

# **Metro**

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



**Metro**

## **Agenda - Final**

**Thursday, September 19, 2019**

**11:30 AM**

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

### **Executive Management Committee**

*James Butts, Chair*

*Eric Garcetti, Vice Chair*

*John Fasana*

*Paul Krekorian*

*Sheila Kuehl*

*Hilda Solis*

*John Bulinski, non-voting member*

*Phillip A. Washington, Chief Executive Officer*

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

**PUBLIC INPUT**

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

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

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

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

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

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

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

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

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

## DISCLOSURE OF CONTRIBUTIONS

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

## ADA REQUIREMENTS

Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040.

## LIMITED ENGLISH PROFICIENCY

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



**323.466.3876 x2**

*Español*

**323.466.3876 x3**

한국어

日本語

中文

русский

ភាសាខ្មែរ

ภาษาไทย

Tiếng Việt

ភាសាជប៉ុន

## HELPFUL PHONE NUMBERS

Copies of Agendas/Record of Board Action/Recordings of Meetings - (213) 922-4880 (Records Management Department)

General Information/Rules of the Board - (213) 922-4600

Internet Access to Agendas - [www.metro.net](http://www.metro.net)

TDD line (800) 252-9040

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

**CALL TO ORDER****ROLL CALL**

25. **SUBJECT: UPDATE FOR JUNE AND JULY 2019 TRANSIT SAFETY AND SECURITY PERFORMANCE** [2019-0559](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**Attachments:** [Attachment A - System-Wide Law Enforcement Overview June & July 2019](#)  
[Attachment B - MTA Supporting Data June & July 2019](#)  
[Attachment C - Key Performance Indicators June & July 2019](#)  
[Attachment D - Transit Police Summary June & July 2019](#)  
[Presentation](#)

(ALSO ON OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE)

34. **SUBJECT: STATE AND FEDERAL REPORT** [2019-0641](#)

**RECOMMENDATION**

RECEIVE AND FILE State and Federal Legislative Report.

35. **SUBJECT: FEDERAL LEGISLATION** [2019-0635](#)

**RECOMMENDATION**

ADOPT staff recommended positions:

- A. House Resolution 4101 (Bass) / Senate Bill 2404 (Gillibrand) - Build Local Hire Local Act **SUPPORT**
- B. Senate Bill 2302 (Barrasso) - Federal Authorization for Highway Programs - America's Transportation Infrastructure Act of 2019 **WORK WITH AUTHOR**

**Attachments:** [Attachment A - Federal Legislative Analysis](#)  
[Attachment B - Federal Legislative Analysis](#)

36. **SUBJECT: UNDERSTANDING HOW WOMEN TRAVEL** [2019-0294](#)

**RECOMMENDATION**

RECEIVE AND FILE status report on How Women Travel Study (Attachment B).

---

**Attachments:**      [Attachment A - Understanding How Women Travel Report Executive Summary](#)  
[Attachment B - Understanding How Women Travel Links](#)

- 37. SUBJECT:      TITLE VI EQUITY ANALYSIS POLICIES** [2019-0608](#)

**RECOMMENDATION**

ADOPT Title VI Equity Analysis Policies presented in Attachments A, B and C.

**Attachments:**      [Attachment A - Major Service Change](#)  
[Attachment B - Disparate Impact Policy](#)  
[Attachment C - Disproportionate Burden Policy](#)

- 38. SUBJECT:      PUBLIC HEARINGS AMENDMENTS - (TITLE VI EQUITY POLICIES)** [2019-0616](#)

**RECOMMENDATION**

APPROVE amendment of Title 2, Chapter 2-50 of the Los Angeles County Metropolitan Transportation Authority (“Metro”) Administrative Code (the “Code”), otherwise known as Public Hearings, as set forth in Attachment A. The amended Code will become effective within 30 days of Board approval.

**Attachments:**      [Attachment A - Metro Administrative Code Amendment - Part 2-50](#)

- 39. SUBJECT:      SERVICE STANDARDS POLICIES FOR TITLE VI PROGRAM UPDATE** [2019-0643](#)

**RECOMMENDATION**

ADOPT Service Standards Policies for Title VI Program Update presented in Attachment A.

**Attachments:**      [Attachment A - Metro Service Standards](#)

- 40. SUBJECT:      METRO DRUG AND ALCOHOL OVERSIGHT PROGRAM** [2019-0450](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS60199000 to LPM Consulting, Inc. for a Drug and Alcohol Oversight Program, in an amount not-to-exceed \$472,102 for the three-year base term, \$189,877 for the first option year, and \$189,877 for the second option year, for a combined total not-to-exceed amount of \$851,856 inclusive of two, one year options, effective October 1, 2019, subject to resolution of protest(s), if any.

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

**41. SUBJECT: EXPANDING METRO'S YOUTH ON THE MOVE PROGRAM**[2019-0626](#)**RECOMMENDATION**

CONSIDER:

- A. APPROVING a one-year pilot program to extend the expiration date of Youth on the Move (YOTM) passes for foster youth participating in the Independent Living Program (ILP) to their 23rd birthday;
- B. APPROVING a one-year pilot program to extend the lower age of the YOTM Program to 16-years of age at two (2) Department of Children and Family Services (DCFS) offices in Los Angeles County; and
- C. INSTRUCTING staff to report back to Board within 12 months to determine whether or not these two pilot programs should be extended.

**Attachments:**      [Attachment A - Board Report File 2019-0265 April 2019](#)  
[Attachment B - FY '19 YOTM Data and Estimated Data for Pilots](#)  
[Attachment C - Revised YOTM Flyer May 2019](#)  
[Presentation](#)

**42. SUBJECT: SERVICE MONITORING RESULTS FOR TITLE VI PROGRAM UPDATE**[2019-0644](#)**RECOMMENDATION**

ADOPT Service Monitoring Results for Title VI Program Update presented in Attachment A.

**Attachments:**      [Attachment A - Metro Service Monitoring Results](#)

**43. SUBJECT: CONGESTION PRICING FEASIBILITY STUDY**[2019-0649](#)**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a twenty-four month, firm fixed price Contract No. PS62790000 to WSP USA, Inc., in the amount of \$3,085,929 for the Congestion Pricing Feasibility Study Technical Services, subject to resolution of protest(s), if any; and
- B. AWARD a twenty-four month, firm fixed price Contract No. PS62791000 to Guidehouse LLP, in the amount of \$1,919,300, with an 18-month option in the amount of \$569,840, for a total contract value of \$2,489,140, for the Congestion Pricing Feasibility Study Communications and Public Engagement Services, subject to resolution of protest(s), if any.

**Attachments:**      [Attachment A-1 - Procurement Summary PS62790000](#)  
[Attachment A-2 - Procurement Summary PS62791000](#)  
[Attachment B-1 - DEOD Summary](#)  
[Attachment B-2 - DEOD Summary](#)  
[Presentation](#)

**45. SUBJECT:      COMMUNICATIONS SUPPORT SERVICES BENCH**

[2019-0621](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Bench Contract Nos. PS44432001 through PS44432010 to:

- A. INCREASE the base contract value by \$9,000,000 from \$9,505,568 to \$18,505,568 for communications support services through December 31, 2020; and
- B. AWARD AND EXECUTE task orders for a not-to-exceed total authorized amount of \$18,505,568.

**Attachments:**      [Attachment A - Procurement Summary](#)  
[Attachment B - Contract Modification - Change Order Log](#)  
[Attachment C - Firms on Communications Bench](#)  
[Attachment D - List of Task Orders and Values](#)  
[Attachment E - DEOD Summary](#)

**SUBJECT:      GENERAL PUBLIC COMMENT**

[2019-0699](#)

RECEIVE General Public Comment

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

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

**Adjournment**



**Board Report**

**File #:** 2019-0559, **File Type:** Informational Report

**Agenda Number:** 25.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
EXECUTIVE MANAGEMENT COMMITTEE  
SEPTEMBER 19, 2019**

**SUBJECT: UPDATE FOR JUNE AND JULY 2019 TRANSIT SAFETY AND SECURITY PERFORMANCE**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**ISSUE**

This report reflects June and July 2019 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff’s Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro’s fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

**BACKGROUND**

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

**DISCUSSION**

**Crime stats are as follows:**

**Crimes Against Persons**



For the month of June 2019, crimes against persons increased by 4 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against persons remained unchanged compared to the same period last year.

### **Crimes Against Property**

For the month of June 2019, crimes against property decreased by 33 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against property decreased by 19 crimes system-wide compared to the same period last year.

### **Crimes Against Society**

For the month of June 2019, crimes against society decreased by 10 crimes system-wide compared to the same period last year.

For the month of July 2019, crimes against society increased by 5 crimes system-wide compared to the same period last year.

### **Bus Operator Assaults**

There were 6 bus operator assaults reported in June, which is one more compared to the same period last year.

There were 10 bus operator assaults reported in July, which is five more compared to the same period last year.

### **Average Emergency Response Times**

Emergency response times averaged 5.04 minutes for the month of June.

Emergency response times averaged 5.71 minutes for the month of July.

### **Physical Security Improvements**

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction started on June 1st, and an effective policing plan for the bus-only lanes in Los Angeles was developed. We worked closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The Expo Line closed the 7th/Metro and Pico Stations to support the New Blue, and the law enforcement support was planned and executed for this phase of the New Blue.

We are working closely with the Los Angeles Police Department to develop a concept of the operations for the deployment of the Thruvision detection at range technology. We have had several meetings with the LAPD, and we continue to develop the procedures that will protect the public and Metro.

We met with the California Public Utilities Commission representatives to plan our Triennial Audit which will occur in September 2019.

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this winter.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations.

**Metro’s Homeless Efforts**

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

**Metro’s C3 Homeless Outreach Teams**

Metro’s C3 Homeless Outreach teams’ twelve-month pilot program began on May 22, 2017 with initial homeless outreach on the Red Line. Since the launch of Metro’s C3 Homeless Outreach teams they have provided substantial homeless outreach-with 5,626 total unduplicated homeless contacts,1,469 of whom have been linked to permanent housing solutions with a total of 135 homeless persons permanently housed. In FY19 Metro expanded the C3 teams from two to eight teams to cover rail, bus and Union Station.

**C3 Homeless Outreach June 1, 2019 through August 9, 2019:**

Performance Measure	June Number Served	July Number Served	Project Year to date Number Served
Number of unduplicated individuals’ initiated contact (pre-engagement phase)	178	254	5,626
Number of Unduplicated individuals engaged (engagement phase)	80	138	3,003
Number of unduplicated individuals who are provided services or who successfully attained referrals*	72	175	2,369
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	56	65	983
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	6	6	351

Number of unduplicated individuals engaged who are permanently housed	14	7	135
---	----	---	-----

Team received 18 referrals from LAPD. Of these referrals:

- Five declined services or could not be located.
- Four were cancelled by LAPD.
- Two were placed in hotels; one of these was matched to permanent housing and one is awaiting shelter placement.
- One was hospitalized for psychiatric reasons.
- One was linked to case management and is awaiting placement.
- Two have declined shelter placement, but are continuing to work with the team toward permanent housing.
- Two completed a CES, received an ID voucher and food.
- One was connected to Access.

***PATH Impact Story resulting in Stable Housing***

Client is a 41 year old female who has been working with PATH Metro MDT since March 2019. Client has a history of incarceration and an active case with DCFS. Prior to accepting the full spectrum of social services, Client was placed at Salvation Army Bell Shelter. It was not until June 2019, after much rapport building with Mental Health Specialist, Jennifer, that the client began showing significant interest in her personal and housing goals. Client independently began pursuing her education units in phlebotomy. PATH Metro MDT provided support funds to take the California state exam and in June, Client passed the state exam which allowed her to have her phlebotomy license reinstated. In June, MH specialist also connected the client to her DCFS social worker and successfully advocated for the client to be referred to the DCFS Housing programs. In addition to reinstating her phlebotomy license, Client has also begun addressing her emotional health by accessing mental health services in June. With the guidance and encouragement of the MH specialist, client has also begun taking culinary classes at Bell Shelter. She attends eight hour classes four times per week. She has two children and is actively working toward reunifying with them. As a result of passing the state exam and engaging in mental health services, the client is in the process of being reunified with her children. Client Quote: “Months ago I wouldn’t believe any of this could happen.”

Client, J, is a 65 year old female who was living on the street in Boyle Heights for a number of years. She has a small dog who is her pride and joy and her protector.

Our outreach team responded to an LAPD referral call on December 12, 2018 regarding a female and her dog. We met J and her dog that afternoon at the Metro Gold Line Mariachi Plaza station. J was staying in a small encampment on Cesar Chavez in Boyle Heights with a shopping cart loaded with her belongings and recycling bags. The cart was her shelter at night and transportation during the day. She spend many hours traveling the streets of Boyle Heights pushing the cart to collect and turn in recyclables as a way to stay busy and make a little extra money. Everyone was familiar with J and seeing her pushing her cart with her dog perched on top like a ship’s captain was a fixture in the neighborhood.

J has an extensive history of homelessness as well as outreach and intervention attempts dating back to at least 4 years. By the time we met her in December 2018, J seemed to have resigned herself to believing she would be on the street for the rest of her life. As her outreach team, our biggest obstacle...and biggest success, was helping J believe that she could and WOULD get off the street. More importantly, she DESERVED to be off the street.

J and our team clicked instantly, which allowed us to gain her trust. Over the past several months, J has consistently received medical care and has been linked to behavioral health support. She has developed a good rapport and working relationship with both our outreach team and her HFSP team.

As of July 2, 2019, 6 ½ months after our initial meeting, J and her dog are off the streets and in Permanent Supportive Housing. She has developed positive relationships with her housing case manager as well as the property manager and others in the building. She has proudly organized and decorated her environment to reflect her one-of-a-kind personality and is proud to show it off to visitors.

### ***C3 Coordination with Law Enforcement***

With Metro System Security and Law Enforcement personnel as the lead, Metro's C3 teams coordinate with LAPD's Homeless Outreach and Protective Engagement (HOPE) Teams, LASD's Mental Evaluation Teams (MET), Long Beach PD, and Metro's Transit Security Officers, in an effort to engage the homeless and provide placement into services. These law enforcement entities provide gap service on the lines for homeless outreach when the C3 Teams are off duty or working another portion of the system.

### ***LAPD Impact Story resulting in Stable Housing***

- I. Two Senior Lead Officers observed a female pushing a stroller at the Grand/LATTC Station. The officers had observed her on the system several times before and it appeared that she was using the stroller to haul her property. During their most recent encounter officers observed a child's foot sticking out from the stroller. Officers engaged the woman and discovered that she has been living on the street with her 15-month old for the last 8 months. She had been staying with her mother but due to section 8 housing rules she was forced to leave. HOPE Officers responded along with DMH to further assess and they requested PATH for assistance. The mother and daughter were placed into a motel until other arrangements could be secured. LAPD HOPE Officers followed up with the DCFS MART to have the family further assessed. DCSF advised that the child is healthy and in the normal range of development. The expectation is shelter or transitional housing will be secured.
- II. HOPE Officers engaged a mother and her 12 year old autistic son living out of their vehicle. Due to the time of day officers were unable to contact a service provider for assistance so they elected to pay for a motel stay out of their own pocket until a service provider could follow up. Officers contacted St. Joseph's and they will continue to fund the motel stay until shelter or transitional housing can be secured.

### ***LAPD Outreach***

Reported several contacts during the month of July resulted in positive contacts with individuals that were interested in services. There is ongoing efforts to bring these outreach efforts to a long-term solution. The most significant success for July is the 35 new contacts by HOPE's DMH clinician that

has resulted in several individuals being connected to outpatient mental health and other services.

***Sheriff Mental Evaluation Team (MET) Contacts June 2, 2019 through August 3, 2019***

These monthly statistics only include contacts of the Transit MET Units. They do not include contacts made by other Transit Services Bureau personnel. In addition to the data reported below, Transit MET Units:

- Transported 37 clients to other homeless outreach connection services.
- One team assisted Cal Trans assess a homeless encampment adjacent to the Gold Line, between Irwindale Pax and Duarte Pax, Azusa.
- 9 teams attended Project Life Saver training at LASD County MET - 07/10/2019.
- 2 teams assessed a homeless encampment on Hawthorne Blvd/190<sup>th</sup> St., Torrance, CA - 07/10/2019.
- 3 teams assessed a homeless encampment at 1772 Studebaker Blvd, Cerritos, CA 90703 - 07/16/19.
- 4 teams assisted Lieutenant Chaves conduct a homeless encampment outreach operation in the City of Azusa adjacent to the Gold Line tracks - 07/18/19.
- Contacted 50 homeless persons. Everyone refused homeless outreach services, no one met 5150 W.I.C. criteria - 07/18/2019.
- One cleaned up a homeless encampment at Long Beach Pax, Green Line - 07/23/2019.
- 2 teams assisted in the clean-up of a homeless encampment at Foothill Blvd/Virginia Ave, Azusa adjacent to the Gold Line ROW - 07/30/2019.
- 1 team attended Threat Assessment Seminar - 07/29/2019.

***Long Beach Quality of Life Officers Update June 2019***

Long Beach Police Department reported very low numbers due to low ridership on the Blue Line with the Northern Closure. Additionally, both of the Quality of Life Officers were off work for two weeks each during this period as well.

***Long Beach Quality of Life Officers Update July 2019***

In addition to the data reported below, Quality of Life Officers:

- Located a gravely disabled subject on a Blue Line Train and returned him to his conservatorship.
- A subject was placed into the Long Beach Health Department Multi-Service Center Homeward Bound Project

- Quality of Life officers attended the Law Enforcement Meet and Greet with Interim Chief Aston Green.

**June 2019 Law Enforcement Homeless Outreach**

ACTION	LAPD HOPE	LASD MET	LBPDP
Contacts	1,136	557	9
Referrals	17	303	2
5150 Holds	12	13	0
Mental Illness	20	162	5
Substance Abuse	26	163	4
Veterans	4	4	0
Shelter	1	5	1
Motel Housing Plan	2	1	0
VA Housing	2	0	0
Return to Family	0	1	0
Transitional Long Term Housing	0	0	1
Detox	0	0	0
Rehab	1	2	0

**Metro ROW Encampment:**

- No encampments cleared within Metro ROW

**Metro Encampments Outside, Adjacent to Metro ROW:**

- June 18, 2019 - Location: MOL Bike Path and Adjacent to MOL Bus way at Bessemer St. and Cedros Ave. Active Encampment Clean-up remains in effect.
- June 26, 2019 - Location: Adjacent to Expo Mainline near USC Expo Station, Track 3 side, next to 110 Exit Ramp. Active Encampment Clean-up remains in effect.

**July 2019 Law Enforcement Homeless Outreach**

ACTION	LAPD HOPE	LASD MET	LBPDP
Contacts	1,226	503	82
Referrals	27	288	16
5150 Holds	10	15	1
Mental Illness	19	155	16
Substance Abuse	44	134	11
Veterans	0	7	0

Shelter	0	5	2
Motel Housing Plan	0	0	0
VA Housing	0	0	0
Return to Family	0	0	2
Transitional Long Term Housing	0	0	0
Detox	8	0	0
Rehab	0	0	0

**Metro ROW Encampment:**

- One, PGL - ROW Mile Post Marker 23.6-23.7 Azusa, CA: Nearest Cross Street Virginia Ave - July 30, 2019

**Metro Encampments Outside, Adjacent to Metro ROW:**

- One, MOL - Adjacent to DeSoto Station at 6530 Independence Ave - July 3, 2019

**Measure H Generalist:**

Metro’s Homeless Action Plan integrates itself into the work provided under Measures H and HHH. Part of the E6 Strategies of Measure H includes 40 additional outreach workers otherwise known as “generalists” to conduct outreach on government properties including Metro, and countywide parks, libraries, beaches and harbors. These generalists do not go past the fare gates and their data, per the county will not be extrapolated for Metro. However, these generalists currently work with the C3 teams to provide outreach services.

**Connect Days**

Connect Days provide comprehensive homeless resources at location sites throughout LA County. These resource opportunity events are led by Council Districts (CD) and are utilized by Metro’s C3 and Measure H teams when the Connect Days are adjacent to Metro properties. CD1 hosts a standing Connect Day at MacArthur Park that was utilized in June by Metro’s C3 teams to provide comprehensive resources to the homeless.

**Mental Health Outreach Workers:**

The LA County Department of Mental Health has provided a mental health clinician to one of Metro’s contracted HOPE team. Mental Health professionals are paired with all MET Teams.

**Faith Based Partnership**

Since January 2019, Metro has hosted four regional faith leader roundtable discussions to identity ways that Metro and the Faith based community in LA County may partner to serve the homeless. There is a major opportunity for faith based groups to provide additional resources to homeless contacts on Metro in several ways: hosting Connect Days; partnering with entities that provide necessities (food, shelter, clothing) and providing referral information. Metro invites faith based

groups and local nonprofits interested in providing resources to transit located homeless to contact Metro’s System Security and Law Enforcement Department.

**Peace over Violence**

In 2014, a Los Angeles County Metropolitan Transportation Authority survey of nearly 20,000 passengers asked whether they felt unsafe during the last month while riding Metro due to “unwanted touching, exposure, comments, or any other form of unwanted sexual behavior.” About 21% of rail passengers and 18% of bus passengers said yes. About 17% of bus riders and 13% of train riders said they felt unsafe while waiting at bus stops or train stations.

In December 2016, Metro approached Peace Over Violence (POV) to help address the response of safety and sexual harassment. Together both entities decided to create the Sexual Harassment Off Limits Hotline, which is 1-844-OFF-LIMITS or 1-844-633-5464. The Off Limits Hotline is a toll-free hotline for victims/Metro Transit customers who have experienced sexual harassment on the bus, bus stop, train or platform. The Off Limits Hotline is publicized by Metro on their buses, Metro lines, etc. for riders to make them aware of the support that is available to them. This hotline is customized to address the needs of Metro customers and Metro transportation. Peace Over Violence also distributes the Off Limits Hotline number throughout the community, whether that is through trainings, presentations, networking events, etc. POV maintains advertising of the hotline.

From August 2017 to July 31, 2019, POV has received a total of **1,087 calls** through the Off Limits Hotline. In addition to the 24-hour response via the hotline, Peace Over Violence also provides:

- 72 hour follow up
- Advocacy on behalf of the caller to report an incident or address any specific needs (with law enforcement, Metro representatives, other service providers)
- Counseling

Our comprehensive case management services for survivors of sexual violence plus our emergency response services to survivors at local police stations, Sexual Assault Centers and ER hospitals is also offered to callers. Customized services that our POV representatives also provide are:

- assisting callers in reporting abuse/harassment
- processing complaints against bus drivers/operators

The Off Limits Hotline has been able to provide Metro riders with additional resources to report and receive support after sexual violence or trauma. Advocates have been able to provide immediate crisis intervention, safety planning and continuation of services for Metro customers.

Performance Measure	June	July
	Number Served	Number Served
Total Number of individuals that contacted POV Line	11	12



Number of individuals that contacted POV Line regarding sexual harassment	8	3
Number of individuals that requested counseling services	0	0
Number of police reports filed or intended to file regarding sexual harassment	7	3
Number of active cases	1	1

**Emergency Management: June & July 2019**

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact Los Angeles County Metropolitan Transportation Authority and our stakeholders.

**Training & Exercise:**

- **June 9, 2019 - Gold Line Full Scale Exercise. Scenario:** Criminal Activity with Police Chase at Soto Station/East Portal. Communication and coordination among various Metro departments and with First Responder stakeholders along with improving First Responder familiarization of tunnel access and emergency evacuation were the primary objectives.
- **July 10, 2019 - Red Line Full Scale Exercise & North Hollywood Station. Scenario Fire on a Train at a Station.** Testing Metro Standard Operating Procedures and communication during response along with First Responder familiarization of Station’s Fire Life Safety systems were the exercise main objectives.
- **July 25, 2019 - Participated in USC/NFL Annual Coliseum Pre-season Tabletop Exercise.** Emergency Management along with Rail Operations shared Metro’s roles and responsibilities based on the scenario of a high magnitude earthquake, occurring during a regular season football game.

**Outreach & Preparedness**

Department continues to support agency stakeholders with current information on general emergency preparedness and earthquake preparedness, fielding several requests:

- After July 4<sup>th</sup> and 5<sup>th</sup> earthquakes, centered in Ridgecrest, provided emergency preparedness and earthquake response materials to employees and LA County Supervisors’ Offices, as requested.

**..Attachments**  
**ATTACHMENTS**

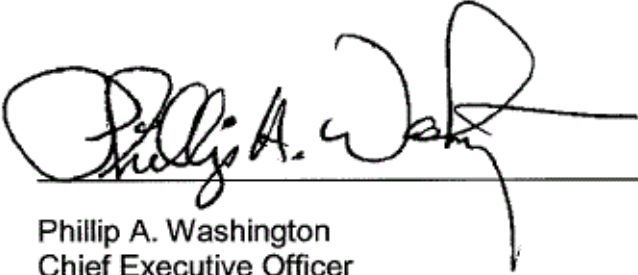
- Attachment A - System-Wide Law Enforcement Overview June & July 2019
- Attachment B - MTA Supporting Data June & July 2019

Attachment C - Key Performance Indicators June & July 2019

Attachment D - Transit Police Summary June & July 2019

Prepared by: Aston T. Greene, Interim Chief, System Security and Law Enforcement,  
(213) 922-2599

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



---

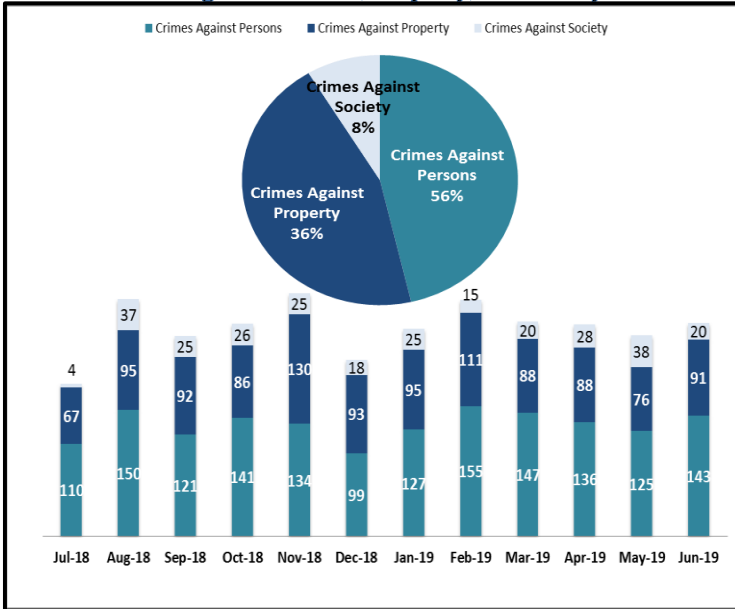
Phillip A. Washington  
Chief Executive Officer

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2019

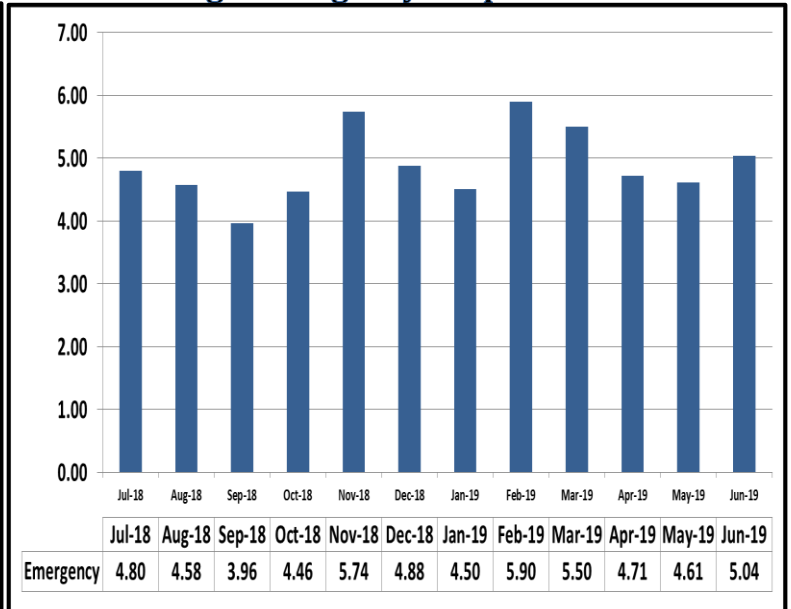
Attachment A

## Crimes Against Persons, Property, and Society



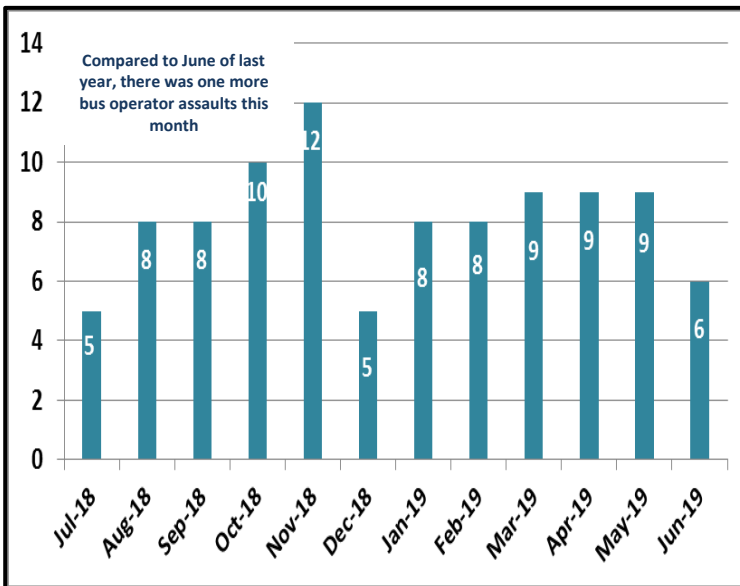
When compared to the same period last year, Crimes Against Persons increased by 3 crimes, Crimes Against Property decreased by 33 crimes, and Crimes Against Society decreased by 10 crimes.

## Average Emergency Response Times

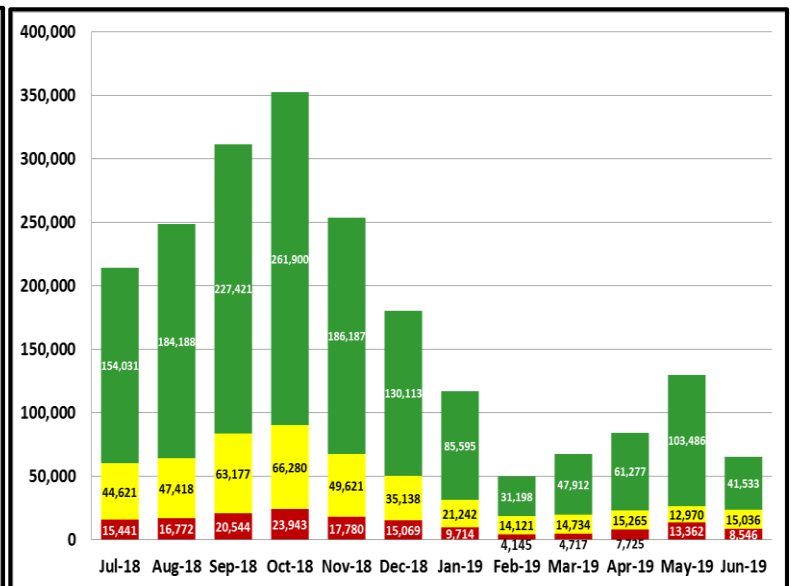


Average emergency response time was 5.04 mins.

## Bus Operator Assaults



## Fare Compliance



**Green Checks**- Occurs when a patron has valid fare

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

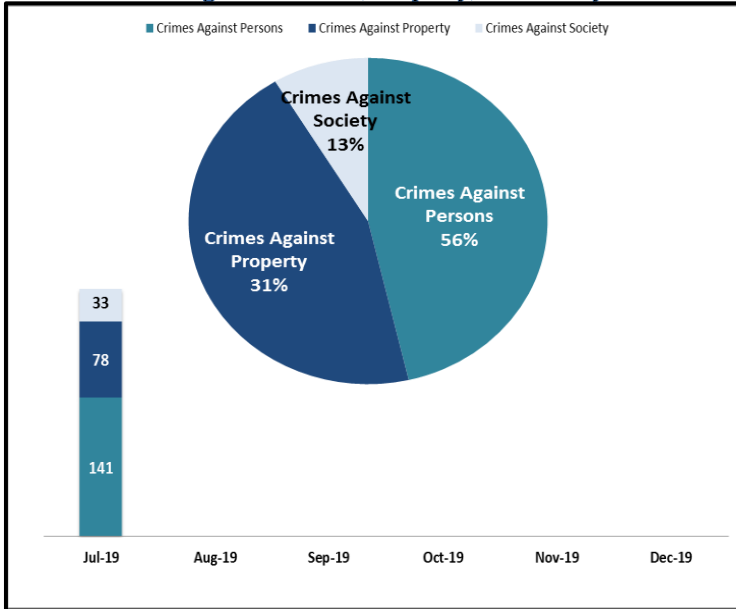
**Red Checks**- Occurs when a patron has invalid fare

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2019

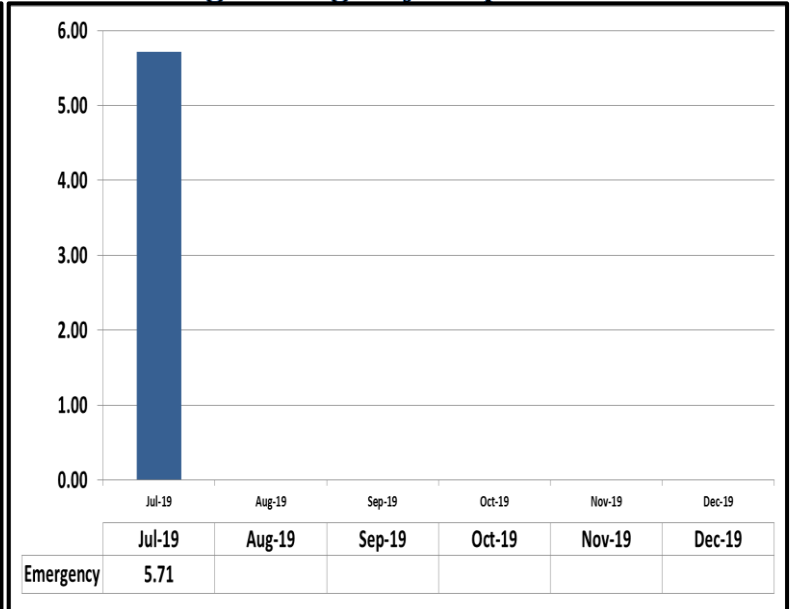
Attachment A

## Crimes Against Persons, Property, and Society



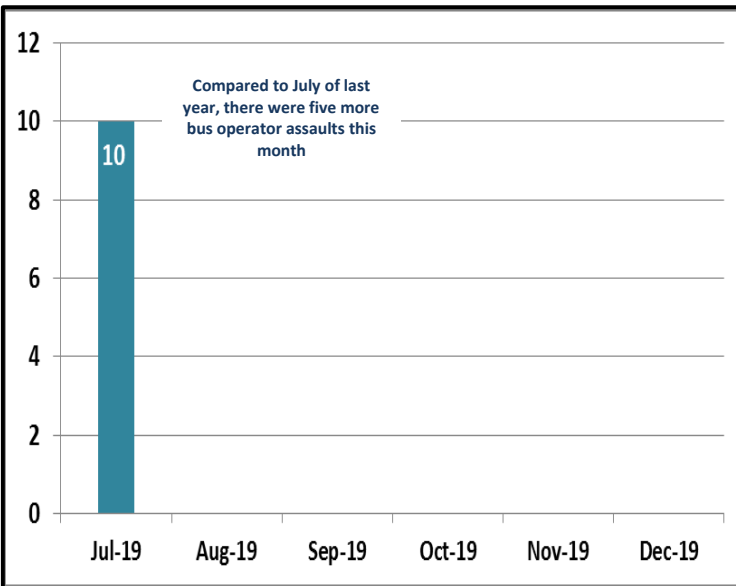
When compared to the same period last year, Crimes Against Persons remained the same, Crimes Against Property decreased by 19 crimes, and Crimes Against Society increased by 5 crimes.

## Average Emergency Response Times

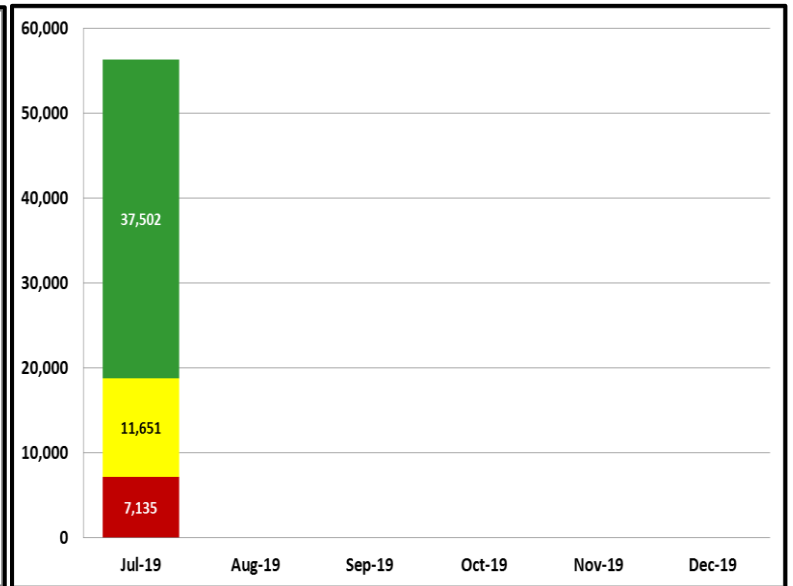


Average emergency response time was 5.71 mins.

## Bus Operator Assaults



## Fare Compliance



**Green Checks**- Occurs when a patron has valid fare

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

**Red Checks**- Occurs when a patron has invalid fare

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	1	0	47
Aggravated Assault	0	0	3	45
Aggravated Assault on Operator	0	0	0	0
Battery	0	0	0	65
Battery Rail Operator	0	0	0	3
Sex Offenses	0	1	0	9
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>169</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	3
Larceny	0	1	2	87
Bike Theft	0	0	0	4
Motor Vehicle Theft	0	1	0	10
Arson	0	0	0	0
Vandalism	0	0	2	19
Other	0	0	0	7
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>130</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	0	0	17
Narcotics	0	2	2	80
Trespassing	0	2	0	15
<b>SUB-TOTAL</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>112</b>
<b>TOTAL</b>	<b>0</b>	<b>8</b>	<b>9</b>	<b>411</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	13
Pico	0	0	0	7
Grand/LATTC	0	0	0	5
San Pedro St	0	0	0	6
Washington	0	0	0	11
Vernon	0	0	0	4
Slauson	0	0	0	14
Florence	0	1	0	19
Firestone	0	0	0	18
103rd St/Watts Towers	0	0	0	17
Willowbrook/Rosa Parks	1	0	1	39
Compton	0	1	1	25
Artesia	0	0	2	13
Del Amo	1	0	0	10
Wardlow	0	2	0	16
Willow St	1	0	1	11
PCH	0	0	0	1
Anaheim St	0	0	0	4
5th St	0	0	0	2
1st St	0	0	0	1
Downtown Long Beach	2	1	1	10
Pacific Av	0	0	0	4
Blue Line Rail Yard	0	1	0	4
<b>Total</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>254</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	2	5	9	214
Misdemeanor	10	56	33	1,206
<b>TOTAL</b>	<b>12</b>	<b>61</b>	<b>42</b>	<b>1,420</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	20	70	44	1,235
Vehicle Code Citations	247	3	119	2,079
<b>TOTAL</b>	<b>267</b>	<b>73</b>	<b>163</b>	<b>3,314</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	1	33	9	615
Priority	14	53	33	1,433
Emergency	2	7	11	463
<b>TOTAL</b>	<b>17</b>	<b>93</b>	<b>53</b>	<b>2,511</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	13%	2%	4%
Proactive	87%	98%	96%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	83%
Blue Line-LASD	66%
Blue Line-LBPDP	0%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	13	0	0	792
Flower St	5	0	0	278
103rd St	1	0	0	49
Wardlow Rd	0	0	3	44
Pacific Ave.	0	0	0	1
Willowbrook	0	13	0	366
Slauson	1	1	0	37
Firestone	0	4	0	56
Florence	0	1	0	103
Compton	0	40	0	292
Artesia	0	5	0	180
Del Amo	0	6	0	144
Long Beach Blvd	0	0	0	0
<b>TOTAL</b>	<b>20</b>	<b>70</b>	<b>3</b>	<b>2,342</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	3	32
Aggravated Assault	1	3	15
Aggravated Assault on Operator	0	0	0
Battery	1	4	39
Battery Rail Operator	0	0	0
Sex Offenses	2	0	12
<b>SUB-TOTAL</b>	<b>4</b>	<b>10</b>	<b>99</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	1	2	47
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	9
Arson	0	0	0
Vandalism	0	1	13
<b>SUB-TOTAL</b>	<b>1</b>	<b>5</b>	<b>71</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	11
Narcotics	0	3	45
Trespassing	0	0	7
<b>SUB-TOTAL</b>	<b>0</b>	<b>3</b>	<b>63</b>
<b>TOTAL</b>	<b>5</b>	<b>18</b>	<b>233</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	82
Misdemeanor	2	49	458
<b>TOTAL</b>	<b>2</b>	<b>54</b>	<b>540</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	60	634
Vehicle Code Citations	2	9	138
<b>TOTAL</b>	<b>2</b>	<b>69</b>	<b>772</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	118	1,628
Priority	6	67	878
Emergency	0	10	122
<b>TOTAL</b>	<b>6</b>	<b>195</b>	<b>2,628</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	12%	8%
Proactive	88%	92%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	88%
Green Line-LASD	74%

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	8
Douglas	0	0	0	1
El Segundo	0	0	0	0
Mariposa	0	0	0	5
Aviation/LAX	1	1	0	7
Hawthorne/Lennox	0	1	1	9
Crenshaw	0	0	1	11
Vermont/Athens	3	1	0	15
Harbor Fwy	3	0	0	13
Avalon	0	0	0	14
Willowbrook/Rosa Parks	1	2	0	40
Long Beach BI	3	1	1	29
Lakewood BI	0	0	0	9
Norwalk	2	0	0	14
<b>Total</b>	<b>14</b>	<b>6</b>	<b>3</b>	<b>175</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	5
Robbery	0	0	41
Aggravated Assault	0	1	23
Aggravated Assault on Operator	0	0	0
Battery	5	3	90
Battery Rail Operator	0	0	0
Sex Offenses	0	0	15
<b>SUB-TOTAL</b>	<b>5</b>	<b>4</b>	<b>174</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	5	0	138
Bike Theft	0	0	25
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	13
<b>SUB-TOTAL</b>	<b>5</b>	<b>0</b>	<b>178</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	1	2
Trespassing	0	0	2
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>	<b>7</b>
<b>TOTAL</b>	<b>10</b>	<b>5</b>	<b>359</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	29
Misdemeanor	5	1	94
<b>TOTAL</b>	<b>7</b>	<b>1</b>	<b>123</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	48	2	373
Vehicle Code Citations	16	1	98
<b>TOTAL</b>	<b>64</b>	<b>3</b>	<b>471</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	45	571
Priority	53	29	553
Emergency	5	4	54
<b>TOTAL</b>	<b>59</b>	<b>78</b>	<b>1,178</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	9%	11%
Proactive	91%	89%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	90%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	101	0	2,342
Santa Monica	0	46	358
Culver City	0	0	33
<b>TOTAL</b>	<b>101</b>	<b>46</b>	<b>2,733</b>

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	11
Pico	0	0	0	6
LATTC/Ortho Institute	0	0	0	10
Jefferson/USC	1	1	0	21
Expo Park/USC	0	0	0	18
Expo/Vermont	0	2	0	23
Expo/Western	1	1	0	35
Expo/Crenshaw	1	1	0	24
Farmdale	0	0	0	16
Expo/La Brea	0	0	0	16
La Cienega/Jefferson	0	0	0	18
Culver City	0	0	0	7
Palms	0	0	0	8
Westwood/Rancho Park	0	0	0	13
Expo/Sepulveda	0	0	0	12
Expo/Bundy	0	0	0	10
26th St/Bergamot	1	0	0	7
17th St/SMC	0	0	0	6
Downtown Santa Monica	3	0	1	23
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>9</b>	<b>5</b>	<b>1</b>	<b>284</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	3
Robbery	2	61
Aggravated Assault	5	74
Aggravated Assault on Operator	0	1
Battery	24	205
Battery Rail Operator	0	3
Sex Offenses	3	24
<b>SUB-TOTAL</b>	<b>34</b>	<b>371</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	9	197
Bike Theft	3	13
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	16
<b>SUB-TOTAL</b>	<b>14</b>	<b>226</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	30
<b>SUB-TOTAL</b>	<b>2</b>	<b>30</b>
<b>TOTAL</b>	<b>50</b>	<b>627</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	21	71
Misdemeanor	72	260
<b>TOTAL</b>	<b>93</b>	<b>331</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	462	1,847
Vehicle Code Citations	89	225
<b>TOTAL</b>	<b>551</b>	<b>2072</b>

CALLS FOR SERVICE	
AGENCY	LAPD
Routine	4
Priority	93
Emergency	9
<b>TOTAL</b>	<b>106</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	10%
Proactive	90%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	92%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	5	1	0	60
Civic Center/Grand Park	1	0	0	14
Pershing Square	4	0	1	41
7th St/Metro Ctr	5	0	0	47
Westlake/MacArthur Park	5	1	0	58
Wilshire/Vermont	1	2	0	33
Wilshire/Normandie	1	1	0	6
Vermont/Beverly	1	1	0	18
Wilshire/Western	0	0	0	3
Vermont/Santa Monica	3	1	0	27
Vermont/Sunset	1	0	0	16
Hollywood/Western	1	0	0	17
Hollywood/Vine	0	2	0	53
Hollywood/Highland	3	2	0	34
Universal City/Studio City	1	1	0	11
North Hollywood	2	2	1	49
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>34</b>	<b>14</b>	<b>2</b>	<b>487</b>



### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	0	0	11
Aggravated Assault	0	1	16
Aggravated Assault on Operator	0	0	0
Battery	3	0	34
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
<b>SUB-TOTAL</b>	<b>3</b>	<b>1</b>	<b>67</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	3	3	42
Bike Theft	0	1	13
Motor Vehicle Theft	0	0	10
Arson	0	0	1
Vandalism	1	0	13
<b>SUB-TOTAL</b>	<b>4</b>	<b>4</b>	<b>80</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	2
Narcotics	0	2	8
Trespassing	0	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>3</b>	<b>11</b>
<b>TOTAL</b>	<b>7</b>	<b>8</b>	<b>158</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	3	26
Misdemeanor	3	14	117
<b>TOTAL</b>	<b>4</b>	<b>17</b>	<b>143</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	22	270
Vehicle Code Citations	0	4	109
<b>TOTAL</b>	<b>8</b>	<b>26</b>	<b>379</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	66	757
Priority	49	84	1,294
Emergency	3	9	120
<b>TOTAL</b>	<b>53</b>	<b>159</b>	<b>2,171</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	2%
Proactive	86%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	0	17
Azusa Downtown	0	0	0	1
Irwindale	0	0	0	3
Duarte/City of Hope	0	2	0	9
Monrovia	0	1	0	7
Arcadia	0	0	0	4
Sierra Madre Villa	0	0	1	9
Allen	0	0	0	0
Lake	1	0	1	6
Memorial Park	0	0	0	4
Del Mar	0	0	0	1
Fillmore	0	0	1	4
South Pasadena	0	0	0	0
Highland Park	1	0	0	5
Southwest Museum	0	0	0	5
Heritage Square	0	0	0	2
Lincoln/Cypress	0	2	0	7
Chinatown	0	0	0	1
Union Station	1	1	0	8
Little Tokyo/Arts Dist	0	0	0	4
Pico/Aliso	0	1	0	5
Mariachi Plaza	1	0	0	9
Soto	0	0	0	3
Indiana (both LAPD & LASD)	0	0	0	6
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	1
Atlantic	0	0	0	11
<b>Total</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>132</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	65%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	75	0	1,773
Arcadia Station	0	16	66
Irwindale	0	5	33
Monrovia	0	7	78
City of Pasadena	0	28	325
Magnolia Ave	0	0	0
Duarte Station	0	4	29
City Of Azusa	0	10	98
South Pasadena	0	18	128
City Of East LA	0	12	148
Figueroa St	0	0	591
<b>TOTAL GOAL= 10</b>	<b>75</b>	<b>100</b>	<b>3,269</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	11
Aggravated Assault	0	13
Aggravated Assault on Operator	0	1
Battery	1	13
Battery Bus Operator	0	2
Sex Offenses	0	2
<b>SUB-TOTAL</b>	<b>4</b>	<b>42</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	2	19
Bike Theft	1	4
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	12
<b>SUB-TOTAL</b>	<b>4</b>	<b>35</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>8</b>	<b>77</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	10
Misdemeanor	8	26
<b>TOTAL</b>	<b>13</b>	<b>36</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	3,823
Vehicle Code Citations	69	3,045
<b>TOTAL</b>	<b>79</b>	<b>6,868</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	1
Priority	11	11
Emergency	0	0
<b>TOTAL</b>	<b>12</b>	<b>12</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	8%
Proactive	92%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	94%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	7
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	3
Van Nuys	1	1	0	14
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	1	0	11
Reseda	0	0	0	5
Tampa	0	0	0	0
Pierce College	0	1	0	1
De Soto	0	0	0	1
Canoga	1	1	0	11
Warner Center	0	0	0	0
Sherman Way	2	0	0	3
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>61</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	6
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>13</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	4
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>9</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>22</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	7
Misdemeanor	6	1	35
<b>TOTAL</b>	<b>6</b>	<b>1</b>	<b>42</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	3,820
Vehicle Code Citations	105	0	3,765
<b>TOTAL</b>	<b>107</b>	<b>0</b>	<b>7,585</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	0	7
Priority	11	2	41
Emergency	1	0	10
<b>TOTAL</b>	<b>13</b>	<b>2</b>	<b>58</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	22%	0%
Proactive	78%	100%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	93%

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	0
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	1
Slauson	0	0	0	1
Manchester	0	0	0	2
Harbor Fwy	0	0	0	3
Rosecrans	0	0	0	1
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	0
PCH	0	0	0	2
San Pedro/Beacon	0	0	0	1
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	1	106
Aggravated Assault	8	2	92
Aggravated Assault on Operator	0	0	14
Battery	30	6	262
Battery Bus Operator	4	2	75
Sex Offenses	2	1	42
<b>SUB-TOTAL</b>	<b>49</b>	<b>12</b>	<b>591</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	25	2	238
Bike Theft	1	0	26
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	7	4	50
<b>SUB-TOTAL</b>	<b>33</b>	<b>6</b>	<b>318</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	10
Narcotics	0	4	52
Trespassing	0	0	7
<b>SUB-TOTAL</b>	<b>0</b>	<b>4</b>	<b>69</b>
<b>TOTAL</b>	<b>82</b>	<b>22</b>	<b>978</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	21
San Fernando	3	7
San Gabriel Valley	3	23
Gateway Cities	10	46
South Bay	5	53
<b>Total</b>	<b>22</b>	<b>150</b>

LAPD's Crimes per Sector		
Sector		FYTD
<b>Valley Bureau</b>		
Van Nuys	2	13
West Valley	0	4
North Hollywood	3	13
Foothill	0	4
Devonshire	2	8
Mission	0	7
Topanga	1	11
<b>Central Bureau</b>		
Central	8	60
Rampart	3	29
Hollenbeck	0	8
Northeast	2	9
Newton	10	41
<b>West Bureau</b>		
Hollywood	3	15
Wilshire	8	40
West LA	1	17
Pacific	0	N/A
Olympic	10	53
<b>Southwest Bureau</b>		
Southwest	10	103
Harbor	0	4
77th Street	16	104
Southeast	3	19
<b>Total</b>	<b>82</b>	<b>562</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	5	88
Misdemeanor	3	54	482
<b>TOTAL</b>	<b>8</b>	<b>59</b>	<b>570</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	12	50	563
Vehicle Code Citations	3	28	324
<b>TOTAL</b>	<b>15</b>	<b>78</b>	<b>887</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	98	1,271
Priority	18	146	2,281
Emergency	2	6	246
<b>TOTAL</b>	<b>20</b>	<b>250</b>	<b>3,798</b>

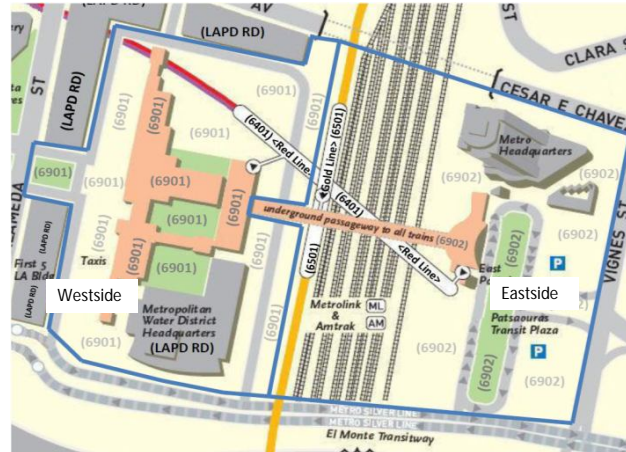
DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	1%
Proactive	87%	99%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	91%
LASD BUS	79%

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

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	7
Aggravated Assault	0	19
Aggravated Assault on Operator	0	0
Battery	12	58
Battery Rail Operator	0	0
Sex Offenses	0	9
<b>SUB-TOTAL</b>	<b>12</b>	<b>93</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	2
Larceny	4	71
Bike Theft	0	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	16
<b>SUB-TOTAL</b>	<b>9</b>	<b>95</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	13
<b>SUB-TOTAL</b>	<b>1</b>	<b>13</b>
<b>TOTAL</b>	<b>22</b>	<b>201</b>



ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	37
Misdemeanor	9	98
<b>TOTAL</b>	<b>13</b>	<b>135</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	48	161
Vehicle Code Citations	3	34
<b>TOTAL</b>	<b>51</b>	<b>195</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	1
Priority	44	44
Emergency	3	3
<b>TOTAL</b>	<b>48</b>	<b>48</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	11%
Proactive	89%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	81%

LEGEND	
Los Angeles Police Department	

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	3	1	4
Aggravated Assault	0	1	0	1
Aggravated Assault on Operator	0	0	0	0
Battery	0	5	0	5
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>10</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	0
Larceny	0	0	0	0
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	1	0	1
Arson	0	0	0	0
Vandalism	1	2	0	3
Other	0	0	0	0
<b>SUB-TOTAL</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>4</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	3	0	3
Narcotics	0	1	1	2
Trespassing	0	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>5</b>
<b>TOTAL</b>	<b>1</b>	<b>16</b>	<b>2</b>	<b>19</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	1	0	1
Pico	0	0	0	0
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	0
Washington	0	0	0	0
Vernon	0	0	0	0
Slauson	0	1	2	3
Florence	0	0	0	0
Firestone	1	0	0	1
103rd St/Watts Towers	0	0	0	0
Willowbrook/Rosa Parks	6	0	0	6
Compton	0	1	2	3
Artesia	2	0	0	2
Del Amo	0	1	0	1
Wardlow	0	0	0	0
Willow St	0	0	0	0
PCH	1	0	1	2
Anaheim St	0	0	0	0
5th St	0	0	0	0
1st St	0	0	0	0
Downtown Long Beach	0	0	0	0
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
<b>Total</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>19</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	0	13	30	43
Misdemeanor	12	63	5	80
<b>TOTAL</b>	<b>12</b>	<b>76</b>	<b>35</b>	<b>123</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	1,452	63	38	1,553
Vehicle Code Citations	957	6	102	1,065
<b>TOTAL</b>	<b>2,409</b>	<b>69</b>	<b>140</b>	<b>2,618</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	0	67	9	76
Priority	8	54	32	94
Emergency	4	8	15	27
<b>TOTAL</b>	<b>12</b>	<b>129</b>	<b>56</b>	<b>197</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	17%	3%	3%
Proactive	83%	97%	97%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	88%
Blue Line-LASD	72%
Blue Line-LBPDP	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	4	0	0	4
Flower St	3	0	0	3
103rd St	0	0	0	0
Wardlow Rd	0	0	2	2
Pacific Ave.	0	0	1	1
Willowbrook	0	13	0	13
Slauson	4	2	0	6
Firestone	0	1	0	1
Florence	0	2	0	2
Compton	0	29	0	29
Artesia	0	3	0	3
Del Amo	0	4	0	4
Long Beach Blvd	0	0	0	0
<b>TOTAL</b>	<b>11</b>	<b>54</b>	<b>3</b>	<b>68</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	6	7
Aggravated Assault	0	1	1
Aggravated Assault on Operator	0	0	0
Battery	0	6	6
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>14</b>	<b>15</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	4	4
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>5</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	6	6
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>7</b>	<b>7</b>
<b>TOTAL</b>	<b>2</b>	<b>25</b>	<b>27</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	7
Misdemeanor	1	45	46
<b>TOTAL</b>	<b>1</b>	<b>52</b>	<b>53</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	9	51	60
Vehicle Code Citations	2	5	7
<b>TOTAL</b>	<b>11</b>	<b>56</b>	<b>67</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	97	97
Priority	10	76	86
Emergency	0	10	10
<b>TOTAL</b>	<b>10</b>	<b>183</b>	<b>193</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	5%
Proactive	82%	95%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	1
Douglas	0	0	0	0
El Segundo	0	0	0	0
Mariposa	0	0	0	0
Aviation/LAX	0	0	0	0
Hawthorne/Lennox	0	0	0	0
Crenshaw	2	0	0	2
Vermont/Athens	1	0	0	1
Harbor Fwy	0	0	0	0
Avalon	1	1	0	2
Willowbrook/Rosa Parks	6	0	5	11
Long Beach BI	2	3	0	5
Lakewood BI	2	1	0	3
Norwalk	0	0	2	2
<b>Total</b>	<b>15</b>	<b>5</b>	<b>7</b>	<b>27</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	85%

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	2	1	3
Aggravated Assault on Operator	0	0	0
Battery	2	1	3
Battery Rail Operator	0	0	0
Sex Offenses	2	0	2
<b>SUB-TOTAL</b>	<b>6</b>	<b>2</b>	<b>8</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	11	0	11
Bike Theft	5	1	6
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
<b>SUB-TOTAL</b>	<b>16</b>	<b>1</b>	<b>17</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	0	0
Trespassing	1	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>1</b>	<b>2</b>
<b>TOTAL</b>	<b>23</b>	<b>4</b>	<b>27</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	2
Misdemeanor	0	3	3
<b>TOTAL</b>	<b>0</b>	<b>5</b>	<b>5</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	4	4
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>4</b>	<b>4</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	43	43
Priority	43	28	71
Emergency	3	4	7
<b>TOTAL</b>	<b>46</b>	<b>75</b>	<b>121</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	11%
Proactive	0%	89%
<b>TOTAL</b>	<b>0%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	0
Pico	0	0	0	0
LATTC/Ortho Institute	3	3	0	6
Jefferson/USC	1	1	0	2
Expo Park/USC	0	1	0	1
Expo/Vermont	0	1	0	1
Expo/Western	0	1	1	2
Expo/Crenshaw	0	1	0	1
Farmdale	0	1	0	1
Expo/La Brea	1	1	0	2
La Cienega/Jefferson	0	0	0	0
Culver City	0	1	0	1
Palms	0	0	0	0
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	3	0	3
Expo/Bundy	1	3	0	4
26th St/Bergamot	1	0	0	1
17th St/SMC	0	0	0	0
Downtown Santa Monica	1	0	1	2
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>8</b>	<b>17</b>	<b>2</b>	<b>27</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	85%
Expo Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	0	42	42
Culver City	0	3	3
<b>TOTAL</b>	<b>0</b>	<b>45</b>	<b>45</b>

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



### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	3	3
Aggravated Assault	7	7
Aggravated Assault on Operator	0	0
Battery	17	17
Battery Rail Operator	0	0
Sex Offenses	3	3
<b>SUB-TOTAL</b>	<b>30</b>	<b>30</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	6	6
Bike Theft	2	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
<b>SUB-TOTAL</b>	<b>9</b>	<b>9</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>
<b>TOTAL</b>	<b>41</b>	<b>41</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	40	40
Misdemeanor	95	95
<b>TOTAL</b>	<b>135</b>	<b>135</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	795	795
Vehicle Code Citations	222	222
<b>TOTAL</b>	<b>1017</b>	<b>1017</b>

#### CALLS FOR SERVICE

AGENCY	LAPD
Routine	3
Priority	93
Emergency	8
<b>TOTAL</b>	<b>104</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	26%
Proactive	74%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	2	0	5
Civic Center/Grand Park	0	0	0	0
Pershing Square	4	0	0	4
7th St/Metro Ctr	1	2	0	3
Westlake/MacArthur Park	5	0	0	5
Wilshire/Vermont	4	0	1	5
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	2	2	1	5
Wilshire/Western	0	1	0	1
Vermont/Santa Monica	3	0	0	3
Vermont/Sunset	0	0	0	0
Hollywood/Western	0	1	0	1
Hollywood/Vine	0	0	0	0
Hollywood/Highland	3	0	0	3
Universal City/Studio City	1	0	0	1
North Hollywood	4	1	0	5
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>30</b>	<b>9</b>	<b>2</b>	<b>41</b>

#### PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	80%
----------------	-----

#### LEGEND

Los Angeles Police Department

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	2
Aggravated Assault	1	0	1
Aggravated Assault on Operator	0	0	0
Battery	0	0	0
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>3</b>	<b>0</b>	<b>3</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	5	5
Bike Theft	0	1	1
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	2	0	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>7</b>	<b>9</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	2	2
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>2</b>
<b>TOTAL</b>	<b>5</b>	<b>9</b>	<b>14</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	2
Misdemeanor	9	16	25
<b>TOTAL</b>	<b>10</b>	<b>17</b>	<b>27</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	50	30	80
Vehicle Code Citations	25	3	28
<b>TOTAL</b>	<b>75</b>	<b>33</b>	<b>108</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	76	76
Priority	44	99	143
Emergency	6	11	17
<b>TOTAL</b>	<b>50</b>	<b>186</b>	<b>236</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	24%	3%
Proactive	76%	97%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	1
Azusa Downtown	0	0	0	0
Irwindale	0	2	0	2
Duarte/City of Hope	0	3	0	3
Monrovia	0	0	0	0
Arcadia	0	0	0	0
Sierra Madre Villa	0	1	0	1
Allen	0	0	0	0
Lake	0	0	0	0
Memorial Park	0	0	1	1
Del Mar	0	0	0	0
Fillmore	0	0	0	0
South Pasadena	0	1	0	1
Highland Park	1	0	0	1
Southwest Museum	1	0	0	1
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	0	0
Chinatown	0	0	0	0
Union Station	1	0	0	1
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	0
Mariachi Plaza	0	0	0	0
Soto	0	1	0	1
Indiana (both LAPD & LASD)	0	1	0	1
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	0
<b>Total</b>	<b>3</b>	<b>9</b>	<b>2</b>	<b>14</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	82%
Gold Line-LASD	74%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	101	0	101
Arcadia Station	0	17	17
Irwindale	0	0	0
Monrovia	0	6	6
City of Pasadena	0	20	20
Magnolia Ave	0	0	0
Duarte Station	0	2	2
City Of Azusa	0	19	19
South Pasadena	0	20	20
City Of East LA	0	10	10
Figueroa St	50	0	50
<b>TOTAL GOAL= 10</b>	<b>151</b>	<b>94</b>	<b>245</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	1	1
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	2	2
Battery Bus Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	1
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>5</b>	<b>5</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	3
Misdemeanor	3	3
<b>TOTAL</b>	<b>6</b>	<b>6</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	128	128
Vehicle Code Citations	141	141
<b>TOTAL</b>	<b>269</b>	<b>269</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	7	7
Emergency	1	1
<b>TOTAL</b>	<b>8</b>	<b>8</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	20%
Proactive	80%
<b>TOTAL</b>	<b>100%</b>

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

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	0	0	1
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	0	0	0	0
Sepulveda	0	0	0	0
Woodley	1	0	0	1
Balboa	0	1	0	1
Reseda	0	0	0	0
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	0
Canoga	0	0	0	0
Warner Center	0	0	0	0
Sherman Way	0	0	0	0
Roscoe	0	0	0	0
Nordhoff	1	1	0	2
Chatsworth	0	0	0	0
<b>Total</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	0	0	0
Aggravated Assault on Operator	0	0	0
Battery	0	0	0
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	8	0	8
<b>TOTAL</b>	<b>8</b>	<b>0</b>	<b>8</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	206	0	206
Vehicle Code Citations	201	0	201
<b>TOTAL</b>	<b>407</b>	<b>0</b>	<b>407</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	3	3
Priority	10	0	10
Emergency	1	0	1
<b>TOTAL</b>	<b>11</b>	<b>3</b>	<b>14</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	0%
Proactive	79%	100%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	86%
Silver Line- LASD	78%

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	0
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	0
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	0
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	1	6
Aggravated Assault	6	3	9
Aggravated Assault on Operator	1	0	1
Battery	23	3	26
Battery Bus Operator	6	3	9
Sex Offenses	7	1	8
<b>SUB-TOTAL</b>	<b>48</b>	<b>11</b>	<b>59</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	13	7	20
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	3	2	5
<b>SUB-TOTAL</b>	<b>16</b>	<b>10</b>	<b>26</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	2
Narcotics	0	8	8
Trespassing	1	1	2
<b>SUB-TOTAL</b>	<b>1</b>	<b>11</b>	<b>12</b>
<b>TOTAL</b>	<b>65</b>	<b>32</b>	<b>97</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	2
San Fernando	0	0
San Gabriel Valley	7	7
Gateway Cities	12	12
South Bay	11	11
<b>Total</b>	<b>32</b>	<b>32</b>

LAPD's Crimes per Sector		
Sector		FYTD
<b>Valley Bureau</b>		
Van Nuys	2	2
West Valley	0	0
North Hollywood	3	3
Foothill	0	0
Devonshire	2	2
Mission	2	2
Topanga	1	1
<b>Central Bureau</b>		
Central	14	14
Rampart	5	5
Hollenbeck	1	1
Northeast	1	1
Newton	3	3
<b>West Bureau</b>		
Hollywood	2	2
Wilshire	4	4
West LA	3	3
Pacific	2	2
Olympic	4	4
<b>Southwest Bureau</b>		
Southwest	9	9
Harbor	0	0
77th Street	4	4
Southeast	3	3
<b>Total</b>	<b>65</b>	<b>65</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	7
Misdemeanor	9	65	74
<b>TOTAL</b>	<b>9</b>	<b>72</b>	<b>81</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	70	75	145
Vehicle Code Citations	1	22	23
<b>TOTAL</b>	<b>71</b>	<b>97</b>	<b>168</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	84	85
Priority	23	149	172
Emergency	1	13	14
<b>TOTAL</b>	<b>25</b>	<b>246</b>	<b>271</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	2%
Proactive	79%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	86%
LASD BUS	78%

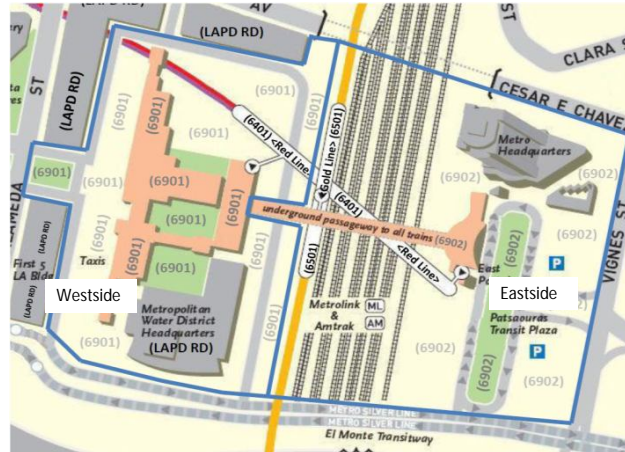
LEGEND	
Los Angeles Police Department	
Los Angeles County Sheriff's Department	

# UNION STATION

ATTACHMENT B

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	0
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	10	10
Battery Rail Operator	0	0
Sex Offenses	3	3
<b>SUB-TOTAL</b>	<b>13</b>	<b>13</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	1
Larceny	4	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
<b>SUB-TOTAL</b>	<b>6</b>	<b>6</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	3
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>
<b>TOTAL</b>	<b>22</b>	<b>22</b>



ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	5
Misdemeanor	18	18
<b>TOTAL</b>	<b>23</b>	<b>23</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	54	54
Vehicle Code Citations	11	11
<b>TOTAL</b>	<b>65</b>	<b>65</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	12	12
Priority	39	39
Emergency	2	2
<b>TOTAL</b>	<b>53</b>	<b>53</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	24%
Proactive	76%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	82%

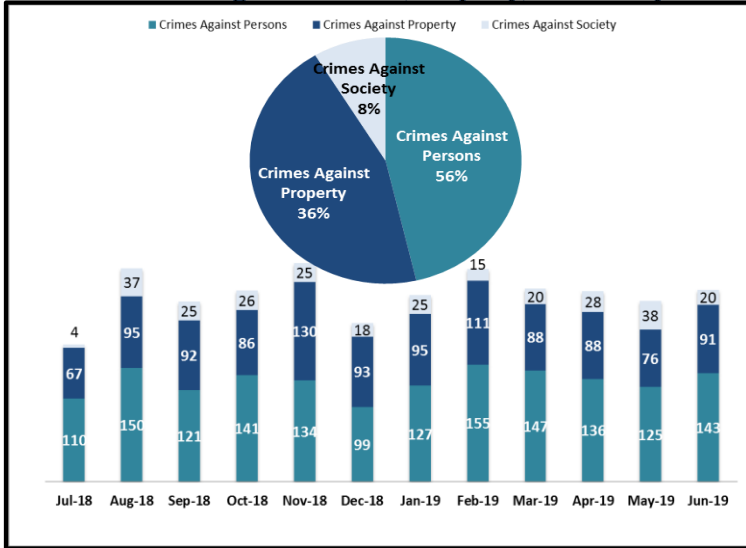
LEGEND	
Los Angeles Police Department	

# KEY PERFORMANCE INDICATORS

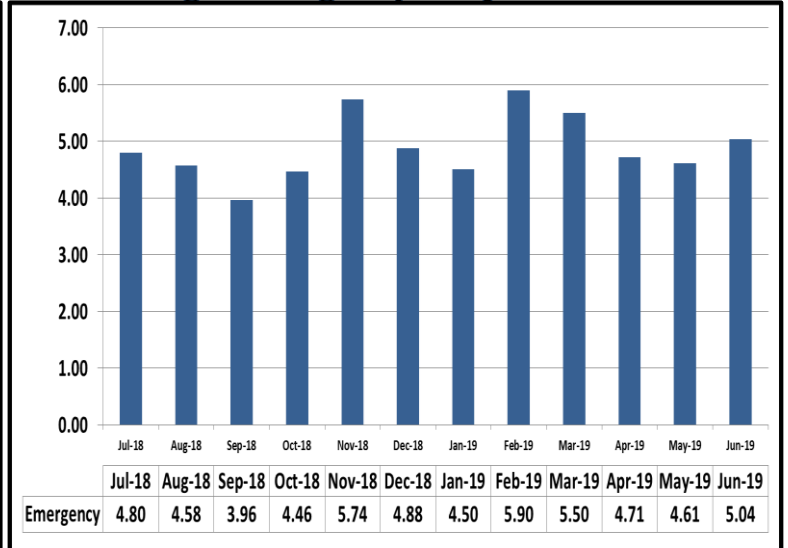
JUNE 2019

Attachment C

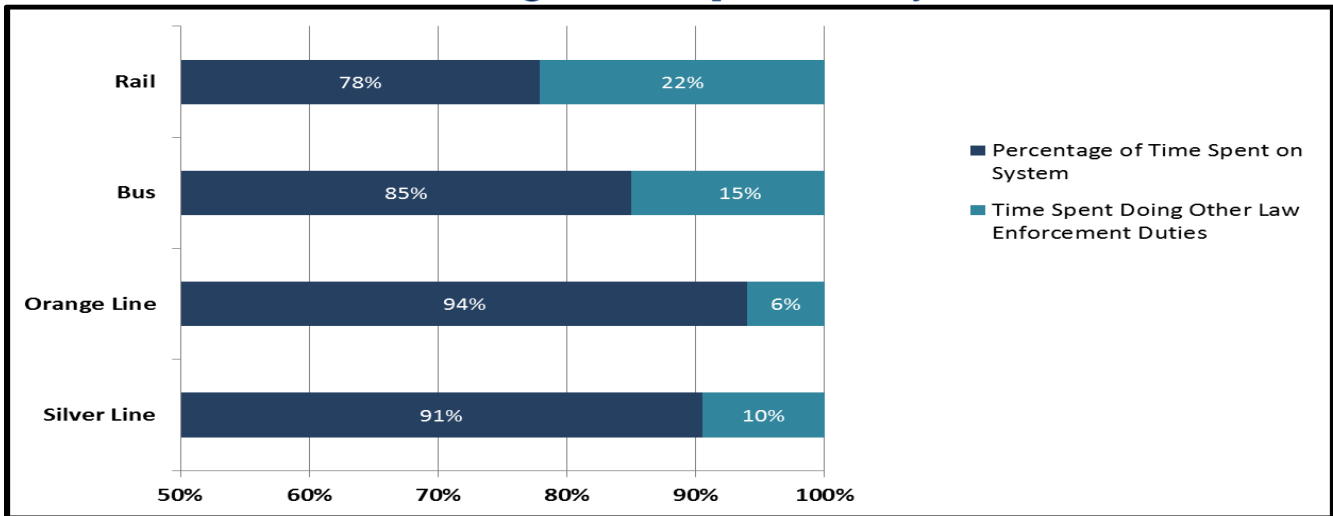
### Crimes Against Persons, Property, and Society



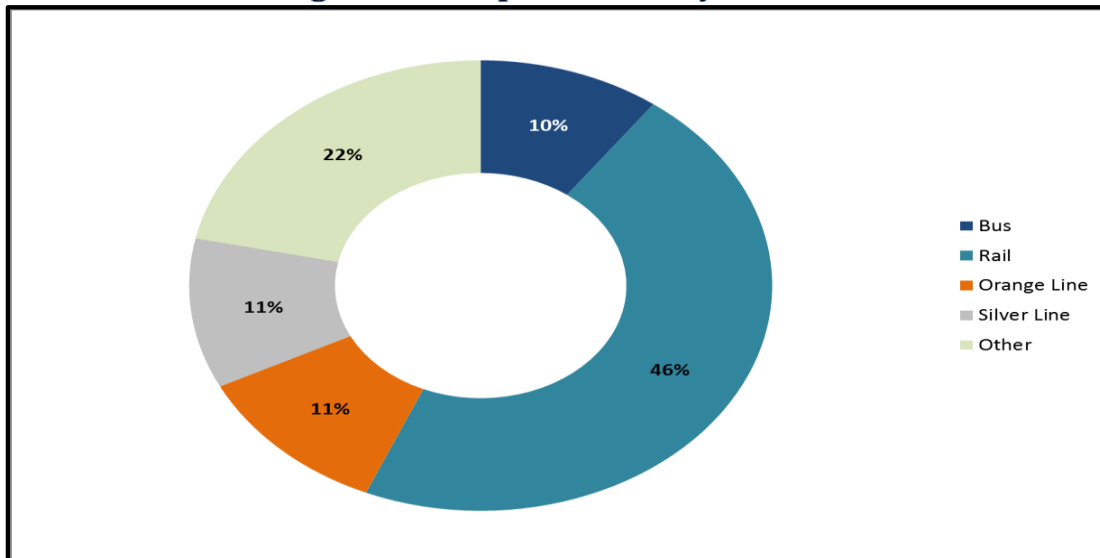
### Average Emergency Response Times



### Percentage of Time Spent on the System



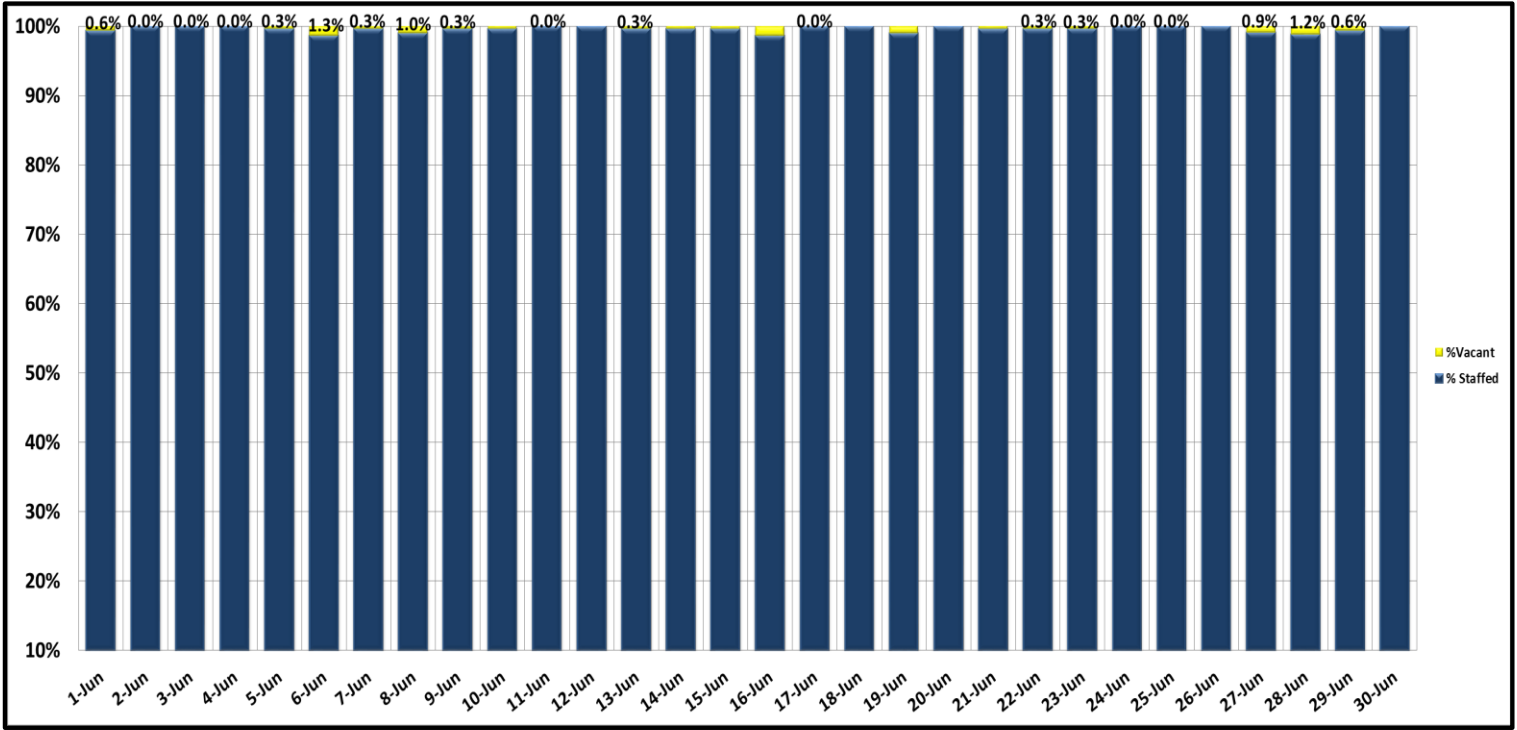
### Percentage of Time Spent on the System as a Whole



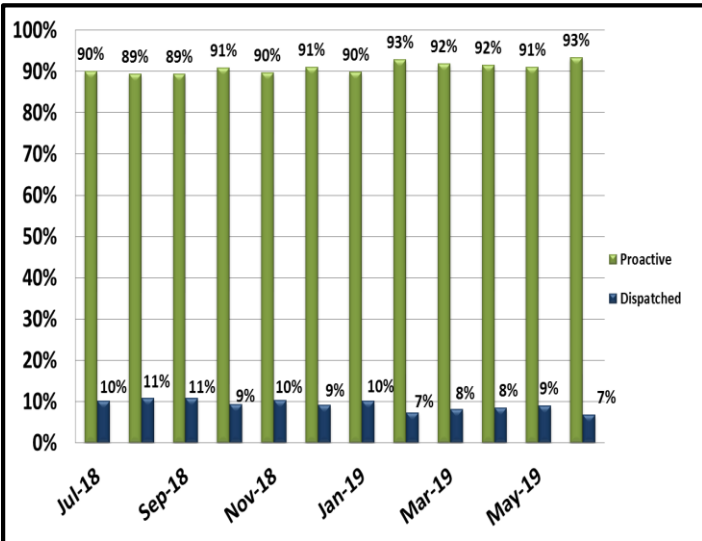
# KEY PERFORMANCE INDICATORS

JUNE 2019

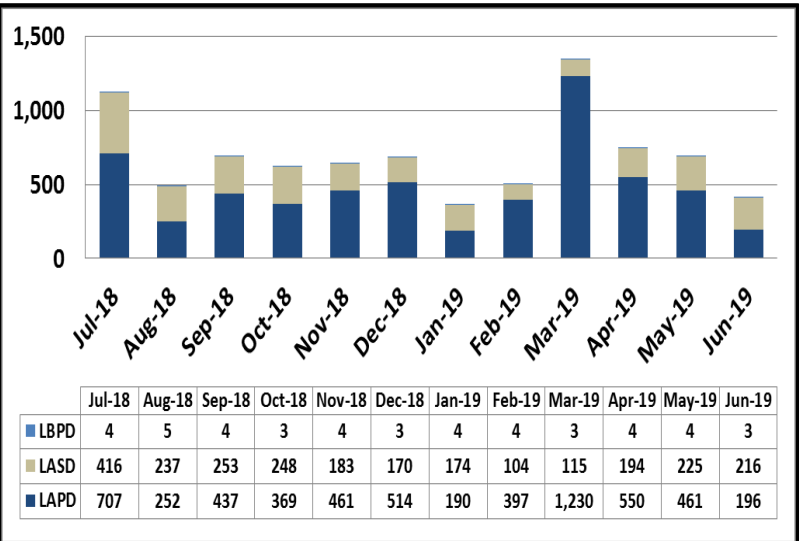
## Ratio of Staffing Levels vs Vacant Assignments



## Ratio of Proactive vs Dispatched Activity



## Grade Crossing Operations



### Grade Crossing Operation Locations June:

1. Blue Line Stations (93)
2. Expo Line Stations (147)
3. Gold Line Stations (175)

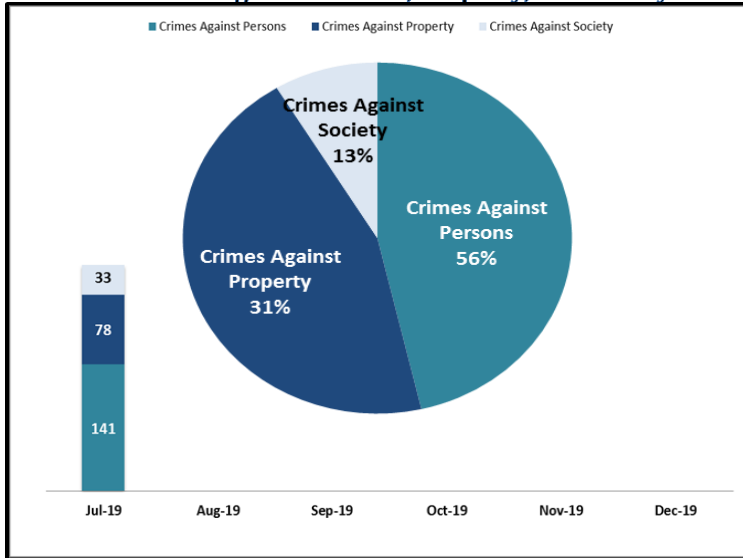


# KEY PERFORMANCE INDICATORS

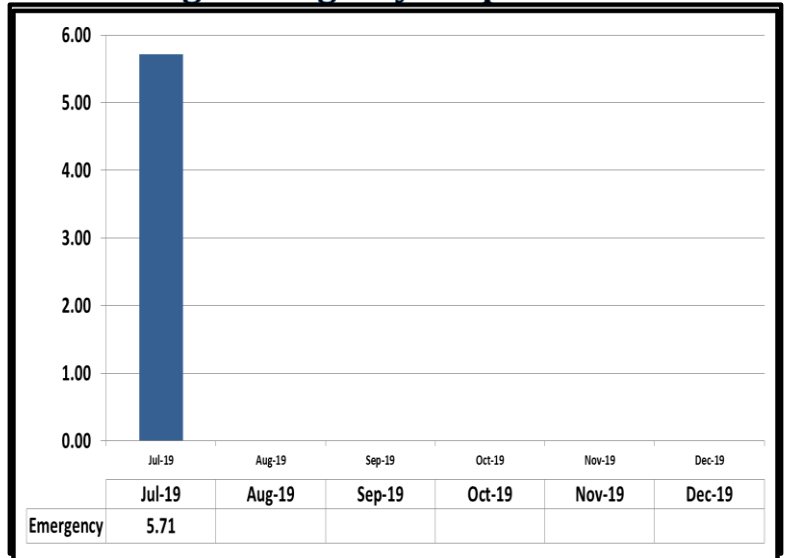
JULY 2019

Attachment C

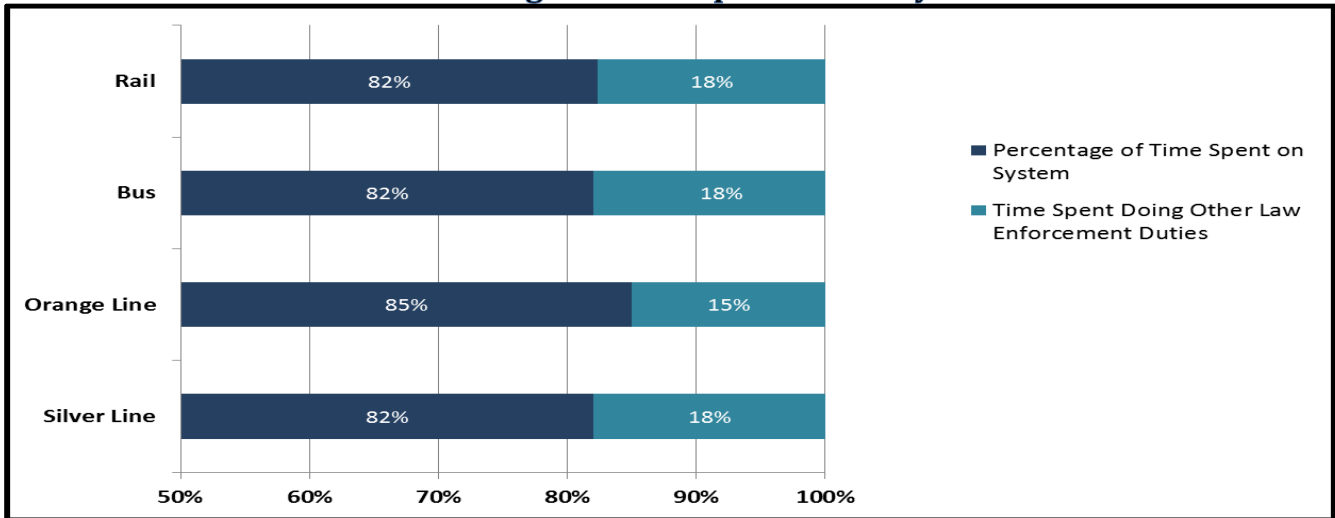
## Crimes Against Persons, Property, and Society



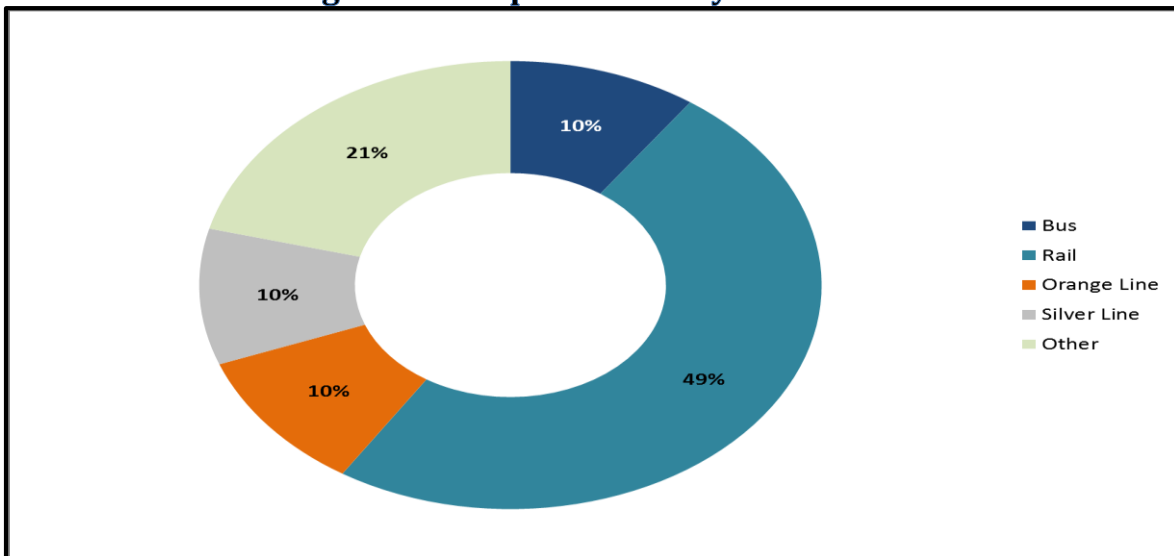
## Average Emergency Response Times



## Percentage of Time Spent on the System



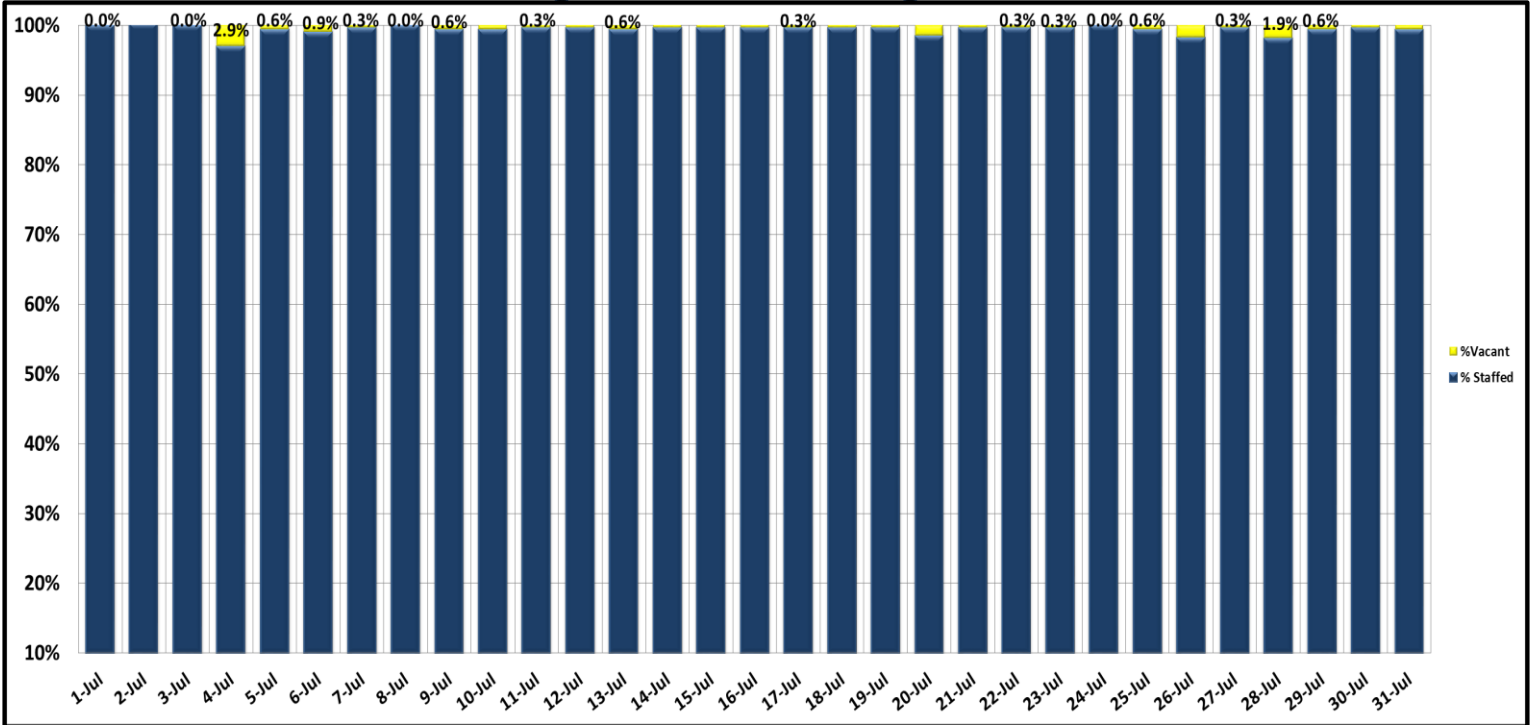
## Percentage of Time Spent on the System as a Whole



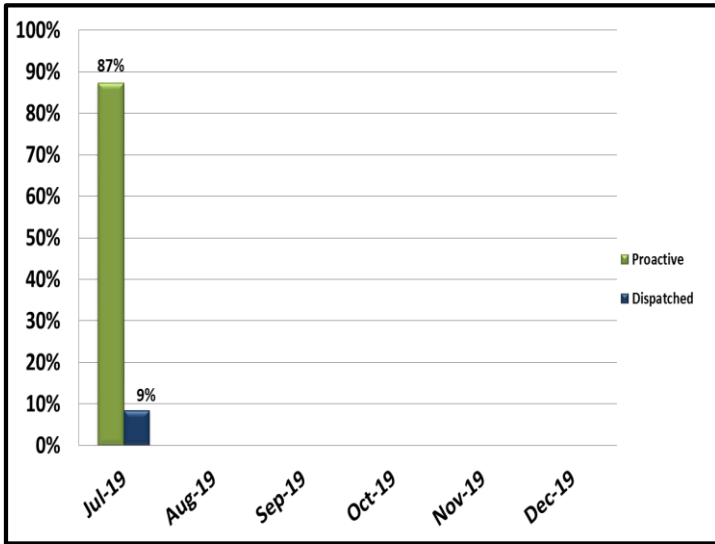
# KEY PERFORMANCE INDICATORS

JULY 2019

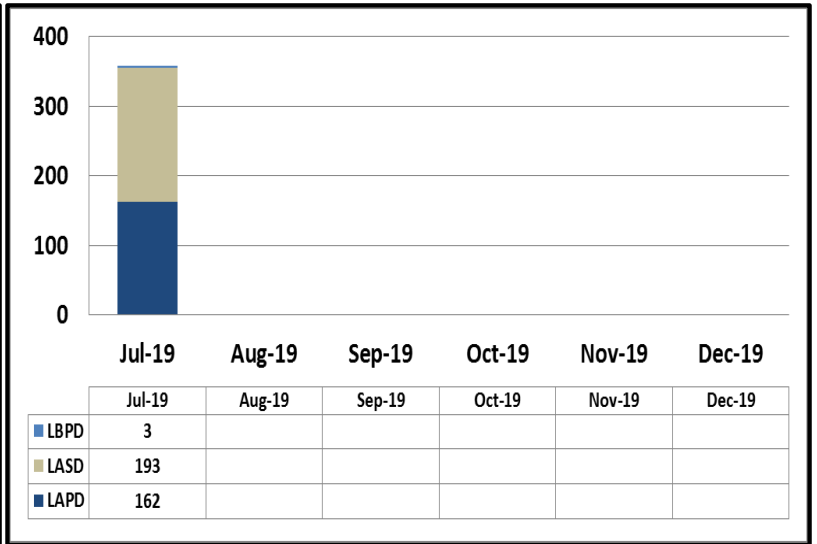
### Ratio of Staffing Levels vs Vacant Assignments



### Ratio of Proactive vs Dispatched Activity



### Grade Crossing Operations



Grade Crossing Operation Locations July:

1. Blue Line Stations (68)
2. Expo Line Stations (45)
3. Gold Line Stations (245)

# Transit Police

## Monthly Crime Report



Attachment D

	2018	2019
	June	June
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	0
Rape	1	0
Robbery	32	15
Aggravated Assault	23	24
Aggravated Assault on Operator	1	0
Battery	63	89
Battery Rail Operator	3	6
Sex Offenses	16	9
<b>SUB-TOTAL</b>	<b>139</b>	<b>143</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	2	1
Larceny	100	59
Bike Theft	7	7
Motor Vehicle Theft	5	1
Arson	0	0
Other	0	0
Vandalism	10	23
<b>SUB-TOTAL</b>	<b>124</b>	<b>91</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	8	1
Narcotics	19	14
Trespassing	3	5
<b>SUB-TOTAL</b>	<b>30</b>	<b>20</b>
<b>TOTAL</b>	<b>293</b>	<b>254</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	252	393
Citations	1,492	1,556
Fare Checks	276,014	65,115
Calls for Service	890	1,164

# Transit Police

## Monthly Crime Report



Attachment D

	2018	2019
	July	July
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	1
Rape	0	0
Robbery	36	22
Aggravated Assault	29	22
Aggravated Assault on Operator	2	1
Battery	64	69
Battery Rail Operator	2	9
Sex Offenses	8	17
<b>SUB-TOTAL</b>	<b>141</b>	<b>141</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	1
Larceny	68	51
Bike Theft	11	11
Motor Vehicle Theft	4	2
Arson	0	0
Other	0	0
Vandalism	13	13
<b>SUB-TOTAL</b>	<b>97</b>	<b>78</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	6	7
Narcotics	18	18
Trespassing	4	8
<b>SUB-TOTAL</b>	<b>28</b>	<b>33</b>
<b>TOTAL</b>	<b>266</b>	<b>252</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	248	461
Citations	1,880	4,723
Fare Checks	214,093	56,288
Calls for Service	1,085	1,197

---

# **July 2019 Transit Policing Performance Summary 2019-0559**

**September 12, 2019**

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



# July 2019

## Systemwide Activity

	2018	2019
	July	July
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	1
Rape	0	0
Robbery	36	22
Aggravated Assault	29	22
Aggravated Assault on Operator	2	1
Battery	64	69
Battery Rail Operator	2	9
Sex Offenses	8	17
<b>SUB-TOTAL</b>	<b>141</b>	<b>141</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	1
Larceny	68	51
Bike Theft	11	11
Motor Vehicle Theft	4	2
Arson	0	0
Other	0	0
Vandalism	13	13
<b>SUB-TOTAL</b>	<b>97</b>	<b>78</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	6	7
Narcotics	18	18
Trespassing	4	8
<b>SUB-TOTAL</b>	<b>28</b>	<b>33</b>
<b>TOTAL</b>	<b>266</b>	<b>252</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	248	461
Citations	1,880	4,723
Fare Checks	214,093	56,288
Calls for Service	1,085	1,197

# Crimes Against Persons - July 2019

## Rail Incidents

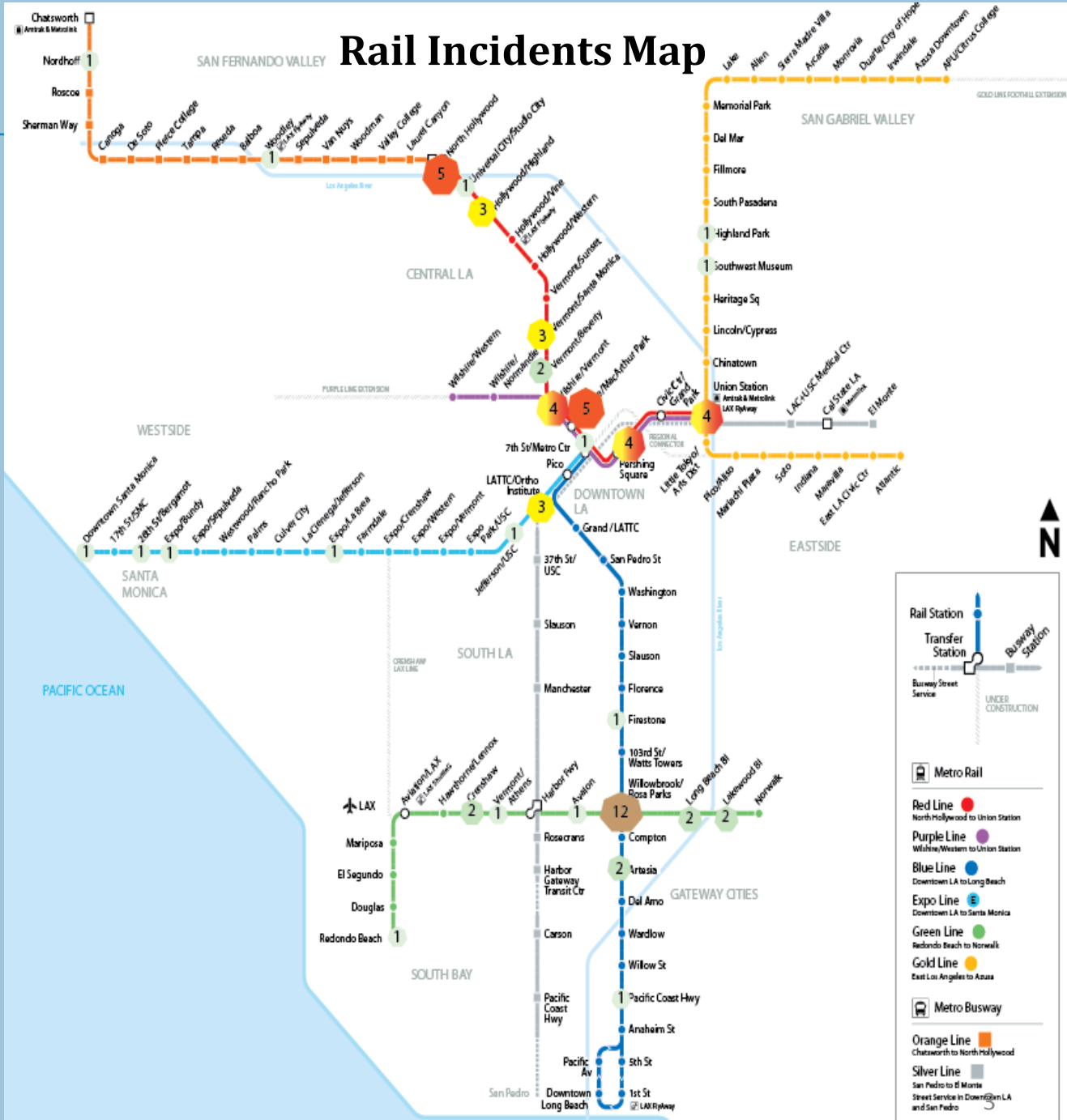
CRIMES AGAINST PERSONS	TOTAL
Homicide	1
Rape	0
Robbery	16
Aggravated Assault	13
Aggravated Assault on Operator	0
Battery	33
Battery Rail Operator	0
Sex Offenses	6
<b>SUB-TOTAL</b>	<b>69</b>

## Bus Incidents

CRIMES AGAINST PERSONS	TOTAL
Homicide	0
Rape	0
Robbery	6
Aggravated Assault	9
Aggravated Assault on Operator	1
Battery	26
Battery Bus Operator	9
Sex Offenses	8
<b>SUB-TOTAL</b>	<b>59</b>



# Rail Incidents Map



# Crimes Against Property – July 2019

## Rail Incidents

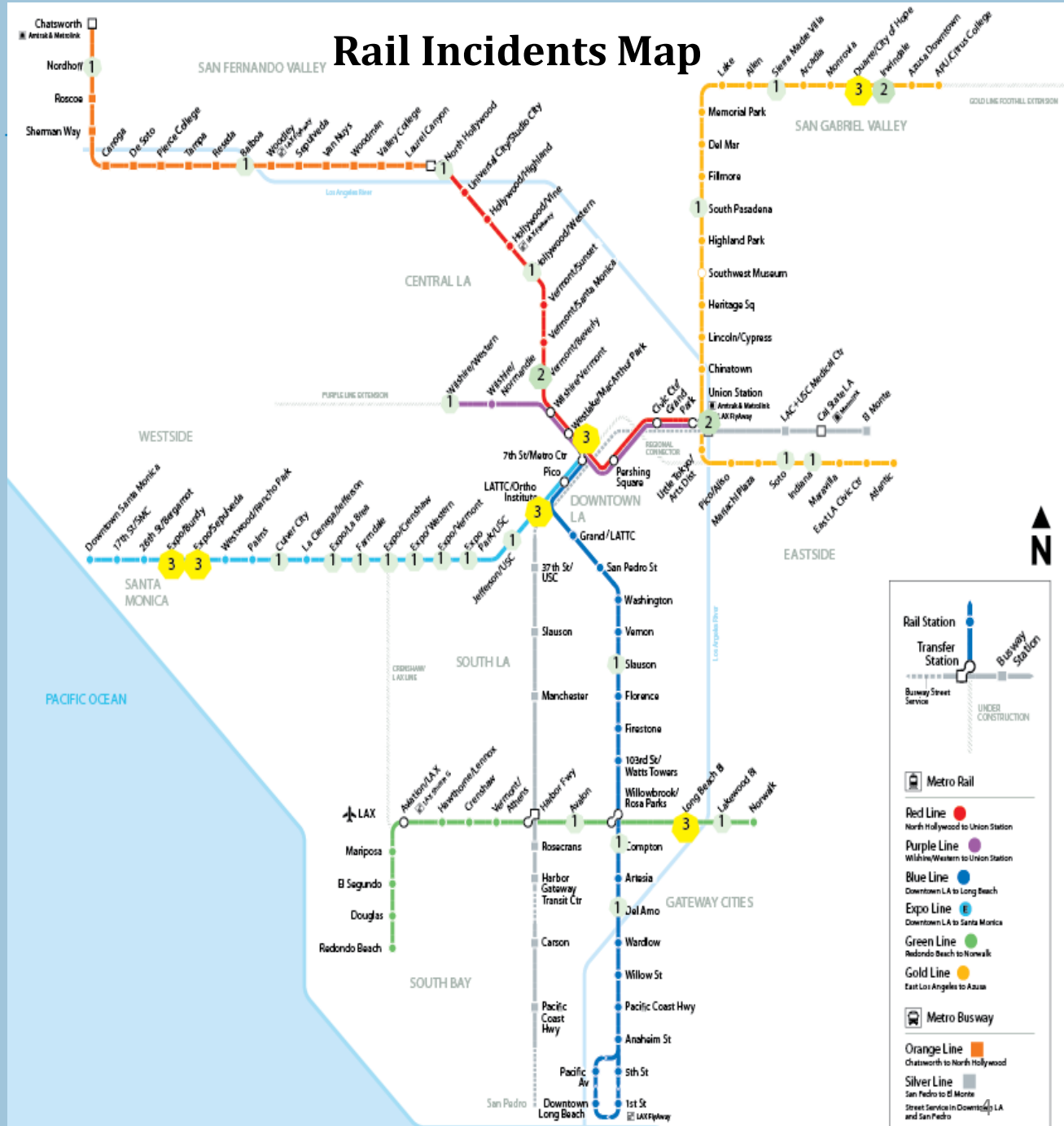
CRIMES AGAINST PROPERTY	TOTAL
Burglary	0
Larceny	27
Bike Theft	10
Motor Vehicle Theft	2
Arson	0
Vandalism	7
Other	0
<b>SUB-TOTAL</b>	<b>46</b>

## Bus Incidents

CRIMES AGAINST PROPERTY	TOTAL
Burglary	0
Larceny	20
Bike Theft	1
Motor Vehicle Theft	0
Arson	0
Vandalism	5
<b>SUB-TOTAL</b>	<b>26</b>



# Rail Incidents Map



**Rail Station**  
 Transfer Station  
 Busway Station  
 Busway Street Service  
 UNDER CONSTRUCTION

**Metro Rail**

- Red Line: North Hollywood to Union Station
- Purple Line: North Hollywood to Union Station
- Blue Line: Downtown LA to Long Beach
- Expo Line: Downtown LA to Santa Monica
- Green Line: Redondo Beach to Norwalk
- Gold Line: East Los Angeles to Azusa

**Metro Busway**

- Orange Line: Chatsworth to North Hollywood
- Silver Line: San Pedro to El Monte
- Street Service in Downtown LA and San Pedro



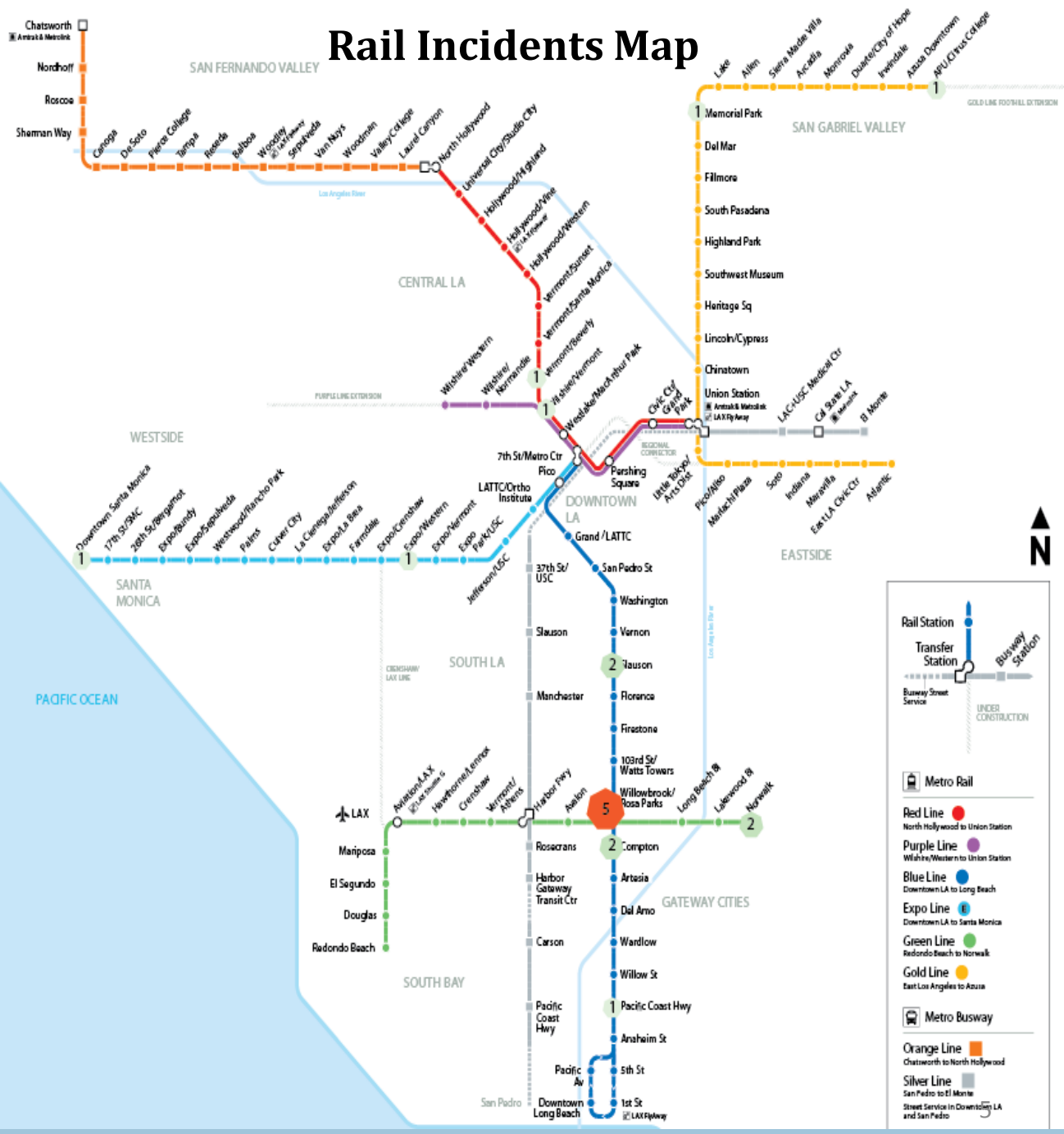
# Crimes Against Society – July 2019

## Rail Incidents

CRIMES AGAINST SOCIETY	TOTAL
Weapons	5
Narcotics	10
Trespassing	3
<b>SUB-TOTAL</b>	<b>18</b>

## Bus Incidents

CRIMES AGAINST SOCIETY	TOTAL
Weapons	2
Narcotics	8
Trespassing	2
<b>SUB-TOTAL</b>	<b>12</b>



**Rail Station**  
Transfer Station  
Busway Street Service

**Metro Rail**

- Red Line  
North Hollywood to Union Station
- Purple Line  
Union Station to Downtown LA
- Blue Line  
Downtown LA to Long Beach
- Expo Line  
Downtown LA to Santa Monica
- Green Line  
Redondo Beach to Norwalk
- Gold Line  
East Los Angeles to Azusa

**Metro Busway**

- Orange Line  
Chatsworth to North Hollywood
- Silver Line  
San Pedro to El Monte  
Street Service in Downtown LA and San Pedro

**July 2019**

---

# **Homeless not Hopeless**

- **PATH & LAPD HOPE Success Stories**
- **Faith Leader Survey**
- **ESRI Mapping Tool**

July 2019

---

# Emergency Management

- **Outreach and Preparedness:** In response to the July 4<sup>th</sup> & 5<sup>th</sup> Ridgecrest earthquakes, provided emergency preparedness and earthquake response materials to employees and LA County Supervisors' Offices upon request.

# July 2019

---

## Emergency Management

- **July 11<sup>th</sup> Full Scale Exercise** : Tunnel Fire at the Red Line North Hollywood Station
- **Scenario:** Fire erupts on the train as it pulls into the station
- **Participating Agencies:** LAPD & LAFD; Red Line Rail Transportation, MOW, Rail Operations Control



Metro

Board Report

---

File #: 2019-0635, File Type: Federal Legislation / State Legislation (Position)

Agenda Number: 35.

---

**EXECUTIVE MANAGEMENT COMMITTEE  
SEPTEMBER 19, 2019**

**SUBJECT: FEDERAL LEGISLATION**

**ACTION: ADOPT STAFF RECOMMENDED POSITIONS**

**RECOMMENDATION**

ADOPT staff recommended positions:

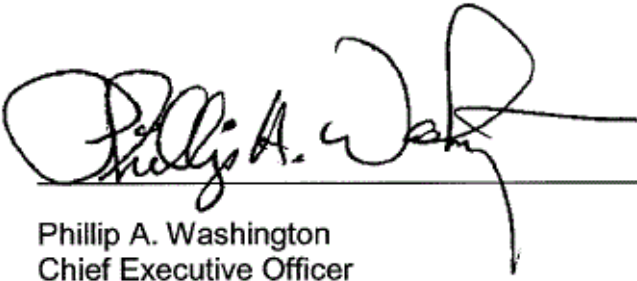
- A. House Resolution 4101 (Bass) / Senate Bill 2404 (Gillibrand) - Build Local Hire Local Act  
**SUPPORT**
- B. Senate Bill 2302 (Barrasso) - Federal Authorization for Highway Programs - America's  
Transportation Infrastructure Act of 2019 **WORK WITH AUTHOR**

**ATTACHMENT**

Attachment A - H.R. 4101 (Bass)/ S. 2404 (Gillibrand) Legislative Analysis  
Attachment B - S. 2302 (Barraso) Legislative Analysis

Prepared by: Michael Davies, Senior Manager, Federal Affairs (213) 314-8090

Reviewed by: Yvette Rapose, Chief Communications Officer, (213) 418-3154



---

Phillip A. Washington  
Chief Executive Officer

## ATTACHMENT A

**BILL:** H.R. 4101/S.2404

**AUTHOR:** CONGRESSWOMAN KAREN BASS (D-CA) AND U.S. SENATOR KIRSTEN GILLIBRAND (D-NY)

**SUBJECT:** BUILD LOCAL HIRE LOCAL ACT

**STATUS:** REFERRED TO THE HOUSE COMMITTEE ON TRANSPORTATION AND INFRASTRUCTURE, AND IN ADDITION TO THE COMMITTEES ON EDUCATION AND LABOR, AGRICULTURE, FINANCIAL SERVICES, ENERGY AND COMMERCE, NATURAL RESOURCES, HOMELAND SECURITY, AND SMALL BUSINESS AND THE U.S. SENATE COMMITTEE ON ENVIRONMENT AND PUBLIC WORKS

**ACTION:** SUPPORT

### **RECOMMENDATION**

Staff recommends that the Board of Directors adopt a SUPPORT position on House Resolution 4101/S. 2404, the Build Local Hire Local Act.

### **ISSUE**

H.R. 4101, which was introduced on July 30, 2019 by Congresswoman Karen Bass and S. 2404 which was introduced on July 31, 2019 by U.S. Senator Kirsten Gillibrand seek to allow for geographic hiring preferences on federally funded transportation projects, among other changes to federal law.

### **DISCUSSION**

Metro has a longstanding and nationally recognized track record of successfully working to reform federal local hire rules. Congresswoman Karen Bass (D-CA), working closely with our agency, successfully included language in the Federal Fiscal Year 2015 transportation funding bill to permit local hiring for federally funded transportation projects. This language, which was followed by similar language in the Fiscal Years 2016 and 2017 transportation spending measures, served as a precursor for the Obama Administration's Local Hire Pilot Program that was administered by the U.S. Department of Transportation (USDOT). In 2017, the Trump Administration ended the Local Hire Pilot Program. Guided by our Board-approved Federal Legislative Program, our agency has continued to advocate for legislative solutions that will allow for Local Hire practices on federally funded transportation projects.

The Build Local Hire Local Act represents an expansion of past proposals on the topic – specifically the Local Hire Act introduced by Congresswoman Bass in the 115<sup>th</sup> Congress. The legislation, if approved in its current form, would require the use of Local

Hire on all federally funded infrastructure projects, not just projects funded through U.S. Department of Transportation. The bill includes an increase in the required set-aside for SBE and DBE participation for federally funded contracts. The bill also develops new best value procurement standards that give preference to bids that use the U.S. Employment Plan – a contracting tool currently used by Metro on its Rolling Stock projects over \$100 million in size. In terms of funding, the bill would provide \$5 billion annually to award competitive grants for technical assistance and to develop programs that connect communities to employment opportunities. Lastly, the bill would expand prevailing wage requirements to all federally funded infrastructure project outlined in the bill, and would create a Buy America Bureau to better ensure compliance with Buy America laws.

### **DETERMINATION OF SAFETY IMPACT**

There is no determined safety impact due to the enactment of the proposed legislation.

### **FINANCIAL IMPACT**

There is no financial impact related to this legislation.

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

Staff recommendation supports strategic plan goal # 4.2: Metro will help drive mobility agendas, discussions and policies at the state, regional and national levels.

### **ALTERNATIVES CONSIDERED**

Staff has considered adopting an oppose position on the bill. Adopting an oppose position on the bill would be counter to the advocacy efforts as outlined in the Board-approved 2019 Federal Legislative Program.

### **NEXT STEPS**

Should the Board adopt a SUPPORT position on this measure, staff will communicate the Board's position to the authors and work with Congress to ensure its adoption into law. Staff will continue to keep the Board informed as this issue is addressed throughout the 116<sup>th</sup> Congress.

## ATTACHMENT B

**BILL:** S. 2302

**AUTHOR(S):** U.S. SENATOR JOHN BARRASSO (R-WY)

**SUBJECT:** FEDERAL AUTHORIZATION FOR HIGHWAY PROGRAMS – AMERICA’S TRANSPORTATION INFRASTRUCTURE ACT OF 2019

**STATUS:** ADOPTED BY THE U.S. SENATE COMMITTEE ON ENVIRONMENT AND PUBLIC WORKS – CURRENTLY PENDING BEFORE THE U.S. SENATE

**ACTION:** WORK WITH AUTHOR

### **RECOMMENDATION**

Staff recommends that the Board of Directors adopt a WORK WITH AUTHOR position on the America’s Transportation Infrastructure Act (S. 2302).

### **ISSUE**

With the Fixing America’s Surface Transportation (FAST) Act slated to expire next year, the 116<sup>th</sup> Congress has begun the task of crafting new bills that would re-authorize federal highway, transit and safety programs. The America’s Transportation Infrastructure Act of 2019 (ATIA) seeks to authorize, for a five year period, \$287 billion for our nation’s roads and bridges.

### **BACKGROUND**

Our nation’s current federal law that authorizes surface transportation funding and programs is set to expire on September 30, 2020. As the expiration of the FAST Act nears, a number of congressional committees have begun to hold hearing and markups to craft a new surface transportation authorization bill to meet America’s mobility challenges.

Because surface transportation authorization bills deal with various modes of transportation and issues covered by multiple committees, the process of crafting a new bill is complex. In the U.S. House of Representatives the jurisdiction over a new surface transportation bill is split among two committees. The Committee on Transportation and Infrastructure is charged with crafting the highway, transit, rail and safety sections of the bill – while the financing of the bill is the responsibility of the Committee on Ways and Means.

In the U.S. Senate, the jurisdiction over a new surface transportation bill is split among four committees. The Committee on Environment and Public Works covers the highway



title – while the Committee on Banking, Housing and Urban Affairs handles the transit title. The Committee on Finance is charged with funding issues and lastly, the Committee on Commerce, Science and Transportation has jurisdiction over the rail and safety title.

## **DISCUSSION**

On July 29, 2019 U.S. Senators John Barrasso (R-WY), Thomas Carper (D-DE), Shelley Moore Capito (R-WV), and Benjamin Cardin (D-MD) introduced the ATIA – which would authorize federal highway funding and programs for a period of five years. On July 30, 2019 the U.S. Senate Committee on Environment and Public Works adopted the bill by a margin of 21 to 0.

The ATIA is largely a bill that builds on the FAST Act – while making very few changes to existing formula funding programs. The bill would provide \$287 billion over five years (\$259 billion for formula programs), which represents an increase of 27% over the FAST Act authorized funding levels.

The ATIA does include a number of changes that are notable for our agency:

**Bridges (Sec. 1119):** The legislation authorizes over \$6 billion in new competitive grants for shovel ready bridge investments – including the creation of a new multi-year funding program for larger bridge projects. Notably, the “Bridge Investment Program” stipulates that grants can only be allocated to projects that expect to begin construction within an 18 month period.

**Resiliency (Sec. 1103):** In an acknowledgment of the effect of climate change on roadways and bridges – the bill provides over \$4.9 billion over five years to protect these assets from natural disasters, such as extreme weather events. The new program would provide both formula funding and \$1 billion in grant funding for resiliency projects – including those in coastal states dealing with highway erosion issues.

**INFRA Grants (Sec. 1110):** The legislation provides \$5.5 billion for the Nationally Significant Freight and Highway Projects Program. However, the bill includes language that directs \$1 billion of these funds for “critical urban and rural states” that by design exclude from eligibility projects in the State of California because our state does not meet the designated population density under both the urban and rural states designation.

**Transportation Infrastructure Finance and Innovation Act (TIFIA) (Sec. 1123):** This section creates a new process for exchanging and redistributing uncommitted TIFIA balances to projects in the Appalachian region. **(Sec. 1507):** This section adds new requirements for TIFIA loans being used in a Public Private Partnership project. **Sec. 2001:** This section broadens eligibility for low-interest TIFIA loans to include transit oriented developments near mass transit stations. The legislation also makes reforms to “streamline and expedite delivery” of TIFIA loans to address the frustration of many stakeholders who are concerned about the slow speed of the TIFIA loan process.

Congestion Mitigation and Air Quality Program (Sec. 1115): The legislation opens eligibility for the CMAQ program for some waterway related projects. Also included in the legislation is language that broadens CMAQ eligibility for transit systems in rural and small urbanized areas for operating assistance without any time limitation. The limitation would continue for transit systems that operate in large urbanized areas, such as those in Los Angeles County.

P3s and Tolling (Sec. 1507 and Sec. 1118): The legislation makes a number of minor changes for public private partnerships – including a provision that defines eligible projects as those having an estimated total cost of at least \$100 million and being carried out using some federal financial assistance through agreements between a public agency and a private entity to finance, build, and maintain or operate such projects. The bill also requires public private partnerships to conduct a Value for Money analysis if they are utilizing federal funding or financing mechanisms. With respect to tolling – the legislation is largely silent – leaving intact the authority to institute tolling that was embedded in the FAST Act.

Congestion Relief Program (Sec. 1404): This section establishes a congestion relief program to provide discretionary grants to eligible entities to advance innovative, integrated, and multimodal solutions to congestion relief in the most congested metropolitan areas of the United States.

Future Funding (Sec. 3001): In a nod to the declining health of the federal Highway Trust Fund – the legislation authorizes \$125 million for a national research program and statewide pilot projects to test road usage fees and other alternatives to the existing 18.4 cent federal gas tax.

### **DETERMINATION OF SAFETY IMPACT**

Securing additional federal funding for our agency’s safety programs and projects (i.e. – grade separations) will enhance the safety of our system.

### **FINANCIAL IMPACT**

A new federal surface transportation authorization law – with robust funding - would enhance the federal formula funding our agency receives on an annual basis, as well as the federal grants our agency secures from the U.S. Department of Transportation.

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

Staff recommendation supports strategic plan goal # 4.2: Metro will help drive mobility agendas, discussions and policies at the state, regional and national levels.

## **ALTERNATIVES CONSIDERED**

Staff considered adopting either a support or oppose position on this bill. Staff believes a WORK WITH AUTHOR position best positions our agency to continue its work with Congress to advance our goal of securing a new surface transportation authorization legislation that delivers a maximum amount of resources to our agency and also delivers policy reforms sought in our Board-approved Federal Legislative Program.

## **NEXT STEPS**

Should the Board decide to adopt a WORK WITH AUTHOR on this legislation; staff will communicate the Board's position to the author and work to ensure that the final version of the bill – consistent with our Board-approved Federal Legislative Program - is favorable with respect to the funding and policy changes sought by our agency.



## Board Report

---

File #: 2019-0294, File Type: Informational Report

Agenda Number: 36.

---

### EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

**SUBJECT: UNDERSTANDING HOW WOMEN TRAVEL**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE status report on How Women Travel Study (Attachment B).

#### **ISSUE**

Although women comprise over half of all transit ridership in Los Angeles County, their mobility needs, concerns, and preferences have not been critically accounted for in the way our transportation systems are planned. In seeking to understand how women travel, Metro is taking an important first step towards easing the disproportionate efforts women put in to making the transportation system work for them by identifying mobility barriers and challenges women face.

#### **BACKGROUND**

Metro's Women and Girls Governing Council found that Metro either does not collect or when collected, does not disaggregate its data by gender to understand the unique travel patterns and preferences of women. Metro has limited information on how women travel, which limits the consideration of women's unique needs during planning, design, and operation of our system. Historically, transportation planning is seen as gender neutral, it equally benefits both men and women and that there are no significant differences between mobility needs and patterns. In reality, women experience mobility differently.

The purpose of gathering & analyzing gender-disaggregated data (separating data by gender) is to have access to Metro/Los Angeles County-specific research and data that really reflects how women travel to make informed decisions and ensure that applicable departments at Metro are utilizing gender specific data to implement service changes and improvements. This study explored the experiences of women traveling by Metro through an analysis of existing data sources, such as on-board surveys, and innovative new data sources.

#### **DISCUSSION**

---

The core finding of all existing evidence is that women are responsible for a disproportionate share of the household's transportation burden while at the same time having more limited access to available means of transportation. According to a number of studies, gender differences in travel patterns are mainly accounted for by the division of roles in the labor market and in the family, which affects women's employment conditions, income levels and mobility needs. Many studies have shown that, in addition to the persistent gender wage gap, women pay more for goods and services than men. Transportation is no different. The "pink tax" does not only apply to the added cost of finding safe means of travel at night, it includes all the ways that women put in extra time and effort to make transportation work for them.

The findings from Understanding How Women Travel about women's mode choices, how likely they are to travel with others in their care, and their complex trip-chaining patterns could all inform adjustments to Metro's fare policy to make it more equitable towards women and more cost-competitive with driving and carpooling. The findings about women's trip purposes and primary responsibility for household errands could all inform the way transit vehicles, transit stations, and bus stops are designed, so that space for traveling with others and carrying bags and other belongings could be better accommodated. Findings about when women are traveling, and average trip lengths could inform new service offerings that meet a mid-day peak travel demand and provide better direct connections over long distances while minimizing transfers.

### **Study Methods**

A comprehensive and creative approach was required to understand how and why women travel in Los Angeles County. Framed by core social justice principles and methods, the project team used both conventional and innovative data collection methods that effectively captured "hard-to-reach" populations and embodied the project's intersectional approach to gender.

Conventional methods that provide quantitative findings about women's travel behavior included:

- Analysis of nine **existing data sources** from Metro and the National Household Travel Survey revealed gendered preferences and trends in travel behavior and transit ridership
- Understanding **How Women Travel survey** completed by 2,600 respondents, oversampling women and transit riders
- Three **focus groups** allowed for open conversation around sensitive topics and added nuance to our understanding of gender differences in travel

Innovative methods that offer qualitative findings about the experience of women traveling by Metro included:

- Over 100 hours of **participant observations** on 19 Metro routes provide insight into how women are using Metro's services
- Three **participatory workshops** creatively engaged the most loyal - and most vulnerable-core Metro riders: women with disabilities, women experiencing homelessness, and women who are immigrants
- Three **pop-up engagements** at key metro rail stations expanded our data collection to catch every-day riders, in the process of using Metro's services, to hear what makes their ride easy

or difficult

### **Study Highlights**

**Overall Travel Behavior Trends** - Exploring women's overall travel patterns on all modes allows Metro to have a better understanding of women's trip-making patterns. By looking at the travel choices women are making outside the Metro system, Metro can better understand existing gaps in service and increase the attractiveness of transit as an option by aiming to serve the primary travel preferences and patterns exhibited by women regardless of mode.

- Across all modes, more women are making many trips (7 or more) per day than men and more women than men are not making any trips per day. This means women may experience more exposure to travel burdens (cost, stress, or safety risks), or may be more likely to be isolated or disconnected from the opportunities that travel affords.
- Women in Los Angeles also make shorter trips than men, which is potentially driven by workforce participation rates, location of employment opportunities, and taking household-serving trips that tend to be more localized.
- Women are more likely to live in a car-free or car-light household.
- Women in Los Angeles make shorter trips than men, women's trips have more varied destinations and are more likely to serve the needs of someone else.
- Women are more likely to trip chain or make more stops along the way and have an additional travel peak at around 2pm in addition to the morning and evening peaks.

**Overall Transit Travel Behavior Trends** - Metro has an opportunity to improve services for women already riding the system. Currently, more than half of all bus and rail riders are women. The burdens (time and financial) and safety risks of transit travel, as well as the benefits of transit travel, are more pronounced for women, as they make up the majority of Metro's customers and as they ride transit frequently.

- Women account for a larger share of Metro bus and rail ridership now than they did in 2010, while male ridership has decreased.
- Almost 90% of all female riders who use the system, ride more than three days per week.
- 57% of women bring their children on transit.
- Women ride transit because they do not have a car, because they want to avoid traffic, or because they do not have a license. Two of these three reasons indicate that women who ride transit do so because they have fewer transportation options and may have less access to economic opportunities as a result.

- Women in Los Angeles are also more likely than men to travel mid-day, with a travel peak around 2 PM when transit service may be reduced.
- Women are more likely than men to use TNCs for trips that transit does not serve.
- Women are more likely than men to take short transit trips, with trips under 10 miles accounting for 74% of women's transit travel and 67% of men's.

These travel behavior findings point towards many opportunities to adjust the services provided by Metro to better meet the travel needs expressed by those who are using transit.

**Safety** - Women feel unsafe on public transit, and it is impacting how often they ride, when they ride, and if they ride at all. Among women, safety on transit is a top concern voiced across every mode of data collection, and their concerns center around harassment and personal security, as well as physical safety and design of vehicles, stations, and stops.

- Based on the How Women Travel survey, the top reason that women find it difficult to ride transit is they do not feel it is safe. While 60% of female riders who participated in the survey feel safe riding Metro during the day, that number plummets to just 20% at night. Safety perceptions for waiting and walking to the stop or station were even lower.
- Two-thirds of female riders believe there are too few transit police on board the system; however, in our conversations during focus groups, workshops, and pop-up events, it was clear that riders have a more complex view of security staffing. Some felt that police were slow to react or ineffective when issues did arise, while others felt that police were too aggressive or too quick to brandish weapons.
- 1/4 of women bus riders and 1/3 of women rail riders report experiencing sexual harassment in the past six months.
- When asked what would make them feel safer on Metro, both current and previous riders cited "lighting" and "other people nearby."

Studies have shown that transit agencies should adopt a "whole journey" approach to improve safety on transit focusing on the safety measures for riders walking to and from a bus/station stop, park and rides, bus stop locations, waiting for and riding the bus/trains. The fear of being victimized influences women's transit behavior. Over and over, participants in the workshops and pop-ups pointed to problems that could be solved by a deeper investment in lighting, more human solutions rather than technological solutions (people vs. CCTV), more frequent service to produce shorter wait times, and other solutions at stops and stations. Participants in the study asked for additional amenities, such as lighting at stops and along pedestrian access routes, and more frequent service that would shorten long wait times at dark bus stops.

---

**Access** - Access concerns voiced by women include physical design of transit spaces, physical design of sidewalks and roads used to get to transit stops or stations, financial ability to pay for transit trips for themselves and those in their care, the challenges of traveling with children, and the travel needs of women with disabilities.

- Low-income women in Los Angeles carry a disproportionate financial burden when it comes to travel. For women in poverty, transit fares comprise a greater share of disposable income than for those who have higher household incomes.
  - They are less likely to have the upfront cost of a monthly pass on hand.
  - They are more price sensitive to the cost of a single transit trip, so are less likely to buy a monthly pass unless they are certain it will be financially beneficial
- 37% of current female bus riders and 23% of current female rail riders received a discount on their fare.
- The physical design of vehicle and stop/station spaces also create access challenges for women. Women were observed in our study traveling with bags, carts, and strollers. Negotiating the space on transit vehicles and at stops and stations appeared to be a challenge.
- Only 20% of female riders with children say that taking their kids on transit is easy.
- From women with disabilities, we heard that Access Services is a critical resource, but operates in a way that devalues women's time - hours could be expended on a single trip for a single purpose.

**Reliability** - For women in Los Angeles who rely on Metro to get to work, go to doctor's appointments, and pick kids up from school, reliable transit service is a lifeline. When headways are long, and real time information is unreliable, women's safety concerns are amplified and women who have the financial ability to switch to a different mode, such as ridehailing, do so. Others who do not have that luxury simply endure the exposure and stress of added wait times.

- The top three complaints filed by Metro bus riders to our customer care centers are all related to reliability: pass-ups, no-shows and late buses.
- Most of the women who participated in participatory design workshops expressed frustration with late buses, expressing that they could not depend on the transit system to get them to where they needed to go on time. When a bus is late and they miss transfers, long-distance trips become even lengthier.

Women's top requested improvements are: direct service, expanded bus priority lanes, and buses at least every 15 minutes.



---

For women who rely on transit, an unreliable system has real consequences. A late train can mean daycare fines, a pass-up can mean a missed medical appointment, and infrequent early morning or late night service can limit employment opportunities.

**Convenience & Comfort** - Comfort and convenience are important considerations in order to build a system that women want to use, enjoy using, and would continue using even as they have other options available to them. Reliability issues render the system usable or not; comfort and convenience issues render the system pleasant or not.

- Fewer than 40% of female riders surveyed for this study feel that transit is comfortable or that transit vehicles have the space they need for their belongings.
- 44% - of women's transit trips are longer than an hour.
- Over half of women who were bus riders but stopped riding said their top reason for not riding was because it took too long/was too slow.
- Fewer than 40% of female riders feel that transit is comfortable or that transit vehicles have the space they need.
- Half of female riders who responded to our survey described Metro operators as courteous, and less than one-third felt that other riders were courteous.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports strategic plan goal #2. Goal 2 is to deliver outstanding trip experiences for all users of the transportation system.

## **NEXT STEPS**

This report is the first step in Metro's process to better understand and better serve the needs and preferences of female riders. The research and findings from this report can serve as baseline data to inform the development of a gender action plan. A gender action plan's objective is to ensure that policy, programs and activities include a gender perspective and to promote the considerations of gender issues at all levels. Based on the findings from the study, recommended areas of action include safety, fare policy, vehicle, station and stop design and services provided by time of day. Development of a Gender Action Plan would help to articulate the immediate opportunities and long-term goals that would create a system that better serves women. Staff will work with appropriate departments to explore feasibility of next steps included in the report. Staff will be presenting study findings at industry conferences.

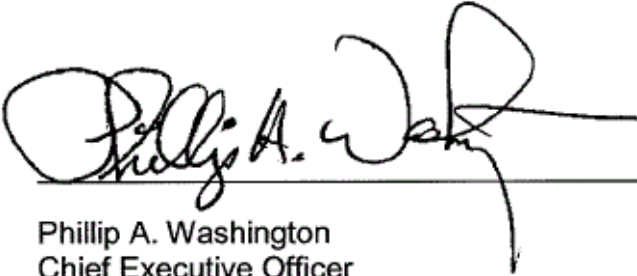
## **ATTACHMENTS**

Attachment A - Understanding How Women Travel Report Executive Summary

Attachment B- Understanding How Women Travel Links

Prepared by: Claudia Galicia, Senior Manager, Transportation Planning, (213) 922-3859  
Meghna Khanna, Senior Director Countywide Planning & Development, (213) 922-3931  
Elba Higueros, Chief Policy Officer, (213) 922-6820

Reviewed by: Elba Higueros, Chief Policy Officer, (213) 922-6820



Phillip A. Washington  
Chief Executive Officer



# UNDERSTANDING HOW WOMEN TRAVEL

August 30, 2019



Metro



# EXECUTIVE SUMMARY

## Why study women's travel?

Mobility – or one's ability to get around – shapes the opportunities we can reach, and the way we interact in and with our communities. Although women comprise over half of all transit ridership in Los Angeles County, their mobility needs, concerns, and preferences have not been critically accounted for in the way our transportation systems are planned. As a result, women tend to bear outsized burdens and risks in the course of their daily travel.


Despite these conditions, women continue to make their way through a mobility environment that has not been designed with them in mind, navigating the transportation networks to get to school, to work, to run errands for and with their families. Many studies have shown that, in addition to the persistent gender wage gap, women pay more for goods and services than men. Transportation is no different. The “pink tax” does not only apply to the added cost of finding safe means of travel at night: it includes all the ways that women put in extra time and effort to make transportation work for them.

In seeking to understand how women travel, Metro is taking an important first step towards easing the disproportionate efforts women put in to making the transportation system work for them.

## What is this study?

*Understanding How Women Travel* is an effort to understand the unique and diverse mobility needs of women in LA County. For the first time in Metro's history, this study explored the experiences of women traveling by Metro through an analysis of existing data sources, such as on-board surveys, and innovative new data sources, such as ethnography in buses and trains.

Initiated by Metro's Women and Girls Governing Council and endorsed by Metro CEO Phil Washington, *Understanding How Women Travel* will form the foundation on which Metro can develop a Gender Action Plan for the future.

The background of the page is a photograph of the interior of a public transit vehicle, such as a bus or train. The perspective is from the side of the aisle, looking down the length of the vehicle. Several passengers are visible, some sitting on seats and others standing. A man in a plaid shirt is standing with his hand on a vertical pole. The lighting is somewhat dim, with overhead lights providing illumination. The overall tone is muted and realistic.

**“ The gender data gap isn’t just about silence. These silences, these gaps, have consequences. They impact women’s lives every day.”**

CAROLINE CRIADO-PEREZ, INVISIBLE WOMEN



Photo source: Metro

## Study Background

In an initiative led by Metro’s Women and Girls Governing Council, CEO Phil Washington adopted several gender-specific equity initiatives in 2018 to improve women and girls’ experiences on Metro.

Metro collects and analyzes many different datasets to inform a variety of planning and operations decisions. Some data, such as the On-Board Survey, includes gender information. Other Metro data, such as ridership counts, do not. Even in cases where gender information is collected, the agency has never disaggregated its data analysis by gender to understand the unique travel patterns and preferences of women. Despite the known gender disparities in travel behaviors, the data and analysis that inform the most important transportation planning decisions at Metro remain gender neutral. The Women and Girls Governing Council identified this gap in Metro’s work and recommended the development of this study.

This groundbreaking study is a broad, intersectional effort to identify mobility barriers and challenges that women face. This study analyzes existing data sets and activates five primary data collection methodologies to fill gaps in the existing quantitative data sets and to connect with core transit rider groups that may be difficult to reach through conventional methods. *Understanding How Women Travel* provides a foundation of knowledge upon which Metro can actively work toward enhancing the quality of the travel experience for women in LA County.

This study builds on several recent and ongoing efforts both to expand and improve Metro services and help ensure equitable outcomes for LA County

residents. These efforts include the massive infrastructure expansions planned with Measure M (and Measure R) funds and participation with County transit operators in the Ridership Growth Action Plan that will feed into the NextGen Bus Restructuring study currently underway. At the same time, Metro has taken strides to be a better neighbor for the County’s most vulnerable populations, including: partnering with Peace Over Violence in the “It’s Off Limits” and “Speak Up” campaigns to address sexual harassment on Metro services, providing outreach and services to Metro’s homeless customers, actively promoting the human trafficking hotline, providing transit passes to foster youth through Youth on the Move, and making low-income fares easier to access through the Low-Income Fare is Easy program.

Metro’s goal for this initiative of gathering and analyzing gender-disaggregated data is to have access to Metro/Los Angeles County-specific research and data that really reflects how women travel to make informed decisions and ensure that applicable departments at Metro are utilizing gender specific data to implement service changes and improvements. Metro has limited information on how women travel, which limits the consideration of women’s unique needs during planning, design, and operation of our system. Further research is needed to ensure that women’s issues are at the forefront of policy making. This will result in better information for the NextGen Study and Long-Range Transportation Plan and will lead to better, more effective and more integrated solutions to address the mobility needs of current and potential female riders.



## Why should LA Metro study women's travel?

For a long time, women's needs have been lost because they haven't been measured. The core finding of all existing evidence is that women are responsible for a disproportionate share of the household's transport burden while at the same time having more limited access to available means of transport. Women use the Metro system more. Women are a larger portion of the population. Women have different travel patterns than men and have different commute demands. While these findings are universal based on our literature review, this study references LA County-specific data to justify the business need for service improvements. The minimal attention paid to gender differences is in part due to the lack of statistics that show the differences in how women and men travel. For this reason, it is hard to understand gender differences in making trips, trip frequency, distance traveled, and mobility related challenges in accessing services and employment.

Without further research into gender specific concerns, we will only continue to receive glimpses of the overall issues women face. Furthermore, while some agencies

like Transport for London have conducted a needs assessment of women's travel patterns, the majority (unfortunately) still remain reactive. We have limited information on how women travel, which limits the consideration of women's unique needs during planning, design, and operation of our system. Today, fear and safety concerns stifle and constrict access to destinations for many female Angelenos. The "pink tax" increases women's travel costs because systems and services do not meet their safety needs, and women substitute with more expensive options to fill the gaps. Women's stories of harassment and assault have upended the way that we think about public space, including the space that we share on trains, buses, and sidewalks. In holding ourselves responsible for those transportation spaces, we redefine what an inclusive mobility network could look like in the future.

In order to reach the goal of having world-class transportation systems that meet the needs of all Angelenos, we first need to understand the ways in which women travel, how those patterns differ, and what types of solutions might have the biggest effect in reducing the travel burdens faced by women. This study is the first major undertaking by a US transportation agency to research, analyze, and publish the findings from such an effort.



Photo source: Metro



## Methods

A comprehensive and creative approach was required to understand how and why women travel on transit and using other modes in Los Angeles County—and prompted a consideration of both existing and new data. Framed by core social justice principles and methods, both traditional and non-traditional data collection methods were used to effectively capture “hard-to-reach” populations and embody the project’s intersectional approach to gender.

*Understanding How Women Travel* includes:

- 1 Conventional methods that provide statistics about women’s travel behavior
  - » Analysis of nine **existing data sources** from Metro and the National Household Travel Survey revealed gendered preferences and trends in travel behavior and transit ridership
  - » *Understanding How Women Travel* **survey** reached 2,600 respondents, oversampling women and transit riders
  - » Three **focus groups** allowed for open conversation around sensitive topics and added nuance to our understanding of gender differences in travel
- 2 Innovative methods that offer qualitative findings about the experience of women traveling by Metro
  - » Over 100 hours conducting **participant observations** on 19 Metro routes offered insight into how women are using Metro’s services
  - » Three **participatory workshops** creatively engaged the most loyal – and most vulnerable – core Metro riders: women with disabilities, women experiencing homelessness, and women who are immigrants with varying documentation status
  - » Three **pop-up engagements** expanded our data collection to catch every-day riders, in the process of using Metro’s services, to hear what makes their ride easy or difficult

## Findings

Together, these methods reveal rich and significant findings about how women travel. This report organizes findings according to five themes:

- 1 *Travel Behavior Trends*, including overall travel trends and transit-specific travel trends
- 2 *Safety*, including sexual harassment and crime, physical safety and injuries, presence of staff to manage safety concerns, and other issues that exacerbate safety concerns
- 3 *Access*, including financial access, physical access, and Access services
- 4 *Reliability*, including headways, real-time information, pass-ups, and service times
- 5 *Convenience & Comfort*, including the investment of time, cleanliness, customer service, and station and vehicle design

Each of these key themes are summarized on the following pages.



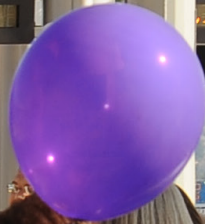
**Metro's Vision Statement includes "increased prosperity for all by removing mobility barriers."**

*With women comprising more than half of Metro's existing riders, and more than half the population in Los Angeles County, a key component of achieving the agency's vision is to understand the mobility barriers to economic opportunity that women currently face.*

↑ Exit  
Civic Center Way/ 3rd St



↑ Exit  
Civic Center Way/ 3rd St





## Travel Behavior Trends

Through the analysis in this report, key trends emerge that differentiate women's travel patterns from men's travel patterns, across all modes.

- » Across all modes, more women are making many trips (7 or more) per day than men and more women than men are not making any trips per day. This means women may experience more exposure to travel burdens (cost, stress, or safety risks), or may be more likely to be isolated or disconnected from the opportunities that travel affords.
- » Women in Los Angeles also make shorter trips than men, which is potentially driven by workforce participation rates, location of employment opportunities, and taking household-serving trips that tend to be more localized.
- » Women's trips are more varied to a broader spread of destinations, and are more likely to primarily serve the needs of someone else.
- » Women are more likely to live in a car-free or car-light household, take more trips with other people, and take fewer single-occupant car trips than men.
- » Women are also more likely to carpool or get a ride from a family member or friend if they don't have a driver's license.

These findings show that women may need to adjust their own schedule and travel needs to accommodate others, and in doing so, give up some of their own autonomy and control over when and how they travel.

Despite these challenges and tradeoffs, women show ingenuity in arranging their schedules to meet their travel needs.

- » Women are more likely to trip-chain, or make stops along the way to other destinations, and describe consolidating all their errand trips into one day where they will have access to a vehicle.
- » Women in Los Angeles are also more likely than men to travel mid-day, with a travel peak around 2 PM when transit service may be reduced.

In addition to these overall travel trends, some clear patterns emerge for women who ride transit. Currently, more than half of all bus riders are women, and more than half of all rail riders are women. The burdens and risks of transit travel, as well as the benefits of transit travel, are more pronounced for women, as they make up the majority of Metro's customers and as they ride transit frequently.

- » Among female riders, almost 90% ride the system more than three days per week.
- » 57% of women bring their children on transit.
- » Women ride transit because they do not have a car, because they want to avoid traffic, or because they do not have a license. Two of these three reasons indicate that women who ride transit do so because they have fewer transportation options, and may have less access to economic opportunities as a result.

Still, many women do use transit to access economic opportunity.

- » Over 85% of women riders use Metro to travel to work or school, and of those women, 32% also use Metro to run errands or complete recreational trips.

Among people who make household serving trips most frequently, these trips comprise the same share for women whether they use transit or not; for men, the share of household-serving trips declines if they are transit users. This shows that while men are more likely to find alternatives to using transit to complete household-serving trips (using a different mode or taking fewer trips), women are less likely to find an alternative, and instead work to make the transit system work for their needs.

Although the rate of adoption for TNCs like Uber and Lyft is the same for men and women, women are more likely than men to report that their transit use has stayed the same as they have also begun to use TNCs.

- » Women are more likely than men to say they use TNCs for trips that transit does not serve, while men are more likely to say they use TNCs to reach a transit stop or station. The trips that are not served by transit may be related to time or location, as women's needs differ from men's needs by both time of day and location.

These travel behavior findings point towards many opportunities to adjust the services provided by Metro to better meet the travel needs expressed by those who are using transit. Development of a Gender Action Plan – or a tactical plan to implement policy, design, and service changes throughout the agency – would help to articulate the immediate opportunities and

long-term goals that would create a system that better serves women. Adjustments to services, vehicle design, and policy would help minimize the time, cost, safety, and physical burdens of riding transit for the more than half of all riders who are women.

- » The findings from *Understanding How Women Travel* about women's mode choices, how likely they are to travel with others in their care, and their complex trip-chaining patterns could all inform adjustments to Metro's fare policy to make it more equitable towards women and more cost-competitive with driving and carpooling.
- » Findings about women's trip purposes and primary responsibility for household errands could all inform the way transit vehicles, transit stations, and bus stops are designed, so that space for traveling with others and carrying bags and other belongings could be better accommodated.
- » Findings about when women are traveling and average trip lengths could inform new service offerings that meet a mid-day peak travel demand and provide better direct connections over long distances while minimizing transfers.

Adjustments to services, vehicle design, and policy would help minimize the time, cost, safety, and physical burdens of riding transit for the more than half of all riders who are women.

## Safety

Women feel unsafe on public transit, and it is impacting how often they ride, when they ride, and if they ride at all. Among women, safety on transit is a top concern voiced across every mode of data collection, and their concerns center around harassment and personal security, as well as physical safety and design of vehicles, stations, and stops. These concerns collectively obstruct women's freedom of movement.

- » Women report accidents and injuries on Metro at a higher rate than men. Two-thirds of all complaints about accidents and injuries on Metro Rail or Metro buses were made by women.
- » While 60% of female riders who participated in our survey feel safe riding Metro during the day, that number plummets to just 20% at night. Safety perceptions for waiting and walking to the stop or station were even lower.

- » Concerns about safety are causing riders to alter their behavior – to consider their clothing choices, to change their routes or take routes that may be longer or more costly, to avoid taking a trip at all, or for those who have other options, simply not ride transit because they prefer the safety of a car.

The concerns that emerged in the survey are substantiated by the numerous stories our project team heard from women during the focus groups, participatory workshops, and pop-up events. Women we spoke with have endured sexual harassment and witnessed violent acts while on transit. These concerns are also borne out in the Metro crime data and reports of sexual harassment.

We asked women what would make them feel safer on transit.

- » Both current and prior riders agreed that more lighting at stops and along approaches to stations and the presence of security staff nearby would help them feel safer.
- » Current riders cited having transit police nearby.
- » Previous riders cited security cameras.
- » Two-thirds of female riders believe there are too few transit police on board the system.
- » During focus groups, workshops, and pop-up events, it was clear that riders have a more complex view of security staffing. Some felt that police were slow to react or ineffective when issues did arise, while others felt that police were too aggressive or too quick to brandish weapons.
- » Literature review studies showed that women generally preferred the presence of staff over technological solutions such as CCTV or alarms buttons.
- » The effect of bus operators on women’s perceptions of safety also emerged as a key theme. Women described having empathy for operators, who must perform many jobs at once, but also expressed their frustration that no one is expected to step in to manage conflict between passengers.

Similarly, women expressed empathy around how Metro responds to the needs of people experiencing homelessness and people who need additional mental health resources, but at the same time perceived

these populations to be contributors to the concern about riders’ unpredictable behavior on transit.

Over and over, participants in our study pointed to problems that could be solved by a deeper investment in the presence of security staff. Analysis of existing data sets revealed a preference for having transit police nearby, and further investigation through our qualitative methods showed an interest in more security staff of all types, including non-law enforcement staff.

These safety findings underscore the burden and stressors experienced by women using the transit system.

These safety findings encapsulate the need to adjust safety and security strategies, and focus time and attention on this issue in order to address the largest concerns voiced by women. Despite Metro’s investment in law enforcement over the years, safety is still a prevalent issue. Participants in our study asked for additional amenities, such as lighting at stops and along pedestrian access routes, and more frequent service to shorten long wait times at dark bus stops. These ideas and strategies also emerged in the literature review, demonstrating consistency in safety concerns and improvement ideas between other

studies and this Metro study. Creation and articulation of strategies to address safety in a Gender Action Plan would be a critical first step towards addressing these concerns. In addition, adjustments to services provided by time of day, approaches to staffing and security, and station/vehicle design changes could also help address the many safety concerns that emerged in this study.

## Access

Access concerns voiced by women include physical design of transit spaces, financial ability to pay for transit trips for themselves and those in their care, the challenges of traveling with children, and the travel needs of women with disabilities. After safety, this set of concerns were major contributors to the decisions women made about their travel choices and how they do or do not use transit to help meet their travel needs.

Access needs are substantially different for women compared to men, as a result of physical differences and preferences, household responsibilities and the burden of schlepping associated with those responsibilities, and the disproportionate impact on women who have disabilities. The physical demands of traveling are compounded when one’s needs vary even the slightest bit from the design

standard of a healthy, fit, young man. Add a stroller or a wheelchair or children or years of age, and the system works substantially worse for its riders.

Vehicle access issues disproportionately affect women.

- » Women who ride Metro are less likely to have access to a vehicle than male riders, and former female Metro riders' top response for why they used to ride transit was "I didn't own a car."

Financial access also disproportionately affects women. Low-income women, in particular, carry a disproportionate financial burden when it comes to travel.

- » Female Metro riders live below the poverty line at greater rates than male riders. 59% of female bus riders are below the poverty line, compared to 50% of male bus riders. 34% of female rail riders are below the poverty line, compared to 26% of male rail riders.
- » Low-income women in Los Angeles reported spending more 40% on ridehailing services, 28% more on transit for themselves, and 90% more on transit for others compared to higher-income women.
- » Women are more likely to be frequent riders, and although a monthly or weekly pass may save money in the long run, women reported that the up-front cost is too expensive.
- » Women seem to prefer cash for its flexibility, as TAP cards are attached to only one individual and cannot be used to pay for children that may be accompanying an adult rider.
- » Women comprise the majority of bus riders, and we heard from many women who do not take the train at all. Women bus riders reported that TAP cards are difficult to obtain and reload.
- » Women traveling with children reported that kids' fares are confusing to understand.

The physical design of vehicle and stop/station spaces also create access challenges for women.

- » Older women and women traveling with children had a difficult time maneuvering with strollers and carts on the bus. Only 20% of female riders with children say that taking their kids on transit is easy.
- » Women were observed in our study traveling with bags, carts, and strollers. Negotiating the






space on transit vehicles and at stops and stations appeared to be a challenge. Many women stored bags on the seats next to them or in the aisle, and relied more heavily on elevators and escalators to travel between the street level and the platform.

- » From women with disabilities, we heard that Access Services is a critical resource, but operates in a way that devalues women's time – hours and even an entire day could be expended on a single trip for a single purpose.
- » Based on data from the National Household Travel Survey, 9% of women reported using a mobility assistance device compared to 7% of men, and 7.5% of women reported that their medical condition limits their travel, compared to 5.5% of men.
- » Women are likely to be more dependent on Access Services because of differences in mobility, disability, and licensing, and will therefore be subject to the impacts of Access Services more than men.

The findings related to access demonstrate that the burdens of traveling are compounded by the everyday facets of women's lives: the financial burden of living in one of the most expensive cities in the country, the physical challenges faced by women with disabilities while traversing public spaces not built for them, and the responsibility women have for transporting children from place to place. The barriers to easy transit access amount to a "pink tax" on women, in the form of higher time costs for women who must maneuver the Metro system despite the challenges they face, or for women who must simply find another, more expensive, mode in order to carry out their everyday responsibilities. These costs fall disproportionately on women with children, women with disabilities, and low-income women, who report spending more than higher income women on transportation for themselves and their families. In order to reduce this "pink tax" and improve access for women across all the dimensions discussed above, Metro can consider adjustments to fare policies, services by time of day, and the design of stations, stops, and vehicles. These steps can be developed more thoroughly and specifically through a Gender Action Plan.

## Reliability

Reliable transit service means that schedule information is easily accessible, real-time updates are accurate, buses and trains run frequently throughout the day and night on weekdays and weekends, and



**“The share of women in the labor market has dramatically increased, but women are also still responsible for much of the unpaid labor associated with household tasks – and it’s difficult to accomplish both with transit.”**

DR. EVELYN BLUMENBERG

Photo source: Metro






buses and trains arrive when expected. For women in Los Angeles who rely on Metro to get to work, go to doctor's appointments, and pick kids up from school, reliable transit service is a lifeline.

- » The top three complaints filed by female Metro bus riders are all related to reliability – pass-ups, no shows, late buses, and unreliable or absence of real-time information.
- » At our pop-up events, in the focus groups, and in the participatory workshop discussions, we heard time and time again stories of women stuck waiting for a late bus, of being passed up and waiting an hour for the next bus, and of unreliable real-time information on station signs and cell phone apps.

**For women who rely on transit, an unreliable system has real consequences.** A late train can mean daycare fines, a pass-up can mean a missed medical appointment, and infrequent early morning or late night service can limit employment opportunities.

These experiences cause women to alter their travel behavior – sometimes leaving hours ahead of time due to unreliable service, using ridesharing services instead of transit due to infrequent service at night, carrying a flashlight to ensure that they are not passed up by operators while waiting in the dark, or even sleeping at the bus stop because service does not start running until several hours after they get off work.

The primary concerns related to reliability are concerns in and of themselves, and exacerbate safety concerns. When headways are long, and real time information is unreliable, women's safety concerns are amplified and women who have the financial ability switch to a different mode, such as ridehailing. Others who do not have that luxury simply endure the exposure and stress of added wait times. Real time information and tools designed to help ease the stress of waiting for infrequent service often fail. These challenges become even more difficult when traveling with children or trip-chaining, or for women with jobs or household responsibilities



that require travel during mid-day, late night or early morning periods, or on the weekends.

For women who rely on transit, an unreliable system has real consequences. A late train can mean daycare fines, a pass-up can mean a missed medical appointment, and infrequent early morning or late night service can limit employment opportunities. Reliability issues can render a system unusable for women, render the stressors they experience intolerable, and exacerbate women's safety concerns. Reliability issues also place a disproportionate burden on women living in poverty and those who are dependent on transit. For these women, other options for travel may be limited and the consequences of being late may be more costly.

**Reliability issues exacerbate women's safety concerns and financial burdens.**

The reliability findings point to service improvements that would clearly reduce the time burden for women who rely on Metro and improve safety concerns as well. Workshop and pop-up participants pointed to increased bus and train service as a strategy that would improve women's safety and comfort. Service that is specifically timed to meet the travel needs and preferences of women would directly address the issues of infrequent service and long wait times. Women reported that more mid-day service would help them complete errands and pick up children. They also reported feeling especially vulnerable waiting for long periods late at night, and affordable late-night travel options would help those who work night shifts. Increased service would also reduce issues of overcrowding and improve dependability, safety and comfort. Metro can articulate reliability and service improvements through the development of a Gender Action Plan.

## Convenience & Comfort

Convenience and comfort are important considerations in order to build a system that women want to use, enjoy using, and would continue using even as they have other options available to them. Reliability issues render the system usable or not; comfort and convenience issues render the system pleasant or not. For women on transit, issues of convenience and comfort are inextricably linked to issues of access, safety, and reliability.

Many women we spoke with for this study recognized and embraced the convenience inherent in taking

transit. They described the stresses of driving in Los Angeles due to traffic and parking, and the relief they felt from those stressors by taking transit. They characterized Metro as a "lifeline" that enabled them to access work, health care, school, and errands, when they did not have a vehicle available or were unable to drive.

However, many women described another type of inconvenience – the investment of time they had to make in order to ride transit – whether it was a daily commute that started very early in the morning or a trip that involved several transfers just to reach Union Station.

Issues of comfort on transit can run the gamut from the physical comfort of waiting for and riding transit, to the emotional comfort that can come from positive interactions and communal experiences in a public setting like riding transit.

- » Fewer than 40% of female riders surveyed for this study felt that transit is comfortable or that transit vehicles have the space they need for their belongings.
- » In our observations and discussions with women about the Metro system, it became clear that lack of space for carts, strollers and bags on buses, lack of shade at stops, dirty stops and stations, and push buttons and pull-cords located too high all contributed to women's discomfort on Metro.
- » While we observed that women were hesitant to sit next to men they did not know, when women sat next to each other, they often struck up conversations and many noted a sense of community they felt on transit.

If they have limited transportation choices, a transit system that is not comfortable or convenient makes the trips we know women are taking more than men – household-serving errands and trips to transport someone else – the most difficult.



- » Women also described negative interactions with other riders and operators, and instances where they experienced a lack of etiquette among riders, causing discomfort.
- » Half of female riders who responded to our survey described Metro operators as courteous, and less than one-third felt that other riders were courteous.

The findings related to comfort and convenience directly connect to the choice some women make when deciding to take transit or not. For most women, a comfortable and convenient transit system would allow them to wait for their bus in the shade, easily load their TAP card or charge their phone while they wait, and provide ample space for their grocery bags, their strollers, or their walkers. Also, the operator will greet them, and another rider may offer their seat. When they sit down, they don't feel trapped by the person sitting next to them. A system map with transfer information is easy to read from their seat. When it's time to get off the bus, the push button is easy to reach and they are able to stand and move down the aisle to the back door with ease. They alight easily and their destination is just a short distance away.

For women on transit, issues of convenience and comfort are inextricably linked to **issues of access, safety, and reliability.**

Whether the policy that states strollers must be folded on the bus, or the lack of space on board for multiple grocery bags, inconveniences and discomforts are present throughout the Metro system. When women have a choice in transportation, they are more likely to pick the one that offers the most comfort and convenience, if they can afford to. If they have limited transportation choices, a transit system that is not comfortable or convenient makes the trips taken disproportionately by women the most difficult. In order to attract more women to transit and better serve current female riders, Metro can prioritize changes to make these trips comfortable and convenient by providing customer service, station and stop amenities, vehicle designs, and policies that respond to how women travel and use the system.





## Next Steps

This report is the first step in Metro's process to better understand and better serve the needs and preferences of women riders. With the findings from this study, Metro is equipped to begin considering policy, design, and service improvements that can improve the travel experience for women.

### ***Create a Gender Action Plan***

Metro can create a Gender Action Plan to pivot from research findings into actionable changes. Adopting a Gender Action Plan would allow Metro to align goals from its work, such as transit operations, systemwide planning, setting fares, and designing stops and stations, along with other initiatives to introduce new changes specifically intended to improve travel experiences for women.

**The Gender Action Plan will focus on the following:**

### ***Staffing and Safety***

Safety is a key concern for women who ride Metro and women who don't. Metro can reassess the approach to staffing, scheduling, operations, communications, and the design of space throughout the Metro system to create an environment that prioritizes safety and customer service, reduces sexual harassment, and encourages women to report instances of harassment.

### ***Fare Policies***

From traveling with children to making household trips on the bus, the disproportionate burden that women carry in their everyday travel is amplified for lower-income women. Metro can ease this burden by exploring fare options that accommodate families and provide affordable options for trip-chaining, such as fare-capping that can minimize the daily financial burden on lower-income women.



### *Station, Stop, and Vehicle Design*

Women's challenges in navigating buses, trains, stops, and stations are common, and can be exacerbated for older women or women with disabilities. Metro can investigate changes to station, stop, and vehicle designs to address the needs and concerns of women for elements like pull cords, push buttons, seating configurations, and elevator locations. Some design concerns can also be addressed with policy changes, such as Metro's stroller policy.

### *Services Provided by Time of Day*

Women are traveling just as often during the midday period as they are during morning and afternoon peak periods, and often trip-chaining. Women with disabilities sometimes dedicate an entire day to making a single trip because Access services and fixed-route services do not run the direct routes or times they need. Metro can evaluate services provided by time of day to understand how services can be adjusted to meet women's travel needs.

### *Future Investments*

In addition to the five steps identified above, Metro should consider the implications of this study on future investments. As the largest transportation provider in Los Angeles County, Metro is positioned to shape the region's future of transportation technology.

Innovation already infiltrates Metro's many offered services, from e-bikes in the Metro Bike Share fleet to the new MicroTransit pilot. As travel modes and trends shift, Metro's opportunities for investment and experimentation will expand, and should take into account the needs, preferences, and concerns of women.

Through ongoing, intentional data collection and analysis, Metro can continue to gain a better understanding of the nuances and differences within the diverse and heterogeneous population of women riders. Connecting this understanding to future planning and service changes will enable Metro to build off this groundbreaking study and progress towards a system that truly meets everyone's needs.



*As travel modes and trends shift, Metro's opportunities for investment and experimentation will expand, and should take into account the needs, preferences, and concerns of women.*

Full Report Link

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/UnderstandingHowWomenTravel\\_FullReport\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/UnderstandingHowWomenTravel_FullReport_FINAL.pdf)

Appendix A – Literature Review

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/HWT\\_AppendixA\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/HWT_AppendixA_FINAL.pdf)

Appendix B – Data Collection Statistics

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/HWT\\_AppendixB\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/HWT_AppendixB_FINAL.pdf)

Appendix C – HWT Survey

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/HWT\\_AppendixC\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/HWT_AppendixC_FINAL.pdf)

Appendix D – HWT Focus Group Guide

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/HWT\\_AppendixD\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/HWT_AppendixD_FINAL.pdf)

Appendix E – Ethnographic Methods

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/HWT\\_AppendixE\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/HWT_AppendixE_FINAL.pdf)

Appendix F – Participant Observation Tool

[http://libraryarchives.metro.net/DB\\_Attachments/2019-0294/HWT\\_AppendixF\\_FINAL.pdf](http://libraryarchives.metro.net/DB_Attachments/2019-0294/HWT_AppendixF_FINAL.pdf)



## Board Report

File #: 2019-0608, File Type: Policy

Agenda Number: 37.

### EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

**SUBJECT: TITLE VI EQUITY ANALYSIS POLICIES**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ADOPT Title VI Equity Analysis Policies presented in Attachments A, B and C.

#### **ISSUE**

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by adopting policies in compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Title VI Equity Analysis polices.

#### **BACKGROUND**

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes. Metro's Title VI equity policies were adopted into the Administrative Code under Part 2-50 "Public Hearings". An amendment to this Part is being proposed to allow the adoption of Title VI Equity Policies to be updated by the Board of Directors as required, without impacting the Administrative Code.

The Title VI Equity Analysis policies consists of:

**A. Major Service Change Policy:** This policy defines what constitutes a major service change

for the agency which will require a service equity analysis. Metro defines a Major Service Change as follows:

- a. All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Board of Directors for their consideration and then forwarded to the FTA with a record of the action taken by the Board.
- b. A major service change is defined as any service change meeting at least one of the following criteria:
  1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
  2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
  3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
  4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
  5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 - 5 above to be inclusive of any bus/rail interface changes.
- c. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
- d. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

**B. Disparate Impact Policy:** Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and

the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority riders.

- a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).
- b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).

**C. Disproportionate Burden Policy:** Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non low-income populations. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

- a. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least five percent (5%).
- b. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least five percent (5%).

### *Metro's Title VI Obligations when evaluating service and fare changes*

Metro will utilize the Board adopted Title VI policies included in the agency's Board adopted Title VI Program Update when analyzing service and fare changes. The equity analysis will be completed during the planning stages of the proposed changes. The results of the analysis will be approved by the Metro Board of Directors and evidence of the Board action will be included in the next Title VI Program Update submitted to FTA.

Metro must submit a Title VI Program Update every three years. The last submitted Title VI Program Update was November 17, 2016. The next Title VI Program Update will be submitted on November 1, 2019.

## **DISCUSSION**

### Findings

Metro staff reviewed peer agencies Title VI Equity Policies and found that peer agencies had policies consistent with FTA Circular 4702.1B. Metro included an additional threshold when evaluating impact to Title VI protected groups. Metro staff in reviewing the additional threshold recommends that the absolute difference is considered when evaluating service and fare changes. Given that Metro's service area is predominately minority, the absolute difference allows for alternatives to be

---

considered if a disparate impact or disproportionate burden is found when evaluation service and fare changes.

### Considerations

Metro considered the Board adopted thresholds from the 2013 and 2016 Title VI Program updates and based on peer agencies comparison, Metro staff recommends for the Title VI Equity Policies to be adopted as recommended.

### **DETERMINATION OF SAFETY IMPACT**

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

### **FINANCIAL IMPACT**

Adoption of the Title VI Equity Policies has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2020 Budget.

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

Recommendation supports strategic plan goal # 5, "Provide responsive, accountable and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by FTA Title VI Circular 4702.1B.

### **ALTERNATIVES CONSIDERED**

The alternative to not including Board approved Title VI Equity Policies could have significant negative impacts to the agency. Failure to include Board approved policies in the Title VI Program update may result in FTA not concurring Metro's Title VI Program Update which may result in suspension of federal grants by being non-compliant with civil rights requirements.

### **NEXT STEPS**

The Title VI Program Update is scheduled for Board approval at the October 24, 2019 Board of Directors meeting. Upon Board approval, Metro's Title VI Program Update will be submitted to FTA by the due date of November 1, 2019.

### **ATTACHMENTS**


Attachment A - Major Service Change Policy  
Attachment B - Disparate Impact Policy  
Attachment C - Disproportionate Burden Policy

Prepared by: Aida Berry, Senior Manager, Civil Rights Programs (Title VI),  
(213) 922-2748



Conan Cheung, Senior Executive Officer, Service Development, Scheduling & Analysis, (213) 418-3034

Reviewed by: Jonaura Wisdom, Chief of Civil Rights Programs, (213) 418-3168



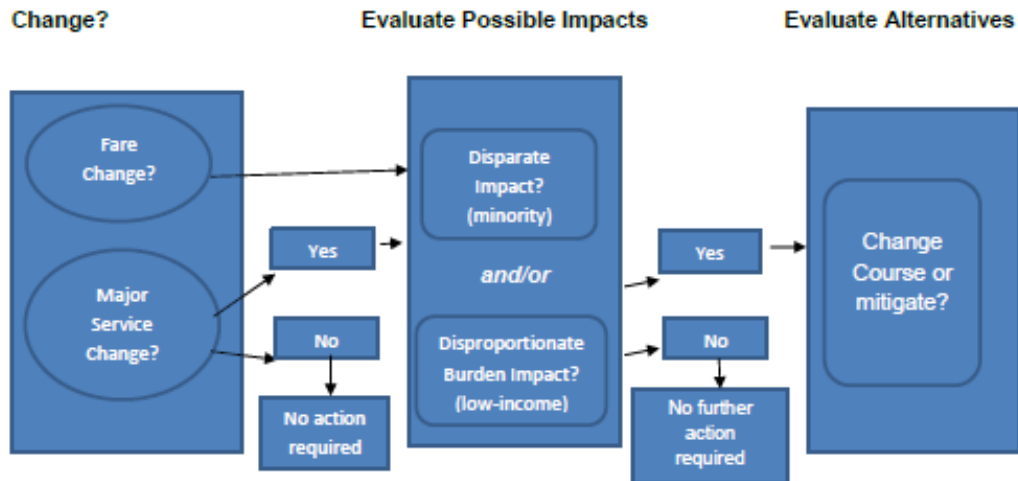
---

Phillip A. Washington  
Chief Executive Officer

## Metro Major Service Change Policy

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes.

Figure 1: Overview of Metro's Title VI Equity Analysis process



All changes in service meeting the definition of “Major Service Change” are subject to a Title VI Service Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. Service changes considered “Minor” due to not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented, however, a Service Equity Analysis is not performed.

For the 2019 FTA Title VI Program Update Major Service Change is defined as any service change meeting at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;

3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 – 5 above to be inclusive of any bus/rail interface changes.
  - a. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
  - b. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

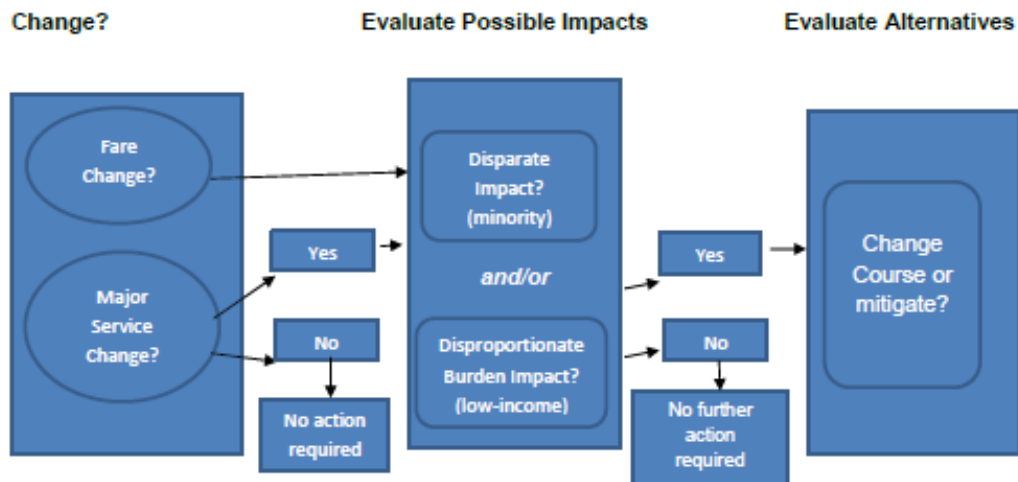
## Metro Disparate Impact Policy

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes.

Testing for Disparate Impact evaluates effects on minority riders or populations as compared to non-minority riders or populations. “Minority” is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.

In the course of performing a Title VI Equity Analysis for possible disparate impact, Metro will analyze how the proposed major service change or fare change action could impact minority populations, as compared to non-minority populations.

**Figure 1: Overview of Metro’s Title VI Equity Analysis process**



In the event the proposed action has an adverse impact that affects protected populations more than other populations at a level that exceeds the thresholds established in the Board adopted Disparate Impact Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential Disparate Impact. In the possible scenario of finding Disparate Impact, Metro will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, Metro will take measures to minimize or mitigate the adverse impact of the proposed action.

The Disparate Impact Policy defines measures for determination of potential adverse impact on minority populations/riders from major service changes or any change in fares (increase or decrease) The policy is applied to both adverse effects and benefits of major service changes.

All changes in service meeting the definition of “Major Service Change” and any change in fares and/or fare media are subject to a Title VI Service Equity Analysis prior to Board approval of the change. A Title VI Equity Analysis will be completed for all Major Service Changes and all fare and/or fare media changes (increase or decrease). The results of the Title VI Equity Analysis will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. Service changes considered “Minor” due to not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented, however, a Service Equity Analysis is not performed.

For the 2019 FTA Title VI Program Update:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority riders.

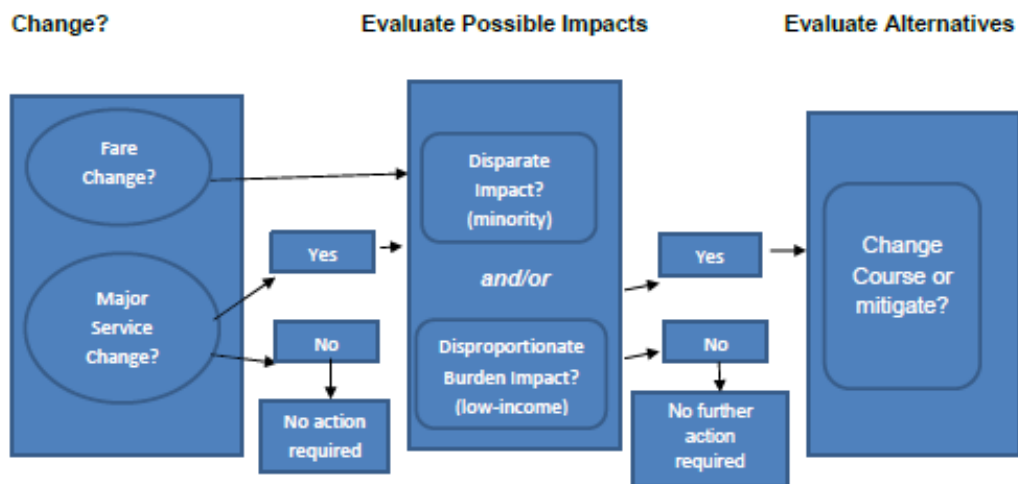
- a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).
- b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).

## Metro Disproportionate Burden Policy

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes.

Testing for Disproportionate Burden evaluates potential effects on low-income riders or populations, which Metro defines as \$41,500 which represents the median income of a three-person household in Los Angeles County. The line and system level evaluations are identical to those used to determine potential disparate impacts but compare low-income and non-low-income populations rather than minority and non-minority.

**Figure 1: Overview of Metro’s Title VI Equity Analysis process**



All changes in service meeting the definition of “Major Service Change” and any change in fares and/or fare media are subject to a Title VI Service Equity Analysis prior to Board approval of the change. A Title VI Equity Analysis will be completed for all Major Service Changes and all fare and/or fare media changes (increase or decrease). The results of the Title VI Equity Analysis will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. Service changes considered “Minor” due to not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented, however, a Service Equity Analysis is not performed.

For the 2019 FTA Title VI Program Update:

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

- a. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least five percent (5%).
- b. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least five percent (5%).



## Board Report

---

**File #:** 2019-0616, **File Type:** Ordinance / Administrative Code

**Agenda Number:** 38.

---

**EXECUTIVE MANAGEMENT COMMITTEE  
SEPTEMBER 19, 2019**

**SUBJECT: PUBLIC HEARINGS AMENDMENTS - (TITLE VI EQUITY POLICIES)**

**ACTION: APPROVE AMENDMENTS TO ADMINISTRATIVE CODE**

**RECOMMENDATION**

APPROVE amendment of Title 2, Chapter 2-50 of the Los Angeles County Metropolitan Transportation Authority ("Metro") Administrative Code (the "Code"), otherwise known as Public Hearings, as set forth in Attachment A. The amended Code will become effective within 30 days of Board approval.

**ISSUE**

Chapter 2-50 contains requirements for public hearings when conducting service and fare changes. Metro adopted policies adhering to Federal Transit Administration (FTA) Circular 4702.1B, issued October 1, 2012, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" when conducting service and fare equity evaluations. This is required under Title VI of the Civil Rights Act of 1964 and said policies must be reviewed and approved by the Board every three years. An amendment is being proposed to the Administrative Code to include that Metro's Board adopted Title VI equity policies are followed when analyzing service and fare changes. However, the specific policies will not be part of the Administrative Code as these must be reviewed and approved by the Board every three years as part of the Title VI Program Update due to FTA. The current language includes the specific thresholds within the policies followed when analyzing the impacts to minority and low-income riders. The Title VI Equity policies will be approved separately and are consistent with industry practice when conducting service and fare equity analyses.

**BACKGROUND**

Chapter 2-50 includes the policy defining a Major Service Change, the policy defining Disparate Impact to minority riders when evaluating service and fare changes and the policy defining Disproportionate Burden to low-income riders when evaluating service and fare changes. Metro includes these policies in the Title VI Program Update submitted to FTA every three years. Additionally, Metro's Board must review and approve these policies every three years as part of the Title VI Program Update to FTA. Metro's next submittal is due November 1, 2019.

**DISCUSSION**



## Findings

The current language in Chapter 2-50 defines Metro's Title VI Equity Policies and thresholds when analyzing service and fare changes. The policies themselves are not part of the Public Hearing process which is the purpose of Chapter 2-50. Staff recommends for the specific policies not be included in the Administrative Code as these Title VI Equity Policies are presented every three years to the Board for review and approval.

## Considerations

Staff researched peer agencies and the recommended language for the Title VI Policies adopted by the Metro Board is consistent with policies adopted by transit agencies across the nation.

## **DETERMINATION OF SAFETY IMPACT**

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

## **FINANCIAL IMPACT**

Adoption of the amendments to the Administrative Code Chapter 2-50 has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2020 Budget.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports strategic plan goal # 5, "Provide responsive, accountable, and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by Title VI of the Civil Rights Act of 1964.

## **ALTERNATIVES CONSIDERED**

The alternative to not updating the Administrative Code is for Metro to continue to use the current adopted policies for future service and fare equity analyses which can become complicated to apply when evaluating service and fare changes due to the redundancy of the current language.

## **NEXT STEPS**


If the Metro Board approves the updated Chapter 2-50 Administrative Code language, Metro staff can update the Title VI Equity Policies included on the Title VI Program Update every three years and present to the Metro Board for review and approval to be submitted to FTA.

## **ATTACHMENTS**

Attachment A - Proposed Amendments to Administrative Code

Prepared by: Aida B. Berry, Title, (213) 922-2748  
Conan Cheung, Senior Executive Officer  
(213) 418-3034

Reviewed by: Jonaura Wisdom, Chief Civil Rights Programs Officer Title  
(213) 418-3168



---

Phillip A. Washington  
Chief Executive Officer

LOS ANGELES COUNTY  
METROPOLITAN TRANSPORTATION AUTHORITY ADMINISTRATIVE CODE  
Title 2  
Administration  
Chapter 2-50

Public Hearings

2-50-005 Definitions

A. Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin (referred to as minorities) and the policy lacks a substantial legitimate justification including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin

B. Disproportionate burden refers to a neutral policy or practice that disproportionately affects low income populations more than non-low-income populations. A finding of disproportionate burdens for fare and major service changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

C. For major service changes a disparate ~~adverse~~ impact will be analyzed using the Metro Board adopted Title VI Equity Policies. ~~deemed to have occurred if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minorities is at least 5% or if there is 20% or greater percent difference between the percentages of these two groups. A disproportionate burden will be deemed to exist if absolute difference between the percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is a least 5% or if there is a 20% or greater percent difference between the percentages of these two groups.~~

D. For any applicable fare changes a disparate ~~adverse~~ impact will be analyzed using the Metro Board adopted Title VI Equity Policies. ~~deemed to have occurred if the absolute difference between the percentage of minorities adversely affect the overall percentage of minorities is at least 5% or if there is a 35% or greater percent difference between the percentages of these two groups. A disproportionate burden will be deemed to exist if absolute difference between the percentage of low-income adversely affected is at least 5% or if there is a 35% or greater percent difference between the percentages of these two groups~~

2-50-010 Major Service Changes.

A.

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Board of Directors for their consideration and then forwarded to the FTA with a record of the action taken by the Board.

B.

A major service change is defined in Metro's Board adopted Title VI Policies as required by FTA Title VI Circular guidance.

~~as any service change meeting at least one of the following criteria:~~

~~A revision to an existing transit route that increases or decreases the route miles by 25% or the revenue service miles operated by the lesser of 25%, or by 250,000 annual revenue service miles at one time or cumulatively in any period within 36 consecutive months;~~

~~A revision to an existing transit service that increases or decreases the revenue hours operated by at least 25% or by 25,000 annual revenue service hours at one time or cumulatively in any period within 36 consecutive months;~~

~~A change of more than 25% at one time or cumulatively over any period within 36 consecutive months in the number of total revenue trips scheduled on routes serving a rail or BRT station, or an off-street bus terminal serving at least 4 bus routes;~~

~~A change of more than 20% of the total system revenue miles or revenue hours in any 12 month period;~~

~~The implementation of any new transit route that results in a net increase of more than 25,000 annual revenue hours or 250,000 annual revenue miles;~~

~~During the planning and programming stage of any new guideway project (e.g. BRT line or rail line) or an off-street transit station serving at least four routes and resulting in route adjustments.~~

~~C.~~

~~Experimental or emergency service changes may be instituted for 180 days or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond 180 days the Title VI Equity Analysis must be completed and considered by the Board of Directors within 270 days of the start of the service.~~

~~D.~~

~~A title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different mode or operator providing a service with the same headways, fare, transfer options, span of service and stops.~~

## 2-50-015 Fare Changes

A.

A Fare Equity Analysis shall be prepared for any fare change (increase or decrease) as required by FTA Title VI Circular guidance. ~~This includes, but is not limited to permanent fare changes, temporary changes, promotional fare changes and pilot fare programs.~~ This does not includes fares not available to the general public such as special discount programs for students, groups or employers because these are exempt per FTA guidance. An Equity Analysis is not required for changes to fares set by formulas to comply with FTA requirements (e.g. off-peak fares for seniors, persons with disabilities, and Medi-care card holders).

B.

The Fare Equity Analysis shall not be limited to an analysis of changes in price of fare products, but will also consider changes in fare media types, or availability of outlets to purchase fare media products.

C.

The Title VI Fare Equity Analysis shall be completed using the Board approved Title VI Equity Policies and presented for consideration of the Board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.

#### 2-50-020 Public Hearings

A.

A Public Hearing consistent with the procedures in 2-50-025 shall be held for any new route or changes to Metro transit services that require a Title VI Equity Analysis to be completed.

B.

A Public Hearing consistent with the procedures in 2-50-025 shall be held for changes to Metro Transit fare prices that require a Title VI Equity Analysis to be completed.

#### 2-50-025 Public Hearing Procedures

A.

Any public hearing required by section 2-50-020 shall be conducted as set forth in this section.

B.

Notice of the hearing shall be published in at least one English language and Spanish

Language newspaper of general circulation, at least thirty (30) days prior to the date of the hearing. Notice at least thirty (30) days prior to the date of the hearing shall also be published in neighborhood and foreign language and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

C.

Notice of the public hearing shall also be announced by brochures in English, Spanish and other appropriate languages on transit vehicles serving the areas to be impacted and at customer service centers.

D.

In order to ensure that the view and comments expressed by the public are taken into consideration, ~~Metro~~FA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.

E.

The public hearing related to a recommendation to increase transit fares charged to the general public shall be held before the Board of Directors and any action to increase the fares charged to the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a change in transit service.



## Board Report

File #: 2019-0643, File Type: Policy

Agenda Number: 39.

### EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

**SUBJECT: SERVICE STANDARDS POLICIES FOR TITLE VI PROGRAM UPDATE**

**ACTION: ADOPT UPDATED POLICY**

#### **RECOMMENDATION**

ADOPT Service Standards Policies for Title VI Program Update presented in Attachment A.

#### **ISSUE**

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by adopting policies in compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Metro Service Standards and policies to be included in the Title VI Program Update due every three years.

#### **BACKGROUND**

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop systemwide service standards and include them in the Title VI Program update due every three years. These service standards should be followed for the three-year period until the next program update.

#### **DISCUSSION**

##### Findings

In 2013 and 2016, the Metro Board of Directors adopted systemwide standards as required by the FTA Title VI circular. These included; Passenger Loading, Headways, On-Time Performance, Stop

---

Spacing, Accessibility, Passenger Amenities as well as Vehicle Assignment. These standards and policies establish thresholds for performance by mode for Metro Operations. Additionally, these systemwide standards are monitored and results are reported every three years to assist in determining if the systemwide standards are meeting Metro's performance goals.

### Considerations

Establishing systemwide standards assist agencies in running day-to-day operations. Metro's Service Development, Scheduling & Analysis department has monitored the previously adopted service standards and is recommending some minor adjustments to follow for the next three years as Metro considers potential system-wide service adjustments. The adjustments are outlined in Attachment A and include:

### **DETERMINATION OF SAFETY IMPACT**

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

### **FINANCIAL IMPACT**

Adoption of the Service Standards Policies has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2020 Budget.

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

Recommendation supports strategic plan goal # 5, "Provide responsive, accountable, and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by Title VI of the Civil Rights Act of 1964.

### **ALTERNATIVES CONSIDERED**

The alternative to not including Board approved Service Standards Policies could have significant negative impacts to the agency. Failure to include Board approved Service Standards policies in the Title VI Program update may result in FTA not concurring Metro's Title VI Program Update which may result in suspension of federal grants by being non-compliant with a civil rights requirements.

### **NEXT STEPS**

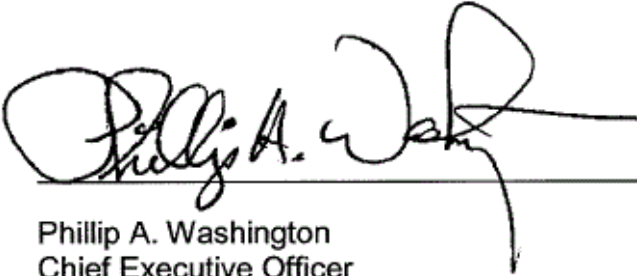
The approval of the recommended adjustments to the service standards will become effective immediately and will be part of Metro's Title VI Program Update. The Title VI Program Update is scheduled for Board approval at the October 24, 2019 Board of Directors meeting. Upon Board approval, Metro's Title VI Program Update will be submitted to FTA by the due date of November 1, 2019.

### **ATTACHMENTS**

Attachment A - Metro Service Standards

Prepared by: Aida Berry, Senior Manager, Civil Rights Programs (Title VI),  
(213) 922-2748  
Conan Cheung, Senior Executive Officer, Service Development, Scheduling &  
Analysis (213) 418-3034

Reviewed by: Jonaura Wisdom, Chief of Civil Rights Programs, (213) 418-3168



Phillip A. Washington  
Chief Executive Officer



# ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

## 2019 METRO SYSTEMWIDE OPERATING STANDARDS

### Passenger Loading

Proposed passenger loading standards are summarized in Table A-1. The standard expresses the maximum average ratio of passengers to seats *by direction* for a one-hour period by time of day *and should not be exceeded for at least 95% of all hourly periods*.

	Peak Passengers/seat	Off-Peak Passengers/seat
Heavy Rail	2.30	2.30
Light Rail	1.75	1.75
BRT	1.30	1.30
Rapid	1.30	1.30
Express	1.30	1.30
All Other Bus	1.30	1.30

Table A-1  
Passenger Loading Standards

## ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

### Headways

Current headway standards are summarized in Table A-2. The headway standards provide for the maximum scheduled gap (in minutes) between trips *in the peak direction of travel* at the maximum load point of a line by time of day *and should not be exceeded for at least 90% of all hourly periods*.

	Peak	Off-Peak
Heavy Rail	10	20
Light Rail	12	20
BRT	12	30
Rapid	20	30
Express	60	60
Limited	30	60
All Other Bus	60	60

Table A-2  
Headway Standards

## ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

### On-Time Performance

On-time performance standards are based on the Board adopted fiscal year budget target for bus, light rail and heavy rail. The standards provide for the minimum desired percentage of time point departures that are between one minute early and five minutes late (excluding terminal departures). *This standard is to be revised to establish that 90% of lines achieve at least 90% of the adopted budget target for the fiscal year.*

### Stop Spacing

Proposed stop spacing standards are shown in Table A-3. The standards provide for the average stop spacing in miles by type of service *and spacing should fall within 0.1 mile of the specified average at least 90% of the time.*

Heavy Rail	1.50
Light Rail	1.50
BRT	1.25
Rapid	0.75
Express	1.25
All Other Bus	0.30

Table A-3  
Average Stop Spacing Standards (in miles)

## ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

### Accessibility

The current accessibility standard is shown in Figure A-1. The standard ensures the availability of fixed route service to virtually all residents of Metro's service area while limiting duplication of service by using services operated by others to achieve the standard.

*Service is to be provided within 1/4 mile of 99% of Census tracts within Metro's service area having at least 3 households per acre and/or at least 4 jobs per acre. Fixed route service provided by other operators may be used to meet this standard.*

Figure A-1  
Accessibility Standard

## ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

### Passenger Amenities Policy

The current passenger amenities policy is shown in Figure A-2. The standard applies to all off-street facilities owned by Metro that permit passenger boardings.

Shelters:	HR – not applicable LR – at least 80 linear ft. Bus – at least 6 linear ft. per bay
Seating:	HR – at least 12 seats LR – at least 10 seats Bus – at least 3 seats per bay
Info Displays:	HR – at least 12 LR – at least 10 Bus – at least 3
LED Displays:	HR – at least 8 arrival/departure screens LR – not applicable Bus – not applicable
TVMs:	HR/LR = at least 2 Bus – not applicable
Elevators:	HR – at least 2 LR – at least 1 for elevated/underground Bus – at least 1 for multi-level terminals
Escalators:	HR – at least 4 (2 Up / 2 Down) LR – not applicable Bus – not applicable
Waste Receptacles:	HR – at least 6 LR – at least 2 Bus – at least 1 per 3 bays / 2 minimum

Figure A-2  
Passenger Amenities Policy

### Vehicle Assignment Policy

The current vehicle assignment policy is shown in Figure A-3.

Heavy Rail:	Not applicable – only one line and one vehicle type
Light Rail:	Vehicles will be assigned to individual lines on the basis of compatibility of vehicle controllers with each line's signal system. The number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise.
Bus:	Vehicles will be assigned to individual facilities on the basis of vehicle size requirements for lines supported by each facility.

Figure A-3  
Vehicle Assignment Policy



## Board Report

---

File #: 2019-0450, File Type: Contract

Agenda Number: 40.

---

**EXECUTIVE MANAGEMENT COMMITTEE  
SEPTEMBER 19, 2019**

**SUBJECT: METRO DRUG AND ALCOHOL OVERSIGHT PROGRAM**

**ACTION: APPROVE CONTRACT AWARD**

### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS60199000 to LPM Consulting, Inc. for a Drug and Alcohol Oversight Program, in an amount not-to-exceed \$472,102 for the three-year base term, \$189,877 for the first option year, and \$189,877 for the second option year, for a combined total not-to-exceed amount of \$851,856 inclusive of two, one year options, effective October 1, 2019, subject to resolution of protest(s), if any.

### **ISSUE**

In order to comply with Federal Transit Administration (FTA) regulations 49 CFR Part 40 "Procedures for Transportation Workplace Drug and Alcohol Testing Programs" and 49 CFR Part 655 "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations," the services of an independent third-party consultant is necessary to administer Metro's Drug and Alcohol Oversight Program to ensure that subrecipients and contractors performing safety-sensitive functions (covered contractors) are in compliance with the regulations. The continuation of these oversight services is necessary to ensure future FTA funding.

### **BACKGROUND**

FTA regulations 49 CFR Part 655.81 state that "a recipient shall ensure that a subrecipient or contractor who receives 49 U.S.C 5307, 5309, or 5311 funds directly from the recipient complies with this part." Therefore, Metro, as the direct recipient of these FTA funds, is required to ensure that all subrecipients and contractors performing safety-sensitive functions (covered contractors) are compliant with FTA regulations 49 CFR Part 40 Procedures for Transportation Workplace Drug and Alcohol Testing Programs and 49 CFR Part 655 Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

## **DISCUSSION**

On an annual basis, Metro, as the direct recipient of FTA funds, must certify to FTA Regional Office that their subrecipients and covered contractors are in compliance with FTA regulations 49 CFR Part 40 and 655.81 requirements.

In addition to the annual certification, Metro must submit to FTA an annual Drug and Alcohol Management Information System Report for each subrecipient and covered contractor. Further, Metro's subrecipients and contractor oversight contracts are subject to FTA's Triennial Review, FTA's Drug & Alcohol Program audit, and other audits that may be required. Failure to achieve subrecipient and covered contractor sufficient oversight, would result in findings and/or suspension of FTA funding.

Currently, Metro's Grants Management and Oversight oversees 28 subrecipients that are subject to these FTA regulations. Also, Metro's Talent Acquisition's Drug and Alcohol Program currently oversees 21 covered contractors that are performing safety-sensitive duties (as defined in 49 CFR Part 655.4). Further, approximately five solicitations are currently in procurement process that involve the performance of safety-sensitive functions. Additional procurements are anticipated to be released in the coming years that will increase the number of covered contractors requiring such oversight.

In order to ensure compliance with FTA Part 40 & 655, a work plan was established that will allow the recommended contractor to focus on eight areas of significant concern with the administration and management of FTA Drug and Alcohol Testing Program for Metro's subrecipients and covered contractors.

1. Random selection of employees by job category,
2. Scheduling of the drug and alcohol testing,
3. Record keeping by the transportation/maintenance provider,
4. Roles and responsibilities of the collection sites,
5. DOT-qualified Substance Abuse Professionals (SAP's)
6. Medical Review Officers (MRO's),
7. Training of covered employees, supervisors and other personnel involved in these processes,
8. Annual reporting to FTA/Volpe through the Drug and Alcohol Management Information System (DAMIS).

## **DETERMINATION OF SAFETY IMPACT**

Award of this contract will ensure that Metro meets FTA regulations and requirements related to safety of our employees and patrons.



## **FINANCIAL IMPACT**

The funding of \$71,000 for this service is included in the FY20 budget in cost center 4440 (Grants Management and Oversight) under project 500002, Regional Grantee - FTA, and funding of \$100,000 is included in cost center 6240 (Talent Acquisition), under project 100001, General Overhead.

Since this is a multi-year, multi-department contract, the cost center managers and Chief Human Capital & Development Officer and Chief Planning Officer will be accountable for budgeting the cost in future years, including any option exercised.

### **Impact to Budget**

The source of funds for project 500002 is local funds eligible for the administration of FTA subrecipient oversight, while project 100001 is comprised of state and local funds that are eligible for operations.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports Metro's Strategic Plan Goal 5 to provide responsive, accountable and trustworthy governance within the Metro Organization and will foster and maintain a strong safety culture. The award of this contract will ensure that all subrecipients and covered contractors performing safety-sensitive functions for Metro are compliant with federal regulations 49 CFR Part 40 Procedures for Transportation Workplace Drug and Alcohol Testing Programs and 49 CFR Part 655 Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations.

## **ALTERNATIVES CONSIDERED**

Two alternatives were considered:

1. Utilize in-house Metro resources to perform this work. This alternative is not recommended as Metro does not have sufficient resources or subject matter experts available to perform the work. Most transit agencies contract this function out.
2. The Board may choose not to approve the recommendation. This alternative is not recommended as the award of this Contract is critical to the ongoing compliance with FTA regulations 49 CFR Parts 40 & 655.

## **NEXT STEPS**

Upon Board approval, staff will execute Contract No. PS60199000 with LPM Consulting, Inc., effective October 1, 2019, to support Metro's Drug and Alcohol Oversight Program services.

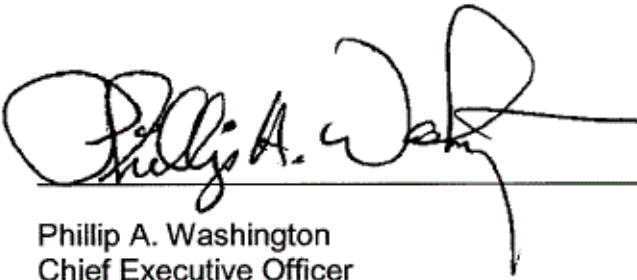
## **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Patrice McElroy, Executive Officer, Talent Management  
(213) 418-3171  
Anne Flores, Sr. Manager, Transportation Planning  
(213) 922-4894

Reviewed by: Joanne Peterson, Chief Human Capital & Development Officer,  
(213) 418-3088  
Debra Avila, Chief Vendor/Contract Management  
(213) 418-3051



---

Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## METRO DRUG AND ALCOHOL OVERSIGHT PROGRAM/PS60199000

1.	<b>Contract Number: PS60199000</b>	
2.	<b>Recommended Vendor:</b> LPM CONSULTING, INC.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> March 28, 2019	
	<b>B. Advertised/Publicized:</b> March 28, 2019	
	<b>C. Pre-Proposal Conference:</b> N/A	
	<b>D. Proposals Due:</b> May 1, 2019	
	<b>E. Pre-Qualification Completed:</b> June 18, 2019	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> July 29, 2019	
	<b>G. Protest Period End Date:</b> September 23, 2019	
5.	<b>Solicitations Picked up/Downloaded:</b> 8	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Marc Margoni	<b>Telephone Number:</b> (213) 922-1304
7.	<b>Project Manager:</b> Marylynn Ahumada	<b>Telephone Number:</b> (213) 922-7172

**A. Procurement Background**

This Board Action is to approve the award of Contract No. PS60199000 to LPM Consulting, Inc. to support Metro's Drug and Alcohol Oversight Program. Board approval of contract awards are subject to the resolution of any properly submitted protest.

On March 28, 2019 Request for Proposal (RFP) No. PS60199 was issued as a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

No amendments were issued during the solicitation phase of the RFP.

A total of eight firms downloaded the RFP and were included on the plan-holders list. Two proposals were received on May 1, 2019, and are listed below in alphabetical order:

- Compliance Oversight Solutions Ideal, LLC
- LPM Consulting Inc.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Grants Management & Oversight and Talent Acquisition departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were initially evaluated based on pass/fail minimum qualifications criteria to determine proposals that are “technically acceptable”. The pass/fail criteria included experience in the design, implementation, administration and audit of US Department of Transportation (DOT)/Federal Transit Administration (FTA) regulated drug and alcohol testing programs.

Of the two proposals received, only LPM passed the minimum qualifications requirements and was further evaluated based on the following weighted evaluation criteria:

- Degree of Technical Expertise and Experience of the Consultant/Team 45 percent
- Level of Relevant Experience of the Consultant/Team 35 percent
- Cost 20 Percent

Several factors were considered in developing these weights, giving the greatest importance to the degree of technical expertise and experience of the consultant/team.

On May 20, 2019, the PET met and conducted an independent technical evaluation of the proposals received and determined that LPM Consulting Inc. met the minimum qualifications as outlined in the RFP.

### **Qualifications Summary of Firm:**

#### **LPM Consulting Inc. (LPM):**

LPM is located in Northridge, CA. It is an independent training and consulting firm specializing in developing and maintaining drug and alcohol-free programs. Over the past 19 years, more than 95% of LPM's consulting assignments are with transportation agencies. Its clients include the FTA, Transportation Safety Institute, Access Services, Imperial County Transportation Commission, Montebello Bus Lines and Long Beach Transit.

The proposed Project Manager has over 20 years of experience in the field of substance abuse program development, management, training, auditing and regulatory compliance. She has in-depth knowledge of the DOT and FTA drug and alcohol testing rules and has hands on experience in managing public transportation workplace drug and alcohol testing programs.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>LPM Consulting Inc</b>				
3	Degree of Technical Expertise and Experience of the Consultant/Team	100	45.00%	45	
4	Level of Relevant Experience of the Consultant/Team	100	35.00%	35	
5	Cost	100	20.00%	20	
6	<b>Total</b>		<b>100.00%</b>	<b>100</b>	<b>1</b>

### C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate price competition, price analysis, technical analysis, fact finding, and historical cost. The recommended price is lower than Metro's independent cost estimate (ICE).

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	LPM Consulting Inc.	<b>\$851,855.91</b>	<b>\$885,072.84</b>	<b>\$851,855.91</b>

### D. Background on Recommended Contractor

LPM Consulting Inc. is a privately held, woman-owned business established in 2007. LPM has had prior contracts with Metro and is currently the incumbent on Metro's Transportation Workplace Drug and Alcohol Testing Program and has performed satisfactorily.

DEOD SUMMARY

**METRO DRUG AND ALCOHOL OVERSIGHT PROGRAM/PS60199000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for the procurement of these services. DEOD determined that there was a lack of available DBE certified firms to provide Drug and Alcohol Oversight Program services and was confirmed through a market survey conducted by the Project Manager. It is expected that LPM Consulting, Inc. will perform the scope of work with its own workforce.

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



## Board Report

---

**File #:** 2019-0626, **File Type:** Motion / Motion Response

**Agenda Number:** 41.

---

**EXECUTIVE MANAGEMENT COMMITTEE  
SEPTEMBER 19, 2019**

**SUBJECT: EXPANDING METRO'S YOUTH ON THE MOVE PROGRAM**

**ACTION: APPROVE RECOMMENDATIONS**

**RECOMMENDATION**

CONSIDER:

- A. APPROVING a one-year pilot program to extend the expiration date of Youth on the Move (YOTM) passes for foster youth participating in the Independent Living Program (ILP) to their 23<sup>rd</sup> birthday;
- B. APPROVING a one-year pilot program to extend the lower age of the YOTM Program to 16-years of age at two (2) Department of Children and Family Services (DCFS) offices in Los Angeles County; and
- C. INSTRUCTING staff to report back to Board within 12 months to determine whether or not these two pilot programs should be extended.

**ISSUE**

Young people in foster care and the probation system endure copious setbacks while they are system-involved and when they exit the system in their early twenties. For many of these young people, transportation can be a major barrier. The lack of financial support to purchase a Metro TAP card hinders their ability to navigate the county.

As part of an ongoing effort to pursue strategies to increase transit ridership and improve mobility for young people in foster care, Director Solis and others passed Motion 42 in April 2019 (See Attachment A), directing the CEO to report back on:

- A. Recommendations to expand eligibility of the Youth on the Move program, including considering expanding the eligible age range from 18 to 21 to 16 to 24 or beyond;
- B. Improved marketing strategies for Youth on the Move, in partnership with the Los Angeles County Department of Children & Family Services (DCFS) and the Los Angeles County Probation

Department;

- C. Enhancements to the Youth on the Move application process to ensure it is seamless and low barrier, in partnership with DCFS and the Probation Department;
- D. Identification of other transportation needs for youth who relevant foster care or probation contact and recommendations on potential partnerships between Metro, DCFS, Probation, and other relevant stakeholders, to address those needs;
- E. Recommendations to ensure students receive support throughout their participation in Youth on the Move, especially during potential changes in their living situations, schools, or case workers; and
- F. Recommendations to reduce the cost of transit for K-12 and College/Vocational students in general.

## **DISCUSSION**

In August 2011, the Metro Board approved a motion by former Los Angeles County Supervisor Michael Antonovich to establish a one-year pilot program for foster youth transit mobility. The program gives current and former foster youth between the ages of 18-21 an Annual Transit Access Passes (A-TAP) or EZ Transit Annual Passes (EZ A-TAP) at no-cost to help them transition out of foster care into self-support through the Independent Living Program (ILP) managed by the Los Angeles County Department of Children and Family Services (DCFS).

One year later, Metro officially launched the Youth on the Move (YOTM) 1-year pilot program, and in 2013, Youth on the Move (YOTM) became a mandated program by Metro Board and is now slated to continue indefinitely. The YOTM Program is managed internally by Metro Commute Services (MCS) under the Marketing Department.

The Youth Development Services Division is a joint division with DCFS and the Probation Department. Federal ILP eligibility applies to foster youth in out-of-home foster care one day after age 16 and for probation youth court ordered into placement (paid for with foster care funds) one day after age 16. There are approximately 2,000 Probation youth served by the Youth Development Division each year. They are eligible for almost everything offered to DCFS ILP youth, and they have always been included, in large numbers, in YOTM.

Foster and probation youth apply for the YOTM pass through the ILP program, and once approved, receive a photo ID TAP card that is good for unlimited use on Metro and other municipal transportation services, up to EZ Regional Zone 10, based on their individual needs. There are currently approximately 6,080 ILP-eligible youth under the jurisdiction of Los Angeles County DCFS, including 435 Probation placement youth. Since 2011, Metro has issued more than 8,300 YOTM TAP cards.



---

In FY '18, there were 1,278 new YOTM participants and 3,640 overall participants (73% of 5,000 total eligible participants). Of those, 1,430 (39% of YOTM Participants or 29% of total eligible participants) were actively riding transit, generating 399,687 total boardings at an average weekly boarding rate of 5.16. Although the retail cost of these passes would have been \$1,766,580.00 per year, the estimated cost of uncollected revenue for the boardings used was only \$330,103.86.

In FY '19, there were 1,259 new participants and 3,638 overall participants, and total boardings decreased to 263,035 (-34% year-over-year).

**A. Recommendations to expand eligibility of the Youth on the Move program, including considering expanding the eligible age range from 18 to 21 to 16 to 24 or beyond;**

During May, June, and July 2019, MCS staff held a series of meetings, including brainstorming sessions and research interviews, with Metro Board Staff, Metro Board Members, and DCFS staff and leadership. As a result of those sessions, MCS staff is recommending the following two pilot programs to test possible expansions of the YOTM Program.

Pilot Program 1: Expanding the upper age limit of YOTM

Currently, participants age out of the ILP program on their 21<sup>st</sup> birthday. They receive one extra year of free transit ridership, so their YOTM Passes expire on their 22<sup>nd</sup> birthday. Even though they are no longer in the ILP Program, the ILP staff continue to administer their transit passes until the passes expire.

It would be difficult to issue new passes to former participants whose YOTM cards have already expired. Therefore, staff is recommending a one-year pilot program to extend the expiration date for current active cardholders to be the participant's 23<sup>rd</sup> birthday, giving current participants one additional year of transit ridership and giving Metro and DCFS the opportunity to collect data and assess the effectiveness of the expansion.

There are 1,034 current YOTM participants whose 22<sup>nd</sup> birthday falls between October 2019 and September 2020. Of these cardholders, 418 (40%) are actively riding transit and accounted for 94,664 (36% of total) boardings under the program.

The average Fare per Boarding (FPB) for Metro service is \$0.78 per boarding. The average FPB for EZ Regional service is \$1.27, \$2.65 for EZ Zone 5, and \$4.69 for EZ Zone 10. Based on this data, it is estimated that a one-year pilot program could cost Metro \$122,087.54 in uncollected revenue.

Pilot Program 2: Expanding the lower age limit of YOTM at two DCFS Service Centers

Currently, youth cannot participate in the YOTM Program until they turn 18. Below that age limit, monthly passes are distributed to youth through their social workers. DCFS is willing to try a pilot program at two of their twenty service centers to see how expanding YOTM to 16 and 17-year-olds affects their participation. They have chosen the El Monte and Glendora Offices as their preferred pilot locations, because they believe those offices are well-equipped with staff to manage the pilot

---

programs. There are currently 183 potential participants at those offices. YOTM active participation rates are approximately 29% of eligible participant base, or an estimated 54 participants. Based on the average FPB costs listed above, it is estimated that a one-year pilot program could cost Metro \$29,095.27 in uncollected revenue (See Attachment B).

**B. Improved marketing strategies for Youth on the Move, in partnership with the Los Angeles County Department of Children & Family Services (DCFS) and the Los Angeles County Probation Department**

The YOTM Program is marketed through 20 DCFS offices and online at: <http://ilponline.org>. As part of this effort, the Metro Marketing Department recently updated the printed marketing materials (See Attachment C) and Metro's Digital Marketing Team will work with DCFS to share additional online marketing materials. In addition, although 73% of ILP-eligible youth have YOTM cards, only 39% of YOTM cardholders are actively riding transit. In an effort to increase use of the YOTM cards, MCS will work with DCFS to create a YOTM Orientation and Transit Training video to teach them how to navigate transit in Los Angeles County. The video will also include information on applying for jobs with Metro.

**C. Enhancements to the Youth on the Move application process to ensure it is seamless and low barrier, in partnership with DCFS and the Probation Department**

Currently, DCFS staff meet with each of the foster youth during their seventeenth year of age and explain the programs that will be available to them when they turn 18, including the Independent Living Program and the Youth on the Move Program. Apart from expanding the marketing efforts listed above, DCFS feels that they are doing all they can to remove any barriers to participation through these one-on-one meetings with foster youth.

The program uses a paper application system, and youth don't typically submit their own applications. Because an adult needs to be involved in the process to track application submission and receipt of the cards to headquarters, and to pick up and distribute the cards to youth, their social workers or ILP Coordinators assist with the application process. MCS will establish an online application, similar to the U-Pass application, to help streamline the application process for youth and the adults assisting them.

**D. Identification of other transportation needs for youth who relevant foster care or probation contact and recommendations on potential partnerships between Metro, DCFS, Probation, and other relevant stakeholders, to address those needs;**

MCS and TAP are jointly addressing technology issues that will allow participants in all MCS pass programs to utilize the TAP App, Metro Bike Share, Micro Transit, and participate in other new mobility opportunities. In addition, MCS staff is working with DCFS and the non-profit group iFoster to see if the TAP App can be installed on all foster youth smart phones provided by iFoster when they become available.

**E. Recommendations to ensure students receive support throughout their participation in**

---

**Youth on the Move, especially during potential changes in their living situations, schools, or case workers; and**

This recommendation will be addressed by Item A above, primarily in the expansion to the lower age range.

**F. Recommendations to reduce the cost of transit for K-12 and College/Vocational students in general**

In May 2016, the Board adopted the Universal College Student Transit Pass (U-Pass) Pilot Program. This program was designed to partner with schools to utilize technology and improve accessibility to reduced fares to increase student ridership, while keeping costs low for students. Students of participating schools can purchase semester passes online or on campus. They receive a sticker with an embedded TAP chip, which turns their student ID into a TAP card that can be renewed each semester. Schools partner with Metro in co-branded marketing and collect payments from students to fund the program. At the end of the semester, the schools are only billed for actual rides taken by students at the reduced rate of \$0.75 per boarding and the maximum charge is capped at \$43 per student per month to match the existing College/Vocational fare.

Staff has created boilerplate agreements, approved by County Counsel, and standard administrative procedures to make the U-Pass Program easy to implement, while allowing schools to administer the program in the way that works best on their individual campuses and reducing the cost to students.

In the first 16 months of the U-Pass program, there were 3.9 million boardings in the U-Pass Program. The success of the program has been largely due to schools subsidizing passes, Metro's presence on participating campuses, co-branded marketing, and the ease of purchasing passes. This growth has been accomplished without adding any new staff members to the Commute Services unit, and MCS Management has been working with IT and TAP to automate the billing and reporting processes to alleviate staff burdens from continuing expansion.

As of August 2019, there are twenty (20) schools participating in the U-Pass Program, with four more expected to join for Fall Semester 2019. The average cost of U-Pass for participating students is \$103.50 per semester, which is equivalent to \$19.29 per month, a 65% reduction from the regular 30-day College/Vocational rate of \$43. In addition, this rate includes all Metro Rail and bus services (including Express Zones) and service from 9 additional transit agencies: Big Blue Bus, Culver CityBus, DASH, GTrans, Long Beach Transit, Montebello Bus, Norwalk Transit, Pasadena Transit, and Torrance Transit. While reducing the cost to students, the U-Pass Program has also increased ridership, showing a 21% increase in participants from FY '18 to FY '19 from 20,943 to 25,384 students. Additionally, California State University Los Angeles (CSULA) showed a 265% increase in U-Pass boardings at their transitway station from 107,340 boardings in FY '17 to 392,339 boardings in FY '19.

Metro launched its first K-12 U-Pass Pilot Program on August 20, 2019, in partnership with Move LA and LA Promise Fund. Move LA was awarded a grant to cover the cost of 400 K-12 U-Passes for the 2019-2020 Academic Year, and they have chosen the Junior Class at Manual Arts High School (MAHS) to receive these passes. The program will be administered on campus at MAHS by LA

---

Promise Fund, under an agreement with Los Angeles Unified School District (LAUSD), at their MAHS College Center. Students and their parents must complete a Metro K-12 Reduced Fare Application and a Supplemental U-Pass Application to receive their U-Pass stickers. Paper and online versions of the application form are available in English and Spanish.

Metro is also working with the Los Angeles Department of Transportation (LADOT) and LAUSD on the "DASH to Class" program, which provides free rides on LADOT DASH Buses with a Metro K-12 or College-Vocational Reduced Fare. Metro assisted with designing and producing the marketing materials for this program, which also inform students that they are eligible for reduced fare on Metro and other regional transit agencies with their reduced fare cards.

Lastly, Metro has implemented the GradPass Program, a reduced fare transitional pass available at \$43 per month to college U-Pass participants for 12-months after graduation. Previously, these students would have been required to pay full fare once they were no longer enrolled. The goal of the GradPass Program is to connect recent college graduates with employers that also offer transportation benefits during their job search.

### **DETERMINATION OF SAFETY IMPACT**

This program does not affect the incidence of injuries or healthful conditions for patrons or employees. Therefore, approval of this request will have no impact on safety.

### **FINANCIAL IMPACT**

The estimated cost of expanding YOTM to include 22-year-olds for a one-year pilot program is \$122,087.54 in uncollected fare revenue. The estimated cost of expanding YOTM to include 16 and 17-year-olds for a one-year pilot program at two DCFS Centers is \$29,095.27 in uncollected fare revenue.

#### **Impact to Budget**

The funding source for the MCS programs is Enterprise Fund operating revenues including sales tax and fares. The source of funds for this action, operating revenues, is eligible to fund bus and rail operating and capital expenditures.

### **ALTERNATIVES CONSIDERED**

1. Continue current YOTM program with no changes.

### **NEXT STEPS**

1. Send written notices to participants set to age out of the YOTM Program letting them know their passes will be available for one additional year;
2. Work with the El Monte and Glendora DCFS Offices to establish procedures and enroll their 16 and 17-year-old participants into YOTM;
3. Work with DCFS to create a new online application process and orientation video;

4. Continue to market the program and changes via digital media; and
5. Report back to Board in 12-months on success of pilot programs.

### **ATTACHMENTS**

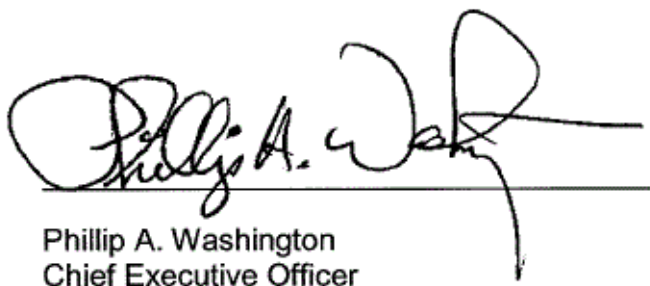
Attachment A - File #:2019-0265, Board Report on Expanding Youth on the Move Program, Motion 42, April 2019

Attachment B - FY '19 YOTM Data and Estimated Data for Pilot

Attachment C - YOTM Flyer Updated May 2019

Prepared by: Devon Deming, Dir. of Metro Commute Services, (213) 922-7957  
Jocelyn Feliciano, Communications Manager, (213) 922-3895  
Glen Becerra, DEO Communications, (213) 922-5661

Reviewed by: Yvette Rapose, Chief Communications Officer, (213) 418-3154



---

Phillip A. Washington  
Chief Executive Officer

**Board Report**

---

**File #:** 2019-0265, **File Type:** Motion / Motion Response**Agenda Number:** 42.

---

**REGULAR BOARD MEETING  
APRIL 25, 2019****Motion by:****SOLIS, GARCETTI, BARGER, HAHN, BUTTS AND KUEHL****Expanding the Youth On the Move Program**

Young people in foster care and the probation system endure copious setbacks while they are system-involved and when they exit the system in their early twenties. For many of these young people, transportation can be a major barrier. For example, when they purchase vehicles, foster and probation youth are often victims of unjustly high interest loans or they are coerced into buying vehicles that qualify as a lemon, breaking down and proving costly. Unfortunately, these types of scams are pervasive among system-involved youth. The lack of financial support to purchase a Metro TAP card and, therefore, the ability to navigate the county is also widespread.

To that end, in 2011, the Metro Board of Directors approved former Director Antonovich's motion to create the Youth on the Move pilot program. Two years later, the Metro Board approved Youth on the Move as a countywide program, slated to continue indefinitely. This program provides youth ages 18 to 21 with a free annual TAP card if they were in foster care at age 16. Many young people rely on this program daily. They participate in Youth on the Move to attend school, go to work, participate in their dependency or delinquency hearings, and attend visitation with their parents. Critically, these participants use their free annual TAP card for the everyday, normal experiences of a young adult.

In 2018, there were approximately 3,700 participants in Youth on the Move, indicating the program's clear success. Yet, only youth ages 18 to 21 can participate. Expanding Youth on the Move to serve a broader age range of young people will result in more stability, including school stability, for youth who experience foster care and probation. Furthermore, targeted marketing efforts and a more seamless application process will make the program more accessible. These efforts would result in greater transportation equity and overall success of our young and most vulnerable residents.

There might be opportunities, beyond the Youth on the Move program, for Metro to support system-involved youth. This might include other modes of transportation to support youth with visitation or regular court hearings. In one example, recently, the City of Los Angeles announced that it will making DASH transit free for students participating in the College Promise program. There are many appointments and responsibilities system-involved youth have to balance-consistent and equitable transportation can ameliorate that reality.

**SUBJECT: EXPANDING THE YOUTH ON THE MOVE PROGRAM**

**RECOMMENDATION**

APPROVE Motion by Solis, Garcetti, Barger, Hahn, Butts and Kuehl that the Board direct the CEO to report back in July 2019 on:

- A. Recommendations to expand eligibility of the Youth on the Move program, including considering expanding the eligible age range from 18 to 21 to 16 to 24 or beyond;
- B. Improved marketing strategies for Youth on the Move, in partnership with the Los Angeles County Department of Children & Family Services (DCFS) and the Los Angeles County Probation Department;
- C. Enhancements to the Youth on the Move application process to ensure it is seamless and low-barrier, in partnership with DCFS and the Probation Department;
- D. Identification of other transportation needs for youth who relevant foster care or probation contact and recommendations on potential partnerships between Metro, DCFS, Probation, and other relevant stakeholders, to address those needs;
- E. Recommendations to ensure students receive support throughout their participation in Youth on the Move, especially during potential changes in their living situations, schools, or case workers; and
- F. Recommendations to reduce the cost of transit for K-12 and College/Vocational students in general.

## Attachment B - FY '19 YOTM Data and Estimated Data for Pilot Programs

### Current YOTM Participants who will turn 22 in the next 12 months

<b>FY '19 ILP Pilot Group Summary</b>	
Total YOTM Participants (Ages 18-21)	3,638
<b>Total Participants in Pilot Group</b>	1,034
Total Active Users in Pilot Group	418
Total Boardings for YOTM	263,035
Boardings for Active Users in Pilot Group	94,664

28% of YOTM Participants  
 40% of Participants in Pilot Group  
 36% of total boardings

### **Proposed 22 Year-Old Test Group Only (Based on Group's Actual Boardings from FY '19)**

	Total Boardings	Avg. Fare Per Boarding	Potential Loss of Revenue	Annual Avg. Boarding per Participant	Weekly Avg. Boardings
Metro (78.1%)	73,944	\$0.78	\$ 57,676.32	277	5.33
EZ (0.2%)	159	\$1.27	\$ 201.93	32	0.62
EZ (16.7%)	15795	\$2.65	\$ 41,856.75	73	1.40
EZ 10 (5%)	4766	\$4.69	\$ 22,352.54	36	0.69
<b>Total</b>	<b>94,664</b>	<b>N/A</b>	<b>\$ 122,087.54</b>	<b>418</b>	<b>8.04</b>

Est. 29% of 133 Pilot 16-17 year-olds = 54 Participants

### **Proposed 16-17 Year-Old Test Group Only (Based on Estimated Boardings)**

54 Participants x 8.04 boardings per week x 52 weeks = 22,576 annual boardings	Total Boardings	Avg. Fare Per Boarding	Potential Loss of Revenue	Annual Avg. Boarding per Participant	Weekly Avg. Boardings
Metro (78.1%)	17,632	\$0.78	\$ 13,752.85	327	6.28
EZ (0.2%)	45	\$1.27	\$ 57.34	1	0.02
EZ (16.7%)	3770	\$2.65	\$ 9,991.01	70	1.34
EZ 10 (5%)	1129	\$4.69	\$ 5,294.07	21	0.40
<b>Total</b>	<b>22,576</b>	<b>N/A</b>	<b>\$ 29,095.27</b>	<b>418</b>	<b>8.04</b>



# Free transit passes\* for Youth on the Move.

FOR LOS ANGELES COUNTY FOSTER AND PROBATION YOUTH

## Available now!

You qualify for a free pass if:

- > You were in foster care or on probation after age 16 and are currently between the ages of 18 and 21
- > You are a participant in the Independent Living Program (ILP)

To apply for a pass, you can:

- > Contact your ILP Coordinator at 1.877.MYILP411
- > Go to [ilponline.org](http://ilponline.org) for more information
- > Email [youthds@dcfs.lacounty.gov](mailto:youthds@dcfs.lacounty.gov)

\* An application, photo and other forms are required to receive a pass. Participants must comply with program requirements.





# Expanding Metro's Youth on the Move Program

A Metro Partnership Program with DCFS

Executive Management Committee, File # 2019-0626

**Metro Commute Services:**

**Devon Deming**, *Director of Commute Services*

Direct: 213.922.9757

**Jocelyn Feliciano**, *Communications Manager*

Direct: 213.922.3875



**Metro**

# Potential YOTM Expansion

Request A: Expand eligibility of YOTM program, including expanding age range from to 16 to 24  
 Pilot Program #1: Expanding upper age of Existing YOTM Participants to 22 years-old for 12 months

	DCFS Youth	YOTM Participants	Participants in Pilot Group <sup>2</sup>	Active Riders in Pilot Group <sup>2</sup>	Annual Boardings in Pilot Group
FY19	6,080	3,638 (60% <sup>1</sup> )	1,034	418 (40% <sup>3</sup> )	94,664

	Boardings	Avg. Fare Per Boarding	Potential Loss of Revenue	Annual Avg. Boarding per Participant	Weekly Avg. Boardings
Metro	73,944	\$0.78	\$ 57,676.32	277	5.33
EZ	159	\$1.27	\$ 201.93	32	0.62
EZ 5	15795	\$2.65	\$ 41,856.75	73	1.40
EZ 10	4766	\$4.69	\$ 22,352.54	36	0.69
<b>Total</b>	<b>94,664</b>	<b>N/A</b>	<b>\$ 122,087.54</b>	<b>418</b>	<b>8.04</b>



1 - 60% of Eligible Participants  
 2 - Turning 22 years old in next 12 months.  
 3 – 40% of Pilot Group Participants are Active Riders

# Potential YOTM Expansion

Request A: Expand eligibility of YOTM program, including expanding age range from to 16 to 24  
 Pilot Program #2: Expanding lower age of YOTM to 16 at two DCFS sites\* for 12 months

Eligible Participants in Pilot Group	Estimated Active Riders in Pilot Group (29%)	Estimated Annual Boardings for Pilot Group
133	54	22,576

	Boardings	Avg. Fare Per Boarding	Potential Loss of Revenue	Annual Avg. Boarding per Participant	Weekly Avg. Boardings
Metro	17,632	\$0.78	\$ 13,752.85	327	6.28
EZ	45	\$1.27	\$ 57.34	1	0.02
EZ 5	3770	\$2.65	\$ 9,991.01	70	1.34
EZ 10	1129	\$4.69	\$ 5,294.07	21	0.40
<b>Total</b>	<b>22,576</b>	<b>N/A</b>	<b>\$ 29,095.27</b>	<b>418</b>	<b>8.04</b>

\*El Monte and Glendora



# Additional Efforts

## B. Improved marketing strategies

- Program is marketed through 20 LA County DCFS offices and online at: <http://ilponline.org>
- Metro has updated the marketing flyer, will improve digital/social cross-marketing and create a “How to Ride” video, which will include Metro job information

## C. Enhancements to the application process

- Metro will create an online application system, similar to U-Pass, but continue to utilize the photo ID ATAP cards for implementation

## D. Identification of other transportation needs

- Working on intermodal functionality to include YOTM in TAP App, Bike Share and MicroTransit and working with iFoster to install TAP App on smart phones

## E. Ensure students receive support during potential changes in their living situations

- Will be addressed through pilot expansion to include additional ages/locations

## F. Recommendations to reduce the cost of transit for all students

- U-Pass (+K-12 Pilot), DASH to Class, and GradPass are reducing student costs

# Next Steps

1. Send written notices to participants set to age out of the YOTM Program letting them know their passes will be available for one additional year;
2. Work with the El Monte and Glendora DCFS Offices to establish procedures and enroll their 16 and 17-year-old participants into YOTM;
3. Work with DCFS to create a new online application process and orientation video;
4. Continue to market the program and changes via digital media; and
5. Report back to Board in 12-months on success of pilot programs.





## Board Report

---

File #: 2019-0644, File Type: Program

Agenda Number: 42.

---

### EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

**SUBJECT: SERVICE MONITORING RESULTS FOR TITLE VI PROGRAM UPDATE**

**ACTION: APPROVE RECOMMENDATION**

#### **RECOMMENDATION**

ADOPT Service Monitoring Results for Title VI Program Update presented in Attachment A.

#### **ISSUE**

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by ensuring compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Metro Service Monitoring Results to be included in the Title VI Program Update due every three years.

#### **BACKGROUND**

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) states the following:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop systemwide service standards and monitor the implementation of these standards. The service monitoring results are required to be part of the Title VI Program update due every three years. The Service Monitoring Results assist agencies when updating service standards for the next program update due in three years.

#### **DISCUSSION**

##### Findings

---

The main focus of service monitoring is to assess the systemwide standards are being met. The Monitoring Results is an evaluation of compliance with the adopted service standards and policies. The evaluation findings are outlined in Attachment A.

### Considerations

Based on the Monitoring Results, a minor adjustment to the systemwide standards is being proposed and it is being presented as a separate item as it required separate Board approval.

### **DETERMINATION OF SAFETY IMPACT**

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

### **FINANCIAL IMPACT**

Adoption of the Service Monitoring Results has no direct impact upon Metro's expenditures or revenues. Approval is consistent with the implementation of service included in the adopted FY2020 Budget.

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

Recommendation supports strategic plan goal # 5, "Provide responsive, accountable, and trustworthy governance within the Metro organization" by adhering to civil rights requirements mandated by Title VI of the Civil Rights Act of 1964.

### **ALTERNATIVES CONSIDERED**

The alternative to not including Board approved Service Monitoring Results could have significant negative impacts to the agency. Failure to include Board approved Service Monitoring Results in the Title VI Program update may result in FTA not concurring Metro's Title VI Program Update which may result in suspension of federal grants by being non-compliant with a civil rights requirements.

### **NEXT STEPS**

The Title VI Program Update will be scheduled for Board approval at the October 24, 2019 Board of Directors meeting. Upon Board approval, Metro's Title VI Program Update will be submitted to FTA by the due date of November 1, 2019.

### **ATTACHMENTS**

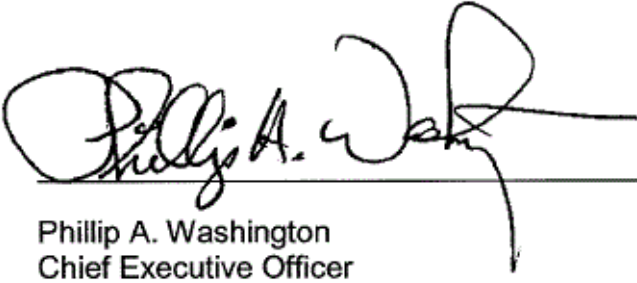
Attachment A - Metro Service Monitoring Results

Prepared by: Aida Berry, Senior Manager, Civil Rights Programs (Title VI),  
(213) 922-2748  
Conan Cheung, Senior Executive Officer, Service Development, Scheduling &



Analysis (213) 418-3034

Reviewed by: Jonaura Wisdom, Chief of Civil Rights Programs, (213) 418-3168



Phillip A. Washington  
Chief Executive Officer

---

## Service Monitoring Results: 2019 Review of Service Policies and Standards for FY2017 – FY2019

As required by Federal Transit Administration (FTA) Circular 4702.1B (Chapter IV-9, Section 6) agencies must monitor service, at least once every three years, and present the results to the Board of Directors for approval. This is a review of Metro’s compliance with specified service standards and policies under the requirement. The review covers the past three years from the last Title VI Program Update.

The following topics are addressed:

1. Service Availability
2. Classification of Services
3. Headway Standards
4. Loading Standards
5. On-Time Performance Standards
6. Passenger Amenities Standards
7. Vehicle Assignment Standards

All reviews assess whether Metro has complied with its policies and standards, and whether any non-compliance is biased toward minorities (disparate impact) or persons in Low-Income (disproportionate burden).

### 1. Service Availability

The adopted service availability standard is:

At least 99% of all Census tracts within Metro’s service area having at least 3 HH/acre and/or 4 jobs/acre shall be within one quarter mile of fixed route service (a bus stop or rail station).

Fixed route service provided by other operators may be used to meet this standard. The use of other operator services to meet this standard ensures maximum availability without unnecessary duplication of service.

**Results:** There are 1,892 tracts within Metro’s service area that meet the above thresholds of 3 HH/acre and/or 4 jobs/acre. Only 10 of these tracts are not within one-quarter mile of fixed route service. This is a service availability of 99.47%.

### Service Area Demographics - Minorities

	Service Area	Tracts Not Served
Population	9,665,120	40,140

Minority Population	6,669,203	26,354
Minority Share	69.00%	65.66%

### Service Area Demographics – Low-Income

	Service Area	Tracts Not Served
Population	9,813,599	39,494
Low-Income Population	1,647,760	5,093
Low-Income Share	16.79%	12.90%

**Results:** Both the minority share, and low-income share of the unserved tracts are less than the service area minority and Low-Income shares. Therefore, there is no disparate impact or disproportionate burden created by the unserved areas.

## 2. Classification of Services

The review of service policies and standards requires determination of Minority routes (and Low-Income routes) so that a comparison of compliance between Minority (or Low-Income) routes and all routes may be made. If the share of Minority routes meeting a standard is an absolute 5% or more less than the share of all routes meeting a standard, then a disparate impact on Minority routes has occurred. If the share of Low-Income routes meeting a standard is an absolute 5% or more less than the share of all routes meeting a standard, then a disproportionate burden on Low-Income routes has occurred.

FTA has defined a Minority route as having one-third or more of its revenue miles operated in census areas that exceed the service area minority share of population. By extension, a Low-Income route will have one-third or more of its revenue miles operated in census areas that exceed the service area low-income share of population.

**Results:** There are 141 fixed route bus lines operated by Metro. It was determined that 108 of these are Minority lines (76.60%), and 115 of these are Low-Income lines (81.56%). Both Heavy Rail lines are Minority and Low-Income lines. All four Light Rail lines are Minority lines and Low-Income lines.

These definitions were used to stratify compliance levels in the subsequent evaluations.

## 3. Headway Standards

Current service standards were last adopted in FY16. The adopted headway standards follow:

Rail Headway Standards

Mode	Peak Max. ( in min)	Off-Peak Max (in min)
Heavy Rail	10	20

Light Rail	12	20
------------	----	----

Not to be exceeded for at least 90% of all hourly periods

#### Bus Headway Standards

Service Type	Peak Max. ( in min)	Off-Peak Max (in min)
Local	60	60
Limited	30	60
Express	60	60
Shuttle	60	60
Rapid	20	30
BRT	12	30

Not to be exceeded for at least 90% of all hourly periods

**Results:** Compliance determination used service in effect as of June 23, 2019 which is the most recent service change program. All rail lines were in full compliance with the adopted standards for weekdays, Saturdays, Sundays and Holidays.

#### Weekday Headway Compliance - # of Bus Lines

	All Lines	Minority Lines Only	Low-Income Lines Only	All Compliance	Minority Compliance	Low-Income Compliance
Meets Standard	101	81	87	72.1%	75.7%	76.3%
Exceeds Standard	39	26	27			

#### Saturday Headway Compliance - # of Bus Lines

	All Lines	Minority Lines Only	Low-Income Lines Only	All Compliance	Minority Compliance	Low-Income Compliance
Meets Standard	78	60	66	70.9%	76.6%	77.6%
Exceeds Standard	32	22	24			

#### Sunday & Holiday Compliance - # of Bus Lines

	All Lines	Minority Lines Only	Low-Income Lines Only	All Compliance	Minority Compliance	Low-Income Compliance

Meets Standard	76	59	66	73.1%	75.7%	76.3%
Exceeds Standard	28	18	19			

**Results:** Minority and Low-Income bus lines exhibited higher rates of compliance with the headway standards than all lines together. Certain patterns of non-compliance were evident. Late evening and weekend services were most likely to exceed the base service standards. As service has been scheduled to demand, services with hourly or near hourly headways to begin with are now operating at wider than 60-minute headways. Rapid bus lines were frequently in non-compliance because the 30-minute base headway is a policy standard while those services have increasingly been scheduled to demand.

A systemwide restructuring study is nearing completion and is expected to change headway standards, and to significantly improve compliance.

#### 4. Loading Standards

Current service standards were adopted in FY16. The adopted passenger loading standards follow:

Rail Passenger Loading Standards

Mode	Peak Passengers/Seat	Off-Peak Passengers/Seat
Heavy Rail	2.30	1.60
Light Rail	1.75	1.25

Not to be exceeded for at least 95% of all hourly periods

Bus Passenger Loading Standards

Service Frequency (in min)	Peak Passengers/Seat	Off-Peak Passengers/Seat
1-10	1.40	1.30
11-20	1.30	1.25
21-40	1.20	1.10
41-60	1.10	1.00
60+	1.00	0.75

Not to be exceeded for at least 95% of all hourly periods

Although a headway of greater than 60 minutes would be an exception to the headway standards a loading standard is provided for such services when they occur.

The rail system is only beginning to receive Automated Passenger Counters (APC's), and they are still being calibrated. Load monitoring can only be done on a sampling basis. Checkers ride randomly selected cars on randomly selected trips recording data

for Ons and Offs by station. Over a six-month sliding time frame this data is aggregated to build a profile of rail ridership, and is the primary source for ridership estimation by day type and line. While only one car is monitored on any given sample trip, whether or not that car meets the loading standard is a surrogate for whether trains are meeting the standard. Loading on the bus system is monitored every six months using quarterly APC data for max loads at time points. Since the most recent bus load standard evaluation was performed using January through March 2019 data, the samples collected from rail ride checks were compiled for the same three months.

Each rail ride check record was processed using Line # (determines mode and applicable # of seats), day type, trip start time (used to categorize weekday trips as peak or off peak), and max accumulated load (calculated from the observations in each check). A rail mode is assumed to comply with the loading standards if 95% of all monitored trips conform to the standards. Data is from the period January through March 2019 which is the same time frame used for bus monitoring.

#### Weekday Rail Load Standard Monitoring

	Peak			Base		
	# of Checks	Within Standard	% Compliance	# of Checks	Within Standard	% Compliance
Heavy Rail	1,454	42	97.1%	2,447	54	97.8%
Light Rail	1,024	29	97.2%	1,750	27	98.5%

#### Weekend Rail Load Standard Monitoring

	Saturday			Sundays & Holidays		
	# of Checks	Within Standard	% Compliance	# of Checks	Within Standard	% Compliance
Heavy Rail	670	6	99.1%	606	3	99.5%
Light Rail	646	18	97.1%	635	4	99.4%

**Results:** Both modes met the standard at least 95% of the time, and each line was in compliance at all times, as well.

Bus monitoring is more extensive as all buses are equipped with APC's, and data is available for all time points along each bus route for observed max loads by trip. Every six months the most recent quarterly data is evaluated to determine adherence with the adopted standards. The most recent evaluation used January through March 2019 data.

#### Bus Load Standard Monitoring

		Directional	
--	--	-------------	--

Day Type	# of Lines	Hours Monitored	Exceptions
Weekdays	140	5,315	
Saturdays	110	4,315	1
Sundays/Holidays	104	4,058	1

**Results:** Line 16 Eastbound exceeded the standards between Midnight and 1am on Saturdays, and Line 53 Northbound exceeded the standards between 7am and 8am on Sundays. As only one directional hour exceeded the loading standard in each instance over 97% of the hours operated on each line on those days conformed to the standards. Therefore, all bus lines in the system were found to be in conformance with the adopted loading standards.

## 5. On-Time Performance Standards

The current on-time performance standards for the system define on-time as no more than one minute early or five minutes late when leaving a time point. In the currently adopted standard both rail and bus have the same objective: 80% on-time on at least 90% of lines at least 90% of the time.

Rail is currently monitored using NextTrain. Since bus is evaluated every six months using quarterly data this evaluation was performed on the same basis. Data for the months of January through March 2019 was compiled.

### Weekday Rail On-Time Performance

Mode	# of Time Point Observations	# of On-Time Observations	On-Time Percentage
Heavy Rail	85,400	76,825	90.0%
Light Rail	353,029	259,004	73.4%

### Saturday Rail On-Time Performance

Mode	# of Time Point Observations	# of On-Time Observations	On-Time Percentage
Heavy Rail	22,028	18,931	85.9%
Light Rail	72,256	54,084	74.9%

### Sundays & Holidays Rail On-Time Performance

Mode	# of Time Point Observations	# of On-Time Observations	On-Time Percentage
Heavy Rail	46,270	41,999	90.8%
Light Rail	146,974	111,970	76.2%

**Results:** Heavy Rail consistently exceeds the 80% on-time objective largely because it operates entirely in a grade separated environment. Light Rail, except for the Green Line (which was 84.2% on-time on weekdays), operates with significant portions at grade. Even on weekends with somewhat lesser traffic conflicts light rail falls short of

the 80% objective. Since all rail lines were classified as Minority lines and Low-Income lines there is no disparate impact or disproportionate burden resulting from this finding.

On the bus side we also see on-time performance consistently short of the 80% objective. The following observations are based upon three months of data from January through March 2019.

#### Bus Weekday On-Time Performance

	All Lines	Minority Lines	Low-Income Lines
Avg On-Time %	72.62%	72.02%	72.20%
Lines Meeting Std	25	18	18
Lines Failing Std	112	85	93
% Meeting Std	18.25%	17.48%	16.22%

#### Bus Saturday On-Time Performance

	All Lines	Minority Lines	Low-Income Lines
Avg On-Time %	73.65%	73.12%	73.21%
Lines Meeting Std	21	11	12
Lines Failing Std	86	67	75
% Meeting Std	19.63%	14.10%	13.79%

#### Bus Sunday & Holiday On-Time Performance

	All Lines	Minority Lines	Low-Income Lines
Avg On-Time %	78.90%	78.62%	79.01%
Lines Meeting Std	46	30	35
Lines Failing Std	55	43	47
% Meeting Std	45.54%	41.10%	42.68%

**Results:** On any given day, non-Minority, non-Low-Income, Minority, and Low-Income bus lines exhibit similar on-time percentages. On Sundays and Holidays the average on-time percentage approaches the 80% objective. Except for Saturdays, the on-time share of Minority and Low-Income bus lines is within 5% of the share of all bus lines meeting the standard. On Saturdays we observe both a disparate impact on minority bus line users, and a disproportionate burden on Low-Income bus line users. The Saturday share of bus lines meeting the standard in each of these categories is more than 5% less than the overall compliance share. Of the lines meeting the on-time



standard on Saturdays that are not Minority or Low-Income, most operate in uncongested traffic corridors and about half of them are in the San Fernando Valley.

Metro has been undertaking a detailed evaluation of its entire bus system (termed NEXGEN) for the past two years with the objective of completely redefining routes and operating standards. As a part of this effort the most congested bus corridors (where bus speeds are most severely impacted) have been subjected to detailed field work and evaluation in order to identify traffic improvements such as bus-only lanes, queue jumps, stop relocation, etc. that would significantly improve bus speed, and reliability. A preliminary program of projects has been developed for the studied corridors. Metro will be working with the affected communities to agree on an implementation program and identify funding for its completion. The majority of the studied corridors are served by Minority and Low-Income bus lines.

## 6. Passenger Amenities Standards

A set of passenger amenities standards were incorporated in the FY16 update of Metro’s Service Policies. Those standards are presented here.

### Heavy Rail Passenger Amenities Standards

<b>Amenity</b>	<b>Allocation</b>
Seating	At least 12 seats
Info Displays	At least 12
LED Displays	At least 8 Arrival/Departure screens
TVM’s	At least 2
Elevators	At least 2
Escalators	At least 4 (2 Up / 2 Down)
Trash Receptacles	At least 6

Applies to each station

### Light Rail Passenger Amenities Standards

<b>Amenity</b>	<b>Allocation</b>
Shelters	At least 80 linear feet per bay
Seating	At least 10 seats
Info Displays	At least 10
TVM’s	At least 2
Elevators	At least 1 for elevated / underground
Trash Receptacles	At least 2

Applies to each station

### Bus Passenger Amenities Standards

<b>Amenity</b>	<b>Allocation</b>
Shelters	At least 6 linear feet per bay
Seating	At least 3 seats per bay
Info Displays	At least 3
Elevators	At least 1 for multi-level terminals

Trash Receptacles	At least 1 per 3 bays / 2 minimum
Applies to off-street bus facilities serving 4 or more bus lines	

There are no standards for bus stops because apart from painting the curb Red and erecting bus stop signage, Metro has no jurisdiction over street sitting fixtures or other appurtenances. The latter are controlled by individual cities and often contracted to third parties who support their costs through advertising revenues.

**Results:** Since the last three-year monitoring when all applicable facilities were in full compliance with these standards, the El Monte bus terminal has been reconstructed in conformance with these standards. No new facilities have been added.

## 7. Vehicle Assignment Standards

Adopted vehicle assignment standards include:

**Heavy Rail:** Maintained at a single facility

**Light Rail:** Primarily assigned based on compatibility of vehicle controllers with rail line(s) served. Wherever possible, no more than two vehicle types at each facility.

**Bus:** Assigned to meet vehicle seating requirements for lines served from each facility.

While these standards are consistently applied we have historically looked at the average age of vehicles assigned to each facility to ensure that there are no extremes serving any specific area. This is most applicable to the bus system, but the data for rail is provided as well.

### Heavy Rail – Vehicle Age by Facility

Model	# Active	Average Age (years)
Breda 650 Base	30	26.4
Breda 650 Option	74	20.6
	<b>104</b>	<b>22.3</b>

Light Rail – Vehicle Age by Facility

Facility	Model	# Active	Average Age (years)
Div 11 – Long Beach	Nippon Sharyo 2020	15	24.5
	Siemens 2000 GE/ATP	7	17.1
	Kinkisharyo P3010	54	1.6
		<b>76</b>	<b>7.5</b>
Div 14 – Santa Monica	Siemens 2000 GE/ATP	15	15.9
	Kinkisharyo P3010	56	1.1
		<b>71</b>	<b>4.2</b>
Div 21 – Los Angeles	AnseldoBreda2550Base	15	8.6
	Kinkisharyo P3010	3	2.0
		<b>18</b>	<b>7.5</b>
Div 22 - Lawndale	Siemens 2000 Base	24	17.9
	Kinkisharyo P3010	21	0.6
		<b>45</b>	<b>9.8</b>
Div 24 - Monrovia	AnseldoBreda2550Base	35	10.0
	Kinkisharyo P3010	43	1.3
		<b>78</b>	<b>5.2</b>

**Results:** A couple of constraints apply to the light rail assignments. The Siemens 2000 Base vehicles may only operate from Div 22 (Green Line) because their controller package is not compatible with other lines. The AnseldoBreda2550Base vehicles may not be operated from Div 22 as they are too heavy for the Green Line. Each facility's average vehicle age is between 4 and 10 years which is consistently young for vehicles that should have a 30-year life span.

Bus – Vehicle Age by Facility – Directly Operated

Division	32-foot	40-foot	45-foot	60-foot	# of Buses	Avg. Age
1		141	35	21	197	9.3
2		174			174	7.8
3		86	88		174	9.0
5		138	7	48	193	7.1
7		140	64	6	210	7.2
8		61	101	34	196	9.1
9		162	56		218	9.1
10		73	14	80	167	9.4
13		72		87	159	9.2
15		87	99	50	236	10.3
18		73	99	61	233	9.4
		<b>1,207</b>	<b>563</b>	<b>387</b>	<b>2,157</b>	<b>8.9</b>

Bus – Vehicle Age by Facility – Purchased

Division	32-foot	40-foot	45-foot	60-foot	# of Buses	Avg. Age
95	16	19	4		39	7.3
97	5	69			74	1.2
98	29	24	8		61	6.9
	<b>50</b>	<b>112</b>	<b>12</b>		<b>174</b>	<b>4.5</b>

Bus – Vehicle Age Summary

	32-foot	40-foot	45-foot	60-foot	# of Buses	Avg. Age
	<b>50</b>	<b>1,319</b>	<b>575</b>	<b>387</b>	<b>2,331</b>	<b>8.6</b>

**Results:** The only extreme average age is that of Division 97 operated by a contractor who recently had their older fleet replaced with new buses. This division serves seven bus lines of which six are Minority lines and five of which are Low-Income lines. With that knowledge there appears to be no basis for a finding of biased bus assignments based upon age.

In conclusion, the results of the service monitoring indicate that the adopted systemwide standards are set properly with the exception of a few. Based on the results, Metro staff will be making minor adjustments to the service standards and will present them for Board approval to be included in the 2019 Title VI Program Update to be submitted to FTA.



## Board Report

File #: 2019-0649, File Type: Contract

Agenda Number: 43.

### EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

**SUBJECT: CONGESTION PRICING FEASIBILITY STUDY**

**ACTION: AWARD CONTRACTS**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a twenty-four month, firm fixed price Contract No. PS62790000 to WSP USA, Inc., in the amount of \$3,085,929 for the Congestion Pricing Feasibility Study Technical Services, subject to resolution of protest(s), if any; and
- B. AWARD a twenty-four month, firm fixed price Contract No. PS62791000 to Guidehouse LLP, in the amount of \$1,919,300, with an 18-month option in the amount of \$569,840, for a total contract value of \$2,489,140, for the Congestion Pricing Feasibility Study Communications and Public Engagement Services, subject to resolution of protest(s), if any.

#### **ISSUE/BACKGROUND**

On February 28, 2019, the Board approved strategies to pursue the Transformational Initiatives that are central to “The Re-Imagining of LA County,” which includes a Congestion Pricing Feasibility Study (Study). These Transformational Initiatives address the widely shared desire to greatly reduce congestion, improve mobility and air quality, improve equity, and ultimately provide a more sustainable and resilient LA County for all.

Concurrently, the Board passed Motion 32.3 to direct staff to ensure the Study fully addresses and incorporates the parameters identified in the January 2019 Motions 43.1 (Butts) and 43.2 (Solis, Garcetti, Dupont-Walker, Butts, Hahn), which include, but are not limited to, a detailed implementation timeline, cost estimates, sources of funding, and an equity strategy execution plan.

In April 2019, the Board approved the next steps for the Study, which included the following:

- May 2019: Staff will issue Requests for Proposals for 1) Technical Services and 2) Communications Plan and Public Engagement Services.
- Summer 2019: Seek Board authorization to award contracts.
- Ongoing: Staff will conduct ongoing dialogue with the Board at key milestones during the

project development process.

## **DISCUSSION**

On May 6, 2019, Metro issued two Requests for Proposals (RFP) to procure services from qualified firms for 1) Technical Services and 2) Communications and Public Engagement Services to fulfill the scope of services for a Congestion Pricing Feasibility Study.

The objectives of the Study included the following:

- To investigate the feasibility and framework for testing and implementing pricing strategies to reduce traffic congestion and to dramatically improve equity, mobility, and environmental outcomes
- To extensively, comprehensively, and genuinely engage stakeholders and the public in this Study process to help solve the traffic problems in Los Angeles County and develop widespread support for a pilot program
- To identify location(s) for a pilot program and establish an implementation plan.

### **Technical Services**

The awarded contract team for technical services will be responsible for the delivery of the following tasks:

- Task 1: Project Administration, Management, and Coordination
- Task 2: Support Stakeholder and Public Engagement
- Task 3: Conduct Literature Review and Best Practices Research
- Task 4: Develop Equity Strategy
- Task 5: Assess Transportation System and Define Congestion Pricing Alternatives
- Task 6: Develop Technical and Policy Framework for Evaluation and Conduct Performance Evaluation of Congestion Pricing Alternatives
- Task 7: Define Technology Requirements
- Task 8: Define Complementary Multimodal Mobility Services and Improvements
- Task 9: Assess Institutional and Legislative Requirements for Implementation
- Task 10: Develop Investment and Financial Plan
- Task 11: Develop Implementation Plan

### **Public Engagement and Communications**

The awarded contract team for communications and public engagement services will be responsible for the delivery of the following tasks:

- Task 1: Project Administration, Management, and Coordination
- Task 2: Conduct Stakeholder and Public Engagement, Outreach, and Market Research
- Task 3: General Support

## **DETERMINATION OF SAFETY IMPACT**

Staff does not anticipate any safety impacts related to award of the Contracts or the fulfillment of the scope of services.

### **FINANCIAL IMPACT**

Funding for these contracts is included in the FY20 budget in Project 100002, Cost center 2031 and Account 50316. As these are multi-year contracts, the project manager and Chief Innovation Officer will be responsible for budgeting these costs in future years.

#### **Impact to Budget**

The source of funds for this project will be local operating funds including sales tax funds Prop A, C, and TDA Admin. There is no impact to existing federal funding. These funds are eligible for bus and rail operations.

### **ALTERNATIVES CONSIDERED**

The Board may decide not to authorize the execution of these Contracts. This alternative is not recommended as the Board approved staff to issue Requests for Proposals for Technical Services and Communications Plan and Public Engagement Services in April of 2019.

Additionally, the Congestion Pricing Feasibility Study is an initiative identified in the approved Transformational Initiatives that are central to “The Re-Imagining of LA County” as well as the Board approved Metro Vision 2028 Strategic Plan.

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

The proposed actions are fully consistent with Initiative 1.3 of the Metro Vision 2028 Plan to test and implement pricing strategies to reduce traffic congestion.

### **NEXT STEPS**

Upon Board approval, staff will execute Contract No. PS62790000 with WSP USA, Inc. for the Congestion Pricing Feasibility Study Technical Services, and Contract No. PS62791000 with Guidehouse LLP (formerly PricewaterhouseCoopers Public Sector, LLP) for the Congestion Pricing Feasibility Study Communications and Public Engagement Services, effective September 30, 2019.

During the performance of these contracts, Staff will conduct ongoing dialogue with the Board at key milestones during the project development process. Key project milestones include, but are not limited to, the following:

- Review of Stakeholder Advisory Panel, which will consist of Policy Advisory Council members and supplemented with experts in road usage charging, mobility pricing, and equity.
- Summary of findings and best practices from literature review and best practices research
- Development of Equity Strategy
- Summary of stakeholder/public engagement during each round of outreach
- Summary of findings from initial screening to narrow down potential pilot locations to

- implement a pricing program/transit improvement package
- Summary of findings from detailed assessments of potential pilot locations
- Initial concepts for complementary multimodal mobility services and improvements that would be necessary prior to pilot pricing program implementation
- Summary of findings for legislative and institutional requirements for implementing a pricing program
- Development of Investment and Financial Plan
- Development of Implementation Plan

At the completion of the 24-month Study, the following milestones will require Board authorization to proceed:

- Go/No Go decision to implement congestion pricing pilot in a specific area or area(s)
- Award a separate contract for system engineering for congestion pricing pilot
- Exercise the Option on Contract No. PS62791000 for the Congestion Pricing Feasibility Study Communications and Public Engagement Services contract.

## **ATTACHMENTS**

Attachment A-1 - Procurement Summary (PS62790000)

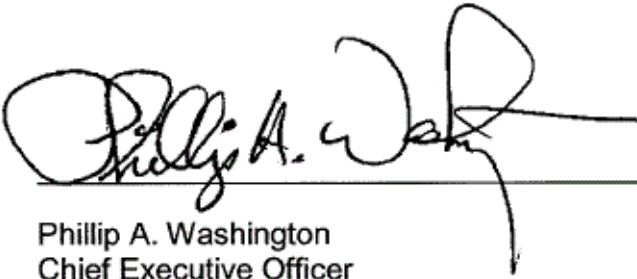
Attachment A-2 - Procurement Summary (PS62791000)

Attachment B-1 - DEOD Summary (PS62790000)

Attachment B-2 - DEOD Summary (PS62791000)

Prepared by: Tham Nguyen, Senior Director,  
Office of Extraordinary Innovation, (213) 922-2606  
Emma Huang, Principal Transportation Planner,  
Office of Extraordinary Innovation, (213) 922-5445

Reviewed by: Joshua L. Schank, Chief Innovation Officer, (213) 418-3345  
Debra Avila, Chief Vendor/Contract Management Officer,  
(213) 418-3051



Phillip A. Washington  
Chief Executive Officer



## PROCUREMENT SUMMARY

## CONGESTION PRICING FEASIBILITY STUDY TECHNICAL SERVICES/PS62790000

1.	<b>Contract Number: PS62790000</b>	
2.	<b>Recommended Vendor:</b> WSP USA, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 5/6/2019	
	<b>B. Advertised/Publicized:</b> 5/6/2019	
	<b>C. Pre-Proposal Conference:</b> 5/14/2019	
	<b>D. Proposals Due:</b> 7/3/2019	
	<b>E. Pre-Qualification Completed:</b> 8/8/2019	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 8/21/2019	
	<b>G. Protest Period End Date:</b> 9/23/2019	
5.	<b>Solicitations Picked up/Downloaded:</b> 113	<b>Bids/Proposals Received:</b> 7
6.	<b>Contract Administrator:</b> Ana Rodriguez	<b>Telephone Number:</b> (213) 922-1076
7.	<b>Project Manager:</b> Tham Nguyen	<b>Telephone Number:</b> (213) 922-2606

**A. Procurement Background**

This Board Action is to approve Contract No. PS62790000 in support of conducting a feasibility study that would explore implementing pricing strategies that would reduce traffic congestion and improve equity, mobility, and environmental outcomes. Board approval of contract award is subject to the resolution of any properly submitted protest.

Request for Proposals (RFP) No. PS62790 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

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

- Amendment No. 1, issued on May 30, 2019 extended the proposal due date;
- Amendment No. 2, issued on June 19, 2019 updated the RFP Dates table;
- Amendment No. 3, issued on June 20, 2019 updated the RFP Dates table;

A pre-proposal conference was held on May 14, 2019 and was attended by 37 participants representing 30 firms. There were 42 questions submitted and responses were released prior to the proposal due date.

A total of 113 firms downloaded the RFP and were included on the plan holders list. A total of seven proposals were received by the due date of July 3, 2019.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Metro's Office of Extraordinary Innovation, Operations Department, Congestion Reduction Department, Communications Department, Marketing Department, and the Southern California Association of Governments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- |   |            |
|---|------------|
| • Understanding of the Scope of Services and Approach | 40 percent |
| • Experience of Team Members                          | 35 percent |
| • Effectiveness of Project Management Plan            | 15 percent |
| • Cost Proposal                                       | 10 percent |

Several factors were considered when developing these weights, giving the greatest importance to the Understanding of the Scope of Services and Approach.

The PET began its independent evaluation of the proposals on July 3, 2019. The firms that were determined to be in the competitive range are listed below in alphabetical order:

- D'Artagnan Consulting, LLP
- HNTB Corporation
- WSP USA, Inc.

Four firms were determined to be outside the competitive range and were not included for further consideration.

On July 29, 2019 the PET interviewed the three firms in the competitive range. The firms were requested to focus their presentation on how they would explain complex technical concepts relating to congestion pricing to the general public in a clear way and how they would demonstrate the technical viability of congestion pricing to audiences who might be skeptical. In addition, the proposing teams responded to the questions from the PET regarding their understanding of various aspects of the project and their proposed approach.

The PET finalized their scores on August 1, 2019. The final scoring determined WSP USA, Inc. to be the highest ranked firm.

## **Qualifications Summary of Firms within the Competitive Range:**

### **WSP USA, Inc.**

WSP USA, Inc. (WSP) is based out of New York and provides services to public and private sector clients across a broad spectrum of sectors including Transportation, Infrastructure, and Engineering. WSP's proposal conveyed a strong understanding of the various proposed pricing models, constraints, tools and methodologies necessary to effectively complete the project. Their approach was organized, clear, and thoroughly described their plan for completing the required services while maintaining flexibility in their approach. WSP established that their Project Manager had over 20 years of experience and extensive expertise managing and implementing congestion pricing programs including working on over 114 congestion pricing and priced express lanes projects in 22 states and three countries. The WSP team, inclusive of seven subcontractors, also have successfully implemented congestion pricing programs both nationally and globally including involvement with projects such as Metro's I-10/I-110 ExpressLanes Congestion Pricing demonstration, the California/Oregon Road Usage Charging Pilot Planning and Systems Engineering project, the Minnesota Department of Transportation Mileage Based User Fee Demonstration Program, the Gothenburg Congestion Charging program for the Swedish Transport Administration, the Translink Mobility Pricing Study in Vancouver, and the Permanent Implementation of the Stockholm Congestion Charge for the City of Stockholm among many other pricing, tolling, and congestion pricing projects.

### **HNTB Corporation**

HNTB Corporation (HNTB) is headquartered in Kansas City, Missouri and has been in business for over 100 years. HNTB provides infrastructure and related professional services and has locations across the United States. Recent experience with programs that use pricing to manage travel demand include the New York Metropolitan Transportation Authority Central Business District Tolling Program, the San Diego Association of Governments I-15 Managed Lanes, the Florida Department of Transportation Regional Concept of Transportation Operations Express Lanes project, and the New Jersey Turnpike Authority General Consulting Engineer project which included the management of a complex multi-disciplined tolling program.

### **D'ARTAGNAN CONSULTING LLP**

D'Artagnan Consulting (D'Artagnan) has several locations in the United States and Australia. They are based in Austin, Texas and provide consulting on transportation policy, planning, finance, road use charging, and transportation technologies. A selection of similar past projects includes work on the Road User Fee Task Force in Oregon, the Missouri Surface Transportation System Funding Alternative Project, the Washington State Transportation Commission Road Usage Charge Program, the Mobility Investment Priorities Project in Texas, which focused on the most congested roadways in Texas, and the Utah Department of Transportation System Pricing Alternative Advisory Support project.

The following table summarizes the final scores.

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>WSP</b>				
<b>3</b>	Understanding of the Scope of Services and Approach	89.90	40.00%	35.96	
<b>4</b>	Experience of Team Members	92.50	35.00%	32.38	
<b>5</b>	Effectiveness of Project Management Plan	87.22	15.00%	13.08	
<b>6</b>	Cost Proposal	100.00	10.00%	10.00	
<b>7</b>	<b>Total</b>		<b>100.00%</b>	<b>91.42</b>	<b>1</b>
<b>8</b>	<b>HNTB</b>				
<b>9</b>	Understanding of the Scope of Services and Approach	79.38	40.00%	31.75	
<b>10</b>	Experience of Team Members	84.76	35.00%	29.67	
<b>11</b>	Effectiveness of Project Management Plan	79.44	15.00%	11.92	
<b>12</b>	Cost Proposal	77.58	10.00%	7.76	
<b>13</b>	<b>Total</b>		<b>100.00%</b>	<b>81.10</b>	<b>2</b>
<b>14</b>	<b>D'Artagnan</b>				
<b>15</b>	Understanding of the Scope of Services and Approach	71.46	40.00%	28.58	
<b>16</b>	Experience of Team Members	71.43	35.00%	25.00	
<b>17</b>	Effectiveness of Project Management Plan	73.33	15.00%	11.00	
<b>18</b>	Cost Proposal	88.17	10.00%	8.82	
<b>19</b>	<b>Total</b>		<b>100.00%</b>	<b>73.40</b>	<b>3</b>

### **C. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based upon adequate price competition, independent cost estimate, price analysis, technical evaluation, fact finding, and negotiations.

Metro anticipates that the level of effort necessary to appropriately incorporate stakeholder input will be significant given that there will be multiple rounds of engagement and it is likely that the Technical Services consultant, in conjunction with the Communications and Public Engagement consultant, will need to provide a substantial amount of support to Metro during the 24-month study. During discussions, the level of effort was increased to allow for the iterative process that will likely be necessary to ensure the project's success.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated amount</b>
1.	WSP USA, Inc.	\$1,900,348	\$4,373,858	\$3,085,929
2.	HNTB, Inc.	\$3,977,752		
3.	D'Artagnan Consulting	\$3,500,148		

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

The recommended firm, WSP USA, Inc. has been in business for over 85 years and will be conducting the work out of their Los Angeles office. WSP brings local and international experience and a qualified team of experts to complete the project. WSP has worked on various Metro projects such as the original ExpressLanes project and has performed satisfactorily.

## PROCUREMENT SUMMARY

### CONGESTION PRICING FEASIBILITY STUDY COMMUNICATIONS AND PUBLIC ENGAGEMENT SERVICES/PS62791000

1.	<b>Contract Number: PS62791000</b>	
2.	<b>Recommended Vendor:</b> Guidehouse LLP	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	A. Issued: 5/6/2019	
	B. Advertised/Publicized: 5/6/2019	
	C. Pre-Proposal Conference: 5/14/2019	
	D. Proposals Due: 7/3/2019	
	E. Pre-Qualification Completed: 8/19/2019	
	F. Conflict of Interest Form Submitted to Ethics: 8/21/2019	
	G. Protest Period End Date: 9/23/2019	
5.	<b>Solicitations Picked up/Downloaded:</b> 84	<b>Bids/Proposals Received:</b> 3
6.	<b>Contract Administrator:</b> Ana Rodriguez	<b>Telephone Number:</b> (213) 922-1076
7.	<b>Project Manager:</b> Tham Nguyen	<b>Telephone Number:</b> (213) 922-2606

#### A. Procurement Background

This Board Action is to approve Contract No. PS62791000 in support of engaging stakeholders and the public to help solve the traffic problems in Los Angeles County and develop support for a pilot program. Board approval of contract award is subject to the resolution of any properly submitted protest.

Request for Proposals (RFP) No. PS62791 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

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

- Amendment No. 1, issued on May 30, 2019 extended the proposal due date;
- Amendment No. 2, issued on June 19, 2019 corrected a text error on Exhibit 3, Evaluation Criteria, and updated the RFP Dates table.;
- Amendment No. 3, issued on June 20, 2019 updated the RFP Dates table;

A pre-proposal conference was held on May 14, 2019 and was attended by 24 participants representing 20 firms. There were 20 questions submitted and responses were released prior to the proposal due date.

A total of 84 firms downloaded the RFP and were included on the plan holders list. A total of three proposals were received by the due date of July 3, 2019.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Metro's Office of Extraordinary Innovation, Communications Department, Marketing Department, and the Southern California Association of Governments (SCAG) was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- |   |            |
|---|------------|
| • Understanding of the Scope of Services and Approach | 40 percent |
| • Experience of Team Members                          | 35 percent |
| • Effectiveness of Project Management Plan            | 15 percent |
| • Cost Proposal                                       | 10 percent |

Several factors were considered when developing these weights, giving the greatest importance to the Understanding of the Scope of Services and Approach.

The PET began its independent evaluation of the proposals on July 3, 2019.

On July 30 and 31, 2019 the PET interviewed the three firms that submitted proposals. The firms were requested to focus their presentation on how they would present the various pricing concepts to the public in a clear way, how they would approach developing key messages that will be used to engage the public, and how they would overcome opposition encountered on a pilot program. In addition, the proposing teams responded to the questions from the PET regarding their understanding of various aspects of the project and any key concerns and how they would address those concerns.

At the conclusion of interviews, one firm was determined to be outside the competitive range and the remaining two firms that were determined to be in the competitive range are listed below in alphabetical order:

- Dakota Communications
- Guidehouse LLP (formerly PricewaterhouseCoopers Public Sector LLP)

The PET finalized their scores on July 31, 2019. The final scoring determined Guidehouse LLP to be the highest ranked firm.

## **Qualifications Summary of Firms within the Competitive Range:**

### **GUIDEHOUSE LLP**

Guidehouse LLP (formerly PricewaterhouseCoopers Public Sector LLP) is a professional services firm with over 20 offices across the United States. Guidehouse assembled a team that includes two subcontractors, JKH Consulting and Integrity PR, to supplement their in-house resources on this project. The Guidehouse team brings a broad range of experience to this project and they and their subcontractors have specific, relevant experience with congestion pricing, communications, public engagement, and are familiar with the local and regional context of Los Angeles County. Guidehouse's SBE subcontractor, JKH Consulting, brings in the experience of Jamarah Hayner, who has worked in New York City on congestion pricing initiatives and has experience with the Los Angeles community through her firm's work on the Crenshaw/LAX Transit Corridor, and the Los Angeles World Airports People Mover project among others. The Guidehouse team also has experience on projects such as the Transportation Electrification Partnership, and the City of Los Angeles' Sustainable City Plan.

The Guidehouse proposal and interview demonstrated a thorough knowledge of the issues that are associated with communicating the concept of congestion pricing to the public and stakeholders and proposed a clear and thorough plan for accomplishing the Scope of Services. During the interview, Guidehouse and their team demonstrated that they had a strong understanding of the local and regional political landscape and that they were capable of navigating the challenges that may arise during the study. Additionally, the proposal included creative and innovative ideas for public engagement.

### **DAKOTA COMMUNICATIONS**

Dakota Communications has been in business for over 22 years and assembled a team of subcontractors that includes firms that have experience working with Metro on other engagement initiatives such as the Metro Measure R Public Projects Outreach, WIN-LA Communications & Outreach, the SCAG Cordon Pricing Outreach and Communications Program, Metro's NextGen Bus Study, I-105 ExpressLanes, and I-605/I-5 Corridors and Performance Measures.



The following table summarizes the final scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Guidehouse LLP</b>				
3	Understanding of the Scope of Services and Approach	89.06	40.00%	35.62	
4	Experience of Team Members	72.50	35.00%	25.38	
5	Effectiveness of Project Management Plan	78.33	15.00%	11.75	
6	Cost Proposal	100.00	10.00%	10.00	
7	<b>Total</b>		<b>100.00%</b>	<b>82.75</b>	<b>1</b>
8	<b>Dakota Communications</b>				
9	Understanding of the Scope of Services and Approach	43.75	40.00%	17.50	
10	Experience of Team Members	54.29	35.00%	19.00	
11	Effectiveness of Project Management Plan	55.83	15.00%	8.37	
12	Cost Proposal	64.96	10.00%	6.50	
13	<b>Total</b>		<b>100.00%</b>	<b>51.37</b>	<b>2</b>

### C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon adequate price competition, independent cost estimate, price analysis, technical evaluation, fact finding, and negotiations.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated amount
1.	Guidehouse LLP	\$2,711,535	\$4,007,667	\$2,489,140
2.	Dakota Communications	\$4,174,165		

### D. Background on Recommended Contractor

Guidehouse LLP (formerly known as PricewaterhouseCoopers Public Sector LLP) is a professional services firm that specializes in providing services across a variety of industries such as Defense, Financial, Health, International Development and Diplomacy, Science and Infrastructure, National Security, and State & Local Government. Their proposal and their proposed team demonstrated their strong understanding of the project and presented an actionable plan to meet Metro's objectives while committing to remain flexible as the study goes on.

## DEOD SUMMARY

## CONGESTION PRICING FEASIBILITY STUDY TECHNICAL SERVICES/PS62790000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. WSP USA, Inc. exceeded the goal by making a 10.11% SBE and 3.06% DVBE commitment.

<b>Small Business Goal</b>	<b>10% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>10.11% SBE 3.06% DVBE</b>
----------------------------	----------------------------	----------------------------------	----------------------------------

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	ECONorthwest	1.62%
2.	System Metrics Group	1.94%
3.	VICUS	6.55%
	<b>Total SBE Commitment</b>	<b>10.11%</b>

	<b>DVBE Subcontractor</b>	<b>% Committed</b>
1.	Ohana Vets	3.06%
	<b>Total DVBE Commitment</b>	<b>3.06%</b>

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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

## DEOD SUMMARY

**CONGESTION PRICING FEASIBILITY STUDY COMMUNICATIONS AND PUBLIC  
ENGAGEMENT SERVICES/PS62791000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established an 11% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Guidehouse LLP exceeded the goal by making a 19.80% SBE and 5.73% DVBE commitment.

<b>Small Business Goal</b>	<b>11% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>19.80% SBE 5.73% DVBE</b>
----------------------------	----------------------------	----------------------------------	----------------------------------

	<b>SBE Subcontractor</b>	<b>% Committed</b>
1.	JKH Consulting	19.80%
	<b>Total SBE Commitment</b>	<b>19.80%</b>

	<b>DVBE Subcontractor</b>	<b>% Committed</b>
1.	Integrity Public Relations Inc.	5.73%
	<b>Total DVBE Commitment</b>	<b>5.73%</b>

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this 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.

# LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY

## Congestion Relief Pricing Feasibility Study

Executive Management Committee  
Item 43



# BACKGROUND - TRANSFORMATIONAL INITIATIVE

June 28, 2018 – Metro Board approved:

- Metro Vision 2028 Strategic Plan – Initiative 1.3: Test and implement pricing strategies to reduce traffic congestion

February 28, 2019 - Metro Board approved:

- Conducting feasibility study to pilot congestion pricing
- Motion 32.3 (Congestion Pricing) by Directors Garcetti, Kuehl, Butts, Solis, and Hahn

April 25, 2019 – Metro Board approved:

- Next steps for feasibility study, including release of RFPs in May 2019

# PROCUREMENT OVERVIEW

2 Requests for Proposals issued on May 6, 2019:

- Technical services
- Communications and public engagement

Proposal Evaluation Team:

- Technical: Representatives from Metro Congestion Reduction, Office of Extraordinary Innovation (OEI), Operations, and Communications; SCAG
- Communications: OEI, Communications, SCAG

Evaluation Criteria	Weights
Understanding of the Scope of Services and Approach	40%
Experience of Team Members	35%
Effectiveness of Project Management Plan	15%
Cost Proposal	10%

# PROCUREMENT SUMMARY

	Technical	Communications
# of Proposals	7	3
Small Business Goal	10% SBE 3% DVBE	11% SBE 3% DVBE
Small Business Commitment	10.11% SBE 3.06% DVBE	19.80% SBE 5.73% DVBE
Recommended Contractor	Prime: WSP USA, Inc.  Subs: AECOM, ECONorthwest, Ohana Vets, Primus, System Metrics Group, VICUS, Transform	Prime: Guidehouse LLP (formerly Pricewaterhouse- Coopers Public Sector, LLP)  Subs: JKH Consulting, Integrity Public Relations Inc
Negotiated Amount	\$3,085,929	\$2,489,140

# PROJECT MILESTONE

## Development (Ongoing Feedback)

- Advisory Panels
- Research
- Equity Strategy
- Communications & Engagement Strategy Part 1
- Location Assessment
- Transit & Multimodal Improvements
- Technology Requirements
- Legislative & Institutional Requirements
- Financial Plan
- Implementation Plan

18 - 24 months

## Implementation (Board Authorization)

- Pilot Go/No Go Decision
- Award Contract for Pilot System Design
- Communications & Engagement Strategy Part 2

Beyond 24 months



# RECAP OF RECOMMENDED ACTIONS

Authorize CEO to:

- A. AWARD a 24-month, firm fixed price Contract No. PS62790000 to WSP USA, Inc., in the amount of \$3,085,929 for the Congestion Pricing Feasibility Study Technical Services, subject to resolution of protest(s), if any; and
- B. AWARD a 24-month, firm fixed price Contract No. PS62791000 to Guidehouse LLP, in the amount of \$2,489,140, inclusive of one 18-month option, for the Congestion Pricing Feasibility Study Communications and Public Engagement Services, subject to resolution of protest(s), if any.



## Board Report

File #: 2019-0621, File Type: Contract

Agenda Number: 45.

### EXECUTIVE MANAGEMENT COMMITTEE SEPTEMBER 19, 2019

**SUBJECT: COMMUNICATIONS SUPPORT SERVICES BENCH**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Bench Contract Nos. PS44432001 through PS44432010 to:

- A. INCREASE the base contract value by \$9,000,000 from \$9,505,568 to \$18,505,568 for communications support services through December 31, 2020; and
- B. AWARD AND EXECUTE task orders for a not-to-exceed total authorized amount of \$18,505,568.

#### **ISSUE**

In December 2017, the Metro Board of Directors approved the establishment of a Communication Support Services Bench contracts (Bench) for an amount not-to-exceed \$9,505,568 for a 3-year base term, plus two, two-year options. The Bench provided Metro Communications Department with supplementary communications services in support of Metro projects, programs and initiatives such as public engagements, public information, and community outreach activities.

The Bench has been successfully utilized in providing professional communications support services to multiple and diverse Metro projects, programs and initiatives. The success of the Bench has exhausted the not-to-exceed value for the base term earlier than anticipated. To date, a total of 13 task orders have been issued against the Bench, for a cumulative total contract value of \$9,003,401, or 95% of the approved bench contract value of \$9,505,568 for the initial 3-year base term. The unexpected increase in the Bench utilization was attributable to three task orders issued in support of Metro's Long-Range Transportation Plan (LRTP), NextGen Bus Study (NextGen), and Project Management for LRTP/NextGen which comprise approximately 40% of the base period contract amount. Other sizeable task orders issued were for complex projects such as LA River Bike Gap Project and the West Santa Ana Branch Project.

To continue to meet the delivery of both current and approved planned construction projects, programs, and initiatives for FY19/20, additional contract authority is being requested for the base contract term. Currently, Metro has numerous processes that require ongoing communications

support such as the Long-Range Transportation Plan, the NextGen Bus Service Study and other efforts to increase ridership and enhance the customer experience. Further, Metro Communication Department anticipates that communications support services shall be required for the following upcoming projects and initiatives:

1. I-10 ExpressLanes Conversion Environmental Outreach
2. I-405 ExpressLanes Conversion Environmental Outreach
3. I-210 Barrier Replacement Environmental Outreach and Construction Relations
4. Vermont Transit Corridor Project Environmental Outreach
5. Bus Rapid Transit Project Vision and Principles Study
6. 6<sup>th</sup> Street/Arts District Red/Purple Line Station Environmental Outreach
7. Green Line Extension to Torrance Environmental Outreach
8. 110 ExpressLanes Adams Bl Flyover Project Environmental Outreach

Approval of the Recommendation will increase the base period contract authorization by \$9,000,000 to provide funding for communications support services through the end of the base term, December 31, 2020.

## **DISCUSSION**

With the passage of Measure M in November 2016, Metro's work effort has expanded greatly. To optimize the agency's existing communications workforce and to ensure adherence to Metro's External Communications Policy, this growing work effort will be accomplished through a combination of agency staff and contracted services through the Bench.

The Communications Support Services Bench consists of 10 full-service, multi-disciplinary teams that serve on an on-call, task order-basis. Services provided by the Bench include:

1. Coordination with other project/program/initiative team members;
2. Project staffing;
3. Strategic communications;
4. Copywriting, copying, printing and mailing support;
5. Community meeting logistics, planning & facilitation;
6. Development of graphic design, photography, digital and video production;
7. Digital and social media;
8. Special event planning and outreach;
9. Door-to-door canvassing and literature distribution;
10. Multi-ethnic/multi-lingual interpretation and translation services;
11. Targeted outreach support;
12. Media relations support;
13. Interactive website development;
14. Innovative methods for reaching diverse community stakeholders;
15. Opinion research;
16. Media buyer; and
17. Documentation reports.

---

The Bench contracts include a 20% Disadvantaged Business Enterprise (DBE) participation goal for task orders awarded with federal funds and 17% Small Business Enterprise (SBE), and 3% Disabled Veteran Business Enterprise (DVBE) goal for task orders awarded with no federal funds.

To date, the Bench has provided communication support services for the following projects and initiatives:

1. Centinela Grade Crossing Environmental Outreach and Education
2. Civil Rights Triennial Update - Limited English Proficiency Outreach
3. Crenshaw North LRT Extension Environmental Outreach and Education
4. Crenshaw/LAX Opening Communications/Faith Community Outreach
5. Eastside Light Rail Project Phase 2 Environmental Outreach
6. LA River Bike Gap Project Environmental Outreach and Education
7. Long Range Transportation and NextGen Bus Study Project Management
8. Long Range Transportation Plan Outreach and Education
9. NextGen Bus Study Outreach and Education
10. North Hollywood to Pasadena Bus Rapid Transit Environmental Outreach and Education
11. North San Fernando Valley Bus Rapid Transit Project Environmental Outreach and Education
12. Public Opinion Research and Focus Groups
13. Public Relations - El Pasajero Writing and Editing
14. Public Relations Street Teams
15. West Santa Ana Branch Project Downtown Los Angeles Outreach and Education

## **FINANCIAL IMPACT**

The funding for the bench contract will parallel that of the benefiting projects charged which may include sales tax, grants, fares, and other funding sources within the agency. There is no single source of funds that will unilaterally fund this contract. As specific work efforts arise, task orders will be issued and funded from the corresponding project budget upon approval by the responsible project manager, or by the relevant department.

Funding for FY20 is included in the department, cost center budgets. Departments including Planning, Program Management, Operations, and Communications will include budget allocations to cover the cost of each task order. Each task order awarded to a Contractor will be funded with the source of funds identified for that project. Since this is a multi-year contract, the departmental cost center managers will be responsible for budgeting costs in future years.

### **Impact to Budget**

The funding for these task orders is dependent upon the specific project and could consist of federal, state or local funds.

## **DETERMINATION OF SAFETY IMPACT**

Contractors may be required to conduct tasks on Metro property where construction may be taking place. All safety requirements will be met with requisite training and clearance as established by Metro Safety, Construction and Operation protocols.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommended actions support the following goals:

- Goal 1: Provide high-quality mobility options that enable people to spend less time traveling;
- Goal 2: Deliver outstanding trip experiences for all users of the transportation system;
- Goal 3: Enhance communities and lives through mobility and access to opportunity;
- Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization

The Communications Support Services Bench allows the agency to engage stakeholders in an authentic, meaningful, and responsive manner on all of the agency's project, programs, and initiatives.

## **ALTERNATIVES CONSIDERED**

1. Pursue procurement processes and solicit proposals for each individual task when the requirement arises. This alternative is not recommended as it would place an undue burden on the small business community, requiring them to expend significant and costly resources to respond to multiple procurement processes each year. It also would require extensive staff time to develop a scope of work, internal estimate and proceed with a competitive procurement for each individual task. This would also delay the provision of services and prevent the opportunity to expedite services when needed. Additionally, procuring services on a per-assignment basis would impose significant additional burden on the Communications and Vendor/Contract Management departments.
2. Utilize existing Communications staff to provide the required support services. This alternative is also not feasible as Metro's current Communications staff is being fully utilized to support existing projects, programs and initiatives. Due to these commitments, it would be a major challenge for current staff to provide the necessary additional support required for future projects, programs and initiatives. If this alternative was exercised, Metro would need to hire additional staff with expertise in several disciplines to perform the desired work. Based on staffing trends, it is unlikely the agency can support this effort in-house.
3. Direct departments to procure services for their own needs. This option puts an undue burden on the small business community, requiring them to expend significant and costly resources to respond to multiple procurement processes each year. It also is counter to Metro's External Communications Policy, which is designed to consolidate, optimize and strategically coordinate communications services across the agency.

**NEXT STEPS**

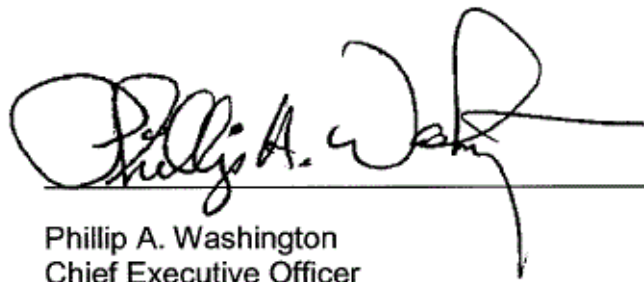
Upon Board approval, staff will execute Contract Modification No. 2 to the Communications Support Services Bench Contracts and continue to award individual task orders for communications support services.

**ATTACHMENTS**

- Attachment A - Procurement Summary
- Attachment B - Contract Modification/Change Order Log
- Attachment C - Firms on Communications Support Services Bench
- Attachment D - List of Task Orders and Values
- Attachment E - DEOD Summary

Prepared by: Anthony Crump, Deputy Executive Officer, (213) 418-3292

Reviewed by: Yvette Rapose, Chief Communications Officer, (213) 418-3154  
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



---

Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

COMMUNICATIONS SUPPORT SERVICES BENCH / PS44432001 through  
PS44432010

1.	<b>Contract Numbers:</b> PS44432001 through PS44432010		
2.	<b>Contractors:</b> Arellano Associates; Celtis Ventures; Communications Lab; Community Connections; Consensus; Dakota Communications; ETA Agency; Lee Andrews Group; MBI Media; The Robert Group		
3.	<b>Mod. Work Description:</b> Increase base contract amount		
4.	<b>Contract Work Description</b> Provide communications support services to Metro's Communications Department.		
5.	<b>The following data is current as of:</b> 8/23/19		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contracts Awarded:</b>	1/1/18	<b>Contracts Award Amount:</b> \$9,505,568
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b> \$0
	<b>Original Complete Date:</b>	12/31/20	<b>Pending Modifications (including this action):</b> \$9,000,000
	<b>Current Est. Complete Date:</b>	12/31/20	<b>Current Contract Value (with this action):</b> \$18,505,568
7.	<b>Contract Administrator:</b> Antwaun Boykin		<b>Telephone Number:</b> (213) 922-1056
8.	<b>Project Manager:</b> Anthony Crump		<b>Telephone Numbers:</b> (213) 418-3292

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 2 issued to increase the base contract value through December 31, 2020 for Communications Bench Contracts PS44432001 through PS44432010, to continue to perform communications support services.

This Contract Modification and future Task Orders will be processed in accordance with Metro's Acquisition Policy.

Metro awarded a seven-year (three-year base term, with two, two-year options), task order based bench contracts to the following firms: Arellano Associates, Celtis Ventures, Communications Lab, Community Connections, Consensus, Dakota

Communications, ETA Agency, Lee Andrews Group, MBI Media, and The Robert Group to provide communication support services.

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

**B. Cost/Price Analysis**

The recommended price for all future task orders and modifications will be determined to fair and reasonable in accordance with Metro's Acquisition Policy at the time of issuance and award.



## CONTRACT MODIFICATION/CHANGE ORDER LOG

COMMUNICATIONS SUPPORT SERVICES BENCH / PS44432001 through  
PS44432010

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>Amount</b>
1	Modify the SOW to delete printing support services	Approved	10/15/18	\$0
2	Increase base contract value	Pending	Pending	\$9,000,000
	<b>Modification Total:</b>			<b>\$9,000,000</b>
	<b>Original Contract:</b>		<b>1/1/18</b>	<b>\$9,505,568</b>
	<b>Total:</b>			<b>\$18,505,568</b>

**ATTACHMENT C**

**FIRMS ON COMMUNICATIONS SUPPORT SERVICES BENCH**

**COMMUNICATIONS SUPPORT SERVICES BENCH / PS44432001 through  
PS44432010**

	<u>Contract No.</u>	<u>Company Name</u>
1	PS44432001	Arellano Associates
2	PS44432002	Celtis Ventures
3	PS44432003	Communications Lab
4	PS44432004	Community Connections
5	PS44432005	Consensus
6	PS44432006	Dakota Communications
7	PS44432007	ETA Agency
8	PS44432008	Lee Andrews Group
9	PS44432009	MBI Media
10	PS44432010	The Robert Group

**ATTACHMENT D**

DBE/SBE Prime Awards			
Contract No.	Company Name	Task Orders Awarded to Date	Task Order Award Amount
PS44432001	Arellano Associates	2	\$2,572,659
PS44432003	Communications Lab	1	\$735,816
PS44432004	Community Connections	0	\$0
PS44432005	Consensus	1	\$128,148
PS44432006	Dakota Communications	1	\$669,904
PS44432007	ETA Agency	0	\$0
PS44432008	Lee Andrews Group	5	\$1,518,144
PS44432009	MBI	1	\$730,000
PS44432010	The Robert Group	2	\$1,165,576
Total Awarded Task Order Subtotal		13	\$7,520,247
Total Task Order Value			

Non DBE/SBE Prime Awards			
Contract No.	Company Name	Task Orders Awarded to Date	Task Order Award Amount
PS44432002	Celtis Ventures	1	\$1,483,154
Total Awarded Task Order Subtotal		1	\$1,483,154
Total Task Order Value			

Total Task Orders Awarded	14	Amount Awarded
DBE/SBE Task Order Value		\$7,520,247
Total Task Order Value		\$9,003,401

## DEOD SUMMARY

**COMMUNICATIONS SUPPORT SERVICES BENCH / PS44432001 through  
PS44432010****A. Small Business Participation**

DEOD established an overall 20% goal for this Task Order/Bench contract for the participation of Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) certified firms. The 20% overall goal is applied to all task orders issued and the type of participation is based on the funding source. Each bench participant met or exceeded the 20% DBE or 17% SBE / 3% DVBE commitment. The overall DBE/SBE/DVBE participation is based on the cumulative value of all task orders issued. There are ten (10) Primes on the Bench; of which eight (8) are DBE firms and nine (9) are SBE firms.

To date, fourteen (14) task orders have been awarded to eight (8) primes on the bench, and thirteen (13) of these task orders were awarded to Small Businesses. Listed below are the bench participants that have been awarded task orders and their current level of DBE/SBE/DVBE participation. Based on payments and funding sources, the cumulative SBE participation is 49.53%, and to-date, no task orders have been issued with federal funding or DBE commitment.

Current DVBE participation is 0%. According to the Project Manager, due to Metro's Collective Bargaining Agreement (CBA), teams on the Communications Support Services Bench were advised by Metro that printing services were not going to be procured through the bench. Metro's print shop is represented and printing through firms on the bench may violate Metro's CBA. As a result, this scope of work has been removed as a service. Where the removal of scope has impacted commitments made to DVBE firms, Primes will be required to submit an updated utilization plan to replace those DVBE commitments.

Notwithstanding, Metro Project Managers and Contract Administrators will work in conjunction with DEOD to ensure that the primes are on schedule to meet or exceed their DBE/SBE/DVBE commitments. Additionally, key stakeholders associated with the contract have been provided access to Metro's tracking and monitoring system to ensure that all parties are actively tracking Small Business progress.

<b>Small Business Commitment</b>	<b>20% DBE 17% SBE 3% DVBE</b>	<b>Small Business Participation</b>	<b>0% DBE 49.53% SBE 0% DVBE</b>
----------------------------------	--	-------------------------------------	--

DBE/SBE Primes & Subcontractors		Current Participation		
		DBE	SBE	DVBE
1	Arellano Associates (DBE/SBE Prime)	-	84.42%	-
	AVS Consulting, Inc.	-	1.09%	-
	Jarrett Walker & Associates	-	0.08%	-
	VMA Communications	-	2.67%	-
	Young Communications Group	-	7.35%	-
Total		-	95.62%	-
2	Celtis Ventures	-	-	-
	DVBE Global Marketing	-	-	0.00%
	Flagship Marketing	-	-	0.00%
	The Walking Man	-	0.00%	-
Total		-	0.00%	0.00%
3	Communications Lab (DBE/SBE Prime)	-	27.75%	-
	Total	-	27.75%	-
4	Consensus (SBE Prime)	-	25.08%	-
	Total	-	25.08%	-
5	Dakota Communications (DBE/SBE Prime)	-	97.84%	-
	JKH Consulting, LLC	-	2.16%	-
	Total	-	100.00%	-
6	Lee Andrews Group (DBE/SBE Prime)	-	15.13%	-
	Maria Luisa Arredondo-Pagaza	-	84.87%	-
	Total	-	100.00%	-
7	MBI Media (DBE/SBE Prime)	-	52.54%	-
	Alas Media, Inc.	-	1.25%	-
	Continental Interpreting Services, Inc.	-	-	0.20%
	Digital Services Enterprises, Inc.	-	8.60%	-
	House 47, LLC	-	11.02%	-
	North Star Alliances LLC	-	13.07%	-
	The Walking Man, Inc.	-	0.00%	-
	Young Communications Group	-	7.74%	-
Total		-	94.42%	0.20%
8	The Robert Group (DBE/SBE Prime)	-	60.40%	-
	DakeLuna Consultants	-	39.60%	-
	Total	-	100.00%	-

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this modification.

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

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