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**Agenda - Final**

**Thursday, May 20, 2021**

**9:00 AM**

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

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

*Holly Mitchell, Chair*

*Mike Bonin, Vice Chair*

*Jacquelyn Dupont-Walker*

*Sheila Kuehl*

*Tim Sandoval*

*Tony Tavares, non-voting member*

*Phillip A. Washington, Chief Executive Officer*

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

**PUBLIC INPUT**

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

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

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

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

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

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

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

**INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD**

Agendas for the Regular MTA Board meetings are prepared by the Board Secretary and are available prior to the meeting in the MTA Records Management Department and on the Internet. Every meeting of the MTA Board of Directors is recorded and is available at [www.metro.net](http://www.metro.net) or on CD's and as MP3's for a nominal charge.

## DISCLOSURE OF CONTRIBUTIONS

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the LACMTA Board and Committee Meetings. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

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## LIMITED ENGLISH PROFICIENCY

A Spanish language interpreter is available at all Committee and Board Meetings. All other languages must be requested 72 hours in advance of the meeting by calling (213) 922-4600 or (323) 466-3876. Live Public Comment Instructions can also be translated if requested 72 hours in advance.



**323.466.3876**

x2 *Español (Spanish)*

x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

x5 *Tiếng Việt (Vietnamese)*

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

### **Live Public Comment Instructions:**

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on May 20, 2021; you may join the call 5 minutes prior to the start of the meeting.

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

### **Instrucciones para comentarios publicos en vivo:**

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

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 20 de Mayo de 2021. Puedes unirse a la llamada 5 minutos antes del comienzo de la junta.

Marque: 888-251-2949 y ingrese el codigo  
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### **Written Public Comment Instruction:**

Written public comments must be received by 5PM the day before the meeting.

Please include the Item # in your comment.

Email: goinisc@metro.net

Post Office Mail:

Board Secretary's Office

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

## CALL TO ORDER

## ROLL CALL

APPROVE Consent Calendar Items: 19 and 20.

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

## CONSENT

### 19. SUBJECT: FENCE REPAIR AND MAINTENANCE SERVICES

[2021-0167](#)

#### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788370008370, to Deco Fence Company, the lowest responsive and responsible bidder, to provide fence repair and maintenance services. The contract not-to-exceed amount is \$2,290,068 for the three-year base, and \$1,654,560 for the one, two-year option, for a combined not-to-exceed amount of \$3,944,628, effective July 1, 2021, subject to resolution of protests(s), if any.

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

### 20. SUBJECT: TRANSMISSION INTEGRAL COOLER

[2021-0169](#)

#### RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA73599-2000 to Muncie Transit Supply, the lowest responsive and responsible bidder for transmission coolers. The Contract one-year base amount is \$969,414 inclusive of sales tax, and the one-year option amount is \$998,497, inclusive of sales tax, for a total contract amount of \$1,967,911, subject to resolution of protest(s), if any.

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

## NON-CONSENT

### 21. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

[2021-0006](#)

#### RECOMMENDATION

RECOGNIZE Operations Employees of the Month

Attachments: [Presentation](#)

22. SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE [2021-0007](#)

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update.

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

23. SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS  
RECOVERY PLAN (MAY 2021) [2021-0241](#)

**RECOMMENDATION**

RECEIVE AND FILE status report on the May 2021 response to Motion 10.1:  
FY21 Operations Recovery Plan.

**Attachments:** [Attachment A - Motion 10.1](#)  
[Attachment B NextGen Implementation Frequency Tables by Tier as at June 20](#)  
[Presentation](#)

24. SUBJECT: BETTER BUS PROGRAM FUNDING AND  
IMPLEMENTATION STRATEGY [2021-0245](#)

**RECOMMENDATION**

The following actions are recommended:

1. ADOPT the Better Bus Program as a major component of Metro's portfolio of improvements.
2. APPROVE the Better Bus investments Plan and pursue the five-year funding and implementation strategy (Included as Attachment B), including additional staffing, and report progress to the Operations, Safety, and Customer Experience Committee every six months.
3. APPROVE the inclusion of Better Bus program investments and expenditures in each annual budget and in future updates to the Short Range Transportation Plan and Long Range Transportation Plan.
4. APPROVE, by mid-year, the addition of 14 new project FTEs, in Operations (5), Communications and Government Relations (7), and Grants Management, Planning and Programming (2), to the FY22 staffing budget, dedicated exclusively to the funding and implementation of the Better Bus Program.

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Attachments:      [Attachment A - 2021-0194 Better Bus Program April Receive and File Report](#)  
                                 [Attachment B - Better Bus Funding Implementation Strategy](#)  
                                 [Presentation](#)

**25. SUBJECT: TRASH AND VEGETATION REMOVAL SERVICES** [2021-0166](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788340008370, for Metro's Regions 1, 2, and 3 combined, to Woods Maintenance, Services Inc., to provide trash and overgrown vegetation removal services. The contract not-to-exceed amount is \$25,909,440 for the three-year base, and \$17,614,080 for the one, two-year option, for a combined not-to-exceed amount of \$43,523,520, effective July 1, 2021, subject to resolution of protests(s), if any.

Attachments:      [Attachment A - Procurement Summary](#)  
                                 [Attachment B - DEOD Summary](#)  
                                 [Attachment C1 - Region 1 Map](#)  
                                 [Attachment C2 - Region 2 Map](#)  
                                 [Attachment C3 - Region 3 Map](#)  
                                 [Presentation](#)

**26. SUBJECT: LANDSCAPE AND IRRIGATION MAINTENANCE SERVICES** [2021-0165](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. Award a firm fixed unit rate Contract No. OP1788360008370, for Region 1, to Parkwood Landscape Maintenance, Inc., to provide landscape and irrigation maintenance services. The contract not-to-exceed amount is \$8,108,507 for the three-year base, and \$5,574,432 for the one, two-year option, for a combined not-to-exceed amount of \$13,682,939, effective July 1, 2021, subject to resolution of protest(s), if any.
  
- B. Award a firm fixed unit rate Contract No. OP1788350008370, for Regions 2 and 3 combined, to Woods Maintenance Services Inc., to provide landscape and irrigation maintenance services. This contract not-to-exceed amount is \$13,759,820 for the three-year base, and \$9,409,080 for the one, two-year option, for a combined not-to-exceed amount of \$23,168,900, effective July 1, 2021, subject to resolution of protest(s), if any.

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**Attachments:**      [Attachment A - Procurement Summary](#)  
[Attachment B DEOD Summary](#)  
[Attachment C1 - Region 1 Map](#)  
[Attachment C2 - Region 2 Map](#)  
[Attachment C3 - Region 3 Map](#)  
[Presentation](#)

**27. SUBJECT:      GRAFFITI ABATEMENT SERVICES**      [2021-0164](#)

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788330008370, for Metro's Regions 1, 2 and 3 combined, to Woods Maintenance Services, Inc., to provide graffiti abatement services. The contract not-to-exceed amount is \$8,920,800 for the three-year base, and \$6,143,040 for the one, two-year option, for a combined not-to-exceed amount of \$15,063,840, effective July 1, 2021, subject to resolution of protests(s), if any.

**Attachments:**      [Attachment A - Procurement Summary](#)  
[Attachment B - DEOD Summary](#)  
[Attachment C1 - Region 1 Map](#)  
[Attachment C2 - Region 2 Map](#)  
[Attachment C3 - Region 3 Map](#)  
[Presentation](#)

**28. SUBJECT:      MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE**      [2021-0243](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

**Attachments:**      [Attachment A - Systemwide Law Enforcement Overview April 2021](#)  
[Attachment B - MTA Supporting Data April 2021](#)  
[Attachment C - Transit Police Summary April 2021](#)  
[Attachment D - Monthly, Bi-Annual, Annual Comparison April 2021](#)  
[Attachment E - Violent, Prop, and Part 1 Crimes - April 2021 Board Report](#)  
[Attachment F - Demographic Data April 2021](#)



**SUBJECT: GENERAL PUBLIC COMMENT**

[2021-0298](#)

RECEIVE General Public Comment

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

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

**Adjournment**

**Board Report**

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**File #:** 2021-0167, **File Type:** Contract**Agenda Number:** 19.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 20, 2021****SUBJECT: FENCE REPAIR AND MAINTENANCE SERVICES****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788370008370, to Deco Fence Company, the lowest responsive and responsible bidder, to provide fence repair and maintenance services. The contract not-to-exceed amount is \$2,290,068 for the three-year base, and \$1,654,560 for the one, two-year option, for a combined not-to-exceed amount of \$3,944,628, effective July 1, 2021, subject to resolution of protests(s), if any.

**ISSUE**

The existing fencing repair and maintenance contract will expire on June 30, 2021. To ensure service continuity providing safe and timely fence repair and installation, a new contract award is required effective July 1, 2021.

**BACKGROUND**

On February 18, 2016, Metro Board of Directors awarded a five-year, firm fixed unit rate Contract No. OP4056400OP to APW Construction Inc., DBA Ace Fence Co., to provide fence repair and maintenance services for Metro Rail Rights-Of-Way (ROWs), facilities and parcel properties.

There are multiple types of fencing systems installed on the perimeters of Metro operational and non-operational railroad properties throughout Los Angeles County. Property fences are subject to damage due to vandalism, forced entries, vehicle accidents and natural disasters requiring repair on an as-needed basis.

As Metro continues to upgrade the existing infrastructure, expand its services to include new rail construction stations and facilities, and continuously refine Metro's safety requirements and procedures, timely response to fencing repair and maintenance is required.

Timely response to as-needed fencing repair and maintenance services is necessary to address emergencies, to prevent endangering lives, protect public properties by restricting access to Metro-owned facilities, and to secure other restricted areas.

## **DISCUSSION**

Under this new contract, the contractor is required to meet Metro's security needs providing timely as-needed fencing repair and maintenance services to protect Metro's active railroad ROWs, electrified railroad yards and traction power substations, preventing the public from accessing these restricted areas and placing themselves at the risk of being hit by trains or electrocuted by a third rail or high-power electrical lines.

Fencing on other Metro rail operating properties and storage yards is necessary to restrict access to trespassers, mitigate illegal dumping, and protect Metro properties from theft and vandalism.

This contract solicitation is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Deco Fence Company is a Metro certified SBE contractor and made 60% SBE commitment as the Prime, meeting the Small Business Prime Set-Aside requirements established for this solicitation.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure the continuity of providing safe, timely and quality as-needed fencing repair and maintenance services system-wide.

## **FINANCIAL IMPACT**

Subject to Board approval of the FY22 Budget, funding of \$763,356 is to be 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 Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

### **Impact to Budget**

The current source of funds for this action are Proposition A/C, Measure R/M, and the Transportation Development Act. Use of these funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing as-needed fencing repair and maintenance services will ensure safe, timely, and quality services to prevent endangering lives, and protecting public properties by restricting access to Metro-owned facilities, and secure other restricted areas.

## **ALTERNATIVES CONSIDERED**

Staff considered providing this service through in-house staff; however, this would require the hiring,

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

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. OP1788370008370, with Deco Fence Company, to provide the necessary as-needed fencing repair and maintenance services system-wide effective July 1, 2021.

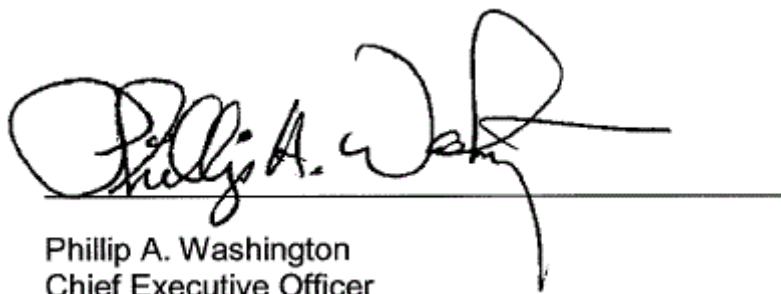
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering, (213) 922-3227  
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765  
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108  
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington  
Chief Executive Officer

**PROCUREMENT SUMMARY  
FENCE REPAIR AND INSTALLATION / OP1788370008370**

1.	<b>Contract Number:</b> OP1788370008370	
2.	<b>Recommended Vendor:</b> Deco Fence Company	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> RFP <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> December 18, 2020	
	<b>B. Advertised/Publicized:</b> December 17, 2020	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> December 29, 2020	
	<b>D. Proposals/Bids Due:</b> January 26, 2021	
	<b>E. Pre-Qualification Completed:</b> February 26, 2021	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> February 19, 2021	
	<b>G. Protest Period End Date:</b> May 24, 2021	
5.	<b>Solicitations Picked up/Downloaded:</b> 22	<b>Bids Received:</b> 2
6.	<b>Contract Administrator:</b> Rommel Hilario	<b>Telephone Number:</b> (213) 922-4654
7.	<b>Project Manager:</b> Alberto Garcia	<b>Telephone Number:</b> (213) 922-6760

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

This Board Action is to approve the award of Contract No. OP1788370008370 to Deco Fence Company to provide masonry walls, wrought iron, steel picket, welded wire mesh, Cochrane Clear Vu, and chain link fence installation, maintenance, and repair services for all Metro owned rail right-of-way (ROWs), facilities and parcel properties. Board approval of contract awards are subject to resolution of any properly submitted protest.

On December 18, 2020, Invitation for Bids (IFB) No. OP70418-2 was issued as a competitive procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. This IFB was issued under the Small Business Prime Program.

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

- Amendment No. 1, issued on January 7, 2021, provided pre-bid conference material including sign-in sheets, planholder's list, and prevailing wage information.

A virtual pre-bid conference was held on December 29, 2020. A total of 22 firms downloaded the IFB and were included in the planholder's list. There were seven questions received and responses were provided prior to the bid due date.

## **B. Evaluation of Bids**

A total of two bids were received on January 26, 2021, from firms listed below in alphabetical order:

1. Deco Fence Co.
2. Izurieta Fence Company, Inc.

The bids were reviewed for responsiveness. Areas of responsiveness included meeting the minimum qualification requirements, such as years of experience in performing fence repair and installation services, and having the required California State Contractors licenses to perform the scope of services. Both firms were determined to be responsive and qualified to perform the required services based on the IFB requirements.

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

The bid price from Deco Fence Company has been determined to be fair and reasonable based upon price analysis, independent cost estimate (ICE), and technical analysis.

<b>BIDDER</b>	<b>BID AMOUNT</b>	<b>METRO ICE</b>	<b>AWARD AMOUNT</b>
Deco Fence Company	\$3,944,628	\$4,281,840	\$3,944,628
Izurieta Fence Company, Inc.	\$4,246,200		

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

### **Deco Fence Company**

The recommended firm, Deco Fence Company (Deco Fence), located in Riverside, California, was founded in 2019. It provides residential and commercial fence repair and installation services and supplies fencing materials. Deco Fence is a Metro certified SBE firm.

The Deco Fence team includes AZ Construction, Inc., dba Ace Fence Company, and Commercial Fence Co., Inc., a licensed masonry contractor.

## DEOD SUMMARY

## FENCE REPAIR AND INSTALLATION SERVICES / OP1788370008370

**A. Small Business Participation**

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

Deco Fence Company, an SBE Prime, is performing 60% of the work with their own workforce. Deco Fence Company listed two (2) non-SBE firms, Ace Fence Company and Commercial Fence as subcontractors on this project.

	<b>SBE Firm Name</b>	<b>SBE % Committed</b>
1.	Deco Fence Company (Prime)	60%
	<b>Total Commitment</b>	<b>60%</b>

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

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

**C. Prevailing Wage Applicability**

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

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

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



## Board Report

File #: 2021-0169, File Type: Contract

Agenda Number: 20.

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MAY 20, 2021

**SUBJECT: TRANSMISSION INTEGRAL COOLER**

**ACTION: CONTRACT AWARD**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA73599-2000 to Muncie Transit Supply, the lowest responsive and responsible bidder for transmission coolers. The Contract one-year base amount is \$969,414 inclusive of sales tax, and the one-year option amount is \$998,497, inclusive of sales tax, for a total contract amount of \$1,967,911, subject to resolution of protest(s), if any.

#### **ISSUE**

This procurement is for the acquisition of transmission integral coolers which are required for maintaining the safe and reliable operation of the bus fleet. Award of this contract will ensure that Bus Maintenance has adequate inventory to repair and maintain buses according to Metro maintenance standards.

#### **BACKGROUND**

The component usage reports from Material Management revealed that approximately 215 transmission coolers are issued annually to Bus Maintenance to support replacement of these components during transmission rebuild programs or for replacement of transmission coolers that crack, warp, or sustain other damage during normal operation. The transmission coolers are installed by Metro Mechanics at the Central Maintenance Shops and at all bus operating divisions. Buses cannot operate without properly functioning transmission coolers.

#### **DISCUSSION**

A transmission cooler transfers heat generated in an automatic transmission to the radiator, where it is dissipated to atmosphere. Transmission coolers that crack, warp, or sustain other damage need to be replaced. The integral coolers in this procurement are mounted onto transmissions in nine-hundred buses that are part of Metro's bus fleet.

The contract to be awarded is a "requirements type" agreement in which Metro commits to order only



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from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for Metro to order all of the transmission coolers that may be currently anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE goal for this solicitation. The purchased transmission coolers are installed by Metro Mechanics.

Transmission coolers will be purchased and maintained in inventory and managed by Material Management. As transmission coolers are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

Award of contract will ensure that all operating divisions and the Central Maintenance Facility have an adequate inventory to maintain the equipment according to Metro Maintenance standards.

### **FINANCIAL IMPACT**

The funding of \$969,414 for these transmission coolers is included in the FY22 budget request under account 50441, Parts - Revenue Vehicle in the Central Maintenance and multiple bus operating division cost centers. Funding is subject to Board approval.

Since this is a multi-year contract, the cost center manager and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years including any option exercised.

### **Impact to Budget**

Subject to board approval, the preliminary source of funds for this action are Proposition A/C, Measure R/M, and the Transportation Development Act. Use of these funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

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

The procurement of transmission coolers supports **Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling.** The transmission coolers will maintain the reliability of the bus fleet and ensure that our customers are able to arrive at their destinations without interruption and in accordance with the scheduled service intervals for Metro bus operations.

### **ALTERNATIVES CONSIDERED**

The alternative is to not award the contract and procure transmission coolers on the open market on an as-needed basis. This approach is not recommended since it does not provide a commitment from the supplier to ensure availability and price stability.

### **NEXT STEPS**

Metro's requirements for transmission coolers will be fulfilled under the provisions of the contract.

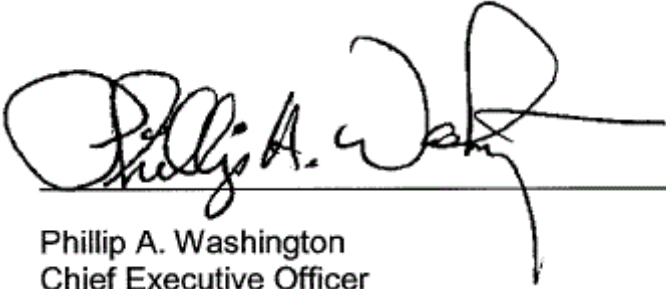
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: James D. Pachan, Superintendent of Maintenance, (213) 922-5804

Reviewed by: Debra Avila, Chief, Vendor/Contract Management (213) 418-3051  
James T. Gallagher, Chief Operations Officer (213) 418-3108



Phillip A. Washington  
Chief Executive Officer

**PROCUREMENT SUMMARY**  
**TRANSMISSION INTEGRAL COOLER**  
**CONTRACT NO. MA73599-2000**

1.	<b>Contract Number:</b> MA73599-2000	
2.	<b>Recommended Vendor:</b> Muncie Transit Supply, 3720 S. Muncie Street, Muncie, IN 47302	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	A. Issued: 12/21/20	
	B. Advertised/Publicized: 1/2/21	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 2/18/21	
	E. Pre-Qualification Completed: 3/12/21	
	F. Conflict of Interest Form Submitted to Ethics: 3/1/21	
	G. Protest Period End Date: 5/24/21	
5.	<b>Solicitations Picked up/Downloaded:</b> 8	<b>Bids/Proposals Received:</b> 3
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> Alex DiNuzzo	<b>Telephone Number:</b> 213/922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA73599-2000 for the procurement of Transmission Integral Cooler. Board approval of contract awards are subject to resolution of any properly submitted protest.

An Invitation of Bid (IFB) No. MA73599-2 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

No amendment was issued during the solicitation phase of this IFB.

A total of three (3) bids were received on February 18, 2021:

1. Valley Power Supply
2. Muncie Transit Supply
3. The Aftermarket Parts Company

**B. Evaluation of Bids**

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. There were two bids that were deemed responsive and responsible to the IFB requirements. A third bid was received however, Valley Power Supply, the apparent low bidder, was deemed non-responsive in meeting the mandatory 2% DBE goal requirements.

The recommended firm, Muncie Transit Supply, the lowest responsive and responsible bidder was found to be in full compliance in meeting the bid and technical requirements of the IFB.

**C. Price Analysis**

The recommended bid price from Muncie Transit Supply has been determined to be fair and reasonable based upon adequate price competition, Independent Cost Estimate (ICE), historical purchases and selection of the lowest responsive and responsible bidder.

<b>Bidders Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Muncie Transit Supply	\$1,967,910.51	\$1,599,202
The Aftermarket Parts Company	\$2,129,419.13	

**D. Background on Recommended Contractor**

The recommended firm, Muncie Transit Supply is located in Muncie, IN has been in business for Sixty-Eight (68) years. Muncie Transit Supply provided similar products for Metro and other agencies including Metropolitan Bus Authority in New York, County of Hawaii Mass Transit, Riverside Transit Agency, and Greater Portland Transit District and numerous other transit proprietries that are available upon request. Muncie Transit Supply has provided satisfactory service and product to Metro on previous purchases.

DEOD SUMMARY

TRANSMISSION INTEGRAL COOLER / MA73599-2000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this Indefinite Delivery, Indefinite Quantity (IDIQ) solicitation. Muncie Transit Supply made a 2% DBE commitment.

In response to a specific Task Order request, Muncie Transit Supply will be required to identify DBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE achievement in meeting the commitment will be determined based on cumulative DBE participation of all Task Orders awarded.

<b>Small Business Goal</b>	<b>2% DBE</b>	<b>Small Business Commitment</b>	<b>2% DBE</b>
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	<b>DBE Subcontractors</b>	<b>Ethnicity</b>	<b>% Committed</b>
1.	Say Cargo Express	Hispanic American	TBD
<b>Total Commitment</b>			<b>TBD</b>

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

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

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



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File #: 2021-0006, File Type: Oral Report / Presentation

Agenda Number: 21.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 20, 2021**

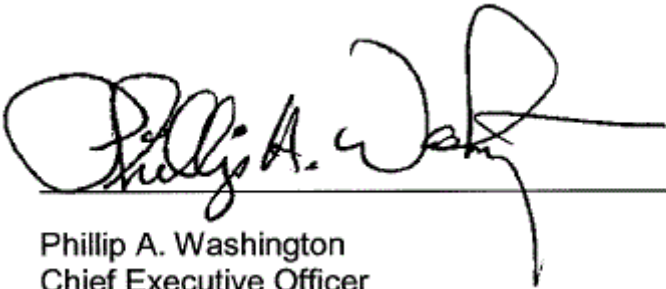
**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month

**DISCUSSION**

Operations Employees of the Month recognizes Transportation and Maintenance frontline employees for their outstanding leadership contributions to the Operations Department.



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Phillip A. Washington  
Chief Executive Officer

# **May Employees of the Month**



**Metro**

# Employees of the Month



## Transportation

Bus Operator  
**George Hilton**



**Division 2 – Los Angeles**

## Maintenance

Mechanic A  
**Juan Vega**



**Division 2 – Los Angeles**





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File #: 2021-0007, File Type: Oral Report / Presentation

Agenda Number:

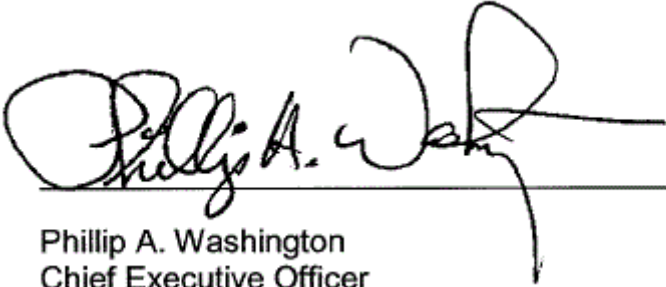
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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 20, 2021**

**SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE**

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update.



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Phillip A. Washington  
Chief Executive Officer

**ITEM 22**

**COO Oral Report  
COVID-19 – Operations Update**

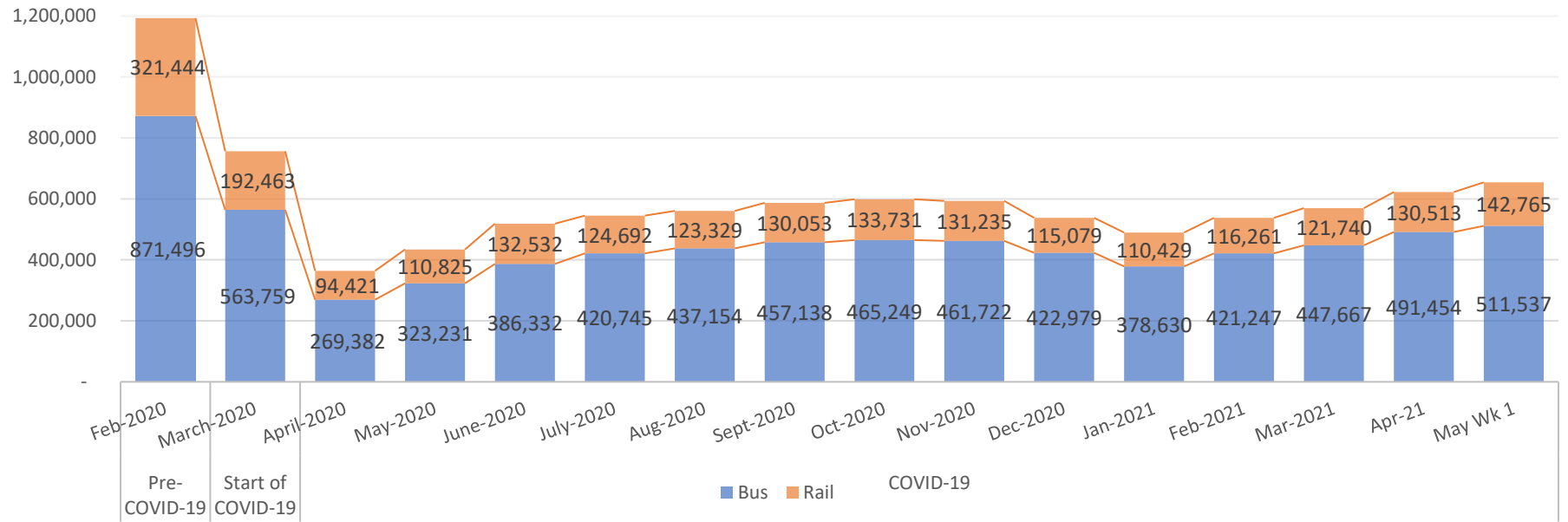


**Metro**

Operations, Safety & Customer Experience Committee Meeting  
May 20, 2021

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May 5/2-5/8
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	654,302

### Notes

2/26/21 - Safer L.A. Order Issued

3/19/21 - Reopening Safer at Work and in the Community Order Issued

4/12/21 - Extra 47 weekday, 86 Saturday, and 48 Sunday trips added to high demand lines to accommodate heavier passenger loads

6/27/21 - Bi-Annual Service Changes/NextGen Phase 2 Implementation to 6.5M RSH

# Bus Operator Hiring Initiative Update

## Applications

- 1,407 bus operator applications as of May 18, 2021

## Bus Operator Hires

- 237 as of May 18, 2021

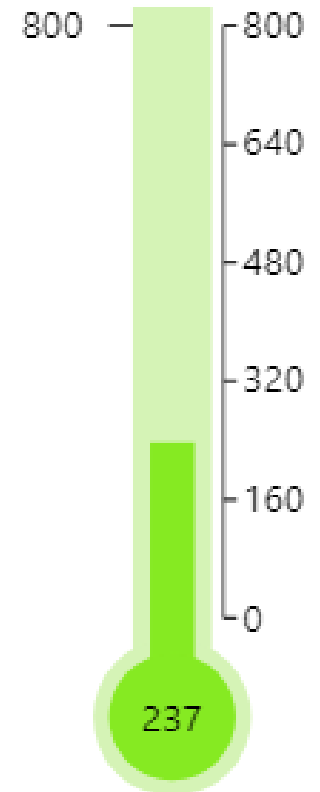
## Classes & Training

- We had two classes in April 2021 (4/14 & 4/28) and two classes in May 2021 (5/3 & 5/24)
- Two classes will be scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class)

## Recruitment Tactics Include:

- Bus Operator Specific Landing Web page
- Recruitment Flyer
- Organic Social media and source posts
- Paid Search, social media, Indeed advertising
- Metro-owned Bus and Rail ads including bus wraps & car cards
- Paid Radio Ads (ESPN, Ellen K Radio Blog & LA Kings Newsletter and Local News Channels)
- Bus Operator Hiring Video
- Bus Operator Hiring Featured on external and internal job posting emails

Goal to 800 Operators



# Bus Operator Hiring Initiative – Bus Wraps





**Board Report**

**File #:** 2021-0241, **File Type:** Informational Report

**Agenda Number:** 23.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 20, 2021**

**SUBJECT: STATUS OF MOTION 10.1: FY21 OPERATIONS RECOVERY PLAN (MAY 2021)**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE status report on the May 2021 response to Motion 10.1: FY21 Operations Recovery Plan.

**ISSUE**

On September 24, 2020, the Metro Board of Directors (Board) approved Motion 10.1: FY21 Operations Recovery Plan (Attachment A) directing staff to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
  - 1. Aligns bus lines with their respective NextGen service tier standards.
  - 2. Does not exceed maximum load factors on buses and trains based on industry accepted health and safety standards.
  - 3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school re-openings and the return of traffic congestion and effect on bus speeds.
  - 4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
  - 5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

This report addresses Items 1-5 in Section A above.

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## **BACKGROUND**

In September 2020, the Board approved the FY21 Annual Budget which included 5.6M annual Revenue Service Hours (RSH) for Metro bus operations. Motion 10.1: FY21 Operations Recovery Plan was approved as part of the budget deliberations to direct staff to monitor service performance and determine criteria for increasing service to levels envisioned by NextGen while balancing vehicle loads, financial constraints, public health directives, and service quality.

## **DISCUSSION**

The following provides the status update for each item listed in the motion:

### **1. Aligns bus lines with their respective NextGen service tier standards -**

No Change. Attachment B lists all bus lines by service tier for the December 2020 and June 2021 shake-ups, as well as the NextGen Transit First full buildout scenario frequencies.

### **2. Do not exceed maximum load factors on buses and trains based on industry accepted health and safety standards**

Service continues to be scheduled to maintain a max. load standard of 75% of seated capacity during any 20 min. time slice during peak periods and 60 min. time slices during off peak period. A total of 47 weekday, 86 Saturday and 48 Sunday trips were added to the bus network starting April 12, 2021 to address load issues on specific lines detailed in Attachment C.

### **3. Set criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds**

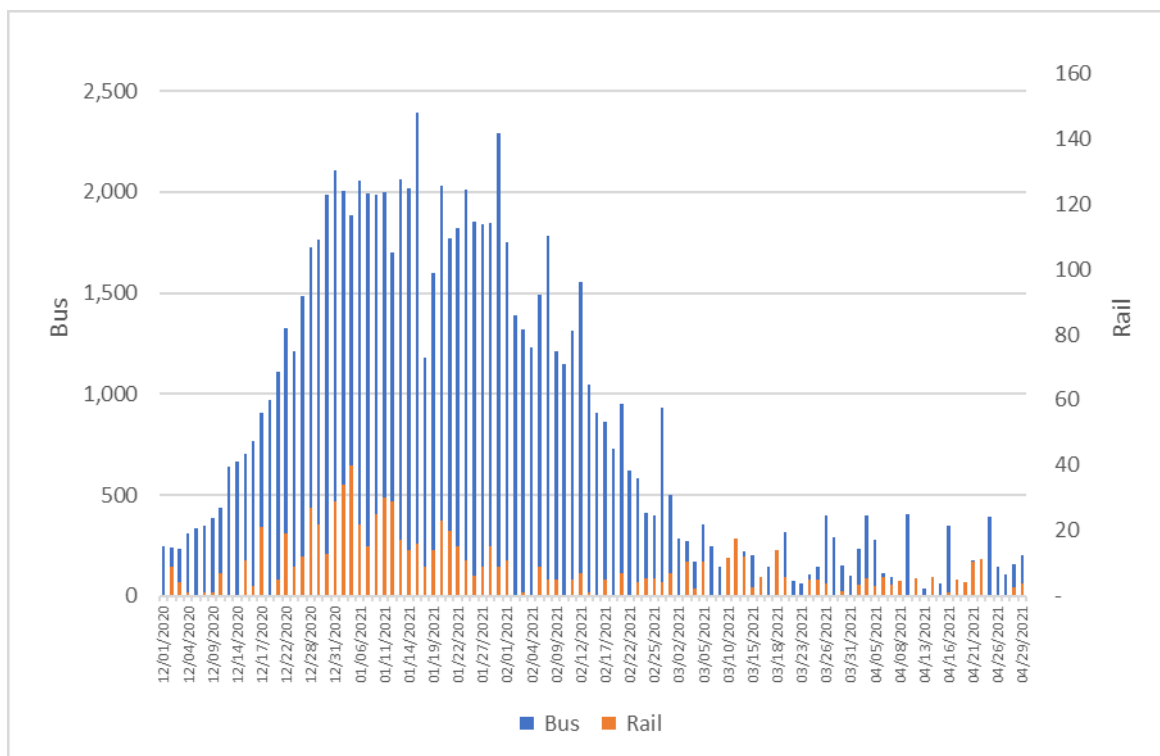
#### Percent of Trips Exceeding Maximum Load Standard

Maximum loads on all Metro bus trips continue to be monitored weekly. The percent of trips on average each week exceeding the 75% of seated load standard during April 2021 is as follows:

- Weekdays: average 1.8% or 196 trips (range 1.7% to 2.0%) so on average meets the target
- Saturdays: average 5.3% or 367 trips (range 4.9% to 5.7%)
- Sundays: average 2.8% or 183 trips (range 2.5% to 3.2%)

Canceled work hours for bus continue to hover around the pre-pandemic levels (see Figure 1). With cancelled service stabilized, 47 weekday, 86 Saturday and 48 Sunday trips were added to the bus network starting April 12, 2021 to address load issues to accommodate heavier loads.

Figure 1  
Cancelled Work Hours (Weekdays)



The next scheduled service change will be June 27, 2021 which will continue implementation of the NextGen bus plan including a significant amount of network changes and reallocation of underutilized services to high ridership lines. The June 2021 service change focus on the San Fernando Valley and San Gabriel Valley to improve service and simplify the bus network. There will also be some changes in Beverly Hills and Compton areas as well as a new line linking northeast LA directly with East Hollywood. The changes also include consolidation of 8 more Metro Rapid lines with partner local lines on key corridors. In total, over 90 of Metro’s 141 lines operating today will be changed in the June 2021 service change.

In addition, per Motion 27.1: FY22 Service Restoration, an additional 880K annualized RSH will also be added to the current 5.62 million annualized RSH bringing the base service levels beginning in FY22 to 6.5 million annual RSH. As a result, service will increase on many of Metro’s highest ridership lines as ridership continues to slowly recover from the pandemic low point in mid-2020.

Loads will continue to be monitored on a weekly basis and further adjustments can be made if needed through interim schedule adjustments.

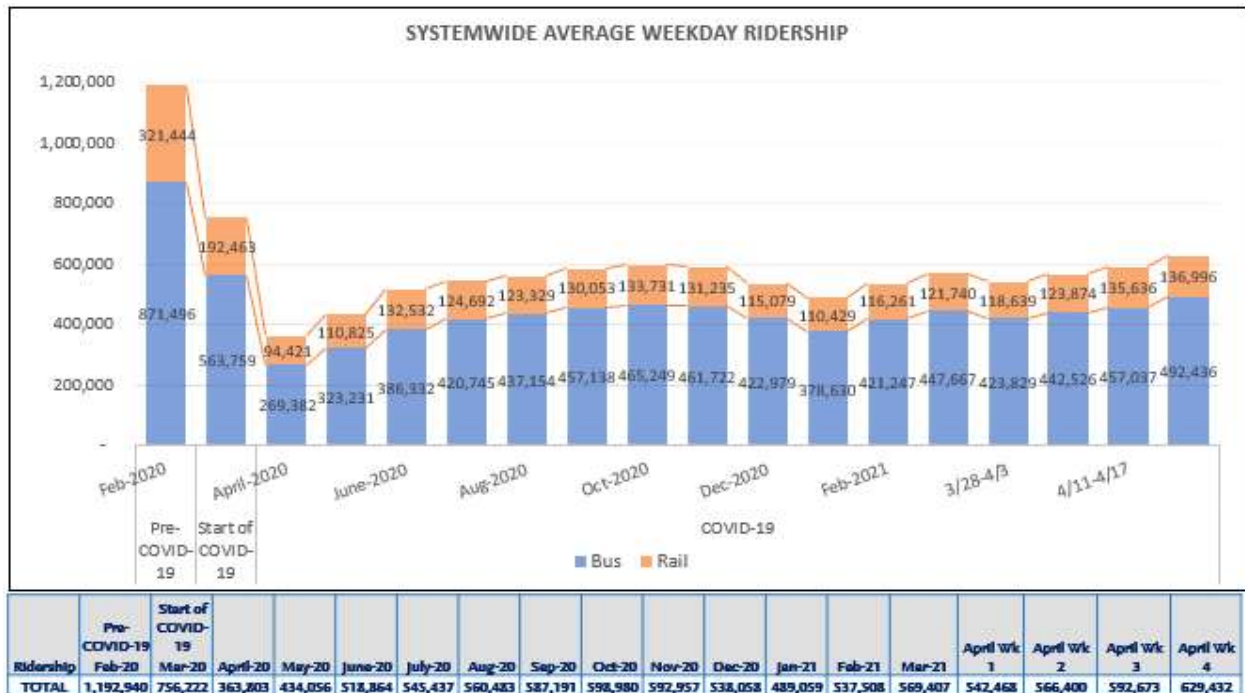
Ridership Potential and Public Health Directives

During April 2021 average weekday bus ridership increased to about 45% below pre-COVID levels, compared to 50% below in previous months. Saturday and Sunday ridership were about 30% and 26% down compared to pre-COVID, respectively. Ridership is anticipated to grow



steadily through FY21Q4 given the declining number of new COVID cases, significant number of vaccinations and the State’s anticipated reopen on June 15, 2021. Figure 2 shows bus and rail ridership trends through the COVID pandemic to date.

Figure 2  
Systemwide Average Weekday Ridership



Ridership will continue to be monitored on a weekly and monthly basis.

Resource Availability

**Financial**

No Change. The Board adopted Motion 11.1 in January 2021 that reallocated \$24.3M in the FY21 mid-year budget adjustment for the restoration of transit service and directed staff to immediately begin preparing to restore service no later than end of FY21 to increase the agency’s capacity to run 7.0 million annual bus RSH. The budget planning assumptions for service levels in FY22, as presented to the Board in February 2021, outlines a plan to restore bus service levels, including:

- June 2021 - Increase from 5.62 million current annualized RSH to 6.5 million;
- September 2021 - Increase to 7.0 million annualized RSH;

**Staffing and Accelerated Bus Operator Hiring Activities**

Implementing the FY22 service level increases is highly dependent on the availability of operators. Operations has accelerated bus operator training classes and will continue with our

enhanced hiring plan until enough operators are onboarded to support the final adopted FY22 RSH plan. In addition, Operations will continue to work closely with Human Capital & Development to return as many existing operators out on leaves as soon as possible. It should be noted that through early May 2021, Metro has received over 1,346 applications in the hiring pipeline with interviews scheduled, classes in progress, and 2 classes scheduled per month through the summer. All class space, including the use of non-Metro facilities, are currently being planned in a manner that is safe and adheres to all COVID-19 guidelines.

Metro' accelerated bus operator hiring plan includes, but is not limited to the following:

- ✓ Bus Operator Specific Landing Web page
- ✓ Recruitment Flyer
- ✓ Organic Social media and source posts
- ✓ Paid Search, social media, Indeed advertising
- ✓ Metro-owned Bus and Rail ads including bus wraps & car cards
- ✓ Paid Radio Ads (ESPN, Ellen K Radio Blog & LA Kings Newsletter and Local News Channels)
- ✓ Bus Operator Hiring Video
- ✓ Bus Operator Hiring Featured on external and internal job posting emails
- ✓ Board of Director (BOD) Media Tool Kit
- ✓ Metro-owned Bus and Rail ads including bus wraps & car cards

#### Performance

Boardings per RSH for March and April 2021 are trending around 26, short of the 30 boardings per RSH. Should ridership increase through the remainder of FY21 with mass vaccinations and the full reopening of the state anticipated mid-June 2021, the performance of this indicator would expect to improve.

#### **4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes**

The NextGen Speed and Reliability team continue to make progress towards implementing bus lanes, improving Transit Signal Priority (TSP) and other enhancements to the bus network. Since January 2021, the team is has been working on implementation of a bus lane on Alvarado Street, Grand and Olive Streets in downtown Los Angeles, improving signal priority on Metro G Line (Orange), and continuing to work with LADOT to identify future bus lane corridors and expanding TSP to more buses along non-TSP Tier 1 corridors under the NextGen Bus Plan.

#### **5. Restore revenue service hours as appropriate to achieve all the above outcomes**

The FY22 service restoration plan as described has been developed based on the criteria established in item #3 above and is consistent with Motion 11.1 related to FY2021 (FY21) Mid-Year Budget.

### **FINANCIAL IMPACT**

Implementation of Metro's final FY22 bus service restoration plan will be adopted as part of the FY22

annual budget.

Impact to Budget

There is no impact to the approved Metro FY21 budget and allocated funding sources. The planned changes are made within the revenue service hours budgeted.

**DETERMINATION OF SAFETY IMPACT**

This report does not have a negative effect on the safety of our customers or employees.

**IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

**NEXT STEPS**

This is the last scheduled report back on Motion 10.1. Future updates to service recovery and operator hiring status will be presented as part of the COO monthly COVID report.

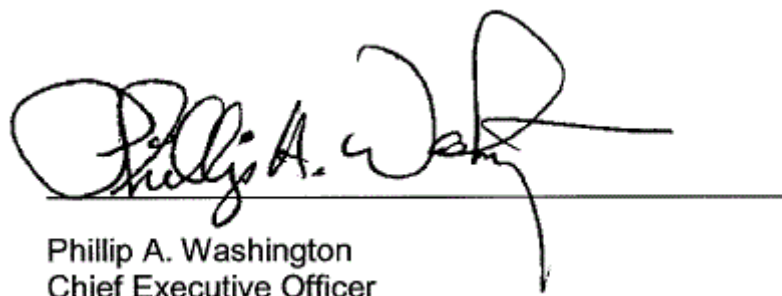
**ATTACHMENTS**

Attachment A - Motion 10.1: FY21 Operations Recovery Plan

Attachment B - Dec. 2020 & June 2021 Scheduled vs. NextGen Planned Frequencies

Prepared by: Nancy Saravia, Director, Financial & Admin. Mgmt. Svc. (213) 922-1217  
Conan Cheung, Sr Exec Officer, Service Development, (213) 418-3034

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



Phillip A. Washington  
Chief Executive Officer



Board Report

File #: 2020-0644, File Type: Motion / Motion Response

Agenda Number: 10.1.

REGULAR BOARD MEETING  
SEPTEMBER 24, 2020

Motion by:

DIRECTORS BONIN, GARCETTI, SOLIS, GARCIA, AND KUEHL

Related to Item 10: Fiscal Year 2021 (FY21) Budget

The COVID-19 Crisis has created incredible strain on Metro’s operations and finances. An unprecedented drop in sales tax and other revenue has caused a \$1.2 billion decrease in Metro’s budget from FY20 to FY21, with additional volatility likely throughout FY21 and beyond. At the same time, COVID-19 health and safety measures and labor agreements have increased operational costs per hour of service. Despite an infusion of federal funding from the CARES Act, Metro still faces an uncertain operations budget that will require continuous updates throughout the fiscal year.

The proposed FY21 budget is an accurate reflection of today’s greatly diminished transit service levels. However, maintaining current service levels for the remainder of the fiscal year is not acceptable for riders nor is it consistent with the agency’s strategic priorities, including NextGen. At a time when COVID-19 has exposed all of the region’s underlying inequities, Metro must plan for and facilitate an equitable recovery that prioritizes the mobility needs of our county’s most vulnerable populations, who disproportionately rely on bus service.

Metro should prepare an FY21 Operations Recovery Plan that outlines a clear decision-making framework for restoring service and identifies the financial and human resources needed at each stage of recovery. This Plan should clearly articulate how NextGen parameters are being applied to interim service decisions, in addition to public health and customer experience considerations. Most importantly, this Plan should commit to achieving NextGen’s performance outcomes (revenue miles, number of high-frequency lines, number of people with access to frequent service), even if pre-COVID revenue service hours may not be necessary to achieve them.

**SUBJECT: FY21 OPERATIONS RECOVERY PLAN**

**RECOMMENDATION**

APPROVE Motion by Directors Bonin, Garcetti, Solis, Garcia, and Kuehl that the Board direct the Chief Executive Officer to:

- A. Report back to the Operations, Safety, and Customer Experience Committee in 60 days, with updates every 60 days thereafter, with an FY21 Operations Recovery Plan that achieves the following outcomes:
1. Aligns bus lines with their respective NextGen service tier standards.
  2. Does not exceed maximum load factors on buses and trains based on industry-accepted health and safety standards.
  3. Sets criteria for adding service in anticipation of future on-street conditions related to economic sector and/or school reopenings and the return of traffic congestion and effect on bus speeds.
  4. Takes full advantage of operational savings from faster bus speeds to achieve performance-based service outcomes.
  5. Restores revenue service hours as appropriate to achieve all of the above outcomes.
- B. Report back to the Finance, Budget, and Audit Committee in 60 days with an amendment to the FY21 Budget, if necessary, to implement the above FY21 Operations Recovery Plan.

Attachment B

December 2020/June 2021 Scheduled vs. NextGen Planned Frequencies

Line(s)	Corridor	Service Tier	Dec 2020				June 2021				NextGen			
			Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime
2, 302	Sunset Bl	Tier 1	15-20	15	15-20	15-20	12	12	15	15	7.5	10	12	12
200	Alvarado St	Tier 1	10-15	10-15	10-20	10-30	7.5-10	10	10	10	See Line 2	See Line 2	See Line 2	See Line 2
4	Santa Monica Bl	Tier 1	15-20	15	15	15	12	12	12	12	6	7.5	10	10
704	Santa Monica Bl Metro Rapid	Tier 1	18-25	20-25	20-30	20-30	15-20	20	20	20	See Line 4	See Line 4	See Line 4	See Line 4
16, 316	3rd St	Tier 1	5-9	5-9	6-12	6-12	5-7.5	5-8	6-10	6-10	6	7.5	7.5	7.5
18	Whittier Bl & W. 6th St	Tier 1	8-12	9-12	11-12	12-16	5-7.5	7.5	7.5	7.5	6	7.5	7.5	7.5
20	Wilshire Bl	Tier 1	12-25	15	15	15	12-15	12	12	12	5	5	6	6
720	Wilshire Bl Metro Rapid	Tier 1	6-15	7-15	10-17	10-17	5-6	7.5	7.5	7.5	10	See Line 20	See Line 20	See Line 20
28	Olympic Bl	Tier 1	8-15	12-15	15-18	15-18	7.5-10	12	12	12	7.5	10	15	15
728	Olympic Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 28	See Line 28	See Line 28	See Line 28
30, 330	Pico Bl & E. 1st St	Tier 1	10-20	12	10-15	10-15	7.5	10	10	10	10	10	15	15
33	Venice Bl	Tier 1	15-22	15	16-22	16-22	12-15	12	12-15	12-15	7.5	10	10	10
733	Venice Bl Metro Rapid	Tier 1	20-30	15-20	20-22	20-22	20	15-20	20	20	N/A	N/A	N/A	N/A
40	MLK, Crenshaw Bl, Hawthorne Bl	Tier 1	10-15	15	20	20	7-5-10	12	12	15	10	10	15	15
740	Crenshaw Bl, Hawthorne Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 40, 212	See Line 40, 212	See Line 40, 212	See Line 40, 212
45	Broadway	Tier 1	10-15	10-15	10-15	10-15	10	10	10	10	5	7.5	7.5	7.5
745	Broadway Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 45	See Line 45	See Line 45	See Line 45
51, 52, 351	Avalon Bl & 7th St	Tier 1	6-12	10	8-14	10-14	5-6	7.5	7.5	10	7.5	7.5	10	10
53	Central Ave	Tier 1	13-25	15	18-22	18-22	10-12	12	15	15	10	10	20	20
60	Long Beach Bl	Tier 1	5-10	10	12-15	12-15	5-7.5	10	10	10	5	10	10	10
760	Long Beach Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 60	See Line 60	See Line 60	See Line 60
66	E. Olympic Bl, 8th St	Tier 1	10-15	15	13-20	20	6-10	10	15	15	10	10	15	15
70	Garvey Ave	Tier 1	12-15	15-20	12-18	12-18	7.5-10	7.5	12	12	7.5	7.5	10	10
770	Garvey Ave/Cesar Chavez Av Metro Rapid	Tier 1	10-25	25	N/A	N/A	N/A	N/A	N/A	N/A	See Line 70	See Line 70	See Line 70	See Line 70
78, 79, 378	Huntington Dr, Las Tunas Dr	Tier 1	10-15	15	15-20	15-20	10-12	12	15	15	10	10	20	20
105	Vernon Ave, La Cienega Bl	Tier 1	9-12	9-10	12-20	15-23	8-10	8-10	12-15	15	10	10	15	15
705	Vernon Ave, La Cienega Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 105	See Line 105	See Line 105	See Line 105
108, 358	Slauson Ave	Tier 1	10-20	20	20	20	7.5-10	15	15	15	7.5	7.5	15	15
111	Florence Ave	Tier 1	12-20	12-15	15-20	15-20	12	12	15	15	7.5	10	15	15
180, 181	Pasadena - Glendale - Hollywood	Tier 1	12-15	10-15	12-15	12-15	10	10	12	12	7.5	7.5	15	15
780	Pasadena - Glendale - Hollywood Metro Rapid	Tier 1	20-30	30	N/A	N/A	N/A	N/A	N/A	N/A	See Line 180	See Line 180	See Line 180	See Line 180
217	Fairfax Ave, Hollywood Bl	Tier 1	15-40	15-20	15-20	15-20	10	10	15	15	See Line 180	See Line 180	See Line 180	See Line 180
204	Vermont Ave	Tier 1	12-20	12-15	15-20	15-25	10-12	12	12	12	5	5	7.5	7.5
754	Vermont Ave Metro Rapid	Tier 1	12-20	15-18	12-20	15-25	12-15	12-15	12-15	12-15	10	N/A	N/A	N/A
207	Western Ave	Tier 1	12-20	12-15	10-20	10-20	6-7.5	7.5	10	10	6	7.5	12	12
757	Western Ave Metro Rapid	Tier 1	12-20	12-15	N/A	N/A	N/A	N/A	N/A	N/A	See Line 207	See Line 207	See Line 207	See Line 207
210	Crenshaw Bl	Tier 1	10-12	10-15	15-22	15-22	10-12	10	12	12	10	10	10	10
710	Crenshaw Bl Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 210	See Line 210	See Line 210	N/A
212, 312	La Brea Ave	Tier 1	15-30	15-22	17-30	17-30	15	15	20	20	7.5	10	15	15
233	Van Nuys Bl	Tier 1	12-20	12-15	15-20	15-20	12	12	12	12	10	10	10	10
234	Sepulveda Bl	Tier 1	20-30	20-30	20-25	22-30	12	12	15	15	7.5	7.5	10	10
734	Sepulveda Bl Metro Rapid	Tier 1	20	20	N/A	N/A	N/A	N/A	N/A	N/A	See Line 234	See Line 234	N/A	N/A
744	Van Nuys Bl, Reseda Bl Metro Rapid	Tier 1	20	20	30	30	N/A	N/A	N/A	N/A	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761	See Lines 240, 761
761	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	20	20	30	30	10-15	15	30	30
788	Van Nuys Bl Westside Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 761	N/A	N/A	N/A
240	Reseda Bl	Tier 1	30-40	30-40	30-40	30-40	12	12	15	15	10	10	15	15
251	Soto St	Tier 1	10-20	10-15	10-15	10-15	7.5-10	10	10	10	10	10	15	15
751	Soto St Metro Rapid	Tier 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 251	See Line 251	N/A	N/A
901	G Line (Orange) BRT	Tier 1	9-15	10	10	10	7.5	10	10	10	5	10	10	10

Line(s)	Corridor	Service Tier	Dec 2020				June 2021				NextGen			
			Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime
910/950	J Line (Silver) BRT	Tier 1	9-15	12-15	15	15	7.5-10	10	15	15	5	10	15	15
10	Melrose Av	Tier 2	15-25	15	20	20	15	15	20	20	10	15	20	20
14	Beverly Bl	Tier 2	10-40	18-20	15-20	15-20	10-15	15	15	15	10	15	20	20
35	Washington Bl	Tier 2	15-30	15	20	20	15-30	15	20	20	12	12	15	15
37	W. Adams Bl	Tier 2	10-40	18-20	15-20	15-20	10-15	15	15	15	10	15	20	20
38	W. Jefferson Bl	Tier 2	30-60	30	40	40	30-60	30	40	40	12	12	15	15
48	Main & San Pedro	Tier 2	30-50	30	40	40	30	30	40	40	10	15	20	20
55, 355	Compton Ave	Tier 2	12-15	15	22-30	22-30	12-15	15	22-30	22-30	12	12	20	20
76	Valley Bl	Tier 2	20-25	20	20-30	20-30	20-25	20	20-30	20-30	12	12	20	20
81	Figueroa St	Tier 2	15-25	15-20	18-23	18-23	15-20	15-20	15-20	15-20	10	12	20	20
94	San Fernando Rd	Tier 2	20-45	20-23	15-22	20-24	15	15	30	30	15	15	30	30
110	Gage Ave	Tier 2	20-35	25-35	33-35	33-35	20-35	25-35	33-35	33-35	15	15	30	30
115	Manchester Ave, Firestone Bl	Tier 2	20-25	20	15-20	20	20-25	20	15-20	20	12	12	20	20
117	Century Bl	Tier 2	23-40	23-26	20-30	20-30	20-30	23-26	20-30	20-30	15	15	30	30
152, 353	Roscoe Bl	Tier 2	15-20	15	20-30	25-35	15	15	20	20	15	15	20	20
162-163	Sherman Wy	Tier 2	20	20	20-35	30-35	15	15	20	30	15	15	30	30
164	Victory Bl	Tier 2	35	35	35	35	20	20	30	30	15	15	30	30
165	Vanowen Ave	Tier 2	20-40	30-35	30-40	30-40	15-20	20	30	30	15	15	30	30
166, 364	Nordhoff St	Tier 2	20	20	30-45	40-45	15	15	30	30	15	15	30	30
206	Normandie Ave	Tier 2	20-30	20-23	20-30	20-30	20-30	20-23	20-30	20-30	10	15	20	20
224	Lankershin Bl, San Fernando Rd	Tier 2	20-40	20	20-30	20-30	15-20	20	20	20	15	15	30	30
260	Atlantic Bl Fair Oaks Ave	Tier 2	10-30	10-20	20-35	20-35	10-20	10-20	20	20	12	12	20	20
762	Atlantic Bl Fair Oaks Ave Metro Rapid	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 260	See Line 260	N/A	N/A
601	Warner Center	Tier 2	20	20	20	20	20	20	20	20	15	15	15	15
603	Glendale - Hoover St	Tier 2	12-15	15	11-23	15-30	12	12	12	15	12	12	20	20
605	LAC USC Med Ctr Shuttle	Tier 2	25-35	35	35	35	15	15	20	20	15	15	20	20
610	Rossmore Ave, Vine St	Tier 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	15	15	15	15
62	Telegraph Rd, Pioneer Bl	Tier 3	20-60	30-50	45-60	45-60	20-60	30-50	45-60	45-60	See Line 262	See Line 262	See Line 262	See Line 262
262	Telegraph Rd, Pioneer Bl	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	20	30	30
68	Cesar Chavez Ave	Tier 3	18-27	20-23	17-23	17-23	N/A	N/A	N/A	N/A	See Line 70	See Line 70	See Line 70	See Line 70
106	East LA College, LAC USC Med Ctr, Cal State LA	Tier 3	50	50	N/A	N/A	20/40	20/40	40	40	20	20	20	20
79	Huntington Dr	Tier 3	See Line 78	See Line 78	See Line 78	See Line 78	See Line 78	See Line 78	See Line 78	See Line 78	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179	See Lines 78, 179
179	Huntington Dr	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30	30	40	40
83	York Bl	Tier 3	35-50	40-47	35-45	35-45	N/A	N/A	N/A	N/A	See Line 182	See Line 182	See Line 182	See Line 182
182	York Bl, Rowena Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30	30	30	30	30
90, 91	Foothill Bl	Tier 3	20-30	30	30-45	30-45	20-30	30	30	30	20	20	30	30
690	Foothill Bl (Sunland - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30	30	30	30	30
92	Glenoaks Bl	Tier 3	37-50	40-45	40-45	40-45	25	25	40-45	40-45	20	20	30	30
120	Imperial Hwy	Tier 3	30-60	30-60	60	60	30-60	30-60	60	60	30	30	60	60
125	Rosecrans Bl	Tier 3	20-60	25-50	30-60	30-60	20	20	30	30	20	20	30	30
127	Compton & Somerset Bls	Tier 3	30-60	30-60	N/A	N/A	30-60	30-60	30-60	30-60	15-30	15-30	30-60	30-60
130	Artesia Bl	Tier 3	48-60	60	60	60	40-45	40-45	60	60	30	30	60	60
130A	Artesia Bl (west of Artesia Station)	Tier 3	N/A	N/A	N/A	N/A	40-45	40-45	60	60	30	30	60	60
150	Ventura Bl	Tier 3	30-40	30-40	30-40	30-40	20	20	30	30	20	20	30	30
245	Topanga Canyon Bl	Tier 3	50-60	50-60	65	65	N/A	N/A	N/A	N/A	See Line 150	See Line 150	See Line 150	See Line 150
750	Ventura Bl Metro Rapid	Tier 3	20-30	30	N/A	N/A	N/A	N/A	N/A	N/A	See Line 150	See Line 150	See Line 150	See Line 150
169	Saticoy St	Tier 3	60-65	60	N/A	N/A	60-65	60	N/A	N/A	30	30	60	60
205	Wilmington Western Ave	Tier 3	30-65	45-65	55-65	55-65	30	30	60	60	30	30	60	60
230	Laurel Canyon Bl	Tier 3	35	35	35	35	30	30	35	35	20	20	30	30
232	S. Sepulveda Bl, PCH	Tier 3	15-35	30	30-35	30-35	15-20	30	30	30	15	30	30	30
236	Balboa Bl	Tier 3	70	70	70	70	30	30	60	60	30	30	60	60

Line(s)	Corridor	Service Tier	Dec 2020				June 2021				NextGen			
			Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime
242, 243	Tampa Ave, Winnetka Ave	Tier 3	60	60	N/A	N/A	60	60	60	N/A	30	30	60	60
244	De Soto Ave	Tier 3	50-60	50-60	N/A	N/A	30	30	30	30	20	30	40	40
246	Avalon Bl - San Pedro	Tier 3	35-60	60	60	60	35-60	60	60	60	30	30	30	30
261	Artesia - Long Beach Stations	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	20	30	30
266	Rosemead Bl, Lakewood Bl	Tier 3	25-35	35	45-50	45-50	20	20	30	30	20	20	30	30
267	El Monte Pasadena - Altadena via Temple City Bl	Tier 3	60	60	60	60	30	30	60	60	30	30	60	60
662	Pasadena - Altadena via Lake Ave	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30	30	30	30	30
268	El Monte - Altadena - JPL	Tier 3	55	55	55	55	30	60	60	60	30	30	60	60
294	San Fernando Rd (Burbank - Sylmar)	Tier 3	N/A	N/A	N/A	N/A	30	30	30	30	30	30	30	30
794	San Fernando Rd Metro Rapid	Tier 3	20-30	30	N/A	N/A	N/A	N/A	N/A	N/A	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294	See Lines 94, 294
450	San Pedro - Harbor Gateway - downtown LA	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	30	30	30
950	San Pedro J Line BRT	Tier 3	15	30	30	30	15	30	30	30	See Line 450	See Line 450	See Line 450	See Line 450
460	Disneyland - Norwalk Station - downtown LA	Tier 3	20-35	25-35	28-33	28-33	20-35	25-35	28-33	28-33	30	30	30	30
487	El Monte - San Gabriel Bl - Dtn LA	Tier 3	50	50	52-60	52-60	40	40	45	45	15	30	60	60
287	El Monte - Arcadia	Tier 3	N/A	N/A	N/A	N/A	40	40	60	60	30	30	60	60
501	Pasadena - North Hollywood via SR-134 Freeway	Tier 3	45	45	45	45	20	30	40	40	20	30	40	40
602	UCLA - Pacific Palisades	Tier 3	30-60	60	60	60	30-60	60	60	60	30	30	45	45
660	Pasadena - Altadena via Fair Oaks Ave	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	20	20	20	20
665	Cal State LA - City Terrace Shuttle	Tier 3	60	60	60	60	60	60	60	60	30	30	40	40
684	Eagle Rock Bl	Tier 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30	30	30	30
686	Allen Ave - Colorado Bl - Del Mar Station	Tier 3	60	60	60	60	60	60	60	60	30	30	60	60
71	LAC USC Med Ctr, Cal State LA	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A	See Line 106	See Line 106	See Line 106	See Line 106
96	Riverside Dr	Tier 4	60	60	60	60	60	60	60	60	See Line 296	See Line 296	See Line 296	See Line 296
296	Riverside Dr	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60	60	60	60
102	La Tijera Bl, Exposition Bl	Tier 4	30-60	30-60	30-60	30-60	30-60	30-60	30-60	30-60	45	45	45	45
126	Manhattan Beach Bl	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
128	Alondra Bl	Tier 4	50-65	55	N/A	N/A	60	60	60	60	60	60	60	60
134	Santa Monica - Malibu via PCH	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	45	45	45	45
534	Santa Monica - Malibu via PCH	Tier 4	20-60	30-60	35-55	35-55	20-60	30-60	35-55	35-55	See Line 134	See Line 134	See Line 134	See Line 134
153	E. Burbank Bl	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60	60	60	60
154	W. Burbank Bl	Tier 4	60	60	N/A	N/A	60	60	N/A	N/A	60	60	60	60
155	Riverside Dr, Magnolia Bl	Tier 4	65	65	65	65	60	60	60	60	40	40	60	60
158	Plummer St, Woodman Ave	Tier 4	60	60	60	60	60	60	60	60	30-60	30-60	60	60
161	Canoga Station - Thousand Oaks	Tier 4	30-60	60	65	65	30-60	60	60	60	30-60	60	60	60
167	Coldwater Cyn Ave, Devonshire St	Tier 4	50-60	50	50-60	50-60	50-60	50	50-60	50-60	60	60	60	60
175	Silver Lake	Tier 4	60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	See Line 182	See Line 182	See Line 182	See Line 182
176	Mission Dr - El Monte - The Shops at Montebello	Tier 4	60	60	N/A	N/A	N/A	N/A	N/A	N/A	See Line 287	See Line 287	N/A	N/A
287	El Monte - The Shops at Montebello	Tier 4	N/A	N/A	N/A	N/A	40	40	60	60	60	60	N/A	N/A
177	JPL - Pasadena	Tier 4	Suspended	N/A	N/A	N/A	30	N/A	N/A	N/A	30	N/A	N/A	N/A
183	Magnolia Bl	Tier 4	55	55	65	65	N/A	N/A	N/A	N/A	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155	See Lines 94, 155
201	Silver Lake Dr - Glendale	Tier 4	65-70	65-70	70	70	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
202	Alameda St	Tier 4	55-60	N/A	N/A	N/A	60	60	N/A	N/A	60	60	N/A	N/A
209	Van Ness Ave, Arlington Ave	Tier 4	60	60	N/A	N/A	60	60	N/A	N/A	60	60	N/A	N/A
211, 215	Prairie Ave, Inglewood Ave	Tier 4	50-55	N/A	N/A	N/A	50-55	N/A	N/A	N/A	40	40	60	60
218	Laurel Canyon	Tier 4	45-52	48	45-55	45-55	55	55	45-55	45-55	60	60	60	60
222	Hollywood Wy, Cahuenga Bl	Tier 4	60	60	60	60	25/50	25/50	50	50	30-60	30-60	60	60
237, 656	Woodley Ave, Cahuenga Bl (incl. Owl)	Tier 4	45-50	50	50-60	50-60	60	60	60	60	60	60	60	60
239	White Oak Ave	Tier 4	60-70	60-70	N/A	N/A	N/A	N/A	N/A	N/A	60	60	60	60
252	Cypress Park - Soto St	Tier 4	40-50	40	40-55	40-55	N/A	N/A	N/A	N/A	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256	See Lines 251, 256
254	Boyle Ave	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
256	Eastern Ave - Pasadena	Tier 4	60	60	60	60	60	60	60	60	See Line 182	See Line 182	See Line 182	See Line 182



Line(s)	Corridor	Service Tier	Dec 2020				June 2021				NextGen			
			Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime	Weekday Peak	Weekday Midday	Saturday Daytime	Sunday Daytime
256A	Pasadena - Highland Park	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40	40	40	40
256C	Eastern Ave Commerce	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	40	40	40	40
258	Altadena - Paramount	Tier 4	60	60	N/A	N/A	60	60	N/A	N/A	40	40	60	60
264	City of Hope - Altadena	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
265	Paramount Bl	Tier 4	60	60	60	60	60	60	60	60	40	40	60	60
344	Hawthorne Bl - Palos Verdes	Tier 4	30-60	30-60	60	60	30-60	30-60	60	60	30	60	60	60
442	Manchester Ave Express	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
489	San Marino - Rosemead Bl - Dtn LA	Tier 4	50-60	N/A	N/A	N/A	40	N/A	N/A	N/A	20	N/A	N/A	N/A
550	San Pedro - Harbor Gateway - USC	Tier 4	60	60	60	60	60	60	60	60	30	N/A	N/A	N/A
577	El Monte Station - Long Beach VA Med Ctr	Tier 4	55-70	60	N/A	N/A	30	45	N/A	N/A	30	45	N/A	N/A
607	Windsor Hills - Inglewood	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
611	Huntington Park Shuttle	Tier 4	60	60	60	60	60	60	60	60	N/A	N/A	N/A	N/A
612	South Gate Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
621	Norwalk Station - Whittwood Mall	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60	60	60	60
625	LAX C Line (Green) Shuttle	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
645	Valley Circle Mulholland Dr	Tier 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60	60	60	60
685	Glendale College - Glassell Park	Tier 4	60	60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
687	Los Robles Ave - Colorado Bl - Del Mar Station	Tier 4	60	60	60	60	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

ITEM 23

# Motion 10.1 Update FY21 Operations Recovery Plan

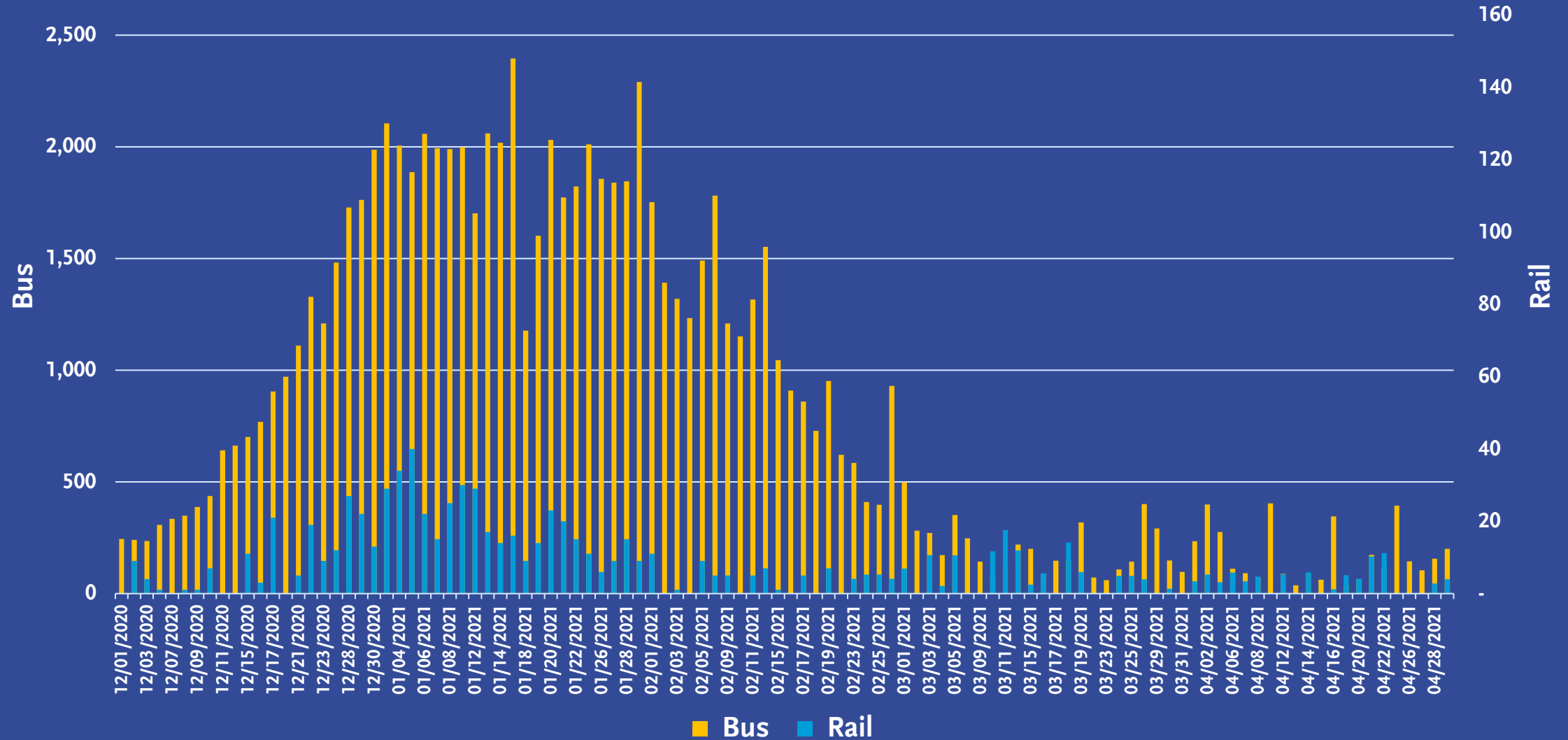


# Passenger Loads

	Target	Status
Passenger Load	<ul style="list-style-type: none"><li>98% of weekly trips should not exceed an average of 75% of seated capacity.</li></ul>	<ul style="list-style-type: none"><li>Weekdays: average 1.8% or 196 trips (range 1.7% to 2.0%) so on average meets the target</li><li>Saturdays: average 5.3% or 367 trips (range 4.9% to 5.7%)</li><li>Sundays: average 2.8% or 183 trips (range 2.5% to 3.2%)</li></ul>

An extra 47 weekday, 86 Saturday, and 48 Sunday trips were added to high demand lines starting April 12 to accommodate heavier passenger loads.

# Cancelled Work Hours



# Service Changes

**Dec 2020**  
(5.6M RSH)

- Focus changes in Westside/Central, South Bay, Gateway Cities
- Consolidated 8 Metro Rapid with Local lines
- Implement Metro Micro in LAX/Inglewood, Watts/Willowbrook and reduce underlying fixed route bus service

**June 2021**  
(6.5M RSH)

- Focus changes in San Fernando Valley and San Gabriel Valley
- Consolidated 8 more Metro Rapid with Local lines
- Implement Metro Micro in Altadena/Pasadena/Sierra Madre, Highland Park/Eagle Rock/Glendale and reduce underlying fixed route bus service

**Aug/Sept 2021**  
(7.0M RSH)

- Implement Metro Micro in North San Fernando Valley and UCLA and reduce underlying fixed route bus service
- +880K annualized revenue service hours

**Dec 2021**  
(7.0M RSH)

- Various modifications to around 26 final lines
- Consolidated 2 more Metro Rapid with Local lines
- +500K annualized revenue service hours (Sept 2021)



Board Report

File #: 2021-0245, File Type: Program

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 20, 2021**

**SUBJECT: BETTER BUS PROGRAM FUNDING AND IMPLEMENTATION STRATEGY**

**ACTION: APPROVE RECOMMENDATIONS**

**RECOMMENDATION**

The following actions are recommended:

1. ADOPT the Better Bus Program as a major component of Metro’s portfolio of improvements.
2. APPROVE the Better Bus investments Plan and pursue the five-year funding and implementation strategy (Included as Attachment B), including additional staffing, and report progress to the Operations, Safety, and Customer Experience Committee every six months.
3. APPROVE the inclusion of Better Bus program investments and expenditures in each annual budget and in future updates to the Short Range Transportation Plan and Long Range Transportation Plan.
4. APPROVE, by mid-year, the addition of 14 new project FTEs, in Operations (5), Communications and Government Relations (7), and Grants Management, Planning and Programming (2), to the FY22 staffing budget, dedicated exclusively to the funding and implementation of the Better Bus Program.

**ISSUE**

At the January 28<sup>th</sup> Regular Board Meeting, Metro’s CEO informed the Board that he had directed the Countywide Planning Department, Operations Department, and Office of Management and Budget to work with the Chief of Staff and Executive Officers for Equity and Race and Customer Experience to develop a multi-year financial plan to implement the Better Bus Program. Metro reported to the Board on the Better Bus Program in April 2021. This report builds upon the April informational report that was received and filed by the Operations, Safety, and Customer Experience Committee, and establishes a process for future, biannual reports to the Board.

As described below and in Attachment B, the Better Bus implementation and funding strategy is an

ambitious framework to drive systemwide and long-term investment in bus performance, ridership, and customer experience improvements. It is recommended that Metro staff will report back to the Operations, Safety, and Customer Experience Committee every six months on updates to the funding and implementation strategy, informed by funding and staffing needs, changes in individual project scopes, the success of Better Bus pilot programs, new funding opportunities and grants programs, allocation of flexible funding, and other considerations.

## **BACKGROUND**

Better Bus, a new agency-wide effort coordinated by the Customer Experience unit in the Office of the CEO, seeks to highlight and address bus rider needs by making improvements to bus services and stops. The purpose of Better Bus is to align Metro efforts and elevate investments to improve bus speed, ease, safety, and comfort. Metro aims to transform the bus riding journeys in Los Angeles County by providing dignified experiences for the three-fourths of Metro riders that take the bus, who are largely from Equity Focus Communities (EFCs) and living under the poverty line, nine of 10 of whom are persons of color.

Better Bus is about addressing needs and disparities, as well as justly serving and prioritizing people who are critical to the future well-being of Los Angeles County. Many riders are also essential workers, serving much-needed roles such as public service, caregiving, maintenance, and other frontline roles that are the foundation of Los Angeles' recovery out of the pandemic. We all rely on essential workers and therefore, we all rely on buses.

This report documents the unfunded and funded portions of the Better Bus Program and sets an ambitious agenda for the types of investments the agency will make over the next five years to meet the needs of bus riders.

## **DISCUSSION**

Staff envisions Better Bus as an ongoing improvement program that is meant to ensure that Metro staff is continually collaborating to incorporate and prioritize bus customer experiences in the annual budget and long-term planning processes, such as the Long Range Transportation Plan, as well as ongoing grant-seeking efforts and the shaping of federal and state legislative policy. In the early phases of the program, staff will prepare standards and design plans that will prepare Better Bus capital initiatives to be "shovel ready," as funding becomes available.

As discussed in the April 2021 Receive and File Report (2021-0194), the total projected cost to implement Better Bus over five years (FY22-26, funded and unfunded, not including staff positions identified later in the report) is estimated at \$2.1 billion. Of this amount, \$1.08 billion is unfunded during FY23-26, and \$783.9 million will be included in baseline bus operations from FY23-26 (see Table 1).

Table 1: Overview of Proposed Funding for Better Bus and NextGen Service Restoration

Total Projected Cost	FY22 Proposed Funding	Projected FY23-26 Unfunded Total	Total Projected Cost
Better Bus Incremental Proposed Investment	\$50.6 million	\$1.08 billion	
Service Restoration to 7.0 RSH (per Motion 27.1)*	\$165 million	\$783.9 million**	
<i>Total Incremental Projected Cost</i>	<i>\$216.6 million</i>	<i>\$1.9 billion</i>	<i>\$2.1 billion</i>

\* reflects only Operations Department cost increase from FY21

\*\*per Motion 27.1, FY23-26 costs to maintain 7.0 million annual RSH are assumed to be funded as part of the baseline bus operations, to be approved as part of each fiscal year's budget process

Staff have realized some success in securing grants to support components of the Better Bus vision. As an example, the agency recently received a grant through the Federal Transit Administration for security lighting at bus stops (\$858,000, in addition to a 25% local match), and an SB1 Local Partnership Program grant to install bus speed improvements along the NextGen Tier I corridors (\$25 million with a \$25 million local match). The Better Bus Program adoption and implementation will position Metro to quickly capitalize on other funding opportunities that arise in the future.

### Key Elements of the Better Bus Program

Key components of the Better Bus list of improvements (Attachment B) include bus stop improvement pilots and the NextGen Speed and Reliability Capital Program.

#### Better Bus Stop Local Partnership Pilot Program

The Better Bus team is exploring opportunities to address the urgent, unmet needs of riders at bus stops for shade, as well as lighting, seating, and real-time information displays. Only 24% of bus stops served by Metro have transit shelters, which has profound social equity and health implications. The Better Bus team is beginning the conversation with the 88 local jurisdictions in the county, as well as the County Department of Public Works, which oversees bus stops in unincorporated areas, to determine possible approaches to simplify and expedite shelter placement and other improvements at bus stops county-wide.

Additional bus stop partnership strategies that Metro is pursuing include:

- Expanding data and technical support for local jurisdictions during important decision-making processes that affect bus customers. For example, Metro is working with the City of Los Angeles as they re-bid their Sidewalk and Transit Amenities Program. The City is adopting a five-part criteria developed by Metro for determining the first-year rollout plans, which outline the highest priority stops for shelter installation. The criteria prioritize stops based on:
  1. High heat
  2. Equity Focus Communities
  3. High ridership



4. Access to key destinations and social services
5. Long wait times

These priority criteria will be used countywide to help local jurisdictions make data-driven decisions on where to site shelters, as well as other bus stop improvements.

- Partnerships with local jurisdictions and LA County to jointly seek grants and inform local, state, and federal legislative policy.
- Developing a standard kit-of-parts for bus stop furniture (including such features as an enhanced signpost, bench, shelter, trash can, real-time displays, and other amenities) that local jurisdictions can opt-in to purchase and place to provide consistency and dignified waiting experiences county-wide.
- As a pilot program, offering limited-time, targeted partnership incentives to help local jurisdictions leverage funds to cover the upfront costs for shelters and other amenities to meet a goal of providing shade at 60% of bus stops across the county by 2026. Additionally, Metro is currently testing low-cost solar and real-time information displays that, if successful, can be installed more broadly to meet riders' needs across the system. For example, Metro could offer to match a portion of capital costs with the agreement that local jurisdictions pay the balance, in addition to installation and ongoing maintenance costs. This could also be used to incentivize streamlining of local approval processes so that improvements can be installed more quickly. Costs included in Attachment B reflect a possible incentive model.
- Exploration of a potential procurement strategy to allow local jurisdictions to benefit from optimal pricing through joint purchasing for shelters and other bus stop amenities that will improve the rider experiences.

### NextGen Speed and Reliability Capital Program

As a part of the board-adopted NextGen Bus Plan, Metro staff developed the NextGen Transit First Plan, a program to create priority infrastructure along corridors with the highest-frequency service (Tier I & II) to minimize delay and maximize service frequency and reliability. This effort is overseen by the speed and reliability team in the Operations Department at Metro, which has begun rolling out bus lanes and other capital improvements in partnership with the City of LA, such as Transit Signal Priority, signal retiming, bus bulbs, and stop relocations. However, there is a need to expand and expedite this work, with an aggressive target to complete all Tier I & II corridors (50 corridors in total) by 2026. The cost of this program is roughly \$800 million over the next five years. Similar to the Bus Stop Improvement Pilot Program, there may be components of this funding strategy that could require cost-sharing with local jurisdictions.

### **FY22 Proposed Budget for Better Bus**

The proposed Better Bus FY22 budget (Attachment B) of \$216.6 million includes incremental costs to restore 7.0 million revenues service hours (RSH) by September 2021 (per Motion 27.1) and \$50.6 million in seed funding for pilot programs (see Table 1), which includes board-directed public safety

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and homelessness funding that will be guided by the Customer Experience unit in the OCEO (per Motion 26.2). Additionally, two positions have been included in the FY22 budget proposal to cover the expanded leadership demands and program scopes for Better Bus and Customer Experience.

As a part of the Board-adopted 2020 Customer Experience Plan, the Better Bus team is launching a series of bus-specific pilot programs, beginning in FY22, to test innovative approaches to address customer pain points, including:

- Bus Reliability: a Rescue Ride Pilot Program to help bus riders delayed by a missed run or passup by quickly offering free ride-hail service, and a Bus Headway Management Pilot Program to test how Metro could operationalize a headway-based (rather than schedule-based) dispatch model for high-frequency routes (NextGen Tiers I and II) to shorten wait times, balance loads and reduce crowding.
- Cleanliness on-board buses and at stops/stations: enhanced equipment for on-call pressure-washing of bus stops and zones in instances of unsanitary conditions affecting health and safety, and to test a bus mid-line cleaning pilot where service attendants provide midday interior cleaning while buses are between trips at two high-volume terminals.
- Delay advisories: a Digital Rider Alert System, a robust system to enable riders to receive customized service and emergency alerts through text messages and other channels, and to provide an easy way for riders to communicate with Metro.

## FY23-26 Unfunded Needs

Beyond FY22, the Better Bus Team has identified opportunities for potential funding of Better Bus investments through competitive grants and other funds.

Full implementation of Better Bus is contingent on funding availability. Many of the investments included in the Better Bus Program are also priorities of local jurisdictions and subregions, such as bus priority infrastructure and more shelters at bus stops. Metro looks to subregions and local jurisdictions to help define funding opportunities that could be explored to advance these shared goals, such as the discretionary multi-year subregional highway funds, dependent on the subregion's interest and ordinances.

This funding strategy does not yet include potential new or additive funding that may arise from a multi-year surface transportation authorization bill that will replace the FAST Act, implementation of the Biden Administration's proposed American Jobs Plan, or new State-level budget legislation. In concert with the County of Los Angeles, the City of Los Angeles, and other local municipal governments across Los Angeles County, the Board has directed Metro to continue advocating for financial resources that can be made available for operational and capital improvements. The Board's prioritization of Better Bus related investments (including bus stop shelters and customer amenities, homeless support funding) will further help Grants Management, Planning and Programming staff to direct these resources from local, state and federal sources to advance these improvements. Should additional capital funding arise from a future federal surface transportation authorization bill or the Biden Administration's infrastructure plan, this could result in funding specifically for the Better Bus improvements and reduce or eliminate the impact on competing needs.

The Better Bus investments in Attachment B are estimates, both for the amount needed and the year

expended. In particular, the timing of the proposed bus stop improvement program is dependent on the participation by municipalities and the type of investment that is pursued. Should the municipalities forgo participation in this program or take longer than expected to identify investments, the amount of funding needed over the next four years could be lower. However, the estimates included in this funding strategy are intentionally ambitious so that we can accelerate improvements for bus riders as quickly as possible.

### **Better Bus Program Additional Staffing Requirements**

As with any major construction project, the success of Better Bus is heavily dependent on the allocation of adequate financial and staffing resources to deliver the full scope of investments. Staff resources to-date have largely drawn from employees who are assigned to many other tasks, fitting in Better Bus work as they have time available. Better Bus will require dedicated, full time staff, above and beyond the current FY21 and proposed FY22 FTE levels, to realize the vision of this program. The recommended action requests approval to add the first 14 of these FTEs at mid-year FY22.

Currently, the Bus Speed Engineering Technical and External Affairs Working Groups only have staffing capacity to deliver a few bus lanes per year. At this rate, it will take more than a decade to deliver all 50 corridors of bus lanes proposed in NextGen. In order to accelerate this effort, additional staffing resources working concurrently in multiple teams will be required to work with communities and deliver these speed and reliability benefits in the five-year time frame of this Better Bus Program. These teams will comprise Service Planning and Development staff in Operations to conduct the technical analysis and design work and Communications staff to do outreach and engagement with all interested and affected stakeholders, including the general public. In addition, the Better Bus Program will require staff in Grants Management, Planning and Programming who are dedicated exclusively to the pursuit of funding for the Better Bus Program and the bus system at-large. Details of the functions and allocations of additional FTEs needed beginning in FY22 are listed below.

Operations (Service Planning) - Total of five (5) FTEs to:

- manage the BRT quick build projects per Motion 16: BRT Vision & Principles and coordinate the NextGen speed and reliability program with other Measure M BRT projects.
- manage the ongoing NextGen bus lane program, design and implementation of bus bulb outs and other street and sidewalk treatments, stop relocations, design and implementation of queue jumpers and other transit priority treatments including City of LA and Countywide signal priority optimization programs for bus and rail, and layover optimization.
- liaise between service planning and other Operations groups, as well as the Better Bus and Customer Experience teams, responsible for coordinating and integrating BRT projects with NextGen, and implementation of All Door Boarding.

Community Relations & Government Relations - Total of seven (7) FTEs to:

- oversee the overall strategy for countywide bus improvements, coordination with elected officials, local jurisdictions, etc.
- conduct day-to-day management of multiple outreach and engagement efforts on bus service and stop improvements countywide
- support planning/outreach and construction/mitigation for capital programs associated with Better Bus

- serve as Metro's liaison to the public, elected officials, and private entities; communicates the benefits of Better Bus
- perform entry-level work for the scheduling, tracking, and production of Metro's outreach and engagement program countywide
- Support state and federal outreach, coordination and advocacy efforts

Grants Management, Planning and Programming - Total of two (2) FTEs to:

- identify and pursue funding to advance the Better Bus program
- conduct Federal and State Legislative Analyses on all Programming, Competitive and Discretionary Grants opportunities aligned with Better Bus activities
- develop and submit applications for Federal and State discretionary grant opportunities aligned with Better Bus activities
- provide multi-year funding plans for the Better Bus program, including cost benefit analyses for all grants strategies, to support bus-related grants applications
- manage all grants activities within Federal and State programs, focused on enhanced oversight and management of bus and operations related grants
- prepare and advance the fleet electrification and replacement funding plan
- liaise with Operations and Community/Government Relations on all outreach with external stakeholders for support of grants applications for bus improvements.

Beginning in FY23 and continuing through the life of the Better Bus Program, the Stops & Zones Department in Operations will require an additional seven (7) FTEs to focus on evaluating and cleaning, as well as installation and maintenance of lighting and amenities at nearly 13,000 bus stops in LA County. As this work gets underway, an additional two (2) Customer Experience FTEs will be needed to manage and oversee the full portfolio of concurrent Better Bus work. Two (2) additional FTEs will also be needed in Planning for countywide grants management and Los Angeles County Transportation Improvement Program (TIP) activities related to the Better Bus and bus system funding. Additional staffing needs for future fiscal years will be brought to the Operations, Safety, and Customer Experience Committee as part of the biannual reports to the Board.

### **DETERMINATION OF SAFETY IMPACT**

The adoption of the Better Bus Program has no immediate impact on safety. However, the funding strategy includes many investments that are focused on improving safety and security for Metro bus riders.

### **FINANCIAL IMPACT**

Funds required in the next fiscal year have been proposed in the FY2022 budget, subject to adoption by the Board.

At the April 2021 Operations, Safety, and Customer Experience Committee meeting, the Board requested the inclusion of a line item in the Annual Budget for the Better Bus Program. Staff have

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recommended that the list of Better Bus Program investments for each fiscal year be included as part of the Customer Experience summary in the Annual Budget report.

### Impact to Budget

The sources of funds for the recommended actions are local and other funds that are eligible at the time of expenditure.

### Multiyear Impact

To deliver the fully envisioned \$2.1 billion investment proposed, the estimated additional non-labor funding needed to implement Better Bus is \$1.08 billion over FY23 to FY26. Attachment B provides line item detail, along with potential existing sources for the funding. This excludes amounts already in the proposed FY22 budget and components assumed as part of the baseline operations funding (e.g., bus service restoration to 7.0 million revenue service hours by September 2021, per Motion 27.1). The actual amount of funding needed may differ, as much of the estimated cost and schedule in Attachment B is preliminary. The cost incurred by Metro may also differ depending on the amount funded by local jurisdictions for assets that they will own and or control.

Some of the funding for Better Bus may come from existing local, state, and federal sources, including operations-eligible funding and capital funding that is currently programmed for other uses, as Better Bus was not included in the Board-adopted September 2020 Long Range Transportation Plan (which allocated Metro funding to all Board-approved projects and programs). There are currently no new or existing sources of funding that have been identified for Better Bus in the Long Range Transportation Plan. This could result in additional debt financing for those investments and/or a reallocation of available resources.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Metro's 10-year strategic plan, Vision 2028 calls for Metro to "invest in a world class bus system that is reliable, convenient and attractive to more users for more trips" (Goal 1.2). Central to this goal is a vision for a "smooth trip" which includes both high-quality service features, such as faster and more reliable service, but also improved customer experience along the complete trip journey, from planning one's trip, accessing the transit stop, and arriving at one's destination on time (Goal 2). Better Bus is paramount to achieving both of these goals.

## **ALTERNATIVES CONSIDERED**

The Board could elect to adopt the Better Bus Program without directing staff to pursue the five-year funding and implementation strategy. This is not recommended as the recommended funding and implementation strategy and biannual reporting increase transparency of Metro's investments in a high-quality bus system and place these investments on equal footing with other Board approved and adopted capital and operating projects and programs.

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The Board could elect to reject the Better Bus Program. This is not recommended as the Better Bus Program is a direct way to improve trip experiences for the vast majority of Metro's systemwide riders who rely on the bus every day, who are largely persons of color, living in poverty, and currently, mostly essential workers.

### **NEXT STEPS**

The Better Bus team will aggressively seek funding and staffing resources to implement the Better Bus Program and report progress to the Board every six months. The next report is planned for October 2021.

Attachment A -April Board Receive and File Informational Report on the Better Bus Program (File #2021-0194)

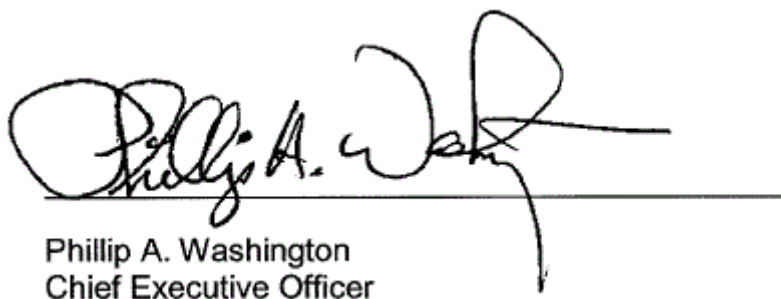
Attachment B - Better Bus Program Funding and Implementation Strategy FY22-FY26

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Chief Executive Officer



## Board Report

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**File #:** 2021-0194, **File Type:** Informational Report

**Agenda Number:** 27.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
APRIL 15, 2021**

**SUBJECT: BETTER BUS PROGRAM**

**ACTION: RECEIVE AND FILE**

### **RECOMMENDATION**

RECEIVE AND FILE report on Metro's new Better Bus program, a Customer Experience initiative to improve service for our bus customers.

### **ISSUE**

Metro is launching a new initiative, the Better Bus Program, to transform the bus riding experience in Los Angeles County to provide dignified experiences for the 75 percent of Metro riders who take the bus each day. This report describes the rationale for creating the program, the key focus areas, the current work plan, and next steps for advancing the program.

### **INTRODUCTION**

Better Bus, a new agency-wide effort coordinated by the Customer Experience unit in the Office of the CEO, seeks to highlight and address bus rider needs by making improvements to bus services and stops. The purpose of Better Bus is to align Metro's collective efforts around elevating investments that improve bus speed, ease, safety and comfort. Metro aims to transform the bus riding journeys in Los Angeles County by providing dignified experiences for the three-fourths of Metro riders that take the bus.

Better Bus gives special attention to bus riders, guided by our board-adopted Equity Platform, which calls for "an equality of outcome" and not just equal treatment of our riders. For example, where rail riders largely have shelter, lighting, seating at all train stations, most bus riders lack access to these basic amenities at stops (only 24% of stops served by Metro have shelter). Better Bus works toward providing dignified trip experiences for all riders, by addressing the greatest inequities first, which are largely felt by our bus riders.

Currently, the half-a-million daily riders on our bus system disproportionately represent Equity Focus Communities (communities Metro defines as high-need based on income, race, and car ownership), with significant numbers of essential workers and people in economic distress. Even prior to the COVID pandemic-driven service cuts, bus riders sometimes experienced pain points such as unreliable and slow buses, long wait times, insufficient delay or service advisory information, uninviting bus stops, concerns about

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homelessness, concerns about personal security, and cleanliness at bus stops and onboard. These aspects of service need to be improved to provide a dignified customer experience and advance social and racial equity for Metro customers.

Providing high-quality trip experiences for bus riders is more imperative now than ever before. During the pandemic, the Metro's bus system retained more riders than other public transit modes. The bus is a lifeline for riders and non-riders alike, as it is critical to the functioning of LA County's health and economic systems. Bus ridership has continued to recover since early 2020, and as of March 2021, hovers at just around half of pre-pandemic levels. Metro buses continue to transport just under 500,000 riders each day, compared to around 120,000 riders on rail. There are more daily bus riders during the pandemic than on rail on a typical pre-pandemic day.

This report outlines key components of the Better Bus Program and how they relate to existing Metro plans and programs that seek to improve bus service, most notably NextGen and the 2020 Customer Experience Plan. This report also sets a broad vision for implementing Better Bus through the development of a comprehensive, multi-year funding plan.

Metro works to provide high-quality bus service to the residents of LA County through the everyday efforts of front-line employees, operations and maintenance staff, and projects such as the NextGen Bus Plan. However, despite this abundant attention, there has never been a consolidation of Metro's bus efforts into one unified program. The goal of Better Bus is to provide a framework for improving all aspects of the bus rider experience that will allow for ridership growth, equity, and increased effectiveness of the bus in delivering mobility and access to opportunity for all. The Better Bus Program also advocates for greater investment in all aspects of the bus system.

The COVID-19 pandemic has thrown into sharp relief the importance of bus as the workhorse of the public transit system in Los Angeles. Even prior to the COVID pandemic, nearly three-fourths of Metro's systemwide ridership was on bus, and many essential workers continue to travel by bus. In California, an estimated 36% of residents who commute by transit work in essential industries, and half of these commuters are service workers in the most critical sectors, including healthcare, food service, public safety, transportation and government services (2015-2019 ACS data).

Improving the bus is also key to Metro's commitment to racial justice, particularly during the pandemic, as racial inequities have been exacerbated by the parallel health and economic crises. Based on comparisons of Fall 2019 and Fall 2020 bus rider surveys, bus riders who have continued to ride during the pandemic are largely Latino (70%, up from 66% prior to the pandemic) and Black (18%, up from 15%), 15% of riders have at least one disability, and the median household income of bus riders is about \$18,000 (compared to about \$28,000 for rail riders).

The Better Bus Program incorporates the work contained in the NextGen Bus Plan and ties closely with several initiatives in the Customer Experience Plan. The first phase of the NextGen Bus Plan was rolled out in December 2020, and subsequent phases will be completed in 2021. NextGen is restructuring the bus network to be more relevant to today's travel patterns, provide more frequent service on key corridors, particularly off-peak, and improve the speed of service via supportive infrastructure such as the new 5th and 6th Street bus-only lanes in Downtown LA. Metro recognizes, however, that more needs to be done to realize a high quality bus system, including more frequent service, improved on-time performance, bus stop seating, shelter and lighting, better security, improved cleanliness, and reliable real-time information. Better Bus will advance the work on these additional aspects of service quality beyond what was contemplated in NextGen.

The Board-adopted Customer Experience (CX) Plan focuses on providing dignified trip experiences for all



riders while emphasizing the need to prioritize bus-related improvements, to reflect the large majority of Metro’s riders who take the bus. The CX Plan set the stage for the launch of the Better Bus Program by outlining 38 bus-specific recommendations that are planned or underway, led by various departments across Metro that are a part of the Better Bus Team. Better Bus is housed in the Office of the CEO and led by the Customer Experience Executive Officer, and the initiative enjoys active participation from all corners of the agency.

**DISCUSSION**

**Bus Customer Pain Points**

The Better Bus Program focuses first and foremost on bus customer pain points and seeks to develop solutions that are responsive to these issues. Staff has completed an annual Customer Experience Survey that will guide decision-making and investments in Metro transit service. From the results of this annual survey, Better Bus will focus on the pain points identified as target issues for current and lapsed bus riders, detailed in Table 1. Target issues are those that customers rate low but are most important to their trip experiences.

*Table 1: Bus Results from 2020 Customer Experience Survey*

Target Issues	Other Pain Points
<ul style="list-style-type: none"> <li>• Delay advisories</li> <li>• Bus interior cleanliness/graffiti</li> <li>• Bus stop cleanliness/graffiti</li> <li>• Bus stop seating</li> <li>• Rule enforcement</li> <li>• Security</li> <li>• Rider concerns about homelessness on the bus</li> </ul>	<ul style="list-style-type: none"> <li>• On time performance</li> <li>• Speed/travel time</li> <li>• Bus Frequency</li> <li>• Sexual harassment</li> <li>• Racial/ethnic harassment</li> </ul>

Some pain points may receive lower or higher ratings among particular groups of riders. For example, safety from sexual harassment is lower among young women and especially among riders who are gender non-binary. Another example, bus on-time performance, frequency, and speed receive fairly high scores from current riders. However, as these are all important components of travel time competitiveness with driving, they are among the top reasons that potential riders choose not to ride Metro buses.

The customer input from the 2020 Customer Experience survey and past Metro surveys and studies has been central to the vision, workplan, and performance metrics of Better Bus. Bus riders have consistently experienced particular pain points and have shared their feedback with Metro for some time. The bullets below summarize feedback received through a variety of past surveys and public outreach efforts:

- **Vision 2028.** The Customer Satisfaction Survey conducted in 2017 for the Vision 2028 strategic planning process showed that speed, frequency, and reliability are top issues. Also, concerns over security on board and at bus stops also serve as major barriers to riding the bus.
- **NextGen Bus Study and Plan.** Metro staff began this project in February 2018 and received a total of 16,300 comments about how to improve bus service. When fully implemented, NextGen will help address the factors listed as concerns of “all riders” in the first column of Table 2: travel speed, frequency, and reliability. However, many of the documented customer needs extend beyond what is being addressed through the NextGen Bus Plan implementation. Among current, former, and infrequent riders/non-riders, staff identified key pain points for each customer group, also shown in Table 2. These include bus stop safety, first/last mile connections, on-board comfort, and other

experiential aspects of riding the bus. NextGen found that the waiting experience (at bus stops) can be as important as the on-board experience for bus riders.

Table 2: Findings from NextGen Outreach and Engagement

	All Riders	Current Riders	Former Riders	Infrequent/Non-Riders
Key Pain Points	Travel Speed	More service	Security (women, certain geographies)	Information (non-riders)
	Frequency	Fares	First/Last Mile (elderly, higher income)	First/Last Mile (women, youth, elderly)
	Reliability	Information	Comfort (odor, crowding)	Comfort (odor, crowding)

- Understanding How Women Travel Study.** In 2019, Metro completed a study titled *Understanding How Women Travel* guided by the agency’s Women and Girls Governing Council. This study team surveyed current and previous riders, as well as non-riders, and analyzed gender data currently collected by the agency. The study found that women, who make up more than half of current bus riders, are largely impacted by concerns over personal security, service reliability, and rider amenities at bus stops and on board:
  - Personal security (all transit users and non-riders):** Based on a stated preference survey of current and previous Metro riders, as well as non-riders, concern over personal security is the largest barrier to riding transit for women. Just 13% of current female riders feel safe waiting for transit after dark (compared to 30% of male riders).
  - Bus reliability:** The top three complaints filed by female Metro bus riders are all related to reliability: bus pass-ups, no shows, late buses, and unreliable or absent real-time information. Considering that women are more likely to trip chain than men, service reliability becomes increasingly important.
  - Bus customer facilities:** Nearly 60% of female riders with children bring their kids on transit, yet many women express difficulty in riding Metro with children and strollers. Only 39% of women feel that there is adequate space on board for the items they need to carry.

This feedback underscores the need to focus more attention on our bus system going forward. Hence, Better Bus seeks to address these pain points and more. By doing so, Better Bus will dramatically improve service and attract more riders to the system.

**Better Bus Work Plan**

Better Bus was first established in 2019 as an ongoing, inter-departmental forum for staff to collaborate on bus-focused improvements. The initiative consists of an Executive Team and topical working groups. The Better Bus vision and early actions, detailed in Table 3, center on the core needs of Metro’s bus riders, evidenced by the various surveys and studies detailed above. To address these pain points, staff structured a work plan around three key focus areas: speed and service quality, ease, and safety and comfort. These three areas of focus are core to improving the customer experience for Metro bus riders and merit taking a comprehensive approach to realize a Better Bus system.

Table 3: Better Bus Vision and Early Actions

Category	Vision	Working Group	Proposed Early Actions (FY21-22) – subject to funding	Lead Department
<b>Speed &amp; Service Quality</b>	<ul style="list-style-type: none"> <li>• Travel time is competitive</li> <li>• Wait time is minimal</li> <li>• Bus is on time</li> </ul>	NextGen Joint Bus Speed Working Group (with LADOT)	<ul style="list-style-type: none"> <li>• Securing approvals for 2-3 new bus lanes</li> <li>• Transit signal priority on all Tier I corridors</li> <li>• Bus stop and zone improvements</li> <li>• NextGen frequency improvements</li> <li>• Exploring policy changes and permitting agreements with local jurisdictions</li> </ul>	Service Planning and Analysis (Operations)
<b>Ease</b>	<ul style="list-style-type: none"> <li>• Easy to pay and validate fare</li> <li>• Affordable</li> <li>• Trip planning is easy and real-time information is accurate</li> <li>• Accessing bus stop is convenient from home, and key destinations are easy to access from bus stops</li> <li>• The transfer experience is easy between</li> </ul>	Real-Time Arrival Information, Better Bus Customer and Community Engagement	<ul style="list-style-type: none"> <li>• Procure enhanced prediction engine to improve real-time data accuracy</li> <li>• Improve data feed for Transit App</li> <li>• SMS alert system and route-by-route scorecard</li> <li>• Coordination with the Fareless System Initiative to offer free rides for qualifying customers to make it easier and more affordable for more people to ride</li> </ul>	ITS, Marketing (Communications), TAP (Finance & Budget)

	modes and agencies			
<b>Safety &amp; Comfort</b>	<ul style="list-style-type: none"> <li>Riding the bus feels safe</li> <li>Crowding on board is at a comfortable level</li> <li>The waiting experience, and boarding and alighting the bus, is comfortable for people of all abilities</li> <li>Riders and operators are following mask requirements*</li> </ul>	Better Bus Stops, On-board security and cleanliness	<ul style="list-style-type: none"> <li>Pilot tests of new features at bus stops</li> <li>Develop regional standards for bus stops</li> <li>Launch Flexible Dispatch Pilot to improve bus security</li> <li>Install vinyl seats on buses</li> <li>Pilot tests of midday layover cleaning of bus interiors and enhanced bus stop cleaning</li> <li>Exploring partnerships with local jurisdictions and municipal operators</li> </ul>	Stops and Zones (Operations); System Security & Law Enforcement; Environmental Compliance and Sustainability; Vehicle and Equipment Acquisition (Operations); Office of Civil Rights and Inclusion

\*temporary measure during COVID

The Better Bus Team acknowledges the range and scope of work needed to holistically improve the bus system, particularly given the increasing demands on limited resources. For this reason, the Team established the following guidelines in developing the work plan. As the program evolves, these guidelines will remain.

- Prioritize highest-impact investments.** Better Bus focuses first on the top customer pain points to guide investments. Additionally, Better Bus will prioritize improvements for Equity Focus Communities and vulnerable riders, including riders with disabilities, the elderly and women and girls.
- Package a vision for a better bus experience.** Metro will work hand-in-hand with local and regional partners to communicate a vision for improving the bus system that emphasizes creative and nimble approaches to improve the experience of current riders as quickly as possible. Metro will be leveraging local, regional and federal opportunities to prioritize bus investments and collaborate on achieving shared goals. Better Bus will also look to national and international best practices for inspiration.
- Develop an ongoing dialogue with riders.** The program will solicit feedback on an ongoing basis and open a two-way dialogue with riders. The Better Bus team is developing an online tool that allows riders to gain access to critical information for their trip, including delay advisories and providing opportunities to weigh in on how to make their trips better. The team will also be engaging customers and community partners through rider listening initiatives, which could take the form of focus groups or telephone surveys.

The Better Bus Program takes an incremental approach, starting with innovative, lower cost, and scalable solutions wherever possible. For example, Better Bus is launching a series of pilot programs by mid-2021 to test improvements, such as e-paper signs, lighting and other customer amenities at select bus stops. Better Bus also looks beyond these pilots at long-term, enterprise-wide improvements that will require systems change and ongoing funding sources. For example, only about a quarter of bus stops served by Metro have shelter, and providing shade at the remaining bus stops will require larger investment and new partnership models with cities. This change will not happen overnight, but the Better Bus Program will formalize the effort to ensure long term investment for our riders.

The Better Bus Program is supported by the CX Plan, which sets deadlines and assigns responsible

departments for each of its 38 bus improvement recommendations. A full menu of proposed Better Bus investments through FY26 is included as Attachment A and denotes initiatives not previously captured in NextGen or the CX Plan. In addition, the Better Bus team has also identified 37 performance metrics that will be used to measure progress in completing each of the recommendations.

### **Better Bus Funding and Implementation**

At the January 28<sup>th</sup> Regular Board Meeting Metro's CEO directed the Planning Department and Office of Management and Budget to work with the Chief of Staff and Executive Officers for Equity and Race and Customer Experience to develop a comprehensive multi-year financial plan for Better Bus.

The total projected investment for the Better Bus Program through FY26 is \$1.88 billion (Attachment A). Many of the line items within the Better Bus work plan are unfunded or partly funded. Some were approved by the Board through the FY21 mid-year budget adjustment and are already being pursued. The Better Bus Team has requested funding for several items in the FY22 budget as well. Per CEO direction in January, Metro will develop a funding strategy for the unfunded components.

With Metro's fiscal constraints, which have been exacerbated by the COVID-19 pandemic, funding Better Bus improvements will require creativity, resourcefulness, and tradeoffs. The pandemic has significantly reduced bus ridership and fare revenue, and the sales taxes that provide the bulk of Metro's operating subsidy are also lower than anticipated. The lower revenue has increased our operating shortfall. Federal stimulus funding helps address the shortfall, but when it ends, Metro will need to identify other sources of funding. The Better Bus Team, with the support of the Planning Department and OMB, will present options that have the potential to fund the Better Bus program during the May Board meeting.

Better Bus staff will be prioritizing projects based on four qualitative criteria (each rated Low/Medium/High):

1. Equity
2. Customer Priority (as determined by the annual customer experience survey results),
3. Project continuation (for example, for pilot projects that need funding to continue), and,
4. Cost/benefit.

### *Funding of Incremental Improvements (FY21-22): Progress*

Several Better Bus pilot programs received funding (totaling \$2.3 million) to get started via the FY21 midyear Customer Experience program, including:

- Homelessness: Limited emergency short term shelter (hotel vouchers) and regular statistically valid counts on bus and rail.
- Flexible Dispatch Pilot: enables Metro to respond to issues on the system with appropriate staff, such as homeless outreach or law enforcement as the situation demands.
- TransitWatch marketing campaign: Digital advertising campaign to increase TransitWatch app and text message use to help customers feel safe.
- Digital Rider Alert system: A robust system to enable riders to receive customized service and emergency alerts through text messages and other channels.
- Rescue Ride: A pilot program that quickly identifies customers impacted by a missed run or pass-up in real-time and offers them a free ride code for an on-demand shared ride service to get them where they need to go.
- Cleanliness: Acceleration of vinyl seat installations on bus fleets and power washing equipment for Metro Stops & Zones for a bus stop cleaning pilot.

Metro's Environmental Compliance and Sustainability Department (ECSD), has been working on several climate impact reduction projects that strengthen the execution of future Better Bus related projects. The

---

outcomes of the ECSD work allowed the Better Bus Team to: 1) develop priority criteria for shelter placements and other bus stop improvements, and 2) complete a conceptual design of a bus stop pole that can accommodate additional improvements, such as solar lighting, real-time information, shade/cooling options and seating for customers. These efforts align with the execution of climate impact-reduction strategies contained in the 10-year sustainability strategic plan, *Moving Beyond Sustainability*. Additional ECSD resources and efforts could potentially be leveraged alongside future grants to develop and execute bus stop improvement pilots, especially in Equity Focus Communities and high-heat areas.

Staff also continue to apply for, and secure, grants to support the Board-approved components of the Better Bus vision, including a SB1 grant that Metro received to install bus speed improvements along the NextGen Tier I corridors (\$25 million with 50% local match). The Board has also directed staff to use \$24.3 million of FY21 mid-year funds to support preparation to restore bus service to a 7.0 million Revenue Service Hour level by September 2021.

#### *FY22 Proposed Funding*

As shown in Attachment A, the below Better Bus elements (totaling \$208.5 million) have been included in the FY22 budget, which will be presented to the Board for approval in May 2021.

- Additional staffing to cover expanding scopes for the Better Bus and Customer Experience programs to conduct annual customer experience surveys and to develop a comprehensive LA28 Mobility Concept Plan per Board motion 42, to prepare for the World Cup and Olympics.
- NextGen Speed and Reliability Improvements
- Programs to address homelessness
- Flexible dispatch pilot
- TransitWatch marketing
- Call Point Security Program
- Bus stop cleaning enhancements
- Bus interior mid-day layover cleaning pilot
- Bus stop improvement pilots with shelter, solar lighting, real-time displays, and other customer features
- Acceleration of vinyl seat installations
- Digital Rider Alert System
- Surprise and Delight Program: arts, music, and customer giveaways to surprise and delight customers, per Board motion 45.1

#### *Long-Term Investments (FY23-26) Progress*

Beyond FY22, the Better Bus Team is developing a multi-year capital and operating plan for Better Bus (FY23-FY26) and applying criteria to prioritize high-impact investments. Metro's Planning Department is currently identifying opportunities for potential funding of Better Bus investments through grants and where there might be other funds that can address the needs of the Better Bus program, while addressing Metro's expected growing operating shortfall.

The Better Bus Team is working with OMB, Planning, and Government Relations to identify funding sources and policies that could accelerate the implementation of the program by:

- Aligning State and Federal legislative agenda to the goals of Better Bus with specific requests for financial resources for homeless supportive services and for bus shelters to address rising heat and racial inequalities.
- Providing input on the Automated Bus Lane Enforcement (ABLE) pilot program enabling legislation (AB 917, Bloom), that would help address bus reliability issues sometimes faced by our riders by keeping bus lanes clear.
- Developing a list of grants that could support Better Bus improvements, understanding that

Metro already receives and/or programs virtually all available transit-eligible grants to ongoing operations, essential state-of-good-repair, and the voter-approved expansion of transit service.

- Identifying, for Board consideration, tradeoffs for repurposing existing funds.

Full implementation of Better Bus is contingent on funding availability. Many of these improvements, such as customer features at bus stops, will require regional collaboration and cost-sharing.

## **FINANCIAL IMPACT**

At the direction of the CEO, Planning and OMB are developing a funding strategy for the Better Bus program improvements over a five-year time frame. The funding strategy is expected for the May Board cycle.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Metro's 10-year strategic plan, Vision 2028 calls for Metro to "invest in a world class bus system that is reliable, convenient and attractive to more users for more trips" (Goal 1.2). Central to this goal is a vision for "smooth trip" which includes both high-quality service features, such as faster and more reliable service, but also improved customer experience along the complete trip journey, from planning one's trip, accessing the transit stop, and arriving at one's destination on time (Goal 2). Better Bus is central to achieving both of these goals.

## **NEXT STEPS**

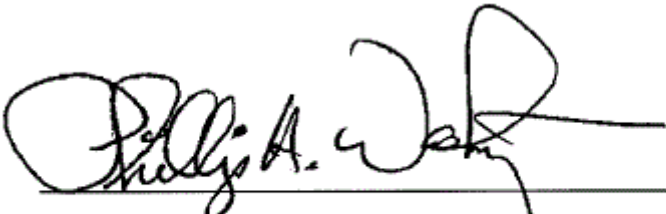
Metro plans to publicly launch Better Bus and start a round of public engagement and outreach in 2021. Many of the early action items outlined in this report (Table 3) will begin in mid-2021.

Staff continues to develop the funding strategy for Better Bus and will update the Board in May.

Attachment A - Better Bus Program Menu of Potential Investments FY22-FY26

Prepared by: Cassie Halls, Senior Transportation Planner, Customer Experience (213) 922-2757  
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Reviewed by: Nadine Lee, Chief of Staff (213) 922-7950



Phillip A. Washington  
Chief Executive Officer

ATTACHMENT B

Better Bus Funding and Implementation Strategy FY22-FY26

	Category	Project/Initiative	FY22 Proposed Funding	Unfunded FY23-FY26 Estimated Cost	Primary Target	Secondary Target(s)
1	Multiple	<b>Customer Experience Bus-Related Pilots - including</b> Rescue Ride, Automated Bus Lane Enforcement, Bus Stop Cleaning Pilot, Bus Mid-Line Interior Cleaning at Layovers, Digital Rider Alert System, Surprise and Delight Seed Funds, Flexible Dispatch Program, TransitWatch Marketing. <i>EXPANDED beyond 2020 CX Plan</i>	\$ 2,906,653	\$ 13,416,836	Most pilots being considered for funding through operating funds. Future funding needs above the \$13.4M is TBD based on success of pilots.	Making specific requests for financial resources for Better Bus / CX Pilot programs from State and Federal government
2	Safety & Comfort	<b>Programs to Address Homelessness.</b> Customer Experience Initiatives to be guided by the Public Safety Advisory Committee related to homelessness, including systemwide initiatives (leaving out rail-specific programs in Motion 26.2) <i>EXPANDED beyond 2020 CX Plan</i>	\$ 33,250,000	\$ 166,794,318	In concert with the County of Los Angeles, the City of Los Angeles and other local municipal governments across Los Angeles County, making specific requests for financial resources for homeless supportive services from local, state and federal government	Operating funds
3	Safety & Comfort	<b>Bus Stop Shelter Incentive Pilot Program "Shade for All."</b> Cost reflects capital costs (without maintenance or installation costs, which would be the responsibility of the city) of 25% share for 3,700 shelters with initial goal to reach 60% coverage goal. First year (\$7.8M) in FY23 would determine if viable model. <i>Expanded beyond 2020 CX Plan</i>	\$ -	\$ 23,326,250	Existing CMAQ funding for Metro's 25% share	
4	Safety & Comfort	<b>Bus Stop Lighting Pilot Program.</b> FY22 reflects 5307 grant funding with 25% Metro match for pedestrian lighting partnership with BSL, and \$100K for solar light tests. Lower-cost, post mounted model currently in POC, and \$1M would be spent on a pilot of approx. 300 units in FY23 to determine if a viable model. Cost reflect 100% share at 5,600 stops to reach target of 50% of bus stops with lighting. Only includes capital costs. <i>EXPANDED beyond 2020 CX Plan</i>	\$ 1,172,500	\$ 20,208,833	5307 1% Transit Enhancement Fund	Homeland Security Grant Program
5	Safety & Comfort	<b>Bus Stop Real-time Info Improvement Pilot Program.</b> Installation of E-Paper Displays and Text-To-Speech at Bus Stops. Cost reflect 100% share at 500 bus stops spread over three years. First year (\$1.3M) in FY23 would determine if viable model. <i>EXPANDED beyond 2020 CX Plan</i>	\$ -	\$ 4,125,000	FTA AIM Grant	5307 1% Transit Enhancement Fund
6	Safety & Comfort	<b>Acceleration of Vinyl Seat Installs.</b> Replace fabric seats with easier-to-clean vinyl to improve ability to clean and sanitize buses and improve passenger comfort. Cost projected for 1,000 buses. <i>EXPANDED beyond 2020 CX Plan</i>	\$ 1,016,037	\$ 2,250,420	Prioritize in SGR funding / CX Initiative with operating funds	Bus and Bus Facilities Grant
7	Safety & Comfort	<b>Call Point Security Program.</b> Blue light boxes recommended by Women and Girls Governing Council to improve security on BRT and the rail system, per Motion 26.2. Pursuing external grant. <i>EXPANDED beyond 2020 CX Plan</i>	\$ 5,000,000	\$ 7,579,000	Homeland Security Grant Program	5307 1% Transit Enhancement Fund
8	Safety & Comfort	<b>Station Evaluation Program - Quarterly inspection of 144 Metro stations and transit centers</b>	\$ 250,000	\$ 1,051,010	Using operating funds currently	
9	Speed (NextGen Capital Improvements)	<b>Bus Priority Lane Expansion on Tier 1 Lines.</b> \$25M via SB1 awarded for FY22-24. Would expand pace from 5 corridors a year to 10 corridors a year.	\$ 3,500,000	\$ 84,298,858	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
10	Speed (NextGen Capital Improvements)	<b>Spot Improvements (signal retiming, etc.)</b>	\$ -	\$ 31,020,201	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
11	Speed (NextGen Capital Improvements)	<b>Bulb outs for Tier 1 &amp; 2 Corridors</b> to speed up service and make room for bus stop shelters and other improvements.	\$ -	\$ 416,323,213	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
12	Speed (NextGen Capital Improvements)	<b>Layover Optimization</b> (10 per year) to improve efficiency	\$ 400,000	\$ 130,101,004	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
13	Speed (NextGen Capital Improvements)	<b>Relocating Bus Stops Nearside to Farside</b> to improve safety and speed (100 stops/year)	\$ 100,000	\$ 26,020,201	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
14	Speed (NextGen Capital Improvements)	<b>Transit Signal Priority Field Implementation for Tier 1 &amp; 2 Corridors</b>	\$ 3,000,000	\$ 84,298,858	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
15	Speed (NextGen Capital Improvements)	<b>City of LA Transit Signal Priority Software Upgrade</b> to improve speed. Cost sharing.	TBD	TBD	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
16	Speed (NextGen Capital Improvements)	<b>All-door boarding expansion.</b> Pending Fareless System Initiative decision.	\$ -	\$ 29,000,000	Partially funded through SB1 Local Partnership Program grant.	For expansion, existing or debt financed Prop C 25%
17	Speed	<b>Additional NextGen Frequency Improvements.</b> Bus frequency improvements. Feasibility and timing TBD.	\$ -	TBD	Operating funds	
18	Speed	<b>Labor Budget to keep Cancelled Assignments under 1%.</b> Order of magnitude cost to shift average bus OAR from 1.18-1.20 to 1.25 to avoid missed bus runs. This is scalable to various OAR levels. Due to NextGen service changes, costs associated will be reassessed in FY22 midyear. <i>Included in 2020 CX Plan.</i>	\$ -	TBD	Operating funds	
19	Ease	<b>ATMS 2 - Replacement of aging information systems</b> involved in delivering real time information to modernize functionality and improve reliability. Costs are inclusive of both bus and rail. Note: total project is expected to be approximately \$100M (including unshown needs after FY26).	\$ -	\$ 41,216,080	Considering FY22 midyear request for operating funds.  Olympics federal funding request for capital. P3 model.	Prioritize in SGR.
			<b>\$ 50,595,190</b>	<b>\$ 1,081,030,081</b>		





We're bringing you  
a better bus experience.



BETTER BUS PROGRAM

May 2021

# Recommended Actions

1. ADOPT Better Bus Program
2. APPROVE Better Bus Investments Plan; pursue five-year funding/implementation strategy; report progress every six months
3. APPROVE Better Bus investments and expenditures in each annual budget and in future updates to Short Range and Long Range Transportation Plans
4. APPROVE, by mid-year, 14 new project FTEs dedicated exclusively to the Better Bus Program



# Background on Better Bus Program

- **Unifies Metro bus-related efforts** to improve bus speed, ease, safety, and comfort
- **Sets into action the Vision 2028 goal** to transform bus riding journeys in LA County
- **Addresses the mobility needs of today's riders**, largely essential workers and people of color living in poverty
- **Establishes ongoing bus improvement program** with six-month report-outs on funding and implementation progress



Speed



Ease



Safety & Comfort

# FY22 Proposed Budget for Better Bus

- **\$165 million to restore 7.0 million RSH by September 2021** (Motion 27.1)
- **\$50.6 million for pilot programs, including:**
  - on-board, midday bus interior cleaning pilot.
  - equipment for enhanced pressure washing at bus stops.
  - Digital Rider Alert System: delay advisories and emergency messages by text message and other channels.



# FY23-26 Unfunded Needs

**\$784M to maintain 7.0 million RSH - assumed to be funded as a part of baseline bus operations, per motion 27.1**

Projected over the next four years, \$1.08B in unfunded needs include:

- **\$801M to expedite expansion of the NextGen Speed and Reliability program** (bus lanes, bulb-outs, signal priority) from 2-3 to 10 corridors a year
- **\$167M in programs to address homelessness** (includes costs associated with bus and rail)
- **\$48M in demonstration projects at bus stops**, to incentivize the placement of shelters, real-time information, lighting, and accessibility improvements

# Bus Customer Experience: Speed

- **Bus speeds** consistently slowing over the past 25 years (average speed is about 10 mph)
- **Bus lanes and other improvements** can enhance performance and customer experience, increase ridership

Better Bus proposed funding: \$801M for bus lanes, signal preemption, bulb-outs, and other speed and reliability improvements.



Photo credit: StreetsblogLA

# Bus Customer Experience: Safety & Comfort



Photo credit: Grist

- **A lack of shade and seating** is a major pain point for current and lapsed Metro riders
- Currently only **24% of bus stops** served by Metro have a transit shelter
- Metro to deepen local partnerships to achieve **60% of stops with shelter by 2026**

Better Bus proposed funding:  
\$23M for pilot shelter incentive program

# Bus Customer Experience: Safety & Comfort

- **Homelessness** is a crisis for many people
- It also impacts customer experience
- **Cleanliness** is also an important issue for bus riders

Better Bus proposed funding: \$167M for programs to address homelessness and pilot test layover cleaning

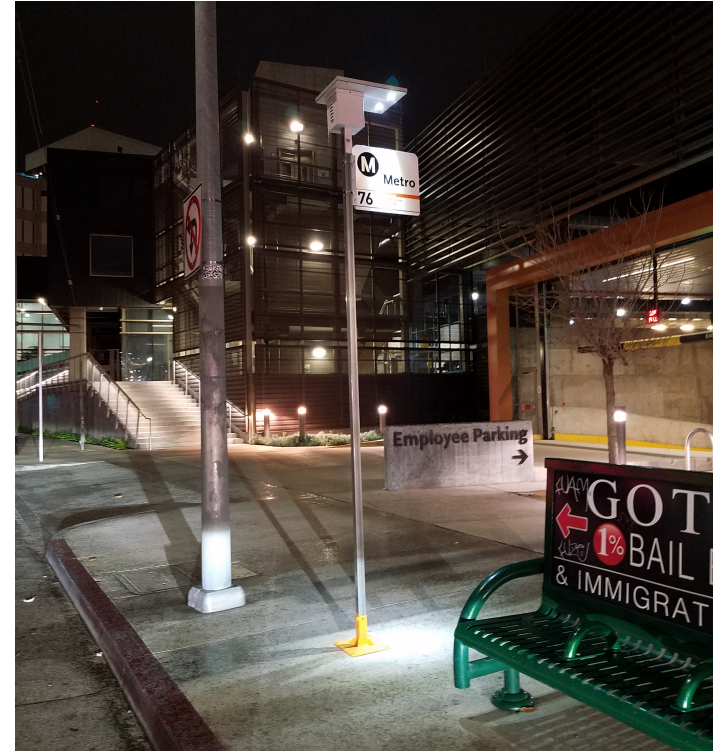




# Bus Customer Experience: Ease

- **Women, seniors and people with disabilities** can experience daily barriers to accessing the bus system
- **Piloting new improvements at bus stops**, such as text-to-speech buttons, lighting, tactile markers, etc. to address unmet needs

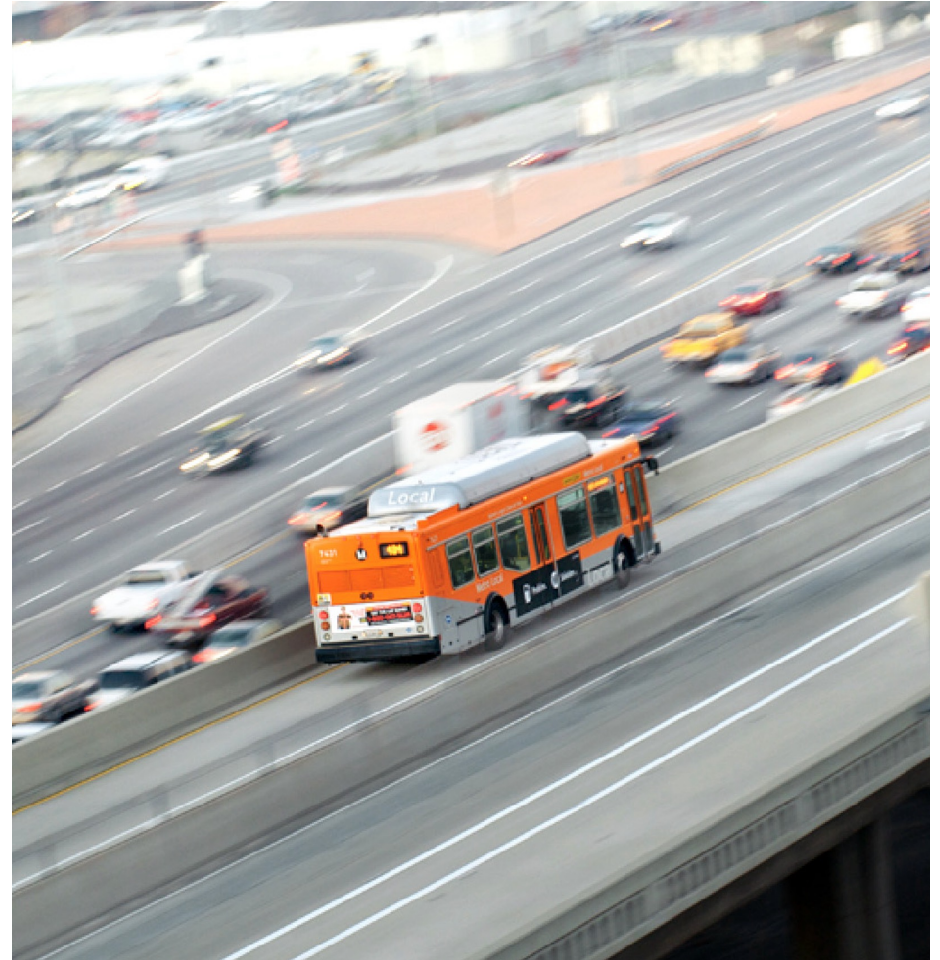
Better Bus proposed funding: \$24M for demonstration projects



Test of a solar lights at a Metro bus stop. Lighting can improve safety as well as detectability of the stop for individuals with low vision.

# Potential New Funding Opportunities

- Prop C 25% Funds
- CMAQ
- Reprogrammed highway funds\*
- American Jobs Plan
- Multi-year Surface Transportation Authorization
- State-level budget legislation
- Advertising

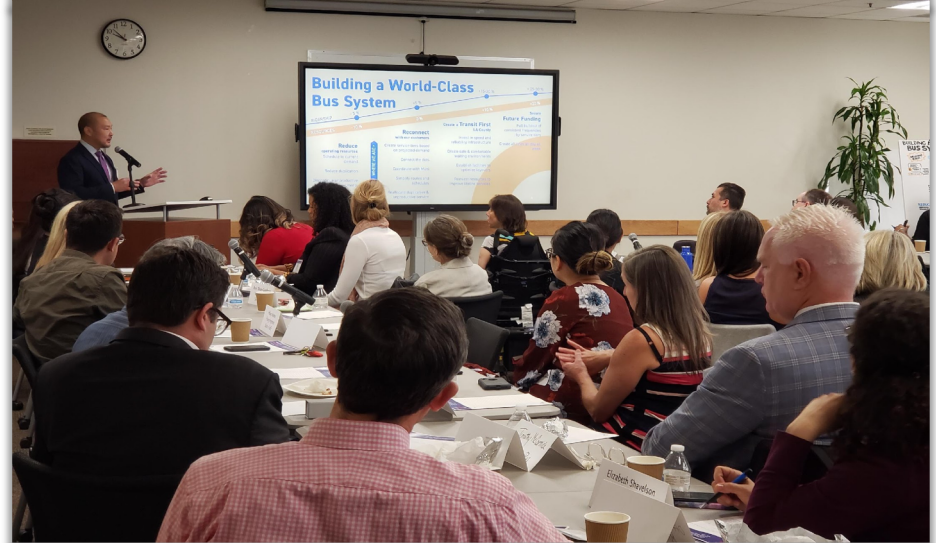


\*within ordinances and based on collaboration with subregions

# Dedicated Staffing Needs

Total of 14 new project FTE by FY22 midyear:

- Operations (5 FTE) and Communications (7 FTE) for Speed and Reliability Program and Better Bus Stop Local Partnership Program
- Grants Management (2 FTE) to oversee funding and grant-seeking for the Better Bus Program



# Summary

Better Bus will transform bus riding journeys for today's riders.

Better Bus will directly benefit Equity Focus Communities, which are critical to the well-being of Los Angeles County.



*We rely on essential workers.  
Therefore, we rely on buses.*

Thank you.



Metro



## Board Report

File #: 2021-0166, File Type: Contract

Agenda Number: 25.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 20, 2021

**SUBJECT: TRASH AND VEGETATION REMOVAL SERVICES**

**ACTION: APPROVE CONTRACT AWARD FOR REGIONS 1 THROUGH 3**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788340008370, for Metro's Regions 1, 2, and 3 combined, to Woods Maintenance, Services Inc., to provide trash and overgrown vegetation removal services. The contract not-to-exceed amount is \$25,909,440 for the three-year base, and \$17,614,080 for the one, two-year option, for a combined not-to-exceed amount of \$43,523,520, effective July 1, 2021, subject to resolution of protests(s), if any.

#### **ISSUE**

The existing four (4) contracts for Regions 1 through 4 providing combined services per region for graffiti abatement, landscape and irrigation maintenance, and trash and overgrown vegetation removal services, will expire on June 30, 2021

To ensure continuity of maintenance services, new contract awards are required effective July 1, 2021. Under this new contract, trash and overgrown vegetation removal services will be performed collectively throughout Metro's service area restructured and split geographically into Regions 1, 2, and 3. Separate contract award recommendations are in progress to provide graffiti abatement services and landscape and irrigation maintenance services, respectively.

#### **BACKGROUND**

On September 17, 2015, Metro Board of Directors awarded four (4) contracts for Regions 1 through 4, to maintain Metro's service area split geographically into four (4) regions. Each contract provides combined services for graffiti abatement, landscape and irrigation maintenance, and trash and overgrown vegetation removal services.

Maintenance contracts are continuously reviewed and evaluated, exploring opportunities for competition, small business participation, and taking into consideration Metro's rapidly expanding system. Under this new contract, Metro's service area has been restructured and split into three (3) geographical regions where trash and overgrown vegetation removal services will be provided under

a separate contract, replacing the existing combined services contract. These actions are critical to Metro's operations to ensure streamlining processes, improving service efficiency and cost effectiveness.

## **DISCUSSION**

Under this new contract for Regions 1, 2 and 3 combined, the contractor is required to provide general maintenance and clean-up services for Metro Rights-Of-Way (ROWs), facilities, parking lots and parcel properties, clearing trash, illegal dumping, and removing overgrown vegetation.

Regular trash, bulky item and overgrown vegetation removal services are essential for Metro facilities to ensure maintaining smooth operations, complying with CPUC guidelines, providing safe and clean facilities, and enhancing customer experience system-wide.

The Diversity and Economic Opportunity Department (DEOD) established a 24% SBE goal and a 3% DVBE goal for each of the three (3) regions. Woods Maintenance Services, Inc. made a 24% SBE and a 3% DVBE commitment for Regions 1, 2, and 3.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure the continuity of maintenance services, meeting Metro maintenance standards while providing a proactive approach to maintenance needs and ensuring delivery of safe, clean, on-time and reliable services system-wide.

## **FINANCIAL IMPACT**

Subject to Board approval of the FY22 Budget, funding of \$8,272,800 is to be 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 Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

### **Impact to Budget**

The preliminary source of funds for this action are Proposition A/C, Measure R/M, and the Transportation Development Act. Use of these proposed funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing regular trash and overgrown vegetation removal services will ensure providing a safe and clean Metro facilities and ROWs while enhancing customer experience system-wide.

## **ALTERNATIVES CONSIDERED**

Staff considered providing this service through in-house staff; however, this would require the hiring, training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

## **NEXT STEPS**

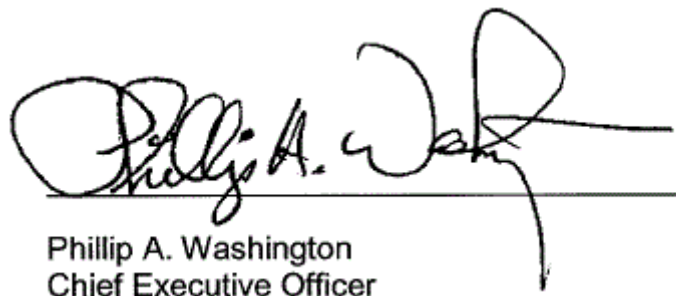
Upon approval by the Board, staff will execute Contract No. OP1788340008370 for Regions 1, 2 and 3 combined, with Woods Maintenance Services, Inc., to provide the necessary trash and overgrown vegetation removal services system-wide effective July 1, 2021.

## **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary  
Attachment C - Three (3) Regions' Maps

Prepared by: Errol Taylor, Sr, Executive Office, Maintenance & Engineering, (213) 922-3227  
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765  
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108  
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



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Phillip A. Washington  
Chief Executive Officer



**PROCUREMENT SUMMARY  
TRASH AND OVERGROWN VEGETATION REMOVAL SERVICES /  
OP1788340008370**

1.	<b>Contract Number:</b> OP1788340008370	
2.	<b>Recommended Vendor:</b> Woods Maintenance Services, Inc.	
3.	<b>Type of Procurement (check one):</b> RFP    IFB    IFB-A&E Non-Competitive                    Modification    Task Order	
4.	<b>Procurement Dates:</b>	
	A. <b>Issued:</b> March 18, 2020	
	B. <b>Advertised/Publicized:</b> March 16, 2020	
	C. <b>Pre-proposal/Pre-Bid Conference:</b> September 17, 2020	
	D. <b>Proposals/Bids Due:</b> October 20, 2020	
	E. <b>Pre-Qualification Completed:</b> submitted on March 23, 2021	
	F. <b>Conflict of Interest Form Submitted to Ethics:</b> March 11, 2021	
	G. <b>Protest Period End Date:</b> May 15, 2021	
5.	<b>Solicitations Picked up/Downloaded:</b> 37	<b>Proposals Received:</b> <b>Region 1:</b> 3 proposals <b>Region 2:</b> 2 proposals <b>Region 3:</b> 2 proposals
6.	<b>Contract Administrator:</b> Rommel Hilario	<b>Telephone Number:</b> (213) 922-4654
7.	<b>Project Manager:</b> Shaunt Avanesian	<b>Telephone Number:</b> (213) 922-5931

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

This Board Action is to approve the award of firm fixed unit rate Contract No. OP1788340008370 to Woods Maintenance Services, Inc. (Woods) for Regions 1, 2, and 3, to provide trash removal services, bulky item pick-up and overgrown vegetation control through mechanical weed abatement throughout Metro facilities, Inactive Rights of Way (IROWs), Metro Park & Ride Lots, Caltrans Park & Ride Lots effective July 1, 2021. Board approval of contract awards are subject to resolution of any properly submitted protest.

This procurement was a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. To better coordinate trash and vegetation removal services and maximize efficiencies, the Scope of Services was divided into three (3) geographical regions. Proposers were allowed to propose on one or multiple regions for a maximum of three (3) regions. Each geographical region was assigned a 27% goal, inclusive of a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal.

On March 18, 2020, Request for Proposal (RFP) No. OP68537 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rates.

Prior to the release of the RFP, an informational meeting was held at Metro Headquarters on December 19, 2019, to encourage potential proposers, including community-based organizations (CBOs), to participate in this procurement and help increase the competitive base. This action was intended to expand opportunities for small business participation while maintaining service efficiency and continuity. There were thirty-three (33) participants representing twenty-six (26) firms that attended the outreach event.

Eight amendments were issued during the solicitation phase of the RFP:

- Amendment No. 1, issued on March 25, 2020, provided pre-proposal conference information and a conference call in number;
- Amendment No. 2 issued on April 13, 2020, provided pre-proposal conference material including prevailing wage information;
- Amendment No. 3 issued on May 8, 2020, extended the proposal due date;
- Amendment No. 4 issued on May 15, 2020 extended the proposal due date to allow for delays due to COVID-19.
- Amendment No. 5 issued on September 10, 2020, scheduled new proposal due date, new pre-proposal conference date, and provided new proposal attachments and exhibits;
- Amendment No. 6 issued on September 22, 2020, extended the proposal due date; provided pre-proposal materials, including labor compliance handouts;
- Amendment No. 7 issued on October 7, 2020, provided a revised scope of services;
- Amendment No. 8 issued on October 12, 2020, extended the proposal due date and revised the evaluation criteria.

A virtual pre-proposal conference was held on September 17, 2020. There were nine questions received and responses were provided prior to the proposal due date. On October 20, 2020, seven proposals were received and deemed responsive from the three firms listed below, by region, in alphabetical order:

### **REGION 1**

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

### **REGION 2**

1. Parkwood Landscape Maintenance, Inc.
2. Woods Maintenance Services, Inc.

### **REGION 3**

1. Parkwood Landscape Maintenance, Inc

## 2. Woods Maintenance

### **B. Evaluation of Proposals/Bids**

A Proposal Evaluation Team (PET) consisting of staff from Metro's Maintenance and Engineering, and Bus/Rail Operations Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- |  |           |
|--|-----------|
| • Qualifications of the Firm/Team                | 15 points |
| • Qualifications and Experience of Key Personnel | 20 points |
| • Management Plan/Approach                       | 35 points |
| • Cost Proposal                                  | 30 points |

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

The PET determined that of the seven proposals received, one proposal was not ranked in the competitive range. The six proposals that fell within the competitive range were submitted by the following two firms:

1. Parkwood Landscape Maintenance, Inc.
2. Woods Maintenance Services, Inc.

### **Qualifications Summary of Firms Within the Competitive**

#### **Range: Parkwood Landscape Maintenance, Inc.**

Parkwood Landscape Maintenance, Inc. (Parkwood), located in Van Nuys, CA has provided professional landscape services in the Los Angeles area for over 48 years. They currently have contracts with the City of Palmdale, City of Los Angeles, City of Moorpark and Port of Long Beach. Parkwood currently employs over 200 full time local employees (FTEs). Parkwood possesses and maintains all the licensing and permits that are necessary to perform their services.

#### **Woods Maintenance Services, Inc.**

Woods Maintenance Services, Inc. (Woods) has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm started as a janitorial maintenance contractor in 1975 under the name of D & B Maintenance, Inc. Graffiti Control Systems was added for graffiti abatement services as a new division in 1980. Woods began to provide landscape and irrigation maintenance services in early

1990, and became a prime contractor in these services, employing subcontractors in 2007. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

Firms were requested to submit a Best and Final Offer (BAFO). The following is a summary of the PET scores:

**REGION 1**

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Woods Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	94.66	15.00%	14.20	
4	Qualifications and Experience of Key Personnel	94.15	20.00%	18.83	
5	Management Plan/Approach	94.65	35.00%	33.13	
6	Cost Proposal	95.23	30.00%	28.57	
7	<b>Total</b>		<b>100.00%</b>	<b>94.73</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				
9	Qualifications of the Firm/Team	88.00	15.00%	13.20	
10	Qualifications and Experience of Key Personnel	91.65	20.00%	18.33	
11	Management Plan/Approach	90.65	35.00%	31.73	
12	Cost Proposal	100.00	30.00%	30.00	
13	<b>Total</b>		<b>100.00%</b>	<b>93.26</b>	<b>2</b>

**REGION 2**

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Wood Maintenance Services, Inc.</b>				

3	Qualifications of the Firm/Team	94.66	15.00%	14.20	
4	Qualifications and Experience of Key Personnel	94.15	20.00%	18.83	
5	Management Plan/Approach	94.65	35.00%	33.13	
6	Cost Proposal	99.36	30.00%	29.81	
7	<b>Total</b>		<b>100.00%</b>	<b>95.97</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				
9	Qualifications of the Firm/Team	88.00	15.00%	13.20	
10	Qualifications and Experience of Key Personnel	91.65	20.00%	18.33	
11	Management Plan/Approach	90.65	35.00%	31.73	
12	Cost Proposal	100.00	30.00%	30.00	
13	<b>Total</b>		<b>100.00%</b>	<b>93.26</b>	<b>2</b>

### REGION 3

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Wood Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	94.66	15.00%	14.20	
4	Qualifications and Experience of Key Personnel	94.15	20.00%	18.83	
5	Management Plan/Approach	94.65	35.00%	33.13	
6	Cost Proposal	99.36	30.00%	29.81	
7	<b>Total</b>		<b>100.00%</b>	<b>95.97</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				
9	Qualifications of the Firm/Team	88.00	15.00%	13.20	
10	Qualifications and Experience of Key Personnel	90.85	20.00%	18.17	
11	Management Plan/Approach	90.65	35.00%	31.73	

12	Cost Proposal	100.00	30.00%	30.00	
13	<b>Total</b>		<b>100.00%</b>	<b>93.10</b>	<b>2</b>

### C. Price Analysis

Since Woods Maintenance Services, Inc. (Woods) was the highest ranked proposer in all 3 Regions, Metro negotiated one contract price. As a result of negotiations, the firm agreed to a \$1,339,896 reduction, or a 3% decrease, to its BAFO for a five-year not-to-exceed (NTE) price of \$43,523,520.

#### **REGION #1**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an independent cost estimate (ICE), price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$3,796,176	\$3,999,474.72	\$3,543,120
2.	Parkwood Landscape Maintenance, Inc.	\$3,615,960		

#### **REGION #2**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$17,909,760	\$19,713,364.40	\$17,436,000
2.	Parkwood Landscape Maintenance, Inc.	\$17,799,360		

#### **REGION #3**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$23,157,480	\$25,494,656.40	\$22,544,400
2.	Parkwood Landscape Maintenance, Inc.	\$23,015,580		

**D. Background on Recommended Contractor**

**Woods Maintenance Services, Inc.**

Woods has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

## DEOD SUMMARY

TRASH AND OVERGROWN VEGETATION REMOVAL SERVICES /  
OP1788340008370**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Regions 2 & 3 of this procurement were subject to Metro's Medium-Sized Business Enterprise (MSZ) Program. However, none of the proposers identified themselves as a MSZ firm. Woods Maintenance made a 24% SBE and 3% DVBE commitment for each of the regions.

<b>Small Business Goal</b>	<b>24% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>24% SBE 3% DVBE</b>
----------------------------	----------------------------	----------------------------------	----------------------------

**Region 1:**

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Bread & Water, LLC	24%
	<b>Total SBE Commitment</b>	<b>24%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

**Region 2:**

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Bread & Water, LLC	8.19%
2.	BriteWorks, Inc.	5.40%
3.	BJAG Group, LLC	5.40%
4.	Far East Landscape and Maintenance, Inc.	5.01%
	<b>Total SBE Commitment</b>	<b>24.00%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>



**Region 3:**

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Bread & Water, LLC	11.01%
2.	BriteWorks, Inc.	4.56%
3.	BJAG Group, LLC	4.56%
4.	Far East Landscape and Maintenance, Inc.	3.87%
	<b>Total SBE Commitment</b>	<b>24.00%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

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

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

**C. Prevailing Wage Applicability**

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

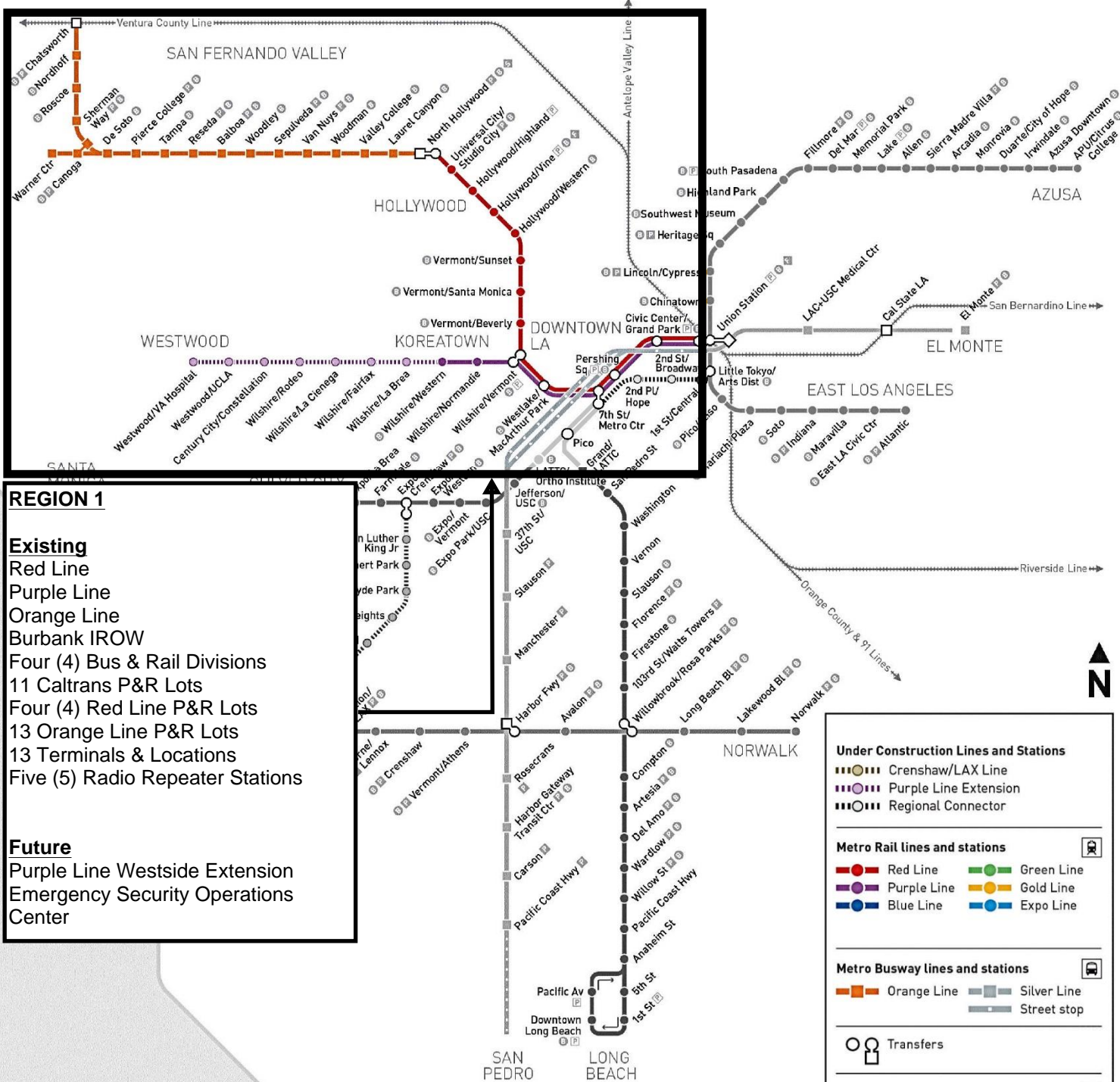
**D. Project Labor Agreement/Construction Careers Policy**

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

# TRASH & OVERGROWN VEGETATION REMOVAL SERVICES

## Go Metro REGION 1

metro.net



### REGION 1

#### Existing

- Red Line
- Purple Line
- Orange Line
- Burbank IROW
- Four (4) Bus & Rail Divisions
- 11 Caltrans P&R Lots
- Four (4) Red Line P&R Lots
- 13 Orange Line P&R Lots
- 13 Terminals & Locations
- Five (5) Radio Repeater Stations

#### Future

- Purple Line Westside Extension
- Emergency Security Operations Center



**Metro**

MAR 2016

Subject to Change

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# TRASH & OVERGROWN VEGETATION REMOVAL SERVICES

## Go Metro REGION 2

metro.net



**Region 2**

**Existing**  
**Gold Line**  
**Expo Line**  
**Azusa IROW**  
**Expo IROW**  
**Nine (9) Bus & Rail Divisions**  
**45 TPSS & C&S Buildings**  
**10 Caltrans P&R Lots**  
**10 Gold Line Parking Lots - Structures**  
**16 Terminals & Locations**  
**Three (3) Radio Repeater Stations**

**Future**  
**Regional Connector**

**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

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**Metro Rail lines and stations**

- Red Line
- Green Line
- Purple Line
- Gold Line
- Blue Line
- Expo Line

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**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

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**Transfers**

**Regional Rail**

- MetroLink & Amtrak

---

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

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**Parking**

- Free
- Bike
- Paid



16-1745 ©2016 LACMTA

# TRASH & OVERGROWN VEGETATION REMOVAL SERVICES

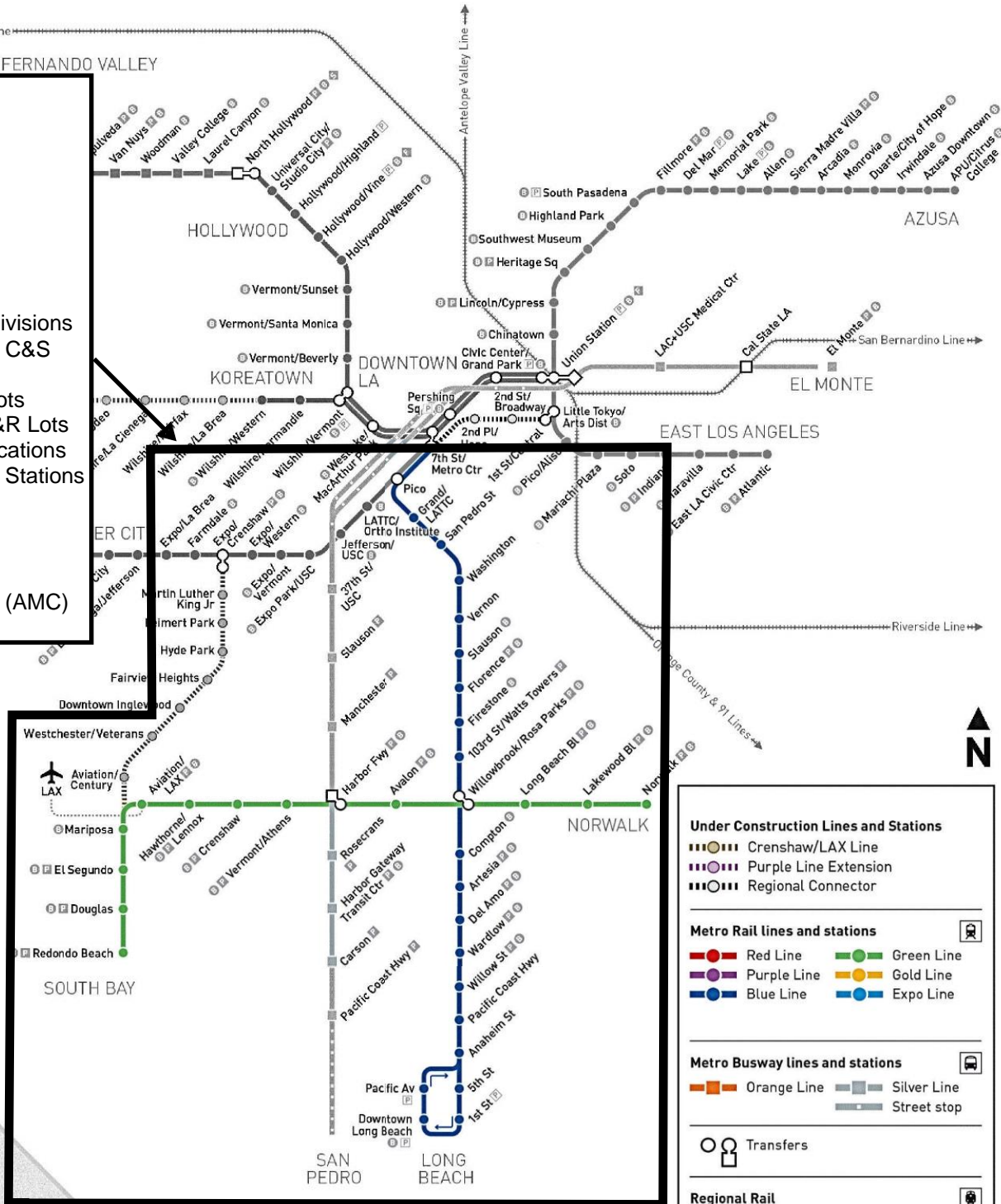
## Go Metro REGION 3

metro.net

**Region 3**

**Existing**  
 Blue Line  
 Green Line  
 Silver Line - HTW  
 Harbor IROW  
 Santa Ana IROW  
 San Bernardino IROW  
 Seven (7) Bus & Rail Divisions  
 45 MBL & MGL TPSS & C&S  
 19 Caltrans P&R Lots  
 Six (6) Blue Line P&R Lots  
 Three (3) Green Line P&R Lots  
 Nine (9) Terminals & Locations  
 Two (2) Radio Repeater Stations

**Future**  
 Crenshaw/LAX Line  
 Rail to Rail Corridor  
 Airport Metro Connector (AMC)



**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

**Metro Rail lines and stations**

- Red Line
- Purple Line
- Blue Line
- Green Line
- Gold Line
- Expo Line

**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

**Transfers**

**Regional Rail**

- MetroLink & Amtrak

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

**Parking**

- Free
- Paid
- Bike



# Items 25, 26 & 27

## Approve Contract Awards Regions 1 Through 3

*Item 25: Trash & Overgrown Vegetation Removal*

*Item 26: Landscape & Irrigation Maintenance*

*Item 27: Graffiti Abatement*

# Existing & New Improved Maintenance Contracts

## Existing 4 Regions, Combined Services Contracts

- On September 17, 2015, Metro Board of Directors awarded **four (4) contracts**, one per region:
  - ✓ **Regions 1 & 3: Woods Maintenance Services, Inc. (Woods)**
  - ✓ **Regions 2 & 4: Parkwood Landscape Maintenance, Inc. (Parkwood)**
- **Graffiti Abatement, landscape & irrigation maintenance and trash & overgrown vegetation removal services are combined under one contract per region**
- **The existing four (4) regions contracts expire on June 30, 2021**
- **Woods, Parkwood and their subcontractors are in good standing with Metro's established SBE & DVBE goals**

## New 3 Regions, Service Specific Contracts

- **Metro's service area has been restructured and split into three (3) regions**
- **Maintenance to be provided through service specific contracts**

# Existing & New Improved Maintenance Contracts

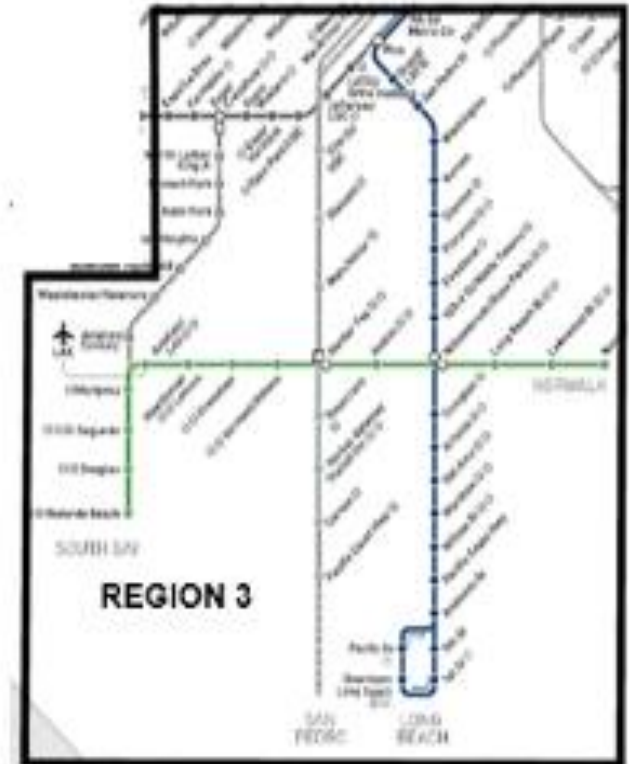
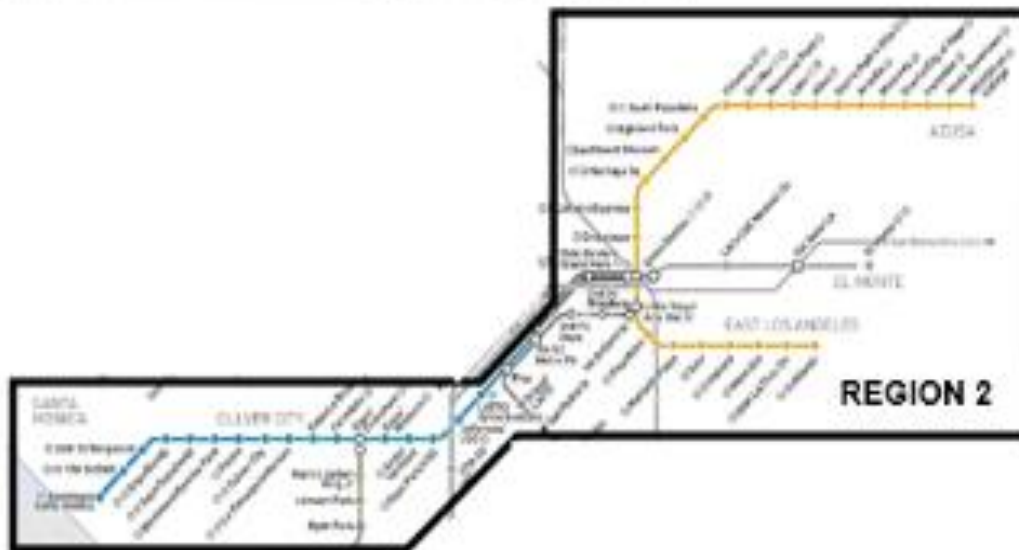
## Existing 4 Regions - Combined Services Contracts

Region 1	Region 2	Region 3	Region 4
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

## New 3 Regions - Service Specific Contracts

Region 1	Region 2	Region 3
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

# New & Improved Service Specific Maintenance Contracts





# **New & Improved Service Specific Maintenance Contracts**

## **The Three (3) Regions Contracts offer**

- Moderately sized service areas, improving maintenance oversight and service delivery
- Enhanced service levels & staffing resources based on site specific needs and accessibility, in compliance with Metro's safety and operations requirements

## **Service specific Contracts ensure providing**

- Quality maintenance through a dedicated service specific experienced staff
- Streamlined processes monitoring applicable job classifications & wages while eliminating cross functional staffing issues
- Cost effective maintenance to be performed by experienced service specific prime and subcontractors, away from excessive general contracting fees

# New & Improved Service Specific Maintenance Contracts

Expanded opportunities for competition & small business participation

Existing 4 Regions Combined Services Contracts		New 3 Regions Service Specific Contracts	
SBE	DVBE	SBE	DVBE
22%	3%	24%	3%
Mandatory	Required with Evidence for GFE	Mandatory	
25%		27%	
Total of four (4) subcontractors		Total of six (6) subcontractors	
<ul style="list-style-type: none"> <li>✓ BJAG</li> <li>✓ Far East Landscape &amp; Maint.</li> <li>✓ BriteWorks</li> <li>✓ IECLT, Inc.</li> </ul>		<ul style="list-style-type: none"> <li>✓ BJAG</li> <li>✓ Far East Landscape &amp; Maint.</li> <li>✓ Briteworks</li> <li>✓ IECLT, Inc.</li> <li>✓ Bread &amp; Water LLC - New</li> <li>✓ ACME Manpower - New</li> </ul>	

# Procurement Actions

- Outreach event was conducted with approximately 26 participating firms
- Request for Proposal (RFP)
- Proposals may be submitted for one or more regions, in separate packages
  
- Metro may award contracts to one or more proposers:
  - ✓ Proposals that meet the requirements
  - ✓ Most advantageous to Metro
  
- **Evaluation Criteria:**

✓ Qualifications of the firm/team	15 Points
✓ Qualifications and experience of key personnel	20 Points
✓ Management plan/approach	35 Points
✓ Cost proposal	30 Points
  
- Technical evaluation overall scores reflect a clear difference among proposers, specifically for the Management Plan/Approach criteria

# Procurement Actions

Proposals received per the following:

<b>Regions</b>	<b>Graffiti Abatement</b>	<b>Landscape &amp; Irrigation</b>	<b>Trash &amp; Overgrown Vegetation Removal</b>
<b>Region 1</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Urban Graffiti Parkwood Woods</b>
<b>Region 2</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Parkwood Woods</b>
<b>Region 3</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Parkwood Woods</b>
<b>Total proposals received per service Type</b>	<b>9</b>	<b>9</b>	<b>7</b>

# Recommended Awards

Recommended Awards	Graffiti Abatement	Landscape & Irrigation	Trash & Overgrown Vegetation Removal
Region 1	Woods	Parkwood	Woods
Region 2		Woods	
Region 3			

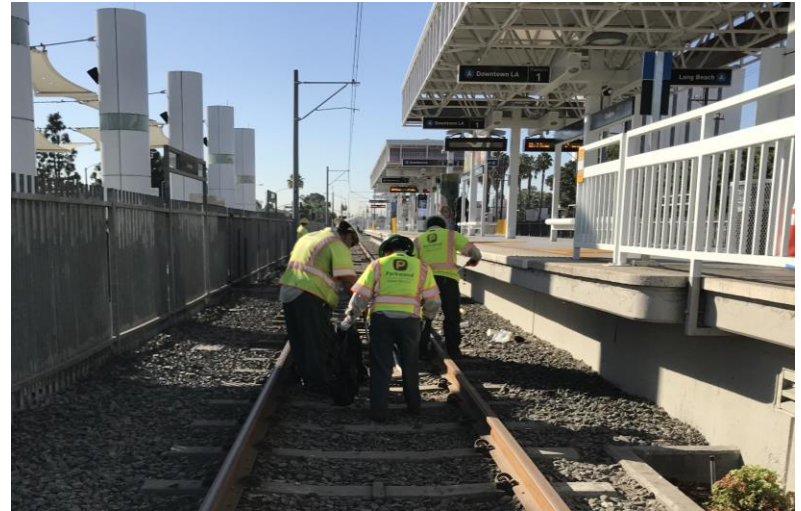
<u>Total Five (5) Year Value</u> Existing 4 Regions Combined Services Contracts	<u>Total Five (5) Year Value</u> New 3 Regions Service Specific Contracts
\$113,141,243.39	\$95,439,199

**Cost Savings of ~16%, for a total of \$17.7 million**

# Highlights of Contracted Maintenance Services



**Woods**



**Parkwood**





## Board Report

File #: 2021-0165, File Type: Contract

Agenda Number: 26.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MAY 20, 2021

**SUBJECT: LANDSCAPE AND IRRIGATION MAINTENANCE SERVICES**

**ACTION: APPROVE CONTRACT AWARD FOR REGIONS 1 THROUGH 3**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. Award a firm fixed unit rate Contract No. OP1788360008370, for Region 1, to Parkwood Landscape Maintenance, Inc., to provide landscape and irrigation maintenance services. The contract not-to-exceed amount is \$8,108,507 for the three-year base, and \$5,574,432 for the one, two-year option, for a combined not-to-exceed amount of \$13,682,939, effective July 1, 2021, subject to resolution of protest(s), if any.
- B. Award a firm fixed unit rate Contract No. OP1788350008370, for Regions 2 and 3 combined, to Woods Maintenance Services Inc., to provide landscape and irrigation maintenance services. This contract not-to-exceed amount is \$13,759,820 for the three-year base, and \$9,409,080 for the one, two-year option, for a combined not-to-exceed amount of \$23,168,900, effective July 1, 2021, subject to resolution of protest(s), if any.

#### **ISSUE**

The existing four (4) contracts for Regions 1 through 4 providing combined services per region for graffiti abatement, landscape and Irrigation maintenance, and trash and overgrown vegetation removal services, will expire on June 30, 2021.

To ensure continuity of maintenance services, two (2) new contract awards are required effective July 1, 2021, to maintain Metro's service area restructured and split geographically into three (3) regions. These two (2) new contracts will provide landscape and irrigation maintenance services for Region 1 and Regions 2 and 3 combined. Separate contract award recommendations are in progress to provide graffiti abatement services and trash and overgrown vegetation removal services, respectively.

#### **BACKGROUND**

On September 17, 2015, Metro Board of Directors awarded four (4) contracts for Regions 1 through

4, to maintain Metro's service area split geographically into four (4) regions. Each contract provides combined services for graffiti abatement, landscape and Irrigation maintenance, and trash and overgrown vegetation removal services.

Maintenance contracts are continuously reviewed and evaluated, exploring opportunities for competition, small business participation, and taking into consideration Metro's rapidly expanding system. Under these new contracts, Metro's service area has been restructured and split into three (3) geographical regions where each service type will be provided under a separate maintenance contract, replacing the existing combined services contracts. These actions are critical to Metro's operations to ensure streamlining processes, improving service efficiency and cost effectiveness.

### **DISCUSSION**

Under these two (2) new contracts for Region 1 and Regions 2 and 3 combined, the contractors are required to provide general maintenance and clean-up services of all landscaped areas system-wide, including trees under 13 feet in height, shrubs, vines, groundcover, lawns, planter boxes, and routine irrigation system maintenance. Also, contractors are required to provide optimal water management service to comply with State and local water agencies conservation ordinances. In addition, the contractors will provide as-needed maintenance services as directed by Metro, such as replacing damaged or lost plant material resulting from natural causes beyond the control of the contractors.

Additional environmental requirements have been included under these two (2) new contracts where contractors are responsible for managing and recycling organic waste collected in accordance with State requirements. Contractors are also required to comply with State and local requirements related to fleet and maintenance equipment fuel usage including phasing out gas powered equipment and replacing them with electric landscaping equipment by the end of the three-year base contract term.

Regular landscape and irrigation maintenance services are essential for Metro facilities to ensure maintaining a safe, clean and pleasant environment while enhancing customer experience system-wide.

The Diversity and Economic Opportunity Department (DEOD) established a 24% SBE goal and a 3% DVBE goal for each of the three (3) regions. Parkwood Landscape Maintenance, Inc. made a 24% SBE and a 3% DVBE commitment for Region 1, and Woods Maintenance Services, Inc. made a 24% SBE and a 3% DVBE commitment for Regions 2 and 3.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure the continuity of maintenance services, meeting Metro maintenance standards while providing a proactive approach to maintenance needs and ensuring delivery of safe, clean, on-time and reliable services system-wide.

### **FINANCIAL IMPACT**



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Subject to Board approval of the FY22 Budget, funding of \$6,781,531 collectively for the two (2) contracts to maintain Region 1 and Regions 2 and 3 combined is to be 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, Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

#### Impact to Budget

The preliminary source of funds for this action are Proposition A/C, Measure R/M, and the Transportation Development Act. Use of these funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

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

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing regular landscape and irrigation maintenance services will ensure providing a safe and clean environment while enhancing customer experience system-wide.

### **ALTERNATIVES CONSIDERED**

Staff considered providing this service through in-house staff; however, this would require the hiring, training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

### **NEXT STEPS**

Upon approval by the Board, staff will execute the following contracts to the recommended contractors to provide the necessary landscape and irrigation maintenance services system-wide effective July 1, 2021.

Region 1, Contract No. OP1788360008370 - Parkwood Landscape Maintenance, Inc.  
Regions 2 and 3 combined, Contract No. OP1788350008370 - Woods Maintenance Services, Inc.

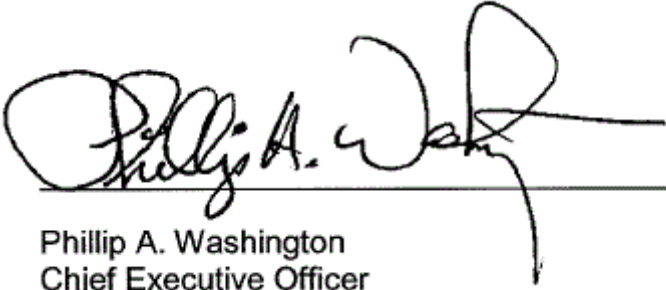
### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - DEOD Summary  
Attachment C - Three (3) Regions' Maps

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

Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services,  
(213) 922-5932

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108  
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



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Phillip A. Washington  
Chief Executive Officer

**PROCUREMENT SUMMARY**  
**LANDSCAPE & IRRIGATION MAINTENANCE SERVICES / OP1788350008370 and**  
**OP1788360008370**

1.	<b>Contract Number:</b> A: OP1788360008370 B: OP1788350008370	
2.	<b>Recommended Vendor:</b> A: Parkwood Landscape Maintenance, Inc. B: Woods Maintenance Services, Inc.	
3.	<b>Type of Procurement : (check one):</b> <b>RFP</b> <b>IFB</b> <b>IFB-A&amp;E</b> <b>Non-Competitive</b> <b>Modification</b> <b>Task Order</b>	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> April 3, 2020	
	<b>B. Advertised/Publicized:</b> April 10, 2020	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> September 22, 2020	
	<b>D. Proposals/Bids Due:</b> October 23, 2020	
	<b>E. Pre-Qualification Completed:</b> submitted on March 23, 2021	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> March 11, 2021	
	<b>G. Protest Period End Date:</b> May, 15, 2021	
5.	<b>Solicitations Picked up/Downloaded:</b> 42	<b>Proposals Received:</b> <b>Region 1:</b> 3 proposals <b>Region 2:</b> 3 proposals <b>Region 3:</b> 3 proposals
6.	<b>Contract Administrator:</b> Rommel Hilario	<b>Telephone Number:</b> (213) 922-4654
7.	<b>Project Manager:</b> Todd Garner	<b>Telephone Number:</b> (213) 922-6762

**A. Procurement Background**

This Board action is to approve the award of firm fixed unit rate Contract No. OP1788360008370 to Parkwood Landscape Maintenance, Inc. (Parkwood) for Region 1, and Contract No. OP1788350008370 to Woods Maintenance Services, Inc. (Woods) for Regions 2 and 3, to provide landscape and irrigation maintenance services at Metro transit facilities, Metro Park & Ride Lots, Caltrans Park & Ride Lots and specific bus and rail facilities effective July 1, 2021. Board approval of contract awards are subject to resolution of any properly submitted protest(s).

This procurement was a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. To better coordinate landscape services and maximize efficiencies, the Scope of Services was divided into three (3) geographical regions. Proposers were allowed to propose on one or multiple regions for a maximum of three (3) regions. Each geographical region was assigned a 27% goal, inclusive of a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal.

On April 3, 2020, Request for Proposals (RFP) No. OP68226 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract types are firm fixed unit rates.

Prior to the release of the RFP, an informational meeting was held at Metro Headquarters on December 19, 2019, to encourage potential proposers, including community-based organizations (CBOs), to participate in this procurement and help increase the competitive base. This action was intended to expand opportunities for small business participation while maintaining service efficiency and continuity. There were thirty-three (33) participants representing twenty-six (26) firms that attended the outreach event.

Ten (10) amendments were issued during the solicitation phase of the RFP:

- Amendment No. 1, issued on April 22, 2020, provided pre-proposal conference materials including prevailing wage information;
- Amendment No. 2 issued on May 1, 2020, extended the proposal due date;
- Amendment No. 3 issued on May 8, 2020, extended the proposal due date to allow for delays due to COVID-19;
- Amendment No. 4 issued on May 15, 2020, provided a new pre-proposal conference date;
- Amendment No. 5 issued on September 17, 2020, scheduled a new proposal due date, a new pre-proposal conference date, and new RFP attachments and exhibits;
- Amendment No. 6 issued on September 28, 2020, provided pre-proposal conference materials including a revised scope of services;
- Amendment No. 7 issued on September 30, 2020, provided new labor compliance hand-outs;
- Amendment No. 8 issued on October 7, 2020, extended the proposal due date and provided new Evaluation Criteria;
- Amendment No. 9 issued on October 8, 2020, provided a revised scope of services and service maps; and
- Amendment No. 10 issued on October 13, 2020, extended the proposal due date.

A virtual pre-proposal conference was held on September 22, 2020. There were 15 questions received and responses were provided prior to the proposal due date. On October 23, 2020, nine proposals were received and deemed responsive from the three firms listed below, by region, in alphabetical order:

#### **REGION 1**

1. Far East Landscape and Maintenance, Inc.
2. Parkwood Landscape Maintenance, Inc.
3. Woods Maintenance Services, Inc.

#### **REGION 2**

1. Far East Landscape and Maintenance, Inc.
2. Parkwood Landscape Maintenance, Inc.

3. Woods Maintenance Services, Inc.

**REGION 3**

1. Far East Landscape and Maintenance, Inc.
2. Parkwood Landscape Maintenance, Inc.
3. Woods Maintenance Services, Inc.

**B. Evaluation of Proposals/Bids**

A Proposal Evaluation Team (PET) consisting of staff from Metro’s Maintenance and Engineering, and Environmental Compliance and Sustainability Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- Qualifications of the Firm/Team 15 Points
- Qualifications and Experience of Key Personnel 20 Points
- Management Plan/Approach 35 Points
- Cost Proposal 30 Points

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

On February 12, 2021, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the nine (9) responsive proposals to initiate the evaluation phase. Evaluations were conducted from February 12, 2021 through February 25, 2021.

On February 25, 2021, the PET reconvened and determined that the nine proposals received from the three firms listed below fell within the competitive range:

1. Far East Landscape and Maintenance, Inc.
2. Parkwood Landscape Maintenance, Inc.
3. Woods Maintenance Services, Inc.

**Qualifications Summary of Firms Within the Competitive Range:**

**Far East Landscape and Maintenance, Inc.**

Far East Landscape and Maintenance, Inc. (Far East) has provided professional landscape services for over 33 years. The firm serves many

County sites including El Monte Court Civic Center, Compton Civic Center, Van Nuys Civic Center, South Central Medians, Martin Luther King/Drew Medication Center and Los Angeles Beach & Harbor areas. The firm is a Metro certified Small Business Enterprise and maintains all necessary licensing and permits to perform the services.

**Parkwood Landscape Maintenance, Inc.**

Parkwood Landscape Maintenance, Inc. (Parkwood), located in Van Nuys, CA has provided professional landscape services in the Los Angeles area for over 48 years. Parkwood currently has contracts with the City of Palmdale, City of Los Angeles, City of Moorpark and Port of Long Beach. Parkwood currently employs over 200 full time employees (FTEs). Parkwood possesses and maintains all the licensing and permits that are necessary to perform to perform their services.

**Woods Maintenance Services, Inc.**

Woods Maintenance Services, Inc. (Woods) has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm started as a janitorial maintenance contractor in 1975 under the name of D & B Maintenance, Inc. Graffiti Control Systems was added for graffiti abatement services as a new division in 1980. Woods began to provide landscape and irrigation maintenance services in early 1990, and became a prime contractor in these services, employing subcontractors in 2007. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

Firms were requested to submit a Best and Final Offer (BAFO). The following is a summary of the PET scores:

**REGION 1**

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Parkwood Landscape Services, Inc.</b>				
3	Qualifications of the Firm/Team	93.00	15.00%	13.95	
4	Qualifications and Experience of Key Personnel	91.40	20.00%	18.28	
5	Management Plan/Approach	91.65	35.00%	32.08	
6	Cost Proposal	98.60	30.00%	29.58	

7	<b>Total</b>		<b>100.00%</b>	<b>93.89</b>	<b>1</b>
8	<b>Wood Maintenance Services, Inc.</b>				
9	Qualifications of the Firm/Team	93.00	15.00%	13.95	
10	Qualifications and Experience of Key Personnel	93.35	20.00%	18.67	
11	Management Plan/Approach	91.65	35.00%	32.08	
12	Cost Proposal	86.63	30.00%	25.99	
13	<b>Total</b>		<b>100.00%</b>	<b>90.69</b>	<b>2</b>
14	<b>Far East Landscape and Maintenance, Inc.</b>				
15	Qualifications of the Firm/Team	78.30	15.00%	11.75	
16	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
17	Management Plan/Approach	76.65	35.00%	26.83	
18	Cost Proposal	100.00	30.00%	30.00	
19	<b>Total</b>		<b>100.00%</b>	<b>84.25</b>	<b>3</b>

## REGION 2

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Wood Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	93.00	15.00%	13.95	
4	Qualifications and Experience of Key Personnel	93.35	20.00%	18.67	
5	Management Plan/Approach	91.65	35.00%	32.08	
6	Cost Proposal	99.20	30.00%	29.76	
7	<b>Total</b>		<b>100.00%</b>	<b>94.46</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				

9	Qualifications of the Firm/Team	93.00	15.00%	13.95	
10	Qualifications and Experience of Key Personnel	91.40	20.00%	18.28	
11	Management Plan/Approach	91.65	35.00%	32.08	
12	Cost Proposal	76.73	30.00%	23.02	
13	<b>Total</b>		<b>100.00%</b>	<b>87.33</b>	<b>2</b>
14	<b>Far East Landscape and Maintenance, Inc.</b>				
15	Qualifications of the Firm/Team	78.33	15.00%	11.75	
16	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
17	Management Plan/Approach	76.65	35.00%	26.83	
18	Cost Proposal	100.00	30.00%	30.00	
19	<b>Total</b>		<b>100.00%</b>	<b>84.25</b>	<b>3</b>

### REGION 3

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Wood Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	93.00	15.00%	13.95	
4	Qualifications and Experience of Key Personnel	93.35	20.00%	18.67	
5	Management Plan/Approach	91.65	35.00%	32.08	
6	Cost Proposal	94.83	30.00%	28.45	
7	<b>Total</b>		<b>100.00%</b>	<b>93.15</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				
9	Qualifications of the Firm/Team	93.00	15.00%	13.95	
10	Qualifications and Experience of Key Personnel	91.40	20.00%	18.28	



11	Management Plan/Approach	91.65	35.00%	32.08	
12	Cost Proposal	69.26	30.00%	20.78	
13	<b>Total</b>		<b>100.00%</b>	<b>85.09</b>	<b>2</b>
14	<b>Far East Landscape and Maintenance, Inc.</b>				
15	Qualifications of the Firm/Team	78.33	15.00%	11.75	
16	Qualifications and Experience of Key Personnel	78.35	20.00%	15.67	
17	Management Plan/Approach	76.65	35.00%	26.83	
18	Cost Proposal	100.00	30.00%	30.00	
19	<b>Total</b>		<b>100.00%</b>	<b>84.25</b>	<b>3</b>

### C. Price Analysis

#### REGION #1

The recommended price has been determined to be fair and reasonable based on adequate price competition including an independent cost estimate (ICE), price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Parkwood Landscape Maintenance, Inc.	\$13,682,939	\$15,376,335.76	\$13,682,939
2.	Woods Maintenance Services, Inc.	\$15,576,300		
3.	Far East Landscape and Maintenance, Inc.	\$13,492,300		

#### REGION #2

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro's ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$12,172,900	\$13,569,332.12	\$12,172,900

2.	Parkwood Landscape Maintenance, Inc.	\$15,734,763		
3.	Far East Landscape and Maintenance, Inc.	\$12,074,992		

**REGION #3**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro’s ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$10,996,000	\$14,158,513.88	\$10,996,000
2.	Parkwood Landscape Maintenance, Inc.	\$15,051,039		
3.	Far East Landscape and Maintenance, Inc.	\$10,428,064		

**D. Background on Recommended Contractors**

**Parkwood Landscape Maintenance, Inc.**

Parkwood Landscape Maintenance, Inc. (Parkwood), located in Van Nuys, CA has provided professional landscape services in the Los Angeles area for over 48 years. They currently have contracts with the City of Palmdale, City of Los Angeles, City of Moorpark and Port of Long Beach. Parkwood possesses and maintains all necessary licensing and permits that are necessary to perform their services.

**Woods Maintenance Services, Inc.**

Woods Maintenance Services, Inc. (Woods) has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. Woods began to provide landscape and irrigation maintenance services in early 1990 and became a prime contractor in these services. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

## DEOD SUMMARY

LANDSCAPE & IRRIGATION MAINTENANCE SERVICES / OP1788350008370 and  
OP1788360008370**A. Small Business Participation – Parkwood Landscape Maintenance**

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Parkwood Landscape Maintenance made a 24% SBE and 3% DVBE commitment on Region 1.

<b>Small Business Goal</b>	<b>24% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>24% SBE 3% DVBE</b>
----------------------------	----------------------------	----------------------------------	----------------------------

**Region 1:**

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Far East Landscape Maintenance, Inc.	24%
	<b>Total SBE Commitment</b>	<b>24%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

**B. Small Business Participation – Woods Maintenance Services, Inc.**

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Woods Maintenance Services, Inc. made a 24% SBE and 3% DVBE commitment for Region 2 and 3.

<b>Small Business Goal</b>	<b>24% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>24% SBE 3% DVBE</b>
----------------------------	----------------------------	----------------------------------	----------------------------

**Region 2:**

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Bread & Water, LLC	14.64%
2.	ACME Manpower	3.12%
3.	BJAG Group, LLC	6.24%
	<b>Total SBE Commitment</b>	<b>24.00%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

**Region 3:**

	<b>SBE Subcontractors</b>	<b>% Committed</b>
1.	Bread & Water, LLC	13.75%
2.	ACME Manpower	6.86%
3.	BJAG Group, LLC	3.39%
	<b>Total SBE Commitment</b>	<b>24.00%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

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

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$20.15 per hour (\$14.60 base + \$5.55 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

**D. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will 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**

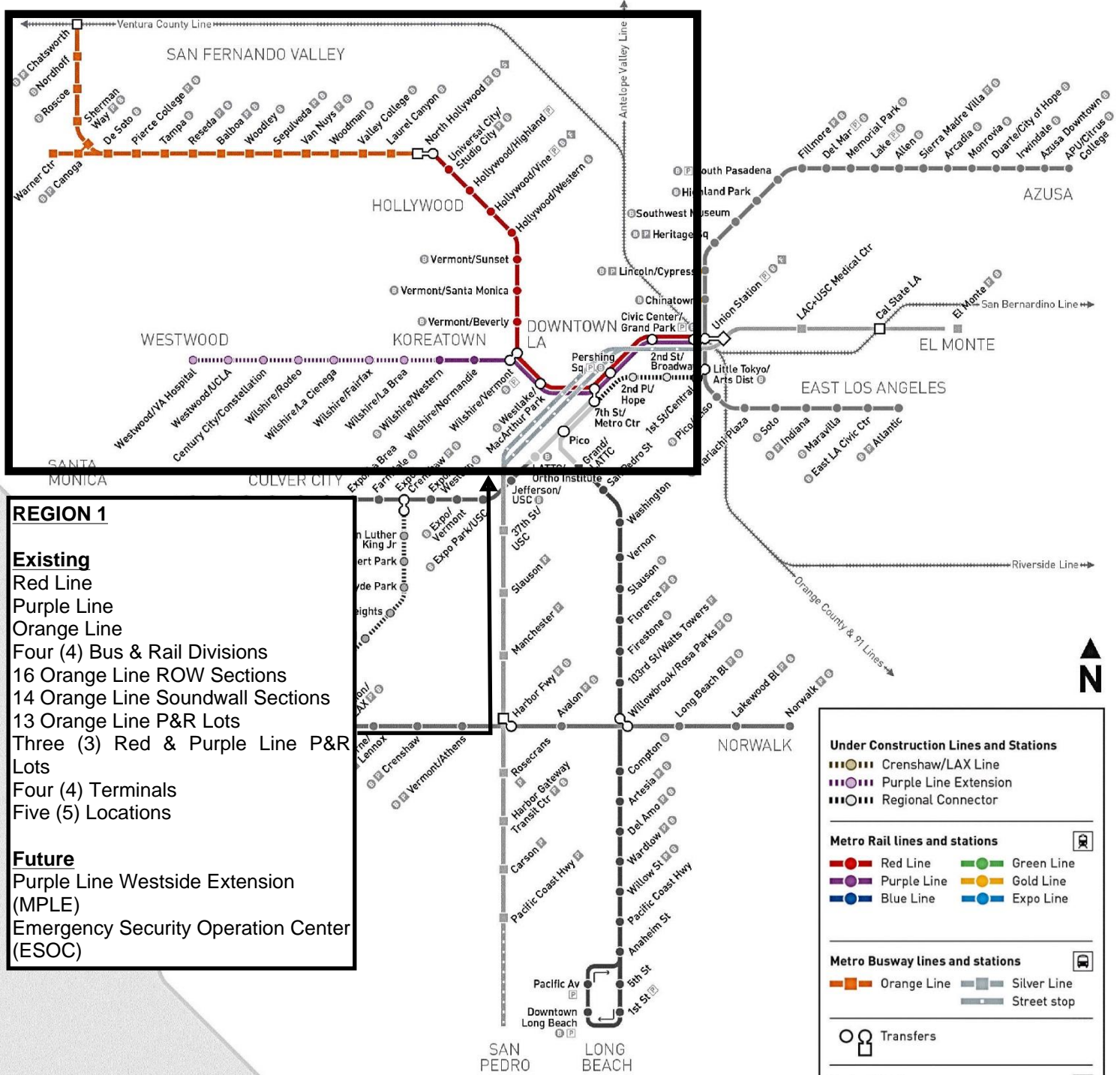
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

# LANDSCAPE AND IRRIGATION SERVICES

# Go Metro

## REGION 1

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### REGION 1

#### Existing

- Red Line
- Purple Line
- Orange Line
- Four (4) Bus & Rail Divisions
- 16 Orange Line ROW Sections
- 14 Orange Line Soundwall Sections
- 13 Orange Line P&R Lots
- Three (3) Red & Purple Line P&R Lots
- Four (4) Terminals
- Five (5) Locations

#### Future

- Purple Line Westside Extension (MPLE)
- Emergency Security Operation Center (ESOC)

**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

---

**Metro Rail lines and stations**

- Red Line
- Purple Line
- Blue Line
- Green Line
- Gold Line
- Expo Line

---

**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

---

○ Transfers

---

**Regional Rail**

- ++++ Metrolink & Amtrak

---

**Airport Shuttle**

- ..... LAX Shuttle (free)
- ◆ LAX FlyAway
- ◆ BUR SuperShuttle (free)

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**Parking**

- Free
- Paid
- Bike



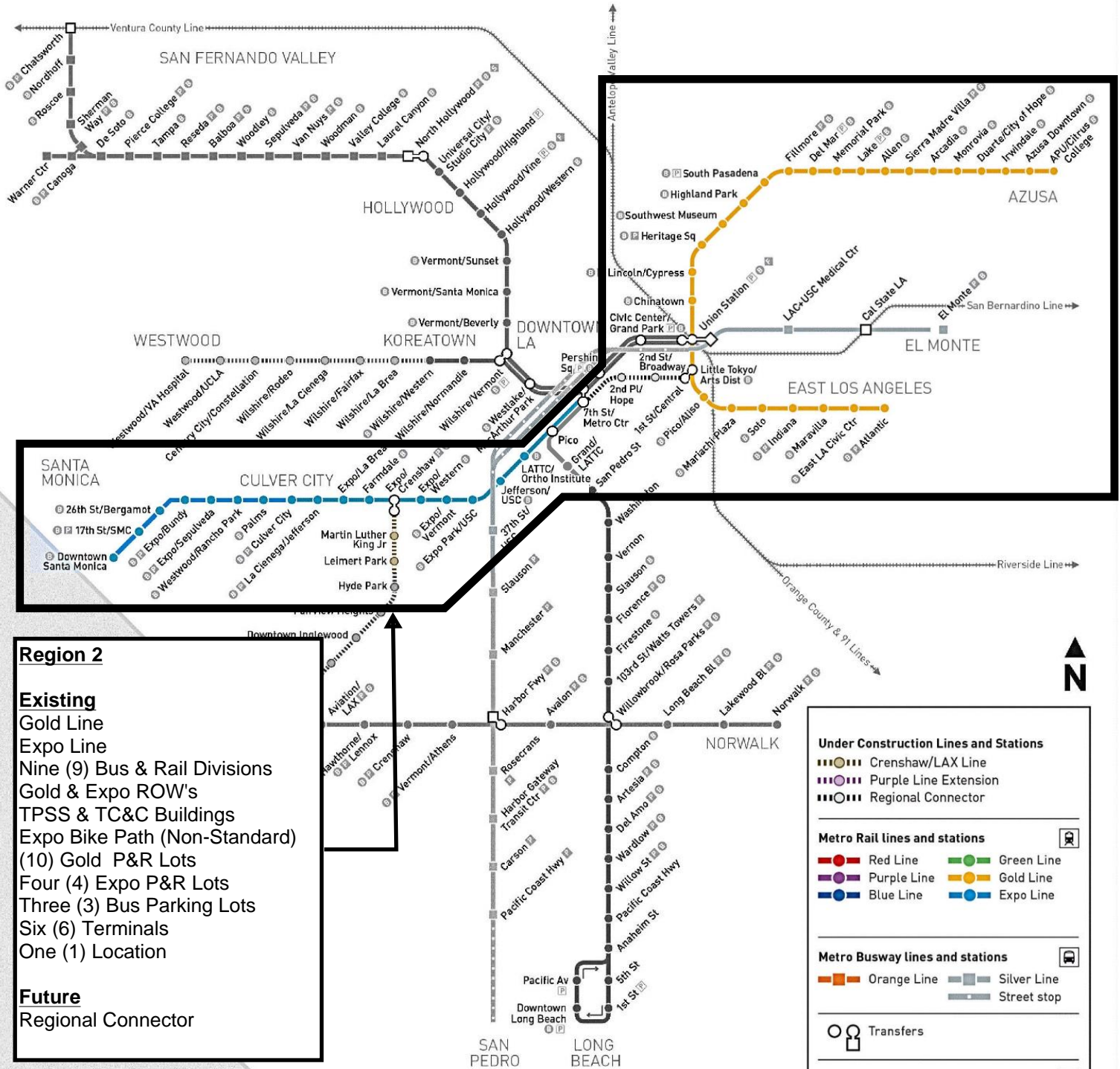
# Metro

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# LANDSCAPE AND IRRIGATION SERVICES REGION 2

## Go Metro

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**Region 2**

**Existing**  
 Gold Line  
 Expo Line  
 Nine (9) Bus & Rail Divisions  
 Gold & Expo ROW's  
 TPSS & TC&C Buildings  
 Expo Bike Path (Non-Standard)  
 (10) Gold P&R Lots  
 Four (4) Expo P&R Lots  
 Three (3) Bus Parking Lots  
 Six (6) Terminals  
 One (1) Location

**Future**  
 Regional Connector

**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

---

**Metro Rail lines and stations**

- Red Line
- Green Line
- Purple Line
- Gold Line
- Blue Line
- Expo Line

---

**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

---

Transfers

---

**Regional Rail**

- MetroLink & Amtrak

---

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

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**Parking**

- Free
- Bike
- Paid



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# LANDSCAPE AND IRRIGATION SERVICES

## Go Metro

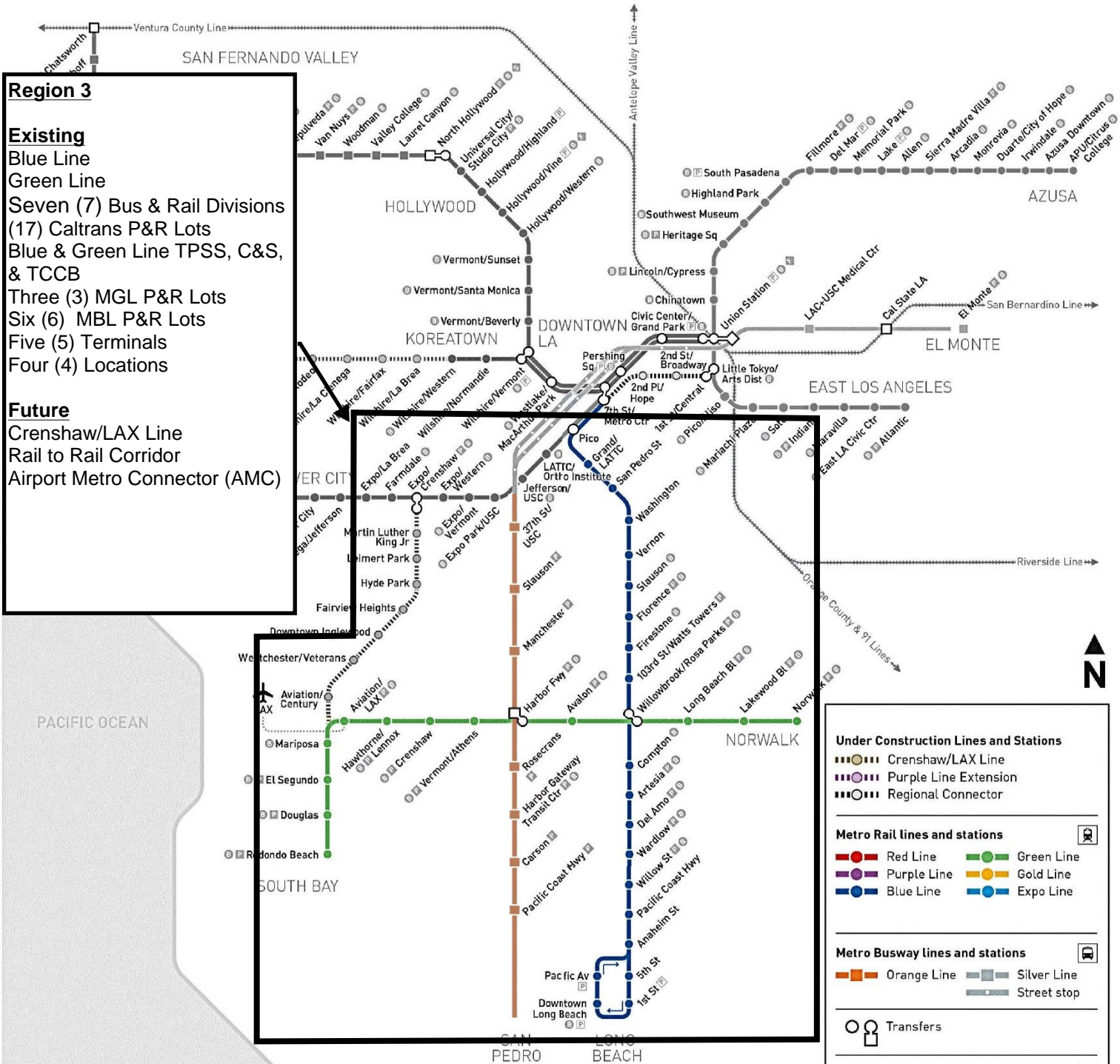
## REGION 3

metro.net

**Region 3**

**Existing**  
 Blue Line  
 Green Line  
 Seven (7) Bus & Rail Divisions  
 (17) Caltrans P&R Lots  
 Blue & Green Line TPSS, C&S,  
 & TCCB  
 Three (3) MGL P&R Lots  
 Six (6) MBL P&R Lots  
 Five (5) Terminals  
 Four (4) Locations

**Future**  
 Crenshaw/LAX Line  
 Rail to Rail Corridor  
 Airport Metro Connector (AMC)



**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

**Metro Rail lines and stations**

- Red Line
- Purple Line
- Blue Line
- Green Line
- Gold Line
- Expo Line

**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

**Transfers**

**Regional Rail**

- Metrolink & Amtrak

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

**Parking**

- Free
- Paid
- Bike



# Items 25, 26 & 27

## Approve Contract Awards Regions 1 Through 3

*Item 25: Trash & Overgrown Vegetation Removal*

*Item 26: Landscape & Irrigation Maintenance*

*Item 27: Graffiti Abatement*



# Existing & New Improved Maintenance Contracts

## Existing 4 Regions, Combined Services Contracts

- On September 17, 2015, Metro Board of Directors awarded **four (4) contracts**, one per region:
  - ✓ **Regions 1 & 3: Woods Maintenance Services, Inc. (Woods)**
  - ✓ **Regions 2 & 4: Parkwood Landscape Maintenance, Inc. (Parkwood)**
- **Graffiti Abatement, landscape & irrigation maintenance and trash & overgrown vegetation removal services are combined under one contract per region**
- **The existing four (4) regions contracts expire on June 30, 2021**
- **Woods, Parkwood and their subcontractors are in good standing with Metro's established SBE & DVBE goals**

## New 3 Regions, Service Specific Contracts

- **Metro's service area has been restructured and split into three (3) regions**
- **Maintenance to be provided through service specific contracts**

# Existing & New Improved Maintenance Contracts

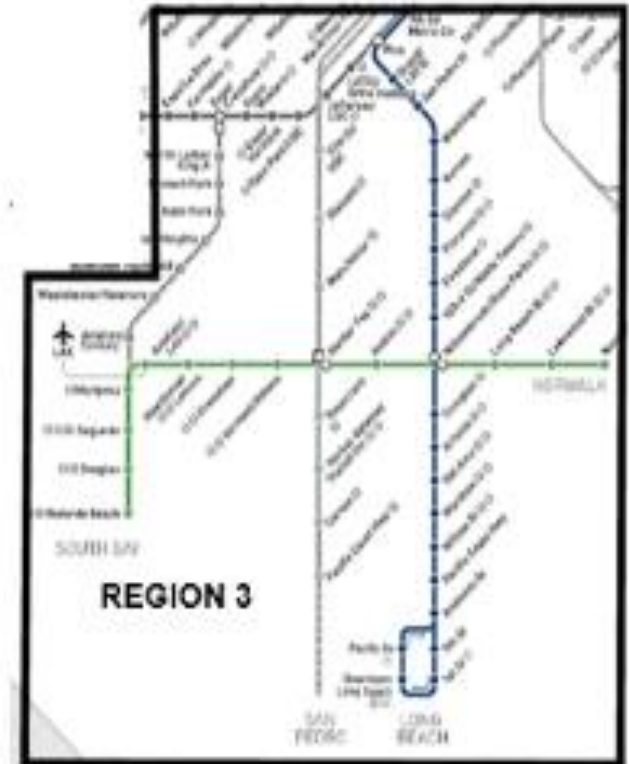
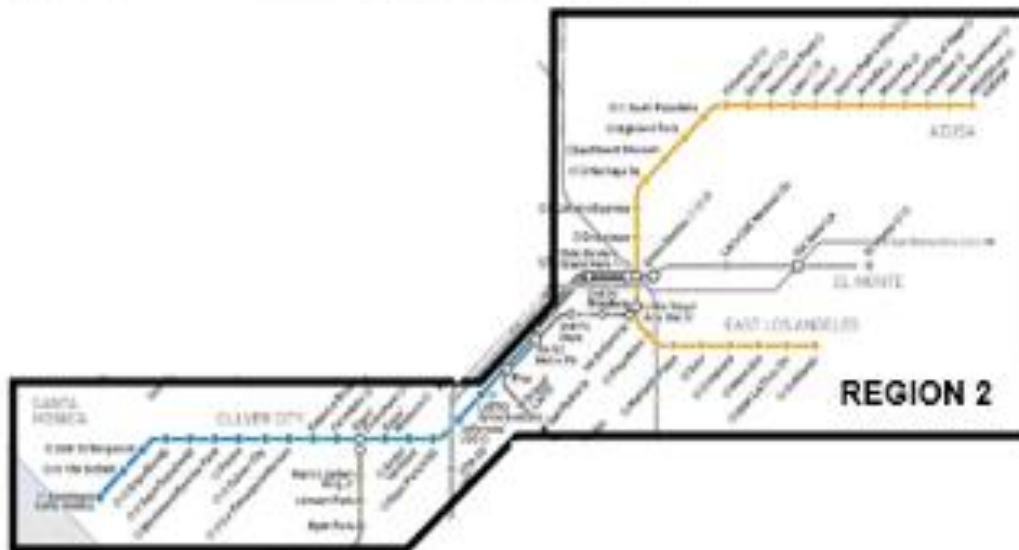
## Existing 4 Regions - Combined Services Contracts

Region 1	Region 2	Region 3	Region 4
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

## New 3 Regions - Service Specific Contracts

Region 1	Region 2	Region 3
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

# New & Improved Service Specific Maintenance Contracts



# **New & Improved Service Specific Maintenance Contracts**

## **The Three (3) Regions Contracts offer**

- Moderately sized service areas, improving maintenance oversight and service delivery
- Enhanced service levels & staffing resources based on site specific needs and accessibility, in compliance with Metro's safety and operations requirements

## **Service specific Contracts ensure providing**

- Quality maintenance through a dedicated service specific experienced staff
- Streamlined processes monitoring applicable job classifications & wages while eliminating cross functional staffing issues
- Cost effective maintenance to be performed by experienced service specific prime and subcontractors, away from excessive general contracting fees

# New & Improved Service Specific Maintenance Contracts

Expanded opportunities for competition & small business participation

Existing 4 Regions Combined Services Contracts		New 3 Regions Service Specific Contracts	
SBE	DVBE	SBE	DVBE
22%	3%	24%	3%
Mandatory	Required with Evidence for GFE	Mandatory	
25%		27%	
Total of four (4) subcontractors		Total of six (6) subcontractors	
<ul style="list-style-type: none"> <li>✓ BJAG</li> <li>✓ Far East Landscape &amp; Maint.</li> <li>✓ BriteWorks</li> <li>✓ IECLT, Inc.</li> </ul>		<ul style="list-style-type: none"> <li>✓ BJAG</li> <li>✓ Far East Landscape &amp; Maint.</li> <li>✓ Briteworks</li> <li>✓ IECLT, Inc.</li> <li>✓ Bread &amp; Water LLC - New</li> <li>✓ ACME Manpower - New</li> </ul>	

# Procurement Actions

- Outreach event was conducted with approximately 26 participating firms
- Request for Proposal (RFP)
- Proposals may be submitted for one or more regions, in separate packages
  
- Metro may award contracts to one or more proposers:
  - ✓ Proposals that meet the requirements
  - ✓ Most advantageous to Metro
  
- **Evaluation Criteria:**

✓ Qualifications of the firm/team	15 Points
✓ Qualifications and experience of key personnel	20 Points
✓ Management plan/approach	35 Points
✓ Cost proposal	30 Points
  
- Technical evaluation overall scores reflect a clear difference among proposers, specifically for the Management Plan/Approach criteria

# Procurement Actions

Proposals received per the following:

<b>Regions</b>	<b>Graffiti Abatement</b>	<b>Landscape &amp; Irrigation</b>	<b>Trash &amp; Overgrown Vegetation Removal</b>
<b>Region 1</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Urban Graffiti Parkwood Woods</b>
<b>Region 2</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Parkwood Woods</b>
<b>Region 3</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Parkwood Woods</b>
<b>Total proposals received per service Type</b>	<b>9</b>	<b>9</b>	<b>7</b>

# Recommended Awards

Recommended Awards	Graffiti Abatement	Landscape & Irrigation	Trash & Overgrown Vegetation Removal
Region 1	Woods	Parkwood	Woods
Region 2		Woods	
Region 3			

<u>Total Five (5) Year Value</u> Existing 4 Regions Combined Services Contracts	<u>Total Five (5) Year Value</u> New 3 Regions Service Specific Contracts
\$113,141,243.39	\$95,439,199

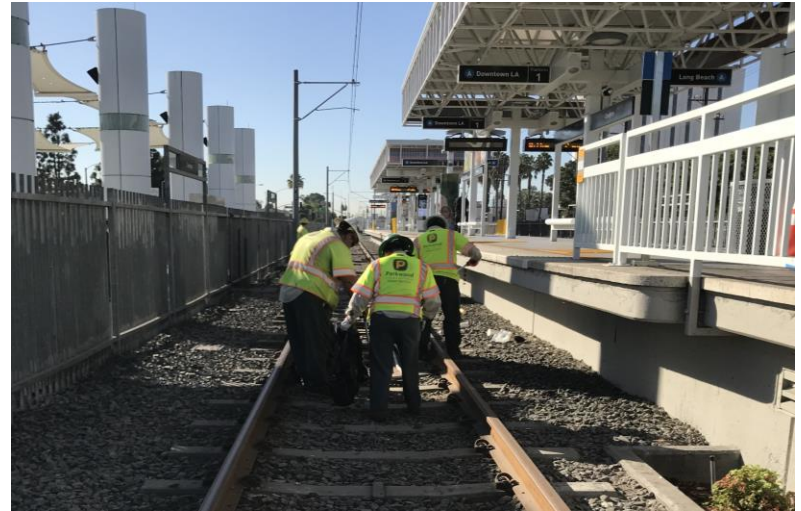
**Cost Savings of ~16%, for a total of \$17.7 million**



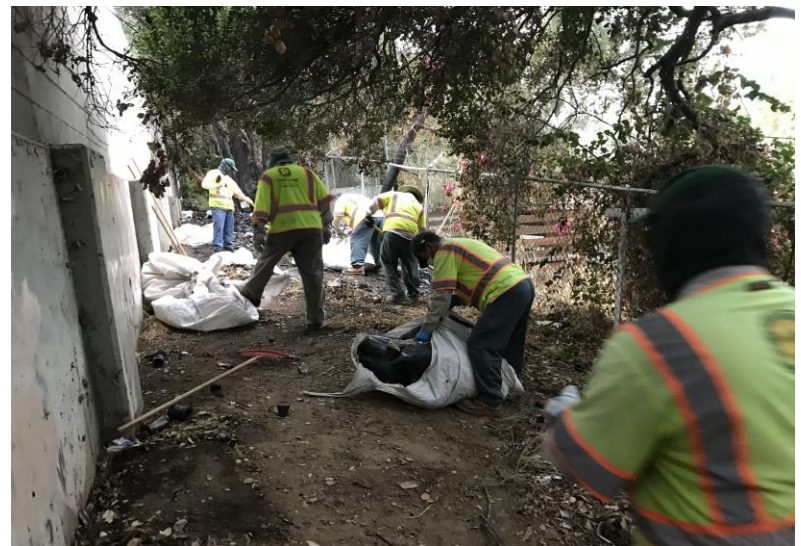
# Highlights of Contracted Maintenance Services



**Woods**



**Parkwood**



**Board Report**

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**File #:** 2021-0164, **File Type:** Contract**Agenda Number:** 27.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
MAY 20, 2021****SUBJECT: GRAFFITI ABATEMENT SERVICES****ACTION: APPROVE CONTRACT AWARD FOR REGIONS 1 THROUGH 3****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788330008370, for Metro's Regions 1, 2 and 3 combined, to Woods Maintenance Services, Inc., to provide graffiti abatement services. The contract not-to-exceed amount is \$8,920,800 for the three-year base, and \$6,143,040 for the one, two-year option, for a combined not-to-exceed amount of \$15,063,840, effective July 1, 2021, subject to resolution of protests(s), if any.

**ISSUE**

The existing four (4) contracts to maintain Metro's Regions 1 through 4 providing combined services per region for graffiti abatement, landscape and irrigation maintenance, and trash and overgrown vegetation removal services, will expire on June 30, 2021.

To ensure continuity of maintenance services, new contract awards are required effective July 1, 2021. Under this new contract, graffiti abatement will be performed collectively throughout Metro's service area restructured and split geographically into Regions 1, 2 and 3. Separate contract award recommendations are in progress to provide landscape and irrigation maintenance and trash and overgrown vegetation removal services, respectively.

**BACKGROUND**

On September 17, 2015, Metro Board of Directors awarded four (4) contracts for Regions 1 through 4, to maintain Metro's service area split geographically into four (4) regions. Each contract provides combined services for graffiti abatement, landscape and irrigation maintenance, and trash and overgrown vegetation removal services.

Maintenance contracts are continuously reviewed and evaluated, exploring opportunities for competition, small business participation, and taking into consideration Metro's rapidly expanding system. Under this new contract, Metro's service area has been restructured and split into three (3) geographical regions and graffiti abatement services will be provided under a separate contract, replacing the existing combined services contract. These actions are critical to Metro's operations to

ensure streamlining processes, improving service efficiency and cost effectiveness.

## **DISCUSSION**

Under this new contract for Regions 1, 2 and 3 combined, the contractor is required to provide graffiti abatement services five days a week using various methods and techniques. All graffiti tags must be removed within 48 hours and upon securing access to Metro's restricted areas, in accordance with Metro's safety requirements.

Regular graffiti abatement service for Metro facilities is essential to ensure maintaining a safe, clean, and pleasant environment for our patrons. This service will continue our long-standing practice of zero tolerance for graffiti system-wide, enhance customer experience and improve Metro facilities overall conditions while mitigating criminal activities.

The Diversity and Economic Opportunity Department (DEOD) established a 24% SBE goal and a 3% DVBE goal for each of the three (3) regions. Woods Maintenance Services, Inc. made a 24% SBE and a 3% DVBE commitment for Regions 1, 2, and 3.

## **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure the continuity of maintenance services, meeting Metro maintenance standards while providing a proactive approach to maintenance needs and ensuring delivery of safe, clean, on-time and reliable services system-wide.

## **FINANCIAL IMPACT**

Subject to Board approval of the FY22 Budget, funding of \$2,816,640 is to be 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 Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

### **Impact to Budget**

The preliminary source of funds for this action are Proposition A/C, Measure R/M, and the Transportation Development Act. Use of these funding sources currently maximizes project funding allocations given approved funding provisions and guidelines.

### **Implementation of Strategic Plan Goals**

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing regular graffiti abatement services will ensure infrastructures are free of graffiti and vandalism, improve facilities' safety, cleanliness, and overall conditions, and enhance customer experience.

### **ALTERNATIVES CONSIDERED**

Staff considered providing this service through in-house staff; however, this would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

### **NEXT STEPS**

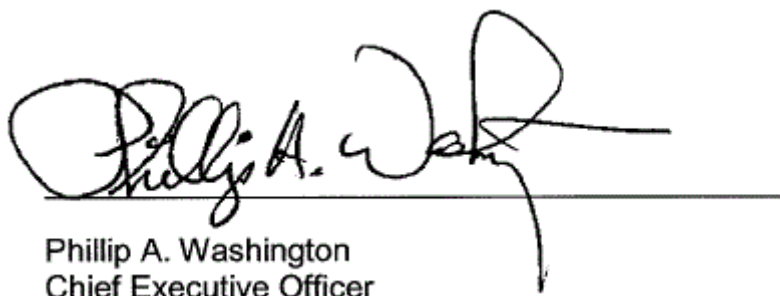
Upon approval by the Board, staff will execute Contract No. OP1788330008370 for Regions 1, 2 and 3 combined, with Woods Maintenance Services, Inc., to provide the necessary graffiti abatement services system-wide effective July 1, 2021.

### **ATTACHMENTS**

- Attachment A - Procurement Summary
- Attachment B - DEOD Summary
- Attachment C - Three (3) Regions' Maps

Prepared by: Errol Taylor, Sr. Executive Officer, Maintenance & Engineering, (213) 922-3227  
Lena Babayan, Deputy Executive Officer, Facilities Contracted Maintenance Services, (213) 922-6765  
Ruben Cardenas, Sr. Manager, Facilities Contracted Maintenance Services, (213) 922-5932

Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108  
Debra Avila, Chief, Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

**GRAFFITI ABATEMENT SERVICES FOR BUS AND RAIL FACILITIES /  
OP1788330008370**

1.	<b>Contract Number:</b> OP1788330008370	
2.	<b>Recommended Vendor:</b> Woods Maintenance Services, Inc.	
3.	<b>Type of Procurement (check one):</b> RFP    IFB    IFB-A&E Non-Competitive                    Modification    Task Order	
4.	<b>Procurement Dates:</b>	
	A. <b>Issued:</b> October 28, 2020	
	B. <b>Advertised/Publicized:</b> October 25, 2020	
	C. <b>Pre-proposal/Pre-Bid Conference:</b> November 4, 2020	
	D. <b>Proposals/Bids Due:</b> December 17, 2020	
	E. <b>Pre-Qualification Completed:</b> submitted on March 23, 2021	
	F. <b>Conflict of Interest Form Submitted to Ethics:</b> March 11, 2021	
	G. <b>Protest Period End Date:</b> May 15, 2021	
5.	<b>Solicitations Picked up/Downloaded:</b> 30	<b>Proposals Received:</b> <b>Region 1:</b> 3 proposals <b>Region 2:</b> 3 proposals <b>Region 3:</b> 3 proposals
6.	<b>Contract Administrator:</b> Rommel Hilario	<b>Telephone Number:</b> (213) 922-4654
7.	<b>Project Manager:</b> Maral Minasian	<b>Telephone Number:</b> (213) 922-6762

**A. Procurement Background**

This Board Action is to approve the award of firm fixed unit rate Contract No. OP1788330008370 to Woods Maintenance Services, Inc. (Woods) for Regions 1, 2, and 3, for graffiti abatement services throughout Metro facilities, buildings, railroad system infrastructure, and Caltrans Park & Ride Lots effective July 1, 2021. Board approval of contract awards are subject to resolution of any properly submitted protest(s).

This procurement was a competitively negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate. To better coordinate graffiti abatement services and maximize efficiencies, the Scope of Services was divided into three (3) geographical regions. Proposers were allowed to propose on one or multiple regions for a maximum of three (3) regions. Each geographical region was assigned a 27% goal, inclusive of a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal

On October 28, 2020, Request for Proposals (RFP) No. OP67689-2 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rates.

Prior to the release of the RFP, an informational meeting was held at Metro Headquarters on December 19, 2019, to encourage potential proposers, including community-based organizations (CBOs), to participate in this procurement and help increase the competitive base. This action was intended to expand opportunities for small business participation while maintaining service efficiency and continuity. There were thirty-three (33) participants representing twenty-six (26) firms that attended the outreach event.

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

- Amendment No. 1, issued on November 6, 2020, provided pre-proposal conference materials including sign-in sheets, plan holder's list, and prevailing wage information;
- Amendment No. 2 issued on December 2, 2020, extended the proposal due date and revised the minimum qualifications and evaluation criteria.

A virtual pre-proposal conference was held on November 4, 2020. There were three questions received and responses were provided prior to the proposal due date.

On December 17, 2020, nine proposals were received and deemed responsive from the three firms listed below, by region, in alphabetical order:

#### **REGION 1**

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

#### **REGION 2**

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

#### **REGION 3**

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

### **B. Evaluation of Proposals/Bids**

A Proposal Evaluation Team (PET) consisting of staff from Metro's Maintenance and Engineering, and Bus/Rail Operations Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

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

- Qualifications of the Firm/Team 15 points
- Qualifications and Experience of Key Personnel 20 points
- Management Plan/Approach 35 points
- Cost Proposal 30 points

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

On February 12, 2021, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms and take receipt of the nine (9) responsive proposals to initiate the evaluation phase. Evaluations were conducted from February 12, 2021 through February 25, 2021.

On February 25, 2021, the PET reconvened and determined that all nine proposals received from the three firms listed below were all in the competitive range:

1. Parkwood Landscape Maintenance, Inc.
2. Urban Graffiti Enterprises, Inc.
3. Woods Maintenance Services, Inc.

### **Qualifications Summary of Firms Within the Competitive Range:**

#### **Parkwood Landscape Maintenance, Inc.**

Parkwood Landscape Maintenance, Inc. (Parkwood), located in Van Nuys, CA has provided professional landscape services in the Los Angeles area for over 48 years. Parkwood currently has contracts with the City of Palmdale, City of Los Angeles, City of Moorpark and Port of Long Beach. Parkwood currently employs over 200 full time employees. Parkwood possesses and maintains all necessary licensing and permits to perform their services.

#### **Urban Graffiti Enterprises, Inc.**

Urban Graffiti Enterprises, Inc. (Urban Graffiti) was founded in 1990 and incorporated in May of 2000. Currently, the firm services approximately 15 municipalities including contracts in Los Angeles County, Orange County and San Bernardino County unincorporated communities, and all of the Los Angeles County flood control rivers, channels and support facilities. In addition, Urban Graffiti also services numerous entities in the private sector. Urban Graffiti is a Metro certified Small Business Enterprise (SBE).

**Woods Maintenance Services, Inc.**

Woods Maintenance Services, Inc. (Woods) has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm started as a janitorial maintenance contractor in 1975 under the name of D & B Maintenance, Inc. Graffiti Control Systems was added for graffiti abatement services as a new division in 1980. Woods began to provide landscape and irrigation maintenance services in early 1990, and became a prime contractor in these services, employing subcontractors in 2007. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

Firms were requested to submit a Best and Final Offer (BAFO). The following is a summary of the PET scores:

**REGION 1**

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Woods Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	98.66	15.00%	14.80	
4	Qualifications and Experience of Key Personnel	99.15	20.00%	19.83	
5	Management Plan/Approach	99.34	35.00%	34.77	
6	Cost Proposal	93.86	30.00%	28.16	
7	<b>Total</b>		<b>100.00%</b>	<b>97.56</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				
9	Qualifications of the Firm/Team	97.00	15.00%	14.55	
10	Qualifications and Experience of Key Personnel	96.65	20.00%	19.33	
11	Management Plan/Approach	93.00	35.00%	32.55	
12	Cost Proposal	100.00	30.00%	30.00	
13	<b>Total</b>		<b>100.00%</b>	<b>96.43</b>	<b>2</b>
14	<b>Urban Graffiti Enterprises, Inc.</b>				



15	Qualifications of the Firm/Team	81.33	15.00%	12.20	
16	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
17	Management Plan/Approach	81.34	35.00%	28.47	
18	Cost Proposal	99.43	30.00%	29.83	
19	<b>Total</b>		<b>100.00%</b>	<b>87.67</b>	<b>3</b>

## REGION 2

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Wood Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	98.66	15.00%	14.80	
4	Qualifications and Experience of Key Personnel	99.15	20.00%	19.83	
5	Management Plan/Approach	99.34	35.00%	34.77	
6	Cost Proposal	94.16	30.00%	28.25	
7	<b>Total</b>		<b>100.00%</b>	<b>97.65</b>	<b>1</b>
8	<b>Parkwood Landscape Maintenance, Inc.</b>				
9	Qualifications of the Firm/Team	97.00	15.00%	14.55	
10	Qualifications and Experience of Key Personnel	96.65	20.00%	19.33	
11	Management Plan/Approach	93.00	35.00%	32.55	
12	Cost Proposal	100.00	30.00%	30.00	
13	<b>Total</b>		<b>100.00%</b>	<b>96.43</b>	<b>2</b>
14	<b>Urban Graffiti Enterprises, Inc.</b>				
15	Qualifications of the Firm/Team	85.33	15.00%	12.80	
16	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
17	Management Plan/Approach	81.34	35.00%	28.47	

18	Cost Proposal	99.40	30.00%	29.82	
19	<b>Total</b>		<b>100.00%</b>	<b>88.26</b>	<b>3</b>

### REGION 3

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	<b>Wood Maintenance Services, Inc.</b>				
3	Qualifications of the Firm/Team	98.66	15.00%	14.80	
4	Qualifications and Experience of Key Personnel	99.15	20.00%	19.83	
5	Management Plan/Approach	99.34	35.00%	34.77	
6	Cost Proposal	94.00	30.00%	28.20	
7	<b>Total</b>		<b>100.00%</b>	<b>97.60</b>	
8	<b>Parkwood Landscape Maintenance,</b>				
9	Qualifications of the Firm/Team	97.00	15.00%	14.55	
10	Qualifications and Experience of Key Personnel	96.65	20.00%	19.33	
11	Management Plan/Approach	93.00	35.00%	32.55	
12	Cost Proposal	100.00	30.00%	30.00	
13	<b>Total</b>		<b>100.00%</b>	<b>96.43</b>	<b>2</b>
14	<b>Urban Graffiti Enterprises, Inc.</b>				
15	Qualifications of the Firm/Team	85.33	15.00%	12.80	
16	Qualifications and Experience of Key Personnel	85.85	20.00%	17.17	
17	Management Plan/Approach	81.34	35.00%	28.47	
18	Cost Proposal	99.40	30.00%	29.82	
19	<b>Total</b>		<b>100.00%</b>	<b>88.26</b>	<b>3</b>

**C. Price Analysis**

Since Woods Maintenance Services, Inc. (Woods) was the highest ranked proposer in all 3 Regions, Metro negotiated one contract price. As a result of negotiations, the firm agreed to a \$401,040 reduction, or a 3% decrease, to its BAFO for a five-year not-to-exceed (NTE) price of \$15,063,840.

**REGION #1**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an independent cost estimate (ICE), price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro’s ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance	\$3,727,260	\$4,255,200	\$3,629,880
2.	Parkwood Landscape Maintenance, Inc.	\$3,499,440		
3.	Urban Graffiti Enterprises, Inc.	\$3,519,360		

**REGION #2**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro’s ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$5,086,080	\$5,799,000	\$4,955,050
2.	Parkwood Landscape Maintenance, Inc.	\$4,789,680		
3.	Urban Graffiti Enterprises, Inc.	\$4,817,280		

**REGION #3**

The recommended price has been determined to be fair and reasonable based on adequate price competition including an ICE, price analysis, technical analysis, and fact-finding. The recommended price is lower than Metro’s ICE.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>NTE amount</b>
1.	Woods Maintenance Services, Inc.	\$6,651,540	\$7,589,400	\$6,478,920
2.	Parkwood Landscape Maintenance, Inc.	\$6,254,160		
3.	Urban Graffiti Enterprises, Inc.	\$6,289,920		

**D. Background on Recommended Contractor**

**Woods Maintenance Services, Inc.**

Woods has over 40 years of experience in the industry and is currently performing these services for Metro in a satisfactory manner. The firm employs over 140 technicians and has dedicated FTEs to each region proposed. Woods maintains all necessary licensing and permits to perform the services.

DEOD SUMMARY

GRAFFITI ABATEMENT SERVICES FOR BUS AND RAIL FACILITIES /  
OP1788330008370

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Woods Maintenance Services, Inc. made a 24% SBE and 3% DVBE commitment for each of the regions.

Region 1, Region 2, and Region 3

<b>Small Business Goal</b>	<b>24% SBE 3% DVBE</b>	<b>Small Business Commitment</b>	<b>24% SBE 3% DVBE</b>
----------------------------	----------------------------	----------------------------------	----------------------------

	<b>SBE Subcontractor</b>	<b>% Committed</b>
1.	Bread & Water, LLC	24%
	<b>Total SBE Commitment</b>	<b>24%</b>

	<b>DVBE Subcontractor</b>	<b>% Committed</b>
1.	IECLT, Inc.	3%
	<b>Total DVBE Commitment</b>	<b>3%</b>

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

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

**C. Prevailing Wage Applicability**

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

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

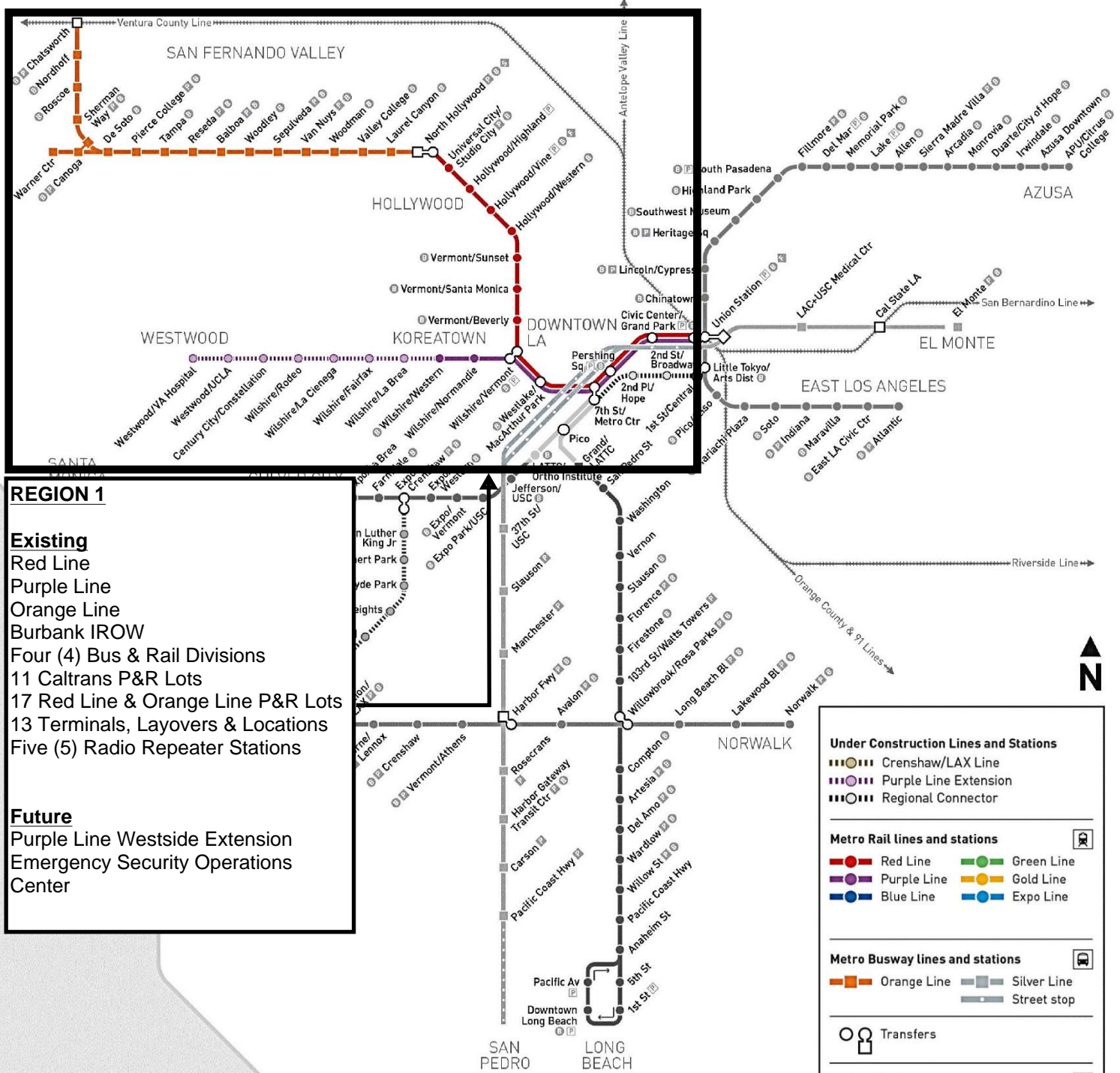
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.

# GRAFFITI ABATEMENT SERVICES

## REGION 1

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# Go Metro



**REGION 1**

**Existing**  
 Red Line  
 Purple Line  
 Orange Line  
 Burbank IROW  
 Four (4) Bus & Rail Divisions  
 11 Caltrans P&R Lots  
 17 Red Line & Orange Line P&R Lots  
 13 Terminals, Layovers & Locations  
 Five (5) Radio Repeater Stations

**Future**  
 Purple Line Westside Extension  
 Emergency Security Operations Center

**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

---

**Metro Rail lines and stations**

- Red Line
- Purple Line
- Blue Line
- Green Line
- Gold Line
- Expo Line

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**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

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Transfers

---

**Regional Rail**

- Metrolink & Amtrak

---

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

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**Parking**

- Free
- Paid
- Bike

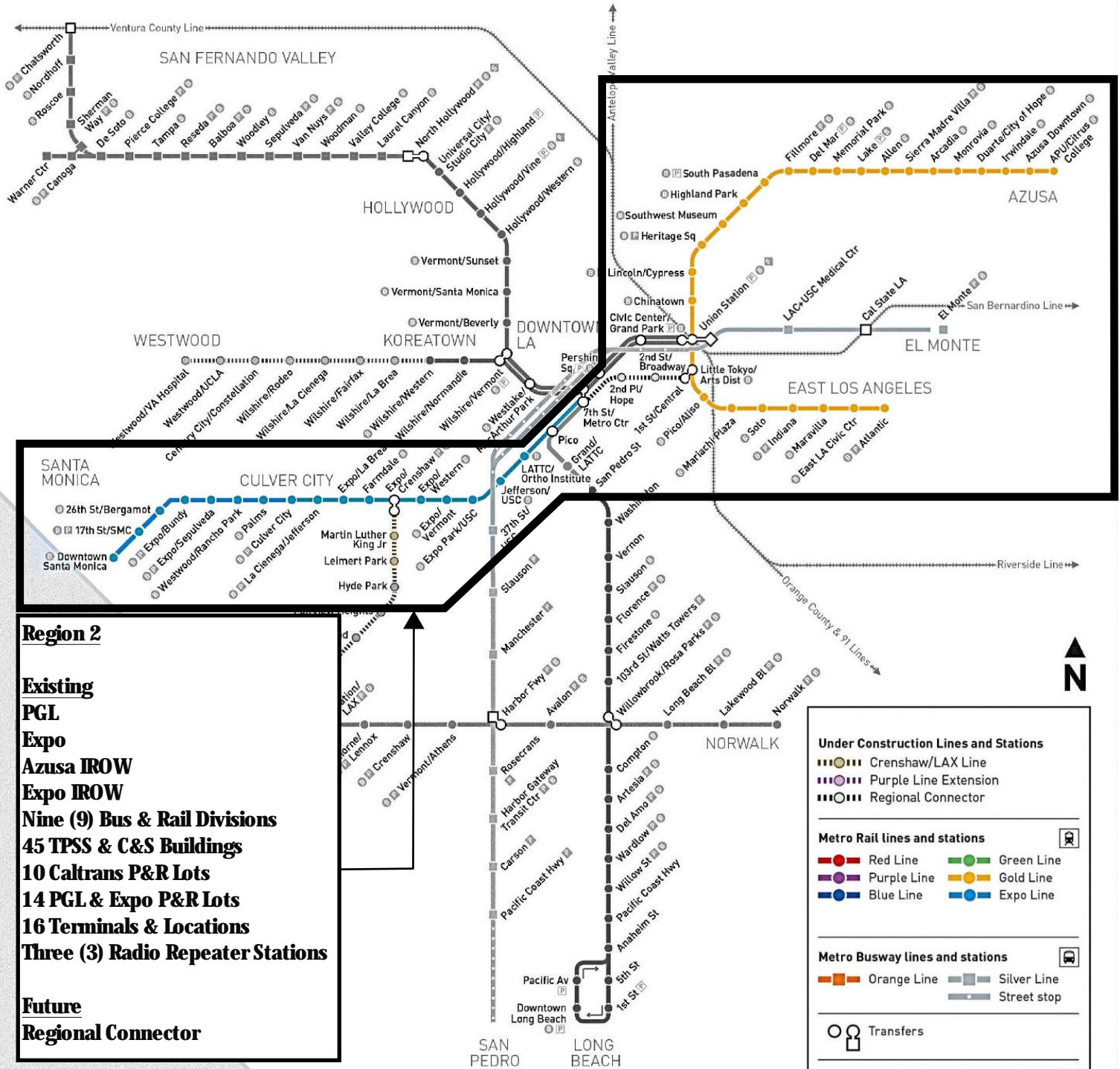


# GRAFFITI ABATEMENT SERVICES

# Go Metro

## REGION 2

metro.net



**Region 2**

**Existing**  
**PGL**  
**Expo**  
**Azusa IROW**  
**Expo IROW**  
**Nine (9) Bus & Rail Divisions**  
**45 TPSS & C&S Buildings**  
**10 Caltrans P&R Lots**  
**14 PGL & Expo P&R Lots**  
**16 Terminals & Locations**  
**Three (3) Radio Repeater Stations**

**Future**  
**Regional Connector**

**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

---

**Metro Rail lines and stations**

- Red Line
- Purple Line
- Blue Line
- Green Line
- Gold Line
- Expo Line

---

**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

---

**Transfers**

**Regional Rail**

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

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**Parking**

- Free
- Paid
- Bike



# GRAFFITI ABATEMENT SERVICES

## Go Metro

### REGION 3

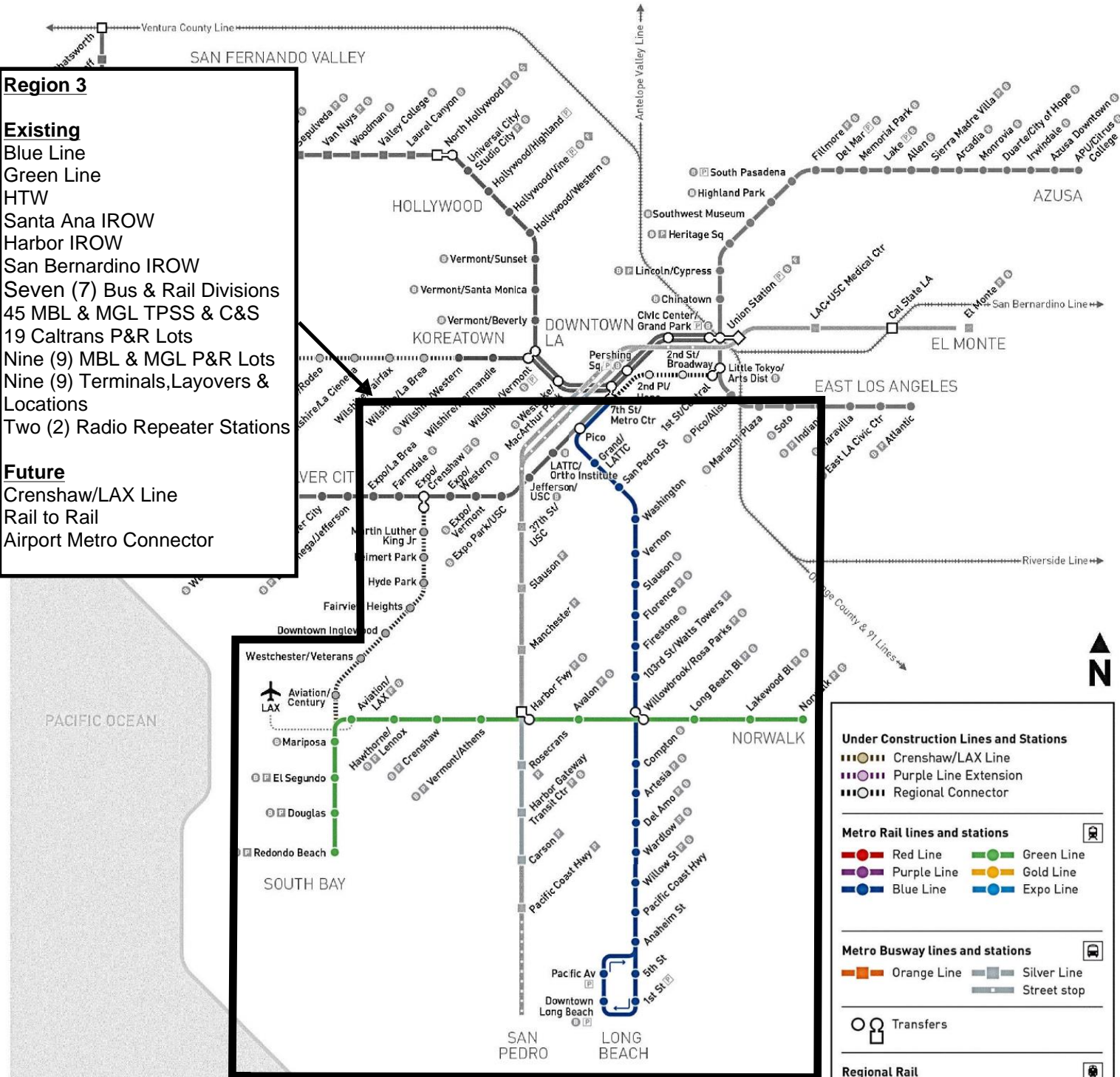
#### Region 3

##### Existing

- Blue Line
- Green Line
- HTW
- Santa Ana IROW
- Harbor IROW
- San Bernardino IROW
- Seven (7) Bus & Rail Divisions
- 45 MBL & MGL TPSS & C&S
- 19 Caltrans P&R Lots
- Nine (9) MBL & MGL P&R Lots
- Nine (9) Terminals, Layovers & Locations
- Two (2) Radio Repeater Stations

##### Future

- Crenshaw/LAX Line
- Rail to Rail
- Airport Metro Connector



**Under Construction Lines and Stations**

- Crenshaw/LAX Line
- Purple Line Extension
- Regional Connector

---

**Metro Rail lines and stations**

- Red Line
- Purple Line
- Blue Line
- Green Line
- Gold Line
- Expo Line

---

**Metro Busway lines and stations**

- Orange Line
- Silver Line
- Street stop

---

Transfers

---

**Regional Rail**

- Metrolink & Amtrak

---

**Airport Shuttle**

- LAX Shuttle (free)
- LAX FlyAway
- BUR SuperShuttle (free)

---

**Parking**

- Free
- Paid
- Bike





# Items 25, 26 & 27

## Approve Contract Awards Regions 1 Through 3

*Item 25: Trash & Overgrown Vegetation Removal*

*Item 26: Landscape & Irrigation Maintenance*

*Item 27: Graffiti Abatement*

# Existing & New Improved Maintenance Contracts

## Existing 4 Regions, Combined Services Contracts

- On September 17, 2015, Metro Board of Directors awarded **four (4) contracts**, one per region:
  - ✓ **Regions 1 & 3: Woods Maintenance Services, Inc. (Woods)**
  - ✓ **Regions 2 & 4: Parkwood Landscape Maintenance, Inc. (Parkwood)**
- **Graffiti Abatement, landscape & irrigation maintenance and trash & overgrown vegetation removal services are combined under one contract per region**
- **The existing four (4) regions contracts expire on June 30, 2021**
- **Woods, Parkwood and their subcontractors are in good standing with Metro's established SBE & DVBE goals**

## New 3 Regions, Service Specific Contracts

- **Metro's service area has been restructured and split into three (3) regions**
- **Maintenance to be provided through service specific contracts**

# Existing & New Improved Maintenance Contracts

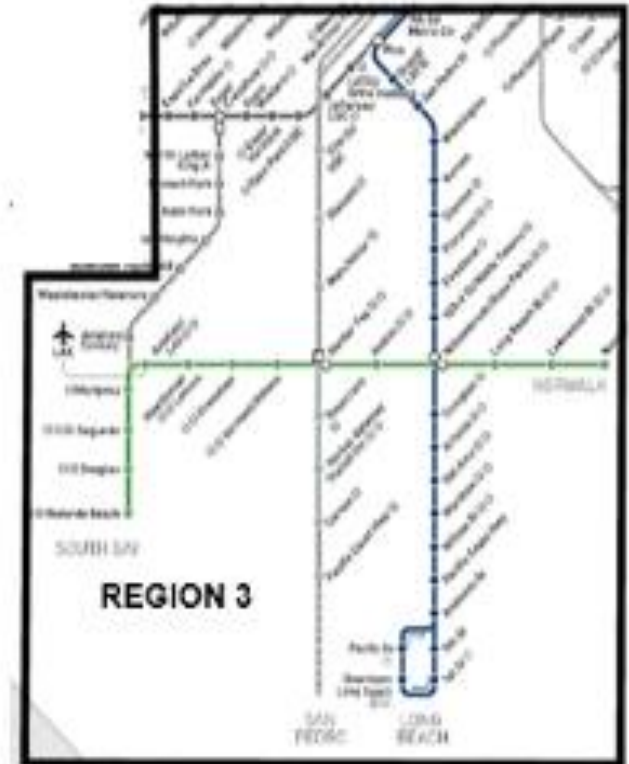
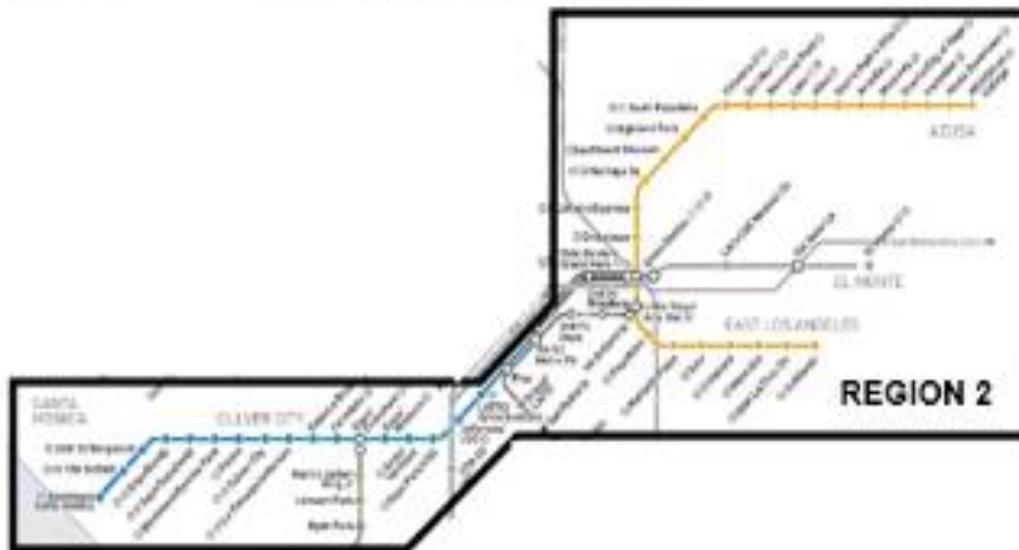
## Existing 4 Regions - Combined Services Contracts

Region 1	Region 2	Region 3	Region 4
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

## New 3 Regions - Service Specific Contracts

Region 1	Region 2	Region 3
Graffiti Abatement	Graffiti Abatement	Graffiti Abatement
Landscape & Irrigation	Landscape & Irrigation	Landscape & Irrigation
Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal	Trash & Overgrown Vegetation Removal

# New & Improved Service Specific Maintenance Contracts



# **New & Improved Service Specific Maintenance Contracts**

## **The Three (3) Regions Contracts offer**

- Moderately sized service areas, improving maintenance oversight and service delivery
- Enhanced service levels & staffing resources based on site specific needs and accessibility, in compliance with Metro's safety and operations requirements

## **Service specific Contracts ensure providing**

- Quality maintenance through a dedicated service specific experienced staff
- Streamlined processes monitoring applicable job classifications & wages while eliminating cross functional staffing issues
- Cost effective maintenance to be performed by experienced service specific prime and subcontractors, away from excessive general contracting fees

# New & Improved Service Specific Maintenance Contracts

Expanded opportunities for competition & small business participation

Existing 4 Regions Combined Services Contracts		New 3 Regions Service Specific Contracts	
SBE	DVBE	SBE	DVBE
22%	3%	24%	3%
Mandatory	Required with Evidence for GFE	Mandatory	
25%		27%	
Total of four (4) subcontractors		Total of six (6) subcontractors	
<ul style="list-style-type: none"> <li>✓ BJAG</li> <li>✓ Far East Landscape &amp; Maint.</li> <li>✓ BriteWorks</li> <li>✓ IECLT, Inc.</li> </ul>		<ul style="list-style-type: none"> <li>✓ BJAG</li> <li>✓ Far East Landscape &amp; Maint.</li> <li>✓ Briteworks</li> <li>✓ IECLT, Inc.</li> <li>✓ Bread &amp; Water LLC - New</li> <li>✓ ACME Manpower - New</li> </ul>	

# Procurement Actions

- Outreach event was conducted with approximately 26 participating firms
- Request for Proposal (RFP)
- Proposals may be submitted for one or more regions, in separate packages
- Metro may award contracts to one or more proposers:
  - ✓ Proposals that meet the requirements
  - ✓ Most advantageous to Metro
- **Evaluation Criteria:**

✓ Qualifications of the firm/team	15 Points
✓ Qualifications and experience of key personnel	20 Points
✓ Management plan/approach	35 Points
✓ Cost proposal	30 Points
- Technical evaluation overall scores reflect a clear difference among proposers, specifically for the Management Plan/Approach criteria

# Procurement Actions

Proposals received per the following:

<b>Regions</b>	<b>Graffiti Abatement</b>	<b>Landscape &amp; Irrigation</b>	<b>Trash &amp; Overgrown Vegetation Removal</b>
<b>Region 1</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Urban Graffiti Parkwood Woods</b>
<b>Region 2</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Parkwood Woods</b>
<b>Region 3</b>	<b>Parkwood Urban Graffiti Woods</b>	<b>Far East Parkwood Woods</b>	<b>Parkwood Woods</b>
<b>Total proposals received per service Type</b>	<b>9</b>	<b>9</b>	<b>7</b>



# Recommended Awards

Recommended Awards	Graffiti Abatement	Landscape & Irrigation	Trash & Overgrown Vegetation Removal
Region 1	Woods	Parkwood	Woods
Region 2		Woods	
Region 3			

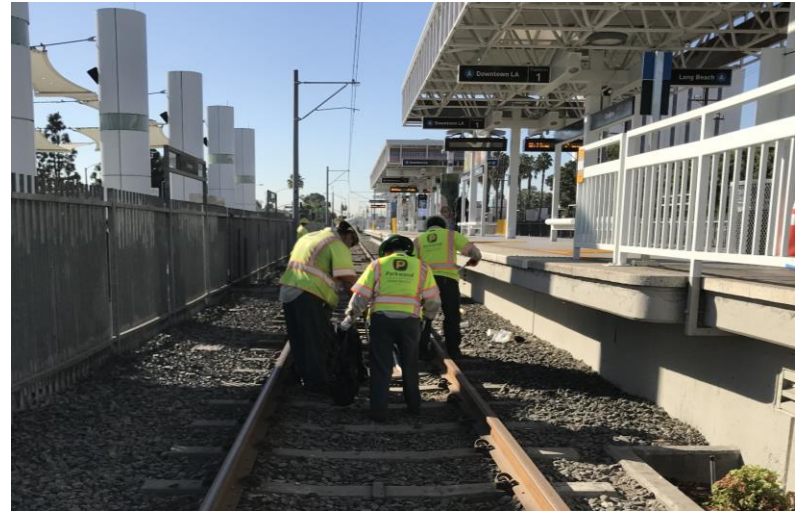
<u>Total Five (5) Year Value</u> Existing 4 Regions Combined Services Contracts	<u>Total Five (5) Year Value</u> New 3 Regions Service Specific Contracts
\$113,141,243.39	\$95,439,199

**Cost Savings of ~16%, for a total of \$17.7 million**

# Highlights of Contracted Maintenance Services



**Woods**



**Parkwood**





## Board Report

File #: 2021-0243, File Type: Informational Report

Agenda Number: 28.

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### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE MAY 20, 2021

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

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report.

#### **ISSUE**

This report reflects April 2021 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

#### **BACKGROUND**

The System Security and Law Enforcement (SSLE) department entered into a multi-agency policing partnership in 2017 to increase the number of police on the Metro system to provide a greater, more visible "felt presence" of police to help deter criminal activity on Metro buses and trains.

#### **DISCUSSION**

##### **LAW ENFORCEMENT CONTRACT COMPLIANCE**

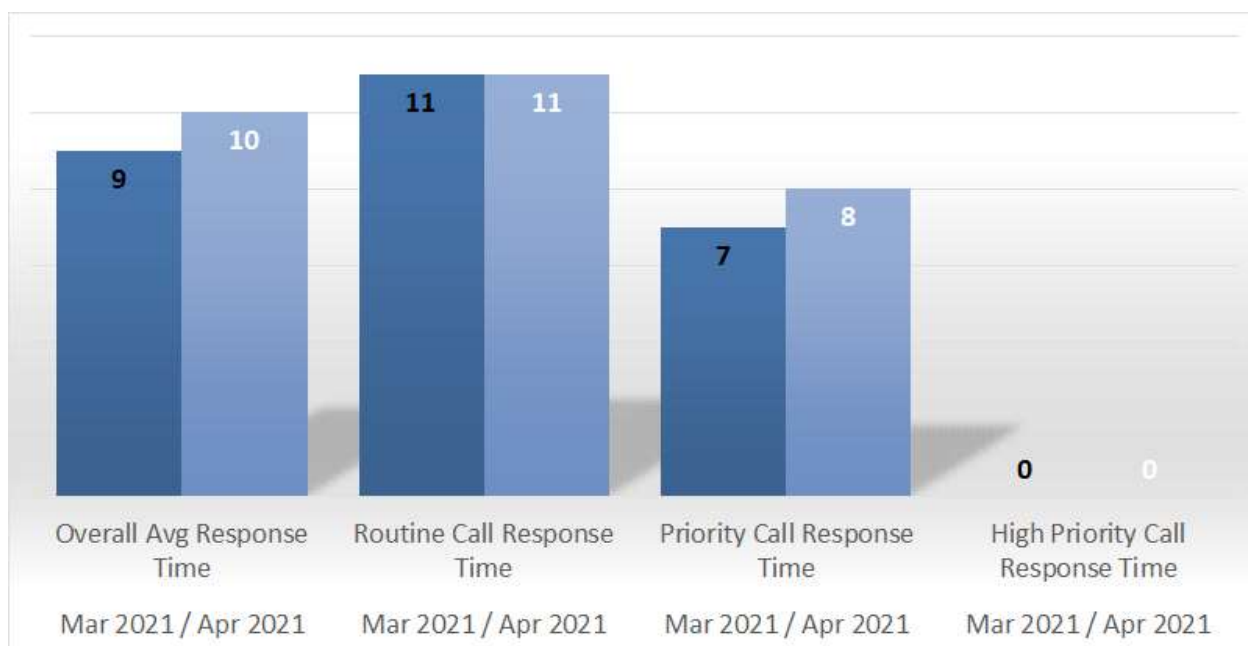
The SSLE Administration and Compliance unit continues to work on contract performance reviews of the three (3) law enforcement contracts, effective February 14, 2021, a Technical Review of Responsibilities was conducted. The purpose of this review was to observe the adherence to contract specific responsibilities, which in part holds our law enforcement partners responsible for riding Metro buses and trains, patrol buses, rail stations/corridors, and maintaining high visibility at key Metro critical infrastructure contracted locations.

The review entails a deployment sample, where documentation regarding field personnel is evaluated for one (1) shift, location, and for a period of fifteen (15) days. To perform the review, law enforcement Daily Deployment Schedules regarding field personnel and the Metro Transit Access Pass (TAP) reports are cross-referenced to ensure that the officers indicated on the daily deployment

schedules did in fact serve at their respective details.

This results in requiring all field Officers/Deputies on duty to TAP their Metro issued badge at all TAP machines when boarding buses, riding trains, and accessing rail stations/corridors. Upon reviewing the sample size of this technical review of responsibilities, discrepancies were discovered and shared with the law enforcement partners requesting supporting information for those field Officers/Deputies listed on their scheduled deployments but not reflected on the Metro TAP reports. Such supporting information included, but was not limited to, daily field activity reports and CCTV footages. After reviewing the information provided, it was determined that the majority of the issues were field Officers/Deputies forgetting to use their Metro issued badges while boarding buses, riding trains, and accessing rail stations/corridors or not obtaining a Metro badge prior to being assigned to the deployment.

### METRO TRANSIT SECURITY



For the month of April, Transit Security received 241 calls for service. The following is a breakdown of the call categories and response times.

- **Routine:** Transit Security received 118 calls and responded to 97 of them with an average response time of 11 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.
- **Priority:** Transit Security received 123 calls and responded to 83 of them with an average response time of 8 minutes. The remaining calls were either assigned to law enforcement, contract security, or other entity such as maintenance, Rail Operations Control, Bus Operations Control, local fire department, or Mitsubishi.

- High Priority: Transit Security received no High Priority calls.

As part of Operation “Shelter the Unsheltered” Transit Security supported People Assisting The Homeless (PATH) and Facilities Maintenance personnel. In order to help facilitate the process, Transit Security Officers were tasked with “off-loading” trains at five terminus locations to impact the following:

1. Off-load patrons so Metro cleaning crews could sanitize the trains.
2. Assist homeless individuals to connect with PATH personnel for housing assistance.
3. Enforce the mandatory mask policy by offering free masks to patrons who needed one.

For the month of April, Transit Security Officers have:

- Assisted PATH with housing 45 individuals
- Issued over 85 masks to patrons who needed or did not have a mask
- Provided security to Metro’s cleaning crews at Metro terminus locations who were tasked with sanitizing all contact points on trains.
- Provided security for Metro’s cleaning crews for homeless abatement efforts along Metro’s Right of Ways.

The Transit Security Department also implemented a Training Division to provide in-service training for all Transit Security Officers. The Training Division also developed an in-house Metro Academy Program (MAP) for newly hired Transit Security Officers regardless of rank. The Training Division is comprised of a Lieutenant, Sergeant, and two Transit Security Officer II’s. Training Division partial list of responsibilities includes:

- BSIS Certification (Firearms & Guard permits)/Firearms Qualifications
- Rail Safety Certification/First Aid/CPR Certification
- Arrest and Control Technique Training
- Transit Security Officer Candidate Physical Agility Testing (PAT)
- Use of Force Training

Through SSLE’s first employee recognition program, (4) Transit Security Officers were recognized for their Bravery, Leadership, and Customer Service.

## **BUS OPERATIONS SECURITY**

In April, there were a total of six (6) assaults on bus operators, with five (5) assaults occurring in LAPD’s jurisdiction and one (1) assault occurring in LASD’s jurisdiction. All assaults occurred on the bus system on different lines.

In April, there were a total of 8,337 bus boardings by LAPD officers and a total of 9,388 bus boardings by LASD deputies on various routes throughout the system. Between March and April, LAPD saw a decrease in bus boardings of 3,311 and LASD saw a decrease in bus boardings of 424.

### **MOTION #35 UPDATES**

Metro's Transit Security draft Use of Force (UOF) policy was sent to the AFSCME and Teamsters unions for review. A meet and confer follow-up meeting will be scheduled in May and will report back in June with an update.

LASD and LBPB have completed their UOF policy review. LASD met with SSLE management and are making progress on the remaining two recommendations. SSLE management provided LASD with contact information for Campaign Zero to have their changes reviewed. LBPB continues to work with a Community Advisory Group to review and provide input to LBPB's UOF policy. We will report back in June with an update.

### **PUBLIC SAFETY ADVISORY COMMITTEE**

On Wednesday, April 21, 2021, Metro had its second virtual Public Safety Advisory Committee (PSAC) with over 100 individuals in attendance. The facilitation team led the discussion that included a group check-in, which will be a standing item at all PSAC meetings to continue to build trust and a safe space for members. Also, after framing the context around the national discussion on public safety, each committee member had the opportunity to answer the following questions: *How have you interacted with Metro in the past? Can you expand on your one-word definition for public safety? What do you hope to accomplish as a member of this committee?* The answers were insightful and diverse but shared a commonality of a passion for riding Metro and a deep commitment for enhancing public safety. Staff is in the progress of seeking feedback from PSAC on a draft Charter and By-laws with an expected approval date of Wednesday, May 19<sup>th</sup>. In addition, staff is working with the facilitation team to develop a work plan to prioritize time-sensitive items.

PSAC meetings are held the first and third Wednesdays of each month. The next meeting will take place Wednesday, May 5, 2021.

### Public Safety Survey

In collaboration with the Office of Customer Experience, staff is working on soliciting professional services to design and launch a systemwide public safety survey. This initiative was suggested by Board Member Garcetti when motion 37 was approved in June 2020. A draft of the survey will be provided to PSAC for input, and the results will help support recommendations put forward by PSAC.

### **HOMELESS OUTREACH SERVICES**

January, February and March data were provided in the April quarterly report.

<b>OPERATION "SHELTER THE UNSHELTERED"</b>	
<b>LAW ENFORCEMENT (LAPD, LASD, and LBPD)</b>	
ACTIONS TAKEN	APRIL
# OF LEVEL 1 (CONTACTS)	606
# OF LEVEL 2 (REFERRALS)	59
# OF LEVEL 3 (HOUSING PLACEMENTS)	6
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>89</b>
<b>PATH</b>	
ACTIONS TAKEN	APRIL
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	15
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>696</b>
<b>DREAM CENTER (DC)</b>	
ACTIONS TAKEN	APRIL
# OF CONTACTS	115
<b>TOTAL # OF INDIVIDUALS CONTACTED JULY 16, 2020 TO DATE</b>	<b>1,313</b>
<b>LA DOOR</b>	
ACTIONS TAKEN	APRIL
# OF CONTACTS	417
<b>TOTAL # OF INDIVIDUALS CONTACTED JULY 16, 2020 TO DATE</b>	<b>3,337</b>

Ambassador Pilot Program

We were unable to proceed with a sole source contract and have established an internal working group to develop a path forward and seek PSAC recommendations and a potential RFP for services.

Amendment No. 2 Letter of Agreement for Multidisciplinary Street-Based Engagement Services

During the period of March 1, 2021 through June 30, 2021, the Board approved the use of \$1.5M to enhance homeless outreach teams and related mental health, addiction, nursing, and shelter services by adding five (5) additional generalist outreach workers, one (1) additional supervisor and up to eighty (80) interim housing beds throughout Los Angeles County. These additional services assist Metro with offloading riders at six (6) Metro stations twice a day, morning and evening. The shelter site being used is *Home At Last* located in south Los Angeles. The pilot program is proving to be successful as all of the eighty (80) shelter beds were filled within one month. SSLE leadership and the Department of Health Services are in current discussions to extend the pilot.

**SEXUAL HARASSMENT**

Peace Over Violence Performance Metrics

Performance Measure	March 2021 Numbers Served	April 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	1	1
Total Number of Individuals that Contacted POV Line Regarding Sexual Harassment	0	1

Total Number of Metro Riders Requesting Counseling Services	0	1
Total Number of Police Reports Filed or Intended to File	0	1
Total Number of Active Cases	1	0

**NEXT STEPS**

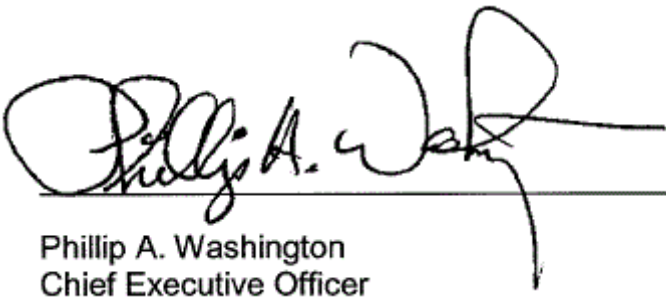
Staff will continue to monitor our law enforcement partners, private security, and Transit Security performance, monitor crime stats, and adjust deployment as necessary.

**ATTACHMENTS**

- Attachment A - Systemwide Law Enforcement Overview April 2021
- Attachment B - MTA Supporting Data April 2021
- Attachment C - Transit Police Summary April 2021
- Attachment D - Monthly, Bi-Annual, Annual Comparison April 2021
- Attachment E - Violent, Prop, and Part 1 Crimes April 2021
- Attachment F - Demographic Data April 2021

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

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



Phillip A. Washington  
Chief Executive Officer



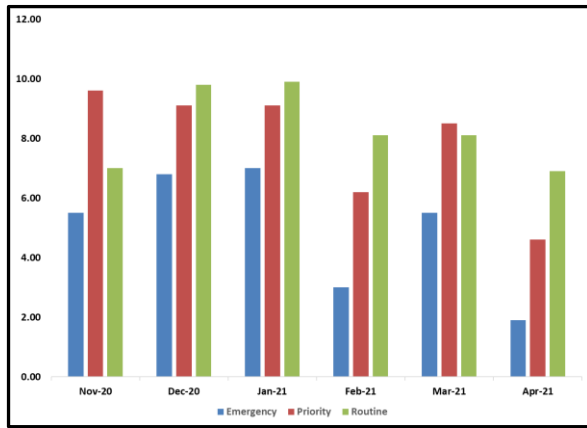
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2021

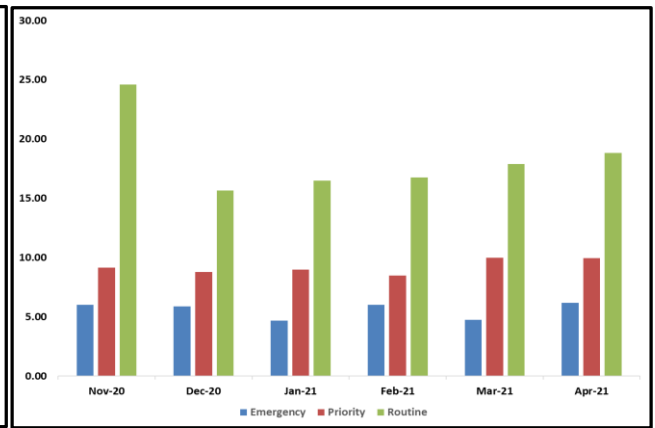
Attachment A

## Average Incident Response Times

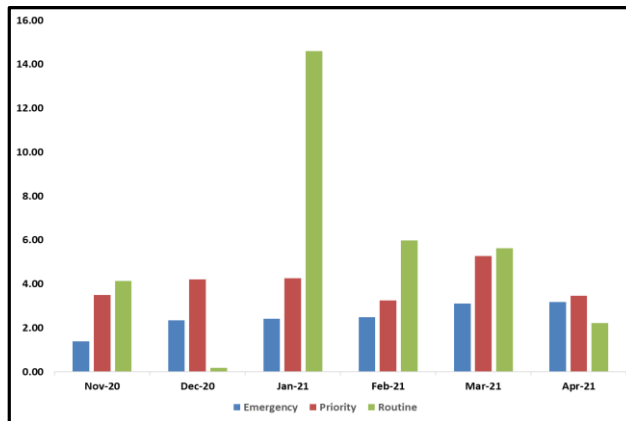
### LAPD



### LASD



### LBPD

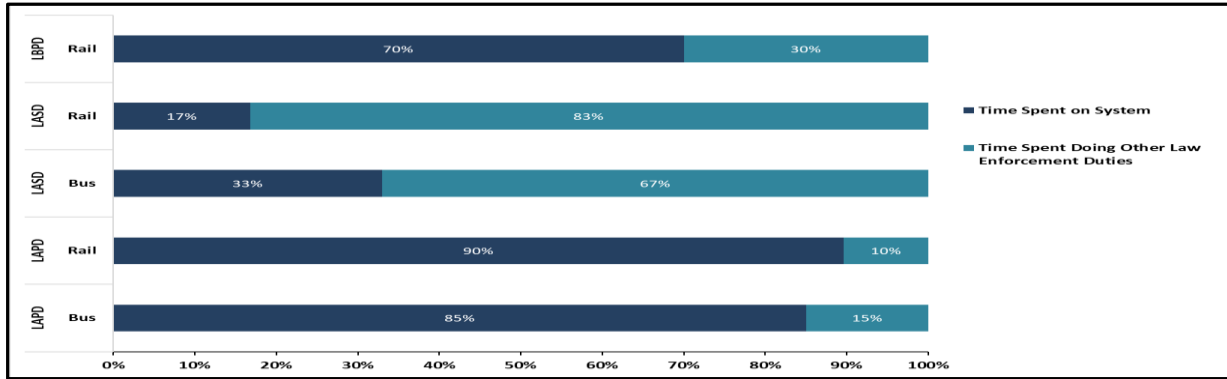


# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

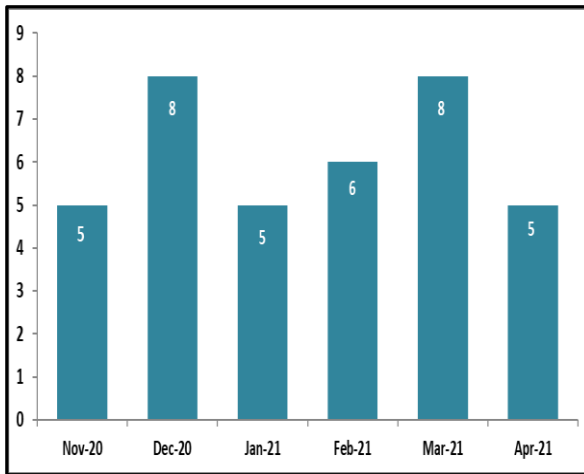
APRIL 2021

Attachment A

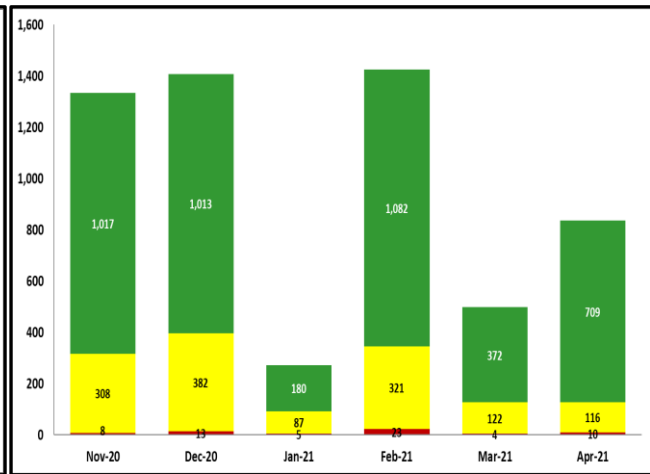
## Percentage of Time Spent on the System



## Bus Operator Assaults



## Fare Compliance



**Green Checks**- Occurs when a patron has valid fare

**Yellow Checks**- Occurs when a patron has valid fare, but did not tap at transfer station

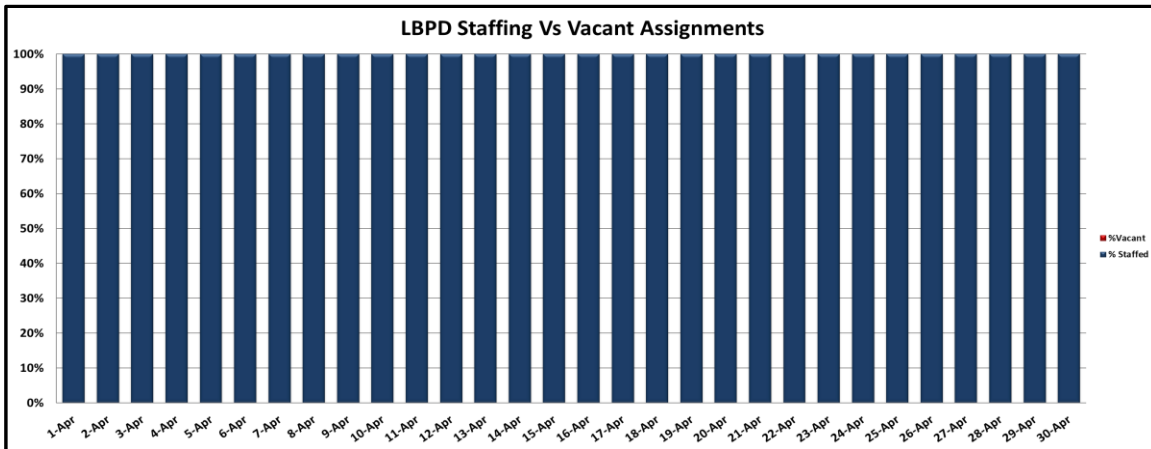
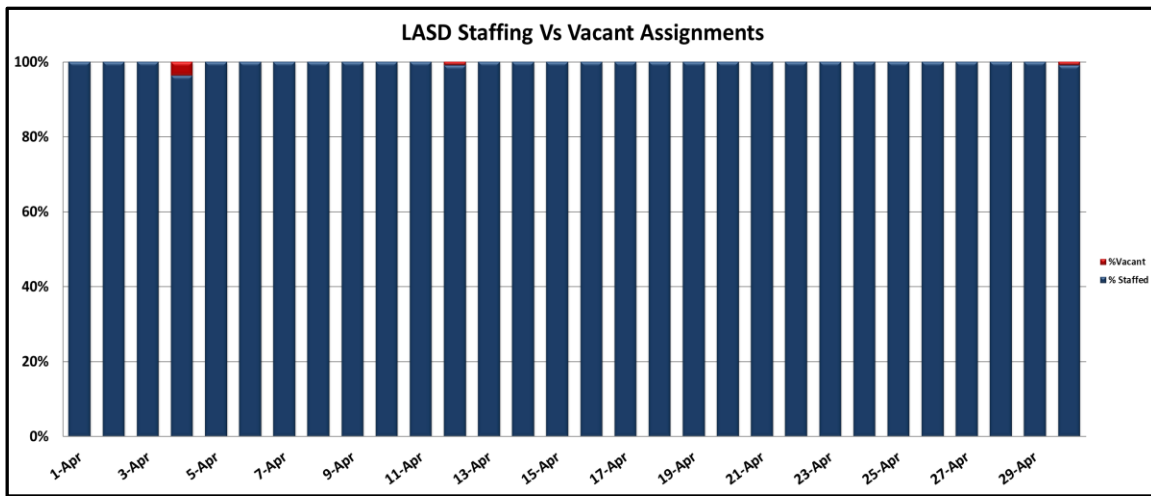
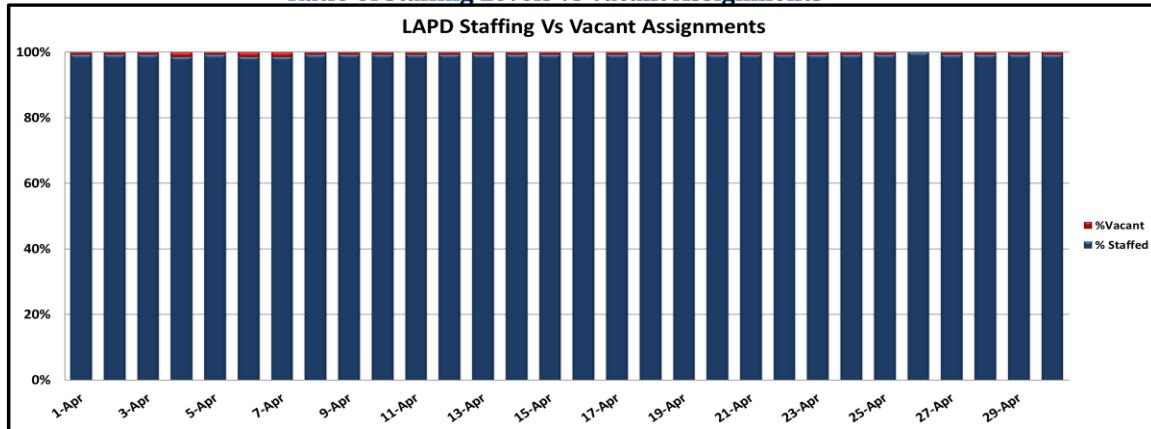
**Red Checks**- Occurs when a patron has invalid fare

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2021

Attachment A

## Ratio of Staffing Levels vs Vacant Assignments



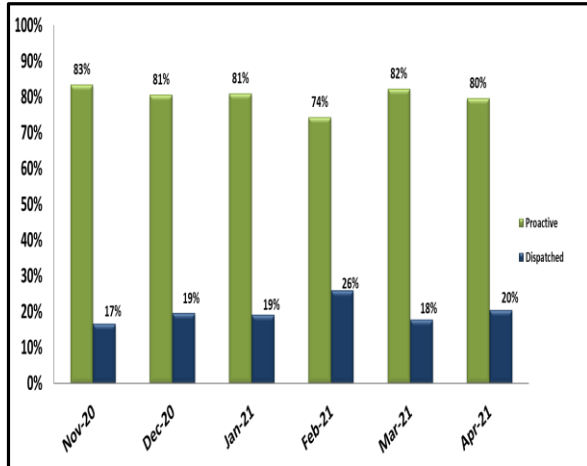
# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

APRIL 2021

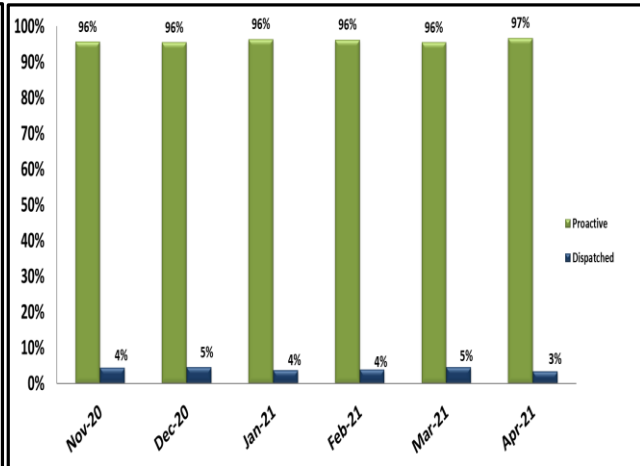
Attachment A

## Ratio of Proactive vs Dispatched Activity

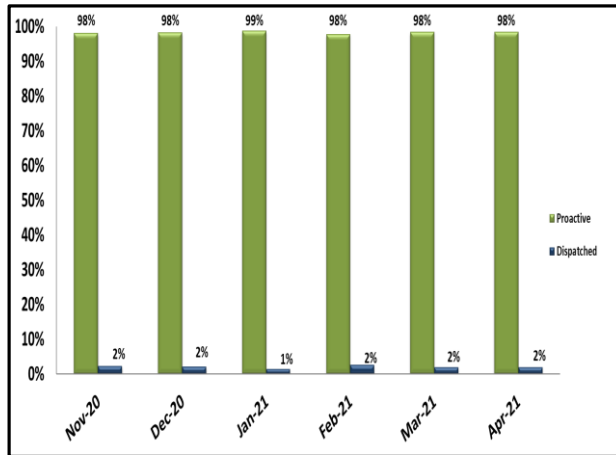
LAPD



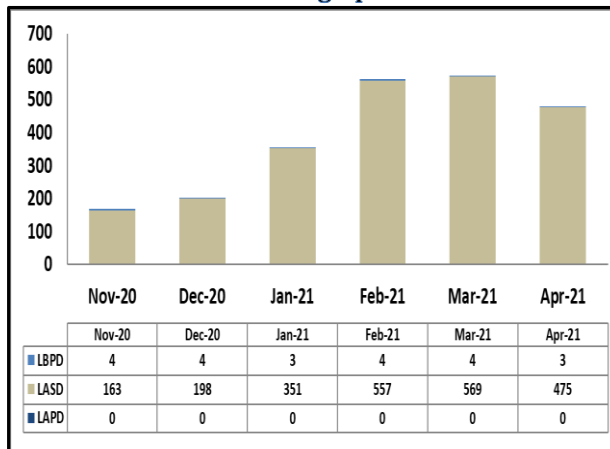
LASD



LBPD



## Grade Crossing Operations



### Grade Crossing Operation Locations April:

1. Blue Line Stations (248)
2. Expo Line Stations (71)
3. Gold Line Stations (159)

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	1
Rape	0	0	0	2
Robbery	0	0	1	32
Aggravated Assault	0	3	1	35
Aggravated Assault on Operator	0	0	0	0
Battery	0	1	0	54
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	12
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>136</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	2
Larceny	1	2	0	24
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	5
Arson	0	0	0	2
Vandalism	0	2	0	26
<b>SUB-TOTAL</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>60</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	0	0	7
Narcotics	0	1	1	18
Trespassing	0	1	0	5
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>30</b>
<b>TOTAL</b>	<b>2</b>	<b>10</b>	<b>3</b>	<b>226</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	13
Pico	0	1	0	5
Grand/LATTC	1	0	0	6
San Pedro St	0	0	0	3
Washington	0	0	0	14
Vernon	0	0	0	5
Slauson	0	1	0	14
Florence	0	0	0	17
Firestone	0	0	0	10
103rd St/Watts Towers	0	0	0	13
Willowbrook/Rosa Parks	3	1	1	48
Compton	1	2	0	24
Artesia	1	0	0	20
Del Amo	0	0	0	10
Wardlow	0	0	0	4
Willow St	0	0	0	3
PCH	0	0	0	5
Anaheim St	1	0	0	3
5th St	0	0	0	0
1st St	1	0	0	4
Downtown Long Beach	0	0	1	4
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	1
<b>Total</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>226</b>

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	0	0	2	68
Misdemeanor	2	0	1	108
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>176</b>

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	3	12	0	413
Vehicle Code Citations	0	6	30	788
<b>TOTAL</b>	<b>3</b>	<b>18</b>	<b>30</b>	<b>1,201</b>

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	3	71	5	809
Priority	23	78	35	1,283
Emergency	2	5	19	282
<b>TOTAL</b>	<b>28</b>	<b>154</b>	<b>59</b>	<b>2,374</b>

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	16%	2%	2%
Proactive	84%	98%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	16%
Blue Line-LBPD	70%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	3	36
Pacific Ave.	0	0	0	0
Willowbrook	0	67	0	385
Slauson	0	9	0	33
Firestone	0	13	0	52
Florence	0	22	0	78
Compton	0	55	0	271
Artesia	0	65	0	240
Del Amo	0	14	0	115
Long Beach Blvd	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>245</b>	<b>3</b>	<b>1,210</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	14
Aggravated Assault	0	0	18
Aggravated Assault on Operator	0	0	0
Battery	0	3	28
Battery Rail Operator	0	0	1
Sex Offenses	0	1	7
<b>SUB-TOTAL</b>	<b>0</b>	<b>5</b>	<b>68</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	2
Larceny	0	4	21
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	1	1
Vandalism	0	0	12
<b>SUB-TOTAL</b>	<b>0</b>	<b>6</b>	<b>39</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	4
Narcotics	0	2	15
Trespassing	0	0	4
<b>SUB-TOTAL</b>	<b>0</b>	<b>3</b>	<b>23</b>
<b>TOTAL</b>	<b>0</b>	<b>14</b>	<b>130</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	23
Misdemeanor	0	0	39
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>62</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	11	143
Vehicle Code Citations	0	2	187
<b>TOTAL</b>	<b>0</b>	<b>13</b>	<b>330</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	100	978
Priority	12	56	688
Emergency	1	3	67
<b>TOTAL</b>	<b>14</b>	<b>159</b>	<b>1,733</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	25%	5%
Proactive	75%	95%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	13
Douglas	0	0	0	0
El Segundo	0	0	0	8
Mariposa	1	0	0	3
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	1	1	2	14
Crenshaw	0	3	0	16
Vermont/Athens	0	0	0	13
Harbor Fwy	0	0	0	8
Avalon	0	0	0	7
Willowbrook/Rosa Parks	1	1	0	16
Long Beach Bl	1	1	0	6
Lakewood Bl	1	0	1	7
Norwalk	0	0	0	17
<b>Total</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>130</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	91%
Green Line-LASD	19%

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	0	20
Aggravated Assault	0	1	16
Aggravated Assault on Operator	0	0	0
Battery	2	1	34
Battery Rail Operator	0	0	1
Sex Offenses	0	0	2
<b>SUB-TOTAL</b>	<b>5</b>	<b>2</b>	<b>73</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	4	0	14
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	6
<b>SUB-TOTAL</b>	<b>4</b>	<b>0</b>	<b>23</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	0	0	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b>TOTAL</b>	<b>9</b>	<b>2</b>	<b>103</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	0	18
Misdemeanor	4	0	33
<b>TOTAL</b>	<b>8</b>	<b>0</b>	<b>51</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	63
Vehicle Code Citations	0	0	21
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>84</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	5	66	697
Priority	42	13	522
Emergency	1	1	51
<b>TOTAL</b>	<b>48</b>	<b>80</b>	<b>1,270</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	6%
Proactive	77%	94%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	1	0	0	7
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	0	0	0	2
Expo Park/USC	1	0	0	7
Expo/Vermont	1	0	0	10
Expo/Western	2	2	0	14
Expo/Crenshaw	0	1	0	8
Farmdale	0	1	0	1
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	0	0	0	4
Culver City	1	0	0	3
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	1
Expo/Bundy	0	0	0	2
26th St/Bergamot	0	0	0	2
17th St/SMC	0	0	0	2
Downtown Santa Monica	1	0	0	27
Expo Line Rail Yard	0	0	0	0
<b>Total</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>103</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	9%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	63	476
Culver City	N/A	8	89
<b>TOTAL</b>	<b>0</b>	<b>71</b>	<b>565</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

#### REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	4
Robbery	3	43
Aggravated Assault	10	65
Aggravated Assault on Operator	0	0
Battery	10	115
Battery Rail Operator	0	1
Sex Offenses	5	20
<b>SUB-TOTAL</b>	<b>28</b>	<b>249</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	9	66
Bike Theft	1	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	8	42
<b>SUB-TOTAL</b>	<b>18</b>	<b>111</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	20
<b>SUB-TOTAL</b>	<b>0</b>	<b>20</b>
<b>TOTAL</b>	<b>46</b>	<b>380</b>

#### ARRESTS

AGENCY	LAPD	FYTD
Felony	4	52
Misdemeanor	8	78
<b>TOTAL</b>	<b>12</b>	<b>130</b>

#### CITATIONS

AGENCY	LAPD	FYTD
Other Citations	6	176
Vehicle Code Citations	0	25
<b>TOTAL</b>	<b>6</b>	<b>201</b>

#### CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	24	324
Priority	130	1,255
Emergency	10	83
<b>TOTAL</b>	<b>164</b>	<b>1,662</b>

#### DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	16%
Proactive	84%
<b>TOTAL</b>	<b>100%</b>

#### CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	2	0	32
Civic Center/Grand Park	0	1	0	7
Pershing Square	2	1	0	20
7th St/Metro Ctr	3	2	0	42
Westlake/MacArthur Park	4	1	0	39
Wilshire/Vermont	2	2	0	35
Wilshire/Normandie	0	0	0	8
Vermont/Beverly	4	0	0	25
Wilshire/Western	1	0	0	13
Vermont/Santa Monica	1	1	0	13
Vermont/Sunset	1	0	0	15
Hollywood/Western	2	1	0	21
Hollywood/Vine	1	3	0	17
Hollywood/Highland	3	0	0	30
Universal City/Studio City	1	1	0	16
North Hollywood	2	3	0	47
Red Line Rail Yard	0	0	0	0
<b>Total</b>	<b>28</b>	<b>18</b>	<b>0</b>	<b>380</b>

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

Red Line- LAPD	88%
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#### LEGEND

Los Angeles Police Department



# GOLD LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	1	1	13
Aggravated Assault	0	0	16
Aggravated Assault on Operator	0	0	2
Battery	1	1	33
Battery Rail Operator	0	0	1
Sex Offenses	0	0	6
<b>SUB-TOTAL</b>	<b>2</b>	<b>2</b>	<b>73</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	0	2	21
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	2
Arson	0	0	1
Vandalism	0	0	15
<b>SUB-TOTAL</b>	<b>0</b>	<b>2</b>	<b>46</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	7
Narcotics	0	3	8
Trespassing	0	1	3
<b>SUB-TOTAL</b>	<b>0</b>	<b>4</b>	<b>18</b>
<b>TOTAL</b>	<b>2</b>	<b>8</b>	<b>137</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	17
Misdemeanor	3	0	39
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>56</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	4	13	113
Vehicle Code Citations	0	3	25
<b>TOTAL</b>	<b>4</b>	<b>16</b>	<b>138</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	132	1,203
Priority	27	83	1,125
Emergency	1	5	95
<b>TOTAL</b>	<b>36</b>	<b>220</b>	<b>2,423</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	5%
Proactive	77%	95%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	1	13
Azusa Downtown	0	0	0	6
Irwindale	0	0	1	8
Duarte/City of Hope	0	1	0	3
Monrovia	0	0	0	10
Arcadia	0	0	0	6
Sierra Madre Villa	1	0	0	10
Allen	0	0	0	2
Lake	1	0	0	6
Memorial Park	0	1	0	3
Del Mar	0	0	0	2
Fillmore	0	0	1	7
South Pasadena	0	0	0	6
Highland Park	2	0	0	9
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	4
Lincoln/Cypress	0	0	0	2
Chinatown	0	0	0	5
Union Station	0	0	0	6
Little Tokyo/Arts Dist	0	0	0	2
Pico/Aliso	0	0	0	3
Mariachi Plaza	0	0	0	5
Soto	0	0	0	5
Indiana (both LAPD & LASD)	0	0	1	7
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	4
<b>Total</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>137</b>

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	90%
Gold Line-LASD	23%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	24	126
Irwindale	0	28	94
Monrovia	0	16	102
City of Pasadena	0	21	231
Magnolia Ave	0	5	25
Duarte Station	0	8	60
City Of Azusa	0	24	242
South Pasadena	0	16	110
City Of East LA	0	17	243
Figueroa St	0	0	0
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>159</b>	<b>1,233</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	4
Aggravated Assault	0	9
Aggravated Assault on Operator	0	0
Battery	1	15
Battery Bus Operator	0	0
Sex Offenses	0	3
<b>SUB-TOTAL</b>	<b>2</b>	<b>31</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	4
Bike Theft	0	2
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
<b>SUB-TOTAL</b>	<b>1</b>	<b>14</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>
<b>TOTAL</b>	<b>3</b>	<b>45</b>

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

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	12
Vehicle Code Citations	0	23
<b>TOTAL</b>	<b>0</b>	<b>35</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	10
Priority	2	105
Emergency	0	8
<b>TOTAL</b>	<b>2</b>	<b>123</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	93%

LEGEND	
Los Angeles Police Department	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	6
Laurel Canyon	0	0	0	2
Valley College	0	0	0	0
Woodman	0	1	0	5
Van Nuys	0	0	0	3
Sepulveda	1	0	0	6
Woodley	0	0	0	5
Balboa	0	0	0	3
Reseda	0	0	0	2
Tampa	0	0	0	1
Pierce College	0	0	0	1
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	0	0	0
Sherman Way	0	0	0	3
Roscoe	1	0	0	2
Nordhoff	0	0	0	0
Chatsworth	0	0	0	2
<b>Total</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>45</b>

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	3
Aggravated Assault	0	0	3
Aggravated Assault on Operator	0	0	0
Battery	0	0	3
Battery Bus Operator	0	0	0
Sex Offenses	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>9</b>
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	0	0	2
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>3</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	1
Trespassing	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>13</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	0	21
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>24</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	0	117
Vehicle Code Citations	0	0	525
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>642</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	1	23
Priority	1	0	31
Emergency	0	0	2
<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>56</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	0%
Proactive	0%	100%
<b>TOTAL</b>	<b>0%</b>	<b>100%</b>

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	0	0	0	0
Downtown	0	0	0	1
37th St/USC	0	0	0	2
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	0	0	0	2
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	4
Carson	0	0	0	2
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>13</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	0%
Silver Line- LASD	0%

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

\*in April 2020, all motor operations were temporarily halted

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	1	32
Aggravated Assault	10	4	68
Aggravated Assault on Operator	0	0	13
Battery	15	7	172
Battery Bus Operator	4	1	43
Sex Offenses	1	2	24
<b>SUB-TOTAL</b>	<b>34</b>	<b>15</b>	<b>352</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	1	5	60
Bike Theft	0	2	13
Motor Vehicle Theft	0	1	2
Arson	0	0	0
Vandalism	2	4	83
<b>SUB-TOTAL</b>	<b>3</b>	<b>12</b>	<b>159</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	17
Narcotics	0	11	72
Trespassing	0	0	9
<b>SUB-TOTAL</b>	<b>0</b>	<b>13</b>	<b>98</b>
<b>TOTAL</b>	<b>37</b>	<b>40</b>	<b>609</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	2	38
San Fernando	2	11
San Gabriel Valley	15	96
Gateway Cities	13	102
South Bay	8	53
<b>Total</b>	<b>40</b>	<b>300</b>

LAPD's Crimes per Sector		
Sector		FYTD
<b>Valley Bureau</b>		
Van Nuys	4	11
West Valley	1	5
North Hollywood	2	7
Foothill	2	6
Devonshire	1	4
Mission	0	9
Topanga	0	8
<b>Central Bureau</b>		
Central	4	54
Rampart	3	31
Hollenbeck	0	4
Northeast	0	8
Newton	1	16
<b>West Bureau</b>		
Hollywood	4	16
Wilshire	2	13
West LA	0	13
Pacific	0	8
Olympic	1	23
<b>Southwest Bureau</b>		
Southwest	7	35
Harbor	2	6
77th Street	2	26
Southeast	1	7
<b>Total</b>	<b>37</b>	<b>310</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	57
Misdemeanor	5	0	232
<b>TOTAL</b>	<b>6</b>	<b>0</b>	<b>289</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	3	79	518
Vehicle Code Citations	0	30	227
<b>TOTAL</b>	<b>3</b>	<b>109</b>	<b>745</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	179	1,460
Priority	13	129	1,596
Emergency	1	5	136
<b>TOTAL</b>	<b>16</b>	<b>313</b>	<b>3,192</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	2%
Proactive	80%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	85%
LASD BUS	33%

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

# UNION STATION

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	1
Robbery	1	5
Aggravated Assault	2	7
Aggravated Assault on Operator	0	0
Battery	17	79
Battery Rail Operator	0	0
Sex Offenses	0	2
<b>SUB-TOTAL</b>	<b>20</b>	<b>95</b>
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	5	37
Bike Theft	1	7
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	0	16
<b>SUB-TOTAL</b>	<b>6</b>	<b>62</b>
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	16
<b>SUB-TOTAL</b>	<b>1</b>	<b>16</b>
<b>TOTAL</b>	<b>27</b>	<b>173</b>

ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	42
Misdemeanor	6	52
<b>TOTAL</b>	<b>12</b>	<b>94</b>

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	31
Vehicle Code Citations	0	28
<b>TOTAL</b>	<b>1</b>	<b>59</b>

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	8	77
Priority	20	219
Emergency	2	24
<b>TOTAL</b>	<b>30</b>	<b>320</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	19%
Proactive	81%
<b>TOTAL</b>	<b>100%</b>

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	89%

LEGEND	
Los Angeles Police Department	

# Transit Police

## Monthly Crime Report



Attachment C

	2020	2021
	April	April
<b>CRIMES AGAINST PERSONS</b>		
Homicide	0	0
Rape	1	0
Robbery	13	17
Aggravated Assault	14	31
Aggravated Assault on Operator	0	0
Battery	45	59
Battery on Operator	5	6
Sex Offenses	6	10
<b>SUB-TOTAL</b>	<b>84</b>	<b>123</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	0	1
Larceny	32	34
Bike Theft	4	4
Motor Vehicle Theft	1	2
Arson	0	1
Vandalism	17	16
<b>SUB-TOTAL</b>	<b>54</b>	<b>58</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	1	3
Narcotics	1	18
Trespassing	7	3
<b>SUB-TOTAL</b>	<b>9</b>	<b>24</b>
<b>TOTAL</b>	<b>147</b>	<b>205</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	79	46
Citations	241	203
Fare Checks	2,106	272
Calls for Service	1,124	1,326

**MONTHLY, BI-ANNUAL, ANNUAL COMPARISON**

APRIL 2021

Attachment D

**Crimes**

Monthly	System-Wide	Apr-20	Apr-21	% Change
	Crimes Against Persons	84	123	46.43%
	Crimes Against Property	54	58	7.41%
	Crimes Against Society	9	24	166.67%
	Total	147	205	39.46%

Six Months	System-Wide	Nov-19-Apr-20	Nov-20-Apr-21	% Change
	Crimes Against Persons	700	636	-9.14%
	Crimes Against Property	404	309	-23.51%
	Crimes Against Society	167	147	-11.98%
	Total	1,271	1,092	-14.08%

Annual	System-Wide	May-19-Apr-20	May-20-Apr-21	% Change
	Crimes Against Persons	1,493	1,285	-13.93%
	Crimes Against Property	883	620	-29.78%
	Crimes Against Society	380	232	-38.95%
	Total	2,756	2,137	-22.46%

**Average Emergency Response Times (in minutes)**

Monthly	Apr-20	Apr-21	Change in Seconds	% Change
	4:35	3:44	-51	-18.55%

Six Months	Nov-19-Apr-20	Nov-20-Apr-21	Change in Seconds	% Change
	4:16	4:20	4	1.56%

Annual	May-19-Apr-20	May-20-Apr-21	Change in Seconds	% Change
	4:40	4:36	-4	-1.43%

**Bus Operator Assaults**

Monthly	Apr-20	Apr-21	% Change
	5	6	20.00%

Six Months	Nov-19-Apr-20	Nov-20-Apr-21	% Change
	41	38	-7.32%

Annual	May-19-Apr-20	May-20-Apr-21	% Change
	83	79	-4.82%

**Fare Compliance**

Monthly	Apr-20	Apr-21	% Change	
	Green Checks	1,402	709	-49.43%
	Yellow Checks	683	116	-83.02%
	Red Checks	21	10	-52.38%
	Total	2,106	835	-60.35%

Six Months	Nov-19-Apr-20	Nov-20-Apr-21	% Change	
	Green Checks	106,879	4,373	-95.91%
	Yellow Checks	34,428	1,336	-96.12%
	Red Checks	24,530	63	-99.74%
	Total	165,837	5,772	-96.52%

Annual	May-19-Apr-20	May-20-Apr-21	% Change	
	Green Checks	360,350	11,797	-96.73%
	Yellow Checks	107,584	4,820	-95.52%
	Red Checks	73,012	164	-99.78%
	Total	540,946	16,781	-96.90%

**Ridership**

Monthly	Apr-20	Apr-21	% Change
	10,035,814	N/A	N/A

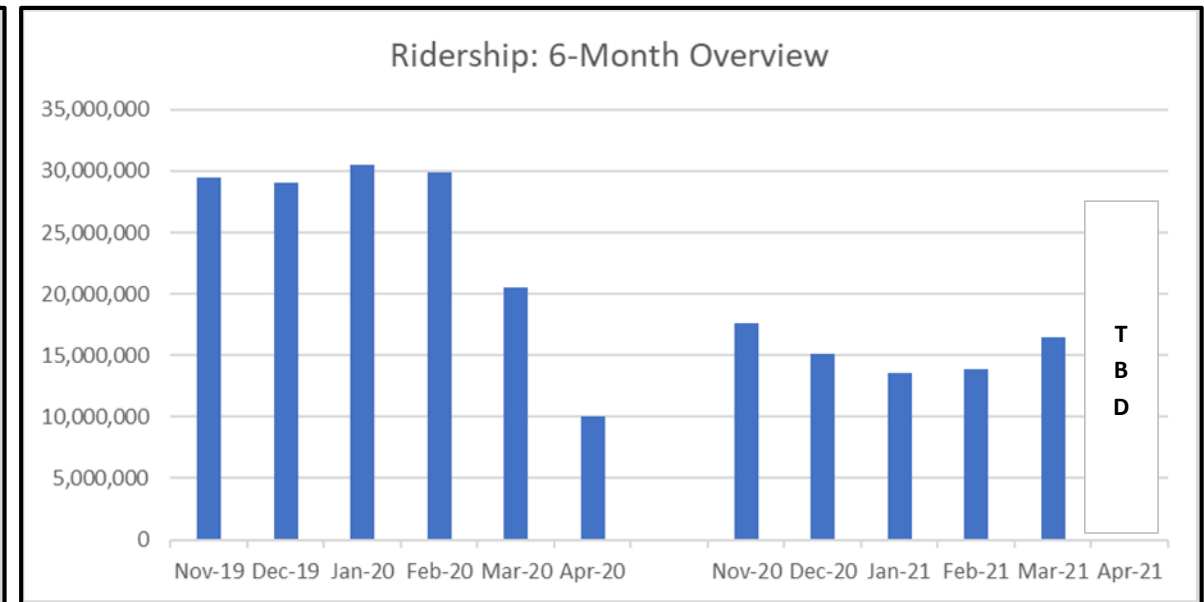
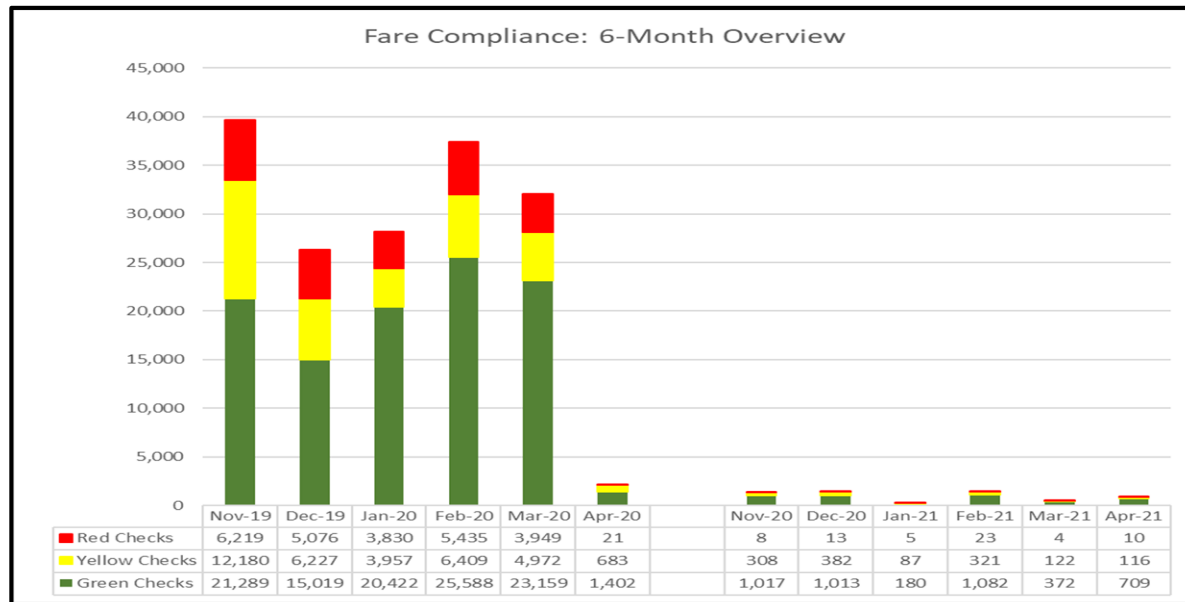
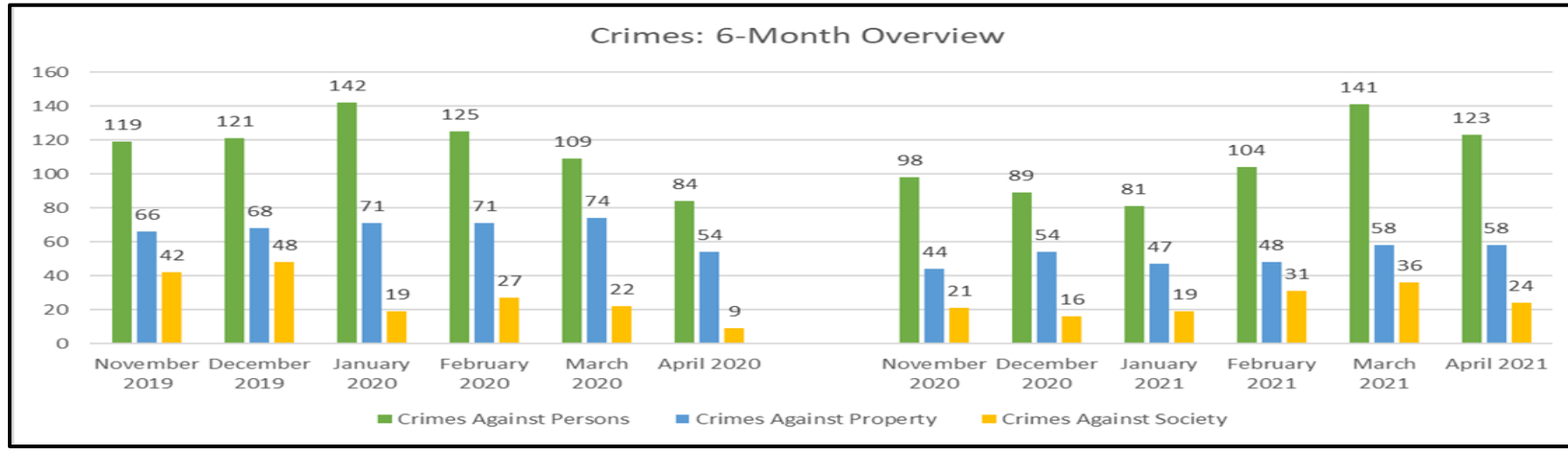
Six Months	Nov-19-Apr-20	Nov-20-Apr-21	% Change
	149,383,372	76,558,352	-48.75%

Annual	May-19-Apr-20	May-20-Apr-21	% Change
	331,885,845	170,108,265	-48.74%

# MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2021

Attachment D





<b>VIOLENT CRIMES</b>	<b>4/01/2021 TO 4/30/2021</b>	<b>3/01/2021 TO 3/31/2021</b>	<b>% Change</b>	<b>3/01/2021 TO 3/31/2021</b>	<b>2/01/2021 TO 2/28/2021</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Homicide	0	0	N/A	0	0	N/A	1	0	N/A	1	0	N/A
Rape	0	1	-100.0%	1	2	-50.0%	4	5	-20.0%	4	4	0.0%
Robbery	17	19	-10.5%	19	13	46.2%	63	74	-14.9%	63	116	-45.7%
Agg Assault	31	29	6.9%	29	19	52.6%	95	71	33.8%	95	98	-3.1%
<b>TOTAL VIOLENT</b>	<b>48</b>	<b>49</b>	<b>-2.0%</b>	<b>49</b>	<b>34</b>	<b>44.1%</b>	<b>163</b>	<b>150</b>	<b>8.7%</b>	<b>163</b>	<b>218</b>	<b>-25.2%</b>
<b>PROPERTY CRIMES</b>	<b>4/01/2021 TO 4/30/2021</b>	<b>3/01/2021 TO 3/31/2021</b>	<b>% Change</b>	<b>3/01/2021 TO 3/31/2021</b>	<b>2/01/2021 TO 2/28/2021</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Burglary	1	0	N/A	0	2	N/A	3	2	50.0%	3	2	50.0%
Larceny	34	25	36.0%	25	19	31.6%	100	181	-44.8%	100	299	-66.6%
Bike Theft	4	4	0.0%	4	1	300.0%	9	21	-57.1%	9	23	-60.9%
Motor Vehicle Theft	2	0	N/A	0	1	-100.0%	4	6	-33.3%	4	11	-63.6%
<b>TOTAL PROPERTY</b>	<b>41</b>	<b>29</b>	<b>41.4%</b>	<b>29</b>	<b>23</b>	<b>26.1%</b>	<b>116</b>	<b>210</b>	<b>-44.8%</b>	<b>116</b>	<b>335</b>	<b>-65.4%</b>
<b>TOTAL PART 1</b>	<b>89</b>	<b>78</b>	<b>14.1%</b>	<b>78</b>	<b>57</b>	<b>36.8%</b>	<b>279</b>	<b>360</b>	<b>-22.5%</b>	<b>279</b>	<b>553</b>	<b>-49.5%</b>

**Los Angeles Police Department - Transit Services Division**  
**Arrestee Information for the Month of April 2021**  
**04/01/2021 - 04/31/2021**

PREMISE	FEMALE			TOTAL FEMALE	MALE					TOTAL MALE	TOTAL ARREST
	BLACK	HISP	WHITE		BLACK	HISP	OTH	WHITE	UNKN		
LA UNION STATION (NOT LINE SPECIFIC)	5	0	2	7	14	4	0	2	0	20	27
BLUE LINE - 7TH & METRO CTR	0	1	0	1	0	0	0	0	0	0	1
BLUE LINE - GRAND/LATTC	0	0	0	0	1	0	0	0	0	1	1
BLUE LINE - PICO	0	0	0	0	1	0	0	0	0	1	1
EXPO LINE - 7TH & METRO CTR	0	0	0	0	0	0	0	1	0	1	1
EXPO LINE - EXPO PARK/USC	0	0	0	0	2	0	0	0	0	2	2
EXPO LINE - EXPO/CRENSHAW	0	0	0	0	1	0	0	0	0	1	1
EXPO LINE - EXPO/VERMONT	0	0	0	0	1	0	0	0	0	1	1
EXPO LINE - EXPO/WESTERN	0	0	0	0	7	1	0	1	0	9	9
EXPO LINE - FARMDALE	0	0	0	0	1	0	0	0	0	1	1
GOLD LINE - HIGHLAND PARK	0	0	0	0	1	1	0	0	0	2	2
ORANGE LINE - ROSCOE	0	0	0	0	1	0	0	0	0	1	1
ORANGE LINE - SEPULVEDA	0	0	0	0	1	0	0	0	0	1	1
ORANGE LINE - WOODMAN	0	0	0	0	0	0	0	0	0	0	0
RED LINE - 7TH & METRO CTR	0	0	0	0	3	0	1	1	1	6	6
RED LINE - CIVIC CTR/GRAND PARK	0	0	0	0	1	0	0	0	0	1	1
RED LINE - HOLLYWOOD/HIGHLAND	1	0	0	1	2	0	0	0	0	2	3
RED LINE - HOLLYWOOD/VINE	0	0	0	0	1	0	2	1	2	6	6
RED LINE - HOLLYWOOD/WESTERN	0	0	0	0	1	3	0	1	0	5	5
RED LINE - NORTH HOLLYWOOD	0	0	0	0	3	0	1	0	1	5	5
RED LINE - PERSHING SQUARE	0	0	0	0	2	1	0	0	0	3	3
RED LINE - UNION STATION	1	0	0	1	2	0	0	0	0	2	3
RED LINE - UNIV CITY/STUDIO CITY	0	0	0	0	2	0	0	0	0	2	2
RED LINE - VERMONT/BEVERLY	0	0	0	0	2	2	0	0	0	4	4
RED LINE - VERMONT/SANTA MONICA	0	0	0	0	2	0	0	0	0	2	2
RED LINE - VERMONT/SUNSET	0	0	0	0	1	0	0	0	0	1	1
RED LINE - WESTLAKE/MACARTHUR PARK	0	0	0	0	3	0	1	0	1	5	5
RED LINE - WILSHIRE/VERMONT	0	0	0	0	1	1	0	0	1	3	3
RED LINE - WILSHIRE/WESTERN	0	0	0	0	1	0	0	0	0	1	1
RED LINE - WILSHIRE/VERMONT	0	0	0	0	0	0	0	0	1	1	1
BUS	4	2	1	7	13	10	0	6	2	31	38
<b>TOTAL</b>	<b>11</b>	<b>3</b>	<b>3</b>	<b>17</b>	<b>71</b>	<b>23</b>	<b>5</b>	<b>13</b>	<b>9</b>	<b>121</b>	<b>138</b>



Los Angeles Sheriffs Department  
Demographic Data for Suspects

April 2021

C Line (Green)

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Robbery	Male	Black	20	Hawthorne	Unhoused
Battery	Male	Black	Unk	Willowbrook	Housed/Unk
Battery	Male	Hispanic	30	Lakewood	Housed/Unk
Battery	Female	Black	20	Mariposa	Housed/Unk
Sex Offenses	Male	Black	Unk	Long Beach	Housed/Unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Burglary	Male	Hispanic	22	Hawthorne	Housed/Unk
Larceny	Male	Black	20	Crenshaw	Housed/Unk
Larceny	Female	Black	Unk	Crenshaw	Housed/Unk
Larceny	Unk	Unk	Unk	Willowbrook	Housed/Unk
Larceny	Male	Hispanic	Unk	Long Beach	Housed/Unk
Arson	Male	Hispanic	22	Crenshaw	Housed/Unk
Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused
Weapons	Male	Hispanic	35	Hawthorne	Housed/Unk
Narcotics	Male	Hispanic	34	Lakewood	Housed/Unk

Los Angeles Sheriffs Department  
Demographic Data for Suspects

April 2021

E Line (Expo)

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Aggravated Assault	Male	Black	18	Culver City	Housed/Unk
Battery	Female	Black	45	D/T Santa Monica	Housed/Unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused

Los Angeles Sheriffs Department  
Demographic Data for Suspects

April 2021

L Line (Gold)

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Robbery	Female	Black	62	Lake	Housed/Unk
Battery	Male	Hispanic	37	Sierra Madre	Housed/Unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Larceny	Unk	Unk	Unk	Memorial Park	Housed/Unk
Larceny	Unk	Unk	Unk	Duarte	Housed/Unk

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused
Narcotics	Male	Hispanic	34	Irwindale	Housed/Unk
Narcotics	Male	Asian	28	Fillmore	Unhoused
Narcotics	Male	Hispanic	32	Indiana	Unhoused
Trespassing	Female	Black	26	APU/Citrus	Housed/Unk

Los Angeles Sheriffs Department  
Demographic Data for Suspects

April 2021

J Line (Silver)

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused

April 2021

Bus Lines

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Robbery	Male	Hispanic	21	Firestone/San Juan, Downey	Housed/Unk
Aggravated Assault	Male	Hispanic	Unk	Pioneer/Rosecrans, Norwalk	Housed/Unk
Aggravated Assault	Female	Black	25	1920 1/2 Acacia, Compton	Housed/Unk
Aggravated Assault	Male	Black	55	Wilshire/6th, Santa Monica	Housed/Unk
Aggravated Assault	Male	Black	Unk	275 Willowbrook, Compton	Housed/Unk
Battery	Unk	Unk	Unk	Imperial/Mona, Los Angeles	Housed/Unk
Battery	Female	White	52	El Monte Terminal	Unhoused
Battery	Female	White	61	El Monte Terminal	Unhoused
Battery	Male	White	20	Central/Lomita, Glendale	Housed/Unk
Battery	Male	White	59	La Cienega/Robertson, Beverly Hills	Housed/Unk
Battery	Male	Hispanic	31	320 Manchester, Los Angeles	Housed/Unk
Battery	Male	Hispanic	31	320 Manchester, Los Angeles	Housed/Unk
Battery on Op	Female	Black	28	El Monte Terminal	Unhoused
Sex Offenses	Male	Black	28	Beach/La Palma, Buena Park	Housed/Unk
Sex Offenses	Male	White	35	1920 1/2 Acacia, Compton	Housed/Unk
Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Larceny	Unk	Unk	Unk	El Monte Terminal	Housed/Unk
Larceny	Unk	Unk	Unk	11508 Long Beach, Lynwood	Housed/Unk
Larceny	Unk	Unk	Unk	11508 Long Beach, Lynwood	Housed/Unk
Larceny	Unk	Unk	Unk	11508 Long Beach, Lynwood	Housed/Unk
Larceny	Unk	Unk	Unk	Fair Oaks/Woodbury, Altadena	Housed/Unk
Bike Theft	Unk	Unk	Unk	12901 Hoxie Av, Norwalk	Housed/Unk
Bike Theft	Male	Hispanic	20	Atlantic/Southern, South Gate	Housed/Unk
Motor Vehicle Theft	Unk	Unk	Unk	12901 Hoxie Av, Norwalk	Housed/Unk
Vandalism	Female	Black	40	2nd/Santa Monica, Santa Monica	Housed/Unk
Vandalism	Male	Hispanic	40	Mariposa/Santa Rosa, Altadena	Unhoused
Vandalism	Unk	Unk	Unk	Century/Village, Inglewood	Housed/Unk
Vandalism	Unk	Unk	Unk	Atlantic/Randolph, Maywood	Housed/Unk
Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused
Weapons	Male	Hispanic	31	Long Beach/Kansas, South Gate	Unhoused
Weapons	Male	Black	32	El Monte Terminal	Unhoused
Narcotics	Male	Hispanic	31	El Monte Terminal	Housed/Unk
Narcotics	Male	Hispanic	42	El Monte Terminal	Unhoused
Narcotics	Male	Hispanic	30	El Monte Terminal	Unhoused
Narcotics	Male	Hispanic	41	El Monte Terminal	Unhoused
Narcotics	Male	Hispanic	28	Atlantic/Patata, South Gate	Unhoused
Narcotics	Female	Hispanic	32	Atlantic/Tenaya, South Gate	Unhoused
Narcotics	Male	Hispanic	25	Cerritos/Gladstone, Azusa	Housed/Unk
Narcotics	Male	Asian	50	El Monte Terminal	Unhoused
Narcotics	Male	White	57	1060 Eastern, Los Angeles	Unhoused
Narcotics	Male	Hispanic	29	El Monte Terminal	Housed/Unk
Narcotics	Female	Hispanic	36	California/Pomona, Monrovia	Unhoused



Long Beach Police Department  
Demographic Data for Suspects

April 2021

A Line (Blue)

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Death Threat	M	Hispanic	31	1st Street	No
Robbery	M	Black	20-25	Anaheim	Unk
Robbery	M	Black	20-25	Anaheim	Unk
Robbery	M	Black	20-25	Anaheim	Unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused
Under Influence Controlled Substance	M	White	31	Downtown Long Beach	No

# Monthly Update on Transit Safety & Security Performance

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OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

MAY 20, 2021



# April 2021 Crime Stats

<b>VIOLENT CRIMES</b>	<b>Apr 2021</b>	<b>Mar 2021</b>	<b>% Change</b>	<b>Mar 2021</b>	<b>Feb 2021</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Homicide	0	0	N/A	0	0	N/A	1	0	N/A	1	0	N/A
Rape	0	1	-100.0%	1	2	-50.0%	4	5	-20.0%	4	4	0.0%
Robbery	17	19	-10.5%	19	13	46.2%	63	74	-14.9%	63	116	-45.7%
Agg Assault	31	29	6.9%	29	19	52.6%	95	71	33.8%	95	98	-3.1%
<b>TOTAL VIOLENT</b>	<b>48</b>	<b>49</b>	<b>-2.0%</b>	<b>49</b>	<b>34</b>	<b>44.1%</b>	<b>163</b>	<b>150</b>	<b>8.7%</b>	<b>163</b>	<b>218</b>	<b>-25.2%</b>

<b>PROPERTY CRIMES</b>	<b>Apr 2021</b>	<b>Mar 2021</b>	<b>% Change</b>	<b>Mar 2021</b>	<b>Feb 2021</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2020</b>	<b>% Change</b>	<b>YTD 2021</b>	<b>YTD 2019</b>	<b>% Change</b>
Burglary	1	0	N/A	0	2	N/A	3	2	50.0%	3	2	50.0%
Larceny	34	25	36.0%	25	19	31.6%	100	181	-44.8%	100	299	-66.6%
Bike Theft	4	4	0.0%	4	1	300.0%	9	21	-57.1%	9	23	-60.9%
Motor Vehicle Theft	2	0	N/A	0	1	-100.0%	4	6	-33.3%	4	11	-63.6%
<b>TOTAL PROPERTY</b>	<b>41</b>	<b>29</b>	<b>41.4%</b>	<b>29</b>	<b>23</b>	<b>26.1%</b>	<b>116</b>	<b>210</b>	<b>-44.8%</b>	<b>116</b>	<b>335</b>	<b>-65.4%</b>
<b>TOTAL PART 1</b>	<b>89</b>	<b>78</b>	<b>14.1%</b>	<b>78</b>	<b>57</b>	<b>36.8%</b>	<b>279</b>	<b>360</b>	<b>-22.5%</b>	<b>279</b>	<b>553</b>	<b>-49.5%</b>

# Public Safety Advisory Committee (PSAC) Update

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- Member Ground Rules
- Decision Making Models
  - PSAC membership agreed & approved on using a hybrid model that incorporates both *consensus* and a *majority rule* decision making model. Metro staff will take PSAC membership recommendations into account and will exercise a final executive decision model.
- Charter & By-Laws
- Work Plan Priorities
- Ad-Hoc Subcommittees

## sample ground rules

1. one mic, one speaker
2. recognize impact
3. move up, move back
4. challenge with care
5. be present
6. be mindful of time
7. promote transparency

**any others?**

# PSAC Member Check-In Survey Responses

**Question:** Was this meeting informative? What is working? What can be improved?

"Let's get to the real issues."

"I liked the introductions on the last meeting. It was good to know what people's feelings about being on this committee."

"Not sure if I am hearing from all PSAC members, some folks take more space than others, but I am hoping this will change once we get in the subcommittees."

**Question:** Are you satisfied with the progress that the PSAC has made to date? What is working? What can be improved?

"We have focused on sharing from the perspective of the committee and the community. Both are equally important, and I think it is important to incorporate this type of dialogue into the framework, so engagement and transparency is encouraged."

"With the amount of meetings and 90 minutes not being enough time we must find ways to be detailed and move in a pace that can actually assist our communities."

**Question:** Have communications from the facilitation and Metro teams been useful and accessible? What is working? What can be improved?

"I appreciate the correspondence from Metro teams. They are timely and clear."

"It's working very well everyone seem to be able to voice their opinions."

"Too many emails with too much information that feels disconnected from what PSAC seeks to do."

# Homeless Outreach and Services

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- During the period of March 1, 2021, through June 30, 2021, the Board approved the use of \$1.5M to enhance homeless outreach teams and related mental health, addiction, nursing, and shelter services by adding five (5) additional generalist outreach workers, one (1) additional supervisor and up to eighty (80) interim housing beds throughout Los Angeles County.
- The additional services assisted Metro with expanding outreach services to two (2) Metro stations in the evening.
- The shelter site being used is *Home At Last* located in south Los Angeles. The pilot program is proving to be successful as all of the eighty (80) shelter beds were filled within one month.
- SSLE leadership and the Department of Health Services are in current discussions with how to proceed at the end of the pilot program.