



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

Agenda - Final

Thursday, April 18, 2024

12:30 PM

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

*Holly J. Mitchell, Chair
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Kathryn Barger
Jacquelyn Dupont-Walker
Paul Krekorian
Gloria Roberts, non-voting member*

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA 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
- d. Any other unlawful interference with the due and orderly course of said meeting.

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

The Committee Meeting begins at 12:30 PM Pacific Time on April 18, 2024; you may join the call 5 minutes prior to the start of the meeting.

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 18 de Abril de 2024. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 202-735-3323 y ingrese el codigo
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Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.
Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
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CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 26 and 27.

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

CONSENT CALENDAR

- 26. SUBJECT: CONSULTANT TECHNICAL AND PROGRAM
MANAGEMENT SUPPORT SERVICES FOR THE P3030
NEW LIGHT RAIL VEHICLE PROCUREMENT**

[2020-0056](#)

RECOMMENDATION

AWARD a cost plus fixed fee contract to Hatch Associates Consultants, Inc to provide technical and project management support for Metro's solicitation of a Transit Vehicle Manufacturer for the procurement of P3030 new Light Rail Vehicles (LRV) and replacement of the existing fifty-two (52) Siemens LRVs in the Not-To-Exceed (NTE) contract amount of \$1,254,209.82 for a period of twelve (12) months after the issuance of Notice to Proceed, subject to the resolution of any properly submitted protests, if any.

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

- 27. SUBJECT: BUS TIRE LEASING & MAINTENANCE SERVICES**

[2024-0027](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS49398000 to The Goodyear Tire and Rubber Company for the lease and maintenance of tires for the Metro-operated bus fleet and servicing of non-revenue vehicle tires in an amount not to exceed \$48,996,516, effective July 1, 2024, subject to resolution of any properly submitted protest(s), if any.

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

NON-CONSENT

28. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2024-0154](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

29. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2024-0155](#)

RECOMMENDATION

RECEIVE oral report on Operations.

30. **SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2023** [2024-0142](#)

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Ridership Update.

Attachments: [Attachment A - NextGen Ridership Analysis Q4 CY2023](#)
[Attachment B - Wkday. Ridership Rec. Comp. by Ln&Ln Grp Q4CY23-Q4CY19](#)
[Attachment C - Sat. Ridership Rec. Comp. by Ln&Ln Grp Q4CY23-Q4CY19](#)
[Attachment D - Sun. Ridership Rec. Comp. by Ln&Ln Grp Q4CY23-Q4CY19](#)

31. **SUBJECT: ZERO-EMISSION BUS PROGRAM UPDATE** [2023-0766](#)

RECOMMENDATION

RECEIVE AND FILE status report on the Zero-Emission Bus (ZEB) Program.

Attachments: [Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to ZEB](#)
[Presentation](#)

32. **SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT** [2024-0091](#)

RECEIVE AND FILE:

- A. the quarterly status report on Metro's Public Safety Advisory Committee (PSAC); and
- B. a report on PSACs recommendations should the proposed Transit Community Public Safety Department move forward.

Attachments: [Attachment A - PSAC Final Recommendations and Responses](#)

33. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2024-0168](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Board Motion 30](#)

[Attachment B - Arrests by Race & Ethnicity February 2024](#)

[Attachment C - Total Crime Summary February 2024](#)

[Attachment D - Systemwide Law Enforcement Overview February 2024](#)

[Attachment E - MTA Supporting Data February 2024](#)

[Attachment F - Bus & Rail Operator Assaults February 2024](#)

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

SUBJECT: GENERAL PUBLIC COMMENT

[2024-0226](#)

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 #: 2020-0056, File Type: Contract

Agenda Number: 26.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

**SUBJECT: CONSULTANT TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES
FOR THE P3030 NEW LIGHT RAIL VEHICLE PROCUREMENT**

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AWARD a cost plus fixed fee contract to Hatch Associates Consultants, Inc to provide technical and project management support for Metro's solicitation of a Transit Vehicle Manufacturer for the procurement of P3030 new Light Rail Vehicles (LRV) and replacement of the existing fifty-two (52) Siemens LRVs in the Not-To-Exceed (NTE) contract amount of \$1,254,209.82 for a period of twelve (12) months after the issuance of Notice to Proceed, subject to the resolution of any properly submitted protests, if any.

ISSUE

Consultant services are required to provide technical and project management support to Metro for the solicitation of a Transit Vehicle Manufacturer (TVM) to deliver new light rail vehicles for use on future line openings, including the ESFV, Eastside Transit Corridor, Foothill Extension 2B, and Southeast Gateway Lines as well as replacement of the existing fifty-two (52) Siemens LRVs that will be reaching their useful life in the next few years. Tasks that will be assigned include:

- Developing a scope of work, commercial/technical specifications, and solicitation documents
- Facilitating industry review meetings
- Supporting the contractor award selection process

BACKGROUND

The existing P2000 Siemens LRVs consists of 52 LRVs and Metro accepted these LRVs between 2000 and 2001. Based on a 30-year useful life, these LRVs are scheduled for retirement between 2030 and 2031. In accordance with the Rail Fleet Management Plan (RFMP) FY2020-FY2040, the rail fleet will be expanded to accommodate anticipated growth in ridership, support future line extensions and service expansions, and replace rail vehicles reaching the end of their useful revenue service life.

As part of Metro's short and long-term planning goals, numerous new Light Rail Transit Lines will be

constructed within the next 15 years. The ESFV project is one of the light rail systems currently under development that will extend north from the Van Nuys Metro G-Line station to the Sylmar/San Fernando Metrolink Station for a total of 9.2 miles with 14 at-grade stations. Service is anticipated to begin approximately in 2031. Thirty-four (34) new P3030 LRVs will need to be procured to support service, with forecast delivery starting in Spring 2030. Additional LRVs will be included as options to be exercised when construction schedules are further developed for the other LRV projects.

DISCUSSION

The consultant's professional expertise is necessary for a thorough and effective solicitation package. Their expertise is essential to ensure the scope of work, such as defining the type of LRV, deliverables, and services needed to fully address Metro's anticipated needs. Their expertise is also essential in ensuring the technical/commercial specifications and solicitation documents are sufficiently clear, as well as providing detailed technical and commercial performance requirements that include provisions for ensuring contractor compliance. In addition, professional support is critical for facilitating the industry review sessions, interviews, and source selection process. The Manufacturing Careers Policy applies to the upcoming P3030 new LRV solicitation package.

DETERMINATION OF SAFETY IMPACT

The approval of this consultant contract supporting the LRV Procurement program will have a direct and positive impact on Metro's system safety, service quality, system reliability, maintainability, and overall customer satisfaction by specifying requirements for an LRV design that achieves those outcomes.

FINANCIAL IMPACT

This Project/Professional Service effort is funded on a fiscal year basis under Cost Center 8510 Project number 865521 East San Fernando Valley Light Rail Transit Corridor under various accounts, including professional and technical services.

This multi-year project requires expenditure authorizations in fiscal year increments until a board-authorized Life of Project Budget is adopted. It is the responsibility of the Cost Center Manager, Project Manager, and Chief Program Management Officer to budget for this project in the future fiscal years and within the cumulative budget limit for the affected fiscal year.

Impact to Budget

The current sources of funds for this action are Measure M 35% and State Grants, which are not eligible for bus and rail operations. The funding sources cited maximize funding for this project.

EQUITY PLATFORM

A consulting services contract is needed to facilitate the successful delivery of new LRVs planned for operation along Metro's LRT Systems including the ESFV corridor, which will serve many Equity Focus Communities (EFCs).

- The population served by this Project is comprised heavily of communities of color (71.7% Latino), experiences poverty twice as much as the LA County average of 14.9% and
- Roughly 12.47% of households in the area do not own a car and depend on public transportation.
- Securing this contractor to assist with preparing the RFP package for LRV delivery will enable Metro's LRT projects such as the ESFV corridor Project, that will be built and operated on schedule as well as provide residents with critical transit service to access greater employment, health, and educational opportunities, which otherwise would be difficult to reach.

The Diversity and Economic Opportunity Department (DEOD) established a 20% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Hatch Associates Consultants, Inc. exceeded the goal with a 20.29% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Project supports the following strategic goals:

Strategic Goal 1:

Provide high-quality mobility options that enable people to spend less time traveling.

The purpose of the Project is to provide high-capacity transit service in Metro's LRT Systems including the San Fernando Valley.

Strategic Goal 2:

Deliver outstanding trip experiences for all users of the transportation system.

The at-grade light rail system will attract bus ridership and improve the trip experience for transportation system riders.

Strategic Goal 3:

Enhance communities and lives through mobility and access to opportunity.

With 11 stations, including connections to Metro G-Line and Metrolink, the ESFV enhances mobility to the community.

Strategic Goal 4:

Transform LA County through regional collaboration and national leadership.

Collaboration with the elected officials, citizens, and Metro patrons of San Fernando Valley continues to positively impact the project.

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation. However, this approach is not recommended as Metro does not have the resources and LRV technical depth to execute this work in

accordance with the ESFV construction schedule.

NEXT STEPS

Upon Board approval, a contract will be awarded to Hatch Associates Consultants, Inc. Metro. The consultants will then immediately mobilize the required resources and staff to ensure timely completion of specifications development, scope of work, and solicitation documents to initiate the new LRV procurement contract for the new ESFV corridor.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

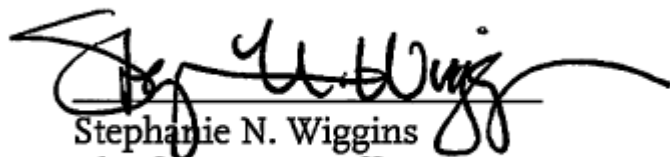
Prepared by: Jason Yaw, Senior Director, Rail Vehicle Acquisition, (213) 922-3325

Annie Yang, Deputy Executive Officer, Rail Vehicle Acquisition (213) 922-3284

Jesus Montes, Senior Executive Officer, Vehicle Engineering & Acquisition, (213) 418-3277

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY
P3030 NEW LIGHT RAIL VEHICLE PROCUREMENT PROJECT – PROFESSIONAL
SERVICE SUPPORT / PS118642

1.	Contract Number: PS118642	
2.	Recommended Vendor: Hatch Associates Consultants, Inc	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP–A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 11-16-2023	
	B. Advertised/Publicized: 11-22-2023	
	C. Pre-Proposal Conference: 11-28-2023	
	D. Proposals Due: 01-05-2024	
	E. Pre-Qualification Completed: 01-24-2024	
	F. Conflict of Interest Form Submitted to Ethics: 01-06-2024	
	G. Protest Period End Date: 04-25-2024	
5.	Solicitations Picked up/Downloaded: 87	Bids/Proposals Received: 3
6.	Contract Administrator: Aniza Wan Nawang	Telephone Number: (213) 922-4677
7.	Project Manager: Annie Yang	Telephone Number: (213) 922-3254

A. Procurement Background

This Board Action is to approve the award of Contract No. PS118642 to provide technical and project management support during the solicitation process of the procurement of new P3030 light rail vehicles (LRV) fleet. The contract type is a cost plus fixed fee and is expected to be completed by May 31, 2025. The Diversity & Economic Opportunity Department recommended a 20% Disadvantaged Business Enterprises (DBE) participation goal for this procurement. Board approval of contract award is subject to the resolution of any properly submitted protest.

On November 22, 2023, Request for Proposals (RFP) No. MA101250 was issued as a competitive procurement in accordance with LACMTA's Acquisition Policy. The RFP was downloaded by 87 interested firms, and responded by three (3) proposers; AtkinsRealis USA Inc, Hatch Associates Consultants, Inc and Ricardo, Inc.

During the solicitation phase of this RFP, LACMTA issued three (3) amendments and one (1) set of clarifications, answering a total of thirty-six (36) questions received from the proposers.

Three (3) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on November 28, 2023, for missing exhibits to the RFP.
- Amendment No. 2, issued on December 13, 2023, included revisions to the Pricing Form and revised evaluation criteria.

- Amendment No. 3, issued on February 29, 2024, included revisions to the Form of Contract and request for Best and Final Offer.

BAFO proposals were received on March 11, 2024 from three proposers. The proposals were reviewed and contained no apparent exceptions to the solicitation and were therefore considered responsive in the final source selection evaluation by the PET.

B. Evaluation of Proposal

This procurement was conducted in accordance with LACMTA's Acquisition Policy and Procedures. A Proposal Evaluation Team (PET) was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were first evaluated based on the following minimum requirements based on Pass/Fail criteria:

Minimum Requirements: Pass/Fail

- Experience in providing administrative and technical consulting services during the pre-award stage, involving development and review of specifications and design for light/heavy rail transit vehicles for a large public transit agency acquiring new rail vehicles, or overhauling existing rail vehicle. (Pass/Fail).
- Demonstrated industry experience performing similar work on at least one (1) rail vehicle acquisition or rail vehicle overhaul project of similar size and scope within the last five (5) years. (Pass/Fail).

Proposers qualified under the Minimum Requirements criteria listed above were then evaluated according to the following criteria and associated weights.

- | | |
|--|-----|
| • Team's Degree of Skill and Experience | 30% |
| • Cost Proposal | 30% |
| • Staff Quality and Technical Expertise | 20% |
| • Understanding of Work and Appropriateness of Approach and Implementation | 20% |

The evaluation criteria are appropriate and consistent with criteria developed for other similar consultant support services procurements.

Of the three (3) proposals received, all proposers passed the pass/fail minimum requirements and were determined to be responsive and within the competitive range. The firms are listed as below in alphabetical order:-

1. AtkinsRealis USA, Inc (AtkinsRealis)
2. Hatch Associates Consultants, Inc (Hatch)
3. Ricardo, Inc (Ricardo)

During the week of February 5th, 2024, LACMTA conducted oral presentations with all the proposers to evaluate the proposer's degree of skill and experience of the proposed staff and technical expertise as well as understanding their approach to project implementation.

From February 26th to February 28th, 2024, LACMTA conducted negotiations with each proposers to discuss proposers' commercial exceptions and relative strengths and weaknesses of each proposal based on the initial scoring. Subsequently, LACMTA issued a Best and Final Offer (BAFO) request on February 29, 2024 to all proposers in the competitive range. BAFO proposals were received on March 11, 2024, and the PET conducted its final evaluation with the scoring distribution shown in the table below.

Qualifications Summary of Firms within the Competitive Range

AtkinsRealis USA, Inc

AtkinsRealis USA, Inc was founded in 1960 and provides world leading engineering, design, and project management services across sectors which include rail and transit, ports, airports, highways, and power. AtkinsRealis has over 37,000 employees worldwide with offices in over 160 countries, including Los Angeles. AtkinsRealis U.S. Rail & Transit Group consists of over 100 professionals that has been servicing the U.S. market for over 35 years. AtkinsRealis clients in the United States include municipals such as Orange County Transportation Authority (OCTA), Maryland Transit Administration (MTA), Los Angeles County Metropolitan Transportation Authority (LACMTA) and the cities of Kansas and Omaha. AtkinsRealis has provided satisfactory services for LACMTA for Systems Engineering Support Services Systems, Engineering Support Services including Conceptual, Preliminary and Final Design support for the East San Fernando Valley (ESFV) project and West Santa Ana Branch (WSAB) project and design services during construction for the Crenshaw Transit project.

Hatch Associates Consultants, Inc

Hatch (previously known as LTK Engineering Services, Inc.) was founded in 1921 and is headquartered in Pittsburgh, Pennsylvania. Hatch has a local office in Los Angeles and specializes in rail systems engineering, maintenance facilities, signals and communications, traction electrification and fare collection. Hatch clients include Sound Transit, Charlotte Area Transit System (CATS), Dallas Area Transit System (DART), Denver Regional Transit District (RTD) and Massachusetts Bay Transportation Authority (MBTA) as well as LACMTA. Hatch has served LACMTA in the procurement of new HR5000 Heavy Rail Vehicle, and the rail vehicle overhaul campaigns for P3010 Light Rail Vehicles and P2550 Light Rail Vehicle. Hatch is also among the firms in LACMTA's current rail vehicle consultant support bench contract. Hatch has provided satisfactory rail vehicle and systems engineering services to LACMTA.

Ricardo, Inc

Ricardo PLC was founded in 1915 and Ricardo, Inc.'s US office is headquartered in the state of Michigan. Ricardo Inc. provides engineering services for rail and transit projects. Ricardo's global clients includes Nederlandse Spoorwegen (Netherlands) and Transport for New South Wales (Australia). This is Ricardo's first opportunity to provide consultant services for the purchase of new light rail vehicles to LACMTA.

The final evaluation scoring is tabulated as follows:

	Evaluation Criteria	Weight Factor	AtkinsRealis		Hatch		Ricardo	
			Average Score	Weighted Score	Average Score	Weighted Score	Average Score	Weighted Score
1	Team's Degree of Skill and Experience	30	77.5	23.3	87.5	26.3	61.9	18.6
2	Cost Proposal	30	n.a	22.5	n.a	21.7	n.a	30.0
3	Staff Quality and Technical Expertise	20	72.5	14.5	86.3	17.3	62.5	12.5
4	Understanding of Work and Appropriateness of Approach and Implementation	20	76.3	15.3	91.9	18.4	62.5	12.5
	Total Weighted Score			75.6		83.7		73.6
	Rank			2		1		3

All three (3) proposers were found to be responsive and met the Disadvantaged Business Enterprise (DBE) commitment of twenty (20%) of the total contract price.

C. Price Analysis

In accordance with LACMTA's Acquisition Policy and Procedures for a competitive acquisition, a price analysis is required. Therefore, staff performed a Price Analysis in compliance with LACMTA's Acquisition Policy for competitive acquisitions. The Price Analysis consisted of a comparison of the proposed prices and the Independent Cost Estimate (ICE).

The price negotiations that were conducted with each proposer resulted in BAFO pricing reductions from two (2) of the three (3) proposers, including the highest technically-rated proposer, Hatch. The recommended proposal price from Hatch of \$1,254,209.82 is 4.9% higher than the ICE and is considered within a reasonable range of the ICE. The negotiated price from Hatch is determined to be fair and reasonable based upon the price analysis, technical evaluation and negotiations.

Item	LACMTA ICE	AtkinsRealis	Hatch	Ricardo
Price Proposal	\$1,195,701.60	\$1,231,439.92	\$1,333,434.90	\$905,596.02

Negotiated amount	\$1,195,701.60	\$1,208,351.07	\$1,254,209.82	\$905,810.24
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D. Background on Recommended Contractor

The recommended firm, Hatch Associates Consultants, Inc., is a leader in providing consultant support services to the infrastructure, energy and mining and metals sectors. Hatch engineering expertise include areas such as rail vehicle engineering, rail systems engineering, revenue systems and technology, zero-emissions transportation, operations planning and simulations, systems assurance, intercity and high-speed rail, rail corridor development and transit advisory services. Hatch has offices in 27 cities across the U.S. Hatch's most recent rail vehicle support services Contracts include consulting services for LACMTA's P3010 New LRV procurement and the HR4000 & HR5000 New Heavy Rail Vehicle procurements, and P2550 Light Rail Vehicle Overhaul campaign.

DEOD SUMMARY**CONSULTANT TECHNICAL AND PROGRAM MANAGEMENT SUPPORT SERVICES
FOR THE P3030 NEW LIGHT RAIL VEHICLE / PS118642****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 20% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Hatch Associates Consultants, Inc. exceeded the goal by making a 20.29% DBE commitment.

Small Business Goal	20% DBE	Small Business Commitment	20.29% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Ramos Consulting Services, Inc.	Hispanic	3.05%
2.	Virginkar & Associates, Inc.	Asian Pacific	17.24%
Total Commitment			20.29%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

E. Project Labor Agreement/Construction Careers Policy

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



Metro

Board Report

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

File #: 2024-0027, File Type: Contract

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: BUS TIRE LEASING & MAINTENANCE SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS49398000 to The Goodyear Tire and Rubber Company for the lease and maintenance of tires for the Metro-operated bus fleet and servicing of non-revenue vehicle tires in an amount not to exceed \$48,996,516, effective July 1, 2024, subject to resolution of any properly submitted protest(s), if any.

ISSUE

The contract award will provide Metro bus divisions with uninterrupted bus tire and maintenance services for the transit bus fleet through June 30, 2029. This service contract aims to continue providing Metro with tire maintenance to ensure reliable service on its revenue bus fleet. In addition, the contract will continue to provide qualified and trained service personnel to perform tire inspections and maintain the Metro bus fleet in safe operating condition.

BACKGROUND

Metro's directly operated revenue bus fleet consists of nearly 1,900 buses utilizing approximately 12,480 leased tires, traveling over 67 million miles annually. These tires require maintenance and service daily. Lease costs are based on actual bus tire mileage utilization, plus a fixed monthly service rate and a per tire sales/use tax. This service contract includes waste remediation of all spent tire castings and a comprehensive tire maintenance program. The tire maintenance program includes tire rotation, mounting, regrooving, recapping, balancing, inflating, and wheel refurbishing.

This Contract will cover leased tires for the revenue fleet as well as tire maintenance services for both the revenue and non-revenue fleets. Non-revenue tires are purchased under a separate contract but are mounted and balanced under the bus tire leasing and maintenance service contract.

DISCUSSION

Consistent and effective maintenance and servicing of bus tires is a fundamental requirement for bus service performance and reliability. The Metro revenue bus fleet travels over 180,000 miles per day throughout Los Angeles County on city streets, freeways, and highways. The fleet of nonrevenue vehicles also requires the same level of consistent and effective maintenance and servicing of tires to ensure that these vehicles are in good condition to provide support to bus and rail operations. The buses and nonrevenue vehicles are continually operating in a range of weather conditions from extreme heat to rain and on various road surface conditions. It is an operational necessity for the tires on the Metro fleet to be serviced, maintained, and replaced on a daily basis to limit service interruptions. The tire leasing and maintenance services contract will provide Metro with continuous bus tire maintenance and services to meet Metro bus fleet service requirements.

Bus tire leasing and maintenance services improve the customer experience by ensuring that Metro transit buses safely transport patrons to their destinations. The bus tire and maintenance service contract will ensure Metro bus divisions are well stocked with replacement tires, tire inspections on buses are performed on a nightly basis, tread depth and tire wear are closely monitored, air pressure is maintained, and any tires showing abnormal wear are replaced prior to the bus being placed into revenue service.

The safety and security of both customers and operators are ensured by contracting these services with a company that can provide transit-rated tires and qualified service personnel to inspect and maintain the Metro bus fleet.

DETERMINATION OF SAFETY IMPACT

Approval of the recommendation will have a positive impact on safety. As tires on buses wear, they are regularly replaced as part of a preventive maintenance plan to ensure the safe operation of the Metro bus fleet. This bus tire leasing and maintenance services contract guarantees Metro has the capability of maintaining and replacing tires on its fleet.

FINANCIAL IMPACT

The total five-year contract amount for this action is \$48,996,516. Funding of \$9,115,492 will be included in the FY25 budget in cost center 3120, Quality Assurance, under project 306002, Operations Maintenance, and line item 50421, Tires Revenue Equipment. Since this is a multi-year contract, the Senior Executive Officer, Maintenance and cost center manager will be accountable for budgeting the cost in future years.

Impact to Budget

The current funding sources for this action include Federal, State, and Local funds, which are eligible for Operations. The use of these funding sources meets the intent of project allocation allowances

given approved funding provisions and guidelines.

EQUITY PLATFORM

This action is anticipated to support safety and quality of service on the Metro bus fleet, which disproportionately serves marginalized groups and Equity Focus Communities (EFCs). Bus tire maintenance services will be performed by qualified service personnel who have experience performing these services. As part of a comprehensive bus maintenance program, bus tire leasing and maintenance services will ensure buses remain in a State of Good Repair to provide uninterrupted transportation services for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) established a five percent (5%) Disadvantaged Business Enterprise (DBE) goal. The Goodyear Tire and Rubber Company exceeded the goal by making a 6% DBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Bus tire leasing and maintenance services for Metro buses support Strategic Goal 1: Provide the basics (i.e., safe, clean, and reliable) for best-in-class transit service that meets/exceeds customer expectations. Metro must have a strong and effective tire maintenance program to ensure safe and reliable transportation services.

ALTERNATIVES CONSIDERED

Staff considered a purchase tire program rather than a lease tire program, where Metro personnel perform the required tire service. These services would include procuring, warehousing, transporting, installing, maintaining, and processing waste tires. This alternative is not recommended because of the increased labor cost to Metro, increased liability, and the added responsibility of properly disposing of thousands of waste tire castings. Staff also considered a lease tire program where Metro personnel provide the required tire service. This alternative is not recommended because of increased labor costs and liability for any unforeseen events.

The existing contracting method greatly reduces Metro's risk and eliminates the responsibility for the removal, transportation, and disposal of waste tires.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS49398000 with The Goodyear Tire and Rubber Company to provide bus tire leasing and maintenance services, effective July 1, 2024.

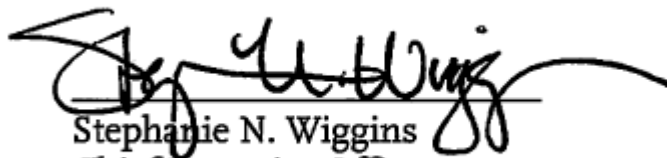
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: James Jimenez, Senior Manager (213) 922-5870
James Pachan, Senior Executive Officer (213) 922-5804
Matthew Dake, Deputy Chief Operations Officer (213) 922-4061
Carolina Coppolo, Deputy Chief Vendor/Contract Management (Interim) (213) 922-4471

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BUS TIRE LEASING AND MAINTENANCE SERVICES / PS49398000

1.	Contract Number: PS49398000	
2.	Recommended Vendor: The Goodyear Tire and Rubber Company	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFIQ <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: October 12, 2023	
	B. Advertised/Publicized: October 14, 2023	
	C. Pre-Proposal Conference: October 19, 2023	
	D. Proposals Due: December 12, 2023	
	E. Pre-Qualification Completed: January 18, 2024	
	F. Ethics Declaration Forms submitted to Ethics: December 13, 2023	
	G. Protest Period End Date: April 23, 2024	
5.	Solicitations Picked up/Downloaded: 5	Proposals Received: 2
6.	Contract Administrator: Shannon Thoene	Telephone Number: (213) 922-2790
7.	Project Manager: James Jimenez	Telephone Number: (213) 922-5870

A. Procurement Background

This Board Action is to approve the award of Contract No. PS49398000 for the lease and maintenance of tires for the Metro-operated bus fleet and servicing of non-revenue vehicle tires. Board approval of contract award is subject to resolution of any properly submitted protest, if any.

On October 12, 2023, Request for Proposals (RFP) No. PS49398 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. This RFP was issued with a 5% Race Conscious Disadvantaged Business Enterprise (DBE) goal.

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

- Amendment No. 1, issued on October 18, 2023, modified the pre-proposal conference meeting time.
- Amendment No. 2, issued on November 13, 2023, revised the RFP submittal requirements to include supporting pricing documentation, modified the Schedule of Quantities and Prices to provide mileage and unit rates, amended the scope of services to clarify the equipment needed for tire inspections, tread depth requirements for rear tires and approvals required for overtime work.
- Amendment No. 3, issued on November 16, 2023, extended the proposal due date.
- Amendment No. 4, issued on December 5, 2023, extended the proposal due date.

A total of 5 firms downloaded the RFP and were included on the planholders' list. A hybrid pre-proposal conference was held on October 19, 2023, and participants were given the opportunity to attend the meeting in person or remotely. The pre-proposal conference was attended by 9 participants, representing 2 firms. A worksite visit was also conducted on the same day and was attended by 2 participants representing 1 firm. There were 85 questions received, and responses were released prior to the proposal due date.

A total of two proposals were received by the due date of December 12, 2023, and are listed below in alphabetical order:

1. Bridgestone Americas Tire Operations, LLC
2. The Goodyear Tire and Rubber Company

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Environmental Compliance & Service and Maintenance Operations was convened and conducted a comprehensive technical evaluation of the proposals received.

Proposers were advised of an approved equal for a heavy-duty tire changer and a wheel balancer through the Q&A issued on November 13, 2023. Subsequently, staff formalized the Metro approved equal.

The proposals were evaluated based on the following evaluation criteria:

Phase I - Pass/Fail Minimum Qualification Equipment Requirements: This is a pass/fail criteria. To be responsive to the RFP minimum qualification requirements, proposers must provide a written statement that they will provide the required new equipment: Coats Model HIT6000 Heavy Duty Tire Changer or Hunter TCX635HD Heavy Duty Tire Changer, Coats Model 6450 Heavy Duty Wheel Balancer or John Bean 9800 Heavy Duty Wheel Balancer, Portable Air Compressor, Hand Tools, Torque Wrench, and Impact Wrench and 2022 model year or newer service truck within two months of contract start date.

Phase II – Weighted Evaluation: Proposers that meet the Phase I Minimum Qualification Requirements are further evaluated based on the following criteria and weights:

- | | |
|---|-----------|
| • Qualifications of the Prime Contractor and the Team | 25 Points |
| • Qualification and Capabilities of Key Personnel | 11 Points |
| • Understanding of the Scope of Services and Management Plan/Approach | 40 Points |
| • DBE Contracting Outreach and Mentor Protege Approach | 4 Points |
| • Cost Proposal | 20 Points |

The evaluation criteria are appropriate and consistent with criteria developed for similar types of procurements. Several factors were considered in developing these weights, giving the greatest importance to the understanding of the scope of services and management plan/approach.

During the period of December 14, 2023 to December 27, 2023, the PET independently evaluated and scored the technical proposals. The PET deemed both proposals to be responsive to the Phase I - Pass/Fail Minimum Qualification Equipment Requirements and continued to evaluate the proposals based on the Phase II – Weighted Evaluation.

On December 29, 2023, the PET completed its evaluation and determined The Goodyear Tire and Rubber Company to be the highest ranked proposer.

Qualifications Summary of Firms within the Competitive Range:

Bridgestone Americas Tire Operations, LLC

Bridgestone Americas Tire Operations, LLC is the tire division of Bridgestone America's, Inc., the North American subsidiary of Bridgestone Corporation.

The Mileage Sales Group of Bridgestone America's Tire Operations, LLC, is headquartered in Nashville, TN, and has been in the tire business for over 90 years. It offers quality tire products to customers both in the public transit and privately operated bus industries. Existing transit agency clients include the Metropolitan Transit Authority of Harris County, Texas, the Municipality of Metropolitan Seattle, Sacramento Regional Transit District, Omnitrans, and the Orange County Transportation Authority.

The Goodyear Tire and Rubber Company

The Goodyear Tire & Rubber Company (Goodyear) has been in the tire and rubber business since 1898. It has been leasing tires for most of the company's 125 years of existence, which includes almost 80 different transit system locations in North America. It has provided tire leasing and/or maintenance services to numerous transit agencies in the United States and Canada. Clients include Chicago Transit Authority, New York City Transit/MTA Bus Company, Washington Metropolitan Area Transit Authority, City of Edmonton, and Calgary Transit.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	The Goodyear Tire and Rubber Company				
3	Qualifications of the Prime Contractor and the Team	93.33	25.00%	23.33	

4	Qualification and Capabilities of Key Personnel	85.56	11.00%	9.41	
5	Understanding of the Scope of Services and Management Plan/Approach	87.41	40.00%	34.96	
6	DBE Contracting Outreach and Mentor Protégé Approach	75.00	4.00%	3.00	
7	Cost Proposal	100.00	20.00%	20.00	
8	Total		100.00%	90.70	1
9	Bridgestone Americas Tire Operations, LLC				
10	Qualifications of the Prime Contractor and the Team	81.33	25.00%	20.33	
11	Qualification and Capabilities of Key Personnel	67.78	11.00%	7.46	
12	Understanding of the Scope of Services and Management Plan/Approach	62.96	40.00%	25.19	
13	DBE Contracting Outreach and Mentor Protégé Approach	75.00	4.00%	3.00	
14	Cost Proposal	97.60	20.00%	19.52	
15	Total		100.00%	75.50	2

C. Price Analysis

The recommended price has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), price analysis, technical evaluation, fact-finding, and negotiations. Metro staff successfully negotiated a cost savings of \$1,276,452.

	Proposer Name	Proposal Amount	Metro ICE	Recommended/ Negotiated Amount
1.	The Goodyear Tire and Rubber Company	\$50,272,968	\$54,561,000	\$48,996,516
2.	Bridgestone Americas Tire Operations, LLC	\$51,500,000		

The variance between the ICE and the negotiated amount is primarily due to lower tire lease mileage and escalation rates proposed by Goodyear.

D. Background on Recommended Contractor

The Goodyear Tire and Rubber Company (Goodyear) is an American multinational tire manufacturer headquartered in Akron, Ohio and has been in business for over 125 years. It develops, manufactures, and distributes a wide range of tires for automobiles, trucks, buses, aircraft, motorcycles, earth moving and mining equipment, farm implements, industrial equipment and various other applications.

Goodyear has been providing bus tire leasing and maintenance services to Metro for over 25 years and performance has been satisfactory.

The Goodyear team includes three DBE-certified subcontractors providing tire disposal services, aluminum wheel polishing, and supplying uniform and safety apparel.

DEOD SUMMARY**BUS TIRE LEASING AND MAINTENANCE SERVICES / PS49398000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 5% Disadvantaged Business Enterprise (DBE) goal for this solicitation. The Goodyear Tire & Rubber Company exceeded the goal by making a 6% DBE commitment.

Small Business Goal	5% DBE	Small Business Commitment	6.00% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Islas Tires, Inc.	Hispanic American	3.33%
2.	Metal Masters, LLC	Hispanic American	2.59%
3.	JCM & Associates, Inc.	Hispanic American	0.08%
Total Commitment			6.00%

B. Contracting Outreach and Mentorship Plan (COMP)

To be responsive, Proposers were required to submit a Contracting Outreach and Mentoring Plan (COMP) including strategies to mentor for protégé development one (1) DBE firm for Mentor-Protégé development. The Goodyear Tire & Rubber Company proposed to mentor two (2) protégés: Islas Tires, Inc. (DBE) and Metal Masters, LLC (DBE).

C. Local Small Business Enterprise (LSBE) Preference

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

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

F. Project Labor Agreement/Construction Careers Policy

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



Metro

Board Report

File #: 2024-0154, File Type: Informational Report

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

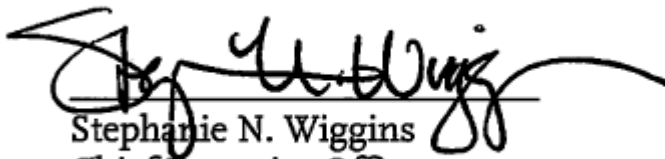
RECOGNIZE Operations Employees of the Month.

EQUITY PLATFORM

Employee of the Month (EOM) nominations to the Chief Operations Officer must be for frontline employees or field supervisors serving in a customer-facing role. Operations management is encouraged to nominate employees that have achieved excellence and/or gone above and beyond their assigned job role/functions and are diverse in both gender and ethnicity. In addition, a review of the location, job responsibilities, and seniority is considered when making final selections to ensure there is diverse representation among the various groups within the department. Operations also work with Logistics, Maintenance, and System Security & Law Enforcement who nominate employees who work at our various Metro locations.

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

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



Stephanie N. Wiggins
Chief Executive Officer

April 2024

Rail Transportation & SSLE

Employees of the Month

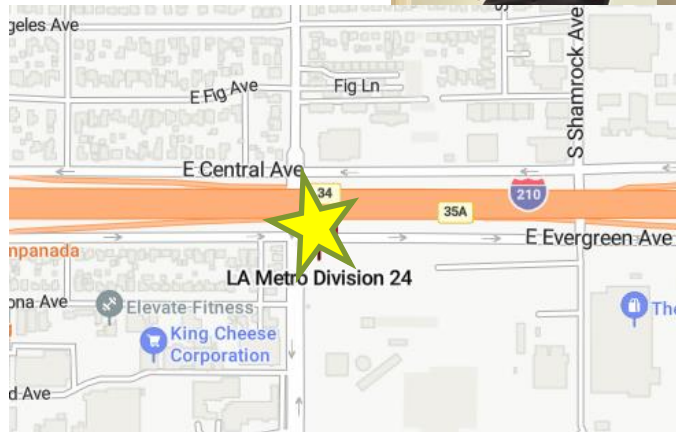
Employees of the Month



Rail Transportation

Rail Operator

Sebastian Castaneda

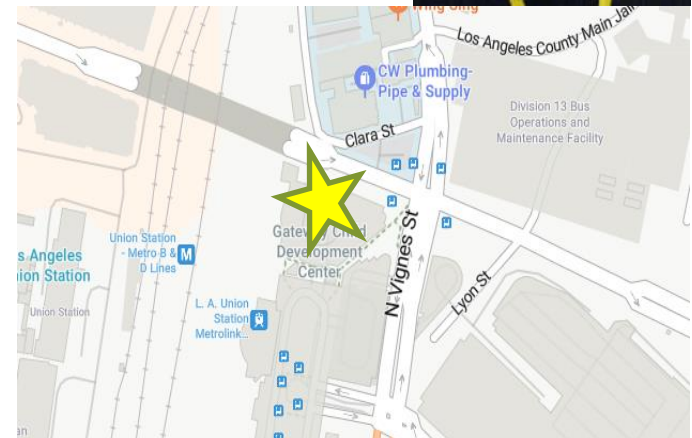


Division 24 – Monrovia

SSLE

Transit Security Officer II

Eduardo Lira



Gateway/USG – Downtown Los Angeles



Metro

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

Board Report

File #: 2024-0155, File Type: Informational Report

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Operations.

EQUITY PLATFORM

Operations collaborates with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service.

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

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

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

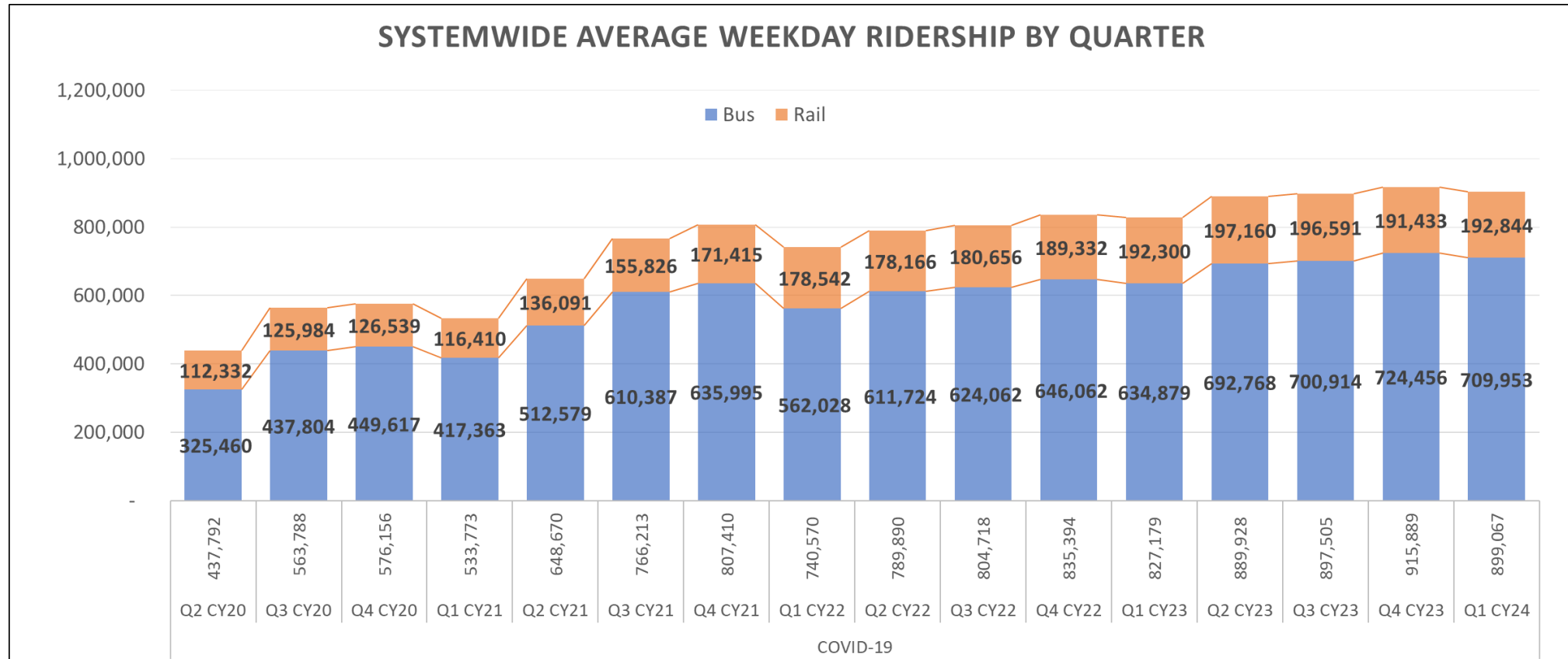
Stephanie N. Wiggins
Chief Executive Officer



COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
April 18, 2024

Ridership Update



March Ridership Percentage of Pre-Pandemic:

Systemwide:

	2024	2019	%Pre-Covid
• DX:	955,918	1,202,296	80%
• SA:	606,255	709,148	85%
• SU:	555,029	592,298	94%

March Total Ridership Percentage

Change of 2024 over 2023:

- Bus: 11.3%
- Rail: 3.2%

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.7% in March 2024 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.
- Cancellation rates are now generally lower than or comparable to those for late 2022 and early 2023 when full service was first restored.

March 2024 Top Five

Highest Service Cancellations by Line

Division	Line	Name	Mar-24	Mar-23
5, 18	207	Western Av	3.9%	5.6%
18	111	Florence Av	2.9%	1.8%
3, 5	206	Normandie Av	2.9%	1.6%
18	40	Hawthorne Bl	2.8%	2.5%
3, 7	217	Fairfax Bl, Hollywood Bl	2.7%	2.6%

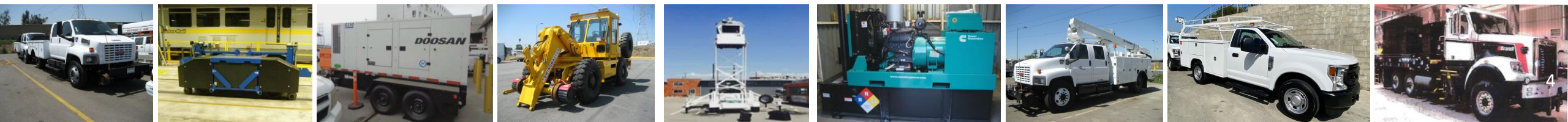
% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 4/15/23	3.0%	1.9%	5.4%
Week Ending 4/13/24	0.9%	0.2%	3.1%
Week Ending 4/6/24	1.2%	0.7%	2.5%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

Non-Revenue Maintenance – Vehicles & Equipment

- Support For Every Metro Function – 2,473 Vehicles and Equipment
 - Rail Operations/Maintenance
 - Track maintenance equipment
 - Railcar maintenance / recovery equipment
 - Bus Operations/Maintenance
 - Bus operator relief and division support activities
 - Bus on-street supervision, repair, and towing
 - Facilities Maintenance
 - Heavy construction equipment & emergency generators
 - Facility and bus stop maintenance equipment
 - Station maintenance, janitorial, and pressure washing
 - Logistics – parts delivery
 - Management / Administration
 - Safety, security, and 24-hour emergency response units
 - Gateway pool vehicles

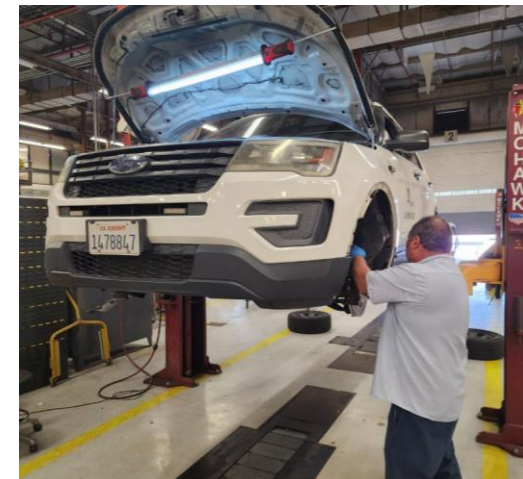
FLEET COMPOSITION AND QUANTITIES

Type	Classification	Qty
Car	Gasoline Sedan	10
	Hybrid Sedan	442
	Electric Sedan	20
	Total:	472
SUV	Gasoline SUV	153
	Hybrid SUV	101
	Electric SUV	1
	Total:	255
Truck	Diesel Truck	70
	Gasoline Trucks	394
	CNG	7
	Electric	1
	Total:	472
Van	Gasoline Van	268
	Diesel Van	2
	Total:	270
Support Equipment	Forklifts	264
	Scrubbers	168
	Carts	138
	Generators	124
	Air Compressors	21
	Railbound Equipment (trailers, etc.)	24
	Shop Mule	10
	Trailers	114
	Mobile Command Center	1
	Non-Revenue/Legacy Buses	13
	Non-Revenue Misc. Equipment (fire pump, welder, loader, etc.)	127
	Total:	1,004
TOTAL:		2,473



Non-Revenue Maintenance – Employees & Repairs

- Staffing - 69 employees
 - 52 bus and rail vehicle and equipment mechanics
 - 48 pieces of equipment per mechanic
 - 9 service attendants
 - 8 administrative support staff
- Maintenance Shops and Satellite Locations
 - Centralized maintenance – Div. 10 in LA downtown
 - Need for permanent, dedicated facility
 - Satellite locations – 13 at facilities across LA County
- Maintenance Tasks and Functions
 - Preventive, unscheduled, and routine maintenance
 - Emergency response to accidents / in-service failures
 - Fueling and cleaning of the vehicles
 - Steaming parts and components
 - Facility environmental maintenance and cleaning



Non-Revenue Maintenance – Procurement/Replacement

- Capital project proposals and management
 - \$30M capital and operating budget for FY24
 - Forecasting and planning
- Procurement of Replacement/Expansion Vehicles
 - Technical specification development
 - Statements of work for procurement documents
- Zero Emission Vehicle (ZEV) Transition
 - Procurement of battery electric vehicles
 - Implementation of charging infrastructure
- Retirement/disposal of damaged and older vehicles
- Licensing and registration of non-revenue vehicles
- Fleet management / inventory control



WGGC Women in Operations

For Women's History Month (WHM), Metro's Women & Girls Governing Council (WGGC) celebrated with a hybrid speaking engagement to highlight some of our women leaders!

- Marilyn Archie, Manager, Maintenance Operation
- Nareh Nazary, Manager, Transportation Planning
- Leticia Solis, DEO, Wayside Systems Engineering & Maintenance
- Edna Stanley, Deputy Chief, Operations Officer
- Elezanbee Vue, Chief Admin Analyst, Executive Office Administration & Development



Southern California Regional Bus Rodeo

Hosted by Victor Valley Transit Authority

Saturday, March 23, 2024

- Regional competition where Bus Operators and Maintainers showcase their skills. The competition includes a driving obstacle course, a written test, and troubleshooting mechanical failures such as engine stalls and HVAC malfunctions
- Winners will compete during the International Bus Rodeo at APTA Mobility in Portland, OR in April 2024

Bus Operator (Division 3) – 1st Place

- Juan Navarro

Maintenance Team (Division 13) – 2nd Place

- Alain Gomez
- Octavio Ortega Ramirez
- Edward Hinojosa





Board Report

File #: 2024-0142, File Type: Informational Report

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q4 CY2023

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the NextGen Bus Ridership Update.

ISSUE

This report provides an assessment of Metro bus system ridership for the fourth quarter of calendar year 2023 (Q4 CY2023, including the months October - December 2023) compared to ridership from the same period of 2019 (pre-pandemic/pre-NextGen Bus Plan). Ridership changes are examined by the day type (weekday, Saturday, Sunday), area, Equity Focus Communities (EFCs)/non-EFCs, time period, line/line group, and changes in average passenger trip length.

As of Q4 CY2023, average daily bus system ridership continues to show growth:

- Weekday ridership was at 83.4% (up from 78.6% in September 2023)
- Saturday ridership was at 90.3% (up from 86.0% in September 2023)
- Sunday ridership was at 99.97% (up from 92.4% in September 2023).

The San Fernando Valley continues to show the highest ridership recovery in Q4 CY2023 compared to the four other service areas, at 89.4% of pre-pandemic Q4 CY2019 levels weekdays, 101.5% Saturday, and 113.4% Sunday, benefitting from NextGen Bus Plan investments in this area.

The proportion of boardings in Equity Focus Areas remains around 1% above pre-pandemic levels.

Midday weekday Q4 CY2023 ridership recovery was at 85% of pre-pandemic levels at exceeding both AM peak (73%) and PM peak (81%) recovery.

There were 11 weekday (up from 6 in September 2023), 18 Saturday (up from 14), and 37 Sunday (up from 24) lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2023.

BACKGROUND

- The NextGen Bus Plan was adopted by the Metro Board in October 2020, and was implemented in three phases between December 2020 and December 2021.
- The plan was designed to create a fast frequent, and reliable Metro bus system.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage required Metro to temporarily reduce service by 10% in February 2022 to stabilize service reliability.
- Full restoration of NextGen Bus Plan service levels was completed in phases by December 2022.
- Metro continued to operate the full NextGen bus service levels through 2023 with improved reliability thanks to full bus operator staffing that was achieved by August 2023.

The NextGen Bus Plan was designed to be rolled out in two phases: Reconnect and Transit First. Reconnect is the initial phase set to restructure the existing network. Transit First is an additional phase that maximizes the plan's effectiveness through strategic, quick-build capital investments to improve bus speeds, and direct saved revenue service hours to bus frequency improvements.

The implementation of the NextGen Bus Plan Reconnect phase established a set of service frequency tiers for Metro's 120 bus lines, summarized in Table 1. Tiers 1 and 2 lines are all-day, high-frequency services designed to support ridership growth across the NextGen network and to help ridership recover after the drop caused by the pandemic. Tier 3 and 4 lines ensure neighborhood connectivity and coverage throughout the service area.

Table 1: NextGen Frequency Tiers as of Dec 2022

Service Type	Peak Weekday	Midday Weekday	Evening	Weekend	Number of Lines
Core Network (Tier 1)	5-10	5-10	10-15	7.5-15	31
Convenience Network (Tier 2)	12-15	12-15	20-30	15-d30	24
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	39

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. To date, 51.7 miles of new bus priority lanes have been implemented. Two additional corridors (Florence Av and Roscoe Bl - 31.2 lane miles) will be delivered before the end of FY24, and 15 additional miles in planning (Vermont Av, Santa Monica Bl). Transit signal priority and all-door boarding are other speed and reliability initiatives that should begin implementation in late 2024, with ongoing optimization of bus stops and terminals.

Metro bus ridership continues to recover towards pre-COVID levels. This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth from the implementation of the range of bus speed and reliability improvements planned as part of the Transit First scenario.

DISCUSSION

In examining ridership results to date, it is essential to note the impact of the COVID-19 pandemic beginning in March 2020, with the significant effects on both Metro bus service levels and ridership, but also to societal changes such as increased telecommuting coming out of the pandemic.

The attachments to this report provide detailed bus ridership data on systemwide and line/line group level for a typical weekday, Saturday, and Sunday observed between Q4 CY2019 (pre-pandemic and pre-NextGen) and the same period Q4 CY2023. The time period of this analysis tracks the significant drop in ridership at the beginning of the COVID pandemic in early 2020 and the subsequent recovery in ridership and service restoration in 2021 based on the implementation of the NextGen Bus Plan. A more detailed analysis is provided in Attachment A, which this report summarizes.

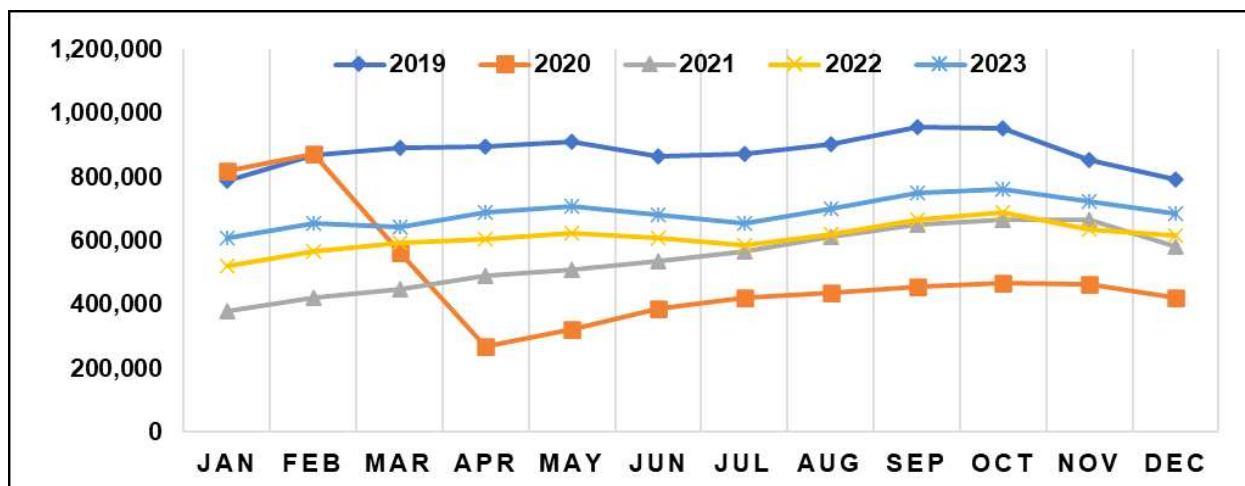
Ridership Trends from 2020 to 2023

Complete restoration of bus service by December 2022, combined with more reliable service delivery and new pilot programs such as GoPass for students, have contributed to much stronger ridership recovery in 2023. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership.

As of Q4 CY2023, average daily ridership continues to show growth:

- Weekday bus system ridership recovery compared to Q4 CY2019 pre-COVID bus average daily ridership levels was at 83.4% overall (up from 78.6% in September 2023)
- Saturday ridership was at 90.3% (up from 86.0% in September 2023)
- Sunday ridership was at 99.97% (up from 92.4% in September 2023).

In September 2023, average weekday bus ridership exceeded 750,000 for the first time since the pandemic, and in October 2023, average weekday ridership reached 761,757, the highest monthly average of 2023. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2023)



Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley shows the highest rate of weekday ridership recovery, at 89.4% in Q4 CY2023 (exceeding the 84.3% in September 2023). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of ten local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays across the San Fernando Valley. The NextGen changes improved these lines, especially during off-peak hours when many of these lines had frequencies ranging from 20 to 30 minutes. Several lines in the east Valley were also restructured to better match travel patterns focused on North Hollywood.

The four other Service Council areas weekday ridership recovery rates was as follows:

- San Gabriel Valley: 78.7% (up from 75.2% in September 2023)
- Gateway Cities: 79.0% (up from 75.9% in September 2023)
- Westside 80.1% (up from 76.6% in September 2023)
- South Bay Cities: 82.4% (up from 77.6% in September 2023)

Similar patterns were seen for growth in average Saturday ridership with San Fernando Valley 101.5%, up from 96.9% in September 2023 and other areas 78.6 - 87.3% (up from 76.8 - 82.1% in September 2023).

Average Sunday ridership also increased, with San Fernando Valley 113.4% up from 106.9% in September 2023, and other areas 85.6 to 99.0% (up from 81.8 - 89.7%).

(See also Attachment A, Charts 10-12, Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q4 CY2019 - Q4 CY2023)

Ridership by Time Period

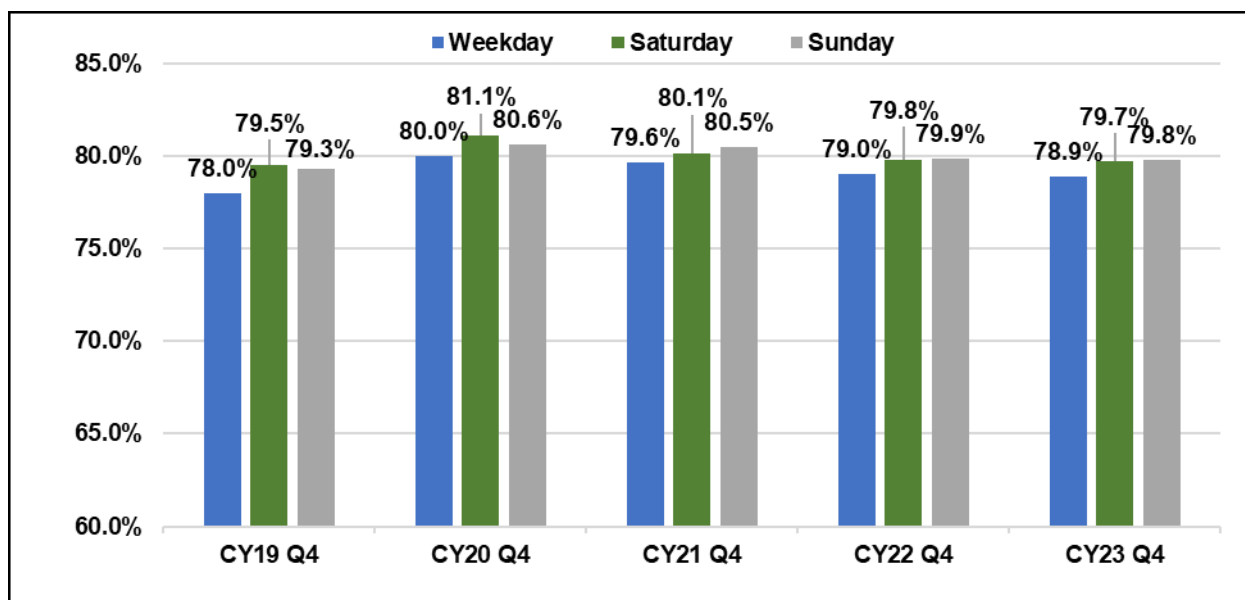
As of Q4 CY2023, AM peak period ridership remains the least recovered at 73% below 2019 levels, but the PM peak recovery is 81% higher. By contrast, the base (midday), late evening, and Owl periods share of weekday ridership had both the least decline in 2020 due to COVID and the most recovered compared to 2019 (pre-pandemic) at 85%, 89%, and 96% respectively. This suggests that fewer traditional office workers commute on transit in the morning peak. The increase in midday share of weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership on off-peak weekdays. Weekend ridership recovery by time of day has been similar as of 2023, with early AM and Owl showing over 100% recovered, though these are small parts of overall daily ridership. (Attachment A, Charts 14- 16: Weekday, Saturday, and Sunday Ridership by Time Period Q4 CY2019 - Q4 CY2023)

Ridership by Equity Focused Communities (EFC)

Q4 CY2023 average daily boardings in EFCs increased by up to 2% on weekdays and around 1.5%

on weekends during early years of COVID compared to pre-COVID. By Q4 CY 2023, EFC boardings were still up around 1% higher than pre-COVID weekdays and somewhat less increased on weekends. The essential trips made in the early part of COVID are more likely to have been made by people who relied on transit to access essential jobs and services. The NextGen Bus Plan prioritized investing in EFCs, and that has likely also contributed to the 1% increase in the share of boardings that will continue to be seen in EFCs in 2023.

(See also Attachment A, Chart 13: Percentage of Total Boardings in EFCs by Day Type: Q4 CY2019 through Q4 CY2023)



Equity Focus Communities where ridership recovery has been strongest (over 95% recovered weekdays and weekends) include Vermont Av Local Line 204, Central Av Line 53, Slauson Av Line 108 through South LA, Soto St Line 251 through East LA and Huntington Park, and Van Nuys BI Line 233 in the San Fernando Valley, all of which operate 10 minute or better service all day weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been weaker on those lines serving downtown LA, which have seen reductions in daily office worker attendance due to increased telecommuting and associated impacts to service industry jobs, even with NextGen frequency improvements (examples include Broadway Line 45, Avalon BI Line 51 in South LA, W Olympic BI Line 28, and Pico BI Line 30 on the inner westside). Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts coming out of COVID.

Average Trip Length

Metro Bus system average passenger (unlinked) trip length dropped from 4.2 miles to just below 3.0 miles in the early pandemic 2020-2021. This trend was likely due to a significant reduction in long-

distance commute trips. As ridership recovered in 2022, average passenger trip lengths have increased to and remained through 2023 at around 3.5 miles, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips, a market identified through the NextGen Bus study as a significant opportunity to grow ridership with more frequent local bus lines serving shorter distance trips. This change in average passenger trip length is seen for weekdays and weekends. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership and Productivity by Service Tiers and Lines

Ridership was assessed based on individual lines or by groups of lines. In contrast, a NextGen Bus Plan change involved restructuring a group of lines to provide a fair comparison of the changes in ridership. The comparison was based on average Q4 CY2023 versus Q4 CY2019 ridership for each day type (weekday, Saturday, Sunday). While there are 120 Metro bus lines, ridership recovery rates were based on 82 weekdays, 75 on Saturday, and 75 on Sunday line/line groups. Detailed data is included in Attachments B, C, and D, respectively.

The overall system ridership recovery rate in Q4 CY2023 was 83.4% for weekdays, 90.3% for Saturdays, and 99.97% for Sundays compared to Q4 CY2019 as a pre-COVID baseline. There were 11 weekday, 18 Saturday, and 37 Sunday lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2023. The review focused on lines showing above and below system average ridership recovery. The review also looked at lines/line groups for the four NextGen Bus Plan Tiers.

The high number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (46% of all lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery:

- Weekday: 19-Tier 1 and 11-Tier 2 lines/line groups compared to only 6-Tier 3, 8-Tier four lines/line groups.
- Saturday: 15-Tier 1 and 9-Tier 2 lines/line groups compared to only 9-Tier 3, 6-Tier 4 lines/line groups
- Sunday: 14-Tier 1, 10-Tier 2, compared to only 8-Tier 3, 5-Tier four lines/line groups.

The Tier 1 and Tier 2 higher frequencies continue to show stronger recovery; some of these lines also include route changes to better connect riders to key destinations.

Common to some of the Tier 1 and Tier 2 lines with less ridership recovery was that they serve downtown LA. This location has seen reduced daily trip-making for work due to factors such as increased telecommuting. Some of these lines were also restructured to move riders to other lines. An opportunity exists to further promote downtown LA travel on the Metro bus network for work, as well as leisure and event activities.

This same pattern was noted for the G and J Line BRT services, with notably lower ridership recovery, especially on weekdays. Before COVID, these lines had higher usage by discretionary riders who appear now in 2023 to not be traveling as much for work in downtown LA or other locations such as Van Nuys or Warner Center. Also notable were ridership changes in the Vermont corridor, where frequent Local and Rapid bus lines have continued to operate. The ridership recovery rate for the corridor overall was 84.0% weekdays (up from 77.4% in September 2023), with the Local Line 204 having a recovery rate of 103.5% (up from 95.2% in September 2023). By comparison, the Vermont Rapid Line 754 serves a very high EFC corridor with the same frequency as the local line but on a limited stop format and had a ridership recovery rate of 64.6% (up from 59.0% in September). Line 754 saw notably high cancellation rates in 2022, which may have seen people divert to using the local bus. The same patterns were seen for Saturday (Local 114.8%; Rapid 61.2%) and Sunday (Local 116.0%; Rapid 75.3%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for their strong ridership recovery as a group. However, other Tier 2 lines across the Metro service area had high ridership recovery rates.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines with low ridership recovery were commonly low frequency (40-60 minute frequency), in most cases with no NextGen route change and a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines to upgrade to a 30-minute service to see what impact that might have on their ridership recovery.

Data also showed consistently that increased service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery and better productivity compared to lines that saw stable or fewer service hours compared to pre-NextGen. This suggests the NextGen Bus Plan changes have successfully generated a good return from service hours reinvested in the NextGen frequent network.

Speed and Reliability

As part of the NextGen Bus Plan, over 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines. This was followed by Alvarado St, and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements and the positive perception of such speed improvements by riders in post-implementation surveys. Results include a two to three minute reduction in end to end travel times throughout the day weekdays from the Sepulveda Bl bus lanes, and one to two minute time savings weekends. Savings of up to a minute were seen from the peak period weekday La Brea bus lanes. These bus priority lanes will support ridership recovery by increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes, such as on Florence Av, plus expanded transit signal priority and all-door boarding programs during 2024.

More details for line-level ridership can be found in a report (Attachment A) and data tables (Attachments B, C, D). In general, this analysis shows that the NextGen Bus Plan's focus on a fast,

frequent, and reliable network supports higher ridership recovery. These ridership recovery results will continue to be tracked and reported on as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all door boarding. Staff will then review ridership for Q1 CY2024 as the basis for the following report to be presented in June 2024.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities where transit was more likely to provide key mobility options for residents. This analysis shows that a greater proportion of ridership has occurred among EFC residents since the NextGen changes.

A central goal of the intent of the NextGen Bus Plan is to provide improved transit service frequencies, travel times, and reliability improvements to Metro system riders, of which 8 in 10 are Black, Indigenous, and/or other People of Color (BIPOC), nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the poverty line. The NextGen Bus Plan system provides the highest service levels on Metro bus lines that serve Metro's EFCs. This includes improved off-peak frequencies that have helped essential workers and essential trips, with an increased share of off-peak ridership noted during the height of the pandemic. Staff will continue to monitor ridership in EFC and Non-EFC areas to ensure NextGen benefits for marginalized groups.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

Goal #1: Provide high-quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times and improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all transportation system users. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single-occupant drivers.

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

NEXT STEPS

The NextGen Bus Plan network ridership will continue to be monitored through the remainder of 2024 as Metro continues to deliver full service. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will continue implementing improvements in bus speed and reliability, such as new bus lanes. Another update is planned for the Board in June 2024, tracking the detailed progress on ridership recovery during Q1 CY2024.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q4 CY2023

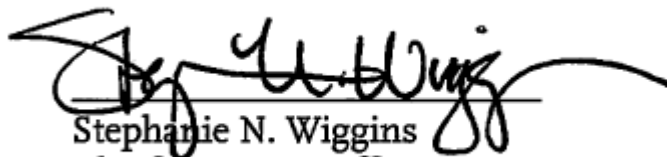
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group,
Q4 CY2023 to Q4 CY2019

Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group,
Q4 CY2023 to Q4 CY2019

Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group,
Q4 CY2023 to Q4 CY2019

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NextGen Ridership Analysis – Q4 CY2023

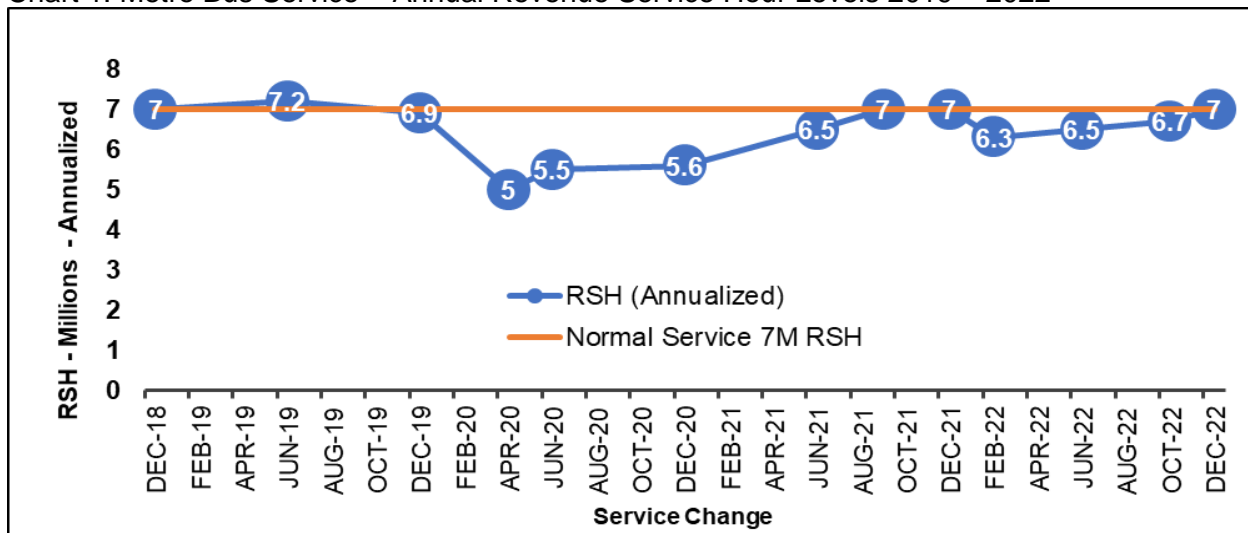
In reviewing Metro ridership, it is important to look at the overall changes occurring over the last five years (2019 through 2023). The period reviewed includes two significant events: 1) changes implementing the NextGen Bus Plan (implemented between December 2020 to December 2021) and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community, beginning in March 2020.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 to 2023 (when ridership last peaked), as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards the restoration of service levels. The most significant increase to restore service levels occurred in June 2021, with a jump from 5.6 million to 6.5 million annual RSH with the second phase of NextGen Bus Plan changes. Full recovery to the pre-COVID 7 million RSH was implemented in September 2021, and the third phase of NextGen Bus Plan changes was implemented in December 2021.

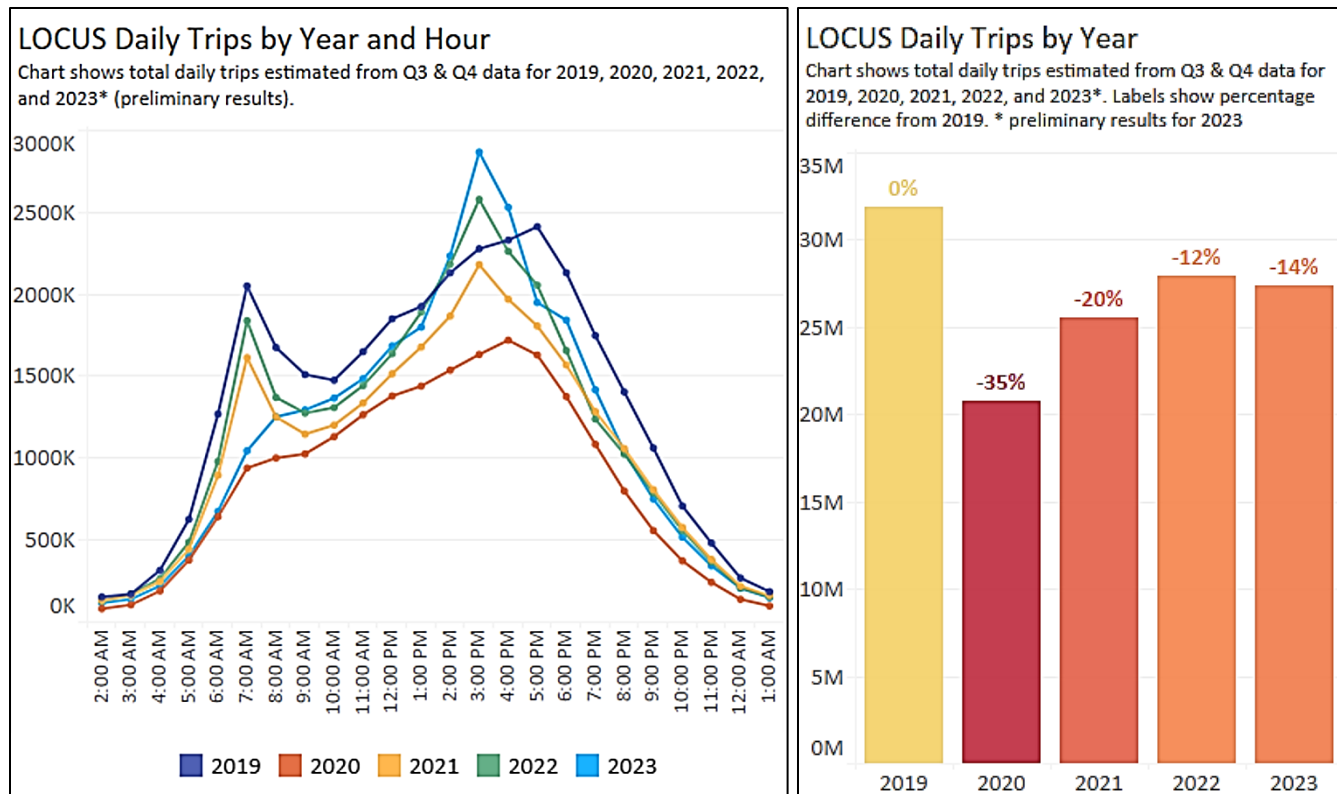
Chart 1: Metro Bus Service – Annual Revenue Service Hour Levels 2019 – 2022



However, the national shortage of bus operators led to high service cancellation levels, necessitating a reduction of service in February 2022 from 7 million to 6.3 million RSH. Successive cycles of service restoration occurred in June, October, and December 2022, at which time the 7 million RSH was again restored. Hiring of new bus operators

continued during 2023. Full operator staffing was achieved by August 2023 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service in 2023 and beyond. The history of changes in Metro bus system annual revenue service hours is shown in Chart 1 above.

Charts 2 and 3: Total Trips By Time of Day and By Year, LA County 2019-2023

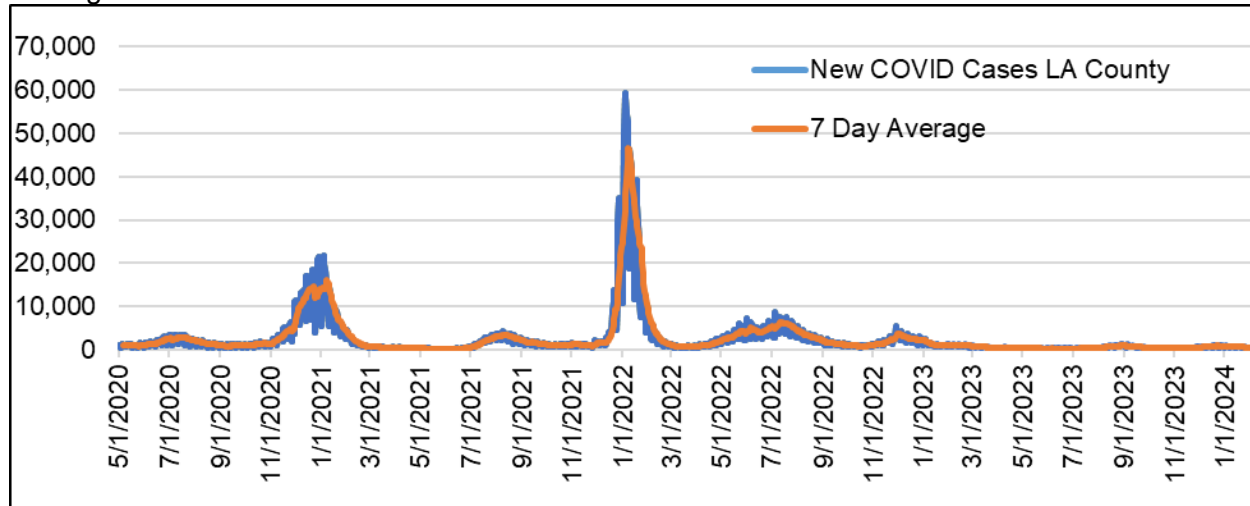


Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and overall remains below pre-COVID levels. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), and total travel demand remaining overall about 14% below pre-COVID levels in 2023. However, patterns by time of day are mixed. AM peak and midday travel volumes remained below pre-COVID levels in 2023 (especially AM peak), but with a new afternoon peak exceeding pre-COVID levels in the 3 PM hour in 2022. This trend became even more pronounced in 2023 and may be related to after school travel. Other time periods such as midday, 5 PM “commuter peak”, and evenings have recovered to less than pre-COVID, though not as big a difference compared to AM peak. Some of this lack of recovery may also relate to expanded online services and commerce opportunities (midday) as well as more telecommuting (5 PM peak). These trends will continue to be monitored to help understand bus ridership patterns in 2024. Recent research by UCLA suggests changes in not just work commutes but also other travel segments.

Chart 4 provides a reference to the periods when COVID was most active in our

community which may have resulted in impacts to ridership that occurred at these times. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers have remained very low throughout 2023.

Chart 4: LA County (excluding Long Beach, Pasadena) New Daily COVID Cases 7-Day Average



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the onset of the COVID-19 pandemic, weekday ridership recovered steadily beginning in the second half of 2020 and continued throughout 2021 and the first half of 2022. This growth was similar to that illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

The usual seasonal summer dip in bus ridership was not seen in 2020 and 2021; ridership recovery was more continual coming out of the depths of the ridership decline of 2020. The smaller summer spikes in COVID during mid-2020 and mid-2021 do not appear to have impacted weekday ridership recovery. However, the typical holiday season bus ridership decrease in December/January was seen in 2020, 2021, 2022, and 2023, though some of it may relate to COVID spikes, especially at the end of 2021 (Omicron).

Ridership growth continued steadily even with minimal increases in bus service between June 2020 and June 2021 as available spare capacity was utilized to accommodate growth. The significant service restoration in the second half of 2021 (see Chart 1) added valuable extra capacity to accommodate and incentivize the return of ridership.

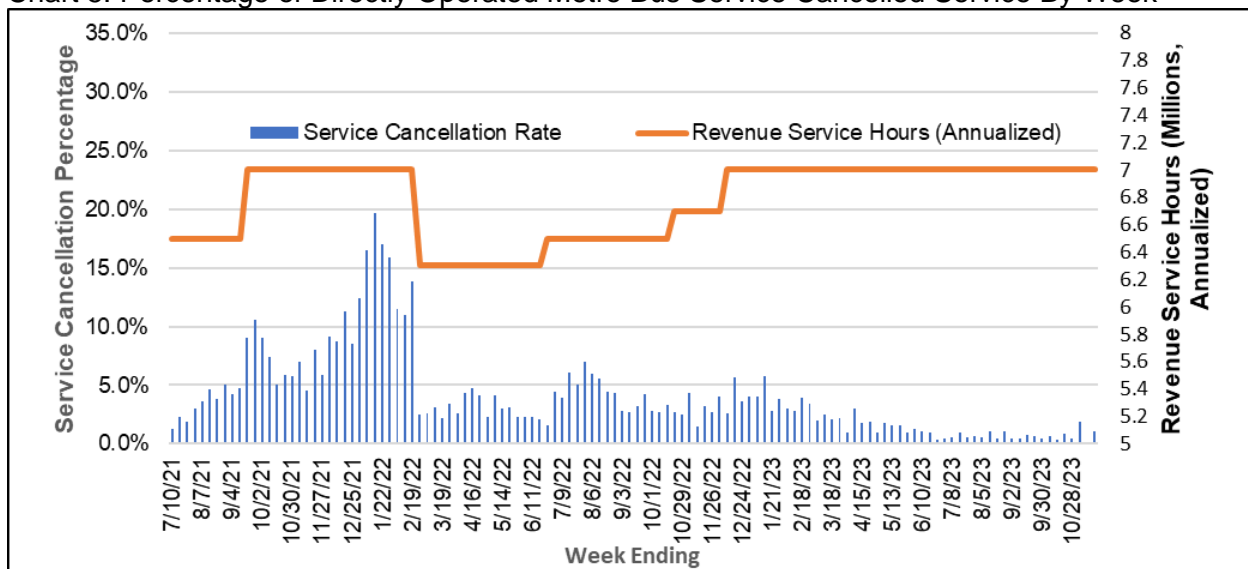
The reintroduction of fares in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have

helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll strong school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

The second half of 2022 saw weekday bus ridership similar to 2021 levels, suggesting ridership may have leveled off similar to travel demand changes between 2021 and 2022 (see Charts 2 and 3). This period also saw a temporary reduction in Metro bus service (-10%) and high levels of canceled service due to the bus operator shortage.

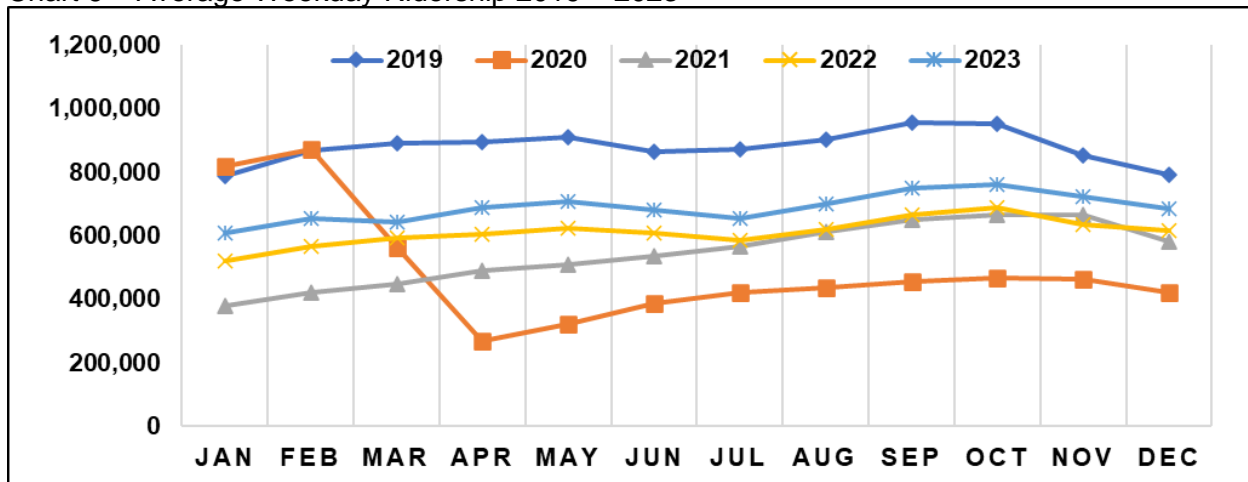
Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued new bus operator hiring has resulted in improvements in reliability (lower service cancellation levels) through 2023. By August 2023, operator staffing levels were fully restored. Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus riders of fast, frequent, and reliable service can be fully realized.

Chart 5: Percentage of Directly Operated Metro Bus Service Cancelled Service By Week



As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership has shown strong growth through 2023, with Q4 CY2023 Weekday ridership at 83.4% of pre-COVID 2019 levels. This was an increase over the 78.6% recovery in September 2023. In May 2023, weekday ridership exceeded 700,000 for the first time since COVID impacts were felt and September and October 2023 average weekday ridership both exceeded 750,000 for the first time since the pandemic.

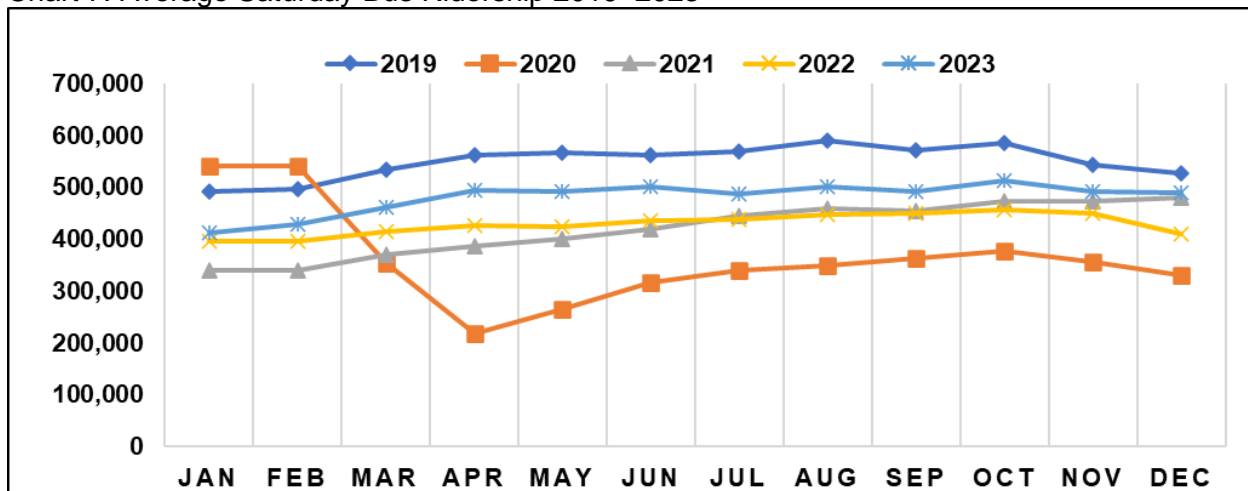
Chart 6 – Average Weekday Ridership 2019 – 2023



Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7.

Chart 7: Average Saturday Bus Ridership 2019–2023



As was seen with weekdays, service reliability was a problem in 2022 due to the operator shortage and resulting service cancellations, with reduced service levels implemented in February 2022 to help stabilize service reliability. Full Saturday service was restored in December 2022 which, together with more operators hiring, has improved service in 2023 with gains in ridership seen.

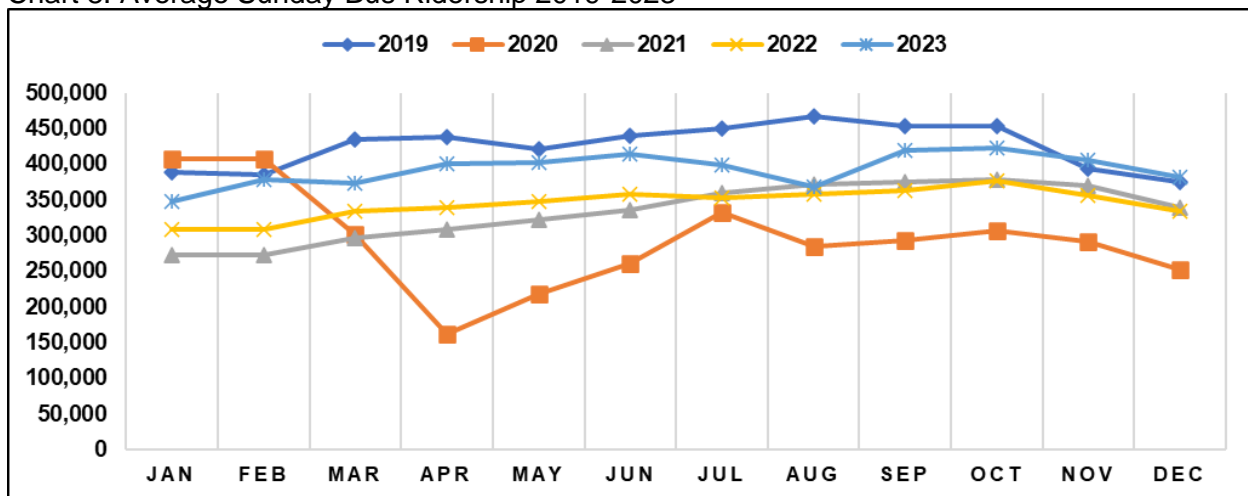
Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip in the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. As of Q4 CY2023, Saturday ridership was 90.3% of pre-COVID levels (up from 86% in September 2023).

Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year.

By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with Sunday bus service seeing the highest levels of cancellations due to the bus operator shortage in 2022. For the first half of 2023, growth continued, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94% recovery rate. August 2023 numbers were impacted by the major rain event on Sunday August 20, 2023. As of Q4 CY2023, Sunday ridership recovery was 99.97%, up from September 2023 when the recovery rate was 92.4%.

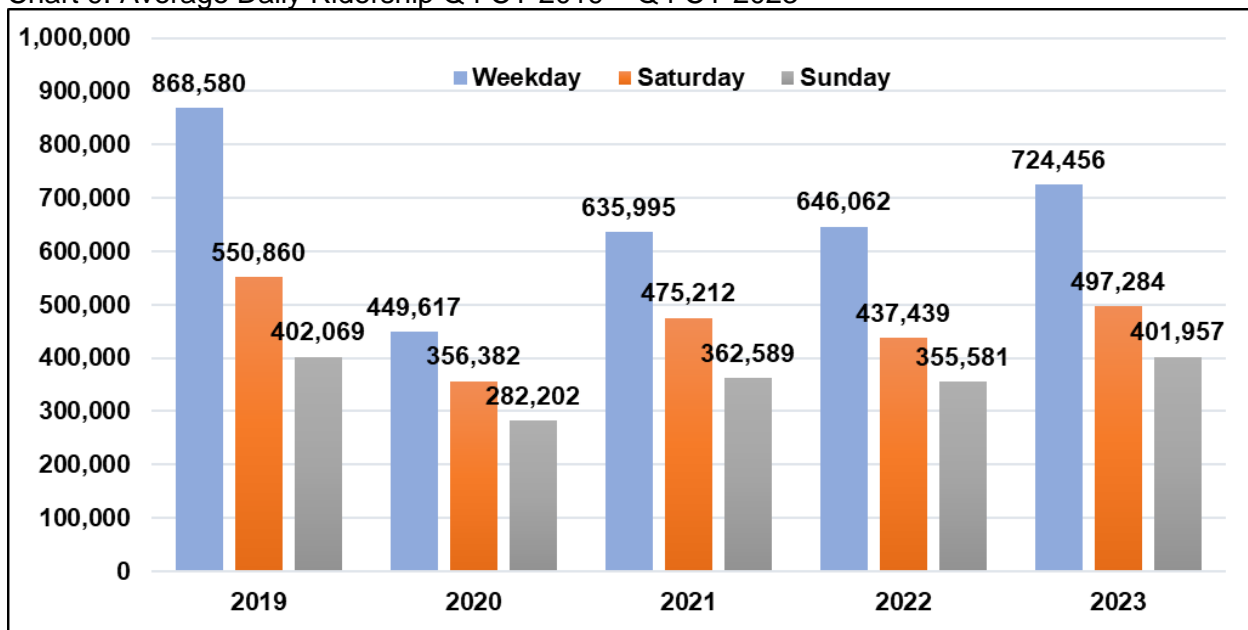
Chart 8: Average Sunday Bus Ridership 2019-2023



Current Ridership

After an initial large increase in Q4 CY2021 over Q4 CY2020 from the low point of pandemic ridership in 2020, weekday ridership recovery continued to incrementally increase between Q4 CY2021 and Q4 CY2022. This slower rate of growth weekdays, or a slight decline in the case of weekends in Q4 CY2022 may be expected after the large surge in ridership in 2021 and is similar to the slower growth in travel demand as shown in Charts 2 and 3 as well as to bus service reliability problems at that time. The growth from 2022 to 2023 is much more positive, likely relating to both economic recovery and more reliable service delivery in 2023. Q4 CY2023 average daily ridership between 2019 and 2023 is shown in Chart 9 below.

Chart 9: Average Daily Ridership Q4 CY 2019 – Q4 CY 2023

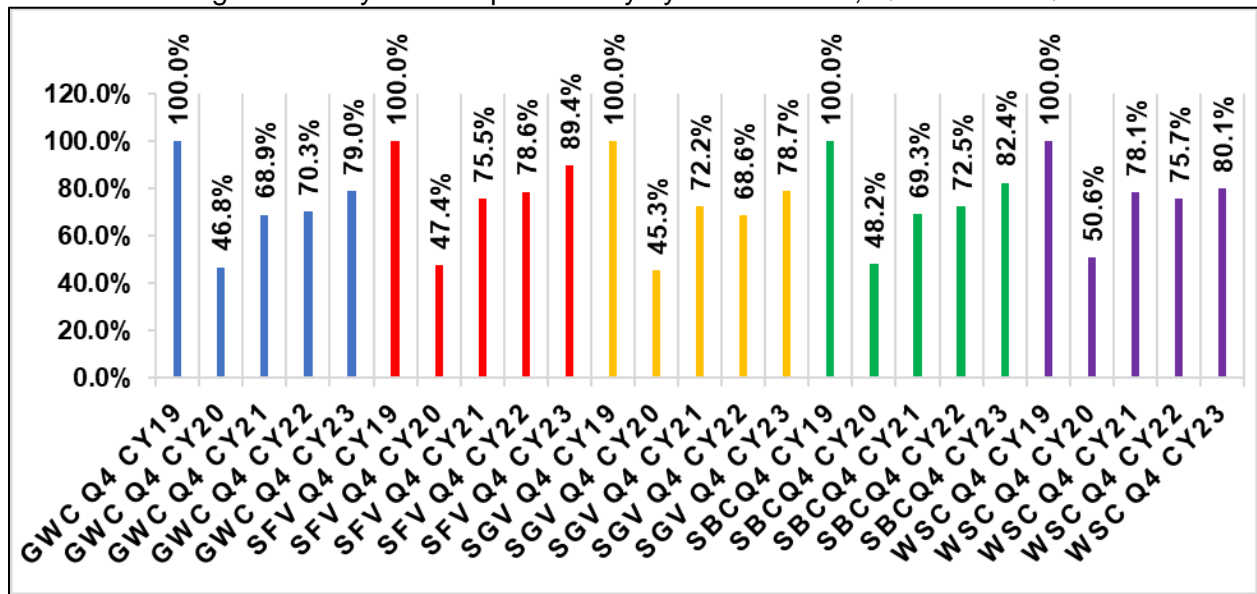


Metro reduced bus service by 10% in February 2022 in response to significant service cancellations caused by a shortage of bus operators. Bus service levels were fully restored by December 2022 and service reliability improved significantly in 2023 as the bus operator shortage was resolved. Full service restoration and improved reliability together with the LIFE and GoPass fare programs have likely supported the stronger ridership recovery seen in 2023. There have been much more substantial ridership gains in 2023 over the previous year for both weekdays and weekends.

Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in each of the five Metro Council areas after the large decline in 2020 that was slightly less in the South Bay Cities (SBC) and Westside Central (WSC) areas compared to the other three regions - San Fernando Valley (SFV), San Gabriel Valley (SGV) and Gateway Cities (GWC). All areas show ridership recovery, with the San Fernando Valley showing the most weekday ridership recovery, exceeding 89% in Q4 CY2023. This recovery rate was significantly higher than the recovery rates in the four other areas, which varied between 82.4% for the South Bay Cities and 78.7% for the San Gabriel Valley.

Chart 10: Average Weekday Ridership Recovery by Service Area, Q4 CY2019-Q4 CY 2023



Historically, the San Fernando Valley transit lines had less frequent off-peak service. With the NextGen service improvements, local lines in the San Fernando Valley improved frequency in the midday weekdays as follows:

- Tier 1: three local lines increased from every 14 to 33 minutes to every 10 minutes (Lines 233, 234, 240)
- Tier 2: seven local lines increased from every 19 to 30 minutes to every 15 minutes (Lines 94, 152, 162, 164, 165, 166, 224)
- Tier 3: four local lines increased from every 25 to 49 minutes to every 20 minutes (Lines 90, 92, 150, 230) and three lines increased from every 49 to 61 minutes to every 30 minutes (Lines 235/236, 244, 690)
- Tier 4: two lines increased from every 60 to every 40 minutes (Lines 242, 243)

A total of 19 San Fernando Valley lines have improved weekday midday frequencies. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing positively to the ridership recovery.

Highlights from NextGen frequency changes weekdays in the Westside Central service area include:

- Tier 1: Nine local lines had frequencies improved:
 - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset - Alvarado)
 - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica Bl)
 - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th - Whittier)

- Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
- Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic Bl)
- Line 30 increased from every 12 to 10 minutes midday (Pico Bl)
- Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice Bl)
- Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic Bl)
- Line 217 increased from every 12-15 to every 10 minutes peak and midday periods
- Tier 2:
 - Line 10 increased from every 20 to 15 minutes midday
 - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
 - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

Highlights from NextGen frequency changes weekdays in the South Bay Cities service area include:

- Tier 1: Eight local lines had frequency improved:
 - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
 - Line 45 increased from every 15 to every 10 minutes midday
 - Line 51 increased from every 12 to 7.5 minutes midday
 - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
 - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
 - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
 - Line 210 increased from every 20 to every 10 minutes peak and midday
 - Line 212 increased from every 12-15 to every 10 minutes peak and midday
 - Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies

- Line 110 increased from every 24 to every 15 minutes midday
- Line 117 increased from every 18-20 to every 15 minutes peak and midday
- Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
 - Line 125 increased from every 25-35 to every 20 minutes peak and midday
 - Line 232 increased from every 22 to every 15 minutes peak
 - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
 - Line 202 added new 60-minute midday service
 - Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights from NextGen frequency changes weekdays in the Gateway Cities service area include:

- Tier 1: five local lines had frequency improvements:
 - Line 53 increased from every 15 to every 10 minutes midday
 - Line 60 increased from every 18 to every 10 minutes midday
 - Line 105 increased from every 18-20 to every 10 minutes peak and midday
 - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday
 - Line 251 increased from every 22 to every 10 minutes midday
- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
 - Line 127 added new 60-minutes peak and midday
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit.

Highlights from NextGen frequency changes weekdays in the San Gabriel Valley service area include:

- Tier 1: three local lines had frequency improvements:
 - Line 70 increased from every 15 to every 7.5 minutes peak and midday
 - Line 78 increased from every 20 to every 10 minutes midday
 - Line 180 increased from every 12 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday

- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Saturday ridership recovery has occurred across all regions between Q4 2019 and Q4 CY2023. As with weekdays, the highest ridership recovery on Saturdays was in the San Fernando Valley (101.5%), exceeding its pre-COVID ridership. The other four areas show recovery rates between 78.6% on the lower end (Gateway Cities) and 87.3% (South Bay Cities). South Bay, San Gabriel, and Westside Central all had recovery rates of over 80%. San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant:

- Tier 1: two local lines increased from every 16 to 30 minutes to every 12 to 15 minutes (Lines 234, 240)
- Tier 2: three local lines increased from every 24 to 30 minutes to every 20 minutes (Lines 152, 162, 224)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)
- Tier 4: Lines 242 and 243 increased from every 60 to every 40 minutes

Three lines that previously had no weekend service gained Saturday service - Oxnard/Burbank Line 154, Saticoy Line 169, and White Oak on Line 237 (formerly Line 239). The Lines 90 and 94 were refocused on North Hollywood Saturdays (same change as weekdays) in line with key regional travel patterns.

The percentage of Saturday ridership recovery by area is shown in Chart 11.

Chart 11: Average Saturday Ridership Recovered by Service Area, Q4 CY2019 – Q4 CY2023

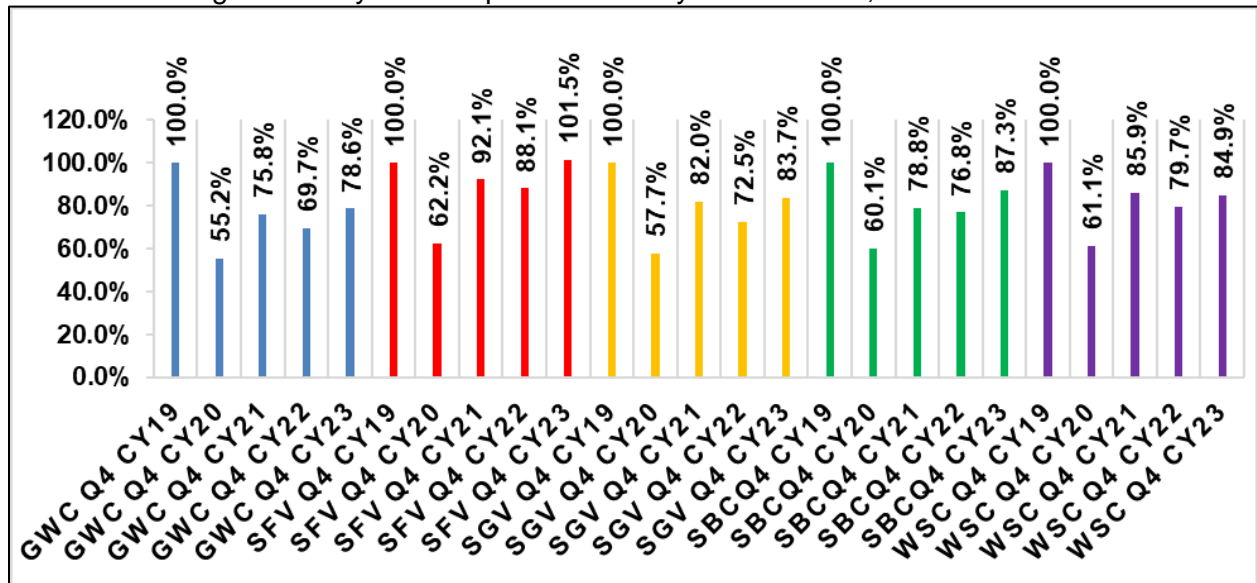
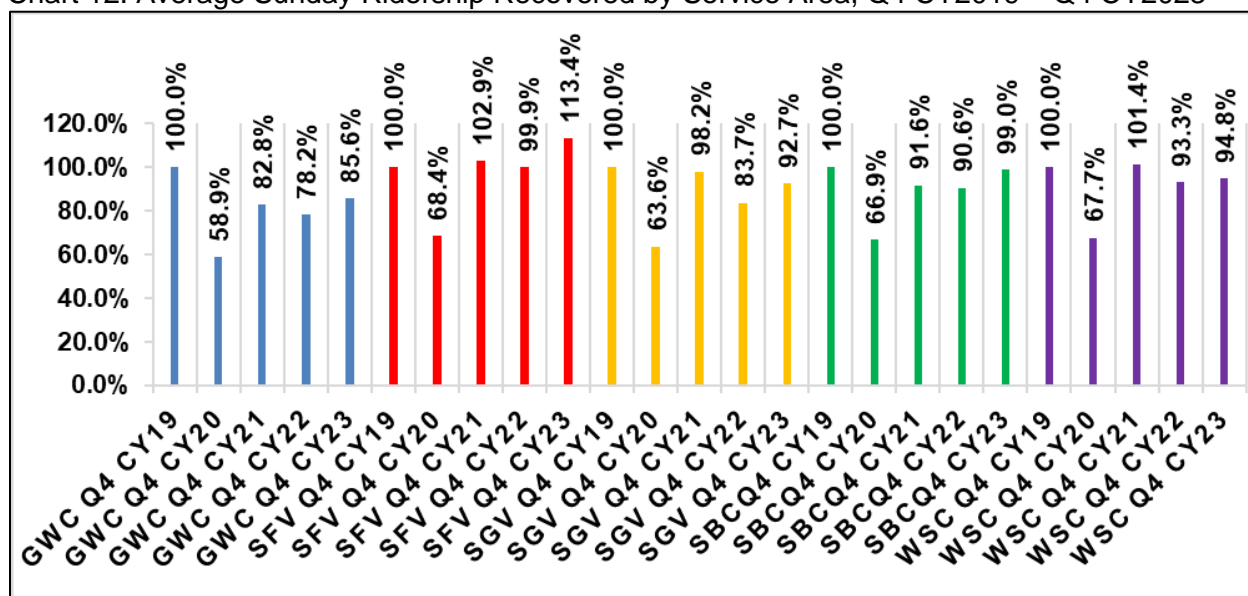


Chart 12: Average Sunday Ridership Recovered by Service Area, Q4 CY2019 – Q4 CY2023



Sunday ridership recovery by area displayed in Chart 12 shows consistent recovery across all areas between Q4 CY 2020 and Q4 CY2023. As with weekdays and Saturdays, the San Fernando Valley leads in ridership recovery and has exceeded the pre-COVID 2019 ridership for that area (113.4% recovered). The Westside Central, San Gabriel Valley, and South Bay Cities all show recovery rates above 90%. The Gateway Cities area again shows the least recovery (85.6% recovery).

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones but were still significant:

- Tier 1: two local lines increased from every 19 to 30 minutes to every 12 to 15 minutes (Lines 234 and 240)
- Tier 2: one local line increased from every 32 to every 20 minutes (Line 152)
- Tier 3: two local lines increased from every 50 to every 30 minutes (Lines 230 and 690)

Five lines in the San Fernando Valley gained Sunday service (Oxnard/Burbank Line 154, Saticoy Line 169, Tampa, Winnetka, Lines 242/243, White Oak Line 237) that previously had no weekend service, The same refocus of two lines on North Hollywood weekdays was made on Sunday (Lines 90, 94).

The changes made in frequency, days of operation, and routing likely have all combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve higher ridership recovery in this area.

Highlights from NextGen frequency changes weekends in the Westside Central service area include:

- Tier 1: nine local lines had improvements made:
 - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
 - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 18 increased from every 10 to 7.5 minutes Saturday and from every 15 to every 7.5 minutes Sunday
 - Line 20 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
 - Line 28 increased from every 15 to every 12 minutes Saturday and from every 18 to every 12 minutes Sunday
 - Line 30 increased from every 12 to 10 minutes Saturday and Sunday
 - Line 33 increased from every 20 to 10 minutes peak hours and midday
 - Line 66 increased from every 20 to every 15 minutes Sunday
 - Line 217 increased from every 15 to every 12 minutes Saturday and from every 20 to every 12 minutes Sunday
- Tier 2:
 - Line 14-37 increased from every 20 to 15 minutes Saturday and Sunday
 - Line 603 increased from every 18 to every 12 minutes Saturday and from every 18 to every 15 minutes Sunday
 - Line 605 increased from every 35 to every 20 minutes midday
- Tier 4: Line 617 (formerly Line 17) had new 60 minute Saturday and Sunday service added

Highlights from NextGen frequency changes weekends in the South Bay Cities service area include:

- Tier 1: Seven local lines had frequency improvements
 - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
 - Line 45 increased from every 15 to every 10 minutes Sunday
 - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
 - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
 - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
 - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
 - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: two local lines had frequency improvements made:

- Line 125 increased from every 40 to every 30 minutes Sunday
- Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

Highlights of NextGen weekends frequency changes in the Gateway Cities service area include:

- Tier 1:
 - Line 53 increased from every 20 to every 15 minutes Sunday
 - Line 60 increased from every 12-15 to every 10 minutes Saturday and Sunday
 - Lines 105 and 108 increased from every 20 to every 15 minutes Sunday
- Tier 4:
 - Line 127 added new 30-60 minute Saturday and Sunday service
 - Lines 128 and 258 added new 60-minute Sunday service
 - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

Highlights of NextGen weekends frequency changes in the San Gabriel Valley service area include:

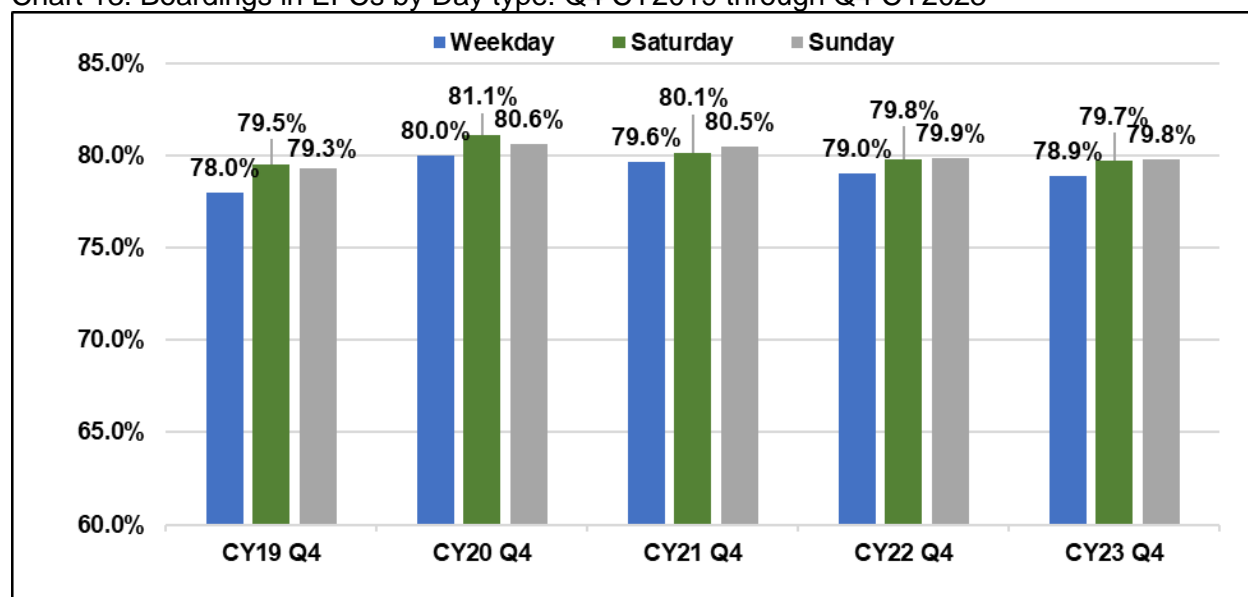
- Tier 1: Line 70 increased from every 15-20 to every 10 minutes Saturday and Sunday midday periods
- Tier 3: Line 266 increased from every 45 to every 30 minutes Saturday and Sunday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines.

Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between 2019 (pre-NextGen and pandemic) through 2023.

The proportion of boardings occurring in Metro's 2023 EFCs increased by 1-2% in 2020 as was expected with the pandemic and those with limited other options travelling as needed. This increased share of boardings was smaller in 2022 and 2023 with around 1% higher for weekdays and around 0.3-0.5% weekends, suggesting that the NextGen changes have benefitted EFCs where transit is critical to access to jobs, services, and opportunities, more than other areas.

Chart 13: Boardings in EFCs by Day type: Q4 CY2019 through Q4 CY2023



This higher proportion of trips in EFCs reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest, even during the early months of the COVID-19 pandemic, and just as important now. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan.

Average Ridership by Time of Day

Weekday ridership by time period for Q4 CY2020 through CY2023 compared to Q4 CY2019 (pre-COVID) ridership showed AM peak ridership as having the largest percentage of decline to 37% in 2020 Q4 and least percentage of recovery to 73% by Q4 2023. Similar patterns were seen in the early AM (4 am to 6 am) with a decline to 45% and recovery to 76%. These are the time periods most likely to be impacted by less trip making and more telecommuting by 9 to 5 administrative workers (some of which persists in 2023) as well as students who studied from home during the early years of the pandemic.

By comparison, the weekday base 9 am to 3 pm period (decline to 54% in Q4 CY2020, recovery to 85% in Q4 CY2023), late evening 10 pm to 12 am (decline to 51%, recovery to 89%) and most of all, the overnight Owl period (decline to 58%, recovery to 96%) showed the most resilience through the pandemic period. The base result was consistent with more travel for other than traditional 9-to-5 jobs and other trip purposes and is likely in response to significant investment in base period service frequencies under the NextGen Bus Plan. The late evening and Owl period riders are more likely to be riding due to greater reliance on transit for job access.

PM peak (declined to 44%, recovered to 80%) and evening (declined to 48%, recovered to 81%) ridership were more resilient than AM peak and early AM ridership, but less

resilient than the base, late evening, and Owl periods, again suggesting transition to telecommuting in response to the pandemic but continuing to some extent in 2023.

Chart 14: Weekday Ridership by Time Period – Q4 CY2019 – Q4 CY2023

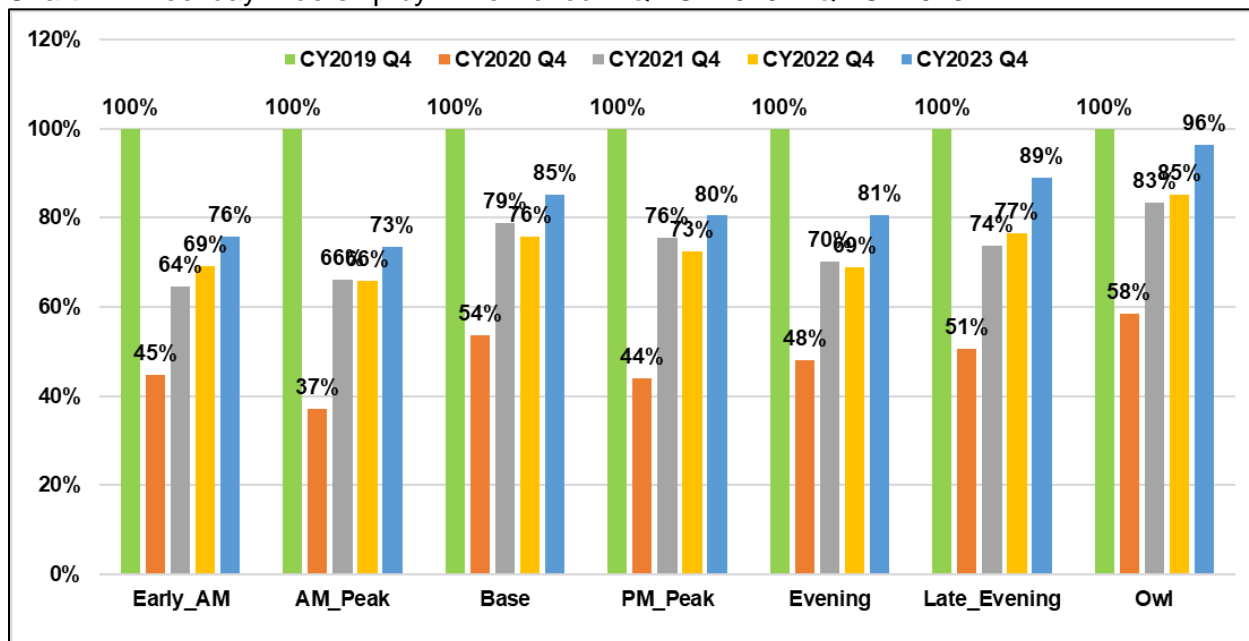
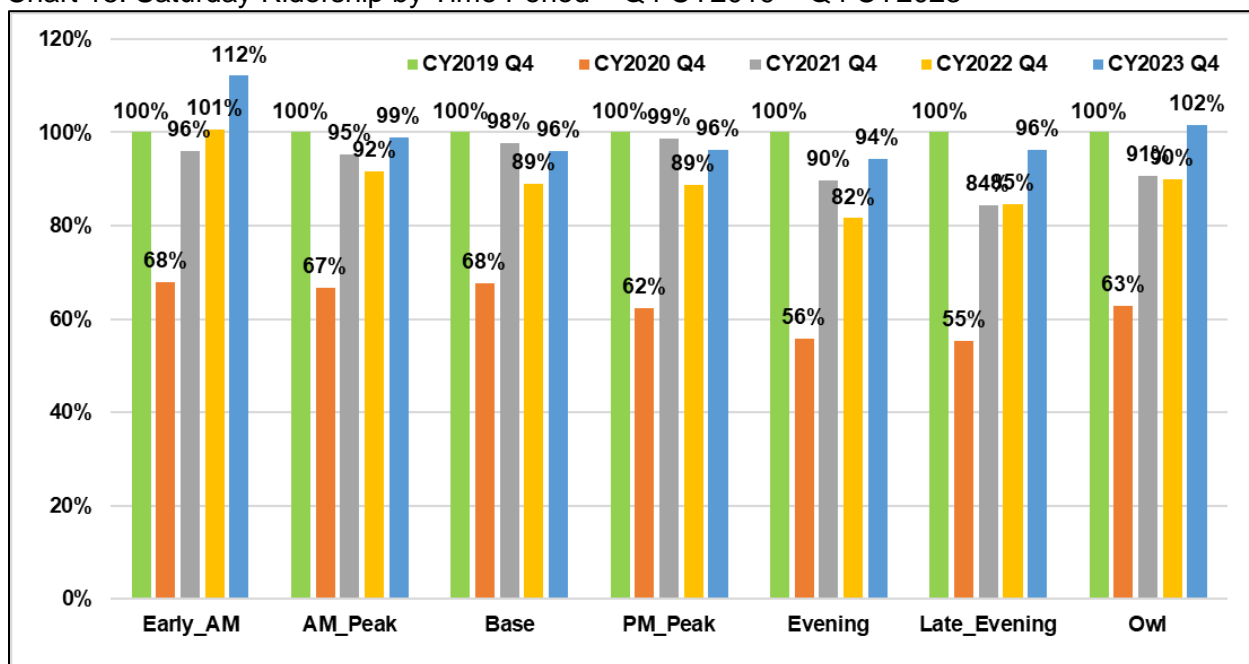


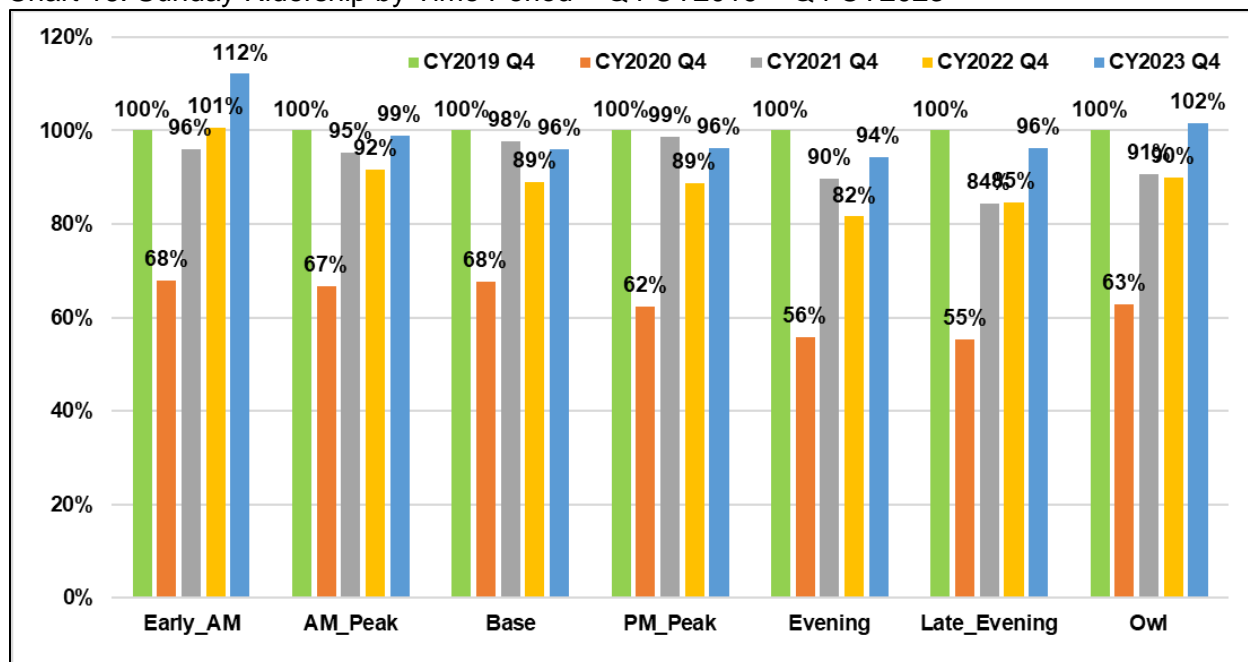
Chart 15: Saturday Ridership by Time Period – Q4 CY2019 – Q4 CY2023



Most notable about Saturday ridership was that base 9 am to 3 pm ridership declined the least to 61% in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID) with early AM, AM peak, and PM peak declining more significantly (to 54%, 58%, and 56% respectively). All of these time periods have seen a similar recovery of between 84% and 88%. In contrast to weekdays, Saturday evening, late evening, and Owl periods

declined the most (to 51-52%), and also recovered the most (to 89%, 96%, and 101% respectively), suggesting a loss of leisure trips in the early years of the pandemic but still a greater reliance on transit for job access.

Chart 16: Sunday Ridership by Time Period – Q4 CY2019 – Q4 CY2023

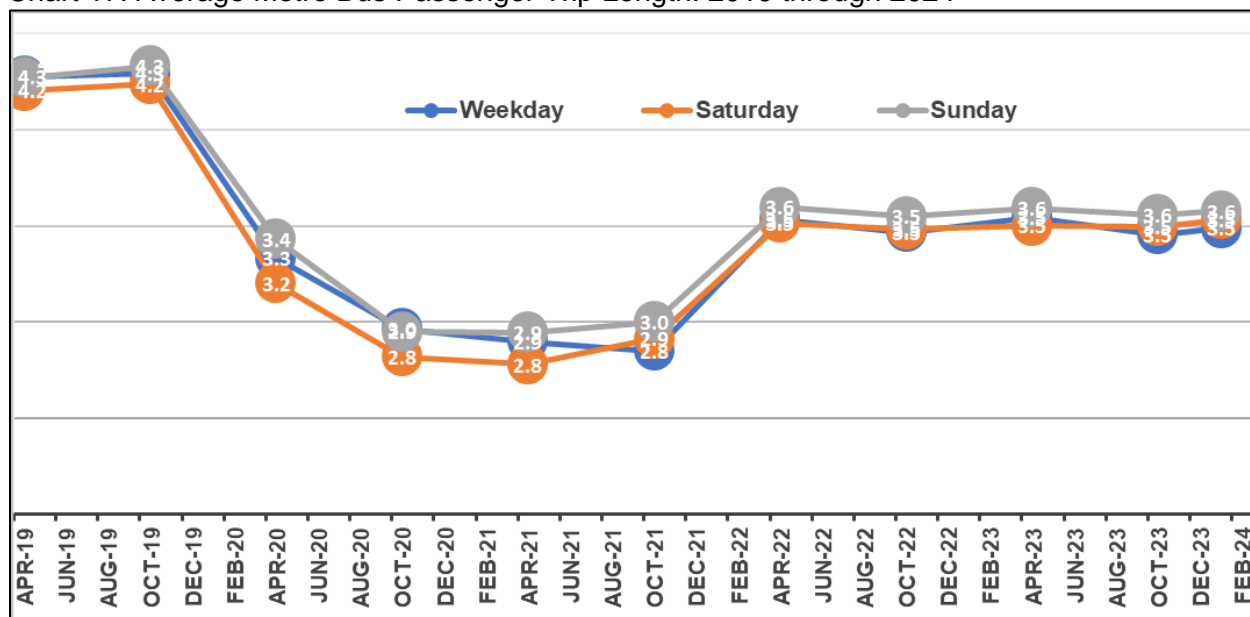


For Sunday ridership, the early AM, AM peak, and base ridership declines were the least (to 67-68%) in Q4 CY 2020 compared to Q4 CY2019 (pre-COVID). This suggests riders in these time periods were more reliant on transit for essential trips to jobs and services. The pattern of decline here is quite different to Saturdays where the base period was most resilient. Owl period and PM peak experienced the next smallest declines (to 63-64%). Sunday evenings and late evenings showed the largest declines (to 55-56%), suggesting less overall transit dependent riders were more actively using the bus system during these time periods. By 2023, the largest ridership recovery on Sunday was during the early AM at 112%, Owl at 102%, and AM peak at 99%, though these are smaller segments of overall Sunday ridership. Base, PM peak, evening and late evening all recovered to 94-96% of Q4 CY2019 levels by 2023, so overall Sunday ridership recovery is strong.

Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level in 2023. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths had increased, though not back to 2019 levels. The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for two points in each year from 2019 through 2023 with January 2024 data also included.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2024



Ridership by Line and Line Group

Ridership was assessed based on individual lines, and in some cases by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines for a fair comparison of the changes in ridership. Ridership recovery rates for 82 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group. Table 1 shows the number of lines/line groups for weekday, Saturday, and Sunday at various levels of ridership recovery as of Q4 CY2023 compared to Q4 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Table 1: Ridership Recovery Distribution, Q4 CY2023 versus Q4 CY2019

Average % Ridership Recovery Q4 CY2023 versus Q4 CY2019	Number of Weekday Lines/ Line Groups	Number of Saturday Lines/ Line Groups	Number of Sunday Lines/ Line Groups
>= 140.0%	0	2	1
130.0 – 139.9%	0	2	3
120.0 – 129.9%	0	1	8
110.0 – 119.9%	3	6	9
100.0 – 109.9%	8	7	16
90.0 - 99.9%	22	23	15
80.0 - 89.9%	18	12	10
70.0 - 79.9%	12	14	11
60.0 - 69.9%	13	7	0
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	1	1	1
Total Lines/Line Groups	82	75	74

The overall system ridership recovery rate in Q4 CY2023 was 83.4% for weekdays, 86.0% for Saturday, and 92.4% for Sunday when compared to May 2019 as a pre-COVID baseline. There were 11 weekday, 18 Saturday, and 37 Sunday lines/line groups exceeding their pre-COVID Q4 CY2019 ridership numbers in Q4 CY2023.

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020, but also reflect the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours and changes in ridership and productivity recovery. Higher increases in revenue service hours generally are associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels will remain relatively stable now that NextGen Bus Plan has been implemented.

Service Reliability

Q4 CY2023 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID levels of cancellations in Q4 CY2019. This was achieved as a result of a significant number of new bus operators being hired in 2022 and 2023 to address the bus operator shortage. Service cancellations therefore should not be a major factor in explaining ridership recovery, though the opportunity exists for Metro to message about the now-reliable service to former riders hesitant to return to the system due to past unreliable service experiences.

Service Frequency:

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2). When looking at overall weekday line by line ridership recovery compared to the system average ridership recovery weekdays of

83.4% recovered: 19-Tier 1, 11-Tier 2, 6-Tier 3, and 8-Tier 4 lines/line groups had above average ridership recovery.

- The high number of Tier 1 and Tier 2 lines with above average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over 90.3% recovered with a mix of 15-Tier 1, 9-Tier 2, 9-Tier 3, and 6-Tier 4 lines/line groups.
- Sunday lines that were over 99.97% recovered were a mix of 14-Tier 1, 10-Tier 2, 8-Tier 3, and 5-Tier 4 lines/line groups.

Tier 1 Highest Frequency Lines:

NextGen Tier 1 lines provide at least 10 minute or better service frequency weekday peak and midday periods on Metro's busiest ridership corridors, typically with 10 to 15-minute weekend service frequency.

The weekday ridership recovery for Tier 1 NextGen service included a high of 118.2% for Line 66 serving E Olympic/W 8th St (this line also had strong recovery on Saturdays at 102.8%, and Sundays at 123.3% ridership). Eleven other Tier 1 lines/line groups exceeded 90% recovery weekdays:

- Vermont Local Line 204: 103.5% weekday, 114.8% Saturday, 116.0% Sunday.
- Sepulveda/Van Nuys group based on Lines 233, 234, 761: 102.3% weekday, 118.9% Saturday, 130.2% Sunday.
- Soto St Line 251: 97.6% weekday, 95.7% Saturday, 107.4% Sunday.
- Central Av Line 53: 97.5% weekday, 96.8% Saturday, 118.7% Sunday
- Slauson Av Line 108: 97.3% weekday, 94.9% Saturday, 113.8% Sunday
- 3rd St Line 16 93.9% weekday, 94.6% Saturday, 101.6% Sunday
- Florence Av Line 111: 93.9% weekday, 88.5% Saturday, 90.6% Sunday
- Western Av Line 207: 92.2% weekday, 101.4% Saturday, 113.4% Sunday
- Santa Monica Line 4: 92.1% weekday, 93.3% Saturday, 101.2% Sunday
- Ventura/Reseda group based on Lines 150, 240, 244: 90.7% weekday, 88.8% Saturday, 106.2% Sunday
- Vernon/La Cienega Line 105: 90.1% weekday, 88.4% Saturday, 104.3% Sunday

These higher recovery Tier 1 lines serve the most transit-dependent EFCs through areas such as South LA, the inner Westside, East LA, Gateway Cities, and the San Fernando Valley. Besides the high frequencies offered on both peak and midday weekdays that are assisting the recovery of some of these lines is improved access, such as:

- Line 66 trips serve Commerce Center and are one of the closest services

available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park.

- Line 761 now provides all-day, all-week Rapid service on Van Nuys BI in addition to frequent Local Line 233.
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there).
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities.

An additional 7 NextGen Tier 1 lines exceeded system average ridership recovery weekdays of 83.4%, including on key corridors such as Venice BI (Line 33), Hawthorne BI/MLK BI (Line 40), Hollywood BI (Lines 180/217), Whittier BI/Wilshire BI (Lines 18, 20, 720), and Garvey/Cesar Chavez (Line 70). Many of these lines/line groups focus on downtown LA and were below average recovery when last reviewed in September 2023, so their recovery has improved. This suggests people are starting to travel more to office jobs in downtown, though still less than pre-COVID. In many cases, these lines exceeded the system average ridership recovery on Saturdays and Sundays. This group still represents an opportunity to promote downtown LA travel for both work and leisure.

There were nine Tier 1 lines with below system average ridership recovery. Most notable among this group are the two BRT services, with G Line (Orange) at 63.2% and J Line (Silver) at 76.7% on weekdays. The J Line received an increased midday weekday frequency of 10-minute improved from the 15-minute prior frequency while the G Line service frequency did not change which may explain the higher weekday ridership recovery of the J Line. Again, former markets of weekday discretionary riders may be significantly impacting the recovery of these BRT lines that had higher levels of discretionary riders pre-COVID, though this again opens the opportunity for promotion to build new markets.

- The J Line had 95.2% recovery on Saturdays, and 98.7% recovery on Sundays, suggesting people are using this service actively for events such as games at Expo Park. G Line Saturday recovery was 73.7% and Sundays were at 80.4%, which is better than the weekday rate but still falls below the J Line recovery.
- Vermont Rapid Line 754 had only a 64.6% recovery weekdays (higher than 59.0% reported for September 2023). It experienced very high cancellations in 2022, so it may take some time to rebuild the market now that riders can depend on it. Line 754 operates the same route and service levels as Local 204 but with fewer stops. In contrast, Line 204 had a recovery of 103.5% (also improved from 95.2% in September 2023). The same low ridership recovery pattern for Line 754 held for Saturdays with 61.2% recovery and Sundays 75.3%, compared to Line 204 recovery rates of 114.8% Saturdays and 116.0% Sundays. These results show the corridor overall recovery is increasing, but the pattern remains different from 2019 with the Rapid carrying less of the overall ridership than the Local (and less frequent on weekends).

- Other Tier 1 lines that had significant NextGen route changes include Line 28 (W Olympic Bl – 67.9% recovered weekday, 73.5% Saturday, 78.6% Sunday) and Line 30 (Pico Bl – 73.6% recovered weekday, 72.4% Saturday, 79.9% Sunday), which both now end in downtown LA and do not travel to northeast LA or East LA respectively. Line 251 was extended to Eagle Rock to replace Line 28, and hence has much higher ridership recovery, while Line 30 in East LA was replaced by the new E Line light rail through the Regional Connector as well as other bus service. Similarly, the north and south ends of Line 45 on Broadway moved to other lines which helps explain its lower recovery (78.0% weekday, 73.5% Saturday, 88.8% Sunday), though it may also partially relate to loss of Rapid service from this corridor.
- Line 210 on Crenshaw with 81.5% recovery weekday (90.2% Saturday, 113.8% Sunday) likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 66 likely gained ridership from Line 51 in the area west of Westlake/MacArthur Park, with Line 51 recovery at a low 77.1% weekday (76.3% Saturday, 84.1% Sunday).
- Line 2 on Sunset merged with Line 200 on Alvarado, with an overall 78.3% recovery weekday (83.9% Saturday, 96.6% Sunday), with Line 4 (92.1% recovered weekday, 93.3% Saturday, 101.2% Sunday) gaining more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both these lines is likely being impacted by post-pandemic downtown LA economic recovery.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change occurred on 17 lines, with a range of performance across these lines from a high of 97.6% on Soto to a low of 67.9% on W Olympic. The Crenshaw, W Olympic, Long Beach Bl, and Broadway corridors where Rapid lines were replaced by high frequency local bus and have below average ridership recovery rates on weekdays, but these results are likely mostly attributable to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

The NextGen Tier 2 lines operate 12-15 minute daytime weekday service on some of Metro's next busiest corridors after the Tier 1 corridors discussed above. On Saturdays and Sundays, Tier 2 lines generally range from 20-minute to 30-minute daytime frequencies.

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which have responded well to their improved frequencies of weekday all-day 15-minutes under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements still performed strongly, suggesting the weekday

improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162 (106.7% weekday, 125.9% Saturday, 129.9% Sunday)
- Vanowen St Line 165 (99.2% weekday, 105.5% Saturday, 119.0% Sunday)
- Nordhoff St Line 166 (98.9% weekday, 111.7% Saturday, 131.8% Sunday)
- Victory Bl Line 164 (97.9% weekday, 88.6% Saturday, 95.4% Sunday).
- Roscoe Bl Line 152 (91.8% weekday, 107.0% Saturday, 120% Sunday)

Roscoe Bl weekday recovery was notably lower, though still well above the system average, primarily due to route segments moved to other lines including Sherman Way.

Other notably high ridership recovery NextGen Tier 2 lines are discussed here with frequency improvements a common theme among them:

- Line 605 (LAC USC Medical Center Shuttle – 101.8% recovery weekdays, 127.2% Saturday, 123.7% Sunday) linking Boyle Heights high EFC area to key medical centers benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35 minute service).
- Line 55 (Compton Av – 98.5% recovery weekdays, 95.3% Saturday, 104.2% Sunday) between Willowbrook and downtown LA, through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery.
- Lines 110 (Gage Av – 98.4% recovery weekdays, 89.6% Saturday, 104.6% Sunday) and 117 (Century Bl – 93.8% recovery weekdays, 89.5% Saturday, 99.2% Sunday) both serve EFC communities through South LA and the Gateway Cities. These lines now have consistent 15-minute all-day service in place of their previous 19-24 minute midday weekday frequencies. They recovered strongly on weekends even without significant frequency improvements.
- Line 603 on Hoover St links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line has a 92.9% recovery on weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday was 90.0% recovery with 12-minute frequency in place of the previous 18-minute, though Sunday was lower at 87.0% recovery with 15-minute in place of the previous 18-minute service. This line has recovered strongly overall.
- Two other Tier 2 lines, Line 94 (San Fernando Rd North Hollywood) and Line 206 (Normandie Av) had slightly below average weekday recovery rates (were slightly above average in September 2023) at 81.5% and 82.0%, while Line 260 (Atlantic Bl) had weekday recovery rate still slightly above average at 85.8% respectively. Lines 94 and 260 were both significantly restructured, which may in

part have impacted their lower overall recovery:

- Line 94 offers 15-minute service (about twice as often as it previously ran) between Downtown LA, Glendale, Burbank, and North Hollywood, with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency line. The Line 94 group had stronger weekend recovery, with 100.0% Saturday and 116.4% Sunday. Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining from the Line 94 changes.
- Line 260 offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Its weekend recovery was slightly below average, with 89.5% Saturday and 97.4% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena, and this is taken into account in the ridership recovery rate.
- In contrast to Lines 94 and 260 above, Line 206 did not have any change of route. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. Line 206 weekend recovery was below average, with 84.4% Saturday and 89.6% Sunday, with a smaller frequency improvement (22 minute to 20 minute).
- Two other Tier 2 lines were below the system average: Lines 224 (Lankershim) with 82.2% recovery and 115 (Manchester-Firestone) with 87.2% recovery weekdays.
 - Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had a stronger weekend above average recovery at 100.1% Saturday and 116.2% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
 - Compared to Line 224 above, Line 115 did not have significant route changes but did receive a 12-minute weekday peak frequency, a slight increase over the previous 14-minute service (off-peak frequencies did not change). Line 115 weekend recovery was slightly below average with 87.2% Saturday and 96.5% Sunday.

Five other lines/line groups in NextGen frequency Tier 2 had below system average ridership recovery weekdays:

- Performance ranged from a high of 76.2% recovery for Line 81 (Figueroa St – Saturday 82.0%, Sunday 104.1%) to a low of 63.5% for Line 10/48 (Melrose Av/Main-San Pedro, Saturday 62.2%, Sunday 79.7%).
- Other lines in this group included
 - Line 76 on Valley Bl (72.7% weekday, 68.6% Saturday, 73.7% Sunday),

- Line 14/37 on Beverly Bl/W. Adams (66.1% weekday, 77.7% Saturday, 83.2% Sunday) and
- Line 35/38 Washington Bl/W Jefferson (63.8% weekday, 67.1% Saturday, 77.9% Sunday).

The common aspect of these lines is that they focus on downtown LA as their key destination, with its recovery helping determine the success of these lines, even on weekends. There may be marketing opportunities. Unlikely the other lines in this group, Line 81 also was part of a significant and complex line restructuring in Northeast LA, an area served by the A Line which now utilizes the new Regional Connector through downtown LA. This change included a new direct link from Highland Park to East Hollywood (Line 182). This area may benefit from the marketing of both A Line light rail and the NextGen Bus Plan's new Line 81 and 182 services.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels. There were a few high performers in terms of above average weekday ridership recovery. Strongest in this group was Line 235/236 serving Balboa Bl in the San Fernando Valley (116.7% recovery weekdays, 116.0% Saturday, 122.0% Sunday) which appears to have responded well to the 30-minute combined service now offered compared to the previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery. Other examples include:

- Rosemead Bl Line 266 service between Lakewood and Pasadena (110.7% recovery weekdays, 115.1% Saturday, 127.7% Sunday) recovery is likely due to improvement to 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had 107.5% recovery weekdays and 147.1% Saturdays (service was newly added Sundays). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when taking into account the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 344 Rancho Palos Verdes service (106.1% recovery weekday, 95.4% Saturday, 95.5% Sunday) is likely a more general recovery as the service levels and route were unchanged for this line from pre-NextGen.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (104.3% recovery weekdays, 101.2% Saturday, 123.8% Sunday), similar to Line 266 above, is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.

- Line 202 serving Willowbrook Av in the high EFC Compton area saw 101.1% recovery (service only runs weekdays), a result of shortening the line away from low usage industrial areas and transferring the savings to offer weekday off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity.
- Line 92 between downtown LA and Sylmar via Glenoaks BI (99.4% recovery weekday, 95.3% Saturday, 106.7% Sunday) is likely benefitting from now being the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Express Line 577 between El Monte Station and Long Beach VA (97.3% recovery, weekday-only service) may be benefitting from recent high gas prices as well as the improved 30-minute peak service (previously 48 minutes on average).
- Line 128 serving Alondra BI through the Gateway Cities showed 94.6% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery.
- The Line 232 route between LAX and Long Beach via Sepulveda BI and Pacific Coast Highway (92.4% recovery weekdays, 91.8% Saturday, 95.0% Sunday) was not changed but was improved to 15-minute peak service in place of the previous 22-minute peak service weekday.
- Line 611 Huntington Park Shuttle (90.3% recovery weekdays, 92.4% Saturday, 99.5% Sunday) continues to run hourly, so appears to be general ridership recovery not attributable to a NextGen change.
- Three other Tier 4 services exceeded the system average ridership recovery, with rates between 83-86%, without any significant route or frequency changes. There are a notable number of Tier 4 lines with hourly frequency and low ridership recovery rates below 60% weekdays. These include:
 - Line 169 on Saticoy St in San Fernando Valley with 86.1% recovery weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping the weekday recovery.
 - Line 120 on Imperial Highway with 85.9% recovery weekday, 95.1% Saturday, and 100.1% Sunday, without any route or frequency changes
 - San Pedro group of Lines 205, 246, and 550, with 83.8% recovery weekday, 91.5% Saturday, and 101.8% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies, with

Line 550 now operating weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.

Two Tier 3 and 4 lines had notable ridership declines likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle (30.0% recovery weekdays, 36.4% Saturday, 34.2% Sunday) operates in a western San Fernando Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery weekdays and 60% weekends.
- Line 177 between Pasadena and the Jet Propulsion Lab (JPL) has also seen a low ridership recovery (57.3%, only runs weekday peak periods) likely for the same work pattern changes associated with more telecommuting. JPL has also recently announced downsizing of staffing in 2024.

Key aspects of other Tier 3 and 4 lines with lower than average weekday ridership recovery include low frequency (mostly 40-60 minute), in most cases no route change, and a lower percentage of route miles serving EFCs. Examples include:

- Line 265 (Paramount Bl) with 71.7% recovery weekdays, 68.5% Saturday, 77.6% Sunday.
- Line 602 (Westwood/UCLA - Pacific Palisades) with 69.6% recovery weekdays, but much higher weekend recovery at 110.0% Saturday, 128.9% Sunday. This may relate to more telecommuting of Westwood area office workers weekdays.
- Line 134 (Santa Monica – Malibu) with 69.3% recovery weekdays, 76.2% Saturday, and 100.7% Sunday, so much higher recovery on Sunday for this line along the coast.
- Line 158 (Plummer/Woodman) with 65.9% recovery weekdays, with higher recovery of 77.1% Saturday, 87.2% Sunday.
- Line 161 (Canoga Station – Thousand Oaks) with 65.8% recovery weekdays, 70.6% Saturday, but a high 110.5% Sunday recovery rate.
- Line 167 (Devonshire-Coldwater Canyon) with 62.9% recovery weekdays, but higher recovery of 78.4% Saturday, 77.0% Sunday.
- Line 218 (Studio City – Beverly Hills) with 61.4% recovery weekday, 72.5% Saturday, 79.8% Sunday.
- Lines 96 (Riverside Dr) with 53.8% recovery weekdays, 62.5% Saturday, 74.6% Sunday, consistently low. This line was cut back to the north end of downtown LA near Union Station.

A small number of Tier 4 low frequency lines with a higher percentage of route miles serving EFCs areas show some of the lowest ridership recovery, suggesting their low frequency is the main limitation for ridership recovery among the above lines and the examples below:

- Line 62 (Telegraph Rd) with 76.1% recovery weekday, 72.4% Saturday, and

80.3% Sunday was not changed significantly in route or frequency other than the straightening of the line in downtown Norwalk. This line serves downtown LA and is likely reduced due to less activity there.

- Line 102 (La Tijera-Exposition Bl) with 55.3% recovery weekdays, 65.8% Saturday, 74.5% Sunday, is low likely due to the hourly service level now offered, though over 50% of line miles are in EFCs.
- Line 209 (Van Ness Av) with 43.0% recovery, only runs weekdays and has hourly frequency and was significantly shortened. It was originally proposed for elimination. Over 50% of its line miles in EFCs.
- Lines 211/215 (Inglewood Av/Prairie Av – 57.0% recovery) only offers peak hour weekday service. Other than some well-used trips of school student ridership, these lines have low productivity.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a low 75.0% recovery weekdays, likely related to worker and student travel to CSULA. It had 132.6% recovery Saturday, and 195.9% Sunday, with weekend ridership results due to the expanded span of service.

There may be value in testing 30-minute service on the most productive of the above Tier 4 lines to determine the value of such investment in terms of ridership growth.

There are a small number of freeway express bus lines that warrant comment:

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 77.3% weekdays, 79.6% Saturday, 82.9% Sunday with no major changes in service levels or routing. This line may require more promotion coming out of the pandemic, especially with recent increases in gas prices.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood has ridership recovery of 74.4% weekday, but 130.8% Saturday, and 137.9% Sunday. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but may be hampered in recovery by more telecommuting weekdays. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area went through a significant restructuring. The area also now has one of Metro's busiest Micro Transit zones which replaced some fixed route service such as lines through Sierra Madre. The recovery rate here is a low 60.2% overall weekdays, but above average and much higher 95.5% Saturday, and 100.7% for Sunday. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery, and the truncation of part of Line 487 through Sierra Madre in conjunction with the Metro Micro launch. Weekday ridership recovery may also be

impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA.

Bus Speed and Reliability:

As part of the NextGen Bus Plan, over 50 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl. Data shows speed improvements as well as the perception of such speed improvements by riders in post-implementation surveys. These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as on Florence Av plus expanded transit signal priority and all door boarding programs during 2024.

Weekday Ridership Recovery Comparison by Line/Line Group –Calendar Year 2019 Q4 to Calendar Year 2023 Q4

Line Description	Line (2019)	Avg Wkday Boardings CY2019 Q4	Line (2023)	Avg Wkday Boardings CY2023 Q4	Wkday Ridership Recovery 2023 Versus 2019	Wkday Revenue Service Hours 2019	Wkday Revenue Service Hours 2023	% RSH 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
E Olympic Bl/W 8th St	066	10,478	066	12,383	118.2%	187.7	272.6	145.2%	55.8	45.4	81.4%
Balboa Bl	236	1,629	235/236	1,902	116.7%	53.9	81.2	150.6%	30.2	23.4	77.5%
Rosemead Bl	266	4,798	266	5,311	110.7%	129.4	191.9	148.3%	37.1	27.7	74.6%
Tampa Av & Winnetka Av	243	1,591	242	1,710	107.5%	52.9	63.6	120.2%	30.1	26.9	89.4%
Sherman Way	163	8,826	162	9,416	106.7%	199.8	246.1	123.2%	44.2	38.3	86.6%
Hawthorne Bl, Rancho Palos Verdes	344	1,382	344	1,466	106.1%	63.6	63.3	99.5%	21.7	23.2	106.6%
Rosecrans Av	125	4,507	125	4,700	104.3%	142.7	178.1	124.8%	31.6	26.4	83.6%
Vermont Av Local	204	19,883	204	20,571	103.5%	274.9	334.7	121.8%	72.3	61.5	85.0%
Van Nuys Bl Local	233	11,052	233	12,888	102.3%	703.3	789	112.2%	40.3	36.8	91.2%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	788	1,925	761	7,336							
Sepulveda Bl Local	234	5,257	234	8,780							
Sepulveda Bl - Westside Rapid	734	5,825									
Reseda/Ventura/Van Nuys Rapid	744	4,301									
LAC USC Medical Center Shuttle	605	2,223	605	2,264	101.8%	54.9	64.6	117.7%	40.5	35.1	86.6%
Willowbrook Av	202	225	202	228	101.1%	19.2	27.9	145.3%	11.7	8.2	69.6%
Downtown LA - Glenoaks Bl - Sylmar	092	5,502	092	5,469	99.4%	185.8	237.2	127.7%	29.6	23.1	77.9%
Vanowen St	165	7,792	165	7,727	99.2%	189.5	221.4	116.8%	41.1	34.9	84.9%
Nordhoff St	166	5,984	166	5,916	98.9%	148.8	150.1	100.9%	40.2	39.4	98.0%
Compton Av	055	7,398	055	7,290	98.5%	176.2	199.7	113.3%	42.0	36.5	87.0%
Gage Av	110	7,743	110	7,617	98.4%	205.3	227.3	110.7%	37.7	33.5	88.9%
Victory Bl	164	6,012	164	5,888	97.9%	167.3	204.4	122.2%	35.9	28.8	80.2%
Soto St	251	8,070	251	13,988	97.6%	337.2	359		42.5	39	91.7%
Soto St - Griffin Av	252	2,185									
Soto St Rapid	751	4,071									
Central Av	053	11,637	053	11,346	97.5%	237.0	291.3	122.9%	49.1	38.9	79.3%
Slauson Av	108	15,044	108	14,640	97.3%	331.9	376.3	113.4%	45.3	38.9	85.8%
El Monte - Long Beach VA Express	577	955	577	930	97.3%	66.1	79.3	120.0%	14.5	11.7	81.1%

Line Description	Line (2019)	Avg Wkday Boardings CY2019 Q4	Line (2023)	Avg Wkday Boardings CY2023 Q4	Wkday Ridership Recovery 2023 Versus 2019	Wkday Revenue Service Hours 2019	Wkday Revenue Service Hours 2023	% RSH 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Alondra BI	128	1,080	128	1,021	94.6%	47.8	43.6	91.2%	22.6	23.4	103.7%
3rd St	016	21,304	016	19,292	93.9%	426.1	486.1	114.1%	50	41.1	82.3%
Robertson BI - Beverwil Dr			617	706							
Florence Av	111	14,722	111	13,825	93.9%	282.1	347.9	123.3%	52.2	39.7	76.1%
Century BI	117	8,701	117	8,163	93.8%	222.5	233.9	105.1%	39.1	34.9	89.2%
Hoover St	603	7,187	603	7,575	92.9%	225.8	235	104.1%	36.1	32.2	89.2%
Silver Lake	201	970									
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	4,475	232	4,135	92.4%	188.8	197.2	104.4%	23.7	21.0	88.5%
Western Av Local	207	15,723	207	25,498	92.2%	425.2	440.2	103.5%	65	57.9	89.1%
Western Av Rapid	757	11,929									
Santa Monica BI Local	004	14,738	004	23,101	92.1%	642.1	633.4	98.6%	39	36.5	93.4%
Santa Monica BI Rapid	704	10,331									
Roscoe BI	152	10,455	152	9,597	91.8%	225.7	231.6	102.6%	46.3	41.4	89.5%
Ventura BI Local	150	8,277	150	2,930	90.7%	517.3	518.5	1.00232 %	33.8	30.6	90.5%
Reseda BI/Ventura BI Local			240	11,192							
Topanga Canyon BI (245); De Soto Av (244)	245	2,574	244	1,742							
Reseda/Ventura/Van Nuys Rapid	744	4,301									
Ventura BI Rapid	750	2,342									
Huntington Park Shuttle	611	1,537	611	1,388	90.3%	55.8	50.1	89.8%	27.5	27.7	100.6%
Vernon Av, La Cienega BI	105	10,158	105	14,222	90.1%	356.1	348.5	97.9%	44.3	40.8	92%
Vernon Av, La Cienega BI Rapid	705	5,635									
MLK - Hawthorne BI	040	13,647	040	14,022	88.6%	415.6	440.2	105.9%	38.1	31.9	83.7%
Hawthorne BI Rapid	740	2,178									
Hollywood - Pasadena	180	8,147	180	10,152	88.2%	594.4	583.9	98.2%	35.7	32	89.8%
Hollywood BI Fairfax BI	217	6,506	217	8,544							
Hollywood/Fairfax - Pasadena Rapid	780	6,542									
Venice BI Local	033	10,229	033	15,634	87.7%	494.3	500.7	101.3%	36.1	31.2	86.6%
Venice BI Rapid	733	7,595									

Line Description	Line (2019)	Avg Wkday Boardings CY2019 Q4	Line (2023)	Avg Wkday Boardings CY2023 Q4	Wkday Ridership Recovery 2023 Versus 2019	Wkday Revenue Service Hours 2019	Wkday Revenue Service Hours 2023	% RSH 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	8,727	078	6,627	87.5%	364.1	314	86.2%	24	24.3	101.5%
Rose Hill - Arcadia via Huntington Dr			179	1,009							
Saticoy St	169	2,193	169	1,889	86.1%	87.0	80	92.0%	25.2	23.6	93.7%
Imperial Hwy	120	3,663	120	3,149	85.9%	137.6	131.9	95.9%	26.6	23.9	89.7%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	9,338	260	10,405	85.8%	379.6	329.3	86.7%	34.4	34	98.9%
Atlantic BI Rapid (762)/Altadena - Pasadena (660)	762	3,717	660	795							
Whitter BI W 6th St	018	17,249	018	20,221	85.3%	1180.5	1275.3	108%	48.7	38.4	78.9%
Wilshire BI Local	020	12,679	020	8,882							
Wilshire BI Rapid	720	27,545	720	19,907							
Montebello - Downtown LA via Cesar Chavez Av	068	5,356			84.9%	582.3	595.3	102.2%	38.7	32.1	83%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	9,274									
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	071	1,544	070	15,122							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	106	464	106	3,988							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	5,880									
La Brea Av	212	10,757	212	9,068	84.3%	240.2	300.1	124.9%	44.8	30.2	67.5%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	3,437	205	2,835	83.8%	289.8	291.4	100.6%	24.7	20.6	83.3%
San Pedro - Harbor Gateway Transit Center - USC	550	1,343	550	293							
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	2,379	246	2,868							
Downtown LA - Foothill BI	090	7,144	090	5,995	82.2%	579.5	627.6	108.3%	32.1	25.2	78.3
Hollywood Way	222	1,280	222	1,114							
Lankershim BI	224	7,224	224	6,132							
Whiteoak Av, Woodley Av	237	2,011	237	1,560							
Whiteoak Av	239	971									
Foothill BI			690	988							
Normandie Av	206	10,461	206	8,582	82.0%	189.9	202.6	106.7%	55.1	42.4	76.9%
Downtown LA - San Fernando Rd - North Hollywood	094	4,228	094	6,906	81.5%	454	404.8	89.2%	26.2	24	91.4%

Line Description	Line (2019)	Avg Wkday Boardings CY2019 Q4	Line (2023)	Avg Wkday Boardings CY2023 Q4	Wkday Ridership Recovery 2023 Versus 2019	Wkday Revenue Service Hours 2019	Wkday Revenue Service Hours 2023	% RSH 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	794	3,891	294	1,277							
Magnolia BI North Hollywood - Burbank - Glendale	183	1,669									
Burbank BI Oxnard St	154	775	154	527							
Riverside Dr	155	1,341	155	988							
Crenshaw BI Local	210	10,114	210	13,352	81.5%	3776.6	347.2	92.2%	43.5	38.5	88.4%
Crenshaw BI Rapid	710	6,266									
Manchester Av - Firestone BI	115	14,135	115	11,453	81.0%	301.9	291.8	96.7%	46.8	39.2	83.8%
Downtown LA - Artesia via Long Beach BI	060	13,559	060	14,515	80.5%	419.8	426.8	101.7%	42.9	34	79.2%
Long Beach BI Rapid	760	4,462									
Laurel Canyon BI	230	4,072	230	3,280	80.5%	100.3	93.1	92.8%	40.6	35.2	86.8%
Sunset BI (became Sunset BI - Alvarado St)	002	11,853	002	17,788	78.3%	496.5	472.4	95.1%	45.8	37.7	82.3
Alvarado St	200	10,875									
Broadway Local	045	11,583	045	12,985	78.0%	475.5	414.3	87.1%	40.1	35.9	89.6%
Broadway Rapid	745	6,656									
Compton BI, Somerset BI	127	804	127	1,876							
Downtown LA - Norwalk - Disneyland	460	4,949	460	3,826	77.3%	219.4	178.5	81.4%	22.6	21.4	95.0%
Avalon BI, W 7th St	051	22,950	051	17,702	77.1%	415.0	429.6	103.5%	55.3	41.2	74.5%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	20,015	910/950	15,349	76.7%	427.5	389.6	91.1%	46.8	39.4	84.1%
Figuerroa St	081	13,252	081	9,963	76.2%	415.2	353.3	85.1%	39.3	35.2	89.5%
Downtown LA - Eagle Rock via York BI	083	2,465									
Silver Lake - East Hollywood	175	609	182	2,475							
Telegraph Rd	062	4,158	062	3,167	76.1%	159.4	127.5	80.0%	26.1	24.8	95.2%
CSULA - City Terrace Shuttle	665	724	665	543	75.0%	27.1	34.9	128.8%	26.7	15.6	58.3%
North Hollywood - Pasadena Express	501	1,522	501	1,133	74.4%	93.0	83.7	90.0%	16.4	13.5	82.7%
Pico BI	030	11,903	030	8,764	73.6%	297.8	231.6	77.8%	40.0	37.8	94.7%
Valley BI	076	8,079	076	5,873	72.7%	212.4	214.9	101.2%	38.0	27.3	71.8%
Paramount BI	265	1,397	265	1,002	71.7%	51.6	47.1	91.3%	27.1	21.3	78.6%
Westwood - Pacific Palisades	602	1,662	602	1,156	69.6%	76.9	54.5	70.9%	21.6	21.2	98.1%

Line Description	Line (2019)	Avg Wkday Boardings CY2019 Q4	Line (2023)	Avg Wkday Boardings CY2023 Q4	Wkday Ridership Recovery 2023 Versus 2019	Wkday Revenue Service Hours 2019	Wkday Revenue Service Hours 2023	% RSH 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Santa Monica - Malibu via Pacific Coast Hwy	534	1,550	134	1,074	69.3%	80.4	59.9	74.5%	19.3	17.9	93.0%
Olympic BI Local	028	8,406	028	9,633	67.9%	401.1	309	77%	35.4	31.2	88.2%
Olympic BI Rapid	728	5,776									
Beverly BI - W Adams BI	014/037	16,997	014/037	11,240	66.1%	382.5	277	72.4%	44.4	40.6	91.3%
Plummer St, Woodman Av	158	2,031	158	1,338	65.9%	58.5	49.9	85.3%	34.7	26.8	77.2%
Canoga Station - Thousand Oaks	161	1,151	161	758	65.8%	55.7	49.2	88.3%	20.7	15.4	74.5%
Vermont Av Rapid	754	19,994	754	12,917	64.6%	238.9	231.7	97.0%	83.7	55.7	66.6%
Washington BI/W Jefferson BI	035/038	7,571	035/038	4,830	63.8%	209.5	152	72.6%	36.1	31.8	87.9%
Melrose Av/Main St/San Pedro St	010/048	11,395	010/048	7,233	63.5%	284.3	216.2	76.0%	40.1	33.5	83.5%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	21,401	901	13,521	63.2%	345.6	296.9	85.9%	61.9	45.5	73.5%
Coldwater Canyon Av - Devonshire St	167	2,300	167	1,448	62.9%	89.8	69.5	77.4%	25.6	20.8	81.3%
Manhattan Beach BI	218	933	218	573	61.4%	50.0	34.3	68.6%	18.7	16.7	89.5%
Pasadena - Highland Park - Eastern Av	256	1,548	256	523	60.2%	675.1	497.4	73.7	22.3	18.2	81.7%
Fremont Av - Eastern Av - Garfield Av	258	2,709	258	2,084							
El Monte - Pasadena via Temple City BI and Del Mar BI	267	2,880	267	1,356							
El Monte - Pasadena via Baldwin Av	268	1,751	268	645							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	176	1,497	287	1,000							
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,905							
Los Robles Av (687); Allen Av (686)	687	1,239	686	245							
Downtown LA - San Gabriel BI (487) - Rosemead BI (489)	487/489	3,424	487/489	1,304							
Caltech - Pasadena - Jet Propulsion Laboratory	177	362	177	208	57.3%	15.5	16.1	103.9%	23.4	12.9	55.2%
Prairie Av/Inglewood Av	211/215	587	211/215	335	57.0%	33.8	27	79.9%	17.4	12.4	71.4%
La Tijera BI, Exposition BI	102	2,516	102	1,392	55.3%	90.1	68.6	76.1%	27.9	20.3	72.7%
Riverside Dr	096	1,313	096	707	53.8%	85.7	47.6	55.5%	15.3	14.8	96.9%
Van Ness Av/Arlington Av	209	835	209	359	43.0%	44.0	31.4	71.4%	19.0	11.4	60.2%
Warner Center Shuttle	601	1,208	601	362	30.0%	73.9	37.1	50.2%	16.3	9.8	59.8%
Manhattan Beach BI	126	196	Discontinued			13.8	N/A	N/A	14.2	N/A	N/A
Artesia BI	130	2,493	Transferred to Municipal Agencies			106.6	N/A	N/A	23.4	N/A	N/A

Line Description	Line (2019)	Avg Wkday Boardings CY2019 Q4	Line (2023)	Avg Wkday Boardings CY2023 Q4	Wkday Ridership Recovery 2023 Versus 2019	Wkday Revenue Service Hours 2019	Wkday Revenue Service Hours 2023	% RSH 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Boyle Av	254	754		Discontinued		37.5	N/A	N/A	20.1	N/A	N/A
Manchester Av Express	442	171		Discontinued		10.3	N/A	N/A	16.6	N/A	N/A
Windsor Hills - Inglewood	607	52		Discontinued		9.2	N/A	N/A	5.7	N/A	N/A
South Gate Shuttle	612	1,083		Replaced with Micro		53.6	N/A	N/A	20.2	N/A	N/A
LAX C Line Shuttle	625	321		Replaced with Micro		18.7	N/A	N/A	17.2	N/A	N/A
Glassell Park - Glendale College	685	574		Replaced with Micro		29.7	N/A	N/A	19.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Calendar Year 2019 Q4 to Calendar Year 2023 Q4

Description	Line (2019)	Avg Saturday Boardings Q4-2019	Line (2023)	Avg Saturday Boardings Q4-2023	Saturday Ridership Recovery 2023 Versus 2019	Saturday Revenue Service Hours 2019	Saturday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Tampa Av & Winnetka Av	243	655	242	964	147.1%	40.5	55	135.8%	16.2	17.5	108%
LAC USC Medical Center Shuttle	605	844	605	1,196	141.8%	27.1	49.6	183.0%	31.1	24.1	77%
CSULA - City Terrace Shuttle	665	210	665	278	132.6%	13.7	30.2	220.4%	15.3	9.2	60%
North Hollywood - Pasadena Express	501	520	501	680	130.8%	31.4	60.2	191.7%	16.5	11.3	68%
Sherman Way	163	4,899	162	6,169	125.9%	110.8	172.3	155.5%	44.2	35.8	81%
Van Nuys BI Local	233	8,504	233	9,969	118.9%	164	220.2	141.5%	43.2	36.3	84%
Sepulveda BI Local	234	6,381	234	5,578		182.2	179.1				
Sepulveda BI - Westside Rapid (734); Van Nuys BI Westside Rapid (761)	744	1,546	761	3,996		34.6	139.6				
Balboa BI	236	566	236	656	116.0%	25.8	45.5	176.4%	21.9	14.4	66%
Rosemead BI	266	3,172	266	3,651	115.1%	93.7	126.5	135.0%	33.8	28.9	85%
Vermont Av Local	204	14,311	204	16,423	114.8%	204.1	259.9	127.3%	70.1	63.2	90%
Nordhoff St	166	2,719	166	3,035	111.7%	74.2	79.9	107.7%	36.6	38.0	104%
Westwood - Pacific Palisades	602	572	602	630	110.0%	50.9	50	98.2%	11.2	12.6	112%
Roscoe BI	152	5,943	152	6,361	107.0%	137.4	170.4	124.0%	43.3	37.3	86%
Vanowen St	165	3,949	165	4,165	105.5%	90.2	111.9	124.1%	43.8	37.2	85%
E Olympic BI/W 8th St	066	8,662	066	8,908	102.8%	178.4	188.8	105.8%	48.6	47.2	97%
Western Av Local	207	18,700	207	18,959	101.4%	246	300.6	122.2%	76.0	63.1	83%
Rosecrans Av	125	2,557	125	2,587	101.2%	101.4	106.9	105.4%	25.2	24.2	96%
Downtown LA - Foothill BI	090	3,708	090	3,709	100.1%	126.5	144.9	136.7%	28.2	20.7	73%
Hollywood Way	222	783	222	649		52.9	56.8				
Lankershim BI	224	4,384	224	3,976		107.1	156.6				
Whiteoak Av, Woodley Av	237	917	237	944		60.3	68.7				
Foothill BI			690	525		0	47.1				
Downtown LA - San Fernando Rd - North Hollywood	094	5,720	094	5,030	100.0%	183.6	167.5	163.8%	28.0	17.1	61%
Riverside Dr	155	838	155	758		46.1	61.9				
Burbank BI Oxnard St			154	380		0	35.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	663				28.3	78.7				
Burbank - Sylmar San Fernando Rd			294	1,056	96.8%	0	78.7	115.0%	42.2	35.5	84%
Central Av	053	7,653	053	7,408		181.2	208.4				

Description	Line (2019)	Avg Saturday Boardings Q4-2019	Line (2023)	Avg Saturday Boardings Q4-2023	Saturday Ridership Recovery 2023 Versus 2019	Saturday Revenue Service Hours 2019	Saturday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Soto St	251	7,455	251	7,961	95.7%	192.5	234.6	105.6%	37.5	33.9	91%
Soto St - Griffin Av	252	868				29.7	0				
Pasadena - Highland Park - Eastern Av	256	824	256	450	95.5%	59	46.9	104.0%	16.1	14.8	92%
Fremont Av - Eastern Av - Garfield Av			258	883		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	1,254	267	546		67.5	27.3				
El Monte - Pasadena via Baldwin Av	268	1,026	268	439		55.3	29.3				
Arcadia - Santa Anita Av - El Monte			287	306		0	16.8				
Downtown LA - San Gabriel BI	487	1,055	487	463		72.4	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,355		0	75.3				
Los Robles Av (687); Allen Av (686)	687	656	686	157		45.1	15.6				
Hawthorne BI, Rancho Palos Verdes	344	971	344	926	95.4%	55.9	44.6	79.8%	17.4	20.8	120%
Downtown LA - Glenoaks BI - Sylmar	092	3,810	092	3,630	95.3%	148	158.7	107.2%	25.7	22.9	89%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	8,541	910/950	8,135	95.2%	201.6	202.5	100.4%	42.4	40.2	95%
Imperial Hwy	120	1,888	120	1,795	95.1%	87.9	87.6	99.7%	21.5	20.5	95%
Slauson Av	108	9,200	108	8,728	94.9%	209.1	226.6	108.4%	44.0	38.5	88%
3rd St	016	15,468	016	14,326	94.6%	315.3	294.5	105.4%	49.1	44.0	90%
Robertson BI - Beverwil Dr			617	312		0	37.9				
Santa Monica BI Local	004	12,520	004	18,302	93.3%	357.7	464.9	85.7%	36.1	39.4	109%
Santa Monica BI Rapid	704	7,096				185	0				
Hollywood - Pasadena	180	9,903	180	8,153	93.2%	263.3	253.7	102.4%	36.3	33.0	91%
Hollywood BI Fairfax BI	217	5,409	217	6,122		158.9	178.6				
Whitter BI W 6th St	018	11,877	018	15,478	93.1%	251.4	344.5	106.4%	41.6	36.4	88%
Wilshire BI Local	020	7,037	020	6,115		219.1	239.3				
Wilshire BI Rapid	720	19,100	720	13,810		443.1	388.3				
Huntington Park Shuttle	611	938	611	867	92.4%	49.9	50.2	100.6%	18.8	17.3	92%
MLK - Hawthorne BI	040	9,717	040	10,262	92.1%	249.3	349	107.8%	34.4	29.4	85%
Hawthorne BI Rapid	740	1,428				74.5	0				
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	3,166	232	2,907	91.8%	137.9	134.6	97.6%	23.0	21.6	94%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,655	205	1,326	91.5%	83.9	87	100.5%	19.3	17.6	91%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,636	246	2,137		79.4	109.9				
San Pedro - Harbor Gateway Transit Center	550	493				32.7	0				

Description	Line (2019)	Avg Saturday Boardings Q4-2019	Line (2023)	Avg Saturday Boardings Q4-2023	Saturday Ridership Recovery 2023 Versus 2019	Saturday Revenue Service Hours 2019	Saturday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Gage Av	110	4,457	110	4,069	91.3%	133.7	111.3	83.2%	33.3	36.6	110%
Compton Av	055	4,632	055	4,205	90.8%	131.6	117.5	89.3%	35.2	35.8	102%
Venice BI Local	033	7,076	033	11,922	90.7%	207.4	351.2	87.8%	32.8	33.9	103%
Venice BI Rapid	733	6,065				192.7	0				
Century BI	117	5,777	117	5,226	90.5%	147	125	85.0%	39.3	41.8	106%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	5,470	078	4,058	90.4%	188.3	139.6	101.6%	29.1	25.8	89%
Rose Hill - Arcadia via Huntington Dr			179	885		0	51.8				
Crenshaw BI Local	210	7,389	210	10,037	90.1%	195.4	315.9	102.0%	35.9	31.8	88%
Crenshaw BI Rapid	710	3,745		0		114.4	0				
Hoover St	603	5,927	603	5,850	90.0%	146.8	203.1	116.1%	37.1	28.8	78%
Silver Lake	201	571				28.2	0				
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	7,945	260	6,338	89.5%	200.5	176.1	106.0%	39.6	33.4	84%
Pasadena - Altadena via Fair Oaks Av			660	773		0	36.5				
Ventura BI	150	8,255	150	1,779	88.8%	237.9	90.9	119.9%	34.0	25.2	74%
Topanga Canyon BI (245); Reseda/Ventura (240)	245	899	240	6,969		42.5	241.2				
Reseda BI - Ventura BI - Van Nuys BI Rapid (744)/De Soto Av (244)	744	1,546	244	759		34.7	45.6				
Victory BI	164	3,652	164	3,236	88.6%	107	108.4	101.3%	34.1	29.9	87%
Florence Av	111	10,700	111	9,474	88.5%	225.3	227.8	101.1%	47.5	41.6	88%
Vernon Av, La Cienega BI	105	10,507	105	9,289	88.4%	223.6	223.6	100.0%	47.0	41.5	88%
Laurel Canyon BI	230	1,950	230	1,705	87.5%	61.9	62.3	100.6%	31.5	27.4	87%
Manchester Av - Firestone BI	115	8,771	115	7,645	87.2%	190.9	185.5	97.2%	45.9	41.2	90%
Montebello - Downtown LA via Cesar Chavez Av	068	3,686	070	10,234	86.7%	98.6	291.9	95.9%	34.5	31.2	90%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	070	6,608				174.3	0				
Downtown LA - City Terrace - CSULA	071	523				29.1	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,983		0	99.8				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	3,273				106.3	0				
Normandie Av	206	6,790	206	5,728	84.4%	129.7	137.8	106.2%	52.4	41.6	79%
Sunset BI (became Sunset BI - Alvarado St)	002	7,792	002	13,438	83.9%	239.4	379.6	97.5%	41.2	35.4	86%
Alvarado St	200	8,232				149.8	0				

Description	Line (2019)	Avg Saturday Boardings Q4-2019	Line (2023)	Avg Saturday Boardings Q4-2023	Saturday Ridership Recovery 2023 Versus 2019	Saturday Revenue Service Hours 2019	Saturday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
La Brea Av	212	7,246	212	6,038	83.3%	188.8	188.2	99.7%	38.4	32.1	84%
Figueroa St	081	8,921	081	7,172	82.0%	209.2	202.9	139.5%	50.7	29.8	59%
Downtown LA - Eagle Rock via York Bl	083	1,694	182	1,532		0	88.9				
Downtown LA - Norwalk - Disneyland	460	3,703	460	2,947	79.6%	177.3	151	85.2%	20.9	19.5	93%
Coldwater Canyon Av - Devonshire St	167	1,205	167	945	78.4%	69.2	68.8	99.4%	17.4	13.7	79%
Beverly Bl - W Adams Bl	014/037	8,805	014/037	6,844	77.7%	213.4	209.4	98.1%	41.3	32.7	79%
Plummer St, Woodman Av	158	1,064	158	821	77.1%	42.6	43.2	101.4%	25.0	19.0	76%
Avalon Bl, W 7th St	051	18,018	051	13,753	76.3%	351.1	348.1	99.1%	51.3	39.5	77%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,138	134	867	76.2%	59.9	51.1	85.3%	19.0	17.0	89%
Downtown LA - Artesia via Long Beach Bl	060	10,232	060	9,336	75.8%	269.9	318.6	91.8%	35.5	29.3	83%
Long Beach Bl Rapid	760	2,080				77	0				
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	11,785	901	8,689	73.7%	220.5	232.9	105.6%	53.4	37.3	70%
Olympic Bl Local	028	8,873	028	6,521	73.5%	260.9	209.3	80.2%	34.0	31.2	92%
Studio City - Beverly Hills	218	593	218	430	72.5%	34.7	32.4	93.4%	17.1	13.3	78%
Pico Bl	030	9,584	030	6,941	72.4%	238.2	175.1	73.5%	40.2	39.6	99%
Telegraph Rd	062	2,781	062	2,014	72.4%	107.2	87.5	81.6%	25.9	23.0	89%
Canoga Station - Thousand Oaks	161	709	161	501	70.6%	39.6	40.8	103.0%	17.9	12.3	69%
Broadway Local	045	11,583	045	9,572	70.1%	272.4	259.3	92.0%	40.1	30.6	76%
Broadway Rapid	745	3,411				101.2	0				
Compton Bl, Somerset Bl			127	940		0	84.3				
Valley Bl	076	6,097	076	4,182	68.6%	166.9	152.7	91.5%	36.5	27.4	75%
Paramount Bl	265	761	265	521	68.5%	37.6	37.5	99.7%	20.2	13.9	69%
Washington Bl/W Jefferson Bl	035/038	4,137	035/038	2,778	67.1%	142.7	104.5	73.2%	29.0	26.6	92%
La Tijera Bl, Exposition Bl	102	1,689	102	1,112	65.8%	79.3	66.8	84.2%	21.3	16.6	78%
Riverside Dr	096	749	096	468	62.5%	44.9	31.6	70.4%	16.7	14.8	89%
Melrose Av/Main St/San Pedro St	010/048	6,341	010/048	3,947	62.2%	187.6	144.2	76.9%	33.8	27.4	81%
Vermont Av Rapid	754	13,466	754	8,247	61.2%	163.9	144.3	88.0%	82.2	57.2	70%
Warner Center Shuttle	601	734	601	267	36.4%	70.7	37.1	52.5%	10.4	7.2	69%
Alondra Bl			128	571	New Saturday service	0	43.7	N/A	N/A	13.1	N/A

Description	Line (2019)	Avg Saturday Boardings Q4-2019	Line (2023)	Avg Saturday Boardings Q4-2023	Saturday Ridership Recovery 2023 Versus 2019	Saturday Revenue Service Hours 2019	Saturday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Artesia BI	130	1,170			Transferred to Municipal Agencies	57.3	0	N/A	20.4	N/A	N/A
Saticoy St			169	948	New Saturday service	0	66.2	N/A	N/A	14.3	N/A
Boyle Av	254	394			Discontinued	28.5	0	N/A	13.8	N/A	N/A
South Gate Shuttle	612	855			Replaced with Micro	51.8	0	N/A	16.5	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Calendar Year 2019 Q4 to Calendar Year 2023 Q4

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
CSULA - City Terrace Shuttle	665	128	665	250	195.9%	11.7	30.3	259.0%	10.9	8.3	76%
North Hollywood - Pasadena Express	501	442	501	609	137.9%	31.4	60.2	191.7%	14.1	10.1	72%
Nordhoff St	166	1,800	166	2,373	131.8%	55.9	79.9	142.9%	32.2	29.7	92%
Van Nuys BI Local	233	6,356	233	8,368	130.2%	139.2	220.2	157.4%	35.9	29.7	83%
Sepulveda BI	234	4,590	234	4,524		168.5	179.1				
Sepulveda BI - Westside Rapid	744	1,329	761	3,088		34.6	139.6				
Sherman Way	163	3,506	162	4,555	129.9%	89.4	134.9	150.9%	39.2	33.8	86%
Westwood - Pacific Palisades	602	371	602	478	128.9%	37.3	50	134.0%	9.9	9.6	96%
LAC USC Medical Center Shuttle	605	709	605	911	128.5%	27	49.6	183.7%	26.2	18.4	70%
Rosemead BI	266	2,317	266	2,959	127.7%	76	126.5	166.4%	30.5	23.4	77%
Rosecrans Av	125	1,662	125	2,057	123.8%	71.2	106.9	150.1%	23.3	19.2	82%
E Olympic BI/W 8th St	066	5,497	066	6,780	123.3%	124.1	180.5	145.4%	44.3	37.6	85%
Balboa BI	236	426	236	520	122.0%	25.8	45.5	176.4%	16.5	11.4	69%
Roscoe BI	152	4,152	152	5,016	120.8%	102.8	170.4	165.8%	40.4	29.4	73%
Vanowen St	165	2,692	165	3,202	119.0%	77	111.8	145.2%	35.0	28.6	82%
Central Av	053	4,934	053	5,859	118.7%	125.7	210	167.1%	39.3	27.9	71%
Downtown LA - San Fernando Rd - North Hollywood	094	4,022	094	4,053	116.4%	160.3	165.4	158.8%	23.2	17.0	73%
Burbank BI Oxnard St			154	287		0	35.9				
Riverside Dr	155	504	155	629		28.7	61.9				
Magnolia BI North Hollywood - Burbank - Glendale	183	471				26.3	0				
Burbank - Sylmar San Fernando Rd			294	846		0	78.7				
Downtown LA - Foothill BI	090	2,312	090	3,078	116.2%	87	144.9	162.1%	24.1	17.3	72%
Hollywood Way	222	657	222	538		52.9	56.7				
Lankershim BI	224	3,314	224	3,332		92.3	156.6				
Whiteoak Av, Woodley Av	237	753	237	811		60.3	68.7				
Foothill BI			690	418		0	47.1				
Vermont Av Local	204	12,132	204	14,069	116.0%	196.5	257.9	131.2%	61.7	54.6	88%
Slauson Av	108	5,863	108	6,671	113.8%	150.2	219	145.8%	39.0	30.5	78%
Crenshaw BI	210	7,389	210	8,406	113.8%	189.3	311.4	164.5%	39.0	27.0	69%

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
Western Av Local	207	14,123	207	16,017	113.4%	206.2	300.6	145.8%	68.5	53.3	78%
Canoga Station - Thousand Oaks	161	379	161	419	110.5%	27.4	40.8	148.9%	13.8	10.3	74%
Century BI	117	4,112	117	4,490	109.2%	121.8	122.1	100.2%	33.8	36.8	109%
Gage Av	110	2,822	110	3,064	108.6%	98.9	111.3	112.5%	28.5	27.5	96%
Compton Av	055	3,154	055	3,426	108.6%	104	117.5	113.0%	30.3	29.2	96%
Soto St	251	5,026	251	6,093	107.4%	149.9	234.3	130.5%	31.6	26.0	82%
Soto St - Griffin Av	252	649				29.6	0				
Downtown LA - Glenoaks BI - Sylmar	092	2,814	092	3,003	106.7%	123.2	158.7	128.8%	22.8	18.9	83%
Ventura BI	150	5,869	150	1,524	106.2%	185.8	90.9	158.0%	32.1	21.5	67%
Topanga Canyon BI	245	299	244	578		13.4	45.6				
Reseda BI - Ventura BI - Van Nuys BI Rapid	744	1,329	240	5,860		34.7	233				
Whitter BI W 6th St	018	8,744	018	12,977	104.9%	203.8	345	133.9%	38.8	30.4	78%
Wilshire BI Local	020	5,152	020	5,132		183.4	238.9				
Wilshire BI Rapid	720	14,310	720	11,480		339.1	388.3				
Vernon Av, La Cienega BI	105	7,420	105	7,741	104.3%	167	220	131.7%	44.4	35.2	79%
Figueroa St	081	5,899	081	6,337	104.1%	161.4	203.1	123.2%	30.5	25.7	85%
Downtown LA - Eagle Rock via York BI	083	1,322				75.7	0				
East Hollywood - Highland Park - Rose Hill			182	1,181		0	88.9				
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,179	205	1,078	101.8%	70.9	87	118.9%	16.9	14.5	86%
San Pedro - Harbor Gateway Transit Center via Avalon BI	246	1,219	246	1,781		60.9	110				
San Pedro - Harbor Gateway Transit Center	550	410				33.9	0				
3rd St	016	11,642	016	11,573	101.6%	242.8	294.5	136.9%	47.9	35.6	74%
Robertson BI - Beverwil Dr			617	255		0	37.9				
Santa Monica BI Local	004	9,619	004	15,974	101.2%	282.2	464.9	107.0%	36.3	34.4	95%
Santa Monica BI Rapid	704	6,169				152.3	0				
Hollywood - Pasadena	180	7,507	180	6,492	100.9%	238.4	253.7	117.6%	31.6	27.1	86%
Hollywood BI Fairfax BI	217	4,114	217	5,232		129.3	178.6				
Santa Monica - Malibu via Pacific Coast Hwy	534	701	134	706	100.7%	44.4	51.1	115.1%	15.8	13.8	87%
Pasadena - Highland Park - Eastern Av	256	570	256	347	100.7%	53.8	46.9	106.8%	12.5	11.8	94%
Fremont Av - Eastern Av - Garfield Av			258	705		0	55.9				
El Monte - Pasadena via Temple City BI and Del Mar BI	267	939	267	390		67.1	27.3				

Description	Line (2019)	Avg Sunday Boardings Q4-2019	Line (2023)	Avg Sunday Boardings Q4-2023	Sunday Ridership Recovery 2023 Versus 2019	Sunday Revenue Service Hours 2019	Sunday Revenue Service Hours 2023	RSH % 2023 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2023	Productivity % 2023 over 2019
El Monte - Pasadena via Baldwin Av	268	783	268	342		54.5	29.3				
Arcadia - Santa Anita Av - El Monte			287	244		0	16.8				
Downtown LA - San Gabriel BI	487	813	487	374		70.8	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av			662	1,126		0	75.3				
Los Robles Av (687); Allen Av (686)	687	532	686	133		45.1	15.6				
Imperial Hwy	120	1,509	120	1,510	100.1%	87.6	87.6	100.0%	17.2	17.2	100%
Montebello - Downtown LA via Cesar Chavez Av	068	3,565			99.7%	102.2	0	125.1%	33.3	26.6	80%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	070	6,473	070	8,813		181.3	291.9				
Downtown LA - City Terrace - CSULA	071	401				29.6	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace			106	1,599		0	99.8				
Huntington Park Shuttle	611	791	611	787	99.5%	49.8	50.2	100.8%	15.9	15.7	99%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	6,469	910/950	6,383	98.7%	201.6	202.5	100.4%	32.1	31.5	98%
MLK - Hawthorne BI	040	8,092	040	7,979	98.6%	245.7	297.8	121.2%	32.9	26.8	81%
Artesia - Pasadena via Atlantic BI and Fair Oaks Av	260	5,862	260	5,011	97.4%	166.9	176.1	127.4%	35.1	26.9	76%
Pasadena - Altadena via Fair Oaks Av			660	698		0	36.5				
Venice BI Local	033	4,876	033	9,864	97.1%	170.1	349.5	98.8%	28.7	28.2	98%
Venice BI Rapid	733	5,285				183.8	0				
Sunset BI (became Sunset BI - Alvarado St)	002	5,814	002	11,530	96.6%	185.3	379.6	123.2%	38.8	30.4	78%
Alvarado St	200	6,126				122.7	0				
Manchester Av - Firestone BI	115	6,385	115	6,164	96.5%	165.3	168.1	101.7%	38.6	36.7	95%
La Brea Av	212	5,078	212	4,874	96.0%	136.9	187.6	137.0%	37.1	26.0	70%
Hawthorne BI, Rancho Palos Verdes	344	671	344	641	95.5%	39.7	44.5	112.1%	16.9	14.4	85%
Victory BI	164	2,442	164	2,331	95.4%	87.7	108.1	123.3%	27.8	21.6	77%
LAX - Long Beach via Sepulveda BI, Pacific Coast Hwy	232	2,493	232	2,369	95.0%	119.8	134.6	112.4%	20.8	17.6	85%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	078	4,452	078	3,350	91.8%	166.7	139.6	114.8%	26.7	21.3	80%
Rose Hill - Arcadia via Huntington Dr			179	735		0	51.8				
Florence Av	111	8,470	111	7,671	90.6%	208.9	215.1	103.0%	40.5	35.7	88%
Laurel Canyon BI	230	1,499	230	1,355	90.4%	56.8	56.4	99.3%	26.4	24.0	91%
Normandie Av	206	5,426	206	4,865	89.6%	115.8	134.2	115.9%	46.9	36.2	77%

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Broadway Local	045	8,085	045	7,966	88.8%	200.5	259.3	132.5%	38.1	25.6	67%
Compton BI, Somerset BI			127	813		0	84.3				
Broadway Rapid	745	1,805				58.8	0				
Downtown LA - Artesia via Long Beach BI	060	8,586	060	7,557	88.0%	224.7	304.6	135.6%	38.2	24.8	65%
Plummer St, Woodman Av	158	721	158	629	87.2%	40.5	43	106.2%	17.8	14.6	82%
Hoover St	603	4,628	603	4,434	87.0%	127.5	160.3	103.0%	32.8	27.7	84%
Silver Lake	201	468				28.1	0				
Avalon BI, W 7th St	051	12,208	051	10,272	84.1%	261.9	257.6	98.4%	46.6	39.9	86%
Beverly BI - W Adams BI	014/037	6,794	014/037	5,652	83.2%	186	209.4	112.6%	36.5	27.0	74%
Downtown LA - Norwalk - Disneyland	460	2,905	460	2,409	82.9%	155.5	151.3	97.3%	18.7	15.9	85%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	9,157	901	7,366	80.4%	220.5	232.9	105.6%	41.5	31.6	76%
Telegraph Rd	062	2,089	062	1,678	80.3%	89.4	86.5	96.8%	23.4	19.4	83%
Pico BI	030	7,675	030	6,130	79.9%	203.1	175.1	86.2%	37.8	35.0	93%
Studio City - Beverly Hills	218	408	218	326	79.8%	25.1	32.4	129.1%	16.3	10.1	62%
Melrose Av/Main St/San Pedro St	010/048	4,250	010/048	3,388	79.7%	146.3	144.2	98.6%	29.1	23.5	81%
Olympic BI Local	028	6,721	028	5,280	78.6%	226	209.3	92.6%	29.7	25.2	85%
Washington BI/W Jefferson BI	035/038	2,721	035/038	2,119	77.9%	105.7	103.1	97.5%	25.7	20.6	80%
Paramount BI	265	594	265	461	77.6%	37.5	37.5	100.0%	15.8	12.3	78%
Coldwater Canyon Av - Devonshire St	167	1,043	167	803	77.0%	69.1	68.8	99.6%	15.1	11.7	77%
Vermont Av Rapid	754	8,712	754	6,561	75.3%	111.7	140.7	126.0%	78.0	46.6	60%
Riverside Dr	096	526	096	392	74.6%	38.8	31.6	81.4%	13.5	12.4	92%
La Tijera BI, Exposition BI	102	1,305	102	972	74.5%	78.1	66.8	85.5%	16.7	14.6	87%
Valley BI	076	4,575	076	3,373	73.7%	136	152.7	112.3%	33.6	22.1	66%
Warner Center Shuttle	601	662	601	226	34.2%	70.7	37.1	52.5%	9.4	6.1	65%
Alondra BI			128	446	New Sunday Service	0	43.7	N/A	N/A	10.2	N/A
Tampa Av & Winnetka Av			242/243	741	New Sunday Service	0	55	N/A	N/A	13.5	N/A
Artesia BI	130	853			Transferred to Municipal Agencies	57.2	0	N/A	14.9	N/A	N/A
Saticoy St			169	757	New Sunday Service	0	61.9	N/A	N/A	12.2	N/A

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South Gate Shuttle	612	722			Replaced with Micro	52.3	0	N/A	13.8	N/A	N/A



NextGen Ridership Update Quarter 4, Calendar Year 2023

Operations, Safety, and
Customer Experience Committee
April 18, 2024



Metro

NextGen Bus Plan Ridership Update

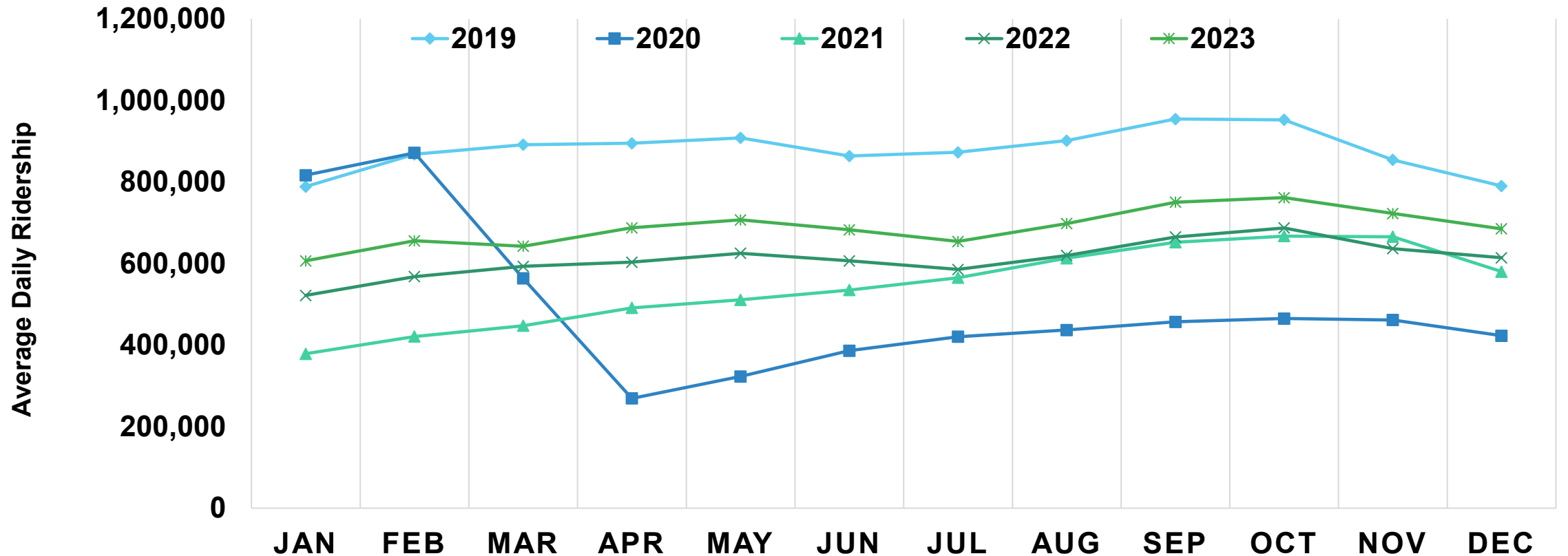
This report provides an assessment of Metro bus system ridership for Q4 (October 1 - December 31) CY 2023. Ridership is analyzed by:

- Day type (Weekday, Saturday, Sunday)
- Service area
- Equity Focus Communities (EFCs)/non-EFCs
- Time period
- Line/line group, and
- Changes in average passenger trip length

The report compares the ridership from Q4 CY2019 (pre-pandemic) with Q4 CY2023 when service was fully restored (7 million revenue service hours annualized) based on the NextGen Bus Plan, with full bus operator staffing.

Another update will be provided in mid 2024 covering bus system ridership for Q1 CY2024.

Average Weekday Ridership 2019 -2023



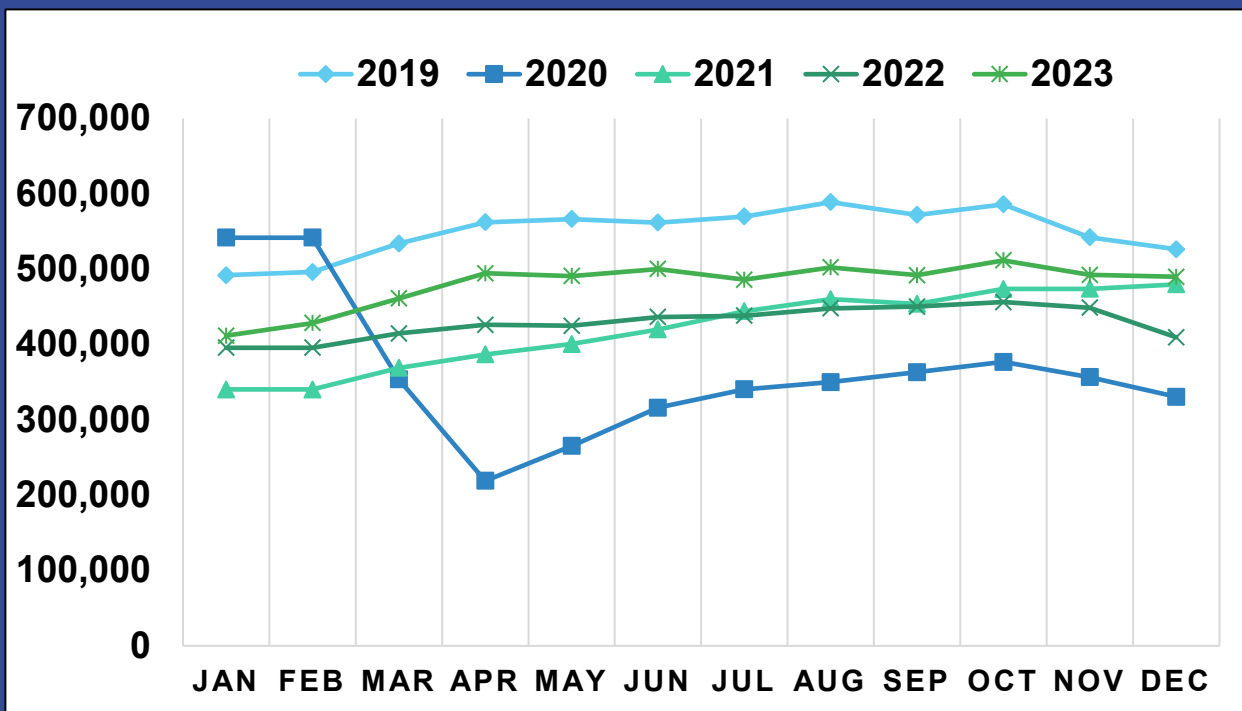
Service has remained at full 7 million revenue service hours (RSH) since December 2022. Average weekday ridership consistently remained above 2022 levels in 2023, including Q4. Ridership recovery improved in Q4 to 83.4% of 2019 pre-COVID ridership (was 78.6% in last update covering September 2023).



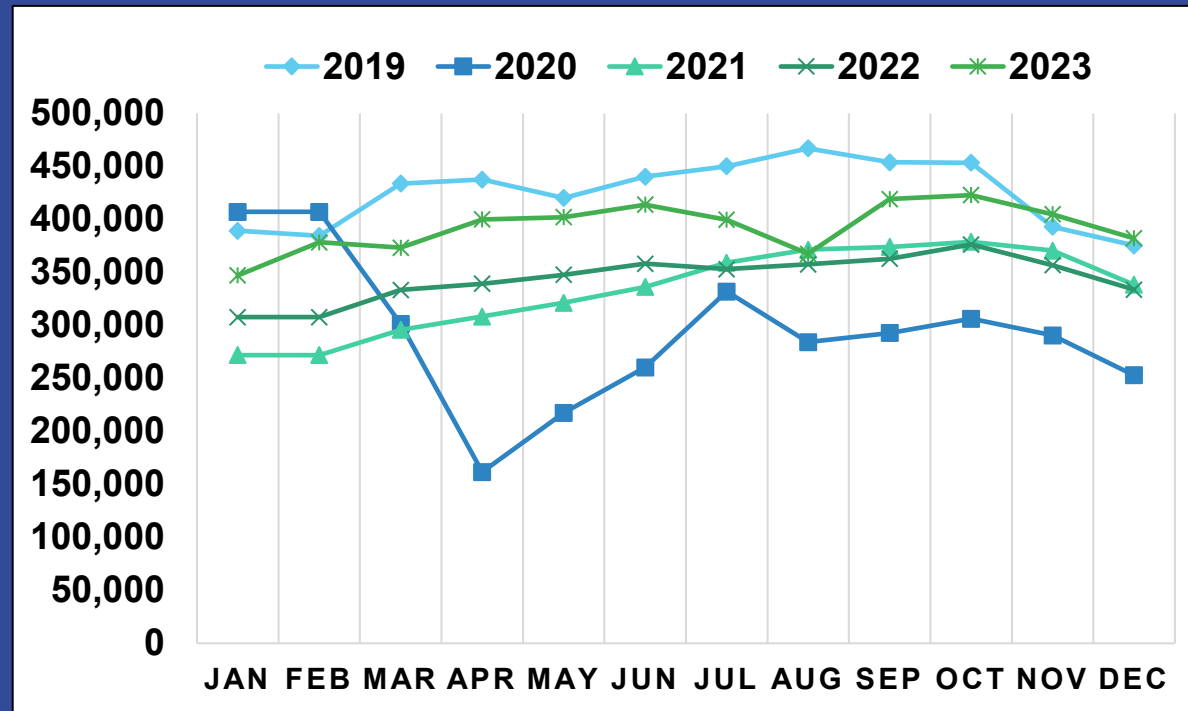
Metro

Weekend Ridership

Average Saturday Ridership 2019 – 2023



Average Sunday Ridership 2019 – 2023



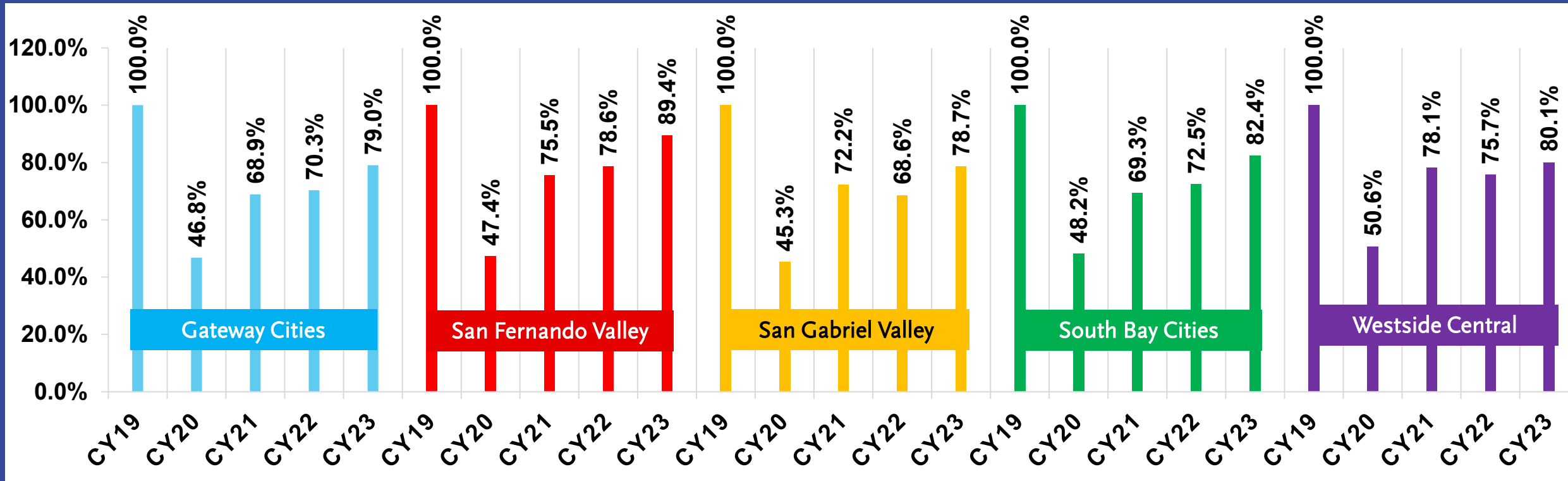
Q4 CY2023 average Saturday ridership recovery improved to 90.3% of 2019 pre-COVID level (was 86% in last report that reviewed September 2023).

Q4 CY2023 average Sunday ridership recovery improved to 99.97% of 2019 pre-COVID level (was 92.4% in September 2023).



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Average Weekday Ridership Recovery by Service Area Q4 CY2019 – Q4 CY2023



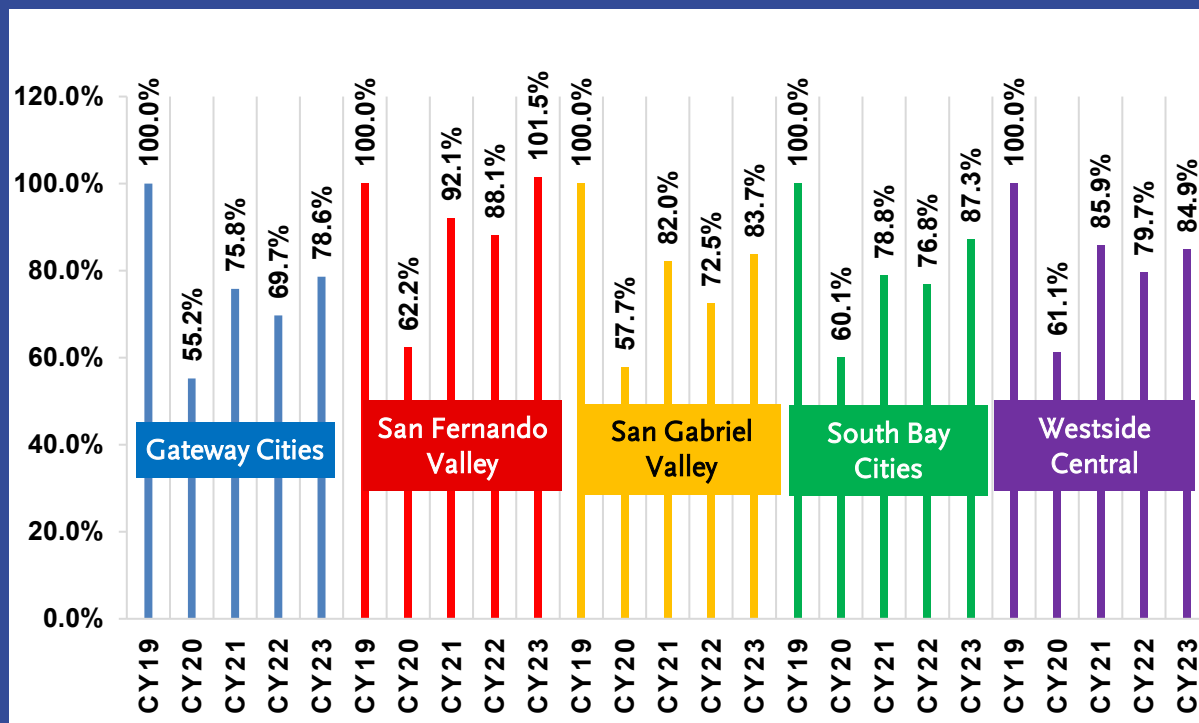
Weekday bus ridership has grown year over year in each of Metro's regions. Recovery improved by around 10% in most areas between CY2022 Q4 and CY2023 Q4. Notably strong recovery in the San Fernando Valley at almost 90%.



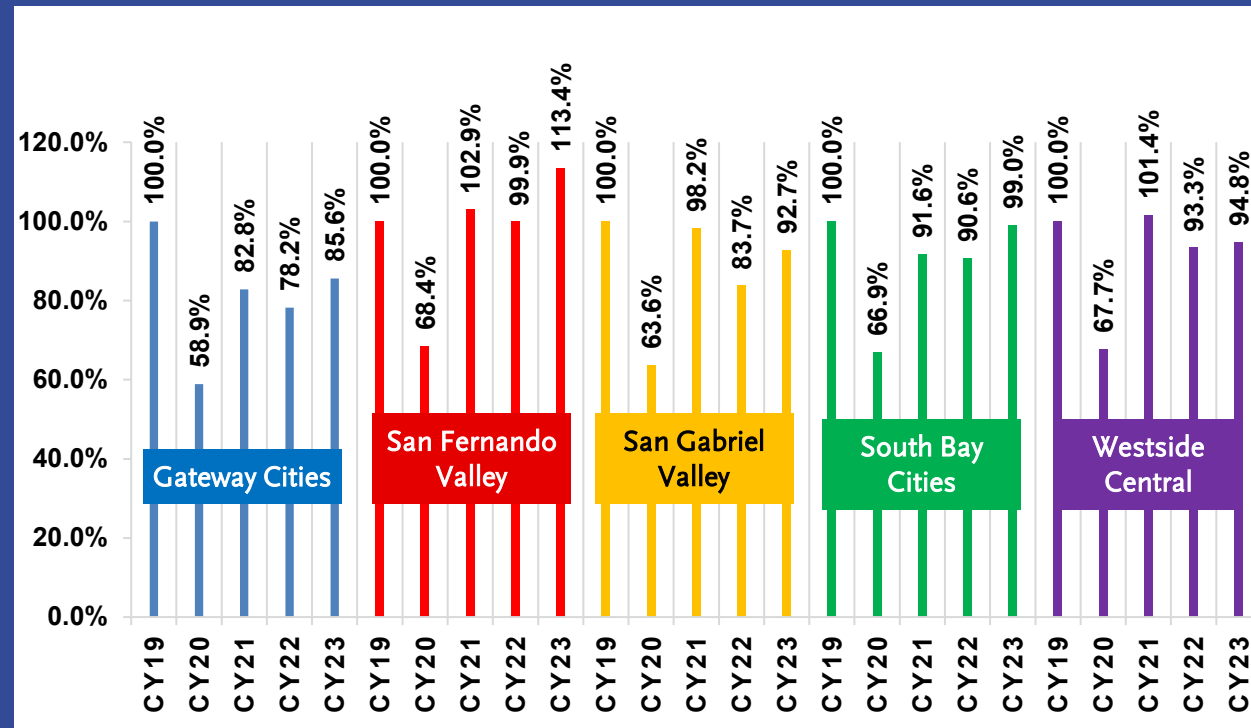
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Saturday and Sunday Ridership

Average Saturday Bus Ridership 2019–2023



Average Sunday Bus Ridership 2019–2023

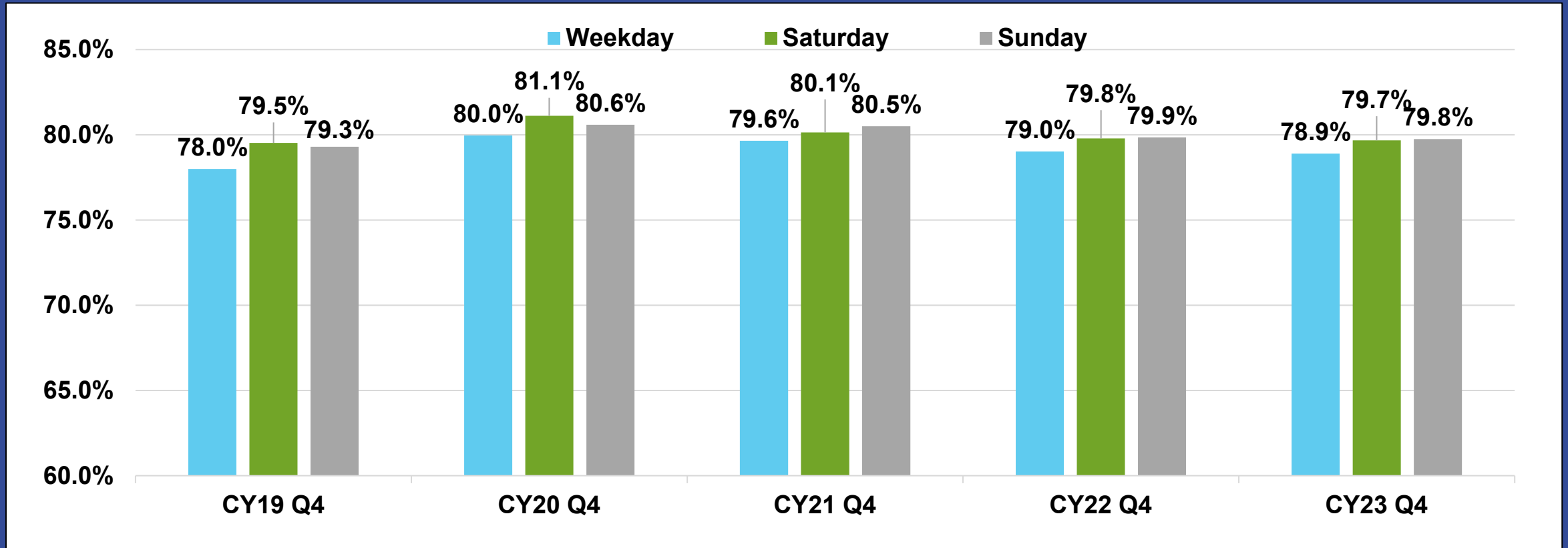


Most areas improved by up to 10% or more between CY2022 Q4 and CY2023 Q4 for both average Saturday and Sunday ridership. San Fernando Valley showed the most recovery, exceeding pre-pandemic 2019 ridership levels both Saturday and Sunday, with South Bay Cities almost reaching full recovery on Sunday.



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Ridership Percentage in Equity Focus Communities Q4 CY2019 – Q4 CY2023



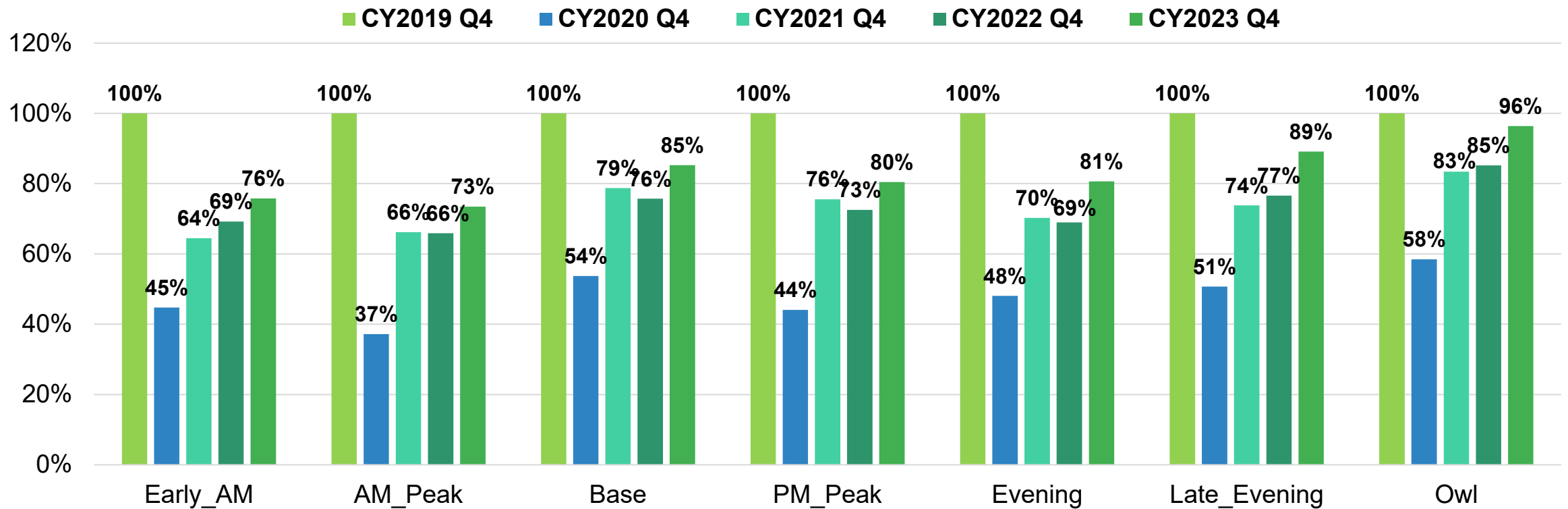
Equity-Focus Community share of bus ridership (boardings) grew most in 2020. While EFC share remains above pre-pandemic levels suggesting the NextGen Bus Plan has been beneficial to these communities, it peaked early in the Covid period when people travelled for essential jobs and services.



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Weekday Ridership by Time Period

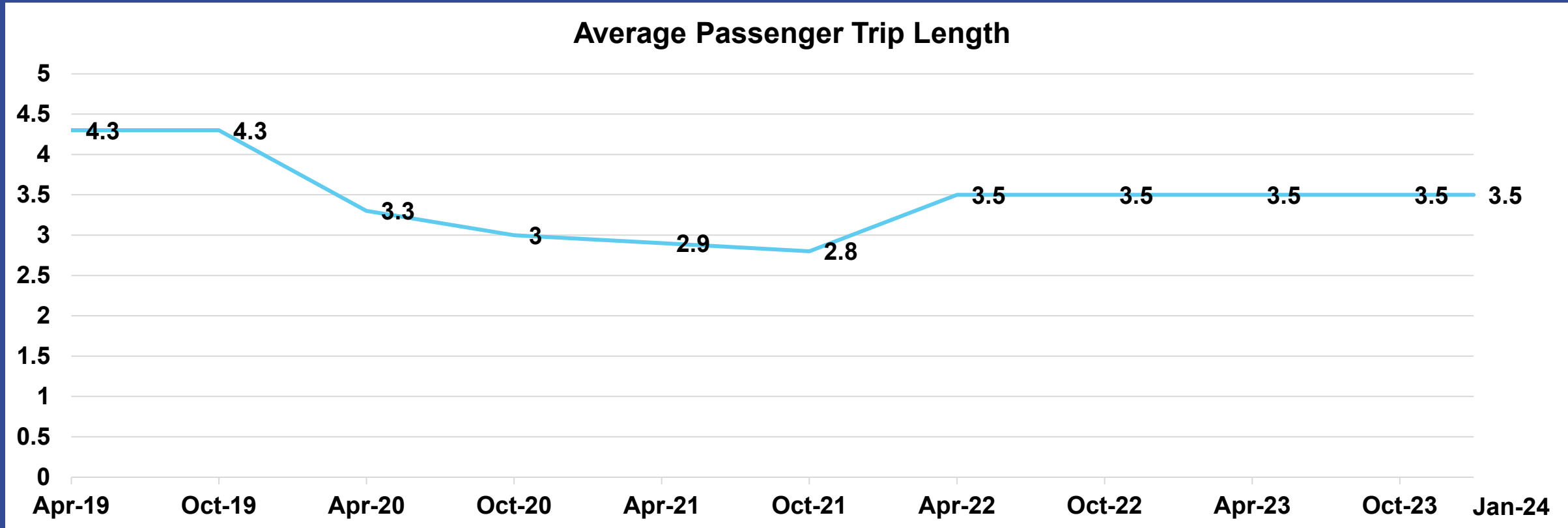
Q4 CY 2019 to Q4 CY2023



Midday ridership recovery (base) has exceeded both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies. AM peak remains most subdued compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs. PM Peak has stronger recovery than AM peak. Late evening and owl ridership periods recovered most strongly as these periods typically serve transit-dependent shift workers.



Average Weekday Bus Passenger Trip Length



Average passenger trips lengths (unlinked) declined from just over 4 miles to just under 3 miles with the pandemic. They have remained lower than pre-pandemic lengths at around 3.5 miles. This is consistent with the NextGen Bus Plan which was designed to attract an increased share of shorter-distance travel through improved local bus frequencies.



Metro

Average Weekday Line/Group Ridership Recovery

Average % Ridership Recovery Q4 CY2023 versus Q4 CY2019	Number of Weekday Lines/Line Groups that Exceed Average Recovery	Number of Saturday Lines/Line Groups that Exceed Average Recovery	Number of Sunday Lines/Line Groups that Exceed Average Recovery
>= 140.0%	0	2	1
130.0 – 139.9%	0	2	3
120.0 – 129.9%	0	1	8
110.0 – 119.9%	3	6	9
100.0 – 109.9%	8	7	16
90.0 - 99.9%	22	23	15
80.0 - 89.9%	18	12	10
70.0 - 79.9%	12	14	11
60.0 - 69.9%	13	7	0
50.0 - 59.9%	4	0	0
40.0 - 49.0%	1	0	0
30.0 - 39.9%	1	1	1
Total Lines/Line Groups	82	75	74

- In 2023 Q4, ridership recovered to above pre-pandemic levels on 11 weekday lines (up from 6 in September 2023), 18 Saturday lines (up from 14), and 37 Sunday lines (up from 24).
 - Weekday lines with ridership recovery above 83.4% average: 19-Tier 1, 11-Tier 2, 6-Tier 3, and 8-Tier 4
 - Saturday lines with ridership recovery above 90.3% average: 15-Tier 1, 9-Tier 2, 9-Tier 3, and 6-Tier 4
 - Sunday lines with ridership recovery above 99.97% average: 14-Tier 1, 10-Tier 2, 8-Tier 3, and 5-Tier 4
- Ridership recovery has been strongest where NextGen has invested in improved frequencies or in response to line restructuring.
- Lines serving downtown LA and with lower frequency have recovered more slowly. Low frequency lines will be a focus of the June 2024 service change.



Conclusions

- During the pandemic, non-peak ridership was more resilient as those trips were largely composed of essential workers and/or essential trips; this trend has continued.
- Weekday, Saturday, and Sunday ridership recovery has continued in 2023 Q4 above levels seen in the September 2023 review, with Sunday ridership just below 100% recovered in Q4 (has been above 100% in first two months of 2024).
- Off-peak and EFC shares of ridership remain larger than pre-pandemic, and average trip length remained shorter. This is consistent with the NextGen Bus Plan focus on growing off-peak and shorter-distance ridership.
- Metro programs such as fare capping, LIFE, and GoPass as well as new NextGen bus priority lanes and high-frequency network, together with customer experience improvements focused on customer safety, security, and cleanliness, and improved reliability continue to support and accelerate ridership recovery, and achieve the growth intended from NextGen.
- Additional frequency improvements for low frequency lines will be a focus of the June 2024 service change.

Questions?
Thank You



Board Report

File #: 2023-0766, **File Type:** Informational Report

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: ZERO-EMISSION BUS PROGRAM UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the Zero-Emission Bus (ZEB) Program.

ISSUE

In 2018, The California Air Resources Board's (CARB) Innovative Clean Transit (ICT) regulation mandated that all transit agencies in the state operate all-zero emission fleets by 2040. In addition, ICT ZEB purchase requirements for large transit agencies require 25% of bus purchases to be zero-emission beginning in 2023, 50% beginning in 2026, and 100% beginning in 2029.

In July 2017, Metro's Board of Directors approved Motion #50 by Directors Bonin, Garcetti, Najarian, Hahn, and Solis (Attachment A), which endorsed a ZEB Strategic Plan (SP) to transition the entire bus fleet to ZE by 2030, contingent on envisioned cost and performance equivalence with compressed natural gas (CNG) buses and continued advancements in charging infrastructure. As a result, Metro is the largest transit agency in the State with the largest investment in transition from CNG to ZE. The Motion has enabled Metro to meet all of the ICT ZEB purchase requirements 10 years ahead of schedule.

However, cost and performance parity have yet to materialize, and it is not projected to reach it for the foreseeable future. Furthermore, the recent pandemic adversely impacted the financial viability and competitiveness of the US clean bus manufacturing market. This, and other factors, recently led an OEM to announce plans to close its US manufacturing facility in 2025, another OEM to file for bankruptcy relief, and another OEM to close its manufacturing facility in Southern California - all within the last 12 months. The US now finds itself with just two major OEMs that can compete for Metro bus procurements.

BACKGROUND

Since the Board's actions in 2017, Metro has embarked on the most extensive ZEB transition program in the U.S. In 2018, Metro initiated the development of a comprehensive plan of action to guide the ZE transition. The "2022 Zero-Emission Bus Program Master Plan" was developed with

service analysis, design criteria, and action-ready requests for proposals (RFPs) to begin the transition of Metro's fleet to ZEBs.

To date, Metro has made significant progress in transitioning to ZEB service.

- Metro's G (Orange) Line bus rapid transit (BRT) initiated 100% ZE service at the start of 2021. To date, these vehicles have accumulated over three million miles of ZE service, the most miles by any public transit agency in the country.
- Conversion of Metro's J (Silver) Line BRT is underway and is anticipated to be completed by mid-2025.
 - Harbor Gateway opportunity charger installation work: 3 chargers installed out of 8 chargers.
 - El Monte Transit Center opportunity chargers & Division 9 Full electrification: Bids are due 04/05/2024.
- Division 18 & Division 7 Full electrification: RFP will be released in July with award planned for January 2025
- Metro is initiating a pilot program of approximately 20 buses to explore hydrogen fuel cell bus technology and the application in LA County's service environment.

Procurements:

- In September 2019, Metro awarded its final option for CNG buses and committed to all future procurements being ZE - a decade earlier than the ICT ZEB deadline of 2029.
- A total of 145 BEBs have been ordered, one of the most significant BEB procurements to date in California and among the three most significant in the country. Currently, 50 BEBs have been delivered, with the remaining 95 scheduled to be delivered between March and September 2024. Metro is projected to have the most BEBs in active service in the U.S upon delivery of these buses.
- In January 2023, the Metro Board authorized the solicitation of a Request for Proposal (RFP) of 260 additional BEBs and associated charging infrastructure, with up to four options of 200 BEBs each. The RFP will be released by May 2024.

Workforce Development:

- Metro has made significant investments in workforce development, developing a manufacturing careers policy and implemented advanced training for operators and maintainers specific to BEB technology.

Funding & Grant Applications:

- Metro has aggressively pursued all available ZEB-related federal and state grant funding, having applied for approximately \$741 million and successfully secured \$446 million to-date, inclusive of \$155 million in local funding, including one of the largest Low-Emission/No-Emission (LoNo) grants in this federal program's history (\$104.1 million awarded in 2022).
- Securing grant funding is challenging as the main criteria for all ZE grants is demonstrating GHG reductions. As Metro operates highly clean buses fueled with Renewable CNG, it is disadvantaged against agencies who have not pursued cleaner options and are still operating diesel buses.

-
- The grants will pay for Zero Emission Buses, charging infrastructure, and workforce development.
 - In the last 12 months Metro has applied for numerous grants including: FTA -LoNo, SCAG-CMAQ/STBG/CRP, and EPA-CPRG.
 - Scheduling project delivery is critical to ensure it aligns with grant draw-down requirements.

While aggressive program achievements and collaboration with relevant international and national organizations have incentivized the market to make investments in battery technology, energy management, and motor efficiencies, transit bus OEMs continue to leave the U.S. market including Nova Bus, Proterra, and ENC. Additionally, despite the progress made to date, significant challenges remain as the ZEB industry is still evolving and not sufficiently mature to allow for full implementation without risk to service. Key issues include cost and funding, vehicle performance, early obsolescence, utility lead times, and supply chain issues. Each is discussed below.

DISCUSSION

ZEB Costs and Funding

BEB cost and technical parity with CNG buses have not materialized. For example, per current contract prices from the states of California and Washington, the cost of a BEB 40-footer is almost double that of a CNG 40-foot bus. For 60-footers, the cost differential is 70.1% more. ZEBs are more expensive than CNG buses, and the new infrastructure required to support ZEBs requires a large initial capital investment.

The following are the areas of note regarding cost comparisons between ZEB and CNG buses:

- **Capital Costs**
 - This cost differential for ZEBs has dropped slower than initially expected.
 - The capital costs for installing BEB charging infrastructure at the depots and on-route charging are approximately \$600 million to \$800 million higher than the periodic cost of replacing CNG infrastructure.
 - Although Metro has successfully obtained more than \$400 million in additional grant funding for the ZEB program, more must be obtained or other Metro capital programs re-scheduled in order to complete the full transition to ZEB operation.
- **Operating Costs**
 - Costs to maintain and operate ZEBs are still being evaluated. From initial deployments, savings in maintenance costs have only now begun to be realized in some agencies. However, energy costs have not remained stable.
 - Costs to maintain and operate charging infrastructure can be higher than conventional CNG storage and fueling infrastructure, although many agencies are mitigating cost increases through external vendor contracts and extended warranties on the charging equipment, covered under capital expenditures.
 - Costs associated with charge management are still being developed; however, these costs will also be new costs over that of the CNG legacy fleet.

BEB Performance Challenges

- **Range** - Current BEBs have an operable range of 150-160 miles (dependent on a myriad of factors, such as seasonal fluctuations in energy usage, operator driving habits, route topography, general traffic speeds, etc.). Metro's updated service modeling analysis estimated future BEB battery capacities, and derived energy consumption rates to project the service blocks that can be completed by a single BEB on a single charge. Currently, 64% of Metro's 1,800 service blocks are within 150 miles. The model projected that up to 27% of the service blocks could not be completed with a fully charged battery pack by BEBs Metro will have purchased by 2030. In comparison, this situation is reduced to only 8% non-completion with BEB technology Metro expects to acquire between 2030 and 2035.
- **Reliability** - The industry is still gaining experience in integrating new technologies into existing systems. Metro continues to experience integration issues between new and existing battery systems and interfaces between the bus and charging infrastructure, leading to premature failures of components. Recent reports suggest that this continues to be an industry-wide problem and not unique to Metro's operation. Extending the transition period will allow technology to mature, improving fleet availability and reducing the time and resources required to maintain the fleet in a State of Good Repair (SGR).
- **Maintainability** - While the industry has focused primarily on ensuring ZEBs can perform as CNG counterparts, less effort has been made to develop diagnostic information and tools for on-site technicians to expeditiously investigate and repair failures. Because the technology is relatively new and rapidly evolving, agencies must resort to relying on OEM suppliers' subject matter experts who are remotely located to investigate and mitigate failures, leading to longer out of service times. Metro has taken on additional consulting staff to address these issues and recently received a \$5 million training grant for workforce development. The recent LoNo grant from the federal government can also be used to improve operator and maintenance staff training. Additionally, Metro's work to establish a Center for Transportation Excellence for advanced transportation technology is also designed to address these issues by incentivizing suppliers to locate their technical staff in Southern California.
- **Operability** - BEBs are relatively less user-friendly to operate compared to Metro's legacy fleet. As such, operators of BEBs need to be more intentional with driving. For example, operators will need to consider regenerative braking, HVAC usage, and buses' state of charge. Additional training and experience are needed to ensure the operators' familiarity with correct procedures to avoid creating faulty conditions.
- **Obsolescence** - As technology advances, parts, models, and other seemingly new equipment are rapidly becoming replaced - and in some cases, obsolete - as vendors continue to evolve their products and respond to market needs. As a result, vendors have less incentive to support early technology than their newest offerings.

Utility, Infrastructure, and Supply Chain Challenges

- Long lead times for grid upgrades - According to discussions with relevant staff of the electric utilities serving Metro's bus divisions, the project time that the utilities need to perform service studies, develop engineering and design documents, as well as add the necessary construction contractor time, is a core factor in achieving the transition at each division. It was identified that a minimum of four to five years is required to complete utility upgrades. Furthermore, should substation or transmission infrastructure upgrades be needed, the project time could be up to seven years.
- Grid capacity - Studies conducted by the California Independent System Operator (CAISO) have shown that the entirety of the California electrical grid is undersized by 2-3 terawatts (TW) and not ready to support a large-scale adoption of ZE vehicles. Additionally, more refined surveys of the divisions have revealed that the available grid capacity to serve some of its divisions may be less than the assumed minimum of five additional megawatts needed for each division. These challenges will require added efforts in the planning and design processes to mitigate and may result in schedule impacts.

Market availability - Supply chain issues and constraints are currently impacting the timelines to deliver ZEBs and their supporting infrastructure. These issues are worse for FCEBs than for BEBs, as the market is still not mature enough to support Metro's goals. Only two OEMs produce FCEBs, and only 4% of all ZEBs (procured or in operation) are FCEBs.

Considerations

Metro's bus fleet contributes only 0.2% of LA County transport emissions.

Over the last year, Metro has continued to engage with SCE and DWP. Specifically, Metro is taking advantage of the SCE Charge Ready Program and Chair Bass and Director Yaroslavsky's offices have facilitated meetings with DWP and Metro staff to improve communication and understanding of Metro's future utility needs.

APTA Bus Task Force

Labor market tumult, hyperinflation in material and component prices, commodity shortages, hardships by many parts suppliers, and the significant increase in the cost of capital, have undermined the financial health of the bus OEMs. Preserving, protecting, and nurturing a highly competitive US bus manufacturing market and the capacity to transition to zero-emission buses are essential. In October 2023, APTA created a Bus Manufacturing Task Force to recommend immediate actions that can support a more competitive and stable bus manufacturing capacity in the US.

State and Regional Collaboration

- Working with Los Angeles County Municipal Operators Association (LACMOA) in developing a ZEB joint procurement. This procurement will allow LA Metro and LACMOA to purchase hydrogen fuel cell buses, battery electric buses, opportunity chargers, and depot chargers.
- LA Metro and LACMOA are considering potential combined procurement for as many as 300 BEBs and fuel cell electric buses (FCEB) and for more than 1,300 ZEBs over the next seven

years. Vehicle and charging equipment specifications were distributed to municipal operators for review and feedback in March.

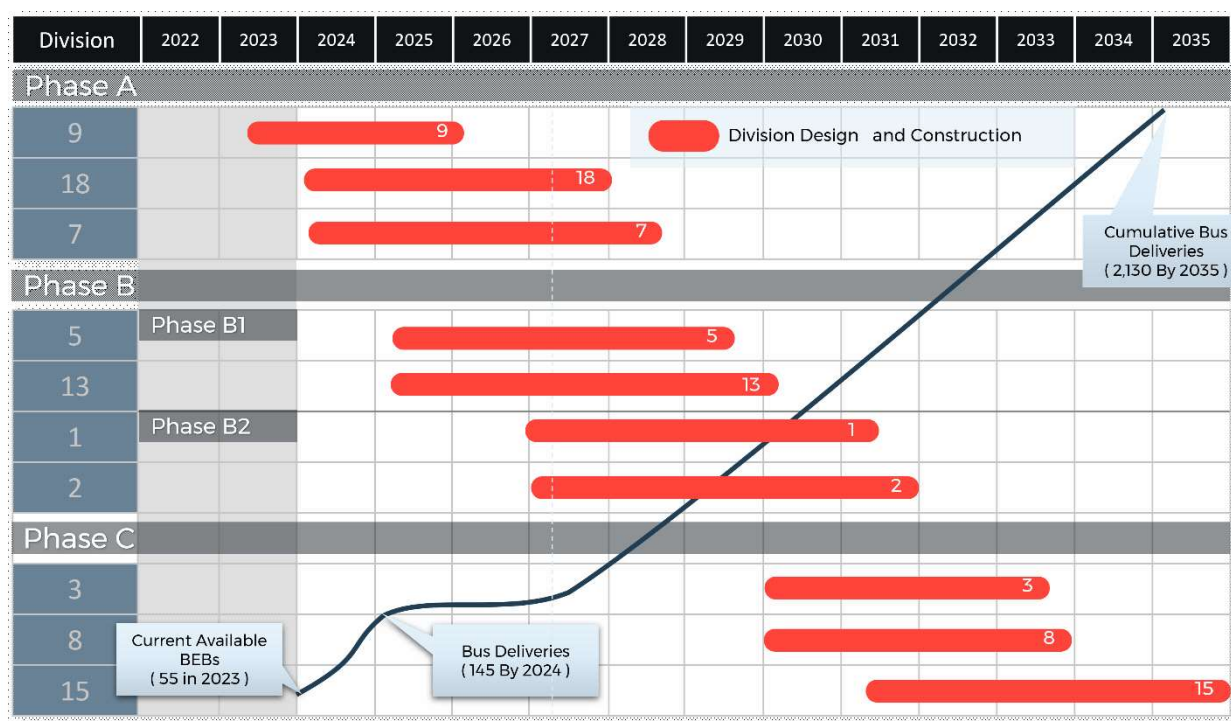
Current ZEB Conversion Schedule

The following updated phasing timeline for the continuation of the ZEB program is designed to maximize the potential gains from BEB technology growth while accommodating the extended timeline required for utility coordination.

- Phase 1 includes Divisions 7, 9, and 18, which are all serviced by SCE. Combining them in one phase allows for potential time savings with the related utility coordination and upgrades, particularly considering that such work has already commenced for Divisions 9 and 18.
- Phase 2 will focus on divisions serviced by LADWP, with most service blocks within 150 miles, which are divisions with service less dependent on on-route changing facilities. Phase 2 is further divided into two sub-phases as Divisions 1 and 2 have been identified with site-related constraints.
 - Phase 2A: D5 & D13
 - Phase 2B: D1 & D2
- Phase 3 includes Divisions 3, 8, and 15, where more of the bus network's longer service blocks are currently deployed, indicating the more extensive need for power and on-route chargers. Grouping them in the last phase will also benefit the most from potential advancement in BEB technology and range.

Moreover, the optimized infrastructure phasing schedule is consistent with the new bus procurement and charger installation schedules, SGR planning, and the staff's capacity to receive and make ready the new BEB and associated systems for service.

The following Gantt chart shows the phasing and transition schedule, by bus division, as well as the new BEB deliveries schedule based on updated procurement timelines:
However, staff continues to explore other opportunities to advance ZEB conversion, including hydrogen.



DETERMINATION OF SAFETY IMPACT

This update has no impact on safety.

EQUITY PLATFORM

No changes in equity-associated impacts are expected in the previously submitted board reports associated with the ZEB transition program. Maintaining service reliability and operability with the proposed program extension, as noted above, will allow Metro to continue to provide transit service for travelers throughout Los Angeles County with the fewest mobility options. BEBs will operate on routes restructured through the NextGen transit service plan. Seven out of the 10 Metro directly-operated bus divisions are located within a state-classified disadvantaged community (DAC) according to the California Environmental Protection Agency and in the established California Senate Bill 535. A DAC is defined as a community located in one of the top 25% highest-scoring census tracts identified by the CalEnviroScreen health screening tool. At least 50% of the communities serviced by lines from each division are DACs.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This update supports Goal #3 (enhance communities and lives through mobility and access to opportunity) and Goal #4 (Transform LA County through regional collaboration and national leadership). The revised implementation schedule also fulfills Metro's ZEB Strategic Plan goals in a manner consistent with considerations that minimize cost and operational risks to Metro's existing capital and operation plans.

NEXT STEPS

Staff will continue to proceed with a competitively negotiated solicitation for acquiring new ZEBs and supporting charging and fueling infrastructure, forecast to be released by May 2024.

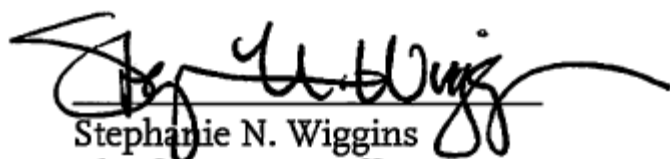
ATTACHMENTS

Attachment A - Board Motion 50 Strategic Plan for Metro's Transition to Zero Emission Buses

Prepared by: Jesus Montes, Senior Executive Officer, Vehicle Engineering & Acquisitions, (213) 418-3277

Matthew Dake, Deputy Chief Operations Officer, Vehicle Maintenance & Engineering, (213) 922-4061

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



Stephanie N. Wiggins
Chief Executive Officer



Metro

Board Report

File #: 2017-0524, **File Type:** Motion / Motion Response

Agenda Number: 50

**REVISED
REGULAR BOARD MEETING
JULY 27, 2017**

Motion by:

**DIRECTORS BONIN, GARCETTI, NAJARIAN, HAHN and SOLIS
AS AMENDED BY SOLIS, KUEHL and BARGER**

FRIENDLY AMENDMENT BY FASANA

July 27, 2017

Strategic Plan for Metro's Transition to Zero Emission Buses

LA Metro has developed a comprehensive plan to deliver a complete transition to zero emission electric buses by 2030. The transition plan is contingent on two primary factors: continuous advancements in electric bus technology (which must increase range, reduce bus weights, reduce charging times, extend battery life cycles), as well as a drop in prices as the technology develops.

As electric bus technology continues to advance, our electric grid is becoming cleaner by gradually eliminating coal from our energy portfolio and replacing it with renewable sources. A full transition to electric buses coupled with renewable energy sources promises mobility with significantly lower environmental impacts from this form of transportation.

In order to maintain our bus fleet in a state of good repair, Metro plans to continue replacing its aging bus fleet at approximately 200 buses per year. With firm local hiring requirements in Metro bus procurement, routine bus procurement presents a recurring opportunity that bolsters our local labor force in perpetuity.

In 2012, Metro's U.S. Employment Plan resulted in the award of an \$890 million contract to Kinkisharyo, a factory in Los Angeles County, and 404 quality railcar manufacturing jobs. Similarly, Metro can leverage recurring bus replacements to bolster labor throughout Los Angeles County

Metro plans to spend nearly one billion dollars on bus procurements in the next ten years. That level of investment, coupled with a transition to all electric buses, presents an opportunity for LA County to demonstrate leadership on combating climate change, and can make Los Angeles the central marketplace for new electric bus technology: a County rich with quality manufacturing jobs rooted in technologies that provide mobility, sustain a healthy environment and create career paths in clean

File #: 2017-0524, File Type: Motion / Motion ResponseAgenda Number: 50

energy technologies.

**SUBJECT: MOTION BY BONIN, GARCETTI, NAJARIAN, HAHN
AND SOLIS AS AMENDED BY SOLIS, KUEHL AND
BARGER**

RECOMMENDATION

WE THEREFORE MOVE that the Board:

- A. ENDORSE the Strategic Plan for Metro's Transition to Zero Emission Buses;
- B. DIRECT the CEO to create a zero emission bus infrastructure working group comprised of Metro staff, federal and state regulators and local utility companies to track market availability and to cultivate ongoing collaboration among stakeholders. The working group will monitor market rates for emerging zero emission bus technology to support Metro's 2030 transition plan:
 - 1. Working group to report to the Board annually with the latest technology innovations to support the cost/benefit analysis of fleet conversion
 - 2. MTA to host an industry forum to solicit innovative solutions to delivering the 2030 plan;
- C. AMEND the Metro federal legislative plan to advocate for local jobs as a critical factor in the evaluation criteria of MTA procurements; and
- D. DEVELOP an equity threshold consistent with Title VI regulations for priority deployment of electric buses in underserved communities.

FURTHER MOVE that the Board direct staff to:

- A. As part of establishing a working group:
 - 1. EXPAND the invitation to regional air quality regulators (e.g. South Coast Air Quality Management District), the American Public Transportation Association and California Transit;
 - 2. EXAMINE and TRACK vehicle technology and performance, energy production and pricing, infrastructure needs and life-cycle analysis and creative funding opportunities.
- B. COORDINATE with the County of Los Angeles to explore opportunities to develop a countywide incentive structure to promote and attract more companies to manufacture, assemble and produce zero-emission transit vehicles and related technologies and infrastructure in Los Angeles County;
- C. Widely PROMOTE and ENCOURAGE municipal transit agencies/operators to participate in the established process by which to co-procure ("piggyback procurement" provisions) zero-

emission transit vehicles;

- D. ENSURE that MTA maintains the flexibility to explore the best available technologies that contributes to zero-emissions and/or net-negative emissions in the Los Angeles County public transit sector.

FRIENDLY AMENDMENT BY FASANA that staff report back to the board with a timeline and any commitments by parties before we undertake our next bus purchase and answers to the following questions:

- A. Will electric buses and their batteries deliver the guaranteed range and service?
- B. Can municipal and electric utilities timely invest in the grid in order to power electric buses?
- C. Which strategies will maximize Metro's ability to receive cap and trade credits?
- D. How and when can charging infrastructure be deployed at our bus divisions? More importantly, how will such infrastructure be paid for?
- E. Why is Metro's role critical for the adoption of low NOX engines in the trucking industry? What assurances do we have that this will take place when Metro has operated cleaner engines since the 1990s without adoption of these technologies by the trucking industry?
- F. What are the resiliency impacts to our service if electricity or natural gas service is disrupted? What is our back-up plan?
- G. Metro can intervene in regulatory proceedings at the California Public Utilities Commission for investor owned utilities regarding transportation electrification and equivalent natural gas proceedings as appropriate. Metro needs to assess the current regulatory schedule for such proceedings, develop advocacy position, and indicate that our adoption of electrification may be affected if electric transportation infrastructure is funded by shareholders, recovered through rates, and implemented on a timely basis.
- H. Conversely, how will Metro undertake the capital investments directly? Foothill Transit has intervened in the active proceeding. Antelope Valley and other providers are engaged. Metro needs to be more actively engaged and needs to report back to our Board on what is at stake. In SCE's service area, demand charges make the operating costs of electric buses more costly than natural gas vehicles. Are we working to influence changes to the rate schedules?
- I. Can RNG be adopted without direct Metro involvement by substituting RNG for natural gas purchased out of state? We should participate in any state framework that could create linkages between Metro's adoption of RNG and RNG implementation by the trucking industry.



Zero Emission Bus (ZEB) Program Update



Metro

**Operations, Safety, and Customer Experience Committee
April 18, 2024**

Progress Made to Date



July 2017

Metro's Board of Directors endorsed a ZEB Strategic Plan to transition the entire bus fleet to ZE by 2030

2018

Compliance with California Air Resources Board's (CARB) Innovative Clean Transit (ICT) regulation mandates: two milestones achieved

- Publication of ZE Rollout Plan – Completed
- 100% of Bus Procurements be ZE beginning 2029; Metro started July 2022

2016-2019

ZEB Procurements/Workforce Development – RFPs issued and contracts awarded for 145 BEBs

2017-2020

Transition to Renewal Natural Gas (RNG) completed October 2020

2021

Electrification of the G Line (Orange) completed

2021

Electrification of D9, HGTC, and EMTC initiated

2024

Funding Opportunities – Secured \$446M, inclusive of \$155M in local funding, to date

On-going

- Electrification of J Line (Silver)
- Conversions of SCE Divisions: D7, D9, & D18
- Workforce Development and Training
- Procurement of 1000+ ZEBs
- Aggressively pursuing additional funding opportunities

2023 ZEB Master Plan Update



2022 ZEB Master Plan

- Two phased approach
 - Phase 1: Electrification of the two BRT routes
 - Phase 2: Electrification of the remaining bus services
- More static service modeling approach without technology growth projections.
- Operating landscape and market conditions have changed.

2023 ZEB Master Plan

- Evaluated three program phasing options with electrification targets in 2030, 2035, and 2040.
- Updated Metro bus service data to reflect post-COVID conditions, including NextGen Bus Plan recommendations.
- Refreshed vehicle data based on the most recent Metro fleet inventory.
- Included a comprehensive service modeling and on-route charging analysis, considering projected BEB technology growth and procurement timelines.
- Updated the utility and power needs at each division.
- Revision of program cost projections according to the updated division phasing schedule.
- Additional evaluations conducted regarding contractor-operated divisions, power simulations, and backup power analysis.

Acknowledging Challenges



BEB Performance

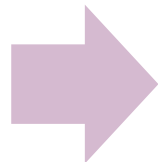
- Range
- Reliability
- Maintainability
- Operability
- Obsolescence

Utility, Infrastructure, & Supply Chain

- Long lead time for grid upgrades
- Grid capacity
- Market availability

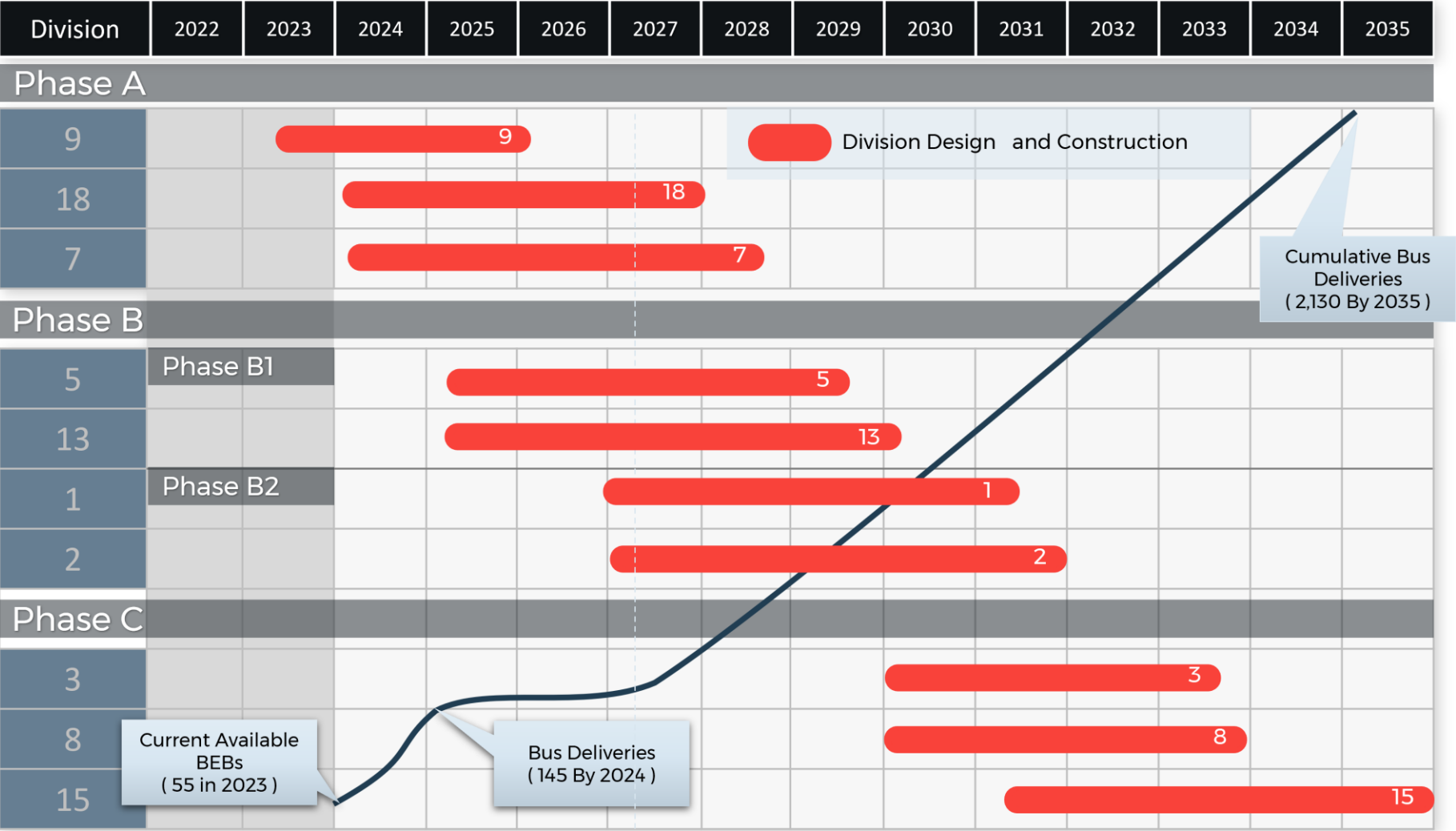
Costs

- ZEB continues to cost more to purchase than CNG buses
- Charging infrastructure costs are still significant
- Operating costs of BEBs have been high with initial deployments.
- The 2030 target requires an estimated \$675 million in annual cash flow.
- Extending the target to 2035 would reduce annual cash flow requirements by \$294 million between 2024 – 2030



Need to reconsider transition timeline and the division phasing schedule

Revised ZEB Program Phasing Schedule



THANK YOU





Zero Emission Bus (ZEB) Program Update



Metro®

April 25, 2024

ZEB Environmental Benefits



- LA Metro is committed to reducing regional carbon pollution and using clean fuel sources to power our bus fleet.
- While Metro's bus fleet contributes only 0.2% of LA County transport emissions, transitioning to ZEB is an impactful strategy for reducing emissions, especially as local utilities also transition to a carbon-free grid power.
- 45 ZEB buses are in service. Remaining buses use renewable natural gas (RNG), equipped with ultra-low NOx engines, which emit 90% less NOx than that allowed by EPA emissions standards.
- While Metro faces significant cost and service-related challenges as we transition the fleet, staff recognizes the urgency of improving air quality and reducing carbon emissions and remains committed to being a local and national leader in zero emission technology.



GHG Reduction by Vehicle Replacement (BEB)

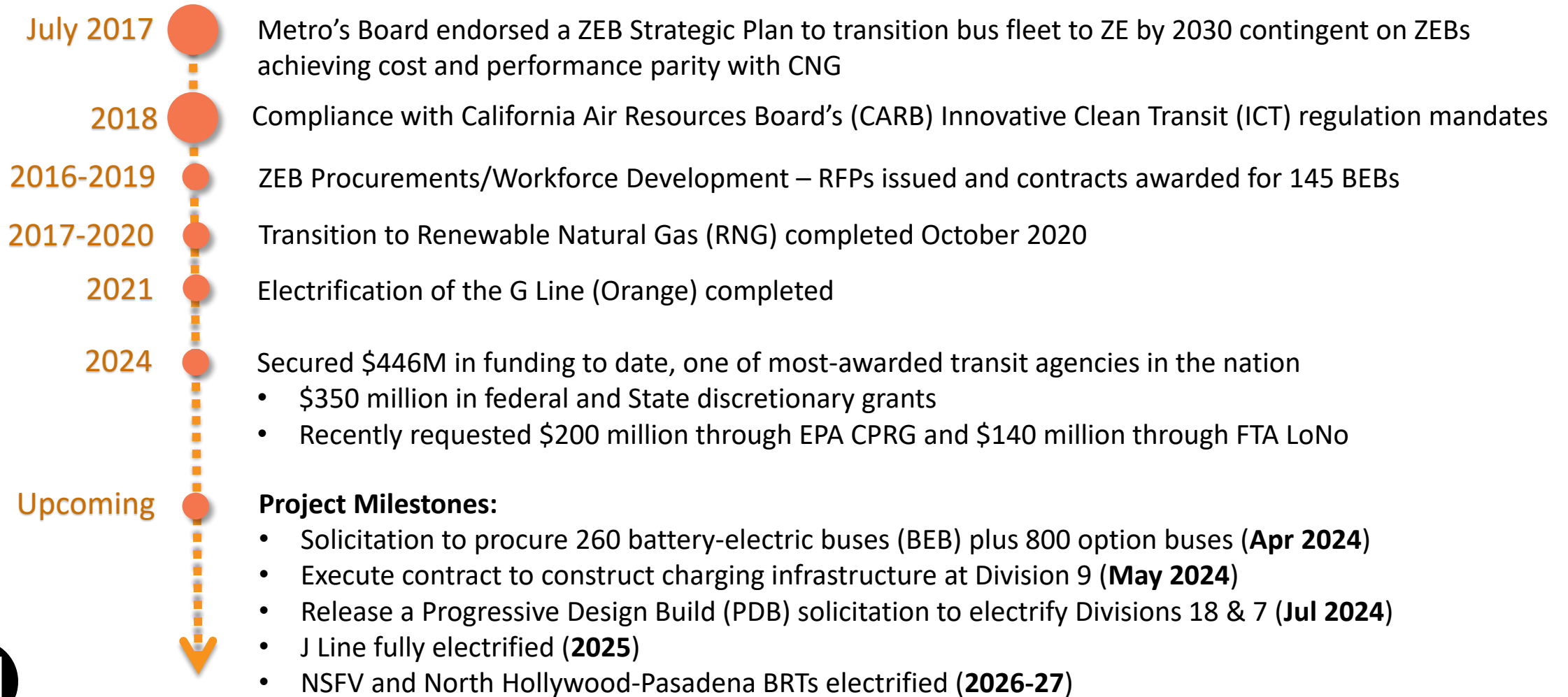
Annual reduction per bus **75** metric ton CO₂e

Total bus fleet reduction* **152,325** metric ton CO₂e

Per mile reduction* **1.26** pounds CO₂e

Future economic damages that can be avoided by reducing GHG emissions per year** **\$9.6M**

Progress Made to Date



Metro's ZEB Program Leadership



- Vice Chair APTA Bus Technical Maintenance Committee since 2019
- Board Member California Transit Training Consortium (CTTC), a leading provider of technical training to the transit industry
- Active member UITP Working Groups and Bus Committee, worldwide association of public transport stakeholders (*hosted committee in April 2024*)
- CEO participated in the White House Roundtable on Clean Bus Manufacturing in January 2024
- Founding member and Vice President of Advanced Transit Vehicle Consortium (ATVC) Ad Hoc Committee of local agencies exploring alternative fuels
- Evaluation of alternative delivery options (Charging-as-a-Service) and market soundings (2021 - 2023)
- Developing a regional procurement approach for ZEB purchases that includes municipal operators (November 2023 – present)



Metro[®]

Acknowledging Challenges



BEB Performance

- Range
- Reliability
- Maintainability
- Operability
- Obsolescence

Utility, Infrastructure, & Supply Chain

- Long lead time for grid upgrades
- Grid capacity
- Market availability

Costs

- ZEB continues to cost more to purchase than CNG buses
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- Operating costs of BEBs have been high with initial deployments.
- The 2030 target requires an estimated \$675 million in annual cash flow.

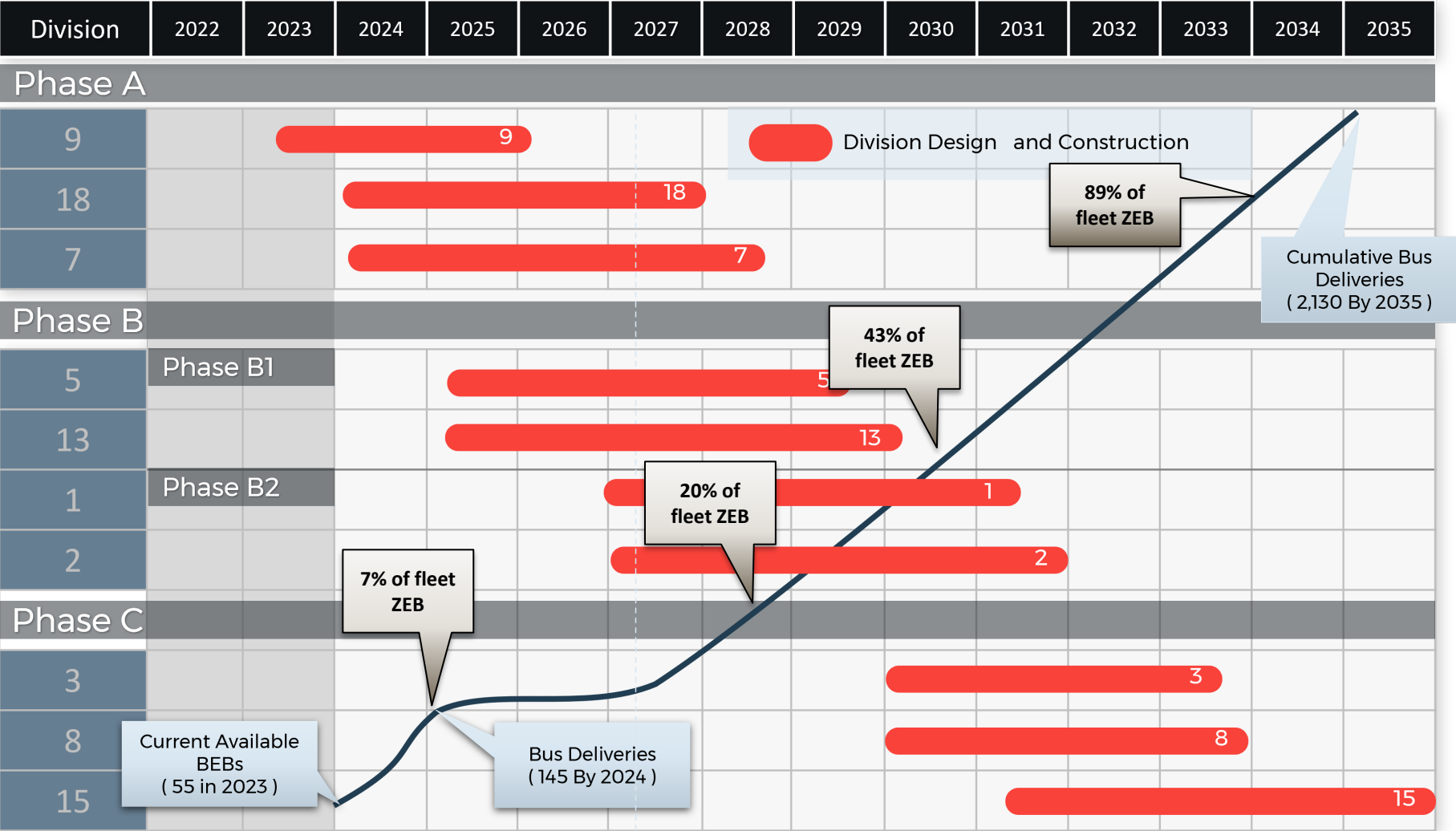
Maintaining Reliable Service

- Ensure reliable operation of Metro's 7 million annual revenue service hours
- ZEB technology must prove reliable and able to support the majority of bus routes
- Phase Division construction to avoid impacts to storage, maintenance, and operation of 2,000+ bus fleet

U.S. Bus Market

- Two Buy America compliant OEMs remain (three exited market past 12 months)
- Historically, one of the remaining OEMs does not participate in large solicitations

Revised ZEB Program Phasing Schedule



THANK YOU





Board Report

File #: 2024-0091, **File Type:** Informational Report

Agenda Number:

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE:

- A. the quarterly status report on Metro's Public Safety Advisory Committee (PSAC); and
- B. a report on PSACs recommendations should the proposed Transit Community Public Safety Department move forward.

ISSUE

In June 2020, the Board directed the CEO to form an advisory committee that contributes to developing a community-based approach to public safety on the transit system. This Board report provides a quarterly update on the work of the Public Safety Advisory Committee for the period February - April 2024.

BACKGROUND

Metro established the first cohort of PSAC as a pilot on April 7, 2021. During its 16-month term, the cohort:

- Provided guidance on the development of a community-based approach to public safety.
- Shared input on the development of the multi-agency policing contract renewal.
- Reviewed the Customer Code of Conduct.
- Provided feedback on Metro's mission and value statements regarding public safety.
- Guided the establishment of Metro's Transit Ambassadors program, among other accomplishments.

The first cohort was established to cover specific objectives over a designated period, and their work concluded on August 17, 2022. At the September 2022 Board meeting, the CEO provided a report

with a recommendation to continue the PSAC. The second cohort was established on February 25, 2023, and will serve for two years through February 2025.

Executive Committee Members

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

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

Work Plan Objectives

The work plan, developed between the PSAC Executive Committee and Metro CEO Wiggins, outlines five objectives that frame PSAC's scope of work to enhance the customer experience by addressing safety concerns on the system. Under each objective, the PSAC Executive Committee, with Metro staff and the CEO, has identified key strategies that the committee can review, evaluate, and/or help initiate. On July 13, 2023, the PSAC Executive Committee met with CEO Wiggins to outline PSAC meeting agenda items for August 2023 through February 2024. Agenda items include, but are not limited to, Metro Transit Security Bus Riding Teams, Customer Experience Plan, Exploration of a Transit Community Public Safety Department (TCPD), Metro's Ambassador Program Evaluation, safety for people with disabilities, station intervention strategies, crisis response strategies, and a PSAC community listening session.

DISCUSSION

At its November 2 meeting, the PSAC discussed and voted to create three Ad Hoc Committees for more in-depth conversations and to allow time to develop thorough recommendations on 1) personnel, 2) job duties, and 3) oversight in the event the Board adopts an in-house Metro Transit Community Public Safety Department and advances an implementation plan.

Throughout December, the three (3) PSAC Ad Hoc Committees held two, two-hour workshops each. Each workshop facilitated meaningful discussion and brainstormed recommendations for CEO Wiggins' consideration. The meetings created a space to review public input and community priorities from the PSAC Listening Session and the eight (8) supplemental in-person engagements held countywide during Fall 2023. The initial workshops allowed for extensive conversations to express and categorize ideas. It also focused the conversation on filtering through the many ideas and synthesized them into direct recommendations to how officers of an in-house community public safety department shall be evaluated before being hired, be routinely trained before and after deployment onto the system and be overseen while performing their duties with the highest standards of excellence in public safety.

At its February 1, 2024 meeting, the PSAC agenda focused on each Ad-Hoc Committee bringing forth their proposals and engaging the membership in a very robust discussion that ultimately led to 22 recommendations for consideration in the event the Board moves to create an in-house Metro Transit Community Public Safety Department. The full list of recommendations and management responses are detailed in Attachment A. The general themes of the recommendations are below.

1. Personnel Ad Hoc Committee Discussion

- Ideal qualifications and experience for candidates
- Desired types of officer training needed before being deployed on the system

2. Job Duties Ad Hoc Committee Discussion

- Enforcement of Metro's code of conduct and enforcement of fares
- Community engagement and fostering trust as a core function
- Ongoing training for culturally competent community policing, in line with Metro's care-based approach

3. Oversight Ad Hoc Committee Discussion

- Recommendation to create an oversight entity
- Oversight as a committee/commission to establish performance measures

During the March 07 meeting, the PSAC agenda consisted of several updates, and no new actions were adopted.

Staff provided an update on the evaluation of the Metro Ambassador program. The PSAC members are very pleased with the great work the Ambassadors are doing and find it very uplifting that they have already saved 135 lives through the course of their work.

An update on the law enforcement "ride-along" was also on the agenda. The chair recounted his own experience of having been on a six-hour ride-along with one of Metro's law enforcement partners as a way of getting to see first-hand what it is like to provide safety and security services on the Metro system. He shared that he was very happy to have participated because it raised his awareness of what officers face and how they interact with customers and people in distress. He shared that not only did the experience raise his own awareness, but he is also more empathetic as a result. He encouraged everyone on the Committee to make the time to participate in this activity. He firmly believes that this will help him better carry out his work as the Chair of the Public Safety Advisory Committee.

The Chair also provided an update to the membership relative to their recommendations for a potential in-house public safety department. He shared that PSACs recommendations would be going to the board with management's response and as appropriate would be included in the implementation plan should the in-house Public Community Safety Department move forward.

Lastly, a high-level summary presentation was made to the PSAC by staff about the general themes of the public comments received through the listening session and engagements from last Fall. To ensure that the PSAC members were getting themes representative of diverse voices and experiences, staff included public comments at PSAC meetings, CCATS reports, and social listening data gathered from social media, including Metro's apps and through customer calls and emails. Comments received included the need for Metro to improve:

- Public safety
- Cleanliness on the system
- Stations
- Bus and rail frequency

Overwhelmingly, there was a call for the need to enforce Metro's Code of Conduct and fares in addition to increasing the visibility of officers on the system. There was also an abundant amount of comments, mostly praising the Ambassadors and expressing a deep appreciation for their work and the new program. Some comments also expressed that the Ambassadors' authority was too limited.

When the PSAC meets again on April 4, staff will introduce the committee to the newly formed Station Experience Unit. Building on the recent improvements from Westlake/MacArthur Park Station since January 2023, this report will identify the next steps for implementing intervention strategies to improve community health and safety at additional Metro stations. Potential stations for initial pilot interventions include:

- Lake Av in Pasadena (A Line)
- Hollywood/Highland (B Line)
- Downtown Santa Monica (E Line)
- Norwalk (C Line)

Finally, the PSAC will be introduced to the Customer Experience (CX) Hub. The CX Hub is Metro's website for sharing how Metro is listening, learning, and improving for our customers. It houses information related to our Customer Experience Plans, surveys, and progress on action items. As one of five focused areas identified in the CX Plan, the CX Hub includes information related to several priority safety projects intended to address customers' safety concerns, as heard in the CX Survey and other supplemental data sources, such as the How Women Travel Study, Transit Watch App data, comments in public meetings, and feedback received in Customer Care. This is the website link: <https://www.metro.net/about/customer-experience-hub/>.

A report recapping the April PSAC meeting will be presented orally at the Operations, Security and Customer Experience Committee.

EQUITY PLATFORM

PSAC plays a crucial role in addressing equity within the transportation system. Equity is a central consideration in the committee's decision-making processes, as it strives to ensure that all members of the community, especially those historically marginalized or underserved, have access to safe and reliable transportation options. Through its commitment to inclusivity, community engagement, and data-driven approaches, the committee strives to create a transit environment that is safe, accessible, and equitable for all residents of Los Angeles County. This quarterly update highlights PSAC's important role in supporting Metro's equity platform. For example, PSAC's community engagement efforts to develop its recommendations for a potential new Transit Community Safety Department started with community listening sessions that allowed all interested stakeholders to provide feedback about public safety in a safe space and allow different perspectives on this topic to flourish. These listening sessions ultimately shaped the PSAC recommendations, as described in Attachment A.

The recommendations are grounded in equity, and they ensure that the new Transit Community Safety Department includes personnel requirements and job duties for effective service to diverse

communities. The recommended establishment of an Oversight Committee that includes a countywide outreach and recruitment process ensures equitable demographic and geographic representation, including people with disabilities, older adults, and youth. All of the PSAC recommendations address equity, diversity, and inclusion. PSAC's framework for developing these recommendations focuses on holistic, equitable, and justice-minded guiding principles that respect the humanity of all people.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

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

NEXT STEPS

Metro's System Safety & Law Enforcement Department and its consultant will continue to review and, as appropriate, include the recommendations as part of the

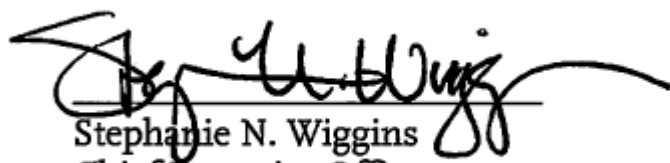
Transit Community Public Safety Department Implementation Plan that will be presented to the Board in the coming months. Staff will continue to meet with the PSAC as it continues to explore safety and security on the Metro System and advance the objectives detailed in their annual work plan.

ATTACHMENTS

Attachment A - PSAC Final Recommendations and Responses

Prepared by: Patricia Soto, Director, Community Relations, (213) 922-7273
Yvette Rapose, Deputy Chief, Customer Experience, (213) 418-3154

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



Stephanie N. Wiggins
Chief Executive Officer

Public Safety Advisory Committee (PSAC)

Ad Hoc Committees Final Recommendations

Thursday, February 1, 2024

Personnel Ad Hoc Committee

Metro safeguards the transit community by taking a holistic, equitable, and welcoming approach to public safety. Metro recognizes that everyone is entitled to a safe, dignified, and human experience. Metro's Transit Community Safety Department will be holistic, equitable, and justice-minded, respecting the humanity of all people. To that end, Metro shall seek to identify professionally qualified candidates who are culturally aligned with the new department.

Metro Response: Metro supports this recommendation. Candidate outreach efforts will focus on bringing in diverse members of the community.

1. Each candidate will undergo a holistic review, background check, and psychological analysis and/or evaluation as part of the application process.

Metro Response: Metro supports this recommendation. Candidates considered for officer positions will be screened for minimum qualifications, participate in the selection process that will demonstrate their knowledge, skills, and abilities, complete a background investigation, and undergo a psychological and physical examination.

2. To ensure effective service to diverse communities, Metro shall seek personnel:
 - a. Whose language proficiency reflects the transit riders they serve, including ASL and other LA County threshold languages.

Metro Response: Metro supports this recommendation. Outreach will be done to attract diverse candidates during the recruitment process.

- b. Experienced working with diverse communities.

Metro Response: Metro supports this recommendation. Outreach will be done to attract diverse candidates during the recruitment process. Additionally, employment training will focus on building the necessary skills to work with diverse populations.

- c. Experienced working with interdisciplinary teams, including mental health professionals, crisis teams, de-escalation training, and/or sensitivity training.

Metro Response: Metro supports this recommendation. Staff will incorporate this experience into the job description so related questions can be asked during the testing/interview process. Staff also recommends this be incorporated into the training curriculum after employment.

3. Metro's Transit Community Public Safety Department (TCPD) shall prioritize candidates who have demonstrated a commitment to serving the population that Metro serves; this commitment may have been demonstrated through background or training and/or experience that includes but is not limited to social work, military background, community outreach and/or mental health.

Metro Response: Metro supports this recommendation. This preference can be added to the job description so that related questions can be asked during the testing/interview process.

4. Metro's Transit Community Safety Department officers shall have demonstrated an ability to show sensitivity and responsiveness to the diverse needs of Metro riders. They are trained to respect riders' privacy, check assumptions or prejudgments, and respond to situations with empathy and compassion.

Metro Response: Metro supports this recommendation. Qualifications can be added to the job description so that related questions can be asked during the testing/interview

process. Additionally, staff recommends that these skills be incorporated into the training curriculum after employment.

Job Duties Ad Hoc Committee

1. Metro's Transit Community Safety Department is a law enforcement agency whose top priority shall be securing rider, employee, and partner safety while engaged with Metro.

Metro Response: Metro supports this recommendation. This philosophy will be foundational to the proposed department.

2. Metro's Transit Community Safety Department officers shall have the authority to enforce Metro's Code of Conduct.

Metro Response: Metro supports this recommendation. This responsibility will be included in the job description.

3. Metro's Transit Community Safety Department officers shall engage with the community professionally and proactively on buses, train cars, platforms, and mezzanines at community and station activations and other Metro locations and events.

Metro Response: Metro supports this recommendation. This responsibility will be included in the job description.

4. Metro's Transit Community Safety Department officers shall serve as active members of the Metro system operations community, building trust among and coordinating with the appropriate various units in the multi-layered approach to safety, including but not limited to:
 - a. Metro bus and rail operators

- b. Cleaning and maintenance staff
- c. Metro Ambassadors
- d. Mental health service providers
- e. Homeless service providers
- f. Community-based organizations
- g. Law enforcement partners

Metro Response: Metro supports this recommendation. Collaboration and coordination will be foundational to the proposed new department.

5. Metro's Transit Community Safety Department officers shall have a working knowledge of the Metro system, assist with wayfinding, and be able to aid passengers in the event of service interruptions and major delays.

Metro Response: Metro supports this recommendation. This will be incorporated into the training curriculum.

6. Metro's Transit Community Safety Department officers shall undergo routine training beyond federal, state, and locally required mandates on the following topics:
 - a. De-escalation (every year)
 - b. CPR (every two years)
 - c. Unconscious bias (every two years)
 - d. Emergency narcotic overdose treatments
 - e. Evolution of best practices in community safety
 - f. Hate crime awareness and prevention
 - g. Engaging people with intellectual and developmental disabilities

Metro Response: Metro supports this recommendation. Metro will exceed POST certification training standards and provide additional specialized training that focuses

on the transit system, such as rail and bus safety, trauma-informed, crisis intervention training, anti-bias, LGBTQ+ awareness, cultural diversity, active shooter, workplace violence, incident command, and terrorism prevention in a transit environment.

7. Metro's Transit Community Safety Department shall host a monthly *internal* review of SSLE's monthly safety report and schedule a weekly huddle to address de-escalation and on-the-spot problem resolution.

Metro Response: Metro supports this recommendation. Metro already has a similar internal review process for the Transit Security Officers that can be expanded to include the TCPSD officers.

8. Metro's Transit Community Safety Department shall have access to technology that will help foster trust and transparency. At a minimum, they shall have body-worn cameras and communication devices that are seamless across the safety ecosystem, and throughout the Metro system.

Metro Response: Metro supports this recommendation. All officers will be equipped with body-worn cameras.

9. Metro's Transit Community Safety Department officers shall have the authority to enforce fares in a way that is equitable and does not target any particular rider group.

Metro Response: Metro supports this recommendation.

Oversight Ad Hoc Committee

1. LA County Metropolitan Transportation Authority (Metro) shall implement an oversight commission with the power to investigate issues and complaints against the Transit Community Safety Department (TCSD).

Metro Response: Metro supports this recommendation. Information about the formation of an oversight body will be included in the implementation plan.

2. The Oversight Commission shall work with the Office of the Inspector General to subpoena officers and documents, provide staff and research support, and investigate incidents on the Metro system.

Metro Response: Metro supports this recommendation. The OIG's office will maintain independent authority for fact-finding and disciplinary recommendations.

3. The oversight commission shall have the authority to implement recommendations that align with Metro's safety vision and mission.

Metro Response: Metro partially supports this recommendation. The oversight commission can make recommendations, but the authority to implement them is the responsibility of the CEO and the board.

4. The oversight commission shall be established with at least 15 members.

Metro Response: Metro does not support this recommendation. Staff recommends that the commission not exceed 9 members based on surveys of other transit agency oversight commissions.

5. Elected officials shall not influence the oversight commission membership selection process.

Metro Response: Metro does not support this recommendation as the selection process has not been determined.

6. The oversight commission membership selection shall include a county-wide outreach and recruitment process to ensure equitable geographic and demographic representation from throughout LA County, including people with disabilities and older adults.

Metro Response: Metro supports this recommendation.

7. The oversight commission shall include no more than one member who is a retired law enforcement officer. No member of the oversight commission shall be a police officer or a military personnel officer on active duty.

Metro Response: Metro partially supports this recommendation. Having law enforcement representation in the oversight commission will bring great value through the sharing of first-hand experience and knowledge. However, the percentage of oversight commission members with a law enforcement background shall not exceed 20 percent of the commission.

8. Oversight commission membership shall include representation of Metro riders, inclusive of transit-dependent riders and choice riders.

Metro Response: Metro supports this recommendation. Metro will support the recruitment process with broad and intentional education and outreach about the opportunity to serve on the commission.

9. The oversight commission shall include a balance of professionals in the field of safety and security, the field of mental health, civil rights law/social justice, and members of the community.

Metro Response: Metro supports this recommendation.

10. Members of the oversight commission shall be members of the National Association for Civilian Oversight of Law Enforcement (NACOLE) and undergo training in best practices for effective and transparent policing.

Metro Response: Metro partially supports this recommendation. Members shall undergo specific training courses to prepare them for their role. Training courses will be identified before recruitment to advise the applicants on the requirement to serve. While it will not be a pre-requisite for new commission members to already be members of NACOLE, it could be Metro's goal to offer members an opportunity to become members.



Metro

Public Safety Advisory Committee (PSAC)

Quarterly Board Update April 18, 2024

February 1, 2024, PSAC Ad Hoc Committee

1. Personnel Ad Hoc Committee

- Ideal qualifications and experience for candidates
- Types of officer training to undergo before being deployed on the system

2. Job Duties Ad Hoc Committee

- Enforcement of Metro's code of conduct and enforcement of fares
- Community engagement and fostering trust as a core function
- Ongoing training on culturally competent community policing, in line with Metro's care-based approach

3. Oversight Ad Hoc Committee

- Whether to recommend creating an oversight entity
- Oversight as a committee/commission to establish performance measures

March 7, 2024, PSAC General Meeting

1. Metro Ambassadors Program Update

- Senior Director, Karen Parks, provided the annual report
- PSAC suggested ride along opportunities with Ambassadors

2. LA Sheriff Ride-Along Experience

- Chair Oliver-Ronceros reported on his experience and encouraged other PSAC Committee members to participate

3. High Level Recap of Community Listening Sessions

- Community Relations Manager, Isai Rosa presented on what we heard from the public through the eight community events, station activation and community listening session last Fall
- Recap included responses and public comments collected from in-person interactions, virtual meetings, events, CCATs, and Social Listening



Metro

April 4, 2024, PSAC General Meeting

1. Introduce the new Station Experience Unit

- Principal Transportation Planner in Operations, Jorge Martinez, provided:
 - Overview of the new unit focused on enhancing safety and cleanliness at designated Metro stations.
 - Update on successful intervention methods at Westlake MacArthur Park
 - Overview of the partnership with Throne Public Restrooms
 - Best practices to be implemented at designated stations.

2. Customer Experience Plan Safety-Related Action Items (CX)

- Chief Customer Experience Officer Jennifer Vides, joined by Senior Manager Lauren Deaderick and Senior Executive Officer of Systems Security and Law Enforcement, Robert Gummer, provided updates on the 17 safety-related action items in the 2023 CX Plan.



Thank You



Metro®



Board Report

File #: 2024-0168, File Type: Informational Report

Agenda Number:

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 18, 2024

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

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

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

DISCUSSION

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

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

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

DEPLOYMENTS AND TRENDS

Metro continues to incorporate enhancements and find proactive ways for its safety and security model to address evolving societal issues that intersect with the system. The agency's multi-layered approach with high visibility presence continues to strategically address challenges, as reflected in the recent systemwide declines in Crimes Against Society and Crimes Against Property.

Ridership in February 2024 was 23,031,303, up 9.43% from February 2023 (21,047,072). Although Crimes Against Persons increased from January to February 2024, the implementation of the Multi-Layered Planned Deployment in mid-2023 is demonstrated in the annual comparison of February 2023 with February 2024 and the declines in the number of crimes and Crimes Against Persons per 1 million boardings. SSLE's steady coordination with its law enforcement partners, contract security, transit security, and other multi-layered partners allowed for strategic safety and security operations to be incorporated, enhanced, and continued. This includes utilizing data such as call center comments, Transit Watch app reports, weekly coordination meetings, and trend reports to develop and implement strategic efforts to target crime spikes, adjustments at Focus Stations, End of Line stations, Bus Riding Teams, or Code of Conduct enforcement.

Systemwide Crime Stats

The following represents crime statistics and data analysis for February 2024.

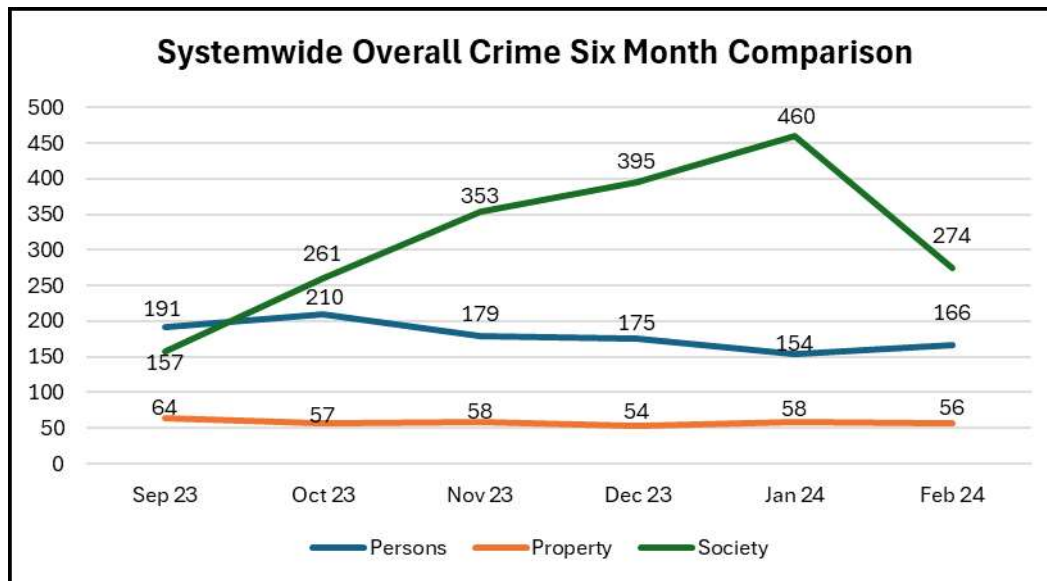
The overall system rate of Crimes Against Persons rose 7.8% in February 2024 compared to January 2024 (166 vs. 154). By mode, Crimes Against Persons on the rail system increased by 16%, specifically due to increases in aggravated assaults (28 vs. 16) and sex offenses (6 vs. 2). The bus system dropped by 1.4% from January 2024 due to a decline in batteries (41 vs. 46).

Crimes Against Property systemwide slightly decreased by 3.4% when comparing February 2024 to January 2024. On the rail system, crime decreased by 11.1%, attributed mainly to a 10.7% decrease in larcenies in February 2024 compared to the previous month (25 vs. 28). Crimes Against Property on the bus system saw a slight increase in February 2024 from January 2024 (24 vs. 22).

Systemwide, Crimes Against Society decreased significantly by 40.4% (274 vs. 460), as this was a result of enforcement-related arrests for trespassing, narcotics, and weapons, attributing to a decline of these types of activities on the system. By mode, the rail system experienced declines in trespassing of 43.9% (208 vs. 371), narcotics arrests of 25.4% (47 vs. 63), and weapons of 26.7% (11 vs. 15). On the bus system, there was an overall decrease of 27.3% compared to January 2024.

In February, our law enforcement partners observed increased cell phone thefts on buses. Most of these incidents occurred on the Western Avenue corridor in LAPD's South Bureau. In response, LAPD implemented a focused bus riding team on this corridor, which led to a 78.6% reduction in cell phone thefts the following week.

The following chart and tables demonstrate six-month and annual comparisons.



The three tables below compare Crimes Against Persons, Property, and Society comparing February 2024 to January 2024, as well as February 2023:

Systemwide	Feb-24	Jan-24	% Change Feb 24 vs Jan 24	Feb-23	% Change Feb 24 vs Feb 23
Crimes Against Persons	166	154	7.8%	184	-9.8%
Ridership	23,031,303	24,024,647	-4.1%	21,047,072	9.4%
Crimes Against Persons per 1 Million Boardings	7.21	6.41	12.4%	8.74	-17.6%

Crimes Against Property per 1 million boardings saw a slight increase of 0.7% compared to January 2024 and decreased by 17.5% compared to February 2023:

Systemwide	Feb-24	Jan-24	% Change Feb 24 vs Jan 24	Feb-23	% Change Feb 24 vs Feb 23
Crimes Against Property	56	58	-3.4%	62	-9.7%
Ridership	23,031,303	24,024,647	-4.1%	21,047,072	9.4%
Crimes Against Property per 1 Million Boardings	2.43	2.41	0.7%	2.95	-17.5%

Crimes Against Society per 1 million boardings decreased by 37.9% compared to January 2024 and increased by 217% compared to February 2023:

Systemwide	Feb-24	Jan-24	% Change Feb 24 vs Jan 24	Feb-23	% Change Feb 24 vs Feb 23
Crimes Against Society	274	460	-40.4%	79	246.8%
Ridership	23,031,303	24,024,647	-4.1%	21,047,072	9.4%
Crimes Against Society per 1 Million Boardings	11.90	19.15	-37.9%	3.75	217.0%

Deployment Results

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

Law Enforcement

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

Law Enforcement Efforts (February 2024)	Arrests	Citations*	Warnings*
LAPD	375	351	1439
LASD	101	100	384
LBPB	2	3	0

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

Law enforcement homeless outreach data has been omitted from this report as staff works to align how homeless outreach data is defined and reported. Currently, each law enforcement partner defines their outreach efforts differently, making it challenging to demonstrate the impact of their work across the system. Staff will coordinate with the Homeless Outreach team to define particular data sets and provide law enforcement partners with a standardized template to provide their data. This allows for a streamlined approach to understanding the outreach efforts systemwide and reporting information and trends. Once the data has been aligned, staff will resume reporting by May 2024.

End of Line

Contract security (CS) officers offload trains at the end-of-line (EOL) stations and provide security support for maintenance employees while performing their duties. CS cleared 16,888 trains. The following six EOL stations were added for February: Downtown Long Beach, Downtown Santa Monica, Expo/Crenshaw, Norwalk, Redondo Beach, and Westchester/Veterans. There is a decrease in the number of "Trains Cleared" because this metric was redefined to count the number of trains

instead of train cars per train.

December 2023

Station	Trains Cleared	Patrons Offloaded
North/Hollywood	2,488	3,508
Union Station	9,077	6,012
APU/Citrus	836	1,793
Grand Total	12,401	11,313

January 2024

Station	Trains Cleared	Patrons Offloaded
North/Hollywood	2,067	2,000
Union Station	6,282	7,934
APU/Citrus	4,221	7,854
Atlantic	3,327	6,332
Wilshire/Western	2,466	4,338
Grand Total	18,363	28,458

February 2024

Station	Trains Cleared	Patrons Offloaded
APU/Citrus	3,035	7,809
Atlantic	1,997	3,510
Downtown Long Beach	1,310	5,742
Downtown Santa Monica	523	1,022
Expo/Crenshaw	306	5
North/Hollywood	1,281	2,499
Norwalk	617	1,306
Redondo Beach	1,099	2,322
Union Station	4,413	6,137
Westchester/Veterans	710	1,503
Wilshire/Western	1,597	4,312
Grand Total	16,888	36,167

CS shares their observations during weekly multi-layered planned deployment meetings with Metro Homeless Outreach and law enforcement partners. CS observations are compared with feedback from Metro Blue Shirts and Transit Ambassadors to understand where unhoused riders require the most resources. In February, Metro Homeless Outreach efforts, were targeted at the following stations: Westlake/MacArthur Park, Willowbrook/Rosa Parks, Vermont/Santa Monica, and Lake. The table below reflects these efforts.

Metro Homeless Outreach Efforts (Excluding End of Line)	February Totals
Engagements	633
Enrollments into Homeless Management Information System (HMIS)	56
Interim Placements	17
Permanent Housing Placements	0

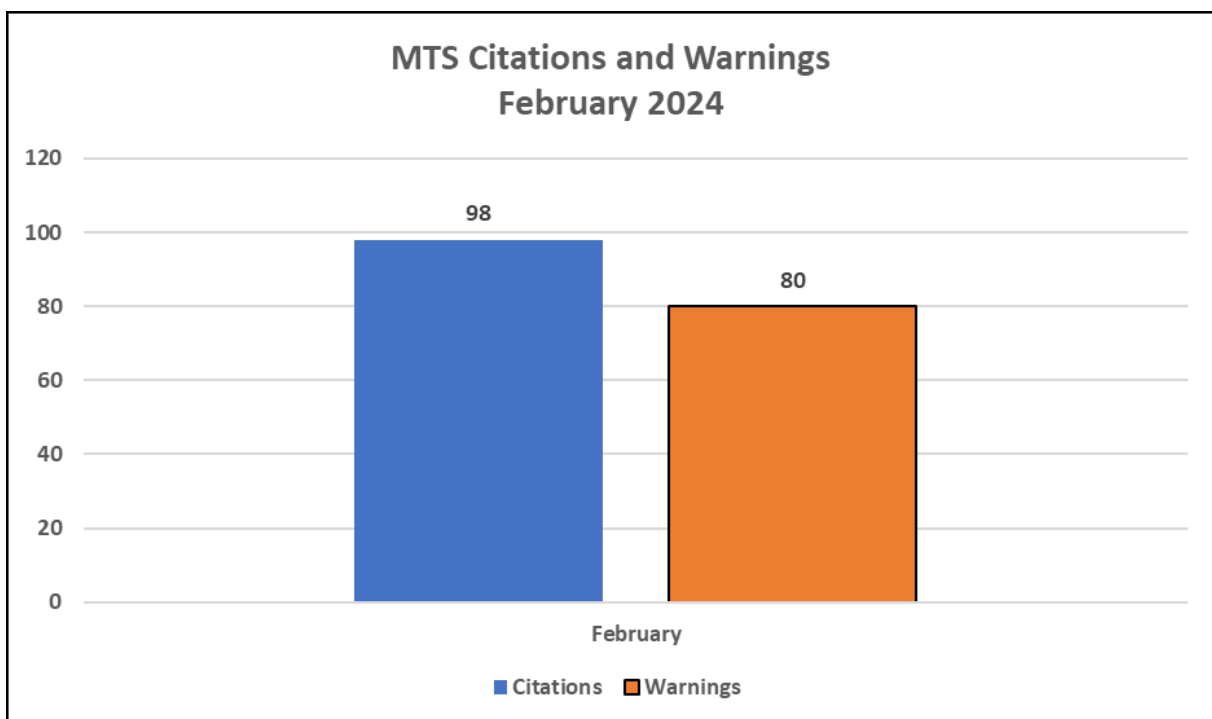
Metro Homeless Outreach has fixed posts at key EOL stations within the multi-layered planned deployment. Staff currently support six EOL stations (Union Station, Downtown Santa Monica, Downtown Long Beach, Atlantic, North Hollywood, and APU/Citrus). The efforts at EOL account for 1,

636 (72%) of 2,269 total engagements during the month of February. The table below reflects the outreach efforts at EOL stations.

Metro Homeless Outreach Efforts (End of Line)	February Totals
Engagements	1636
Enrollments into Homeless Management Information System (HMIS)	142
Interim Placements	60
Permanent Housing Placements	2

Transit Security

The primary role of Metro Transit Security (MTS) in the Multi-Layered Planned Deployment is Code of Conduct enforcement. Since the onset of the Multi-Layered Planned Deployment in July 2023 and the revised Code of Conduct incorporated in June 2023, SSLE has noted that 96% of the Code of Conduct violations cited on the system have been for fare evasion. In February, MTS officers issued 98 citations and 80 written warnings for Code of Conduct violations. Of those, 165 (93%) were due to individuals failing to provide proof of fare. The remaining citations and written warnings were for disruptive activities (2), blocking access/exits with a bicycle (2), smoking/vaping (4), loitering (2), urinating/defecating (1), treating others with respect (1) and littering (1). The numbers reflect MTS's continued efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. Code of Conduct enforcement is critical to maintaining order on the system and deterring non-destination travelers.



TRANSIT SECURITY FARE COMPLIANCE TEAMS – FEBRUARY 2024			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
02/05/24 – 02/09/24	A, B, C, E	564	243
02/12/24 – 02/16/24	A, B, C, E	333	112
02/19/24 – 02/23/24	A, B, C, E	388	141
02/26/24 – 03/01/24	A, B, C, E	432	172

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

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

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

TRANSIT SECURITY TRAIN RIDING TEAMS – FEBRUARY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
02/05/24 – 02/09/24	A, B, C, E	50	27	13
02/12/24 – 02/16/24	A, B, C, E	36	46	4
02/19/24 – 02/23/24	A, B, C, E	13	25	9
02/26/24 – 03/01/24	A, B, C, E	45	42	17

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

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

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

Operator Safety

In February, operator assaults decreased by four assaults when compared to January 2024 (12 vs. 16). Using hands (punch, slap), brandishing a gun (paint gun), and throwing an object were the top three methods of assault. Of the 12 assaults, five reported a bus barrier in use, one occurred outside the bus, and the remaining six did not provide details of bus barrier use. Of the reported assaults, two victims required medical transport, one victim was transported to see the company doctor, and one victim received medical treatment on scene. Two of the assaults occurred on Line 207 on Western Avenue, while the remaining ten assaults all occurred on various bus lines. This follows the usual monthly pattern where operator assaults tend to be scattered throughout various bus lines. Five of the assaults occurred between 12:00 p.m. and 5:59 p.m., three assaults occurred between 6:00 a.m. and 11:59 a.m., two assaults occurred between 6:00 p.m. and 11:59 p.m., and the remaining two assaults occurred between 12:00 a.m. and 5:59 a.m. Assaults in February were higher than historical averages over the past six years, as shown in Figure A. The methods of assaults that occurred in February are summarized in Figure B.

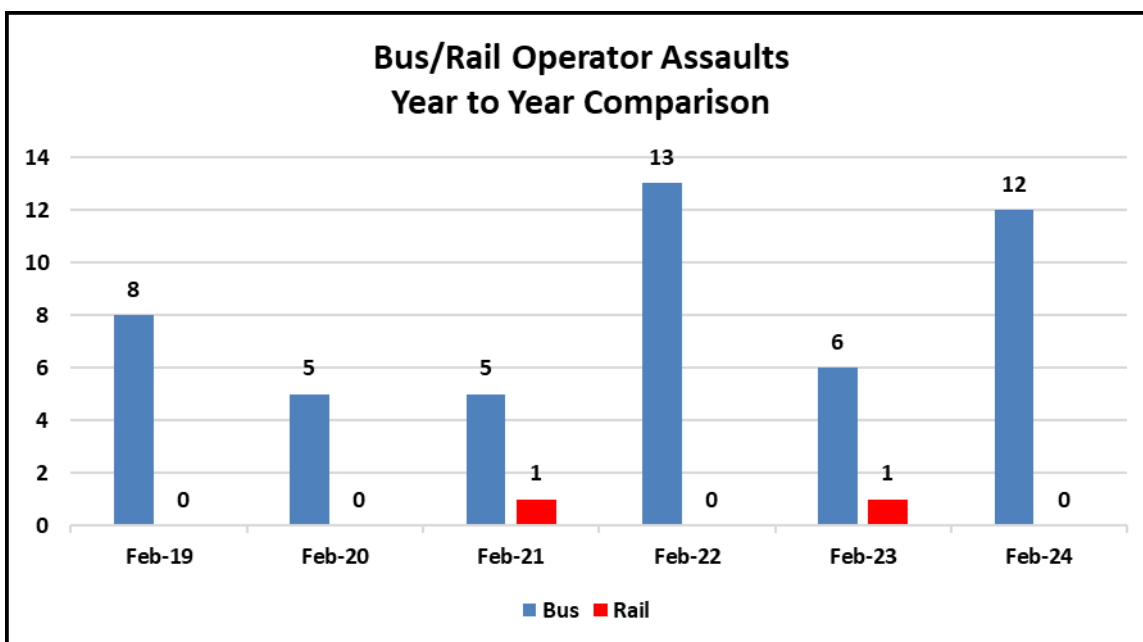
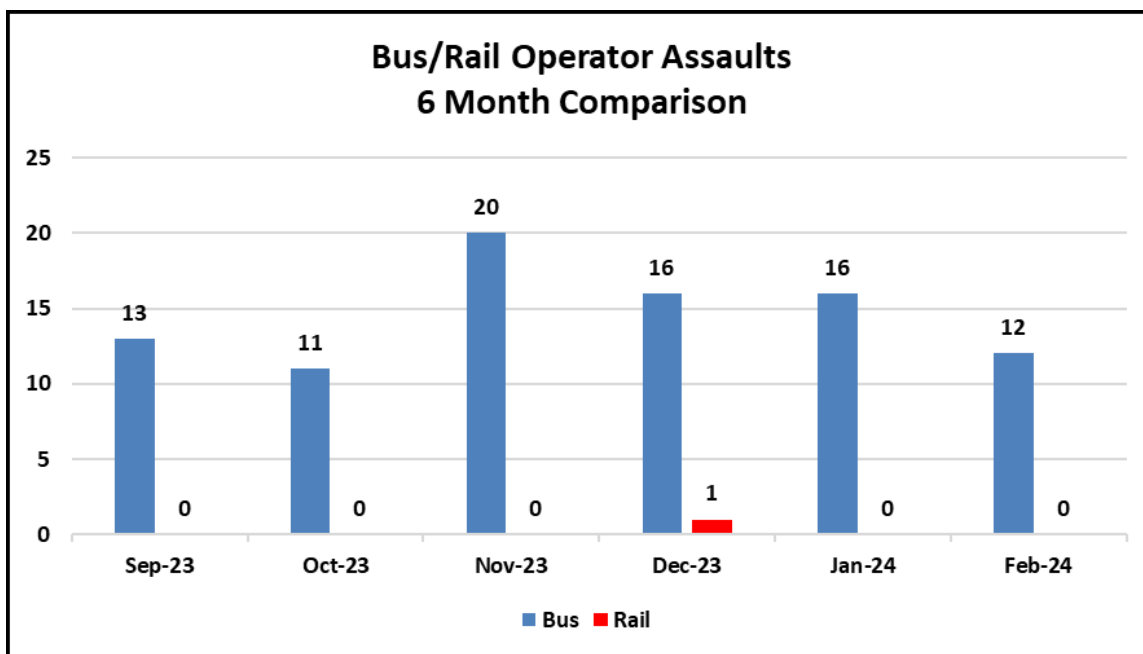


Figure A: Bus/Rail Operator Assaults Year-to-Year Comparison

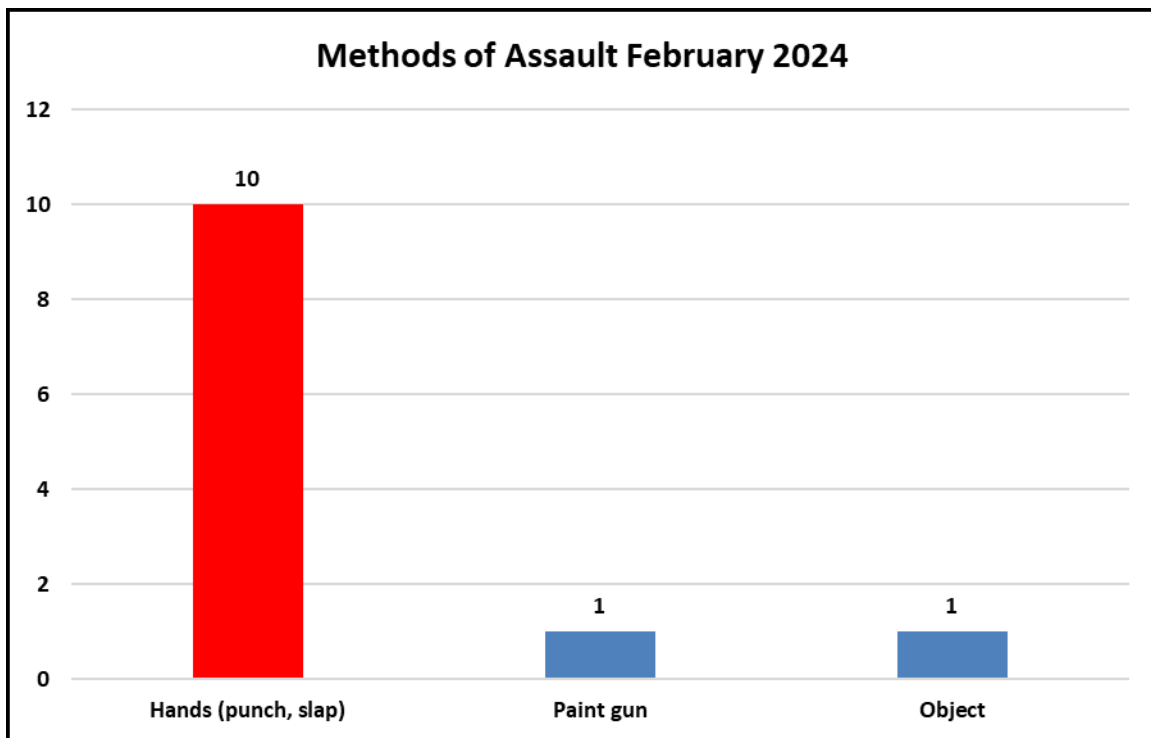


Figure B: Methods of Assault

Bus Riding Teams

Transit Security Bus Riding Teams rotate across the top 10 bus lines with reported incidents of operator assaults and lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. In February, a fixed deployment was added to Line 111 to address increased crime, significant incidents, and operator assaults.

TRANSIT SECURITY BUS RIDING TEAMS – FEBRUARY 2024				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
02/05/24 – 02/09/24	111, 115, 117	86	115	4
02/12/24 – 02/16/24	2, 10, 111	49	47	11
02/19/24 – 02/23/24	2, 4, 111	47	104	14
02/26/24 – 03/01/24	111, 115, 207	91	74	41

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

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

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

Two remaining Transit Security Bus Riding Teams are tentatively scheduled to be deployed by Summer 2024. The MTS teams are augmented with the support of law enforcement.

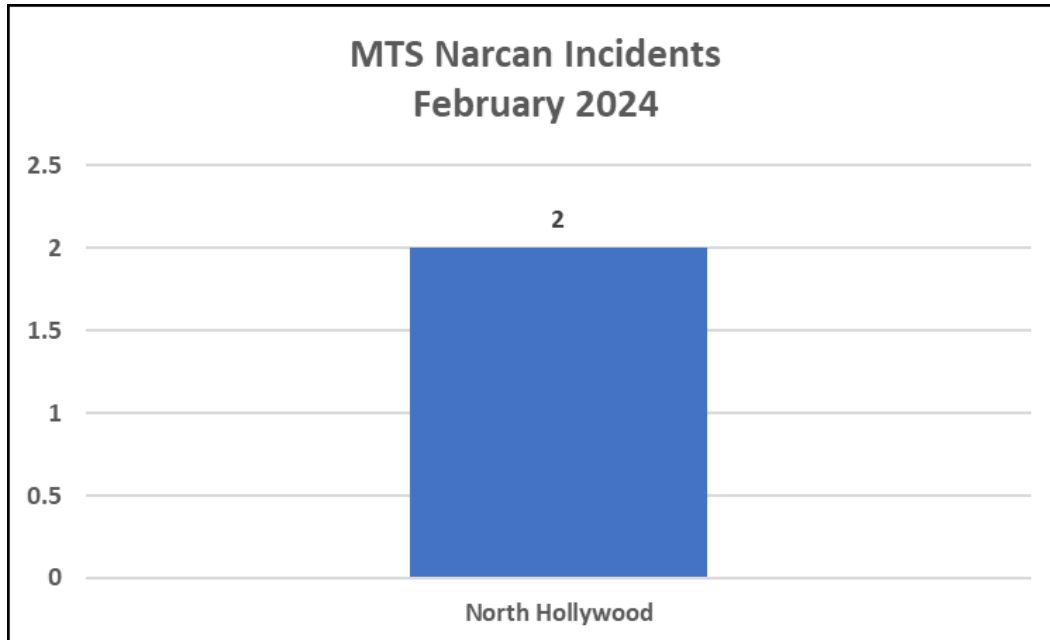
In addition to Code of Conduct enforcement, TSOs provide riders with safety tips, such as being aware of their surroundings while using their mobile phones and informing them of the Transit Watch application to report incidents. Several TSOs are bilingual and can assist patrons in Spanish, Korean, and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

Staff will continue to review crime statistics and physical assault data to identify potential trends and patterns that will inform deployment strategies to reduce crime on the bus system and help decrease and prevent bus operator assaults. In addition, staff engage with bus operators from all ten bus divisions at monthly RAP sessions to obtain feedback on lines and geographical areas where bus operators have safety concerns.

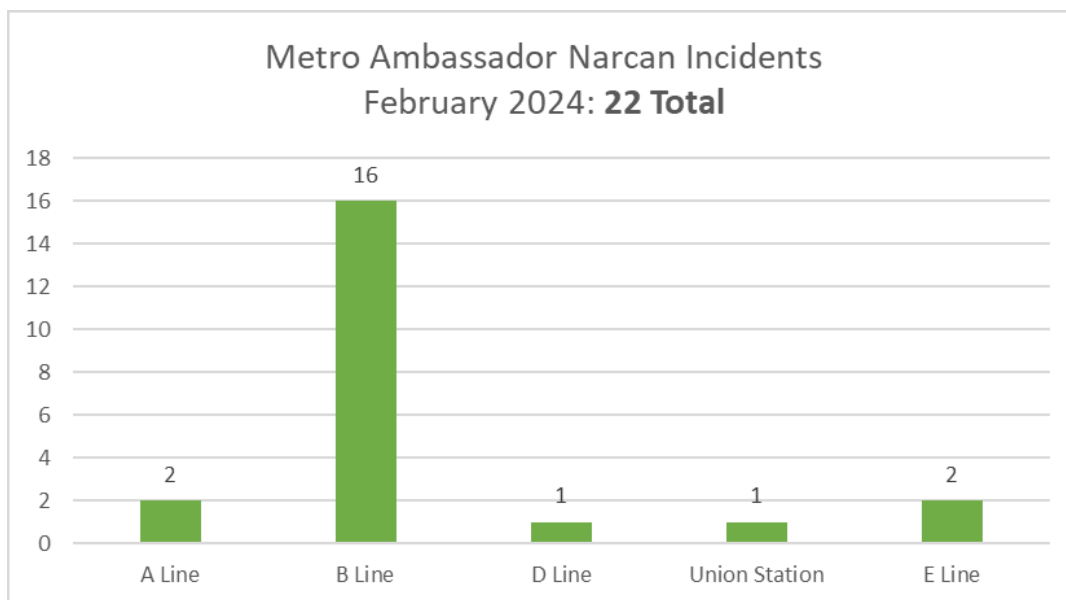
ACTIVITIES

Narcan Deployment

For February 2024, MTS reported **2 Narcan incidents**, with no drug-related fatalities. Both incidents occurred at the North Hollywood Station on the same day (February 1).



Metro Ambassadors reported **22 Narcan incidents**, with one drug-related fatality:



In total, MTS and Ambassadors reported 24 incidents in February, which is a 33% increase compared to the 18 reported incidents in January.

Public Facing Dashboard Update

SSLE and ITS continue to make headway with the Public Facing Dashboard. Currently being developed are the detailed dashboard pages, the landing page, programming for integration of charts and graphs, and the loading of SSLE's data. During the week of April 5, the consultant will provide a link for the Metro team to start reviewing and providing feedback in preparation for an initial draft preview by the Office of the CEO in mid-April.

Emergency Management Update

Emergency Training and Exercises

From February 2 to 6, the Emergency Management Department (EMD) activated Metro's Emergency Operations Center (EOC) to a Level 3, coordinating Metro's planning and response to the multiple-day storm event. EMD facilitated daily meetings for Metro departments to provide updates on the evolving weather forecasts and impacts on streets and transit routes, facilitate coordination of resource needs and requests, and collaborate on our patrons' and employees' safety and security. EMD participated in the City and County of Los Angeles Emergency Operations Center briefings to maintain situational awareness of all storm-related activities throughout the jurisdiction.



On February 24, EMD conducted the second of 11 planned exercises for this calendar year. The full-scale exercise was conducted at the A Line Glenarm Crossing in Pasadena using a train vs. pedestrian scenario. The objectives were to increase engagement with local first responders, improve awareness of response procedures, and enhance intra-agency coordination. Participants included the Pasadena Fire Department, Pasadena Police Department, Los Angeles Sheriff's Department, Metro Maintenance of Way, Rail Operations, Rail Operations Control Center, A Line North and South Management, and the Emergency Management Department.

Ancillary Areas Motion 30 Response - Quarterly Update

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

Maintenance

- All ancillary areas along the B, D, and E lines are cleaned weekly by Custodial Services. The ancillary areas on the K line are cleaned as needed.
- The feedback received from Metro employees is that the ancillary areas have maintained desirable results.
- This is a direct result of the increased frequency of corridor inspections by security officers, increased frequency of station corridor cleaning, new cleaning products, updated Standard Operating Procedures for chemical and staff safety, and equipment that protects staff from

potential exposure to untreated corridors.

Security

- As of February 1, 2024, 87 contract security officers were deployed to the system to support the ancillary efforts.
- Contract security is deployed 24/7 at all 24 subway stations throughout the B, D, E, and K lines, inspects every ancillary area nine times per day, and work with law enforcement to conduct arrests on any trespassers they encounter.
- Contract security, MTS, and LAPD efforts resulted in 25 trespassing arrests in ancillary areas in February.
- Contract security continues to respond to ancillary door alarms set off by intruders. Contract security is instrumental in keeping the ancillary areas clean by providing security escorts to custodial services while the ancillaries are cleaned.
- Contract security reports damage, repair requests, and clean-up requests via the Metro Transit Watch app between the regularly scheduled clean-ups.

Alarms

- All audible alarms at the B/D Line ancillary doors have been programmed to activate for up to two hours if the door was entered or exited without first tapping a valid employee ID card on the adjacent badge reader.
- The alarms are reset by contract security officers at the station only via the badge readers, and any observed activities are reported to the Security Operations Center.

Staff will continue to provide quarterly updates to the Board on the above activities and their progress.

CUSTOMER COMMENTS

In February, there was an 18.8% increase in engagements related to Safety and Security on social media accounts compared to January, garnering the highest volume of engagements over the last seven months on this topic. These comments mention or request increased security to assist with passenger conduct, including the use of drugs on the system, continuing a trend from October to the present. SSLE will continue to ensure visible security presence through the multi-layer security resources.

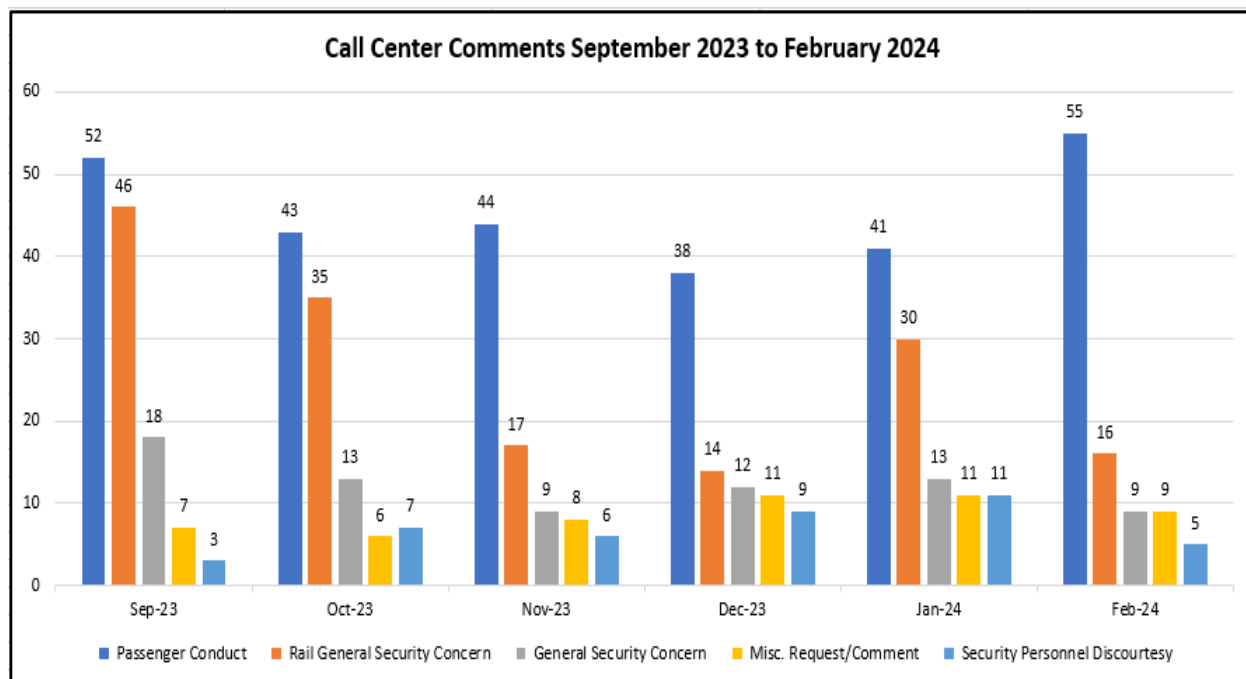
The Safety Personnel subtopic continues to generate the highest volume of engagement overall, with Safety and Security having average positive and negative comments. Examples on Reddit included positive discussions around increased security at stations such as Downtown Santa Monica and LA Trade Tech College, and on X, users credited Metro's "safety upgrades" while discussing increased ridership.

Call Center Comments

From January to February, customer comments related to *Passenger Conduct* increased by 34.1%

from 41 to 55. Examples of some of the most common comments received are riders complaining about individuals smoking on the train, drinking alcoholic beverages, and playing loud music.

Customer comments related to *Rail General Security Concern* and *General Security Concern* decreased by 46.7% (30 to 16) and 30.8% (13 to 9), respectively. Examples of these types of incidents range from harassment to assault, so a reduction in these types of comments is welcomed. SSLE will continue highlighting top themes from comments submitted to the Call Center and collaborate with its public safety partners to address them as part of the Multi-Layered Planned Deployment.



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

Transit Watch (TW) App

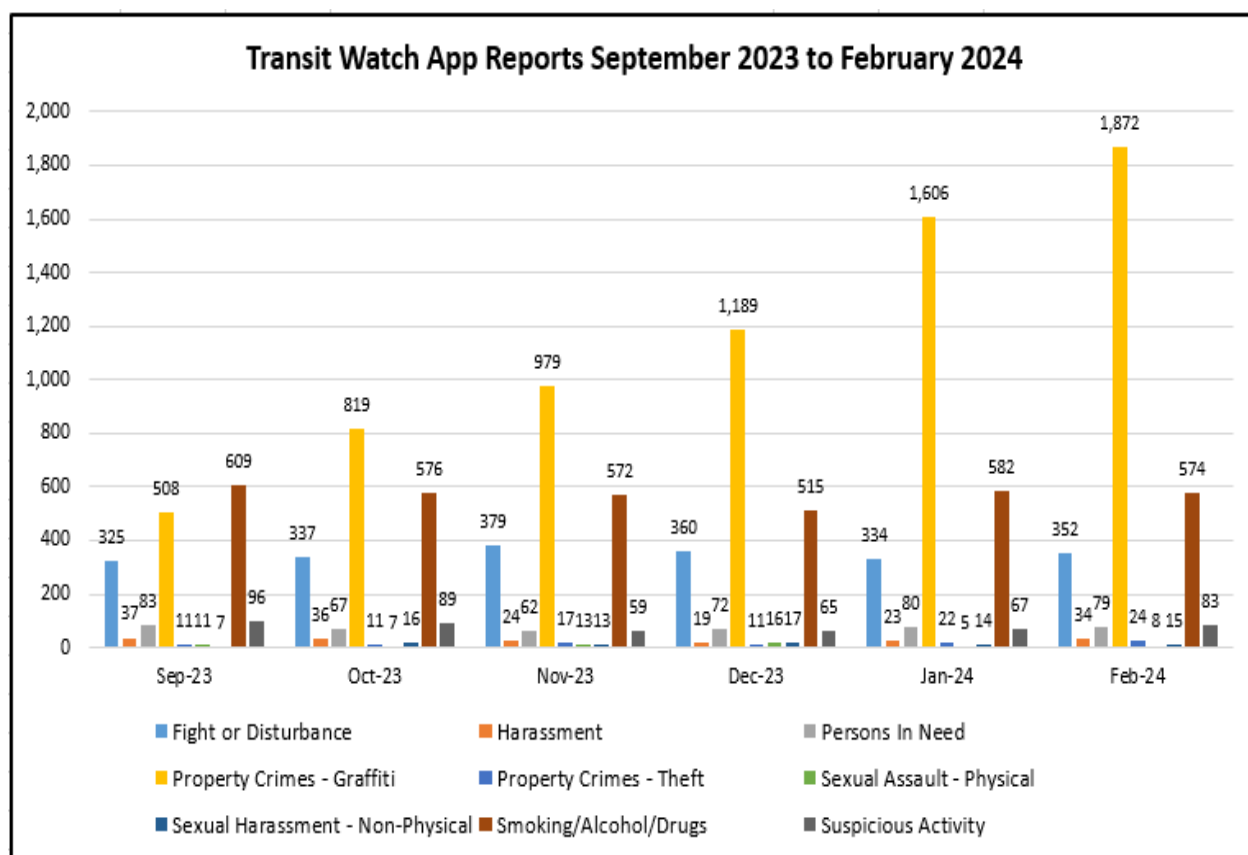
Transit Watch App reports related to safety and criminal elements for February totaled 3,041, an increase of 11.3% compared to January. The Security Operations Center's Security Control Specialists (SCS) response time for receiving the report to initial contact with the reporting party increased by 14.0% from January to February (0.65 minutes). By comparison, in FY23, the average response time was 4.9 minutes, exceeding the fiscal year's target of 4 minutes. For FY24, SSLE established a target response time of 2 minutes to ensure a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system. The reported number for February exceeded the target goal and demonstrated Metro's commitment to

providing excellent customer service and timely security resources to keep patrons and employees safe.

Types of Reported Incidents

Of the incident types reported through the Transit Watch application, property crimes- graffiti, harassment, and fights or disturbances increased in reporting from January to February.

Graffiti incidents reported in February were 1,872 vs. 1,606 in January (a 16.6% increase). Of the 1,872 graffiti incidents captured, Ambassadors reported 71.4% (1,336) of these occurrences, a 16.6% increase compared to 1,146 reported in January. The number of harassment reports submitted in February was 34 vs. 23 in January (a 47.8% increase), while fight or disturbance reports submitted in February were 352 vs. 334 in January (a 5.4% increase).



Transit Watch reports highlighted increased property crime and cleanliness issues along the A, B, C, and E lines. These observations resulted in increased patrols at stations with the highest observations.

SSLE also utilized the weekly meetings between members of the Multi-Layered Planned Deployment to discuss observed increases in security incidents, which included theft. SSLE will continue to explore best practices such as messaging/awareness campaigns, education, and video analytics to

address graffiti, theft, and harassment systemwide.

Stations with the Most Reported Incidents

For graffiti incidents, the top three locations in February were Vermont/Santa Monica Station (64), Willowbrook/Rosa Parks Station (64), and Pico Station (63). The top three locations reporting harassment incidents were Westlake/MacArthur Park Station (4), Union Station (3), and 7th Street/Metro Center Station (3). The top three locations reporting fight or disturbance incidents were Union Station (12), 7th Street/Metro Center Station (10), and Little Tokyo/Arts District Station (8).

METRO AMBASSADOR PROGRAM UPDATE

A Metro Ambassador's role is to improve the perception of safety by providing support to riders, connecting riders to resources, and reporting safety incidents or maintenance needs. Metro Ambassadors were deployed on all rail lines, G Line, J Line, and bus lines 210, 40, 20, and 720.

By the numbers

For the month of **February 2024**, Metro Ambassadors conducted 58,036 customer engagements and reported the following:

- 2,881 Cleanliness Issues
- 1,336 Graffiti Incidents
- 424 Elevator and Escalator Problems
- 249 Safety Issues

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to improve the safety of Metro's system and improve ridership and customers' experience. Using a multi-layered public safety model, SSLE collaborates with law enforcement partners, contract security, multi-disciplinary outreach teams, and Metro Ambassadors to support vulnerable and unhoused riders, respond to customer concerns, and improve cleanliness and security on the system. Contract security officers now provide security support at six additional end-of-line stations to assist maintenance employees with cleaning trains at the end of the line. Additionally, operator safety remains a top priority as SSLE maintains its presence across the system. The recent fixed deployments of Metro Transit Security Bus Riding Teams demonstrate the agency's commitment to keeping our operators and patrons safe and deterring crime. LAPD's crime suppression efforts on bus lines 108, 207, and 754 have created a safer environment for riders. Through these combined safety measures, Metro is improving the customer experience by connecting riders to social services, enhancing the protection of secured areas, allowing employees to perform their duties safely, and providing a safe trip experience for riders through the multi-layered deployment.

NEXT STEPS

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

ATTACHMENTS

Attachment A - Board Motion 30

Attachment B - Arrests by Race & Ethnicity February 2024

Attachment C - Total Crime Summary February 2024

Attachment D - Systemwide Law Enforcement Overview February 2024

Attachment E - MTA Supporting Data February 2024

Attachment F - Bus & Rail Operator Assaults February 2024

Attachment G - Sexual Harassment Crimes February 2024

Prepared by: Robert Gummer, Senior Executive Officer, System Security & Law Enforcement, (213) 922-4513

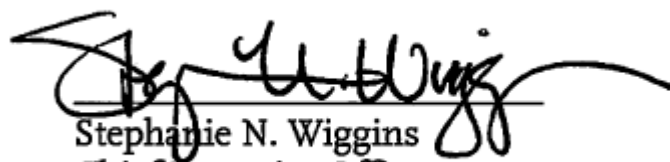
Vanessa Smith, Executive Officer, Customer Experience, (213) 922-7009

Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

Reviewed by: Kenneth Hernandez, Interim Chief Safety Officer, Chief Safety Office, (213) 922-2990

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

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



Stephanie N. Wiggins
Chief Executive Officer


Metro
Metro
Board Report

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

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

Agenda Number: 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

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

Ancillary Areas

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

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

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

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

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

and conduct a deep cleaning of the site.

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

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

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

- Alarm sounds when the door is opened and continues until the door closes, and no motion is detected behind the door.
- Alarm switches off when the door is closed OR when the door stays open, and motion is detected behind the door.

The alarms on the K-Line & Regional Connector stay activated when the door is opened and is only deactivated with a SSLE activated key.

As Metro continues to improve the ancillary areas' cleanliness and safety and address the environmental study findings, the Board should receive regular status updates on this crucial issue.

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

APPROVE Motion by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn that the Board direct the Chief Executive Officer to:

- Provide the Board with a current update on the status of the ancillary areas and their cleaning status;
- Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;
- Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;
- Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

- E. Report back to the Board in October and quarterly thereafter on the status of all the above, including an updated industrial hygienist audit within 12 months.



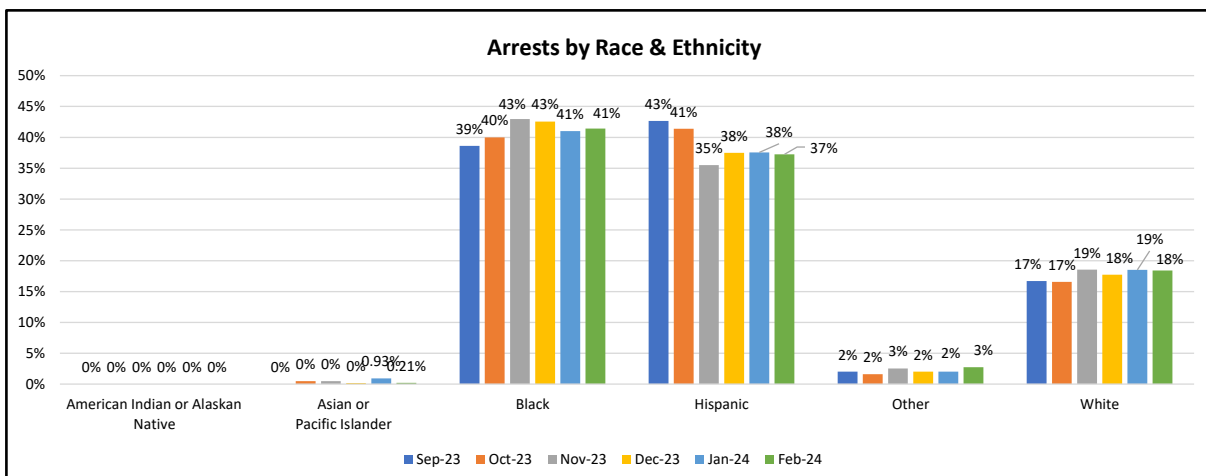
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Arrests February 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	1	24	174	16	162	0	13	8	80	478
Total	0		1		198		178		13		88		478
% Share	0.00%		0.21%		41.42%		37.24%		2.72%		18.41%		100.00%

Arrests February 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	1	6	13	2	15	0	3	3	7	50
Rail Systemwide	0	0	0	0	18	156	14	147	0	10	5	71	421
Union Station and 7th & Metro Station	0	0	0	0	0	5	0	0	0	0	0	2	7
Total	0		1		198		178		13		88		478
% Share	0.00%		0.21%		41.42%		37.24%		2.72%		18.41%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) February 2024	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	2	43	7	52	0	1	1	17	123
B Line (Red)	0	0	0	0	14	86	5	67	0	5	4	41	222
C Line (Green)	0	0	0	0	1	10	1	16	0	0	0	4	32
D Line (Purple)	0	0	0	0	1	8	0	1	0	3	0	4	17
E Line (Expo)	0	0	0	0	0	6	1	9	0	0	0	5	21
Bus - G Line (Orange)	0	0	0	0	1	2	0	2	0	0	0	0	5
Bus - J Line (Silver)	0	0	0	0	0	0	0	0	0	0	0	1	1
K Line	0	0	0	0	0	3	0	2	0	1	0	0	6
Union Station	0	0	0	0	0	5	0	0	0	0	0	2	7
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	1	5	11	2	13	0	3	3	6	44
Total	0		1		198		178		13		88		478
% Share	0.00%		0.21%		41.42%		37.24%		2.72%		18.41%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Total Crime Summary - February 2024

Total Crimes 5-Year Trend - Systemwide

January-February	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	43	35	60	82	67
Agg Assault on Op	2	3	4	2	5
Battery	148	95	166	184	161
Battery on Operator	9	8	22	14	23
Homicide	0	1	1	1	1
Rape	4	3	1	3	4
Robbery	42	28	54	64	40
Sex Offenses	19	12	12	19	19
Subtotal	267	185	320	369	320
Crimes Against Property					
Arson	2	1	1	0	1
Bike Theft	14	2	6	3	1
Burglary	1	2	4	3	0
Larceny	100	41	82	79	88
Motor Vehicle Theft	4	2	3	9	5
Vandalism	21	47	68	27	19
Subtotal	142	95	164	121	114
Crimes Against Society					
Narcotics	14	28	13	83	119
Trespassing	24	14	15	48	585
Weapons	8	8	8	17	30
Subtotal	46	50	36	148	734
Total	455	330	520	638	1,168

Total Crimes 5-Year Trend - Rail

January-February	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	35	24	43	63	44
Agg Assault on Op	0	2	0	0	0
Battery	93	70	111	122	97
Battery on Operator	0	1	1	1	0
Homicide	0	1	0	1	0
Rape	4	3	1	3	2
Robbery	33	22	44	52	24
Sex Offenses	14	9	10	11	8
Subtotal	179	132	210	253	175
Crimes Against Property					
Arson	2	1	1	0	1
Bike Theft	11	0	3	1	1
Burglary	1	2	4	3	0
Larceny	75	31	60	59	53
Motor Vehicle Theft	3	2	3	9	2
Vandalism	15	28	51	11	11
Subtotal	107	64	122	83	68
Crimes Against Society					
Narcotics	8	12	7	55	110
Trespassing	23	13	13	45	579
Weapons	6	3	7	11	26
Subtotal	37	28	27	111	715
Total	323	224	359	447	958

Total Crimes 5-Year Trend - Bus

January-February	2020	2021	2022	2023	2024
Crimes Against Persons					
Agg Assault	8	11	17	19	23
Agg Assault on Op	2	1	4	2	5
Battery	55	25	55	62	64
Battery on Operator	9	7	21	13	23
Homicide	0	0	1	0	1
Rape	0	0	0	0	2
Robbery	9	6	10	12	16
Sex Offenses	5	3	2	8	11
Subtotal	88	53	110	116	145
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	3	2	3	2	0
Burglary	0	0	0	0	0
Larceny	25	10	22	20	35
Motor Vehicle Theft	1	0	0	0	3
Vandalism	6	19	17	16	8
Subtotal	35	31	42	38	46
Crimes Against Society					
Narcotics	6	16	6	28	9
Trespassing	1	1	2	3	6
Weapons	2	5	1	6	4
Subtotal	9	22	9	37	19
Total	132	106	161	191	210

Total Crimes 5-Year Trend February only - Systemwide

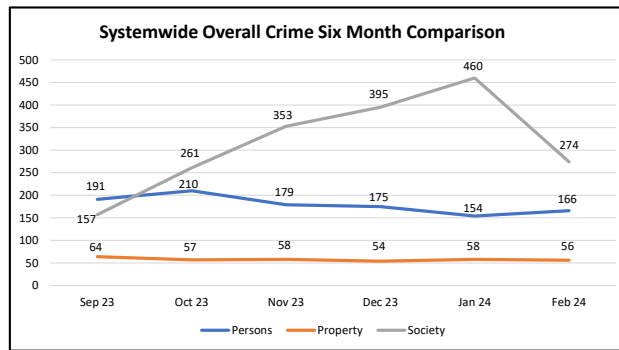
	Feb-20	Feb-21	Feb-22	Feb-23	Feb-24
Crimes Against Persons					
Agg Assault	20	18	27	39	42
Agg Assault on Op	2	1	4	1	1
Battery	70	56	77	83	76
Battery on Operator	3	5	9	6	11
Homicide	0	0	0	0	1
Rape	0	2	1	3	2
Robbery	19	13	30	36	21
Sex Offenses	11	9	7	16	12
Subtotal	125	104	155	184	166
Crimes Against Property					
Arson	0	1	1	0	1
Bike Theft	7	1	4	3	0
Burglary	0	2	1	1	0
Larceny	55	19	47	39	45
Motor Vehicle Theft	1	1	1	7	1
Vandalism	8	24	39	12	9
Subtotal	71	48	93	62	56
Crimes Against Society					
Narcotics	6	19	5	50	50
Trespassing	16	6	10	17	212
Weapons	5	6	5	12	12
Subtotal	27	31	20	79	274
Total	223	183	268	325	496

Total Crimes 5-Year Trend February only - Rail

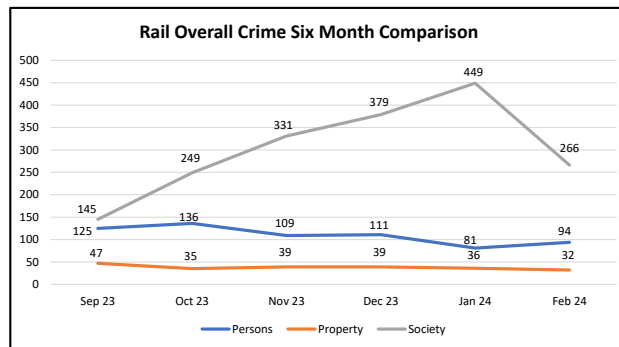
	Feb-20	Feb-21	Feb-22	Feb-23	Feb-24
Crimes Against Persons					
Agg Assault	15	12	19	30	28
Agg Assault on Op	0	0	0	0	0
Battery	45	39	51	54	46
Battery on Operator	0	1	0	1	0
Homicide	0	0	0	0	0
Rape	0	2	1	3	2
Robbery	14	10	23	28	12
Sex Offenses	8	6	5	10	6
Subtotal	82	70	99	126	94
Crimes Against Property					
Arson	0	1	1	0	1
Bike Theft	7	0	1	1	0
Burglary	0	2	1	1	0
Larceny	41	14	34	28	25
Motor Vehicle Theft	0	1	1	7	1
Vandalism	6	10	32	4	5
Subtotal	54	28	70	41	32
Crimes Against Society					
Narcotics	3	10	3	38	47
Trespassing	15	5	9	14	208
Weapons	5	1	4	8	11
Subtotal	23	16	16	60	266
Total	159	114	185	227	392

Total Crimes 5-Year Trend February only - Bus

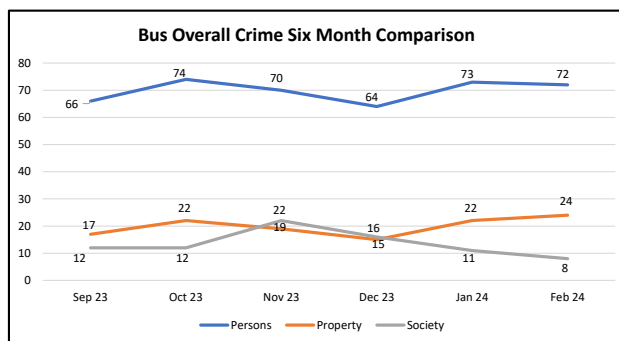
	Feb-20	Feb-21	Feb-22	Feb-23	Feb-24
Crimes Against Persons					
Agg Assault	5	6	8	9	14
Agg Assault on Op	2	1	4	1	1
Battery	25	17	26	29	30
Battery on Operator	3	4	9	5	11
Homicide	0	0	0	0	1
Rape	0	0	0	0	0
Robbery	5	3	7	8	9
Sex Offenses	3	3	2	6	6
Subtotal	43	34	56	58	72
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	0	1	3	2	0
Burglary	0	0	0	0	0
Larceny	14	5	13	11	20
Motor Vehicle Theft	1	0	0	0	0
Vandalism	2	14	7	8	4
Subtotal	17	20	23	21	24
Crimes Against Society					
Narcotics	3	9	2	12	3
Trespassing	1	1	1	3	4
Weapons	0	5	1	4	1
Subtotal	4	15	4	19	8
Total	64	69	83	98	104



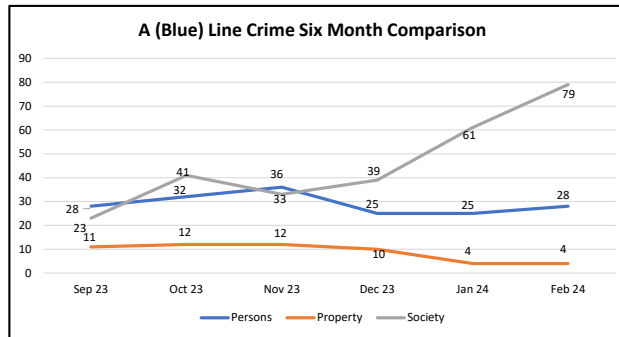
In February, total crime systemwide decreased by 26.2% compared to the previous month (496 vs 672). Crimes Against Persons increased by 7.8% (166 vs 154) which was a result of increases in aggravated assaults (43 vs 29) and robberies (21 vs 19). Crimes Against Property decreased by 3.4% (56 vs 58) as a result of decreases in thefts (46 vs 48). Crimes Against Society saw a decrease of 40.4%. This decrease was a result of decreases in narcotics arrests (50 vs 69), trespassing arrests (212 vs 373), and weapons arrests (12 vs 18).



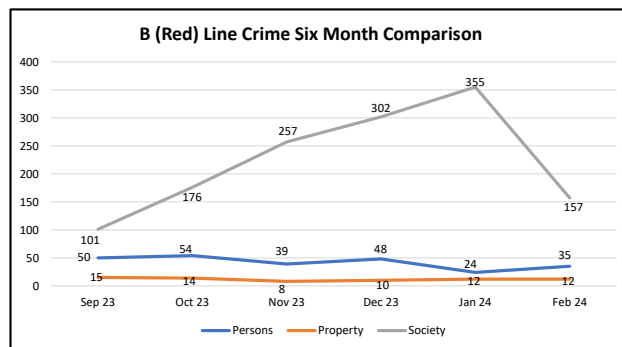
In February, total crime on the rail lines decreased by 30.7% compared to the previous month (392 vs 566). Crimes Against Persons increased by 16% (94 vs 81) as a result of increases in aggravated assaults (28 vs 16) and sex offenses (6 vs 2); rail lines saw a decrease in batteries (46 vs 51). Crimes Against Property saw a reduction of 11.1% (32 vs 36), led by decreases in larcenies (25 vs 28). Crimes Against Society decreased by 40.8%. This was a result of decreases in narcotics arrests (47 vs 63), trespassing arrests (208 vs 371), and weapons arrests (11 vs 15).



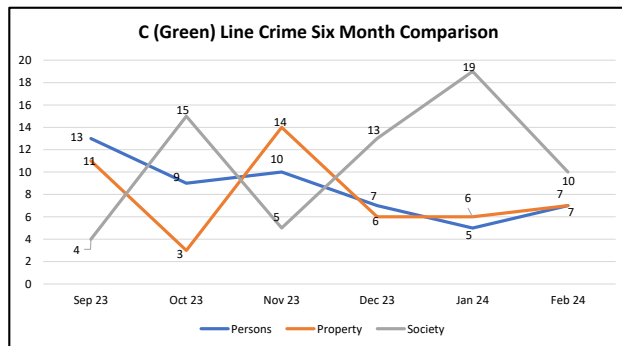
In February, crime on buses decreased by 1.9% (104 vs 106). Crimes Against Persons decreased by 1.4% as a result of decreases in batteries (41 vs 46) and increases in aggravated assaults (15 vs 13). Crimes Against Property saw an increase of 9.1% (24 vs 22) due to increases in thefts (20 vs 18). Crimes Against Society decreased by 27.3% (8 vs 11), mainly as a result of decreases in narcotics arrests (3 vs 6) and weapons arrests (1 vs 3).



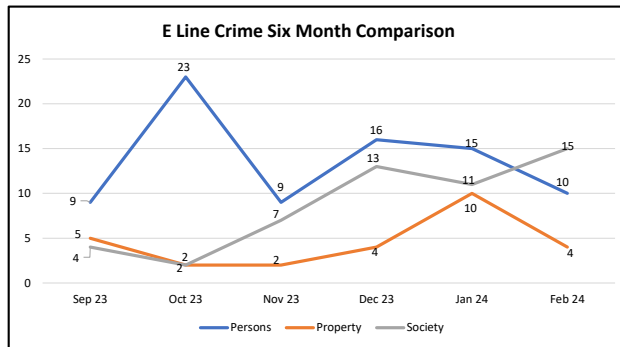
In February, the A (Blue) Line saw a 23.3% increase in total crime compared to the previous month (111 vs 90). Crimes Against Persons increased by 12% (28 vs 25) as a result of increases in aggravated assaults (8 vs 6), robberies (5 vs 2), and sex offenses (2 vs 1); the A Line saw a decrease in batteries (13 vs 16). Crimes Against Property remained the same as in the previous month (4 vs 4). Crimes Against Society increased by 29.5% (79 vs 61). This was due to increases in narcotics arrests (16 vs 9) and trespassing arrests (59 vs 48).



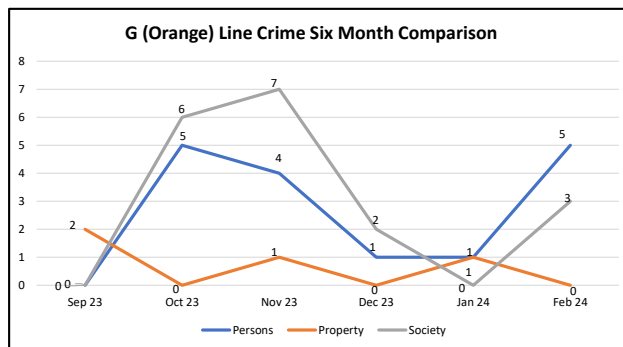
In February, the B (Red) Line saw a 47.8% decrease in total crime compared to the previous month (204 vs 391). Crimes Against Persons increased by 45.8% as a result of increases in aggravated assaults (11 vs 5) and batteries (19 vs 14). Crimes Against Property remained the same as in the previous month with 12 incidents which included 9 larcenies and 3 vandalism incidents. Crimes Against Society decreased by 55.8%. This was due to decreases in narcotics arrests (24 vs 39), trespassing arrests (130 vs 306), and weapons arrests (3 vs 10).



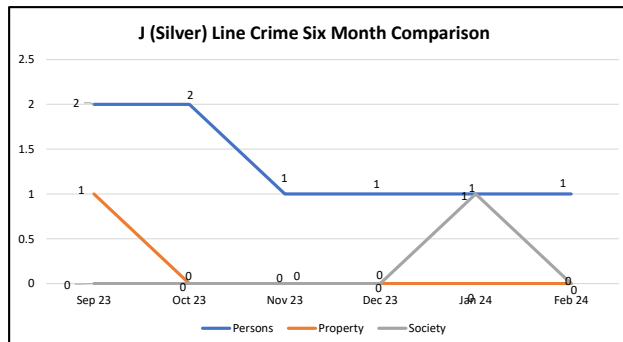
In February, the C (Green) Line saw a 20% decrease (24 vs 30) in total crime compared to the previous month. Crimes Against Persons increased by 40% (7 vs 5) as a result of increases in batteries (4 vs 3) and robberies (3 vs 1). Crimes Against Property increased by 16.7% (7 vs 6) due to an increase in thefts (6 vs 5). Crimes Against Society decreased by 47.4% (10 vs 19). This was mainly due to decreases in narcotics arrests (5 vs 15) and trespassing arrests (3 vs 4).



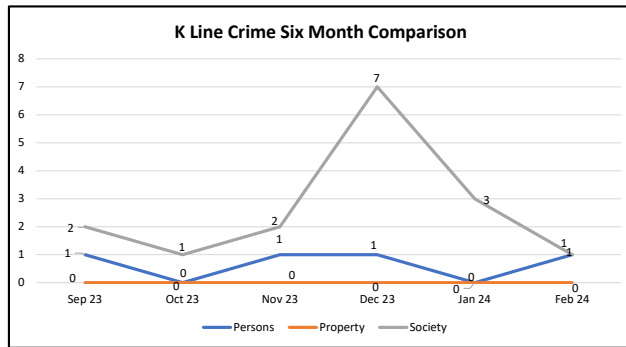
In February, the E Line saw a 19.4% decrease (29 vs 36) in total crime compared to the previous month. Crimes Against Persons decreased by 33.3% as a result of decreases in batteries (3 vs 7) and robberies (1 vs 4). Crimes Against Property decreased by 60% (4 vs 10) due to decreases in larcenies (3 vs 8). Crimes Against Society increased by 36.4% (15 vs 11), with increases in narcotics arrests (2 vs 0) and weapons arrests (2 vs 0).



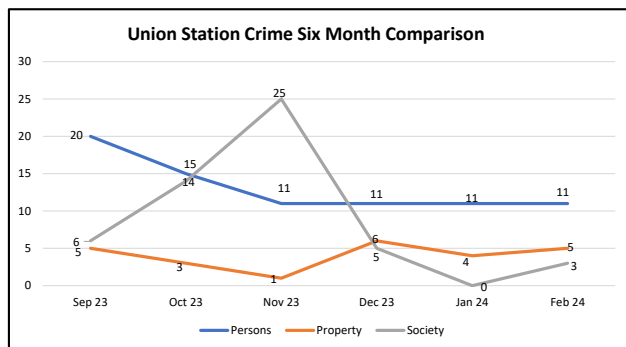
In February, the G (Orange) Line saw a 300% increase (8 vs 2) in total crime from the previous month. Crimes Against Persons increased by 400% (5 vs 1) as a result of increases in batteries (4 vs 1) and an increase in aggravated assaults (1 vs 0). Crimes Against Property decreased from 1 incident in the previous month to 0 incidents. Crimes Against Society increased (3 vs 0) due to an increase in trespassing arrests (2 vs 0) and weapons arrests (1 vs 0).



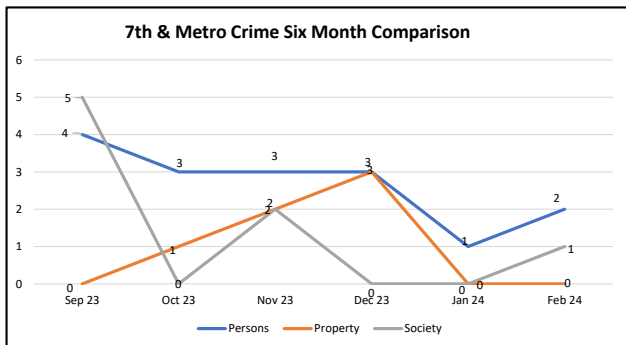
In February, crime on the J (Silver) Line decreased (1 vs 2) from the previous month. There was one battery against an operator.



In February, crime on the K Line decreased by 33.3% (2 vs 3) from the previous month. Crimes Against Persons saw one incident which was an aggravated assault. There were no Crimes Against Property and Crimes Against Society decreased by 66.7% (1 vs 3), with decreases in trespassing arrests (1 vs 2) and weapons arrests (0 vs 1).



In February, crime at Union Station increased by 26.7% (19 vs 15). Crimes Against Persons remained the same with 11 crimes (4 aggravated assaults, 5 batteries, and 2 sex offenses). Crimes Against Property increased by 25% (5 vs 4) mainly due to an increase in larcenies (5 vs 3). Crimes Against Society saw 3 incidents versus 0 the prior month, due to 3 trespassing arrests.



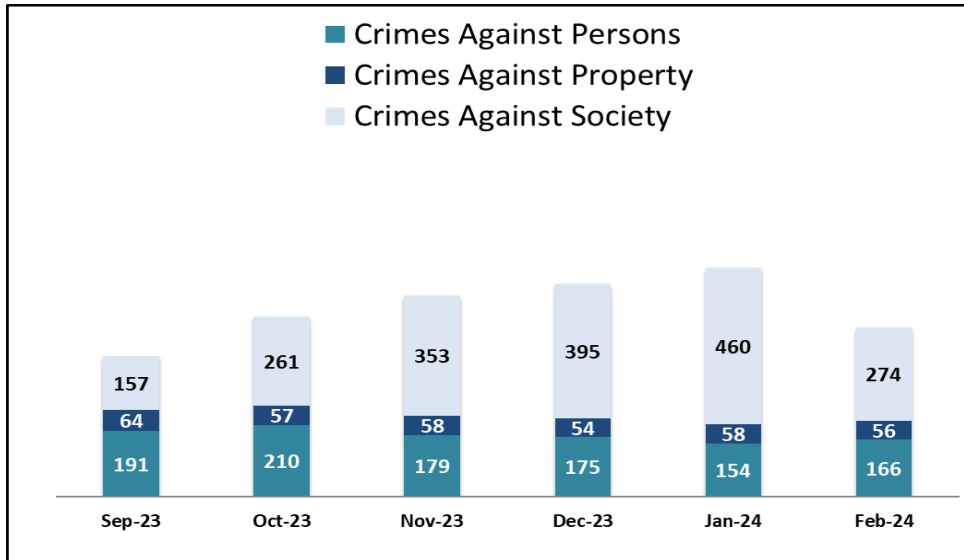
In February, crime at 7th & Metro station increased by 200% (3 vs 1). Crimes Against Persons increased from 1 incident the prior month to 2 incidents due to an increase in batteries (2 vs 1). There were zero Crimes Against Property and there was 1 Crime Against Society due to 1 trespassing arrest.

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

FEBRUARY 2024

Attachment D

Total Crimes

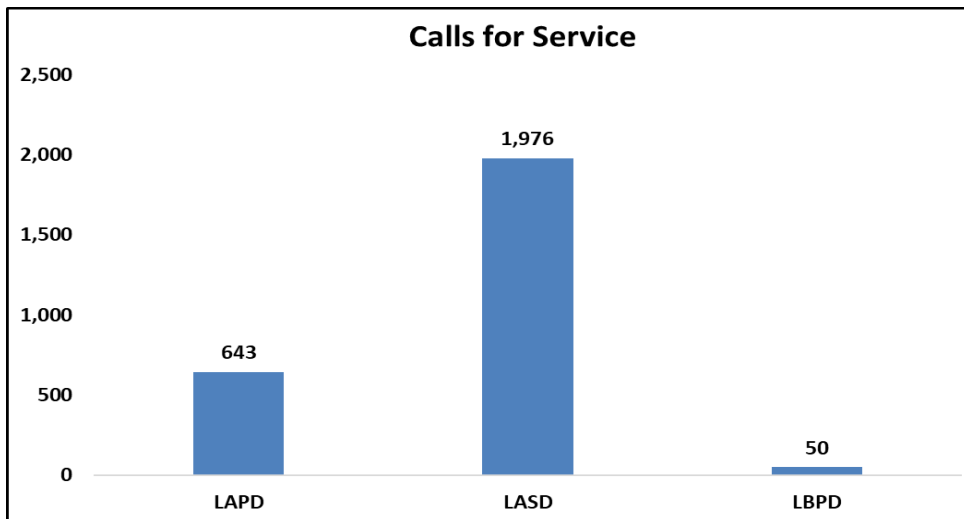


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)

Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service





SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

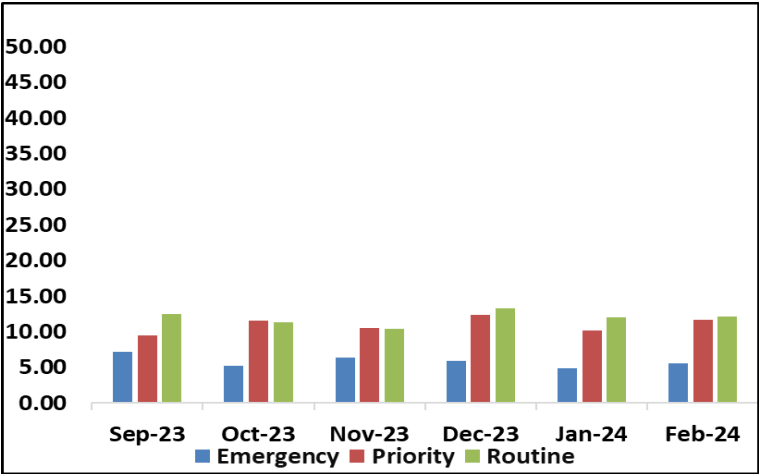
FEBRUARY 2024

Attachment D

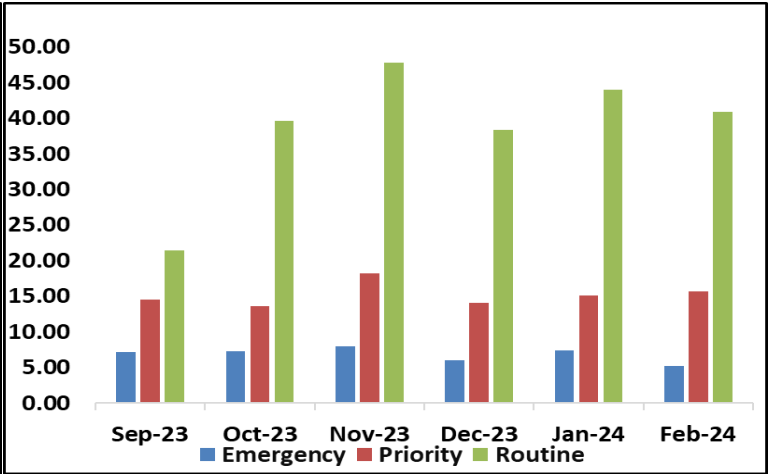
Average Incident Response Times

These graphs show how long it takes (in minutes) for LAPD, LASD, and LBPd to respond to Emergency, Priority, and Routine calls

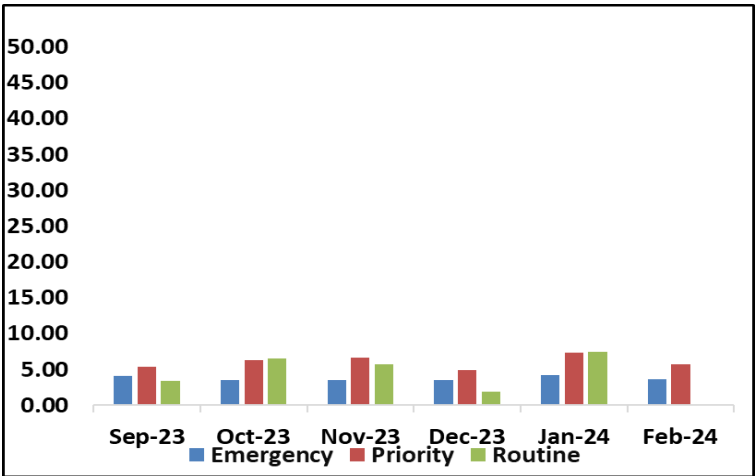
LAPD



LASD



LBPd



Transit Police

Monthly Crime Report



Attachment D

	2024	2023	%
	February	February	Change
CRIMES AGAINST PERSONS			
Homicide	1	0	100.0%
Rape	2	3	-33.3%
Robbery	21	36	-41.7%
Aggravated Assault	42	39	7.7%
Aggravated Assault on Operator	1	1	0.0%
Battery	76	83	-8.4%
Battery on Operator	11	6	83.3%
Sex Offenses	12	16	-25.0%
SUB-TOTAL	166	184	-9.8%
CRIMES AGAINST PROPERTY			
Burglary	0	1	-100.0%
Larceny	45	39	15.4%
Bike Theft	0	3	-100.0%
Motor Vehicle Theft	1	7	-85.7%
Arson	1	0	100.0%
Vandalism	9	12	-25.0%
SUB-TOTAL	56	62	-9.7%
CRIMES AGAINST SOCIETY			
Weapons	12	12	0.0%
Narcotics	50	50	0.0%
Trespassing	212	17	1147.1%
SUB-TOTAL	274	79	246.8%
TOTAL	496	325	52.6%
ENFORCEMENT EFFORTS			
Arrests	478	314	52.2%
Citations	454	485	-6.4%
Calls for Service	2,669	1,455	83.4%



Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2024

Attachment D

Crimes

Monthly

System-Wide	Feb-24	Feb-23	% Change
Crimes Against Persons	166	184	-9.78%
Crimes Against Property	56	62	-9.68%
Crimes Against Society	274	79	246.84%
Total	496	325	52.62%

Six Months

System-Wide	Sep-23-Feb-24	Sep-22-Feb-23	% Change
Crimes Against Persons	1,075	978	9.92%
Crimes Against Property	347	353	-1.70%
Crimes Against Society	1,900	276	588.41%
Total	3,322	1,607	106.72%

Annual

System-Wide	Mar-23-Feb-24	Mar-22-Feb-23	% Change
Crimes Against Persons	2,186	1,992	9.74%
Crimes Against Property	742	833	-10.92%
Crimes Against Society	2,917	449	549.67%
Total	5,845	3,274	78.53%

Average Emergency Response Times

Monthly

Feb-24	Feb-23	% Change
4:46	5:38	-15.38%

Six Months

Sep-23-Feb-24	Sep-22-Feb-23	% Change
5:28	5:29	-0.30%

Annual

Mar-23-Feb-24	Mar-22-Feb-23	% Change
5:25	5:35	-2.99%

Bus Operator Assaults

Monthly

Feb-24	Feb-23	% Change
12	7	71.43%

Six Months

Sep-23-Feb-24	Sep-22-Feb-23	% Change
89	67	32.84%

Annual

Mar-23-Feb-24	Mar-22-Feb-23	% Change
180	154	16.88%

Ridership

Monthly

Feb-24	Feb-23	% Change
23,031,303	21,047,072	9.43%

Six Months

Sep-23-Feb-24	Sep-22-Feb-23	% Change
145,837,401	131,392,911	10.99%

Annual

Mar-23-Feb-24	Mar-22-Feb-23	% Change
289,679,582	260,053,640	11.39%



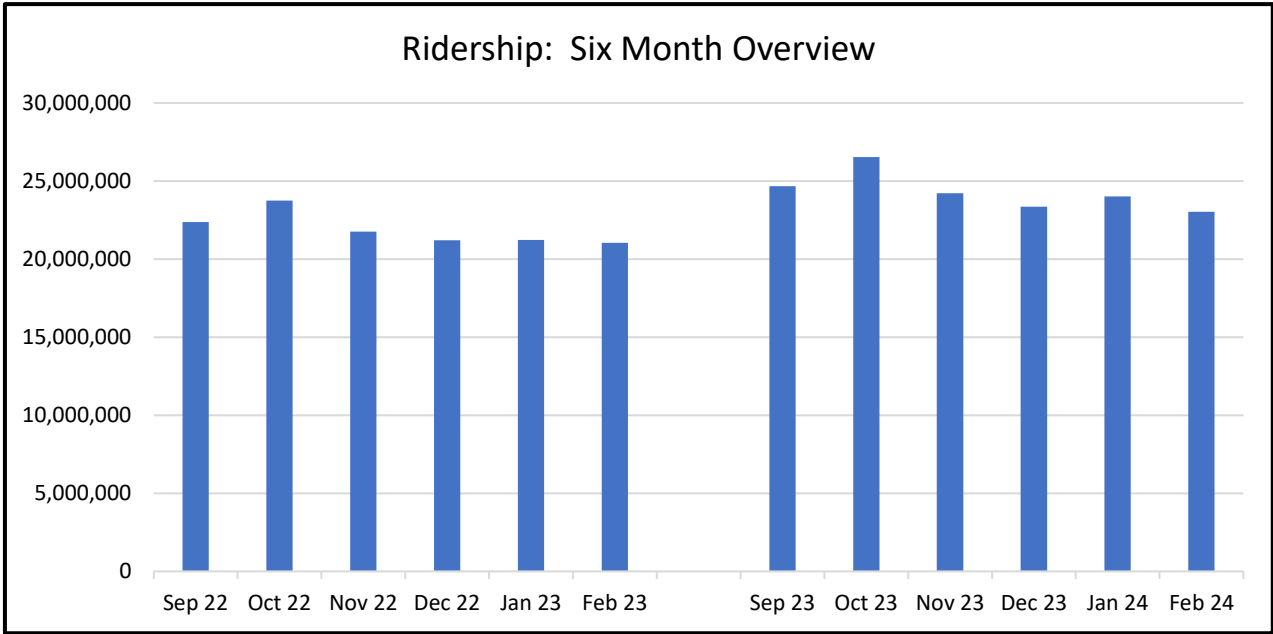
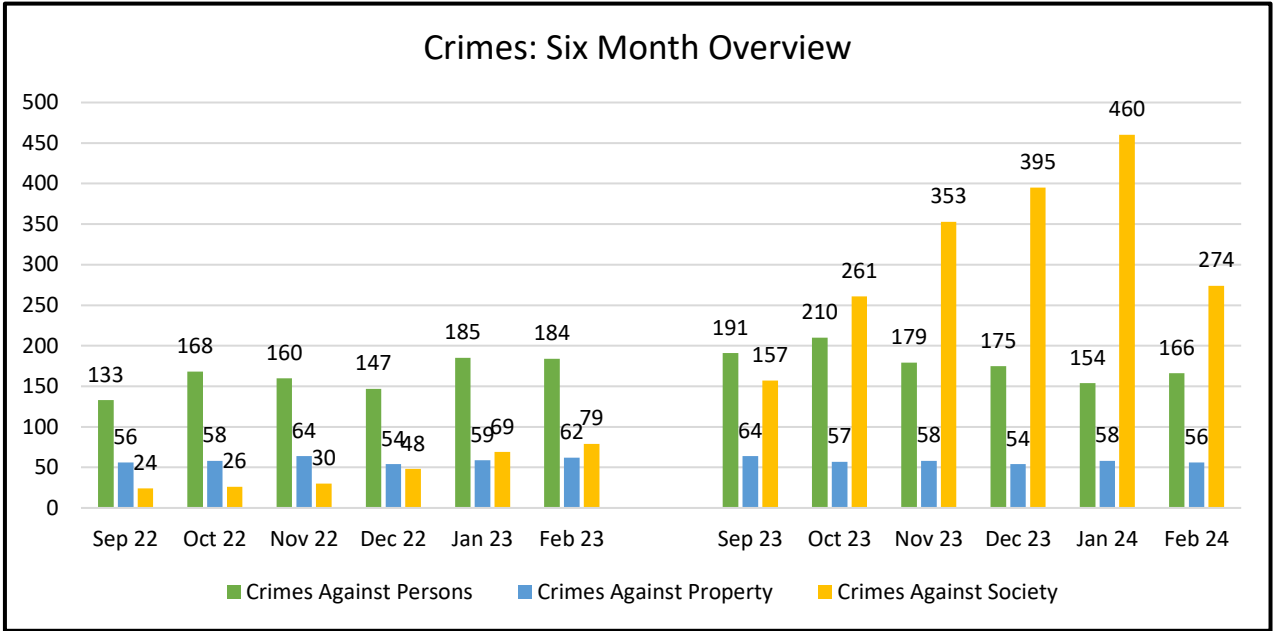
Metro

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

FEBRUARY 2024

Attachment D



A LINE (BLUE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	2
Robbery	2	2	1	46
Aggravated Assault	3	5	0	59
Aggravated Assault on Operator	0	0	0	0
Battery	5	6	2	112
Battery Rail Operator	0	0	0	1
Sex Offenses	0	2	0	10
SUB-TOTAL	10	15	3	230
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	0
Larceny	2	1	0	48
Bike Theft	0	0	0	4
Motor Vehicle Theft	0	0	0	9
Arson	0	1	0	1
Vandalism	0	0	0	15
SUB-TOTAL	2	2	0	77
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	1	2	1	27
Narcotics	8	8	0	72
Trespassing	56	1	2	220
SUB-TOTAL	65	11	3	319
TOTAL	77	28	6	626

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	15
Azusa Downtown	0	0	1	10
Irwindale	0	0	0	2
Duarte/City of Hope	1	0	0	7
Monrovia	0	0	0	5
Arcadia	0	0	0	5
Sierra Madre Villa	0	0	0	9
Allen	1	0	0	2
Lake	0	0	1	6
Memorial Park	0	0	0	2
Del Mar	3	0	0	6
Fillmore	2	0	0	6
South Pasadena	0	0	0	4
Highland Park	0	0	0	6
Southwest Museum	0	0	1	4
Heritage Square	0	0	0	4
Lincoln/Cypress	0	0	3	10
Chinatown	0	0	3	13
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	3	25
Historic Broadway	2	1	7	17
Grand Av Arts/Bunker Hill	0	0	44	127
7th St/Metro Ctr	0	0	0	13
Pico	1	1	0	21
Grand/LATTC	1	0	0	13
San Pedro St	5	0	0	13
Washington	0	0	4	20
Vernon	0	0	0	7
Slauson	0	1	2	18
Florence	2	0	0	11
Firestone	1	1	2	17
103rd St/Watts Towers	1	0	0	6
Willowbrook/Rosa Parks	0	0	5	75
Compton	1	0	0	28
Artesia	1	0	0	12
Del Amo	3	0	0	17
Wardlow	0	0	0	5
Willow St	1	0	1	11
PCH	0	0	0	6
Anaheim St	0	0	0	14
5th St	0	0	0	3
1st St	0	0	0	5
Downtown Long Beach	1	0	2	17
Pacific Av	1	0	0	3
Blue Line Rail Yard	0	0	0	0
Other	0	0	0	1
Total	28	4	79	623

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	6	10	0	128
Misdemeanor	80	25	2	654
TOTAL	86	35	2	782

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	0	3
Other Citations	68	32	2	708
Vehicle Code Citations	5	0	1	99
TOTAL	73	32	3	810

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	14	713	2	5,368
Priority	65	97	30	1,512
Emergency	5	8	18	279
TOTAL	84	818	50	7,159

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	15%	N/C	8%
Proactive	85%	N/C	98%
TOTAL	100%	0%	106%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	84%
Blue Line-LASD	N/C
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Azusa	0	14	0	133
Irwindale	0	21	0	218
Duarte Station	0	10	0	46
Monrovia	0	6	0	57
Magnolia Ave	0	0	0	0
Arcadia Station	0	9	0	84
Pasadena	0	38	0	278
South Pasadena	0	18	0	136
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	74	0	0	390
Slauson	0	6	0	65
Florence	0	2	0	110
Firestone	0	3	0	65
103rd St	24	0	0	79
Willowbrook	0	8	0	216
Compton	0	10	0	103
Artesia	0	4	0	66
Del Amo	0	4	0	176
Wardlow Rd	0	0	3	28
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	98	153	3	2,250

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

B LINE (RED)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	1	3
Robbery	3	44
Aggravated Assault	11	82
Aggravated Assault on Operator	0	0
Battery	19	182
Battery Rail Operator	0	0
Sex Offenses	1	17
SUB-TOTAL	35	329
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	9	60
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	3	23
SUB-TOTAL	12	85
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	3	38
Narcotics	24	218
Trespassing	130	1,161
SUB-TOTAL	157	1,417
TOTAL	204	1,831

ARRESTS		
AGENCY	LAPD	FYTD
Felony	37	306
Misdemeanor	202	1,670
TOTAL	239	1,976

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	163	647
Vehicle Code Citations	11	33
TOTAL	174	680

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	38	191
Priority	266	1,324
Emergency	21	111
TOTAL	325	1,626

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	21%
Proactive	79%
TOTAL	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	0	3	4	144
Civic Center/Grand Park	0	0	3	26
Pershing Square	1	1	14	202
7th St/Metro Ctr	5	3	5	190
Westlake/MacArthur Park	5	0	22	439
Wilshire/Vermont	0	1	2	60
Wilshire/Normandie	2	1	1	24
Vermont/Beverly	3	0	2	21
Wilshire/Western	1	0	3	32
Vermont/Santa Monica	0	0	1	27
Vermont/Sunset	1	0	7	44
Hollywood/Western	1	0	7	46
Hollywood/Vine	2	1	7	55
Hollywood/Highland	2	1	9	63
Universal City/Studio City	1	0	13	46
North Hollywood	11	1	57	377
Red Line Rail Yard	0	0	0	37
Total	35	12	157	1,833

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	80%

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	2
Robbery	0	3	23
Aggravated Assault	0	0	16
Aggravated Assault on Operator	0	0	0
Battery	1	3	27
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	1	6	70
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	1	4	45
Bike Theft	0	0	2
Motor Vehicle Theft	1	0	4
Arson	0	0	0
Vandalism	0	1	12
SUB-TOTAL	2	5	66
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	6
Narcotics	0	5	49
Trespassing	2	1	29
SUB-TOTAL	2	8	84
TOTAL	5	19	220

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	5
Douglas	0	0	0	3
El Segundo	0	0	0	6
Mariposa	0	1	0	4
Aviation/LAX	1	1	0	13
Hawthorne/Lennox	1	0	2	24
Crenshaw	1	1	0	15
Vermont/Athens	2	1	1	12
Harbor Fwy	0	1	1	26
Avalon	0	0	1	22
Willowbrook/Rosa Parks	0	2	2	39
Long Beach BI	0	0	1	25
Lakewood BI	0	0	1	9
Norwalk	1	0	1	17
Total	7	7	10	220

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	4	36
Misdemeanor	2	23	164
TOTAL	5	27	200

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	28	316
Vehicle Code Citations	0	0	7
TOTAL	2	28	323

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	432	3,241
Priority	16	36	438
Emergency	7	6	60
TOTAL	29	474	3,739

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	35%
Proactive	83%	65%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	85%
Green Line-LASD	90%

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

E LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	1	1
Robbery	1	0	27
Aggravated Assault	3	1	31
Aggravated Assault on Operator	0	0	0
Battery	3	0	48
Battery Rail Operator	0	0	1
Sex Offenses	1	0	4
SUB-TOTAL	8	2	113
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	2	1	29
Bike Theft	0	0	1
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	1	5
SUB-TOTAL	2	2	37
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	2	0	4
Narcotics	1	1	8
Trespassing	9	2	49
SUB-TOTAL	12	3	61
TOTAL	22	7	211

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	1	27
Misdemeanor	11	5	88
TOTAL	15	6	115

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	13	6	90
Vehicle Code Citations	6	1	13
TOTAL	19	7	103

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	13	228	1,830
Priority	54	27	590
Emergency	11	4	86
TOTAL	78	259	2,506

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	N/C
Proactive	84%	N/C
TOTAL	100%	0%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	8
East LA Civic Ctr	0	0	0	1
Maravilla	0	0	0	2
Indiana (both LAPD & LASD)	0	1	1	6
Soto	0	0	4	9
Mariachi Plaza	1	0	1	4
Pico/Aliso	0	0	0	6
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	4
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	0	2	9
LATTC/Ortho Institute	2	0	1	25
Jefferson/USC	2	0	0	9
Expo Park/USC	0	0	0	8
Expo/Vermont	0	0	0	9
Expo/Western	0	1	0	9
Expo/Crenshaw	1	0	3	22
Farmdale	0	0	0	10
Expo/La Brea	1	1	0	10
La Cienega/Jefferson	0	0	0	9
Culver City	0	0	0	3
Palms	0	0	0	5
Westwood/Rancho Park	0	0	0	3
Expo/Sepulveda	1	0	0	6
Expo/Bundy	0	0	0	4
26th St/Bergamot	0	1	0	2
17th St/SMC	1	0	0	3
Downtown Santa Monica	1	0	3	23
Expo Line Rail Yard	0	0	0	0
Total	10	4	15	211

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	85%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	24	261
Figueroa St	0	0	0
Exposition Blvd	120	0	872
Culver City	0	0	12
Santa Monica	0	23	148
TOTAL	120	47	1,293

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

G LINE (ORANGE)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	3
Aggravated Assault	1	7
Aggravated Assault on Operator	0	0
Battery	4	8
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	5	19
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	4
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	0	6
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	2
Narcotics	0	9
Trespassing	2	9
SUB-TOTAL	3	20
TOTAL	8	45

ARRESTS

AGENCY	LAPD	FYTD
Felony	3	15
Misdemeanor	2	42
TOTAL	5	57

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	1	8
Vehicle Code Citations	1	258
TOTAL	2	266

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	3	12
Priority	4	45
Emergency	1	4
TOTAL	8	61

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	15%
Proactive	85%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	1	18
Laurel Canyon	0	0	0	0
Valley College	1	0	0	2
Woodman	1	0	0	3
Van Nuys	0	0	0	3
Sepulveda	2	0	0	2
Woodley	0	0	0	0
Balboa	0	0	0	1
Reseda	0	0	0	1
Tampa	0	0	0	1
Pierce College	0	0	0	0
De Soto	0	0	0	1
Canoga	0	0	0	4
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	1	0	2	4
Total	5	0	3	42

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

Orange Line- LAPD	80%
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LEGEND

Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	3
Aggravated Assault	0	0	4
Aggravated Assault on Operator	0	0	0
Battery	0	0	2
Battery Bus Operator	1	0	1
Sex Offenses	0	0	0
SUB-TOTAL	1	0	10
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	2
SUB-TOTAL	0	0	2
TOTAL	1	0	13

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	3
Manchester	0	0	0	1
Harbor Fwy	1	0	0	3
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	1
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	1	0	0	13

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	1	0	9
TOTAL	1	0	12

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	264
Vehicle Code Citations	1	1	220
TOTAL	1	1	484

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	3	67
Priority	2	0	23
Emergency	0	0	5
TOTAL	2	3	95

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	9%
Proactive	86%	91%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	87%

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

K LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	0	0	1
Aggravated Assault	1	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	1	0	9
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	1
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	1
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	0	0	6
Trespassing	1	0	10
SUB-TOTAL	1	0	20
TOTAL	2	0	30

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	1
Martin Luther King Jr Station	0	0	0	5
Leimert Park Station	0	0	0	4
Hyde Park Station	1	0	1	5
Fairview Heights Station	0	0	0	7
Downtown Inglewood Station	0	0	0	6
Westchester / Veterans Station	0	0	0	2
Total	1	0	1	30

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	7
Misdemeanor	2	2	42
TOTAL	4	2	49

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	1	17
Vehicle Code Citations	0	0	0
TOTAL	1	1	17

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	133	1,032
Priority	3	1	54
Emergency	0	1	8
TOTAL	4	135	1,094

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	52%
Proactive	82%	48%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	86%
K Line - LASD	87%

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

BUS PATROL

ATTACHMENT E
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	1	0	1
Rape	0	0	2
Robbery	7	2	75
Aggravated Assault	9	4	90
Aggravated Assault on Operator	1	0	29
Battery	15	11	214
Battery Bus Operator	8	2	87
Sex Offenses	3	3	28
SUB-TOTAL	44	22	526
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	19	1	85
Bike Theft	0	0	5
Motor Vehicle Theft	0	0	4
Arson	0	0	0
Vandalism	3	1	50
SUB-TOTAL	22	2	146
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	24
Narcotics	1	2	60
Trespassing	1	1	6
SUB-TOTAL	2	3	90
TOTAL	68	27	762

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	20
San Fernando	0	11
San Gabriel Valley	4	47
Gateway Cities	6	60
South Bay	16	121
Total	27	259

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	12
West Valley	1	8
North Hollywood	3	19
Foothill	1	6
Devonshire	0	6
Mission	0	9
Topanga	0	8
Central Bureau		
Central	6	69
Rampart	6	33
Hollenbeck	1	9
Northeast	5	22
Newton	5	43
West Bureau		
Hollywood	2	22
Wilshire	4	26
West LA	4	18
Pacific	1	6
Olympic	4	36
Southwest Bureau		
Southwest	8	42
Harbor	0	5
77th Street	15	83
Southeast	2	21
Total	68	503

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	5	5	155
Misdemeanor	8	26	326
TOTAL	13	31	481

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	8	29	436
Vehicle Code Citations	68	2	240
TOTAL	76	31	676

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	185	1,358
Priority	32	97	928
Emergency	5	5	283
TOTAL	43	287	2,569

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	90%

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

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	6
Aggravated Assault	4	12
Aggravated Assault on Operator	0	0
Battery	5	80
Battery Rail Operator	0	0
Sex Offenses	2	6
SUB-TOTAL	11	104
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	35
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	4
SUB-TOTAL	5	41
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	9
Trespassing	3	57
SUB-TOTAL	3	67
TOTAL	19	212

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	31
Misdemeanor	2	89
TOTAL	7	120

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	38
Vehicle Code Citations	0	0
TOTAL	1	38

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	8	86
Priority	47	409
Emergency	9	47
TOTAL	64	542

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	18%
Proactive	82%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	83%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - FEBRUARY 2024

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	0	4
Aggravated Assault on Operator	0	0
Battery	2	20
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	2	26
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	0	7
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	0	0
Trespassing	1	12
SUB-TOTAL	1	13
TOTAL	3	46

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	1
Misdemeanor	0	4
TOTAL	0	5

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	23
Vehicle Code Citations	0	0
TOTAL	2	23

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	2	9
Priority	3	51
Emergency	1	5
TOTAL	6	65

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	15%
Proactive	85%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	85%

LEGEND
Los Angeles Police Department



Bus/Rail Operator Assaults
February 2024

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment F

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
2/7/2024	15:50	207	1956	Western Av & Jefferson Bl	Suspect exited bus then re-entered. Victim asked suspect, "Are you going to stay on or get off?" Victim proceeded to operate bus and advised suspect to stand behind the yellow safety line. Seconds later, suspect reached around the protective barrier and with a closed fist, punched victim's face. Victim stopped the bus and suspect exited through the bus window, on the right side of the bus. Victim noted suspect was not wearing shoes.	Yes	No reason	Hands (punch, slap)	No
2/8/2024	9:40	2	6077	Hill St & MLK Jr Bl	Suspect was observed banging on a bus parked behind victim's bus. Victim parked bus and stood outside awaiting her relief. Suspect later rode up to victim from behind on his bike and pushed victim's back, simultaneously yelling, "F... Metro." Suspect continued riding his bike and fled location.	N/A	No reason	Hands (punch, slap)	No
2/8/2024	19:25	720	8787	6th St & Broadway	Victim operated bus and immediately felt a sharp stinging pain on his left hand as he held the bus steering wheel. Victim looked in all directions and observed suspect holding a large purple air soft rifle in his hands. Victim stopped bus, exited and confronted suspect. Victim then flagged down patrolling officers and stated suspect was the person that fired the purple pain gun striking his left hand. Suspect replied, "I was trying to hit the stop sign on the other side of the street, I never meant to hit him. I'm sorry." Victim requested suspect arrested. Officers noted there was no evidence of paint on the bus or on victim.	N/A	No reason	Paint gun	No
2/16/2024	10:50	165	1766	Victory Bl & Lankershim Bl	Suspect entered bus. Victim observed suspect from his rearview mirror. Suspect stated, "what are you looking at?" Suspect then approached victim and spat on victim's face. Victim stood up to direct suspect off the bus. Suspect then punched the back of victim's head. Suspect exited bus and victim followed suspect off the bus resulting in both engaging in mutual battery. Suspect walked away and fled location.	Yes	No reason	Hands (punch, slap)	No
2/19/2024	13:00	210	1784	Vernon Av & Crenshaw Bl	Victim stopped and parked bus due to being ahead of the schedule. Another MTA bus operator pulled in behind victim's bus and dropped off suspect. The other operator communicated to victim that suspect caused problems on their bus. Suspect attempted to enter bus but was advised he could not enter due to causing problems on the previous bus. Suspect ignored victim's request and made entry into bus. Fearful, victim rose up from his seat due to suspect's close contact. Victim blocked suspect's path and a verbal altercation ensued. Victim advised suspect to back up due to suspect's bad breath. Suspect then spat on victim and began making derogatory statements. Victim pushed suspect out of the bus and continued his route. Victim then observed blood on his arm which was not his blood. Victim called PD and was later transported via RA to Kaiser West LA due to his concerns of bodily blood contact. Suspect contacted BOA and reported incident claiming he was the victim of an assault.	N/A	Refused entry	Hands (punch, slap)	Yes
2/21/2024	20:50	90	3976	Fair Av & Cumpston St	Victim arrived at the end of the route and observed suspect sleeping inside bus. Victim advised suspect she had to exit and attempted to wake suspect up. Suspect became agitated and began to hit victim approximately 20 times using both hands. Suspect continuously walked towards victim, striking victim and eventually breaking victim's glasses. As both parties reached the front of the bus, victim pinned suspect against the side of the bus to protect himself from getting hit. An unknown citizen entered the bus and separated both parties. Suspect exited bus and fled location.	N/A	Told to exit	Hands (punch, slap)	Yes
2/21/2024	17:30	754	9528	Los Angeles	Sus MH/25yrs demanded stop. When told he would have to wait sus punched bus op	Yes	Demanded stop	Hands (punch, slap)	No
2/23/2024	13:15	40	5681	Stocker & Crenshaw Bl	Victim arrived at a designated bus stop allowing passengers to exit and enter bus. As victim pulled away from the curb, she observed suspect striking the rear (outer area) of the bus multiple times. Victim stopped the bus. Suspect approached the front of the bus and banged on the front door as she simultaneously shouted profanities at victim. Victim felt unsafe and refused to allow suspect to enter bus. Approximately 15 minutes later again, victim was stopped at the intersection of Stocker & Crenshaw to allow boarding and deboarding. Victim observed suspect in the passenger seat of a blue vehicle (NFI). Suspect exited vehicle, walked to the front of the bus and pounded on the front door with both hands, demanding entry. Victim again refused. Suspected walked to the driver's side, reached into the bus and struck victim's left thigh with a closed fist. Suspect fled location on foot.	N/A	Refused entry	Hands (punch, slap)	No
2/25/2024	9:10	105	3958	Vernon Av & Hoover St	Victim assisted suspect with boarding due to suspect utilizing a wheelchair. As victim assisted suspect, suspect began making flirtations comments to victim stating, "Can I go home with you" and "I'm your man, I'm going home with you." Victim told suspect she wasn't interested. Victim proceeded to apply the safety locks to victim's wheelchair. Suspect grabbed victim's inner thigh for approximately 4 seconds. Victim told suspect to not touch her and to get off the bus. Suspect refused. Victim pulled over and called an MTA supervisor. Suspect exited bus (without assistance) and fled location.	N/A	Interested in op	Hands (punch, slap)	No
2/27/2024	17:15	207	5929	Western Av & Hollywood Bl	Victim arrived at bus stop and dropped off passengers. As victim closed the door, suspect attempted to exit bus and a verbal argument ensued. Victim reopened the door and stated to suspect "be ready next time." Suspect turned around, faced victim and swung a pool cue in victim's direction, nearly hitting victim. Suspect exited bus and fled location.	Yes	Became upset	Object	No
2/27/2024	1:23	660	1995	Pasadena	Sus MH punched bus op in face when told to exit	Yes	Told to exit	Hands (punch, slap)	No
2/29/2024	N/A	N/A	N/A	Pending	Information for this bus operator assault is pending.	N/A	Pending	Hands (punch, slap)	Pending



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service February 2024

Calls related to sexual crimes / harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between February 1 and February 29, Metro Transit Security, LAPD, LASD, and LBPD received ten (10) incidents and referred all victims of sexual crimes / harassment to the above free hotlines.

Incident Type & Totals						
	Feb 24	Jan 24	% Change	Feb 24	Feb 23	% Change
Sexual Harassment	0	1	-100.0%	0	0	0.0%
Sexual Battery	5	4	25.0%	5	7	-28.6%
Lewd Conduct	1	2	-50.0%	1	3	-66.7%
Indecent Exposure	4	2	100.0%	4	1	300.0%
TOTAL	10	9	11.1%	10	11	-9.1%

Counseling Information Provided	
	February 2024
YES	10
NO- If no, why?	0
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	10

April 2024 Monthly Update on Public Safety

Ken Hernandez
Interim Chief Safety Officer



February 2024 Public Safety Trends & Stats

Systemwide

- **Crimes Against Persons** rose 7.8% compared to January 2024.
- **Crimes Against Property** slightly decreased by 3.4% when compared to January 2024.
- **Crimes Against Society** decreased significantly by 40.4% as a result of enforcement-related arrests for trespassing, narcotics, and weapons, which can be attributed to a decline of these activities on the system.

Systemwide	Feb-24	Jan-24	% Change Feb 24 vs Jan 24	Feb-23	% Change Feb 24 vs Feb 23
Crimes Against Persons	166	154	7.8%	184	-9.8%
Ridership	23,031,303	24,024,647	-4.1%	21,047,072	9.4%
Crimes Against Persons per 1 Million Boardings	7.21	6.41	12.4%	8.74	-17.6%

Systemwide	Feb-24	Jan-24	% Change Feb 24 vs Jan 24	Feb-23	% Change Feb 24 vs Feb 23
Crimes Against Property	56	58	-3.4%	62	-9.7%
Ridership	23,031,303	24,024,647	-4.1%	21,047,072	9.4%
Crimes Against Property per 1 Million Boardings	2.43	2.41	0.7%	2.95	-17.5%

Systemwide	Feb-24	Jan-24	% Change Feb 24 vs Jan 24	Feb-23	% Change Feb 24 vs Feb 23
Crimes Against Society	274	460	-40.4%	79	246.8%
Ridership	23,031,303	24,024,647	-4.1%	21,047,072	9.4%
Crimes Against Society per 1 Million Boardings	11.90	19.15	-37.9%	3.75	217.0%

Per 1 Million Boardings

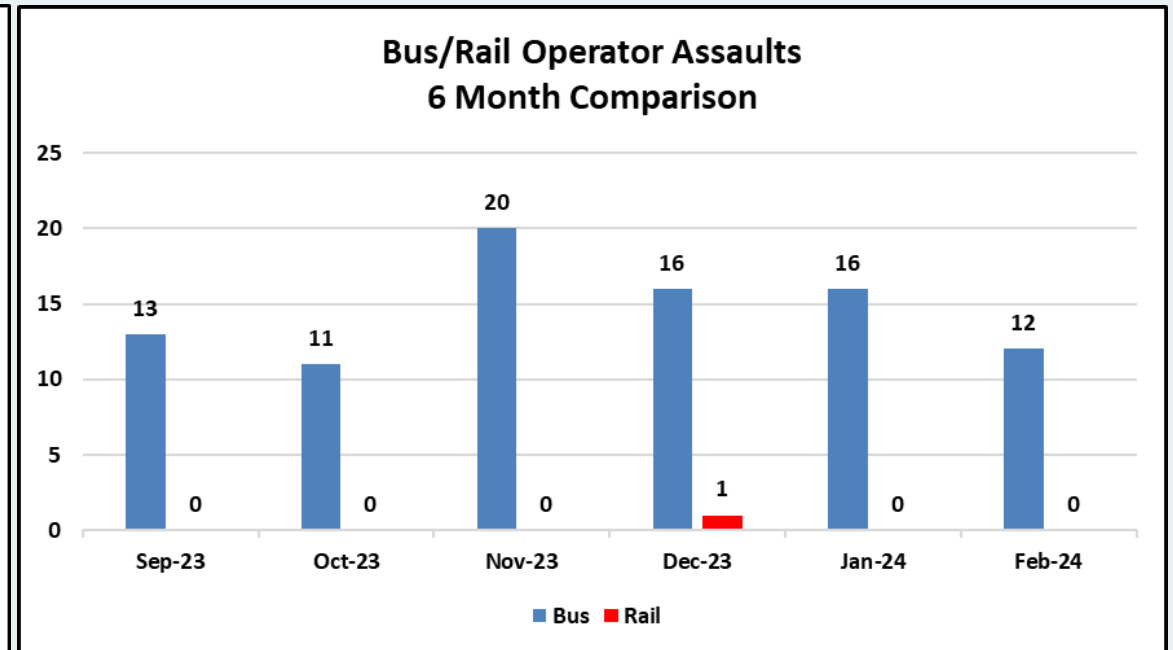
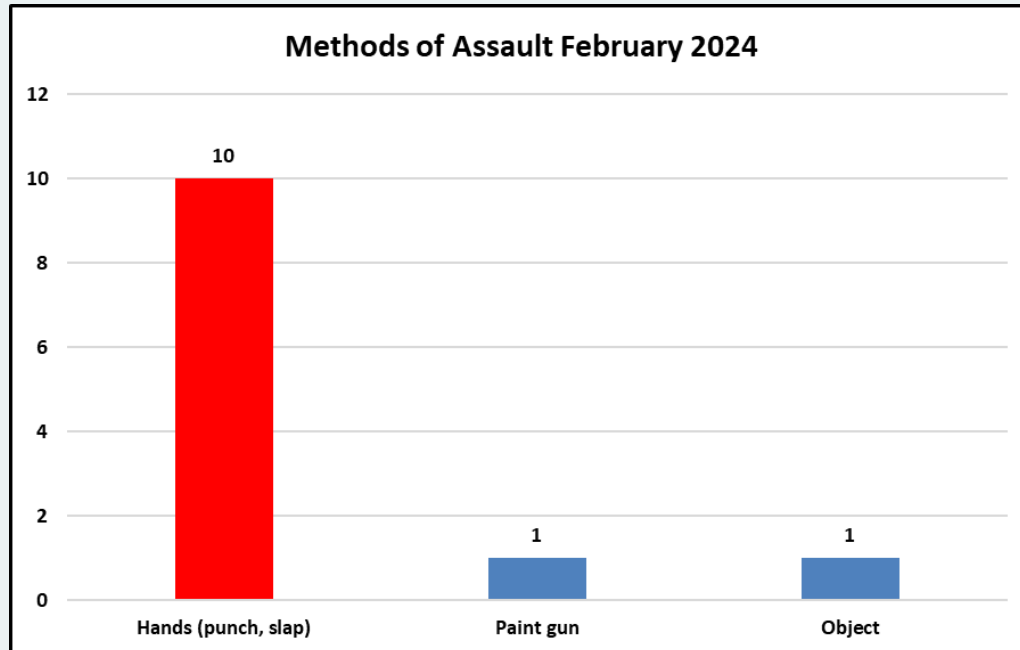
Total crime decreased by 23.0% compared to January 2024 and increased by 39.5% compared to February 2023.

- **Crimes Against Persons** increased by 12.4% compared to January 2024 and decreased by 17.6% compared to February 2023.
- **Crimes Against Property** saw a slight increase of 0.7% compared to January 2024 and decreased by 17.5% compared to February 2023.
- **Crimes Against Society** decreased by 37.9% compared to January 2024 and increased by 217% compared to February 2023.

February 2024 Operator Assaults

- Operator assaults decreased from 16 in January to 12 in February
- Using hands (punch, slap), brandishing a gun (paint gun), and throwing an object were the top three methods of assault
- No reason specified, refused entry, and told to exit were the top reasons for assaults

Top Reasons for Assault	
Reason	Count
No reason	5
Refused entry	2
Told to exit	2
Demanded stop	1
Interested in operator	1
Upset	1
Grand Total	12



Multi-Layered Deployment Update

Since July 10, 2023, Metro has been utilizing a multi-layered deployment, which has a significant impact across the entire rail system, including end-of-line stations and mid-point (focus) stations, decreasing the number of non-destination travelers that are required to leave the rail system at the end of the night when the system closes.

The following reflects the results of the deployment for the month of February.

- 98 citations and 80 written warnings issued by Transit Security Officers
- Contract Security cleared 16,888 trains
- Law enforcement conducted:
 - 478 arrests
 - 454 citations
 - 1,823 warnings

Metro Ambassadors Update

Support

Metro Ambassadors continue to support riders, connect them to resources, and report incidents and maintenance needs. They were deployed on all Metro Rail Lines, including G and J lines, and bus lines 210, 40, 20, and 720.

Connect

For the month of February 2024, Metro Ambassadors conducted 58,036 customer engagements and reported the following:

- 2,881 Cleanliness Issues
- 1,336 Graffiti Incidents
- 424 Elevator and Escalator Problems
- 249 Safety Issues



Report

For the month of February 2024, Metro Ambassadors saved 21 lives through the timely administration of Narcan and reported one drug-related fatality:

