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Agenda - Final

Thursday, September 16, 2021

9:00 AM

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

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

Mike Bonin, Chair

Holly Mitchell, Vice Chair

Jacquelyn Dupont-Walker

Janice Hahn

Sheila Kuehl

Tony Tavares, non-voting member

Stephanie Wiggins, Chief Executive Officer

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

PUBLIC INPUT

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

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

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

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

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

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

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323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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Live Public Comment Instructions:

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The Committee Meeting begins at 9:00 AM Pacific Time on September 16, 2021; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter
English Access Code: 8231160#
Spanish Access Code: 4544724#

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 solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 16 de Septiembre de 2021. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 y ingrese el codigo
Codigo de acceso en ingles: 8231160#
Codigo de acceso en espanol: 4544724#

Los comentarios del público se tomarn cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

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," OR "GENERAL COMMENT."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 19, 20, 21 and 22.

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

CONSENT CALENDAR

19. **SUBJECT: MEMBERSHIP ON METRO'S SAN FERNANDO VALLEY AND SOUTH BAY CITIES SERVICE COUNCILS** [2021-0399](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's San Fernando Valley and South Bay Cities Service Councils.

Attachments: [Attachment A - New Appointment Qualifications](#)
[Attachment B - Nomination Letters](#)

20. **SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE MAINTENANCE SERVICES** [2021-0520](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm-fixed unit rate Contract No. OP754160008370 for commercial and industrial door repair and preventive maintenance services with Steelman Build & Construction Inc., for a not-to-exceed amount of \$1,682,736 for the three-year base period, \$560,912 for option year one, and \$560,912 for option year two, for a combined not-to-exceed amount of \$2,804,560, effective January 1, 2022.

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

21. **SUBJECT: CONTRACT NO. PS51796000 - TELEPHONE SYSTEM MAINTENANCE WITH NORSTAN COMMUNICATIONS** [2021-0523](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No.1 to Contract No. PS51796000 for telephone system maintenance, service, and repair to Norstan Communications, Inc., dba Black Box Network Services, for telephone system maintenance, service, and repair, to exercise the first, two-year option in an amount of \$1,037,075, increasing the total contract amount from \$1,521,764 to \$2,558,839 and extending the contract term from

25. SUBJECT: ENTERPRISE ASSET MANAGEMENT SYSTEM

[2020-0188](#)

RECOMMENDATIONS

CONSIDER:

- A. INCREASING the phased Life of Project (LOP) budget for the Enterprise Asset Management (EAM) Project, capital project number 207155, by \$22,950,000 from \$45,800,000 to \$68,750,000 to support Phase 2.

- B. AUTHORIZING the Chief Executive Officer to award a firm fixed price Contract No. PS75040000 to KPMG LLP for the Enterprise Asset Management System (EAMS) Implementation Services, in the amount of \$36,525,318 for the 36-month base term, and for three options for annual assessments following implementation in the amounts of \$586,974.40 for the first assessment, \$395,138.64 for the second assessment, and \$227,875.28 for the third assessment, for a combined total amount of \$37,735,306.32, subject to the resolution of protest(s), if any.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - DEOD Summary](#)
 [Attachment C - Phase 1 EAMS Board Report \(2019-0373\) \(2\)](#)
 [Presentation](#)

**26. SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING
WORKING GROUP STATUS UPDATE**

[2021-0539](#)

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from the Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

Attachments: [Attachment A - Motion 22.1](#)
 [Presentation](#)

27. SUBJECT: SEPTEMBER 2021 SERVICE CHANGE

[2021-0515](#)

RECOMMENDATION

RECEIVE oral report on September 2021 Service Change.

**28. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
PERFORMANCE**

[2021-0537](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments:

[Attachment A - 8 Can't Wait LASD Response](#)

[Attachment B - Sexual Harassment Calls For Service](#)

[Attachment C - Systemwide Law Enforcement Overview June & July 2021](#)

[Attachment D - MTA Supporting Data June & July 2021](#)

[Attachment E - Transit Police Summary June & July 2021](#)

[Attachment F - Monthly, Bi-Annual, Annual Comparison June & July 2021](#)

[Attachment G - Violent, Prop, and Part 1 Crimes June & July 2021](#)

[Attachment H - Demographic Data June & July 2021](#)

[Attachment I - 081821 PSAC General Committee Meeting Minutes](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2021-0569](#)

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 #: 2021-0399, File Type: Appointment

Agenda Number: 19.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 16, 2021

**SUBJECT: MEMBERSHIP ON METRO'S SAN FERNANDO VALLEY AND SOUTH BAY CITIES
SERVICE COUNCILS**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominees for membership on Metro's San Fernando Valley and South Bay Cities Service Councils.

ISSUE

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

BACKGROUND

Metro Service Councils were created in 2002 as community-based bodies tasked with improving bus service and promoting service coordination with municipal and local transit providers. The MSC bylaws specify that Representatives should live in, work in, or represent the region; have a basic working knowledge of public transit service within their region, and understand passenger transit needs. To do so, each representative is expected to ride at least one transit service per month.

The MSC is responsible for convening public hearings to receive community input on proposed service modifications and rendering decisions on proposed bus route changes considering staff's recommendations and public comments. All route and major service changes that the MSC approves will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move an MSC-approved service change to an Action Item, the MSC will be notified of this change prior to the next Service Council monthly meeting.

DISCUSSION

The individuals listed below have been nominated to serve the remainder of the terms of their Councils' vacant seats by the Councils' appointing authority. If approved by the Board, these

appointments will serve out the remainder of the seat’s three-year term. A brief listing of qualifications for the new nominees and the nomination letters from the nominating authorities is provided in Attachments A and B.

For reference, the 2019 American Community Survey demographics and 2019 Metro Ridership Survey demographics for each region are compared to the membership, should these nominees be appointed.

San Fernando Valley

- A. Felipe Escobar, San Fernando Valley Service Council, New Appointment
 Nominated by: Los Angeles Mayor Eric Garcetti
 Term: July 1, 2021 - June 30, 2024

Should this nominee be appointed, the San Fernando Valley (SFV) Service Council membership will compare to the region and the region’s ridership as follows:

% Region Total	Hispanic	White	Asian	Black	Native Amer	Other
SFV Council Region	41.0%	41.1%	11.2%	3.7%	0.1%	2.9%
SFV Region Ridership	63%	13%	9%	9%	1%	5%
SFV Membership/No.	44% / 4	44% / 4	0% / 0	11% / 1	0% / 0	0% / 0

The gender makeup of the SFV Service Council will be as follows:

Gender	SFV Membership/No.*	Los Angeles County
Male	66.6% / 6	49.7%
Female	33.3% / 3	50.3%

South Bay Cities

- B. Charles Michel Deemer, South Bay Cities Service Council, New Appointment
 Nominated by: South Bay Cities Council of Governments
 Term: July 1, 2021 - June 30, 2024
- C. Bob Wolfe, South Bay Cities Service Council, New Appointment
 Nominated by: South Bay Cities Council of Governments
 Term: July 1, 2020 - June 30, 2023

Should these nominees be appointed, the South Bay Cities (SBC) Service Council membership will compare to the region and the region’s ridership as follows:

% Region Total	Hispanic	White	Asian	Black	Native Amer	Other
SBC Region	44.6%	21.6%	13%	17%	0.2%	3.7%

SBC Region Ridership	64%	5%	6%	22%	1%	3.7%
SBC Membership/No.	22% / 2	33% / 3	22% / 2	22% / 2	0% / 0	0% / 0

The gender makeup of the South Bay Cities Service Council will be is as follows:

Gender	SBC Membership/No.	Los Angeles County
Men	66.6% / 6	49.7%
Women	33.3% / 3	50.3%

DETERMINATION OF SAFETY IMPACT

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

EQUITY PLATFORM

Metro seeks to appoint Service Council members that represent the diverse needs and priorities reflective of the demographics of each respective region.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goal: 30 Enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The alternative to approving these appointments would be for these nominees not to be approved for appointment. To do so would result in reduced effectiveness of the Service Councils, as it would increase the difficulty of obtaining the quorum necessary to allow the Service Council to formulate and submit recommendations to the Board. It would also result in the Service Council having less diverse representation of their respective service areas.

NEXT STEPS

A Westside Central Service Council member resigned effective May 12, 2021, which created one (1) vacancy on this Council. Staff is working with the nominating authority to identify a replacement candidate and will submit the nomination for Board approval in the near future.

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

service.

ATTACHMENTS

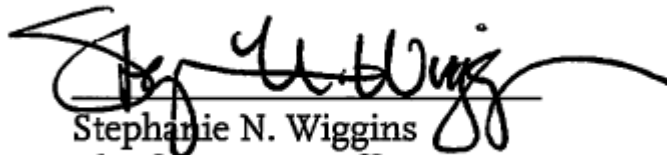
Attachment A - Nominee Listing of Qualifications

Attachment B - Nomination Letters

Prepared by: Conan Cheung, Sr. Executive Officer, Service Development, Scheduling
and Analysis, (213) 418-3034

Dolores Ramos, Manager, Regional Service Councils, (213) 598-9715

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



Stephanie N. Wiggins
Chief Executive Officer

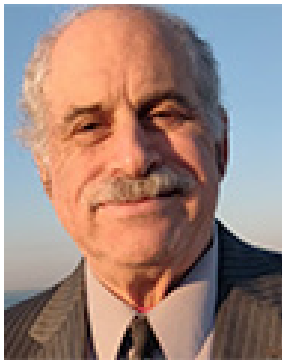
NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS

Charles M. Deemer, Nominee for South Bay Cities Service Council



Charles Deemer is resident of Torrance and works as a self-employed bookkeeper and tax preparer. Mr. Deemer previously served two consecutive terms on the South Bay Cities Service Council from July 2015 through June 2021. Mr. Deemer has also served on the City of Torrance's Environmental Quality & Energy Conservation Commission since 2013. Prior to that, he served on the City's Water Commission from 2004- 2013. Mr. Deemer is a graduate of California State University Long Beach and holds a degree in Finance and Accounting.

Bob Wolfe, Nominee for South Bay Cities Service Council



Bob Wolfe is a resident of Hermosa Beach and a pro bono appellate attorney. He currently serves as a commissioner on the Hermosa Beach Civil Service Board and as one of Supervisor Janice Hahn's four appointees on Metro's Community Advisory Council, Mr. Wolfe grew up in the area and attended Inglewood High School.

Mr. Wolfe holds a BA from University of California, Santa Cruz in Politics, and a Juris Doctorate from University of California, Davis School of Law. He also volunteers as a Member of the Board of Directors of the California Supreme Court Historical Society, and of Hillel Council UCLA.

Felipe Escobar, Nominee for San Fernando Valley Service Council



Felipe Escobar is the Organizing Director for Pacoima Beautiful, a grassroots environmental justice organization that provides education, impacts local policy, and supports local arts and culture to promote a healthy and sustainable San Fernando Valley. In this role, he works to elevate residents' lived experiences in frontline communities most impacted by climate change to ensure that they are the nearest to power and can inform and drive policies that will impact the community. Felipe also serves as a Board member for CHIRLA where he pursues his passion to achieve justice for immigrant communities. Felipe Escobar attended Los Angeles Valley College, where he was recruited to run for the school's cross-country team. Felipe graduated from California State University, Northridge (CSUN) with a degree in Political Science. In his free time, he enjoys running and occasionally participates in marathons such as the prestigious Boston Marathon.

APPOINTING AUTHORITY NOMINATION LETTERS

San Fernando Valley Service Council



ERIC GARCETTI
MAYOR

August 20, 2021

Ms. Dolores Ramos
Chief Administrative Analyst
One Gateway Plaza
Los Angeles, CA 90012

Ms. Ramos,

I hereby submit the nomination of Mr. Felipe Escobar to be appointed as a representative on the San Fernando Valley Service Council, for term ending on June 30, 2024.

I certify that in my opinion Mr. Escobar is qualified for the work that will devolve upon her, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

A handwritten signature in black ink, appearing to read 'E. Garcetti', with a horizontal line extending to the right.

ERIC GARCETTI
Mayor

EG:cl

South Bay Cities Service Council



2355 Crenshaw Blvd., #125
Torrance, CA 90501
(310) 371-7222
sbccog@southbaycities.org
www.southbaycities.org

July 23, 2021

Ms. Dolores Ramos
Chief Administrative Analyst
Metro Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

This letter serves as the South Bay Cities Council of Governments (SBCCOG) recommendation to nominate representatives to serve on the South Bay Metro Service Council.

At their July 22, 2021 Board of Directors meeting, the SBCCOG Board approved the following nominees:

- Re-appoint **Charles Michel Deemer** for a 3 year term. This nominee is to replace the position not assumed by Hon. Richard Montgomery.
- Appoint **Bob Wolfe** to fill the two-year unexpired term of Luis Duran. Mr. Wolfe is an avid transit rider, Hermosa Beach resident and Civil Service Board Commissioner, and a member of the Metro Community Advisory Council. Mr. Wolfe can be reached at Bob.Wolfe@outlook.com

We respectfully request that the Metro Board appoint these nominees at its earliest convenience.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Drew Boyles", written in a cursive style.

Drew Boyles, Chair
South Bay Cities Council of Governments

LOCAL GOVERNMENTS IN ACTION

Carson El Segundo Gardena Hawthorne Hermosa Beach Inglewood Lawndale Lomita
Manhattan Beach Palos Verdes Estates Rancho Palos Verdes Redondo Beach Rolling Hills
Rolling Hills Estates Torrance Los Angeles District #15 Los Angeles County



Board Report

File #: 2021-0520, File Type: Contract

Agenda Number: 20.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 16, 2021

**SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE
MAINTENANCE SERVICES**

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm-fixed unit rate Contract No. OP754160008370 for commercial and industrial door repair and preventive maintenance services with Steelman Build & Construction Inc., for a not-to-exceed amount of \$1,682,736 for the three-year base period, \$560,912 for option year one, and \$560,912 for option year two, for a combined not-to-exceed amount of \$2,804,560, effective January 1, 2022.

ISSUE

The existing commercial and industrial door repair and preventive maintenance service contract expires December 31, 2021. To ensure service continuity along with safe and timely operations, a new contract award is required effective January 1, 2022.

BACKGROUND

On May 26, 2016 Metro Board of Directors awarded a five-year, firm-fixed unit rate Contract No. OP4260900 to Specialty Doors + Automation, to provide commercial and industrial door repair and preventive maintenance services for Metro's 935 doors. During the contract term, services were expanded to include 115 additional doors to accommodate Metro's system expansion projects.

DISCUSSION

Currently, there are over 1,050 doors throughout Metro bus and rail facilities. This includes steel roll-up doors, glass doors, bi-fold doors, roll-up grilles, sectional doors, fire doors, and counter shutters.

While Metro staff are first responders to electrical and power supply issues associated with inoperable doors, under the contract, the contractor is responsible for performing as-needed mechanical and any other repairs for damaged or malfunctioning commercial and industrial doors. The contractor is also required to provide semi-annual preventative maintenance inspections for roll-up doors and grilles.

Proactive preventative maintenance program and timely repair of damaged or malfunctioning doors are necessary to ensure safe operations, accessibility to Metro's system and timely bus roll-outs.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure safe, timely, and quality commercial and industrial door repair and preventive maintenance services throughout Metro bus and rail facilities.

FINANCIAL IMPACT

Under FY22 Budget, funding of \$420,300 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Sr. Executive Officer, Maintenance and Engineering (Chief Engineer) will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action are Federal, State, and Local funds including Fares. Use of these funding sources currently maximizes project funding use given approved provisions and guidelines.

EQUITY PLATFORM

As part of this contract solicitation, a System-wide Metro Connect Industry Forum Outreach event was conducted on March 5, 2021, with the participation of 14 attendees representing SBE firms to increase SBE participation in this SBE Set-aside solicitation. Outreach events will continue to be conducted for upcoming contract solicitations to expand opportunities for engagement and participation of small businesses and groups within the equity platform framework.

This contract solicitation is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Steelman Build & Construction Inc. is a Metro certified SBE contractor and made an 86% SBE commitment as the Prime, meeting the Small Business Prime Set-Aside requirements established for this solicitation.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5; Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing semi-annual inspections, preventive maintenance inspections, and as-needed repairs to damaged or malfunctioning doors will extend their useful life, provide safe and reliable operations system-wide.

ALTERNATIVES CONSIDERED

Staff considered providing this service with in-house staff. This would require the hiring and training

of additional certified personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates this is not a cost-effective option for Metro.

NEXT STEPS

Upon approval by the Board, staff will execute a firm fixed unit rate Contract No. OP754160008370 with Steelman Build & Construction Inc., to provide commercial and industrial door repair and preventive maintenance services effective January 1, 2022.

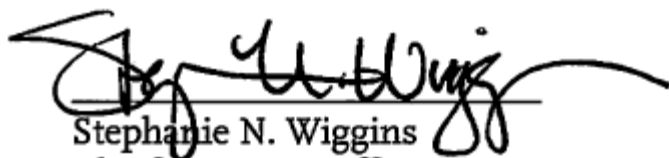
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering (Chief Engineer), (213) 922-3227
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765
Carlos Martinez, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-6761

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE
MAINTENANCE SERVICES/OP754160008370

1.	Contract Number: OP754160008370	
2.	Recommended Vendor: Steelman Build & Construction, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> RFP <input checked="" type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: April 6, 2021	
	B. Advertised/Publicized: April 6, 2021	
	C. Pre-Proposal/Pre-Bid Conference: April 15, 2021	
	D. Proposals/Bids Due: May 18, 2021	
	E. Pre-Qualification Completed: July 28, 2021	
	F. Conflict of Interest Form Submitted to Ethics: June 2, 2021	
	G. Protest Period End Date: September 20, 2021	
5.	Solicitations Picked up/Downloaded: 17	Bids Received: 2
6.	Contract Administrator: Aielyn Dumaua	Telephone Number: (213) 922-7320
7.	Project Manager: Raffi Melconian	Telephone Number: (213) 922-5024

A. Procurement Background

This Board Action is to approve the award of Contract No. OP754160008370 to Steelman Build & Construction, Inc. (Steelman), to provide commercial and industrial door repair and preventive maintenance services for all Metro bus and rail facilities.

Prior to the release of the solicitation, a Metro Connect Industry Forum Outreach event was conducted on March 5, 2021, with participation of 14 attendees representing SBE firms to increase SBE participation in this SBE Set-aside solicitation.

On April 6, 2021, Invitation for Bids No. OP75416 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The IFB was open only to Metro Certified Small Business Enterprise (SBE) firms.

One amendment was issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on April 8, 2021, revised the minimum qualification requirements and changed the time of the pre-bid conference.

A virtual Pre-Bid Conference was held on April 15, 2021. There were no questions received prior to the bid due date.

B. Evaluation of Bids

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid. A total of two bids were received on May 18, 2021, and are listed below in alphabetical order:

1. South Coast Industrial Door, Inc.
2. Steelman Build & Construction, Inc.

Metro's Diversity and Economic Opportunity Department (DEOD) determined South Coast Industrial Door, Inc. (South Coast) to be non-responsive to the mandatory SBE requirements. Certification verification revealed that South Coast was not SBE certified at the time of bid due date. Hence, the firm was excluded from further consideration.

The bid of Steelman was reviewed for responsiveness. Areas of responsiveness include meeting the minimum qualification requirements such as years of experience in performing commercial, industrial and roll-up door repair work and having the required license to perform the required services. Steelman was determined to be responsive and qualified to perform the required services based on the IFB requirements.

C. Cost/Price Analysis

The bid price from Steelman has been determined to be fair and reasonable based on price analysis, independent cost estimate, and technical analysis.

BIDDER	BID AMOUNT	METRO ICE	AWARD AMOUNT
Steelman Build & Construction, Inc.	\$2,804,560	\$2,556,016	\$2,804,560

D. Background on Recommended Contractor

The recommended firm, Steelman Build & Construction, Inc., located in Claremont, CA, was established in 2016. It is a commercial and public works general construction company that specializes in commercial door services.

Steelman is a Metro certified SBE firm and is a licensed general building and doors, gates and activating devices contractor.

DEOD SUMMARY

**COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTATIVE
MAINTENANCE SERVICES / OP754160008370**

A. Small Business Participation

Effective June 2, 2014, per Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute a Small Business Set-Aside procurement. Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to **SBE Certified Small Businesses Only**.

Steelman Build & Construction Inc. (Steelman), an SBE Prime, is performing 86% of the work with its own workforce. Steelman listed one subcontractor to perform on this contract.

SMALL BUSINESS SET-ASIDE

	SBE Prime Contractor	SBE % Committed
1.	Steelman Build & Construction Inc. (Prime)	86%
	Total Commitment	86%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA)..

D. Project Labor Agreement/Construction Careers Policy

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

**Board Report**

File #: 2021-0523, **File Type:** Contract**Agenda Number:** 21.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021****SUBJECT: CONTRACT NO. PS51796000 - TELEPHONE SYSTEM MAINTENANCE WITH
NORSTAN COMMUNICATIONS****ACTION: APPROVE RECOMMENDATIONS****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Contract Modification No.1 to Contract No. PS51796000 for telephone system maintenance, service, and repair to Norstan Communications, Inc., dba Black Box Network Services, for telephone system maintenance, service, and repair, to exercise the first, two-year option in an amount of \$1,037,075, increasing the total contract amount from \$1,521,764 to \$2,558,839 and extending the contract term from October 31, 2021, to October 31, 2023.

ISSUE

The current contract expires on October 31, 2021. To continue services to provide maintenance and repair services for the Metro owned legacy NORTEL Networks (NORTEL) telephone systems and Cisco Network VoIP telephone equipment, a Contract Modification is required to exercise the first, two-year option and extend the contract term to October 31, 2023.

BACKGROUND

On October 18, 2018, Metro Board of Directors awarded a competitively negotiated procurement to Scottel Voice & Data, Inc., dba Black Box Network Services. Effective April 1, 2019, Metro agreed to the Consent to Assignment to Norstan Communications, Inc. dba Black Box Network Services.

These telephone systems provide telephone service at Metro Headquarters, Central Maintenance Facility (CMF), Bus/Rail operating divisions, Metro Red Line Stations, and other Metro support facilities. NORTEL and Cisco certified engineers and technicians must perform maintenance, service, and repair of the telephones systems. Although Metro technicians perform basic maintenance and repair on the NORTEL telephone system, they are not certified to perform the higher levels of maintenance and repair required for the major components. Also, it is not economical for Metro to maintain the extensive inventory of replacement parts necessary to keep the telephone system operational. Therefore, Metro has historically contracted with a qualified service provider.

DISCUSSION

Metro operates six major Rail Lines, Bus Operating Divisions, Facilities Maintenance locations, and the Metro Headquarters. The telephone maintenance contract will provide maintenance and installation service to all telephone systems Nortel/Avaya, and Cisco VoIP, and call center equipment.

This maintenance contract will ensure voice network connectivity to maintain an agency wide customer and employee safety environment. In addition, this contract will provide technical and engineering support for future Nortel/Avaya legacy equipment conversion to Cisco VoIP network system. This contract will prepare Metro for a future state of the art communications systems.

DETERMINATION OF SAFETY IMPACT

Approval of this item will ensure the continuity of a telephone maintenance provider, Cisco certified engineers, and technicians will strengthen employees and public safety while ensuring the security and movement of people throughout Metro Transportation network. Metro's telephone communications network is a major support system in providing public safety.

FINANCIAL IMPACT

The annual funding of \$518,537 for this service is included in the FY22 budget in cost center 9220, ITS Operations, under project number 100001, General Overhead, 01.01 Contract Maintenance Services. Since this is a multi-year contract, the Chief Information Technology Officer will be accountable for budgeting the cost in the future years, including any option exercised.

Impact to Budget

This service is funded via Metro's federally approved indirect cost allocation plan and includes sales tax, fares and grant funds. No other sources of funds were considered because this service is used enterprise wide.

EQUITY PLATFORM

Metro is looking to improve telephone communication systems for employees and public safety throughout the Bus and Rail Transportation Network. The goal is to provide real-time communications at all Metro facilities. Additionally, to improve and maintain a more consistent safety experience for our employees and public riders.

Executing the telephone maintenance contract modification will minimize disruption to customer service telephones at Bus and Rail locations. The contractor's enhanced knowledge and capabilities along with 24X7 monitoring systems, will mitigate telephone system delays and/or any disruptions to

riders' communications at the Bus and Rail stations, including during emergencies.

As a result, Metro's transit riders will have an improved experience using public transportation for their commutes and daily activities public ridership enhancing ridership confidence.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended contract modification supports Metro Vision 2028 Strategic Goal 2: Metro will foster and maintain a strong safety culture. The telephone system maintenance contract will improve the ongoing commitment to safety culture as well as to continue to enhance and support programs designed to address workplace safety and security throughout the agency.

ALTERNATIVES CONSIDERED

The alternative to not exercising the option term would be to shift the responsibility for repairing and maintaining the entire telephone system to Metro staff. This would require Metro to train and obtain NORTEL and Cisco certification for existing staff, hire a minimum of two additional NORTEL/Cisco Network Engineers and two additional NORTEL/Cisco trained technicians. Metro would need to maintain an extensive inventory of replacement parts. The expense to bring repair and maintenance of the telephone system in house would exceed the cost to retain a service provider.

NEXT STEPS

Upon Board approval, staff will execute Modification No.1 to Contract No. PS51796000 with Norstan Communications, Inc., dba Black Box Network Services, to exercise the first, two-year option and extending the contract term from October 31, 2021 to October 31, 2023 for Metro telephone systems maintenance, service and repair.

ATTACHMENTS

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

Prepared by: Roger Largaespada, Sr Manager, Systems Maintenance, (213) 922-3490
Joe Giba, EO, Information Technology - (213) 922-3450

Reviewed by: Bryan Sastokas, Chief Information Technology Officer - (213) 922-5510
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051
James Gallagher, Chief Operations Officer, (213) 418-3108



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

TELEPHONE SYSTEM MAINTENANCE / PS51796000

1.	Contract Number: PS51796000		
2.	Contractor: Norstan Communications, Inc. dba Black Box Network Services		
3.	Mod. Work Description: Exercise First, Two-Year Option		
4.	Contract Work Description: Provide maintenance, service, and repair of Metro telephone system network.		
5.	The following data is current as of: 7/28/2021		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	10/18/2018	Contract Award Amount: \$1,521,764
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$0.00
	Original Complete Date:	10/31/2021	Pending Modifications (including this action): \$1,037,075
	Current Est. Complete Date:	10/31/2023	Current Contract Value (with this action): \$2,558,839
7.	Contract Administrator: Manchi Yi		Telephone Number: (213) 418-3332
8.	Project Manager: Roger Largaespada		Telephone Number: (213) 922-3490

A. Procurement Background

This Board Action is to approve Contract Modification No. 1 to exercise the first, two-year option in the amount of \$1,037,075, increasing the total contract amount from \$1,521,764 to \$2,558,839 and extending the contract term from October 31, 2021 to October 31, 2023.

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

On October 18, 2018, Metro Board of Directors awarded a competitively negotiated Contract No. PS51796000 to Scottel Voice and Data, Inc. dba Black Box Network Services to provide maintenance, service, and repair of Metro telephone system network. Effective April 1, 2019, Metro agreed to the Consent to Assignment to Norstan Communications, Inc. dba Black Box Network Services to provide the services under Contract No. PS51796000.

Refer to Attachment B – Contract Modification/Change Order Log.

B. Cost/Price Analysis

The recommended price to exercise the first, two-year option has been determined to be fair and reasonable based upon technical evaluation, fact finding, price analysis, and negotiations.

Proposal Amount	Metro ICE	Negotiated Amount
\$1,037,075	\$2,848,650	\$1,037,075

CONTRACT MODIFICATION/CHANGE ORDER LOG
TELEPHONE SYSTEM MAINTENANCE / PS51796000

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Exercise First Option (2 years) and Extend Contract Term	Pending	Pending	\$1,037,075
	Modification Total:			\$1,037,075
	Original Contract:			\$1,521,764
	Total:			\$2,558,839

DEOD SUMMARY

TELEPHONE SYSTEM MAINTENANCE/PS51796000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this procurement due to the lack of subcontracting opportunities and the lack of available DBE certified firms capable of performing the required scope of work. The prime, Scottel Voice & Data, Inc. dba Black Box Network Services did not make a DBE commitment.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

**Board Report**

File #: 2021-0499, **File Type:** Contract

Agenda Number: 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

SUBJECT: P3010 LIGHT RAIL VEHICLE PROCUREMENT CONSULTING SERVICES

ACTION: AUTHORIZE CEO TO INCREASE THE CHANGE MODIFICATION AUTHORITY AND INCREASE THE CONTRACT VALUE AND CHANGE PERIOD OF PERFORMANCE FOR CONTRACT (OP39602795A)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. INCREASE the Contract Modification Authority (CMA) from 10% to 15% of the total contract value through Contract Modification 32 to \$3,720,176 for Contract No. OP39602795A with LTK Engineering Services for Technical Support Services for P3010 Light Rail Vehicle Acquisition; and
- B. EXECUTE Modification No. 32 to Contract No. OP39602795A with LTK Engineering Services for Technical Support Services for P3010 Light Rail Vehicle Acquisition, to extend the Period of Performance until 2023 and increase the Not-to-Exceed Total Contract Price by \$1,513,854, from \$23,287,320 to \$24,801,174.

ISSUE

In March 2012, the Board approved a 5-year contract with LTK (OP39602795A) to support Metro's Project Manager in the technical and engineering oversight of the manufacture of the P3010 Light Rail Vehicle (LRV) by Kinkisharyo International, LLC (KI). Subsequently, in January 2017, the Board approved the award of the three 1-year options to support the additional four LRV Options for the P3010 LRV Project (CP 206035) for an additional 157 vehicles, for a combined total of 235 vehicles with anticipation of final deliveries in the latter half of 2020.

Due to unforeseen circumstances, including a global pandemic, unanticipated delays have pushed final acceptance of all 235 rail vehicles to mid-2023. To ensure continuity of consultant support for the P3010 LRV project, it is recommended that Metro extend the existing P3010 consultant contracts.

BACKGROUND

March 15, 2012, the Board approved two contracts to be awarded in response to RFP No.

OP39602795, *Consulting Services for Light Rail Vehicle Acquisition, Technical and Program Management Support*, one to provide technical and one to provide program management support to Metro staff engaged in the management of the P3010 contract for the acquisition & on-time time delivery of a base order of 78 light rail vehicles (LRV) and up to four option orders totaling 235 LRVs for future line extensions and replacement of the aging Metro Blue Line fleet.

(LTK) Consultant for Light Rail Vehicle Acquisition, Technical Support Services

The objective is to support Metro's Project Manager with the engineering and technical oversight of the rail vehicle contractor to ensure performance consistent with the delivery requirements of the P3010 LRV procurement. The consultant provides staff support in the following disciplines:

- Systems Engineering
- Systems Integration
- Quality Assurance
- Design Conformance Tests
- Inspection/Audit of Fabrication and Assembly Site Activities

Actual work is as needed and directed by Metro through written task orders to the consultant contracts, using not to exceed prices based on the fixed labor rates in the contract. The consultants' staff is managed daily by Metro's P3010 LRV Project Manager.

DISCUSSION

Approval of Recommendation A increases the Contract Modification Authority to the LTK Contract, which will allow for continued technical support of the P3010 LRV project. Metro staff requires this project support to navigate the remaining technical issues and delays to achieve the final delivery and acceptance of the P3010 LRVs in June of 2023.

Approval of Recommendation B extends the engagement with LTK for the seamless provision of the technical consultant services in support of the P3010 LRV acquisition project.

DETERMINATION OF SAFETY IMPACT

The approval to transfer funds between the contracts and increase the CMA for the Technical Support and Program Management Support Services will ensure the LRV Procurement Project's continuity and maintain overall system safety, service quality, system reliability, and customer satisfaction.

FINANCIAL IMPACT

Funding for P3010 consultant support services has been allocated, and initial LOP budget of \$30,000,000 for Consulting Services for Light Rail Vehicle Procurement was approved by the Board in 2012 and extended in 2017. Funds required in fiscal year 2022 are included in Cost Center 3043, Capital Project (CP) 206036. Since this is a multi-year project, the Chief Operating Officer and the Project Manager have been responsible for budgeting. Within CP 206036, there are two consultant supporting services specified: Technical Support and Program Management Support Services.

Increasing the funds and extending the consultant support services for Contract No. OP39602795A will not impact the Board-approved LOP of \$30,000,000.

Impact to Budget

Funding for these services includes Proposition A 35% Rail. This funding source is eligible for Rail Operations and Capital Projects and will maximize fund use based on funding allocation provisions.

EQUITY PLATFORM

This is an existing professional support contract needed to ensure continuity and proper project closeout of the new P3010 Light Rail Vehicle Acquisition Project and does not have any impacts on the previously approved Life-of-Project (LOP). In addition, approving the two recommended items ensures successful completion of the P3010 project, which provides accessible and affordable transportation for all who ride our light rail system.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendations supports strategic plan goal # 1.2 - Optimize the speed, reliability and performance of existing system by revitalizing and upgrading Metro's transit assets. The completion and roll out of the P3010 LRVs are state -of-the-art assets which will significantly reduce trip disruptions on rail networks and improve the integrity of the overall network.

ALTERNATIVES CONSIDERED

The Board may choose not to increase the CMA authority or extend the current contract. This is not recommended as critical project activities being supported by consultant staff will be interrupted, likely impacting the project schedule. These activities include but are not limited to; auditing manufacture and assembly site activities, witnessing commissioning tests, reviewing test procedures and test reports, providing warranty support, reviewing car history books before submittal to CPUC, and conducting schedule and milestone reviews. The Metro project team currently does not have the resources to absorb this work.

Additionally, disapproving the two recommended items will adversely impact the P3010 project completion due to the loss of the technical expertise provided through this professional support contract. The adverse impacts may result in insufficient vehicles to meet passenger demand and rollout schedules and degraded passenger wayfinding due to an unreliable passenger communication system. This would have a negative impact on providing transportation services due to being unable to provide sufficient vehicles to all who ride our light rail system and negatively impacting the rider experience.

NEXT STEPS

Upon Board approval, staff will increase the CMA amount and execute a Change Modification to extend the performance period and increase the Contract amount with LTK Engineering Services.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification Log
Attachment C - DEOD Summary

Prepared by: Annie Yang, Sr. Director, Vehicle Acquisition, (213) 922-3254
Jesus Montes, Sr. Executive Officer, Vehicle Engineering & Acquisition, (213) 922-3277

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 922-4424
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051


Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY

P3010 LIGHT RAIL VEHICLE PROCUREMENT CONSULTING SERVICES

1.	Contract Number: OP39602795A		
2.	Contractor: LTK Engineering Services		
3.	Work Description: Consulting Services for Light Rail Vehicle (LRV) Acquisition, Technical Support Services		
4.	The following data is current as of: 08/05/2021		
5.	Contract Status: Base Year Task Order Contract expires 11/25/2021		
	Bids/Proposals Opened:	11/30/2011	Contract Award Amount: \$15,236,445 Base
	Contract Awarded:	03/22/2012	Total of Modifications Approved: 31
	NTP:	08/13/2012	Current Contract Value: \$23,287,320 (Base & Options)
	Original Complete Date:	11/25/2021 (Base & Options)	Current Est. Complete Date: 06/30/2023 (Base & Options)
6.	Contract Administrator: Robert Pennington	Telephone Number: (213) 922-5527	
7.	Project Manager: Ray Saito	Telephone Number: (213) 922 -3254	

A. Procurement Background

On March 27, 2012, Contract No. OP39602795 for Element A was executed with LTK Engineering Services (LTK), in the not-to-exceed amount of \$15,236,445, for the five-year Base Contract for Consulting Services for light rail vehicle (LRV) acquisition, technical support. An aggregate total amount of \$5,972,304 for up to three one-year options was proposed and evaluated at the same time.

On March 15, 2012, the Board authorized the Chief Executive Officer to award the five-year base contract for the P3010 LRV Acquisition Technical Support Services to LTK. Subsequently on January 19, 2017, the Board approved the exercise of the three one-year options for LTK to continue to provide technical consulting services support to the P3010 LRV acquisition project. With the exercise of these Contract Options the technical services were to coincide with the delivery of the last P3010 car scheduled to be delivered by early 2020.

Due to unforeseen circumstances, including a global pandemic, unanticipated delays have pushed final acceptance of all 235 rail vehicles to mid-2023. To ensure continuity of consultant support for the P3010 LRV project, LTK was

requested to submit a proposal for extending the technical P3010 project support through June 30, 2023.

Attachment B shows that thirty-one (31) Contract Modifications totaling \$8,093,178 have been issued to date to Exercise the additional Option Years, address the need for additional technical support, update the names of the staff/personnel authorized in the various labor categories identified in Contract.

B. Evaluation of Proposal

Meetings were held between Metro's Project Manager and Contracting Officer to review the remaining tasks that cannot be completed in the original time period specified in the Task order or Contract term. As a result of these discussions, both parties agreed on the tasks remaining and requested the Consultant to submit a proposal to complete. Metro staff issued a cost and schedule proposal request to extend LTK's technical support services to coincide with the revised P3010 vehicle delivery schedule. LTK's proposed Level of Effort was consistent with the Project Manager's Estimate dated July 2021 and was accepted by the Project Manager in the PM Memo/Technical Evaluation.

Cost/Price Analysis

The recommended not-to-exceed amount for this extension in the Contract Period of Performance is consistent with the labor rates defined in the Base 5-year Contract that applied rate escalation and were included in the initial price proposal evaluation. The proposed labor rates were negotiated and deemed fair and reasonable as LTK applied the same rate escalation percentage that was audited and competitively negotiated for the base and option periods of this Contract.

CONSULTANT PROPOSAL	PM ESTIMATE (ICE)	RECOMMENDED PRICE
\$1,513,854	\$1,608,960	\$1,513,854

The recommended price of \$1,513,854, has been determined to be fair and reasonable based upon MAS audit findings, an independent cost estimate, cost analysis, technical evaluation, fact finding, and negotiations.

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG

P3010 LIGHT RAIL VEHICLE PROCUREMENT CONSULTING SERVICES / OP39602795A

Mod. No.	Description	Status (approved or pending)	Date	Amount
1	Mod. No. 1 - Modify Exhibit 1 Firm Fixed Labor Rates and Travel Costs to include additional personnel to the list and their respective fully burdened hourly rates.	Approved	10/01/12	\$0
2	Mod. No. 2 - Modify and replace Exhibit 1-A with Exhibit 1-B Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, and sub-contractors Turner and Virginkar, to the list and their respective fully burdened hourly rates	Approved	11/19/12	\$0
3	Mod. No. 3 - Modify and replace Exhibit 1-B with Exhibit 1-C Firm Fixed Labor Rates and Travel Costs to include additional personnel from sub-contractors Turner, Sean Costello, to the list and their respective fully burdened hourly rates	Approved	01/24/13	\$0
4	Mod. No. 4 - Modify and replace Exhibit 1-C with Exhibit 1-D Firm Fixed Labor Rates and Travel Costs to include additional personnel from sub-contractors Turner, Sean Costello, to the list and their respective fully burdened hourly rates	Approved	03/29/13	\$0
5	Mod. No. 5 - Update Statement of Work language consistent with Contract negotiations.	Approved	06/25/13	\$0
6	Mod. No. 6 - Modify Statement of Work to add language regarding transfer of electronic project files from the LTK Sharepoint Project Control Center to Metro servers upon project closeout.	Approved	06/26/13	\$0
7	Mod. No. 7 - Modify and replace Exhibit 1-D with Exhibit 1-E Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, K. Bisset, J. Morgan, A. Staytieh, M. Barbarash, and B. Whitbred	Approved	09/13/13	\$0
8	Mod. No. 8 - Modify and replace Exhibit 1-E with Exhibit 1-F Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, and modify travel costs and labor costs allocation. The total Contract Amount remain unchanged.	Approved	11/27/13	\$0

9	Mod. No. 9 - Modify and replace Exhibit 1-F with Exhibit 1-G Firm Fixed Labor Rates and travel costs. The total Contract Amount remain unchanged.	Approved	12/20/13	\$0
10	Mod. No. 10 - Modify and replace Exhibit 1-G with Exhibit 1-H Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, and modify travel costs and labor costs allocation. The total Contract Amount remain unchanged.	Approved	02/21/14	\$0
11	Mod. No. 11 - Modify and replace Exhibit 1-H with Exhibit 1-I Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, Judy Hong and modify travel costs and labor costs allocation. Reduction in Travel Cost..	Approved	03/31/14	-\$42,303
12	Mod. No. 12 - Modify and replace Exhibit 1-I with Exhibit 1-J Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, Louis Lim. The total Contract Amount remain unchanged.	Approved	07/09/14	\$0
13	Mod. No. 13 - Modify and replace Exhibit 1-J with Exhibit 1-K Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, Richard Whitwell. The total Contract Amount remain unchanged.	Approved	10/21/14	\$0
14	Mod. No. 14- Modify and replace Exhibit 1-K with Exhibit 1-L Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK sub-contractor, Virginkar & Associates, Inc., Clark Kidwell. The total Contract Amount remain unchanged.	Approved	10/21/14	\$0
15	Modification No. 15 - Revise Article VII: Invoices to change submittal of invoices to Annie Yang, Project Manager	Approved	01/12/15	\$0
16	Mod. No. 16- Modify and replace Exhibit 1-L with Exhibit 1-M Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, Correia, McKinley and Bakar, and Nicholas and Thornburg from TENCO. The total Contract Amount remain unchanged.	Approved	05/28/15	\$0
17	Mod. No. 17- Modify and replace Exhibit 1-M with Exhibit 1-N Firm Fixed Labor Rates and Travel Costs to include additional personnel from LTK, Ji, TENCO, Lawrence and VAI Arellano & Cosio. The total Contract Amount remain unchanged.	Approved	08/05/15	\$0

18	Mod. No. 18- Modify and replace Exhibit 1-N with Exhibit 1-O Firm Fixed Labor Rates and Travel Costs to replace Julio Jimenez with Diane Finkel for LTK, and add Magid Elgendi to TENCO. The total Contract Amount remain unchanged.	Approved	10/30/15	\$0
19	Mod. No. 19- Modify and replace Exhibit 1-O with Exhibit 1-P Firm Fixed Labor Rates and Travel Costs to replace Diane Finkel with Carol Joe for LTK, and add Bernice Lopp and Noah Jones to TENCO. The total Contract Amount remain unchanged.	Approved	01/07/16	\$0
20	Mod. No. 20- Modify and replace Exhibit 1-P with Exhibit 1-Q Firm Fixed Labor Rates and Travel Costs to replace FMI Inspector in Japan Keith Bates with a local Inspector from Osaka, Takahiro Matsumura. The total Contract Amount remain unchanged.	Approved	02/23/16	\$0
21	Mod. No. 21- Modify and replace Exhibit 1- Q with Exhibit 1-R for the addition of Daniel Davies of Virginkar & Associates to provide full time manufacturing inspection and testing support for the carbody shells and trucks. The total Contract amount remains unchanged.	Approved	05/04/16	\$0
22	Mod. No. 22- Exercise three one year options; Increase contract amount by \$5,972,304 for a total NTE amount of \$21,208,749; and Modify and replace Exhibit 1- R with Exhibit 1-S Firm Fixed Labor Rates. The total Contract amount remains unchanged.	Approved	03/16/17	\$5,972,304
23	Mod No. 23 replace Exhibit 1-R with Exhibit 1-S to add LTK Consultant Staff, Christopher Heil and TENCO Test Engineer, Brandon Whang. The total Contract amount remains unchanged.	Approved	09/08/17	\$0
24	Mod No. 24 replace Exhibit 1-S with Exhibit 1-T to add LTK Consultant Staff, Christopher Heil and TENCO Test Engineer, Brandon Whang. The total Contract amount remains unchanged.	Approved	06/01/18	\$0
25	Mod No. 25 replace Exhibit 1-T with Exhibit 1-U to add Franic Ji, Luke Morscheck, and Eric Eom. The total Contract amount remains unchanged.	Approved	06/22/18	\$0
26	Mod No. 26 replace Exhibit 1-S to add personnel from Tenco (John Otis). The total Contract amount remains unchanged.	Approved	01/18/19	\$0
27	Mod No. 27 modify Exhibit 1-U to add Geoff Elsmore (Tenco). The total Contract amount remains unchanged.	Approved	03/26/19	\$0

28	Mod 28 - Modify terms to extend Period of Performance 1-year; replaced Exhibit 1-T authorized LTK, Tenco and VAI personnel, modify SOW to allow Metro to assign tasks and schedule. The total Contract amount in increased by \$2,120,874.	Approved	04/24/20	\$2,120,874
29	Mod 29 - Modify and replace Exhibit 1-T Firm Fixed Labor Rates (Geffe Elsmore for Will Choi). The total Contract amount remains unchanged.	Approved	11/25/2020	\$0
30	Mod 30 - Extend Period of Performance from March 26, 2020 to November 25, 2021. The total Contract amount remains unchanged.	Approved	3/24/2021	\$0
31	Modify and replace Exhibit 1-T Firm Fixed Labor Rates and Travel Costs with Exhibit 1 – U Firm Fixed Labor Rates and Travel Costs. The total Contract amount remains unchanged.	Approved	3/27/2021	\$0
	Modification Total:			\$ 8,093,178
	Original Contract:			\$15,236,445
	Current Contract Value			\$23,287,320
32	<i>Pending Change Modification No. 32 Request</i>			\$1,513,854
	<i>Pending Total Not-To-Exceed Amount:</i>			\$24,801,174

DEOD SUMMARY

P3010 LIGHT RAIL VEHICLE PROCUREMENT CONSULTING SERVICES/OP-3960-2795-A

A. Small Business Participation

LTK Engineering Services made a 25.36% overall Small Business Enterprise (SBE) commitment on this task order contract. The overall SBE participation for this contract based on the cumulative value of all task orders issued.

To date, nine (9) task orders and their modifications have been awarded. Based on payments reported, the contract is 96.06% complete and the cumulative SBE participation of all task orders awarded is 26.49%. LTK is exceeding its commitment by 1.13%.

Regarding the firms that have been under-utilized, LTK offered that A-Train Enterprises, Inc. completed their assignment prior to going out of business, sometime in August 2018 and Virginkar & Associates, Inc. completed their assignment in January 2021, under budget. As such, the firms were utilized to the extent possible and neither will be able to contribute further to the SBE commitment for this contract, as their assignments have successfully concluded.

Small Business Commitment	SBE 25.36%	Small Business Participation	SBE 26.49%
----------------------------------	-------------------	-------------------------------------	-------------------

	SBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	A Train Enterprises, Inc.	Caucasian Female	2.05%	0.69%
2.	Turner Engineering Corporation	Caucasian Male	2.80%	11.58%
3.	Virginkar & Associates, Inc.	Subcontinent Asian American	20.51%	14.22%
	Total		25.36%	26.49%

¹Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



File #: 2021-0183, File Type: Oral Report / Presentation

Agenda Number: 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

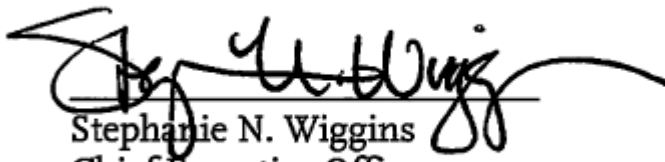
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Equity Platform

Submissions must meet the criteria of a frontline employee or Supervisor and it is encouraged to nominate employees who are diverse in both gender and ethnicity.



Stephanie N. Wiggins
Chief Executive Officer

September Employees of the Month



Metro

Operations, Safety and Customer Experience Committee

September 16, 2021

Employees of the Month



Transportation

Rail Operator

Teh Chiu

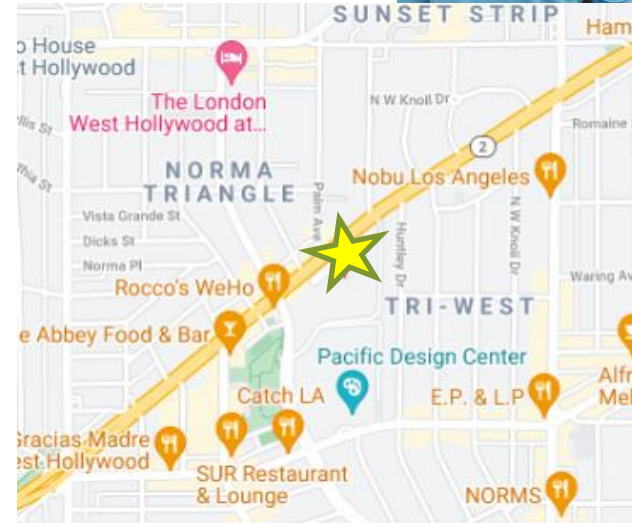


E Line (Expo) – Santa Monica

Maintenance

Master Mechanic LDR

Glenn Buakong



Division 7 – West Hollywood



File #: 2021-0184, File Type: Oral Report / Presentation

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

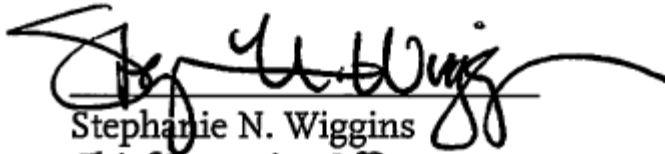
SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP, HIRING AND MICROTRANSIT

RECOMMENDATION

RECEIVE oral report on Operations ridership, hiring and MicroTransit.

Equity Platform

Operations will collaborate with the Office of Equity and Race to identify and mitigate any concerns to ensure equitable outcomes relative to service ridership and the MicroTransit Pilot program.



Stephanie N. Wiggins
Chief Executive Officer

ITEM 24

**COO Oral Report
Operations Service & MicroTransit
Update**

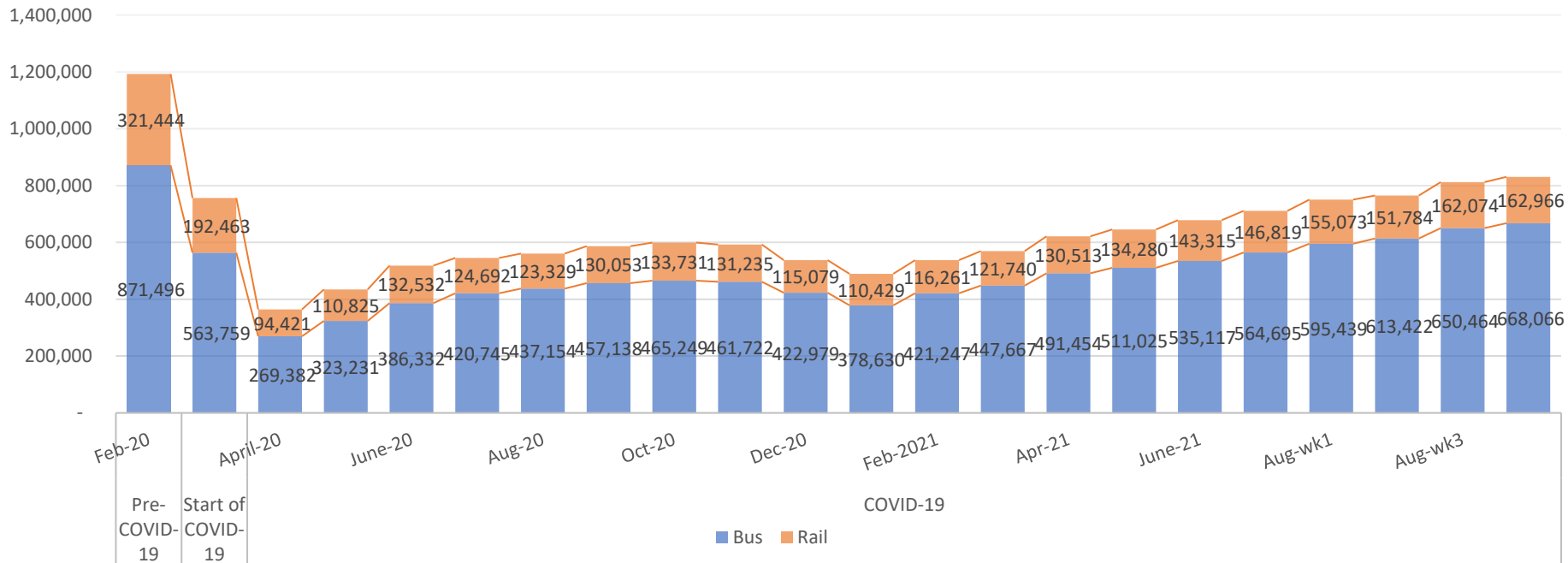


Metro

Operations, Safety & Customer Experience Committee Meeting
September 16, 2021

Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 20-Feb	Start of COVID-19 20-Mar	20-Apr	20-May	20-Jun	20-Jul	Aug-20	Sep-20	Oct-20	20-Nov	20-Dec	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	Aug-wk 1 (8/1-8/7)	Aug-wk 2 (8/8-8/14)	Aug-wk 3 (8/15-8/21)	Aug-wk 4 (8/22-8/28)
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	711,514	750,512	765,206	812,538	831,032

6/27/21

- Increased overall service from 5.6 million RSH (annualized) as of December 2020 to 6.5 million RSH plan (all service changes made in alignment with NextGen and Title VI requirements)
- Resumed front door boarding in addition to keeping rear door boarding
- Issued & clarified instructions to operators that buses are free

9/12/21 (Upcoming)

- Increase overall service from the 6.5 million RSH (annualized) as of June 2021 to 7.0 million RSH

Operator Hiring Update

Bus Operators

- 2,634 applications received to date
- 494 hires to date
- Five classes in August & Sept 2021 (8/3, 8/17, 8/31, 9/14 & 9/28)
- Two classes scheduled every month
- Classes are 9 weeks long (goal of 65 students per class)

MicroTransit Operators

- 1028 applications received to date
- 136 hires to date
- Four classes in August & Sept 2021 (8/9, 8/23, 9/7 & 9/20)
- Targeting a total of 147 MT operators
- Classes are 3 weeks long (goal of 15-25 students per class)



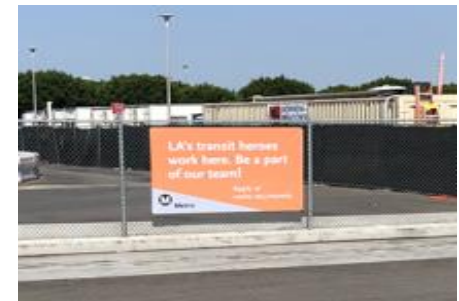
Operator Recruitment & Incentive Efforts

Tactics Include:


- Operator referral program (\$500)
- Operator sign-on bonus program (\$1,000)
- Continuation of media buy
- Bus/rail king ads and wraps
- Banners for Metro locations (over 40) & USG
- Decals for non-revenue vehicles





Banner - Atlantic





Banner - LAX

 **Great hourly pay**
Start at \$17.75 per hour as a bus operator, with incremental pay rate increases up to \$27.31.

 **Full benefits**
Metro offers medical and dental insurance, plus retirement plan options.

 **Part time**
Part time with potential to become full time.

 **Unionized**
Your safety and stability are union-represented.

 **Room to grow**
Opportunities for trainings and to move up in your career.





WANT TO EARN \$500?

Refer friends, family and community members to work for Metro! If you know someone who would be fit for a job here, send them our way and earn \$500 per referral.



Scan the QR code or visit metro.net/referral for the guidelines and FAQs on this program.

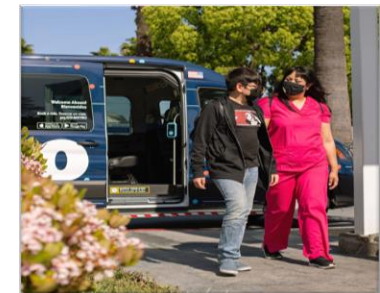
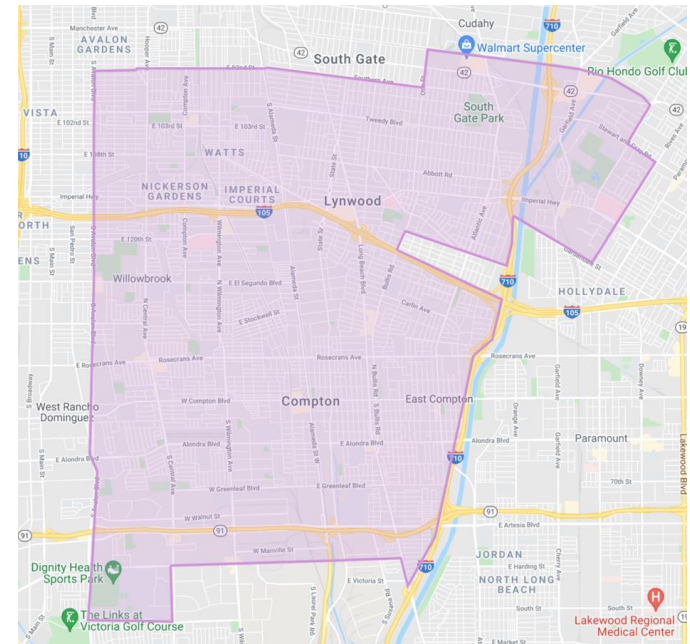



Get in the driver's seat and earn a \$1,000 sign-on bonus.

MicroTransit - Service Changes & Fleet Update

- **Service Hours/Days:**
 - ✓ 5:30 a.m. to 9:30 p.m.
 - ✓ Variable by zone
 - ✓ Review of hours, vehicles and operators to begin
- 60 vehicles active in the fleet; 5 delivered and being retrofitted (installation of: TAP, Wi-Fi, camera system, bike rack, plexi-glass & wrapping)
- September 12, 2021: Watts/Willowbrook and Compton/Artesia zones will be combined into a single large Watts/Compton zone to allow for greater flexibility for customers and Metro Micro fleet/operator efficiency
- Ridership up 1% to 658 average weekday; 5,877 weekly
- Wait- times up to between 17 and 19 minutes

Watts/Willowbrook and Compton/Artesia



MicroTransit – Wait Time & Failed Trip Information

Zone Name	% above 45 min wait time between 8/29/21 and 9/4/21	Worst Day that Week
*Watts/Willowbrook	4%	58 Failed Searches
Compton/Artesia	2%	49 Failed Searches
*LAX/Inglewood	1%	3 Failed Searches
El Monte	17%	150 Failed Searches
North Hollywood/Burbank	16%	149 Failed Searches
*Altadena/Pasadena	33%	543 Failed Searches
*Highland Park/Glendale	33%	386 Failed Searches
*NW San Fernando Valley	Not Applicable	
*UCLA		

Zone Name	% above 45 min wait time between 8/29/21 and 9/4/21	Worst Day that Week
*Watts/Willowbrook	4%	58 Failed Searches
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*Highland Park/Glendale	33%	386 Failed Searches
*NW San Fernando Valley	Not Applicable	
*UCLA		

MicroTransit – Rides, Vehicles & Staffing

TOTAL RIDES

- **8/9/21 to 9/7/21: 24,913 Rides**

VEHICLES & STAFFING

- **On Sunday, 9/12/21, we will have 60 vehicles in revenue service across three reporting locations**
- **Additional 22 vehicles in process of being procured/retrofit**
- **By end of calendar year of 2021, 82 of 110 vehicle fleet will be in revenue service**
- **Management and supervision people are on-hand**
- **Currently, 4 NC employees with 1 to be refilled due to promotion**

MicroTransit – Chart of Vehicles/Operator Counts Projected & Actual

Zone Name	Projected # of Vehicles	# of Vehicles @ 9/12/21 Shakeup	# of Operators @ 9/12/21 Shakeup	Notes
*Watts/Willowbrook	16	16	29	W/W 2 nd top performers, may move back to # 1 with consolidation of two zones
Compton/Artesia	3	Is consolidated with W/W Zone		
*LAX/Inglewood	16	3	6	Least resources, lowest performing zone
El Monte	3	8	18	Early am demand unmet
North Hollywood/Burbank	3	6	13	Early am demand unmet
*Altadena/Pasadena	16	10	22	Experiencing approx. 50% failed searches, no where near to meeting demand
*Highland Park/Glendale	16	10	20	Wait time improvements with increased staffing, failed searches remain high
*NW San Fernando Valley	16	7	15	Can cover NextGen service change
*UCLA	16	0	0	16 of 22 vehicles in procurement/retrofit to be assigned to this zone. Need 25 operators dedicated for service launch.
	105	60	123	

MicroTransit Quarterly Update – Service Roll-Out & Report Locations

Zones + Launch Schedule

December 2020

- Zone 1: Watts/Willowbrook*
- Zone 2: LAX/Inglewood

January 2021

- Zone 3: Compton/Artesia*
- Zone 4: El Monte
- Zone 5: North Hollywood/Burbank

June 2021

- Zone 6: Highland Park/Eagle Rock/Glendale
- Zone 7: Altadena/Pasadena/Sierra Madre

September 12, 2021

- Zone 8: Northwest San Fernando Valley

December 12, 2021

- Zone 9: UCLA/Westwood/VA Medical Center

**Effective 9/12/21 Z1 and Z3 will be combined*



19 vehicles

Torrance



28 vehicles

Alhambra



13 vehicles

Chatsworth

**Board Report**

File #: 2020-0188, **File Type:** Contract**Agenda Number:** 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021****SUBJECT: ENTERPRISE ASSET MANAGEMENT SYSTEM****ACTION: APPROVE RECOMMENDATIONS****RECOMMENDATIONS****CONSIDER:**

- A. INCREASING the phased Life of Project (LOP) budget for the Enterprise Asset Management (EAM) Project, capital project number 207155, by \$22,950,000 from \$45,800,000 to \$68,750,000 to support Phase 2; and
- B. AUTHORIZING the Chief Executive Officer to award a firm fixed price Contract No. PS75040000 to KPMG LLP for the Enterprise Asset Management System (EAMS) Implementation Services, in the amount of \$36,525,318 for the 36-month base term, and for three options for annual assessments following implementation in the amounts of \$586,974.40 for the first assessment, \$395,138.64 for the second assessment, and \$227,875.28 for the third assessment, for a combined total amount of \$37,735,306.32, subject to the resolution of protest (s), if any.

ISSUE

The Maintenance and Materials Management System (M3) is a mission critical system with over 3,200 daily users. M3 is used extensively across Metro for Work Management, Maintenance and Repair of Assets, Material Management, Incident Tracking, and Timekeeping for operational employees. The system is over 15 years old and is no longer supported by the software vendor. M3 does not provide critical functionality now required to meet the federal State of Good Repair (SGR) requirements.

An LOP increase and award of the contract for the Enterprise Asset Management System (EAMS) Implementation Services is required to implement and integrate the new software system, develop the business processes improvements, and migrate Metro staff onto the new EAM solution.

BACKGROUND

In November of 2017, the Metro Board of Directors was notified of Metro's assessment of the M3 system and intent to procure a replacement EAM system. As the software is no longer supported or maintained by the vendor, the current M3 System is an antiquated technology application impacting employee productivity, operations, maintenance expenses, federal SGR reporting, and the ability to create data-driven, real-time maintenance strategies.

In July of 2019, the Metro Board of Directors authorized the CEO to award contract PS51755000 to 21Tech LLC for the EAM System Software Acquisition and Software Support Services and established an LOP (Board Report Number 2019-0373) for Phase I. A hybrid solution of the Infor EAM software supplemented by the cloud-based Bentley AssetWise software was selected as the best software solution in the Enterprise Asset Management industry that would meet Metro's requirements. Bentley AssetWise software is an analytical tool that supports rail infrastructure assets throughout their lifecycles.

Phase I

Phase 1 of the EAMS project included (a) software acquisition/licensing, (b) software technical support, (c) development, testing, and documentation for integration between core EAMS software and supporting software applications from Infor and Bentley Systems, (d) technical training aids/documentation to be included in the conduct of training sessions, and (e) development, testing and documentation for selected custom functionality. The software solution has been installed and tested on five environments, including testing, development, production (etc.)

In FY20 and FY21, Metro expended \$13.3 million on the software, hardware, and internal labor for the EAMS system, a critical tool necessary to meet SGR commitments and manage over 521,000 assets. Ultimately, this system will replace our current obsolete 15-year old M3 system, no longer supported by the OEM, and used daily by 3,200 employees.

DISCUSSION

Phase 2

Metro has purchased and installed the EAMS solution as part of Phase 1 and now will be moving into Phase 2, including system implementation, integration, and business process engineering services. Award of this contract will implement the new, modern and fully integrated EAMS with comprehensive functionality, which will also include linear asset management, GIS, and more mobile capability. The services include implementing updated business processes across 14 functional business areas within Metro that with the EAMS software, will result in a more robust and efficient operations (i.e., improved productivity) and more effective asset management while enhancing data quality using industry-accepted asset classification schemes and hierarchy structures; refinement of location hierarchy and location codes; including asset condition scoring readily accessible by management for improved decision making and regulatory reporting. Other services included in Phase 2 include configuring and building interfaces to existing Metro systems, data conversion, testing configuration and interfaces, organizational change management, and delivering a comprehensive training program. The Phase 2 contractor will be responsible to lead Metro in changing and modernizing the current business processes to incorporate industry best practices and improve the degree of business process automation.

The LOP Budget increase includes additional funds needed for the system implementation contract (Phase 2) and the hardware and internal labor resources required to complete the implementation through FY25.

The initial LOP budget request was preliminary prior to finalization of the Phase 2 scope of work and was based on research and general market surveys for a single procurement of software and services. However, there were not many comparable projects of similar size and complexity that had been completed in North America. The procurement was separated with the intention of obtaining the best-in-class software and best-in-class implementer.

The requested LOP budget increase includes an additional \$4.6 million for internal labor and \$1.9 million for software maintenance/licensing due to an extended project timeline from a re-bid of the Phase 2 contract and

delays from Covid-19. An additional \$16.5 million is needed for the award of the EAMS Implementation Services contracts and the optional assessments. The level of effort for interfaces, configuration, and training/change management required a higher level of effort than initially estimated.

The EAM system will be a critical tool used by 14 Metro business units comprised of 3,200 Metro employees and was selected to meet a comprehensive list of 1,981 functional requirements as set forth in the RFP.

DETERMINATION OF SAFETY IMPACT

The approval of the contract award and LOP increase will have a direct and positive impact on safety, service quality, system reliability, performance, and overall customer satisfaction.

FINANCIAL IMPACT

Adoption of Recommendation A will increase the LOP budget from \$45,800,000 to \$68,750,000 for this project in Cost Center 9210 - Information Management, Capital Project 207155 - Enterprise Asset Management System Replacement (EAMS Project). The additional LOP budget will cover expenditures through FY25.

The funding of \$10,644,594 for the EAM System Implementation Services is included in the FY22 budget under account 50316, in Cost Center 9210 in Project 207155 - Enterprise Asset Management System Replacement (EAMS Project).

Since this is a multi-year contract, the project manager and cost center manager will be accountable for budgeting the cost in future fiscal years. Additionally, an annual review of availability of funds, project progress and potential areas of project scope reduction will be performed within the EAMS governance structure prior to proceeding each fiscal year.

Impact to Budget

The initial source of funds for Capital Project 207155 Enterprise Asset Management System is TDA-4 which is a State Funding Source and is bus and rail eligible.

Equity Platform Section

The EAM system will enable Metro to improve asset management and planning throughout the agency, improve FTA/NTD reporting as well as enhance predictive and preventative maintenance and inspections required for regulatory compliance. As a result of better capital planning and improved maintenance of our assets, Metro will provide a safer and more reliable transit system for all. Improved analytics, tracking and reporting provided by the new EAM system will also help ensure that Metro's assets are equally maintained regardless of service area or community.

All roll-out schedule has not been finalized however a priority will be given to business units with assets utilized and relied on by Equity Focused Communities to ensure there are no negative impacts to marginalized groups that will ultimately receive the output of this system.

This was an open solicitation and included a Small Business Enterprise (SBE) goal of 17%, a Disabled Veteran Business Enterprise (DVBE) goal of 3% For the system implementation services contract, the Contractor has made a 34.02% SBE commitment and a 3.00% DVBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1) to provide high-quality mobility options that enable people to spend less time traveling and #5) to provide responsive, accountable and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The alternative is not to approve the LOP increase or award the Contract for the EAMS System which will risk our ability to implement the system needed to meet federal State of Good Repair requirements and will result in the continued use of the M3 software which is not supported and does not optimize maintenance and operational activities. Additionally, \$13.3 million has already been expended on the software acquisition including licensing, installation, internal labor, software maintenance and release management.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS75040000 with KPMG LLP to implement the new EAMS.

Metro has purchased Bentley AssetWise, a gold-standard software for linear asset management, as part of the new EAMS solution. AssetWise is a railway decision support system that enables proactive management for linear railway assets. Bentley Systems, Inc. is the sole software publisher and implementer of its proprietary, closed-source software products. Negotiations with Bentley Systems are ongoing and will be concluded in the immediate future. Staff is proceeding with the contract award for System Implementation services to KPMG to minimize project delays. Staff will return to the Board to request approval for the implementation services for the Bentley AssetWise portion of the software solution. The expected cost for Bentley is included in the LOP budget increase request and will be part of the annual review of funding and project progress.

ATTACHMENTS

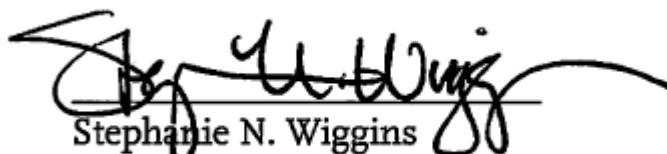
Attachment A - Procurement Summary

Attachment B - DEOD Summary

Attachment C - Phase 1 EAMS Board Report (2019-0373)

Prepared by: Amy Romero, Senior Director, Central Maintenance, (213) 922-5709

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051
Bryan Sastokas, Chief Information Technology Officer, (213) 922-5510
Kenneth Hernandez, Chief Risk, Safety and Asset Management Officer, (213) 922-2990



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**ENTERPRISE ASSET MANAGEMENT SYSTEM IMPLEMENTATION
SERVICES/PS75040000**

1.	Contract Number: PS75040000	
2.	Recommended Vendor: KPMG LLP	
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: March 19, 2021	
	B. Advertised/Publicized: March 19, 2021	
	C. Pre-Proposal Conference: March 29, 2021	
	D. Proposals Due: April 29, 2021	
	E. Pre-Qualification Completed: August 30, 2021	
	F. Conflict of Interest Form Submitted to Ethics: July 29, 2021	
	G. Protest Period End Date: September 20, 2021	
5.	Solicitations Picked up/Downloaded: 195	Bids/Proposals Received: 2
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-1076
7.	Project Manager: Amy Romero	Telephone Number: (213) 922-5709

A. Procurement Background

This Board Action is to approve Contract No. PS75040000 for the system implementation services for the new Enterprise Asset Management System (EAMS) that shall replace Metro's existing legacy system, the Maintenance and Material Management System (M3). Board approval of contract award is subject to the resolution of any properly submitted protest.

The Request for Proposals (RFP) was issued on March 19, 2021 in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The RFP was issued with an SBE goal of 17%, a DVBE goal of 3%, and a Contracting Outreach and Mentoring Plan (COMP) requirement to mentor two firms, one SBE, and one DVBE.

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1 was issued on March 29, 2021 to update links in the document and update the COMP requirements in the DEOD Instructions to Proposers, Evaluation Criteria, and Submittal Requirements

A virtual pre-proposal conference was held on March 29, 2021 and was attended by 94 participants representing 43 firms. There were 50 questions submitted and responses were released prior to the proposal due date.

A total of 195 firms downloaded the RFP and were included on the plan holders list. A total of two proposals were received by the due date of April 29, 2021 from the following firms:

- Accenture LLP
- KPMG LLP

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Operations Department, Information and Technology Services Department, Vendor/Contract Management Department, and Risk, Safety, and Asset Management Department was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria as outlined in the RFP.

• Minimum Requirements and Qualifications	Pass/Fail
• Experience, Qualifications, and Past Performance	14 percent
• Implementation Strategy and Understanding of Software Solution	13 percent
• Project Management, Methodology and Approach	22 percent
• Project Schedule, Labor Resources, and Deliverables	15 percent
• Project Team Organization/Staffing and Key Personnel	12 percent
• Contract Outreach and Mentoring Plan	4 percent
• Price Proposal	20 percent

Several factors were considered when developing the evaluation criteria for this solicitation, giving the greatest importance to the Project Management, Methodology, and Approach.

The PET began its independent evaluation of the proposals on April 30, 2021 and all proposers were determined to have met the minimum requirements and qualifications identified in the RFP. Both proposers and their respective teams were interviewed by the PET during the week of May 15, 2021. During the interviews, proposers were asked to discuss their proposed team, project approach and delivery method, their knowledge of the EAM solution and their plan for interfaces, data migration, and performance/load testing.

The PET finalized their scores in June of 2021. The final scoring determined KPMG LLP (KPMG) to be the highest ranked firm.

During June and July of 2021, Metro engaged KPMG in further discussions on items such as implementation schedule, reporting requirements, functional and technical requirement clarifications, deliverables, price proposal, and payment schedule.

Additionally, KPMG submitted exceptions to the contract terms and conditions that needed to be discussed and resolved with KPMG's legal counsel and County Counsel. All matters were successfully resolved between Metro and KPMG in July of 2021.

Qualifications Summary of Firms within the Competitive Range:

KPMG LLP (KPMG)

As the proposed Prime Contractor, KPMG brings their experience managing large, complex, technology-driven business transformation projects that have included end-to-end asset lifecycle management, business analysis, and organizational change management. KPMG has assembled a team of qualified subcontractor firms consisting of: Stratum Consulting Partners, Inc., a Metro-certified SBE who possesses considerable experience in the Infor EAM product line and its associated tools; DXC Technology, a global technology firm that will leverage its experience in the recent implementation of the Infor EAM software at New York Metropolitan Transportation Authority; Knowledge Architects, a Metro-certified SBE who will provide insight into operational procedures within asset management and support training delivery; Axsium Group a specialized firm dedicated to Workforce Management (WFM) implementations, with WFM being a critical component of Metro's new EAMS for employee timekeeping; DVBE Technology Group, a DVBE-certified firm that will support project management and coordination; and DataHouse Consulting, Inc. who will provide technical support for the enterprise architecture, EAMS technology infrastructure, data migrations, and legacy system integrations.

The team brings together many years of experience and expertise that will be an asset for an implementation of the breadth and scope of Metro's EAMS implementation. The team presented a detailed implementation plan that demonstrated their knowledge of the software solution, addressed implementation challenges and opportunities, and demonstrated their understanding of Metro's objectives.

Accenture LLP (Accenture)

Accenture LLP is a multinational professional services firm that provides strategy, consulting, digital, technology and operations consulting services across a number of industries. Accenture employs over half-a-million people worldwide in over 200 locations in 51 countries. Accenture's team has experience in large-scale software implementations and with transit agencies. Past clients include Metrolinx in Toronto, Ontario, Canada, New York City Transit, Massachusetts Bay Transit Authority (MBTA), Swiss Federal Railways (SBB), Metrolink, and FirstGroup America in the United Kingdom.

A summary of the PET scores is provided below.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	KPMG LLP				
3	Experience, Qualifications, and Past Performance	86.84	14.00%	12.16	
4	Implementation Strategy and Understanding of Software Solution	87.50	13.00%	11.38	
5	Project Management, Methodology and Approach	84.25	22.00%	18.54	
6	Project Schedule, Labor Resources, and Deliverables	84.57	15.00%	12.69	
7	Project Team Organization/Staffing and Key Personnel	88.57	12.00%	10.63	
8	Contract Outreach and Mentoring Plan	50.00	4.00%	2.00	
9	Price Proposal	100.00	20.00%	20.00	
10	Total		100.00%	87.40	1
11	Accenture LLP				
12	Experience, Qualifications, and Past Performance	62.81	14.00%	8.79	
13	Implementation Strategy and Understanding of Software Solution	63.04	13.00%	8.19	
14	Project Management, Methodology and Approach	70.16	22.00%	15.44	
15	Project Schedule, Labor Resources, and Deliverables	60.57	15.00%	9.09	
16	Project Team Organization/Staffing and Key Personnel	52.14	12.00%	6.26	
17	Contract Outreach and Mentoring Plan	75.00	4.00%	3.00	
18	Price Proposal	85.76	20.00%	17.15	
19	Total		100.00%	67.92	2

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate (ICE), price analysis, technical evaluation, clarifications, and negotiations.

Below are the originally proposed amounts inclusive of four optional tasks. Upon review of price proposals, one optional task related to additional training was determined not to be feasible. During negotiations, Metro made the decision not to proceed with that option which resulted in a significant cost reduction. Furthermore, additional reductions were realized through clarifications and discussions on the appropriate level of effort that would be required from the Contractor to perform the required tasks and deliverables.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated amount
1.	KPMG LLP	\$45,934,161.32	\$38,400,000.00	\$37,735,306.32
2.	Accenture LLP	\$53,561,992.00		

D. Background on Recommended Contractor

KPMG LLP is a United States member firm of the KPMG International Limited (KPMG International) organization. KPMG International operates in 146 countries and territories and employs 227,000 people worldwide and was formed in 1987. KPMG has provided services for many state, local, and federal government organizations, and transportation agencies such as the Chicago Transit Authority (CTA), Dallas Area Rapid Transit (DART), Washington Metropolitan Area Transit Authority (WMATA), Capital Metropolitan Transportation Authority (CapMetro), the California Department of Transportation, the Bay Area Toll Authority, the Colorado Department of Transportation, New Jersey Transit, and many more.

DEOD SUMMARY

ENTERPRISE ASSET MANAGEMENT SYSTEM / PS75040000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 17% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. KPMG exceeded the goal by making a 34.02% SBE and 3% DVBE commitment.

Small Business Goal	17% SBE 3% DVBE	Small Business Commitment	34.02% SBE 3% DVBE
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	SBE Subcontractors	% Committed
1.	Stratum Consulting Partners, Inc.	29.71%
2.	Knowledge Architects, LLC	4.31%
	Total SBE Commitment	34.02%

	DVBE Subcontractors	% Committed
1.	DVBE Technology Group	3%
	Total DVBE Commitment	3%

B. Contracting Outreach and Mentoring 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) SBE firm and one (1) DVBE firm for Mentor-Protégé development. KMPG proposed to mentor the following (3) protégé's: Stratum Consulting Partners, Inc. (SBE), Knowledge Architects, LLC (SBE), and DVBE Technology Group (DVBE).

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.



Board Report

File #: 2019-0373, File Type: Contract

Agenda Number: 25.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JULY 18, 2019

SUBJECT: ENTERPRISE ASSET MANAGEMENT SYSTEM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. ESTABLISHING a Life of Project (LOP) Budget for the Enterprise Asset Management (EAM) Project, capital project number 207155, in the amount of \$45,800,000;
- B. AUTHORIZING the Chief Executive Officer to award a 37-month, firm fixed price Contract No. PS51755000 to 21Tech LLC, in the amount of \$10,205,207 for the Enterprise Asset Management System Software Acquisition and Software Support Services, subject to the resolution of any properly submitted protest(s), if any; and
- C. APPROVING Contract Modification Authority specific to Contract No. PS51755000 in the amount of \$2,041,041 or 20% of the total contract value, to cover the costs of any unforeseen services or license fees that may be necessary to complete this phase of the project.

ISSUE

The Maintenance and Materials Management System (M3) is a mission critical system with over 3,200 daily users. M3 is used extensively across Metro for Work Management, Maintenance and Repair of Assets, Material Management, Incident Tracking, and Timekeeping for operational employees. The 15 years old system is no longer supported by the software vendor. In addition, it does not comply with some of the critical functionality now required for meeting the Federal "Moving Ahead for Progress in the 21st Century Act" (MAP 21 State of Good Repair) requirements.

This Contract is for the acquisition of the core Enterprise Asset Management System (EAMS) software as well as the installation and demonstration of its initial/provisional acceptance by Metro. The Contractor is also responsible for the integration of third-party software proposed as part of their solution.

The LOP Budget includes the purchase of software and related support services (Phase 1), a Contract for a Systems Implementation, Integration and Business Process Services Provider (Phase

2) and the hardware and internal resources required to complete the three-year project.

Approval of the LOP Budget, award of the Contract for Phase 1, and Contract Modification Authority will allow Metro to replace the current legacy-based M3 system and provide a scalable technology to support Metro's expanding transit services with the tools needs to comply with MAP 21 State of Good Repair.

BACKGROUND

In November of 2017, the Metro Board of Directors was notified of Metro's assessment of the M3 system and intent to proceed with the procurement of a replacement EAM system. As the software is no longer supported or maintained by the vendor, the current EAM (M3) system is an aging technology application impacting employee productivity, operations, maintenance expenses, and the ability to create data-driven maintenance strategies.

Metro intends to replace the current M3 system with a modern Commercial Off-the-Shelf (COTS) EAMS solution that includes:

- Implementing a new, modern transportation asset management software solution with comprehensive functionality including linear asset management, GIS, and mobility features.
- Implementing updated business processes across all functional areas that, when coupled with the EAMS software, will result in more efficient operations (i.e., improved productivity) and more effective asset management while enhancing data quality using industry-accepted asset classification schemes and hierarchy structures; refinement of location hierarchy and location codes; including asset condition scoring readily accessible by management for improved decision making and regulatory reporting.

DISCUSSION

Staff is requesting approval for a LOP of \$45,800,000 be established to replace the current M3 System and implement business process improvement relating to the new system. The LOP will include the contract for software and services (Contract No. PS51755000), internal labor, hardware needed to support the system and contracting with a Business Systems Implementation and Integration Service provider to determine and implement a comprehensive EAMS solution using the selected EAMS software and to develop and prepare improved standard operational processes based on industry best practices.

The Phase 1 Contractor's primary focus is to deliver and install the proposed core EAMS software and provide support for the software during the contracted term which will cover some or all of the overall EAM Program timeline. Per Metro's requirements, the Contractor will provide (a) software acquisition/licensing, (b) software technical support, (c) development, testing and documentation for interfaces between core EAMS software and the proposed third party software (TPS), (d) technical training aids/documentation to be included in the conduct of training sessions, and (e) development, testing and documentation for selected custom functionality (by Metro Task Order, if applicable).

DETERMINATION OF SAFETY IMPACT

The approval of this capital project and contract award will have a direct and positive impact to safety, service quality, system reliability, performance, and overall customer satisfaction.

FINANCIAL IMPACT

Adoption of Recommendation will establish an LOP budget of \$45.8 million for this project in Cost Center 9210 - Information Management, Capital Project 207155 - Enterprise Asset Management System Replacement (EAMS Project).

The \$4,200,000 for EAM Software Acquisition and Software Support Services is included in the FY20 budget under several accounts in Cost Center 9210 in Project 207155 - Enterprise Asset Management System Replacement (EAMS Project).

Since this is a multi-year contract, the project manager and cost center manager will be accountable for budgeting the cost in future fiscal years.

Impact to Budget

The initial source of funds for Capital Project 207155 Enterprise Asset Management System is TDA-4 for which is a State Funding Source.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1) to provide high-quality mobility options that enable people to spend less time traveling and #5) to provide responsive, accountable and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The alternative is not to approve the LOP or award the Contract for the EAMS System risking our ability to meet Federal MAP 21 State of Good Repair requirements and resulting in the continued use of the M3 software which is not supported and does not optimize maintenance and operational activities.

NEXT STEPS

Upon approval by the Board, Staff will execute Contract No. PS51755000 with 21Tech LLC for the EAMS Software Acquisition and Software Support Services and will release a Request for Proposals (RFP) for Phase 2 of the EAM Project for the System Implementation, Integration and Business Process Services.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Capital Project 207155

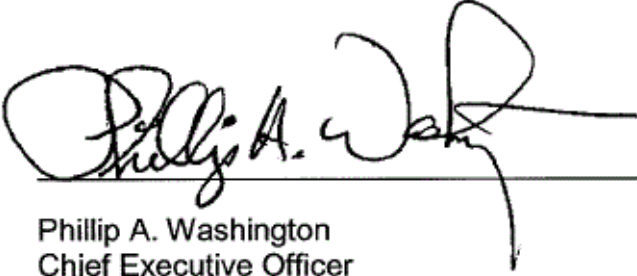
Prepared by: Amy Romero, Sr. Director of Central Maintenance, (213) 922-5709

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

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

Bryan Sastokas, Chief Information Technology Officer, (213) 922-5510

Vijay Khawani, Chief Risk, Safety and Asset Management Officer (Interim), (213) 922-4035



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

**ENTERPRISE ASSET MANAGEMENT SYSTEM
SOFTWARE ACQUISITION AND SOFTWARE SUPPORT SERVICES/PS51755000**

1.	Contract Number: PS51755000	
2.	Recommended Vendor: 21Tech LLC	
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: August 23, 2018	
	B. Advertised/Publicized: August 23, 2018	
	C. Pre-Proposal Conference: September 5, 2018	
	D. Proposals Due: November 1, 2018	
	E. Pre-Qualification Completed: March 29, 2019	
	F. Conflict of Interest Form Submitted to Ethics: November 7, 2018	
	G. Protest Period End Date: July 22, 2019	
5.	Solicitations Picked up/Downloaded: 127	Bids/Proposals Received: 7
6.	Contract Administrator: Ana Rodriguez and Manchi Yi	Telephone Number: (213) 922-1076
7.	Project Manager: Amy Romero	Telephone Number: (213) 922-5709

A. Procurement Background

This Board Action is to approve Contract No. PS51755000 to 21Tech LLC to provide a Commercial Off-the-Shelf (COTS) Enterprise Asset Management System (EAMS) software solution. Board approval of contract award is subject to the resolution of any properly submitted protest.

Request for Proposals (RFP) No. PS51755 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

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

- Amendment No. 1 was issued on August 30, 2018 to provide proposers an option to participate in the pre-proposal conference via conference call;
- Amendment No. 2 was issued on September 6, 2018 to extend the proposal due date to October 25, 2018;
- Amendment No. 3 was issued on September 21, 2018 to provide answers to formally submitted questions;
- Amendment No. 4 was issued on October 3, 2018 to provide Attachment D (report samples) in a zip file.
- Amendment No. 5 was issued on October 9, 2018 to provide Attachment C (report samples) in a different file format.
- Amendment No. 6 was issued on October 19, 2018 to extend the proposal due date to November 1, 2018.

A pre-proposal conference was held on September 5, 2018 and was attended by 41 participants representing 27 firms. There were 210 questions submitted and responses were released prior to the proposal due date.

A total of 127 firms downloaded the RFP and were included on the plan holders list. A total of seven proposals were received by the due date of November 1, 2018.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Operations Department, Information and Technology Services Department, Vendor/Contract Management Department, Asset Management Department and Accounting Department was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on a three-step evaluation criteria as outlined in the RFP. In order to be considered technically qualified to perform the services, the Proposers had to meet the Minimum Requirements on a pass/fail basis. The pass/fail requirements were that the Proposer had to demonstrate that they had implemented an Enterprise Asset Management (EAM) solution at one of the 25 largest public transit authorities with bus and rail operations or an international public transit agency of similar size. In Step 2 and Step 3, the proposals were evaluated based on the criteria outlined in the RFP and were worth a total of 150 points combined. The amount of points for each criteria are listed below and have been converted to percentages.

Step 1: Minimum Requirements	Pass/Fail
Step 2: Evaluation Criteria (100 points)	66.67 percent
• Ability to Meet Software Requirements (45 points)	30.00 percent
• Project Management Plan and Timeline (15 points)	10.00 percent
• Proposer Qualification and Reference Checks (15 points)	10.00 percent
• Technical Proposal Cost and Total Cost of Ownership (25 points)	16.67 percent
Step 3: Demonstrations (50 points)	33.33 percent
Total (150 points)	100 percent

Several factors were considered when developing the evaluation criteria for this solicitation, giving the greatest importance to Step 2 which awarded the most points based on the Proposer's demonstrated ability to meet Metro's technical requirements for the system.

The PET began its independent evaluation of the proposals on November 6, 2019. Of the seven proposals received, three proposals were determined not to meet the minimum pass/fail requirements and were eliminated from further consideration. The remaining four firms' proposals were then evaluated based on the Step 2 evaluation criteria. All four remaining firms were determined to be within the competitive range

and were invited to participate in the Step 3, Demonstrations, evaluation phase. The firms that were in the competitive range are listed below in alphabetical order:

- 21 Tech LLC
- Interloc Solutions, Inc.
- International Business Machines Corp.
- Trapeze Software Group Inc.

Demonstration scripts were provided to each firm approximately three weeks prior to their scheduled demonstration date. Firms were required to demonstrate how their proposed core EAMS software's functionality met Metro's requirements. The demonstrations began on January 14, 2019 and concluded on February 7, 2019.

The PET finalized their scores in February of 2019. The final scoring determined 21Tech LLC to be the highest ranked firm and Metro engaged in further technical discussions and negotiations from March 2019 through June 2019.

Qualifications Summary of Firms within the Competitive Range:

21 Tech LLC (21Tech)

21Tech is a California based firm that specializes in public sector EAM software deployments and integrations. The core software solution proposed is Infor EAM. 21Tech's experience with the Infor EAM product includes work for clients such as the San Francisco Municipal Transportation Agency, the San Francisco Department of Public Works, the Kansas City Transit Authority, the San Antonio VIA, the Toronto Metrolinx, and the Quebec RTC. For this project, 21Tech assembled a team of subcontractors that included Infor Public Sector, Inc., Bentley Systems, Inc., Accenture LLP, Knowledge Architects LLC, and Cognetic Technologies.

Trapeze Software Group, Inc. (Trapeze)

Trapeze is headquartered in Canada and is dedicated to public transit software solutions. With over 1,600 implementations across 15 countries worldwide, their clients include the Chicago Transit Authority, the Regional Transit District of Denver, and the Metropolitan Atlanta Rapid Transit Authority.

International Business Machines Corporation (IBM)

IBM is a globally integrated company based in New York that has been in business for over 100 years. Their proposed software solution, Maximo, is currently in production in agencies such as Amtrak, the Washington Metropolitan Area Transit Authority, and the San Francisco Bay Area Rapid Transit.

Interloc Solutions, Inc. (Interloc)

Interloc Solutions is based in Folsom, California and has been in business for approximately 14 years. As an IBM Gold Partner, Interloc focuses their work on the

IBM Maximo product. Interloc has provided services to agencies such as Amtrak, BART, and most-recently, the Dallas Area Rapid Transit.

The following table summarizes the PET's ranking and scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	21 Tech LLC –Hybrid *				
3	Ability to Meet Software Requirements	92.78	30.00%	27.83	
4	Project Management Plan and Timeline	91.00	10.00%	9.10	
5	Proposer Qualification and Reference Checks	84.33	10.00%	8.43	
6	Technical Proposal Cost and Total Cost of Ownership	73.08	16.67%	12.18	
7	Demonstration Score	70.66	33.33%	23.55	
8	Total		100.00%	81.09	1
9	21 Tech LLC –Cloud *				
10	Ability to Meet Software Requirements	92.78	30.00%	27.83	
11	Project Management Plan and Timeline	91.00	10.00%	9.10	
12	Proposer Qualification and Reference Checks	84.33	10.00%	8.43	
13	Technical Proposal Cost and Total Cost of Ownership	55.61	16.67%	9.27	
14	Demonstration Score	71.08	33.33%	23.69	
15	Total		100.00%	78.32	2
16	Trapeze Software Group - Cloud				
17	Ability to Meet Software Requirements	87.60	30.00%	26.28	
18	Project Management Plan and Timeline	82.00	10.00%	8.20	
19	Proposer Qualification and Reference Checks	85.33	10.00%	8.53	
20	Technical Proposal Cost and Total Cost of Ownership	41.46	16.67%	6.91	
21	Demonstration Score	48.54	33.33%	16.18	
22	Total		100.00%	66.10	3
23	IBM –Cloud *				
24	Ability to Meet Software Requirements	86.59	30.00%	25.98	
25	Project Management Plan and Timeline	40.53	10.00%	4.05	
26	Proposer Qualification and Reference Checks	44.00	10.00%	4.40	
27	Technical Proposal Cost and Total Cost of Ownership	83.91	16.67%	13.99	
28	Demonstration Score	41.16	33.33%	13.72	
29	Total		100.00%	62.14	4
30	IBM –On Prem *				
31	Ability to Meet Software Requirements	86.59	30.00%	25.98	
32	Project Management Plan and Timeline	40.53	10.00%	4.05	
33	Proposer Qualification and Reference Checks	44.00	10.00%	4.40	
34	Technical Proposal Cost and Total Cost of Ownership	60.13	16.67%	10.02	
35	Demonstration Score	41.16	33.33%	13.72	
36	Total		100.00%	58.17	5

37	Interloc Solution, Inc. –Cloud				
38	Ability to Meet Software Requirements	79.14	30.00%	23.74	
39	Project Management Plan and Timeline	46.00	10.00%	4.60	
40	Proposer Qualification and Reference Checks	46.27	10.00%	4.63	
41	Technical Proposal Cost and Total Cost of Ownership	43.03	16.67%	7.17	
42	Demonstration Score	50.10	33.33%	16.70	
43	Total		100.00%	56.84	6

*Firm provided separate proposals for different deployment solutions

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon an independent cost estimate, adequate price competition, cost analysis, technical evaluation, fact finding, clarifications and negotiations.

The negotiated amount of the Contract is reflective of Metro's discussions with the Proposer. The original Statement of Work requested that the proposers provide license pricing for a limited number of users and provide options and recommendations on when would be the best time to implement enterprise-wide licensing, if that was an option. During discussions, Metro determined that it would be in its best interest to secure enterprise-wide licensing for the core EAM software. The negotiated amount reflects the additional amount for the enterprise-wide licenses.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	21 Tech LLC –Hybrid *	\$8,983,563	\$10,498,000	\$10,205,207
2.	21 Tech LLC –Cloud *	\$9,051,423		
3.	Trapeze Software Group –Cloud	\$13,530,151		
4.	IBM –Cloud *	\$5,627,000		
5.	IBM –On-Prem *	\$11,041,000		
6.	Interloc Solutions, Inc. –Cloud	\$12,394,000		

*Firm provided separate proposals for different deployment solutions

D. Background on Recommended Contractor

The recommended firm, 21Tech LLC is located in Los Altos, California and has been in business for 22 years. 21Tech is a premier Infor EAM Transit certified partner and has completed large-scale Infor EAM implementations and upgrades across the country. 21Tech's proposed solution of the core Infor EAM system, supplemented by Bentley's AssetWise suite of products, demonstrated the functionality that Metro requires across the Agency.

DEOD SUMMARY

ENTERPRISE ASSET MANAGEMENT SYSTEM
SOFTWARE ACQUISITION AND SOFTWARE SUPPORT SERVICES/PS51755000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 10% Small Business Enterprise (SBE)/Disabled Veterans Business Enterprise (DVBE) goal for this solicitation. 21 Tech, LLC exceeded the goals with a 24.59% SBE commitment and a 3.11% DVBE commitment.

Small Business Goal	7% SBE 3% DVBE	Small Business Commitment	24.59% SBE 3.11% DVBE
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	SBE Subcontractors	% Committed
1.	Knowledge Architect, LLC	24.59%
	Total SBE Commitment	24.59%

	DVBE Subcontractors	% Committed
1.	Cognetic Technologies	3.11%
	Total DVBE Commitment	3.11%

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable to this contract.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

ATTACHMENT C- CAPITAL PROJECT 207155- LOP REQUEST

Use of Funds	FY19	FY20	FY21	FY22	FY23	Total
COMPUTER SUPPLIES		\$600,000	\$600,000	\$100,000		\$1,300,000
SOFTWARE		\$1,000,000	\$1,100,000	\$1,100,000		\$3,200,000
SERV PROF AND TECH SERVICE	\$1,400,000	\$4,735,750	\$17,595,532	\$10,495,284	\$1,894,813	\$36,121,379
LABOR COSTS	\$600,000	\$964,250	\$1,177,468	\$1,203,716	\$1,233,187	\$5,178,621
Total	\$2,000,000	\$7,300,000	\$20,473,000	\$12,899,000	\$3,128,000	\$45,800,000

Enterprise Asset Management System (EAMS)

LOP Budget Increase & Implementation
Services Contract Award



Introduction

Objective:

Replace the over 15-year-old asset management system (M3) with a modern Enterprise Asset Management System (EAMS) that improves efficiency, data accuracy, reporting capabilities and Metro's ability to provide safe and reliable transportation.

Background:

- M3 does not provide critical functionality now required to meet the federal State of Good Repair (SGR) requirements
- In 2017, Metro Board of Directors was notified of the intent to replace an existing maintenance management system with a new EAM system
- In 2019, the Metro Board of Directors approved Phase 1 of the project
 - Award of a contract for software and initial LOP request of \$45.8 million
 - \$13.3 million expended in FY20 and FY21 on software, hardware and internal labor.

Next Steps:

- Phase 2 – EAMS implementation



Recommendations

- A. Approve Life of Project (LOP) budget increase of \$22.9 million from \$45.8 million to \$68.7 million.

- B. Authorize the CEO to award
 - A firm fixed price contract to KPMG LLP for implementation of the Enterprise Asset Management System (EAMS) in the amount of \$36.5 million
 - Three options for annual assessments for \$587K, \$395K, and \$228K for a total of \$37.7 million

DEOD Goal (Recommendation B):

KPMG exceeded the Small Business Enterprise (SBE) goal of 17% with a commitment of 34.02% and meets the Disabled Veteran Business Enterprise (DVBE) goal of 3% for this solicitation.

LOP Budget Increase

- The recommendation to increase the LOP budget is required in order to complete the project
- Initial LOP budget estimates were based on research and general market surveys but Metro's implementation is unique and complex
- LOP budget request was preliminary prior to finalization of the Phase 2 scope (similar to a design build approach)
 - Procurement separated in two phases to ensure best-in class software and implementation services obtained
 - Higher effort needed for interfaces, configuration, and training/change management
- LOP budget also includes an estimated \$3.45 mil for the implementation services for Bentley AssetWise
 - Software needed for managing linear railway assets
 - In negotiations and will return to the board for approval



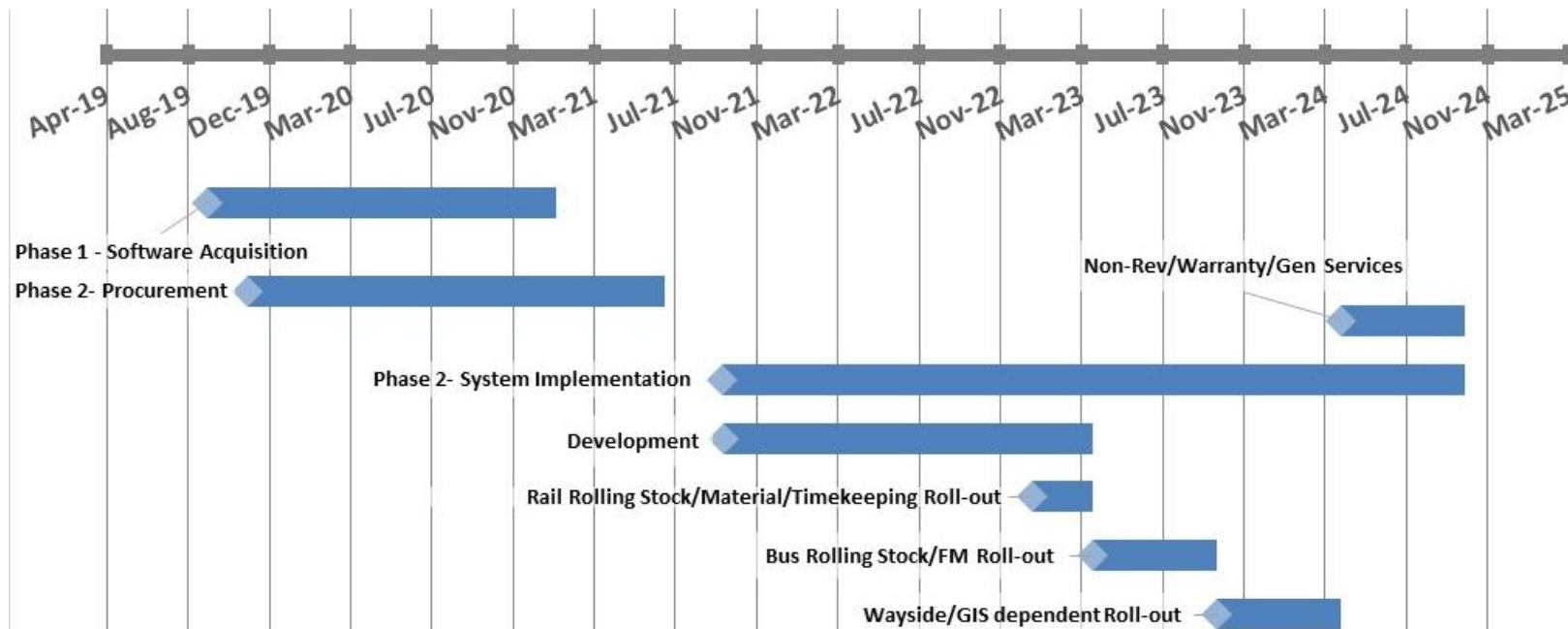
LOP Budget Increase

	Initial LOP Budget	Increase
Internal Labor	\$5,248,042	\$4,550,000
Software	\$8,205,991	\$0
Maint/ Licensing	\$1,800,000	\$1,890,000
Hardware	\$1,450,000	\$0
Misc	\$754,525	\$0
Implementation Services	\$28,341,442	\$15,300,012
Annual Assessments		\$1,209,988
<i>Total</i>	<i>\$45,800,000</i>	<i>\$22,950,000</i>

* An annual review of availability of funds, project progress and potential areas for project scope reduction will be performed each fiscal year

Project Timeline

Proposed Project Timeline for EAMS Project





Board Report

File #: 2021-0539, File Type: Informational Report

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 16, 2021

SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP STATUS UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from the Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

ISSUE

In July 2019, the Board approved Motion 22.1 entitled NextGen Bus Speed Engineering Working Group as part of the NextGen Service Concept. This motion requests the following:

- A. Develop a list of priority bus supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager (GM) of the Los Angeles Department of Transportation (LADOT), or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety and Customer Experience Committee on the above in April 2020, and quarterly thereafter.

This report provides a status update as of FY22 Q1 on the response to Motion 22.1.

BACKGROUND

In July 2018, the Board adopted Motion 38.1, endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. These

objectives were incorporated into the NextGen Regional Service Concept (Attachment A) approved by the Board in July 2019, which provides the framework for restructuring Metro's bus routes and schedules.

Concurrent to the approval of the NextGen Regional Service Concept, the Board also approved Motion 22.1: Engineering Working Group (Attachment A), which provides direction to staff to establish a partnership between Metro and LADOT to identify, design, fund and implement transit supportive infrastructure to speed up transit service as part of the NextGen Bus Plan.

The Metro CEO appointed a Technical Working Group focused on identifying, planning, designing and implementing bus speed and reliability improvements. Metro Service Planning, in close partnership with LADOT's equivalent technical team, consisting of Traffic Operations, Active Transportation, Vision Zero, and Transportation Planning Groups, has been meeting regularly (every 2-4 weeks) to ensure ongoing coordination and advancement of the program. Additional Metro departments (e.g. Communications, Planning, OMB, OEI, Program Management, Security), as well as other municipal traffic departments and transit operators, will be engaged as needed when specific projects have been defined and advanced towards design and implementation.

An External Affairs Working Group was also established as a subcommittee of the Technical Working Group. It is comprised of staff from Metro Community Relations, LADOT External Affairs, StreetsLA, the Los Angeles Mayor's Office, Metro Board Staff, and Metro Service Planning. Their work focuses on coordinating to communicate with and prepare communities for coming improvements, including identifying and addressing potential impacts, and coordinating outreach and engagement efforts for these projects.

At major milestones and as needed, the Technical Working Group will report on progress to the Metro CEO and LADOT's GM, and/or their designees, to seek direction on goals and objectives of the Technical Working Group, as well as policy guidance on balancing priorities for roadway and curb space.

DISCUSSION

Since the last update provided to the Board on January 21, 2021, the Technical Working Group has met regularly on the following:

Alvarado Street Bus Priority Lane

In partnership with LADOT and Caltrans, the Technical Working Group began repurposing the peak hour, curbside mixed flow lane into a bus priority lane on Alvarado Street from 7th Street to Sunset Boulevard.

- LADOT segment between Westlake/MacArthur Park B/D Line (Red/Purple) Station and US-101 Freeway was completed in June 2021
- Remaining Caltrans segment between US-101 Freeway and Sunset Boulevard is expected to be completed by October 2021, pending Caltrans approval of the projects encroachment permit application

- Community outreach was conducted from January through June 2021, including a rider engagement effort on Line 200 and at the Westlake/MacArthur Park Station in early March, a virtual community meeting held on March 17, 2021, an additional round of rider engagement on Line 200 and at the Westlake/MacArthur Park Station in late May, and construction outreach to area businesses and stakeholders in June
- Significant equity benefits for transit riders on Alvarado Street (includes data from the Fall 2019 Customer Survey for Line 200 riders)
 - Over 12,000 boardings per weekday (pre-COVID) on Alvarado
 - 94% of bus riders on Alvarado do not own or have access to a car and therefore rely on Metro bus service
 - 77% of bus riders on Alvarado use Metro bus service at least five days per week
 - 63% of bus riders on Alvarado are below the poverty line
 - 96% of bus riders on Alvarado are people of color (POC)
- Metro will be evaluating benefits and tradeoffs of this project once the remaining Caltrans segment is completed
- There are no significant issues to report following the installation of the current segment

Grand Avenue & Olive Street Bus Priority Lanes

In May 2020, LADOT reported that the Working Group identified Grand Avenue (southbound) and Olive Street (northbound) as high frequency bus corridors that would benefit from bus priority lanes. In coordination with StreetsLA's ADAPT resurfacing program, LADOT designed and relocated the existing bike lanes on both one-way corridors to the left side of the roadway to reduce conflicts with transit and allow for future bus priority lanes.

- Project expected to be completed by December 2021
- Community outreach began in early August 2021, and included a rider engagement and survey effort on various high-ridership bus lines along Grand Av and Olive St during the week of August 23rd, a virtual community meeting held on August 31, 2021, and continued outreach to key stakeholders and bus riders in preparation of project installation
 - Strong support from 328 in-person surveyed Metro bus riders along these corridors:
 - 86% ride a bus along this corridor regularly (at least weekly or daily)
 - 7 in 10 riders experience traffic delays on Grand Av or Olive St
 - Nearly every rider stated that having a more reliable trip time along this corridor would encourage them to use the bus more
- Proposed hours are weekdays between 7:00 AM - 7:00 PM
- Typically, over 60 buses per hour use either Grand Avenue or Olive Street, which equates to one bus every minute
- Significant equity benefits for transit riders on Grand Avenue and Olive Street (includes data from the Fall 2019 Customer Survey for riders on bus lines that use Grand Av and Olive St)
 - Over 120,000 boardings per weekday (pre-COVID) on Metro lines that serve Grand Ave and Olive St
 - 51% of bus riders on Grand/Olive are below the poverty line
 - 80% of bus riders on Grand/Olive are people of color (POC)

- Benefits to bus riders using routes from South LA, San Gabriel Valley and Gateway Cities
- Benefits to municipal transit operators including LADOT DASH, Foothill Transit Commuter Express and Torrance Transit 4X

La Brea Avenue Bus Priority Lanes

Further, the Technical Working Group identified La Brea Avenue, from Sunset Boulevard to Coliseum Street, as the next corridor to study for bus priority lanes. This six-mile-long corridor has a high weekday ridership of 12,500 boardings. With the NextGen Bus Plan service improvements, Line 212 on La Brea Av would see a doubling of peak-hour weekday service from every 15 minutes to every 7 ½ minutes. The existing peak hour, curbside mixed flow lanes would be converted into peak-hour bus priority lanes to support the increased service levels.

- Proposed hours on weekdays between 7:00 AM - 10:00 AM, 3:00 PM - 7:00 PM
- Under NextGen Bus Plan improvements, 8 buses per hour would use La Brea Avenue per direction, which equates to one bus every 7 ½ minutes per direction
- Significant equity benefits for transit riders on La Brea Avenue (includes data from the Fall 2019 Customer Survey for Line 212 riders)
 - Over 12,500 boardings per weekday (pre-COVID) on La Brea Avenue
 - 76% of bus riders on La Brea Avenue do not own or have access to a car and therefore rely on Metro bus service
 - 76% of bus riders on La Brea Avenue use Metro bus service at least five days per week
 - 90% of bus riders on La Brea Avenue are people of color (POC)
- Benefits to riders accessing jobs, residences, and businesses along the La Brea Avenue corridor
 - Over 100,000 residents and nearly 40,000 jobs within a 10-minute walk of proposed bus priority lanes
- Provides direct connections to E Line (Expo) and future D Line (Purple) extension

Community outreach for the La Brea Avenue Bus Priority Lanes will begin in Fall 2021. Implementation is expected in Winter/Spring of 2022.

FINANCIAL IMPACT

This quarterly update does not have a financial impact to report.

EQUITY PLATFORM

Improving transit service by reallocating priority for single occupant motorists and renewing focus on transit riders increases access to opportunity for groups who may not have those opportunities today.

Since Metro's adoption of the Metro Equity Platform Framework in February 2018, various community-based organizations have expressed the community's desire for equity to be integrated into the community outreach and engagement process. As such, Metro will ensure an open and transparent public participation process that empowers low-income communities and communities of

color, by removing barriers to participation in decision-making that affects these communities.

Given the COVID-19 pandemic, it is anticipated that future community outreach and engagement will incorporate both significant virtual and traditional methods. Metro recognizes that there are many communities without equal, daily access to the range of social media sites in use. Therefore, the development of each specific community outreach and engagement plan includes the assessment of how best to effectively communicate with technology within low-income, Limited English Proficiency and communities of color, coupled with outreach methods to engage people with disabilities, historically excluded communities, and general population stakeholders. This combined approach provides meaningful and broad public access to the public process. Strategies for public participation will vary depending on the scope and breadth of the project and on what is known to be familiar and accessible locations, forms, and forums for communication.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plans:

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 users of the transportation system. These initiatives help move more people within the same street capacity, where transit users currently 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.

Goal #4: Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, Caltrans, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

NEXT STEPS

The NextGen Bus Speed Engineering Working Group will continue to discuss and analyze future corridors along key arterials for equitable opportunities and are actively collaborating with partner agencies and stakeholders. Staff plans to provide further details about these corridors in the next quarterly update in November/December 2021.

Additionally, Metro continues working with LADOT to improve existing Transit Signal Priority (TSP) and expand TSP to more buses and along non-TSP Tier 1 corridors under the NextGen Bus Plan. Today, only Metro Rapid (Red) buses receive TSP, which can extend green lights to prioritize certain buses. Given the NextGen Bus Plan to combine the best of Metro Rapid priority attributes with Metro Local access for all riders, Metro is exploring the viability to enable TSP on its entire 2,300 bus fleet

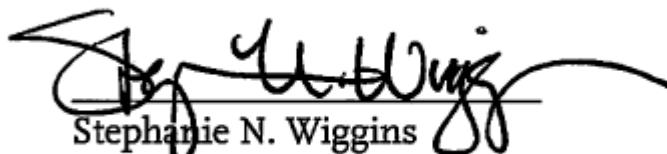
and work with LADOT to increase opportunities for Metro buses to receive signal prioritization along Metro Tier 1 bus routes.

ATTACHMENTS

Attachment A - Motion 22.1

Prepared by: James Shahamiri, Senior Manager, Engineering, (213) 922-4823
Stephen Tu, Director, Service Planning, (213) 418-3005
Conan Cheung, SEO Service Development, (213) 418-3034

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



Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2019-0572, **File Type:** Motion / Motion Response

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

In June 2018, the Metro Board endorsed speed, frequency, and reliability as the highest priorities for Metro's bus service in the NextGen Bus Study. In recent years, the primary contributor to slow speeds and poor schedule reliability has been growing traffic congestion on city streets. This congestion directly increases Metro's operating costs and reduces the quality of the service that Metro can afford to provide. Providing high-quality transit options with competitive travel times is the single most important step Metro can take to retain and grow ridership, increase the carrying capacity of local roadways, and shift regional travel patterns toward more efficient modes. These goals are essential components of both Metro's Vision 2028 Strategic Plan and the City of Los Angeles' Mobility Plan 2035 and Sustainable City pLAN.

The phenomenon of traffic congestion impeding mass transit operations is particularly acute in Downtown Los Angeles and nearby neighborhoods -- and the experience of the recent Flower Street pilot bus lane has demonstrated the effectiveness of strategic bus-supportive infrastructure in allowing transit riders to bypass congestion. Other types of bus-supportive infrastructure may include queue jumpers, signal priority, or boarding islands. Combined with operational improvements like All Door Boarding, these types of infrastructure improvements can cut stop times and improve bus speeds by 20% or more.

Metro buses operate on streets controlled by local jurisdictions. Therefore, close coordination between Metro and local agency partners is essential to successfully implement infrastructure changes. A working group is needed to ensure close coordination between Metro's Operations Department and city transportation agencies.

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

APPROVE Motion by Directors Bonin, Garcetti, Krekorian, Solis and Garcia that the Board direct the CEO to:

- A. Develop a list of priority bus-supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation, or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety, and Customer Experience Committee on the above in October 2019, and quarterly thereafter.

ITEM 26



NEXTGEN Bus Plan

Bus Speed Engineering Working Group Update

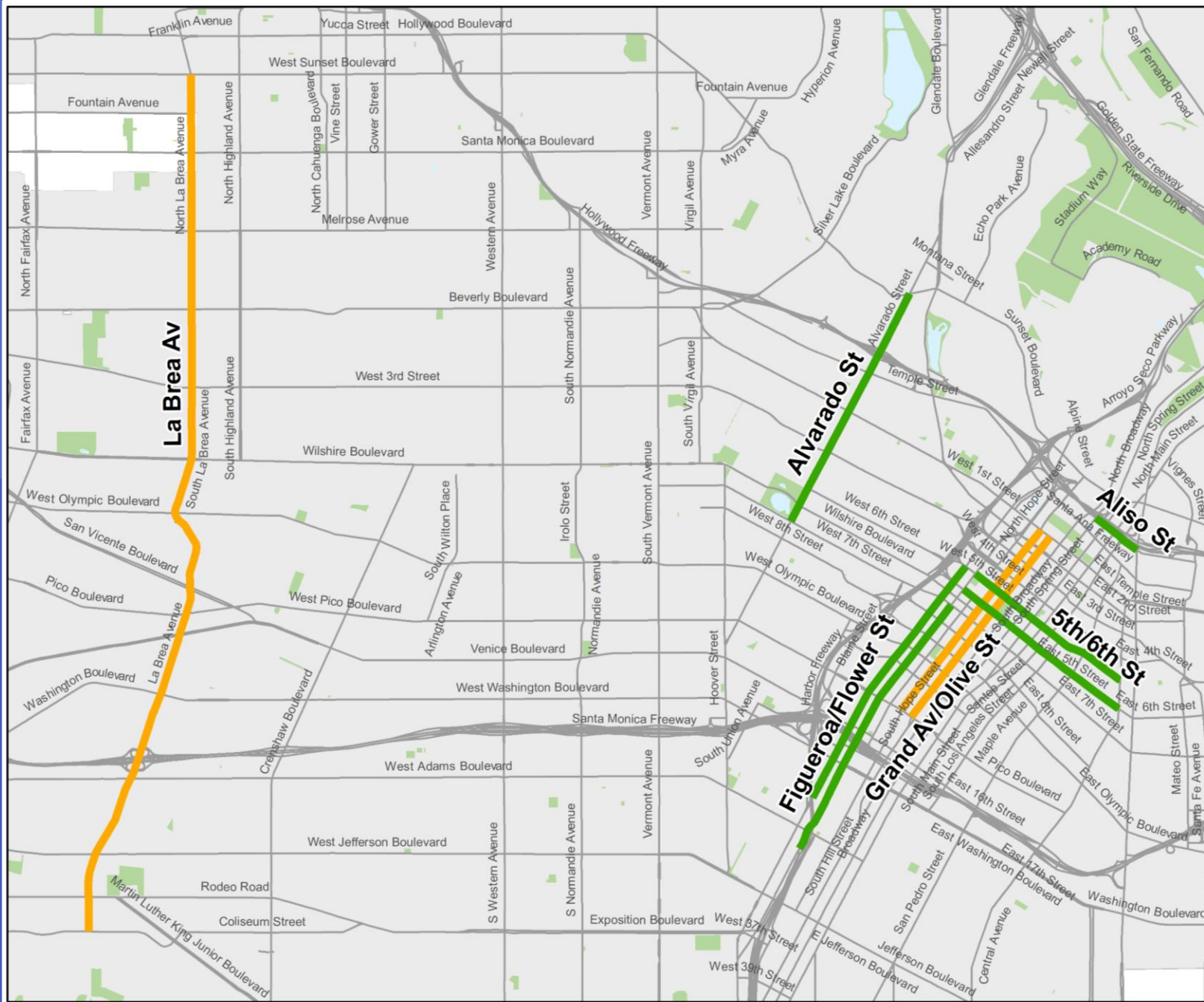


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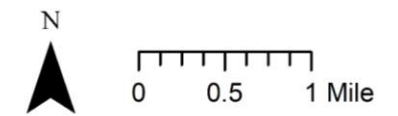
Project Map

Bus Lane Projects
DRAFT, 8/23/2021



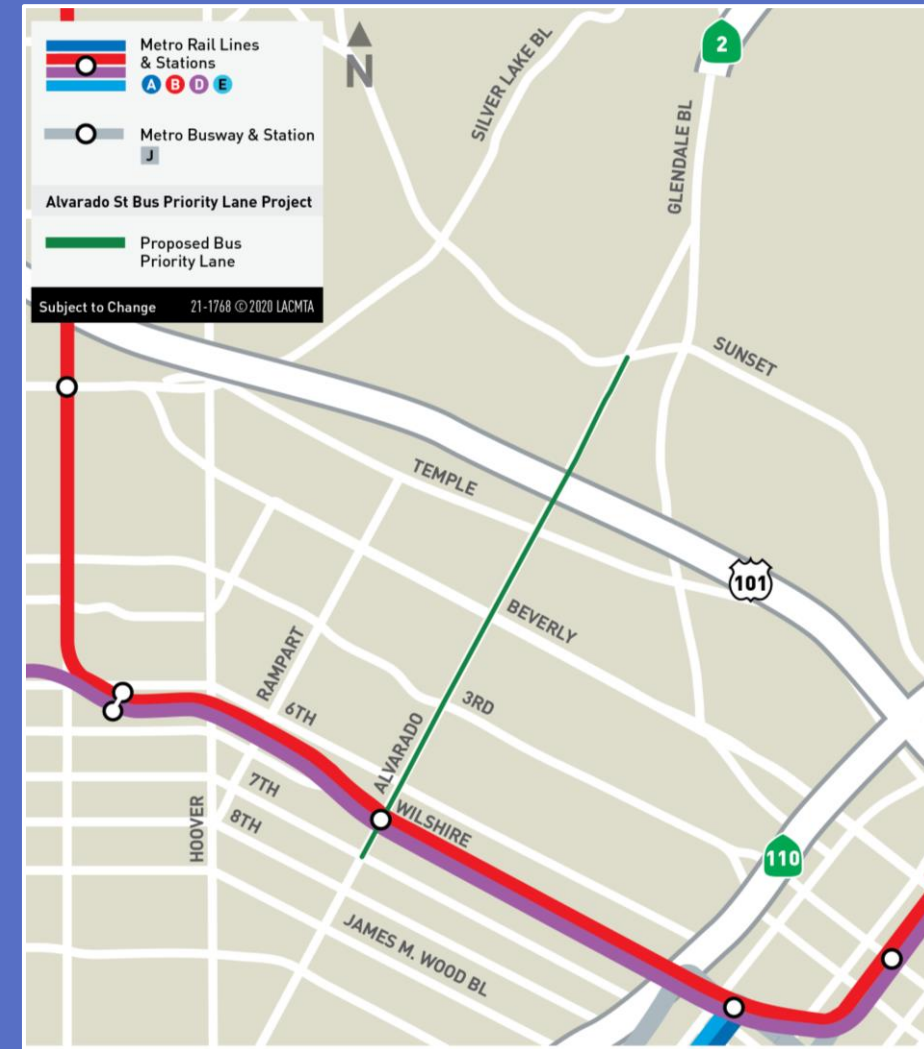
Bus Lanes

- Completed Corridors
- In-Progress Corridors



Alvarado St Peak Bus Priority Lanes

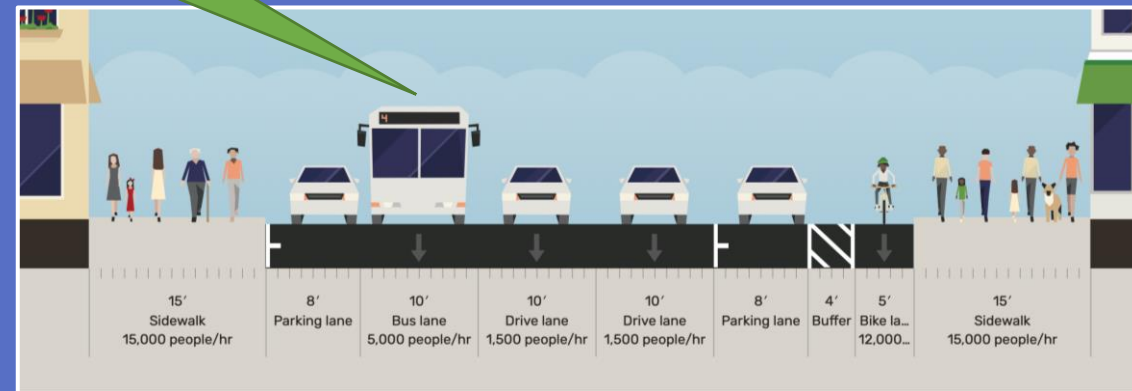
- Southern segment (LADOT) implemented June 2021
- Northern segment (Caltrans) anticipated October 2021, pending Caltrans approval
- Customer surveys to be conducted Fall 2021



Grand Av-Olive St Bus Priority Lanes

- 1.5 miles per direction from 1st St (Civic Center) to Pico Blvd (South Park)
- Proposed hours are weekdays 7am-7pm
- Over 120,000 pre-COVID boardings per weekday on Metro bus lines that serve this proposed corridor
- Up to 60 buses per hour (1 bus per minute)
- Significant equity benefits
 - 1 in 2 riders are below the poverty line
 - 8 out of 10 riders are people of color (POC)
- Maintains virtually all curbside parking
- Community outreach began in May 2021, including both in-person rider surveys and a virtual community meeting in August 2021 and plan to incorporate input to open by December 2021
- Benefits to municipal transit operators including LADOT DASH, Commuter Express, Foothill Transit

Proposed Right Lane:
Buses & Right Turns Only
during daytime period
Curbside parking available

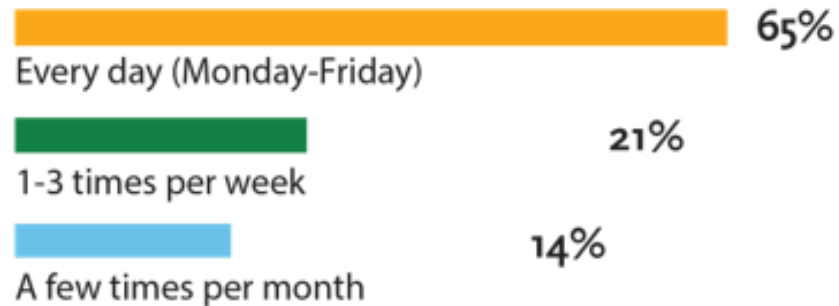


Grand Av-Olive St Bus Priority Lanes

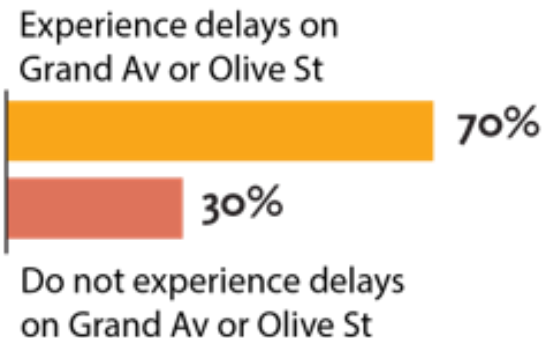
Outreach staff surveyed bus riders along this corridor between August 23-27



How often do you ride a bus along this corridor?



How often do you experience delays due to traffic congestion on Grand Av or Olive St?

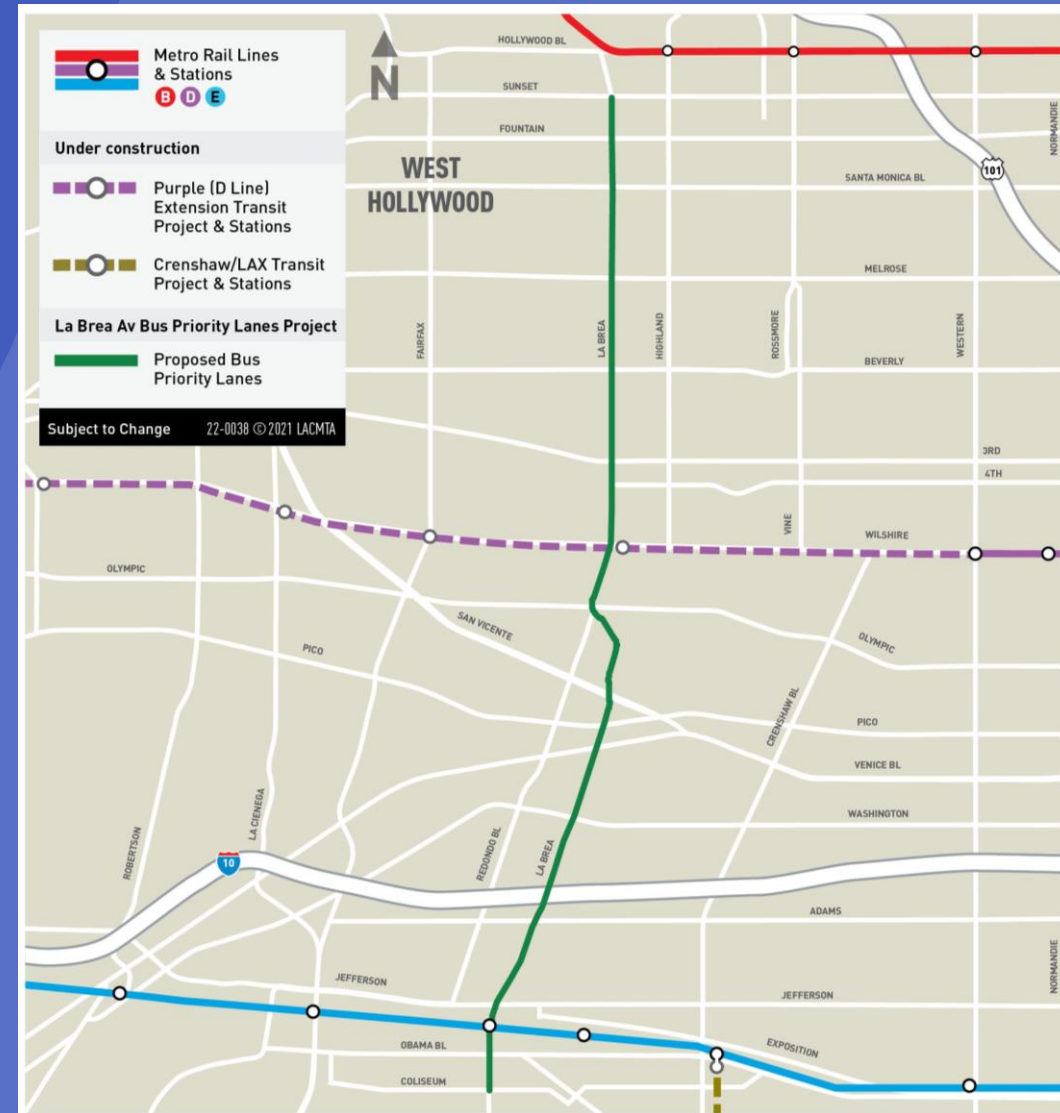


Would having a more reliable trip time on this line encourage you to use the bus more?
(Pick one)



La Brea Av Peak Bus Priority Lanes

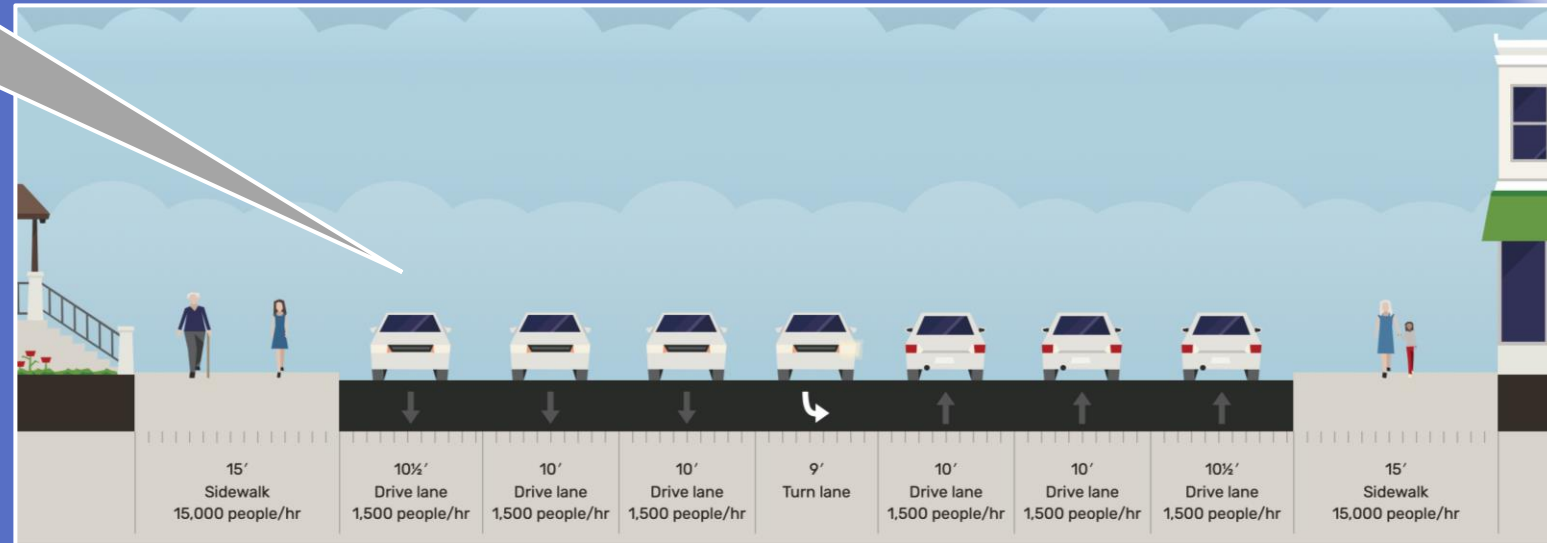
- 5.9 miles along La Brea Av between Sunset Bl and Coliseum St
- Proposed hours on weekdays only between 7-10am and 3-7pm
- Over 12,500 pre-COVID boardings per day on La Brea Line 212
- Significant equity benefits
 - 3 out of 4 La Brea riders do NOT own or have access to a car
 - 9 out of 10 La Brea riders are people of color (POC)
 - 3 out of 4 La Brea riders use Metro at least five times per week, indicating they rely on everyday transit service along this corridor
- Improves overall safety and aligned with Vision Zero program
- Maintains street parking on weeknights, weekends and most of midday
- Launching stakeholder outreach this Fall, with plans to incorporate input to open in Winter/Spring 2022



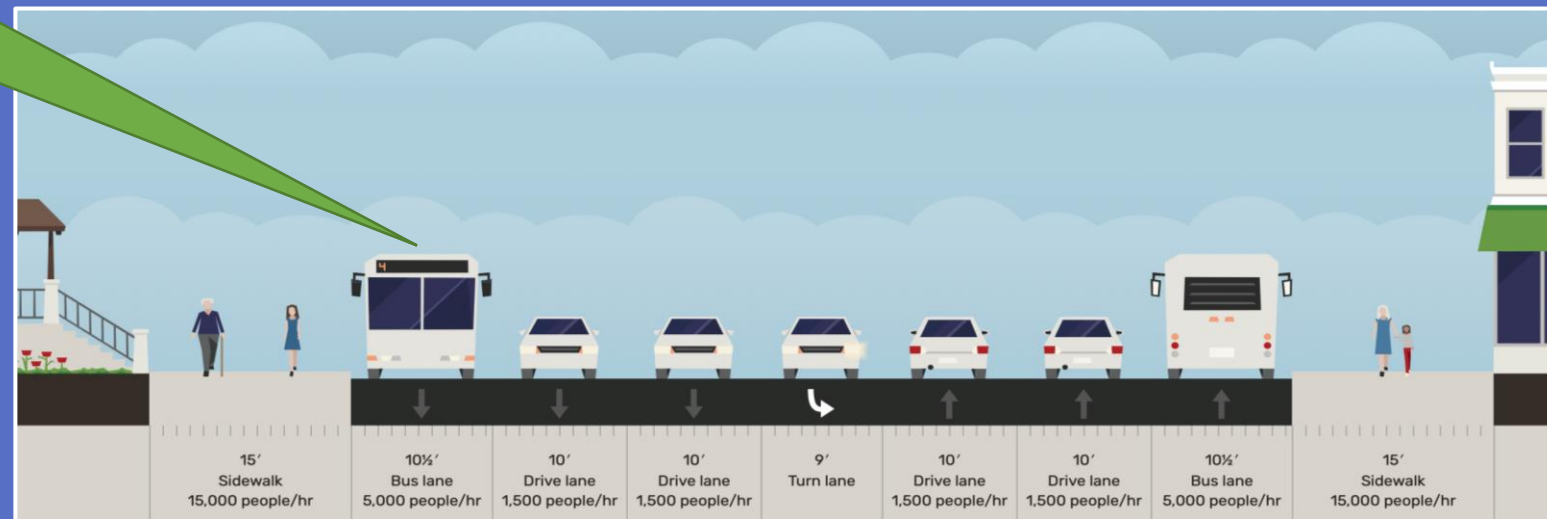
La Brea Av Peak Bus Priority Lanes



Today's Curbside Lane:
Mixed flow traffic
during peak period



Proposed Curbside Lane:
Buses & Right Turns Only
during peak period



Looking Ahead

- Working Group continues to discuss and analyze future corridors for equitable opportunities with ongoing collaboration with partner agencies and stakeholders
- Metro working with LADOT and others to expand “Transit Priority Signaling” (TPS)
- Previously, only Metro Rapid (Red) buses received priority
- Expanding All Door Boarding to future lines to reduce delays at bus stops and improve customer experience
- Next quarterly report expected in November/December 2021





Board Report

File #: 2021-0515, File Type: Oral Report / Presentation

Agenda Number: 27.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

SUBJECT: SEPTEMBER 2021 SERVICE CHANGE

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on September 2021 Service Change.

EQUITY PLATFORM

The September 2021 service change includes improved frequency to 36 weekday transit lines and 13 weekend transit lines. The majority of these lines serve equity focused communities where ridership on Metro bus services is high. This increased service also provides additional capacity to accommodate returning riders as Metro ridership continues to recover.

Take One booklet information is available in Spanish and English, as required by Title VI and is available in other key languages on request. Information on the changes was also available on the agency website at that time. Targeted ads were also placed in print and radio media, including on stations that broadcast in other key languages.

Prepared by:

Joseph Forgiarini, Senior Director, Service Performance and Analysis, (213) 418-3400

Conan Cheung, Sr Exec Officer, Service Development, (213) 418-3034

Reviewed by:

James T. Gallagher, COO, (213) 418-3108

Stephanie N. Wiggins
Chief Executive Officer

The signature of Stephanie N. Wiggins is written in black ink above her name and title. The signature is a cursive, stylized script.



ITEM 27

September 2021 Service Changes



Metro

SEPTEMBER 2021

June 2021 Lessons Learned

June Lessons Learned	September Adjustments
Inadequate agencywide coordination	<ul style="list-style-type: none">• Ops Liaison Group assigned as overall Shake-Up Program Manager• Regularly scheduled coordination meetings• Gantt chart to track all activities by department
Unrealistic expectation to change out 5,000+ bus stop signs given resources and compressed timeframe	<ul style="list-style-type: none">• 1,700 bus stops changed out beginning two weeks in advance• Earlier install allowed for QC and correction of finished signs
Limited field ambassador presence	<ul style="list-style-type: none">• 35 person Operations team at key locations to assist customers• “Blue Shirt” riding lines and passing out information• CX team 360 degree “Secret Shoppers”
Inconsistent customer information provided	<ul style="list-style-type: none">• Marketing reviewed/standardized content and font on Service Change notices and info at bus stops
Timetables not printed	<ul style="list-style-type: none">• Timetables printed and distributed

Sept 2021 Service Changes



Metro Rapid and Local Consolidation for all day frequent service to all stops

- Santa Monica Bl
- Venice Bl



Network Changes

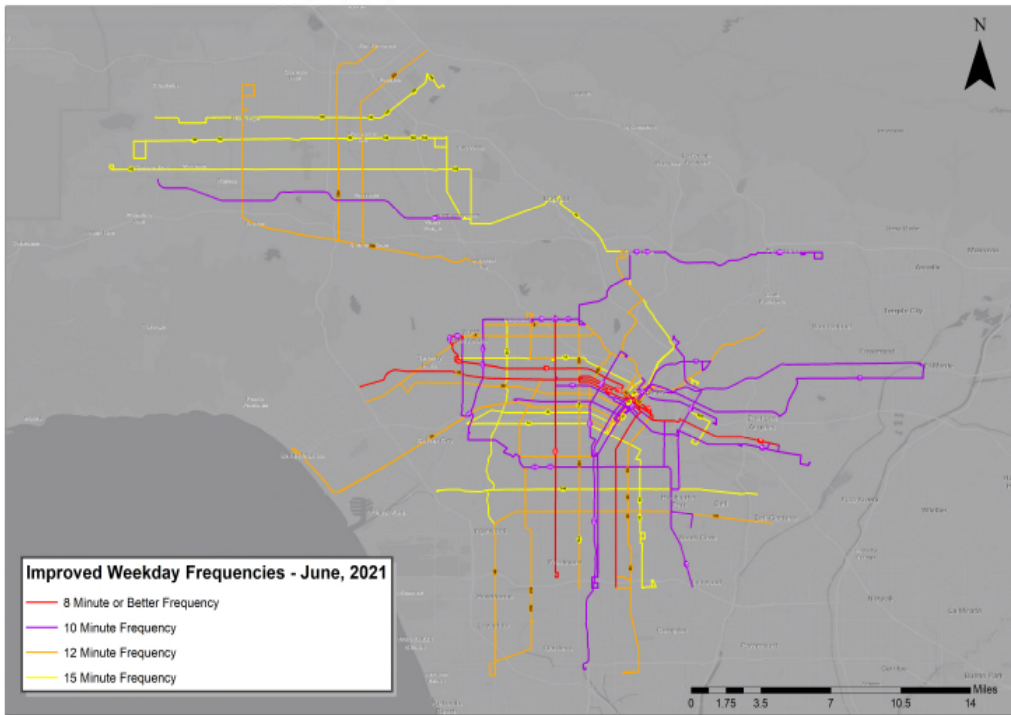
- Porter Ranch bus replaced with Metro Micro
- Line 106 connection to downtown LA
- Sun Valley and West Hills restructure in SFV for connectivity



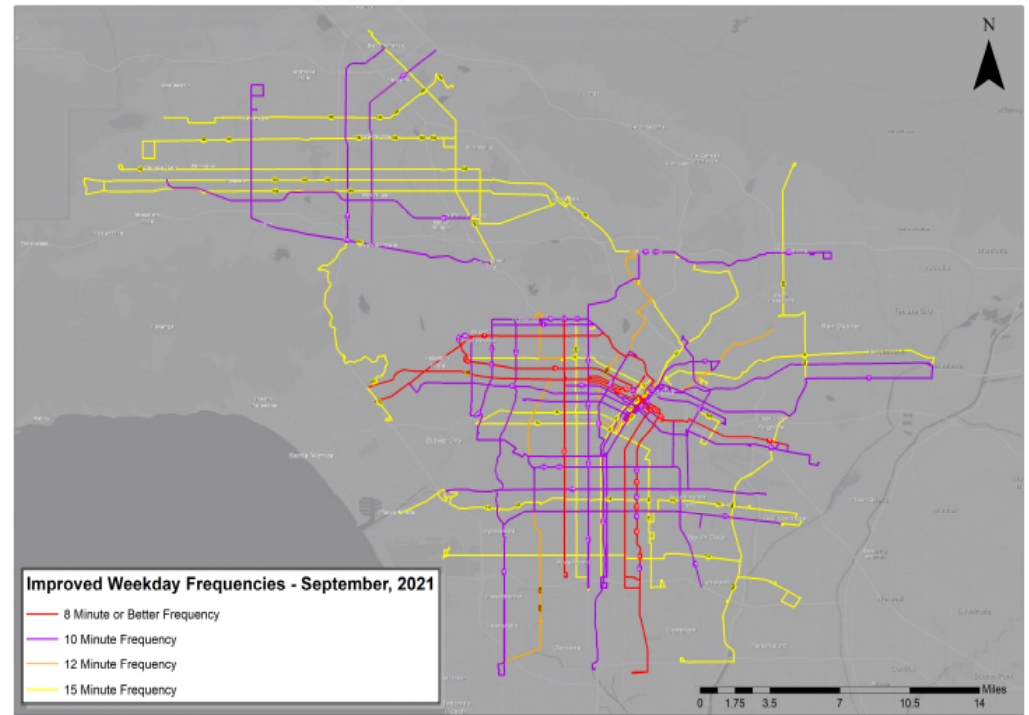
Added Capacity

- Additional 500K to restore 7.0M annual Revenue Service Hours
- Service increase on 36 weekday lines (inc. school trippers), 13 Sat lines, 13 Sun lines
- New weekend service on 5 lines
- New overnight Owl service on 3 lines

Frequent Network



June 2021



September 2021

Initial Observations

- Line 106 extension to Union Station well received linking with LAC/USC Med Center, Cal State LA, ELAC, City Terrace, Boyle Heights
- Significant cancellations affecting Line 4 on Sunday was remedied on Monday
- Only about 2-4 customer observed all day waiting for discontinued service in Porter Ranch and advised to use Metro Micro
- Appreciate customer support from ambassadors



Metro Micro Update

- Sunday, September 12th-Northwest San Fernando Valley launched
- Service is available daily from 5:30am-9:30pm
- Customers rated the service 4.7 stars
- The Watts/Willowbrook and Compton/Artesia zones have been merged to improve customer experience and operational efficiency
- Next Micro Zone is set to align with the final NextGen change in December: UCLA/Westwood/VA Medical Center



Thank You!



Metro

SEPTEMBER 2021



Board Report

File #: 2021-0537, **File Type:** Informational Report

Agenda Number: 28.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
SEPTEMBER 16, 2021**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPB). To avoid discrepancies related to crime reclassifications and consistent with contract terms and conditions, SSLE will have all data submitted by the 15th of every month, which will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

BACKGROUND

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to provide a greater, more visible "felt presence" of safety and security for riders and employees on Metro buses and trains. The multi-agency law enforcement partnership, Metro Transit Security, and Infrastructure Protection Services comprise the system security approach.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

The SSLE Administration and Compliance Unit continues to verify that all field Officers/Deputies on duty are tapping their Metro issued badge at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors in efforts to maintaining high visibility and accountability of our contracted law enforcement services.

Upon reviewing the sample size from May 2021 to July 2021, an average of 13% of Officer/Deputies were not displayed on the Metro TAP report. The discoveries were shared with the law enforcement partners while also requesting supporting information. After reviewing and discussing the supporting information, it was determined that the Officers/Deputies from the daily deployment schedule had indeed served at their respective details. It was reported that Officers/Deputies assigned to bus riding/patrolling were encountering problems due to Metro TAP machines on the buses being covered to clarify the current fare collection protocol on buses.

The SSLE Administration and Compliance unit confirmed complete compliance regarding attendance on the Metro system. Staff will continue to disseminate the messaging to the law enforcement contractors regarding the importance of the TAP function as it pertains to the contract performance reviews of the three (3) law enforcement contracts.

METRO TRANSIT SECURITY (MTS)

Quality Service Audits

For the month of July, MTS completed nine (9) Quality Service Audits (QSA). MTS Supervisors contacted a diverse group of internal and external partners to gain feedback on the performance of MTS officers. The audits indicate that the internal and external business partners are very satisfied with the performance of the MTS officers. Staff will focus the next efforts on Metro customers for future audits starting in August.

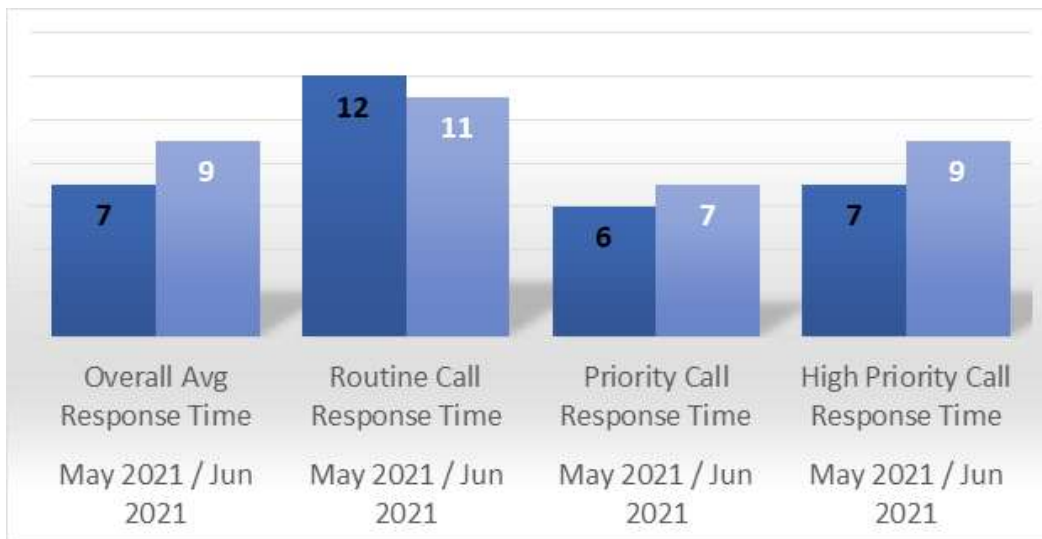
Training

The full-time training unit completed a Metro Academy Program (MAP) training academy for four (4) new recruits: three (3) TSO I and one (1) Sergeant. The MAP training academy is comprised of in-house security training and Metro-mandated training. All the recruits graduated, receiving Verbal Defense and Influence certification and three (3) FEMA NIMS (National Incident Management System ICS 100, 200, 700) certifications. The training also includes multiple topics, including Use of Force and De-escalation tactics, Customer Service, Implicit Bias, and Rail Safety.

Calls for Service

For the month of June, Transit Security received two hundred sixty-one (261) calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received one hundred sixteen (116) calls and responded to eighty-one (81) with an average response time of eleven (11) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- Priority: Transit Security received one hundred forty (140) calls and responded to eighty-eight (88) with an average response time of seven (7) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- High Priority: Transit Security received five (5) calls and responded to two (2) of them with an average response time of nine (9) minutes. The remaining calls were assigned to law enforcement.



For the month of July, Transit Security received two hundred twenty-three (223) calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received one hundred fifteen (115) calls and responded to eighty-four (84) with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- Priority: Transit Security received one hundred seven (107) calls and responded to sixty-six (66) with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- High Priority: Transit Security received one (1) call, which was assigned to law enforcement.



Commendations

Transit Security awarded several commendations in June. TSO Ivan Acevedo received a commendation for his exceptional leadership by assisting with briefings and acting as liaison with LAPD. TSO Rene Trujillo received a commendation for his leadership, quick response, and coordination when responding to an alarm that resulted with the arrest of a burglary suspect. TSOs Tanisha Barona and Tyree Williams received commendations for professionalism with regards to the arrest of the same burglary suspect. TSO Nicholas Peterson received a commendation for his leadership and diligence in assisting Transit Security and LAPD with an arrest of a burglary suspect.

Spotlight of the Month

On July 30, 2021, RMI's sub-contractor security officers working for American Eagle Security were assigned to Vermont/Santa Monica Station. At approximately 20:56 hours, American Eagle security guards Welner Hernandez and Cruz Garcia contacted Metro Security Operations Control Center to report finding a brown paper bag on the Vermont/Santa Monica platform, which contained Molotov cocktails. Contract security officer Hernandez also contacted the LAPD Watch Commander. LAPD responded, and the bomb squad took possession of the destructive device.

A request was made to review the video to determine if a suspect could be observed placing the device on the platform. The following Metro Transit Security personnel were instrumental in obtaining video of the incident.

- Transit Security Officer I Junior Arana-Madrid reviewed the video and was able to locate a person of interest at the time the destructive device was placed on the platform.
- Transit Security Officer I Jose Avila also reviewed the video and located the suspect as he walked on the platform.

The Transit Security Officers were able to capture screenshots of the suspect and forwarded them to law enforcement, where the suspect was eventually apprehended. Rail Transportation Control Center personnel led by Tamika Wright, CCTV Observers Gary Harrell, Walter Trotter, CCTV Supervisors Vanessa Hernandez, and Jose Ruiz were instrumental in searching for video and were able to download video for law enforcement personnel.

BUS OPERATIONS SECURITY

In June, there were a total of five (5) assaults on bus operators, with all assaults occurring in LAPD's jurisdiction and zero assaults occurring in LASD's jurisdiction. On average, there are approximately six (6) assaults on bus operators every month.

In June, there were a total of nine thousand four hundred eleven (9,411) bus boardings by LAPD officers and a total of nine thousand two hundred ninety-five (9,295) bus boardings by LASD deputies on various routes throughout the system. Between May and June, LAPD saw a decrease in bus boardings of seven hundred eleven (711), and LASD saw an increase in bus boardings of two hundred ninety-five (295).

In July, there were a total of eight (8) assaults on bus operators, with six (6) assaults occurring in

LAPD's jurisdiction and two (2) assaults occurring in LASD's jurisdiction.

In July, there were a total of eight thousand nine hundred twenty-seven (8,927) bus boardings by LAPD officers and a total of eight thousand eight hundred forty-two (8,842) bus boardings by LASD deputies on various routes throughout the system. Between June and July, LAPD saw a decrease in bus boardings of four hundred eighty-four (484), and LASD saw a decrease in bus boardings of four hundred fifty-three (453).

MOTION #35 UPDATES

Contained within Motion 35 are the "Eight Can't-Wait" reforms for 'Use of Force' that are within Campaign Zero. Metro Transit Security is meeting and conferring with its unions to update the Use of Force Policy. The remaining agencies are working on the last few recommendations.

Metro's Transit Security draft Use of Force (UOF) Policy was sent to the AFSCME and Teamsters unions for review. Currently, both unions have their legal teams reviewing the policy. A meet and confer with Teamsters occurred on June 7th and 28th. A meet and confer meeting with AFSCME occurred on July 27th. Once the Unions' legal teams complete their further review, a follow-up meeting will be scheduled, and we will report back in October with an update.

LASD and LBPD have completed their Use of Force (UOF) Policy review. LASD met with SSLE management and is now consistent with seven (7) of the eight (8) categories. LASD Command Staff believe they are in compliance with the last category. Please see LASD's attached response (Attachment A). SSLE supports LASD's position that they are in compliance with the last recommendation. LBPD's Use of Force Policy is undergoing a revision and is being reviewed by a community panel. This process is anticipated to be finished by late fall.

PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)

The general PSAC meeting for Wednesday, August 4, 2021 was canceled due to the agenda not being uploaded to the PSAC website within the 72-hour window to adhere to the Brown Act. The agenda items were tabled and moved to the next general PSAC meeting on Wednesday, August 18, 2021. During the meeting, Elba Higueros, Chief Policy Officer, and Nicole Englund, Chief of Staff, introduced themselves as new members of the Metro staff PSAC team. Per the direction of the CEO, they will provide support to the PSAC in collaboration with SSLE. The main topic for discussion was drafting a PSAC Mission & Values Statement for Public Safety on Metro. Members were provided with SSLE's mission and values statement as a baseline. A Google form was made available for the public for comment. This form is available on the PSAC website for public access through Monday, September 20th. This item will be carried over to the next general PSAC meeting on September 1, 2021. See Attachment I for a copy of the August meeting minutes.

Infrastructure Protection Services (IPS) Ad-Hoc Subcommittee

On Tuesday, August 10th, members received a presentation from the Executive Officer, Vendor/Contract Management, Carolina Coppolo to provide a detailed overview of the procurement process and deadlines for the next infrastructure protection services contract. The information provided members with clarification on the timeframe to receive their recommendations and feedback. At their following meeting, members resumed a discussion on recommendation topics

including training, uniforms, and background checks. A couple of training recommendations include disability sensitivity, implicit bias, de-escalation, and mental health training. One committee member added that security personnel should have a wide diversity of language capabilities to mirror the communities they are working in to provide better service. To provide a visual, SSLE shared several uniform examples that included light and dark grey options with reflective vests and a utility belt. Members had previously noted that a dark grey shirt is preferred for the visually impaired community as the color is commonly used for personnel in authority. It was also added that a Metro logo would help educate riders that the contracted personnel are associated with Metro. Lastly, the committee discussed having Metro conduct their own background checks on individual employees of the selected IPS contractor. Metro shared that while the agency cannot dictate who the contractor hires, it can determine who is assigned to work on the Metro contract. Committee members were split on whether Metro should have its own background check process, secondary to the one performed by the contractor.

The next IPS meeting will take place on Tuesday, September 14th.

Non-Law Enforcement Alternatives (NLEA) to Public Safety Ad-Hoc Subcommittee

Members resumed brainstorming goals and objectives for a Metro transit ambassador program. Some important key concepts included: ambassadors serving a rider-facing and welcoming role, distinguishing roles between blue-shirts (existing Metro program), security, and transit ambassadors. Other takeaways include identifying locations where transit ambassadors would be more productive. Metro staff shared they are looking at transit ambassadors for different locations, including locations where wayfinding and fare payment assistance is greatly needed. Transit ambassadors will not be solely on the trains and busses. Other takeaways were implementing safety practices for ambassadors as they may frequently face dangerous situations and identifying services transit ambassadors can be paired-up with.

The next NLEA meeting will take place on Tuesday, September 7th.

Policing Practices Ad-hoc Subcommittee

On Wednesday, August 11th, members received a presentation from the Executive Officer, Vendor/Contract Management, Carolina Coppolo to provide a detailed overview of the procurement process and deadlines for the next policing contracts. Through this information, members had a better understanding of the 14-month period to have new policing contracts in place. The facilitator team reiterated for members that Metro's timeline provides an opportunity for the committee to provide input prior to the release of the Request for Proposals (RFP) solicitation as in the past members have asked if there are opportunities for them to be involved after the release of the RFP. At the following meeting, the discussion was centered on seeking member consensus on their priorities for this committee. They agreed on the following: 1) defining how (or if) traditional law enforcement will interact with other public safety elements (e.g., ambassadors, mental health and unhoused service providers), 2) considering whether to recommend canceling the contracts altogether and revert to non-contracted law enforcement, 3) articulating the role of police officers within Metro's public safety ecosystem, 4) identifying research gaps and data needs to effectively evaluate (and track) outcomes and 5) providing feedback on the existing policing contracts and provide recommendations on the forthcoming scope of work (SOW) to inform big picture thinking. These priorities will allow members to think near-term and long-term on the role of police on Metro's

system.

The next Policing Practices meeting will take place on Wednesday, September 8th.

Community Engagement Ad-hoc Subcommittee

Members resumed discussion on preparing goals and objectives for the committee. Some of those priorities included identifying tiers based on priority. The committee members decided to focus on “enhanced services and outreach for unhoused riders.” Committee members worked to identify how Metro can support unhoused individuals through existing and new initiatives. The committee would like to see a “people first” campaign that educates the public about the needs of unhoused people using compassion, empathy, and action. Another priority tier discussed was addressing existential questions like “Who is Metro today?” through a variety of placemaking, climate-resilience, and community-facing initiatives. Some committee members wanted to see Metro use their assets (e.g., properties and vacant lots) to encourage recycling and act as a service hub, transforming Metro into a public amenity.

The next Community Engagement meeting is currently being rescheduled from Monday, September 6th due to the holiday to another date.

HOMELESS OUTREACH SERVICES

SSLE senior leadership and homeless outreach team met with Los Angeles Mission’s senior leadership team on August 23, 2021 to discuss a partnership. The Los Angeles Mission submitted a concept paper for SSLE review which is underway.

SSLE is revisiting partnering with the West Angeles Church of God in Christ Community Development Corporation (CDC). Past involvement with the CDC was a coordinated homeless outreach effort at encampments along the Slauson corridor between Metro law enforcement (LAPD’s HOPE), PATH outreach teams, and the West Angeles’ CDC. The coordinated multi-layered outreach approach was successful.

On August 9, 2021, SSLE Executive Officer and homeless outreach team participated in a National Consortium under the leadership of TriMet of Portland Oregon that regularly consults with transit agencies across the nation, representing agencies in California, Washington, Colorado, and AMTRAK. The newly formed Consortium meets monthly to explore similar models addressing quality of life issues related to transit agencies acknowledging that the issues are complex and there is no “one size fits all” approach. Through the August meeting, SSLE met several times with Denver RTD to discuss their clinician outreach program model, performance metrics and best practices.

Lastly, Metro’s third one-day Homeless Count on Rail and Bus was executed on Wednesday, August 25, 2021. Data analysis is currently underway and SSLE is scheduled to present findings from the homeless count on rail and bus on October 11th.

OPERATION “SHELTER THE UNSHELTERED”

PERFORMANCE METRICS		
PATH		
ACTIONS TAKEN	JUNE 2021	JULY 2021
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	22	32
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	748	781
DREAM CENTER (DC)		
ACTIONS TAKEN	JUNE 2021	JULY 2021
# OF CONTACTS	48	66
TOTAL # OF INDIVIDUALS CONTACTED JULY 10, 2020 TO DATE	1,541	1,612
LA DOOR		
ACTIONS TAKEN	JUNE 2021	JULY 2021
# OF CONTACTS	146	150
TOTAL # OF INDIVIDUALS CONTACTED JULY 08, 2020 TO DATE	3,836	4,023

SEXUAL HARASSMENT

Peace Over Violence performance metrics for the month of June and July.

Performance Measure	June 2021 Number Served	July 2021 Number Served
Total Sexual Harassment Cases Contacting POV	2	4
Total Cases of Metro Located Sexual Harassment Contacting POV	1	2
Total Number of Metro Riders Requesting Counseling Services	1	2
Total Number of Police Reports Filed or Intended to File	1	2
Total Number of Active Cases	0	0

EQUITY PLATFORM

The new random Quality Service Audits (QSA) will provide a key assessment tool to help measure and enhance customer’s perception of safety, security, customer service, and public sentiment towards MTS. Metro is tracking to ensure the selections provide a representative sampling of our customers, internal and external business partners, and stakeholders who interact with MTS personnel.

NEXT STEPS

Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

ATTACHMENTS

Attachment A - 8 Can't Wait LASD Response

Attachment B - Sexual Harassment Calls For Service

Attachment C - Systemwide Law Enforcement Overview June & July 2021

Attachment D - MTA Supporting Data June & July 2021

Attachment E - Transit Police Summary June & July 2021

Attachment F - Monthly, Bi-Annual, Annual Comparison June & July 2021

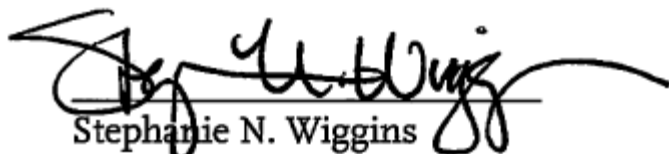
Attachment G - Violent, Prop, and Part 1 Crimes June & July 2021

Attachment H - Demographic Data June & July 2021

Attachment I - 081821 PSAC General Committee Meeting Minutes

Prepared by: Jimmy Abarca, Senior Administrative Analyst, System Security and Law Enforcement,
(213) 922-2615

Reviewed by: Judy Gerhardt, Chief System Security and Law Enforcement Officer, (213) 922-4811



Stephanie N. Wiggins
Chief Executive Officer



OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

ALEX VILLANUEVA, SHERIFF



August 3, 2021

Chief Judy A. Gerhardt
System, Security, and Law Enforcement
Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, California 90012

Dear Chief Gerhardt:

On June 18, 2020, The Metro Board of Directors adopted Board Motion Agenda Item 35. This item, in part, includes a review of Campaign Zero's "8 Can't Wait" initiative, and how your law enforcement partner, meets the 8 policies noted by the campaign. Your office has been providing the Metro Board with updates regarding our status. The policy reforms noted in the agenda item include:

- 1) Requiring officers to de-escalate situations, when possible, before using force
- 2) Using a Force Continuum or Matrix that defines and limits the types of force that can be used to respond to specific types of resistance
- 3) Restricting, or prohibiting, the use of chokeholds, strangleholds, and carotid restraints
- 4) Requiring officers to give a verbal warning before using deadly force
- 5) Prohibiting officers from shooting at people in moving vehicles unless the person poses a deadly threat
- 6) Requiring officers to exhaust all other reasonable alternatives before resorting to using deadly force
- 7) Requiring officers to intervene to stop another officer from using excessive force
- 8) Requiring comprehensive reporting that includes both uses of force and threats of force

Upon my arrival in May, you briefed me on the importance of this request. My staff and I have spent time reviewing this initiative and working with Campaign Zero. We are pleased to provide you with an update regarding our status.

211 WEST TEMPLE STREET, LOS ANGELES, CALIFORNIA 90012

A Tradition of Service
— Since 1850 —

At the time of my assignment, LASD had met the initiative in six out of eight areas, per Campaign Zero's website. Items 1-3 & 5-7 were noted as having met the requirement. As of July 1, 2021, LASD revised its use of force policy in regards to item four, providing a warning before using deadly force. This policy was provided to Campaign Zero staff and after discussions, they concurred and marked this item as meeting the initiative.

The one remaining initiative per their website is item eight, "Require comprehensive reporting that includes both uses of force and threats of force." My staff and I met with Campaign Zero staff to discuss this item. LASD believes that we substantially meet this initiative and we have requested Campaign Zero to update their website to reflect this. At the time, their website incorrectly noted that LASD does not document instances where a firearm is pointed at an individual. We provided Campaign Zero with documentation that we do, in fact, require documentation and report this to the State of California on an annual basis. As such, we provide comprehensive reporting on instances where a firearm is pointed at an individual, requiring both staff to document this and reporting to the State of California in addition to availability for public requests.

Upon further discussions, Campaign Zero staff stated the initiative requires the pointing of a firearm to be documented as a *use of force*. Note this was not listed on their campaign website nor was it a part of the Board Motion. LASD documents and reports pointing of firearms comprehensively as noted above, but does not require a *use of force* packet unless force is used.

Although Campaign Zero did update their website relating to LASD by removing the incorrect information, they added a notation that we do not consider pointing of firearms as a use of force and continue to mark us as not meeting this initiative.

Their website does not require pointing a firearm as a use of force in their general literature. It is also important to highlight that use of force documentation and oversight is agency specific – LASD requires significant documentation related to uses of force. Further, agencies such as LAPD are reflected as being compliant with item eight, yet similar to LASD, they do not require a complete use of force packet for pointing a firearm.

We ask that Metro considers LASD compliant with Agenda Item 35. Although Campaign Zero will not revise item 8 to show as being compliant, based upon the above, we believe we are fully compliant with Agenda Item 35's listed policy reforms.

Should you have any questions or require additional information, please do not hesitate to call me at (323) 563-5082.

Sincerely,

ALEX VILLANUEVA, SHERIFF

A handwritten signature in black ink, appearing to read "Shawn R. Kehoe". The signature is written in a cursive style with a large initial 'S' and 'K'.

Shawn R. Kehoe, Acting Captain
Transit Services Bureau

Sexual Crime/Harassment Calls for Service (June 2021 & July 2021)

June 2021 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	4	4
Sexual Battery	2	1	0	0	3
Lewd Conduct	2	0	0	0	2
Indecent Exposure	2	1	0	5	8
Rape	0	0	0	0	0
TOTAL	6	2	0	9	17

July 2021 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	0	0	0	5	5
Sexual Battery	2	3	0	0	5
Lewd Conduct	4	0	0	0	4
Indecent Exposure	2	1	0	6	9
Rape	3	1	0	0	4
TOTAL	11	5	0	11	27

POV Information Provided		
	June 2021	July 2021
YES	13	17
NO	4	10
Gone On Arrival	2	3
Did Not Have Info	1	0
Telephonic Report	1	0
Refused Card	N/A	2
Not Offered	0	5
TOTAL	21	37

JUNE 2021: DEPT. AVERAGE INCIDENT RESPONSE TIME SEX CRIME/HARASSMENT MEASURED IN MINUTES			
Agency	Time Tracking: Incident Rpt to Call Created	Time Tracking: Call Generated to On Scene	Time Tracking: Incident Rpt to On Scene
LAPD	0	8	8
LASD	1	12	12
LBPD	N/A	N/A	N/A
MTS	0	3	13
DEPT. AVERAGE	0	6	10

JULY 2021: DEPT. AVERAGE INCIDENT RESPONSE TIME SEX CRIME/HARASSMENT MEASURED IN MINUTES			
Agency	Time Tracking: Incident Rpt to Call Created	Time Tracking: Call Generated to On Scene	Time Tracking: Incident Rpt to On Scene
LAPD	0	16	16
LASD	1	25	26
LBPD	N/A	N/A	n/a
MTS	0	1	0
DEPT. AVERAGE	0	18	22

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

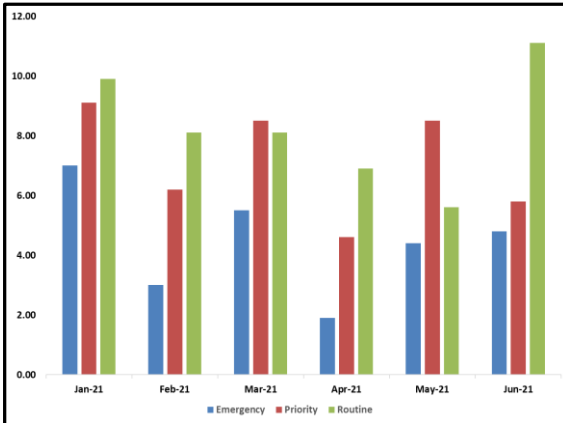
JUNE 2021

Attachment C

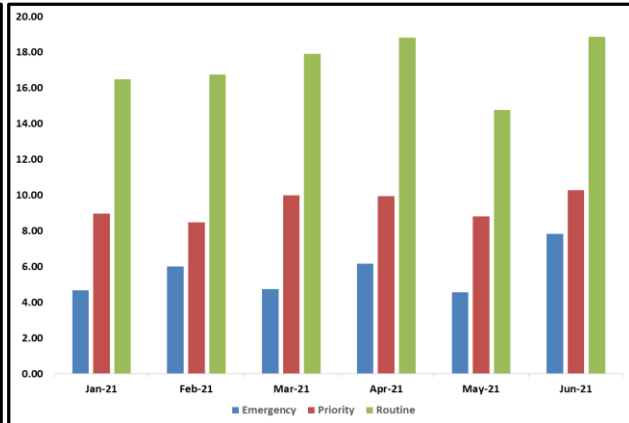
Average Incident Response Times

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

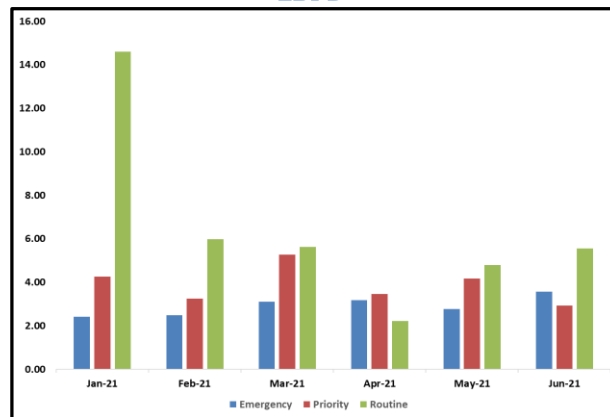
LAPD



LASD



LBPD

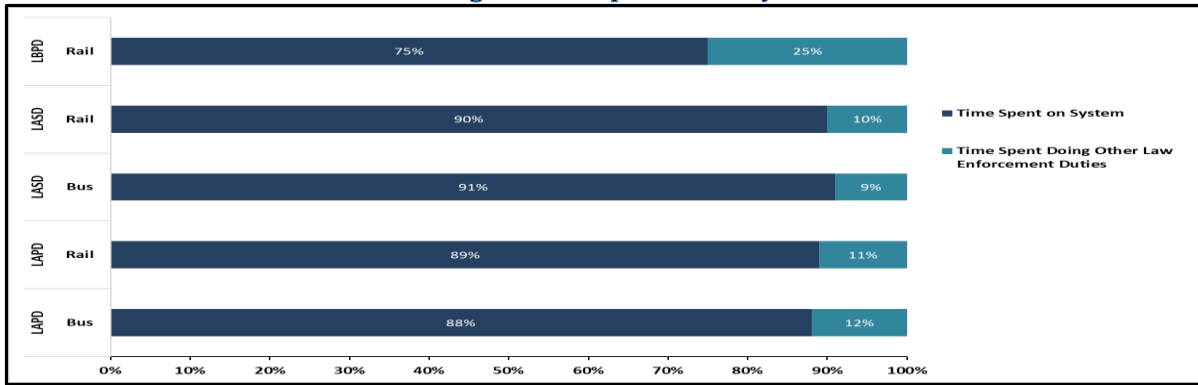


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

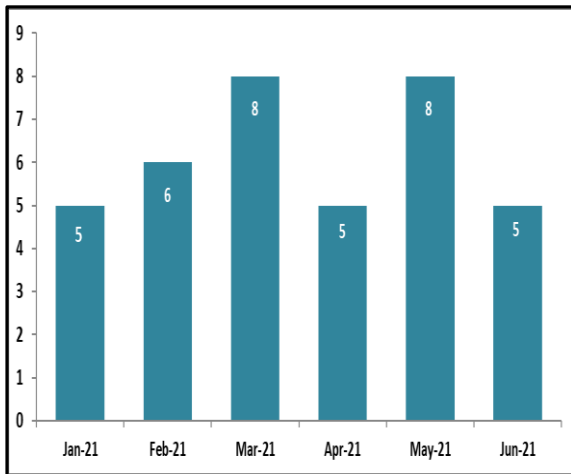
JUNE 2021

Attachment C

Percentage of Time Spent on the System



Bus Operator Assaults



Fare Compliance*

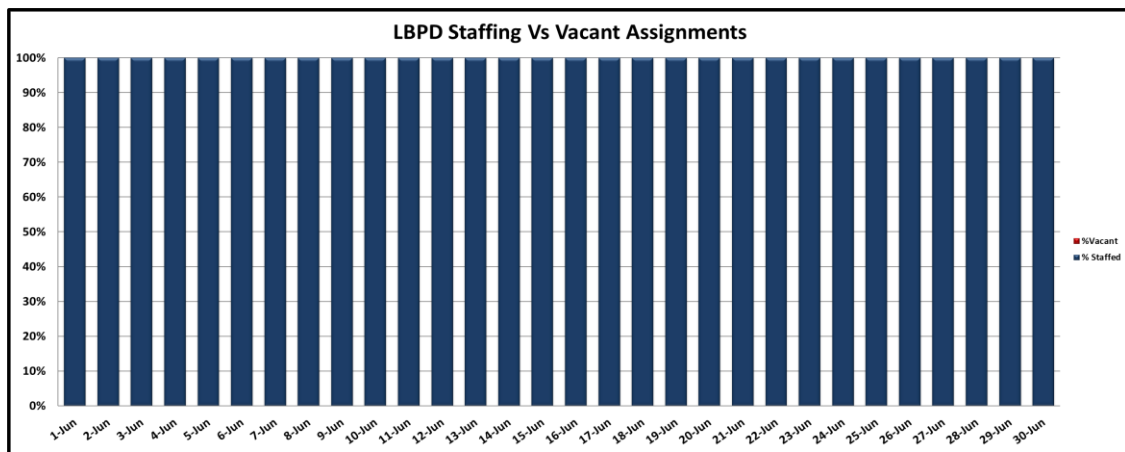
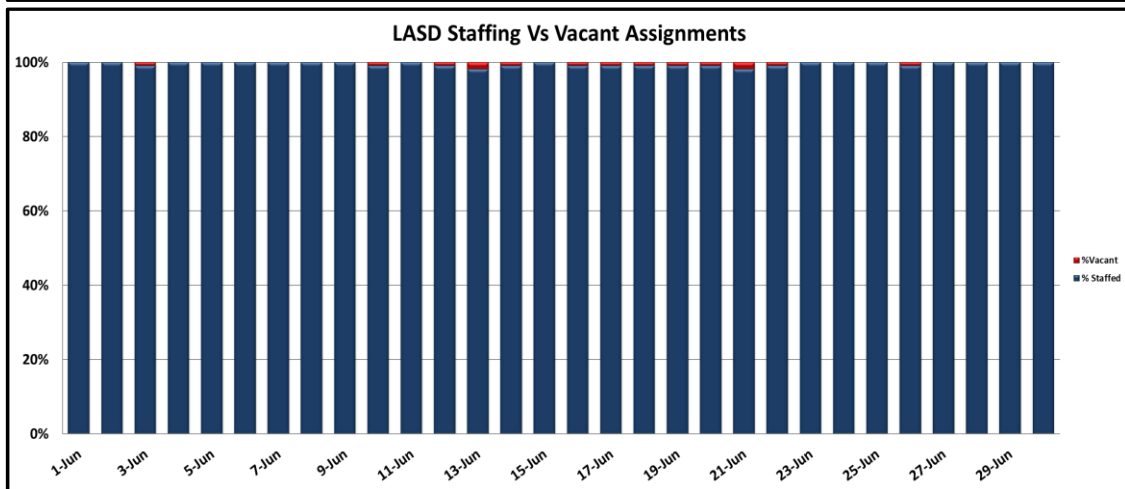
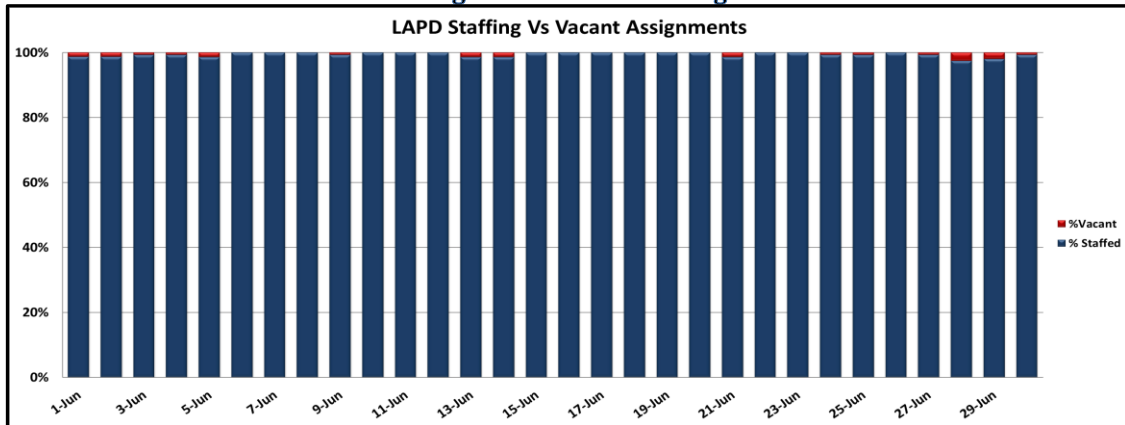
*Fare Compliance data is currently under review and will be reported in the October 2021 Board Report.

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2021

Attachment C

Ratio of Staffing Levels vs Vacant Assignments



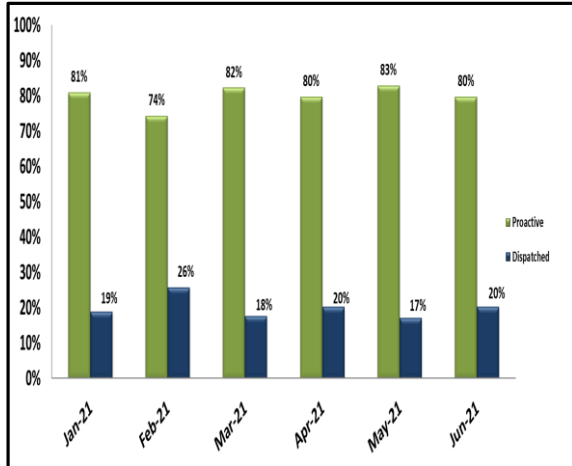
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JUNE 2021

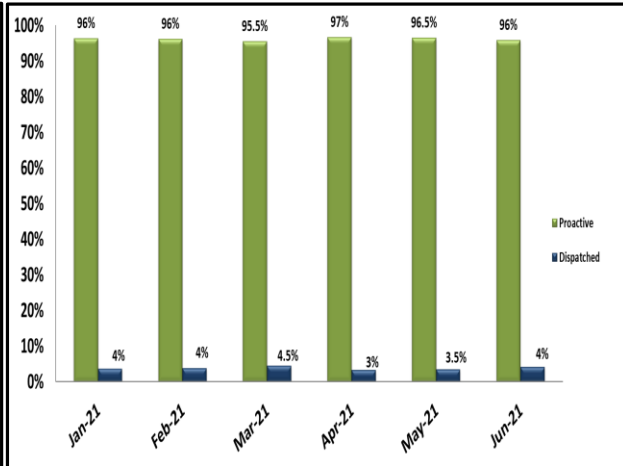
Attachment C

Ratio of Proactive vs Dispatched Activity

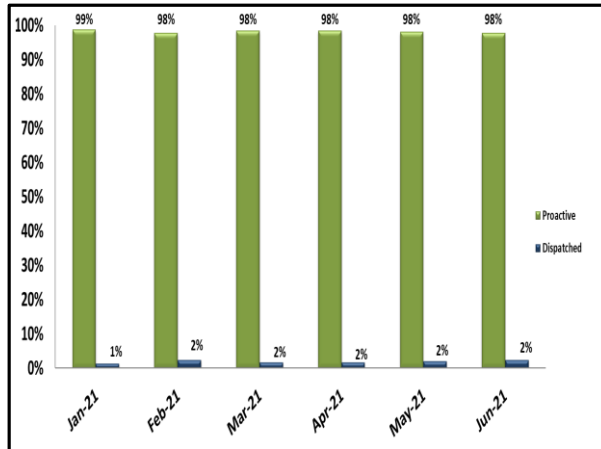
LAPD



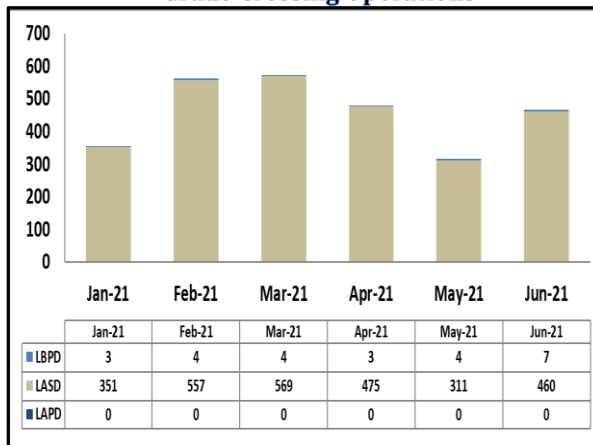
LASD



LBDP



Grade Crossing Operations



Grade Crossing Operation Locations June:

1. Blue Line Stations (291)
2. Expo Line Stations (18)
3. Gold Line Stations (158)

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

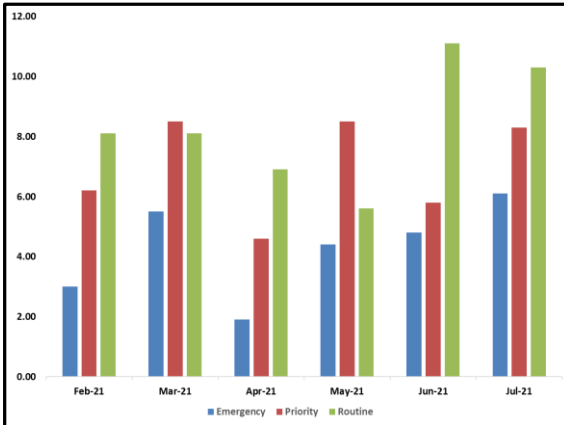
JULY 2021

Attachment C

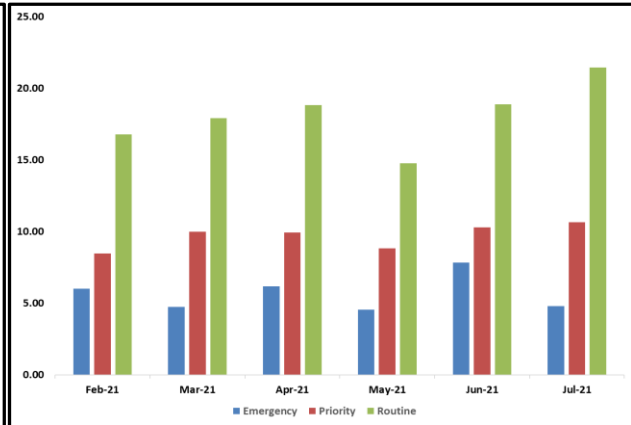
Average Incident Response Times

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

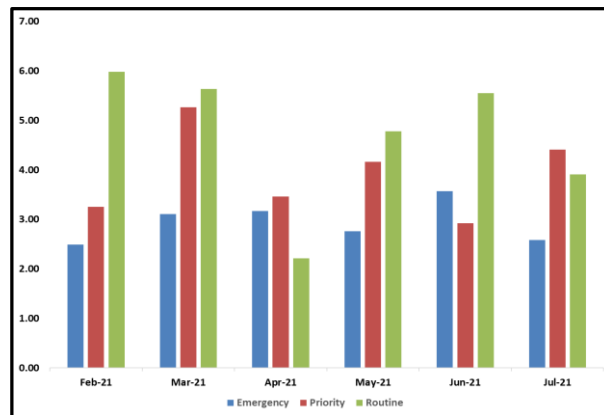
LAPD



LASD



LBPD

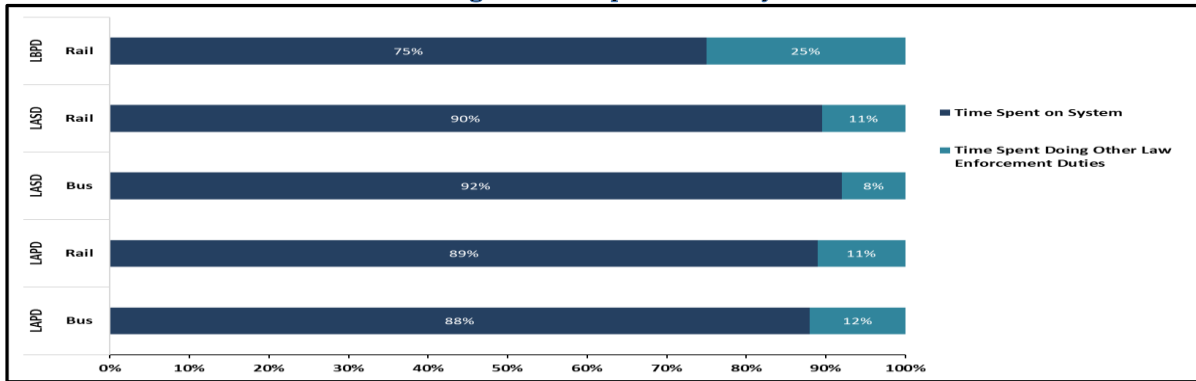


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

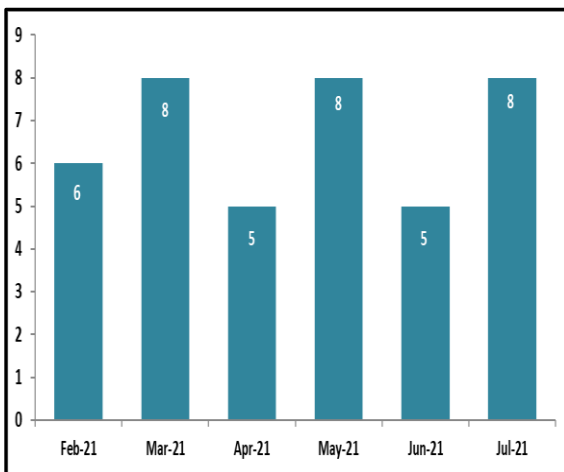
JULY 2021

Attachment C

Percentage of Time Spent on the System



Bus Operator Assaults



Fare Compliance*

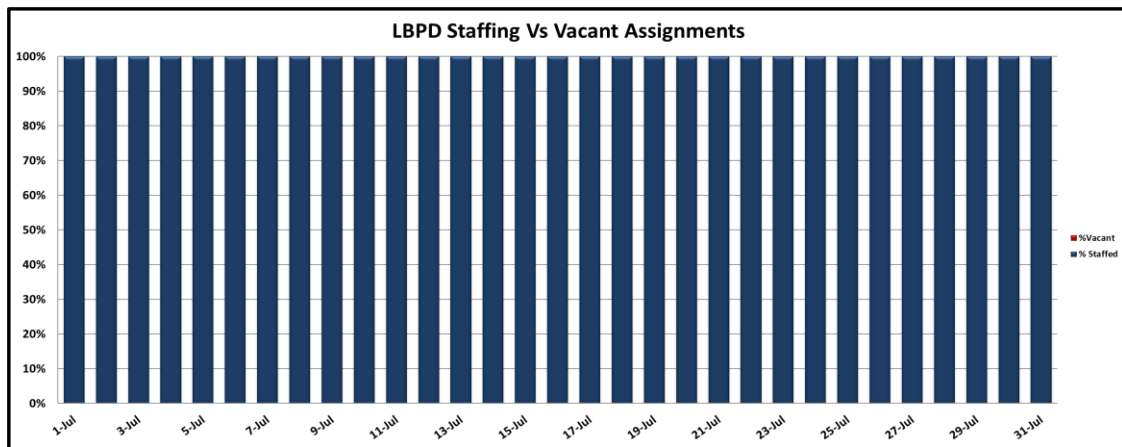
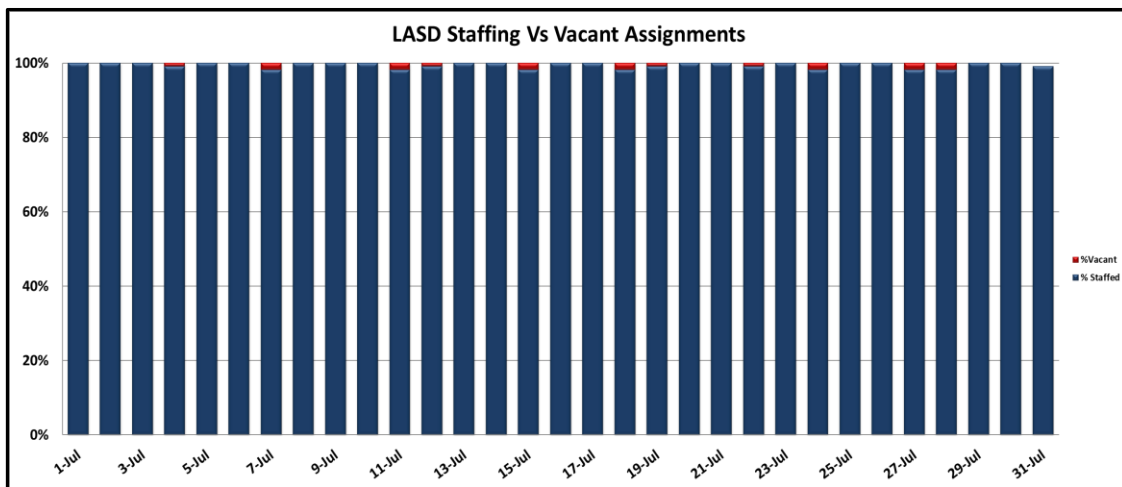
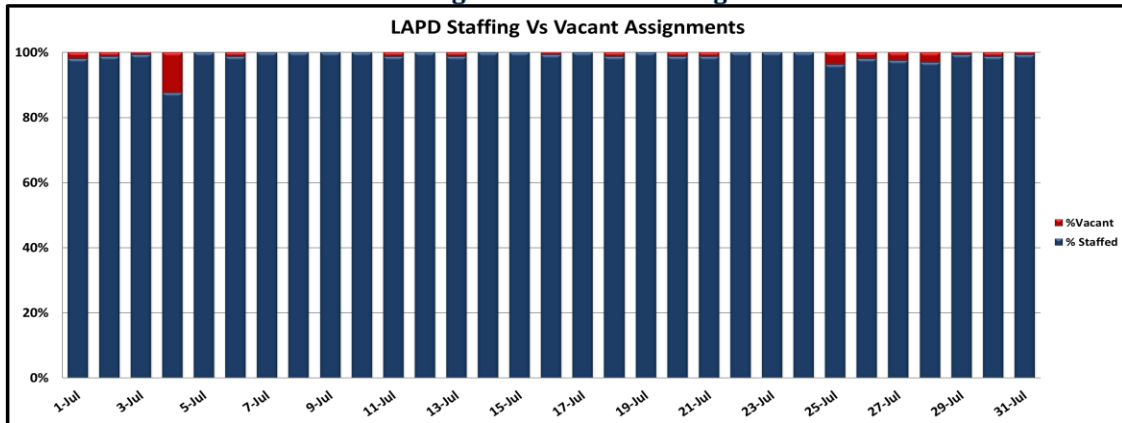
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SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2021

Attachment C

Ratio of Staffing Levels vs Vacant Assignments



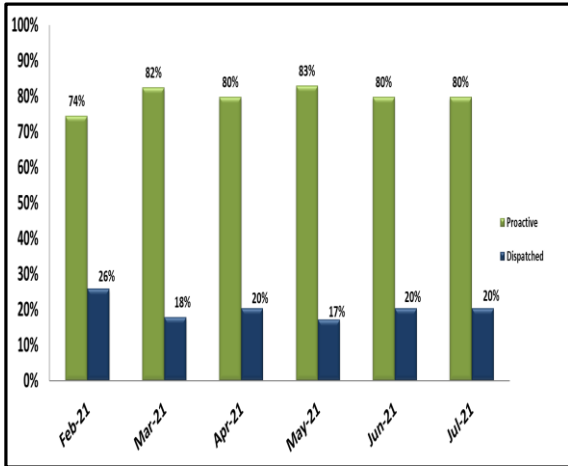
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2021

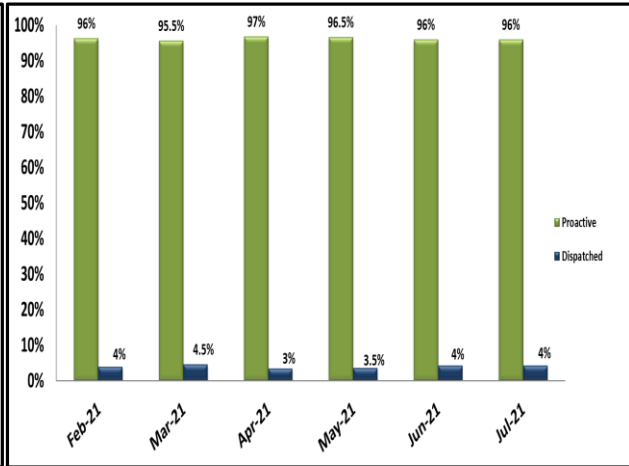
Attachment C

Ratio of Proactive vs Dispatched Activity

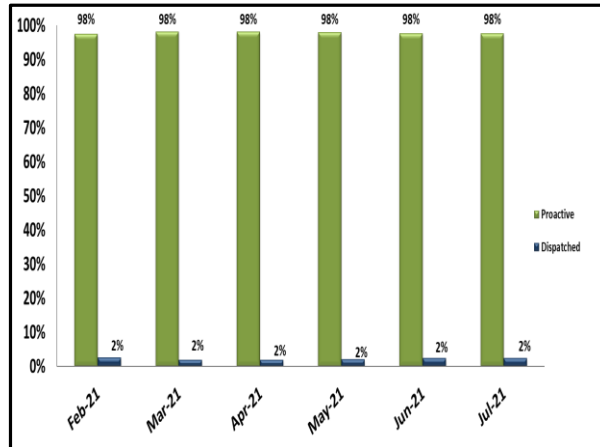
LAPD



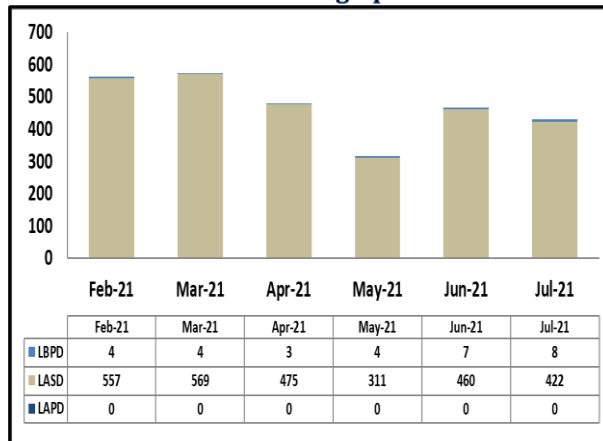
LASD



LBDP



Grade Crossing Operations



Grade Crossing Operation Locations July:

1. Blue Line Stations (248)
2. Expo Line Stations (35)
3. Gold Line Stations (147)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	1	0	0	2
Rape	0	0	0	2
Robbery	0	2	1	37
Aggravated Assault	4	2	2	52
Aggravated Assault on Operator	0	0	0	0
Battery	1	0	1	63
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	0	13
SUB-TOTAL	6	4	4	169
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	4
Larceny	1	2	0	31
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	7
Arson	0	0	1	4
Vandalism	0	0	1	28
SUB-TOTAL	1	3	2	75
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	0	0	7
Narcotics	0	3	0	24
Trespassing	0	2	0	7
SUB-TOTAL	0	5	0	38
TOTAL	7	12	6	282

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	13
Pico	3	0	0	10
Grand/LATTC	1	0	0	8
San Pedro St	0	0	0	3
Washington	2	0	0	16
Vernon	0	0	0	6
Slauson	0	0	0	15
Florence	1	3	0	24
Firestone	1	0	0	14
103rd St/Watts Towers	0	1	0	14
Willowbrook/Rosa Parks	0	0	2	60
Compton	1	0	1	27
Artesia	0	0	2	25
Del Amo	1	0	0	12
Wardlow	0	0	0	4
Willow St	0	1	0	7
PCH	2	0	0	7
Anaheim St	0	0	0	3
5th St	0	0	0	0
1st St	0	1	0	6
Downtown Long Beach	2	0	0	7
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	1
Total	14	6	5	282

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	3	7	1	87
Misdemeanor	1	31	4	144
TOTAL	4	38	5	231

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	0	15	1	446
Vehicle Code Citations	0	2	76	899
TOTAL	0	17	77	1,345

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	2	85	5	984
Priority	25	78	35	1,545
Emergency	0	3	19	327
TOTAL	27	166	59	2,856

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	17%	3%	2%
Proactive	83%	97%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	82%
Blue Line-LBPDP	75%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	7	47
Pacific Ave.	0	0	0	0
Willowbrook	0	73	0	532
Slauson	0	8	0	46
Firestone	0	8	0	69
Florence	0	18	0	112
Compton	0	53	0	361
Artesia	0	64	0	367
Del Amo	0	60	0	188
Long Beach Blvd	0	0	0	0
TOTAL	0	284	7	1,722

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	1	15
Aggravated Assault	0	6	27
Aggravated Assault on Operator	0	0	0
Battery	1	3	34
Battery Rail Operator	0	0	1
Sex Offenses	0	0	7
SUB-TOTAL	1	10	85
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	1	3	28
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	0	2
Vandalism	0	0	15
SUB-TOTAL	1	3	50
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	6
Narcotics	0	3	22
Trespassing	0	0	5
SUB-TOTAL	0	4	33
TOTAL	2	17	168

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	10	35
Misdemeanor	0	4	44
TOTAL	1	14	79

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	8	162
Vehicle Code Citations	0	3	191
TOTAL	1	11	353

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	101	1,196
Priority	0	60	816
Emergency	0	2	74
TOTAL	0	163	2,086

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	4%
Proactive	80%	96%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	14
Douglas	0	0	0	0
El Segundo	2	1	0	12
Mariposa	0	0	0	3
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	1	0	1	16
Crenshaw	0	0	1	17
Vermont/Athens	0	0	0	13
Harbor Fwy	1	0	0	9
Avalon	0	1	0	10
Willowbrook/Rosa Parks	0	0	0	18
Long Beach Bl	6	0	1	16
Lakewood Bl	0	1	0	13
Norwalk	1	1	1	25
Total	11	4	4	168

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	94%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	1	26
Aggravated Assault	2	1	23
Aggravated Assault on Operator	0	0	0
Battery	0	1	37
Battery Rail Operator	0	0	1
Sex Offenses	0	0	2
SUB-TOTAL	5	3	89
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	18
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	8
SUB-TOTAL	2	0	29
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	1	0	4
SUB-TOTAL	1	0	8
TOTAL	8	3	126

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	21
Misdemeanor	2	2	38
TOTAL	3	2	59

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	1	68
Vehicle Code Citations	0	0	21
TOTAL	0	1	89

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	12	67	851
Priority	36	24	631
Emergency	6	0	67
TOTAL	54	91	1,549

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	5%
Proactive	83%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	8
Pico	0	0	0	4
LATTC/Ortho Institute	1	0	0	5
Jefferson/USC	0	0	0	4
Expo Park/USC	0	0	0	7
Expo/Vermont	0	1	1	12
Expo/Western	1	0	0	17
Expo/Crenshaw	0	0	0	8
Farmdale	1	0	0	2
Expo/La Brea	0	1	0	2
La Cienega/Jefferson	1	0	0	5
Culver City	0	0	0	6
Palms	1	0	0	5
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	1
Expo/Bundy	0	0	0	4
26th St/Bergamot	1	0	0	4
17th St/SMC	1	0	0	4
Downtown Santa Monica	1	0	0	28
Expo Line Rail Yard	0	0	0	0
Total	8	2	1	126

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	97%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	N/A	0	0
Santa Monica	N/A	15	510
Culver City	N/A	3	93
TOTAL	0	18	603

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	4
Robbery	3	50
Aggravated Assault	3	75
Aggravated Assault on Operator	0	0
Battery	14	144
Battery Rail Operator	0	1
Sex Offenses	2	24
SUB-TOTAL	22	299
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	5	77
Bike Theft	3	6
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	55
SUB-TOTAL	13	138
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	25
SUB-TOTAL	4	25
TOTAL	39	462

ARRESTS

AGENCY	LAPD	FYTD
Felony	8	65
Misdemeanor	12	98
TOTAL	20	163

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	17	195
Vehicle Code Citations	1	26
TOTAL	18	221

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	30	395
Priority	124	1,531
Emergency	10	108
TOTAL	164	2,034

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	30%
Proactive	70%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	0	0	42
Civic Center/Grand Park	0	0	0	8
Pershing Square	2	0	0	23
7th St/Metro Ctr	1	1	2	54
Westlake/MacArthur Park	2	1	0	47
Wilshire/Vermont	3	1	0	41
Wilshire/Normandie	1	1	0	10
Vermont/Beverly	3	1	0	31
Wilshire/Western	1	0	0	14
Vermont/Santa Monica	0	1	0	14
Vermont/Sunset	2	1	1	20
Hollywood/Western	2	1	0	28
Hollywood/Vine	1	0	0	22
Hollywood/Highland	0	1	1	36
Universal City/Studio City	1	2	0	19
North Hollywood	3	1	0	53
Red Line Rail Yard	0	0	0	0
Total	23	12	4	462

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	88%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	0	0	14
Aggravated Assault	1	5	26
Aggravated Assault on Operator	0	0	2
Battery	0	1	35
Battery Rail Operator	0	0	1
Sex Offenses	0	0	6
SUB-TOTAL	1	6	86
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	4
Larceny	0	0	21
Bike Theft	1	0	5
Motor Vehicle Theft	0	0	2
Arson	0	0	2
Vandalism	3	0	18
SUB-TOTAL	4	1	52
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	9
Narcotics	0	2	10
Trespassing	0	1	4
SUB-TOTAL	0	4	23
TOTAL	5	11	161

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	4	21
Misdemeanor	2	7	49
TOTAL	2	11	70

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	16	148
Vehicle Code Citations	0	0	30
TOTAL	0	16	178

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	135	1,487
Priority	23	80	1,343
Emergency	2	8	111
TOTAL	33	223	2,941

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	6%
Proactive	80%	94%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	1	15
Azusa Downtown	0	0	0	6
Irwindale	2	0	1	12
Duarte/City of Hope	0	0	1	4
Monrovia	0	0	0	10
Arcadia	0	0	0	6
Sierra Madre Villa	0	0	0	14
Allen	0	0	1	3
Lake	0	0	0	7
Memorial Park	0	0	0	3
Del Mar	0	0	0	2
Fillmore	2	0	0	9
South Pasadena	0	0	0	6
Highland Park	0	1	0	11
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	4
Lincoln/Cypress	0	0	0	3
Chinatown	0	1	0	6
Union Station	0	0	0	6
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	0	0	0	3
Mariachi Plaza	0	2	0	7
Soto	1	0	0	6
Indiana (both LAPD & LASD)	0	0	0	7
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	1	1	0	6
Total	7	5	4	161

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	88%
Gold Line-LASD	87%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	13	144
Irwindale	0	19	133
Monrovia	0	20	134
City of Pasadena	0	38	286
Magnolia Ave	0	0	25
Duarte Station	0	20	85
City Of Azusa	0	28	278
South Pasadena	0	8	122
City Of East LA	0	12	258
Figueroa St	0	0	0
TOTAL GOAL= 10	0	158	1,465

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	4
Aggravated Assault	1	11
Aggravated Assault on Operator	0	0
Battery	1	16
Battery Bus Operator	1	2
Sex Offenses	1	4
SUB-TOTAL	4	37
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	5
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
SUB-TOTAL	0	16
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	4	53

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	4
Misdemeanor	1	5
TOTAL	1	9

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	12
Vehicle Code Citations	0	23
TOTAL	0	35

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	10
Priority	4	121
Emergency	0	8
TOTAL	4	139

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	3	0	0	9
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	1	0	0	6
Van Nuys	0	0	0	4
Sepulveda	0	0	0	7
Woodley	0	0	0	5
Balboa	0	0	0	3
Reseda	0	0	0	2
Tampa	0	0	0	1
Pierce College	0	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	1
Sherman Way	0	0	0	3
Roscoe	0	0	0	2
Nordhoff	0	0	0	0
Chatsworth	0	0	0	2
Total	4	0	0	53

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	5
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	2	1	6
Battery Bus Operator	1	0	1
Sex Offenses	0	0	0
SUB-TOTAL	4	1	15
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	1	2
Trespassing	1	0	2
SUB-TOTAL	1	1	5
TOTAL	5	2	23

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	2	23
TOTAL	0	2	26

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	118
Vehicle Code Citations	0	0	525
TOTAL	0	0	643

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	1	26
Priority	0	2	36
Emergency	0	0	2
TOTAL	0	3	64

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	29%	5%
Proactive	71%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	1	0	1	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	2	0	0	2
Alameda	1	0	0	1
Downtown	0	0	0	1
37th St/USC	0	0	1	3
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	3
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	6
Carson	0	0	0	3
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	5	0	2	23

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	83%
Silver Line- LASD	95%

Los Angeles Police Department
Los Angeles County Sheriff's Department

*in April 2020, all motor operations were temporarily halted

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	6	4	47
Aggravated Assault	7	7	93
Aggravated Assault on Operator	0	0	14
Battery	14	9	216
Battery Bus Operator	3	0	53
Sex Offenses	1	1	28
SUB-TOTAL	31	21	451
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	9	4	80
Bike Theft	0	0	15
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	6	7	104
SUB-TOTAL	15	11	202
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	21
Narcotics	0	10	94
Trespassing	0	1	11
SUB-TOTAL	0	13	126
TOTAL	46	45	779

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	43
San Fernando	3	15
San Gabriel Valley	14	120
Gateway Cities	11	127
South Bay	13	71
Total	45	376

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	16
West Valley	1	6
North Hollywood	1	11
Foothill	0	8
Devonshire	0	4
Mission	2	14
Topanga	0	8
Central Bureau		
Central	3	64
Rampart	4	39
Hollenbeck	1	6
Northeast	2	10
Newton	4	20
West Bureau		
Hollywood	2	20
Wilshire	2	15
West LA	2	17
Pacific	2	11
Olympic	4	35
Southwest Bureau		
Southwest	4	44
Harbor	0	6
77th Street	9	40
Southeast	1	10
Total	46	404

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	13	75
Misdemeanor	7	46	290
TOTAL	9	59	365

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	90	677
Vehicle Code Citations	1	25	278
TOTAL	2	115	955

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	184	1,835
Priority	6	115	1,809
Emergency	0	5	151
TOTAL	8	304	3,795

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	2%
Proactive	81%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	91%

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

UNION STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JUNE 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	1
Robbery	2	9
Aggravated Assault	1	8
Aggravated Assault on Operator	0	0
Battery	6	87
Battery Rail Operator	0	0
Sex Offenses	1	3
SUB-TOTAL	10	109
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	2
Larceny	4	53
Bike Theft	1	10
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	18
SUB-TOTAL	7	84
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	20
SUB-TOTAL	2	20
TOTAL	19	213

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	49
Misdemeanor	4	59
TOTAL	7	108

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	33
Vehicle Code Citations	2	31
TOTAL	3	64

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	8	94
Priority	31	273
Emergency	1	28
TOTAL	40	395

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	87%

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBDP	FYTD
Homicide	0	0	0	0
Rape	0	1	0	1
Robbery	1	1	0	2
Aggravated Assault	5	6	2	13
Aggravated Assault on Operator	0	0	0	0
Battery	2	2	2	6
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	1
SUB-TOTAL	9	10	4	23
CRIMES AGAINST PROPERTY	LAPD	LASD	LBDP	FYTD
Burglary	0	1	2	3
Larceny	1	2	0	3
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	0
Arson	0	0	0	0
Vandalism	1	3	2	6
SUB-TOTAL	2	6	4	12
CRIMES AGAINST SOCIETY	LAPD	LASD	LBDP	FYTD
Weapons	0	0	0	0
Narcotics	0	1	0	1
Trespassing	0	1	0	1
SUB-TOTAL	0	2	0	2
TOTAL	11	18	8	37

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	1
Pico	1	0	0	1
Grand/LATTC	1	0	0	1
San Pedro St	1	0	0	1
Washington	3	2	0	5
Vernon	1	0	0	1
Slauson	0	0	0	0
Florence	0	1	1	2
Firestone	2	0	0	2
103rd St/Watts Towers	1	0	0	1
Willowbrook/Rosa Parks	5	3	0	8
Compton	1	1	0	2
Artesia	2	0	1	3
Del Amo	0	1	0	1
Wardlow	1	0	0	1
Willow St	0	2	0	2
PCH	0	0	0	0
Anaheim St	2	0	0	2
5th St	1	0	0	1
1st St	0	0	0	0
Downtown Long Beach	0	2	0	2
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	23	12	2	37

ARRESTS				
AGENCY	LAPD	LASD	LBDP	FYTD
Felony	2	8	3	13
Misdemeanor	0	38	3	41
TOTAL	2	46	6	54

CITATIONS				
AGENCY	LAPD	LASD	LBDP	FYTD
Other Citations	1	16	0	17
Vehicle Code Citations	0	1	76	77
TOTAL	1	17	76	94

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBDP	FYTD
Routine	5	78	24	107
Priority	29	64	54	147
Emergency	8	4	17	29
TOTAL	42	146	95	283

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBDP
Dispatched	18%	2%	4%
Proactive	82%	98%	96%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	82%
Blue Line-LBDP	75%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBDP	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	8	8
Pacific Ave.	0	0	0	0
Willowbrook	0	55	0	55
Slauson	0	6	0	6
Firestone	0	6	0	6
Florence	0	27	0	27
Compton	0	61	0	61
Artesia	0	61	0	61
Del Amo	0	24	0	24
Long Beach Blvd	0	0	0	0
TOTAL	0	240	8	248

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	5
Misdemeanor	0	5	5
TOTAL	0	10	10

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	11	11
Vehicle Code Citations	0	0	0
TOTAL	0	11	11

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	106	109
Priority	11	45	56
Emergency	2	5	7
TOTAL	16	156	172

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	0
Douglas	0	0	0	0
El Segundo	1	0	0	1
Mariposa	1	0	0	1
Aviation/LAX	0	1	0	1
Hawthorne/Lennox	1	0	0	1
Crenshaw	1	0	0	1
Vermont/Athens	1	0	0	1
Harbor Fwy	0	0	0	0
Avalon	2	0	0	2
Willowbrook/Rosa Parks	0	0	0	0
Long Beach Bl	1	2	0	3
Lakewood Bl	0	0	0	0
Norwalk	1	0	0	1
Total	9	3	0	12

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	88%
Green Line-LASD	93%

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

EXPO LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	2	5
Aggravated Assault	1	0	1
Aggravated Assault on Operator	0	0	0
Battery	3	2	5
Battery Rail Operator	0	0	0
Sex Offenses	1	0	1
SUB-TOTAL	8	4	12
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	2
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	0	1
SUB-TOTAL	3	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	0	0
Trespassing	1	0	1
SUB-TOTAL	1	1	2
TOTAL	12	5	17

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	2
Misdemeanor	2	1	3
TOTAL	2	3	5

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	76	79
Priority	52	23	75
Emergency	3	1	4
TOTAL	58	100	158

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	6%
Proactive	82%	94%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	N/A	0	0
Santa Monica	N/A	34	34
Culver City	N/A	1	1
TOTAL	0	35	35

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	1
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	0
Jefferson/USC	0	0	0	0
Expo Park/USC	0	0	1	1
Expo/Vermont	2	0	0	2
Expo/Western	0	0	0	0
Expo/Crenshaw	0	2	0	2
Farmdale	1	0	0	1
Expo/La Brea	1	0	0	1
La Cienega/Jefferson	1	0	0	1
Culver City	0	0	0	0
Palms	0	0	0	0
Westwood/Rancho Park	1	0	0	1
Expo/Sepulveda	0	1	0	1
Expo/Bundy	1	0	0	1
26th St/Bergamot	0	0	0	0
17th St/SMC	2	0	0	2
Downtown Santa Monica	2	0	1	3
Expo Line Rail Yard	0	0	0	0
Total	12	3	2	17

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	2	2
Robbery	3	3
Aggravated Assault	8	8
Aggravated Assault on Operator	0	0
Battery	14	14
Battery Rail Operator	0	0
Sex Offenses	5	5
SUB-TOTAL	32	32
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	11	11
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	5
SUB-TOTAL	17	17
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	49	49

ARRESTS

AGENCY	LAPD	FYTD
Felony	5	5
Misdemeanor	6	6
TOTAL	11	11

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	1	1
Vehicle Code Citations	3	3
TOTAL	4	4

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	20	20
Priority	139	139
Emergency	19	19
TOTAL	178	178

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	2	0	6
Civic Center/Grand Park	0	1	0	1
Pershing Square	0	1	0	1
7th St/Metro Ctr	3	0	0	3
Westlake/MacArthur Park	7	2	0	9
Wilshire/Vermont	3	0	0	3
Wilshire/Normandie	0	1	0	1
Vermont/Beverly	1	0	0	1
Wilshire/Western	4	1	0	5
Vermont/Santa Monica	0	1	0	1
Vermont/Sunset	1	1	0	2
Hollywood/Western	1	0	0	1
Hollywood/Vine	2	0	0	2
Hollywood/Highland	1	3	0	4
Universal City/Studio City	1	0	0	1
North Hollywood	4	4	0	8
Red Line Rail Yard	0	0	0	0
Total	23	12	4	49

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	89%
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LEGEND

Los Angeles Police Department

GOLD LINE

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	1
Aggravated Assault	0	0	0
Aggravated Assault on Operator	0	0	0
Battery	2	2	4
Battery Rail Operator	1	0	1
Sex Offenses	0	2	2
SUB-TOTAL	3	5	8
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	1	3
Bike Theft	0	2	2
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	1	5	6
SUB-TOTAL	3	8	11
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	1	1
SUB-TOTAL	0	1	1
TOTAL	6	14	20

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	2
Misdemeanor	1	2	3
TOTAL	1	4	5

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	8	8
Vehicle Code Citations	0	1	1
TOTAL	0	9	9

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	130	135
Priority	37	64	101
Emergency	1	5	6
TOTAL	43	199	242

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	6%
Proactive	83%	94%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	1
Azusa Downtown	0	0	0	0
Irwindale	0	1	0	1
Duarte/City of Hope	1	1	0	2
Monrovia	0	3	0	3
Arcadia	0	1	0	1
Sierra Madre Villa	1	1	0	2
Allen	1	0	0	1
Lake	1	0	0	1
Memorial Park	0	0	0	0
Del Mar	1	0	0	1
Fillmore	0	1	0	1
South Pasadena	0	0	0	0
Highland Park	1	0	0	1
Southwest Museum	0	1	0	1
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	0	0
Chinatown	0	0	0	0
Union Station	1	0	0	1
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	1	0	0	1
Mariachi Plaza	0	0	0	0
Soto	0	2	0	2
Indiana (both LAPD & LASD)	0	0	0	0
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	0
Total	8	11	1	20

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	88%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	15	15
Irwindale	0	18	18
Monrovia	0	8	8
City of Pasadena	0	44	44
Magnolia Ave	0	0	0
Duarte Station	0	8	8
City Of Azusa	0	15	15
South Pasadena	0	9	9
City Of East LA	0	30	30
Figueroa St	0	0	0
TOTAL GOAL= 10	0	147	147

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

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

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	2	2
TOTAL	2	2

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	2	2
Priority	1	1
Emergency	0	0
TOTAL	3	3

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	27%
Proactive	73%
TOTAL	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	83%

LEGEND	
Los Angeles Police Department	

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	0	0	0
TOTAL	0	0	0

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	2
Priority	0	1	1
Emergency	0	1	1
TOTAL	0	4	4

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	1%
Proactive	86%	99%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	0
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	1	0	1
Downtown	0	1	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	1	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	2	1	0	3
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	3	3	0	6

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	92%
Silver Line- LASD	92%

Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	2	6
Aggravated Assault	7	1	8
Aggravated Assault on Operator	2	0	2
Battery	16	1	17
Battery Bus Operator	3	2	5
Sex Offenses	1	2	3
SUB-TOTAL	33	8	41
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	1	5
Bike Theft	1	2	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	6	4	10
SUB-TOTAL	11	7	18
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	9	9
Trespassing	0	0	0
SUB-TOTAL	0	9	9
TOTAL	44	24	68

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	2
San Fernando	2	2
San Gabriel Valley	5	5
Gateway Cities	8	8
South Bay	7	7
Total	24	24

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	2
West Valley	0	0
North Hollywood	3	3
Foothill	2	2
Devonshire	0	0
Mission	0	0
Topanga	0	0
Central Bureau		
Central	7	7
Rampart	4	4
Hollenbeck	1	1
Northeast	1	1
Newton	2	2
West Bureau		
Hollywood	7	7
Wilshire	4	4
West LA	0	0
Pacific	0	0
Olympic	2	2
Southwest Bureau		
Southwest	0	0
Harbor	1	1
77th Street	6	6
Southeast	2	2
Total	44	44

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	6	7
Misdemeanor	3	37	40
TOTAL	4	43	47

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	65	65
Vehicle Code Citations	0	25	25
TOTAL	0	90	90

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	7	159	166
Priority	10	106	116
Emergency	0	3	3
TOTAL	17	268	285

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	2%
Proactive	82%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	88%
LASD BUS	92%

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

UNION STATION

ATTACHMENT D

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	1	1
Aggravated Assault on Operator	0	0
Battery	9	9
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	11	11
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	1
Larceny	6	6
Bike Theft	1	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
SUB-TOTAL	9	9
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	1
SUB-TOTAL	1	1
TOTAL	21	21

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	0
Misdemeanor	0	0
TOTAL	0	0

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	7	7
Priority	21	21
Emergency	0	0
TOTAL	28	28

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	83%

LEGEND	
Los Angeles Police Department	

Transit Police

Monthly Crime Report



Attachment E

	2020	2021
	June	June
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	0	0
Robbery	23	24
Aggravated Assault	14	42
Aggravated Assault on Operator	3	0
Battery	55	55
Battery on Operator	10	5
Sex Offenses	5	6
SUB-TOTAL	110	133
CRIMES AGAINST PROPERTY		
Burglary	0	2
Larceny	36	31
Bike Theft	3	5
Motor Vehicle Theft	0	1
Arson	1	1
Vandalism	21	23
SUB-TOTAL	61	63
CRIMES AGAINST SOCIETY		
Weapons	1	4
Narcotics	5	19
Trespassing	3	12
SUB-TOTAL	9	35
TOTAL	180	231
ENFORCEMENT EFFORTS		
Arrests	82	131
Citations	76	237
Calls for Service	1,210	1,339

Transit Police

Monthly Crime Report



Attachment E

	2020	2021
	July	July
CRIMES AGAINST PERSONS		
Homicide	1	0
Rape	0	4
Robbery	17	24
Aggravated Assault	27	36
Aggravated Assault on Operator	2	2
Battery	46	61
Battery on Operator	2	6
Sex Offenses	8	12
SUB-TOTAL	103	145
CRIMES AGAINST PROPERTY		
Burglary	1	4
Larceny	24	32
Bike Theft	5	8
Motor Vehicle Theft	0	0
Arson	1	0
Vandalism	23	31
SUB-TOTAL	54	75
CRIMES AGAINST SOCIETY		
Weapons	1	1
Narcotics	2	10
Trespassing	5	4
SUB-TOTAL	8	15
TOTAL	165	235
ENFORCEMENT EFFORTS		
Arrests	74	134
Citations	95	210
Calls for Service	1,330	1,353

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JUNE 2021

Attachment F

Crimes

Monthly	System-Wide	Jun-20	Jun-21	% Change
	Crimes Against Persons	110	133	20.91%
	Crimes Against Property	61	63	3.28%
	Crimes Against Society	9	35	288.89%
	Total	180	231	28.33%

Six Months	System-Wide	Jan-20-Jun-20	Jan-21-Jun-21	% Change
	Crimes Against Persons	658	702	6.69%
	Crimes Against Property	373	343	-8.04%
	Crimes Against Society	96	175	82.29%
	Total	1,127	1,220	8.25%

Annual	System-Wide	Jul-19-Jun-20	Jul-20-Jun-21	% Change
	Crimes Against Persons	1,423	1,340	-5.83%
	Crimes Against Property	819	649	-20.76%
	Crimes Against Society	341	278	-18.48%
	Total	2,583	2,267	-12.23%

Average Emergency Response Times (in minutes)

Monthly	Jun-20	Jun-21	Change in Seconds	% Change
	5:20	5:24	4	1.25%

Six Months	Jan-20-Jun-20	Jan-21-Jun-21	Change in Seconds	% Change
	4:26	4:20	-6	-2.26%

Annual	Jul-19-Jun-20	Jul-20-Jun-21	Change in Seconds	% Change
	4:39	4:35	-4	-1.43%

Bus Operator Assaults

Monthly	Jun-20	Jun-21	% Change
	10	5	-50.00%

Six Months	Jan-20-Jun-20	Jan-21-Jun-21	% Change
	39	38	-2.56%

Annual	Jul-19-Jun-20	Jul-20-Jun-21	% Change
	84	76	-9.52%

Fare Compliance*

***Fare Compliance data is currently under review and will be reported in the October 2021 Board Report.**

Ridership

Monthly	Jun-20	Jun-21	% Change
	14,336,906	18,802,040	31.14%

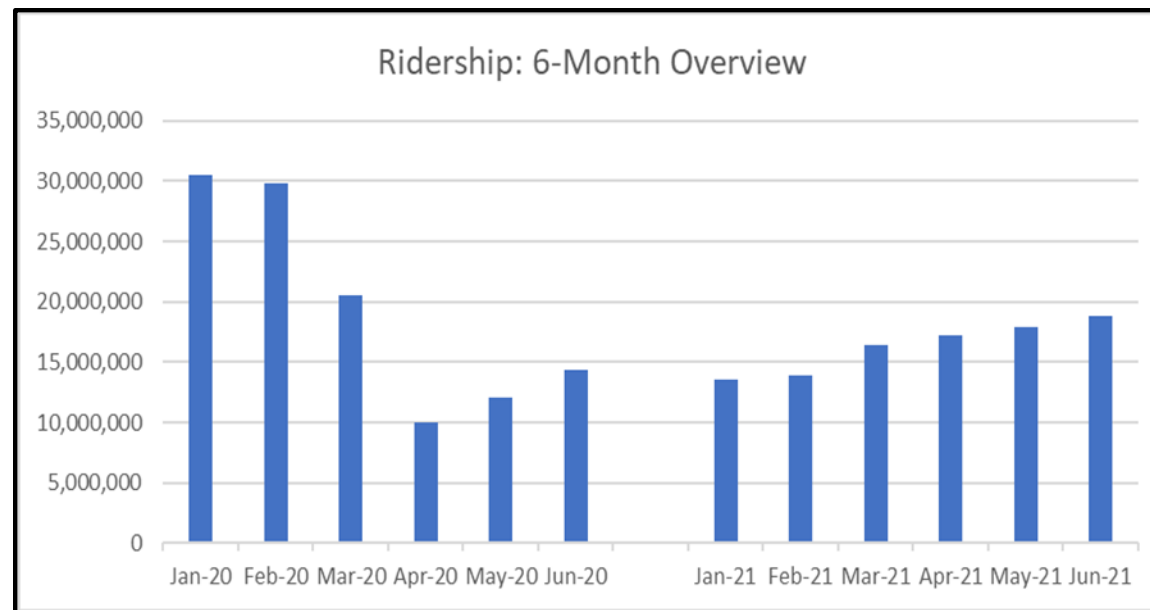
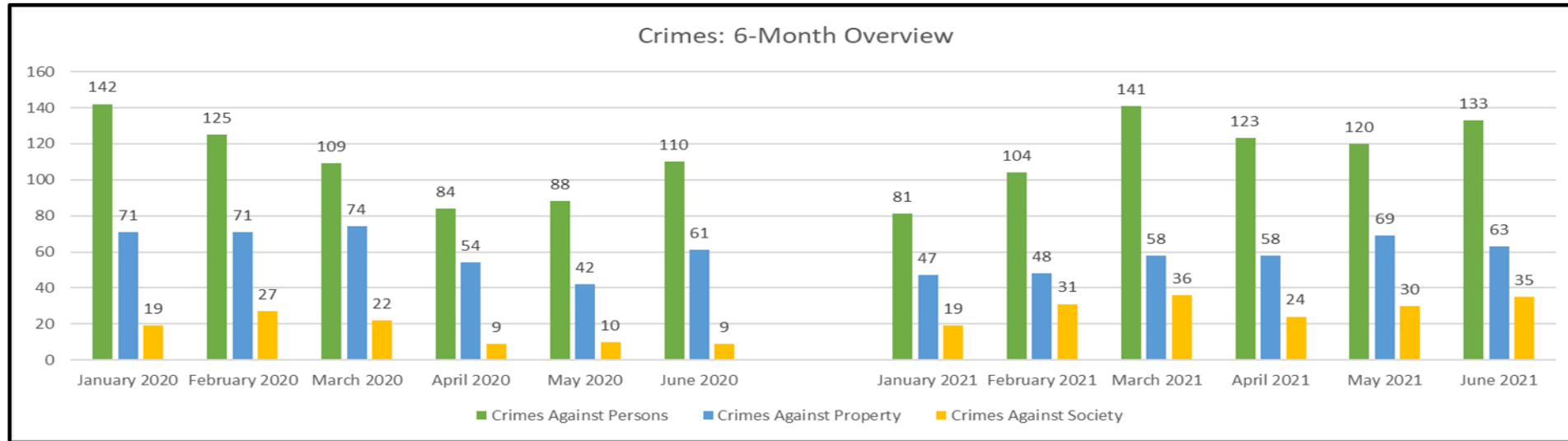
Six Months	Jan-20-Jun-20	Jan-21-Jun-21	% Change
	117,319,131	97,770,171	-16.66%

Annual	Jul-19-Jun-20	Jul-20-Jun-21	% Change
	296,451,775	197,550,854	-33.36%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JUNE 2021

Attachment F



MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2021

Attachment F

Crimes

Monthly	System-Wide	Jul-20	Jul-21	% Change
	Crimes Against Persons	103	145	40.78%
	Crimes Against Property	54	75	38.89%
	Crimes Against Society	8	15	87.50%
	Total	165	235	42.42%

Six Months	System-Wide	Feb-20-Jul-20	Feb-21-Jul-21	% Change
	Crimes Against Persons	619	766	23.75%
	Crimes Against Property	356	371	4.21%
	Crimes Against Society	85	171	101.18%
	Total	1,060	1,308	23.40%

Annual	System-Wide	Aug-19-Jul-20	Aug-20-Jul-21	% Change
	Crimes Against Persons	1,385	1,382	-0.22%
	Crimes Against Property	795	670	-15.72%
	Crimes Against Society	316	285	-9.81%
	Total	2,496	2,337	-6.37%

Average Emergency Response Times (in minutes)

Monthly	Jul-20	Jul-21	Change in Seconds	% Change
	4:08	4:29	21	8.47%

Six Months	Feb-20-Jul-20	Feb-21-Jul-21	Change in Seconds	% Change
	4:28	4:18	-10	-3.73%

Annual	Aug-19-Jul-20	Aug-20-Jul-21	Change in Seconds	% Change
	4:31	4:37	6	2.21%

Bus Operator Assaults

Monthly	Jul-20	Jul-21	% Change
	4	8	100.00%

Six Months	Feb-20-Jul-20	Feb-21-Jul-21	% Change
	37	41	10.81%

Annual	Aug-19-Jul-20	Aug-20-Jul-21	% Change
	78	80	2.56%

Fare Compliance*

***Fare Compliance data is currently under review and will be reported in the October 2021 Board Report.**

Ridership

Monthly	Jul-20	Jul-21	% Change
	16,197,160	20,024,393	23.63%

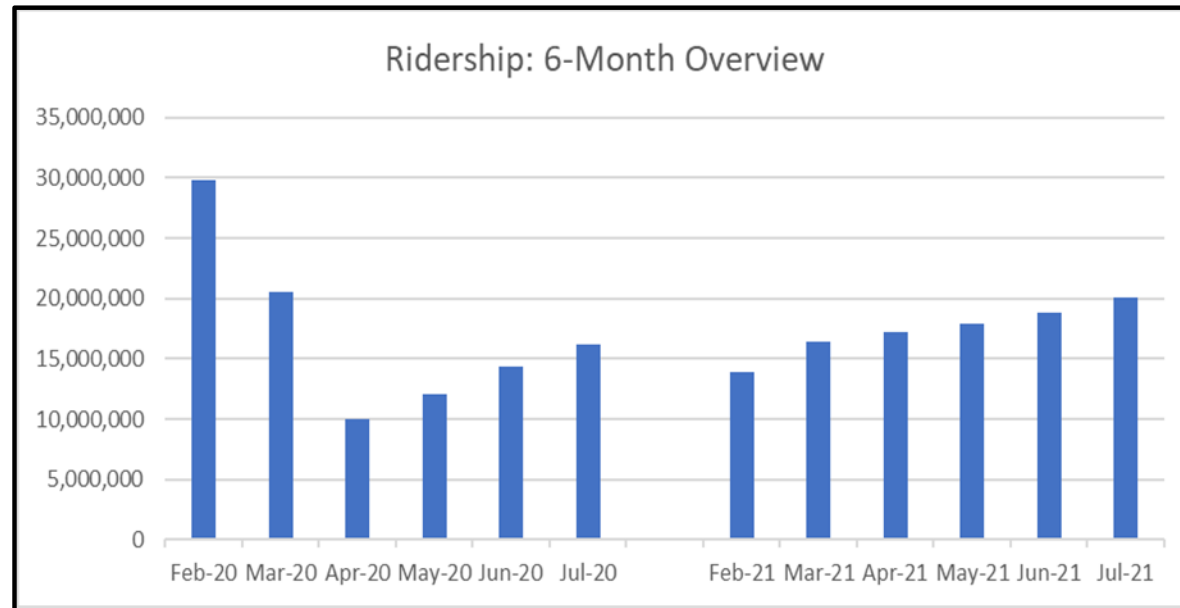
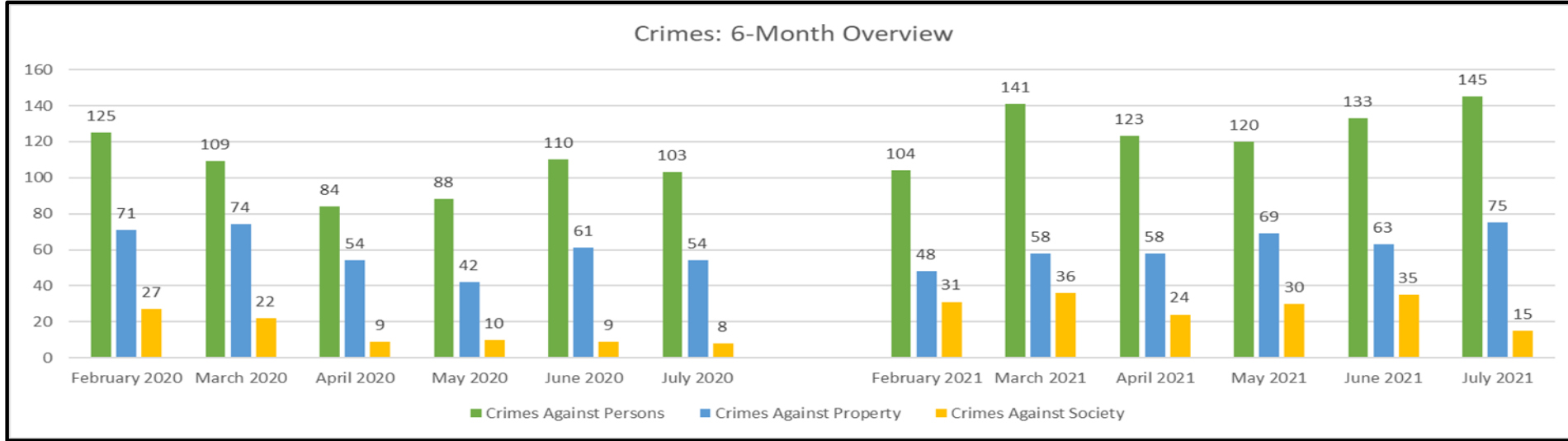
Six Months	Feb-20-Jul-20	Feb-21-Jul-21	% Change
	103,018,610	104,234,210	1.18%

Annual	Aug-19-Jul-20	Aug-20-Jul-21	% Change
	281,532,453	201,378,087	-28.47%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

JULY 2021

Attachment F



**Violent and Property Crimes
June 2021**

VIOLENT CRIMES	6/01/2021 TO 6/30/2021	5/01/2021 TO 5/31/2021	% Change	5/01/2021 TO 5/31/2021	4/01/2021 TO 4/30/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	1	0	N/A	0	0	N/A	2	0	N/A	2	0	N/A
Rape	0	1	-100.0%	1	0	N/A	5	5	0.0%	5	4	25.0%
Robbery	24	17	41.2%	17	17	0.0%	104	117	-11.1%	104	156	-33.3%
Agg Assault	42	39	7.7%	39	31	25.8%	170	108	57.4%	170	136	25.0%
Agg Assault on Operator	0	1	-100.0%	1	0	N/A	7	7	0.0%	7	5	40.0%
TOTAL VIOLENT	67	58	15.5%	58	48	20.8%	288	237	21.5%	288	301	-4.3%
PROPERTY CRIMES	6/01/2021 TO 6/30/2021	5/01/2021 TO 5/31/2021	% Change	5/01/2021 TO 5/31/2021	4/01/2021 TO 4/30/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	2	2	0.0%	2	1	100.0%	7	3	133.3%	7	3	133.3%
Larceny	31	35	-11.4%	35	34	2.9%	166	236	-29.7%	166	419	-60.4%
Bike Theft	5	5	0.0%	5	4	25.0%	19	27	-29.6%	19	33	-42.4%
Motor Vehicle Theft	1	1	0.0%	1	2	-50.0%	6	9	-33.3%	6	14	-57.1%
TOTAL PROPERTY	39	43	-9.3%	43	41	4.9%	198	275	-28.0%	198	469	-57.8%
TOTAL PART 1	106	101	5.0%	101	89	13.5%	486	512	-5.1%	486	770	-36.9%

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

**Violent and Property Crimes
July 2021**

Attachment G

VIOLENT CRIMES	7/01/2021 TO 7/30/2021	6/01/2021 TO 6/30/2021	% Change	6/01/2021 TO 6/30/2021	5/01/2021 TO 5/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	0	1	-100.0%	1	0	N/A	2	1	N/A	2	1	N/A
Rape	4	0	N/A	0	1	-100.0%	9	5	80.0%	9	4	125.0%
Robbery	24	24	0.0%	24	17	41.2%	128	134	-4.5%	128	178	-28.1%
Agg Assault	36	42	-14.3%	42	39	7.7%	206	135	52.6%	206	158	30.4%
Agg Assault on Operator	2	0	N/A	0	1	-100.0%	9	9	0.0%	9	6	50.0%
TOTAL VIOLENT	66	67	-1.5%	67	58	15.5%	354	284	24.6%	354	347	2.0%
PROPERTY CRIMES	7/01/2021 TO 7/30/2021	6/01/2021 TO 6/30/2021	% Change	6/01/2021 TO 6/30/2021	5/01/2021 TO 5/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	4	2	100.0%	2	2	0.0%	11	4	175.0%	11	4	175.0%
Larceny	32	31	3.2%	31	35	-11.4%	198	260	-23.8%	198	470	-57.9%
Bike Theft	8	5	60.0%	5	5	0.0%	27	32	-15.6%	27	44	-38.6%
Motor Vehicle Theft	0	1	-100.0%	1	1	0.0%	6	9	-33.3%	6	16	-62.5%
TOTAL PROPERTY	44	39	12.8%	39	43	-9.3%	242	305	-20.7%	242	534	-54.7%
TOTAL PART 1	110	106	3.8%	106	101	5.0%	596	589	1.2%	596	881	-32.3%

This table summarizes Violent Crimes and Property Crimes, which make up Part 1 Crimes.

**Los Angeles Police Department Transit Services Division
Arrestee Demographic Information for the month of June 2021.**

**Extraction Period
06/01/21 - 06/30/21**

Attachment H

PREMISE	FEMALE			FEMALE TOTAL	MALE				MALE TOTAL	FEMALE / MALE TOTAL
	B	H	W		B	H	O	W		
Union Station	0	0	0	0	8	3	0	0	11	11
Red Line - Westlake MacArthur Park	1	0	0	1	1	1	0	1	3	4
Expo Line - Expo Park / USC	0	0	0	0	3	0	0	0	3	3
Valley Bureau - Bus	1	0	0	1	1	0	0	1	2	3
Unknown	0	0	0	0	0	1	1	0	2	2
Red Line - Vermont / Santa Monica	0	0	0	0	1	0	0	1	2	2
Red Line - Hollywood / Vine	1	0	0	1	0	1	0	0	1	2
Central Bureau - Bus	0	0	0	0	0	1	0	1	2	2
Orange Line - Laurel Canyon	0	0	0	0	1	0	0	0	1	1
Gold Line - Heritage Square	0	0	0	0	0	1	0	0	1	1
Red Line - Vermont / Beverly	0	0	0	0	1	0	0	0	1	1
Orange Line - Pierce College	0	0	0	0	1	0	0	0	1	1
Gold Line - Soto	0	0	0	0	0	1	0	0	1	1
Purple Line - Wilshire / Western	0	0	0	0	1	0	0	0	1	1
Red Line - Pershing Square	1	0	0	1	0	0	0	0	0	1
Expo Line - Expo / Jefferson	0	0	0	0	0	1	0	0	1	1
Expo Line - Palms	0	1	0	1	0	0	0	0	0	1
Red Line - Hollywood / Highland	0	0	0	0	0	1	0	0	1	1
South Bureau - Bus	0	0	0	0	0	1	0	0	1	1
Expo Line - La Cienega / Jefferson	0	0	0	0	0	1	0	0	1	1
Orange Line - Chatsworth	0	0	1	1	0	0	0	0	0	1
Red Line - Hollywood / Western	0	0	0	0	0	0	0	1	1	1
Red Line - North Hollywood	0	0	0	0	1	0	0	0	1	1
Red Line - 7th & Metro Center	0	0	0	0	1	0	0	0	1	1
TOTAL	4	1	1	6	20	13	1	5	39	45

Los Angeles Sheriff's Department - Transit Services Bureau
 Arrestee Information for the Month of June 2021
 06/01/2021 - 06/30/2021

Attachment H

Premise	Female			Total Female	Male				Total Male	Total Arrests
	Black	Hisp	White		Black	Hisp	Other	White		
A-Line - Del Amo	0	0	0	0	0	1	0	0	1	1
A-Line - Artesia	1	0	2	3	3	11	0	6	20	23
A-Line - Compton	0	0	0	0	1	2	0	0	3	3
A-Line - Willowbrook	1	0	0	1	4	1	0	1	6	7
A-Line - Firestone	0	0	0	0	0	2	0	0	2	2
A-Line - Florence	0	0	0	0	0	1	0	0	1	1
A-Line - Slauson	0	0	0	0	1	0	0	0	1	1
C-Line - Redondo Beach	0	0	0	0	0	0	0	0	0	0
C-Line - Douglas	0	0	0	0	0	0	0	0	0	0
C-Line - El Segundo	0	0	0	0	0	1	0	0	1	1
C-Line - Mariposa	0	0	0	0	0	0	0	0	0	0
C-Line - Hawthorne	0	0	0	0	1	1	0	0	2	2
C-Line - Crenshaw	0	0	0	0	0	1	0	0	1	1
C-Line - Vermont	0	0	0	0	0	0	0	0	0	0
C-Line - Willowbrook	0	0	0	0	0	0	0	0	0	0
C-Line - Long Beach	0	0	0	0	2	2	0	1	5	5
C-Line - Lakewood	0	0	0	0	1	0	0	0	1	1
C-Line - Norwalk	0	0	0	0	0	4	0	0	4	4
E-Line - Culver City	0	0	0	0	0	0	0	0	0	0
E-Line - 26th/Bergamot	0	0	0	0	1	0	0	0	1	1
E-Line - 17th/SMC	0	0	0	0	0	0	0	0	0	0
E-Line - Downtown Santa Monica	0	0	0	0	0	0	0	1	1	1
L-Line - Atlantic	0	0	0	0	1	1	0	0	2	2
L-Line - East LA Civic Center	0	0	0	0	0	0	0	0	0	0
L-Line - Maravilla	0	0	0	0	0	0	0	0	0	0
L-Line - Indiana	0	0	0	0	0	0	0	0	0	0
L-Line - South Pasadena	0	0	0	0	0	1	0	0	1	1
L-Line - Fillmore	0	0	0	0	1	0	0	0	1	1
L-Line - Del Mar	0	0	1	1	0	0	0	0	0	1
L-Line - Memorial Park	0	0	0	0	0	0	0	0	0	0
L-Line - Lake	0	0	0	0	0	0	0	0	0	0
L-Line - Allen	0	0	0	0	0	1	0	0	1	1

Los Angeles Sheriff's Department - Transit Services Bureau
 Arrestee Information for the Month of June 2021
 06/01/2021 - 06/30/2021

Attachment H

Premise	Female			Total Female	Male				Total Male	Total Arrest
	Black	Hisp	White		Black	Hisp	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	0	0	0	0	0
L-Line - Arcadia	0	0	0	0	0	0	0	0	0	0
L-Line - Monrovia	0	0	0	0	0	0	0	0	0	0
L-Line - Duarte	0	0	0	0	0	1	0	0	1	1
L-Line - Irwindale	0	0	0	0	1	1	0	0	2	2
L-Line - Azusa Downtown	0	0	0	0	0	2	0	0	2	2
L-Line - APU/Citrus College	0	0	0	0	0	0	0	0	0	0
J-Line - Carson	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	2	0	0	2	2
Bus	3	2	1	6	13	34	0	6	53	59
Total	5	2	4	11	30	70	0	15	115	126

**Demographic Stats - LBPd Metro
June 2021**

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Battery on Person with Serious Injury	F	Unk	Unk	Pacific Coast Highway Stn	Unk
Petty Theft	M	B	30	Pacific Coast Highway Stn	Unk
Assault; Not Firearm-S1	M	H	28-32	Downtown Long Beach Stn	Unk
Assault; Not Firearm-S2	M	H	30	Downtown Long Beach Stn	Unk
Assault; Not Firearm-S3	M	H	33	Downtown Long Beach Stn	Unk
Assault; Not Firearm-S4	M	B	Unk	Downtown Long Beach Stn	Unk
Laser Scope-Drawing or Exhibiting	Unk	Unk	Unk	Downtown Long Beach Stn	Unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Arson; Property	M	B	26	Willow Street Stn	Y

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused

**Los Angeles Police Department Transit Services Division
Arrestee Demographic Information for the month of July 2021**

Attachment H

**Extraction Period
07/01/21 - 07/31/21**

PREMISED	FEMALE			FEMALE TOTAL	MALE				MALE TOTAL	TOTAL
	B	H	W		B	H	O	W		
UNION STATION	1	1	1	3	6	0	1	0	7	10
RED LINE - WESTLAKE MACARTHUR PARK	0	0	0	0	2	2	0	0	4	4
CENTRAL BUREAU - BUS	0	0	0	0	1	2	0	0	3	3
RED LINE - NORTH HOLLYWOOD	0	0	0	0	2	0	0	0	2	2
EXPO LINE - JEFFERSON / LA CIENEGA	0	0	0	0	1	0	0	0	1	1
GOLD LINE - SOTO	0	0	0	0	1	0	0	0	1	1
RED LINE - VERMONT / SUNSET	0	0	0	0	0	0	0	1	1	1
BLUE LINE - VERNON	0	0	0	0	0	0	0	1	1	1
EXPO LINE - EXPO VERMONT	0	0	0	0	1	0	0	0	1	1
RED LINE - 7TH & METRO CTR	0	0	0	0	1	0	0	0	1	1
RED LINE - HOLLWOOD / VINE	0	0	0	0	1	0	0	0	1	1
EXPO LINE - JEFFERSON / USC	0	0	0	0	0	1	0	0	1	1
RED LINE - 7TH & METRO CENTER	0	0	0	0	1		0	0	1	1
EXPO LINE - PALMS	0	0	0	0	0	1	0	0	1	1
GOLD LINE - CHINATOWN	0	1	0	1	0		0	0	0	1
BLUE LINE - 103RD & WATTS TOWERS	0	0	0	0	0	1	0	0	1	1
WEST BUREAU - BUS	0	0	0	0	1	0	0	0	1	1
SOUTH BUREAU - BUS	1	0	0	1	0	0	0	0	0	1
TOTAL	2	2	1	5	18	7	1	2	28	33

Los Angeles Sheriff's Department - Transit Services Bureau
 Arrestee Information for the Month of July 2021
 07/01/2021 - 07/31/2021

Attachment H

Premise	Female			Total Female	Male				Total Male	Total Arrest
	Black	Hisp	White		Black	Hisp	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	0	0	0	0	0
L-Line - Arcadia	0	0	0	0	0	0	0	0	0	0
L-Line - Monrovia	0	0	0	0	0	2	0	0	2	2
L-Line - Duarte	0	0	0	0	0	0	0	0	0	0
L-Line - Irwindale	0	0	0	0	0	0	0	0	0	0
L-Line - Azusa Downtown	0	0	0	0	0	0	0	0	0	0
L-Line - APU/Citrus College	0	0	0	0	0	1	0	0	1	1
J-Line - Carson	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	0	0	0	0
Bus	2	5	1	8	8	23	0	4	35	43
Total	3	10	4	17	23	58	0	8	89	106

**Demographic Stats - LBP Metro
July 2021**

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Assault; Not Firearm	M	B	20-25	Anaheim Street Stn	Unk
Assault; Not Firearm	M	H	35	Wardlow Stn	Yes
Battery	M	B	35	Anaheim Street Stn	Unk
Battery	M	B	15	5th Street Stn	Unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Attempt Burglary-Auto	M	H	27	Willow Parking Structure	Unk
Auto Burglary	M	H	28	Willow Parking Structure	No
Vandalism; Damage Property	M	H	22	Downtown Long Beach Stn	No
Vandalism (\$400 or more)	M	H	Unk	Downtown Long Beach Stn	Unk

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused

Metro Public Safety Advisory Committee

General Committee Meeting #9

MINUTES

Wednesday, August 18, 2021

5:00 – 6:30 p.m.

I. Call To Order

A. **Zoom Meeting Protocols**

Facilitator Thomson Dryjanski called the meeting to order. Noted that Spanish and American Sign Language interpreter services would be available throughout the meeting. Additionally, he instructed committee members that all comments must be use the “all participants and panelists” function so they are visible to all attendees.

B. **Roll Call**

Present: Ashley Ajayi, Andrea Urmanita, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Ron Rodney, Scarlett de Leon

Absent: Ma’ayan Dembo, Raul Gomez, Dr. Sabrina Howard

C. **Approval of 07/21 meeting minutes**

A vote was taken to approve the meeting minutes for the July 21, 2021, meeting.

Ayes: 10

Nays: 0

Abstentions: 1

II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor was a member of ACT-LA. Speaking on mission and values, commentor felt that it should reflect the board motion that created PSAC; it should speak to shifting away resources from policing, prioritizing dignity of people targeted by Metro’s policing, including Black Indigenous People of Color (BIPOC) communities, unhoused folks, and disabled people.
- B. Commentor was also a member of ACT-LA. Speaking on mission and values, commentor felt like it is a needed step in moving away from police. Commentor encouraged PSAC members to consider a mission and values statement that is steeped in the language of the board motion on non-law enforcement alternatives and shift resources from policing, and it should center solutions on Black, unhoused, poor, disabled, and mental health and substance abuse disabilities.

III. Discussion

Introductions

- A. Imelda Hernandez introduced two Metro employees who will be joining the PSAC initiative, Nicole Englund and Elba Higueros.
 - a. Nicole Englund introduced herself as the Chief of Staff at LA Metro. The CEO of Metro, Stephanie Wiggins, asked for Nicole and Elba to act as co-leads for PSAC, which now

interface more closely within the Office of the CEO. They are working on arranging a meeting between the CEO and PSAC soon.

- i. An urban planner by training, Englund is two months into her position at Metro, but she has twenty years of experience in transportation planning.
 - b. Elba Higueros introduced herself as the Chief Policy Officer at LA Metro. She has been in this role for six years and has been at Metro for eighteen years.
 - c. Higueros stated she has watched recordings of previous PSAC meetings and heard that some people are overwhelmed by the volume of information and confused by the committee's scope of work. She stated that Metro needs to do a better job of presenting information and highlighting important and pertinent details and committed to Metro being transparent and upfront about their security and police forces.
 - d. She then requested advice from PSAC on two main focuses: the "big picture" for public safety on Metro, and advice and strategies for forthcoming security and law enforcement contracts.
 - i. She stated that the recommendations for the contracts are time sensitive and that Metro welcomes recommendations whether or not the contracts fit the committee's future vision for public safety.
 - e. Englund followed up to share the deadline for the law enforcement and security contracts.
 - i. The Infrastructure Protection Services (IPS) contract expires March 2022, and the law enforcement contract ends June 2022, but it will run out of money in January 2022.
 - ii. She shared those new procurements take a better part of a year, and the existing contracts need to be extended and cannot be abandoned.
 - iii. Metro welcomes input on modifications to these contract extensions, such as strategies and tactics to define the contracts' scope and advice on performance metrics and accountability mechanisms.
- B. Members had a short Q&A with Englund and Higueros. They discussed the following:
- a. Member Davis asked the following questions: is it possible for PSAC to suggest a system of 90-120 day contract extensions for the IPS and public law enforcement contracts. Could Metro back date invoices for contractual obligations on a temporary basis? No matter what PSAC decides, there is already a timetable for Metro?
 - i. Englund responded. Metro has flexibility regarding the length of any extensions, but the issue is that procurement takes the better part of a year. Metro can arrange for a follow-up presentation on the procurement timeline for these contracts (the IPS and Policing Practices ad hoc subcommittee already saw a presentation from Metro's procurement department).
 - ii. There needs to be mindfulness of the time needed to get committee recommendations and develop the solicitation's scope of work. Metro is accepting feedback from members to make any modifications to these forthcoming contracts so that changes can be implemented more quickly.
 - b. Englund suggested a presentation for PSAC members on the procurement schedule.
 - i. Member Davis welcomed the presentation. It would help PSAC understand their choices.
 - c. Member Annang stated that the procurement presentation has brought a lot of clarity when it presented in the Policing Practices ad hoc subcommittee.

- i. She shared that being able to understand those contracts, what PSAC can and cannot do, where their input is needed, and being able to offer some tangible feedback on those contracts is beneficial to moving forward.
 - ii. She requested an additional presentation in the Policing Practices ad hoc subcommittee to show where the “red flags” are so that PSAC can provide recommendations.
 - d. Member Smith referenced a discussion that the Policing Practices ad hoc subcommittee had where they favored a short contract extension over a year-long extension. They were told that extending the contract for a few months is not possible because of existing procurement timelines. Member Smith asked for clarity on those timelines; he stated that there should be some effort to revisit procurement process to shorten some processes.
 - i. Englund responded that it is not impossible to do a shorter extension, but Metro’s existing practices may not make it feasible. She further added that depending on what is added to the contract, there are cost implications.
 - ii. She agreed with revisiting the procurement process to possibly shorten it and will go back to the procurement staff. She does not believe that there is a lot of room for streamlining, but she is willing to walk PSAC through the process to see what new ideas there may be.
 - e. Member Davis asked if it is possible to have a preview of what alternative security initiatives Metro has come up with to supplement the public policing contract?
 - i. Englund responded that she only got the list of draft alternatives earlier this week and will commit to a preview for PSAC, possibly at the next meeting.
- C. To close out this section, Facilitator Butler noted that she will be leaving the facilitation team as she begins a PhD program and focuses more on parenting. She shared that it was a difficult decision, but she has enjoyed time with everyone who is a part of the PSAC process.

Ad-Hoc Subcommittee Reports

- A. **Community Engagement (CE) ad hoc subcommittee:** Committee member Urmanita reported on the CE ad hoc committee for meetings held on 8/02/21 and 8/16/21. The ad hoc subcommittee discussed the following:
 - a. **Unhoused rider outreach and engagement:** the ad hoc subcommittee discussed best practices for unhoused rider outreach, including how to provide for unhoused riders’ immediate needs and identifying long-term efforts to offer sustained support.
 - b. **Community-centered design and community stewardship:** the ad hoc subcommittee discussed these efforts generally. This included looking at infrastructure, bus stops, etc.,. The committee discussed where there may be opportunities for Metro to invest in design interventions that better support community-identified needs. One idea was recommending Metro develop policy guidelines for these designs.
 - c. The ad hoc subcommittee also discussed a policy for vendors to operate on (or near) transit stops and stations.
 - d. They also considered what role community organizations should play in supporting these interventions.
 - e. **Who/what is Metro:** the ad hoc subcommittee discussed the existential question for the agency Metro: i.e., Who/what is Metro and whom does Metro serve?
 - f. Metro has the opportunity to expand ridership and make better use of transit spaces. The committee discussed looking at underused property, where there is the opportunity for open space, recreation, renewable energy, public art, recycling centers, services, and parking space for people living in vehicles.

- i. The committee asked for Metro to identify what properties are available for public use and engaging riders.
 - g. **Comments and questions from the full committee:**
 - i. Member Tajsar stated that the works sound super interesting and that he is excited by the discussion and alternative uses of Metro property.
- B. **Non-Law Enforcement Alternatives (NLEA) ad hoc subcommittee:** Committee member Smith reported on the NLEA ad hoc subcommittee for meeting on 8/03/21 and 8/17/21. The ad hoc subcommittee discussed the following:
 - a. **Transit Ambassador program goals & objectives:** the ad hoc subcommittee began by reviewing the goals and objectives for other cities' transit ambassador programs.
 - i. The group landed on prioritizing a customer service role and the ability for ambassadors to serve as an initial touchpoint with service responders.
 - ii. They also discussed the importance of training, placement, and location for ambassadors.
 - b. **Jamboard:** the facilitation team prepared a Google Jamboard for the members work as a group to identify further goals and objectives for the transit ambassador program. The ad hoc subcommittee shared four key concepts: (1) Ambassadors as outward facing and welcoming to riders, (2) prioritizing safety for riders and operators, (3) connecting the public to resources (especially for vulnerable populations), and (4) ambassador positions as good jobs accessible to marginalized populations frequently facing barriers to employment.
 - i. **Outward and welcoming presence:** The ad hoc subcommittee revisited the Jamboard on 8/17 and began to dig further into the "Outward and welcoming presence" idea of ambassadors. They discussed this component as helping riders feel appreciated on Metro.
 - ii. To create a sense or perception of safety, members thought of ambassadors as a part of an ecosystem of non-law enforcement alternatives. They began thinking of who this might be, naming the following: social workers, system security, customer service, operators, EMTs, and community-based organizations.
 - c. **Comments and questions from the full committee:**
 - i. Englund mentioned that Metro has also considered the non-law enforcement alternatives who will be part of the ecosystem for Transit Ambassadors as part of their list of what makes up a robust ambassador program.
- C. **Policing Practices (PP) ad hoc subcommittee:** Committee member de Leon reported on the PP ad hoc committee for meeting on 8/11/2. The ad hoc subcommittee discussed the following:
 - a. **Procurement process:** the ad hoc subcommittee received a presentation from Metro on the procurement process.
 - i. The ad hoc subcommittee is curious as to what practices Metro uses to collect public comment during the solicitation process; committee members wanted to make sure that Metro had a plan in place to ensure that when the request for proposals is posted on their website, communities are aware and can easily provide comments.
 - b. **Guest speakers:** the ad hoc subcommittee prioritized giving their requests for guest speakers.
 - c. **Jamboard:** the ad hoc subcommittee began a Jamboard by the facilitation team to share priorities.

- i. The ad hoc subcommittee has been considering a work area focus, choosing between cancelling the policing contract or giving recommendations on amendments to the policing contract.
 - ii. They are also considering how (or if) law enforcement will interact with non-law enforcement alternatives.
 - iii. Members had the most questions around identifying research gaps and/or identifying mission & goals.
- d. **Comments and questions from the full committee:**
- i. Member de Rivera asked what is the likelihood of the Metro board going through with the recommendation for not continuing the policing contract if the committee were to recommend that?
 - 1. Englund stated that it is impossible to speak to what action the board may or may not take but noted that the board is relying on PSAC recommendations to inform their decisions.
 - 2. Englund responded that in lieu of extending the contracts, Metro does not have an alternative plan in place and the agency feels strongly that it cannot be without police and security as they move through the PSAC process of reimagining public safety on Metro.
 - 3. After the extension, the question depends on how law enforcement is re-envisioned and what programs could occur in its place.
 - 4. De Rivera replied that it is helpful framing for keeping PSAC on track for making substantive changes. There are concrete things that the committee can do now, and she looks forward to making lasting change for the way that BIPOC and unhoused communities are policed (or not).
 - ii. Member Annang stated that, being a part of PP, she likes the clarity Nicole and Elba brought. The details they provided allow the committee to see the big picture.
 - 1. She wants to get into the contract language and provide recommendations.
 - 2. Referring to the language in the board motions establishing PSAC, she stated that the committee's work it is not solely about responding to the protests and uprisings last year but also about what happens far in the future, and she hopes the PP ad hoc subcommittee can focus on that.
 - iii. Member Davis asked Englund if PSAC is able to shape what contract renewal looks like?
 - 1. Englund initially responded that she was speaking to the *extension* of existing contract, not future *renewals*.
 - 2. Members have room to influence the contract renewals and may also affect contract language for the extensions.
 - iv. Member Davis asked if Metro can influence building codes for public safety and if Metro is part of the Clean Air and Green initiative?
 - 1. Englund responded that Metro can influence its own building and property and it has models for complete streets, but beyond that, the agency has limited control over building codes or zoning.
 - 2. Higueros responded that she is not sure if Metro is a part of the Green initiative, but she will follow up with the committee member.
 - v. Member Smith wanted to reiterate that the Board created PSAC to provide their own ideas, not to have PSAC provide what they think the Board wants. However, the two positions are not mutually exclusive.

- vi. Member de Rivera shared that she is grateful for the follow-up questions from members Davis and Smith. Prior to this discussion, Member de Rivera thought that the committee might be an exercise in futility, given the lack of clarity on the committee's charge.
 - 1. She wanted to avoid a situation where people who look like PSAC members - implying people of color and members of the public – are used as public relation campaigns, but she felt like that is not what is happening here.

D. **Infrastructure Protection Services (IPS) ad hoc subcommittee:** Committee member Garcia reported on the IPS ad hoc subcommittee for meeting on 8/10/21. The ad hoc subcommittee discussed the following:

- a. **Procurement presentation:** the ad hoc subcommittee received a presentation from Metro on the procurement schedule. He noted that the contract with RMI expires in March 2022, and that Metro is asking for recommendations on this contract by January 2022.
 - i. That timeline gives the ad hoc subcommittee until October to share recommendations with the full committee. Metro suggested accepting recommendations on a rolling basis rather than waiting to share everything all at once.
- b. **Guest speakers:** the ad hoc subcommittee prioritized guest speakers, coming up with three main categories: (1) internal security staff, (2) use of force experts, and (3) victims advocacy experts.
 - i. He noted that Metro shared that use of force incidents occurred 31 times out of over 220,000 calls for service and that Metro System Security & Law Enforcement's position is that these armed officers are a deterrent to crime.
- c. **Recommendations on Uniforms:** All members agreed on a marketing campaign to identify Metro staff by uniform.
 - i. For private security, uniforms should have recognizable emblem, they should be easily identifiable for people with developmental disabilities. Uniforms most likely should be a gray color – different from law enforcement gray – and they should be recognizable and Metro-specific.
- d. **To further discuss:** the ad hoc subcommittee felt that it needs more discussion regarding whether utility belts would look too militaristic.
 - i. Metro also requested more feedback on uniforms being recognizable and Metro-specific.
- e. **Comments and questions from the full committee:**
 - i. Englund mentioned that uniforms are on Metro's list of ideas for PSAC to consider.
 - ii. Member Davis asked if there is any other pilot program or initiatives that the ad hoc subcommittee is considering?
 - 1. Member Garcia responded that they have not considered others yet.
 - iii. Member Tajsar asked if the ad hoc subcommittee or Metro considered evidence that deterrence occurs because of people seeing armed officers? He questioned further why does Metro believe this and is there data to support it? Deterrence has come up in the past meetings but lacks data to support it.
 - 1. Member Garcia stated that Metro did not offer data to support their assertion and reaffirmed that the ad hoc subcommittee's members will root their recommendations in data.

Drafting a Mission & Values Statement for Public Safety on Metro

The facilitation team shared a Jamboard for members to participate in this exercise and shared a Google Form with the public to respond to the same prompts as committee members.

- A. Facilitator France clarified for members that “Mission” refers to big picture goals (i.e., What they want to accomplish), while “Vision” refers to principles, ideas, and priorities that guide the agency’s work.
- B. Responding to “What do you like about Metro’s System Safety & Law Enforcement (SSLE) vision and mission statement?”**
 - a. Member Strickland shared that, based on the mission statement, she did not get a sense of what Metro is, what they want to do, or where they want to go in the future.
 - i. She acknowledges that surveillance is double-edged sword. She stated that it is used to police people but can also be used to capture situations. In her own experience, she had no evidence or video to document incidents she previously experienced.
 - b. Member Madden shared that Metro’s statement felt militaristic, and it loses people that constitute the agency’s riders.
 - i. She did not like it at all. Especially given what PSAC is trying to do with equity, where everyone feels welcome, the statement is the polar opposite of what they are doing.
 - c. Member Wen sees Metro’s ridership growing and changing to meet the needs of a more climate-change conscious society and with the new connections to LAX. An expanded system and ridership may need a digitally-connected security environment.
 - i. He also agreed with Members Strickland and Madden comments, as well as with others’ reactions on the Jamboard.
 - d. Member Goodus shared that Metro SSLE’s statement is not a human-centered statement.
 - i. Metro serves riders with a diverse and persistent needs, but he did not see how this statement connects to those riders.
 - e. Member Garcia shared that he does not totally disagree with the statement.
 - i. On customer experience, he considers Metro a public service and space. The term “customer” removes idea that public has a right to feel safe because they are people from Los Angeles.
 - ii. He also felt like security technology could be useful and liked that part.
 - f. Member Davis indicated this discussion made him think of police acting as a deterrent. For instance, when he sees an empty police car outside a train station, he thinks about the money paying for that – even though it may not be effective at preventing crime.
 - i. Davis works in South LA, and being a single parent and a rider, he has never seen an improvement in technology where it makes him feel safe.
 - ii. For documentation purposes, technology can be useful, but every time there is new tech it never considers the public’s diverse needs.
 - iii. For him, these statements don’t answer the questions of: Who is the system for and who does the system benefit? He asked PSAC to consider what else can we do to center this statement on the needs of individuals?

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor thanked everyone for their service. Commentor wanted to share experience on Red Line to downtown. Between LA Police Department officers and Metro security, nobody enforces the mask mandate, and there is not enough space for social distancing. When the commentor talks talk to police officers, they are not allowed to do anything about it.
- B. Commentor rides the Red Line to work and each day and sees maskless riders. Commentor has made several reports but has seen no improvement. A police officer told the commentor that officers have been advised not to remove passengers who do not comply with the mask mandate, but there are regular announcements that all passengers must wear face masks per federal law. Commentor wants action and for Metro to protect the public.
- C. Commentor has sent a few emails about maskless operators on Metro, but they continue to see maskless operators despite the existing penalties for being maskless. Commentor suggests informing Metro employees of the punishments for being maskless, including a public news release about the consequences.
- D. Commentor states that there are too many maskless riders on crowded trains and platforms. Commentor rides the Red Line daily for work and never sees anyone enforcing the mask mandate or handing out masks. Commentor states that Metro should refuse entry to anyone without a mask.
- E. Commentor frequently rides Metro rail and sees riders smoking meth, cigarettes, or marijuana on vehicles daily. Commentor has asthma and this is a threat to their health.
 - a. They also added that the U.S. will likely soon see six million new evictions and wants Metro leaders can advocate for systemic change for affordable housing and mental health services, calling for social workers, substance use peer support, and housing where people can sleep and feel safe. Commentor has done homelessness outreach and stated that rapport and trust are important but difficult to keep without housing.
- F. Commentor is concerned about the threat to safety from allowing unmasked unhoused riders and from public drug use. Drug use makes users erratic. Commentor would like to see stricter security and enforcement, a separate bus for drug use, and collecting fee fare again.
- G. Commentor representing the City Council of the City of Hawthorne unanimously approved a letter in support of Los Angeles deputy sheriffs against any defunding of police. The council encourages the use of Metro transit and supports non-law enforcement alternatives that do not come at the expense of traditional policing.
- H. Commentor would like to hear from planners, consultants, and advisors on the treatment of elderly and special needs community segments.
- I. Commentor noted that in a previous meeting on July 7th, an operator voiced concern about removing police from Metro. Commentor would like to increase police presence after 8pm on different lines known to have problems. Commentor feels like having more officers on board taking a passive, observant role would make riders feel at ease, but that it is important not to have officers deal with petty issues.
- J. Commentor was in a general committee meeting and disappointed by other callers who spoke about institutional racism in broad terms. Commentor hopes that in future meetings, participants are specific.
 - a. Commentor also has seen altercations on rides before and has seen operators pull over to call the police. Commentor stated that the security presence helps.
- K. Commentor was on the Red Line on July 22nd around noon when they saw two Black males experiencing a mental health crisis. They called the Metro Customer Service line who transferred them to the Sheriff's department. They explained the situation but then told them to disregard it to prevent a bigger problem. They explained that there needs to be more counselors on the ground to monitor and de-escalate when necessary.

- L. Commentor came to the U.S. twenty years ago because their home country was unsafe and did not provide many opportunities. Commentor shared that recent Metro changes in security practices have made it scary for them to be on the train alone. They counted on police presence to make them feel safe. Commentor feels betrayed that the government cares more about criminals and their rights. Commentor urged committee to consider their daughters, sisters, wives, mothers, and other women in their lives.
- M. Commentor read from LAPD and LASD statistics that crime is going up while their budgets are going down. Commentor asked PSAC if they are willing to be personally responsible to the victims of violent crime. Commentor stated that no amount of ambassadors can prevent serious crime, only police can.
- N. Commentor hopes that police are removed from Metro so that they can see more fights and weapons.
- O. Responses from Metro and the full committee:**
 - a. Imelda Hernandez clarified on comments regarding mask usage: Metro has taken an educational approach to urge riders to use masks. There are displayed mask dispensers, and they are using frontline staff to educate folks about the mandate.

V. Adjournment

- A. Meeting adjourned at 7:20pm

VI. Next Steps and Follow-Ups

Facilitation Team

- 1. Facilitation team will debrief with PSAC members who had to leave before adjournment.

Monthly Update on Transit Safety & Security Performance

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

SEPTEMBER 16, 2021

July 2021 Crime Stats

VIOLENT CRIMES	June 2021	July 2021	% Change	May 2021	June 2021	% Change	YTD 2020	YTD 2021	% Change	YTD 2019	YTD 2021	% Change
Homicide	1	0	-100%	0	1	N/A	1	2	100.0%	1	2	100.0%
Rape	0	4	N/A	1	0	-100.0%	5	9	80.0%	4	9	125.0%
Robbery	24	24	0.0%	17	24	41.2%	134	128	-4.5%	178	128	-28.1%
Agg Assault	42	36	-14.3%	39	42	7.7%	135	206	52.6%	158	206	30.4%
Agg Assault on Op	0	2	N/A	1	0	-100.0%	9	9	0.0%	6	9	50.0%
TOTAL VIOLENT	67	66	-1.5%	58	67	15.5%	284	354	24.6%	347	354	2.0%

PROPERTY CRIMES	June 2021	July 2021	% Change	May 2021	June 2021	% Change	YTD 2020	YTD 2021	% Change	YTD 2019	YTD 2021	% Change
Burglary	2	4	100.0%	2	2	0.0%	4	11	175.0%	4	11	175.0%
Larceny	31	32	3.2%	35	31	-11.4%	260	198	-23.8%	470	198	-57.9%
Bike Theft	5	8	60.0%	5	5	0.0%	32	27	-15.6%	44	27	-38.6%
Motor Vehicle Theft	1	0	-100.0%	1	1	0.0%	9	6	-33.3%	16	6	-62.5%
TOTAL PROPERTY	39	44	12.8%	43	39	-9.3%	305	242	-20.7%	534	242	-54.7%
TOTAL PART 1	106	110	3.8%	101	106	5.0%	589	596	1.2%	881	596	-32.3%

Homeless Outreach Data

Operation “Shelter the Unsheltered”


July 1, 2021 – August 31, 2021

PATH C3 Team Outreach

Operation Summary	Total
METRO TRANSIT SECURITY	
# OF AM OFF-LOADINGS	4,914
OUTREACH PARTNERS	
# OF INDIVIDUALS SHELTERED (PATH)	74
# OF INDIVIDUALS CONTACTED (LA DOOR)	256
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER)	101

Performance Measures - Monthly	Number of Persons Served July 2021	Number of Persons Served August 2021	Total Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	150	177	327
Number of Unduplicated individuals engaged (engagement phase)	114	127	241
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	68	25	93
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	21	23
Number of unduplicated individuals engaged who are permanently housed	24	18	42

Homeless Outreach Partnerships



In early June 2021, Council District 9 (CD9) approached Metro (Real Estate) with a request to use a vacant Non-Revenue parcel along the Expo Right-of-way, just south of Adams Bl. between Compton Av. and Nevin Ave. in South Los Angeles, to build a “Tiny Homes” Village homeless shelter; Metro is supportive of this program because it will provide shelter space (approx. 48 units) for homeless outreach services focused on the A Line (Blue), E Line (Expo), and J Line (Silver) to advance the customer experience.

On August 9, 2021, SSLE Executive Officer and homeless outreach team participated in a National Consortium under the leadership of TriMet of Portland Oregon that regularly consults with transit agencies across the nation, representing agencies in California, Washington, Colorado, and AMTRAK.

SSLE is planning to convene a Metro Tiger Task Force Team to address homelessness throughout Metro’s system and properties on a quarterly basis. The Tiger Task Force is Metro-centric, bringing together diverse departments such as Operations, Customer Experience, and Communications, to support coordinated and robust homelessness initiatives.

SSLE is revisiting partnering with the West Angeles Church of God in Christ Community Development Corporation (CDC). Past involvement with the CDC was a coordinated homeless outreach effort at encampments along the Slauson corridor between Metro law enforcement (LAPD’s HOPE), PATH outreach teams, and the West Angeles’ CDC.

Public Safety Advisory Committee (PSAC)

PSAC members are currently drafting a PSAC mission and values statement for public safety on Metro.

- An online form is available on the PSAC website through September 20th to include public feedback in this process.
- The form has been advertised through Metro's social media channels and community networks.
- The statement will be used as a framework of which to fit various proposals presented by PSAC.

Guest speaker sessions have commenced with the first panel occurring at the September 1st general PSAC meeting with law enforcement, private security, and Metro Transit Security personnel.

- What do you see as your entity's role in providing a safe experience for Metro riders?
- How might your organization's role change in a system that includes more resources for things like transit ambassadors, social service providers, and community-centered alternatives to law enforcement?

PSAC Ad-Hoc Subcommittee Highlights

Infrastructure Protection Services (IPS)

- Members are currently discussing recommendations on the following topics: training, uniforms, background checks.
- Training recommendations include disability sensitivity, implicit bias, de-escalation, and mental health training.
- Members have previously noted that a dark grey uniform shirt is preferred for the visually impaired community as the color is commonly used for personnel in authority.
- The committee discussed having Metro conduct their own background checks on individual employees of the selected IPS contractor. Metro shared that they cannot dictate who the contractor hires but instead can determine if an individual works on a Metro contract.

Non-Law Enforcement Alternatives (NLEA) to Public Safety

- Members brainstormed goals and objectives for a Metro transit ambassador program: ambassadors serving a rider-facing and welcoming role, distinguishing roles with other customer facing personnel such as blue-shirts and security.

Policing Practices

- Defining how (or if) traditional law enforcement will interact with other public safety elements
- Considering whether to recommend canceling the contracts altogether and revert to non-contracted law enforcement
- Articulating the role of police officers within Metro's public safety ecosystem
- Identifying research gaps and data needs to effectively evaluate (and track) outcomes and providing feedback on the existing policing contracts

Community Engagement

- Members are prioritizing enhancing services and outreach for unhoused riders as their initial focus. Members would like to see a "people first" campaign that educates the public about the needs of unhoused people using compassion, empathy, and action.

Public Safety Advisory Committee Update

Metro Operations, Safety, and Customer Experience Committee

September 16, 2021



Metro

today's presenters

1. **committee member update**
2. **facilitator team update**

committee member update

committee perspective



our vision and goals:

member priorities
for this committee



ingredients for success:

what PSAC needs
to fulfill its goals



how it's going:

milestones and
progress to date

facilitator team update



facilitator perspective



big picture discussions:
making space to think
holistically about public safety



diving into the details:
diving into specifics around
existing contracts



Looking ahead:
closing out 2021 and looking
to early 2022

big picture discussion



MISSION + VALUES DISCUSSION

Thinking through how Metro might re-conceptualize and redefine public safety

PUBLIC SAFETY ECOSYSTEM

Who needs to be involved to realize a more responsive and holistic vision for public safety

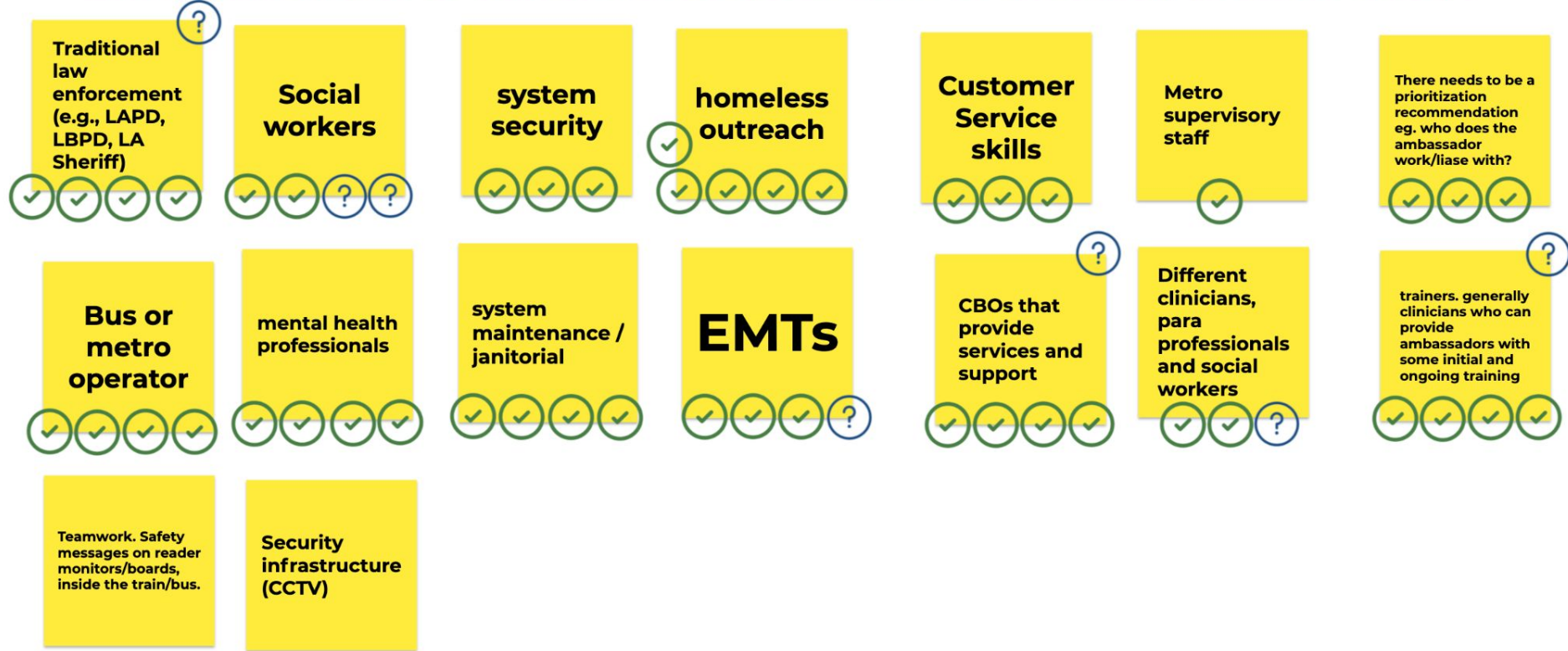
no. 2: facilitator team update: big picture discussion

What do you think Metro's public safety mission and values statement should emphasize?



no. 2: facilitator team update: big picture discussion

what counterparts do transit ambassadors need to effectively promote safety?



diving into the details



FINALIZING IPS RECOMMENDATIONS

The ad hoc committee has reached consensus on preliminary recommendations in 4 of 6 categories

POLICING CONTRACTS FEEDBACK

Committee members have identified a framework for providing recommendations; they are awaiting responses from staff re: questions on the existing contract

Transparency

we should move forward with these recommendations

✓ ✓
Public data should include the final outcome, action, or resolution to any incidents involving a security officer

✓
The body worn camera policy should include time limits on data retention and parameters for accessing data

✓ ✓ ✓
Public data should report incidents involving use of force by security officers

✓ ✓
Metro should draft policies and procedures for body worn cameras for IPS personnel

Public data should report the racial and demographic data of people involved in incidents with a security officer

Body cameras should be worn by IPS personnel if they are armed or unarmed

Public data should include all incidents of misconduct by security officers, including complaints, patterns of alleged misconduct, and disciplinary actions taken

these topics require additional information/data/context

Public data should report incidents of profiling by security officers

these topics need more discussion

Create an online dashboard to publish data that includes incident summaries



Committee Priorities

these are must haves . . .



defining how (or if) traditional law enforcement will interact with other public safety elements (e.g., ambassadors, mental health and unhoused service providers)

considering whether to recommend cancelling the contracts altogether and revert to non-contracted law enforcement

articulating the role of police officers on Metro

identifying research gaps and data needs to effectively evaluate (and track) outcomes



providing feedback on the scope of work for the existing policing contract to inform big picture thinking

these are nice to have . . .

develop an objective and goals statement for the policing practices committee



these are less important . . .

defining key principles and guidelines to inform Metro's future decision-making around policing contracts

develop an objective and goals statement for the policing practices committee

these items were left on the table . . .

providing detailed feedback on the scope of work for the existing policing contract

articulating the role of police officers on Metro

defining how (or if) traditional law enforcement will interact with other public safety elements (e.g., ambassadors, mental health and unhoused service providers)

defining key principles and guidelines to inform Metro's future decision-making around policing contracts

providing detailed feedback on the scope of work for the existing policing contract

looking ahead



RECOMMENDATIONS TO METRO BOARD

For the IPS and Public Sector Policing contracts, the committee is targeting January 2022 to get feedback to the Metro board