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

Agenda - Final

Thursday, October 16, 2025

1:00 PM

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Operations, Safety, and Customer Experience Committee

Holly J. Mitchell, Chair
Imelda Padilla, Vice Chair
Janice Hahn
Tim Sandoval
Katy Yaroslavsky
Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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

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

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

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

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

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

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

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323.466.3876
x2 *Español (Spanish)*
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The Meeting begins at 1:00 PM Pacific Time on October 16, 2025; you may join the call 5 minutes prior to the start of the meeting.

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

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

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

La Reunion de la Junta comienza a las 1:00 PM, hora del Pacifico, el 16 de Octubre de 2025. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo
Codigo de acceso en ingles: 5647249#
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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
Post Office Mail:
Board Administration
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 27, 28, 29, 30, 31 and 32.

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

CONSENT CALENDAR

27. SUBJECT: APPOINTMENT TO METRO SOUTH BAY CITIES SERVICE COUNCIL 2025-0826

RECOMMENDATION

APPROVE nominee for membership on Metro's South Bay Cities Service Council (Attachment A).

Attachments:
Attachment A - Nomination Letter
Attachment B - New Appointee Biography and Qualifications
Attachment C - Service Councils Demographic Information
Presentation

28. SUBJECT: P3010 LIGHT RAIL VEHICLE MASTER CONTROLLER OVERHAUL 2025-0827

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 60-month firm fixed price contract, Contract No. OP127799000, to W. Baker Management dba UKM Transit Products (UKM) for the P3010 Light Rail Vehicle (LRV) Master Controller Overhaul, in the Not-To-Exceed (NTE) amount of $1,912,500.00, subject to the resolution of any properly submitted protest(s), if any.

Attachments:
Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

29. SUBJECT: P2000 AND P3010 LIGHT RAIL VEHICLE PANTOGRAPH OVERHAUL 2025-0828

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sixty (60) month, firm fixed price contract, Contract No. OP128650000, to Wabtec Passenger Transit for the P2000 and P3010 Light Rail Vehicle (LRV) Pantograph Overhaul, in the total Not-To-Exceed (NTE) amount of $6,732,338.00, subject to the resolution of any properly submitted protest(s), if any.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

30. SUBJECT: ACCESS CONTROL INSTALLATION, MAINTENANCE, AND REPAIR SERVICES 2025-0829

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP496680008370 to MCM Integrated Systems, Inc. (MCM) to provide comprehensive access control installation, maintenance, and repair services to mitigate intrusion and enhance security throughout Metro facilities for a Not-To-Exceed (NTE) amount of $7,140,685 for the five-year base period and $1,877,358 for the two-year option, for a combined NTE amount of $9,018,043, effective January 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary

31. SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE MAINTENANCE SERVICES 2025-0830

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP754160008370 with Steelman Build & Construction Inc. to provide commercial and industrial door repair and preventive maintenance services and exercise option year two in the Not-To-Exceed (NTE) amount of $560,912, increasing the total contract NTE amount from $2,293,648 to $2,854,560, and extending the period of performance from January 3, 2026, to January 2, 2027.

Attachments: Attachment A - Procurement Summary
Attachment B - Contract Modification Change Order Log
Attachment C - DEOD Summary
Presentation

32. SUBJECT: TRANSIT OPERATIONS SUPERVISORS UNIFORM SERVICES 2025-0831

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year firm fixed unit rate Contract No. OP52832000 to Becnel Uniforms, Inc. to provide uniforms for Bus and Rail Transit Operations Supervisors (R/TOS) in the Not-To-Exceed (NTE) amount of $1,713,163.00 effective January 1, 2026; subject to the resolution of any properly submitted protest(s), if any.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

NON-CONSENT

33. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2025-0822

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

34. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2025-0823

RECOMMENDATION

RECEIVE oral report on Metro Operations.

35. SUBJECT: JOB ORDER CONTRACTING CONSTRUCTION SERVICES BENCH 2025-0840

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award 25 Bench Contracts Nos. PS133177001 through PS133177025, under the Job Order Contracting Construction Services Bench, to provide construction services on a job order basis for various transit infrastructure projects for a one-year base period in the Not-To-Exceed (NTE) amount of $125,000,000, and two one-year options in the NTE amount of $125,000,000 for each year, for a total cumulative NTE amount of $375,000,000, subject to the resolution of any properly submitted protest(s), if any.

Discipline 1 - General Building

1.1 Mackone Development Inc.
1.2 So Cal Construction Inc.
1.3 Elegant Construction Inc.
1.4 SJD&B
1.5 Prime ENC Inc.
1.6 Coleman Construction Inc.
1.7 Axiom Group
1.8 Lucas Builders Inc.
1.9 Craft Construction & Development Inc.
1.10 Interior Plus Inc.

Discipline 2 - Fencing

2.1 Elegant Construction Inc.
2.2 Izurieta Fence Company

Discipline 3 - Electrical

3.1 Electrocomm Inc.
3.2 Energy Management Pros Inc.
3.3 Technion Contractors
3.4 Axiom Group
3.5 A-1 Electrical Service & Co Inc.

Discipline 4 - HVAC

4.1 Home Runners Heating & Air
4.2 Pan-Pacific Mechanical
4.3 Athena Engineering
4.4 Prime ENC Inc.

Discipline 5 - Plumbing

5.1 Pan-Pacific Mechanical
5.2 Elegant Construction Inc.
5.3 Axiom Group
5.4 Prime ENC Inc.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Project Uses

36. SUBJECT: REVIEW OF METRO CALL BOXES AT RAIL STATIONS AND MAJOR BUS TERMINALS 2025-0786

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro Call Boxes at Rail Stations and Major Bus Terminals.

Attachments:
Attachment A - Final Report on Review of Metro Call Boxes
Attachment B - Operations/SSLE Responses
Attachment C - Response from Chief People Office
Presentation

37. SUBJECT: REVIEW OF METRO BUS PASS-UPS 2025-0855

RECOMMENDATION

RECEIVE AND FILE the Office of the Inspector General (OIG) Final Report on the Review of Metro Bus Pass-Ups (Report No. 25-AUD-07) (Attachment A).

Attachments:
Attachment A - 25-AUD-07 Final Rpt on Review of Metro Bus Pass-Ups
Attachment B - 25-AUD-07 Metro Bus Pass-Ups MGMT Response Memo
Presentation

(CARRIED OVER FROM SEPTEMBER'S COMMITTEE CYCLE)

38. SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2025 2025-0825

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

Attachments:
Attachment A - NextGen Ridership Analysis Q2 CY2025
Attachment B - Weekday Ridership Recovery Comp. by Line & Line Group
Attachment C - Saturday Ridership Recovery Comp. by Line & Line Group
Attachment D - Sunday Ridership Recovery Comp. by Line & Line Group
Presentation

39. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2025-0780

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments:
Attachment A - Narcan Data August 2025
Attachment B - Arrests by Race & Ethnicity August 2025
Attachment C - Law Enforcement Homeless Outreach August 2025
Attachment D - Metro Transit Security Activities August 2025
Attachment E - Metro Ambassador Activities August 2025
Attachment F - Board Motion 30
Attachment G - Station Experience Updates
Attachment H - Law Enforcement Crime Summary August 2025
Attachment I - Frontline Safety Additional Data August 2025

SUBJECT: GENERAL PUBLIC COMMENT 2025-0876

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

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

File #: 2025-0826, **File Type:** Appointment **Agenda Number:** 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: APPOINTMENT TO METRO SOUTH BAY CITIES SERVICE COUNCIL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE nominee for membership on Metro's South Bay Cities Service Council (Attachment A).

ISSUE

A member of the South Bay Cities Service Council resigned in June 2025 prior to completion of her term.

BACKGROUND

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

The MSCs are responsible for convening public hearings to receive community input on proposed service modifications, rendering decisions for proposed bus route changes, and considering staff recommendations/public comments. All route and major service changes approved by the MSCs will be brought to the Metro Board of Directors as an information item. If the Metro Board moves an MSC -approved service change to an action item, the MSCs will be notified of this change before the next Service Council monthly meeting.

DISCUSSION

Findings
The nominating authority has nominated the individual listed below to the South Bay Cities Service Council. If approved by the Board, they will serve the remainder of the three-year term specified. Attachments A and B provide the nomination letter and a brief list of qualifications for the new nominee.

A. Waynisha “Nisha” L. Gaston, New Appointment
Nominating Authority: South Bay Cities Council of Governments
July 1, 2024-June 30, 2027

Membership of this Council with this appointee compared to the region’s demographics and ridership is provided in Attachment C, Table 1 (race/ethnicity) and Table 2 (sex/gender).

EQUITY PLATFORM

Metro recommends appointing Service Council members who represent the diverse needs and priorities of the respective region’s demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents and riders with each nomination request. This practice has resulted in greater diversity of race/ethnicity and gender over the last several years of the Service Councils. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity on some of the Service Councils. The sex/gender representation for all Service Councils with this appointment is provided in Attachment C, Table 3.

Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when selecting individuals for nomination.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro’s significant investment in rail and bus transit.* Metro’s Board-adopted VMT reduction targets align with California’s statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.
This item supports Metro’s systemwide strategy to reduce VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro’s Board -adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it makes progress towards fully appointed advisory bodies that enable local area stakeholders to provide input on how Metro’s bus service is performing in their communities, thereby contributing to Metro’s efforts to improve the customer experience. A fully appointed advisory body increases public engagement and provides transparency around Metro’s decision-making process for service planning. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item generally supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The alternative to the recommendation would be for this nominee not to be approved for appointment. This would reduce the effectiveness of the Service Council, as it would increase the challenge of obtaining a necessary quorum for this Service Council to formulate and submit recommendations to the Board. It would also result in this Service Council having a less diverse representation of its service area.

NEXT STEPS

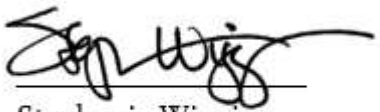
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service and the customer experience in their areas.

ATTACHMENTS

Attachment A - Nomination Letter
Attachment B - New Appointee Biography and Qualifications
Attachment C - Service Councils Demographic Information

Prepared by: Dolores Ramos, Senior Manager, Regional Service Councils, (213) 922-1210

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



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

NEW APPOINTEE NOMINATION LETTERS

South Bay Cities Service Council

SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

357 Van Ness Way, #110
Torrance, CA 90501
(310) 371-7222
sbccog@southbaycities.org
www.southbaycities.org

September 26, 2025

Ms. Dolores Ramos
LA Metro
Sr. Manager, Transportation Planning
Regional Service Councils
One Gateway Plaza MS 99-7-1
Los Angeles, CA 90012

Dear Ms. Ramos:

This letter serves as the South Bay Cities Council of Governments (SBCCOG) recommendation to nominate a representative to fill the vacancy on the South Bay Metro Service Council.

At their September 25 Board of Directors meeting, the SBCCOG Board approved the nomination of Nisha Gaston to the Service Council for the vacant seat expiring June 30, 2027.

We respectfully request that the Metro Board appoint Ms. Gaston at their earliest convenience.

Thank you for your attention to this matter.

Sincerely,

Bernadette Suarez, SBCCOG Chair
Councilmember, City of Lawndale

ATTACHMENT B

Service Council Nominee Qualifications

Waynisha “Nisha” L. Gaston, Nominee to South Bay Cities Service Council

Waynisha L. Gaston is a resident of the Grammercy Park neighborhood. She is currently employed as a Trauma Prevention Case Manager with Soledad Enrichment Action and as a Hospice Medical Assistant with Cambrian Home Health Care. Her background includes ten years of experience in healthcare and community services, with a strong focus on client advocacy, public safety, and providing vital support to underserved populations in roles such as Caregiver and Case Management assistant.

Ms. Gaston has a BS in Business Administration Management from Bennett College and a certificate in Diversity, Equity, and Inclusion in the Workplace from the University of Southern Florida.

ATTACHMENT C

Service Council Demographic Information

The Council Region demographics in the following tables are taken from the 2023 American Community Survey; the regional ridership is taken from the 2023 Metro Ridership Survey. With the appointment of this nominee, the South Bay Cities (SBC) Service Council membership will compare to the region's demographics and ridership as follows:

Table 1: Comparison of South Bay Cities (SBC) Service Council membership race/ethnicity demographics to the region and the region's ridership

SBC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership (No.)	11% (1)	33% (3)	11% (1)	11% (1)	33% (3)	0% (0)	0% (0)

Table 2: South Bay Cities (SBC) Service Council membership compared to the region's gender demographics

SBC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SBC Region Ridership	51%	47%	2%	1%
SBC Membership (No.)	55% (5)	44% (4)	0% (0)	0% (0)

**The sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the table above.*

Table 3: Gender representation on all Service Councils

Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
GWC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
SFV Membership (No.)	66% (6)	33% (3)	0**% (0)**	0% (0)
SGV Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)
SBC Membership (No.)	55% (5)	44% (4)	0% (0)	0% (0)
WSC Membership (No.)	44% (4)	33% (3)	11% (1)	11% (1)

**The sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the table above.*

REGIONAL SERVICE COUNCILS

APPOINTMENT TO METRO SOUTH BAY CITIES SERVICE COUNCIL

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 16, 2025

RECOMMENDATION

APPROVE nominee for membership on Metro's South Bay Cities Service Council

ISSUE & DISCUSSION

ISSUE

A member of the South Bay Cities Service Council resigned in June 2025 prior to completion of her term.

DISCUSSION

If approved by the Board, the nominee will each serve the remainder of the three-year term (July 1, 2024-June 30, 2027) tied to the seat on the Council she has been nominated to.

Metro

Nominating Authority

The nominating authority for all nine (9) seats on the South Bay Cities Service Council is the South Bay Cities Council of Governments.

The South Bay Cities Council of Governments has nominated Waynisha "Nisha" L. Gaston.

Metro

Demographics

With this nominee, the Service Council composition and representation will be:

SBC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership (No.)	11% (1)	33% (3)	11% (1)	11% (1)	33% (3)	0% (0)	0% (0)

SBC Sex/Gender	Male/ Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SBC Region Ridership	51%	47%	2%	1%
SBC Membership (No.)	55% (5)	44% (4)	0% (0)	0% (0)

Metro

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

File #: 2025-0827, **File Type:** Contract **Agenda Number:** 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: P3010 LIGHT RAIL VEHICLE MASTER CONTROLLER OVERHAUL

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 60-month firm fixed price contract, Contract No. OP127799000, to W. Baker Management dba UKM Transit Products (UKM) for the P3010 Light Rail Vehicle (LRV) Master Controller Overhaul, in the Not-To-Exceed (NTE) amount of $1,912,500.00, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The Original Equipment Manufacturer (OEM), Schaltbau North America, Inc., identified and established an equipment overhaul schedule for the master controller assembly at the 600,000-mile interval for Metro's P3010 Light Rail Vehicles. This overhaul is not routine maintenance but a complete teardown, inspection, and replacement of worn parts with new ones. The master controller assembly, via train operator, initiates acceleration and braking commands controlling vehicle movement. Overhauling master controllers at this interval minimizes equipment failures while maintaining the fleet in a constant state of good repair.

BACKGROUND

At its August 2012 Regular Board Meeting, the Board awarded Kinkisharyo International, LLC, a contract for the purchase of 78 P3010 Light Rail Vehicles, including four options for a total of 235 vehicles. The P3010 fleet was placed in service between 2016-2023, and operates on all of Metro's light rail lines, including the recently opened Regional Connector.

The P3010 fleet is Metro's newest and most reliable light rail fleet, with consistent performance, reliability, and safety at over 104,568,921 fleet miles. To maintain reliability and safety, component-level overhauls are required on its key systems.

The P3010 fleet Car builder and OEM identified and established a component overhaul plan/schedule for the overhaul of key vehicle systems occurring at the 600,000-mile interval. Currently, cars within the P3010 fleet range between 400,000 to 600,000 miles. The master controller assembly provides acceleration and braking commands and is equipped with a "dead man"

feature that, upon train operator release, commands the vehicle to stop in the event of an emergency.

The P3010 light rail car fleet manufacturer, Kinkisharyo, along with its sub-suppliers, identified component-level overhauls to vehicle systems, such as friction brake, propulsion, truck assembly (inclusive of traction motor and gearbox), propulsion, doors, auxiliary power supply, coupler, pantograph, as well as Heating Ventilation and Air Conditioning (HVAC) equipment. The P3010 component-level overhaul projects necessitate Board authorization for 10 separate contracts over a 5 -year period. To date, the Board has approved 6 of 10 overhaul or new purchase contracts, including friction brake, truck systems, battery, slewing ring, high-speed circuit breaker, and coupler contracts.

DISCUSSION

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

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

The railcar manufacturer recommends an overhaul of the master controller assembly at the 600,000-mile interval for electronic calibration and replacement of wear items, including mechanical components, limit switches, cam lobes, and electronic components.

DETERMINATION OF SAFETY IMPACT

Passenger safety is of the utmost importance to Metro. The master controller assembly, two per LRV, is an integral component of the LRV operation as the interface between the train operator and vehicle for safe and reliable operations. Timely replacement of these components will ensure that safety is preserved by overhauling the master controller assemblies into new condition as identified by the OEM, while achieving regulatory compliance within state and federal regulations, including Metro's corporate safety standards.

FINANCIAL IMPACT

Funding in the amount of $1,912,500 for the master controller assembly overhaul is included in the FY26 budget under approved Capital Project (CP) 214009 - P3010 Fleet Component Overhaul.

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

Impact to Budget

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

EQUITY PLATFORM

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

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement due to the lack of certified small businesses that perform this service.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through rail vehicle equipment purchase activities that will ensure the safety and reliability of Metro rail lines further encouraging transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

An alternative is to defer the master controller assembly overhaul. However, this alternative is not recommended as the master controller is a vital and safety-sensitive component that could result in equipment failure to stop as required in the event of an operator emergency.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP127799000 for P3010 LRV master controller assembly with UKM. The staff will return to the Board for approval of additional overhaul contract awards, including heating ventilation/air-conditioning, and pantograph overhauls.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

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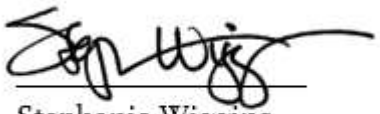

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P3010 LIGHT RAIL VEHICLE MASTER CONTROLLER OVERHAUL / OP127799000

1.	**Contract Number**: OP127799000	
2.	**Recommended Vendor**: W. Baker Management dba UKM Transit Products	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: 01-14-2025	
	B. Advertised/Publicized: 01-14-2025	
	C. Pre-Proposal Conference: 01-22-2025	
	D. Proposals Due: 03-07-2025	
	E. Pre-Qualification Completed: 04-02-2025	
	F. Ethics Declaration Forms submitted to Ethics: 03-10-2025	
	G. Protest Period End Date: October 21, 2025	
5.	**Solicitations Downloaded**: 26	**Proposals Received**: 5
6.	**Contract Administrator**: Aniza Wan Nawang	**Telephone Number**: 213-922-4677
7.	**Project Manager**: Richard Lozano	**Telephone Number**: 323-224-4042

A. Procurement Background

This Board Action is to approve the award of Contract No. OP127799000 to W.Baker Management dba UKM Transit Products (UKM) issued in support of the P3010 Light Rail Vehicle master controller overhaul. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On January 14, 2025, Request for Proposals (RFP) No. OP127799 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed price. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE and/ Disabled Veteran Business Enterprise (DVBE)(SBE/DVBE)) participation goals for this procurement due to lack of subcontracting opportunities.

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

- Amendment No. 1, issued on January 28, 2025, clarified the details of the master controller;
- Amendment No. 2, issued on February 19, 2025, extended the proposal due date and other critical dates;
- Amendment No. 3, issued on February 24, 2025, modified the milestone payment schedule;

- Amendment No. 4 issued on March 5, 2025, modified the Proposal Letter and SBE/DVBE Forms submission
- Amendment No. 5 issued on May 8, 2025, Best and Final Offer.
- Amendment No. 6 issued on June 13, 2025, Best and Final Offer II.

A total of twenty-six (26) firms downloaded the RFP and were included in the planholder's list. A virtual pre-proposal conference was held on January 22, 2025, and was attended by twenty (20) participants representing four (4) firms. There were twenty-five (25) questions received for this RFP and responses were provided prior to the proposal due date.

A total of five (5) proposals were received by the due date of March 7, 2025 and are listed below in alphabetical order:

1. AmeTrade Inc. dba AmePower (AmePower)
2. EB Electronics, LLC dba Bohr Electronics (Bohr)
3. Schaltbau North America (Schaltbau)
4. Technical Services and Logistics, Inc. (TSL)
5. W.Baker Management dba UKM Transit Products (UKM)

B. Evaluation of Proposals

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

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

- Proposed Work Scope - 30 percent
- Technical Capability - 20 percent
- Price - 20 percent
- Past Performance - 15 percent
- Project Management - 15 percent

The evaluation criteria are appropriate and consistent with criteria developed for other, similar overhaul campaign projects. Several factors were considered in developing these weights, giving the greatest importance to the understanding of the scope of services, technical capability of proposers as well as the proposed price.

During the week of May 5, 2025, discussions were conducted with proposers to discuss relative strengths and weaknesses of each proposal. Subsequently, on May 8, 2025 and June 13, 2025 Metro issued requests for Best and Final Offer (BAFO) and BAFO II respectively. These BAFO requests addressed clarifications made during the discussions and qualifications submitted by the proposer.

One (1) proposer, Bohr was determined to be non-responsive as they submitted qualifications which were not compliant with the requirements of the solicitation and were excluded from further evaluation.

Four (4) other proposals were determined to be responsive, responsible and qualified to perform the services based on the RFP requirement.

The four (4) firms within the competitive range are listed below in alphabetical order:

1. AmeTrade Inc. dba AmePower (AmePower)
2. Schaltbau North America (Schaltbau)
3. Technical Services and Logistics, Inc. (TSL)
4. W.Baker Management dba UKM Transit Products (UKM)

Qualifications Summary of Firms within the Competitive Range:

AmePower
AmePower, founded in 2022 and based in Miami, FL, specializes in design, modernization and manufacturing power electronic systems. AmePower products include advanced propulsion inverters, auxiliary power supplies, and battery chargers and propulsion inverters. AmePower has experience in overhaul projects with transit agencies including New Jersey Transit, Massachusetts Bay Transit Authority (MBTA), RTD Denver, Washington DC Streetcar, Metro Rail Houston and LA Metro.

Schaltbau
Schaltbau is a wholly owned subsidiary of Schaltbau GmbH, established in 2001 and based in Happauge, New York. Schaltbau supports the North American market with railway products from contactors, snap action switches, control devices and high voltage equipment primarily for railway applications. Schaltbau is the OEM manufacturer for the P3010 master controllers and an existing vendor with Metro.

TSL
TSL is a Santa Ana, CA based company founded in 2008 specializing in light rail electronic communication and computer systems including electronic and precision repair and maintenance within the rail industry with a focus in high quality repair and extending equipment life to optimize client’s assets.

UKM
UKM Transit Products is a specialized manufacturer with over 70 years of experience providing custom metalworking and engineered components for passenger railcars. The company focuses on delivering high quality, durable products for regional, metro and light rail transit systems. UKM is headquartered in Harleysville, Pennsylvania and in 2021 became part of Irwin Car & Equipment, expanding its expertise in rail transit manufacturing. Its previous clients include Chicago Transit Authority (CTA), Kawasaki Rail Cars and Siemens.

The final evaluation scoring is shown as follows:

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
	AmePower				
1	Proposed Work Scope	83.56	30%	25.07	
2	Technical Capability	85.73	20%	17.15	
3	Price	75.05	20%	15.01	
4	Past Performance	83.27	15%	12.49	
5	Project Management	75.00	15%	11.25	
	Total Weighted Score		**100%**	**80.97**	**2**
	Schaltbau				
1	Proposed Work Scope	73.13	30%	21.94	
2	Technical Capability	76.20	20%	15.24	
3	Price	78.95	20%	15.79	
4	Past Performance	82.73	15%	12.41	
5	Project Management	81.33	15%	12.20	
	Total Weighted Score		**100%**	**77.58**	**4**
	TSL				
1	Proposed Work Scope	72.67	30%	21.80	
2	Technical Capability	76.85	20%	15.37	
3	Price	94.75	20%	18.95	
4	Past Performance	78.00	15%	11.70	
5	Project Management	79.33	15%	11.90	
	Total Weighted Score		**100%**	**79.72**	**3**
	UKM				
1	Proposed Work Scope	75.67	30%	22.70	
2	Technical Capability	77.20	20%	15.44	
3	Price	100.00	20%	20.00	
4	Past Performance	73.93	15%	11.09	
5	Project Management	87.00	15%	13.05	
	Total Weighted Score		**100%**	**82.28**	**1**

C. Cost / Price Analysis

The recommended price has been determined to be fair and reasonable based on the price analysis, adequate price competition, and comparison to the Independent Cost Estimate (ICE), technical evaluation, fact finding and discussions with the proposer.

	Proposer Name	BAFOII Proposal Price	Metro ICE
1	AmePower	$2,548,772.89	$1,920,000.00
2	Schaltbau	$2,423,108.70	$1,920,000.00
3	TSL	$2,018,325.00	$1,920,000.00
4	UKM	$1,912,500.00	$1,920,000.00

D. Background on Recommended Contractor

The recommended proposer, UKM is headquartered in Harleysville, PA and has been in business since 1944. Previously, UKM has completed master controller overhaul work for New Jersey Transit (NJT) and Niagara Frontier Transportation Authority (NFTA) as well as other component overhaul projects for other transit agencies: Toronto Transit Commission (TTC), Chicago Transit Authority (CTA), and Massachusetts Bay Transportation Authority (MBTA). UKM is a new vendor to Metro and their performance has been satisfactory based on a reference check conducted with previous clients.

DEOD SUMMARY

P3010 LIGHT RAIL VEHICLE MASTER CONTROLLER ASSEMBLY / OP127799

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified small businesses that perform this service. W. Baker Management dba UKM Transit Products will perform the 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.

P3010 LIGHT RAIL VEHICLE MASTER CONTROLLER OVERHAUL

OCTOBER 16, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award 60-month firm fixed price contract, Contract No. OP127799000 to W. Baker Management dba UKM Transit Products (UKM) for the P3010 Light Rail Vehicle (LRV) Master Controller Overhaul, in the Not-To-Exceed (NTE) amount of $1,912,500.00, subject to the resolution of any properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

W. Baker Management dba UKM Transit Productions

NUMBER OF BIDS/PROPOSALS

	Proposer Name	BAFO Proposal
1	AMEPower	$2,548,772.89
2	Schaltbau North America	$2,423,108.70
3	Technical Services and Logistics, TSL	$2,018,325.00
4	W. Baker Management dba UKM Transit Products	$1,912,500.00

DEOD COMMITMENT

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

Metro

ISSUE & DISCUSSION (cont.)

ISSUE

The Original Equipment Manufacturer (OEM), identified and established an equipment overhaul schedule for the master controller assembly at the 600,000-mile interval to ensure equipment reliability and passenger safety.

DISCUSSION

The master controller assembly is a critical system providing the interface between the train operator the vehicle during propulsion and braking modes. This overhaul includes a teardown, inspection, and replacement of worn parts including a comprehensive testing ensuring vehicle safe operations while maintaining the P3010 fleet in a constant state of good repair.

Metro

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

File #: 2025-0828, **File Type:** Contract **Agenda Number:** 29.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025**

SUBJECT: P2000 AND P3010 LIGHT RAIL VEHICLE PANTOGRAPH OVERHAUL

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sixty (60) month, firm fixed price contract, Contract No. OP128650000, to Wabtec Passenger Transit for the P2000 and P3010 Light Rail Vehicle (LRV) Pantograph Overhaul, in the total Not-To-Exceed (NTE) amount of $6,732,338.00, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The Original Equipment Manufacturer (OEM), Trans-Tech, identified and established an equipment overhaul schedule for the pantograph assembly at the 600,000-mile interval for Metro's P2000 and P3010 Light Rail Fleet. This overhaul is not routine maintenance, but a complete teardown, inspection, and replacement of worn parts with new ones. The pantograph assembly provides 750 volts direct current (vdc) to the LRV via the Overhead Catenary System (OCS), providing the power to the propulsion and auxiliary equipment necessary for vehicle operations.

Overhauling the pantograph assembly at this interval minimizes equipment failures while maintaining the fleet in a constant state of good repair.

BACKGROUND

This procurement is applicable to both the P2000 and P3010 LRV fleets that utilize the same pantograph manufactured by Trans-Tech.

The P2000 LRV is manufactured by Siemens Transportation Systems, consisting of 52 LRVs placed in revenue service between July 2000 and June 2022 with a cumulative fleet mileage of 71,126,334 miles. With more years in service, the P2000 fleet has had their pantographs replaced over time. As these cars near their next pantograph overhaul milestone, Rail Fleet Services has initiated a joint procurement with the P3010 fleet, which are reaching their pantograph overhaul timeframe with cars ranging between 400,000 and 600,000 miles.

The P3010 LRV fleet is manufactured by Kinkisharyo International, LLC, and consists of 235 vehicles

in total. The P3010 fleet was placed in service between 2016-2023, and operates on all of Metro's light rail lines, including the recently opened Regional Connector.

The P3010 fleet is Metro's newest and most reliable light rail fleet, with consistent performance, reliability, and safety at over 104,568,921 fleet miles. To maintain its reliability and safety, component -level overhauls are required on its key systems.

The P2000 and P3010 fleet car builders and OEM identified and established a component overhaul plan/schedule for the overhaul of key vehicle systems occurring at the 600,000-mile interval. The pantograph assembly provides power from the OCS to the LRV by conducting electricity through carbon assemblies on the collector head and ultimately through the power take-off plate(s) onto the base frame. The pantograph is electrically isolated from the car rooftop by insulators and is lowered or raised by an electric actuator.

The P2000 and P3010 light rail car fleet manufacturers, Siemens and Kinkisharyo, respectively, along with their sub-suppliers, identified component-level overhauls to key vehicle systems, such as the friction brake, coupler, and truck assembly (including traction motor and gearbox). These projects are underway now, awaiting the pantograph assembly overhaul.

DISCUSSION

Both the P2000 and P3010 Fleet Component Overhaul projects consist primarily of the repair and replacement of vehicle wear items that require overhaul or replacement of the vehicles' 30-year design life with targeted mileage intervals of 600,000 miles. Rail Fleet Services (RFS) staff will perform the removal, installation, and testing of the overhauled or new equipment.

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

The railcar manufacturer recommends an overhaul of the pantograph assembly at the 600,000-mile interval for replacement of wear items, including mechanical components, carbon strips, shunts, auto -drop device, heavy-duty springs, insulators, and actuating motors.

DETERMINATION OF SAFETY IMPACT

Passenger safety is of the utmost importance to Metro. The pantograph assembly is an integral component of the LRV operation as the electrical interface between the OCS and LRV required for safe and reliable operations. Timely replacement of worn components will ensure that safety is preserved by overhauling the pantograph assemblies into new condition as identified by the OEM, while achieving regulatory compliance within state and federal regulations, including Metro's corporate safety standards.

FINANCIAL IMPACT

Funding in the amount of $1,000,000 for the pantograph assembly overhaul is included in the FY26 budget under approved Capital Projects (CP) 214005 - P2000 Vehicle Component Replacement and CP 214009 - P3010 Fleet Component Overhaul.

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

Impact to Budget

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

EQUITY PLATFORM

Metro's P3010 LRV fleet provides vital transportation services throughout the City and County of Los Angeles via the A, C, E, and L lines, while the P2000 LRV fleet currently operates on the A line only. This includes many underserved communities where regional disparities exist between residents' access to jobs, housing, education, health, and safety. Metro's light rail vehicle maintenance programs maintain the fleet's operations within federally mandated State of Good Repair standards, ensuring reliable service, especially for those within the communities that rely on public transportation.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise/Disabled Veteran Business Enterprise (SBE/DVBE) goal due to the lack of certified small businesses that perform this service.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through rail vehicle equipment purchase activities that will ensure the safety and reliability of Metro rail lines, further encouraging transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS)

data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the P2000 and P3010 LRV pantograph assembly overhaul supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. This component -level overall project ensures sustained fleet reliability, including safe, accessible, and affordable transportation for all riders of Metro's light rail system. The recommendation supports Metro's Strategic Plan Goal 5) Provide Responsive, Accountable, and Trustworthy governance within Metro's organization. Contract Modification Authority and Contract extension safeguard overhaul production continuance while meeting passenger safety and fleet reliability.

ALTERNATIVES CONSIDERED

An alternative is to defer the pantograph assembly overhaul. However, this alternative is not recommended as the pantograph is a vital component that could result in equipment failure, service delays, and significant damage to the OCS if not performed.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP128650000 for P2000 and P3010 light rail vehicle pantograph overhaul assembly with Wabtec Passenger Transit.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by:

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Debra Avila, Deputy Chief, Vendor/Contract Management
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Reviewed by:

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

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P2000 AND P3010 LIGHT RAIL VEHICLE PANTOGRAPH OVERHAUL / OP128650000

1.	**Contract Numbers**: **OP128650000**	
2.	**Recommended Vendors**: Wabtec Passenger Transit, a division of Wabtec Corporation	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: April 1, 2025	
	B. Advertised/Publicized: April 1, 2025	
	C. Pre-Proposal Conference: April 7, 2025	
	D. Proposals Due: May 12, 2025	
	E. Pre-Qualification Completed: June 20, 2025	
	F. Ethics Declaration Forms submitted to Ethics: May 20, 2025	
	G. Protest Period End Date: October 21, 2025	
5.	**Solicitations Downloaded**: 15	**Proposals Received**: 1
6.	**Contract Administrator**: Andrew Coppolo	**Telephone Number**: (213) 922 1067
7.	**Project Manager**: Richard Lozano	**Telephone Number**: (213) 792 8047

A. Procurement Background

This Board Action is to approve Contract No. OP128650000 to transport, inspect, overhaul, and test fifty-seven (57) P2000 pantograph kits and two-hundred fifty-nine (259) P3010 pantograph kits in support of Metro's P2000 and P3010 Light Rail Vehicles (LRVs). Board approval of the contract award is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. OP128650 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm-fixed price. The Diversity & Economic Opportunity Department (DEOD) did not recommend a goal for this project.

One (1) amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on April 8, 2025, clarified the project schedule in Exhibit A - Scope of Services (SOS).

A total of fifteen (15) firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on April 7, 2025, and was attended by two (2) participants representing two (2) firms. There were seven (7) questions received for this RFP and responses were provided prior to the proposal due date.

A total of one (1) proposal was received on May 12, 2025, from the following firm:

1. Wabtec Passenger Transit (Wabtec)

Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Inquiries were made of all firms that downloaded the solicitation. Two firms responded that the scope of services was not aligned with their line of work and one firm responded that they did not download the RFP in time. The results of the market survey indicated that factors beyond LACMTA's control caused the potential sources not to submit proposals and that there were no restrictive elements in the solicitation documents that prevented competition.

B. Evaluation of Proposals

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

The proposals were initially evaluated based on the pass/fail criteria minimum qualifications criteria outlined in the RFP. The pass/fail requirements required proposers demonstrate that they have, hold, and provide a copy of at least one of the following certifications: Association of American Railroads (AAR) Certification of Quality Assurance Program; International Standards Organization (ISO) 9001 Quality Management System; or International Railway Industry Standards (IRIS).

The PET determined the single proposal received passed the minimum qualification requirements and were further evaluated based on the following weighted evaluation criteria:

• Proposer (Including Subcontractor(s)) Experience and Past Performance	30%
• Project Manager and Key Staff Qualifications	30%
• Work Plan/Project Approach	25%
• Cost Proposal	15%

The evaluation criteria are appropriate and consistent with criteria developed for other, similar light rail vehicle overhaul procurement projects. Several factors were considered when developing these weights, giving the greatest importance to Proposer Experience and Past Performance and Project Manager and Key Staff's Qualifications requirements.

On May 20, 2025, 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 May 20, 2025, through June 16, 2025.

On June 16, 2025, the PET reconvened and determined that Wabtec was responsive to the requirements of the RFP and recommended the firm for contract award.

Qualifications Summary of Qualified Firms:

Wabtec

Wabtec is a leading provider of rail technology and services with extensive experience supporting transit agencies across North America. With over a century of industry experience, Wabtec specializes in the overhaul and maintenance of critical rail systems, including braking systems, pantographs, and propulsion equipment. As an Original Equipment Manufacturer (OEM) and authorized service provider for multiple transit fleets, including Metro's P2000 and P3010 light rail cars, Wabtec offers robust in-house capabilities for engineering, testing, remanufacturing, and quality assurance. Their U.S. based facilities, local based facility, and strong supply chain infrastructure ensure timely delivery, technical accuracy, and lifecycle support which makes Wabtec a well-qualified firm to perform the P2000 and P3010 Light Rail Vehicle Pantograph Overhaul.

The following is a summary of the PET evaluation:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Wabtec**				
3	Proposer (Including Subcontractor(s)) Experience and Past Performance	77.77	30.00%	23.33	
4	Project Manager and Key Staff's Qualifications and Experience	78.90	30.00%	23.67	
5	Work Plan/Project Approach	75.00	25.00%	18.75	
6	Cost Proposal	100.00	15.00%	15.00	
7	**Total**		**100.00%**	**80.75**	**1**

C. Cost Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE Amount
1.	Wabtec Passenger Transit	$6,790,400.00	$6,720,000.00	$6,732,338.00

The Contract Administrator led discussions with Wabtec to address questions and receive clarification of their proposed work plan, scope of services, level of effort, travel, and other direct costs (ODCs) within their Proposal. Following these discussions, Wabtec made price adjustments and submitted a revised Best and Final Offer (BAFO) which included a reduced proposal price in the amount of $6,732,388.00.

The negotiated BAFO price represents a 0.86% reduction from the initial proposed amount and is 0.18% higher than Metro's ICE, which is determined to be within a reasonable range. Based on historical government pricing, Wabtec's revised BAFO is considered fair and reasonable.

D. Background on Recommended Contractor

Wabtec, headquartered in Spartanburg, South Carolina, is a division of Wabtec Corporation (Wabtec) that specializes in designing and manufacturing equipment, electronics, mechanical components, systems, digital solutions, and value-added services for passenger rail transit systems worldwide. Their transit services organization offers comprehensive lifecycle support, including light and heavy overhaul of rolling stock and components across global transit fleets. With over 150 years of experience, they are leading the way in safety, efficiency, reliability, innovation, and productivity in over 50 countries around the world. Wabtec's Project Manager has over 16 years of project management experience. Wabtec has provided services for LACMTA, and performance has been satisfactory.

DEOD SUMMARY

P2000 AND P3010 LIGHT RAIL VEHICLE PANTOGRAPH OVERHAUL / OP128650000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of certified small businesses that perform this service. Wabtec Passenger Transit will perform the work 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.

E. Manufacturing Careers Policy

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least $50 million.

P2000 AND P3010 RAIL VEHICLE PANTOGRAPH OVERHAUL

OCTOBER 16, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sixty (60) month, firm fixed price contract, Contract No. OP128650000 to Wabtec Passenger Transit for the P2000 and P3010 Light Rail Vehicle (LRV) Pantograph Assembly Overhaul, in the total Not-To-Exceed (NTE) amount of $6,732,338.00, subject to the resolution of any properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

Wabtec Passenger Transport

NUMBER OF BIDS/PROPOSALS

	Proposer Name	BAFO Proposal
1	Wabtec Passenger Transport	$6,732,338.00

DEOD COMMITMENT

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

Metro

ISSUE & DISCUSSION (cont.)

ISSUE

The Original Equipment Manufacturer (OEM), identified and established and equipment overhaul schedule for the pantograph assembly at the 600,000-mile interval to ensure equipment reliability and passenger safety.

DISCUSSION

The pantograph assembly provides 750 volts direct current (VDC) to the LRV electrical systems via the overhead catenary system (OCS) providing power to the propulsion and auxiliary equipment necessary for vehicle operations. Overhauling the pantograph at the recommended interval minimize equipment in-service failures while maintaining the fleets in a constant state of good repair.

Metro

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

Metro

Board Report

File #: 2025-0829, **File Type:** Contract **Agenda Number:** 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: ACCESS CONTROL INSTALLATION, MAINTENANCE, AND REPAIR SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP496680008370 to MCM Integrated Systems, Inc. (MCM) to provide comprehensive access control installation, maintenance, and repair services to mitigate intrusion and enhance security throughout Metro facilities for a Not-To-Exceed (NTE) amount of $7,140,685 for the five-year base period and $1,877,358 for the two-year option, for a combined NTE amount of $9,018,043, effective January 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing access control installation, maintenance, and repair services contract expires December 31, 2025. To avoid a lapse in services and continue providing safe, quality, regularly scheduled, and as-needed access control maintenance services systemwide, including the Metro Gateway Headquarters Building, a contract award is required effective January 1, 2026.

BACKGROUND

Metro's security infrastructure is supported by the Intrusion Detection and Access Control System (IDACS), a centralized platform designed to manage access and detect intrusions throughout Metro facilities. The system utilizes multiple components, including identification badges, badge readers, motion sensors, security cameras, and dedicated computer hardware and software to monitor and control access.

Originally installed at USG in 1995, the system serves as the first line of defense against unauthorized access to the building, its individual floors, and provides access control for employees who work within the building. Since its initial deployment, IDACS has been expanded to all Metro operating divisions, customer service centers, and facilities, now supporting over 30,000 users agency-wide. In addition to supporting employee and facility safety, the IDACS also serves as a vital tool for law enforcement and Metro Transit Security, helping to detect, respond to, and prevent threats to Metro personnel, customers, and assets.

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During the term of the existing contract, the scope of services has expanded to include the K Line (C/LAX) and Regional Connector, Emergency Security Operations Center (ESOC), and Metro Training Facilities expansion projects.

Under the existing contract, MCM has been providing satisfactory services, performing preventative maintenance, inspections, and repairs for Metro's access control and its associated systems and equipment.

DISCUSSION

Under the new contract, the contractor will continue to provide comprehensive maintenance and repair services for Metro's IDACS. The integrated systems covered under this scope include, but are not limited to:

- Sielox Access Control
- Kaplogic Aegis Software
- FLIR Latitude Video Management System
- Bosch Intrusion Alarm Systems
- Aiphone AN8000/IX Intercom Systems
- Programmable Logic Controller (PLC) Systems

These technologies collectively form a robust and scalable platform to safeguard Metro's infrastructure and personnel.

During the term of the new contract, and to support Metro's system expansion projects, the number of IDACS-equipped facilities maintained through the new contract will increase from 533 to 552 to include LAX/MTC, D Line (Purple) Westside Extension Phases I, II & III, and A Line (Blue) Foothill Extension Phase 2B facilities after expiration of their respective one-year warranty maintenance period.

The expanded scope ensures consistent and secure access control coverage across Metro's growing transit network, reinforcing the agency's commitment to safety, operational readiness, and infrastructure protection.

DETERMINATION OF SAFETY IMPACT

Approval of the recommendation will support the efforts of maintaining, expanding, and improving Metro's IDACS, which will improve passenger, employee, and infrastructure safety and security systemwide.

FINANCIAL IMPACT

Funding in the amount of $714,068 for systemwide access control installation, maintenance, and repair services for the remainder of FY26 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operations Officer,

Shared Mobility, will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Passenger Fares, Propositions A and C, and Measures R and M sales tax revenues, State Transit Assistance (STA), and the Transportation Development Act. These funding sources are eligible for bus and rail operations. Given approved guidelines and provisions, using these funding sources leverages maximum project fund use.

EQUITY PLATFORM

Providing ongoing access control installation, maintenance, and repair services supports the safety of Metro facilities to ensure safe working conditions and safety at stations. This is done by detecting and notifying appropriate personnel of intrusions, which enhances Metro staff and patrons' experience while utilizing Metro's facilities and transit system. This is especially critical in Equity Focus Communities, where individuals often depend on public transportation as their primary means of travel.

As part of this solicitation, Metro hosted a Systemwide Metro Connect Industry Forum Outreach event on December 11, 2024, to provide an overview of the requirements for competitively negotiated procurements. During this outreach event, staff provided detailed information regarding SBE Programs to encourage small business participation.

While the Consultant was a certified DBE at the time of receipt of their proposal, the U.S. Department of Transportation has issued an Interim Final Rule (IFR) that makes changes, including suspension of goals and enforcement, to the DBE Program effective October 3, 2025. Metro is currently reviewing the IFR to identify necessary program and procedural changes to ensure full compliance. As such, while the DBE status is not a factor in the staff recommendation, MCM is a certified small business. This is noteworthy since small businesses are vital for the economy as they drive job creation, foster innovation, and strengthen local communities.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through these maintenance activities that will improve safety at bus and rail stations and further encourage transit ridership. Metro's Board adopted VMT reduction targets were designed to build on the success of existing investments, and

this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This action supports Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Maintaining and improving state-of-the-art video surveillance and access control systems will contribute to safe and secure operations and enhance customers' experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendation. This alternative is not recommended as it would result in a gap in service that would impact Metro's system safety, security, operations, and customer experience.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff have analyzed insourcing/outsourcing options for access control installation, maintenance, and repair services, among other services. Based on initial findings, access control installation, maintenance, and repair services were not recommended for insourcing as they would require Metro to hire Sielox and Aegis software-certified personnel and purchase additional equipment, vehicles, and supplies to support the installation, maintenance, and repair of Metro's existing access control systems.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP496680008370 with MCM Integrated Systems, to provide access control installation, maintenance, and repair services, effective January 1, 2026.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by:

Carlos Martinez, Senior Director, Facilities Contracted Maintenance Services, (213) 922-6761
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ACCESS CONTROL INSTALLATION, MAINTENANCE, AND REPAIR SERVICES/OP496680008370

1.	**Contract Number**: OP496680008370	
2.	**Recommended Vendor**: MCM Integrated Systems, Inc.	
3.	**Type of Procurement (check one):** ☒ **IFB** ☐ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: 1/30/2025	
	B. Advertised/Publicized: 1/30/2025	
	C. Pre-Bid Conference: 2/11/2025	
	D. Bids Due: 3/14/2025	
	E. Pre-Qualification Completed: 7/24/2025	
	F. Ethics Declaration Forms Submitted to Ethics: 3/14/2025	
	G. Protest Period End Date: 10/21/2025	
5.	**Solicitations Downloaded**: 16	**Bids Received**: 1
6.	**Contract Administrator**: Misty Atalanta Alderaan	**Telephone Number**: (213) 922-7673
7.	**Project Manager**: Mark Jackson	**Telephone Number**: (213) 922-6788

A. Procurement Background

This Board Action is to approve the award of Contract No. OP496680008370 to support the installation, maintenance, and repair services for Access Control systems currently installed throughout Metro bus, rail, customer, and administrative support facilities. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Invitation for Bids (IFB) No. OP49668 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate.

Four (4) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on February 1, 2025, revised the insurance requirements.
- Amendment No. 2, issued on February 21, 2025, extended the questions and answers period and bid due date.
- Amendment No. 3, issued on March 3, 2025, extended the questions and answers period and bid due date, and revised the Scope of Services and Schedule of Quantities and Prices documents.
- Amendment No. 4, issued on March 10, 2025, revised the virtual bid opening date.

A total of 16 firms downloaded the IFB and were included in the planholders' list. A virtual pre-bid conference was held on February 11, 2025, and was attended by one (1) firm. There were (4) questions received for this IFB and responses were provided prior to the bid due date.

A total of one (1) bid was received by the due date of March 14, 2025, from MCM Integrated Systems, Inc.

Since only one (1) bid was received, Metro staff conducted a market survey of firms on the planholders' list to determine why no other bids were received. One firm cited a bond requirement, although no such requirement was included in the solicitation document, and another firm indicated that the project fell outside their typical scope of work.

The results of the market survey indicated that factors beyond Metro's control caused the potential sources not to submit bids and that there were no restrictive elements in the solicitation documents that prevented competition.

B. Evaluation of Bids

This procurement was conducted in accordance, and complies with LACMTA's Acquisition Policy for a competitive sealed bid. MCM Integrated Systems, Inc.'s bid submission was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting all listed minimum qualifications, such as years of experience providing installation and replacement services, possession of a current C-10 Electrical California Contractors license and Sielox Certification.

MCM Integrated Systems Inc, was determined to be qualified to perform the required services based on the IFB requirements.

C. Cost/Price Analysis

The recommended bid price from MCM Integrated Systems, Inc., has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), fact-finding, and technical evaluation. The bid amount is 9.9% higher than the ICE due to higher than anticipated software maintenance support costs for the Sielox and Aegis servers, which control Metro's enterprise access control and provide a physical security management system.

Bidder Name	Metro ICE	Bid Amount
MCM Integrated Systems, Inc.	$6,493,651.00	**$7,140,685.00**

D. Background on Recommended Contractor

The recommended firm, MCM Integrated Systems, Inc., located in Van Nuys, California, has been in business for over 25 years, and is a leader in the access control installation and maintenance services industry. MCM Integrated Systems Inc.'s clients include Los Angeles County Fire Department, Los Angeles County Department of Mental Health, and Los Angeles Superior Court.

MCM Integrated Systems, Inc., has provided services for Metro since 2015, and performance has been satisfactory.

DEOD SUMMARY

ACCESS CONTROL INSTALLATION, MAINTENANCE, AND REPAIR SERVICES/ OP496680008370

A. Small Business Participation

The U.S. Department of Transportation has issued an Interim Final Rule (IFR) that makes changes to the Disadvantaged Business Enterprise (DBE) program effective October 3, 2025. Metro is currently reviewing the IFR to identify necessary program and procedural changes to ensure full compliance. As such, DBE status is not a factor in the staff recommendation.

For informational purposes only, MCM Integrated Systems is a Metro-certified Local Small Business Enterprise (LSBE).

B. Local Small Business Enterprise (LSBE) Preference

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

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

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

E. Project Labor Agreement/Construction Careers Policy

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

F. Manufacturing Careers Policy

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least $50 million.

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

File #: 2025-0830, **File Type:** Contract **Agenda Number:** 31.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025**

SUBJECT: COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE MAINTENANCE SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP754160008370 with Steelman Build & Construction Inc. to provide commercial and industrial door repair and preventive maintenance services and exercise option year two in the Not-To-Exceed (NTE) amount of $560,912, increasing the total contract NTE amount from $2,293,648 to $2,854,560, and extending the period of performance from January 3, 2026, to January 2, 2027.

ISSUE

The current contract's option year to provide commercial and industrial door repair and preventive maintenance services expires on January 2, 2026. To continue providing these critical services, a contract modification is required to exercise option year two, effective January 3, 2026.

BACKGROUND

On October 31, 2024, the Metro Board authorized the Chief Executive Officer to exercise option year one under Contract No. OP754160008370 with Steelman Build & Construction Inc., extending the period of performance from January 3, 2025, to January 2, 2026.

During the three-year base term, services were expanded from 1,050 to 1,231 doors, including 157 additional doors from Union Station East Portal and Gateway Headquarters Building, previously managed under a separate contract outside Metro Operations. It also included 24 additional doors from the K Line (C/LAX) and the Regional Connector expansion projects.

During the one-year option term, services were further expanded to include 70 additional doors from the LAX/MTC project, for a total of 1,301 doors throughout Metro bus and rail facilities. The 1,301 doors consist of 483 steel roll-up doors, 184 glass doors, 59 bi-fold doors, 43 roll-up grilles, 48 sectional doors, 460 fire doors, and 24 counter shutters.

Under the existing contract, Steelman Build & Construction Inc. has provided satisfactory services for

systemwide commercial and industrial door repair and preventive maintenance.

DISCUSSION

Under Modification No. 6, the contractor will continue to provide systemwide commercial and industrial door repair and preventive maintenance service to ensure safe operations and timely service delivery.

Metro staff are first responders for inoperable doors to ensure there is proper electrical power to the door operator. Once Metro staff verifies there is no issue with the power supplied to the door operator, the contractor will proceed to perform as-needed mechanical and any other repairs for damaged or malfunctioning commercial and industrial doors under the existing contract. The contractor is also required to provide semi-annual preventative maintenance inspections for roll-up doors and grilles. The proactive preventative maintenance program and timely repair of damaged or malfunctioning doors provided by this contract are necessary to ensure safe operations, accessibility to Metro's transit system, and timely bus rollouts.

The existing contract scope of services will further expand during option year two to include nine (9) additional commercial and industrial doors with the completion of Phase I of the D Line/Purple Extension, increasing the total number of doors to be maintained under this contract from 1,301 to 1,310.

DETERMINATION OF SAFETY IMPACT

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

FINANCIAL IMPACT

The budget includes funding of $560,912 for the remainder of FY26 under cost center 8370-Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current source of funds for this action includes operating eligible funds, including Passenger Fares, Propositions A and C, and Measures R and M sales tax revenues, State Transit Assistance (STA), and the Transportation Development Act. These funding sources are eligible for bus and rail operations. Given approved guidelines and provisions, using these funding sources leverages maximum project fund use.

EQUITY PLATFORM

This contracted maintenance service will be applied equally to commercial and industrial doors at all Metro divisions, stations, terminals, and locations. While customers have minimal interaction with these commercial and industrial doors, including fire doors, it is imperative that they are maintained to ensure proper operation during an emergency for rider and employee safety.

Steelman Build & Construction Inc., a Metro-certified SBE contractor, made an 86% SBE commitment as the prime contractor. The current level of SBE participation is 98.26%, exceeding their commitment by 12.26%.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service, severely impacting safety, operations, and accessibility to Metro's system.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for providing commercial and industrial door repair and preventive maintenance services, amongst other services. Based on initial findings, providing commercial and industrial door repair and preventive maintenance services was not recommended for insourcing, as this would require Metro to hire dedicated staff to be trained

on several types of commercial and industrial doors, the purchase of additional equipment, vehicles, and a significant investment in parts and materials to support the expanded responsibility.

NEXT STEPS

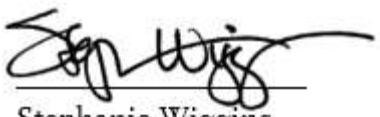
Upon approval by the Board, staff will execute Contract Modification No. 6 to Contract No. OP754160008370 with Steelman Build & Construction Inc., to provide commercial and industrial door repair and preventive maintenance services effective January 3, 2026.

ATTACHMENTS

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

Prepared by: Carlos Martinez, Senior Director, Facilities Contracted Maintenance Services, (213) 922-6761
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE MAINTENANCE SERVICES/ OP754160008370

1.	**Contract Number**: OP754160008370			
2.	**Contractor**: Steelman Build & Construction			
3.	**Mod. Work Description**: Exercise One-year Option			
4.	**Contract Work Description**: Repair and maintenance			
5.	**The following data is current as of**: 9/2/25			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	9/23/2021	**Contract Award Amount:**	$1,682,736
	Notice to Proceed (NTP):	1/2/2022	**Total of Modifications Approved:**	$610,912
	Original Complete Date:	1/2/2026	**Pending Modifications (including this action):**	$560,912
	Current Est. Complete Date:	1/2/2027	**Current Contract Value (with this action):**	$2,854,560
7.	**Contract Administrator**: Ana Rodriguez		**Telephone Number**: 213-922-1076	
8.	**Project Manager**: Carlos Martinez		**Telephone Number**: 213-922-6761	

A. Procurement Background

This Board Action is to approve Contract Modification No. 6 to exercise a one-year option in the Not-To-Exceed (NTE) amount of $560,912, increasing the total NTE amount from $2,293,648 to $2,854,560 and extending the period of performance from January 3, 2026 to January 2, 2027.

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

On September 23, 2021, Metro Board of Directors authorized the award of a firm fixed unit rate Contract No. OP754160008370 to Steelman Build & Construction, Inc. to provide commercial and industrial door repair and preventive maintenance services, effective January 2, 2021 inclusive of a three-year base and two, one-year options.

Refer to Attachment B – Contract Modification/Change Order Log

Steelman Build & Construction, Inc. made an 86% Small Business Enterprise (SBE) commitment. Based on payments the overall contract is 66% complete and the current level of SBE participation is 98.26% DBE, exceeding the commitment by 12.26%.

(Refer to Attachment C – DEOD Summary)

B. Cost/Price Analysis

The recommended price of the option has been determined to be fair and reasonable based upon firm fixed unit rates that were evaluated and established as part of the current contract awarded in September of 2021. The contract was awarded as a result of a competitive IFB that included evaluation of the base period and options. The award was made to the lowest responsive, responsible bidder. Approving this option and modification using the firm fixed unit rates already established is in the best interest of Metro as resoliciting this requirement is expected to result in a higher price for these services given that there was a 6.8% rate of inflation in 2022 and 3.4% in 2023 as measured by the Consumer Price Index; meaning that both labor and materials have increased and would likely result in higher unit rates than those proposed in 2021 as part of the original bid since the price was the same as the Base period.

Proposal Amount	Metro ICE	Negotiated Amount
NTE $560,912	NTE $560,912	NTE $560,912

CONTRACT MODIFICATION/CHANGE ORDER LOG

COMMERCIAL AND INSTRUSTRIAL DOOOR REPAIR AND PREVENTATIVE MAINTENANCE SERVICES/ OP754160008370

Mod. no.	Description	Status (approved or pending)	Date	$ Amount
1	Addition of locations	Approved	2/7/22	$0
2	Addition and deletion of locations	Approved	3/27/23	$0
3	Addition of Preventative Maintenance Inspections and Addition of 1 subcontractor	Approved	2/5/24	$50,000
4	Addition of locations	Approved	7/1/24	$0
5	Exercise Option 1 and extend Period of Performance through January 2, 2026	Approved	12/17/24	$560,912
6	**Exercise Option 2 and extend Period of Performance through January 2, 2027**	**Pending**		**$560,912**
	Modification Total:			**$1,171,824**
	Original Contract:			**$1,682,736**
	Total:			**$2,854,560**

DEOD SUMMARY

COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTIVE MAINTENANCE SERVICES / OP754160008370

A. Small Business Participation

Steelman Build & Construction (Steelman) made an 86% Small Business Enterprise (SBE) commitment. Based on payments the overall contract is 66% complete and the current level of SBE participation is 98.26%, exceeding the commitment by 12.26%.

Overall Small Business Commitment	**86% SBE**	**Overall Small Business Participation**	**98.26% SBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Steelman Build & Construction (Prime)	86.00%	95.64%
2.	LAX Equipment	Added	2.62%
	Total	**86.00%**	**98.26%**

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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

E. Manufacturing Careers Policy

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least $50 million.

Shared Mobility - Facilities Contracted Maintenance Services

COMMERCIAL AND INDUSTRIAL DOOR REPAIR AND PREVENTATIVE MAINTENANCE SERVICES

Metro

Operations, Safety, & Customer Experience Committee Meeting
October 16, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. OP754160008370 with Steelman Build & Construction Inc. to provide commercial and industrial door repair and preventive maintenance services and exercise option year two in the Not-To-Exceed (NTE) amount of $560,912, increasing the total contract NTE amount from $2,293,648 to $2,854,560, and extending the period of performance from January 3, 2026, to January 2, 2027.

Metro

ISSUE & DISCUSSION

AWARDEE

Steelman Build & construction Inc.

DEOD COMMITMENT

Steelman Build & Construction Inc., a Metro-certified SBE contractor, made an 86% SBE commitment as the prime contractor. The current level of SBE participation is 98.26%, exceeding their commitment by 12.26%.

ISSUE

The current contract's option year to provide commercial and industrial door repair and preventive maintenance services expires on January 2, 2026. To continue providing these critical services, a contract modification is required to exercise option year two, effective January 3, 2026.

Metro

ISSUE & DISCUSSION

DISCUSSION

Under Modification No. 6, the contractor will continue to provide systemwide commercial and industrial door repair and preventive maintenance service to ensure safe operations and timely service delivery.

Metro staff are first responders for inoperable doors to ensure there is proper electrical power to the door operator. Once Metro staff verifies there is no issue with the power supplied to the door operator, the contractor will proceed to perform as-needed mechanical and any other repairs for damaged or malfunctioning commercial and industrial doors under the existing contract. The contractor is also required to provide semi-annual preventative maintenance inspections for roll-up doors and grilles. The proactive preventative maintenance program and timely repair of damaged or malfunctioning doors provided by this contract are necessary to ensure safe operations, accessibility to Metro's transit system, and timely bus rollouts.

Metro

ISSUE & DISCUSSION

DISCUSSION (Cont.)

The existing contract scope of services will further expand during option year two to include nine (9) additional commercial and industrial doors with the completion of Phase I of the D Line/Purple Extension , increasing the total number of doors to be maintained under this contract from 1,301 to 1,310.

Metro

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

File #: 2025-0831, **File Type:** Contract **Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025**

SUBJECT: TRANSIT OPERATIONS SUPERVISORS UNIFORM SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year firm fixed unit rate Contract No. OP52832000 to Becnel Uniforms, Inc. to provide uniforms for Bus and Rail Transit Operations Supervisors (R/TOS) in the Not-To-Exceed (NTE) amount of $1,713,163.00 effective January 1, 2026; subject to the resolution of any properly submitted protest(s), if any.

ISSUE

Per the current American Federation of State, County and Municipal Employees (AFSCME) Collective Bargaining Agreement (CBA), Metro is required to provide each eligible full-time R/TOS an annual uniform allowance on the employee's AFSCME classification date, specifically, for the purchase of approved garments. The existing uniform contracts No. PS113404000 with Becnel Uniforms, Inc. and No. PS127019000 with LA Uniform and Tailoring, Inc. will expire on December 31, 2025. A new uniform contract is required to comply with the CBA.

BACKGROUND

This contract facilitates the standardization of R/TOS uniforms. Due to the high visibility of Metro R/TOS, the appearance and fit of the uniforms are important as they reflect Metro's image to its patrons. Metro customers and emergency first responders will be able to readily identify Metro R/TOS for assistance. Metro also seeks to promote professionalism in the work environment by providing quality garments that have been pre-selected with Metro's management approval. The approved garments are made to withstand prolonged wear and facilitate ease of maintenance.

Currently, Becnel provides R/TOS with uniforms and has provided satisfactory performance in terms of quality garments and hands-on customer service throughout the length of the contract.
A R/TOS Uniform Committee comprised of representatives from management and labor meets annually to review employee feedback regarding the uniforms.

DISCUSSION

Based on the R/TOS uniform committee's decision, there will be no major changes in color or style from the existing uniform. The selection and choices of uniform garments may be expanded or changed in the future, contingent on input from the uniform committee and approval from Metro management.

The contract will provide R/TOS personnel with a source to purchase uniform item(s) at a pre-determined price. Each R/TOS will receive an annual voucher to use with the selected vendor. The Supervisors will travel to the physical location of the vendor's store to purchase the uniform item(s). The amount on each voucher will be in accordance with the union agreement, which currently provides for an annual allowance to purchase uniform item(s).

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the supply of uniforms that clearly identify Metro-represented R/TOS employees as well as the continued delivery of safe, quality, on-time, and reliable services system-wide.

FINANCIAL IMPACT

Funding of $146,370.31 for this contract is included in the FY26 budget in multiple transportation cost centers, account - 50215 (Fringe Benefit Uniforms), projects 306001 (Operations Transportation), 300022 (A Line Operations), 300033 (C Line Operations) 300044 (B/D Line Operations), 300066 (E Line Operations), 300077 (K Line Operations), and 301012 (G Line Operations). Since this is a multi-year contract, the cost center manager will be accountable for budgeting the cost in future fiscal years.

Impact to Budget

The source of funds for this procurement will come from the enterprise operating fund.
Specific funding sources are Federal Transit Administration (FTA), State, and Local funding, including sales tax and fares that are eligible for Bus and Rail Operating projects. These funding sources will maximize the use of funds for these activities.

EQUITY PLATFORM

This contract will support ongoing transportation operations by meeting the terms of the AFSCME CBA. It will also benefit the customer and employee experience on the system by enhancing the appearance and visibility of the R/TOS.

The solicitation was issued under the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Becnel Uniforms, Inc., an SBE Prime, made a 100% SBE commitment.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as Metro must provide TOS uniforms per the AFSCME CBA. Readily visible R/TOS uniforms create a professional working environment vital to transit operations. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

ALTERNATIVES CONSIDERED

The uniform committee considered working with vendors who provided online ordering services. It was determined that having a vendor provide hands-on customer service at a walk-in store would provide the best results for standardizing a well-fitted uniform. As a result, vendors who provided only an online service were not considered for this contract.

Additionally, the Board can choose not to approve this contract award; however, this is not recommended. This would interrupt Metro's R/TOS from obtaining their uniforms in a timely manner. A lapse in contract would violate Metro's current CBA with AFSCME.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP52832000 to Becnel Uniforms, Inc., effective January 1, 2026, to fulfill the AFSCME CBA requirement to provide uniform services to Metro R/TOS.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by:

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Demetrius Jones, Service Operations Superintendent, (213) 922-4220
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by:

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

Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY

TRANSIT OPERATIONS SUPERVISORS UNIFORM SERVICES/OP52832000

1.	**Contract Number**: OP52832000	
2.	**Recommended Vendor**: Becnel Uniforms, Inc.	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: May 29, 2025	
	B. Advertised/Publicized: May 29, 2025	
	C. Pre-Proposal Conference: June 5, 2025	
	D. Proposals Due: June 26, 2025	
	E. Pre-Qualification Completed: July 10, 2025	
	F. Ethics Declarations Form Submitted to Ethics: July 1, 2025	
	G. Protest Period End Date: October 21, 2025	
5.	**Solicitations Downloaded**: 18	**Bids/Proposals Received**: 3
6.	**Contract Administrator:** Ricardo E. Narvaez	**Telephone Number:** (213) 418-3158
7.	**Project Manager**: Liz Elkins	**Telephone Number**: (213) 418-3321

A. Procurement Background

This Board Action is to approve Contract No. OP52832000 to provide standard uniforms for approximately 550-600 Transit Operations Supervisors (TOS) and Rail Transit Operations Supervisors (RTOS), per the American Federation of State, County and Municipal Employees (AFSCME) collective bargaining agreement. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP52832 was issued in accordance with Metro's Acquisition Policy as a Small Business Prime Set-Aside, and the contract type is firm fixed unit rate.

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

- Amendment No. 1, issued June 16, 2025, revised the Exhibit 2 – Schedule of Quantities and Prices.

A total of 18 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on June 5, 2025, and was attended by four participants representing three firms. There were four questions received for this RFP and responses were provided prior to the proposal due date.

A total of three proposals were received by the due date of June 26, 2025, and are listed below in alphabetical order:

1. Becnel Uniforms, Inc.
2. LA Uniforms & Tailoring, Inc.
3. Sinatra Uniforms, Inc.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Corporate Safety and Operations was convened to conduct a comprehensive technical evaluation of the proposals received.

On July 16, 2025, Metro's Diversity & Economic Opportunity Department (DEOD) determined that LA Uniforms & Tailoring, Inc., and Sinatra Uniforms, Inc., did not meet the Small Business Prime Set-Aside requirements established for this solicitation and were therefore determined to be non-responsive and ineligible for contract award.

The proposal was then evaluated on the minimum qualifications on a pass/fail basis. A single rating of "fail" for any of the minimum qualifications would require the proposal to be eliminated from further consideration.

The minimum qualifications were as follows:

1. Proposer shall demonstrate a minimum of three (3) years' experience providing uniforms, expertise, personnel and equipment in performing tailoring and embroidery services, similar to those specified in Exhibit A – Scope of Services of the RFP.

2. Proposer must have at least one facility within 15 miles of Metro Headquarters located at One Gateway Plaza, Los Angeles, CA 90012. The location should offer uniform purchase, uniform sizing, embroidery, uniform pick up, uniform replacement, tailoring, order tracking system, and have samples in stock of each size at each site.

The proposer met the minimum qualification requirements and was further evaluated according to the following evaluation criteria:

- Degree of the Firm and Staff Skills and Experience 30 percent
- Understanding The Workplan 30 percent
- Contractor Facility 20 percent
- Cost Proposal 20 percent

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered when developing these weights, giving the greatest importance to experience and the workplan.

At the conclusion of the evaluation, the PET members determined that Becnel Uniforms, Inc., met the requirements of the RFP and was technically qualified to perform the work.

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Becnel Uniforms, Inc.**				
3	Degree of the Firm and Staff Skills and Experience	90.00	30.00%	27.00	
4	Understanding The Workplan	88.00	30.00%	26.40	
5	Contractor Facility	83.35	20.00%	16.67	
6	Cost Proposal	100.00	20.00%	20.00	
7	**Total**		**100.00%**	**90.07**	**1**

C. Cost/Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	NTE Amount
1	Becnel Uniforms, Inc.	$ 1,713,163.00	$ 1,823,323.00	$ 1,713,163.00

D. Background on Recommended Contractor

Becnel Uniforms, Inc. was founded more than 50 years ago and is located in Los Angeles, CA. The firm specializes in providing employee uniforms to transportation agencies and companies in Southern California.

Becnel Uniforms, Inc.'s clients include LA Metro, Long Beach Transit, Los Angeles Unified School District (LAUSD) Transportation Services, Orange County Transportation Authority (OCTA), and Gardena Transit.

Becnel Uniforms, Inc. is one of Metro's incumbent uniform providers and their performance has been satisfactory.

DEOD SUMMARY

TRANSIT OPERATIONS SUPERVISORS UNIFORM SERVICES / OP52832000

A. Small Business Participation

This procurement was solicited under Metro's Small Business (SB) Prime (Set-Aside) Program. Becnel Uniforms, a SB Prime, made a 100% SBE commitment. As a regular dealer for this procurement, Becnel Uniforms is eligible to receive 60% SBE credit for the value of the items it supplies for this contract.

SMALL BUSINESS SET-ASIDE

	SBE Prime Contractor	SBE % Committed
1.	Becnel Uniforms (Prime)	60%
	Total SBE Commitment	**60%**

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.

E. Manufacturing Careers Policy

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least $50 million.

TRANSIT OPERATIONS SUPERVISORS UNIFORM SERVICES

October 16, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP52832000 to Becnel Uniforms, Inc. to provide uniforms for Bus and Rail Transit Operations Supervisors (R/TOS), in the Not-To-Exceed (NTE) amount of $1,713,163.00 effective January 1, 2026; subject to resolution of any protest(s).

Metro

AWARDEE & PROPOSALS

AWARDEE

Becnel Uniforms, Inc., 100% Small Business Enterprise (SBE) commitment

NUMBER OF BIDS/PROPOSALS

	Proposer Name	Metro Independent Cost Estimate	Proposal Amount
1	Becnel Uniforms, Inc.	$1,823,323.00	$1,713,163.00
2	LA Uniforms & Tailoring, Inc.	$1,823,323.00	Did not meet SBE Set-Aside Requirements
3	Sinatra Uniforms, Inc.	$1,823,323.00	Did not meet SBE Set-Aside Requirements

Metro

EVALUATION CRITERIA

Becnel Uniforms, Inc.	Average Score	Factor Weight	Weighted Average Score
Degree of the Firm and Staff Skills and Experience	90.00	30%	27.00
Understanding The Workplan	88.00	30%	26.40
Contractor Facility	83.35	20%	16.67
Cost Proposal	100.00	20%	20.00
Total		**100%**	**90.07**

Metro

ISSUE & DISCUSSION

- The awardee currently provides commendable in-store fitting services and sales of quality garments to R/TOS that readily identify them and promote workplace professionalism.
- R/TOS supervise work assignments across bus/rail operating divisions, control centers, and on-street operations and instruct Bus/Train Operators.
- The American Federation of State, County and Municipal Employees (AFSCME) represents R/TOS.

AFSCME Collective Bargaining Agreement (CBA) Requirements

- Metro must currently provide each eligible full-time R/TOS an annual uniform allowance on the employee's AFSCME classification date to purchase approved garments.

Metro

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

File #: 2025-0822, **File Type:** Oral Report / Presentation **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

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

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

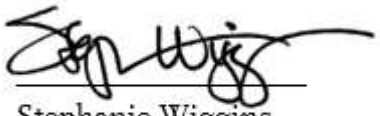
*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

Prepared by:

Diane Corral-Lopez, Executive Officer, Operations Administration, (213) 922-7676

Reviewed by:

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



Stephanie Wiggins
Chief Executive Officer

October 2025

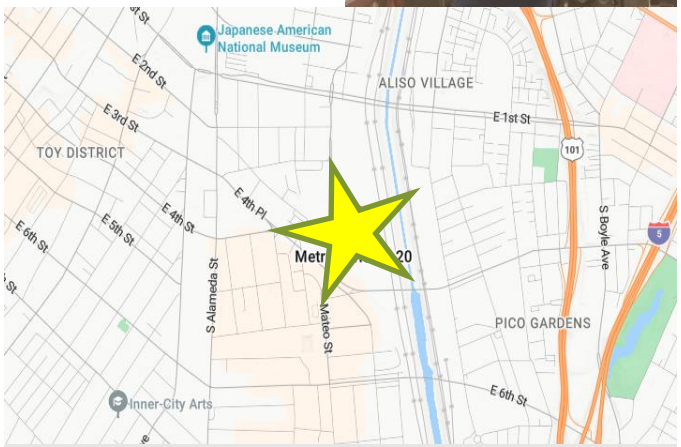
Employees of the Month

October Employees of the Month

Rail Fleet Services

RFS Maintenance Specialist

Yue Li

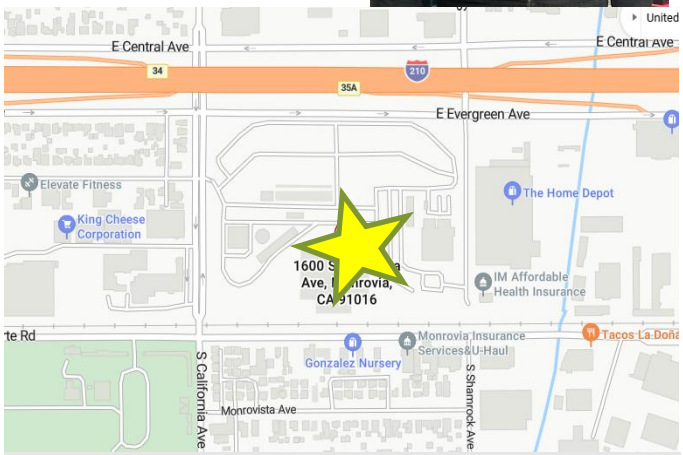


Division 20 – Arts District

Logistics

Storekeeper

Gustavo Diaz-Ordaz



A24 – Monrovia

Metro

Employees of the Month

Metro®

Board Report

File #: 2025-0840, **File Type:** Contract **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: JOB ORDER CONTRACTING CONSTRUCTION SERVICES BENCH

ACTION: AWARD CONTRACTS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award 25 Bench Contracts Nos. PS133177001 through PS133177025, under the Job Order Contracting Construction Services Bench, to provide construction services on a job order basis for various transit infrastructure projects for a one-year base period in the Not-To-Exceed (NTE) amount of $125,000,000, and two one-year options in the NTE amount of $125,000,000 for each year, for a total cumulative NTE amount of $375,000,000, subject to the resolution of any properly submitted protest(s), if any.

Discipline 1 - General Building

1.1 Mackone Development Inc.
1.2 So Cal Construction Inc.
1.3 Elegant Construction Inc.
1.4 SJD&B
1.5 Prime ENC Inc.
1.6 Coleman Construction Inc.
1.7 Axiom Group
1.8 Lucas Builders Inc.
1.9 Craft Construction & Development Inc.
1.10 Interior Plus Inc.

Discipline 2 - Fencing

2.1 Elegant Construction Inc.
2.2 Izurieta Fence Company

Discipline 3 - Electrical

3.1 Electrocomm Inc.
3.2 Energy Management Pros Inc.

3.3 Technion Contractors
3.4 Axiom Group
3.5 A-1 Electrical Service & Co Inc.

Discipline 4 - HVAC

4.1 Home Runners Heating & Air
4.2 Pan-Pacific Mechanical
4.3 Athena Engineering
4.4 Prime ENC Inc.

Discipline 5 - Plumbing

5.1 Pan-Pacific Mechanical
5.2 Elegant Construction Inc.
5.3 Axiom Group
5.4 Prime ENC Inc.

ISSUE

The Operations - Infrastructure Maintenance & Engineering (IM&E) Department is responsible for managing a wide range of projects, including maintenance, repairs, alterations, renovations, remediation, and construction across bus and rail infrastructure. These include office space, operating and maintenance buildings, parking structures, property grounds, as well as Metro rail stations and other infrastructures located both on and off the transit Right-of-Way (ROW).

This Job Order Contracting (JOC) Bench contract is intended to provide support for various transit infrastructure improvement initiatives across the Metro transit system.

BACKGROUND

JOC provides a streamlined and cost-effective method for delivering ad hoc repair, renovation, and minor construction projects. Unlike traditional procurement processes that require a full bid cycle for each project, the JOC Bench establishes a list of qualified contractors by work discipline who can respond quickly to job order requests. This approach saves significant time by eliminating lengthy procurement cycles and using a catalog of construction tasks with preset unit prices. . Thereafter, the SOW and implementation schedule are issued to qualified contractors on the JOC Bench. Contractors then submit pricing proposals by applying adjustment factors to unit prices, and the job order is awarded.

In California, Metro’s authority to use Job Order Contracting was established under Public Contract Code § 20385 (2024). This statute authorizes Metro to use JOC as an alternative contract delivery method for providing an “on-call” contracting vehicle to efficiently manage multiple small to mid-sized projects. In accordance with the statute, a JOC contract allows for an initial 12-month term, with the option to extend for up to two additional 12-month periods. Each qualified contractor on the JOC bench is limited to $5,000,000 in work per year, and individual job orders may not exceed

$1,000,000. Further, all work under the JOC program will also be coordinated with the Amalgamated Transit Union. (ATU) leadership as part of the project development process prior to commencement of the work.

DISCUSSION

In July 2025, the JOC Bench was solicited under Invitation for Bid (IFB) No. PS133177. The Bench will provide indefinite delivery/indefinite quantity construction services, organized into five disciplines. Below are examples of tasks/work that may be requested under each discipline; however, this list should not be considered exhaustive or all-inclusive:

1.) Discipline 1 - General Building
- Removal and installation of concrete
- Concrete steel reinforcement services
- Concrete restoration services (removal, renewal, grout injection)
- Removal and installation of asphalt paving
- Providing concrete building foundations, retaining walls, and partition walls
- Flooring replacement
- Station platform improvements
- Signage replacements
- Parking lot improvements
- General facility improvements
- Roofing removal and installation
- Drywall and stucco installation, and finishing services
- ROW infrastructure

2.) Discipline 2 - Fencing
- Fencing removal, fabrication, and installation

3.) Discipline 3 - Electrical
- Inspection, repair, and installation of switchgear, panels
- Installation of interior and exterior lighting fixtures

4.) Disciple 4 - HVAC
- HVAC upgrades for units ranging from 1-ton to 200-ton, generator services

5.) Discipline 5 - Plumbing
- Fire system upgrades

The JOC Bench will directly support Metro's bus and rail infrastructure improvement initiatives by providing a reliable contracting mechanism to ensure that vital state-of-good-repair (SGR) projects,

infrastructure improvements, and emergency repairs that arise can be addressed in a timely manner. With the ability to issue job orders across multiple disciplines, IM&E can address critical needs such as mechanical, electrical, and structural repairs, station enhancements, building system replacements, and site improvements without delays. This flexibility is essential to maintaining safe and functional conditions across operating divisions, maintenance yards, passenger stations, and other infrastructure, while also supporting ongoing modernization efforts. Attachment A provides a detailed list of the approved JOC Bench Contractors and their qualifications for IFB No. PS133177.

The IM&E staff in Operations have reviewed the active infrastructure improvements program and determined that a cumulative base contract value of $125,000,000 is needed to support a broad range of bus and rail infrastructure projects being implemented concurrently (Attachment C). Job orders may be awarded based on factors such as execution plan, schedule, and pricing.

DETERMINATION OF SAFETY IMPACT

The JOC Bench construction services will contribute to maintaining transit infrastructure assets in an SGR, as recommended by Metro's Transit Asset Management (TAM) Plan, which is essential to providing safe, reliable, and well-maintained facilities for both Metro riders and employees who utilize Metro transit infrastructure daily.

FINANCIAL IMPACT

As job orders become necessary, funding will be provided from the appropriate project requiring support. For Fiscal Year 2026 (FY26), $10,745,000 is included in the Infrastructure Renewal Program budget under capital project numbers 210131, 290010, 204805, 212133, 205121, 205694, 212134, 202338, 202814, 204142, and 204817.

Since this is a multi-year contract, the Project Manager will ensure that the balance of funds is budgeted in future Fiscal Years.

Impact to Budget

The current sources of funds for this action are State and Local sources. This funding is eligible for capital and operating projects.

EQUITY PLATFORM

The Diversity & Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) participation goal for this JOC Construction Services Bench procurement. However, under California's statutory guidelines for the JOC program, individual job orders valued at $250,000 or less for repair or renovation work may be set aside-on a rotational basis-for award to certified SBE or DVBE contractors on the JOC Bench. Twelve of the eighteen prime contractors on the bench are SBE certified.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through capital improvement investments to bus and rail transit infrastructure assets. These capital improvement investments further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the recommendations aligns with Metro's Strategic Plan by advancing Goal No.2, which is to deliver outstanding trip experiences for all transportation system users, and Goal No. 3, which is to enhance communities and lives through mobility and access to opportunity.

ALTERNATIVES CONSIDERED

The alternative would be to solicit each project construction work through a full competitive bidding process. However, this approach is not recommended because it would require significantly more staff and time to process each solicitation, leading to project delays due to the extended lead time of each procurement cycle. In addition, procuring services on a per-assignment basis would place an extra burden on the Vendor/Contract Management (V/CM) Department, as staff are already fully committed to supporting ongoing full-cycle procurements.

NEXT STEPS

Upon Board approval, staff will execute Bench Contract Nos. PS133177001 through PS133177025, under the Job Order Contracting Construction Services Bench, PS133177, to provide construction services on a job order basis for various transit facility projects.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Project Uses

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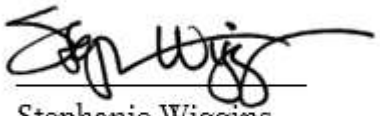

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

JOB ORDER CONTRACTING CONSTRUCTION SERVICES BENCH
PS133177001 - PS133177025

1.	**Contract Number**: **PS133177001 through PS133177025**	
2.	**Recommended Vendor**: Various	
3.	**Type of Procurement (check one):** ☒ **IFB** ☐ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: July 23, 2025	
	B. Advertised/Publicized: July 24-26, 2025	
	C. Pre-Bid Conference: July 30, 2025	
	D. Bids Due: August 22, 2025	
	E. Pre-Qualification Completed: September 16, 2025	
	F. Ethics Declaration Forms Submitted to Ethics: August 27, 2025	
	G. Protest Period End Date: October 21, 2025	
5.	**Solicitations Downloaded**: 88	**Bids Received**: 25
6.	**Contract Administrator**: Antranik Banalian	**Telephone Number**: (213) 922-5223
7.	**Project Manager**: Rudy Loera	**Telephone Number**: (213) 617-6225

A. Procurement Background

This Board Action is to approve Contract Nos. PS133177001 through PS133177025 issued in support of Los Angeles Metro's Infrastructure Maintenance & Engineering Department (IM&E) across five disciplines for a base term of one year and two, one-year options, for a cumulative funding amount Not-To-Exceed (NTE) $375,000,000 , inclusive of option years. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

The Bench is intended to assist in the maintenance, repair, alteration, renovation, remediation, and construction projects for both above and below ground bus and rail facilities. These facilities encompass office and maintenance buildings, as well as light rail and heavy rail facilities located both on and off the transit Right-of-Way (ROW). The scope of work for this Bench contract is designed to support various improvement initiatives across the Los Angeles Metro footprint. The qualified contractors will provide professional and technical services in the following disciplines: (1) General Building, (2) Fencing, (3) Electrical, (4) HVAC, and (5) Plumbing.

Invitation for Bid (IFB) No. PS133177 was issued in accordance with Metro's Acquisition Policy and the contract types are Indefinite Quantity/Indefinite Delivery contracts (IDIQ). Individual Job Orders requested under the Bench Contract will be issued per the ordering procedures specified in the contract documents among the qualified Contractors within a specific discipline, and will be completed, and awarded based upon the specific scope of services.

The Diversity & Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) and/or Disabled Veteran Business Enterprise (DVBE) Subcontracting goal for this JOC Construction Services Bench procurement. However, per the authority granted to LACMTA under California Public Contract Code § 20386 (2024), LACMTA has established that any Job Order with an estimated value equal to or less than $250,000 may be awarded on a rotational basis to SBE or DVBE firms, if any, that perform a part of the discipline under which the work is being issued.

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

- Amendment No. 1, issued on August 7, 2025 revised the Insurance Requirements, added Metro's Technical Specifications as Exhibit 18, and revised the Contract Order of Precedence, and;
- Amendment No. 2, issued on August 19, 2025 added Metro's Technical Specifications as Exhibit L.

A virtual pre-bid conference was held on July 30, 2025 and was attended by 35 participants representing 31 firms. During the solicitation phase, 38 questions were asked, and responses were released prior to the proposal due date.

A total of 88 firms downloaded the IFB and were included in the planholder's list. A total of 25 proposals were received on August 22, 2025 across the 5 disciplines.

B. Evaluation of Bids

The bids were evaluated based on the following Pass/Fail minimum qualifications and lowest Total Bid Adjustment Factor. Bidders must pass all minimum qualifications in order to be considered responsive:

1. Firm's Prior Experience	Pass/Fail
2. Valid State of California License(s)	Pass/Fail
3. Project Manager Resume and Qualifications	Pass/Fail
4. Firm's Safety Records	Pass/Fail

Firms were allowed to submit a bid for one or more disciplines. Of the 25 bids received, all 25 bids were determined to meet the minimum qualifications. These firms were evaluated and are determined to be responsive and responsible to perform work on Metro assignments on an as-needed, job order basis. Of the 18 recommended firms, 12 firms are Metro certified Small Business Enterprises (SBE). Local businesses located within Los Angeles County were given a 5% preferential discount in its Bid Adjustment Factor for scoring purposes only.

The Adjustment Factor is defined as a competitively bid price adjustment, applied as either an increase or decrease to the preset unit prices listed in the Construction

Task Catalog. It reflects the contractor's complete cost of performing Job Orders, including overhead, subcontractor management, insurance, bonding, supervision, mobilization, project office support, profit, taxes, labor costs exceeding allowances, financing, business risks, and compliance with applicable legal and regulatory requirements.

C. Price Analysis

The recommended bid price from the firms listed below has been determined to be fair and reasonable based upon established catalog pricing and adequate price competition. Listed in order of lowest adjustment factor w/local preference discount.

Bidder Name	Adjustment Factor	Local Business Preference	Adjustment Factor w/ Local Preference Discount
DISCIPLINE #1 – GENERAL BUILDING			
Mackone Development Inc.	1.1020	Applicable	1.0520
So Cal Construction Inc.	1.2116	Applicable	1.1616
Elegant Construction Inc.	1.2830	Not Applicable	1.2830
SJD&B	1.3000	Applicable	1.2500
Prime ENC Inc.	1.3900	Not Applicable	1.3900
Coleman Construction Inc.	1.3978	Applicable	1.378
Axiom Group	1.4984	Applicable	1.4484
Lucas Builders Inc.	1.5180	Not Applicable	1.5180
Craft Construction & Development Inc.	1.9950	Applicable	1.9450
Interior Plus Inc.	1.9950	Applicable	1.9450
DISCIPLINE #2 – FENCING			
Elegant Construction Inc.	1.2830	Not Applicable	1.2830
Izurieta Fence Company	1.6590	Applicable	1.6090
DISCIPLINE #3 – ELECTRICAL			
Electrocomm Inc.	0.8970	Applicable	0.8470
Energy Management Pros Inc.	1.1500	Applicable	1.1000
Technion Contractors	1.1664	Applicable	1.1164
Axiom Group	1.6132	Applicable	1.5632
A-1 Electrical Service & Co Inc.	1.7740	Applicable	1.7240
DISCIPLINE #4 – HVAC			
Home Runners Heating & Air	1.0300	Applicable	0.9800
Pan-Pacific Mechanical	1.2720	Not Applicable	1.2720
Athena Engineering	1.3795	Applicable	1.3295
Prime ENC Inc.	1.5400	Not Applicable	1.5400
DISCIPLINE #5 – PLUMBING			
Pan-Pacific Mechanical	1.2720	Not Applicable	1.2720
Elegant Construction Inc.	1.2830	Not Applicable	1.2830

Axiom Group	1.6104	Applicable	1.5604
Prime ENC Inc.	1.6300	Not Applicable	1.6300

D. Background on Recommended Contractors

A-1 Electrical Service Company Inc.

The recommended firm, A-1 Electrical Service Company Inc., located in Los Angeles County, has been in business for 27 years, and is a leader in the field of electrical construction, maintenance, testing, and repair services. A-1 Electrical Service construction division provides professional and technical services in power, lighting, computer and monitor control. Alex Torres, the company's Project Manager, brings over 10 years of experience as an Electrical Journeyman and Electrical Foreman, having worked on a wide range of public and private projects.

Athena Engineering

The recommended firm, Athena Engineering, Inc. (AEI), headquartered in Los Angeles County, has been providing comprehensive mechanical, electrical, and controls solutions since 1984. AEI is recognized as a leader in designing, constructing, and maintaining high-performance building systems, with expertise in HVAC, automation, energy management, and integrated technology. Chris Movsesian, the company's Project Manager, brings over six years of experience with Athena Engineering, having managed more than 50 HVAC replacement projects, including large-scale efforts at secure facilities and the Disneyland Resort.

Axiom Group

The recommended firm, Axiom Group, located in Los Angeles County, has been in business for over 9 years, providing general contracting expertise in public works, infrastructure, and facility upgrade projects. Esteban Torres, the company's Project Executive and President, brings over 30 years of experience managing multimillion-dollar projects for agencies such as the City of Los Angeles and LACCD, ensuring quality, compliance, and timely delivery.

Coleman Construction Inc.

The recommended firm, Coleman Construction, Inc., is a Los Angeles–based general building and engineering contractor with nearly three decades of experience delivering governmental, commercial, and industrial projects. Sharon Coleman brings over 28 years of leadership and project management expertise, having overseen complex assignments such as the $30 million Baldwin Hills Crenshaw Plaza renovation and multiple government facility upgrades

Craft Construction & Development Inc.

The recommended firm, Craft Construction, is a Los Angeles-based general contractor specializing in public works, commercial, and institutional projects. The firm has over 7 years of experience delivering construction services, including

renovations, tenant improvements, and infrastructure upgrades, with an emphasis on safety and timely completion. Craft Construction is led by Owner and Project Manager Ken Fujii and Raymond Clantz, each having over 20 years of experience in construction management and construction estimating.

Electrocomm Inc.
The recommended firm, Electrocomm Inc., is a Los Angeles–based, full service commercial and industrial electrical firm, with over 10 years of experience in specializing in electrical service, repair, installation, and power upgrades for new construction, underground work, and renovation projects. Electrocomm is led by Owner and Commercial Project Manager, Edward Abedi, who has over 25 years of experience in overseeing and managing electrical projects.

Elegant Construction Inc.
The recommended firm, Elegant Construction, Inc., is an Orange County-based general contractor specializing in public works, commercial, and educational facility projects. The firm has over 6 years of experience delivering renovations, site improvements, and infrastructure upgrades for cities, school districts, and public agencies across Southern California. Elegant Construction is led by President and Project Manager Samer Al Hakim, who brings more than 18 years of construction management experience, including leadership roles on multimillion-dollar projects in both the United States and the Middle East

Energy Management Pros Inc.
The recommended firm, Energy Management Pros, Inc., is a full-service electrical contractor based in Los Angeles, specializing in electrical, renewable energy, and technology systems. With over nine years of industry experience, the firm provides a wide range of services including design-build electrical installations, power distribution, and advanced technology integrations. Project Manager Jason Washington, contributes more than 15 years of expertise as both a Journeyman Electrician and Project Manager, having successfully delivered numerous public works electrical projects, including JOC contracts for LACCD, LADWP, LAUSD, and Caltrans.

Home Runners Heating & Air
The recommended firm, Home Runners Heating & Air, is a licensed HVAC contractor specializing in air conditioning system installation and replacement, heat pump service and repair, and heating system installation. Based in Los Angeles, the company has over 10 years of experience serving both residential and commercial clients. Owner and Project Manager Michael Chavez has more than 16 years of expertise as an HVAC Technician, ensuring projects are completed with technical precision and reliable service.

Interior Plus Inc.
The recommended firm, Interior Plus, Inc., is a family-owned general contractor based in Los Angeles County with over 30 years of experience specializing in

interior construction, tenant improvements, and building restorations. The company has successfully delivered multimillion-dollar projects for public and private clients, including the Los Angeles Air Force Base, City of Carson, and LA Metro, with scopes ranging from complete renovations to critical MEP upgrades. Interior Plus is led by President Stephen Muñoz, along with Project Managers Brian Lee and Natanael Valdez, who together bring over 30 years of combined experience in general services administration, project supervision, and electrical construction.

Izurieta Fence Company

The recommended firm, Izurieta Fence Company, located in Los Angeles, has been in business for over 17 years and is a leader in the field of commercial and industrial fencing. Izurieta Fence specializes in the installation of chain link, wrought iron, wood fencing, and custom gate systems, including automated and galvanized steel designs. The company's Owner and Project Manager, Pedro Jr. Izurieta, brings over 15 years of experience managing fencing projects across Southern California, including public works for Caltrans, LADBS, Glendale Unified School District, and the City of South Pasadena.

Lucas Builders Inc.

The recommended firm, Lucas Builders, Inc., an Orange County based contractor, has been in business for over 20 years, providing services in underground utilities, structural and miscellaneous steel, concrete work, sound walls, trenchless rehabilitation, and electrical conduit and vault installations. General Superintendents Brady Bouwhuis and Jason Scott each bring 20 years of experience managing multi-trade projects in the greater Los Angeles area, ranging from major infrastructure projects for LAX and LA Metro to large-scale public works for the City of Los Angeles.

Mackone Development Inc.

The recommended firm, Mackone Development, Inc., is a Los Angeles–based construction company with over 30 years of experience delivering facility upgrades and public works projects. The firm has successfully completed a wide range of assignments, including entry renovations, medical facility equipment installations, signage enhancements at historic courthouses, advanced imaging infrastructure, fire station repairs, structural improvements, and facility restroom remodels. Project Manager Daniel J. Ayala and Project Superintendent Joshua M. Brady bring a combined 15 years of experience in estimating, construction management, civil engineering, and project scheduling for both public and private sector projects.

Pan-Pacific Mechanical

The recommended firm, Pan-Pacific Mechanical, is an Orange County based contractor with over 70 years of experience specializing in plumbing, HVAC, and mechanical systems. Pan-Pacific Mechanical has delivered large-scale projects across healthcare, education, aviation, and commercial facilities, with notable work at LAX, Disney, Los Robles Medical Center, and Kaiser West Los Angeles. Project Executive Steve Valot leads the Special Projects group, bringing 25 years of

experience as a Journeyman Plumber and Project Executive overseeing seismic upgrades, medical facility improvements, and high-profile tenant renovations.

Prime ENC, Inc.
The recommended firm, Prime ENC, is an Orange County–based general contractor with over 10 years of experience delivering public works, healthcare, and institutional projects throughout Southern California. The firm provides a full range of services including design-build, preconstruction, BIM/VDC, sustainable construction, and integrated project delivery. Project Manager Jay Lee brings more than seven years of experience managing multimillion-dollar contracts, specializing in scheduling, subcontractor coordination, and construction management for both new construction and complex renovations. Prime ENC has successfully overseen Job Order Contracts for major agencies such as UCLA, the County of Orange, the Los Angeles Department of Public Works, and the Orange County Sheriff's Department.

SJD&B
The recommended firm, SJD&B, Inc., based in Los Angeles , has been in business for over 10 years and is licensed as both a General Engineering (A) and General Building (B) contractor. The company specializes in public works, infrastructure, and facility renovations, with experience in transportation, utilities, and commercial/industrial projects. Vice President and Project Manager Jake Choe brings 27 years of experience managing multimillion-dollar contracts, including Job Order Contracts and IDIQ programs for Los Angeles County, San Bernardino County, the City of Long Beach, and California State University. His expertise spans new construction, modernization, OSHPD projects, and building retrofits, ensuring projects are completed safely, on time, and within budget.

So Cal Construction Inc.
The recommended firm, So Cal Construction, Inc., a Los Angeles County based contractor, has been in business for over 10 years and is licensed as a general contractor specializing in painting, remodeling, and public works construction. The company has successfully completed multimillion-dollar contracts for agencies such as LAUSD and the City of Inglewood, including campus-wide exterior painting, lead and asbestos abatement, ADA upgrades, and residential sound insulation programs. Project Managers Jose Manzo and Omar Rodriguez bring a combined 40 years of experience overseeing public works projects, with expertise in painting, retrofits, and construction management for school districts and municipal facilities.

Technion Contractors
The recommended firm, Technion Contractors, Inc., is a Los Angeles-based general and electrical contractor providing public works, modernization, and facility upgrade services. With over 25 years of experience, Technion has completed contracts in the Greater Los Angeles area, offering services including new construction, ADA compliance, underground utilities and infrastructure, electrical wiring (high & low voltage), safety/technology systems, and project management. Senior Project Manager Sharon Hillel contributes more than 30 years of experience, bringing

extensive expertise in managing complex public works and private sector projects from design through closeout.

DEOD SUMMARY

JOB ORDER CONTRACTING CONSTRUCTION SERVICES BENCH
PS133177001 – PS133177025

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish an overall Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goal on this bench contract. Although an SBE/DVBE goal has not been established for this contract, in accordance with the statutory authority of Assembly Bill AB-499 and the guidelines of the JOC Program, individual job orders for repair or renovation work valued at $250,000 or less will be set aside for award—on a rotational basis—to certified SBEs or DVBEs.

Eighteen (18) firms were selected as prime contractors across the five (5) disciplines. Twelve (12) of the eighteen (18) Primes are SBE certified: A-1 Electric Service Co., Axiom Group, Coleman Construction Inc., Craft Construction, Electrocomm, Inc., Energy Management Pros, Inc., Interior Plus, Inc., Inzurieta Fence Company Inc., Prime ENC., SJD&B, Inc., So Cal Construction Inc., and Technion Contractors.

In response to a specific Job Order request with a defined scope of work, prime contractors will be required to identify SBE/DVBE subcontractor activity and actual dollar value commitments for that Job Order. Overall SBE/DVBE participation will be determined based on cumulative participation of all Job Orders awarded to each prime contractor.

DISCIPLINE #1 – GENERAL BUILDING

Bidder Name	SBE Prime	DVBE Prime	SBE Subcontractor	DVBE Subcontractor
Mackone Development Inc.	-	-	0	0
So Cal Construction Inc.	X	-	0	0
Elegant Construction Inc.	-	-	0	0
SJD&B, Inc.	X	-	5	2
Prime ENC Inc.	X	-	0	0
Coleman Construction Inc.	X	-	2	0
Axiom Group	X	-	0	0
Lucas Builders Inc.	-	-	1	0
Craft Construction.	X	-	0	0
Interior Plus, Inc.	X	-	0	0

DISCIPLINE #2 – FENCING

Bidder Name	SBE Prime	DVBE Prime	SBE Subcontractor	DVBE Subcontractor
Elegant Construction Inc.	-	-	0	0
Izurieta Fence Company	X	-	0	0

DISCIPLINE #3 – ELECTRICAL

Bidder Name	SBE Prime	DVBE Prime	SBE Subcontractor	DVBE Subcontractor
Electrocomm, Inc.	X	-	0	0
Energy Management Pros, Inc.	X	-	0	0
Technion Contractors	X	-	0	0
Axiom Group	X	-	0	0
A-1 Electric Service Co.	X	-	0	0

DISCIPLINE #4 – HVAC

Bidder Name	SBE Prime	DVBE Prime	SBE Subcontractor	DVBE Subcontractor
Home Runners Heating & Air	-	-	0	0
Pan-Pacific Mechanical	-	-	0	0
Athena Engineering	-	-	0	0
Prime ENC Inc.	X	-	0	0

DISCIPLINE #5 – PLUMBING

Bidder Name	SBE Prime	DVBE Prime	SBE Subcontractor	DVBE Subcontractor
Pan-Pacific Mechanical	-	-	0	0
Elegant Construction Inc.	-	-	0	0
Axiom Group	X	-	0	0
Prime ENC Inc.	X	-	0	0

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

Project Labor Agreement/Construction Careers Policy is applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million.

The PLA/CCP requires that the Prime Contractor commit to meet the applicable Targeted Hiring Requirements.

Community / Local Area Worker Goal	Apprentice Worker Goal	Disadvantaged Worker Goal
40%	20%	10%

E. Manufacturing Careers Policy

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least $50 million.

ATTACHMENT C

LIST OF EXAMPLE PROJECT USES
(This list should not be considered exhaustive or all-inclusive)

Station Infrastructure Beautification
A Line: Downtown Long Beach, Florence, Chinatown, Lincoln/Cypress, Sierre Madre Villa, APU/Citrus, Pomona
B & D Lines: Union Station, 7th/Metro, North Hollywood, Pershing Square, Westlake/MacArthur Park, Wilshire/Vermont
D Line: Wilshire/Fairfax (PLE-1), Wilshire/La Cienega (PLE-1), Wilshire/LaBrea (PLE-1), Wilshire/Normandie, Wilshire/Western
E Line: Atlantic, Downtown Santa Monica, Expo Park/USC, Expo/Bergamot, Expo/Bundy, Expo/Vermont
K Line: Aviation/Century, LAX/MTC, Redondo Beach
A & C Line: Willowbrook/Rosa Parks
C Line: Norwalk, Avalon, Lynwood, Vermont/Athens, Crenshaw, Hawthorne/Lennox, Aviation/Imperial, LAX/MTC, Aviation/Century, Harbor Freeway
C & J Line: Harbor Fwy
G Line: Chatsworth, Pierce College, North Hollywood
J Line: 37th St, Harbor Gateway Transit Center, Terminal 19 / El Monte

Bus and Rail Transit Infrastructure Improvements
Blue Line Duct Bank
Division 22 Car Wash
Division 22 Blow Down Ventilation System
Division 24 HVAC
Union Station Gateway Building ADA
Pavements
Cable Protection
Back Up Generators
Division Back Up Power
Division 4 LASD/ TCPSD Modular Facility
Roofing and HVAC Repairs
Gold Line Break Room Sewer Connection
Fencing for Signals and Traction Power Substations (TPSS)
State of Good Repair: concrete and steel repairs as required
Vertical Transportation: elevators and escalators, home landing, monitoring

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

File #: 2025-0786, **File Type:** Informational Report **Agenda Number:** 36.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025**

SUBJECT: REVIEW OF METRO CALL BOXES AT RAIL STATIONS AND MAJOR BUS TERMINALS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Final Report on Review of Metro Call Boxes at Rail Stations and Major Bus Terminals.

ISSUE

The Office of the Inspector General (OIG) conducted a review of customer-facing call boxes at Metro rail stations and major bus terminals. The objective was to assess the efficiency and effectiveness of these callbox telephones across Metro's rail system and major bus terminals.

BACKGROUND

The call box system is a critical component of the transit network, enabling direct communication between passengers and transit control centers. Call boxes are intended to provide riders with a reliable means of communication for requesting assistance, reporting emergencies or suspicious activity, and obtaining service information. They are a critical resource, particularly in areas where Metro staff are not present or during off-peak service hours.

After our review began, Metro independently performed an assessment of all call boxes and took steps to repair any non-functioning call boxes.

Metro is responsible for ensuring that these call boxes are clearly identifiable, fully operational, compliant with accessibility requirements, and regularly tested and maintained. Internal policies and procedures guide the installation, inspection, and repair of these devices, and their functionality plays an important role in Metro's overall safety and emergency response strategy.

Metro Operations is responsible for the maintenance of all call boxes across Metro's rail systems and major bus terminals. Specifically, the following departments are involved in call box operations:

- **Maintenance of Way (MOW) Communications Systems** - Responsible for maintaining and

repairing the customer-facing call boxes across the system.

- **Rail Operations Control (ROC)** - Manages voice and data communications, among other responsibilities. ROC's CCTV Observers answer calls made from call boxes located in rail stations. ROC also oversees train control, power, station ventilation, and the monitoring of gas and fire sensors.

- **Bus Operations Control (BOC)** - Oversees and manages the entire bus fleet across Metro's bus system. BOC is responsible for service mitigation when unexpected events occur that affect bus activity, such as accidents, detours, medical emergencies, or criminal and suspicious activity. BOC has four CCTV Observers who answer calls from call boxes located along the G and J bus lines.

This review was initiated to assess the call box system and recommend necessary improvements.

DISCUSSION

FINDINGS

Our review found that Metro has established adequate policies and procedures governing the operation and maintenance of customer-facing call boxes. Overall, the system is generally effective in terms of accessibility and response time, and the majority of inspected call boxes were found to be operational and well-maintained. Based on our physical inspection, the sampled call boxes were visible and strategically placed throughout Metro's Rail and Major Bus Terminal systems. In addition, Metro is generally compliant with all legal requirements regarding the installation and operation of these communication systems.

Following the start of our review, Metro independently assessed the call boxes in all rail stations and major bus terminals (G and J lines) - and initiated repairs on any units that were not functioning.

However, our review identified a few areas for improvement. Documentation of call records from customer-facing call boxes needs to be improved, as accurate records are essential for both operational efficiency and safety. Communication challenges were noted at particularly loud stations, where background noise interferes with audio clarity. Metro receives a substantial number of non-emergency and prank calls, which waste the time of phone responders (CCTV observers) and tie up resources that may be needed to handle real emergency calls. Implementing methods to reduce non-emergency calls on emergency lines could improve both efficiency and safety.

We recommend that call boxes be regularly cleaned and inspected for visible dirt, graffiti, or any external debris, to help maintain a positive public perception of the system, and ensure they are clearly identified for operational and maintenance purposes. Issues were noted in some camera systems, including coverage gaps and over-reliance on stationary cameras in certain areas. Metro should provide refresher training for Closed Circuit Television (CCTV) Observers to strengthen the quality and effectiveness of monitoring and response efforts. Enhancing interdepartmental coordination is equally essential to support more efficient communication and timely action.

Addressing these issues will strengthen the reliability and functionality of call boxes, directly contributing to a safer, more user-friendly transit environment.

RECOMMENDATIONS

We recommend the following:

A. Physical Condition

Facilities Contracted Maintenance

1. Enhance routine inspection and cleaning protocols, especially in stations with high ridership (including elevator areas), to ensure all units are clean and free of graffiti.

System Security and Law Enforcement

2. Establish anti-graffiti measures and increase surveillance to deter vandalism.

3. Conduct a staffing assessment to ensure sufficient personnel are available to effectively respond to and prevent vandalism and graffiti-related incidents and repairs.

B. Audio and Communication Issues

(Maintenance of Way) Communications Systems and Operations Engineering

4. Explore external/outside noise-canceling technology and methods at loud stations.

5. Enhance the volume of the call boxes to overcome noise.

C. Identification and Numbering

(Maintenance of Way) Communications Systems

6. Standardize numbering protocols across all stations and provide durable, clearly visible labels for identification and operational purposes.

7. Ensure all numbering is correct and resistant to internal and external environmental conditions.

D. Call Records

(Maintenance of Way) Communications Systems

8. Conduct a comprehensive review and validation of the call box inventory to ensure accurate categorization of customer-facing and non-customer-facing units.

9. Update the inventory records based on field verification, and implement a regular audit process to maintain inventory and data accuracy going forward.

10. Work with Information Technology Services to verify the accuracy and integrity of data used in the reports.

11. Identify methods to document and categorize the type or purpose of the calls, e.g., Informational, emergency, testing, mischief, and prank calls.

Information Technology Services

12. Coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate useful reports, including the number and type or purpose of calls received from call boxes.

E. Prank Calls

(Maintenance of Way) Communications Systems

13. Consider installing clear signage stating that the emergency call box is for emergency use only, and misuse is subject to penalties.

F. Training

Rail Operations Control and Bus Operations Control

14. Consider implementing refresher courses or as-needed training for all CCTV Observers and other personnel involved in call box operations, to include the use and features of the new call boxes installed in the system.

G. Interdepartmental Coordination

Rail Operations Control, Bus Operations Control, (Maintenance of Way) Communications Systems, and System Security and Law Enforcement

15. Enhance coordination among departments involved in call box maintenance, inspection, and testing to ensure call box checks are adequate, effective, and reduce redundant checks and inefficiencies.

H. Upgrade

Operations Engineering

16. Once the prototypes of the Call Point Blue Light Project are installed, evaluate their effectiveness and conduct a comprehensive cost-benefit analysis based on the knowledge gained from the pilot program.

I. Camera Limitations

(Maintenance of Way) Communications Systems and Operations Engineering

17. Conduct a comprehensive evaluation of the existing camera infrastructure to identify performance gaps and limitations.

18. Ensure the new system being considered meets Metro's needs as an upgrade to high-resolution, reliable camera systems with enhanced capabilities such as pan, tilt, and zoom (PTZ) functionality for improved coverage and flexibility, and will replace obsolete call boxes and legacy cameras with a unified system that offers superior image quality and remote monitoring capabilities.

19. Consider integrating Artificial Intelligence and automation in any future camera systems deployed in Metro Rail Stations.

Rail Operations Control, Bus Operations Control

20. Continue to hold regular meetings or discussions with CCTV Observers to identify recurring issues in surveillance monitoring.

System Security and Law Enforcement

21. Expand surveillance coverage by installing functional cameras in previously unmonitored areas, such as the

Willow Station patron and employee parking lot.

EQUITY PLATFORM

It is the OIG's opinion that there are no equity considerations or impacts resulting from this audit.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plan goal no. 2: Deliver outstanding trip experiences for all users of the transportation system.

NEXT STEPS

We received the responses from Metro Management and they agreed on 20 of the 21 recommendations we provided. Their detailed responses are included in Attachments B and C.

ATTACHMENTS

Attachment A - Final Report on Review of Metro Call Boxes in Rail Stations and Major Bus Terminals (Report No. 26-AUD-01)

Attachment B - Responses from Operations/SSLE

Attachment C - Response from Chief People Office

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Karen Gorman
Inspector General

ATTACHMENT A
LEGISTAR FILE # 2025-0786

Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General

Review of Metro Call Boxes in Rail Stations and Major Bus Terminals

Report No. 26-AUD-01 **August 22, 2025**

Metro

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DATE: August 22, 2025

TO: Metro Board of Directors
Metro Chief Executive Officer

FROM: Yvonne Zheng, Senior Manager, Audit
Office of the Inspector General

E-SIGNED by Yvonne Zheng
on 2025-08-22 13:41:38 PDT

SUBJECT: Final Report on Review of Metro Call Boxes in Rail Stations and Major Bus Terminals (Report No. 26-AUD-01)

INTRODUCTION

Call boxes are a vital safety and communication resource for passengers throughout Metro's rail and bus networks. As a prominent element of the transit system's safety infrastructure, their condition serves as a visible indicator of the agency's commitment to safety and operational excellence. Reliable, modern, and well-maintained call boxes are essential for ensuring public safety and delivering effective service. Conversely, neglected or poorly maintained call boxes can undermine public confidence and negatively affect perceptions of the entire transit system's quality and reliability.

The Office of the Inspector General (OIG) conducted a review of customer-facing call boxes at Metro rail stations and major bus terminals. The objective was to assess the efficiency and effectiveness of these callbox telephones across Metro's rail system and major bus terminals.

Our review found that Metro has established adequate policies and procedures governing the operation and maintenance of customer-facing call boxes. Overall, the system is generally effective in terms of accessibility and response time, and the majority of inspected call boxes were found to be operational and well-maintained. Based on our physical inspection, the sampled call boxes were visible and strategically placed throughout Metro's Rail and Major Bus Terminal systems. In addition, Metro is generally compliant with all legal requirements regarding the installation and operation of these communication systems.

Following the start of our review, Metro independently assessed the call boxes in all rail stations and major bus terminals (G and J lines) - and initiated repairs on any units that were not functioning.

However, our review identified a few areas for improvement. Documentation of call records from customer-facing call boxes needs to be improved, as accurate records are essential for both operational efficiency and safety. Communication challenges were noted at particularly loud stations, where background noise interferes with audio clarity. Metro receives a substantial number of non-emergency and prank calls, which waste the time of phone responders (CCTV observers) and tie up resources that may be needed to handle real emergency calls. Implementing methods to reduce non-emergency calls on emergency lines could improve both efficiency and safety.

We recommend that call boxes be regularly cleaned and inspected for visible dirt, graffiti, or any external debris, to help maintain a positive public perception of the system, and ensure they are clearly identified for operational and maintenance purposes. Issues were noted in some camera systems, including coverage gaps and over-reliance on stationary cameras in certain areas. Metro should provide refresher training for Closed Circuit Television (CCTV) Observers to strengthen the quality and effectiveness of monitoring and response efforts. Enhancing interdepartmental coordination is equally essential to support more efficient communication and timely action.

Addressing these issues will strengthen the reliability and functionality of call boxes, directly contributing to a safer, more user-friendly transit environment.

OBJECTIVES, METHODOLOGY, AND SCOPE OF REVIEW

The objective of this review was to assess whether customer-facing call boxes across Metro's rail system and major bus terminals are operational, effective, and efficient. This review focused on evaluating the operation of the call boxes, Metro's policies and procedures, system functionality, maintenance practices, documentation, and compliance with applicable regulations.

To achieve the objectives, we performed the following procedures:

- Tested sampled customer-facing call boxes;
- Obtained and reviewed Metro's policies and procedures for the operations of call boxes, including usage and maintenance;
- Interviewed Metro personnel, including staff in Rail Operations Control, Bus Operations Control, (Maintenance of Way) Communications Systems, System Security and Law Enforcement, and Information Technology Services;
- Performed physical inspection of customer-facing call boxes;
- Reviewed records and other pertinent documents.

This review covered the period from March 1, 2024, through February 28, 2025. The focus of the review was on customer-facing call boxes located throughout Metro's rail system and at major bus terminals, including:

Metro Rails:

- A Line: Azusa - Long Beach
- B Line: Union Station - North Hollywood
- C Line: Norwalk - LAX
- D Line: Union Station – Wilshire/Western
- E Line: East Los Angeles - Santa Monica
- K Line: Expo/Crenshaw - Redondo Beach

Metro Busway:

- G Line (formerly Orange Line) - Chatsworth to North Hollywood: A Bus Rapid Transit (BRT) line that runs in the San Fernando Valley, primarily along a dedicated busway.

- J Line (formerly Silver Line) – El Monte to San Pedro: A Bus Rapid Transit (BRT) line that operates on freeway express lanes (Harbor Transitway and El Monte Busway) between San Pedro, Downtown LA, and El Monte.

The G Line and J Line are part of the Metro's Bus Rapid Transit (BRT) system.

Based on the data provided by Metro's Information Technology Services, Metro has approximately 3,049 emergency call box phones in rail stations and major bus terminals. There are 1,482 customer-facing and 1,567 non-customer-facing call box phones. We selected a sample of 504 (34%) customer-facing call boxes located in 40 high-traffic areas for physical inspection.

This performance audit was conducted in accordance with Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusion based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusion based on our audit objectives.

BACKGROUND

The call box system is a critical component of the transit network, enabling direct communication between passengers and transit control centers. Call boxes are intended to provide riders with a reliable means of communication for requesting assistance, reporting emergencies or suspicious activity, and obtaining service information. They are a critical resource, particularly in areas where Metro staff are not present or during off-peak service hours.

After our review began, Metro independently performed an assessment of all call boxes and took steps to repair any non-functioning call boxes.

Metro is responsible for ensuring that these call boxes are clearly identifiable, fully operational, compliant with accessibility requirements, and regularly tested and maintained. Internal policies and procedures guide the installation, inspection, and repair of these devices, and their functionality plays an important role in Metro's overall safety and emergency response strategy.

Metro Operations is responsible for the maintenance of all call boxes across Metro's rail systems and major bus terminals. Specifically, the following departments are involved in call box operations:

- Maintenance of Way (MOW) Communications Systems – Responsible for maintaining and repairing the customer-facing call boxes across the system.

- Rail Operations Control (ROC) – Manages voice and data communications, among other responsibilities. ROC's CCTV Observers answer calls made from call boxes located in rail stations. ROC also oversees train control, power, station ventilation, and the monitoring of gas and fire sensors.

- Bus Operations Control (BOC) – Oversees and manages the entire bus fleet across Metro's bus system. BOC is responsible for service mitigation when unexpected events occur that affect bus activity, such as accidents, detours, medical emergencies, or criminal and suspicious activity. BOC has four CCTV Observers who answer calls from call boxes located along the G and J bus lines.

This review was initiated to assess the call box system and recommend necessary improvements.

RESULTS OF REVIEW

Based on the data provided by Information Technology Services (ITS), there are 1,482 customer-facing call boxes installed at 149 locations in six rail stations and two major bus lines (G and J), see Table 1:

Table 1 - Call Boxes by Rail/Bus Line

Line	Route	Number of Stations	Extension/ Call Boxes
A	Azusa - Long Beach	44	253
B	Union Station - North Hollywood	14	407
C	Norwalk - LAX	12	206
D	Union Station - Wilshire/Western	8	41
E	East Los Angeles - Santa Monica	29	383
G	Chatsworth - Canoga Park - North Hollywood	17	41
J	El Monte - Harbor Gateway/San Pedro	12	22
K	Expo/Crenshaw - Redondo Beach	13	129
	Total	**149**	**1,482**

(Note: Some stations are shared by two or more lines.)

We selected 504 call boxes across 40 high-traffic locations for physical inspection. Of these, only 295 units (59%) were physically located. The discrepancy is primarily due to the inclusion of non-customer-facing units in the dataset. Table 2 shows the number of call boxes found and inspected by line.

Table 2 - Call Boxes Inspected

Line	Route	Number of Stations	Call Boxes Inspected
A	Azusa - Long Beach	9	42
B	Union Station - North Hollywood	6	86
C	Norwalk - LAX	4	27
D	Union Station - Wilshire/Western	2	16
E	East Los Angeles - Santa Monica	7	66
G	Chatsworth - Canoga Park - North Hollywood	5	13
J	El Monte - Harbor Gateway/San Pedro	4	7
K	Expo/Crenshaw - Redondo Beach	3	38
	Total	**40**	**295**

Our review determined that all but eight of the inspected call boxes were fully functional at the time of inspection. In each operational case, call response times were consistently under 15 seconds, demonstrating prompt engagement by CCTV Observers from both Rail Operations Control (ROC) and Bus Operations Control (BOC). This performance aligns with the National Emergency Number Association (NENA) recommendation that 90% of 911 calls be answered within 15 seconds. Furthermore, the call boxes were determined to be ADA-compliant, highly visible, and easily accessible to the public.

We were informed that (Maintenance of Way) Communications Systems and Rail Transit Operations have been conducting system checks since February 2025. We were in the planning

stage of our review at that time. It is likely that many previously non-functional call boxes were repaired during that period.

Additionally, (Maintenance of Way) Communications Systems maintains comprehensive Policies and Procedures (P&P) and a Preventive Maintenance Plan covering all managed systems, including telephones. This plan outlines the required maintenance frequency and standards. ROC and BOC also have documented P&P governing CCTV Observer responsibilities.

Our review, however, found the following issues:

1. Physical Condition

We observed graffiti and unclean conditions on 37 call boxes, surrounding elevator doors, and on phones provided by elevator service vendors. We also noted that several call boxes exhibited rust, accumulated dirt, and surface damage. Please see Table 3.

Table 3 - Call Boxes Found Dirty or With Graffiti

Line	Route	Location	Grand Total
A	Azusa - Long Beach	Loc 0716 Florence	1
		Loc 0901 Union Station	2
A Total			**3**
B	Union Station - North Hollywood	Loc 702 7Th & Metro	3
B Total			**3**
C	Norwalk - Aviation/Century	Loc 0812 Aviation LAX	2
		Loc 0820 Harbor Fwy	3
		Loc 0824 Wilmington	2
C Total			**7**
D	Union Station - Wilshire/Western	Loc 0616 Wilshire/Western	3
		Loc 614 Wilshire/Normandie	2
D Total			**5**
E	East Los Angeles - Santa Monica	Loc_0536_1Stcentral	1
		Loc_1023-Culver City	3
		Loc-0965-Atlantic	1
		Loc-1013-Expo-Western	1
		Loc-1015-Expo-Crenshaw	1
		Loc-1037-DT Santa Monica	1
E Total			**8**
G	Chatsworth - Canoga Park - North Hollywood	Loc 1111 Sepulveda	1
		Loc 1117 Reseda	2
		Loc 1125 Canoga	2
		Loc 1129 Sherman Way	1
G Total			**6**
J	El Monte - Harbor Gateway/San Pedro via Downtown LA	Location 72	2
		Terminal 19	1
		Terminal 48	2
J Total			**5**
Grand Total			**37**

These conditions create a perception of neglect and potentially reduce customers' use of the system. Regular maintenance and cleanliness are essential to ensuring the call boxes are

perceived as reliable and safe. Clean, well-maintained call boxes signal that the system is monitored and cared for, which encourages people to use them when needed.

Currently, both Metro staff and the public can report graffiti and other maintenance issues, including call box disrepair and operability, through the Metro Transit Watch Mobile App or by calling the Facilities Maintenance hotline.

Pictures 1 and 2 are examples of graffiti-ridden call boxes.

Picture 1: A Line – Florence
Extension 73711

(2/28/2025)

Picture 2: B Line - 7th & Metro
Extension 51418

(2/20/2025)

Recommendations:

Facilities Contracted Maintenance

- Enhance routine inspection and cleaning protocols, especially in stations with high ridership (including elevator areas), to ensure all units are clean and free of graffiti.

System Security and Law Enforcement

- Establish anti-graffiti measures and increase surveillance, or use other methods, to deter vandalism.
- Conduct a staffing assessment to ensure sufficient personnel are available to effectively respond to and prevent vandalism and graffiti-related incidents and repairs.

2. Audio and Communication

During our physical inspection of Metro call boxes, we observed that it was difficult for callers to hear call box operators in certain high-noise areas – particularly at some stations along C, G, and J Lines.

The primary cause of this issue appears to be the high volume of external noise from nearby vehicular traffic, which interferes with communication between callers and the CCTV Observers who receive the calls. As a result, callers may struggle to understand instructions or convey critical information.

Noise reduction around call boxes ensures clear and effective communication during emergencies. This, in turn, minimizes the risk of miscommunication, false alarms, and repeated calls due to unclear or incomplete exchanges.

Recommendations:

(Maintenance of Way) Communications Systems and Operations Engineering

- Explore external/outside noise-canceling technology and techniques at loud stations.
- Enhance the volume of the call boxes to overcome noise.

3. Identification and Numbering

We noted that several call boxes were either incorrectly numbered, not numbered, or displayed faded and unreadable labels, especially the numbers written manually. See Pictures 3 and 4.

Picture 3: E Line – Expo/Crenshaw
Extension 56153 – Faded Number

(2/26/2025)

Picture 4: B Line – 7th/Metro
Extension 51455 – No Number

(2/20/2025

Currently, Metro has a single button that a patron can push for either emergency or general inquiries/information.

Some call boxes were labeled with handwritten extension numbers, while others had typed labels affixed to them. Currently, Metro labels call boxes with an extension number for identification and operational purposes.

A call box ID functions like its "address" in the system. Call box identification helps Operations staff quickly locate and identify call boxes and locations that require service or an emergency response. Inaccurate or missing identifiers hinder timely maintenance and emergency response. An incorrect or missing ID can cause call box service delays, missed repairs, or wasted resources spent searching for the correct unit.

We were informed that Operations/ITS is engaged in a capital project to upgrade and replace older telephone equipment throughout the rail and bus terminal systems. When call boxes are replaced through their current capital project, it is important to implement clear and standardized numbering (labeling) for operational and maintenance purposes, and to ensure the updated equipment delivers loud and clear audio/communication through the speakers.

Recommendations:

(Maintenance of Way) Communications Systems

- Standardize numbering protocols across all stations and provide durable, clearly visible labels for identification and operational purposes.
- Ensure all numbering and signage is correct and resistant to vandalism and internal and external environmental conditions.

4. Call Records

In March 2025, ITS provided us with call records for all call boxes - both customer-facing and non-customer-facing - covering the period from March 2024 to February 2025.

The list showed a total of 335,009 outgoing calls from all call boxes. According to the CCTV Observers, these calls were made by patrons, Metro staff conducting equipment checks, and non-emergency or prank callers. They noted that most legitimate calls involved general inquiries or requests for directions and estimated that only 5% to 10% were related to major incidents such as medical emergencies or crimes.

Using the data provided by ITS, we extracted call records specifically from customer-facing call boxes. The results showed a total of 10,140 calls for 111 call boxes between March 2024 and February 2025, categorized as follows: 358 incoming calls, 78 outgoing calls, and 9,704 internal calls. (Incoming calls are those made from the call boxes to the CCTV Observers, while outgoing calls are those made by the CCTV Observers to the call boxes.)

However, the dataset contained very few records for the B and D Lines, suggesting it was incomplete. Furthermore, we were informed that the internal calls could be either incoming or outgoing, but the data did not differentiate between the two. As a result, it was not possible to determine the number of outgoing calls from customer-facing call boxes—an essential metric for understanding how frequently these devices are used by the public or Metro staff."

We also compared the extension numbers from the ITS list to our sample of customer-facing call boxes. Only 111 extensions, or 38%, matched the 295 samples we physically located. This discrepancy suggests the data were inaccurate and did not include all relevant call boxes. Additionally, the dataset lacked information on the type of calls (e.g., inquiries, emergencies, or prank calls).

As a result, we could not quantify or determine the type of calls made from each customer-facing call box.

As noted on page 4, of the 504 call boxes selected for inspection, we were only able to physically locate 295 units (59%) during our fieldwork. This was primarily due to the inclusion of non-customer-facing units in the original dataset.

The ITS Architect explained that he created the list of call boxes to assist the OIG, but stated that "*input from RailComm/Ops in regards to customer-facing or not would be required for absolute accuracy.* " He further explained that he had requested input from Rail Communications several times but had not received a reply. He added that his team "*only provides the programming of the telephones, which include dial tone and routing capabilities. All cabling, monitoring, physical phones, and physical locations are under RailComm.*"`

Having call records from customer-facing call boxes - and categorizing them by type - is important for several key operational, safety, and planning reasons. Some benefits of maintaining accurate and complete call records and categorizing them by call types include the following:

- **Safety & Emergency Response**: Ensures urgent calls are prioritized and helps improve incident response times, allocate emergency personnel more effectively, and identify areas with recurring safety issues.

- **Service Planning**: Highlights usage trends to guide resource allocation and infrastructure improvements. Call records show how frequently call boxes are used, indicating which locations are highly or under-utilized. Knowing the types of calls helps determine if more security patrols, customer service staff, or signage are needed in certain areas.

- **Operational Efficiency**: Provides insights that can improve staff training, shift scheduling, and maintenance planning. Understanding the nature of calls can help shape staffing models and training programs. If call boxes consistently generate complaints or technical support requests, maintenance teams can target those units for inspection or upgrades.

- **Data-Driven Decisions**: Supports evaluation of call box effectiveness and potential technology upgrades. Usage data can help justify the cost of maintaining, upgrading, or decommissioning underutilized call boxes.

- **Accountability:** Provides documentation for audits, investigations, and public transparency. Documenting calls ensures there is a clear trail for audits, public records requests, or incident investigations. It also helps assess whether current policies around customer assistance and safety are effective or need revision.

- **Customer Service Insights**: Reveals recurring passenger concerns and improves communication strategies. Frequent general inquiries may reveal common points of confusion or frustration for passengers, leading to improved signage or announcements. It

also improves public perception and trust, demonstrating that concerns raised through call box usage are logged and addressed, and can build public trust in the system.

Recommendations:

(Maintenance of Way) Communications Systems

- Conduct a comprehensive review and validation of the call box inventory to ensure accurate categorization of customer-facing and non-customer-facing units.
- Update the inventory records based on field verification, document changes as they occur, and implement a periodic audit process to maintain inventory and data accuracy going forward.
- Work with Information Technology Services to verify the accuracy and integrity of data used in the reports.
- Identify methods to document and categorize the type or purpose of the calls, e.g., informational, emergency, testing, mischief, and prank calls.

Information Technology Services

- Coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate relevant and useful reports, including the number and type or purpose of calls received from call boxes.

5. Prank Calls

According to the CCTV Observers, more than 50% of the calls they received were non-emergency or prank calls. Prank calls are mischief or nuisance calls from people not seeking assistance or reporting an emergency.

Other transit agencies also face challenges with a high volume of prank, mischief, or non-legitimate calls. For example, New York City (NYC) Transit uses the "Help Point" intercom system, which allows subway customers to contact transit personnel directly. Each device features two buttons: a green button for general information and a red button for emergencies. According to a report MTA/OIG Report #2024-11 dated November 2024, "*Almost three-quarters of Help Point calls were not from customers in need of assistance or information. OIG found that 50% of all Help Point calls were labeled "mischief calls," and another 22% were calls made by agency personnel testing the system. Only the remaining 28% of calls were from customers seeking emergency assistance or information. While this percentage of "real calls" was surprisingly low, it still amounted to 39,742 calls in six months."*

Prank calls made through call boxes in transit operations can disrupt emergency response, waste staff time and resources, delay service, and undermine passenger safety and trust. They also increase operational costs.

Metro's Customer Code of Conduct (Section 6-05-240) outlines the enforcement steps for any violations, including tampering with Metro facilities such as communication systems (e.g., call boxes). Consequences may include warnings, fines, ejection, or exclusion from the system.

By enforcing consequences or preventive measures such as informational or public awareness campaigns, transit agencies can maintain a safer, more efficient, and trustworthy system.

Metro may decide to implement a bifurcated call box system in which callers can select one button for emergency assistance and another for general information or inquiries.

Recommendation:

(Maintenance of Way) Communications Systems

- Consider installing clear signage stating that the emergency call box is for emergency use only, and misuse is subject to penalties.

6. Training

CCTV Observers receive a six-week training program when they are first hired. When an additional Metro station or location is commissioned with additional call boxes and surveillance cameras, CCTV observers take part in an initial walkthrough to familiarize themselves with its layout and the location of call boxes and cameras. There is no formal refresher training provided after recruitment. According to some CCTV Observers, when new tasks arise, they rely on peer-to-peer knowledge sharing rather than structured instruction.

The absence of refresher courses may limit staff preparedness and reduce their effectiveness in handling incidents and maintaining situational awareness.

Refresher training is essential to maintaining high standards of safety, efficiency, and responsiveness. As technology, protocols, and equipment continue to evolve, regular, periodic, and refresher training helps staff stay up to date with current tools, software, and procedures. Ongoing education can also strengthen emergency response capabilities and promote consistent, proactive system monitoring.

Recommendations:

Rail Operations Control and Bus Operations Control

- Consider implementing refresher courses or as-needed training for all CCTV Observers and other personnel involved in call box operations, to include the use and features of the new call boxes installed in the system.

7. Interdepartmental Coordination

Based on our interviews with ROC CCTV Observers, they receive calls from multiple departments - Metro Ambassadors, General Services, Maintenance of Way Communications Systems, and external contractors – who independently check the call boxes. This ensures frequent verification of call box operability but may lead to some redundant activity and unnecessary call volume. Excessive system checks by multiple departments contribute to inefficiencies.

Interdepartmental coordination is essential in handling and maintaining call boxes in transit operations because it ensures that the system functions efficiently and safely. It also ensures accurate reporting, accountability, and adherence to safety and legal standards.

Recommendation:

Rail Operations Control, Bus Operations Control, (Maintenance of Way) Communications Systems, and System Security and Law Enforcement

- Enhance coordination among departments involved in call box maintenance, inspection, and testing to ensure call box checks are adequate, effective, and reduce redundant call box checks and inefficiencies.

8. Upgrade

In June 2023, Metro entered into a contract with Birdi Systems to design, build, test, furnish, and install Call Point prototypes for a total contract amount of $486,531.08. The telephone equipment is intended to provide a more visible and direct line to emergency and customer services. The Call Point Blue Light Project is aimed at replacing the existing emergency telephones, gate telephones, and passenger telephones. Phase 1 involves installing three Metro Call Point prototypes at each of two rail stations—7th/Metro Center and Willowbrook/Rosa Parks—originally scheduled between March 7, 2025, and June 30, 2025.

However, the project was delayed. Based on Contract Modification No. 3 dated May 3, 2025, the "*Contractor shall complete all services under the Contract by December 31, 2025.*" According to the Executive Officer of Infrastructure Engineering & Maintenance, this was "*due to equipment*

fabrication issues and the integration of a new speech-to-text translation feature supporting 10 languages, which was not included in the original Statement of Work (SOW).”

Phase 2 is systemwide deployment at all stations with a Life of Project budget of $13.95 million.

Recommendation:

Operations Engineering

- Once the prototypes of the Call Point Blue Light Project are installed, evaluate their effectiveness and conduct a comprehensive cost-benefit analysis based on the knowledge gained from the Call Point Blue Light Project..

9. Camera Limitations

Although not initially within the scope of our review and objectives, we identified several concerns related to the cameras used by CCTV Observers. These staff members are responsible for responding to calls from customer-facing call boxes and for monitoring real-time video feeds across the transit system. Their role is critical in ensuring passenger safety, supporting efficient operations, and enabling timely responses to incidents.

We noted limitations in the functionality of certain surveillance cameras. The 360-degree cameras in use are stationary and cannot be manually adjusted, which restricts the field of view and reduces situational awareness. Additionally, some camera feeds remained static for extended periods, diminishing the effectiveness of live monitoring.
CCTV Observers raised several operational issues during interviews, including playback delays, low-resolution footage, and blind spots. Of particular concern was the absence of any camera coverage at specific locations, such as the Willow Station parking lot on the A Line, which remains unmonitored.

These findings underscore the need for upgraded equipment, faster maintenance response times, and more strategic camera placement. Enhancing the current surveillance and communication infrastructure to meet modern standards will strengthen real-time monitoring capabilities and significantly improve situational awareness, operational efficiency, and commuter safety.

Utilization of Artificial Intelligence (AI) and automation within the video camera and recording systems can help identify emergency and threat situations more efficiently. AI systems can detect anomalies and irregularities within live video feeds and recorded footage. For example, if a physical item is left unattended in a public area or someone enters a restricted zone after hours, AI-enabled cameras and systems can recognize these potential threat conditions and trigger an alert. Incorporating AI into these systems can help those (CCTV observers) responsible for

monitoring emergency and threat conditions, accelerate response times, and reduce video observation fatigue. AI can help move responses from reactive defense to proactive threat management.

Recommendations:

(Maintenance of Way) Communications Systems and Operations Engineering

- Conduct a comprehensive evaluation of the existing camera infrastructure to identify performance gaps and limitations.
- Ensure any new system being considered meets Metro's needs as an upgrade to high-resolution, reliable camera systems with enhanced capabilities such as pan, tilt, and zoom (PTZ) functionality for improved coverage and flexibility, and will replace obsolete call boxes and legacy cameras with a unified system that offers superior image quality and remote monitoring capabilities.
- Consider integrating Artificial Intelligence and automation in any future camera systems deployed in Metro Rail Stations.

Rail Operations Control, Bus Operations Control

- Continue to hold regular meetings and discussions with CCTV Observers to identify recurring issues in surveillance monitoring.

System Security and Law Enforcement

- Expand surveillance coverage by installing functional cameras in previously unmonitored areas, such as the Willow Station patron and employee parking lot.

CONCLUSION

Our review found that Metro has established adequate policies and procedures governing the operation and maintenance of customer-facing call boxes. Overall, the system is generally effective in terms of accessibility and response time, and the majority of inspected call boxes were found to be operational and well-maintained. Based on our physical inspection, the sampled call boxes were visible and strategically placed throughout Metro's Rail and Major Bus Terminal systems. In addition, Metro is generally compliant with all legal requirements regarding the installation and operation of these communication systems.

Following the start of our review, Metro independently assessed the call boxes in all rail stations and major bus terminals (G and J lines) - and initiated repairs on any units that were not functioning.

However, our review identified a few areas for improvement. Documentation of call records from customer-facing call boxes needs to be improved, as accurate records are essential for both operational efficiency and safety. Communication challenges were noted at particularly loud stations, where background noise interferes with audio clarity. Metro receives a substantial number of non-emergency and prank calls, which waste the time of phone responders (CCTV observers) and tie up resources that may be needed to handle real emergency calls. Implementing methods to reduce non-emergency calls on emergency lines could improve both efficiency and safety.

We recommend that call boxes be regularly cleaned and inspected for visible dirt, graffiti, or any external debris, to help maintain a positive public perception of the system, and ensure they are clearly identified for operational and maintenance purposes. Issues were noted in some camera systems, including coverage gaps and over-reliance on stationary cameras in certain areas. Metro should provide refresher training for Closed Circuit Television (CCTV) Observers to strengthen the quality and effectiveness of monitoring and response efforts. Enhancing interdepartmental coordination is equally essential to support more efficient communication and timely action.

Addressing these issues will strengthen the reliability and functionality of call boxes, directly contributing to a safer, more user-friendly transit environment.

RECOMMENDATIONS

We recommend the following:

A. Physical Condition

Facilities Contracted Maintenance

1. Enhance routine inspection and cleaning protocols, especially in stations with high ridership (including elevator areas), to ensure all units are clean and free of graffiti.

System Security and Law Enforcement

2. Establish anti-graffiti measures and increase surveillance to deter vandalism.

3. Conduct a staffing assessment to ensure sufficient personnel are available to effectively respond to and prevent vandalism and graffiti-related incidents and repairs.

B. Audio and Communication Issues

(Maintenance of Way) Communications Systems and Operations Engineering

4. Explore external/outside noise-canceling technology and methods at loud stations.

5. Enhance the volume of the call boxes to overcome noise.

C. Identification and Numbering

(Maintenance of Way) Communications Systems

6. Standardize numbering protocols across all stations and provide durable, clearly visible labels for identification and operational purposes.

7. Ensure all numbering is correct and resistant to internal and external environmental conditions.

D. Call Records

(Maintenance of Way) Communications Systems

8. Conduct a comprehensive review and validation of the call box inventory to ensure accurate categorization of customer-facing and non-customer-facing units.

9. Update the inventory records based on field verification, and implement a regular audit process to maintain inventory and data accuracy going forward.

10. Work with Information Technology Services to verify the accuracy and integrity of data used in the reports.

11. Identify methods to document and categorize the type or purpose of the calls, e.g., Informational, emergency, testing, mischief, and prank calls.

Information Technology Services

12. Coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate useful reports, including the number and type or purpose of calls received from call boxes.

E. Prank Calls

(Maintenance of Way) Communications Systems

13. Consider installing clear signage stating that the emergency call box is for emergency use only, and misuse is subject to penalties.

F. Training

Rail Operations Control and Bus Operations Control

14. Consider implementing refresher courses or as-needed training for all CCTV Observers and other personnel involved in call box operations, to include the use and features of the new call boxes installed in the system.

G. Interdepartmental Coordination

Rail Operations Control, Bus Operations Control, (Maintenance of Way) Communications Systems, and System Security and Law Enforcement

15. Enhance coordination among departments involved in call box maintenance, inspection, and testing to ensure call box checks are adequate, effective, and reduce redundant checks and inefficiencies.

H. Upgrade

Operations Engineering

16. Once the prototypes of the Call Point Blue Light Project are installed, evaluate their effectiveness and conduct a comprehensive cost-benefit analysis based on the knowledge gained from the pilot program.

I. Camera Limitations

(Maintenance of Way) Communications Systems and Operations Engineering

17. Conduct a comprehensive evaluation of the existing camera infrastructure to identify performance gaps and limitations.

18. Ensure the new system being considered meets Metro's needs as an upgrade to high-resolution, reliable camera systems with enhanced capabilities such as pan, tilt, and zoom (PTZ) functionality for improved coverage and flexibility, and will replace obsolete call

boxes and legacy cameras with a unified system that offers superior image quality and remote monitoring capabilities.

19. Consider integrating Artificial Intelligence and automation in any future camera systems deployed in Metro Rail Stations.

Rail Operations Control, Bus Operations Control

20. Continue to hold regular meetings or discussions with CCTV Observers to identify recurring issues in surveillance monitoring.

System Security and Law Enforcement

21. Expand surveillance coverage by installing functional cameras in previously unmonitored areas, such as the Willow Station patron and employee parking lot.

MANAGEMENT COMMENTS TO RECOMMENDATIONS

This report was sent to the affected Metro departments on July 30, 2025, with a request for a management response by August 15, 2025. Metro management has advised us that the recommendations are still under review and has requested additional time to provide a thorough and complete response. The recommendations will be monitored and followed up by Metro's Management Audit Services Department, and all responses will be recorded and evaluated upon receipt.

OIG EVALUATION OF MANAGEMENT RESPONSE

Metro Operations requested additional time to submit a thorough and complete response. Therefore, we consider all issues related to the recommendations still open and outstanding.

Management Comments to Draft Report

This report was sent to the following Metro departments on July 30, 2025, with a request for a management response by August 15, 2025. Metro management has advised us that the recommendations are still under review and has requested additional time to provide a thorough and complete response. The recommendations will be monitored and followed up by Metro Management Audit Services Department, and all responses will be recorded and evaluated upon receipt.

Facilities Contracted Maintenance

System Security and Law Enforcement

(Maintenance of Way) Communications Systems

Operations Engineering

Information Technology Services

Rail Operations Control

Bus Operations Control

Final Report Distribution

Board of Directors

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Metro

Chief Executive Officer
Chief of Staff
Inspector General
Chief Financial Officer
Chief Operations Officer
Chief People Officer
Chief of Police and Emergency Management
Deputy Chief Vendor/Contract Management Officer
Deputy Chief Auditor

ATTACHMENT B
LEGISTAR FILE # 2025-0786

Metro

Interoffice Memo

Date	September 24, 2025
To	Karen Gorman Inspector General
From	Conan Cheung Chief Operations Officer William Scott WS Chief of Police/Emergency Management
Subject	26-AUD-01 Metro Call Boxes in Metro Rail Stations and Major Bus Terminals

The Office of the Inspector General (OIG) performed an audit of Metro Call Boxes in Metro Rail Stations and Major Bus Terminals. Although OIG found that Metro generally complies with policies and procedures governing the operation and maintenance of customer-facing call boxes, several issues were identified. Therefore, the actions below will be taken by Operations to comply with the audit recommendations:

Recommendation #1: Enhance routine inspection and cleaning protocols, especially in stations with high ridership (including elevator areas), to ensure all units are clean and free of graffiti.

Management Response: Agree; FCM's graffiti abatement service levels consist of daily inspections and graffiti abatement as necessary.

Custodial Services will inspect and wipe down the call boxes 2x daily, once during the first and second shift. The custodial team will report graffiti to the FCM Help Desk whenever it's discovered.

Completion Date: August 31, 2025

Recommendation #2A: Establish anti-graffiti measures.

Management Response: Agree; FCM contractor will continue to inspect the equipment daily and remove graffiti as necessary.

Completion Date: Ongoing

Recommendation #2B: Increase surveillance to deter vandalism.

Management Response: Agree; SSLE will work with our security personnel and law enforcement partners to develop a strategic plan targeted at increasing surveillance to provide more frequent patrols and other mitigating activities in areas that experience higher vandalism.

Completion Date: February 28, 2026

Recommendation #3: Conduct a staffing assessment to ensure sufficient personnel are available to effectively respond to and prevent vandalism and graffiti-related incidents and repairs.

Management Response: Agree; SSLE will conduct a staffing assessment of our current staffing and deployment priorities, as well as the feasibility of reallocating field resources to respond to and prevent vandalism and graffiti incidents. We will also consider utilizing CCTV monitoring to identify acts of vandalism in progress and deploy resources in response.

Completion Date: February 28, 2026

Recommendation #4: Explore external/outside noise-canceling technology and methods at loud stations.

Management Response: Partially Agree; The customer-facing phones installed on the C Line have handsets allowing passengers to hear and communicate with the CCTV observers. As part of the upcoming Call Point Blue Light Project, we will incorporate specifications that require noise-cancelling technology to ensure clearer and more effective communication.

Completion Date: December 31, 2025

Recommendation #5: Enhance the volume of the call boxes to overcome noise.

Management Response: Partially Agree; In March 2025, Operations and Engineering worked with ITS Voice Administration to adjust the volume for all customer-facing phones via the PBX and Gateway switches.

Completion Date: Complete

Recommendation #6: Standardize numbering protocols across all stations and provide durable, clearly visible labels for identification and operational purposes.

Management Response: Agree; When a passenger places a call, CCTV observers can immediately identify which phone is being used through caller ID. Inspectors labeled the extension numbers displayed on the faceplates of the customer-facing phones for reference. However, passengers do not need to inform the observer of the phone number they're calling from, as the system is already programmed with caller ID functionality.

Completion Date: Ongoing

Recommendation #7: Ensure all numbering is correct and resistant to internal and external environmental conditions.

Management Response: Agree; When a passenger places a call, CCTV observers can immediately identify which phone is being used through caller ID. Inspectors labeled the extension numbers displayed on the faceplates of the customer-facing phones for reference. However, passengers do not need to inform the observer of the phone number they're calling from, as the system is already programmed with caller ID functionality.

Completion Date: Ongoing

Recommendation #8: Conduct a comprehensive review and validation of the call box inventory to ensure accurate categorization of customer-facing and non-customer-facing units.

Management Response: Agree; Earlier this year, Operations Engineering conducted a field audit to ensure that both customer-facing and non-customer-facing phones were correctly associated with their designated extension numbers.

Completion Date: Complete

Recommendation #9: Update the inventory records based on field verification and implement a regular audit process to maintain inventory and data accuracy going forward.

Management Response: Agree; Operations will work with ITS Voice Administration to perform periodic audits to verify records are accurate.

Completion Date: Ongoing

Recommendation #10: Work with Information Technology Services to verify the accuracy and integrity of data used in the reports.

Management Response: Agree; Operations will work with ITS Voice Administration to perform periodic audits to verify records are accurate.

Completion Date: Ongoing

Recommendation #11: Identify methods to document and categorize the type or purpose of the calls, e.g., Informational, emergency, testing, mischief, and prank calls.

Management Response: Disagree; Categorizing the types of calls will take CCTV Observers away from other essential duties like monitoring the station cameras. The categorization doesn't seem to serve a purpose for improving the call box operations. CCTV Observers already log calls from the call boxes for testing purposes, log calls that require follow-up (informational), coordinate emergency response with either law enforcement or Rail Controllers (emergency), but have no means of identifying if a call is mischief, prank, or the call dropped for another reason.

Completion Date: N/A

Recommendation #13: Consider installing clear signage stating that the emergency call box is for emergency use only, and misuse is subject to penalties.

Management Response: Agree; Operations will investigate if there are Federal, State, County/City laws applicable violations and penalties that may apply if call boxes are misused and work with the signage and graphics team to identify and pilot new signage if appropriate.

Completion Date: September 30, 2025

Recommendation #14: Consider implementing refresher courses or as-needed training for all CCTV Observers and other personnel involved in call box operations, to include the use and features of the new call boxes installed in the system.

Management Response: Agree; CCTV Observers and CCTV Supervisors are already provided training when new rail/bus stations, extensions, or lines are tested and turned over to ROC/BOC for systems integration. Training is also provided when new call box operating systems are implemented or replaced and when standard operating procedures (SOPs) are revised.

Completion Date: Ongoing

Recommendation #15: Enhance coordination among departments involved in call box maintenance, inspections, and testing to ensure call box checks are adequate, effective, and reduce redundant checks and inefficiencies.

Management Response: Agree; Earlier this year, Operations and Transit Ambassador Leadership developed a schedule to reduce the number of customer-facing phone checks on the system. The RTOS and Ambassadors are assigned to different stations daily, so the overlap of testing phones has been reduced. Also, if a customer-facing phone is found inoperable, staff place an "Out of Service" sticker on the phone and then report it to Communication Systems to perform the repair. In addition, the Communication Systems team performs preventative maintenance on the call boxes annually. A revised procedure/plan for checking the call boxes has been drafted and is being reviewed by the stakeholders to ensure the call box checks are conducted at a frequency that ensures they are working correctly. Reviews are also being conducted of the call box back office systems to improve system status and reporting.

- Long-Term: IM&E is working with a vendor to procure a Line Status Monitor system to be installed for all Rail Line customer-facing phones. LSM will be installed on B&D lines. The equipment is in procurement and is estimated to be received in October 2025. The installation process will take a couple of months, and the estimated completion date is the end of 2025.

Completion Date: Complete

Recommendation #16: Once the prototypes of the Call Point Blue Light Project are installed, evaluate their effectiveness and conduct a comprehensive cost-benefit analysis based on the knowledge gained from the pilot program.

Management Response: Agree; A cost-benefit analysis will be conducted to evaluate the effectiveness of the pilot program.

Completion Date: June 30, 2026

Recommendation #17: Conduct a comprehensive evaluation of the existing camera infrastructure to identify performance gaps and limitations.

Management Response: Agree; Operations Engineering will conduct the audit of Metro's existing infrastructure to identify any critical deficiencies in need of address.

Completion Date: December 31, 2026

Recommendation #18: Ensure the new system being considered meets Metro's needs as an upgrade to high-resolution, reliable camera systems with enhanced capabilities such as pan, tilt, and zoom (PTZ) functionality for improved coverage and flexibility, and will replace obsolete call boxes and legacy cameras with a unified system that offers superior image quality and remote monitoring capabilities.

Management Response: Agree; Evaluation of the specified design and performance criteria for updates to Metro's camera systems is incorporated into capital project 205672: Rail Operation, Safety and CCTV System Upgrade.

Completion Date: December 31, 2027

Recommendation #19: Consider integrating Artificial Intelligence and automation in any future camera systems deployed in Metro Rail Stations.

Management Response: Agree; Preliminary research on AI systems integration is in progress and will continue to be explored in future capital improvement projects for Metro Rail surveillance systems.

Completion Date: December 31, 2028

Recommendation #20: Continue to hold regular meetings or discussions with CCTV Observers to identify recurring issues in surveillance monitoring.

Management Response: Agree; ROC Management conducts monthly RAP sessions with Rail Controllers, CCTV Observers, and CCTV Supervisors to identify issues affecting systems, infrastructure, and working conditions. Reported issues are tracked and communicated to the appropriate maintenance group/department for corrective actions.

Completion Date: Ongoing

Recommendation #21: Expand surveillance coverage by installing functional cameras in previously unmonitored areas, such as the Willow Station patron and employee parking lot.

Management Response: Agree; As part of its FY27 capital project requests, SSLE will seek $40 million for a CCTV Upgrade and Video Analytics initiative. If approved, the scope will include the Willow Station patron and employee parking lot.

Completion Date: December 31, 2028 (If approved)

CC: Conan Cheung
Edna Stanley
Errol Taylor
Shahrzad Amiri
Diane Corral-Lopez
Chris Reyes
Leticia Solis
Kelvin Zan
Roman Alarcon
Diane Frazier
Lena Babayan
Chris Limon

ATTACHMENT C
LEGISTAR FILE # 2025-0786

Metro

Interoffice Memo

Date	October 8, 2025
To	Yvonne Zheng Senior Manager, Audit Office of the Inspector General
From	Dawn Jackson-Perkins Chief People Officer
Subject	Management Response for Report on Review of Metro Call Boxes in Rail Stations and Major Bus Terminals (Report No. 26-AUD-01)

Thank you for the opportunity to respond to the findings and recommendations prior to the final release of the Audit Report. It is our understanding that the Office of Inspector General (OIG) conducted a review of customer-facing call boxes at Metro rail stations and major bus terminals. The objective was to assess the efficiency and effectiveness of these callbox telephones across Metro's rail system and major bus terminals. Please see our response below to the recommendation pertaining to the Information Technology Services (ITS) department within the Chief People Office (CPO) cabinet.

Recommendation

#12. Information Technology Services: Coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate relevant and useful reports, including the number and type or purpose of calls received from call boxes.

Response: Agree; The Information Technology Services department will coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate relevant and useful reports, including the number and type or purpose of calls received from call boxes.

Completion Date: November 30, 2025

OFFICE OF THE INSPECTOR GENERAL

Review of Metro Call Boxes in Rail Stations and Major Bus Terminals

Karen Gorman, Inspector General
Asuncion Dimaculangan, Senior Auditor

OIG Report No. 26-AUD-01

October 16, 2025

Metro

Objective

Assess efficiency & effectiveness of call boxes across Metro's system

- Determine:
  - Does Metro have Policies & Procedures for call boxes?
  - Are call boxes functioning, well-maintained?
  - Are calls answered promptly?
  - Are call boxes visible & placed strategically?
  - Is Metro compliant with legal requirements for call boxes?

Customer-Facing Call Boxes by Rail/Bus Line

(As of 12/31/2024)

Line	Route	Number of Stations	Call Boxes
A	Azusa - Long Beach	44	253
B	Union Station - North Hollywood	14	407
C	Norwalk - LAX	12	206
D	Union Station - Wilshire/Western	8	41
E	East Los Angeles - Santa Monica	29	383
G	Chatsworth - Canoga Park - North Hollywood	17	41
J	El Monte - Harbor Gateway/San Pedro	12	22
K	Expo/Crenshaw - Redondo Beach	13	129
	Total	**149**	**1,482**

Note: Some stations are shared by two or more lines

- **Results of Audit**

- Metro has:
  - adequate policies & procedures for call boxes
  - effective accessibility & response times
  - most call boxes now in good operation & well-maintained
  - visible & strategically placed call boxes throughout the system
  - generally complied with legal requirements regarding the call boxes

- ***Metro can improve in some respects…***
- ***OIG provided 21 recommendations.***

Recommendations

OIG provided 21 recommendations to improve:

Document call types

Identify/inventory call boxes

Improve audio clarity to fight background noise

Adjust cameras to reduce visibility gaps in certain areas

Discourage prank calls

Interdepartmental coordination

Refresher training for CCTV Observers

Monitor dirt/graffiti on call boxes

Call Boxes: Safety and Support at Your fingertips!

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

File #: 2025-0855, **File Type:** Informational Report **Agenda Number:** 37.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: REVIEW OF METRO BUS PASS-UPS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Office of the Inspector General (OIG) Final Report on the Review of Metro Bus Pass-Ups (Report No. 25-AUD-07) (Attachment A).

ISSUE

As part of its ongoing effort to ensure that Metro provides first-class transportation services to its customers in the most effective and efficient manner, the Office of the Inspector General (OIG) conducted a Review of Metro Bus Pass-Ups. The goals of this review are to provide the Metro Board and Metro Management with an independent analysis of bus pass-ups, determine to what extent bus pass-ups negatively impact Metro operations, and recommend how Metro can improve overall operations and bus operators' performance by reducing instances of bus pass-ups. The Lopez Group LLP was hired as the consultant to conduct this review on behalf of the OIG.

BACKGROUND

The Los Angeles County Metropolitan Transportation Authority (Metro) serves as the planner, coordinator, designer, builder, and operator of the public transportation system for the Los Angeles region. More than 10 million people - nearly one-fourth of California's residents - live, work and play within Metro's 1,479-square-mile service area. Metro provides an extensive network of over 165 bus routes and an in-service fleet of 2,044 buses.

According to Metro Operations, the available in-service bus fleet includes the bus fleet currently assigned and operating and buses at the division shops for inspections, maintenance/service, or awaiting repair.

Metro Customer Relations Department is responsible for the intake of customer complaints and operating the Customer Comment Analysis & Tracking System (CCATS). Complaints are received by

telephone, email and the Metro website through Passenger Relations Representatives and Customer Relations Officers. They are responsible for the initial receipt of customer comments, entering the data into CCATS, and assigning them to a cost center for review and response. For fiscal year 2024, there were 20,643 comments recorded in CCATS. General bus pass-ups totaled 5,186, which accounted for 25% of all comments received during fiscal year 2024. General bus pass-ups do not include pass-ups related to ADA compliance requirements.

REVIEW OBJECTIVES

The objectives of this review were as follows:

1. Determine whether (a) Metro has policies and procedures to guide the bus pass-up process, and (b) the policies and procedures are in line with industry best practices.

2. Determine whether the bus operators who bypassed a customer were acting in accordance with Metro's policies and procedures. Identify root causes for bus pass-ups and make recommendations to correct, mitigate, and limit bus pass-ups.

3. Identify any correlation between the number of bus pass-ups and ridership statistics and if there are any trends between bus pass ups and bus operations, e.g. bus routes, operators, divisions, service areas etc.

Most importantly, identify anything Metro might do to eliminate or mitigate the root causes of pass ups for operators and passengers.

DISCUSSION

FINDINGS

The consultant organized their findings and conclusions in accordance with the three objectives identified by the OIG.

- The review found that there are no industry best practices for measuring bus pass ups. Most comparable agencies do not cover pass-ups in their manuals and only one agency was found that actively tracks pass-ups. Metro does have a policy addressing pass-ups in general and standard operating procedures which address pass-ups involving wheelchairs or other mobility devices. However, changes to the policies and procedures are recommended to make them more specific and effective.

- Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from operators, was reviewed to see if Metro's policies were being followed. The consultant found that generally, Metro procedures for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-

ups. The policies and procedures for general pass-ups are more informal and rely heavily on the operator judgement in the field. Because of this, it is likely that general pass-ups are being underreported. This is an area where policies, procedures, and training can be established and provided to operators to provide more specificity and guidance that can assist operators and reduce bus pass-ups.

- The results of the review and analysis found various correlations related to bus pass-ups. For example, rates of pass-up complaints (pass-up complaints/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints. There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes that had higher cancellations had an average wheelchair pass-ups rate of 3.94% compared to an average of 2.38% across all routes.

RECOMMENDATIONS

This report contains four major categories of recommendations, with sub recommendations under each category to address the findings and conclusions reached, and to help improve and enhance Metro's overall operations and customer service.

The four major categories are as follows:

1. **Policies and Procedures**: We recommend the updating and/or creation of additional policies and procedures to enable Metro to monitor pass-ups with consistent information.

2. **Performance Metrics to be tracked**: We recommend Metro consider utilizing proposed metrics to assist in the identification of causes of pass-ups and potential changes in in operations to manage/reduce pass-ups.

3. **Training:** We recommend Metro consider updating its training regimen for operators and supervisors on pass-ups with regular updates on training as needed.

4. **Physical Characteristics of Bus Stops:** We recommend that Metro adopt a procedure to review the physical characteristics of bus stops where pass-ups occur due to passenger visibility or the passenger not being at the stop.

EQUITY PLATFORM

It is the OIG's opinion that there are no equity considerations or impacts resulting from this audit.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the

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

This item supports Metro's systemwide strategy to reduce VMT through reducing bus pass-ups which will improve customer experience throughout the system. Metro's Board adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plan goal no. 2.0: Deliver outstanding trip experiences for all users of the transportation system.

NEXT STEPS

Metro Operations Comments to Recommendations

On July 8, 2025, we provided Metro Operations with a draft report. On August 12, 2025, Operations submitted their response stating that while they agreed with many of the report's findings and recommendations, they will need more time to conduct a thoughtful and detailed review. On October 3, 2025, Operations provided their responses to our recommendations and are attached to this report.

ATTACHMENTS

Attachment A - 25-AUD-07 Final Report on Review of Metro Bus Pass-Ups 2025.08.22
Attachment B - 25-AUD-07 Metro Bus Pass-Ups MGMT Response Memo 2025.10.03

Prepared by: Dawn Williams-Woodson, Audit Manager (213) 244-7302
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Reviewed by: Karen Gorman, Inspector General, (213) 922-2975

Karen Gorman
Inspector General

Digitally approved by Karen Gorman, Inspector General

Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General

Review of Metro Bus Pass-Ups

Report No. 25-AUD-07 **August 22, 2025**

Metro

Los Angeles County
Metropolitan Transportation Authority

Office of the Inspector General
818 West 7th Street, Suite 500
Los Angeles, CA 90017

213.244.7300 Tel

DATE: August 22, 2025

TO: Metro Board of Directors
Metro Chief Executive Officer

FROM: Karen Gorman, Inspector General
Office of the Inspector General

Karen Gorman
Inspector General

SUBJECT: Final Report – Review of Metro Bus Pass-Ups (Report No. 25-AUD-07)

As part of its continuous effort to help ensure that Metro provides first class transportation service to its customers in the most effective and efficient manner, the Office of the Inspector General (OIG) conducted a Review of Metro Bus Pass-Ups. The goals of this review are to provide the Metro Board and Metro Management with an independent analysis of bus pass-ups, determine to what extent bus pass-ups negatively impact Metro operations, and recommend how Metro can improve overall operations and bus operators' performance by reducing instances of bus pass-ups. The Lopez Group LLP was hired as the consultant to conduct this review on behalf of the OIG.

The objectives of this review were as follows:

1. Determine whether (a) Metro has policies and procedures to guide the bus pass-up process, and (b) the policies and procedures are in line with industry best practices.

2. Determine whether the bus operators who bypassed a customer were acting in accordance with Metro's policies and procedures. Identify root causes for bus pass-ups and make recommendations to correct and limit bus pass-ups.

3. Identify any correlation between the number of bus pass-ups and ridership statistics and if there are any trends between bus pass ups and bus operations, e.g. bus routes, operators, divisions, service areas etc.

Most importantly, identify anything Metro might do to eliminate or mitigate the root causes of pass ups for operators and passengers.

OVERALL REVIEW CONCLUSIONS AND RECOMMENDATIONS

The consultant organized their findings and conclusions in accordance with the three objectives identified by the OIG.

- The review found that there are no industry best practices for measuring bus pass ups. Most comparable agencies do not cover pass-ups in their manuals and only one agency could be found that actively tracks pass-ups. Metro does have a policy addressing pass-ups in general and standard operating procedures which address pass-ups involving wheelchairs or other mobility devices. However, changes to the policies and procedures are recommended to make them more specific and effective.

- Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from operators, was reviewed to see if Metro's policies were being followed. The consultant found that generally, the procedures in place for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-ups. The policies and procedures for general pass-ups are more informal and rely heavily on the operator judgement in the field. Because of this, it is likely that general pass-ups are being underreported. This is an area where policies, procedures, and training can be established and provided to operators to provide more specificity and guidance that can assist operators and reduce bus pass-ups.

- The results of the review and analysis found various correlations related to bus pass-ups. For example, rates of pass-up complaints (pass-up complaints/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints. There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes that had higher cancellations had an average wheelchair pass-ups rate of 3.94% compared to an average of 2.38% across all routes.

This report contains four major categories of recommendations, with sub recommendations under each category to address the findings and conclusions reached, and to help improve and enhance Metro's overall operations and customer service.

Metro Operations Comments to Recommendations

On July 8, 2025, we provided Metro Operations with a draft report. On August 12, Operations submitted their response stating that while they agreed with many of the report's findings and recommendations, they will need more time to conduct a thoughtful and detailed review. Operations advised that a more thorough response, outlining their approach to addressing the report's recommendations, will be provided within 60 to 90 days. To see Metro's response, click here.

We appreciate the assistance provided by Metro staff during this review.

If you have any questions, please contact me at GormanK@metro.net or Yvonne Zheng, Sr. Manager, Audit, at ZhengY@metro.net.

Enclosure: Final Report

Cc: Conan Cheung, Chief Operations Officer
Edna Stanley, Deputy COO Transit Service Delivery
Diane Corral-Lopez, EO Operations Administration

Los Angeles County
Metropolitan Transportation Authority

Office of the Inspector General
818 West 7th Street, Suite 500
Los Angeles, CA 90017

Review of Metro Bus Pass-ups

Final Report

August 22, 2025

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SMART SOLUTIONS BUSINESS ADVISORS

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List of Abbreviations

Abbreviation	Description
ABBG	American Bus Benchmarking Group
AC Transit	Alameda-Contra Costa Transit District
AccSrv	Accesibility Services
ADA	Americans with Disabilities Act
APTA	American Public Transportation Association
ATMS	Advanced Transportation Management System
BOC	Bus Operations Control
BRT	Bus Rapid Transit
CCATS	Customer Comment Analysis and Tracking System
CFR	Code of Federal Regulations
CTA	Chicago Transit Authority
DART	Dallas Area Rapid Transit
DVR	Digital Video Recorder
GPS	Global Positioning System
ISUB	Incident Subcategory - Two letter code or codes designated by Customer Relations assigning complaint to a subcategory.
KPI	Key Performance Indicator
LAPD	Los Angeles Police Department
LF	Load Factor
LiDAR	Light Detection and Ranging
MBTA	Massachusetts Bay Transportation Authority
MTS	San Diego Metropolitan Transit System
MUNI	San Francisco Municipal Transportation Agency
NTD	National Transit Database
NYMTA	New York Metropolitan Transportation Authority
OCI	Operations Central Instruction
OIG	Office of Inspector General
OTP	On Time Performance
PU	Pass-up
RTD	Regional Transportation District (Denver)
SEPTA	Southeastern Pennsylvania Transportation Authority
SOP	Standard Operating Procedure
SOW	Statement of Work

Abbreviation	Description
TCRP	Transit Cooperative Research Program
VO	Vehicle Operator
WC	Wheelchair
WMATA	Washington Metropolitan Area Transit Authority

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1. Introduction and Background

In October 2024, LA Metro's Office of Inspector General (OIG) retained the services of The Lopez Group, LLP and its subcontractor, Calyptus Consulting Group, Inc., to conduct an independent analysis of passenger and wheelchair bus pass-ups. The Lopez Group was tasked with determining to what extent bus pass-ups negatively impact their operations and recommend how Metro can improve overall operations and bus operators' performance by reducing instances of bus pass-ups. Metro's OIG had three primary objectives:

i. Determine whether (1) Metro has policies and procedures to guide bus pass-up process, and whether (2) the policies and procedures are in line with industry best practices.
ii. Determine whether bus operators who bypassed a customer were acting according to Metro policies and procedures and identify root causes for bus pass-ups and make recommendations to correct and limit bus pass-ups.
iii. Identify any correlation between the number of bus pass-ups and ridership statistics and if there are any trends between bus pass-ups and bus operations, such as bus routes, operators, divisions, and service areas.

To achieve these objectives, the statement of work (SOW) issued by Metro's OIG required specific tasks which are described in the methodology section.

2. Executive Summary

Metro's mission is to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within LA County. Metro recognizes the disruption and inconvenience created when a bus passenger is passed-up. As part of its ongoing efforts to improve its service to the public and in support of its mission, Metro's OIG commissioned this review of bus pass-ups.

This report examines whether Metro has policies and procedures in place for pass-ups and if those policies are in line with industry best practices; if Metro's policies and procedures are being followed; and what the root causes for pass-ups might be.

a. Industry Practices and Metro's Policies and Procedures

In the course of identifying and communicating with agencies of both comparable and similar size to Metro we could not identify industry best practices related to passenger pass-ups. Comparable agencies did not have policies and procedures related to pass-ups within their operator manuals and only one agency was identified that actively tracks pass-ups. Metro should be commended as one of the only major public transit agencies that has a general policy addressing (non-wheelchair) pass-ups and standard operating procedures that address pass-ups involving passengers with wheelchairs or other mobility devices specifically. Metro also has additional informal procedures that are used to manage general pass-ups. Finally, Metro collects data that is relevant to pass-ups but this data is not systematically used and analyzed to manage pass-ups. This report makes recommendations to formalize and document pass-up procedures. This report also makes recommendations on ways to utilize data currently collected by Metro to help manage pass-ups.

We also obtained performance benchmarking from comparable agencies to develop recommended Key Performance Indicators (KPIs) for Metro in the categories of timeliness, efficiency, and reliability related to pass-ups which include:

- Accessibility Compliance
- Bus Reliability
- Bus Crowding
- Service Operated
- Complaints

The benchmarking data obtained from other agencies is not specifically related to pass-up metrics and performance but can be utilized by Metro in identifying pass-up issues and potential changes or adjustments to reduce pass-ups.

b. Are Metro's Policies and Procedures Followed?

Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from Metro operators was reviewed to see if Metro's policies were being followed. We found that generally, the procedures in place for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-ups. The policies and procedures for general (non-wheelchair) pass-ups are more informal and rely heavily on operator judgment in the field. Because of this, it is likely that general pass-ups are being underreported. This is an area where recommended changes to policies, procedures, and training can provide more specificity and guidance that can assist operators.

c. Pass-up Root Causes

Pass-up complaint data and ridership data were analyzed to determine root causes for pass-ups. A strong correlation was found between bus pass-ups and ridership. Lines with higher ridership tended to have higher numbers of pass-ups. Lines that have the highest average load factors experience more general passenger and wheelchair pass-ups. This correlation can also be seen in the fact that pass-ups complaints were much more likely on weekdays rather than weekends with the highest number of pass-up complaints occurring during the morning and afternoon rush hours. Other operational performance factors impacted pass-ups as well. Lines that include stops at schools (school trippers) show a positive correlation with higher numbers of pass-ups. Lines with longer headways, which is the average interval between buses running on the line, seemed to have higher rates of pass-ups/100,000 riders.

In addition to the causes suggested by the data, operators were interviewed and surveyed to obtain their opinions as to the causes of pass-ups. Their observations reinforced the linkage between ridership and pass-ups with overcrowded buses being noted as a key cause. Other causes identified by operators were related to passenger visibility and awareness. Operators suggested that lighting and physical obstructions obscured passengers from the operator's view and that pass-ups were compounded by passengers not being aware of the approaching bus and not indicating they needed the bus to stop. Passengers assume a bus will stop at a bus stop even if they don't see a passenger.

Pass-ups and their causes are multi-faceted and not attributable to any single factor. A complex combination of factors contributes to pass-ups. Issues related to general operations such as

loading, capacity, headways, and on-time performance are factors. Operator performance and training as well as physical characteristics (i.e. lighting and shade) and passenger behavior and expectations are also major factors in the number of bus pass-ups.

This report summarizes all key findings of the policy review, interviews, survey, data analysis, and benchmarking. The methodology section briefly explains how the work was conducted for this effort. The data analyzed is reflected under Key Results of Review for each of the following: a) results of procedure review, b) interviews, c) results of survey, d) results of data analysis, and e) results of benchmarks. This is followed by a section that summarizes the results and conclusions. Finally, the report concludes with a detailed listing of all recommendations. The recommendations are categorized in four general areas:

1. Policies and Procedures
   We recommend the updating and/or creation of additional policies and procedures to enable Metro to monitor pass-ups with consistent information.
2. Performance Metrics to be Tracked
   We recommend Metro consider utilizing proposed metrics to assist in the identification of causes of pass-ups and potential changes in operations to manage/reduce pass-ups.
3. Training
   We recommend Metro consider updating its training regimen for operators and supervisors on pass-ups with regular updates to training as needed.
4. Physical Characteristics of Bus Stops
   We recommend that Metro adopt a procedure to review the physical characteristics of bus stops where pass-ups occur due to passenger visibility or the passenger not being at the stop.

3. Methodology

Below is a detailed description of the methodology used in carrying out the SOW. This section is organized to correspond to the tasks listed in the SOW.

The Lopez Group held a kick-off meeting with staff from Metro's OIG to discuss the SOW and initial requirements for documents and access to staff for interviews. The period of July 1, 2023, to June 30, 2024 is the period agreed upon to review to take advantage of more recent data available from the last fiscal year. Unless otherwise noted, this is the period that was used for this review.

a. Task 1

i. Request and review policies and procedures for bus pass-ups related to Metro operations and bus operator performance.

Metro provided procedures related to wheelchair and full bus pass-ups, scheduling processes for pass-ups, data tracked by operations, and service standards. These were compared to best practices to identify themes.

ii. Interview Metro officials and bus operators to gain an understanding of Metro bus pass-up procedures.

A total of seven (7) operators and five (5) supervisors were interviewed. This report presents a summary of operator and supervisor responses related to (a) knowledge of existing procedures, training, and communications related to rider pass-ups and missed pick-ups, (b) assessment of trends and reasons for pass-ups, (c) resources for tracking and managing rider pass-ups, and (d) how operators and supervisors manage bus pass-ups in practice.

iii. Search and identify best practices from 3-5 similar transportation agencies on how to handle bus operators pass-ups.

Best practice information was collected relating to reliability, load factors, real time arrival and departure assistance, complaints, medium size agency metrics, National Transit Database (NTD) service effectiveness, and headways.

iv. *Compare Metro policies and procedures with industry best practices and make recommendations for policy change to reduce bus pass-up instances and improve efficiency and effectiveness of Metro bus operations.*

Generally, there are no industry best practices for measuring bus pass-ups. We performed an assessment of procedures from other Transit agencies and how these agencies track performance metrics was conducted. Recommendations for potential metrics were determined based on review of documents and discussions for headways, on-time performance, load factors, percentage service delivered, wheelchair pass-ups, and passenger pass-ups.

b. Task 2

i. *Obtain Metro bus pass-up data from 7/1/23 to 6/30/24*

Metro's OIG provided The Lopez Group with an Excel spreadsheet of data from Metro's Customer Comment Analysis & Tracking System (CCATS). This spreadsheet contained 5,541 records for the period under review. These records represented complaints that were received by telephone, email, and the Metro website through Passenger Relations Representatives and Customer Relations Officers. These complaints were specifically for pass-ups. The data was organized as follows:

- Record ID: Unique identifier for each complaint entered in system.
- Created Date: When complaint was entered in system.
- Cost Center: The Metro division where incident occurred.
- Line: The Metro Line number.
- Vehicle: The vehicle number.
- Operator: The operator badge number.
- Incident Date: When the incident occurred.
- Category: One of five categories assigned to the incident as follows:
    - 200 – Pass-up by in operation bus and the customer is not disabled
    - 500 – Accessible Service Pass-up (Ignored) - Operator does not stop bus to even attempt to accommodate patron; by-passes wheelchair patron waiting at stop.
    - 501 - Accessible Service Pass-Up (Advised) – Operator stops and advises the wheelchair patron that the lift has been determined to be inoperable and does not attempt to board patron.
    - 502 - Accessible Service Pass-Up (Denied) – Operator stops and boards other passengers first and then does not accommodate wheelchair patron, claiming overcrowded conditions.

  - 503 - Accessible Equipment Problem – Operator stops to accommodate wheelchair patron, but in the attempt, the lift fails to operate resulting in a failure to board the patron.
- Liability: One of four designations are given to the complaint following the investigation.
  - Not Closed – Investigation still open.
  - Inconclusive – Not enough data or information to confirm the complaint.
  - Refuted Comment – Evidence does not support the complaint.
  - Valid – Pass-up occurred.
- Open Status: Whether the matter is closed or open.
- Priority: Priority status assigned by Metro. Usually priority is assigned as "medium" unless the complaint involves an ADA or Title VI issue which is assigned "high" priority.
- Status of Record:
  - Final – Record closed and complete.
  - Review by Contractor – Record closed and reviewed by contractor on lines not operated by Metro.
  - Other – Record open.
  - Issued – Record issued to Metro operations for investigation and still open.
- ISUB (Incident Subcategory): Two letter code or codes designated by Customer Relations assigning complaint to a subcategory. There are 79 subcategory codes.
- How Received: The method through which the complaint was received (e.g., phone, internet comment form, e-mail, or walk in).
- Customer Name
- Customer Comments: Text of the customers complaint.
- Finding: The result of the investigation, comments from operator and communication back to customer.

ii. Obtain and analyze Metro bus routes and ridership data from 7/1/23 to 6/30/24

Metro Operations provided The Lopez Group an Excel spreadsheet with a list of bus routes and ridership numbers for those routes for the period under review. The data was organized as follows:

- Day Type: Daily, Saturday or Sunday
- Line: The Line number.
- Riders: The average number of riders on that line for that day type.

- Passenger Miles: The average passenger trip length (Passenger Miles/Riders) multiplied by Total Riders.
- Day Count: Total number of Day Type during the data period.
- Total Riders: The number of Riders multiplied by Day Count.
- Total Passenger Miles: Passenger Miles multiplied by Day Count.
- Group: Whether the line is Directly Operated by Metro or is Purchased Transportation provided by another entity.

The data provided by Metro was for 117 lines including five rail lines, two bus rapid transit (BRT) lines, and 110 bus lines. For the 110 bus lines, 96 were directly operated by Metro and 14 were provided by contract or another entity. This data was combined with the pass-up data provided by OIG and is the basis for the analysis in subsequent sections.

iii. Identify the top 10 highest number of bus pass-up instances by bus operators, type of pass-up category, bus routes (geographic locations), time of day and day of the week, and determine the root causes

Customer Relations CCATS data provided by the OIG and the ridership data provided by Operations for fiscal year 2024 were used to conduct an analysis of pass-ups. As requested in the Task, several factors were used as the basis of the analysis. The data from CCATS and ridership were also combined to help further the analysis.

The data and subsequent analysis were used in an effort to identify root causes. Some root causes for pass-ups are suggested by the data. One cause is due to passenger volume. As ridership increases on a line, the potential for pass-ups increases. There could be many factors that contribute to this correlation, such as bus capacity, more operators on lines with shorter headways increasing opportunities for operator error, and increased potential for passenger conflicts leading operators to pass-up passengers. Another cause is related to headways. Longer headways have the potential for greater inconvenience for passengers when a pass-up occurs and leads to greater rider dissatisfaction and increased complaints.

From examining the “Customer Comments” and “Findings” section of the CCATS data, additional root causes are suggested such as construction activity and bus line detours not clearly communicated or understood by passengers leading to pass-up complaints. Another cause is generally described as distractions at the bus stop. This may be due to bus shelters, advertisements or other infrastructure obscuring the passenger from the operator’s view; confusion caused by multiple bus lines having co-located stops; and passengers distracted by

electronic devices and therefore not being aware of or signaling an approaching bus. Customers may also step back or aside from the bus stop to stand in the shade or more light.

iv. Select sample bus operator logs to ensure that all bus pass-up data were accurately recorded and reported.

For this task, a modification in the data collected was needed. The Operator Activity Logs that we requested are only stored for six months and therefore were not available for the July 1, 2023 to June 30, 2024 period. Instead, the period of July 1, 2024 – December 31, 2024 was selected and sampled for the purpose of this task. Metro Operations collects and records data transmitted by operators on each shift using the Advanced Transportation Management System (ATMS). Using the CCATS data for July 1, 2024 to December 31, 2024, 50 pass-up incidents were randomly selected from among all of the CCATS data.

The Operator Activity Logs (logs) for that operator on the day of the selected incident were requested. Operations provided the logs for 46 of the randomly selected driver shifts. The four logs that were not provided were for complaints against operators on lines not operated by Metro. Three of these lines were operated by MV Transit and one was operated by Southland Transit. Operations stated that they did not have logs for any lines not operated by Metro.

Of the 46 logs that were provided for lines operated by Metro, 41 had no data. Meaning that there were no recorded entries into the ATMS system for that operator on that particular shift. The remaining five logs did show some activity but none of them showed any activity related to the pass-up complaint.

In this sample, these logs could not provide any information that could be used by the reviewer or Metro to review or manage pass-up complaints. This may be indicative of pass-ups being underreported; of there being no clear guidance to operators on when to report pass-ups; or of inadvertent pass-ups occurring where the operator did not see or was otherwise unaware of the waiting passenger.

v. Conduct interviews of the top 10 bus operators with the highest number of bus pass-up instances and determine whether the operators were acting according to Metro policies and procedures

The CCATS data was reviewed and the ten operators with the highest number of pass-up complaints were selected to be interviewed. The interviews were conducted virtually using Microsoft Teams. The selected operators were interviewed individually and were provided with

a private space at their respective Metro division from which to participate in the interview. Each operator was asked the same questions as follows:

1. How do you define a pass-up? Are pass-ups documented/tracked? If so, how are they documented/Tracked?
2. What do you do when there is a pass-up?
3. What are the key procedures governing rider pass-ups/missed stops?
4. Are you trained on the procedures? If so, how? How is this specific training documented?
5. Are meetings held to discuss rider pass-ups/missed bus stops?
6. In your assessment, what are the primary reasons for missed pickups of passengers?
7. In your assessment, what are the trends?
8. Under what circumstances do passenger pass-ups happen?
9. Do pass-ups tend to occur more frequently at certain times of the day or night, in certain locations, or other circumstances you can name?
10. How are these circumstances managed when there is a pass-up?
    a. Unintentional pass/Patron not in clear view
    b. Passenger attempting to load the bus with unallowable items
    c. Lack of access due to construction or police activity
    d. Bus too late to stop/Bus early
    e. Bus out of service
    f. Discharge (drop off) only
    g. Mechanical Issues
    h. Overcrowded or full bus
    i. Operator refused service
    j. Safety issues
    k. Wheelchair size or use
    l. Human waste or other hazardous material
    m. Passenger poses threat

vi. Survey 20% of the bus operators for whom a complaint was received to determine the key reasons of their bus pass-ups.

The CCATS data was reviewed and it was determined that 2,539 operators had a pass-up complaint against them. To survey 20% would require responses from 508 operators. A random sample of 608 operators that had a pass-up were selected to receive the survey to provide some cushion. The survey was designed in Survey Monkey. The full survey is in **Appendix A** for review.

These survey questions were provided to both Metro Operations and OIG prior to being finalized. It was suggested a brief survey without too many open-ended questions was likely to get the best response. The approved questions were then incorporated into the final survey.

Metro Operations was also consulted on the best way to distribute the survey to the operators. It was suggested that a quick response (QR) code that could be scanned by operators with their personal devices would be the most convenient and was similar to methods used by Operations in the past.

Metro Operations was provided a QR code that linked to the survey. The survey QR code was distributed to the operators on February 3, 2025. During the month of February several reminders were sent to the Divisions to encourage operators to complete the survey. By the end of February responses had ceased to come in. On March 7, 2025, it was decided to close the survey to allow the results to be tabulated and to be included in this report. A total of 259 responses were received or 10.2% of the total population. The results of the survey will be detailed in a later section.

vii. Identify root causes for Metro bus pass-ups

The CCATS data, ridership data, interviews with top ten operators with the highest number of pass-up complaints, and the results of the operator survey were used to find root causes for bus pass-ups. In conducting the analysis, some key trends became apparent.

- Ambiguous Situations – Metro policy on pass-ups (Section 7.10) gives operators wide latitude to exercise their judgment when deciding to pass-up any passenger. This leads to inconsistent application of the policy.
- Passenger volume – As ridership increases on a line the potential for pass-ups increases. There could be many factors that contribute to this correlation such as bus capacity, more operators on lines with shorter headways increasing opportunities for operator error, and increased potential for passenger conflicts leading operators to pass-up passengers.
- Headways – Longer headways have the potential for greater inconvenience for passengers when a pass-up occurs and leads to greater rider dissatisfaction and increased complaints.
- Construction Activity/Detour – Construction activity and bus line detours are not clearly communicated or understood by passengers, and sometimes operators, leading to pass-up complaints.
- Physical Distractions – Bus shelters, advertisements, vegetation, or other infrastructure that obscure the passenger from the operator's view. Confusion caused by multiple bus lines having co-located stops.
- Personal Distractions – Passengers distracted by personal electronic devices and not being aware of or signaling an approaching bus.

c. Task 3

i. *Based on the work performed in Tasks 1-2, determine any correlations and trends between bus pass-ups, ridership statistics, and bus operations, e.g., bus routes, operators, divisions, service areas, etc.*

Data was collected per line route in the areas of ridership, school trippers, load factors, headways, cancellations, full bus pass-ups and wheelchair pass-ups. Using this information, correlations between pass-ups was determined.

ii. *Present suggested Key Performance Indicators (KPIs), trends, variances, and the result from the above analytics by showing visual figures, charts, and summary tables*

Using benchmarked data and data collected from Metro bus operations, a set of key metrics and targeted performance are recommended. Current metrics used for Title VI Service standards and the level of wheelchair pass-ups were evaluated.

iii. *Benchmark 3-5- similar agencies and recommend a set of KPIs that will help Metro track, measure, and shape Metro progress in reducing instances of bus pass-ups*

Contacts were made with peer agencies of Metro. Data on pass-ups was not available from Washington Metropolitan Area Transit Authority (WMATA) and Chicago Transit Authority (CTA) as this information is not collected. Transit-wide measures tracked by these organizations and NY MTA were used to align pass-ups with broader measures such as bus reliability and On-Time Performance (OTP.)

4. Key Results of Review

This section will discuss the key results of the review. This is provided in five major sections, **a** through **e** as follows:

a. Results of Procedure Review

i. Summary of Current Procedures

Comparative information will be included throughout where there is potential to improve Metro's current policy/procedure. The key document related to bus pass-ups is the Operators Rule Book. This rule book has one (1) procedure dealing with pass-ups as follows:

7.10 ***Refusing Transportation/Passing Up Customers***

Every effort must be made to ensure that customers are not passed up. Operators are expected to exercise good judgment and common sense and must never intentionally refuse service, leave the bus in an unsafe area, or pass-up customers at any bus stop, unless specified below.

Operators are required to notify BOC for directions should a safety issue develop on the bus that would involve any denial of service to customers. Transportation may be refused for the following exceptions:

- *An individual or group who poses a threat to, or endangers the safety of the Operator, customers, and/or Metro equipment*
- *Riders who have human waste or other hazardous material visible on the customer's clothing or body*
- *Shopping carts such as the carts used at supermarkets*
- *Bags that do not fit through bus doors or block aisles*
- *Wheelchairs that are too large to fit onto the lift or ramp, or has bags or other items hanging from the wheelchair that would prevent the device from entering the bus*
- *Wheelchairs are used solely to transport personal belongings (the seat is covered with bags full of items)*
- *Safety issues that are not covered in this section*

Operators are required to report progress on their route and enter certain codes or buttons to reflect operating conditions using ATMS. Bus Operations Control (BOC) calls the operator based on the code used. A few of the codes that relate to pass-ups are noted below:

- Wheelchair: Pass-up Due to Overload

- Wheelchair: Pass-up Due to Equipment Problem
- Wheelchair: On - Secured
- Wheelchair: Off
- Wheelchair: Patron #2 On
- Wheelchair: Patron #2 Off
- Wheelchair: Patron Stuck On Lift/Ramp
- Wheelchair: Patron Stuck On Bus
- Wheelchair: Lift/Ramp Will Not Stow
- Wheelchair: Lift/Ramp Will Not Deploy
- Administration: Pass-up/Overload
- Wheelchair: Gone On Arrival
- Wheelchair: On-Refused Securement
- Bike Pass-up / Full
- Wheelchair: Pass-up
- Wheelchair: On-Refused Seatbelt

The Metro 2022 Service Standards includes the following rules related to pass-ups:

Wheelchair Boardings and Pass-ups.

Ideally, in a floating 6-month period, regular operating bus service will average no more than 6% in pass-ups of customers using wheelchairs or other mobility devices. Should the average increase to over the 6% threshold, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.

5) **Rule 7.110 Wheelchair pass-ups**

If for any reason Operators are unable to board a customer using a wheelchair, they must inform the customer of the reason for the pass-up and notify BOC of the customer's location and their intended destination. Operator shall inform the customer in a wheelchair when the next bus is scheduled to arrive and notify BOC of the pass-up.

Procedures for Service Planning are not available, although, through interviews there were indications that an analysis was being completed.

The screenshot on the following page is included in the Operations Central Instruction (OCI) training program. ADA standards are also included in that training: Wheelchair pass-up procedure video available at the link

Figure 1: Screenshot of OCI Training

ii. Summary of Wheelchair and Full Bus Pass-Up Procedures

The current process is for all wheelchair (WC) pass-ups to be reported to the BOC at the time of occurrence. Dispatch pulls the information on the next scheduled trip to service the stop. If the next scheduled trip is within the policy's stated threshold (within 30 minutes, etc.) and the next bus states that they have room for the WC passenger, the passenger will have to wait until that bus arrives. If the next scheduled trip is not within the 30 minute window per policy, and/or the next bus will not have room to accommodate this WC passenger, alternate transportation is dispatched (another vehicle sent to specifically accommodate the WC passenger). This is a federal ADA requirement. This process is documented but there may be need to change the procedure to ensure compliance based on our review. Specifically, the current procedure does not address removing vehicles with inoperative lifts from service by the third day or when a lift is reported inoperative.

How all pass-ups are documented

There is a comment section in CCATS that can be created for each individual incident. This comment section is completed by the Operations Center to close out each incident. This is not a documented procedure.

Definition of when bus determined to be "full"

For bus operators, the bus is full if all seats are filled and standees have filled the remainder of the passenger area up to but not over the standee line (yellow line). For data analysis, this depends on what type of route it is. Standard routes are considered full if they are at 130% or greater than the number of seats available on the bus. Freeway routes are considered full if all seats are occupied. This standard is reflected in Metro's service standards.

The Washington Metropolitan Area Transportation Authority (WMATA) has set the current definition for reference: Operators are instructed to always accommodate the passengers as much as possible. If the bus is crowded, Operators are instructed to ask the customers to move back, if no one moves back then Operators should contact Central Control Center to inform them that the bus is full. Customers on the bus are not permitted to stand in front of the standee line. This will obstruct the operator's vision or may interfere with the operator's freedom of movement. Customers who block exits or entrances must be asked courteously to move behind the standee line. The operator should first remind all passengers to move as far back in the bus as possible, so other passengers might fit.

Metrics used

On-time performance (OTP) is the most important metric used by most agencies to track bus reliability. Other metrics include complaints per 1,000 boardings, accidents, and mean time between road calls.

iii. Summary of Scheduling Processes for Pass-Ups

Metro's load standard is 1.3. An individual trip has to average a load over that standard in at least a 4-week period before Metro considers permanently adding a trip or adjusting trips to avoid consistent crowding/pass-ups moving forward. The load factor and headway reports are used to determine whether changes will be made. Load factors are tracked and communicated within Metro.

Based on information from interviews, many pass-ups are individual causes such as a cancelled trip ahead, bus late out of yard, trainee operator running late, passenger or equipment caused delay leading to pass-ups on an individual day. It can even be caused by how diligently the operator works to have people move back further in the bus. These are not consistently occurring on the same trip day after day. These occurrences can take a lot of time to investigate each single instance.

Based on information from interviews, Metro works to avoid some of these causes by getting buses out of the yards on time, good bus maintenance, and managing operators with history of late running, some are random incidents beyond Metro's control in advance, such as passenger incidents. The justification to add trips permanently mostly does not exist based on these random events.

For each service change, Metro adjusts service to address any cases where the load standard is consistently exceeded for a trip or set of trips. The cases for consideration must have consistently been occurring from high demand and not just random based on one off special cause service disruptions.

Metro completes a complex analysis of load factors for service level adjustments as there are many factors and parameters in the analysis. There is no straightforward way to program the calculation for all routes or the whole system. Metro has an interactive report that allows the scheduling team to run the "Headway Sheet" (Figure 2) report to start their analysis.

Headway is calculated using the time between trips at the control timepoint on a route during the relevant period. The target vehicle load factor varies based on trip frequency and between the peak and off-peak periods. See an example of the report on the following page:

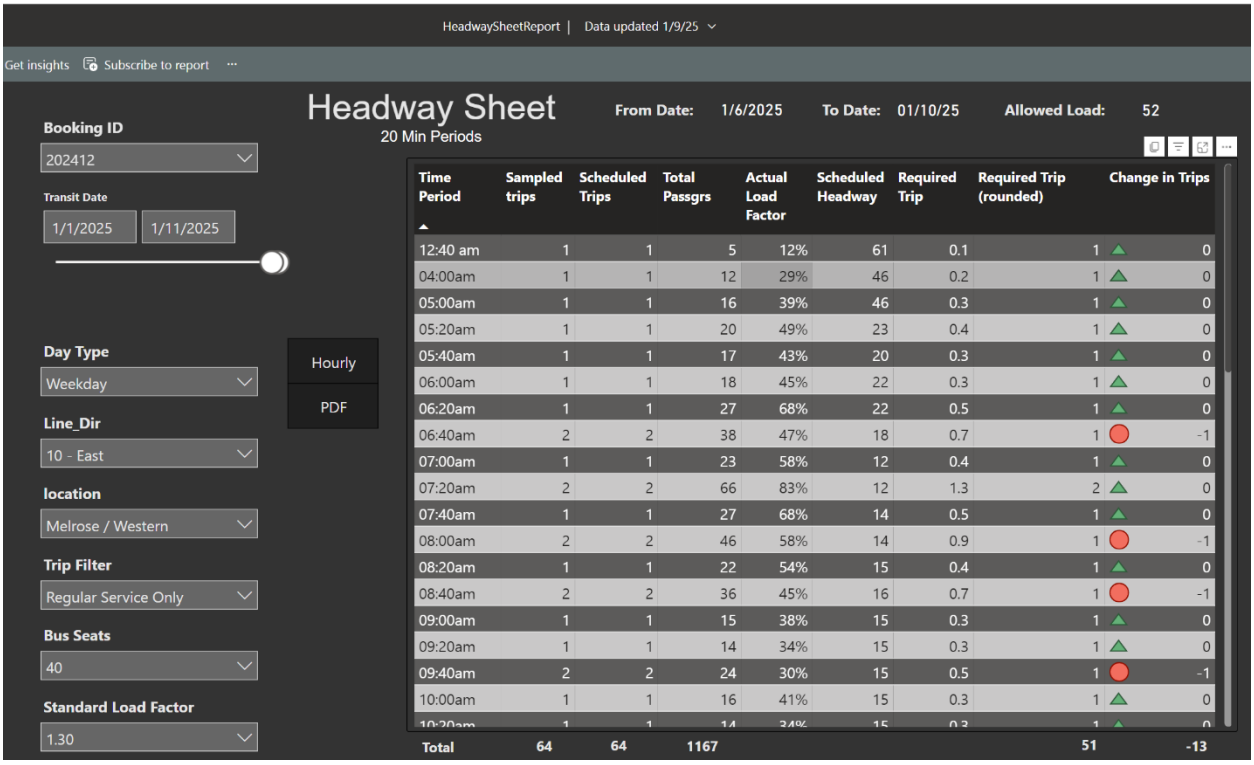


Figure 2: Metro Sample Headway Sheet

Individual reports of pass-ups do not generate the addition of extra trips. Metro collects data to determine where ridership on a trip or set of trips are consistently exceeding an established load standard. There are many abnormal conditions (i.e., not consistent everyday issues) that generate pass-ups but do not support the permanent addition of extra trips.

iv. Summary of Data Tracked by Operations

A procedure that ties data to ongoing analysis of pass-ups is not available. However, the following reports are available and were reviewed:

- Administration: Pass-up/Overload by date. time, and route, direction and location: This report captures pass-ups due to full buses.
- Load Factors by date, route, direction, number of passengers: This report shows load factors and provides information when load factors are exceeded (1.3).
- Headway sheet: route, day, direction, load factor and analysis of need for more or fewer buses: This report indicates when there may be a need to add or reduce bus service on a line.
- Wheelchair pass-ups date, incident time, route, direction, division, and location with some explanation on overload and follower bus: This report captures wheelchair pass-ups.

- Annual pass-up % by line and total riders: This report indicates pass-up count and percentage by line.
- Annual record of all pass-ups by division, route, direction, location, time and type of pass-up: This is an annual report that shows pass-ups by category and by line.
- Incident comments with date, time, problem code and status: This report shows pass-up incidents and also indicates follow-up activity for WC pass-ups.
- New Headway Sheet, with allowed load factor and changes in trips by line, day, time period, direction and type of service: This shows what changes have been made by line based on semi-annual shakeup service changes.
- Monthly WC Pass-up date by line, number of WC pass-ups, number of WC boardings: This report shows monthly information on WC pass-ups by line.

v. Title VI Plan Service Standards

Metro's Title VI Program has this information related to Wheelchair Boardings and Pass-ups when discussing the evaluation of service standards. The Title VI Service Standards plan states:

> *Ideally, in a floating 6-month period, regular operating bus service will average no more than 6% in pass-ups of customers who use a wheelchair or other mobility devices. Should the average increase to over the 6% threshold, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.*

Determining the 6% threshold for Wheelchair Trips

Senior Management determined that 6% was an appropriate threshold of all wheelchair trips in a six (6) month period. This threshold has been in place for six (6) years and will be reevaluated in 2025. This threshold is stated in the Title VI Plan but details of how the analysis occurs is not available. There is no documentation that this analysis is being specifically performed on a floating six (6) month basis. Title VI requirements are noted below for reference:

> Title 49/Subtitle A/Part 37.163(f) Alternative accessible service-
>
> Public entities must ensure that operators report immediately any in-service lift and ramp failures. The vehicle with the inoperable lift or ramp must be removed from service before the beginning of the next service day and the entity must repair the lift or ramp before the vehicle is returned to service. In the event that there is no spare vehicle available and the entity would be required to reduce service to repair the lift or ramp, it may keep the vehicle with the inoperable lift or ramp in service for no more than three days (if the entity serves an area of over 50,000 population) or five days (if the entity serves an area of 50,000 or less population). After these times have elapsed, the vehicle must go into the

shop, not to return to service until the lift is repaired. Even during the three or five-day period, if an accessible spare vehicle becomes available at any time, it must be used in place of the vehicle with the inoperative lift or an inaccessible spare that is being used in its place. In any case in which a vehicle is operating on a fixed route with an inoperative lift (including in-service failures), and the headway to the next accessible vehicle exceeds 30 minutes, the entity must promptly (i.e., within 30 minutes) provide alternative transportation to persons with disabilities who are unable to use the vehicle.

https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities#sec.37.163

vi. Sec. 37.163 Keeping vehicle lifts in operative condition: Public entities. Metro Procedures

Metro's procedures for compliance are summarized below:

- The procedure Includes instructions on what to do if headway is less or more than 30 minutes.
- If the headway is less than 30 minutes, call the follower (a follower refers to bus that operates on the same route) to verify that the accessible equipment on that bus is operational, and that there is available space in the mobility device securement area.
- If the headway is 30 minutes or more, or if the customer cannot be accommodated by another bus within 30 minutes for any reason, additional steps are required.
- Operators are directed to deploy the ramp manually, so alternative transportation may not be needed.
- No information on removing a vehicle with an inoperative lift from service within the third day is included in the procedure.

vii. Key Themes

1. A threshold of 6% for wheelchair pass-ups appears too high. The systemwide average across all routes is 2.38% for the period July 2023-June 2024. Only 11 of the 88 routes had wheelchair pass-ups over 3% and no route had wheelchair pass-ups over 6%. Tracking routes with wheel-chair pass-ups over 2.38% will identify those routes with potential shake-up actions. **(Rec 1.a)**
2. Data should be mined further to develop relationships between types of pass-ups and operations **(Rec 1.b)**
3. There is a lack of consistency in definitions such as full bus (**Rec 1.c)**

4. Route/Line Capacity analysis process is not documented (**Rec 1.d)**
5. Few procedures are in place to handle scheduling and pass-up monitoring **(Rec 1.e)**
6. The ADA procedure for alternative accessible service is not fully compliant.
    a. The SOP does not explicitly state that ambulatory persons (such as those with invisible disabilities or visual impairments) must be permitted to use lifts or ramps upon request. This provision should be added to the procedure. Add a provision explicitly stating that ambulatory passengers with disabilities must be permitted to use the lift or ramp upon request, regardless of whether they use a mobility device. This aligns with 49 CFR 37.165(g)[1], which requires transit agencies to accommodate all persons with disabilities who request to use the lift or ramp. (**Rec 1.f.i)**
    b. Address Equipment Failures More Explicitly -It is recommended that Metro clearly state that vehicles with inoperative lifts must be taken out of service before the next service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163[2]. **(Rec 1.f.ii)**
    c. Strengthening Documentation and Reporting. The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and equipment failures. It is recommended that Metro implement a standardized process for recording, reviewing, and addressing accessibility-related complaints and equipment failures. 49 CFR 27.13(a.)[3] **(Rec 1.f.iii)**
7. Enhance Training for Operators- The current SOP outlines procedures but does not detail training requirements for operators regarding ADA compliance and assisting passengers with disabilities. It is recommended that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173[4]. **(Rec 1.g)**
8. Service Animals- The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat. **(Rec 1.h**)
    a. It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or safety of others. 49 CFR 37.167(d)[5] **(Rec 1.h.i)**

[1] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.165
[2] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.163
[3] https://www.ecfr.gov/current/title-49/subtitle-A/part-27/subpart-A/section-27.13
[4] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.173
[5] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.167

9. Regular Maintenance Checks for Accessibility Equipment- The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. It is recommended that Metro introduce regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)[6] **(Rec 1.i)**

[6] https://www.ecfr.gov/current/title-49/subtitle-A/part-37/subpart-G/section-37.161

b. Results of Interviews

i. Results from interviews with Metro bus operators and supervisors on bus pass-up procedures and practices

We conducted interviews of LA Metro operators and supervisors to understand the current procedures in place to manage and investigate pass-ups. A total of seven (7) operators and five (5) supervisors were interviewed. This report presents a summary of operator and supervisor responses related to:

A. Knowledge of existing procedures, training, and communications related to pass-ups and missed pick-ups
B. Assessment of trends and reasons for pass-ups
C. Resources for tracking and managing pass-ups
D. How operators and supervisors manage pass-ups in practice

Procedures, Training, Discussion Related to Pass-Ups

The interviewers asked both operators and supervisors about the governing procedures, training, and communication related to pass-ups. Specific practices, such as whether operators use a job sheet/run sheet and how pass-ups are documented were also addressed. Lastly, both groups were asked to consider whether revisions or additions are needed to the procedures and to provide any recommended improvements.

Key procedures governing pass-ups/missed stops

There was a wide variety of responses related to procedures governing pass-ups. Both groups indicated there should be notification to Bus Operations Control (BOC) of a pass-up, but this procedure is not documented. Only two (2) of the seven (7) operators pointed to the rule book, while over half (3/5) of the supervisors referenced this as a key resource governing pass-ups. Other responses are reflected below, a single respondent may have referenced multiple procedures:

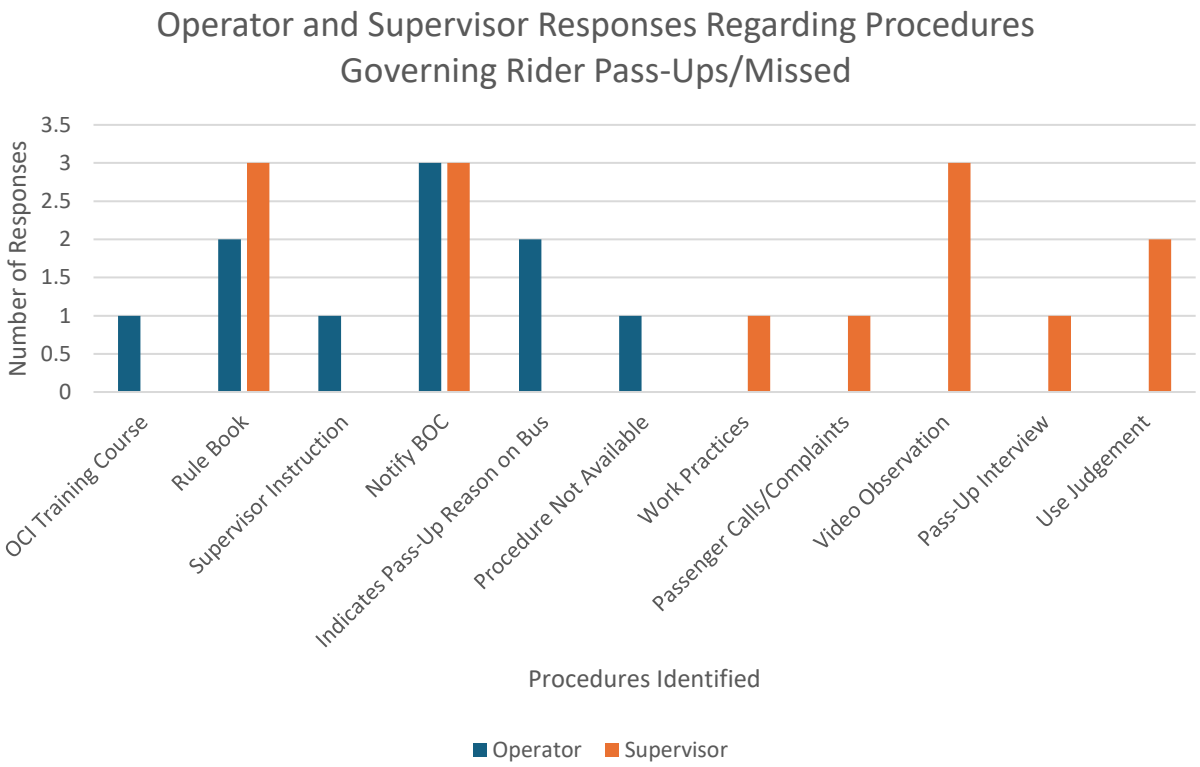


Figure 3: Operator and Supervisor Responses Regarding Procedures Governing Rider Pass-Ups/Missed

Availability of Procedures per Process. (*Supervisors Only)*

The table below indicates the responses from supervisors on the procedures available for specific operating processes related to pass-ups. In each of the areas, written procedures governing activities have not been developed.

Process	**Procedures Identified by Supervisors or Procedures required (*# Supervisors out of 5 total*)**
a. Bus operations related to bus pass-ups	• Rule Book (5)
b. Scheduling issues that relate to bus pass-ups	• Annual training (1) • No procedures (2) • How to handle School trippers (1)
c. Headways, route timing, and bus frequency on each route – what department develops these, that might relate to bus pass-ups? Does the department that	• Planning responsibility to complete (1) • Initial training (1) • No procedures (2) • Swiftly app adds information on need to adjust headways(1)

Process	**Procedures Identified by Supervisors or Procedures required (*# Supervisors out of 5 total*)**
develops the overall route and service schedules also complete the run cut?	
d. Trip routing and tracking	• Planning responsibility to complete(1) • Initial training (1) • No procedures (2) • Swiftly app adds information on adjust headways (1)
e. Operators entering service for shift start/Operators leaving service for shift end (phrase to explain what this has to do with bus pass-ups.	• 10-15 minutes included for turnarounds (1) • Discuss detours/problems with the bus (2) • End of day bus check completed (1) • Not an issue (1) • Important to review paddle (1) • More training on transition (1) • Supervisors communicate at shift change (1)
f. Supervisor monitoring/Operators ride-along/ Operators evaluations	• Ride along/field monitoring completed (3) • Not familiar (2)
g. Key communications	• Initial training (1) • No procedures (2) • Communications with vehicle operator (VO) or BOC (3)
h. Bus loading policy/Bus at full capacity	• 40-45 passengers is full capacity (1) • Pushes code and discusses next steps with dispatch (1) • Observe/report (1) • Judgement call (2)
i. Safety	• Specific form is used (1) • Specific button for accident, BOC will send supervisor (1) • Operator judgement (2) • BOC is notified, VO evaluates (1)
j. Wheelchair/mobility device size and securement	• Send van to pick up wheelchair passenger (1) • Preselected buttons available, dispatch provides instruction (3)
k. Need for breaks/How breaks are provided and where	• Specific button available, tell passengers and dispatch (3) • Tied to timepoints/mostly breaks are taken when at terminal (2)

Process	Procedures Identified by Supervisors or Procedures required (*# Supervisors out of 5 total*)
l. Bus behind schedule/When is another bus inserted in order to bring a route back on schedule	• Operations told how many minutes late (1) • Cannot leave until time points expire on routes (2) • Time points do not apply (1)
m. Weather concerns	• Judgement calls (4) • Rule book addresses flood areas (1)
n. Emergencies	• Contact bus operations, supervisor will go to location (2) • BOC/VO provide guidance (2) • Training addresses mechanical issues (1)

Table 1: Availability of Procedures

Training on procedures and how specific training is documented

Three (3) operators and two (2) supervisors indicated Operations Central Instruction (OCI) is a resource for providing operator training. Only supervisors suggested that the rule book and training (not specified) were avenues for training on this issue. One operations supervisor noted that the initial training includes rider pass-ups and teaches operators how to work with dispatch and what to do in-route. These classes are available at OCI. A second supervisor notes that once the OCI training is provided, line instructors accompany operators for a week to provide instructions while driving.

Three (3) of the seven (7) operators noted that there are no procedures and no training related to pass-ups. An additional three (3) noted that they just ask questions as they arise or rely on experience.

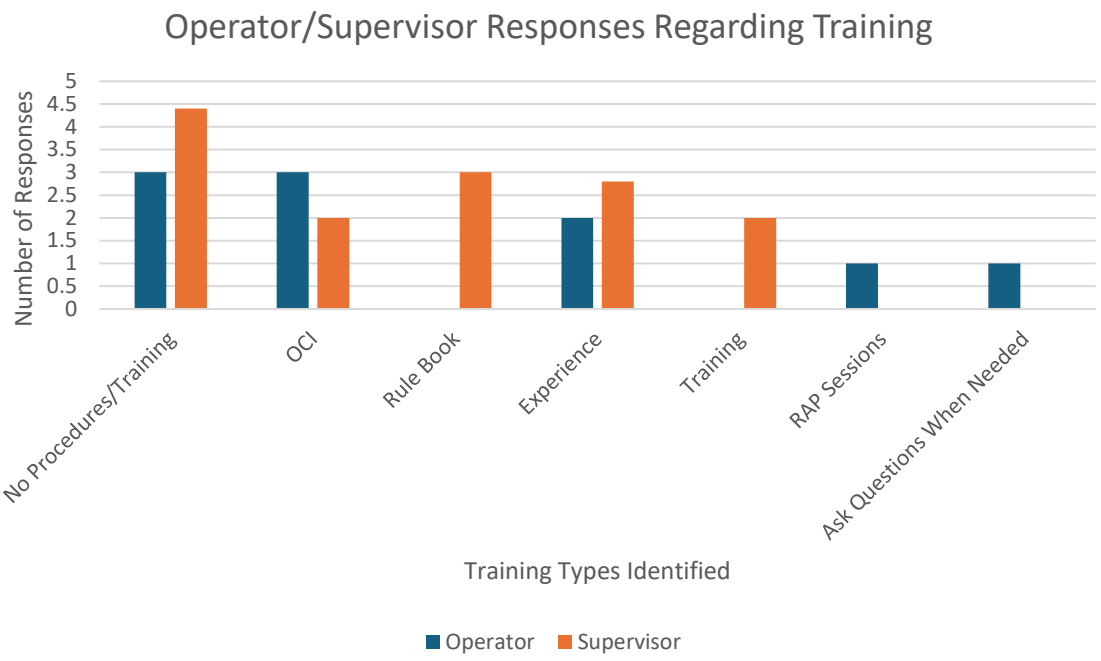


Figure 4: Responses Regarding Training

Meetings held to discuss rider pass-ups/missed bus stops

Although two (2) operators note that there are none (or no meetings in the past year and one half), five (5) of the seven (7) note that "RAP" sessions (informal meetings between supervisors and operators) inform them about the status and concerns of others. Three (3) supervisors also highlighted the "RAP" sessions with operators. Supervisors also noted there are monthly meetings to discuss complaints and one-on-one meetings as needed for investigations. Interviewees were not able to provide any specific data on pass-up reports shared at these meetings.

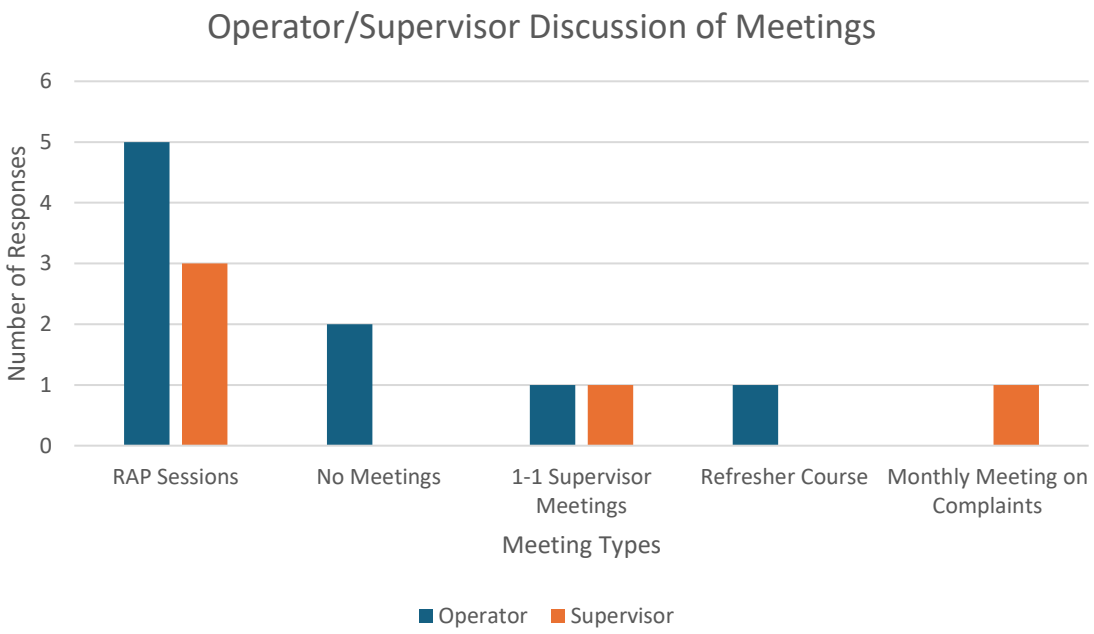


Figure 5: Discussion of Meetings

Discussions by management with operators when rider pass-ups occur/bus stops are missed

These responses differ slightly from those related to meetings regarding rider pass-ups. Only three (3) operators and one (1) supervisor refer to "RAP" sessions. Comments suggest these sessions may not consistently address rider pass-ups and do not lead to changes. Four (4) operators note that there are no discussions or no tangible/regular communications related to pass-ups. Supervisors note that these should be managed by supervisors/managers/ directors.

Communications from management/with operators when pass-ups happen

Most operators (5 of 7) note that there are no additional communications from management related to pass-ups. Reasons provided for communications related to pass-ups are specific to complaints, direct communication with BOC, or safety concerns as noted below.

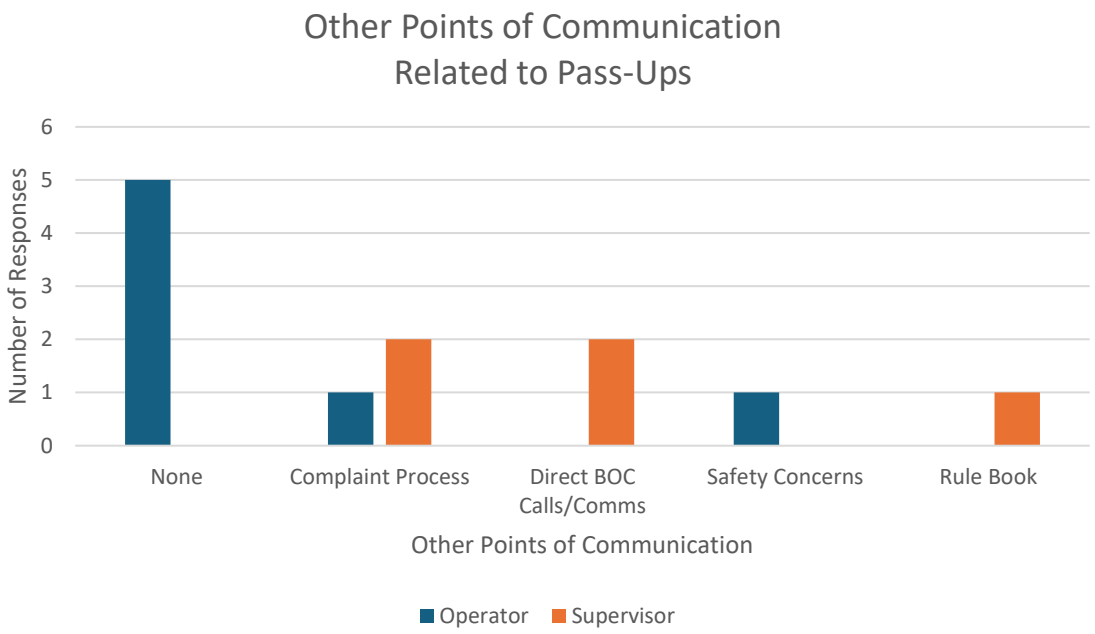


Figure 6: Points of Communication Related to Pass-Ups

Use of a job sheet/run sheet

All operators report that they rely on the paddle. Two (2) supervisors also reference the paddle as the key resource. The paddle provides information on the operator's routes and also time points. Operators cannot leave stops before the time point expires. Supervisors also highlight that operators sign-in and can access their schedule for the day, this is tied to the mobile app.

Discipline for unjustified bus pass-ups (*Supervisors Only*)

Supervisor responses reflect a progressive discipline process. Supervisors may contact the operator to discuss the pass-ups, there will be warnings and/or requirement to attend additional training. One (1) supervisor notes that the director or manager directs the supervisor to do special checks as needed.

The need for disciplinary action also depends on the severity or pattern evidenced by the operator or incident. Operators may be written up for the file; patterns of unjustified pass-ups could lead to discharge.

Need to revise the procedures for Operators or others, and the allowable reasons for rider pass-ups/missed pickups

Although not all interviewees noted a need for changes, both operators and supervisors provided suggestions for revisions to the procedures:

- New training including videos, effects of pass-ups on individuals, and impact on jobs (or more training generally)
- Quicker turnaround time for the review of videos and better footage
- Elaborate on and add more codes for pass-ups based on regulations
- Weekly meetings on pass-ups with video support
- Additional training on customer service and passenger relations
- Improve head signs or bus colors to indicate overload situations
- Use data to manage time points

Suggested improvements to procedures, monitoring, or processes related to pass-ups

Specific improvements highlighted by operators include:

- Provide additional direction to operators with unruly passengers; fare evasion
- Need more buses on the road
- Investigate whether the paddle can reflect rush hour schedule
- Tighten time points

Supervisor suggestions include:

- More sharing of pass-up information and follow-up training
- More staff to handle complaints
- Maintain communications with BOC and VO
- Improved customer service and passenger relations

Operator/Supervisor Assessment of Trends and Reasons for Pass-Ups

Interviewees were asked to define key terms and their assessment of reasons and trends leading to pass-ups and missed pickups.

How pass-up is defined, documented, and tracked

Five (5) of the seven (7) operators note that pass-up codes are included and tied to the ATMS program. Two (2) operators note that pass-ups occur when the bus is full. Two (2) supervisors use the CCATS system to manage pass-ups. An additional two (2) noted that they do not track complaints. One (1) supervisor defines pass-ups as being related to having too many customers on the bus or the operator not seeing the passenger.

Primary reasons for pass-ups of passengers

Over half (4 of 7) operators noted that missed pickups are due to the bus being at capacity, or standing room has reached the yellow line. The full bus may be too full due to student pickups during school hours or rush hour. On the other hand, supervisors highlight situations in which a

passenger is near a stop/walking towards a stop, or bus has already started moving as a passenger runs to the stop. A summary of the reasons for pass-ups are reflected below:

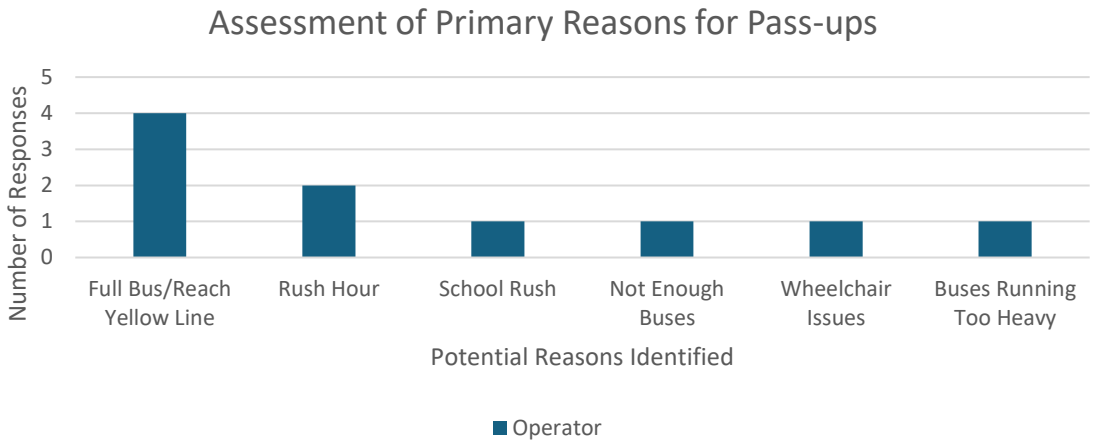


Figure 7: Assessment of Primary Reasons for Pass-Ups

Trends related to the number of pass-ups

The key trends identified by operators are school times and rush hours. One (1) operator also noted an increase in homeless and transient riders causes the operator to use judgement whether the passenger may be passed up due to one of the reasons included in the operator handbook. Supervisors provided specific additional trends including safety concerns, downtown at night, having less supervisors available at night, and Santa Monica routes.

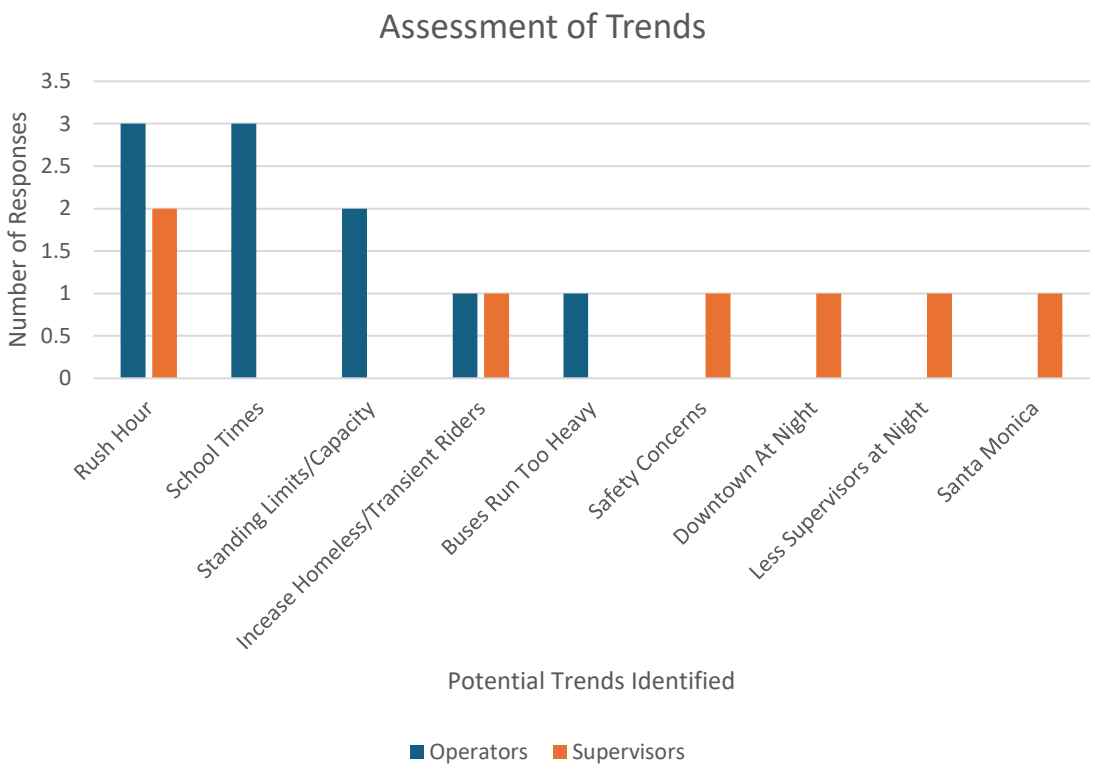


Figure 8: Assessment of Pass-Up Trends

Circumstances for pass-ups (*Operators Only)*

Five (5) of seven (7) operators note that pass-ups occur when the wheelchair area or bus is at capacity. One (1) operator highlighted rush hour, and another noted the need for additional buses to handle capacity in the case of full buses.

Specific problematic times for increased pass-ups include school pick-up/drop-off times (4), rush hour (4). Specific lines that were highlighted include: 40, 210, and 233.

Resources for Tracking/Managing Pass-Ups

Complaint tracking and related procedures (*Supervisors Only)*

Not all supervisors are involved in the complaint process. Divisions handle complaints and supervisors may be asked to do a three-day follow-up check to witness the situation using time and locations. Passengers contact Gateway to enter a complaint or can email/telephone customer service and the information is available in CCATS for review.

Camera availability and operation

There are cameras on the front door, on the curb, side to rear, and rear door. A form (OCPM10) is needed to obtain video footage when complaints are investigated. One (1) operator noted that a two-day wait is required after the request is made, another suggested the wait time is between three-days to two weeks.

Operators noted that the cameras may not always provide a clear angle of sight although they can see passengers running to catch the bus and when the doors are open.

Reports on pass-ups generated by operators or management

None of the operators were aware of reports generated or used by management related to pass-ups although one (1) respondent suggested these may be used in "RAP" sessions.

Four (4) supervisors similarly note that there are no standard reports although some data may be shared in meetings. Various systems provide different reports: Complaint information is available in CCATS, Swiftly system is used to find a route, ATMS contains route information, and the Video AXON program can also be used to provide camera footage.

Missed pickups on micro-transit vehicles

Neither operators nor supervisors were able to address this service.

Managing Pass-Ups

Operators were requested to respond to how they manage various scenarios that could lead to pass-ups. Supervisors were asked to weigh in on how operators should manage some of these scenarios. Supervisors were also asked to respond to procedures for intentional/unjustified pass-ups – most supervisors reported that there are no procedures, one (1) supervisor noted that they rely on the ATMS system to try catching operators arriving early or 'running sharp' when they leave early from the stop based on assigned timepoints for the route. The table below reflects responses to the various scenarios:

Pass-Up Scenarios	**Operator Responses (*# Operators out of 7 total*)**	**Supervisor Responses (*# Supervisors out of 5 total)***
a. Unintentional pass/Patron not in clear view	• Supervisor discusses, especially with complaints; sees notification when reporting to work (2)	• Show video/counsel (3) • Safe 7 form is written up (1) • Write up if there is no good reason (1)
b. Passenger attempting to load the bus with unallowable items	• Case-by-case basis (1) • Does not allow (2) • Examples provided (3)	• If cart fits, tell rider to keep it out of aisle (1) • Show video/counsel (2)

Pass-Up Scenarios	**Operator Responses (*# Operators out of 7 total*)**	**Supervisor Responses (*# Supervisors out of 5 total)***
	• BOC may not support (1)	• Call BOC (1) • Up to operator (1)
c. Passenger does not have fare	• Flexible 1) • No impact, has to provide ride (6)	
d. Lack of access due to construction or police activity	• Flexible (2) • Contact BOC (4) • Passengers will let them know (1) • Put detour on head sign (1)	• Detours allowed (1) • Put patron in safe location (2) • Aware of construction ahead of time/not police delays (1) • Operator judgement (1) • Supervisor issues detours and post signs at affected stops (1)
e. Bus too late to stop/Bus early	• Wait for time point if early (3) • Hard to react to running late (1) • Per paddle (1) • Schedule changes twice per moth/manage time points (2) • 1-2 wheelchairs will cause delays due to loading (1)	• Never early (5)
f. Bus out of service	• Monitored by GPS (2) • Automatically or manually change head sign to 'out of service' (2) • Passengers should recognize/straightforward (2) • Mechanical only (1)	
g. Discharge (drop off) only	• Call BOC to indicate overload (1) • Switch sign to discharge only (1) • Have to pick up passengers/notify of last stop (2) • May be used during rush hours (1) • Due to full bus (1) • None (2)	• Keep going on deadhead (1) • Probably due to mechanical issue (3) • Discharge only used for highway routes (1)
h. Mechanical Issues	• Place bus further down the line (1) • Does happen (2) • BOC knows/send maintenance (4) • Next bus picks up riders (2)	• App indicates lateness (1) • Await next bus (3) • Work with BOC (1)

Pass-Up Scenarios	**Operator Responses (*# Operators out of 7 total*)**	**Supervisor Responses (*# Supervisors out of 5 total)***
i. Overcrowded or full bus	• Determined by yellow line (2) • Entrants via back door may not be counted (1) • Push pass-up button (1) • Notify BOC/discuss options with BOC (4)	• 40-45 passengers is threshold for being full(1) • Preselect button (3) • Operator judgement (1)
j. Operator refused service	• Only if blatant (2)	
k. Safety issues	• Report on Safe 7 form(1) • Call in to BOC (5) • Hold bus or call LAPD (1) • Manage unruly passengers (daily) (3)	
l. Wheelchair size or use	• Load factors (limited to 2) (1) • Not an issue (2) • 1 wheelchair can take up both spots/other challenges (2) • Notify BOC (2) • Find a way to get the wheelchair in (1)	
m. Passenger is a chronic complainer, distractor, or interrupter	• Report on Safe 7 form (1) • Call in after the fact (1) • Contact BOC (1) • Pass them up (1)	
n. Human waste or other hazardous material	• Contact BOC (4) • METRO wants operator to let them on the bus (1)	
o. Passenger poses threat	• Report on Safe 7 form for repeat problems (1) • Call BOC (6) • Hold bus or call LAPD (1)	

Table 2: Pass-Up Scenarios

Themes and Conclusions

1. Procedures to manage communications about pass-ups are not documented
2. Key definitions such as full buses are not communicated
3. Training on pass-ups are not completed except for wheelchair pass-ups

4. Data on pass-ups is not shared or evaluated
5. There are inconsistent corrective actions for pass-ups noted for operators and supervisors

ii. Results from interviews with 10 bus operators with highest number of pass-ups

This group of operators were asked a series of ten questions to gauge if there was a consistent understanding of Metro policy and procedures related to pass-ups.

How are pass-ups defined and tracked?

There were a variety of responses. Operators defined a pass-up as passing a stop when the passenger was not at the stop (5); passing a stop with passengers (4); having a full bus and passing a stop (1).

Many operators indicated that pass-ups are only tracked through complaints and not through the ATMS. Other responses include pass-ups were tracked by public complaint (4); reported via ATMS (2); not tracked at all (2); notes to self on paddle (1); only for wheelchair pass-up (1).

What do you do when there is a pass-up?

A variety of responses to this question with many caveats were given. When asked what they do when there is a pass-up, operators responded stop past the bus stop if safe to do so (4); press ATMS to report pass-up (2); do not do anything and continue route (2); report wheelchair pass-up to BOC (1); apologize (1).

What are procedures governing pass-ups?

Operators seemed very unclear about any set procedures other than trying to not pass-up passengers. Operators responded that they did not know what the procedures were (3); report via ATMS (2); report to BOC (2); do not pass-up passengers (2); report wheelchair pass-up to BOC (1).

Are you trained and how are you trained in pass-up procedures?

There was no clear uniform answer. Some operators referenced their onboarding when they were first hired and others referenced periodic training that varied from once a year to once every 5 years. There were a variety of answers from operators including annual training (2); counseling after a complaint (2); periodic training (2); OCI online training (1); computer time training (1); OCI onboarding (1); no training (1).

Are meetings held to discuss pass-ups?

Most operators mentioned informal "RAP" sessions occurring before shifts (6); fewer mentioned no meetings at all (3); and there was a single mention of one-on-one meeting following a complaint (1).

What are the primary reasons for pass-ups?

These answers were in line with the larger survey that was conducted (see results in next section) with 'overcrowding' and 'passengers not at the stop' topping the list. Some operators gave multiple answers to this question but the responses were; a threatening passenger (4); full bus (3); passenger not at stop (3); distracted passenger (3); overcrowded bus near school (1).

What are pass-up trends?

Answers to this question had a focus in threats or disrespect to the operators. Operators were concerned with homeless and/or mentally ill passengers creating a threatening environment and passengers disrespecting operator by not being ready to board. Operators were asked to identify any trends that they have noticed over time and they responded with; more threatening passengers (5); passenger not at stop (2); increased traffic delays (1); distracted passengers (1); crowded buses at train stations (1); no answer (1).

Under what circumstances do pass-ups happen?

As with the previous question; erratic or difficult passengers and passengers not ready to board topped the list. Operators were asked under what circumstances pass-ups happen and mentioned; passenger not at the stop/ready to board (5); erratic or difficult passenger (2); delays for construction leads to overcrowding (1); dark bus stop (1); homeless fires at bus stop (1); people standing in street making it unsafe to stop (1).

Do pass-ups happen more frequently at certain times?

Darkness reducing visibility was mentioned as a cause for pass-ups as well as crowding at rush hours. Operators mentioned several periods when pass-ups tend to happen such as; before sunrise (3); anytime (3); rush hour (2); when school lets out 3:30 (1); when connections are scheduled too close together (1); when too many buses stop at same location at same time (1); anytime during darkness (1).

How are certain circumstances managed?

We gave the operators a list of several circumstances that could cause a pass-up and asked them to share how they managed the situation. Generally, there were a wider variety of responses to each circumstance that required more discretion from the Operator.

Circumstance	How handled
a. Unintentional pass/Patron not in clear view	• Do not stop (3) • Stop far side or past stop if safe to do so (7)
b. Passenger attempting to load the bus with unallowable items	• Deny boarding (10) • Report to BOC (8)
c. Lack of access due to construction or police activity	• Do not stop (2) • Report to BOC (8) • Stop as close to stop as is safe (4) • Follow instructions from BOC (5)
d. Bus too late to stop/Bus early	• Stop if late (4) • Wait for time point if early (4) • Pass stop and report to BOC (1)
e. Bus out of service	• Change head sign to Out of Service (8) • Report to BOC (4)
f. Discharge (drop off) only	• Report to BOC (2) • Has not happened (4) • Inform passengers (1) • Report full bus on ATMS (1) • Change head sign (2) • Pass stop (3) • Stop far side (2)
g. Mechanical issues	• Report to BOC (9) • Change head sign (4) • Follow BOC instruction (5)
h. Overcrowded or full bus	• Report to BOC via ATMS (9) • Pass stop (4) • Stop far side (2) • Follow BOC instructions (1) • Report to BOC (1) • Make note on paddle (1) • Make hand signal to passed up passengers indicating full load (1)
i. Operator refused service	• Report to BOC and state reason (8) • Report to BOC if ADA only (1) • Follow BOC instructions (1)
j. Safety issues	• Report to BOC (8) • Pass stop (4) • Has not happened (1)
k. Wheelchair size or use	• Board passenger if there is room (5) • Report to BOC if you have to refuse service (6) • Allow only if passenger sits in wheelchair (1) • If cannot accommodate report to BOC via “priority” ATMS (1)

Circumstance	How handled
	• Pass stop if homeless not ADA (1)
l. Human waste or other hazardous material	• Has not happened (1) • Refuse service and report to BOC (9) • Report to BOC and follow their direction (1)
m. Passenger poses threat	• Report to BOC (2) • Pass stop (3) • Refuse service and report to BOC (7) • Report to BOC and follow their direction (1)

Table 3: Handling Various Pass-Up Circumstances

Themes and Conclusions

1. Operators are clear on what to do with full bus and ADA pass-ups (when obvious with wheelchair).
2. Operators exercise a lot of discretion especially when confronting passengers that appear to be homeless or mentally ill. In these cases, operators will pass-up these passengers if they perceive a threat to themselves or other passengers.
3. Many operators put some of the responsibility on passengers who are distracted by phones or headphones and therefore not noticing the bus and not trying to alert the operator that they want to board.
4. Visibility was a concern raised by operators. There are conditions on some lines where the lack of lighting near some stops makes it difficult for operators to see waiting passengers. In other cases, overgrown shrubs and foliage make it hard to see waiting passengers. Finally, some bus shelters and advertisements at stops can obscure passengers leading to pass-ups.
5. Some benches are not right next to stops and passengers sitting do not make a move to get to stop.
6. Several operators mentioned one on one meetings with supervisors to discuss a pass-up complaint. This allows the operator to give their side of the issue and it also gives management a chance to reinforce Metro policy and procedure.
7. Several operators mentioned informal “RAP sessions” that take place at the division where pass-ups are mentioned. However, “RAP” sessions are not available to all drivers because of shifts and supervisor availability.
8. Some operators see “RAP” sessions as time to be told stats and not on what to do or how to address issues leading to pass-ups.
9. How and when operators report pass-ups vary greatly. As a result, pass-ups are most likely underreported.

c. Results from Survey of Operators

CCATS data for the period July 1, 2023 to June 30, 2024 was reviewed and it was determined that 2,539 operators had a pass-up complaint against them. A random sample of 608 operators that had a pass-up were selected to receive the survey and a total of 259 responses were received or 10.2% of the total. (The complete survey instrument and responses are in Appendix A.)

Operators were asked to list circumstances under which pass-ups happen; rank the top three (3) reasons why pass-ups happen; and list the time of day or night that pass-ups are more likely to occur.

The top responses for circumstances when a pass-up could happen were:

- Overcrowded or full bus - 79.54%
- Passenger not at stop – 78.38%
- Passenger not in clear view – 72.97%

The top responses for the top three (3) reasons why pass-ups happen were:

- Passenger not at the stop – 60.62%
- Overcrowded or full bus - 56.37%
- Passenger not in clear view - 51.74%

The top responses for what time of the day or night pass-ups were likely to occur were:

- 4:00 p.m. to 6:00 p.m. – 42.86%
- Evening after 6:00 p.m. – 40.54%
- 6:00 a.m. to 8:00 a.m. – 35.14%

i. Themes and Conclusions

1. Overcrowded or full buses is a top reason for pass-ups.
2. Passenger not at stop is ranked very high as a reason for pass-ups. This situation was described during interviews with operators as when a passenger is not at the stop and ready to board. The passenger may be down the block or across the street but they are not at the stop and operators either do not see them or cannot wait for them to reach the stop.
3. Passenger not in clear view was the other third response. This was described in interviews as passengers being obstructed by foliage, shrubs, signs, advertisements, bus shelters or other infrastructure. Linked with this response is passengers that are not indicating that

they are waiting for the bus and making it even more difficult for the operator to see the waiting passenger.

4. Safety concerns were the highest ranked “other category” mentioned by operators. These typically involve passengers being aggressive to or disrespectful of the operator or other passengers.
5. Waiting and boarding or alighting issues were highly ranked by operators in “other categories”. These can be broadly categorized as similar to the “Passenger not in clear view” with passengers not indicating they wish to board, not standing at the stop, being inattentive to the approaching bus or not standing in clear view where the operator can see them.
6. Morning and evening rush hours were ranked as times with more pass-ups and this is consistent with the pass-up complaint data from CCATS.
7. Operators responding to the survey were more likely to mention the hours before 6:00 a.m. and after 6:00 p.m. as a frequent time for pass-ups. This is consistent with operator concerns about visibility and darkness but is not consistent with the actual pass-up data in CCATS. The cause of this disconnect is unclear. It may be partially due to the operator’s perceptions that there should be more pass-ups because of darkness making it more difficult to clearly see bus stops and underreported by customers and operators.

d. Results from Data Analysis

i. Identify correlations between pass-ups, ridership, and operations characteristics.

Operators

Analysis was conducted on the CCATS data to identify the ten highest number of pass-up instances by operator. During fiscal year 2024, a total of 2,539 operators received a pass-up complaint. The average number of complaints for each operator that received a complaint was 1.96. The top ten operators with the highest number of complaints ranged from a high of 18 to a low of 9. They received a total of 120 complaints and the average number of complaints for the top ten was 12.

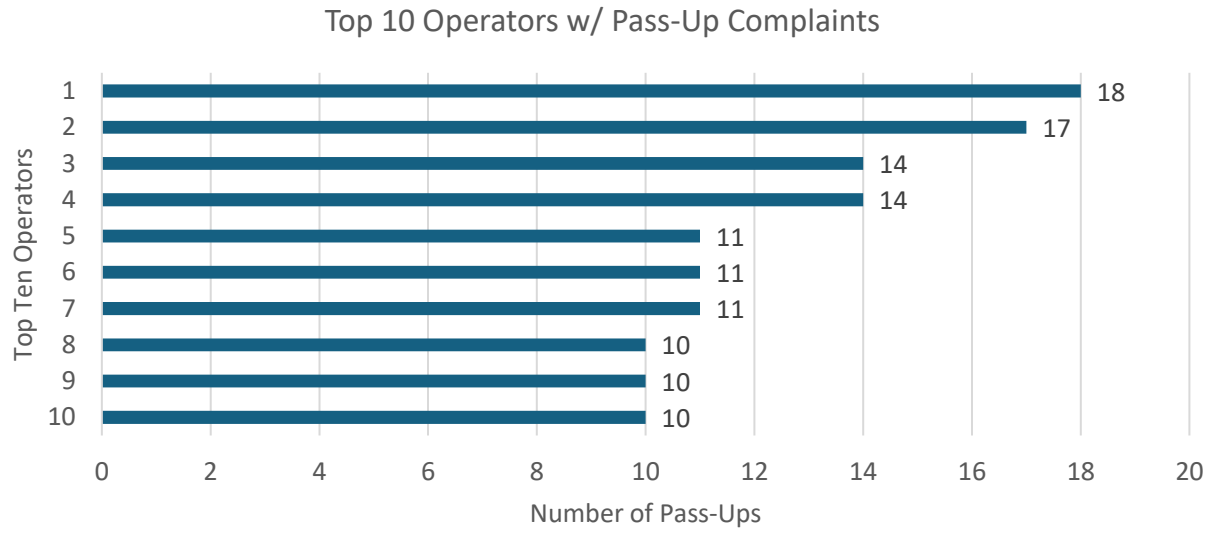


Figure 9: Operators with Pass-Up Complaints

The 120 complaints received by these operators took place on 25 different bus routes within 7 different divisions.

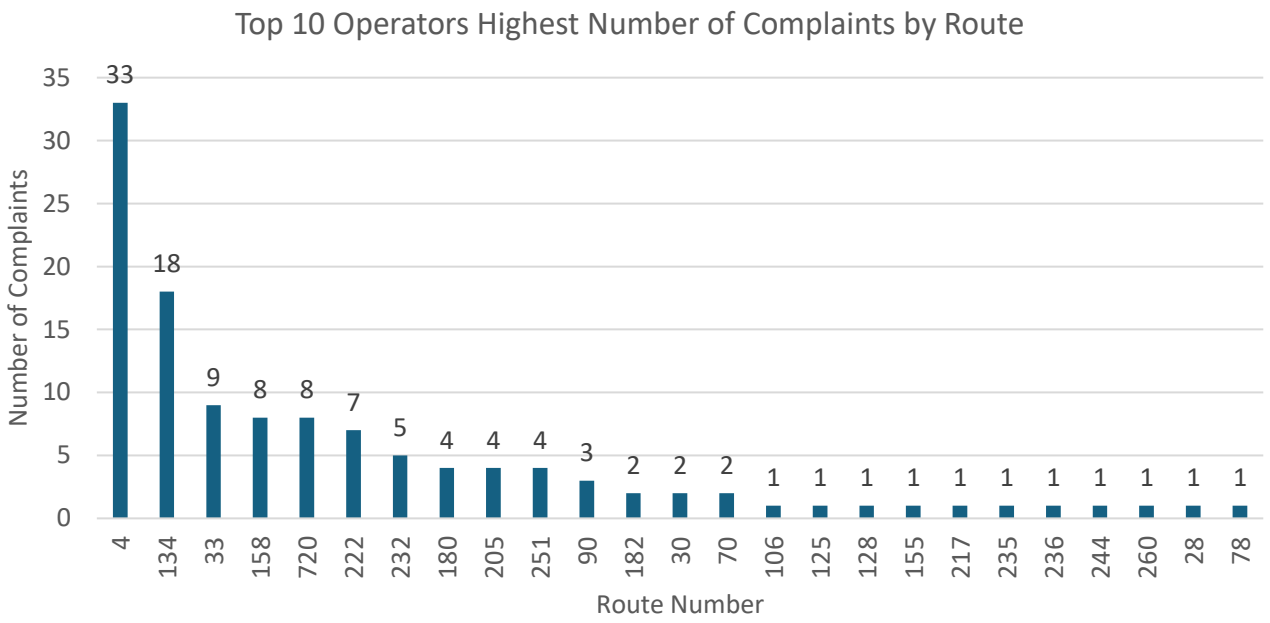


Figure 10: Top 10 Operators Highest Number of Complaints by Route

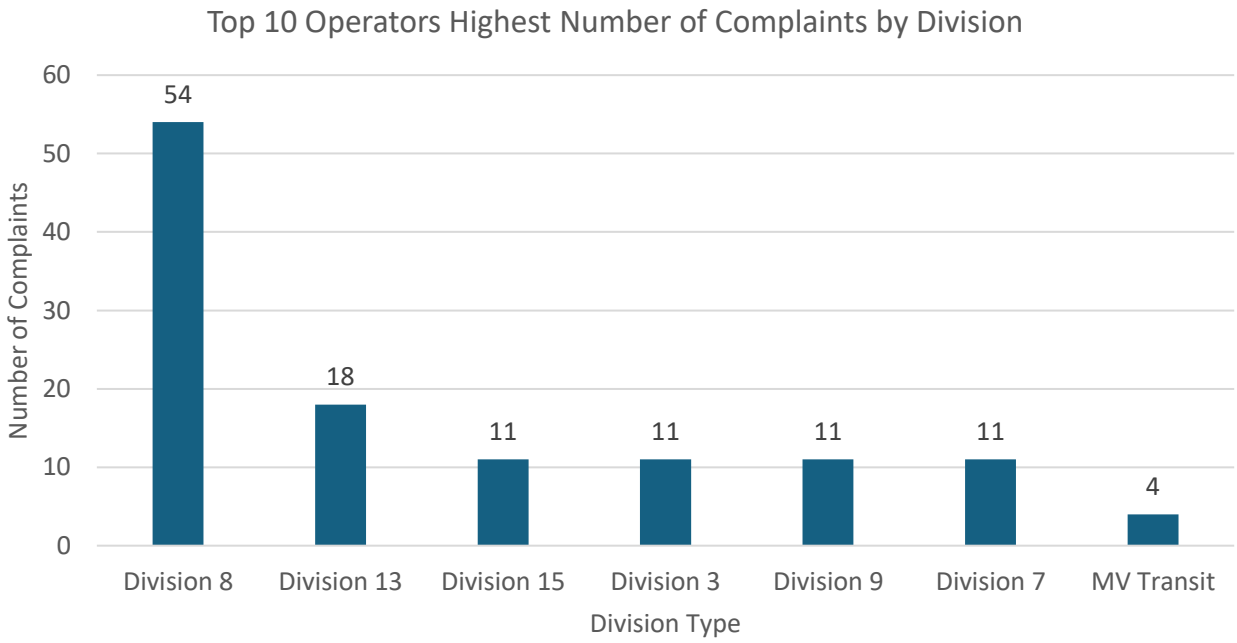


Figure 11: Top 10 Operators Highest Number of Complaints by Division

Pass-up Category

The CCATS data had 5,541 records of bus pass-ups. Of these records, 5,528 (99.77%) were closed and 13 (0.23%) were open. 94% of the complaints received were for pass-ups not involving an accessibility issue (see below, Categories 500-503).

Category	Number of Cases	Percentage
Category 200 Pass-up	5,186	94%
Category 500 AccSrv - Pass-up	281	5%
Category 501 AccSrv - Pass-up (Advised)	31	1%
Category 502 AccSrv - Pass-up (Denied)	39	1%
Category 503 AccSrv - Pass-up (Denied)	4	0%
Total:	**5,541**	**100%**

Table 4: Complaints by Category

The CCATS data was further broken into subcategories to categorize the pass-up complaint. Subcategories are assigned based on the circumstances of the complaint conveyed to Customer Relations. The subcategories are more specific descriptions of the type of pass-up to give greater context when analyzing the data. When looking at these subcategories, 51.25% are due to what the passenger filing the complaint characterizes as the operator not stopping at the stop even though they are aware of the passenger waiting (orange columns in chart below).

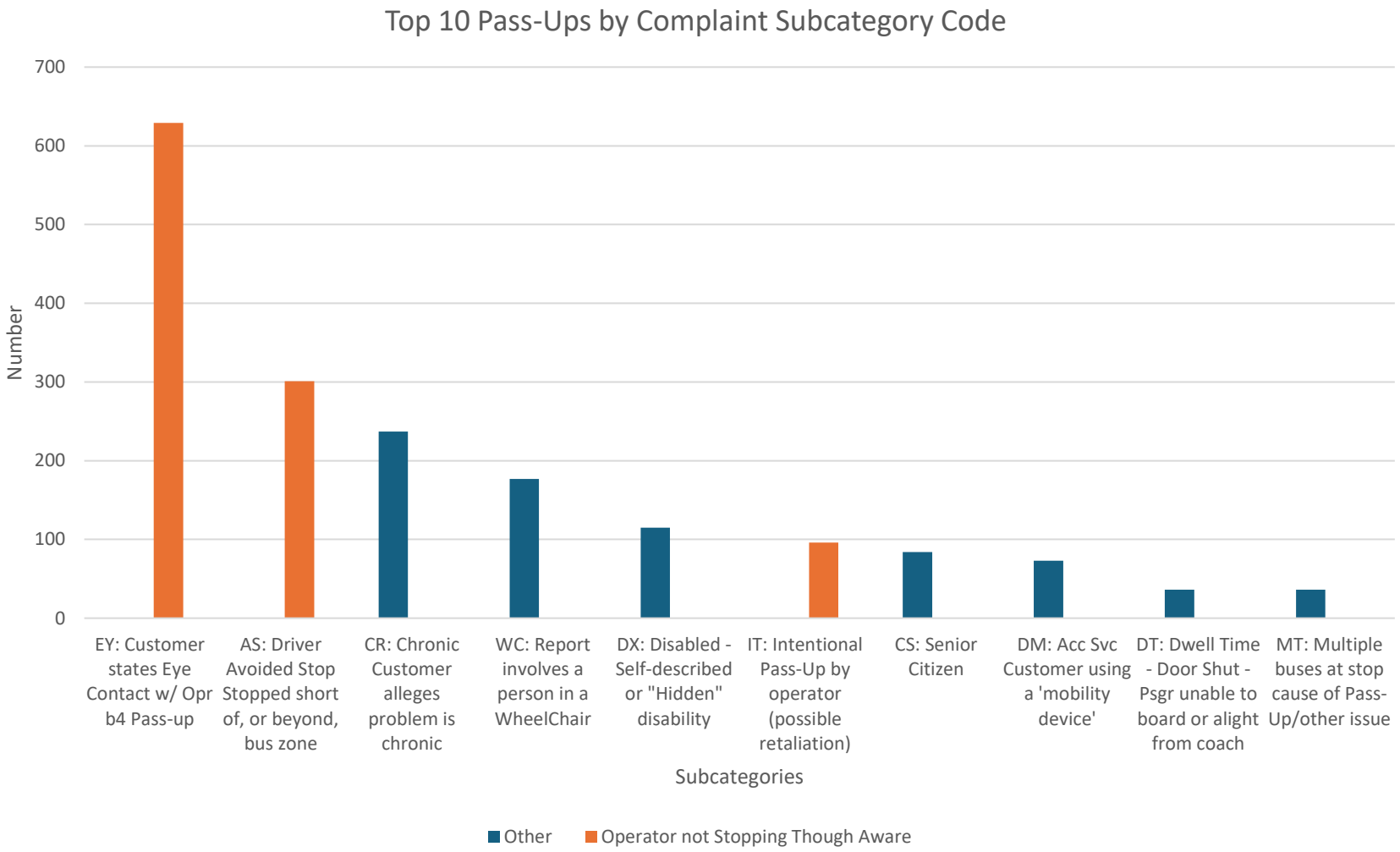


Figure 12: Top 10 Pass-Ups by Complaint Subcategory

These subcategories represent how the pass-ups were characterized by the passenger reporting the pass-up. A fuller picture can be determined by examining the "Liability" and the "Findings" data in the CCATS report.

The "Liability" data assigns a category to the result of the investigation. The following are the categories and their percentage of the total.

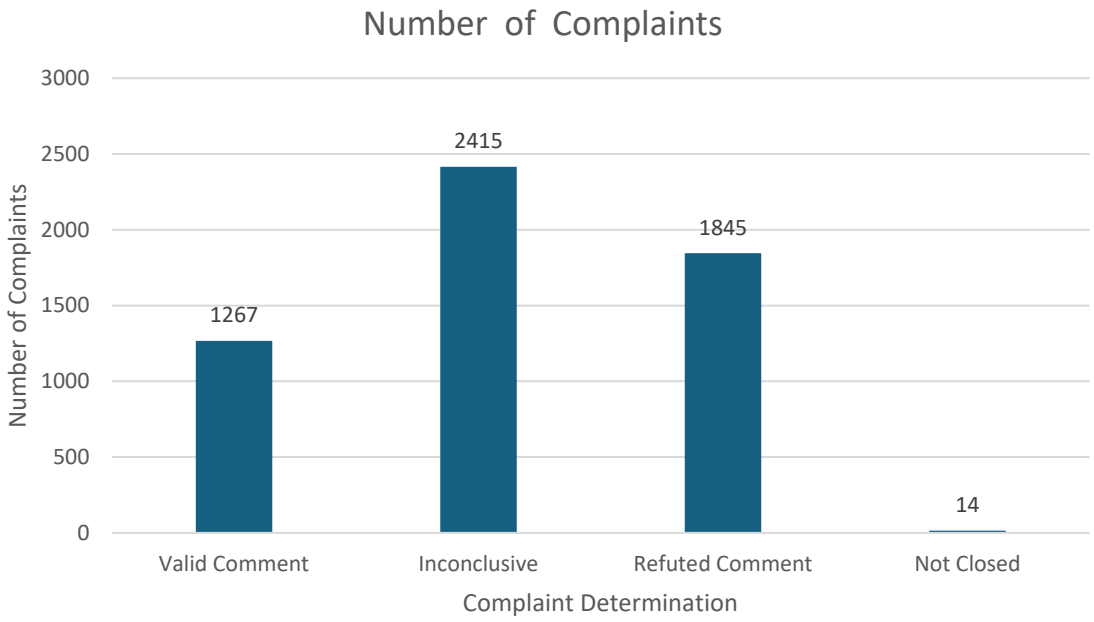


Figure 13: Number of Complaints

To give context to these numbers and better understand pass-ups, a review of the "Findings" data is needed. A detailed review of the "Findings" data for the 120 recorded pass-up complaints entered against the top ten operators was done to help provide that context.

In the 120 records examined, there were 28 "Valid" complaints. These were found valid after the review of the evidence, usually digital video recorder (DVR) footage, which showed that the passengers were passed up. The reasons stated in the findings were:

- Operator passed stop (no explanation) - 12
- Construction activity or other obstructions of the stop caused the pass-up – 6
- Operator cited a conflict with passenger in the past as reason for passing up - 5
- Designated detour on the route caused the pass-up - 2
- Bus overloaded reason for pass-up - 2
- Passenger was obscured or blocked by poles or signs – 1

There were 18 "Refuted" complaints in the records examined. These were found not to be intentional pass-ups by the operator. The reasons stated in the findings were:

- Coach stopped and boarded passengers. – 5
- No one was seen at the stop – 4
- Passengers not visible due to signs, bus shelter structure – 2
- Passenger provided incorrect information (complaint information did not match bus, route or operator) – 1
- Passenger at wrong stop where multiple stops are co-located (e.g., Big Blue Bus) – 1
- Bus was late and passenger left before it arrived – 1
- Passenger was picked up but still complained about past events – 1
- Homeless person sleeping on bus bench and passenger not near stop – 1
- Passenger caused a disturbance and operator had to call BOC for assistance – 1
- Waiting passengers made no attempt to indicate they needed bus to stop – 1

The largest category was "Inconclusive." There were 74 "Inconclusive" records in the 120 reviewed in detail. Most of the inconclusive findings fell into two major categories.

- The first category is complaints for which there was no evidence to review (e.g., no DVR footage or other bus data) and the operator stated that they had no knowledge of passing up any passengers.
- The second category is complaints for which DVR footage has been requested but has not actually been reviewed and the operator stated that they had no knowledge of passing up any passengers. While many of these records indicate that DVR footage has been requested and will be reviewed at some point, the record is classified as closed and inconclusive. In many cases the phrase, "Will re-open if additional information is presented" is used but no follow-up appears in the record.

There were no records in the fourth liability category "Not Closed".

Location

The data for all 5,541 complaints in the CCATS data was analyzed to determine which lines and which divisions had the highest number of complaints. Below is a chart showing the top ten lines for pass-up complaints. This is followed by a chart showing the top ten divisions for pass-up complaints.

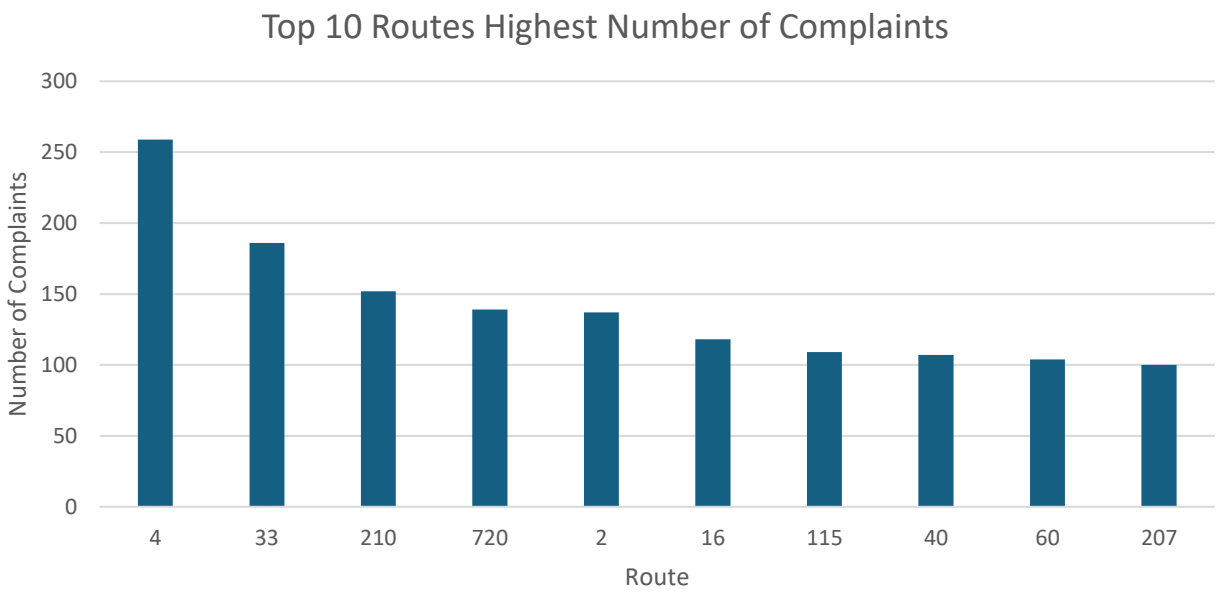


Figure 14: Top 10 Routes Highest Number of Complaints

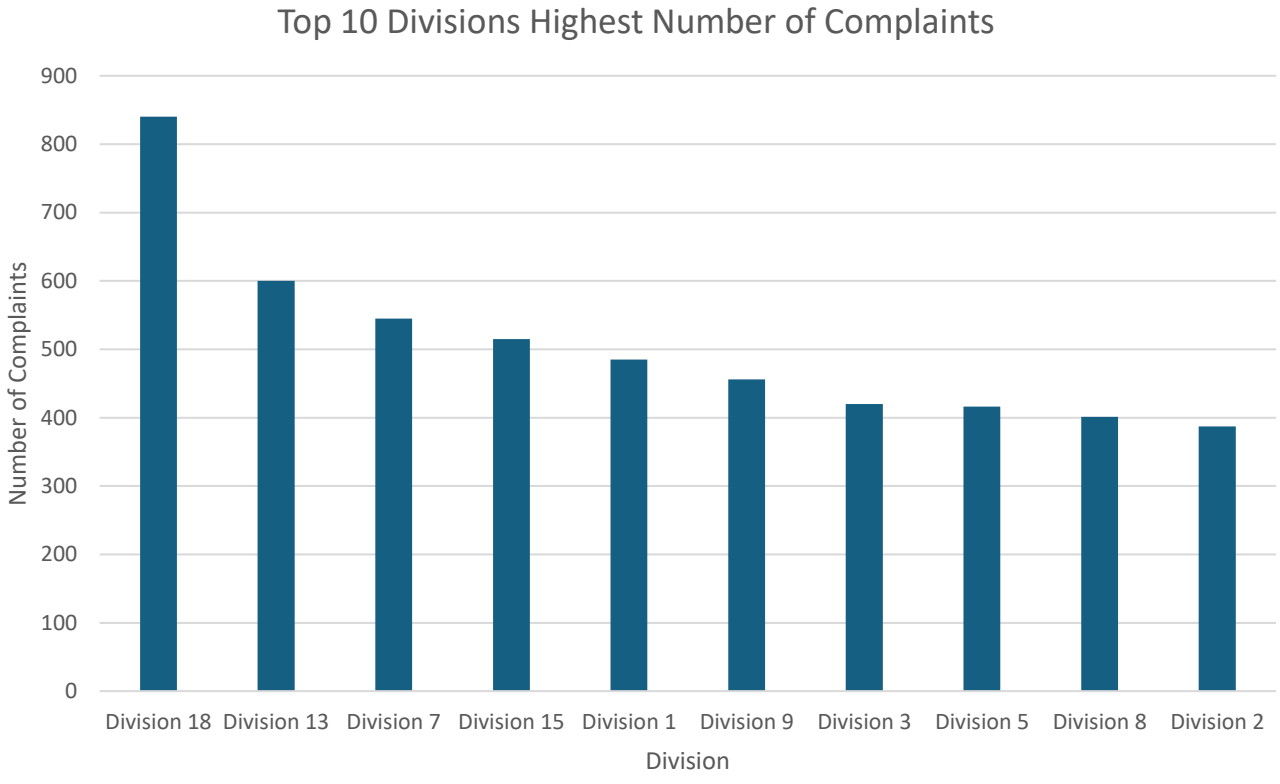


Figure 15: Top 10 Divisions Highest Number of Complaints

There are some parallels between the complaint statistics for the top ten operators and the statistics for all complaints. Line 4 (Downtown LA – Santa Monica via Santa Monica Blvd.) received the most complaints for both the top ten operators and for all operators. Line 33 (Downtown LA – Santa Monica via Venice Blvd.) and Line 720 (Santa Monica – Downtown LA via Wilshire Blvd.) also appear as common lines between the top ten operators and the statistics for all operators.

This may be because these lines are some of the busiest in terms of ridership. The three lines listed above are all ranked in the top ten busiest lines for ridership. There is a strong correlation between the total ridership on a bus line and pass-ups. This is not surprising. Generally, as the number of riders increases the opportunity for a pass-up increases. We used the Pearsons Correlation Coefficient[7] for each of these data sets. The result of this type of statistical analysis will return a number from -1.00 to +1.00 which generally means that the closer to +1.00 the coefficient is the stronger the correlation. A coefficient of +1.00 means that there is a one-to-one correlation between the variable and anything over +0.70 indicates a strong correlation. Total ridership for each line was compared to the number of pass-ups recorded in the CCATS data and found a high statistical correlation between total riders on the line and bus pass-up complaints. The Correlation Coefficient was +0.79.

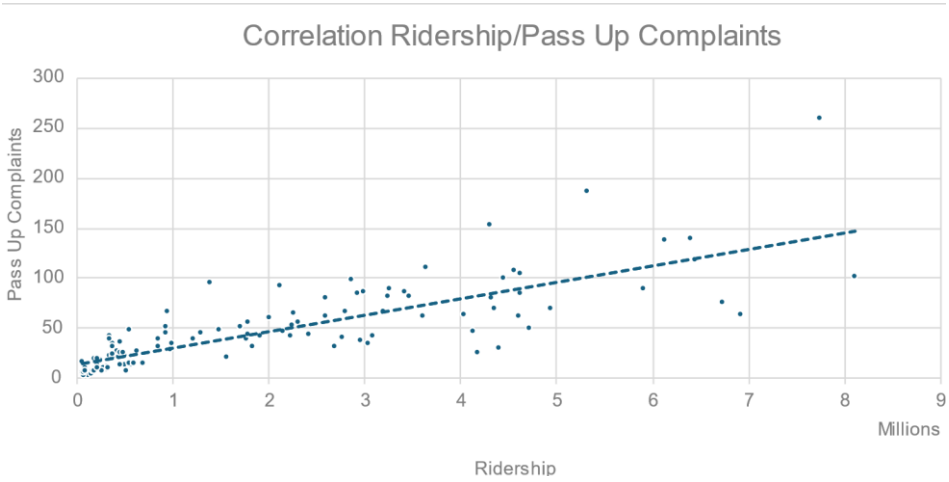


Figure 16: Correlation Ridership/Pass-Up Complaints

[7] The **Pearson correlation coefficient (r)** is the most common way of measuring a linear correlation. It is a number between –1 and +1 that measures the strength and direction of the relationship between two variables. A value of +1 is the result of a perfect positive relationship between two or more variables. Positive correlations indicate that both variables move in the same direction. Conversely, a value of -1 represents a perfect negative relationship. Negative correlations indicate that as one variable increases, the other decreases; they are inversely related. A zero indicates no correlation.

In addition to looking at just the absolute numbers of pass-ups per line and division, we also calculated the rate of pass-ups per 100,000 riders. This will help to identify if there are any lines that are experiencing rates of pass-up complaints more than would be expected compared to the rest of the system.

The average number of pass-up complaints per 100,000 riders on every bus line systemwide is 3.8. Any line that has a pass-up rate significantly above the systemwide average may have issues requiring more attention.

We first applied the pass-up complaint rate calculation to the top ten lines by ridership and found that these lines all have pass-up rates below the systemwide average. When we applied the pass-up rate calculation to all lines, the following lines were identified as having the highest pass-up complaints per 100,000 riders.

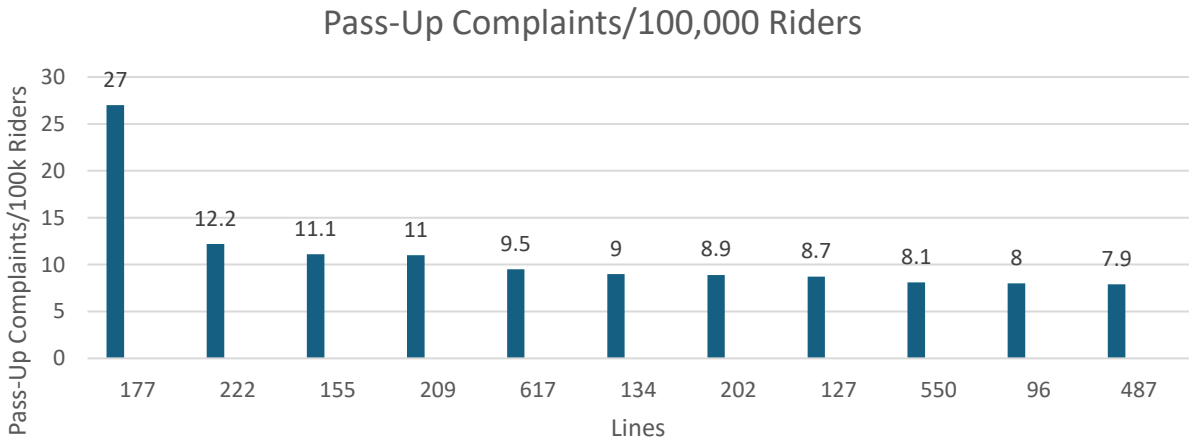


Figure 17: Pass-Up Complaints/100,000 Riders

There is no overlap between these lines and the lines with the highest ridership or with the lines with the highest number of pass-up complaints in absolute numbers.

One outlier is found immediately, Line 177. This line which connects Caltech, Northwest Pasadena and the Jet Propulsion Laboratory (JPL) via Fair Oaks Ave, Mountain St. and the 210 freeway was operated by Trans Dev for Metro until December 2024. This line is now operated by Pasadena Transit and is part of their system. The data did not suggest why this line had such a high rate of pass-up complaints. It did have the lowest number of riders (55,578) and therefore a relatively small number of complaints (15) results in a high complaint to ridership rate.

When comparing the top ten lines which had the highest number of pass-up complaints per 100,000 riders with the top ten lines in terms of ridership, one of the main differences other than

overall ridership was headway. All of the top lines with the highest complaints/ 100,000 riders had headways ranging from 30 to 60 minutes while the lines with the highest ridership had headways ranging from 5 to 15 minutes. In those cases where the headways are longer, the consequence for a passenger being passed up are greater because they wait longer for the next bus. The increased consequences and inconvenience to the passenger could lead to increased complaints. While the lines with the highest ridership have more pass-up complaints in total numbers, the rate of pass-up complaints is significantly less than the systemwide average because the consequence and inconvenience experienced by the passenger are less due to the increased frequency of service.

TOP TEN LINES BY COMPLAINTS/100,000 RIDERS

Line	Ridership	Pass-up Complaints	Pass-up Complaints/100,000 Riders	Headway (mins.)
177	55,578	15	27.0	30
222	344,828	42	12.2	30
155	341,483	38	11.1	60
209	91,014	10	11.0	60
617	190,130	18	9.5	50
134	378,976	34	9.0	35
202	55,921	5	8.9	60
127	549,485	48	8.7	30
550	86,084	7	8.1	30
96	224,203	18	8.0	45
487	378,144	30	7.9	40

TOP TEN LINES BY RIDERSHIP

Line	Ridership	Pass-up Complaints	Pass-up Complaints/100,000 Riders	Headway (mins.)
207	8,110,164	100	1.2	15
4	7,750,385	259	3.3	15
204	6,932,264	62	0.9	10
18	6,728,711	74	1.1	10
16	6,448,752	118	1.8	10
720	6,410,073	139	2.2	5
2	6,126,619	137	2.2	8
51	5,910,598	89	1.5	5
33	5,320,770	186	3.5	8
70	4,938,567	69	1.4	8

Table 5: Top 10 Lines by Complaints/100,000 Riders

Time of Day and Day of Week

The CCATS data was also examined to find patterns when pass-up complaints occur by day of the week and time of day. Most pass-up complaints are occurring mid-week. Almost equal amounts occur Tuesday – Friday with slightly fewer on Monday. There are significantly fewer pass-up complaints on the weekends.

Pass-up complaints are generally low in the early morning and evening hours. They generally ramp up during the day with three daily peaks: morning commute (8:00 a.m. – 10:00 a.m.); midday lunch (12:00 p.m. – 2:00 p.m.); and the heaviest period being the afternoon commute (3:00 p.m. – 5:00 p.m.). This is consistent with the correlation to total ridership.

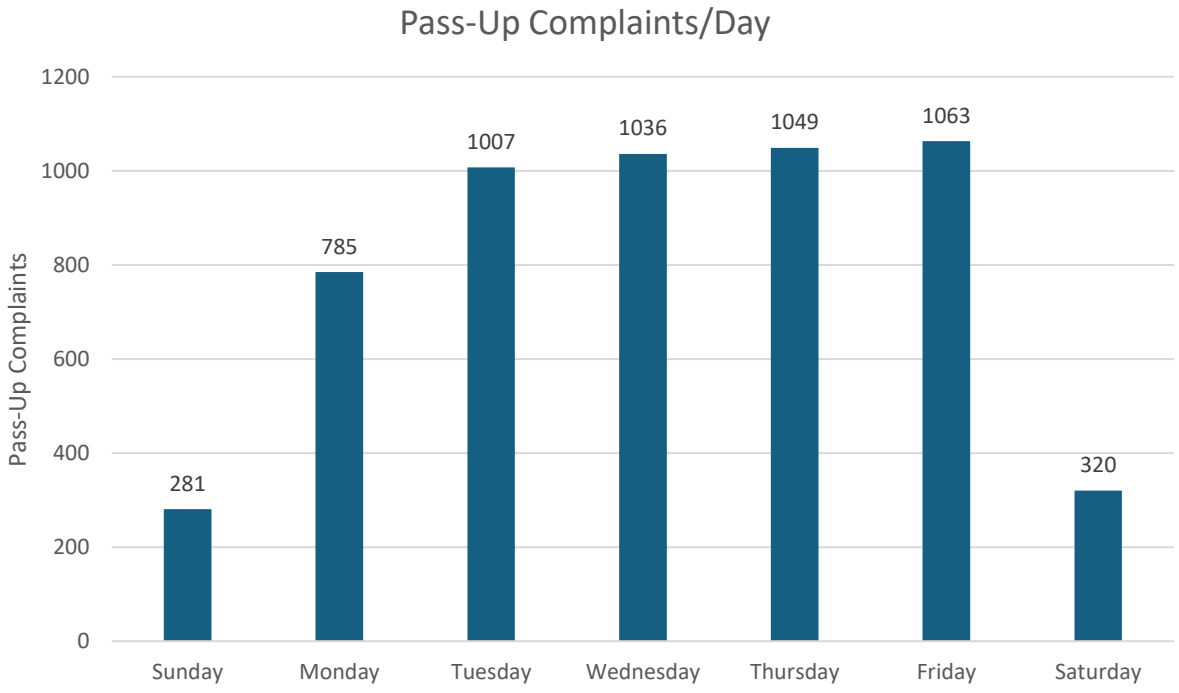


Figure 18: Pass-Up Complaints/Day

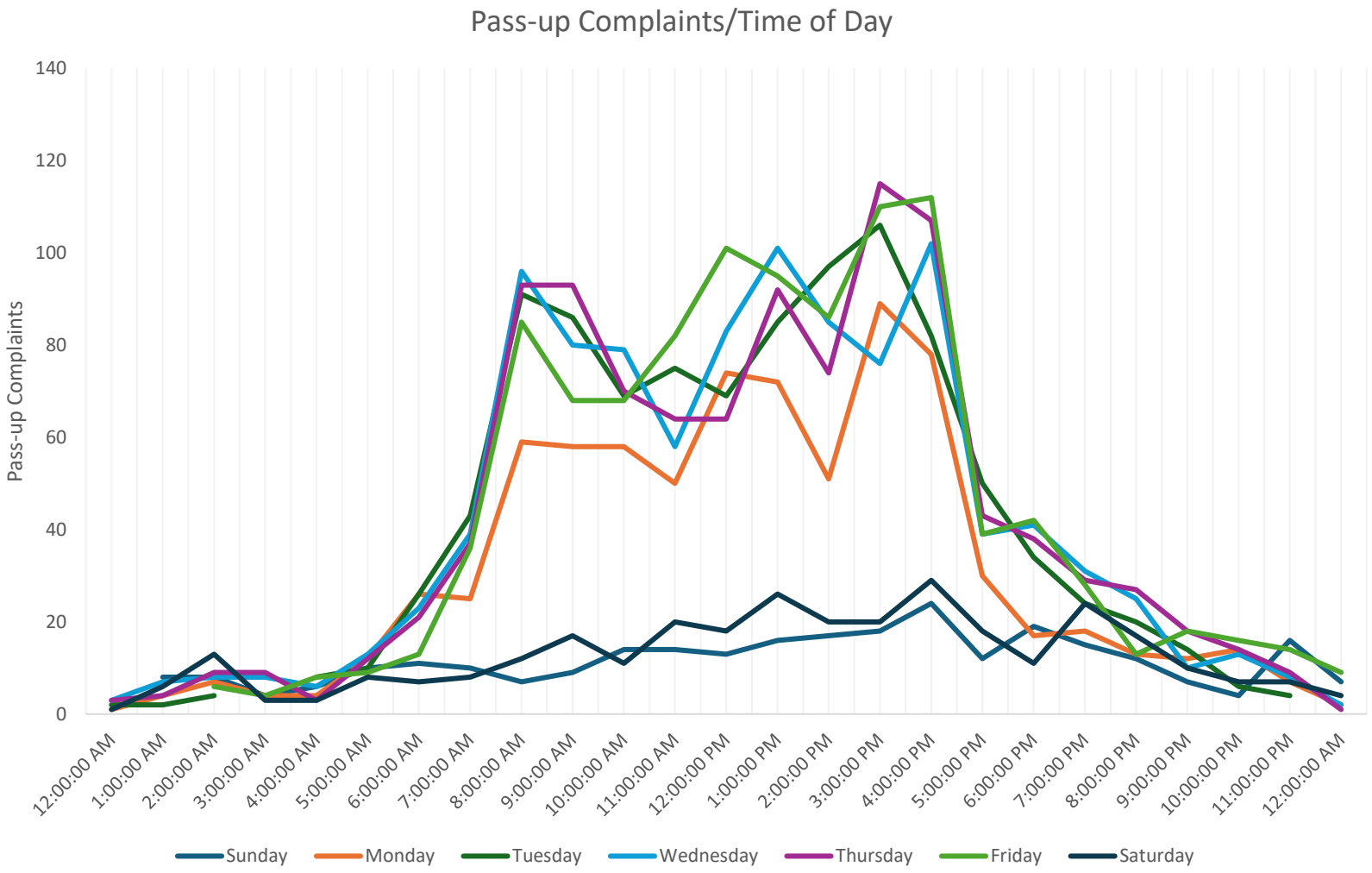


Figure 19: Pass-Up Complaints/Time of Day

Route Load Factors Analysis

A set of data was developed for the period July 2023-June 2024 that included information related to ridership, cancelled trips, load factors, overall pass-ups and wheelchair pass-ups to provide a summary of performance by line/route. The summary of average load factors per route is available in **Appendix B** with top 10 routes listed below:

Routes	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
002	6,126,619	3,366	0.05%	3.70%	1.3%	yes	0.622199571
004	7,750,385	3,432	0.04%	2.53%	2.2%		0.582910714
010	2,245,768	1,044	0.05%	1.05%	0.9%	yes	0.619711027
014	3,619,400	2,088	0.06%	2.07%	1.1%		0.687375
016	6,448,752	7,958	0.12%	2.57%	1.1%		0.666328947
018	6,728,711	6,888	0.10%	5.25%	3.3%		0.718783242
020	2,871,028	1,345	0.05%	2.76%	2.1%	Yes	0.594079487
028	3,197,177	1,807	0.06%	2.36%	1.3%	Yes	0.626990762
030	2,961,899	1,072	0.04%	2.17%	1.2%		0.562127563
033	5,320,770	6,078	0.11%	2.57%	2.3%		0.598157088

Table 6: Top 10 Average Load-Factors/Route

LA Metro provided load factor data for two periods – July 2023-November 2023 and January 2024-June 2024 reflecting two (2) period before and after the December 2023 service change. The data does not provide specific trip date or month. The data includes the route number, start hour, trip number, total maximum load, average seats, total seats, load factor, and trips. This data summarizes load factors per route for each of the two (2) periods. The summary uses the trip numbers to compare the 2023 to the 2024 period.

Route Load Factor Averages

The table in **Appendix C** reflects the average load factors per LA Metro route alongside the average load factors from July-November 2023 and January-June 2024 for comparison. The last column on the right reflects the change to load factors before and after the December 2023 service change. The load factors decreased after the service change for 34 routes including 3 of the top 10 routes with the highest load factor but increased 7 of the top 10. The 10 routes with the highest load factors are listed below with the full listing in **Appendix C.**

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
108	0.772987342	0.770162437	0.77579798	0.005636
460	0.760946667	0.774767123	0.747844156	-0.02692
18	0.718783242	0.708426523	0.729485185	0.021059
45	0.71814899	0.722964286	0.71343	-0.00953
105	0.70813555	0.702061224	0.714241026	0.01218
51	0.701219224	0.695158784	0.707259259	0.0121
115	0.696611486	0.690544218	0.702597315	0.012053
152	0.692785953	0.679176871	0.705947368	0.02677
81	0.690851711	0.692473282	0.689242424	-0.00323
14	0.687375	0.684076923	0.690673077	0.006596

Table 7: Top 10 Routes by Load Factor

Themes and Conclusions

The following key correlations were found using the results of the research and analysis:

1) Pass-up complaint categories: The majority of pass-up complaints (51.25%) can be placed in a subcategory that the passenger filing the complaint characterizes as the operator not stopping at the stop even though they are aware of the passenger waiting. Pass-ups related to wheelchair access and other disability issues made up only 20.78%.

2) Location: There is a strong correlation between total ridership number and numbers of pass-up complaints.

    a. The Santa Monica lines (4, 33, and 720) received some of the highest numbers of complaints.

    b. Rates of pass-up complaints (pass-up complaint/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints. This may be because the consequence to the rider missing a bus on a route with longer headways is a greater inconvenience and thus more likely to generate a complaint than on a route with a shorter headway and less inconvenience to the rider.

3) Time of day and day of week: Pass-up complaints are much higher Tuesday-Friday and slightly lower on Monday. Pass-up complaints follow a daily pattern with peaks during morning and afternoon rush hours and a smaller peak at midday lunch.

4) High load factors: Routes that have the highest average load factors will experience more passenger pass-ups and wheelchair pass-ups in absolute numbers.

    a. Wheelchair Pass-ups: The 11 routes that had the wheelchair pass-ups over 3% had an average load factor of .65 compared to the average system-wide factor of .53.

    b. Full vehicle Pass-ups: The 10 routes that had overall pass-ups greater than .08%, the average % for all routes, had an overall pass-up rate of .11% and had an average load factor of .68 compared to an average of .53.

5) Cancelled trips: There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes had an average 3.94% of wheelchair pass-ups compared to an average of 2.38% system-wide. These same routes had an average trip cancel rate of 2.8% compared to a system-wide average of 1.7%.

6) Headways on certain routes in school schedules show stops where the buses are too full

to pick up passengers and require another bus: We evaluated whether these transit circumstances affect full bus and wheelchair pass-ups.

a. School Trippers: We identified the Metro lines/routes designated as school trippers. This information was aligned with the data on pass-ups, ridership, load factors, and cancelled trips. We determined that there was a positive correlation between school trippers and pass-ups.

a) 50% of lines/routes having the top ten load factors were school trippers

b) 40% of the lines/routes having the highest top ten overall pass-ups were school trippers

c) 40% of the lines/routes having the highest top ten wheelchair pass-ups were school trippers

7) Rush hours fill buses quickly: Leap Frogging and Balancing Service. Operators skip stops to even out service when buses get bunched up and have higher dwell times.

8) Operators only stop once, closes door and departs a stop: It is unclear whether there is a correlation since this information is not tracked but could be traced to videos relating to complaints.

9) Sign Malfunction: vehicle "not in service" not designated or the "head sign" shows the incorrect route or destination; does not use or update "discharge only." It is unclear whether there is a correlation since this information is not tracked.

10) Operator Common Sense and Good Judgement: Operator chooses not to stop due to safety concerns. Based on interviews and coverage in training, this has a positive correlation but cannot be assigned a numerical value.

ii. Identify any trends uncovered in analysis of data

Our examination of ridership and CCATS data identified three root causes for pass-ups.

- One cause is due to passenger volume.
  - Full buses due to high ridership lead to pass-ups.
  - More operators on lines with shorter headways increase opportunities for operator error.
  - Higher ridership increases potential for passenger conflicts leading operators to pass-up passengers.
  - Full buses due to high ridership also contribute to wheelchair spots being unavailable leading to pass-ups.

- Another cause of bus pass-ups is related to headways. Longer headways have the potential for greater passenger inconvenience, greater rider dissatisfaction and increased complaints.
- School trippers are a unique contributor to bus capacity in specific locations and more bus pass-ups.

From examining the "Customer Comments" and "Findings" section of the CCATS data the following additional root causes are suggested.

- Construction activity and bus line detours are not clearly communicated or understood by passengers leading to pass-up complaints.
- Another cause is generally described as distractions at the bus stop.
    - Passengers obscured from sight due to bus shelters, advertisements or other infrastructure.
    - Passengers away from bus stop seeking shade or light.
    - Confusion caused by multiple bus lines having co-located stops.
    - Passengers distracted by electronic device usage may not be aware of an approaching bus or signal their intent to board.
- Operators inconsistently applying their discretion on when to pass-up a passenger.

e. Results from Benchmarks

Benchmarking was conducted on 6 transit agencies across the United States and Canada; including NY MTA, WMATA, CTA, MUNI, AC Transit and Winnipeg Transit in Canada. Benchmarking detailed results are available in **Appendix E**. During this effort, the following topics were explored:

- Best Practices
- Key Benchmarks from Peer Agencies
- Technology Options for Consideration

i. Best Practices

In an effort to identify best practices on how pass-ups are managed in the transit industry, an assessment of procedures from other Transit agencies and how these agencies track performance metrics was conducted. Benchmarking efforts were conducted via interviews and a review of published information by peer agencies. The following practices were researched:

- Bus System Rule Books
- Bus Transit Service Reliability

- Load Factors
- Real Time Arrival & Departure Assistance
- Compliant Process
- Service Effectiveness

ii. Bus System Rule Books

Bus System Rule Books are utilized to define the rules of conduct for operators in various transit agencies in the United States. Some transit agencies have elected to publish fines associated with the rules of conduct within the Rule Book for transparency purposes.

Bus Transit Service Reliability

The Transit Cooperative Research Program (TCRP) released a Service Reliability Guidebook that defines three (3) key characteristics of reliability of a bus rapid transit system. Transit systems are measured on capacity, reliability, and other quality features. These characteristics include 1) Short and consistent wait times; 2) Consistent on-time arrivals and 3) Consistent travel times.

Load factors

The American Public Transportation Association (APTA) authored a report on service policies and standards, including information on peak period load standards. Load factors ranged from 1.2 to 1.59 based on the agency assessments of risk related to crowded buses. Other than using the seated capacity on a bus, information on the various methods on how these load factors were set is not available. The Peak Period Load Standards table can be found in Table 7 and documents the Peak and Off-Peak standards.

Real Time Arrival & Departure Assistance

A study on real time bus arrival information was completed with NY MTA, Tampa, and Atlanta. This study aimed to understand if real-time information increases transit ridership, a critical question asked by decision-makers facing pressure to increase ridership under tight budget constraints. This study presents a meta-analysis of the impacts of real-time information on transit ridership in three U.S. cities.

Complaints

One public transit agency in Oakland, California, AC Transit, identified nine (9) key reasons for complaints which are documented in Table 8: AC Transit Complaint Categories. Passenger pass-up is identified as the fourth highest reason for complaints overall with other factors including hazardous operation, driver conduct, no shows, late bus, cancellations, early departure from stop, fare disputes and refusal to be allowed to board.

Service Effectiveness

Service effectiveness can be measured using load factors, which are the average number of passengers on board a transit vehicle. Transit vehicles that are fuller will have higher load factors, whereas transit vehicles with more empty seats will have lower load factors.

iii. Key Benchmarks from Peer Agencies

All 6 transit agencies utilize various key performance indicators to determine service reliability and effectiveness. All transit agencies benchmarked utilize On-Time Performance (OTP) as one of their performance metrics for their transit service. Most of these agencies use additional broad metrics to measure success that include :

- Tracking the percentage of service delivered, identifying the percentage of scheduled bus hours and/or trips that took place.
- Tracking the reliability of their bus service; however, this is calculated slightly differently across agencies.
- Tracking the miles between reported bus service disruptions due to equipment/maintenance needed.
- Tracking the Bus Wait Times as part of their service reliability metrics.
- Tracking the real-time arrival information availability, along with real-time arrival prediction accuracy. This data is provided to riders, and if it is inaccurate, may lead to pass-ups as the rider would be planning on another timeslot for the bus to arrive.

iv. Technology Options for Consideration

Four technology options were identified during this benchmarking effort that helps ridership and possibly reduce bus pass-ups by addressing ADA needs in the areas of sight and hearing disability. These systems include BlindSquare, Aira, NaviLens, and GoodMaps. All four systems provide visual and hearing assistance to the rider by way of accessing an app or utilizing smart glasses for navigational assistance. Access to enhanced technology features to assist riders by addressing ADA needs is a best practice that is gaining traction in the transit industry.

v. *List of KPIs suggested from benchmark review.*

A key performance indicator (KPI) is a metric that measures the performance of a business, team, individual, or project. KPIs are key measures for assessing if Metro is meeting goals or target objectives.

KPIs need to be measurable so that they can be monitored over time. In addition, KPIs should have distinct goals as well as a clear source of data that can be relied upon for important decisions. This data needs to be reviewed often so that Metro can continuously track KPIs to evaluate progress to achieving goals. Based on the benchmarking completed, and the proposed metrics, the following KPIs are recommended in the categories of timeliness, efficiency, and reliability related to pass-ups:

KPI	Definition	Measurement Approach	Standard Formula
Accessibility Compliance	The degree to which services are accessible to individuals with disabilities,	Review of Wheelchair Pass-up Percentage	Number of pass-ups by line/number of wheelchair passengers
Bus Reliability	The degree that passengers are able to board at each stop	Review Pass-up percentage	Number of passengers passed up at stops/number of passengers are able to board a bus by line
Bus Crowding	The degree of bus loads above seated capacity	Review Bus loads over 1.3	Average number of passengers on bus/number of passengers able to be seated
Service Operated	Degree that published trips are operated	Review % operated trips by line	The total percentage of actual Service Operated trips measured against the Planned Trips
Complaints	Degree that complaints are related to bus service	Review number of customer complaints about bus service (for example, related to on-time performance; operator courtesy, etc.) per 100,000 bus passenger boardings	Number of complaints/100,000 riders

Table 8: KPI Metrics

1. Headways

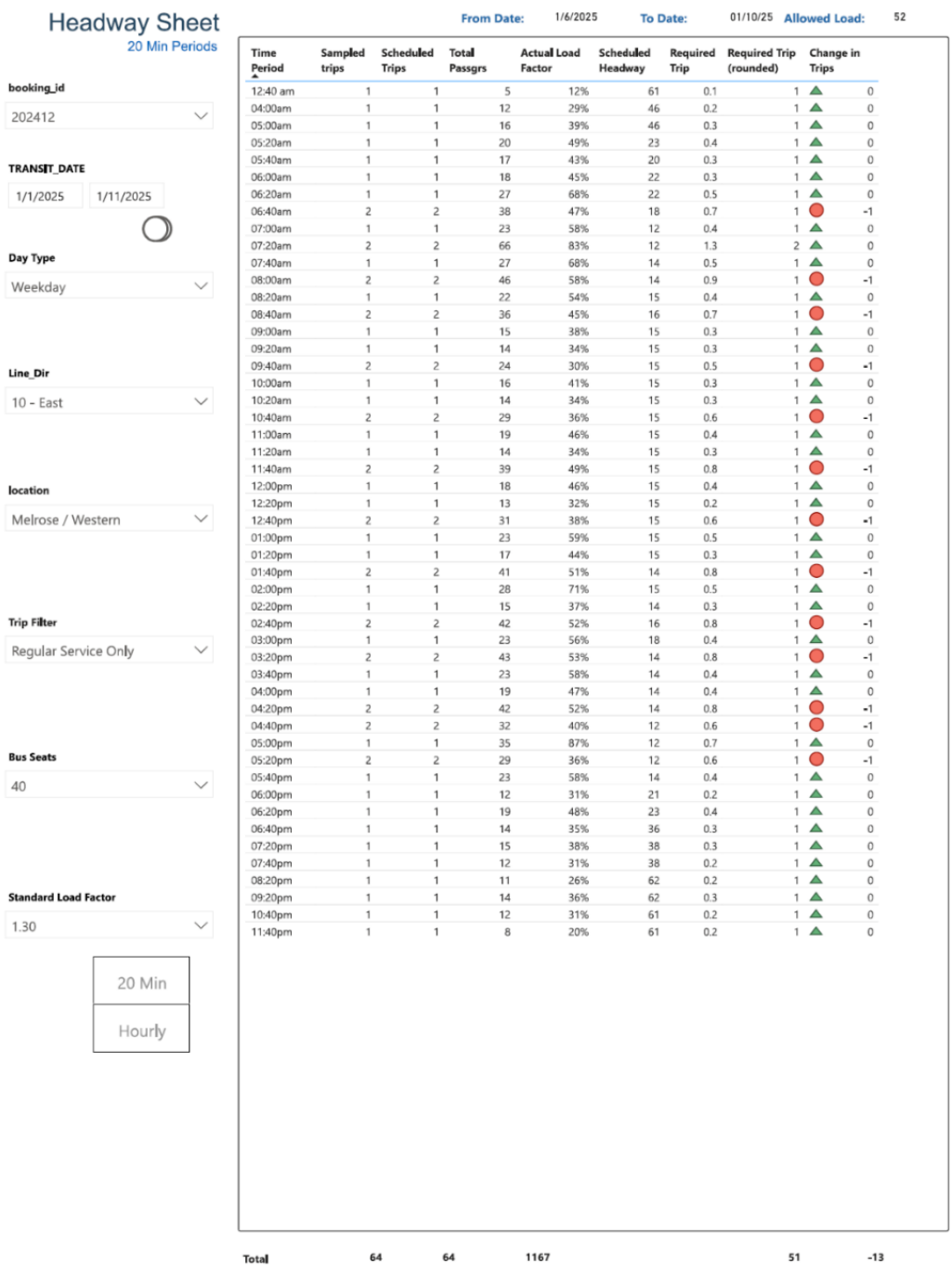
The interval of time between two (2) vehicles running in the same direction on the same route, usually expressed in minutes. Frequency is the inverse of headway: a headway of 10 minutes is equivalent to a frequency of one (1) bus every 10 minutes or six (6) buses per hour.

Importance to Pass-Ups

The number of vehicles on a route impacts load factors, and the availability of passenger space and wheelchair (WC) slots.

LA Metro

Metro tracks headways by line and route every day. See below for an example of the information.



Time Period	Sampled trips	Scheduled Trips	Total Passgrs	Actual Load Factor	Scheduled Headway	Required Trip	Required Trip (rounded)	Change in Trips
12:40 am	1	1	5	12%	61	0.1	1	0
04:00am	1	1	12	29%	46	0.2	1	0
05:00am	1	1	16	39%	46	0.3	1	0
05:20am	1	1	20	49%	23	0.4	1	0
05:40am	1	1	17	43%	20	0.3	1	0
06:00am	1	1	18	45%	22	0.3	1	0
06:20am	1	1	27	68%	22	0.5	1	0
06:40am	2	2	38	47%	18	0.7	1	-1
07:00am	1	1	23	58%	12	0.4	1	0
07:20am	2	2	66	83%	12	1.3	2	0
07:40am	1	1	27	68%	14	0.5	1	0
08:00am	2	2	46	58%	14	0.9	1	-1
08:20am	1	1	22	54%	15	0.4	1	0
08:40am	2	2	36	45%	16	0.7	1	-1
09:00am	1	1	15	38%	15	0.3	1	0
09:20am	1	1	14	34%	15	0.3	1	0
09:40am	2	2	24	30%	15	0.5	1	-1
10:00am	1	1	16	41%	15	0.3	1	0
10:20am	1	1	14	34%	15	0.3	1	0
10:40am	2	2	29	36%	15	0.6	1	-1
11:00am	1	1	19	46%	15	0.4	1	0
11:20am	1	1	14	34%	15	0.3	1	0
11:40am	2	2	39	49%	15	0.8	1	-1
12:00pm	1	1	18	46%	15	0.4	1	0
12:20pm	1	1	13	32%	15	0.2	1	0
12:40pm	2	2	31	38%	15	0.6	1	-1
01:00pm	1	1	23	59%	15	0.5	1	0
01:20pm	1	1	17	44%	15	0.3	1	0
01:40pm	2	2	41	51%	14	0.8	1	-1
02:00pm	1	1	28	71%	15	0.5	1	0
02:20pm	1	1	15	37%	14	0.3	1	0
02:40pm	2	2	42	52%	16	0.8	1	-1
03:00pm	1	1	23	56%	18	0.4	1	0
03:20pm	2	2	43	53%	14	0.8	1	-1
03:40pm	1	1	23	58%	14	0.4	1	0
04:00pm	1	1	19	47%	14	0.4	1	0
04:20pm	2	2	42	52%	14	0.8	1	-1
04:40pm	2	2	32	40%	12	0.6	1	-1
05:00pm	1	1	35	87%	12	0.7	1	0
05:20pm	2	2	29	36%	12	0.6	1	-1
05:40pm	1	1	23	58%	14	0.4	1	0
06:00pm	1	1	12	31%	21	0.2	1	0
06:20pm	1	1	19	48%	23	0.4	1	0
06:40pm	1	1	14	35%	36	0.3	1	0
07:20pm	1	1	15	38%	38	0.3	1	0
07:40pm	1	1	12	31%	38	0.2	1	0
08:20pm	1	1	11	26%	62	0.2	1	0
09:20pm	1	1	14	36%	62	0.3	1	0
10:40pm	1	1	12	31%	61	0.2	1	0
11:40pm	1	1	8	20%	61	0.2	1	0
Total	64	64	1167				51	-13

Figure 20: Metro Headway Sheet

Benchmarks

The Chicago Transit Authority (CTA) defines the vehicle headway standard for the Key Route bus network for more heavily ridden time periods to be at least every 10 minutes during the weekday peak periods, 15 minutes during the weekday midday period, 20 minutes during the weekday evening period, 15 minutes on Saturday afternoons, and 20 minutes on Sunday afternoons. CTA has a standard that headways should be better than 30 minutes at all times of the day. They also measure the percentage of trips meeting headway adherence. Service operates more frequently than the headway standards based on ridership demand and meeting the vehicle load standards. Minor exceptions to all headway standards are permitted for the purposes of scheduling practicality and improved efficiency.

The Washington Metropolitan Area Transit Authority (WMATA) indicates that service headway is the amount of time scheduled between bus arrivals. Much like with span of service, transit agencies must consider that while low headways reduce the time customers must wait for a route to arrive and shortens their travel time, they also increase costs by requiring more buses and operators for the line/route. They must also consider that these periods of time will occur multiple times for customers who transfer to other routes to complete their trip. WMATA evaluates which lines/routes may not be safely and/or comfortably transporting riders due to overcrowding by evaluating the percentage of passenger time spent on vehicles that exceed crowding guidelines. The target vehicle load often varies based on trip frequency and between the peak and off-peak periods: higher transit demand deserves more service, but riders may be more likely to tolerate standing, especially if their trip distances are relatively short. Generally, headways of more than 20 minutes should have a maximum load of 100% of seated capacity, while service with shorter headways can allow 120% of seated capacity. The current target is 5 percent in a crowded condition.

Potential metric: headway to load factor

The number and percentage of route trips per day when load factors exceed 1.0 and 1.3 may indicate a potential schedule adjustment as part of the shakeup process or other mitigation as needed. This information is presently tracked by Metro.

2. On-time performance (OTP)

On-time performance (OTP) is defined specifically by each system; a trip is considered on time if it arrives or departs from a time point within a specified range of time. A typical range is 0 to 5 minutes after the scheduled arrival/departure time. A trip that leaves a time point early is referred to as "hot" or "running hot."

Importance to Pass-Ups

Passengers can rely on the accuracy of departures and arrivals at stops to ensure getting on the bus.

LA Metro

Metro defines OTP as trips that are not more than one (1) minute early and no more than five (5) minutes late. A target of 85% has been established. Performance against target on system basis was measured at 70.9% in September 2024.

Benchmarks

CTA has a similar definition for OTP. Their goal is 65% of customers on every route board on time buses. WMATA considers a bus to be on time if it arrives at least two (2) minutes earlier or seven (7) minutes later than the scheduled arrival times. WMATA has a target of 78% and recent performance was 76%. The New York Metropolitan Transportation Authority (MTA) defines OTP as each bus trip of a particular route must not be earlier than one (1) minute before or not later than five (5) minutes after its scheduled departure time at each of its assessed (terminal or enroute) time points. MTA had an OTP performance in October 2024 at 82.7%. San Francisco Municipal Railway (MUNI) measures OTP as how well MUNI vehicles adhere to the schedule and serves as an indicator for the reliability and attractiveness of Muni service as a travel option for customers.

NY MTA tracks OTP, service delivered, customer journey time, and wait assessment.

Potential metric: OTP

Track on-time performance against a target goal of 100% on time, no time allowance for early or late by route/line, to be able to conduct more effective process improvement analysis of how to improve bus scheduling.

3. Load standards

Load standards relates to the agency-established goal for passenger loads (not the maximum vehicle load, which is considerably higher). The loading standard is usually expressed as a percentage of seated capacity, the maximum number of standees, or the maximum load. The loading standard often varies over the day, with the peak-period loading standard higher than off-peak periods. Some agencies also specify a time or distance duration that certain loads are allowed (e.g., 150% for up to 10 minutes). The loading standard is used to calculate demand-based headways during the various periods of the service day.

The maximum load point(s) (MLPs) is (are) the location(s) along a route where the greatest number of passengers are on board. Having this maximum load point information, along with other factors, allows the scheduler to determine the number of vehicles that will need to pass the MLP in order to accommodate the passengers wanting to use the service.

Importance to Pass-Ups

Load factors define the maximum number of passengers that can be allowed on a vehicle. When load factors are exceeded, passengers are passed up and wheelchairs and scooters cannot be accommodated.

LA Metro

Metro defines the peak load factor of 1.3 for 40-foot and 60-foot vehicles. Loads per route are tracked daily. The maximum load is determined for each route. There is no target and overall data available for system-wide loads. Max Loads per bus stop is maintained.

Benchmarks

NY MTA tracks bus wheelchair ramp/lift usage deployments per month. King County, Washington has a standard that no trip can have a standing load for 20 minutes. MUNI tracks the percentage of daily trips above capacity. CTA tracks loads but does not include this information in scheduling analysis. CTA tracks WC pass-ups if there is a complaint.

The CTA load standards are not the maximum capacity of the given vehicle types, rather they are set at levels that provide a reasonable amount of comfort for customers on their daily commutes. Any routes and time periods that exceed these standards on a regular basis should be targeted for improved service.

The WMATA vehicle load factor evaluates which lines/routes may not be safely and/or comfortably transporting riders due to overcrowding. The target vehicle load factor often varies based on trip frequency and between the peak and off-peak periods: higher transit demand deserves more service, but riders are more likely to tolerate standing. Generally, headways of more than 20 minutes should have maximum load factor of 1.00, while frequencies below this can allow 1.20. Averages for an entire line/route or time period will most often show lower numbers unless all trips exceed maximum capacity. It is likely that some trips on a line/route will exceed maximum capacity when the average for the time period exceeds a load factor of 0.80.

The following are the peak load factors for peer agencies, for 40-foot buses:

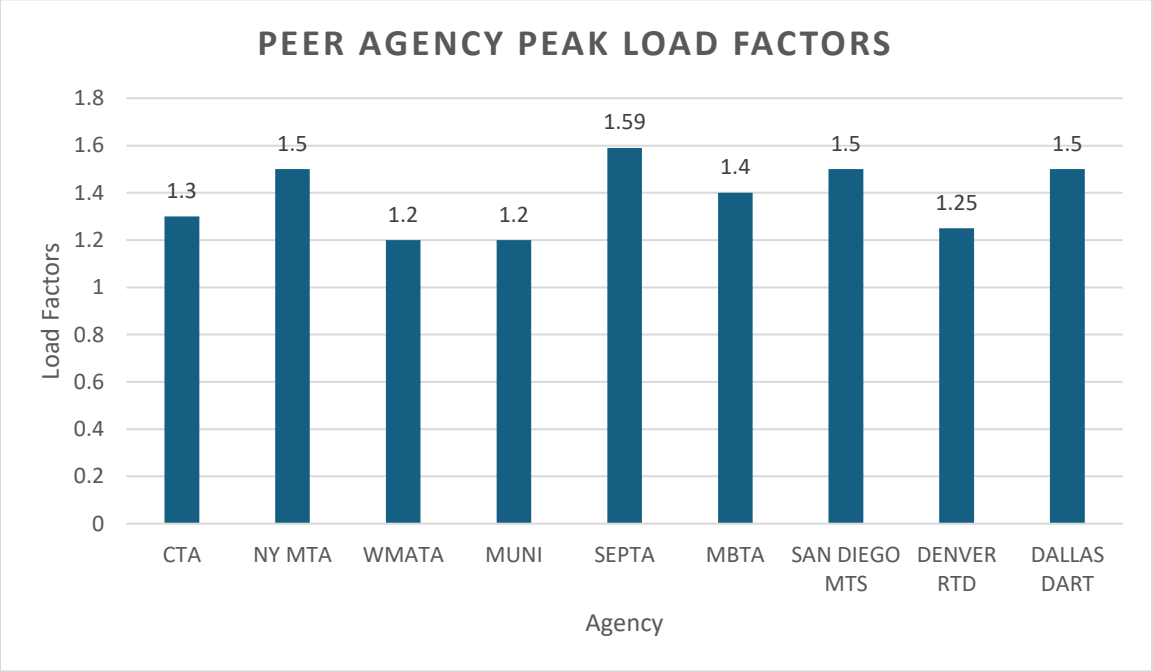


Figure 21: Peer Agency Peak Load Factors

Potential metric: load factors

Keep a load factor of 1.3 as the standard but evaluate passenger and WC pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment, also known as "peak load point."

4. Percentage of service delivered

This metric relates to the percentage of routes that are planned but are cancelled.

Importance to Pass-Ups

When trips are cancelled, passengers must adjust their schedule and may not arrive at the stop when the bus does, and this leads to missed trips.

LA Metro

Metro has a target of 2% maximum of trips cancelled.

Benchmarks

CTA tracks this data and publishes that 2.8% of the trips did not run. NY MTA measures 'Service Delivered' (sometimes referred to as throughput) measuring the ability to deliver the scheduled

service. It is calculated as the percentage of scheduled bus trips that are actually provided during peak hours (NY MTA); performance is less than 96%.

WMATA defines this metric as the share of scheduled buses that are actually provided at the peak load point during peak hours and has established a goal of 98%. Recent performance has been at 97.8%.

Potential metric: percent service delivered

Keep the target at 2% cancellation rate but evaluate by line/route relating to complaints, and pass-ups.

5. *Wheelchair Pass-Ups*

Wheelchair pass-ups includes the number or percentage of wheelchair passengers pass-ups.

Importance to Pass-Ups

This is a key ADA measure and responsibility of Metro and requires immediate remedial action to transport the passenger.

LA Metro

Metro has a metric in its service standards that requires an assessment of the route or system when there are more than 6% WC pass-ups on a rolling 6 month basis. Their present performance for the last fiscal year is 2.8% systemwide. See example of data in the chart in **Appendix E** for the report by line and in total.

Benchmarks

WMATA and CTA do not have a metric for WC pass-ups and do not have available data. NY MTA only tracks the number of wheelchair ramp or deployments on buses each month. Winnipeg Transit collects and publishes information on their website on:

- Full Bus Pass-ups by Month
- Wheelchair User Pass-ups by Month
- Map of Full Bus Pass-Up Locations – Past Year
- Map of Wheelchair Pass-Up Locations – Past Year
- Full Bus Pass-Ups By Route Past year
- Wheelchair User Pass-Ups By Route Past year

In Winnipeg, pass-ups occur most often in September of each year as students begin classes, following new schedules, often at new schools and universities. Passenger loads are at their highest in the first few weeks of classes, until everyone learns their new routines and figures out

the best way to get to class. A similar spike tends to occur in January, when similar travel patterns are followed.

Potential metric: wheelchair pass-ups

Key Metric to be Implemented: **Reduce the threshold from 6% to 4% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.**

6. Passenger Pass-ups

The metric includes the number or percentage of general passenger pass-ups.

Importance to pass-ups

This is a key measure and ties to complaints received and incidents that are tracked.

LA Metro

Metro does not have a metric for this but collects pass-up data on all routes on a daily and annual basis. Pass-up data is collected by route, a sample FY24 report is below for reference with the full table provided in **Appendix G.** Note that system-wide, the pass-up percentage is low at 0.05%.

Route/Lines	Total Riders	Pass-ups	Percent
002	6,126,619	3,366	0.05%
004	7,750,385	3,432	0.04%
010	2,245,768	1,044	0.05%
014	3,619,400	2,088	0.06%
016	6,448,752	7,958	0.12%
018	6,728,711	6,888	0.10%
020	2,871,028	1,345	0.05%
028	3,197,177	1,807	0.06%
030	2,961,899	1,072	0.04%
033	5,320,770	6,078	0.11%
System total	**234,093,170**	**121,536**	**0.05%**

Table 9: Pass-Up Data per Route

Benchmarks

WMATA and CTA measure number of trips but do not measure bus pass-ups. NY MTA does not measure passenger pass-ups.

Potential metric: passenger pass-ups

Create a daily metric of total passenger pass-ups which should be reviewed no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.

5. Summary of Results and Conclusions

Based on the data reviewed and information gleaned from interviews and surveys, the results and conclusions of this review are presented below. These are roughly organized around the three objectives defined by OIG in commissioning this review of bus pass-ups.

a. Does Metro have policies and procedures to guide its bus pass-up process and are the policies and procedures in line with industry best practices?

Generally, there are no industry best practices for measuring bus pass-ups. Most comparable agencies do not cover pass-ups in their manuals and only one agency could be found that actively tracks pass-ups. Metro does have a policy addressing pass-ups generally and standard operating procedures which address pass-ups involving passengers with wheelchairs or other mobility devices. However, changes to the policies and procedures are recommended to make them more specific and effective. The following conclusions and recommendations for potential improvement are from the review of the pass-up and ridership data, interviews with Metro personnel, survey of Metro operators, and the review of Metro policies and those of other agencies:

i. From Interviews

1. Procedures to manage communications not documented
2. Key definitions such as full buses not communicated
3. Training on pass-ups not completed
4. Data on pass-ups not shared or evaluated
5. Inconsistent corrective actions for pass-ups noted for operators and supervisors

ii. From Procedure Review

1. 6% threshold for wheelchair pass-ups over a six month period appears too high. The systemwide average across all routes is 2.38% for the period July 2023-June 2024. Only 11 of the 88 routes had wheelchair pass-ups over 3% and no route had wheelchair pass-ups over 6%. Tracking routes with wheel-chair pass-ups over 2.38% will identify those routes with potential shake-up actions.
2. Data should be mined by Metro on a monthly basis to develop relationships between types of pass-ups and operations
3. Lack of consistency in definitions such as “full bus”
4. Capacity analysis process not documented

5. Few procedures are in place to handle bus service scheduling and pass-up monitoring
6. ADA procedure for alternative accessible service is not fully compliant
7. Enhance ADA Complaint Categorization & Prioritization
    - Continue to ensure pass-up complaints related to disability access are explicitly categorized in CCATS and prioritized for resolution.
    - Conduct regular audits of complaint handling timelines to ensure compliance with 49 CFR 37.169.
8. Improve Alternative Transportation for Pass-Ups
    - Establish a formalized procedure to provide alternative transportation for customers with disabilities who experience pass-ups and document this process to comply with 49 CFR 37.163.
9. Increase Operator Training & Accountability
    - Continue "mystery rider" program for random compliance checks on bus operators to ensure adherence to accessibility policies.
    - Require annual ADA training for operators focused on passenger assistance, service animals, and handling mobility devices.

iii. From Training Review

1. Refresher training has not been completed since 2022
2. Pass-up codes used in ATMS not explained
3. Exercise of good judgment and common sense may allow variation in approach and results
4. For wheelchair pass-up training, there is no mention of the reasons that might lead to a wheelchair pass-up and there is no specific direction provided to state that the procedures are the same regardless of the reason for the WC pass-up.
5. Training does not address full bus pass-ups

iv. From Benchmarking

1. Based on the benchmarking completed, and the proposed metrics, the following KPIs are recommended in the categories of timeliness, efficiency, and reliability related to pass-ups:
    - Accessibility Compliance – The degree to which services are accessible to individuals with disabilities by reviewing the wheelchair pass-up percentage. KPI would be the % of ADA-Wheelchair pass-ups of total pass-ups.

- Bus Reliability – The degree that passengers are able to board at each stop by reviewing the pass-up percentage. KPI of total pass-ups/passengers able to board.
- Bus Crowding – The degree of bus loads above seated capacity by reviewing bus loads over 1.3. KPI of Avg. #of seated passengers to seating capacity.
- Service Operated – Degree that published trips are operated by reviewing the percentage of operated trips by line. KPI of total service trips operated to total planned trips.
- Complaints – Degree that complaints are related to bus service by reviewing the customer complaints about bus service per 100,000 bus passenger boardings. KPI of #of complaints per 100,000 riders.

2. The following metrics are recommended to assist in measuring the KPIs:
    - Headways to load factor (presently tracked by Metro) – The number and percentage of route trips per day that exceeded 1.0 and 1.3 load factors and analyzed for potential schedule adjustments as needed.
    - On-time Performance (OTP) – Track OTP against a target goal of 100% on time, with no time allowance for early or late by route/line to be able to conduct bus service process improvement analysis.
    - Load Factors – Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair pass-ups by line/route for process improvement.
    - Percentage Service Delivered – Keep the target at 2% cancellation rate but evaluate by line/route relating to complaints and pass-ups.
    - Wheelchair Pass-ups – Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture other poor performing routes.
    - Passenger Pass-ups – Create a daily metric of total passenger pass-ups for development of a process improvement plan to reduce full bus passenger pass-ups.

b. Were bus operators who bypassed a customer acting according to Metro policies and procedures and what were the root causes for pass-ups?

Data from pass-up complaints received by Metro during fiscal year ending June 30, 2024, as well as information gathered from operators, was reviewed to see if Metro's policies were being followed. We found that generally, the procedures in place for wheelchair pass-ups are more specific and more closely followed and enforced than those for general pass-ups. The policies and procedures for general pass-ups are more informal and rely heavily on operator judgment in the field. Because of this it is likely that general pass-ups are being underreported. This is an area where policies, procedures, and training can be established and provided to operators to provide more specificity and guidance that can assist operators and reduce bus pass-ups.

c. Is there a correlation between the number of bus pass-ups and ridership statistics and are there any trends between bus pass-ups and bus operations, e.g. bus routes, operators, divisions, service areas, etc.?

i. The following key correlations were found using the results of the research and analysis:

1. Pass-up complaint categories: The majority of pass-up complaints are not for wheelchair pass-ups. Pass-ups related to wheelchair access and other disability issues made up only 20.78%.
2. Location: There is a strong correlation between ridership numbers and numbers of pass-up complaints.
    a. The Santa Monica lines (4, 33, and 720) receive some of the highest numbers of pass-up complaints.
    b. Rates of pass-up complaints (pass-up complaint/100,000 riders) are higher among lines with longer headways, which tend to be lines with lower ridership. Lines with higher ridership and shorter headways have lower rates of pass-up complaints.
3. Time of day and day of week: Pass-up complaints are much higher Tuesday-Friday and slightly lower on Monday. Pass-up complaints follow a daily pattern with peaks during morning and afternoon rush hours and a smaller peak at midday lunch.
4. High load factors: Routes that have the highest average load factors will experience more passenger pass-ups and wheelchair pass-ups in absolute numbers.
    a. Wheelchair Pass-ups: The 21 routes that had the wheelchair pass-ups over 3% had an average load factor of .65 compared to the average system-wide factor of .53. These are highlighted in Appendix E.
    b. Full vehicle Pass-ups: The 10 routes that had overall pass-ups greater than the average .08% for all routes, had an overall pass-up rate of .11% and had an average load factor of .68 compared to an average of .53.
5. Cancelled trips: There was a positive correlation between the number of pass-ups and cancelled trips. The top ten routes that had higher cancellations had an average wheelchair pass-ups rate of 3.94% compared to an average of 2.38% across all routes.

These same routes had an average trip cancel rate of 2.8% compared to an average of 1.7%.

6. Headways on certain routes in service school trippers show stops where the buses are too full and require another bus. We evaluated whether these transit circumstances affect full bus and wheelchair pass-ups.
    a. School Trippers: We identified the Metro lines/routes designated as school trippers. This information was aligned with the data on pass-ups, ridership, load factors, and cancelled trips. We determined that there was a positive correlation between school trippers and pass-ups.
7. 50% of lines/routes having the top ten load factors were school trippers
8. 40% of the lines/routes having the highest top ten overall pass-ups were school trippers
9. 40% of the lines/routes having the highest top ten wheelchair pass-ups were school trippers
10. Rush hours fill buses quickly: Leap frogging and Balancing Service. Operators skip stops to even out service when vehicles get bunched up and have higher dwell times and contribute to a higher number of bus pass-ups.
11. Operators only stop once: Closes door and departs a stop. It is unclear whether there is a correlation between wheelchair pass-ups and when the operator is unable to reopen the door based on Metro policies since this information is not tracked but could be traced to videos relating to complaints.
12. Sign Malfunction: vehicle “not in service” not designated or the “head sign” shows the incorrect route or destination; does not use or update “discharge only.” It is unclear whether there is a correlation since this information is not tracked.
13. Operator Common Sense and Good Judgement: Operator chooses not to stop due to safety concerns. Based on interviews and coverage in training, this has a positive correlation but cannot be assigned a numerical value.

6. Recommendations

1. **Metro should develop procedures in the following areas to improve analysis, measurement, and management of bus pass-ups:**
    a. Metro currently utilizes a threshold of 6% rate of pass-up (established by Metro's Office of Management and Budget) before an analysis of a specific route wheelchair pass-ups is performed. This threshold is twice the 2.8% system wide average. We recommend the threshold be reduced to 3% and the procedure used in Metro's Title VI Plan service standards should be updated to reflect the revised percentage.
    b. Procedure to cover pass-up related data collected and how data will be used to reduce the number of pass-ups to include load factors, cancellations, school trippers, time of day, and other factors
    c. The appropriate definition of the meaning of "full bus" should be included in all applicable procedures. The Board adopted definition of 147% of capacity should be used for regular operations pass-ups and the 2 available wheelchair spaces being full should be used for ADA pass-ups.
    d. Procedure for conducting Route/Line Capacity analysis
    e. Procedure to handle scheduling and pass-up monitoring
    f. Update the ADA procedure for alternative accessible service to be fully compliant including:
        i. Address Equipment Failures More Explicitly - It is recommended that Metro clearly state that lifts be tested every day before leaving the division to be placed into service and that vehicles with inoperative lifts must be held back until fixed or taken out of service before the next service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163
        ii. Strengthening Documentation and Reporting - The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and equipment failures. 49 CFR 27.13(a)
    g. Procedure to ensure that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173

h. Procedure related to Service Animals- The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat.
    i. It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or safety of others. 49 CFR 37.167(d). **NOTE – Metro is in the process of making this change as the issuance of this report**.

i. Procedure to perform Maintenance Checks for Accessibility Equipment- The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. The procedure should include regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)

j. Procedure on how communications should be handled for all types of pass-ups

k. Procedure to ensure that corrective actions for pass-ups are consistent for operators and supervisors.

l. Procedure to hold ongoing meetings, including "RAP" sessions, on pass-up levels and corrective actions to improve.

2. **Key performance metrics should be established and tracked against pass-ups data for potential improvements. These metrics are noted below:**

    a. Headway to load factor

    The number and percentage of route trips per day when load factors exceed 1.0 may indicate a potential schedule adjustment as part of the schedule adjustment (shakeup) process or other mitigation as needed. Load Factors exceeding 1.3 should result in a schedule adjustment. This information is presently tracked by Metro.

    b. On time performance

    Track on-time performance against a target goal of 100% on time with no time allowance for early or late by route/line, to be able to conduct process improvement analysis of how to improve bus scheduling.

    c. Route and System-wide Load factors

    Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair (WC) pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment. Also known as "peak load point."

d. Percent of service delivered

Keep the target at 2% cancellation rate but evaluate periodically by line/route relating to complaints, and pass-ups.

e. Wheelchair pass-ups

Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.

f. General (non-wheelchair) Passenger pass-ups

Create a daily metric of total passenger pass-ups which should be reviewed periodically but no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.

g. Pass-ups per 100,000 riders

Create a formal pass-up rate metric such as pass-ups/100,000 riders for each line/route. Track the metric each month and communicate the data to supervisors and operators through "RAP" sessions in each Division and other communication channels.

3. **Initial training and annual refresher training should be completed for operators and Metro staff**
    a. Complete annual Refresher training to include pass-up procedures for operators and supervisors.
    b. Include explanation of pass-up codes used in the Advanced Transportation Management System (ATMS).
    c. Discuss variation in operator management of pass-ups using good judgment and common sense.
    d. Include the reasons that might lead to a wheelchair pass-up as there is no specific direction provided to state that the procedures are the same regardless of the reason for the wheelchair (WC) pass-up.
    e. Training should include coverage of full bus pass-ups.
    f. Create a specific passenger pass-up training module. This module should include guidance on how to handle different types of pass-up situations such as full bus (including a definition of full bus), wheelchair or ADA pass-up, and difficult passengers. The goal is to provide more guidance to operators for exercising their judgement in the field.
    g. Develop public education campaigns for riders on the importance of being ready to board, being at the stop, being aware of when the bus is approaching, and making sure the operator knows a passenger is waiting for the bus and can see the passenger.
    h. Train all appropriate staff on new procedures.

4. **Physical Characteristics of Bus Stops**
    a. Create a procedure to review the physical characteristics of bus stops at which pass-ups occur due to passenger visibility or the passenger not being at the stop. When warranted by the physical review, make changes to the bus stop such as adding or improving lighting; trimming vegetation; removing obstructions; or adding shade to encourage passengers to use the bus stop.

7. Appendices

The following appendices are included in this section:

a. Bus Operator Survey and Results
b. LA Metro data per route
c. Average load factors per route
d. Benchmarking metrics and definitions
e. Detailed Benchmarking Results
f. Sample LA Metro report by line and in total
g. LA Metro pass-up data report
h. Table of Recommendations

a. Bus Operator Survey and Results

Text of Survey

What is this survey?

Metro has asked The Lopez Group, LLP, to review pass-ups at Metro. To help us better understand pass-ups, we are conducting a survey among Operators. Your input is important and valuable because of your first-hand experience as an Operator. The information that you give to us in this survey is confidential and your individual responses will be aggregated with other recipients. No responses given by you will be linked to you individually.

1. Below is a list of situations when passenger pass-ups could happen. Please answer if you have ever experienced a pass-up due to the situation listed below (choose all that apply):
    a. Passenger not in clear view
    b. Passenger not at the stop
    c. Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)
    d. Lack of access due to construction or police activity
    e. Bike rack full
    f. Overcrowded or full bus
    g. Wheelchair spaces are full
    h. Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)
    i. Human waste or other hazardous material
    j. Passenger poses threat
    k. Safety issues, please describe
2. Other type of pass-up not listed, please specify
3. Thinking about pass-ups that have occurred while you were operating a bus, what were the top three (3) reasons for passenger pass-ups (choose up to three):
    a. Passenger not in clear view
    b. Passenger not at the stop
    c. Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)
    d. Lack of access due to construction or police activity
    e. Bike rack full
    f. Overcrowded or full bus
    g. Wheelchair spaces are full

   h. Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)
   i. Human waste or other hazardous material
   j. Passenger poses threat
   k. Safety issues, please describe
4. Other type of pass-up not listed, please specify
5. Do pass-ups tend to occur more frequently at certain times of the day or night (more than one answer is possible):
   a. Early morning before 6:00 a.m.
   b. 6:00 a.m. to 8:00 a.m.
   c. 8:00 a.m. to 10:00 a.m.
   d. 10:00 a.m. to noon
   e. Noon to 2:00 p.m.
   f. 2:00 to 4:00 p.m.
   g. 4:00 p.m. to 6:00 p.m.
   h. Evening after 6:00 p.m.

Survey Results

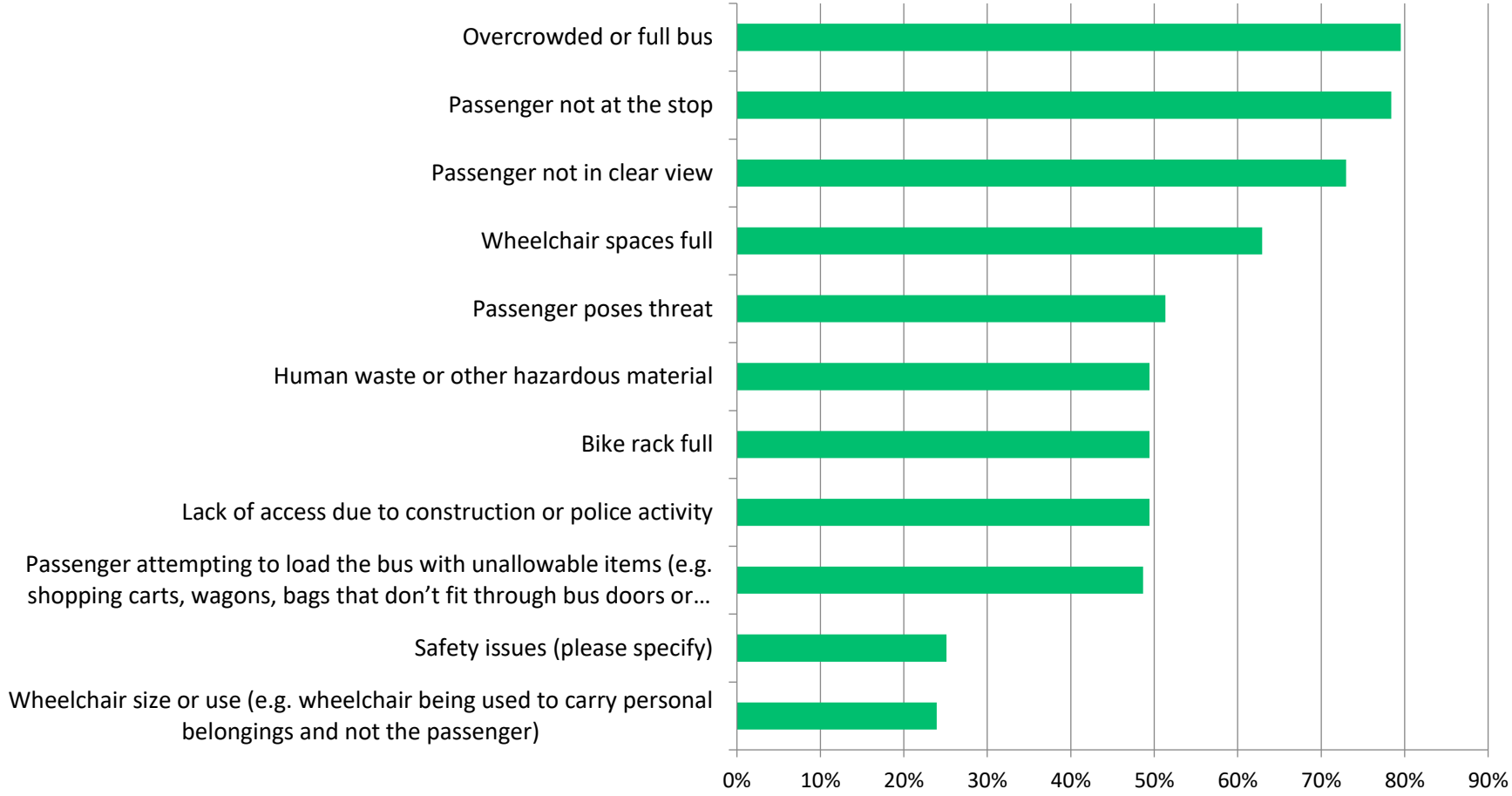
Below are the responses from the survey.

i. Survey question 1

Below is a list of situations when passenger pass-ups could happen. Please answer if you have ever experienced a pass-up due to the situation below? (choose all that apply)

Answer Choices	Responses	
Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)	23.94%	62
Safety issues (please specify)	25.10%	65
Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)	48.65%	126
Lack of access due to construction or police activity	49.42%	128
Bike rack full	49.42%	128
Human waste or other hazardous material	49.42%	128
Passenger poses threat	51.35%	133
Wheelchair spaces full	62.93%	163
Passenger not in clear view	72.97%	189
Passenger not at the stop	78.38%	203
Overcrowded or full bus	79.54%	206
	Answered	**259**
	Skipped	**0**

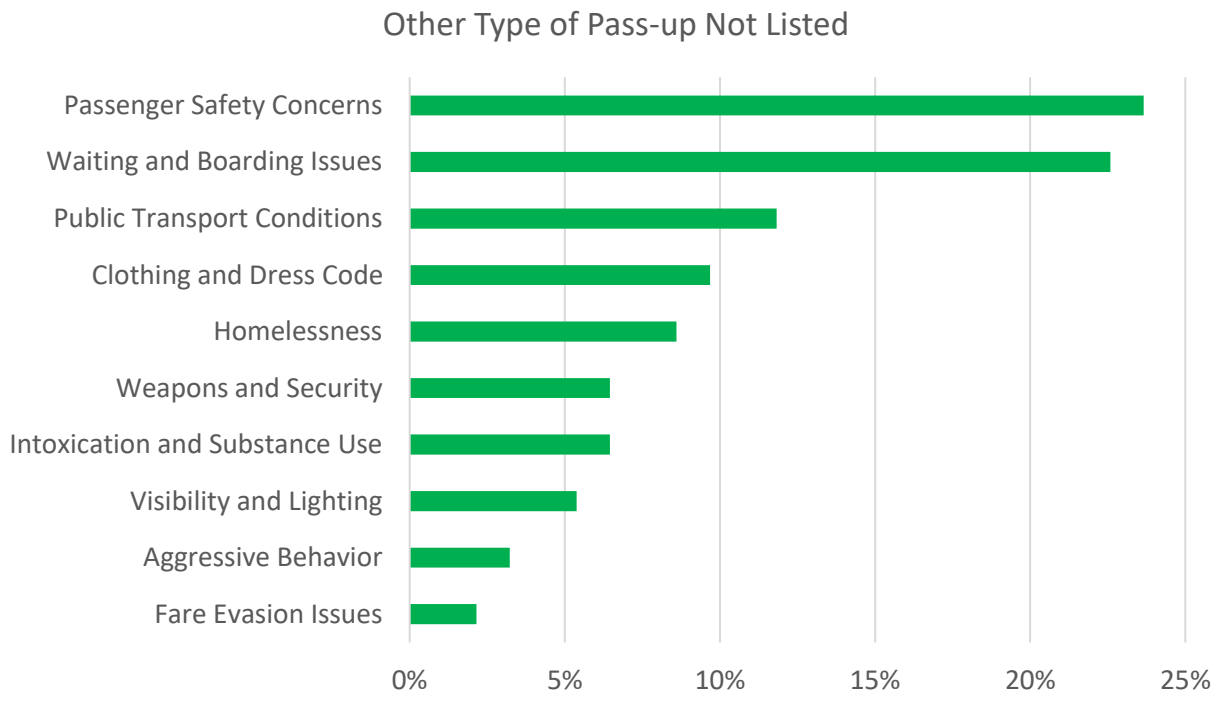
Below is a list of situations when passenger pass-ups could happen. Please answer if you have ever experienced a pass-up due to the situation listed below (choose all that apply):



ii. Survey question 2

Other type of pass-ups not listed in Question 1, please specify

Theme	Number	Percentage
Fare Evasion Issues	2	2%
Aggressive Behavior	3	3%
Visibility and Lighting	5	5%
Intoxication and Substance Use	6	6%
Weapons and Security	6	6%
Homelessness	8	9%
Clothing and Dress Code	9	10%
Public Transport Conditions	11	12%
Waiting and Boarding Issues	21	23%
Passenger Safety Concerns	22	24%
Total	**93**	
Answered	**77**	
Skipped	**182**	

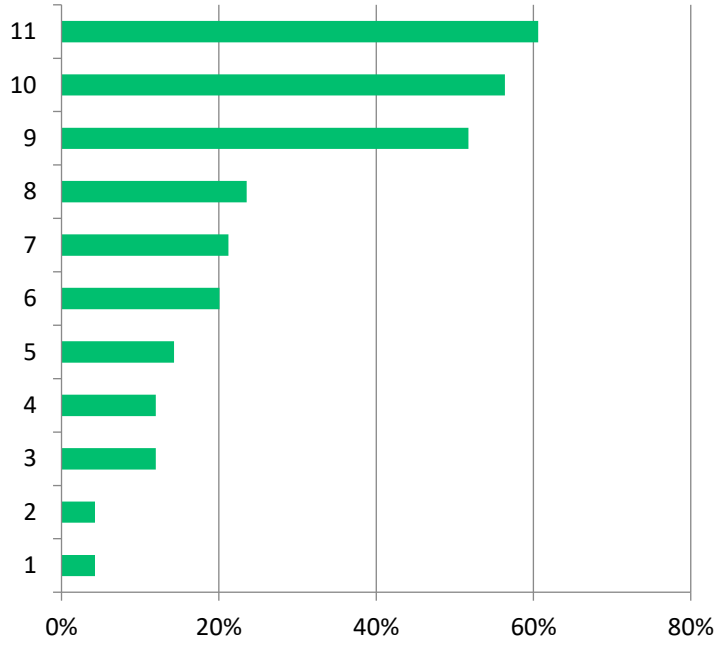


iii. Survey question 3

Thinking about the pass-ups that have occurred while you were operating a bus, what were the top three (3) reasons for passenger pass-ups (choose up to three)

Answer Choices	Responses	
Wheelchair size or use (e.g., wheelchair being used to carry personal belongings and not the passenger)	4.25%	11
Safety issues (please specify)	4.25%	11
Bike rack full	11.97%	31
Passenger poses threat	11.97%	31
Human waste or other hazardous material	14.29%	37
Lack of access due to construction or police activity	20.08%	52
Passenger attempting to load the bus with unallowable items (e.g., shopping carts, wagons, bags that do not fit through bus doors or block aisle)	21.24%	55
Wheelchair spaces full	23.55%	61
Passenger not in clear view	51.74%	134
Overcrowded or full bus	56.37%	146
Passenger not at the stop	60.62%	157
	Answered	**259**
	Skipped	**0**

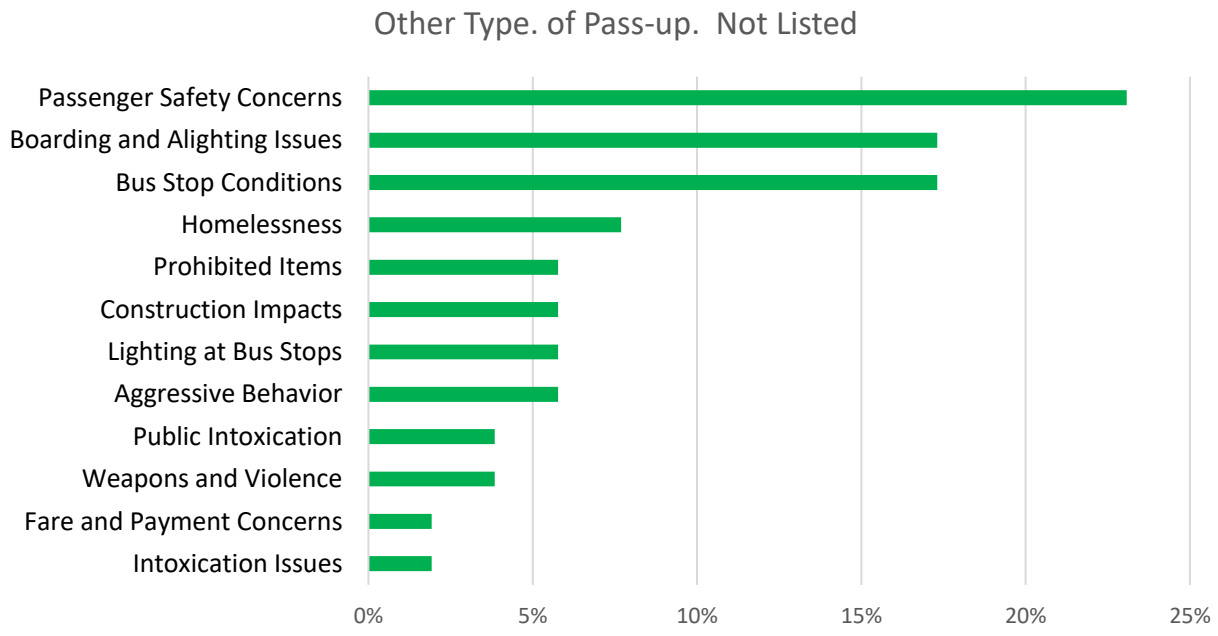
Thinking about pass-ups that have occurred while you were operating a bus, what were the top three (3) reasons for passenger pass-ups (choose up to 3):



iv. Survey question 4

Other type of pass-up not listed in Question 3, please specify

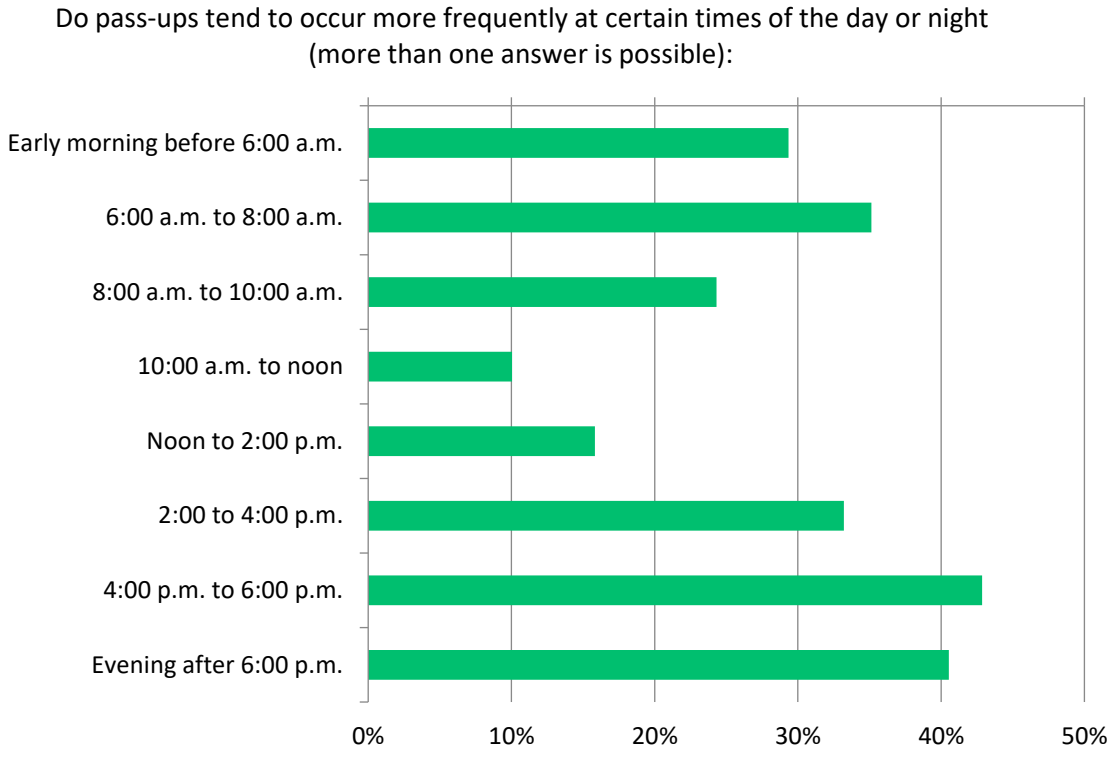
Theme	Number	Percentage
Intoxication Issues	1	2%
Fare and Payment Concerns	1	2%
Weapons and Violence	2	4%
Public Intoxication	2	4%
Aggressive Behavior	3	6%
Lighting at Bus Stops	3	6%
Construction Impacts	3	6%
Prohibited Items	3	6%
Homelessness	4	8%
Bus Stop Conditions	9	17%
Boarding and Alighting Issues	9	17%
Passenger Safety Concerns	12	23%
Total	**52**	
Answered	**51**	
Skipped	**208**	



v. *Survey question 5*

Do pass-ups tend to occur more frequently at certain times of the day or night (more than one answer is possible)

Answer Choices	Responses	
Early morning before 6:00 a.m.	29.34%	76
6:00 a.m. to 8:00 a.m.	35.14%	91
8:00 a.m. to 10:00 a.m.	24.32%	63
10:00 a.m. to noon	10.04%	26
Noon to 2:00 p.m.	15.83%	41
2:00 to 4:00 p.m.	33.20%	86
4:00 p.m. to 6:00 p.m.	42.86%	111
Evening after 6:00 p.m.	40.54%	105
	Answered	**259**
	Skipped	**0**



b. Pass-up Data per Route

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
002	6,126,619	3,366	0.05%	3.70%	1.3%	yes	0.622199571
004	7,750,385	3,432	0.04%	2.53%	2.2%		0.582910714
010	2,245,768	1,044	0.05%	1.05%	0.9%	yes	0.619711027
014	3,619,400	2,088	0.06%	2.07%	1.1%		0.687375
016	6,448,752	7,958	0.12%	2.57%	1.1%		0.666328947
018	6,728,711	6,888	0.10%	5.25%	3.3%		0.718783242
020	2,871,028	1,345	0.05%	2.76%	2.1%	Yes	0.594079487
028	3,197,177	1,807	0.06%	2.36%	1.3%	Yes	0.626990762
030	2,961,899	1,072	0.04%	2.17%	1.2%		0.562127563
033	5,320,770	6,078	0.11%	2.57%	2.3%		0.598157088
035	1,569,720	156	0.01%	0.62%	0.6%		0.442141176
040	4,571,417	2,671	0.06%	2.32%	2.6%		0.649052632
045	4,357,881	6,887	0.16%	4.36%	2.5%	Yes	0.71814899
051	5,910,598	5,404	0.09%	2.06%	2.5%	Yes	0.701219224
053	3,467,950	4,254	0.12%	4.16%	2.8%		0.671931429
055	2,265,361	1,800	0.08%	1.73%	2.5%		0.615440972
060	4,627,245	2,913	0.06%	2.21%	2.4%		0.63965019
062	998,361	156	0.02%	0.71%	0.4%		0.656798246
066	4,044,497	2,277	0.06%	2.20%	2.5%		0.579505319
070	4,938,567	3,098	0.06%	2.56%	3.0%		0.65104898
076	1,919,981	358	0.02%	0.85%	2.3%		0.499351563
078	2,123,613	906	0.04%	1.52%	1.4%		0.506607735
081	3,244,299	3,708	0.11%	3.50%	2.2%	Yes	0.690851711
090	1,830,153	239	0.01%	0.42%	1.5%	Yes	0.536792079
092	1,795,833	382	0.02%	1.11%	1.6%		0.479148649
094	2,235,029	876	0.04%	1.05%	1.40%		0.629624031
096	224,203	1	0.00%				

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
102	488,568	21	0.00%	0.11%	0.1%		0.3776375
105	4,611,369	2,132	0.05%	2.64%	1.5%		0.70813555
106	1,222,299	56	0.00%	0.61%	0.3%		0.372976636
108	4,448,248	3,353	0.08%	2.65%	3.7%		0.772987342
110	2,314,486	643	0.03%	1.47%	2.0%		0.630572034
111	4,623,719	2,673	0.06%	4.61%	2.6%		0.588318066
115	3,639,014	2,413	0.07%	3.61%	2.6%	yes	0.696611486
117	2,599,084	1,682	0.06%	3.08%	2.5%		0.562801556
120	937,348	202	0.02%	1.60%	0.1%		0.453453704
125	1,481,528	6	0.00%	0.23%			0.465205556
127	549,485	59	0.01%	0.38%	0.1%		0.203361111
128	326,493	0	0.00%				0.419727273
134	378,976	103	0.03%		0.9%		0.511712766
150	935,447	214	0.02%	0.84%	0.6%	yes	0.331472103
152	3,083,866	1,696	0.05%	1.89%	0.9%	yes	0.692785953
154	169,641	19	0.01%		0.2%		0.240859375
155	341,483	29	0.01%	0.22%	0.3%		0.287222222
158	428,223	36	0.01%	0.61%	0.1%		0.453985294
161	252,608	2	0.00%		0.1%		0.419205882
162	3,040,978	1,103	0.04%	2.00%	0.8%		0.613660714
164	1,795,135	583	0.03%	1.20%	0.9%	yes	0.500213115
165	2,418,724	1,690	0.07%	1.64%	0.9%	yes	0.625115942
166	1,778,817	1,946	0.11%	1.73%	2.0%	yes	0.60325969
167	462,819	2	0.00%	0.88%	0.2%		0.377695122
169	568,472	156	0.03%	0.71%	0.1%	yes	0.50877027
177	55,578	0	0.00%				0.181625
179	297,230	7	0.00%		0.2%		0.1975
180	2,986,642	1,163	0.04%	1.37%	1.5%		0.507246341
182	854,855	134	0.02%	0.34%	0.2%	yes	0.454464516

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
202	55,921	3	0.01%		0.0%		0.117568966
204	6,932,264	2,345	0.03%	3.23%	3.9%		0.629642523
205	858,227	2	0.00%				0.350926471
206	2,771,951	784	0.03%	1.33%	3.2%		0.67984739
207	8,110,164	4,532	0.06%	3.77%	4.3%		0.644969965
209	91,014	3	0.00%		0.1%		0.169984375
210	4,304,931	1,877	0.04%	2.66%	2.8%		0.639360215
211	81,554	2	0.00%		0.6%		0.2295
212	2,936,787	671	0.02%	0.92%	2.5%		0.53935641
217	2,810,911	1,300	0.05%	1.46%	1.7%	yes	0.524674757
218	188,071	0	0.00%				0.404157895
222	344,828	35	0.01%	0.15%	0.3%		0.205979167
224	2,005,871	566	0.03%	0.96%	1.6%	yes	0.554982014
230	973,225	303	0.03%	0.88%	1.0%	yes	0.468309524
232	1,387,988	10	0.00%				0.480340426
233	4,135,842	2,052	0.05%	3.23%	2.1%		0.551910891
234	2,691,270	938	0.03%	1.14%	1.7%		0.523564103
236	550,004	98	0.02%	0.32%	0.0%	yes	0.387295455
237	498,847	40	0.01%	0.17%	0.0%	yes	0.38961039
240	3,427,505	1,387	0.04%	1.85%	1.2%		0.436113208
242	516,360	178	0.03%	0.38%	0.1%	yes	0.287958763
244	501,657	131	0.03%	0.73%	0.1%	yes	0.396041379
246	953,362	125	0.01%	0.51%	0.1%		0.396611111
251	4,319,881	2,106	0.05%	2.99%	1.7%	yes	0.574309179
256	176,459	1	0.00%				0.261512195
258	600,551	19	0.00%	0.41%	0.0%		0.430567308
260	3,270,238	1,326	0.04%	1.59%	1.6%		0.639934307
265	307,811	20	0.01%		0.1%	yes	0.380846154
266	1,707,316	128	0.01%	0.13%			0.46630303

Route Number	Total Riders	Overall Pass-ups	Percent	W/C Pass-ups	Cancelled Trips	School Routes	Average Load Factors
267	375,789	29	0.01%	0.62%	0.1%		0.351094828
268	211,734	16	0.01%	0.52%	0.3%		0.239617021
287	261,252	2	0.00%		0.1%		0.231
294	440,598	51	0.01%	0.15%	1.1%		0.278725352
344	464,057	27	0.01%	0.95%	0.0%		0.48406
460	1,298,664	417	0.03%	1.68%	0.1%		0.760946667
487	378,144	21	0.01%	0.19%	0.2%		0.358869919
501	380,788	2	0.00%		1.3%		0.225975
550	86,084	1	0.00%		0.1%		0.174025641
577	219,420	0	0.00%				0.264973214
601	131,555	4	0.00%		1.0%		0.058848214
602	341,375	97	0.03%	1.42%	0.1%	yes	0.367992424
603	2,596,453	3	0.00%				0.623630719
605	696,579	2	0.00%	2.20%			0.436204545
611	457,850	12	0.00%	0.89%	0.0%		0.42975
617	190,130	17	0.01%		0.0%		0.193153061
660	278,420	4	0.00%		0.1%		0.197818182
662	639,436	44	0.01%	0.36%	0.0%	yes	0.355964789
665	159,836	2	0.00%		0.0%		0.183134146
686	74,195	2	0.00%		0.0%		0.125253731
690	312,258	84	0.03%	0.28%	0.3%	yes	0.230347826
720	6,410,073	3,134	0.05%	2.19%	2.7%		0.581764012
754	4,181,978	909	0.02%	1.93%	1.8%		0.592436747
761	2,158,830	517	0.02%	1.51%	1.4%		0.52042623
857	212,813	1	0.00%		0.3%		0.053146853
901	4,412,865	503	0.01%	1.41%	0.9%		0.513505515
910	4,724,832	1,366	0.03%	1.97%	0.6%		0.602398246
System total	**31,247,233**	**7,220**	**0.02%**	**2.38%**	1.7%		**0.535434672**

c. Average Load Factors

The table below reflects average load factors (LF) per route overall, between July-November 2023 and separately between January-June 2024 (before/after the December 2023 service change). The last column on the right reflects whether any change is noted due to the December 2023 service change. Peach cells reflect routes with a lower load factors following the service change.

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
108	0.772987342	0.770162437	0.77579798	0.005636
460	0.760946667	0.774767123	0.747844156	-0.02692
18	0.718783242	0.708426523	0.729485185	0.021059
45	0.71814899	0.722964286	0.71343	-0.00953
105	0.70813555	0.702061224	0.714241026	0.01218
51	0.701219224	0.695158784	0.707259259	0.0121
115	0.696611486	0.690544218	0.702597315	0.012053
152	0.692785953	0.679176871	0.705947368	0.02677
81	0.690851711	0.692473282	0.689242424	-0.00323
14	0.687375	0.684076923	0.690673077	0.006596
206	0.67984739	0.663698413	0.696390244	0.032692

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
53	0.671931429	0.672828571	0.671034286	-0.00179
16	0.666328947	0.662009868	0.670648026	0.008638
62	0.656798246	0.665298246	0.648298246	-0.017
70	0.65104898	0.641279352	0.660979424	0.0197
40	0.649052632	0.644064356	0.654167513	0.010103
207	0.644969965	0.631770318	0.658169611	0.026399
260	0.639934307	0.636715328	0.643153285	0.006438
60	0.63965019	0.639515152	0.63978626	0.000271
210	0.639360215	0.636473118	0.642247312	0.005774
110	0.630572034	0.615798319	0.645598291	0.0298
204	0.629642523	0.608906542	0.650378505	0.041472
94	0.629624031	0.640449612	0.61879845	-0.02165
28	0.626990762	0.614736111	0.63918894	0.024453
165	0.625115942	0.612087591	0.637956835	0.025869
603	0.623630719	0.598954248	0.64830719	0.049353

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
2	0.622199571	0.624691304	0.619771186	-0.00492
10	0.619711027	0.62275	0.616648855	-0.0061
55	0.615440972	0.626048611	0.604833333	-0.02122
162	0.613660714	0.607864286	0.619457143	0.011593
166	0.60325969	0.603705426	0.602813953	-0.00089
910	0.602398246	0.601466667	0.603329825	0.001863
33	0.598157088	0.59875	0.597568702	-0.00118
20	0.594079487	0.583083333	0.604742424	0.021659
754	0.592436747	0.573542169	0.611331325	0.037789
111	0.588318066	0.580309645	0.596367347	0.016058
4	0.582910714	0.580696429	0.585125	0.004429
720	0.581764012	0.584929204	0.57859882	-0.00633
66	0.579505319	0.561941489	0.597069149	0.035128
251	0.574309179	0.571768116	0.576850242	0.005082
117	0.562801556	0.563945736	0.561648438	-0.0023

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
30	0.562127563	0.554704545	0.569584475	0.01488
224	0.554982014	0.546920863	0.563043165	0.016122
233	0.551910891	0.542678218	0.561143564	0.018465
212	0.53935641	0.535041026	0.543671795	0.008631
90	0.536792079	0.538534653	0.535049505	-0.00349
217	0.524674757	0.520258537	0.529048309	0.00879
234	0.523564103	0.511871795	0.53525641	0.023385
761	0.52042623	0.519327869	0.52152459	0.002197
901	0.513505515	0.517319853	0.509691176	-0.00763
134	0.511712766	0.523553191	0.49987234	-0.02368
169	0.50877027	0.500263158	0.51775	0.017487
180	0.507246341	0.503678049	0.510814634	0.007137
78	0.506607735	0.500198895	0.513016575	0.012818
164	0.500213115	0.497155738	0.503270492	0.006115
76	0.499351563	0.496257813	0.502445313	0.006187

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
344	0.48406	0.49622	0.4719	-0.02432
232	0.480340426	0.480552083	0.480119565	-0.00043
92	0.479148649	0.470351351	0.487945946	0.017595
230	0.468309524	0.459952381	0.476666667	0.016714
266	0.46630303	0.466777778	0.465828283	-0.00095
125	0.465205556	0.4527	0.477711111	0.025011
182	0.454464516	0.43912987	0.469602564	0.030473
158	0.453985294	0.444470588	0.4635	0.019029
120	0.453453704	0.452611111	0.454296296	0.001685
35	0.442141176	0.422215385	0.462864	0.040649
605	0.436204545	0.425290909	0.447118182	0.021827
240	0.436113208	0.430416268	0.441651163	0.011235
258	0.430567308	0.421538462	0.439596154	0.018058
611	0.42975	0.437444444	0.422055556	-0.01539
128	0.419727273	0.412727273	0.426727273	0.014

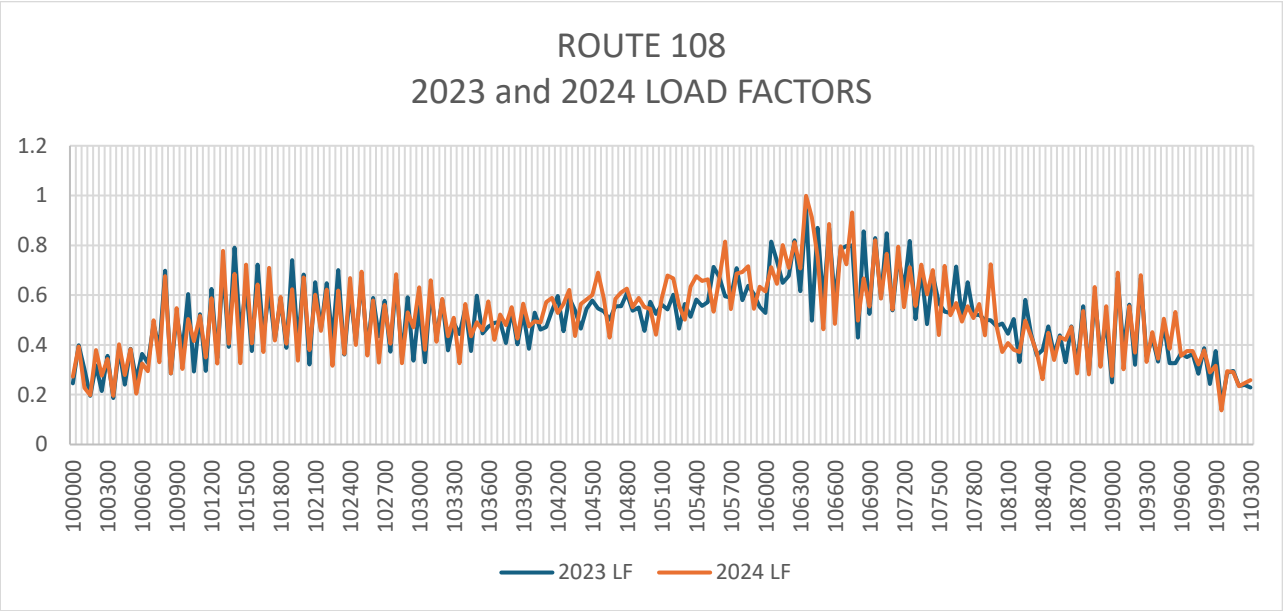
Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
161	0.419205882	0.412441176	0.425970588	0.013529
218	0.404157895	0.409342105	0.398973684	-0.01037
246	0.396611111	0.394469136	0.398753086	0.004284
244	0.396041379	0.361422535	0.429256757	0.067834
237	0.38961039	0.381394737	0.397615385	0.016221
236	0.387295455	0.382060606	0.392530303	0.01047
265	0.380846154	0.37371875	0.387757576	0.014039
167	0.377695122	0.385292683	0.370097561	-0.0152
102	0.3776375	0.3735	0.381775	0.008275
106	0.372976636	0.37482243	0.371130841	-0.00369
602	0.367992424	0.368815385	0.36719403	-0.00162
96	0.358988372	0.347139535	0.370837209	0.023698
487	0.358869919	0.370482759	0.348507692	-0.02198
662	0.355964789	0.345774648	0.36615493	0.02038
267	0.351094828	0.355344828	0.346844828	-0.0085

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
205	0.350926471	0.353205882	0.348647059	-0.00456
150	0.331472103	0.321559322	0.341643478	0.020084
242	0.287958763	0.283154639	0.292762887	0.009608
155	0.287222222	0.283555556	0.290888889	0.007333
294	0.278725352	0.271309859	0.286140845	0.014831
577	0.264973214	0.286178571	0.243767857	-0.04241
256	0.261512195	0.251097561	0.271926829	0.020829
154	0.240859375	0.237125	0.24459375	0.007469
268	0.239617021	0.233425532	0.245808511	0.012383
287	0.231	0.223596154	0.238403846	0.014808
690	0.230347826	0.222652174	0.238043478	0.015391
211	0.2295	0.2392	0.2198	-0.0194
501	0.225975	0.222975	0.228975	0.006
222	0.205979167	0.210041667	0.201916667	-0.00812
127	0.203361111	0.201990741	0.204731481	0.002741

Route	Average of LF	Average of LF Jul-Nov 2023	Average of LF Jan-Jun 2024	December 2023 Service Change
660	0.197818182	0.198285714	0.197350649	-0.00094
179	0.1975	0.195885714	0.199114286	0.003229
617	0.193153061	0.185265306	0.201040816	0.015776
665	0.183134146	0.182195122	0.184073171	0.001878
177	0.181625	0.17625	0.187	0.01075
550	0.174025641	0.15674359	0.191307692	0.034564
209	0.169984375	0.16778125	0.1721875	0.004406
686	0.125253731	0.127636364	0.122941176	-0.0047
202	0.117568966	0.116862069	0.118275862	0.001414
601	0.058848214	0.059955357	0.057741071	-0.00221
857	0.053146853	0.055342857	0.051041096	-0.0043
Grand Total	**0.535434672**	**0.530916953**	**0.539944635**	**0.009028**

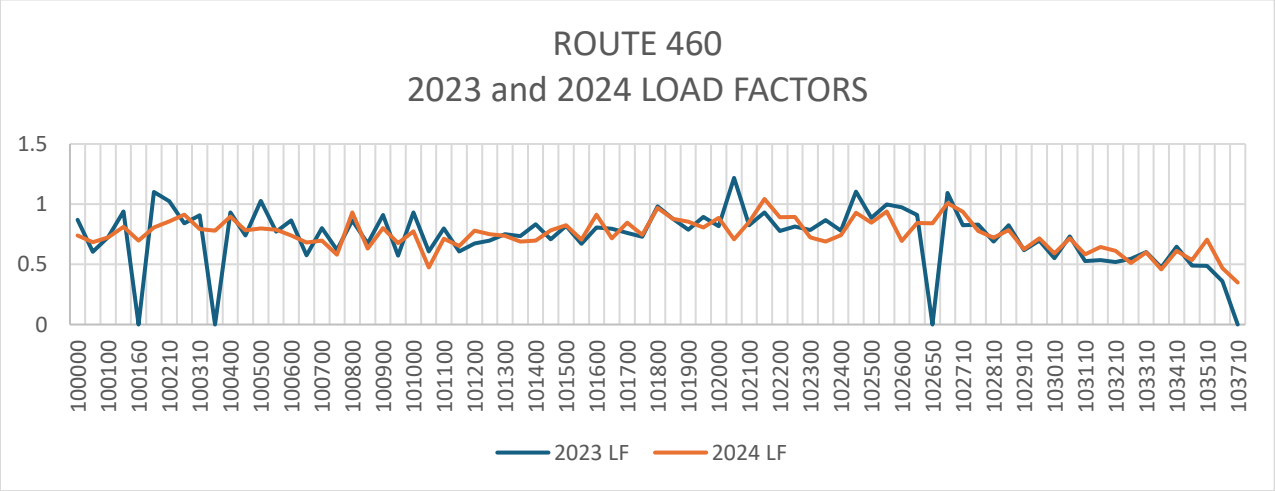
Route 108

The average load factor for route 108 over the two (2) periods is 0.77 and is the highest average load factor of all routes. Prior to the December 2023 service change, the average load factor was 0.770. After the service change, the load factor increased to 0.776. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



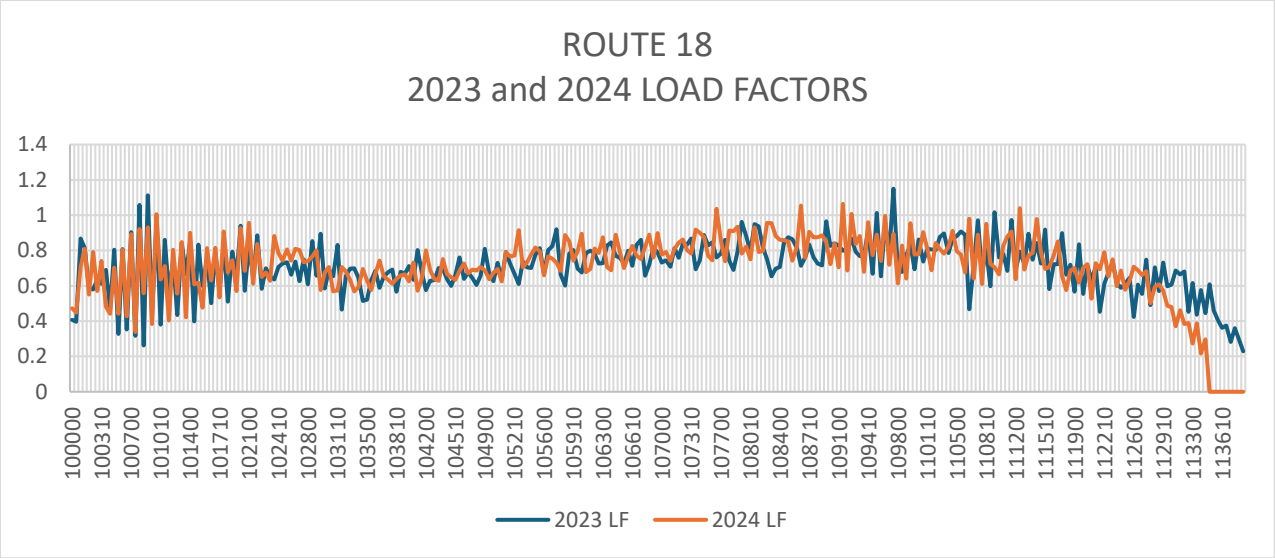
Route 460

The average load factor for route 460 prior to the December 2023 service change was 0.775; this decreased to 0.748 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



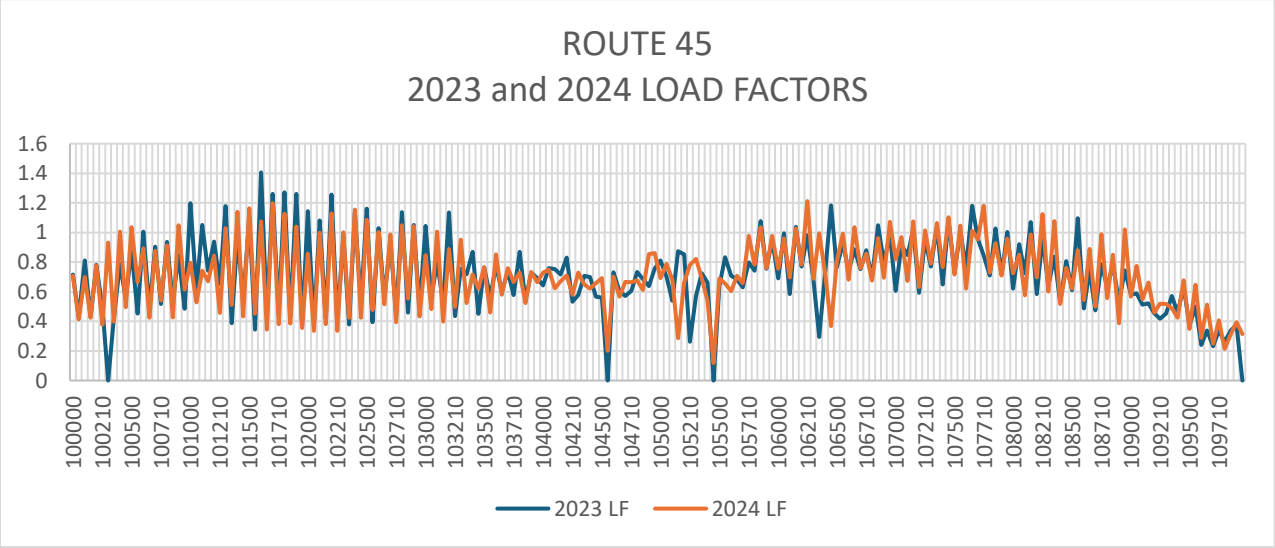
Route 18

The average load factor for route 18 prior to the December 2023 service change was 0.708; this increased to 0.729 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



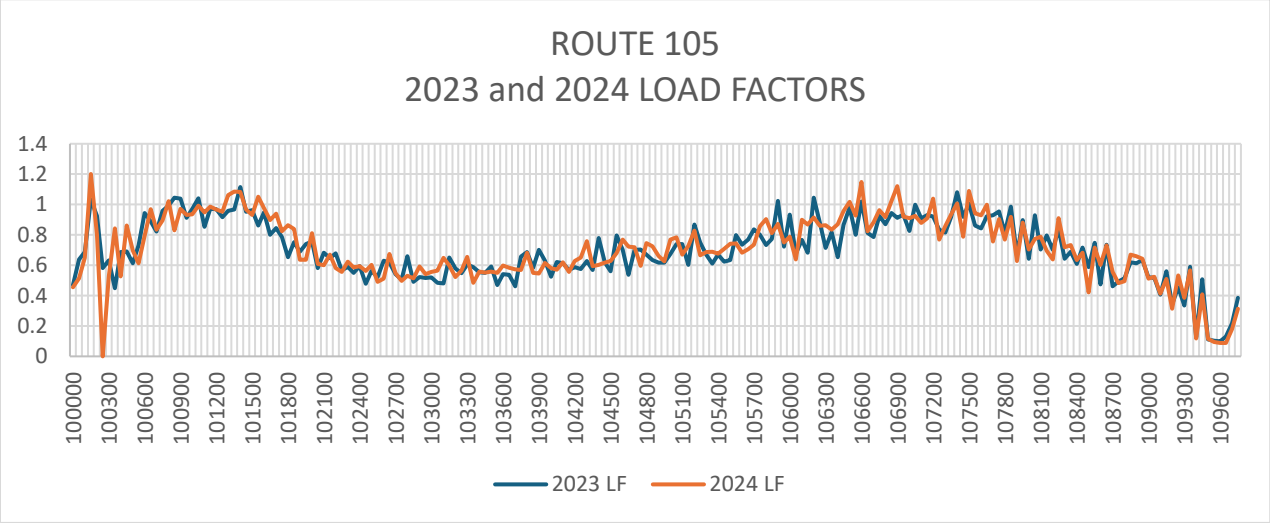
Route 45

The average load factor for route 45 prior to the December 2023 service change was 0.723; this decreased to 0.713 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



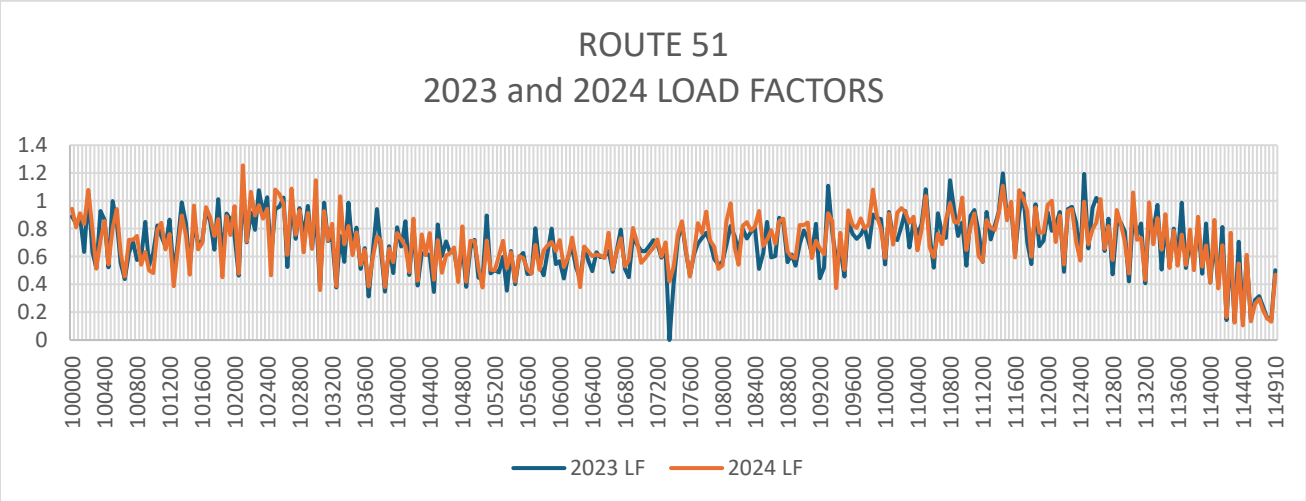
Route 105

The average load factor for route 105 over the two (2) periods is 0.71. Prior to the December 2023 service change, the average load factor was 0.702. After the service change, the load factor increased to 0.714. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



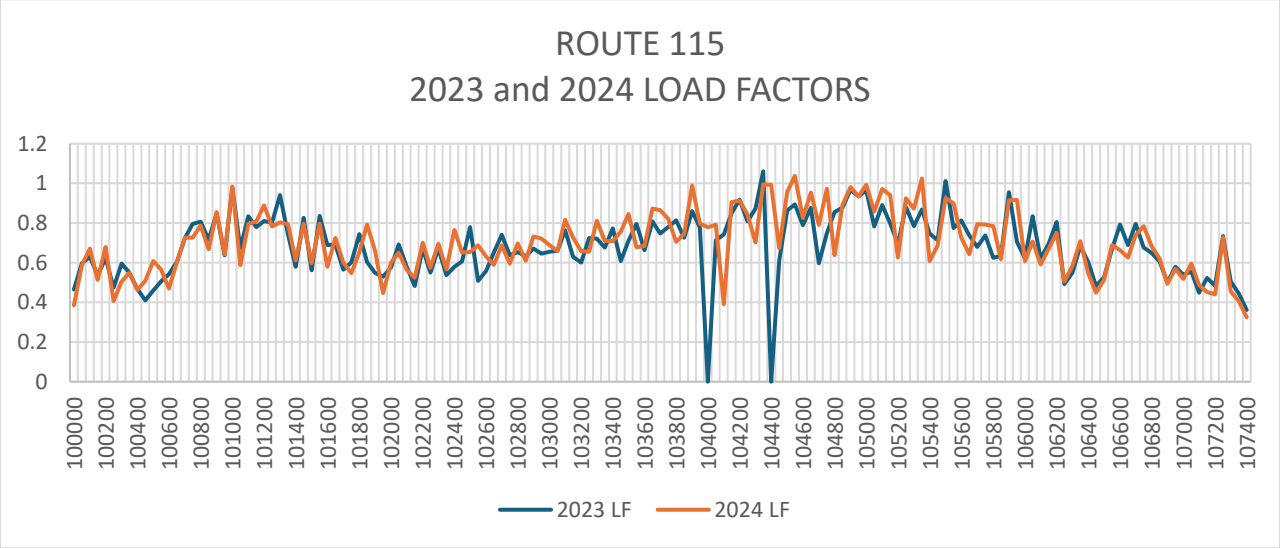
Route 51

The average load factor for route 51 over the two (2) periods is 0.701. Prior to the December 2023 service change, the average load factor was 0.695. After the service change, the load factor was 0.707. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



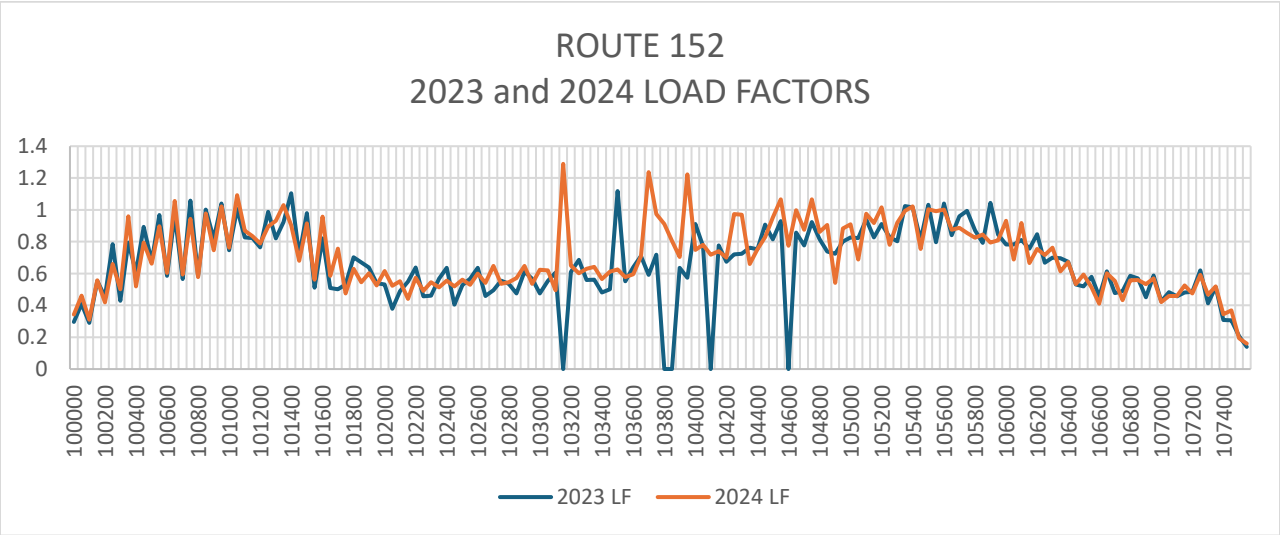
Route 115

The average load factor for route 115 over the two (2) periods is 0.697. Prior to the December 2023 service change, the average load factor was 0.691. After the service change, the load factor increased to 0.703. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



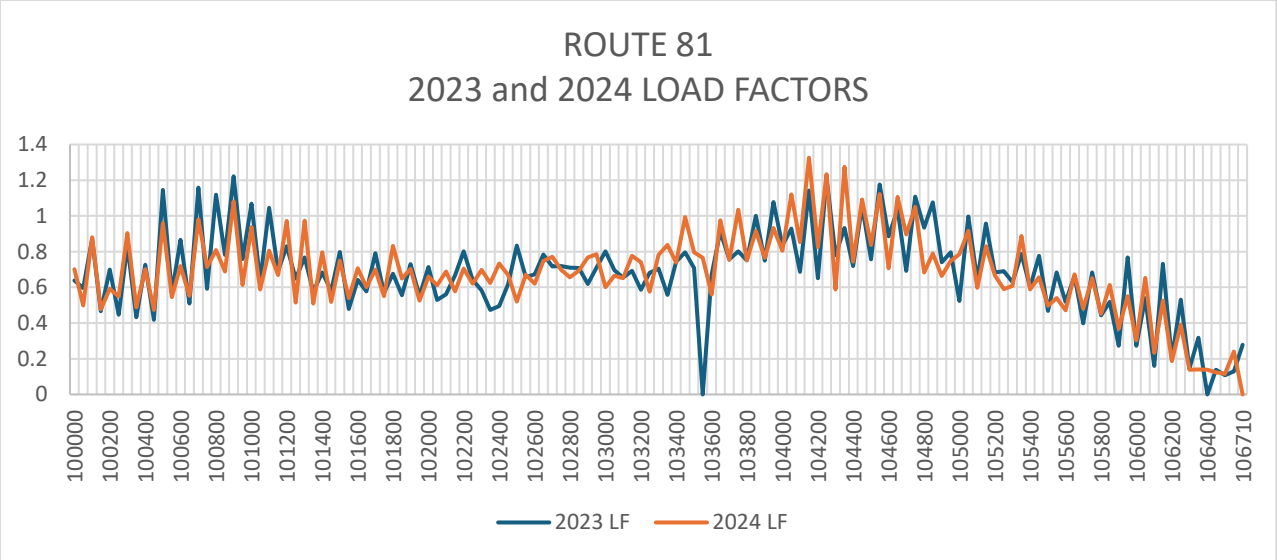
Route 152

The average load factor for route 152 over the two (2) periods is 0.693. Prior to the December 2023 service change, the average load factor was 0.679. After the service change, the load factor increased to 0.706. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



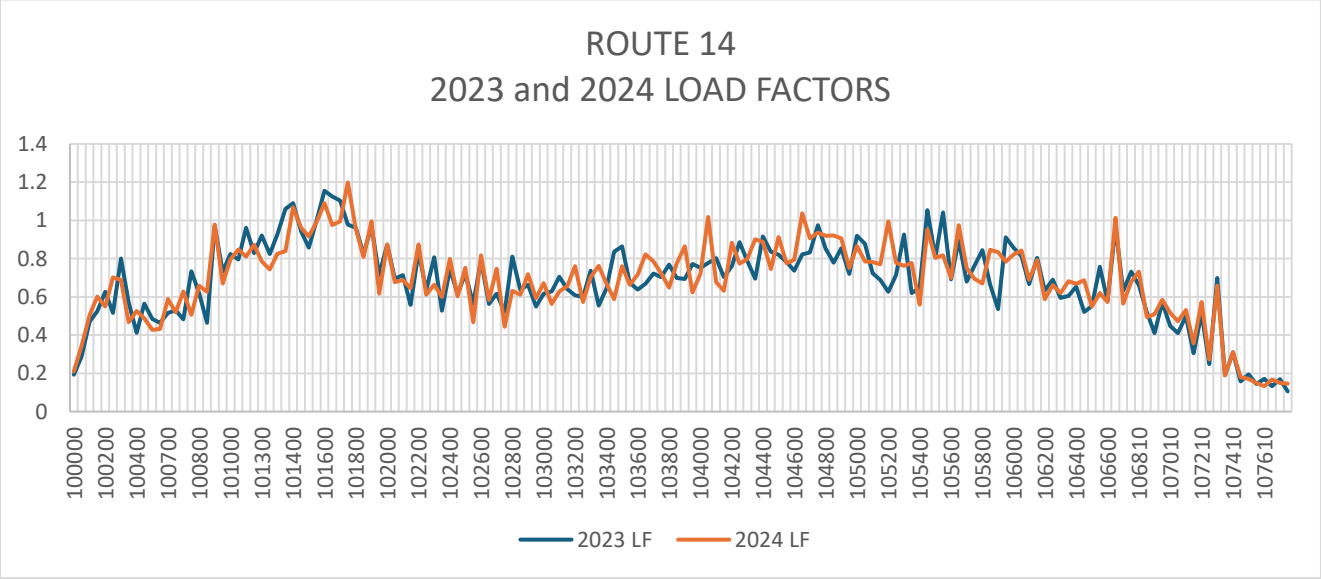
Route 81

The average load factor for route 81 prior to the December 2023 service change was 0.692; this decreased to 0.689 after the service change. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



Route 14

The average load factor for route 14 over the two (2) periods is 0.687. Prior to the December 2023 service change, the average load factor was 0.684. After the service change, the load factor increased to 0.691. The table below shows the load factor patterns comparing trip numbers for the two (2) periods:



d. Benchmarking Metrics

Agency	% Service Delivered	On-Time Performance (OTP)	Accuracy of Real Time arrival info	Availability of Real Time arrival info	Reliability of Bus Service	Availability of seats on bus; Bus Crowding	Wait times for buses
NY MTA	**X**	**X**			**X**		**X**
	The share of scheduled buses that are actually provided at the peak load point during peak hours	The share of customer trips with a total travel time within 5 minutes of the scheduled time			Wait Assessment (WA) measures how evenly buses are spaced at selected timepoints (NY MTA)		ABST: The average time that customers spend waiting at a stop beyond their scheduled wait time ATT: The average time customers spend onboard a bus beyond their scheduled travel time
WMATA	**X**	**X**	**X**	**X**	**X**	**X**	**X**
	The percentage of scheduled trips that are actually operated in the time period specified.	The percentage of trips that depart a timepoint is no more than 2 minutes early or 7 minutes late relative to the scheduled departure time.	Real-time prediction accuracy	Real-time information availability	Fleet reliability is the mean distance between bus mechanical failures	Evaluates overcrowding using the percentage of passenger time spent on vehicles that exceed crowding guidelines.	Frequency/Service Headway: The amount of time scheduled between bus arrivals.
CTA	**X**	**X**			**X**		**X**
	The percent of scheduled bus hours delivered, including Holidays.	Bus On-Time performance is the percentage of time when the interval between two buses is 60 seconds or less in			Miles between reported bus service disruptions due to equipment – Miles traveled during the month divided by the number of reported service disruptions due to equipment. Average percent of bus fleet unavailable for service- Daily		Bus Excess Wait Time from schedule is defined as the difference between scheduled and actual average wait times.

Agency	% Service Delivered	On-Time Performance (OTP)	Accuracy of Real Time arrival info	Availability of Real Time arrival info	Reliability of Bus Service	Availability of seats on bus; Bus Crowding	Wait times for buses
		addition to the percent of times when the interval between two buses is double the scheduled internal and greater than 15 minutes.			average number of buses unavailable for service for any reason divided by the total number of buses in the fleet		
MUNI	**X**	**X**			**X**	**X**	
		On-time performance (OTP) measures how well Muni vehicles adhere to the schedule and serves as an indicator for the reliability and attractiveness of Muni service as a travel option for our customers			Percentage of scheduled Muni service hours delivered - Filled service hours are divided by scheduled hours and reported system-wide.	Percentage of trips where vehicles are above capacity for 10% or more of the stops	
AC Transit	**X**	**X**			**X**		
	Service Reliability is based on the percentage of service trips operated, divided by the total planned service trips. Trips not operated are any planned service trips that did not	On Time Performance is the percentage of buses that depart time points no more than one minute early and no more than five minutes later than scheduled.			AC Transit tracks the miles between chargeable road calls- The average miles traveled between mechanical problems that result in a service disruption of greater than ten minutes.		

Agency	% Service Delivered	On-Time Performance (OTP)	Accuracy of Real Time arrival info	Availability of Real Time arrival info	Reliability of Bus Service	Availability of seats on bus; Bus Crowding	Wait times for buses
	operate during the reporting period.						

e. Detailed Benchmarking Results

i. Identify best practices

The Metro scope of work included an assessment of procedures from other Transit agencies and how these agencies track performance metrics and publish scorecards on performance on their websites and in the public domain. Information published by peer agencies such as WMATA, CTA, and NY MTA as well as other agencies were researched. While many other transit agencies publish information on performance, only one agency, Winnipeg, publishes information on pass-ups on a daily basis. Most agencies consider missed trips and pass-ups as factors in reducing bus transit reliability. This together with load factors, cancelled trips, school trippers, and headways affects the number of pass-ups.

Bus System Rule Books

CTA and NY MTA have a Bus System Rule Book that defines the rules of conduct for their various transit agencies. Unlike Metro's rule book, neither CTA nor NY MTA cover bus pass-ups in the rule book, unlike the LACMTA rule book. Since Metro has pass-ups covered in their operator manual, this is a good practice compared to CTA and NY MTA. The Metro operator manual would depict a best practice if it covered all types of pass-ups, procedures to manage them, and metrics to track performance.

NY MTA

NY MTA's rule book covers the rules governing the conduct and safety of the public in the use of the facilities of the NY MTA Bus Company, but do not track bus pass ups.

CTA

CTA publishes a rule book covering all rules of conduct for CTA operating employees. Unlike NY MTA, CTA does not publish the fines associated with the rules of conduct and does not cover bus pass-ups.

Reliability

The Transit Cooperative Research Program (TCRP) report 'Minutes Matter: A Bus Transit Service Reliability Guidebook' defines three (3) hallmarks of bus transit reliability as:

- Short and consistent wait times
- Consistent on-time arrivals at the destination, and
- Consistent travel times

These three hallmarks influence the number of pass-ups an agency has due to the predictability of service that ensures riders will be at the bus stops for pickup.

The primary focus for the TCRP research was to provide recommendations for increasing on-time-performance (OTP) as most participating agencies had OTP as their primary measure, an indirect way to see the effect on the number of pass-ups.

Load Factors

The American Public Transportation Association (APTA) benchmarking report on 'Metro Service Policies and Standards' completed in 2019-2020 includes information on peak period load standards for 40-foot buses and is shown below.

Property	Peak Loading Standard (based on seats)	Off-Peak Standard (based on seats)	Comments
Philadelphia (SEPTA)	1.59		Unspecified off-peak
Seattle (King County)	1.5	1.25	No trip can have standing load for 20 minutes or longer
New York City (NY MTA)	1.5	1.4	
Dallas (DART)	1.5	1.0	
San Diego (MTS)	1.5	1.0	
Boston (MBTA)	1.4	1.0	
Chicago (CTA)	1.3	1.0	
LA Metro	1.3	1.0	
Denver (RTD)	1.25	1.0	
San Francisco (MUNI)	1.2	1.0	

Table 10: Peak Period Load Standards of Peer Agencies

Load factors ranged from 1.2 to 1.59 based on the agency assessments of risk related to crowded buses. Information on the various methods on how these load factors were set is not available. Metro's load factor threshold is included in the table at 1.3.

Real Time Arrival and Departure Assistance

A study of the impact of improved real time bus arrival information was completed with NY MTA, Tampa, and Atlanta. This research aimed to understand if real-time information (RTI) increases transit ridership, a critical question asked by decision-makers facing pressure to increase ridership under tight budget constraints. This study presents a meta-analysis of the impacts of RTI on transit ridership in three American cities (New York City, Tampa, and Atlanta) that share a common RTI system, known as OneBusAway. While these cities share a similar RTI platform, they differ in the characteristics of the transit systems themselves, the way in which RTI was launched, and the data available for analysis. Therefore, a different methodology has been utilized to study each city.

The results reveal that two of the three studies (Tampa and Atlanta) did not find a substantial change in transit trips associated with use of RTI. However, one study (New York City) did show an increase in ridership likely attributable to providing RTI and was most significant on the routes with the greatest level of transit service (measured in revenue miles).

Primary conclusion: **Since New York City has substantially more bus service than Atlanta or Tampa in terms of the number of routes, the span of service, and the frequency of service on most routes, this suggests that the potential for ridership gains due to RTI may be greatest in areas that already have high levels of pre-existing transit service.**

Complaints

The AC Transit public transit agency in Oakland, California identified nine (9) key reasons for complaints. Passenger pass-ups is identified as the fourth highest reason for complaints overall:

Rank	Reason for Complaint	Description
1	Hazardous Operation	Unsafe driving, speeding, swerving, running red light
2	Driver Conduct/ Discourtesy	Something driver has said or done
3	No Show	Bus does not arrive for schedule
4	***Pass-up***	***Bus arrives at a stop, but does not pick up the passenger***
5	Late	Bus is late
6	Cancellation	Bus did not make schedule due to mechanical or personnel issues
7	!Sharp	Bus arrives at a stop and leaves before scheduled time
8	Fare/Transfer Dispute	Disagreement on fare between driver and passenger
9	Refusal to Allow Aboard	Driver refuses to allow a passenger on board

Table 11: AC Transit Complaint Categories

Medium Size Agency Metrics

The American Bus Benchmarking Group (ABBG) benchmarked 19 medium sized agencies (100-600 bus fleet size) noting the following metrics that are used (missed trips were included in the customer success dimensions). Missed trips and on-time departure performance were key aspects of customer satisfaction.

Success Dimensions	Key Performance Indicators
Growth and Learning	Ridership: passenger boardings (*five-year % change*) Service levels: vehicle revenue miles and hours (*five-year % change*) Passengers per revenue mile and hour Staff training
Customer	Customer information (*scheduled and real-time*) On-time departure performance Passenger miles per revenue capacity mile Passenger miles per revenue seat mile Lost vehicle mile Missed trips
Internal Processes	Peak fleet utilization Network efficiency (*revenue miles and hours per total miles and hours, nonrevenue split by category)* Staff productivity (*total vehicle hours and miles per labor hour, overall and by category)* Staff absenteeism rate (*by staff category and absenteeism type)* Fleet reliability (*miles/time between road calls die to technical faults*)
Financial	Total cost per vehicle mile and hour Total operating cost per vehicle mile and hour (*service operation, maintenance, administration*) Service operation cost per revenue mile and hour Total operating cost per boarding and passenger mile Operating cost recovery Fare revenue per boarding and passenger mile
Safety	Number of vehicle collisions per vehicle mile and hours (*preventable, nonpreventable, on-property)* Number of staff injuries per staff work hour Number of passenger injuries per boarding and passenger mile Number of third-party injuries per vehicle mile and hour
Environmental	Fuel consumption (*per total vehicle mile, passenger mile, and capacity mile*) Carbon dioxide emissions (*per total vehicle and passenger mile*)

Table 12: Peer Agency Metrics Used

National Transit Database (NTD) Service Effectiveness

Lastly, NTD collects data from agencies and publishes national transit summaries and trends. In the 2023 report, service effectiveness results were published based on using load factors. The excerpt from this report is below:

> *Service Effectiveness*
>
> *Service effectiveness can be measured using load factor, which is the average number of passengers on board a transit vehicle. Transit vehicles that are fuller will have higher load factors, whereas transit vehicles with more empty seats will have lower load factors.*
>
> *Rail modes typically carry a greater number of passengers than Fixed-Route Bus modes due to Rail modes having higher vehicle capacities and typically serving high-density travel corridors. Similarly, Fixed-Route Bus modes carry more passengers than Demand Response and Vanpool modes because of their higher vehicle capacities and because they typically serve medium-density travel markets. See below for data:*

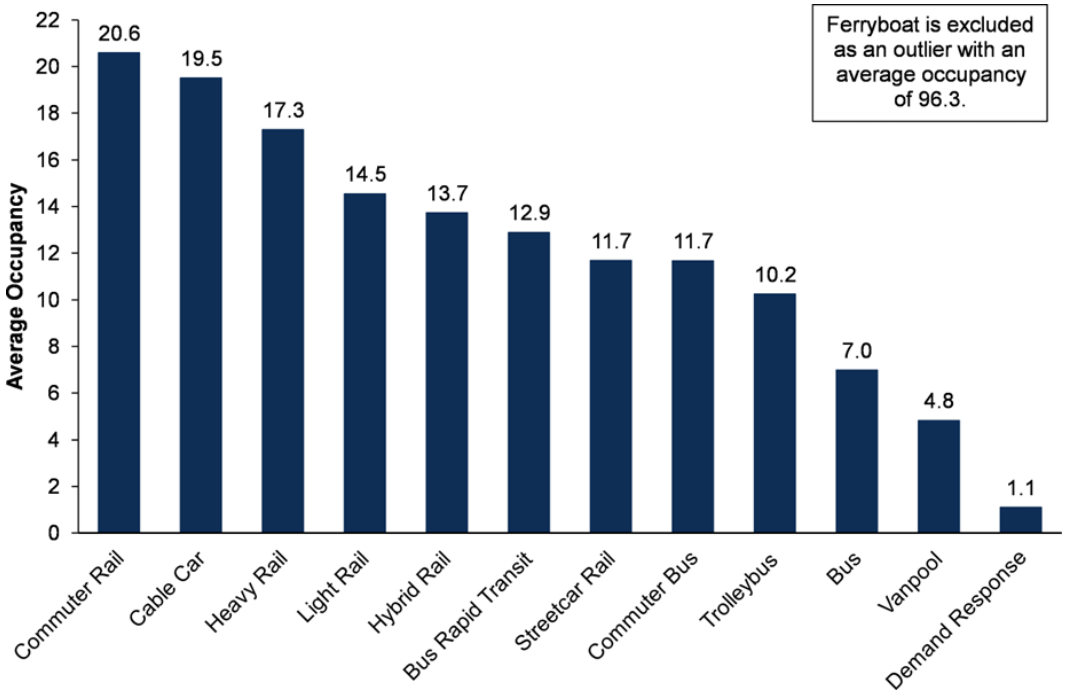


Figure 22: 2023 National Average occupancy (PMT per VRM) by Mode

ii. Review key benchmarks from peer agencies.

Bus Pass-Up data is not a commonly tracked individual Key Performance Indicator (KPI) for transit agencies. Winnipeg Transit is one of the only benchmarked transit agencies that publishes pass-up data and has done so since 2020 (during Covid).

Most agencies track bus reliability and do not track pass-up counts. Metro tracks the number of full bus pass-ups and wheelchair pass-ups. This information is published to the Service Councils internally. However, this information is not published externally for review by the public. Bus reliability seems to be the metric that would include passenger pass-ups for other agencies.

Benchmarking was conducted on 6 transit agencies across the United States, including NY Metropolitan Transportation Authority, Washington Metropolitan Area Transportation Authority, MUNI, Chicago Transit Authority, AC Transit, and Winnipeg, Canada. All 6 transit agencies utilize On-Time Performance (OTP) as one of their performance metrics for their transit service. Most of these agencies use broad metrics that don't track pass-ups specifically.

- Five of the 6 transit agencies track the percentage of service delivered, identifying the percentage of scheduled bus hours and/or trips that took place. When service is cancelled, it is more difficult for passengers to track when the next bus will be available leading to potential pass-ups.
- Five out of 6 transit agencies also track the reliability of their bus service; however, this is calculated slightly differently across agencies. Reliability covers the credibility of the service and whether there will be available service. This influences the rider's availability for boarding the bus when it arrives leading to potential pass-ups.
- Four of the six agencies are tracking miles between reported bus service disruptions due to equipment/maintenance needed, while one agency tracks how evenly buses are spaced at selected timepoints. This data provides information on schedule compliance and could lead to pass-ups if the rider can't predict when the bus will arrive.
- Three out of the six transit agencies also track Bus Wait Times as part of their service reliability metrics. These agencies are tracking based on wait time, defined as the difference between scheduled and actual average wait times. When riders have to wait for service, particularly when the service is not running on time, they might seek alternatives and could be passed-up when attempting to find other transit solutions.
- WMATA is the only benchmarked agency that also tracks real-time arrival information availability, along with real-time arrival prediction accuracy. This data is provided to riders, and if it is inaccurate, may lead to pass-ups as the rider would be planning on another timeslot for the bus to arrive.
- Winnipeg utilizes pass-up metrics as part of their KPIs. Metrics include Full Bus Pass-ups, Wheelchair User Pass-ups, Location of Full Bus Pass-up, Location of Wheelchair User Pass-

ups, Full Bus Pass-ups by route, and Wheelchair Pass-ups by route. This is the best way to track pass-ups rather than the broader ones discussed above.

The metrics, with definitions, being used and published by the benchmarked transit agencies are presented in **Appendix D.** We also developed information on the relationship between reliability and ridership as noted in the chart below. This reinforces the importance of managing pass-ups and how agencies view the impact of bus reliability on ridership and customer satisfaction.

CTA	WMATA	NY MTA	MUNI	Overall
Respondents ranked increased service during the weekdays, more accurate real-time arrival information for buses, and if buses were faster and more reliable as the top factors that would encourage more frequent use of CTA.	Most frequent suggestions for improvement: shorter wait times/better on-time performance, cleaner buses, improved safety from crime and harassment. Service reliability remains an area of focus	What needs to improve to increase your satisfaction? Wait time, More reliable service, crowding, people not paying, and travel times and bus speeds	Overall customer satisfaction with Muni is tracked to help improve the customer experience to make Muni the most attractive travel choice in San Francisco. This includes on-time performance accurate arrival times, more frequent services and trip time satisfaction	Reliable service is an incentive for passengers to use transit services. Bus crowding and on-time performance have been noted as keys for customer satisfaction.

Table 13: Peer Agency Feedback

Winnipeg Transit

The charts below provide information on pass-ups by month documenting the pass-up locations for the last year as of March 21, 2025. For example, in March 2025, Winnipeg had only 42 wheelchair passes, and full bus pass-ups amounted to 4,965 for the month. The data is published daily on the agency's website.

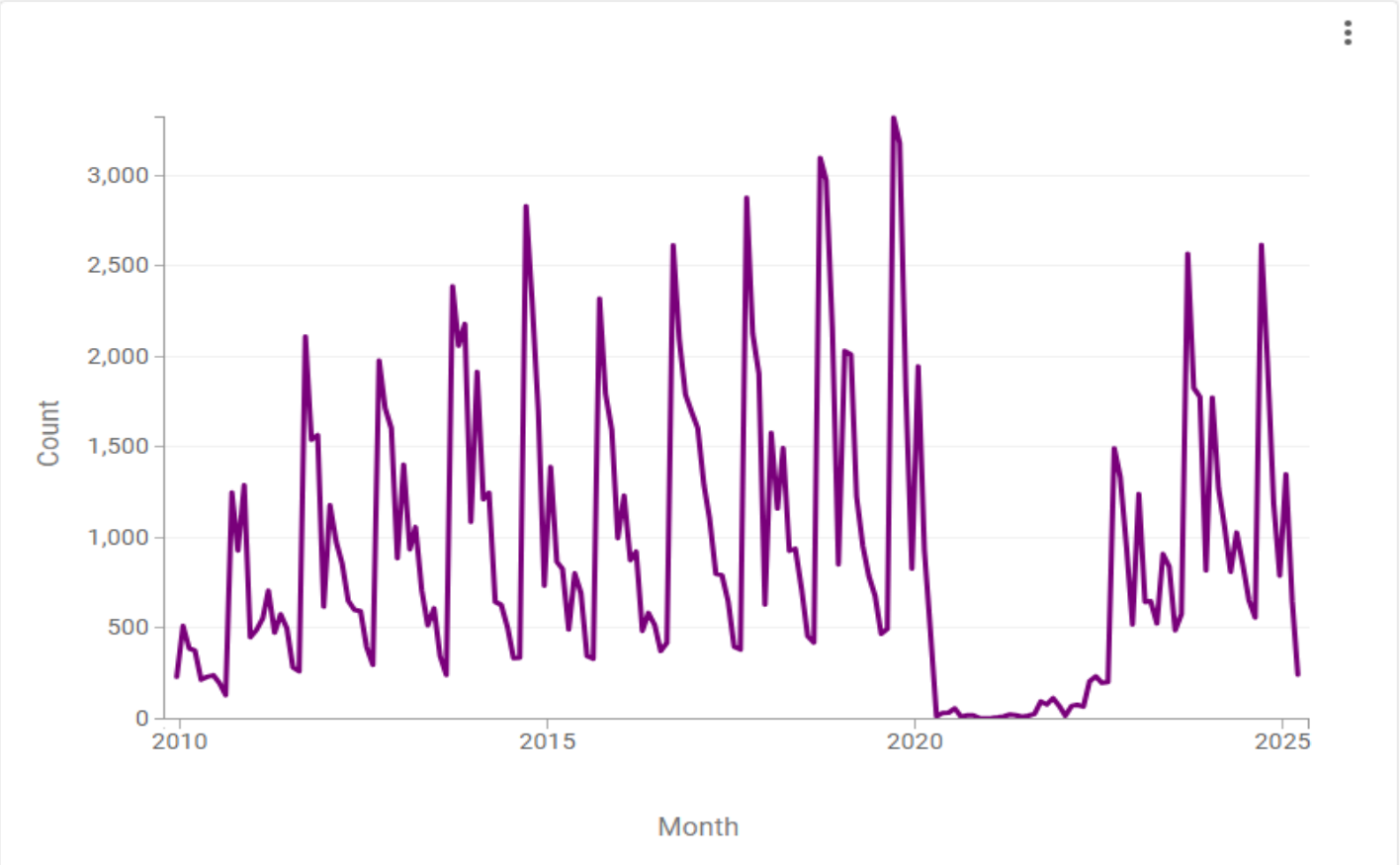


Figure 23: Winnipeg - Full Bus Pass-Up by Month

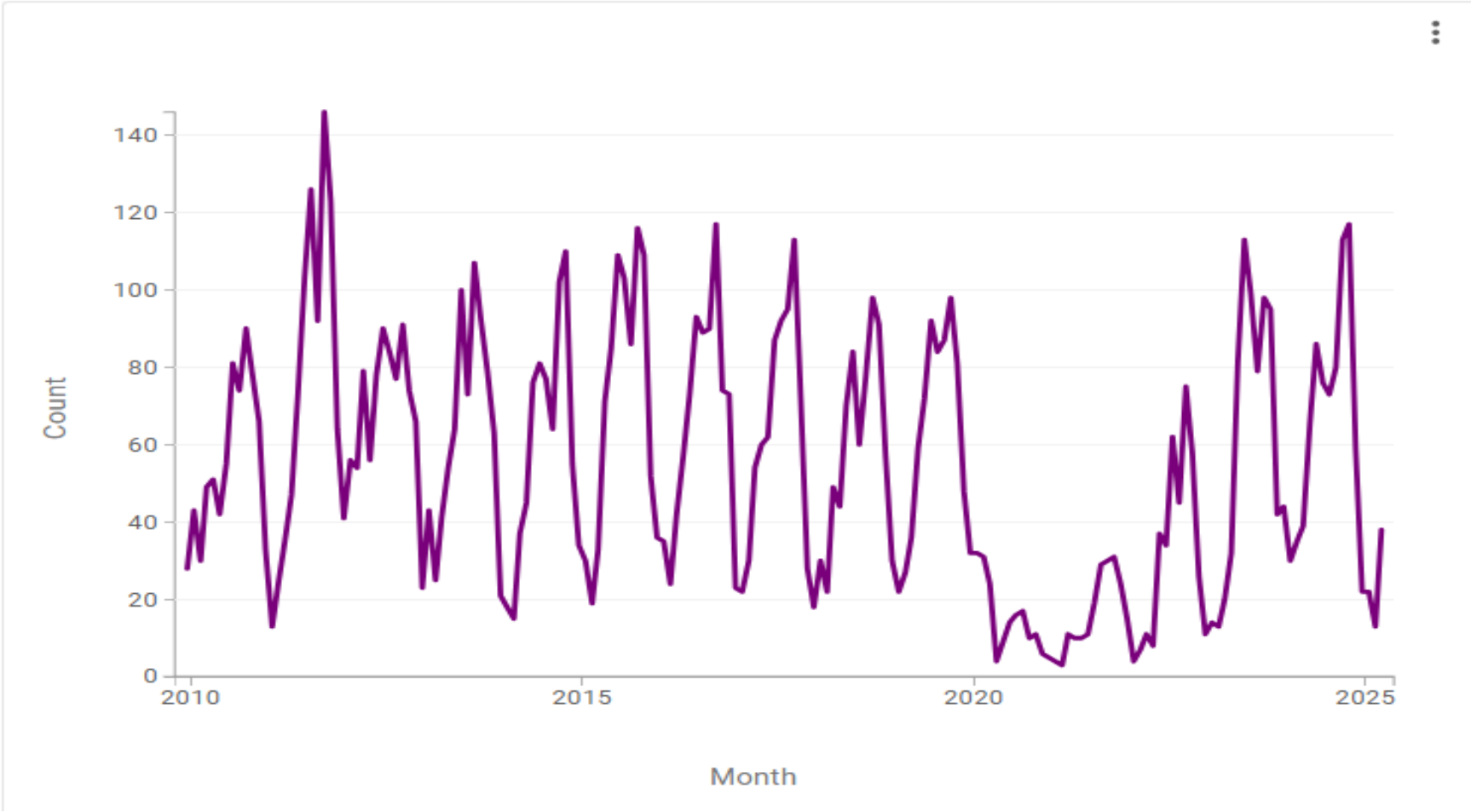


Figure 24: Winnipeg - Wheelchair User Pass-Ups By Month

New York Metropolitan Transportation Authority

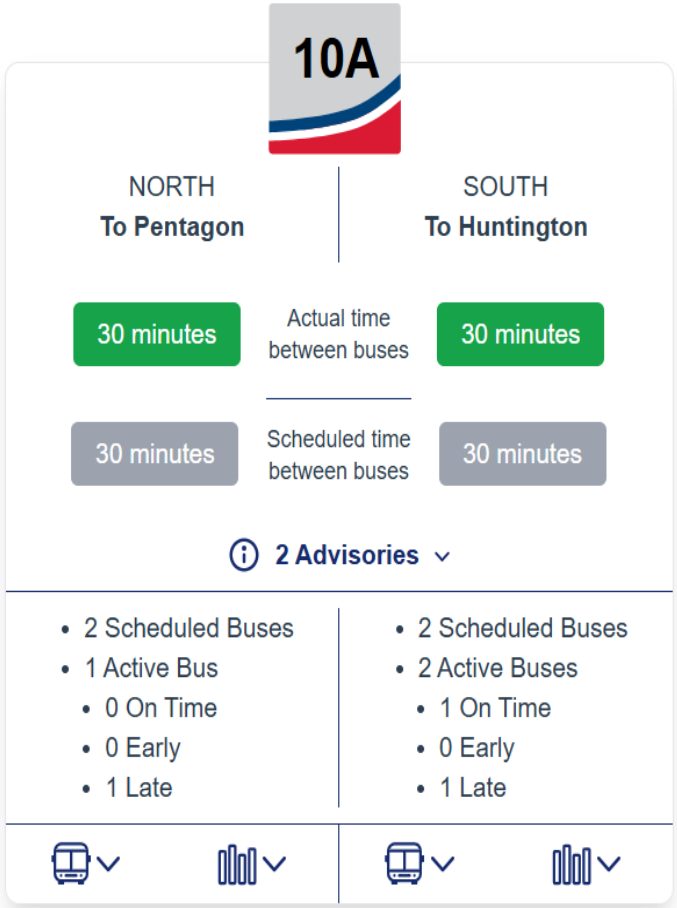
The New York Metropolitan Transportation Authority (NY MTA) relies on performance measurement and benchmarking to help assess how effectively it is achieving its overall mission of providing safe reliable, and efficient public transportation services. NY MTA publishes an Open Data Portal on performance metrics for Bus operations including Wheelchair Ramp and Lift Usage.

In addition to the interactive data portal, NY MTA releases an Annual Performance Metrics Report comparing their performance to peer agencies. In the most recent 2022 report, NY MTA noted the following findings:

- NY MTA is more efficient than domestic peers as measured by operating cost per passenger and average operating cost per revenue vehicle mile. Moreover, the NY MTA improved its cost per unlinked trip by 22% over 2021.
- After consideration of the US's unique labor market conditions of employers paying fully for healthcare and pension contributions, NY MTA operating expenses are better than the average of global peers in average cost per revenue vehicle mile, and 15% more expensive to the average of global peers on cost per passenger.
- Maintenance costs are relatively high by comparison to domestic and international peers, which is primarily attributable to facility and infrastructure maintenance costs incurred due to the age and complexity of our system. Additional focus is being applied to improve the efficacy and productivity of our maintenance activities.
- Additional areas of opportunity receiving focus in 2023 include: on-time performance, mean distance between failure, and staff days lost to accidents

Washington Metropolitan Area Transportation Authority

WMATA is committed to data transparency. The transit agency is currently utilizing interactive dashboards, performance reporting, and downloadable data as a way to get the most out of Metro's data resources. WMATA utilizes three interactive dashboards to share data with the public. Below is a description of each dashboard, along with an example of the data shared. WMATA's MetroPulse Dashboard provides access to real-time data on headway and scheduling adherence, number of scheduled buses, and number of active buses in service.



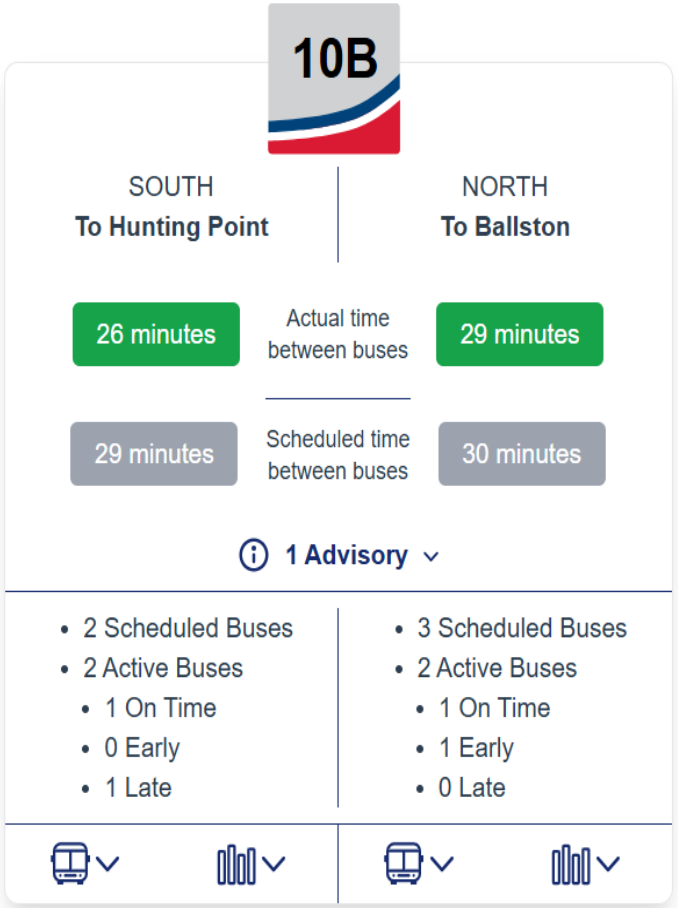


Figure 25: WMATA Dashboard

WMATA also utilizes a Service Excellence Dashboard that captures data from the past year, including key performance indicators like on-time performance, missed trips and prediction accuracy. This dashboard also reports elevator and escalator performance at particular stations.

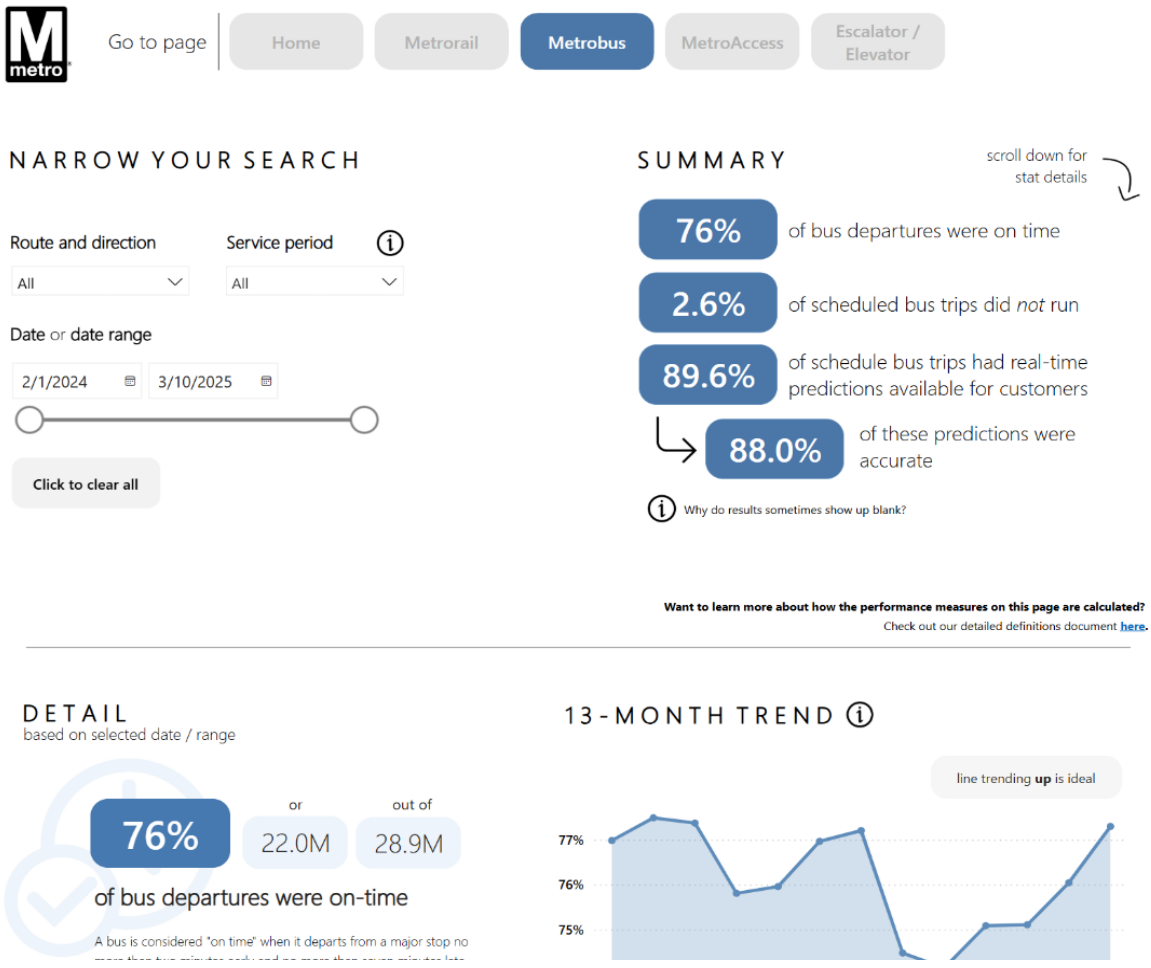


Figure 26: WMATA Metro Service Excellence Dashboard

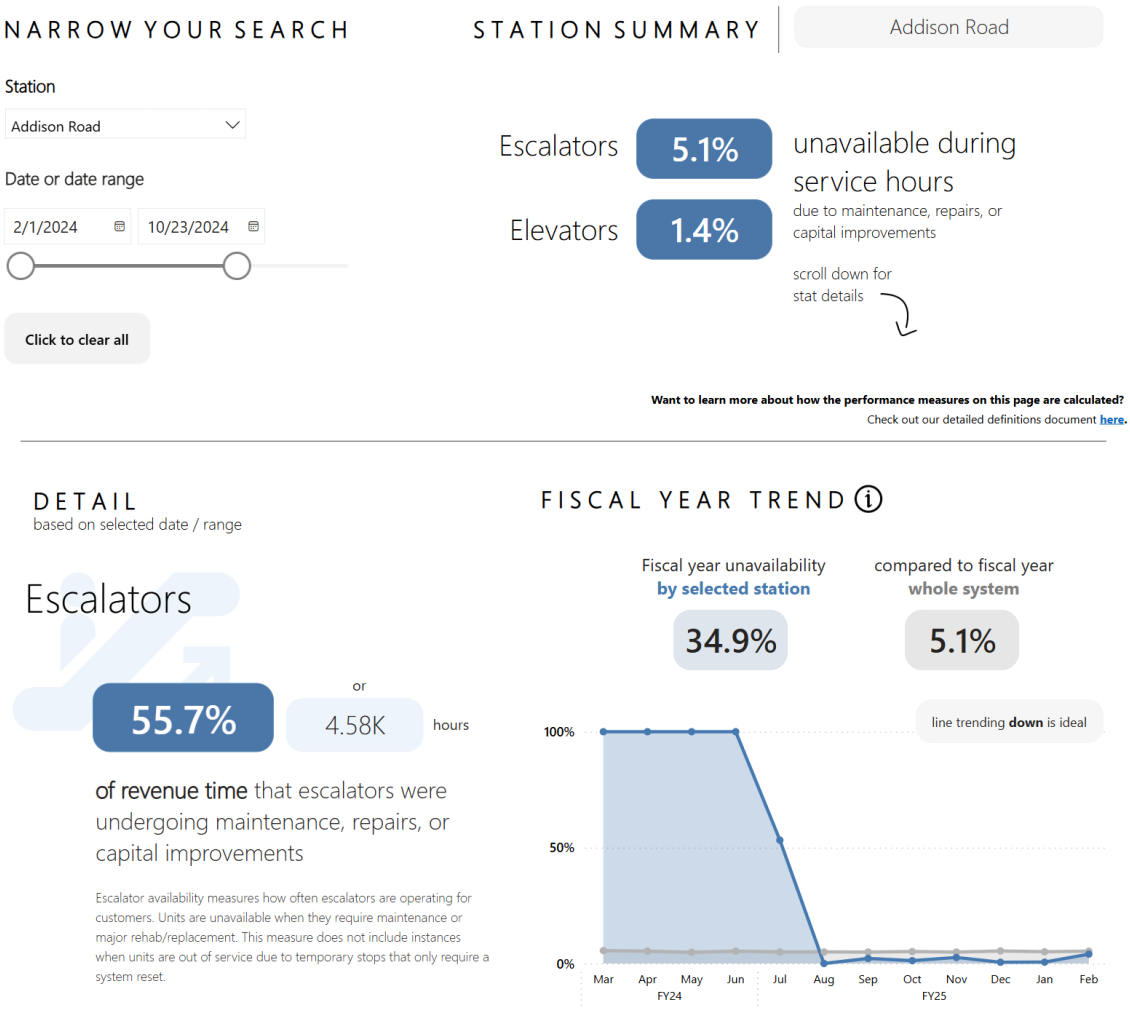


Figure 27: WMATA Dashboard Additions

WMATA also publishes a Ridership Data Dashboard that provides information on bus ridership. This dashboard shows the average Metrobus ridership by Weekday/ Saturday/ Sunday by route for the selected month and year. Below is an example of the February 2025 Metrobus Ridership Summary.

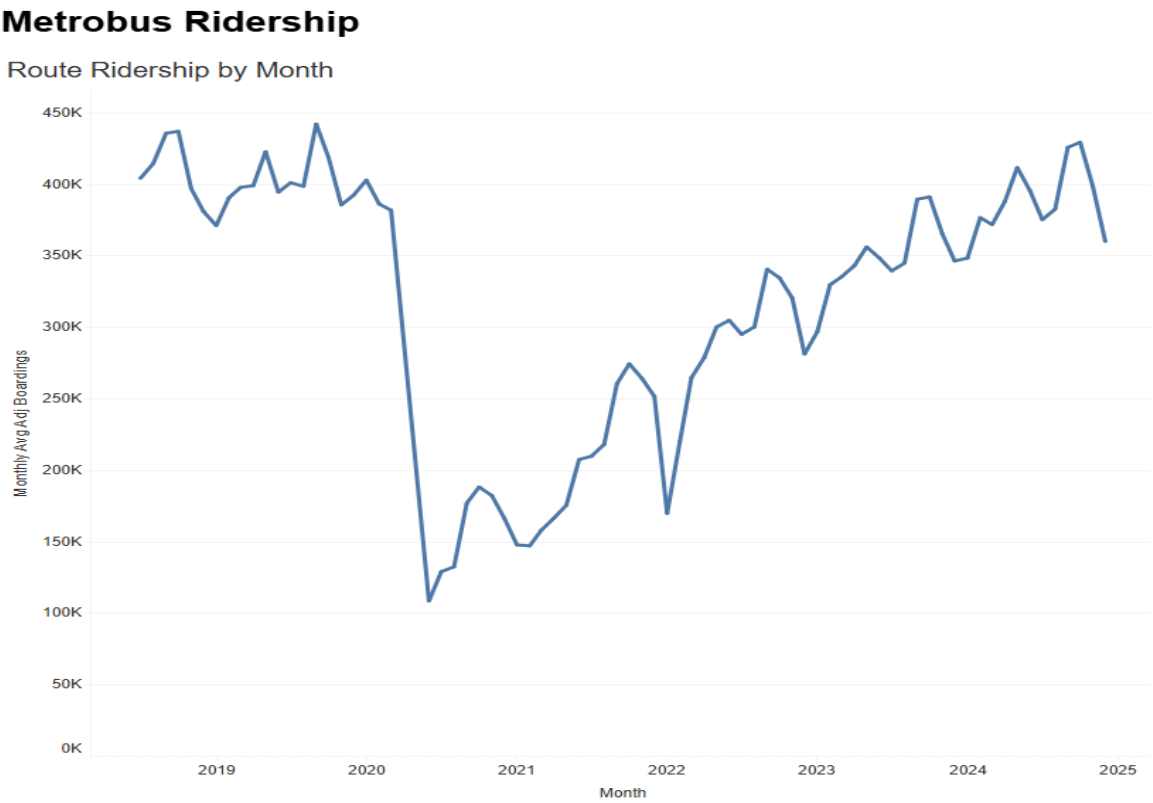


Figure 28: WMATA Metrobus Ridership

From the WMATA APTA peer review, there were three findings and four recommended measures to implement that could affect bus pass-ups:

1. Provide resources needed to ensure that bus service productivity (passenger per mile) and loading is checked on a regular basis (ex. review of service at peak load points 3 times a year and full riding checks of all routes in pool and take a random sample every 2 years) agencies uses automated passenger counters (APC) data versus on board survey
2. Adjust and control service on high volume local bus routes (routes with frequency of 10 minutes or less) to maintain headways versus on-time performance (time points) in order to reduce overcrowding; can add or drop in a bus to maintain a service in high volume service; applies to high volume/high frequency routes

3. Establish performance measures that evaluate bus operations from a customer standpoint such as:

    - % of buses dispatched from bus depots on time
    - % of buses on-time on routes where frequency is greater than 10 minutes (i.e., on-time being 1 minute ahead to 3 minutes late)
    - % of buses maintaining published headway on routes where frequency is less than 10 minutes (i.e., number of headway intervals within +2 to -2 of scheduled headway) high frequency/high volume
    - % of lost trips based on on-time and headway adherence criteria; operator loses time that equals their headway; tell bus that is behind to discharge only "run cut" use a floater or fill-in bus; review schedules

Chicago Transit Authority

Chicago Transit Authority (CTA) publishes Public Performance Metrics that are designed to measure the CTA's success in meeting the goal of providing on-time, efficient, courteous, safe and clean service. The agency utilizes the monthly performance metrics to set internal goals for performance in an effort to encourage improvement and establish accountability.

The Customer Service Department gathers bus pass-ups of disabled passengers by garage. The data by year is reflected below.

Garage	2019	2020	2021	2022	2023	2024	Total
CTA Passing up a Disabled Passenger	**119**	**144**	**136**	**131**	**170**	**139**	**839**
G-103rd	13	18	21	25	30	22	129
G-74th	16	15	20	18	23	22	114
G-77th	15	31	18	10	21	21	116
G-Chicago	12	27	25	22	28	19	133
G-Forest Glen	27	18	16	15	16	12	104
G-Kedzie	13	11	11	13	17	20	85
G-North Park	23	24	25	28	35	23	158

Table 14: CTA Passing Up a Disabled Passenger

While CTA also utilizes many other KPIs to determine transit effectiveness and reliability, CTA publishes information on Ridership, On-time performance, Bus Excess Wait Times, Bus Service Percentage Delivered, and Bus Scheduled and Delivered.

CTA publishes Bus Ridership data for the last twelve (12) months including Total Monthly Ridership, Weekly Average Rides by Month, Year-To-Date Ridership, Percentage Change over Time and three Ridership metrics utilized.

AC Transit

AC Transit conducted a Pass-Up Analysis Report that details their experience with bus pass-ups since March 2020, as well as efforts to address those pass-up issues. The report details the extent of the problem, solutions put in place to date, and key challenges to further progress. Three key issues were identified as contributing factors to an increase in pass-ups in March 2020 as COVID shelter-in-place orders took place:

1. Six-foot distancing requirements cut on-board capacity to approximately one-quarter to one-third of pre-covid capacity.
2. Fares were suspended to reduce contact between riders and operators but also encouraged additional ridership.
3. Reductions in available workforce due to the direct impacts on the pandemic on AC Transit required reducing service to 65% of pre-COVID levels.

There was an increased demand for transit services caused by the free fare period which causes ridership to increase from March to October 2020. In April 2020 there was an 8% likelihood that the bus would be considered overcrowded, but by September 2020 this rate increased to 12%.

As of March 2021, AC Transit operators can track the number of pass-ups on their Transit Control Head (TCH) vehicle tablet that is located within the driver compartment area. The operator has three options to select when reporting the pass-up:

1. 1-5 passengers on the bus
2. 6-10 passengers on the bus
3. More than 10 passengers on the bus

Solution Put into Place

AC Transit implemented a standby bus program to address the pass-ups issues during the pandemic. No data is available on the effectiveness of this program.

Challenges

AC Transit has identified challenges with respect to increasing service further to reduce pass-ups

1. Funding
2. Service Commitments
3. Workforce and training Constraints

iii. Technology Options for Consideration

We looked into technology that helps with ridership and possible reduce bus pass-ups by addressing ADA needs in the areas of sight and hearing.

BlindSquare

BlindSquare is an accessible GPS application designed to assist blind, deafblind, and partially sighted individuals in navigating both outdoor and indoor environments. By integrating with third-party navigation apps, BlindSquare provides detailed information about points of interest and intersections, facilitating safe and reliable travel

What is the application

BlindSquare is the world's most widely used accessible GPS app for individuals with visual impairments. It offers features such as announcing points of interest, street intersections, and the ability to save previously located places. The app utilizes 'Acapela' voices in various languages to deliver information about the environment, even when the device is tucked away, allowing for a hands-free experience. The app is available in 26 languages and is used by blind and visually impaired users in over 150 countries, indicating its widespread adoption and potential integration with various public transportation systems worldwide.

How has it been implemented?

BlindSquare has been implemented in various settings to enhance accessibility:

- **Public Transportation:** The Massachusetts Bay Transportation Authority (MBTA) has integrated BlindSquare to assist visually impaired passengers in navigating transit systems.
- **Indoor Navigation:** The app can be combined with tactile guidance systems and braille labels to facilitate indoor navigation. Building owners can customize and automate the system to suit specific environments.
- **Events:** BlindSquare Event is a free version of the app that provides all features of the paid version at registered events of special interest to blind and visually impaired individuals. Outside these events, it functions as a demo.

Besides MBTA, who has implemented it?

BlindSquare has been adopted by various organizations and venues to improve accessibility:

- **Educational Institutions:** The Perkins School for the Blind has recognized and reviewed BlindSquare as a valuable tool for orientation and mobility.
- **Public Venues:** The app is used in numerous public spaces worldwide, often in collaboration with tactile guidance systems and braille labels, to assist visually impaired individuals in navigating complex environments.

NaviLens

NaviLens is an innovative navigation and information accessibility app designed to help people who are blind or visually impaired navigate public spaces more independently. The app uses color-coded QR-style tags, known as **NaviLens codes**, which can be detected by a smartphone camera from several meters away and at wide angles without the user having to precisely aim the camera. Once a tag is detected, the app reads out contextual information or navigation instructions, helping users find bus stops, train platforms, public amenities, and other key locations. In addition to aiding visually impaired users, NaviLens has expanded its use to enhance accessibility and real-time information for all users, including those with cognitive disabilities and tourists in unfamiliar environments.

How has it been implemented?

NaviLens has been implemented in various public transportation systems, museums, universities, public buildings, and tourist attractions. Institutions place physical NaviLens codes in strategic locations. These codes are linked to specific audio instructions or information that the app reads aloud. The codes can also deliver text and video information in multiple languages. Implementation often includes:

- Strategic placement of codes in areas such as station entrances, ticket machines, escalators, and platforms.
- Providing accessible route information and emergency instructions.
- Partnering with accessibility organizations to ensure codes are positioned and configured for optimal benefit.

The MBTA has been one of the prominent adopters, using NaviLens codes to improve station navigation and deliver dynamic updates on service changes.

Several organizations and transit authorities worldwide have implemented NaviLens, including:

- **New York City MTA (Metropolitan Transportation Authority)** — tested and expanded NaviLens codes in subway stations and bus stops.
- **Transport for London (TfL)** — pilot programs in London Underground stations.
- **Barcelona Metro** and public transit systems throughout **Spain**, where the technology originated.
- **Los Angeles Metro** — implemented pilot projects to improve bus stop and station accessibility.
- **The Louvre Museum (Paris)** — for providing detailed multilingual information on exhibits.
- **University of Alicante (Spain)** — for indoor navigation.

- **Port Authority of New York and New Jersey** — at major terminals.

Aira

Aira is a service that connects blind and low-vision users with trained human agents via a smartphone app or smart glasses. Users can request assistance at any time, receiving real-time navigation and detailed descriptions of their surroundings. Aira does not rely on pre-installed infrastructure, as it provides live human assistance.

No physical installation is required, and the service works both indoors and outdoors. The service provides personalized, real-time guidance for complex navigation challenges. However, the service does require a paid subscription for full access and is dependent on mobile data or WiFi availability.

GoodMaps

GoodMaps is an indoor mapping and navigation platform that utilizes LiDAR-generated 3D maps and smartphone sensors to provide real-time wayfinding assistance without requiring physical infrastructure. The GoodMaps app enables straightforward navigation and interaction in busy locations. Entrance-to-destination wayfinding enables users to find their way independently, confidently, and with increased safety.

The app leverages GPS, Wi-Fi, and Bluetooth to pinpoint user locations and guide them via voice prompts.

GoodMaps does not require installation of physical markers or beacons and has high-accuracy mapping with 3D LiDAR scans. The service also supports multimodal navigation with transit stop integration. However, the service does require consistent internet or Bluetooth connectivity for optimal performance and mapping accuracy can be affected by indoor signal obstructions. Additionally, the mapping process can be time intensive and may require updates.

f. Sample Report by Line and In Total

The table below presents data per line for wheelchair (WC) overload/standing, WC filled, WC mechanical, WC other, WC total pass-ups (PU), WC boarding, WC pass-ups percentage (PU PCT), revenue hours, and WC boarding per revenue hour (rev hour), and WC pass-ups (PU) per revenue hour (rev hour). Only line 18 had over 6% wheelchair pass-ups.

The 11 routes that had the wheelchair pass-ups over 3% had an average load factor of .65 compared to the average system-wide factor of .53. These are shaded in grey below.

Line	WC Overload/ Standing	WC Filled	WC Mechanical	WC Reason Unreported	WC Other	WC Total PU	WC Boarding	WC PU PCT	Revenue Hours	WC Boarding Per Rev Hour	WC PU Per Rev Hour
18	218	4	2	4		228	3,292	6.93%	11696.1	0.28146	0.01949
53	107	1	2			110	1,958	5.62%	8311.3	0.23558	0.01323
204	65	3	1	2		71	1,502	4.73%	9742.8	0.15417	0.00729
207	93	2			1	96	2,052	4.68%	12406.2	0.16540	0.00774
111	84	2		1		87	1,882	4.62%	9723	0.19356	0.00895
16	56		1	1		58	1,277	4.54%	12338	0.10350	0.00470
202			1			1	23	4.35%	457.3	0.05030	0.00219
45	66			1		67	1,555	4.31%	9003.1	0.17272	0.00744
70	73	4				77	1,937	3.98%	11853.4	0.16341	0.00650
910	30	1				31	791	3.92%	10561.4	0.07490	0.00294

Line	WC Overload/ Standing	WC Filled	WC Mechanical	WC Reason Unreported	WC Other	WC Total PU	WC Boarding	WC PU PCT	Revenue Hours	WC Boarding Per Rev Hour	WC PU Per Rev Hour
2	71	1		1		73	1,892	3.86%	13897.4	0.13614	0.00525
460	14					14	407	3.44%	5331.1	0.07634	0.00263
105	46					46	1,368	3.36%	9777.9	0.13991	0.00470
134	1					1	30	3.33%	1786.5	0.01679	0.00056
115	50	1		1		52	1,562	3.33%	8054	0.19394	0.00646
117	55	5				60	1,829	3.28%	6340.4	0.28847	0.00946
210	51					51	1,565	3.26%	10438.1	0.14993	0.00489
244	3					3	96	3.13%	1478	0.06495	0.00203
233	64	8	2	4		78	2,502	3.12%	7980.8	0.31350	0.00977
166	16					16	518	3.09%	4195	0.12348	0.00381
51	68	2		3		73	2,379	3.07%	12022.3	0.19788	0.00607
4	50	3		4	1	58	1,997	2.90%	18287.4	0.10920	0.00317
251	54	1				55	1,902	2.89%	10089.1	0.18852	0.00545
14	23			2		25	911	2.74%	8115.2	0.11226	0.00308
Total	**1,999**	**69**	**15**	**43**	**5**	**2,131**	**78,598**	**2.71%**	**1628914.2**	**0.04825**	**0.00131**

g. LA Metro Pass-Up Data Report

Route/Lines	Total Riders	Pass-ups	Percent
45	4,357,881	6,887	0.16%
16	6,448,752	7,958	0.12%
53	3,467,950	4,254	0.12%
33	5,320,770	6,078	0.11%
81	3,244,299	3,708	0.11%
166	1,778,817	1,946	0.11%
18	6,728,711	6,888	0.10%
51	5,910,598	5,404	0.09%
55	2,265,361	1,800	0.08%
108	4,448,248	3,353	0.08%
115	3,639,014	2,413	0.07%
165	2,418,724	1,690	0.07%
14	3,619,400	2,088	0.06%
28	3,197,177	1,807	0.06%
40	4,571,417	2,671	0.06%
60	4,627,245	2,913	0.06%
66	4,044,497	2,277	0.06%
70	4,938,567	3,098	0.06%
111	4,623,719	2,673	0.06%
117	2,599,084	1,682	0.06%
207	8,110,164	4,532	0.06%
2	6,126,619	3,366	0.05%
10	2,245,768	1,044	0.05%
20	2,871,028	1,345	0.05%
105	4,611,369	2,132	0.05%
152	3,083,866	1,696	0.05%
217	2,810,911	1,300	0.05%
233	4,135,842	2,052	0.05%
251	4,319,881	2,106	0.05%
720	6,410,073	3,134	0.05%
4	7,750,385	3,432	0.04%
30	2,961,899	1,072	0.04%

Route/Lines	Total Riders	Pass-ups	Percent
78	2,123,613	906	0.04%
94	2,235,029	876	0.04%
162	3,040,978	1,103	0.04%
180	2,986,642	1,163	0.04%
210	4,304,931	1,877	0.04%
240	3,427,505	1,387	0.04%
260	3,270,238	1,326	0.04%
110	2,314,486	643	0.03%
134	378,976	103	0.03%
164	1,795,135	583	0.03%
169	568,472	156	0.03%
204	6,932,264	2,345	0.03%
206	2,771,951	784	0.03%
224	2,005,871	566	0.03%
230	973,225	303	0.03%
234	2,691,270	938	0.03%
242	516,360	178	0.03%
244	501,657	131	0.03%
460	1,298,664	417	0.03%
602	341,375	97	0.03%
690	312,258	84	0.03%
910	4,724,832	1,366	0.03%
62	998,361	156	0.02%
76	1,919,981	358	0.02%
92	1,795,833	382	0.02%
120	937,348	202	0.02%
150	935,447	214	0.02%
182	854,855	134	0.02%
212	2,936,787	671	0.02%
236	550,004	98	0.02%
754	4,181,978	909	0.02%
761	2,158,830	517	0.02%
35	1,569,720	156	0.01%
90	1,830,153	239	0.01%

Route/Lines	Total Riders	Pass-ups	Percent
127	549,485	59	0.01%
154	169,641	19	0.01%
155	341,483	29	0.01%
158	428,223	36	0.01%
202	55,921	3	0.01%
222	344,828	35	0.01%
237	498,847	40	0.01%
246	953,362	125	0.01%
265	307,811	20	0.01%
266	1,707,316	128	0.01%
267	375,789	29	0.01%
268	211,734	16	0.01%
294	440,598	51	0.01%
344	464,057	27	0.01%
487	378,144	21	0.01%
617	190,130	17	0.01%
662	639,436	44	0.01%
901	4,412,865	503	0.01%
96	224,203	1	0.00%
102	488,568	21	0.00%
106	1,222,299	56	0.00%
125	1,481,528	6	0.00%
128	326,493	0	0.00%
161	252,608	2	0.00%
167	462,819	2	0.00%
177	55,578	0	0.00%
179	297,230	7	0.00%
205	858,227	2	0.00%
209	91,014	3	0.00%
211	81,554	2	0.00%
218	188,071	0	0.00%
232	1,387,988	10	0.00%
256	176,459	1	0.00%
258	600,551	19	0.00%

Route/Lines	Total Riders	Pass-ups	Percent
287	261,252	2	0.00%
501	380,788	2	0.00%
550	86,084	1	0.00%
577	219,420	0	0.00%
601	131,555	4	0.00%
603	2,596,453	3	0.00%
605	696,579	2	0.00%
611	457,850	12	0.00%
660	278,420	4	0.00%
665	159,836	2	0.00%
686	74,195	2	0.00%
857	212,813	1	0.00%
System total	**234,093,170**	**121,536**	**0.05%**

h. Table of Recommendations

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
1	**Metro should develop procedures in the following areas to ensure analysis, measurement, and management of bus pass-ups:**				
1.a.	Metro currently utilizes a threshold of 6% rate of pass-up before an analysis of a specific route wheelchair pass-ups is performed. This threshold is twice the 2.8% system wide average. We recommend the threshold be reduced to 3% and the procedure used in Metro's Title VI Plan service standards should be updated to reflect the revised percentage.				
1.b.	Procedure to cover pass-up related data collected and how data will be used to reduce the number of pass-ups to include load factors,				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	cancellations, school trippers, time of day, and other factors.				
1.c.	Definition of the meaning of "full bus" should be included in all applicable procedures.				
1.d.	Procedures for conducting Route/Line Capacity analysis.				
1.e.	Procedures to handle scheduling and pass-up monitoring.				
1.f.	Update the ADA procedure for alternative accessible service to be fully compliant. i. Address Equipment Failures More Explicitly - It is recommended that Metro clearly state that lifts be tested every day before leaving the division to be placed into				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	service and that vehicles with inoperative lifts must be held back until fixed or taken out of service before the next service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163 ii. Strengthening Documentation and Reporting -The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	equipment failures. 49 CFR 27.13(a)				
1.g.	Procedures to ensure that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173				
1.h.	Procedures related to Service Animals- The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat. i. It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	safety of others. 49 CFR 37.167(d)				
1.i.	Procedure to perform Maintenance Checks for Accessibility Equipment- The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. The procedure should include regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)				
1.j.	Procedures on how communications should be handled for all types of pass-ups				
1.k.	Ensure that corrective actions for pass-ups are consistent for operators and supervisors.				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
1.l.	Procedures to hold ongoing meetings, including "RAP" sessions, on pass-up levels and corrective actions to improve.				
2	**Key performance metrics should be established and tracked against pass-ups data for potential improvements. These metrics are noted below:**				
2.a.	Headway to load factor - The number and percentage of route trips per day when load factors exceed 1.0 may indicate a potential schedule adjustment as part of the schedule adjustment (shakeup) process or other mitigation as needed. Load Factors exceeding 1.3 should result in a schedule adjustment. This information is presently tracked by Metro.				
2.b.	On time performance -				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	Track on-time performance against a target goal of 100% on time, no time allowance for early or late by route/line, to be able to conduct process improvement analysis of how to improve bus scheduling.				
2.c.	Route and System-wide Load factors - Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair (WC) pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment. Also known as "peak load point."				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
2.d.	Percent of service delivered - Keep the target at 2% cancellation rate but evaluate periodically by line/route relating to complaints, and pass-ups.				
2.e.	Wheelchair pass-ups - Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.				
2.f.	General (non-wheelchair) Passenger pass-ups - Create a daily metric of total passenger pass-ups which should be reviewed periodically but no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.				
2.g.	Pass-ups per 100,000 riders -				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	Create a formal pass-up rate metric such as pass-ups/100,000 riders for each line/route. Track the metric each month and communicate the data to supervisors and operators through "RAP" sessions in each Division and other communication channels.				
3.	**Training should be completed for operators and Metro staff**				
3.a.	Complete annual Refresher training to include pass-up procedures for operators and supervisors.				
3.b.	Include explanation of pass-up codes used in the Advanced Transportation Management System (ATMS).				
3.c.	Discuss variation in operator management of pass-ups using good				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	judgment and common sense.				
3.d.	Include the reasons that might lead to a wheelchair pass-up and there is no specific direction provided to state that the procedures are the same regardless of the reason for the wheelchair (WC) pass-up.				
3.e.	Training should include coverage of full bus pass-ups.				
3.f.	Create a specific passenger pass-up training module. This module should include guidance on how to handle different types of pass-up situations such as full bus (including a definition of full bus), wheelchair or ADA pass-up, and difficult passengers. The goal is to provide more guidance to operators for exercising their judgement in the field.				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
3.g.	Develop public education campaigns for riders on the importance of being ready to board, being at the stop, being aware of when the bus is approaching, and making sure the operator knows you are waiting for the bus and can see you.				
3.h.	Train all appropriate staff on new procedures.				
4,	**Physical Characteristics of Bus Stops**				
4.a.	Create a procedure to review the physical characteristics of bus stops at which pass-ups occur due to passenger visibility or the passenger not being at the stop. When warranted by the physical review make changes to the bus stop such as adding or improving lighting; trimming vegetation; removing obstructions; or adding shade to encourage				

List of Recommendations and Proposed Actions					
No.	**Recommendations**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
	passengers to use the bus stop.				

Metro's Management Response

Metro

Interoffice Memo

Date	August 12, 2025
To	Karen Gorman Inspector General
From	Conan Cheung Chief Operations Officer
Subject	25-AUD-07 Metro Bus Pass-Ups

Thank you for sharing the draft report on the Metro Bus Pass-Ups. We appreciate the thorough review and valuable recommendations outlined in the report. We acknowledge the importance of addressing these issues to enhance the overall public transit experience.

While we agree with many of the report's findings and recommendations, we will need additional time to conduct a thoughtful and detailed review. A comprehensive response will require further coordination with relevant departments and stakeholders. We will provide a more thorough response within 60–90 days, outlining our approach to addressing the report's recommendations.

We appreciate your patience and look forward to continued collaboration on these important issues.

cc:
Edna Stanley
Diane Corral-Lopez
Chris Reyes
Audit Administration

Attachment B
Legistar File # 2025-0855

Metro

Interoffice Memo

Date	October 3, 2025
To	Karen Gorman Inspector General
From	Conan Cheung Chief Operations Officer Conan Cheung Digitally signed by: Conan Cheung DN: CN = Conan Cheung email = cheungc@metro.net C = US O = LA Metro OU = Operations Date: 2025.10.03 17:24:25 -08'00' Jennifer Vides Jennifer Vides Digitally signed by Jennifer Vides Date: 2025.10.03 17:17:15 -07'00' Chief Customer Experience Officer
Subject	25-AUD-07 Metro Bus Pass-Ups

The Office of the Inspector General (OIG) performed an audit of Metro Bus Pass-Ups. Although Metro complies with the safety standards for bus stops and ensures that Metro-owned bus stops meet regional accessibility and safety needs, several issues were identified. In those instances, Operations will comply with the audit recommendations:

1 – Metro should develop procedures in the following areas to ensure analysis, measurement, and management of bus pass-ups:

Recommendation #1B: Procedure to cover pass-up related data collected and how data will be used to reduce the number of pass-ups to include load factors, cancellations, school trippers, time of day, and other factors.

Management Response: Disagree; Service Development, Department's Scheduling team already has well-established procedures to address consistent crowding through added trips in each of the two annual service changes, as well as immediate actions for items such as school-related ridership in response to changes typically experienced at the start of each school semester (August, January). This is one of the core functions of the Scheduling team. The Scheduling team uses data to determine if and when systemic excessive loads exist. For specific instances of pass-ups that are more random in nature, such as impacts from day of trip cancellations, vehicle breakdowns, impacts to routes and traffic due to special events, construction and street closures, leading to less than full service being delivered, Transit Operations mitigate such disruptions as much as possible through Bus Operations Control and Vehicle Operations, such as adjusting headways, adding a gap bus, or putting an operator back on time to even out loads.

Completion Date: N/A

Recommendation #1D: Procedures for conducting Route/Line Capacity analysis.

Management Response: Disagree; The Service Development Department's Scheduling team already has a well-established process for identifying and addressing consistent capacity issues for all Metro bus lines. This process includes ridership and load data collected throughout the period leading up to each service change, analyzed in 20-minute increments during the peak hour and hourly increments during off-peak. This analysis is already a core function for the over twenty Schedule Analyst staff in

the Scheduling department to conduct. Each of these staff members is trained on the use of the relevant data reports to support any recommended addition of extra trips to address any loads consistently exceeding trip load standards in order to carry all intending riders and avoid passenger pass-ups.

Completion Date: N/A

Recommendation #1E: Procedures to handle scheduling and pass-up monitoring.

Management Response: Partially Agree; The Service Development Department reviews pass up complaints along with quantitative data on loads and ridership to identify times and locations of consistent pass-ups. Significant issues are addressed immediately through temporary increases to service, while other issues are addressed through the regular service change process.

Completion Date: N/A

Recommendation #1F: Update the ADA procedure for alternative accessible service to be fully compliant.

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; Procedures are already in place based on Metro Policy GEN 54, which addresses:

- Customers Using Mobility Devices
- Mobility Device Pass-ups
- Coordination with Access Services Inaccessible Bus Zones
- Equipment Problems Involving Wheelchair Ramps, or Securement Devices
- Defective Wheelchairs, Scooters, or other Mobility Devices, Customer at Stop
- Defective Wheelchairs, Scooters, or other Mobility Devices, Customer on Board
- Personal Mobility Devices Customers with Respirators
- Service Animals

Completion Date: N/A

Recommendation #1F(i): Persons Using Lifts - The SOP does not explicitly state that ambulatory persons (such as those with invisible disabilities or visual impairments) must be permitted to use lifts or ramps upon request. This provision should be added to the procedure. Add a provision explicitly stating that ambulatory passengers with disabilities must be permitted to use the lift or ramp upon request, regardless of whether they use a mobility device. This aligns with 49 CFR 37.165(g), which requires transit agencies to accommodate all persons with disabilities who request to use the lift or ramp.

Management Response: Agree; Bus Rule Book has been updated using OIG nomenclature and will be distributed to the divisions. It read as "Ambulatory passengers with disabilities must be permitted to use the lift or ramp upon request, regardless of whether they use a mobility device.

Completion Date: December 31, 2025

Recommendation #1F(ii): Address Equipment Failures More Explicitly - It is recommended that Metro clearly state that lifts be tested every day before leaving the division to be placed into service and that vehicles with inoperative lifts must be held back until fixed or taken out of service before the next

service day unless no spare is available. Metro should consider revising the Metro Bus Operations Control Standard Operating Procedures (SOP) 10.01– Accessible Service. 49 CFR 37.163

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; There is already a procedure in place– wheelchair ramps and securements must be checked during the Operator's pre-trip inspection to ensure they are in operating condition prior to the bus leaving the yard. This is documented in the Operator's Vehicle Condition Report (MAINT-9). All ADA equipment failures are held until repairs are completed. No buses are released by Maintenance with a non-operative wheelchair ramp or securements. Per the Bus Maintenance Department Road Call Procedures, Roles and Responsibilities SOP and ADA Wheelchair Road Call Response SOP, road failure buses are held until addressed with all necessary repairs made prior to being released back into service. All of this is in support of Metro's CIV 09 policy: Providing Transportation Service to Individuals with Disabilities.

Completion Date: N/A

Recommendation #1F(iii): Strengthening Documentation and Reporting - The Current SOP includes documentation forms for incidents but lacks specific procedures for reporting accessibility-related complaints and equipment failures. 49 CFR 27.13(a)

Management Response: Agree; Bus Operation Control Center Management will work on enhancing our SOPs to include a better way of communicating equipment failures to the appropriate department. We currently have a procedure and notification when there is a reported equipment failure.

Completion Date: January 26, 2026

Recommendation #1G: Procedures to ensure that Metro includes mandatory ADA compliance training for all operators, focusing on assisting passengers with various disabilities, proper use of accessibility equipment, and handling service animals. 49 CFR 37.173

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; Procedures are already in place. All new student bus operators receive the Los Angeles Metro ADA Enhancement Training in compliance with Federal Transit Administration (FTA) mandatory Training Requirement (49 CFR Part 37), which addresses:

- ADA Laws and Regulations
- Vehicle Condition Report Card
- Communicating With Customers
- Visual Impairments
- Service Animals
- Hidden Disabilities
- Wheelchair Securement
- W/C Boarding Procedure + Script

Completion Date: N/A

Recommendation #1H: Procedures related to Service Animals - The current SOP states that Metro permits service animals but lacks detailed guidelines on handling situations where the service animal is out of control or poses a threat.

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; Procedures are already in place under the Metro Bus Operator Rulebook and Standard Operating Procedures-Rule 7.25 Transporting Animals, as well as the Metro Bus Operator Rulebook and Standard Operating Procedures - SOP 2.122 Animal on Board the Bus, which addresses:

- Metro Bus Operator Rulebook and Standard Operating Procedures-Rule 7.25 Transporting Animals
  - A handler must have full control of their animal whenever they are on board a Metro bus. If the handler requires assistance in handling the animal when boarding, the handler is considered not to have full control and the animal should not be allowed to board. When the animal is under the full control of the handler, they may board at any time.
  - Operators must notify a customer attempting to board with a service animal if there is another animal already on board. Although service animals are trained to be non-aggressive, there is always the possibility of aggression between any two animals. The boarding customer should be allowed to make the final decision whether to board the bus or not.

- Metro Bus Operator Rulebook and Standard Operating Procedures - SOP 2.122 Animal on Board the Bus
  - If the Operator has reason to believe the animal represents a threat to their safety or the safety of the customers, contact BOC immediately and await instructions. If the animal poses an imminent peril or threat on the bus (e.g., has bitten another passenger) open all doors and allow customers to alight the bus. Request the owner/handler to take control of the animal and remove it from the bus, and request assistance from BOC if necessary.

Completion Date: N/A

Recommendation #1H(i): It is recommended that Metro defines clear procedures for operators to follow if a service animal is out of control or poses a direct threat to the health or safety of others. 49 CFR 37.167(d)

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; Procedures are already in place under the Metro Bus Operator Rulebook and Standard Operating Procedures-Rule 7.25 Transporting Animals, as well as the Metro Bus Operator Rulebook and Standard Operating Procedures - SOP 2.122 Animal on Board the Bus, which addresses:

- Metro Bus Operator Rulebook and Standard Operating Procedures-Rule 7.25 Transporting Animals
  - A handler must have full control of their animal whenever they are on board a Metro bus. If the handler requires assistance in handling the animal when boarding, the handler is considered not to have full control and the animal should not be allowed to board. When the animal is under the full control of the handler, they may board at any time.
  - Operators must notify a customer attempting to board with a service animal if there is another animal already on board. Although service animals are trained to be non-aggressive, there is always the possibility of aggression between any two animals. The boarding customer should be allowed to make the final decision whether to board the bus or not.

- Metro Bus Operator Rulebook and Standard Operating Procedures - SOP 2.122 Animal on Board the Bus

If the Operator has reason to believe the animal represents a threat to their safety or the safety of the customers, contact BOC immediately and await instructions. If the animal poses an imminent peril or threat on the bus (e.g., has bitten another passenger) open all doors and allow customers to alight the bus. Request the owner/handler to take control of the animal and remove it from the bus, and request assistance from BOC if necessary.

Completion Date: N/A

Recommendation #1I: Procedure to perform Maintenance Checks for Accessibility Equipment - The current SOP addresses procedures when equipment fails but does not emphasize preventive maintenance. The procedure should include regular maintenance checks for all accessibility equipment to ensure functionality. 49 CFR 37.161(a)

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; Bus Maintenance already performs preventive maintenance at regular intervals per the Preventive Maintenance Program as found in the Revenue Service Bus Maintenance Plan, Section 7. The wheelchair ramp, kneeling function, and all securements are checked during the general inspection PMP every 6,000 miles. The general inspection is documented in M3/EAMS, showing each of these items having been checked. The Wheelchair Ramp is specifically called out as a Supplemental Inspection with an interval of 6,000 miles that coincides with the General Bus Inspection.

Completion Date: N/A

Recommendation #1J: Procedures on how communications should be handled for all types of pass-ups.

Management Response: Agree; Management will post all data regarding pass-ups at divisions and communicate with division directors to ensure management is discussing bus pass-ups during RAP sessions.

Completion Date: October 30, 2025

Recommendation #1K: Ensure that corrective actions for pass-ups are consistent for operators and supervisors.

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; Operations currently has procedures in place based on the SMART and AFSCME contracts for progressive discipline on substantiated pass-ups.

Completion Date: N/A

Recommendation #1L: Procedures to hold ongoing meetings, including "RAP" sessions, on pass-up levels and corrective actions to improve.

Management Response: Agree; Divisions were notified on 9/15/2025 to include bus pass-up information in the RAP sessions.

Completion Date: Completed on September 15, 2025

2 – Key performance metrics should be established and tracked against pass-ups data for potential improvements. These metrics are noted below:

Recommendation #2A: Headway to load factor - The number and percentage of route trips per day when load factors exceed 1.0 may indicate a potential schedule adjustment as part of the schedule adjustment (shakeup) process or other mitigation as needed. Load Factors exceeding 1.3 should result in a schedule adjustment. This information is presently tracked by Metro.

Management Response: Agree to the importance of the issue, but disagree that sufficient procedures are currently not in place; The Service Development Department's Scheduling team already conducts the required analysis. Some trips exceed 1.0 standard but are not an indication of how likely they are to exceed 1.3. The 1.3 analysis may highlight periods that exceed the 1.3 standard, and if those are close to exceeding 1.3, then a broader solution will be applied to address the busy period beyond just looking narrowly at the 1.3 standard. Reports used provide the entire day of data.

Completion Date: N/A

Recommendation #2B: On time performance - Track on-time performance against a target goal of 100% on time, no time allowance for early or late by route/line, to be able to conduct process improvement analysis of how to improve bus scheduling.

Management Response: Disagree; The 100% target is not realistic for the multitude of factors impacting daily service delivery in a mixed-use, multimodal operating environment, resulting in travel time variability.

Completion Date: N/A

Recommendation #2C: Route and System-wide Load factors - Keep a load factor of 1.3 as the standard but evaluate passenger and wheelchair (WC) pass-ups by line/route/load factor for process improvement. Evaluate locations along routes where the passenger load is greatest. The maximum load point can differ by direction and by time of day. Long or complex routes may have multiple maximum load points, one for each segment. Also known as "peak load point."

Management Response: Agree; The Service Development Department's Scheduling team already addresses consistent load violations. However, reporting specifically for riders in wheelchairs pass-ups will be examined further as part of the December 2025 and June 2026 service changes.

Completion Date: December 31, 2025

Recommendation #2D: Percent of service delivered - Keep the target at 2% cancellation rate but evaluate periodically by line/route relating to complaints, and pass-ups.

Management Response: Agree; Operations will keep the target at a 2% cancellation rate and will continue to be evaluated periodically by line/route relating to complaints and pass-ups.

Completion Date: Ongoing

Recommendation #2E: Wheelchair pass-ups - Reduce the threshold from 6% to 3% for analysis. This is currently the highest level for any route but may not capture the poor performing routes.

Management Response: Partially Agree; Metro is the only agency monitoring this data, and as a result, has tightened the target goal from 6% to 5% in the 2025 Service Standards update adopted by Metro's board, based on aggressive, yet realistic expectations.

Completion Date: N/A

Recommendation #2F: General (non-wheelchair) Passenger pass-ups - Create a daily metric of total passenger pass-ups which should be reviewed periodically but no less than annually for development of a process improvement plan to reduce full bus passenger pass-ups.

Management Response: Partially Agree; Transit Service Delivery Department Pass-ups data is already available daily, but it only provides a partial understanding of the regularity, root cause, and impacts of the pass-ups. The majority of pass-ups occur on high-frequency lines where customer impacts are minimized due to the frequency of service. Reviewing the data along with campaigning strategies to address the root causes of pass-ups, such as cancelled service, mechanical breakdowns, passenger incidents, etc. are more appropriate ways that Operations is addressing the root cause of pass-ups.

Completion Date: N/A

Recommendation #2G: Pass-ups per 100,000 riders - Create a formal pass-up rate metric such as pass-ups/100,000 riders for each line/route. Track the metric each month and communicate the data to supervisors and operators through "RAP" sessions in each Division and other communication channels.

Management Response: Partially Agree; Transit Service Delivery would require pass-ups data from the Strategic Initiatives Department. Some issues need to be resolved, such as inconsistent reporting of pass-ups by operators. The inconsistencies are already significant at the system level and would be worse at the line level.

Completion Date: June 30, 2026

3 – Training should be completed for operators and Metro staff:
Recommendation #3A: Complete annual Refresher training to include pass-up procedures for operators and supervisors.

Management Response: Agree; ARTS curriculum has been revised with an emphasis on Rule 7.10 Refusing Transportation/Passing Up Customers/Passing Up Customers ADA Policy and Procedures Overview. The training states that the Operators must immediately notify BOC if a customer with a disability is unable to board. Additionally, operators should request guidance from BOC if any safety-related issue arises that could result in the denial of service to any customer. SOP 7.11 Passing Up Customers emphasizes that Operators must not intentionally pass up customers except when directed by Metro supervisory staff, the bus is full (notify BOC with location resume point and number of customers passed), coordinated stop-skipping between buses, Rapid/Express/Limited must verify ADA customers are not missed, or boarding creates a safety hazard. In all instances, the Operator must use good judgment and common sense. ADA compliance is mandatory with no exceptions.

Completion Date: October 31, 2026

Recommendation #3B: Include explanation of pass-up codes used in the Advanced Transportation Management System (ATMS).

Management Response: Agree; All the CA codes are for wheelchair pass-ups with the respective reasoning. The SC codes are for pass-ups not related to a wheelchair patron.

When a Controller creates the Incident report, they would select 'CA' or 'SC' as the P Code, then the sub code number that corresponds with the situation, i.e., a Pass-up of a wheelchair patron because 2 wheelchair patrons are already on board would be coded CA 170.

CA	110	WHEELCHAIRS - PASSUP / UNKNOWN REASON
CA	115	WHEELCHAIRS - OVERLOAD / STANDING
CA	120	WHEELCHAIR TOO WIDE FOR LIFT
CA	130	WHEELCHAIRS - DEFECTIVE LIFT / RED TAGGED
CA	140	WHEELCHAIRS - DEFECTIVE LIFT / PASS UP
CA	145	WHEELCHAIRS - DEFECTIVE LIFT / OPERATOR ERROR
CA	155	WHEELCHAIRS - DEFECTIVE LIFT / OPERATOR CLEARED
CA	160	WHEELCHAIRS - OPERATOR LACK OF TRAINING
CA	165	WHEELCHAIRS - NO KEY OR KEY PROBLEM
CA	170	WHEELCHAIRS - TWO W/C PATRONS
CA	171	WHEELCHAIRS - PASS UP, B.O. DOORS
CA	172	WHEELCHAIRS - W/C WON'T FIT, SEE COMMENTS
SC	100	SCH - OVERLOAD, PASS UP
SC	200	SCH - OVERLOADS, NO LEADER
SC	990	SCH - PASS UP NOT CLASSIFIED

CA-Community Assist

P Code-Pass-up Code

SC-Schedule

SCH-Schedule Related

Completion Date: Completed on September 15, 2025

Recommendation #3C: Discuss variation in operator management of pass-ups using good judgment and common sense.

Management Response: Agree; ARTS curriculum revision has been completed and distributed to OCI Instructors and will be made available to Division Instruction. OCI training places the emphasis on

SOP 7.11 Passing up Customers ADA Policy and Procedures Overview; the Operator is responsible for exercising good judgment and common sense.

Completion Date: December 31, 2025

Recommendation #3G: Develop public education campaigns for riders on the importance of being ready to board, being at the stop, being aware of when the bus is approaching, and making sure the operator knows you are waiting for the bus and can see you.

Management Response: Agree; The Marketing department in the Customer Experience office will develop a campaign to educate riders about being ready to board. Also, it will be important to communicate with riders any blind spots bus operators might have, so they can ensure they are in the line of sight of the bus operator while waiting for the bus.

Completion Date: December 31, 2025

Recommendation #3H: Train all appropriate staff on new procedures.

Management Response: Agree; OCI will schedule a Train the Trainer for Instructors, highlighting the revisions to the curriculum.

Completion Date: December 31, 2025

4 – Physical Characteristics of Bus Stops:

Recommendation #4A: Create a procedure to review the physical characteristics of bus stops at which pass-ups occur due to passenger visibility or the passenger not being at the stop. When warranted by the physical review make changes to the bus stop such as adding or improving lighting; trimming vegetation; removing obstructions; or adding shade to encourage passengers to use the bus stop.

Management Response: Partially Agree; Tree trimming is the responsibility of each municipality's Urban Forestry or Dept. Of Public Works. Cities such as Pasadena prohibit Metro from trimming trees. Improved lighting is also a municipality of their street lighting bureau's responsibility. In addition, some municipalities have a contractor for their respective bus stop shelter/shade program. The Stops and Zones department is in regular communications with local jurisdictions on issues impacting Metro bus stops and works collaboratively to resolve those issues.

Completion Date: N/A

CC: Conan Cheung
Edna Stanley
Diane Corral-Lopez
Chris Reyes

OFFICE OF THE INSPECTOR GENERAL

Review of Metro Bus Pass-ups

Karen Gorman, Inspector General
The Lopez Group

OIG Report No. 25-AUD-07

October 16, 2025

Metro

Legistar File # 2025-0855

Objectives

Study sought to:

1. Review the adequacy of Metro policies and procedures regarding bus pass-ups.

2. Determine whether managing customer complaints of pass ups were within Metro's policies and procedures.

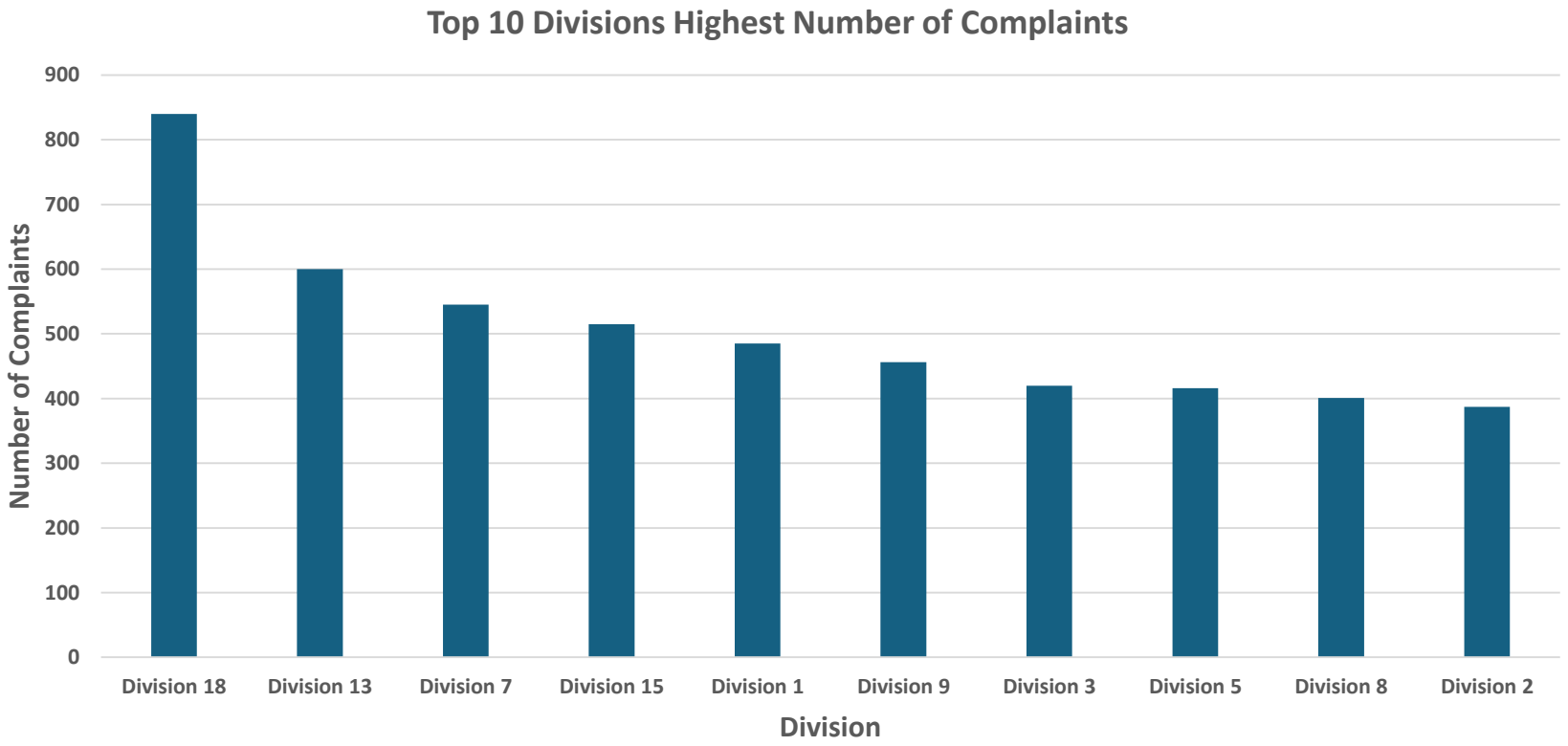
3. Identify correlations between bus pass-ups & ridership statistics.

4. Identify opportunities to reduce bus pass ups & complaints.

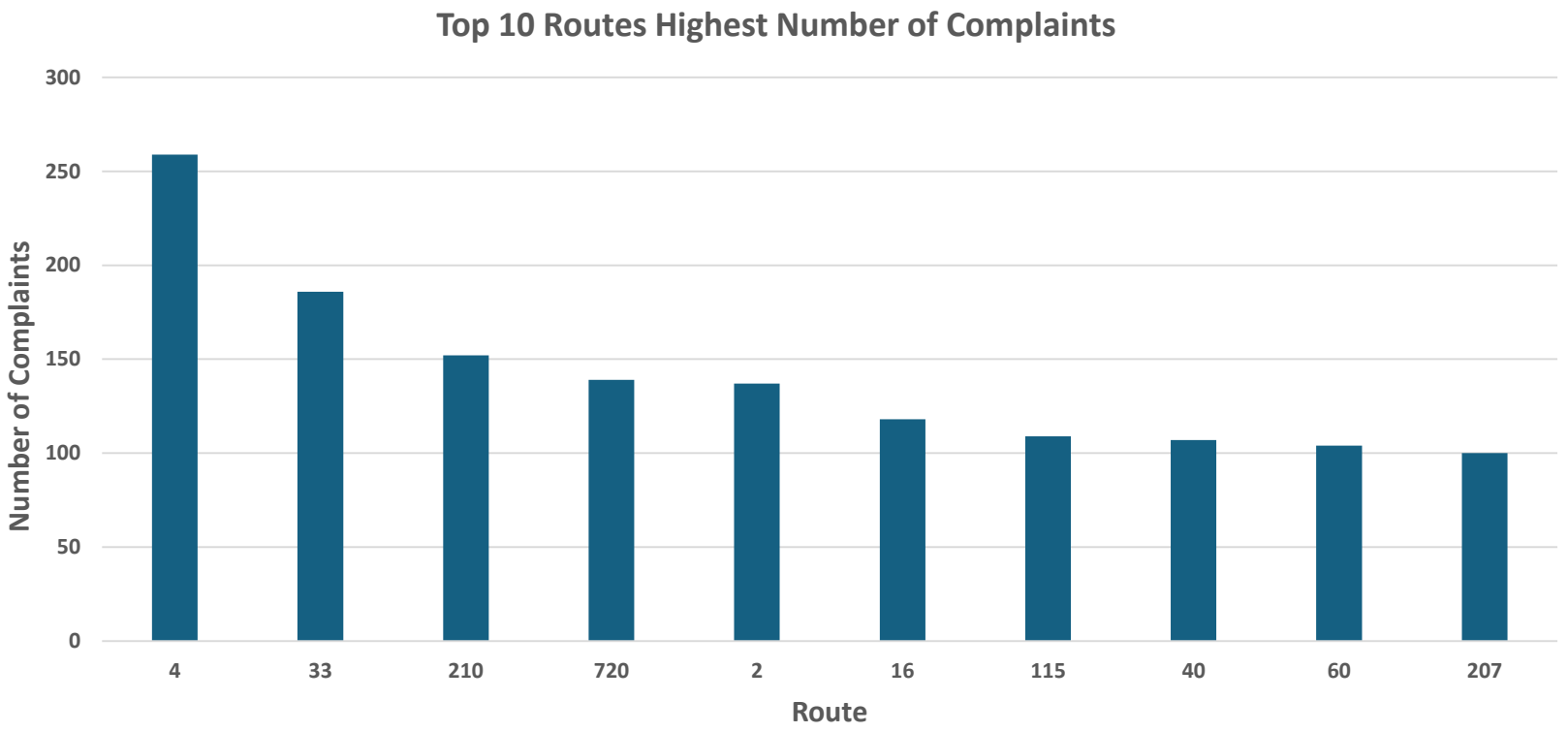
Conclusions

Consultant found:

- No industry best practices for bus pass-ups. Metro has a policy addressing pass –ups in general, however, changes need to be made to make it more specific and effective.
- Metro wheelchair pass-ups policies are more specific, closely followed, and enforced more than other pass-ups.
- 94% of complaints received during the period of July 1, 2023 to June 30, 2024, were for general pass-ups, while only 6% were ADA related.
- Metro's Customer Comment and Analysis Tracking System (CCATS), identified 5,541 complaints related to pass-ups. Based on this information, the consultant identified the ten divisions and routes with the most pass-ups.

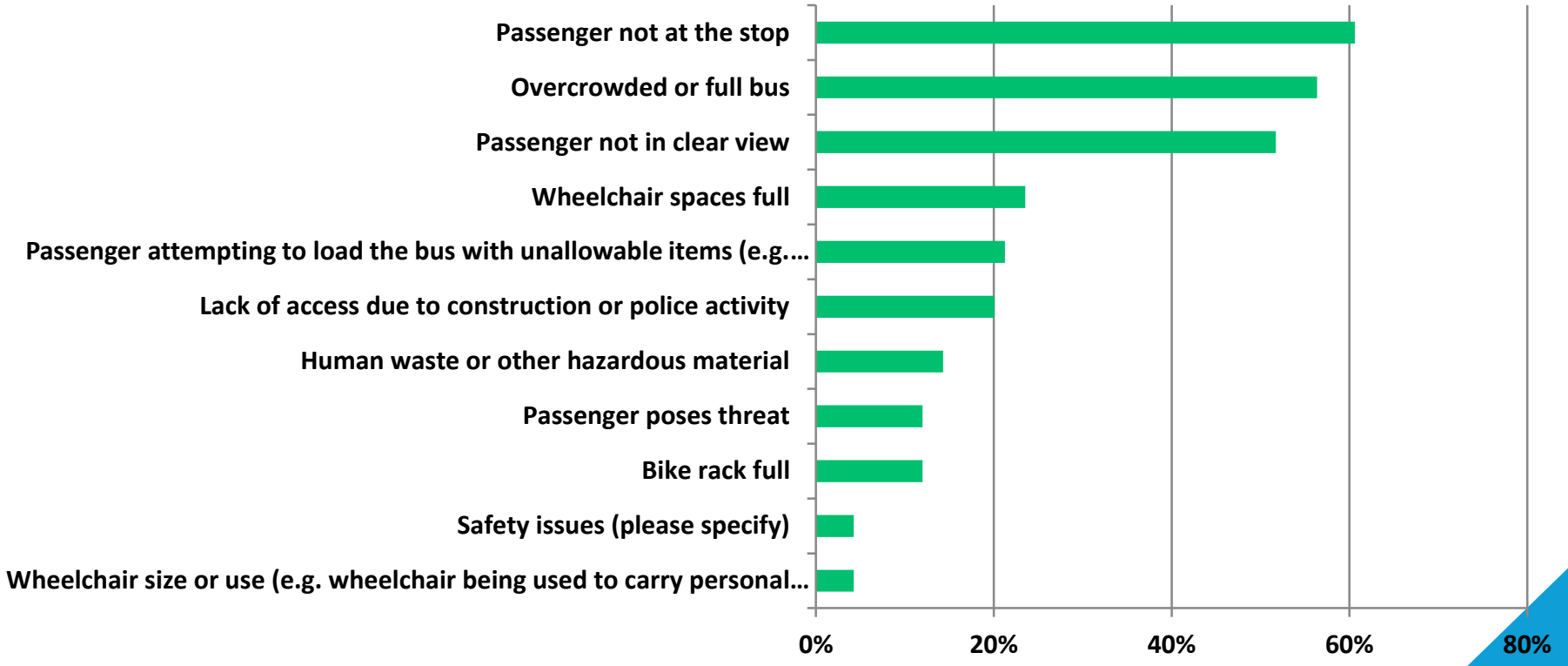

Top 10 Divisions Highest Number of Complaints
Number of Complaints
900
800
700
600
500
400
300
200
100
0
Division 18
Division 13
Division 7
Division 15
Division 1
Division 9
Division 3
Division 5
Division 8
Division 2
Division

Metro


Top 10 Routes Highest Number of Complaints
300
250
200
150
100
50
0
Number of Complaints
4
33
210
720
2
16
115
40
60
207
Route

Metro

BUS OPERATOR INTERVIEWS – TOP REASONS FOR PASS-UPS



Metro

Recommendations

Four categories:

1. **Policies and Procedures** – Update and/or create additional policies and procedures to enable Metro to monitor pass-ups better.
2. **Performance Metrics** – Consider using proposed metrics to assist in the identification of causes of bus pass-ups.
3. **Training** – Consider updating the training regimen for operators and supervisors on pass-ups.
4. **Physical characteristics of bus stops** - Adopt procedure to review the physical characteristics of bus stops where pass-ups occur.

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

File #: 2025-0825, **File Type:** Oral Report / Presentation **Agenda Number:** 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: NEXTGEN RIDERSHIP UPDATE - Q2 CY2025

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status update on NextGen Bus Ridership.

ISSUE

This report provides an assessment of Metro's bus ridership for the second quarter of calendar year 2025 (Q2 CY2025), consisting of April, May, and June 2025, compared to the pre-pandemic and start of pandemic/pre-NextGen Bus Plan ridership from the same period in 2019. Ridership changes are examined by day type (weekday, Saturday, Sunday), service area, across Equity Focus Communities (EFCs) and non-EFCs, time period, line/line group, as well as average passenger trip length.

BACKGROUND

- The Metro Board adopted the NextGen Bus Plan in October 2020.
- The NextGen Bus Plan was designed to create a fast, frequent, and reliable Metro bus system and was to be rolled out in two phases.
- "Reconnect" was the initial phase to restructure the existing network. It was implemented over three dates between December 2020 and December 2021.
- Transit First was an additional phase to maximize the plan's effectiveness through strategic, quick-build capital investments in improved bus speeds and direct revenue service hours saved on bus frequency improvements.
- While the NextGen Bus Plan was fully implemented by the end of 2021, the national operator shortage during the COVID-19 pandemic required Metro to reduce service by 10% in February 2022 to stabilize service reliability, with full restoration by December 2022 with more operators hired.
- Full NextGen bus service levels have been operated since then into 2025 with improved reliability due to full bus operator staffing, which was achieved by August 2023, with a 1-2% shortage experienced by end of 2023, but higher recruitments led to full staffing again being achieved in January 2025, with very low cancellation rates.

The NextGen Bus Plan Reconnect phase implementation established a set of service frequency tiers

for Metro's 117 bus lines, summarized in Table 1.

Table 1: NextGen Frequency Tiers as of December 2024

Service Type	Peak Weekday	Midday Weekday	Evening	Daytime Weekend	Number of Lines
Core Network (Tier1)	5-10	5-10	10-15	7.5-15	29
Convenient Network (Tier 2)	10-12	10-12	20-30	15-30	26
Connectivity Network (Tier 3)	20-30	20-30	30-60	30-60	26
Community Network (Tier 4)	40-60	40-60	60	60	36

When fully implemented, the Transit First scenario was expected to achieve a 15-20% increase in ridership. This expected ridership was attributed to increased speed of service/reduced travel times after implementing items from the speed and reliability tool kit, including new bus lanes and expanded transit signal priority, and reinvestment of time savings for increased service frequencies. terminals.

This quarterly report is intended to track progress towards the ridership growth expected from the NextGen Bus Plan, including growth to be supported by implementing the remaining Transit First bus speed and reliability improvements. The impact of immigration enforcement is working directly against such ridership growth potential from NextGen.

DISCUSSION

In quarter Q2 CY2025, average daily Metro bus system boardings for weekday and Saturday declined over the same quarter of CY2024, the first decline in over two years. This decline is discussed further in the report, but is believed to be related to federal immigration enforcement actions in the LA region beginning in June 2025, making some riders afraid to use public transit in an open public environment, and reducing ridership in that month. Only Sunday average daily ridership in Q2 still managed to grow over CY2024 ridership, though it also saw ridership decline in June 2025. All day types saw year-over-year ridership gains in both April and May 2025, but the June declines were significant enough for weekday and Saturday to cause a decline for the quarter overall.
As of Q1 CY2025, average daily bus system ridership continued to grow. However, in Q2 CY2025, it declined for the first time in over two years for weekday and Saturday compared to Q2 CY2024. Only Sunday ridership grew in 2025 over the same quarter of 2024. The ridership recovery rates of Q2 CY2025 compared to Q2 CY2019 are:

- Weekday was 84.1% (down from 85.1% in Q2 CY2024)
- Saturday was 90.9% (down from 92.4% in Q2 CY2024)
- Sunday was 102.8% (up from 100.3% in Q2 CY2024).

Complete restoration of bus service by December 2022, combined with more reliable service delivery, speed and reliability initiatives, and the introduction of new fare programs (e.g., fare capping, GoPass for students and LIFE Program for low-income riders, fare capping), has contributed to much stronger ridership recovery in 2023, 2024, and continuing in 2025. This

reinforces the importance of affordable, faster, more frequent and reliable service delivery in attracting and retaining ridership.

The highest monthly averages for post-pandemic weekday ridership in 2024 were in September (804,279) and October (804,963). In 2025, the highest month was May 2025 with 791,214. However, average weekday ridership declined year over year in June (686,215), July (647,000), and August 2025 (706,093), returning to CY2023 levels, with a Q2 CY2025 average weekday ridership decline of 1.2%. (Attachment A Chart 6 - Average Weekday Ridership 2019 - 2025).

Average Saturday bus ridership also showed declines in June, July, and August 2025 after increases in April and May. Average Q2 Saturday bus ridership showed a 1.6% decline over the same quarter in 2024. However, Sunday Q2 CY2025 showed a 2.5% growth over the same quarter in 2024, though average Sunday ridership declined in June, July, and August 2025. Sunday April and May 2025 ridership growth was high enough to offset June 2025 declines to still post growth for Q2 CY2025 over Q2 CY2024. See Attachment A, Charts 6, 7, and 8 for Average Weekday, Saturday, and Sunday Ridership and Chart 9 for comparison of average Q2 Weekday, Saturday, and Sunday ridership from 2019 through 2025.

Ridership by Service Area

Ridership recovery was examined for each of the five Metro Service Council areas. The San Fernando Valley showed the highest rate of weekday ridership recovery at 93.4% in Q2 CY2025 (up from 91.3% in Q2 CY2024). This recovery rate, in part, shows a strong response to NextGen Bus Plan improvements that created a network of 10 local lines and the Metro G Line BRT with 10-15 minute frequencies all day on weekdays (a big improvement from 20-30 minute off peak service) across the San Fernando Valley as well as lines restructured to focus on North Hollywood.. These changes resulted in a 3% gain in revenue service hours, with no other service area having such gains in service. This is a likely primary reason for the ridership gains in the San Fernando Valley and the more limited growth and recovery in other areas.

The average Q2 CY2025 weekday ridership of the San Fernando Valley area compared to Q2 CY2024 increased by 2.3%, indicating that ridership growth remained strong, with this being the only service area showing growth in this quarter. The improvements appeared to increase ridership more than any reductions from immigration enforcement, though this may only be the case for Q2, as the enforcement impacted only one of the three months of Q2. The other four service areas all saw ridership declines of between 2.3% and 5.6% over the same quarter of 2024, with the Gateway Cities service area showing the largest decline.

The weekday ridership recovery rates of the other four Service Council areas in Q2 CY2025 all declined compared to the same quarter in CY2024:

- San Gabriel Valley: 78.0% (down 3.3% from 81.3% in part due to two bus lines moving to Pasadena Transit, as well as some general decline)
- Gateway Cities: 76.4% (down 4.5% from 80.9% in Q2 CY2024)
- Westside Central: 81.6% (down 1.9% from 83.5% in Q2 CY2024)
- South Bay Cities: 82.8% (down 3.0% from 85.8% in Q2 CY2024)

Saturday's average recovery rate for Q2 CY2025 was 90.9% overall, a decrease from 92.4% for the same quarter of 2024. San Fernando Valley again showed the highest recovery at 102.4% (up from 101.4%), while other areas were 76.4% to 86.7% (down from 81.3% to 90.1%). Saturday ridership increased 1.0% for the San Fernando Valley over the same quarter in CY2024. The other four service areas decreased by between 2.7% to 6.1%, with the largest decline in the Gateway Cities area.

The average Sunday ridership recovery rate was 102.8% overall, up from 100.3% in the same quarter of 2024. San Fernando Valley's recovery rate was the highest at 117.4% (up 2.9% from 114.5% in Q2 CY2024), and the four other service areas varied in recovery rate from 84.4% to 96.6% (down from 88.6% to 99.1%, a decrease of 1.9% to 4.8% in Q2 CY2024). Again, the Gateway Cities service area saw the largest decline. This was consistent for all day types; it appears this service area reacted most significantly to the immigration enforcement actions, which in all areas are negating in part of the potential of the NextGen improvements. See Table 3 in Attachment A for full details of the percentage change in average daily ridership by service area between Q2 CY2025 and Q2 CY2024. See also Attachment A, Charts 10-12, for Average Weekday, Saturday, and Sunday Ridership Recovery by Service Area Q2 CY2019 - Q2 CY2025.

Ridership by Equity Focus Communities (EFC)

Average daily boardings in EFCs increased by 2.0% on weekdays, 1.6% on Saturdays, and 1.3% on Sundays during Q4 CY2020. This was during the most impactful time of COVID cases, when much of the transit ridership was in EFCs, and people still needed to travel to access jobs and services.

By Q1 CY2025, EFC boardings as a proportion of total boardings were 1.2% higher for weekdays, up 0.3% for Saturday, and slightly down 0.1% for Sunday compared to pre-COVID levels. This dropped slightly in Q2 CY2025, with a 1.0% higher proportion than pre-pandemic on weekdays, but declined to 0.3% lower on Saturdays, and declined to 0.4% lower on Sundays. These declines in the proportion of EFC boardings may be attributable to the immigration enforcement being most concentrated in EFCs, meaning many who normally rely upon transit sought alternative transportation or forwent travel altogether. See Attachment A pages 19 and 20 including Chart 13 for further discussion of bus system ridership in Equity Focus Communities.

Ridership by Time Period

As of Q2 CY2025, early AM and AM peak periods ridership for weekday remain the least recovered at 74% and 70% of 2019 levels, respectively; these are also lower than in the same quarter of CY2024 (77% and 74% respectively) likely due to the ridership drop in June 2025 resulting from immigration enforcements, making some unwilling to ride public transit. The PM peak and evening recovery rates were 76% and 82%, respectively, again with declines, most significantly in the PM peak, over the same quarter of CY2024 (82% and 83% respectively). The base (midday) period also saw a reduction in recovery rate, from 88% in Q2 CY2024 to 86% in Q2 CY2025, a smaller decline than in the peak periods.

In contrast, late evening and Owl periods' share of weekday ridership continued to have the highest recovery rates compared to their 2019 (pre-pandemic) levels at 93%, and 95%, respectively, with

improvements over the same quarter of CY2024 (91% and 92% respectively). Any growth factors, such as federal and state return to office directives, may drive further recovery in Q3 CY2025, but have clearly been negated by impacts from immigration enforcement, which began in June 2025 (part of Q2 CY2025), keeping many people from riding the Metro bus system.

The better midday recovery rate for weekday ridership is consistent with the intent of the NextGen Bus Plan to grow ridership during off-peak weekdays. However, in Q2 CY2025, all time periods except late evening and Owl showed declines in recovery rates of 1-6% over the same quarter in CY2024. Recovery rate declines are most significant in the AM and PM peak periods, with smaller declines in the early AM, base, and early evening periods.

Saturday early AM, AM peak, base, and PM peak ridership had the lowest recovery rates, at 87%, 81%, 83%, and 84% respectively, each declining from Q2 CY2024 (89%, 84%, 88%, 88% respectively). In contrast, Saturday evening, late evening, and Owl showed either stable (evening at 91%), or higher recovery rates at 96% and 100% (up from 95% and 98% respectively).

Sunday recovery rates by time period for Q2 CY2025 were topped by early AM, which was 111%, slightly down from 112% in Q2 CY2024. The AM peak was stable at 97%. The base, PM peak, and early evening each showed a decline in recovery rates at 95%, 94%, and 98% respectively (down from 97%, 98%, and 99% respectively), with the PM peak showing the largest decline in recovery rate. The late evening and Owl periods showed increases in recovery rate (both at 102%, up from 100% and 98% respectively) compared to Q2 CY2024. See also Attachment A, Charts 14-16: Weekday, Saturday, and Sunday Ridership by Time Period Q1 CY2019 - Q2 CY2025.

Average Trip Length

The Metro bus system's average passenger (unlinked) trip length dropped from 4.2-4.3 miles to just below 3.0 miles in the pandemic year 2021. This trend was likely due to a significant reduction in long-distance commuter trips. As ridership recovered in 2022 through 2024, average passenger trip lengths have increased and were at 3.4 miles for each day type in the most recent data, well below pre-COVID lengths. This change was expected as COVID has transitioned trip-making to shorter trips to address a market identified as a significant opportunity to grow ridership through the NextGen Bus study by providing more frequent local bus lines serving shorter distance trips. (Attachment A, Chart 17 Average Passenger Trip Length)

Ridership Recovery by Service Tiers and Lines

This section compares average daily line ridership for Q2 CY2025 versus Q1 CY2019 for each day type (weekday, Saturday, Sunday) and provides an overview of lines showing above and below system average ridership recovery. The review also examined lines/line groups for the four NextGen Bus Plan Tiers. As the NextGen Bus Plan restructured bus lines and line groups, this analysis must, in many cases, be based on comparing ridership for groups of lines to provide a fair comparison of the changes in ridership at the line level. In Q2 CY2025, 117 individual Metro bus lines were operating. However, the ridership recovery rate analysis for this quarter is based on 81 weekday, 75 Saturday, and 74 Sunday lines/line groups to allow for a fair comparison. Detailed data is included in Attachments B, C, and D, respectively.

Using Q2 CY2019 as a pre-COVID baseline and in comparison to Q2 CY2024, the overall Q2 CY2025 bus system ridership recovery rate was 84.1% for weekday (down from 85.1%), 90.9% for Saturday (down from 92.4%), and 102.8% for Sunday (up from 100.3%); only Sunday had improved recovery, with declines for weekday and Saturday.

There were 19 weekday (down from 28 in Q1 CY2025 but up from 18 in Q2 CY2024), 32 Saturday (down from 50 in Q1 CY2025 but up from 24 in Q2 CY2024), and 44 Sunday (down from 50 in Q1 CY2025 but up from 40 in Q2 CY2024) lines/line groups exceeding their pre-COVID Q1 CY2019 ridership numbers in Q2 CY2025.

Tier 1 and Tier 2 higher frequencies continue to show stronger recovery; some of these lines also include route changes to better connect riders to key destinations. The common denominator of lower ridership recovery of some Tier 1 and Tier 2 lines is that they serve Downtown LA. This neighborhood has seen reduced daily work-related trips due to increased telecommuting, which has negatively impacted many downtown service industry businesses and further reduced travel to downtown LA. Some of these lines were also restructured to move riders to other bus lines or, in some cases, rail lines. An opportunity exists to promote downtown LA travel on the new Metro Regional Connector and the Metro bus network for those returning to work, as well as the many cultural attractions and entertainment events based there. Metro is also monitoring return-to-office initiatives of federal and state governments, which may contribute to increased ridership recovery in Q3 and Q4 of CY2025.

This same pattern was noted for the G Line BRT service between North Hollywood, Canoga Park, and Chatsworth, with notably lower ridership recovery, especially on weekdays (57.1%) but also on weekends (Saturday 62.7%, and Sunday 70.2%). By comparison, the J Line BRT between El Monte, downtown LA, and Harbor Gateway/San Pedro had a 94% weekday recovery rate and much higher weekends (122.2% Saturday; 129.4% Sunday), perhaps from a mix of work and leisure travel. Before COVID, these lines had higher usage by discretionary riders. These riders do not appear to be traveling post-COVID as much for work in downtown LA (the G Line feeds the B Line rail to downtown LA) or other employment centers located in the San Fernando Valley, such as Van Nuys or Warner Center. Warner Center has seen the closure of a mall, and the G Line is also now being impacted by long-term detours for the Van Nuys grade separation project, which may divert more riders away from this service in Q2 CY2025. Poor performance of the signal priority system and some safety-related issues in and around the G Line may also be related factors. Lastly, the G Line may have lost riders to the NextGen improved transit lines in the San Fernando Valley.

Notable ridership changes also occurred on the Vermont corridor, a very high EFC corridor where frequent Local and Rapid bus service continues to operate. The corridor's overall ridership recovery rate was 87.9% on weekdays (down slightly from 91.7% in Q1 CY2025), with the Local Line 204 having a recovery rate of 108.8% (down from 114.5% in Q1 CY2025). By comparison, Vermont Rapid Line 754, which operates with the same frequency as the local line but on a limited stop format, had a ridership recovery rate of 66.7% (down from 69.3% in Q1 CY2025). Line 754 saw notably high cancellation rates in 2022 and to some extent in 2023 and 2024, which may have diverted riders to use the Local bus. The same patterns were seen for Saturday (Local 118.4%; Rapid 63.2%) and Sunday (Local 114.0%; Rapid 85.2%).

As mentioned, the performance of the largely Tier 2 network of lines in the San Fernando Valley is notable for its strong ridership recovery as a group. Other Tier 2 lines across Metro's service area had similarly high ridership recovery rates above 100%. Examples include Line 55 on Compton Av and Line 117 on Century Bl, both of which serve South LA, as well as Line 605, which serves Boyle Heights.

Several Tier 3 lines had frequency improvements that generated high ridership recovery. By comparison, many Tier 4 lines (40-60 minute frequency) had low ridership recovery, with no NextGen route or frequency changes in most cases, and a lower percentage of route miles serving EFCs. It will be essential to test the best performers among these lines by upgrading to a 30-minute service to see what ridership growth potential some of these lines may have.

The devastating Palisades and Eaton Canyon fires that occurred in early January 2025 (Q1) have had a continued impact this Q2 CY2025. The impacts of the Palisades fire were primarily on two bus lines: Line 134 (Santa Monica - Malibu) and Line 602 (Westwood - Pacific Palisades). These lines were suspended for up to seven weeks. Line 134 is now operating, but with a 5-mile zone with limited bus stops on Pacific Coast Highway (PCH) due to fire recovery activity. Line 602 western half from Bundy to PCH, remains out of operation due to fire recovery efforts. The no-stop zone on Line 134 has since been reduced to around 5 miles, but impacts are expected to continue through at least the remainder of 2025. Ridership impacts have lower but improving recovery rates (except Line 602 weekends)

The Eaton fire in Altadena impacted Lines 660 and 662, which link Altadena and Pasadena. Operation of these lines was shortened approximately half a mile to Woodbury Rd (originally further south at Washington Bl). Again, these impacts are expected to remain in place through 2025. Ridership has been impacted on these two lines, though not nearly as severely as for Lines 134 and 602.

Bus Line Productivity

Data also consistently shows that increased revenue service hours implemented through the NextGen Bus Plan for many lines or line groups generated higher ridership recovery compared to lines that saw stable or fewer service hours compared to pre-NextGen. However, a separate analysis is required for the productivity (passenger boardings/revenue service hours) of lines resulting from the NextGen Bus Plan changes. While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. The measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million, and that remains the same in CY2025. However, distribution of service hours was moved between lines and day types. The following is a comparison of bus system productivity (passenger boardings per revenue service hour) before and after NextGen, comparing Q2 CY2019 with Q2 CY2025:

- Weekday: 35.2 passenger boardings per revenue service hour (2025) versus 40.3 (2019)
- Saturday: 34.2 passenger boardings per revenue service hour (2025) versus 37.8 (2019)
- Sunday: 30.4 passenger boardings per revenue service hour (2025) versus 36.2 (2019)

The weekday change in productivity is explained by a 2.6% decline in revenue service hours versus a 24.9% decline in ridership between 2019 and 2025. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level, even with a slight reduction in weekday service hours, especially with the recent decline in ridership due to immigration enforcement.

On weekdays, 10 of the 81 lines/line groups managed to exceed their former productivity level, while another 49 lines/line groups exceeded 80.0% of their former productivity (pre-NextGen). These were a mix of all frequency tiers as well as some lines that had major changes, or in many cases, minimal changes. The lowest level was 39% of former productivity, though this line and another low-level line were both impacted by the January wildfires.

There were 12 weekday lines with productivity under 20 boardings per revenue service hour, and 2 lines with under 10 boardings per revenue service hour. Two of the 12 weekday lines with the lower productivity were wildfire-impacted lines (Lines 134, 602), and the lowest was the Willowbrook - Del Amo Line 202. Staff will continue to explore opportunities to better align service and ridership levels to increase productivity.

With the recent decline in ridership, the Saturday productivity change is no longer slightly positive, nor does it exceed the former productivity level seen in Q1 CY2025, with a 7.1% decrease in ridership but a 2.7% decrease in service hours.

On Saturday, 22 of the 75 lines/line groups managed to exceed their former productivity level, while another 43 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers, as well as lines that had minimal to major changes. The lowest level was 43% of former productivity, though this line was impacted by the January wildfires. There were 16 Saturday lines with productivity under 20 passengers per revenue service hour.

While the Sunday ridership was up 3.9% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative, i.e., well below the former productivity level. This may suggest NextGen overinvested in Sunday service, though Sunday ridership recovery has been strong, though still impacted by the recent immigration enforcement.

Of the 74 Sunday lines/line groups, 12 managed to exceed their former productivity level. These were a mix of frequency tiers as well as lines that had, in many cases, minimal changes. The lowest level was 43% of former productivity, though this line and one of the next lowest were both impacted by the January wildfires. Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0%-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 passengers per revenue service hour.

For both Saturday and Sunday, there were two lines with productivity under 10 boardings per revenue service hour, but one was a wildfire-impacted line; the other was the Warner Center shuttle. Staff will continue to explore opportunities to better align service and ridership levels to increase

productivity.

In contrast, the highest productivity lines for all three day types were Vermont Av Local 204 (60.6), Vermont Av Rapid 754 (53.9), and Western Av Local 207 (55.5), which operate in the Hollywood - South LA area.

More line-level ridership details can be found in the report (Attachment A) and data tables (Attachments B, C, D). These ridership recovery and productivity results will continue to be tracked and reported as further investments in NextGen bus speed and reliability improvements occur, including new bus lanes, expanded transit signal priority, and all-door boarding; more details on these initiatives are in the next section. Staff will review ridership for Q3 CY2025 (July through September 2025) as the basis for the next ridership report.

Speed and Reliability

Beyond the initial Reconnect phase of the NextGen Bus Plan with route restructuring and establishment of frequency tiers, the NextGen Transit First scenario is designed to increase ridership based on the increased speed of service/reduced travel times by implementing items from the speed and reliability toolkit. These items include new bus lanes, expanded transit signal priority, stop optimization, and reinvestment of time savings to increase service frequencies.

Progress on such speed and reliability implementations includes 70.7 lane-miles of new bus priority lanes implemented at the end of CY2024 across Metro's service area, with the Roscoe Bl bus priority lanes in the San Fernando Valley being the latest to be implemented and completed at the end of October 2024. Updates on upcoming and recent projects are listed below:

Sunset Bl Boulevard Bus Priority Lanes (Metro Line 2)

Metro began outreach on the Sunset Bl Bus Priority Lane project in summer of 2025. This 8.4 lane-mile project on Sunset Bl between Vermont Av and Havenhurst Dr will improve bus speed and reliability for the over 19,000 daily weekday riders on Metro Line 2. The project proposes to convert existing peak-hour parking lanes on Sunset Bl to peak-hour bus priority lanes. This project will complement the Alvarado St bus priority lanes that were installed in 2021 and 2023, which also serve Metro Line 2.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In summer 2025, construction of this peak-hour bus lane project in the City of LA and Unincorporated LA County began. This project will provide 10.2 lane-miles of peak-period bus priority lanes in both directions on Florence Av between West Bl and the Florence A Line Station. This project is expected to be completed in Fall 2025 and will bring improved speed and reliability to riders of Metro Line 111.

Vermont Avenue Bus Priority Lanes (Metro Lines 204 & 754)

Metro will deliver quick-build bus priority lanes to key corridor segments ahead of the larger BRT project as part of the Vermont Transit Corridor project. This will improve the speed and reliability

improvements to over 36,000 daily weekday riders ahead of the larger project.

The Bus Speed Working Group identified a 5-lane-mile northern segment of Vermont Av between Sunset Bl and Wilshire Bl, as well as a 7.5-lane-mile southern segment of Vermont Av between Gage Av and Vermont/Athens C Line Station, for quick-build bus lane projects that could be delivered ahead of the BRT improvements on Vermont Av. The proposed bus lanes would be in service full-time along the southern segment and weekday peak periods along the northern segment.

Metro Community Relations staff and Community-Based Organization partners have completed briefings and presentations to interested stakeholders, community groups, and neighborhood councils, as well as outreach to businesses along Vermont Av for the overall BRT project and the quick-build bus lanes.

Northern segment construction was expected to begin in summer 2025, but has been delayed to fall 2025 to further coordinate this complex project and ensure that feedback received during the outreach process is incorporated into the design. The southern segment will follow after the construction of the northern segment is complete.

Bus Lane Enforcement (BLE)

Metro continues partnering with LADOT to have dedicated parking enforcement details patrol and enforce bus lanes in the City of LA. Enforcing the no-parking regulations in the bus lanes helps riders arrive at their destinations faster and more reliably.

Metro completed the required 60-day education and outreach effort on the affected BLE lines, and the initial phase of the BLE program began operations as of May 12, 2025. There are now 100 vehicles equipped with photo/video capabilities that are capturing vehicles stopped or parked on bus lanes during posted operating hours, as well as at bus stops along the affected routes. A bus lane enforcement expansion program is in early development.

Metro is working with the City of West Hollywood to extend the BLE violation and citation process on the existing BLE routes within its city limits. This extended BLE program effort is being targeted to begin in the mid-summer timeframe.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity methodology, placing more service in Equity Focus Communities, which have historically been more transit dependent. A central goal of the NextGen Bus Plan is to provide improved transit service frequencies, travel times, and reliability improvements for Metro system riders. Eight in 10 Metro riders are Black, Indigenous, and/or other People of Color (BIPOC); nearly 9 in 10 live in households with total annual earnings below $50,000, and almost 6 in 10 are below the poverty line.

Improvements such as greater off-peak frequencies have helped essential workers and other riders make essential trips, with an increased share of off-peak ridership noted during the height of the pandemic.

This analysis shows that a subsequently greater proportion of increased ridership has occurred among EFC residents since the NextGen changes were implemented, with increased frequency of service and speed and reliability enhancements that continue to be implemented. By providing a fast, frequent, reliable network designed through the NextGen process, there is a significant focus on serving EFCs to provide these communities with reduced wait times, shorter travel times, and improved access to key destinations. However, the impact of immigration enforcement in keeping people away from the Metro bus system is negating the potential of the NextGen Bus Plan for increasing ridership. These impacts will be monitored closely.

Staff will continue to monitor ridership in EFC and non-EFC areas to ensure NextGen benefits for marginalized groups are achieved, ensuring that enough service capacity is provided based on ridership, and that all planned NextGen speed and reliability initiatives are implemented with the intended benefits achieved. Staff will also continue to gather rider feedback through the various sources used to gather public input regarding bus services and related adjustments, such as comments received via Metro's social media channels, Customer Care, and Service Council meetings. These channels provide valuable insight into riders' key customer experience concerns.

VEHICLE MILES TRAVELED OUTCOME

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

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

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it assesses Metro bus ridership trends. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goals:

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

competitiveness with other transportation options.

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

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

NEXT STEPS

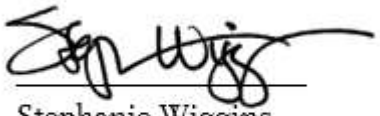
The NextGen Bus Plan network ridership will continue to be monitored through 2025 as Metro continues to deliver full service based on the NextGen Bus Plan. The agency will continue to hire new bus operators to remain fully staffed and to reliably deliver full service daily. Metro will also continue implementing bus speed and reliability improvements, such as new bus lanes. Meanwhile, it is important to see an end to the immigration enforcement to allow many riders the confidence to ride the Metro system. Another update is planned for the Board in January 2026, tracking the detailed progress on ridership recovery during Q3 CY2025.

ATTACHMENTS

Attachment A - NextGen Ridership Analysis Q2 CY2025
Attachment B - Weekday Ridership Recovery Comparison by Line and Line Group
Attachment C - Saturday Ridership Recovery Comparison by Line and Line Group
Attachment D - Sunday Ridership Recovery Comparison by Line and Line Group

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

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



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

NextGen Ridership Analysis – Q2 CY2025

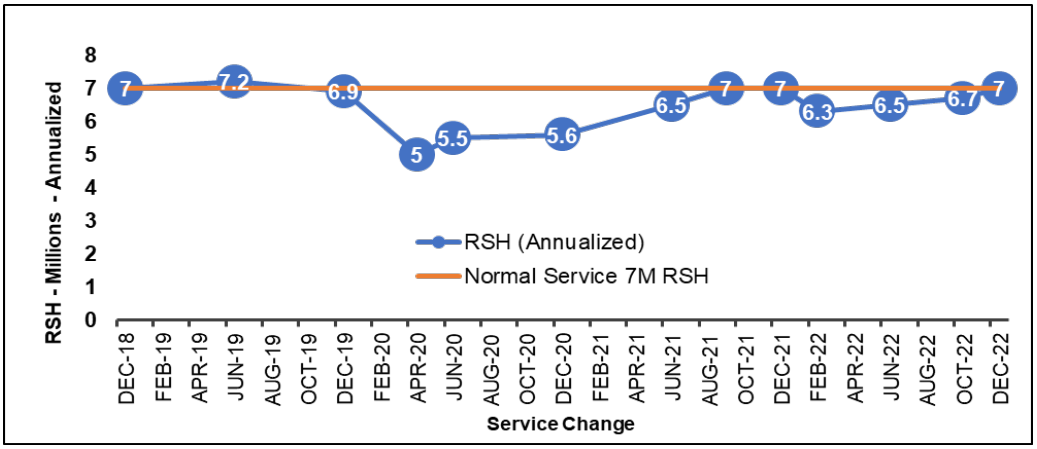
In reviewing recent Metro ridership trends, it is important to look at the overall changes occurring over the last five years (2019 through 2024). That period includes two significant events: 1) implementation of the NextGen Bus Plan between December 2020 to December 2021 and 2) changes to the overall travel market and transit service resulting from the COVID-19 pandemic and its impacts on the community beginning in March 2020. This second item includes the Omicron spike in COVID cases and the national bus operator shortage resulting 10% reduction in service levels in 2022. Service was restored by December 2022 and full operator staffing was achieved by August 2023. Full operator staffing was restored as of January 2025. In examining Q2 CY2025 ridership, other events with significant impacts to a small group of lines were the devastating Palisades and Eaton fires and their ongoing recovery efforts. Another factor that may be impacting ridership (positively) is the full time return to office for Federal workers beginning in March 2025, though the Federal workforce numbers have also been significantly reduced Most significantly, the immigration raids which started in June 2025 appear to have significantly reduced ridership, with some riders fearful of being in public, including riding the Metro bus system.

Analysis and discussion are provided regarding how these changes may relate to actual Metro bus ridership trends in terms of average weekday, Saturday, and Sunday ridership between 2019 (when ridership peaked pre-COVID) through the second quarter of 2025, as well as ridership by area, EFC/non-EFC, time of day, and line/line group level. Data is also presented on changes to average passenger trip lengths.

Metro Bus Service Levels:

A significant emergency reduction in annual bus revenue service hours (RSH) from 7 million to 5 million was implemented with the onset of the pandemic in April 2020. NextGen Bus Plan implementation began in December 2020. A small ramp-up of service occurred in June 2020 to increase RSH to 5.5 million as an initial step towards service level restoration as ridership began to increase.

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



The most significant restoration of service levels occurred in June 2021, going from 5.6

million to 6.5 million annual RSH towards implementing the second phase of NextGen Bus Plan changes and in response to further ridership recovery from the COVID ridership low point in 2020. Hiring of new bus operators continued during 2023. Full operator staffing was achieved by August 2023. Operator staffing was 1-2% below full levels in CY2024, which impacted service delivery, but cancellation rates remained below 5% and usually below 2% on weekdays and Saturdays. Full operator staffing was restored in January 2025 to ensure full service is delivered as Metro remains committed to the reliable delivery of full service, and cancellation rates have been minimized to usually less than 1% weekdays and Saturdays and below 2% Sundays during 2025.

Travel Demand:

Overall travel demand calculated from Location Based Services (LBS) cell phone data as shown in Charts 2 and 3 suggests travel continued to recover through 2022 but leveled off in 2023 and 2024 and overall remains around 5% below pre-COVID levels based on 2025 data. After an initial 35% drop in 2020 with the onset of the pandemic, travel demand rebounded strongly between 2020 and 2021 (+15%), with a smaller recovery between 2021 and 2022 (+8%), Total travel demand overall remained about 8% below pre-COVID levels in 2023 and 7% below in 2024; in 2025, to date, it is around 5% below. However, patterns by time of day are mixed. AM peak travel volumes had remained well below pre-COVID levels in 2023 and 2024 but have recovered more in 2025. Midday travel volumes exceeded pre-COVID levels in 2023 and preliminary data for 2024 shows them matching pre-COVID midday volumes. Interestingly, midday demand has showed some decline in 2025 to date. After a surge in afternoon peak travel in 2022 exceeding pre-COVID levels in the 3 PM hour, that demand appears to have leveled off to pre-COVID levels in 2023 and 2024. However, in

Chart 2: Percentage difference of Total Daily Trips in LA County compared to 2019, 2019-2025 (preliminary results)

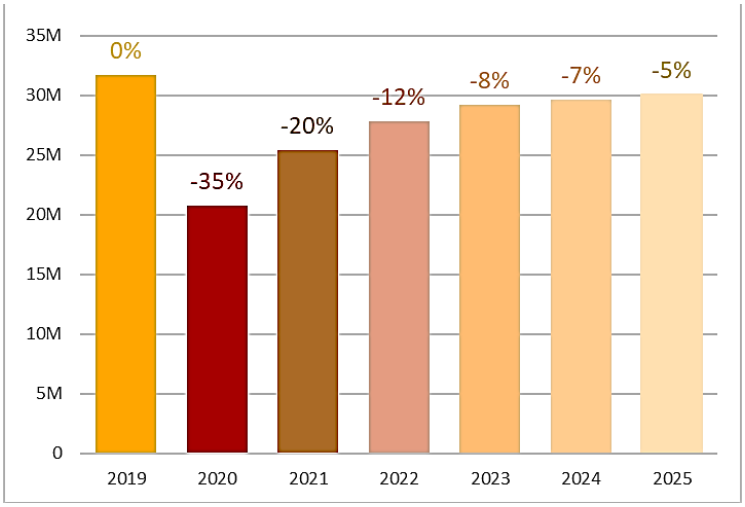
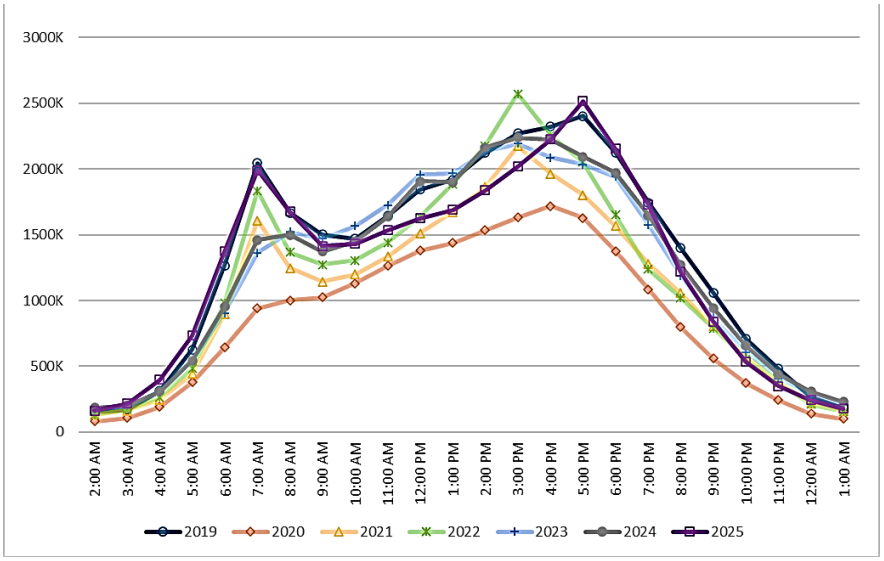


Chart 3: LA County Total Daily Trips By Year and Hour, 2019-2025 (preliminary results)

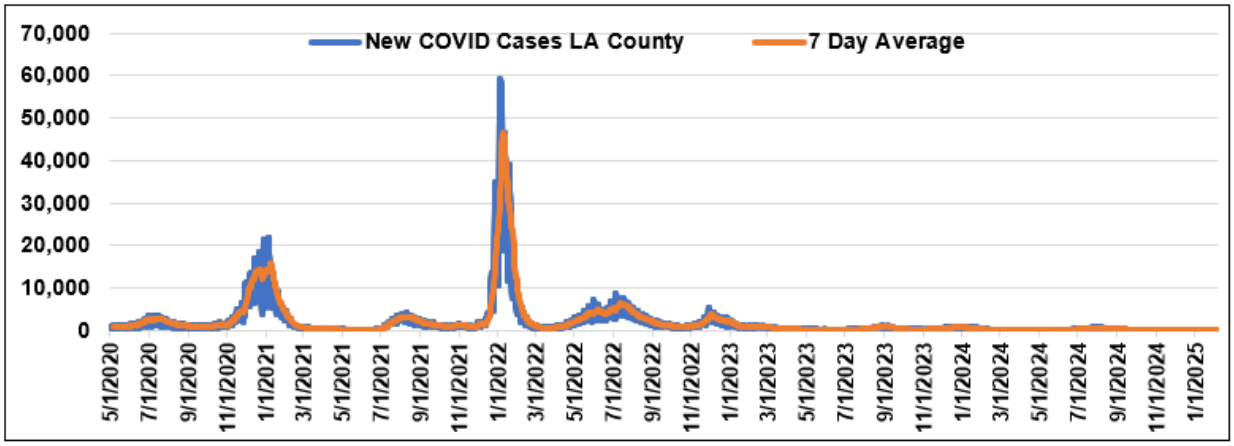


2025, similar to midday, the PM peak showed some decline. Some of this lack of recovery may relate to expanded availability of online services and commerce (midday). Telecommuting (AM and PM peaks) may be continuing but with some decline as more workers return to more days per week in office. These trends will continue to be monitored, especially regarding the impact of immigration raids moving forward, to foster understanding of bus ridership patterns. Research by UCLA suggests changes not just in work commutes but also other travel segments. Evening travel demand is close to or exceeding pre-COVID in the early evening and the same as pre-COVID for the later hours of the evening and overnight period in 2024.

COVID Cases:

Chart 4 provides a reference to the periods when COVID was most active in our community which may have been reflected in ridership impacts. COVID cases spiked most notably at the end of 2020 (Delta) and at the end of 2021 (Omicron), with much smaller spikes in new cases during the middle and end of 2022. Case numbers remained very low throughout 2023 and 2024, with a minor increase in reported cases in winter 2023-2024 and 2024-2025 and the summers of 2023 and 2024. Cases are likely underreported in recent years and are having less impact on overall travel over the last two years as people have adapted to living with COVID. Spikes typically occur around holidays and other events when more people gather in groups. In summary, COVID is considered to now have a minimal impact on ridership, excepting factors such as the post-pandemic increase in telecommuting for many workers and economic impacts this may cause to other worker groups (such as reduced service worker jobs in downtown office areas). COVID case count data ceased being reported in detail in early 2025, so Chart 4 ends in January 2025. Some media reports suggested a local surge in COVID cases occurred in summer 2025 though no official data from LA County is available to validate these reports.

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



Weekday Bus System Ridership

After the initial 70% drop in ridership in March/April 2020 with the COVID-19 pandemic onset, weekday ridership recovery began steadily in the second half of 2020 and

continued throughout 2021 and the first half of 2022. This ridership recovery was similar to the travel demand recovery illustrated in Charts 2 and 3 of overall travel in LA County in terms of the initial large increase in travel and bus ridership in 2021 with more gradual growth in 2022.

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

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

The reintroduction of fare collection in January 2022 and the bus service reduction in February 2022 did not seem to slow ridership growth in the first half of 2022. There was a big push to enroll low-income riders in the LIFE (Low Income Fare is Easy) program for discounted fares prior to the reinstatement of fare collection on buses which may have helped avoid the loss of some ridership from this change. There were also concerted efforts to enroll school districts into the GoPass programs for their students. Mid-2022 showed some seasonal summer dip in ridership, but this may also reflect the COVID case increases in the community at that time.

Table 1: Comparison of Average Daily GoPass Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	51,127	26,386	17,670
2025 January to September	52,869	27,666	19,939
Year over Year # Change 2025 vs 2024	+1,742	+1,280	+2,269
Year over Year % Change 2025 vs 2024	3%	5%	13%

Table 2: Comparison of Average Daily LIFE Boardings by Day Type and Year

Date Range of Comparison by Day Type	Weekdays	Saturday	Sunday
2024 January to September	63,860	42,319	29,939
2025 January to September	68,137	44,269	33,274
Year over Year # Change 2025 vs 2024	4,277	1,950	3,335
Year over Year % Change 2025 vs 2024	6.7%	4.6%	11.1%

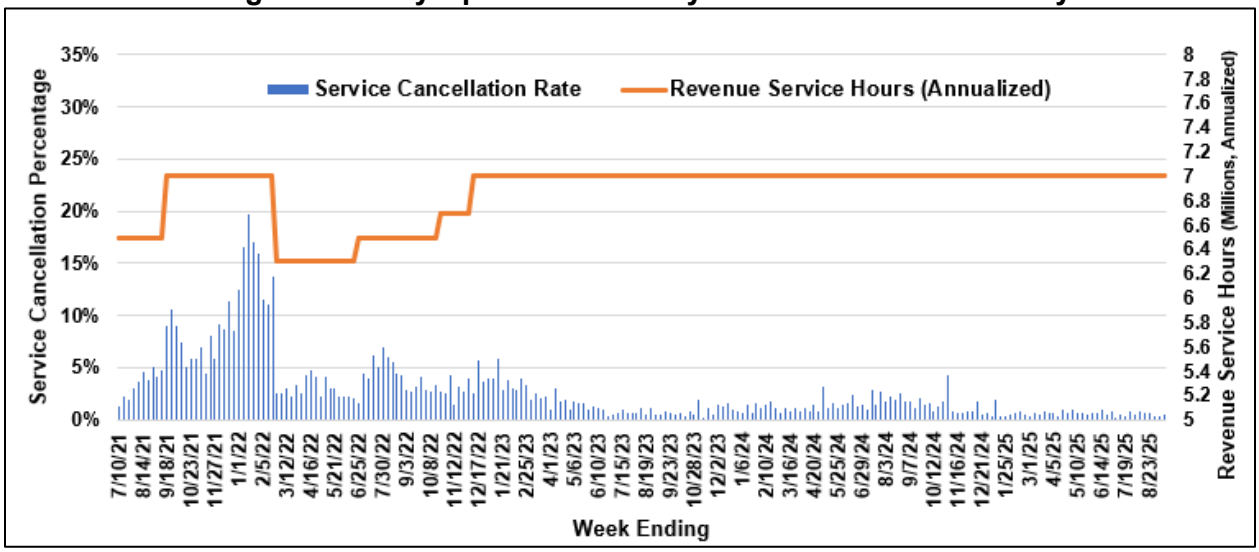
The overall growth in the LIFE Program and GoPass boardings exceeds the overall increase in ridership. However, while some of the growth of these programs is due to new rider participation, much of this growth is from existing riders enrolling in them. As with general ridership, these programs may see a decline in growth due to the impacts

of immigration enforcement.

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

Complete restoration of bus service by December 2022, combined with more reliable service delivery and continued GoPass and LIFE Program outreach efforts have contributed to much stronger ridership recovery through 2023 and continued through 2024. This reinforces the importance of frequent and reliable service delivery in attracting and retaining ridership. The overall growth in both LIFE Program and GoPass boardings, particularly for the LIFE Program, includes many existing riders that have converted to become LIFE or GoPass program participants as well as people new to riding Metro.

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

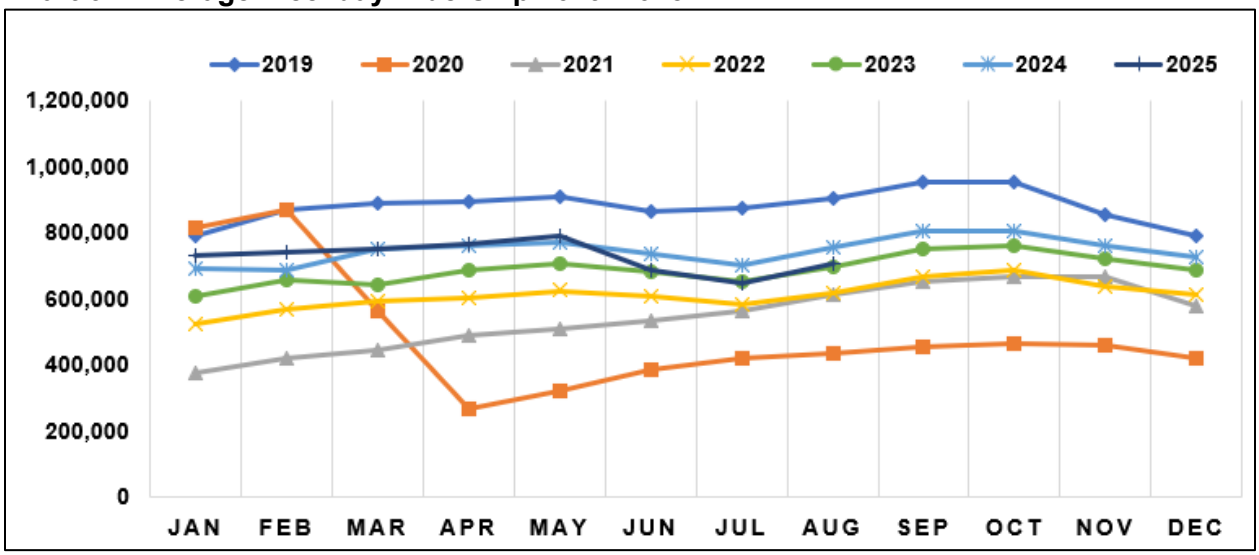


Restoration of full scheduled NextGen bus service levels was completed in December 2022. Continued bus operator hiring resulted in improved reliability (fewer service cancellations) through 2023. By August 2023, operator staffing levels were fully restored, though operator needs increased to meet ridership recovery with the December 2023 service change, and operator recruitment challenges (such as low turnout rate to commence training) saw a shortage of around 1-2% in operator numbers during CY2024. New operator class sizes were again increased to reverse this trend; full operator staffing was again restored by January 2025 and has remained at full levels through the first half of 2025. Service cancellation numbers remained lower (generally under 2% weekdays and Saturdays, and 4% Sundays) through CY2024 than they were in the second half of CY2023 and even lower in CY2025 (generally under 1% for weekdays and Saturdays and under 2% for Sundays). Chart 5 shows the progress made since December 2022 in reducing canceled bus service levels. The reliable delivery of all daily bus service is critical so that the NextGen commitment to Metro bus

riders of fast, frequent, and reliable service can be fully realized.

As Chart 6 shows, after a slight dip in ridership during the rainy December 2022 period, weekday ridership showed strong growth through 2023 and 2024. Average weekday ridership recovery compared to same quarter in 2019 (pre-COVID) was 84.1% for Q2 CY2025, a slight decrease from 85.1% in Q2 CY2024. In October 2024, weekday ridership set a post-COVID record of 804,963. In Q2, the highest average weekday ridership was recorded in May 2025 at 791,214; however, the months of June 2025 (Q2), and July and August 2025 (Q3) have seen reductions in average weekday ridership over the same months of 2024. These reductions are the first year over year declines in over 2.5 years. The June decline resulted in the recovery rate for Q2 overall declining to 84.1% compared to 85.1% for Q2 CY2024. These declines coincide with immigration raids occurring in LA County, resulting in fear for many people about being in public, including riding Metro buses.

Chart 6 – Average Weekday Ridership 2019–2025



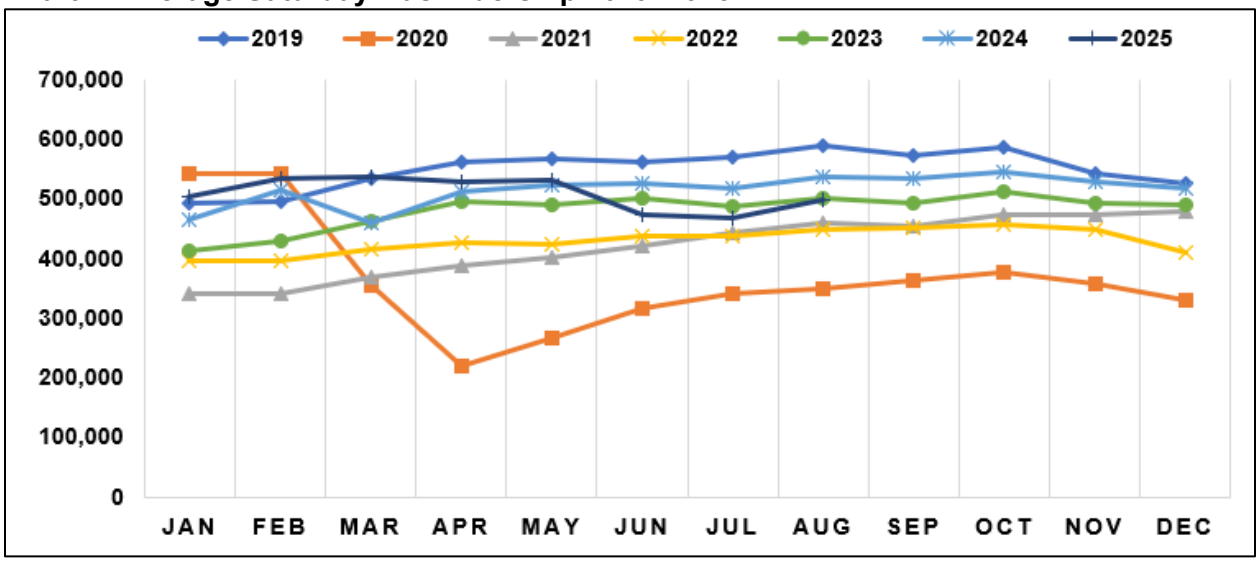
Saturday Bus System Ridership

Similar to weekdays, average Saturday ridership showed a steady recovery through mid-2022, with the recovery slowing in the second half of 2022, matching 2021 results, as shown in Chart 7. Saturday service reliability was also an issue in 2022 due to the operator shortage and resulting service cancellations and improved with restoration of full service in December 2022 which, together with more operator hiring, improved service in 2023 with gains in ridership seen since then.

Interestingly, there was no seasonal dip in Saturday ridership at the end of 2021, though the dip was observed at the end of 2020. After a dip during the rainy 2022 holiday season, ridership recovery resumed in the first half of 2023. In Q2 CY2024, Saturday bus ridership was 92.4% of pre-COVID levels; that recovery declined slightly to 90.9% for Q2 CY2025. Saturday has a post-pandemic average ridership record of 545,208 in October 2024, with the highest monthly average Saturday ridership in Q1 CY2025 being 537,710 in March 2025 and the highest in Q2 CY2025 was 531,200 in May 2025.

However, like weekdays, the months of June, July, and August 2025 showed average Saturday ridership at or below 2023 levels, a significant decline compared to 2024. These declines are believed to be the result of immigration raids occurring in LA County. Weekend ridership can vary more than weekdays, as there are a small number of Saturday and Sunday sample days each quarter compared to weekends, with various events and weather impacts occurring each quarter.

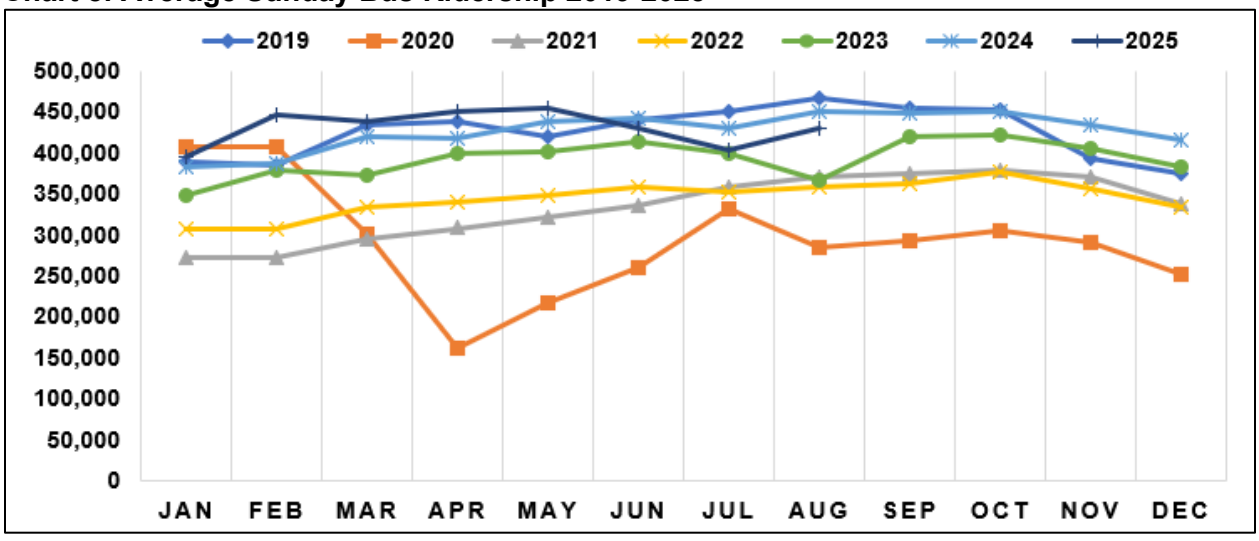
Chart 7: Average Saturday Bus Ridership 2019–2025



Sunday Ridership

Similar to weekdays and Saturdays, average Sunday ridership recovered steadily through mid-2022, with an early peak in recovery in July 2020. A holiday season dip was seen at the end of each year as depicted in Chart 8.

Chart 8: Average Sunday Bus Ridership 2019-2025



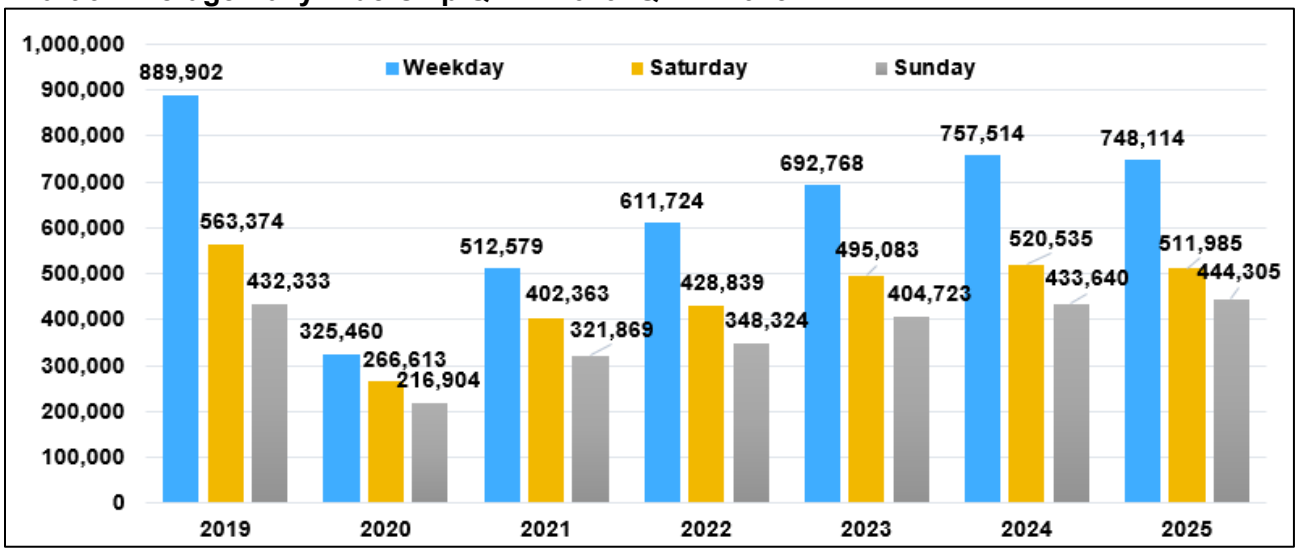
By mid-2022, average Sunday bus ridership remained similar to the 2021 levels, with

the highest levels of cancelations due to the bus operator shortage in 2022. Growth continued for the first half of 2023, with February 2023 almost matching pre-COVID February 2019, and June 2023 showing a 94.0% recovery rate. August 2023 numbers were impacted by the major storm event on Sunday August 20, 2023. As of Q2 CY2024, Sunday bus ridership recovery was 100.3%; this further increased to 102.8% in Q2 CY2025. Sunday set a post-pandemic average ridership record in May 2025 at 454,686 which was also the highest average Sunday monthly ridership in Q2 CY2025. While June, July, and August 2025 Sunday average ridership all showed declines, the Sunday Q2 result overall still managed to show an increase overall from Q2 CY2024, unlike weekday and Saturday. This can be attributed to the particularly high average Sunday ridership seen in both April and May 2025. Overall, Sunday ridership recovery improved from 100.3% to 102.8% between Q2 CY2024 and Q2 CY2025.

Current Ridership

After an initial very large increase of 187,000 average weekday rides in Q2 CY2021 over Q2 CY2020 from the low point of pandemic ridership in 2020, there were further though slowing increases of 99,000 average weekday rides between both Q2 CY2021 and Q2 CY2022, of 81,000 between Q2 CY2022 to Q2 CY2023, and a further increase of 65,000 between Q2 CY2023 and Q2 CY2024. However, Q2 2025 versus Q2 CY2024 saw a small decrease of 9,000. While growth continued (though slowed) up to Q2 CY2024, the Q2 CY2025 decline in ridership recovery appears to be the result of a 6.6% decline in average ridership in June 2025 over 2024 (even with 0.4% and 2.4% increases in April and May 2025 respectively); this is believed to be a result of immigration raids in LA County making some fearful of being in public, including riding the Metro bus system. This is an unfortunate interruption to over two years of continuous increases in ridership recovery. This impact appears to have continued in July and August 2025 (declines of 7.9% and 6.8% respectively over the same months of 2024). It will be critical to understand what conditions will need to be present to restore the confidence of people to return to riding the Metro bus system.

Chart 9: Average Daily Ridership Q2 CY2019–Q2 CY2025



On Saturdays, Q2 CY2020 to Q2 CY2021 saw an increase of 136,000 in average Saturday rides with subsequent year over year increases of 26,000 (Q2 CY2022 over Q2 CY2023), then 66,000 (Q2 CY2023 over Q2 CY2022), and 25,000 (Q2 CY2024 over Q2 CY2023). However, the most recent average Saturday rides for Q2 CY2025 was 9,000 lower than Q2 CY2024, the first post-pandemic period Saturday decline. Saturday ridership saw a similar decline as weekday, with a decline of 10.2% in June 2025 over June 2024, in contrast with April and May 2025 which saw increases of 0.4% and 2.4% respectively over the same months of 2024. Again, this appears to have been impacts of immigration raids that began in June, with declines of 9.7% and 6.8% seen for average Saturday ridership in July and August 2025 over those months of 2024.

Q2 CY2020 to Q2 CY2021 saw a large increase in average Sunday rides of around 105,000 with a subsequent smaller year over year increases of around 26,000 (Q2 CY2022 over Q2 CY2021), a robust 56,000 increase (Q2 CY2023 over Q2 CY2022), and a smaller 29,000 increase (Q2 CY2024 over Q2 CY2023). The average Sunday ridership for Q2 CY2025 increased over 10,600 from Q2 CY2024, unlike weekday and Saturday. April and May 2025 Sunday ridership had the increases of 7.7% and 3.8% respectively for over the same months of 2024. However, there was a decline of 2.9% for June 2025 over June 2024 average Sunday ridership. Again, this June 2025 decline appears to have been related to fear resulting from immigration raids, with even larger declines of 6.3% and 4,5% seen in July and August 2025.

Weekend sample sizes are smaller and special events can have larger impacts for Saturday and Sunday data, but overall recovery appeared to continue until June 2025 when immigration raid impacts began. Based on Q2 CY2025 ridership data, it is likely too soon to declare new normal for either Saturday or Sunday ridership as recovery was still continuing on both day types until June 2025. Q2 CY2025 average daily ridership between 2019 and 2024 is shown in Chart 9.

Full-service restoration and improved service reliability thanks to full bus operator staffing, together with the LIFE and GoPass fare programs, have likely supported the ridership recovery seen in 2023 through 2025. There were much more substantial gains in 2023 but growth has continued for all three day types (weekday, Saturday, and Sunday). Now the challenge will be restoring confidence in people being in public including being on the Metro bus system.

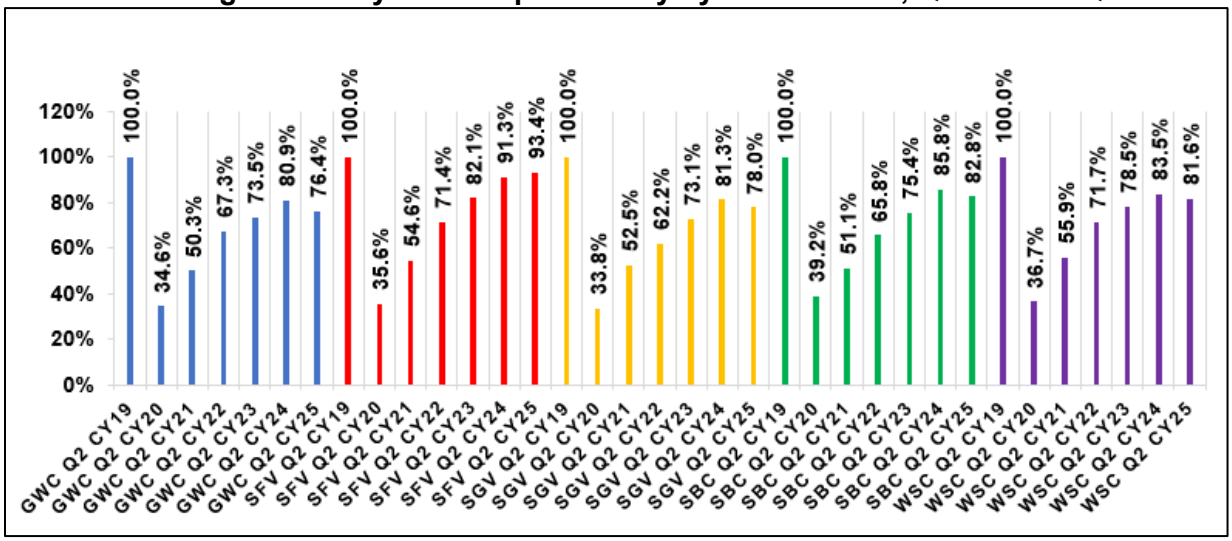
Bus System Ridership by Service Area

This section examines ridership recovery by service area, based on the five Metro Regional Service Council boundaries. As shown in Chart 10, weekday ridership recovery has occurred in Q2 of each year post-pandemic in each of the five Metro Council areas after the large decline in 2020, until 2025, where declines were seen compared to Q2 CY2024 for weekday, Saturday, and Sunday for four out of the five Service Council areas. Declines were particularly pronounced in the Gateway Cities, and only San Fernando Valley service area still showing increases for weekday, Saturday, and Sunday.

Comparing ridership recovery for Q2 CY2025 to Q2 CY2024, the San Fernando Valley shows the most weekday ridership recovery at 93.4% (up from 91.3%). The other four service areas all showed declines which varied between 82.8% (down from 85.8%) for the South Bay Cities, 81.6% (down from 83.5%) for Westside Central service area, 76.4% (down from 80.9%) for Gateway Cities service area (the most impacted service area), and 78.0% (down from 81.3%) for the San Gabriel Valley service area.

Four of the five areas decreased their average weekday ridership compared to Q2 CY2024: only San Fernando Valley increased by +2.3%, with declines of -2.3% for Westside Central, -5.6% for Gateway Cities, -3.5% for South Bay Cities, and -4.1% in San Gabriel Valley (this area impacted in part due to bus lines transferred to Pasadena Transit).

Chart 10: Average Weekday Ridership Recovery by Service Area, Q2 CY2019-Q2 CY2025



Historically, San Fernando Valley transit lines had less frequent off-peak service. The NextGen service improvements to San Fernando Valley local lines invested revenue service hours to improve frequency in the midday weekdays as follows:

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

A total of 19 San Fernando Valley lines gained improved weekday midday frequencies through NextGen Bus Plan implementation. Key route restructurings focused on more direct connections to North Hollywood (Lines 90 and 94) are also likely contributing

positively to the ridership recovery continuing even in the difficult Q2 CY2025 where declines were seen in the other four service areas. However, as listed below, all areas had service improvements as listed below, though they were unable to compensate for the declines in ridership resulting from immigration raids of starting in June 2025.

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

- Tier 1: Nine local lines had frequencies improved:
    - Line 2 increased from every 10 to every 7.5 minutes peak periods and from every 12-15 to every 10 minutes midday (Sunset – Alvarado)
    - Line 4 increased from every 15 to every 7.5 minutes peak and midday periods (Santa Monica Bl)
    - Line 18 increased from every 10 to 7.5 minutes weekday midday (6th – Whittier)
    - Line 20 increased from every 15 to every 12 minutes peak periods (Wilshire – 6th St)
    - Line 28 increased from every 18 to every 7.5-10 minutes peak periods and from every 27 to every 10 minutes midday (Olympic Bl)
    - Line 30 increased from every 12 to 10 minutes midday (Pico Bl)
    - Line 33 increased from every 17-18 to 7.5 minutes peak hours and midday (Venice Bl)
    - Line 66 increased from every 12-15 to every 10 minutes peak periods and from every 18 to every 10 minutes midday (Olympic Bl)
    - Line 217 increased from every 12-15 to every 10 minutes peak and midday periods (subsequently adjusted to 12 minutes with an extension to Glendale and Eagle Rock Plaza in June 2024 with service coordinated with Line 180, also at 12-minute headways for maximum frequency between Hollywood/Vine, East Hollywood, Los Feliz, Glendale, and Eagle Rock Plaza)
- Tier 2: Three local lines had frequency improved:
    - Line 10 increased from every 20 to 15 minutes midday
    - Line 603 increased from every 15 to every 12 minutes weekday peak periods and from every 20 to every 12 minutes weekday midday
    - Line 605 increased from every 23 to every 15 minutes midday
- Tier 4: Line 617 (formerly Line 17) increased from every 60 to every 45 minutes peak and midday

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

- Tier 1: Eight local lines had frequency improved:
    - Line 40 increased from every 15 to every 7.5-10 minutes peak and from every 20 to every 10 minutes midday
    - Line 45 increased from every 15 to every 10 minutes midday
    - Line 51 increased from every 12 to 7.5 minutes midday
    - Line 111 increased from every 12-15 minutes to every 10 minutes peak and midday
    - Line 204 increased from every 12-15 to every 7.5 minutes weekday peak and midday
    - Line 207 increased from every 15 to every 6-7.5 minutes peak and from every 18 to every 7.5 minutes midday
    - Line 210 increased from every 20 to every 10 minutes peak and midday
    - Line 212 increased from every 12-15 to every 10 minutes peak and midday
    - Express service J Line increased from every 15 minutes to every 10 minutes during midday
- Tier 2: three local lines had improved frequencies:
    - Line 110 increased from every 24 to every 15 minutes midday
    - Line 117 increased from every 18-20 to every 15 minutes peak and midday
    - Line 206 increased from every 20 to 15 minutes midday
- Tier 3: three local lines had improved frequencies:
    - Line 125 increased from every 25-35 to every 20 minutes peak and midday
    - Line 232 increased from every 22 to every 15 minutes peak
    - Line 246 increased from every 60 to every 30 minutes midday
- Tier 4: had two changes
    - Line 202 added new 60-minute midday service
    - Line 130 west of Artesia A Line Station was transferred to Torrance Transit

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

- Tier 1: five local lines had frequency improvements:
    - Line 53 increased from every 15 to every 10 minutes midday
    - Line 60 increased from every 18 to every 10 minutes midday
    - Line 105 increased from every 18-20 to every 10 minutes peak and midday
    - Line 108 increased from every 10 to every 7.5 minutes peak and from every 15 to every 10 minutes midday

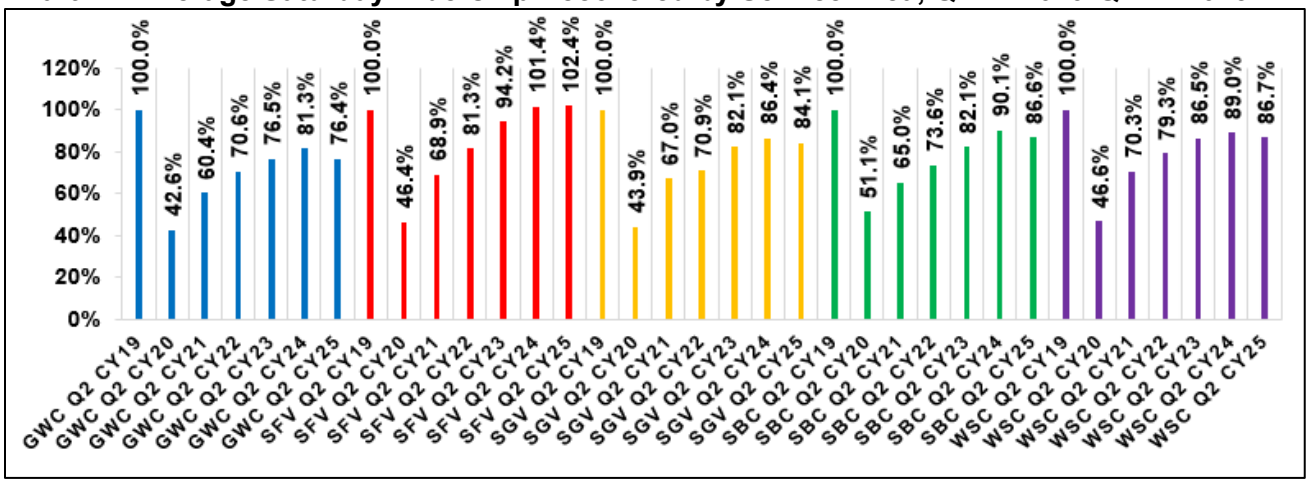
- Line 251 increased from every 22 to every 10 minutes midday

- Tier 2: Line 55 increased from every 15 to every 12 minutes peak and from every 20 to every 15 minutes midday
- Tier 4: changes consisted of:
  - Line 127 added new 60-minutes peak and midday service
  - Line 130 east of Artesia A Line Station was transferred to Long Beach Transit

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

- Tier 1: three local lines had frequency improvements:
  - Line 70 increased from every 15 to every 7.5 minutes peak and midday
  - Line 78 increased from every 20 to every 10 minutes midday
- Tier 2: Line 260 increased from every 12-15 to every 12 minutes peak periods and from every 20 to every 15 minutes midday
- Tier 3: Line 266 increased from every 24 to every 20 minutes peak and from every 33 to every 20 minutes midday
- Tier 4: part of Line 256 (CSULA – Commerce) transferred to Commerce Municipal Bus Lines and as of December 2024 Lines 177 (Pasadena – Jet Propulsion Laboratory) and 256 (Highland Park – Pasadena) transferred to Pasadena Transit (this last change fully impacting Q2 CY2025 ridership as discussed above)

Chart 11: Average Saturday Ridership Recovered by Service Area, Q2 CY2019-Q2 CY2025



As with weekday, Saturday ridership recovery improved between Q2 CY2019 and Q2 CY2025 in only the San Fernando Valley service area (102.4%, up from 101.4% in Q2 CY2024), which continued to exceed pre-pandemic ridership. The other four areas showed declined recovery rates over Q2 CY2024. On the lower end was Gateway

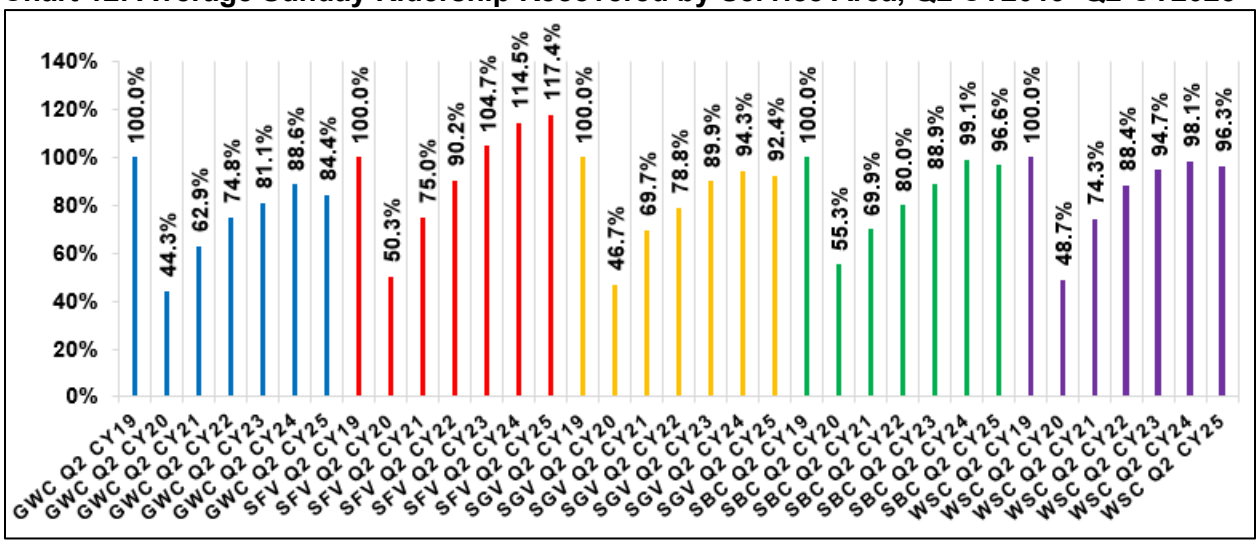
Cities at 76.4% (down from 81.3%), with Westside Central (down to 86.7% from 89.0%), San Gabriel Valley (down to 84.1% from 86.4%) and South Bay Cities (down to 86.6% from 90.1%) in Q2 CY2024. The percentage of Saturday ridership recovery by area is shown in Chart 11. Again, these Q2 declines all appear to result from ridership declines in June 2025 following increases in April and May 2025. Overall when comparing average Saturday ridership between Q2 CY2025 and Q2 CY2024, only San Fernando Valley saw an increase (+1.0%), with the other four areas showing declines ranging from Westside Central and San Gabriel Valley both at –2.7%, South Bay Cities at –3.8% and again the largest decline was for Gateway Cities at –6.1% on Saturday.

San Fernando Valley Saturday service frequency increases were not as widespread as the weekday ones but were still significant and appear to have helped this service area continue to grow ridership even in the difficult Q2 CY2025:

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

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

Chart 12: Average Sunday Ridership Recovered by Service Area, Q2 CY2019–Q2 CY2025



Sunday ridership recovery by area displayed in Chart 12, as with weekday and Saturday, shows recovery in only the San Fernando Valley, with declines across all four

other areas between Q2 CY2024 and Q2 CY2025, after gains in all areas between CY2022 and Q2 CY2024. As with weekdays and Saturdays, the San Fernando Valley was the only area to improve ridership recovery and has continued to exceed its pre-COVID 2019 ridership (117.4%, up from 114.5% recovered in Q2 CY2024). The other four service areas showed declines compared to Q2 CY 2024 as follows:

- Gateway Cities: 84.4% (down from 88.6%), most impacted area.
- San Gabriel Valley 92.4% (down from 94.3%)
- South Bay Cities 99.6% (down from 99.1%) after almost reaching 100.0%.
- Westside Central 96.3% (down from 98.1%), after almost reaching 100.0%

Average Sunday ridership increased only in San Fernando Valley (+2.6%). Declines occurred in the other four service areas: San Gabriel Valley (-2.0%),Gateway Cities (-4.8%), Westside Central (-1.9%), and South Bay Cities (-2.5%) compared to Q2 CY2024.

The San Fernando Valley Sunday service frequency increases were not as widespread as the weekday or even Saturday ones, but were still significant and likely helped support ridership growth continuing in Q2 CY2025 in this service area:

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

Five lines in the San Fernando Valley that previously had no weekend service gained Sunday service: Oxnard/Burbank Line 154, Saticoy Line 169, Tampa and Winnetka Lines 242 and 243, and White Oak Line 237 (formerly Line 239). The same refocus of two lines on North Hollywood weekdays and Saturdays was made on Sundays (Lines 90, 94). The changes in frequency, days of operation, and routing have likely combined to provide a more customer-friendly network for travel across the San Fernando Valley, helping achieve further ridership recovery in this area.

Though the other four service areas also received NextGen service improvements as listed below, they showed ridership declines.

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

- Tier 1: Nine local lines had improvements made:
    - Line 2 increased from every 12-15 to every 10 minutes Saturday and from every 15-20 to every 10 minutes Sunday
    - Line 4 increased from every 15 to every 10 minutes Saturday and Sunday

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

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

- Tier 1: Seven local lines had frequency improvements
    - Line 40 increased from every 20 to every 12 minutes Sunday and from every 20 to every 15 minutes Sunday
    - Line 45 increased from every 15 to every 10 minutes Sunday
    - Line 51 increased from every 10 to every 7.5 minutes Saturday and from every 12 to every 10 minutes Sunday
    - Line 204 increased from every 20 to every 12 minutes Saturday and Sunday
    - Line 207 increased from every 15 to every 10 minutes Saturday and Sunday
    - Line 210 increased from every 20 to every 10 minutes Saturday and Sunday
    - Line 212 increased from every 18 to every 15 minutes Saturday and from every 23 to 15 minutes Sunday
- Tier 3: Two local lines had frequency improved:
    - Line 125 increased from every 40 to every 30 minutes Sunday
    - Line 246 increased from every 40 to every 30 minutes Saturday and from every 60 to every 30 minutes Sunday
- Tier 4: Line 130 west of Artesia A Line Station was transferred to Torrance Transit.

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

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

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

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

Table 3: Change in Average Daily Ridership by Service Area: Q2 CY2025 versus Q2 CY2024

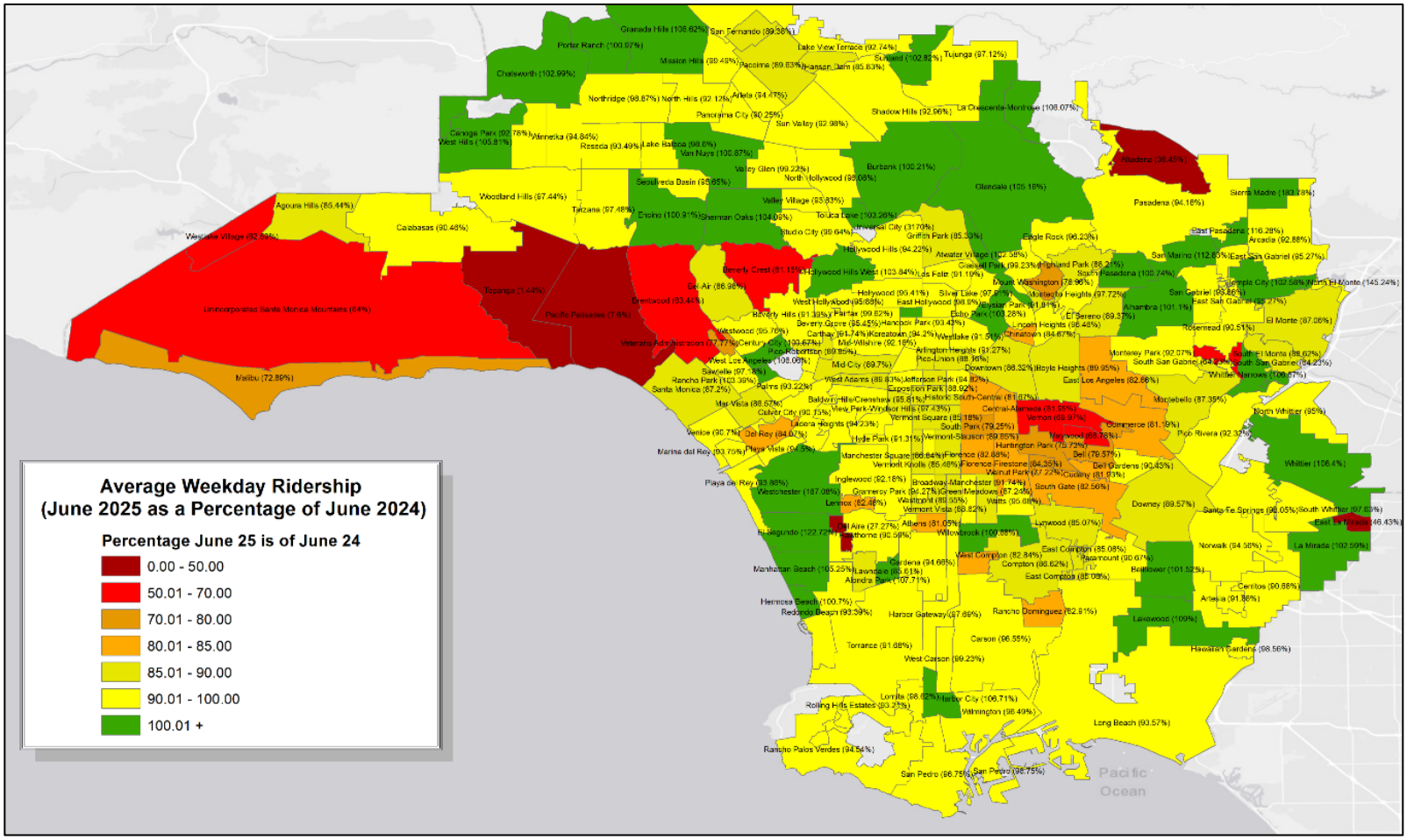
Service Area	Weekday	Saturday	Sunday
Gateway Cities	-5.6%	-6.1%	-4.8%
San Fernando Valley	2.3%	1.0%	2.6%
San Gabriel Valley	-4.1%	-2.7%	-2.0%
South Bay Cities	-3.5%	-3.8%	-2.5%
Westside Central	-2.3%	-2.7%	-1.9%

In reviewing overall Q2 CY2025 versus Q2 CY2024 recovery rates, there was only ridership growth in San Fernando Valley, with declines in all four other service areas for all day types, with especially pronounced declines in Gateway Cities service area, which coincidently is where some of the most higher profile immigration raids were occurring. It will be critical to see an end to such immigration actions that are keeping people away from public spaces, including the Metro bus system.

Map 1 shows a comparison of average weekday ridership for June 2025 as a percentage of June 2024 ridership, illustrating, by LA City neighborhood and other LA County cities, the level

of ridership decline. Noticeably, larger declines are seen in the areas impacted by the January 2025 fires, and in parts of the southeast LA region where immigration enforcement were most common.

Map 1: June 2025 Average Weekday Ridership as a Percentage of June 2024 Average Weekday Ridership



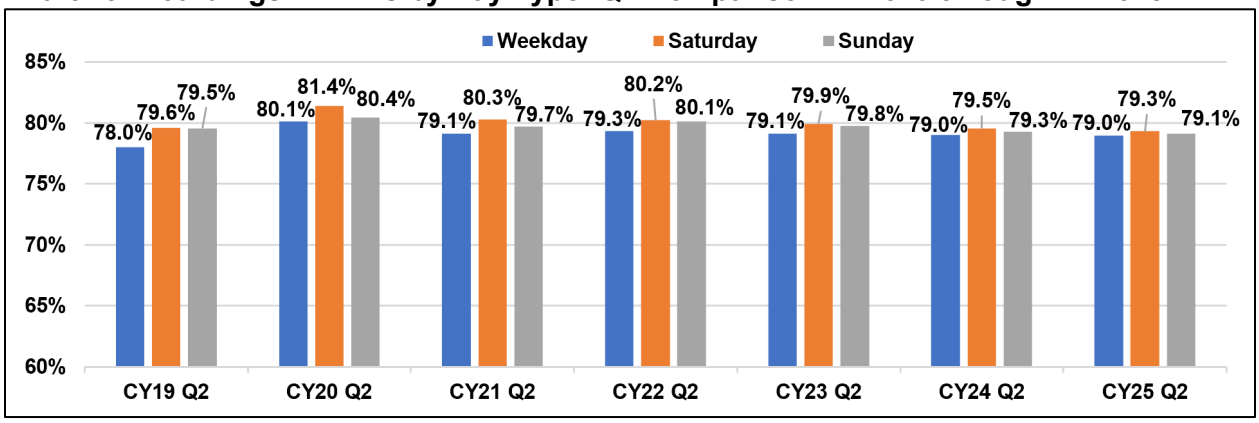
Bus System Ridership of Equity Focus Communities (EFC)

Bus system boardings in EFCs were reviewed to see if the recovery was stronger in EFCs than the network overall. Chart 13 shows changes in the proportion of boardings occurring in EFCs by day of the week between Q2 CY2019 (pre-NextGen and pandemic) through Q2 CY2025.

The proportion of boardings occurring in EFCs increased in Q2 CY2021 by 1.6% weekdays, 1.2% Saturdays, and 0.8% Sundays as was expected in the early, most impactful year of the COVID-19 pandemic as those with limited other options were still traveling on transit as needed for jobs and services. This increased share of boardings dropped in more recent years, with weekdays still 1.0% higher, but Saturday -0.3% lower and Sunday –0.4% in Q2 CY2025 compared to the pre-pandemic share of boardings in Q2 CY2019. This suggests two factors: 1) that the NextGen changes have

benefited EFCs particularly during weekdays where transit is critical to access jobs, services, and opportunities, more than in other areas; and 2) that weekdays may be experiencing a more recent recovery in transit trips in non-EFC areas which had been more impacted by telecommuting by Federal government and other office workers to places such as downtown LA, but have declined slightly, likely due to impacts to ridership from immigration raids first seen in June 2025.

Chart 13: Boardings in EFCs by Day Type: Q2 Comparison CY2019 through CY2025



This higher proportion of trips in EFCs likely in part reflects the efforts of the NextGen Bus Plan to ensure many service improvements were made to lines serving EFCs where the need for good transit is highest. The gains for EFC residents should continue as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan. However, immigration raids may have disproportionately negative impacts in EFCs where some who may be more reliant on transit may have immigration status concerns that are keeping them off the system.

Lines serving Equity Focus Communities with the strongest ridership recovery (over 100% recovered weekdays and weekends) include:

- Line 66: W 8th St and E Olympic Bl in East LA
- Line 204: Vermont Av Local
- Line 605: Boyle Heights Shuttle

Many of these lines operate 15-minute or better service all day on weekdays as a result of the NextGen Bus Plan implementation.

Metro has deployed the full annualized 7 million revenue service hours planned under the NextGen Bus Plan, with service frequencies specifically targeting EFCs. Ridership recovery has been lower on lines serving Downtown LA, which have likely seen reductions in daily office worker attendance due to increased telecommuting and associated impacts on service industry jobs. This is despite NextGen frequency improvements (e.g., Broadway Line 45, Avalon Bl Line 51 in South LA, W Olympic Bl Line 28, and Pico Bl Line 30 serving the inner Westside).

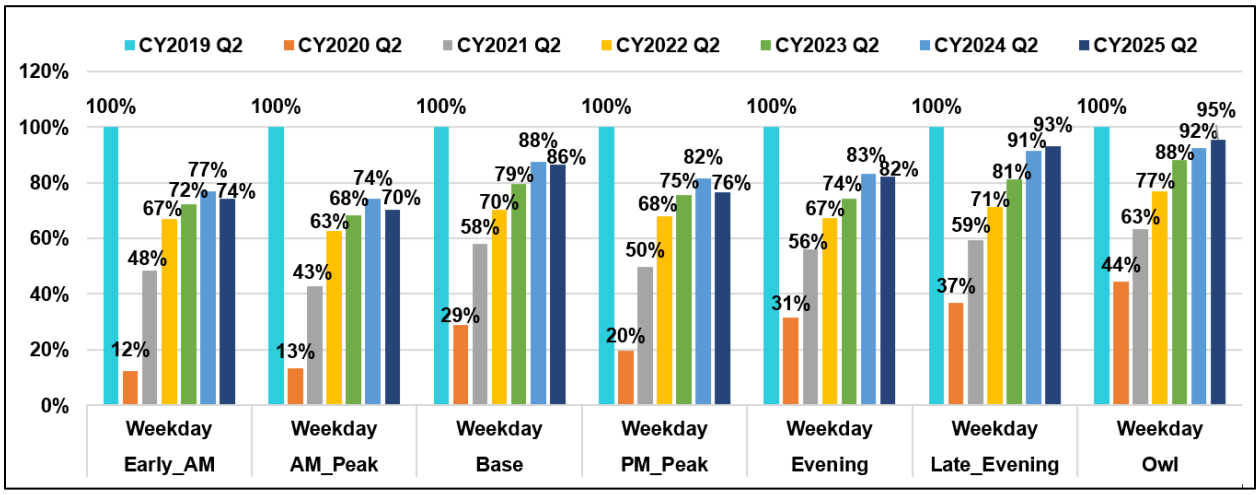
Metro will continue to monitor ridership recovery on each line to determine if adjustments to the NextGen Bus Plan are needed to address impacts, particularly as employers increasingly require a return to in-office work, which should increase transit ridership by some office workers.

This includes changes being implemented for federal government workers in March 2025, requiring full-time office attendance (any impacts would be seen in Q2 CY2025), and California state government employees who will need to attend their office four days per week starting in July 2026 (any impacts would be seen in Q3 CY2026). However, the impact of immigration enforcement in reducing ridership since June 2025 remains at the time of the compiling of this report a key issue to be overcome to allow ridership growth to be restored.

Average Ridership by Time of Day

Weekday ridership by time period for Q2 CY2020 through CY2025 compared to Q2 CY2019 (pre-COVID) ridership showed the early AM and AM peak periods ridership as having the largest percentage of declines in 2021 Q2 (12% and 13% of pre-COVID ridership respectively) and consistently the lowest recovery rates through Q2 CY2025 (74% and 70% respectively). These are the time periods most likely to be impacted by less trip making and more telecommuting by 9-to-5 administrative workers. This has persisted in 2023 through 2025, though impacts may be seen from federal workers returning to the office more frequently later in 2025, though federal workforce has declined. Students who studied from home during the early years of the pandemic have mostly returned to school and college campuses.

Chart 14: Weekday Ridership Recovery Percentage by Time Period: Q2 CY2020 through Q2 CY2025 versus CY2019



PM peak was slightly more resilient than AM peak, with a decline to 20% of pre-COVID ridership in Q2 CY2020, and has recovered to 76% as of Q2 CY2025. Evening ridership declined to 31% of pre-COVID ridership in Q2 CY2020 and had recovered slightly better than PM peak at 82% by Q2 CY2025. The base (midday), late evening, and Owl periods had slightly less decline in Q2 CY2020, at 29%, 37%, and 44% respectively of pre-COVID ridership, with these periods showing the greatest recovery rates in Q2 CY2025 at 86%, 93%, and 95%. The base (midday) period's recovery can likely be attributed to the NextGen Bus Plan investment in midday bus service frequencies, recognizing the high volumes of travel overall for work and other purposes occurring in that time period. The late evening and Owl periods have typically been a more transit dependent ridership compared to other times of day and these were the only two periods to continue to improve ridership recovery over Q2 CY2024 levels. All other time

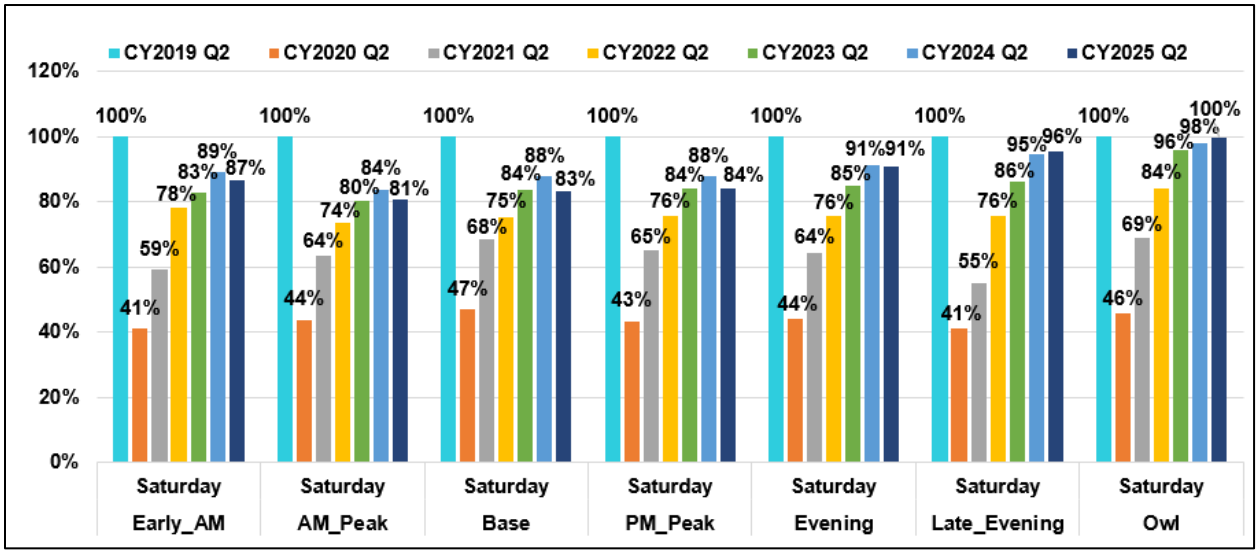
periods weekdays saw recovery rates decline, with most significant drops in AM and PM peaks Again, these declines are likely due to immigration raids that have resulted in ridership declines beginning in June 2025.

Table 4: Weekday Ridership Percentage By Time Period Compared to Height of COVID (Q2 CY2020) Ridership Decrease

Time Period	CY2020 Q2	CY2025 Q2
Early AM (4 a.m.-6 a.m.)	12%	74%
AM Peak (6 a.m.-9 a.m.)	13%	70%
Base (9 a.m.-3 p.m.)	29%	86%
PM Peak (3 p.m.-6 p.m.)	20%	76%
Evening (6 p.m.-9 p.m.)	31%	82%
Late Evening (9 p.m.-12 a.m.)	37%	93%
Owl (12 a.m.-4 a.m.)	44%	95%

Table 4 provides a comparison of percentage of weekday ridership recovery by time period for Q2 CY2020 and Q2 CY2025; Chart 14 compares the weekday ridership recovery by time period for Q2 from calendar years 2020 and CY2025. Q2 CY2020 was the most impacted quarter for COVID as the pandemic began impacting in the second half of March 2020 and recovery began as early as Q3 CY2020.

Chart 15: Q2 Saturday Ridership Recovery Percentage by Time Period: CY2020 through CY2025 versus CY2019



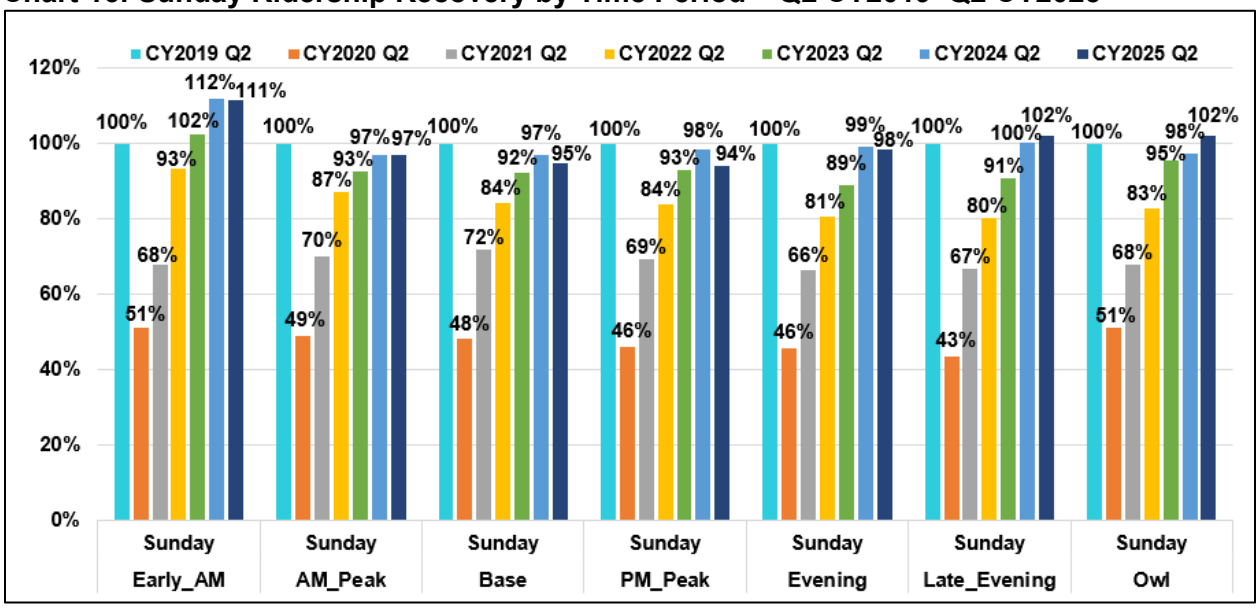
Q2 CY2020 Saturday ridership declined to 41-47% of Q2 CY2019 ridership when examined by time period. Largest declines were in early AM, AM peak, PM peak, evening, and late evening, (to 41%, 44%, 43%, 44%, 41% respectively) and slightly lower declines were for the base and Owl periods which declined to 47% and 46% respectively in Q2 CY2020 compared to Q2 CY2019 (pre-COVID). The most recovered

time periods Saturday as of Q2 CY2025 are the early AM, evening, late evening and Owl periods which showed recovery rates of 87%, 91%, 96%, and 100% respectively, suggesting more riders reliant on transit continue to use services during these time periods, with the highest recovery in the late evening and Owl periods. While the Saturday daytime periods (AM peak, base, and PM peak) may also previously have been seeing increased usage for leisure trips, they now saw less recovery as of Q2 CY2025 compared to Q2 CY2024, varying between 81% and 84%; the early AM period also saw a decline. This is likely due to the impact of immigration raids just as was seen on weekdays.

Sunday ridership was the most resilient of all day types in Q2 CY2020. Late evenings showed the largest drop to 43% of Q2 CY2019 pre-pandemic ridership. AM peak, base, PM peak, and evening were the next most impacted periods (49%, 48%, 46%, and 46% of Q2 CY2019 ridership, respectively), with early AM and Owl periods the least impacted (both 51%), suggesting riders in these time periods were more reliant on transit for essential trips to jobs and services as well as likely some Sunday morning religious services.

By Q2 CY2025, the largest ridership recovery on Sunday was during the early AM at 111%, similar to the result for this time period in Q2 CY2024 at 112%. All other time periods showed high recovery rates between 94% and 98% for AM peak, base, PM peak and evening, with these showing declines compared to Q2 CY2024 except AM peak which was stable. Late evening and Owl periods both showed increased recover to 102%. These overall results suggest the highest transit dependance on Metro buses may exist across all time periods on Sundays compared to Saturdays and weekdays, even with the impact of immigration raids. Sunday was the only day where overall ridership recovery in Q2 CY2025 improved over Q2 CY2024 due to strong growth in April and May 2025, even with a decline in June 2025.

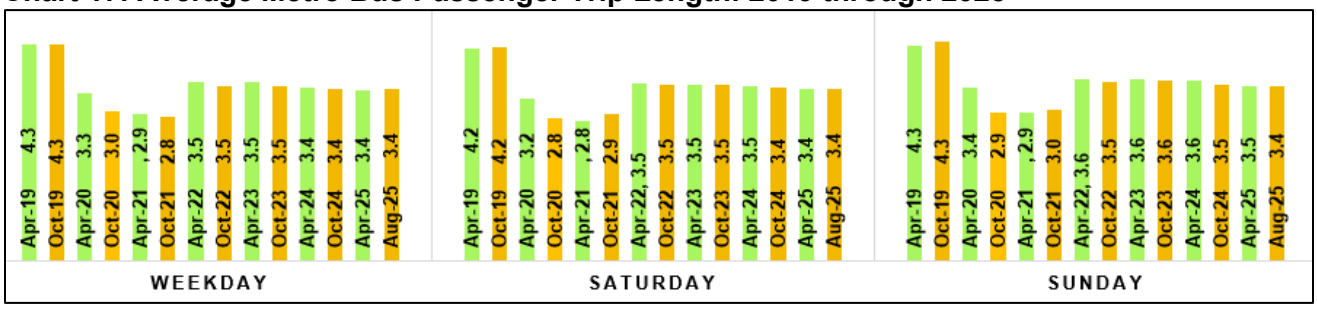
Chart 16: Sunday Ridership Recovery by Time Period – Q2 CY2019–Q2 CY2025



Average Passenger Trip Length

Trip length dropped from over 4 miles to 3 miles between 2019 and 2020 and remained lower in 2021. It then increased to around 3.5 miles in 2022 and remains around that level so far in CY2025. The initial changes can likely be attributed to the COVID-19 pandemic which resulted in people staying closer to home. As people adapted to living with the pandemic, by 2022 and 2023, average trip lengths increased, though not back to 2019 levels.

Chart 17: Average Metro Bus Passenger Trip Length: 2019 through 2025



The NextGen Bus Plan was also designed to capture a larger share of shorter-distance travel and this data suggests that goal is being achieved. Chart 17 shows the average passenger trip length for various points in each year from 2019 through 2025. All three day-types showed a 3.4-mile average passenger trip length, even with the impact of immigration raids.

Ridership by Line and Line Group

Ridership was assessed based on individual lines, and by groups of lines where a NextGen Bus Plan change involved a restructuring of a group of lines, for a fair comparison of the changes in ridership. Ridership recovery rates for 81 weekday, 75 Saturday, and 74 on Sunday line/line groups are included in Attachments B, C, and D respectively. These attachments also include changes in revenue service hours and productivity (boardings per revenue service hour) for each line or line group.

Referring to Q2 CY2019 as a pre-COVID baseline, the overall system ridership recovery rate in Q2 CY2025 compared to Q2 CY2024 was 84.1% for weekday (down from 85.1%), 90.9% for Saturday (down from 92.4%), and 102.8% for Sunday (up from 100.3%),. Only Sunday had an improved recovery rate in Q2 CY2025 over Q2 CY2024 and remained above 100% recovered.

There were 19 weekday lines/line groups (down from 28 in Q1 CY2025 but up slightly from 18 in Q2 CY2024), 32 Saturday lines/line groups (a big decline from 50 in Q1 CY2025 but an increase over 24 in Q2 CY2024), and 44 Sunday lines/line groups (down from 50 in Q1 CY2025, but up from 40 in the same quarter Q2 CY2024) exceeding their pre-COVID Q2 CY2019 ridership numbers in Q2 CY2025. The number of lines below 80.0% increased slightly to 26 in Q2 from 23 lines weekdays in Q1, also increasing from 9 to 16 lines Saturday, and increasing to 9 lines from 7 lines Sunday compared to last quarter. This is most likely the result of the ridership decline in June 2024 resulting from immigration raids. Table 5 shows the number of lines/line groups for

weekday, Saturday, and Sunday at various levels of ridership recovery as of Q2 CY2025 compared to Q2 CY2019 (Pre-COVID/Pre-NextGen Bus Plan).

Table 5: Ridership Recovery Distribution, Q2 CY2025 versus Q2 CY2019

Average % Ridership Recovery Q2 CY2025 versus Q2 CY2019	No. Weekday Lines/Line Groups	No. Saturday Lines/ Line Groups	No. Sunday Lines/Line Groups
>= 140.0%	0	4	7
130.0 – 139.9%	0	1	6
120.0 – 129.9%	1	3	9
110.0 – 119.9%	9	7	4
100.0 – 109.9%	9	17	18
90.0 - 99.9%	16	13	15
80.0 - 89.9%	20	14	6
70.0 - 79.9%	12	5	5
60.0 - 69.9%	6	8	2
50.0 - 59.9%	3	1	1
40.0 - 49.0%	3	1	0
30.0 - 39.9%	0	1	1
20.0 – 29.9%	2	0	0
Total Lines/Line Groups	**81**	**75**	**74**

The higher number of Tier 1 (10-minute or better weekday service) and Tier 2 (15-minute or better weekday service) lines/line groups (which make up almost half of all bus lines) with above-average recovery suggests that the improved frequencies implemented through the NextGen Bus Plan are a vital component of more robust ridership recovery, even with declines in weekday and Saturday recovery in Q2 CY2025 versus Q2 CY2024:

Table 6: Line Recovery by Tier and Day Type

Number of Lines with Above Average Recovery in Q2 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15 (18.5%)	16(21.3%)	12 (16.2%)
Tier 2	14 (17.2%)	13 (17.3%)	13 (17.5%)
Tier 3	9 (11.1%)	11 (14.6%)	9 (12.1%)
Tier 4	4 (4.9%)	5 (6.6%)	4 (5.4%)
Total	42 (51.8%)	45 (60%)	38 (51.3%)

The ridership recovery results reflect both the general return of ridership after the COVID impacts since 2020 and the impacts of the NextGen Bus Plan with its focus on fast, frequent, and reliable service. The following review focuses on analysis of NextGen Bus Plan impacts to ridership. There is a reasonably strong relationship evident in changes in revenue service hours, and changes in ridership and productivity. Higher increases in revenue service hours are generally associated with higher levels of ridership recovery. Productivity will continue to recover in line with ridership increases, as service levels remain relatively stable now that the NextGen Bus Plan has been implemented. However, ridership decline in June 2025 has impacted the recovery of line level ridership which is discussed below.

Service Reliability

Q2 CY2025 saw full NextGen Bus Plan service levels provided with low cancellation rates, comparable to pre-COVID cancellation levels of Q2 CY2019. This was achieved by hiring a significant number of new bus operators in 2022 through 2025 to address the bus operator shortage. As of Q2 CY2025, bus operator numbers were at or above the full requirement of 20% extra board after reaching full operator staffing as of January 2025.

The slight decline in bus operator staffing in CY2024 was due to an increase in operator requirements as of December 2023 service change as well as some recruitment issues such as low turn up rate for candidates to start training. The training rate has since increased, as have class sizes for new operators in an effort to return to full staffing, which was achieved in January 2025. Moving forward, service cancellations should not be a major factor hampering further ridership recovery if the required number of operators continues to be maintained. Cancelation rates have been below 1.0% consistently for weekday and Saturday in 2025, with Sunday also improved to consistently below 2.0% cancellations.

Service Frequency

The NextGen Bus Plan created high frequency bus services with weekday service every 15 minutes or better (Tiers 1 and 2).

- The high number of Tier 1 and Tier 2 lines with above average (>84.1%) recovery weekdays (15 Tier 1, 14 Tier 2 lines/line groups) more than double the number of less frequent lines/line groups (9 Tier 3 lines; 4 Tier 4 lines) with above average ridership recovery, which suggests that the improved Tier 1 and 2 line frequencies implemented through the NextGen Bus Plan are a key component of stronger ridership recovery.
- The above-average pattern existed for Saturday lines that were over the system average 90.9% recovered with a mix of 16-Tier 1, 13-Tier 2, 11-Tier 3 , and 5-Tier 4 lines/line groups, so nearly twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.
- Sunday lines that were over the system average 102.8% recovered were a mix of 12-Tier 1, 13-Tier 2, 9-Tier 3, and 4-Tier 4 lines/line groups, so like Saturday just under twice as many Tier 1 and 2 lines above average recovery compared to the number of less frequent Tier 3 and 4 lines.

NextGen Tier 1 Highest Frequency Lines

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

The weekday ridership recovery for NextGen Tier 1 service in Q2 CY2025 included a high of 116.2% for Line 66 serving E Olympic/W 8th St. This line also had stronger recovery this quarter on Saturdays at 103.3%, and Sundays at 134.4% ridership.

Twelve (down from 14 last quarter) other Tier 1 lines/line groups exceeded 90.0% recovery weekdays:

- Vermont Local (Line 204): 108.8% weekday, 118.4% Saturday, 114.0% Sunday
- Sepulveda/Van Nuys group (based on Lines 233, 234, 761): 101.3% weekday, 114.6% Saturday, 131.0% Sunday
- Slauson Av (Line 108): 100.4% weekday, 101.7% Saturday, 120.4% Sunday
- Central Av (Line 53): 98.9% weekday, 99.4% Saturday, 122.7% Sunday
- 3rd St (Line 16, includes Line 617 Beverly Hills Shuttle): 96.6% weekday, 100.9% Saturday, 108.0% Sunday
- Florence Av (Line 111): 96.1% weekday, 91.8% Saturday, 96.7% Sunday
- Ventura/Reseda group (Lines 150, 240, 244): 95.6% weekdays, 113.0% Saturday, 120.3% Sunday
- Santa Monica Bl (Line 4): 94.4% weekday, 102.2% Saturday, 107.3% Sunday
- J Line El Monte – Harbor Gateway/San Pedro (Line 910/950): 94.0% weekday, 122.2% Saturday, 129.4% Sunday
- Soto St (Line 251): 93.42% weekday, 97.9% Saturday, 108.012.5% Sunday
- Venice Bl (Line 33): 90.8% weekday, 100.4% Saturday, 99.3104.9% Sunday
- Huntington/Las Tunas group (Lines 78, 179) at 90.7% weekdays, 98.2% Saturday, 105.95% Sunday

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

- Line 66 serves Commerce Center and is one of the closest services available in place of Line 51 no longer operating on 7th St west of Westlake/MacArthur Park
- Line 761 now provides all-day, all-week Rapid service on Van Nuys Bl in addition to frequent Local Line 233
- Soto St Line 251 now extends many trips each day to Eagle Rock (replaced other bus lines there)
- Line 53 now serves the key transfer location of Willowbrook/Rosa Parks Station and local retail, medical, and educational facilities
- Line 108 extends further into Commerce and Pico Rivera with new connection to Line 266
- New bus lanes on Venice Bl Line 33

An additional 2 NextGen Tier 1 lines or line groups were below 90.0% recovery but above the system average 84.1% recovery rate for weekdays:

- Western Av (Line 207): 89.5% weekdays, 99.5% Saturday, 106.3% Sunday.
- Vernon/La Cienega (Line 105): 85.1% weekdays, 85.3% Saturday, 100.4% Sunday.

An additional 14 NextGen Tier 1 lines or line groups were below the system average 84.1% recovery rate for weekday:

- Hollywood/Fairfax – Pasadena group (Lines 180, 217) at 83.9% weekdays, 104.5% Saturday, 105.3% Sunday with these two lines sharing much alignment between Hollywood/Vine and Glendale.
- Hawthorne Bl/MLK Bl (Line 40) at 82.8% weekdays, 84.4% Saturday, 93.0% Sunday. This line focuses on downtown LA and some Crenshaw Bl ridership may have moved to the K Line.
- Garvey/Cesar Chavez (Line 70 group) at 81.8% weekdays, 95.8% Saturday, 101.3% Sunday. This line group is heavily focused on downtown LA, and some coverage has moved to other lines in City Terrace.
- Line 2 on Sunset merged with Line 200 on Alvarado: 81.1% weekdays, 86.8% Saturday, 96.9% Sunday. Line 4 appears to have gained more ridership as a result of the Line 2 change between downtown LA and Echo Park since Line 2 no longer continues into downtown LA. The recovery of both lines is likely being impacted by post-pandemic downtown LA economic recovery.
- La Brea Av (Line 212) at 81.1% weekdays, 84.3% Saturday, 99.3% Sunday). This line includes a segment of new bus lanes on La Brea Av, but was shortened in the NextGen Bus Plans so it no longer serves Hollywood Bl between Hollywood/Highland and Hollywood/Vine to avoid duplication of other bus and rail lines.
- Wilshire Bl/Whitter Bl group based on Lines 18, 20, 720 at 80.7% weekdays, 92.7% Saturday, 102.5% Sunday. These lines all focus on downtown LA and are being impacted by stop closures on Wilshire Bl due to D Line Subway Extension construction.
- Line 210 on Crenshaw at 78.7% weekday, 88.6% Saturday, 101.4% Sunday, likely has some former riders now using the K Line light rail, though that number is likely low based on K Line ridership. This recovery rate may also relate to the loss of Rapid service on this corridor weekdays and Saturdays.
- Line 60 on Long Beach Bl between downtown LA and Compton at 73.2% recovered weekdays, 69.7% Saturday, and 80.90% Sunday, with this line being heavily focused on downtown LA.
- Line 28 on W Olympic Bl between downtown LA and Century City at 72.6% weekdays, 83.4% Saturday, 91.7% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and Eagle Rock as part

of NextGen.

- Line 51 on W 7th St and Avalon with 72.3% weekday, 69.0% Saturday, 78.6% Sunday. Line 66 ridership gains are likely in the area west of Westlake/MacArthur Park where Line 51 was removed. Line 51 is heavily focused on downtown LA which sees less activity than pre-COVID due to telecommuting.
- Line 30 on Pico Bl between Pico/Rimpau Transit Center and downtown LA is 70.6% weekdays, 61.6% Saturday and 69.3% Sunday, impacted both by post-pandemic downtown LA economic recovery and loss of a Rapid Line, but most significantly by removal of the section of line between downtown LA and East LA that was replaced by the E Line rail extension through Regional Connector to East LA. The line also lost a low usage segment on the westside between Pico/Rimpau Transit Center and Beverly Hills area. This line also had frequency weekday and weekend reduced in line with NextGen Bus Plan in mid-2024.
- Line 45 on Broadway had both the north and south ends of the line moved to other lines which helps explain its lower recovery at 70.2% weekday, 72.5% Saturday, 93.8% Sunday, though it may also partially relate to it serving downtown LA which has seen impacts of reduced daily worker population due to increased telecommuting post-COVID, or loss of Rapid Line 745 service on this corridor.

Only two other Tier 1 lines had less than 70.0% recovery this quarter:

- Vermont Rapid Line 754 is 66.7% recovered weekdays, 63.2% Saturday, 85.2% Sunday. This line experienced very high cancellations in 2022 and to some extent, the line still saw higher cancellations in 2023 and 2024 than many other lines, so it may take time to rebuild the market though its service is becoming more reliable. Line 754 operates the same route and has high service levels like Local 204 but with fewer stops. In contrast, Local Line 204 on Vermont Av had much higher recovery rates both weekdays (108.8%) and weekends (Saturday 118.4%; Sunday 114.0%). The ridership pattern remains different from 2019 with the Vermont Rapid carrying less of the overall ridership than the Local (it is less frequent on weekends). This is the same corridor for which BRT service is being developed.
- G Line BRT service at 57.1% weekdays, 62.7% Saturday, 70.23.9% Sunday. G Line service frequency did not change which may explain the higher weekday ridership recovery of other lines in the San Fernando Valley that did see frequency improvements. Again, former markets of riders now regularly telecommuting may be significantly impacting the recovery of this BRT line that had higher levels of such riders pre-COVID, even on weekends which also have seen low recovery rates. This again opens the opportunity for promotion to build new markets. However, this line is now on long term detour at Van Nuys for a grade separation project, with 4-6 minutes of added travel time so it may be difficult to improve ridership recovery on this line.

A key component of the Tier 1 lines was the creation of a single high-frequency line in place of separate, less frequent Rapid and Local services. On weekdays, this change

occurred on 17 lines, with a range of performance across these lines from a high of 101.3% on the Sepulveda/Van Nuys group to a low of 70.2% on the Broadway corridor (Line 45). Besides the Broadway corridor, Hollywood/Fairfax/Colorado (Line 180/217), Garvey/Cesar Chavez (Line 70), Hawthorne/MLK (Line 40), Long Beach Bl (Line 60), Crenshaw Bl (Line 210), and W Olympic Bl (Line 28) were corridors where Rapid lines were replaced by high frequency local bus but have below average ridership recovery rates on weekdays, but these results are likely attributable mostly to the restructuring of these lines discussed above and decreased travel to places such as downtown LA.

NextGen Tier 2 Lines

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

Most notable is the strong performance of the Tier 2 east-west lines in the San Fernando Valley which continue to respond well to the improved all-day 15-minutes frequencies of weekday under NextGen. During midday weekdays, these lines previously provided service only every 20-30 minutes. Weekend service on these lines with more limited frequency improvements also performed strongly, suggesting the weekday improvements have also had the benefit of attracting more weekend ridership. These San Fernando Valley lines include:

- Sherman Way Line 162: 113.5% weekday, 130.2% Saturday, 141.7% Sunday
- Nordhoff St Line 166: 111.3% weekday, 122.4% Saturday, 152.5% Sunday
- Vanowen St Line 165: 1101.9% weekday, 116.5% Saturday, 142.7% Sunday
- Victory Bl Line 164: 107.1% weekday, 109.67% Saturday, 113.30.9% Sunday
- Roscoe Bl Line 152: 101.1% weekday, 117.6% Saturday, 136.8% Sunday

Roscoe Bl weekday recovery was notably lower, primarily due to route segments moved to other lines including Sherman Way Line 162.

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

- Line 605 (LAC USC Medical Center Shuttle): 113.8% weekdays, 157.5% Saturday, 152.4% Sunday, linking Boyle Heights high EFC area to key medical centers, benefitted from 15-minute all day service (previously 23-minute midday frequency) and weekend 20-minute service improved over previous 35-minute service.
- Line 55 (Compton Av): 104.7% weekdays, 94.7% Saturday, 108.0% Sunday between Willowbrook and downtown LA through high EFC communities, with 12-minute weekday peak and 15-minute weekday midday service replacing previous 15-minute peak and 20-minute midday service. Weekends did not see a significant frequency increase but still saw a strong recovery. Extra peak

weekday trips were added to this line in the December 2023 service change in response to strong ridership.

- Lines 110 (Gage Av) 98.0% recovery weekdays, 92.9% Saturday, 120.6% Sunday, and 117 (Century Bl) 100.8% recovery weekdays, 93.9% Saturday, 107.31% Sunday. Both serve EFC communities through South LA and the Gateway Cities and now have consistent 15-minute all-day service in place of previous 19-24 minute midday weekday frequency. They have also recovered strongly on weekends even without significant frequency improvements.
- Line 224 (Lankershim Bl) in Q2 CY2025 was just under the system average weekday ridership recovery rate at 89.4%. Line 224 was part of an overall line group that saw significant restructuring to focus on the North Hollywood and Sylmar areas. It had above average weekend recovery at 116.3% Saturday, 133.8% Sunday. Line 224 received weekday 15-minute midday service and 20-minute weekend service, improved over the 19-minute and 24-minute frequencies previously provided.
- Line 603 (Hoover St) links Glendale and the USC/Expo Park area every 12 minutes (pre-NextGen every 15-20 minutes). This line reached 89.0% weekdays, even after accounting for the ridership of the nearby Glendale/Silver Lake Line 201 that was discontinued as part of the NextGen Bus Plan. Saturday recovery was 102.0% with improvement from 18-minute to 12-minute frequency; Sunday 88.8% recovery with 15-minute in place of the previous 18-minute service.
- Line 94 (San Fernando Rd North Hollywood) is a group of lines with overall recovery of 84.5% weekdays, 108.7% Saturday, 127.5% Sunday. It now offers 15-minute service (about twice as often as previously) between Downtown LA, Glendale, Burbank, and North Hollywood (its old destination of Sylmar is now served by Line 294), with service now operating through the heart of downtown Glendale, and the extension to North Hollywood replacing a former lower frequency service (Line 183). Other lines such as Line 92 discussed in the NextGen Tier 3 and 4 Lines section are likely gaining ridership as a result of the Line 94 changes.
- Line 260/261 (Atlantic Bl) offers 12-minute peak and 15-minute midday service, an increase over its previous 17-minute peak and 21-minute midday weekday service. Weekdays Line 260/261 maintained a recovery rate above average at 84.6%, 89.7% Saturday, 103.5% Sunday in response to continued 20-minute service frequency. The northern portion of this line was set up as a separate Line 660 linking Pasadena and Altadena; this is taken into account in the ridership recovery rate. In December 2024, a branch of this line was established to serve Willowbrook/Rosa Parks Station, improving regional connectivity.
- Line 115 (Manchester-Firestone) recovery rate was 84.5% weekdays, 88.2% Saturday, 98.0% Sunday. Line 115 did not have significant route changes but did increase slightly from the previous 14-minute service to a 12-minute weekday peak frequency (off-peak frequencies did not change).

Tier 2 lines that had below average (<84.1%) weekday ridership recovery rates are discussed in more detail below.

- Line 206 (Normandie Av) did not have any route changes. It now offers consistent 15-minute service all day weekdays, improving on the 20-minute weekday midday service previously offered. It had an 81.3% weekday recovery rate, 85.2% Saturday and 97.1% Sunday, with a smaller frequency improvement (22-minute to 20-minute). Line 206 had seen relatively higher cancellation rates which may be negatively impacting ridership recovery.
- Line 81 (Figueroa St): Weekdays 77.8% recovery weekdays, this line serves Downtown LA from both Northeast LA and South LA. This line was part of a complex line restructuring in Northeast LA. That area is served by the A Line which now utilizes the new Regional Connector through downtown LA which likely has moved some riders to light rail, and some riders may be telecommuting some days. The changes in the Northeast LA area also included a new direct link from Highland Park to East Hollywood (Line 182). Line 81 weekends had a bit higher recovery, with Saturday recovery rate of 88.4% and Sunday at 99.6%.
- Line 76 on Valley Bl: 71.5% weekday, 71.4% Saturday, 79.7% Sunday, with a focus on downtown LA. The alignment for this line was simplified in El Monte.in the NextGen Bus Plan and in 2024 was realigned to serve Little Tokyo Station in downtown LA to improve regional connectivity.
- Line 14/37 on Beverly Bl/W Adams: 70.7% weekday, 84.5% Saturday, 94.2% Sunday, with a focus on downtown LA, though with some key destinations such as Cedars Sinai Medical Center and Beverly Center Mall.
- Line 35/38 Washington Bl/W Jefferson: 67.7% weekday, 68.9% Saturday, 83.7% Sunday, with a focus on downtown LA.
- Line 10/48 Melrose Av/Main-San Pedro: 63.5 weekdays, 67.1% Saturday, Sunday 82.5%, with a focus on downtown LA.

The common aspect of six of the nine lines above (excluding Lines 115, 224, 206) is that they focus on downtown LA as their key destination; their recovery will help determine the success of these lines, even on weekends. While the recovery rates of these lines have generally improved in Q2 CY2025 compared to Q2 CY2024, there may be marketing opportunities to promote them towards increasing ridership recovery.

NextGen Tier 3 and 4 Lines

These services operate every 20-30 minutes (Tier 3) or 40-60 minutes (Tier 4), providing coverage for communities and on corridors with generally lower ridership levels:

- Line 235/236 (Balboa Bl in the San Fernando Valley):128.8% recovery weekdays, 117.6% Saturday, 137.5% Sunday. These lines appear to have responded well to the 30-minute combined service now offered compared to previous 40-60 minute service weekdays, though weekend recovery was also strong with just 60-minute service. Line 236 also now offers a more direct

connection to Sylmar, and Line 235 service was retained weekdays in Granada Hills which is also contributing to the recovery and had the highest weekday recovery rate across the entire network.

- Lines 242/243 (Tampa/Winnetka) in the northwest San Fernando Valley had a recovery rate of 119.8% weekdays and 159.6% Saturdays (Sunday service was newly added). These lines now operate every 40 minutes all day weekday and weekend (previously every 48-60 minutes weekday and 60-minute Saturday). This result is even more interesting when considering that the north end of these lines above Devonshire St to Porter Ranch was replaced by Metro Micro service.
- Line 266 on Rosemead Bl between Lakewood and Pasadena (116.5% weekdays, 126.0% Saturday, 143.8% Sunday) is likely due to an improved 20-minute weekday frequency from the former 24-33-minute service, and 30-minute weekend service instead of the previous 43-48 minutes.
- Line 665 (City Terrace – CSULA Shuttle) in a higher EFC area had a weekday recovery rate of 115.2%, a major improvement resulting from frequency improvement from 50 to 35 minute on weekdays. It had 202.9% recovery Saturday, and 237.7% Sunday, the highest weekend recovery of any line. These weekend ridership results due to the expanded span of service weekend mornings on this line.
- Line 125 on Rosecrans Av between the South Bay and Norwalk (112.9% recovery weekdays, 107.2% Saturday, 137.2% Sunday). This line is likely benefiting from the all-day 20-minute service improved from the former 27-33-minute frequency. The pre-NextGen Sunday 40-minute service was also improved to every 30 minutes with a strong ridership recovery.
- Line 92 between downtown LA and Sylmar via Glenoaks Bl (107.5% weekday, 105.3% Saturday, 125.4% Sunday is likely benefiting from now serving as the primary line between downtown LA and Sylmar, as Line 94 which offered a similar link was redirected to North Hollywood to better match regional travel patterns. Line 92 now offers consistent 20-minute service on daytime weekdays and 30-minute weekends, with most trips operating the full line beyond downtown Burbank to Sylmar. This is an improvement on the previous service that was closer to every 30 minutes weekdays and Saturdays, and every 42 minutes Sundays.
- Line 344 Rancho Palos Verdes service (103.0% recovery weekday, 103.5% Saturday, 117.6% Sunday) is a more general recovery as service levels and route were unchanged for this line from pre-NextGen.
- Express Line 577 between El Monte Station and Long Beach VA (98.2% recovery, weekday-only service) has the improved 30-minute peak service (previously 48 minutes on average) but the ridership recovery rate declined significantly.
- Line 501 Freeway Express between Pasadena, Glendale, Burbank, and North Hollywood had ridership recovery of 96.5% weekday, 147.5% Saturday, and 174.7% Sunday, with weekdays and Sunday improved over Q1 recovery rates

and Saturday declined slightly but still high. This line was modified to better serve the heart of downtown Glendale as part of NextGen Bus Plan but recovery may be hampered by more weekday telecommuting. Line 501 appears to have attracted significant new weekend ridership for retail and entertainment trips to places like downtown Glendale.

- Line 128 serving Alondra Bl through the Gateway Cities showed 94.7% recovery weekdays, even with hourly service. This line gained new Saturday and Sunday (it previously only operated weekdays) which may be helping the weekday recovery, though this recovery rate declined significantly. This line operates in the Gateway Cities where ridership decline was more significant (see also lines 62, 120, 202, 232, 265, 460, 577, 611), though other area lines generally saw declines more moderate.
- Line 169 on Saticoy St in San Fernando Valley had 94.4% recovery rate weekdays. This line gained new Saturday and Sunday service (it previously only operated weekdays) which may be helping weekday recovery.
- Line 158 (Plummer/Woodman) had 93.4% recovery weekdays, 102.4% Saturday, 99.6% Sunday. Continued improvement in weekday recovery with new short line introduced in June 2024, providing 30-minute instead of hourly service daytime weekdays on Woodman, with Saturday also still over 100% recovered and Sunday almost 100% recovered.
- Line 202 serving Willowbrook Av in the high EFC Compton area saw 91.6% recovery (service only runs weekdays), a result of shortening the line away from low-usage industrial areas and transferring the savings to offer off-peak service (this line previously only ran weekday peak periods). However, even with the strong ridership recovery, this line has low overall ridership and productivity. It saw a more pronounced decline in recovery rate in Q2.
- Line 232 between LAX and Long Beach via Sepulveda Bl and Pacific Coast Highway (89.1% weekdays, 96.5% Saturday, 111.9% Sunday) had a recent route change in the LAX area associated with the opening of the new LAX/Metro Transit Center and new C and K Line rail operating patterns, but was previously improved to 15-minute peak service in place of the previous 22-minute peak service weekday. This line saw a decline in recovery rates.
- Line 265 (Paramount Bl) recovery rate was 88.3% weekdays, 76.3% Saturday, 90.2% Sunday. This is a low-frequency hourly line that received planned NextGen frequency improvement (to 40-45 minute weekdays) in June 2024. Ridership in Q1 had continued to respond on all days to the weekday frequency improvement but Q2 saw a decline in recovery rates.
- San Pedro group of Lines 205, 246, and 550, had 88.4% recovery weekday, 103.4% Saturday, 123.2% Sunday. This line group was restructured from three to two lines (205, 246) between San Pedro and Harbor Gateway Transit Center, with improved weekday and weekend all day 30-minute frequencies. Line 550 now operates weekday peak periods between Harbor Gateway Transit Center and USC/Expo Park.

- Line 460 Disneyland – Norwalk – Downtown LA Express had ridership recovery of 84.1% weekday, 101.0% Saturday, 103.3% Sunday with no major changes in service levels or route, though the eastbound route departing Norwalk Station was revised to save time. This line has a focus on downtown LA. The recovery rates for weekends now exceed 100.0%, though even these as well as weekdays declines, as was seen with many lines serving the Gateway Cities.

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

- Line 611 Huntington Park Shuttle (83.8% recovery weekdays, 93.7% Saturday, 104.8% Sunday) continues to run hourly, so performance appears to be a more general recovery not attributable to a NextGen change. Like other Gateway City lines, this one showed decline for all day types.
- Line 230 (Laurel Canyon Bl) in the San Fernando Valley with 80.3% recovery weekdays, 105.7% Saturday, 97.9%. This line is low due to LADOT DASH taking over a segment of this line between Sylmar Metrolink Station and LA Mission College. It improved recovery Saturday but decline on weekdays and Sunday.
- Line 120 on Imperial Highway with 78.6% recovery rate weekday, 89.1% Saturday, and 101.7% Sunday, without any frequency change, though it was extended to LAX City Bus Center and then to LAX/Metro Transit Center when that new facility opened in June 2025. Declined weekdays and Saturday like many other lines serving Gateway Cities but improved slightly Sundays.
- Line 218 (Studio City – Beverly Hills) with 74.2% recovery weekday, 109.8% Saturday, 104.8%. This Q2, Saturday showed improved recovery rate while weekday and Sunday declined. Limited by hourly type frequency. Saturday and Sunday both still exceeded 100.0% recovery.
- Line 62 (Telegraph Rd) with 71.3% recovery weekday, 79.7% Saturday, and 91.5% Sunday, with declines for both the weekdays and weekends as commonly shown for Gateway City lines. This line was not changed significantly in route or frequency other than straightening the line in downtown Norwalk as part of the NextGen Bus Plan. This line serves downtown LA and is likely has reduced ridership due to less activity there. Saturday ridership has been strongly used for travel to the Citadel Outlet shopping at Commerce; extra trips were added in June and December 2024.
- Line 161 (Canoga Station – Thousand Oaks) with 69.3% recovery weekdays, 86.2% Saturday, and 120.4% Sunday recovery rate, with weekday, Saturday, and Sunday recovery rates all decreasing compared to Q1 and Saturday no longer exceeded 100.0% recovery.
- Line 167 (Devonshire – Coldwater Canyon) with 64.9% recovery weekdays, and higher recovery of 86.8% Saturday, 85.5% Sunday, a more significant recovery rate improvement on weekends but a slight decline in weekday and weekend recovery rates over Q1. Limited by hourly type frequency.

- Lines 211/215 (Inglewood Av/Prairie Av) at 62.1% recovery only offers peak-hour weekday service, with mostly school student ridership. The recovery rate declined slightly over Q1 which also had seen a decline.
- Line 102 (La Tijera-Exposition Bl) with 59.0% recovery weekdays, 70.6% Saturday, 78.0% Sunday. This line's recovery is low likely due to the hourly service level now offered. Weekday, Saturday and Sunday rates all declined compared to Q1 recovery rates.
- Line 296 (Riverside Dr, formerly Line 96) with 48.7% recovery weekdays, 63.4% Saturday, 71.6% Sunday, is consistently low, with the weekday and Sunday rates up slightly, but Saturday declined compared to Q1. This line as Line 96 had overall low ridership, and was cut back to the north end of downtown LA near Union Station, connecting with other buses and rail services for access to other parts of downtown LA. This line became Line 296 in December 2024, with more direct connectivity to the A Line at Lincoln/Cypress Station; the line no longer enters downtown, and performance will be monitored.
- Line 209 (Van Ness Av) with 47.8% recovery (down from 51.6% in Q1) only runs weekdays, has hourly frequency, and was significantly shortened, connecting with Line 210 for travel further north to Hollywood and Mid-Wilshire. It was originally proposed for elimination in the NextGen Bus Plan. Over 50% of its line miles are in EFCs. Limited by hourly frequency and lack of key destinations.

Two lines have been significantly impacted by the Palisades fire in January 2025:

- Line 134 (Santa Monica – Malibu) with 45.6% recovery rate weekdays (up from 30.3% recovery rate in Q1 but down from 70.0% pre-fire), 55.0% Saturday (up from 42.1% in Q1 but down from 82.2% pre-fire), and 69.3% Sunday (up from 61.4% in Q1 but down from 110.8% pre-fire). This line was suspended for seven weeks in January/February 2025. While now back in operation, it had a 10-mile section between the north end of Santa Monica and just south of Malibu Pier where all bus stops closed due to fire recovery efforts blocking safe access. This was reduced to a 5-mile closed section during Q2, helping with ridership recovery.
- Line 602 (Westwood/UCLA – Pacific Palisades) with 27.6% (up slightly from 26.1% in Q1) recovery rate weekdays (but down from 63.1% pre-fire), 42.0% Saturday (down from 49.4% in Q1 and even more so from 111.4% pre-fire), and 56.9% Sunday (down from 63.2% in Q1 and even more so from 142.3% pre-fire). Recovery rates for this line declined by more than 50% as the western end of this line between Bundy and Pacific Coast Highway remains out of service due to fire recovery efforts. These impacts may remain in place for the remainder of CY2025, with continued reduced ridership.

One other Tier 3 line continues to have very low ridership recovery, likely linked to COVID-19 impacts:

- Line 601 Warner Center Shuttle had 28.4% ridership recovery rate weekday (down from 38.8% in Q1), with 34.3% (down from 40.7% in Q1) Saturday, and 33.7% (down from 39.7% in Q1) Sunday; it operates in a western San Fernando

Valley office park with a largely closed retail mall. This service will need further review due to its very low productivity. This office park has been significantly impacted by post-COVID telecommute work patterns. This line had the lowest recovery of all and was the only line below 40% recovery both weekdays and weekends.

Pasadena/Altadena and Metro Micro

The Tier 3 and 4 lines in the Pasadena/Altadena area (Lines 256, 258, 267, 268, 287, 487/489, 662, 686) went through significant restructuring. The area also now has one of Metro's busiest microtransit zones which replaced some fixed route service such as lines through Sierra Madre. This area requires more review in conjunction with the review of Metro Micro. It includes a mix of lines such as 487/489 freeway express lines to downtown LA which are impacted, especially weekdays, by downtown LA economic recovery though frequency was increased in December 2023, and Line 487 was truncated through Sierra Madre in conjunction with the Metro Micro launch. Line 662 at Altadena has also been temporarily modified due to the impacts of the Eaton Canyon fire, with buses unable to travel north of Woodbury Rd at this stage.

Weekday ridership recovery may also be impacted by economic recovery and changes in office and other jobs in Pasadena, similar to downtown LA. Line 268 to Sierra Madre Bl was restored in the June 2024 service change, and Lines 267 and 686 were merged into new Line 267 in December 2024, providing 30-minute weekday service between Pasadena and Altadena to help increase weekday ridership. Recovery rate was 58.1% (down from 73.7% in Q1) weekdays, and much higher at 92.6% (though down from 102.1% in Q1) Saturday , and 103.5% (up from 98.5% in Q1) Sunday, so weekday and Saturday ridership recovery rate declined in Q2 while Sunday ridership recovery rate recovered in Q2 compared to Q1, though none were better than Q4, not surprising when considering the impacts on Altadena from the Eaton fire.

Bus Service Productivity:

While ridership recovery is important, it is also important to determine if the scheduled service hours are being productively utilized. A measure of passenger boardings per revenue service hour is an industry standard measure of productivity.

The NextGen Bus Plan held annual bus service hours at a constant 7 million and that remains the same in CY2025. The following is the comparison of bus system productivity (passenger boardings per revenue service hour before and after NextGen comparing Q2 2019 with Q2 2025:

- Weekday: 35.2 (2025) versus 40.3 (2019)
- Saturday: 34.2 (2025) versus 37.8 (2019)
- Sunday: 30.4 (2025) versus 36.2 (2019)

The weekday change in productivity is explained by a 2.6% decline in revenue service hours versus a 24.9% decline in ridership. This simply means ridership has not recovered sufficiently yet to equal or exceed the former productivity level. On weekdays,

10 of the 81 lines/line groups managed to exceed their former productivity level, while another 49 lines/line groups exceeded 80.0%. These were a mix of all frequency tiers; some lines had major changes while many had minimal changes. The lowest level was 39% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

There were 12 weekday lines with relatively low productivity under 20 boardings per revenue service hour but two were wildfire impacted lines (Lines 134, 602), and the lowest was the Willowbrook – Del Amo Line 202; these may be opportunities to better align service and ridership levels to increase productivity. The highest weekday productivity lines were the Vermont Av Local 204 (68.1), Vermont Av Rapid 754 (59.3) and Western Av Local 207 (58.0) which operate in the Hollywood - South LA area, and these three all slightly improved their productivity.

The Saturday productivity change was less severe, with a 7.1% decrease in ridership and a 2.7% decrease in service hours. Of the 74 lines/line groups, 22 managed to exceed their former productivity level, while another 43 lines/line groups exceeding 80.0% (majority of these were over 90%). These were a mix of all frequency tiers as well as lines that had major changes or in many cases minimal changes. The lowest level was 43% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

There were 16 Saturday lines with productivity under 20 boardings per revenue service hour including two that were wildfire impacted lines; another was the Warner Center shuttle which may provide an important opportunity to better align service and ridership levels to increase productivity. The highest Saturday productivity lines were the Vermont Av Local 204 (68.2), Vermont Av Rapid 754 (61.4) and Western Av Local 207 (64.3) which operate in the Hollywood - South LA area. These all declined slightly over their Q1 results compared to the slight improvement weekdays.

While Sunday ridership was up 3.9% overall, the service hours were up 23.6% with the alignment of Sunday schedules with those of Saturday, resulting in a productivity change that is negative i.e. well below the former productivity level. On Sunday, of the 74 lines/line groups, 12 managed to exceed their former productivity level. These were a mix of all frequency tiers as well as lines that had in many cases minimal changes. The lowest level was 43% of former productivity, though this line and the next lowest were both impacted by the January wildfires.

Many other Sunday underperformers relate to low ridership recovery. Most lines were between 80.0-99.9% of former productivity. This represents an important opportunity to reassess Sunday service levels to align them with ridership levels. There were 22 Sunday lines with productivity under 20 boardings per revenue service hour (including two that were wildfire impacted lines, and another being the Warner Center shuttle) may be an important opportunity to better align service and ridership levels to increase productivity. The highest Sunday productivity lines were the Vermont Av Local 204 (60.6), Vermont Av Rapid 754 (53.9.) and Western Av Local 207 (55.5) which operate in

the Hollywood - South LA area. These were all slight improvements over their Q1 results.

Bus Speed and Reliability

As part of the NextGen Bus Plan, over 70 miles of bus priority lanes have been implemented across Metro's service area. In 2020-2021, the primary focus was on new bus lanes in downtown LA on key streets serving multiple Metro bus lines such as Flower, Figueroa, 5th, 6th, Grand, Olive, and Aliso Sts. This was followed by Alvarado St (Line 2) and most recently in 2023 by Venice Bl, La Brea Av, and Sepulveda Bl and in 2024 the Roscoe peak period bus lanes. Data shows the most notable speed improvements and resulting time savings for the Sepulveda Bl corridor as well as the perception of speed improvements by riders in post-implementation surveys on all new bus lane corridors.

Table 7: Top Three Metro Bus Lines Productivity

Line	Weekday	Saturday	Sunday
Vermont Av Local 204	68.1	68.2	60.6
Vermont Av Rapid 754	59.3	61.4	53.9
Western Av Local 207	58.0	64.3	55.5

These lanes will help support ridership recovery through increasing service reliability and decreasing bus travel times. They will also be complemented by additional bus priority lanes such as Florence Av, Vermont Av, and Sunset Bl (outreach in fall 2025) plus an expanded transit signal priority program launching in CY2026.

Weekday Ridership Recovery Comparison by Line/Line Group –Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2025 ATTACHMENT B

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Balboa Bl	**236**	1,555	**235/236**	2,003	128.8%	49.2	81.2	165.0%	31.6	24.7	78.0%
Tampa Av & Winnetka Av	**242/243**	1,578	**242/243**	1,890	119.8%	52.9	62.5	118.1%	29.8	30.2	101.4%
Rosemead Bl	**266**	4,850	**266**	5,651	116.5%	129.4	191.7	148.1%	37.5	29.5	78.7%
E Olympic Bl/W 8th St	**66**	11,026	**66**	12,807	116.2%	195.5	270.8	138.5%	56.4	47.3	83.9%
CSULA - City Terrace Shuttle	**665**	600	**665**	691	115.2%	26.8	45.5	169.8%	22.4	15.2	67.8%
LAC USC Medical Center Shuttle	**605**	2,128	**605**	2,422	113.8%	54.9	65.1	118.6%	38.8	37.2	96.0%
Sherman Way	**162/163**	9,076	**162**	10,298	113.5%	212.5	245.2	115.4%	42.7	42.0	98.3%
Rosecrans Av	**125**	4,608	**125**	5,204	112.9%	147.0	178.3	121.3%	31.3	29.2	93.1%
Nordhoff St	**166**	5,690	**166**	6,334	111.3%	151.5	155.9	102.9%	37.6	40.6	108.2%
Vanowen St	**165**	7,702	**165**	8,539	110.9%	188.7	217.9	115.5%	40.8	39.2	96.0%
Vermont Av Local	**204**	20,941	**204**	22,779	108.8%	275.2	334.5	121.5%	76.1	68.1	89.5%
Downtown LA - Glenoaks Bl - Sylmar	**92**	5,668	**92**	6,093	107.5%	185.7	237.8	128.1%	30.5	25.6	83.9%
Victory Bl	**164**	6,022	**164**	6,451	107.1%	168.2	199.8	118.8%	35.8	32.3	90.2%
Compton Av	**55**	7,390	**55**	7,736	104.7%	175.6	202.4	115.3%	42.1	38.2	90.8%
Hawthorne Bl, Rancho Palos Verdes	**344**	1,408	**344**	1,450	103.0%	64.0	65.3	102.0%	22.0	22.2	100.9%
Van Nuys Bl Local	**233**	11,321	**233**	13,127	101.3%	704.6	776.5	110.2%	41.1	37.8	91.9%
Van Nuys Bl - Westside Rapid (788); new Van Nuys Bl Westside Rapid (761)	**788**	1,876	**761**	7,109							
Sepulveda Bl Local	**234**	5,417	**234**	9,129							
Sepulveda Bl - Westside Rapid (734)	**734**	6,138		-							
Reseda/Ventura/Van Nuys Rapid	**744**	4,239		-							
Roscoe Bl	**152**	10,491	**152**	10,607	101.1%	229.3	243.2	106.1%	45.8	43.6	95.3%
Century Bl	**117**	8,717	**117**	8,785	100.8%	210.8	233.9	111.0%	41.4	37.6	90.8%
Slauson Av	**108**	14,824	**108**	14,885	100.4%	332.2	380.4	114.5%	44.6	39.1	87.7%
Central Av	**53**	11,530	**53**	11,401	98.9%	232.1	291.5	125.6%	49.7	39.1	78.7%
El Monte - Long Beach VA Express	**577**	816	**577**	801	98.2%	63.8	76.5	119.9%	12.8	10.5	81.9%
Gage Av	**110**	8,015	**110**	7,854	98.0%	207.2	228.7	110.4%	38.7	34.3	88.8%
3rd St	**16**	21,165	**16**	19,790	96.6%	426.6	469.4	110.0%	49.6	43.6	87.8%
Robertson Bl - Beverwil Dr			**617**	658							
North Hollywood - Pasadena Express	**501**	1,481	**501**	1,430	96.5%	100.2	82.6	82.4%	14.8	17.3	117.1%
Florence Av	**111**	15,150	**111**	14,556	96.1%	285.6	346.8	121.4%	53.0	42.0	79.1%
Ventura Bl Local	**150/240**	8,492	**150**	3,208	95.6%	537.9	505.1	93.9%	33.2	33.8	101.8%

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Reseda Bl/Ventura Bl Local			**240**	11,958							
Topanga Canyon Bl (245); De Soto Av (244)	**244/245**	2,574	**244**	1,923							
Reseda/Ventura/Van Nuys Rapid	**744**	4,239		-							
Ventura Bl Rapid	**750**	2,578		-							
Alondra Bl	**128**	1,114	**128**	1,055	94.7%	47.8	43.6	91.2%	23.3	24.2	103.9%
Santa Monica Bl Local	**4**	14,686	**4**	23,738	94.5%	640.1	631.3	98.6%	39.2	37.6	95.9%
Santa Monica Bl Rapid	**704**	10,421		-							
Saticoy St	**169**	2,255	**169**	2,129	94.4%	85.2	83.7	98.2%	26.5	25.4	96.1%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	**910/950**	16,400	**910/950**	15,421	94.0%	427.5	388.1	90.8%	38.4	39.7	103.6%
Soto St	**251**	8,543	**251**	14,317	93.4%	344.1	360.1		44.5	39.8	89.3%
Soto St - Griffin Av	**252**	2,141		-							
Soto St Rapid	**751**	4,640		-							
Plummer St, Woodman Av	**158**	2,036	**158**	1,901	93.4%	58.9	73.7	125.1%	34.6	25.8	74.6%
Willowbrook Av	**202**	250	**202**	229	91.6%	19.2	26.9	140.1%	13.0	8.5	65.4%
Venice Bl Local	**33**	10,446	**33**	16,707	90.8%	496.9	506.6	102.0%	37.0	33.0	89.0%
Venice Bl Rapid	**733**	7,956		-							
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	**78/79**	8,894	**78**	7,184	90.7%	346.9	311.9	89.9%	25.6	25.9	100.9%
Rose Hill - Arcadia via Huntington Dr			**179**	886							
Western Av Local	**207**	16,401	**207**	25,567	89.5%	427.5	440.7	103.1%	66.8	58.0	86.8%
Western Av Rapid	**757**	12,155		-							
Downtown LA - Foothill Bl	**90/91**	7,054	**90**	6,132	89.4%	584.4	615.2	105.3%	31.6	27.6	87.3%
Hollywood Way	**222**	1,376	**222**	1,098							
Lankershim Bl	**224**	7,106	**224**	6,733							
Whiteoak Av, Woodley Av	**237**	2,035	**237**	1,840							
Whiteoak Av	**239**	895		-							
Foothill Bl			**690**	1,170							
Hoover St	**603**	7,406	**603**	7,510	89.2%	232.4	234.2	100.8%	36.2	32.1	88.5%
Silver Lake	**201**	1,015		-							
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	**232**	5,096	**232**	4,540	89.1%	192.5	198.9	103.3%	26.5	22.8	86.2%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	**205**	3,510	**205**	3,009	88.4%	289.7	290.3	100.2%	25.7	22.6	88.2%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
San Pedro - Harbor Gateway Transit Center - USC	**550**	1,415	**550**	443							
San Pedro - Harbor Gateway Transit Center via Avalon Bl	**246**	2,511	**246**	3,121							
Paramount Bl	**265**	1,435	**265**	1,267	88.3%	50.6	61	120.6%	28.4	20.8	73.2%
Vernon Av, La Cienega Bl	**105**	10,963	**105**	14,322	85.1%	356.9	345.2	96.7%	47.2	41.5	88.0%
Vernon Av, La Cienega Bl Rapid	**705**	5,870		-							
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	**260**	9,661	**260**	10,765	84.6%	390.3	335.7	86.0%	34.2	33.7	98.4%
Atlantic Bl Rapid (762)/Altadena - Pasadena (660)	**762**	3,695	**660**	539							
Manchester Av - Firestone Bl	**115**	14,191	**115**	11,992	84.5%	302.8	291.6	96.3%	46.9	41.1	87.7%
Downtown LA - San Fernando Rd - North Hollywood	**94**	4,358	**94**	6,961	84.5%	460.9	402.3	87.3%	26.3	25.5	96.8%
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)	**794**	3,873	**294**	1,397							
Magnolia Bl North Hollywood - Burbank - Glendale	**183**	1,723		-							
Burbank Bl Oxnard St	**154**	778	**154**	653							
Riverside Dr	**155**	1,386	**155**	1,230							
Downtown LA - Norwalk - Disneyland	**460**	4,971	**460**	4,182	84.1%	211.5	181.2	85.7%	23.5	23.1	98.2%
Hollywood - Pasadena	**180**	8,333	**180**	7,420	83.9%	618.5	615.6	99.5%	35.4	29.9	84.3%
Hollywood Bl Fairfax Bl	**217**	6,265	**217**	10,971							
Hollywood/Fairfax - Pasadena Rapid	**780**	7,323		-							
Huntington Park Shuttle	**611**	1,527	**611**	1,280	83.8%	56.4	49.7	88.1%	27.1	25.8	95.2%
MLK - Hawthorne Bl	**40**	14,158	**40**	13,710	82.8%	422.0	425.6	100.9%	39.2	32.2	82.1%
Hawthorne Bl Rapid	**740**	2,392		-							
Montebello - Downtown LA via Cesar Chavez Av	**68**	5,086		-	81.8%	612.3	591.9	96.7%	37.9	32.1	84.6%
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	**70**	9,688		-							
Downtown LA - City Terrace - CSULA	**71**	1,489	**70**	14,999							
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace	**106**	434	**106**	3,992							
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	**770**	6,532		-							
Normandie Av	**206**	11,333	**206**	9,219	81.3%	197.9	203.3	102.7%	57.3	45.3	79.2%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
Sunset Bl (became Sunset Bl - Alvarado St)	**2**	11,950	**2**	18,907	81.1%	496.3	472.5	95.2%	47.0	40.0	85.1%
Alvarado St	**200**	11,376		-							
La Brea Av	**212**	11,603	**212**	9,414	81.1%	253.7	291.1	114.7%	45.7	32.3	70.7%
Whitter Bl W 6th St	**18**	17,780	**18**	19,842	80.7%	1213.5	1295.7	106.8%	49.4	37.4	75.6%
Wilshire Bl Local	**20**	13,118	**20**	8,776							
Wilshire Bl Rapid	**720**	29,092	**720**	19,783							
Laurel Canyon Bl	**230**	4,097	**230**	3,290	80.3%	101.7	90.2	88.7%	40.3	36.5	90.5%
Crenshaw Bl Local	**210**	10,382	**210**	13,292	78.7%	372.8	350.4	94.0%	45.3	37.9	83.7%
Crenshaw Bl Rapid	**710**	6,514		-							
Imperial Hwy	**120**	3,572	**120**	2,808	78.6%	137.2	135.1	98.5%	26.0	20.8	79.8%
Figueroa St	**81**	13,498	**81**	9,911	77.8%	407.3	361.7	88.8%	40.5	35.5	87.6%
Downtown LA - Eagle Rock via York Bl	**83**	2,400		-							
Silver Lake - East Hollywood	**175**	612	**182**	2,930							
Studio City - Beverly Hills	**218**	900	**218**	668	74.2%	50.0	32.5	65.0%	18.0	20.5	114.2%
Downtown LA - Artesia via Long Beach Bl	**60**	14,394	**60**	14,069	73.2%	430.6	427.3	99.2%	44.7	32.9	73.7%
Long Beach Bl Rapid	**760**	4,838		-							
Olympic Bl Local	**28**	8,686	**28**	10,458	72.6%	395.0	309.3	78.3%	36.5	33.8	92.7%
Olympic Bl Rapid	**728**	5,721		-							
Avalon Bl, W 7th St	**51/52**	24,021	**51**	17,377	72.3%	414.6	432.3	104.3%	57.9	40.2	69.4%
Valley Bl	**76**	8,553	**76**	6,112	71.5%	225.4	213.8	94.9%	37.9	28.6	75.3%
Telegraph Rd	**62**	4,209	**62**	3,001	71.3%	159.8	127.8	80.0%	26.3	23.5	89.2%
Beverly Bl - W Adams Bl	**14/37**	16,948	**14/37**	11,985	70.7%	384.1	281.5	73.3%	44.1	42.6	96.5%
Pico Bl	**30**	11,887	**30**	8,397	70.6%	298.1	206.8	69.4%	39.9	40.6	101.8%
Broadway Local	**45**	13,886	**45**	12,909	70.2%	483.1	394.8	81.7%	43.5	37.4	85.9%
Broadway Rapid	**745**	6,344		-							
Compton Bl, Somerset Bl	**127**	785	**127**	1,851							
Canoga Station - Thousand Oaks	**161**	1,140	**161**	788	69.2%	55.6	50.5	90.8%	20.5	15.6	76.1%
Washington Bl/W Jefferson Bl	**35/38**	7,875	**35/38**	5,333	67.7%	206.3	149.5	72.5%	38.2	35.7	93.5%
Boyle Av	**754**	20,589	**754**	13,735	66.7%	229.1	231.7	101.1%	89.9	59.3	66.0%
Coldwater Canyon Av - Devonshire St	**167**	2,173	**167**	1,409	64.9%	89.9	66.5	74.0%	24.2	21.2	87.7%
Melrose Av/Main St/San Pedro St	**10, 48**	11,501	**10/48**	7,308	63.5%	285.6	219.2	76.8%	40.3	33.3	82.8%
Prairie Av/Inglewood Av	**211/215**	595	**211/215**	370	62.1%	33.0	25.1	76.1%	18.0	14.7	81.7%

Line Description	Line (2019)	Avg Weekday Boardings 2019 Q2	Line (2025)	Avg Weekday Boardings 2025 Q2	Weekday Ridership Recovery 2025 Versus 2019	Wkday RSH 2019	Wkday RSH 2025	RSH % 2025 over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 over 2019
La Tijera Bl, Exposition Bl	**102**	2,508	**102**	1,480	59.0%	89.6	68.4	76.3%	28.0	21.6	77.3%
Pasadena - Highland Park - Eastern Av	**256**	1,416	**256**	-	58.1%	667.7	468.4	70.2%	22.0	18.2	82.8%
Fremont Av - Eastern Av - Garfield Av	**258**	2,590	**258**	2,119							
El Monte - Pasadena via Temple City Bl and Del Mar Bl	**267**	2,797	**267**	1,850							
El Monte - Pasadena via Baldwin Av	**268**	1,727	**268**	766							
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)	**176**	1,571	**287**	974							
Pasadena - Altadena via Lake Av, Lincoln Av			**662**	1,456							
Los Robles Av (687); Allen Av (686)	**687**	1,226	**686**	-							
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	**487/489**	3,375	**487/489**	1,378							
G Line BRT - North Hollywood - Canoga Park - Chatsworth	**901**	22,061	**901**	12,599	57.1%	345.9	376.2	108.8%	63.8	33.5	52.5%
Riverside Dr	**96**	1,325	**296**	645	48.7%	85.7	47.5	55.4%	15.5	13.6	87.9%
Van Ness Av/Arlington Av	**209**	841	**209**	402	47.8%	43.9	31.4	71.5%	19.2	12.8	66.9%
Santa Monica - Malibu via Pacific Coast Hwy	**534**	1,653	**134**	753	45.6%	80.4	59.9	74.5%	20.6	12.6	61.1%
Warner Center Shuttle	**601**	1,207	**601**	343	28.4%	74.8	34.5	46.1%	16.1	10.0	61.7%
Westwood - Pacific Palisades	**602**	1,882	**602**	520	27.6%	77.0	54.4	70.6%	24.4	9.6	39.1%
Caltech - Pasadena - Jet Propulsion Laboratory	**177**	432			Transferred to Municipal Agency	15.5		N/A	16.1	N/A	N/A
Manhattan Beach Bl	**126**	185			Discontinued	13.7		N/A	13.5	N/A	N/A
Artesia Bl	**130**	2,436			Transferred to Municipal Agencies	106.6		N/A	22.9	N/A	N/A
Boyle Av	**254**	755			Discontinued	37.3		N/A	20.2	N/A	N/A
Manchester Av Express	**442**	174			Discontinued	11.8		N/A	14.7	N/A	N/A
Windsor Hills - Inglewood	**607**	64			Discontinued	9.1		N/A	7.0	N/A	N/A
South Gate Shuttle	**612**	1,171			Replaced with Micro	53.7		N/A	21.8	N/A	N/A
LAX C Line Shuttle	**625**	371			Replaced with Micro	18.7		N/A	19.8	N/A	N/A
Glassell Park - Glendale College	**685**	513			Replaced with Micro	29.7		N/A	17.3	N/A	N/A

Saturday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2025

ATTACHMENT C

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
CSULA - City Terrace Shuttle	665	192	665	390	202.9%	13.7	29.1	212.4%	14.0	13.4	96%
Tampa Av & Winnetka Av	242/243	707	242/243	1,128	159.6%	40.5	55	135.8%	17.5	20.5	118%
LAC USC Medical Center Shuttle	605	810	605	1,275	157.5%	27.1	46.5	171.6%	29.9	27.4	92%
North Hollywood - Pasadena Express	501	556	501	820	147.5%	31.4	59.3	188.9%	17.7	13.8	78%
Sherman Way	162/163	5,311	162	6,913	130.2%	110.1	170.8	155.1%	48.2	40.5	84%
Rosemead Bl	266	3,242	266	4,085	126.0%	93.7	126.4	134.9%	34.6	32.3	93%
Nordhoff St	166	2,740	166	3,354	122.4%	74.2	80.1	108.0%	36.9	41.9	113%
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	910/950	7,165	910/950	8,754	122.2%	201.6	205.5	101.9%	35.5	42.6	120%
Vermont Av Local	204	14,879	204	17,620	118.4%	203.4	258.2	126.9%	73.2	68.2	93%
Roscoe Bl	152	6,050	152	7,113	117.6%	134.4	171.6	127.7%	45.0	41.4	92%
Balboa Bl	236	650	236	765	117.6%	25.8	45.5	176.4%	25.2	16.8	67%
Vanowen St	165	3,841	165	4,474	116.5%	89.7	111.7	124.5%	42.8	40.1	94%
Downtown LA - Foothill Bl	90/91	3,761	90	4,014	116.3%	126.7	144.5	136.3%	28.5	24.3	85%
Hollywood Way	222	816	222	788		52	56.6				
Lankershim Bl	224	4,419	224	4,742		107.1	154.6				
Whiteoak Av, Woodley Av	237	856	237	1,255		60.3	69.7				
Foothill Bl		-	690	664		0	46.4				
Van Nuys Bl Local	233	8,826	233	9,481	114.6%	163.9	220.2	140.0%	44.3	36.3	82%
Sepulveda Bl Local	234	6,530	234	5,824		182.5	173.9				
Reseda/Ventura/Van Nuys Rapid	744	1,537	761	4,049		34.65	139.5				
Ventura Bl Local	150/240	7,656	150	1,919	113.0%	237.4	82.4	116.0%	30.9	30.1	97%
Topanga Canyon Bl (245); De Soto Av (244)	244/245	770	240	8,186		42.5	236.9				
Reseda/Ventura/Van Nuys Rapid	744	1,309	244	896		34.65	45.6				
Studio City - Beverly Hills	218	501	218	550	109.8%	34.7	32.4	93.4%	14.4	17.0	118%
Victory Bl	164	3,232	164	3,543	109.6%	106.4	109.1	102.5%	30.4	32.5	107%
Downtown LA - San Fernando Rd - North Hollywood	94	5,688	94	5,188	108.7%	184.4	167.3	129.8%	28.1	23.5	84%
Riverside Dr	155	861	155	1,024		45.2	59.8				
Burbank Bl Oxnard St		-	154	515		0	34.9				

RSH = Revenue Service Hours

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Magnolia Bl North Hollywood - Burbank - Glendale	183	695		-		28.3	0				
San Fernando Rd Rapid (794)/Burbank - Sylmar San Fernando Rd (294)		-	294	1,145		0	72.8				
Rosecrans Av	125	2,656	125	2,848	107.2%	101.4	106.4	104.9%	26.2	26.8	102%
Laurel Canyon Bl	230	1,774	230	1,876	105.7%	61.9	63.3	102.3%	28.7	29.6	103%
Downtown LA - Glenoaks Bl - Sylmar	92	4,078	92	4,293	105.3%	146.8	159	108.3%	27.8	27.0	97%
Hollywood - Pasadena	180	9,208	180	6,307	104.5%	262.4	230.6	116.2%	33.1	29.8	90%
Hollywood Bl Fairfax Bl	217	4,752	217	8,278		158.9	259.1				
Hawthorne Bl, Rancho Palos Verdes	344	932	344	965	103.5%	56	44.6	79.6%	16.6	21.6	130%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	205	1,663	205	1,594	103.4%	83.9	86	99.4%	20.1	20.9	104%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	246	1,780	246	2,469		79	108.5				
San Pedro - Harbor Gateway Transit Center - USC	550	487		-		32.7	0				
E Olympic Bl/W 8th St	66	8,958	66	9,254	103.3%	179.8	188.8	105.0%	49.8	49.0	98%
Plummer St, Woodman Av	158	971	158	994	102.4%	42.6	43.2	101.4%	22.8	23.0	101%
Santa Monica Bl Local	4	12,416	4	19,904	102.2%	357.9	469.6	86.5%	35.9	42.4	118%
Santa Monica Bl Rapid	704	7,050		-		185	0				
Hoover St	603	5,303	603	5,983	102.0%	147.1	204.2	116.6%	33.5	29.3	88%
Silver Lake	201	562		-		28.1	0				
Slauson Av	108	8,929	108	9,078	101.7%	207.5	223.3	107.6%	43.0	40.7	94%
Downtown LA - Norwalk - Disneyland	460	3,243	460	3,277	101.0%	177.1	153.7	86.8%	18.3	21.3	116%
3rd St	16	15,102	16	14,914	100.9%	317	284.7	100.5%	47.6	47.8	100%
Robertson Bl - Beverwil Dr		-	617	329		0	33.9				
Venice Bl Local	33	6,825	33	13,034	100.4%	208.4	360.9	89.0%	32.0	36.1	113%
Venice Bl Rapid	733	6,154		-		197.2	0				
Western Av Local	207	19,312	207	19,220	99.5%	262.3	299	114.0%	73.6	64.3	87%
Central Av	53	7,501	53	7,453	99.4%	180.9	204.6	113.1%	41.5	36.4	88%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	78/79	5,542	78	4,581	98.2%	186.2	139.7	101.3%	29.8	28.9	97%
Rose Hill - Arcadia via Huntington Dr		-	179	863		0	48.9				
Soto St	251	7,595	251	8,301	97.9%	190.3	234.1	106.4%	38.5	35.5	92%

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Soto St - Griffin Av	252	880		-		29.7	0				
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	232	3,437	232	3,317	96.5%	137.9	137	99.3%	24.9	24.2	97%
Montebello - Downtown LA via Cesar Chavez Av	68	3,302	70	10,451		98.8	292				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Local	70	6,427		-		175.3	0				
Downtown LA - City Terrace - CSULA	71	468		-	95.8%	29.4	0	95.5%	32.3	32.4	100%
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace		-	106	2,166		0	96.9				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av Rapid	770	2,971		-		103.9	0				
Tampa Av & Winnetka Av	55	4,781	55	4,525	94.7%	132.6	124.2	93.7%	36.1	36.4	101%
Century Bl	117	5,816	117	5,464	93.9%	146.7	125.1	85.3%	39.6	43.7	110%
Huntington Park Shuttle	611	937	611	878	93.7%	49.9	46.7	93.6%	18.8	18.8	100%
Gage Av	110	4,497	110	4,176	92.9%	131.7	112.1	85.1%	34.1	37.3	109%
Whitter Bl W 6th St	18	11,938	18	15,175		251.3	344.5				
Wilshire Bl Local	20	7,182	20	6,187	92.7%	220.5	248.4	108.5%	41.6	35.6	85%
Wilshire Bl Rapid	720	18,980	720	13,955		443.8	400.3				
Pasadena - Highland Park - Eastern Av	256	772	256	0		59	0				
Fremont Av - Eastern Av - Garfield Av		-	258	1,044		0	55.9				
El Monte - Pasadena via Temple City Bl and Del Mar Bl	267	1,273	267	841		66.9	46.2				
El Monte - Pasadena via Baldwin Av	268	1,030	268	509		54.6	29.8				
Mission Dr (176)/Arcadia - Santa Anita Av - El Monte (287)		-	287	309	92.6%	0	15.8	89.7%	16.2	16.7	103%
Downtown LA - San Gabriel Bl (487) - Rosemead Bl (489)	487	1,109	487	575		70.9	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av		-	662	1,170		0	74.1				
Los Robles Av (687); Allen Av (686)	686/687	622		0		45.1	0				
Florence Av	111	10,846	111	9,962	91.8%	227.1	227.3	100.1%	47.8	43.8	92%
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	260	8,037	260/261	6,527	89.7%	210.5	187.2	105.8%	38.2	32.4	85%
Atlantic Bl Rapid (762)/Altadena - Pasadena (660)		-	660	678		0	35.5				

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Imperial Hwy	120	1,946	120	1,734	89.1%	87.9	94.8	107.8%	22.1	18.3	83%
Crenshaw Bl Local	210	7,710	210	10,164	88.6%	195.7	316.7	102.1%	37.0	32.1	87%
Crenshaw Bl Rapid	710	3,757		0		114.4	0				
Figueroa St	81	8,704	81	7,143	88.4%	208	203.2	102.7%	36.3	31.3	86%
Downtown LA - Eagle Rock via York Bl	83	1,625	182	1,986		76.5	88.9				
Manchester Av - Firestone Bl	115	8,743	115	7,707	88.2%	191.6	185.4	96.8%	45.6	41.6	91%
Sunset Bl (became Sunset Bl - Alvarado St)	2	7,953	2	14,586	86.8%	239	379.6	97.4%	43.1	38.4	89%
Alvarado St	200	8,851		-		150.6	0				
Coldwater Canyon Av - Devonshire St	167	1,204	167	1,046	86.8%	69.2	70.6	102.0%	17.4	14.8	85%
Canoga Station - Thousand Oaks	161	642	161	553	86.2%	39.6	40.8	103.0%	16.2	13.6	84%
Vernon Av, La Cienega Bl	105	11,108	105	9,473	85.3%	222.6	223.9	100.6%	49.9	42.3	85%
Normandie Av	206	7,194	206	6,129	85.2%	129.6	138.3	106.7%	55.5	44.3	80%
Beverly Bl - W Adams Bl	14/37	8,731	14/37	7,374	84.5%	213.2	208.9	98.0%	41.0	35.3	86%
MLK - Hawthorne Bl	40	9,993	40	9,806	84.4%	249.6	348.2	103.1%	34.4	28.2	82%
Hawthorne Bl Rapid	740	1,625		-		88.2	0				
La Brea Av	212	7,742	212	6,523	84.3%	187.5	187.3	99.9%	41.3	34.8	84%
Olympic Bl Local	28	8,799	28	7,342	83.4%	255	208.9	81.9%	34.5	35.1	102%
Telegraph Rd	62	2,690	62	2,145	79.7%	106.4	94.2	88.5%	25.3	22.8	90%
Paramount Bl	265	792	265	604	76.3%	37.6	37.5	99.7%	21.1	16.1	76%
Broadway Local	45	11,307	45	9,437	72.5%	274.7	260.3	89.7%	38.5	31.1	81%
Broadway Rapid	745	3,172		-		101.8	0				
Compton Bl, Somerset Bl		-	127	1,063		0	77.3				
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	76	6,420	76	4,582	71.4%	169	152.8	90.4%	38.0	30.0	79%
La Tijera Bl, Exposition Bl	102	1,708	102	1,206	70.6%	78.8	66.4	84.3%	21.7	18.2	84%
Downtown LA - Artesia via Long Beach Bl	60	11,215	60	9,255	69.7%	274.1	320.2	91.1%	37.8	28.9	76%
Long Beach Bl Rapid	760	2,065		-		77.3	0				
Avalon Bl, W 7th St	51/52	19,025	51	13,125	69.0%	368.2	349.9	95.0%	51.7	37.5	73%
Washington Bl/W Jefferson Bl	35/38	4,509	35/38	3,107	68.9%	142.7	102.3	71.7%	31.6	30.4	96%
Melrose Av/Main St/San Pedro St	10, 48	6,354	10/48	4,266	67.1%	187.9	145.3	77.3%	33.8	29.4	87%
Riverside Dr	96	765	296	485	63.4%	44.9	31.4	69.9%	17.0	15.4	91%

	Line (2019)	Avg Saturday Boardings 2019 Q2	Line (2025)	Avg Saturday Boardings Q2 2025	Saturday Ridership Recovery 2025 Versus 2019	Saturday RSH 2019	Saturday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Boyle Av	754	14,045	754	8,875	63.2%	164.7	144.5	87.7%	85.3	61.4	72%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	901	12,990	901	8,147	62.7%	220.5	288.4	130.8%	58.9	28.2	48%
Pico Bl	30	9,917	30	6,113	61.6%	240.4	138.3	57.5%	41.3	44.2	107%
Santa Monica - Malibu via Pacific Coast Hwy	534	1,187	134	653	55.0%	59.9	51.3	85.6%	19.8	12.7	64%
Westwood - Pacific Palisades	602	596	602	250	42.0%	50.9	49.7	97.6%	11.7	5.0	43%
Warner Center Shuttle	601	790	601	271	34.3%	71	33.8	47.6%	11.1	8.0	72%
Alondra Bl		-	128	629	New Saturday service	0	43.7	N/A	N/A	14.4	N/A
Artesia Bl	130	1,138		-	Transferred to Municipal Agencies	57.3		N/A	19.9	N/A	N/A
Saticoy St		-	169	1,254	New Saturday service	0	66	N/A	N/A	19.0	N/A
Boyle Av	254	397			Discontinued	28.1		N/A	14.1	N/A	N/A
South Gate Shuttle	612	914			Replaced with Micro	52.7	0	N/A	17.3	N/A	N/A

Sunday Ridership Recovery Comparison by Line/Line Group – Quarter 2, Calendar Year 2019 to Quarter 2, Calendar Year 2025 ATTACHMENT D

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
CSULA - City Terrace Shuttle	**665**	145	**665**	345	237.7%	11.7	29.1	248.7%	12.4	11.8	96%
North Hollywood - Pasadena Express	**501**	417	**501**	729	174.7%	31.4	59.3	188.9%	13.3	12.3	93%
Nordhoff St	**166**	1,849	**166**	2,820	152.5%	55.7	80	143.6%	33.2	35.2	106%
LAC USC Medical Center Shuttle	**605**	716	**605**	1,091	152.4%	27	46.4	171.9%	26.5	23.5	89%
Rosemead Bl	**266**	2,461	**266**	3,538	143.8%	76	126.4	166.3%	32.4	28.0	86%
Vanowen St	**165**	2,695	**165**	3,845	142.7%	76.9	112.1	145.8%	35.0	34.3	98%
Sherman Way	**163**	3,851	**162**	5,456	141.7%	88.7	133	149.9%	43.4	41.0	94%
Balboa Bl	**236**	472	**236**	649	137.5%	25.8	45.5	176.4%	18.3	14.3	78%
Rosecrans Av	**125**	1,831	**125**	2,511	137.2%	71.1	106.4	149.6%	25.8	23.6	92%
Roscoe Bl	**152**	4,463	**152**	6,103	136.8%	102.9	171.9	167.1%	43.4	35.5	82%
E Olympic Bl/W 8th St	**66**	5,561	**66**	7,472	134.4%	124.1	181.3	146.1%	44.8	41.2	92%
Downtown LA - Foothill Bl	**90/91**	2,460	**90**	3,573		87.7	143.9				
Hollywood Way	**222**	808	**222**	669		52.6	56.6				
Lankershim Bl	**224**	3,450	**224**	4,158	133.8%	92.3	154.6	160.6%	25.6	21.3	83%
Whiteoak Av, Woodley Av	**237**	777	**237**	1,100		60.3	69				
Foothill Bl		-	**690**	530		0	46.4				
Van Nuys Bl Local	**233**	6,851	**233**	8,504		139.2	220.2				
Sepulveda Bl	**234**	4,920	**234**	5,146	131.0%	168.5	171.0	155.0%	38.5	32.5	85%
Sepulveda Bl - Westside Rapid	**744**	1,399	**761**	3,607		34.65	139.5				
J Line BRT - El Monte - Downtown LA - Harbor Transitway - San Pedro	**910/950**	5,725	**910/950**	7,408	129.4%	201.6	205.5	101.9%	28.4	36.0	127%
Downtown LA - San Fernando Rd - North Hollywood	**94**	4,302	**94**	4,506		160.9	164.8				
Burbank Bl Oxnard St		-	**154**	457		0	34.9				
Riverside Dr	**155**	518	**155**	881	127.5%	28.4	60.1	154.3%	24.8	20.5	83%
Magnolia Bl North Hollywood - Burbank - Glendale	**183**	518		-		26.3	0				
Burbank - Sylmar San Fernando Rd		-	**294**	961		0	72.8				
Downtown LA - Glenoaks Bl - Sylmar	**92**	2,993	**92**	3,752	125.4%	121.4	159	131.0%	24.7	23.6	96%
San Pedro - Willowbrook via Vermont Av, Wilmington Av	**205**	1,259	**205**	1,385	123.2%	70.9	86	120.2%	18.8	19.2	102%
San Pedro - Harbor Gateway Transit Center via Avalon Bl	**246**	1,354	**246**	2,360		58.6	108.8				

RSH = Revenue Service Hours

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
San Pedro - Harbor Gateway Transit Center	**550**	428		-		32.6	0				
Central Av	**53**	5,207	**53**	6,388	122.7%	123.5	203.2	164.5%	42.2	31.4	75%
Gage Av	**110**	2,994	**110**	3,610	120.6%	98.4	112.1	113.9%	30.4	32.2	106%
Slauson Av	**108**	6,082	**108**	7,321	120.4%	149.6	211.6	141.4%	40.7	34.6	85%
Canoga Station - Thousand Oaks	**161**	375	**161**	452	120.4%	27.4	40.8	148.9%	13.7	11.1	81%
Ventura Bl	**150/240**	6,411	**150**	1,815	120.3%	188.9	82.6	151.5%	34.2	27.2	79%
Topanga Canyon Bl	**244/245**	308	**244**	746		13.7	45.6				
Reseda Bl - Ventura Bl - Van Nuys Bl Rapid	**744**	1,399	**240**	7,202		34.65	231.2				
Hawthorne Bl, Rancho Palos Verdes	**344**	725	**344**	853	117.6%	39.7	44.5	112.1%	18.3	19.2	105%
Vermont Av Local	**204**	13,560	**204**	15,459	114.0%	196.5	255.3	129.9%	69.0	60.6	88%
Victory Bl	**164**	2,604	**164**	2,951	113.3%	87.8	109.1	124.3%	29.7	27.0	91%
LAX - Long Beach via Sepulveda Bl, Pacific Coast Hwy	**232**	2,739	**232**	3,064	111.9%	119.8	137	114.4%	22.9	22.4	98%
3rd St	**16**	11,719	**16**	12,338	108.0%	241.8	284.7	131.8%	48.5	39.7	82%
Robertson Bl - Beverwil Dr		-	**617**	320		0	33.9				
Soto St	**251**	5,605	**251**	6,833	108.0%	148.6	229.3	128.7%	35.5	29.8	84%
Soto St - Griffin Av	**252**	723		-		29.5	0				
Compton Av	**55**	3,472	**55**	3,748	108.0%	103.1	116.3	112.8%	33.7	32.2	96%
Santa Monica Bl Local	**4**	10,078	**4**	17,892	107.3%	282.7	469.6	108.0%	38.3	38.1	99%
Santa Monica Bl Rapid	**704**	6,591		-		152.3	0				
Century Bl	**117**	4,293	**117**	4,604	107.3%	121.7	122.1	100.3%	35.3	37.7	107%
Western Av Local	**207**	15,611	**207**	16,592	106.3%	224.9	299	132.9%	69.4	55.5	80%
Downtown LA - South Arcadia via Huntington Dr/Las Tunas Dr	**78/79**	4,458	**78**	3,996	105.9%	159.2	139.7	118.5%	28.0	25.0	89%
Rose Hill - Arcadia via Huntington Dr		-	**179**	726		0	48.9				
Hollywood - Pasadena	**180/181**	8,221	**180**	5,614	105.3%	239	230.5	133.1%	33.9	26.8	79%
Hollywood Bl Fairfax Bl	**217**	4,255	**217**	7,524		128.8	259.1				
Huntington Park Shuttle	**611**	823	**611**	862	104.8%	49.8	46.7	93.8%	16.5	18.5	112%
Studio City - Beverly Hills	**218**	429	**218**	450	104.8%	25.1	32.4	129.1%	17.1	13.9	81%
Artesia - Pasadena via Atlantic Bl and Fair Oaks Av	**260**	6,165	**260/261**	5,803	103.5%	174.7	187.2	127.5%	35.3	28.7	81%
Pasadena - Altadena via Fair Oaks Av		-	**660**	580		0	35.5				
Pasadena - Highland Park - Eastern Av	**256**	581	**256**	0	103.5%	53.8	0	91.6%	12.8	14.4	113%

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Fremont Av - Eastern Av - Garfield Av		-	**258**	953		0	55.9				
El Monte - Pasadena via Temple City Bl and Del Mar Bl	**267**	955	**267**	729		67.2	46.2				
El Monte - Pasadena via Baldwin Av	**268**	778	**268**	427		54.3	29.8				
Arcadia - Santa Anita Av - El Monte		-	**287**	264		0	15.8				
Downtown LA - San Gabriel Bl	**487**	867	**487**	448		68.9	44.1				
Pasadena - Altadena via Lake Av, Lincoln Av		-	**662**	998		0	73.1				
Los Robles Av (687); Allen Av (686)	**686/687**	508		0		45.1	0				
Downtown LA - Norwalk - Disneyland	**460**	2,847	**460**	2,940	103.3%	153.1	150.7	98.4%	18.6	19.5	105%
Whitter Bl W 6th St	**18**	9,144	**18**	13,345		203.3	345				
Wilshire Bl Local	**20**	5,508	**20**	5,544	102.5%	183.9	248.4	136.8%	41.1	30.8	75%
Wilshire Bl Rapid	**720**	15,184	**720**	11,706		339.2	400.3				
Imperial Hwy	**120**	1,547	**120**	1,573	101.7%	87.7	87.7	100.0%	17.6	17.9	102%
Crenshaw Bl	**210**	8,484	**210**	8,606	101.4%	189.8	308	162.3%	44.7	27.9	63%
Montebello - Downtown LA via Cesar Chavez Av	**68**	3,938		-		102.3	0				
El Monte - Downtown LA via Garvey Av and Cesar Chavez Av	**70**	7,028	**70**	9,710	101.3%	182.1	292	123.9%	36.3	29.7	82%
Downtown LA - City Terrace - CSULA	**71**	434		-		29.5	0				
Montebello - Downtown LA - Monterey Park via Cesar Chavez Av & City Terrace		-	**106**	1,837		0	96.9				
Vernon Av, La Cienega Bl	**105**	8,345	**105**	8,382	100.4%	165.1	220.5	133.6%	50.5	38.0	75%
Plummer St, Woodman Av	**158**	807	**158**	807	99.9%	37.9	43	113.5%	21.3	18.8	88%
Figueroa St	**81**	6,322	**81**	6,234		160.3	202.5				
Downtown LA - Eagle Rock via York Bl	**83**	1,464		-	99.6%	75.6	0	123.5%	33.0	26.6	81%
East Hollywood - Highland Park - Rose Hill		-	**182**	1,517		0	88.9				
Venice Bl Local	**33**	5,750	**33**	11,532	99.3%	173.8	359.7	99.8%	32.2	32.1	100%
Venice Bl Rapid	**733**	5,862		-		186.6	0				
La Brea Av	**212**	5,779	**212**	5,738	99.3%	136.9	187.6	137.0%	42.2	30.6	72%
Manchester Av - Firestone Bl	**115**	6,584	**115**	6,451	98.0%	165	168.4	102.1%	39.9	38.3	96%
Laurel Canyon Bl	**230**	1,624	**230**	1,590	97.9%	57	56.4	98.9%	28.5	28.2	99%
Laurel Canyon Bl	**206**	5,946	**206**	5,775	97.1%	115.6	134.2	116.1%	51.4	43.0	84%
Sunset Bl (became Sunset Bl - Alvarado St)	**2**	6,323	**2**	12,906	96.9%	185.3	379.6	123.1%	43.2	34.0	79%
Alvarado St	**200**	7,001		-		123	0				

Line Description	Line (2019)	Avg Sunday Boardings 2019 Q2	Line (2025)	Avg Sunday Boardings Q2 2025	Sunday Ridership Recovery 2025 Versus 2019	Sunday RSH 2019	Sunday RSH 2025	RSH % 2025 Over 2019	Productivity Boardings/ RSH 2019	Productivity Boardings/ RSH 2025	Productivity % 2025 Over 2019
Florence Av	**111**	8,909	**111**	8,616	96.7%	211.3	213.6	101.1%	42.2	40.3	96%
Beverly Bl - W Adams Bl	**14/37**	6,981	**14/37**	6,577	94.2%	186.4	208.9	112.1%	37.5	31.5	84%
Broadway Local	**45**	8,396	**45**	8,564	93.8%	200.3	257.2	128.3%	39.1	28.6	73%
Compton Bl, Somerset Bl		-	**127**	999		0	77.3				
Broadway Rapid	**745**	1,803		-		60.5	0				
MLK - Hawthorne Bl	**40**	8,934	**40**	8,312	93.0%	246.5	298	120.9%	36.2	27.9	77%
Olympic Bl Local	**28**	6,974	**28**	6,393	91.7%	217.4	208.9	96.1%	32.1	30.6	95%
Telegraph Rd	**62**	2,081	**62**	1,905	91.5%	88.5	86.2	97.4%	23.5	22.1	94%
Paramount Bl	**265**	628	**265**	566	90.2%	37.5	37.5	100.0%	16.7	15.1	90%
Hoover St	**603**	4,928	**603**	4,803	88.8%	127.5	161.3	103.7%	34.7	29.8	86%
Silver Lake	**201**	479		-		28.1	0				
Coldwater Canyon Av - Devonshire St	**167**	1,038	**167**	887	85.5%	69.1	70.6	102.2%	15.0	12.6	84%
Vermont Av Rapid	**754**	8,906	**754**	7,589	85.2%	111.4	140.7	126.3%	79.9	53.9	67%
Washington Bl/W Jefferson Bl	**35/38**	3,001	**35/38**	2,511	83.7%	105.7	102.2	96.7%	28.4	24.6	87%
Melrose Av/Main St/San Pedro St	**10/48**	4,675	**10/48**	3,859	82.5%	145	144.5	99.7%	32.2	26.7	83%
Downtown LA - Artesia via Long Beach Bl	**60**	9,783	**60**	7,912	80.9%	224.3	305.2	136.1%	43.6	25.9	59%
Valley Bl	**76**	4,962	**76**	3,954	79.7%	137	152.8	111.5%	36.2	25.9	71%
Avalon Bl, W 7th St	**51/52**	13,829	**51**	10,864	78.6%	263.9	263	99.7%	52.4	41.3	79%
La Tijera Bl, Exposition Bl	**102**	1,394	**102**	1,087	78.0%	78.1	66.4	85.0%	17.8	16.4	92%
Riverside Dr	**96**	571	**296**	409	71.6%	38.8	31.4	80.9%	14.7	13.0	89%
G Line BRT - North Hollywood - Canoga Park - Chatsworth	**901**	10,231	**901**	7,184	70.2%	220.5	288.4	130.8%	46.4	24.9	54%
Pico Bl	**30**	8,181	**30**	5,674	69.3%	204	138.3	67.8%	40.1	41.0	102%
Santa Monica - Malibu via Pacific Coast Hwy	**534**	814	**134**	564	69.3%	44.4	51.3	115.5%	18.3	11.0	60%
Westwood - Pacific Palisades	**602**	384	**602**	219	56.9%	37.3	49.7	133.2%	10.3	4.4	43%
Warner Center Shuttle	**601**	696	**601**	234	33.7%	71	33.8	47.6%	9.8	6.9	71%
Alondra Bl		-	**128**	573	New Sunday Service	0	43.7	N/A	N/A	13.1	N/A
Tampa Av & Winnetka Av		-	**242/243**	1,010	New Sunday Service	0	55	N/A	N/A	18.4	N/A
Artesia Bl	**130**	921		-	Transferred to Municipal Agencies	57.2	0	N/A	16.1	N/A	N/A
Saticoy St		-	**169**	1,025	New Sunday Service	0	61.9	N/A	N/A	16.6	N/A
South Gate Shuttle	**612**	804			Replaced with Micro	52.7	0	N/A	15.3	N/A	N/A

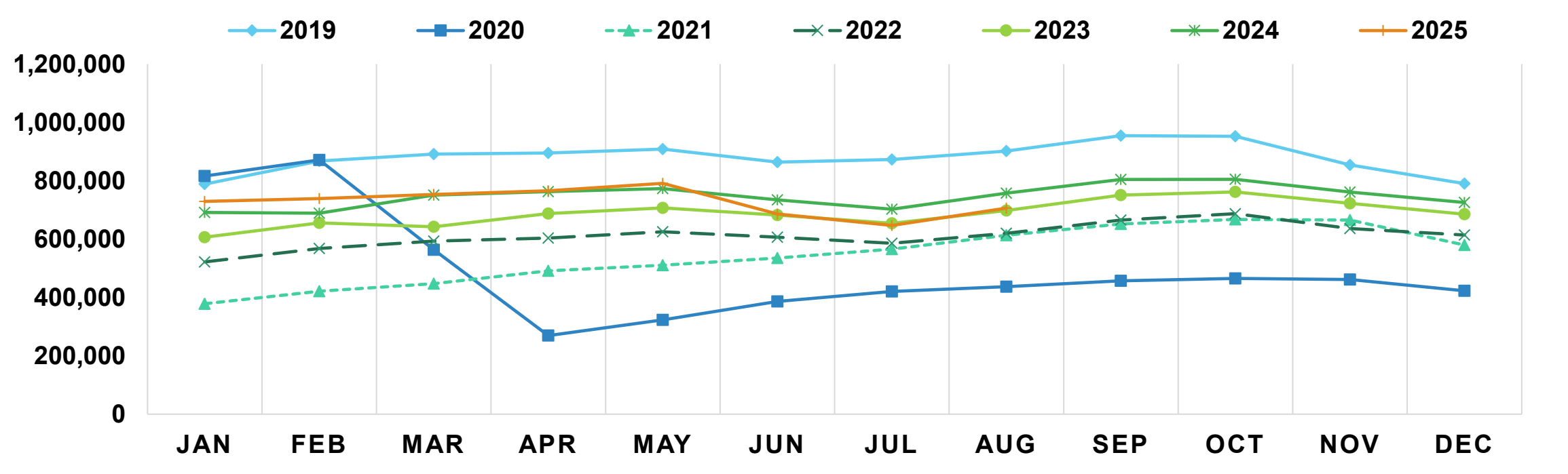
NextGen Ridership Update
Quarter 2, Calendar Year 2025

Operations, Safety, and Customer Experience Committee

October 16, 2025

Metro

Average Weekday Ridership 2019-2025



- Average weekday ridership recovery (Q2 CY 2025 versus pre-COVID 2019 Q1) declined for the first time in 2.5 years to 84.1%, down from 85.1% in Q2 CY2024. April (+0.4%) and May (+2.4%) were up, but June (-6.6%) was significantly down, likely an impact from immigration enforcement.
- Q2 CY2025 average Saturday ridership recovery was 90.9%, down from 92.4% in Q2 CY2024. April (+3.0%) and May (+1.8%) were up but June (-10.2%) was significantly down.
- Q2 CY2025 average Sunday ridership recovery was 102.8% of pre-COVID 2019 Q1 level, up from 100.3% in Q2 CY2024, thanks to strong growth in April (+7.7%) and May (+3.8%), even with a decline (-2.9%) in June 2025 compared to 2024.

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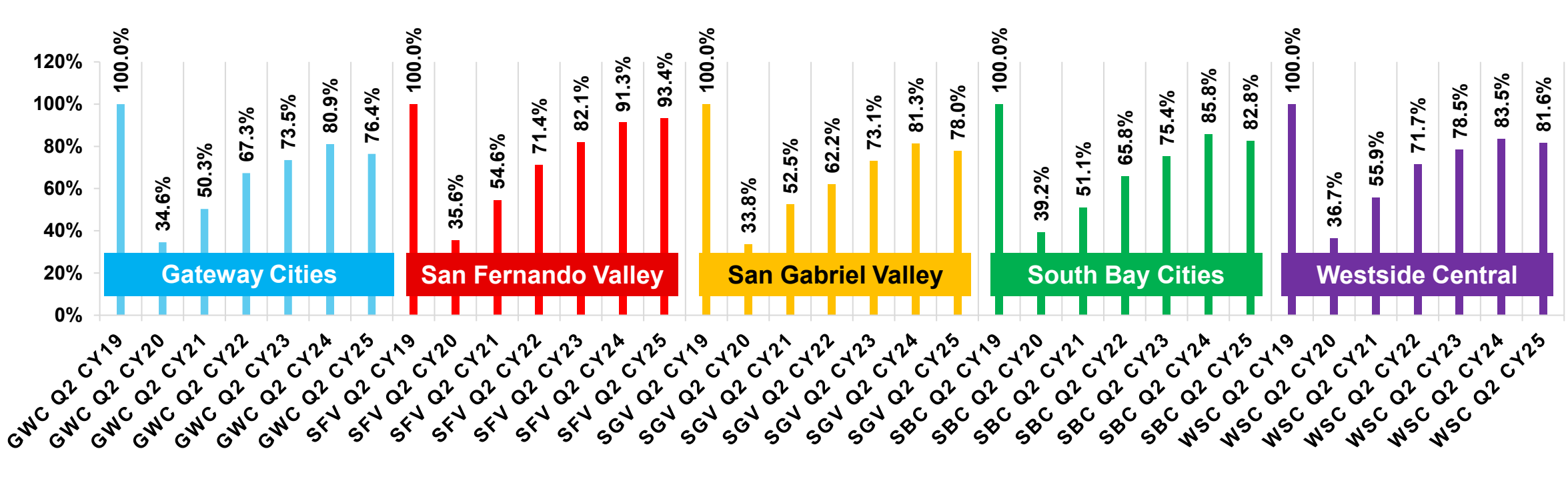
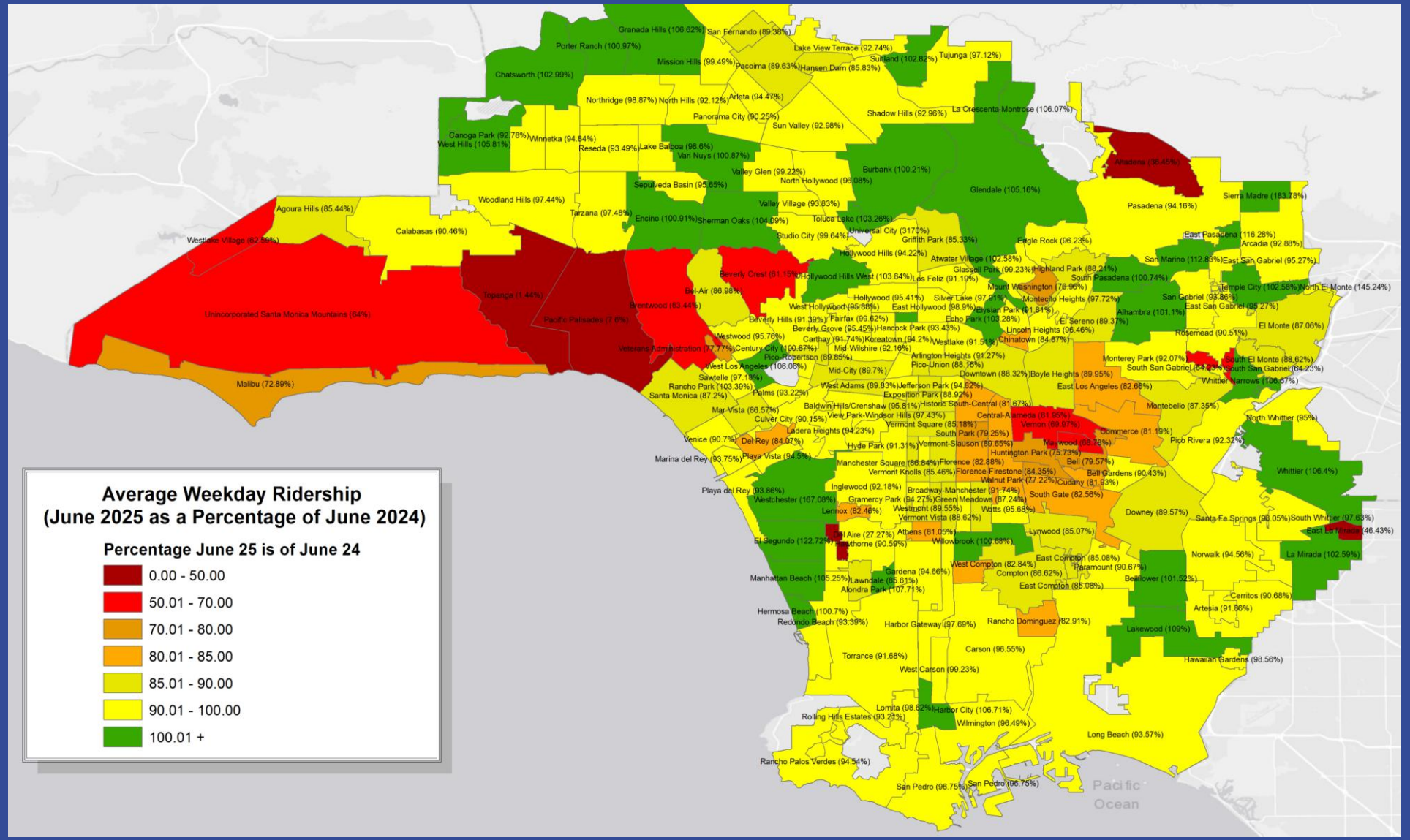
Average Weekday Ridership Recovery by Service Area Q2 CY2019 – Q2 CY2025



- Only the San Fernando Valley (SFV) service area had an improved recovery rates in Q2 CY2025: weekdays up to 93.4%, while the other four areas were down by 1.9-4.5% compared to Q2 CY2024. Largest declines were in Gateway Cities.
- SFV at 102.4% Saturdays (1.0% increase) and 117.4% (2.9% increase) Sundays compared to Q2 CY2024. Weekend recovery for the other four areas declined (-2.7% to -6.1% Saturday and -1.9 to - 4.8% Sunday).
- The EFC share of average weekday ridership continues to hold at 1.0% above pre-pandemic levels weekdays but has declined slightly on weekends.

Metro

June 2025 as % of June 2024 Average Weekday Ridership



Noticeably, larger declines are seen in the areas impacted by the January 2025 fires, and in parts of the southeast LA region where immigration enforcement were most common.

Weekday Ridership by Time Period Q2 CY2019 to Q2 CY2025

Time Period	CY2021 Q2	CY2025 Q2
Early AM (4 a.m.-6 a.m.)	48%	74%
AM Peak (6 a.m.-9 a.m.)	43%	70%
Base (9 a.m.-3 p.m.)	58%	86%
PM Peak (3 p.m.-6 p.m.)	50%	76%
Evening (6 p.m.-9 p.m.)	56%	82%
Late Evening (9 p.m.-12 a.m.)	59%	93%
Owl (12 a.m.-4 a.m.)	63%	95%

Midday ridership recovery (base) at 86% continues to exceed both AM peak and PM peak recovery from the pandemic, likely in response to NextGen Bus Plan's increased off-peak service frequencies.

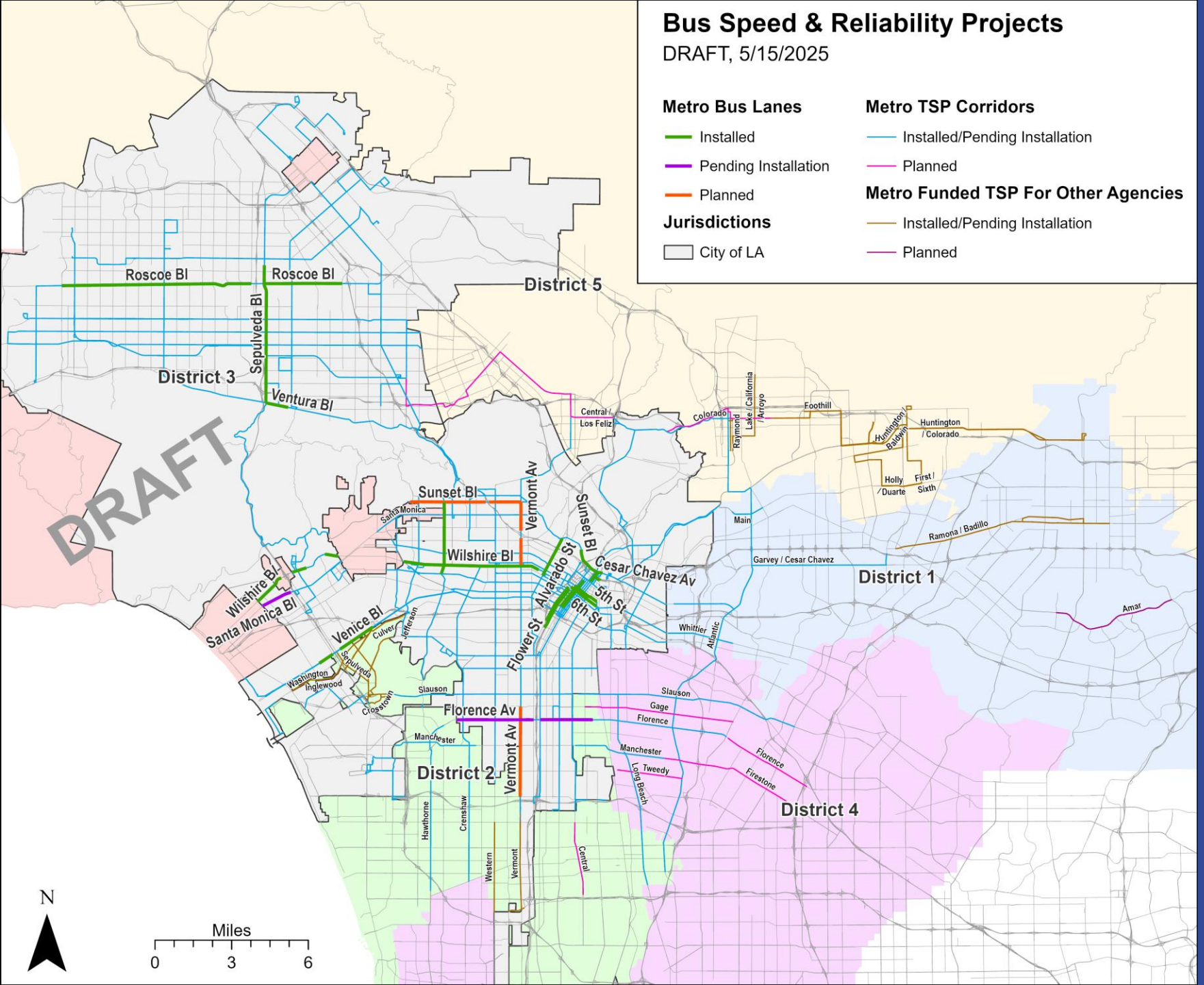
- AM peak remains most subdued at 70% compared to pre-pandemic as transit use has shifted due to telecommuting and more off-peak travel to service jobs.
- PM Peak at 76% has stronger recovery than AM peak but both peaks saw the biggest declines in recovery.
- Late evening and Owl ridership periods recovered most strongly at 93% and 95% as these periods typically serve transit-dependent shift workers. These periods were the only ones to increase their recovery rates.

Average Line/Group Ridership Recovery

- In Q2 CY2025, ridership fully recovered to above pre-pandemic levels on 19 weekday lines (down from 28 in Q1 CY2025 but up from 18 in Q2 CY2024), with 32 Saturday lines (down from 50 in Q1 CY2025, but up from 24 in Q2 CY2024), and 44 Sunday lines (down from 50 in Q1 CY2025 but up from 40 in Q2 CY2024).
- Ridership recovery continues to be strongest where NextGen has invested in improved frequencies or in response to line restructurings, but many of the busiest lines also saw the biggest declines in Q2 CY2025.
- Ridership declines were widespread in Q2 CY2025 in June 2025 due to immigration enforcement.
- Lines serving downtown LA and other regional office locations and with lower frequency continue to recover more slowly, with better ridership recovery for lines receiving improved frequencies.
- Productivity (boardings/revenue service hour) in Q2 CY2025 compared to pre-pandemic was reduced for weekday, Saturday, and Sunday due to significant service investment exceeding ridership growth.

Number of Lines with Above Average Recovery in Q2 CY2025	Of 81 Total Weekday	Of 75 Total Saturday	Of 74 Total Sunday
Tier 1	15	16	12
Tier 2	14	13	13
Tier 3	9	11	9
Tier 4	4	5	4
Total	42 (52%)	45 (60%)	38 (51%)

Metro



Speed & Reliability Updates

Bus lane progress

- 70.7 lane-miles complete
- 12.6 lane-miles pending installation
- 11.5 lane-miles planned

Florence Av

- 10.2 lane-miles under construction

Sunset Bl

- 8.4 lane-miles planned between Vermont Av and Havenhurst Dr

Recent on-board rider bus lane survey

- 71% reported faster travel times
- 69% reported improved reliability

Transit Signal Priority (TSP)

- Upgrading 2,000 TSP signals to cloud-based technology with 500 new TSP signals. Complete by end of 2026.

Bus stop consolidation

- 318 stops consolidated to balance speed and accessibility on Metro's busiest lines.

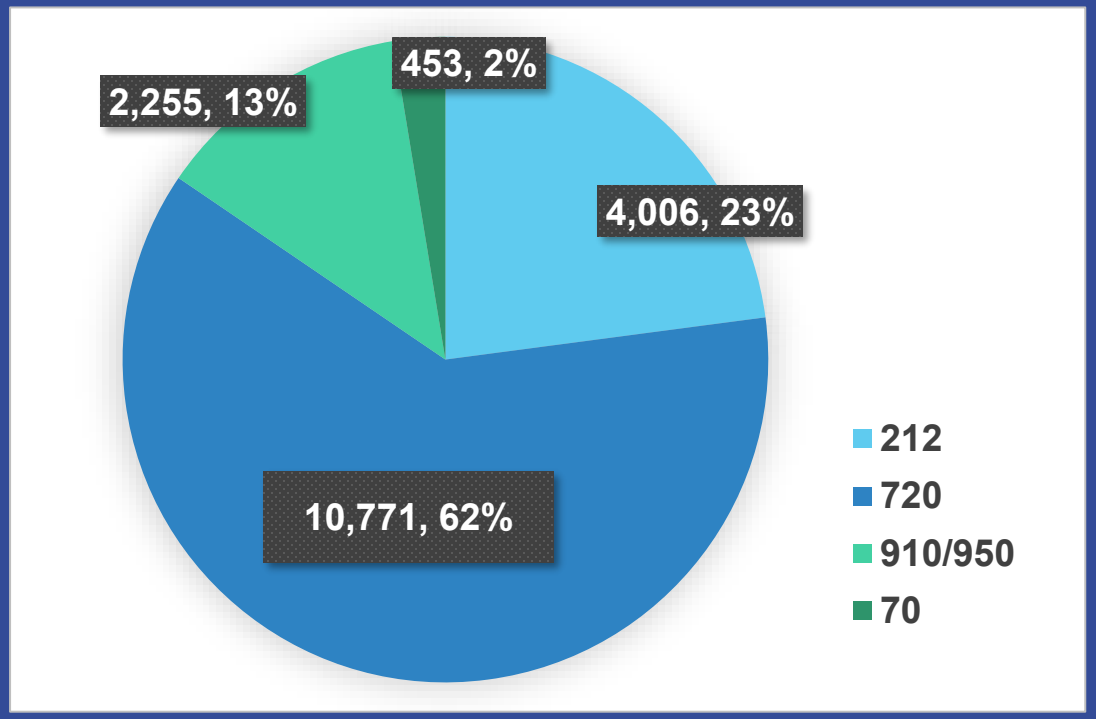
All door boarding

- Three pilot lines continue operation
- Launch systemwide pending successful testing and software update.

Headway Based Operation Pilot

- Pilot completed for Line 16

Bus Lane Enforcement (BLE) Program August 2025 Update

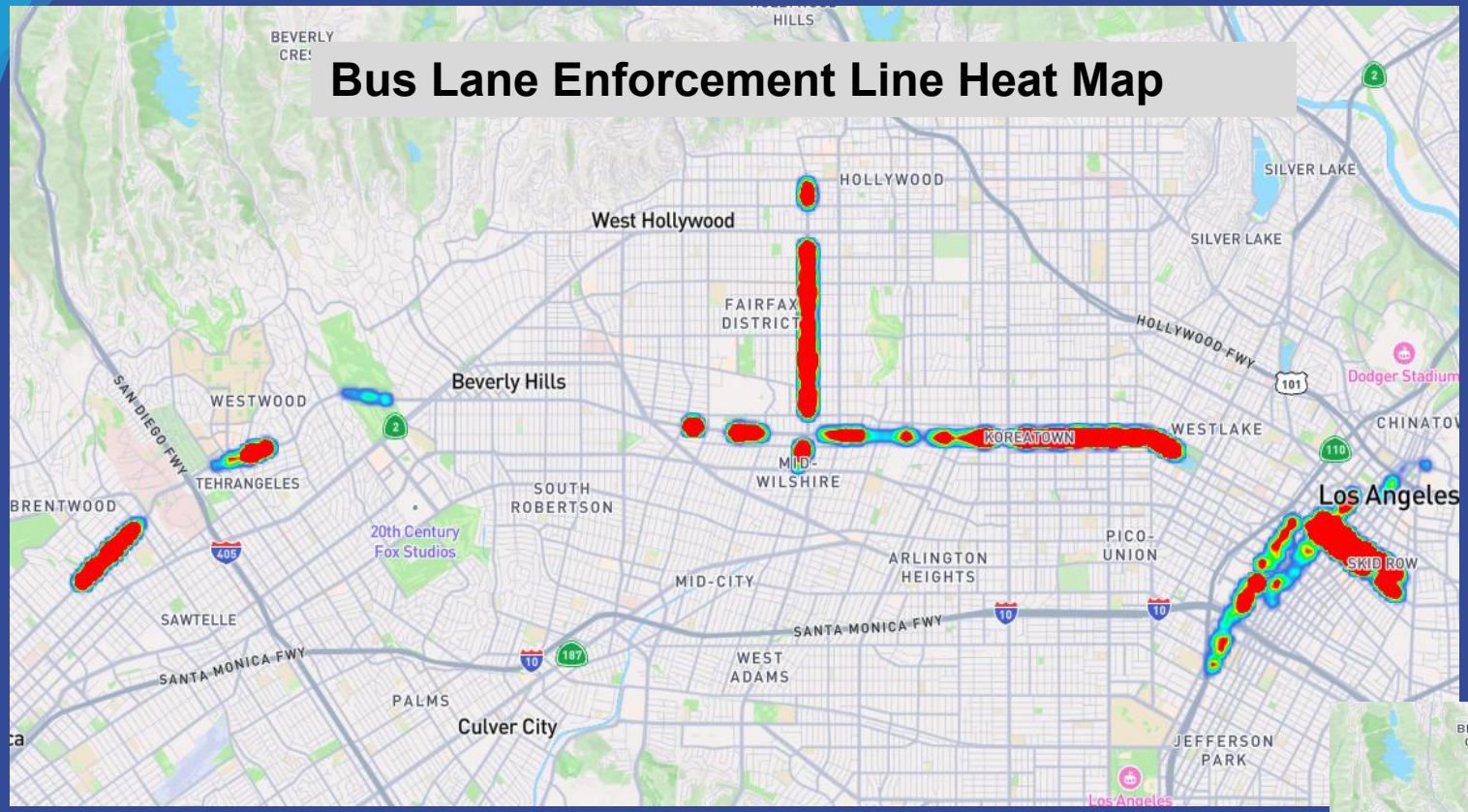


- Approved by LA City Council October 2024
- 100 bus fleet vehicles launched May 12, 2025
- Implemented on Lines 212, 720, 910/950, 70
- West Hollywood launched on Lines 212 on July 1, 2025
- 22.69 miles of bus lanes
- 183 bus stops enforced

August 2025 Enforcement

- 74% (177) of all bus lane locations with 10+ events
- 46% (85) of bus stops with 10+ events
- 771 bus lane events per mile
- 5,325 bus stop events
- 10% repeat offenders
- 22,361 events
- **16,222** citations processed

Metro



Top 5 Reasons for Event Rejections

- No Violation
- Vehicle – Authorized Transit
- Unable to Read State
- Vehicle - Local/State/Federal Government
- Vehicle - Utilities

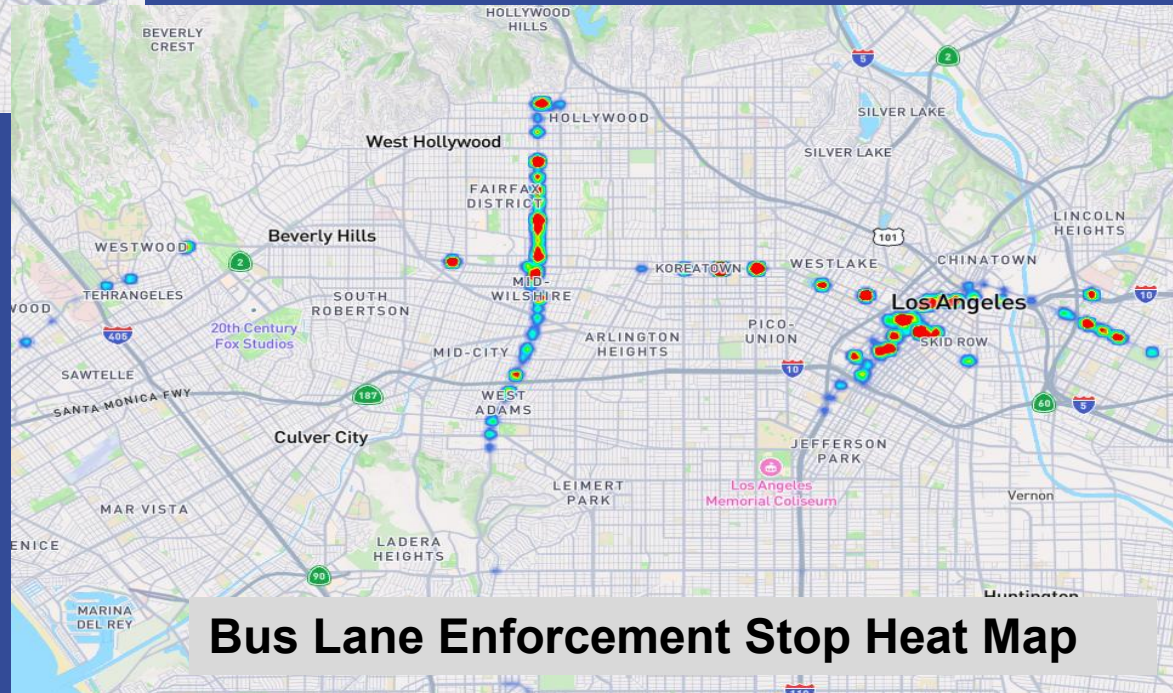
Top 5 Bus Stop Violation Locations

- Olive St @ Olympic Bl: 389
- Wilshire Blvd @ Irolo St: 316
- Cesar Chavez Av @ Chicago: 282
- Grand Av @ 3rd St: 203
- Grand Ave @ 8th St: 195

Top 5 Bus Lane Violation Locations

- Eastbound 6th St @ Grand Av: 684
- Eastbound 6th St @ Broadway: 567
- Westbound Wilshire Blvd @ Shatto Pl: 537
- Southbound Flower St @ Cameron Ln: 480
- Southbound La Brea Av @ 1st St: 459

Metro



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

File #: 2025-0780, **File Type:** Informational Report **Agenda Number:** 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 16, 2025

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

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

DISCUSSION

The Metro Department of Public Safety (DPS) is responsible for overseeing safety initiatives on the Metro system, working in coordination with other departments, including Operations, Customer Experience, Risk, Corporate Safety, and Asset Management. DPS forms the foundation of Metro's comprehensive approach to safety and security, focused specifically on protecting customers and employees by mitigating against crime and other societal issues impacting the transit system,

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

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

OVERVIEW

As Metro strives to continually improve and more accurately measure the impact of its public safety initiatives, staff has established the following outcomes, which are strategically focused on the CEO's three-pronged approach.

- **Continue to increase monthly ridership.** In August, Metro ridership was 25,257,515, which is a 6.3% increase since staff first observed a decrease in ridership this past June (23,751,607). In fact, this month's ridership also exceeds ridership from June 2024 (25,181,475), indicating that Metro is trending back in the right direction. There was a 6.7% decrease compared to the same month of August during the previous year (25,257,515 vs. 27,066,446). Many factors influence ridership patterns, including closures due to holidays, construction and changes in people's daily routines. Tracking monthly ridership numbers allows staff to assess the overall effectiveness of all three safety initiatives.

- **Ensure access to the system is used solely for transit**. Metro's proactive strategy, which includes fixed security posts of uniformed personnel, roving patrols, frequent station and cleaning, physical security and environmental improvements, has led to significant improvements in access control and safety, as well as noticeable positive changes in cleanliness across the Metro system's ancillary areas. The notable improvements in cleanliness, as well as the reduction and removal of encamped areas, coupled with increased enforcement and accountability for those who trespass in the ancillary areas, are positive measures of the effectiveness of Metro's access control safety improvement strategies and tactics. Law enforcement made 228 trespassing arrests, and there was one arrest of an individual from the ancillary areas, initiated by Contract Security (CS) after an ancillary alarm was triggered.

- **Connect homeless riders to housing**. Metro Homeless Outreach Management & Engagement (HOME) referred 207 people to interim housing and placed 21 people into permanent housing in August, bringing the total to 424 connections to housing for FY26. Meeting 20% of the FY26 goal of 2,100 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues, specifically homelessness.

- **Facilitate the reduction of violent crime**. Crimes Against Persons (violent crimes) systemwide decreased by 10.7% in August 2025 compared to July (158 vs. 177), marking the lowest total for August systemwide since 2021. This was mainly due to decreases in aggravated assaults and robberies. When compared to August 2024, Crimes Against Persons decreased by 21.4% in August 2025 (158 vs. 201).

- **Facilitate the reduction of property crime**. Crimes Against Property decreased in August 2025 by 4.1% (71 vs. 74) compared to the previous month due to decreases in thefts. When compared to August 2024, Crimes Against Property increased by 4.4% in August 2025 (71 vs. 68).

- **Facilitate the reduction of narcotics, trespassing, and other crimes against society**. Arrests for Crimes Against Society increased by 10.4% in August 2025 compared to the previous month (383 vs. 347) due to increases in narcotics and trespassing arrests. This could be attributed to the Los Angeles Sheriff Department's (LASD) undercover operations at Filmore Station in response to an increase in narcotic activity in the area, resulting in a total of five arrests. The Los Angeles Police Department also conducted crime suppression for a day around North Hollywood Station, making a significant arrest for narcotics and two loaded firearms. When compared to August 2024, Crimes Against Society decreased by 60.5% in August 2025 (383 vs. 970). More details can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

Safety improvement and crime mitigation strategic responses to outcome trends are included in subsequent sections.

CUSTOMER COMMENTS

Metro believes in continuously listening to, learning from, and responding to customer feedback. Using various sources, including Metro's social media accounts, the Transit Watch app, and the Customer Call Center, staff assessed the public comments and sentiment of the Metro system. DPS monitors general sentiment, while actionable security concerns are reported in weekly calls with security and maintenance teams. Any customer comments about criminal activity are forwarded to law enforcement for investigation and reporting.

The number of security-related reports submitted on the Transit Watch app decreased month-over-month from July to August, dropping from 4,563 to 3,939, mainly due to a decline in graffiti reports. The Security Operations Center's Security Control Specialists met the department's FY26 target alert reaction times of 120 seconds, with an initial reply of 34 seconds in August. This target reaction time ensures a faster process for determining the proper resources to dispatch for response and improving the initial actions at the onset of a call for service.

Overall Sentiment and Engagement

Public sentiment on safety and security is assessed by analyzing social media and Transit Watch app reports from the public, as well as Ambassadors, Contract Security, and Law Enforcement. Most reports from the Transit Watch app come from Ambassadors and Contract Security; therefore, the monthly sentiment data may reflect their perspectives more than those of transit riders.

In August, the overall sentiment about safety and security increased from the previous month. Just as in the prior month, the most positive comment was about the system's visible security presence, highlighting the new faregates at stations.

- August 15 - A post on Reddit titled "I had a fun Metro Day trip today!" generated positive

engagement, where the rider noted the new taller faregates at several stations along the B Line.

Like previous months, the Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch reports by Ambassadors and the public. There were 12,453 mentions in August, a 7% decrease compared to July. Most of these engagements mention graffiti at stations or malfunctioning fare gates, displays, or elevators, which tend to carry a negative sentiment. The DPS collaborates with other Metro departments and law enforcement partners on a weekly basis to coordinate efforts and develop solutions for these reported issues.

From July to August, the topics that are directly tied to personal safety, like fights and harassment, increased by 10%. These findings have been shared in DPS's Public Safety Operations, Communications, Analytics, and Intelligence meeting for department leadership awareness, collaboration with our contracted lead enforcement agencies, and potential impacts on deployments. When discussing safety and security at specific Metro stations, the following stations garnered the most conversations in August:

1. Westlake/MacArthur Park Station - mainly due to discussions primarily focused on significant improvements in fare evasion prevention efforts and facility improvements
2. Union Station - driven by positive responses to enhanced security presence
3. Wilshire/Vermont Station - primarily due to positive mentions of new taller fare gates at the station

Most Common Customer Concerns

To assess the most common customer concerns from the public, Metro looked at incidents submitted through the Transit Watch app by the public. The three most reported types of incidents are property crime related to graffiti (30% of reported incidents), smoking/alcohol/drugs (23% of reported incidents), and fights or disturbances (17% of reported incidents). Below are the top three locations for each incident type for August 2025:

1. Graffiti - Sierra Madre Villa Station, Vermont/Beverly Station, and North Hollywood Station, where several reports were received for graffiti inside of elevators
2. Smoking/Alcohol/Drugs - 7th Street/Metro Center Station, Westlake/MacArthur Park Station, and Willowbrook/Rosa Parks Station, where riders have reported seeing people doing drugs at the stations and smoking inside the trains
3. Fights or Disturbances - Westlake/MacArthur Park Station, Slauson Station, and Washington Station, where reports were submitted for people arguing loudly and playing loud music on the platforms and on the trains

While the majority of ridership occurs on buses, most reports on the Transit Watch app focused on rail stations. Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. This variance in reporting could be partially attributed to the fact that there are more factors to report about rail stations compared to buses, such as elevator/escalator issues, the mezzanine areas, and activities leading into a station. Even so, Metro promotes the Transit Watch app to all customers online through its website and social media channels, as well as through signage within the bus and

rail system. Metro continuously works to identify ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct. These observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. More details on deployment are provided in the section below.

Additionally, DPS, along with Customer Experience, actively works on mitigating drug use on our system. Staff work collaboratively with other public safety personnel to regularly review various data sources and adjust deployments of uniformed personnel. Law Enforcement, MTS, and Contract Security enforce the penal code and Code of Conduct, respectively. LAPD and LASD actively disrupt narcotics distribution when it is observed or reported by an employee or rider. In August, LAPD and LASD made 127 arrests (LAPD - 117; LASD - 10) for narcotics, while MTS cited zero individuals for smoking/vaping. In comparison, LAPD and LASD made 68 arrests (LAPD - 60; LASD - 8) for narcotics in July, while MTS cited two individuals for smoking/vaping. Metro's public safety personnel are also equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details). More details are included in the Deployment section of this report.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for August, which are intended to promote the safe access and usage of the transit system, as well as prevent and reduce crime or other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal and municipal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for August.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	July 2025	August 2025	Rolling 12-Month Average	July 2025	August 2025
LAPD	507	497	561	751	559	799
LASD	109	101	80	110	95	69
Total	616	598	641	861	654	868

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

In August, the two law enforcement agencies made 641 arrests and issued 868 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

A primary role of MTS is fare enforcement and Code of Conduct enforcement. In August, Transit Security Officers issued 33 citations and 47 written warnings. Refer to Attachment D for more details on MTS activity and deployment this month, and a demographic breakdown of those cited.

In addition to these enforcement responsibilities, MTS also engages in educating patrons about having valid fare media on their TAP cards, explaining how TAP-to-Exit works at end-of-line stations, and overseeing the weapons detection pilot at designated stations.

All the violations were due to individuals failing to provide proof of fare. Approximately 83% of these violations were issued at TAP-to-Exit locations: Downtown Santa Monica (4%), Downtown Long Beach (5%), and APU/Citrus (1%). Although the TAP-to-Exit program has been paused at Union Station and North Hollywood Station since April 10, MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct and those failing to provide proof of fare by conducting fare checks as riders are exiting these stations (Union Station (30%) and North Hollywood (48%)). This is shown by the citations still being issued at those stations. Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

Metro Ambassadors

Metro Ambassadors provide support to riders, connect them to resources, and report safety incidents or maintenance needs, thereby helping to improve the perception of safety and the overall customer experience. In August 2025, Ambassadors were deployed on all rail lines as well as the G Line and the J Line. See Attachment E for more details on Ambassador deployments this month.

In August 2025, Ambassadors conducted 66,426 customer engagements and reported:

- 4,845 cleanliness issues (8% increase from July 2025)
- 2,127 graffiti incidents (20% decrease from July 2025)
- 744 elevator and escalator problems (19% increase from July 2025)

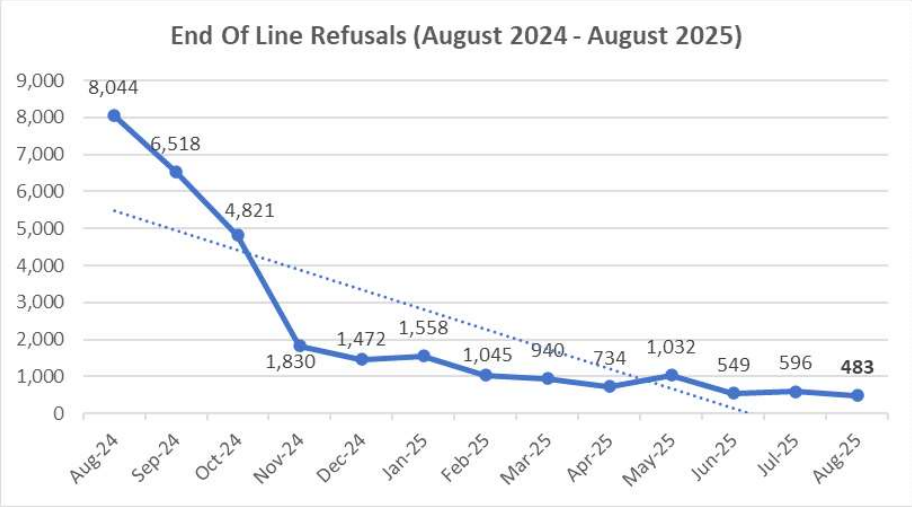
The increase in reported elevator and escalator problems is largely due to increased misuse, abuse, and vandalism, which could be partially attributed to students returning to school. Metro's Facilities Contracted Maintenance will identify the stations with the highest number of issues and initiate more frequent sweeps to minimize outages, which can impact access and safety for older adults, people with disabilities, and other vulnerable users.

Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. The BSTs are augmented with law enforcement support. In August, there were 1,626 and 8,718 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Staff are seeing a substantial year-over-year decline in refusal rates. August 2025 also recorded a 94% decrease in offloading refusals compared to August 2024. This significant decline underscores the effectiveness of Metro's ongoing strategies and interventions aimed at enhancing compliance and engagement.



In addition, MTS BSTs conducted EOL operations during Owl Service on the G Line to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In August, these operations resulted in 117 removals at Chatsworth Station between August 4 and August 15 for non-compliance and 142 removals at North Hollywood Station between August 18 and August 29 for non-compliance. MTS officers focus on connecting individuals to homeless outreach services rather than issuing citations and warnings, unless the person is uncooperative. Homeless outreach workers are deployed at end-of-line stations to offer resources and services to mitigate unfavorable impacts in EOL station communities. Deployment of homeless outreach workers at EOL stations varies based on system wide needs and public safety priorities.

ACCESS CONTROL & STATION EXPERIENCE

Ancillary Areas Motion 30 Response - Quarterly Update

The following is a quarterly update outlining progress on securing and cleaning ancillary areas as required by Motion 30 (Attachment F) by Directors Bass, Horvath, Krekorian, Najarian, Solis, and Hahn. This Motion increased Contract Security at all subway stations and mandated more inspections of ancillary areas. During this time, response efforts shifted to prioritize arresting trespassers over removals. Two years after the initiative started in August 2023, significant improvements are evident in the continued trend of reduced trespassing removals and arrests.

The chart below illustrates the stark difference in trespasser removal and arrests between 2023, 2024, and the eight months of 2025, reflecting the effectiveness of Metro’s efforts to clean and secure ancillary areas in its underground rail stations.

Before August 2023, the primary action towards ancillary trespassers was removing them from the area. As the policy shifted from August to September 2023, the numbers also shifted, with a reduction in removals and an increase in arrests.

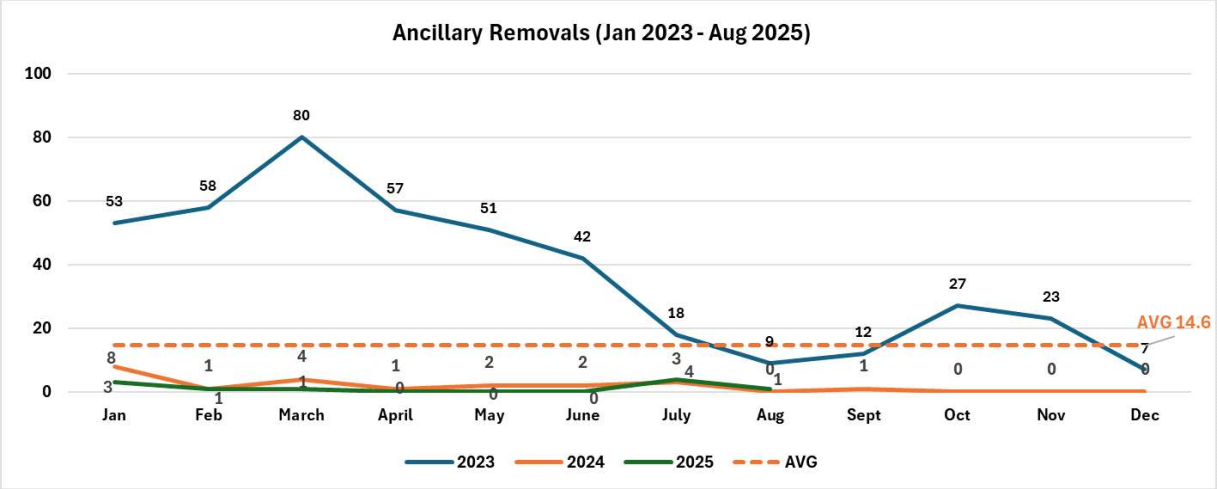
- In 2024, the average number of trespasser removals per month decreased by 95%, from 36.4 in 2023 to 1.8 in 2024. Now, for the eight months of 2025, there has been an average of 1.25

trespasser removals per month.

- Conversely, the average number of monthly arrests for trespassing increased by 186% in 2024 compared to 2023 (15 vs. 5.2). The average number has since dropped further to 3.2 for the eight months of 2025.
- Only 12.6% of trespassers were reported as arrests in 2023, but after the agency's policy changed, from removing trespassers from the area to arresting them, and implementation began in August 2023, this number increased to 89% in 2024. This has since dropped somewhat to 73% for the first eight months of 2025.

Following the dual success of increased Contract Security presence and arrest actions, together with regular monitoring and cleanups, the number of trespassers encountered in the ancillary areas has been seriously reduced.

- The average number of trespassers encountered on a monthly basis declined from 42 in 2023 to 17 in 2024 to 4.5 during the period between January and August of 2025.
- Focusing on eight months (January to August), there were 355 trespassers in the ancillary areas in 2023. This number decreased by 53% in 2024 and decreased by another 75% in 2025 (166 in 2024 vs. 42 in 2025).



Due to the continued effectiveness of this policy change, the ancillary areas are now much cleaner, and the updated protocols effectively deter unauthorized access, addressing previous concerns and disruptions to critical infrastructure in these areas.

Maintenance

- Custodial Services continue to maintain the cleanliness of all ancillary areas along the B, D, E, and K lines by performing a weekly cleanup in each corridor.
- The maintenance team has increased the time for the audible alarm to activate when emergency exit doors at the B and D Line stations are entered by trespassers.
- The maintenance team is progressing with the installation of the upgraded Intrusion Detection System (IDS) with cameras, strobe lights, and announcements at the B and D Line ancillary areas. Installations are complete at Westlake/MacArthur Park, Vermont/Sunset, Pershing

Square, and Vermont/Beverly stations.
    - Before these targeted efforts began, special cleanup requests were received daily from at least 12 of the 16 underground stations on the B and D Lines.
    - These requests decreased to once a week at two of the 16 stations, which was a direct result of the increased frequency of corridor inspections by Contract Security officers, maintaining an increased frequency of station corridor cleaning, and new cleaning products.
    - The number of special cleanup requests has remained low for at least nine consecutive months.
- As part of these targeted efforts, Metro also updated standard operating procedures for chemical and staff safety and equipment to protect staff from potential exposure to untreated corridors.

Security
- 87 Contract Security officers continue to be deployed 24/7. As of May 17, 2025, Wilshire/Western and Wilshire/Normandie were temporarily closed due to ongoing construction, decreasing coverage from 24 to 22 subway stations on the B, D, E, and K lines. The stations reopened for revenue services on August 25, 2025.
- Contract Security inspects every ancillary area nine times daily and arrests any trespasser that they encounter. Contract Security efforts resulted in one trespassing arrest in ancillary areas in August.
- Contract Security continues to support ancillary cleaning efforts by providing security escorts for the Metro custodian staff during cleaning operations.
- Contract Security reports property damage and submits repair and clean-up requests received via the Metro Transit Watch app that occur outside the regularly scheduled clean-up times.

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

- To improve rider wayfinding from the western end of the Rail to Rail path to Fairview Heights K Line Station, staff installed new signage.
- To enhance natural surveillance at Azusa Downtown Station, staff worked collaboratively with the City of Azusa and Foothill Transit to upgrade the elevator programming, install environmental improvements, and introduce daily paid parking into the formerly underutilized parking structure. Within the first two weeks of completion, staff have seen a dramatic increase in parking utilization and visibly improved conditions.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best practice interventions. This includes the following:

- Staff are working with the City of Santa Monica to address the misuse of the emergency exit to trespass at Downtown Santa Monica Station.
- There are ongoing challenges with vandalism and illicit activity returning to Reseda Station.

Staff is having Throne review their data to better understand the disproportionate pattern of vandalism and working to repair and restore station amenities that helped improve safety and cleanliness.

- Staff are working to coordinate a multi-pronged approach using HOME teams, fencing repairs, and technology advancements to address persistent break-ins of the emergency exit pathway underneath the Patsaouras Busway Station along the I-10 Express Lanes.
- Staff conducted a walkthrough at Expo/La Brea Station to assess ongoing safety and maintenance challenges, particularly around the seating area near the local business dumpster, which has become a hotspot for non-transit gatherings and illicit activity.
- After receiving feedback that some amenities at the El Monte Bus Station are outdated, staff conducted a site visit and are working to make the necessary repairs and upgrades to bring the station into the current technology standards.
- Maintenance Staff are working with DPS, LASD, and LASD's Homeless Outreach Services Team (HOST) to address copper thefts and growing RV encampments near Del Amo Station; and
- With evidence of inappropriate activity, particularly in the station parking lots, at Sherman Way Station, staff are working with its Facilities Maintenance partners in the region to implement parking lot user safety improvements.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Greater Los Angeles faces societal issues like any other metropolitan area, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system and improve access to mental health and substance abuse resources. Metro also works with the Los Angeles Homeless Services Authority (LAHSA) annually on the Point-in-Time count, which is used to gauge the impact of the public safety ecosystem on the number of unhoused individuals who use the system for shelter. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement communicate and coordinate weekly, sharing data and any notable trends with each other to address end-of-line and hotspot stations where societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In August, MDTs enrolled 670 people into the Homeless Management Information System (HMIS), referred 207 people to interim housing, and placed 21 people into permanent housing. For FY26, 1,254 people have been enrolled into HMIS and connected 424 to interim or permanent housing thus far.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, DPS's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. In

August, LAPD's HOPE team engaged 135 individuals, referring 25 of them to services. LASD's MET had 353 engagements and referred 4 of them to social services. More details can be found in Attachment C. Metro also collaborates with the LA County Department of Mental Health (DMH), as Metro staff have been trained to identify individuals appropriate for referrals, and select DMH staff can access the system when mental health crises occur.

Systemwide Crime Stats - August 2025 vs. July 2025

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

Overall, Crimes Against Persons (violent crimes) had a decrease in August (158 vs. 177 in July) due to decreases in aggravated assaults and robberies. This marked the lowest total for August systemwide since 2021. LAPD and LASD did not identify any trends or patterns for this month; however, from August 22 to 29, LAPD surged its Metro bus boardings across the city in response to the violent incident that resulted in the death of a Metro rider on August 22. Similarly, MTS deployed a BST in the area until September 26. This increased uniform presence could have impacted the decline in violent crimes.

Crimes Against Property saw an overall decrease in August compared to July, despite an increase in thefts on the bus system (16 vs. 7) and a decrease on the rail system (26 vs. 45). Law enforcement did not observe any notable patterns in these increased thefts and continues to monitor for any suspicious activity.

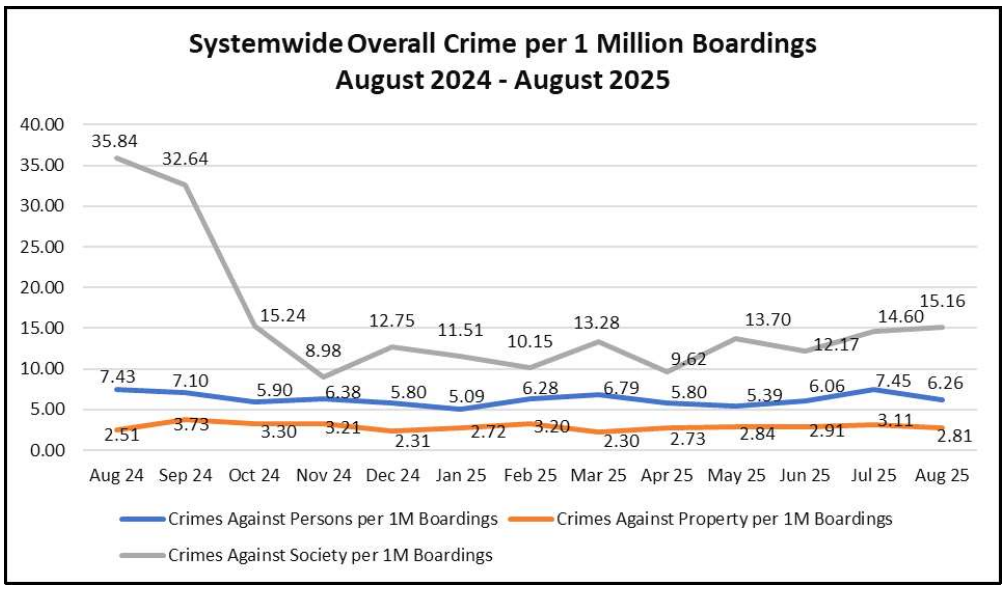
Crimes Against Society increased in August due to arrests for trespassing and narcotics. This could be attributed to special operations conducted by LASD and LAPD. On August 4 and 25, LASD's Special Assignment Unit conducted one-day undercover operations at Filmore Station in response to an increase in narcotic activity in the area, resulting in a total of five arrests. LAPD's Special Problems Unit conducted crime suppression in and around North Hollywood Station on August 11, making a significant arrest for possession of narcotics and two loaded firearms. Crimes in these categories fluctuate in relation to enforcement levels.

<u>August 2025</u>

- Crimes Against Persons decreased by 10.7% in August compared to July (158 vs. 177).
    - On the rail system, Crimes Against Persons decreased by 21.4% (81 vs. 103) due to decreases in aggravated assaults (18 vs. 32) and batteries (40 vs. 50).
    - On the bus system, Crimes Against Persons increased by 4.1% (77 vs. 74) due to decreases in batteries (37 vs. 28).
- Crimes Against Property decreased by 4.1% in August compared to July (71 vs. 74).
    - On the rail system, Crimes Against Property had a decrease due to a decrease in thefts (26 vs. 45).
    - Crimes Against Property increased by 50.0% on buses as a result of an increase in thefts (16 vs. 7).

- Crimes Against Society increased by 10.4% in August compared to July (383 vs. 347).
  - On the rail system, Crimes Against Society increased by 5.2% (341 vs. 324) due to decreases in narcotics (96 vs. 73) and trespassings (241 vs. 237).
  - On the bus system, Crimes Against Society increased by 82.6% (42 vs. 23), due to increases in narcotics (31 vs. 16) and trespassing arrests (8 vs. 3).

Per One Million Boardings



Crimes Against Persons (violent crime) per one million boardings systemwide decreased by 16.0% in August 2025 compared to July (6.26 vs. 7.45), marking the lowest violent crime rate for August systemwide since 2019. Refer to Attachment H for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly and as conditions require.

Mitigating Assaults Against Frontline Employees

Assaults on Metro Employees & Contractors		
Type	**Jul-25**	**Aug-25**
Bus Operators	2	5
Rail Operators	0	0
Transit Security Officers	0	0
Contract Security Officers	14	11
Ambassadors	3	0
Blue Shirts	0	0
Custodians	1	2
Total	**20**	**18**

Bus Operators

Metro's law enforcement partners reported five operator assaults in August, an increase from July (5

vs. 2) and a significant decrease from August 2024 (5 vs. 17). Using physical force, spitting, and using a weapon or object were the methods of assaults on operators. Of the five assaults reported, four occurred inside the vehicle, and two reported a barrier in use.

The incidents that occurred inside a bus included a suspect leaning against the barrier door and spitting through the gap in the enclosure, hitting the operator in the face, and resulting in an arrest. Another assault occurred when the suspect attempted to break into the operator barrier and stab the operator with a screwdriver; the suspect exited the bus, vandalized the windshield, and fled the scene. Two assaults inside the bus happened as the operators left their seats to walk to the back of the bus to speak to patrons due to Code of Conduct violations: A group of juveniles, who were drinking on a bus pepper-sprayed the operator; and a suspect, who was harassing other passengers head-butted the operator. The suspect in the latter incident was arrested. The remaining assault occurred while the bus operator was at a bus layover and was confronted by a suspect and punched in the face. More details on assault methods and reasons can be found in Attachment I.

Staff continues to see a decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. Staff will continue to analyze assaults as more months of data are collected.

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

Other Frontline Staff
Assaults on frontline staff (excluding operators) decreased from 18 in July to 13 in August. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff, throwing an object, spitting on an employee, throwing liquid, and using verbal threats. Of the thirteen assaults in August, five occurred on the B Line, three occurred at Union Station (not line-specific), two occurred on the A Line, one occurred at 7th St/Metro Center Station (not line-specific), one occurred on the E Line, and one occurred on the J Line.

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation techniques, arrest procedures, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults. For frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation training to better manage uncooperative or aggressive individuals. More details on assault methods, reasons, and mitigations can be found in Attachment I.

EQUITY PLATFORM

The Metro transit system spans many diverse communities across Los Angeles County. The diversity of Metro's service area includes economically and ethnically diverse areas, as well as diversity in regard to crime and public safety needs. Metro continues to take a cross-disciplinary approach to

sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro's system is equitable across Los Angeles County.

Metro's rider population includes vulnerable people, many of them unhoused, who utilize and ride on the system as a means of shelter. Experience has shown that this often has an undesirable impact at the end-of-line (EOL) stations. Contract Security and MTS Bus Safety Teams regularly conduct EOL offloading operations at rail and bus stations, respectively, setting a consistent, compassionate, and equitable standard on what riders should do upon reaching the last station. In August, MTS BSTs focused on Chatsworth and North Hollywood stations on the G Line, improving staff safety as operators had concerns about individuals refusing to alight at the last stop. Homeless outreach teams are also available at EOL stations to offer services to any individuals experiencing homelessness.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

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

ATTACHMENTS

Attachment A - Narcan Data August 2025

Attachment B - Arrests by Race & Ethnicity August 2025
Attachment C - Law Enforcement Homeless Outreach August 2025
Attachment D - Metro Transit Security Activities August 2025
Attachment E - Metro Ambassador Activities August 2025
Attachment F - Board Motion 30
Attachment G - Station Experience Updates
Attachment H - Law Enforcement Crime Summary August 2025
Attachment I - Frontline Safety Additional Data August 2025

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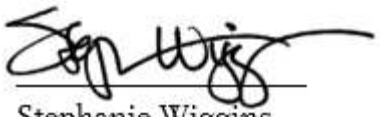


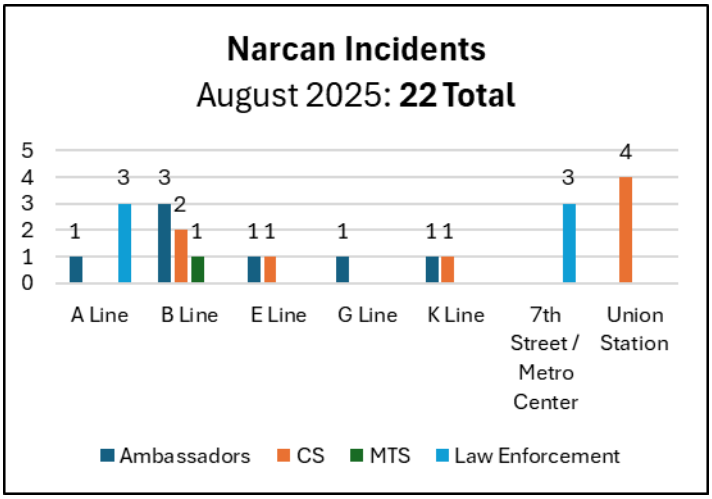
Stephanie Wiggins
Chief Executive Officer

Attachment A

Narcan Data (August 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In August, there were a total of 22 Narcan incidents, which is an increase of ten incidents from the previous month (12). Contract Security reported eight, Ambassadors reported seven incidents, LAPD reported six, and MTS reported one, while LASD reported no incidents. Six of the Narcan incidents occurred on the B Line, four occurred on the A Line, four occurred at Union Station, three occurred at 7th Street/Metro Center Station, two occurred at the E and K Lines, and one occurred on the G Line.



Metro

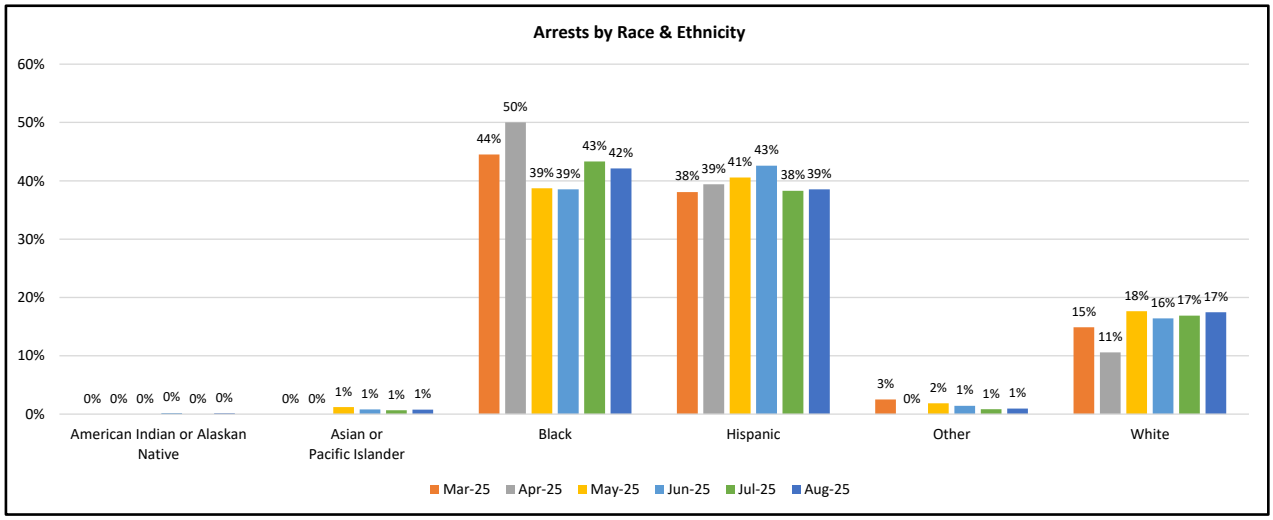
SYSTEM SECURITY & LAW ENFORCEMENT

Attachment B

Arrests August 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	1	2	3	46	224	22	225	1	5	23	89	641
Total	**1**		**5**		**270**		**247**		**6**		**112**		**641**
% Share	**0.16%**		**0.78%**		**42.12%**		**38.53%**		**0.94%**		**17.47%**		**100.00%**

Arrests August 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	2	24	4	30	0	1	2	18	81
Rail Systemwide	0	1	2	3	40	198	18	191	1	4	20	69	547
Union Station and 7th & Metro Station	0	0	0	0	4	2	0	4	0	0	1	2	13
Total	**1**		**5**		**270**		**247**		**6**		**112**		**641**
% Share	**0.16%**		**0.78%**		**42.12%**		**38.53%**		**0.94%**		**17.47%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) August 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	10	68	11	76	1	0	9	20	195
B Line (Red)	0	1	2	2	17	93	5	77	0	3	8	39	247
C Line (Green)	0	0	0	0	5	9	1	8	0	1	0	2	26
E Line (Expo)	0	0	0	1	7	26	1	27	0	0	3	7	72
Bus - G Line (Orange)	0	0	0	0	1	8	2	7	0	0	2	10	30
Bus - J Line (Silver)	0	0	0	0	0	5	0	3	0	0	0	0	8
K Line	0	0	0	0	1	2	0	3	0	0	0	1	7
Union Station	0	0	0	0	4	2	0	4	0	0	1	2	13
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	1	11	2	20	0	1	0	8	43
Total	**1**		**5**		**270**		**247**		**6**		**112**		**641**
% Share	**0.16%**		**0.78%**		**42.12%**		**38.53%**		**0.94%**		**17.47%**		**100.00%**



Attachment C

Law Enforcement Homeless Outreach
August 2025

	LAPD	LASD
Contacts	135	353
Refusal of Services	110	344
Referrals	25	4
Veteran	1	0
5150	0	5
Mental Illness	55	13
Evaluations	60	13
Narcotics	111	0
Detox	0	0
Housed	0	1
Parole	2	0
Probation	9	0
Cleanup requests	5	0
Cleanups	35	0
Hospital	0	5
Food/Clothing	0	1

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

Metro Transit Security Activities (August 2025)

MTS Citations and Warnings		
	August 2025	12-month Avg
Citations	33	288
Warnings	47	161

MTS Citations and Warnings - August 2025	
Category	**Count**
Proof of Fare	80
Total	**80**

MTS Citations & Warnings Demographics* - August 2025													
	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Total
	0	2	0	0	3	30	3	28	1	4	1	8	80
Total	**2**		**0**		**33**		**31**		**5**		**9**		**80**
% Share	**2.50%**		**0.00%**		**41.25%**		**38.75%**		**6.25%**		**11.25%**		**100%**

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

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

MTS Bus Safety Teams conducted EOL operations during Owl Service on the G Line to address bus operators' concerns about individuals refusing to alight buses at the end of the line. In August, these operations resulted in 117 removals at Chatsworth Station between August 4 and August 15 for non-compliance and 142 removals at North Hollywood Station between August 18 and August 29 for non-compliance.

TRANSIT SECURITY BUS SAFETY TEAMS - AUGUST 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS[2]	VERBAL WARNINGS[3]
08/04/25 - 08/08/25	G Line, 4, 204, 207, 720	132	62	36
08/11/25 - 08/15/25	G Line, 2, 4, 204, 207, 720	171	107	38
08/18/25 - 08/22/25	G Line, 4, 204, 207, 720	131	121	58
08/25/25 - 08/29/25	G Line, 2, 4, 115, 204, 207, 720	171	86	51

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

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

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

**Starting with June 2025 data, a new automatic data collection method was implemented to track MTS deployments. Some variance may be expected from the old method; additional data validation may continue for the next two months.*

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS - AUGUST 2025			
DEPLOYMENT PERIOD	LINES COVERED[1]	REMOVALS-FARES[2]	REMOVALS-CoC[3]
08/04/25 - 08/08/25	A, B, C, E, K	888	198
08/11/25 - 08/15/25	A, B, C, E, K	529	82
08/18/25 - 08/22/25	A, B, C, E	617	160
08/25/25 - 08/29/25	A, B, E	609	72

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

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

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

**Starting with June 2025 data, a new automatic data collection method was implemented to track MTS deployments. Some variance may be expected from the old method; additional data validation may continue for the next two months.*

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

TRANSIT SECURITY TRAIN SAFETY TEAMS - AUGUST 2025				
DEPLOYMENT PERIOD	LINES COVERED[1]	TRIPS[1]	REMOVALS-FARES[2]	REMOVALS - CoC[3]
08/04/25 - 08/08/25	A, C, D, E, K	58	120	24
08/11/25 - 08/15/25	A, B, E	58	29	24
08/18/25 - 08/22/25	A, B, K	26	13	7
08/25/25 - 08/29/25	A, B, E, K	72	118	20

[1] Combined number of trips taken by TRT on the referenced train lines.

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

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

**Starting with June 2025 data, a new automatic data collection method was implemented to track MTS deployments. Some variance may be expected from the old method; additional data validation may continue for the next two months.*

Metro Ambassadors Activities (August 2025)

In addition to regular systemwide deployments, Metro Ambassadors supported several high-profile events, including the KCON 2025, Leimert Park Jazz Festival, Nipsey Hussle Staton Activation, CicLAvia Culver City, ongoing Hollywood Bowl concerts, Dodger home games, and other major soccer events. Ambassadors also played a key role in managing customer flow and providing wayfinding assistance during ongoing service disruptions, including the C Line Bus Bridge and the J Line Cal State LA Metro Eastbound Elevator outage.

C-Line Bus Bridge Support

From August 4 to August 31, 2025, one team per station was deployed at Lynwood, Lakewood Blvd., Willowbrook/Rosa Parks, and Norwalk Stations to help riders with directions, and guiding them to the bus shuttles.

Cal State LA Metro Eastbound Elevator Outage

From August 1 to August 16, 2025, two Metro Ambassador teams were redeployed to remain fixed on the J Line (Cal State LA and LA Medical Center Station) to inform riders of the down elevator at the Cal State LA terminal. Customers at the LA Medical Center Station appreciated the advance notice.

E-Line Full Scale Exercise

On August 23, 2025, one team was redeployed at East LA Civic Center Station, and two teams at Atlantic Station supported customers through the bus bridge that was placed due to a Metro full-scale emergency exercise. In addition, one team participated in the exercise as well.

LAX/Metro Transit Center Station Deployment

As of June 6, 2025, 20 Ambassadors are deployed daily to the new LAX/MTC station, providing coverage seven days a week as follows:

- 4 Ambassadors/shift - Bus Plaza
- 2 Ambassador/ shift - Street Level
- 2 Ambassador/ shift – Rail Platform
- 2 Ambassador/shift – Concourse

This deployment supports customer navigation and enhances the rider experience at this critical new transit hub.

Metro

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

Board Report

File #: 2023-0598, **File Type:** Motion / Motion Response **Agenda Number:** 30.

REVISED
EXECUTIVE MANAGEMENT COMMITTEE
SEPTEMBER 21, 2023

Motion by:

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

Ancillary Areas

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

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

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

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

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

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and conduct a deep cleaning of the site.

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

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

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

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

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

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

SUBJECT: ANCILLARY AREAS MOTION

RECOMMENDATION

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

A. Provide the Board with a current update on the status of the ancillary areas and their cleaning status;

B. Develop a detailed plan to conduct daily inspections and cleaning of the ancillary areas across the Metro rail system. This plan is to include methods Metro will take to ensure the areas have been serviced by Metro staff;

C. Ensure that once an ancillary area alarm has been activated, the audible notification continues until manually deactivated by Metro staff;

D. Evaluate options to further secure these areas for their intended use while maintaining

emergency access; and

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

Station Experience Updates (October 2025)

Wayfinding Installed from Rail To Rail to Fairview Heights Station
Metro has installed new wayfinding signage to guide patrons from the western end of the Rail to Rail path to the K Line's Fairview Heights Station. This last half-mile gap between the end of the path and the station previously required riders and pedestrians to either be familiar with the area or plan their route in advance.

The new signage now provides clear, direct guidance, making it easier and more intuitive for riders to connect to Metro by bike or on foot. Metro also worked in partnership with LADOT and the City of Inglewood to secure approval for installation.

Azusa Downtown Parking Structure Sees Dramatic Increase in Usage & Revenue
There had been persistent safety and cleanliness issues within the parking structure. This structure has remained underused since COVID-19, as it was primarily reserved for monthly permit holders. The original design of this parking structure was to support commuter express routes provided by Foothill Transit, but much of this ridership shifted to the (then-named) Metro Gold Line in 2017. As a result, only 20 monthly permits were sold in a 534-space structure (less than 4% paid utilization). The desolate structure also invited illicit activity, including constant elevator outages and loitering within the stairwells.

Staff from the Local Government Relations Department helped to convene a joint discussion with the City of Azusa, Foothill Transit, and Metro Parking Management, all of whom shared joint responsibility for the structure. Staff shared some of the best practices implemented at the nearby APU/Citrus College parking structure, which immediately restored safe conditions for Metro commuters and resulted in a rebound to pre-pandemic parking utilization.

Through their discussion, staff were able to implement the following:

- New daily paid parking for $1/hour or $3/day, in addition to the ongoing monthly pass sales
- Open-elevator door upgrade completed by Foothill Transit's elevator contractor
- Environmental improvements are implemented in the parking stairwells by the City of Azusa, which maintains the public address and emergency intercom systems within

Within the first two weeks of completion, staff have seen a dramatic increase in parking utilization and visibly improved conditions.

- Parking revenue has doubled by +113%
- Total parking transactions have spiked +2,200%, growing ridership for occasional riders

- Level 1 is already at 40% full capacity, and Level 2 is at 15% capacity; staff expect to see more parking demand as the Clean Air Decal HOV program expires on September 25, 2025
- Improved elevator uptime with open doors
- Cleaner stairwells free of obstructions following installation of environmental improvements

Refreshed Landscaping & Rodent Abatement Arrives At El Monte Bus Station
As part of ongoing efforts to improve the safety, cleanliness, and wayfinding at El Monte Station, recent site visits have also revealed a substantial presence of rodent droppings around barren planter boxes.

This expansive bus station serves the Metro J Line and local bus lines, Foothill Transit, Norwalk Transit, Greyhound, and other routes throughout the multilevel station, so this station accommodates thousands of daily riders who transfer between bus routes within the station itself, similar to major airport hubs in Denver, Chicago, and Houston. This results in riders spending more time at the station waiting for their connecting bus to depart, as some bus routes only operate once or twice an hour at this station.

Upon these findings, Facilities Contracted Maintenance investigated these issues, finding that much of the barren planter boxes could have been attributed to rodents chewing through the water-efficient, drip irrigation lines that were originally installed. As a result, the team has repaired all the damaged lines and replanted new landscaping in the planters throughout the Lower-Level Courtyard of the bus station, and has also instituted new rodent abatement measures to improve the resiliency of these efforts.

These efforts are layered on top of ongoing and upcoming improvements to this station, including:

- Open-elevator door program keeping station elevators clean, safe, and ventilated with fresh air
- Bathroom attendants for the traditional bathrooms during the morning and midday periods
- Environmental improvements to inspire appropriate activity within boarding areas
- Refreshed wayfinding and real-time information tailored to most riders who must quickly transfer between bus routes

Upgrading Displays and PA Speakers at El Monte Bus Station
Staff previously reported that El Monte Bus Station had seen a noticeable drop in people experiencing homelessness following improvements to the station, like environmental improvements, bathroom attendants, and open elevator doors.

Many of Metro's employees regularly use the Metro J Line, which provides 24/7 service to this station, which is the busiest bus station west of the Mississippi River. They have provided feedback that some of the amenities are becoming dilapidated, as the station opened over 10 years ago and does not have the same technological capabilities as today.

For example, many of the speakers and digital displays were reportedly not working correctly. As a result, staff convened another site walk in early September to review opportunities to make repairs and necessary upgrades to bring the station into the current technology standards seen at other Metro J Line stations like Harbor Gateway Transit Center.

Upgrades will include new connectivity that will bring central/remote capability to implement messaging and audio announcements, where currently they can only be controlled in a localized, on-site room.

Staff also took the opportunity to speak with frontline personnel, all of whom shared that riders often shared the same questions about where to find connecting buses, as the expansive station has dozens of bus bays but limited opportunities for riders to find their correct bus bay, sometimes only having minutes to spare to make their transfer.

The Station Experience team has begun working with other stakeholders, like the Service Planning and Customer Experience departments, to improve the wayfinding experience so it is better tailored to the numerous connecting bus riders within the station, similar to how airports in Denver and Atlanta serve a high proportion of travelers making connections within the facility itself, rather than starting or beginning their trip there.

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Total Crime Summary - August 2025

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	240	304	354	292	285
Agg Assault on Op	14	22	28	32	12
Battery	474	604	662	668	613
Battery on Operator	49	91	79	83	31
Homicide	2	4	3	4	1
Rape	11	9	8	11	6
Robbery	147	228	264	222	205
Sex Offenses	66	72	82	72	89
Subtotal	**1,003**	**1,334**	**1,480**	**1,384**	**1,242**
Crimes Against Property					
Arson	7	5	0	2	6
Bike Theft	30	36	18	5	5
Burglary	12	10	11	6	5
Larceny	240	360	337	331	348
Motor Vehicle Theft	9	11	34	16	33
Vandalism	193	222	116	123	175
Subtotal	**491**	**644**	**516**	**483**	**572**
Crimes Against Society					
Narcotics	113	101	339	717	844
Trespassing	61	72	750	3,339	1,577
Weapons	30	36	76	154	119
Subtotal	**204**	**209**	**1,165**	**4,210**	**2,540**
Total	**1,698**	**2,187**	**3,161**	**6,077**	**4,354**

Total Crimes 5-Year Trend Current Month only - Systemwide

	Aug-21	Aug-22	Aug-23	Aug-24	Aug-25
Crimes Against Persons					
Agg Assault	31	38	55	43	36
Agg Assault on Op	5	3	6	5	2
Battery	79	77	84	100	74
Battery on Operator	6	13	8	12	3
Homicide	0	2	1	0	1
Rape	1	1	0	1	3
Robbery	18	28	37	30	22
Sex Offenses	9	9	8	10	17
Subtotal	**149**	**171**	**199**	**201**	**158**
Crimes Against Property					
Arson	0	2	0	0	1
Bike Theft	2	6	1	0	1
Burglary	1	0	0	1	0
Larceny	42	27	39	45	37
Motor Vehicle Theft	3	1	2	1	4
Vandalism	25	20	6	21	28
Subtotal	**73**	**56**	**48**	**68**	**71**
Crimes Against Society					
Narcotics	1	23	41	139	127
Trespassing	11	11	40	803	249
Weapons	2	13	13	28	7
Subtotal	**14**	**47**	**94**	**970**	**383**
Total	**236**	**274**	**341**	**1,239**	**612**

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	162	210	255	188	173
Agg Assault on Op	3	2	1	1	0
Battery	301	388	462	430	368
Battery on Operator	2	4	6	0	0
Homicide	2	3	3	2	0
Rape	10	8	8	9	1
Robbery	103	173	184	146	121
Sex Offenses	43	51	49	40	45
Subtotal	**626**	**839**	**968**	**816**	**708**
Crimes Against Property					
Arson	7	4	0	2	5
Bike Theft	17	22	8	4	5
Burglary	12	8	10	5	5
Larceny	181	250	248	215	246
Motor Vehicle Theft	5	5	31	9	27
Vandalism	114	156	63	63	85
Subtotal	**336**	**445**	**360**	**298**	**373**
Crimes Against Society					
Narcotics	39	52	255	644	708
Trespassing	55	64	738	3,262	1,533
Weapons	15	23	56	133	97
Subtotal	**109**	**139**	**1,049**	**4,039**	**2,338**
Total	**1,071**	**1,423**	**2,377**	**5,153**	**3,419**

Total Crimes 5-Year Trend Current Month only - Rail

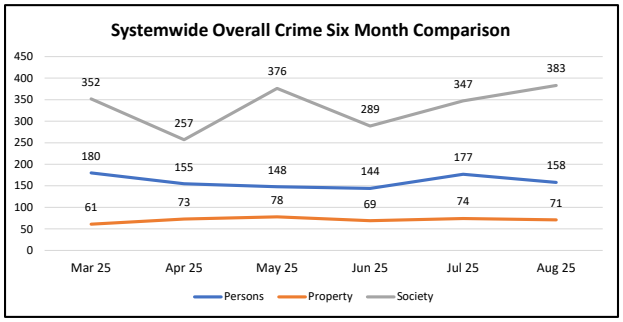
	Aug-21	Aug-22	Aug-23	Aug-24	Aug-25
Crimes Against Persons					
Agg Assault	23	26	35	31	18
Agg Assault on Op	1	2	0	0	0
Battery	46	41	55	66	40
Battery on Operator	0	0	1	0	0
Homicide	0	2	1	0	0
Rape	1	1	0	1	0
Robbery	12	18	26	19	14
Sex Offenses	7	4	6	9	9
Subtotal	**90**	**94**	**124**	**126**	**81**
Crimes Against Property					
Arson	0	1	0	0	0
Bike Theft	1	5	1	0	1
Burglary	1	0	0	0	0
Larceny	35	15	30	33	22
Motor Vehicle Theft	1	1	1	1	3
Vandalism	17	11	4	11	18
Subtotal	**55**	**33**	**36**	**45**	**44**
Crimes Against Society					
Narcotics	0	7	29	119	96
Trespassing	11	10	39	768	241
Weapons	1	7	9	25	4
Subtotal	**12**	**24**	**77**	**912**	**341**
Total	**157**	**151**	**237**	**1,083**	**466**

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

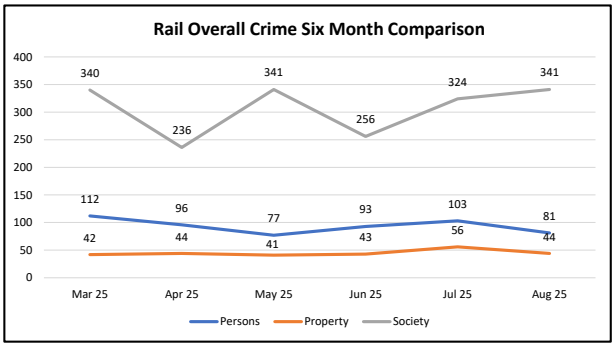
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	78	94	99	104	112
Agg Assault on Op	11	20	27	31	12
Battery	173	216	200	238	245
Battery on Operator	47	87	73	83	31
Homicide	0	1	0	2	1
Rape	1	1	0	2	5
Robbery	44	55	80	76	84
Sex Offenses	23	21	33	32	44
Subtotal	**377**	**495**	**512**	**568**	**534**
Crimes Against Property					
Arson	0	1	0	0	1
Bike Theft	13	14	10	1	0
Burglary	0	2	1	1	0
Larceny	59	110	89	116	102
Motor Vehicle Theft	4	6	3	7	6
Vandalism	79	66	53	60	90
Subtotal	**155**	**199**	**156**	**185**	**199**
Crimes Against Society					
Narcotics	74	49	84	73	136
Trespassing	6	8	12	77	44
Weapons	15	13	20	21	22
Subtotal	**95**	**70**	**116**	**171**	**202**
Total	**627**	**764**	**784**	**924**	**935**

Total Crimes 5-Year Trend Current Month only - Bus

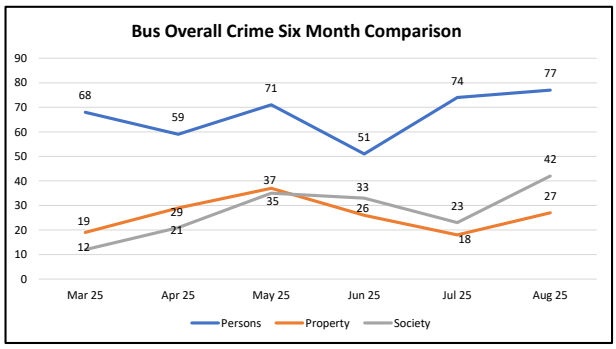
	Aug-21	Aug-22	Aug-23	Aug-24	Aug-25
Crimes Against Persons					
Agg Assault	8	12	20	12	18
Agg Assault on Op	4	1	6	5	2
Battery	33	36	29	34	34
Battery on Operator	6	13	7	12	3
Homicide	0	0	0	0	1
Rape	0	0	0	0	3
Robbery	6	10	11	11	8
Sex Offenses	2	5	2	1	8
Subtotal	**59**	**77**	**75**	**75**	**77**
Crimes Against Property					
Arson	0	1	0	0	1
Bike Theft	1	1	0	0	0
Burglary	0	0	0	1	0
Larceny	7	12	9	12	15
Motor Vehicle Theft	2	0	1	0	1
Vandalism	8	9	2	10	10
Subtotal	**18**	**23**	**12**	**23**	**27**
Crimes Against Society					
Narcotics	1	16	12	20	31
Trespassing	0	1	1	35	8
Weapons	1	6	4	3	3
Subtotal	**2**	**23**	**17**	**58**	**42**
Total	**79**	**123**	**104**	**156**	**146**



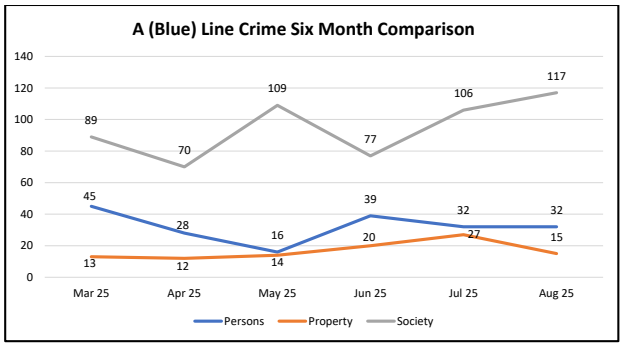
Systemwide	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	36	52	-30.8%
Agg Assault on Op	2	1	100.0%
Battery	74	77	-3.9%
Battery on Operator	3	1	200.0%
Homicide	1	0	100.0%
Rape	3	1	200.0%
Robbery	22	30	-26.7%
Sex Offenses	17	15	13.3%
Subtotal	**158**	**177**	**-10.7%**
Crimes Against Property			
Arson	1	1	0.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	37	49	-24.5%
Motor Vehicle Theft	4	3	33.3%
Vandalism	28	21	33.3%
Subtotal	**71**	**74**	**-4.1%**
Crimes Against Society			
Narcotics	127	89	42.7%
Trespassing	249	240	3.8%
Weapons	7	18	-61.1%
Subtotal	**383**	**347**	**10.4%**
Total	**612**	**598**	**2.3%**



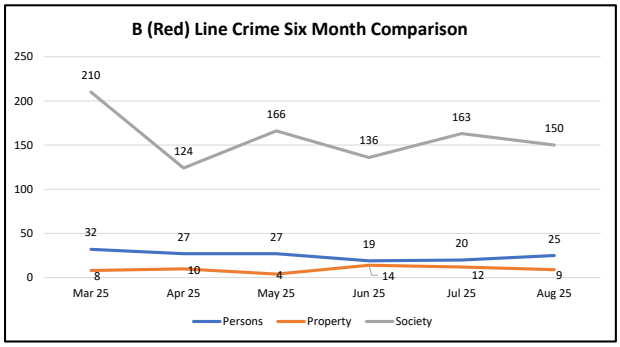
Rail	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	18	32	-43.8%
Agg Assault on Op	0	0	0.0%
Battery	40	50	-20.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	14	15	-6.7%
Sex Offenses	9	5	80.0%
Subtotal	**81**	**103**	**-21.4%**
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	22	42	-47.6%
Motor Vehicle Theft	3	3	0.0%
Vandalism	18	10	80.0%
Subtotal	**44**	**56**	**-21.4%**
Crimes Against Society			
Narcotics	96	73	31.5%
Trespassing	241	237	1.7%
Weapons	4	14	-71.4%
Subtotal	**341**	**324**	**5.2%**
Total	**466**	**483**	**-3.5%**



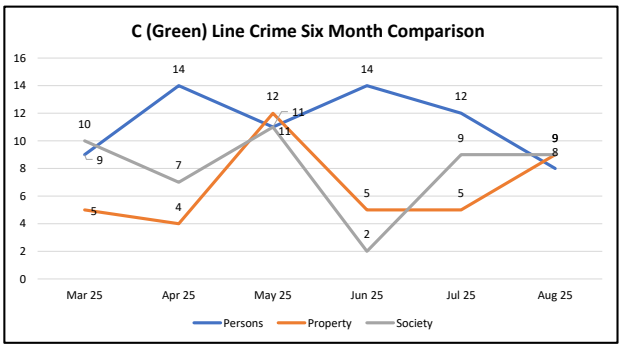
Bus	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	18	20	-10.0%
Agg Assault on Op	2	1	100.0%
Battery	34	27	25.9%
Battery on Operator	3	1	200.0%
Homicide	1	0	100.0%
Rape	3	0	300.0%
Robbery	8	15	-46.7%
Sex Offenses	8	10	-20.0%
Subtotal	**77**	**74**	**4.1%**
Crimes Against Property			
Arson	1	0	100.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	15	7	114.3%
Motor Vehicle Theft	1	0	100.0%
Vandalism	10	11	-9.1%
Subtotal	**27**	**18**	**50.0%**
Crimes Against Society			
Narcotics	31	16	93.8%
Trespassing	8	3	166.7%
Weapons	3	4	-25.0%
Subtotal	**42**	**23**	**82.6%**
Total	**146**	**115**	**27.0%**



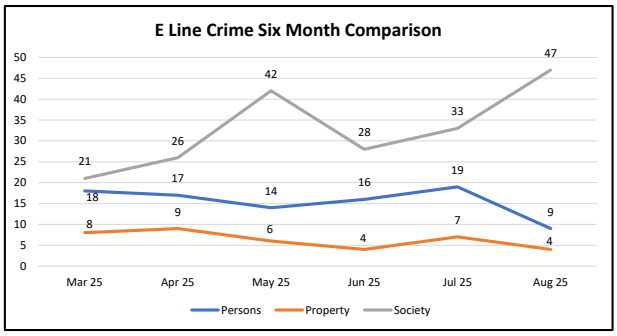
A (Blue) Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	8	12	-33.3%
Agg Assault on Op	0	0	0.0%
Battery	15	12	25.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	6	0.0%
Sex Offenses	3	2	50.0%
Subtotal	**32**	**32**	**0.0%**
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	0	0	0.0%
Larceny	4	21	-81.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	9	4	125.0%
Subtotal	**15**	**27**	**-44.4%**
Crimes Against Society			
Narcotics	23	19	21.1%
Trespassing	94	83	13.3%
Weapons	0	4	-100.0%
Subtotal	**117**	**106**	**10.4%**
Total	**164**	**165**	**-0.6%**



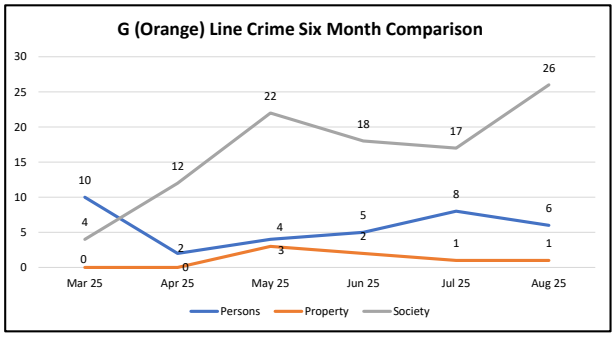
B (Red) Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	3	4	-25.0%
Agg Assault on Op	0	0	0.0%
Battery	17	13	30.8%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	2	-50.0%
Sex Offenses	4	1	300.0%
Subtotal	**25**	**20**	**25.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	5	9	-44.4%
Motor Vehicle Theft	1	1	0.0%
Vandalism	3	2	50.0%
Subtotal	**9**	**12**	**-25.0%**
Crimes Against Society			
Narcotics	57	45	26.7%
Trespassing	90	111	-18.9%
Weapons	3	7	-57.1%
Subtotal	**150**	**163**	**-8.0%**
Total	**184**	**195**	**-5.6%**



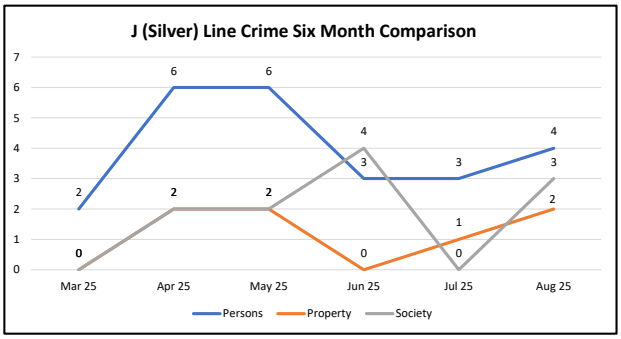
C (Green) Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	4	5	-20.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	6	-50.0%
Sex Offenses	0	0	0.0%
Subtotal	**8**	**12**	**-33.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	6	4	50.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	2	0	200.0%
Subtotal	**9**	**5**	**80.0%**
Crimes Against Society			
Narcotics	2	4	-50.0%
Trespassing	6	5	20.0%
Weapons	1	0	100.0%
Subtotal	**9**	**9**	**0.0%**
Total	**26**	**26**	**0.0%**



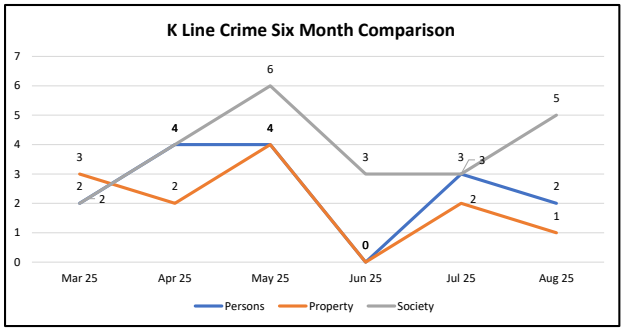
E Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	3	11	-72.7%
Agg Assault on Op	0	0	0.0%
Battery	2	8	-75.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	4	0	400.0%
Sex Offenses	0	0	0.0%
Subtotal	**9**	**19**	**-52.6%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	6	-66.7%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	1	100.0%
Subtotal	**4**	**7**	**-42.9%**
Crimes Against Society			
Narcotics	13	5	160.0%
Trespassing	34	26	30.8%
Weapons	0	2	-100.0%
Subtotal	**47**	**33**	**42.4%**
Total	**60**	**59**	**1.7%**



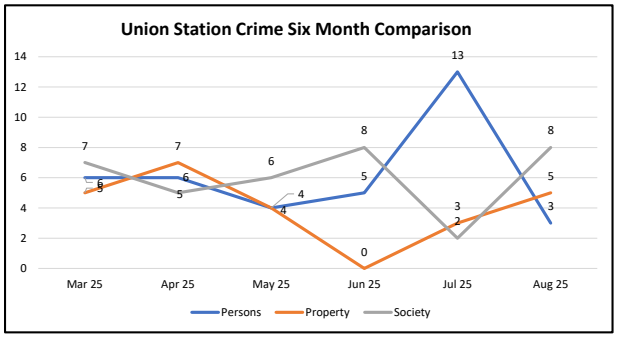
G (Orange) Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	3	4	-25.0%
Agg Assault on Op	0	0	0.0%
Battery	1	4	-75.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	1	0	100.0%
Subtotal	**6**	**8**	**-25.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	1	-100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	**1**	**1**	**0.0%**
Crimes Against Society			
Narcotics	20	11	81.8%
Trespassing	5	3	66.7%
Weapons	1	3	-66.7%
Subtotal	**26**	**17**	**52.9%**
Total	**33**	**26**	**26.9%**



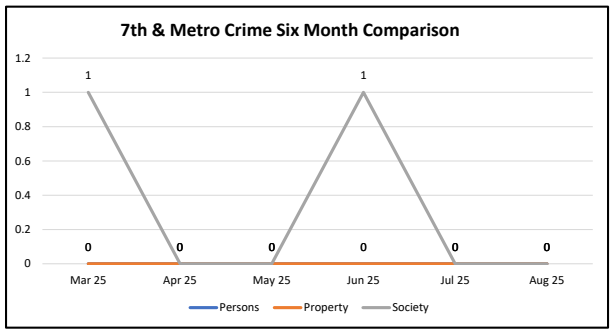
J (Silver) Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	2	2	0.0%
Agg Assault on Op	0	0	0.0%
Battery	2	1	100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**4**	**3**	**33.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	1	1	0.0%
Subtotal	**2**	**1**	**100.0%**
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	2	0	200.0%
Weapons	0	0	0.0%
Subtotal	**3**	**0**	**300.0%**
Total	**9**	**4**	**125.0%**



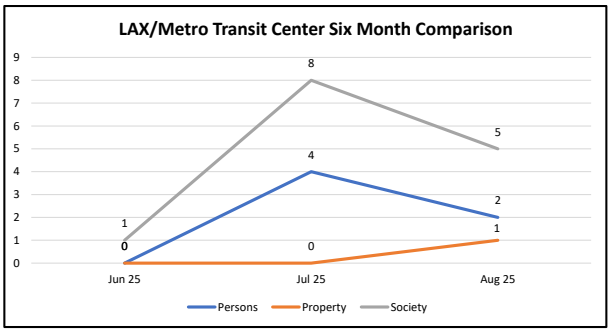
K Line	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	0	0.0%
Subtotal	**2**	**3**	**-33.3%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	1	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	**1**	**2**	**-50.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	5	3	66.7%
Weapons	0	0	0.0%
Subtotal	**5**	**3**	**66.7%**
Total	**8**	**8**	**0.0%**



Union Station	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	1	2	-50.0%
Agg Assault on Op	0	0	0.0%
Battery	2	10	-80.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	1	-100.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**3**	**13**	**-76.9%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	1	300.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	2	-50.0%
Subtotal	**5**	**3**	**66.7%**
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	7	2	250.0%
Weapons	0	0	0.0%
Subtotal	**8**	**2**	**300.0%**
Total	**16**	**18**	**-11.1%**



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



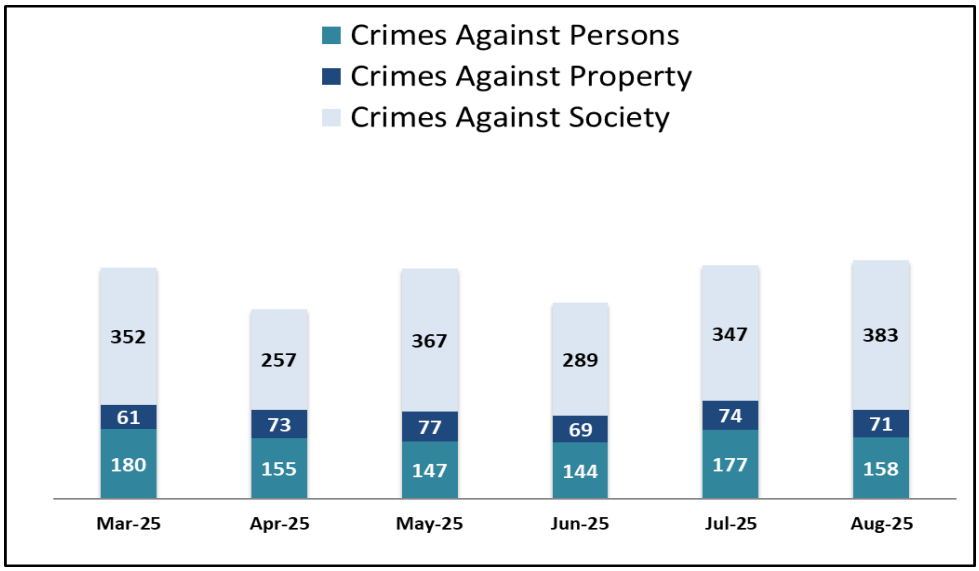
LAX/MTC	Aug 25	Jul 25	% Change
Crimes Against Persons			
Agg Assault	0	1	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	0	1	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	2	2	0.0%
Subtotal	**2**	**4**	**-50.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	1	0	100.0%
Subtotal	**1**	**0**	**100.0%**
Crimes Against Society			
Narcotics	0	0	0.0%
Trespassing	5	7	-28.6%
Weapons	0	1	-100.0%
Subtotal	**5**	**8**	**-37.5%**
Total	**8**	**12**	**-33.3%**

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

AUGUST 2025

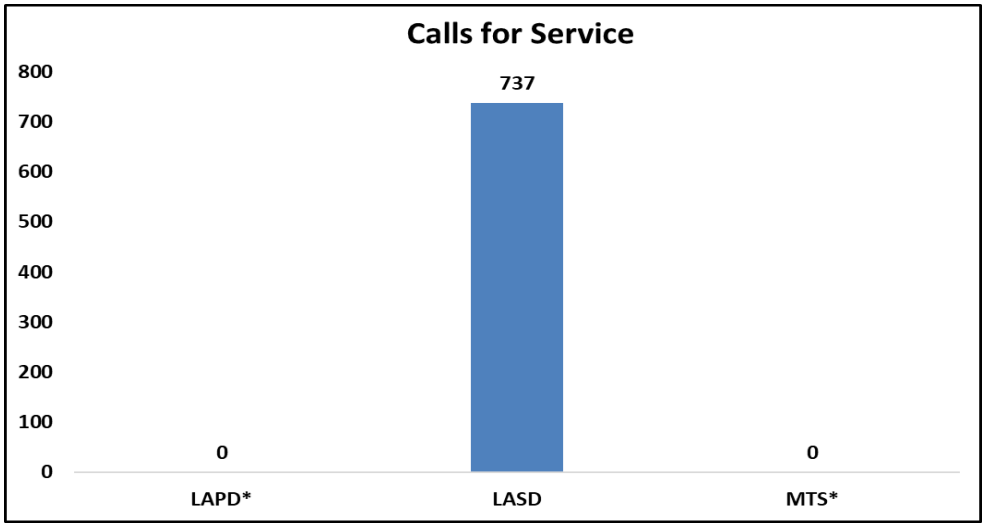
Attachment H

Total Crimes



Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals
Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)
Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)

Calls for Service



* LAPD and MTS Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

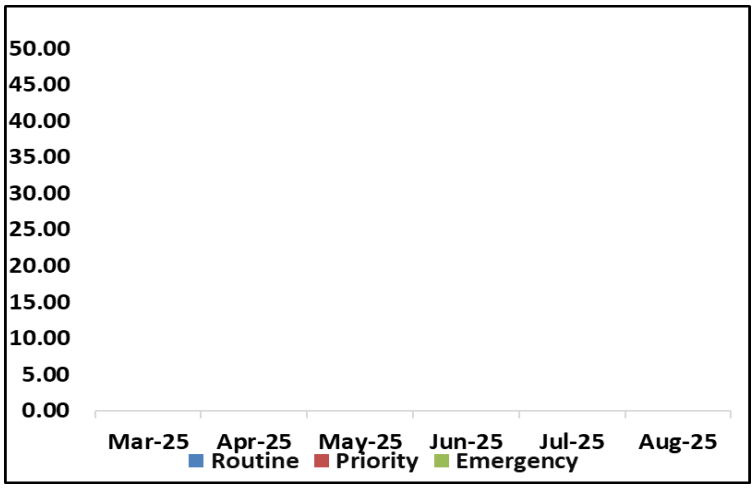
AUGUST 2025

Attachment H

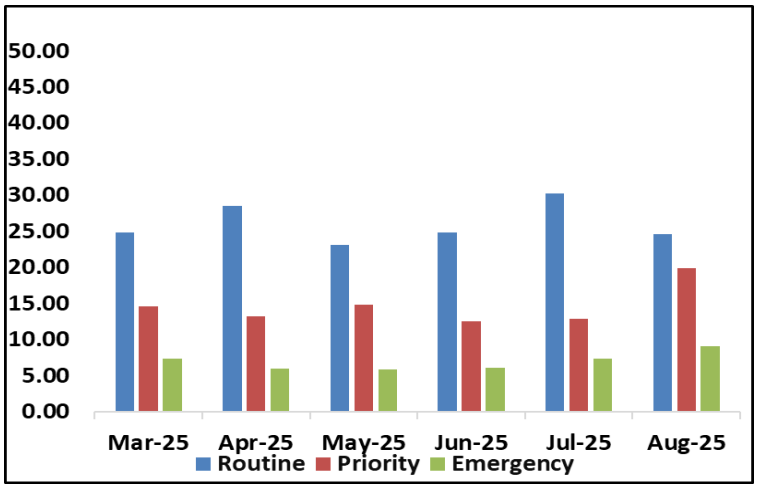
Average Incident Response Times

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

LAPD

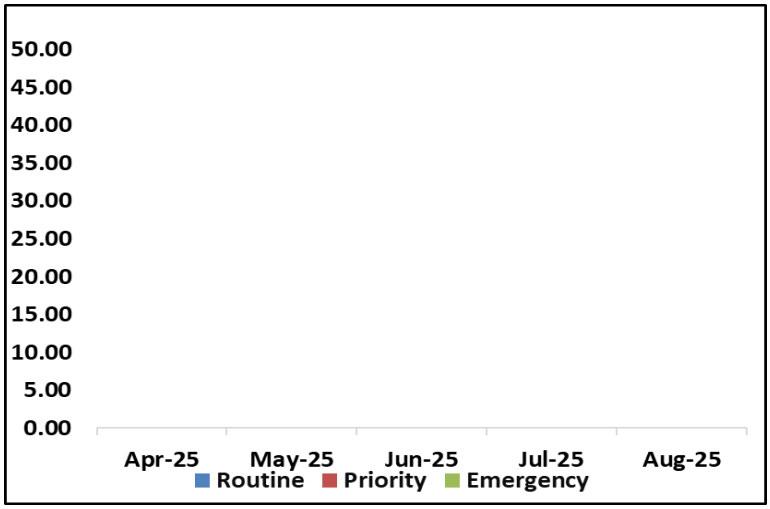


LASD



* LAPD Incident Response Times data is currently unavailable

MTS



* MTS Incident Response Times data is currently unavailable

Transit Police

Monthly Crime Report

Attachment H

	2025	2024	%
	August	August	Change
CRIMES AGAINST PERSONS			
Homicide	1	0	100.0%
Rape	3	1	200.0%
Robbery	22	30	-26.7%
Aggravated Assault	36	43	-16.3%
Aggravated Assault on Operator	2	5	-60.0%
Battery	74	100	-26.0%
Battery on Operator	3	12	-75.0%
Sex Offenses	17	10	70.0%
SUB-TOTAL	**158**	**201**	**-21.4%**
CRIMES AGAINST PROPERTY			
Burglary	0	1	-100.0%
Larceny	37	45	-17.8%
Bike Theft	1	0	100.0%
Motor Vehicle Theft	4	1	300.0%
Arson	1	0	100.0%
Vandalism	28	21	33.3%
SUB-TOTAL	**71**	**68**	**4.4%**
CRIMES AGAINST SOCIETY			
Weapons	7	28	-75.0%
Narcotics	127	139	-8.6%
Trespassing	249	803	-69.0%
SUB-TOTAL	**383**	**970**	**-60.5%**
TOTAL	**612**	**1,239**	**-50.6%**
ENFORCEMENT EFFORTS			
Arrests	641	1,413	-54.6%
Citations	868	1,585	-45.2%
Calls for Service	737	1,753	-58.0%

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

AUGUST 2025 Attachment H

Crimes

Monthly

System-Wide	Aug-25	Aug-24	% Change
Crimes Against Persons	158	201	-21.4%
Crimes Against Property	71	68	4.4%
Crimes Against Society	383	970	-60.5%
Total	612	1,239	-50.6%

Six Months

System-Wide	Mar-25-Aug-25	Mar-24-Aug-24	% Change
Crimes Against Persons	961	1,064	-9.7%
Crimes Against Property	422	369	14.4%
Crimes Against Society	1,991	3,476	-42.7%
Total	3,374	4,909	-31.3%

Annual

System-Wide	Sep-24-Aug-25	Sep-23-Aug-24	% Change
Crimes Against Persons	1,914	2,139	-10.5%
Crimes Against Property	905	716	26.4%
Crimes Against Society	4,397	5,376	-18.2%
Total	7,216	8,231	-12.3%

Average Emergency Response Times

Monthly

Aug-25	Aug-24	% Change
3.00	6.23	-51.8%

Six Months

Mar-25-Aug-25	Mar-24-Aug-24	% Change
2.66	5.90	-54.9%

Annual

Sep-24-Aug-25	Sep-23-Aug-24	% Change
3.13	5.68	-44.8%

Bus Operator Assaults

Monthly

Aug-25	Aug-24	% Change
5	17	-70.6%

Six Months

Mar-25-Aug-25	Mar-24-Aug-24	% Change
33	87	-62.1%

Annual

Sep-24-Aug-25	Sep-23-Aug-24	% Change
79	176	-55.1%

Ridership

Monthly

Aug-25	Aug-24	% Change
25,257,515	27,066,446	-6.7%

Six Months

Mar-25-Aug-25	Mar-24-Aug-24	% Change
153,468,101	156,975,463	-2.2%

Annual

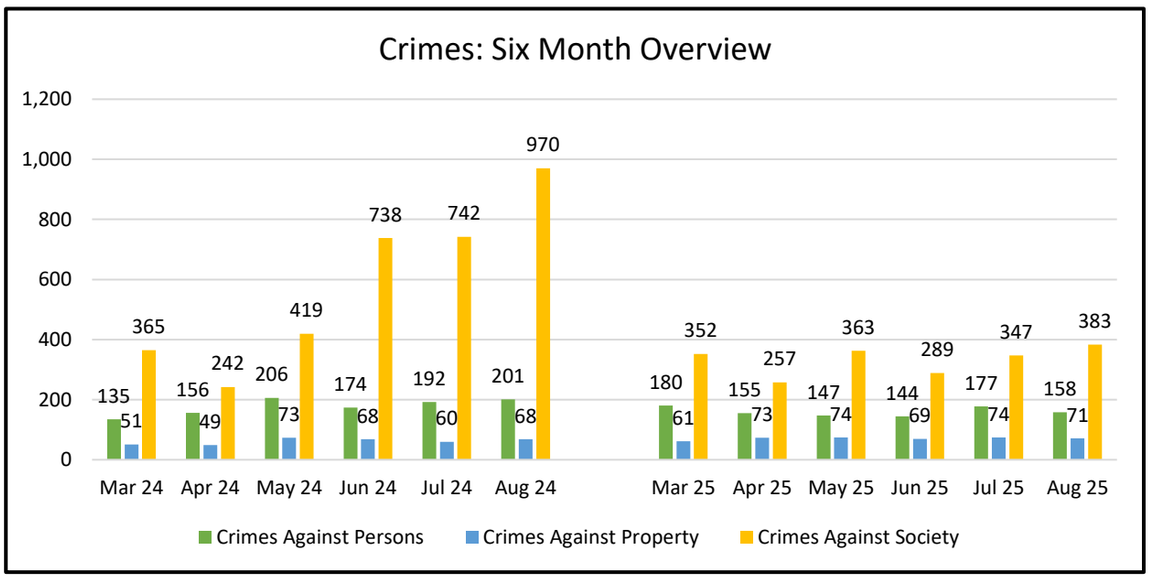
Sep-24-Aug-25	Sep-23-Aug-24	% Change
309,777,496	302,935,759	2.3%

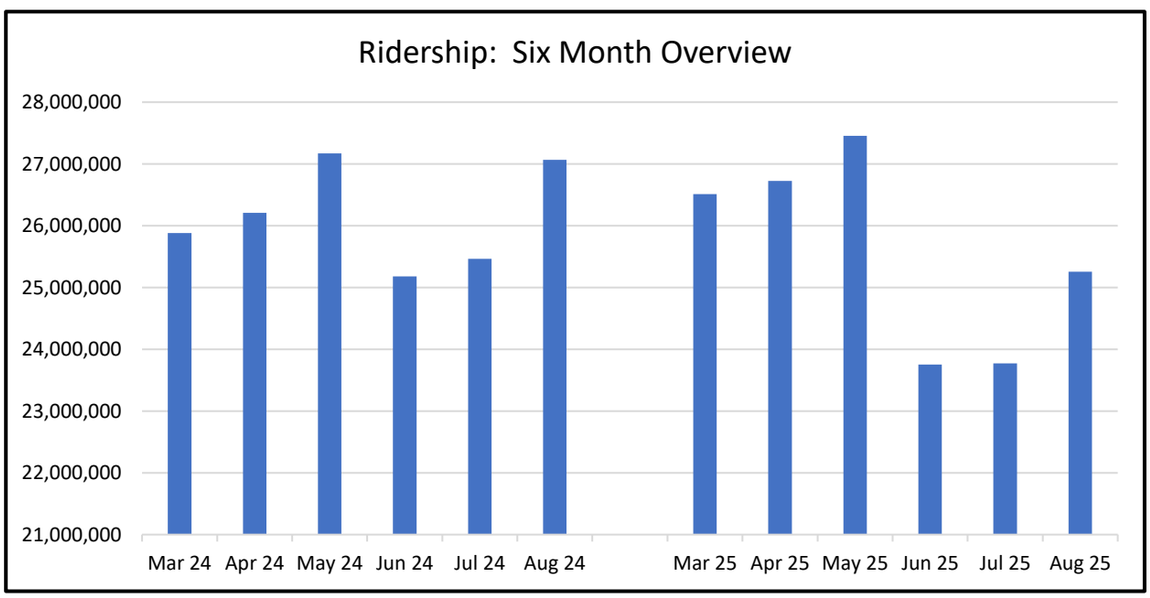
SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

AUGUST 2025

Attachment H





A LINE (BLUE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**MTS**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	1	5	0	12
Aggravated Assault	1	6	1	20
Aggravated Assault on Operator	0	0	0	0
Battery	8	6	1	27
Battery Rail Operator	0	0	0	0
Sex Offenses	0	3	0	5
SUB-TOTAL	**10**	**20**	**2**	**64**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**MTS**	**FYTD**
Burglary	0	0	0	0
Larceny	1	3	0	25
Bike Theft	0	1	0	1
Motor Vehicle Theft	0	1	0	2
Arson	0	0	0	1
Vandalism	4	5	0	13
SUB-TOTAL	**5**	**10**	**0**	**42**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**MTS**	**FYTD**
Weapons	0	0	0	4
Narcotics	20	3	0	42
Trespassing	86	1	7	177
SUB-TOTAL	**106**	**4**	**7**	**223**
TOTAL	**121**	**34**	**9**	**329**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Pomona North				
La Verne/Fairplex				
San Dimas				
Glendora				
APU/Citrus College	3	0	0	3
Azusa Downtown	2	0	0	2
Irwindale	0	0	0	0
Duarte/City of Hope	0	1	0	1
Monrovia	0	0	0	0
Arcadia	1	0	0	2
Sierra Madre Villa	1	0	0	3
Allen	0	2	0	3
Lake	0	0	0	0
Memorial Park	1	0	0	3
Del Mar	1	0	0	3
Fillmore	2	0	2	5
South Pasadena	1	0	0	2
Highland Park	0	0	0	2
Southwest Museum	0	1	2	4
Heritage Square	0	0	0	2
Lincoln/Cypress	0	1	3	5
Chinatown	0	0	36	67
Union Station	1	0	0	2
Little Tokyo/Arts Dist	1	0	3	11
Historic Broadway	0	0	1	1
Grand Av Arts/Bunker Hill	1	0	24	63
7th St/Metro Ctr	1	0	4	6
Pico	1	1	17	36
Grand/LATTC	2	1	13	25
San Pedro St	1	0	0	2
Washington	0	1	3	6
Vernon	2	0	0	4
Slauson	1	1	1	7
Florence	2	1	0	10
Firestone	0	0	0	4
103rd St/Watts Towers	0	0	0	3
Willowbrook/Rosa Parks	3	0	1	9
Compton	2	1	0	8
Artesia	0	0	0	4
Del Amo	0	4	0	4
Wardlow	0	0	2	3
Willow St	0	0	1	3
PCH	0	0	0	0
Anaheim St	0	0	0	1
5th St	0	0	0	0
1st St	0	0	0	0

ARRESTS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Felony	23	11	0	80
Misdemeanor	144	17	0	319
TOTAL	**167**	**28**	**0**	**399**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Misdemeanor Citations	0	0	0	0
Other Citations	140	17	0	283
Vehicle Code Citations	3	0	0	5
TOTAL	**143**	**17**	**0**	**288**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Routine	0	121	0	261
Priority	0	108	0	243
Emergency	0	7	0	19
TOTAL	**0**	**236**	**0**	**523**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**MTS**
Dispatched	29%	N/C	0%
Proactive	71%	N/C	0%
TOTAL	**100%**	**0%**	**0%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
A Line - LAPD	78%
A Line - LASD	N/C
A Line - MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**MTS**	**FYTD**
Pomona North				0
La Verne/Fairplex				0
San Dimas				0
Glendora				0
Azusa	0	29	0	59
Irwindale	0	22	0	43
Duarte Station	0	7	0	15
Monrovia	0	6	0	14
Magnolia Ave	0	0	0	0
Arcadia Station	0	14	0	29
Pasadena	0	34	0	66
South Pasadena	0	1	0	8
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	13	0	0	30
Slauson	0	0	0	3
Florence	0	6	0	13
Firestone	0	4	0	13
103rd St	0	0	0	2
Willowbrook	0	15	0	37
Compton	0	3	0	9
Artesia	0	1	0	12
Del Amo	0	6	0	9
Wardlow Rd	0	0	0	0
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**13**	**148**	**0**	**362**

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

B LINE (RED)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	1	3
Aggravated Assault	3	7
Aggravated Assault on Operator	0	0
Battery	17	30
Battery Rail Operator	0	0
Sex Offenses	4	5
SUB-TOTAL	**25**	**45**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	5	14
Bike Theft	0	0
Motor Vehicle Theft	1	2
Arson	0	0
Vandalism	3	5
SUB-TOTAL	**9**	**21**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	3	10
Narcotics	57	102
Trespassing	90	201
SUB-TOTAL	**150**	**313**
TOTAL	**184**	**379**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	46	75
Misdemeanor	201	412
TOTAL	**247**	**487**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	226	407
Vehicle Code Citations	13	18
TOTAL	**239**	**425**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	**0**	**0**

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

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	2	0	7	20
Civic Center/Grand Park	1	0	1	3
Pershing Square	4	2	6	19
7th St/Metro Ctr	2	0	17	49
Westlake/MacArthur Park	5	2	38	78
Wilshire/Vermont	1	1	6	20
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	1	0	8	20
Wilshire/Western	1	0	1	2
Vermont/Santa Monica	0	0	3	11
Vermont/Sunset	0	0	5	13
Hollywood/Western	2	0	24	52
Hollywood/Vine	1	1	8	22
Hollywood/Highland	1	1	3	9
Universal City/Studio City	0	0	3	8
North Hollywood	4	2	20	53
B Line Rail Yard	0	0	0	0
Total	**25**	**9**	**150**	**379**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
B Line - LAPD	83%

LEGEND

Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	1	2	9
Aggravated Assault	1	0	2
Aggravated Assault on Operator	0	0	0
Battery	3	1	9
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**5**	**3**	**20**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	1	5	10
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	2
Arson	0	0	0
Vandalism	1	1	2
SUB-TOTAL	**3**	**6**	**14**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	1	1
Narcotics	0	2	6
Trespassing	6	0	11
SUB-TOTAL	**6**	**3**	**18**
TOTAL	**14**	**12**	**52**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	5	10
Misdemeanor	11	10	37
TOTAL	**11**	**15**	**47**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	5	16	37
Vehicle Code Citations	0	1	2
TOTAL	**5**	**17**	**39**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	63	123
Priority	0	25	62
Emergency	0	2	5
TOTAL	**0**	**90**	**190**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	25%	N/C
Proactive	75%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
LAX/Metro Transit Center	4	1	3	14
Aviation/Century	0	0	1	2
Aviation/Imperial	0	1	1	3
Hawthorne/Lennox	0	0	0	0
Crenshaw	0	0	0	1
Vermont/Athens	0	1	0	3
Harbor Fwy	0	1	0	2
Avalon	1	0	1	4
Willowbrook/Rosa Parks	3	2	2	13
Lynwood	0	0	0	2
Lakewood Bl	0	0	0	1
Norwalk	0	3	1	7
Total	**8**	**9**	**9**	**52**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
C Line - LAPD	82%
C Line - LASD	N/C

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

E LINE

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	4	0	4
Aggravated Assault	1	2	14
Aggravated Assault on Operator	0	0	0
Battery	1	1	10
Battery Rail Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**6**	**3**	**28**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	2	0	8
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	3
SUB-TOTAL	**4**	**0**	**11**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	13	0	18
Trespassing	33	1	60
SUB-TOTAL	**46**	**1**	**80**
TOTAL	**56**	**4**	**119**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	16	2	27
Misdemeanor	54	0	94
TOTAL	**70**	**2**	**121**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	69	1	151
Vehicle Code Citations	4	0	9
TOTAL	**73**	**1**	**160**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	70	151
Priority	0	25	44
Emergency	0	2	4
TOTAL	**0**	**97**	**199**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	27%	N/C
Proactive	73%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	1	0	0	1
East LA Civic Ctr	0	0	0	0
Maravilla	1	0	0	1
Indiana (both LAPD & LASD)	1	0	1	5
Soto	0	0	4	5
Mariachi Plaza	0	0	1	2
Pico/Aliso	0	0	1	2
Little Tokyo/Arts Dist	0	0	0	0
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	1
Pico	0	0	0	0
LATTC/Ortho Institute	1	1	14	16
Jefferson/USC	1	0	3	5
Expo Park/USC	0	0	1	6
Expo/Vermont	0	0	2	6
Expo/Western	0	0	11	28
Expo/Crenshaw	0	0	5	11
Farmdale	0	0	0	0
Expo/La Brea	2	2	3	7
La Cienega/Jefferson	0	0	0	1
Culver City	1	0	0	2
Palms	0	0	0	1
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	1	0	2
Expo/Bundy	1	0	0	2
26th St/Bergamot	0	0	0	0
17th St/SMC	0	0	0	0
Downtown Santa Monica	0	0	1	15
E Line Rail Yard	0	0	0	0
Total	**9**	**4**	**47**	**119**

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

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	5	5
Figueroa St	0	0	0
Exposition Blvd	52	0	52
Culver City	0	0	0
Santa Monica	0	66	66
TOTAL	**52**	**71**	**123**

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

G LINE (ORANGE)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	3	7
Aggravated Assault on Operator	0	0
Battery	1	5
Battery Bus Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	**6**	**14**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	1
SUB-TOTAL	**1**	**2**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	1	4
Narcotics	20	31
Trespassing	5	8
SUB-TOTAL	**26**	**43**
TOTAL	**33**	**59**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	5	13
Misdemeanor	25	39
TOTAL	**30**	**52**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	42	64
Vehicle Code Citations	65	72
TOTAL	**107**	**136**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	17%
Proactive	83%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
G Line - LAPD	86%

LEGEND
Los Angeles Police Department

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	2	1	3	10
Laurel Canyon	0	0	0	0
Valley College	1	0	1	3
Woodman	0	0	0	2
Van Nuys	0	0	0	0
Sepulveda	0	0	2	5
Woodley	1	0	0	1
Balboa	0	0	2	2
Reseda	1	0	13	20
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	0
Canoga	0	0	1	4
Sherman Way	0	0	2	2
Roscoe	0	0	1	2
Nordhoff	1	0	0	4
Chatsworth	0	0	1	4
Total	**6**	**1**	**26**	**59**

J LINE (SILVER)

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	0
Aggravated Assault	2	0	4
Aggravated Assault on Operator	0	0	0
Battery	2	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
SUB-TOTAL	**4**	**0**	**7**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	1
Arson	0	0	0
Vandalism	1	0	2
SUB-TOTAL	**2**	**0**	**3**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	0
Narcotics	1	0	1
Trespassing	2	0	2
SUB-TOTAL	**3**	**0**	**3**
TOTAL	**9**	**0**	**13**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	3	0	5
Misdemeanor	4	1	6
TOTAL	**7**	**1**	**11**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	7	0	7
Vehicle Code Citations	1	0	1
TOTAL	**8**	**0**	**8**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	16	25
Priority	0	3	5
Emergency	0	1	1
TOTAL	**0**	**20**	**31**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	12%	15%
Proactive	88%	85%
TOTAL	**100%**	**100%**

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	1	0	0	1
37th St/USC	0	0	0	0
Slauson	0	1	1	2
Manchester	0	0	1	2
Harbor Fwy	0	0	1	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	3	1	0	5
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	**4**	**2**	**3**	**13**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
J Line - LAPD	89%
J Line - LASD	89%

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

K LINE

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

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

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	0	2
Misdemeanor	6	1	18
TOTAL	**6**	**1**	**20**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	6	3	15
Vehicle Code Citations	0	0	0
TOTAL	**6**	**3**	**15**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	61	126
Priority	0	6	17
Emergency	0	0	0
TOTAL	**0**	**67**	**143**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	28%	N/C
Proactive	72%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Expo / Crenshaw	1	0	2	5
Martin Luther King Jr	0	0	1	5
Leimert Park	1	0	1	2
Hyde Park	0	0	1	1
Fairview Heights	0	0	0	0
Downtown Inglewood	0	0	0	1
Westchester / Veterans	0	0	0	0
LAX/Metro Transit Center	0	0	0	1
Aviation/Century	0	1	0	1
Mariposa	0	0	0	0
El Segundo	0	0	0	0
Douglas	0	0	0	0
Redondo Beach	0	0	0	0
Total	**2**	**1**	**5**	**16**

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

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

BUS PATROL

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	1	0	1
Rape	2	1	3
Robbery	5	2	22
Aggravated Assault	9	4	27
Aggravated Assault on Operator	1	1	3
Battery	24	7	53
Battery Bus Operator	2	1	4
Sex Offenses	3	4	17
SUB-TOTAL	**47**	**20**	**130**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	14	1	21
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	1	1
Vandalism	8	0	18
SUB-TOTAL	**22**	**2**	**40**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	2	3
Narcotics	5	5	15
Trespassing	1	0	1
SUB-TOTAL	**6**	**7**	**19**
TOTAL	**75**	**29**	**189**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	3	7
San Fernando	1	1
San Gabriel Valley	7	13
Gateway Cities	4	13
South Bay	14	24
Total	**29**	**58**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	2	3
West Valley	2	2
North Hollywood	4	7
Foothill	2	2
Devonshire	3	3
Mission	8	8
Topanga	1	2
Central Bureau		
Central	5	11
Rampart	3	7
Hollenbeck	4	7
Northeast	1	8
Newton	0	6
West Bureau		
Hollywood	3	7
Wilshire	2	5
West LA	3	4
Pacific	5	6
Olympic	7	7
Southwest Bureau		
Southwest	6	9
Harbor	0	0
77th Street	10	15
Southeast	4	6
Total	**75**	**125**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	4	13	34
Misdemeanor	6	20	52
TOTAL	**10**	**33**	**86**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	25	23	112
Vehicle Code Citations	186	8	285
TOTAL	**211**	**31**	**397**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	0	136	261
Priority	0	83	161
Emergency	0	8	12
TOTAL	**0**	**227**	**434**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	2%
Proactive	0%	98%
TOTAL	**0%**	**100%**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	0%
LASD BUS	92%

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

UNION STATION

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	1
Robbery	0	0
Aggravated Assault	1	3
Aggravated Assault on Operator	0	0
Battery	2	12
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**3**	**16**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	4	5
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	3
SUB-TOTAL	**5**	**8**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	1	1
Trespassing	7	9
SUB-TOTAL	**8**	**10**
TOTAL	**16**	**34**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	3	3
Misdemeanor	10	12
TOTAL	**13**	**15**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	7	17
Vehicle Code Citations	0	0
TOTAL	**7**	**17**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	**0**	**0**

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

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	83%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

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

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

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	0	37
Vehicle Code Citations	0	0
TOTAL	**0**	**37**

CALLS FOR SERVICE		
AGENCY	**LAPD**	**FYTD**
Routine	0	0
Priority	0	0
Emergency	0	0
TOTAL	**0**	**0**

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	31%
Proactive	69%
TOTAL	**100%**

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

LEGEND
Los Angeles Police Department

LAX/METRO TRANSIT CENTER

ATTACHMENT H

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**MTS**	**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 Rail Operator	0	0	0
Sex Offenses	0	2	2
SUB-TOTAL	**0**	**2**	**2**
CRIMES AGAINST PROPERTY	**LAPD**	**MTS**	**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	1	1
SUB-TOTAL	**0**	**1**	**1**
CRIMES AGAINST SOCIETY	**LAPD**	**MTS**	**FYTD**
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	5	5
SUB-TOTAL	**0**	**5**	**5**
TOTAL	**0**	**8**	**8**

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

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

CALLS FOR SERVICE			
AGENCY	**LAPD**	**MTS**	**FYTD**
Routine	0	0	0
Priority	0	0	0
Emergency	0	0	0
TOTAL	**0**	**0**	**0**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**MTS**
Dispatched	0%	0%
Proactive	0%	0%
TOTAL	**0%**	**0%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
LAX/MTC - LAPD	0%
LAX/MTC - MTS	0%

LEGEND
Los Angeles Police Department
Metro Transit Security

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment H

Sexual Crimes / Harassment Calls for Service August 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between August 1 and August 31, Metro Transit Security, LAPD and LASD received eighteen (18) incidents and referred all victims of sexual crimes/harassment to the above free hotlines, except one who refused services.

Incident Type & Totals						
	Aug 25	**Jul 25**	**% Change**	**Aug 25**	**Aug 24**	**% Change**
Sexual Harassment	2	0	200.0%	2	0	200.0%
Sexual Battery	9	9	0.0%	9	8	12.5%
Lewd Conduct	1	0	100.0%	1	0	100.0%
Indecent Exposure	3	3	0.0%	3	2	50.0%
Rape	3*	0	300.0%	3*	1	200.0%
TOTAL	**18**	**12**	**50.0%**	**18**	**11**	**63.6%**

**LAPD stated that two of the rapes involved the same victim and are under investigation. LASD stated that video evidence shows one of the rape victims on the bus but nothing occurred.*

Counseling Information Provided	
	Aug 25
Yes	**17**
No - If no, why?	**1**
Gone On Arrival	1
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	1
Officer Witnessed Incident	0
TOTAL	**18**

Frontline Safety – Additional Data (August 2025)

Operator Safety

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

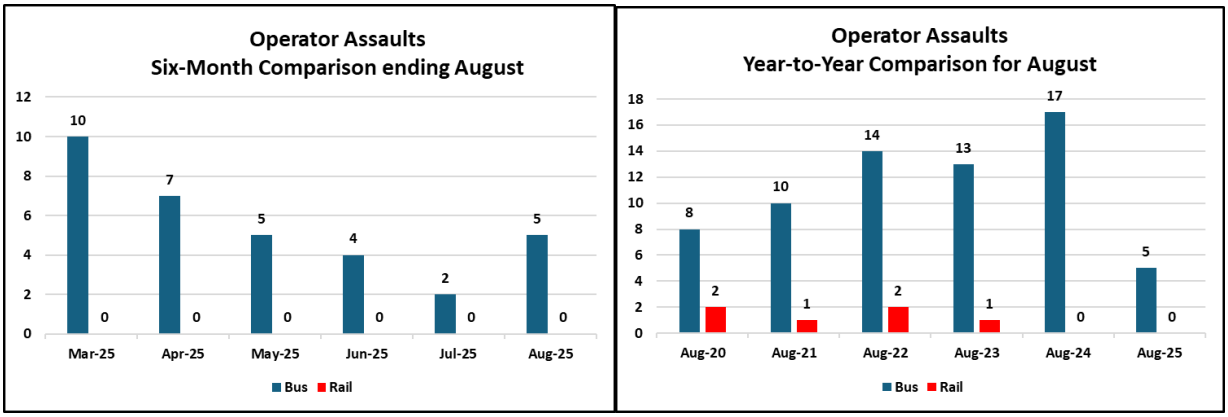


Figure A (Left) and Figure B (Right)

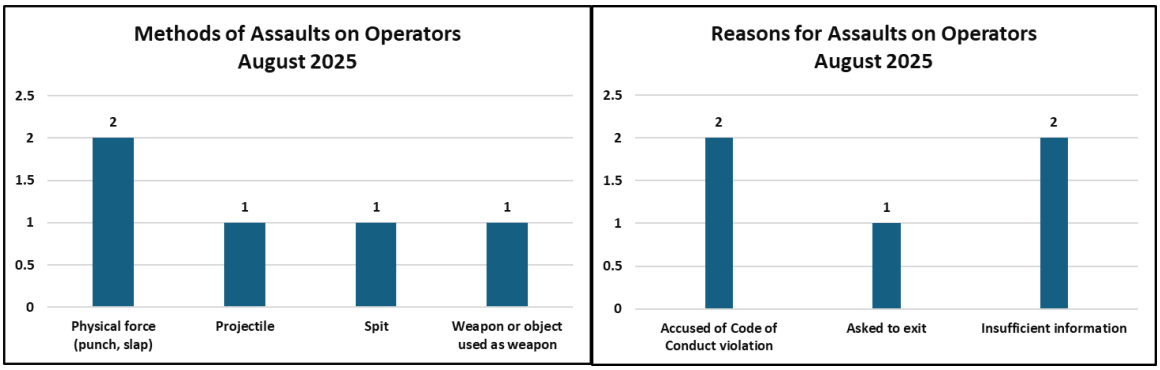


Figure C (Left) and Figure D (Right)

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

Operator Assaults
August 2025

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
8/1/2025	16:30	40	2003	MLK Blvd & Roxton Ave.	Suspect leaned against the barrier door and spat thru a gap in the enclosure, hitting the operator in the face.	Barrier present - closed	Insufficient information	Spit	No
8/1/2025	19:15	164	1598	Victory Blvd & Randi Ave.	Female juvenile threw a alcoholic beverage at victim's ankle and sprayed the victim with pepper spray.	Outside of operator area	Accused of Code of Conduct violation	Projectile	Yes
8/5/2025	4:00	40	1986	1521 Kingsdale Av, Redondo Beach	Operator was outside of the bus when the suspect punched bus operator after bus operator told suspect he could not board the bus.	Outside of operator area	Asked to exit	Physical force (punch, slap)	No
8/5/2025	18:20	108	5989	W. Slauson & Crenshaw Blvd.	Suspect attempted to break into the operator barrier and stab victim with a screwdriver. Suspect exited the bus and vandalized bus.	Barrier present - closed	Insufficient information	Weapon or object used as weapon	No
8/31/2025	21:30	460	5677	12901 Hoxie Av, Norwalk	Suspect arrested for head-butting bus operator when bus operator asked suspect to stop disturbing bus patrons.	Outside of operator area	Accused of Code of Conduct violation	Physical force (punch, slap)	Yes

Assaults per Vehicle Revenue Mile

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

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in August 2025 was 0.95 compared to 0.98 in July 2025. This means that over the last 12 months ending August 2025, there was an average of 0.95 assaults per 100,000 revenue miles, a 3.0% decrease compared to the 12 months ending July 2025.

Other Frontline Staff Safety

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

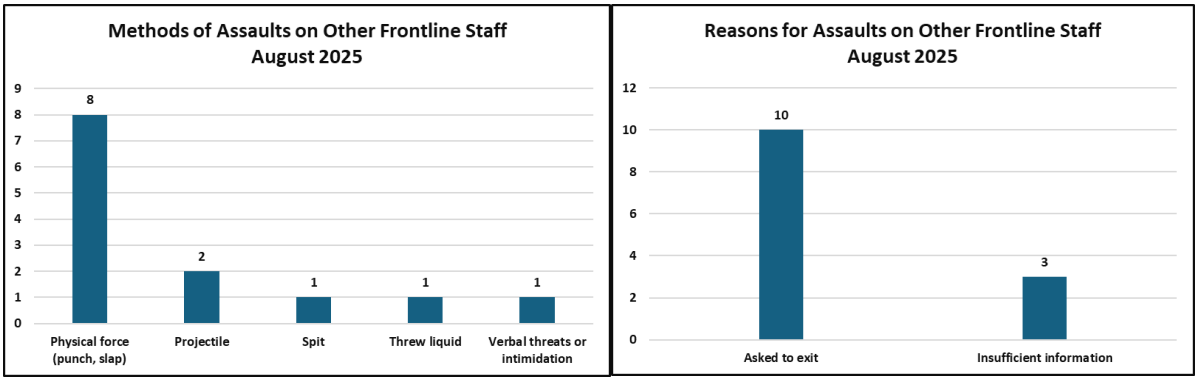


Figure E (Left) and Figure F (Right)