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Agenda - Final

Thursday, October 20, 2022

9:00 AM

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

Executive Management Committee

Ara J. Najarian, Chair

Janice Hahn, Vice Chair

Kathryn Barger

James Butts

Eric Garcetti

Hilda Solis

Gloria Roberts (Interim), non-voting member

Stephanie Wiggins, Chief Executive Officer

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

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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.

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

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Board Administration

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MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER**ROLL CALL**

APPROVE Consent Calendar Item: 17.

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

CONSENT CALENDAR

17. **SUBJECT: ACQUISITION OF COMPUTER HARDWARE, SOFTWARE AND SERVICES** [2022-0614](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to continue to utilize the National Association of State Procurement Officials (NASPO) cooperative purchase program to purchase computer and network equipment, peripherals, and related software and services, at an increase of \$30,000,000 in total expenditure limit, increasing the total expenditure limit from \$30M to \$60M through January 2025. This request is not for a budget increase but is a request for an increase to the cooperative agreement expenditure limit.

Attachments: [Attachment A - Procurement Summary Mod 2022](#)
[Attachment B - DEOD Summary](#)

NON-CONSENT

18. **SUBJECT: LA METRO TREE POLICY** [2022-0535](#)

RECOMMENDATION

ADOPT Metro Tree Policy (Attachment A).

Attachments: [Attachment A - LA Metro Tree Policy](#)

19. **SUBJECT: METRO'S HOMELESS RESPONSE PROGRAM** [2022-0389](#)

RECOMMENDATION

RECEIVE AND FILE the Homeless Gap Analysis (Attachment A).

Attachments: [Attachment A - Homeless Program Presentation](#)

20. SUBJECT: END OF LINE POLICY AND UNHOUSED RIDERS MOTION [2022-0734](#)**RECOMMENDATION**

APPROVE Motion by Directors Hahn, Solis, Barger, and Dutra that the Chief Executive Officer:

- A. Evaluate Metro's end of the line policy and its impacts on communities that have a station that is the end of a Metro rail line;
- B. Conduct a thorough evaluation of the unhoused populations exiting trains at night and boarding trains in the morning at the ends of rail lines, to better understand the impact of the end of line policy and to inform future resource deployment;
- C. Coordinate with the Los Angeles Homeless Services Authority (LAHSA) for its annual Point-In-Time Count, to determine the numbers of unhoused riders on Metro's bus and rail system; and
- D. Report back on the above three directives no later than January 2023.

21. SUBJECT: GENDER ACTION PLAN [2022-0586](#)**RECOMMENDATION**

RECEIVE AND FILE the Metro Gender Action Plan (Attachment A).

Attachments: [Attachment A - Metro Gender Action Plan](#)
[Attachment B - Gender Analysis Tool](#)
[Attachment C - Draft Station Evaluation Sheet](#)

22. SUBJECT: FARELESS SYSTEM INITIATIVE AND LOW-INCOME FARE IS EASY [2022-0679](#)**RECOMMENDATION**

RECEIVE AND FILE status updates on Fareless System Initiative (FSI) and Low-Income Fare Is Easy (LIFE) Programs.

Attachments: [Attachment A - Board Motion 45](#)
[Attachment B - Board Motion 40](#)
[Presentation](#)

23. SUBJECT: STATE AND FEDERAL REPORT [2022-0689](#)**RECOMMENDATION**

RECEIVE AND FILE October 2022 State and Federal Legislative Report.

SUBJECT: GENERAL PUBLIC COMMENT[2022-0712](#)

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 #: 2022-0614, **File Type:** Contract**Agenda Number:** 17.

**EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 20, 2022****SUBJECT: ACQUISITION OF COMPUTER HARDWARE, SOFTWARE AND SERVICES****ACTION: APPROVE RECOMMENDATION TO INCREASE PURCHASE AUTHORITY
THROUGH THE NATIONAL ASSOCIATION OF STATE PROCUREMENT OFFICIALS
(NASPO) MASTER PRICE AGREEMENT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to continue to utilize the National Association of State Procurement Officials (NASPO) cooperative purchase program to purchase computer and network equipment, peripherals, and related software and services, at an increase of \$30,000,000 in total expenditure limit, increasing the total expenditure limit from \$30M to \$60M through January 2025. This request is not for a budget increase but is a request for an increase to the cooperative agreement expenditure limit.

ISSUE

In January 2020, the Board of Directors approved the acquisition of computer hardware, software, and services through the National Association of State Procurement Officials (NASPO) for a five-year period in an amount not to exceed \$30,000,000. This procurement method has been very successful. To date, 75 awards have been executed for a total of \$26,568,000. This equates to 89% of the spending authority in the first three years. To continue the ability to utilize NASPO, the Board will need to approve the increase of the total spending authority.

The need for Metro's technology infrastructure (Ex: computer & server processing equipment, network & data telecommunications equipment, electronic file storage systems, audio visual & security systems) is higher than initially planned. Projects driving the need for technological equipment and services include the Transit, Highway, and Regional Rail programs (e.g., Metro Center Project, Crenshaw/LAX Transit, Regional Connector). Also, due to the Covid-19 Pandemic, Metro has implemented a new Teleworking Policy. This has resulted in additional computer, server, storage, and cybersecurity service needs, accelerating Metro's technology expenditure plan faster than originally anticipated. Infrastructure technology and cybersecurity needs will continue to grow over the remaining two plus years of the agreement, which is why it's necessary to increase the purchasing expenditure authority for our NASPO purchase program.

BACKGROUND

The National Association of State Procurement Officials (NASPO, formerly WSCA) is a non-profit association dedicated to advancing public procurement through leadership, excellence, and integrity. It is made up of the directors of the central purchasing offices in each of the 50 states, the District of Columbia, and the territories of the United States. By leveraging their national negotiation and buying power (over 12 billion dollars in sales annually), NASPO delivers the highest valued, reliable, and competitively sourced contracts offering public entities outstanding prices.

They work directly with the original equipment manufacturers (OEM) to negotiate the best competitive pricing. Working through the NASPO program provides the best overall value in terms of prices, terms, and conditions (including quality, delivery, return policy, insurance, performance, and warranty), exceeding those possible for any single state.

In addition to cooperative contracts and collective buying power, Metro will have other benefits. These include participating in NASPO training, education, professional development, research, innovative procurement strategies, conferences, procurement best practices, and collaboration with other members to succeed as public procurement leaders.

With their vast years of experience and no membership or administrative fees, NASPO has become the nation's premier public purchasing cooperative and the largest public purchasing cooperative in the country.

DISCUSSION

The use of NASPO has shown to be effective in streamlining computer product acquisitions by leveraging buying power to obtain lower pricing and lower administrative costs through shortened processing time. For example, by leveraging the competitive process that NASPO has already gone through, purchasing equipment through the NASPO Master Price Agreement can be accomplished in approximately 1-2 weeks compared to the 6-8 weeks or longer for the bid process. Through NASPO's competitive buying power, Metro has experienced savings of up to 30% through the purchase agreement.

Currently, \$26.5M (89% of the agreement spending authority) has been utilized within the first three years. To continue to utilize NASPO, staff is recommending increasing the spending authority and use this procurement method.

Metro has significantly increased its use of computers to streamline and automate many of its business processes and functions to increase efficiency and reduce cycle time. Due to the dependence on computer technology to support its business operations, a replenishment process has been established to optimize and maintain the effective operation of Metro's inventory of computers, servers, network equipment, and related software applications. Non-replacement of aging computer hardware and software systems will ultimately result in increased system unavailability affecting the ability of Metro to efficiently support its daily business operations, such as transit operations, vehicle maintenance, inventory management, human resources, and procurement. Items typically purchased under NASPO are Metro ITS standard equipment and licensing such as Dell computers, IBM servers, Cisco network devices and services, and Salesforce CRM systems.

DETERMINATION OF SAFETY IMPACT

Procurement is a critical component for all project delivery success. Technology supports all areas of communications, day to day business operations, and security. The ability to grow, enhance and maintain the state of good repair of our technology equipment and services are critical to ensuring the confidentiality, integrity and availability of Metro's information systems and data and safety to our patrons.

FINANCIAL IMPACT

There is no increased cost, however, we are requesting to increase the total expenditure limit from \$30M to \$60M through January 2025. Metro will continue to realize a decrease in costs as NASPO streamlines procurement and administration processes, saving Metro time and money. Metro is still required to have competitive bidding when there are multiple NASPO resellers that can provide the same product.

Impact to Budget

Funding for these services is included under the Information Technology and Services departmental budget through various preapproved operating and capital budgets sourcing from a combination of local, state, and federal funding sources.

EQUITY PLATFORM

Purchasing of technology infrastructure equipment and services is required through virtually every major Metro mission critical project. The services resulting from these purchases are not anticipated to impact the external customer community adversely (e.g., People of Color, Low Income, Disabilities, marginalized communities, minority, women, disadvantaged or disabled veterans. Technology services support Metro's diverse workforce by providing equipment and resources to streamline operations and work from different locations.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports **Metro Vision 2028 Strategic Goal 5** - Provide responsive, accountable, and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The alternative is to formally compete for individual procurements via bids or Requests for Proposals (RFPs). This process is more time consuming and expensive compared to the benefits of utilizing vendors already selected under a competitive contracting process conducted by the National Association of State Procurement Officials (NASPO).

NEXT STEPS

With Board approval, staff will move forward in the procurement of computers, servers, network equipment, and related software through the National Association of State Procurement Officials (NASPO).

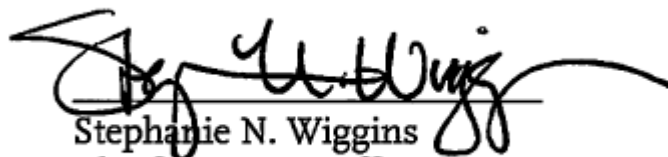
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Bill Balter, Deputy Executive Officer, ITS (213) 922-4511
Bryan Sastokas, Deputy Chief Information Technology Officer,
ITS (213) 922-5510
Carolina Coppolo, Senior Executive Officer, VCM (213) 922-4471
Debra Avila, Deputy Chief Officer, VCM (213) 418-3051

Reviewed by: Robert Bonner, Chief People Officer, (213) 922-3048



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

NATIONAL ASSOCIATION OF STATE PROCUREMENT OFFICIALS (NASPO)

1.	Contract Number: N/A	
2.	Recommended Vendor: National Association of State Procurement Officials	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: N/A	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: N/A	
	E. Pre-Qualification Completed: N/A	
	F. Conflict of Interest Form Submitted to Ethics: N/A	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: N/A	Bids/Proposals Received: N/A
6.	Contract Administrator: Mark Lu	Telephone Number: 213-922-4689
7.	Project Manager: Bill Balter	Telephone Number: 213-922-4511

A. Procurement Background

National Association of State Procurement Officials (NASPO) is a non-profit organization formed in 1947, comprised of the Chief Procurement Officials of all fifty states, Washington D.C. and the U.S. Territories to promote public procurement throughout the country. The NASPO Master Price Agreements are competitively solicited using a Lead State™ model, supported by a Sourcing Team™ comprised of multiple state procurement representatives and subject matter experts; leveraging the expertise and buying power of the many states and other participating entities.

B. Evaluation of Proposals

Proposal evaluations are performed for each procurement in accordance with the technical requirements listed for the projects.

C. Cost/Price Analysis

Most favorable pricing is obtained through competition performed by NASPO, and prices are considered fair and reasonable prior to award.

D. Background on Recommended Contractor

NASPO Master Agreements are used by participating states and local governmental agencies. Master Agreements have been negotiated with all major IT related equipment and service providers.

DEOD SUMMARY

NATIONAL ASSOCIATION OF STATE PROCUREMENT OFFICIALS (NASPO)

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) goal for the National Association of State Procurement Officials (NASPO) ValuePoint cooperative purchasing program. Only NASPO approved contractors and suppliers can bid on solicitations.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2022-0535, **File Type:** Informational Report

Agenda Number: 18.

**EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 20, 2022**

SUBJECT: LA METRO TREE POLICY

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT Metro Tree Policy (Attachment A).

ISSUE

In April 2022, the Metro Board of Directors approved a motion (#2022-0259, *Creating a Metro Tree Policy Motion*) to develop an agencywide Tree Policy. The Tree Policy developed here is in direct response to the intent of the Motion.

This policy clarifies and standardizes LA Metro’s practices for protecting the urban canopy throughout its construction program. It also indicates our commitment to a sustainable replacement strategy where tree removal is unavoidable.

The Tree Policy also recognizes the benefits that tree canopies provide to our customers- including shade and protection from extreme heat and improved air quality. Because of the value that a healthy urban canopy provides to our riders, Metro is committed to providing high quality care and maintenance of the trees on our own properties, and to pursuing partnerships with cities and local jurisdictions to install trees to provide long-term shade along transit corridors.

BACKGROUND

Since the early 2000s, Metro has been working to create a more environmentally sustainable, equitable and resilient public transportation system. Metro’s commitment to climate action and resilience is included in several planning documents such as the 10-year Sustainability Strategic Plan *Moving Beyond Sustainability* (MBS), the *Climate Action and Adaptation Plan* (CAAP), the *Customer Experience Plan*, and the *Long-Range Transportation Plan* (LRTP). Protecting, planting, and maintaining trees is a component of these plans.

Trees are a critical part of our region’s green infrastructure and provide multiple benefits for our communities including improved air quality, stormwater management, shade, reduction in urban heat,

carbon storage, bird and other pollinator habitat, and reductions in psychological distress. Trees are also valuable resources to provide in the long-term shade at transit transfer locations. Trees, vegetation, and natural surfaces typically absorb less heat and cool off more quickly than the built environment.

DISCUSSION

LA Metro has an important relationship to the urban canopy across many of its enterprises, but the most significant connection to tree issues is currently with our capital program where we have many large projects under construction across Los Angeles County. It is common that in the process of building large projects, LA Metro is faced with options for preserving or removing and replacing trees.

In recognizing the environmental benefits of trees, LA Metro commits to a consistent and sustainable approach to mitigating the impacts of our construction program. The attached Tree Policy (Attachment A) outlines the key elements of this approach:

1. Protecting trees through planning, design and construction, and maintenance.
2. Replacing any trees removed (when necessary) at a 2-1 ratio, or at a 4-1 ratio in the case of heritage trees. This replacement ratio is in line with the requirements of other local jurisdictions.
3. Adopting species, palette, and planting strategies that maximize opportunities for native species, carbon capture, mitigating urban heat effect, stormwater capture, and use of recycled water for irrigation.
4. Committing to a three-year establishment period for the new trees planted and encouraging creative approaches to tree replacement planting within the impacted area, including but not limited to first-last mile pathways, parkway strips, parks, or schools (however, Metro will not support planting trees in parkway locations that have the potential to damage our buses or impede their operation).

In addition to the overlap between our construction of capital projects and the urban forest, Metro has several other ways in which we touch on issues related to trees, including those that are planted at our maintenance and office facilities, and those trees located at or near our bus stops and train stations. In looking at opportunities to take a sustainable and resilient approach to trees at these facilities and our projects, the Tree Policy also requires the following:

- Adopting sustainable practices for maintaining and, where possible, planting new trees on Metro facilities.
- Partnering with local jurisdictions to plant and establish street trees along transit corridors in equity-focused communities.
- Exploring opportunities for community engagement around trees and green infrastructure.

The objectives of maintaining or planting trees on Metro properties or in conjunction with Metro funded projects are to:

- Provide a safe, pleasant, and high-quality experience for system users,
- Reduce transit rider exposure to high heat conditions,
- Improve air quality in alignment with the MBS targets,
- Mitigate tree loss that may occur from construction projects,
- Increase green spaces and expand the urban forest, and;
- Support climate action through carbon sequestration.

Commitment to Collaboration

A Guiding Principle of the Board adopted *Moving Beyond Sustainability* strategic plan commits to strengthen sustainability efforts through leadership and collaboration with regional partners and agencies. With support from this policy, Metro will continue coordinating closely with local jurisdictions in planning and design of capital projects on the protection of existing trees and the replacement or planting of new trees in the Los Angeles County.

Many organizations are already engaged in urban forestry efforts in Los Angeles County. Metro will support plans and projects undertaken by local jurisdictions to plant and establish street trees along transit corridors in equity-focused communities, and as part of LA Metro's Complete Streets Policy.

LA Metro will also collaborate with the Metro Sustainability Council, local agencies and nurseries to educate and promote the significance of the native trees, and to ensure that specified trees in the LA Metro Tree Palette are available for replacement of trees removed as part of the construction program.

Stakeholder Engagement

Staff conducted several internal and external stakeholder engagements to get feedback and recommendations on the viability and effectiveness of the Tree Policy. These stakeholders and the dates they were consulted included:

- LA Metro Tree Policy Working Group- including Countywide Planning & Development, Systemwide Design, Facilities Contracted Maintenance Services, Construction, Security, Transit Operations, Operations Liaison and Planning (06/03/2022, 06/16/2022, 09/13,2022);
- LA Metro Sustainability Council (05/13/2022);
- Tree Policy Workshop - with environmental and other stakeholders (08/24/2022), and;
- Los Angeles Conservation Corps (09/13/2022).
- Caltrans (10/6/2022)

Feedback from the stakeholders were incorporated in the final version of the policy as presented in Attachment A.

Implementation Plan

LA Metro will ensure the implementation of the Tree Policy through the following steps:

- Update internal plans, documents and specifications governing tree removal, replacement, species selection, establishment periods, and maintenance.
- Integrate the goals and objectives of the Tree Policy into planning efforts.
- Conduct internal training to ensure understanding and consistent application of this Policy.
- Collaborate with cities, local agencies and non-profits to identify and pursue opportunities to support the planting and maintenance of trees along high ridership, low canopy corridors in LA County.
- Collaborate with local agencies and nurseries to ensure availability of sufficient stock of the trees from the LA Metro Tree Palette.
- Identify and pursue Federal, State, and local funding opportunities aimed at maintaining current tree inventory and increasing tree canopy/coverage specifically along LA Metro transit corridors and properties.

FINANCIAL IMPACT

No immediate financial impact is associated with the adoption of the tree policy and its implementation strategies. Implementation of the Tree Policy will be incorporated into the budgeting of planning, execution of capital projects, and facility maintenance projects and programs. operations programs. Those funds will be controlled by the respective project and program managers at appropriate cost centers.

EQUITY PLATFORM

For Metro, equity is part of the foundation of the decision-making, planning and operations. Metro is committed to eliminating areas of inequity, discrimination or implicit bias within our policies, procedures, and practices.

The disparities in tree canopy coverage among different parts of LA County are stark: many affluent neighborhoods exhibit tree canopy coverage of up to 40%, while lower income areas in the Los Angeles County may have coverage of 10% or less, with a corresponding difference in the ambient air temperature of several degrees. The result is that people who rely on the transit and live in neighborhoods with low tree canopy coverage or other forms of shade experience more exposure to high heat while waiting at or walking to and from the transit stops.

LA Metro will prioritize projects using criteria for reducing heat and other impacts to Equity Focus

Communities (EFCs) and other disadvantageded communities. LA Metro will ensure that all mitigation efforts are maximized within EFCs, and that all replacement trees are planted back in the same areas that they are removed. Metro will also focus any proactive tree planting efforts within low canopy/high ridership corridors. In no case, shall invasive or trees that damage the sidewalks or may pose a hazard be considered acceptable.

LA Metro will engage with representatives of local jurisdictions and non-profits in the planning and design of capital projects to coordinate the protection of existing trees and the replacement or planting of new trees. Where the required replacement of trees on LA Metro property is not possible, LA Metro will assess to determine the support of the plans and projects undertaken by local jurisdictions to plant and establish street trees along transit corridors in Equity Focus Communities, and as part of LA Metro's Complete Streets Policy.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This policy supports Metro's second, third, and fourth Strategic Plan Goals. The actions implemented due to this policy will deliver outstanding trip experiences for all users of the transportation system (Goal #2). The strategies and actions outlined in this policy advocate for equitable access to opportunity in alignment with Metro's Equity Platform (Goal #3). This policy also aligns with the need to collaborate with regional agencies to protect, preserve, maintain and increase the tree canopy for Los Angeles County (Goal #4).

ALTERNATIVES CONSIDERED

In consultation with internal and external stakeholders, this Tree Policy was developed in direct response to Motion #2022-0259. Staff does not recommend rejection of this policy.

NEXT STEPS

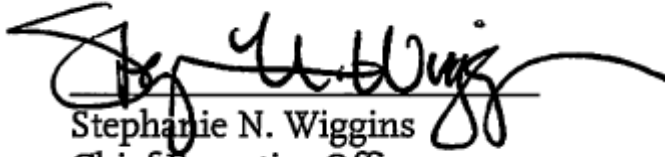
Upon Board adoption, the Office of Sustainability is committed to working across internal departments and with external partners and stakeholders to implement the actions under the Tree Policy. The Office of Sustainability will periodically report on the progress of implementation.

ATTACHMENTS

Attachment A. LA Metro Tree Policy

Prepared by: Heather Repenning, Executive Officer, Office of Sustainability (213) 922-4932
Cris B. Liban, Chief Sustainability Officer, (213) 922-2471

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



Stephanie N. Wiggins
Chief Executive Officer



LA METRO TREE POLICY

Policy Background and Goals

It is the policy of the Los Angeles County Metropolitan Transportation Authority (LA Metro) to protect the trees impacted by our construction activity, including a sustainable and robust tree replacement and establishment program for when tree removals are unable to be avoided.

Beyond mitigating the environmental impacts of our construction program, protecting, planting, and maintaining trees is a fundamental component of LA Metro's commitment to providing a high-quality customer experience, promoting equity, fostering sustainability, and increasing climate resilience.

Our Board adopted the 2020 10-year Metro Sustainability Strategic Plan, *Moving Beyond Sustainability (MBS)*, which includes the following relevant targets:

- Increasing runoff infiltration and capture capacity for stormwater by 15% from 2020 baseline levels.
- Prioritizing improvements to locations, facilities, infrastructure, equipment and operations to reduce [climate] risk.
- Reducing total nitrogen oxides (NO_x) emissions by 54% from 2018 baseline.
- Reducing total particulate matter (PM) emissions by 62% from 2018 baseline.

LA Metro recognizes that opportunities for shade and canopy exist at rail stations, along rights of way, transit centers/hubs, and LA Metro maintenance and administrative facilities. LA Metro can also encourage and facilitate tree planting for bus stops, complete streets, active transportation, or the first/last mile projects that are funded by LA Metro.

Trees are a critical part of our region's green infrastructure and provide multiple benefits for our communities including improved air quality, stormwater



management, shade, reduction in urban heat, carbon storage, bird and other pollinator habitat¹, and reductions in psychological distress².

Trees are valuable resources in efforts to mitigate the impacts of increased heat on transit riders due to climate change. The LA County Climate Vulnerability Assessment³ found that by 2050, nearly 2.2 million people will be residing in areas of both high exposure and high social vulnerability to extreme heat, many of whom are transit riders. More than 40 additional days of extreme heat are projected to occur annually by 2050⁴. Exposure to heat exacerbates pre-existing health conditions and can also increase the risk of death⁵. During a shorter heat wave, the death rate can rise by 8 percent and after five days, the death rate can increase by 25 percent⁶.

Many affluent neighborhoods exhibit tree canopy coverage of up to 40%, while lower income areas in the County may have coverage of 10% or less⁷, with a corresponding difference in the ambient air temperature of several degrees. The result is that people who rely on the transit and live in neighborhoods with low tree canopy coverage or other forms of shade, experience more exposure to high heat while waiting at or walking to and from the transit stops (see Appendix A).

Trees, vegetation, and natural surfaces, typically absorb less heat and cool off more quickly than the built environment. LA Metro is committed to working with communities to identify opportunities to improve conditions for transit riders by increasing shade near transit stops and maintaining healthy trees on our properties.

Construction Mitigation

LA Metro understands that planning and preservation are the keys to success in protecting trees during any construction project.

¹ Tree People website, June 2022

² *Nature experience reduces rumination and subgenual prefrontal cortex activation*, Proceedings of the National Academy of Sciences, Bratman, Hamilton, Hahn, Gross, 2015

³ Los Angeles County Climate Vulnerability Assessment, 2021

⁴ Los Angeles County Climate Vulnerability Assessment, 2021

⁵ American Public Health Association, Climate Change, Health, and Equity, 2017

⁶ Too hot to live, National Geographic, June 2021

⁷ LA Urban Forest Equity Assessment Report, CAPA Strategies, 2021



LA Metro will plan and design new construction or additions so that large trees and other significant site features, such as vistas and views are preserved. Before construction, LA Metro will prepare a tree protection plan identifying tree protection zones (TPZs) for all trees designated for retention. During construction, LA Metro will protect large trees and other significant site features from immediate damage during construction and from delayed damage due to construction activities, such as loss of root area or compaction of the soil by equipment.

With the implementation of our extensive capital program, LA Metro will take steps to avoid removing any healthy trees, as determined by a certified arborist. LA Metro will prepare a mitigation plan for damaged trees and removed trees in consultation with the Certified Arborist and include with construction plans and contract documents. Street trees removed by LA Metro will be replaced at a minimum 2:1 ratio, with 36-inch box trees (i.e., young trees with a large root ball) at or near the removal location. In the case of heritage or protected trees, all options will be exhausted before such trees are removed. When necessary, designated heritage trees (by local ordinance) will be replaced at a four-to-one ratio by the trees of the same variety.

LA Metro understands that selecting tree species within the context of site design and climate suitability is important to minimize the likelihood of tree failures, while managing diversity through species selection will also build resilience to climate change impacts. Therefore, LA Metro will plant **California-native** or similar species with a low water demand, ability to provide shade, and compatibility with regional efforts to mitigate exposure to high heat (see Appendix B). Additionally, the trees specified will produce minimal seedling, or fruitlike droppings, in order to minimize the need for routine cleanliness as a result of stained hardscape and potential slip hazard. LA Metro shall also select trees that maintain canopy leaves year-around (non-deciduous) and do not shed large quantities of leaves in the fall or winter seasons. LA Metro will seek regionally specific guidance on species selection and management techniques to help reduce the risk of significant urban forest mortality and maximize the benefits urban forests provide.

LA Metro commits to a 3-year establishment period for the replacement trees. During the establishment period, LA Metro will provide, as necessary, protective barriers to avoid against any site disturbance that may impact retained trees, such as grading,



building construction and maintenance, infrastructure and utility installation and maintenance, and other landscape changes that may affect the structural integrity and stability of retained trees. For any trees planted on Metro property, permanent hardwired irrigation will be provided. Non-potable or recycled water irrigation is a priority, where feasible.

Where the required replacement of trees on the same site is not possible due to space constraints, emphasis will be placed on encouraging creative, collaborative approaches, including but not limited to first-last mile pathways, parkway strips, parklets, or pocket parks, where permeable surfaces are increased and planted for greater visual, cooling, and air and water quality impact. However, Metro will not support planting trees in parkway locations that have the potential to damage our buses or impede their operation.

Commitment to Collaboration

LA Metro is committed to strengthening sustainability efforts through leadership and collaboration with regional partners and agencies. LA Metro will engage with representatives of local jurisdictions and communities in planning and design of capital projects to coordinate the protection of existing trees and the replacement or planting of new trees.

Secondarily, LA Metro will also support efforts by local jurisdictions and community-based organizations to improve and expand the urban tree canopy of Los Angeles County.

IMPLEMENTATION PLAN

1. *Update internal plans, design and construction specifications, and operations and maintenance documents.*

The LA Metro Program Management, Planning, and Operations, in collaboration with the LA Metro Office of Sustainability, will update all internal plans, design and maintenance standards and specifications to comply with the Tree Policy and continue to review and update policy implementation measures to ensure a healthy tree canopy is maintained.



Metro

2. *Integrate into planning efforts.*

LA Metro Planning will integrate the goals and objectives set in this Tree Policy into current and future transportation and urban planning efforts and as part of future Long Range Transportation Plan and Environmental Impact Reports (EIR).

LA Metro Office of Sustainability will use the data measuring existing tree canopy to prioritize locations for new bus shelters in partnership with the localities that manage street furniture contracts.

3. *Conduct internal training.*

LA Metro, through the Environmental Training Institute (ETI), will update the existing training and awareness programs to ensure that LA Metro staff and contractors can implement the Tree Policy. This training would be focused on the appropriate steps to be taken before and after a decision on tree removal is implemented, as well as highlight the importance of the tree canopy coverage protection and maintenance efforts of LA Metro.

4. *Community outreach.*

LA Metro will conduct a comprehensive and inclusive community outreach through its community engagement module. The module will provide an opportunity for stakeholders and the public on the Tree Policy and receive updates on the steps taken by LA Metro towards the Tree Policy implementation. The outreach process will help LA Metro to determine and assess community attitudes and concerns regarding the neighborhood trees, and to discuss the benefits of an urban tree canopy.

LA Metro will also conduct outreach to local agencies and nurseries to educate and promote the significance of the native trees, and to ensure that specified trees in the LA Metro Tree Palette are available for replacement of trees removed as part of the construction program.

5. *Identify and pursue funding opportunities.*

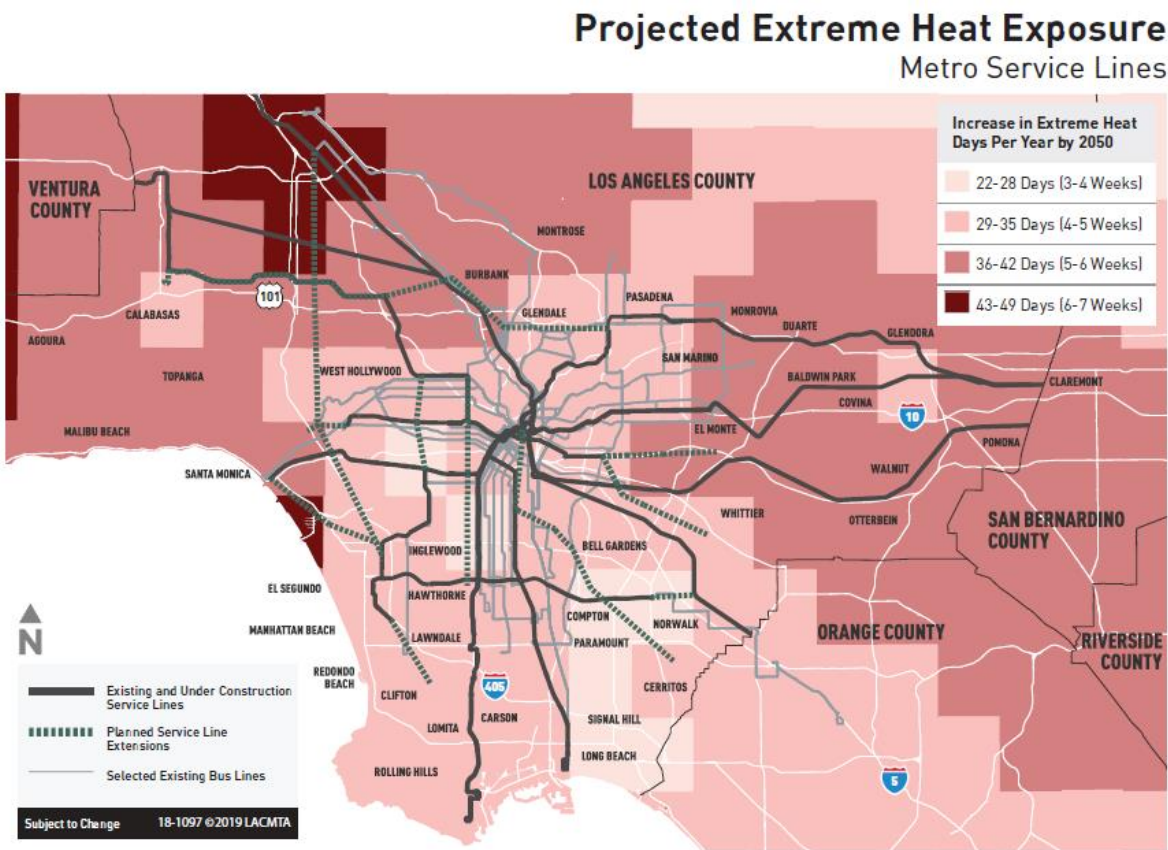
LA Metro Planning and the Office of Sustainability will identify and pursue Federal, State, and local funding opportunities aimed at maintaining current tree inventory and increasing tree canopy/coverage specifically along LA



Metro transit corridors and properties. Metro will prioritize projects using criteria for reducing heat and other impacts on equity focused and disadvantaged communities.

APPENDICES

Appendix A: Extreme Heat Exposure Map for LA Region (LA Metro 2019 CAAP)



Appendix B: LA Metro Tree Planting, Tree Maintenance, Protection of Urban Forest During Construction



LA Metro prioritizes tree planting strategies that best serve our County residents, but most especially transit-dependent, disadvantaged communities, with limited open spaces and a low tree canopy coverage. LA Metro will undertake precautionary measures to protect trees during the entirety of the construction period, including but not limited to potential damage from collisions, excavation, and dewatering. LA Metro also encourages creative approaches to expand the existing tree canopies by evaluating opportunities in first-last mile pathways, parkway strips, residual rights-of-way, parking lots and in locations where permeable surfaces can be increased for both cooling and water quality benefits.

Planning and Design

LA Metro follows a specific plant palette and design standards, as well as construction specifications for tree selection and installation, as provided in the Metro Rail Design Criteria (MRDC), Architectural Standard and Directive Drawings, Integrated Station Design Solutions Landscaping White Paper, and Facility Maintenance Tree Maintenance specifications. LA Metro has and will continue to update all its internal plans, documents and specifications, and operations and maintenance documents to comply with the goals laid out in the Tree Policy. Departments responsible for these updates will maintain a periodic review cycle to ensure a healthy tree canopy is maintained.

Tree Installation and Removal

LA Metro is responsible for trees within LA Metro property lines, as well as for planting replacement trees. If a tree removal is required on LA Metro's capital project sites, the project design will need to include an approach that either replaces removed trees at a ratio of 2:1 or replaces in-kind with trees that are a minimum size of 36-inch standard box (i.e., young trees with a large root ball). LA Metro will inspect all newly planted trees regularly to evaluate condition and maintenance needs.

Replacement Tree Location

LA Metro shall consult with appropriate municipality or locality, in addition to community stakeholders, prior to selecting the appropriate location for planting replacement trees. The preference is for trees to be replaced and relocated within the same project areas. LA Metro prioritizes tree planting locations that provide shade for riders transferring to/from Metro services, and on exposed dark-colored paved surfaces. When sufficient project right-of-way or property is not available, replacement trees will be planted off-site with preference to locations with low urban



tree canopy coverage and where proper irrigation coverage could be installed and maintained for the tree to survive.

Tree Removal Timeframe

LA Metro will identify ownership of the tree before authorizing a removal. A certified arborist should evaluate tree health and risk of failure before removing a tree. Trees shall not be removed during the nesting season of protected bird species, which generally occurs between March and August. If tree removal must occur during the bird nesting season, a qualified biologist will need to conduct a pre-construction survey to ensure that no active nests are present. A pest control expert will be involved for trees with a beehive before the tree removal.

Species Selection

Replacement of trees will be consistent with LA Metro's recommended tree palette (see Appendix C) at a ratio determined by the City. California native, climate adapted, and low water demand shade trees will be utilized whenever possible. In no case, shall invasive or trees that damage the sidewalks or may pose a hazard be considered acceptable.

Heritage Trees and Protected Trees

Removal of Heritage Trees shall be avoided to the greatest extent feasible due to their historical or other significance. When necessary, designated heritage trees (by local ordinance) will be replaced at a four-to-one ratio by the trees of the same variety. Protected trees must be protected and removed in compliance with the local ordinance identifying a Protected Tree. The identification and protection of Heritage Trees and Protected Trees are to be addressed in the Construction Contractor's Tree Protection Plan.

Establishment Period

LA Metro is responsible for the care of trees through the 3-year establishment period for all trees planted directly within LA Metro property lines. LA Metro is also responsible for the maintenance of replacement trees associated with LA Metro capital projects during the establishment period specified in the project contract documents, including trees installed outside of LA Metro property lines and right of ways. All LA Metro project contract documents must specify replacement tree warranties and include maintenance during the 3-year establishment period by the installing contractor. The contractor certified arborist shall assist in basic tree maintenance with regular inspections to determine a tree's needs, which may include pruning, mulching, fertilization, irrigation, and pest management. The arborist can



make specific recommendations to retain or recover a tree's health and safety during the construction process.

Long-Term Maintenance

LA Metro is responsible for long-term maintenance of only the trees located or relocated within LA Metro property lines or rights-of-way. LA Metro will strive to achieve an asset management approach to maintenance that is measurable in costs as well as sustainability benefits, such as Water Quality (improvements) and Conservation, Energy Resource Management, Emissions and Pollution Controls, Resilience and Climate Adaption, as well as Economic and Workforce Development (particularly where partnership with private and non-governmental organizations and community engagement assists with tree maintenance).

Exemptions: The requirements for any tree located on the project site for which a variance, conditional use permit, design review, or tentative map approval was obtained from the local jurisdiction will supersede LA Metro's Tree Policy.

Certified Arborist

LA Metro Contractors are required to provide an ISA Certified Arborist or American Society of Consulting Arborists (ASCA) Registered Consulting Arborist as part of their project staff. The certified arborist assists in developing a Tree Report, Tree Protection Plan, and maintenance /care plan. Tree protection measures recommended by the Certified Arborist are to be referenced in the Tree Protection Plan and project construction documents. The certified arborist must also assist in monitoring and follow up maintenance during and after the construction process.

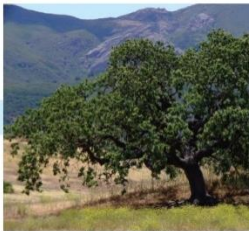
Appendix C: LA Metro Recommended Tree Palette



Microclimate Zones

-  Coastal: Sunset Zone 24
-  Basin: Sunset Zones 22, 23
-  Inland: Sunset Zones 18, 19, 20, 21

Tree Palette



Quercus agrifolia
Coast Live Oak



Quercus ilix
Holy Oak



Quercus suber
Cork Oak



Quercus tomentella
Channel Island Oak



Pinus torreyana
Torrey Pine



Spathodea campanulata
African Tulip Tree



Eriobotrya japonica
Japanese Loquat



Agonis flexuosa
Peppermint Tree



Metro®



Tipuana tiju
Tipu Tree



Flaeocarpus decipiens
Japanese Blueberry Tree



Koelreuteria bipinnata
Chinese Flame Tree



Arbutus 'Marina'
Marina Strawberry Tree



Arbutus unedo
Strawberry Tree



Platanus Racemosa
Western Sycamore



Platanus acerifolia 'Colombia'
London Plane Tree



Fraxinus oxycarpa 'Raywood'
Raywood Ash



Fraxinus uhderi
Evergreen Ash



Lophostemon confertus
Brisbane Box



Quercus engelmannii
Engelmann Oak



Quercus virginiana
Southern Live Oak



Acer macrophyllum
Rigleaf Maple



Rhus lancea
African Sumac



Cercidium 'Desert Museum'
Desert Museum Palo Verde



Prosopis chilensis
Chilean Mesquite



Chilopsis linearis
Desert Willow



Dalbergia sissoo
Indian Rosewood



Geijoria paviifolia
Australian Willow



Fraxinus velutina 'Modesto'
Modesto Ash



Board Report

File #: 2022-0389, **File Type:** Informational Report

Agenda Number: 19.

**EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 20, 2022**

SUBJECT: METRO’S HOMELESS RESPONSE PROGRAM

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Homeless Gap Analysis (Attachment A).

ISSUE

Homelessness continues to be the defining humanitarian crisis of our time, prevalent in every community across the County of Los Angeles. The 2022 Greater Los Angeles Homeless Count, which represents the most current available data, showed that 69,144 people were experiencing homelessness in LA County at that time, a 4.1% rise from 2020.

While an unprecedented amount of resources continues to be allocated to address this crisis, the scale of need and an increasing number of individuals becoming homeless continues to outpace available resources. This is largely due to the lack of affordable and permanent supportive housing in the region, making it challenging for unhoused individuals to transition off the streets, or from interim housing units into long-term stable housing.

A significant number of homeless individuals and families seek shelter on Metro’s rail, bus lines, station stops, and transit centers. Metro has sought to do its part to address this challenge, including by funding and deploying outreach teams who are dedicated to serving unhoused individuals on the Metro system and Metro property. To continue improving Metro’s efforts to assist and reduce the number of unhoused individuals on the system, it was appropriate to evaluate Metro’s Homeless Program and identify other opportunities for Metro to engage in order to address this crisis meaningfully.

This report provides an overview of the findings, recommendations, and proposed next steps that culminate into Metro’s Homeless Program 2022 Gap Analysis.

**..Background
BACKGROUND**

In July 2016, Metro launched a strategic planning process, which culminated in a Metro Transit

Homeless Action Plan that was presented to the Board in February 2017 (2017 Plan). The 2017 Plan has since guided Metro's homeless outreach and engagement efforts. Given five years have passed since this initial planning effort, staff decided it was appropriate to complete a gap analysis on Metro's Homeless Program.

Most transit agencies throughout the country do not have formalized policies and procedures in place for addressing homelessness. In a study conducted by the University of California Institute of Transportation Studies, *Homelessness in Transit Environments: Survey Findings* (2021), researchers found that even those agencies without formal policies still must respond to circumstances associated with unhoused individuals on their property and system, and those responses varied in style and impact. Sixty-seven percent (67%) relied on enforcement (e.g. requiring disembarking at the ends of lines), 50% relied on "hostile architecture," 46% relied on enforcement of anti-loitering laws, 31% relied on subsidized fares (e.g. discounted and/or free fares for unhoused riders), and 24% relied on the use of vehicles and/or facilities as heating and cooling options. From this study, it's inferred that many transit agencies respond with enforcement-driven methods, while fewer respond with supportive methods.

Metro has taken a human-centered approach to address homelessness in our transit system, most notably by dedicating resources and partnering with homeless service providers in LA County. While this program has resulted in thousands of individuals being served, Metro recognizes that there are opportunities to strengthen its policy, programmatic, and capital investments to further address this crisis. Through the Gap Analysis, 15 recommendations have been proposed to be implemented by the new Homeless Outreach, Management and Engagement (HOME) Unit in the CX Department to accomplish this objective.

DISCUSSION

Metro engaged LeSar Development Consultants with expertise in homelessness to work with Metro staff to complete a Gap Analysis to assess Metro's existing homeless programs and identify opportunities to improve its strategy and services in order to contextualize better Metro's role in the County's overall homeless response to reduce homelessness in the system and determine the effectiveness and impact of the program. Interviews with key stakeholders, including representatives from the Los Angeles County Department of Health Services, People Assisting the Homeless (PATH), Metro staff, external service partners, as well as people experiencing homelessness, informed the assessment and analysis.

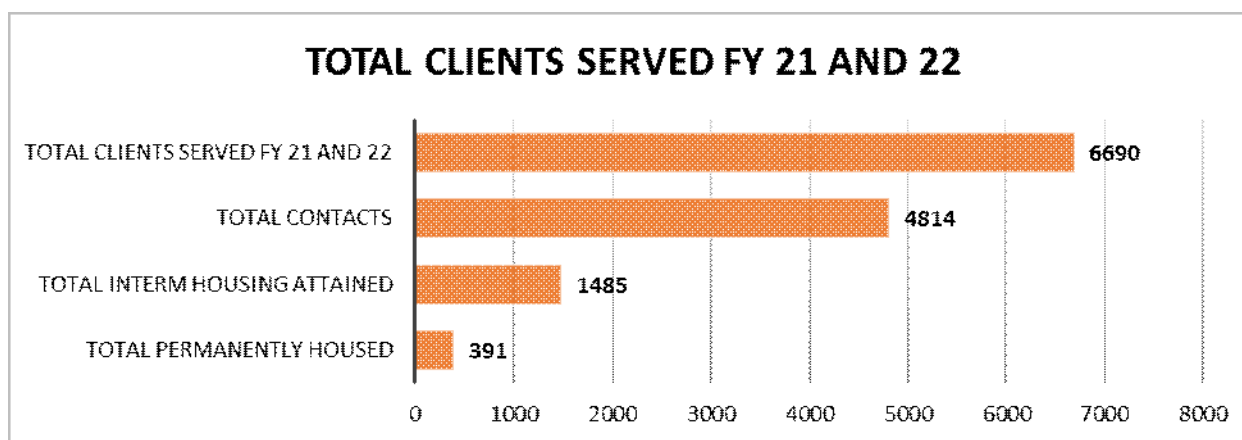
Review of Metro's Programs

Dedicated Outreach Teams

Since 2017, Metro has funded multi-disciplinary outreach teams (MDTs) staffed by the non-profit homeless services agency People Assisting the Homeless (PATH), under the administration of the Department of Health Services - Housing for Health Program. PATH's MDT's include mental health specialists, substance use specialists, street outreach specialists (with both lived and/or years of experience), and nursing/medical staff. This multidisciplinary approach allows the teams to provide individuals with services that meet their most immediate needs, whether it be someone with an urgent wound or someone having a mental health crisis. Over the past five years, the pilot program

has expanded to eight teams of five members conducting outreach on the transit system every day of the week, from 3:00 AM- 3:30 PM on weekdays and from 7:00 AM- 3:30 PM on weekends.

A review and assessment of data for April 2020 - April 2022 shows that PATH effectively serves unhoused individuals on the Metro system. PATH MDTs follow a “Housing First” model, which means that the team works to find housing for individuals regardless of their condition. Housing First is also an industry standard, which is consistent with the housing model employed by leading LA County social service providers. PATH provides aggregated monthly data, which is collected in the course of outreach and engagement on the Metro system. The chart below illustrates the cumulative number of clients served and the number that attained Interim Housing and Permanent Housing over the past two years.

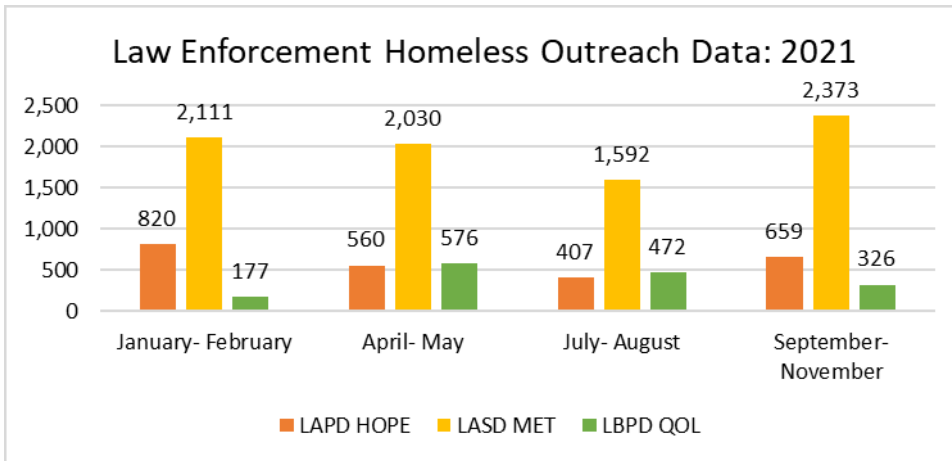


PATH’s MDTs have also responded to and met basic needs, healthcare concerns, and other essential services integral to aiding unhoused individuals in creating and maintaining housing stability. Between July 2021 and April 2022, PATH’s MDTs distributed basic necessities and hygiene items to 3,044 individuals and food and drinks to 2,781 individuals. In addition, MDTs provided a substantial number of people experiencing homelessness with healthcare services and referrals to healthcare providers, bridging the gap that prevents easy access to healthcare needs. These services include:

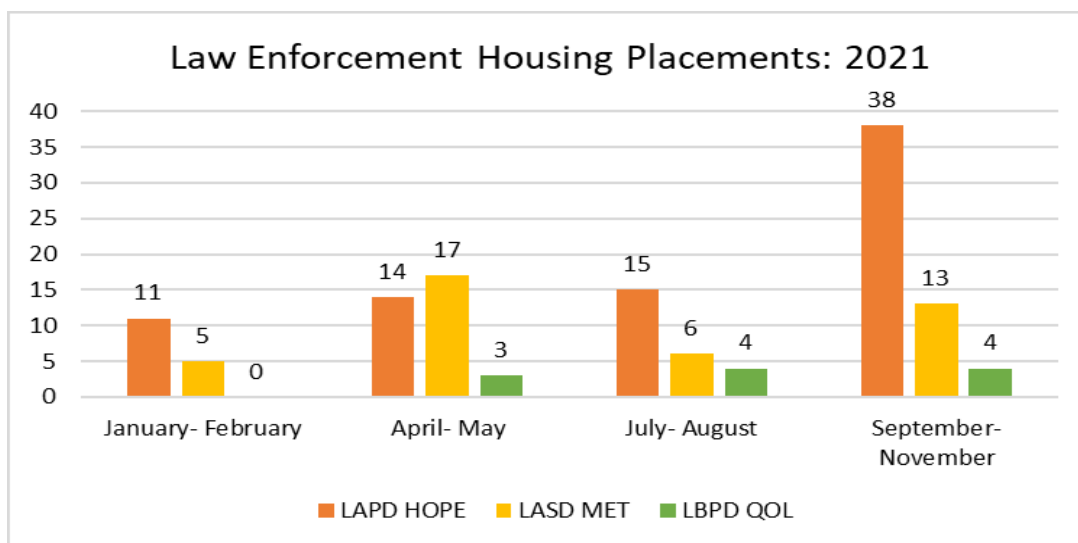
- COVID testing (36 engagements)
- Mental health services (500 engagements)
- Substance abuse counseling (1,114 engagements)
- Physical health assistance (130 engagements).

Other key services provided include pet support (19 engagements) and transportation (1,135 engagements), both of which play an integral role in an unhoused individual’s ability to accept and stay in permanent supportive housing.

Deployment of Specialized Law Enforcement Teams



Specialized and trained teams led by law enforcement, which include mental health and social service experts, such as LAPD’s Homeless Outreach and Proactive engagement (HOPE), the LASD’s Mental Health Evaluation Team (MET) teams, and LBPD’s Quality of Life Program (QOL), have also been deployed to assist unhoused individuals in distress that require specialized care and attention (including assessment for a medical hold). The following table shows the various metrics for outreach measures (e.g., referrals, mental illness) for the LAPD HOPE, LASD MET, and LBPD QOL teams in 2021. The review shows that after comparing data on the effectiveness of law enforcement and service providers, there is value in keeping law enforcement separate from routine homeless outreach.



Nearly 9,000

contacts were made over the course of 9 months among these specialized law enforcement teams, and 130 individuals/families were referred to housing (~1.4% of the contacts). The law enforcement teams identified mental illness 1,155 times (~13% of contacts) and substance abuse 1,001 times (~11%). The table below lists the number of instances individuals experiencing homelessness were connected to specific housing outcomes.

The most common housing placement was in shelter (57 placements), which accounted for more than 75% of the total housing outcomes. There were 6 motel housing placements (~8%), Transitional long-term housing placements, detox placements, and rehab placements were each made 3 times (~4%), Return to family occurred 2 times (3%), and a VA housing placement was made once (~1%).

Encampments

Metro’s approach to addressing encampments is both sensitive to the needs of the people living in the encampments as well as judicious in keeping Metro’s property safe and clear of debris. Metro has an Encampment Clean-Up Protocol, which the agency follows when addressing reports of encampment sites. The protocol went into effect in 2017 to provide an outline of the internal and external coordination process to respond to an encampment and initiate a site clean-up process. The protocol is an industry best practice and is aligned with other jurisdictions’ homeless encampment

response protocol.

Metro requires that outreach be conducted before any action is taken, notification of an upcoming clean-up be given to individuals living within a designated encampment site, and, ultimately, a request for bio-hazard environmental assessment and abatement. This process is a multi-departmental effort that requires daily coordination between the System Security and Law Enforcement, Office of the CEO, Operations (Contracted Facilities Maintenance), Customer Experience (CX) and other departments.

Reorganization of Metro’s Homelessness Response Under Office of the Chief of Staff (COS)

As part of the FY23 budget adoption, three positions were funded to staff the newly-formed Homeless Outreach, Management and Engagement (HOME) unit within the Office of the Chief of Staff. The move from Safety, Security and Law Enforcement to the COS office reflects a logical shift for the agency, as homelessness impacts many systems and departments and is one of the pressing issues facing Metro. This move reflects Metro’s commitment to addressing homelessness on the system with compassion and dignity. Surveys among both internal and external stakeholders highlighted the benefits of reorganizing Metro’s homelessness response under the COS office. Positions like the Senior Director of Special Projects in the COS unit were regularly lauded for their commitment to and coordination in addressing homelessness across the system. Once the newly created positions are filled and the contracts to expand homeless outreach services are approved, the newly formed HOME unit will move to its permanent location in the CX Department.

Housing Through Utilization of Metro Property.

Through the Board’s leadership Metro prioritizes affordable housing in joint developments on Metro property. Metro has more than 2,000 income restricted units complete, in construction or active.

Affordable Housing / JD Units (JD Team)				
	Projects	Income-Restricted Units	Market-Rate Units	Total Units
Completed	22	791	1430	2221
In Construction	4	373	0	373
Active	9	892	2186	3078

MATCH Units (There is overlap between Match and JD Units)	
	Units Funded
Active	305
Repaid	843
Total	1148

Due to the urgent need to identify temporary and permanent shelters, Metro has also supported the creation of interim housing units to continue to support the Countywide efforts to temporarily house the unsheltered.

Homeless Support on Metro Properties

Homelessness Properties (Real Estate Team)			
Location (Address)	14333 Aetna St.	100 Sunset*	6073 N.Reseda Blvd.
Location (City)	Van Nuys	Venice Beach	Van Nuys
Number of Beds	74	150	148
City vs County	City	City	City
Metro's rights to the beds	No	No	No
Operator	Salvation Army	PATH	Hope of the Valley
Vacancy levels (if we know)	Not known**	Not known**	Not Known**
<i>*Note: The 150 beds in Venice are separated into 100 adult and 50 youth</i>			
<i>**Note: It is not known at the time but the team is working to get this answered.</i>			

Safe Parking Program

The Safe Parking Program was implemented on August 1, 2020, at Metro's Atlantic Station parking facility, located at 255 S Atlantic Blvd, Los Angeles, CA 90022. Metro partnered with Los Angeles Homeless Services Authority (LAHSA), which funds and operates the Safe Parking Program through July 2023. LAHSA contracts with Volunteers of America Los Angeles (VOALA) for program operations. The Safe Parking Program offers a safe place for vehicle dwellers to park without having to worry about street parking regulations and/or waking up every few hours to relocate their vehicle to a different area. Additionally, the program offers outreach services for participants, such as referrals and links to community services and access to case management and financial assistance. This location can currently accommodate up to 20 vehicles per night. Since November 2020, there have been over 130 households enrolled in the program, with over 70 percent transferred to temporary or permanent housing.

Metro has made the agency's properties available at no cost to Homeless Support Organizations to provide the necessary emergency shelter for the unhoused which is a scarce resource. These programs provide a benefit to the community, but they do not support Metro's efforts to reduce the number of unhoused individuals on the Metro system as Metro has no rights to the beds at these facilities located on Metro property, which is identified in the program GAP analysis. Despite Metro's aggressive affordable housing achievements, there currently aren't any projects on Metro property that prioritize unhoused individuals on Metro's system.

Means-Based Fare for Low-Income Ridership as a Homeless Prevention Strategy

Through its ongoing investments, Metro has demonstrated meaningful commitment and leadership to addressing and preventing homelessness. While these investments are significant, Metro recognizes that there are opportunities to expand its programs and initiatives, and look to new and external sources of funding and partnerships, in order to make a deeper impact.

The Gap Analysis (Attachment A) summarizes the main constraints associated with Metro's current programs and investments and identifies opportunities to address those issues.

Implementing the strategies is envisioned to strengthen Metro's Homeless Program, and ultimately create a framework for assisting more unhoused individuals seeking shelter on the transit system to connect with housing and services they need.

Metro can increase the impact its investments are making which will improve the Metro riding experience for customers and improve the quality of life for people experiencing homelessness.

DETERMINATION OF SAFETY IMPACT

The receiving and filing of this report will seek to advance efforts to improve the safety of customers and employees.

EQUITY PLATFORM

In adopting the staff's recommendations, Metro will be able to improve its efforts and expand opportunities to serve the most disenfranchised members of our communities that come onto Metro property and facilities in search of shelter.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Metro's homeless outreach program supports Strategic Plan Goal #3.4: *Metro will play a strong leadership role in efforts to address homelessness in LA County.*

NEXT STEPS

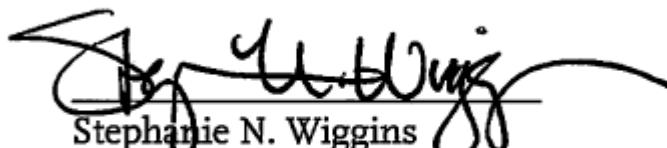
The HOME unit will initiate a strategic planning process to identify agency-wide Homeless Goals and develop a work plan to guide the implementation of the opportunities and recommendations identified in the gap analysis.

ATTACHMENT

Attachment A: Metro's Homeless Program: Gaps Analysis Summary

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Stephanie N. Wiggins
Chief Executive Officer

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
1	<p>There is insufficient internal integration and coordination among Metro departments, which can lead to duplication of efforts, confusion about program goals and diminished impact of Metro's efforts.</p>	<p>The Homeless Outreach, Management and Engagement (HOME) Unit should Provide Oversight, Integration, and Regional Coordination of Metro's Homeless Initiatives</p>	<p><i>Metro should identify a unit to oversee and coordinate homeless related efforts with clearly defined roles and responsibilities.</i></p> <ul style="list-style-type: none"> - The new Homeless Outreach, Management and Engagement (HOME) unit will be the agency's lead for both internal and regional collaboration on all issues related to homelessness, including outreach, managing data collection and community partnerships. - The HOME unit should be tasked with implementing a workplan to advance the recommendations in this gap analysis. Metro should consider formally announcing the new Homeless Outreach, Management and Engagement (HOME) unit both internally and to the public once a clear vision and roles are defined. - The HOME unit should facilitate internal coordination across Metro departments to facilitate problem-solving, buy-in across departments, and rapid deployment of resources. 	<p><i>Metro will better coordinate efforts to address Homelessness, leading to efficiencies, better communication, and an enhanced ability to manage and track efforts.</i></p>	<p>Metro has increased the staffing in the FY23 budget to oversee and coordinate homeless related efforts. The new HOME unit will consist of 4 positions and lead the agency's internal and regional collaboration on all issues related to homelessness, including outreach, managing data collection and community partnerships. The HOME unit will facilitate internal coordination across Metro departments to facilitate problem-solving, buy-in across departments, and</p>

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
					rapid deployment of resources.
2	Metro currently does not have clear agency-wide goals to address homelessness on the system, which makes it more difficult to coalesce and implement a cohesive and comprehensive strategy.	Create Clear Agency-Wide Goals to Address Homelessness on Metro	<p><i>Metro should commence a strategic planning process to establish Homeless Strategy Goals.</i></p> <ul style="list-style-type: none"> - Establishing goals should be a part of the strategic planning process, led by the newly established Homeless Outreach, Management and Engagement (HOME) unit and guide the development of an annual workplan and funding priorities. - Investments, data tracking, and strategic decisions should be aligned with set goals. 	<i>Metro will be able to develop an updated Homeless Program that advances clear priorities and be able to communicate the agency's goals internally and externally.</i>	The HOME unit will work with internal and external stakeholders to identify clear goals for addressing homelessness on Metro over the next 6 months. Having clear, definable goals will ensure everyone is working toward

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
					the same objective.
3	There is a lack of consistent training across various levels of Metro staff and contractors in understanding the agency's approach to homelessness.	Develop Cross-Departmental Training that Humanizes Homelessness and Facilitates Organizational Buy-In	<i>To better strengthen Metro's capacity to address homelessness on transit, Metro will need to develop cross-departmental training on homelessness for employees, especially frontline employees who have direct public interactions.</i> -	This would give front line staff the training needed when interacting with individuals experiencing homelessness. It would also provide much-needed context and sensitivity training for policymakers within Metro's organization to be more responsive and aware of the	Training curriculum for all frontline employees is currently being created in partnership with the Department of Mental Health and UCLA. Metro expects this hybrid training to roll-out across the agency in January 2023.

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
				homelessness crisis.	
4	<p>Currently, Metro utilizes transit operations dollars to fund programs to address homelessness on the system. There is also a lack of funding opportunities available to support Metro's homelessness investments long-term. However, the amount of available funding regionally is</p>	<p>Identify and Advocate for Additional Funding to Address Homelessness in Transit Environments</p>	<p><i>Metro should seek to leverage and coordinate with providers working across the region to leverage available funding and better address homelessness, specifically in transit environments.</i></p> <ul style="list-style-type: none"> - Currently, there are no federal, state, regional, private, and philanthropic funding specifically to support Transit Agencies who are impacted by individuals seeking shelter on transit systems. - Metro should advocate at the local, State, and national level for additional funding for the region that can be used to target specific interventions associated with the transit system. - Metro should participate in or establish consistent opportunities to convene with other regional stakeholders to discuss funding needs, strategies, and 	<p><i>Metro will be able to leverage or secure additional non-Metro operations funding to serve unhoused individuals on the transit system.</i></p>	<p>LAHSA recently invited Metro to participate in their monthly Executive Directors' meeting where the County, the City and more than 90 homeless services providers meet to discuss opportunities for collaboration around funding and service provision. It is imperative that Metro integrate into the</p>

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
	insufficient to address the homelessness crisis. Annually, Metro is spending over \$5 million in transit operations funds to support homeless outreach.		partnerships that would benefit the unhoused on the Metro system.		continuum of care to successfully connect with funding opportunities at the local, state, and federal level. Metro must increase coordination with funding partners and service providers beyond those that Metro directly offers.
5	There is a lack of longitudinal data on the number of homeless individuals on Metro due to unreliable methodology and a limited historic partnership with LAHSA.	Conduct Annual Homeless Counts (Point in Time Count) to Establish Baseline and Track Trends	<p><i>LAHSA should collaborate with Metro to incorporate Metro property and facilities into the annual Point in Time Count.</i></p> <ul style="list-style-type: none"> - Metro should refine its current methodology for counting to conduct regular longitudinal homeless counts (Point in Time Count) on an annual basis in coordination with LAHSA's annual Homeless Count. - This data should supplant but not supersede the data and information collected from outreach teams who are monitoring trends daily. 	With baseline figures and regular counts, Metro can quantify, and track progress and trends related to the number of unhoused individuals on the system.	LAHSA has reached out to coordinate Metro's inclusion in the upcoming annual Point in Time Count.

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
6	Improvements are needed to facilitate consistent, accurate, and uniform data collection, management, and analysis across Metro's homeless programs.	Improve Data Collection, Management, and Analysis	<p><i>Metro should improve its data collection, management, and analysis across its various homeless programs and outreach partners.</i></p> <ul style="list-style-type: none"> - Metro's data strategy should align with Metro's agency-wide goals. - Metro should ensure, to the extent feasible, that datapoints are uniform across programs. 	<p><i>Improvements to data management and analysis can help assess and guide improvements to Metro's response. Metro will use data to better inform policy and financial decision making.</i></p>	Metro will work with our homeless services partners and LAHSA to identify best practices around data collection and create a reporting dashboard to facilitate data sharing with service providers, cities, the County, and LAHSA.
7	The current number of outreach teams (8) does not provide the necessary coverage across Metro's full transit system.	Increase the Number of Multidisciplinary Homeless Outreach Teams to Expand Reach and Access	<p><i>Metro's current outreach model is effective and should be expanded.</i></p> <ul style="list-style-type: none"> - Given the significant need for outreach services across the entire system, Metro should increase the number of multidisciplinary outreach teams by contracting with the service providers who are leading efforts in the respective service planning areas of LA County through the master agreement with the Department of Health Services' Housing for Health Program. - The number of multidisciplinary homeless outreach teams should be regularly reassessed based on outcomes of the 	<p><i>Creating connections with unhoused individuals on the system and facilitating placements into interim and permanent housing will reduce the number of individuals seeking shelter on the system.</i></p>	Metro is doubling of outreach teams by increasing the homeless outreach teams to 16. In partnership with the Los Angeles County Department of Health Services', Housing for Health Program, Metro is pursuing partnerships with

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
			<p>team, data from the Point in Time Counts, and feedback from homeless outreach providers.</p> <ul style="list-style-type: none"> - Data should be tracked to determine whether the rates of placements by the Metro outreach teams are consistent with other outreach teams serving the respective service planning areas. 		<p>the non-profits working in Service Planning Areas (SPA) across the County to provide dedicated outreach services on Metro in their respective areas. These lead outreach providers have more connections, relationships, and knowledge within their respective SPAs which will facilitate them connecting unhoused riders with services and housing. By December 2022, Metro will deploy teams from lead outreach providers in SPAs the San Fernando Valley (SPA 2), the San Gabriel</p>

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

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					<p>Valley (SPA 3), the Metro area (SPA 4), and the East area (SPA 7). PATH and LA Mission will continue to be the primary outreach provider in the West area (SPA 5) and the South area (SPA 6) due to capacity issues with the lead providers. Staff will pursue a separate agreement with the lead provider in Long Beach (SPA 8) because the Housing for Health Program does not include this area of the County.</p>

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
8	<p>Many of the individuals that are being outreached to by the Metro outreach teams are interested in services, but based on the lack of available units in the region, it is difficult to place individuals in long-term affordable and/or supportive housing</p>	<p>Increase the Number of Housing Navigators Serving Metro-Dedicated Outreach Teams</p>	<p><i>Metro can identify resources to hire dedicated Housing Navigators that can focus on identifying long-term housing opportunities for the clients engaged by Metro's homeless outreach teams.</i></p> <ul style="list-style-type: none"> - There is currently a significant supply of Emergency Housing Vouchers made available by the Federal Government, which require an extensive vetting process to determine eligibility. - Furthermore, there is an insufficient supply of vacant units that are willing to accept the voucher payment standard. 	<p><i>Additional, dedicated housing navigators could assist in matching individuals on the Metro system to long term housing, reducing the number of individuals seeking shelter on the system.</i></p>	<p>Metro is in discussion with our current homeless services providers to determine the appropriate number of housing navigators for each provider.</p>
9	<p>Metro currently has three partnerships with law enforcement entities who have had unclear roles related to homeless outreach.</p>	<p>Better Define Roles for Law Enforcement</p>	<p><i>Trained teams led by law enforcement, which include mental health and social service experts, such as LAPD's Homeless Outreach and Proactive engagement (HOPE), the LASD's Mental Health Evaluation Team (MET) teams, and LBPD's Quality of Life Program (QOL), should be strategically deployed to assist unhoused individuals in distress that require specialized care and attention (including assessment for a medical hold), which should be decoupled from the services of Metro's outreach teams. A new protocol and workflow should be established to ensure proper oversight over the law enforcement teams.</i></p>	<p><i>Law enforcement resources will be better utilized by focusing on public safety concerns, and unhoused people on the system will likely be better served by trauma-</i></p>	<p>Metro's new HOME unit will prioritize creating new protocols governing the use and deployment of law enforcement's homeless response teams.</p>

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
			<ul style="list-style-type: none"> - Unhoused people often have negative histories engaging with law enforcement, law enforcement cannot access HMIS, and law enforcement agencies often have divergent approaches to problem-solving. - Metro should follow best practices that highlight the benefits of de-coupling homeless outreach from law enforcement. - Metro should focus deployment of these specialized teams when there is a threat to public safety, or the unhoused individuals require specialized care that can be provided through the HOPE, MET and QOL teams. 	<p><i>informed multidisciplinary teams with specialized training on outreach.</i></p>	
10	There are visibility concerns among staff and riders regarding dedicated homeless outreach teams.	Integrate Transit Ambassador Program with Homeless Response	<p><i>Transit Ambassadors should be trained to provide customer information and initiate contact with unhoused riders as they may be the first point of contact for the unhoused.</i></p> <ul style="list-style-type: none"> - The Ambassadors should be trained to help unhoused riders connect with the outreach teams. - If possible, Ambassadors should seek to recruit among individuals who previously experienced homelessness. 	<p><i>Transit Ambassadors will be embedded liaisons across the system helping to connect unhoused with individuals, improving the ability of the outreach teams to make connections</i></p>	The transit ambassador training curriculum includes a specific module on interaction with individuals experiencing homelessness. Metro is encouraging our contractors to hire ambassadors who are from the neighborhoods

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
				<p><i>with those in need.</i></p> <p><i>This could also create employment opportunities for individuals who have experienced homelessness.</i></p>	<p>surrounding our system, including individuals with unique lived experiences.</p>
11	<p>Homeless outreach providers have indicated a need for a central location to connect with clients.</p>	<p>Pilot a Hub of Services/Navigation Center</p>	<p><i>Metro should establish a designated "Hub of Services" or "Navigation Center" where Metro riders can go to access services.</i></p> <ul style="list-style-type: none"> - Metro should pilot a Hub of Services/Navigation Center (Hub), building off feedback from service providers and successful models utilized by other transit agencies (e.g., SEPTA's <i>Hub of Hope</i>). - The model could include showers, places to temporarily sleep, food and support services. - Metro should explore partnerships with the County of Los Angeles and LAHSA (social service agencies) to fund and operate the Hub. - The Hub should be located in a place that is accessible for people experiencing homelessness. 	<p><i>Creating additional opportunities for connection with unhoused individuals on the system and facilitating placements into interim and permanent housing will reduce the number of individuals seeking shelter on the system.</i></p>	<p>Metro has begun exploring a pilot program, including opportunities to leverage local homeless funding and partnerships in conjunction with the Los Angeles County Community Development Authority.</p>

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
12	Metro does not have access to dedicated 24/7 crisis/emergency shelter beds	Secure Crisis or Interim Housing Beds Dedicated to Metro Clients That Are Accessible 24/7 and available throughout the County(Interim Housing/Emergency Shelter/Motels)	<p><i>Metro should pursue partnerships to secure a minimum of 50 crisis beds at various locations around the County.</i></p> <ul style="list-style-type: none"> - Metro can pull from lessons learned by the Home At Last Pilot, by seeking intensive support services like healthcare are provided onsite, which will expand the capacity of outreach teams to focus on outreach activities. - Metro should prioritize reserved beds that are low-barrier, practice harm reduction, and are non-congregate when possible. - Metro should continue to utilize motel stays on a limited basis to quickly address housing needs. However, this intervention is expensive and would add additional costs for supportive services. - Metro outreach teams should also seek to leverage County and City resources to identify crisis/interim beds within the existing shelter network. 	<i>Provide immediate housing to those in need, reducing the number of individuals seeking shelter on the system.</i>	Metro will need to work with our partners in the City and County to accomplish this recommendation as there is no 24 hour facility in the county and Metro currently lacks funding for this recommendation.
13	The County has a lack of available housing and supportive services to quickly move the unhoused to	Increase Throughputs into Housing Through Utilization of Metro Property	<p><i>Metro should continue to explore no-cost leases for tiny home villages and safe parking sites</i></p> <ul style="list-style-type: none"> - Metro should continue exploring innovative housing and service approaches, including tiny home villages, 	<i>Reducing housing instability through increasing the supply of permanent</i>	Metro will continue to seek and prioritize interim housing partnerships that provide direct referrals and dedicated beds

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
	permanent housing.		safe parking sites, and safe storage facilities on available Metro property. - Partners must ensure that if Metro provides no-cost leases, beds can be made available to Metro riders.	<i>supportive housing.</i>	for Metro riders on Metro property.
14	Metro's Joint Development Policies focus on creating affordable housing, but do not require developments to specifically house those that were formerly unhoused.	Include Housing for Formerly Homeless Individuals in Joint Development on Metro Property	<i>Metro can provide incentives to developers on joint development sites to encourage incorporation of Permanent Supportive Housing units.</i> - <i>Metro's current Joint Development Policy centralizes on the principle of "affordable first" which supports reducing inflows into homelessness</i> - Additional incentives and community engagement should be completed to assess whether there are opportunities to house those that formerly experienced homelessness as part of future developments. - Metro will need to work with local government, regional partners, developers, and others to support the financing and operations of such development	Reducing housing instability through increasing the supply of permanent supportive housing.	The HOME unit will work with Metro's joint development team to explore ways to include Permanent Supportive Housing units in developments on Metro property.

METRO'S HOMELESS PROGRAM: GAP ANALYSIS

No.	Gap Identified	Recommendation	Opportunities & Justification	Anticipated Outcome	Metro Response
15	Lack of public knowledge and available information on resources for unhoused riders, and what Metro is doing to address this challenge.	Create an Education and Public Information Campaign to Address Visibility and Highlight Resources Available to Unhoused and Low-Income Ridership	<p><i>Launch an education and public information campaign regarding Metro's Homeless Outreach efforts and resources.</i></p> <ul style="list-style-type: none"> - Metro should create a public information campaign that highlights resources available to unhoused and low-income ridership, including Metro resources such as the homeless outreach teams and external resources available through partners like DHS and LAHSA, such as the LA Homeless Outreach Portal (https://www.lahsa.org/portal/apps/la-hop/). - Metro should utilize advertising space available on Metro Property and equip Transit Ambassadors with information on resources for unhoused riders. 	<i>Creating more familiarity with Metro's efforts to meaningfully address homelessness, and how riders and other stakeholders can be part of the solution to address the crisis.</i>	The HOME unit will prioritize educating Metro's external partners and the public on Metro's efforts and role in addressing the region's homeless crisis.

Metro's Homeless Response: 2022 Gaps Analysis



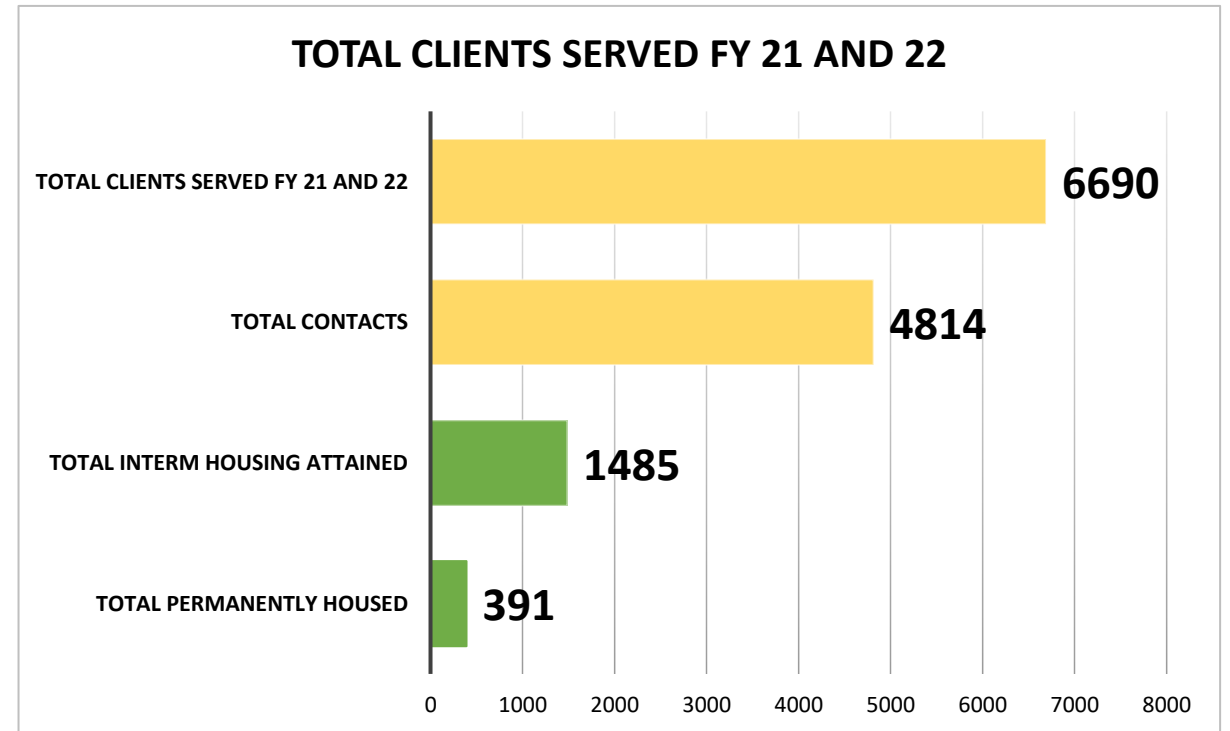
Executive Management Committee
October 2022

- **69,144** people were experiencing homelessness in LA County in 2022, a **4.1% rise** from 2020.
- A significant number of homeless individuals and families seek shelter on Metro's rail, bus lines, station stops, and transit centers.
- Metro has taken a human-centered approach to address homelessness in our transit system, dedicating resources and partnering with homeless service providers in LA County.
- Metro has completed a Gaps Analysis and identified 15 opportunities to address this crisis.

Overview of Metro's Current Programs

Dedicated Outreach Teams: Since 2017, Metro's multi-disciplinary outreach teams, staffed by People Assisting the Homeless (PATH), have grown to 10 teams on the transit system every day of the week.

Deployment of Specialized Law Enforcement Teams: Mental health experts have been deployed on Metro's contracted law enforcement homeless outreach teams to assist unhoused individuals in distress that require specialized care and attention.



Overview of Metro's Programs (cont'd)

Encampment Protocol: Metro has utilized a Clean-Up Protocol, which outlines the internal and external coordination required to respond to an encampment and initiate a site clean-up.

Reorganization of Response Under Office of the Chief of Staff: 3 new positions were funded in FY23 to staff the newly-formed Homeless Outreach, Management and Engagement (HOME) Unit.

Housing Through Utilization of Metro Property: Metro has prioritized affordable housing through joint development projects which has resulted in more than 2,000 income-restricted units complete, 373 in construction and over 3,000 active units. In addition, Metro has supported the creation of interim housing and safe parking on Metro property.

Gaps Analysis

Recommendation 1: The Homeless Outreach, Management and Engagement Unit should Provide Oversight, Integration, and Regional Coordination of all of Metro's regional coordination and response to homelessness.

Recommendation 2: Create Clear Agency-Wide Goals to Address Homelessness on Metro.

Recommendation 3: Develop Cross-Departmental Training that Humanizes Homelessness and Facilitates Organizational Buy-In.

Recommendation 4: Identify and Advocate for Additional Funding to Address Homelessness in Transit Environments.

Recommendation 5: Conduct An Annual Point in Time Homeless Count, in coordination with LAHSA.

Gaps Analysis (cont'd)

Recommendation 6: Improve Data Collection, Management, and Analysis.

Recommendation 7: Increase the Number of Multidisciplinary Homeless Outreach Teams.

Recommendation 8: Increase the Number of Housing Navigators serving Metro-Dedicated Outreach Teams.

Recommendation 9: Better Define Roles for Law Enforcement homeless outreach.

Recommendation 10: Integrate the Transit Ambassador Program into the agency's Homeless Response.

Gaps Analysis (cont'd)

Recommendation 11: Pilot a Hub of Services/Navigation Center.

Recommendation 12: Secure Crisis or Interim Housing Beds dedicated to Metro Clients 24/7.

Recommendation 13: Increase Throughputs into Housing Through Utilization of Metro Property by continuing to explore no-cost leases for interim housing solutions.

Recommendation 14: Include Housing for Formerly Homeless Individuals in Joint Development on Metro Property.

Recommendation 15: Create an Education and Public Information Campaign to Highlight Resources Available to Unhoused and Low-Income Ridership.

The HOME unit will initiate a strategic planning process to identify agency-wide Homeless Goals and develop a work plan to guide the implementation of the opportunities and recommendations identified in the gap analysis.





Board Report

File #: 2022-0586, **File Type:** Informational Report

Agenda Number: 21.

EXECUTIVE MANAGEMENT COMMITTEE OCTOBER 20, 2022

SUBJECT: GENDER ACTION PLAN

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Metro Gender Action Plan (Attachment A).

ISSUE

Although women comprise over half of all transit ridership, their mobility needs, concerns, and preferences have not been critically accounted for in the way our transportation systems are planned. The Understanding of How Women Travel (UHWT) study's core findings provided a rich understanding of women's travel needs and the challenges they experience. These findings provided a foundation of knowledge upon which Metro can actively work toward enhancing the quality of the travel experience for women in LA County through the Gender Action Plan (GAP).

BACKGROUND

In 2017, Women & Girls Governing Council (WGGC) was established to eliminate barriers faced by women when using public transportation. In February 2018, the WGGC recommended embarking on the UHWT study to understand more about these issues, to improve women and girls' experiences on Metro, and cultivate more gender-inclusive practices at Metro.

In 2019, the UHWT study analyzed women's travel patterns; identified common barriers and challenges focused on four themes to be explored further by the GAP. The UHWT study found that disaggregated gender data was not collected, making it more difficult to understand patterns of travel or preferences. Results of the UHWT study pointed to findings related to how and when women travel, and their most significant barriers and challenges when traveling on transit. Key findings from that study:

- Women account for a larger share of Metro bus and rail ridership
- 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 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.

- 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.
- The physical design of vehicles 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.
- 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 and 44% - of women's transit trips are longer than an hour.

The Gender Action Plan (GAP) digs deeper into data and trends and uses Metro's recent initiatives to create a foundation for actionable and measurable changes. The GAP will allow Metro to align existing work, with new strategies specifically intended to improve travel experiences for women.

DISCUSSION

Metro aims to provide world-class public transportation for all the people of LA County, one key aspect of that mission is making sure the needs of people are what drives Metro's plans, policies, and actions - which in turn requires that Metro pay special attention to the needs of women and other groups that may not have historically been included in this planning process.

The GAP is Metro's commitment to view all policy, planning, and design efforts through a gender lens that recognizes the diversity of its riders and to closing the gender gap through gender equitable, programs, policies, and services.

With distinct travel patterns and amplified travel concerns, women's travel needs have been omitted in the design of our transportation system. As Metro transforms the customer experience, leading with equity, now is the time to address these needs. Studies have shown that women are more likely to travel throughout the middle of the day with children in tow and are more likely to feel unsafe traveling at night. Metro aims to create a better customer experience by bringing a gender-focused perspective to the delivery of our services. This Gender Action Plan establishes a framework and implementation plan that responds to the expressed needs and preferences of women riders.

The primary goals of the GAP are to:

- Raise awareness of the gender differences in travel
- Ensure diverse gender perspectives are considered in Metro's policies, projects, programs, and services
- Address gender gaps related to Metro's policies, projects, programs, and services
- Improve the quality and accessibility of Metro's services for women
- Create measurable progress toward the GAP goals

Building off that work, the GAP provides specific strategies on how gender perspectives can be incorporated into the design and implementation of Metro's policies, projects, programs, and services. Drawing from best practice research from within the transit industry, input from focus groups and public outreach, and analysis of recent data sources, the GAP defines actions and desired outcomes of gender-inclusive strategies and programs centered around four themes:

- safety
- fare policy
- service frequency & reliability
- station/stop & vehicle design

Due to the changing landscape of COVID-19 response and economic recovery, the importance of safety, cleanliness, comfort, and costs for women are further heightened. The improvements articulated in this Gender Action Plan will not only improve travel experiences for women - they will benefit the experience of all riders.

APPROACH

The analysis approach for the action plan is built on a foundation of social justice principles and sociological methods. It was designed to capture "hard-to-reach" populations and employ the project's intersectional approach to gender. While traditional collection techniques such as findings from the UHWT study, best practice research, public workshops, focus groups, and comment cards helped inform this analysis, much of the data collection process revolved around conversations with the community. Metro is committed to an ongoing effort to create understanding, trust, and a two-way partnership with the community we serve. Central to the effort was a series of workshops and interviews with community-based organizations and stakeholders. The outreach process aimed to understand which of the most relevant practices would best meet the needs of women riders.

Metro also conducted:

- Additional research on the UHWT Study: Additional research was conducted to expand on the areas of focus identified in the UHWT study, especially considering the changes in travel behavior due to the pandemic.
- Internal Gender Audit of Metro's Current Plans, Programs, Policies, & Projects: The Gender Audit (Audit) was one of the key first steps of the GAP, and was an element of the Gender Analysis process. The Gender Audit (Audit) evaluated Metro governing documents, plans, policies, programs, and projects adopted or in development since the UHWT was prepared using a critical gender lens to determine their responsiveness to the unique travel needs of women.

Plan/Program/Policy/Project	GAP Themes			
	Safety	Fare Policy	Stop/Station/Vehicle Design	Services/Frequency/Reliability
Metro Rail Design Criteria	X		X	
Bus Operator Rulebook/Standard Operating Procedures	X			
HR4000 Heavy Rail Vehicle Specification			X	
Low-Floor Zero-Emissions Bus Technical Specification			X	
Joint Development Policy			X	
Disability and Aging Action Plan				X
Transit Oriented Communities Policy			X	
Transfer Design Guideline	X		X	
Code of Conduct	X	X		
Systemwide Station Design Standards Policy	X		X	
NextGen Bus Study	X			X
Customer Experience Plan	X	X	X	X
Customer Experience Survey Results	X	X	X	X
Transit Service Policies & Standards				X
Our Next LA	X	X	X	X
Moving Beyond Sustainability			X	X
System Security & Law Enforcement Strategic Plan	X			
Covid-19 Recovery Task Force	X	X	X	X
Better Bus Program	X	X	X	X
Traffic Reduction Pilot Program		X		X
Comprehensive Pricing Strategy		X		
Street Safety Policy	X			
New Mobility Regional Road Map	X			X
Microtransit Pilot Program				X
Travel Rewards Research Program				X
Equity & Race Program	X			
Bus Rapid Transit Vision and Principles Study	X		X	

- Department interviews- To understand how policies, programs, and plans address gender from an internal staff perspective.
- Workshops with transit agencies- Research, workshops, and interviews were conducted to gain a deeper understanding of gender-inclusive practices and strategies. To supplement best practices research, virtual workshops were held with nine transit agencies in the U.S. and two international agencies to gather more insight into their practices. Three virtual GAP workshops were held with staff from these 11 transit agencies.

These efforts helped identify existing gaps and issues areas for improvement and create a basis of knowledge for developing a set of impactful, implementable strategies in the GAP.

Gender Analysis Tool (GAT)

The GAP starts with an overarching strategy, the Gender Analysis Tool (GAT), that aims to institutionalize Metro’s dedication to gender equity across all future policies, programs, and investments. This tool will create a tangible process through a gender lens and will create a rich source of data to allow Metro to understand how things are improving for women riders over time. The GAT provides a guide for staff to identify and articulate how Metro can better anticipate and

support the needs of women riders.



















The GAT creates a formalized and ongoing process to understand how all future investments impact and perform in relation to gender. This critical need corresponds with Metro’s Strategic Plan goals to deliver outstanding trip experiences for all users and to provide responsive and accountable governance within the organization.

The GAT will instill a culture of gender equity by ensuring that gender issues, benefits, and challenges are considered during the initiation, development, and evaluation of all policies, projects, programs, and actions.

GAP Strategies

The GAP offers Metro a solid beginning to pioneer innovative gender-focused strategies. The strategies reflect the vision and goals of the GAP - to raise awareness, consider diverse perspectives, address gaps, improve services for women riders, and create measurable progress towards gender equity. The strategies are described through an understanding of “What We Heard,” calling out supportive information from the gender analysis, and “Metro’s Solution” presenting the proposed strategy. Also included is other background information on “how it will work”, “responsible parties”, and applicable “cost and timeframes.” The strategies are organized by the four major themes i.e., safety; station, stop and vehicle design; and fare policy.

The table below summarizes the strategies detailed in the GAP with information about their contribution to the GAP goals, anticipated timeframes, and anticipated costs. Strategy timelines are characterized as short-term (less than one year), medium-term (1-3 years), and long-term (3-5 years).

STRATEGY	WHAT WILL METRO DO?	TIMEFRAME	LEVEL-OF-EFFORT
Gender Analysis Tool	A standardized tool to help all Metro staff assess how projects, plans, and policies advance the goals of the GAP. This includes asking important questions about how the project or plan serves women, collecting gender-specific data, and engaging with the community early and often.	 Short	 Low
Camera Visibility & Lighting	Continue to upgrade lighting at stations and install cameras within rail and bus vehicles. Camera locations will be emphasized through prominently placed signs letting riders know that video recording is in progress.	 Short	 Moderate
Station/Stop Design & Safety Assessment	A tool for gathering regular and measurable feedback from women on safety and design elements that can be used to guide future design choices.	 Short	 Low
Metro Employee Travel Partner Program	A pilot program where employees are paired with one or more coworkers that share a similar transit commute.	 Short	 Moderate
Promote Travel Partner Opportunities	A campaign to provide information and support to external groups such as businesses, CBOs, and other institutional partners to establish commute partnerships among their employees.	 Short	 Moderate
Promote Courtesy Request-a-Stop Service	Promote and advertise the existing “Night Owl Stops” for late-night riders and work with bus operators through training, to ensure the rider courtesy stops are accommodating and offered as often as possible.	 Short	 Moderate
Sexual Harassment Prevention Program	Expand and update Metro’s current anti-sexual harassment campaign to include: new visuals, messaging, and artistic elements for posters; increased distribution of posters and messaging; with an annual refresh of the anti-sexual harassment campaign based on community and rider feedback.	 Short	 Moderate
Gender-Specific Operator Training	Develop and conduct gender-related training for Metro bus and rail operators based on real-world scenarios and experiences.	 Medium	 High
Explore Silent Alarm	Explore installation of silent alarm strip or button on new Metro buses and trains to allow riders to discretely alert Metro staff and/or security without attracting the attention of nearby riders.	 Long	 High

STRATEGY	WHAT WILL METRO DO?	TIMEFRAME	LEVEL-OF-EFFORT	
STATION, STOP, AND VEHICLE DESIGN STRATEGIES	Strollers on Metro Vehicles	Support the updated stroller policy to allow for unfolded strollers on board buses. Additional efforts will go into a reassessment of vehicles to accommodate more designated stroller areas and flip seats.	Medium	Moderate
	Adopt-A-Stop Program	A community-based program to engage with businesses, CBOs, or other organizations to help maintain areas around bus stops while promoting a sense of community pride.	Short	Low
	Business Partnerships	Leverage partnerships with businesses, to offer cross-promotion of services for businesses, and access to services, the opportunity to purchase food, and restroom facilities for riders.	Medium	Low
	Restroom Design Standards	Create restroom design standards for new stations to include elements like changing stations, varied sink levels, and vending machines for toiletries, including diapers.	Short	Moderate
	Improve Interiors on Buses & Trains	Update vehicle design standards for new or renovated vehicles to account for new configurations of seats, handles, straps, and buttons into the interior layout of the vehicle.	Long	High
	Concentrated Amenities Zone at Subway Platforms	Create a designated zone on rail platforms where amenities such as seating, lighting, security personnel, and security technology (e.g., emergency call boxes and security cameras) are concentrated.	Short	Moderate
FARE POLICY STRATEGIES	Prioritize Household-Serving Uses at Transit Stations	Encourage the development of household-serving uses – grocery markets, medical offices, pharmacies, childcare centers, health centers, community spaces, and social services – at and near stations.	Long	Low
	Address Multi-Directional Transfers through Fare Capping Program	Implementation of the fare capping pilot will address the issue of multi-directional travel for women. Fare capping eliminates the need for transfers in that fares will be capped to a daily amount, and once the cap is reached, it allows for unlimited travel in either direction for the rest of the day, thus eliminating the time and directional constraints.	Short	Low
	Partnership with Health Providers to Promote LIFE Program	Leverage existing partnerships with institutions by connecting with healthcare providers to promote Metro's LIFE Program.	Short	Low

Measuring Success

The GAP will make Metro the first major transit agency to monitor and evaluate customer experience outcomes through a gender-oriented lens. This groundbreaking work continues Metro’s ongoing efforts to innovate and lead the transit industry in creating evidence-based changes in the realm of gender-responsive transit planning and customer service. To define and measure success for the GAP each strategy has its own KPIs with both process-oriented and outcome-oriented metrics.

...Equity_Section EQUITY SECTION

By understanding how all of Metro’s actions can affect people differently because of their gender, Metro can more effectively work towards that goal of gender equity for women and girls and support Metro’s customer-centric culture by improving rider experiences. The GAP advances a path to gender equity for women and girls, providing specific recommendations to incorporate gender perspectives into the design and implementation of Metro’s policies, projects, programs, and services to improve the quality and accessibility of Metro’s services for women and girls. The GAP has 18 different strategic actions, such as improving lighting in and around stations and implementing fare capping to address issues of multidirectional travel for women, each aimed at reaching one or more of five primary goals:

1. Raising awareness of the gender differences in travel
2. Ensuring diverse gender perspectives are considered in Metro’s policies, projects, programs, and services
3. Addressing gender gaps
4. Improving the quality and accessibility of Metro’s services for women
5. Creating measurable progress toward the GAP goals

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Project supports the following strategic plan goals identified in Vision 2028: Goal 2 is to deliver outstanding trip experiences for all users of the transportation system. Goal 3: Enhance communities and lives through mobility and access to opportunity and Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization.

NEXT STEPS


With a deeper understanding of the role gender plays in the rider experience, the GAP will enable Metro to meet the complex and diverse needs of women riders and support our goal to be the first choice in transportation for all Angelenos. Staff will work with identified departments on the implementation of the GAP strategies and report back to the board annually.

ATTACHMENTS

Attachment A - Metro's Gender Action Plan
Attachment B - Gender Analysis Tool
Attachment C - Draft Station Evaluation Sheet

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ATTACHMENT A

GENDER ACTION PLAN

Document Available Online at:

http://libraryarchives.metro.net/DB_Attachments/Attachment A- Gender Action Plan.pdf



Metro Gender Action Plan

Gender Analysis Tool

April 2022

Table of Contents

Introduction.....	3
What is gender?	3
Why does this matter to Metro?.....	3
What is the Gender Analysis Tool (GAT)?.....	4
Gender Analysis Tool	5
Section 1.....	5
Identify Gender-Specific Needs and Impacts.....	5
Support & Engage with Women.....	6
Implementation and Accountability	6
Section 2.....	7
Next Steps.....	8
Glossary of Gender Terms	8

Introduction

Metro is working to provide an inclusive transportation system by removing barriers on public transportation and promoting gender equity. As a leader in the transportation industry, Metro looks to find opportunities to address access and expand opportunities through delivery of its services. By incorporating gender early in Metro actions, the unique perspectives of those who are often overlooked will be clearly visible in the design and implementation of policies, projects, programs, and services. Addressing the complex and inter-related dynamics of gender inequity, constrained mobility, and economic challenges experienced by women will ensure that Metro is inclusive and not reproducing patterns of gender marginalization.

What is gender?

Gender is comprised of two elements: gender **identity** and gender **expression**.

- Gender identity describes how someone identifies, which may or may not match their assigned sex at birth. Some people identify as a man, while others identify as a woman. Others may identify as neither, both, or are gender-fluid.
- Gender expression describes how someone presents or expresses their gender identity, which may vary from person to person independently of their gender identity. Gender expression is how someone chooses to express their gender identity through their name, pronouns, clothing, hair style, behavior, voice, or body features.

We use the term “women” to signify people whose gender identity is that of female, regardless of their sex assigned at birth. This terminology recognizes that trans women are women, not simply “people who identify as women.” These terms also do not reflect sexual preference (see Glossary below).

In addition to gender, there are many facets of identity that shape women’s experiences — including race and ethnicity, disability, age, faith, family structure, sexual orientation, and gender expression, which can further shape and compound marginalization and people’s experiences.

Note that a Glossary of these and other gender-related terms is included at the end of this document.

Why does this matter to Metro?

Metro is charged with matching access and mobility needs with expected resources to transform the future of transportation in Los Angeles County. The Metro Women and Girls Governing Council (WGGC) was created in 2017 to further examine Metro policies, projects, programs, and services by considering the unique obstacles faced by women and girls. The WGGC seeks to

address the complex and inter-related causes of gender inequity, mobility, and economic challenges by removing barriers to success and expand opportunities at, within, and on Metro. Metro has a responsibility to ensure the system does not perpetuate or enable marginalization based on gender. Additionally, Metro can be a leader within public transportation by prioritizing and directly addressing the needs of those who have historically been marginalized. By engaging in **gender analysis** – a process of understanding how all of Metro's actions can affect people differently because of their gender – Metro can more effectively work toward the goals of **gender equity**.

Metro's **primary** gender equity goals are the following:

- Raise awareness of the gender differences in travel
- Ensure diverse gender perspectives are considered in Metro's policies, programs, projects and services
- Address gender gaps in Metro's policies, programs, projects and services
- Improve the quality and accessibility of Metro's services for women
- Create measurable progress toward the GAP goals

What is the Gender Analysis Tool (GAT)?

The GAT builds upon the foundation of the Understanding How Women Travel (UHWT) Study and is intended to guide Metro staff in identifying and articulating how Metro actions, programs, and services can better anticipate and support the needs of women. The GAT will be used so that gender is considered early on in the development process and ultimately remains engrained through implementation and beyond. Metro's approach to achieving gender equity, in part through the application of this GAT, are as follows:

- **Identify Gender Specific Needs and Impacts** – Collect and use available gender-disaggregated data, research, and resources to identify gaps and incorporate the needs and travel trends of different genders.
- **Support & Engage with Women** – Engage stakeholders and representative groups so that their unique perspectives and input are incorporated into the process.
- **Implementation and Accountability** – Review implementation processes to identify ways to report measurable progress towards equity goals. Create performance metrics that could be achieved through the action.

Gender Analysis Tool

Project/Action Name:

Team Members:

Date Last Updated:

Has the current or proposed action considered gender differences in its development?

For example, was gender-disaggregated data included? Has the action been analyzed to determine different impacts across women, men, and marginalized genders? Have gender gaps been identified?

If **Yes**, please continue to Section 1. If **No**, proceed to Section 2.

Section 1

Identify Gender-Specific Needs and Impacts

1. How did the current/proposed action identify the different needs and interests of different genders?
2. Has the project team collected and analyzed gender-disaggregated data or research to inform the current/proposed action? List data sources, research studies, or other information? If not, why? What additional information might be needed?
3. In addition to gender, have other equity factors been considered in order to address intersecting identities and needs (e.g., race, age, and income)? Does the current/proposed action pose a risk or burden to these intersectional identities? Are there potential unintended consequences? If so, explain.
4. Will the current/proposed action create specific benefits for women? Please explain.
5. How does the current/proposed action support Metro's gender equity goals? Identify which goals the action supports and why.

*Support & Engage
with Women*

1. Has the current/proposed action undertaken gender-specific outreach? Did the outreach itself take care to ensure diverse gender attendance (e.g., childcare available at meetings, dates/times for variety of attendee schedules, outreach to specific community based organizations)?
2. Does the current/proposed action need to be revised to reflect gender-related input and feedback? Please describe.
3. What partnerships internal to Metro (e.g., other Metro departments) are part of the current/proposed action that would maximize progress towards gender equity goals? List the partnerships and their potential contributions.
4. What partnerships external to Metro (e.g., stakeholders, organizations, other agencies, etc.) are or could be part of the current/proposed action that would maximize progress towards gender equity goals? List the partnerships and their potential contributions.

*Implementation
and
Accountability*

1. Are there any variables that could prevent the current/proposed action from achieving gender equity goals (e.g., schedule, budget, review time)? If so, describe.
2. How can the current/proposed action be measured and evaluated relative to Metro's gender equity goals?
3. How can the current/proposed action further communicate and engage with stakeholders during and after implementation?
4. Will there be updates to the current/proposed action that would further promote gender equity goals? If so, describe these opportunities.

Section 2

#

1. Please explain why gender differences were not considered in the development of the current/proposed action.
2. Are there internal or external policies or standards that would need to be revised to allow the current/proposed action to achieve gender equity goals (refer to the introduction of this tool for the gender equity goals)? If so, describe.
3. Can the current/proposed action undergo changes to support gender equity goals? Identify which goals the action could support and explain why.
4. Does the current/proposed action pose a risk or burden to any gender groups? Are there potential unintended consequences? If not, please explain.
5. What would be the desired result if gender differences were incorporated into the current/proposed action?

Please submit your responses for review by the Gender Officer.

Next Steps

Completing the GAT allows Metro to assess how current/proposed actions can support gender equity goals, reduce gender disparities, and track progress of the actions. During implementation of the current/proposed action, the Gender Officer and project team should meet to discuss the GAT responses, how they relate to real-world application, refine the GAT as needed, and use the GAT as an example for other similar Metro actions.

Glossary of Gender Terms

Below is a glossary of gender-related terms to help navigate the GAT and the overall process of considering gender needs for the current/proposed action.

<i>Cisgender</i>	People who identify with the gender assigned to them at birth.#
<i>Gender Groups</i>	Gender identities such as transgender women, cisgender women, transgender men, and non-binary individuals.#
<i>Gender Analysis</i>	Examines the differing needs, constraints and opportunities for women and other marginalized groups (e.g., women with disabilities, transgender men, women of color) and the impact of these differences in their lives.#
<i>Gender Disparities</i>	Identified gaps in opportunities and treatment for women and other marginalized groups.#
<i>Gender-Disaggregated Data</i>	Quantifiable or qualifiable sets of data disaggregated by gender identity and expression. Separate from sex-disaggregated data, which is limited to male and female.#
<i>Gender Equity</i>	Sets the stage for gender equality, as it refers to the fairness and treatment for all groups of genders, according to their respective needs, as well as including all groups of genders in the process of working toward gender equality. #
<i>Gender Equality</i>	The desired end goal, in which access to opportunities is unaffected by gender.#
<i>Gender Expression</i>	Gender expression describes how someone presents or expresses their gender identity, which may vary from person to person independently of their gender identity. Gender expression is how

someone chooses to express their gender identity through their name, pronouns, clothing, hair style, behavior, voice, or body features.#

Gender Gap

A gap in any area between genders in terms of their levels of participation, access, rights, pay, or benefits.#

Gender-fluid

Gender fluid refers to change over time in a person's gender expression or gender identity, or both.#

Gender Identity

Gender identity describes how someone identifies, which may or may not match their assigned sex at birth. Some people identify as a man, while others identify as a woman. Others may identify as neither, both, or are gender-fluid.#

Gender-Inclusive

A decision that is being made that does not discriminate or lead to discrimination against a particular sex, gender identity, or gender expression, and is designed to enhance positive impacts or reduce negative impacts for everyone regardless of their gender identity or expression.#

Gender-Inclusive Design Features

An approach to design that ensures that you are designing a project that is as equally engaging, useful and effective for all users involved, regardless of their gender identity or expression.#

Intersectionality

How gender considerations interact with other characteristics such as race/ethnicity, age, income, and ability.#

Non-Binary

Preferred umbrella term for all genders other than female/woman/girl or male/man/boy. #

Transgender

An umbrella term for people whose gender identity and/or gender expression differs from what is culturally typically associated with the sex they were assigned at birth. #

UHWT

Understanding How Women Travel Study#

#

Metro Station/Stop Score Sheet

The six categories for this score sheet reflect areas of concern identified by women riders in the Understanding How Women Travel study:

- **Safety and Security:** Safety is high priority for women; they feel much safer around other people and in areas with a lot of activity.
- **Cleanliness and Maintenance:** Women say cleanliness issues and unpleasant odors make transit uncomfortable.
- **Customer Communication:** Women feel less safe waiting for transit than while riding. When real-time and schedule information is not correct, waits and trip times are longer, which affect their total travel time.
- **Lighting:** Women reported that more lighting would make them feel safer on the Metro system.
- **Station Furnishings and Amenities:** Women are more likely to travel with children, walk to the bus stops, and carry items with them. This creates challenges finding spaces for their families and belongings.
- **Circulation Around the Station/Stop:** Walking in and out of stops and stations can be difficult for women carrying items since they often have multiple stops during their transit trips; this is especially hard for older women or women with disabilities.

Purpose of the Station/Stop Score Sheet

This score sheet will be used to collect opinions and gain input on individual Metro stations and stops to understand the areas of concern identified by women riders. The score sheet also provides measurable feedback to prioritize these improvement areas. Finding the specific areas of improvement from women riders, Metro can address the safety and comfort of women for this vital first and everyday interaction with the Metro system.

Please complete and submit this survey within three (3) calendar days of your trip. Write the day and approximate time of the trip at the top of all pages.

How will this information be used?

The information from this score sheet will create a basis of station performance (baseline data) from a rider's perspective. This will also help Metro update stations and stops and other transit features.

How can I fill out this score sheet?

This score sheet can be filled out through several ways including: 1) hard copies picked-up from a local community group; 2) electronic QR Codes in stations; or 3) as part of Metro's Customer Experience surveys.

Station or Stop Name:
Date/Time of Review:

Check One Please: Rail Station Bus Stop

Instructions

For each of the questions below, please rate the station or stop (**1 through 4**) on how well it addresses the question. Please explain why you gave this rating in “comments.”

1 = poor

2 = fair

3 = good

4 = excellent

Questions for “All Stations/Stops” apply to all station and stop locations (whether a Metro rail, busway, or bus).

Questions for “Metro Rail/Busway Station” apply to rail/busway stations including:



Questions identified as “Bus Stop” apply to bus stops for local, rapid and express bus services, including:

- **Local buses**, which stop every two blocks and are painted orange
- **Rapid buses**, which are faster buses with fewer stops only at major intersections and are painted red
- **Express buses**, which travel on routes on freeways for longer distances with fewer stops

Please submit one score sheet for each station or stop (example: a separate score sheet for each stop/station when boarding and exiting Metro).

You can also fill out separate score sheets for other Metro stations or stops you visit. Just provide the name of the station/stop at the top of each score sheet.

Thank you for your participation!

Metro Station/Stop Score Sheet

Station or Stop Name:

Date/Time of Review:

Check One Please: Rail Station Bus Stop
 1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent

Safety and Security		Rating				Comments
All Stations/Stops	How visible is the stop or station to people walking by, or in nearby buildings? (1 = not visible; 4 = very visible)	1	2	3	4	
	Are security cameras visible so riders and people nearby can see them? (1 = not visible; 4 = very visible)	1	2	3	4	
	Can you clearly see the entrances/exits of the nearby properties around the station/stop (near loading/ unloading areas, near stairs, and near elevators?) (1= difficult seeing my surroundings; 4 = can clearly see all my surroundings)	1	2	3	4	
	Are emergency/security buttons clear and easily seen in the station/stop? (1 = not clear or visible; 4 = very clear and visible)	1	2	3	4	
	Is information to report non-emergency issues/concerns clear and easily seen? (1 = not available or visible; 4 = very available and visible)	1	2	3	4	
Rail Station	How visible is Metro staff presence in the station? (1 = not available or visible; 4 = very available and visible)	1	2	3	4	
	How visible are security personnel, in the station? (1 = not available or visible; 4 = very available and visible)	1	2	3	4	
Bus Stop	Is the bus stop waiting area separated far enough away from moving traffic?	1	2	3	4	
	Does the area around the bus stop (buildings, sidewalks, lots, etc.) feel safe?	1	2	3	4	
OVERALL SCORE	How would you rate overall safety and security at the station/stop?	1	2	3	4	
Cleanliness and Maintenance		Rating				Comments
All Stations/Stops	Are the station/stop benches and waiting areas free of trash, dirt, and other debris?	1	2	3	4	
	Are the trash receptacles too close to seating/waiting areas?	1	2	3	4	
	Are there enough trash receptacles provided at the station/stop?	1	2	3	4	
	Are seating and waiting areas clean enough to feel comfortable using?	1	2	3	4	
Bus Stop	Is there clear information on who to contact if the stop needs maintenance/cleaning?	1	2	3	4	
	Is the stop clear of dirt or debris from the sidewalk and street to board Metro buses safely?	1	2	3	4	
OVERALL SCORE	How would you rate the overall cleanliness and comfort at the station/stop?	1	2	3	4	

Metro Station/Stop Score Sheet

Station or Stop Name:

Date/Time of Review:

Check One Please: Rail Station Bus Stop
 1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent

Customer Communication		Rating				Comments
All Stations/Stops	Does the station/stop have screens with correct and up-to-date information such as train/bus arrival times?	1	2	3	4	
	Is train/bus information clearly displayed and easily seen?	1	2	3	4	
	Is information on how to contact Metro staff clearly displayed and easily seen?	1	2	3	4	
	Is how to report an emergency at the station/stop clearly displayed and easily seen?	1	2	3	4	
Rail/ Busway Station	Are there clear signs showing where ticket vending machines, TAP validators, and platforms are?	1	2	3	4	
	Is Metro staff assistance present and available in the station?	1	2	3	4	
	Do the customer telephones in the station provide a live person to talk to?	1	2	3	4	
Bus Stop	Is real-time bus arrival information available at this bus stop?	1	2	3	4	
	Are fares, discounts, and other customer information easy to understand at the bus stop?	1	2	3	4	
OVERALL SCORE	How would you rate customer communication overall at the station/stop?	1	2	3	4	

Lighting		Rating				Comments
All Stations/Stops	When walking to and from the station/stop, does lighting seem bright enough? Can you clearly see your surroundings as you walk toward the station/stop?	1	2	3	4	
	Are there dark spots or shadows at the waiting areas? (1 = many dark spots/shadows; 4 = no dark spots/shadows)	1	2	3	4	
Rail/Busway Station	Is the lighting along the platform bright enough (from the first rail car to the last rail car or G/J Line bus)?	1	2	3	4	
	Is the platform free of large objects that block views or cast shadows on the platform? (1 = large objects are present; 4 = the platform is free of such objects)	1	2	3	4	
	Are stairs and escalators well lit? Can you see steps and paths clearly?	1	2	3	4	
Bus Stop	Is lighting near bus loading and unloading areas well lit?	1	2	3	4	
	Is there enough lighting near bus benches and waiting areas?	1	2	3	4	
	Is there enough lighting to read signs and other transit information?	1	2	3	4	
OVERALL SCORE	How would you rate lighting overall at the station/stop?	1	2	3	4	

Metro Station/Stop Score Sheet

Station or Stop Name:

Date/Time of Review:

Check One Please: Rail Station Bus Stop
 1 = Poor, 2 = Fair, 3 = Good, 4 = Excellent

Station Furnishings and Amenities		Rating				Comments
All Stations/Stops	Is there enough weather and sun protection near the outdoor waiting areas?	1	2	3	4	
	How available and comfortable are benches/seating in station/stop waiting areas?	1	2	3	4	
	How well do benches/seating accommodate riders of a variety of sizes, including children and large adults?	1	2	3	4	
	How well do benches/seating allow families to sit together and provide space for strollers, suitcases and other belongings?	1	2	3	4	
Rail/ Busway Stations	If restrooms are provided in or around the station, is there clear signage where they are located?	1	2	3	4	
	Are ticket vending machines provided in safe and clean areas?	1	2	3	4	
Bus Stop	Are trash receptacles, signage, benches, and other amenities at the bus stop well-maintained?	1	2	3	4	
	Does the bus stop provide a comfortable and pleasant waiting experience?	1	2	3	4	
OVERALL SCORE	How would you rate overall furnishings and amenities at this location?	1	2	3	4	

Circulation Around the Station/Stop		Rating				Comments
All Stations/Stops	Is the station/stop easy to use for people traveling with strollers, personal items, or children?	1	2	3	4	
	Is the path or sidewalk to the station/stop entrance wide enough to walk in a group? (1 = not wide enough; 4 = very wide)	1	2	3	4	
Rail/ Busway Stations	Does the station have wide enough fare gates to accommodate wheelchairs, strollers, and other large personal items?	1	2	3	4	
	Are elevators, ADA ramps, and escalators conveniently placed and visible?	1	2	3	4	
	Are walking surfaces within the station slip and trip resistant?	1	2	3	4	
Bus Stop	Are there safe and well-maintained sidewalks for walking to and from the stop?	1	2	3	4	
	Is there enough room to easily move around the stop without stepping into the street or private property?	1	2	3	4	
OVERALL SCORE	How would you rate overall circulation near the station/stop?	1	2	3	4	

**Board Report**

File #: 2022-0679, **File Type:** Informational Report**Agenda Number:** 22.

**EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 20, 2022****SUBJECT: FARELESS SYSTEM INITIATIVE AND LOW-INCOME FARE IS EASY****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE status updates on Fareless System Initiative (FSI) and Low-Income Fare Is Easy (LIFE) Programs.

ISSUE

The Fareless System Initiative is a phased approach that gives our most vulnerable riders access to fareless transit. Phase 1 is a two-year pilot program that allows students in participating K-12 Districts, charter networks, private schools, and community colleges to ride Metro and 13 additional transit agencies without paying fares. The Low Income Fare is Easy (LIFE) Program provides free and reduced-fares to low-income riders. The LIFE Program is a bridge to Phase 2 of FSI, which is a future extension of fareless services to low-income adults once funding has been identified. This report provides a status update on the FSI and LIFE Programs.

BACKGROUND

On May 27, 2021, the Board passed Motion 45 (Garcetti, Mitchell, Krekorian, Hahn, Bonin, and Solis) (Attachment A) on implementation strategies for the Fareless Systems Initiative (FSI). The motion directed the Chief Executive Officer to implement the Fareless System Initiative, subject to a final funding plan and while pursuing cost-sharing agreements and reporting to the Board monthly on the development, launch, and performance of FSI.

On September 23, 2021, the Board approved a staff recommendation (File #2021-0574) to launch Phase 1 of the Fareless System Initiative for K-14 students on October 1, 2021, with the understanding that future Board approval would be required to launch Phase 2 for low-income adults once available funding had been identified. In addition, the Board adopted Motion 40 (Attachment B), which directed staff to revamp the LIFE program and implement a series of promotional activities and improvements to the LIFE program.

Phase 1 of FSI and the LIFE Program improvements are stepping stones to Phase 2 and beyond and

are helping bring fare relief to low-income riders and youth who are some of Metro’s most vulnerable riders. The LIFE program’s goal is to increase mobility and the quality of life for the participants. As staff continues to seek funding for FSI Phase 2, significant enhancements have been made to the LIFE program. Strategic efforts have been implemented to double enrollment in the program in accordance with Motion 40 to ensure accessibility to the program.

FSI Phase 1

In an effort to make Metro more accessible while providing financial relief from transportation costs for students and their families, Metro launched the GoPass pilot in October 2021. The GoPass pilot was supported using one-time American Recovery Plan Act (ARPA) funds. The estimated cost of the twenty-month regional fareless pilot program for K-14 students based on projected fare-revenue loss is \$49.9 million. ARPA funds are being used by Metro, other transit agencies, and many participating school districts to cover the cost of the GoPass pilot program, which ends June 30, 2023. The cost for K-12 districts to participate is \$3 per enrolled student per year, and the cost for community college is \$7 per student per year.

DISCUSSION

Year 1 of the GoPass Pilot Program ran from October 1, 2021, through July 31, 2022. Fifty (50) K-12 public Districts, Charter School Networks, and Independent Charter and Private schools participated in Year 1, along with and six (6) Community College Districts representing fourteen (14) colleges, which included over 1,100 schools and more than 1 million eligible students in the partner districts (see Figure 1 below). Thirteen (13) transit agencies are participating in the program: City of Commerce, Culver CityBus, Foothill Transit, Glendale Beeline, GTrans, LA County Shuttles, LADOT DASH, Long Beach Transit, Montebello Bus, Norwalk Transit, Pasadena Transit, Santa Monica Big Blue Bus, and Torrance Transit. This is 50% of the agencies on TAP. Staff continues to meet weekly with all interested transit agencies in LA County to ensure open communication and data sharing and is working on adding additional transit agencies to the program.

Figure 1 - Year 1 Districts by Type

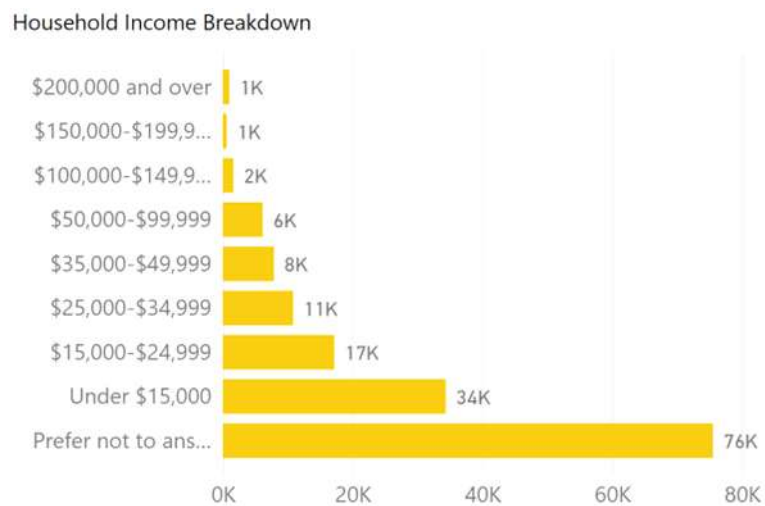
District Type	Participating Year 1	Total # of districts	Percent of Participation
Public Districts	12	81	15%
Charter Networks	10	29	34%
Independent Charters	25	150	17%
Private Schools	3	697	0.4%
Community College Districts	6	13	46%
Total	56	970	6%

In Year 1:

- 925,000 GoPass TAP Cards were distributed
- 135,581 passes were loaded (15% of cards distributed)
- 96,370 cards (71% of registered cards) were actively used on the system for an average of 57 boardings per card
- 5,566,839 boardings on all participating transit agencies

In Year 1 of the program, over 90% of boardings occurred Monday through Friday, with the highest usage peaking at 8 AM and 4 PM, showing that the students were using the GoPass to get to and from school.

In addition, 88% of GoPass participants who share their household income data report an annual income of less than \$50,000 per year, which would qualify them for the Low Income Fare is Easy (LIFE) program at the levels of \$47,300 for household of two persons or \$53,200 for a household of three persons (see below). This is higher than the 69% of students in LA County who qualify for free and reduced-cost lunch programs or the 70% of Metro riders who are below that threshold.



Districts and students have expressed a great appreciation for how easy it is for them to participate in the program and the cost-benefit. Schools say that they have students who rely on the program to get to school daily, and having a pass helps them avoid absences.

Year 2

Year 2 of the GoPass Pilot runs from August 1, 2022, through June 30, 2023. Goals for Year 2 are to add another fifty (50) participating districts, 94,000 more participants, and an additional 10 million boardings. So far, in Year 2 twenty-eight (28) K-12 Districts/Networks and two community colleges have joined the program (60% of goal). (See Figure 2 below.) Metro continues outreach and discussions with the remaining K-12 Districts/Networks and Community College districts in LA County to join the GoPass program. In addition, we have 42,423 new participants (45% of goal), and students have boarded more than 2.27 million times since August 1 (22% of goal).

Figure 2 - Year 2 Districts by Type (cumulative since start of program)

District Type	Participating Year 1	Year 2 Additional Partners	Participating as of Oct. '22
K-12 Districts	50	28	78
Community College Districts	6	2	8

Since the inception of the program through October 10, 2022:

- 1 million GoPass TAP cards have been distributed
- 168,198 passes have been loaded (15% of cards distributed)
- 139,250 cards (83% of registered cards) have been actively used on the system for an average of 57 boardings per active card
- 7,907,421 boardings have been recorded on all participating transit agencies

With a focus on equity, initial evidence supports the finding that the GoPass Program has increased transit accessibility for students. FY22 student passholders are 118% above 2019 cardholders (271,016 vs. 124,055). K-12 monthly boardings are 47% above pre-COVID averages (953,193 vs. 647,083). Community College monthly boardings are only 14% above pre-COVID (305,510 vs. 268,638) because most colleges are not yet back to full in-person attendance as many classes are offered virtually.

Next Steps

Staff will continue efforts to encourage students to obtain and register their GoPass cards, including exploring in-kind partnerships with LAUSD. Community engagement will continue with community events to increase student participation and a social media campaign. Metro launched a promotional campaign to incentivize schools to register more students, with prizes going to the top participating schools. Staff has been partnering with schools to participate in back-to-school events and holding on-campus registration events to boost program enrollment.

FSI-Phase 2 Low Income

Metro embarked on an intensive process of studying and identifying challenges and opportunities related to eliminating fares on Metro buses and trains. The FSI program is managed in a phased pilot approach, starting with Phase 1 K-14 students and expanding to Phase 2 to include low-income riders who meet Metro’s existing low-income qualifications at a future date when funding can be secured. Using consultant support from Deloitte, Metro is developing a strategic roadmap to seek policy reforms to create greater public and policy consensus for Phase 2 of the Fareless program, including a federal and state advocacy plan to obtain funding to support an expanded fareless program.

State Funding Opportunities

Metro has aggressively advocated for state funding to support free fare programs in the State of California. Assembly Member Holden advanced AB 1919, which would have created a program structure for state support of reduced fare programs. The bill was contingent upon an allocation of funding that was not included in the State Budget. While the state has experienced a record surplus, long-term fiscal outlooks still identify significant volatility in state revenues. Due to that volatility, the Legislature only allocated funds for one-time capital purposes. The Legislature is expected to consider various legislative proposals to support free fare programs. Established Board policies allow us to support those measures as they are introduced. Metro staff will continue to support legislation advancing these programs and keep the Board apprised of any new developments.

Federal Funding Opportunities

Metro has been and remains a national leader advocating for Congress and the White House to provide federal funding for reduced-fare and fare-free transit services. Metro partnered with the Los Angeles Community College District (LACCD) to secure a \$1 million grant through the Congressional Directed Funding process to help expand the GoPass program at all community colleges in LA County. The grant will fund passes for nearly 143,000 students.

With the strong support of our Board of Directors and our CEO - Metro had advocated for House Transportation and Infrastructure Chair Peter DeFazio (D-OR) to include a grant program for reduced-fare and fare-free transit services in the Build Back Better reconciliation bill he authored last year, which the full House later adopted. Unfortunately, the House passed measure included a section that provided for federal funding for reduced-fare, and fare-free transit services was never adopted into law due to the failure of the U.S. Senate to consider their version of a Build Back Better reconciliation measure. Metro is continuing to work with California's two U.S. Senators and the Los Angeles County Congressional Delegation to explore future opportunities to secure federal support for reduced-fare and fare-free transit services - including but not limited to - language that could be embedded in the Fiscal Year 2024 Transportation, Housing and Urban Development appropriations bill. Consistent with the direction provided by Metro's Board of Directors, our agency is in strong and full support of the Freedom to Move Act, federal legislation that establishes a \$5 billion competitive grant program known as Freedom to Move Grants to offset fare revenues for transit agencies. This legislation, offered in the U.S. House of Representatives by Rep. Ayanna Pressley (D-MA) and in the U.S. Senate by Senator Ed Markey (D-MA) is pending in the 114th Congress. Metro will remain a national leader on this issue by continuing to work with local, regional, state-wide, and national stakeholders who share our strong support for securing federal support for reduced-fare and fare-free transit services.

LIFE Program

Recognizing the expansion and enhancement of the LIFE program will reduce transportation costs for low-income riders and further advance social and economic mobility for economically disadvantaged individuals. At the same time, Metro continues to seek funding to implement FSI Phase 2 (low-income adults). Staff has continued to employ strategic and tactical actions that lend to streamlining and enhancing the LIFE program, increasing enrollments into the program, and

furthering access to public transit for low-income riders.

A. Double Enrollment Goal

As a result of staff's coordinated efforts, including utilizing the network of community-based partners, municipal agency partners, and municipal transit agencies, Metro continues to increase new enrollments in the LIFE program that remain on track with staff's projections to double LIFE program enrollees to 91,086 by the end of 2022.

As of October 11, 2022, there are 84,004 new LIFE participants, which represents 92.2% of the double enrollment goal and brings the total LIFE program participants to 173,793. The new enrollments can be attributed to the various coordinated efforts, the improvements to the program, which have resulted in a more accessible, seamless application and enrollment process, and tangible results such as:

- 52% of new enrollments submitted through the new online application/portal
- 39% of applications submitted via self-certification; and
- 48% of new applicants were issued a TAP card.
- New LIFE Enrollments:
 - Female: 57%
 - Male: 43%
 - Other: 0.38%
 - Prefer not to answer: 0.07%

B. Regional and Community Based Partnerships

In September 2022, LA Metro launched a partnership with the Department of Public Social Services. A dedicated online enrollment portal for DPSS agents was created to support enrollment at four pilot DPSS offices: The Belvedere office in East LA, The Glendale office, The Metro Family Office, near LA Trade Tech College, and The Rancho Park Office in West Los Angeles. In addition to an online portal, DPSS offices were provided more than 25,000 LIFE brochures in various languages. As of October 12, DPSS agents have enrolled 1077 new LIFE participants into the program. Metro staff will continue to work with DPSS to provide administrative support to ensure numbers continue to increase at these four locations.

Metro's CBO partners have been deployed countywide to provide multilingual outreach and support to hard-to-reach populations such as low-income and cash-paying riders and others at Metro stations, community events, food banks, and other locations. Metro's CBO' are assisting qualifying riders with enrollment applications and supporting the overall public engagement campaign. Since February 2022, Metro's CBO partners have:

- Held more than 100 in-person outreach events at Metro transit stops and stations
- Distributed more than 10,000 flyers and brochures in English, Spanish, Korean, and Chinese to potential enrollees

- Distributed electronic LIFE information via email and text messages to more than 100,000 people.

Metro staff will continue to work with CBO partners to expand reach; and staff will continue to work with the network of CBO partners to collect and evaluate feedback received from new LIFE program participants and potential enrollees.

C. Marketing and Media Efforts

Metro continues to ensure robust outreach, engagement, and promotion tactics that have furthered the LIFE program improvements and increased enrollments to support the double enrollment goal. As a result of focused tactics, the LIFE media campaign has delivered 35 million trackable impressions, 196,000 clicks resulting in 14,000 trackable online applications to date. This means that on average every \$9.33 that Metro spends in trackable advertising has resulted in a new LIFE program applicant. Metro continues to run paid media in various platforms such as English & ethnic print, terrestrial radio, display, paid social, on bus benches, fast food screens, laundromat banners, billboards, and other paid media platforms. Staff will continue implementing inclusive and innovative outreach, promotion, marketing, and media tactics.

EQUITY PLATFORM

At its core, the goal of the FSI Pilot Program is to achieve greater equity by reducing barriers and improving access to transit for all communities. Currently, 88% of registered GoPass users are low-income. This is higher than our systemwide average of 70% low-income riders measured pre-COVID, in the most recent Onboard Customer Survey in Fall 2019. In Year 1, over 90% of the GoPass boardings were used to get to and from school. Not having to worry about the cost of and access to transportation helps students focus on their studies and improves student success. It also saves students money for other important items, like healthy meals. A study conducted of Metro's U-Pass program in 2019 showed that students receiving a free transit pass have up to 27% higher graduation rate, allowing them to continue to higher levels of education and better paying jobs. A 2015 Harvard study found that access to reliable transportation is the single strongest factor in the odds of escaping poverty. Since the start of the GoPass Program in October 2021, K-12 student passholders have increased by 102% and College/Vocational passholders have increased by 106%, meaning that more than twice as many students now have access to reliable transportation, which will improve their student success and future income levels. In addition, there are community college students in the GoPass program who are also parents with children participating in GoPass at their own K-12 schools, so the entire family benefits from the program.

One of the considerations identified for Phase 1 was that low-income families would still need to pay fare when accompanying their minor students. However, the opportunity for students to participate in a fareless program reduces the cost for the whole family to travel together. In addition, participating schools are simultaneously promoting participation in the Low Income Fare is Easy (LIFE) program for other family members. When a student registers their GoPass TAP Card, the confirmation screen contains a live link to allow other family members to click through to the online LIFE application.

Therefore, the GoPass Program is also helping encourage qualifying family members to utilize the benefits of the LIFE Program.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These programs support Metro's Strategic Plan Goal 3) Enhance communities and lives through mobility and access to opportunity and Goal 4) Transform LA County through collaboration and leadership. Metro will continue to work toward providing accessible and inclusive services for the residents of Los Angeles County.

NEXT STEPS

Staff will continue the expansion and analysis of FSI Phase 1 while continuing to seek funding and policy changes for Phase 2 of the program and continue the enhancement efforts for the LIFE program.

ATTACHMENTS

Attachment A - Board Motion 45

Attachment B - Board Motion 40

Prepared by: Devon Deming, Deputy Executive Officer, FSI (213) 922-7957

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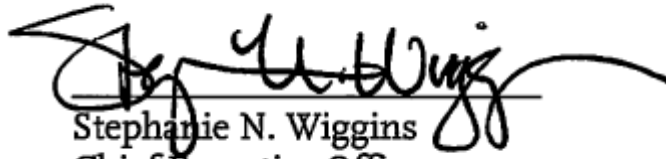
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Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2021-0372, File Type: Motion / Motion Response

Agenda Number: 45.

REVISED
REGULAR BOARD MEETING
MAY 27, 2021

Motion by:

DIRECTORS GARCETTI, MITCHELL, AND KREKORIAN

Fareless System Initiative

Metro's Fareless System Initiative (FSI) is one of the most transformative efforts Metro can take to help Los Angeles County emerge from the pandemic, advance equity, reduce transportation emissions, simplify students' return to school, and increase ridership.

The pandemic has hit students hard. Once the Department of Public Health and schools deem it safe for students to fully return to in-person learning, Metro, municipal operators (munis), and school districts should do everything possible to make the transition back effortless for these families. Studies across the country have shown that the lack of access to transportation is a barrier to student attendance and, therefore, academic success.

Moreover, Metro riders' median household income is \$19,325 systemwide, with approximately 70 percent of Metro riders considered low-income under federal Department of Housing and Urban Development definitions. Many of our riders depend on Metro to reach their jobs as essential workers, and during the pandemic they suffered unavoidable financial impacts. Fareless transit would alleviate some of this burden, helping Los Angeles County get back on its feet.

As the FSI pilot has been developed, the following items remain to be finalized:

1. An efficient implementation process, as well as agreements with the school districts, needs to be put in place to distribute fareless K-12 and Community College student passes.
2. A final funding plan needs to be created.
3. A key concern of municipal operators is the continuation of existing funding agreements with community colleges. These funding agreements have, in many cases, taken years to negotiate. While FSI remains a pilot, these agreements and processes should be kept in place.
4. A mission statement and goals are necessary to help communicate the need for this program.
5. The existing FSI Task Force that developed the pilot should be re-formed to focus on implementation.

Board action is required to ensure these key areas of risk can be addressed and to provide clarity on

FSI's advancement and next steps.

SUBJECT: FARELESS SYSTEM INITIATIVE

RECOMMENDATION

APPROVE Motion by Directors Garcetti, Mitchell, and Krekorian that the Board direct the Chief Executive Officer to implement the Fareless System Initiative, subject to a final financial plan and while pursuing cost-sharing agreements.

WE FURTHER MOVE that the Board direct the Chief Executive Officer to:

Administrative Coordination

- A. Develop strategies to streamline and simplify the eligibility process for participants, striving to remove as many barriers to entry as possible;
 - 1. Include an evaluation of a self-attestation process for low-income riders;
- B. Partner with school districts on administrative coordination to enable availability at pilot launch to all LA County school and community college districts (based on each district's interest), including but not limited to any required Memoranda of Understanding or TAP coordination;

Funding

- C. In partnership with implementation partners and key stakeholders, pursue and support federal and state opportunities and legislation to fund the Fareless System Initiative, both the pilot phase and any permanent program (should the Board decide to continue past the proposed pilot period), including but not limited to the federal Freedom to Move Act;
- D. Pursue reasonable cost-sharing agreements with school districts;
 - 1. Seek to take advantage and leverage any existing student transportation fee programs (e.g., student-approved LACCD fees);
 - 2. Seek to preserve existing funding agreements between school districts and transit operators;
 - a. Wherever municipal operators have existing fareless agreements with community college districts, consider accepting muni student transit passes on Metro for the duration of the pilot;
 - 3. Seek new funding agreements for districts without any existing discounted or fareless student pass programs (e.g., U-Pass);
- E. Consider pursuing private funding opportunities, including but not limited to philanthropic partnerships;

Follow-Up

F. Report to the Board monthly on the development, launch, and performance of the Fareless System Initiative. The first update should include:

1. A mission statement and goals for the FSI pilot;
2. Lists of interested municipal operators, school districts, and community college districts;
3. An update on the refined FSI financial plan; and
4. Identification of a cross-departmental implementation team.

HAHN AMENDMENT: Direct the Chief Executive Officer to prepare a financial plan for the implementation of a Fareless System Initiative that meets the conditions provided below to the Board's satisfaction:

1. Municipal and local operators that choose to participate will be fully included and provided the same type of fare subsidy as Metro transit operations, in order to ensure a seamless rider experience regardless of geographic location or transit provider;
2. The initiative is funded without reducing existing transit operations or state of good repair expenditures or by using regional funding typically committed to bus and rail transit operations or intended for the capital program;
3. Opportunities to expand or adjust existing fare subsidy programs to maximize community benefit have been studied and presented to the Board; and,
4. An initiative can be scaled and/or targeted in a manner that best aligns with Metro's Equity Platform, adopted by the Board in March 2018.

MITCHELL AMENDMENT: Direct Metro CEO to Continue the current fare collection policy in perpetuity until the Metro Board is satisfied with a financial plan for Fareless.

BONIN AMENDMENT:

1. Report back in the financial plan with information on the costs, including administration, technology, and enforcement, of the proposed pilot program compared to a universal fare-free system.
2. Include in the overall final program evaluation:
 - a. Reach of the program, including student and low-income participation rates.
 - b. Effectiveness of the program in improving mobility, increasing student attendance and performance, shifting travel behavior, reducing automobile use, and increasing transit ridership.

- c. The net cost of the program and cost per rider.

SOLIS AMENDMENT: Report back on the feasibility of using the Federal American Rescue plan funding for the pilot.

**Board Report**

File #: 2021-0627, **File Type:** Motion / Motion Response**Agenda Number:** 40.

**REGULAR BOARD MEETING
SEPTEMBER 23, 2021****Motion by:****DIRECTORS MITCHELL, SOLIS, GARCETTI, SANDOVAL, AND BONIN**

Related to Item 35: Fareless System Initiative (FSI)

Effective March 23, 2020, former LA Metro CEO Phil Washington ordered that all passengers shall board the rear door when entering an LA Metro bus and, accordingly, removed the requirement for bus passengers to use the fare box. This practice was established to reduce the risk of COVID-19 transmissions on transit and to protect transit operators at the front of the bus from potential exposure to COVID-19. While put in place as a health pandemic response, this practice has been one of the most effective strategies in our region to respond to the economic pandemic our communities face.

Riders and community advocates quickly embraced LA Metro's fare free bus service and in August 2020, CEO Washington announced the formation of the Fareless System Initiative (FSI) Task Force to study the potential for continuing fare-free service as a recovery strategy to continue after the pandemic. The Task Force's research confirmed what riders already know; that LA Metro's riders are overwhelmingly low-income people of color for whom transit fares are an economic burden and for whom fare enforcement perpetuates racial disparities. Furthermore, the Task Force found that a fareless system would grow ridership and help the region meet its mobility, congestion reduction, and sustainability goals more effectively than almost any other LA Metro initiative. Buoyed by these findings, on May 27, 2021, the Board directed staff to proceed with FSI, subject to a final financial plan, which is before the Board for consideration today.

The financial plan identifies funding for free student passes as Phase 1 of FSI. Staff has moved quickly to build on the previously existing U-Pass program to expand free student passes to students in every participating school district throughout the county. However, the financial plan does not identify the funding needed to move forward and launch Phase 2 of FSI, which would serve all low-income riders. In the interim, staff proposes to build on the existing LIFE Program as a first step toward FSI Phase 2, until additional funding can be secured.

Increasing enrollment in the LIFE Program is an important interim step for an expansion of FSI. If implemented, it will create a pre-qualified pool of applicants for FSI Phase 2. While enrollment has grown since its launch in 2019, the LIFE Program still falls far short of its intended impact, largely due to intimidating, restrictive, and tedious enrollment barriers. The current LIFE Program design will

require an overhaul to meet the needs of eligible low-income riders. Namely, the LIFE Program must be far easier to enroll in, more accessible, easier to pay for, and truly affordable for low-income riders.

Our communities are still faced with a dual economic and health pandemic that racial and economic inequalities have further exacerbated. Programs across this region-created to support families in need-will be expiring later this year, despite evidence that these programs have collectively spurred a record drop in poverty (as much as half according to the Urban Institute). Costs will quickly escalate for families, many of whom are still unemployed, taking care of children and loved ones at home, and paying off rental debt. LA Metro must do more to prevent the resumption of fares from exacerbating economic distress among economically vulnerable people in our communities. Removing financial barriers for those who cannot afford transportation creates a lifeline for those who need access to essential travel.

Revamping the LIFE Program will alleviate the impact of fares on low-income riders while preparing LA Metro to implement FSI Phase 2.

SUBJECT: AMENDMENT TO FARELESS SYSTEM INITIATIVE (FSI)

RECOMMENDATION

APPROVE Motion by Mitchell, Solis, Garcetti, Sandoval, and Bonin that the Board direct the Chief Executive Officer to:

- A. Develop a plan to double the number of LIFE Program enrollees by the end of 2022.
- B. Expedite a streamlined application system that enables on-the-spot enrollment and the immediate issuance of LIFE Program benefits through a process that allows applicants to self-certify qualification in the program. Applicants should attest that their information and eligibility in the program is accurate under penalty of fine.
- C. Ensure the fare capping pilot approved by the Board in March 2021 applies to LIFE Program participants.
- D. Expand partnerships with local, state, and federal public benefit programs to automatically enroll members in LIFE upon qualification.
- E. Partner with community-based organizations to canvass LA Metro buses and trains to enroll qualifying riders.
- F. Provide three months of fareless transit to new enrollees as an incentive to enrollment, beginning upon the resumption of fare collection.
- G. Evaluate whether qualified applicants can enroll in the LIFE Program with the next generation of touch screen TAP Vending Machines.

WE, FURTHER MOVE, that the Board direct the Chief Executive Officer to:

- H. Continue the current boarding practices until prospective participants can enroll-on-the spot and self-certify their eligibility, with no less than 90 days for promotion and 45 days for enrollment before fare collection resumes. The resumption of fare collection should also be subject to a 45-day awareness-building period that fares collection will resume as detailed in Attachment I of the September 2021 FSI report (Board File 2021-0574).
- I. Return to the Board in January 2022 with an update on LIFE Program changes.
- J. Conduct a LIFE Program evaluation - in partnership with community-based organizations -- to:
 - 1. Develop additional strategies that support the enrollment of new participants in the LIFE Program.
 - 2. Survey and convene current and prospective LIFE Program enrollees on how well the current program meets the needs of eligible applicants.
 - 3. Review current benefit levels and recommend changes, as appropriate.

Metro's Fareless System Initiative (FSI)

Fareless System Initiative (FSI) and
Low Income Fare is Easy (LIFE) Update
October 2022

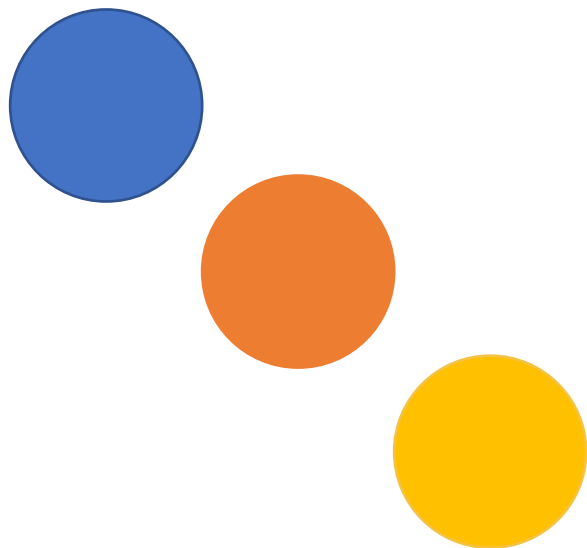


GoPass – Year 1 (October '21 – July '22)

- 50 K-12 Districts and Charter School Networks (1162 schools)
- 6 Community College Districts covering 14 colleges
- Over one million eligible students in the partnered districts



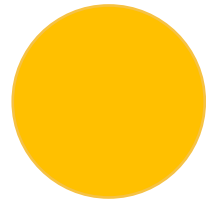
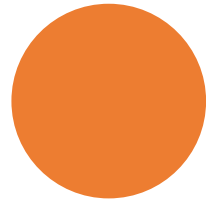
- 920,000 GoPass TAP cards distributed
- 134,976 (15%) cards registered
- 96,120 (71%) unique cards used on the system
- 5.44 million boardings
- Active cards had an average of 58 boardings used to date



GoPass – Year 2 (August '22 – June '23)

Cumulative as of 10/10/2022:

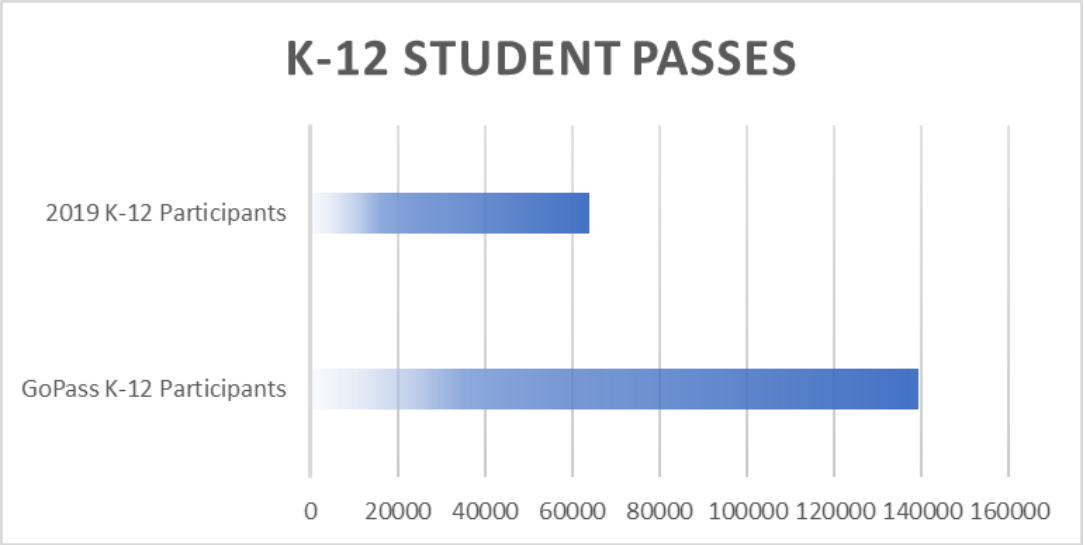
- Over 1M TAP cards distributed
- 168,198 (15%) cards registered
- 139,250 (83%) unique cards used on the system
- 7.9 million boardings
- Active cards had an average of 57 boardings used to date



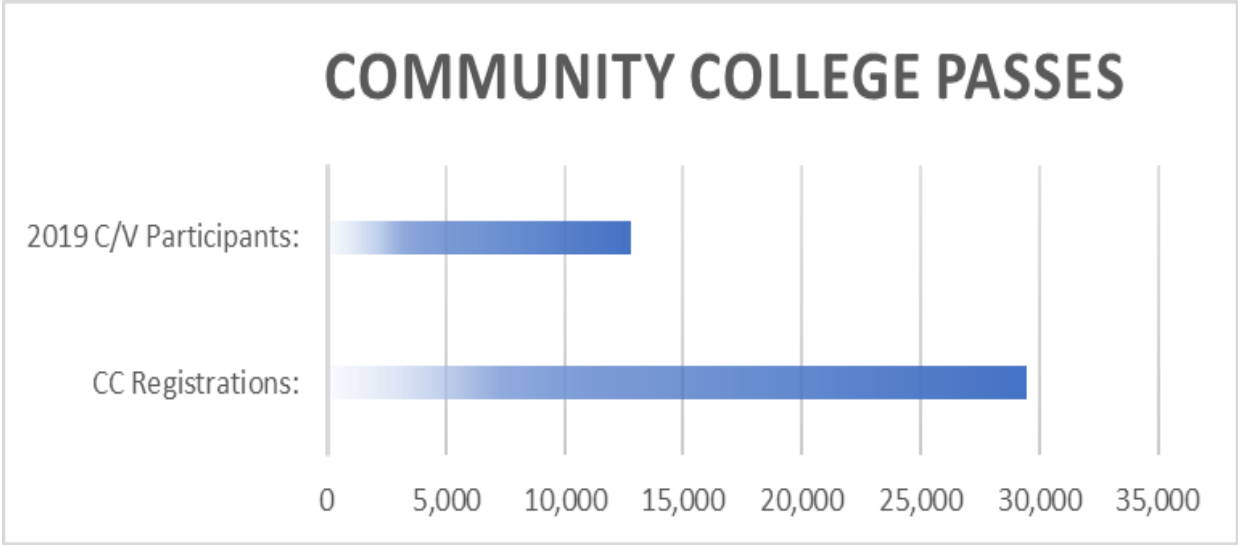
- 79 K-12 Districts and Charter School Networks (1345 schools)
- Over 1.2 million eligible students in the partnered districts
- 8 Community College Districts covering 16 colleges



GoPass Participation



As of 10/10/2022, K-12 GoPass participants are 118% above 2019 K-12 cardholders



As of 10/10/2022, Community College GoPass participants are 130% above 2019 C/V cardholders

FSI - Funding

Continuing to work with local, regional, state-wide, and national stakeholders to secure State and Federal support for reduced-fare and fare-free transit services.

State:

- State Golden Opportunity Package for state surplus
- AB 1919 – Not funded (Vetoed)
- State Legislature to consider other proposals to support free fare programs

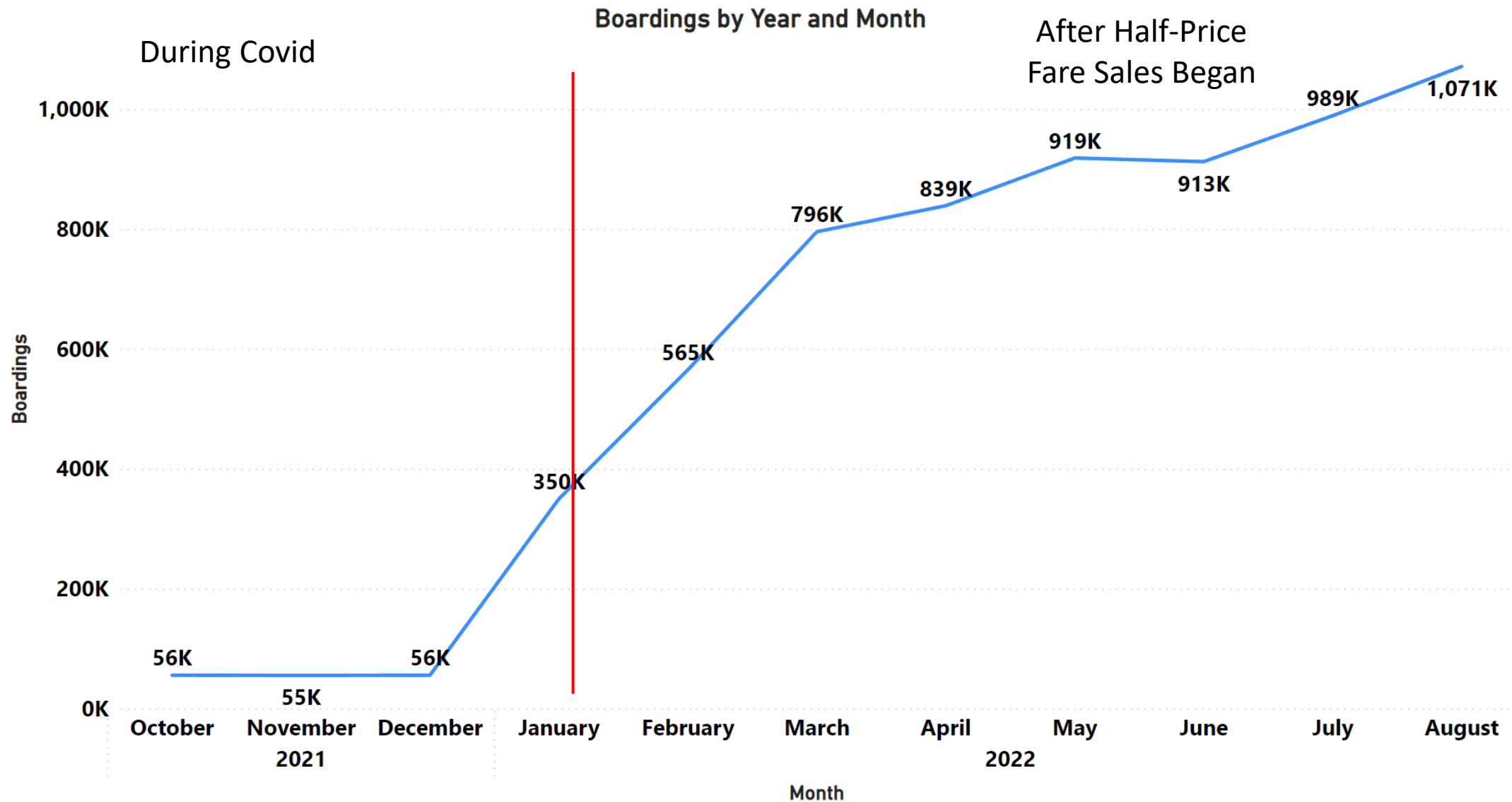
Federal:

- \$1 million grant through the Congressional Directed Funding (Feinstein) to help expand the GoPass at all community colleges in LA County (~143,000 students)
- Exploring funding made available through the Bipartisan Infrastructure Law

LIFE Double Enrollment Update

- 87,419 new LIFE participants
- 96 % of the double enrollment goal
 - Total LIFE program participants to 177,212
- 19% of new applicants submitted are self certified; 81% have documented income (cumulative total)
- Average enrollments are up 33% from pre-Covid
- Working in partnership with Department of Public Social Services (DPSS), Workforce Development, Aging and Community Services (WDACS) and the Los Angeles County Development Authority (LACDA), Staff conducted and coordinated outreach efforts including:
 - pop-up events at public housing sites
 - enrollment efforts with WDACS at their senior centers
 - provided LIFE marketing materials to more than 11,000 senior meal delivery service recipients

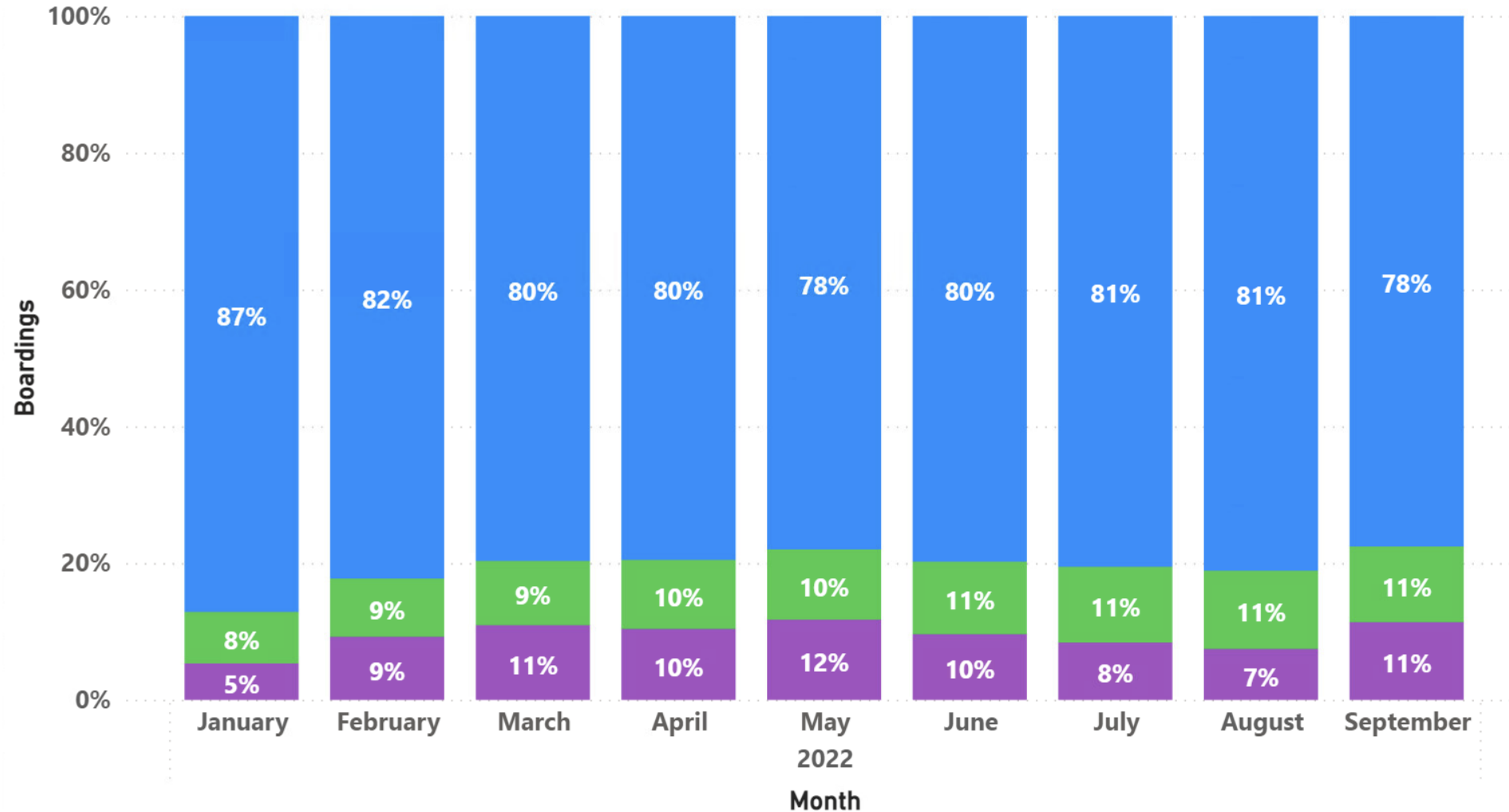
LIFE Monthly Taps



TAP Boardings for FSI/LIFE on Metro

Boardings by Year, Month and Fare Product Type

Fare Product Type ● FSI Transaction ● LIFE Transaction ● Other



August 2022

FSI/LIFE: 1,600,000 (18%)
TAP (Other): 6,850,000

September 2022

FSI/LIFE: 1,950,000 (22%)
TAP (Other): 6,700,000

Boardings only include TAP.

Next Steps

- Staff is engaging the services of a consultant to prepare a strategic road map to advance the FSI program to Phase 2, low-income fareless.
- Expand DPSS pilot to all locations.
- Convene county departments (LACDA, WDACS, DCFS) and share DPSS' experience and lessons learned during the pilot and pursue similar co-enrollment programs with LACDA, WDACS, and DCFS.



Fareless System Initiative