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Agenda - Final

Thursday, June 17, 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*

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

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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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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)*

x6 *日本語 (Japanese)*

x7 *русский (Russian)*

x8 *Հայերէն (Armenian)*

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

Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on June 17, 2021; you may join the call 5 minutes prior to the start of the meeting.

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

Public comment 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 17 de Junio de 2021. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

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

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

Written Public Comment Instruction:

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

Please include the Item # in your comment.

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Item: 20, 21, 22, and 23.

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

CONSENT CALENDAR

- 20. SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS** [2021-0108](#)

RECOMMENDATION

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside Central Service Councils

Attachments: [Attachment A - Listing of Qualifications 6-2021](#)
[Attachment B - Nomination Letters 6-2021](#)

- 21. SUBJECT: HERBICIDE APPLICATION SERVICES** [2021-0274](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788370008370, to Conejo Crest Landscape Inc., dba Conejo Crest Landscape Management, the lowest responsive and responsible bidder, to provide weed abatement using herbicide application services. The contract not-to-exceed amount is \$639,701 for the three-year base, and \$459,975 for the one, two-year option, for a combined not-to-exceed amount of \$1,099,676, effective December 1, 2021, subject to resolution of protests(s), if any.

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

- 22. SUBJECT: FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION SERVICES** [2021-0275](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP72918000 to Link-Nilsen Corp, to provide Fire-Life Safety systems testing, repair and certification services. The contract not-to-exceed amount is \$3,911,744 for the three-year base period, and \$1,990,280 for the

one, two-year option, for a combined not-to-exceed amount of \$5,902,024, effective September 16, 2021.

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

23. SUBJECT: UNLEADED FUEL [2021-0292](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 36 month, Indefinite Delivery/Indefinite Quantity Contract No. FY75015000 for unleaded fuel to Mansfield Oil Company of Gainesville, Inc., the lowest responsive and responsible bidder, for a two year base, inclusive of sales tax, for a not-to-exceed amount of \$6,128,473, and one one-year option for a not-to-exceed amount of \$3,083,094, for a total not-to-exceed contract amount of \$9,211,567, subject to resolution of protest(s), if any.

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

NON-CONSENT

24. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH [2021-0179](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

25. SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE [2021-0180](#)

RECOMMENDATION

RECEIVE oral report on COVID-19 Transit Update.

Attachments: [Presentation](#)

26. SUBJECT: JUNE 2021 SERVICE CHANGE [2021-0290](#)

RECOMMENDATION

RECEIVE AND FILE status report on June 2021 service change.

Attachments: [Attachment A - June 2021 List of Service Changes Report](#)
 [Attachment B - NextGen Frequency Table](#)
 [Presentation](#)

27. SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES

[2021-0276](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 10 to Contract No. OP710100003367 with Mitsubishi Electric USA, Inc. (MEUS), to continue performing comprehensive preventative maintenance, inspections and repairs of elevators and escalators along with their associated systems and equipment. Modification No. 10 is to exercise the one, two-year option in the amount of \$32,592,290, increasing the total contract value from \$76,732,083.65 to \$109,324,373.65 and extending the period of performance from November 1, 2021 to October 31, 2023.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification Change Order](#)
 [Attachment C - DEOD Summary](#)
 [Presentation](#)

28. SUBJECT: INFRASTRUCTURE PROTECTION SERVICES

[2021-0357](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 8 to Contract No. PS560810024798 with RMI International, Inc. (RMI) to continue providing existing infrastructure protection services, increase the not-to-exceed contract value by \$15,000,000 from \$105,453,758 to \$120,453,758, and extend the period of performance from October 1, 2021 to March 31, 2022.

Attachments: [Attachment A - Procurement Summary](#)
 [Attachment B - Contract Modification/Change Order Log](#)
 [Attachment C - DEOD Summary](#)

29. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

[2021-0360](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

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

SUBJECT: GENERAL PUBLIC COMMENT

[2021-0386](#)

RECEIVE General Public Comment

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

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

Adjournment



Board Report

File #: 2021-0108, **File Type:** Appointment

Agenda Number: 20.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

SUBJECT: MEMBERSHIP ON METRO'S REGIONAL SERVICE COUNCILS

ACTION: APPROVE NOMINATIONS

RECOMMENDATION

APPROVE nominees for membership on Metro's Gateway Cities, San Fernando Valley, San Gabriel Valley, South Bay Cities and Westside Central Service Councils.

ISSUE

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

BACKGROUND

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

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

DISCUSSION

The individuals listed below have been nominated to serve by the Councils' appointing authorities for the three-year term of July 1, 2021 through June 30, 2024. If approved by the Board, these

appointments will serve a three-year term. A brief listing of qualifications for the new nominees and the nomination letters from the nominating authorities are provided in Attachments A and B.

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

Gateway Cities

- A. Danny Hom, Gateway Cities Service Council, Re-Appointment
Nominated by: Gateway Cities Council of Governments
- B. Wally Shidler, Gateway Cities Service Council, Re-Appointment
Nominated by: Gateway Cities Council of Governments
- C. Justin D. Lawson, Gateway Cities Service Council, New Appointment
Nominated by: Gateway Cities Council of Governments

Should these nominees be appointed, the Gateway Cities (GWC) Service Council membership will compare to the region and the region's ridership as follows:

Region Demographics	Hispanic	White	Asian	Black	Native Amer	Other
GWC Council Region	65.5%	14.9%	9.1%	8.0%	0.2%	2.2%
GWC Region Ridership	66%	6%	3%%	21%	0%	4%
GWC Membership/No.	44.4% / 4	44.4% / 4	11% / 1	0% / 0	0% / 0	0% / 0

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

Gender	GWC Membership/No.	Los Angeles County
Male	77.7% / 7	49.7%
Female	22.2% / 2	50.3%

San Fernando Valley

- D. Leslie Aguirre, San Fernando Valley Service Council, Re-Appointment
Nominated by: Los Angeles Mayor Eric Garcetti
- E. David Perry, San Fernando Valley Service Council, Re-Appointment
Nominated by: Los Angeles County Fifth District Supervisor Kathryn Barger
- F. Jess Talamantes, San Fernando Valley Service Council, Re-Appointment
Nominated by: City of Burbank

Should these nominees be appointed, the San Fernando Valley (SFV) Service Council membership

will compare to the region and the region's ridership as follows:

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

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

Gender	SFV Membership/No.*	Los Angeles County
Male	55.5% / 5	49.7%
Female	44.4% / 4	50.3%

San Gabriel Valley

- G. Roger Chandler, San Gabriel Valley Service Council, Re-Appointment
Nominated by: The City of Arcadia
- H. David Diaz, San Gabriel Valley Service Council, Re-Appointment
Nominated by: Los Angeles County First District Supervisor Hilda Solis
- I. Ben Wong, San Gabriel Valley Service Council, Re-Appointment
Nominated by: San Gabriel Valley Council of Governments

Should these nominees be appointed, the San Gabriel Valley (SGV) Service Council membership will compare to the region and the region's ridership as follows:

Race	Hispanic	White	Asian	Black	Native Amer	Other
SGV Council Region	49.90%	17.40%	27.2%	3.2%	0.2%	2.1%
SGV Region Ridership	67%	8%	13%	8%	1%	4%
SGV Membership/ No.	33% / 3	44% / 4	22% / 2	0% / 0	0% / 0	0% / 0

The gender makeup of the SGV Council will be as follows:

Gender	SGV Membership/No.	Los Angeles County
Male	88.8% / 8	49.7%
Female	22.2% / 1	50.3%

South Bay Cities

- J. Rochelle Mackabee, South Bay Service Council, Re-Appointment
Nominated by: South Bay Council of Governments

- K. Donald Szerlip, South Bay Service Council, Re-Appointment
Nominated by: South Bay Council of Governments
- L. Richard Montgomery, South Bay Valley Service Council, New Appointment
Nominated by: South Bay Council of Governments

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

Region Demographics	Hispanic	White	Asian	Black	Native Amer	Other
SBC Region	44.6%	21.6%	13%	17%	0.2%	3.7%
SBC Region Ridership	64%	5%	6%	22%	1%	3.7%
SBC Membership/No.	33% / 3	11% / 1	22% / 2	22% / 2	0% / 0	11% / 1

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

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

Westside Central

- M. Martha Eros, Westside Central Service Council, Re-Appointment
Nominated by: Westside Central Council of Governments
- N. Elizabeth Medrano, Westside Central Service Council, New Appointment
Nominated by: Los Angeles County Second District Supervisor Holly Mitchell

Should these nominees be appointed, the Westside Central Cities (WSC) Service Council membership will compare to the region and the region's ridership as follows:

% Region Total	Hispanic	White	Asian	Black	Native Amer	Other
WSC Council Region	42.8%	31.1%	13.3%	9.3%	0.2%	3.3%
WSC Region Ridership	66%	7%	7%	16%	1%	4%
WSC Membership/No.	37.5% / 3	12.5% / 1	12.5% / 1	37.5% / 3	0% / 0	0% / 0

The gender makeup of the Westside Central Cities Service Council will be as follows:

Gender	WSC Membership/No.	Los Angeles County
Male	62.5% / 5	49.7%
Female	37.5% / 3	50.3%

A member of the Westside Central Service Council resigned effective May 12, 2021, which created one (1) vacancy on this Council. The appointing authority is currently recruiting potential replacement candidates and will submit their nomination for approval in the near future.

DETERMINATION OF SAFETY IMPACT

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

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

NEXT STEPS

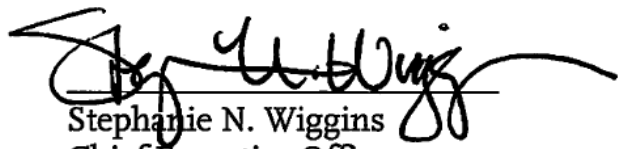
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective, and share that information with the Service Councils for use in their work to plan and to implement and improve bus service in their areas and the customer experience using our bus service.

ATTACHMENTS

Attachment A - Nominees Listing of Qualifications
Attachment B - Nomination Letters

Prepared by: Conan Cheung, Sr. Executive Officer, Service Development, Scheduling
and Analysis, (213) 418-3034
Dolores Ramos, Transportation Planning Manager, Regional Service Councils, (213)
598-9715

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



Stephanie N. Wiggins
Chief Executive Officer

NEW APPOINTEES BIOGRAPHIES AND QUALIFICATIONS

Justin D. Lawson, Nominee for Gateway Cities Service Council



Justin D. Lawson is currently employed as a Management Assistant with the City of Los Angeles where he performs budgetary analysis of capital projects within the Cultural and Recreational Facilities Program. Prior to joining the City of Los Angeles, Mr. Lawson has held positions as a Transportation Associate with Metro's Diversity and Economic Opportunity Department, as Associated Students Special Projects Coordinator with California State University Fullerton, and as Associate Director for the Executive Office of the Mayor of the District of Columbia.

Mr. Lawson holds a BA in Political Science from California State University Long Beach, and a Master of Public Administration from the University of Southern California's Sol Price School of Public Policy. Mr. Lawson resides in the Wrigley neighborhood of Long Beach with his partner Austin and their French Bulldog Mochi.

Richard Montgomery, Nominee for South Bay Cities Service Council



Richard P. Montgomery is a City of Manhattan Beach Council Member. Councilmember Montgomery has served as President of the Independent Cities Association (2011-2012, 2018-2019), is a Director of the Sanitation Districts 5 and 7 in Los Angeles County, and is Chair of the Small Craft Harbor Commissioner in Marina Del Rey at the appointment of LA County Supervisor Janice Hahn. He has been on the Beach Cities Toy Drive Board & Manhattan Beach Fireworks Association Board since 2005. Mr. Montgomery was re-elected to the National League of Cities (NLC) Board of Directors in 2019 for a two-year term, which includes a seat on the League of CA Cities Board. Mr.

Montgomery is a board member of the Institute for Local Government (ILG) in the State of California. Finally, Mr. Montgomery is also the 2nd Vice President of the Los Angeles World Airports Community Noise Roundtable.

As of March 2017, Mr. Montgomery is a partner at Riley Media where he guides real estate acquisitions and provides government relations support with local government agencies and elected officials throughout Southern California. Prior to joining Riley Media, Mr. Montgomery was the Real Estate/Government Affairs Manager with Richmond Consulting, a national "outdoor" advertising company in Los Angeles. Montgomery is also a former police officer and resides in Manhattan Beach with his wife Diane.

Elizabeth Medrano, Nominee for Westside Central Cities Service Council





Elizabeth Medrano is a life-long bus rider who became active in the Bus Riders Union as a teenager as a direct result of her rider experience and desire to improve the system for all. She is a consultant, English/Spanish translator, interpreter, transit-dependent mom, and Second District resident. She currently consults for Women Organizing Resources Knowledge and Services (WORKS) around housing rights and community empowerment.

Elizabeth has a long track record of involvement in social and environmental justice work beginning in the mid-1990's; from engaging low-income immigrants, and other communities of color, to address issues such as public transportation, the environment, to working with farmworker women to improve conditions in the fields and advocating for health care coverage and grassroots organizing efforts toward access to food and nutrition in Los Angeles' schools which resulted in several landmark policies.

APPOINTING AUTHORITY NOMINATION LETTERS

Gateway Cities Service Council

SOUTHEAST LOS ANGELES COUNTY	
Artesia	 <p>GATEWAY CITIES COUNCIL OF GOVERNMENTS</p> <p>April 9, 2021</p> <p>Mr. Phillip A. Washington, CEO Los Angeles County Metropolitan Transportation Authority One Gateway Plaza Los Angeles, CA 90012</p> <p>Dear Mr. Washington:</p> <p>Nominees for the Metro Gateway Cities Service Council</p> <p>Acting in its capacity as the convening coalition of the Metro Gateway Cities Service Council, the Executive Committee of the Board of Directors of the Gateway Cities Council of Governments has nominated three community members to fill 3 seats expiring on June 30, 2021.</p> <p>At its regularly scheduled meeting of April 7, 2021, the Gateway Cities Council of Governments Board of Directors nominated Wally Shidler, a current member of the Council, Danny Horn, also a current member of the Council, and Justin Lawson, a community member in the City of Long Beach, to fill the seats expiring June 30, 2021. A copy of the nominee's applications is enclosed.</p> <p>We would appreciate your assistance in agendaizing the nominations for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.</p> <p>Sincerely,</p> <p></p> <p>Nancy Pfeffer Executive Director</p> <p>Enclosure</p> <p>Cc: Ms. Dolores Ramos, Sr. Administrative Analyst, Regional Service Councils</p>
Avalon	
Bell	
Bellflower	
Bell Gardens	
Cerritos	
Commerce	
Compton	
Cudahy	
Danbury	
Hawaiian Gardens	
Huntington Park	
Industry	
La Habra Heights	
La Mirada	
Lakewood	
Long Beach	
Lynwood	
Maywood	
Monterey Park	
Norwalk	
Paramount	
Pico Rivera	
Santa Fe Springs	
Signal Hill	
South Gate	
Vernon	
Whittier	
County of Los Angeles	
Port of Long Beach	

San Fernando Valley Service Council

CITY OF BURBANK
OFFICE OF THE CITY MANAGER

February 5, 2021

Dolores Ramos
LA Metro
Chief Administrative Analyst
Regional Service Councils
One Gateway Plaza
Los Angeles, CA 90012-2952

Re: Nomination of Burbank Vice Mayor Jess A. Talamantes to the Metro San Fernando Valley Service Council for the term of July 1, 2021-June 30, 2024

Dear Ms. Ramos:

As you know, the term of one of the two San Fernando Valley Service Council seats representing the East Cluster cities of Burbank, Glendale, and San Fernando expires in June of this year. In order to maintain full representation to this important oversight group, I respectfully request that Burbank Vice Mayor Jess A. Talamantes be re-nominated to serve as a member of the Service Council to represent transit riders in the three cities.

This nomination has been discussed with officials from the Cities of Glendale and San Fernando, who agree that Vice Mayor Talamantes is the appropriate person to once again serve on the Service Council.

Thank you for considering our requested nomination. Should you require any further information, please feel free to contact David Kriske in our Community Development Department at 818.238.5269 or via email at dkriske@burbankca.gov.

Sincerely,



Justin Hess
City Manager
City of Burbank

CC: Roubik Golanian, Interim City Manager - City of Glendale
Nick Kimball, City Manager - City of San Fernando

275 E. Olive Avenue • P.O. Box 6459 • Burbank, California 91510-6459 • (818) 238-5800 • FAX (818) 238-5804



ERIC GARCETTI
MAYOR

April 23, 2021

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

Ms. Ramos,

I hereby submit the nomination of Ms. Leslie Aguirre to be reappointed as a representative on the San Fernando Valley Service Council, for term ending on June 30, 2024.

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

Please let me know if you need any additional information.

Sincerely,

ERIC GARCETTI
Mayor

EG:cl



BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

869 KENNETH HAHN HALL OF ADMINISTRATION / LOS ANGELES, CALIFORNIA 90012
Tel: 213-974-5555 Fax: 213-974-1010

KATHRYN BARGER
SUPERVISOR, FIFTH DISTRICT

April 22, 2021

Ms. Dolores Ramos
Chief Administrative Analyst
Regional Service Councils
1 Gateway Plaza, MS 99-7-2
Los Angeles, CA 90012

RE: Reappointment of David Perry to the San Fernando Valley Service Council

Dear Ms. Ramos:

This letter serves as my recommendation to reappoint David Perry as my representative to the Los Angeles County Metro San Fernando Valley Service Council.

David resides in the San Fernando Valley and has served as my transportation policy deputy since 2016. In his capacity as my policy deputy, David has gained extensive knowledge and experience in the area of transportation and related issues affecting the San Fernando Valley and the region. He will continue to serve the San Fernando Valley well.

Sincerely,

KATHRYN BARGER
Supervisor, Fifth District

KB:dps

ANTELOPE VALLEY
42455 10th Street West, Suite 104
Lancaster, CA 93534
(661) 726-3600

EAST SAN GABRIEL VALLEY
615 East Foothill Boulevard, Suite A
San Dimas, CA 91773
(909) 394-2264

SAN FERNANDO VALLEY
21943 Plummer Street
Chatsworth, CA 91311
(818) 993-5170

SAN GABRIEL VALLEY
215 N. Marengo Avenue, Suite 120
Pasadena, CA 91101
(626) 356-5407

SANTA CLARITA VALLEY
27441 Tourney Road, Suite 180
Santa Clarita, CA 91355
(661) 287-3657

San Gabriel Valley Service Council



BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

856 KENNETH HAHN HALL OF ADMINISTRATION / LOS ANGELES, CALIFORNIA 90012
Telephone (213) 974-4111 / FAX (213) 613-1739

HILDA L. SOLIS

CHAIR, BOARD OF SUPERVISORS
SUPERVISOR, FIRST DISTRICT

January 25, 2021

Dolores Ramos, Administrator
Regional Service Councils
1 Gateway Plaza
Los Angeles, CA 90012

Re: Annual Appointments to Metro San Gabriel Valley Service Council

Dear Ms. Ramos,

As the Supervisor for the First District of Los Angeles County, I would like to nominate Mr. David Diaz to the Metro San Gabriel Valley Service Council to serve as the First District's representative from July 1, 2021 through June 30, 2024. You may contact him directly to request all necessary documentation.

David Diaz
david@activesgv.org

Given his extensive experience in transportation, Mr. Diaz can offer informed insight as part of the Service Council. I have full confidence in his ability to represent the First District of Los Angeles County. Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Hilda L. Solis".

HILDA L. SOLIS
Supervisor, First District
Chair, Board of Supervisors



City of Arcadia

Dominic Lazzaretto
City Manager

April 14, 2021

Ms. Dolores Ramos
LA Metro
Chief Administrative Analyst
Regional Service Councils
1 Gateway Plaza, MS 99-7-2
Los Angeles, Ca 90012-2952

Dear Ms. Ramos,

I am in receipt of your letter dated January 21, 2021 regarding the annual appointment to the Metro San Gabriel Valley Service Council. I would like to formally resubmit Arcadia Mayor Roger Chandler as our nominee to serve during the July 1, 2021 – June 30, 2024 term.

The City of Arcadia appreciates the work that the Metro Councils perform in determining routes and schedules for commutes throughout the San Gabriel Valley and beyond.

Cordially,

Dominic Lazzaretto
City Manager

cc: Brian Cook, City Manager, City of Temple City
Alma Martinez, City Manager, City of El Monte

240 West Huntington Drive
Post Office Box 60021
Arcadia, CA 91066-6021
(626) 574-5401
(626) 446-5729 Fax
domlazz@ArcadiaCA.gov
www.ArcadiaCA.gov



April 16, 2021

OFFICERS

President
Margaret Clark

1st Vice President
Becky Shevlin

2nd Vice President
Tim Hepburn

3rd Vice President
Ed Reece

Ms. Dolores Ramos
Metro Service Councils
1 Gateway Plaza, MS 99-7-1
Los Angeles, CA 90012

RE: Metro's San Gabriel Valley Service Council Representative

MEMBERS

Alhambra

Arcadia

Azusa

Baldwin Park

Bradbury

Claremont

Covina

Diamond Bar

Duarte

El Monte

Glendora

Industry

Irwindale

La Cañada Flintridge

La Puente

La Verne

Monrovia

Montebello

Monterey Park

Pasadena

Pomona

Rosemead

San Dimas

San Gabriel

San Marino

Sierra Madre

South El Monte

South Pasadena

Temple City

Walnut

West Covina

First District, LA County

Unincorporated Communities

Fourth District, LA County

Unincorporated Communities

Fifth District, LA County

Unincorporated Communities

SGV Water Districts

Dear Ms. Ramos:

At their April 15, 2021 meeting, the San Gabriel Valley Council of Governments' Governing Board appointed Ben Wong to serve on the San Gabriel Valley Metro Service Council. The effective term will be July 1, 2021 – June 30, 2024. Should you have any questions, please feel free to contact me at (626) 457-1800.

Sincerely,

Marisa Creter
Executive Director
San Gabriel Valley Council of Governments

cc: Ben Wong

San Gabriel Valley Council of Governments
1000 South Fremont Avenue, Unit #42 ♦ Alhambra, California 91803

South Bay Cities Service Council



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

May 27, 2021

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

Dear Ms. Ramos:

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

At their May 27, 2021 Board of Directors meeting, the SBCCOG Board approved the following nominees:

- Don Szerlip (incumbent)
- Rochelle Mackabee (incumbent)
- Hon. Richard Montgomery (new appointee) – Manhattan Beach Councilman who can be reached at RMontgomery@citymb.info

These candidates are nominated to serve three-year terms to commence on July 1, 2021 through June 30, 2024.

We respectfully request that the Metro Board appoint these nominees at the June 24, 2021 Metro Board meeting so that they can be seated in July 2021.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "Olivia Valentine".

Olivia Valentine, Chair
South Bay Cities Council of Governments

LOCAL GOVERNMENTS IN ACTION

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

Westside Central Service Council



Date: April 8, 2021

To: Dolores Ramos, Chief Administrative Analyst, Metro

From: Cecilia Estolano, WSCCOG Executive Director
Winnie Fong, WSCCOG Project Director

CC: Martha Eros, Transportation Planner, City of Beverly Hills

Subject: Westside Cities COG Nomination to the Metro Westside/Central Service Council

On April 8, 2021, the Westside Cities Council of Governments (WSCCOG) Board voted unanimously to appoint Martha Eros, Transportation Planner (City of Beverly Hills) to continue serving as the WSCCOG representative to the Metro Westside/Central Service Council for a three-year term beginning July 1, 2021 through June 30, 2024. Attached is her letter of interest.

Please accept the WSCCOG's nomination on behalf of the WSCCOG Board. Should you have any questions regarding this matter, please contact the WSCCOG Project Director Winnie Fong at winnie@estolanoadvisors.com or at (213) 612-4545.



BOARD OF SUPERVISORS COUNTY OF LOS ANGELES

866 KENNETH HAHN HALL OF ADMINISTRATION, LOS ANGELES, CA 90012
PHONE: 213-974-2222 | FAX: 213-680-3283

HOLLY J. MITCHELL
SUPERVISOR, SECOND DISTRICT

May 20, 2021

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

Dear Ms. Ramos:

This letter serves as the recommendation to appoint Ms. Elizabeth Medrano to serve as the Second District representative on the Westside Central Service Council for the term of July 1, 2021 - June 30, 2024.

I am confident that Ms. Medrano's knowledge and experience in the fields of transportation and urban planning will serve the Westside Central Service Council well. Elizabeth Medrano is a life-long bus rider, who became active in the Bus Riders Union as a teenager as a direct result of her rider experience and desire to improve the system for all. Today, she is a consultant, English/Spanish translator, interpreter, and transit-dependent mom. She currently consults for Women Organizing Resources Knowledge and Services (WORKS) around housing rights and community empowerment.

Further, Elizabeth has a long track record of involvement in relevant social and environmental justice work beginning in the mid-1990's. From engaging low-income immigrants and other communities of color to address issues such as public transportation and the environment, to working with farmworker women to improve conditions in the fields and advocating for health care coverage, to organizing grassroots efforts for access to nutritional food in Los Angeles' schools which resulted in several landmark policies, she is undoubtedly a strong leader and a perfect fit for this role.

Please let me know if you need any additional information. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink that reads "H. Mitchell".

Holly J. Mitchell
Supervisor, Second District

(LO)

LENNOX FIELD OFFICE
4343 LENNOX BLVD.
LENNOX, CA 90304



Board Report

File #: 2021-0274, **File Type:** Contract

Agenda Number: 21.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

SUBJECT: HERBICIDE APPLICATION SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1788370008370, to Conejo Crest Landscape Inc., dba Conejo Crest Landscape Management, the lowest responsive and responsible bidder, to provide weed abatement using herbicide application services. The contract not-to-exceed amount is \$639,701 for the three-year base, and \$459,975 for the one, two-year option, for a combined not-to-exceed amount of \$1,099,676, effective December 1, 2021, subject to resolution of protests(s), if any.

ISSUE

The existing contract for weed abatement using herbicide application services expires November 30, 2021.

To ensure service continuity, safe operations within Metro Rights-of-Ways (ROWs) and facilities, and compliance with State and Local codes and requirements, a new herbicide application services contract award is required effective December 1, 2021.

BACKGROUND

On January 15, 2015, Metro Board of Directors awarded a five-year, firm fixed unit rate Contract No. OP33673325 to Conejo Crest Landscape Management, to provide weed abatement using herbicide application services system-wide.

Under the existing contract, herbicide application services are performed throughout approximately 195 miles of active and inactive Metro owned ROWs. In February 2016 and thereafter, herbicide application services were expanded to include the additional service areas of Metro Bus Operating Division 13, Metro Foothill Extension and Expo Line Phase II.

DISCUSSION

Conejo Crest Landscape Management, Metro's incumbent contractor, has been providing

satisfactory services. Under this new contract, the contractor is required to provide system-wide weed abatement using herbicide application services.

Regular herbicide application services are essential for Metro facilities and ROWs to ensure compliance with State and local codes and requirements, reduce the threat of fires, maintain proper visibility of signals for safe transit operations, prevent wheel slippage, and allow for proper inspection and maintenance with safe and reliable operations.

The Diversity and Economic Opportunity Department (DEOD) established a 7% goal, inclusive of a 4% SBE goal and a 3% DVBE goal. Conejo Crest Landscape Management made a 4% SBE and a 3% DVBE commitment.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the continuity of safe and timely services, compliance with State and local municipal codes and ordinances, and to meet Metro maintenance standards while providing a proactive approach for service delivery.

FINANCIAL IMPACT

Given Board approval of the FY22 budget funding of \$245,000 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current source of funds for this action are enterprise operating funds including fares and sales tax. Allocation of these funds to this effort maximizes fund use 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 herbicide application services will ensure providing safe, clean, and reliable operations while enhancing customer experience system wide.

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. OP1788370008370, with Conejo Crest Landscape Inc, dba Conejo Crest Landscape Management, to provide the necessary herbicide application services system-wide effective December 1, 2021.

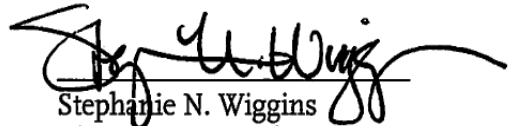
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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


Stephanie N. Wiggins
Chief Executive Officer

**PROCUREMENT SUMMARY
HERBICIDE APPLICATION SERVICES
P1788370008370**

1.	Contract Number: OP1788370008370	
2.	Recommended Vendor: Conejo Crest Landscape Inc. dba Conejo Crest Landscape Management	
3.	Type of Procurement (check one): <input type="checkbox"/> RFP <input checked="" type="checkbox"/> IFB <input type="checkbox"/> IFB-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: January 15, 2021	
	B. Advertised/Publicized: January 17, 2021	
	C. Pre-Proposal/Pre-Bid Conference: January 21, 2021	
	D. Proposals/Bids Due: February 25, 2021	
	E. Pre-Qualification Completed: May 10, 2021	
	F. Conflict of Interest Form Submitted to Ethics: March 9, 2021	
	G. Protest Period End Date: June 21, 2021	
5.	Solicitations Picked up/Downloaded: 15	Bids Received: 4
6.	Contract Administrator: Rommel Hilario	Telephone Number: (213) 922-4654
7.	Project Manager: Shaunt Avanesian	Telephone Number: (213) 922-25931

A. Procurement Background

This Board Action is to approve the award of Contract No. OP1788370008370 to Conejo Crest Landscape Inc. dba Conejo Crest Landscape Management (Conejo Crest), to provide weed abatement using herbicide application services throughout Metro Right-Of-Ways (IROWS), Metro Park & Ride (P&R) Lots, and specific bus and rail facilities.

On January 15, 2021, Invitation for Bids (IFB) No. OP69327-2 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rate. The Diversity and Economic Opportunity Department (DEOD) recommended a 7% goal, inclusive of a 4% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal.

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

- Amendment No. 1, issued on January 26, 2021, provided pre-bid conference materials, planholders' list, and prevailing wage information.
- Amendment No. 2, issued on February 17, 2021, extended the bid due date and specified the bid opening date.

A virtual Pre-Bid Conference was held on January 21, 2021. There were no questions received prior to the bid due date.

B. Evaluation of Bids

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid. A total of four (bids) were received on February 21, 2021, and are listed below in alphabetical order:

1. Conjeo Crest
2. D'Angelo Brothers, LLC
3. Pest Master Services, Inc.
4. Quality Sprayers, Inc.

Metro's DEOD Department determined that Pest Master Services, Inc. and D'Angelo Brothers, LLC were non-responsive to the mandatory DVBE goal. Hence, both firms were excluded from further consideration.

The bids of the following remaining firms were reviewed for responsiveness.

1. Conejo Crest
2. Quality Sprayers, Inc.

Areas of responsiveness included meeting the minimum qualification requirements such as years of experience in performing herbicide application services and having the required license, vehicles, (e.g. hi-rail spray truck and one off-track spray truck) and equipment to perform the required 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 Conejo Crest has been determined to be fair and reasonable based upon price analysis, independent cost estimate (ICE), and technical analysis.

BIDDER	AMOUNT	METRO ICE	AWARD AMOUNT
Conjeo Crest	\$1,099,676	\$1,938,334	\$1,099,676
Quality Sprayers, Inc.	\$1,372,241		

D. Background on Recommended Contractor

The recommended firm, Conejo Crest, located in Van Nuys, was established in 2005. It offers complete landscape maintenance services for public works, commercial and industrial properties. Conejo Crest has been providing herbicide application services to Metro since 2014 and performance has been satisfactory.

The Conejo Crest team includes Far East Landscape and Maintenance, Inc., a Metro certified SBE firm and IECLT, Inc., a DVBE firm.

DEOD SUMMARY

**HERBICIDE APPLICATION SERVICES
P1788370008370**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 4% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Conejo Crest Landscape Inc. dba Conejo Crest Landscape Management made a 4% SBE and 3% DVBE commitment.

Small Business Goal	4% SBE 3% DVBE	Small Business Commitment	4% SBE 3% DVBE
----------------------------	---------------------------	----------------------------------	---------------------------

	SBE Subcontractor	% Committed
1.	Far East Landscape and Maintenance, Inc.	4%
	Total SBE Commitment	4%

	DVBE Subcontractor	% Committed
1.	IECLT, Inc.	3%
	Total DVBE Commitment	3%

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 #: 2021-0275, **File Type:** Contract

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

SUBJECT: FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP72918000 to Link-Nilsen Corp, to provide Fire-Life Safety systems testing, repair and certification services. The contract not-to-exceed amount is \$3,911,744 for the three-year base period, and \$1,990,280 for the one, two-year option, for a combined not-to-exceed amount of \$5,902,024, effective September 16, 2021.

ISSUE

The existing Fire-Life Safety systems testing, repair and certification contract expires September 15, 2021. To continue providing these critical services and ensure compliance with Los Angeles Fire Department (LAFD) Regulation 4 (Reg. 4) and fire/life safety testing mandates, a new contract award is required effective September 16, 2021.

BACKGROUND

On August 25, 2016, Metro Board of Directors awarded a five-year, firm fixed unit rate Contract No. OP5766200 to Link-Nilsen Corp, to provide system-wide annual and five-year testing, calibration, repair, retesting where applicable and certification of water-based fire suppression systems. Services also include as-needed bus simple and complex fire alarm panel and related fire/life safety equipment testing, repair and certification due to the limited resources of Reg. 4 certified testers among Metro personnel.

In January 2017, an additional 484 annual rail wet systems, 136 rail facility elevators and 32 rail auto closing assemblies were added to the contract due to limited Reg. 4 certified testers among Metro personnel and to ensure compliance with the LAFD Reg. 4 and fire/life safety testing requirements.

DISCUSSION

Link Nilsen, Metro's incumbent contractor has been providing satisfactory service. Under this new contract, Link Nilsen is required to continue providing system-wide annual and five-year testing, calibration, repair, retesting where applicable and certification of water-based fire suppressions systems. Simple and complex fire alarm panels and related fire/life safety equipment testing, repair and certification services will be performed on an as-needed basis should there be limited resources of Reg. 4 certified testers among Metro personnel. These services are timely and critical, to ensure compliance with the LAFD Reg. 4 and fire/life safety testing requirements.

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

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure timely testing repair, and certification of the fire/life safety equipment, compliance with the Reg. 4 and fire/life safety mandated testing requirements and guidelines, and the delivery of safe and reliable services to Metro employees and patrons.

FINANCIAL IMPACT

Given Board approval of the FY22 budget, funding of \$1,198,888 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current source of funds for this action are Enterprise operating funds including fares and sales tax. Allocation of these funds maximizes their intended use given approved funding guidelines and provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5; Provide responsive, accountable, and trustworthy governance within the Metro organization. Providing on-time fire/life safety equipment testing, repair and certification services will ensure compliance with LAFD Reg. 4 and fire/life safety testing requirements while continuing to provide a safe environment for Metro employees and patrons.

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP72918000 with Link-Nilsen Corp., to provide Reg. 4 and fire-life safety testing, repair and certification services effective September 16, 2021.

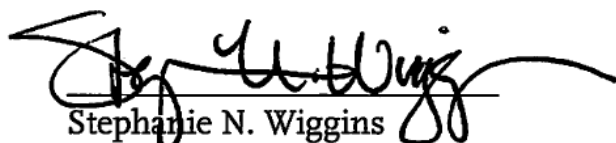
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION SERVICES

1.	Contract Number: OP72918000	
2.	Recommended Vendor: Link-Nilsen Corporation	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: December 16, 2020	
	B. Advertised/Publicized: December 9, 2020	
	C. Pre-Bid Conference: December 22, 2020	
	D. Bids Due: January 19, 2021	
	E. Pre-Qualification Completed: March 25, 2021	
	F. Conflict of Interest Form Submitted to Ethics: February 2021	
	G. Protest Period End Date: June 21, 2021	
5.	Solicitations Picked up/Downloaded: 11	Bids Received: 1
6.	Contract Administrator: Steven Dominguez	Telephone Number: (213) 418-3158
7.	Project Manager: Lew Yonemoto	Telephone Number: (213) 922-6773

A. Procurement Background

This Board Action is to approve the award of Contract No. OP72918000 to Link-Nilsen Corporation to provide system-wide annual and five-year testing, inspection, repair and re-testing of water based fire suppression systems, emergency power systems, elevator testing, simple and complex fire alarm panels, related sensors, systems and fire-life safety equipment.

Invitation for Bid (IFB) No. OP72918 was issued on December 16, 2020 as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy. The proposed contract type is a firm fixed unit rate.

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

- Amendment No. 1, issued on December 30, 2020 revised Exhibit A – Scope of Services and Attachment D of Exhibit A – Electronic Device Policy and disseminated the prevailing wage information.

A pre-bid conference was held on December 22, 2020 and was attended by two participants.

Eleven (11) firms, representing nine (9) companies downloaded the IFB and were included on Metro's planholders' list. There were no questions received regarding this solicitation.

Only one (1) bid was received on January 19, 2021.

Metro staff canvassed firms on the planholders' list, including two fire protection contractors, to determine why no other bids were received. The following is a summary of the market survey:

1. Potential bidder is a Metro certified SBE firm but does not have the technical capability and certification required to provide Reg4 testing and certification of fire-life safety systems;
2. Potential bidder was not interested in submitting a bid because they currently have a lot of work; and
3. Six (6) firms on the planholders' list provide contract monitoring services for upcoming bid opportunities

B. Evaluation of Bids

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid. One (1) bid was received from the bidder listed below:

1. Link-Nilsen Corporation

The firm was determined to be responsive, responsible and qualified to perform the services based on the IFB's requirements.

C. Cost/Price Analysis

The recommended fully burdened unit rates from Link-Nilsen Corporation have been determined to be fair and reasonable based on the independent cost estimate (ICE), cost analysis and technical evaluation.

Bidder Name	Bid Amount	Metro ICE	Award Amount
Link-Nilsen Corporation	\$5,902,024	\$6,032,274	\$5,902,024

D. Background on Recommended Contractor

The recommended firm, Link-Nilsen Corporation (Link-Nilsen), located in Arcadia, CA, has been in business since 1972. Link-Nilsen is a family run business that specializes in inspection, testing and maintenance of existing fire protection systems as well as the design, approval, permit, fabrication and installation of new fire protection systems. Link-Nilsen services a wide range of clients in Southern California including Jet Propulsion Laboratory (JPL), California Institute of Technology (CalTech), University of California, Los Angeles, and University of Southern California. Link-Nilsen has been providing fire-life safety testing and maintenance services to Metro since 1997 and performance has been satisfactory.

DEOD SUMMARY

**FIRE-LIFE SAFETY SYSTEMS TESTING, REPAIR AND CERTIFICATION SERVICES
/ OP72918000**

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a DBE goal for this solicitation due to the lack of subcontracting opportunities. Although a DBE goal was not established for this project, Metro will continue to encourage bidders/proposers to outreach to and utilize DBE firms, should potential subcontract opportunities become available.

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.



Metro

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

Board Report

File #: 2021-0292, File Type: Contract

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

SUBJECT: UNLEADED FUEL

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 36 month, Indefinite Delivery/Indefinite Quantity Contract No. FY75015000 for unleaded fuel to Mansfield Oil Company of Gainesville, Inc., the lowest responsive and responsible bidder, for a two year base, inclusive of sales tax, for a not-to-exceed amount of \$6,128,473, and one one-year option for a not-to-exceed amount of \$3,083,094, for a total not-to-exceed contract amount of \$9,211,567, subject to resolution of protest(s), if any.

ISSUE

Under this Contract, the recommended contractor is required to provide unleaded fuel for Metro's non-revenue vehicles (automobiles, trucks, and vans) in support of Bus & Rail Revenue Operations, Facilities Maintenance, Maintenance of Way, and other support operations. The use of an Indefinite Delivery/Indefinite Quantity Contract provides Metro with fuel on an as-needed basis at prevailing Oil Price Information Services (OPIS) pricing with the application of state and federal taxes and fees associated with unleaded fuel. In an environment where future non-revenue vehicles may come in the form of electric automobiles it is prudent to establish maximum flexibility for fuel demand and delivery. Due to the fluctuation and variability in fuel prices, the total not-to-exceed price is subject to change; however, it will be consistent with the prevailing OPIS pricing per gallon for the Los Angeles Region.

BACKGROUND

Metro has a fleet of automobiles, utility trucks, and vans used to support bus and rail operations. These vehicles are required to provide field supervision, bus operator relief, parts delivery, custodial services, facilities maintenance, maintenance of way, and various project management efforts. The

unleaded fuel is required for these vehicles until such time that they are replaced with alternative fuel or zero emission vehicles in future years. The current vendor for unleaded fuel is Pinnacle Petroleum, however this contract is set to end in June 2021. The new unleaded fuel supplier will work with Metro to ensure a smooth transition as we switch vendors.

DISCUSSION

This Contract will provide up to approximately 2.85 million gallons of unleaded fuel for 36 months at prevailing OPIS pricing. OPIS is a widely accepted fuel price index that is published daily to reflect current market prices in the Los Angeles area for petroleum products. OPIS is a private, independent company with no stake in fuel transactions and is not funded by the oil industry.

In order to minimize the cost effects of Oil Price Information Service (OPIS) price uncertainty for Unleaded Fuel to the Contractor and to Metro for the duration of this Contract, a special price escalation/de-escalation provision has been included into the contract where the Contractor is required to notify and provide documentation of economic price adjustment to Metro within thirty (30) days of any price fluctuation of either at least ten percent (10%) greater than or at least ten percent (10%) less than the daily average OPIS rate.

Since this is a requirements contract, the bid quantities are estimates only, with deliveries to be ordered and released as required. There is no obligation or commitment on the part of Metro to order any or all of the unleaded fuel that is estimated.

DETERMINATION OF SAFETY IMPACT

There is no impact on safety standards for Metro.

FINANCIAL IMPACT

Given Board approval of the FY22 budget, funding of \$1,599,179 for this service will be included in account 50405 Fuel Non-Rev. Equipment, within multiple bus and rail cost centers and their respective Enterprise Fund operating projects.

Since this is a multi-year Contract, the cost center managers and Chief Operations Officer will be responsible for budgeting the cost in future years, including any option exercised.

Impact to Budget

The FY22 source of funds for this procurement is from Enterprise operating funds. The source of funds will be Federal, State, and Local funds including sales tax and fares that are eligible for bus and rail operations. Allocating these funds to this effort maximizes fund use given approved

funding guidelines and provisions..

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended contract award supports Metro Vision 2028 Strategic Goal 5: Provide responsive, accountable, and trustworthy governance; Initiative 5.2- Metro will exercise good public policy judgement and sound fiscal stewardship. The approval of this contract will ensure that Metro's non-revenue vehicle assets are effectively and efficiently deployed to support Bus & Rail Revenue Operations, Facilities Maintenance, Maintenance of Way; and in these efforts generate maximum value to our customers who ride public transit.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and to instead, purchase unleaded fuel on the spot market. This approach is not recommended since it does not provide for a fixed discount on price or a commitment from the supplier to ensure availability and delivery on a timely basis.

NEXT STEPS

Upon approval, staff will execute Contract No. FY75015000 to Mansfield Oil Company of Gainesville, Inc. effective July 1, 2021, to provide unleaded fuel for Metro's non-revenue fleet in support of Bus and Rail operations.

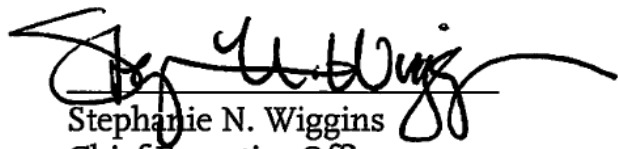
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Otto Ojong, Sr. Mgr., Contract Administration, (213) 922-1454
Daniel Ramirez, Division Maintenance Supt., (213) 922- 5797

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



Stephanie N. Wiggins
Chief Executive Officer



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

ATTACHMENT A

PROCUREMENT SUMMARY

UNLEADED FUEL CONTRACT NO. FY75015000

1.	Contract Number: FY75015000	
2.	Recommended Vendor(s): Mansfield Oil Company of Gainesville, Inc.	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 3/10/2021	
	B. Advertised/Publicized: 3/5/21, 3/11/21	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 4/19/21	
	E. Pre-Qualification Completed: 5/11/21	
	F. Conflict of Interest Form Submitted to Ethics: 4/26/21	
	G. Protest Period End Date: (15 Calendar Days after Notification of Intent to Award) 6/18/21	
5.	Solicitations Picked up/Downloaded: 12	Bids/Proposals Received: 5
6.	Contract Administrator: Lorretta Norris	Telephone Number: (213) 922-2632
7.	Project Manager: Dan Ramirez	Telephone Number: (213) 922-5797

A. Procurement Background

This Board Action is to approve Contract No. FY75015000 for the procurement of unleaded gasoline in support of Metro's non-revenue fleet vehicles. Contract award is subject to resolution to any properly submitted protest.

The IFB was issued in accordance with Metro's Acquisition Policy and the contract type is an Indefinite Delivery, Indefinite Quantity (IDIQ).

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

- Amendment No. 1, issued on March 16, 2021, to update Metro's standard terms and conditions, and revise the bid price form;
- Amendment No. 2, issued on March 30, 2021, to update Metro's standard terms and conditions, and revise the bid price form;
- Amendment No. 3, issued on April 1, 2021, to revise the critical due dates;
- Amendment No. 4, issued on April 6, 2021, to update exhibit package and provide OPIS report;
- Amendment No. 5, issued on April 9, 2021, to revise the critical due dates;
- Amendment No. 6, issued on April 12, 2021, to revise the critical due dates, revise the bid price form, and provide OPIS report.

A total of five bids were received on April 19, 2021. One bid was deemed non-responsive.

B. Evaluation of Bids

This procurement was conducted in accordance and complies with Metro's Acquisition Policy for a competitive sealed bid. There were four bids that were deemed responsive and responsible to the IFB requirements.

The recommended firm, Mansfield Oil Company of Gainesville, Inc., 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 Mansfield Oil Company of Gainesville, Inc., 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.

Bidder's Name	Total Bid Amount	Metro ICE
Mansfield Oil Company of Gainesville, Inc.	\$9,211,567.00	\$10,101,300.00
Merrimac Petroleum, Inc.	\$9,221,391.00	
AAA Oil, Inc.	\$9,223,007.00	
Pinnacle Petroleum, Incorporated	\$9,785,189.00	

D. Background on Recommended Contractor

The recommended firm, Mansfield Oil Company of Gainesville, Inc., is headquartered in Gainesville, Georgia and has been in the petroleum business for over 60 years. Mansfield Oil Company of Gainesville, Inc., has provided the same and similar products to other agencies including Southern California Regional Rail Authority (Metrolink), San Francisco Bay Area - Water Emergency Transportation Authority, San Mateo County Transit, City of Stockton (CA), Dysart Unified School District, Santa Clara Valley Transportation Authority and numerous other agencies.

DEOD SUMMARY

UNLEADED FUEL / CONTRACT NO. FY75015000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to the lack of subcontracting opportunities. Although a DBE goal was not established for this project, Metro will continue to encourage bidders/proposers to outreach and utilize DBE firms, should potential subcontract opportunities become available.

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.



Metro

Board Report

File #: 2021-0179, **File Type:** Oral Report / Presentation

Agenda Number: 24.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 17, 2021**

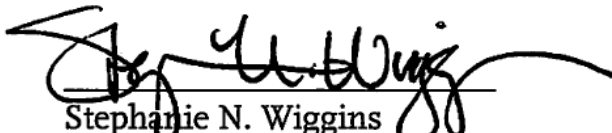
SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

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.



Stephanie N. Wiggins
Chief Executive Officer

June Employees of the Month

Employees of the Month



Transportation

Rail Train Operator

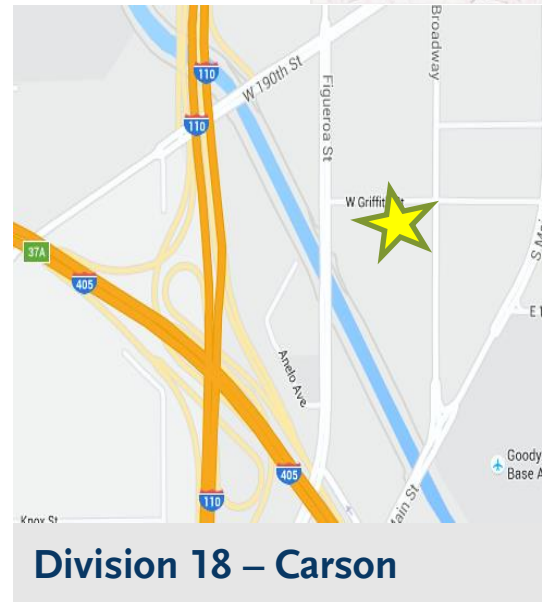
Linda Lawson



Maintenance

Mopper/Waxer

Vor Tay





Metro

Board Report

File #: 2021-0180, **File Type:** Oral Report / Presentation

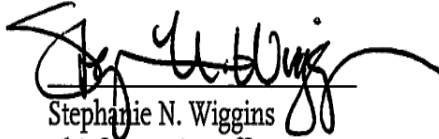
Agenda Number: 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 17, 2021**

SUBJECT: ORAL REPORT ON COVID-19 TRANSIT UPDATE

RECOMMENDATION

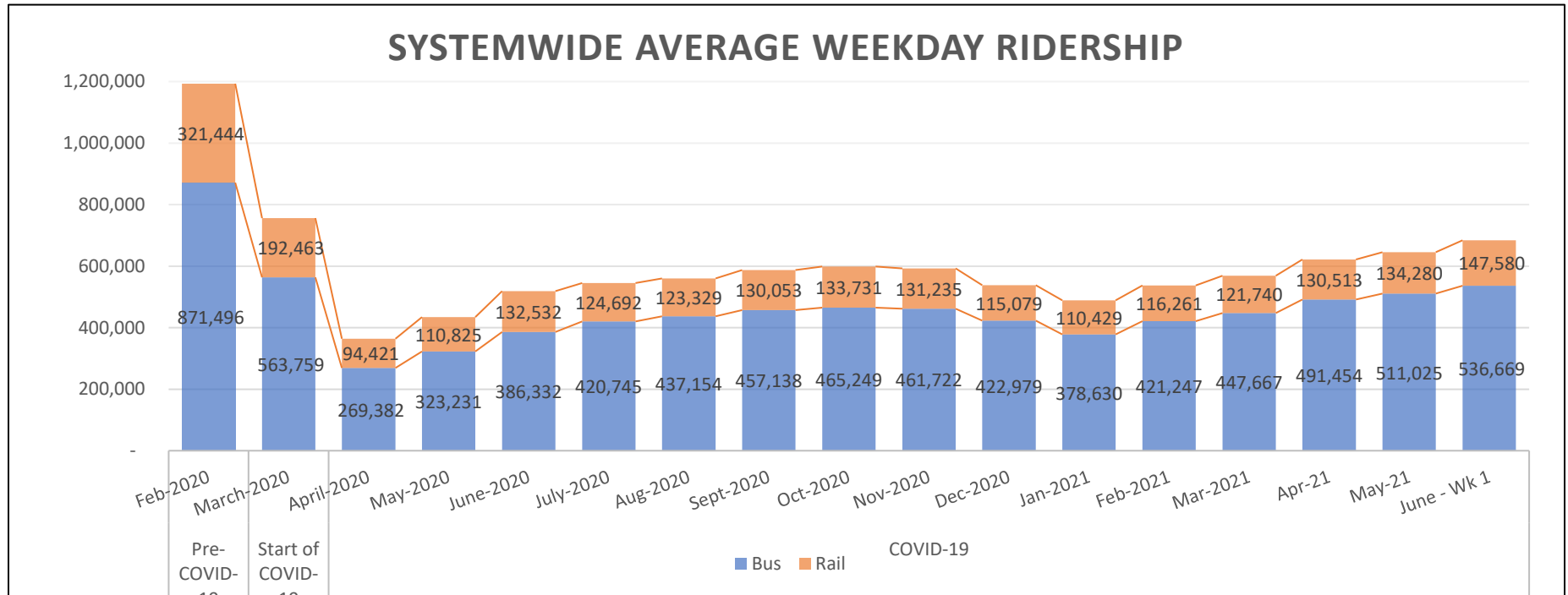
RECEIVE oral report on COVID-19 Transit Update.



Stephanie N. Wiggins
Chief Executive Officer

COO Oral Report COVID-19 – Operations Update

Weekly Ridership Update



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-21	June Wk 1 5/9-5/15
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	684,249

Notes

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

6/15/21 - State Reopening

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

Operator Hiring Update

Bus Operator Applications

- 1,693 applications as of June 16, 2021

Bus Operator Hires & Classes

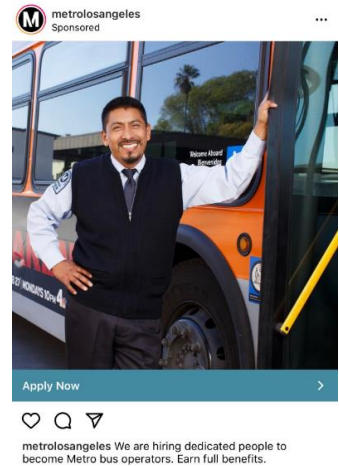
- 344 as of June 16, 2021
- Two bus operator classes in June 2021 (6/8 & 6/22)
- Two classes scheduled every month throughout the summer
- Classes are 5 weeks long (about 60 students per class)

MicroTransit (MT) Operator Hires & Classes

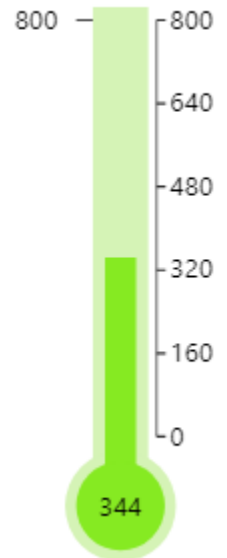
- 45 MT Operators hired to date
- 3 classes scheduled for June 2021 targeting 45 additional MT operators by this summer
- Classes are 4 weeks long (about 15-20 students per class)

Recruitment Tactics Include

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



Goal to 800 Operators





Board Report

File #: 2021-0290, **File Type:** Informational Report

Agenda Number: 26.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

SUBJECT: JUNE 2021 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on June 2021 service change.

ISSUE

Metro implements transit service changes (bus and rail) in June and December of each year. Metro plans to implement the next service change on Sunday June 27, 2021.

BACKGROUND

Metro's twice annual service change program allows Metro to improve the customer experience through revised transit routes and schedules. The June 2021 service changes focuses on rebuilding service as riders return to the system while adjusting service consistent with the NextGen Bus Plan focused on building a fast, frequent, and reliable Metro bus network. The changes are consistent with Board Motions 10.1 and 27.1 for service restoration.

DISCUSSION

The June 2021 service change focuses on the following key areas of improvement for Metro bus service as the second phase of NextGen Bus Plan implementation with a particular focus on the San Fernando Valley and San Gabriel Valley:

- Increasing overall service from 5.6 million revenue service hours (annualized) as at December 2020 to 6.5 million revenue service hours (annualized), consistent with phase one of recent Board Motion 27.1 on service restoration:
 - Focus on improving daytime weekday frequencies on Metro's highest ridership (NextGen Tier 1) lines as well as contracted lines and lines in the San Fernando Valley and San Gabriel Valley.
 - Additional 2,073 trips weekdays (+18.9%), additional 1,491 trips Saturdays (+17.3%), and 1,622 trips Sundays (+19.5%)

- Consolidating Metro Rapid & Local service on an additional eight key corridors. This maximizes service frequency with slightly wider than existing local bus stop spacing while retaining Metro Rapid attributes such as transit signal priority. This is the second round of such Rapid/Local consolidations, following eight similar consolidations implemented in December 2020. The Rapid/Local lines to be combined in June 2021 are as follows:
 - Whittier BI Lines 18 & 720
 - Garvey Av, Atlantic BI, Cesar Chavez Av new Line 70, & Lines 68, 770
 - San Fernando Rd Lines 94, new Line 294, & 794
 - Ventura BI Lines 150, 240 & 750
 - Colorado BI, Hollywood BI, Fairfax Av Lines 180, 217, & 780
 - Reseda BI, Ventura BI, Van Nuys BI Lines 233, 240, & 744
 - Sepulveda BI 234 & 734
 - Western Av Line 207 & 757

In addition, the former Van Nuys BI 788 and Sepulveda BI 734 lines between the San Fernando Valley and Westside will be replaced by new Metro Rapid Line 761 between Sylmar/San Fernando Metrolink Station, Van Nuys BI and the Westside.

A total of 77 transit lines will be adjusted by route alignment or service day changes, most significantly in the San Fernando and San Gabriel Valleys. These changes are consistent with the NextGen Bus Plan. All changes to route alignment or service day changes are listed in line number order in attached Appendix A. Full details of frequency changes are shown in Attachment B.

Rail Service: The peak period weekday service on Metro heavy and light rail lines will be increased from 12 to 10 minute for the June 2021 service change. Staff continues to monitor Metro rail ridership and adjusts train consists as needed to provide capacity.

NextGen Service Evaluation

A key follow-up to the implementation of the NextGen Bus Plan is the need to evaluate the success of the plan. Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that:

- Service is available when and where customers want to travel (the Find stage)
- Service is competitive enough to have customers try them over other options (the Try stage)
- Service is attractive enough to ensure customers are retained and ideally make more trips (the Rely stage)

Therefore, recommended measures of success are focused on evaluating the bus network within these three stages of Find, Try, and Rely. These customer focused measures help to balance traditional performance metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding). Several of these measures (italicized below) will be used to evaluate the network through the lens of equity.

Find - How well do people understand how effectively transit can serve their needs? Is the

system easy to understand and use? Proposed measures include:

- Services and information are Readily Available
 - Percentage of trip ends within ¼ mile of transit stop
 - Trip planner, app, and website usage rates
 - Percent of public considering transit (survey-based)
- The Bus System is Easy to Understand and Use
 - Percentage of out of direction travel
 - Percentage of route miles with all-day frequent service (<15 min headways)
 - Percent of public understand how to use system (survey-based)

Try - How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators) Proposed measures include:

- Bus Goes Where/When Customers Want
 - Percentage of trips compatible with transit by time of day and day of week
 - Number of jobs/activity centers accessible within a 15 and 30 minute transit ride
 - Number of unique transit users
- Bus system is Competitive
 - Door-to-door travel times
 - Competitiveness of transit time to drive time
 - System-wide boardings
- Coverage is Adequate
 - Population within ¼-mile of transit stops by frequency of service
- Transit Journeys are Simple
 - Average number of transfers
 - Percent of trips that are one-seat rides

Rely - How can we provide services that customers can rely on for their travel needs?

Proposed measures include:

- Bus System is Effective and Productive
 - Competitive transit paths for short, evening, midday, and weekend trips
 - Number of frequent customers
 - Boardings by time of day and day of week
 - Boardings per revenue hours and miles
 - Cost per passenger mile
- Buses are Reliable
 - Headway regularity on frequent routes
 - On-time performance
 - Real time arrival accuracy
- Customers are Satisfied
 - Rides per week for frequent and infrequent users
 - Percentage of customers satisfied with Metro services (survey-based)

These metrics can be reviewed once the NextGen Bus Plan has been implemented for a period of six to twelve months.

FINANCIAL IMPACT

Impact to Budget

Implementation of Metro's June 2021 service change is consistent with the Board amended FY2021 Annual Budget and is recommended as part of the FY22 Annual Budget. The planned changes are made within the allowed for revenue service hours.

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

Staff will implement the June 2021 service change on Sunday June 27, with marketing of the changes occurring beginning June 1 up to and beyond the implementation date.

ATTACHMENTS

Attachment A - Description of June 2021 Service Change

Attachment B - NextGen Implementation Frequency Tables by Tier as at June 2021

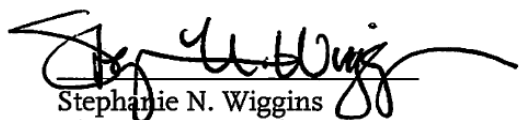
Prepared by:

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

Reviewed by:

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


Stephanie N. Wiggins
Chief Executive Officer

<u>Line Number</u>	<u>Attachment A: Description of June 2021 Service Change (Line number order)</u>
10	Line 10 will no longer operate overnight OWL due to underutilized service
14, 16, 17, New 617	Lines 14, 16, and 17 west and south of Beverly Center will be replaced by a new Line 617 serving Robertson Bl, Burton Dr, Beverly Dr, adding new weekend service on Robertson Bl. Line 16 will extend to Santa Monica Bl/San Vicente Av to connect with Line 4 service to/from Century City
20	Line 20 will have a minor change westbound in downtown LA to serve more stops, travelling via Wall St, right 7th St, right Los Angeles St, left 5th St then regular route. No change to eastbound Line 20.
28	Line 28 will operate between Century City and Cesar Chavez Ave/Vignes St in downtown LA. Service on Eagle Rock Bl will be replaced by an extension of Line 251 north of Figueroa St following Line 28 alignment on Eagle Rock Bl to Colorado Bl at Eagle Rock, connecting with frequent bus lines 45 and 81 to/from downtown LA.
30	Line 30 segment west of Pico Rimpau Transit Center will be discontinued due to underutilized service. Various high frequency north-south (204, 207, 210) or east-west lines (4, 14, 16, 20, 28, 720) are available as alternative services for riders.
45, 127	Line 45 will be replaced south of the C Line (Green) by an extension of Line 127 between Compton A Line (Blue) and Harbor Freeway C Line (Green)/J Line (Silver) stations via Compton Bl, Main St, El Segundo Bl, Broadway, Imperial Hwy and Figueroa St. The change will include restoration of weekend service for Line 127.
51, 52, 127	Lines 51& 52 will be merged as new Line 51 starting at Cal State Dominguez Hills Campus and travelling direct via Avalon Bl. Lines 51 and 52 south of the C Line (Green) to Compton Station will also be replaced by the extension of Line 127 described above under Line 45.
60	Line 60 will be rerouted via 7 th St, Los Angeles St, and 5 th /6 th Sts to better serve 7 th St in the east part of downtown LA
66	Line 66 every other trip daytime and all trips after 8 p.m. will be rerouted to terminate at Commerce Center, with a connection with Line 18 there to Montebello-Commerce Metrolink Station
68	Line 68 will be replaced by frequent new Line 70 service linking Cesar Chavez Av to downtown LA, as well as an extension of Line 106 east of Atlantic Bl to The Shops at Montebello, including new seven-day service for Line 10
70	Line 70 will be rerouted via Garvey Av, Atlantic Bl, and Cesar Chavez Av between El Monte Station and downtown LA, replacing Metro Rapid Line 770. Line 106 will be extended through City Terrace to Cal State LA and Garvey/Atlantic to replace that segment of Line 70.
71	Line 71 will be replaced by extension of Line 106 through City Terrace to Cal State LA and Garvey Av/Atlantic Bl, including new seven-day service for Line 106 realigned direct via 1 st St, connecting with frequent new Line 70 service linking Cesar Chavez Av to downtown LA
78	Line 78 will have a new eastern terminus and Las Tunas Dr/Santa Anita Av. The segment east of there will be

	discontinued by will still be served by Foothill Transit Line 492.
81	Line 81 will be rerouted via Yosemite Dr and Eagle Rock Bl at Eagle Rock, replacing Line 181. New OWL service will be added to this line between downtown LA and Eagle Rock in place of Line 83 OWL service.
83	Line 83 will be replaced by new Line 182 between Rose Hill Transit Center and East Hollywood, serving York Bl and connecting with frequent Line 81 service to/from downtown LA
90, 91	Lines 90 & 91 will be realigned between downtown LA, Glendale, Sunland and Sylmar with a new focus on North Hollywood for new Line 90 and a new Line 690 linking Sunland and Sylmar (replacing Line 91).
94	Line 94 will be realigned between downtown LA, Glendale, Burbank, and Sylmar with new focuses on downtown Glendale and North Hollywood Station for new Line 94 and a separate new Line 294 linking Burbank and Sylmar, replacing existing Lines 94 and 794.
96	Line 96 from Burbank, Elysian Valley will be altered to terminate near LA Union Station, connecting with other lines in downtown LA
128	Line 128 will include new weekend service.
130	Line 130 west of Artesia Station will become Torrance Transit Line 13 via the existing Line 130 alignment west to Redondo Beach, connecting with continued Metro operation of Line 130 service east of Artesia A Line (Blue) Station to Cerritos.
150, 240, 245, 750	Lines 150, 240 & 245: this line will be altered to operate on Ventura Bl west of Reseda Bl to Canoga Park and continue via Topanga Canyon Bl to Chatsworth Station, replacing Line 245. Line 240 will increase in frequency via its existing alignment via Reseda Bl and Ventura Bl to Universal City/Studio City B Line (Red) Station. Metro Rapid Lines 744 and 750 are also replaced by these service changes.
152	Line 152 service will terminate at Roscoe/Topanga Canyon, and will travel via Lankershim Bl between Roscoe Bl and North Hollywood Station. Line 162 will serve Fallbrook Av and Lines 90 and 162 will serve Vineland Av
154	Line 154 will no longer travel west of Sepulveda Bl due to low utilization
155	Line 155 will extend to serve Magnolia Av between North Hollywood Station and Sepulveda Bl, replacing a section of Line 183.
162, 163	Lines 162 & 163 will become a single Line 162 service between Ventura Bl and North Hollywood Station, serving Fallbrook Av, Sherman Way, and Vineland Av. The Line 163 segment on Vineland Av will be replaced by Line 90.
166	Line 166 western terminus will be at Nordhoff St/Canoga Av connecting with the G Line (Orange) for access to/from Chatsworth Station
175	Line 175 will be replaced by a new all day seven-day service between Rose Hill Transit Center and East Hollywood via Mercury Av, Figueroa St, York Bl, Eagle Rock Bl, Fletcher Dr, Rowena Av, and Franklin Av, including service for John Marshall High School.
176	Line 176 will be discontinued due to underutilized service. The segment of Line 176 between El Monte Station and The

	Shops at Montebello weekdays will be replaced by new Line 287. Various alternative Lines such as Metro Lines 76, 78, 258, 260, 266 and 267 and Montebello Bus Lines 20 and 30.
177	Line 177 will recommence operations, with a minor reroute via Mountain St instead of Walnut St to serve more of Pasadena.
180, 181, 780	Lines 180, 181 & 780 between Pasadena, Eagle Rock, Glendale, and Hollywood will be altered to become a single high frequency Line 180 beginning at Pasadena City College (PCC) and traveling west to Hollywood, using Brand Bl instead of Central Av in downtown Glendale. Line 180 segment on Lake Av will be replaced by new Line 662 and Pasadena Transit Line 20, while the segment of Line 181 east of PCC to Sierra Madre Villa Station will continue to be served by Foothill Transit Line 187. The Line 181 segment on Yosemite Dr at Eagle Rock will be replaced by Line 81.
183	Line 183 will be replaced by new Line 94 between Glendale, Burbank and Magnolia Bl to North Hollywood, and by and extension of Line 155 between Sepulveda Bl and North Hollywood Station via Magnolia Bl. New Metro Micro on demand microtransit service will be available in North Burbank and Glendale to replace parts of Line 183.
201	Line 201 will be discontinued due to underutilized service. Metro Micro on demand microtransit service will be available in Glendale to replace parts of Line 201, as well as alternative Lines 2, 4, 92, 603 and new Line 182
202	Line 202 will be altered to operate its usual route between Del Amo Station and Willowbrook/Rosa Parks Station. The underutilized segment south of Del Amo Station will be discontinued, with alternative services including Metro Lines 232 and 246, Wilmington DASH, and Long Beach Transit Lines 52, 191, and 192.
207	Line 207 will increase in frequency and extend weekday trips to Crenshaw C Line (Green) Station to replace Metro Rapid Line 757 weekday service
217	Line 217 service will increase in frequency and extend east of Hollywood/Vine Station via Hollywood Bl to Vermont/Sunset Station, helping replace Line 780
222	Line 222 will be shortened to operate between Hollywood Burbank Airport and Universal City/Studio City B Line (Red) Station via Hollywood Wy and Riverside Dr, extending via Cahuenga Bl to Hollywood (replacing Line 237). The Line 222 segment north of Hollywood Burbank Airport to Sunland will be replaced by a new segment of Line 90 between Sunland and North Hollywood Station. The Line 222 segment on Barham Dr will be discontinued due to underutilized service.
224	Line 224 will be shortened to operate via the existing route between Sylmar/San Fernando Metrolink Station and Universal City/Studio City B Line (Red) Station. The Line 224 segment between Sylmar/San Fernando Metrolink Station and Olive View Medical Center will be replaced by new Line 690.
230	Line 230 service to Los Angeles Mission College will be restored weekdays
233	Line 233 late evening/OWL service will extend from Ventura Bl to the westside in place of Line 234 OWL service weekdays and weekends.
234, 734	Line 234 will have increased service frequency weekdays and weekends to replace line 734 Metro Rapid service on

	Sepulveda Bl. Line 234 between Ventura Bl and the westside will be replaced weekends and evenings all week by new Line 761 and by Line 233 in the late evening/OWL period.
236	Line 236 will operate as usual on Balboa Bl between Ventura Bl and Rinaldi St then replace Line 239 via Balboa Bl and Chatsworth St. Line 236 on Balboa Bl and Glen Oaks Bl north of Rinaldi St will be discontinued due to underutilized service.
237, 239	Lines 237 & 239: New Line 237 will be created by merging Lines 237 & Line 239 between North Hollywood Station, Granada Hills, and Encino. Line 237 will follow its existing route from North Hollywood Station via Chandler Bl, Burbank Bl, Victory Bl, and Woodley Av to Rinaldi St, then a new alignment via Balboa Bl, Chatsworth St, then the existing Line 239 alignment route via Zelzah Av, Lindley Av, Roscoe Bl, White Oak Av to Encino (Ventura Bl). B Line (Red) service will replace existing Line 237 service south of North Hollywood Station to Hollywood while Line 222 will replace Line 237 on Cahuenga Bl between Universal City/Studio City B Line (Red) Station and Hollywood. Line 236 will replace existing Line 239 service between Balboa Bl and Sylmar/San Fernando Metrolink Station. New weekend service will be added for existing Line 239 segment on Zelzah Av, Lindley Av, Roscoe Bl, White Oak Av to Encino (Ventura Bl).
242, 243	Lines 242 & 243 will operate more frequent service weekdays and add back Saturday service.
244	Line 244 will operate its current route via De Soto Av between Chatsworth Station and Ventura Bl. New Line 150 will replace Line 244 on Ventura Bl with new weekend service.
252	Line 252 will be discontinued due to underutilized service. Alternative bus services include Figueroa St (Line 81), Griffin Av/Broadway/Lincoln Park/Sierra/Mercury Av (new Line 182); Soto St (Line 251) plus LADOT El Sereno/City Terrace DASH service.
256	Line 256 between Commerce and Highland Park will follow its existing alignment. Between Highland Park and Pasadena Line 256 will be altered to travel via Avenue 64, Colorado Bl, L Line (Gold) Memorial Park Station, Lincoln Av, Washington Bl, Altadena Dr and Foothill Bl to terminate service at the L Line (Gold) Sierra Madre Villa Station.
264	Line 264 will be discontinued due to underutilized service. New Metro Micro on-demand microtransit service will provide alternate service in the Cities of Altadena, Pasadena, & Sierra Madre. Service to the City of Hope Medical Center is provided by the L Line (Gold).
267	Line 267 will be shortened to operate via existing alignment between El Monte Station, Arcadia, and Pasadena via Temple City Bl, Rosemead Bl, and Del Mar Bl, ending at the L Line (Gold) Del Mar Station, to improve reliability, and avoid duplication of other bus lines. New Line 256 will operate via the southern end of Lincoln Av with new Line 662 operating two-directional service on a loop route via Lake Av, Altadena Dr, Lincoln Av, Washington Bl, and Los Robles Av between Pasadena (L Line (Gold) Del Mar and Lake Stations) and Altadena weekdays and weekends. New Metro Micro transit on-demand microtransit service will be available in Sierra Madre, Altadena, JPL, and Pasadena.
268	Line 268 will be shortened to operate from El Monte Station to the L Line (Gold) Sierra Madre Villa Station direct via Foothill Bl to improve reliability. New Line 256 route will serve Washington Bl between Sierra Madre Villa Station and

	Washington Bl/Lincoln Av. New Metro Micro on-demand microtransit service will provide alternative service in the cities of Sierra Madre, Altadena, and Pasadena as well as to JPL.
487	Line 487 will be altered to start service at Sierra Madre Villa Station operating via San Gabriel Bl, Las Tunas Dr, Mission Dr, Del Mar Av, I-10 Express Lanes to 7th St Metro Center in downtown LA during weekday peak hours and LA Union Station off peak weekdays and all day weekends. The Line 487 segment in Sierra Madre will be replaced with new Metro Micro on-demand microtransit service. New Line 287 will replace Line 487 between El Monte Station and Arcadia Station via Santa Anita Av, with weekday and weekend service.
501	Line 501 will now travel via downtown Glendale (Brand Bl, Broadway)
577	Line 577 between El Monte Station and Cal State Long Beach via I-605 will be rerouted between El Monte Station and Rio Hondo College via I-605 and I-10 freeways instead of Santa Anita Av & Peck Rd, providing faster, more direct service. The deviation to Los Cerritos Center will be discontinued due to low utilization compared to number of through riders impacted, providing faster, more direct service to/from Cal State Long Beach and Long Beach VA Medical Center.
665	Line 665 will continue to Link Cal State LA and Indiana/Olympic with weekday 5.30 a.m. and Saturday 6.00 a.m. service start times restored.
685	Line 685 will be discontinued due to underutilized service. Alternative services to Glendale College provided by Line 90 (Glendale Av), as well as new Metro Micro on-demand microtransit service in the Glendale, Eagle Rock, and Highland Park areas.
686	Line 686 will continue to operate between Altadena (New York Dr/Allen Av) and the L Line (Gold) Del Mar Station but will no longer extend south to Fillmore Station due to underutilized service.
687	Line 687 will be discontinued due to underutilized service. Alternative bus services include frequent Metro Line 260 (Fair Oaks Av), new Line 662 (Washington Bl, Los Robles Av, and Lake Av), and new Metro Micro on-demand microtransit service in Altadena and Pasadena.
720	Line 720 will be altered to operate between downtown LA (6th & Central) and Westwood/Santa Monica via its existing alignment on Wilshire Bl. Line 720 east of downtown LA to East LA and Commerce Center will be replaced by increased Line 18 service on Whittier Bl between downtown LA and Commerce Center.
744, New 761, 788	New Line 761 will replace existing Lines 734, 744 and 788, operating between Sylmar/San Fernando Metrolink Station and the E Line (Expo) Expo/Sepulveda Station serving high travel demand between San Fernando Valley and the Westside, via Van Nuys Bl, Ventura Bl, and Sepulveda Bl to the Westside including frequent service all day on weekdays and weekends.

Attachment B
June 2021 Scheduled vs. NextGen Planned Frequencies

			Dec 2020	Dec 2020	Dec 2020	Dec 2020	June 2021	June 2021	June 2021	June 2021	NextGen	NextGen	NextGen	NextGen
Line(s)	Corridor	Service Tier	Weekday	Weekday	Saturday	Sunday	Weekday	Weekday	Saturday	Sunday	Weekday	Weekday	Saturday	Sunday
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	10	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
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

			Dec 2020	Dec 2020	Dec 2020	Dec 2020	June 2021	June 2021	June 2021	June 2021	NextGen	NextGen	NextGen	NextGen
			Weekday	Weekday	Saturday	Sunday	Weekday	Weekday	Saturday	Sunday	Weekday	Weekday	Saturday	Sunday
Line(s)	Corridor	Service Tier	Peak	Midday	Daytime	Daytime	Peak	Midday	Daytime	Daytime	Peak	Midday	Daytime	Daytime
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
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

			Dec 2020	Dec 2020	Dec 2020	Dec 2020	June 2021	June 2021	June 2021	June 2021	NextGen	NextGen	NextGen	NextGen
			Weekday	Weekday	Saturday	Sunday	Weekday	Weekday	Saturday	Sunday	Weekday	Weekday	Saturday	Sunday
Line(s)	Corridor	Service Tier	Peak	Midday	Daytime	Daytime	Peak	Midday	Daytime	Daytime	Peak	Midday	Daytime	Daytime
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
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
617	Robertson, Burton, Beverly	Tier 4	N/A	N/A	N/A	N/A	45	45	60	60	45	45	60	60
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

June 2021 Service Change

June 2021 Service Change



Consolidating 8 Metro Rapid with partner Local Lines

- Simple network of high frequency services

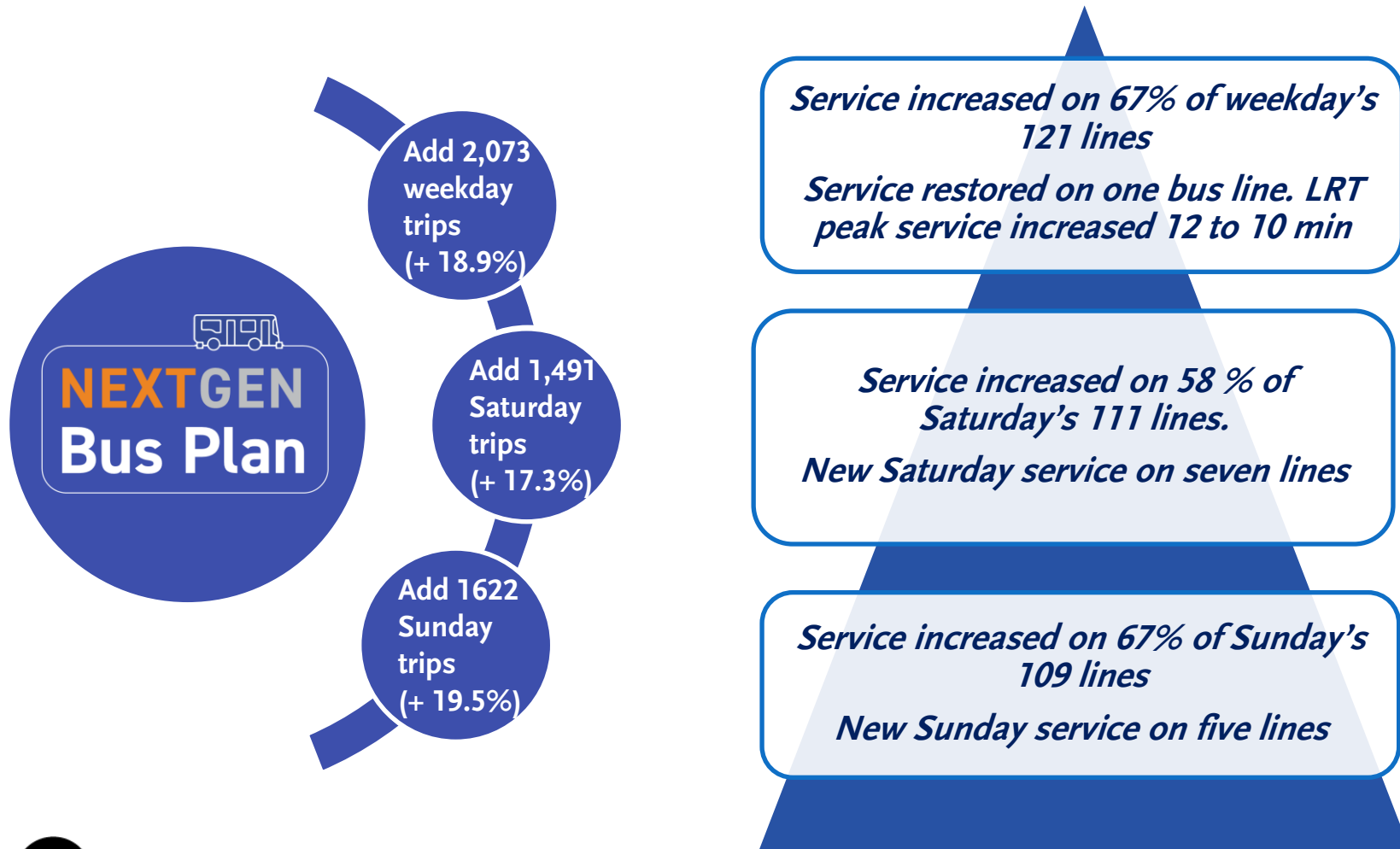
Adding Capacity

- Adding many weekday, Saturday, Sunday trips. Brings service hours up from 5.6 million to 6.5 million (annualized). Key focus is more frequency on busiest lines.

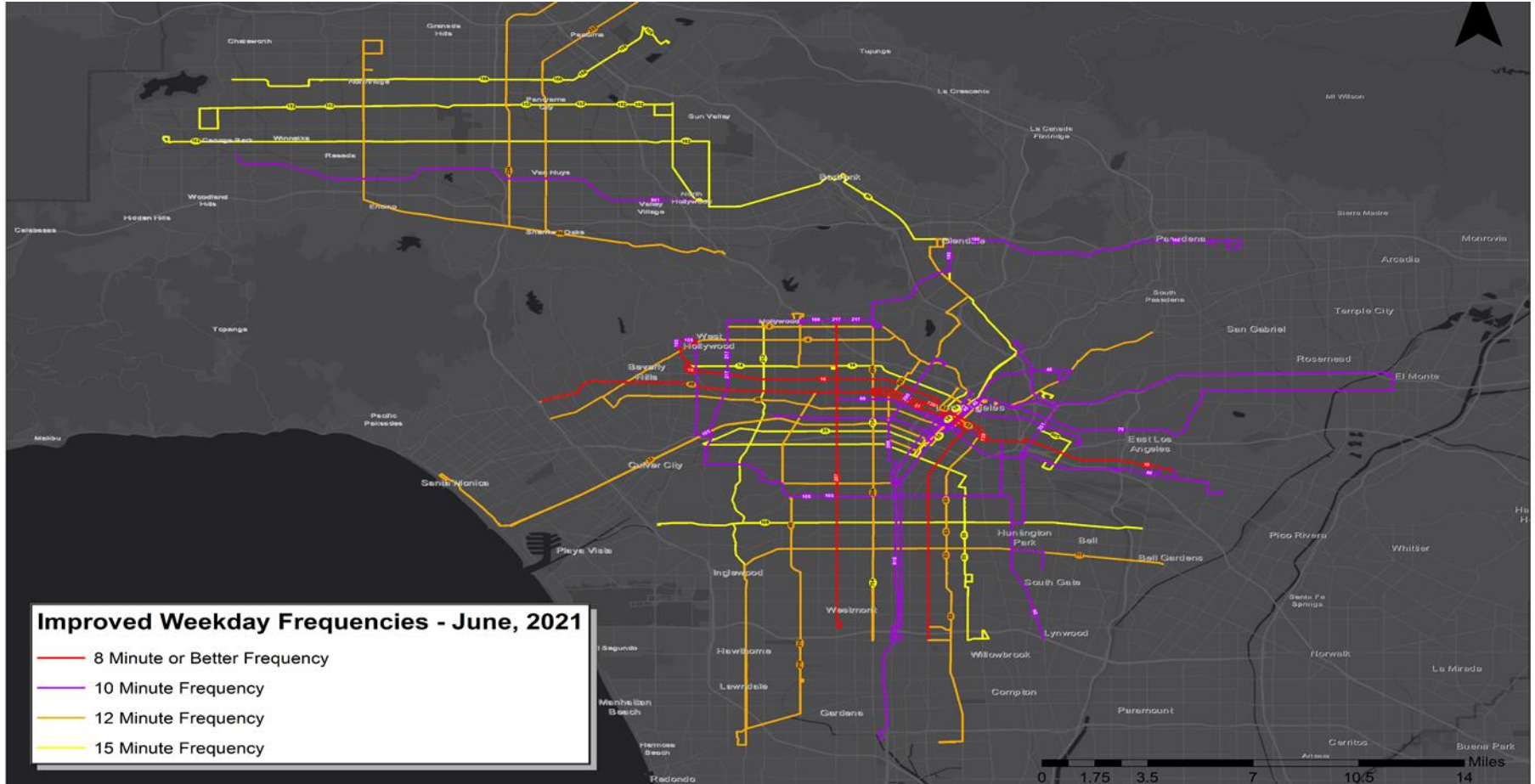
Route Changes

- Changes mostly in the San Fernando Valley & San Gabriel Valley. Changes coordinated with two new Metro Micro zones

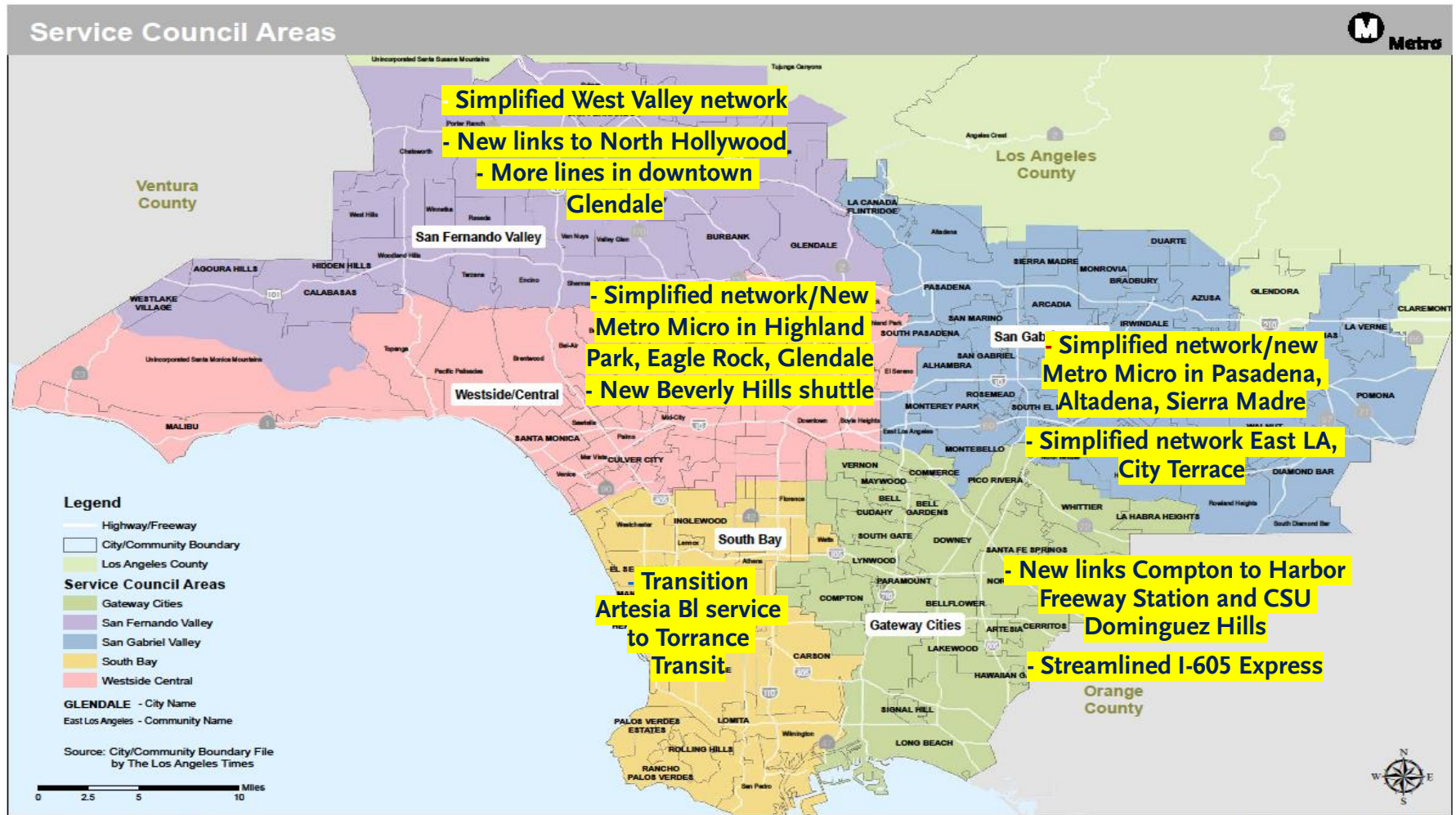
Added Service



Network of Frequent Lines



Changes by Service Area



NextGen Rider Measures of Success





Board Report

File #: 2021-0276, **File Type:** Contract**Agenda Number:** 27.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
June 17, 2021**SUBJECT: ELEVATOR AND ESCALATOR MAINTENANCE SERVICES****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 10 to Contract No. OP710100003367 with Mitsubishi Electric USA, Inc. (MEUS), to continue performing comprehensive preventative maintenance, inspections and repairs of elevators and escalators along with their associated systems and equipment. Modification No. 10 is to exercise the one, two-year option in the amount of \$32,592,290, increasing the total contract value from \$76,732,083.65 to \$109,324,373.65 and extending the period of performance from November 1, 2021 to October 31, 2023.

ISSUE

The existing contract five-year base period expires October 31, 2021. To ensure service continuity providing safe, comprehensive preventative maintenance, inspections and repairs of elevators and escalators along with their associated systems and equipment throughout Metro facilities, excluding Metro Gateway Headquarters and Union Station East Portal, which are covered under a separate maintenance contract, a contract modification is required effective November 1, 2021.

BACKGROUND

On August 25, 2016, Metro Board of Directors authorized the Chief Executive Officer to award a firm fixed unit rate Contract No. OP710100003367 for comprehensive elevator and escalator maintenance, inspection, and repair services, with MEUS, for a five-year base period and one, two-year option, effective November 1, 2016.

DISCUSSION

Under the existing contract, MEUS has been providing satisfactory services performing elevator and escalator maintenance, inspections, and as-needed repairs. A systematic preventive maintenance program and timely repair of the equipment is necessary to meet the State code requirements and provide a safe and reliable vertical transportation system to Metro patrons.

Contractor responsibilities have expanded to include nine (9) elevators and four (4) escalators for a total of 13 additional units at Metro B Line (Red) Universal City Station Pedestrian Bridge, North Hollywood Station, Crenshaw/LAX Division 16, and Location 64. The updated number of transit and non-transit units maintained under this contract is 173 elevators and 139 escalators for a total of 312 units system-wide, excluding Metro Gateway Headquarters and Union Station East Portal which are covered under a separate maintenance contract.

Under this contract, the contractor has been providing enhanced cleanliness services for the escalator steps and elevator hoistway glass and pits, to improve units' overall conditions. State-of-good repair refurbishment projects have been an integral part of this contract performing elevator flooring replacement for approximately \$2,010,000, corrosion damage repairs to hoistway entrances and platforms for \$1,900,000, and escalator step tread replacement for approximately \$430,000.

Additional as-needed services will continue to repair damages caused by water intrusion, vandalism, and misuse of units, and replace obsolete parts and upgrade existing equipment. This is necessary to ensure service reliability, maintain a state of good repair and remain in compliance with State code requirements.

The annual average Key Performance Indicator (KPI) for Metro's transit 139 elevators and 139 escalators exceeds 99%. Elevator and escalator annual average KPI measures units' availability while verifying contractor's responsiveness and ability to maintain the units in operation. Units' availability is calculated taking into consideration all downtime for inoperable units reported to Metro due to scheduled maintenance or unplanned downtime caused by misuse of units, vandalism, and/or technical matters.

As part of this contract, terms for liquidated damages are included and designed to minimize equipment downtime, provide an incentive for the contractor to respond and perform timely repairs in accordance with contract requirements, and keep the units in operation. Liquidated damages are also applicable for failure to repair a unit after repeated calls for the same problem and excessive equipment downtime.

This comprehensive elevator and escalator maintenance contract is critical to Metro's operations to ensure service continuity, sustain high levels of equipment availability and reliability, and minimize equipment downtime and impact on riders. The elevators and escalators throughout Metro's transit system play a vital role in riders' access, especially for mobility impaired patrons.

The Diversity and Economic Opportunity Department (DEOD) established a 7% Small Business Enterprise (SBE) goal and a 3% Disadvantage Veteran Business Enterprise (DVBE) goal for this contract. MEUS made a commitment of 7.51% for SBE and 3.05% for DVBE. The project is 80% complete and the current SBE participation is 8.21%, exceeding the commitment by 0.70%, and the current DVBE participation is 3.02%, representing a 0.03% shortfall. MEUS is working DEOD and has identified additional resources to mitigate the DVBE shortfall, with an anticipation to be on target with their community by the end of May 2021.

DETERMINATION OF SAFETY IMPACT

The approval of this item will provide continuity of maintenance services for the elevators and escalators throughout Metro's transit system, ensure compliance with State code requirements, and sustain high levels of equipment availability, in an effort to continue delivering safe, on-time, and reliable access to our patrons.

FINANCIAL IMPACT

Given Board approval of the FY22 budget, funding of \$15,869,294 is included under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

The current source of funds for this action are Enterprise operating funds including fares and sales tax. Allocation of these funds maximizes their intended use given approved funding guidelines and provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 1) Provide high-quality mobility options that enable people to spend less time traveling, and Strategic Goal 2) Deliver outstanding trip experiences for all users of the transportation system. Specifically, the system-wide elevator and escalator maintenance contract ensures the continuity of meeting the State mandated regulations and critical maintenance needs necessary to provide safe, clean, timely, and reliable services.

ALTERNATIVES CONSIDERED

Staff considered providing this service through Metro in-house staff. This would require the hiring of State certified technical personnel, the purchase of parts, equipment, vehicles, supplies, and the acquisition of warehouse space to inventory long lead parts and supplies. Establishing an in-house maintenance capability would require years to develop and be very challenging for Metro to consistently attract, train, and retain a sufficient number of certified employees to perform the work within this highly competitive industry. Staff's assessment indicates that this is not a cost-effective option for Metro.

NEXT STEPS

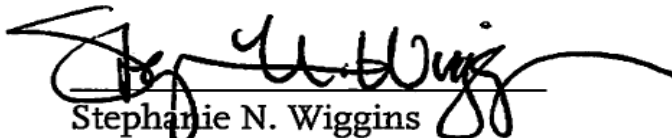
Upon approval by the Board, staff will execute Modification No. 10 to Contract No. OP710100003367 with MEUS, for comprehensive preventative maintenance, inspections, repairs, and cleaning of elevators and escalators along with their associated systems and equipment, excluding Metro Gateway Headquarters and Union Station East Portal, which are covered under a separate maintenance contract, effective November 1, 2021.

ATTACHMENTS

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

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

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ELEVATOR/ESCALATOR MAINTENANCE / OP710100003367

1.	Contract Number: OP710100003367			
2.	Contractor: Mitsubishi Electric US, Inc. (MEUS)			
3.	Mod. Work Description: Exercise one, two-year option			
4.	Contract Work Description: To provide comprehensive preventative maintenance, inspection and repair of elevators and escalators along with their associated systems and equipment throughout Metro facilities, excluding Metro Gateway Headquarters and Union Station East Portal.			
5.	The following data is current as of: 4/29/21			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	11/1/16	Contract Award Amount:	\$75,077,960
	Notice to Proceed (NTP):	N/A	Total of Modification Approved:	\$1,654,124
	Original Complete Date:	10/31/21	Pending Modification (including this action):	\$32,592,290
	Current Est. Complete Date:	10/31/23	Current Contract Value (with this action):	\$109,324,374
7.	Contract Administrator: Rommel Hilario		Telephone Number: (213) 922-4654	
8.	Project Manager: Carlos Martinez		Telephone Number: (213) 922-6761	

A. Procurement Background

This Board Action is to approve Modification No. 10 to Contract No. OP710100003367 with Mitsubishi Electric, USA, Inc. to exercise the one, two-year option term to continue to provide comprehensive preventative maintenance, inspection and repair of elevators and escalators along with their associated systems and equipment throughout Metro facilities, excluding Metro Gateway Headquarters and Union Station East Portal.

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

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

B. Cost/Price Analysis

The recommended price for the one two-year option has been determined to be fair and reasonable based on rates that were established and evaluated as part of the competitive contract award in 2016. Price analysis revealed that negotiated rates are lower than current market rates for similar services. Therefore, exercising the one, two-year option is in the best interest of Metro.

Proposed Amount	Metro ICE	Award Amount
\$32,592,290	\$32,592,290	\$32,592,290

CONTRACT MODIFICATION/CHANGE ORDER LOG

ELEVATOR AND ESCALATOR MAINTENANCE SERVICES / OP710100003367

Mod. No.	Description	Date	Amount
1.	Increase contract authority due to the addition of two escalator units at the Universal City Pedestrian Bridge.	10/13/17	\$ 291,657.12
2.	Increase contract authority due to the addition of two escalator units at the North Hollywood Station.	1/31/18	\$ 255,199.98
3.	Increase contract authority due to the addition of three escalator units at the Universal City Pedestrian Bridge.	11/11/18	\$ 210,718.97
4.	Increase contract authority due to the addition of two elevator units at the North Hollywood Station.	8/1/2019	\$ 413,321.82
5	Increase contract authority to provide funding for two escalator units at the Universal City Pedestrian Bridge to cover maintenance services for years 3 and 4 of the base term.	10/1/19	\$ 311,225.76
6	Increase contract authority to cover maintenance services of four additional elevator units (2 units at Location 64 and 2 units at Division 16); and discontinue maintenance services on two (2) escalator units (1 unit at Location 61 and one unit at MGL Willowbrook/Rosa Parks).	12/9/19	\$ 172,000.00
7	Amend the Statement of Work to revise invoice submittal requirements.	6/18/20	\$ 0.00
8	Amend the Statement of Work to require the submission of Contractor's employee timesheets as supporting documentation for invoices.	1/12/21	\$ 0.00
9	Amend the Statement of Work to require the submission of maintenance records/reports on inoperable units.	5/11/21	\$ 0.00
10	Exercise Two-Year Option	PENDING	\$ 32,592,290.00
	Modification Total:		\$ 1,654,123.65
	Original Contract:	08/25/16	\$ 75,077,960.00
	Total Contract Value:		\$ 109,324,373.65

DEOD SUMMARY

ELEVATOR/ESCALATOR MAINTENANCE SERVICES/OP710100003367

A. Small Business Participation

Mitsubishi Electric US, Inc. Elevator and Escalator Division (MEUS) made a 7.51% Small Business Enterprise (SBE) and 3.05% Disabled Veteran Business Enterprise (DVBE) commitment for this contract. The project is 80% complete and the current SBE participation is 8.21%, which exceeds the commitment by 0.70%. The current DVBE participation is 3.02%, representing a 0.03% shortfall.

MEUS explained that to mitigate the DVBE shortfall, they have identified additional shifts for the DVBE mechanic to perform. MEUS further explained that they anticipate being on target with their commitment by the end of May 2021 and will continue to monitor the monthly progress to ensure they stay on track with meeting the commitments on this contract. Metro staff will request MEUS submit an update to its mitigation plan if the firm is not on track to meet its small business commitments.

Notwithstanding, Metro Project Managers and Contract Administrators will work in conjunction with DEOD to ensure that MEUS remains on schedule to meet or exceed its SBE/DVBE commitments. Additionally, key stakeholders associated with the contract have been provided access to Metro's online monitoring system to ensure that all parties are actively tracking Small Business progress.

Small Business Commitment	SBE 7.51% DVBE 3.05%	Small Business Participation	SBE 8.21% DVBE 3.02%
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	SBE Subcontractors	% Committed	Current Participation¹
1.	Elevators Etc. LP	2.78%	2.78%
2.	Lift Solutions, Inc.	0.06%	0.79%
3.	Elite Escalator, Inc.	1.85%	1.82%
4.	Excelsior Elevator Corporation	2.82%	2.82%
	Total	7.51%	8.21%

	DVBE Subcontractors	% Committed	Current Participation¹
1.	Vintage Elevator Services, Inc.	3.05%	3.02%
	Total	3.05%	3.02%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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

Approve Contract Modification

Elevator and Escalator Maintenance Services

Elevator & Escalator Maintenance Services

Contract Overview

- On August 25, 2016, Metro Board of Directors approved a firm fixed unit rate Contract No. OP10100003367 to Mitsubishi Electric USA (MEUS)
- Contract effective start date: November 1, 2016

CONTRACT TERM	CONTRACT VALUE
Five-Year Base	\$76,732,083.65
One, Two-Year Option	\$32,592,290
Total of Seven Years	\$109,324,373.65

- MEUS provides comprehensive preventative maintenance, inspections and repairs for elevators, escalators and their associated systems and equipment
- Currently there are 173 elevators and 139 escalators for a total of 312 units maintained under this contract
- Elevators and escalators within Gateway Building & Union Station E. Portal are maintained under a separate contract
- The five-year base period expires October 31, 2021

Elevator & Escalator Maintenance Services

DEOD Goal

GOAL	SBE	DVBE
DEOD Goal	7%	3%
MEUS Commitment	7.51%	3.05%
MEUS Participation To-date	8.21%	3.02%

- MEUS exceeded the SBE commitment
- MEUS is working closely with DEOD where additional resources have been identified to mitigate the DVBE shortfall of 0.03, and anticipated to be on target during this month



Elevator & Escalator Maintenance Services

Contractor's Performance

- MEUS has been performing satisfactorily, providing elevator and escalator preventative maintenance, inspections, elevator pit and hoistway glass cleaning, escalator step cleaning and as-needed repairs
- Additional services include State of Good Repair (SGR) projects:
 - ✓ Elevator floor replacement for 66 Units at ~\$2M
 - ✓ Corrosion damage repairs to elevator hoistway entrances and platforms for 34 units at \$1.9M
 - ✓ Escalator step tread replacement for ~\$430,000

Other repairs are performed due to damages caused by water intrusion, vandalism and misuse of units, as well as replacement of obsolete parts and equipment upgrade



Before

A Line Willowbrook-Rosa Parks Station Elevator Floor Replacement



After

Elevator & Escalator Maintenance Services

Contractor's Performance

- Key Performance Indicator (KPI) measures units' availability based on downtime for inoperable units reported to Metro due to:
 - ✓ Scheduled preventative maintenance
 - ✓ Unplanned downtime due to vandalism, misuse of units and mechanical and/or aging unit failure
- KPIs also validate contractor's responsiveness and ability to maintain the units in operation
- Metro actual KPIs for the transit elevators and escalators exceed 99%

FY 21 KPI	ELEVATORS	ESCALATORS
Goal	99.38	99.06
Actual	99.40	99.39

Elevator & Escalator Maintenance Services

Cost Analysis to Exercise the One, Two-Year Option

- The rates were evaluated and negotiated as part of the competitive contract award in 2016
- Price analysis performed indicates rates are lower than current market rates for similar services

ITEM	SYSTEM-WIDE CONTRACT AWARDED AUGUST 2016	USG BLDG. & US E. PORTAL CONTRACT AWARDED MARCH 2021
Total Units	312	33
Elevators	173	26
Escalators	139	7
Avg. Cost/Unit	\$3,137	\$3,587
12.5% Cost Savings		

Further Improvements to Enhance Customer Experience

- ✓ Improve escalator step cleaning frequency from bi-annual to a quarterly service
- ✓ Install cameras inside elevators to mitigate broken glass, fire hazard and other vandalism related activities, and improve safety and overall conditions



Metro

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

Board Report

File #: 2021-0357, File Type: Contract

Agenda Number: 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 2021

SUBJECT: INFRASTRUCTURE PROTECTION SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No. 8 to Contract No. PS560810024798 with RMI International, Inc. (RMI) to continue providing existing infrastructure protection services, increase the not-to-exceed contract value by \$15,000,000 from \$105,453,758 to \$120,453,758, and extend the period of performance from October 1, 2021 to March 31, 2022.

ISSUE

The existing contract will expire on September 30, 2021. In order to continue the existing infrastructure protection services at Metro stations, parking lots/structures, and critical infrastructures, Contract Modification No. 8 is required. This modification will also allow time for System Security and Law Enforcement (SSLE) to conduct a comprehensive evaluation of Metro's existing infrastructure protection service requirements and consult with the newly formed Public Safety Advisory Committee (PSAC) in the development of the revised scope of services resulting in a new solicitation.

BACKGROUND

RMI provides critical infrastructure protection services at selected locations of the regional Metro System to protect Metro assets and to prevent unlawful entry into secured areas, which if breached can disrupt Metro Operations and put Metro staff at risk. In order to continue to provide preventative physical security at Metro stations, parking lots/structures, and critical infrastructures, and to increase visible protection presence at bus/rail maintenance facilities consistent with industry best practices, Contract Modification No. 8 is required. Metro staff will continue to manage all areas being patrolled and guarded by RMI in an effort to deter and detect threats, mitigate security risks while minimizing costs wherever possible.

DISCUSSION

Under this contract, RMI provides infrastructure protection services at selected locations of the regional Metro System, including rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions, and maintenance facilities. It also provides additional protection services on an as-needed basis for special events and emergencies.

DETERMINATION OF SAFETY IMPACT

This Board action will not have any negative impact on establishing safety standards.

FINANCIAL IMPACT

The increase requested is to modify the current contract value from \$105,453,758 to \$120,453,758. The funding is included in the FY22 Adopted Budget (\$23.7M) aligned to System Security & Law Enforcement within cost center 2612, Account 50399 and extend the current contract period of performance for an additional six (6) month term on the current multi-year contract. At the termination of the contract extension, it is anticipated the new Request for Proposal (RFP) and award for Infrastructure Protection Services will be in place commencing April 1, 2022.

Impact to Budget

The FY22 Adopted Budget includes \$23.7 million allocated for contract services in Cost Center 2612, Account 50399 and multiple operating projects. The source of funds for this contract modification will be local operating funds including Proposition A, C, TDA, Measure R, and Measure M taxes. These funds are eligible for Bus and Rail operations.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal 2.1 of committing to improving security. To achieve this goal, Metro will rely on a multi-layered, integrated security program that comprises of plans, organizing, equipment, training, exercises, technology, public awareness, and regional partnerships and collaborations.

ALTERNATIVES CONSIDERED

Alternatives to this staff recommendation is not recommended because Metro currently does not have internal resources to provide the necessary level of staffing needed to safeguard its critical infrastructures and the assets and, employees at those locations. Further, discontinuation of the current levels of protection services will significantly increase known security risks related to crime, security breaches, and acts of terrorism.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 8 to Contract No. PS560810024798 with RMI International, Inc., to continue to provide infrastructure protection services to the end of the extended contract term.

ATTACHMENTS

Attachment A - Procurement Summary

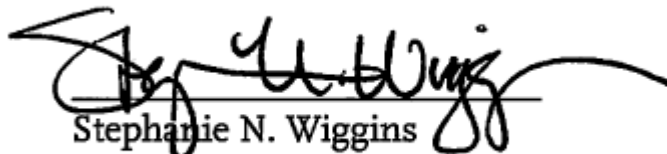
Attachment B - Contract Modification / Change Order Log

Attachment C - DEOD Summary

Prepared by: Cathryn Banuelos, Chief Administrative Analyst, System Security and Law Enforcement Officer, (213) 922-7650

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

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



Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A

**PROCUREMENT SUMMARY
SECURITY GUARD SERVICES/PS560810024798**

1	Contract Number: PS560810024798			
2	Contractor: RMI International, Inc.			
3	Mod. Work Description: Increase contract authority and six-month extension			
4	Contract Work Description: Security Guard Services			
5	The following data is current as of: May 12, 2021			
6	Contract Completion Status		Financial Status	
	Contract Awarded:	9/27/2016	Contract Award Amount:	\$81,944,840
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved:	\$23,508,918
	Original Complete Date:	9/30/2021	Pending Modifications (including this action):	\$15,000,000
	Current Est. Complete Date:	3/31/22	Current Contract Value (with this action):	\$120,453,758
7	Contract Administrator: Aielyn Dumaua		Telephone Number: (213) 922-7320	
8	Project Manager: Judy Gerhardt		Telephone Number: (213) 922-4811	

A. Procurement Background

This Board Action is to approve Modification No. 8 to Contract No. PS560810024798 to RMI International, Inc. for infrastructure protection services at selected locations of the regional Metro System which includes rail and bus lines, stations, transit facilities, parking lots, construction sites, bus and rail operating divisions and maintenance facilities.

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

In September 2016, the Board approved a five-year contract to RMI International, Inc. to provide infrastructure protection services.

Refer to Attachment B –Contract Modification/Change Order Log for modifications issued to date.

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis and are subject to Metro's living wage rates.

.

Proposed Amount	Metro ICE	Award Amount
\$15,000,000	\$15,000,000	\$15,000,000

ATTACHMENT B

**CONTRACT MODIFICATION/CHANGE ORDER LOG
SECURITY GUARD SERVICES/PS560810024798**

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Clarified basis for payment of billable overtime work and holiday hours	Approved	9/27/2016	\$ 0
2	Increase contract value due to unanticipated living wage adjustment for FY17/18	Approved	7/1/2017	\$5,108,918
3	Revised fully burdened hourly labor as a result of unanticipated living wage rate adjustments for FY18/19	Approved	7/1/2018	\$ 0
4	Change in deployment	Approved	1/25/2019	\$ 0
5	Updated list of subcontractors and issued applicable living wage rates for FT 19/20	Approved	7/1/2019	\$ 0
6	Increased contract value to cover increased security guard presence and living wage rate adjustments	Approved	2/1/2020	\$18,400,000
7	Updated list of subcontractors	Approved	10/12/2020	\$ 0
8	Increase contract authority and extend period of performance by six months	Pending	Pending	\$15,000,000
	Modification Total:			\$38,508,918
	Original Contract:			\$81,944,840
	Total:			\$120,453,758

DEOD SUMMARY

SECURITY GUARD SERVICES/PS560810024798

A. Small Business Participation

RMI International, Inc (RMI) made a 33.20% Disadvantaged Business Enterprise (DBE) commitment. Based on payments reported, the contract is 99.75% complete and the current DBE participation is 30.27%, representing a 2.93% shortfall.

According to RMI's 2020 Shortfall Mitigation plan, RMI intent was to increase the work for DBE firms, Allied Protection Services and American Eagle, and to become compliant in meeting their DBE commitment within the 2020 calendar year, RMI indicated that the primary concern for all contractors on this contract is staffing and manpower. RMI contends that during the 4th quarter of 2020, all vendors began to experience negative guard staff retention and on-boarding numbers as a direct result of the COVID-19 pandemic. As such, RMI indicated their need to fulfill the service hours that its subcontractors were unable to meet, to support the operational needs of METRO. Metro DEOD staff met with Allied and American Eagle, who both stated that they continue to recruit to increase their level of staffing and RMI further indicated that they are looking to add additional sites to their subcontractors to increase the level of participation.

RMI reported that it is meeting with its DBE subcontractors bi-weekly to discuss their operations. RMI explained that steps are being taken to increase their level of participation and remain committed to reducing the shortfall. RMI was requested to submit an updated shortfall mitigation plan outlining how it will reduce the shortfall post-COVID conditions. Metro staff will continue to track DBE utilization and meet with the Project Manager and RMI to ensure all feasible remedies are explored to meet the commitment.

Small Business Commitment	DBE 33.20%	Small Business Participation	DBE 30.27%
----------------------------------	-------------------	-------------------------------------	-------------------

	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	Allied Protection Services, Inc.	African American	13.44%	1.64%
2.	North American Security and Investigations, Inc.	Hispanic American	5.96%	16.59%

3.	Security America, Inc. (<i>substituted due to voluntary withdrawal</i>)	Hispanic American	13.80%	9.37%
4.	American Eagle Protective Services	African American Female	Added	2.62%
5.	Absolute Security International, Inc.	Asian Pacific Female	Added	0.05%
Total DBE Participation			33.20%	30.27%

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

B. Contracting Outreach and Mentoring Plan (COMP)

RMI International Inc. is mentoring (3) DBE protégés: Allied Protection Services, North American Security & Investigations, and Absolute Security International, Inc.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Living Wage Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract/modification. 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.

E. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2021-0360, File Type: Informational Report

Agenda Number: 29.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JUNE 17, 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 May 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 provided 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 (SSLE) 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 terrorism and 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 Audit' was conducted. The purpose of this review was to verify the adherence to contract specific responsibilities, which in part holds our law enforcement partners accountable for riding Metro buses and trains, patrolling buses, rail stations/corridors, and maintaining high visibility at key Metro critical infrastructures by requiring all field Officers/Deputies on duty to tap their Metro issued badge at all TAP machines.

The Review from March 31, 2021, to April 30, 2021, entailed a deployment sample, where documentation regarding field personnel was evaluated for one (1) shift, location, and one (1) day per

week. When performing the review, law enforcement Daily Deployment Schedules regarding field personnel and the Metro Transit Access Pass (TAP) reports were cross-referenced to ensure that the officers indicated on the daily deployment schedules did serve at their respective details.

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. Upon receipt of further supporting information, we will conclude the Review and report our findings in the July Transit Safety and Security Report.

METRO TRANSIT SECURITY (MTS)

Effective May 10, 2021, MTS began riding the subway trains to enhance security while educating the public about Metro's customer code of conduct. We are in the process of ramping up our efforts in coordination with the Facilities Maintenance and Customer Experience departments on cleaning operations for the Red Line. We will provide an update in July.

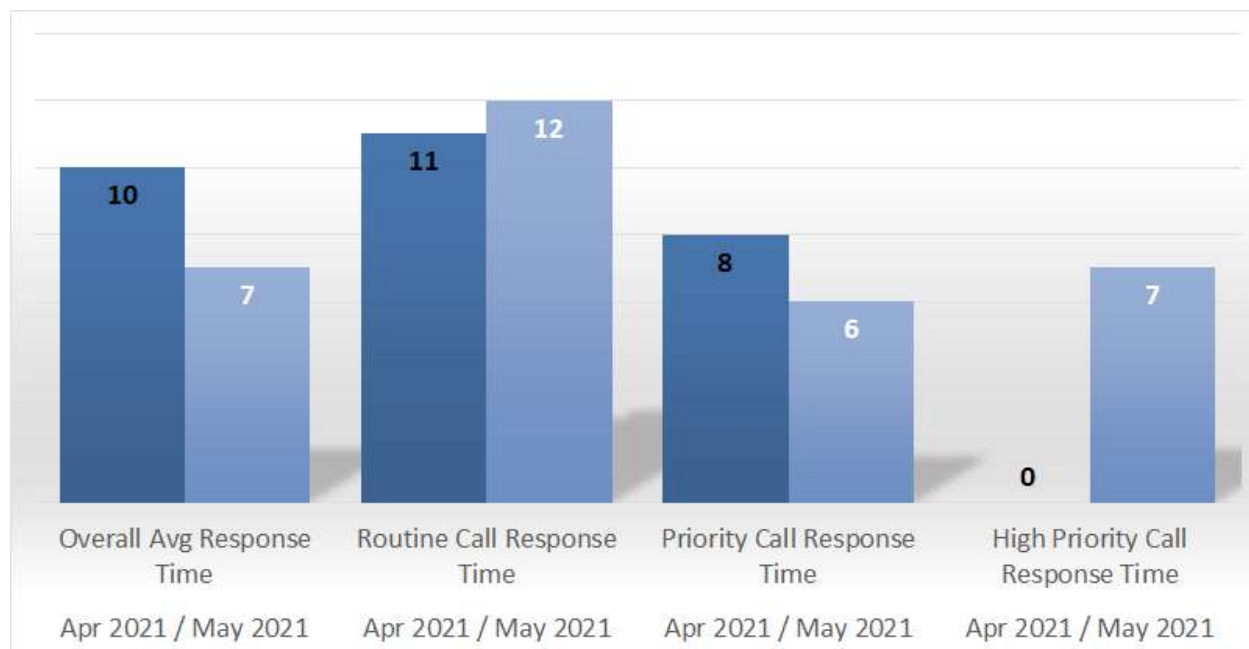
We have established a full-time training unit to ensure that officers are trained not only in the academy but after they graduate from our Metro Academy Program (MAP). All our in-service officers have received updated and refresher training in de-escalation, bias policing, current laws, and less lethal force options. We are in the process of obtaining a 'force options simulator,' a virtual training tool to better train our personnel through the use of conflict scenarios. We are enhancing our MAP program to include the training above to ensure we are current with all laws, policies, and procedures in relation to responding to various emergencies.

In addition, we are in the process of revamping our Use of Force investigation and personnel complaint format to ensure that detailed investigations are taking place and completed in a timely manner. We are in the process of obtaining an early warning software program that will aid in letting us know when an employee may have a potential issue that can be addressed before there it escalates. We are also working on our Body Worn Video program, similar to the program our law enforcement partners utilize to document incidents. We will update the Board as progress is made in all these areas.

In May, Transit Security received one hundred and ninety-two (192) calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received ninety-one (91) calls and responded to sixty-two (62) of them with an average response time of twelve (12) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as Maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- Priority: Transit Security received ninety-six (96) calls and responded to fifty-four (54) of them with an average response time of nine (9) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as Maintenance, Rail Operations Control, Bus Operations Control, local fire department, or elevator technician.
- High Priority: Transit Security received five (5) calls and responded to three (3) of them with an

average response time of four (4) minutes. The remaining calls were assigned to law enforcement.



BUS OPERATIONS SECURITY

In May, there were a total of eight (8) assaults on bus operators, with all assaults occurring in LAPD's jurisdiction and zero assaults occurring in LASD's jurisdiction.

In May, there were a total of 10,122 bus boardings by LAPD officers and a total of 9,000 bus boardings by LASD deputies on various routes throughout the system. Between April and May, LAPD saw an increase in bus boardings of 1,785, and LASD saw a decrease in bus boardings of 388.

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, and we will report back in July with an update.

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

PUBLIC SAFETY ADVISORY COMMITTEE

On Wednesday, May 19, 2021, LA Metro had its fourth virtual Public Safety Advisory Committee (PSAC) with over sixty (60) attendees. The agenda included a discussion on the PSAC Charter & Bylaws, a Transit Ambassador Program Scoping introductory discussion, followed by a brief presentation of Short-Term Continuation of Programs. This included an introductory conversation on the next infrastructure protection services contract where PSAC members will have an opportunity to

provide their feedback. The facilitators shared a high-level Workplan and the five (5) priorities that would be converted into ad-hoc subcommittees. After receiving PSAC member feedback, the following Ad Hoc committees were recommended: Policing Contracts, Transit Ambassador Program, Training, Public Safety Survey, Infrastructure Protection Services, and Community Engagement.

HOMELESS OUTREACH SERVICES

OPERATION "SHELTER THE UNSHELTERED"	
LAW ENFORCEMENT (LAPD, LASD, and LBPB)	
ACTIONS TAKEN	MAY
# OF LEVEL 1 (CONTACTS)	457
# OF LEVEL 2 (REFERRALS)	13
# OF LEVEL 3 (HOUSING PLACEMENTS)	39
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	824
PATH	
ACTIONS TAKEN	MAY
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	29
TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE	725
DREAM CENTER (DC)	
ACTIONS TAKEN	MAY
# OF CONTACTS	180
TOTAL # CONTACTED BY DC JULY 16, 2020 TO DATE	1,493
LA DOOR	
ACTIONS TAKEN	MAY
# OF CONTACTS	353
TOTAL # CONTACTED BY LA DOOR JULY 16, 2020 TO DATE	3,690

Amendment Number Two To Letter of Agreement for Multidisciplinary Street-Based Engagement Services

The Board approved the use of \$1.5M to pilot a four (4) month program 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 was initiated on March 1, 2021, with an end date of June 30, 2021. A detailed update of the pilot will be included in the July 2021 Board Report.

Metro and the Department of Health Services are entering into Amendment Number Three to amend the Agreement to extend the Term of the Agreement through June 30, 2023. The Amendment includes extending the eighty (80) interim shelter beds at *Home At Last* through August 31, 2021.

SEXUAL HARASSMENT

Peace Over Violence Performance Metrics

Performance Measure	May 2021 Numbers Served
Total Sexual Harassment Cases Contacting POV	2
Total Number of Individuals that Contacted POV Line Regarding Sexual Harassment	1
Total Number of Metro Riders Requesting Counseling Services	1
Total Number of Police Reports Filed or Intended to File	1
Total Number of Active Cases	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 May 2021

Attachment B - MTA Supporting Data May 2021

Attachment C - Transit Police Summary May 2021

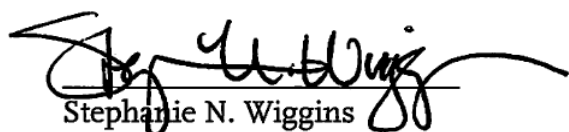
Attachment D - Monthly, Bi-Annual, Annual Comparison May 2021

Attachment E - Violent, Prop, and Part 1 Crimes May 2021

Attachment F - Demographic Data May 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



Stephanie N. Wiggins
Chief Executive Officer

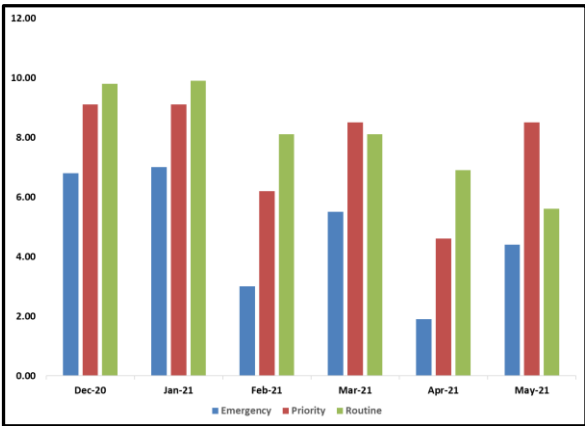
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2021

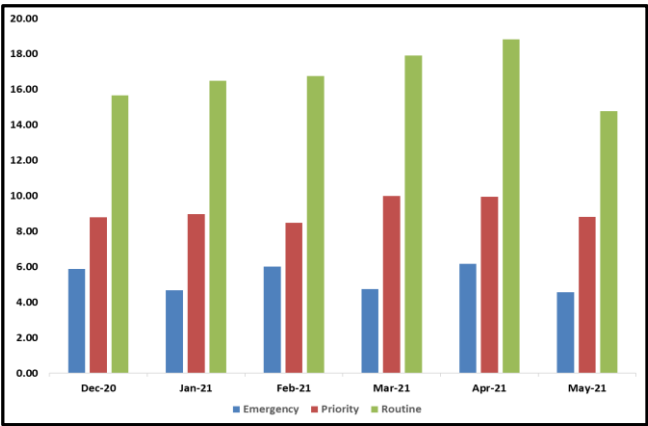
Attachment A

Average Incident Response Times

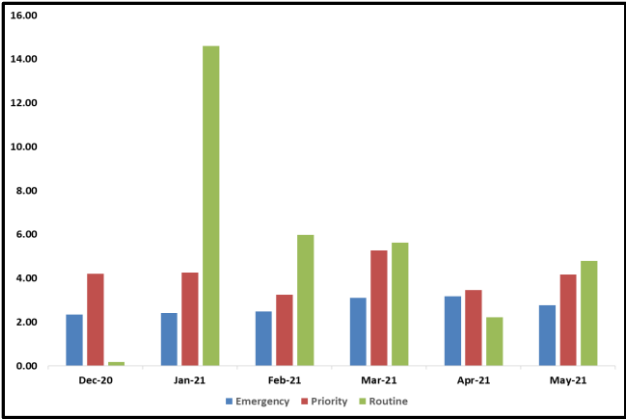
LAPD



LASD



LCPD

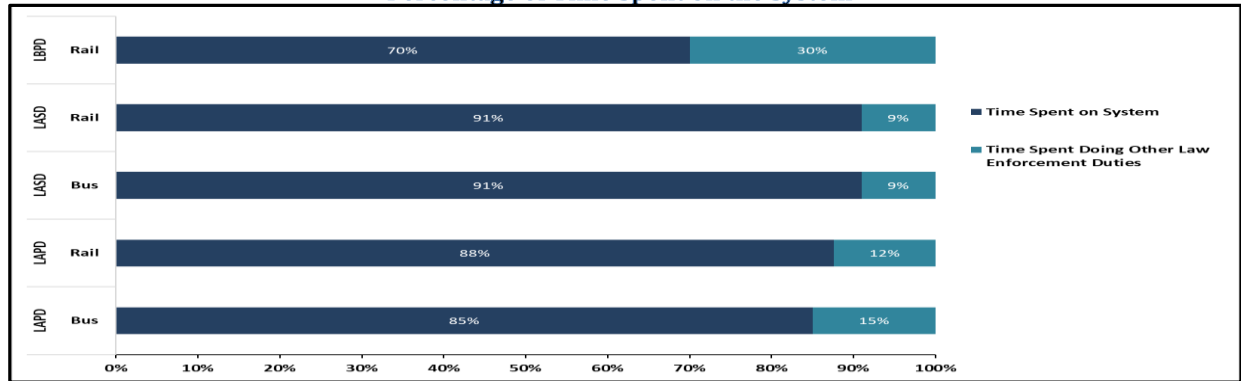


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

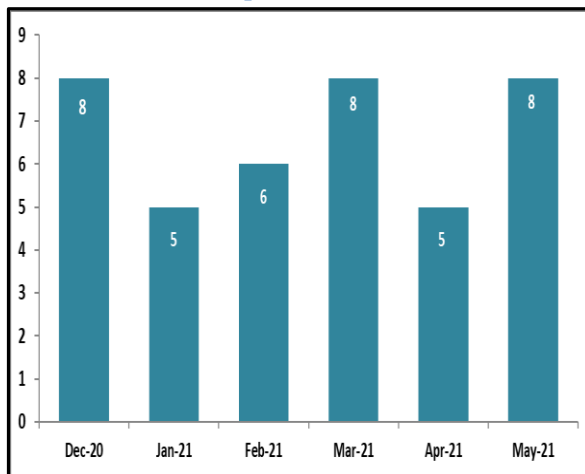
MAY 2021

Attachment A

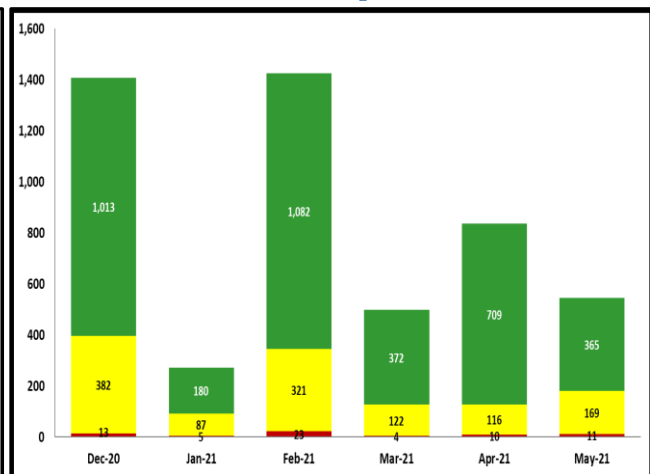
Percentage of Time Spent on the System



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

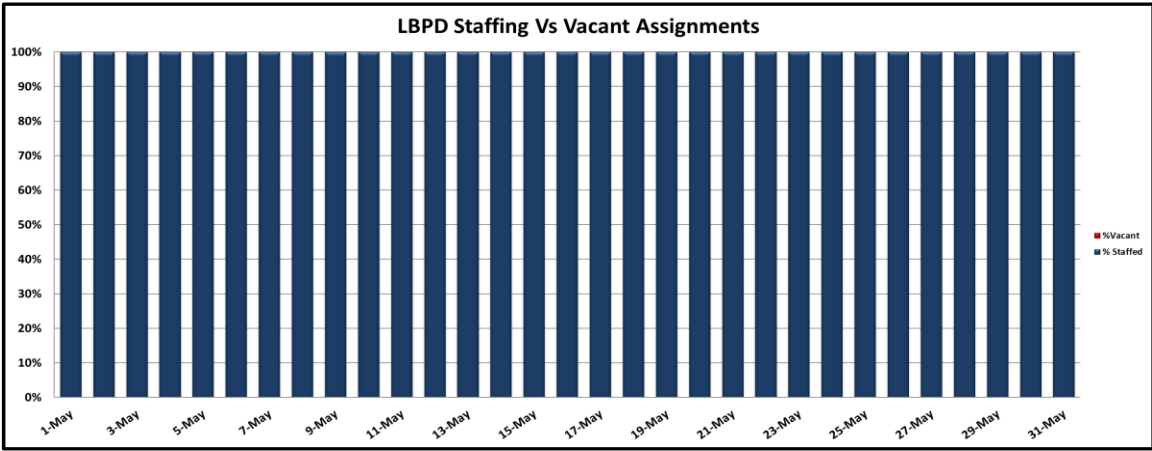
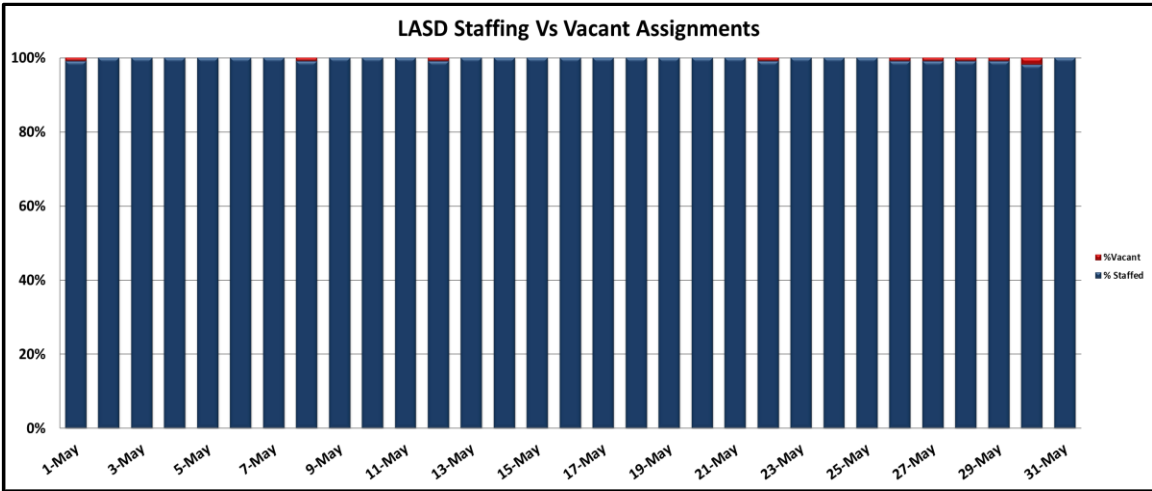
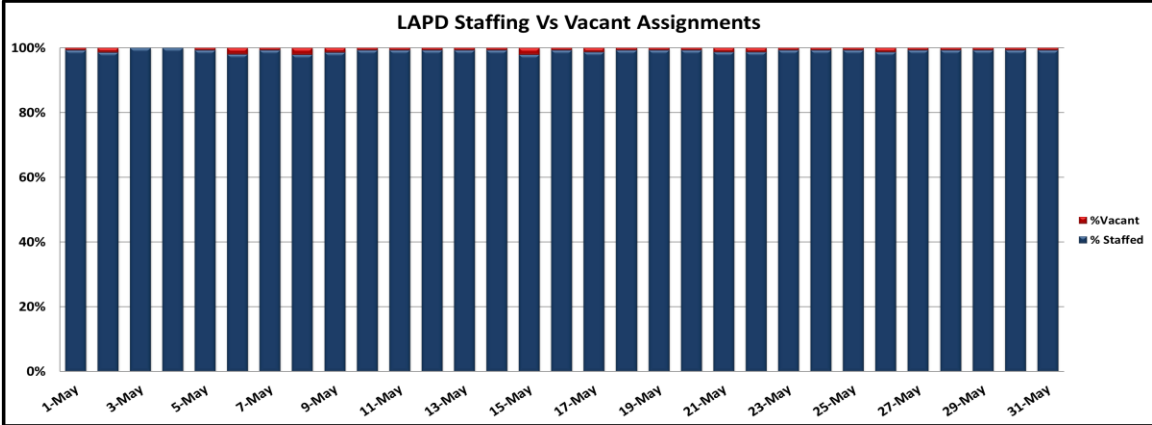
Red Checks- Occurs when a patron has invalid fare

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2021

Attachment A

Ratio of Staffing Levels vs Vacant Assignments



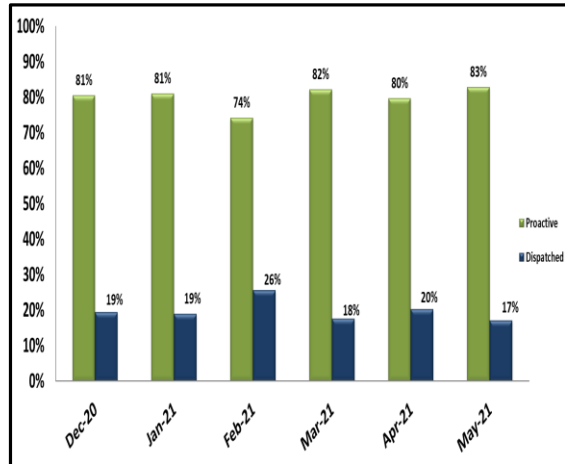
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

MAY 2021

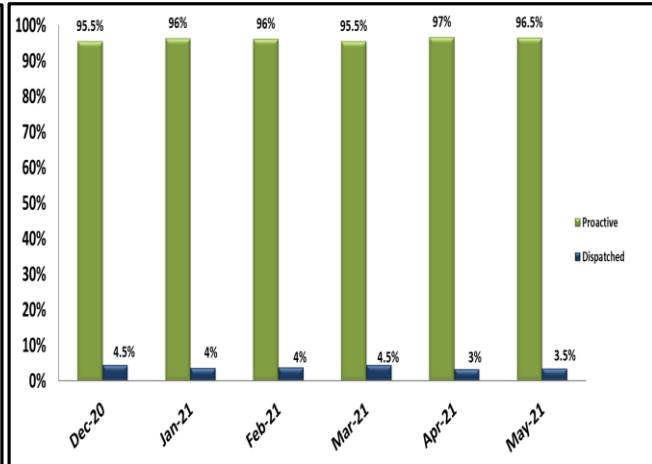
Attachment A

Ratio of Proactive vs Dispatched Activity

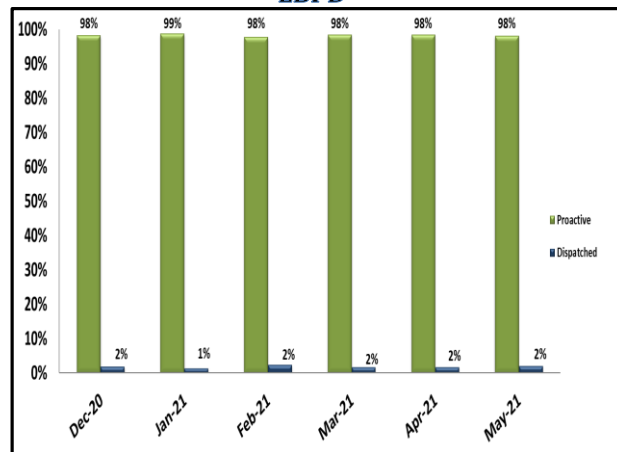
LAPD



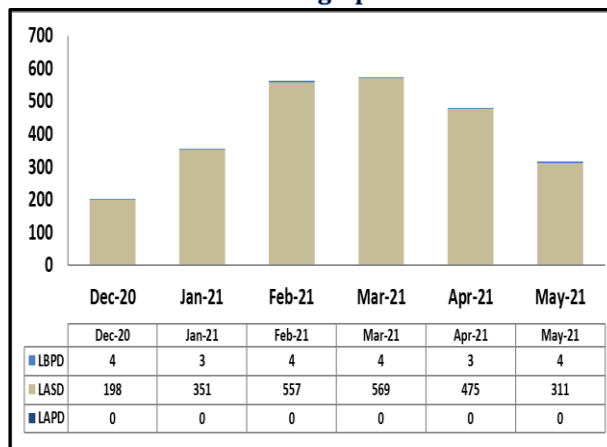
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations May:

1. Blue Line Stations (221)
2. Expo Line Stations (20)
3. Gold Line Stations (74)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	1
Rape	0	0	0	2
Robbery	1	1	0	34
Aggravated Assault	1	7	1	44
Aggravated Assault on Operator	0	0	0	0
Battery	1	5	1	61
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	13
SUB-TOTAL	4	13	2	155
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	2	4
Larceny	0	4	0	28
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	1	0	6
Arson	0	0	1	3
Vandalism	0	1	0	27
SUB-TOTAL	0	6	3	69
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	0	0	7
Narcotics	0	3	0	21
Trespassing	0	0	0	5
SUB-TOTAL	0	3	0	33
TOTAL	4	22	5	257

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	13
Pico	2	0	0	7
Grand/LATTC	1	0	0	7
San Pedro St	0	0	0	3
Washington	0	0	0	14
Vernon	1	0	0	6
Slauson	0	0	1	15
Florence	1	2	0	20
Firestone	2	0	1	13
103rd St/Watts Towers	0	0	0	13
Willowbrook/Rosa Parks	6	3	1	58
Compton	1	0	0	25
Artesia	3	0	0	23
Del Amo	0	1	0	11
Wardlow	0	0	0	4
Willow St	0	3	0	6
PCH	0	0	0	5
Anaheim St	0	0	0	3
5th St	0	0	0	0
1st St	1	0	0	5
Downtown Long Beach	1	0	0	5
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	1
Total	19	9	3	257

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	7	0	1	76
Misdemeanor	0	0	0	108
TOTAL	7	0	1	184

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	0	17	0	430
Vehicle Code Citations	0	1	32	821
TOTAL	0	18	32	1,251

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	5	76	2	892
Priority	17	73	34	1,407
Emergency	1	4	18	305
TOTAL	23	153	54	2,604

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	16%	1%	2%
Proactive	84%	99%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	87%
Blue Line-LASD	84%
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	4	40
Pacific Ave.	0	0	0	0
Willowbrook	0	74	0	459
Slauson	0	5	0	38
Firestone	0	9	0	61
Florence	0	16	0	94
Compton	0	37	0	308
Artesia	0	63	0	303
Del Amo	0	13	0	128
Long Beach Blvd	0	0	0	0
TOTAL	0	217	4	1,431

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	1	1
Robbery	0	0	14
Aggravated Assault	0	3	21
Aggravated Assault on Operator	0	0	0
Battery	0	2	30
Battery Rail Operator	0	0	1
Sex Offenses	0	0	7
SUB-TOTAL	0	6	74
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	2
Larceny	0	3	24
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	3
Arson	0	1	2
Vandalism	2	1	15
SUB-TOTAL	2	5	46
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	5
Narcotics	0	4	19
Trespassing	0	1	5
SUB-TOTAL	0	6	29
TOTAL	2	17	149

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	1	0	14
Douglas	0	0	0	0
El Segundo	1	0	0	9
Mariposa	0	0	0	3
Aviation/LAX	0	0	0	2
Hawthorne/Lennox	0	0	0	14
Crenshaw	0	0	0	16
Vermont/Athens	0	0	0	13
Harbor Fwy	0	0	0	8
Avalon	2	0	0	9
Willowbrook/Rosa Parks	1	1	0	18
Long Beach BI	1	2	0	9
Lakewood BI	2	0	3	12
Norwalk	1	1	3	22
Total	8	5	6	149

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	24
Misdemeanor	1	0	40
TOTAL	2	0	64

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	10	153
Vehicle Code Citations	0	1	188
TOTAL	0	11	341

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	115	1,095
Priority	10	58	756
Emergency	3	2	72
TOTAL	15	175	1,923

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	87%
Green Line-LASD	95%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	22
Aggravated Assault	2	2	20
Aggravated Assault on Operator	0	0	0
Battery	2	0	36
Battery Rail Operator	0	0	1
Sex Offenses	0	0	2
SUB-TOTAL	5	3	81
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	0	16
Bike Theft	0	0	3
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	2	8
SUB-TOTAL	2	2	27
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	3
Trespassing	0	0	3
SUB-TOTAL	0	0	7
TOTAL	7	5	115

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	1	0	8
Pico	0	0	0	4
LATTC/Ortho Institute	0	0	0	4
Jefferson/USC	1	1	0	4
Expo Park/USC	0	0	0	7
Expo/Vermont	0	0	0	10
Expo/Western	2	0	0	16
Expo/Crenshaw	0	0	0	8
Farmdale	0	0	0	1
Expo/La Brea	0	0	0	1
La Cienega/Jefferson	0	0	0	4
Culver City	2	1	0	6
Palms	0	0	0	4
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	1
Expo/Bundy	2	0	0	4
26th St/Bergamot	1	0	0	3
17th St/SMC	0	1	0	3
Downtown Santa Monica	0	0	0	27
Expo Line Rail Yard	0	0	0	0
Total	8	4	0	115

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	0	20
Misdemeanor	1	0	34
TOTAL	3	0	54

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	4	67
Vehicle Code Citations	0	0	21
TOTAL	0	4	88

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	71	772
Priority	30	19	571
Emergency	6	4	61
TOTAL	40	94	1,404

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	7%
Proactive	84%	93%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	97%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	N/A	0	0
Santa Monica	N/A	19	495
Culver City	N/A	1	90
TOTAL	0	20	585

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	4
Robbery	4	47
Aggravated Assault	7	72
Aggravated Assault on Operator	0	0
Battery	15	130
Battery Rail Operator	0	1
Sex Offenses	2	22
SUB-TOTAL	28	277
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	6	72
Bike Theft	0	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	8	50
SUB-TOTAL	14	125
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	21
SUB-TOTAL	1	21
TOTAL	43	423

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	7	2	0	41
Civic Center/Grand Park	1	0	0	8
Pershing Square	0	1	0	21
7th St/Metro Ctr	4	4	0	50
Westlake/MacArthur Park	3	1	1	44
Wilshire/Vermont	1	1	0	37
Wilshire/Normandie	0	0	0	8
Vermont/Beverly	2	0	0	27
Wilshire/Western	0	0	0	13
Vermont/Santa Monica	0	0	0	13
Vermont/Sunset	1	0	0	16
Hollywood/Western	3	1	0	25
Hollywood/Vine	3	1	0	21
Hollywood/Highland	2	1	1	34
Universal City/Studio City	0	0	0	16
North Hollywood	1	1	0	49
Red Line Rail Yard	0	0	0	0
Total	28	13	2	423

ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	57
Misdemeanor	8	86
TOTAL	13	143

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	178
Vehicle Code Citations	0	25
TOTAL	2	203

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	41	365
Priority	152	1,407
Emergency	15	98
TOTAL	208	1,870

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

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

LEGEND
Los Angeles Police Department

GOLD LINE

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	1
Rape	0	0	1
Robbery	0	1	14
Aggravated Assault	1	3	20
Aggravated Assault on Operator	0	0	2
Battery	1	0	34
Battery Rail Operator	0	0	1
Sex Offenses	0	0	6
SUB-TOTAL	2	4	79
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	3
Larceny	0	0	21
Bike Theft	0	0	4
Motor Vehicle Theft	0	0	2
Arson	0	1	2
Vandalism	0	0	15
SUB-TOTAL	0	1	47
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	8
Narcotics	0	0	8
Trespassing	0	0	3
SUB-TOTAL	0	1	19
TOTAL	2	6	145

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	17
Misdemeanor	1	0	40
TOTAL	1	0	57

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	19	132
Vehicle Code Citations	1	4	30
TOTAL	1	23	162

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	9	132	1,344
Priority	41	74	1,240
Emergency	2	4	101
TOTAL	52	210	2,685

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	13
Azusa Downtown	0	0	0	6
Irwindale	0	1	0	9
Duarte/City of Hope	0	0	0	3
Monrovia	0	0	0	10
Arcadia	0	0	0	6
Sierra Madre Villa	3	0	1	14
Allen	0	0	0	2
Lake	1	0	0	7
Memorial Park	0	0	0	3
Del Mar	0	0	0	2
Fillmore	0	0	0	7
South Pasadena	0	0	0	6
Highland Park	1	0	0	10
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	4
Lincoln/Cypress	1	0	0	3
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	0	7
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	4
Total	6	1	1	145

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	5	131
Irwindale	0	20	114
Monrovia	0	12	114
City of Pasadena	0	17	248
Magnolia Ave	0	0	25
Duarte Station	0	5	65
City Of Azusa	0	8	250
South Pasadena	0	4	114
City Of East LA	0	3	246
Figuerroa St	0	0	0
TOTAL GOAL= 10	0	74	1,307

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	4
Aggravated Assault	1	10
Aggravated Assault on Operator	0	0
Battery	0	15
Battery Bus Operator	0	1
Sex Offenses	0	3
SUB-TOTAL	1	33
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	5
Bike Theft	1	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	8
SUB-TOTAL	2	16
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	3	49

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	4
Misdemeanor	0	4
TOTAL	0	8

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	10
Priority	12	117
Emergency	0	8
TOTAL	12	135

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	88%

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	0	0	5
Van Nuys	0	0	0	4
Sepulveda	0	1	0	7
Woodley	0	0	0	5
Balboa	0	0	0	3
Reseda	0	0	0	2
Tampa	0	0	0	1
Pierce College	1	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	3
Warner Center	0	1	0	1
Sherman Way	0	0	0	3
Roscoe	0	0	0	2
Nordhoff	0	0	0	0
Chatsworth	0	0	0	2
Total	1	2	0	49

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	0	4
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
SUB-TOTAL	1	0	10
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	0	0	3
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	0	1
Trespassing	1	0	1
SUB-TOTAL	1	1	3
TOTAL	2	1	16

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	1	3
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	1	0	0	5
Carson	0	0	1	3
PCH	0	0	0	1
San Pedro/Beacon	0	0	0	0
Total	1	0	2	16

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	3
Misdemeanor	0	0	21
TOTAL	0	0	24

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	1	118
Vehicle Code Citations	0	0	525
TOTAL	0	1	643

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	25
Priority	1	2	34
Emergency	0	0	2
TOTAL	1	4	61

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	1%
Proactive	0%	99%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM*	
Silver Line- LAPD	0%
Silver Line- LASD	90%

Los Angeles Police Department
Los Angeles County Sheriff's Department

*in Apri 2020, all motor operations were temporarily halted

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	3	2	37
Aggravated Assault	8	3	79
Aggravated Assault on Operator	1	0	14
Battery	16	5	193
Battery Bus Operator	7	0	50
Sex Offenses	1	1	26
SUB-TOTAL	36	11	399
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	4	3	67
Bike Theft	2	0	15
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	6	2	91
SUB-TOTAL	12	5	176
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	19
Narcotics	0	12	84
Trespassing	0	1	10
SUB-TOTAL	0	15	113
TOTAL	48	31	688

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	39
San Fernando	1	12
San Gabriel Valley	10	106
Gateway Cities	14	116
South Bay	5	58
Total	31	331

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	14
West Valley	0	5
North Hollywood	3	10
Foothill	2	8
Devonshire	0	4
Mission	3	12
Topanga	0	8
Central Bureau		
Central	7	61
Rampart	4	35
Hollenbeck	1	5
Northeast	0	8
Newton	0	16
West Bureau		
Hollywood	2	18
Wilshire	0	13
West LA	2	15
Pacific	1	9
Olympic	8	31
Southwest Bureau		
Southwest	5	40
Harbor	0	6
77th Street	5	31
Southeast	2	9
Total	48	358

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	0	60
Misdemeanor	5	0	237
TOTAL	8	0	297

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	68	586
Vehicle Code Citations	0	25	252
TOTAL	0	93	838

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	4	185	1,649
Priority	7	85	1,688
Emergency	2	8	146
TOTAL	13	278	3,483

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	1%
Proactive	81%	99%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	85%
LASD BUS	91%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - MAY 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	1
Robbery	2	7
Aggravated Assault	0	7
Aggravated Assault on Operator	0	0
Battery	2	81
Battery Rail Operator	0	0
Sex Offenses	0	2
SUB-TOTAL	4	99
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	12	49
Bike Theft	2	9
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	1	17
SUB-TOTAL	15	77
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	18
SUB-TOTAL	2	18
TOTAL	21	194

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	46
Misdemeanor	3	55
TOTAL	7	101

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	1	32
Vehicle Code Citations	1	29
TOTAL	2	61

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	9	86
Priority	23	242
Emergency	3	27
TOTAL	35	355

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

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

LEGEND	
Los Angeles Police Department	

Transit Police

Monthly Crime Report



Attachment C

	2020	2021
	May	May
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	0	1
Robbery	20	17
Aggravated Assault	25	39
Aggravated Assault on Operator	2	1
Battery	35	50
Battery on Operator	4	7
Sex Offenses	2	5
SUB-TOTAL	88	120
CRIMES AGAINST PROPERTY		
Burglary	1	2
Larceny	19	35
Bike Theft	3	5
Motor Vehicle Theft	3	1
Arson	1	3
Vandalism	15	23
SUB-TOTAL	42	69
CRIMES AGAINST SOCIETY		
Weapons	2	5
Narcotics	1	19
Trespassing	7	6
SUB-TOTAL	10	30
TOTAL	140	219
ENFORCEMENT EFFORTS		
Arrests	99	42
Citations	121	187
Fare Checks	2,751	545
Calls for Service	1,252	1,367

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2021Attachment D

Crimes

Monthly	System-Wide	May-20	May-21	% Change
	Crimes Against Persons	88	120	36.36%
	Crimes Against Property	42	69	64.29%
	Crimes Against Society	10	30	200.00%
	Total	140	219	56.43%
Six Months	System-Wide	Dec-19-May-20	Dec-20-May-21	% Change
	Crimes Against Persons	669	658	-1.64%
	Crimes Against Property	380	334	-12.11%
	Crimes Against Society	135	156	15.56%
	Total	1,184	1,148	-3.04%
Annual	System-Wide	Jun-19-May-20	Jun-20-May-21	% Change
	Crimes Against Persons	1,456	1,317	-9.55%
	Crimes Against Property	849	647	-23.79%
	Crimes Against Society	352	252	-28.41%
	Total	2,657	2,216	-16.60%

Average Emergency Response Times (in minutes)

Monthly	May-20	May-21	Change in Seconds	% Change
	4:07	3:54	-13	-5.26%
Six Months	Dec-19-May-20	Dec-20-May-21	Change in Seconds	% Change
	4:14	4:16	2	0.79%
Annual	Jun-19-May-20	Jun-20-May-21	Change in Seconds	% Change
	4:37	4:35	-2	-0.72%

Bus Operator Assaults

Monthly	May-20	May-21	% Change
	6	8	33.33%
Six Months	Dec-19-May-20	Dec-20-May-21	% Change
	41	41	0.00%
Annual	Jun-19-May-20	Jun-20-May-21	% Change
	80	81	1.25%

Fare Compliance

Monthly		May-20	May-21	% Change
	Green Checks	1,799	365	-79.71%
	Yellow Checks	927	169	-81.77%
	Red Checks	25	11	-56.00%
	Total	2,751	545	-80.19%
Six Months		Dec-19-May-20	Dec-20-May-21	% Change
	Green Checks	87,389	3,721	-95.74%
	Yellow Checks	23,175	1,197	-94.83%
	Red Checks	18,336	66	-99.64%
	Total	128,900	4,984	-96.13%
Annual		Jun-19-May-20	Jun-20-May-21	% Change
	Green Checks	258,663	10,363	-95.99%
	Yellow Checks	95,541	4,062	-95.75%
	Red Checks	59,675	150	-99.75%
	Total	413,879	14,575	-96.48%

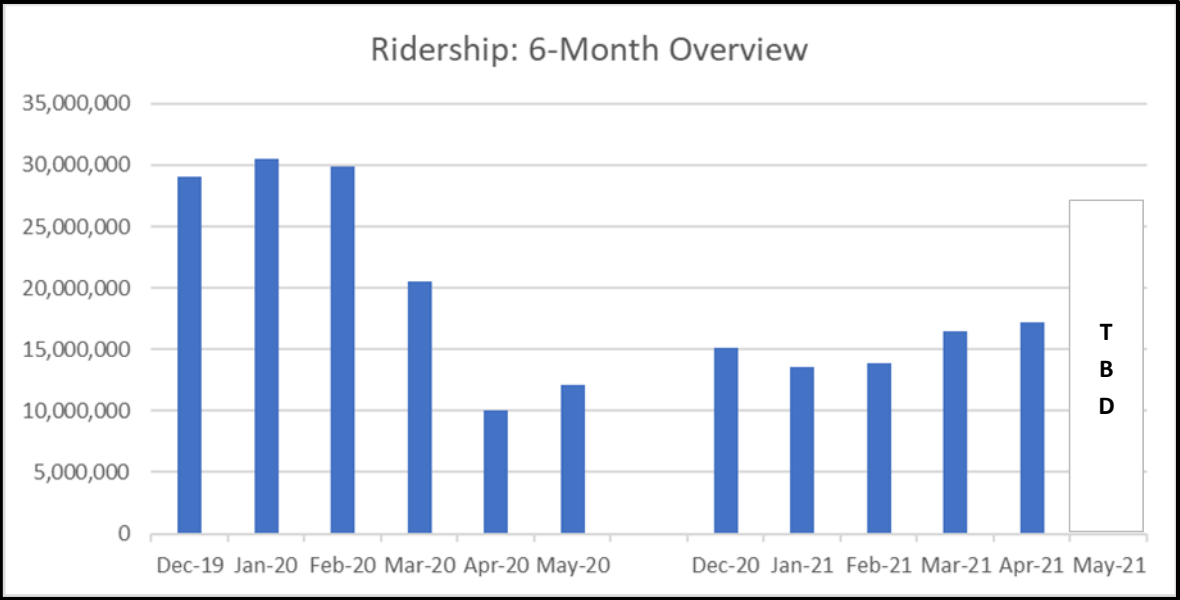
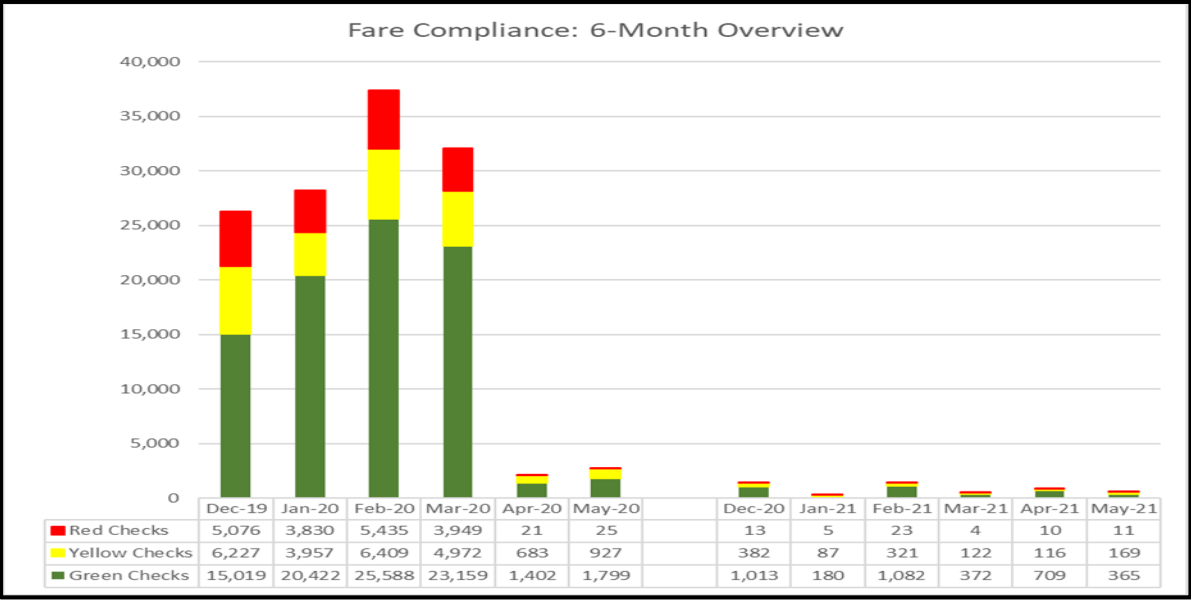
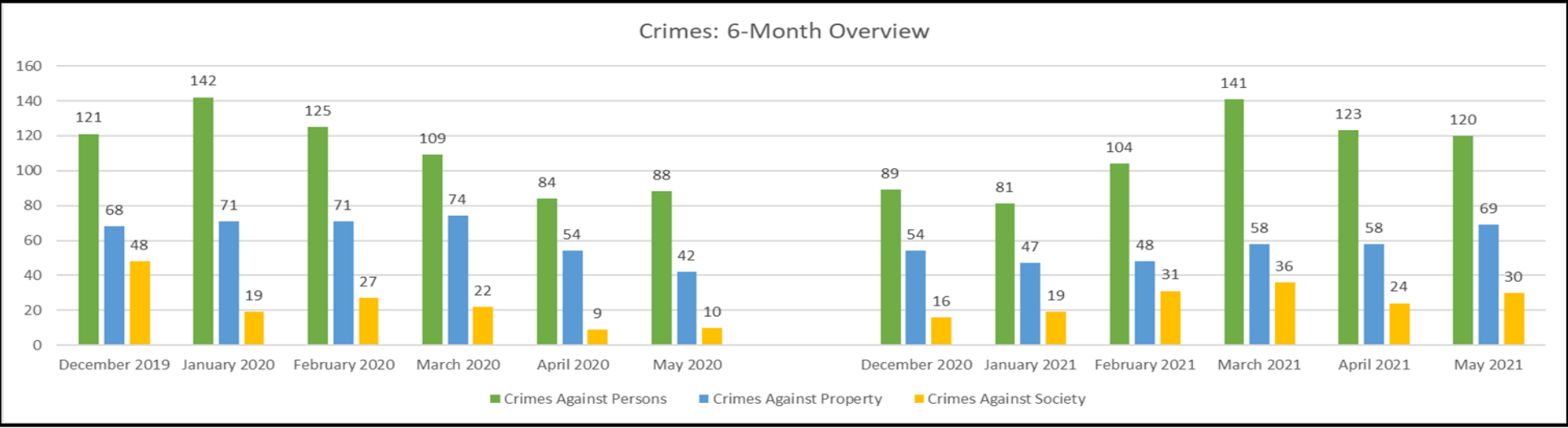
Ridership

Monthly	May-20	May-21	% Change
	12,103,405	N/A	N/A
Six Months	Dec-19-May-20	Dec-20-May-21	% Change
	132,004,817	76,173,262	-42.30%
Annual	Jun-19-May-20	Jun-20-May-21	% Change
	311,553,359	175,195,246	-43.77%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

MAY 2021

Attachment D



VIOLENT CRIMES	5/01/2021 TO 5/31/2021	4/01/2021 TO 4/30/2021	% Change	4/01/2021 TO 4/30/2021	3/01/2021 TO 3/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	0	0	N/A	0	0	N/A	1	0	N/A	1	0	N/A
Rape	1	0	N/A	0	1	-100.0%	5	5	0.0%	5	4	25.0%
Robbery	17	17	0.0%	17	19	-10.5%	80	94	-14.9%	80	141	-43.3%
Agg Assault	40	31	29.0%	31	29	6.9%	135	98	37.8%	135	117	15.4%
TOTAL VIOLENT	58	48	20.8%	48	49	-2.0%	221	197	12.2%	221	262	-15.6%
PROPERTY CRIMES	5/01/2021 TO 5/31/2021	4/01/2021 TO 4/30/2021	% Change	4/01/2021 TO 4/30/2021	3/01/2021 TO 3/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	2	1	100.0%	1	0	N/A	5	3	66.7%	5	2	150.0%
Larceny	35	34	2.9%	34	25	36.0%	135	200	-32.5%	135	360	-62.5%
Bike Theft	5	4	25.0%	4	4	0.0%	14	24	-41.7%	14	26	-46.2%
Motor Vehicle Theft	1	2	-50.0%	2	0	N/A	5	9	-44.4%	5	13	-61.5%
TOTAL PROPERTY	43	41	4.9%	41	29	41.4%	159	236	-32.6%	159	401	-60.3%
TOTAL PART 1	101	89	13.5%	89	78	14.1%	380	433	-12.2%	380	663	-42.7%

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

Extraction Period
05/01/21 - 05/31/21

Attachment F Demographic Data

PERMISE	F		M					TOTAL
	B	TOTAL	B	H	O	W	TOTAL	
BUS	0	0	3	2	0	0	5	5
EXPO LINE - EXPO / BUNDY	0	0	1	2	0	0	3	3
ORANGE LINE - DE SOTO	0	0	0	1	0	0	1	1
ORANGE LINE - WARNER CENTER	0	0	0	1	0	0	1	1
PURPLE LINE - WILSHIRE / NORMANDIE	0	0	0	1	0	0	1	1
RED LINE - 7TH & METRO CENTER	0	0	2	0	0	0	2	2
RED LINE - CHANDLER & LANKERSHIM	0	0	0	1	0	0	1	1
RED LINE - HOLLYWOOD / VINE	0	0	1	1	0	0	2	2
RED LINE - HOLLYWOOD / WESTERN	1	1	0	0	3	0	1	2
RED LINE - N HOLLYWOOD	1	1	0	0	0	2	2	3
RED LINE - UNIVERSAL CIYT / STUDIO CITY	0	0	0	0	0	1	1	1
RED LINE - WESTLAKE MAC ARTHUR PARK	0	0	4	2	0	0	6	6
RED LINE - WILSHIRE/VERMONT	0	0	1	1	0	0	2	2
UNION STATION (NOT LINE SPECIFIC)	1	1	6	3	1	1	11	12
TOTAL	3	3	18	15	4	4	39	42

Los Angeles Sheriff's Department - Transit Services Bureau
Suspect Information for the Month of May 2021
05/01/2021 - 05/31/2021

Attachment F
Demographic Data

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

Los Angeles Sheriff's Department - Transit Services Bureau
Suspect Information for the Month of May 2021
05/01/2021 - 05/31/2021

Attachment F
Demographic Data

Premise	Female			Total Female	Male					Total Male	Total Suspects
	Black	Hispanic	White		Black	Hispanic	Other	White	Unknown		
L-Line - Sierra Madre Villa				0		1				1	1
L-Line - Arcadia			1	1						0	1
L-Line - Monrovia				0						0	0
L-Line - Duarte				0						0	0
L-Line - Irwindale				0		1				1	1
L-Line - Azusa Downtown				0						0	0
L-Line - APU/Citrus College				0						0	0
J-Line - Carson				0	1					1	1
J-Line - El Monte				0						0	0
Bus	1	1		2	2	19		3		24	26
Total	5	1	3	9	24	28	0	5	0	57	66

**Demographic Stats - LBPD Metro
May 2021**

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Battery	Unk			1st Street Stn	
DeathThreat	M	H	Unk	Downtown LB Stn	

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Auto Burglary	Unk			Willow Parking Structure	
Arson; Property	M	B	37	Willow Street Stn	Yes
Petty Theft from Auto	Unk			Willow Parking Structure	

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused