



Metro

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

## Board Report

File #: 2021-0672, File Type: Contract

Agenda Number: 25.

**REVISED**  
**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE**  
**NOVEMBER 18, 2021**

**SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES**

**ACTION: APPROVE CONTRACT VALUE INCREASE AND EXTENSION**

**RECOMMENDATION**

CONSIDER:

- A. SEEKING scope of work modifications (Attachment D) to align with the move towards reimagining public safety;
- B. AUTHORIZING up to \$75.2M for the remaining six months of the original contract inclusive of scope of work modifications;
- C. EXTENDING the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract; and
- D. FUNDS for the extension will be requested during the FY23 budget process.

**HAHN AMENDMENT:** The extension of a contract with any law enforcement agency shall be conditioned on that agency having an enforced COVID vaccination mandate.

Report back in January 2022 on how to enforce the vaccine amendment and come back with a plan on how to move forward with the vaccination requirement. Additionally, report back in March 2022 regarding whether we can continue to contract with the Sheriff's Department.

**ISSUE**

To continue maintaining a consistent and reliable law enforcement presence and to ensure a safe and secure transit system for Metro passengers and employees, the multi-agency law enforcement services contracts need to be funded for the remaining six (6) months of the term of the contracts, January to June 2022.

The additional funds being requested are to replenish contract value available for general law

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enforcement services absorbed by unplanned expenses, which occurred in the early years of the contract. The additional \$75,201,973 will fund services for the remaining six (6) months (January to June 2022) of the multi-agency law enforcement services contracts inclusive of a revised scope of work (Attachment D).

Given that the work with the Public Safety Advisory Committee (PSAC) is not yet complete, and a procurement process for a new policing contract may consist of approximately a 14-month period, staff is recommending extending the period of performance for up to an additional six (6) months, with a 6-month option. This will allow sufficient time for PSAC to submit its recommendations for a new model of public safety reflecting alternative community-based approaches to policing and staff to return to the Board to recommend awarding a new contracts. The budget for the extension will be requested during the FY23 budget process.

By approving these recommendations, Metro can 1) continue multi-agency law enforcement services through June 30, 2022, and 2) provide the Public Safety Advisory Committee (PSAC) the opportunity to complete final recommendations on reimagining public safety on Metro's system for staff to consider incorporating into the future law enforcement services contract, including the approach to better aligned resources under the Department of Mental Health; and implementation of the proposed revisions to the existing multi-agency contract SOW to incorporate lessons learned, employ solutions, and identify costs.

## **BACKGROUND**

In February 2017, the Board approved the award of three individual five-year, firm-fixed unit rate contracts to the City of Long Beach (LBPD), City of Los Angeles (LAPD), and County of Los Angeles (LASD) for multi-agency law enforcement services to support its day-to-day bus and rail operations across Metro's entire service area, as these are not services provided by local jurisdictions. The total five-year contract award amount for multi-agency law enforcement services was \$645,675,758.

The specific tasks that contractors are responsible for include:

1. Responding to calls needing law enforcement intervention including safety emergencies;
2. Conducting joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
3. Riding Metro buses and trains, patrolling bus and rail stations/corridors, and maintaining high visibility at key Metro critical infrastructure locations;
4. Conducting proactive anti-crime operations when not handling a dispatched call;
5. Participating in Metro emergency and disaster preparedness planning and drills; and
6. Collaborating with social service agencies to address the impact of homelessness on the transit system.

In February 2021, Metro staff informed the Board that unplanned expenses for (1) augmented outreach services to the unhoused population, addressing increasing crime trends, sexual harassment; and (2) enhanced deployments to cover special events, surge operations- employee and customer complaints, and other unforeseen circumstances, which occurred in the early years of the contract, had reduced the remaining contract value available for general law enforcement

services. As a result, more than \$100 million was requested to fully fund the contracts for the remaining twelve (12) months of the contract term (ending June 2022). In March 2021, the Board approved an increase of \$36M, which was sufficient only for law enforcement services to cover costs through December 2021, and to engage the Public Safety Advisory Committee (PSAC). Since then, staff has been engaging PSAC to re-imagine transit safety and develop recommendations for a new model that reflects community-based approaches to policing. Staff's intent was to seek Board approval of these recommendations before the end of this calendar year, leading up to and as part of the procurement process for a new policing contract.

Staff's request to extend the period of performance for up to an additional six (6) months, July to December 2022, with a 6-month option, January to June 2023, will allow sufficient time for PSAC to submit its recommendations to Metro for a new model of public safety, the opportunity for PSAC and/or the public to weigh in on the SOW during the posting time allotted for public comment on the new policing SOW, and award a new policing contract.

## **DISCUSSION**

Providing a safe transit system is imperative to Metro in order to provide a world-class transportation system that enhances quality of life for all who use our system. Metro understands the various levels of safety concerns from the public and employees and the responsibility we have to ensure a safe and comfortable experience for all users of the Metro system. Through the PSAC, public safety survey of our ridership (see Attachment E), surveys of our employees, surveys of the unsheltered, and public comment, we have heard the many and varied voices of our community. Many respondents support both armed and unarmed staff on the system. Over 60% of public respondents want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority. Employee surveys indicated 86% of employees want policing to be somewhat more or much more of a priority.

Some riders have heard of, witnessed, or have been a victim of crime that leaves them feeling vulnerable and unsafe. Some riders have heard of, witnessed, or have been a victim of disparate or unfair treatment by those in positions of authority, which leaves them harmed, or feeling disrespected and unsafe. Everyone is looking for prevention of and protection from harm, whether that be from harassment, violence, crime, or other threats. It's important to identify why people have these feelings, to determine if we can better address those core issues. Metro seeks for all to enjoy a safe and comfortable experience on the system.

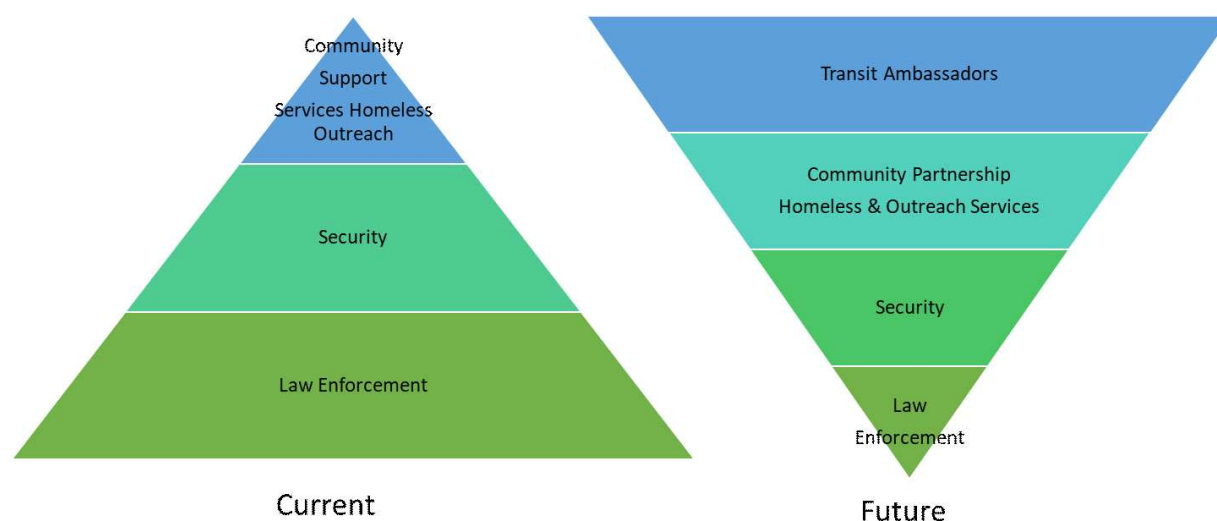
Public safety is a complex topic and we are just at the beginning of our efforts to reimagine safety on our system. Safety by definition means "being free from harm or risk" and we understand that safety means different things to different people. This is a unique time, and we have an opportunity to approach public safety differently. Metro is taking a holistic approach to public safety that promotes safety, compassion and respect for our riders and employees. Key themes to this approach:

- Building better support for vulnerable riders
- Leading with compassion
- Respecting diversity

- Recognizing context
- Community-centered approach
- Reducing the risk of biased outcomes
- Increased transparency and accountability

Based on the work of the Center for Policing Equity, staff will apply key questions to guide and focus internal decisions to support advancing a reimagined transit public safety program. 1. What services could replace law enforcement to reduce their footprint on riders? 2. How can we reduce law enforcement's footprint on over policed riders? 3. What riders and/or employees need more resources and what mechanisms can deliver them? 4. How can we measure our response to change? 5. How can we respond to rider violence with a lighter law enforcement footprint?

We want to focus resources to address root issues to some safety issues. As well as redirecting resources so that the right response is deployed to the safety concern.



### Scope of Work (SOW) Modification

Staff is proposing revisions to the existing contract SOW to increase transparency and continue engaging with the community and passengers to improve trust.

The proposed revisions, which align with the recently PSAC approved Mission and Values for Transit Policy -- *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context, and Committing to Openness and Transparency*, include:

- Removal of fare enforcement and code of conduct responsibilities
- Revised language dealing with proactive enforcement
- Redirecting \$1.6M from LASD contract to the Los Angeles County Department of Mental

Health (DMH) to engage more effectively with the unhoused seeking shelter on the system

- Improved consistency with Campaign Zero's Eight Can't Wait; and
- Increased data collection, transparency, and accountability.

Additionally, staff has been in discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons who are in cognitive crisis or under the influence, or those who turn to the Metro system and property seeking shelter. Staff hopes to reach agreement with the DMH by the end of this calendar year. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing LASD contract. Expansion on the DMH contract to include Long Beach Police Department and Los Angeles Police Department is expected with the additional options requested.

- Law enforcement contractors will host up to one (1) community engagement event per month to re-build trust with community members.

To further enhance public safety across the system, campaigns such as Children Travel Safe, Bystander Training, Clean and Safe, Anti-Hate, Sexual Harassment Prevention & Correction, Implicit Bias, ADA Sensitivity, Overdose Intervention and Prevention, and Victim Advocacy will continue to be developed in coordination with community-based organizations, and Office of Civil Rights & Inclusion, and our law enforcement and security contractors.

### *Accountability*

In light of the Office of the Inspector General (OIG) reports, staff continues to monitor and review current contract utilization in efforts to control expenditures; maintain current staff levels; reallocate current resources to where surge operations are needed and continue to shift law enforcement resources previously supporting Metro Rail Operation's special events to Metro Transit Security.

### **PSAC**

To support PSAC with providing recommendations to the existing contract and on a future contract, Metro staff provided members with a copy of the executed contracts with LAPD, LASD, and LBPD, in addition to various public data sets as requested by members. Complimenting copies of the contracts, staff provided a comprehensive SOW matrix (Attachment F) to members of the Policing Practices ad-hoc subcommittee for review. This matrix was used as a baseline to capture member feedback and potential recommendations. Metro staff issued a memo (see Attachment G) on October 26th to the ad-hoc subcommittee with recommendations for modifying the existing contract. On October 27<sup>th</sup>, the ad-hoc subcommittee met to discuss staff's recommendations and expressed they would like to draft a response. The committee drafted a set of alternative recommendations in a memo (see Attachment H) dated October 29<sup>th</sup>. The recommendations included the following:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health

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services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.

On November 3<sup>rd</sup>, PSAC members voted on the ad-hoc subcommittee's recommendations. Although some members expressed concern about the security impacts of not funding, the committee members unanimously approved the ad-hoc committee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain" (see Attachment I).

Staff has listened to PSAC's feedback and reviewed their comments provided on a Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment F) for improving policing services currently provided under the multi-agency law enforcement contracts and proposed to incorporate several recommendations through revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement consistent with the long-term vision of reimagining public safety.

Metro staff is fully committed to an ambassador program. We recognize the proven benefits of a Transit Ambassador Program and our goal is to implement effective alternative policing strategies as soon as possible. If Metro utilizes contracted services to staff the ambassador program, Metro could be ready to advertise a scope of work for those services by February 2022 with a contract award in the summer. The scope of work could be advertised to Community Based Organizations with expertise in homeless outreach, disability services, and/or hiring, training, and overseeing formerly incarcerated members of our community. Metro's goal is to move forward with a model that best delivers a Transit Ambassador Program in a timely way that is responsive to the sense of urgency that our Board members and public have expressed for this program.

### **DETERMINATION OF SAFETY IMPACT**

The authorization of the contract amendments to each of the law enforcement contracts will ensure continued safety and security of passengers and employees and improve Metro's ability to safeguard critical transportation infrastructures. See Attachment J for a list of positive safety services that are provided by our law enforcement contractors.

### **FINANCIAL IMPACT**

The total funding increase of \$75,201,973 is already included in the adopted FY22 budget, cost center 2010. The cost center manager and Executive Officer, System Security & Law Enforcement will be responsible for budgeting in FY23.

#### **Impact to Budget**

The source of funds for this effort will be local operating funds, including fares, sales tax Proposition A, C, TDA, and Measure R. These funds are eligible for bus and rail operations.

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

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve

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this goal, Metro will rely on a multi-layered, integrated security program that comprises technology, people, and partnerships.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract amendment as recommended by PSAC. This alternative is not recommended as Metro currently does not have an internal police force to combat incidents of crime on Metro system. Furthermore, Metro does not have existing contracts in place to provide an ambassador program, sufficient social services and mental health alternatives as outlined by PSAC.

- Metro will be responsible for costs reasonably incurred by the police agency as a result of the early termination of the contract, which would include reasonable demobilization costs.
- An effort to not approve funds for the law enforcement contracts may be only a shortsighted approach and a missed opportunity to achieving the long-term change that we all seek. With violent crime on the rise on our system, in our communities and across the country, now is not the most appropriate time to limit the capacity of our law enforcement partners to connect with our communities without having any available alternatives to deploy, Metro, as a common carrier, is under a duty to provide the utmost care to its passengers, and recommends investing in this capacity, investing in partnerships, and investing in services that supplement safety and security efforts to better serve those who are most in need.
- PSAC continues its work to advancing a reimagined transit public safety program on Metro. Staff will continue to engage with and support its efforts to enhance safety across all aspects of the system.

### **EQUITY PLATFORM**

The first recommendation allows for continued law enforcement services on the system for the remaining six months of the original period of performance. This action, although as voted on November 3<sup>rd</sup> is not supported by PSAC, will allow the riders to see interim changes rather than continue with the status quo. For example, fare enforcement will be contractually removed from law enforcement's duties and include abiding by the 8 Can't Wait policies.

The second recommendation under consideration to extend the existing contract by six months with a six-month option would allow PSAC to provide feedback on the scope of work for a future contract. These extensions would be necessary due to the 12-14-month procurement process. PSAC would have an opportunity to provide feedback as staff develops the SOW and when it's posted for public viewing and input. In addition, while the new SOW is developed, it does not preclude future PSAC recommendations or other SOW modifications from being implemented into the extension period.

### **NEXT STEPS**

Upon Board approval, staff will execute contract modifications to each of the law enforcement contracts to continue to provide law enforcement services.

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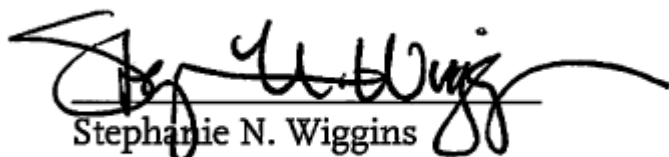
Continue engaging PSAC to provide final recommendations on how to reimagine public safety and begin developing the future scope of services, budget, and other provisions in preparation for the solicitation process of the new law enforcement services contract.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary  
Attachment D - SOW Modifications  
Attachment E - Public Safety Survey  
Attachment F - Multi-Agency Police Contract SOW Matrix  
Attachment G - Staff Recommendations  
Attachment H - PSAC's Alternative Recommendations  
Attachment I - PSAC November 3<sup>rd</sup> Meeting Vote  
Attachment J - Safety Services provided by Law Enforcement Contractors

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## PROCUREMENT SUMMARY

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750/  
PS5863200LASD24750 and PS95866000LBPD24750**

1.	<b>Contract Number:</b> (1) PS5862100LAPD24750, (2) PS5863200LASD24750 and (3) PS95866000LBPD24750			
2.	<b>Contractor:</b> (1) City of Los Angeles (2) County of Los Angeles (3) City of Long Beach			
3.	<b>Mod. Work Description:</b> Increase contract authority			
4.	<b>Contract Work Description:</b> Transit Law Enforcement Services			
5.	<b>The following data is current as of:</b> October 11, 2021			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contract Awarded:</b>	LAPD: 2/23/17 LBPD: 2/23/17 LASD: 2/23/17	<b>Contract Award Amount:</b>	LAPD: \$369,330,499 LASD: \$246,270,631 LBPD: \$ 30,074,628
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b>	LAPD: \$21,526,518 LASD: \$11,325,520 LBPD: \$ 3,147,962
	<b>Original Complete Date:</b>	6/30/22	<b>Pending Modifications (including this action):</b>	LAPD: \$38,628,480 LASD: \$32,842,679 LBPD: \$ 3,730,814
	<b>Current Est. Complete Date:</b>	6/30/22	<b>Current Contract Value (with this action):</b>	LAPD: \$429,485,497 LASD: \$290,438,830 LBPD: \$36,953,404
7.	<b>Contract Administrator:</b> Aielyn Dumaua		<b>Telephone Number:</b> (213) 922-7320	
8.	<b>Project Manager:</b> Ron Dickerson		<b>Telephone Number:</b> (213) 922-4948	

**A. Procurement Background**

This Board Action is to approve modifications to Contract No. PS95866000LBPD24750 with the City of Long Beach, Contract No. PS5862100LAPD24750 with the City of Los Angeles, and Contract No. PS5863200LASD24750 with the County of Los Angeles to continue to provide law enforcement services to support bus and rail operations throughout the entire Metro transit system through the remaining six (6) months of the multi-agency law enforcement services contracts.

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

On February 23, 2017, the Board approved the award of contracts to the City of Long Beach, City of Los Angeles and County of Los Angeles to provide transit law enforcement services for a period of five years.

Refer to Attachment B – Contract Modification/Change Order Log for modifications issued to date.

**B. Price Analysis**

The recommended price has been determined to be fair and reasonable based on price analysis. Labor rates are subject to each law enforcement agencies' collective respective bargaining agreement.

<b>Contractor</b>	<b>Modification Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
City of Long Beach	\$ 3,730,814	\$ 3,730,814	\$ 3,730,814
City of Los Angeles	\$ 38,628,480	\$ 38,628,480	\$ 38,628,480
County of Los Angeles	\$ 32,842,679	\$ 32,842,679	\$ 32,842,679

**ATTACHMENT B**

**CONTRACT MODIFICATION/CHANGE ORDER LOG**

**TRANSIT LAW ENFORCEMENT SERVICES/PS95866000LBPD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised Contract No. to PS95866000LBPD24750	Approved	1/8/18	\$ 0
<b>2</b>	Revised Exhibit B – Memorandum of Cost	Approved	10/1/19	\$ 0
<b>3</b>	Increase in contract authority	Approved	3/25/21	\$ 3,147,962
<b>4</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 3,730,814</b>
	<b>Modification Total:</b>			<b>\$ 6,878,776</b>
	<b>Original Contract:</b>			<b>\$30,074,628</b>
	<b>Total:</b>			<b>\$36,953,404</b>

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised provisions of GC14-Termination	Approved	7/1/18	\$ 0
<b>2</b>	Increase in contract authority	Approved	3/25/21	\$ 21,526,518
<b>3</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 38,628,480</b>
	<b>Modification Total:</b>			<b>\$ 60,154,998</b>
	<b>Original Contract:</b>			<b>\$369,330,499</b>
	<b>Total:</b>			<b>\$429,485,497</b>

**TRANSIT LAW ENFORCEMENT SERVICES/PS5863200LASD24750**

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
<b>1</b>	Revised Exhibit A - Statement of work and updated Exhibit B – SH-AD 575	Approved	7/1/20	\$ 0
<b>2</b>	Increase in contract authority	Approved	3/25/21	<b>\$ 11,325,520</b>
<b>3</b>	Increase in contract authority	<b>Pending</b>	<b>Pending</b>	<b>\$ 32,842,679</b>
	<b>Modification Total:</b>			<b>\$ 44,168,199</b>
	<b>Original Contract:</b>			<b>\$246,270,631</b>
	<b>Total:</b>			<b>\$290,438,830</b>

**DEOD SUMMARY**

**TRANSIT LAW ENFORCEMENT SERVICES/PS5862100LAPD24750/  
PS5863200LASD24750 and PS95866000LBPD24750**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to a lack of subcontracting opportunities. As confirmed by the Project Manager, the law enforcement agencies will perform the work with their own workforces.

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

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

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

## EXHIBIT A – STATEMENT OF WORK

As of June 27, -2017

### **Background**

The Los Angeles County Metropolitan Transportation Authority (LACMTA) was established in 1992 and is the region's principal agency for Multi-modal transit operations. LACMTA seeks law enforcement services to support its day-to-day operations across its entire service area. **See Attachment No. 1.** LACMTA averages more than 1.4 million trips on its bus and rail systems daily.

Based upon business need, LACMTA resolved to award three (3) separate contracts to: City of Long Beach, City of Los Angeles and County of Los Angeles to provide law enforcement services within specified territorial coverage. LACMTA shall remain the lead agency for coordination. Contractor shall report directly to LACMTA's System Security and Law Enforcement Department and collaborate on the following priorities:

- **Crime deterrence- to include vandalism and graffiti**
- ~~Decrease response times to emergency, priority and routine calls for service~~
- ~~Increase law enforcement and security v~~ **Visibility across the transit system**
- ~~Deter crime - to include vandalism and graffiti~~
- ~~Reduce v~~ **Vulnerability to terrorism**
- **Prompt response times to emergency, priority, and routine calls for service**
- **Awareness and education regarding public safety**
- ~~Enforce LACMTA's Customer Code of Conduct~~
- ~~Reduce fare evasion~~

LACMTA will not provide compensation for basic services like 911 response, criminal investigations, accident investigations and major incident response, LACMTA will provide compensation for enhanced visibility staffing in order to reduce LACMTA's vulnerability to crime and terrorism.

LACMTA operates transit service from eleven (11) geographically distinct bus divisions and four (4) rail divisions servicing six (6) train lines. In addition to the rail lines, enhanced critical infrastructure staffing shall be provided at Union Station, 7<sup>th</sup> & Metro Station and Willowbrook/Rosa Parks Station. Bus locations requiring enhanced critical infrastructure staffing include the Harbor/Gateway Station and El Monte Transit Center.

In addition, the Contractor shall provide staffing for work shifts between the hours of 6:00 a.m. and 2:00 a.m. daily, with reasonable reductions upon mutual agreement between LACMTA and Contractor, -during periods of limited service or low demand. Any such agreement shall be confirmed in writing by LACMTA to the Contractor.

### **1.0 Scope of Work**

The Contractor must provide staff with extensive law enforcement experience and provide only POST certified or POST-eligible personnel to this contract. "POST-eligible" means that personnel have successfully met all requirements for POST certification and Contractor will, upon request, provide written evidence that all such requirements have

been met by any personnel. The Contractor must provide staffing and deployment models consistent with LACMTA's existing division-based configuration. Contractor shall include the specific number of resources assigned to ride LACMTA's trains and rail corridors, and attempt to reduce LACMTA's vulnerability to terrorism at its key critical infrastructures. As the LACMTA system expands for rail, LACMTA may amend the contract with mutual agreement of Contractor in accordance with the terms and conditions of this Contract.

## 1.1 Specific Responsibilities

Contractor shall be responsible to complete the following tasks, to the maximum extent permitted by Contractor's lawful authority:

- a) Augmented Contractor or regional response to 911 emergency, priority and routine calls for service within Contractor's jurisdiction;
- b) Crime analysis and reporting;
- c) Augment Contractor or regional criminal investigations, accident investigations and law enforcement response to major incidents within Contractor's jurisdiction;
- d) Reduce system-wide vulnerability to terrorism;
- e) Conduct joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
- f) Provide access to K9 explosive detection on an on-call overtime basis;
- g) Ride Metro trains, and rail stations/corridors, and maintain high visibility at key LACMTA critical infrastructure locations;
- h) Provide **directive** law enforcement presence **at** during the periodic fare enforcement and passenger screening operations, **request of** from **LACMTA**;
- i) **Remove Escort** persons **from LACMTA property at the request of LACMTA** without a valid transit fare from trains, buildings, and stations;
- j) Conduct mutually agreed upon grade crossing enforcement operations;
- k) Respond to and resolve incoming calls for service from LACMTA rail and security dispatch centers;
- l) Respond to and resolve incoming complaints from LACMTA 's Transit Watch program;
- m) Respond to and resolve citizen complaints related to criminal activity;
- n) Conduct ~~proactive anti-crime operations~~ **community focus law enforcement activities** when not handling a dispatched call;
- o) Participate in LACMTA emergency and disaster preparedness planning and drills;
- p) **At the request of LACMTA** collaborate with social service agencies, **community and faith-based organizations** to address the impact of homelessness on the transit system
- q) Enforce ~~LACMTA's Code of Conduct~~ **local, state and federal laws and regulations**;
- r) Attend weekly coordination meetings or other meetings as required;
- s) **Tap issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors while patrolling;**
- t) **Body-Worn Cameras will be deployed consistent with departmental policy;**

- h) **Be consistent with the principles of Campaign Zero “Eight Can’t Wait”**; and
- s) **v) Provide additional law enforcement services to address unforeseen events/requirements.**

## 1.2 Personnel and Training Requirements

Each sworn law enforcement officer/supervisor assigned to LACMTA must have or be eligible to receive a Basic, Intermediate, Advanced or Supervisory California POST Peace Officer’s Certificate. Upon LACMTA request, Contractor will provide written evidence that any officer/supervisor that is not formally POST-certified has successfully met all requirements for such certification. Command level officers must hold an active Management or Executive POST Peace Officer’s Certificate. LACMTA may consider Reserve Officer POST Certificates on a case-by-case basis. Only POST certified personnel are authorized to provide law enforcement services. The Contractor’s personnel must have completed their probationary period, have a minimum of eighteen (18) months of law enforcement experience, and shall not have current duty restrictions, whether due to medical or performance based issues, in order to be assigned to the Contract.

All LACMTA-mandated training will be conducted by LACMTA and will be considered a reimbursable cost(s) by LACMTA under this Contract.

All Contractor personnel assigned to LACMTA must attend a Four- hour LACMTA safety training immediately following the issuance of a Notice to Proceed. After the Notice to Proceed, any new personnel of the Contractor will be required to attend this LACMTA safety training.

Within the first six (6) months of assignment, all law enforcement personnel must also complete a separate four (4) hour training course in “Transit Policing.” The curriculum will be developed by LACMTA and cover the topics of:

- a) Overview of LACMTA’s Org Chart, Bus and Rail Operations
- b) Mitigating Terrorism in the Transit Environment
- c) Impact of Crime and Disorder on Transit Ridership
- d) Transit Watch App
- e) LACMTA’s Customer Service Expectations
- f) Partnering with LACMTA’s Security Team
- g) ~~Fare Collection and Fare Evasion~~
- h) **g) Grade Crossing Enforcement**
- i) **h) LACMTA Customer Code of Conduct**

The Chief of Police of the Long Beach Police Department shall have the sole authority for assignment of key personnel on a routine basis. Contractor will make best efforts to ensure key leadership personnel positions identified in its technical proposal are highly qualified personnel that meet all LACMTA requirements. The Parties agree that in the event either Party recommends any changes to key leadership personnel assignments, it will, with a reasonable amount of advance notice, provide written notice to the other Party. The Parties

will meet and consult to a mutual satisfaction on any changes to key leadership personnel and Contractor will provide LACMTA with documentation of the qualifications for any person proposed for a key leadership position.

### 1.3 Service Coverage

Contractor shall provide law enforcement services to Metro's areas within the Long Beach city limits as provided in Attachment 2.

### 1.4 Management and Administrative Duties of Contractor's Personnel

**The Contractor will monitor complaint allegations against Contractor Personnel assigned to the Contract, including those specifically related to racial discrimination, excessive force, and sexual harassment during the course of their duties as a law enforcement officer, whether assigned to LACMTA or other assignments. Contractor Personnel with two or more conclusive allegations, over the most recent three years, related to racial discrimination, excessive force or sexual harassment will be identified, communicated to LACMTA, and managed as required by law enforcement departmental policy.**

## 2.0 REPORTING REQUIREMENTS

### 2.1 Reports

The Contractor shall submit to LACMTA, the following reports and documents as required:

- a) Weekly schedule for each watch or shift. Must include each employee's name, badge number, actual hours worked, assignment and rank. This report shall be submitted within 30 days of the date the schedule is created;
- b) Watch Commander Summary of Major Events of the Day
- c) Monthly summary of crime activity, citations issued, arrests made;
- d) Monthly summary of commendations and complaints;**
- e) Monthly summary and general nature of personnel complaints;**
- ~~e)f~~ Monthly Report on the number of Part 1 crime cases referred for follow-up investigation and the subsequent disposition;
- ~~f)g~~ After-Action Reports following special operations, emphasis details and/or major incidents;
- ~~g)h~~ Annual Community Policing Plan;
- ~~h)i~~ Monthly summary of Problem-Oriented Policing projects;
- ~~i)j~~ Executive Summary of Major Events/Incidents on the Metro System (distribution to LACMTA's CEO, DCEO, COO, Chief of Risk Safety and Asset Management and Chief of System, Security and Law Enforcement); and
- k)** Data must be provided in a format which allows LACMTA to determine the calculation of all reported figures, separate from any general written report format that may be provided. Should it be mutually agreed upon to use a third party format or subscription based service to transmit data, LACMTA will pay all costs associated with facilitating data transmission.

- l) Body worn camera data will be provided to LACMTA upon request and in accordance with state laws. LACMTA will work with the Contractor to develop specific protocols for access and delivery of data, as appropriate.
- m) Contractor will collect and report data consistent with local, state, and federal laws and regulations. Data must be provided upon LACMTA's request.

LACMTA requires read-only access to law enforcement agency's crime statistics database(s) with ability to pull the required data elements for import into LACMTA's systems.

The Contractor shall provide LACMTA with data to measure:

- a) How assets are assigned and tracked using LACMTA-provided systems and/or equipment
- b) The time/date/category/disposition of calls for service
- c) Incident response times
- d) Ratio of proactive versus dispatched activity
- e) Number of criminal citations/infractions/violations issued
- f) Number of misdemeanor and felony arrests
- g) Real Time Crime Analysis Data
- h) Provide the following GIS data (Raw or API format) and services:
  - i. Spatial (Location-Based): Location of crimes attended, time and location stamped
  - ii. Ability to identify, track, and log mobile assets in real time: Vehicles, radios, mobile phone, and other GPS enabled, Metro-provided equipment

Contractor must come equipped with all of the necessary tools to communicate with other police/fire agencies, investigate crimes and accidents, prepare reports, and use existing crime analysis tools and/or predictive analysis of crime trends. Under no circumstances shall Contractor share confidential data or information obtained from the California Law Enforcement Telecommunications System (CLETS) with non-law enforcement personnel.

LACMTA will work with the Contractor to develop specific protocols for dispatching non-emergency service calls that are not appropriate for the 911 system. LACMTA will provide the Contractor with Mobile Phone Validators, LA Metro Transit Watch tools, Mobile Video Surveillance Tools and access to video feeds where possible.

If LACMTA directs dispatchers or dispatch operations to make minor changes or significant changes to their operations that have a technology, software, staffing, or financial impact, no such changes shall be implemented until LACMTA has contacted the City of Long Beach, Department of Disaster Preparedness and Emergency Communications ("DPEC"), and entered any necessary agreements as required by DPEC.

## 2.2 Monthly Key Performance Indicators

LACMTA and the Contractor(s) will jointly develop baseline performance metrics to capture:

- a) **The percentage of time spent on bus stops, transit centers, train platforms, plazas, stations, buses, trains, and performing other LACMTA related activities while on** ~~Number of foot, and vehicle and motor patrols of transit centers and train platforms/plazas/stations~~
- b) Ratio of staffing levels and vacant assignments
- c) Ratio of proactive versus dispatched activity
- d) Number of train boardings
- e) Incident response times
- f) Number of fare enforcement operations
- g) Decreases/Increases in crime
- h) Number of Grade crossings operations

LACMTA will provide details of each required KPI, including definitions, raw data required and calculations. LACMTA will use these KPIs as part of the contract monitoring and evaluation process.

## 3.0 Community Policing

The Contractor shall update **and submit** annually **for the LACMTA's review and approval** **the** Community Policing Plan. Building and sustaining community partnerships is central to LACMTA's goal of reducing vulnerability to crime. This will require periodic attendance at community meetings and other events designed to foster LACMTA's relationship with the community. Contractor's staff shall be provided specific training in Problem Oriented Policing in order to assist LACMTA in addressing longstanding challenges related to crime, blight and disorder. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

As part of the Community Policing Plan, it is important for the Contractor to incorporate feedback from rail managers into the overall policing strategy. Maintaining a continuous dialogue will foster operational understanding of the unique challenges associated with policing in a transit environment. The primary goal of these collaborative efforts is to ensure that each of the Divisions are given appropriate coverage and foster the safety of the operators.

## 4.0 Homeland Security and Emergency Preparedness

The Contractor must be able to conduct detailed threat analysis and identify strategies to address security threats. The Contractor shall collaborate with LACMTA on intelligence sharing, anti-terrorism operations, drills, planning activities and coordination with other agencies. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

## 5.0 Contractor Resources

The Contractor shall provide:

- a) All vehicles and associated operating costs;
- b) Police radios and communications equipment;
- c) Mobile data terminal laptops;
- d) Uniforms, weapons and other personal equipment;
- e) Investigative tools and equipment; and
- f) Traffic enforcement devices and equipment.

## **6.0 LACMTA Resources**

Metro may provide a limited amount of resources to key law enforcement staff assigned to the contract. In some cases these resources may have to be negotiated until a mutually acceptable agreement is reached. These resources include:

- a) Office space and official vehicle parking spaces at One Gateway Plaza;
- b) Office desks, computers and printers;
- c) Access to security kiosks, break rooms and restroom facilities, specifically access to the 200 W 27th Street breakroom area, if available;
- d) Access to limited shower and locker room facilities;
- e) Access to conference rooms;
- f) Photocopiers, telephones, network access and email;
- g) Transit passes for official use;
- h) Office space and official vehicle parking at the Rail Operations Center;
- i) Office space and official vehicle parking spaces at select Bus & Rail Divisions (Division 11, if available);
- j) Mobile phone fare-validators for each law enforcement official assigned to the contract;
- k) Safety vest and hardhat;
- l) Access to LACMTA video surveillance feeds; and
- m) Access to LACMTA radio frequencies (Operations and Security).

## **7.0 BILLING**

The Contractor's monthly invoice shall be based upon and reflect the actual services provided under the terms of this Contract. The billings must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked and payroll records. The Contractor's invoices are subject to periodic audits at the sole discretion of LACMTA.

1. The Contractor shall not bill LACMTA for any vacant shift assignment
2. All billing expenditures shall be submitted for payment to LACMTA no later than sixty (60) days after the closing of the Contractor Deployment Period.

## **8.0 DISPOSITION OF EQUIPMENT**

Unless otherwise agreed upon by the Parties, all LACMTA-funded and LACMTA-provided equipment shall be returned by Contractor to LACMTA upon termination of this Contract in the same condition in which it was provided to Contractor, less regular wear and tear.

## **9.0 TRANSITION/MOBILIZATION PERIOD**

LACMTA acknowledges that Contractor will incur significant costs associated with the Transition/Mobilization Period from March 23, 2017, through June 30, 2017. Scope of services to be provided by Contractor during the Transition/Mobilization Period shall be in accordance with the Limited Notice to Proceed (LNTP - Exhibit E) and shall be paid for by LACMTA by written contract amendment, if needed. For clarification purposes, LACMTA agrees to pay for all costs associated with transition/mobilization in addition to the services outlined in this Exhibit A for the duration of the Contract. If the total cost of services articulated within the Contract exceeds \$30,074,628, LACMTA agrees to execute a written contract amendment to increase funding appropriation, and to take any other steps necessary, to ensure adequate funding is available to pay all costs associated with Contractor services.

Scope of services is a material term to this Contract, and Contractor reserves the right to terminate this contract if adequate funding is not provided by LACMTA to pay for such services.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

September 27, 2021

**TO:** BOARD OF DIRECTORS

**THROUGH:** STEPHANIE N. WIGGINS *SNW*  
CHIEF EXECUTIVE OFFICER

**FROM:** NICOLE ENGLUND *NE*  
CHIEF OF STAFF

**SUBJECT:** PUBLIC SAFETY SURVEY RESULTS

## ISSUE

This report provides the Board with Public Safety Survey results (attached) that are available to inform Metro's future approach to public safety.

## BACKGROUND

Board Report 2020-0572 (September 2020) indicated that Metro would launch a Public Safety Survey of customers and Metro employees. Metro engaged an independent research firm to conduct the customer research, which included current riders as well as recently lapsed riders. The research firm also conducted a survey of persons experiencing homelessness on Metro, and one-on-one interviews of community leaders who have experience with marginalized communities. Staff is conducting a Public Safety Survey of Metro employees as well.

This Board box shares the results of the survey of customers and the survey of people experiencing homelessness on Metro. The results from the employee survey and community leader interviews will be shared with the Board in October, after the information becomes available.

These surveys of multiple populations were conducted to get a full 360-degree perspective on public safety issues. Initial methodologies and survey instruments were reviewed by the Public Safety Advisory Committee (PSAC) Ad Hoc Survey Subcommittee. As a result of the PSAC subcommittee review, multiple changes were made to the questionnaires, and steps taken to ensure diverse participants were engaged, including:

- The rider survey was made available in eight languages.

- Metro reached out to rider survey respondents at different times of the day and different days of the week to reach lower income respondents who work varying schedules or multiple jobs.
- Metro supplemented the rider survey with an address-based sample to ensure the survey is representative and inclusive of Equity Focused Communities (EFC).
- People experiencing homelessness were provided with incentives to thank them for their participation in the survey of people experiencing homelessness.

## **DISCUSSION**

The research consultants fielded two surveys:

- 1) A dual-mode (telephone and online) survey of a random sample of current and lapsed Metro riders.
- 2) Interviews of Metro riders who are experiencing homelessness.

Results from these two surveys are attached. Findings include:

- Most riders, including people experiencing homelessness, usually feel safe on Metro except at night
- Women and nonbinary individuals tend to feel less safe than men
- Top rider priorities include:
  - Lighting and emergency call buttons at stations and bus stops
  - Staff who can assist people with disabilities
  - Social workers and mental health professionals
  - Transit Ambassadors
- Many respondents support both armed and unarmed staff on the system. Over 60% want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority.
- A slim majority wants Metro to allow people experiencing homelessness to ride just like anyone else, while a third wants Metro to be “tougher” about removing them from buses and trains.

## **NEXT STEPS**

Survey results will be made available to the Public Safety Advisory Committee and Metro staff to help inform recommendations to the Board regarding reimagination of public safety on Metro.

## **ATTACHMENT**

Attachment A – Public Safety Survey Results



# Perceptions of METRO Safety and Security

*Results of Survey of METRO Riders and Survey of People Experiencing  
Homelessness on METRO*



OPINION  
RESEARCH  
& STRATEGY








*Consensus*



# **Survey of METRO Riders**

# Survey Specifics and Methodology

Dates	July 27-August 19, 2021		
Survey Type	Dual-mode Customer Survey		
Research Population	Current and Lapsed Metro Rail and Bus Riders		
Total Interviews	2,070		
Margin of Sampling Error	(Full Sample) ±2.2% at the 95% Confidence Level (Half Sample) ±3.0% at the 95% Confidence Level		
Contact Methods	 Telephone Calls	 Email Invitations	 Text Invitations
Data Collection Modes	 Telephone Interviews	 Online Survey	
Languages	Survey available in English, Spanish, Armenian, Chinese, Japanese, Korean, Russian, Vietnamese		

## **Many efforts were made to ensure that the survey was designed and administered objectively and that respondents reflect the demographics of current and lapsed METRO riders.**

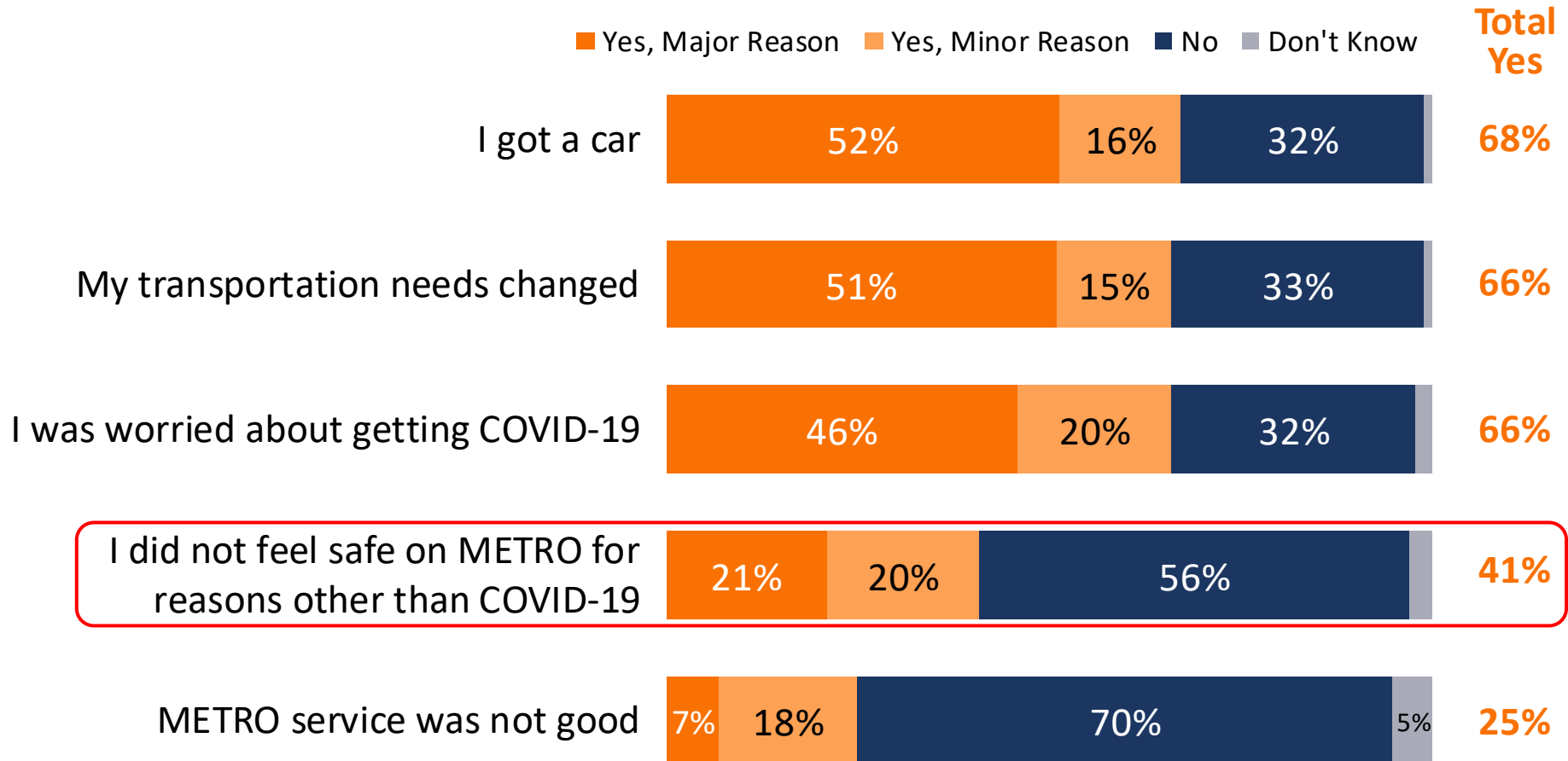
- Adjustments to survey questionnaire and methods based on input from PSAC Ad Hoc Committee
- Several steps taken to ensure the survey was representative and inclusive of as many riders as possible including those without regular access to the internet, with disabilities that make hearing or reading difficult, who are more comfortable speaking languages other than English, who work during “normal” evening survey hours, etc.:
  - Survey made available in multiple modes (cell phones, landlines, and online)
  - Potential respondents reached with several contact methods (phone calls, text messages and email messages)
  - Contacted potential respondents at different times of day and different days of the week
  - Survey available in eight languages
  - Expanded the pool of potential respondents by supplementing the on-board rider survey database with randomized contacts of residents who have recently ridden METRO
- Independent research company led by the data, without a pre-existing agenda

## **Weighted demographic profile of respondents is in line with METRO's pre-COVID ridership.**

- 53% identify as Latinx/Hispanic; 18% Black/African American; 9% Asian/Pacific Islander
- 19% interviews conducted in languages other than English
- 17% identify as having a disability
- 20% identify as not heterosexual
- 2% identify as gender non-conforming or non-binary
- 53% household income below \$25,000
- 24% ages 18-24; 22% ages 25-34; 45% for ages 35-64; 9% ages 65+

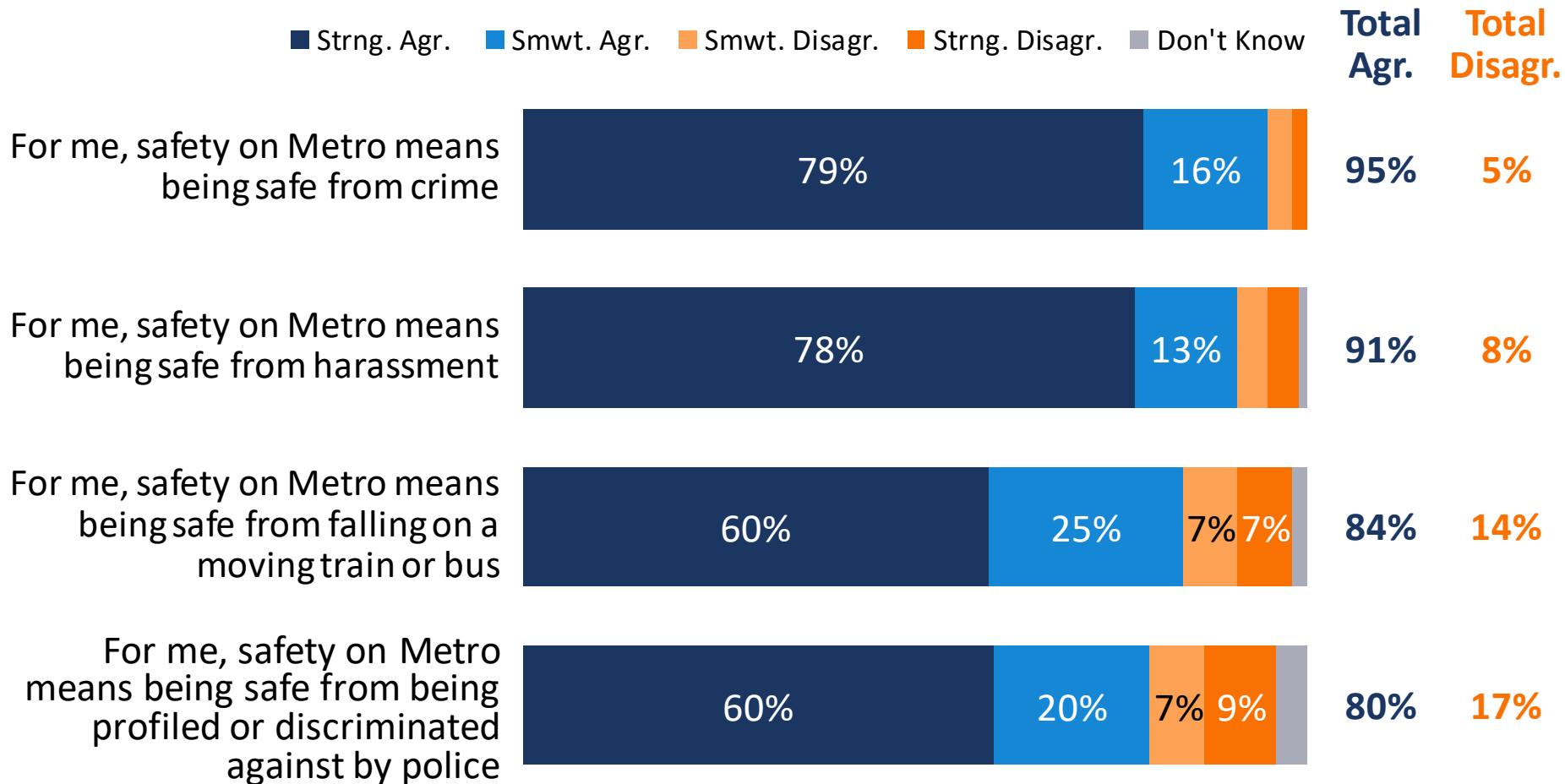
# About four-in-ten respondents who have reduced their Metro ridership cited their safety (not related to COVID) as a reason.

(Ranked by Yes, Major Reason; Asked of Those Who Do Not Currently Ride METRO; n=631)



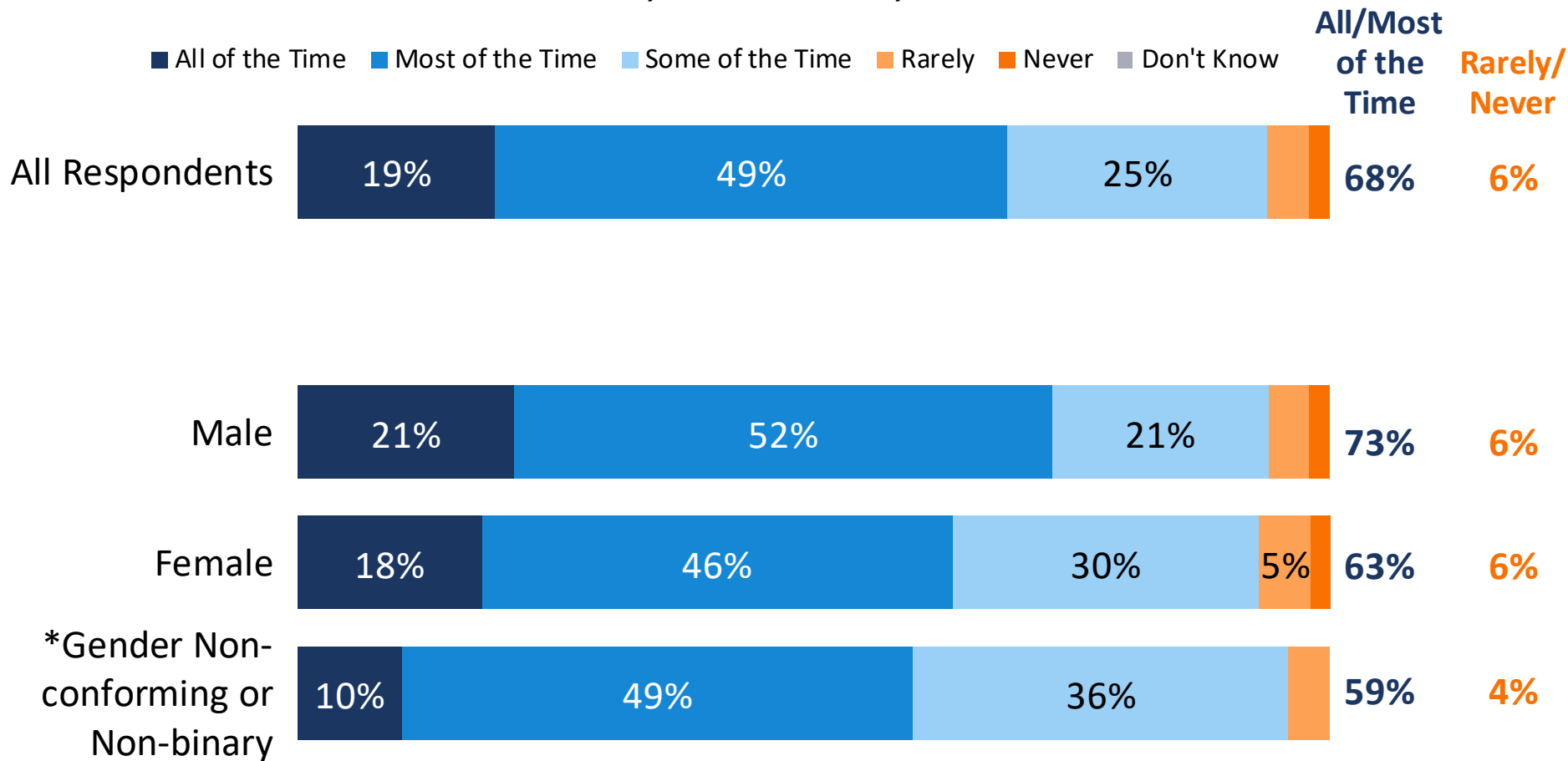
# The large majority of respondents have a broad definition of safety.

*(Ranked by Strongly Agree)*



# In all age groups women felt less safe than men when riding METRO.

## By Gender Identity

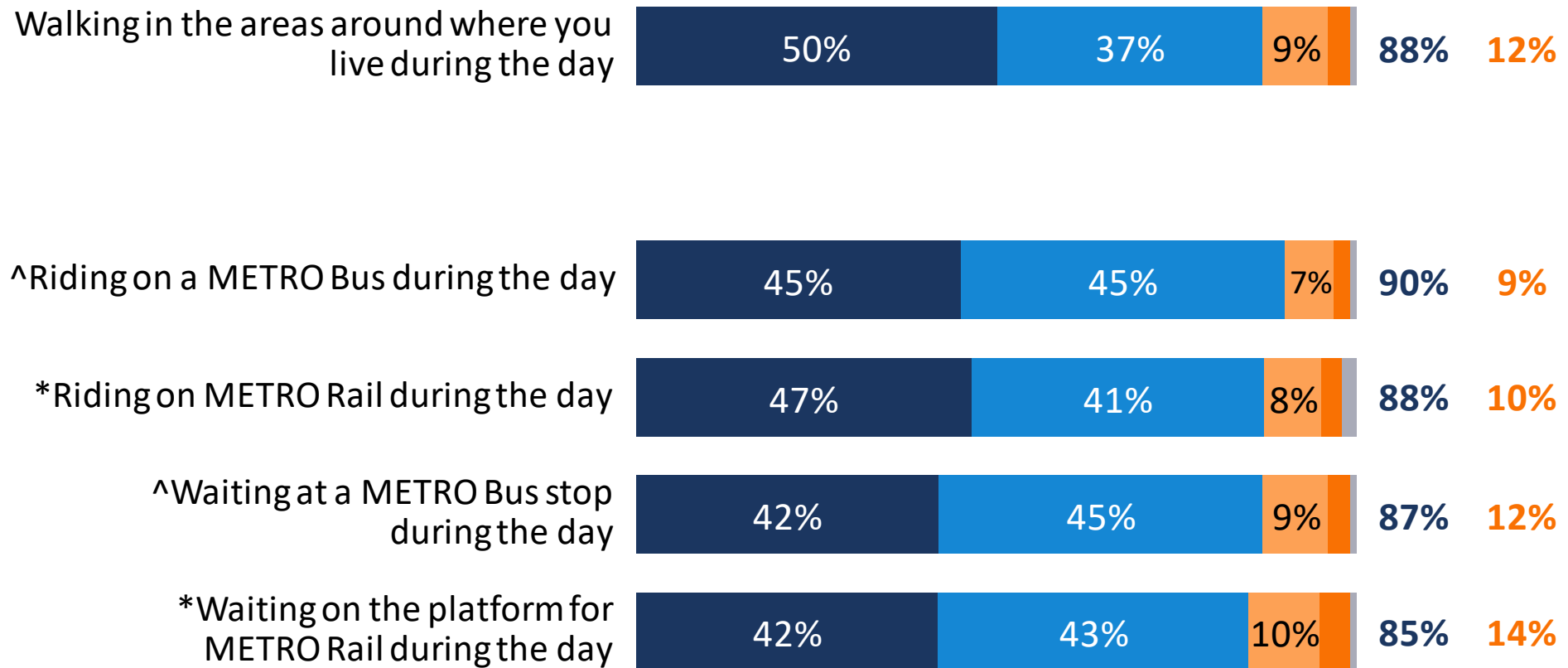


# Metro riders generally feel safe during the day.

(Ranked by Total Safe)

■ Very Safe ■ Smwt. Safe ■ Smwt. Unsafe ■ Very Unsafe ■ Don't Know

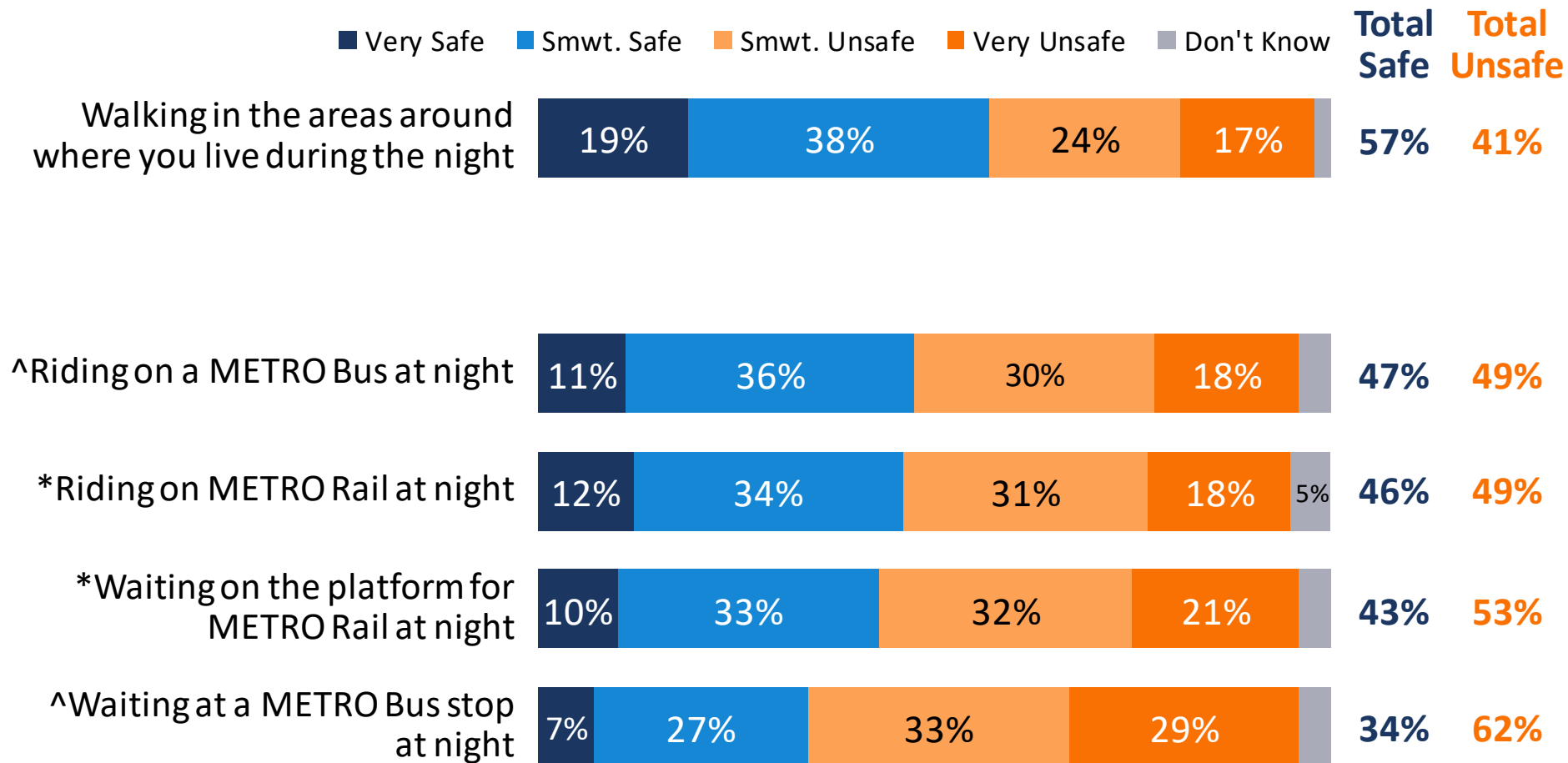
**Total Safe** **Total Unsafe**



Q10a, c, g, i & k. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead. \*Asked of METRO Rail Rider's Only; n=1,845; ^Asked of METRO Bus Rider's Only; n=1,878

# Riders have much stronger concerns about their safety in the METRO system at night.

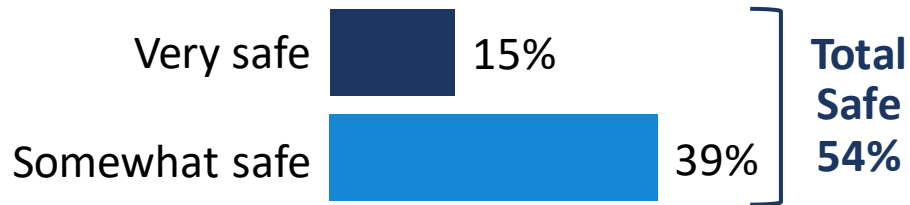
(Ranked by Total Safe)



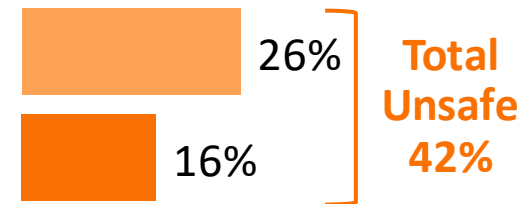
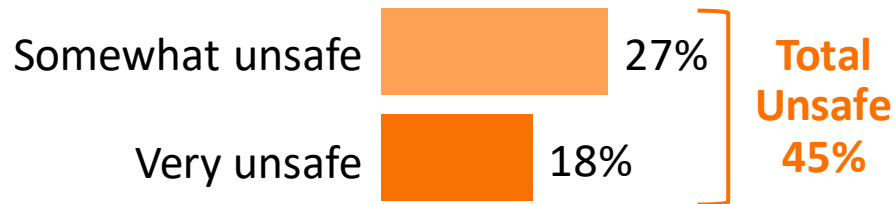
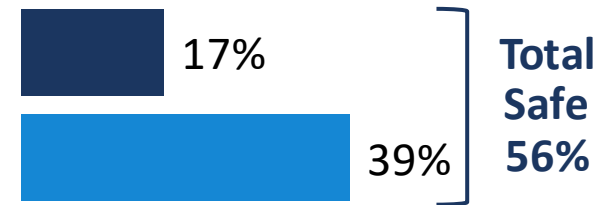
Q10b, d, h, j & l. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead. \*Asked of METRO Rail Rider's Only; n=1,845; ^Asked of METRO Bus Rider's Only; n=1,878

# Riders tend to feel less safe on crowded buses and trains.

Riding on METRO Bus  
when it is very crowded  
(Asked of METRO Bus  
Rider's Only; n=1,878)



Riding on METRO Rail  
when it is very crowded  
(Asked of METRO Rail  
Rider's Only; n=1,845)



Don't know 1%

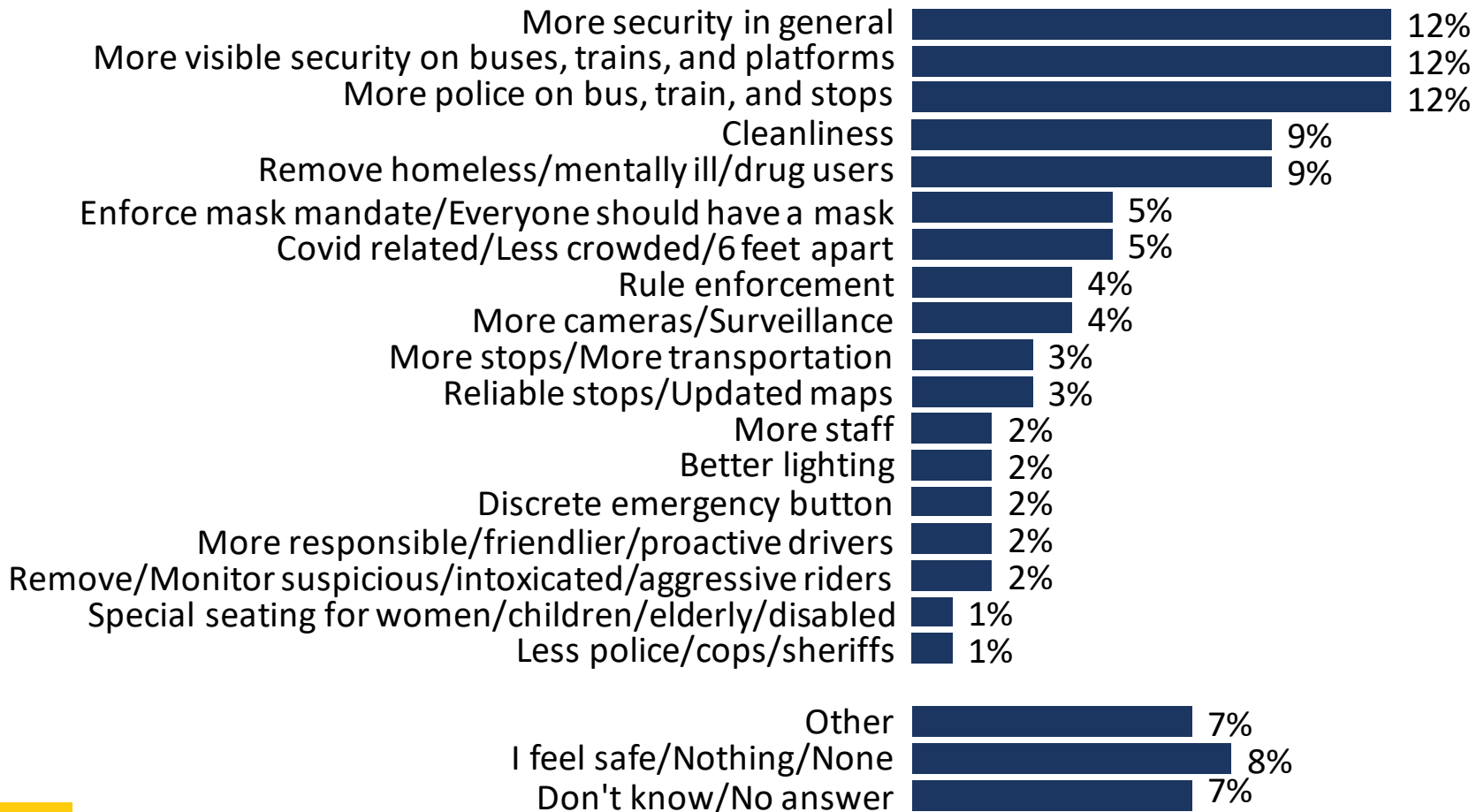
2%

Q10e & f. I would now like to mention different situations, and after each one please tell me if you generally feel (very safe, somewhat safe, somewhat unsafe, or very unsafe; very unsafe, somewhat unsafe, somewhat safe, or very safe) in those situations. If the situation has never applied to you, you can tell me that instead.

# The most common responses to an open-ended question about improving safety for riders referenced improving security.

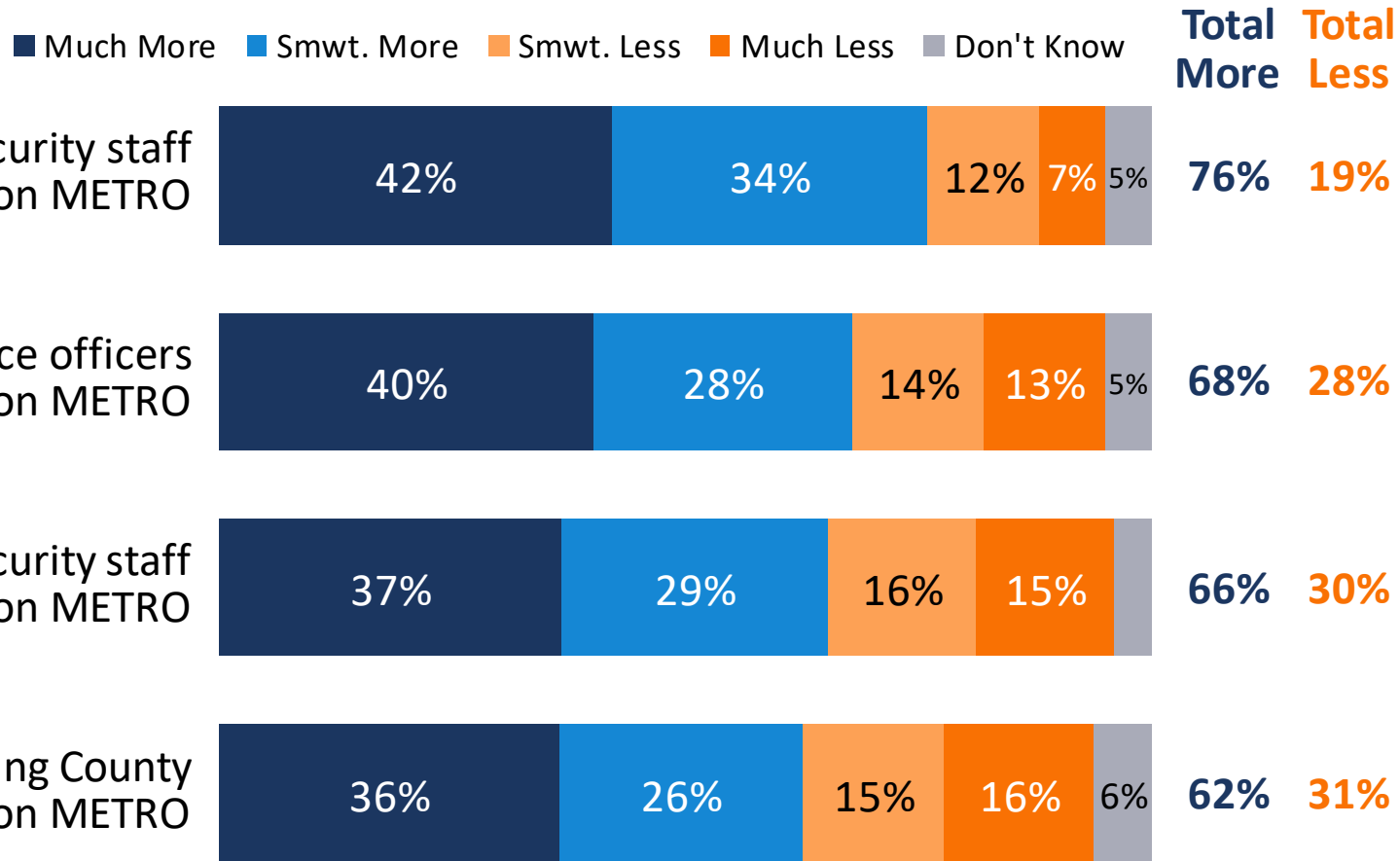
*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted; Responses Shown 1% and a Above)*



# SECURITY STAFF: Over 60% of riders want more security staff and law enforcement on Metro, while 20-30% want less.

(Ranked by Total More of a Priority)



Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Support for Security Staff by Race/Ethnicity

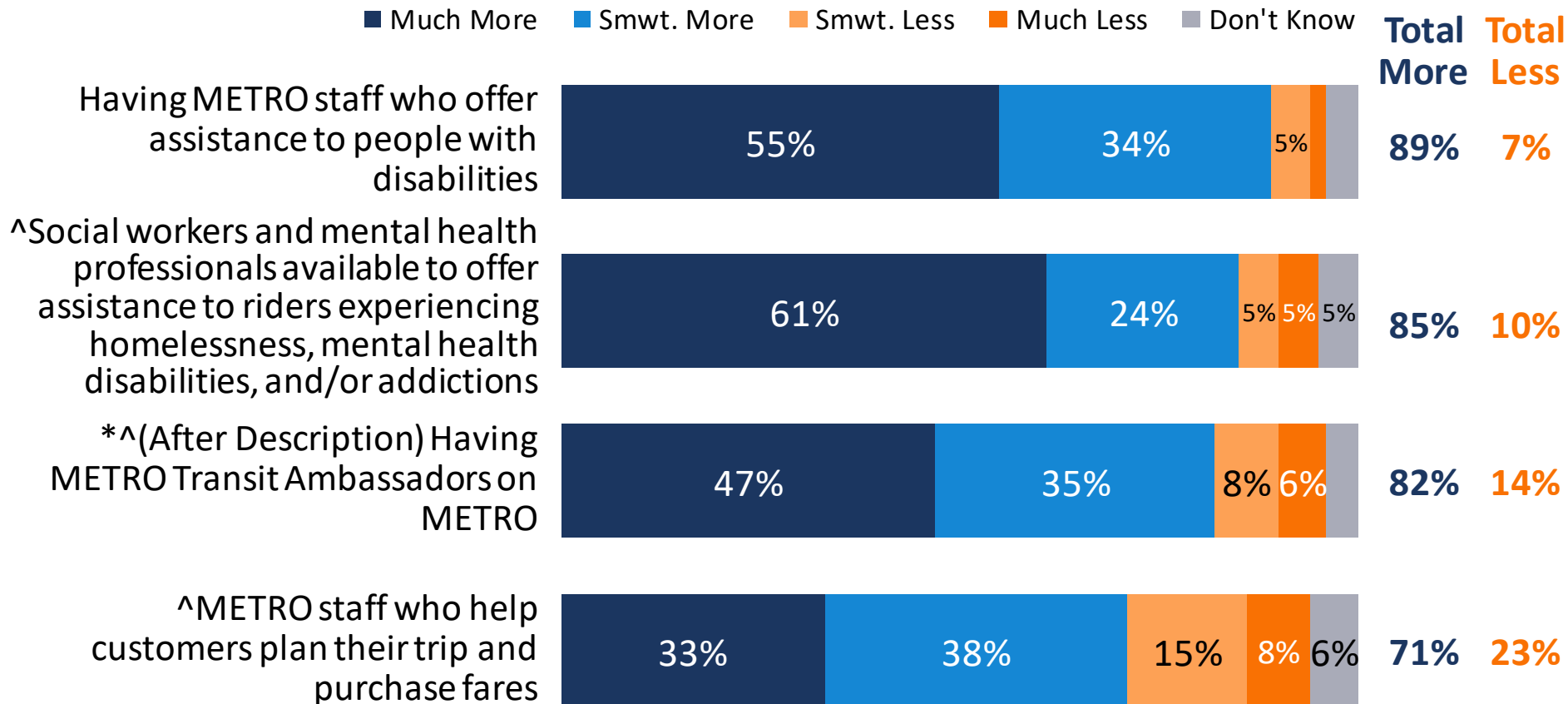
(Total More of a Priority)

Security Personnel Priorities	All Resp.	Race/Ethnicity				
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities
Having unarmed security staff on METRO	<b>76%</b>	76%	78%	76%	83%	70%
^Having Local city police officers on METRO	<b>68%</b>	70%	70%	61%	67%	60%
Having armed security staff on METRO	<b>66%</b>	67%	68%	61%	63%	56%
^Having County Sheriff's deputies on METRO	<b>62%</b>	65%	65%	57%	61%	46%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# ASSISTANCE STAFF: There is even more support for staff who can help customers in a variety of ways, including Transit Ambassadors and social workers.

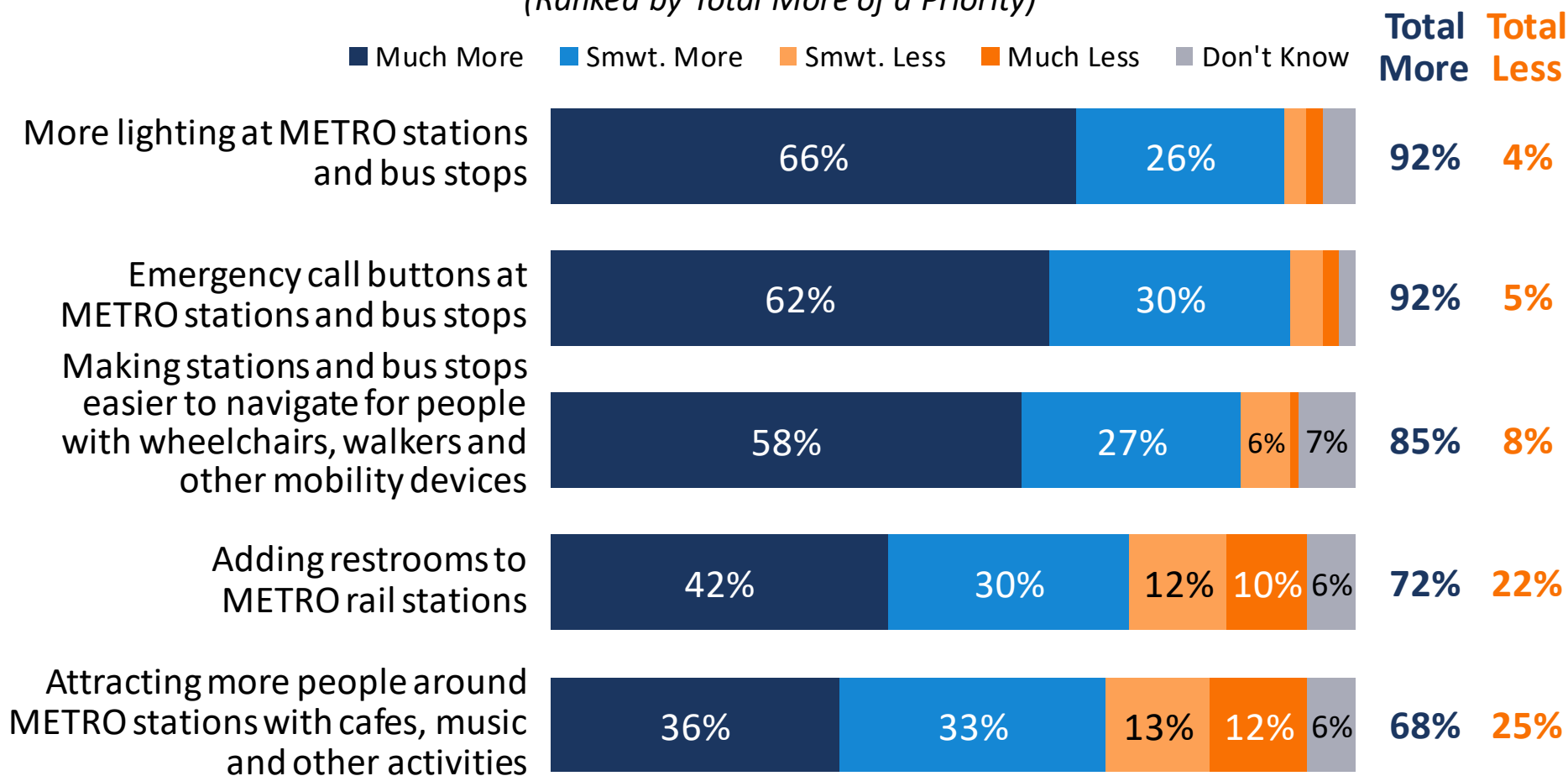
(Ranked by Total More of a Priority)



Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample. \*Description of Transit Ambassadors: "This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe."

# INFRASTRUCTURE CHANGES: There is nearly unanimous support for more lighting and emergency call buttons at bus stops and rail stations.

(Ranked by Total More of a Priority)



Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

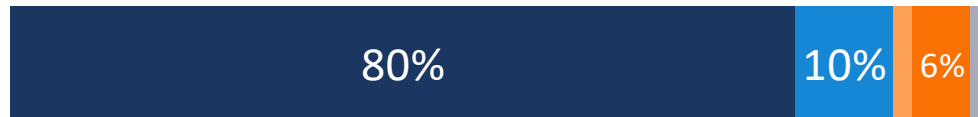
# Riders envision broad roles for Transit Ambassadors, including addressing challenging situations such as sexual assaults and threatening behavior.

(Ranked by Total Agree)

■ Strng. Agree ■ Smwt. Agree ■ Smwt. Disagree ■ Strng. Disagree ■ Don't Know

**Total Agree** **Total Disagree**

Sexual harassment



**90%**

**8%**

Sexual assault



**89%**

**10%**

Racial harassment



**88%**

**10%**

Someone behaving in a way that may scare or threaten other riders



**88%**

**10%**

\*Verbal fighting



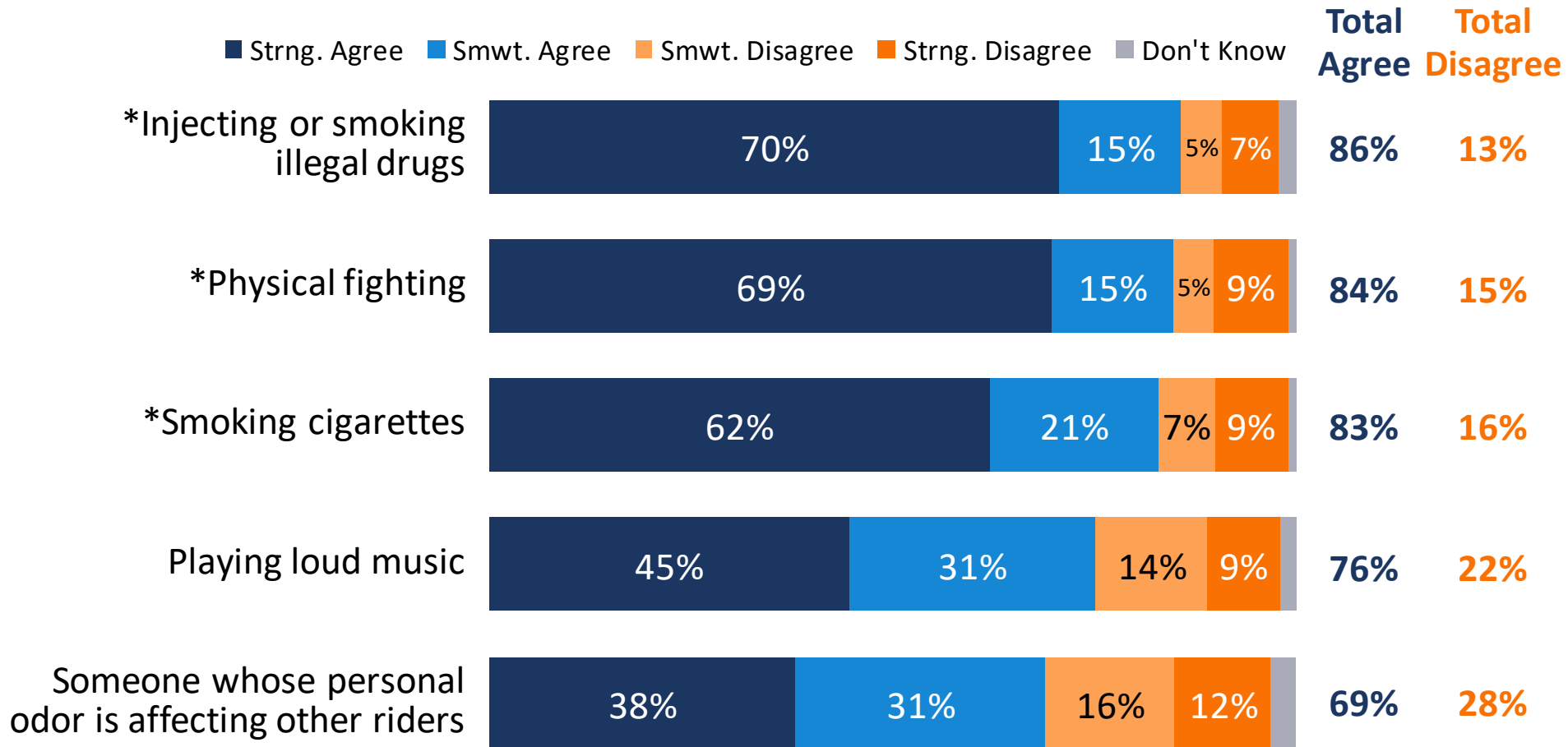
**87%**

**11%**

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Continued

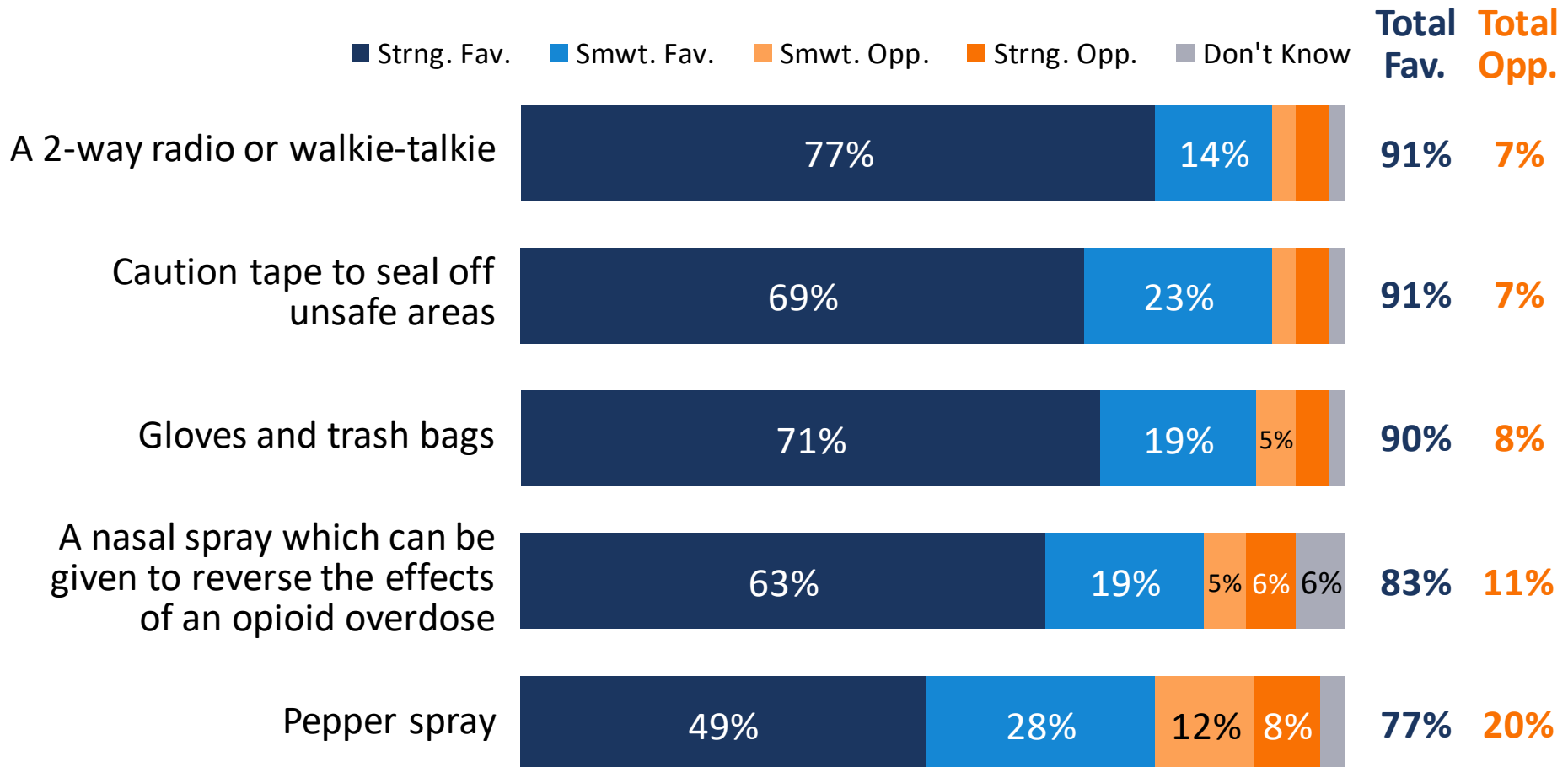
(Ranked by Total Agree)



Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

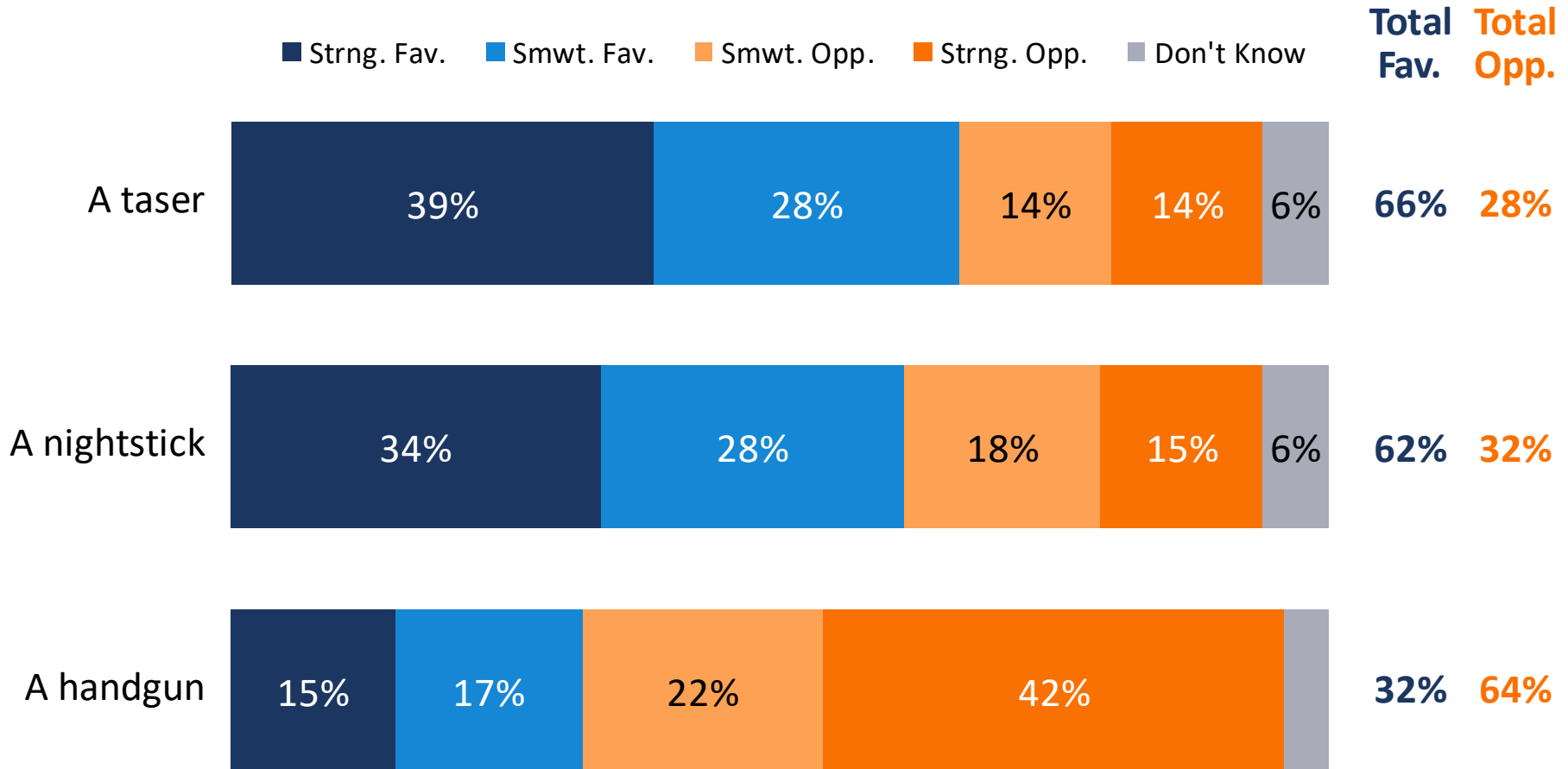
# There is widespread support for Transit Ambassadors to have a variety of tools.

(Ranked by Total Favor)



# There is less support for Transit Ambassadors to have weapons, especially handguns.

(Ranked by Total Favor)



# **A slim majority wants METRO to allow people experiencing homelessness to ride just like anyone else, while a third wants METRO to be “tougher” about removing them from buses and trains.**

*I am now going to mention a pair of statements. Please tell me which statement comes closest to your own opinion, even if neither statement matches your views exactly.*

METRO needs to allow people experiencing homelessness to ride buses and trains, just like anyone else.

54%

**OR**

METRO needs to get tougher about removing people experiencing homelessness from buses and trains.

35%

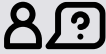

Don't know

12%



# **Survey of People Experiencing Homelessness on METRO**

# Survey Specifics and Methodology

Dates	August 10-September 1, 2021
Survey Type	Intercept Survey
Research Population	Metro Customers who Experience Homelessness
Total Interviews	<p>100</p> <p><i>Due to qualitative nature of the interviewing methodology, results should be interpreted with caution and do not necessarily reflect population of all METRO riders experiencing homelessness with statistical precision</i></p>
Data Collection Mode	 In-person Intercept  Interviews
Languages	English & Spanish

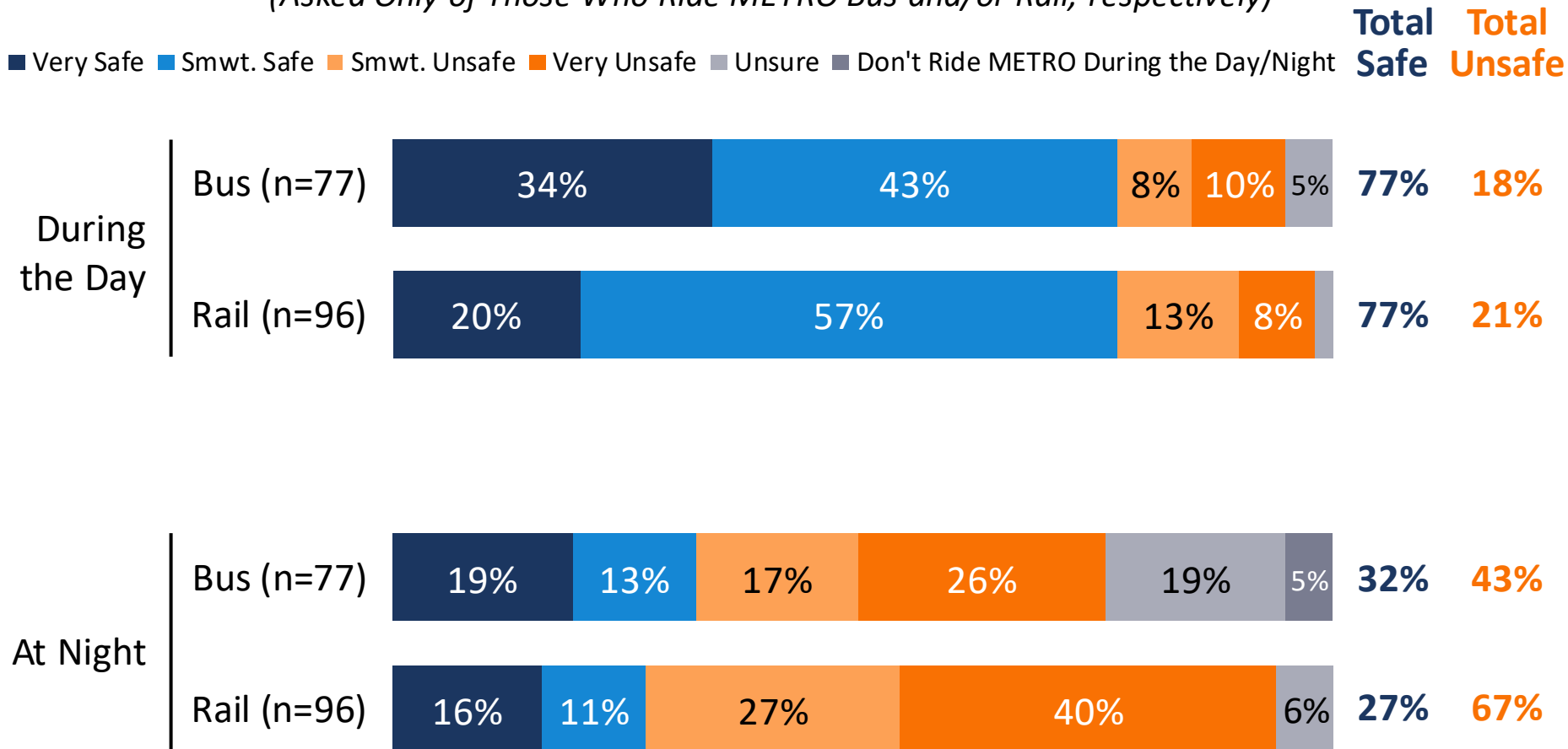
(Note: Not All Results Will Sum to 100% Due to Rounding)

# Demographic Profile of Respondents

- 35% identify as Black/African American; 27% Latinx/Hispanic
- 6% interviews conducted in Spanish
- 55% identify as having a disability
- 1% identify as gender non-conforming or non-binary
- 5% ages 18-24; 36% ages 25-34; 56% ages 35-64; 3% ages 65+

# Three-quarters said they feel at least somewhat safe during the day on Bus and Rail, with less than one-third having reported feeling at least somewhat safe riding at night.

*(Asked Only of Those Who Ride METRO Bus and/or Rail, respectively)*



Q6. While riding on a METRO Bus during the day, do you feel safe or unsafe?

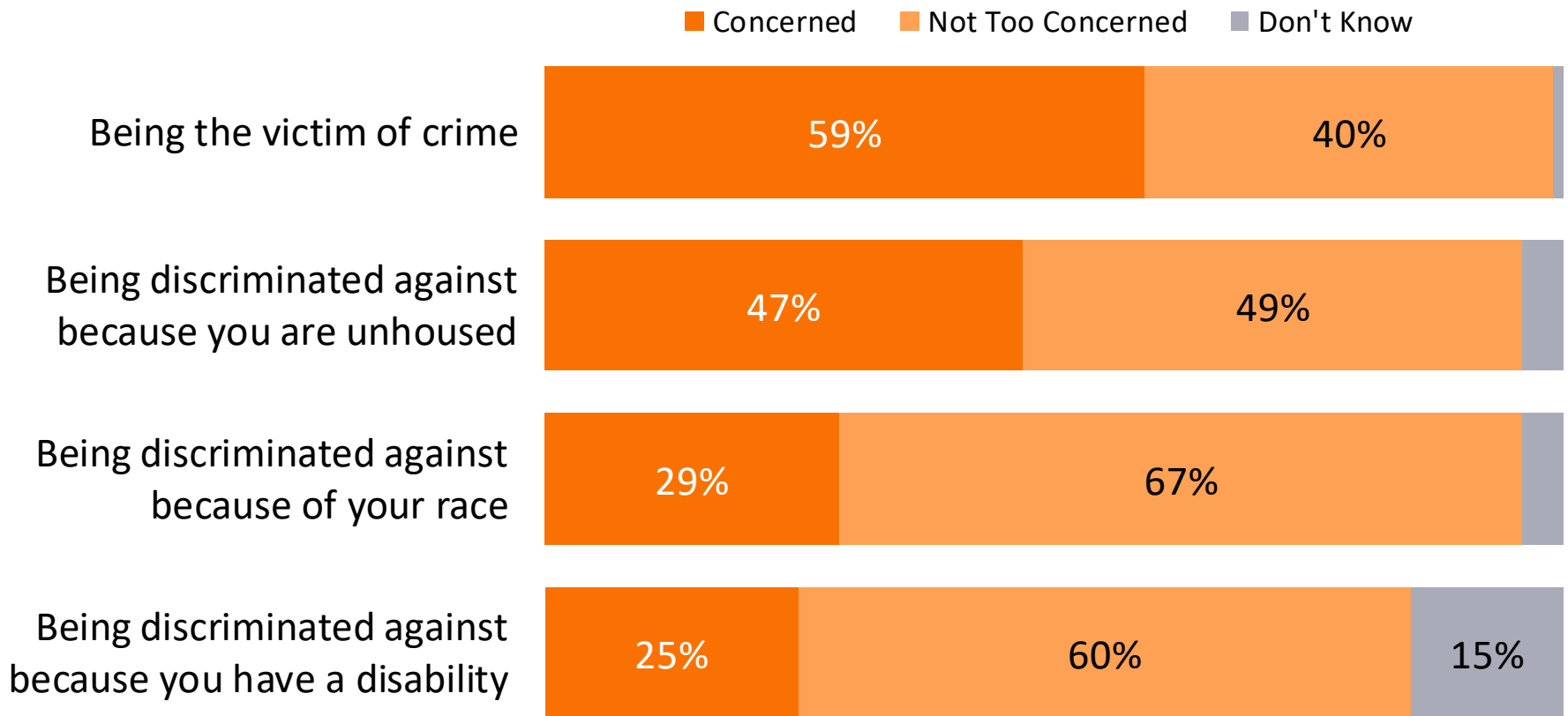
Q7. While riding on a METRO Bus at night, do you feel safe or unsafe?

Q8. While riding on a METRO Rail during the day, do you feel safe or unsafe?

Q9. While riding on a METRO Rail at night, do you feel safe or unsafe?

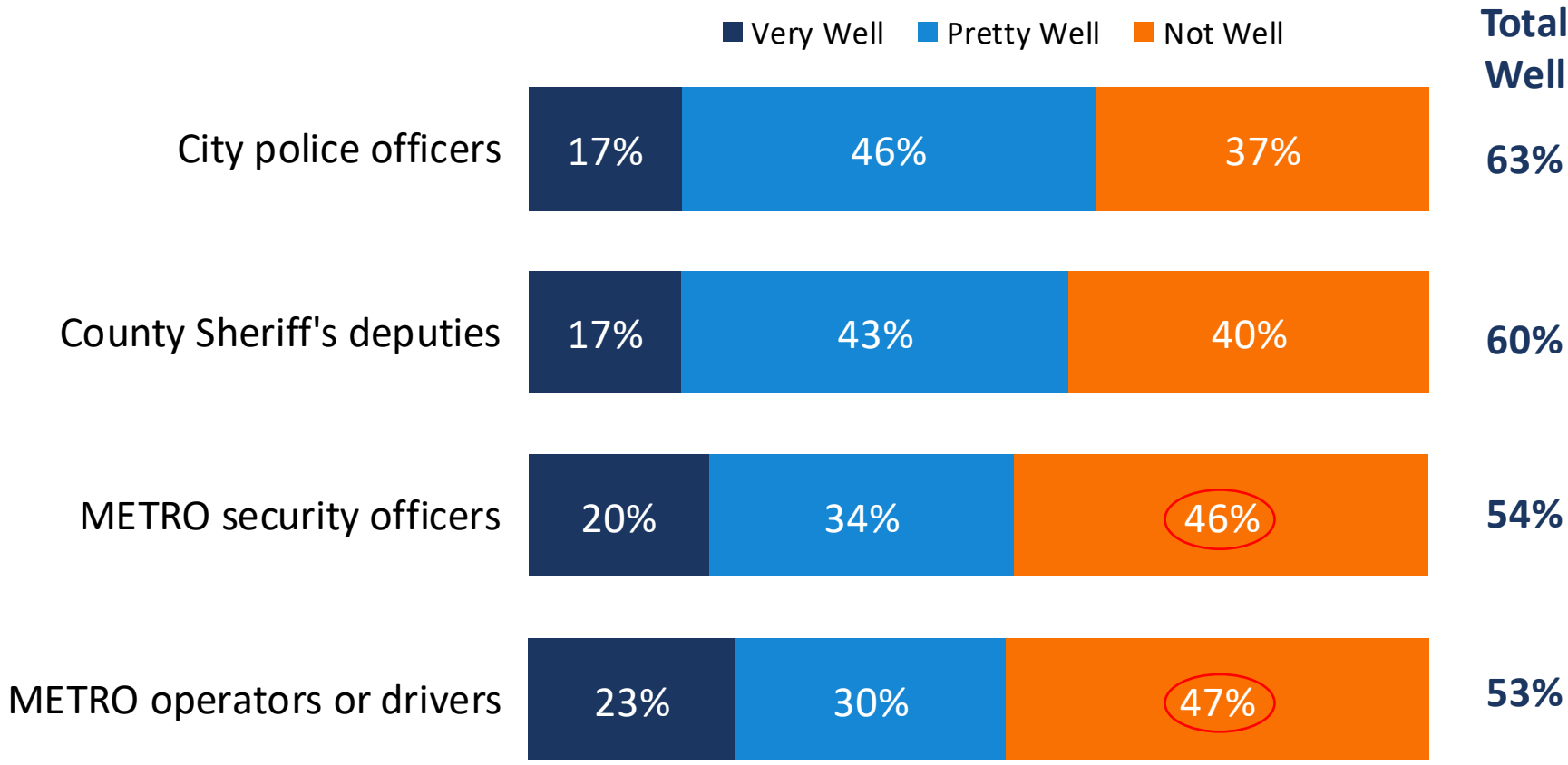
# Roughly six-in-ten are concerned about being a victim of a crime on a METRO Bus or Rail or at a METRO station or a stop, and almost half are concerned about being discriminated against because they are unhoused.

*(Ranked by Concerned)*



**Among those who offered an opinion, slightly less than half reported they were not treated well by METRO operators/drivers and security officers; roughly four-in-ten said the same about City police officers and County Sheriff’s deputies while riding METRO.**

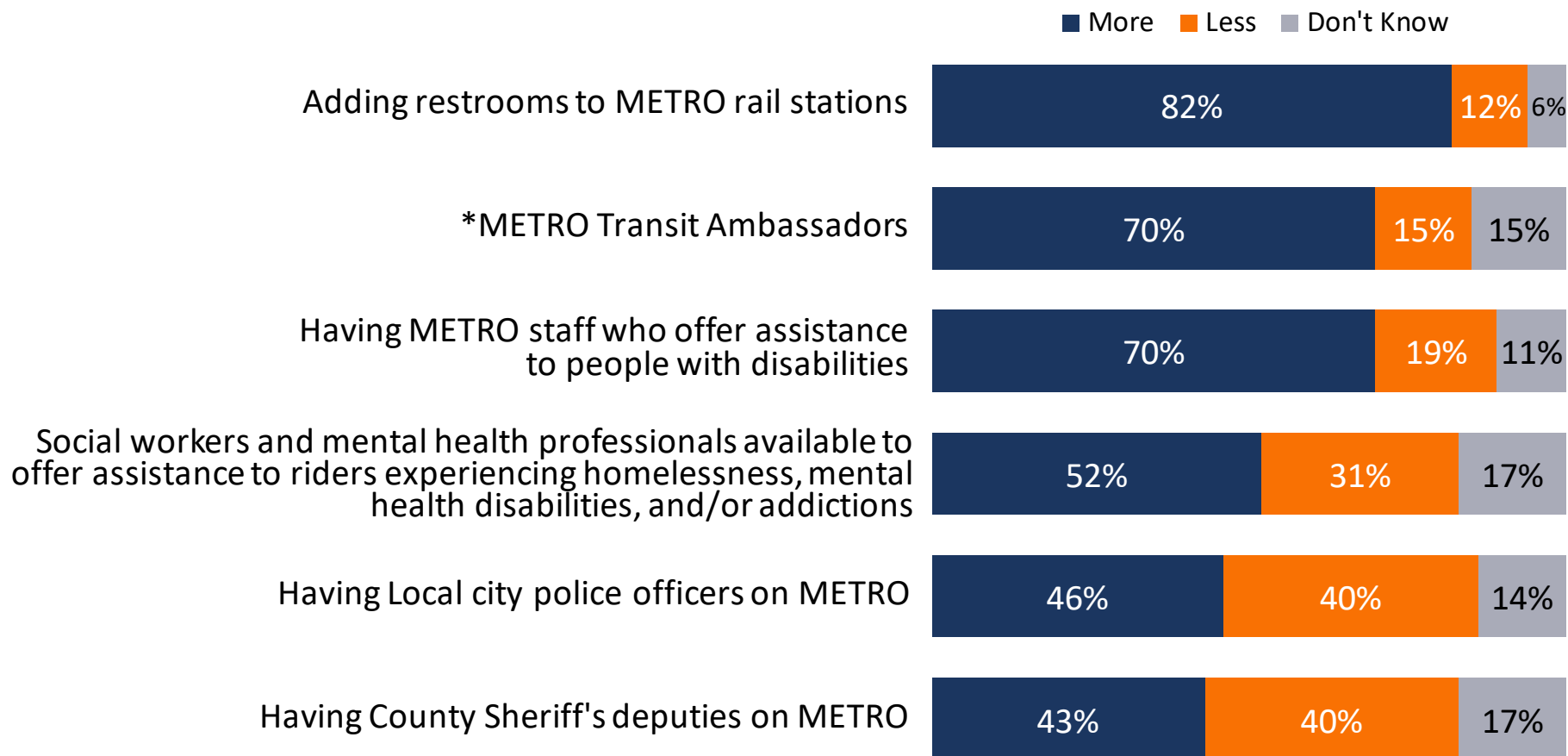
*(Ranked by Very/Pretty Well)*



Q12. When riding METRO, how well are you treated by each of the following? Do they treat you very well, pretty well or not well?  
Table excludes respondents who did not answer question: City police officers (7%); County Sheriff’s deputies (11%); METRO security officers (17%); METRO operators or drivers (21%).

# High percentages reported that adding restrooms and having Transit Ambassadors and staff who offer assistance to people with disabilities should be more of a priority to improve the safety and environment for METRO's riders.

(Ranked by More of a Priority)



Q15. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it more of a priority or less of a priority.

\*Q16. Having heard this description, do you think METRO should make the Transit Ambassador program more or less of a priority? Description provided: The METRO Transit Ambassador Program could include teams of two specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe



# Conclusions

# Conclusions (Rider Survey)

1. Most riders usually feel safe on Metro, except at night and on crowded vehicles.
  - Riders who identify as female or non-binary often feel less safe than those who identify as male.
2. Top rider wants include:
  - Lighting and emergency call buttons at stations and bus stops
  - Staff who can assist people with disabilities
  - Social workers and mental health professionals
  - More unarmed security staff
  - Transit Ambassadors
3. In addition, over six-in-ten respondents want more law enforcement and armed security on Metro and this support spans all race/ethnicity categories. However, there is a smaller but still sizable number who want fewer.

# Conclusions, Continued (Rider Survey)

4. Riders want Transit Ambassadors to be able to address challenging situations on board METRO including sexual assaults, harassment and fighting.
5. Riders want Transit Ambassadors to have a variety of equipment including non-lethal tools to protect themselves.
6. A slim majority wants METRO to allow people experiencing homelessness to ride just like anyone else, while a third wants METRO to be “tougher” about removing them from buses and trains.

# Conclusions

## (Survey of People Experiencing Homelessness)

1. A large majority of the respondents to the survey of people experiencing homelessness feel safe riding on the bus or rail during the day, but many feel unsafe riding at night.
2. Majorities or close to majorities are concerned about being the victims of crime or being discriminated for being unhoused while riding METRO.
3. Slightly less than half reported they were not treated well by METRO operators/drivers and security officers; roughly four-in-ten said the same about City police officers and County Sheriff's deputies while riding Metro.

# Conclusions, Continued

## (Survey of People Experiencing Homelessness)

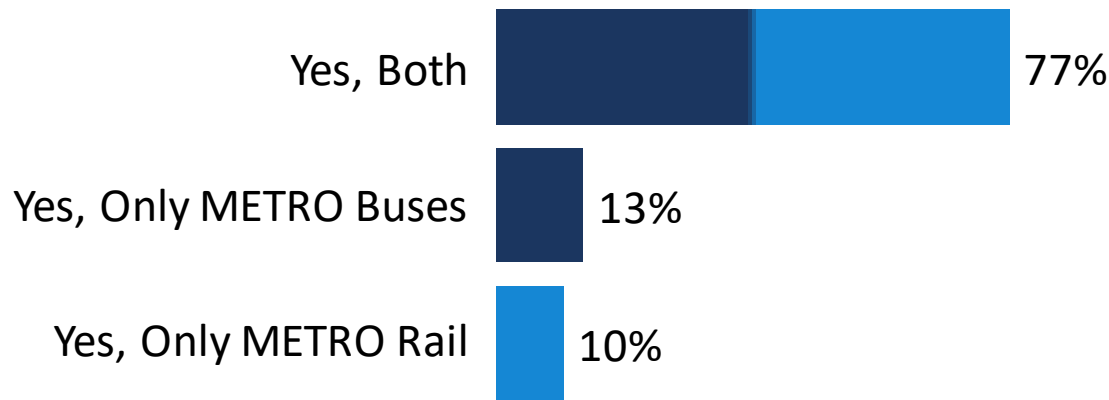
4. Highest priorities for improving safety/environment :
  - Adding restrooms
  - Transit Ambassadors
  - Staff who offer assistance to people with disabilities
5. Riders experiencing homelessness were divided on the prioritization of law enforcement to improve safety



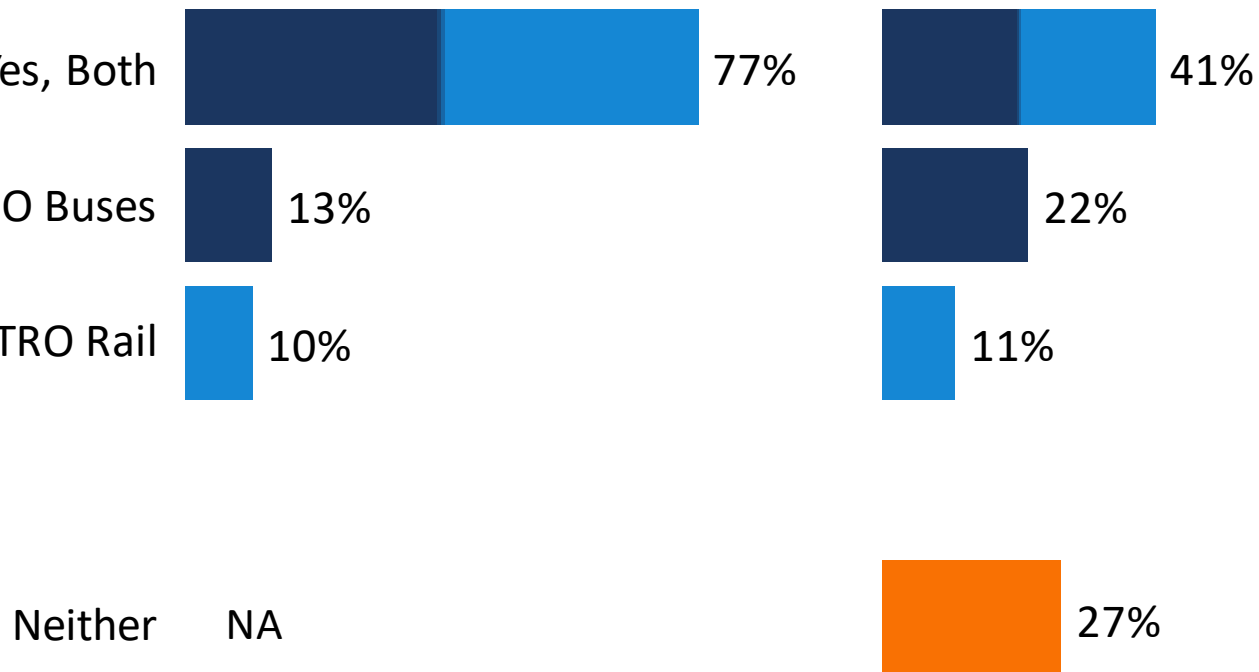
# **Appendix A - Rider Survey**

# Most respondents have experience with both bus and rail. 27% have stopped riding.

*Thinking back over the last 4 years, have you ever ridden METRO Buses, METRO Rail, or both?*

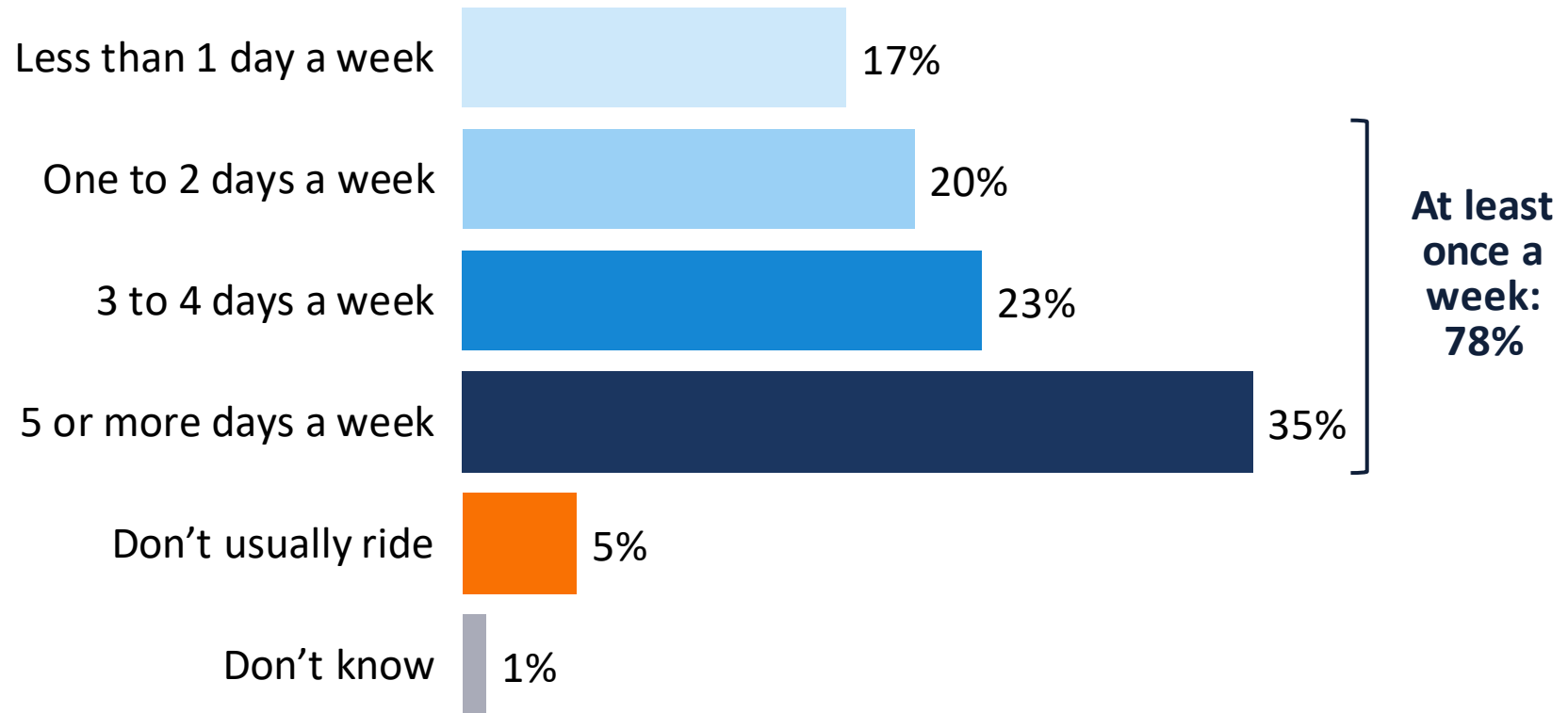


*These days do you usually ride METRO Rail, METRO Buses, both or neither?*



# Most respondents ride Metro frequently.

*How many days a week do you usually ride METRO?  
(Asked of Those Who Currently Ride METRO Buses or Rail; n=1,509)*

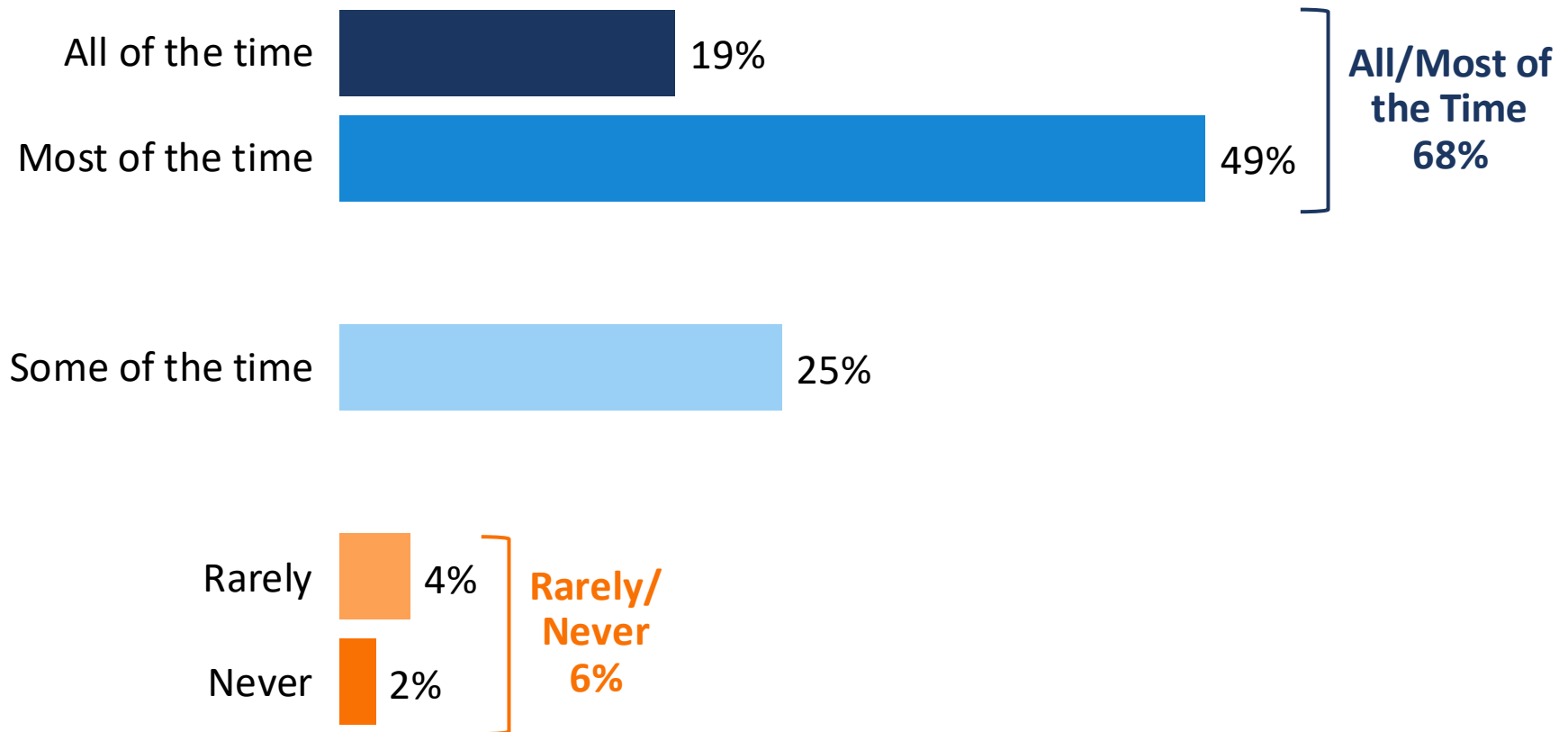




# **Safety on the METRO System**

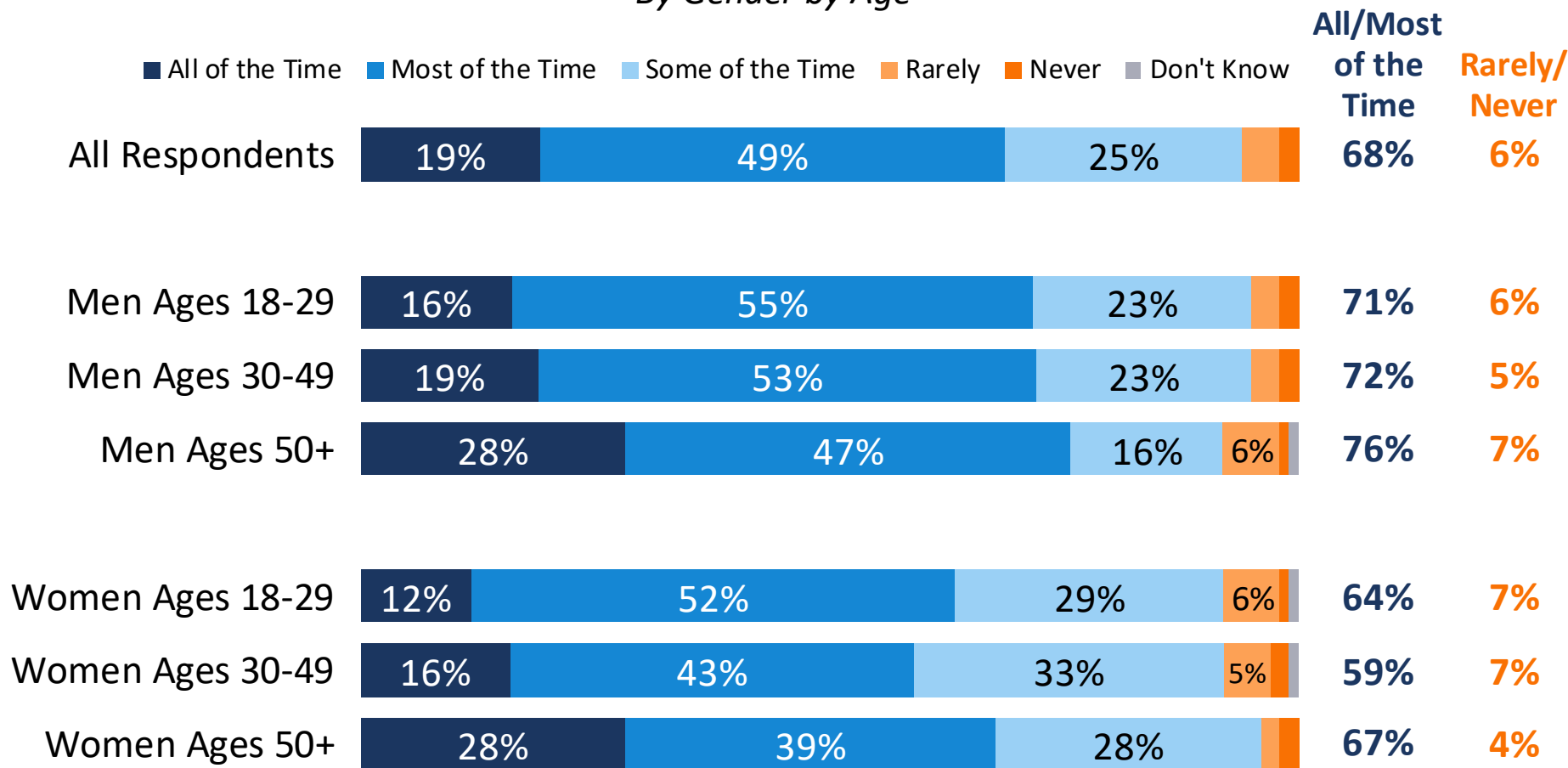
# Nearly 70% of respondents felt safe at least “most of the time” they have recently ridden METRO, but less than one-in-five felt safe all the time.

*In general, when thinking about the most recent times you have ridden METRO, would you say you felt safe all of the time, most of the time, some of the time, rarely or never?*



# In all age groups women felt less safe than men when riding METRO.

## By Gender by Age



# Most riders of all races feel safe on Metro most or all of the time.

*By Race/Ethnicity*

■ All of the Time ■ Most of the Time ■ Some of the Time ■ Rarely ■ Never ■ Don't Know

**All/Most  
of the  
Time**

**Rarely/  
Never**

Latinx/Hispanic

17%

49%

28%

66%

6%

Black/African Americans

25%

45%

23%

70%

6%

Whites

21%

56%

17%

5%

77%

6%

Asians/Pacific Islanders

17%

52%

25%

69%

5%

All Other Races/Ethnicities

18%

50%

28%

68%

4%

All People of Color

19%

48%

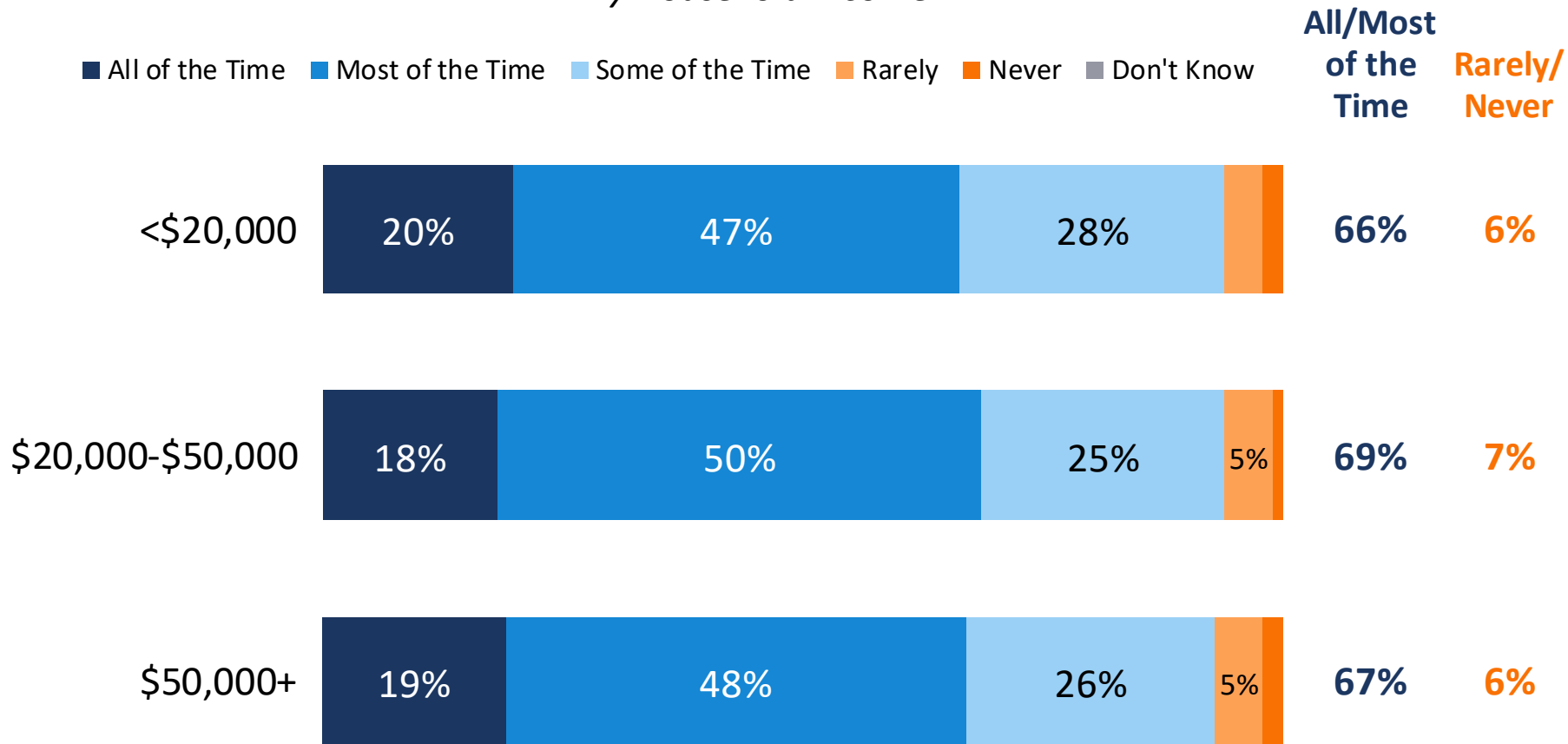
27%

67%

6%

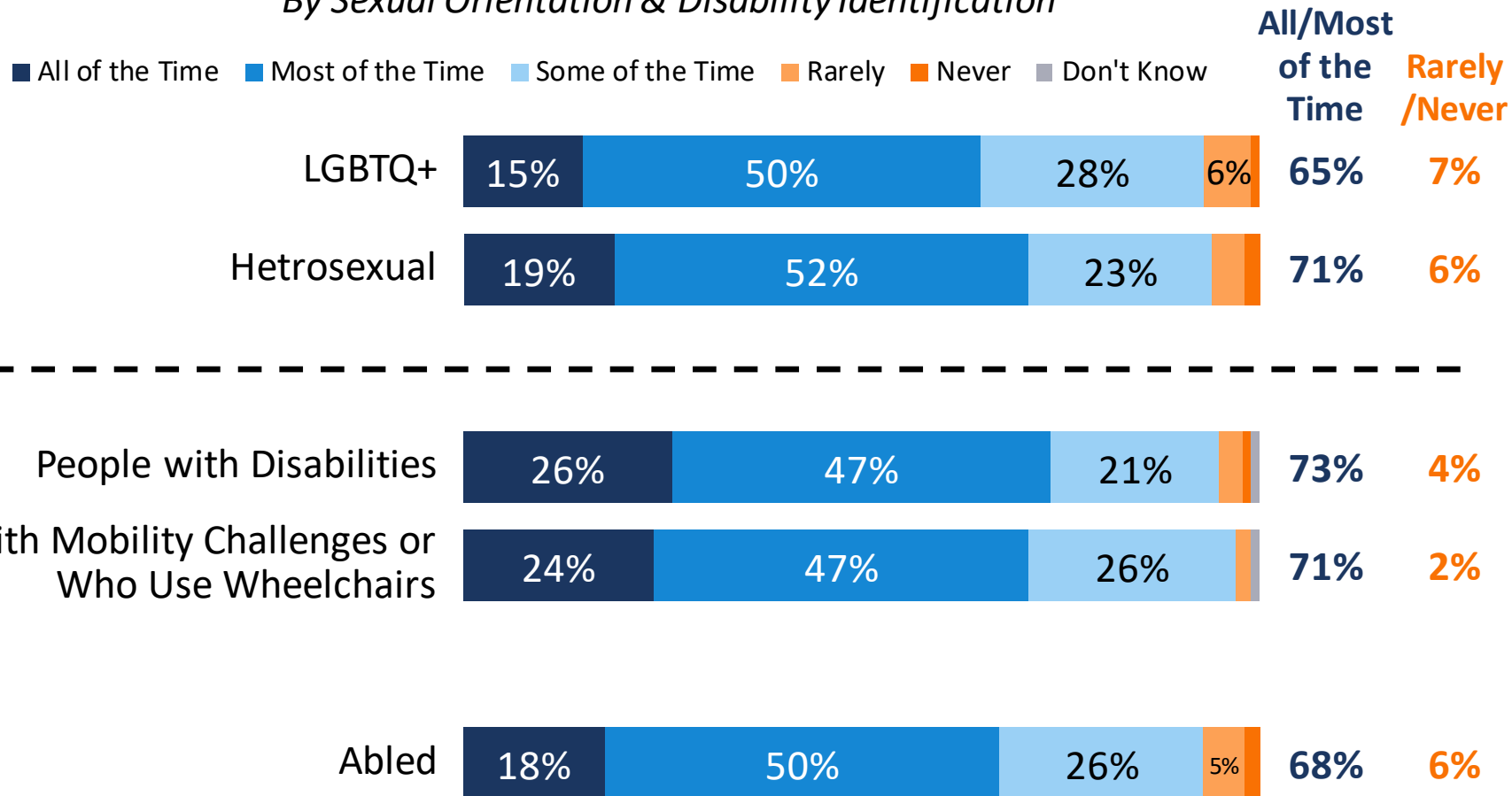
# There is no difference in the likelihood of feeling safe by income.

*By Household Income*



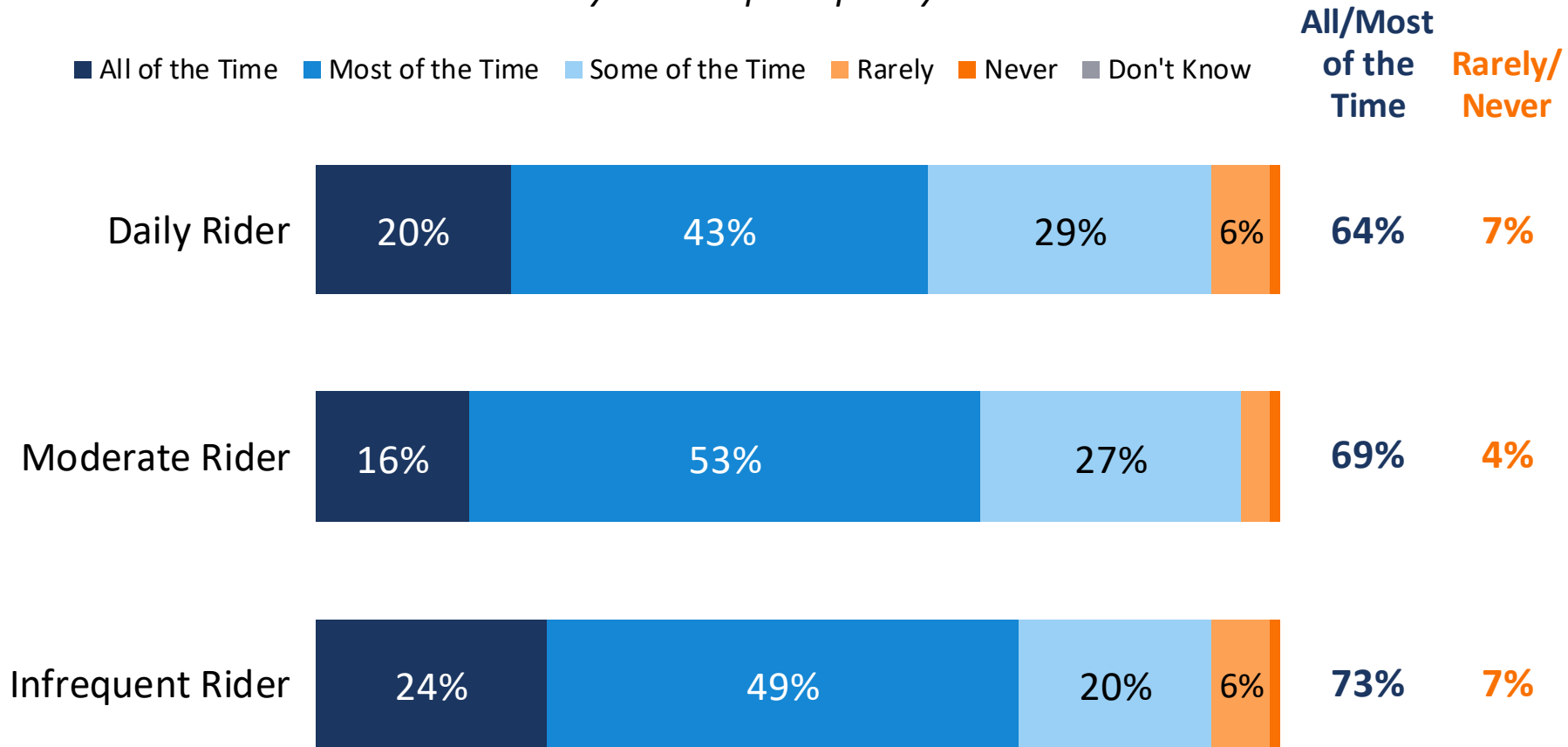
# LGBTQ+ felt slightly less safe, and people with disabilities slightly more safe, than other respondents.

*By Sexual Orientation & Disability Identification*



# Frequent riders tend to feel a little less safe on Metro?

*By Ridership Frequency*



# Examples of Improvements from Respondents

"More security on the platform and a way to report suspicious activity in the rails."

"More frequent cleaning throughout day. I've frequently seen urine on the floor."

"Increase security officers. One time a fight broke out in the Expo line car, but no one did anything about it."

"Presence of staff - not police - to clean and assist customers."

"I feel safe for the most part. Sometimes other passengers can be scary, but I don't think much can be done about it."

"Drivers being more active and disciplinary when unsafe riders are aboard harassing other riders."

"Control homeless people who ride without a specific destination."

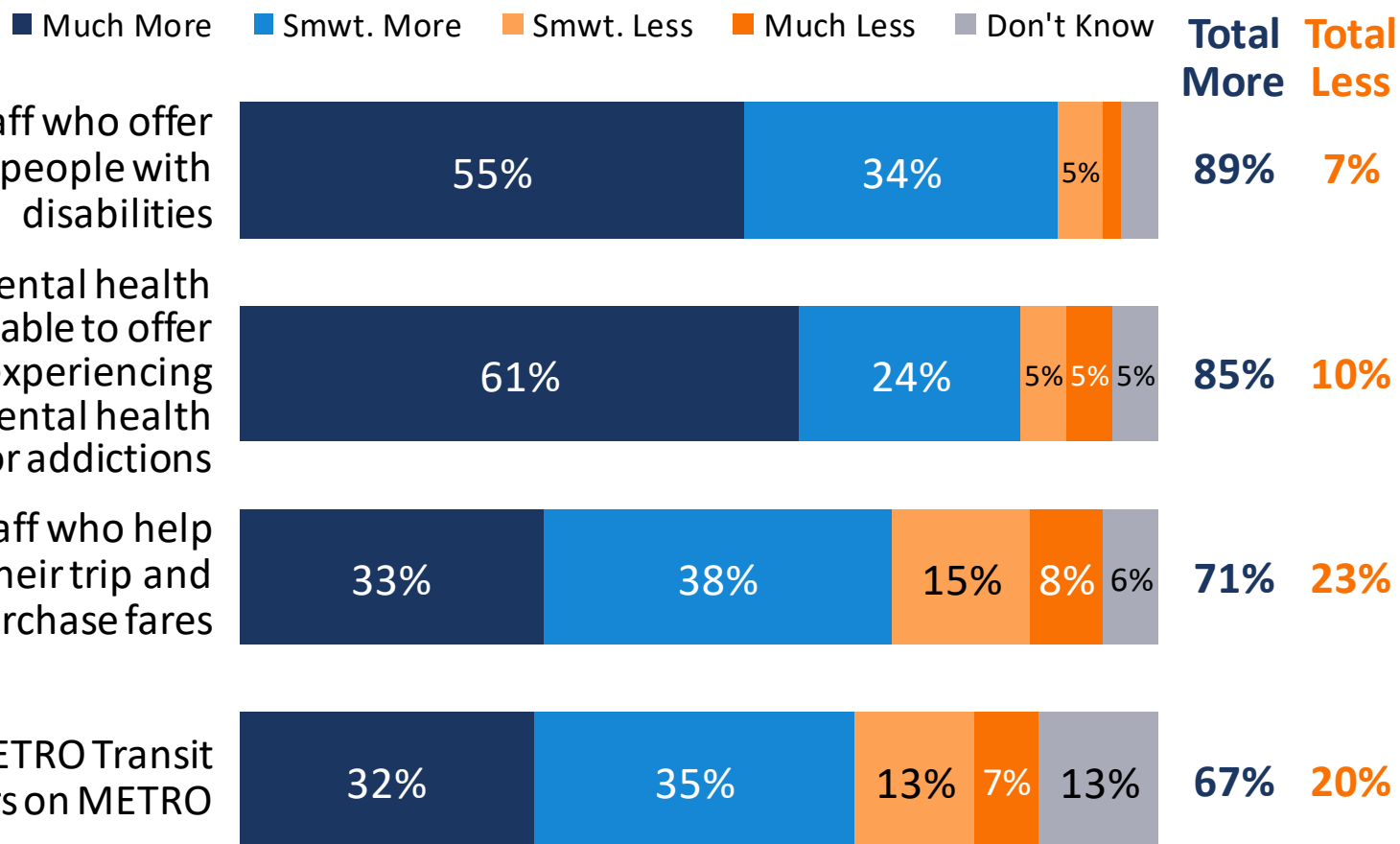
"A system of alerting security or staff about impending danger, i.e. button or app"

"Cameras, security and actual consequences to the people who don't follow Metro rules and policy."

"Have a camera in the middle and back of the bus."

# ASSISTANCE STAFF: There is support for staff who can help customers in a variety of ways, including Transit Ambassadors (without a description) and social workers.

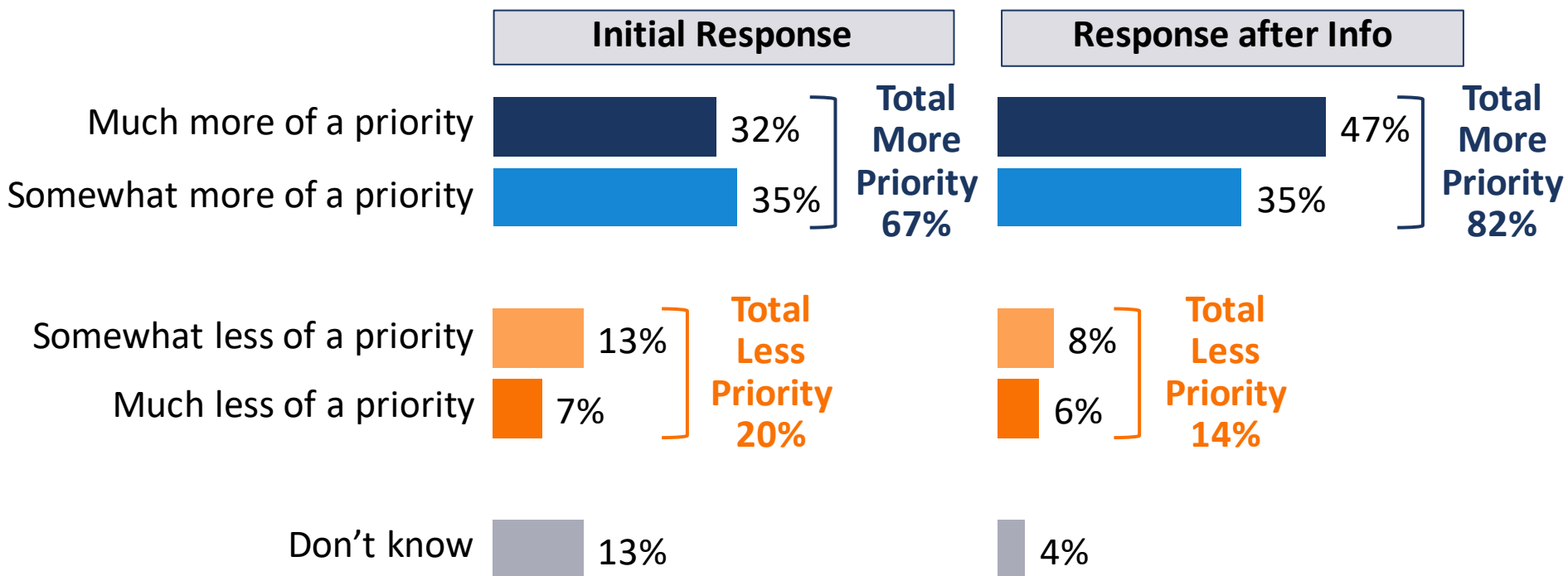
(Ranked by Total More of a Priority)



Q11c, d, i & m. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample.

# After a brief description, there was a sizeable increase in the percentage of respondents who believe Transit Ambassadors should be more of a priority.

*I would now like to tell you a little more about a new program being considered called the METRO Transit Ambassador Program. This METRO program could include teams of 2 specially trained members of the community who would be at METRO facilities and on METRO Rail and Buses to offer assistance to METRO riders and to deal with situations that are making riders feel unsafe.*



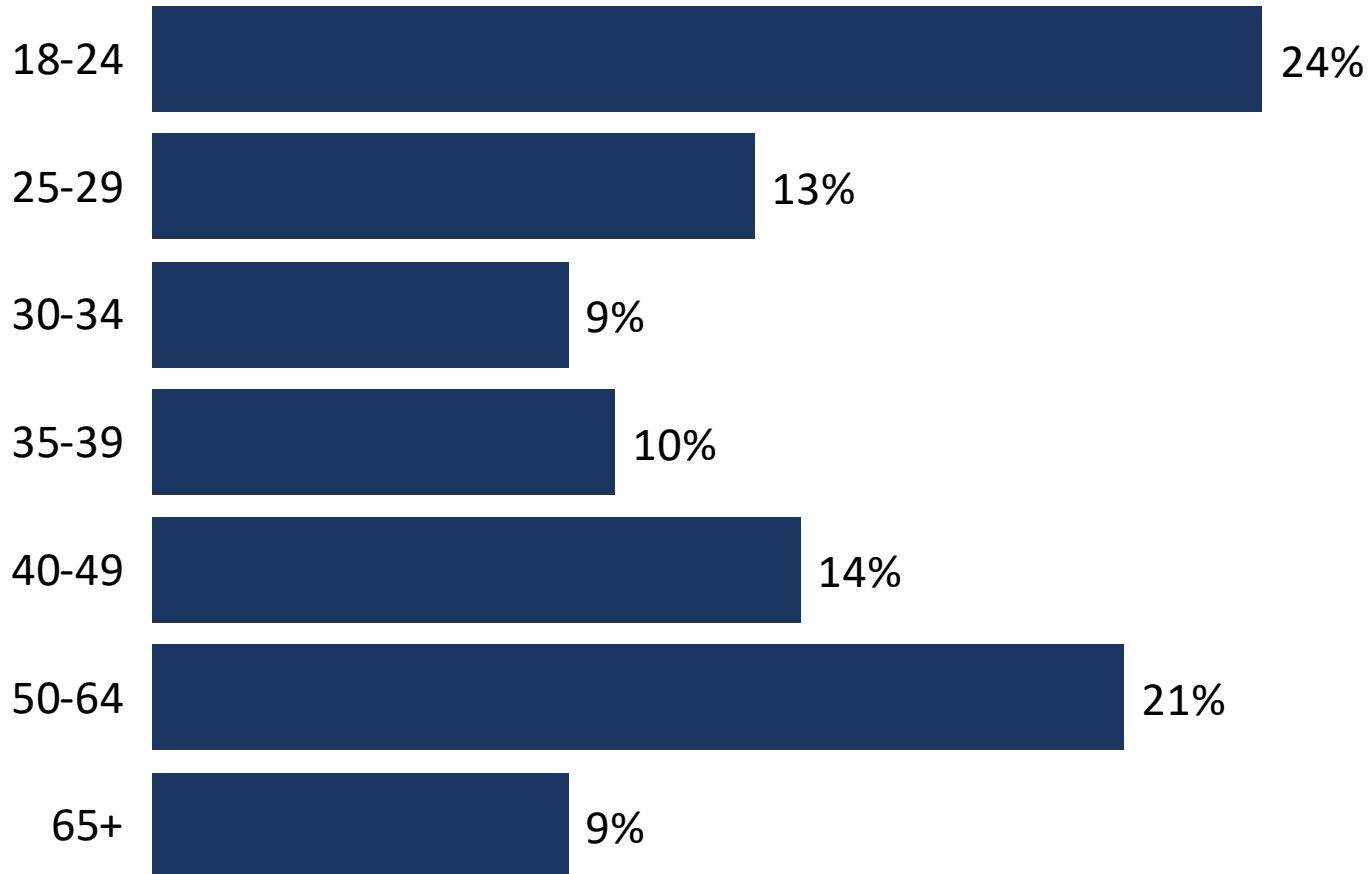
Q11m. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Not Part of Split Sample  
 Q12. Now that you know more, please tell me if you think METRO should make the Transit Ambassador program (much more of a priority, somewhat more of a priority, somewhat less, or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today.



# **Respondent Demographics**

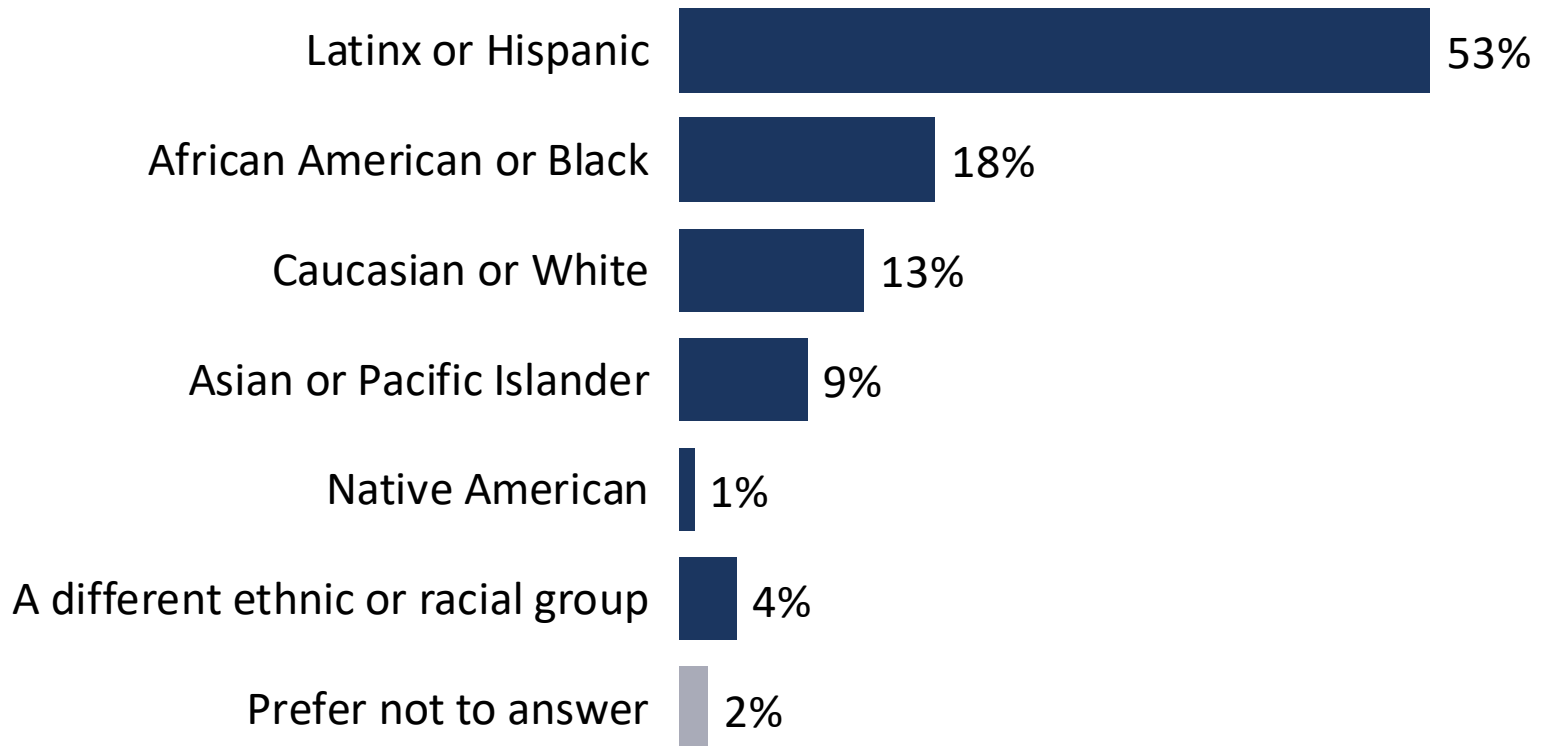
# The majority of respondents are under age 40.

*To make sure everyone is represented please tell me your age.*



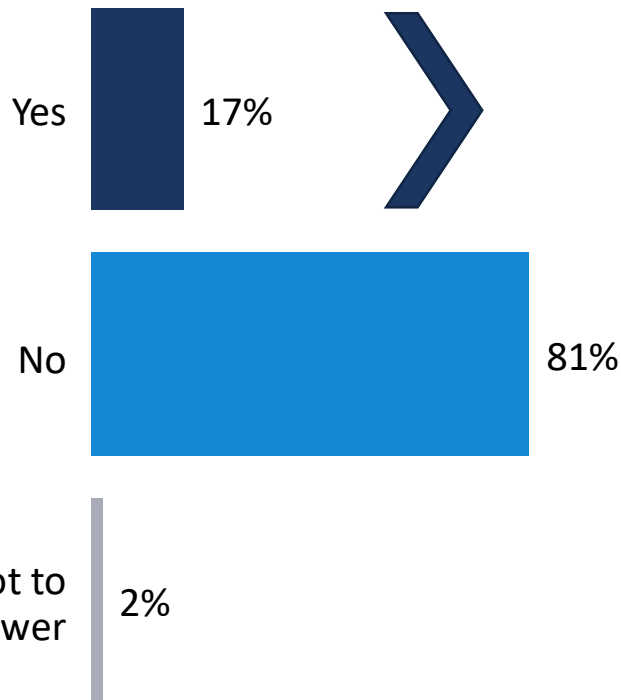
# 71% of respondents are Latinx/Hispanic or Black/African American

*Just to make sure everyone is represented, which of the following categories best describes the ethnic or racial group with which you identify yourself?*

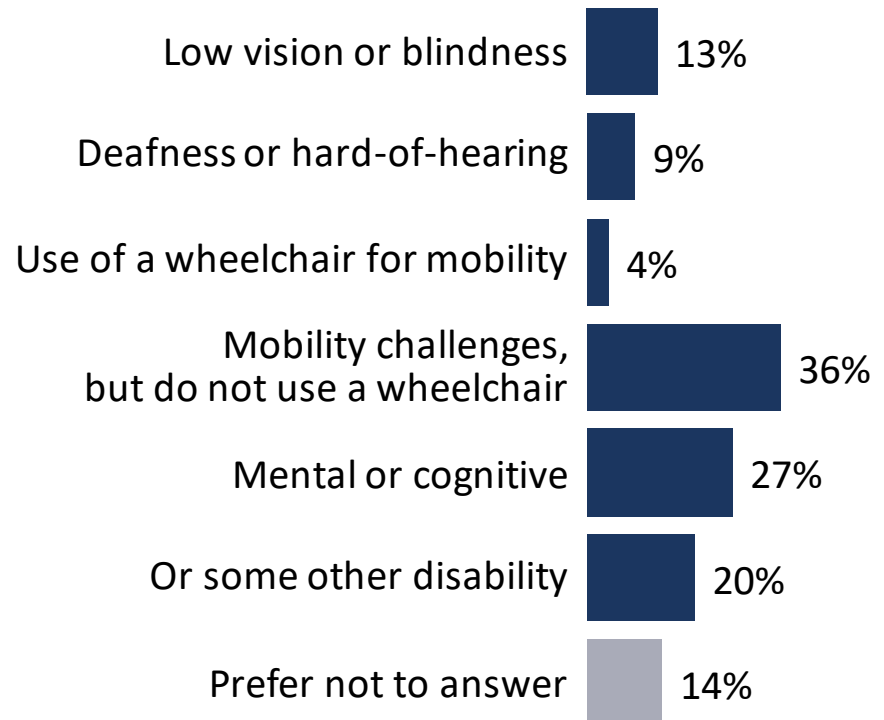


# 17% of respondents identify as a person with a disability.

*Do you identify as a person with a disability?*

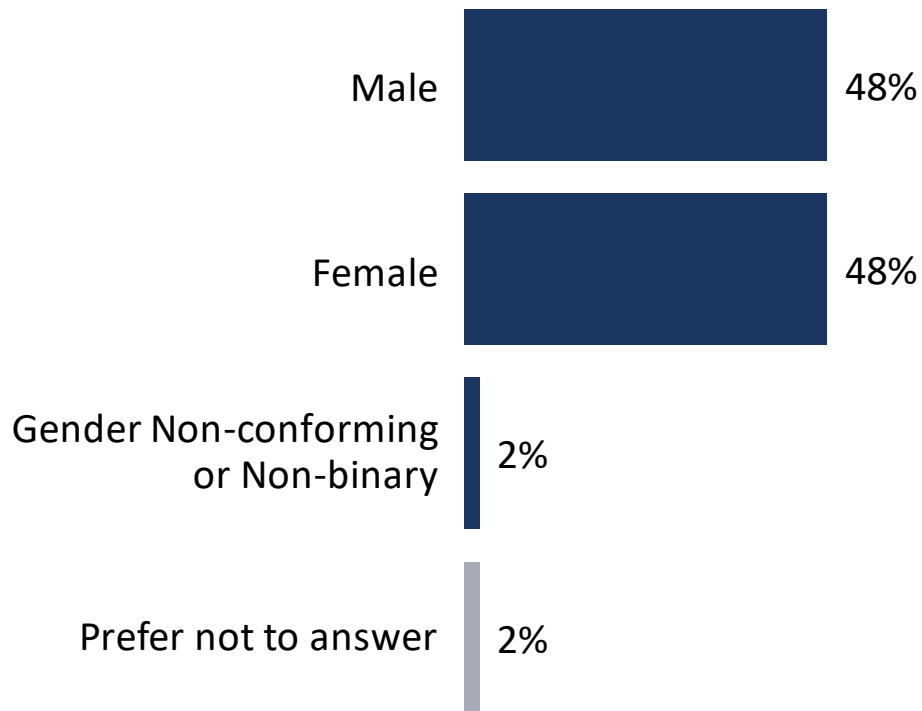


*Please tell me which of the following disabilities you have?  
(Asked of Those Who Identify as a Person with a Disability; n=343)*

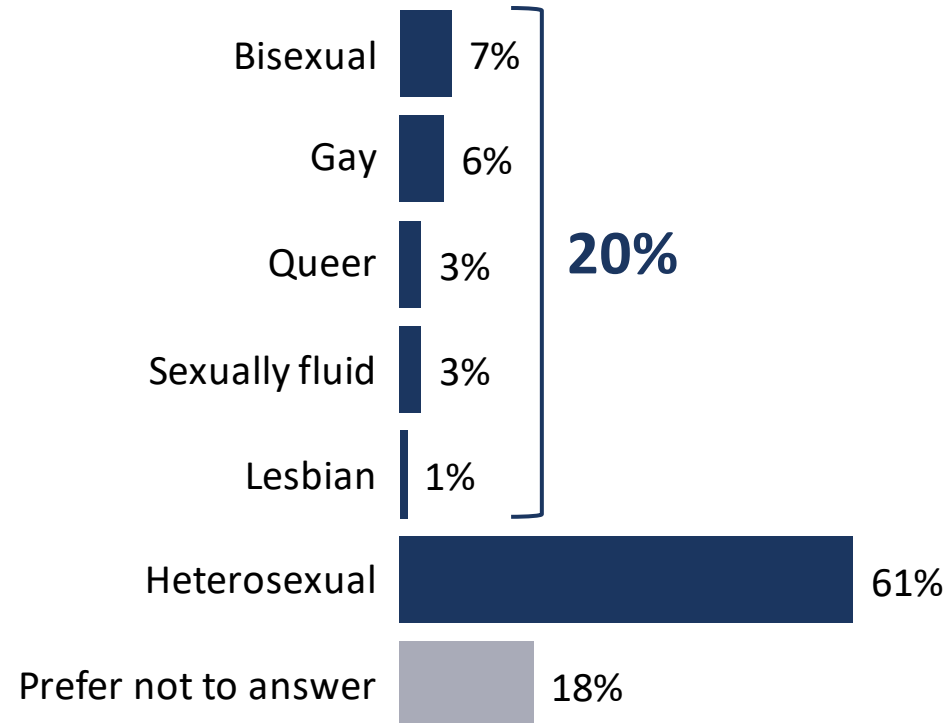


# Two percent identify as non-binary and 20% identify as not heterosexual.

*To make sure everyone is represented, what is your gender identity? Are you male, female, or gender non-conforming or non-binary?*

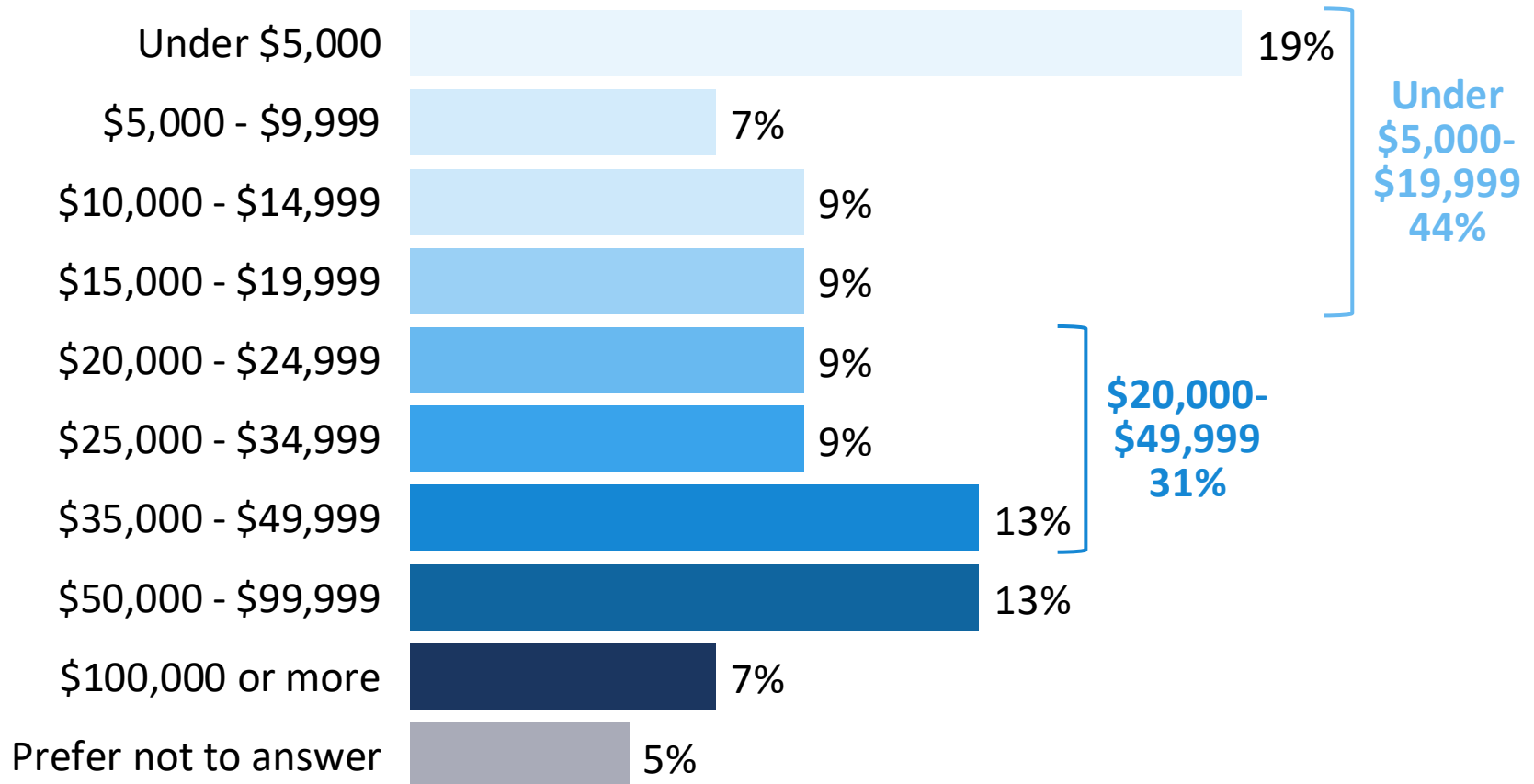


*Do you identify yourself as: Bisexual, Gay, Heterosexual, Lesbian, Queer, or Sexually fluid?*



# Nearly half of respondents have household incomes under \$20,000.

*Just to ensure that we include a wide mix of people in this survey, please stop me when I read the range that includes your household's total annual income before taxes in 2020:*





# Definition of Safety

# Definition of Safety by Gender by Age

(Total Agree)

Statement	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	96%	96%	94%	96%	96%
For me, safety on Metro means being safe from harassment	<b>91%</b>	88%	89%	95%	93%	93%	90%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	91%	82%	77%	90%	84%	82%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	74%	69%	92%	82%	73%

# Definition of Safety by Race/Ethnicity

(Total Agree)

Statement	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
For me, safety on Metro means being safe from crime	<b>95%</b>	94%	95%	94%	96%	99%	95%
For me, safety on Metro means being safe from harassment	<b>91%</b>	90%	90%	94%	96%	99%	91%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	87%	88%	70%	85%	83%	87%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	85%	63%	82%	84%	82%

# Definition of Safety by Race/Ethnicity by Age

(Total Agree)

Statement	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	94%	95%	95%	90%	96%
For me, safety on Metro means being safe from harassment	<b>91%</b>	90%	90%	91%	89%	92%	95%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	90%	81%	88%	87%	70%	71%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	85%	75%	92%	80%	75%	56%

# Definition of Safety by Income

*(Total Agree)*

Statement	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
For me, safety on Metro means being safe from crime	<b>95%</b>	95%	94%	94%
For me, safety on Metro means being safe from harassment	<b>91%</b>	89%	93%	91%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	88%	86%	87%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	84%	78%	81%

# Definition of Safety by Sexual Orientation and Disability Identification

(Total Agree)

Statement	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
For me, safety on Metro means being safe from crime	<b>95%</b>	94%	95%	95%	94%	99%
For me, safety on Metro means being safe from harassment	<b>91%</b>	91%	93%	92%	90%	92%
For me, safety on Metro means being safe from falling on a moving train or bus	<b>84%</b>	85%	84%	84%	89%	88%
For me, safety on Metro means being safe from being profiled or discriminated against by police	<b>80%</b>	82%	78%	80%	76%	76%

# Definition of Safety by Ridership Frequency

*(Total Agree)*

Statement	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
For me, safety on Metro means being safe from crime	95%	94%	93%	96%
For me, safety on Metro means being safe from harassment	91%	92%	90%	92%
For me, safety on Metro means being safe from falling on a moving train or bus	84%	90%	86%	83%
For me, safety on Metro means being safe from being profiled or discriminated against by police	80%	83%	82%	81%



# **Ways to Improve Safety**

# Security Personnel Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Having unarmed security staff on METRO	<b>76%</b>	70%	77%	80%	74%
^Having Local city police officers on METRO	<b>68%</b>	67%	64%	74%	79%
Having armed security staff on METRO	<b>66%</b>	59%	62%	71%	90%
^Having County Sheriff's deputies on METRO	<b>62%</b>	59%	58%	69%	80%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Gender by Age

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Having unarmed security staff on METRO	<b>76%</b>	69%	79%	77%	77%	79%	79%
^Having Local city police officers on METRO	<b>68%</b>	65%	67%	79%	55%	72%	80%
Having armed security staff on METRO	<b>66%</b>	61%	64%	70%	52%	74%	81%
^Having County Sheriff's deputies on METRO	<b>62%</b>	58%	61%	73%	53%	66%	74%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Having unarmed security staff on METRO	<b>76%</b>	74%	80%	80%	76%	70%	79%
^Having Local city police officers on METRO	<b>68%</b>	65%	79%	60%	76%	37%	74%
Having armed security staff on METRO	<b>66%</b>	64%	74%	54%	77%	45%	70%
^Having County Sheriff's deputies on METRO	<b>62%</b>	62%	70%	51%	74%	33%	70%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Income

*(Total More of a Priority)*

Security Personnel Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Having unarmed security staff on METRO	<b>76%</b>	73%	78%	75%
^Having Local city police officers on METRO	<b>68%</b>	69%	68%	69%
Having armed security staff on METRO	<b>66%</b>	70%	65%	68%
^Having County Sheriff's deputies on METRO	<b>62%</b>	63%	63%	63%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Security Personnel Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Having unarmed security staff on METRO	<b>76%</b>	81%	76%	79%	62%	58%
^Having Local city police officers on METRO	<b>68%</b>	54%	71%	68%	68%	71%
Having armed security staff on METRO	<b>66%</b>	54%	67%	64%	73%	77%
^Having County Sheriff's deputies on METRO	<b>62%</b>	51%	64%	62%	64%	66%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Security Personnel Prioritization by Ridership Frequency

*(Total More of a Priority)*

Security Personnel Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Having unarmed security staff on METRO	<b>76%</b>	78%	72%	74%
^Having Local city police officers on METRO	<b>68%</b>	76%	67%	65%
Having armed security staff on METRO	<b>66%</b>	75%	68%	55%
^Having County Sheriff's deputies on METRO	<b>62%</b>	69%	63%	58%

Q11a, b, h & i. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	89%	90%	91%	71%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	81%	85%	88%	81%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	81%	85%	75%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	77%	71%	70%	60%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Gender by Age

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	91%	84%	95%	88%	84%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	86%	88%	83%	91%	83%	77%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	82%	78%	80%	87%	82%	84%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	69%	66%	73%	71%	75%	73%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Race/Ethnicity

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	91%	90%	82%	83%	92%	90%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	84%	88%	85%	83%	92%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	83%	82%	82%	78%	81%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	72%	73%	68%	67%	79%	72%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Income

(Total More of a Priority)

Assistance Personnel Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Having METRO staff who offer assistance to people with disabilities	89%	91%	88%	90%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	85%	83%	87%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	82%	83%	80%	82%
^METRO staff who help customers plan their trip and purchase fares	71%	74%	70%	72%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetro-sexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	92%	88%	89%	88%	89%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	92%	84%	86%	81%	75%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	84%	82%	82%	83%	84%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	73%	70%	70%	74%	73%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Ridership Frequency

(Total More of a Priority)

Assistance Personnel Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	88%	91%	85%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	81%	87%	85%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	81%	85%	79%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	72%	73%	71%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Assistance Personnel Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Assistance Personnel Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Having METRO staff who offer assistance to people with disabilities	<b>89%</b>	93%	87%	92%	90%	83%	82%
^Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions	<b>85%</b>	88%	76%	90%	87%	91%	82%
^(After Description) Having METRO Transit Ambassadors on METRO	<b>82%</b>	84%	80%	81%	83%	82%	82%
^METRO staff who help customers plan their trip and purchase fares	<b>71%</b>	71%	74%	76%	71%	67%	69%

Q11c, d, & i; Q12. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. ^Not Part of Split Sample

# Infrastructure Changes Prioritization by Gender by Age

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
More lighting at METRO stations and bus stops	<b>92%</b>	92%	90%	86%	95%	96%	95%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	87%	87%	97%	92%	95%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	86%	79%	80%	93%	89%	85%
Adding restrooms to METRO rail stations	<b>72%</b>	69%	72%	81%	79%	63%	63%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	73%	75%	64%	62%	73%	62%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Race/Ethnicity

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
More lighting at METRO stations and bus stops	<b>92%</b>	92%	94%	85%	92%	98%	93%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	93%	84%	92%	85%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	86%	90%	73%	87%	94%	87%
Adding restrooms to METRO rail stations	<b>72%</b>	70%	80%	69%	69%	72%	72%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	65%	67%	72%	78%	80%	68%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Income

(Total More of a Priority)

Infrastructure Changes Priorities	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
More lighting at METRO stations and bus stops	92%	91%	94%	92%
Emergency call buttons at METRO stations and bus stops	92%	92%	94%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	85%	85%	89%	87%
Adding restrooms to METRO rail stations	72%	77%	71%	74%
Attracting more people around METRO stations with cafes, music and other activities	68%	65%	71%	67%

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Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Sexual Orientation and Disability Identification

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
More lighting at METRO stations and bus stops	<b>92%</b>	96%	90%	92%	90%	78%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	96%	91%	92%	92%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	91%	83%	86%	83%	79%
Adding restrooms to METRO rail stations	<b>72%</b>	78%	71%	69%	85%	79%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	69%	72%	67%	71%	71%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Ridership Frequency

(Total More of a Priority)

Infrastructure Changes Priorities	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
More lighting at METRO stations and bus stops	92%	89%	94%	91%
Emergency call buttons at METRO stations and bus stops	92%	91%	92%	93%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	85%	84%	85%	87%
Adding restrooms to METRO rail stations	72%	76%	75%	68%
Attracting more people around METRO stations with cafes, music and other activities	68%	62%	69%	77%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Frequency of Feeling Safe on METRO

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
More lighting at METRO stations and bus stops	<b>92%</b>	90%	91%	94%	89%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	84%	96%	92%	89%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	88%	85%	84%	82%
Adding restrooms to METRO rail stations	<b>72%</b>	77%	74%	65%	58%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	66%	71%	67%	56%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample

# Infrastructure Changes Prioritization by Race/Ethnicity by Age

(Total More of a Priority)

Infrastructure Changes Priorities	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
More lighting at METRO stations and bus stops	<b>92%</b>	94%	88%	96%	93%	87%	84%
Emergency call buttons at METRO stations and bus stops	<b>92%</b>	94%	95%	96%	91%	79%	87%
Making stations and bus stops easier to navigate for people with wheelchairs, walkers and other mobility devices	<b>85%</b>	88%	81%	93%	89%	71%	74%
Adding restrooms to METRO rail stations	<b>72%</b>	72%	66%	89%	75%	66%	71%
Attracting more people around METRO stations with cafes, music and other activities	<b>68%</b>	70%	56%	63%	69%	73%	72%

Q11e, f, g, j & k. I am going to mention some ways that METRO could improve the safety and environment for its riders. Please tell me if you think METRO should make it (much more of a priority, somewhat more of a priority, somewhat less of a priority or much less of a priority; much less of a priority, somewhat less of a priority, somewhat more of a priority, or much more of a priority) compared to today. Split Sample



# **Transit Ambassadors**

# Situations Transit Ambassadors Should Address by Gender by Age

(Total Agree)

Situation	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
Sexual harassment	90%	93%	88%	87%	95%	90%	88%
Sexual assault	89%	91%	86%	86%	95%	89%	89%
Racial harassment	88%	88%	92%	82%	94%	90%	84%
Someone behaving in a way that may scare or threaten other riders	88%	92%	85%	87%	91%	91%	87%
*Verbal fighting	87%	87%	85%	86%	93%	84%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Gender by Age, Continued

(Total Agree)

Situation	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
*Injecting or smoking illegal drugs	<b>86%</b>	86%	84%	86%	85%	87%	88%
*Physical fighting	<b>84%</b>	89%	83%	85%	86%	86%	81%
*Smoking cigarettes	<b>83%</b>	88%	83%	87%	79%	81%	86%
Playing loud music	<b>76%</b>	75%	75%	86%	70%	75%	85%
Someone whose personal odor is affecting other riders	<b>69%</b>	70%	69%	78%	59%	70%	76%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity

(Total Agree)

Situation	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
Sexual harassment	<b>90%</b>	89%	89%	94%	89%	94%	90%
Sexual assault	<b>89%</b>	88%	89%	91%	88%	96%	89%
Racial harassment	<b>88%</b>	87%	89%	91%	88%	90%	88%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	88%	86%	92%	90%	90%	88%
*Verbal fighting	<b>87%</b>	86%	86%	90%	90%	96%	87%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity, Continued

(Total Agree)

Situation	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
*Injecting or smoking illegal drugs	<b>86%</b>	85%	87%	86%	86%	83%	85%
*Physical fighting	<b>84%</b>	82%	86%	89%	87%	74%	83%
*Smoking cigarettes	<b>83%</b>	83%	82%	87%	82%	82%	82%
Playing loud music	<b>76%</b>	72%	81%	80%	80%	80%	76%
Someone whose personal odor is affecting other riders	<b>69%</b>	67%	76%	66%	70%	63%	69%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Income

(Total Agree)

Situation	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
Sexual harassment	90%	88%	92%	89%
Sexual assault	89%	87%	89%	88%
Racial harassment	88%	87%	88%	87%
Someone behaving in a way that may scare or threaten other riders	88%	87%	88%	87%
*Verbal fighting	87%	86%	86%	86%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Income, Continued

(Total Agree)

Situation	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
*Injecting or smoking illegal drugs	86%	84%	85%	85%
*Physical fighting	84%	82%	86%	84%
*Smoking cigarettes	83%	80%	86%	83%
Playing loud music	76%	75%	76%	75%
Someone whose personal odor is affecting other riders	69%	71%	69%	70%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Sexual Orientation and Disability Identification

(Total Agree)

Situation	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
Sexual harassment	<b>90%</b>	91%	92%	91%	85%	83%
Sexual assault	<b>89%</b>	91%	90%	90%	84%	81%
Racial harassment	<b>88%</b>	91%	89%	89%	83%	80%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	88%	90%	89%	82%	82%
*Verbal fighting	<b>87%</b>	86%	90%	88%	82%	81%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Sexual Orientation and Disability Identification, Continued

(Total Agree)

Situation	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
*Injecting or smoking illegal drugs	86%	82%	89%	87%	83%	84%
*Physical fighting	84%	84%	85%	86%	76%	78%
*Smoking cigarettes	83%	84%	85%	84%	80%	82%
Playing loud music	76%	71%	80%	76%	77%	80%
Someone whose personal odor is affecting other riders	69%	64%	71%	69%	71%	68%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Ridership Frequency

(Total Agree)

Situation	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
Sexual harassment	90%	84%	91%	92%
Sexual assault	89%	84%	89%	89%
Racial harassment	88%	82%	89%	89%
Someone behaving in a way that may scare or threaten other riders	88%	85%	88%	87%
*Verbal fighting	87%	79%	89%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Ridership Frequency, Continued

(Total Agree)

Situation	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
*Injecting or smoking illegal drugs	86%	79%	89%	86%
*Physical fighting	84%	85%	80%	86%
*Smoking cigarettes	83%	83%	82%	81%
Playing loud music	76%	73%	76%	74%
Someone whose personal odor is affecting other riders	69%	70%	72%	65%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Frequency of Feeling Safe on METRO

(Total Agree)

Situation	All Respondents	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
Sexual harassment	90%	85%	91%	92%	92%
Sexual assault	89%	84%	90%	90%	94%
Racial harassment	88%	84%	89%	90%	87%
Someone behaving in a way that may scare or threaten other riders	88%	83%	88%	92%	91%
*Verbal fighting	87%	85%	88%	88%	89%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Frequency of Feeling Safe on METRO, Continued

(Total Agree)

Situation	All Respondents	Feel Safe			
		All the Time	Most of the Time	Some of the Time	Rarely/ Never
*Injecting or smoking illegal drugs	<b>86%</b>	83%	86%	86%	94%
*Physical fighting	<b>84%</b>	78%	83%	89%	84%
*Smoking cigarettes	<b>83%</b>	81%	81%	88%	83%
Playing loud music	<b>76%</b>	76%	75%	77%	80%
Someone whose personal odor is affecting other riders	<b>69%</b>	68%	67%	72%	76%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity by Age

(Total Agree)

Situation	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
Sexual harassment	<b>90%</b>	93%	83%	88%	89%	95%	93%
Sexual assault	<b>89%</b>	91%	82%	90%	88%	94%	89%
Racial harassment	<b>88%</b>	90%	80%	93%	86%	96%	89%
Someone behaving in a way that may scare or threaten other riders	<b>88%</b>	90%	83%	85%	87%	91%	92%
*Verbal fighting	<b>87%</b>	87%	83%	81%	89%	89%	90%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Situations Transit Ambassadors Should Address by Race/Ethnicity by Age, Continued

(Total Agree)

Situation	All Respondents	Race/Ethnicity by Age					
		Latinx/Hispanics		Black/African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
*Injecting or smoking illegal drugs	<b>86%</b>	87%	81%	79%	92%	83%	88%
*Physical fighting	<b>84%</b>	86%	75%	91%	82%	91%	87%
*Smoking cigarettes	<b>83%</b>	85%	78%	78%	85%	81%	90%
Playing loud music	<b>76%</b>	71%	76%	69%	89%	63%	88%
Someone whose personal odor is affecting other riders	<b>69%</b>	66%	71%	69%	81%	50%	75%

Q13. I am now going to mention a series of situations that METRO Transit Ambassadors may come across. Please tell me if you (strongly agree, somewhat agree, somewhat disagree or strongly disagree) (strongly disagree, somewhat disagree, somewhat agree or strongly agree) that METRO Transit Ambassadors should address the situation if they come across it. \*Split Sample

# Ambassador Tools by Gender by Age

(Total Favor)

Tool	All Resp.	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
A 2-way radio or walkie-talkie	<b>91%</b>	95%	91%	93%	94%	80%	90%
Caution tape to seal off unsafe areas	<b>91%</b>	94%	89%	92%	94%	91%	90%
Gloves and trash bags	<b>90%</b>	95%	88%	89%	94%	82%	87%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	92%	84%	81%	86%	76%	79%
Pepper spray	<b>77%</b>	82%	69%	79%	82%	77%	81%

# Ambassador Tools by Gender by Age, Continued

(Total Favor)

Tool	All Respondents	Gender by Age					
		Men			Women		
		Ages 18-29	Ages 30-49	Ages 50+	Ages 18-29	Ages 30-49	Ages 50+
A taser	66%	71%	68%	68%	67%	61%	62%
A nightstick	62%	74%	58%	66%	60%	54%	57%
A handgun	32%	33%	26%	41%	26%	38%	35%

# Ambassador Tools by Race/Ethnicity

(Total Favor)

Tool	All Resp.	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
A 2-way radio or walkie-talkie	<b>91%</b>	91%	89%	93%	95%	87%	91%
Caution tape to seal off unsafe areas	<b>91%</b>	93%	89%	92%	82%	96%	91%
Gloves and trash bags	<b>90%</b>	92%	84%	88%	93%	78%	90%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	85%	78%	86%	76%	74%	82%
Pepper spray	<b>77%</b>	81%	73%	74%	75%	72%	78%

# Ambassador Tools by Race/Ethnicity, Continued

(Total Favor)

Tool	All Respondents	Race/Ethnicity					
		Latinx/ Hispanics	Black/ African Americans	Whites	Asians/ Pacific Islanders	All Other Race/ Ethnicities	All People of Color
A taser	66%	71%	62%	57%	62%	71%	68%
A nightstick	62%	70%	51%	50%	70%	32%	64%
A handgun	32%	36%	31%	29%	25%	18%	32%

# Ambassador Tools by Race/Ethnicity by Age

(Total Favor)

Tool	All Resp.	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
A 2-way radio or walkie-talkie	<b>91%</b>	91%	91%	93%	86%	87%	95%
Caution tape to seal off unsafe areas	<b>91%</b>	94%	91%	88%	90%	89%	94%
Gloves and trash bags	<b>90%</b>	92%	93%	93%	78%	82%	92%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	87%	81%	76%	79%	93%	83%
Pepper spray	<b>77%</b>	81%	80%	71%	74%	63%	80%

# Ambassador Tools by Race/Ethnicity by Age, Continued

(Total Favor)

Tool	All Respondents	Race/Ethnicity by Age					
		Latinx/ Hispanics		Black/ African Americans		Whites	
		Ages 18-39	Ages 40+	Ages 18-39	Ages 40+	Ages 18-39	Ages 40+
A taser	66%	73%	67%	61%	63%	51%	61%
A nightstick	62%	70%	69%	50%	51%	37%	58%
A handgun	32%	31%	46%	27%	33%	10%	39%

# Ambassador Tools by Household Income

(Total Favor)

Tool	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
A 2-way radio or walkie-talkie	91%	84%	96%	89%
Caution tape to seal off unsafe areas	91%	91%	90%	91%
Gloves and trash bags	90%	87%	91%	89%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	80%	84%	82%
Pepper spray	77%	77%	78%	77%

# Ambassador Tools by Household Income, Continued

(Total Favor)

Tool	All Respondents	Household Income		
		<\$20,000	\$20,000-\$50,000	\$50,000+
A taser	66%	65%	71%	68%
A nightstick	62%	62%	64%	63%
A handgun	32%	31%	35%	32%

# Ambassador Tools by Sexual Orientation and Disability Identification

(Total Favor)

Tool	All Resp.	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
A 2-way radio or walkie-talkie	<b>91%</b>	95%	91%	92%	88%	94%
Caution tape to seal off unsafe areas	<b>91%</b>	93%	94%	92%	89%	89%
Gloves and trash bags	<b>90%</b>	92%	90%	89%	92%	97%
A nasal spray which can be given to reverse the effects of an opioid overdose	<b>83%</b>	90%	83%	83%	81%	78%
Pepper spray	<b>77%</b>	73%	81%	78%	77%	82%

# Ambassador Tools by Sexual Orientation and Disability Identification, Continued

(Total Favor)

Tool	All Respondents	Sexual Orientation		Disability		
		LGBTQ+	Hetrosexual	Abled	People with Disabilities	People with Mobility Challenges or Who Use Wheelchairs
A taser	66%	66%	68%	67%	62%	82%
A nightstick	62%	55%	65%	64%	54%	73%
A handgun	32%	22%	35%	31%	36%	31%

# Ambassador Tools by Ridership Frequency

(Total Favor)

Tool	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
A 2-way radio or walkie-talkie	91%	89%	88%	94%
Caution tape to seal off unsafe areas	91%	89%	93%	89%
Gloves and trash bags	90%	92%	86%	90%
A nasal spray which can be given to reverse the effects of an opioid overdose	83%	77%	81%	86%
Pepper spray	77%	77%	75%	77%

# Ambassador Tools by Ridership Frequency, Continued

(Total Favor)

Tool	All Respondents	Ridership Frequency		
		Daily Rider	Moderate Rider	Infrequent Rider
A taser	66%	71%	68%	66%
A nightstick	62%	68%	60%	63%
A handgun	32%	37%	31%	32%

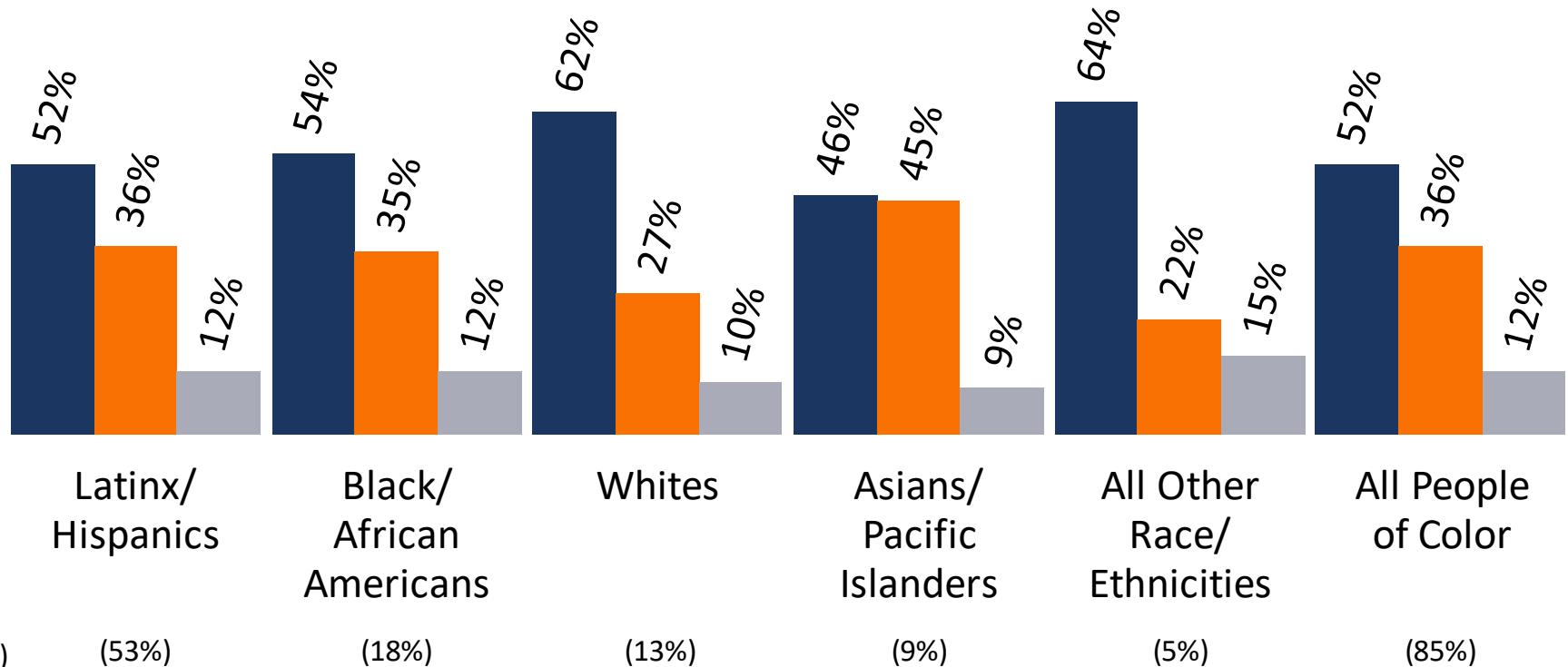


# **Preferred Approach on Riders Experiencing Homelessness**

# Approach on Riders Experiencing Homelessness by Race/Ethnicity

By Race/Ethnicity

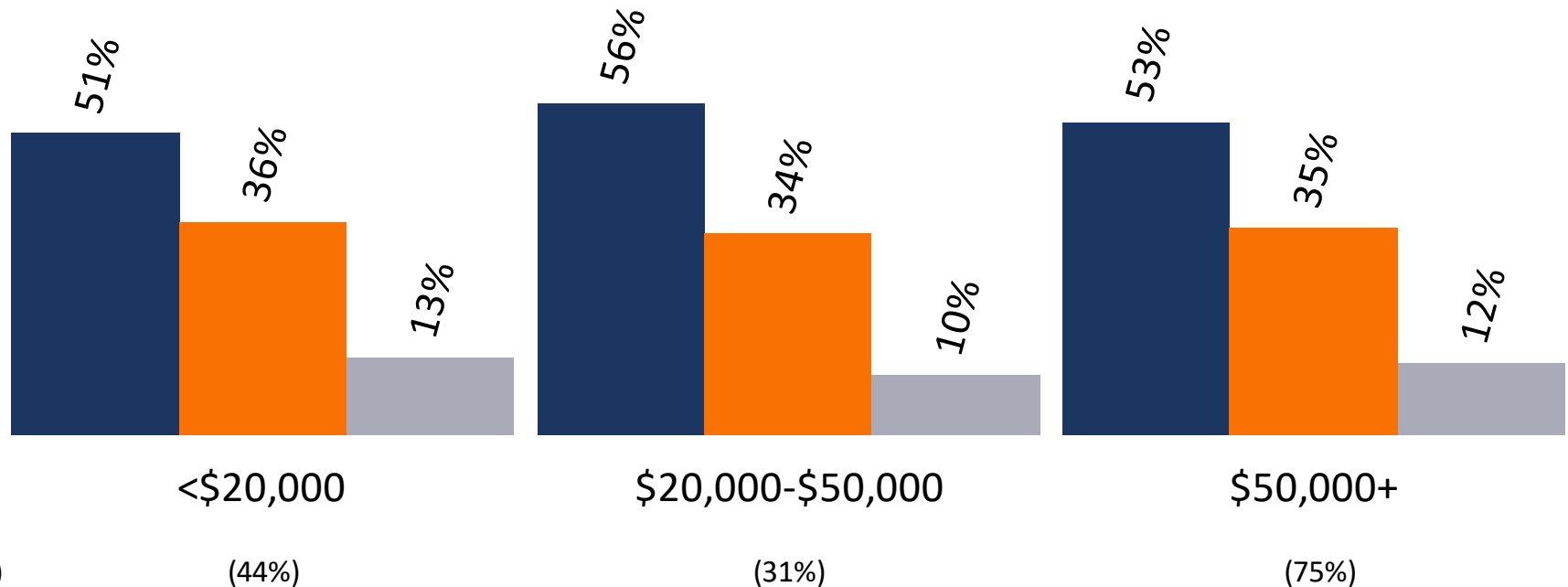
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Income

*By Household Income*

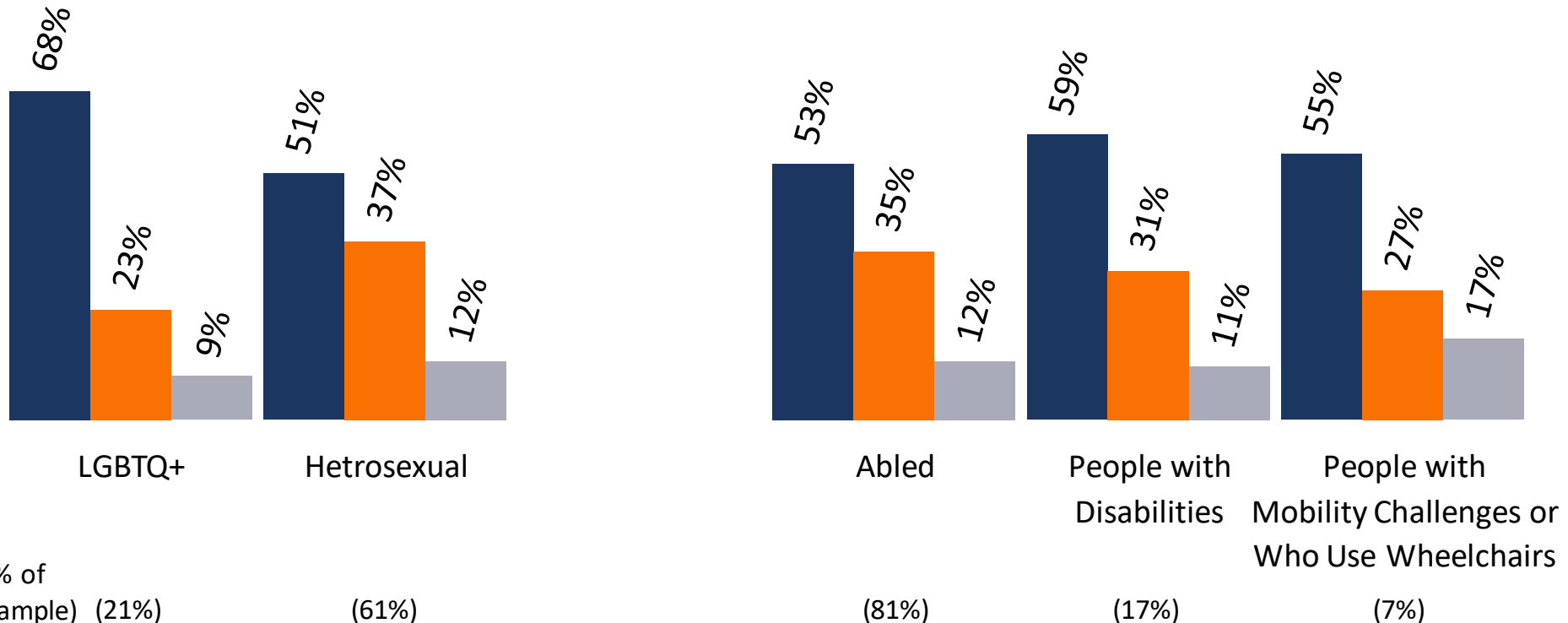
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Sexual Orientation and Disability Identification

*By Sexual Orientation & Disability*

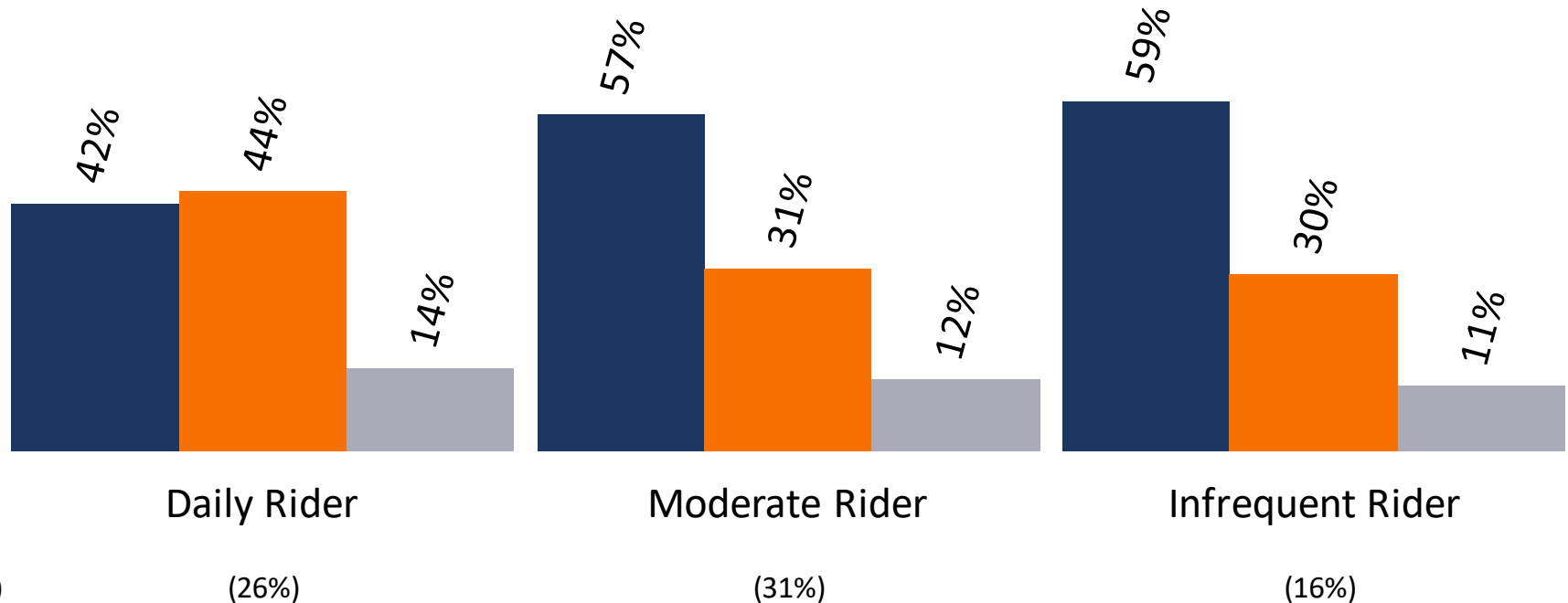
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Ridership Frequency

*By Ridership Frequency*

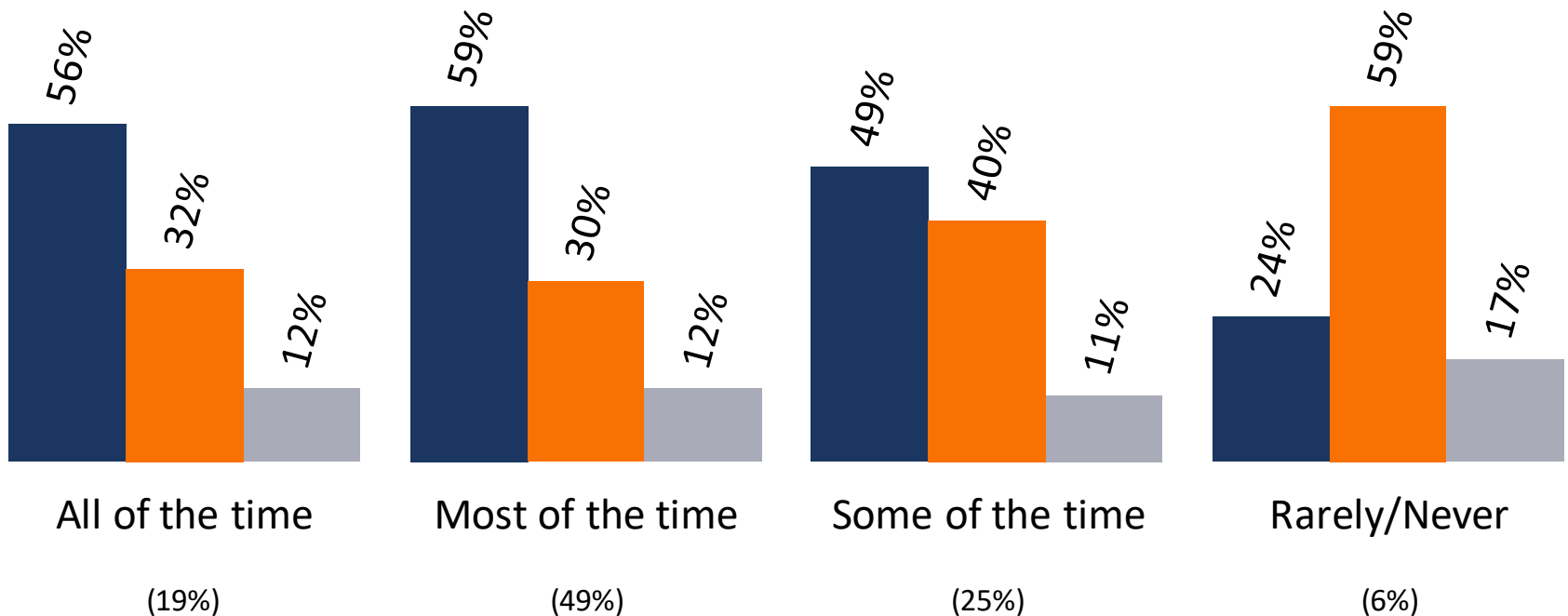
■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know



# Approach on Riders Experiencing Homelessness by Frequency of Feeling Safe on METRO

*By Feel Safe*

■ Allow Homeless to Ride Buses/Trains ■ Get Tougher About Removing the Homeless ■ Don't Know





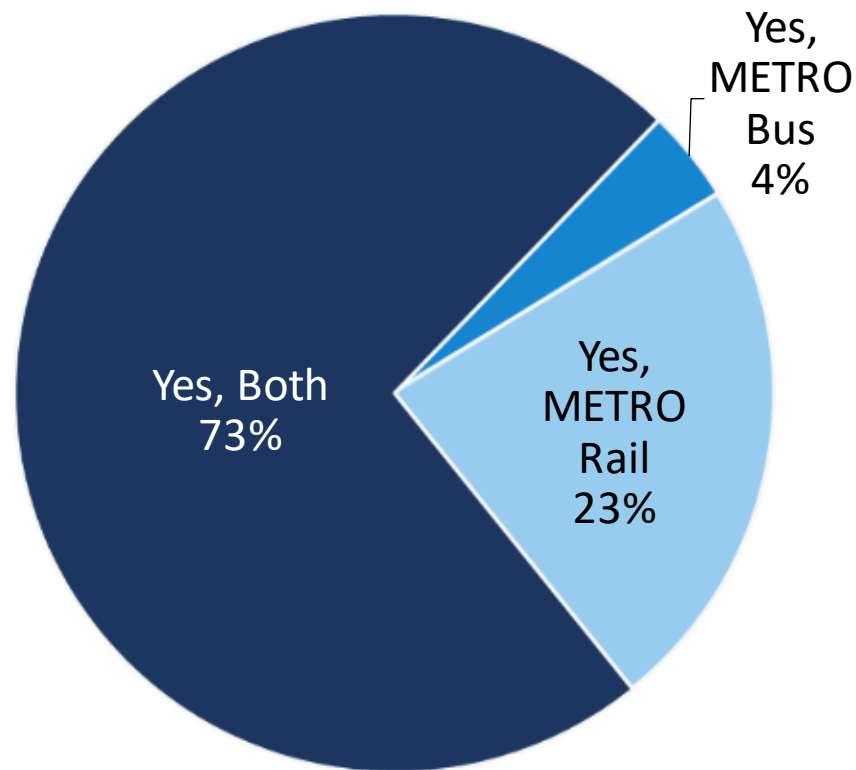
# **Appendix B - Survey of People Experiencing Homelessness on METRO**



# Metro Use

# Almost three-quarters ride both Metro Rail and Bus.

*Within the last few months, have you ridden on a METRO Bus or METRO Rail or both?*



# Most ride Metro regularly

*Frequency of Riding  
Metro Rail (n=96)*

*Frequency of Riding  
Metro Bus (n=77)*

Everyday

45%

61%

Regularly, but not everyday

30%

32%

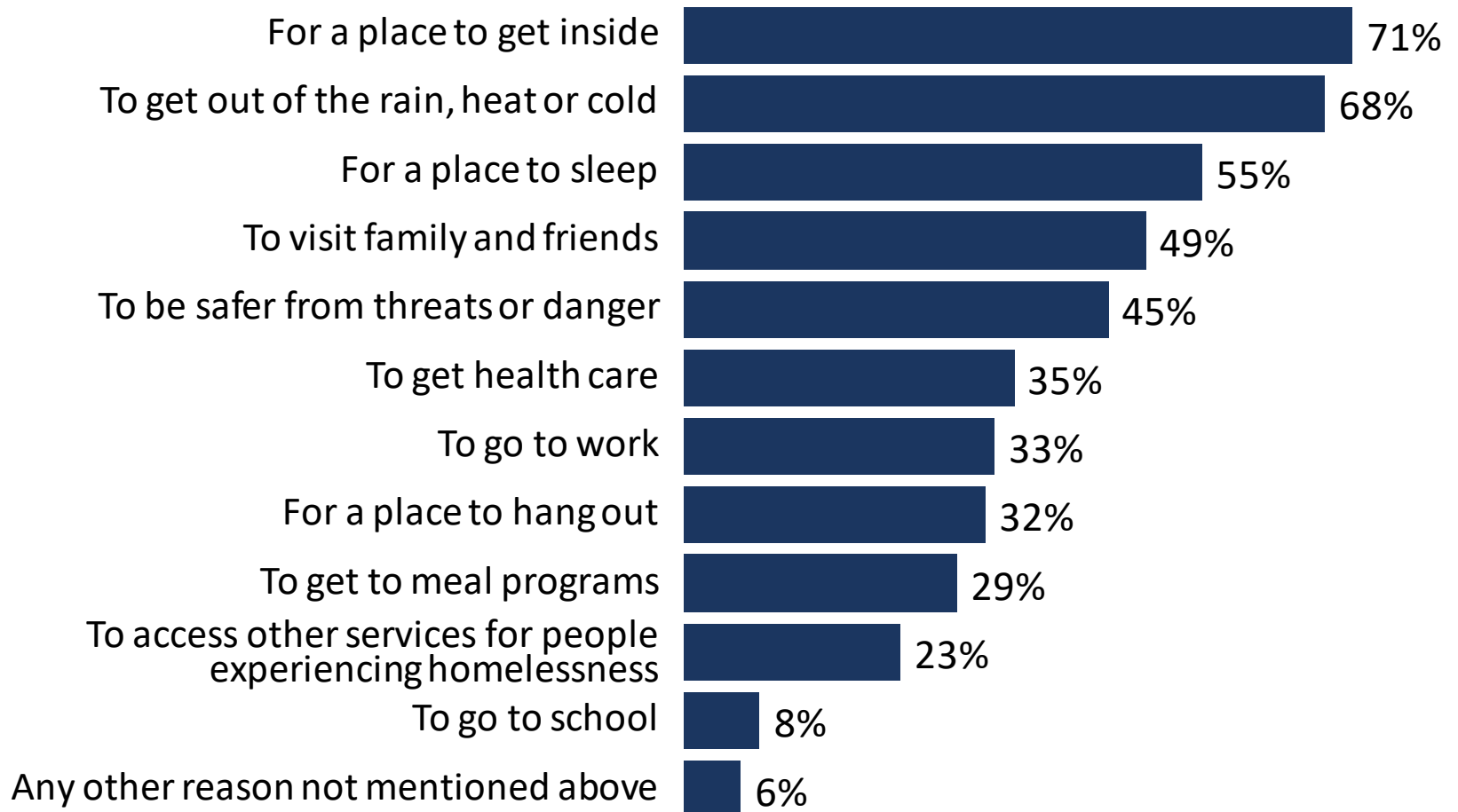
Just once in awhile

25%

6%

# For a place to get inside; to get out of the rain, heat or cold; a place to sleep; and to go and visit friends are among the leading reasons to have ridden Metro in recent months.

*What are the top reasons you have ridden METRO in recent months?  
(Open-ended; Ranked by Most Frequent Responses; Multiple Responses Accepted)*



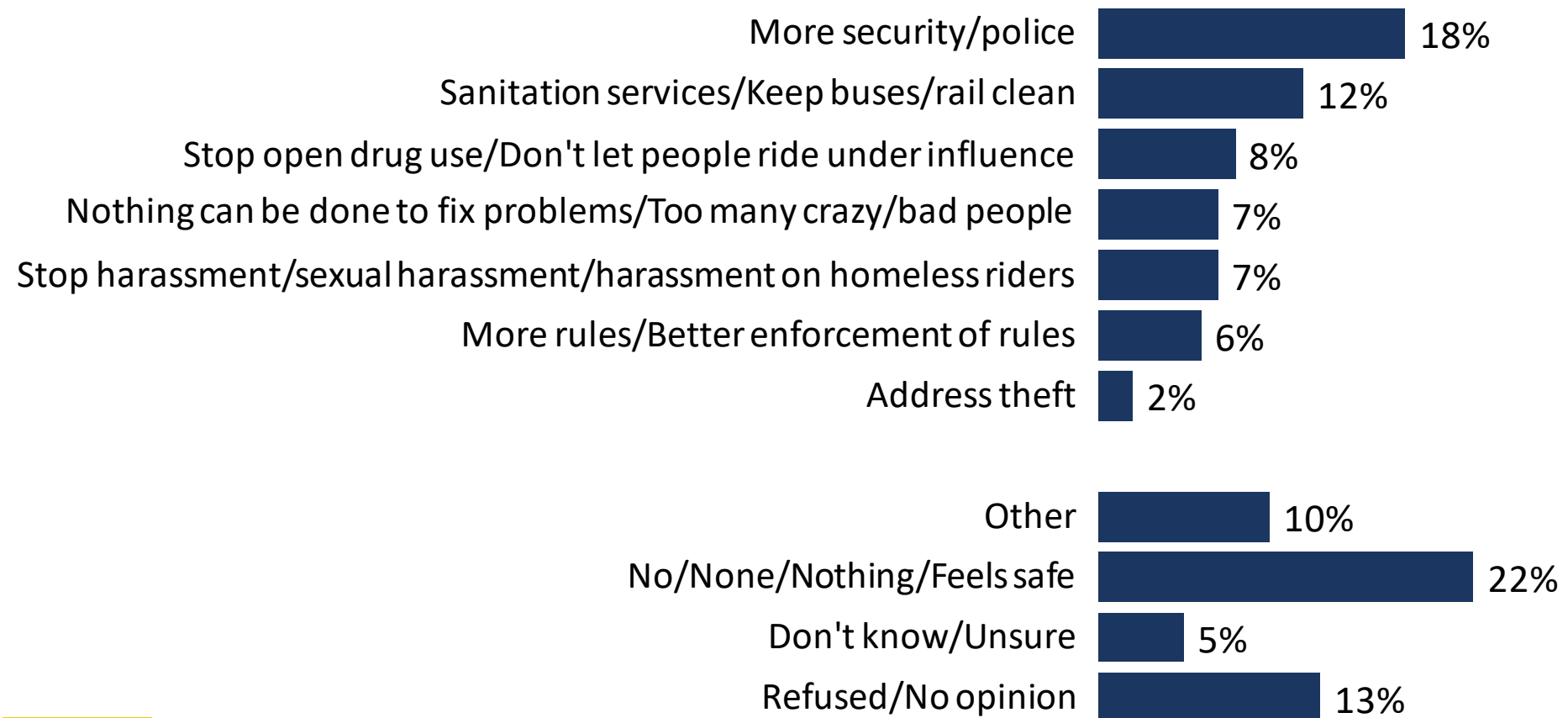


# **Perceptions of Safety**

# More security/police and ensuring clean buses and rail were among the leading volunteered response to what Metro could do to make things feel safer.

*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted)*

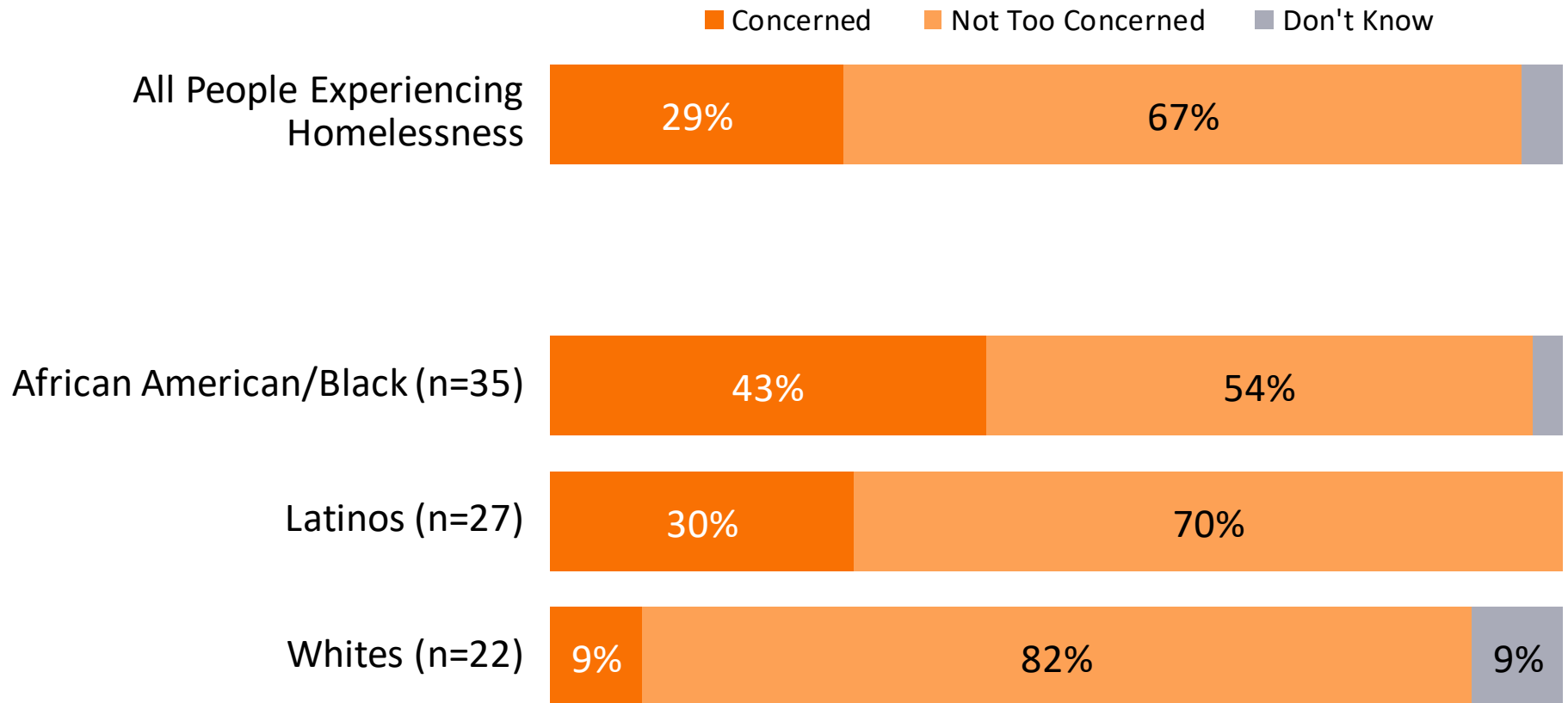




# **Reported Experiences and Perceptions While Riding Metro**

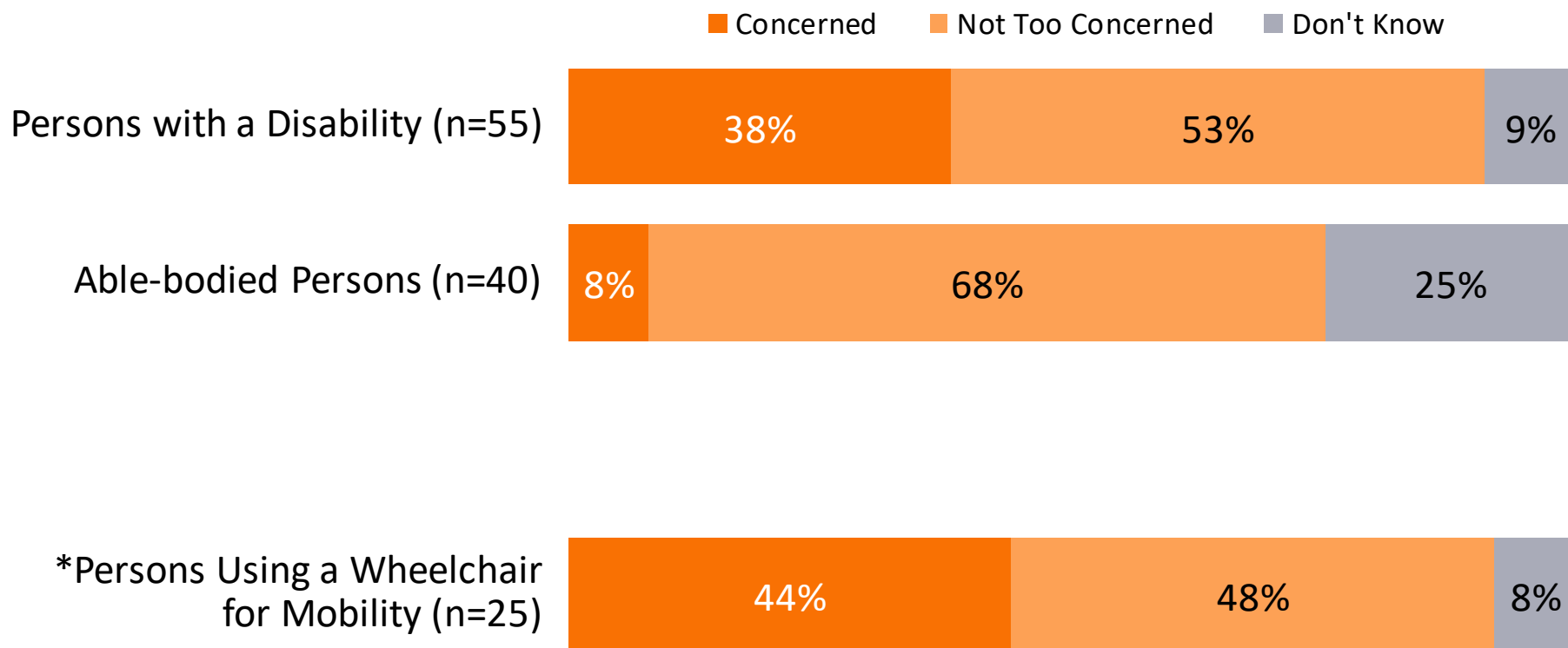
# Almost three-in-ten are concerned about being discriminated because of race crime on a METRO Bus or Rail or at a METRO station or a stop; however, more than four-in-ten African-Americans reported they were concerned.

*Being Discriminated Against Because of Your Race by Race/Ethnicity*



# Roughly four-in-ten persons with a disability said they were concerned about being discriminated against because they have a disability on a METRO Bus or Rail or at a METRO station or a stop.

*Being Discriminated Against Because You Have a Disability by Disability Identification*

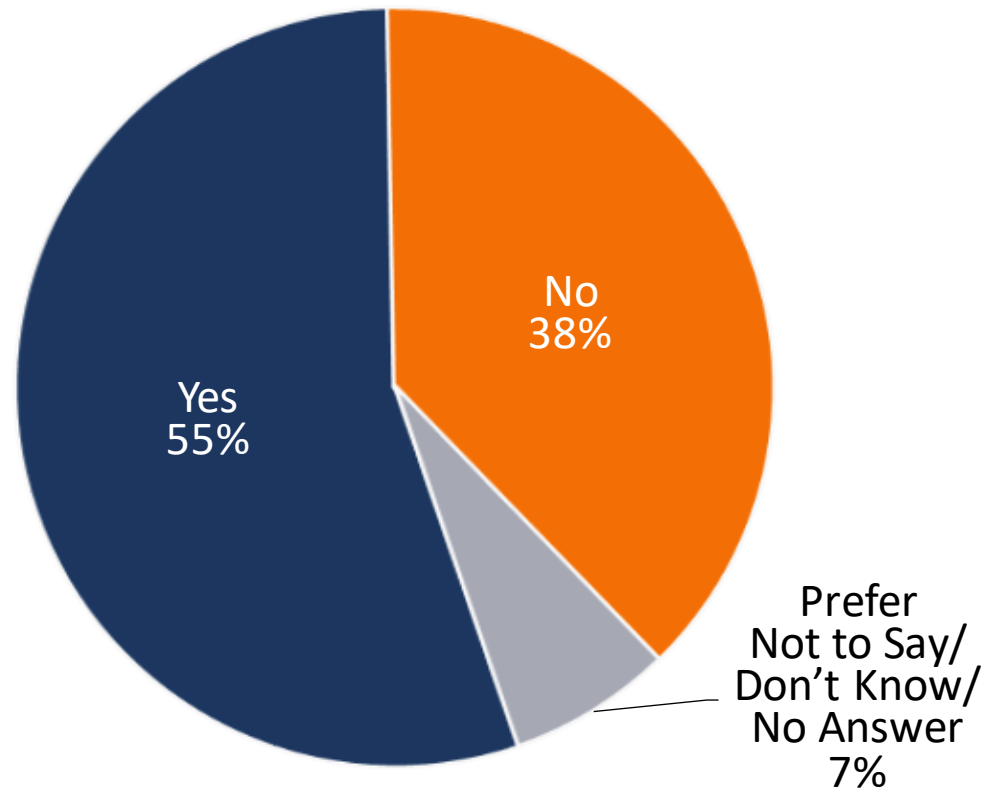




# **Experience with Homeless Outreach Worker When Riding METRO**

# Slightly more than half the respondents said they had any interactions with homeless outreach workers.

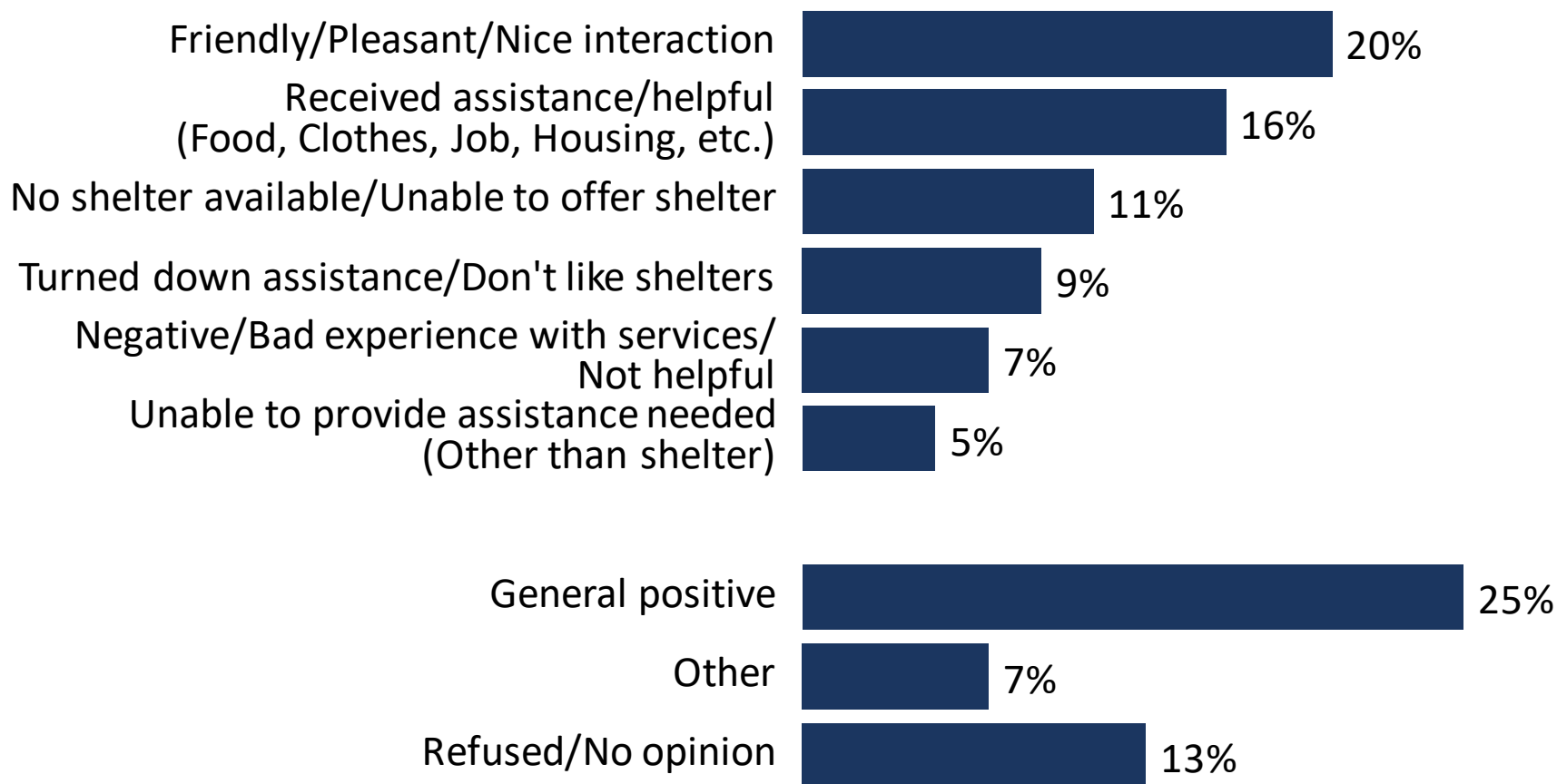
*When riding METRO or at a METRO station or bus stop, have you had any interaction with homeless outreach workers?*



# About one-third reported that their most recent interaction with homeless outreach workers was well received, but for some shelter was not available.

*How was your most recent interaction with homeless outreach workers?*

*(Grouped Open-ended Responses; Asked Only of Those Who Had Interactions With Outreach Workers; n=55)*



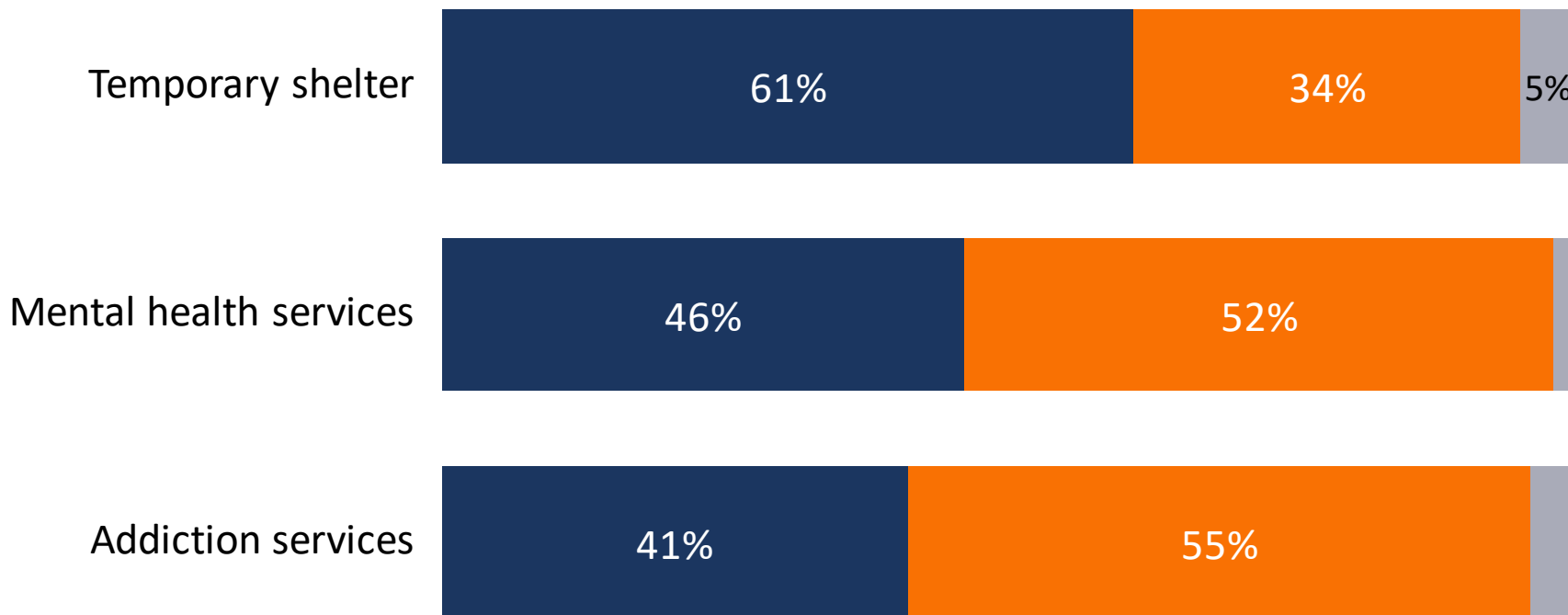


# **Perceived Future Priorities for Metro**

# A majority reported they would be likely to use temporary shelter if it were offered in the future and sizable percentages said they would use mental health and addiction services.

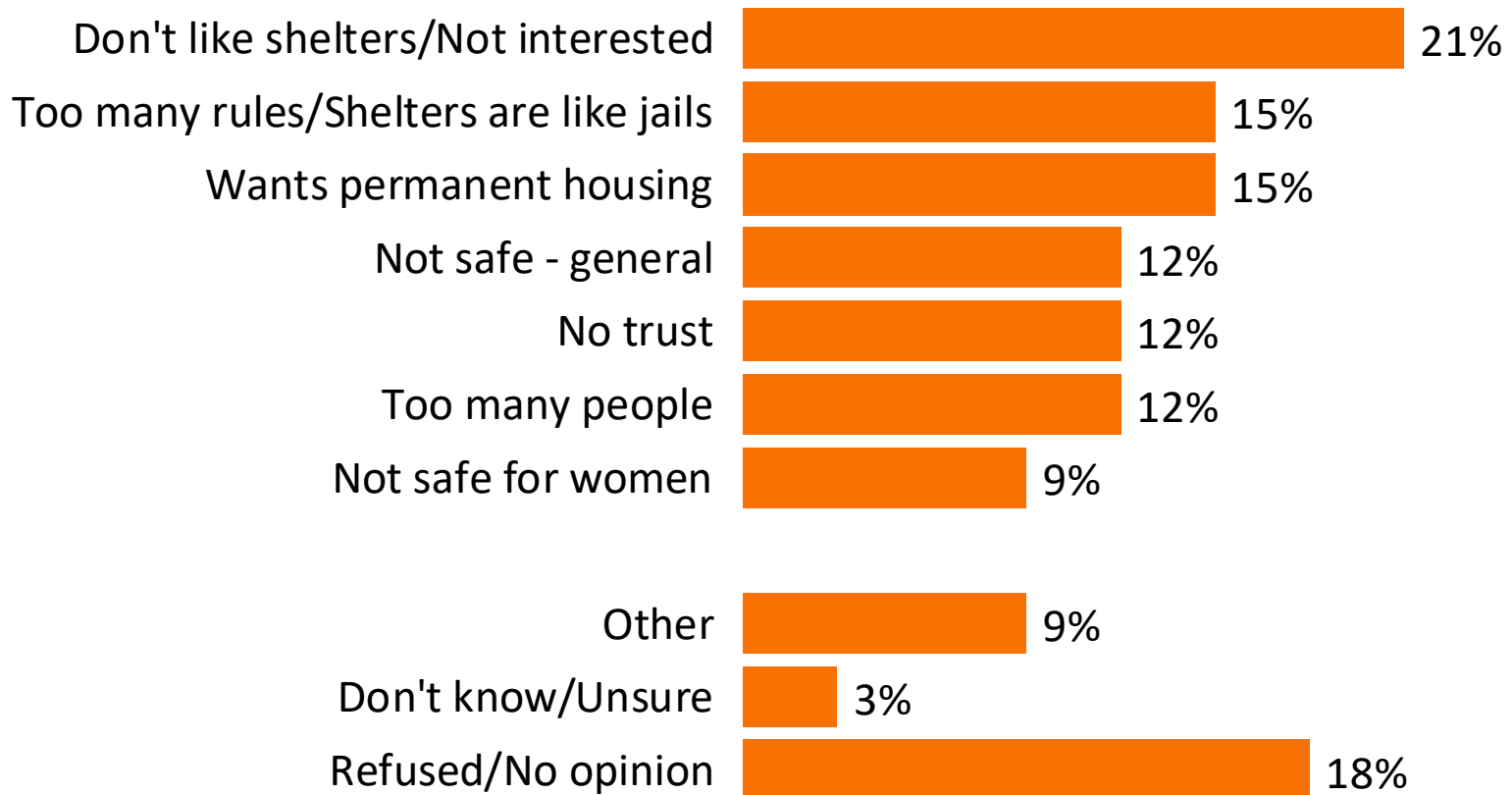
*(Ranked by Yes)*

■ Yes ■ No ■ Don't Know



# Not liking shelters for various reasons or wanting permanent housing are top volunteered reasons why some will not accept temporary shelter.

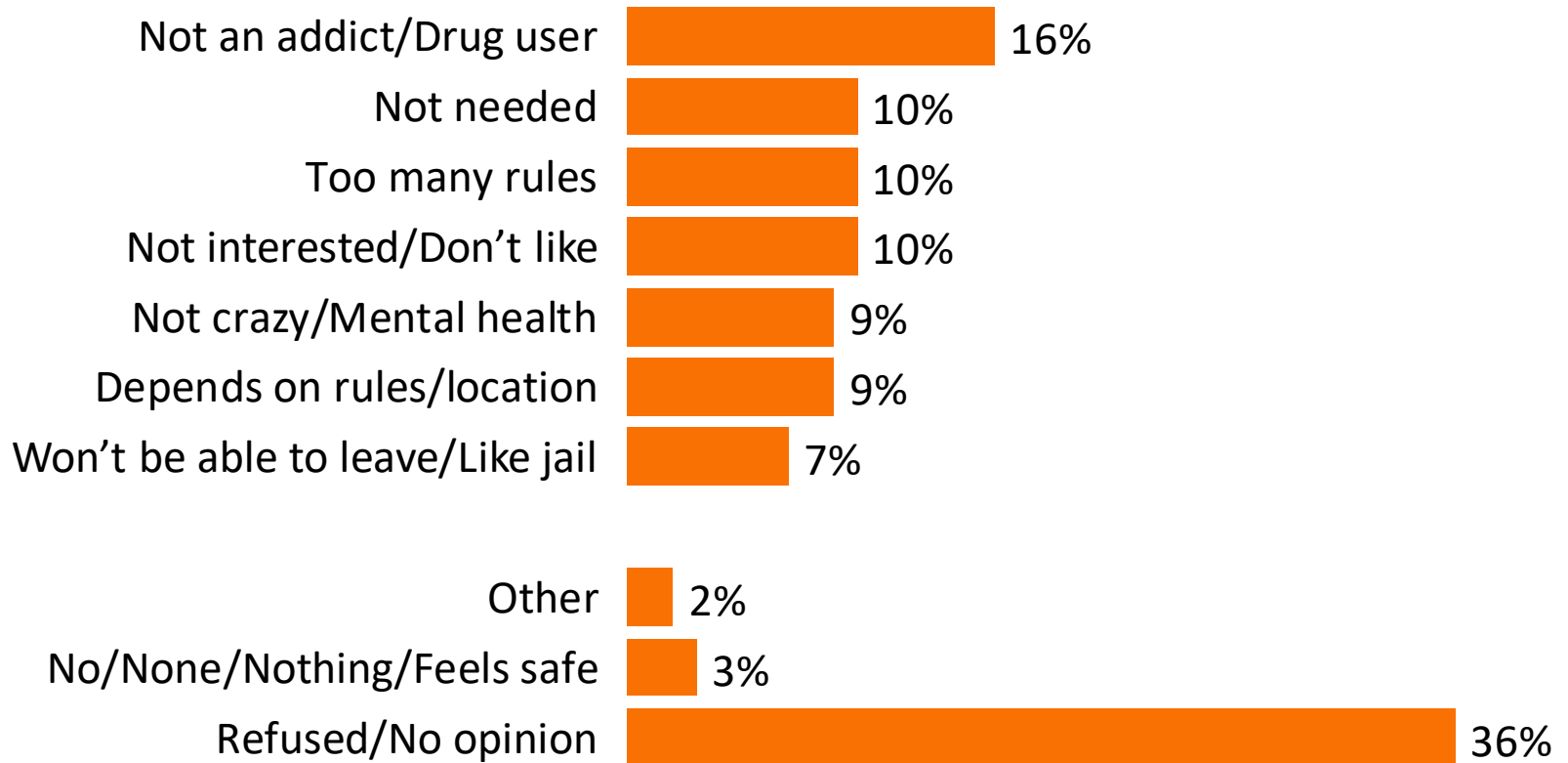
*Why would you not be likely to use a shelter and bed offered to you by METRO?  
(Open-ended; Asked Only of Those Who Would Not Accept Temporary Shelter; n=34)*



# Does not identify as an addict or drug user, or not considered needed are among the leading volunteered reasons to not likely to accept mental health or addiction services

*Why would you not be likely to use the service?*

*(Open-ended; Asked Only of Those Who Would Not Accept Mental Health or Addiction Services; n=58)*

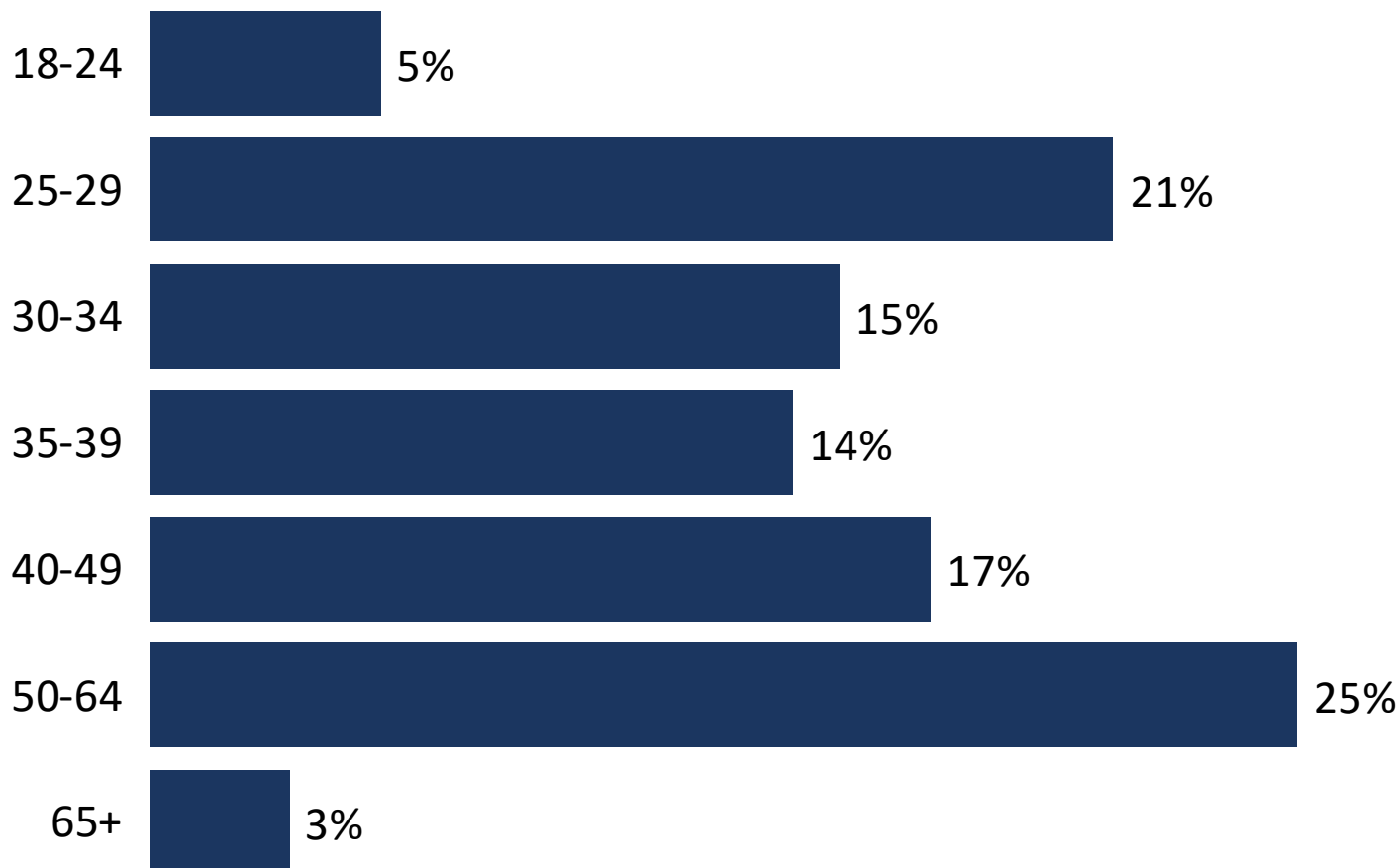




# Demographics

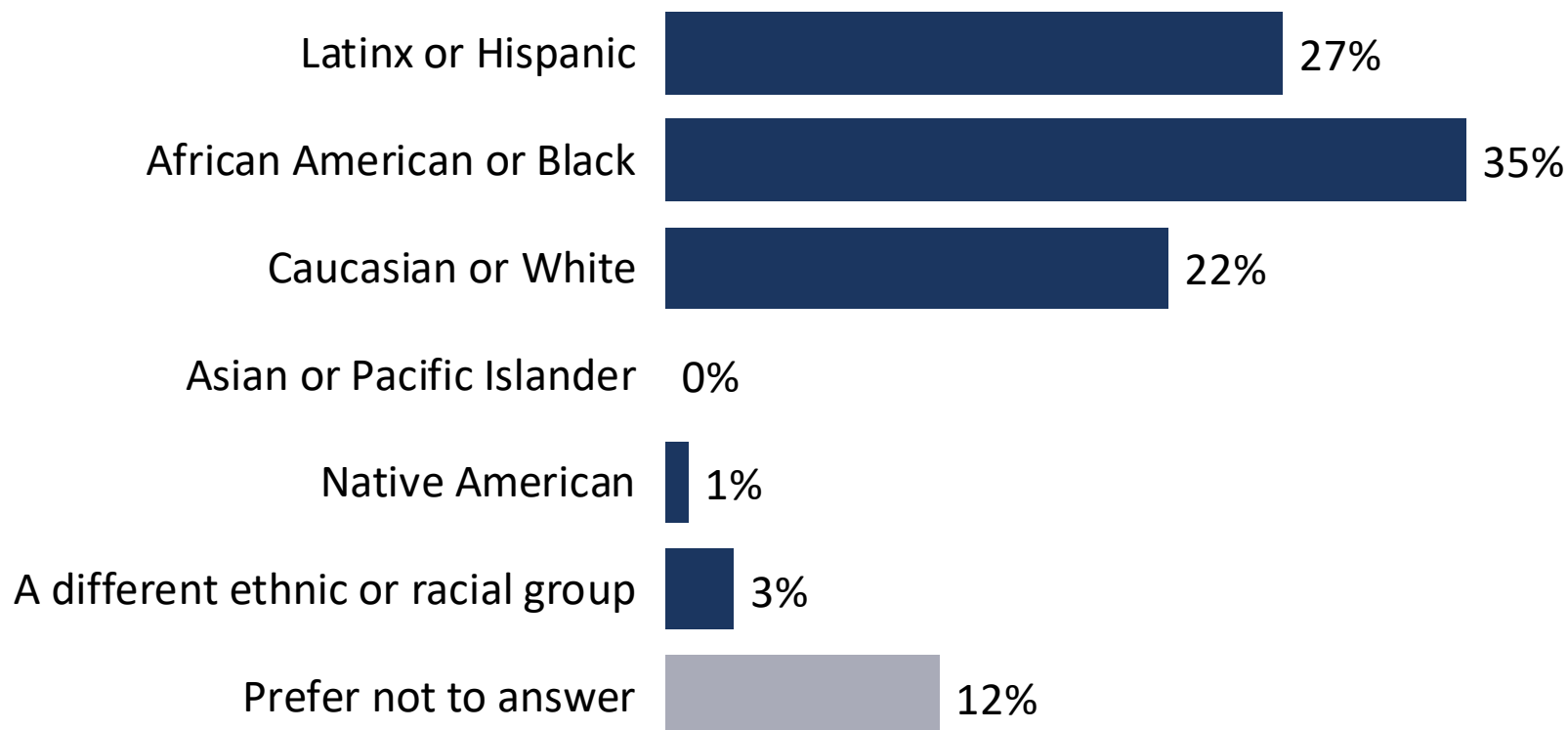
# The majority of respondents are under age 40.

*What is your age?*

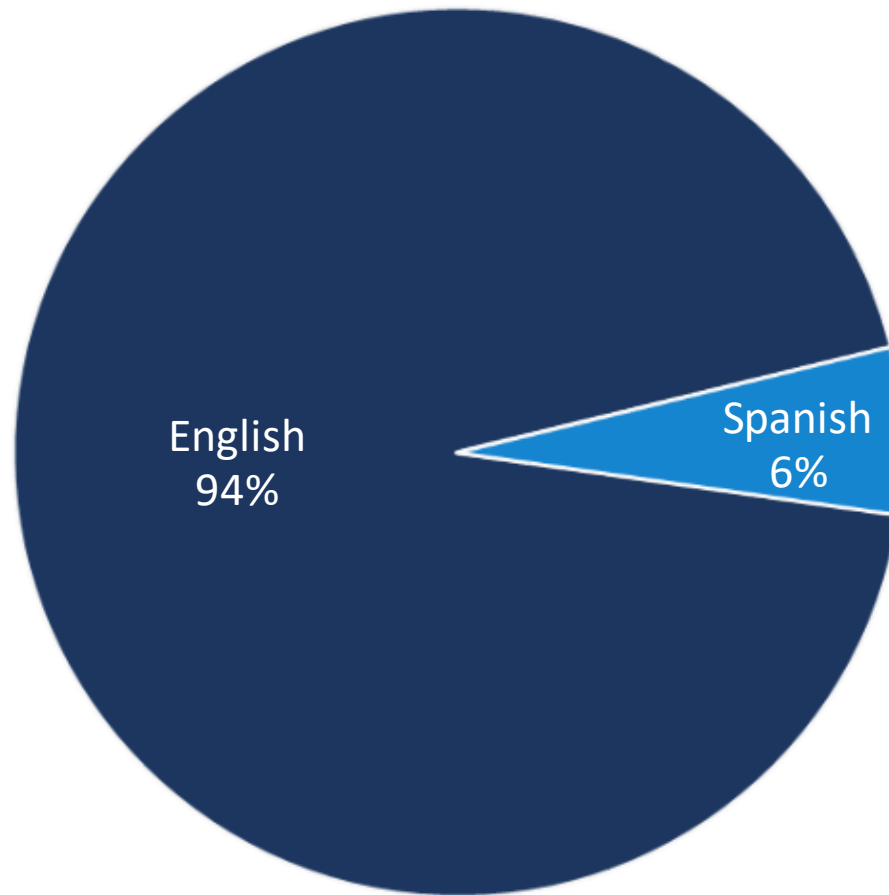


# 62% of respondents identify as Latinx/Hispanic or Black/African American

*Which of the following categories best describes the ethnic or racial group with which you identify yourself?*

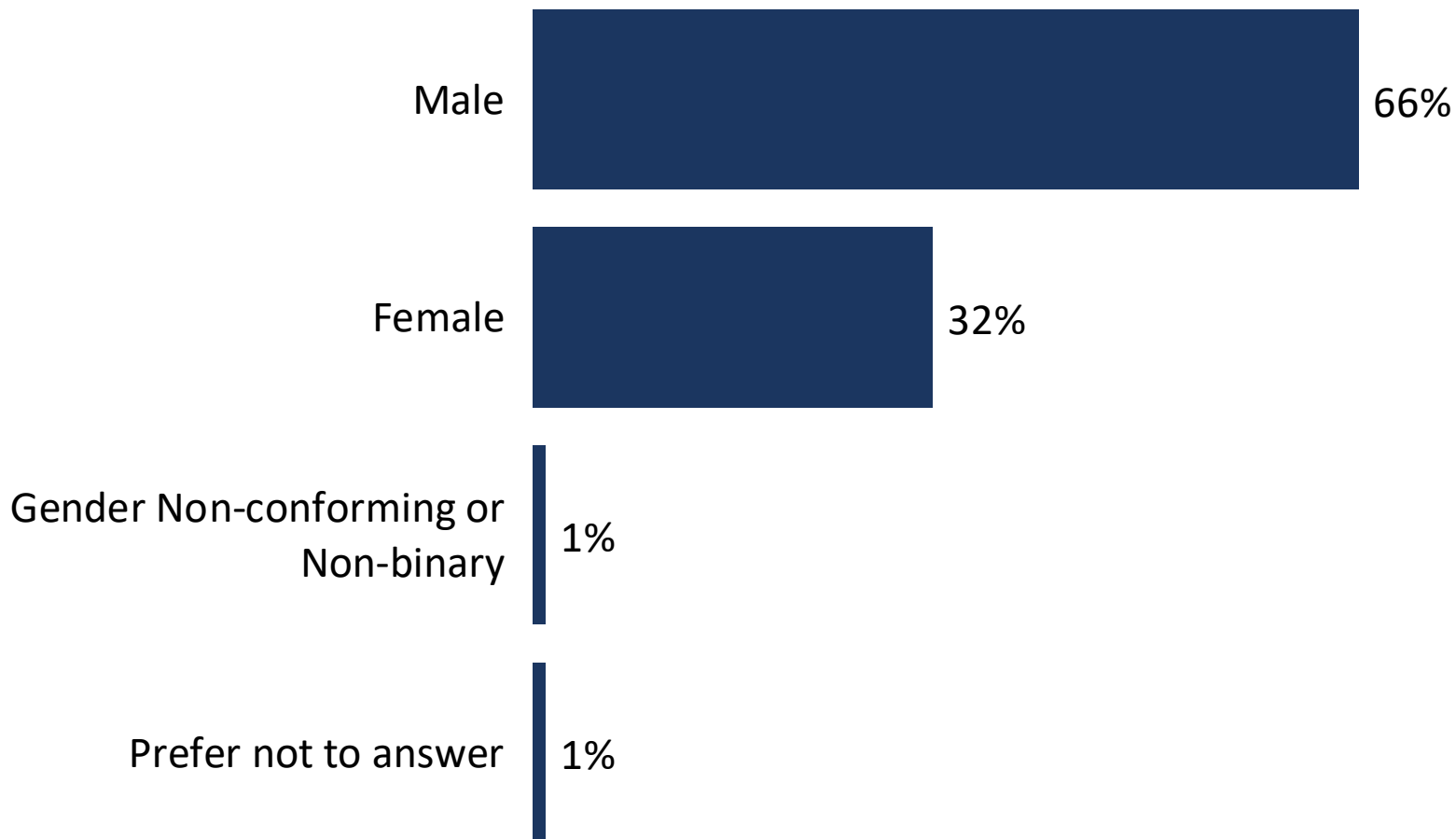


# Six percent of respondents choose to complete the survey in Spanish.



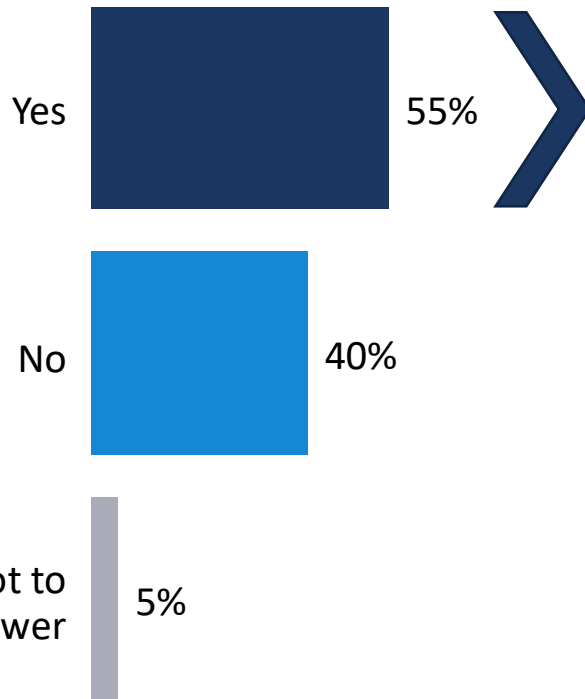
# Two-thirds of respondents identify as male.

*With what gender do you identify?*

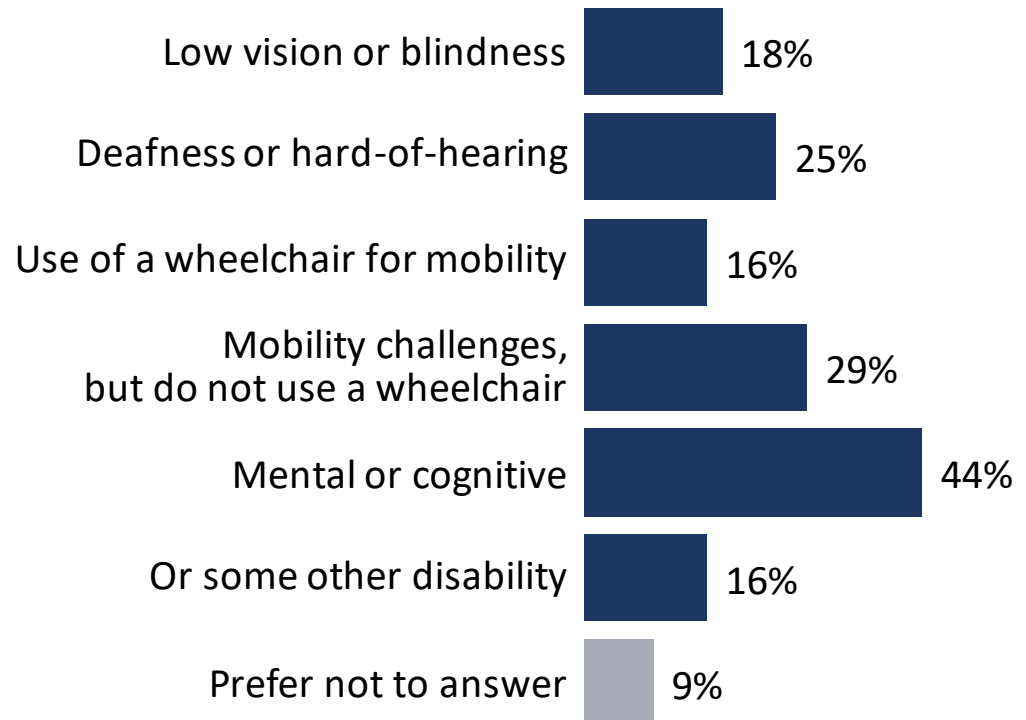


# 55% of respondents identify as a person with a disability.

*Do you identify as a person with a disability?*



*I am going to mention a list of disabilities, please tell me which of the following disabilities you have?  
(Asked of Those Who Have a Disability; n=55)*



## Attachment D - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021			
Contract Section	SOW	Comment/Recommendation	Metro Response/Proposed Action
<b>1.1 Specific Responsibilities</b>			
1.1h	Provide law enforcement presence during periodic fare enforcement and passenger screening operations;	<p>They should not be doing this- Another reason why fare less transit should be part of our discussions. It is a safety strategy and we should be up to date on the pilot h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1h: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement is not tasked with fare enforcement operations. Their role is to provide presence during Metro Transit Security Officers' periodic responsibility for fare enforcement operations. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Additionally, the fare less system initiative is under consideration by the Metro Board of Directors. Reference: <a href="https://www.metro.net/about/fsi/">https://www.metro.net/about/fsi/</a></p>
1.1i	Remove persons without a valid transit fare from buses, trains, buildings, and stations;	<p>They should not be doing this. h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1i: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement contractors are not tasked with fare enforcement operations on the system, it is a Metro Transit Security Officer's responsibility. See response to Item no. 7.</p> <p>Metro is private property and passengers who are in violation of Metro Code of Conduct, to include persons who have not paid adequate fare and/or criminal misconduct are subject to removal from the system. Metro's law enforcement contractors may be called by Metro Transit Security Officers in support of persons who do not comply with the removal. The fare invasion practices will be reevaluated as the fare less system initiative is developed.</p> <p>Metro is proposing to revise this responsibility to read "Escort persons from LACMTA property at the request of LACMTA;"</p>
1.1n	Conduct proactive anti-crime operations when not handling a dispatched call;	<p>From my understanding they spend a lot of time doing this and this is the stuff that leads to racial profiling, over ticketing etc. n) What is meant by "proactive anti-crime operations"?</p> <p><b>RECOMMENDATION:</b> 1.1n: Concerned about this. Recommend banning pretextual stops and racial profiling so that "pro-active" crime fighting -- when there is no crime occurring to respond to -- does not turn into a bases to stop, harass, and dehumanize low-income people of color. Recommend modifying the role to focus on violent crimes harmful to others, and non enforcement of low-level quality of life offenses that are used to criminalize low-income communities of color (e.g., minor drug possession, disorderly conduct, trespassing, loitering, intoxication, fare evasion, sex work, and etc.)</p> <p>Strikeout n) Conduct proactive anti-crime operations when not handling a dispatched call;</p> <p>What are anti-crime operations? Are they giving out books, food, cash? I expect it's more inline with what Mohammad and Scarlett mentioned above - I believe we should strike this. They should be there to respond to 911 calls and provide deterrence by presence, not profiling. I would add that they should "greet customers and provide excellent customer service"</p>	<p>Proactive anti-crime operations is when officers self-initiate (e.g. observations, respond to citizen flag downs, customer contacts/stops, patrol checks, community policing etc.) while patrolling the system to prevent and deter criminal conduct. Stop and frisk is not a practice engaged by or supported by the law enforcement contractors. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Some anti-crime operations may include distribution of books or food related to community engagement.</p> <p>Additionally, Metro is proposing to revise this responsibility to read "Conduct community focus law enforcement activities operations when not handling a dispatched call;"</p>

## Attachment D - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Contract Section	SOW	Comment/Recommendation	Metro Response/Proposed Action
1.1p	Collaborate with social service agencies to address the impact of homelessness on the transit system	<p>The path program is a great example of a system that leads to permanent housing. METRO should continue and expand contracts with the LA county public health department to create different task forces to address unhoused issues i.e. outreach services, long term recovery, substance abuse etc. I also have questions on where the equity and race office is in all of this? Seems like they should be the ones working with social workers, mental health workers, outreach workers etc.,</p> <p>p) What is Metro's desired vision for how the contractor might collaborate in this context? Why is the contractor asked to do this collaboration at all? What data exists to suggest that this contractor might be an effective collaborate to handle this problem?</p> <p><b>RECOMMENDATION:</b> 1.1p: Suggest adding organizations and non-government social service providers in addition to agencies.</p>	<p>Metro currently works with PATH, LA DOOR and HOME AT LAST, and is open to expanding collaborative partnerships with other CBOs to continue addressing unhoused issues. Metro's new CEO has made homelessness a top priority for the agency and to continue addressing the impact of homelessness on the system law enforcement contractors will continue to collaborate with Metro.</p> <p>Reference: Monthly Metro Board Reports, section "Homeless Outreach Services" submitted to the Metro Board of Directors; 2) <a href="https://dmh.lacounty.gov/our-services/countywide-services/eob/">https://dmh.lacounty.gov/our-services/countywide-services/eob/</a> and 3) Los Angeles County Metropolitan Transportation Authority, State of the Agency</p>
1.1q	Enforce LACMTA's Code of Conduct	<p>Metro needs to invest in infrastructure bathrooms!!!!, trash cans, recycling etc. As well as expand cleaning crew this in itself would help a lot of the code of conduct issues. Can we get a report back on elevator attended program? This is known to reduce defecation etc on elevators. These should be Metro public sector jobs and not contracted out.</p> <p><b>RECOMMENDATION:</b> 1.1q: Suggest editing this provision so that the role of police is restricted to responding to criminal activity. Code of conduct issues should be within the realm of Transit Ambassadors and Metro Security, unless a code of conduct violation also rises to the level of being a crime.</p>	<p>Infrastructure bathrooms, trash cans, recycling, cleanliness and elevator attended program are not part of the law enforcement SOW and will be considered elsewhere.</p> <p>Metro is proposing to revise this responsibility to read "Enforce local, state and federal laws and regulations".</p>
<b>1.2 Personnel and Training Requirements</b>			
1.2g	g) Fare Collection and Fare Evasion	<p><b>RECOMMENDATION:</b> 1.2g: Suggest eliminating fare collection from scope of work (see comments in 1.1); this implicates training here -- i.e., they should be trained not to conduct fare enforcement activities.</p> <p>Add provisions requiring training on procedural justice, racial and identity profiling, de-escalation, and community-oriented policing.</p> <p>Add provision prohibiting officers assigned to Metro with sustained complaint violations for racial profiling, excessive force, false reporting, or other serious misconduct.</p>	<p>Metro will remove this responsibility from SOW.</p> <p>Required training for law enforcement contractors will be addressed in the community policing plan, section 3.0 of the contract.</p>

## Attachment D - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021			
Contract Section	SOW	Comment/Recommendation	Metro Response/Proposed Action
<b>2.1 Reports</b>			
		<b>RECOMMENDATION:</b> Add collect and publicly report data (1) pursuant to the Racial & Identity Profiling Act (AB 953 - 2015), (2) uses of force (AB 71 - 2015), and (3) complaints of officer misconduct - officer name, rank, complaint category, incident date, allegation, finding/disposition, officer race, race of complainant, officer department and assignment, officer employment status (SB 1421 - 2018).	To enhance transparency and accountability Metro is exploring the ability to add data collection and posting information on its website for future contracted policing services. With respect to the numerical recommendations it is important to note: (1) law enforcement contractors currently collect data and report it as required by the state of California. Metro information is not specifically identified. Reference: Racial and Identity Profiling Act (ca.gov) (2) Each law enforcement agency reports uses of force to the public. Reference: lasd.org/transparency ; longbeach.gov; and lapdonline.org. (3) Information regarding complaints of officer's misconduct is considered a personnel record thus confidential as per the Peace Officer Bill of Rights. It is discoverable through a granted Pitchess Motion after a judicial review.  Metro is exploring to add in this section the reporting of "Monthly summary and general nature of personnel complaints" (e.g. type and number of complaints such as sexual harassment, excess use of force, etc.), to then be able to explore with the law enforcement partners how this may be reported as a performance indicator, but anything related to personnel information is confidential.
<b>2.2 Monthly Key Performance Indicators</b>			
	LACMTA will provide to Contractor details of each required key performance indicators ("KPI"), including definitions, raw data required and calculations. LACMTA will use these KIP Is as part of the contract monitoring and evaluation process.	<b>RECOMMENDATION:</b> Add complaints of misconduct as a performance indicator. Ban use of quotas for tickets and arrests as performance indicators.	Metro will consider adding statistics regarding complaints of misconduct as a performance indicator in future contracted policing services. Metro does not use quotas for tickets and arrests as performance indicators.
<b>6.0 LACMTA Resources</b>			
	j) Mobile phone fare validators for each law enforcement official assigned to the contract;	<b>RECOMMENDATION:</b> Delete provision on mobile phone fare validators to align with shift in role provided in previous sections.	The purpose of mobile phone validators assigned to law enforcement contracts is to log-in their deployment shifts. This supports with monitoring contract compliance and access to resources such as Transit Watch App, Google Maps and other series of files for reference.  Metro removed the ability for law enforcement to be able to issue citations for fare invasion when using the mobile phone validators. Metro is also proposing to remove the word "fare" from this section.



**Metro**

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metro.net

**October 26, 2021**

**TO: AD-HOC POLICING PRACTICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF THE CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)**

**SUBJECT: POLICING SERVICES - INTERIM CONTRACT  
EXTENSION RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to provide staff recommendations on the interim contract extension for policing services.

In support of the draft PSAC values of *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency*, Metro recommends revising the existing multi-agency policing contract SOW (Attachment A).

Staff will recommend the Metro Board amend the multi-agency law enforcement contract value by a not-to-exceed amount of \$75,201,973 for the remainder of the contract term through June 2022, and extend the period of performance for up to an additional six (6) months with a 6-month option. The extension of the period of performance is to allow sufficient time for:

- 1) the PSAC to submit its recommendations for a new model of public safety reflecting community-based approaches to policing; and
- 2) a new contract awarded. The budget for the extension will be requested during the FY23 budget process.

**BACKGROUND**

At the August 18th General PSAC meeting, Metro staff shared the intent to seek Board authorization, before the end of this calendar year, to fund the remaining six months of the law enforcement contracts, January – June 2022. In addition, staff would seek a contract extension for an additional six months with a six-month option.

*Why is more funding needed on the existing contracts?*

At its February meeting, Metro staff informed the Board that unplanned expenses for special event coverage and surge operations, which occurred in the early years of the contract, had reduced the contract value available for general law enforcement services. As a result, more than \$100 million was requested to fully fund the contract for the remaining 12 months (ending June 2022). At its March meeting, the Board approved an increase in the contract value that was sufficient for six months (ending December 31, 2021). Given that the work with PSAC is not yet completed, additional funding is recommended to fund the remaining six months of the contract.

*Why is a contract extension also being requested?*

As conveyed previously at the Ad Hoc and General PSAC meetings, the procurement process for a new contract would consist of a 12-14-month period. Metro anticipates finalizing a new SOW in February 2022. PSAC members would have an opportunity to weigh in during the posting time being allotted for public comment.

**DISCUSSION**

Since the initial Ad Hoc meeting on June 22, 2021, staff has listened to your thoughts and reviewed your comments provided on the Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment A) for improving policing services currently provided under the multi-agency law enforcement contracts.

Key proposed modifications to the existing contract include:

- Removal of fare and code of conduct enforcement responsibilities
- Revised language in SOW dealing with proactive enforcement
- Redirect \$1.6M from LASD contract to DMH
- Consistency with Campaign Zero's Eight Can't Wait ; and
- Increased data collection, transparency, and accountability.

Staff supports several revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement, consistent with the long-term vision. The next steps will be for PSAC to review the recommendations and decide if the committee will support the Metro staff recommendations or make their own recommendations for the law enforcement contract extensions. The final set of Metro and PSAC recommendations will be submitted to Metro's CEO, Stephanie Wiggins for review and submittal to the Metro Board.

Staff seeks to take a holistic approach to public safety by leading with compassion and respect for our riders and employees in two (2) primary areas:

- 1) Revisions to Existing Multi-Agency Police Contract SOW
- 2) Engaging the Los Angeles County Department of Mental Health (DMH)

## **1. Revisions to Existing Multi-Agency Contract SOW**

Staff is proposing revisions to the existing multi-agency policing contract SOW, intended to be incorporated by the end of December 2021 through an amendment with implementation by no later than January 2022. See Attachment B for a draft of the proposed revisions.

**There is no increase in cost to implement these recommended revisions.**

**These recommended revisions support the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency.**

## **2. Engaging the Los Angeles County Department of Mental Health (DMH)**

Staff is in discussions with the DMH to enter into an agreement with Metro, to engage more effectively with persons who are in crisis or under the influence, or those who turn to the Metro system and property for alternative shelter. The DMH has partnered with Los Angeles County, City, and other municipal law enforcement agencies to provide immediate field response to situations involving mentally ill, violent, or high-risk individuals. DMH-Law Enforcement teams respond to 911 calls for assistance whenever mental illness is reported or suspected. Teams also respond to requests from Psychiatric Mobile Response Teams (PMRT) or law enforcement patrol officers for mental health assistance. Mental health experts will focus on contacting persons in need on the system, utilizing de-escalation tactics to minimize the potential for incidents involving force; this will shift the primary responsibility for these contacts to the DMH with support from their contracted law enforcement resources (Long Beach Police Department Quality of Life (QOL), Los Angeles County Sheriff's Department (MET) and Los Angeles Police Department (HOPE) Teams. Metro hopes to reach agreement with the Department of Mental Health Services by the end of the year to begin implementation. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing contract. Expansion on the contract to include shifting resources from Long Beach Police Department and Los Angeles Police Department is expected with the extension from June 1, 2022 to June 30, 2023.

**There is no increase in cost to implement this recommendation:**

There is a shift of approximately \$1.6M for the remaining 6 months of the existing contract to DMH.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Recognizing Diversity and Acknowledging Context.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Multi-Agency Police Contract SOW Matrix

Attachment B – Proposed revisions to existing policing contract

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>1.1 Specific Responsibilities</b>				
1.1h	Provide law enforcement presence during periodic fare enforcement and passenger screening operations;	Scarlett De Leon/ Mohammad T/Chauncey	<p>They should not be doing this- Another reason why fare less transit should be part of our discussions. It is a safety strategy and we should be up to date on the pilot h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1h: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement is not tasked with fare enforcement operations. Their role is to provide presence during Metro Transit Security Officers' periodic responsibility for fare enforcement operations. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Additionally, the fare less system initiative is under consideration by the Metro Board of Directors. Reference: <a href="https://www.metro.net/about/fsi/">https://www.metro.net/about/fsi/</a></p>
1.1i	Remove persons without a valid transit fare from buses, trains, buildings, and stations;	Scarlett De Leon/ Mohammad T/Chauncey	<p>They should not be doing this. h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1i: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement contractors are not tasked with fare enforcement operations on the system, it is a Metro Transit Security Officer's responsibility. See response to Item no. 7.</p> <p>Metro is private property and passengers who are in violation of Metro Code of Conduct, to include persons who have not paid adequate fare and/or criminal misconduct are subject to removal from the system. Metro's law enforcement contractors may be called by Metro Transit Security Officers in support of persons who do not comply with the removal. The fare invasion practices will be reevaluated as the fare less system initiative is developed.</p> <p>Metro is proposing to revise this responsibility to read "Escort persons from LACMTA property at the request of LACMTA;"</p>
1.1n	Conduct proactive anti-crime operations when not handling a dispatched call;	Scarlett De Leon/ Mohammad T/Chauncey	<p>From my understanding they spend a lot of time doing this and this is the stuff that leads to racial profiling, over ticketing etc. n) What is meant by "proactive anti-crime operations"?</p> <p><b>RECOMMENDATION:</b> 1.1n: Concerned about this. Recommend banning pretextual stops and racial profiling so that "pro-active" crime fighting -- when there is no crime occurring to respond to -- does not turn into a bases to stop, harass, and dehumanize low-income people of color. Recommend modifying the role to focus on violent crimes harmful to others, and non enforcement of low-level quality of life offenses that are used to criminalize low-income communities of color (e.g., minor drug possession, disorderly conduct, trespassing, loitering, intoxication, fare evasion, sex work, and etc.)</p> <p>Strikeout n) Conduct proactive anti-crime operations when not handling a dispatched call;</p> <p>What are anti-crime operations? Are they giving out books, food, cash? I expect it's more inline with what Mohammad and Scarlett mentioned above - I believe we should strike this. They should be there to respond to 911 calls and provide deterrence by presence, not profiling. I would add that they should "greet customers and provide excellent customer service"</p>	<p>Proactive anti-crime operations is when officers self-initiate (e.g. observations, respond to citizen flag downs, customer contacts/stops, patrol checks, community policing etc.) while patrolling the system to prevent and deter criminal conduct. Stop and frisk is not a practice engaged by or supported by the law enforcement contractors. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Some anti-crime operations may include distribution of books or food related to community engagement.</p> <p>Additionally, Metro is proposing to revise this responsibility to read "Conduct community focus law enforcement activities operations when not handling a dispatched call;"</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
1.1p	Collaborate with social service agencies to address the impact of homelessness on the transit system	Scarlett De Leon/ Mohammad T/Chauncee	<p>The path program is a great example of a system that leads to permanent housing. METRO should continue and expand contracts with the LA county public health department to create different task forces to address unhoused issues i.e. outreach services, long term recovery, substance abuse etc. I also have questions on where the equity and race office is in all of this? Seems like they should be the ones working with social workers, mental health workers, outreach workers etc., p) What is Metro's desired vision for how the contractor might collaborate in this context? Why is the contractor asked to do this collaboration at all? What data exists to suggest that this contractor might be an effective collaborator to handle this problem?</p> <p><b>RECOMMENDATION:</b> 1.1p: Suggest adding organizations and non-government social service providers in addition to agencies.</p>	<p>Metro currently works with PATH, LA DOOR and HOME AT LAST, and is open to expanding collaborative partnerships with other CBOs to continue addressing unhoused issues. Metro's new CEO has made homelessness a top priority for the agency and to continue addressing the impact of homelessness on the system law enforcement contractors will continue to collaborate with Metro. Reference: Monthly Metro Board Reports, section "Homeless Outreach Services" submitted to the Metro Board of Directors; 2) <a href="https://dmh.lacounty.gov/our-services/countywide-services/eob/">https://dmh.lacounty.gov/our-services/countywide-services/eob/</a> and 3) Los Angeles County Metropolitan Transportation Authority, State of the Agency</p>
1.1q	Enforce LACMTA's Code of Conduct	Scarlett De Leon/ Mohammad T/Chauncee	<p>Metro needs to invest in infrastructure bathrooms!!!!, trash cans, recycling etc. As well as expand cleaning crew this in itself would help a lot of the code of conduct issues. Can we get a report back on elevator attended program? This is known to reduce defecation etc on elevators. These should be Metro public sector jobs and not contracted out.</p> <p><b>RECOMMENDATION:</b> 1.1q: Suggest editing this provision so that the role of police is restricted to responding to criminal activity. Code of conduct issues should be within the realm of Transit Ambassadors and Metro Security, unless a code of conduct violation also rises to the level of being a crime.</p>	<p>Infrastructure bathrooms, trash cans, recycling, cleanliness and elevator attended program are are not part of the law enforcement SOW and will be considered elsewhere.</p> <p>Metro is proposing to revise this responsibility to read "Enforce local, state and federal laws and regulations".</p>
<b>1.2 Personnel and Training Requirements</b>				
1.2g	g) Fare Collection and Fare Evasion	Chauncee	<p><b>RECOMMENDATION:</b> 1.2g: Suggest eliminating fare collection from scope of work (see comments in 1.1); this implicates training here – i.e., they should be trained not to conduct fare enforcement activities.</p> <p>Add provisions requiring training on procedural justice, racial and identity profiling, de-escalation, and community-oriented policing.</p> <p>Add provision prohibiting officers assigned to Metro with sustained complaint violations for racial profiling, excessive force, false reporting, or other serious misconduct.</p>	<p>Metro will remove this responsibility from SOW.</p> <p>Required training for law enforcement contractors will be addressed in the community policing plan, section 3.0 of the contract.</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>2.1 Reports</b>				
		Chauncey	<b>RECOMMENDATION:</b> Add collect and publicly report data (1) pursuant to the Racial & Identity Profiling Act (AB 953 - 2015), (2) uses of force (AB 71 - 2015), and (3) complaints of officer misconduct - officer name, rank, complaint category, incident date, allegation, finding/disposition, officer race, race of complainant, officer department and assignment, officer employment status (SB 1421 - 2018).	To enhance transparency and accountability Metro is exploring the ability to add data collection and posting information on its website for future contracted policing services. With respect to the numerical recommendations it is important to note: (1) law enforcement contractors currently collect data and report it as required by the state of California. Metro information is not specifically identified. Reference: Racial and Identity Profiling Act (ca.gov) (2) Each law enforcement agency reports uses of force to the public. Reference: lasd.org/transparency ; longbeach.gov; and lapdonline.org. (3) Information regarding complaints of officer's misconduct is considered a personnel record thus confidential as per the Peace Officer Bill of Rights. It is discoverable through a granted Pitchess Motion after a judicial review.  Metro is exploring to add in this section the reporting of "Monthly summary and general nature of personnel complaints" (e.g. type and number of complaints such as sexual harassment, excess use of force, etc.), to then be able to explore with the law enforcement partners how this may be reported as a performance indicator, but anything related to personnel information is confidential.
<b>2.2 Monthly Key Performance Indicators</b>				
	LACMTA will provide to Contractor details of each required key performance indicators ("KPI"), including definitions, raw data required and calculations. LACMTA will use these KIP Is as part of the contract monitoring and evaluation process.	Chauncey	<b>RECOMMENDATION:</b> Add complaints of misconduct as a performance indicator. Ban use of quotas for tickets and arrests as performance indicators.	Metro will consider adding statistics regarding complaints of misconduct as a performance indicator in future contracted policing services. Metro does not use quotas for tickets and arrests as performance indicators.
<b>6.0 LACMTA Resources</b>				
	j) Mobile phone fare validators for each law enforcement official assigned to the contract;	Chauncey	<b>RECOMMENDATION:</b> Delete provision on mobile phone fare validators to align with shift in role provided in previous sections.	The purpose of mobile phone validators assigned to law enforcement contracts is to log-in their deployment shifts. This supports with monitoring contract compliance and access to resources such as Transit Watch App, Google Maps and other series of files for reference.  Metro removed the ability for law enforcement to be able to issue citations for fare invasion when using the mobile phone validators. Metro is also proposing to remove the word "fare" from this section.

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## EXHIBIT A – STATEMENT OF WORK

As of June 27, -2017

### Background

The Los Angeles County Metropolitan Transportation Authority (LACMTA) was established in 1992 and is the region's principal agency for Multi-modal transit operations. LACMTA seeks law enforcement services to support its day-to-day operations across its entire service area. **See Attachment No. 1.** LACMTA averages more than 1.4 million trips on its bus and rail systems daily.

Based upon business need, LACMTA resolved to award three (3) separate contracts to: City of Long Beach, City of Los Angeles and County of Los Angeles to provide law enforcement services within specified territorial coverage. LACMTA shall remain the lead agency for coordination. Contractor shall report directly to LACMTA's System Security and Law Enforcement Department and collaborate on the following priorities:

- **Crime deterrence- to include vandalism and graffiti**
- ~~Decrease response times to emergency, priority and routine calls for service~~
- ~~Increase law enforcement and security v~~ **Visibility across the transit system**
- ~~Deter crime - to include vandalism and graffiti~~
- ~~Reduce v~~ **Vulnerability to terrorism**
- **Prompt response times to emergency, priority, and routine calls for service**
- **Awareness and education regarding public safety**
- ~~Enforce LACMTA's Customer Code of Conduct~~
- ~~Reduce fare evasion~~

LACMTA will not provide compensation for basic services like 911 response, criminal investigations, accident investigations and major incident response, LACMTA will provide compensation for enhanced visibility staffing in order to reduce LACMTA's vulnerability to crime and terrorism.

LACMTA operates transit service from eleven (11) geographically distinct bus divisions and four (4) rail divisions servicing six (6) train lines. In addition to the rail lines, enhanced critical infrastructure staffing shall be provided at Union Station, 7<sup>th</sup> & Metro Station and Willowbrook/Rosa Parks Station. Bus locations requiring enhanced critical infrastructure staffing include the Harbor/Gateway Station and El Monte Transit Center.

In addition, the Contractor shall provide staffing for work shifts between the hours of 6:00 a.m. and 2:00 a.m. daily, with reasonable reductions upon mutual agreement between LACMTA and Contractor, -during periods of limited service or low demand. Any such agreement shall be confirmed in writing by LACMTA to the Contractor.

### **1.0 Scope of Work**

The Contractor must provide staff with extensive law enforcement experience and provide only POST certified or POST-eligible personnel to this contract. "POST-eligible" means that personnel have successfully met all requirements for POST certification and Contractor will, upon request, provide written evidence that all such requirements have

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been met by any personnel. The Contractor must provide staffing and deployment models consistent with LACMTA's existing division-based configuration. Contractor shall include the specific number of resources assigned to ride LACMTA's trains and rail corridors, and attempt to reduce LACMTA's vulnerability to terrorism at its key critical infrastructures. As the LACMTA system expands for rail, LACMTA may amend the contract with mutual agreement of Contractor in accordance with the terms and conditions of this Contract.

### 1.1 Specific Responsibilities

Contractor shall be responsible to complete the following tasks, to the maximum extent permitted by Contractor's lawful authority:

- a) Augmented Contractor or regional response to 911 emergency, priority and routine calls for service within Contractor's jurisdiction;
- b) Crime analysis and reporting;
- c) Augment Contractor or regional criminal investigations, accident investigations and law enforcement response to major incidents within Contractor's jurisdiction;
- d) Reduce system-wide vulnerability to terrorism;
- e) Conduct joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
- f) Provide access to K9 explosive detection on an on-call overtime basis;
- g) Ride Metro trains, and rail stations/corridors, and maintain high visibility at key LACMTA critical infrastructure locations;
- h) Provide **directive** law enforcement presence **at** during the periodic fare enforcement and passenger screening operations, **request of** from **LACMTA**;
- i) **Remove Escort** persons **from LACMTA property at the request of LACMTA** without a valid transit fare from trains, buildings, and stations;
- j) Conduct mutually agreed upon grade crossing enforcement operations;
- k) Respond to and resolve incoming calls for service from LACMTA rail and security dispatch centers;
- l) Respond to and resolve incoming complaints from LACMTA's Transit Watch program;
- m) Respond to and resolve citizen complaints related to criminal activity;
- n) Conduct **proactive anti-crime operations** **community focus law enforcement activities** when not handling a dispatched call;
- o) Participate in LACMTA emergency and disaster preparedness planning and drills;
- p) **At the request of LACMTA** collaborate with social service agencies, **community and faith-based organizations** to address the impact of homelessness on the transit system
- q) Enforce ~~LACMTA's Code of Conduct~~ **local, state and federal laws and regulations**;
- r) Attend weekly coordination meetings or other meetings as required;
- s) **Tap issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors while patrolling;**
- t) **Body-Worn Cameras will be deployed consistent with departmental policy;**

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- h)u) Be consistent with the principles of Campaign Zero “Eight Can’t Wait”; and
- s)v) Provide additional law enforcement services to address unforeseen events/requirements.

### 1.2 Personnel and Training Requirements

Each sworn law enforcement officer/supervisor assigned to LACMTA must have or be eligible to receive a Basic, Intermediate, Advanced or Supervisory California POST Peace Officer’s Certificate. Upon LACMTA request, Contractor will provide written evidence that any officer/supervisor that is not formally POST-certified has successfully met all requirements for such certification. Command level officers must hold an active Management or Executive POST Peace Officer’s Certificate. LACMTA may consider Reserve Officer POST Certificates on a case-by-case basis. Only POST certified personnel are authorized to provide law enforcement services. The Contractor’s personnel must have completed their probationary period, have a minimum of eighteen (18) months of law enforcement experience, and shall not have current duty restrictions, whether due to medical or performance based issues, in order to be assigned to the Contract.

All LACMTA-mandated training will be conducted by LACMTA and will be considered a reimbursable cost(s) by LACMTA under this Contract.

All Contractor personnel assigned to LACMTA must attend a Four- hour LACMTA safety training immediately following the issuance of a Notice to Proceed. After the Notice to Proceed, any new personnel of the Contractor will be required to attend this LACMTA safety training.

Within the first six (6) months of assignment, all law enforcement personnel must also complete a separate four (4) hour training course in “Transit Policing.” The curriculum will be developed by LACMTA and cover the topics of:

- a) Overview of LACMTA’s Org Chart, Bus and Rail Operations
- b) Mitigating Terrorism in the Transit Environment
- c) Impact of Crime and Disorder on Transit Ridership
- d) Transit Watch App
- e) LACMTA’s Customer Service Expectations
- f) Partnering with LACMTA’s Security Team
- g) ~~Fare Collection and Fare Evasion~~
- h)g) Grade Crossing Enforcement
- i)h) LACMTA Customer Code of Conduct

The Chief of Police of the Long Beach Police Department shall have the sole authority for assignment of key personnel on a routine basis. Contractor will make best efforts to ensure key leadership personnel positions identified in its technical proposal are highly qualified personnel that meet all LACMTA requirements. The Parties agree that in the event either Party recommends any changes to key leadership personnel assignments, it will, with a reasonable amount of advance notice, provide written notice to the other Party. The Parties

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will meet and consult to a mutual satisfaction on any changes to key leadership personnel and Contractor will provide LACMTA with documentation of the qualifications for any person proposed for a key leadership position.

### 1.3 Service Coverage

Contractor shall provide law enforcement services to Metro's areas within the Long Beach city limits as provided in Attachment 2.

### 1.4 Management and Administrative Duties of Contractor's Personnel

**The Contractor will monitor complaint allegations against Contractor Personnel assigned to the Contract, including those specifically related to racial discrimination, excessive force, and sexual harassment during the course of their duties as a law enforcement officer, whether assigned to LACMTA or other assignments. Contractor Personnel with two or more conclusive allegations, over the most recent three years, related to racial discrimination, excessive force or sexual harassment will be identified, communicated to LACMTA, and managed as required by law enforcement departmental policy.**

## 2.0 REPORTING REQUIREMENTS

### 2.1 Reports

The Contractor shall submit to LACMTA, the following reports and documents as required:

- a) Weekly schedule for each watch or shift. Must include each employee's name, badge number, actual hours worked, assignment and rank. This report shall be submitted within 30 days of the date the schedule is created;
- b) Watch Commander Summary of Major Events of the Day
- c) Monthly summary of crime activity, citations issued, arrests made;
- ~~d)~~ **e) Monthly summary and general nature of personnel complaints;**
- ~~e)f)~~ Monthly Report on the number of Part 1 crime cases referred for follow-up investigation and the subsequent disposition;
- ~~f)g)~~ After-Action Reports following special operations, emphasis details and/or major incidents;
- ~~g)h)~~ Annual Community Policing Plan;
- ~~h)i)~~ Monthly summary of Problem-Oriented Policing projects;
- ~~i)j)~~ Executive Summary of Major Events/Incidents on the Metro System (distribution to LACMTA's CEO, DCEO, COO, Chief of Risk Safety and Asset Management and Chief of System, Security and Law Enforcement); and
- k)** Data must be provided in a format which allows LACMTA to determine the calculation of all reported figures, separate from any general written report format that may be provided. Should it be mutually agreed upon to use a third party format or subscription based service to transmit data, LACMTA will pay all costs associated with facilitating data transmission.

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- l) Body worn camera data will be provided to LACMTA upon request and in accordance with state laws. LACMTA will work with the Contractor to develop specific protocols for access and delivery of data, as appropriate.
- m) Contractor will collect and report data consistent with local, state, and federal laws and regulations. Data must be provided upon LACMTA's request.

LACMTA requires read-only access to law enforcement agency's crime statistics database(s) with ability to pull the required data elements for import into LACMTA's systems.

The Contractor shall provide LACMTA with data to measure:

- a) How assets are assigned and tracked using LACMTA-provided systems and/or equipment
- b) The time/date/category/disposition of calls for service
- c) Incident response times
- d) Ratio of proactive versus dispatched activity
- e) Number of criminal citations/infractions/violations issued
- f) Number of misdemeanor and felony arrests
- g) Real Time Crime Analysis Data
- h) Provide the following GIS data (Raw or API format) and services:
  - i. Spatial (Location-Based): Location of crimes attended, time and location stamped
  - ii. Ability to identify, track, and log mobile assets in real time: Vehicles, radios, mobile phone, and other GPS enabled, Metro-provided equipment

Contractor must come equipped with all of the necessary tools to communicate with other police/fire agencies, investigate crimes and accidents, prepare reports, and use existing crime analysis tools and/or predictive analysis of crime trends. Under no circumstances shall Contractor share confidential data or information obtained from the California Law Enforcement Telecommunications System (CLETS) with non-law enforcement personnel.

LACMTA will work with the Contractor to develop specific protocols for dispatching non-emergency service calls that are not appropriate for the 911 system. LACMTA will provide the Contractor with Mobile Phone Validators, LA Metro Transit Watch tools, Mobile Video Surveillance Tools and access to video feeds where possible.

If LACMTA directs dispatchers or dispatch operations to make minor changes or significant changes to their operations that have a technology, software, staffing, or financial impact, no such changes shall be implemented until LACMTA has contacted the City of Long Beach, Department of Disaster Preparedness and Emergency Communications ("DPEC"), and entered any necessary agreements as required by DPEC.

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## 2.2 Monthly Key Performance Indicators

LACMTA and the Contractor(s) will jointly develop baseline performance metrics to capture:

- a) **The percentage of time spent on bus stops, transit centers, train platforms, plazas, stations, buses, trains, and performing other LACMTA related activities while on** ~~Number of foot, and vehicle and motor patrols of transit centers and train platforms/plazas/stations~~
- b) Ratio of staffing levels and vacant assignments
- c) Ratio of proactive versus dispatched activity
- d) Number of train boardings
- e) Incident response times
- f) Number of fare enforcement operations
- g) Decreases/Increases in crime
- h) Number of Grade crossings operations

LACMTA will provide details of each required KPI, including definitions, raw data required and calculations. LACMTA will use these KPIs as part of the contract monitoring and evaluation process.

## 3.0 Community Policing

The Contractor shall update **and submit** annually **for the LACMTA's review and approval** ~~the~~ Community Policing Plan. Building and sustaining community partnerships is central to LACMTA's goal of reducing vulnerability to crime. This will require periodic attendance at community meetings and other events designed to foster LACMTA's relationship with the community. Contractor's staff shall be provided specific training in Problem Oriented Policing in order to assist LACMTA in addressing longstanding challenges related to crime, blight and disorder. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

As part of the Community Policing Plan, it is important for the Contractor to incorporate feedback from rail managers into the overall policing strategy. Maintaining a continuous dialogue will foster operational understanding of the unique challenges associated with policing in a transit environment. The primary goal of these collaborative efforts is to ensure that each of the Divisions are given appropriate coverage and foster the safety of the operators.

## 4.0 Homeland Security and Emergency Preparedness

The Contractor must be able to conduct detailed threat analysis and identify strategies to address security threats. The Contractor shall collaborate with LACMTA on intelligence sharing, anti-terrorism operations, drills, planning activities and coordination with other agencies. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

## 5.0 Contractor Resources

The Contractor shall provide:

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- a) All vehicles and associated operating costs;
- b) Police radios and communications equipment;
- c) Mobile data terminal laptops;
- d) Uniforms, weapons and other personal equipment;
- e) Investigative tools and equipment; and
- f) Traffic enforcement devices and equipment.

### 6.0 LACMTA Resources

Metro may provide a limited amount of resources to key law enforcement staff assigned to the contract. In some cases these resources may have to be negotiated until a mutually acceptable agreement is reached. These resources include:

- a) Office space and official vehicle parking spaces at One Gateway Plaza;
- b) Office desks, computers and printers;
- c) Access to security kiosks, break rooms and restroom facilities, specifically access to the 200 W 27th Street breakroom area, if available;
- d) Access to limited shower and locker room facilities;
- e) Access to conference rooms;
- f) Photocopiers, telephones, network access and email;
- g) Transit passes for official use;
- h) Office space and official vehicle parking at the Rail Operations Center;
- i) Office space and official vehicle parking spaces at select Bus & Rail Divisions (Division 11, if available);
- j) Mobile phone fare validators for each law enforcement official assigned to the contract;
- k) Safety vest and hardhat;
- l) Access to LACMTA video surveillance feeds; and
- m) Access to LACMTA radio frequencies (Operations and Security).

### 7.0 BILLING

The Contractor's monthly invoice shall be based upon and reflect the actual services provided under the terms of this Contract. The billings must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked and payroll records. The Contractor's invoices are subject to periodic audits at the sole discretion of LACMTA.

1. The Contractor shall not bill LACMTA for any vacant shift assignment
2. All billing expenditures shall be submitted for payment to LACMTA no later than sixty (60) days after the closing of the Contractor Deployment Period.

### 8.0 DISPOSITION OF EQUIPMENT

Unless otherwise agreed upon by the Parties, all LACMTA-funded and LACMTA-provided equipment shall be returned by Contractor to LACMTA upon termination of this Contract in the same condition in which it was provided to Contractor, less regular wear and tear.

## Attachment B

### 9.0 TRANSITION/MOBILIZATION PERIOD

LACMTA acknowledges that Contractor will incur significant costs associated with the Transition/Mobilization Period from March 23, 2017, through June 30, 2017. Scope of services to be provided by Contractor during the Transition/Mobilization Period shall be in accordance with the Limited Notice to Proceed (LNTP - Exhibit E) and shall be paid for by LACMTA by written contract amendment, if needed. For clarification purposes, LACMTA agrees to pay for all costs associated with transition/mobilization in addition to the services outlined in this Exhibit A for the duration of the Contract. If the total cost of services articulated within the Contract exceeds \$30,074,628, LACMTA agrees to execute a written contract amendment to increase funding appropriation, and to take any other steps necessary, to ensure adequate funding is available to pay all costs associated with Contractor services.

Scope of services is a material term to this Contract, and Contractor reserves the right to terminate this contract if adequate funding is not provided by LACMTA to pay for such services.

**Public Safety Advisory Committee**  
Policing Practices Ad-Hoc Committee

# MEMO

**Date:** October 29, 2021

**To:** Public Safety Advisory Committee Members

**From:** Policing Practices Ad-Hoc Committee

**Re:** Policing Services - Interim Contract Extension Recommendations: Response to Metro Staff's October 26, 2021 Memo ([link](#))

## Issue

The purpose of this Memo is to convey the Policing Practices Ad-Hoc Committee's recommendations regarding the interim contract extension for Metro's public agency policing contracts. These recommendations are crafted in response to a Metro staff [memorandum](#) dated October 26, 2021 and are being brought forward for consideration of the full Public Safety Advisory Committee (PSAC).

As noted in the October 26th memo, Metro staff is recommending an amendment of up to \$75.2 million in additional funding for the multi-agency law enforcement contract. These added funds would apply to "the remainder of the contract term through June 2022," and a recommended six-month extension; there will also be an option to extend the contract for an additional six-months, if needed.

## Recommendations Summary

The Ad-Hoc Committee would like PSAC to consider approving the following alternative recommendations:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors (see [draft recommendations](#)), and funding safety initiatives outlined in Metro's Customer Experience [plan](#).

## **Recommendation #1: No Additional Funding for Public Agency Policing Contracts**

The Ad-Hoc Committee does not support the extension and amended budget for the existing public agency policing contracts. Instead, these dollars can be better used to support non-law enforcement alternatives to public safety. Metro staff has noted that, absent an alternative, the existing policing contracts must be extended. Recommendations #2 and 3 below identify currently proposed alternatives from the Ad-Hoc Committee.

## **Recommendation #2: Shift to a Non-Contract Law Enforcement Model**

The Ad-Hoc Committee proposes an alternative model that involves moving to a non-contract law enforcement model (i.e., continuing to work with local and countywide police departments to address safety issues that require law enforcement intervention). This was the model Metro used prior to contracting for law enforcement services in 2009. The Ad-Hoc Committee recommends that Metro use agency resources to enhance public safety by investing in care- and equity-centered supportive services, physical infrastructure improvements, and other interventions that improve rider safety and enhance the customer experience without resorting to armed law enforcement. To operationalize this recommendation, the Ad-Hoc Committee recommends allocating \$0 in additional funding to the existing public agency policing contracts and reallocating the proposed \$75.2 million in funds to the care- and equity-centered supportive services outlined in Recommendation #3.

## **Recommendation #3: Invest in Non-Law Enforcement Alternatives**

The Ad-Hoc Committee recommends reallocating the \$75.2 million to support non-law enforcement alternatives to community safety, with the understanding that local and countywide law enforcement agencies--as well as both Metro security and Infrastructure and Protective Services-- will continue to address public safety matters irrespective of whether added funding is funnelled to law enforcement agencies. These solution-driven investments in non-law enforcement alternatives can help reduce the burden on law enforcement by providing programs and services that directly address the root causes of public safety concerns of transit riders. Specifically, the Ad-Hoc committee supports reallocating these dollars to support the following programs and initiatives:

**Mental Health Services:** This would include a more substantial investment in mental health resources than the \$1.6 million investment outlined in the Metro's October 26th memo (see "Engaging the Los Angeles County Department of Mental Health" section on p. 3). These resources can also be used to support qualified entities beyond the Department of Mental Health, with a focus on community-based organizations identified in collaboration with PSAC.

**Homeless Outreach Services:** This would involve increasing investments in existing partnerships and programs, including the Metro PATH [homeless outreach teams](#) as well as joint initiatives with the Los Angeles County Department of Mental Health and Los Angeles Homeless Services Authority.

**Transit Ambassadors:** The Non-Law Enforcement Ad-Hoc Committee has put forward [draft recommendations](#) for the structure of a Transit Ambassador program on Metro. Reallocated funding from the public agency policing contracts could supplement the \$20 million budget for the Ambassador pilot program.

**Enhancing Customer Experience:** Reallocated dollars could be used to invest in initiatives outlined in [Metro's Customer Experience plan](#). These safety enhancements can include investments to improve cleanliness, enhance riders' sense of personal safety at transit stops and stations, and create spaces for community and civic life in Metro property.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

**October 26, 2021**

**TO: AD-HOC POLICING PRACTICES  
PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)**

**THROUGH: OFFICE OF THE CHIEF EXECUTIVE OFFICER (OCEO)**

**FROM: SYSTEM SECURITY & LAW ENFORCEMENT (SSLE)**

**SUBJECT: POLICING SERVICES - INTERIM CONTRACT  
EXTENSION RECOMMENDATIONS**

**ISSUE**

The purpose of this correspondence is to provide staff recommendations on the interim contract extension for policing services.

In support of the draft PSAC values of *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency*, Metro recommends revising the existing multi-agency policing contract SOW (Attachment A).

Staff will recommend the Metro Board amend the multi-agency law enforcement contract value by a not-to-exceed amount of \$75,201,973 for the remainder of the contract term through June 2022, and extend the period of performance for up to an additional six (6) months with a 6-month option. The extension of the period of performance is to allow sufficient time for:

- 1) the PSAC to submit its recommendations for a new model of public safety reflecting community-based approaches to policing; and
- 2) a new contract awarded. The budget for the extension will be requested during the FY23 budget process.

**BACKGROUND**

At the August 18th General PSAC meeting, Metro staff shared the intent to seek Board authorization, before the end of this calendar year, to fund the remaining six months of the law enforcement contracts, January – June 2022. In addition, staff would seek a contract extension for an additional six months with a six-month option.

*Why is more funding needed on the existing contracts?*

At its February meeting, Metro staff informed the Board that unplanned expenses for special event coverage and surge operations, which occurred in the early years of the contract, had reduced the contract value available for general law enforcement services. As a result, more than \$100 million was requested to fully fund the contract for the remaining 12 months (ending June 2022). At its March meeting, the Board approved an increase in the contract value that was sufficient for six months (ending December 31, 2021). Given that the work with PSAC is not yet completed, additional funding is recommended to fund the remaining six months of the contract.

*Why is a contract extension also being requested?*

As conveyed previously at the Ad Hoc and General PSAC meetings, the procurement process for a new contract would consist of a 12-14-month period. Metro anticipates finalizing a new SOW in February 2022. PSAC members would have an opportunity to weigh in during the posting time being allotted for public comment.

## **DISCUSSION**

Since the initial Ad Hoc meeting on June 22, 2021, staff has listened to your thoughts and reviewed your comments provided on the Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment A) for improving policing services currently provided under the multi-agency law enforcement contracts.

Key proposed modifications to the existing contract include:

- Removal of fare and code of conduct enforcement responsibilities
- Revised language in SOW dealing with proactive enforcement
- Redirect \$1.6M from LASD contract to DMH
- Consistency with Campaign Zero's Eight Can't Wait ; and
- Increased data collection, transparency, and accountability.

Staff supports several revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement, consistent with the long-term vision. The next steps will be for PSAC to review the recommendations and decide if the committee will support the Metro staff recommendations or make their own recommendations for the law enforcement contract extensions. The final set of Metro and PSAC recommendations will be submitted to Metro's CEO, Stephanie Wiggins for review and submittal to the Metro Board.

Staff seeks to take a holistic approach to public safety by leading with compassion and respect for our riders and employees in two (2) primary areas:

- 1) Revisions to Existing Multi-Agency Police Contract SOW
- 2) Engaging the Los Angeles County Department of Mental Health (DMH)

### **1. Revisions to Existing Multi-Agency Contract SOW**

Staff is proposing revisions to the existing multi-agency policing contract SOW, intended to be incorporated by the end of December 2021 through an amendment with implementation by no later than January 2022. See Attachment B for a draft of the proposed revisions.

**There is no increase in cost to implement these recommended revisions.**

**These recommended revisions support the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context and Committing to Openness and Transparency.**

### **2. Engaging the Los Angeles County Department of Mental Health (DMH)**

Staff is in discussions with the DMH to enter into an agreement with Metro, to engage more effectively with persons who are in crisis or under the influence, or those who turn to the Metro system and property for alternative shelter. The DMH has partnered with Los Angeles County, City, and other municipal law enforcement agencies to provide immediate field response to situations involving mentally ill, violent, or high-risk individuals. DMH-Law Enforcement teams respond to 911 calls for assistance whenever mental illness is reported or suspected. Teams also respond to requests from Psychiatric Mobile Response Teams (PMRT) or law enforcement patrol officers for mental health assistance. Mental health experts will focus on contacting persons in need on the system, utilizing de-escalation tactics to minimize the potential for incidents involving force; this will shift the primary responsibility for these contacts to the DMH with support from their contracted law enforcement resources (Long Beach Police Department Quality of Life (QOL), Los Angeles County Sheriff's Department (MET) and Los Angeles Police Department (HOPE) Teams. Metro hopes to reach agreement with the Department of Mental Health Services by the end of the year to begin implementation. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing contract. Expansion on the contract to include shifting resources from Long Beach Police Department and Los Angeles Police Department is expected with the extension from June 1, 2022 to June 30, 2023.

**There is no increase in cost to implement this recommendation:**

There is a shift of approximately \$1.6M for the remaining 6 months of the existing contract to DMH.

**This recommendation supports the draft PSAC values of Implementing a Community-Centered Approach, Emphasizing Compassion, Recognizing Diversity and Acknowledging Context.**

**NEXT STEPS**

Thank you for your continued commitment to reimagining public safety. We look forward to our continued collaboration to improve safety and security for all on the Metro system.

Attachment A – Multi-Agency Police Contract SOW Matrix

Attachment B – Proposed revisions to existing policing contract

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>1.1 Specific Responsibilities</b>				
1.1h	Provide law enforcement presence during periodic fare enforcement and passenger screening operations;	Scarlett De Leon/ Mohammad T/Chauncee	<p>They should not be doing this- Another reason why fare less transit should be part of our discussions. It is a safety strategy and we should be up to date on the pilot h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1h: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement is not tasked with fare enforcement operations. Their role is to provide presence during Metro Transit Security Officers' periodic responsibility for fare enforcement operations. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Additionally, the fare less system initiative is under consideration by the Metro Board of Directors. Reference: <a href="https://www.metro.net/about/fsi/">https://www.metro.net/about/fsi/</a></p>
1.1i	Remove persons without a valid transit fare from buses, trains, buildings, and stations;	Scarlett De Leon/ Mohammad T/Chauncee	<p>They should not be doing this. h) Why is law enforcement tasked with fare enforcement? Given the focus from the Board (and other members of civil society) to discourage fare enforcement, or fares at all, what role does Metro envision the contractor to play in this question?</p> <p><b>RECOMMENDATION:</b> 1.1i: Remove provisions on fare enforcement. This role of police is inconsistent with the direction Metro is moving - i.e., towards fare less transit. To add, it leads to harmful police-community interactions that create significant public distrust, and are racially and economically inequitable.</p>	<p>Law enforcement contractors are not tasked with fare enforcement operations on the system, it is a Metro Transit Security Officer's responsibility. See response to Item no. 7.</p> <p>Metro is private property and passengers who are in violation of Metro Code of Conduct, to include persons who have not paid adequate fare and/or criminal misconduct are subject to removal from the system. Metro's law enforcement contractors may be called by Metro Transit Security Officers in support of persons who do not comply with the removal. The fare invasion practices will be reevaluated as the fare less system initiative is developed.</p> <p>Metro is proposing to revise this responsibility to read "Escort persons from LACMTA property at the request of LACMTA;"</p>
1.1n	Conduct proactive anti-crime operations when not handling a dispatched call;	Scarlett De Leon/ Mohammad T/Chauncee	<p>From my understanding they spend a lot of time doing this and this is the stuff that leads to racial profiling, over ticketing etc. n) What is meant by "proactive anti-crime operations"?</p> <p><b>RECOMMENDATION:</b> 1.1n: Concerned about this. Recommend banning pretextual stops and racial profiling so that "pro-active" crime fighting -- when there is no crime occurring to respond to -- does not turn into a bases to stop, harass, and dehumanize low-income people of color. Recommend modifying the role to focus on violent crimes harmful to others, and non enforcement of low-level quality of life offenses that are used to criminalize low-income communities of color (e.g., minor drug possession, disorderly conduct, trespassing, loitering, intoxication, fare evasion, sex work, and etc.)</p> <p>Strikeout n) Conduct proactive anti-crime operations when not handling a dispatched call;</p> <p>What are anti-crime operations? Are they giving out books, food, cash? I expect it's more inline with what Mohammad and Scarlett mentioned above - I believe we should strike this. They should be there to respond to 911 calls and provide deterrence by presence, not profiling. I would add that they should "greet customers and provide excellent customer service"</p>	<p>Proactive anti-crime operations is when officers self-initiate (e.g. observations, respond to citizen flag downs, customer contacts/stops, patrol checks, community policing etc.) while patrolling the system to prevent and deter criminal conduct. Stop and frisk is not a practice engaged by or supported by the law enforcement contractors. Reference: Metro letter, dated July 21, 2016 submitted to the Metro Board of Directors.</p> <p>Some anti-crime operations may include distribution of books or food related to community engagement.</p> <p>Additionally, Metro is proposing to revise this responsibility to read "Conduct community focus law enforcement activities operations when not handling a dispatched call;"</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
1.1p	Collaborate with social service agencies to address the impact of homelessness on the transit system	Scarlett De Leon/ Mohammad T/Chauncee	<p>The path program is a great example of a system that leads to permanent housing. METRO should continue and expand contracts with the LA county public health department to create different task forces to address unhoused issues i.e. outreach services, long term recovery, substance abuse etc. I also have questions on where the equity and race office is in all of this? Seems like they should be the ones working with social workers, mental health workers, outreach workers etc., p) What is Metro's desired vision for how the contractor might collaborate in this context? Why is the contractor asked to do this collaboration at all? What data exists to suggest that this contractor might be an effective collaborator to handle this problem?</p> <p><b>RECOMMENDATION:</b> 1.1p: Suggest adding organizations and non-government social service providers in addition to agencies.</p>	<p>Metro currently works with PATH, LA DOOR and HOME AT LAST, and is open to expanding collaborative partnerships with other CBOs to continue addressing unhoused issues. Metro's new CEO has made homelessness a top priority for the agency and to continue addressing the impact of homelessness on the system law enforcement contractors will continue to collaborate with Metro. Reference: Monthly Metro Board Reports, section "Homeless Outreach Services" submitted to the Metro Board of Directors; 2) <a href="https://dmh.lacounty.gov/our-services/countywide-services/eob/">https://dmh.lacounty.gov/our-services/countywide-services/eob/</a> and 3) Los Angeles County Metropolitan Transportation Authority, State of the Agency</p>
1.1q	Enforce LACMTA's Code of Conduct	Scarlett De Leon/ Mohammad T/Chauncee	<p>Metro needs to invest in infrastructure bathrooms!!!!, trash cans, recycling etc. As well as expand cleaning crew this in itself would help a lot of the code of conduct issues. Can we get a report back on elevator attended program? This is known to reduce defecation etc on elevators. These should be Metro public sector jobs and not contracted out.</p> <p><b>RECOMMENDATION:</b> 1.1q: Suggest editing this provision so that the role of police is restricted to responding to criminal activity. Code of conduct issues should be within the realm of Transit Ambassadors and Metro Security, unless a code of conduct violation also rises to the level of being a crime.</p>	<p>Infrastructure bathrooms, trash cans, recycling, cleanliness and elevator attended program are not part of the law enforcement SOW and will be considered elsewhere.</p> <p>Metro is proposing to revise this responsibility to read "Enforce local, state and federal laws and regulations".</p>
<b>1.2 Personnel and Training Requirements</b>				
1.2g	g) Fare Collection and Fare Evasion	Chauncee	<p><b>RECOMMENDATION:</b> 1.2g: Suggest eliminating fare collection from scope of work (see comments in 1.1); this implicates training here – i.e., they should be trained not to conduct fare enforcement activities.</p> <p>Add provisions requiring training on procedural justice, racial and identity profiling, de-escalation, and community-oriented policing.</p> <p>Add provision prohibiting officers assigned to Metro with sustained complaint violations for racial profiling, excessive force, false reporting, or other serious misconduct.</p>	<p>Metro will remove this responsibility from SOW.</p> <p>Required training for law enforcement contractors will be addressed in the community policing plan, section 3.0 of the contract.</p>

## Attachment A - Multi-Agency Police Contract SOW: Schedule of Recommendations and Proposed Actions

Draft Multi-Agency Police Contract Scope of Work (SOW): Schedule of Recommendations and Proposed Actions - July 27, 2021				
Contract Section	SOW	PSAC Member	Comment/Recommendation	Metro Response/Proposed Action
<b>2.1 Reports</b>				
		Chauncey	<b>RECOMMENDATION:</b> Add collect and publicly report data (1) pursuant to the Racial & Identity Profiling Act (AB 953 - 2015), (2) uses of force (AB 71 - 2015), and (3) complaints of officer misconduct - officer name, rank, complaint category, incident date, allegation, finding/disposition, officer race, race of complainant, officer department and assignment, officer employment status (SB 1421 - 2018).	To enhance transparency and accountability Metro is exploring the ability to add data collection and posting information on its website for future contracted policing services. With respect to the numerical recommendations it is important to note: (1) law enforcement contractors currently collect data and report it as required by the state of California. Metro information is not specifically identified. Reference: Racial and Identity Profiling Act (ca.gov) (2) Each law enforcement agency reports uses of force to the public. Reference: lasd.org/transparency ; longbeach.gov; and lapdonline.org. (3) Information regarding complaints of officer's misconduct is considered a personnel record thus confidential as per the Peace Officer Bill of Rights. It is discoverable through a granted Pitchess Motion after a judicial review.  Metro is exploring to add in this section the reporting of "Monthly summary and general nature of personnel complaints" (e.g. type and number of complaints such as sexual harassment, excess use of force, etc.), to then be able to explore with the law enforcement partners how this may be reported as a performance indicator, but anything related to personnel information is confidential.
<b>2.2 Monthly Key Performance Indicators</b>				
	LACMTA will provide to Contractor details of each required key performance indicators ("KPI"), including definitions, raw data required and calculations. LACMTA will use these KIP Is as part of the contract monitoring and evaluation process.	Chauncey	<b>RECOMMENDATION:</b> Add complaints of misconduct as a performance indicator. Ban use of quotas for tickets and arrests as performance indicators.	Metro will consider adding statistics regarding complaints of misconduct as a performance indicator in future contracted policing services. Metro does not use quotas for tickets and arrests as performance indicators.
<b>6.0 LACMTA Resources</b>				
	j) Mobile phone fare validators for each law enforcement official assigned to the contract;	Chauncey	<b>RECOMMENDATION:</b> Delete provision on mobile phone fare validators to align with shift in role provided in previous sections.	The purpose of mobile phone validators assigned to law enforcement contracts is to log-in their deployment shifts. This supports with monitoring contract compliance and access to resources such as Transit Watch App, Google Maps and other series of files for reference.  Metro removed the ability for law enforcement to be able to issue citations for fare invasion when using the mobile phone validators. Metro is also proposing to remove the word "fare" from this section.

# Attachment B

## EXHIBIT A – STATEMENT OF WORK

As of June 27, -2017

### Background

The Los Angeles County Metropolitan Transportation Authority (LACMTA) was established in 1992 and is the region's principal agency for Multi-modal transit operations. LACMTA seeks law enforcement services to support its day-to-day operations across its entire service area. **See Attachment No. 1.** LACMTA averages more than 1.4 million trips on its bus and rail systems daily.

Based upon business need, LACMTA resolved to award three (3) separate contracts to: City of Long Beach, City of Los Angeles and County of Los Angeles to provide law enforcement services within specified territorial coverage. LACMTA shall remain the lead agency for coordination. Contractor shall report directly to LACMTA's System Security and Law Enforcement Department and collaborate on the following priorities:

- **Crime deterrence- to include vandalism and graffiti**
- ~~Decrease response times to emergency, priority and routine calls for service~~
- ~~Increase law enforcement and security v~~ **Visibility across the transit system**
- ~~Deter crime - to include vandalism and graffiti~~
- ~~Reduce v~~ **Vulnerability to terrorism**
- **Prompt response times to emergency, priority, and routine calls for service**
- **Awareness and education regarding public safety**
- ~~Enforce LACMTA's Customer Code of Conduct~~
- ~~Reduce fare evasion~~

LACMTA will not provide compensation for basic services like 911 response, criminal investigations, accident investigations and major incident response, LACMTA will provide compensation for enhanced visibility staffing in order to reduce LACMTA's vulnerability to crime and terrorism.

LACMTA operates transit service from eleven (11) geographically distinct bus divisions and four (4) rail divisions servicing six (6) train lines. In addition to the rail lines, enhanced critical infrastructure staffing shall be provided at Union Station, 7<sup>th</sup> & Metro Station and Willowbrook/Rosa Parks Station. Bus locations requiring enhanced critical infrastructure staffing include the Harbor/Gateway Station and El Monte Transit Center.

In addition, the Contractor shall provide staffing for work shifts between the hours of 6:00 a.m. and 2:00 a.m. daily, with reasonable reductions upon mutual agreement between LACMTA and Contractor, -during periods of limited service or low demand. Any such agreement shall be confirmed in writing by LACMTA to the Contractor.

### **1.0 Scope of Work**

The Contractor must provide staff with extensive law enforcement experience and provide only POST certified or POST-eligible personnel to this contract. "POST-eligible" means that personnel have successfully met all requirements for POST certification and Contractor will, upon request, provide written evidence that all such requirements have

## Attachment B

been met by any personnel. The Contractor must provide staffing and deployment models consistent with LACMTA's existing division-based configuration. Contractor shall include the specific number of resources assigned to ride LACMTA's trains and rail corridors, and attempt to reduce LACMTA's vulnerability to terrorism at its key critical infrastructures. As the LACMTA system expands for rail, LACMTA may amend the contract with mutual agreement of Contractor in accordance with the terms and conditions of this Contract.

### 1.1 Specific Responsibilities

Contractor shall be responsible to complete the following tasks, to the maximum extent permitted by Contractor's lawful authority:

- a) Augmented Contractor or regional response to 911 emergency, priority and routine calls for service within Contractor's jurisdiction;
- b) Crime analysis and reporting;
- c) Augment Contractor or regional criminal investigations, accident investigations and law enforcement response to major incidents within Contractor's jurisdiction;
- d) Reduce system-wide vulnerability to terrorism;
- e) Conduct joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
- f) Provide access to K9 explosive detection on an on-call overtime basis;
- g) Ride Metro trains, and rail stations/corridors, and maintain high visibility at key LACMTA critical infrastructure locations;
- h) Provide **directive** law enforcement presence **at** during the periodic fare enforcement and passenger screening operations, **request of** from **LACMTA**;
- i) ~~Remove~~ **Escort** persons **from LACMTA property at the request of LACMTA** without a valid transit fare from trains, buildings, and stations;
- j) Conduct mutually agreed upon grade crossing enforcement operations;
- k) Respond to and resolve incoming calls for service from LACMTA rail and security dispatch centers;
- l) Respond to and resolve incoming complaints from LACMTA's Transit Watch program;
- m) Respond to and resolve citizen complaints related to criminal activity;
- n) Conduct ~~proactive anti-crime operations~~ **community focus law enforcement activities** when not handling a dispatched call;
- o) Participate in LACMTA emergency and disaster preparedness planning and drills;
- p) **At the request of LACMTA** ~~Collaborate~~ with social service agencies, **community and faith-based organizations** to address the impact of homelessness on the transit system
- q) Enforce ~~LACMTA's Code of Conduct~~ **local, state and federal laws and regulations**;
- r) Attend weekly coordination meetings or other meetings as required;
- s) **Tap issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors while patrolling;**
- t) **Body-Worn Cameras will be deployed consistent with departmental policy;**

## Attachment B

- h)u) Be consistent with the principles of Campaign Zero “Eight Can’t Wait”; and
- s)v) Provide additional law enforcement services to address unforeseen events/requirements.

### 1.2 Personnel and Training Requirements

Each sworn law enforcement officer/supervisor assigned to LACMTA must have or be eligible to receive a Basic, Intermediate, Advanced or Supervisory California POST Peace Officer’s Certificate. Upon LACMTA request, Contractor will provide written evidence that any officer/supervisor that is not formally POST-certified has successfully met all requirements for such certification. Command level officers must hold an active Management or Executive POST Peace Officer’s Certificate. LACMTA may consider Reserve Officer POST Certificates on a case-by-case basis. Only POST certified personnel are authorized to provide law enforcement services. The Contractor’s personnel must have completed their probationary period, have a minimum of eighteen (18) months of law enforcement experience, and shall not have current duty restrictions, whether due to medical or performance based issues, in order to be assigned to the Contract.

All LACMTA-mandated training will be conducted by LACMTA and will be considered a reimbursable cost(s) by LACMTA under this Contract.

All Contractor personnel assigned to LACMTA must attend a Four- hour LACMTA safety training immediately following the issuance of a Notice to Proceed. After the Notice to Proceed, any new personnel of the Contractor will be required to attend this LACMTA safety training.

Within the first six (6) months of assignment, all law enforcement personnel must also complete a separate four (4) hour training course in “Transit Policing.” The curriculum will be developed by LACMTA and cover the topics of:

- a) Overview of LACMTA’s Org Chart, Bus and Rail Operations
- b) Mitigating Terrorism in the Transit Environment
- c) Impact of Crime and Disorder on Transit Ridership
- d) Transit Watch App
- e) LACMTA’s Customer Service Expectations
- f) Partnering with LACMTA’s Security Team
- g) ~~Fare Collection and Fare Evasion~~
- h)g) Grade Crossing Enforcement
- i)h) LACMTA Customer Code of Conduct

The Chief of Police of the Long Beach Police Department shall have the sole authority for assignment of key personnel on a routine basis. Contractor will make best efforts to ensure key leadership personnel positions identified in its technical proposal are highly qualified personnel that meet all LACMTA requirements. The Parties agree that in the event either Party recommends any changes to key leadership personnel assignments, it will, with a reasonable amount of advance notice, provide written notice to the other Party. The Parties

## Attachment B

will meet and consult to a mutual satisfaction on any changes to key leadership personnel and Contractor will provide LACMTA with documentation of the qualifications for any person proposed for a key leadership position.

### 1.3 Service Coverage

Contractor shall provide law enforcement services to Metro's areas within the Long Beach city limits as provided in Attachment 2.

### 1.4 Management and Administrative Duties of Contractor's Personnel

**The Contractor will monitor complaint allegations against Contractor Personnel assigned to the Contract, including those specifically related to racial discrimination, excessive force, and sexual harassment during the course of their duties as a law enforcement officer, whether assigned to LACMTA or other assignments. Contractor Personnel with two or more conclusive allegations, over the most recent three years, related to racial discrimination, excessive force or sexual harassment will be identified, communicated to LACMTA, and managed as required by law enforcement departmental policy.**

## 2.0 REPORTING REQUIREMENTS

### 2.1 Reports

The Contractor shall submit to LACMTA, the following reports and documents as required:

- a) Weekly schedule for each watch or shift. Must include each employee's name, badge number, actual hours worked, assignment and rank. This report shall be submitted within 30 days of the date the schedule is created;
- b) Watch Commander Summary of Major Events of the Day
- c) Monthly summary of crime activity, citations issued, arrests made;
- d) Monthly summary of commendations and complaints;**
- ~~d)~~**e) Monthly summary and general nature of personnel complaints;**
- ~~e)~~**f) Monthly Report on the number of Part 1 crime cases referred for follow-up investigation and the subsequent disposition;**
- ~~f)~~**g) After-Action Reports following special operations, emphasis details and/or major incidents;**
- ~~g)~~**h) Annual Community Policing Plan;**
- ~~h)~~**i) Monthly summary of Problem-Oriented Policing projects;**
- ~~i)~~**j) Executive Summary of Major Events/Incidents on the Metro System (distribution to LACMTA's CEO, DCEO, COO, Chief of Risk Safety and Asset Management and Chief of System, Security and Law Enforcement); and**
- k) Data must be provided in a format which allows LACMTA to determine the calculation of all reported figures, separate from any general written report format that may be provided. Should it be mutually agreed upon to use a third party format or subscription based service to transmit data, LACMTA will pay all costs associated with facilitating data transmission.**

## Attachment B

- l) Body worn camera data will be provided to LACMTA upon request and in accordance with state laws. LACMTA will work with the Contractor to develop specific protocols for access and delivery of data, as appropriate.
- m) Contractor will collect and report data consistent with local, state, and federal laws and regulations. Data must be provided upon LACMTA's request.

LACMTA requires read-only access to law enforcement agency's crime statistics database(s) with ability to pull the required data elements for import into LACMTA's systems.

The Contractor shall provide LACMTA with data to measure:

- a) How assets are assigned and tracked using LACMTA-provided systems and/or equipment
- b) The time/date/category/disposition of calls for service
- c) Incident response times
- d) Ratio of proactive versus dispatched activity
- e) Number of criminal citations/infractions/violations issued
- f) Number of misdemeanor and felony arrests
- g) Real Time Crime Analysis Data
- h) Provide the following GIS data (Raw or API format) and services:
  - i. Spatial (Location-Based): Location of crimes attended, time and location stamped
  - ii. Ability to identify, track, and log mobile assets in real time: Vehicles, radios, mobile phone, and other GPS enabled, Metro-provided equipment

Contractor must come equipped with all of the necessary tools to communicate with other police/fire agencies, investigate crimes and accidents, prepare reports, and use existing crime analysis tools and/or predictive analysis of crime trends. Under no circumstances shall Contractor share confidential data or information obtained from the California Law Enforcement Telecommunications System (CLETS) with non-law enforcement personnel.

LACMTA will work with the Contractor to develop specific protocols for dispatching non-emergency service calls that are not appropriate for the 911 system. LACMTA will provide the Contractor with Mobile Phone Validators, LA Metro Transit Watch tools, Mobile Video Surveillance Tools and access to video feeds where possible.

If LACMTA directs dispatchers or dispatch operations to make minor changes or significant changes to their operations that have a technology, software, staffing, or financial impact, no such changes shall be implemented until LACMTA has contacted the City of Long Beach, Department of Disaster Preparedness and Emergency Communications ("DPEC"), and entered any necessary agreements as required by DPEC.

# Attachment B

## 2.2 Monthly Key Performance Indicators

LACMTA and the Contractor(s) will jointly develop baseline performance metrics to capture:

- a) **The percentage of time spent on bus stops, transit centers, train platforms, plazas, stations, buses, trains, and performing other LACMTA related activities while on** ~~Number of foot, and vehicle and motor patrols of transit centers and train platforms/plazas/stations~~
- b) Ratio of staffing levels and vacant assignments
- c) Ratio of proactive versus dispatched activity
- d) Number of train boardings
- e) Incident response times
- f) Number of fare enforcement operations
- g) Decreases/Increases in crime
- h) Number of Grade crossings operations

LACMTA will provide details of each required KPI, including definitions, raw data required and calculations. LACMTA will use these KPIs as part of the contract monitoring and evaluation process.

## 3.0 Community Policing

The Contractor shall update **and submit** annually **for the LACMTA's review and approval** ~~the~~ Community Policing Plan. Building and sustaining community partnerships is central to LACMTA's goal of reducing vulnerability to crime. This will require periodic attendance at community meetings and other events designed to foster LACMTA's relationship with the community. Contractor's staff shall be provided specific training in Problem Oriented Policing in order to assist LACMTA in addressing longstanding challenges related to crime, blight and disorder. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

As part of the Community Policing Plan, it is important for the Contractor to incorporate feedback from rail managers into the overall policing strategy. Maintaining a continuous dialogue will foster operational understanding of the unique challenges associated with policing in a transit environment. The primary goal of these collaborative efforts is to ensure that each of the Divisions are given appropriate coverage and foster the safety of the operators.

## 4.0 Homeland Security and Emergency Preparedness

The Contractor must be able to conduct detailed threat analysis and identify strategies to address security threats. The Contractor shall collaborate with LACMTA on intelligence sharing, anti-terrorism operations, drills, planning activities and coordination with other agencies. The cost of such training and/or exercises are eligible for reimbursement by LACMTA under this Contract.

## 5.0 Contractor Resources

The Contractor shall provide:

## Attachment B

- a) All vehicles and associated operating costs;
- b) Police radios and communications equipment;
- c) Mobile data terminal laptops;
- d) Uniforms, weapons and other personal equipment;
- e) Investigative tools and equipment; and
- f) Traffic enforcement devices and equipment.

### 6.0 LACMTA Resources

Metro may provide a limited amount of resources to key law enforcement staff assigned to the contract. In some cases these resources may have to be negotiated until a mutually acceptable agreement is reached. These resources include:

- a) Office space and official vehicle parking spaces at One Gateway Plaza;
- b) Office desks, computers and printers;
- c) Access to security kiosks, break rooms and restroom facilities, specifically access to the 200 W 27th Street breakroom area, if available;
- d) Access to limited shower and locker room facilities;
- e) Access to conference rooms;
- f) Photocopiers, telephones, network access and email;
- g) Transit passes for official use;
- h) Office space and official vehicle parking at the Rail Operations Center;
- i) Office space and official vehicle parking spaces at select Bus & Rail Divisions (Division 11, if available);
- j) Mobile phone fare validators for each law enforcement official assigned to the contract;
- k) Safety vest and hardhat;
- l) Access to LACMTA video surveillance feeds; and
- m) Access to LACMTA radio frequencies (Operations and Security).

### 7.0 BILLING

The Contractor's monthly invoice shall be based upon and reflect the actual services provided under the terms of this Contract. The billings must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked and payroll records. The Contractor's invoices are subject to periodic audits at the sole discretion of LACMTA.

1. The Contractor shall not bill LACMTA for any vacant shift assignment
2. All billing expenditures shall be submitted for payment to LACMTA no later than sixty (60) days after the closing of the Contractor Deployment Period.

### 8.0 DISPOSITION OF EQUIPMENT

Unless otherwise agreed upon by the Parties, all LACMTA-funded and LACMTA-provided equipment shall be returned by Contractor to LACMTA upon termination of this Contract in the same condition in which it was provided to Contractor, less regular wear and tear.

## Attachment B

### 9.0 TRANSITION/MOBILIZATION PERIOD

LACMTA acknowledges that Contractor will incur significant costs associated with the Transition/Mobilization Period from March 23, 2017, through June 30, 2017. Scope of services to be provided by Contractor during the Transition/Mobilization Period shall be in accordance with the Limited Notice to Proceed (LNTP - Exhibit E) and shall be paid for by LACMTA by written contract amendment, if needed. For clarification purposes, LACMTA agrees to pay for all costs associated with transition/mobilization in addition to the services outlined in this Exhibit A for the duration of the Contract. If the total cost of services articulated within the Contract exceeds \$30,074,628, LACMTA agrees to execute a written contract amendment to increase funding appropriation, and to take any other steps necessary, to ensure adequate funding is available to pay all costs associated with Contractor services.

Scope of services is a material term to this Contract, and Contractor reserves the right to terminate this contract if adequate funding is not provided by LACMTA to pay for such services.

## Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

# MEMO

**Date:** November 5, 2021

**To:** Metro Office of the Chief Executive Officer

**From:** Public Safety Advisory Committee (PSAC)

**Re:** Outcomes from the November 3, 2021 PSAC Meeting

During the November 3, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body voted on a proposal to approve the committee's response to Metro staff recommendations for the multi-agency law enforcement contract extension

Below is a summary of the committee's action:

- PSAC approved the committee's response to Metro staff recommendations for the multi-agency law enforcement contract extensions. The vote was 14 "yes," 0 "no," and 0 "abstain." (Link: [PSAC multi-agency policing contracts recommendation memo](#))

### Proposal to Approve the Committee's Response to Metro Staff Recommendations for the Multi-Agency Policing Contract Extension

Committee members unanimously approved PSAC's Policing Practices ad-hoc committee recommendations related to the extension of the multi-agency policing contract extension. The committee drafted a set of alternative recommendations in a memo dated October 29, 2021. The approved recommendations included the following:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors (see [draft recommendations](#)), and funding safety initiatives outlined in Metro's Customer Experience [plan](#).

## **Attachment F – Safety Services provided by Law Enforcement Contractors**

**The below list of services is a direct result from having the policing contract**

**August 15, 2021**

- We have Bomb K9 units on the system conducting proactive sweeps, high visibility deterrence, and receive faster response times to suspicious packages and unattended packages.
- Because we have a contract, response times for calls for service on Metro's system are faster in most instances. Each law enforcement jurisdiction has their own deployment model and deploying only a certain number of cars to handle calls. Those calls are handled by the priority that law enforcement officers/deputies decide and where they are located in relation to the call. This is not the case with having law enforcement deployed do to the contract.

Currently, there are specific dedicated units to respond to calls for service. We have dedicated law enforcement patrols on the system i.e., trains, platforms, and buses.

- We have bus riding teams that conduct bus boarding's to check on the operators and the riding public as well as specific units to respond to bus calls for service. This includes OWL bus line service checks and Orange line service checks.
- We have dedicated LAPD Special Problem Units and LASD Special Assignment Units to investigate crime patterns, trends, wanted suspects for crimes related to the Metro system and other special requests.
- We have dedicated Motor units per the contract for grade crossing operations, silver line and orange line patrols. We have dedicated motors to address bus lane issues and facilitate traffic flow in bus lanes.
- We have dedicated detectives to handle investigations and the ability to coordinate with Metro personnel and our law enforcement partners as the relationships that have been built is very strong and productive.
- Terrorism-prevention measures are working well under this contract because of the presence on the system as well as having highly trained personnel that can immediately respond to situations.
- We have dedicated LAPD HOPE teams, LASD TMET teams and LBPD QOL teams that are currently dedicated to addressing homeless issues on the system.
- The contract ensures that regulatory compliance related to security and emergency management protocols; 49 CFR Pt. 659/G. O. 164E & Federally approved System Security Plan Policy; to report to state and federal agencies are in place.
- We have the TSA Gold Standard Award for BASE Assessment Program.
- We meet regulatory compliance regarding TSA Reporting rule.
- We have advanced emergency response training with 1<sup>st</sup> responders trained for Metro environment.
- We meet National Incident Management System (NIMS) standard for responding to emergencies.
- We have our Sexual Harassment Program in place and the ability for incident reporting and follow-up investigations.

## **Attachment F – Safety Services provided by Law Enforcement Contractors**

- Customer complaints about not seeing law enforcement on the transit system (presence) will increase without the contract.
- We have the ability to share security intelligence about patterns, trends, and incidents on the transit system.
- Metro has enjoyed use of first responder radio frequency to support operations.
- We have the ability to respond to National Security Special Events (NSSE) from a transit agency with our law enforcement partners.
- We have the ability to shape policing practices through the Metro contracts.
- We have the ability to track Metro crimes through the FBI Uniform Crime Reporting system.
- We are able to support the Multi-Year Training and Exercise Plan.
- We are able to meet agency requirements related to Homeland Security Presidential Directives.
- We have the ability to Collect, Analyze and Disseminate information on potential threats.

# Transit Law Enforcement Services Contracts

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE**

THURSDAY, NOVEMBER 18, 2021



Metro

# Recommended Actions

- Seeking contract modifications to align with the move towards reimaging public safety.
- Authorize \$75.2M for the remaining six months of the original contract Includes contract modifications.
- Extend the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract.
- Funds for the extension will be requested during the FY23 budget process.

# Metro Staff Proposed Contract Modifications

## *Implementing a Community-Centered Approach*

- Consistency with Campaign Zero's Eight Can't Wait.

## *Emphasizing Compassion*

- In discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons in need on the system and redirect \$1.6M to DMH.
- Continue to work with LAPD to implement flexible dispatch to streamline resources to provide the response of mental health professionals and other services as an alternative to police officers.

## *Acknowledging Context*

- Proposed revisions to the existing contract SOW, including removal of fare enforcement responsibilities and requiring community focused engagements.



# Metro Staff Proposed Contract Modifications (cont.)

## *Committing to Openness*

- Monitor and review current contract utilization and control expenditures.
- Reallocate resources, as needed.

## *Transparency*

- Ensure accountability by requesting law enforcement contractors to TAP their issued Metro Badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors.
- Increased transparency with improved data collection and public facing dashboard.
- Monitor recommendations provided by the Office of the Inspector General (OIG) and report updates to the Board quarterly.
- Jointly establish procedures in accordance with agencies' best practices to access and deliver body worn data footage.



# Public Safety Advisory Committee

In March 2021, the Board approved a contract increase of \$36M, sufficient for services through December 2021, with staff engaging PSAC for the remainder six months of the contract (Jan-Jun 2022).

- PSAC created an ad-hoc subcommittee specifically for discussing policing contracts and practices
- 11 meetings held to date, members were provided with copies of the contracts, SOW matrix for member feedback/comments, and data as requested
- Based on feedback received, Metro staff issued a memo to the ad-hoc subcommittee with proposed modifications to the existing contract SOW

# Public Safety Advisory Committee (cont.)

- The Policing Practices ad-hoc subcommittee drafted a set of alternative recommendations that included the following:

1. Allocating \$0 in additional funding to the existing public agency policing contracts
2. Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system

***Note: Metro has had a dedicated policing model since 1978.***

3. Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.
- On November 3<sup>rd</sup>, PSAC unanimously approved the ad-hoc subcommittee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain".

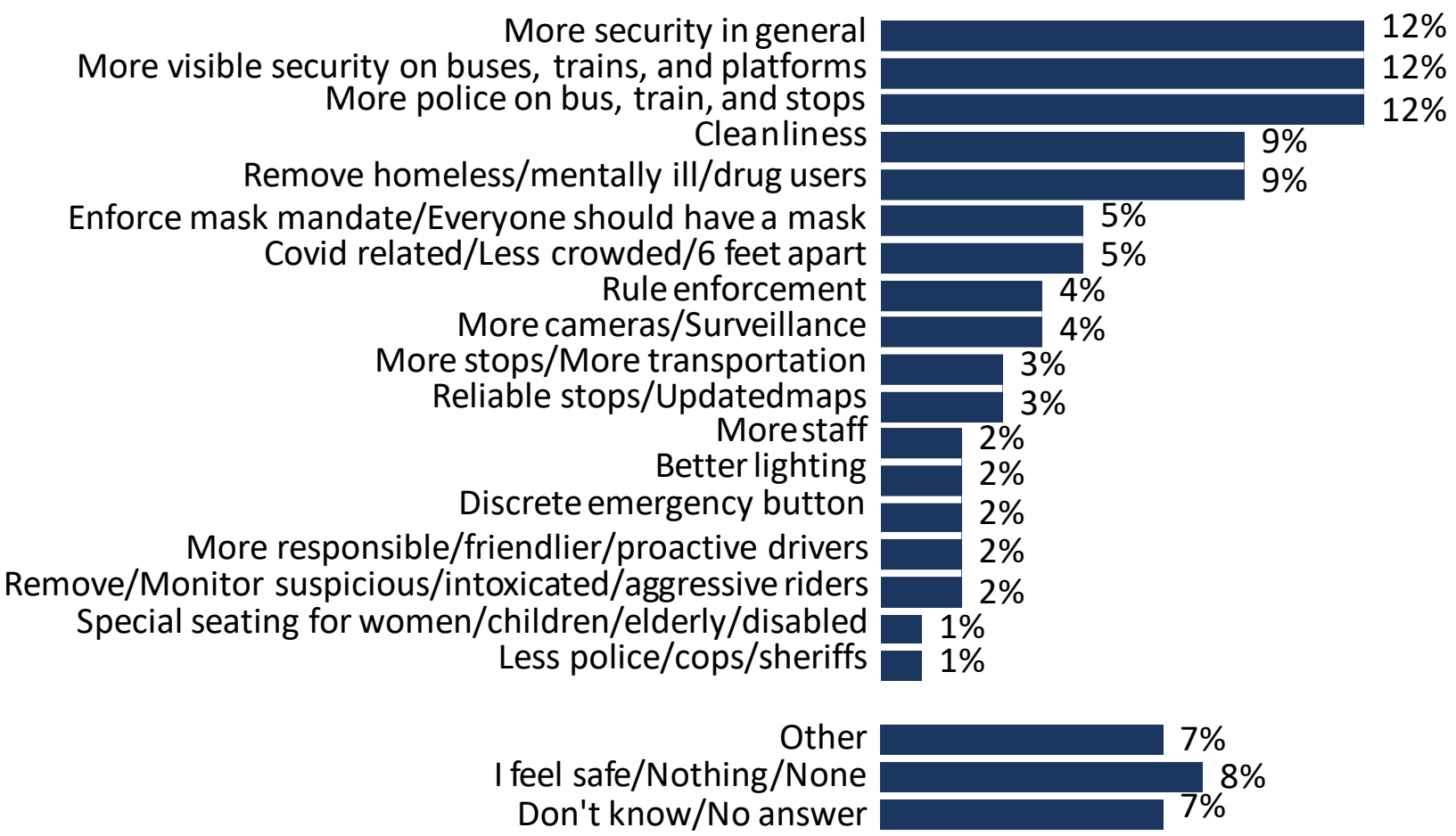


# 2021 Public Safety Survey Results

The most common responses to an open-ended question about improving safety for riders referenced improving security.

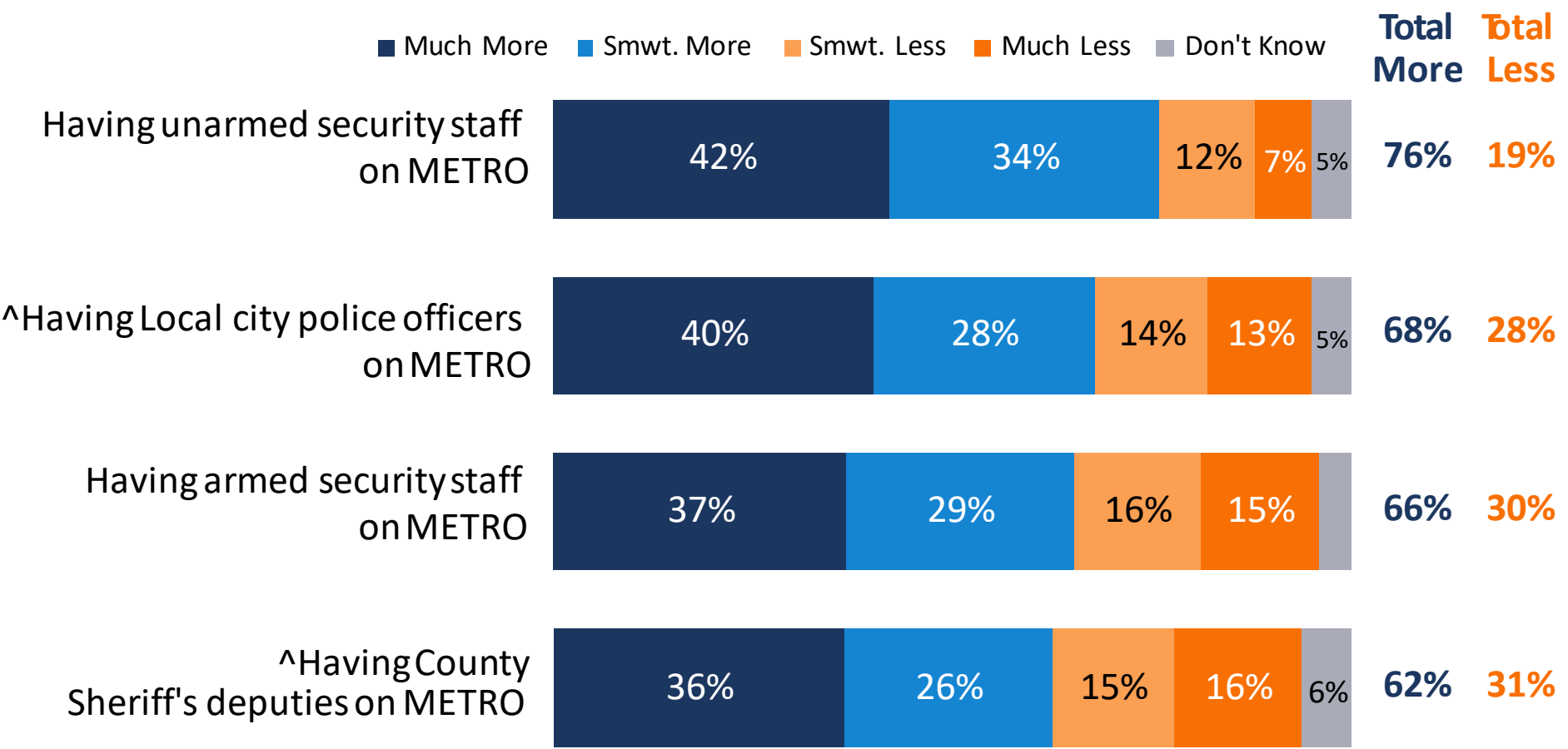
*What would be the one thing METRO could do that would do the most to make you feel safer when using METRO?*

*(Open-ended; Multiple Responses Accepted; Responses Shown 1% and a Above)*



SECURITY STAFF: Over 60% of riders want more security staff and law enforcement on Metro, while 20-30% want less.

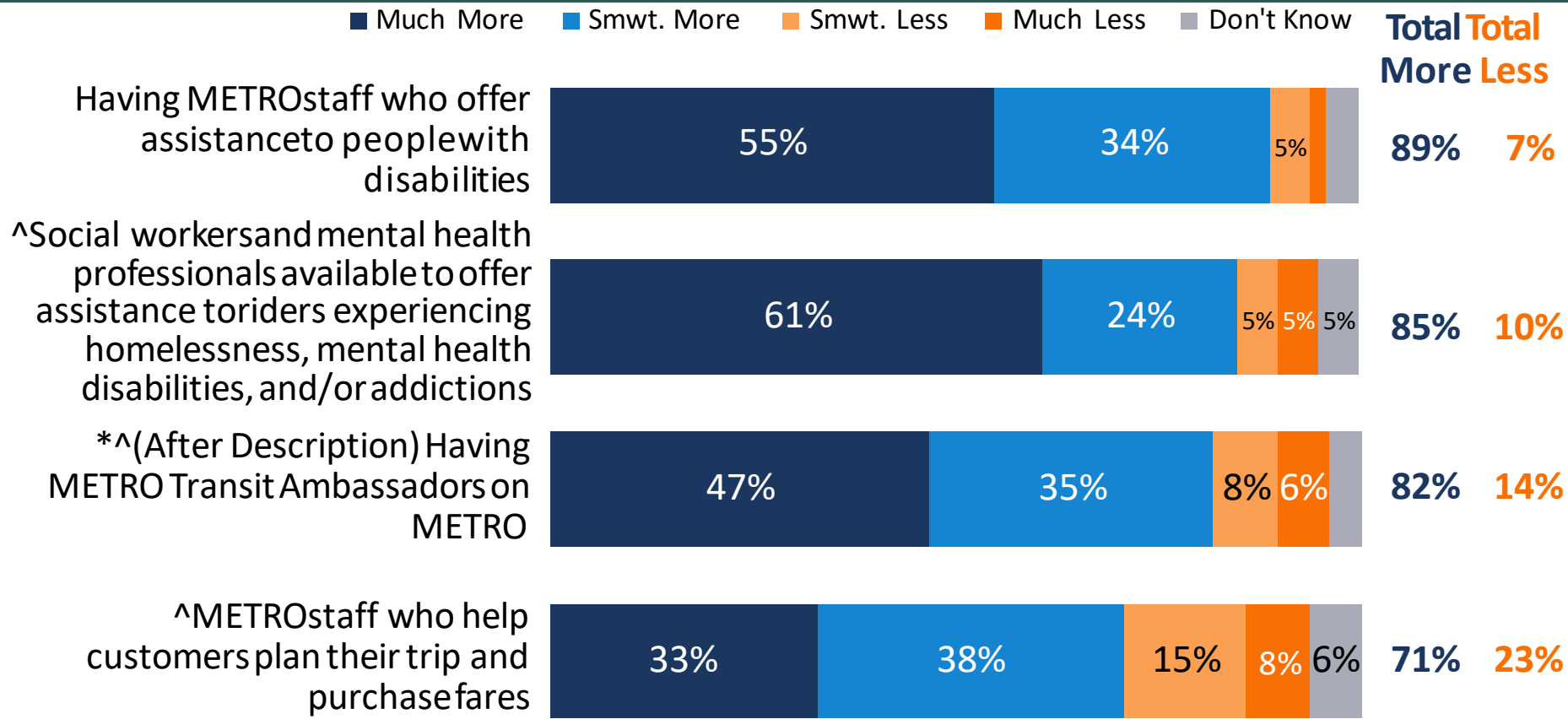
(Ranked by Total More of a Priority)



# 2021 Public Safety Survey Results

ASSISTANCE STAFF: There is even more support for staff who can help customers in a variety of ways, including Transit Ambassadors and social workers.

(Ranked by Total More of a Priority)



# 2021 Employee Safety Survey

## DRAFT Results

Q5 Priority: Having local city police officers on Metro		
		Valid Percent
Valid	Much More of a Priority	66
	Somewhat More of a Priority	22
	Somewhat Less of a Priority	5
	Much Less of a Priority	5
	Don't Know	2
	Total	100
Missing	9	
Total		

Q5 Priority: Having County Sheriff's deputies on Metro		
		Valid Percent
Valid	Much More of a Priority	64
	Somewhat More of a Priority	20
	Somewhat Less of a Priority	6
	Much Less of a Priority	6
	Don't Know	4
	Total	100
Missing	9	
Total		

# 2021 Employee Safety Survey

## DRAFT Results

In general, when thinking about the most recent times you have been out on the Metro Bus or Metro Rail systems, how often did you feel safe?		
		Valid Percent
Valid	All the time	7
	Most of the time	21
	Some of the time	32
	Rarely	22
	Never	18
	Total	100
Missing	0	
	9	
	Total	
Total		

Q5 Priority: Social workers and mental health professionals available to offer assistance to riders experiencing homelessness, mental health disabilities, and/or addictions		
		Valid Percent
Valid	Much More of a Priority	50
	Somewhat More of a Priority	20
	Somewhat Less of a Priority	11
	Much Less of a Priority	12
	Don't Know	6
	Total	100
Missing	9	
Total		11

# Current Conditions

The three main components to support Metro's Security Program are:

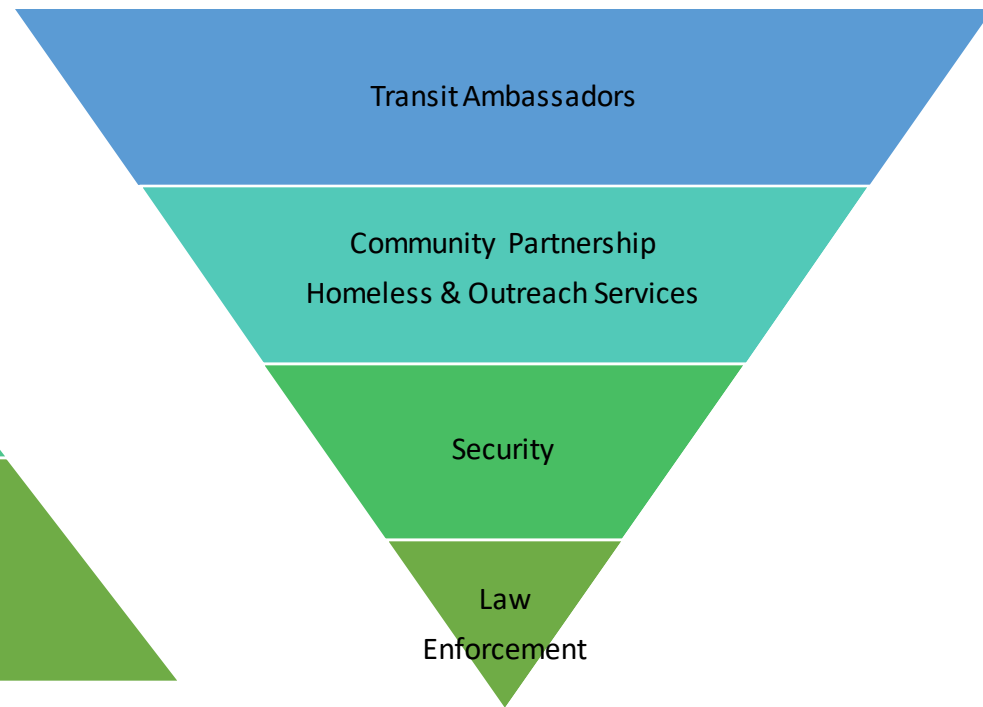
1. Contract Security Guard (RMI International Inc.)
  2. In-House Security (Metro Transit Security Officers)
  3. Contract Law Enforcement (LAPD, LASD, LBPD)
- Metro currently does not have an internal police force to address incidents of crime on the system.
  - Alternatives to policing models are not yet in place and not expected to be fully implemented within the proposed contract extension period.
  - Metro's Transit Security officers and contract security are not sworn peace officers and their functions are limited to observe and report.

# Current and Future

A layered approach of resources will best address safety concerns and ensure the most appropriate response to the transit community.



Current



Future

# Next Steps

- Continue engaging PSAC to develop final recommendations on the new SOW to support the new procurement
- Continue approach to realign resources (i.e., DMH)
- Continue to advance directives of Motion 26.2

# Questions





## Board Report

File #: 2021-0672, File Type: Contract

Agenda Number: 25.

**REVISED**  
**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE**  
**NOVEMBER 18, 2021**

**SUBJECT: TRANSIT LAW ENFORCEMENT SERVICES**

**ACTION: APPROVE CONTRACT VALUE INCREASE AND EXTENSION**

**RECOMMENDATION**

CONSIDER:

- A. SEEKING scope of work modifications (Attachment D) to align with the move towards reimagining public safety;
- B. AUTHORIZING up to \$75.2M for the remaining six months of the original contract inclusive of scope of work modifications;
- C. EXTENDING the contract for an additional six months (Jul-Dec 2022) with a 6-month option (Jan-Jun 2023) to allow PSAC recommendations to come forward to support the new procurement and timeline and award of the contract; and
- D. FUNDS for the extension will be requested during the FY23 budget process.

**HAHN AMENDMENT:** The extension of a contract with any law enforcement agency shall be conditioned on that agency having an enforced COVID vaccination mandate.

Report back in January 2022 on how to enforce the vaccine amendment and come back with a plan on how to move forward with the vaccination requirement. Additionally, report back in March 2022 regarding whether we can continue to contract with the Sheriff's Department.

**ISSUE**

To continue maintaining a consistent and reliable law enforcement presence and to ensure a safe and secure transit system for Metro passengers and employees, the multi-agency law enforcement services contracts need to be funded for the remaining six (6) months of the term of the contracts, January to June 2022.

The additional funds being requested are to replenish contract value available for general law

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enforcement services absorbed by unplanned expenses, which occurred in the early years of the contract. The additional \$75,201,973 will fund services for the remaining six (6) months (January to June 2022) of the multi-agency law enforcement services contracts inclusive of a revised scope of work (Attachment D).

Given that the work with the Public Safety Advisory Committee (PSAC) is not yet complete, and a procurement process for a new policing contract may consist of approximately a 14-month period, staff is recommending extending the period of performance for up to an additional six (6) months, with a 6-month option. This will allow sufficient time for PSAC to submit its recommendations for a new model of public safety reflecting alternative community-based approaches to policing and staff to return to the Board to recommend awarding a new contracts. The budget for the extension will be requested during the FY23 budget process.

By approving these recommendations, Metro can 1) continue multi-agency law enforcement services through June 30, 2022, and 2) provide the Public Safety Advisory Committee (PSAC) the opportunity to complete final recommendations on reimagining public safety on Metro's system for staff to consider incorporating into the future law enforcement services contract, including the approach to better aligned resources under the Department of Mental Health; and implementation of the proposed revisions to the existing multi-agency contract SOW to incorporate lessons learned, employ solutions, and identify costs.

## **BACKGROUND**

In February 2017, the Board approved the award of three individual five-year, firm-fixed unit rate contracts to the City of Long Beach (LBPd), City of Los Angeles (LAPD), and County of Los Angeles (LASD) for multi-agency law enforcement services to support its day-to-day bus and rail operations across Metro's entire service area, as these are not services provided by local jurisdictions. The total five-year contract award amount for multi-agency law enforcement services was \$645,675,758.

The specific tasks that contractors are responsible for include:

1. Responding to calls needing law enforcement intervention including safety emergencies;
2. Conducting joint anti-terrorism drills, training sessions, and intelligence sharing with other local, state and federal law enforcement agencies;
3. Riding Metro buses and trains, patrolling bus and rail stations/corridors, and maintaining high visibility at key Metro critical infrastructure locations;
4. Conducting proactive anti-crime operations when not handling a dispatched call;
5. Participating in Metro emergency and disaster preparedness planning and drills; and
6. Collaborating with social service agencies to address the impact of homelessness on the transit system.

In February 2021, Metro staff informed the Board that unplanned expenses for (1) augmented outreach services to the unhoused population, addressing increasing crime trends, sexual harassment; and (2) enhanced deployments to cover special events, surge operations- employee and customer complaints, and other unforeseen circumstances, which occurred in the early years of the contract, had reduced the remaining contract value available for general law enforcement

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services. As a result, more than \$100 million was requested to fully fund the contracts for the remaining twelve (12) months of the contract term (ending June 2022). In March 2021, the Board approved an increase of \$36M, which was sufficient only for law enforcement services to cover costs through December 2021, and to engage the Public Safety Advisory Committee (PSAC). Since then, staff has been engaging PSAC to re-imagine transit safety and develop recommendations for a new model that reflects community-based approaches to policing. Staff's intent was to seek Board approval of these recommendations before the end of this calendar year, leading up to and as part of the procurement process for a new policing contract.

Staff's request to extend the period of performance for up to an additional six (6) months, July to December 2022, with a 6-month option, January to June 2023, will allow sufficient time for PSAC to submit its recommendations to Metro for a new model of public safety, the opportunity for PSAC and/or the public to weigh in on the SOW during the posting time allotted for public comment on the new policing SOW, and award a new policing contract.

## **DISCUSSION**

Providing a safe transit system is imperative to Metro in order to provide a world-class transportation system that enhances quality of life for all who use our system. Metro understands the various levels of safety concerns from the public and employees and the responsibility we have to ensure a safe and comfortable experience for all users of the Metro system. Through the PSAC, public safety survey of our ridership (see Attachment E), surveys of our employees, surveys of the unsheltered, and public comment, we have heard the many and varied voices of our community. Many respondents support both armed and unarmed staff on the system. Over 60% of public respondents want law enforcement and armed security staff to be a priority, and this support spans all race/ethnicity categories. Even more, over 70%, want unarmed security staff to be a priority. Employee surveys indicated 86% of employees want policing to be somewhat more or much more of a priority.

Some riders have heard of, witnessed, or have been a victim of crime that leaves them feeling vulnerable and unsafe. Some riders have heard of, witnessed, or have been a victim of disparate or unfair treatment by those in positions of authority, which leaves them harmed, or feeling disrespected and unsafe. Everyone is looking for prevention of and protection from harm, whether that be from harassment, violence, crime, or other threats. It's important to identify why people have these feelings, to determine if we can better address those core issues. Metro seeks for all to enjoy a safe and comfortable experience on the system.

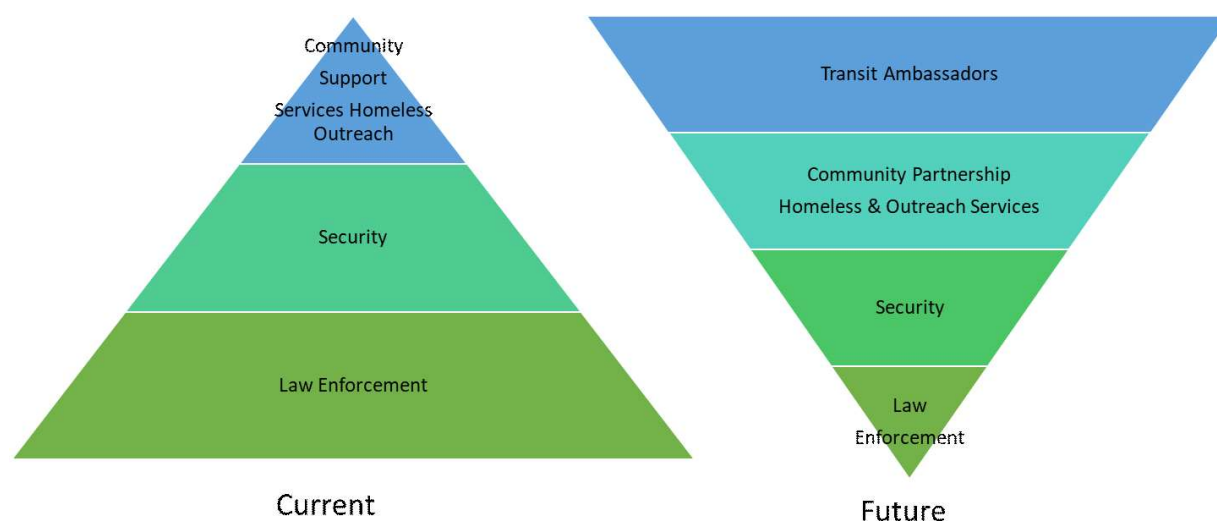
Public safety is a complex topic and we are just at the beginning of our efforts to reimagine safety on our system. Safety by definition means "being free from harm or risk" and we understand that safety means different things to different people. This is a unique time, and we have an opportunity to approach public safety differently. Metro is taking a holistic approach to public safety that promotes safety, compassion and respect for our riders and employees. Key themes to this approach:

- Building better support for vulnerable riders
- Leading with compassion
- Respecting diversity

- Recognizing context
- Community-centered approach
- Reducing the risk of biased outcomes
- Increased transparency and accountability

Based on the work of the Center for Policing Equity, staff will apply key questions to guide and focus internal decisions to support advancing a reimagined transit public safety program. 1. What services could replace law enforcement to reduce their footprint on riders? 2. How can we reduce law enforcement's footprint on over policed riders? 3. What riders and/or employees need more resources and what mechanisms can deliver them? 4. How can we measure our response to change? 5. How can we respond to rider violence with a lighter law enforcement footprint?

We want to focus resources to address root issues to some safety issues. As well as redirecting resources so that the right response is deployed to the safety concern.



### Scope of Work (SOW) Modification

Staff is proposing revisions to the existing contract SOW to increase transparency and continue engaging with the community and passengers to improve trust.

The proposed revisions, which align with the recently PSAC approved Mission and Values for Transit Policy -- *Implementing a Community-Centered Approach, Emphasizing Compassion, Acknowledging Context, and Committing to Openness and Transparency*, include:

- Removal of fare enforcement and code of conduct responsibilities
- Revised language dealing with proactive enforcement
- Redirecting \$1.6M from LASD contract to the Los Angeles County Department of Mental

Health (DMH) to engage more effectively with the unhoused seeking shelter on the system

- Improved consistency with Campaign Zero's Eight Can't Wait; and
- Increased data collection, transparency, and accountability.

Additionally, staff has been in discussions with the Los Angeles County Department of Mental Health (DMH) to enter into an agreement with Metro, to engage more effectively with persons who are in cognitive crisis or under the influence, or those who turn to the Metro system and property seeking shelter. Staff hopes to reach agreement with the DMH by the end of this calendar year. This will allow Metro to shift resources of approximately \$1.6M for the remaining 6 months of the existing LASD contract. Expansion on the DMH contract to include Long Beach Police Department and Los Angeles Police Department is expected with the additional options requested.

- Law enforcement contractors will host up to one (1) community engagement event per month to re-build trust with community members.

To further enhance public safety across the system, campaigns such as Children Travel Safe, Bystander Training, Clean and Safe, Anti-Hate, Sexual Harassment Prevention & Correction, Implicit Bias, ADA Sensitivity, Overdose Intervention and Prevention, and Victim Advocacy will continue to be developed in coordination with community-based organizations, and Office of Civil Rights & Inclusion, and our law enforcement and security contractors.

### *Accountability*

In light of the Office of the Inspector General (OIG) reports, staff continues to monitor and review current contract utilization in efforts to control expenditures; maintain current staff levels; reallocate current resources to where surge operations are needed and continue to shift law enforcement resources previously supporting Metro Rail Operation's special events to Metro Transit Security.

### **PSAC**

To support PSAC with providing recommendations to the existing contract and on a future contract, Metro staff provided members with a copy of the executed contracts with LAPD, LASD, and LBPD, in addition to various public data sets as requested by members. Complimenting copies of the contracts, staff provided a comprehensive SOW matrix (Attachment F) to members of the Policing Practices ad-hoc subcommittee for review. This matrix was used as a baseline to capture member feedback and potential recommendations. Metro staff issued a memo (see Attachment G) on October 26th to the ad-hoc subcommittee with recommendations for modifying the existing contract. On October 27<sup>th</sup>, the ad-hoc subcommittee met to discuss staff's recommendations and expressed they would like to draft a response. The committee drafted a set of alternative recommendations in a memo (see Attachment H) dated October 29<sup>th</sup>. The recommendations included the following:

- Allocating \$0 in additional funding to the existing public agency policing contracts
- Metro returning to a non-contracted law enforcement model to ensure public safety on its transit system
- Reallocating the \$75.2 million that would have been spent on the amended law enforcement contract to support non-law enforcement alternatives to public safety, including: mental health

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services, homeless outreach services, transit ambassadors and funding safety initiatives outlined in Metro's Customer Experience plan.

On November 3<sup>rd</sup>, PSAC members voted on the ad-hoc subcommittee's recommendations. Although some members expressed concern about the security impacts of not funding, the committee members unanimously approved the ad-hoc committee's recommendations, with a vote of 14 "yes," 0 "no," and 0 "abstain" (see Attachment I).

Staff has listened to PSAC's feedback and reviewed their comments provided on a Multi-Agency Police Contract Scope of Work (SOW) matrix (Attachment F) for improving policing services currently provided under the multi-agency law enforcement contracts and proposed to incorporate several recommendations through revisions to the existing contract SOW. Due to time constraints, other recommendations would need to be considered in the new procurement consistent with the long-term vision of reimagining public safety.

Metro staff is fully committed to an ambassador program. We recognize the proven benefits of a Transit Ambassador Program and our goal is to implement effective alternative policing strategies as soon as possible. If Metro utilizes contracted services to staff the ambassador program, Metro could be ready to advertise a scope of work for those services by February 2022 with a contract award in the summer. The scope of work could be advertised to Community Based Organizations with expertise in homeless outreach, disability services, and/or hiring, training, and overseeing formerly incarcerated members of our community. Metro's goal is to move forward with a model that best delivers a Transit Ambassador Program in a timely way that is responsive to the sense of urgency that our Board members and public have expressed for this program.

### **DETERMINATION OF SAFETY IMPACT**

The authorization of the contract amendments to each of the law enforcement contracts will ensure continued safety and security of passengers and employees and improve Metro's ability to safeguard critical transportation infrastructures. See Attachment J for a list of positive safety services that are provided by our law enforcement contractors.

### **FINANCIAL IMPACT**

The total funding increase of \$75,201,973 is already included in the adopted FY22 budget, cost center 2010. The cost center manager and Executive Officer, System Security & Law Enforcement will be responsible for budgeting in FY23.

#### **Impact to Budget**

The source of funds for this effort will be local operating funds, including fares, sales tax Proposition A, C, TDA, and Measure R. These funds are eligible for bus and rail operations.

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

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve

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this goal, Metro will rely on a multi-layered, integrated security program that comprises technology, people, and partnerships.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract amendment as recommended by PSAC. This alternative is not recommended as Metro currently does not have an internal police force to combat incidents of crime on Metro system. Furthermore, Metro does not have existing contracts in place to provide an ambassador program, sufficient social services and mental health alternatives as outlined by PSAC.

- Metro will be responsible for costs reasonably incurred by the police agency as a result of the early termination of the contract, which would include reasonable demobilization costs.
- An effort to not approve funds for the law enforcement contracts may be only a shortsighted approach and a missed opportunity to achieving the long-term change that we all seek. With violent crime on the rise on our system, in our communities and across the country, now is not the most appropriate time to limit the capacity of our law enforcement partners to connect with our communities without having any available alternatives to deploy, Metro, as a common carrier, is under a duty to provide the utmost care to its passengers, and recommends investing in this capacity, investing in partnerships, and investing in services that supplement safety and security efforts to better serve those who are most in need.
- PSAC continues its work to advancing a reimagined transit public safety program on Metro. Staff will continue to engage with and support its efforts to enhance safety across all aspects of the system.

### **EQUITY PLATFORM**

The first recommendation allows for continued law enforcement services on the system for the remaining six months of the original period of performance. This action, although as voted on November 3<sup>rd</sup> is not supported by PSAC, will allow the riders to see interim changes rather than continue with the status quo. For example, fare enforcement will be contractually removed from law enforcement's duties and include abiding by the 8 Can't Wait policies.

The second recommendation under consideration to extend the existing contract by six months with a six-month option would allow PSAC to provide feedback on the scope of work for a future contract. These extensions would be necessary due to the 12-14-month procurement process. PSAC would have an opportunity to provide feedback as staff develops the SOW and when it's posted for public viewing and input. In addition, while the new SOW is developed, it does not preclude future PSAC recommendations or other SOW modifications from being implemented into the extension period.

### **NEXT STEPS**

Upon Board approval, staff will execute contract modifications to each of the law enforcement contracts to continue to provide law enforcement services.

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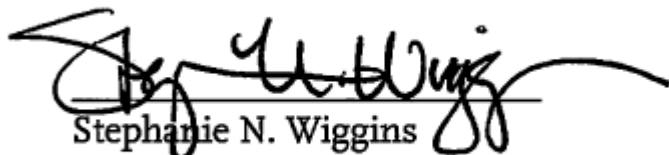
Continue engaging PSAC to provide final recommendations on how to reimagine public safety and begin developing the future scope of services, budget, and other provisions in preparation for the solicitation process of the new law enforcement services contract.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary  
Attachment D - SOW Modifications  
Attachment E - Public Safety Survey  
Attachment F - Multi-Agency Police Contract SOW Matrix  
Attachment G - Staff Recommendations  
Attachment H - PSAC's Alternative Recommendations  
Attachment I - PSAC November 3<sup>rd</sup> Meeting Vote  
Attachment J - Safety Services provided by Law Enforcement Contractors

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