



Metro®

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

Agenda - Final

Thursday, May 15, 2025

1:30 PM

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5647249# (English) or 7292892# (Español)

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

Operations, Safety, and Customer Experience
Committee

Holly J. Mitchell, Chair

Katy Yaroslavsky, Vice Chair

James Butts

Jacquelyn Dupont-Walker

Tim Sandoval

Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA 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 general 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 General Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding coming before an agency involving a license, permit, or other entitlement for use including all contracts (other than competitively bid contracts that are required by law, agency policy, or agency rule to be awarded pursuant to a competitive process, labor contracts, personal employment contracts, contracts valued under \$50,000, contracts where no party receives financial compensation, contracts between two or more agencies, the periodic review or renewal of development agreements unless there is a material modification or amendment proposed to the agreement, the periodic review or renewal of competitively bid contracts unless there are material modifications or amendments proposed to the agreement that are valued at more than 10 percent of the value of the contract or fifty thousand dollars (\$50,000), whichever is less, and modifications of or amendments to any of the foregoing contracts, other than competitively bid contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$500 made within the preceding 12 months by the party, or the party's agent, to any officer of the agency. When a closed corporation is party to, or participant in, such a proceeding, the majority shareholder must make the same disclosure. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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323.466.3876

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

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x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

Live Public Comment Instructions:

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

The Meeting begins at 1:30 PM Pacific Time on May 15, 2025; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-978-8818 and enter
English Access Code: 5647249#
Spanish Access Code: 7292892#

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 1:30 PM, hora del Pacifico, el 15 de Mayo de 2025. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
Codigo de acceso en espanol: 7292892#

Los comentarios del público se tomaran 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," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
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

27. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2025-0201](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

28. **SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT** [2025-0202](#)

RECOMMENDATION

RECEIVE oral report on Metro Operations.

29. **SUBJECT: HIGH-DENSITY STORAGE SYSTEM** [2025-0191](#)

RECOMMENDATION

CONSIDER:

- A. FINDING that after rejecting all bids for a High-Density Storage System solicited under Public Utilities Code (PUC) section §130232 the equipment may be purchased at a lower price on the open market; and
- B. AUTHORIZING the Chief Executive Officer to award a firm fixed price Contract No. OP119312(3)000 to Southwest Material Handling, Inc., pursuant to PUC §130233, for the High-Density Storage System in the amount of \$889,636.50 inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

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

30. **SUBJECT: HI-RAIL BUCKET UTILITY TRUCKS** [2025-0216](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award the firm fixed-price Contract No. DR127482000 to Los Angeles Truck Center (DBA Velocity Truck Centers), the lowest responsive and responsible bidder for four Hi-Rail Bucket Trucks in the amount of \$1,868,474.94, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

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

**31. SUBJECT: P3010 LIGHT RAIL VEHICLE HIGH-SPEED CIRCUIT
 BREAKER OVERHAUL SERVICES**

[2025-0226](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. OP123944000 to Toyo Denki Railway Services, LLC., in the amount of \$2,721,997.50 to transport, inspect, overhaul, and test Metro's P3010 High Speed Circuit Breaker (HSCB) assembly, subject to the resolution of any properly submitted protest(s), if any.

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

32. SUBJECT: METRO BIKE SHARE PROGRAM

[2024-1133](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. PS124715000 to Lyft Bikes and Scooters, LLC to provide the Metro Bike Share (MBS) program services in the Not-To-Exceed (NTE) amount of \$86,845,569 for the five-year and six month base term, \$42,119,497 for the first three-year option term, \$46,403,975 for the second three-year option term, and \$22,879,834 for optional expansions to other jurisdictions for a total NTE contract amount of \$198,248,875, subject to the resolution of properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

Attachments: [Attachment A - Motion #41](#)
 [Attachment B - Improvements & Transition/Mobilization](#)
 [Attachment C - Procurement Summary](#)
 [Attachment D - DEOD Summary](#)

33. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

[2025-0258](#)

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:

[Attachment A - Narcan Data March 2025](#)

[Attachment B - Arrests by Race & Ethnicity March 2025](#)

[Attachment C - Law Enforcement Homeless Outreach March 2025](#)

[Attachment D - Metro Transit Security Activities March 2025](#)

[Attachment E - Metro Ambassador Activities March 2025](#)

[Attachment F - Station Experience Updates](#)

[Attachment G - Law Enforcement Crime Summary March 2025](#)

[Attachment H - Frontline Safety Additional Data March 2025](#)

[Presentation](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2025-0362](#)

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 #: 2025-0201, **File Type:** Oral Report / Presentation

Agenda Number: 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 15, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

The Operations Department is celebrating two Employees of the Month (EOM) for May 2025. This presentation will highlight the EOMs' work ethic, tenure, and outstanding achievements, among other respectable attributes.

EQUITY PLATFORM

EOM nominations submitted to the Chief Operations Officer (COO) must be for frontline employees or field supervisors in a customer-facing role. Operations management is encouraged to nominate employees who have achieved excellence, went above and beyond their assigned job description, and are diverse in both genders/ethnicities. In addition, a review of the location, job responsibilities, and seniority is considered for final selections to ensure diverse representation among the various groups within the department. Operations also works with Logistics and System Security & Law Enforcement (SSLE) to nominate employees at various Metro locations.

VEHICLE MILES TRAVELED OUTCOME

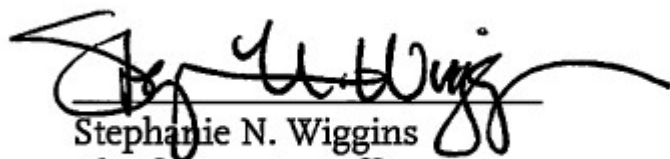
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Logistics, and System Security and Law Enforcement (SSLE) Departments. Because the Metro Board has adopted an agency-wide VMT Reduction Target, which generally supports the agency's overall function, it is consistent with the goal of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

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



Stephanie N. Wiggins
Chief Executive Officer

May 2025

Employees of the Month

May Employees of the Month

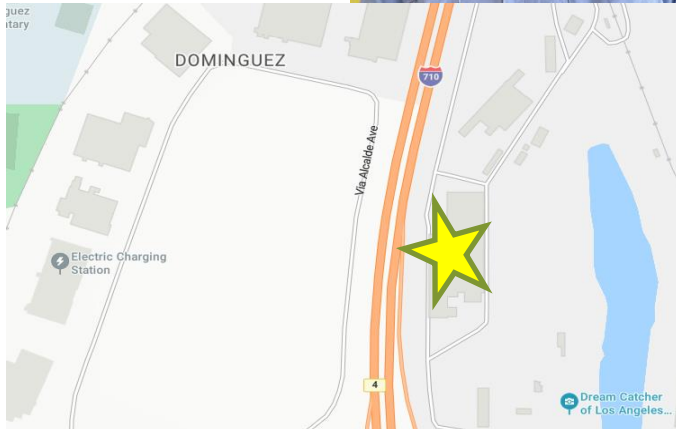


Rail Fleet Services

Senior Service Attendant

Lead

Adachi Ellison

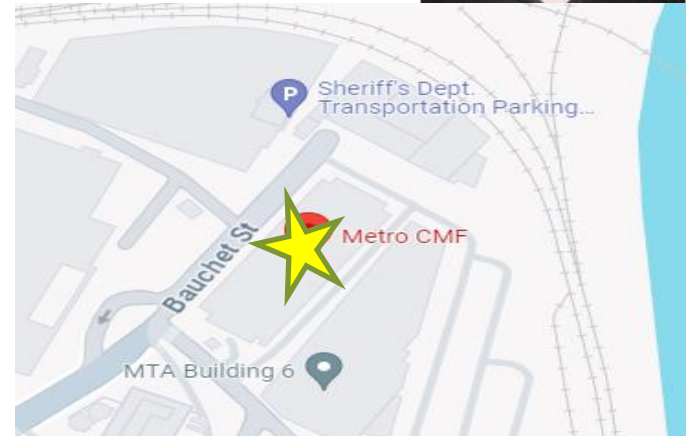


Division 11 – Long Beach

Logistics

Stock Clerk

Lazaro Zuniga



CMF – Downtown Los Angeles

Employees of the Month



Metro[®]



Board Report

File #: 2025-0202, **File Type:** Oral Report / Presentation

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 15, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

This report will update Metro's monthly ridership and cancellations compared to pre-pandemic results. It also highlights recent department accomplishments, projects, and other special events.

EQUITY PLATFORM

The Chief Operations Officer's Monthly Report includes an assessment of the percentage of bus and rail activity in Equity Focus Communities (EFCs). It also assesses the percentage of line miles within EFCs for the lines with the most service cancellations.

VEHICLE MILES TRAVELED OUTCOME

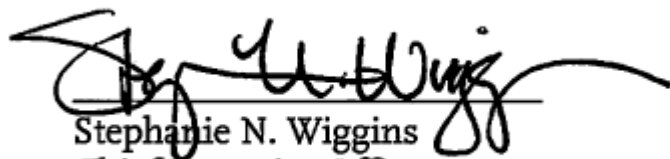
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through the reporting of operational activities that will improve and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

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

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



Stephanie N. Wiggins
Chief Executive Officer

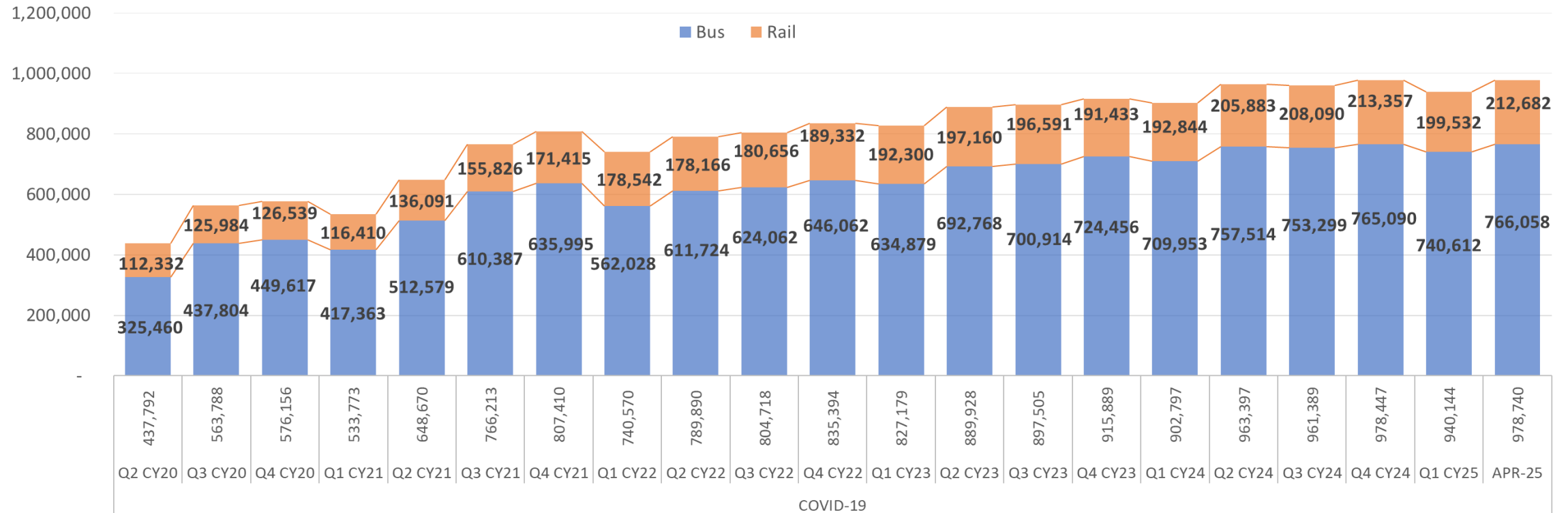


COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
May 15, 2025

Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP BY QUARTER



April Total Ridership Percentage Change 2025 over 2024:

- Bus: 1.3% Rail: 4.4%
- Monitoring ridership for impacts from Federal workers returning in full time office attendance.

April Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

2025	2019	%Pre-Covid
• DX: 978,740	1,201,529	81.5%
• SA: 703,296	738,465	95.2%
• SU: 594,559	591,419	100.5%

Average Weekday Rail Ridership By Line - April 2025

Line	Apr-25	% Recovery	Apr-24	% Recovery	Apr-19
A/E/L	122,589	68.7%	114,521	64.2%	178,395
B/D	65,512	48.2%	66,642	49.0%	135,951
C/K	24,581	88.5%	23,574	84.9%	27,783

Note: Recovery compares 2025 and 2024 against 2019 with A/E/L compared as a group due to Regional Connector using Apr 2018 for A Line due to New Blue impacts. K Line started operation in Oct 2022.

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

- **Bus** – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 78.4% in April 2025 (bus stop data available month to month)
- **Rail** – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 69% in FY24 (rail station data available Fiscal Year level)

Cancelled Service

- Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. Full operator staff was achieved in August 2023 resulting in very low cancellations and was again achieved since January 2025.
- Cancellation rates overall have decreased at the end of 2024 into 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing has reduced cancellations in recent months.

April 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Apr-25	Apr-24	% of Line Miles in EFC
2	51	Avalon Bl/W. 7th St	2.6%	0.8%	75%
5, 18	207	Western Av	2.5%	4.1%	89%
18	210	Crenshaw Bl	2.1%	2.2%	58%
2	60	Long Beach Bl	2.1%	1.2%	61%
2	55	Compton Av	2.0%	0.9%	83%
2	105	Vernon /La Cienega	1.9%	0.9%	57%
5, 18	204	Vermont Av Local	1.8%	3.2%	98%
18	115	Manchester/Firestone	1.7%	2.3%	47%
18	111	Florence Av	1.7%	1.8%	68%
18	40	Hawthorne Bl/MLK Bl	1.3%	1.8%	52%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 5/11/24	1.2%	1.1%	3.7%
Week Ending 5/10/25	0.5%	0.9%	0.8%
Week Ending 5/3/25	1.1%	0.6%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%
December 2022 (from 12/11 service change)	4.2%	3.4%	11.4%

P2000 Door Creep

- The Operations Team began noticing door issues in September 2024 which was causing trains to be delayed or taken out of service. The symptom was identified as door creep.
- Door Creep is the unintentional sliding open of a door while a train is in motion. The door will slightly open triggering an alert for the operator and potentially stopping the train.
- In November 2024, a Tiger Team was created to address the ongoing door creep and other issues impacting car availability and reliability of the P2000M fleet.
- The Tiger Team was formed as a collaborative effort of multiple Metro departments:
 - Rail Fleet Services (RFS)
 - Transit Vehicle Engineering (TVE)
 - Rail Vehicle Acquisition (RVA)
 - Rail Transportation
 - Corporate Safety
- From December of 2024 through February of 2025 the Tiger Team identified, implemented, and documented multiple modifications and repairs to resolve the door creep issues.



P2000 Door Creep

Original Resistor/Diode



Upgraded Resistor/Diode



- As of 5/12/2025 RFS has completely modified 18 cars, with 3 in progress, and an additional 31 cars remaining thereafter.
- The 18 modified cars were all cars that had repeated issues in service. Since these modifications, the 18 cars have been in service for over 100,000 cumulative revenue service miles with zero door creep incidents.

No Bearing Support



Customized Bearing Support



Door Creep Video





Board Report

File #: 2025-0191, File Type: Contract

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 15, 2025

SUBJECT: HIGH-DENSITY STORAGE SYSTEM

ACTION: AWARD CONTRACT

RECOMMENDATION

CONSIDER:

- A. FINDING that after rejecting all bids for a High-Density Storage System solicited under Public Utilities Code (PUC) section §130232 the equipment may be purchased at a lower price on the open market; and
- B. AUTHORIZING the Chief Executive Officer to award a firm fixed price Contract No. OP119312 (3)000 to Southwest Material Handling, Inc., pursuant to PUC §130233, for the High-Density Storage System in the amount of \$889,636.50 inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

ISSUE

This procurement is for the replacement of a Metro owned and operated Pallet Racking System. A High-Density Storage System is used to store Metro inventory utilizing a hydraulic lift system that eliminates the need for a forklift and has a smaller footprint, allowing for a higher density in the storage of materials. This equipment is required to support light and heavy rail material needs throughout the Metro system. The current storage system is nearly 30 years old and has been in operation since 1995. In the last several years it has experienced reduced reliability and has now surpassed its useful life and requires replacement.

Staff recommends awarding the High-Density Storage System contract through a negotiated process rather than a bid after three formal solicitations were completed, and no bids were found to be responsive.

BACKGROUND

The Logistics Warehouse (A11) currently has pallet racks that require a forklift to remove and store

material. The current setup requires a larger footprint in comparison to the proposed new system, as the old system requires larger aisles and spacing between pallets. Replacing the forklift will increase safety, efficiency, and volume. Metro has been upgrading to these systems and has found them beneficial.

The implementation of the High-Density Storage System at the A11 Warehouse represents a significant advancement in optimizing inventory management and material flow for Metro's Rail and Facilities Maintenance Operations. This innovative system will utilize hydraulic mechanisms to enhance the storage, retrieval, and transportation of rail parts and supplies, ensuring more efficient operations.

The system's core components include unit load storage and retrieval lifts designed for pallet-sized loads. It will provide access to four storage rows, equipped with a rigid mast hydraulic lift with an elevating platform. This design enables precise and controlled movement of materials, ensuring that each unit can be stored or retrieved with ease. The hydraulic shuttle extends in and out of the rack openings, facilitating the efficient pick-up and deposit of loads onto the platforms.

This technology is designed to optimize space utilization by allowing more inventory to be stored vertically, reducing the need for expansive floor space. With the ability to access four rows of storage, the system will maximize storage capacity and ensure the warehouse remains organized and accessible. Additionally, the hydraulic nature of the system ensures smooth and reliable operation, reducing manual labor and the potential for human error.

DISCUSSION

On January 5, 2024, Invitation for Bids (IFB) No. OP119312 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy. The IFB was issued under the Small Business Prime (Set-Aside) Program, which requires that bidders must be Small Business Enterprises (SBE) to be eligible to participate in this solicitation. On March 13, 2024, Metro rejected the single bid received due to the bidder not meeting the SBE Set-Aside requirements.

On May 29, 2024, the solicitation was re-issued as IFB No. OP119312(2). The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal for this re-solicitation. On June 27, 2024, Metro rejected the single bid received due to non-responsiveness to the technical requirements and unreasonable cost.

On October 24, 2024, the solicitation was re-issued as IFB No. OP119312(3). The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal. On November 15, 2024, Metro received two bids and rejected them due to non-responsiveness to the IFB's requirements, technical requirements, and unreasonable cost.

After the above-mentioned IFBs were issued and bidders were found non-responsive, in accordance with Metro's Acquisition Policy and Public Utility Code (PUC) §130233, staff found the equipment could be purchased at a lower amount on the open market and proceeded to negotiate the purchase. Additionally, due to the multiple re-solicitations and bidders' difficulty meeting requirements, it did not

appear that further competitive solicitations would result in a better outcome.

DETERMINATION OF SAFETY IMPACT

The purchase of the new equipment will provide Metro with an advanced state-of-the-art system with a higher storage capability. Replacing standard pallet racking with high density storage equipment will increase material availability and decrease the amount of trucking needed to transport material between Rail facilities. This will assist the effort to decrease carbon emissions. Finally, the new equipment will facilitate the timely maintenance of Rail vehicles to ensure the safe and quiet operation on Metro light rail trains.

FINANCIAL IMPACT

For FY25, \$272,621 has been set aside in Cost Center 6350, Logistics, project #204806, Task #01.001. The total contract cost of \$889,636.50 is within the Life of Project budget. Since this is a multi-year project, the project manager, cost center manager, and Deputy Chief Vendor/Contract Management Officer will be responsible for budgeting the remaining costs for future fiscal years.

Impact to Budget

The budget for this project is funded with Measure M State of Good Repair 2%. As this contract enhances Operational logistics, the funds considered are appropriate.

EQUITY PLATFORM

The High-Density Storage System will enable a higher storage of parts at Metro A11 Warehouse allowing for timely rail car repairs and maintenance. A reliable rail service will ensure riders have dependable transportation for their daily essential activities. This project will improve rail reliability, reduce unexpected service interruptions, and provide better rider experiences.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to a lack of subcontracting opportunities.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it maintains and improves Logistics services in support of Maintenance operations. Because the Metro Board has adopted an agency-wide VMT

Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports Metro's Strategic Plan Goal to deliver outstanding trip experiences for all users of the transportation system.

ALTERNATIVES CONSIDERED

Retaining the existing Pallet Racking System was considered. However, the current system, in operation since 1995, has exceeded its useful life, exhibited reduced reliability and increased maintenance costs. Its limitations in storage capacity and inefficiency in material handling make it unsuitable to meet Metro's growing inventory and operational needs. This option was dismissed due to its inability to support future requirements effectively.

NEXT STEPS

Upon approval by the Board, staff will execute Contract OP119312(3)000, and the purchase of the High-Density Storage System will occur over a 12-month period following the award.

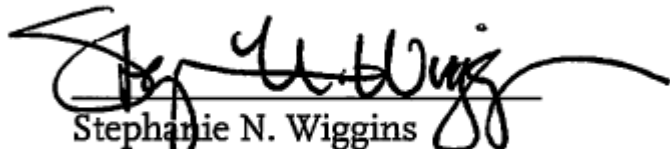
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Mac Montgomery, Senior Manager, Inventory Management, (213) 922-5831
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Nalini Ahuja, Chief Financial Officer, (213) 922-3088


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

HIGH-DENSITY STORAGE SYSTEM/OP119312(3)000

1.	Contract Number: OP119312(3)000	
2.	Recommended Vendor: Southwest Material Handling, Inc.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☒ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 10/24/24	
	B. Advertised/Publicized: 10/24/24	
	C. Pre-Bid Conference: N/A	
	D. Bids Due: 11/15/24	
	E. Pre-Qualification Completed: 4/1/25	
	F. Ethics Declaration Forms Submitted to Ethics: 3/26/25	
	G. Protest Period End Date: 5/20/25	
5.	Solicitations Downloaded: 9	Bids Received: 2
6.	Contract Administrator: Anush Beglaryan	Telephone Number: (213) 418-3047
7.	Project Manager: Mac Montgomery	Telephone Number: (213) 922-5831

A. Procurement Background

This Board Action is to approve Contract No. OP119312(3)000 issued in support of the removal and replacement of the existing standard High Density Storage System at Metro's Logistics Warehouse (A11). The existing system has been in place since 1995 and has now surpassed its useful life and requires replacement. Board approval of contract awards are subject to resolution of any properly submitted protest(s), if any.

On January 5, 2024, Invitation for Bids (IFB) No. OP119312 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The IFB was issued under the Small Business Prime (Set-Aside) Program which requires that bidders must be Small Business Enterprises (SBE) to be eligible to participate in this solicitation. On March 13, 2024, Metro rejected the single bid received due to being non-responsive to the DEOD requirements.

On May 29, 2024, the solicitation was re-issued as IFB No. OP119312(2) and was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal. On June 27, 2024, Metro rejected the single bid received due to non-responsiveness to the technical requirements and unreasonable cost.

On October 24, 2024, the solicitation was re-issued as IFB No. OP119312(3) and was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal. On November 15, 2024, Metro received a total of two bids and rejected them due to non-responsiveness to the requirements of the IFB, technical requirements and unreasonable cost.

B. Evaluation of Bids

Upon rejecting all bids under IFB No. OP119312(3), staff determined that the equipment and services being solicited could be procured at a lower price in the open market without further observance of competitive procedures.

In accordance with Metro's Acquisition Policy and Public Utility Code (PUC) §130233, staff entered into negotiations for a non-competitive contract with Southwest Material Handling, Inc.

The proposal provided by Southwest Material Handling, Inc. was found to be acceptable and responsive to the technical requirements.

C. Price Analysis

The recommended bid price from Southwest Material Handling, Inc., has been determined to be fair and reasonable based on price analysis, technical analysis, fact-finding, and negotiations with the bidder. The negotiated amount is 4.7% greater than Metro's ICE due to increased cost of steel and the inclusion of prevailing wage requirements.

Proposer Name	Metro ICE	Negotiated Amount
Southwest Material Handling, Inc.	\$849,000.00	\$889,636.50

D. Background on Recommended Contractor

The recommended firm, Southwest Material Handling, Inc., headquartered in Mira Loma, California, has been in business for 36 years and is a leading forklift dealer providing total solutions for warehouse and material handling equipment, including high-density racking systems. Southwest Material Handling, Inc., is also the incumbent of the existing High Density Storage System. They have extensive knowledge and experience working with Metro, having previously installed the existing system, and are therefore familiar with the requirements.

DEOD SUMMARY

PURCHASE OF HIGH-DENSITY STORAGE SYSTEM / OP119312(3)000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to lack of subcontracting opportunities. It is expected that Southwest Material Handling, Inc., will be performing the services of this contract with their own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

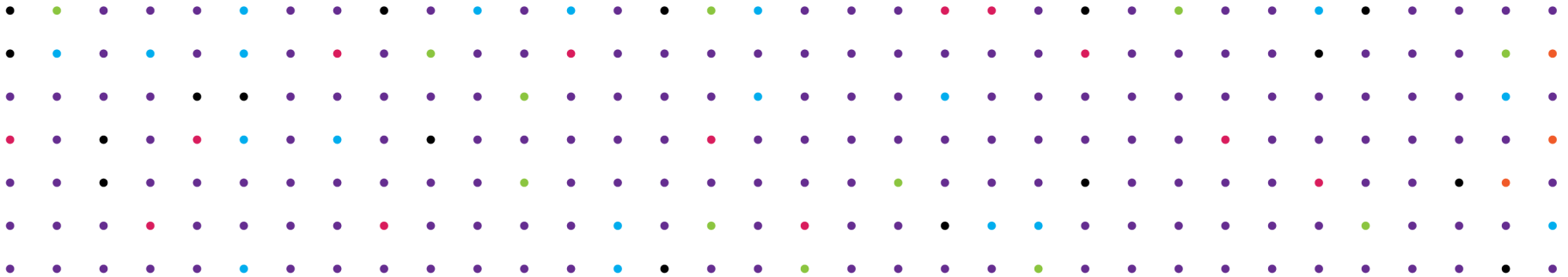
Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

D. Project Labor Agreement/Construction Careers Policy

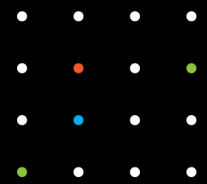
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

HIGH DENSITY STORAGE SYSTEM

May 15, 2025



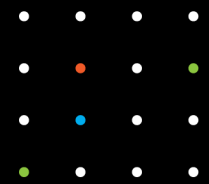
RECOMMENDATION



A. FINDING that after rejecting all bids for a High-Density Storage System solicited under Public Utilities Code (PUC) section §130232 the equipment may be purchased at a lower price on the open market; and

B. AUTHORIZING the Chief Executive Officer to award a firm fixed price Contract No.OP119312(3)000 to Southwest Material Handling, Inc., pursuant to PUC §130233, for the High-Density Storage System in the amount of \$889,636.50 inclusive of sales tax, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Southwest Material Handling, Inc.

NUMBER OF BIDS/PROPOSALS

Single bid, Southwest Material Handling, Inc., \$889,636.50

DEOD COMMITMENT

No DEOD goal was recommended.

ISSUE

The current storage system is nearly 30 years old and has been in operation since 1995. In the last several years it has experienced reduced reliability and has now surpassed its useful life and requires replacement.

DISCUSSION

This procurement is for the replacement of a Metro owned and operated Pallet Racking System.



Metro



Board Report

File #: 2025-0216, **File Type:** Contract

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 15, 2025

SUBJECT: HI-RAIL BUCKET UTILITY TRUCKS

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award the firm fixed-price Contract No. DR127482000 to Los Angeles Truck Center (DBA Velocity Truck Centers), the lowest responsive and responsible bidder for four Hi-Rail Bucket Trucks in the amount of \$1,868,474.94, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

ISSUE

Pursuant to the South Coast Air Quality Management District (SCAQMD) Order of Abatement, Case No. 5874-2, Metro is required to replace four Hi-Rail Bucket Trucks in the current fleet with the most current vehicle emissions standard available. Metro has until June 30, 2026, to replace the vehicles or is at risk of fines and/or having to remove the vehicles from active service. These bucket trucks are critical to the Rail Operations as they allow Maintenance of Way (MOW) rail staff to safely perform preventative maintenance and unscheduled repairs on the Overhead Catenary Systems (OCS) throughout Metro's rail lines. Without these trucks, Rail Operations could experience interruptions of transit service and reliability/safety issues.

BACKGROUND

As a result of a 2021 Order of Abatement from the SCAQMD, Metro is required to replace four older diesel-powered Hi-Rail Bucket Trucks with the most current emission standards. The four trucks being replaced are both older diesel-powered trucks and have also exceeded the Metro replacement policy of 12 years and/or 150,000 miles. The alternative fuels that are currently available do not meet the safety standards required for working in tunnels where these trucks are required to operate. As a result, the current clean diesel standard truck is the only alternative available. A further requirement of the Order for Abatement is for Metro to explore a pilot with a battery electric-powered Hi-Rail Bucket Truck, which is in a separate procurement and is the basis for the allowance of this purchase by the SCAQMD.

The battery electric-powered Hi-Rail Bucket Truck pilot required by SCAQMD has been through the procurement process three times, failing to attract any bidders each time. Procurement will conduct a

market survey to explore what is needed to attract bidders. If successful, this will be a first of its kind battery electric-powered Hi-Rail Bucket Truck and could be the path forward for other future Hi-Rail battery electric-powered vehicles.

DISCUSSION

The award of a firm fixed price contract with Los Angeles Truck Center (DBA Velocity Truck Centers) will allow the purchase of four Rule 1196 compliant replacement Hi-Rail Bucket Trucks. This purchase ensures compliance with the SCAQMD Order of Abatement's vehicle replacement schedule for these vehicles.

The new trucks meet the operational needs and emit less emissions than the trucks they are replacing. They are equipped with Diesel Particulate Filters that are designed to reduce and trap harmful particulate emissions that come from diesel engine exhaust. These trucks are certified to operate in tunnels, which is necessary for the maintenance and repair work performed by Metro's MOW department.

Alternative fuel vehicles, such as Battery Electric Vehicle (BEV) or Compressed Natural Gas (CNG), were considered when deciding on the replacement of the Hi-Rail Bucket Trucks. However, no BEV is currently available for Hi-Rail Bucket Trucks and CNG does not meet Metro's operational needs or comply with the California Code of Regulation, 8 CCR, Section 8445(i). This regulation prohibits the use of certain fuels, including gasoline and other solvents with a flash point below 100°F, for vehicles operating in the tunnels to ensure the safety of passengers and employees.

DETERMINATION OF SAFETY IMPACT

The award of the contract for the replacement of Hi-Rail Bucket Trucks will ensure that Metro employees are able to safely perform preventative maintenance and repairs of the overhead catenary systems throughout Metro's rail lines.

FINANCIAL IMPACT

The recommended award of \$1,868,474.94 is budgeted within the Life of Project (LOP) of Capital Project 208608 - AQMD 1196 RULE NON-REV VEHICLE. The budget for this procurement is in Cost Center 3790, Maintenance Administration, Account 53106, Acquisition of Service Vehicles.

Impact to Budget

The current source of funds for this action is the Transportation Development Act. These funds are eligible for use on Capital and Operations. Allocating these funds to this effort maximizes project funding use given approved provisions and guidelines.

EQUITY PLATFORM

This action will provide support equipment (Hi Rail Bucket Trucks) that will ensure efficient and timely

rail service to all communities currently served in Los Angeles County. It will also ensure continued reliable transportation services within the growing rail lines. These vehicles will be deployed throughout Los Angeles County.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) nor a Disabled Veteran Business Enterprise (DVBE) participation goal for this Procurement due to a lack of subcontracting opportunities.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it will allow the Maintenance of Way (MOW) Rail staff to maintain the Overhead Catenary System (OCS) throughout Metro's rail lines for safe and reliable service. The item will replace existing trucks with cleaner vehicle technology but will not add to the maintenance truck fleet. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The contract for Hi Rail Bucket Trucks supports Strategic Goal 2.3: Metro will support a customer-centric culture where exceptional experiences are created at every opportunity for both internal and external customers. Hi Rail Bucket Trucks support the maintenance and repair of traction power lines and infrastructure, allowing Metro's rail transportation system to operate reliably and without interruption. New Hi Rail Bucket Trucks will be more reliable and produce fewer emissions than the trucks they are replacing, contributing to cleaner air and lowering Metro's carbon footprint.

ALTERNATIVES CONSIDERED

The alternative is not to purchase the vehicles, however, this was not considered due to the SCAQMD Order of Abatement, Case No. 5874-2, stipulation that these four vehicles need to be replaced with cleaner emission standards by June 30, 2026. Continuing to operate these vehicles as they are will not comply with the Order of Abatement. Furthermore, potential fines could be imposed,

and/or the current vehicles can be ordered by SCAQMD to be removed from service, which could result in the interruption of transit service. These four vehicles are also beyond their expected life of 12 years and/or 150,000 miles, resulting in them being unreliable with excessive mechanical failures, costly repairs, and parts are becoming difficult to locate due to the age of the vehicles.

NEXT STEPS

Following Board approval and execution of the contract, the vendor will commence production of the vehicles. The delivery of four (4) Hi-Rail Bucket Trucks is expected in approximately 240 days.

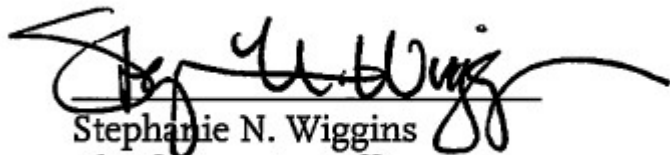
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Alan Tang, Senior Director Non-Revenue Fleet Maintenance, (562) 658-0231
 Gary Jolly, Senior Executive Officer (Interim), (213) 922-5802 Matthew
 Dake, Deputy Chief Operations Officer, (213) 922-4061
 Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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


Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

HI-RAIL BUCKET UTILITY TRUCKS/DR127482000

1.	Contract Number: DR127482000	
2.	Recommended Vendor: Los Angeles Truck Centers DBA Velocity Truck Centers	
3.	Type of Procurement (check one): ☒ IFB ☐ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 11/18/2024	
	B. Advertised/Publicized: 11/18/2024	
	C. Pre-Bid Conference: N/A	
	D. Bids Due: 2/14/2025	
	E. Pre-Qualification Completed: 3/26/2025	
	F. Ethics Declaration Forms Submitted to Ethics: 2/19/25	
	G. Protest Period End Date: 5/20/25	
5.	Solicitations Downloaded: 16	Bids Received: 1
6.	Contract Administrator: Lorretta Norris	Telephone Number: (213) 922-2632
7.	Project Manager: Alan Tang	Telephone Number: (562) 658-0231

A. Procurement Background

This Board Action is to approve Contract No. DR127482000 for the procurement of four (4) Hi-Rail Bucket Utility Trucks to support Metro Rail Operations. Board approval of contract award is subject to the resolution of properly submitted protest(s), if any.

Invitation for Bids (IFB) No. DR127482 was issued on November 18, 2024 in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The Diversity & Economic Opportunity Department did not recommend a Small Business Enterprise (SBE)/ Disabled Veteran Business Enterprise (DVBE) goal.

Five amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on December 5, 2024, clarified Exhibit 1 SBE/DVBE bid forms;
- Amendment No. 2, issued on December 12, 2024, extended the question and answer period and bid due date;
- Amendment No. 3, issued on December 27, 2024, extended the question and answer period and bid due date;
- Amendment No. 4, issued on January 29, 2025, extended the question and answer period and bid due date; and
- Amendment No. 5, issued on February 4, 2025, clarified the Technical Requirements.

A total of 16 firms downloaded the IFB and were included in the planholder's list. There were 12 questions received for this IFB and responses were provided prior to the bid due date.

A single bid was received on February 14, 2025, from Los Angeles Truck Centers DBA Velocity Truck Centers.

Staff conducted a market survey to request information from prospective bidders to determine why no additional bids were submitted. Inquiries were made of all firms that downloaded the solicitation. Three firms did not reply, one firm missed the deadline to request an approved equal, two firms do not sell vehicles, five firms were bid management companies, and four responded that they were unable to fulfill Metro's requirements.

The results of the market survey indicated that factors beyond Metro's control caused potential sources not to submit bids and that there were no restrictive elements in the solicitation documents that prevented competition. As such, Metro proceeded to evaluate the responsiveness, responsibility, and price reasonableness of the single bid.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid.

The bid received from Los Angeles Truck Centers (DBA Velocity Truck Centers) was found to be responsive and responsible, and in full compliance with the bid and technical requirements of the IFB.

D. Cost Analysis

The recommended bid from Los Angeles Truck Centers (DBA Velocity Truck Centers) has been determined to be fair and reasonable based upon the expectation of adequate competition and Metro's Independent Cost Estimate (ICE) and is within 2% of the ICE.

Bidder Name	Metro ICE	Bid Amount
Los Angeles Truck Centers (DBA Velocity Truck Centers)	\$1,825,126.00	\$1,868,474.94

D. Background on Recommended Contractor

The recommended firm, Los Angeles Truck Centers (DBA Velocity Truck Centers), located in Whittier, California has been in business for 30 years, is a leader in fleet

and government sales, recently provided Metro with CNG armored vault trucks, and has current contracts for refuse trucks with the cities of Ontario and Riverside, California. Los Angeles Truck Centers DBA Velocity Truck Centers has provided services for Metro and performance has been satisfactory.

DEOD SUMMARY

HI-RAIL BUCKET TRUCKS / DR127482000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goal for this procurement due to the lack of availability of small businesses. Los Angeles Truck Center listed one non-certified firm to perform the services of this contract.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

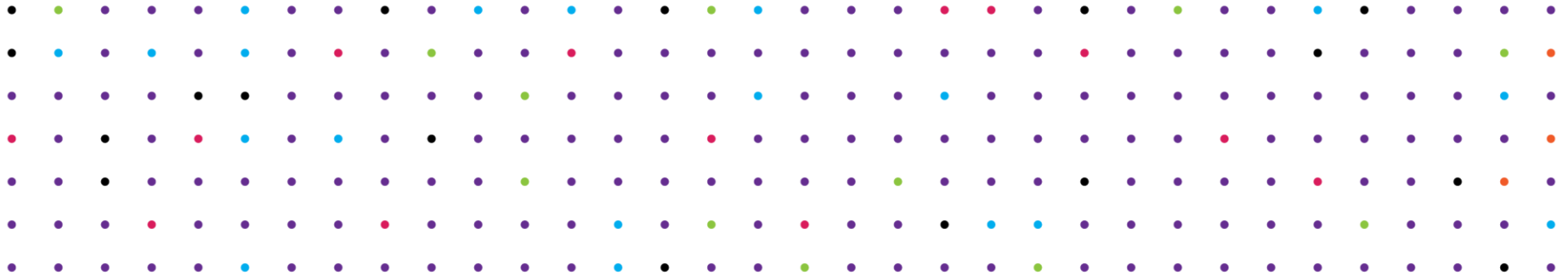
Prevailing Wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

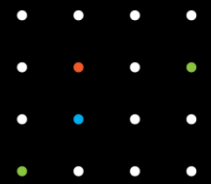
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

BUS MAINTENANCE

HI RAIL BUCKET UTILITY TRUCKS

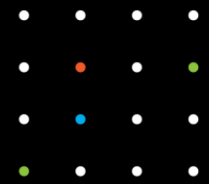


RECOMMENDATION



AWARD a firm fixed price Contract No. DR127482000 to Los Angeles Truck Centers (DBA Velocity Truck Centers), the lowest responsive and responsible bidder for four (4) Hi-Rail Bucket Trucks in the amount of \$1,868,474.94, inclusive of sales tax, and subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Los Angeles Truck Centers (DBA Velocity Truck Centers)

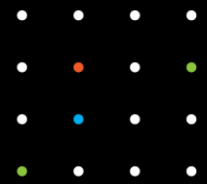
NUMBER OF BIDS/PROPOSALS

On February 14, 2025, a single bid was received from Los Angeles Truck Centers, doing business as Velocity Truck Centers, in the amount of \$1,868,474.94.

DEOD COMMITMENT

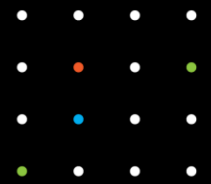
The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) nor a Disabled Veteran Business Enterprise (DVBE) participation goal for this Procurement due to a lack of subcontracting opportunities.

ISSUE & DISCUSSION



ISSUE

Pursuant to South Coast Air Quality Management District (SCAQMD) Order of Abatement, Case No. 5874-2, Metro is required to replace four (4) Hi-Rail Bucket Trucks currently in service with vehicles that meet the most current emissions standards. Metro must complete these replacements by June 30, 2026, or risk incurring fines and or having to remove the vehicles from active service. These bucket trucks are essential to Rail Operations, enabling Maintenance of Way (MOW) staff to safely conduct preventative maintenance and unscheduled repairs on the Overhead Catenary Systems (OCS) throughout Metro's rail lines. Without these trucks, Rail Operations could experience service disruptions, as well as potential reliability and safety concerns.



DISCUSSION

The award of a firm fixed price contract with Los Angeles Truck Centers (DBA Velocity Truck Centers) will allow the purchase of four (4) Rule 1196 compliant replacement Hi-Rail Bucket Trucks. This purchase ensures compliance with the SCAQMD Order of Abatement's vehicle replacement schedule for these vehicles.



Board Report

File #: 2025-0226, File Type: Contract

Agenda Number: 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 15, 2025

SUBJECT: P3010 LIGHT RAIL VEHICLE HIGH-SPEED CIRCUIT BREAKER OVERHAUL SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. OP123944000 to Toyo Denki Railway Services, LLC., in the amount of \$2,721,997.50 to transport, inspect, overhaul, and test Metro's P3010 High Speed Circuit Breaker (HSCB) assembly, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The Original Equipment Manufacturer (OEM) identified and established a component overhaul schedule for all rail vehicle systems occurring at the 600,000-mile interval. The high-speed circuit breaker assembly is a protection device performing as the interface between the Light Rail Vehicle (LRV) and the Overhead Catenary System (OCS), 750 VDC. Through the HSCB, the 750 VDC is connected to the LRV propulsion and auxiliary systems. Upon overcurrent situations, the HSCB contacts open, thereby protecting both the LRV and OCS from catastrophic damage.

The P3010 light rail car fleet manufacturer, Kinkisharyo, along with its sub-suppliers, identified the following component level overhauls to the vehicle systems: friction brake, propulsion, doors, truck assembly including traction motor and gearbox, auxiliary power supply, coupler, master controller, pantograph, and heating ventilation and air conditioning equipment. Therefore, the P3010 component-level overhaul project will require Board authorization for 10 separate vendors and new component contracts to complete the project over a 5-year period, some of which have already been awarded. To date, friction brake, truck systems, battery, and slewing ring overhaul contracts have been awarded.

BACKGROUND

On August 7, 2012, the Metro Board awarded Kinkisharyo International, LLC, a contract for the purchase of 78 P3010 Light Rail Vehicles (LRV), including four options for a total of 235 vehicles. The P3010 fleet was placed in revenue service between 2016-2023. The P3010 fleet operates on all of Metro's light rail lines. The P3010 fleet is Metro's newest and most reliable light rail fleet, with

consistent performance, reliability, and safety at over 96,377,050 fleet miles.

DISCUSSION

The P3010 fleet Component Overhaul project consists primarily of the repair and replacement of vehicle wear items that require overhaul or replacement over the vehicles' 30-year design life at the targeted mileage intervals of 600,000 miles. Rail Fleet Services (RFS) staff will perform the removal, installation, and testing of the overhauled or new equipment.

Metro's Transit Vehicle Engineering (TVE) Department, along with RFS staff, performed a technical review of the OEM component overhaul tasks and are in concurrence with the work scope and overhaul schedule as described in the Heavy Repair Maintenance Manual. TVE developed the Statement of Work for this project, ensuring the Contractors followed Federal Transit Administration (FTA), Association of American Railroads (AAR), California Public Utilities Commission (CPUC), and Metro's Corporate Safety Standards.

The rail car manufacturer recommends overhaul or replacement of the high-speed circuit breaker at the 600,000-mile interval for electronic equipment calibration and replacement of wear items, including high-voltage contacts, coils, and resistors.

Metro received a total of one bid proposal in response to Solicitation No. OP123944. Please refer to Attachment A- Procurement Summary for a detailed description of efforts taken by the Contract Administrator that outline the strategies implemented to reach out to potential bidders.

DETERMINATION OF SAFETY IMPACT

Passenger safety is of the utmost importance to Metro's Board of Directors, ridership, and staff. The P3010 high-speed circuit breaker is an integral component of the LRV, acting as the protection device between the OCS power and the LRV. This is designed for safe and reliable vehicle operation while safeguarding equipment and Metro's passengers.

This Board action will ensure that safety is preserved by ensuring the high-speed circuit breaker assembly is overhauled to as-new condition as defined by the OEM while achieving regulatory compliance within state and federal regulations, including Metro's Corporate safety standards.

It is Metro's best interest to proceed with the overhaul work performance in the U.S. in order to mitigate delays on this time-sensitive and safety sensitive project. The unobserved quality and workmanship concerns, warranty returns, and increase logistical and administrative issues associated with an overseas contractor will be addressed with the U.S. based performance requirement.

FINANCIAL IMPACT

Funding in the amount of \$2,721,997.50 for the high-speed circuit breaker assembly overhaul is included in the FY26 budget under approved Capital Project (CP) 214009 - P3010 Fleet Component Overhaul.

This contract type is a firm-fixed price. A firm-fixed price contract establishes a set price for the work to be performed and does not fluctuate if a contractor's costs change. The Metro solicitation specified the contract type as a firm-fixed price contract so the proposer can build this risk factor into its price.

Since this is a multi-year project, the cost center Component Overhaul Superintendent, Division Director, and Sr. Executive Officer of Rail Fleet Services will ensure that the balance of funds is budgeted in future years.

Impact to Budget

The current source of funds for this action is Measure M, State of Good Repair 2%. This funding is eligible for Capital Projects. Given approved funding provisions and guidelines, using these funding sources maximizes project funding intent.

EQUITY PLATFORM

Metro's P3010 LRV fleet provides vital transportation services throughout the City and County of Los Angeles via the A, C, E, and L lines. This includes many underserved communities where regional disparities exist between residents' access to jobs, housing, education, health, and safety. In addition, Metro's light rail vehicle maintenance programs maintain the fleet's operations within federally mandated State of Good Repair standards for those within the communities that rely on public transportation.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement. However, Toyo Denki Railway Services, LLC. made a 29.20% SBE commitment.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through rail vehicle equipment purchase and maintenance activities that will support and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the P3010 LRV high-speed circuit breaker assembly procurement supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling and promote better car reliability. This component-level overall project ensures sustained fleet reliability, including safe, accessible, and affordable transportation for all riders of Metro's light rail system. The recommendation supports Metro's Strategic Plan Goal 5: Provide Responsive, Accountable, and Trustworthy governance within the Metro organization. Contract Modification Authority and Contract extension safeguard overhaul production continuance while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

The P3010 fleet is Metro's newest and most reliable light rail fleet with sustained availability and reliability. Approval of this procurement and execution of the overhaul regenerates equipment performance and sustained passenger safety. An alternative is to defer the overhaul; however, this approach is not recommended as the LRV, OCS, and Metro's passengers could be at risk of equipment failure, which will negatively impact the customer's experience, causing delays to our system.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP123944000 of light rail vehicle high-speed circuit breaker assembly with Toyo Denki Railway Services, LLC. Staff will return to the Board for approval of future contract awards, inclusive of coupler, heating, ventilation and air-conditioning, master controller, low voltage power supply, propulsion, as well as pantograph overhauls.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Bob Spadafora, Senior Executive Officer, Rail Fleet Services

(213) 922-3144

Richard M. Lozano, Component Overhaul Superintendent, Rail Fleet Services

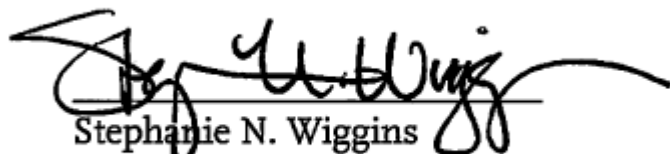
(323)-224-4042

Matthew Dake, Deputy Chief Operations Officer (213) 922-4061

Debra Avila, Deputy Chief, Vendor/Contract Management

(213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

**P3010 LIGHT RAIL VEHICLE HIGH-SPEED CIRCUIT BREAKER OVERHAUL
SERVICES/OP123944000**

1.	Contract Number: OP123944000	
2.	Recommended Vendor: TOYO DENKI RAILWAY SERVICES, LLC.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: August 27, 2024	
	B. Advertised/Publicized: August 27- August 31, 2024	
	C. Pre-Proposal Conference: September 5, 2024	
	D. Proposals Due: December 2, 2024	
	E. Pre-Qualification Completed: December 10, 2024	
	F. Ethics Declaration Forms submitted to Ethics: December 3, 2024	
	G. Protest Period End Date: May 14, 2025	
5.	Solicitations Downloaded: 20	Bids/Proposals Received: 1
6.	Contract Administrator: Ani Pogossian	Telephone Number: 213-922-2874
7.	Project Manager: Richard Lozano	Telephone Number: 213-792-8047

A. Procurement Background

This Board Action is to approve Contract No. OP123944000 issued in support of overhaul work to be accomplished by the Contractor and Original Equipment Manufacturer (OEM) in accordance with the Contract. Board approval of contract award is subject to resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP123944 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified small businesses that perform this service. Toyo Denki Railway Service, LLC made a 29.20% SBE commitment.

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

- Amendment No. 1, issued on August 29, 2024, added Exhibits;
- Amendment No. 2, issued on September 10, 2024, extended the proposal due date and critical dates, and amended Evaluation Criteria;
- Amendment No. 3, issued on October 18, 2024, extended the proposal due date and critical dates;
- Amendment No. 4, issued on October 28, 2024, extended the proposal due date and critical dates;

- Amendment No. 5, issued on October 29, 2024, added SP-21 Metro Exemption from California Sales and Use Tax for Purchases of Rail Cars and Component Parts Clause;
- Amendment No. 6, issued on November 15, 2024, added Exhibit C-1, Milestone Completion Schedule and amended Article IV Compensation and Payment;
- Amendment No. 7, issued on November 21, 2024, added GC-45 Contractor's Obligations Clause;
- Amendment No. 8, issued on November 21, 2024, revised Exhibit C and Exhibit C-1 ;
- Amendment No. 9, issued on February 28, 2025, BAFO.

The solicitation was advertised across four different platforms: The Asian Journal, Daily News Los Angeles, LA Opinion and Los Angeles Sentinel, along with an email postcard outreach to 291 prospective proposers. A total of 20 firms downloaded the RFP and were included in the planholder's list. A virtual pre-proposal conference was held on September 5, 2024 and was attended by zero participants. The lack of attendance and proposals received prompted the Contract Administrator to conduct a market survey, reaching out to the 20 firms on the planholder's list to ascertain the reasons for the lack of interest. One potential proposer indicated that they were still evaluating the solicitation, while another requested additional time to review the proposal requirements. Consequently, the proposal due date was extended to provide potential proposers with sufficient time to respond to the RFP. There were two questions received for this RFP and responses were provided prior to the proposal due date.

A total of one proposal was received on December 2, 2024.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Transit Vehicle Engineering, Rail Vehicle Maintenance, and Rail Fleet Services was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

• Minimum Qualifications	PASS/FAIL
• Price	20%
• Technical Capability	25%
• Proposed Work Scope	25%
• Past Performance	15%
• Project Management	15%

The evaluation criteria are appropriate and consistent with criteria developed for other, similar overhaul project procurements. Several factors were considered when

developing these weights, giving the greatest importance to Technical Capability and Proposed Work Scope requirements.

The single proposer was determined to be responsive and met the minimum qualification requirements. The single responding firm is listed below:

1. Toyo Denki Railway Services, LLC.

During the week of December 9th, 2024, the PET met to discuss the scoring matrix and rules and regulations related to Metro's evaluation process. On January 13, 2025, the PET met to review initial scores related to the Technical Proposal and the Contract Administrator disclosed the price proposal after evaluation scores were discussed. The PET had several questions and clarifications related to the Technical Proposal and Evaluation Criteria; therefore, the Contract Administrator scheduled a meeting with the proposer to discuss outstanding clarifications and advise the proposing team of requirements needed per the evaluation criteria. A Best and Final Offer (BAFO) was issued on February 28, 2025, requesting clarifications and a BAFO proposal. The PET met on March 14, 2025, to discuss and finalize the BAFO scoring and found Toyo Denki Railway Services, LLC., who is also the OEM, along with their proposed subcontractors to be capable of performing the necessary work as highlighted in our Scope of Services.

Qualifications Summary of Firms within the Competitive Range:

Toyo Denki Railway Services, LLC.

Toyo Denki is the OEM for the P3010 Light Rail Vehicle High Speed Circuit Breaker Overhaul. Toyo Denki has similar experience in overhauling high speed circuit breakers and other similar key safety components on rail vehicles throughout different transportation agencies within the United States. Toyo Denki has proposed a good staffing plan with experienced engineers and staff who will assist the subcontractor, AME Power, an SBE with Overhaul experience and supervision support from Toyo Denki Seizo K.K., which is the overseas project division responsible for all related drawings and documentation and supervision of overhaul work.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Toyo Denki Railway Services, LLC.				
3	Minimum Qualifications	PASS	PASS/FAIL	PASS	
4	Price	100.00	20%	20.00	
5	Technical Capability	87.52	25%	21.88	
6	Proposed Work Scope	84.44	25%	21.11	

7	Past Performance	93.33	15%	14.00	
8	Project Management	90.00	15%	13.50	
9	Total		100.00%	90.49	1

C. Cost/Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Toyo Denki Railway Services, LLC.	\$2,878,290	\$2,000,000	\$2,721,997.50

The Contract Administrator led discussions with Toyo Denki to address questions and obtain clarifications on their technical proposal, the evaluation criteria requirements and proposed price. Following discussions, Toyo Denki made technical, evaluation criteria and price adjustments and submitted a BAFO which included a reduced proposal price in the amount of \$2,721,997.50.

The negotiated BAFO price is a 5.4% reduction from the initial proposed amount; however, it is still 36% higher than the ICE. The primary contributing factor to this variance is attributed to the evaluation criteria requirement that mandates the overhaul work must be performed in the US and the additional costs associated with that requirement:

1. The Contractor and its subcontractors must have an existing repair/overhaul facility and be capable of performing and sustaining overhaul work of High-Speed Circuit Breakers (HSCB) of similar size and capacity as described in the Scope of Work. If the contractor does not have an existing repair/overhaul facility or certified repair/overhaul subcontractor in the US, then the Contractor must provide a plan to implement one.

Due to this requirement, Toyo Denki (which does not have a US based overhaul facility), was required to identify a subcontractor within the US to partner with for the overhaul of the High-Speed Circuit Breaker. As a result, AME Power, located domestically, was selected for this work.

As the OEM of the HSCB, Toyo Denki is fully capable of self-performing the overhaul work, however, the work would have to be performed overseas. Toyo Denki must provide oversight over its domestic subcontractor which added additional costs that were not contemplated in the ICE amount. The proposed oversight cost from Toyo Denki was \$426,800 and if eliminated from their proposal would result in a reduction in their proposal to \$2,295,197, which would reduce the ICE differential

from 36% to 13.7%. However, it is in Metro's best interest to proceed with the overhaul work performance in the U.S. in order to mitigate delays on this time-sensitive project, unobserved quality and workmanship concerns, warranty returns, and increased logistical and administrative issues associated with an overseas contractor.

This contract type is a firm-fixed price. A firm-fixed price contract establishes a set price for the work to be performed and does not fluctuate if a contractor's costs change. The Metro solicitation specified the contract type as a firm-fixed price contract so the proposer can build this risk factor into its price. In regards to tariffs, Toyo Denki has been informed that the firm fixed price contract is not subject to price adjustments based on the contractor's cost experience in performing the contract. Metro would like to continue its partnership with Toyo Denki and find solutions to mitigate this issue.

D. Background on Recommended Contractor

The recommended firm, Toyo Denki Railway Services, LLC., located in Cranberry Township, PA, has been in business for 107 years and is a leader in the field of railway electrical equipment manufacturing. As a supplier to the U.S. market, Toyo Denki has worked on other Metro projects such as the new P3010 Light Rail Vehicle design and production of its propulsion system. The firm has also provided similar overhaul work and supplies for other transit agencies across the nation. Toyo Denki Railway Services, LLC., has provided previous services for Metro and its performance has been satisfactory.

DEOD SUMMARY**P3010 LIGHT RAIL VEHICLE HIGH-SPEED CIRCUIT BREAKER OVERHAUL
SERVICES / OP123944000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified small businesses that perform this service. Toyo Denki Railway Service, LLC made a 29.20% SBE commitment.

Small Business Goal	0% SBE	Small Business Commitment	29.20% SBE
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	SBE Subcontractors	% Committed
1.	AME Power	29.20%
	Total SBE Commitment	29.20%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

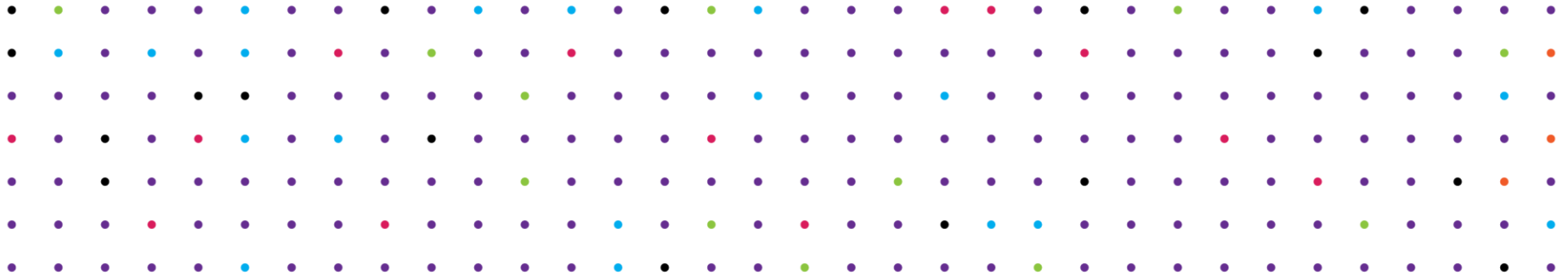
C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

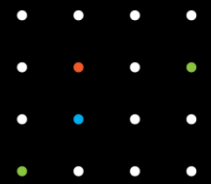
D. Project Labor Agreement/Construction Careers Policy

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

P3010 Light Rail Vehicle High Seed Circuit Breaker Assembly Component Overhaul Services

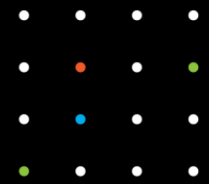


RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. OP123944000 to Toyo Denki Railway Services, LLC., in the amount of \$2,721,997.50 to transport, inspect, overhaul and test Metro's P3010 High Speed Circuit Breaker (HSCB) assembly, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

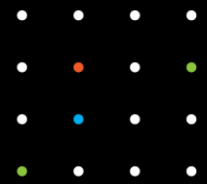
Toyo Denki Railway Services, LLC.

NUMBER OF BIDS/PROPOSALS

Bidders	Bid Amount
Toyo Denki Railway Services, LLC	\$2,721,997.50

DEOD COMMITMENT

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement; however, Toyo Denki Railway Services, LLC. made a 29.20% SBE commitment.



ISSUE

The Original Equipment Manufacturer (OEM) identified and established a component overhaul schedule for all vehicle systems occurring at the 600,000-mile interval. The HSCB provides electrical isolation between the vehicle propulsion and braking controls to the Overhead Catenary System (OCS).

DISCUSSION

The HSCB is a safety component preventing catastrophic failure in the event of electrical overcurrent situations. Overhauling the HSCB at the recommended interval ensures continued safe operation minimizing equipment damage while ensuring train operator and passengers safety.



Board Report

File #: 2024-1133, File Type: Contract

Agenda Number: 32.

REVISED
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 15, 2025

SUBJECT: METRO BIKE SHARE PROGRAM

ACTION: AWARD CONTRACT

RECOMMENDATION

WITHDRAWN: AUTHORIZE the Chief Executive Officer to:

- A. ~~AWARD a firm fixed unit rate Contract No. PS124715000 to Lyft Bikes and Scooters, LLC to provide the Metro Bike Share (MBS) program services in the Not-To-Exceed (NTE) amount of \$86,845,569 for the five-year and six month base term, \$42,119,497 for the first three-year option term, \$46,403,975 for the second three-year option term, and \$22,879,834 for optional expansions to other jurisdictions for a total NTE contract amount of \$198,248,875, subject to the resolution of properly submitted protest(s), if any; and~~
- B. ~~EXECUTE individual contract modifications within the Board approved contract modification authority.~~

MITCHELL AMENDMENT:

- C. Report back in November 2025 and annually thereafter on:
1. Development and implementation of the Good Neighbor Policy, non-smartphone and non-credit card payment options, and options for unbanked individuals;
 2. Performance of the Metro Bike Share program, including performance requirements tied to liquidated damages, and development and implementation of the public facing dashboard on performance metrics;
 3. Lyft's utilization of BikeHub's union members of Transport Workers' Union;
 4. Plan for sustainably recycling and disposing end-of-life bikes and e-bikes;
 5. Plan and implementation of grant and non-grant related service expansion, including outreach to local jurisdictions for participation in the Metro Bike Share program; and

6- Funding plan to expand the Metro Bike Share program.

ISSUE

The current MBS contract, inclusive of three one-month options, will expire on November 30, 2025. To provide continued and seamless service to the public, a new contract incorporating the Board-approved model in response to the December 2021 Board Motion No. 41, authored by Directors Krekorian, Garcetti, Kuehl, and Sandoval (Attachment A), is needed.

BACKGROUND

MBS was launched in July 2016 and is Metro's first deployment of a regional Los Angeles County Bike Share program. While the program grew to include the City of Los Angeles, the City of Pasadena, and the Port of Los Angeles as partners, both the City of Pasadena and the Port of Los Angeles elected to leave the program, citing cost considerations. Since its inception, the City of Los Angeles has been and remains a steadfast partner.

MBS currently consists of 225 stations and up to 1,800 bikes. Ridership has fully recovered from COVID impacts and surpassed pre-COVID levels with 519,392 rides recorded for 2024, highest annual ridership to date. The 2024 ridership is 66% higher than the pre-COVID highest annual ridership registered in 2018. MBS passholder membership also continues to grow year-over-year, with regular passholders growing by 10% and reduced passholders increasing by 39% in 2024. The growth in reduced fare passholders also resulted in a 77% increase in reduced fare trips. For 2024, reduced fare passholders registered 162,702 trips, equating to 31% of the total rides.

Pursuant to the October 2022 Board approved MBS model, staff, in collaboration with the City of Los Angeles, engaged in the development of a Scope of Services (SOS) with the goal of improving the program. The SOS was structured to align with the Board's direction and the approved model. Key model goals include:

- 1) Program Cost - Lower cost to Metro and Partner Agencies;
- 2) Equity - Streamlined expansion controlled by Metro and Partner Agencies, ensuring equitable access to MBS (payment methods, fares) and expanding mobility options to better serve economically impacted communities;
- 3) Program Management - Performance based fixed unit rate services contract;
- 4) Agency Control - Metro retains control over key MBS components - expansion, station placement, fares, etc.;
- 5) Flexibility and scalability to support temporary needs/special events;
- 6) Equipment Ownership - Contractor to provide and own the equipment;

The new model provides and will result in several improvements to the MBS system, with the upgrade of the current equipment being the most visible. The current equipment is approaching the 10-year expected life span and poses a variety of limitations including the use of obsolete stations (current MBS stations are no longer manufactured or available) and the limited availability of e-bikes (less than 15% of the current fleet).

DISCUSSION

This contract award aligns with and advances the improved MBS model approved by the Board by enhancing the program performance and cost efficiency. The contract will result in the following improvements:

- Providing and owning all MBS equipment, including replacement of lost/stolen equipment to ensure on-street bike availability and fleet stability;
- Ensuring a transition with minimal impact to MBS customers;
- Ensuring MBS operates as a “Good Neighbor/Community” member with a focus on close collaboration with the community;
- Operating and maintaining the entire MBS system (equipment, hardware, software and systems) in accordance with performance requirements and standards;
- Ensuring improved equitable access to MBS;
- Increasing ridership, rider diversity, and use cases for MBS;
- Supporting special events;
- Expanding MBS to other jurisdictions as authorized by Metro;
- Lowering program cost

Metro will continue to retain full authority over station placement, fare structure, expansion, sponsorship/advertising, and the overall MBS brand. Additionally, Metro, in collaboration with partners, will continue to actively monitor and manage the program to ensure the Contractor’s adherence to the performance requirements and the SOS.

Under the new contract, MBS equipment will be replaced with all new equipment, which includes increasing the number of e-bikes to 80% of the on-street fleet (1,440) and the installation of 50 stations with in-dock e-bike charging ability. MBS e-bikes have consistently, demonstrated their appeal by being used over 7 times more than the classic “human-powered” pedal bikes.

Attachment B outlines additional improvements anticipated with the new contract.

- **Cost Reduction**

One of the goals of the Board approved MBS model is to ensure the financial sustainability of the operation and expansion of MBS. Table 1 outlines the estimated cost savings achieved with the new model to operate the current MBS system. The savings are based on the current model, which include costs Metro must bear to support the replenishment of lost equipment, escalating at an annual rate of 1% to 3.5%. On a strictly “apples to apples” comparison, the cost to operate the current MBS system under the new contract will be reduced by 36% to 39% over the base 5-year operating period. Over the 11-year contract period this contract is estimated to save \$55 to \$77 million (32% to 40%). Note these figures do not include any fare or advertising revenue impacts/offsets.

In addition to the O&M savings, there are equipment cost savings, primarily due to the new model’s

requirement for the Contractor to own and provide the equipment. While Metro will no longer be purchasing the equipment, there will still be some upfront costs to secure and install the equipment (akin to a lease structure). These costs are one-time, and any equipment replacement costs are borne by the Contractor rather than by Metro.

Table 1 Current MBS System (225 Stations - 1,800 Bikes)				
	Estimated Current Model Cost	New Model Contract Cost	Estimated Savings \$	Estimated Savings %
Yr 1 O&M	\$15M	\$9	(\$6M)	-39%
5Yr O&M				
Current MBS 5Yr O&M	\$76M - \$80M	\$49M	(\$28M - \$32M)	(36% - 39%)
Average Annual O&M Cost	\$15M - \$16M	\$10M	(\$5M - \$6M)	(36% - 39%)
<i>Equipment Transition & Mobilization</i>				
One-Time Equipment Transition	\$21M	\$18M	(\$3M)	(14%)
Total - Current MBS System	\$97M - \$101M	\$67M	(\$31M - \$34M)	(32% - 34%)

Table 2 provides a summary of the cost and savings associated with the grant funded expansion. The grant funded expansion provides the opportunity to fill-in service gaps between the Downtown and the Westside service areas, with approximately 100 stations and 1,000 bikes (this area is estimated to be 48% EFC), as well as filling the gap between the Downtown service area and MBS stations located along the Rail-to Rail active transportation corridor on Slauson Avenue in South LA, with an additional 20 stations and 200 bikes.

With the new model, the expansion O&M costs primarily consist of the incremental fixed unit rate cost to operate and maintain the deployed units and is not burdened with full administrative or other costs, resulting in an overall larger per unit savings. With the reduced cost from the new model and the use of the grant funds, the expected overall cost for this expansion is less than \$8 million for the 5-year base contract period, without fare or advertising revenue offsets.

Of note the total 5-year O&M cost for the current MBS System and Expansion, including grant offsets but no fare or advertising revenue offsets, is approximately \$56M, which is \$20M to \$24M (26% - 30%) less than the estimated current model without expansion related costs included.

Table 2 Grant Funded Expansion (120 Stations - 1,200 Bikes)				
	Estimated Current Model Cost	New Model Contract Cost	Estimated Savings \$	Estimated Savings %
Grant Expansion Equipment	\$10M	\$8M	(\$2M)	(24%)
Grant Expansion O&M	\$24M - \$25M	\$12M	(\$11M - \$12M)	(47% - 50%)
Subtotal - Grant Expansion	\$34M - \$35M	\$20M	(\$14M - \$15M)	(40% - 42%)
<i>Less Grant Funds</i>		(\$12M)		
Total Grant Expansion		\$8M		
Total O&M Current MBS System + Grant Expansion (345 Stations - 3,000 Bikes)				
	Estimated Current Model Cost w/o Expansion	New Model Contract Cost w/Expansion	Estimated Savings \$	Estimated Savings %
Total 5Yr O&M	\$76M - \$80M	\$56M	(\$20M - \$24M)	(26% - 30%)

These cost reductions represent one part of the efforts to improve program efficiency. With new equipment and the pending REAP and RCN funded expansion, ridership is expected to grow; thereby generating increased fare revenues. Additional advertising revenues may also become available as ridership increases and the program expands. With this Contract and due to the equipment exchange, all stations will now have the capability to display static ads and the electrified stations will have the opportunity to generate additional revenue by deploying digital ads advertising. Further discussions with and support from city partners will be needed to enable increased advertising revenues from either static or digital advertising.

Transition/Mobilization

MBS will work closely with the Contractor to minimize any impact to users and the community due to the transition to the new system. The transition to the new equipment is scheduled to be completed within 6 months from the Notice to Proceed. This includes all equipment exchange, deployment of the new website and mobile app, transfer and/or set-up of existing MBS members on the new system, outreach, education and safety classes, permits and other associated actions. The existing equipment will be stored by the Contractor and MBS staff will coordinate the appropriate transfer, sale, donation or other disposal of the equipment.

With respect to existing contractor staff impacts, the new contract requires both living wage and worker retention. The Contractor has met both requirements and will utilize Transport Workers' Union (TWU) members as well as continue to recognize their collective bargaining agreement.

Additional information regarding the Transition/Mobilization can be found in Attachment B.

Future Expansion

A key element to the future success of MBS and in alignment with prior Board direction is the sustainable and equitable expansion of the system. Expansion consists of gap/in-fill, new service

area and new partner/jurisdiction expansion. There are a number of jurisdictions, such as Culver City, Pasadena, Santa Monica, Glendale, County of Los Angeles and others, who have, in the past, expressed interest in becoming MBS partners. The ability to expand MBS not only requires internal contractual authority but also an agreement with the partner agency, which shall address cost sharing requirements. As stated, this new contract represents a reduction in both the initial capital/equipment and on-going operational costs. This cost reduction coupled with improved services is anticipated to result in the ability to pursue a more sustainable expansion of MBS. Additionally, due to the e-bike transition, ridership is projected to grow, resulting in increased fare revenue and the possibility of increased advertising/sponsorship opportunities, which will provide additional offsets to operating costs.

The contract contains an option to support future new partner/jurisdiction expansions and on-going operation. Any expansion associated with this option will require Board approval prior to implementation.

Strengths of Recommended Contractor

The recommended Contractor's proposal stood out due to the following areas of strength, which are anticipated to enhance the performance and operation of the MBS program. This includes a strong track record in managing large scale bike share programs within and outside of the U.S.

- Their operational footprint covering 60 cities and 16 countries - including operating the 6 largest docked bike share programs in the US (New York, New Jersey, Washington D.C., Boston, Chicago, and the San Francisco Bay Area).
- Experience having handled numerous special events from weather, protests, parades, sporting events, concerts/festivals, Presidential Inaugurations, UN General Assembly meetings, etc., which can help MBS as it prepares to support the World Cup and Olympics/Paralympics.
- Experience with the deployment and operation of in-dock charging stations having installed stations in over 20 cities amounting to more than 2,100 stations and 43,000 docks globally. As MBS transitions to an 80% e-bike fleet with 50 in-dock charging stations, the Contractor's experience and capabilities to support MBS is critical to successfully implement the new service.
- Ability to leverage existing operations and services to:
 - Obtain temporary support and equipment for Los Angeles major events - World Cup, Olympics/Paralympics, etc.
 - Use existing venue partnerships (Live Nation, SoFi, Intuit Dome) to better support events
 - Learn, coordinate and possibly integrate with their other operations to provide a more seamless system for travelers and improve services for MBS customers
- Extensive experience with sponsorship in support of bike share (Citi, Nike, Blue Cross/Blue Shield). While Metro retains the rights to advertising and sponsorships, the experience of having

secured large value sponsorships for other systems can be beneficial to MBS in the future.

- Experience with integration of bike share applications and services with the Bay Area Clipper Card and Madrid Mobility 360 App. This experience is beneficial to improving MBS integration with TAP (Clipper Card uses Cubic as its provider) and Metro single app project (Madrid Mobility 360 is a Mobility as a Service solution that integrates train, bus, bike share and other transportation services into a single app).
- Finally, the recommended contractor has committed to surpassing the 15% DBE goal through their commitment to meeting more than double the DBE goal at 31.46%.

DETERMINATION OF SAFETY IMPACT

Approval of this item will ensure the continued safe and reliable operation of the Metro Bike Share program and is not anticipated to have any negative safety impacts. Additionally, this Contract will provide monthly bicycle education, safety and riding classes to improve the awareness and capability of future bike riders.

FINANCIAL IMPACT

Funding in the amount of \$26,071,011 is included in FY25 and funding is allocated in the FY26 Proposed Budget to enable the transition, operation, maintenance, and expansion of the MBS program under cost center 4540 - TDM Policy & Regional Shared Mobility, account 50316, Professional Services, under Project #308010 "Bikeshare Program Operating & Maintenance and Project #210186 "MBS Bikeshare Equipment & Expansion". Under the existing cost sharing partnership with the City of Los Angeles, any capital costs are shared equally between Metro and the City (50/50), while operating costs are allocated on a 35% Metro - 65% City partner split. The City is aware of the cost, provisions and requirements of this contract and has provided their concurrence to proceed with the transition of the current MBS services. REAP and RCN related expansion actions, while part of the contract, are pending final concurrence from the City of Los Angeles prior to authorization.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the costs for future years.

Impact to Budget

There is no impact to the current FY25 budget. Funding for MBS is included in the FY25 budget and consists of City of Los Angeles subsidy, fares, DoorDash advertising revenue, and other bus and rail operating-eligible funds.

Metro received \$7.55M in REAP funding from the State to specifically support the expansion of MBS. Additionally, as part of Metro's larger \$139M Federal RCN grant, Metro received \$5M to further support MBS expansion. Together these grant funds will offset 62% of the total cost to expand MBS. The remaining cost of \$7,742,813 over the 5-year period, less any fare and advertising revenues, will be borne by Metro and the City of Los Angeles. Since the award of the grants coincided with this

procurement action, both the REAP and RCN grants were incorporated into the base contract to enable a more streamlined and timelier implementation.

Additionally, in support of the installation of in-dock charging stations, a proposal was submitted to the Joint Office of Energy and Transportation and an initial notice of award in the amount of \$2 million was received. This award is still pending final authorization/certification. In the interim, staff will continue to investigate and pursue grant or alternative funding opportunities to help offset these and other MBS costs.

EQUITY PLATFORM

The approval of this new contract will ensure Metro's ability to continue to operate and maintain and work towards a regional bike share program that is accessible to Los Angeles County residents. Metro is committed to expanding the program beyond the City of Los Angeles to include other jurisdictions. Currently, 47% of stations are in EFCs and 40% of all trips are initiated at EFC stations. Under the new contract, the Contractor will implement strategies to build community partnerships through local engagement opportunities with stakeholders and residents at events, both in-person and virtual, and by ensuring information is provided in multiple languages and formats. The Contractor will also develop a "Good Neighbor" plan, subject to approval by Metro, with adherence to this plan being a performance metric subject to potential liquidated damages. The "Good Neighbor" plan is tied to the goal of MBS providing exemplary customer service and being a valued addition to the community/neighborhood within which MBS operates. The purpose of this plan is to better understand how MBS can serve the community and all customers - this includes passholders, single-trip riders, potential riders, partners, businesses and any others that may be impacted by MBS throughout construction/relocation, as well as during general operations, with the goal of enabling MBS to better implement and operate its service to meet community and customers' needs. The plan will outline how MBS will engage, listen, adapt and serve the neighborhoods, businesses and communities within which it operates. Key to this strategy will be to maintain ongoing communication with residents of these communities and to provide a process so that station planning is transparent and allows community members to provide their input.

Metro will collaborate with the Contractor and MBS partner(s) to establish a national model for bike share equity, focusing on communities with "High Need" and "Very High Need" based on the Equity Need Index (MENI) tool which is used to identify areas with the greatest need for transportation equity. The Contractor will propose service metrics, non-smartphone and non-credit card payment options, outreach strategies for disadvantaged populations and a plan for engaging with residents in EFCs. Metro will also collaborate with our MBS partner(s), the Contractor and other stakeholders to consider and identify options that will support expansion of MBS into EFCs through potential grants, such as Better Bike Share Partnership grants, cost-sharing, and other solutions.

In addition, offering an option for individuals who are unbanked or may not have access to a digital device, will be advanced with the new contract as part of the Mobility Wallet solution. Working closely with TAP and the Office of Strategic Innovation will allow Metro to identify an implementation plan for MBS users beyond the current pilot phase. The contract will also allow Metro to work toward an improved and integrated payment solution that provides a more streamlined process. Integration will allow payments within TAP and outside of the TAP environment leading to improved user experience

and allowing for greater access overall for LA County residents as well as for visitors anticipated to attend the upcoming major events hosted in the region.

This contract includes a 15% DBE goal established by DEOD. In response, the Contractor is committed to meeting a 31.46% DBE goal, allocated to 4 subcontractors.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT.

Metro conducted a preliminary analysis which showed that the net effect of this multi-modal item is to decrease VMT. To date, more than 9.1 million miles have been traveled by MBS users, which represents a minimum reduction of approximately 1.9 million VMTs since the 2024 MBS survey results show 22% of users would have driven their personal vehicles or used a taxi or equivalent vehicle to complete their travel if not for MBS.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

MBS program supports the following Vision 2028 Strategic Plan Goals. MBS ensures users have access to a system that consistently meets high quality standards and that is readily available 24/7 so that there is no wait time. Stations are located near transportation and bicycle infrastructure projects that connect users to the larger transportation system as well as employment centers, colleges/universities, and other destinations. MBS is committed to regional growth and expansion and to being a model for other cities and communities that incorporates best practices in delivering a financially sustainable program,

1. Provide a high-quality mobility option that enables people to spend less time traveling.
2. Deliver an outstanding trip experience for all users of the transportation system.
3. Enhance communities and lives through mobility and access to opportunity.
4. Transform LA County through regional collaboration and national leadership.
5. Provide responsive, accountable, and trustworthy governance within the organization.

ALTERNATIVES CONSIDERED

The Board may reject the approval of the recommendations. This alternative is not recommended as it could negatively impact the public as the current contract for MBS services will expire on November

30, 2025, inclusive of three one-month options.

The Board may also decide to cease all MBS operations. This alternative is not recommended as MBS is a key component in providing a comprehensive transportation solution to meet the varied needs of Los Angeles County residents and visitors. MBS provides an effective zero-emissions VMT alternative to using a vehicle for short trips.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS124715000 with Lyft for the MBS program and initiate the transition from the current to new contract in as seamless a manner as possible. Staff will initiate outreach efforts to identify and introduce any changes/improvements to the public and existing MBS members and work with the Contractor to secure authorization to enable installation of the in-dock e-bike charging stations. Staff will continue outreach efforts to interested jurisdictions and initiate discussions regarding the possible expansion of MBS. Finally, staff will collaborate with the City of Los Angeles to obtain concurrence and initiate the workplan to implement the REAP and RCN grant funded expansions and ensure adherence to grant requirements.

ATTACHMENTS

Attachment A - Motion #41

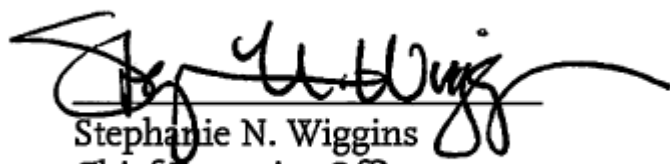
Attachment B - Improvements & Transition/Mobilization

Attachment C - Procurement Summary

Attachment D - DEOD Summary

Prepared by: Paula Carvajal-Paez, Deputy Executive Officer, Congestion Reduction, (213) 922-4258
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer

**Board Report**

File #: 2021-0743, **File Type:** Motion / Motion Response**Agenda Number:** 41.

**EXECUTIVE MANAGEMENT COMMITTEE
NOVEMBER 18, 2021****Motion by:****DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL****Improving the Effectiveness and Sustainability of Metro Bike Share**

Metro Bike Share, a county-wide bike share program, launched in 2016. Since then, Metro has had over 3,300 bicycles in the system, consisting of a mix of Classic, Smart, and E-bikes.

Currently, Metro only has 38% of the total original fleet remaining in operation. Metro Bikes have been targets of theft, and rates of fleet loss ebb and flow as new methods of theft are discovered and addressed. The Metro Bike Share team has increased efforts to recover lost and stolen bicycles but this is not sustaining the fleet and the program does not have an established fleet replenishment strategy. As a result, fewer Metro Bikes are available for use, which degrades the quality of service available to the public.

Affordable, accessible public transportation and active transportation options such as Metro Bike Share are a cornerstone of meeting our region's climate goals. As local jurisdictions in the County continue expanding bicycle infrastructure and mobility options to meet climate goals and improve the quality of life for residents, a successful and sustainable Metro Bike Share program is more important than ever.

SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE**RECOMMENDATION**

APPROVE Motion by Directors Krekorian, Garcetti, Kuehl, and Sandoval that the Board direct the Chief Executive Officer to report back in 90 days on:

- A. An action plan to stabilize the current fleet size including actions for how to identify, prioritize, and address new mechanisms of theft as they arise.
- B. An action plan to address equitable access in the current program and in any future form of the program. This plan shall include recommendations on issues such as serving people who may be unbanked, addressing the digital divide, and keeping fare cost low.

- C. A plan to provide uninterrupted service as the next iteration of the program is determined and executed.
- D. A plan to convene an industry forum (as was performed for Metro Micro) to bring together academics, cities with existing bike share programs, community stakeholders, and industry experts to provide recommendations on advancing Metro Bike Share beyond the current contract in one of several forms including but not limited to:
1. Continuing Metro Bike Share as a contracted service,
 2. Operating the program In-house with Metro employees,
 3. A private-sector model with financial subsidy provided by Metro.
- E. Performing a market survey to identify best practices and business models among existing bike-share systems in the US, and comparable global systems (e.g., Paris, London, Barcelona, Madrid, and Mexico City), and to develop comparative data on subsidy cost per ride, total ridership, size of fleet, vehicle technology, theft and damage loss and prevention, and alternative financing sources like sponsorship and advertising.
- F. Recommendations for continuing and evolving the Metro Bike Share program to meet the goals of the agency, with countywide stakeholder engagement and consideration of cost-sharing, with the goal of expanding service area and local participation to all subregions in the County. These recommendations should include eligible local, state, and federal funding sources for capital and operations budgets, as well as legislative opportunities to expand such funding eligibility.

Improvements & Transition/Mobilization

Improvements

The information below is a summary of some but not all of the improvements to MBS as a result of the new contract.

Equipment Based:

- More secure and integrated battery placement on e-bikes – batteries secured within the frame of the bicycle;
- New, improved, safety-certified and longer life e-bike batteries – increases e-bike range from 30+ miles to 60+ miles;
- E-bikes equipped with on-bike displays to provide information and messages;
- Improved theft/loss management – including wheel immobilization;
- Improved remote bike monitoring management and data;
- Installation of in-dock charging stations to safely support e-bike charging – 50 stations and 1,200 docks;

User/Community Based:

- Improved station/dock designs to better integrated MBS stations into the community – stations can now consist of a single dock versus the current 10-20 docks/station;
- A new MBS specific website and mobile application will be designed and deployed with a focus on streamlining the user experience;
- Development and deployment of the new “Good Neighbor/Community” policy and practices to ensure that MBS is focused on being a valued member and resource in each community within which it operates;
- Station kiosks will have new displays, support multiple methods of checking out a bicycle, enable integration of third-party payment solutions, support Pay Near Me, Metro Mobility Wallet, and other non-credit card payment services;

Systems/Operational:

- Contractor required to ensure on-street fleet size and availability;
- Station relocation to improve MBS to transit connection;
- Support and improved integration with TAP and coordination with Metro’s single mobile app efforts;
- Improved use of data, analytics and systems to better monitor and track system performance, optimize maintenance activity, and actively track battery performance;
- 24-hour operations management and support will be standard, compared to the current 6:00 am to 8:00 pm hours of operation, to ensure the ability to respond to customer needs or service requirements at all times

E-Bikes and Station Electrification:

As MBS moves to a predominately pedal-assisted e-bike fleet, the monitoring and management of available battery charge will be critical. The new contract requires the installation of in-dock charging stations to enable the charging of batteries, thereby improving the number of e-bikes with sufficient battery power while lowering on-going maintenance costs associated with battery swaps and related actions.

Safety is of primary importance and in recognition of the e-bike incidents in New York City where batteries from privately owned bikes caused home fires while being charged, the contract requires MBS equipment to meet the following safety certifications:

- Underwriter Laboratories (UL) 2271 – Standard for Batteries
- UL 2849 – Standard for E-Bike Electrical Systems
- International Organization for Standardization (ISO) 4210 – Safety and Performance requirements for the design, assembly and testing of bicycles

The UL certifications have been updated to ensure battery and e-bike safety. Safety to both MBS users and the public at large will continue to be of paramount importance. MBS and the Contractor shall monitor and address any safety concerns.

Implementation of electrified/in-dock charging stations requires the Contractor to obtain approval from both Metro and the local jurisdiction (includes securing permits and identifying the source and provisioning of required power). Should the Contractor be unable to connect the stations to enable in-dock charging, the stations will still be functional as a standard non-powered station. In order to mitigate potential vandalism of the power sources, the connections are designed to be hidden from public view. Alternative solar powered stations are also available, however additional discussions with the Contractor will be needed.

Initial discussion has begun between Metro and the City of Los Angeles (LADOT, Bureau of Engineering, LADWP) and all parties are in general agreement to support this effort. There are also ancillary benefits to having electrified stations, which includes the opportunity to collaborate and support additional uses within the footprint or adjacent to the stations, such as charging stations for privately owned equipment or possible EV charging capabilities – such as the possible coordination with the City of Los Angeles BlueLA electric carsharing program when the opportunity arises.

Transition/Mobilization

During the first four months of the transition, the current/existing contractor will continue to operate MBS. During this time the new contractor will be completing its mobilization efforts and begin staging and exchanging up to 50% of the on-street equipment. It is anticipated that the new contractor will begin service operations at the end of the fourth month at which point the current service will no longer be operational. This will ensure that there is limited to no service interruptions during the transition, albeit there will be service limitation due to the equipment exchange.

Customer-focused improvements will also be implemented during the transition, including a new website, mobile application and streamlined methods to check out a bike. With respect to the mobile application, the Contractor and Metro staff will investigate and develop the mobile application in coordination with Metro's concurrent work towards the development of a single Metro app. The transfer of existing MBS membership may require some member interaction to set up the application (password, payment, etc.). Upon successful completion of the transfer of member information, Metro will take steps to ensure the proper closure of the prior mobile application and the removal of all data.

During the transition, stations may be relocated to improve connectivity to transit or meet other needs. This includes the relocation of MBS stations onto Metro Rail station plazas to improve the first-last mile connectivity between MBS and Metro Rail. Additionally, new station designs allow for improved neighborhood integration with the capability to install single or a smaller number of docks compared to the current practice of 10 to 15 docks per station. This flexibility allows MBS to be more efficient in the placement of docks and better integrate MBS equipment into a neighborhood/community.

PROCUREMENT SUMMARY

METRO BIKE SHARE PROGRAM/PS124715000

1.	Contract Number: PS124715000	
2.	Recommended Vendor: Lyft Bikes and Scooters, LLC	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 7/23/2024	
	B. Advertised/Publicized: 7/23/2024	
	C. Pre-Proposal Conference: 8/6/2024	
	D. Proposals Due: 9/19/2024	
	E. Pre-Qualification Completed: 4/4/2025	
	F. Ethics Declaration Forms submitted to Ethics: 9/19/2024	
	G. Protest Period End Date: 5/20/2025	
5.	Solicitations Picked up/Downloaded: 56	Bids/Proposals Received: 3
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-1076
7.	Project Manager: Kenneth Coleman	Telephone Number: (213) 922-2951

A. Procurement Background

This Board Action is to approve the award of Contract No. PS124715000 to Lyft Bikes and Scooters, LLC to operate Metro's Bike Share (MBS) program, which is countywide. Board approval of contract awards are subject to the resolution of properly submitted protest(s), if any.

On July 23, 2024, Request for Proposals (RFP) No. PS124715 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rate.

The RFP was issued with a Disadvantaged Business Enterprise (DBE) goal of 15% and required a DBE Contracting Outreach and Mentoring Plan (COMP), which requires the selected Contractor(s) to mentor a total of three (3) DBE firms for protégé development.

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

- Amendment No. 1, issued on July 26, 2024, extended the proposal due date;
- Amendment No. 2, issued on August 8, 2024, extended the date for providing answers to questions submitted by proposers;
- Amendment No. 3, issued on August 28, 2024, updated DBE GFE Commitment Forms;
- Amendment No. 4, issued on September 5, 2024 extended the proposal due date, and updated the evaluation criteria and pricing forms; and
- Amendment No. 5, issued on September 13, 2024, updated DBE GFE commitment forms, and made a minor clarification to the submittal requirements and evaluation criteria.

A virtual Pre-Proposal Conference was held on August 6, 2024. There were 18 participants representing a total of 10 firms. There were 26 questions received, and responses were provided prior to the proposal due date.

A total of 56 firms downloaded the RFP and were included on the planholders list.

A total of three proposals were received on the proposal due date of September 19, 2024, and are listed below in alphabetical order.

1. Bicycle Transit Systems, Inc.
2. Drop Mobility California LLC
3. Lyft Bikes and Scooters LLC

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Operations and Countywide Planning Departments, as well as representatives from the County of Los Angeles' Internal Services Department, the Los Angeles Department of Transportation (LADOT), and the Mobility Planning Division from the City of Culver City, was convened and conducted a comprehensive technical evaluation of the proposals received.

On September 24, 2024, the PET met to discuss the evaluation process, confidentiality requirements, review information regarding conflicts of interest and receive the evaluation documents.

The proposals were evaluated based on the following evaluation criteria and weights:

- | | |
|--|------------|
| • Experience and Qualifications of Proposed Team and Key Personnel | 20 percent |
| • Understanding of Requirements and Work and Overall Approach | 50 percent |
| • Contracting Outreach and Mentoring Plan | 5 percent |
| • Price Proposal | 25 percent |

The evaluation criteria are appropriate and consistent with criteria developed for past similar operations procurements. Several factors were considered when developing these weights, giving the greatest importance to the understanding of the requirements and the overall approach.

The evaluation committee conducted virtual interviews with the firms between October 17, 2024, and October 31, 2024. The firms' key personnel had an opportunity to present their qualifications and respond to the evaluation team's questions. In general, each firm's presentation addressed their technical proposal with a focus on the overall approach to the work being requested including equipment transition, charging stations, schedule, flexibility, customer management, partner engagement, and community engagement. Each team was asked questions regarding handling integration between multiple jurisdictions, their ability to show agility through expansion when transitioning to e-bikes, and lessons learned from challenges in previous implementations with other agencies.

On November 13, 2024, Metro's Diversity & Economic Opportunity Department (DEOD) notified Drop Mobility California LLC (Drop Mobility) that they were determined to be non-responsive for failure to meet the 15% DBE goal, and failure to demonstrate adequate Good Faith Efforts (GFE). Under Metro's Administrative Code, proposers that fail GFE evaluations

are afforded the opportunity of an administrative reconsideration conducted by Metro's Ethics Department. Drop Mobility requested a Reconsideration Hearing and the hearing was held on December 12, 2024.

During their hearing, Drop Mobility presented evidence to support their position that adequate GFE had been made. Metro's Reconsideration Officer (RO) reviewed the requirements of each category, DEOD's initial evaluation, and all forms and evidence submitted by the Proposer.

Metro's RO issued the Reconsideration Hearing Opinion for Drop Mobility and determined that Drop Mobility did not demonstrate sufficient GFE. As such, Drop Mobility was notified that they were determined to be non-responsive for failing to meet the DBE goal and not demonstrating that they made sufficient GFE. Drop Mobility was therefore eliminated from further consideration.

The PET Team was notified of the determination that Drop Mobility had been determined to be non-responsive and the evaluations continued for the remaining proposals, which were determined to be within the competitive range, and are listed below in alphabetical order:

1. Bicycle Transit Systems, Inc.
2. Lyft Bikes and Scooters LLC

Qualifications Summary of Firms within the Competitive Range:

Bicycle Transit Systems, Inc. (BTS)

BTS is the current operator of Metro's Bike Share program and has been since the program's inception over 8 years ago. The company specializes in bike share and has recently expanded its capabilities through the acquisition of BCycle, making them a fully integrated docked bike share provider offering bikes, docks, stations, and related software along with operations and customer service. As the current provider, BTS' proposal includes a plan for a transition with no interruption in service, while introducing new program elements such as e-bikes and system enhancements. The proposal highlights the company's experience managing Metro's system over the years, along with a commitment to the community. According to their proposal, BTS employs a unionized workforce and is a diverse, privately owned company with a team committed to equity, sustainability, and community engagement.

Lyft Bikes and Scooters LLC (Lyft)

Lyft's proposal includes references to their experience in operating bike share systems worldwide. As one of the largest bike share operators with systems in over 16 countries, Lyft explains that they understand system transitions, technology integration, and scalable operations. The company's expertise in system expansions and electrification directly aligns with some of Los Angeles County's priorities for the future of the Bike Share program. Lyft's proposal provides detailed plans for integrating hardware, software, and implementing new equipment, such as e-bike solutions, to enhance system efficiency and user experience. Lyft also partnered with local subcontractors to assist in efforts for a seamless transition and maintain continuity for Metro's Bike Share staff. The proposal detailed Lyft's understanding of the program's technical, operational, and logistical requirements which, according to their

proposal, offers to deliver a successful, sustainable, scalable bike share program for Los Angeles County.

Metro's PET requested all firms in the competitive range to conduct equipment demonstrations to provide the Metro team with an overall understanding of the bicycle models (inclusive of classic and e-bike models), the user interface, system management, charging stations and docks, non-charging stations and docks, kiosks, mobile apps, notifications, check-out and return processes, loss/theft management, and maintenance practices.

Metro conducted discussions with all firms in the competitive range to discuss firms' technical proposals, clarifications, contract exceptions, and to clarify price assumptions. These discussions were held to give all proposers within the competitive range an opportunity to fully address and meet Metro's requirements.

Upon conclusion of the discussions, Metro issued a request for Best and Final Offers (BAFO) on February 27, 2025. BAFO proposals were due on March 13, 2025, and were distributed to the PET for technical scoring on the same day. The BAFO proposals were reviewed by the PET in accordance with the evaluation criteria established in the solicitation.

At the conclusion of the evaluation process, which was comprised of technical evaluations of submitted proposals, oral presentations, equipment demonstrations, comprehensive discussions with both firms in the competitive range, and review of BAFO, Lyft's proposal was determined to be the highest-ranked proposal.

The following is a summary of the evaluation scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Lyft Bikes and Scooters LLC				
3	Experience and Qualifications of Proposed Team and Key Personnel	84.50	20.00%	16.90	
4	Understanding of Requirements and Work and Overall Approach	87.50	50.00%	43.75	
5	Contracting Outreach and Mentoring Plan	80.00	5.00%	4.00	
6	Price	100.00	25.00%	25.00	
7	Total		100.00%	89.65	1
8	Bicycle Transit Systems, Inc.				
9	Experience and Qualifications of Proposed Team and Key Personnel	85.00	20.00%	17.00	
10	Understanding of Requirements and Work and Overall Approach	81.00	50.00%	40.50	
11	Contracting Outreach and Mentoring Plan	100.00	5.00%	5.00	
12	Price	98.16	25.00%	24.54	
13	Total		100.00%	87.04	2

C. Price Analysis

The recommended Not-to-Exceed (NTE) amount of \$198,248,875 proposed by Lyft Bikes and Scooters LLC is comprised of a six-month transition and a five-year base period in the NTE amount of \$86,845,569, two, three-year options for operations and maintenance in the amount of \$42,119,497 for the first three-year option, and \$46,403,975 for the second, three-year option. Additionally, Metro included optional system expansions in the base and option periods, to be exercised at Metro's discretion. The base expansions are in an amount NTE \$11,165,699, and the option period expansions are in the NTE amounts of \$5,587,042 for the first three-year option and \$6,127,093 for the second three-year option.

The recommended amount for the contract has been determined to be fair and reasonable based upon adequate price competition, clarifications, discussions, BAFOs, and Metro's Independent Cost Estimate (ICE). The BAFO amounts for both proposers increased from the original proposal amounts primarily due to a revision of the scope issued with the Request for BAFOs that incorporated two grant-funded expansions consisting of an additional 120 stations, 2,400 docks and 1,200 bikes to the base.

The recommended NTE amount is 24% lower than the ICE. The ICE overestimated the operations and maintenance costs for the base, options, and optional expansions due to having used the existing contract costs, which were at a higher rate, plus an escalation factor. The price proposals were reviewed and have been determined to be complete and account for all requested items in the Scope of Service. The difference between the ICE and the proposal amounts is due to the competitive nature of the procurement and Metro's emphasis on ensuring that the project is cost-effective and sustainable.

	Proposer Name	Proposal Amounts	Metro ICE	Best and Final Offer
1.	Lyft Bikes and Scooters LLC	\$171,046,252	\$263,476,187	\$198,248,875
2.	Bicycle Transit Systems	\$159,981,578	\$263,476,187	\$201,949,762

D. Background on Recommended Contractor

The recommended firm, Lyft Bikes and Scooters, LLC is based in San Francisco, CA and is a subsidiary of Lyft, Inc. focused on operating rental bikes and scooters. Lyft is a global leader in operating large-scale bike share systems, managing more than 60 systems across 16 countries, including major cities such as San Francisco, CA, Boston, MA, Chicago, IL, New York, NY, and Madrid, Spain.

DEOD SUMMARY**METRO BIKE SHARE PROGRAM/ PS124715000****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 15% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Lyft Bikes and Scooters, LLC exceeded the goal by making a 31.46% DBE commitment.

Small Business Goal	15% DBE	Small Business Commitment	31.46% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Tranzito DBA BikeHub	Asian Pacific American	28.14%
2.	Craft Construction Inc.	Hispanic American	1.37%
3.	ICI Engineers	Asian Pacific American	0.20%
4.	Sequoia Consultants	Subcontinent Asian American	0.07%
5.	Arellano Associates	Hispanic American	1.35%
6.	2meart.com	African American	0.33%
Total Commitment			31.46%

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable on this Contract. Metro staff will monitor and enforce the policy guidelines to ensure that workers are paid at minimum the current Living Wage rate of \$25.23 per hour (\$19.28 base + \$5.95 health benefits), including yearly increases. In addition, Contractors will be responsible for submitting the required reports for the LW/SCWRP and other related documentation to staff to determine overall compliance with the policy.

D. Prevailing Wage Applicability

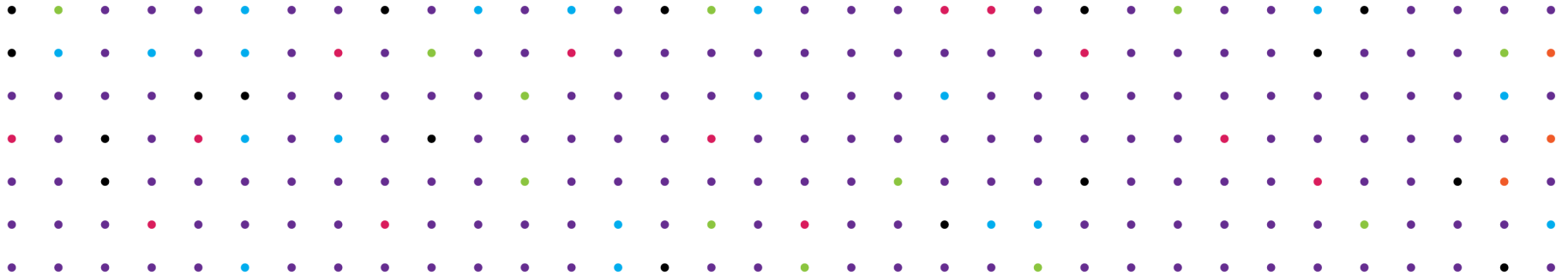
Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the US Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

E. Project Labor Agreement/Construction Careers Policy

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

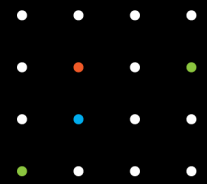
SHARED MOBILITY

METRO BIKE SHARE



Operations, Safety, & Customer Experience Committee Meeting
May 15, 2025

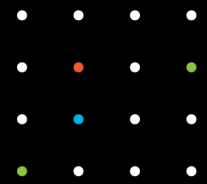
RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. PS124715000 to Lyft Bikes and Scooters, LLC to provide the Metro Bike Share (MBS) program services in the Not-To-Exceed (NTE) amount of \$86,845,569 for the five-year and six month base term, \$42,119,497 for the first three-year option term, \$46,403,975 for the second three-year option term, and \$22,879,834 for optional expansions to other jurisdictions for a total NTE contract amount of \$198,248,875, subject to the resolution of properly submitted protest(s), if any; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

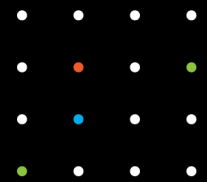
NEW MODEL & CONTRACT



Contract Award follows the new Board approved model:

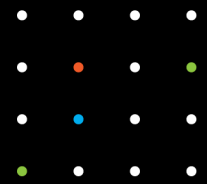
- Lower Cost - Decrease in O&M compared to current model
- Improve Equity – Grant based expansion, Mobility Wallet, focused outreach, etc.
- Improve Management - Performance based fixed unit rate service contract
- Provide a more sustainable path for other jurisdictions to join MBS
- Other
 - Requires living and prevailing wage
 - Includes Grant funded expansion (State REAP and Federal RCN grants amounting to \$12.55M)

NEW MODEL & RESPONSIBILITIES



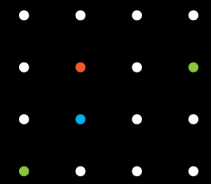
- Metro retains control over:
 - Expansion;
 - Station locations;
 - Fare;
 - Advertising/sponsorship;
 - MBS Data;
 - MBS brand and overall operations
- Equipment Ownership – Contractor provides, owns and replaces damaged/lost equipment at their cost
- Union Workforce and Continuity – Recommended Contractor's team includes a unionized subcontractor to support MBS using existing Transport Workers Union (TWU) bike share employees

OPERATIONAL IMPROVEMENTS



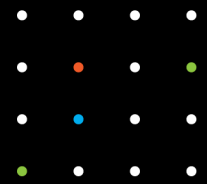
- All new equipment
 - 80% e-bike fleet versus current 10% - 15% (1,440 e-bikes v. 150 - 200 e-bikes);
 - New E-bikes have a 60+ mile range versus current 30+ miles; remote programming capability – geofencing, wheel immobilization, etc.; on-bike display
 - Electric charging stations (50 for base; 5 each for Grant expansions);
 - New equipment can support smaller dock deployments (1+ dock(s) versus current 10 - 20 docks/station);
- Improved transit connections - relocation of stations onto Metro property;
- Contractor responsible for ensuring a stable 1,800 on-street bike fleet (current contract requires Metro to purchase inventory to ensure fleet size);
- 24x7 operations versus current 7am to 8pm hours of operation;
- Transition to new system over 5 – 6 months
 - Phase 1 (approximately 4 months to complete)
 - ✓ Replace of 50% of the current stations with new stations
 - Phase 2 (approximately 2 months to complete)
 - ✓ Replace remaining 50% of system

BASE CONTRACT COST SUMMARY – CURRENT v NEW MODEL



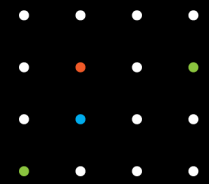
	Estimated Current Model Cost	New Model Savings \$	New Model Savings %
Current System O&M (5Yrs)	\$76M - \$80M	(\$24M - \$32M)	(31% - 39%)
Equipment Replacement	\$21M	(\$3M)	(14%)
Subtotal Current System*	\$97M - \$101M	(\$27M - \$34M)	(27% - 34%)
<i>Grant Expansion Equipment/One-Time</i>	<i>\$10M</i>	<i>(\$2M)</i>	<i>(24%)</i>
<i>Grant Expansion O&M</i>	<i>\$24M - \$25M</i>	<i>(\$11M - \$14M)</i>	<i>(47% - 56%)</i>
Subtotal Grant Expansion*	\$34M - \$35M	(\$12M - \$15M)	(36% - 42%)
Base Award*	\$131M - \$136M	(\$38M - \$49M)	(30% - 36%)
<i>Subtotal Options</i>	<i>\$165M - \$193M</i>	<i>(\$53M - \$84M)</i>	<i>(32% - 43%)</i>
Total All O&M*	\$259M - \$292M	(\$91M - \$125M)	(35% - 43%)
Total All*	\$296M - \$330M	(\$93M - \$131M)	(32% - 40%)

GRANT FUNDED EXPANSION



- Included in the Base Contract Award and consists of:
 - Two Grants – State REAP (\$7.55M) and Federal RCN (\$5M)
 - Grants support the following system gap in-fill expansion:
 - ✓ Downtown service area (Vermont Ave) to Westside service area (Westwood Blvd) – 100 stations and 1,000 bikes;
 - ✓ Downtown service area (Exposition Blvd) to MBS stations on Rail-to-Rail Active Transportation Corridor (Slauson Ave) in South LA – 20 stations and 200 bikes
- With Grant offset cost of expansion will reduce to approximately \$8M over the five-year period (without additional revenue offsets)

PROCUREMENT SUMMARY



AWARDEE

Lyft Bikes and Scooters, LLC

NUMBER OF PROPOSERS

Three (3) proposals were received - one (1) was deemed non-responsive to DBE requirements

Proposers include:

- Bicycle Transit Systems, Inc.
- Drop Mobility California, LLC (non-responsive due to DBE commitment)
- Lyft Bikes and Scooters, LLC

DEOD COMMITMENT

DBE goal – 15% DBE commitment – 31.46%

ISSUE

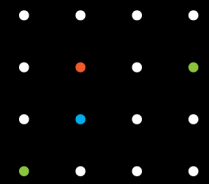
The current contract, inclusive of 3 one-month options, expires November 30, 2025. A new contract is needed to continue operating the MBS program.

DISCUSSION

The award of this contract will ensure continued operation of MBS pursuant to prior Board directive and actions. The new contract will decrease costs and improve the ability to expand MBS.

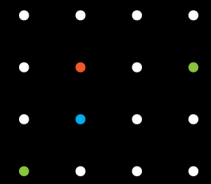


PROPOSAL EVALUATION



Evaluation Criteria	Maximum Points	Lyft	BTS
Experience and Qualifications of Proposed Team and Key Personnel	20.00	16.90	17.00
Understanding of Requirements and Work and Overall Approach	50.00	43.75	40.50
Contract Outreach and Mentoring Plan	5.00	4.00	5.00
Price	25.00	25.00	24.54
Total Score	100.00	89.65	87.04
Best and Final Offers		\$ 198.25M	\$ 201.95M
DBE Commitment	Goal 15%	31.46%	17.21%

STRENGTHS OF RECOMMENDED CONTRACTOR



- Greater understanding of operations in major metropolitan areas with oversight and management of the 6 largest bike share programs in US
- Understanding of the requirements and practices of large-scale special events/incidents – Presidential Inaugurations, UN General Assembly meetings, major sporting events, etc.
- Improved theft deterrence (reported 3% loss versus 7% -8%)
- Significant deployment of in-dock charging stations – over 20 cities, 2,100 stations, 43,000 docks – including solar powered charging stations
- Ability to leverage existing operations to support MBS needs
 - Temporary resources – obtain resources from other large systems to support MBS
 - Existing venue partnerships (SoFi Stadium and Intuit Dome)
 - Coordinate and possibly integrate with other bike share programs operated by Lyft
- Successfully securing large scale sponsorships
- Exceeds DBE Goal (15%) with a 31.46% commitment

**Board Report**

File #: 2025-0258, **File Type:** Informational Report**Agenda Number:** 33.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 15, 2025****SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

Within Metro's Public Safety Mission statement, the agency recognizes that every individual is entitled to a safe, dignified, and humane experience. In March 2023, the Board adopted a revised Code of Conduct, a Bias-Free Policing Policy, and a Public Safety Analytics Policy to avert racial profiling and bias in the deployment of Metro security and contract law enforcement services. In 2024, Metro enhanced its public safety model further by adopting a three-pronged strategy consisting of 1) increasing the engaged and visible presence of uniformed personnel, 2) improving access control to ensure the system is being used only for its intended purpose of transit, and 3) strengthening partnerships to address societal issues with the County, cities, regional agencies, and nonprofit partners to address homelessness, untreated mental illness, drug addiction, and crime. The actions described in this report align with numerous initiatives to improve safety and the perception of safety on the system.

DISCUSSION

System Security & Law Enforcement (SSLE) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations and Customer Experience. SSLE forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating against crime and other societal issues on the system, enforcing Metro's Code of Conduct, ensuring the safety and hard

security of Metro's facilities, directing the deployment of law enforcement and private security presence throughout the system, and proactively identifying and addressing other areas of possible concern.

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

OVERVIEW

The following bullets are an overview of some quantitative and qualitative key performance indicators (KPIs) for Metro's public safety and security priorities. As SSLE strives to continually improve and more accurately measure the impact of its initiatives, beginning next month, staff will be refocusing on reporting efforts and related activities around the following strategic directions of the three-pronged approach:

- 1) the effectiveness of Metro's engaged and visible presence of uniformed personnel by measuring the average number of trips taken before a crime occurs and customer surveys,
- 2) the effectiveness of Metro's access control improvements by measuring the number of non-fare evasion trespassing arrests and customer feedback, and
- 3) the effectiveness of partnerships in addressing societal issues by measuring the total number of people sheltered by the HOME teams over the course of each month and customer comments.

Additionally, staff will report on a metric evaluating rider safety through efforts to mitigate against major accidents or catastrophic events. Safety improvement and crime mitigation strategic responses to KPI trends will be included in subsequent sections. See additional KPIs below:

- Metro ridership increased by 2.44% in March compared to the same month of the previous year (26,511,392 boardings vs. 25,880,698 boardings). This marked the 28th consecutive month of year-over-year ridership growth.
- Crimes Against Persons (violent crimes) systemwide increased by 19.2% in March 2025 compared to February (180 vs. 151). This was due to a notable rise in aggravated assaults (54 vs. 28), occurring mid-month before declining, viewed as a temporary fluctuation without systemic drivers.
- Crimes Against Property fell 20.8% (61 vs. 77), driven by fewer thefts (39 vs. 53). Compared to last month, property crime decreased on rail and bus. This significant drop is attributed to improved information sharing among law enforcement, Contract Security, and Metro Transit Security at weekly meetings and increased security presence.
- Crimes Against Society increased by 44.3% in March 2025 compared to the previous month (352 vs. 244). Metro continues its efforts on access control through the TAP-to-Exit Pilot and end-of-line offloading by Contract Security, which has led to the observed increase this month. More details can be found in the Systemwide Crime Stats section below.

CUSTOMER COMMENTS

Metro believes in continuously listening to and learning from customer feedback. Using various

sources, including comments submitted to Metro's social media accounts, the Transit Watch app, and the Call Center, staff assessed the public sentiment of the Metro system. SSLE's Data Analytics team monitors general sentiment, while specific and actionable security concerns raised by customers are reported during weekly calls with security and maintenance teams for awareness and strategy development. Any customer comment referencing criminal activity is forwarded to law enforcement for a follow-up with the customer to investigate the incident and file a crime report.

The number of security-related reports submitted slightly decreased month-over-month from February to March, from 3,753 to 3,638. The Security Operations Center's Security Control Specialists continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 24 seconds in March. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

Public sentiment on safety and security is assessed by analyzing social media (e.g., Instagram, Facebook, Reddit) and Transit Watch reports from Ambassadors, Contract Security, and Law Enforcement. Thus, the monthly sentiment data may be biased.

In March, the overall sentiment about safety and security was slightly more negative than the previous month, influenced mainly by posts related to drug use on the system. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch incidents from Ambassadors and the public. Metro's MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details). In terms of mitigating against drug use more generally, SSLE continuously reviews various sources of data to adjust deployments of uniformed personnel. More details are included in the Deployment section of this report.

Just as in the prior month, the most positive comments were about the system's visible security presence, highlighting visible security in stations.

- On Reddit, a rider complimented Metro police officers for checking everyone's TAP cards and being more visible on the A Line.
- On Instagram, a Metro post about the G Line Improvements Project generated positive engagement, with many people leaving positive comments about bus safety and reliability improvements.

Like previous months, Metro's Facilities/Infrastructure garnered the most mentions, at 7,294 mentions, a 5.91% decrease compared to February (7,752 mentions).

When discussing safety and security at specific Metro stations:

- Union Station generated the most mentions this month.
- 7th Street/Metro Center Station generated the second-most overall engagement, followed by Crenshaw Station.

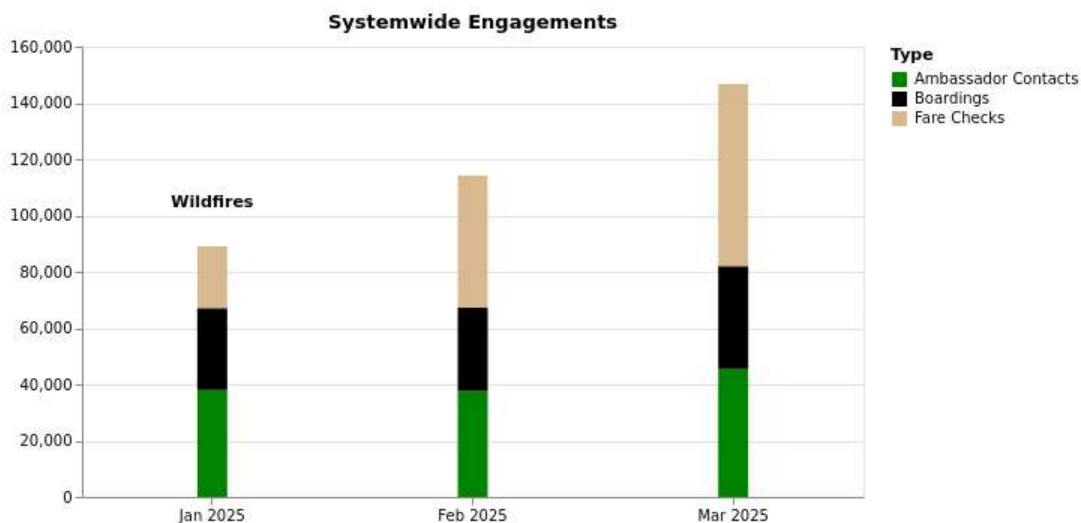
Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted

through the Transit Watch app by the public. The three most reported types of incidents are property crime related to graffiti, smoking/alcohol/drugs, and fights or disturbances. In March, property crime reports related to graffiti accounted for the most incidents at 33%. Below are the top three locations for each incident type:

1. Graffiti - Sierra Madre Villa Station, Willowbrook/Rosa Parks Station, and LATTC/Ortho Institute Station
2. Smoking/Alcohol/Drugs - 7th Street/Metro Center Station, Reseda Station, and Willowbrook/Rosa Parks Station
3. Fights or Disturbances - 7th Street/Metro Center Station, Pico Station, and Pershing Square Station

Metro continuously works to identify ways to address customer feedback and concerns. Metro Transit Security and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct. In the past, LAPD and other law enforcement partners have redeployed officers from bus riding teams to rail lines in response to increases in Crimes Against Persons. The figure below illustrates the augmented rail boardings and fare checks over the past quarter.



Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. In response to the feedback, these observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address these concerns systemwide. Metro will review the data over the coming months to see if the changes in deployment are yielding declines in each type of incident. More details on deployment are provided in the section below.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for March, which are intended to promote the safe access and usage of the transit system, as well as prevent and reduce

crime or other societal issues within the system.

Law Enforcement

LAPD, LASD, and LBPD enforce the penal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for March to enforce the penal code on the system, noting that March was the last month LBPD provided coverage on the Metro system.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	February 2025	March 2025	Rolling 12-Month Average	February 2025	March 2025
LAPD	645	267	421	842	411	667
LASD	133	93	92	136	101	95
LBPD	1	1	1	4	2	3
Total	779	361	514	981	514	765

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

In March, the three law enforcement agencies made 514 arrests and issued 765 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

A primary role of Metro Transit Security (MTS) is Code of Conduct enforcement. In March, MTS officers issued 183 citations and 79 written warnings for Code of Conduct violations. Transit Security Officers also supported the rollout of taller faregates on the A Line at Firestone and Lake stations, assisting patrons entering and exiting stations through the new faregates. Refer to Attachment D for more details on MTS activity and deployment this month and a demographic breakdown of those cited.

Most of the violations, 256 (98%), were due to individuals failing to provide proof of fare. Approximately 87% of all 262 violations in March were issued at TAP-to-Exit locations: Union Station (45%), North Hollywood (27%), Downtown Santa Monica (10%), and Downtown Long Beach (5%). Two benefits of TAP-to-Exit are deterring Code of Conduct repeat offenders and "crimes of opportunity," as seen in the 16% decrease in Crimes Against Property within the rail system from February to March. MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. Metro will continue these efforts as we see the results that both show strong safety metrics and responsiveness to the customer concerns about what makes them "feel safe."

Metro Ambassadors

Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer experience. In March, Ambassadors were deployed on all rail lines, the G Line, the J Line, and bus lines 40 and 210. See Attachment E for more details on Ambassador deployments this month.

In March 2025, Ambassadors conducted 44,241 customer engagements and reported:

- 3,645 Cleanliness Issues (10% increase from February 2025)
- 2,373 Graffiti Incidents (8% increase from February 2025)
- 552 Elevator and Escalator Problems (16% decrease from February 2025)
- 334 Safety Issues (9% increase from February 2025)

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Offloading operations also provide security support for Metro employees (e.g., custodians, maintenance) as they perform their duties. In March, CS officers cleared 15,758 trains and offloaded 7,763 patrons. Compared to the previous month, there was a 4% and 21% decrease in trains cleared and patrons offloaded, respectively.

CS observations have been positive, as operations reduced disorder and improved customer experience. Riders requiring CS interaction are more willing to follow alighting and re-tapping protocols. Enforcing the Customer Code of Conduct deters repeat offenders from staying on trains at the EOL, reflected in the decline of offloaded patrons these past months. Homeless outreach workers are also at end-of-line stations to offer resources and services.

ACCESS CONTROL

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local councils and businesses, to address challenges at various stations. Attachment F describes recent initiatives by the Station Experience team, including:

- Firestone Station Rider Survey shows 95% support for upgraded faregates.
- Throne Bathrooms expand to more stations with over 200,000 uses recorded.
- Vermont/Athens Station gets a fresh coat of paint for C Line improvements.
- Smart BikeLink Lockers with new daily options and improved security bring a +200% jump in user growth.
- Pasadena A Line Stations receive customer-facing improvements as LA Metro prepares for the Club World Cup at the Rose Bowl this summer.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

As Los Angeles faces societal issues, including homelessness and behavioral health concerns, Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system. Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, Contract Security, and law enforcement coordinate regularly to address end-of-line and hotspot stations where societal factors are regularly present. Living on the streets is inherently dangerous. By connecting

people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders. In the first three quarters of this fiscal year, MDTs have enrolled 5,015 people into the Homeless Management Information System (HMIS) and have connected 2,104 people to interim or permanent housing.

Systemwide Crime Stats - March 2025 vs. February 2025

Crime is another societal issue that can spill onto the vast system. Metro coordinates with its law enforcement partners to provide a visible, engaged presence on the bus and rail system, enforcing the penal code to deter criminal activity, such as assaults, thefts, and trespassing. Comparing the statistics with the previous month and normalizing for ridership allows SSLE and its public safety partners to better observe trends and determine and update deployments as necessary.

After relatively low levels of crime in January and February, Crimes Against Persons increased in March. The second and third weeks of March saw an increase in aggravated assaults around the south of the A Line and local buses before returning to February levels. As it mainly affected the area covered by LAPD, their typical response was to temporarily refocus deployments around the crime "hot spots."

Crimes Against Society increased in March across all three major categories: Trespassing, Narcotics, and Weapons. Often, crimes in these categories fluctuate with levels of enforcement. Attention was given to Union Station due to the TAP-to-Exit program that first began on February 18, which resulted in extra patrols provided by LAPD, which generated additional crime reports and arrest activity.

- Crimes Against Persons increased by 19.2% in March compared to February (180 vs. 151).
 - On the rail system, Crimes Against Persons increased by 47.7% (112 vs. 76) due to increases in aggravated assaults (37 vs. 12), batteries (52 vs. 48), and robberies (15 vs. 13).
 - On the bus system, Crimes Against Persons decreased by 9.3% (68 vs. 75), mainly due to decreases in batteries (33 vs. 40) and robberies (10 vs. 14).
- Crimes Against Property decreased by 20.8% in March compared to February (61 vs. 77).
 - The decrease is attributed to 15.8% fewer incidents of thefts (32 vs. 38) on rail.
 - Crimes Against Property decreased by 29.6% on buses as a result of fewer incidents of thefts (7 vs. 15).
- Crimes Against Society increased by 44.3% in March compared to February (352 vs. 244).
 - On the rail system, Crimes Against Society increased by 45.9% (340 vs. 233) due to increases in narcotics (97 vs. 59), trespassing (218 vs. 164), and weapons (25 vs. 10).
 - On the bus system, Crimes Against Society increased by one (12 vs. 11) in March compared to February.

Per One Million Boardings

- Crimes Against Persons increased by 8.0% compared to February 2025 (6.79 vs. 6.28) and 30.2% compared to March 2024 (6.79 vs. 5.22).
- Crimes Against Property decreased by 28.2% compared to February 2025 (2.30 vs. 3.20) and increased by 16.8% compared to March 2024 (2.30 vs. 1.97).
- Crimes Against Society increased by 30.8% compared to February 2025 (13.28 vs. 10.15) and

decreased by 5.9% compared to March 2024 (13.28 vs. 14.10).

Observing an increase in Crimes Against Persons, law enforcement adjusts their deployments to specific locations identified to have a sudden rise in crime. Additionally, the TAP-to-Exit Pilot and the taller faregates pilot aim to deter crime and restrict access to those intending to use public transit. Refer to Attachment G for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly.

Operator Safety

Metro's law enforcement partners reported ten operator assaults in March, a slight increase from February (10 vs. 7). Using physical force (e.g., punch, slap, kick), using a weapon or object, projectile, and making verbal threats/intimidation were the methods of assaults on operators. Of the ten assaults reported, three occurred outside the operator area, one occurred while the barrier was open, and the remaining six reported a barrier in use. Of the six assaults with a barrier, three involved physical contact. One suspect banged on the barrier with a skateboard and managed to spit on the operator. Another sprayed an aerosol through the gap, while a third threw beer at the operator through the driver's side window. The other three assaults had no physical contact; two involved weapon brandishing with a barrier between them, and one occurred when the operator exited the bus to call 911 for an erratic suspect who attempted to open the barrier to seize control of the bus. See Attachment H for more details on the assaults.

An analysis of the top ten bus lines for January to March 2024 versus 2025 reveals a 22% decrease in assaults as well as a reduction in assault severity. In March 2024, nine out of ten assaults caused injuries, leading to four operators needing medical treatment. In contrast, March 2025 had ten assaults with no medical treatment required. This indicates a decrease in assault severity, as bus barriers help prevent serious injuries. Although the injury severity in assaults on bus operators is declining, linked to new bus barriers, more work is needed to address emerging assault methods. Staff will analyze assaults with the bus barrier closed and, if trends show gap exploitation, offer mitigation recommendations.

In addition to the protection that physical barriers give, all operators have received de-escalation training. Other safety measures in place include surveillance cameras, penalty signage, and video monitors to deter assaults on operators when they are outside the operator compartment area. Assault events are reviewed by Metro to identify root issues, possible preventive measures, and to provide lessons learned.

Other Frontline Staff Safety

Assaults on frontline staff (excluding operators) decreased from 16 in February to 14 in March. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to spitting to pouring liquid onto an employee. Of these 14 assaults, five occurred on the A Line at different stations. Four assaults occurred at Union Station (not line-specific), three occurred on the B Line at different stations, and two assaults occurred on buses. More details can be found in the Attachment H.

Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator

assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. The BSTs are augmented with law enforcement support. In March, there were 1,832 and 9,621 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

*Law enforcement Bus Teams conduct bus boardings, which is when an officer momentarily boards a bus during its stop, asks the operator if everything is okay, and ensures there are no safety issues on board.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. As highlighted earlier, taller faregates have been installed at select stations to improve passenger safety and security, as they can better detect and deter fare evasion behaviors. The installation of faregates at Firestone Station, which is in an equity-focused community, demonstrates the advancement of equity and investing in system upgrades to improve safety and customer experience in communities with mobility barriers.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities that will improve public safety and customer experience on Metro's bus and rail system and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

NEXT STEPS

SSLE continues to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, and the agency's crime stats. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENTS

Attachment A - Narcan Data March 2025

Attachment B - Arrests by Race & Ethnicity March 2025

Attachment C - Law Enforcement Homeless Outreach March 2025

Attachment D - Metro Transit Security Activities March 2025

Attachment E - Metro Ambassador Activities March 2025

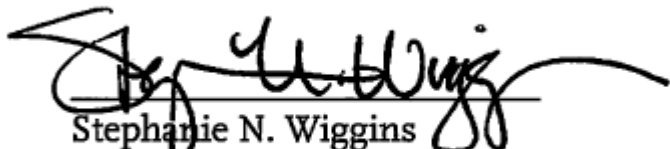
Attachment F - Station Experience Updates

Attachment G - Law Enforcement Crime Summary March 2025

Attachment H - Frontline Safety Additional Data March 2025

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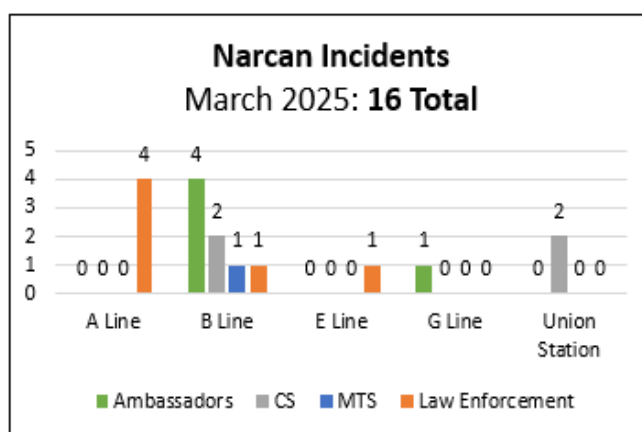


Stephanie N. Wiggins
Chief Executive Officer

Narcan Data (March 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose. LBPD is not required to carry Narcan, according to its agency's policies.

In March, there were a total of 16 Narcan incidents, which is a decrease of one incident from the prior month (17). Ambassadors reported five incidents, Contract Security reported four, LAPD reported six, LASD reported no incidents, and MTS reported one incident. Eight of the Narcan incidents occurred on the B Line, with four incidents occurring at North Hollywood Station. Three incidents occurred at 7th & Metro Center Station. Two incidents occurred at Union Station (not line-specific).





SYSTEM SECURITY & LAW ENFORCEMENT

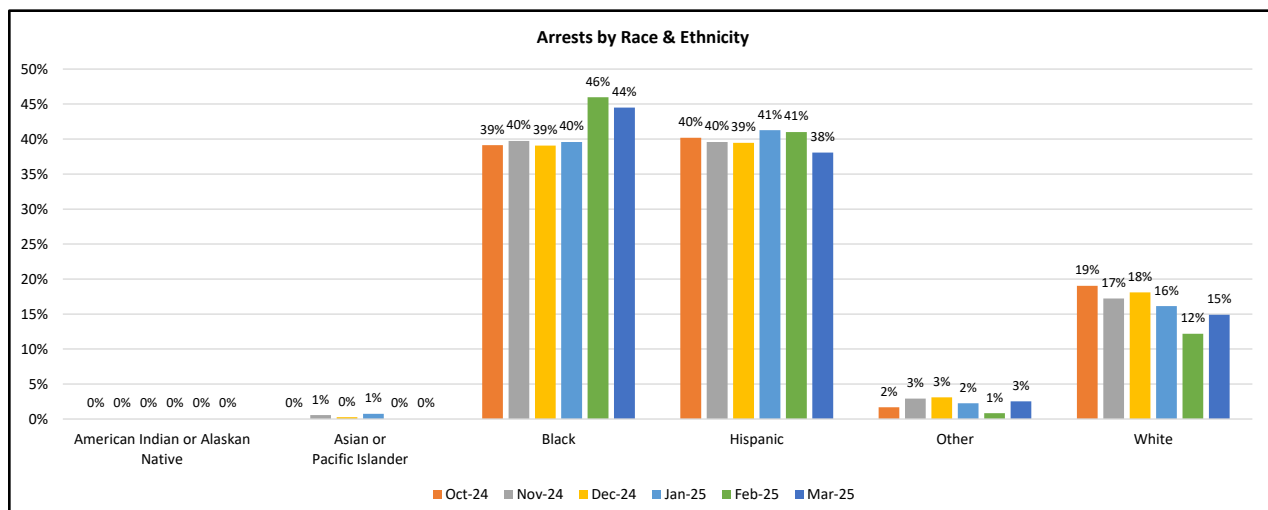
Attachment B

Arrests March 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	0	36	158	20	146	2	9	12	53	436*
Total	0		0		194		166		11		65		436
% Share	0.00%		0.00%		44.50%		38.07%		2.52%		14.91%		100.00%

*Due to a system issue with LAPD's new crime reporting database, some arrests were reported without demographics data. This attachment includes only arrests with demographics data and therefore underreports the true number of arrests. LAPD is working on resolving this issue for future reports.

Arrests March 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	8	11	1	13	0	0	1	4	38
Rail Systemwide	0	0	0	0	26	138	19	127	2	9	11	44	376
Union Station and 7th & Metro Station	0	0	0	0	2	9	0	6	0	0	0	5	22
Total	0		0		194		166		11		65		436
% Share	0.00%		0.00%		44.50%		38.07%		2.52%		14.91%		100.00%

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) March 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	13	45	4	48	0	1	3	12	126
B Line (Red)	0	0	0	0	11	73	8	60	2	6	7	27	194
C Line (Green)	0	0	0	0	1	8	0	7	0	0	1	1	18
E Line (Expo)	0	0	0	0	1	7	6	8	0	2	0	4	28
Bus - G Line (Orange)	0	0	0	0	0	0	0	3	0	0	0	2	5
Bus - J Line (Silver)	0	0	0	0	0	1	0	0	0	0	0	0	1
K Line	0	0	0	0	0	5	1	4	0	0	0	0	10
Union Station	0	0	0	0	1	9	0	4	0	0	0	5	19
7th & Metro Station	0	0	0	0	1	0	0	2	0	0	0	0	3
Bus Systemwide (excludes G & J Lines)	0	0	0	0	8	10	1	10	0	0	1	2	32
Total	0		0		194		166		11		65		436
% Share	0.00%		0.00%		44.50%		38.07%		2.52%		14.91%		100.00%





SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach March 2025

	LAPD	LASD	LBPD*
Contacts	285	322	N/A
Refusal of Services	82	0	N/A
Referrals	22	0	N/A
Veteran	0	0	N/A
5150	5	6	N/A
Mental Illness	39	0	N/A
Evaluations	63	0	N/A
Narcotics	77	0	N/A
Detox	0	0	N/A
Housed	1	0	N/A
Parole	3	0	N/A
Probation	11	0	N/A
Cleanup requests	13	0	N/A
Cleanups	25	0	N/A
Provided Social Services	0	0	N/A
Hospital	0	8	N/A
Food/Clothing	0	1	N/A

Note: Each category has slight variations in how it is defined by each law enforcement agency. Law enforcement clinicians share Metro-affiliated services with individuals experiencing homelessness, which leads to potential double-counting.

**LBPD's contract with MTA has ended effective March 31, 2025. LBPD did not provide any data for homeless outreach for March 2025.*

Metro Transit Security Updates – March 2025

MTS Citations and Warnings		
	March 2025	12-month Avg
Citations	183	507
Warnings	79	199

MTS Citations and Warnings - March 2025	
Category	Count
Proof of Fare	256
Not Comply with the Code of Conduct or Laws	4
Smoking/Vaping	2
Total	262

MTS Citations & Warnings Demographics* - March 2025													
	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
	0	2	7	0	10	82	13	100	3	6	7	32	
Total	2		7		92		113		9		39		262
% Share	0.76%		2.67%		35.11%		43.13%		3.44%		14.89%		100%

*Citation data is for adults only, as minors are not cited

In addition to Code of Conduct enforcement, Transit Security Officers (TSOs) offer safety tips like staying aware of surroundings while using mobile phones and promoting the Transit Watch app for incident reporting. Many TSOs are bilingual, assisting customers in languages such as Spanish, Korean, and Thai. They engage with bus operators to discuss safety issues for the Bus Safety Teams to address. When possible, TSOs give operators verbal tips on safety and de-escalation tactics to respond appropriately to potential threats.

Metro Transit Security's Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations to address concerns from bus operators about individuals refusing to alight buses at the end of the line. These operations resulted in 128 removals for non-compliance at Chatsworth Station between March 3 and March 7, and 114 removals for non-compliance at North Hollywood Station between March 17 and March 28.

TRANSIT SECURITY BUS SAFETY TEAMS – MARCH 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS ²	VERBAL WARNINGS ³
03/03/25 – 03/07/25	2, 4, 207, 233, 720, 754, G Line	171	158	97
03/10/25 – 03/14/25	2, 4, 207, 233, 720, 754, G Line	174	164	101
03/17/25 – 03/21/25	2, 4, 207, 233, 720, 754, G Line	172	159	99
03/24/25 – 03/28/25	2, 4, 207, 233, 720, 754, G Line	171	161	102

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

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

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

Transit Security Fare Compliance Teams are assigned to conduct fare compliance at station turnstiles, mezzanines, and platforms. The table below provides a recap of March's monthly activity.

TRANSIT SECURITY FARE COMPLIANCE TEAMS – MARCH 2025			
DEPLOYMENT PERIOD	LINES COVERED ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
03/03/25 – 03/07/25	A, B, C, E	277	133
03/10/25 – 03/14/25	A, B, C, E	272	129
03/17/25 – 03/21/25	A, B, C, E	275	132
03/24/25 – 03/28/25	A, B, C, E	273	134

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

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

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

Transit Security Train Safety Teams provide a uniformed presence and enforce Metro's Code of Conduct aboard trains. The table below provides a recap of March activities.

TRANSIT SECURITY TRAIN RIDING TEAMS – MARCH 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS ¹	REMOVALS – FARES ²	REMOVALS – CoC ³
03/03/25 – 03/07/25	A, B, C, E	111	198	103
03/10/25 – 03/14/25	A, B, C, E	108	191	94
03/17/25 – 03/21/25	A, B, C, E	110	194	95
03/24/25 – 03/28/25	A, B, C, E	107	192	97

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

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

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

Metro Ambassadors Activities March 2025

Ambassadors also provided crowd control and wayfinding support for special events such as the Chinatown Firecracker 10K Run, the 2025 Abilities Expo, Golden Dragon Lunar New Year Parade, and the 2025 Season Opening Dodgers Game. Ambassadors also provided support for ongoing service alerts like the A Line North bus bridges, the J Line East elevator outages, and the Firestone Station taller faregate installation.

J Line Eastway Deployments: Three Metro Ambassador teams per shift have been redeployed to advise Metro and customers of elevator outages along the J Line east segment. This deployment allows quick response and notifications to Bus Operations Control and customers. Ambassadors will remain on the J Line East until further notice.

Firestone Station Deployment: From 3/18 to 3/25, one Metro Ambassador team remained fixed at the Firestone Station's platform to guide customers to the open exits while new faregates were being installed.

Station Experience Updates (May 2025)

Firestone Station Rider Survey Indicates Over 95% Support for Upgraded Faregates

Following TAP's completed installation of the initial pilot of taller faregates at both Firestone and Lake A Line stations, data shows a significant improvement in fare compliance and a corresponding reduction in customer-reported incidents on Metro's Transit Watch app, when compared to the same time last month:

- Valid entries have jumped +188% at Firestone Station and +62% at Lake Station
- TAP Vending Machine transactions have jumped +52% at both stations
- LIFE (Low Income Fare is Easy) entries have jumped +250% at Firestone Station and +45% at Lake Station, signifying the effectiveness of onsite LIFE enrollments
- Customer-reported incidents on Transit Watch have dropped -78% at both stations

Further, staff have been conducting on-site, bilingual passenger surveys at Firestone Station to hear from riders about their reactions to the new faregates. Over 100 passengers completed the survey across multiple days in April 2025.

- Nine out of 10 surveyed reside within the station's zip code, and 95% are BIPOC
- 98% stated the upgraded faregates make their experience entering and exiting the station better, and that the upgraded faregates make the station feel cleaner
- 97% stated the upgraded faregates make them feel safer, and that the upgraded faregates are increasing their safety while waiting on the platform and riding the train
- 97% stated the upgraded faregates are making more people pay their fares, and they want to see upgraded faregates installed at more Metro stations

Throne Bathrooms Expand to More Stations with Over 200,000 Uses Recorded

As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, staff are continuing to deploy to four more stations this month, now totaling 20 stations with Throne access.

- On Thursday, April 24, bathrooms were added to:
 - Chinatown A Line Station
 - Culver City E Line Station
- On Thursday, May 1, bathrooms were added to:
 - Memorial Park A Line Station in Old Pasadena
 - Vermont/Sunset B Line Station in East Hollywood-Los Feliz

Following the Board-approved expansion plan, Metro continues to roll out about five new Throne Bathrooms every three months. Up to 50 units will be in place by the World Cup in Summer 2026 and 64 units by early 2027.

Vermont/Athens Station Gets Fresh Coat of Paint

As part of the C Line Painting Campaign led by Facilities Maintenance, the entire Vermont/Athens C Line station recently received painting upgrades. For the past several quarterly Station Experience inspections, this station received a No-Pass score for the Appearance subcategory, with persistent graffiti applying downward pressure on the station conditions and ratings. As a result, Facilities Maintenance prioritized this station to comprehensively address this station's equipment, including columns, walls, seating areas, fencing, and more, as part of this effort. The Facilities Maintenance Painters team will continue work throughout the C Line to address areas at stations and improve the aesthetic conditions.

Furthermore, staff have been working with LA County and Caltrans to repair freeway overpass lighting directly outside the station entrance. While staff have made substantial lighting upgrades within this Metro station, the areas outside of Metro's jurisdiction are substantially darker, likely due to ongoing vandalism and damage to public streetlight infrastructure. Staff are continuing to follow up with the appropriate jurisdiction to make the necessary repairs to extend the safety improvements for Vermont/Athens customers and frontline employees.

Smart BikeLink Lockers Bring +200% Jump in User Growth

Metro has long supported First/Last Mile solutions, including bike parking at Metro stations and bus transit centers. The Bike Locker program was created years ago to provide a more secure bike parking option. Prospective users can apply to rent an individual bike locker for six months at a time.

In recent years, however, staff have learned that the previous configuration may not be best aligned with maximizing this amenity to Metro's customers. While a semiannual rental agreement may have better aligned with pre-pandemic travel behavior, staff know that many users now commute on a hybrid schedule and do not require monthly access. Further, Metro's law enforcement partners have also found these lockers to sometimes be misused for illicit activity, such as the storage of drugs and other paraphernalia. There have also been previous reports that the original lockers were routinely being broken into and misused at many stations along the G Line Busway in the San Fernando Valley.

With these opportunities in mind, the Parking Management team has been phasing in a successful, new generation of [BikeLink lockers](#) with upgraded features to expand access and improve safety:

- Applications are no longer required, as users can now register on-site or through the mobile app
- New daily bike parking options starting at \$0.75 for 12 hours
- Security cameras inside each locker to ensure appropriate use, with direct feed to the Security Operations Center
- Sloping, dome locker roofs deter inappropriate activity around the bike lockers

As a result, unique user growth has skyrocketed by over +200%, from 140 users to over 430 users (and growing). Furthermore, bike locker utilization and turnover have substantially increased, ensuring that more users have access to their dynamic mobility needs, rather than lockers being monopolized by long-term storage and infrequent usage.

These new bike lockers are now at 27 different stations (and more on the way), including:

- Florence
- Arcadia
- APU/Citrus College
- Union Station
- Wilshire/Western
- Vermont/Santa Monica
- El Segundo
- Crenshaw/I-105
- Lakewood
- Norwalk
- Mariachi Plaza
- Soto
- Atlantic
- 17th St/SMC
- La Cienega/Jefferson
- Expo/Bundy
- Harbor Gateway Transit Center
- Reseda

Pasadena A Line Stations Receive Customer-Facing Improvements

In recent weekends, staff have been replacing A Line trains with bus shuttles to complete system maintenance in the Pasadena area. While this critical work is often behind the scenes, staff are also trying to use these opportunities to complete other improvements while the stations do not have active train movement.

With the Club World Cup coming to Pasadena's Rose Bowl later this summer, staff have been preparing for incremental improvements from Memorial Park Station to the nearby Rose Bowl Shuttle, in partnership with the City of Pasadena. Rose Bowl events often conclude late into the evening, when a lack of lighting can be a concern. As a result, the Traction Power crews were able to install supplementary overhead lighting to help brighten the entire station walls and pillars.

Staff have also been partnering with the City of Pasadena on a sustainable solution to the dilapidated clock face at Lake Station, which has had longstanding maintenance challenges attributed to the mechanical failure and precarious placement over the I-210 Freeway and active A Line tracks and high voltage wires. Further, the clock has not proved a useful function in the past 10 years, as 95% of rail riders now own cell phones,

so staff have installed digital time displays throughout the station. Lead Architecture and Facilities Maintenance worked together on a tactical, “bottle cap” solution that now attaches to the clock face with the Metro logo, so that the tower can be repurposed as a wayfinding beacon to this station from a distance.



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Total Crime Summary - March 2025

Total Crimes 5-Year Trend Year-to-Date - Systemwide

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	61	111	127	93	106
Agg Assault on Op	6	8	5	7	3
Battery	170	245	273	233	224
Battery on Operator	13	35	34	31	17
Homicide	1	1	1	1	0
Rape	4	2	5	6	0
Robbery	47	87	98	59	72
Sex Offenses	24	21	32	25	38
Subtotal	326	510	575	455	460
Crimes Against Property					
Arson	2	2	0	1	3
Bike Theft	6	13	6	2	1
Burglary	2	5	7	2	3
Larceny	66	138	114	125	131
Motor Vehicle Theft	2	7	13	9	11
Vandalism	75	103	44	26	58
Subtotal	153	268	184	165	207
Crimes Against Society					
Narcotics	46	22	144	212	297
Trespassing	25	25	105	844	531
Weapons	15	8	26	43	60
Subtotal	86	55	275	1,099	888
Total	565	833	1,034	1,719	1,555

Total Crimes 5-Year Trend Year-to-End - Rail

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	44	81	95	61	61
Agg Assault on Op	2	0	0	0	0
Battery	121	167	190	150	141
Battery on Operator	1	3	3	0	0
Homicide	1	0	1	0	0
Rape	4	2	5	4	0
Robbery	39	73	77	35	37
Sex Offenses	14	18	16	11	19
Subtotal	226	344	387	261	258
Crimes Against Property					
Arson	2	2	0	1	3
Bike Theft	3	8	1	1	1
Burglary	2	5	7	2	3
Larceny	48	103	83	75	97
Motor Vehicle Theft	2	3	12	4	11
Vandalism	41	75	21	16	30
Subtotal	98	196	124	99	145
Crimes Against Society					
Narcotics	16	13	105	194	263
Trespassing	23	21	101	836	526
Weapons	8	7	18	36	52
Subtotal	47	41	224	1,066	841
Total	371	581	735	1,426	1,244

Total Crimes 5-Year Trend Year-to-Date - Bus

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	17	30	32	32	45
Agg Assault on Op	4	8	5	7	3
Battery	49	78	83	83	83
Battery on Operator	12	32	31	31	17
Homicide	0	1	0	1	0
Rape	0	0	0	2	0
Robbery	8	14	21	24	35
Sex Offenses	10	3	16	14	19
Subtotal	100	166	188	194	202
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	3	5	5	1	0
Burglary	0	0	0	0	0
Larceny	18	35	31	50	34
Motor Vehicle Theft	0	4	1	5	0
Vandalism	34	28	23	10	28
Subtotal	55	72	60	66	62
Crimes Against Society					
Narcotics	30	9	39	18	34
Trespassing	2	4	4	8	5
Weapons	7	1	8	7	8
Subtotal	39	14	51	33	47
Total	194	252	299	293	311

Total Crimes 5-Year Trend Current Month only - Systemwide

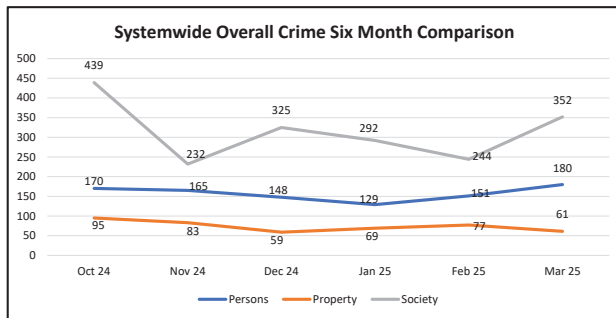
	Mar-21	Mar-22	Mar-23	Mar-24	Mar-25
Crimes Against Persons					
Agg Assault	26	51	45	26	54
Agg Assault on Op	3	4	3	2	0
Battery	75	79	89	72	78
Battery on Operator	5	13	20	8	7
Homicide	0	0	0	0	0
Rape	1	1	2	2	0
Robbery	19	33	34	19	25
Sex Offenses	12	9	13	6	16
Subtotal	141	190	206	135	180
Crimes Against Property					
Arson	1	1	0	0	1
Bike Theft	4	7	3	1	0
Burglary	0	1	4	2	0
Larceny	25	56	35	37	36
Motor Vehicle Theft	0	4	4	4	3
Vandalism	28	35	17	7	21
Subtotal	58	104	63	51	61
Crimes Against Society					
Narcotics	18	9	61	93	107
Trespassing	11	10	57	259	219
Weapons	7	0	9	13	26
Subtotal	36	19	127	365	352
Total	235	313	396	551	593

Total Crimes 5-Year Trend Current Month only - Rail

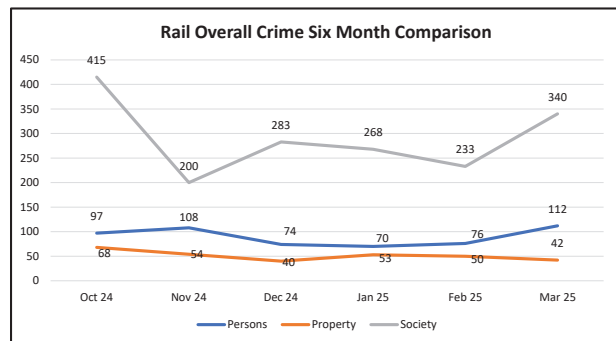
	Mar-21	Mar-22	Mar-23	Mar-24	Mar-25
Crimes Against Persons					
Agg Assault	20	38	32	17	37
Agg Assault on Op	0	0	0	0	0
Battery	51	56	68	53	52
Battery on Operator	0	2	2	0	0
Homicide	0	0	0	0	0
Rape	1	1	2	2	0
Robbery	17	29	25	11	15
Sex Offenses	5	8	5	3	8
Subtotal	94	134	134	86	112
Crimes Against Property					
Arson	1	1	0	0	1
Bike Theft	3	5	0	0	0
Burglary	0	1	4	2	0
Larceny	17	43	24	22	29
Motor Vehicle Theft	0	0	3	2	3
Vandalism	13	24	10	5	9
Subtotal	34	74	41	31	42
Crimes Against Society					
Narcotics	4	6	50	84	97
Trespassing	10	8	56	257	218
Weapons	5	0	7	10	25
Subtotal	19	14	113	351	340
Total	147	222	288	468	494

Total Crimes 5-Year Trend Current Month only - Bus

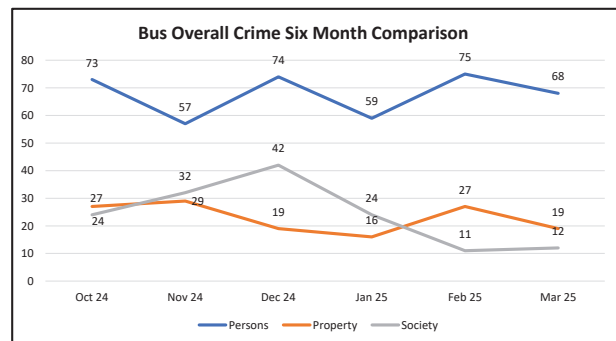
	Mar-21	Mar-22	Mar-23	Mar-24	Mar-25
Crimes Against Persons					
Agg Assault	6	13	13	9	17
Agg Assault on Op	3	4	3	2	0
Battery	24	23	21	19	26
Battery on Operator	5	11	18	8	7
Homicide	0	0	0	0	0
Rape	0	0	0	0	0
Robbery	2	4	9	8	10
Sex Offenses	7	1	8	3	8
Subtotal	47	56	72	49	68
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	1	2	3	1	0
Burglary	0	0	0	0	0
Larceny	8	13	11	15	7
Motor Vehicle Theft	0	4	1	2	0
Vandalism	15	11	7	2	12
Subtotal	24	30	22	20	19
Crimes Against Society					
Narcotics	14	3	11	9	10
Trespassing	1	2	1	2	1
Weapons	2	0	2	3	1
Subtotal	17	5	14	14	12
Total	88	91	108	83	99



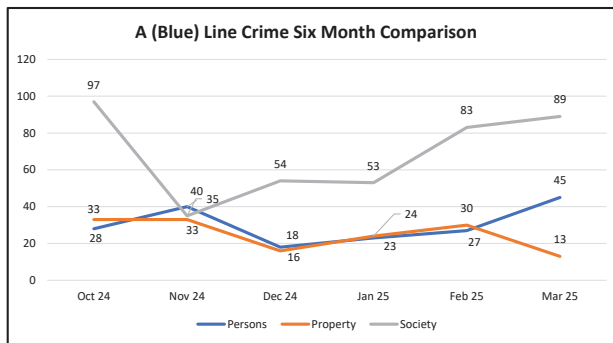
Systemwide	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	54	28	92.9%
Agg Assault on Op	0	0	0.0%
Battery	78	81	-3.7%
Battery on Operator	7	7	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	25	27	-7.4%
Sex Offenses	16	8	100.0%
Subtotal	180	151	19.2%
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	0	0	0.0%
Burglary	0	2	-100.0%
Larceny	36	49	-26.5%
Motor Vehicle Theft	3	4	-25.0%
Vandalism	21	22	-4.5%
Subtotal	61	77	-20.8%
Crimes Against Society			
Narcotics	107	69	55.1%
Trespassing	219	165	32.7%
Weapons	26	10	160.0%
Subtotal	352	244	44.3%
Total	593	472	25.6%



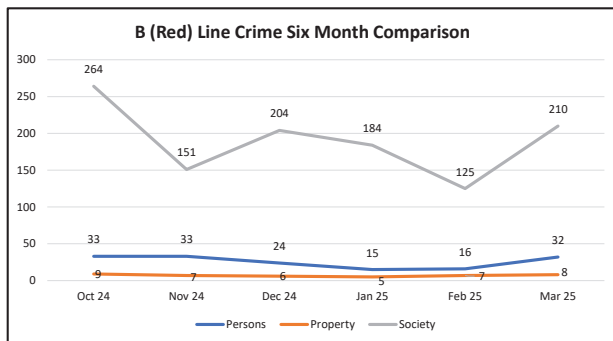
Rail	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	37	12	208.3%
Agg Assault on Op	0	0	0.0%
Battery	52	48	8.3%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	15	13	15.4%
Sex Offenses	8	3	166.7%
Subtotal	112	76	47.4%
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	0	0	0.0%
Burglary	0	2	-100.0%
Larceny	29	34	-14.7%
Motor Vehicle Theft	3	4	-25.0%
Vandalism	9	10	-10.0%
Subtotal	42	50	-16.0%
Crimes Against Society			
Narcotics	97	59	64.4%
Trespassing	218	164	32.9%
Weapons	25	10	150.0%
Subtotal	340	233	45.9%
Total	494	359	37.6%



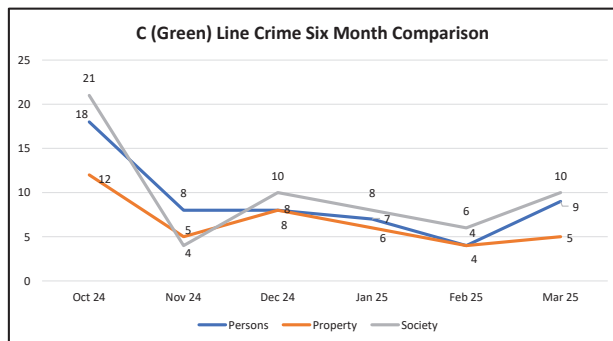
Bus	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	17	16	6.3%
Agg Assault on Op	0	0	0.0%
Battery	26	33	-21.2%
Battery on Operator	7	7	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	10	14	-28.6%
Sex Offenses	8	5	60.0%
Subtotal	68	75	-9.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	15	-53.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	12	12	0.0%
Subtotal	19	27	-29.6%
Crimes Against Society			
Narcotics	10	10	0.0%
Trespassing	1	1	0.0%
Weapons	1	0	100.0%
Subtotal	12	11	9.1%
Total	99	113	-12.4%



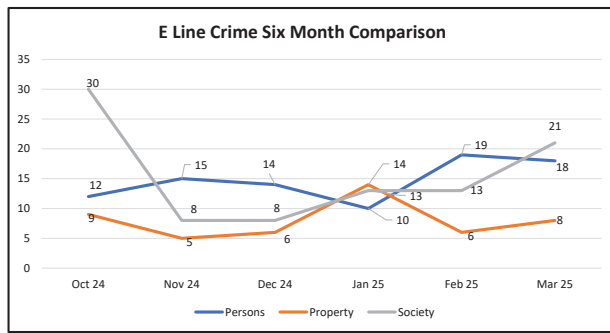
A (Blue) Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	19	6	216.7%
Agg Assault on Op	0	0	0.0%
Battery	21	18	16.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	3	0.0%
Sex Offenses	2	0	200.0%
Subtotal	45	27	66.7%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	23	-69.6%
Motor Vehicle Theft	2	0	200.0%
Vandalism	4	7	-42.9%
Subtotal	13	30	-56.7%
Crimes Against Society			
Narcotics	18	31	-41.9%
Trespassing	63	48	31.3%
Weapons	8	4	100.0%
Subtotal	89	83	7.2%
Total	147	140	5.0%



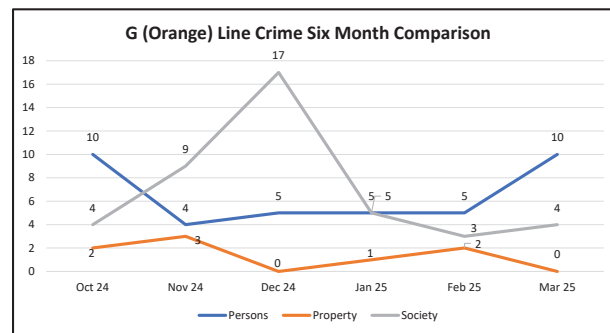
B (Red) Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	8	3	166.7%
Agg Assault on Op	0	0	0.0%
Battery	14	10	40.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	3	100.0%
Sex Offenses	4	0	400.0%
Subtotal	32	16	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	6	16.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	1	0.0%
Subtotal	8	7	14.3%
Crimes Against Society			
Narcotics	59	23	156.5%
Trespassing	135	98	37.8%
Weapons	16	4	300.0%
Subtotal	210	125	68.0%
Total	250	148	68.9%



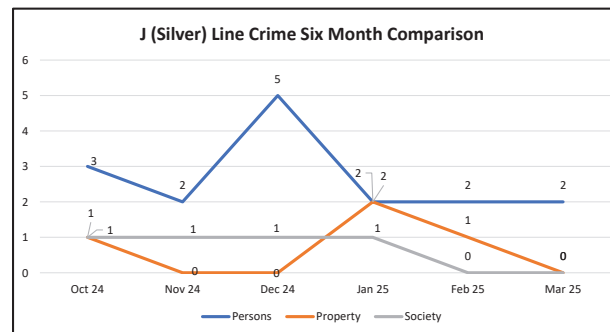
C (Green) Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	3	0	300.0%
Agg Assault on Op	0	0	0.0%
Battery	1	1	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	2	100.0%
Sex Offenses	1	1	0.0%
Subtotal	9	4	125.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	0	300.0%
Motor Vehicle Theft	1	4	-75.0%
Vandalism	1	0	100.0%
Subtotal	5	4	25.0%
Crimes Against Society			
Narcotics	6	1	500.0%
Trespassing	4	5	-20.0%
Weapons	0	0	0.0%
Subtotal	10	6	66.7%
Total	24	14	71.4%



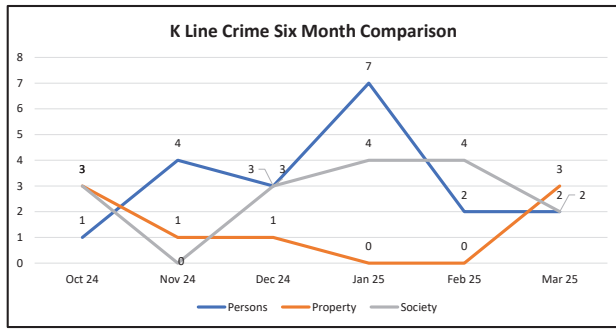
E Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	5	2	150.0%
Agg Assault on Op	0	0	0.0%
Battery	11	11	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	5	-60.0%
Sex Offenses	0	1	-100.0%
Subtotal	18	19	-5.3%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	2	-100.0%
Larceny	7	2	250.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	8	6	33.3%
Crimes Against Society			
Narcotics	6	3	100.0%
Trespassing	14	8	75.0%
Weapons	1	2	-50.0%
Subtotal	21	13	61.5%
Total	47	38	23.7%



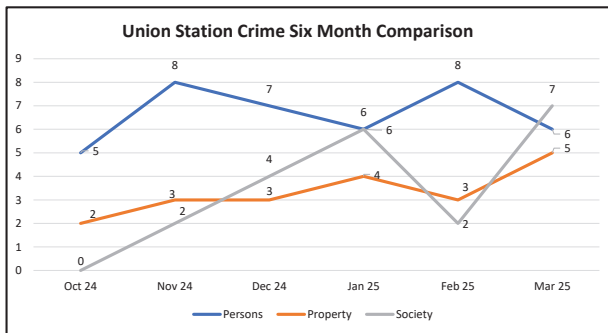
G (Orange) Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	3	2	50.0%
Agg Assault on Op	0	0	0.0%
Battery	5	1	400.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	2	-50.0%
Sex Offenses	1	0	100.0%
Subtotal	10	5	100.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	2	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	2	-100.0%
Crimes Against Society			
Narcotics	3	2	50.0%
Trespassing	0	1	-100.0%
Weapons	1	0	100.0%
Subtotal	4	3	33.3%
Total	14	10	40.0%



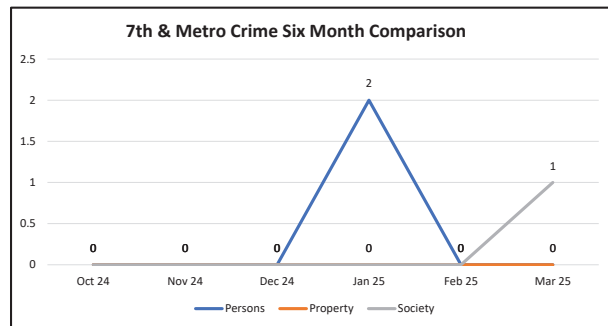
J (Silver) Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	0	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	2	2	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	1	-100.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	0	0	0.0%
Total	2	3	-33.3%



K Line	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	1	0	100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	2	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	1	0	100.0%
Subtotal	2	2	0.0%
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	3	0	0.0%
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	2	4	-50.0%
Weapons	0	0	0.0%
Subtotal	2	4	-50.0%
Total	7	6	16.7%



Union Station	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	5	6	-16.7%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	1	-100.0%
Subtotal	6	8	-25.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	3	33.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	5	3	66.7%
Crimes Against Society			
Narcotics	7	1	600.0%
Trespassing	0	1	-100.0%
Weapons	0	0	0.0%
Subtotal	7	2	250.0%
Total	18	13	38.5%



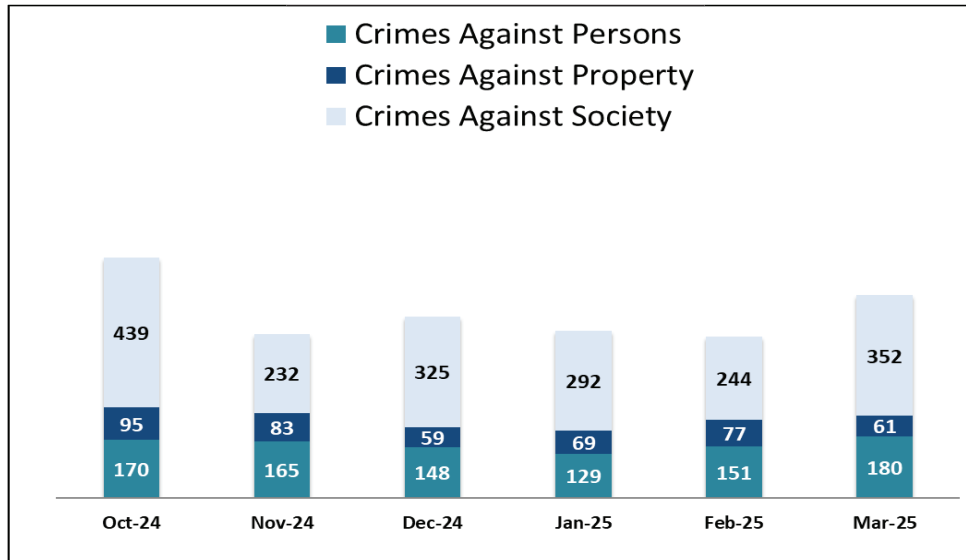
7th & Metro	Mar 25	Feb 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	0	0	0.0%
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	1	0	100.0%
Total	1	0	100.0%

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

MARCH 2025

Attachment G

Total Crimes

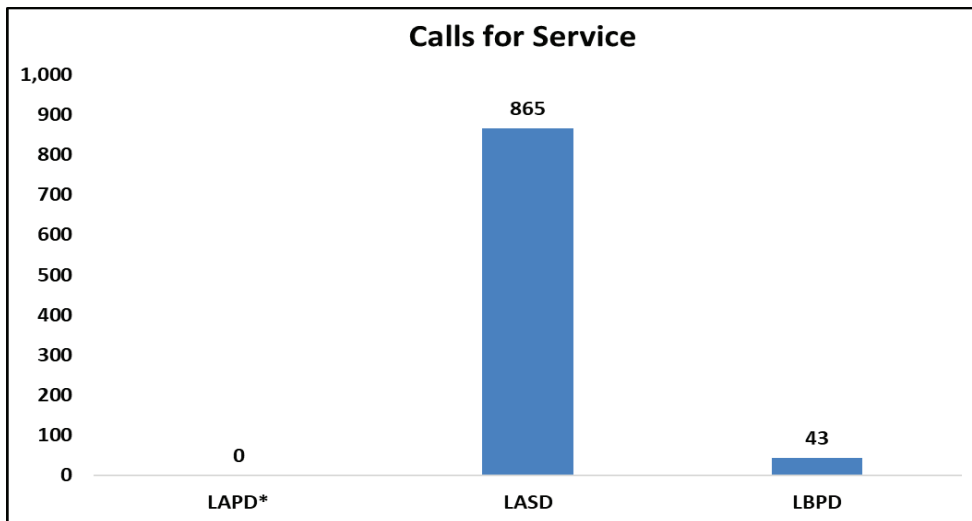


Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals

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

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

Calls for Service



* LAPD Calls for Service data is currently unavailable



SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

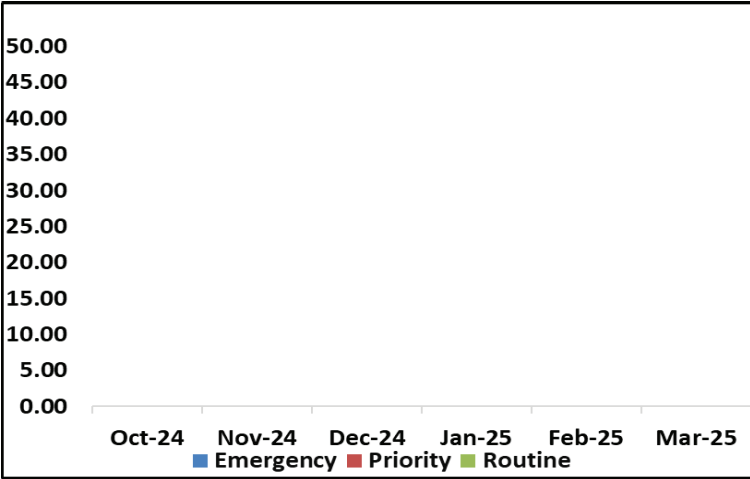
MARCH 2025

Attachment G

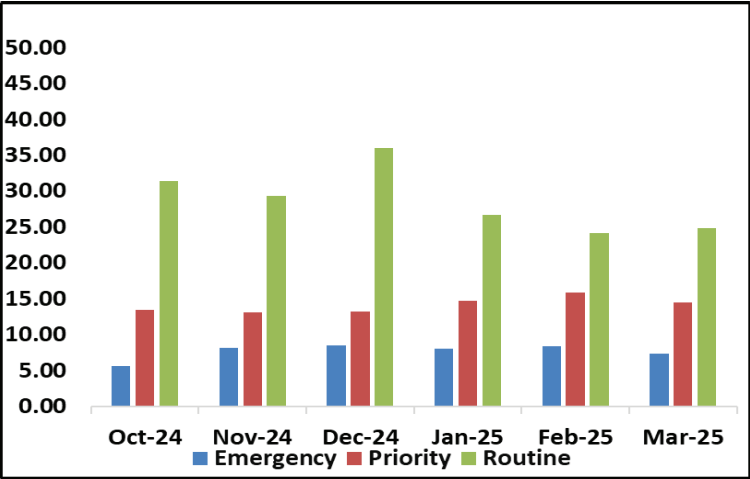
Average Incident Response Times

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

LAPD

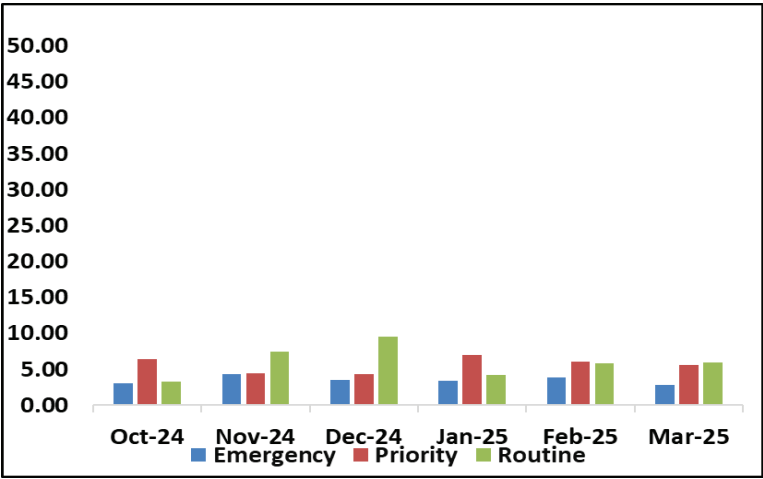


LASD



* LAPD Incident Response Times data is currently unavailable

LBPD



Transit Police

Monthly Crime Report



Attachment G

	2025	2024	%
	March	March	Change
CRIMES AGAINST PERSONS			
Homicide	0	0	0.0%
Rape	0	2	-100.0%
Robbery	25	19	31.6%
Aggravated Assault	54	26	107.7%
Aggravated Assault on Operator	0	2	-100.0%
Battery	78	72	8.3%
Battery on Operator	7	8	-12.5%
Sex Offenses	16	6	166.7%
SUB-TOTAL	180	135	33.3%
CRIMES AGAINST PROPERTY			
Burglary	0	2	-100.0%
Larceny	36	37	-2.7%
Bike Theft	0	1	-100.0%
Motor Vehicle Theft	3	4	-25.0%
Arson	1	0	100.0%
Vandalism	21	7	200.0%
SUB-TOTAL	61	51	19.6%
CRIMES AGAINST SOCIETY			
Weapons	26	13	100.0%
Narcotics	107	93	15.1%
Trespassing	219	259	-15.4%
SUB-TOTAL	352	365	-3.6%
TOTAL	593	551	7.6%
ENFORCEMENT EFFORTS			
Arrests	514	659	-22.0%
Citations	765	526	45.4%
Calls for Service	908	6,502	-86.0%



SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MARCH 2025

Attachment G

Crimes

Monthly

System-Wide	Mar-25	Mar-24	% Change
Crimes Against Persons	180	135	33.33%
Crimes Against Property	61	51	19.61%
Crimes Against Society	352	365	-3.56%
Total	593	551	7.62%

Six Months

System-Wide	Oct-24-Mar-25	Oct-23-Mar-24	% Change
Crimes Against Persons	943	1,019	-7.46%
Crimes Against Property	444	334	32.93%
Crimes Against Society	1,884	2,108	-10.63%
Total	3,271	3,461	-5.49%

Annual

System-Wide	Apr-24-Mar-25	Apr-23-Mar-24	% Change
Crimes Against Persons	2,062	2,115	-2.51%
Crimes Against Property	862	730	18.08%
Crimes Against Society	5,869	3,155	86.02%
Total	8,793	6,000	46.55%

Average Emergency Response Times

Monthly

Mar-25	Mar-24	% Change
3.38	5.50	-38.55%

Six Months

Oct-24-Mar-25	Oct-23-Mar-24	% Change
3.70	5.35	-30.89%

Annual

Apr-24-Mar-25	Apr-23-Mar-24	% Change
4.58	5.45	-15.97%

Bus Operator Assaults

Monthly

Mar-25	Mar-24	% Change
10	10	0.00%

Six Months

Oct-24-Mar-25	Oct-23-Mar-24	% Change
43	86	-50.00%

Annual

Apr-24-Mar-25	Apr-23-Mar-24	% Change
133	167	-20.36%

Ridership

Monthly

Mar-25	Mar-24	% Change
26,511,392	25,880,698	2.44%

Six Months

Oct-24-Mar-25	Oct-23-Mar-24	% Change
156,046,267	147,169,264	6.03%

Annual

Apr-24-Mar-25	Apr-23-Mar-24	% Change
313,915,552	292,953,804	7.16%

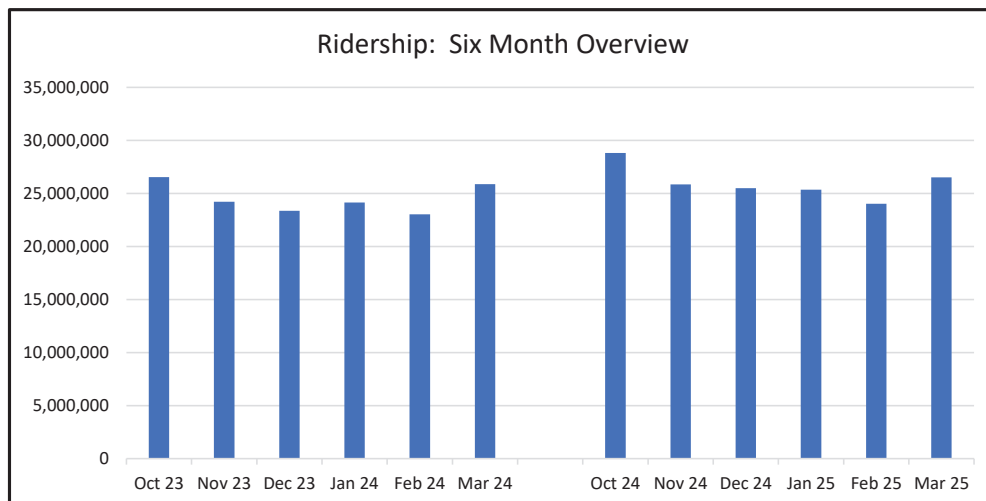
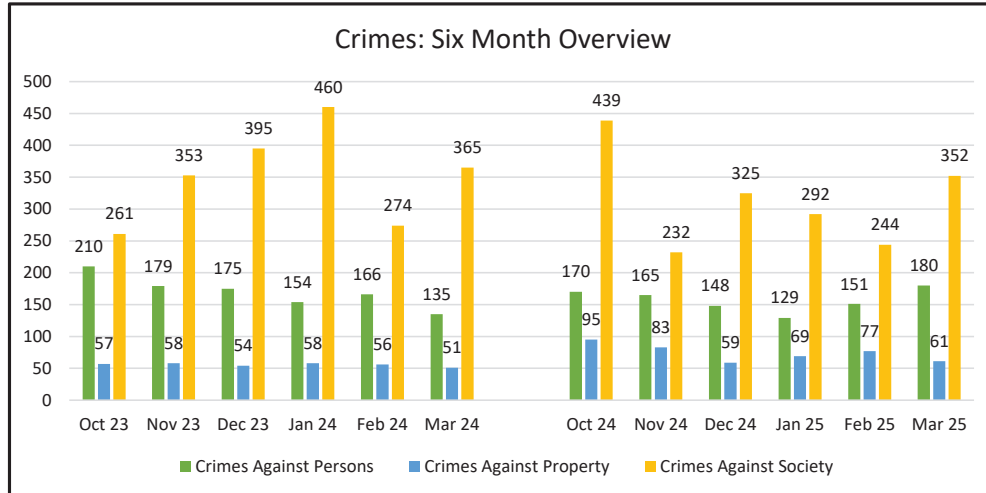


SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MARCH 2025

Attachment G



A LINE (BLUE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	2	0	44
Aggravated Assault	9	9	1	76
Aggravated Assault on Operator	0	0	0	1
Battery	5	10	6	125
Battery Rail Operator	0	0	0	0
Sex Offenses	1	1	0	13
SUB-TOTAL	16	22	7	259
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	1
Larceny	2	5	0	142
Bike Theft	0	0	0	1
Motor Vehicle Theft	1	1	0	9
Arson	0	0	0	2
Vandalism	1	3	0	30
SUB-TOTAL	4	9	0	185
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	6	2	0	44
Narcotics	17	1	0	188
Trespassing	53	8	2	539
SUB-TOTAL	76	11	2	771
TOTAL	96	42	9	1,215

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	2	1	1	7
Azusa Downtown	0	0	3	21
Irwindale	0	0	0	2
Duarte/City of Hope	0	0	0	5
Monrovia	0	0	0	6
Arcadia	0	0	0	3
Sierra Madre Villa	4	1	0	11
Allen	0	0	0	2
Lake	0	0	0	18
Memorial Park	2	0	1	7
Del Mar	0	0	0	5
Fillmore	2	0	0	9
South Pasadena	3	0	0	11
Highland Park	0	0	1	24
Southwest Museum	1	1	1	32
Heritage Square	0	0	2	21
Lincoln/Cypress	2	1	1	31
Chinatown	0	0	28	146
Union Station	1	0	7	25
Little Tokyo/Arts Dist	2	0	1	51
Historic Broadway	3	1	0	29
Grand Av Arts/Bunker Hill	1	0	16	211
7th St/Metro Ctr	0	0	0	14
Pico	3	0	6	55
Grand/LATTC	0	0	11	75
San Pedro St	1	0	2	15
Washington	1	0	0	19
Vernon	0	1	0	10
Slauson	0	0	0	24
Florence	1	0	0	28
Firestone	1	2	0	35
103rd St/Watts Towers	1	0	0	22
Willowbrook/Rosa Parks	3	2	4	98
Compton	2	1	1	30
Artesia	1	1	1	42
Del Amo	1	1	0	17
Wardlow	0	0	0	0
Willow St	1	0	1	16
PCH	1	0	0	5
Anaheim St	0	0	0	8
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	3	0	1	12
Pacific Av	2	0	0	3
Blue Line Rail Yard	0	0	0	7
Other	0	0	0	0
Total	45	13	89	1,214

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	46	8	1	330
Misdemeanor	45	34	0	992
TOTAL	91	42	1	1,322

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Misdemeanor Citations	0	0	3	5
Other Citations	76	24	0	1,118
Vehicle Code Citations	2	20	0	123
TOTAL	78	44	3	1,246

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	Currently Unavailable	163	5	3,548
Priority	Currently Unavailable	105	35	1,217
Emergency	Currently Unavailable	10	3	177
TOTAL	0	278	43	4,942

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	22%	N/C	2%
Proactive	78%	N/C	98%
TOTAL	100%	0%	100%

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

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Azusa	0	24	0	241
Irwindale	0	19	0	222
Duarte Station	0	5	0	63
Monrovia	0	7	0	99
Magnolia Ave	0	0	0	0
Arcadia Station	0	15	0	162
Pasadena	0	28	0	381
South Pasadena	0	4	0	130
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	43	0	0	406
Slauson	0	4	0	107
Florence	0	13	0	148
Firestone	0	13	0	106
103rd St	0	0	0	99
Willowbrook	0	27	0	123
Compton	0	10	0	56
Artesia	0	14	0	62
Del Amo	0	3	0	47
Wardlow Rd	0	0	4	20
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	43	186	4	2,472

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

B LINE (RED)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	1
Robbery	6	34
Aggravated Assault	8	72
Aggravated Assault on Operator	0	0
Battery	14	186
Battery Rail Operator	0	0
Sex Offenses	4	21
SUB-TOTAL	32	314
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	55
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	22
SUB-TOTAL	8	78
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	16	115
Narcotics	59	647
Trespassing	135	2,036
SUB-TOTAL	210	2,798
TOTAL	250	3,190

ARRESTS		
AGENCY	LAPD	FYTD
Felony	120	780
Misdemeanor	135	3,225
TOTAL	255	4,005

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	289	3,004
Vehicle Code Citations	13	347
TOTAL	302	3,351

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	82%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	5	1	11	772
Civic Center/Grand Park	2	0	4	32
Pershing Square	4	0	31	370
7th St/Metro Ctr	6	1	17	256
Westlake/MacArthur Park	3	1	46	506
Wilshire/Vermont	0	1	12	218
Wilshire/Normandie	1	0	1	26
Vermont/Beverly	0	0	8	92
Wilshire/Western	0	0	3	69
Vermont/Santa Monica	0	0	0	49
Vermont/Sunset	2	0	4	65
Hollywood/Western	0	0	8	76
Hollywood/Vine	3	2	11	100
Hollywood/Highland	2	1	5	81
Universal City/Studio City	2	0	18	80
North Hollywood	2	1	31	398
Red Line Rail Yard	0	0	0	0
Total	32	8	210	3,190

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	3	30
Aggravated Assault	0	3	29
Aggravated Assault on Operator	0	0	0
Battery	0	1	19
Battery Rail Operator	0	0	0
Sex Offenses	0	1	8
SUB-TOTAL	1	8	86
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	0	37
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	11
Arson	0	0	0
Vandalism	0	1	10
SUB-TOTAL	4	1	58
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	14
Narcotics	0	6	55
Trespassing	4	0	63
SUB-TOTAL	4	6	132
TOTAL	9	15	276

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
LAX/Metro Transit Center				
Aviation/Century	0	0	0	0
Aviation/Imperial	0	4	2	27
Hawthorne/Lennox	3	0	0	14
Crenshaw	1	0	0	17
Vermont/Athens	0	1	1	9
Harbor Fwy	0	0	1	69
Avalon	1	0	1	25
Willowbrook/Rosa Parks	0	0	1	31
Long Beach Bl	3	0	3	49
Lakewood Bl	1	0	0	6
Norwalk	0	0	1	23
Total	9	5	10	270

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	7	73
Misdemeanor	1	11	257
TOTAL	1	18	330

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	14	327
Vehicle Code Citations	0	1	10
TOTAL	2	15	337

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	66	1,983
Priority	Currently Unavailable	27	363
Emergency	Currently Unavailable	2	31
TOTAL	0	95	2,377

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

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

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

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	2
Robbery	2	0	30
Aggravated Assault	4	1	24
Aggravated Assault on Operator	0	0	0
Battery	9	2	70
Battery Rail Operator	0	0	0
Sex Offenses	0	0	6
SUB-TOTAL	15	3	132
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	5	2	51
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	1	12
SUB-TOTAL	5	3	67
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	1	0	9
Narcotics	5	1	47
Trespassing	14	0	358
SUB-TOTAL	20	1	414
TOTAL	40	7	613

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Atlantic	0	0	0	5
East LA Civic Ctr	0	0	0	3
Maravilla	0	1	0	2
Indiana (both LAPD & LASD)	0	0	0	28
Soto	0	0	1	21
Mariachi Plaza	0	0	1	21
Pico/Aliso	1	0	1	8
Little Tokyo/Arts Dist	0	0	0	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	0	0	0	8
LATTC/Ortho Institute	0	0	0	88
Jefferson/USC	1	1	0	10
Expo Park/USC	1	0	0	15
Expo/Vermont	2	0	0	43
Expo/Western	3	0	17	58
Expo/Crenshaw	0	1	0	75
Farmdale	2	0	0	19
Expo/La Brea	1	1	0	46
La Cienega/Jefferson	2	0	0	93
Culver City	0	0	0	4
Palms	0	2	0	5
Westwood/Rancho Park	1	0	0	3
Expo/Sepulveda	1	0	0	7
Expo/Bundy	0	0	0	7
26th St/Bergamot	1	2	0	7
17th St/SMC	0	0	0	7
Downtown Santa Monica	2	0	1	25
Expo Line Rail Yard	0	0	0	0
Total	18	8	21	613

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	8	1	73
Misdemeanor	14	9	529
TOTAL	22	10	602

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	24	8	710
Vehicle Code Citations	2	0	14
TOTAL	26	8	724

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	89	1,293
Priority	Currently Unavailable	16	207
Emergency	Currently Unavailable	2	21
TOTAL	0	107	1,521

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	86%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
East Los Angeles	0	7	65
Figuerroa St	0	0	0
Exposition Blvd	91	0	1,294
Culver City	0	4	104
Santa Monica	0	94	779
TOTAL	91	105	2,242

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

G LINE (ORANGE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	11
Aggravated Assault	3	14
Aggravated Assault on Operator	0	0
Battery	5	23
Battery Bus Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	10	49
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
SUB-TOTAL	0	16
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	1	4
Narcotics	3	44
Trespassing	0	26
SUB-TOTAL	4	74
TOTAL	14	139

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	4	0	0	21
Laurel Canyon	1	0	0	5
Valley College	0	0	0	2
Woodman	1	0	2	7
Van Nuys	1	0	0	8
Sepulveda	0	0	0	2
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	1	0	0	40
Tampa	0	0	1	3
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	1	0	0	5
Warner Center	0	0	0	0
Sherman Way	1	0	0	7
Roscoe	0	0	0	2
Nordhoff	0	0	0	1
Chatsworth	0	0	1	30
Total	10	0	4	139

ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	36
Misdemeanor	4	59
TOTAL	10	95

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	14	134
Vehicle Code Citations	57	168
TOTAL	71	302

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

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

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT G
MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	5
Aggravated Assault	0	0	7
Aggravated Assault on Operator	0	0	0
Battery	2	0	8
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	2	0	24
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	4
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	6
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	2
Narcotics	0	0	10
Trespassing	0	0	33
SUB-TOTAL	0	0	45
TOTAL	2	0	75

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	2
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	7
Slauson	1	0	0	12
Manchester	0	0	0	14
Harbor Fwy	0	0	0	18
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	13
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	1
Total	2	0	0	71

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	5
Misdemeanor	1	0	37
TOTAL	1	0	42

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	84
Vehicle Code Citations	1	0	30
TOTAL	1	0	114

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	6	52
Priority	Currently Unavailable	2	17
Emergency	Currently Unavailable	0	1
TOTAL	0	8	70

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	9%
Proactive	84%	91%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	87%
Silver Line- LASD	92%

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

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	4
Aggravated Assault	0	1	4
Aggravated Assault on Operator	0	0	0
Battery	0	0	16
Battery Bus Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	0	2	25
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	10
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	1	1
Vandalism	0	1	4
SUB-TOTAL	1	2	15
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	3
Narcotics	0	0	5
Trespassing	1	1	23
SUB-TOTAL	1	1	31
TOTAL	2	5	71

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	1	0	20
Martin Luther King Jr Station	0	0	0	7
Leimert Park Station	0	0	0	5
Hyde Park Station	0	0	0	9
Fairview Heights Station	0	0	0	1
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	1	0	0	4
LAX/Metro Transit Center				

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	10
Misdemeanor	3	6	48
TOTAL	3	7	58

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	8	45
Vehicle Code Citations	0	1	4
TOTAL	1	9	49

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	67	1,021
Priority	Currently Unavailable	9	57
Emergency	Currently Unavailable	0	4
TOTAL	0	76	1,082

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

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

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

BUS PATROL

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	7	2	79
Aggravated Assault	12	2	118
Aggravated Assault on Operator	0	0	24
Battery	13	6	252
Battery Bus Operator	5	2	66
Sex Offenses	6	1	34
SUB-TOTAL	43	13	574
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	2	117
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	9	3	96
SUB-TOTAL	14	5	215
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	31
Narcotics	5	2	99
Trespassing	0	1	27
SUB-TOTAL	5	3	157
TOTAL	62	21	946

LASD's Crimes per Sector		
Sector		FYTD
Westside	4	27
San Fernando	0	7
San Gabriel Valley	1	47
Gateway Cities	7	71
South Bay	9	103
Total	21	255

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	1	16
West Valley	2	20
North Hollywood	5	30
Foothill	1	12
Devonshire	0	9
Mission	3	17
Topanga	0	5
Central Bureau		
Central	11	131
Rampart	5	38
Hollenbeck	0	18
Northeast	1	20
Newton	2	51
West Bureau		
Hollywood	3	34
Wilshire	6	33
West LA	3	25
Pacific	2	13
Olympic	2	54
Southwest Bureau		
Southwest	2	47
Harbor	2	13
77th Street	8	76
Southeast	2	28
Total	61	690

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	14	1	182
Misdemeanor	5	14	397
TOTAL	19	15	579

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	29	18	1,269
Vehicle Code Citations	144	1	1,355
TOTAL	173	19	2,624

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	Currently Unavailable	196	1,569
Priority	Currently Unavailable	100	863
Emergency	Currently Unavailable	5	33
TOTAL	0	301	2,465

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	3%
Proactive	0%	97%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	91%

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

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	0	2
Aggravated Assault	1	12
Aggravated Assault on Operator	0	0
Battery	5	40
Battery Rail Operator	0	0
Sex Offenses	0	5
SUB-TOTAL	6	61
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	4	19
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	12
SUB-TOTAL	5	32
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	1
Narcotics	7	10
Trespassing	0	36
SUB-TOTAL	7	47
TOTAL	18	140

ARRESTS		
AGENCY	LAPD	FYTD
Felony	12	31
Misdemeanor	6	49
TOTAL	18	80

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	12	676
Vehicle Code Citations	1	7
TOTAL	13	683

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	81%

LEGEND	
Los Angeles Police Department	

7TH & METRO STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MARCH 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	1
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	1
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	0	2
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	1	1
Trespassing	0	0
SUB-TOTAL	1	1
TOTAL	1	3

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

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	Currently Unavailable	0
Priority	Currently Unavailable	0
Emergency	Currently Unavailable	0
TOTAL	0	0

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

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

LEGEND
Los Angeles Police Department



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service March 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between March 1 and March 31, Metro Transit Security, LAPD, LASD, and LBPD received fifteen (15) incidents and referred fourteen victims of sexual crimes/harassment to the above free hotlines. One incident was a public urination incident observed by a Metro Transit Security Officer.

Incident Type & Totals						
	Mar 25	Feb 25	% Change	Mar 25	Mar 24	% Change
Sexual Harassment	0	0	0.0%	0	0	0.0%
Sexual Battery	10	6	66.7%	10	7	42.9%
Lewd Conduct	2	1	100.0%	2	1	100.0%
Indecent Exposure	3	1	200.0%	3	1	200.0%
Rape	0	0	0.0%	0	2	-100.0%
TOTAL	15	8	87.5%	15	11	36.4%

Counseling Information Provided	
	March 2025
Yes	14
No - If no, why?	1
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	1
TOTAL	15

Frontline Safety – Additional Data (March 2025)

Operator Safety

Figures A and B provide context on operator assaults in March compared to prior months and years. Figures C and D illustrate the methods and reasons for assaults, respectively.

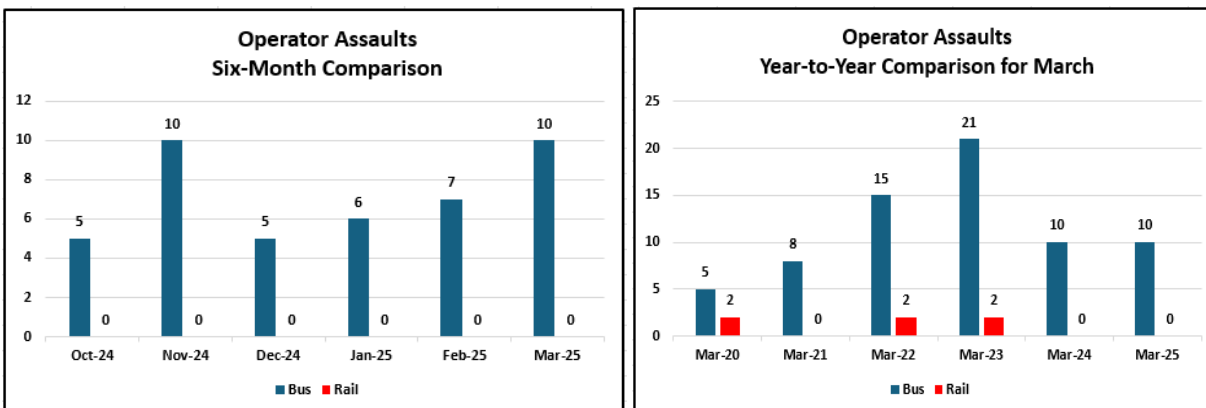


Figure A (Left) and Figure B (Right)

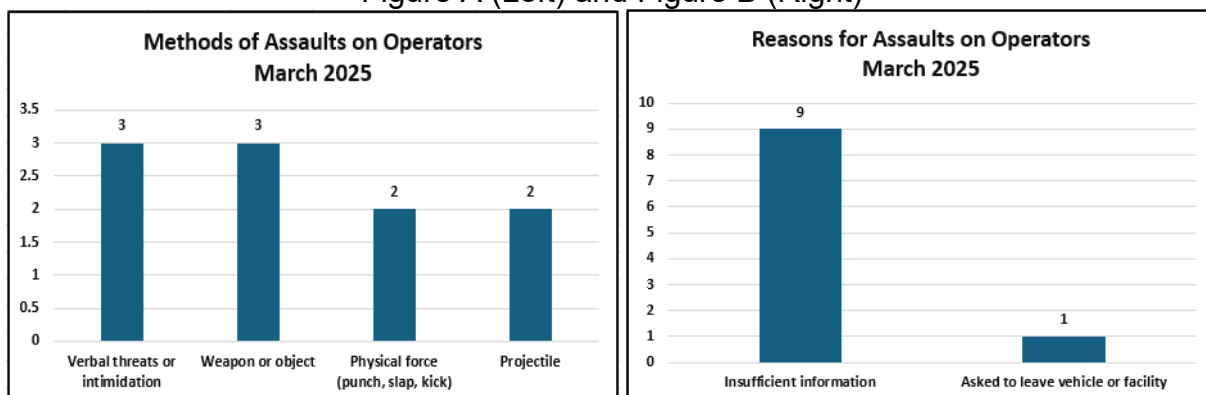


Figure C (Left) and Figure D (Right)

For more details on each report of an operator assault, see the next page.

Attachment H

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
3/1/2025	0:00	60	3982	Main & 5th Street	Suspect spat at victim then swung a skateboard at the barrier glass.	Barrier present - closed	Insufficient information	Weapon or object used as a weapon	No
3/2/2025	17:23	901	3997	8234 Can Nuys Blvd	Suspect attempted to fight victim. Suspect attempted to gain access to driver seat and flee. No physical contact between the operator and suspect.*	Barrier present - closed	Insufficient information	Verbal threats or intimidation	No
3/4/2025	0:09	Div 1	N/A	1130 E. 6th Street	Victim asked suspect to leave lobby. Suspect grabbed victim's face breaking victim's glasses and causing injury to victim's face.*	Outside of operator area	Asked to leave vehicle or facility	Physical force (punch, slap, kick)	No
3/4/2025	16:15	53	1856	6th Street & Towne Ave	Suspect sprayed unknown aerosol at victim through the gap of the bus barrier.	Barrier present - closed	Insufficient information	Projectile	No
3/10/2025	7:39	204	8714	Vermont/120th, Los Angeles	Suspect poked bus operator with an unknown object outside of bus.	Outside of operator area	Insufficient information	Weapon or object used as a weapon	No
3/13/2025	13:56	901	19532	North Hollywood Station	Suspect struck operator's shoulder while operator attempted to wake up suspect.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No
3/15/2025	8:30	212	3858	Hollywood & Sycamore	Suspect pointed a BB gun at victim.	Barrier present - closed	Insufficient information	Verbal threats or intimidation	No
3/23/2025	0:02	720	8735	Burton & Sherbourne	Suspect brandished pepper spray towards victim.*	Barrier present - closed	Insufficient information	Verbal threats or intimidation	No
3/24/2025	6:00	4	9586	Santa Monica/5th, Santa Monica	Suspect arrested for pushing bus barrier into bus operator.	Barrier present - open	Insufficient information	Weapon or object used as a weapon	No
3/29/2025	14:55	720	8787	Wilshire & Normandie	Suspect threw beer at operator through driver side window which was open.	Barrier present - closed	Insufficient information	Projectile	No

*The total number of assaults in this report is higher than the total number of crimes categorized as operator assaults in the general crime report, because these three assaults were categorized as a different crime or as a more severe crime.

Assaults per Vehicle Revenue Mile

The Federal Transit Administration (FTA)'s National Transit Database (NTD) added an assaults per vehicle revenue mile (VRM) requirement as part of the reporting of assaults on transit workers from transportation agencies. While transit agencies are required to report this metric annually to the NTD, this report will provide a monthly update, showing the most recent 12-month rolling average. Due to Metro's vast service area (measured in Vehicle Revenue Miles), the metric is normalized by 100,000 miles.

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in March 2025 was 1.18, compared to 1.19 in February 2025. This means that over the last 12 months ending March 2025, there was an average of 1.18 assaults per 100,000 revenue miles, a 0.8% decrease compared to the 12 months ending February 2025.

Other Frontline Staff Safety

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation, arrest laws, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults.

For frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals.

Figures E and F illustrate assault methods and reasons, respectively.

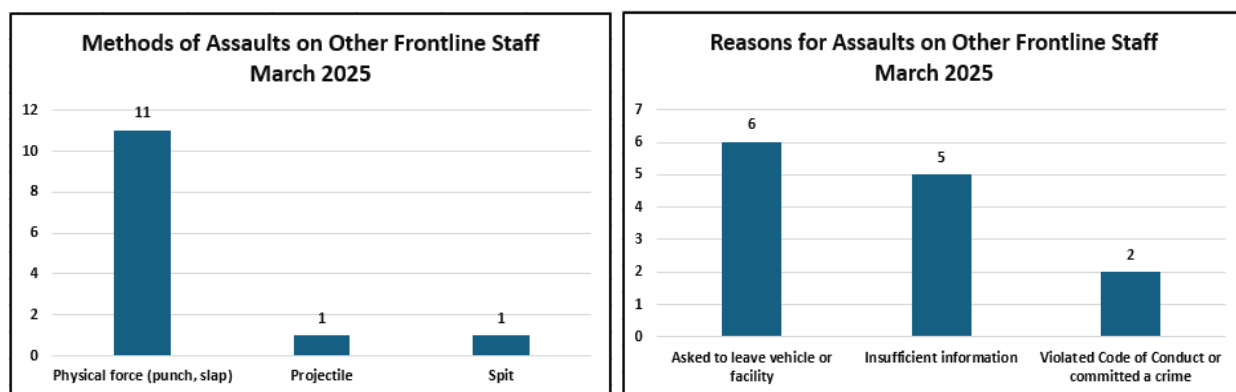


Figure E (Left) and Figure F (Right)

2025

Monthly Update On Public Safety

*Operations, Safety, & Customer Experience Committee Meeting
May 15, 2025*



ENGAGED & VISIBLE DEPLOYMENT

LAW ENFORCEMENT

LAPD, LASD, and LBPd enforce the penal code on the system, including conducting trespass investigations.

- Officers made 514 arrests and issued 765 citations.

CUSTOMER SENTIMENT

- *Reddit* – A rider complimented Metro police officers for checking everyone's TAP cards and being more visible on the A Line.
- *Instagram* – A Metro post on G Line improvements generated positive engagement, with many people leaving positive comments about bus safety and reliability improvements.

TRANSIT SECURITY

- TSOs issued 183 citations and 79 written warnings.
 - 87% of violations issued at TAP-to-Exit locations

They also provided support at Firestone & Lake stations(A Line) during the rollout of the taller faregates.

Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations.

METRO AMBASSADORS

Ambassadors provide support to riders, connecting riders to resources and reporting safety incidents or maintenance needs.

- 3,645 Cleanliness Issues
- 2,373 Graffiti Incidents
- 552 Elevator and Escalator Problems

END OF LINE OPERATIONS

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

- CS officers cleared 15,758 trains and offloaded 7,763 patrons.

ACCESS CONTROL

- **Firestone Faregate Survey Shows 95% Support**
 - 9 out of 10 live within station zip code (95% BIPOC)
 - 98% say cleaner station & easier entry/exit
 - 97% feel safer entering, waiting, and riding
 - 97% want to see expansion to more stations
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
 - Chinatown (A), Memorial Park (A), Vermont/Sunset (B), Culver City (E)
- **Upgraded BikeLink Lockers see +200% growth**



Over 100 Firestone Riders Recently Surveyed



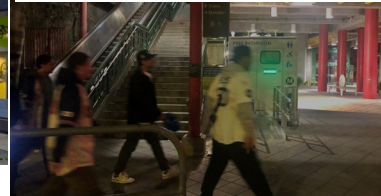
Observatory-bound tourist snaps photo at Vermont/Sunset



Chinatown Throne Sees Uptick After Dodger Games + Adjacent Building Security Approves of New Amenity



Culver City Throne near Ivy Station



Before & After



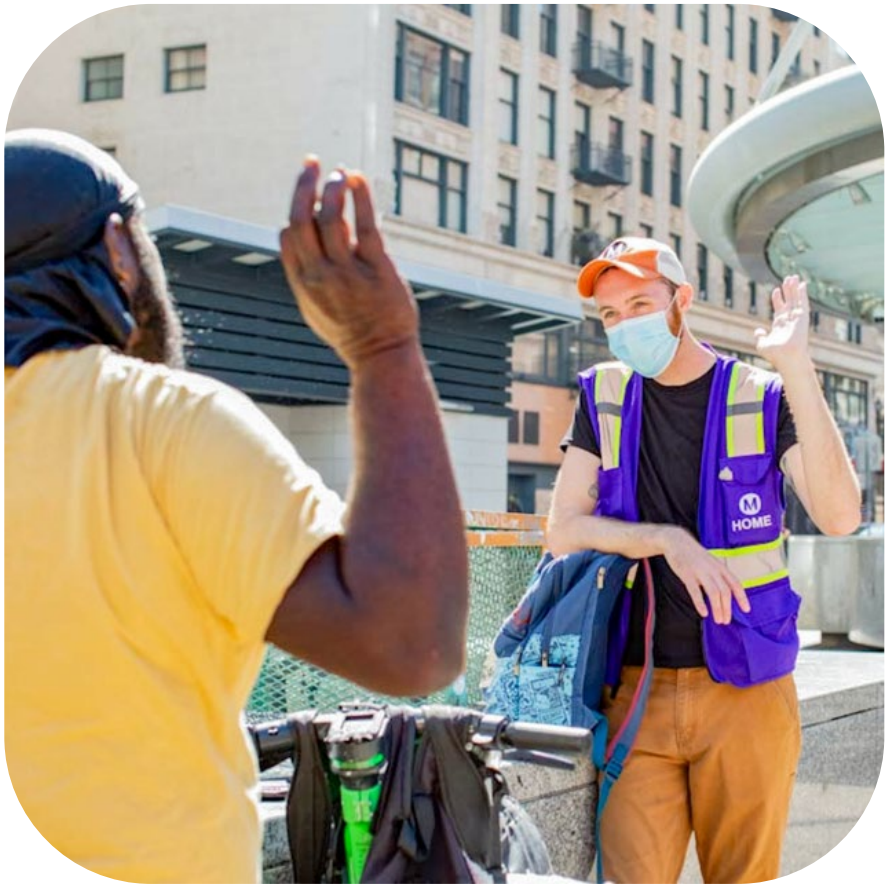
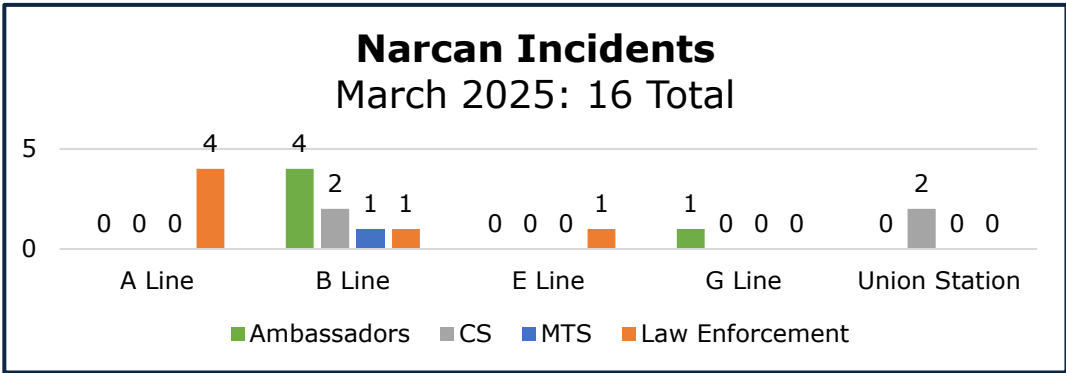
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

In the first three quarters of FY25:



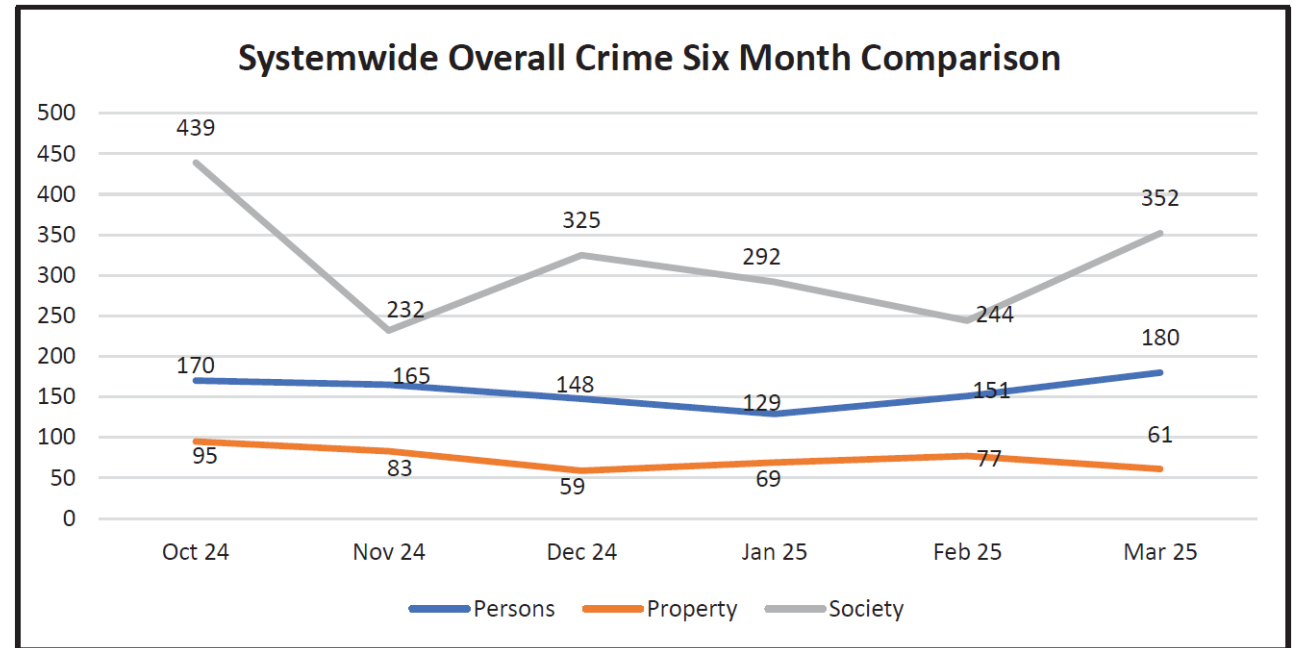
Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources.



PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

March 2025 vs. February 2025

- **Crimes Against Property** decreased by 20.8%, driven by fewer thefts.
- **Crimes Against Persons** increased by 19.2% due to a rise in aggravated assaults that occurred mid-month.
 - However, they declined again, seen as a temporary fluctuation without systemic drivers.
- **Crimes Against Society** increased by 44.3%.
 - LAPD provided extra patrols to Union Station for TAP-to-Exit, which generated additional crime reports and arrest activity.

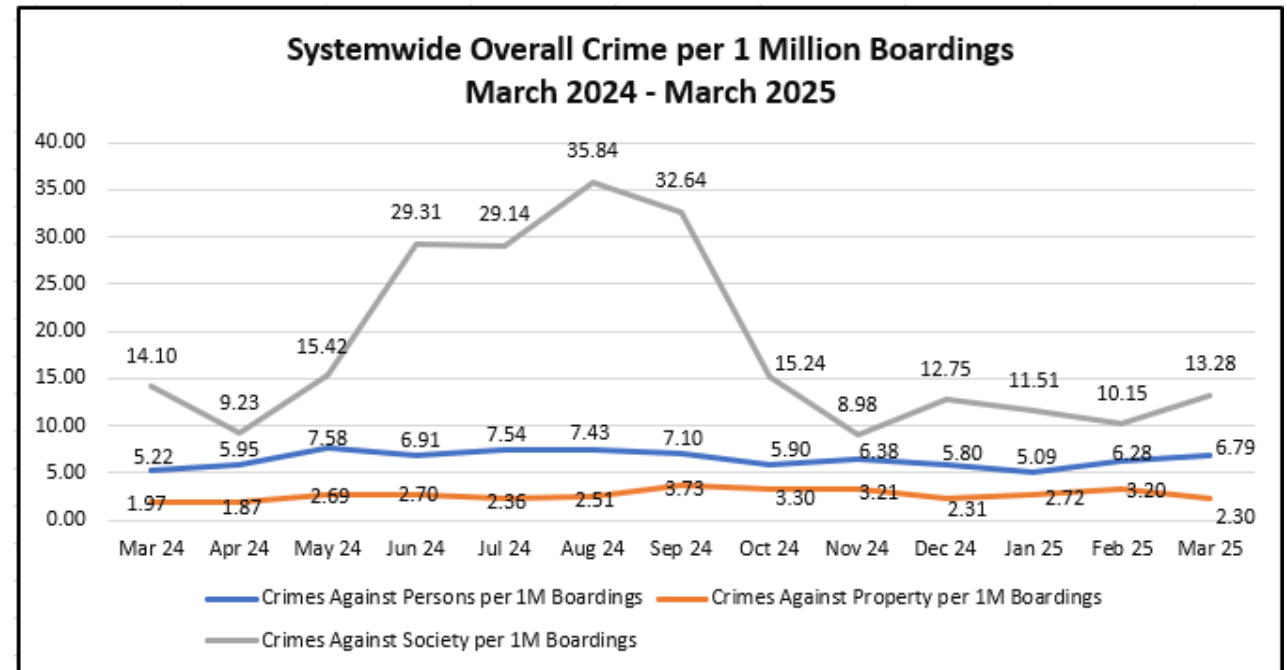


PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

March 2025 vs. February 2025

Per one million boardings

- **Crimes Against Property** decreased by 28.2%, driven by fewer thefts.
- **Crimes Against Persons** increased by 8% due to a rise in aggravated assaults that occurred mid-month.
 - However, they declined again, seen as a temporary fluctuation without systemic drivers.
- **Crimes Against Society** increased by 30.8%.
 - LAPD provided extra patrols to Union Station for TAP-to-Exit, which generated additional crime reports and arrest activity.



PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

- 24 assaults on Metro frontline personnel:
 - **10 Operator Assaults** (from 7 in February)
 - **14 Other Frontline Staff** (from 16 in February)
- Using physical force, using a weapon or object, projectile, and making verbal threats/intimidation were the methods of assaults on operators.
- In March, 782,820 revenue miles were traveled between each operator assault.

An analysis of the top ten bus lines for January to March 2024 vs. 2025 reveals a **22% decrease in assaults** (23 vs. 18).

- March 2024: 9 out of 10 assaults caused injuries, with 4 operators needing medical treatment
- March 2025: Of 10 assaults, none required medical treatment

