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**Agenda - Final**

**Thursday, February 16, 2023**

**12:30 PM**

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

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

*Holly J. Mitchell, Chair*

*Tim Sandoval, Vice Chair*

*Lindsey Horvath*

*Paul Krekorian*

*Gloria Roberts (Interim), 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 public comment period, which will be held at the beginning and/or end of each meeting. Each person will be allowed to speak for one (1) minute during this Public Comment period or at the discretion of the Chair. Speakers will be called according to the order in which their requests are submitted. Elected officials, not their staff or deputies, may be called out of order and prior to the Board's consideration of the relevant item.

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

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

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

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

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

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

### Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 12:30 PM Pacific Time on February 16, 2023; you may join the call 5 minutes prior to the start of the meeting.

Dial-in: 888-251-2949 and enter  
English Access Code: 8231160#  
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***Public comment will be taken as the Board takes up each item. To give public comment on an item, enter #2 (pound-two) when prompted. Please note that the live video feed lags about 30 seconds behind the actual meeting. There is no lag on the public comment dial-in line.***

### Instrucciones para comentarios publicos en vivo:

Los comentarios publicos en vivo solo se pueden dar por telefono.

La Reunion de la Junta comienza a las 12:30 PM, hora del Pacifico, el 16 de Febrero de 2023. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-251-2949 y ingrese el codigo  
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***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  
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Los Angeles, CA 90012



## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 21, 22, and 23.

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

## CONSENT CALENDAR

### 21. SUBJECT: PURCHASE OF THREE CNG ARMORED VAULT TRUCKS [2022-0842](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract DR827453000 to Los Angeles Truck Centers, LLC, the lowest responsive and responsible bidder for three (3) CNG Armored Vault Trucks for a firm fixed price of \$1,211,139.67, inclusive of sales tax and fees, subject to resolution of any properly submitted protest(s), if any.

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

### 22. SUBJECT: DRUG TESTING LABORATORY SERVICES [2022-0866](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS75883000 to Phamatech, Inc. (Phamatech) to provide drug testing laboratory analysis services in an amount not-to-exceed \$377,025 for a base term of three years, plus \$135,675 for each of the two, one-year option terms for a combined not-to-exceed amount of \$648,375, effective April 1, 2023, subject to the resolution of any timely protest(s), if any.

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

### 23. SUBJECT: CUSTOMER EXPERIENCE RESEARCH SERVICES BENCH [2022-0870](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. AWARD seven (7) bench Contract Nos. PS43815000 through PS43815006, for Customer Experience (CX) research services to the firms listed below, for a total not-to-exceed amount of \$6,893,226 for the initial three-year base term, plus \$2,531,252 for the first, one-year option and \$2,657,814 for the second, one-year option, for a combined total

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not-to-exceed amount of \$12,082,292, effective March 1, 2023, subject to resolution of protest(s), if any; and

**1. Discipline 1: Intercept Survey**

- 1.1 ETC Institute
- 1.2 Hispanispace, LLC dba ThinkNow Research
- 1.3 Maroon Society, Inc.
- 1.4 Redhill Group, Inc.

**2. Discipline 2: Online and Telephone Survey**

- 2.1 Barrios and Associates, LLC dba Communications Lab
- 2.2 EMC Research, Inc.
- 2.3 Maroon Society, Inc.
- 2.4 Quantum Market Research, Inc.
- 2.5 Redhill Group, Inc.

**3. Discipline 3: Qualitative Research**

- 3.1 Barrios and Associates, LLC dba Communications Lab
- 3.2 EMC Research, Inc.
- 3.3 Hispanispace, LLC dba ThinkNow Research
- 3.4 Maroon Society
- 3.5 Quantum Market Research, Inc.
- 3.6 Redhill Group, Inc.

**4. Discipline 4: User Experience Testing**

- 4.1 Redhill Group, Inc.

**5. Discipline 5: General Research Support**

- 5.1 Maroon Society, Inc.
- 5.2 Redhill Group, Inc.

B. EXECUTE individual task orders for up to \$2 million per task order.

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

**NON-CONSENT**

**24. SUBJECT:      OPERATIONS EMPLOYEES OF THE MONTH**

[2022-0731](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month.

**Attachments:**      [Presentation](#)

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25. **SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE** [2023-0047](#)

**RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring, and service restoration.

9. **SUBJECT: REIMAGINING WESTLAKE/MACARTHUR PARK STATION THRU PILOT INTERVENTIONS** [2023-0079](#)

**RECOMMENDATION**

RECEIVE AND FILE the report on Reimagining Westlake/MacArthur Park Station Thru Pilot Interventions.

(ALSO ON PLANNING AND PROGRAMMING COMMITTEE)

26. **SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY** [2022-0867](#)

**RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

**Attachments:** [Attachment A - Systemwide Law Enforcement Overview December 2022](#)  
[Attachment B - MTA Supporting Data December 2022](#)  
[Attachment C - Transit Police Summary December 2022](#)  
[Attachment D - Monthly, Bi-Annual, Annual Comparison December 2022](#)  
[Attachment E - Violent, Prop. and Part 1 Crimes December 2022](#)  
[Attachment F - Demographics Data December 2022](#)  
[Attachment G - Bus & Rail Operator Assaults December 2022](#)  
[Attachment H - Sexual Harassment Crimes December 2022](#)

- SUBJECT: GENERAL PUBLIC COMMENT** [2023-0071](#)

RECEIVE General Public Comment

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

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

**Adjournment**



## Board Report

**File #:** 2022-0842, **File Type:** Informational Report

**Agenda Number:** 21.

### **OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 16, 2023**

**SUBJECT: PURCHASE OF THREE CNG ARMORED VAULT TRUCKS**

**ACTION: APPROVE CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed price contract DR827453000 to Los Angeles Truck Centers, LLC, the lowest responsive and responsible bidder for three (3) CNG Armored Vault Trucks for a firm fixed price of \$1,211,139.67, inclusive of sales tax and fees, subject to resolution of any properly submitted protest(s), if any.

#### **ISSUE**

This procurement is for replacement of three Metro owned and operated diesel powered armored vault trucks with new compressed natural gas (CNG) vault trucks. The diesel trucks being replaced support Revenue Collection and require replacement with alternative fuel vehicles in compliance with the South Coast Air Quality Management District's (SCAQMD) Rule 1196. The trucks will support bus fare revenue collection at the ten Bus Operating Divisions.

#### **BACKGROUND**

Metro's Revenue Collection department currently operates a fleet of three diesel powered armored vault trucks. These armored vault trucks transport mobile safes between the Central Cash Counting Office and ten Bus Operating Divisions. The mobile safes contain bus fares collected from fareboxes installed on the bus fleet.

The three existing armored vault trucks are expected to exceed 100,000 miles each at the time of replacement. Replacement of the armored vault trucks will ensure the reliability of the revenue collection equipment and will ensure compliance with SCAQMD's Rule 1196 which requires that all public fleet operators with 15 or more heavy duty vehicles acquire alternative fuel heavy-duty vehicles when procuring or leasing vehicles to reduce air toxic and criteria pollutant emissions.

#### **DISCUSSION**

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The award of this firm fixed price contract with Los Angeles Truck Centers, LLC, will allow the replacement of three Metro owned and operated diesel armored vault trucks with three CNG powered armored vault trucks. These armored vault trucks transport mobile safes between the Central Cash Counting Office and ten Bus Operating Divisions. The trucks are deployed from Metro's Location 29, Cash Counting Facility, and maintained at Metro's Division 2, Bus Maintenance Operations. The trucks are required to support revenue collection throughout the Metro system. The three new trucks will replace trucks that are expected to exceed 100,000 miles at the time of replacement.

The new CNG armored vault trucks will replace diesel trucks that do not meet current SCAQMD emission standards. The procurement of the new armored vault trucks that are powered by compressed natural gas (CNG) is in alignment with the AQMD Rule 1196, which requires Metro to purchase alternate fuel vehicles to replace heavy-duty diesel-powered vehicles. The CNG armored vault truck emissions control systems are far superior to the trucks being replaced, which results in emission of significantly less Reactive Organic Gas (ROG) and Particulate Matter (PM) than the diesel armored vault trucks.

The availability of vault truck with a CNG propulsion system is very limited due to the low sales volume for this type of equipment. Procurement postings were issued three times for vault trucks with CNG propulsion systems. Metro did not receive any bids for the first two procurement postings, but received one bid for the third procurement posting.

## **DETERMINATION OF SAFETY IMPACT**

Metro's current armored vault trucks have higher emission levels and outdated support systems when compared to current heavy-duty trucks. The purchase of new trucks will provide Metro with state-of-the-art armored vault trucks that maximize operator safety, fuel efficiency, and provides significant emission reductions.

## **FINANCIAL IMPACT**

A total of \$1,211,139.67 is required for the procurement of the three armored vault trucks. Budget for the procurement is included in Capital Project 208608 - FY22 AQMD 1196 Rule Non-Revenue Vehicles. The Life of Project (LOP) budget is \$9,400,000, so the procurement is within the project budget.

Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future Fiscal Years.

### **Impact to Budget**

Current funding allocated for this purchase is TDA Article 4. Allocating these funds maximizes the best project funding allocation use given approved provisions and guidelines.

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## **EQUITY PLATFORM**

The three armored vault trucks procured will be assigned to Metro's Revenue Collection Department located at Metro's Location 29; however, the trucks will provide support to Bus Operating Divisions located throughout Los Angeles County, including Downtown Los Angeles, El Monte, Long Beach, and Sun Valley. These trucks will traverse several Equity Focus Communities (EFCs) when servicing the ten Bus Operating Divisions. Delays in the procurement of the new trucks may result in higher emissions levels for EFCs and other environmental justice communities.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a SBE or DVBE participation goal for this procurement due to limited suppliers and only one bid submitted for the armored vault trucks.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommendation supports Metro Strategic Plan Goal 5) Provide responsive, accountable, and trustworthy governance within the Metro organization. New armored vault trucks will minimize vehicle maintenance needs, improve safety, and lower emissions by purchasing and deploying CNG trucks with the latest emission control devices on the market. With this, Metro is exercising good public policy judgment and sound fiscal stewardship.

## **ALTERNATIVES CONSIDERED**

Staff considered leasing equipment and/or contracting out revenue collection services. These alternatives are not recommended as this work has historically been performed by Transportation Communications/IAM Union (TCU) contract personnel. Contracting out this service would conflict with current Metro/TCU/IAM Collective Bargaining Agreement. Additionally, staff calculated that the cost of external contracted truck services for one truck would equal or exceed the full purchase price of one armored vault truck in the first five years of operation.

Staff reviewed the potential for procurement of vault trucks with a zero emission electric drive system, but determined that the electric drive vault trucks are not feasible at this time, since manufacturers of the vault trucks are not producing this type of vehicle with an electric drive train due to low sales volume for this type of equipment. The engineering and development cost for a prototype electric drive train on these specialty vehicles would be very expensive and would result in significant delays in delivery of the vault trucks. In addition, the vault trucks are deployed out of Division 2, and that division is one of the later divisions planned for installation of the electric vehicle charging infrastructure due to construction restrictions related to the historical designation of the maintenance facility.

The alternative of retaining the existing armored vault truck fleet for primary revenue collection services is not recommended, since the armored vault trucks are expected to exceed 100,000 miles at the time of replacement and SCAQMD's Rule 1196 requires Metro to purchase alternative fuel vehicles to replace these heavy-duty diesel-powered vehicles.

Not purchasing the recommended trucks will significantly reduce the ability of the Metro Revenue Collection Department to support Bus Operations that effectively provide world-class transportation

throughout Los Angeles County.

### **NEXT STEPS**

After execution of the procurement contract, the vendor will provide Metro with a production schedule, begin the manufacturing process, and provide milestones that includes the anticipated delivery of the armored vault trucks within about eighteen months after award of the contract.

### **ATTACHMENTS**

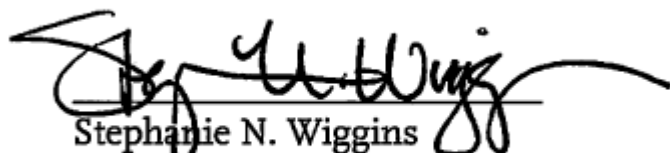
Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Daniel Ramirez, Superintendent, Bus Maintenance, (213) 922-5797  
James Pachan, Senior Executive Officer, Bus Maintenance (213) 922-5804  
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****CNG ARMORED VAULT TRUCKS**

1.	Contract Number: DR827453000	
2.	Recommended Vendor(s): Los Angeles Truck Centers, LLC	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 7/18/2022	
	B. Advertised/Publicized: 7/14/22, 7/15/22	
	C. Pre-Bid Conference: 7/26/22	
	D. Bids Due: 10/26/22	
	E. Pre-Qualification Completed: 1/13/23	
	F. Conflict of Interest Form Submitted to Ethics: 12/16/22	
	G. Protest Period End Date: 2/17/23	
5.	Solicitations Picked up/Downloaded: 5	Bids Received: 1
6.	Contract Administrator: Lorretta Norris	Telephone Number: (213) 922-2632
7.	Project Manager: Adam Robertson	Telephone Number: (562) 658-0231

**A. Procurement Background**

This Board Action is to approve Contract No. DR827453000 to procure three (3) CNG Armored Vault Trucks, to support Metro's Bus Operations. Contract award is subject to resolution of any properly submitted protest.

The IFB was issued in accordance with Metro's Acquisition Policy and the contract type is a Firm Fixed Price.

Six (6) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on August 9, 2022, to update Critical Dates;
- Amendment No. 2, issued on August 11, 2022, to update Critical Dates;
- Amendment No. 3, issued on August 26, 2022, to provide date for site visit;
- Amendment No. 4, issued on September 23, 2022, to update Technical Specification;
- Amendment No. 5 issued on September 26, 2022, to update Technical Specification and;
- Amendment No. 6 issued on October 4, 2022, to update Technical Specification.



A single bid was received on October 26, 2022, and deemed responsive.

**B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid. A single bid was received and deemed responsive and responsible to the IFB requirements.

The recommended firm, Los Angeles Truck Centers, LLC, the single responsive and responsible bidder, was found to be in full compliance in meeting the bid and technical requirements of the IFB.

**Market Survey**

Metro received a single bid and staff conducted a market survey of other firms to determine the reasons for the lack of formal bid responses to this IFB.

Five (5) firms downloaded the solicitation and based on staff's communication with the plan holders, one submitted a bid, one was a refuse and recycling truck manufacturer, one was a dealership, and two were not vendors or manufacturers.

**C. Price Reasonableness**

The recommended bid price from Los Angeles Truck Centers, LLC is the result of an open competitive bid process in a competitive environment. The bidder prepared its bid in the expectation of adequate price competition. Both Metro and the bidder anticipated there would be more than one acceptable bid submitted. Overall, the total bid price has been determined to be fair and reasonable based upon market conditions and selection of the single responsive and responsible bidder.

The single bid received was recommended for award even though the bid was higher than the independent cost estimate. The price variance is reflective of the Market Survey conducted and the current global market conditions which have been heavily impacted by the COVID-19 pandemic.

The market price of steel has fluctuated to almost double of what it was since the last procurement of heavy-duty trucks were purchased. A worldwide semiconductor supply shortage has stalled production within the automotive industry and drastically delayed the delivery timeline of vehicles. In addition, the global logistics landscape of moving goods is heavily burdened by a shortage of manpower combined with an increased cost of fuel driving up the freight cost for these units.

Bidder's Name	Total Bid Amount	Metro ICE
Los Angeles Truck Centers, LLC	\$1,211,139.67	\$993,000

**D. Background on Recommended Contractor**

The recommended firm, Los Angeles Truck Centers LLC., is a subsidiary of Velocity Vehicle Group which is headquartered in Whittier, California and has over 20 years of experience providing medium- to heavy-duty trucks, alternative fuel trucks, CARB compliant trucks, and truck engines and parts throughout California (Long Beach, San Diego, Las Vegas, Ontario, Fontana, Carson, Hesperia, Sacramento, and Caruthers) and Nevada. Los Angeles Truck Centers LLC was previously awarded a Metro Contract in May 2020 and performed satisfactorily.

**DEOD SUMMARY**

**PURCHASE OF THREE CNG ARMORED VAULT TRUCKS / DR82745-3**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to the lack of subcontracting opportunities. It is expected that Los Angeles Truck Centers, LLC will perform the services of the contract with its own workforce.

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



## Board Report

**File #:** 2022-0866, **File Type:** Contract

**Agenda Number:** 22.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 16, 2023

**SUBJECT: DRUG TESTING LABORATORY SERVICES**

**ACTION: APPROVE CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. PS75883000 to Phamatech, Inc. (Phamatech) to provide drug testing laboratory analysis services in an amount not-to-exceed \$377,025 for a base term of three years, plus \$135,675 for each of the two, one-year option terms for a combined not-to-exceed amount of \$648,375, effective April 1, 2023, subject to the resolution of any timely protest(s), if any.

#### **ISSUE**

The existing contract for drug testing laboratory services expires on March 31, 2023. Approval of this contract award will allow drug testing laboratory services to continue the administration of Metro's substance abuse testing program, which includes drug testing laboratory analysis.

#### **BACKGROUND**

The substance abuse testing program is a requirement of the regulations set forth under the U.S. Department of Transportation (DOT) 49 CFR Part 40 (Part 40) and the Federal Transit Administration (FTA) 49 CFR Part 655 (Part 655). FTA requires the following drug tests to be administered to all safety-sensitive employees: pre-employment, post-accident, random, reasonable suspicion, return-to-duty and follow-up testing. Random testing is the most utilized drug test as the FTA requires that Metro test a minimum of 50% of the safety-sensitive work force each calendar year. Random selections are conducted using a scientifically valid method that gives each safety-sensitive employee an equal chance of being selected each time a selection is made. Management has no discretion regarding selection. Additionally, the substance abuse testing program conducts additional testing, outside of the DOT and FTA regulations, under Metro's Drug & Alcohol-Free Work Environment Policy (HR-46). The tests authorized under the authority of HR-46 include post-accident, post-incident, periodic, reasonable suspicion return-to-duty and follow-up. For consistency testing conducted under the authority of HR-46 follows the same analysis protocols as described in the regulations.

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Failure to comply with the requirements of DOT and FTA regulations may result in suspension of Metro's eligibility to receive FTA funding.

## **DISCUSSION**

Metro, as a public transit agency, conducts drug testing of safety-sensitive employees (approximately 8,130 out of approximately 11,180) and job candidates in order to promote and increase safety. Safety-sensitive employees/candidates are those who perform safety-sensitive functions within the scope of their job. These functions include, but not limited to, operating a revenue service vehicle, maintaining a revenue service vehicle, controlling dispatch or movement of a revenue service vehicle, carrying a firearm for security purposes, etc. Additionally, under the authority of

HR-46, Metro conducts additional testing of safety-sensitive and non-safety-sensitive employees using the same analysis protocols as described in the regulations.

Under DOT and FTA regulations, drug testing must be performed using the procedures outlined in Part 40, which require that collected specimens be processed by laboratories certified by the U.S. Department of Health and Human Services (HHS), of which there are only 18 nationwide. A laboratory participating in DOT drug testing must comply with the requirements in the HHS Mandatory Guidelines for Federal Workplace Drug Testing, as amended, and Part 40, as amended, as well as all other applicable HHS requirements.

DOT and FTA mandated drug testing numbers and results must be reported to the FTA for review on an annual basis, by calendar year. Additionally, the Drug & Alcohol Program is subject to various state and federal audits including California Highway Patrol, California Public Utilities Commission, FTA Triennial Audits, FTA National D&A Program audits.

## **DETERMINATION OF SAFETY IMPACT**

These services are necessary to ensure Metro continues to remain in compliance with DOT and FTA regulations, which promotes safety for our passengers, the public at large, as well as our workforce. Additionally, compliance with these regulations allows Metro to continue receiving FTA funding.

## **FINANCIAL IMPACT**

The funding of \$150,000 is allocated in the FY23 Budget within cost center 2311, Helping Employees Access Resources & Well Being Services Office under the Chief People Office, Account 50316, under Project 100001. The cost center manager and the Chief People Officer will be responsible for budgeting the cost in future years, including any options exercised.

### **Impact to Budget**

The source of funds for this contract is Project 100001 General Overhead and is comprised of

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Federal, State, and local funds. These funds are eligible for these services.

### **EQUITY PLATFORM**

The services provided by the contract will ensure Metro's continued compliance with DOT and FTA regulations pertaining to drug testing laboratory analysis, which promotes safety for our passengers, the public at large, as well as our workforce. Additional benefits of drug testing include enhanced health of our employees, increased productivity and decrease absenteeism. All safety-sensitive employees are subject to drug testing as required under DOT and FTA regulations. Additionally, all Metro employees are subject to testing under HR-46; no employee is exempt from drug testing.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation.

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

The Board action supports **Strategic Goal 5:** Provide responsive, accountable, and trustworthy governance within the Metro organization. Providing these services will ensure that Metro maintains and nurtures a diverse, inspired, and high-performance workforce.

### **ALTERNATIVES CONSIDERED**

The Board may decline to approve the contract; however, this is not recommended as this alternative would result in Metro's non-compliance with DOT and FTA regulations and would impact funding received from the FTA.

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. PS75883000 with Phamatech, Inc. to provide drug testing laboratory analysis services.

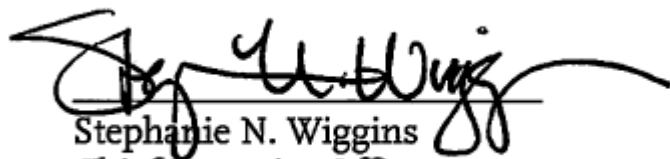
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Mary Ahumada, Manager, Human Resources (213) 922-7172  
Dawn Jackson-Perkins, Deputy Executive Officer, Human Resources (Interim)  
(213) 418-3166  
Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

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



Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## DRUG TESTING LABORATORY SERVICES/ PS75883000

1.	<b>Contract Number: PS75883000</b>	
2.	<b>Recommended Vendor:</b> Phamatech, Inc.	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> April 15, 2022	
	<b>B. Advertised/Publicized:</b> April 15, 2022	
	<b>C. Pre-Proposal Conference:</b> April 26, 2022	
	<b>D. Proposals Due:</b> May 13, 2022	
	<b>E. Pre-Qualification Completed:</b> January 11, 2023	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> December 27, 2022	
	<b>G. Protest Period End Date:</b> February 20, 2023	
5.	<b>Solicitations Picked up/Downloaded:</b> 17	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Marc Margoni	<b>Telephone Number:</b> (213) 922-1304
7.	<b>Project Manager:</b> Mary Ahumada	<b>Telephone Number:</b> (213) 922-7172

**A. Procurement Background**

This Board Action is to approve the award of Contract No. PS75883000 to Phamatech, Inc., to provide as-needed drug laboratory testing services for safety-sensitive employees and job candidates in accordance with Federal Transit Administration (FTA) regulations 49 CFR Part 655. Board approval of contract award is subject to resolution of all properly submitted protest(s).

Request for Proposal (RFP) No. PS75883 was issued as a lowest price, technically acceptable procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. Metro did not establish a Race Conscious Disadvantaged Business Enterprise (RC DBE) goal for this contract.

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

The solicitation was available for download from Metro's website. Advertisements were placed in four leading publications within Los Angeles County (i.e. Los Angeles Daily News, La Opinion, Watts Times, and the Asian Journal) to notify potential proposers of this solicitation. Metro also notified proposers from the Metro's vendor database based on applicable North American Industry Classification System (NAICS) codes.

A virtual pre-proposal conference was held on April 26, 2022.



A total of 17 firms downloaded the RFP and were included on the planholders list. No questions were received regarding the solicitation.

Only one proposal was received on May 13, 2022.

Metro staff canvassed firms on the planholders list to determine why no other proposals were received. Of the 17 firms on the planholders list, only five (5) firms are laboratories that provide drug testing services. Of the five (5) potential proposers, only the incumbent contractor, Phamatech, Inc., is certified by the Department of Health and Human Services (HHS) to conduct urine drug testing and meets the Department of Transportation's (DOT) drug and alcohol testing requirements. As of January 3, 2023, there are only 18 HHS-certified laboratories approved to perform urine drug testing in the US.

## **B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from Human Resources, HEAR & Wellness Program, and Employee & Labor Relations was convened and conducted a comprehensive technical evaluation of the single proposal received from Phamatech, Inc. (Phamatech) based on the lowest price, technically acceptable selection process.

On June 21, 2022, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the proposal to initiate the evaluation phase.

Evaluations were conducted from June 21, 2022, through July 26, 2022, based on the pass/fail evaluation criteria stated in the RFP, which considered the following:

1. Location of the laboratory facility;
2. Years of experience of the lead certifying scientist analyzing and certifying urine specimens under DOT drug testing regulations;
3. Certification with the Department of Health and Human Services (HHS) under the National Laboratory Certification Program (NLCP);
4. Computer and technical capabilities of the laboratory to provide secure and confidential electronic transmission of results;
5. Ability to meet the requirements of the scope of services including timeframes for processing DOT specimens; and
6. Availability to provide as needed subject matter consultation and expert witness testimony.

The evaluation criteria are appropriate and consistent with criteria developed for similar drug testing laboratory services procurements. After evaluation of the proposal, the PET determined Phamatech to be technically acceptable to perform the required services as outlined in the Scope of Services and is the lowest price.

### **C. Cost/Price Analysis**

The recommended fully burdened rates have been determined to be fair and reasonable based on historical costs, technical evaluation, price analysis and the independent cost estimate (ICE). Metro's ICE is slightly lower than the negotiated amount since it did not consider escalation rates for the second and third year of the base term and the option years.

Staff successfully negotiated \$58,500 in cost savings from Phamatech's proposal.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
1.	Phamatech, Inc.	\$706,875	\$634,200	<b>\$648,375</b>

### **D. Background on Recommended Contractor**

The recommended firm, Phamatech, Inc. (Phamatech), founded in 1991, is headquartered in San Diego, CA. It is a licensed toxicology laboratory with the Substance Abuse and Mental Health Administration (SAMHSA), College of American Pathologists (CAP) and Clinical Laboratory Improvement Amendments (CLIA) certifications. Phamatech is also registered with the U.S. Food and Drug Administration (FDA) and certified by the International Organization for Standardization (ISO) as a manufacturer of 510K approved and CLIA waived QuickScreen instant urine drug testing devices.

Phamatech operates a state-of-the-art facility located in San Diego where all laboratory testing is performed. Phamatech specializes in high-volume screening tests using EMIT II analyzer and confirmation testing methods using Gas Chromatography/Mass Spectrometry (GC/MS) and Liquid Chromatography tandem-Mass Spectrometry (LC-MS/MS).

Existing clientele include the County of Los Angeles, the Broward County Sheriff's Office in Florida, Amazon, Walgreens, the United States Federal Bureau of Prisons, Los Angeles County Department of Children and Family Services, U.S. Customs & Border Protection, California Department of Corrections and Rehabilitation, and Fulton County Juvenile Court.

Phamatech, Inc. is a registered Minority-Owned Business Enterprise, certified by The Pacific Southwest Minority Supplier Development Council. Phamatech believes in promoting diversity within the community and makes every effort to and has successfully utilized minority-owned, women-owned, and veteran-owned disadvantaged companies.

Phamatech, Inc. has been providing drug laboratory testing services to Metro since 2015 and performance has been satisfactory.

**DEOD SUMMARY**

**DRUG TESTING LABORATORY SERVICES/ PS75883000**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Disadvantaged Business Enterprise (DBE) participation goal for this procurement due the lack of subcontracting opportunities. Phamatech, Inc., will provide as-needed drug laboratory testing services for safety-sensitive employees and job candidates in accordance with Federal Transit Administration (FTA) regulations 49 CFR Part 655. It is expected the Phamatech will perform these services with its own workforce.

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



## Board Report

File #: 2022-0870, File Type: Contract

Agenda Number: 23.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 16, 2023

**SUBJECT: CUSTOMER EXPERIENCE RESEARCH SERVICES BENCH**

**ACTION: AWARD BENCH CONTRACTS**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. AWARD seven (7) bench Contract Nos. PS43815000 through PS43815006, for Customer Experience (CX) research services to the firms listed below, for a total not-to-exceed amount of \$6,893,226 for the initial three-year base term, plus \$2,531,252 for the first, one-year option and \$2,657,814 for the second, one-year option, for a combined total not-to-exceed amount of \$12,082,292, effective March 1, 2023, subject to resolution of protest(s), if any; and

**1. Discipline 1: Intercept Survey**

- 1.1 ETC Institute
- 1.2 Hispanispace, LLC dba ThinkNow Research
- 1.3 Maroon Society, Inc.
- 1.4 Redhill Group, Inc.

**2. Discipline 2: Online and Telephone Survey**

- 2.1 Barrios and Associates, LLC dba Communications Lab
- 2.2 EMC Research, Inc.
- 2.3 Maroon Society, Inc.
- 2.4 Quantum Market Research, Inc.
- 2.5 Redhill Group, Inc.

**3. Discipline 3: Qualitative Research**

- 3.1 Barrios and Associates, LLC dba Communications Lab
- 3.2 EMC Research, Inc.
- 3.3 Hispanispace, LLC dba ThinkNow Research
- 3.4 Maroon Society
- 3.5 Quantum Market Research, Inc.
- 3.6 Redhill Group, Inc.

**4. Discipline 4: User Experience Testing**

4.1 Redhill Group, Inc.

**5. Discipline 5: General Research Support**

5.1 Maroon Society, Inc.

5.2 Redhill Group, Inc.

B. EXECUTE individual task orders for up to \$2 million per task order.

**ISSUE**

Metro's Customer Experience (CX) Research Team requires a bench contract for professional services with five disciplines: intercept surveys, online and telephone surveys, qualitative research, user experience (UX) testing, and general research support.

Depending on the goal of the project, the Metro project manager will decide which research discipline will be used. For all tasks valued up to \$100,000, a task order will be awarded to a contractor in a specific discipline following a competitive procurement process. For tasks valued at less than \$100,000, the contractor will be awarded on a rotational basis.

**BACKGROUND**

Metro has historically used a mix of in-house and consultant resources, depending on staff availability and complexity, to conduct research to understand customer wants and needs. When the CX department was formed, the CX staff used firms on the Countywide Planning and Development Bench under the Research and Surveying Discipline to conduct research, including the annual Customer Experience Rider Survey, as well as research needed to measure the impact of customer-related investments (e.g., Respect the Ride Before/After Survey), assist with engagement for representative public input (e.g., CLAX Survey), and user experience testing existing and new products or services Metro offers its riders and employees (e.g., Equity Information Hub).

However, as Metro continues to expand its work to improve the customer experience and needs for customer-focused research continue to grow, the Customer Experience office determined it requires additional, specialized research skillsets to gain more insight into our customers' lifestyles, habits, and preferences, as well as to measure the impact of the initiatives put in place through the annual CX plan.

**DISCUSSION**

As customer experience improvements continue to be an important focus for our agency, a research bench will provide staff with an efficient and effective way to continue to establish broad customer experience priorities, monitor progress in improving the customer experience, understand improvement opportunities along the customer journey, and evaluate the impact of our investments on the customer.

To that end, staff is developing a customer research plan to identify and fill any gaps in the agency's

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current research program with the goal of gathering honest feedback and secondary data that will inform key decisions to improve our customers' experience using the system. The additional research will contribute to ensuring CX Plans are actionable and outcome-oriented and based on input from our riders, employees, and other key stakeholders and that the team can analyze, report, and use data to create a better customer experience.

In addition to the online surveys and in-person questionnaires currently in use by Metro, potential expanded research could include:

- customer journey mapping,
- ethnographic research
- user experience (UX) testing of Metro products and services,
- rider segmentation,
- rider/non-rider research panels,
- pulse surveys,
- online customer panels and forums
- focus groups and in-depth interviews
- evaluation of pilot programs,
- customer needs surveys to improve equity and inclusion in our service

Staff recommends a total funding value of just over \$12 million for this new bench.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this Bench will not impact the safety of our customers and employees.

### **FINANCIAL IMPACT**

No change to FY23 Budget. Project Managers using the bench service providers are responsible for budgeting the cost annually. The funding source for this CX activity is operating eligible funds, including fares, sales tax, and eligible grants.

Since this is a multi-year contract, the cost center manager and Chief Customer Experience Officer will be responsible for budgeting costs in future years, including any options exercised.

### **Impact to Budget**

The funding for these task orders is dependent upon the specific project. Generally, Propositions A and C, Measure M, and Transportation Development Act (TDA) Administration funds used for planning activities that are not eligible for bus or rail capital and operating will be used.

### **EQUITY PLATFORM**

The CX On-Call Bench will ensure Metro will be able to reach a broader base of current and potential customers by allowing us to conduct research in multiple languages and using different methodologies, e.g., in-person surveys and interviews, online surveys, etc. Experience with equity in research, especially with historically disadvantaged populations, was a criterion of the qualifications of the teams and each team demonstrated their experience. These ranged from working with Metro's Equity Focus Communities (EFCs), working with Community-Based Organizations (CBOs), and analyzing barriers to customer utilization of equity and rebate programs, including low income and non-English speaking customers. The CX On-Call Services Bench contracts provide business opportunities for seven firms. The Diversity and Economic Opportunity Department (DEOD) will establish a Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE), and Disabled Veteran Business Enterprise (DVBE) goal for each Task Order Request to ensure maximum opportunity for participation in this contract. This solicitation was advertised through periodicals of general circulation, posted on Metro's Vendor Portal, and an e-mail notice to SBE firms with applicable NAICS codes. The Proposal Evaluation Team (PET) was diverse and comprised of different department personnel with various backgrounds to comprehensively evaluate proposers and subconsultants to determine the most qualified teams.

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

Metro is working to create a customer-centric culture amongst all employees to improve customer experiences for the people and communities it serves. Therefore, the CX On-Call Services Bench supports strategic plan goals:

- **Goal #1:** "Provide high-quality mobility options that enable people to spend less time traveling."
- **Goal #2:** "Deliver outstanding trip experiences for all users of the transportation system."
- **Goal #3:** "Enhance communities and lives through mobility and access to opportunity."

### **ALTERNATIVES CONSIDERED**

The Board could choose not to approve the recommendations. This is not recommended as the award of these task orders under the bench contract would then be pursued as separate procurements, which, for each task order, could potentially take up to nine months to complete. This would limit our ability to respond quickly to needs and meet tight project delivery schedule constraints.

### **NEXT STEPS**

Upon Board approval, staff will establish and execute the Bench contracts. Staff will solicit responses to individual task order requests from specific disciplines as needed. SBE, DVBE, and/or DBE goal requirements will be set for each individual task order.

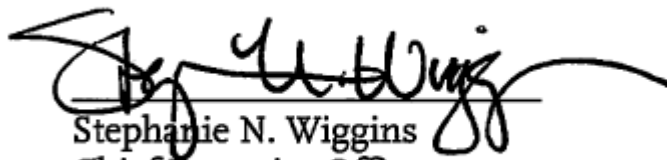
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Jeff Boberg, Senior Director, Customer Experience, (213) 922-7659  
Michael Dixon, Executive Officer, Customer Experience (Interim), (213) 922-4081  
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051  
Monica Bouldin, Deputy Chief, Customer Experience (213) 922-4081

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



Stephanie N. Wiggins  
Chief Executive Officer



## PROCUREMENT SUMMARY

### CUSTOMER EXPERIENCE RESEARCH SERVICES BENCH/ PS43815000 - PS43815006

1.	<b>Contract Number:</b> PS43815000 through PS43815006	
2.	<b>Recommended Vendors:</b> See Attachment B	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFIQ <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> October 6, 2022	
	<b>B. Advertised/Publicized:</b> October 6, 2022	
	<b>C. Pre-Proposal Conference:</b> October 13, 2022	
	<b>D. Proposals Due:</b> November 7, 2022	
	<b>E. Pre-Qualification Completed:</b> January 1, 2023	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> November 22, 2022	
	<b>G. Protest Period End Date:</b> February 21, 2023	
5.	<b>Solicitations Picked Up/Downloaded:</b> 45	<b>Bids/Proposals Received:</b> 21
6.	<b>Contract Administrator:</b> Shannon Thoene	<b>Telephone Number:</b> (213) 922-2790
7.	<b>Project Manager:</b> Jeff Boberg	<b>Telephone Number:</b> (213) 922-7659

#### **A. Procurement Background**

This Board Action is to establish multiple-award customer experience research services bench contracts for a five-year term inclusive of a three-year base term and two, one-year option terms. The contracts shall be effective March 1, 2023, with a cumulative total amount not-to-exceed \$12,082,292. The Bench is intended to provide market research services to support bringing the voice of the customer into decision-making and to drive Customer Experience (CX) improvements. Board approval of contract award is subject to resolution of any properly submitted protest.

Customer experience research services shall be performed on an “as-needed” basis and work shall be authorized through the issuance of task orders. Task Orders with a total value of \$100,000 and below, shall be issued on a rotational, sequential basis while task orders with a total value over \$100,000 shall be competed among the bench firms within the appropriate discipline.

On October 6, 2022, RFIQ No. PS43815 was issued as a competitive procurement in accordance with Metro’s Acquisition Policy and the contract type is task order based.

A virtual pre-proposal conference was held on October 13, 2022. Eleven questions were received, and Metro provided responses prior to the proposal due date.

Two amendments were issued during the solicitation phase of this RFIQ:

- Amendment No. 1, issued on October 26, 2022, revised the submittal requirements and evaluation criteria.
- Amendment No. 2, issued on October 31, 2022, incorporated the Diversity and Economic Opportunity Department Compliance Manuals for the SBE/DVBE and Set-Aside programs as a contract exhibit.

Forty-five firms downloaded the RFIQ and were included on Metro's planholders' list. A total of 21 proposals were received from seven firms by the due date of November 7, 2022, and are listed below in alphabetical order:

#### **Discipline 1: Intercept Survey**

1. ETC Institute
2. Hispanispace, LLC dba ThinkNow Research
3. Maroon Society, Inc.
4. Redhill Group, Inc.

#### **Discipline 2: Online and Telephone Survey**

1. Barrios and Associates, LLC dba Communications Lab
2. EMC Research, Inc.
3. ETC Institute
4. Hispanispace, LLC dba ThinkNow Research
5. Maroon Society, Inc.
6. Quantum Market Research, Inc.
7. Redhill Group, Inc.

#### **Discipline 3: Qualitative Research**

1. Barrios and Associates, LLC dba Communications Lab
2. EMC Research, Inc.
3. Hispanispace, LLC dba ThinkNow Research
4. Maroon Society, Inc.
5. Quantum Market Research, Inc.
6. Redhill Group, Inc.

#### **Discipline 4: User Experience Testing**

1. Quantum Market Research, Inc.
2. Redhill Group, Inc.

#### **Discipline 5: General Research Support**

1. Maroon Society, Inc.
2. Redhill Group, Inc.

## **B. Evaluation of Proposals**

Five Proposal Evaluation Teams (PETs) were convened and conducted a comprehensive technical evaluation of the proposals received for each of the five disciplines. The PETs consisted of staff from Customer Experience, Technical Services, and Data Analysis, Long Range Transportation Plan, Digital Communication Administration Marketing, Transportation Planning, and TDM Policy and Regional Shared Mobility. The proposals were evaluated based on the following evaluation criteria:

Phase I Evaluation – Minimum Qualification Review: This is a pass/fail criteria. The criteria for all five disciplines focused on the experience of the Prime Contractor and/or team in providing research services, including but not limited to:

1. Development of research plans;
2. Questionnaire/discussion guide development;
3. Documentation of research methods and datasets;
4. Preparing technical memorandums, reports, and presentations; and
5. Provision and administration of incentives to incentivize participation in research.

From November 9, 2022 through November 15, 2022, the PETs met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the proposals to initiate the Phase I evaluation.

On November 21, 2022, the PETs reconvened and determined that all proposals received met the minimum qualification requirements and proceeded with Phase II - Technical Evaluation based on the following criteria and weights:

- |  |           |
|--|-----------|
| • Qualifications of the Firm and Team                                  | 30 Points |
| • Project Manager and Key Staff's Qualifications and Availability      | 50 Points |
| • Understanding the Scope of Services and Management Plan and Approach | 20 Points |

The evaluation criteria are appropriate and consistent with criteria developed for similar customer experience research services. Several factors were considered in developing these weights, giving the greatest importance to the qualifications and availability of the project manager and key staff.

Phase II evaluations were conducted from November 16, 2022, through January 3, 2023. At the conclusion of evaluations, the PETs determined the following:

Discipline 1 - Intercept Survey: All four firms met the competitive range and were determined to be responsive, responsible, and qualified to perform the services based on the RFIQ's requirements. The firms are listed below in alphabetical order:

1. ETC Institute
2. Hispanispace, LLC dba ThinkNow Research
3. Maroon Society, Inc.
4. Redhill Group, Inc.

Discipline 2 - Online and Telephone Survey : Of the seven proposals received, two firms were outside of the competitive range and were not included for further consideration. The five (5) firms within the competitive range are listed below in alphabetical order:

1. Barrios and Associates, LLC dba Communications Lab
2. EMC Research, Inc.
3. Maroon Society, Inc.
4. Quantum Market Research, Inc.
5. Redhill Group, Inc.

Discipline 3 - Qualitative Research: All six firms met the competitive range and were determined to be responsive, responsible, and qualified to perform the services based on the RFIQ's requirements. The firms are listed below in alphabetical order:

1. Barrios and Associates, LLC dba Communications Lab
2. EMC Research, Inc.
3. Hispanispace, LLC dba ThinkNow Research
4. Maroon Society, Inc.
5. Quantum Market Research, Inc.
6. Redhill Group, Inc.

Discipline 4 - User Experience Testing: Of the two proposals received, only the Redhill Group, Inc. met the competitive range and was determined to be responsive, responsible, and qualified to perform the services based on the RFIQ's requirements.

Discipline 5 - General Research Support: Both proposers met the competitive range and were determined to be responsive, responsible, and qualified to perform the services based on the RFIQ's requirements. The firms are listed below in alphabetical order:

1. Maroon Society, Inc.
2. Redhill Group, Inc.

### **C. Cost/Price Analysis**

Each proposer submitted fully burdened hourly rates for labor classifications necessary to perform customer experience research services. The rates have been determined to be fair and reasonable based on price analysis, cost analysis, technical evaluation, and fact-finding.

Work for this Bench Contract will be authorized through the issuance of separate task orders. Each task order will contain a specific Scope of Services and will be issued either on a rotation basis (for task orders with a total value of \$100,000 and below) or will be competed among the firms on the bench within the appropriate discipline (for task orders with a total value over \$100,000).

### **D. Background on Recommended Contractors**

#### **Barrios and Associates, LLC dba Communications Lab**

Barrios and Associates, LLC dba Communications Lab (Communications Lab), established in 2013, is headquartered in Orange County, CA. It is a full-service agency that provides focused communication, consulting services, strategic planning, crisis communications, media relations, and community outreach services. Communication Lab's clients include the Orange County Transportation Authority, Transportation Corridor Agency (The Toll Roads), San Bernardino County Transportation Authority, City of Lake Forest, and Santa Margarita Water District.

Communications Lab has been providing community outreach services to Metro since 2018 and performance has been satisfactory.

Communications Lab is a Metro-certified small business enterprise.

#### **EMC Research, Inc.**

EMC Research, Inc. (EMC), headquartered in Seattle, Washington, is a full-service opinion research firm established in 1989. Its expertise includes branding and positioning; data analytics; political polling; customer satisfaction; ad testing; and social and behavioral studies. It serves a diverse range of public and private sector clients which include the California Department of Transportation, San Francisco Bay Area Metropolitan Transportation Commission, Alameda-Contra Costa Transit District, San Francisco Municipal Transit Agency, Sound Transit, King County Metro, San Mateo County Transit District, Central Ohio Transit Authority, and Caltrain.

#### **ETC Institute**

ETC Institute (ETC), founded in 1982, is based in Olathe, Kansas. It provides onboard customer satisfaction and experience surveys, intercept surveys, rider and non-rider community surveys, and other types of communitywide transit surveys. ETC has more

than 40 years of experience in the design and administration of transportation-related market research for state departments of transportation, transit agencies, and metropolitan planning organizations, including Embark, Kansas City Regional Transit, Capital Area Transit System, LACMTA, North Central Texas Council of Governments, Dallas Area Rapid Transit, and Metropolitan Transportation Commission San Francisco.

ETC has been providing customer satisfaction and experience surveys to Metro since 2018 and performance has been satisfactory.

### **Hispanispace, LLC dba ThinkNow Research**

Hispanispace, LLC dba ThinkNow Research (ThinkNow), established in 2012, is located in Burbank, CA. It provides qualitative and/or quantitative market research studies to help assess public opinions to help guide client's objectives in developing programs, initiatives, and messages. Existing clients include Sigma Alimentos, GAF Materials Corporation, Dish Network, and NetSpend.

ThinkNow currently provides market research, focus groups, and online surveys to Metro as a subcontractor and performance has been satisfactory.

ThinkNow is a Metro-certified small business enterprise.

### **Maroon Society, Inc.**

Maroon Society Inc. (Maroon Society) is a Los Angeles-based Metro-certified Small Business Enterprise research firm that has been providing market research services for over 17 years. Maroon Society's expertise is focused on transportation and public health research for government agencies including the City of West Hollywood, Los Angeles Department of Water and Power, City of Los Angeles, LA SAFE, City of Santa Monica, and City of West Hollywood.

Maroon Society has previously provided urban greening research and outreach study and event staffing services to Metro and performance has been satisfactory.

Maroon Society is a Metro-certified small business enterprise.

### **Quantum Market Research, Inc.**

Quantum Market Research, Inc. (QMR) is a full-service research firm founded in 2002. Located in Oakland, QMR provides survey research and market research consulting services. It has conducted research for the transit industry for the past 25 years and managed customer experience research studies for agencies and organizations including University of California San Francisco, Solano Transportation Authority, San Francisco Fine Arts Museums, Evitarus Inc., and San Francisco Exploratorium.

**Redhill Group, Inc.**

Redhill Group, Inc. (Redhill Group), located in Irvine, CA was established in 1998. It is a full-service market research firm specializing in transportation, entertainment, customer satisfaction, mystery shopping, product positioning, and ad tracking. Redhill Group has conducted transformative research studies for local and national organizations. Its clients include Clean Power Alliance, Omnitrans, Riverside Transit Agency, Southern California Regional Rail Authority, San Diego International Airport, and Southern California Association of Governments.

Redhill Group has provided research surveys and focus groups to Metro since 1997 and performance has been satisfactory.

Redhill Group is a Metro-certified small business enterprise.

**DEOD SUMMARY****CUSTOMER EXPERIENCE RESEARCH SERVICES BENCH/  
PS43815000 - PS43815006****A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) will determine Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) goal for this multiple-funding source bench contract, prior to the issuance of each Task Order proposal request for Customer Experience On-Call Research Services. Proposers were encouraged to form teams that include DBE, SBE, and DVBE firms to perform the scopes of work identified without schedules or specific dollar commitments prior to establishment of this contract.

For each Task Order, a DBE goal will be recommended based on scopes of work and estimated dollar values for a task order that are federally funded. Participants on the Bench will be required to meet the DBE contract-specific goal by obtaining enough DBE participation to meet the goal or by successfully demonstrating Good Faith Efforts. SBE/DVBE goals will be established based on the scope of work and estimated dollar value for task orders funded with state and/or local funds. Participants on the Bench will be required to meet the SBE/DVBE contract-specific goal to be considered for award.

Bench participants that did not list any DBE, SBE or DVBE subcontractors at the time of proposal, must add DBE, SBE or DVBE subcontractors to their team to be responsive to a Task Order solicitation. The Local Small Business Enterprise (LSBE) Preference Program will be applied at the Task Order level. There are two LSBE primes and two LSBE subcontractors on the bench. Overall DBE, SBE and DVBE achievement will be determined based on the cumulative DBE, SBE and DVBE participation of all Task Orders awarded.

The Customer Experience On-Call Research Services Bench is subject to the Small Business Prime Program. If there are at least three certified small business within a bench discipline, the task order solicitation shall be set aside for small businesses only. Three (3) Disciplines currently have at least 3 SBE firms: Discipline 1: Intercept Survey, Discipline 2: Online and Telephone Survey and Discipline 3: Qualitative Research.



**Discipline 1: Intercept Survey****Prime: ETC Institute**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	N/A				

**Prime: Hispanispace, LLC dba ThinkNow Research**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Hispanispace, LLC dba ThinkNow Research (DBE/SBE/LSBE Prime)	X	X		X

**Prime: Maroon Society, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Maroon Society, Inc. (DBE/SBE/LSBE Prime)	X	X		X

**Prime: Redhill Group, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Redhill Group, Inc. (SBE Prime)	X			
2.	Temps, Inc. (LSBE)	X	X		X
3.	Lazar Translating & Interpreting	X			X

**Discipline 2: Online and Telephone Survey****Prime: Barrios and Associates, LLC dba Communications Lab**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Barrios and Associates, LLC dba Communications Lab (SBE/DBE Prime)	X			X

**Prime: EMC Research, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Customer Research International (LSBE)		X		X

**Prime: Maroon Society, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Maroon Society, Inc. (DBE/SBE/LSBE Prime)	X	X		X

**Prime: Quantum Market Research, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	N/A				

**Prime: Redhill Group, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Redhill Group, Inc. (SBE Prime)	X			
2.	Temps, Inc. (LSBE)	X	X		X
3.	Lazar Translating & Interpreting	X			X

**Discipline 3: Qualitative Research****Prime: Barrios and Associates, LLC dba Communications Lab**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Barrios and Associates, LLC dba Communications Lab (SBE/DBE Prime)	X			X

**Prime: EMC Research, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Customer Research International (LSBE)		X		X

**Prime: Hispanispace, LLC dba ThinkNow Research**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Hispanispace, LLC dba ThinkNow Research (DBE/SBE/LSBE Prime)	X	X		X

**Prime: Maroon Society, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Maroon Society, Inc. (DBE/SBE/LSBE Prime)	X	X		X

**Prime: Quantum Market Research, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	N/A				

**Prime: Redhill Group, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Redhill Group, Inc. (SBE Prime)	X			
2.	Temps, Inc. (LSBE)	X	X		X
3.	Lazar Translating & Interpreting	X			X

**Discipline 4: User Experience Testing****Prime: Redhill Group, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Redhill Group, Inc. (SBE Prime)	X			
2.	Temps, Inc. (LSBE)	X	X		X
3.	Lazar Translating & Interpreting	X			X

**Discipline 5: General Research Support****Prime: Maroon Society, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Maroon Society, Inc. (DBE/SBE/LSBE Prime)	X	X		X

**Prime: Redhill Group, Inc.**

	<b>Subcontractors</b>	<b>SBE</b>	<b>LSBE</b>	<b>DVBE</b>	<b>DBE</b>
1.	Redhill Group, Inc. (SBE Prime)	X			
2.	Temps, Inc.	X	X		X
3.	Lazar Translating & Interpreting	X			X

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



## Board Report

**File #:** 2022-0731, **File Type:** Informational Report

**Agenda Number:** 24.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 16, 2023

**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

#### RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

#### Equity Platform

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

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

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

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

Stephanie N. Wiggins  
Chief Executive Officer

**February 2023**  
**M&E Employee of the Month**  
**&**  
**Logistics Employee of the Quarter**

# Employee of the Month & Employee of the Quarter

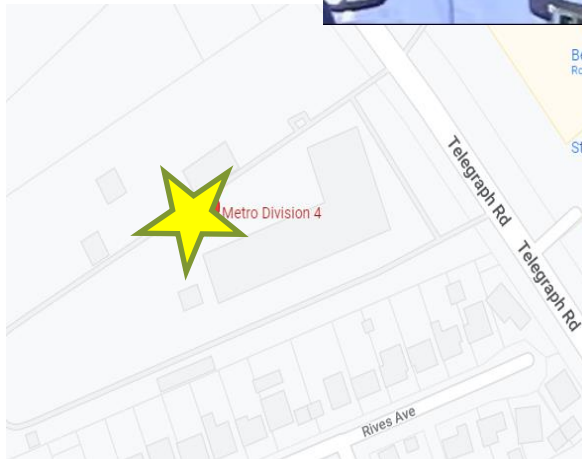
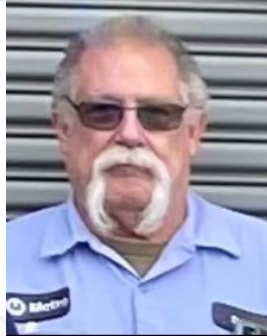


## Maint. & Engineering

Lead Facilities Sys

Tech

**Dean Haecker**

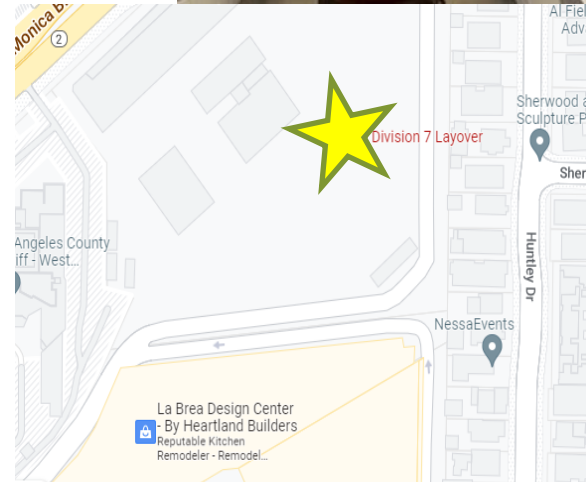


**Division 4 – Downey**

## Logistics

Storekeeper

**John  
McCrary**



**Division 7 – West Hollywood**



Metro

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

## Board Report

File #: 2023-0047, File Type: Informational Report

Agenda Number: 25.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE FEBRUARY 16, 2023

**SUBJECT: ORAL REPORT ON OPERATIONS AND SERVICE RESTORATION UPDATE**

**ACTION: ORAL REPORT**

#### **RECOMMENDATION**

RECEIVE oral report on Operations ridership, hiring, and service restoration.

#### **Equity Platform**

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

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

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

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

Stephanie N. Wiggins  
Chief Executive Officer



# **COO Oral Report Operations Ridership and Service Restoration Update**

Operations, Safety & Customer Experience Committee Meeting  
February 16, 2023



# Service Restoration

Metro fully restored scheduled bus service to 7 million revenue service hours (annualized), effective December 11, 2022. This will help our riders receive more frequent and reliable service.

The changes improved frequencies on 55 weekday, 24 Saturday and 23 Sunday bus lines.

Service cancellations increased slightly from pre-service change:

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 2/5/22	11.5%	8.2%	20.7%
Week Ending 2/4/23	3.0%	1.8%	6.3%
Week Ending 1/28/23	3.8%	4.0%	8.1%
Week Ending 1/21/23	2.8%	2.7%	4.5%
Week Ending 1/14/23	5.8%	3.5%	7.7%
Week Ending 1/7/23	4.0%	2.4%	7.1%
Week Ending 12/31/22	4.0%	3.5%	9.7%
Week Ending 12/24/22	3.6%	2.6%	4.0%
Week Ending 12/17/22	5.7%	4.0%	13.7%

Next Hiring Event: February 25, 2023 at El Camino College (3400 Manhattan Beach Blvd, Torrance, CA 90506) from 8am-1pm

# Highest Service Cancellations by Line

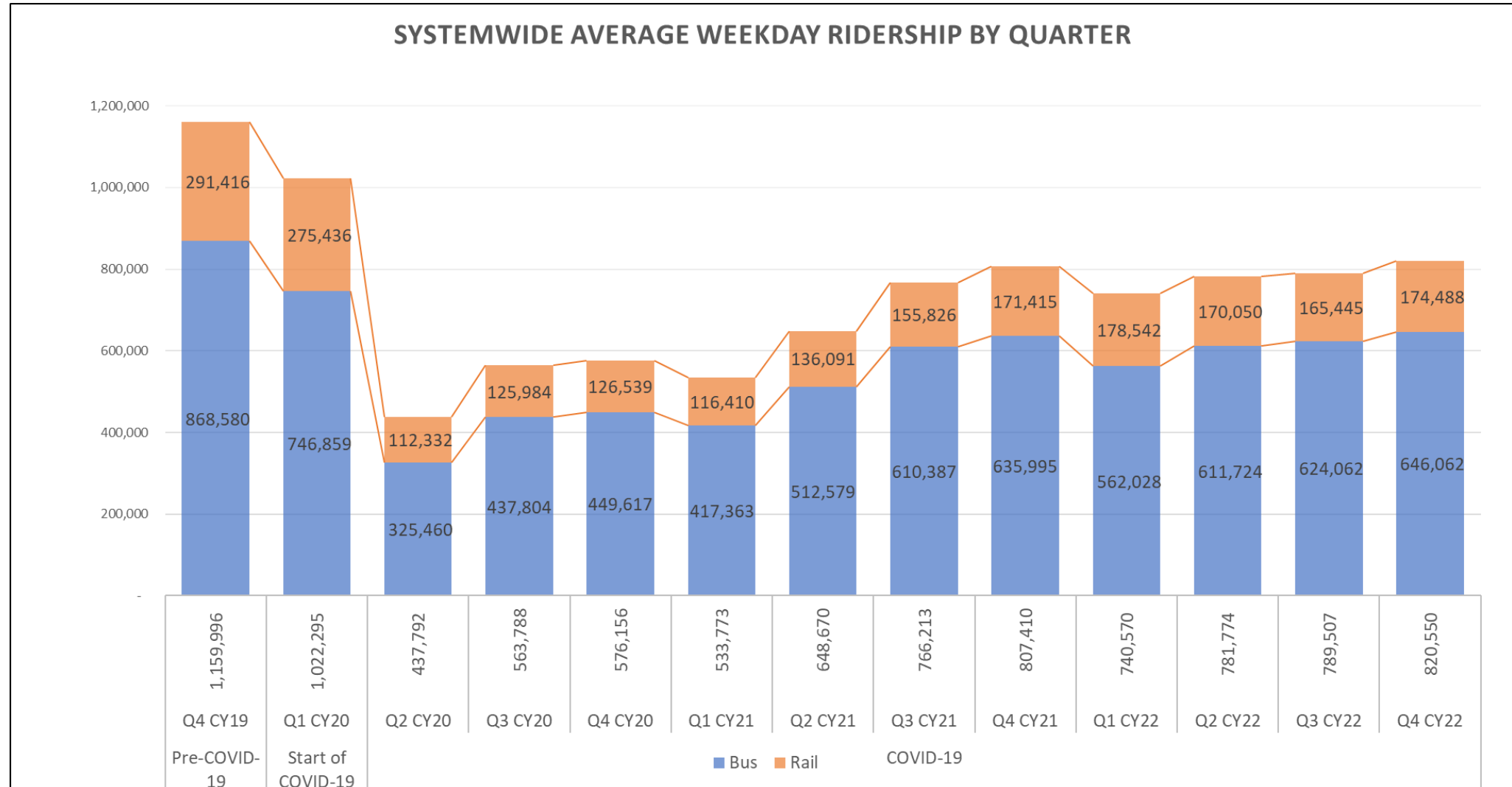
## Directly Operated

Division	Line	Name	NextGen Tier	% Cancelled Trips since 1/1/23 to 1/31/23	Previous Year % Cancelled Trips 1/1/22 to 1/31/22	% Trips on Average Exceeding Target Load Factor	Average Reported Pass Ups Per Day	% within EFC*	Area
8	240	Ventura Reseda	1	12.5%	25.8%	0.1%	2	8%	San Fernando Valley
1, 3	45	Broadway	1	8.7%	24.3%	2.7%	7	87%	Northeast & South LA
1	18	Whittier Bl, W. 6 <sup>th</sup> St.	1	8.6%	25.5%	0.4%	4	83%	Commerce – Wilshire/ Western
1, 7	16	W. 3rd St	1	8.2%	20.8%	2.9%	7	38%	Downtown – Westside
1, 7	20	Wilshire Bl.	1	8.1%	23.8%	0.0%	2	29%	Downtown – Westside
1	66	E. Olympic/ W. 8th St	1	8.1%	19.8%	0.4%	1	87%	East LA- Downtown- Wilshire
1	53	Central Av.	1	8.0%	29.0%	0.4%	3	82%	Downtown – South LA
8, 15	162	Sherman Way	2	7.9%	19.7%	0.0%	1	40%	San Fernando Valley
8, 15	164	Victory Bl	2	7.9%	15.9%	0.2%	1	23%	San Fernando Valley
8, 15	165	Vanowen St	2	7.7%	18.2%	0.6%	2	40%	San Fernando Valley
5	754	Vermont Av Rapid	1	7.4%	51.6%	0.5%	1	98%	Hollywood - South LA
2, 7	2	Sunset Alvarado	1	7.1%	22.4%	0.2%	5	48%	UCLA - USC

## Contracted Services

Division	Line	Name	Next Gen Tier	% Cancelled Trips since 1/1/23 to 1/31/23	Previous Year % Cancelled Trips 1/1/22 to 1/31/22	% within EFC	Area
97	232	Sepulveda Bl - Pacific Coast Hwy	3	7.91%	17.41%	29%	LAX - Long Beach
97	205	Wilmington Av - Vermont Av	3	7.41%	12.11%	29%	Willowbrook - San Pedro

# Ridership Update



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

- Bus: Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 79.4% in December 2022 (bus stop data available month to month)
- Rail: Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 71.2% from FY19 to FY22 (rail station data available Fiscal Year level)

# Regional Connector Operating Plan



## Trains

- Loading system from 4 rail divisions
- Three rail car types will be used on RC (P3010, P2550, refurbished P2000)
- Remote train overnight storage
- L (Gold) Line Eastside train storage

## Schedules

- 10 min peak transition to 8 min peak
- Impacts of delays through R/C
- Planned and unplanned service adjustments



# Rail Station Cleanliness Activities

## Cleaning Responsibilities

### General Cleanup

- Provide stations with 2x daily general cleanup services
- Pressure wash station exterior/plazas at least 1x weekly
  - Pershing Square, 7<sup>th</sup> Street/Metro Center, Westlake/MacArthur Park Stations – 3x weekly

### Emergency Response

- Regular dispatch for fouled elevators – response time is immediate
  - Other responses include spills, waste, shattered glass

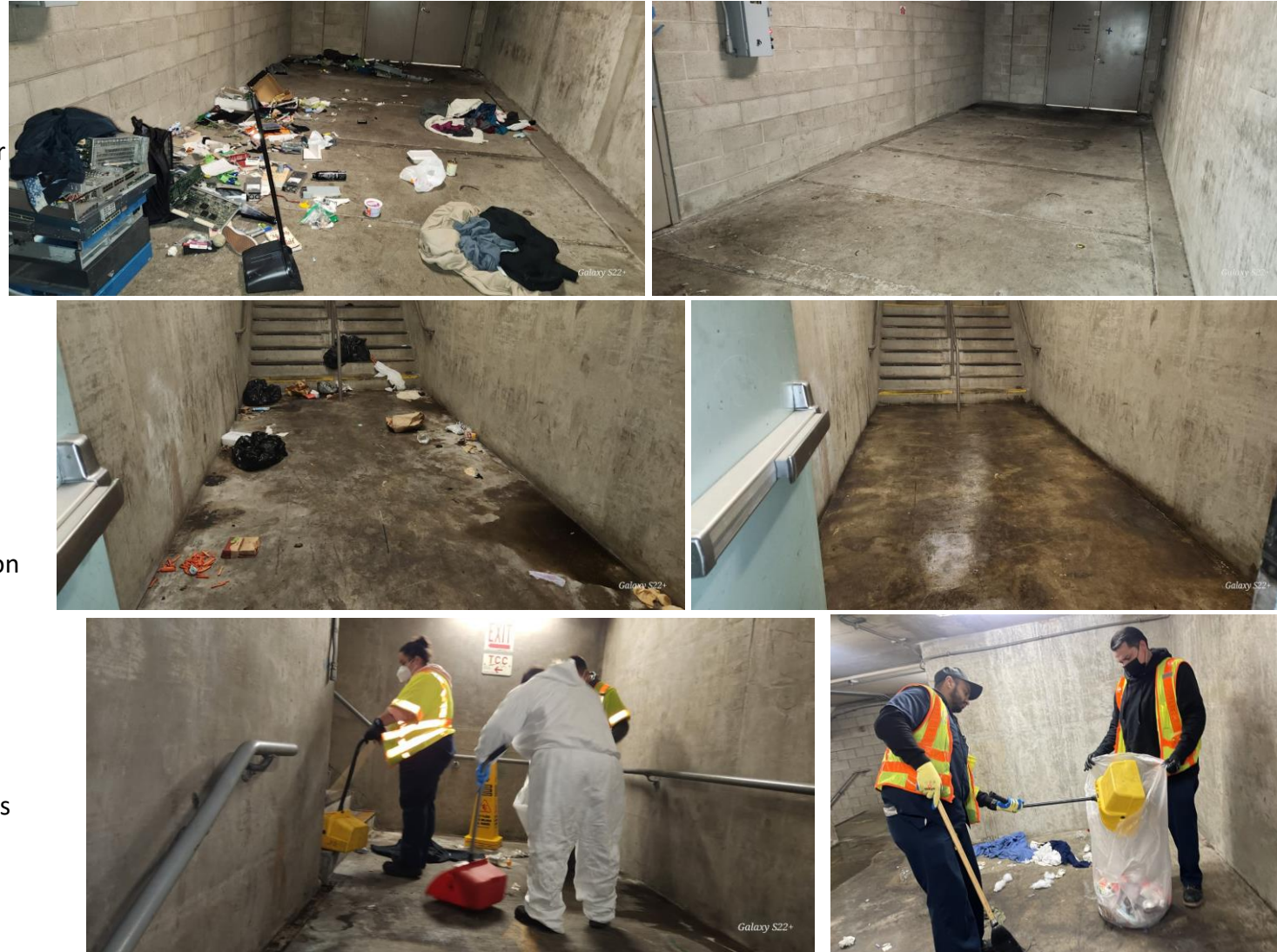
### COVID Prevention

- Disinfect touch points 2x daily – all locations
  - Turnstiles, elevator buttons, railings, ticket machines

### Corridor (Emergency Exit) Cleanups

- SSLE and FM perform sweeps 3x weekly to cleanup and improve station corridor (non-public area) conditions
- Corridors regularly compromised by trespassers / loiterers and fouled with human waste, hypodermic needles, cloths, and encampments
- 426 trouble tickets reported from Jan 2022 to Jan 2023
- Custodial resources reallocated from public station areas to station corridors (non-public area) to provide routine and emergency cleanups
- Each cleanup is performed carefully for employee safety
- Each cleanup requires support from SSLE for employee safety

## Before & After Cleanup





## Board Report

**File #:** 2023-0079, **File Type:** Oral Report / Presentation

**Agenda Number:** 9.

**PLANNING AND PROGRAMMING COMMITTEE  
FEBRUARY 15, 2023  
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
FEBRUARY 16, 2023**

**SUBJECT: REIMAGINING WESTLAKE/MACARTHUR PARK STATION THRU PILOT INTERVENTIONS**

**ACTION: RECEIVE AND FILE**

### **RECOMMENDATION**

RECEIVE AND FILE the report on Reimagining Westlake/MacArthur Park Station Thru Pilot Interventions.

### **ISSUE**

Westlake/MacArthur Park Station, served by Metro B & D Lines (Red/Purple) and nearby NextGen Tier 1 bus lines, has been impacted by societal challenges impacting public safety and Metro's ability to deliver good customer experience for transit riders and support frontline employees who maintain this station. In an effort to equitably address the inappropriate activities that impact the station's original mission to serve the community, Metro is taking a thoughtful, collaborative and multipronged approach to addressing these complex issues with the intent to restore safe and reliable transit service for its customers and the surrounding community that Metro serves.

### **BACKGROUND**

Westlake/MacArthur Park Station (WLMP) is located just west of Downtown LA in the Westlake District on Alvarado St between Wilshire Bl and 7<sup>th</sup> St. It is located across the street from MacArthur Park. WLMP is located in one of the most dense neighborhoods in the United States and served by all-day, frequent Metro Rail and Bus service, with nearby buses operating 24 hours per day. There are typically over 22,000 daily boardings and alightings within the station footprint. Previous rider surveys indicate that 94% of Metro riders along the Alvarado St corridor do not own or have access to a car, indicating that they rely on Metro service for their access to work, school, medical, and all-purpose trips. This station resides within an Equity Focused Community.

In 2022, Metro released the latest results of its Customer Experience Survey, revealing that female rail ridership has declined to 44% with nearly 1 in 2 women citing crime, harassment, and safety as top concerns on Metro. These results are consistent with previous agency findings in the How

## Women Travel report.

Within a 2-month period last summer at WLMP Station, there were 57 calls for service to the Los Angeles Police Department (LAPD), or nearly one law enforcement call each day. MacArthur park has a history of drug activity that predates the opening of this Metro station in 1993, and has impacted the station. Since December 2022, there were 26 reported medical emergencies at WLMP, the majority of them suspected drug overdoses. In the entire calendar year, there were six fatalities and one shooting at WLMP, nearly all related to suspected drug activity.

Metro also experiences significant maintenance challenges due to the misuse of this station. In December 2022, there were nearly 75,000 emergency swing gate activations reported at the faregates, or nearly once every two minutes. Metro maintenance crews who respond to the station for repairs have encountered multiple instances of work trucks burglarized when they return. The vending program on the plaza level, which officially ended in 2020, continues to operate in an informal/unregulated setting.

There is also persistent trespassing in emergency exit corridors which serve as ancillary areas for Metro personnel who maintain critical station equipment in these non-public corridors. Trespassers in these ancillary areas pose significant safety issues for Metro personnel. During recent inspections of these corridors, a number of individuals have been identified, many of which have previous warrants. These individuals also leave behind a significant amount of trash, drug paraphernalia, and biohazard waste including feces and vomit on stairwells and walls, used syringes and condoms. As these non-public corridors lack routine airflow as in the public station areas, these corridors have grossly repulsive odors that are unhealthy without personal protective equipment (PPE).

Observations from Metro personnel and CCTV cameras reveal persistent loitering under tampered electrical receptacles, physical fighting, individuals wielding weapons, harassment and intimidation of transit riders waiting for their next train or bus, prostitution, and erratic antisocial behavior which may be from individuals under the influence of drugs. System Security and Law Enforcement (SSLE) has confirmed the majority of drug issues at WLMP are related to heroin, methamphetamine, cocaine, fentanyl and opiates.

On balance, the inappropriate, non-transit activities permeating WLMP has deviated from the agency's core mission to deliver safe and reliable transit service, and Metro plans to restore safety and civility through reimagined public safety improvements and an improved customer experience for our riders that need it the most.

## **DISCUSSION**

Given the significant public safety challenges outlined above, Operations has convened an agency taskforce and is leading a collaborative effort with SSLE, Countywide Planning & Development, Office of the Chief of Staff, Customer Experience and Program Management to reimagine how WLMP Station could better serve the community by improving public safety and service reliability through a strategic deployment of customer-facing staffing, maintenance crews, engineering controls, and community programming of plaza areas. This has included a significant number of site visits incorporating multiple departments and well documented by Systemwide Design. Below are pilot

interventions in progress or planned:

### Plaza / Street Level

On the street level, there are significant areas that are not useful for transit riders and inappropriately used by others. This largely stems from the station footprint not being appropriately sized for the transit needs in this location, including an underutilized, secondary station entrance located just steps away from the main entrance. The terraced landscaping has created hiding areas for public defecation and drug use, while the oversized concrete plaza has facilitated an open air drug sale marketplace. Low-profile curbs surrounding the plaza are used for loitering, smoking, drug sales, sleeping and skateboarding. Bike racks and the adjacent Park & Ride lot are virtually unused, even though these amenities are available. To better serve the community by addressing these issues, the following interventions are being piloted:

- A proposed restructured vendor marketplace developed in collaboration with the County, City, and community that activates the plaza, promotes business sustainability and growth, and creates a community space for weekly community events
- Rightsizing public footprint of plaza by securing non-functional sections of the plaza, including terraced landscape, inconspicuous corners, while also preserving functional space for a vendor marketplace
- Closure of secondary (north) entrance and passageway, which directs all customers to the nearby, fully accessible main entrance, naturally facilitating public safety through more foot traffic. This closure was previously enacted during the COVID-19 pandemic and re-implemented in January 2023.
- Creation of a new, flexible use space that can be opened to support community programming such as weekly concerts, fitness classes, and other activations beneficial to the community
- Additional plaza lighting and CCTV cameras for enhanced visibility and deterrence of unwanted activities

### Mezzanine / Concourse Level

Staff has documented persistent loitering and drug activities around TAP Vending Machines, map display cases, tampering with electrical receptacles, drug activity and prostitution under decommissioned phone booths, and misuse/damage of faregate equipment. Few passengers pay fare if faregates are broken/held open. As a result, the taskforce is working on the following pilot interventions:

- New station kiosk to be fully staffed and visible to public during station hours, assisting with customer questions and faregate entries
- Low Income Fare is Easy (LIFE) program on-site signups, providing those with the greatest need an opportunity to use the fare gates appropriately even if they do not have sufficient fare
- Homeless outreach partnerships
- Transit Ambassador staffing
- Fare collection interventions
  - New partitions to deter “reach-around” non-emergency uses of emergency swing gates
  - Faster leaf-gate closure to prevent “tailgating”
  - Reactivation of alarm chirp when emergency swing gate is opened



- Explore “paddle-style” gates used in San Francisco, Atlanta, Baltimore and London, England
  - Updated “fare required” signage to current Metro Rail Design Criteria standards
- Personalized station announcements to remind public that station is monitored
- Introduction of ambient background music, also played in public settings like malls, stores, and restaurants
- Sealing off decommissioned phone booths where drug use takes place underneath former phone book vestibules
- Removal of maintenance power outlets in public areas that have been tampered with to eliminate electrical hazards to the public
- Exploration of smarter CCTV cameras using digital analytics to flag unwanted behavior to CCTV observers and dispatch assistance more effectively, being cognizant of potential bias when developing assumptions in the analytics model

### Platform / Track Level

Staff has observed erratic, antisocial behavior at platform ends, rummaging through trash cans that result in debris strewn all around and onto trackway, and laying across seating areas which prevents customers from seating amenities while waiting for their next train. In particular, customers have stated that they prefer to wait at platform ends because there is more onboard seating at the fronts and ends of trains, but they do not feel comfortable waiting at these platform ends before the train arrives. To address the nuisance activities observed on the platform and restore a safe, waiting area for the next train, the following interventions will be piloted:

- Lighting upgrades have been completed to brighten the platform area and improve line-of-sight visibility, including retrofit from older fluorescent lighting to brighter LED fixtures.
- Increased pressure washing and station detailing. Facilities Maintenance now has a dedicated custodial staff for this station and conducts deep cleanings several times per week. Despite these efforts, the station still experiences cleanliness issues related to non-transit users of the station.
- Modify existing benches for upright seating. Currently, benches are misused for laying down, drug use, and other unwanted activities. The existing benches are molded into the platform foundation, so the taskforce is looking at tactical interventions using floating dividers and perforations to preserve the bench while restoring the original intent of the design.
- Increasing fresh supply of airflow in the station public areas to remove odors and fumes caused by smoking and other non-transit uses that permeate through the station

### Ancillary / Non-Public Areas

Given the challenges posed by trespassers entering into station ancillary areas via emergency exit corridors, the taskforce is partnering with local law enforcement, transit security and local jurisdictions to identify solutions to deter this behavior:

- Expanding intrusion warning system that has shown up to 70% reduction in unwanted entries at other stations
- Revised signage and regulatory language to ensure city attorney can prosecute for trespassing

- 
- Increased inspections of ancillary areas to remove trespassers more frequently

With these pilot interventions packaged together, the overall objective is to deter non-transit loitering and restore WLMP for safe and reliable transit as its primary use case, ensuring that everyone who enters the station uses the fare gates appropriately and departs on the next available train, and those arriving by train exit the station in a reasonable timeframe.

## **EQUITY PLATFORM**

The intent of this work is to provide public safety and reliability improvements to Metro riders in and around WLMP, which 9 in 10 bus riders are BIPOC, 94% do not own a car and therefore rely on Metro service, and nearly 6 in 10 are below the poverty line. Further, WLMP is operated by Metro lines that serve Metro's Equity Focus Communities. Staff is building upon previous community input received during previous projects involving the community and key stakeholders, such as the street vendor market pilot in 2017 and the adjacent Alvarado St Bus Priority Lanes completed in 2022, and will conduct a more focused equity analysis of impacts to marginalized groups as a result of this project.

Improving transit service by reimagining public safety at our stations increases access to opportunity for groups who may not have those opportunities today. Further, these pilot interventions allow Metro to better serve its customers through better reliability as a result of fewer disruptions to service.

This project will include some form of rider outreach, including surveys and key stakeholder engagement, blending a data-driven approach with customer feedback and staff will commit to centering marginalized community feedback to ensure marginalized voices are heard and equitable outcomes are reached. This project will use multilingual rider surveys. These survey results would then be incorporated into future reports to ensure that riders' voices are centered throughout the ensuing discussions.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendations support strategic plans:

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

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

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

**Goal #4:** Transform Los Angeles County through regional collaboration and national leadership.

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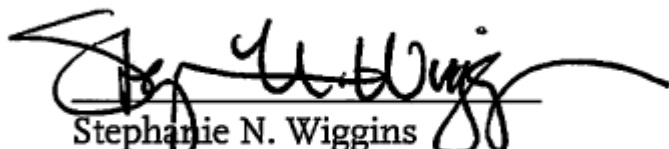
Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, Caltrans, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

### **NEXT STEPS**

The WLMP Agency Taskforce will continue a phased implementation approach as pilot interventions become ready for debut. During this period, Metro plans to collaborate with partner agencies and key stakeholders. In June 2023, staff plans to conduct passenger intercept surveys to understand how customers have responded to these pilot interventions as part of ongoing project outreach. If this program is successful, Metro could look to expand elements of these interventions to other stations where similar challenges persist, with the intent to use the right tools in the right place. Staff plans to provide further details about this project, including survey findings and an update on the proposed vending program in Summer 2023.

Prepared by: Stephen Tu, Director, Service Planning, (213) 418-3005  
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Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie N. Wiggins  
Chief Executive Officer



# Reimagining Westlake/MacArthur Park Station Thru Pilot Interventions



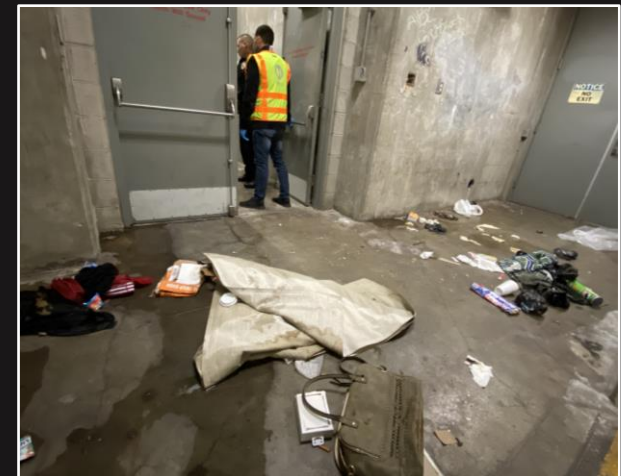
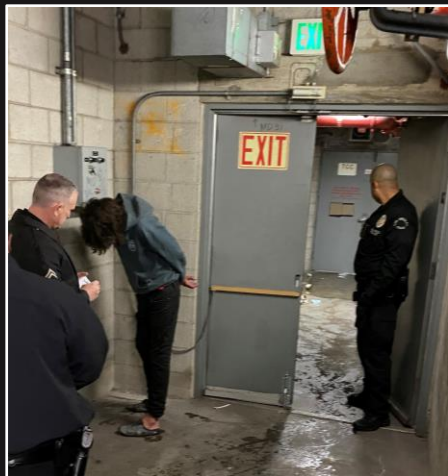
Metro

# MACARTHUR PARK | BACKGROUND & ISSUE



*Physical altercation on platform as train approaches*

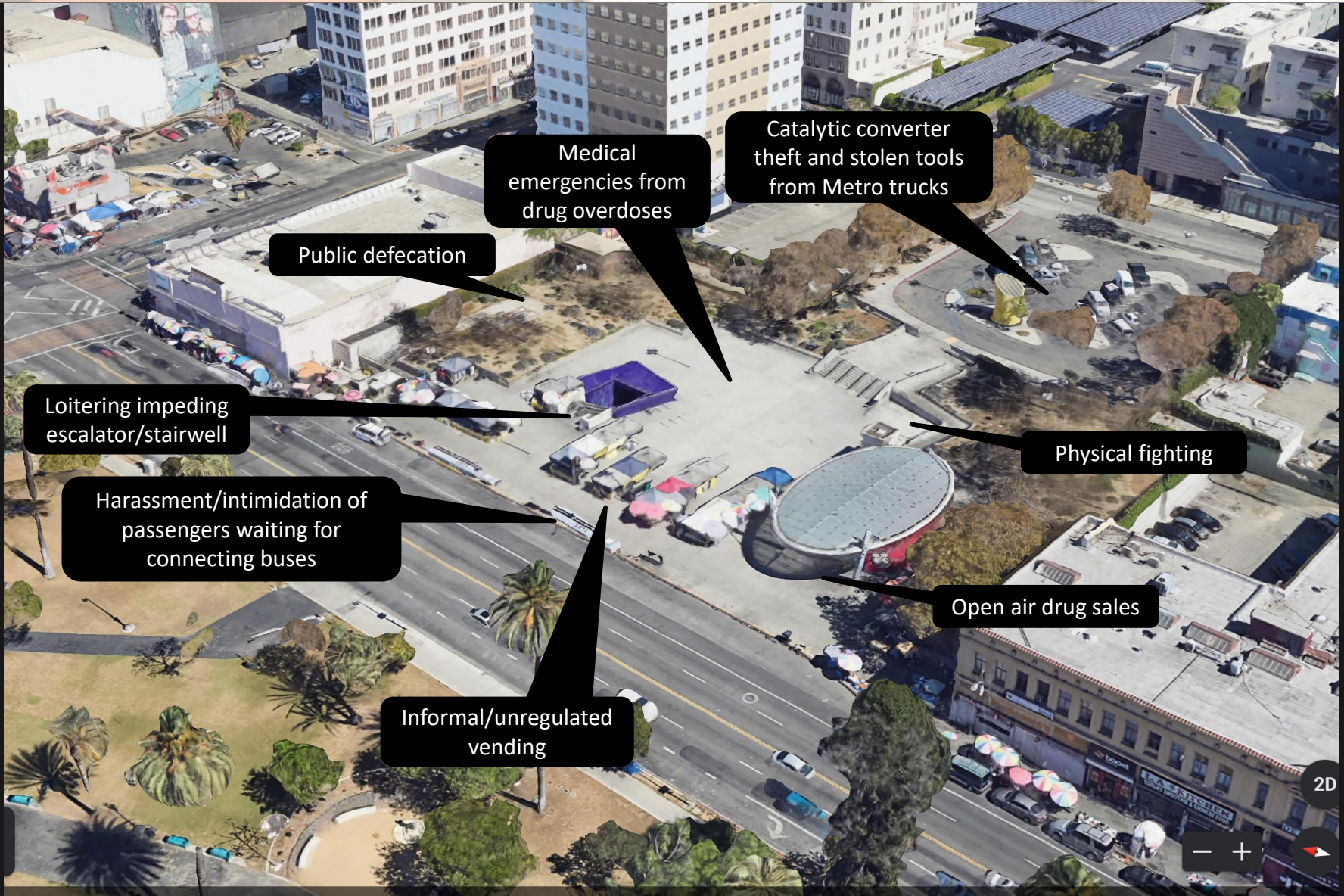
- Over 22,000 daily boardings / alightings
- CX Survey: Female rail ridership has declined to 44% with nearly 1 in 2 women citing crime, harassment and safety as concerns on Metro
- Nearly 60 calls for police response in 60 days
- Nearly 30 medical emergencies since December 2022
- Heroin, meth, fentanyl, opiates and other drug activity
- Erratic, antisocial behavior
- 75,000 monthly emergency fare gate activations
- Threats made to passengers and Metro personnel
- Informal, unregulated vending on plaza level



*Trespassers, encampments, human waste, bodily fluids found in non-public ancillary areas*

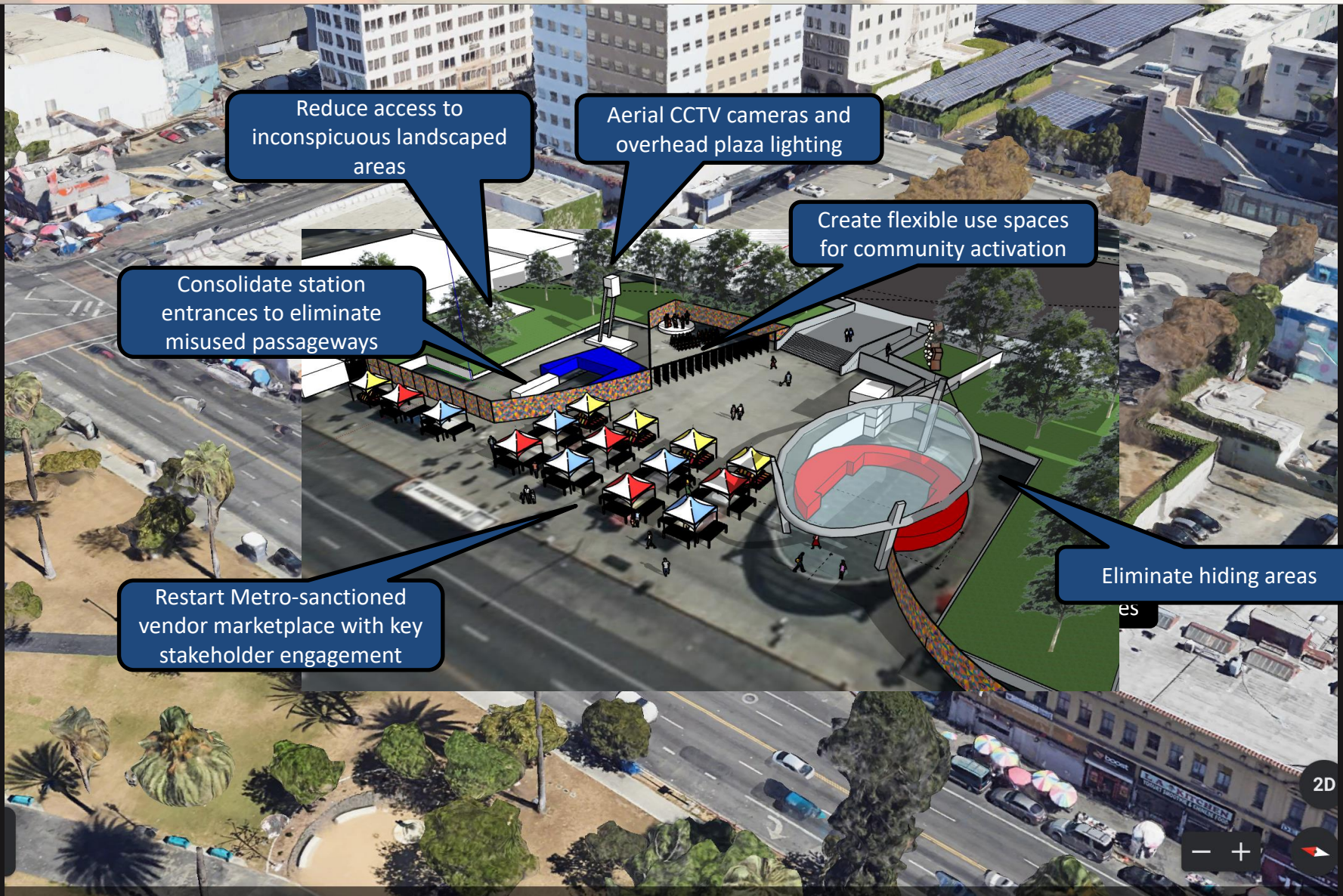


# MACARTHUR PARK | PLAZA / STREET LEVEL EXISTING





# MACARTHUR PARK | PLAZA / STREET LEVEL CONCEPT

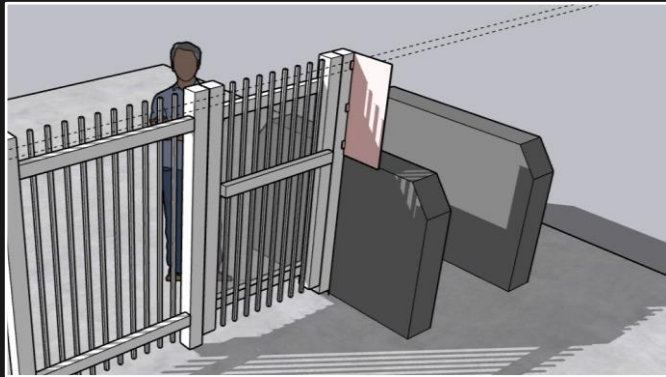




# MACARTHUR PARK | CONCOURSE / MEZZANINE LEVEL



*Persistent loitering and antisocial behavior on concourse*

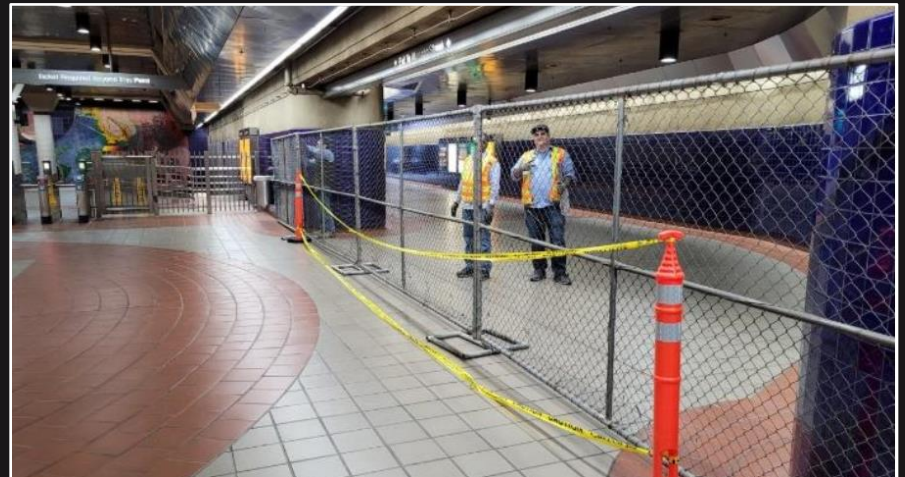


*Proposed partition to discourage fare swing gate misuse*



*Before & After: Former phone booths where drug use occurred*

- **New station kiosk to be fully staffed during station hours, assist with faregate entries**
- **LIFE program sign-ups on-the-spot**
- **Homeless outreach partnerships**
- **Reduce misuse of fare collection array**
  - New partitions to prevent “reach-around”
  - Faster leaf-gate closure to prevent “tailgating”
  - Reactivation of alarm chirp when emergency swing gate is opened
  - Consider “paddle-style” gates used in SF, ATL, Baltimore, London
  - New “fare required” signage
- **Ambient background music (i.e. malls, stores, restaurants)**
- **Personalized station announcements**
- **Seal off decommissioned phone booths**
- **Remove maintenance power outlets**
- **CCTV video analytics upgrade to flag suspicious behavior**



*Temp fencing to right-size footprint & prepare for station kiosk installation*

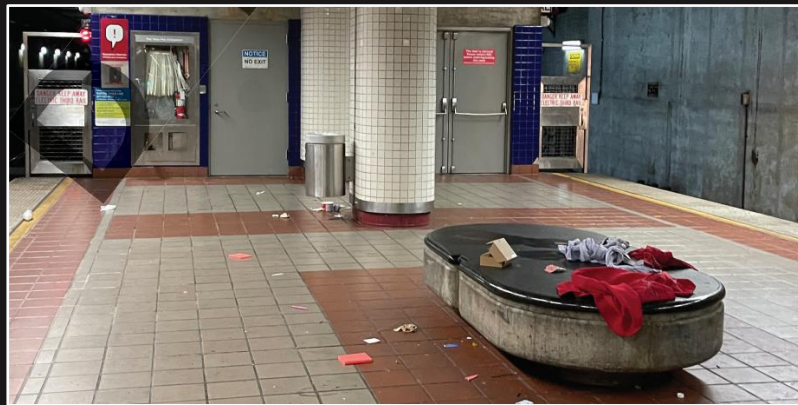


# MACARTHUR PARK | PLATFORM / TRACK LEVEL

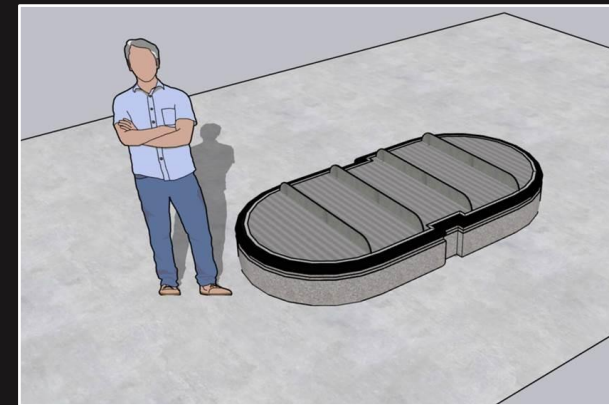


- Lighting upgrades underway
- Increased pressure washing and detailing
- Upgrade ancillary (non-public) alarm system
- Modify existing benches for upright seating
- Station ambassadors to provide passenger support
- Periodically activate station exhaust system to create breezier conditions and supply fresh air

*Overnight pressure washing, detailing, and LED lighting upgrade*



*Before & After:*



*Conceptual bench design modification to restore original bench purpose for passenger seating until next train*



**Metro**

# MACARTHUR PARK | NEXT STEPS

- In partnership with CX, SSLE, Transit Oriented Communities, Operations to lead agency task force focused on improving public safety outcomes thru station design interventions
- Follow up with key stakeholders
- January 2023: Phased rollout begins
- July 2023: Conduct passenger surveys
- September 2023: Report back to Board on results
- Metrics to be developed in the coming months and will be evaluated with a focus on customer experience, public safety, operational improvements



A screenshot of a 1989 Los Angeles Times article. The page header shows the 'Los Angeles Times' logo and a 'Sections' menu. The article title is 'MacArthur Park : Police Try to Retake It From Drug Dealers'. The byline is 'BY ANDREA FORD' and the date is 'JUNE 25, 1989 12 AM PT'. Below the byline are social media sharing icons for Facebook, Twitter, and a general share icon. The author is identified as 'TIMES STAFF WRITER'. The article text describes drug dealing in MacArthur Park, mentioning a 'tunnel walkway under Wilshire Boulevard' and a 'massive police crackdown on drug dealing in the park, a square, 32-acre expanse that is the centerpiece of Los Angeles' Westlake District'. The article concludes with 'Since April, police and nearby residents have been trying to take MacArthur Park back from scores of drug addicts and drug sellers who all but overrun whole sections of the park almost everyday.'

1989 LA Times article, years before Metro Red Line opened



## Board Report

**File #:** 2022-0867, **File Type:** Informational Report

**Agenda Number:** 26.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

**FEBRUARY 16, 2023**

**SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Public Safety Report.

#### **ISSUE**

Metro's main priority is providing riders with a safe experience and employees with a safe work environment. As noted in the 2021 Public Safety Survey, safety is a top concern for riders - about four-in-ten respondents who have reduced their Metro ridership cited concerns about their safety (not related to COVID) as a reason. Metro is researching, listening, reassessing current safety programs, and launching new safety initiatives. This report provides a status update on these public safety initiatives.

#### **BACKGROUND**

Metro's mission is to provide a world-class transportation system that enhances the quality of life for everyone living, working, and playing in LA County. Metro has implemented several non-law enforcement initiatives to reimagine public safety. The Chief Safety Office continues to incorporate information from surveys, customer complaints, and physical security assessments, amongst other sources, to analyze a wide array of safety-related issues. Using this information, Metro will formulate solutions to problems, anticipate future issues, and develop programs and initiatives for areas needing improvement.

#### **DISCUSSION**

The Chief Safety Office is responsible for the public safety program's strategic and cohesive deployment. Through agency collaboration, the focus is to increase a safety presence on the system, protecting Metro riders, employees, and infrastructure and conducting fare and code enforcement. Furthermore, the Chief Safety Office oversees safety programs and tools such as the Respect the Ride pilot, the Transit Watch app, and other efforts that are responsive to the security needs of riders and employees.

The following outlines the status of existing programs and the research efforts for new initiatives to help decrease crime while we restore ridership to pre-pandemic levels.

## **RESPECT THE RIDE**

The Respect the Ride initiative, launched in April 2022, continues as a coordinated effort between internal and external partners. This joint effort can deploy various safety efforts at once in concentrated stations, such as fare enforcement and deep cleaning. Since inception, the initiative has transitioned to the B (Red) Line stations due to feedback from Operations employees, riders, and our safety personnel. As such, the initiative is currently deployed Monday through Friday at the following stations:

- Union Station
- Westlake/MacArthur Park
- 7<sup>th</sup> St/Metro Center
- North Hollywood
- Wilshire/Vermont

In December, Wilshire/Vermont Station was added in response to an increase in loitering and littering on the platform and mezzanine levels.

In the coming weeks, the Respect the Ride layered approach will expand to the A (Blue) Line with joint Transit Security/LASD Train Riding Teams traveling between Slauson and Willowbrook/Rosa Parks Stations. We will provide updates on this deployment in future reports.

### *Respect the Ride - Bus*

In August 2022, the Respect the Ride initiative was expanded to the bus system in support of Bus Operator safety. Bus Riding Teams are deployed to bus lines that are identified in partnership with Operations. The teams ride specific segments of a bus line, determined by ridership, crime stats, and Operator feedback.

In December, Bus Riding Teams were deployed on the following lines:

- Line 30 - Pico Bl.
- Line 33 - Venice Bl.
- Line 210 - Crenshaw Bl.

Future Bus Riding Teams in support of Respect the Ride will be deployed on the following lines:

- Line 40 - Hawthorne Bl.
- Line 60 - Long Beach Bl.
- Line 260 - Atlantic Av.

SSLE's Transit Security Community Liaison regularly attends Division Rap sessions and

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communicates to operators about the Bus Riding Teams' efforts to ensure they are aware that safety personnel is being deployed on the bus system. We will continue updating bus riding efforts as new lines are selected.

### **ANCILLARY INTRUSION TASK FORCE**

Due to security incidents of unauthorized individuals entering Metro's ancillary areas, an Ancillary Intrusion Task Force was created on April 9, 2018, in collaboration with Operations. As a result of unauthorized individuals entering these areas, it has created a surge in maintenance and repair requests for Operations. Furthermore, maintenance staff feels unsafe entering these areas, hindering their ability to perform their job duties.

As a response to nefarious activity and severe uncleanness at Metro underground rail stations, SSLE has initiated rail station inspections. The purpose of the inspections is to identify people loitering and engaging in illegal activity, such as the use of narcotics, indecent exposure, lewd acts, vandalism, public defecation, trespassing, and many other activities. In addition to the nefarious activities, some trespassing occurs within underground ancillary rooms containing critical infrastructure. This poses a significant risk to Metro's transit system.

In coordination with Maintenance and Facilities, SSLE began station inspections on 12/29/2022 and had been conducting them weekly. Initially, the periodicity of these inspections occurred once per week. However, given the amount of nefarious activity and uncleanness observed at these locations, coupled with trespassers resurging to areas the task force had previously inspected, the task force deemed it necessary to increase the frequency of these inspections from one to three times per week. The task force utilized data-driven analysis and valuable input from front-line employees to formulate the schedules for the weekly inspections. Stations inspections include LAPD Officers, Metro Transit Security Officers, as well as Metro executive staff and custodial staff. The result of these efforts is as follows:

#### *12/29/2022: Civic Center and Hollywood and Vine*

Station inspections at both locations resulted in three arrests for trespassing in the ancillary areas. All three individuals who were arrested for trespassing had felony records for other violations. Ten individuals were removed from the platforms for loitering. A Metro cleaning staff member made SSLE aware of an individual who was known to frequently publicly masturbate on the platform in front of her. This individual was removed for loitering, and it was subsequently determined by LAPD that this individual had an outstanding arrest warrant in Illinois, since the state of Illinois would not extradite him, LAPD cited the individual for loitering, and he was released.

No inspection occurred during the week of 01/02/2023 to 01/05/2023 due to weather related excessive flooding on the system.

#### *01/10/2023: MacArthur Park/Westlake*

The station inspection resulted in five arrests for trespassing and four individuals removed from the platform for loitering.

#### *01/24/2023: Wilshire/Vermont*

The station inspection resulted in two arrests for trespassing.. Five individuals were removed for

loitering by LAPD before the Metro station inspection team arrived on site.

01/25/2023: Hollywood/Vine & North Hollywood

These station inspections resulted in two trespassing arrests. Two individuals were removed for loitering.

01/26/2023: Vermont/Beverly & Vermont/Sunset

These inspections resulted in no trespassing arrests, but five individuals were removed for loitering. In coordination with Facilities and Maintenance, the following interim protocol was developed regarding trespassers who are found to be in the ancillary areas by Metro employees:

#### Ancillary Intrusion Protocol for Trespassers

1. Report the trespassing incident immediately to the SOC or ROC.
2. Employees are not to engage with the trespasser. For employee safety, it is essential that no approach be made to an individual who has been discovered in an ancillary area.
3. MTS and LAPD will be requested to respond to the ancillary to detain and make arrests under California Penal code 602.8.

#### Long Term Strategy

1. Effective immediately, based on data-driven analysis, SSLE will conduct random, weekly inspections of the ancillary areas deemed problem areas based on ancillary data in hand.
2. These inspections will be conducted by SSLE and Facilities and Maintenance staff, who will be accompanied by MTS TSOs. These inspections will be conducted randomly each week.
3. Once the station inspection process has been refined, we will rely on contract security to increase the number of daily inspections of the ancillary areas to minimize trespassing incidents which will have a direct impact on the cleanliness and safety, and security of Metro employees as well as its ridership.

#### **COPPER WIRE THEFT MITIGATION TASK FORCE**

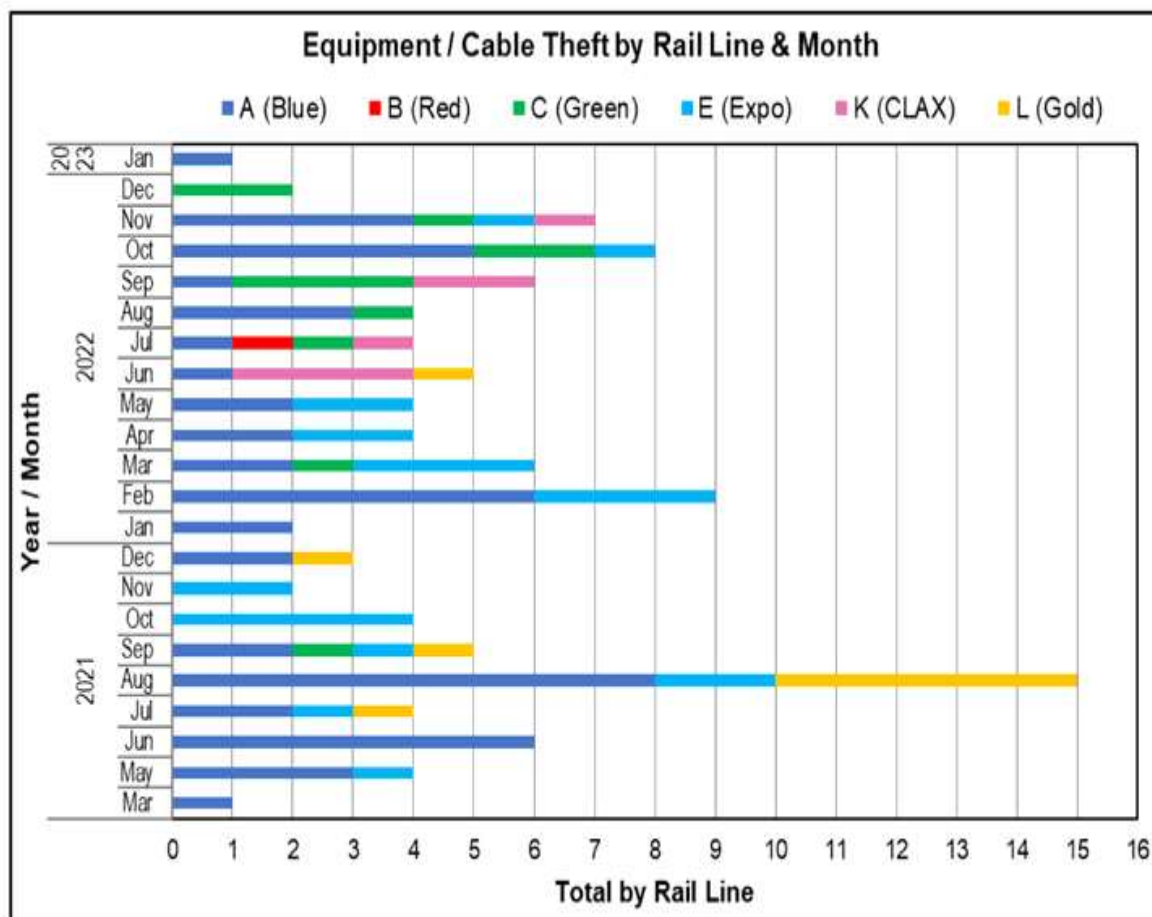
The rail system is built with miles of costly and critical copper wire. We've experienced incidents of individuals cutting copper wire, impacting critical infrastructure in terms of loss of service and posing a potential threat to the safety and well-being of Metro employees, as well as its ridership. Thieves have become increasingly complex in their tactics, techniques, and procedures to steal copper wire from our system, then sell it for profit at nearby scrap yards. Perpetrators now use advanced cutting tools to remove the wire from our system which thereby enhances their speed and efficiency. It is assessed that most of these individuals sell the copper for profit to purchase narcotics.

In 2022, Metro experienced 62 total copper thefts. Some of these thefts significantly impacted Rail Operations due to the fact that repairs needed to be effectuated to restore service.

From January 2022 to October 2022, Metro averaged 4.3 copper thefts per month. Based on data driven analysis, the task force, which is comprised of SSLE, Operations, LAPD, and LASD, formulated a response plan. Thus far, in 2023, Metro has only experienced one cable theft. It is unknown if the task force's efforts have resulted in the reduction of copper thefts. More data will have



to be gathered to assess causality.



Based on the data analysis, the task force deployed the following to the A (Blue) Line - the area where most copper thefts were occurring based on data analysis - in an effort to mitigate the thefts. This effort entailed the following:

1. Sky watch was deployed to 92<sup>nd</sup> Street.
2. MTS mobile units increased their patrols.
3. Contract security increased their patrols at the interlocking of Washington and 103<sup>rd</sup> Street.
4. LAPD deployed a helicopter in this corridor equipped with Forward Looking Infrared (FLIR) technology to identify the perpetrators and track them to the scrap yards where they sell the copper between the hours of 0100 to 0400 (time based on data analysis when most thefts occur).

Do date, these efforts have not resulted in any arrests but may be serving as a deterring factor for those removing copper wire from Metro's infrastructure for sale and profit. Until Metro's copper wire

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network is fully encased (estimated end of year 2023) SSLE will continue review data to determine where to next deploy this mitigation plan strategy.

SSLE will continue to work with internal and external stakeholders to

- Research the feasibility of utilizing drone technology to enhance copper theft detection as well as identify suspects for prosecution. Drone technology would not only be beneficial in terms of addressing copper wire thefts but could enhance physical security in other areas such as terrorism detection and mitigation and vandalism prevention.
- SSLE will work with County Counsel and the LA County Prosecutor's Office to determine the feasibility of making copper wire thefts a felony given these thefts significantly impact critical infrastructure.
- Once Metro's copper wire structures have been fully encased, SSLE will adjust its deployment strategy accordingly.

## **USG PARKING GARAGE SAFETY**

The USG Parking Garage is predominantly used by employees or contractors who work at Metro headquarters. The four-level garage experienced an increase in security incidents, such as a carjacking in October 2022. To ensure employees felt safe walking to and from their vehicles, we increased uniformed presence to include LAPD and MTS hourly patrols and provided training during an All-Hands meeting. As a result, we've had zero employee assaults since October 2022. In addition to hourly patrols, Corporate Safety is developing a parking garage safety training for employees.

## **OPERATOR SAFETY**

### *Bus/Rail Operator Assaults and Bus Boardings*

In December, there were a total of thirteen (13) assaults on bus/rail operators, with ten (10) assaults occurring in LAPD's jurisdiction and three (3) assaults occurring in LASD's jurisdiction. Furthermore, there were 16,800 bus boardings by LAPD officers and 2,459 bus boardings by LASD deputies.

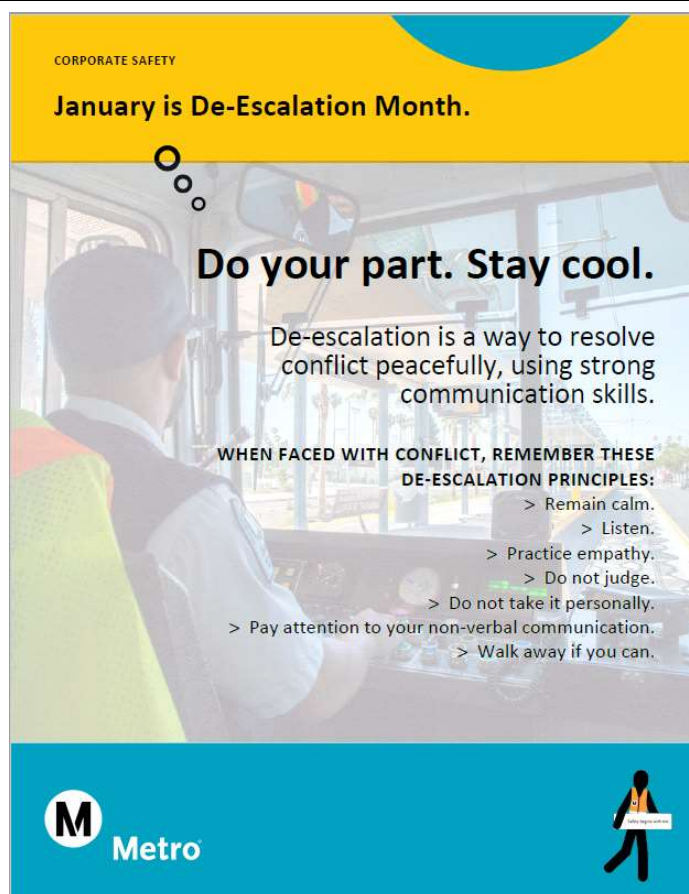
### *Assault Prevention: De-Escalation Month*

From 2021 to 2022, there was a 36.5% increase in bus operator assaults. As a result, an Employee Assault Mitigation Task Force was created in collaboration with various departments to develop proactive solutions to provide safety tools to help employees have a safe work environment. As a result, in coordination with Emergency Management, Talent Development, Transit Security, Rail Transportation Instruction, Bus Central Instruction, and Facility Management departments, Corporate Safety deployed a de-escalation campaign for the month of January, focused on assault prevention.

The objectives of De-Escalation Month were to provide all employees with an organized way of making decisions about how employees will act in the face of conflict; reduce/eliminate workplace violence and assaults; and motivate employees to be more situationally aware and promote safety.

A flyer with safety tips was designed, distributed, and posted at Divisions. In addition, the emergency notification system was utilized, to distribute safety tips to employees.





## DRUG USE ON THE SYSTEM

As raised during January's Regular Board meeting, illegal drug use on the Metro system has increased, impacting the customer experience for riders and safety for employees. In 2022, Metro's SSLE received 1,385 incident reports via Transit Watch regarding the presence, usage, possession, and selling of narcotics on the Metro system. Furthermore, via the Customer Comment Analysis & Tracking System, from 2021 to 2022 we saw a 98.7% increase in complaints as it pertains to drug use on the system. Apart from being a violation of Metro's Code of Conduct, it is a social issue that needs to be addressed with preventative and collaborative measures to truly address it at its core.

On the Metro system, the following 30-day pilot will focus on the Red line.

- Implement a multi-layered approach including PATH homeless outreach, transit ambassadors, transit security officers, law enforcement, contract security and custodians to strategically address the issue. Ambassador and PATH teams presence
- Reassign TSOs as Rail Riding Teams
- Partner with the LA City Attorney and LADA to determine the feasibility of a drug diversion program for offenders

- Identify potential partnerships with community-based organizations, such as Urban Alchemy
- Work with CX to initiate an anti-drug campaign

Staff will provide updates in future reports.

### **TRANSIT AMBASSADOR PROGRAM UPDATE**

As of January 9, 2023, 175 Metro Ambassador program staff been hired, trained, and deployed on our system. Two additional trainings for the month of January 2023, have been scheduled to conclude staffing of up to 300 Metro Ambassadors.

Metro Ambassadors' jobs are to support our riders and safety, connect riders to resources, and report incidents. Deployment on bus lines 20 and 720 began the week of December 26, 2022. Metro Ambassadors are currently deployed on the K Line, L Line (Gold), and B/D Lines (Red/Purple). As well as bus lines 210, 40, 20, and 720.

On December 26, 2022, at about 4:08PM, Metro Ambassadors at the 7<sup>th</sup> St. Metro Ctr. came across a woman from New York, who was lost on the street level and could not find the station entrance to get to the E Line (Expo) train platform. The patron's phone was sending her in another direction, and she could not find the entrance to the train station. The Metro Ambassadors guided her to her train and made sure she got on safely. She was very thankful for the Ambassadors and expressed her appreciation for their jobs.

On January 2, 2023, on the way to Union Station around 5:25PM, Metro Ambassadors came across a disabled woman struggling to get off the train in her wheelchair. The Ambassadors approached this patron and asked if it was okay if they helped her off the train and she accepted the offer. They asked her where she was headed, and she told them that she was headed to the Greyhound at the East Wing. They escorted her to the Greyhound service center to buy her ticket. The patron expressed she felt safe with the Metro Ambassadors around and expressed her gratitude for their assistance.

By the numbers - Reporting Period: 12/2/2023 - 1/5/2023

Metro Ambassadors conducted 32,386 customer interactions, and reported to following:

- 819 cleanliness issues
- 267 graffiti incidents
- 192 elevator and escalator problems
- 166 safety issues

Metro Ambassadors will continue to support our customers and employees as extra eyes and ears on Metro bus and rail systems.

### **EQUITY PLATFORM**

The Metro Transit Ambassadors and De-escalation Campaign are two components of Metro's ongoing efforts to reimagine public safety. The campaign provides employees with tips on how to do their part in having a safe environment while performing their job duties or when riding the system. In

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doing so, it can assist in defusing situations without needing uniformed personnel to intervene. Thus, allowing uniformed personnel to tend to other safety matters on the system.

In the deployment of Metro Ambassadors, staff considers the needs of riders, including language barriers and cultural differences. The Ambassador program vendors ensure that the workforce is diverse culturally and continues to recruit bilingual staff to serve in the many communities that Metro serves.

## **NEXT STEPS**

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

## **ATTACHMENTS**

Attachment A - Systemwide Law Enforcement Overview December 2022

Attachment B - MTA Supporting Data December 2022

Attachment C - Transit Police Summary December 2022

Attachment D - Monthly, Bi-Annual, Annual Comparison December 2022

Attachment E - Violent, Prop, and Part 1 Crimes December 2022

Attachment F - Demographics Data December 2022

Attachment G - Bus & Rail Operator Assaults December 2022

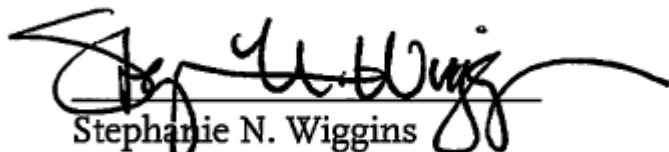
Attachment H - Sexual Harassment Crimes December 2022

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

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

Reviewed by: Gina Osborn, Chief Safety Officer, Chief Safety Office, (213) 922-3055



Stephanie N. Wiggins  
Chief Executive Officer

## SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

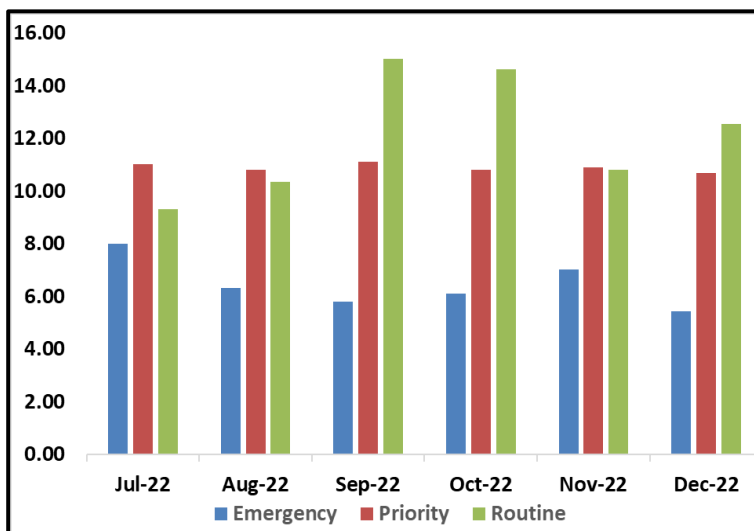
DECEMBER 2022

Attachment A

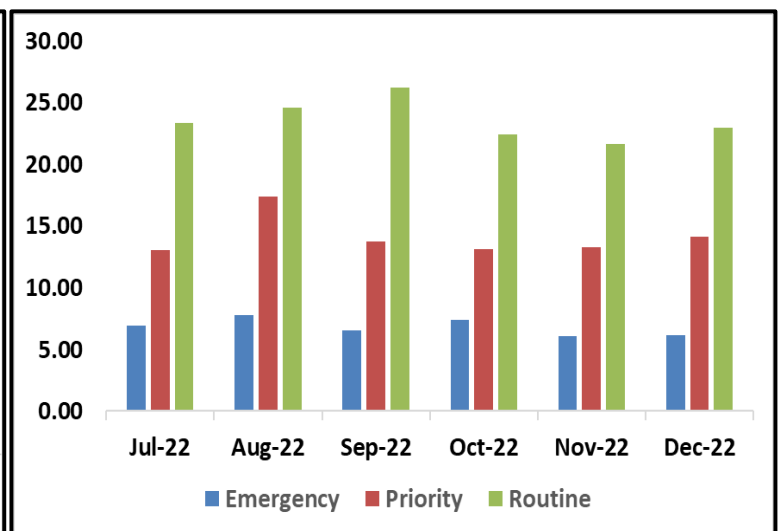
### Average Incident Response Times

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

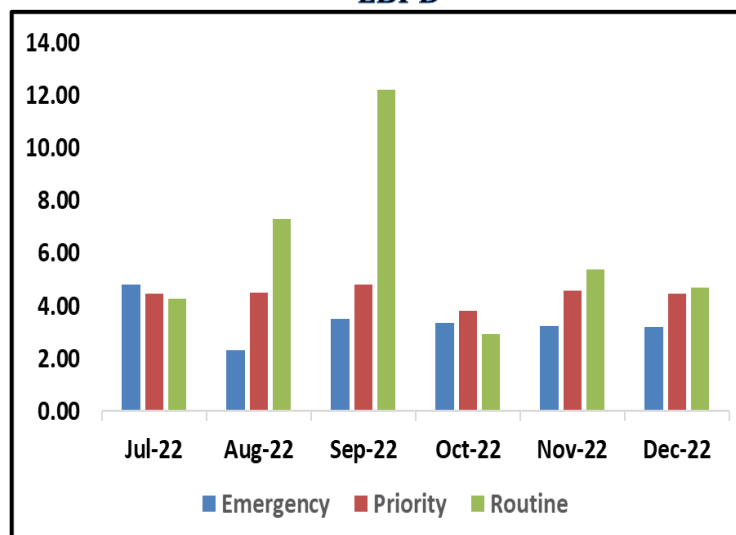
**LAPD**



**LASD**



**LBPD**

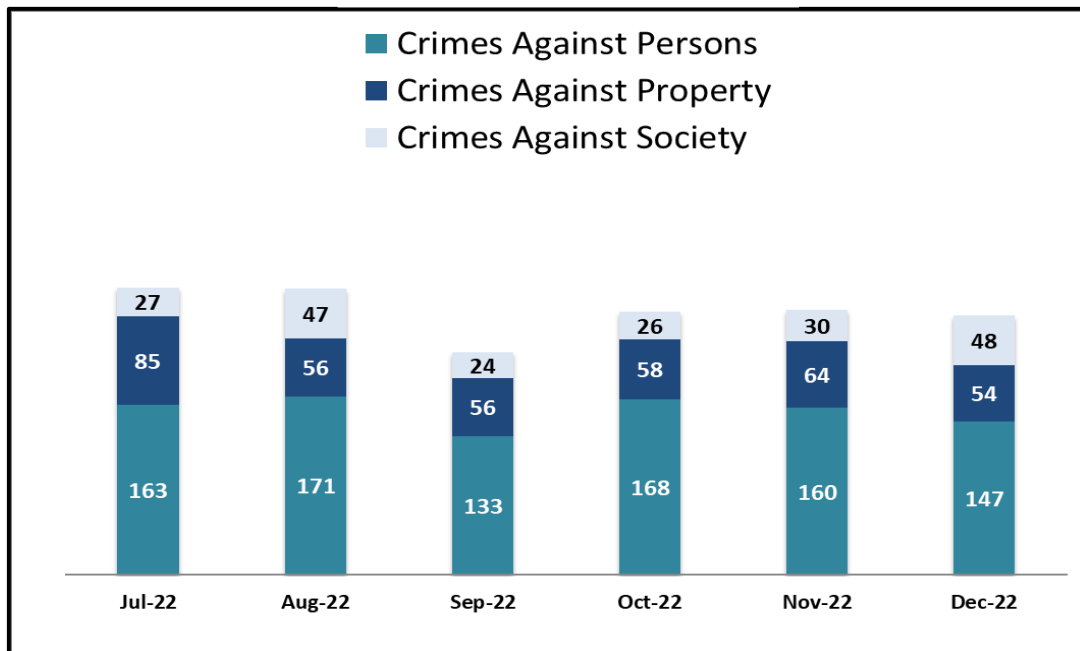


## SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

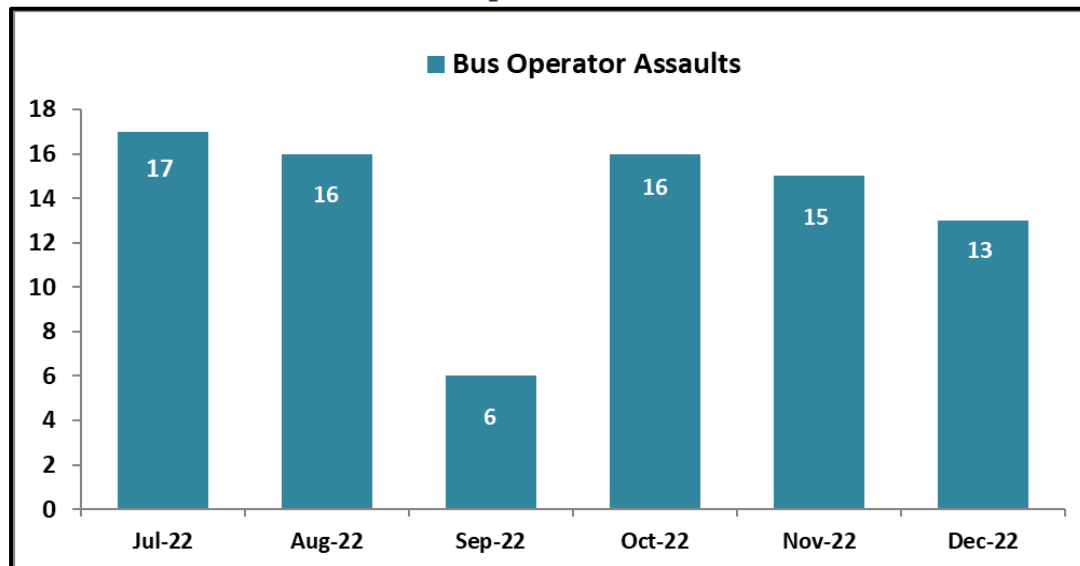
DECEMBER 2022

Attachment A

### Total Crimes



### Bus Operator Assaults



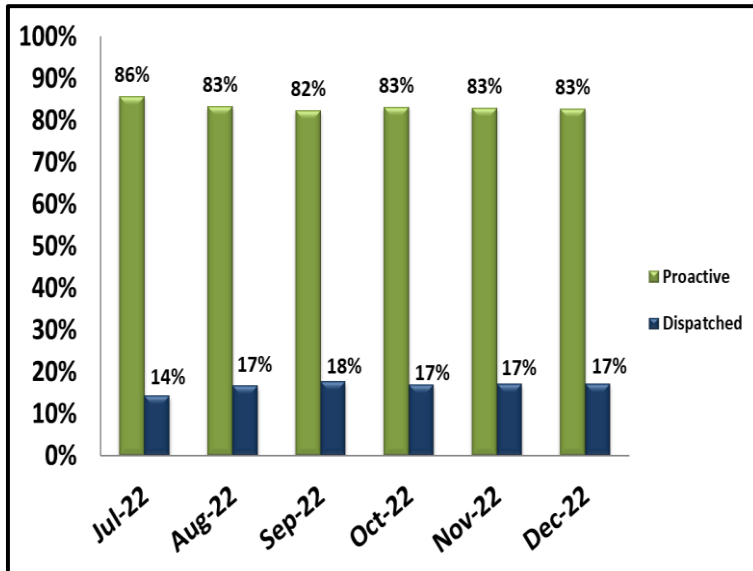
## SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2022

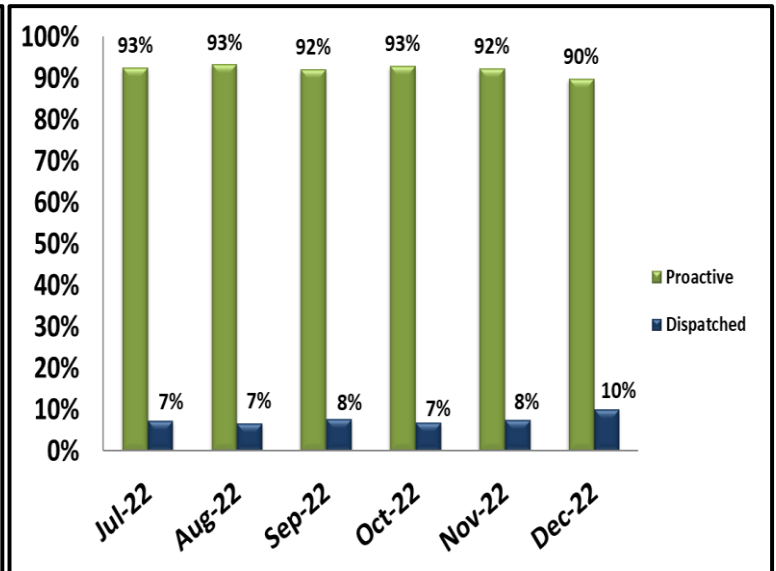
Attachment A

### Ratio of Proactive vs Dispatched Activity

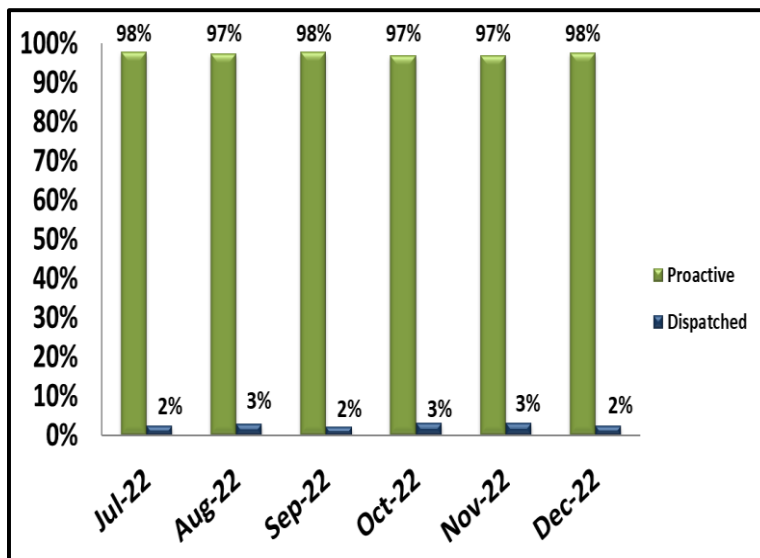
#### LAPD



#### LASD



#### LBDP





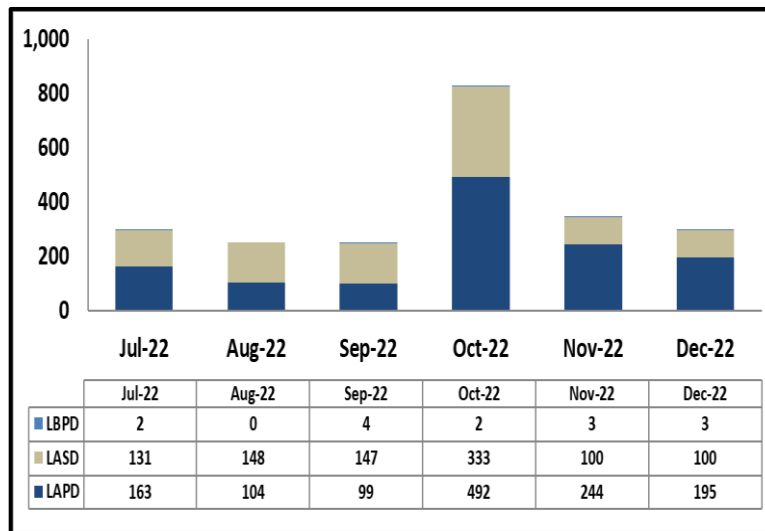
## SYSTEM SECURITY & LAW ENFORCEMENT

### SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

DECEMBER 2022

Attachment A

#### Grade Crossing Operations



#### Grade Crossing Operation Locations December:

1. Blue Line Stations (114)
2. Expo Line Stations (146)
3. Gold Line Stations (38)

# BLUE LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	1
Rape	0	1	0	1
Robbery	1	2	3	31
Aggravated Assault	0	2	4	29
Aggravated Assault on Operator	0	0	0	0
Battery	0	2	4	35
Battery Rail Operator	1	0	0	1
Sex Offenses	0	2	0	7
<b>SUB-TOTAL</b>	<b>2</b>	<b>9</b>	<b>11</b>	<b>105</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	1	0	1
Larceny	1	1	2	30
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	4
Arson	0	0	0	1
Vandalism	0	2	1	23
<b>SUB-TOTAL</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>60</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	2	0	6
Narcotics	0	6	0	19
Trespassing	0	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>25</b>
<b>TOTAL</b>	<b>3</b>	<b>22</b>	<b>14</b>	<b>190</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	8
Pico	0	0	0	4
Grand/LATTC	0	0	0	7
San Pedro St	0	1	0	5
Washington	0	0	0	7
Vernon	0	0	0	2
Slauson	0	0	1	13
Florence	0	2	0	14
Firestone	0	0	0	9
103rd St/Watts Towers	1	0	0	4
Willowbrook/Rosa Parks	5	2	2	42
Compton	2	0	1	12
Artesia	1	0	1	12
Del Amo	1	1	3	16
Wardlow	0	0	0	2
Willow St	3	1	0	9
PCH	4	0	0	5
Anaheim St	1	0	0	7
5th St	1	0	0	2
1st St	1	0	0	1
Downtown Long Beach	2	0	0	7
Pacific Av	0	0	0	1
Blue Line Rail Yard	0	1	0	1
<b>Total</b>	<b>23</b>	<b>8</b>	<b>8</b>	<b>190</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	0	9	0	93
Misdemeanor	0	22	1	392
<b>TOTAL</b>	<b>0</b>	<b>31</b>	<b>1</b>	<b>485</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	2	20	6	234
Vehicle Code Citations	0	5	10	73
<b>TOTAL</b>	<b>2</b>	<b>25</b>	<b>16</b>	<b>307</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	4	89	3	460
Priority	24	65	38	932
Emergency	2	1	19	197
<b>TOTAL</b>	<b>30</b>	<b>155</b>	<b>60</b>	<b>1,589</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	26%	4%	2%
Proactive	84%	96%	98%
<b>TOTAL</b>	<b>110%</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	91%
Blue Line-LASD	82%
Blue Line-LBPd	80%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	41	0	0	290
Flower St	0	0	0	48
103rd St	21	0	0	118
Wardlow Rd	0	0	3	14
Pacific Ave.	0	0	0	0
Willowbrook	0	18	0	279
Slauson	1	2	0	24
Firestone	0	3	0	26
Florence	0	17	0	47
Compton	0	1	0	67
Artesia	0	2	0	39
Del Amo	0	5	0	46
Long Beach Blvd	0	0	0	2
<b>TOTAL</b>	<b>63</b>	<b>48</b>	<b>3</b>	<b>1,000</b>

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



# GREEN LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	2	14
Aggravated Assault	0	1	19
Aggravated Assault on Operator	0	0	0
Battery	0	0	20
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>3</b>	<b>54</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	15
Bike Theft	0	1	2
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	2	10
<b>SUB-TOTAL</b>	<b>0</b>	<b>3</b>	<b>28</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	3	7
Narcotics	0	3	11
Trespassing	0	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>6</b>	<b>19</b>
<b>TOTAL</b>	<b>0</b>	<b>12</b>	<b>101</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	0	0	5
Douglas	0	0	0	4
El Segundo	0	2	0	6
Mariposa	0	0	0	4
Aviation/LAX	0	0	0	6
Hawthorne/Lennox	0	0	1	8
Crenshaw	0	1	0	12
Vermont/Athens	0	0	0	10
Harbor Fwy	0	0	0	5
Avalon	0	0	0	3
Willowbrook/Rosa Parks	1	0	2	8
Long Beach Bl	1	0	0	15
Lakewood Bl	0	0	0	1
Norwalk	0	0	3	14
<b>Total</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>101</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	29
Misdemeanor	0	12	108
<b>TOTAL</b>	<b>0</b>	<b>14</b>	<b>137</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	6	16	190
Vehicle Code Citations	53	1	285
<b>TOTAL</b>	<b>59</b>	<b>17</b>	<b>475</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	127	704
Priority	14	50	449
Emergency	3	4	53
<b>TOTAL</b>	<b>19</b>	<b>181</b>	<b>1,206</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	13%
Proactive	84%	87%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	91%
Green Line-LASD	95%

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

# EXPO LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	0
Robbery	3	1	26
Aggravated Assault	0	1	13
Aggravated Assault on Operator	0	0	0
Battery	2	0	20
Battery Rail Operator	0	0	0
Sex Offenses	1	0	3
<b>SUB-TOTAL</b>	<b>6</b>	<b>2</b>	<b>63</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	24
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>0</b>	<b>28</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b>TOTAL</b>	<b>8</b>	<b>2</b>	<b>94</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	11
Misdemeanor	4	2	30
<b>TOTAL</b>	<b>4</b>	<b>2</b>	<b>41</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	2	39
Vehicle Code Citations	2	0	11
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>50</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	11	57	415
Priority	54	22	509
Emergency	4	2	47
<b>TOTAL</b>	<b>69</b>	<b>81</b>	<b>971</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	14%	10%
Proactive	86%	90%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	132	0	825
Santa Monica	0	10	58
Culver City	0	4	18
<b>TOTAL</b>	<b>132</b>	<b>14</b>	<b>901</b>

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	3
Pico	0	0	0	0
LATTC/Ortho Institute	1	1	0	2
Jefferson/USC	1	0	0	5
Expo Park/USC	0	1	0	8
Expo/Vermont	2	0	0	10
Expo/Western	0	0	0	16
Expo/Crenshaw	0	0	0	10
Farmdale	1	0	0	6
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	1	0	0	5
Culver City	0	0	0	6
Palms	0	0	0	3
Westwood/Rancho Park	0	0	0	1
Expo/Sepulveda	0	0	0	3
Expo/Bundy	0	0	0	3
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	2
Downtown Santa Monica	2	0	0	9
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>94</b>

# RED LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	3
Rape	0	2
Robbery	10	38
Aggravated Assault	6	51
Aggravated Assault on Operator	0	1
Battery	17	91
Battery Rail Operator	0	0
Sex Offenses	3	9
<b>SUB-TOTAL</b>	<b>36</b>	<b>195</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	12	61
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	25
<b>SUB-TOTAL</b>	<b>15</b>	<b>89</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	8	29
<b>SUB-TOTAL</b>	<b>8</b>	<b>29</b>
<b>TOTAL</b>	<b>59</b>	<b>313</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	25
Misdemeanor	20	52
<b>TOTAL</b>	<b>28</b>	<b>77</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	18	69
Vehicle Code Citations	1	78
<b>TOTAL</b>	<b>19</b>	<b>147</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	30	134
Priority	161	904
Emergency	12	74
<b>TOTAL</b>	<b>203</b>	<b>1,112</b>

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	1	27
Civic Center/Grand Park	0	0	0	7
Pershing Square	1	2	0	22
7th St/Metro Ctr	0	4	0	32
Westlake/MacArthur Park	8	1	2	67
Wilshire/Vermont	5	2	0	24
Wilshire/Normandie	1	0	0	8
Vermont/Beverly	0	0	0	7
Wilshire/Western	3	2	0	12
Vermont/Santa Monica	3	0	1	16
Vermont/Sunset	0	0	0	5
Hollywood/Western	4	0	0	14
Hollywood/Vine	1	0	1	19
Hollywood/Highland	1	0	0	14
Universal City/Studio City	4	0	0	6
North Hollywood	2	4	3	33
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>36</b>	<b>15</b>	<b>8</b>	<b>313</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	87%

LEGEND
Los Angeles Police Department

# GOLD LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	13
Aggravated Assault	1	1	14
Aggravated Assault on Operator	0	0	1
Battery	0	2	17
Battery Rail Operator	0	0	0
Sex Offenses	0	0	6
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>51</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	3	13
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	1
Arson	0	0	1
Vandalism	0	0	9
<b>SUB-TOTAL</b>	<b>3</b>	<b>3</b>	<b>27</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	7
Narcotics	0	1	5
Trespassing	1	3	14
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>26</b>
<b>TOTAL</b>	<b>5</b>	<b>11</b>	<b>104</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	40
Misdemeanor	1	20	275
<b>TOTAL</b>	<b>1</b>	<b>25</b>	<b>315</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	27	337
Vehicle Code Citations	0	4	16
<b>TOTAL</b>	<b>1</b>	<b>31</b>	<b>353</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	160	951
Priority	20	62	641
Emergency	3	7	83
<b>TOTAL</b>	<b>28</b>	<b>229</b>	<b>1,675</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	9%
Proactive	79%	91%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	10
Azusa Downtown	1	0	2	15
Irwindale	1	1	0	6
Duarte/City of Hope	0	0	1	5
Monrovia	0	0	0	4
Arcadia	0	0	0	8
Sierra Madre Villa	1	0	0	6
Allen	0	0	0	2
Lake	0	0	0	12
Memorial Park	0	0	0	3
Del Mar	0	0	0	1
Fillmore	0	0	0	6
South Pasadena	0	0	1	2
Highland Park	0	0	0	2
Southwest Museum	1	1	0	2
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	0	2
Chinatown	0	1	0	3
Union Station	0	1	1	4
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	1
Mariachi Plaza	0	0	0	2
Soto	0	0	0	1
Indiana (both LAPD & LASD)	0	0	0	5
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	0
Atlantic	0	2	0	2
<b>Total</b>	<b>5</b>	<b>6</b>	<b>5</b>	<b>104</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	87%
Gold Line-LASD	89%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	1
Arcadia Station	0	5	21
Irwindale	0	13	76
Monrovia	0	4	15
City of Pasadena	0	6	81
Magnolia Ave	0	0	0
Duarte Station	0	3	21
City Of Azusa	0	4	47
South Pasadena	0	1	40
City Of East LA	0	2	59
Figuerola St	0	0	8
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>38</b>	<b>369</b>

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

# ORANGE LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	4
Aggravated Assault	0	4
Aggravated Assault on Operator	0	0
Battery	2	9
Battery Bus Operator	0	1
Sex Offenses	0	1
<b>SUB-TOTAL</b>	<b>2</b>	<b>19</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	1
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>3</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>
<b>TOTAL</b>	<b>4</b>	<b>24</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	1	4
Misdemeanor	0	4
<b>TOTAL</b>	<b>1</b>	<b>8</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	7	155
Vehicle Code Citations	62	762
<b>TOTAL</b>	<b>69</b>	<b>917</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	0	3
Priority	3	52
Emergency	0	3
<b>TOTAL</b>	<b>3</b>	<b>58</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	17%
Proactive	83%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	2	3
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	0	0	0	2
Sepulveda	0	0	0	1
Woodley	0	0	0	2
Balboa	1	0	0	3
Reseda	0	0	0	1
Tampa	0	0	0	4
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	0	0	2
Warner Center	0	0	0	0
Sherman Way	1	0	0	2
Roscoe	0	0	0	1
Nordhoff	0	0	0	0
Chatsworth	0	0	0	1
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>24</b>

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

Orange Line- LAPD	91%
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#### LEGEND

Los Angeles Police Department

# SILVER LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	1
Misdemeanor	1	0	5
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>6</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	23	0	149
Vehicle Code Citations	98	0	668
<b>TOTAL</b>	<b>121</b>	<b>0</b>	<b>817</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	4	20
Priority	1	1	28
Emergency	0	0	2
<b>TOTAL</b>	<b>1</b>	<b>5</b>	<b>50</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	13%	22%
Proactive	87%	78%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	2
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	3
Manchester	0	0	0	1
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	2
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	90%
Silver Line- LASD	87%

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

# BUS PATROL

ATTACHMENT B

## MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	2	39
Aggravated Assault	5	6	63
Aggravated Assault on Operator	3	0	17
Battery	10	5	144
Battery Bus Operator	6	3	61
Sex Offenses	2	0	15
<b>SUB-TOTAL</b>	<b>30</b>	<b>16</b>	<b>339</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	5	3	60
Bike Theft	0	0	2
Motor Vehicle Theft	0	0	2
Arson	0	0	1
Vandalism	1	4	35
<b>SUB-TOTAL</b>	<b>6</b>	<b>7</b>	<b>101</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	3	18
Narcotics	0	12	53
Trespassing	1	1	7
<b>SUB-TOTAL</b>	<b>1</b>	<b>16</b>	<b>78</b>
<b>TOTAL</b>	<b>37</b>	<b>39</b>	<b>518</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	5	17
San Fernando	0	4
San Gabriel Valley	3	27
Gateway Cities	10	86
South Bay	21	87
<b>Total</b>	<b>39</b>	<b>221</b>

LAPD's Crimes per Sector		
Sector		FYTD
<b>Valley Bureau</b>		
Van Nuys	2	12
West Valley	1	10
North Hollywood	2	8
Foothill	0	2
Devonshire	0	3
Mission	1	4
Topanga	2	4
<b>Central Bureau</b>		
Central	6	45
Rampart	1	19
Hollenbeck	1	4
Northeast	2	6
Newton	4	25
<b>West Bureau</b>		
Hollywood	2	20
Wilshire	0	13
West LA	1	9
Pacific	3	7
Olympic	0	25
<b>Southwest Bureau</b>		
Southwest	1	34
Harbor	2	4
77th Street	3	33
Southeast	3	11
<b>Total</b>	<b>37</b>	<b>298</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	23	118
Misdemeanor	2	85	548
<b>TOTAL</b>	<b>4</b>	<b>108</b>	<b>666</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	121	680
Vehicle Code Citations	12	51	256
<b>TOTAL</b>	<b>14</b>	<b>172</b>	<b>936</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	193	788
Priority	8	97	773
Emergency	2	6	73
<b>TOTAL</b>	<b>12</b>	<b>296</b>	<b>1,634</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	3%
Proactive	82%	97%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

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

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

# UNION STATION

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	4
Aggravated Assault	2	19
Aggravated Assault on Operator	0	0
Battery	17	64
Battery Rail Operator	0	0
Sex Offenses	1	7
<b>SUB-TOTAL</b>	<b>20</b>	<b>94</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	2
Larceny	4	18
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	11
<b>SUB-TOTAL</b>	<b>6</b>	<b>34</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	17
<b>SUB-TOTAL</b>	<b>1</b>	<b>17</b>
<b>TOTAL</b>	<b>27</b>	<b>145</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	7	28
Misdemeanor	11	67
<b>TOTAL</b>	<b>18</b>	<b>95</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	12	37
Vehicle Code Citations	0	7
<b>TOTAL</b>	<b>12</b>	<b>44</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	12	59
Priority	60	292
Emergency	5	25
<b>TOTAL</b>	<b>77</b>	<b>376</b>

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

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	88%

LEGEND	
Los Angeles Police Department	



# 7TH & METRO STATION

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	4
Aggravated Assault	0	1
Aggravated Assault on Operator	0	0
Battery	3	10
Battery Rail Operator	0	0
Sex Offenses	0	0
<b>SUB-TOTAL</b>	<b>5</b>	<b>15</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>1</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	2
<b>SUB-TOTAL</b>	<b>1</b>	<b>2</b>
<b>TOTAL</b>	<b>6</b>	<b>18</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	3	5
Misdemeanor	6	14
<b>TOTAL</b>	<b>9</b>	<b>19</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	7
Vehicle Code Citations	0	0
<b>TOTAL</b>	<b>2</b>	<b>7</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	3
Priority	10	14
Emergency	0	1
<b>TOTAL</b>	<b>10</b>	<b>18</b>

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

PERCENTAGE OF TIME SPENT AT 7TH & METRO STATION	
LOCATION	LAPD
7th & Metro Station	90%

LEGEND	
Los Angeles Police Department	

# K LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - DECEMBER 2022

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Expo / Crenshaw	0	0	0	0
Martin Luther King Jr Station	0	0	0	0
Leimert Park Station	0	0	0	0
Hyde Park Station	0	0	0	0
Fairview Heights Station	0	0	0	0
Downtown Inglewood Station	0	0	0	0
Westchester / Veterans Station	0	0	0	1
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	0	1	3
<b>TOTAL</b>	<b>0</b>	<b>1</b>	<b>3</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	0	5
Vehicle Code Citations	0	0	0
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>5</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	33	85
Priority	4	9	36
Emergency	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>42</b>	<b>121</b>

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
K Line - LAPD	91%
K Line - LASD	97%

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



Metro

# SYSTEM SECURITY & LAW ENFORCEMENT

## Transit Police Monthly Crime Report



Attachment C

	2022	2021	%
	December	December	Change
<b>CRIMES AGAINST PERSONS</b>			
Homicide	0	0	0.0%
Rape	1	0	N/A
Robbery	31	41	-24.4%
Aggravated Assault	29	29	0.0%
Aggravated Assault on Operator	3	4	-25.0%
Battery	64	73	-12.3%
Battery on Operator	10	13	-23.1%
Sex Offenses	9	9	0.0%
<b>SUB-TOTAL</b>	<b>147</b>	<b>169</b>	<b>-13.0%</b>
<b>CRIMES AGAINST PROPERTY</b>			
Burglary	1	0	N/A
Larceny	36	31	16.1%
Bike Theft	1	6	-83.3%
Motor Vehicle Theft	1	2	-50.0%
Arson	0	1	-100.0%
Vandalism	15	13	15.4%
<b>SUB-TOTAL</b>	<b>54</b>	<b>53</b>	<b>1.9%</b>
<b>CRIMES AGAINST SOCIETY</b>			
Weapons	8	2	300.0%
Narcotics	22	7	214.3%
Trespassing	18	6	200.0%
<b>SUB-TOTAL</b>	<b>48</b>	<b>15</b>	<b>220.0%</b>
<b>TOTAL</b>	<b>249</b>	<b>237</b>	<b>5.1%</b>
<b>ENFORCEMENT EFFORTS</b>			
Arrests	248	140	77.1%
Citations	567	132	329.5%
Calls for Service	1,508	1,553	-2.9%



SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2022

Attachment D

Crimes

Monthly	System-Wide	Dec-21	Dec-22	% Change
	Crimes Against Persons	169	147	-13.02%
	Crimes Against Property	53	54	1.89%
	Crimes Against Society	15	48	220.00%
	Total	237	249	5.06%

Six Months	System-Wide	Jul-21-Dec-21	Jul-22-Dec-22	% Change
	Crimes Against Persons	918	942	2.61%
	Crimes Against Property	413	373	-9.69%
	Crimes Against Society	110	202	83.64%
	Total	1,441	1,517	5.27%

Annual	System-Wide	Jan-21-Dec-21	Jan-22-Dec-22	% Change
	Crimes Against Persons	1,620	1,936	19.51%
	Crimes Against Property	756	876	15.87%
	Crimes Against Society	285	337	18.25%
	Total	2,661	3,149	18.34%

Average Emergency Response Times

Monthly	Dec-21	Dec-22	% Change
	5:01	4:55	-1.99%

Six Months	Jul-21-Dec-21	Jul-22-Dec-22	% Change
	4:45	5:33	16.84%

Annual	Jan-21-Dec-21	Jan-22-Dec-22	% Change
	4:32	5:22	18.38%

Bus Operator Assaults

Monthly	Dec-21	Dec-22	% Change
	17	13	-23.53%

Six Months	Jul-21-Dec-21	Jul-22-Dec-22	% Change
	79	83	5.06%

Annual	Jan-21-Dec-21	Jan-22-Dec-22	% Change
	117	162	38.46%

Ridership

Monthly	Dec-21	Dec-22	% Change
	21,096,821	21,212,101	0.55%

Six Months	Jul-21-Dec-21	Jul-22-Dec-22	% Change
	130,194,981	131,821,223	1.25%

Annual	Jan-21-Dec-21	Jan-22-Dec-22	% Change
	227,965,152	255,253,370	11.97%

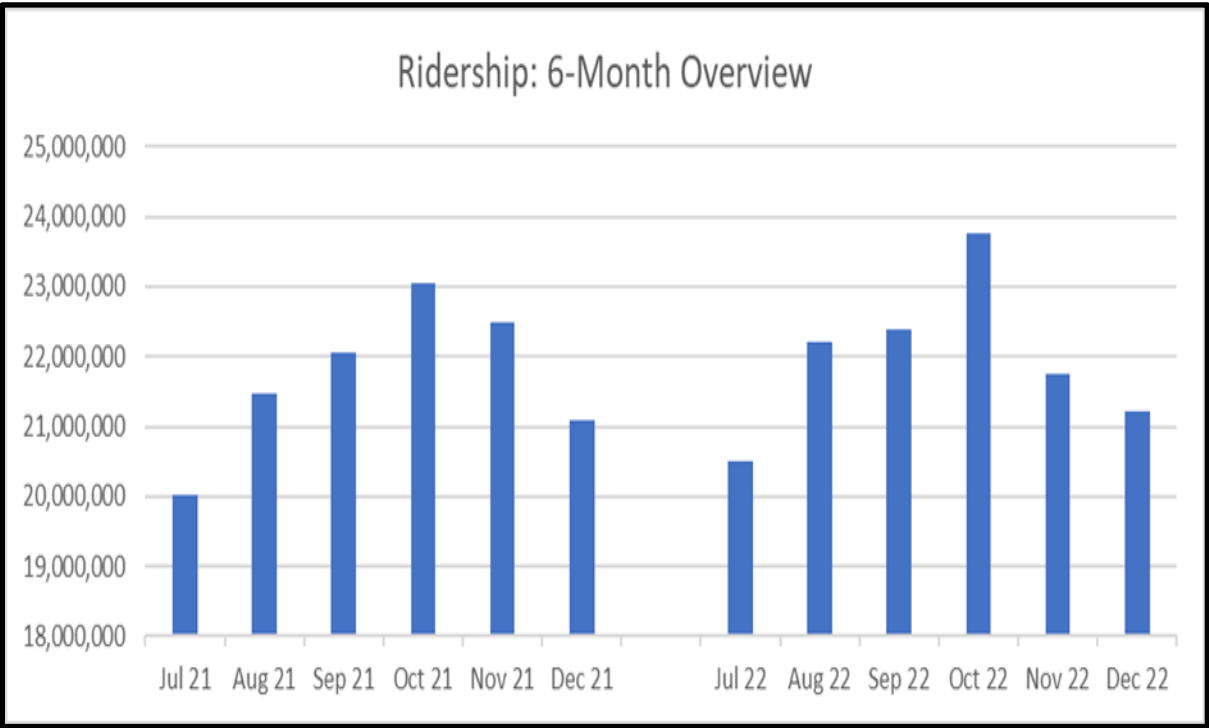
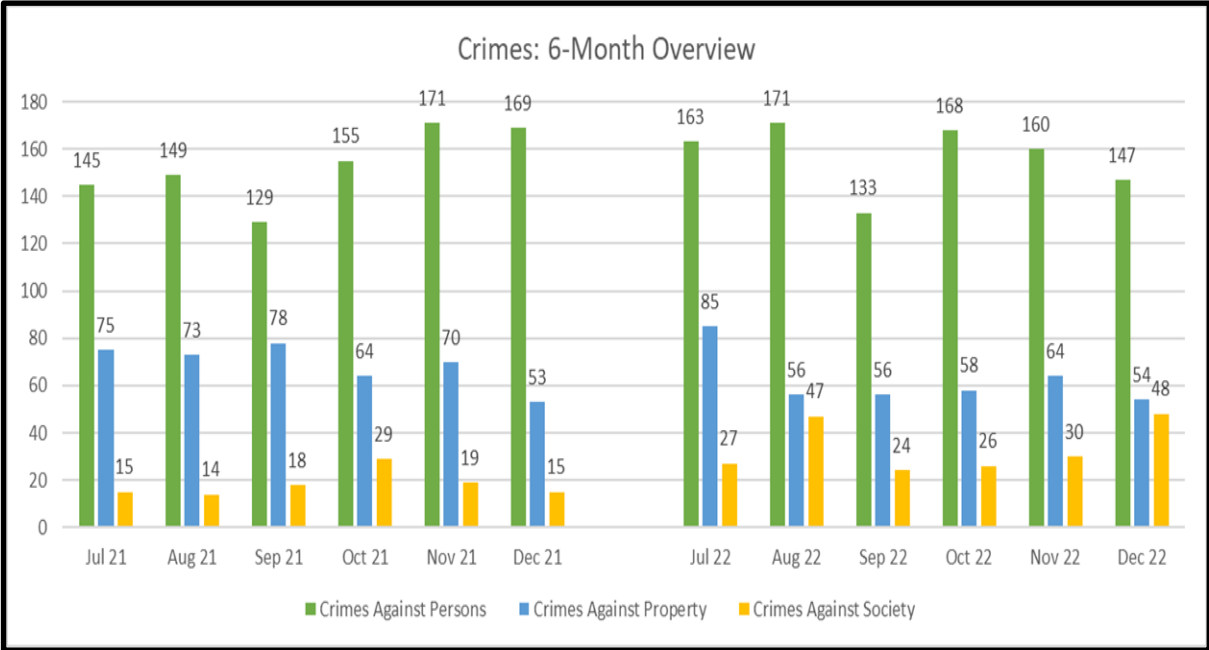


SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

DECEMBER 2022

Attachment D





## SYSTEM SECURITY & LAW ENFORCEMENT

Attachment E

### Violent and Property Crimes

December 2022

<b>VIOLENT CRIMES</b>	<b>12/01/2022 TO 12/31/2022</b>	<b>11/01/2022 TO 11/30/2022</b>	<b>% Change</b>	<b>11/01/2022 TO 11/30/2022</b>	<b>10/01/2022 TO 10/31/2022</b>	<b>% Change</b>	<b>1/01/2022 TO 12/31/2022</b>	<b>1/01/2019 TO 12/31/2019</b>	<b>% Change</b>	<b>1/01/2022 TO 12/31/2022</b>	<b>1/01/2018 TO 12/31/2018</b>	<b>% Change</b>
Homicide	0	1	-100.0%	1	1	0.0%	6	1	500.0%	6	1	500.0%
Rape	1	1	0.0%	1	1	0.0%	12	9	33.3%	12	15	-20.0%
Robbery	31	31	0.0%	31	27	14.8%	349	287	21.6%	349	313	11.5%
Agg Assault	29	35	-17.1%	35	41	-14.6%	442	263	68.1%	442	257	72.0%
Agg Assault on Operator	3	9	-66.7%	9	1	800.0%	36	11	227.3%	36	14	157.1%
<b>TOTAL VIOLENT</b>	<b>64</b>	<b>77</b>	<b>-16.9%</b>	<b>77</b>	<b>71</b>	<b>8.5%</b>	<b>845</b>	<b>571</b>	<b>48.0%</b>	<b>845</b>	<b>600</b>	<b>40.8%</b>
<b>PROPERTY CRIMES</b>	<b>12/01/2022 TO 12/31/2022</b>	<b>11/01/2022 TO 11/30/2022</b>	<b>% Change</b>	<b>11/01/2022 TO 11/30/2022</b>	<b>10/01/2022 TO 10/31/2022</b>	<b>% Change</b>	<b>1/01/2022 TO 12/31/2022</b>	<b>1/01/2019 TO 12/31/2019</b>	<b>% Change</b>	<b>1/01/2022 TO 12/31/2022</b>	<b>1/01/2018 TO 12/31/2018</b>	<b>% Change</b>
Burglary	1	0	N/A	0	1	-100.0%	13	8	62.5%	13	13	0.0%
Larceny	36	43	-16.3%	43	36	19.4%	510	743	-31.4%	510	829	-38.5%
Bike Theft	1	2	-50.0%	2	4	-50.0%	44	72	-38.9%	44	103	-57.3%
Motor Vehicle Theft	1	2	-50.0%	2	2	0.0%	17	22	-22.7%	17	30	-43.3%
<b>TOTAL PROPERTY</b>	<b>39</b>	<b>47</b>	<b>-17.0%</b>	<b>47</b>	<b>43</b>	<b>9.3%</b>	<b>584</b>	<b>845</b>	<b>-30.9%</b>	<b>584</b>	<b>975</b>	<b>-40.1%</b>
<b>TOTAL PART 1</b>	<b>103</b>	<b>124</b>	<b>-16.9%</b>	<b>124</b>	<b>114</b>	<b>8.8%</b>	<b>1,429</b>	<b>1,416</b>	<b>0.9%</b>	<b>1,429</b>	<b>1,575</b>	<b>-9.3%</b>

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



**System Security & Law Enforcement**  
**Los Angeles Police Department Transit Services Division**  
**Arrest Demographic**  
**12/01/2022 - 12/31/2022**

ATTACHMENT F

RAIL / STATION	MALE						FEMALE				TRANS - FEMALE			TRANS - MALE		TOTAL
	BLK	HISP	WHI	MID. EAST	ASIAN	TOTAL	BLK	HISP	WHI	TOTAL	BLK	HISP	TOTAL	BLK	TOTAL	
RED LINE	30	11	10	2	0	53	5	3	2	10	1	0	1	1	1	65
7TH & METRO CTR	8	2	5	0	0	15	3	0	1	4	1	0	1	0	0	20
WESTLAKE / MACARTHUR PARK	4	3	4	1	0	12	1	2	0	3	0	0	0	0	0	15
PERSHING SQUARE	4	1	1	0	0	6	0	0	0	0	0	0	0	0	0	6
NORTH HOLLYWOOD	4	0	0	0	0	4	0	0	1	1	0	0	0	0	0	5
HOLLYWOOD / VINE	2	0	0	0	0	2	0	1	0	1	0	0	0	1	1	4
WILSHIRE / VERMONT	4	0	0	0	0	4	0	0	0	0	0	0	0	0	0	4
CIVIC CENTER / GRAND PARK	1	1	0	1	0	3	0	0	0	0	0	0	0	0	0	3
HOLLYWOOD / WESTERN	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	2
UNION STATION	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
VERMONT / SANTA MONICA	1	0	0	0	0	1	1	0	0	1	0	0	0	0	0	2
VERMONT / BEVERLY	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1
UNIV CITY / STUDIO CITY	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1
UNION STATION (Not Line Specific)	4	4	2	0	0	10	4	1	0	5	0	1	1	0	0	16
BRT	4	2	2	1	0	9	1	0	0	1	1	0	1	0	0	11
CENTRAL BUREAU	2	1	0	1	0	4	1	0	0	1	0	0	0	0	0	5
SOUTH BUREAU	1	1	0	0	0	2	0	0	0	0	1	0	1	0	0	3
WEST BUREAU	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	2
VALLEY BUREAU	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
ORANGE LINE	4	1	1	0	0	6	0	0	0	0	0	0	0	0	0	6
NORTH HOLLYWOOD	3	1	1	0	0	5	0	0	0	0	0	0	0	0	0	5
VALLEY COLLEGE	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
EXPO LINE	0	0	2	0	0	2	0	0	0	0	0	0	0	0	0	2
WESTWOOD / RANCHO PARK	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
PALMS	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
PURPLE LINE	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	2
WILSHIRE / WESTERN	0	1	0	0	0	1	1	0	0	1	0	0	0	0	0	2
SILVER LINE	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
HARBOR GATEWAY TRANSIT CTR	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
BLUE LINE	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1
SAN PEDRO	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1
TOTAL	43	19	17	3	1	83	11	4	2	17	2	1	3	1	1	104
% of TOTAL	41.3%	18.3%	16.3%	2.9%	1.0%	79.8%	10.6%	3.8%	1.9%	16.3%	1.9%	1.0%	2.9%	1.0%	1.0%	100.0%

**Los Angeles Police Department Transit Services Division**

**Arrest Demographic**

**12/01/2022 - 12/31/2022**

ARREST TYPE	MALE						FEMALE				TRANS - FEMALE			TRANS - MALE		TOTAL
	BLK	HISP	WHI	MID. EAST	ASIAN	TOTAL	BLK	HISP	WHI	TOTAL	BLK	HISP	TOTAL	BLK	TOTAL	
MISDEMEANOR	24	11	12	2	0	49	8	4	2	14	0	1	1	0	0	64
RED LINE	15	4	8	1	0	28	3	3	2	8	0	0	0	0	0	36
UNION STATION	3	3	1	0	0	7	4	1	0	5	0	1	1	0	0	13
BRT	3	2	1	1	0	7	1	0	0	1	0	0	0	0	0	8
ORANGE LINE	2	1	1	0	0	4	0	0	0	0	0	0	0	0	0	4
PURPLE LINE	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1
SILVER LINE	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
EXPO LINE	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
FELONY	13	8	4	1	1	27	3	0	0	3	1	0	1	0	0	31
RED LINE	9	7	2	1	0	19	2	0	0	2	0	0	0	0	0	21
BRT	1	0	1	0	0	2	0	0	0	0	1	0	1	0	0	3
UNION STATION	1	1	0	0	0	2	0	0	0	0	0	0	0	0	0	2
ORANGE LINE	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
BLUE LINE	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1
EXPO LINE	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
PURPLE LINE	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
FELONY / WARRANT	3	0	0	0	0	3	0	0	0	0	1	0	1	1	1	5
RED LINE	3	0	0	0	0	3	0	0	0	0	1	0	1	1	1	5
MISD / WARRANT	2	0	1	0	0	3	0	0	0	0	0	0	0	0	0	3
RED LINE	2	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
UNION STATION	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
INFRACTION	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
RED LINE	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTAL	43	19	17	3	1	83	11	4	2	17	2	1	3	1	1	104



Los Angeles Police Department Transit Services Division

Arrest Demographic

12/01/2022 - 12/31/2022

ARREST DESCRIPTION / TYPE OF ARREST	MALE						FEMALE				TRANS - FEMALE			TRANS - MALE		TOTAL
	BLK	HISP	WHI	MID. EAST	ASIAN	TOTAL	BLK	HISP	WHI	TOTAL	BLK	HISP	TOTAL	BLK	TOTAL	
MISDEMEANOR	24	11	12	2	0	49	8	4	2	14	0	1	1	0	0	64
BATTERY	10	2	1	1	0	14	4	2	0	6	0	0	0	0	0	20
TRESPASS	6	3	4	0	0	13	1	2	2	5	0	1	1	0	0	19
WARRANT	2	1	3	0	0	6	0	0	0	0	0	0	0	0	0	6
NARCOTICS	2	2	2	0	0	6	0	0	0	0	0	0	0	0	0	6
VANDALISM	2	1	0	1	0	4	0	0	0	0	0	0	0	0	0	4
BATT ON PO	0	1	0	0	0	1	2	0	0	2	0	0	0	0	0	3
SEX BATT/ INDECENT EXPOSURE	1	1	0	0	0	2	0	0	0	0	0	0	0	0	0	2
DISORDERLY CONDUCT	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
PETTY THEFT	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	1
FALSE INFO TO PO	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
BATON POSSESSION	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
FELONY	13	8	4	1	1	27	3	0	0	3	1	0	1	0	0	31
ADW	2	3	0	0	0	5	2	0	0	2	0	0	0	0	0	7
WARRANT	2	1	1	1	0	5	1	0	0	1	0	0	0	0	0	6
ROBBERY	4	0	1	0	0	5	0	0	0	0	0	0	0	0	0	5
VANDALISM	1	2	0	0	0	3	0	0	0	0	0	0	0	0	0	3
PAROLE / PROB HOLD	2	1	0	0	0	3	0	0	0	0	0	0	0	0	0	3
WEAPONS POSSESSION	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	2
NARCOTICS	1	0	1	0	0	2	0	0	0	0	0	0	0	0	0	2
WEAPONS	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
GUN POSSESSION	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1
FELONY EVADE	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	1
FELONY / WARRANT	3	0	0	0	0	3	0	0	0	0	1	0	1	1	1	5
PAROLE / PROB HOLD	3	0	0	0	0	3	0	0	0	0	1	0	1	1	1	5
MISD / WARRANT	2	0	1	0	0	3	0	0	0	0	0	0	0	0	0	3
RECKLESS DRIVING	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1
WARRANT	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
STUN GUN POSSESSION	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
INFRACTION	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
LOITERING	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
TOTAL	43	19	17	3	1	83	11	4	2	17	2	1	3	1	1	104

## Los Angeles Sheriff's Department - Transit Services Bureau

## Arrestee Information for the Month of December 2022

12/01/2022 - 12/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrests
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
A-Line - Del Amo	0	0	0	1	1	1	3	0	0	4	5
A-Line - Artesia	1	1	0	0	2	1	5	0	0	6	8
A-Line - Compton	0	0	0	0	0	0	1	1	0	2	2
A-Line - Willowbrook	1	0	0	0	1	3	3	0	0	6	7
A-Line - Firestone	0	0	0	0	0	1	1	0	0	2	2
A-Line - Florence	0	1	0	0	1	0	2	0	0	2	3
A-Line - Slauson	0	1	0	0	1	0	3	0	0	3	4
C-Line - Redondo Beach	0	0	0	0	0	1	0	0	0	1	1
C-Line - Douglas	0	0	0	0	0	0	0	0	0	0	0
C-Line - El Segundo	0	0	0	0	0	0	0	0	0	0	0
C-Line - Mariposa	0	0	0	0	0	0	0	0	0	0	0
C-Line - Hawthorne	0	1	0	0	1	0	2	0	0	2	3
C-Line - Crenshaw	0	0	0	0	0	1	0	0	1	2	2
C-Line - Vermont	0	0	0	0	0	0	0	0	0	0	0
C-Line - Willowbrook	0	0	0	0	0	3	0	0	0	3	3
C-Line - Long Beach	0	0	0	0	0	0	0	0	0	0	0
C-Line - Lakewood	0	0	0	0	0	0	0	0	0	0	0
C-Line - Norwalk	1	0	0	0	1	0	3	0	1	4	5
E-Line - Culver City	0	0	0	0	0	0	0	0	0	0	0
E-Line - 26th/Bergamot	0	0	0	0	0	0	0	0	0	0	0
E-Line - 17th/SMC	0	0	0	0	0	0	0	0	0	0	0
E-Line - Downtown Santa Monica	0	1	0	0	1	0	1	0	0	1	2
K-Line - Western/Veterans	0	0	0	0	0	0	0	0	0	0	0
K-Line - Downtown Inglewood	0	0	0	0	0	0	0	0	0	0	0
K-Line - Fairview Heights	0	0	0	0	0	1	0	0	0	1	1
L-Line - Atlantic	0	1	0	0	1	0	0	0	0	0	1
L-Line - East LA Civic Center	0	0	0	0	0	0	0	0	0	0	0
L-Line - Maravilla	0	0	0	0	0	0	0	0	0	0	0
L-Line - Indiana	0	0	0	0	0	0	0	0	0	0	0
L-Line - South Pasadena	0	0	0	0	0	0	0	0	0	0	0
L-Line - Fillmore	0	0	0	0	0	0	0	0	0	0	0
L-Line - Del Mar	0	0	0	0	0	0	0	0	0	0	0
L-Line - Memorial Park	0	0	0	0	0	0	0	0	0	0	0
L-Line - Lake	0	0	0	1	1	2	5	0	2	9	10
L-Line - Allen	0	0	0	0	0	1	0	0	0	1	1

Los Angeles Sheriff's Department - Transit Services Bureau  
Arrestee Information for the Month of December 2022  
12/01/2022 - 12/31/2022

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hispanic	Other	White		Black	Hispanic	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	1	0	0	3	4	4
L-Line - Arcadia	0	0	0	1	1	0	1	0	0	1	2
L-Line - Monrovia	0	0	0	0	0	0	0	0	0	0	0
L-Line - Duarte	0	0	0	0	0	1	1	0	0	2	2
L-Line - Irwindale	0	0	0	0	0	0	0	0	0	0	0
L-Line - Azusa Downtown	0	0	0	0	0	2	2	0	0	4	4
L-Line - APU/Citrus College	1	0	0	0	1	0	0	0	0	0	1
J-Line - Carson	0	0	0	0	0	0	0	0	0	0	0
J-Line - El Monte	0	0	0	0	0	0	0	0	0	0	0
Bus	8	6	1	4	19	22	49	2	16	89	108
Total	12	12	1	7	32	41	82	3	23	149	181

# Long Beach Police Department - Metro Transportation Detail

## Suspect Demographic Stats - December 2022

1/17/23

Crimes Against Persons	Suspect	Gender	Ethnicity	Age	Station	Unhoused
Battery	3	M	B	27-30	Anaheim Street Stn	Unk
Inflict Corp Inj; Spouse /Cohabitant	1	M	B	21	Willow Street Stn	No
Robbery; Person	1	M	H	20-25	Pacific Coast Highway Stn	Unk
Violate Order; Prevent Domestic Violence	1	M	B	43	Pacific Coast Highway Stn	No
Robbery: First Degree: CAB/Etc/Inhabited Dwelling	8-10	M	B or H	Juve	Downtown Long Beach Stn	Unk
& Robbery	8-10	M	B or H	Juve	Downtown Long Beach Stn	Unk
Battery on Person with Serious Injury	1	M	B	Unk	Willow Street Stn	Unk
Battery	10-15	M & F	B	13-15	1st Street Stn	Unk
Assault; Not Firearm	1	M	B	Unk	Willow Street Stn	Unk
Assault; Not Firearm	1	M	B	37	5th Street Stn	
Assault; Not Firearm	1	M	B	Unk	Pacific Coast Highway Stn	Yes
Grand Theft; Person	1	M	B	14-17	Pacific Coast Highway Stn	Unk

Crimes Against Property	Suspect	Gender	Ethnicity	Age	Station	Unhoused
Vandalism, Deface Graffiti / Inscribed Mat'l	1	Unk	Unk	Unk	Utility Substation	Unk
Petty Theft	1	Unk	Unk	Unk	Willow Parking Structure	Unk

Crimes Against Society	Suspect	Gender	Ethnicity	Age	Station	Unhoused
N/A						



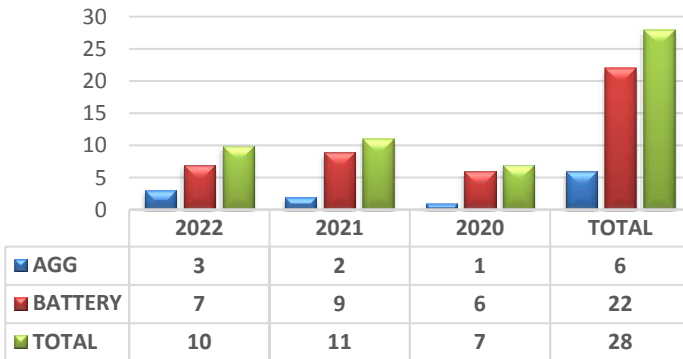
System Security & Law Enforcement  
Los Angeles Police Department - Transit Services Division  
Monthly Bus / Rail Operator Assault Recap Report

ATTACHMENT G

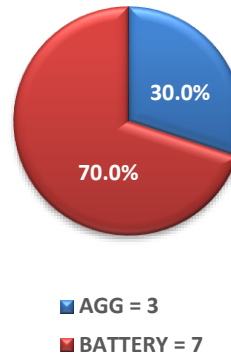


**DECEMBER 2022**

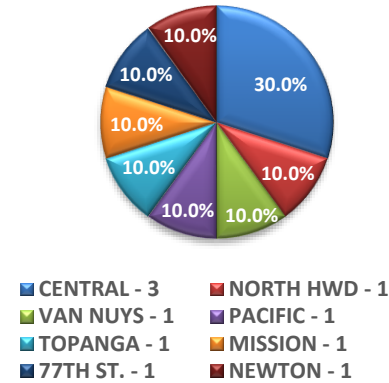
Crime Against Persons  
Month of December 2022, 2021 & 2020  
Comparison



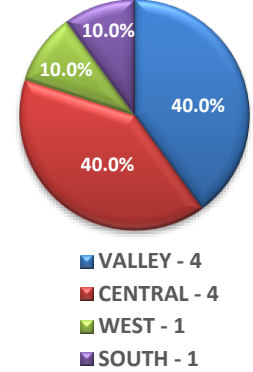
Type of Assault  
Month of December  
2022



LAPD Area  
Month of December  
2022



LAPD Bureau  
Month of December  
2022



DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
12/02/22 @ 1945 HRS	Orange Line Canoga Station Bus Line # 601 Bus # 4195	<p><b>AGG ASSAULT / BRANDISHING</b> Victim exited bus and proceeded to lock the bus door for a restroom brake. Victim heard someone screaming and turned around. Victim observed suspect approach him holding a knife and stated, "I'm going to kill you." Suspect continued to approach victim and pointed the knife directly at victim within 1 foot of victim. Victim pushed suspect, fled towards an MTA bungalow and called PD for assistance. Victim also observed suspect break the glass on the front bus door entrance. Officers arrived and commanded suspect to show his hands. Suspect refused and stated, "shoot me." Additional units arrived at the scene and suspect was taken into custody.</p> <p><b>INJURIES:</b> No physical injuries but victim was "Too Nervous to Continue." <b>ARREST</b></p>	M/H 32 YOA	Yes Yes	N/A
12/04/22 @ 0515 HRS	Bus Line # 40 Bus # 5927 LAX Transit Stop 6111 W. 96 <sup>th</sup> St.	<p><b>BATTERY</b> Victim advised suspect it was the final stop and he had to exit bus. Suspect became upset and an argument ensued. Victim exited bus and walked towards the restroom. Suspect approached victim and produced a knife (approximately 8 inches) from his jacket and stated, "I'm going to beat your ass." Fearful and in defense of himself, victim pulled out a knife and stated to suspect, "I'm not going to let you kill me." Suspect then retrieved away from victim.</p> <p><b>INJURIES:</b> None reported. <b>NO ARREST</b> (Victim advised PD he did not want suspect arrested)</p>	M/B 62 YOA	Unkn Unkn	No

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
12/04/22 @ 1225 HRS	Bus Line # 18 Bus # 1874 3 <sup>RD</sup> St & Hill St.	<b>BATTERY</b> Suspect demanded victim to stop bus and allow her to exit at a non – bus stop location. Victim advised she could only stop at a designated bus stop. Suspect began kicking the bus door and also hitting the plastic barrier. Suspect continued her berate and yelled, “B...., pull over, pull over b....” Suspect then reached over the plastic barrier and threw a bag at victim followed by suspect punching victim. Victim raised her right arm to shield her face. Victim pulled over and allowed suspect to exit.  <b>INJURIES:</b> Victim refused RA transport but was “Too Nervous to Continue.” <b>NO ARREST</b>	F/B 24 YOA	Yes Yes	Yes
12/12/22 @ 1425 HRS	Bus Line # 40 Bus # 5665 Adams Bl & Broadway	<b>AGG ASSAULT</b> Suspect entered bus and yelled she was not going to pay fare. Suspect continued to attempt to engage victim in an argument and wanted to fight victim. Victim advised suspect she did not have to pay. Suspect continued her verbal assault and stated she would call her friends and “shoot people on the bus!” Fearful, victim pulled over and parked. Suspect 1 exited bus and walked over to another bus line 33. Victim advised suspect she could not ride the bus and to get off the bus. Suspect turned towards victim and began to assault victim. Suspect punched and scratched victim’s face with her fingernails. Suspect then pulled victim’s hair, causing victim to fall to the ground. As victim laid on the floor, suspect 2 (previously sat with suspect 1 on the bus) kicked victim multiple times in the ribs and back area. Victim attempted to stand up, suspect 1 struck victim’s head w/a closed umbrella causing victim’s sunglasses to break. Both suspects fled westbound on Adams towards Hill Street.  <b>INJURIES:</b> Victim had visible injuries to her face. Victim had a large contusion to the back of her head and ribs. Victim refused RA transport. <b>NO ARREST</b>	Suspect I F/B 25 YOA & Suspect II M/B 25 YOA	Yes Unkn	No
12/21/22 @ 1005 HRS	Bus Line # 115 Bus # 2044 Manchester & Normandie	<b>BATTERY</b> Suspect entered bus talking to himself and continued to act erratic. Victim believed suspect was possibly under the influence on unknown narcotic. Suspect began to yell at victim stating, “hurry up!” Victim asked suspect to exit bus. Suspect proceeded to exit the front bus door. Suspect then turned around and spat on victim.  <b>INJURIES:</b> Spit contact with victim’s face and eye. <b>NO ARREST</b>	M/B 30 YOA	Unkn Yes	Unkn
12/23/22 @ 0040 HRS	BLUE LINE 7 <sup>th</sup> & Metro Center Station	<b>HATE CRIME / BATTERY</b> MTA Security and LAPD conducted a routine sweep. Initially, suspect was asleep when awoken, suspect refused to exit train. Eventually, suspected exited train and dropped to the floor on her own. Victim now outside train closed the train door. Suspect turned around and spat on victim striking victim’s hand and pants leg. Suspect then yelled, “F..... “N” at victim.  <b>INJURIES:</b> Spit contact to victim’s face. <b>ARREST</b>	F/W 33 YOA	Yes Yes	N/A

DATE & TIME	BUS / RAIL# LOCATION	NARRATIVE	SUSP INFO	TRANSIENT AND / OR MENTALLY DISABLED	BARRIER UTILIZED
12/28/22 @ 1827 HRS	Bus Line # 70 Bus # 4034 6 <sup>th</sup> & Grand	<p><b>BATTERY (MUTUAL COMBAT)</b> Suspect entered bus, paid his fare and began to yell incoherently. Victim asked suspect to lower his voice or exit bus. Suspect continued to yell. Victim exited bus and stood on the sidewalk as he called a supervisor. Suspect followed victim and began to record victim with his cell. Suspect continued to yell incoherently, approached victim and punched victim's chin with a closed fist. In defense, victim slapped suspect. Victim entered bus and attempted to drive away from the location. Suspect prevented victim by standing on the steps on the bus and refusing the leave. Upon PD arrival, suspect demanded a PPA arrest. Victim requested a PPA. Both parties were arrested.</p> <p><b>INJURIES:</b> None reports</p> <p><b>ARREST</b></p>	M/H 45 YOA	Unkn Yes	N/A
12/29/22 @ 1525 HRS	Bus Line # 165 Bus # 5400 Vanowen & Van Nuys Blvd	<p><b>BATTERY</b> Suspect entered bus with his pants down revealing his underwear and with no intent to pay fare. Victim told suspect, "pick up your pants, don't be disrespectful." Suspect replied, "You don't know what kind of day I have had, I'm 48 years old, I'm grown." Suspect and victim engaged in a verbal argument. Suspect clenched his hand into a fist and struck victim's upper face. In self-defense, victim grabbed victim by his necklace causing it to rip off. Victim then struck suspect 3X with his fist. Suspect exited bus and fled location.</p> <p><b>INJURIES:</b> Laceration to the left eyebrow, redness to the eyes and scratches and dried blood on the nose.</p> <p><b>NO ARREST</b></p>	M/B 48 YOA	Unkn Unkn	No
12/30/22 @ 0130 HRS	Bus Line # 224 Bus # 1311 Olive View Medical Ctr	<p><b>BATTERY</b> Suspect was advised, end of the line and to exit bus. Suspect exited bus and stood on the sidewalk. Victim exited to take a break when suspect approached victim and mumbled slurred words under his breath. Suspect then struck victim's torso area with both of his fists outstretched. Victim quickly entered the bus and called PD for assistance. Suspect fled location.</p> <p><b>INJURIES:</b> Victim requested to be seen by company doctor. NFI. <b>NO ARREST:</b></p>	M/H 50 YOA	Unkn Yes	N/A
12/31/22 @ 1901 HRS	Bus Line # 152 Bus # 1763 Killion & Lankershim Bl	<p><b>BATTERY</b> Suspect entered bus and asked for a courtesy ride. Victim allowed suspect to enter. Suspect immediately began to argue with another bus patron (Victim 1) escalating into suspect hitting Victim 1's face. Bus Operator (Victim 2) stopped the bus and allowed everyone to exit. Victim 2 confronted suspect and told suspect to stop harassing Victim 1. Suspect raised his hand and struck Victim 2's nose, causing visible injuries.</p> <p><b>INJURIES:</b> Victim suffered pain on his nose. Victim was provided an ice pack and provided after care instructions.</p> <p><b>ARREST</b></p>	M/H 42 YOA	Yes Unkn	N/A

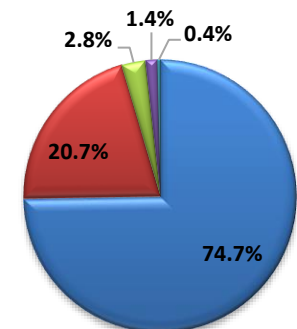
## YTD 3 - Year ending December 31, 2022, Type of Assault & Crime Type Statistical Analysis

TYPE OF ASSAULT	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% OF TOTAL
PUNCH / HIT / KICK / PUSH	58	45	13	28.9%	45	39	6	15.4%	142	49.8%
SPITTING	30	20	10	50.0%	20	21	-1	-4.8%	71	24.9%
THREW OBJ / FOOD / LIQUID	13	9	4	44.4%	9	7	2	28.6%	29	10.2%
BRANDISH / GUN / KNIFE / WEAPON	9	10	-1	-10.0%	10	5	5	100.0%	24	8.4%
SEX	4	2	2	100.0%	2	2	0	0.0%	8	2.8%
PEPPER SPRAY / UNKN SPRAY	1	2	-1	-50.0%	2	1	1	100.0%	4	1.4%
FIRE FLAMES	2	0	2	N/C	0	0	0	N/C	2	0.7%
URINE / FECES / VOMIT	2	0	2	N/C	0	0	0	N/C	2	0.7%
SHOTS FIRED / BULLETS / PELLETS / PAINT BALL / OTH	1	1	0	0.0%	1	0	1	N/C	2	0.7%
KIDNAP	0	1	-1	-100.0%	1	0	1	N/C	1	0.4%
<b>TOTAL</b>	<b>120</b>	<b>90</b>	<b>30</b>	<b>33.3%</b>	<b>90</b>	<b>75</b>	<b>15</b>	<b>20.0%</b>	<b>285</b>	<b>100.0%</b>

CRIME TYPE	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
BATTERY	94	62	32	51.6%	62	57	5	8.8%	213
AGG	19	25	-6	-24.0%	25	15	10	66.7%	59
SEX	4	2	2	100.0%	2	2	0	0.0%	8
ROBB	3	0	3	N/C	0	1	-1	-100.0%	4
KID	0	1	-1	-100.0%	1	0	1	N/C	1
<b>TOTAL</b>	<b>120</b>	<b>90</b>	<b>30</b>	<b>33.3%</b>	<b>90</b>	<b>75</b>	<b>15</b>	<b>20.0%</b>	<b>285</b>

Crime Type  
YTD (3-Years)  
2020 - 2022

■ BATTERY - 213  
■ AGG - 59  
■ SEX - 8  
■ ROBB - 4





YTD 3-Years ending December 31, 2022, Area Statistical Analysis

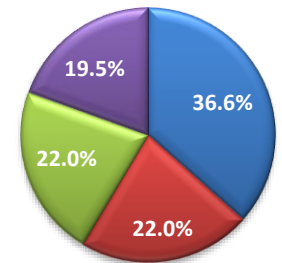
LAPD AREA	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL	% OF TOTAL
CENTRAL	20	19	1	5.3%	19	11	8	72.7%	50	17.5%
OLYMPIC	12	2	10	500.0%	2	12	-10	-83.3%	26	9.1%
SOUTHWEST	8	8	0	0.0%	8	8	0	0.0%	24	8.4%
77TH STREET	10	5	5	100.0%	5	7	-2	-28.6%	22	7.7%
NEWTON	13	3	10	333.3%	3	3	0	0.0%	19	6.7%
NORTHEAST	8	4	4	100.0%	4	4	0	0.0%	16	5.6%
NORTH HWD	4	6	-2	-33.3%	6	3	3	100.0%	13	4.6%
VAN NUYS	4	5	-1	-20.0%	5	3	2	66.7%	12	4.2%
HOLLYWOOD	5	4	1	25.0%	4	2	2	100.0%	11	3.9%
SOUTHEAST	2	3	-1	-33.3%	3	5	-2	-40.0%	10	3.5%
RAMPART	4	5	-1	-20.0%	5	1	4	400.0%	10	3.5%
DEVONSHIRE	3	3	0	0.0%	3	3	0	0.0%	9	3.2%
WEST VALLEY	6	2	4	200.0%	2	1	1	100.0%	9	3.2%
HOLLENBECK	3	4	-1	-25.0%	4	2	2	100.0%	9	3.2%
MISSION	5	0	5	N/C	0	3	-3	-100.0%	8	2.8%
WILSHIRE	3	5	-2	-40.0%	5	0	5	N/C	8	2.8%
HARBOR	1	2	-1	-50.0%	2	4	-2	-50.0%	7	2.5%
TOPANGA	2	5	-3	-60.0%	5	0	5	N/C	7	2.5%
WEST LA	3	2	1	50.0%	2	1	1	100.0%	6	2.1%
FOOTHILL	2	1	1	100.0%	2	2	0	0.0%	5	1.8%
PACIFIC	2	2	0	0.0%	2	0	2	N/C	4	1.4%
TOTAL	120	90	30	33.3%	90	75	15	20.0%	285	100.0%

### 3 Year YTD ending s November 30, 2022, Bureau, Watch and Day of Week Statistical Analysis

BUREAU	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
CENTRAL	48	35	13	37.1%	35	21	14	66.7%	104
SOUTH	21	18	3	16.7%	18	24	-6	-25.0%	63
VALLEY	26	22	4	18.2%	22	15	7	46.7%	63
WEST	25	15	10	66.7%	15	15	0	0.0%	55
<b>TOTAL</b>	<b>120</b>	<b>90</b>	<b>30</b>	<b>33.3%</b>	<b>90</b>	<b>75</b>	<b>15</b>	<b>20.0%</b>	<b>285</b>

**BUREAU**  
YTD (3-Years)  
2020 - 2022

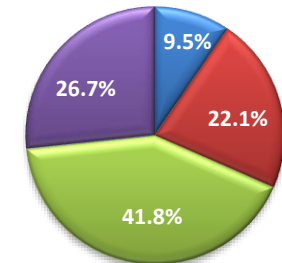
■ CENTRAL - 105  
 ■ SOUTH - 63  
 ■ VALLEY - 63  
 ■ WEST - 56



WATCH	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
AM1	11	11	0	0.0%	11	5	6	120.0%	27
AM2	24	28	-4	-14.3%	28	11	17	154.5%	63
PM1	54	30	24	80.0%	30	35	-5	-14.3%	119
PM2	31	21	10	47.6%	21	24	-3	-12.5%	76
<b>TOTAL</b>	<b>120</b>	<b>90</b>	<b>30</b>	<b>33.3%</b>	<b>90</b>	<b>75</b>	<b>15</b>	<b>20.0%</b>	<b>285</b>

**WATCH**  
YTD (3-Years)  
2020 - 2022

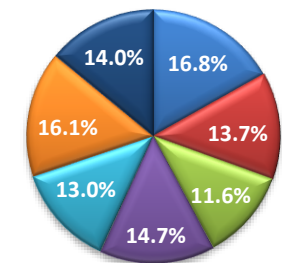
■ AM1 - 27  
 ■ AM2 - 63  
 ■ PM1 - 119  
 ■ PM2 - 76



DAY OF WEEK	2022	2021	DIFF	% CHG	2021	2020	DIFF	% CHG	TOTAL
SUN	19	17	2	11.8%	17	12	5	41.7%	48
MON	15	15	0	0.0%	15	9	6	66.7%	39
TUES	13	12	1	8.3%	12	8	4	50.0%	33
WED	14	12	2	16.7%	12	16	-4	-25.0%	42
THURS	16	11	5	45.5%	11	10	1	10.0%	37
FRI	21	13	8	61.5%	13	12	1	8.3%	46
SAT	22	10	12	120.0%	10	8	2	25.0%	40
<b>TOTAL</b>	<b>120</b>	<b>90</b>	<b>30</b>	<b>33.3%</b>	<b>90</b>	<b>75</b>	<b>15</b>	<b>20.0%</b>	<b>285</b>

**DAY OF WEEK**  
YTD (3-Years)  
2020 - 2022

■ SUN - 48  
 ■ MON - 39  
 ■ TUES - 33  
 ■ WED - 42  
 ■ THURS - 37  
 ■ FRI - 46  
 ■ SAT - 40

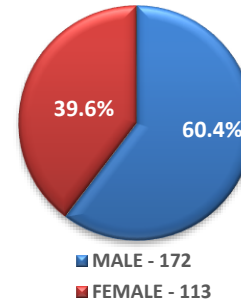


### 3 Year YTD, ending November 30, 2022 Victim & Suspect (Gender & Ethnicity) Demographics - Statistical Analysis

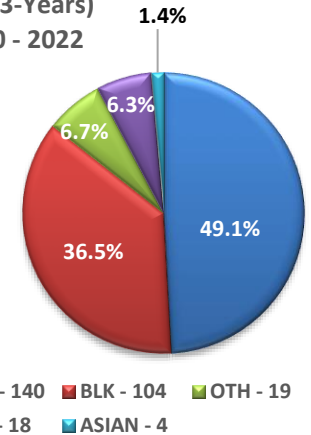
#### VICTIM DEMOGRAPHICS

YEAR	MALE					FEMALE					TOTAL
	BLK	OTH	WHI	ASIAN	TOTAL	BLK	HISP	WHI	OTH	TOTAL	
2022	19	7	4	3	74	28	17	1	0	46	120
2021	11	8	4	0	53	19	17	1	0	37	90
2020	10	3	6	1	45	17	10	2	1	30	75
TOTAL	40	18	14	4	172	63	44	4	1	113	285
% of (3-Year) TOTAL	14.0%	6.3%	4.9%	1.4%	60.4%	22.1%	15.4%	1.4%	0.4%	39.6%	100.0%

Victim Gender  
YTD (3-Years)  
2020 - 2022



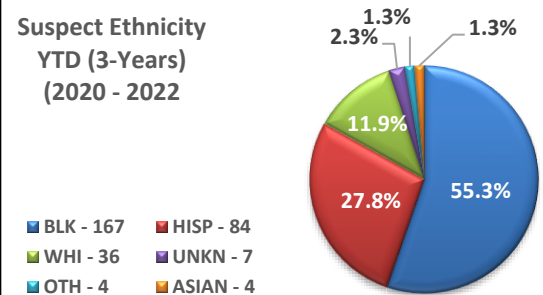
Victim Ethnicity  
YTD (3-Years)  
2020 - 2022



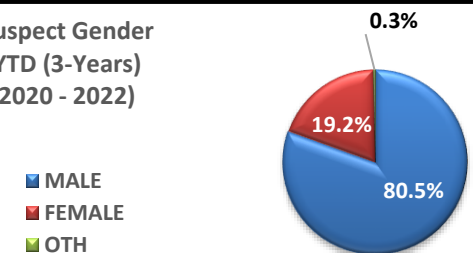
#### SUSPECT DEMOGRAPHICS

YEARS	MALE							FEMALE						X	TOTAL
	BLK	HISP	WHI	UNKN	ASIAN	OTH	TOTAL	BLK	HISP	WHI	OTH	UNKN	TOTAL		
2022	55	29	12	3	2	0	101	17	2	2	1	1	23	1	125
2021	36	26	12	1	1	1	77	13	2	2	0	0	17	0	94
2020	33	21	7	1	1	2	65	13	4	1	0	0	18	0	83
TOTAL	124	76	31	5	4	3	243	43	8	5	1	1	58	1	302
% of (3 - Year) TOTAL	41.1%	25.2%	10.3%	1.7%	1.3%	1.0%	80.5%	14.2%	2.6%	1.7%	0.3%	0.3%	19.2%	0.3%	100.0%

Suspect Ethnicity  
YTD (3-Years)  
(2020 - 2022)



Suspect Gender  
YTD (3-Years)  
2020 - 2022)





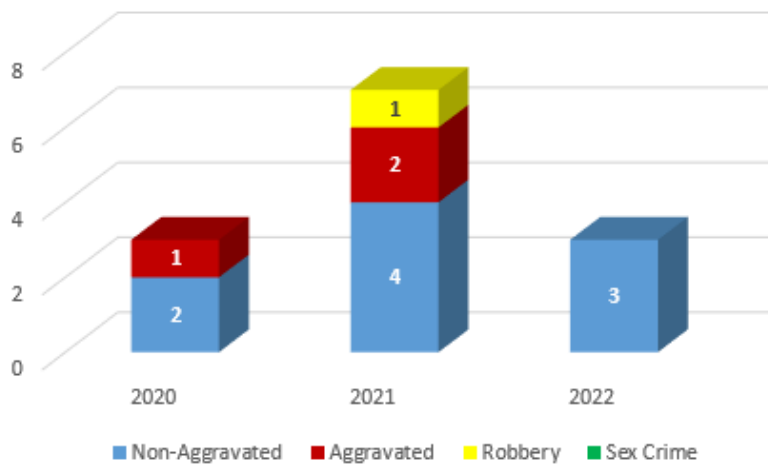
## Monthly Bus/Rail Operator Assault Report



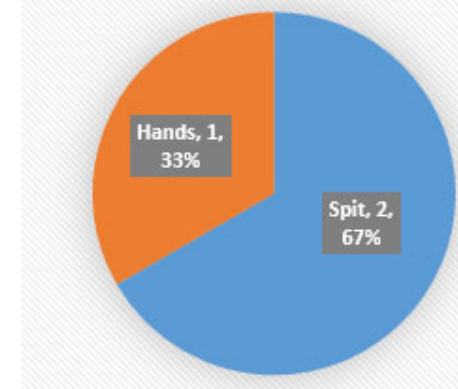
**December 2022**

### December Bus/Rail Operator Assaults

December 2020 - 2022 Assaults



December 2022  
Method of Assault

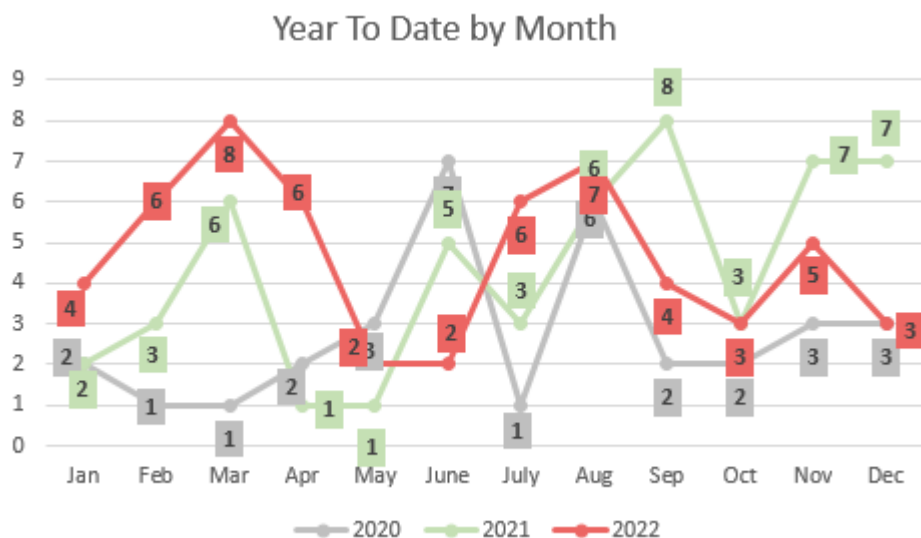


In December, there were three non-aggravated assaults with 1 arrest.

Date	Time	Line	Bus #	Narrative	Barrier
12/6/2022	21:16	108	5768	Maywood 12/6 2116hrs Sus FH spit on bus op over fare	Yes
12/9/2022	20:40	217	1640	West Hollywood 12/9 2040hrs Sus MB/38yrs arrested for spitting on bus op. Sus drunk/disorderly	Yes
12/29/2022	20:00	53	1717	Compton 12/29 1945hrs Sus punched bus op when bus op told sus bus was out of service	Yes

\*B (NU): Barrier installed, not used; N/A (o): Not applicable, assault occurred outside of barrier

## Year to Date Assaults



### YTD Operator Assaults

YTD 2020 - 33

YTD 2021- 52

YTD 2022 - 56

### Solve Rate

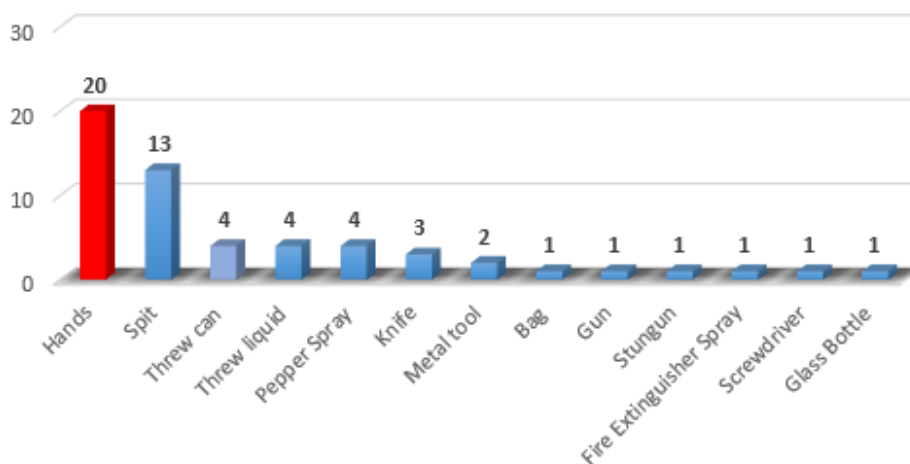
Type	Unsolved	Solved	Total	% Solved
Aggravated Assault	11	11	22	50.0%
Non-Aggravated Assault	18	15	33	45.5%
Robbery			0	#DIV/0!
Sex Crime		1	1	100.0%
Total	29	27	56	48.2%

48% of assaults have been solved. The most frequent method of assault has been using hands.

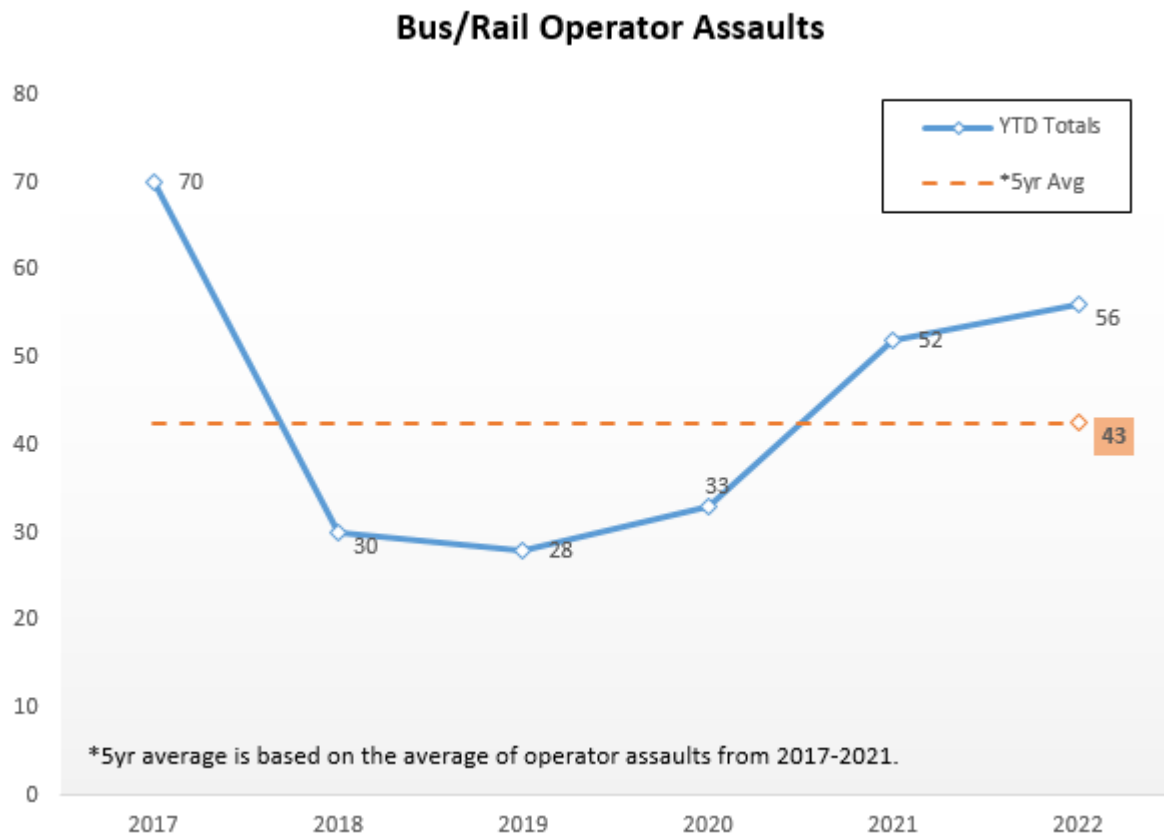
### Top Reasons for Assault

Reason	Count
Other	15
Fare	7
No Reason	7
Disorderly	6
Out of service	4
Mentally ill	3
Mask	2
Policy/drink	2
Sex	1
Missed stop	1
Passenger Pass Up	1
Mutual combat	1
Other/Vehicle accident	1
Mask/Fare	1
Accident	1
Policy/Food	1
Demand Stop	1
Policy/Stroller	1
<b>Grand Total</b>	<b>56</b>

### Year to Date: Method of Assault



## Year to Date Assaults CONTINUED

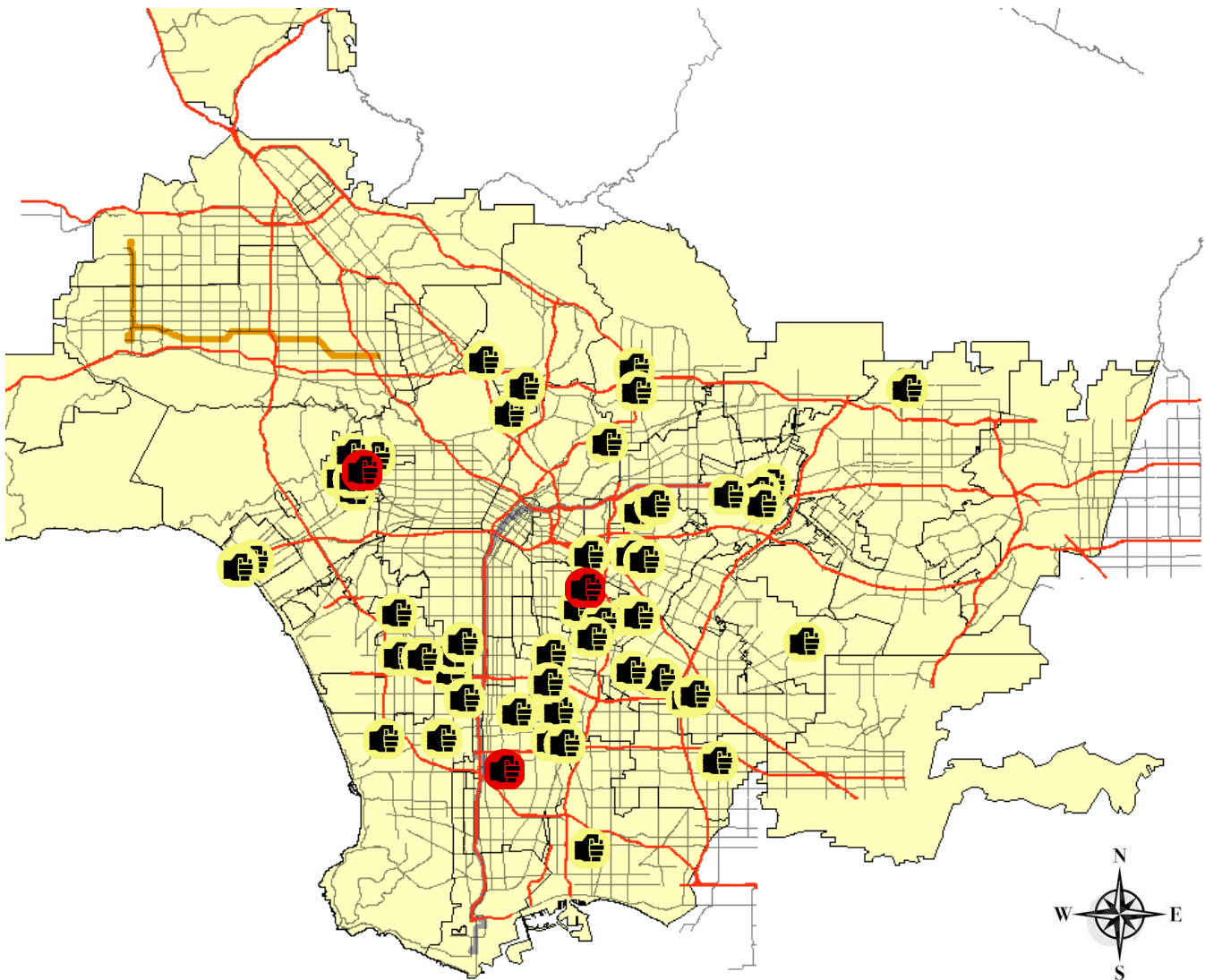


Prior to July 1st 2017, LASD patrolled the entire Metro system.

Barrier/No Barrier	Count
Not reported	0
No Barrier/Monitor	0
Operator assaulted outside barrier	13
Barrier (Not Used)	0
Barrier Used	43
<b>Grand Total</b>	<b>56</b>

Of the 56 incidents reported this year, 13 occurred outside the barrier. In 43 incidents, the barrier was used.

## Map of 2022 Bus/Rail Operator Assaults



### Bus Operator Assaults



December

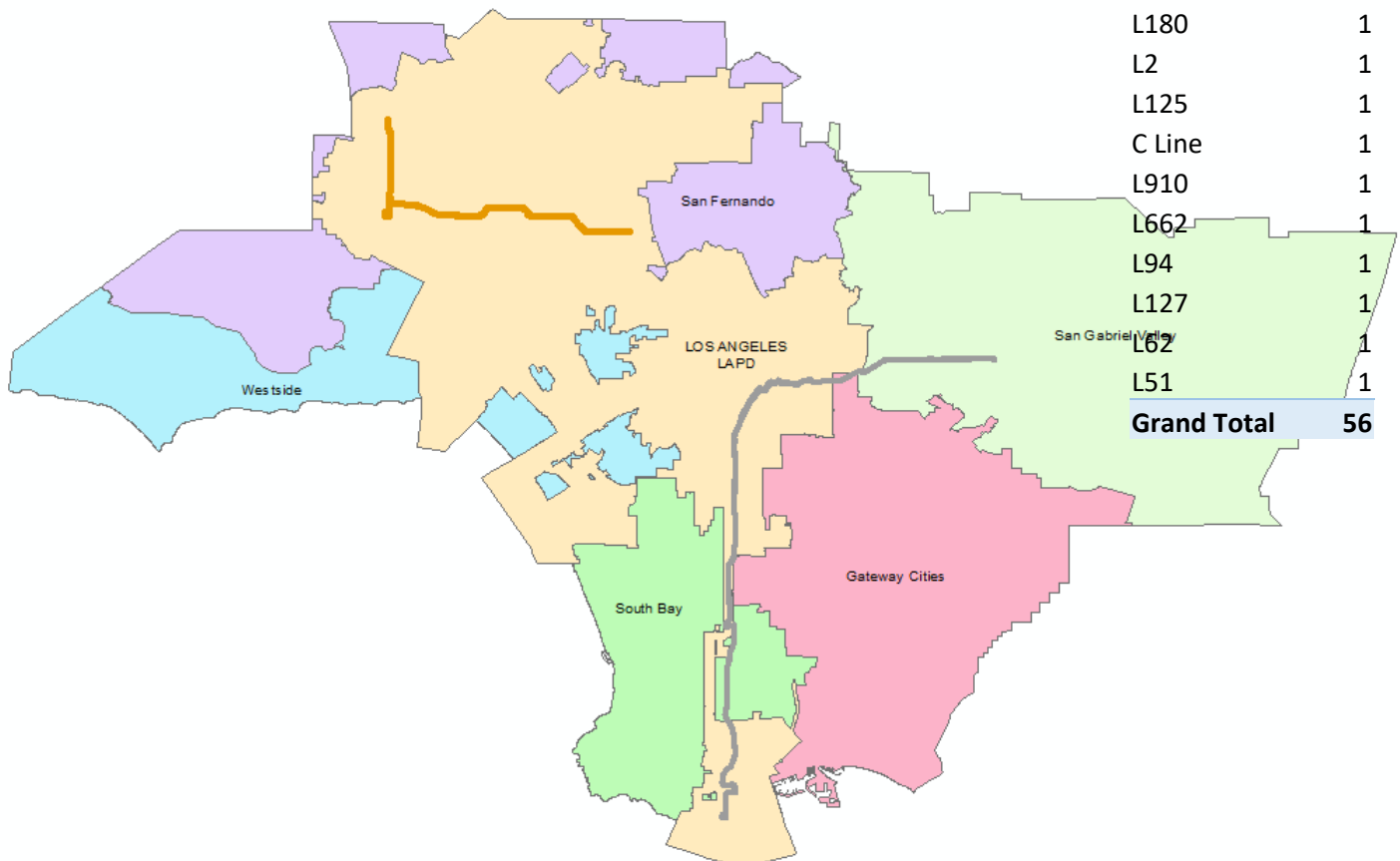


Jan—Nov

## Bus Sector and Line Statistics - YTD

Sector	Count
South Bus Gateway	17
South Bus Southbay	15
North Bus Westside	7
North Bus San Gabriel	6
North Bus San Fernando	3
North Bus El Monte Terminal	3
North Rail Expo	2
South Rail Green	1
North Bus Silver	1
North Rail Gold	1
<b>Grand Total</b>	<b>56</b>

Line	Count
L18	3
L260	3
L207	3
L108	3
L70	3
L111	3
L4	3
L258	2
L53	2
L287	2
L204	2
L117	2
L210	2
E Line	2
L217	2
L60	2
L105	1
L Line	1
L256	1
L120	1
FH Transit	1
L74	1
L266	1
L180	1
L2	1
L125	1
C Line	1
L910	1
L662	1
L94	1
L127	1
L62	1
L51	1
<b>Grand Total</b>	<b>56</b>





**Sexual Crime / Harassment Calls for Service December 2022**

Calls related to sexual harassment are routed through Metro Transit Security Operations Center, which then transfers the caller to a free 24/7 hotline — Peace Over Violence, Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between December 1<sup>st</sup> and December 31<sup>st</sup>, Metro Transit Security, LAPD, LASD, and LBPB received eleven (11) incidents and referred ten (10) victims of sexual harassment to the above free hotlines. One (1) victim refused counseling information.

<b>December 2022 Incident Type &amp; Totals</b>					
	<b>LAPD</b>	<b>LASD</b>	<b>LBPB</b>	<b>MTS</b>	<b>SSLE</b>
<b>Sexual Harassment</b>	0	0	0	0	0
<b>Sexual Battery</b>	4	2	0	0	6
<b>Lewd Conduct</b>	2	0	0	0	2
<b>Indecent Exposure</b>	2	0	0	0	2
<b>Rape</b>	0	1	0	0	1
<b>TOTAL</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>11</b>

<b>Counseling Information Provided</b>	
	<b>December 2022</b>
<b>YES</b>	<b>10</b>
<b>NO- If no, why?</b>	<b>1</b>
<b>Gone On Arrival</b>	0
<b>Did Not Have Info</b>	0
<b>Telephonic Report</b>	0
<b>Not Offered</b>	0
<b>Refused</b>	1
<b>Officer Witnessed Incident</b>	0
<b>TOTAL</b>	<b>11</b>

<b>December 2022: Dept. Average Incident Response Time Sex Crime / Harassment Measured in Minutes</b>			
<b>Agency</b>	<b>Time Tracking: Incident Rpt. To Call Created</b>	<b>Time Tracking: Call Generated To On Scene</b>	<b>Time Tracking: Incident Rept. To On Scene</b>
LAPD	0	10	10
LASD	1	36	37
LBPB	N/A	N/A	N/A
MTS	N/A	N/A	N/A
<b>DEPT AVERAGE</b>	<b>0</b>	<b>17</b>	<b>18</b>

Metro Partner	Call Type	Incident (Date/ Time)	Location of Occurrence	Disposition	LE/ MTS/ Other on Scene (Date/Time)
LAPD	Sexual Battery	12/4/22 / 0640 hrs.	Red (Universal)	Suspect approached victims and grabbed their buttocks area. (2) Victims	12/4/22 / 0700 hrs.
LAPD	Indecent Exposure	12/5/22 / 0105 hrs.	Bus (1st / Mission)	Victim (Bus Operator) was seated in the bus, suspect exposed his penis and masturbated in victim's presence. Victim delayed reporting until advisement from MTA Supervisor.	12/21/22 @ 0800 hrs.
LAPD	Sexual Battery	12/6/22 / 0800 hrs.	Bus (1st / Soto)	Suspect approached victim and grabbed vagina area over clothing and fled location. LAPD HOBK Patrol Div handled called, delay in response due to radio call log.	12/6/22 / 0920 hrs.,
LAPD	Lewd Conduct	12/6/22 / 1530 hrs.	Expo (Vermont / Expo)	Victim entered the train and suspect looked at victim as suspect masturbated while staring at victim.	12/15/2022 / 1515 hrs.
LAPD	Indecent Exposure	12/8/23 / 2330 hrs.	Bus (Adams / San Pedro)	Victim (Bus Operator), was driving bus when suspect entered bus and harassed victim. Suspect then exposed his penis to the victim, who was offended.	12/9/22 / 0127 hrs.
LAPD	Lewd Conduct	12/17/22 / 0600 hrs.	Red (Universal)	Suspect exposed his penis and masturbated in front of victim. Suspect had additional arrest warrants.	12/17/22 / 0600 hrs.
LAPD	Sexual Battery	12/20/22 / 0915 hrs.	Union Station	Suspect approached victim from behind and grabbed victim's crotch. Victim screamed and suspect fled location.	12/20/22 / 0935 hrs.
LAPD	Sexual Battery	12/28/22 / 0230 - 0315 hrs.	Union Station	Victim believes unknown suspect inserted unknown object into victim's mouth while sleeping. "Undetermined Sexual Assault" Victim refused all medical treatment and SART.	12/28/22 / 0450 hrs.
LASD	Sexual Battery	12/08/22 0058hrs	Compton Station	MB suspect grabbed victim's breast on platform. TSB deputies responded to MLK hospital where victim was at.	12/08/22 0350hrs
LASD	Rape	12/18/22 1600hrs	Willowbrook A-Line	MB suspect raped victim at station. Victim was arrested by LAPD two days later and said she was raped at Metro station.	12/20/2022 2228hrs
LASD	Sexual Battery	12/26/22 1743hrs	Willowbrook A-Line	MB suspect grabbed victim's crotch on platform. Victim called the next day.	12/27/22 1231hrs