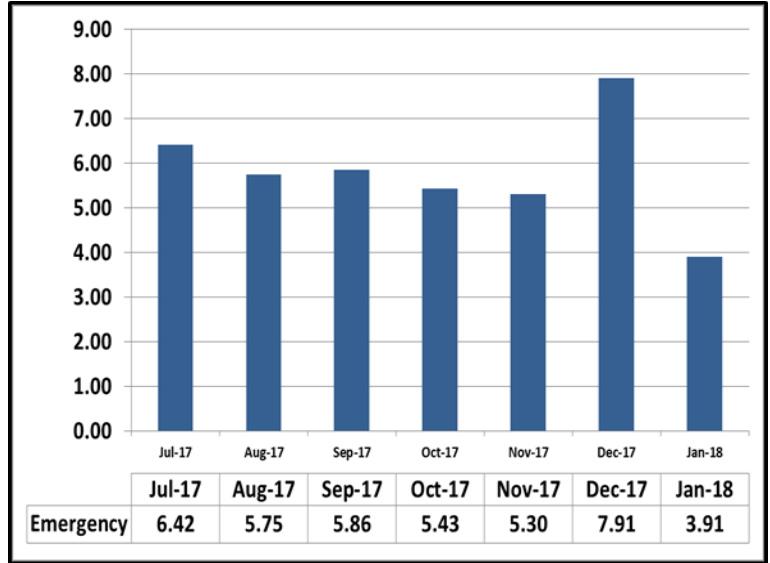
JANUARY 2018

Attachment C

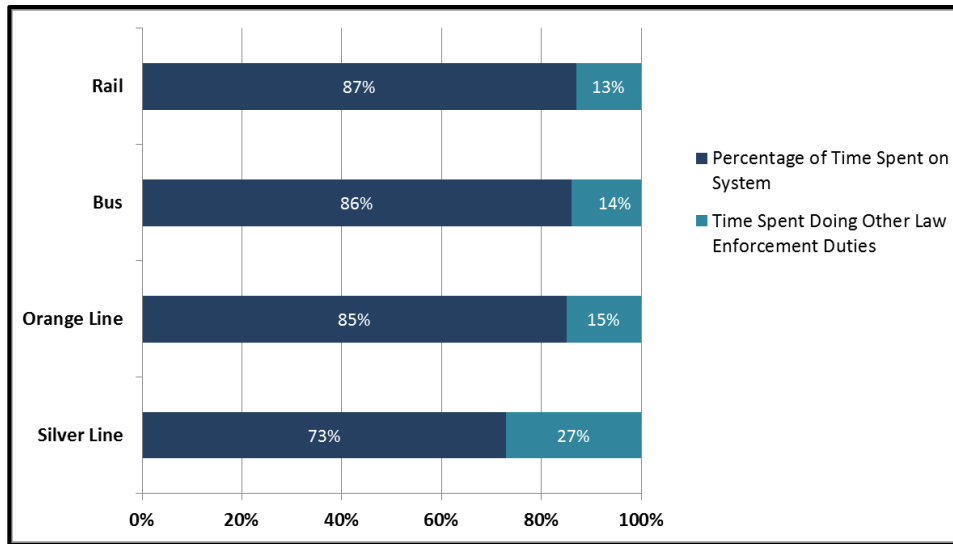
System Wide Part 1 & Part 2 Crimes



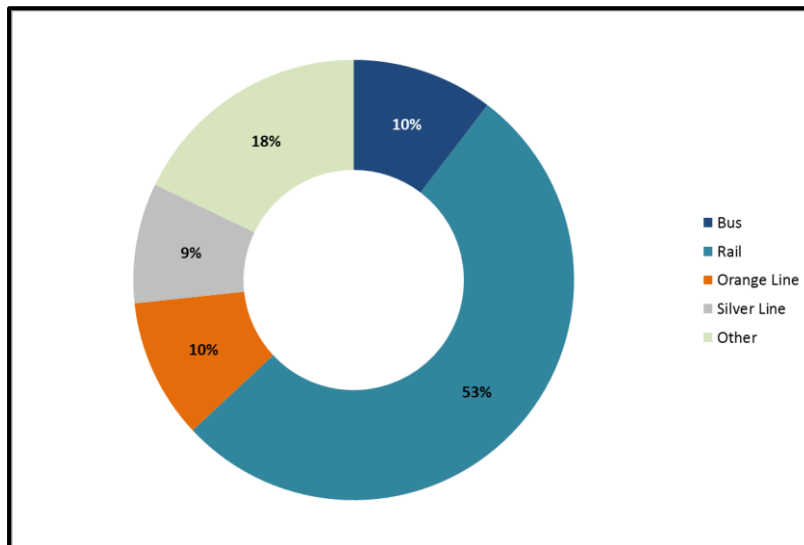
Average Emergency Response Times



Percentage of Time Spent on the System



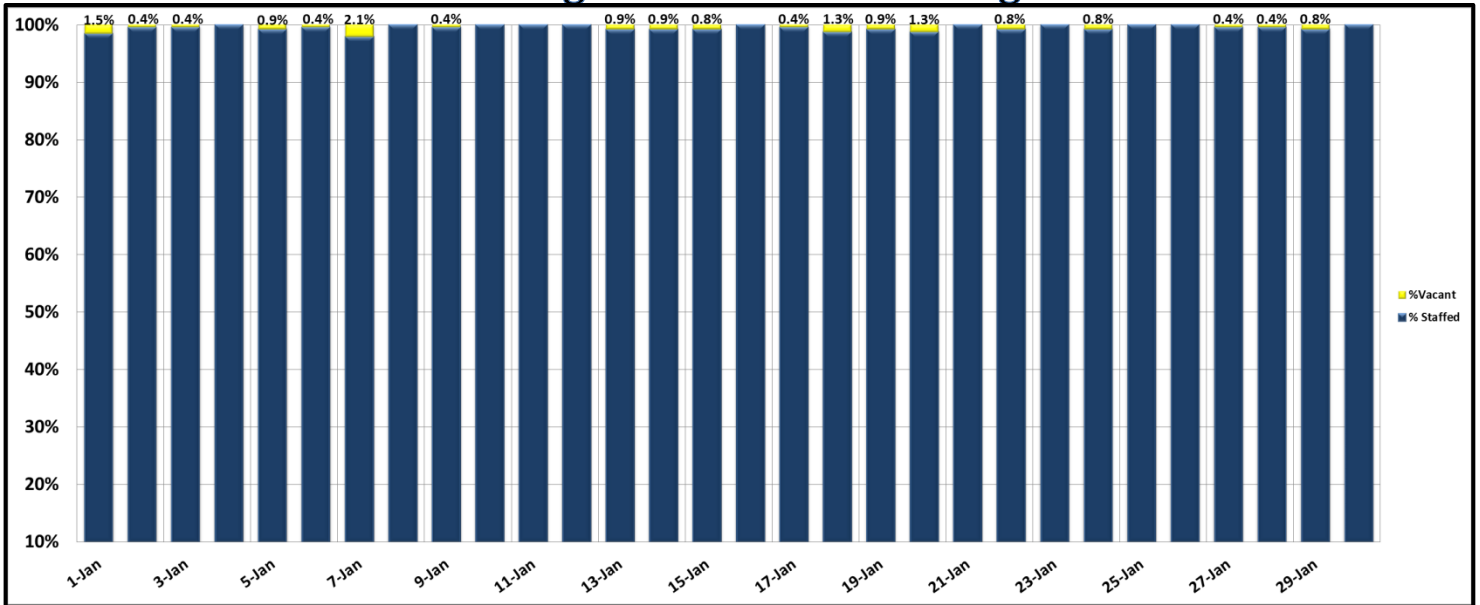
Percentage of Time Spent on the System as a Whole



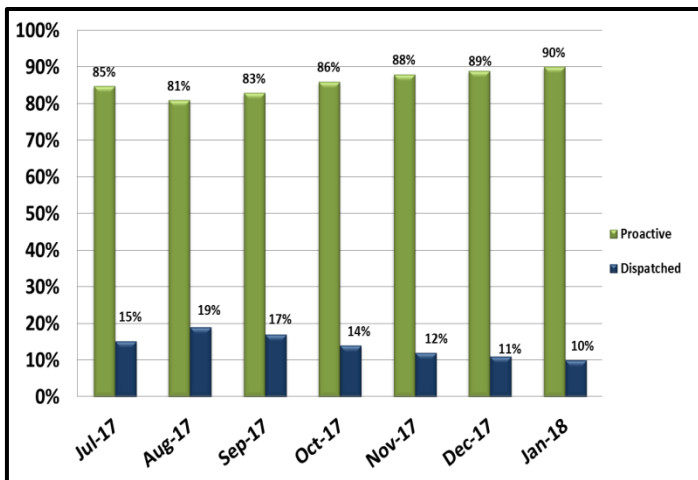
Key Performance Indicators

JANUARY 2018

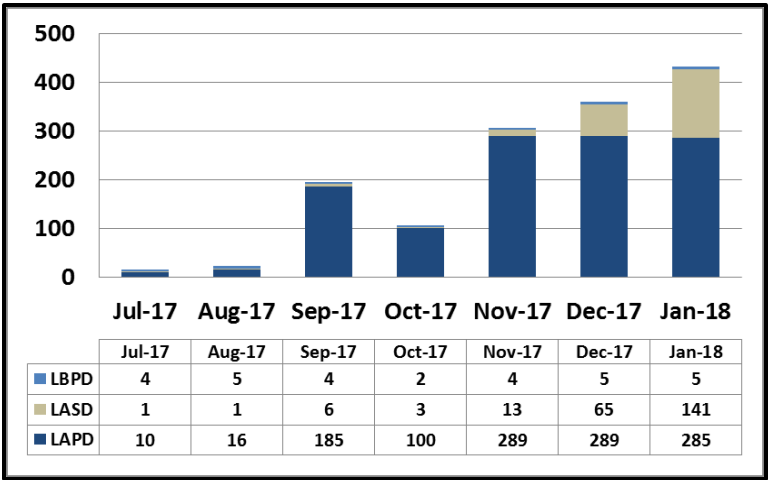
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations January:

1. Blue Line Stations (170)
2. Expo Line Stations (17)
3. Gold Line Stations (244)

**Board Report**

File #: 2017-0853, **File Type:** Informational Report**Agenda Number:** 28.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
APRIL 12, 2018****SUBJECT: WARNER CENTER SERVICE IMPROVEMENT PLAN****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE report on the proposed Warner Center Service Improvement Plan.

ISSUE

The Orange Line currently provides service to a station in Warner Center at Owensmouth Av and Oxnard St by exiting the Right of Way at Canoga Station onto City streets. The Metro Board approved a motion to electrify the Orange Line by 2020. As a result, there is a need to keep the Orange Line on the Right of Way to allow for charging of the electric buses, which would remove service from Canoga Station to Warner Center. As a result, access between Warner Center and the Orange Line will be provided by a new Circulator operating every 10 minutes to and from the Canoga Station. The Circulator will improve access to the Orange Line by connecting to more destinations with 10 new additional stops. Local buses will also be routed to the Canoga Station to maintain transfers with the Orange Line. This set of service changes will be accomplished at no additional cost by streamlining existing local routes for faster and more direct service, and from removing Orange Line service through Warner Center.

DISCUSSION

There are a number of initiatives that are currently being implemented on the Orange Line and within Warner Center that warrant a comprehensive review of transit service in the area, including:

- 1) Orange Line Electric Bus Conversion - In October 2016, the Metro Board approved a motion to electrify the Orange Line by 2020. The current technology requires "in-line" charging of the buses to ensure adequate electricity is onboard to provide the scheduled service. At this time, charging stations can only be placed on Metro owned property, so the existing Warner Center Transit Hub on Owensmouth Av cannot accommodate this requirement. Therefore, a new Warner Center terminal must be identified along the Orange Line Right of Way.
- 2) Service to New Development - An Orange Line connection was requested to the recently opened Village at Westfield Topanga. Extending the Orange Line to this development would require a substantial investment in the Bus Rapid Transit (BRT) amenities such as Ticket Vending Machines and Next Bus information.

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- 3) Better Connections to Employment - The existing one Orange Line stop on Owensmouth Av creates a long walk to nearby employment centers. Therefore, the Warner Center Association has requested that staff review alternatives to improve connections between the Orange Line and the employment centers located in South Warner Center.
 - 4) Warner Center 2035 - The Warner Center 2035 Plan calls for enhanced transportation services to offset increased development. There are currently planned construction projects throughout Warner Center which are transit oriented development that support convenient access to the Orange Line as well as other destinations within the area.
 - 5) U-Pass - Pierce College recently joined the Metro U-Pass program which is expected to generate additional Orange Line ridership. Therefore, any changes to Orange Line service levels should account for this opportunity.

Based on the comments and initiatives discussed above, staff concluded that a comprehensive review of all services in the Warner Center area was warranted to refocus transit service to reflect these opportunities. In order to better understand Warner Center and its future transportation needs, staff met with a number of key stakeholders in the area including developers, City Council Staff and local businesses. The staff received public input at presentations given at the San Fernando Valley Service Council. Ridership on all lines at each stop was analyzed, and a review of TAP data was conducted. The quantitative analysis and qualitative input revealed the following issues:

- Access to retail, new development, local businesses and employment from the Orange Line is limited.
- Local and Rapid routes are not intuitive due to out of direction moves and long one-way loops.
- Due to many turns along the routes, travel time through the area is slow.
- Most customers on Local and Rapid Lines are connecting to the Orange Line, with the greatest stop activity at the Warner Center Transit Hub.

Warner Center Service Improvement Plan

As a result of the analysis, the Warner Center Service Improvement Plan was developed. To guide the plan development, the following study goals were established:

- 1) Create a new transit hub that would allow for direct connections to the Orange Line, reduce transfers, and provide a terminal location for charging electric buses.
- 2) Provide more frequent and direct connections to and from the Orange Line and new transit oriented development planned in Warner Center.
- 3) Establish a simple and intuitive hierarchy of routes on key corridors through Warner Center.
- 4) Improve travel time through Warner Center by streamlining routes and eliminating

unnecessary out of direction moves.

- 5) Expand access to the Village at Westfield Topanga.
- 6) Ensure the Orange Line headway remains the same to Pierce College as scheduled today.

To achieve these goals, the Warner Center Service Improvement Plan includes the following service changes:

New Transit Hub - To address Goal #1, Canoga Station is recommended to be the new transit hub for Warner Center. This location will provide easier connections between the Orange Line and local buses. Existing platforms have shelters, TAP machines, P-Tels and are well lit. Curb space at the Canoga Station exit driveway will serve as layover locations for local buses, eliminating on-street layovers on Owensmouth Av.

New Circulator - As part of the study, a Public Hearing was conducted in May, 2017 to discuss options for a new circulator route that would connect the Orange Line with activity centers throughout Warner Center. Two options were evaluated. Option A would mirror the current Orange Line routing in Warner Center from Canoga Station to Owensmouth Av, and extending it north to Vanowen St to connect with The Village at Westfield. This service would run every 10 minutes throughout the day. Option B was to operate a similar route as Option A, but with an extension south to Burbank Av and Desoto Av. This service would operate every 15 minutes throughout the day.

Upon further review with the San Fernando Service Council, local elected staff and the public, a refined option was developed that will further extend Orange Line access in the south east direction to serve area employment and Kaiser Hospital. This option concentrates high frequency all day, every day service in the area where mixed use transit oriented development has and will continue to occur in the near future. The final Orange Line Circulator route is shown in Attachment A.

Routes Simplification - The recommendation to create a new transit hub at Canoga Station will provide improved access to the Orange Line. Therefore, lines that currently terminate at the Warner Center Transit Hub on Owensmouth Av will need to be routed to Canoga Station. Existing local lines operate large one-way loops, require out of direction moves and several turns, increasing travel time. Three local routes that terminate at the existing Warner Center Transit Hub will be extended to the new Canoga Station, providing a simplified two-way service eliminating a transfer, unnecessary out of direction moves, and improving travel time. Other route changes will provide better connections between Ventura Bl, Topanga Canyon Bl and Sherman Way, and provide improved service along Canoga Bl. Customers who used to transfer to and from local buses or to the Orange Line will still have the same options.

Orange Line Frequency - Currently, the headway to Warner Center is every 8 minutes during the peak travel periods because every other bus goes to either Chatsworth Station, or to Warner Center. By extending local lines to the Canoga Station, customers transferring to the Orange Line will wait only 4 minutes. This is a benefit that will reduce wait time by 100% and improve the overall travel experience.

DETERMINATION OF SAFETY IMPACT

The new proposed Canoga Station transit hub will provide increased safety for over 2,000 patrons that currently board and alight at four different stops stretched along Ownesmouth Av. Patrons will now be transferring between the Orange Line and other Metro buses at the Canoga Station, which provides improved lighting, seating, shade, and increased security. Also, due to the proposed straightening of bus routes in the area, numerous turns will be eliminated, thereby reducing accidents.

NEXT STEPS

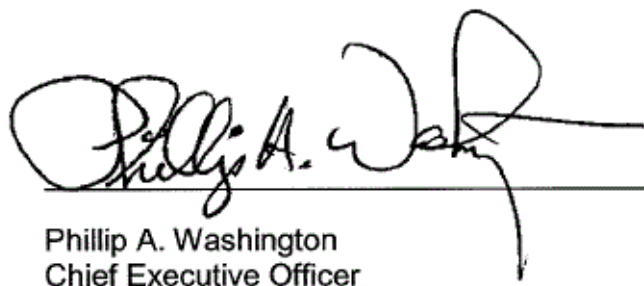
The Warner Center Service Improvement Plan will be implemented as part of the June 2018 service changes. Marketing and Communications staff will begin developing messaging and materials to support the service changes. Extensive marketing and public outreach will take place in the months prior to the proposed changes to support our customers through the transition to the new services.

ATTACHMENTS

Attachment A - Warner Center Service Improvement Plan

Prepared by: Scott Page, Senior Director, (213) 418-3400
Conan Cheung, Senior Executive Officer, (213) 418-3034

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



Phillip A. Washington
Chief Executive Officer



Warner Center Service Improvement Plan

Warner Center Service Improvements

Project Goals





- 1) Create a new transit hub along the Orange Line right-of-way
 - Provide a terminal location for charging electric buses;
 - Improve Warner Center connections with the Orange Line; and
 - Provide direct connections and reduce transfers to the Orange Line.
- 2) Streamline routes for faster connections to communities, such as Valley Circle, Woodland Hills, and Canoga Park.
- 3) Make routes intuitive by eliminating large one-way loops in Warner Center.
- 4) Increase access to the Village at Westfield Topanga.
- 5) Ensure the Orange Line headway remains the same to Pierce College as scheduled today.
- 6) Set a foundation from which to improve service to new markets.

Plan Outreach

- Met with Warner Center stakeholders and Councilmember Blumenfield's office Spring 2017.
- Conducted Public Hearing in May 2017.
- Presented to the SFV Service Council in January 2018 with the Warner Center Improvement Plan update.
- Continued area outreach to Kaiser Hospital, Warner Center Association and
- Returned to SFV Service Council in February 2018 with a revised Plan that incorporated feedback received from Warner Center stakeholders and bus patrons.

Proposed New Circulator Service

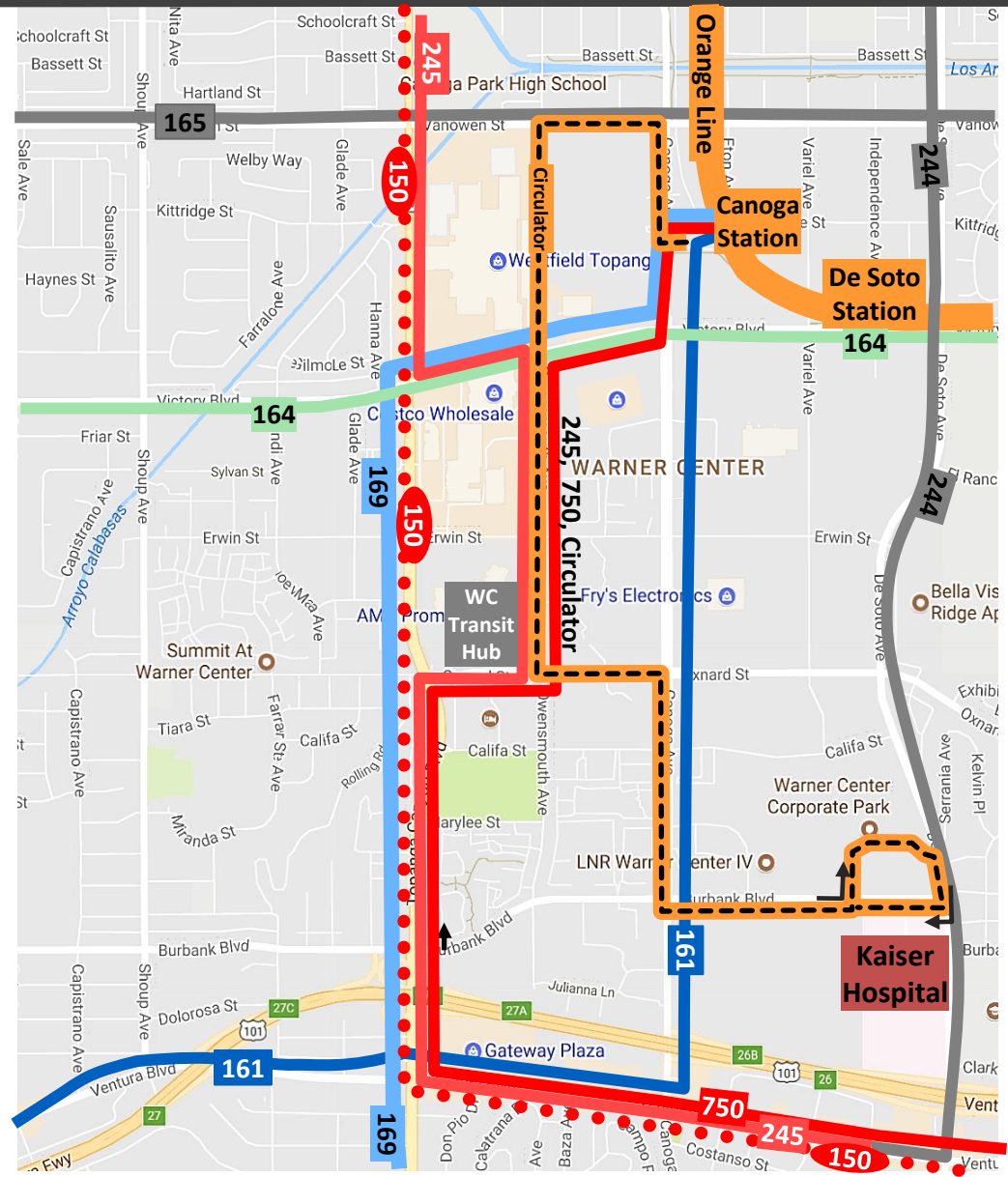
	Current Orange Line Service	Proposed Circulator Service
Transit Hub Location	On Street	Off Street
Orange Line Hub Connections	8 Minutes Peak	4 Minutes Peak
Stops within Warner Center	1	10
Routing	Serves only Warner Center Station	Extends service to Kaiser Hospital and WC Corp. Park
Warner Center Service Frequency	8" Peak/15" Base	10" All Day
Benefits	Eliminates one-way loop w/only one stop	Provides two-way service, 10 stops.

-  Proposed Circulator Route
-  Proposed Circulator Stops
-  Current Orange Line Route
-  Potential Future Stop



Bus Service Routing Plan

- Route Line 169 to provide additional service on Topanga Canyon between Erwin St and Victory Bl.
- Provides direct connection to the Orange Line.
- New Circulator provides two-way service.
- Streamlining Lines 150 and 164 saves approximately 10 minutes for 75% of customers traveling through Warner Center.



Next Steps

- Spring 2018 - Marketing and Community Relations develops outreach plan and final implementation plan
- Spring 2018 and Beyond – Outreach to new Warner Center TMO and local stakeholders
- June 2018 – Implementation of changes



Board Report

File #: 2016-0836, File Type: Contract

Agenda Number: 17.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
MARCH 15, 2018**

**SUBJECT: PROCUREMENT OF FIVE 60' ARTICULATED ZERO
EMISSION TRANSIT BUSES**

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the Chief Executive Officer (CEO) to execute Modification No. 1 to the firm fixed price Contract No. OP28367-001, Part D, awarded to New Flyer of America (NF) for the:
1. Increase in the base contract procurement of 60 foot zero emission vehicles from a quantity of thirty-five (35) to forty (40);
 2. Increase in the quantity of On-Route chargers from seven (7) to eight (8) and Shop chargers from one (1) to two (2); and
 3. Increase the contract amount by \$7,371,287, from \$51,211,033 to \$58,582,320.
- B. AUTHORIZING the CEO to increase the price for Optional Vehicle Features, Spare Parts, and Training Aids by \$530,575 from a not-to-exceed amount of \$8,839,064 to a not-to-exceed amount of \$9,369,639; and
- C. INCREASING the life-of-project budget of CP 201073 from \$72,101,419 to \$80,003,282 for the purchase of forty zero emission buses, charging equipment, installation costs, infrastructure upgrades, and contingency.

ISSUE

Consistent with Metro Board direction, Metro is in the process of converting the Metro Orange Line (MOL) from 100% Compressed Natural Gas (CNG) operation to 100% Zero Emission Buses (ZEB) operation by 2020. Two of three contracts have been awarded to procure the forty-five ZEB's required to fully electrify the line. One contract was issued to Build Your Dreams for **five** 60-foot ZEB's; the other contract was awarded to New Flyer for **thirty-five** 60-foot ZEB's. The intent was to procure the remaining **five** ZEB's from NF under a contract partially funded by a special Low or No

Emission (Lo/No) grant. The vehicles proposed under the third contract are identical to the vehicles that will be provided by NF under Contract No. OP28367-001, Part D. To make effective and efficient use of both Metro's and New Flyer's resources it is recommended to merge these contracts.

This action authorizes the amendment of Contract No. OP28367-001, Part D, to New Flyer for the addition of five 60-foot battery electric buses, associated charging equipment, price adjustments for Optional Vehicle Features, Spare Parts and Training Aids, and adjustment to the LOP.

DISCUSSION

In April 2016, Metro was awarded a Federal Transit Administration (FTA) Lo/No grant in the amount of \$4,275,000, with Metro responsible for the matching funds, for the purchase of five New Flyer 60-foot battery electric, articulated buses and charging equipment for deployment on the Metro Orange Line. At the time Metro was in the midst of a competitive solicitation for thirty-five 60' battery electric articulated buses. To preclude potential conflict with the competitive solicitation, it was determined to be in Metro's best interest to complete the solicitation before executing the contract for the five buses funded by the Lo/No grant.

In March 2017, the Metro Board awarded Contract No. OP29199 to BYD Motors for the procurement of five 60-foot Zero Emission Buses and charging equipment. These buses are a replacement of the five buses that were bought-back by BYD.

In July 2017, the Metro Board awarded Contract No. OP28367-001, Part D, to New Flyer of America for the procurement of thirty-five 60-foot Zero Emission Buses and charging equipment.

Following the successful completion of the competitive solicitation, staff evaluated the best options for exercising the contract for the buses funded by the Lo/No grant. The analysis determined that the most effective and efficient use of its resources is to merge the contract awarded to NF for the procurement of 35-quantity 60-foot ZEB's with the contract to NF for the procurement of 5-quantity 60-foot ZEB's funded by the Lo/No grant. However, such an approach will require approval by the Metro Board to modify awarded contract OP28367-001. The Contract will need to be modified as follows:

- Increase the quantity of vehicles from 35 to 40;
- Increase the quantity of associated on-route and shop chargers from 7 to 8 and 1 to 2; respectively;
- Increase in the associated costs for vehicles and chargers by \$7,371,287;
- Increase the associated costs for Optional Features, Spare Parts, and Training Aids by \$530,575; and
- Increase the LOP by \$7,901,863 from \$72,101,419 to \$80,003,282.

Local Employment Program (LEP)

The contract award approval for the New Flyer 60-foot ZEB was made contingent upon New Flyer augmenting their LEP commitment to include program elements that New Flyer offered at the July 2017 Board meeting. The new contract elements were formally adopted by Director Bonin's amendment to the award approval. The new LEP elements include:

- A commitment for New Flyer to create jobs that meet or exceed the living wage standard for the City of Los Angeles Government Contractors
- A commitment for New Flyer to develop a pre-apprenticeship program which will result in sustainable career development and transferable skills in vehicle manufacturing for Californians
- A commitment that New Flyer include a minimum 40% of the new jobs created under the LEP will be provided to Disadvantaged workers from underrepresented communities in manufacturing, such as minorities, women, veterans, and disabled citizens in California

These additional LEP contractual elements have all been added to the Contract with New Flyer and will be measured by staff for compliance. Staff is monitoring progress to all LEP commitments through quarterly reports and annual audits. Most of New Flyers commitments for new hiring will support their warranty repair services scheduled over this multiyear contract.

Transit Vehicle Manufacturer (TVM) Certification

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) participation goal for this rolling stock procurement. Transit Vehicle Manufacturers (TVMs), as a condition of authorization to bid or propose on FTA-assisted transit vehicle procurements, are required to establish and submit for FTA's approval an annual overall DBE percentage goal for their overall TVM activity. New Flyer of America submitted a TVM Certification with their proposal indicating that they have an approved program. New Flyer established an overall 4.20% DBE goal and is currently on FTA's list of eligible TVMs. In compliance with 49 CFR Part 26.49, TVMs report directly to FTA.

DETERMINATION OF SAFETY IMPACT

There will be anticipated safety improvements for operating these new battery electric buses in Metro's bus fleet. These buses will also incorporate the latest safety features and designs, including improved ADA amenities and boarding ramps. The batteries and high voltage powertrain equipment on these buses includes special safety provisions, and "locks out" employee access while they are energized. New buses also will provide a safer, cleaner environment for Metro patrons and employees.

FINANCIAL IMPACT

For FY18, there is \$5,172,680 programmed to cover expenses for purchasing these buses. Because this is a multi-year contract, the Cost Center Manager will be responsible for ensuring that future year funding is programmed.

Impact to Budget

There is no anticipated impact to the FY18 budget for this action. Future funding for this procurement may come from various eligible available federal, state and local funding sources including financing options and grants that are eligible for bus capital projects. Staff will pursue all sources of funding maximizing their use for these activities.

ALTERNATIVES CONSIDERED

Staff considered awarding a separate new contract for five vehicles, one on-route charger, and one shop charger. This option was not selected as it would unnecessarily duplicate the administrative work for Metro and New Flyer for the exact same vehicle and charging equipment as on Contract No. OP28367-001, Part D.

NEXT STEPS

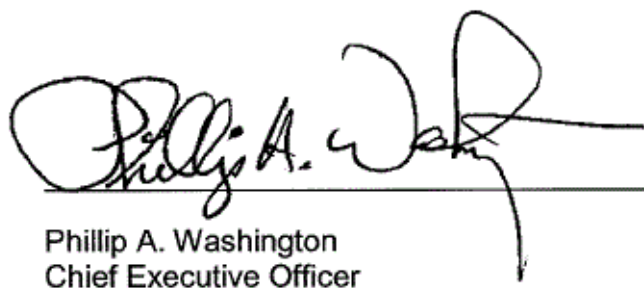
Upon Board approval, staff will execute the Contract Modification with New Flyer.

ATTACHMENTS

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - DEOD Summary
- Attachment D - Funding and Expenditure Plan

Prepared by: Steve Schupak, Sr. Manager, Project Control (213) 617-6294
Jesus Montes, Sr. Executive Officer, Vehicle Acquisition (213) 418-3277

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



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

PROCUREMENT OF FIVE 60' ARTICULATED ZERO EMISSION
TRANSIT BUSES/OP28367-001

1.	Contract Number: OP28367-001		
2.	Contractor: New Flyer America Inc.		
3.	Mod. Work Description: Modify quantities of base buy vehicles and charging equipment		
4.	Contract Work Description: Manufacture and delivery of 35 60' foot zero emission buses		
5.	The following data is current as of:		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	07/27/17	Contract Award Amount: \$60,050,097 (\$51,211,033 for vehicles, chargers, taxes & delivery plus NTE \$8,839,064 for optional configurations)
	Notice to Proceed (NTP):	11/15/17	Total of Modifications Approved: 0
	Original Complete Date:	09/16/19	Pending Modifications (including this action): \$7,901,862 (\$7,371,287 vehicles & chargers + \$530,575 spare parts & training)
	Current Est. Complete Date:	09/16/19	Current Contract Value (with this action): \$67,951,959 (\$58,582,320 vehicles, chargers, taxes & delivery plus NTE \$9,369,639 optional configurations & spares)
7.	Contract Administrator: Elizabeth Hernandez		Telephone Number: (213) 922-7334
8.	Project Manager: Steven Schupak		Telephone Number: (213) 617-6294

A. Procurement Background

This Board Action is to approve Contract Modification No. 1 to increase the Contract quantities of the 60-foot Low Floor Zero Emission Transit Bus Contract for:

- 1) Base buy vehicles from 35 to 40;
- 2) On route/opportunity chargers from 7 to 8; and
- 3) Shop/division chargers from 1 to 2.

This change to the Contract supports Metro's bus fleet replacement plan for the manufacture and delivery of 60' zero emission buses from New Flyer of America Inc. The increase in vehicle and charger quantities for the base buy allows for award of vehicles approved by the FTA's LoNo Emission Deployment Program grant. Under the grant, LACMTA will receive \$4.275 million towards battery electric zero-emission buses and charging equipment to serve the Metro Orange Line rapid transit corridor.

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

- On July 27, 2017, Contract No. OP28367-001 was awarded to New Flyer America Inc. for the manufacture and delivery of thirty-five (35) 60' zero emission transit buses in the amount of \$51,211,033, including charging equipment, taxes and delivery.
- An additional not-to-exceed amount of \$8,839,064 was awarded for optional vehicle features, spare parts, and training aids for a total combined contract amount not-to-exceed \$60,050,097.
- FTA awarded a grant to LACMTA under the LoNo Emission Deployment Program for the purchase of five (5) battery electric zero-emission buses and charging stations equipment to serve the Metro Orange Line.
- This Modification will increase the base buy from 35 to 40 vehicles, on-route opportunity chargers from 7 to 8, and shop/depot chargers from 1 to 2 for an increase in the firm fixed price amount for vehicles, charging equipment, taxes and delivery from \$51,211,033 to \$58,582,320
Due to the additional five vehicles, the not-to-exceed amount of \$8,839,064 for the optional vehicle features, spare parts, and training aids will increase to \$9,369,639 for a total combined contract amount of \$67,951,960.

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

B. Cost/Price Analysis

The recommended prices for the increase in quantities of the vehicles, on-route opportunity chargers; shop/depot chargers, and optional vehicle configuration items are the same as the Base prices defined in the existing Contract. These prices are fair and reasonable based upon adequate price competition evaluated during the solicitation phase for 60' ZE buses, and is consistent with the award to New Flyer America Inc. for Contract No. OP28367-001.

CONTRACT MODIFICATION/CHANGE ORDER LOG

PROCUREMENT OF FIVE 60' ARTICULATED ZERO EMISSION
TRANSIT BUSES/OP28367-001

Mod. no.	Description	Status (approved or pending)	Date	\$ Amount
1	Increase: 1) Base buy from 35 to 40 vehicles; 2) On Route/Opportunity Chargers from 7 to 8; and 3) Shop/ Division chargers from 1 to 2, including applicable delivery charges and taxes	Pending	3/1/17	\$ 7,901,862
	Modification Total:			\$ 7,901,862
	Original Contract:			\$60,050,097
	Total:			\$67,951,959

DEOD SUMMARY

PROCUREMENT OF FIVE 60' ARTICULATED ZERO EMISSION
TRANSIT BUSES/OP28367-001

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) participation goal for this rolling stock procurement. Transit Vehicle Manufacturers (TVMs), as a condition of authorization to bid or propose on FTA-assisted transit vehicle procurements, must certify that they have an FTA approved DBE overall goal methodology in compliance with 49 Code of Federal Regulations (CFR) Part 26.49(a)(1). New Flyer of America Inc. submitted a TVM Certification with their proposal, and is currently on FTA's list of eligible TVMs. In compliance with 49 CFR Part 26.49, TVMs report directly to FTA.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this Contract.

D. Local Employment Plan Program (LEP)

Local Employment Plan Program is applicable on this contract. Staff will be monitoring progress on all LEP commitments, including the numbers of new FTE hires, verification of hourly pay-rates and the 40% commitment to hire disadvantaged workers.

ATTACHMENT D

**Forty 60' ZE Bus Contract / CP 201073
Funding and Expenditure Plan**

	FY18	FY19	FY20	Total LOP	% of Total
Uses of Funds					
Bus Acquisition	1,700,000	46,340,000	6,038,644	54,078,644	68%
Bus Charging System Installation, Power Drops, Site Prep	2,808,000	5,000,000		7,808,000	10%
Professional Services	50,000	250,000	100,000	400,000	0%
Labor	574,680	986,950	604,297	2,165,927	3%
Travel/Admin	40,000	260,000	200,000	500,000	1%
Spare Parts, Training, Services Manuals, Charging Equipment		8,300,000	5,573,638	13,873,638	17%
Contingency			1,177,073	1,177,073	1%
Total Project Costs	5,172,680	61,136,950	13,693,652	80,003,282	100%

	FY18	FY19	FY20	Total LOP	% of Total
Sources of Funds					
Federal					
FTA LoNo Grant	4,275,000			4,275,000	5%
Local					
TDA4/PC40	897,680	61,136,950	5,797,652	67,832,282	85%
Measure R 35			7,896,000	7,896,000	10%
Total Project Funding	5,172,680	61,136,950	13,693,652	80,003,282	100%



Board Report

File #: 2018-0052, File Type: Contract

Agenda Number: 32.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE MARCH 15, 2018

SUBJECT: CONTRACTED BUS SERVICES - NORTH REGION

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. OP35903018 with Transdev Services, Inc. (Transdev) for North Region Contract Bus Services, increasing the total not-to-exceed contract value by \$10,250,000 from \$62,245,053 to \$72,495,053.

ISSUE

Metro operates 18 bus lines that are contracted to private transportation companies. The North Region (San Fernando Valley) contractor, Transdev Services, Inc., currently operates six (6) of these bus lines (lines 96, 167, 177, 218, 501, and 603) and a portion of Metro's Dodger Stadium Express service. The maximum contract value has been reached; however, the contract's term will not be reached until August 2, 2018. Without modification to the contract value, there will be a lapse of service.

DISCUSSION

In April 2013, Metro Board of Directors approved the award of North Region contract bus services to Veolia Transportation (currently known as Transdev). That contract is scheduled to expire on August 2, 2018; due to an increase in the number of revenue service hours operated year-over-year during the course of the contract, the total contract value has been expended prior to the end of the contract term. Metro is currently in the request for proposals (RFP) process for a new contract in the North Region of Los Angeles County with an expected award during the month of June 2018.

This contract was awarded based on estimated annual revenue service hours (RSH) in the amount of 134,594 for the operation of five (5) lines for the duration of the five-year contract term. However, RSHs have increased by approximately 15.07% over the course of the contract term along with expanding the scope of the service. During the course of the North Region's contract, RSHs have increased annually to provide continuous service to customers. Due to these increases in scope and additional RSHs operated, a modification is required. The estimated increases have been budgeted in the Fiscal Year 18 Operations budget. Specifically, the increases are a result of the following:

- Dodger Stadium Express (DSE) service has been provided by the contractor from 2013 through the 2017 season. To date, the contractor has operated 12,432 RSH at a cost of \$1,261,821. Additional costs of approximately \$255,000 for 2,500 RSH are projected through the end of the contract term. The total forecasted expenditures are \$1,516,821.
- Line 501 service has been provided by the contractor from 2016 to the present. As of December 2017, the contractor has operated 50,495 RSH at a cost of \$5,125,227. Additional costs of approximately \$1,400,700 for 13,800 RSH are projected through the end of the contract term. The total forecasted expenditures for Line 501 are \$6,525,927.
- Service adjustments related to bus bridges and additional support over the course of the contract have resulted in an increase of 21,843 RSH at a cost of \$2,207,251.

Metro, in cooperation with the Los Angeles Department of Transportation (LADOT), the Southern California Regional Rail Authority (Metrolink), and the Los Angeles Dodgers, has provided bus service between Union Station and Dodger Stadium since 2010. DSE service is used to mitigate the total gridlock situation encountered by attendees travelling to Dodgers stadium via Sunset Blvd. The Contractor performs a large portion of this service which has substantially grown over the course of the contract term. Since 2010, ridership on this service has grown 128% from 122,273 patrons to 278,623 patrons. Additionally, the 2016 National League Championship Series and the 2017 World Series increased service requirements. As this service operates on a load-and-go basis, additional trips and therefore RSHs, are needed each season as ridership has gradually increased.

In March 2016, year three (3) of the current contract, Metro developed and began the operation of a pilot bus service to operate from the Metro Gold Line in Pasadena to the North Hollywood Red/Orange Line Station. This service, named Line 501, provides transit service designed to mitigate some of the impact to travel in the region caused by the Interstate 5 construction project, as well as connecting residents of the San Gabriel Valley to Metro's Red and Orange Lines. Subsequent to the pilot program implementation public hearings were held, Title VI and Environmental reports were completed and the decision was made in April 2016 to continue the [pilot bus](#) service.

Staff is recommending approval of this Board action to provide sufficient contract funding for Metro's contractor, Transdev Services, Inc., to continue to perform all of the required services through the remainder of their contract term.

DETERMINATION OF SAFETY IMPACT

The continued provision of service by the current contractor, already familiar with the present equipment and service area, will allow for the safest operation of this service.

FINANCIAL IMPACT

The maximum contract value for the North Region Contract is \$62,245,053. The requested increase of \$10,250,000 would increase the not-to-exceed amount to \$72,495,053. The amount of \$10,250,000 will be derived from funds already allocated toward the operation of this service in the FY18 budget under Project 306001 - Operations Transportation, account 50801- Purchased Transportation. The existing FY18 budget of \$18,420,820 is sufficient to execute this Contract Modification as a result of this Board action request.

Impact to Budget

The funds for this Contract Modification will come from various sources including operating eligible sales tax like Proposition A Discretionary, Proposition C Discretionary, TDA, Fares, and advertising that are eligible for use on Bus Operating projects. Use of these funding sources will maximize allowable funding allocations given approved provisions.

ALTERNATIVES CONSIDERED

Staff has also considered bringing the services in-house, to be operated at Metro bus divisions. Metro's Bus Operating Cost is \$164.77 per RSH and the contractor's bus rate is \$101.05 per RSH. Based on this comparison, it would cost Metro significantly more to operate these services in-house. Physical modifications would also be needed at existing divisions to accommodate the additional buses and division staff, and training would be required to operate and maintain the different types of buses currently used to provide contracted bus services.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 3 with Trandev Services, Inc. to continue providing the services agreed upon until the replacement contract begins. Metro staff will return to the Board in June 2018 with a recommendation to award the new contract currently under procurement.

ATTACHMENTS

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

Prepared by: Cathy Rosas, Manager, Transportation Contract Services
Nicole Martinez, Principal Transportation Planner, Transportation Contract Services

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

PROCUREMENT SUMMARY

CONTRACTED BUS SERVICES – NORTH REGION / OP35903018

1.	Contract Number: OP35903018		
2.	Contractor: Transdev Services, Inc.		
3.	Mod. Work Description: Contract bus services for the North Region		
4.	Contract Work Description: Contracted Transportation Services for North Region of LA County		
5.	The following data is current as of: 2/28/18		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	4/18/13	Contract Award Amount: \$62,245,053
	Notice to Proceed (NTP):	5/3/13	Total of Modifications Approved: \$0.00
	Original Complete Date:	8/2/18	Pending Modifications (including this action): \$10,250,000
	Current Est. Complete Date:	8/2/18	Current Contract Value (with this action): \$72,495,053
7.	Contract Administrator: Antwaun Boykin		Telephone Number: (213) 922-1056
8.	Project Manager: Cathy Rosas		Telephone Number: (213) 922-2875

A. Procurement Background

This Board Action is to approve Modification No. 3 to Contract No. OP35903018 with Transdev Services, Inc. (Transdev) in support of contract bus services for the North Region, in the amount not-to-exceed \$10,250,000 for services through August 2, 2018, bringing the contract total to \$72,495,053.

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

On April 18, 2013, the Board approved a five-year contract to Veolia Transportation (currently known as Transdev) to provide contracted transportation services for the North Region of LA County.

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

B. Cost/Price Analysis

The recommended estimated price has been determined to be fair and reasonable based upon rates that were established as part of the current contract awarded in April 2013. The hourly revenue service rate remains unchanged for the remaining balance of the contract term. The contract was the result of a competitive RFP.

CONTRACT MODIFICATION/CHANGE ORDER LOG

CONTRACTED BUS SERVICES – NORTH REGION / OP35903018

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Add electronic key	Approved	9/11/13	\$0
2	Company name change from Veolia Transportation to Transdev Services, Inc.	Approved	10/15/14	\$0
3	Increase contract value (not-to-exceed amount)	Pending	3/8/18	\$10,250,000
	Modification Total:			\$10,250,000
	Original Contract:			\$62,245,053
	Total:			\$72,495,053

DEOD SUMMARY

CONTRACTED BUS SERVICE – NORTH REGION / OP35903018

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 10% Disadvantaged Business Enterprise (DBE) Anticipated Level of Participation (DALP) goal for this project. Meeting the DALP was neither a condition of award nor an issue of responsiveness. Transdev Services, Inc. (Transdev) formerly Veolia Transportation, made a 1.01% DBE commitment. The project is 97% complete and the current DBE participation is 0.67%, a shortfall of 0.34%.

Transdev confirmed plans to fulfill their contractual obligation to Carl's Electric and Global Maintenance by August 2018. Additionally, in an effort to increase DBE participation, Transdev has proposed to add a DBE subcontractor to perform janitorial services, and another DBE firm to perform equipment repairs. Transdev further confirmed its plans to meet or exceed their 1.01% DBE commitment through the completion of the Contract.

Small Business Commitment	1.01% DBE	Small Business Participation	0.67% DBE
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	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	AAA Oil, Inc.	Hispanic American	Added	0.21%
2.	Becnel Uniforms, Inc.	Caucasian Female	0.34%	0.31%
3.	Carl's Electric, Inc.	Asian Pacific American	0.23%	0.01%
4.	Global Installation and Maintenance, Inc.	African American	0.04%	0.01%
5.	Patten Energy Enterprises, Inc. (Substituted)	African American	0.40%	0.13%
Total			1.01%	0.67%

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

Living Wage and Service Contract Worker Retention Policy Applicability 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.

ATTACHMENT D - MAP OF CONTRACT LINES

