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3rd Floor, Metro Board Room

Agenda - Final

Wednesday, June 18, 2025

2:00 PM

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Operations, Safety, and Customer Experience Committee

Holly J. Mitchell, Chair
Katy Yaroslavsky, Vice Chair
James Butts
Jacquelyn Dupont-Walker*
Tim Sandoval**
Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

****Attending Virtually: Omni Oklahoma City Hotel, 100 Oklahoma City Blvd., Oklahoma City, OK 73109***

*****Attending Virtually: 505 S. Garey Ave., Pomona, CA 91766***

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(ALSO APPLIES TO BOARD COMMITTEES)

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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.

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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
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x5 Tiếng Việt *(Vietnamese)*
x6 日本語 *(Japanese)*
x7 русский *(Russian)*
x8 Հայերէն *(Armenian)*

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The Meeting begins at 2:00 PM Pacific Time on June 18, 2025; you may join the call 5 minutes prior to the start of the meeting.

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

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

La Reunion de la Junta comienza a las 2:00 PM, hora del Pacifico, el 18 de Junio de 2025. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

Marque: 888-978-8818 y ingrese el codigo
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Los comentarios del público se tomaran cuando se toma cada tema. Para dar un comentario público sobre una tema ingrese # 2 (Tecla de numero y dos) cuando se le solicite. Tenga en cuenta que la transmisión de video en vivo se retrasa unos 30 segundos con respecto a la reunión real. No hay retraso en la línea de acceso telefónico para comentarios públicos.

Written Public Comment Instruction:

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Please include the Item # in your comment and your position of “FOR,” “AGAINST,” "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
Post Office Mail:
Board Administration
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 26, 27, 28, 29, 30, 31, 32, 33, and 34.

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

CONSENT CALENDAR

26. SUBJECT: I-710 INTEGRATED CORRIDOR MANAGEMENT GENERAL CONTRACTOR SERVICES 2025-0119

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 24-month, firm-fixed-price contract, Contract OP125440000 to Crosstown Electrical & Data, Inc. for General Contractor (GC) Services for the Interstate 710 (I-710) Integrated Corridor Management (ICM) Project in the amount of $22,561,793.53, subject to the resolution of any properly submitted protest(s), if any.

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

27. SUBJECT: FOOTHILL EXTENSION TO POMONA LIGHT RAIL PROJECT TITLE VI SERVICE AND FARE EQUITY ANALYSIS 2025-0267

RECOMMENDATION

APPROVE the Foothill Extension to Pomona Operating Plan Title VI Service and Fare Equity Analysis (Attachment A).

Attachments: Attachment A - Foothill Ext. to Pomona Op. Plan Title VI Service & Fare Equity A
Attachment B - Public Hearing Comments

28. SUBJECT: ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II 2025-0275

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. AWARD a four-year Contract No. PS122845000 to Clever Devices Ltd. to upgrade the ATMS II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the amount of $129,760,941, subject to the

resolution of any properly submitted protest(s), if any; and

B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

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

29. SUBJECT: CENTRALIZED MONITORING SYSTEM FOR TRACK AND TUNNEL INTRUSION DETECTION SYSTEM 2025-0331

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole-source firm fixed price contract, Contract No. PS128578000 to AGP Technologies, Inc. for the purchase of a centralized real-time monitoring system for the Track and Tunnel Intrusion Detection System (TTIDS) in the amount of $1,825,000, subject to the resolution of any properly submitted protest(s), if any.

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

30. SUBJECT: METRO FREEWAY SERVICE PATROL 2025-0335

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute contract modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of $29,812,000, thereby increasing the contract amounts from $65,587,148.98 to $95,399,148.98, and extending the current period of performance with individual amounts as follows:

- Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $373,000 for up to 7 months, increasing the total contract amount from $4,141,753 to $4,514,753;
- Beat 60: Freeway Towing, Inc. Contract No. FSP5768900B60, for $5,123,000 for up to 60 months, increasing the total contract amount from $8,263,700 to $13,386,700;
- Beat 61: All City Tow Service, Contract No. FSP5769100B61, for $9,882,000 for up to 60 months, increasing the total contract amount from $8,380,122 to $18,262,122;
- Region 1: Kenny's Auto Service. Contract No. FS58039000, for

$8,869,000 for up to 8 months, increasing the total contract amount from $20,936,368.98 to $29,805,368.98;

- Region 2: Platinum Tow & Transport Contract No. FS58039001, for $5,565,000 for up to 8 months, increasing the total contract amount from $23,865,205 to $29,430,205.

Attachments: Attachment A - Procurement Summary
Attachment B - Contract Modification Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary
Attachment E - FSP Beat Map
Presentation

31. SUBJECT: P3010 LIGHT RAIL VEHICLE (LRV) COUPLER OVERHAUL 2025-0340

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit price contract, Contract No. TS127584000 to Dellner, Inc. for the P3010 Light Rail Vehicle (LRV) Coupler Overhaul, in an amount Not-To-Exceed (NTE) $8,792,530.00, for a period of 60 months from issuance of a Notice to Proceed, subject to the resolution of any properly submitted protest(s), if any.

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

32. SUBJECT: ANNUAL APPOINTMENTS TO METRO'S SERVICE COUNCILS 2025-0163

RECOMMENDATION

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

Attachments: Attachment A - New Appointee Nomination Letter
Attachment B - New Appointee Biography and Qualifications
Presentation

33. SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT 2025-0349

RECOMMENDATION

RECEIVE AND FILE the quarterly status report on Metro's Public Safety

Advisory Committee (PSAC).

Attachments: Presentation

34. SUBJECT: METRO RESPONSE TO EATON AND PACIFIC PALISADES WILDFIRES 2025-0447

RECOMMENDATION

RECEIVE oral report on the status of the Metro Response to Eaton and Pacific Palisades Wildfires.

Attachments: Attachment A - Motion 2025-0039
Presentation

NON-CONSENT

35. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2025-0338

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

19. SUBJECT: WEAPONS DETECTION PILOT 2025-0288

RECOMMENDATION

RECEIVE AND FILE the quarterly update on the weapons detection pilot.

Attachments: Attachment A - Board Motion 39
Attachment B - Board Motion 34.1
Presentation

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

36. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2025-0339

RECOMMENDATION

RECEIVE oral report on Metro Operations.

37. SUBJECT: WORLD CUP REPORT 2025-0274

RECOMMENDATION

RECEIVE oral report on Metro Operations on preparations for transit services and other agency preparations for the 2026 FIFA World Cup.

38. SUBJECT: JUNE 2025 SERVICE CHANGE 2025-0347

RECOMMENDATION

RECEIVE AND FILE status report on the bus and rail service changes effective Sunday, June 22, 2025.

Attachments: Attachment A - June 2025 Bus Service Changes Overview
Presentation

39. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2025-0346

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

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

40. SUBJECT: RESPONSE TO MOTION 48: ENHANCING THE EFFECTIVENESS OF THE LIFE PROGRAM 2025-0208

RECOMMENDATION

RECEIVE AND FILE an update on the Low-Income Fare is Easy (LIFE) Program in response to Board Motion 48, Enhancing the Effectiveness of the LIFE Program.

Attachments: Attachment A - Motion 48 - Enhancing the Effectiveness of the LIFE Program
Attachment B - LIFE Program Conversion Research Final Report
Presentation

41. SUBJECT: OFFICE OF THE INSPECTOR GENERAL (OIG) REPORT METRO TRANSIT SECURITY PERFORMANCE AUDIT FOR FISCAL YEARS 2023 AND 2024 (REPORT NO. 25-AUD-06) 2025-0421

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Report on Audit of Metro Transit Security Services Performance for the Fiscal Years 2023 and 2024.

Attachments: Attachment A - Report on Audit of Metro Transit Security Srvc Perf. FY 23 & 24
Presentation

SUBJECT: GENERAL PUBLIC COMMENT 2025-0503

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

File #: 2025-0119, **File Type:** Contract **Agenda Number:** 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: I-710 INTEGRATED CORRIDOR MANAGEMENT GENERAL CONTRACTOR SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 24-month, firm-fixed-price contract, Contract OP125440000 to Crosstown Electrical & Data, Inc. for General Contractor (GC) Services for the Interstate 710 (I-710) Integrated Corridor Management (ICM) Project in the amount of $22,561,793.53, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

GC Services are required to construct infrastructure improvements, install equipment and software, integrate system elements, and test and verify functionality to deliver the I-710 ICM Project. The project was identified as one of the Long Beach-East Los Angeles (LB-ELA) Task Force's early initiative projects included in the LB-ELA Corridor Mobility Investment Plan.

BACKGROUND

The I-710 freeway is a major goods movement corridor and a key part of the regional transportation network system. To improve mobility and safety during incidents/events, the I-710 ICM Project will rely on a multi-modal, multi-agency collaboration to integrate the various transportation networks currently operating independently.

The I-710 ICM Project elements were included in the Gateway Cities Council of Governments (GCCOG) Strategic Transportation Plan and the California Sustainable Freight Action Plan. In 2018, Metro staff completed the Los Angeles Regional Integrated Corridor Management Assessment (LARICMA) to assess potential corridors that would benefit from Intelligent Transportation Systems (ITS) and Integrated Corridor Management (ICM) strategies. These strategies help manage congestion, improve air quality, enhance technological capabilities, and build multi-jurisdictional partnerships connecting transportation management systems. The final LARICMA report identified the I-710 between State Route 60 (SR-60) and State Route 91 (SR-91) as a suitable corridor for ICM strategies.

In 2022, the Board directed staff to pursue grant funding through the Trade Corridor Enhancement

Program (TCEP) for the construction phase of the I-710 ICM Project, which was successfully secured in Cycle 3 of TCEP. The California Transportation Commission (CTC) allocated TCEP funds to Metro in March 2025.

In December 2023, the project was environmentally cleared pursuant to the California Environmental Quality Act (CEQA) and National Environmental Policy Act (NEPA) through the Categorical Exemptions/Categorical Exclusions (CE/CE) process.

In April 2024, the Metro Board of Directors voted unanimously to adopt the Long Beach-East LA Corridor Mobility Investment Plan, which invests $1.8 billion into local communities. The I-710 ICM Project was originally identified as a project that is “Corridor Investments Supported by Other Funding Sources” and it is part of Metro’s Pre-Investment Plan Opportunity (PIPO), which the Board directed staff to pursue the TCEP funds.

In December 2024, Final 100% Plans, Specifications, and Estimates (PS&E) were completed in collaboration with the California Department of Transportation (Caltrans), Los Angeles County Public Works (LACPW), and the Cities of Bell, Bell Gardens, Commerce, Compton, Cudahy, Long Beach, Lynwood, Maywood, Paramount, South Gate, and Vernon.

In February 2025, the Board approved the Construction Management Support Services (CMSS) contract for the Project. The CMSS contract enabled Metro to engage a Construction Manager (CM) consultant to collaborate with Metro, the GC, and local agencies. The CM will oversee the work done for this GC contract.

DISCUSSION

ICM strategies include technology-based, integrated transportation management systems to coordinate traffic signal operations, enhance system detection, and upgrade wayfinding to more effectively manage non-recurring congestion. The I-710 Project is essential to minimize the impacts of non-recurring congestion on the I-710 corridor and adjacent routes by using an integrated management approach to coordinate operations.

Staff recommends this GC award for the construction and implementation phase of the I-710 ICM Project. The GC will coordinate with Metro, the Construction Manager from the CMSS contract, and the local agencies to construct and install project elements. In addition to construction activities, the GC will be responsible for purchasing equipment, obtaining necessary permits from the local agencies, coordinating with local agencies during construction, testing/verification of equipment and software, systems integration, as well as ensuring construction safety at project location sites. The GC will also coordinate with various stakeholders, such as: Metro, Caltrans, Los Angeles County Public Works, the Regional Integration of Intelligent Transportation Systems (RIITS), transit providers, the Ports of Los Angeles and Long Beach, Southern California 511; the Cities of Bell, Bell Gardens, Commerce, Compton, Cudahy, Long Beach, Lynwood, Maywood, Paramount, South Gate, and Vernon; as well as third-party traveler information providers (i.e. Google/Waze).

Metro received one proposal from Crosstown Electrical & Data, Inc. (CEDI). Since only one proposal was received, Metro staff conducted a market survey of the firms on the plan holders list to determine

why no other proposals were received. One firm responded that they did not meet the contractor license requirements, three firms responded that they were subcontractors and/or material suppliers only, another firm responded that they were considering other future contract opportunities for construction services with Metro, another firm stated that they were precluded from bidding due to having worked on an earlier stage of the project, and two firms stated that the Request for Proposals (RFP) scope did not align with their services.

The results of the market survey indicated that the decisions of the firms not to propose were based on individual business considerations, and as such, the solicitation could proceed to be awarded as a competitive award.

DETERMINATION OF SAFETY IMPACT

The I-710 ICM Project includes elements that will improve safety in the corridor. By enabling proactive traffic management strategies, secondary crashes are anticipated to decline. Also, the project includes various safety features at key locations, such as reflective traffic signals, restriped crosswalks, and pedestrian signal improvements that will provide added visibility for drivers and enhance pedestrian facilities at select intersections.

FINANCIAL IMPACT

The project has secured $27,840,000 from the State's Trade Corridor Enhancement Program (TCEP) for construction, with $7,160,000 in Prop C 25% funds as the local match, for a project construction total of $35 million. For FY25, $2,205,189 has been allocated for design and construction in the I-710 Integrated Corridor Management (I-710 ICM) Project 463616, under cost center 4740. Since this is a multi-year project, the project manager, cost center manager, and Deputy Chief Operations Officer of Shared Mobility will be accountable for budgeting the costs for future fiscal years.

Impact to Budget
The project's funding, consisting of State TCEP grant funding, Prop C 25% funds, and Measure R subregional funds, is included in the FY25 budget. These sources are not eligible for bus and rail operations.

EQUITY PLATFORM

Ninety percent of the I-710 ICM Study Area is comprised of Equity Focus Communities (EFCs), and targeted mobility, safety, and air quality benefits were identified through the outreach process and incorporated into the project design. The I-710 ICM Project will serve all roadway users when incidents occur, and benefit persons concentrated in EFC zones by improving roadway safety and minimizing congestion impacts on local arterials within the project area. In addition, air quality impacts that disproportionately impact disadvantaged communities will be monitored using strategically placed air quality sensors, with benefits anticipated due to a reduction in non-recurring traffic congestion within the corridor.

Stakeholder engagement followed the outreach phases and processes from the I-710 South Corridor

Project and Long Beach-East Los Angeles Corridor Mobility Investment Plan. Engagement included meetings and presentations to provide information and receive feedback from the Gateway Cities Council of Governments Transportation Committee, community-based organizations (CBOs) such as the Coalition for Environmental Health and Justice (CEHAJ), and the LB-ELA Task Force and Community Leadership Council. Since initiating the design phase in 2020, the project team has held over 70 stakeholder meetings, resulting in the incorporation of several traffic engineering treatments to improve corridor safety for all users, as well as traffic signal synchronization. Staff will continue coordinating closely with Caltrans, Los Angeles County Public Works, the corridor cities, and the general public through the construction phase.

The I-710 ICM Project addresses two Equity Platform pillars: Focus and Deliver and Train and Grow. The project aims to deliver a more reliable, high-quality transportation solution to the communities of East Los Angeles and Southeast Los Angeles, which will help alleviate congestion, improve transportation management, and meet the mobility needs of the area's residents and businesses. As the first Metro-led ICM project in Los Angeles County, this project also serves as a training opportunity to incorporate the equity platform into the traditional systems engineering process utilized for the development and deployment of intelligent transportation system projects, training, and assessment of existing conditions, and will serve as a blueprint for subsequent expansion initiatives.

The Diversity and Economic Opportunity Department (DEOD) established a 30% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this Medium Size Business Enterprise (MSZ-II) solicitation. Crosstown Electrical & Data, Inc. exceeded the goal by making a 30.21% SBE and 3.06% DVBE commitment. Crosstown also subcontracted 33.27% of the contract value with local small businesses.

VEHICLE MILES TRAVELED OUTCOME

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

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods.

This Board item is expected to increase VMT in LA County, as it includes an operational project that encourages driving alone or increased vehicle travel by implementing transportation system management (TSM) technologies that focus on addressing non-recurring congestion events. However, these TSM strategies reduce secondary accidents, improve active transportation safety, distribute traveler information, and enhance bus speed & reliability. Any increase in VMT due to this project is expected to be minimal to the point where it is not easily quantifiable, and the safety improvements involved, as well as the transit benefits, will contribute to offsetting the possible

increase.

Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may induce or increase VMT. Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The project supports the goals outlined in the Metro Vision 2028 Strategic Plan. More specifically, the project supports Goal #3 - Enhance Communities through Mobility and Enhanced Access to Opportunity and Goal #4 Transform LA County through regional collaboration and national leadership. The I-710 ICM Project aims to manage congestion and alleviate traffic during non-recurring incidents on the I-710 freeway by establishing multi-agency collaboration through an integrated approach by maximizing and integrating system operations on the I-710 freeway and adjacent routes.

ALTERNATIVES CONSIDERED

The Board may elect not to award this contract for the project. Staff does not recommend this alternative because it is not consistent with the Board's direction to pursue Trade Corridor Enhancement Program (TCEP) funding and advance construction of the I-710 ICM Project, and also jeopardizes $27,840,000 in State TCEP funds awarded to the project.

NEXT STEPS

Upon Board approval, staff will execute Contract No. OP125440000 with Crosstown Electrical & Data, Inc., and work with the I-710 ICM Construction Manager, Caltrans, LACPW, and the 11 corridor cities to initiate the construction phase. Construction is scheduled to begin in Summer 2025 and be completed in late 2027.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Eva Moir, Senior Manager, Shared Mobility, (213) 922-2961
Edward Alegre, Deputy Executive Officer, Shared Mobility, (213) 418-3287
Steven Gota, Executive Officer, Shared Mobility, (213) 922-3043
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 481-3051

Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations, (213) 922-2920



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY

I-710 INTEGRATED CORRIDOR MANAGEMENT GENERAL CONTRACTOR SERVICES/OP125440000

1.	**Contract Number**: OP125440000	
2.	**Recommended Vendor**: Crosstown Electrical & Data, Inc	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: November 26, 2024	
	B. Advertised/Publicized: November 27, 2024	
	C. Pre-Proposal Conference: December 11, 2024	
	D. Proposals Due: January 29, 2025	
	E. Pre-Qualification Completed: February 5, 2025	
	F. Ethics Declarations Form Submitted to Ethics: January 29, 2025	
	G. Protest Period End Date: June 24, 2025	
5.	**Solicitations Picked-up/Downloaded**: 48	**Bids/Proposals Received**: 1
6.	**Contract Administrator:** Ricardo E. Narvaez	**Telephone Number:** (213) 418-3158
7.	**Project Manager**: Eva Moir	**Telephone Number**: (213) 922-2961

A. Procurement Background

This Board Action is to approve the award of Contract No. OP125440000 to Crosstown Electrical & Data, Inc., to provide general contractor construction services for the Interstate 710 (I-710) Integrated Corridor Management (ICM) project, including constructing, installing, testing, and commissioning all of the ICM elements, network, and detection devices including, but not limited to, traffic controllers, video detection systems, communication, closed circuit television (CCTV) cameras, associated cabinet systems, and arterial signage. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On November 26, 2024, Request For Proposals (RFP) No. OP125440 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit rate.

This RFP was issued under the Medium-Size Business Enterprise Program II (MSZ-II) Program. Under the MSZ-II Program, firms of any size are allowed to propose, however, Metro will only entertain proposals from non-MSZ firms if no more than one MSZ proposal is received. If more than one responsive and responsible MSZ proposal is received, Metro may make an award to an MSZ proposer. Proposers were also required to meet or exceed the Small Business Enterprise (SBE) goal of 30% and the Disabled Veteran Business Enterprise (DVBE) goal of 3%. In addition, the solicitation was subject to the Local Small Business Enterprise (LSBE)

Preference Program, which provides eligible proposers a 5-point preference for the utilization of local small business firms.

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

- Amendment No. 1, issued December 20, 2024, extended the question and answer period and extended the proposal due date.

- Amendment No. 2, issued January 17, 2025, extended the proposal due date and amended one of the minimum qualification requirements.

A virtual pre-proposal conference was held on December 11, 2024, and was attended by three participants representing three firms. There were a total of 27 questions received, and responses were provided prior to the proposal due date.

A total of 48 firms downloaded the RFP and were included on the planholders list.

On January 29, 2025, the proposal due date, Metro received one proposal from Crosstown Electrical & Data, Inc. (CEDI). Since only one proposal was received, Metro staff conducted a market survey of the firms on the planholders list to determine why no other proposals were received. One firm responded that they did not meet the contractor license requirements, three firms responded that they were subcontractors and/or material suppliers only, another firm responded that they were considering other future contract opportunities for construction services with Metro, another firm stated that they were precluded from bidding due to having worked on an earlier stage of the project, and two firms stated that the RFP scope did not align with their services.

The results of the market survey indicated that the decisions of the firms not to propose were based on individual business considerations and as such, the solicitation could proceed to be awarded as a competitive award.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Operations and Program Management was convened and conducted a comprehensive technical evaluation of the proposal received.

On February 11, 2025, the PET met to discuss the evaluation process, confidentiality requirements, review information regarding conflicts of interest and receive the evaluation documents.

The RFP required that all proposals be evaluated first on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of “fail” for any of the minimum qualifications would be eliminated from further consideration.

The minimum qualifications were as follows:

1. Proposer should have a minimum of Five (5) years of project experience, providing services similar in size and complexity to that required in Exhibit A - Scope of Services of the RFP

2. Proposer should have a minimum of Three (3) completed or current contracts with Caltrans, County, City or public agency/entity clients, providing services similar in size and complexity to that required in Exhibit A - Scope of Services of the RFP

3. Proposer should have both current valid CA CSLB License A - General Engineering Contractor and Specialty License C-10 - Electrical Contractor

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

- Capabilities, Experience and Qualifications 30 percent
- Project Understanding 20 percent
- Project Approach 30 percent
- Cost Proposal 20 percent

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

During the week of February 17, 2025, the PET team conducted a virtual interview with the firm. The firm's project managers and key team members had an opportunity to present the team's qualifications and respond to the PET's questions. In general, the team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed the firm's commitment to the success of the project. Also highlighted were staffing plans, work plans, and perceived project issues. The team was asked questions relative to the firm's proposed alternatives and previous experience.

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

The following is a summary of the PET scores:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Crosstown Electrical & Data, Inc. (CEDI)**				
3	Capabilities, Experience and Qualifications	90.57	30.00%	27.17	
4	Project Understanding	93.35	20.00%	18.67	
5	Project Approach	88.33	30.00%	26.50	
6	Cost Proposal	100.00	20.00%	20.00	
7	LSBE Preference Program (Bonus Points)	100.00	5.00%	5.00	
8	**Total**		**100.00%**	**97.34**	**1**

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), price analysis, fact-finding, and technical evaluation. The negotiated amount is higher than the proposal amount because Metro requested the addition of payment and performance bonds.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1	Crosstown Electrical & Data, Inc. (CEDI)	$ 21,800,000.00	$ 22,598,865.00	$ 22,561,793.53

D. Background on Recommended Contractor

Crosstown Electrical & Data, Inc. was founded more than 25 years ago and is located in Irwindale, CA. The firm specializes in providing implementation, installation, integration and maintenance of electrical and ITS Infrastructure, fiber optic, video, wireless, and data communications systems and have established themselves as premier integrators and installers of Traffic, Transportation, Rail, and Public Works-related electrical infrastructure and systems in Southern California.

Crosstown Electrical & Data, Inc. clients include Coachella Valley Association of Governments, the Cities of Santa Clarita, Inglewood, La Habra and Los Angeles, and the CA Department of Transportation (Caltrans).

Crosstown Electrical & Data, Inc has provided services to Metro and performance has been satisfactory.

DEOD SUMMARY

I-710 INTEGRATED CORRIDOR MANAGEMENT GENERAL CONTRACTOR SERVICES / OP125440000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 30% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this Medium Size Business Enterprise (MSZ-II) solicitation. Crosstown Electrical & Data, Inc. exceeded the goal by making a 30.21% SBE and 3.06% DVBE commitment.

Small Business Goal	**30% SBE 3% DVBE**	**Small Business Commitment**	**30.21% SBE 3.06% DVBE**

	SBE Subcontractors	**% Committed**	**LSBE**	**Non-LSBE**
1.	CB Procurement dba CB Logistics (SBE Supplier)	19.42%	X	
2.	Advantec Consultant Engineers, Inc.	10.79%	X	
	Total SBE Commitment	**30.21%**		

	DVBE Subcontractors	**% Committed**	**LSBE**	**Non-LSBE**
1.	CB Procurement dba CB Logistics	3.06%	X	
	Total DVBE Commitment	**3.06%**		

B. Medium Size Business Enterprise Program II (MSZ-II)

No MSZ-II proposals were received. The recommended awardee is a non-MSZ-II firm.

C. Local Small Business Preference Program (LSBE)

Crosstown Electrical & Data, Inc., a non-LSBE prime, subcontracted 33.27% of the contract value with LSBE firms and is eligible for the preference.

D. Prevailing Wage Applicability

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

E. Living Wage Service Contract Worker Retention Policy Applicability

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

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

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

SHARED MOBILITY

I-710 Integrated Corridor Management General Contractor Services - #2025-0119

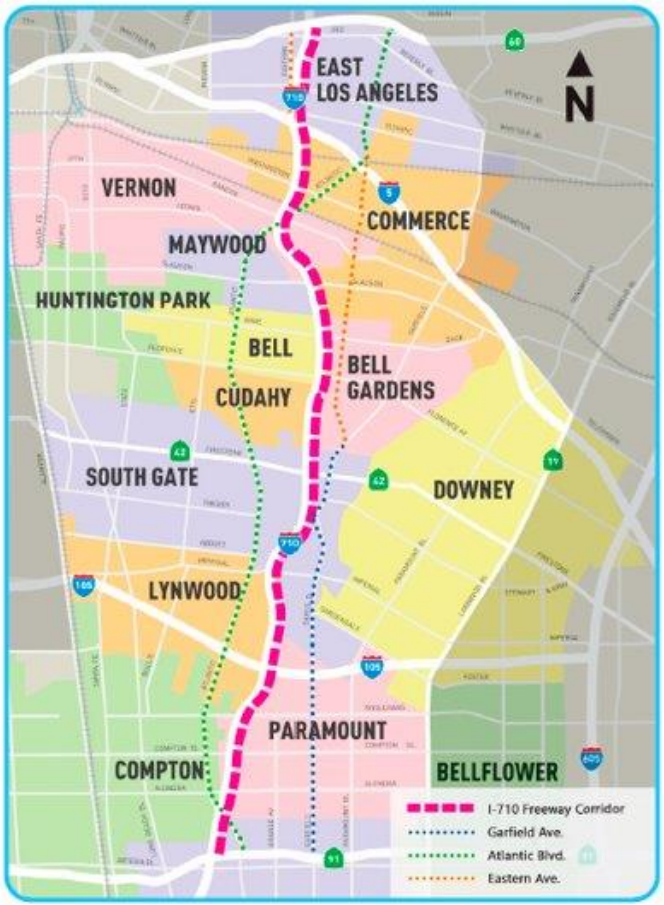
Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a 24-month firm-fixed-price contract, Contract OP125440000 to Crosstown Electrical & Data, Inc. for General Contractor (GC) services for the Interstate 710 (I-710) Integrated Corridor Management (ICM) Project in the amount of $22,561,794 , subject to the resolution of properly submitted protest(s), if any.

Metro

BACKGROUND



I-710 ICM Project

- Was identified as one of the I-710 Task Force's early initiative projects included in the Long Beach-East Los Angeles Corridor Mobility Investment Plan.
- Will rely on multi-modal and multi-agency collaboration to enhance mobility for all modes and manage non-recurring congestion effectively.
- Will optimize traffic signals, enhance real-time traveler information, and implement ITS technologies to improve operations and safety.
- Has secured $27,840,000 from the State's Trade Corridor Enhancement Program (TCEP), with a match amount of $7,160,000 in Prop C 25% for a project construction total of $35 million.

Metro

DISCUSSION

The GC will coordinate with Metro, the Construction Manager from the Construction Management Support Services (CMSS) contract, and the local agencies to construct and install project elements. The CMSS contract was approved by the Board in February 2025.

The GC will be responsible for:

- Purchasing equipment
- Obtaining necessary permits from local agencies
- Coordinating efforts with local agencies
- Testing and verification of equipment/software, systems integration
- And ensuring construction safety at the project location sites

<u>Agencies/Stakeholders:</u>

- Caltrans
- Los Angeles County Public Works (LACPW)
- Bell
- Bell Gardens
- Commerce
- Compton
- Cudahy
- Long Beach
- Lynwood
- Maywood
- Paramount
- South Gate
- Vernon
- Regional Integration of Intelligent Transportation Systems (RIITS)

Metro

ISSUE

AWARDEE

Crosstown Electrical and Data Inc. (CEDI)

NUMBER OF BIDS/PROPOSALS

Metro received one (1) proposal. Metro staff conducted a market survey of the firms on the plan holders list:

- One firm responded that they did not meet the contractor license requirements.
- Three firms responded that they were subcontractors and/or material suppliers only.
- Other firms responded that they were considering other future contract opportunities with Metro; some were precluded from bidding due to having worked on an earlier stage of the project; and some stated that the RFP scope did not align with their services.

DEOD COMMITMENT

SBE Goal: 30%
SBE Commitment: 33.21%

DVBE Goal: 3%
DVBE Commitment: 3.06%

ISSUE

General Contractor (GC) Services are required to construct infrastructure improvements, install equipment and software, integrate system elements, and test and verify functionality to deliver the I-710 ICM Project.

Metro

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

File #: 2025-0267, **File Type:** Informational Report **Agenda Number:** 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025**

SUBJECT: FOOTHILL EXTENSION TO POMONA LIGHT RAIL PROJECT TITLE VI SERVICE AND FARE EQUITY ANALYSIS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

APPROVE the Foothill Extension to Pomona Operating Plan Title VI Service and Fare Equity Analysis (Attachment A).

ISSUE

Section 601 of Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

As a recipient of federal funding, Metro must ensure its programs and activities are conducted consistently with the intent of Title VI. The Foothill Extension to Pomona is a new light rail project involving federal funding that is expected to begin operating in 2025. Consistent with Federal Transit Administration Title VI guidelines and Metro’s Title VI Plan, a Service and Fare Equity (SAFE) Analysis of this new line’s service impacts on minority populations was presented at the public hearing in April 2025. The minority populations as identified in Metro’s Title VI Plan (2022) are Black/African American, American Indian/Alaskan Native, Asian/Pacific Islander, and Latino/Hispanic.

BACKGROUND

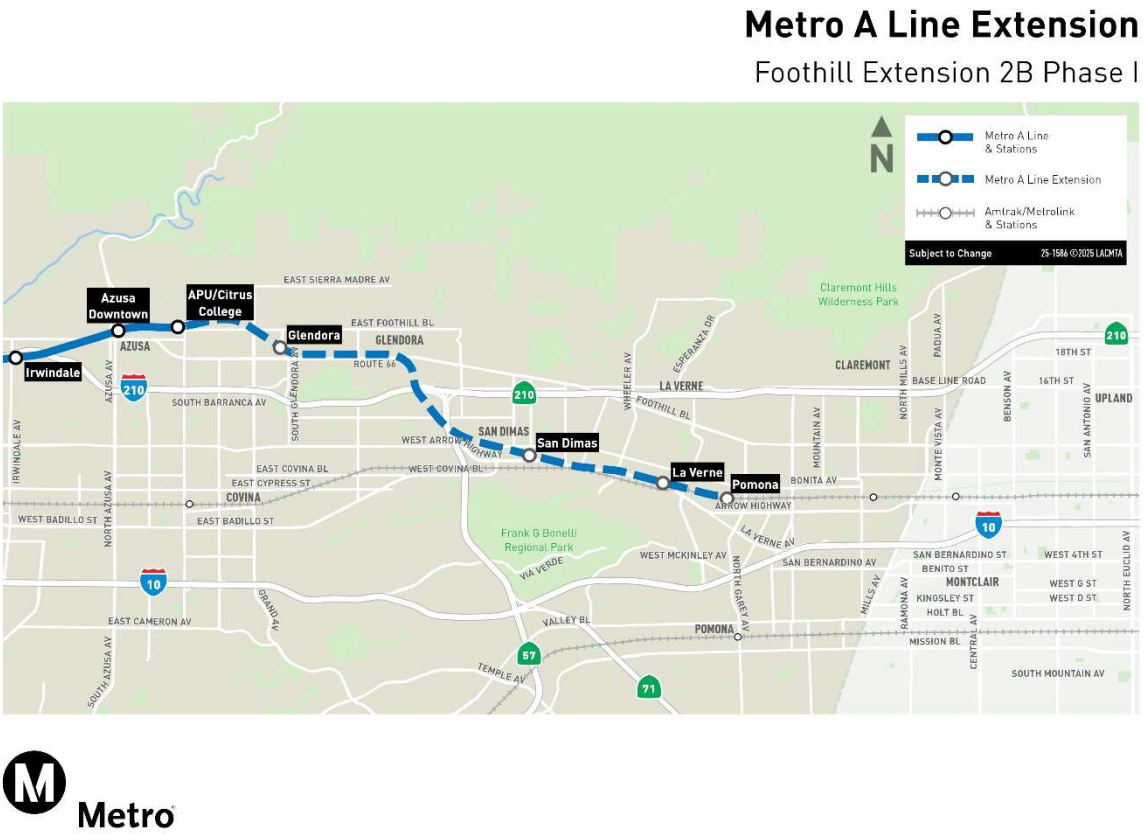
Foothill Extension to Pomona Light Rail Project

The Foothill Gold Line Extension Project broke ground in December 2017 and will be integrated with A Line operations consistent with the Metro Board adopted Operating Plan. It is a 9.1-mile, four-station light rail addition to the existing A Line that extends from the current terminus at Azusa (APU/Citrus College Station) east to serve four new stations at Glendora, San Dimas, La Verne, and Pomona.

The project reached substantial completion on January 3, 2025, and the Foothill Gold Line

Construction Authority has turned the project over to Metro for training and pre-revenue operations. The remaining project segment from Pomona to Montclair, including the Claremont and Montclair stations, will be built as a separate phase.

Figure 1 - Foothill Extension to Pomona



Metro

The A Line (including the four new stations) will operate the following service frequencies:

- 8-minute peak service weekdays
- 10-minute off-peak weekday and daytime weekend service
- 20-minute evening/late-night service

These service levels are consistent with those operated on all Metro light rail lines and are expected to meet passenger demand.

There is no loss of Metro bus or rail service levels with the new Foothill Extension to Pomona Light Rail Project. Fares will be the same as other Metro rail and bus services.

The A Line light rail extension extends beyond Metro's primary bus service area and falls

predominantly within the Foothill Transit bus service region. Several of their bus lines will directly serve the new rail stations, and to further support seamless integration between bus and rail, Foothill Transit will restructure one existing bus route and introduce a new bus route. Foothill Transit bus services will serve this extension as detailed here:

- Foothill Transit Line 291 serves the Metrolink Pomona North Station (site of future A Line Pomona Station);
- Line 492 connects to the future San Dimas Station, and;
- Line 284 operates adjacent to the future Glendora Station;
- Line 197 will be rerouted to serve the future La Verne Station;
- Foothill Transit plans to launch a new Line 295, which will provide service to the new San Dimas Station, Cal Poly Pomona, and Mt. San Antonio College.

These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater San Gabriel Valley region. Foothill Transit will help promote the new A line extension and their associated bus services.

Metro's Title VI Program, which was most recently updated and approved by Metro's Board in September 2022, requires two analyses to be completed for each new rail line.

Disparate Impact

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority population served by the new lines and the overall percentage of minority riders in the Metro service area is at least 5%.

Disproportionate Burden

Metro defines low-income riders at $69,350 or less for their household income, which represents the median income of a four-person household in Los Angeles County (California Department of Housing and Community Development's 2024 State Income Housing Limits). A disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income population served by the new lines and the overall percentage of low-income persons in the Metro service area is at least 5%.

A finding of a disproportionate burden on a low-income population requires Metro to evaluate alternatives and mitigate burdens where practicable.

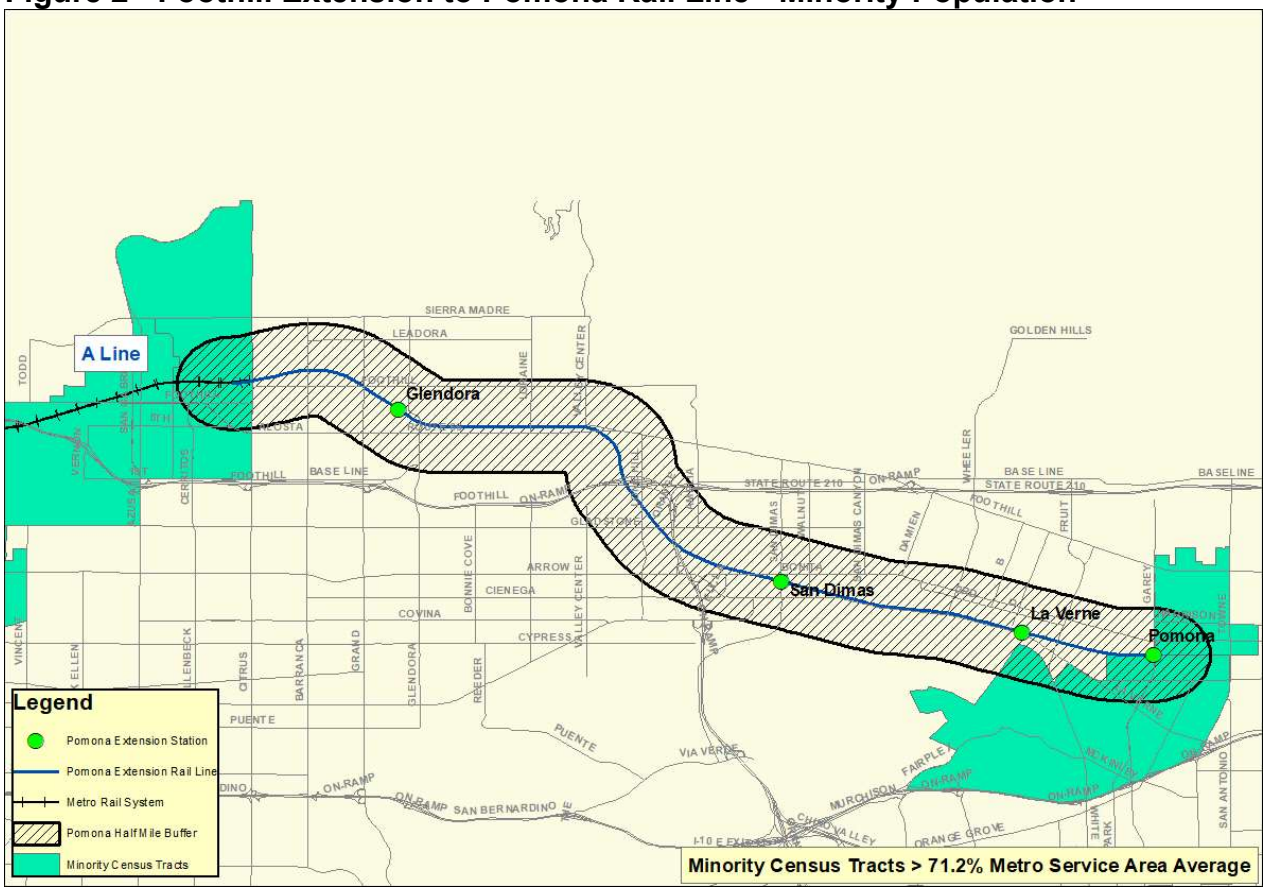
DISCUSSION

As required under Title VI, Metro has reviewed the minority and low-income populations that will be served by the new Foothill Extension rail line based on 0.5-mile catchments around the new line.

The minority population served by the new Foothill Extension to Pomona rail service comprises 64.3% of the overall population the new line will serve, which is 6.9% lower than the 71.2% average

for Metro's overall service area (see Figure 2, Table 1). However, since the project will provide a benefit to both the corridor and the minority population, and the new service will not reduce other rail or bus services, the improvement is positive and therefore, the community, including the minority population, benefits from the new rail service and the disparate impact does not require mitigation.

Figure 2 - Foothill Extension to Pomona Rail Line - Minority Population



Note: The Metro Service Area information was updated to incorporate this project

Table 1

Comparison	Population	Minority Population	Minority Percentage
Foothill 2B Ph I Rail Project	127,145	81,733	64.3%
Metro Service Area	7,580,839	5,397,073	71.2%
		Difference Comparison	-6.9%

Note: Data source is the 2023 American Community Survey.

The low-income households served by the new rail service (see Figure 3, Table 2) comprise 38.7% of the households within the catchment area. This is 6.5% lower than the average of 45.2% of low-income households within the Metro Service Area. However, since the project is a benefit to both the corridor and the low-income households the line will serve, the service change is positive, and therefore, the community, including the low-income households, benefits from the new rail service, and the disproportionate burden does not require mitigation.

Figure 3 - Foothill Extension to Pomona - Low Income Population

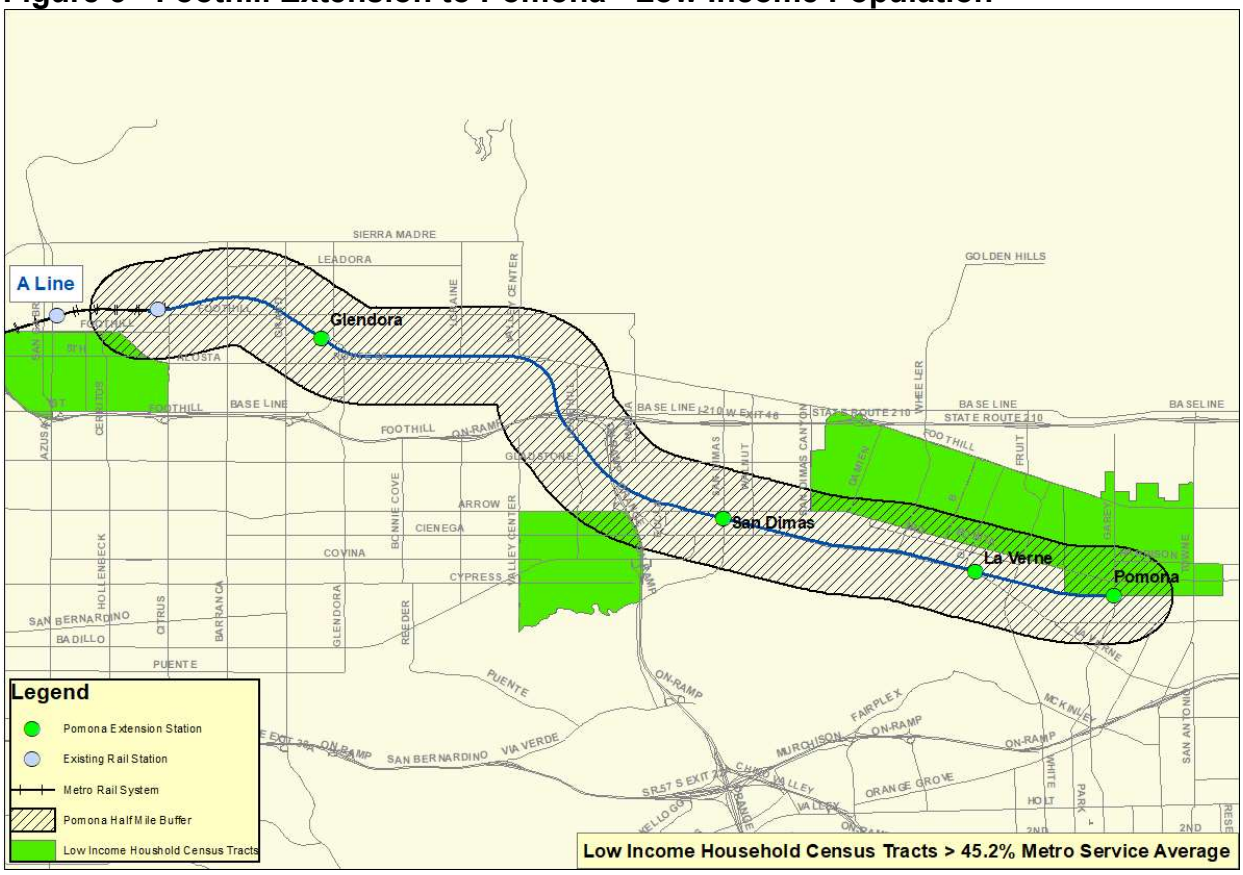


Table 2

	Number of Households	Number of Low-Income Households	Low-Income Household Percentage
Foothill 2B Ph I Rail Project	42,119	16,313	38.7%
Metro Service Area	2,663,368	1,205,146	45.2%
		Difference Comparison	-6.5%

Note: Data source is the 2023 American Community Survey.

Conclusion:

The Service Equity Analysis shows that both the percentage minority and the low-income populations served by the new Foothill Extension to Pomona Light Rail Project are more than 5% different from those of the Metro service area. This means under Title VI guidelines that there is a disparate impact (minority population) and disproportionate burden (low-income population) associated with this new rail project. However, the new Foothill Extension to Pomona Light Rail Project provides high-quality mobility options and benefits to minority populations as well as low-income households that will be served by this new rail corridor. Minorities and low-income riders will be the primary beneficiaries of this project. In addition, benefits do not come at the expense of other transit services. As a result, Metro concludes that any disparate impact or disproportionate burden under Title VI will not require mitigation.

Metro followed the requirements of FTA Circular 4702.1B and met the legal test for disparate impact as follows:

1) Metro has a substantial legitimate justification for the proposed service changes as it works to expand access to high-quality rail service and facilities across the Metro service area.

2) Metro has no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals with the opening of the Foothill Extension to Pomona Light Rail Project. Staff therefore requests for the Metro Board to adopt this analysis in support of the impending introduction of the new light rail service.

Metro conducted a public hearing at 6 p.m. on Monday, April 14, 2025, to present the Title VI Service and Fare Equity Analysis in order to receive public comment. Information regarding the proceedings was shared via public announcements at the January and March 2025 Metro San Gabriel Valley Service Council meetings, posts on Nextdoor and Metro's blog, The Source, eblasts to San Gabriel Valley stakeholders/project stakeholders, as well as take-one brochures distributed at customer information centers and on board Metro buses serving the nearby area.

The notice of intent to hold the public hearing and information on the methods to submit public comments were published in the following publications and languages:

- Asbarez Armenian Daily News (Armenian)
- Asian Journal (Tagalog)
- Korea Times (Korean)
- La Opinión (Spanish)
- Los Angeles Daily News (English)
- Los Angeles Sentinel (English)
- Mid Valley News (English)
- Nueva Voz (Spanish)
- Pasadena Star News (English)
- Panorama (Russian)
- Rafu Shimpo (Japanese)
- San Gabriel Valley Tribune (English)
- The Wave (English)
- World Journal (Chinese Daily News)

In addition to being accepted during the hearing, public comments were also accepted via email and postal mail. A summary of comments received is included as Attachment B to this report. No comments were received that warranted any changes to the service plan.

DETERMINATION OF SAFETY IMPACT

There is no safety impact as the results of this Title VI analysis for the Foothill Extension rail service plan, which does not alter any element of this project in terms of facilities and fleet designs that will

support safe operations when revenue service begins.

FINANCIAL IMPACT

The results of this Title VI analysis for the Foothill Extension rail service plan do not alter any element of this project in terms of facilities or services planned to operate when revenue service begins.

Impact to Budget

There is no impact to the approved Metro FY26 budget. The introduction of revenue service on this new rail line extension is included in the Metro FY26 budget, and that budget will not change as a result of this analysis.

EQUITY PLATFORM

The Title VI Service and Fare Equity Analysis is a formal consideration of the impact on minority and low-income communities of the service plan for the Foothill Extension to Pomona rail line that is expected to open for service in 2025.

The analysis concludes that while there are disparate impacts and disproportionate burdens under Title VI, this project will provide new high quality mobility options for the communities it will serve. Minority and low-income riders will be beneficiaries of this project.

Efforts to engage the community through the public hearing process were conducted as outlined above.

VEHICLE MILES TRAVELED OUTCOME

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

Metro conducted a preliminary analysis to show that the net effect of this multi-modal item is to decrease VMT. Impacts on VMT for the Foothill Extension to Pomona were analyzed through the Environmental Impact Report process. The result of this analysis was a reduction of 40,074 VMT per day in the study area, and a reduction of 370,805 VMT per day for the region for the build condition (2035) as compared to the no-build option for this project. This impact conclusion is based on the SEIR 2 for the project <https://foothillgoldline.org/wp-content/uploads/2022/07/Foothill-Gold-Line-Final-SEIR-3_FINAL_071822.pdf> (see Section 3.1.24 Long Term Impacts, Table 3-1 Summary of

Vehicle Miles Traveled).

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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.

ALTERNATIVES CONSIDERED

The alternative to the recommendation would be not to approve the Title VI analysis for the Foothill Extension to Pomona Rail Line. This would delay the opening of the line for revenue service, as it is a federal requirement before opening the project for revenue service.

NEXT STEPS

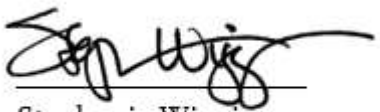
Once adopted, this analysis completes the requirement for a Title VI Service and Fare Equity Analysis for the Foothill Extension to Pomona Light Rail Project, which is expected to open later in 2025 once all pre-revenue system testing and service operations are completed.

ATTACHMENTS

Attachment A - Foothill Extension to Pomona Operating Plan Title VI Service and Fare Equity Analysis
Attachment B - Public Hearing Comments

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

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



Stephanie Wiggins
Chief Executive Officer

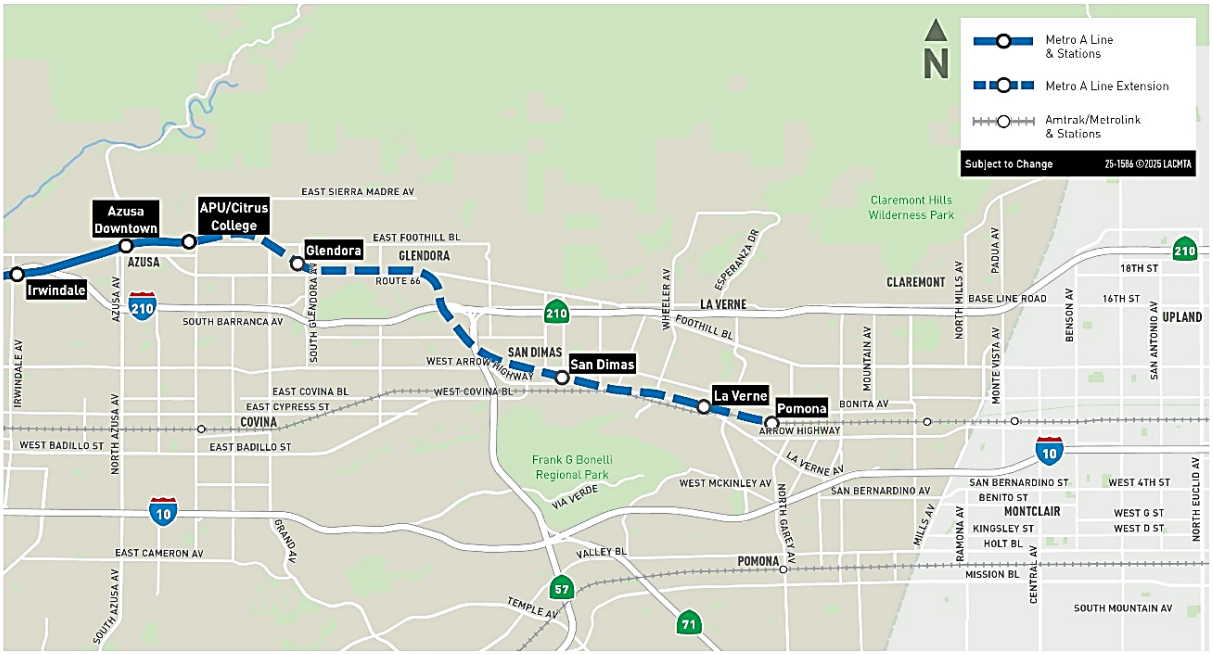
LA Metro – Foothill 2B Ph. I

(A Line Glendora to Pomona Extension Rail Project)

Title VI Service Equity Analysis

Metro A Line Extension

Foothill Extension 2B Phase I



Metro

Prepared by Los Angeles Metro Operations Department, April 2025
Agency Recipient ID 5566
Agency Contact: Joanna Lemus, Senior Manager, Civil Rights Programs (Title VI),
Office of Civil Rights & Inclusion
(Phone 213.922.4067; lemusj@metro.net)

Introduction

Section 601 of Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

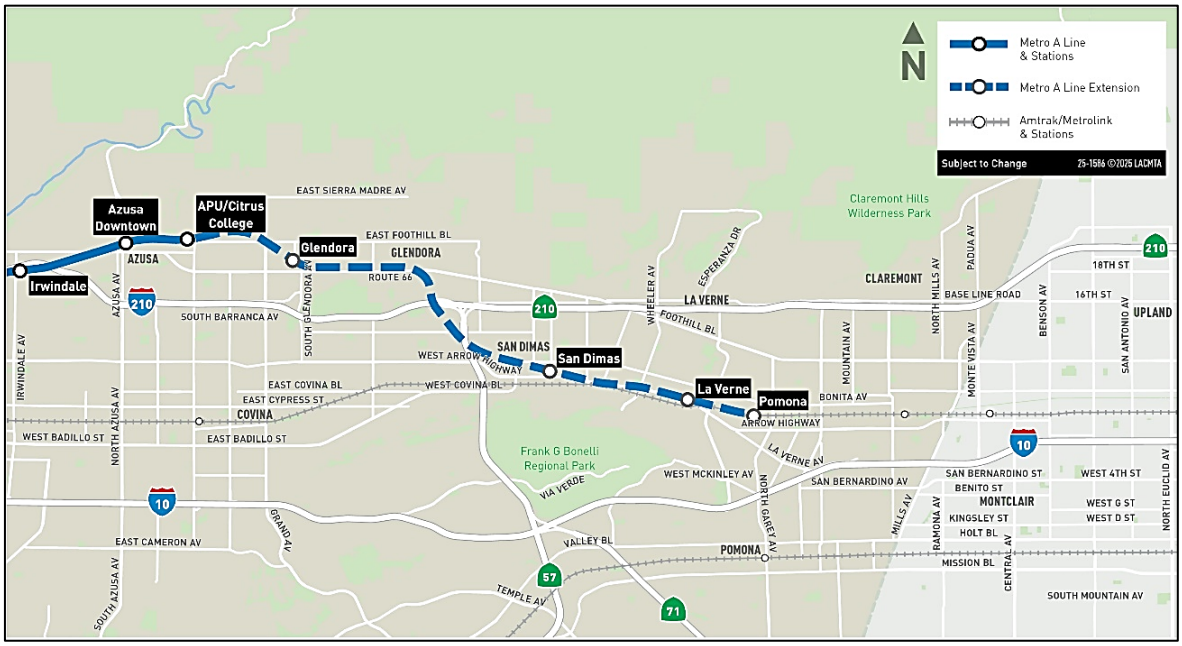
As a recipient of federal funding, LA Metro is required to ensure its programs and activities align with the principles of Title VI. The Foothill 2B Phase I Light Rail Project is an eastern extension of the existing A Line from the APU/Citrus College Station to Pomona and is set to begin revenue service in 2025. In accordance with Federal Transit Administration Title VI guidelines and Metro's Title VI Plan a Service and Fare Equity (SAFE) Analysis is required to assess the impact of this new service on minority populations.

Background

The Foothill 2B Phase I Rail Project consists of a 9.2-mile extension of the existing A Line light rail, extending from its current northern terminus at APU/Citrus College Station (Figure 1) to Pomona. This extension introduces four new stations located in Glendora, San Dimas, La Verne, and Pomona. The project was constructed by the Foothill Construction Authority and will be owned and operated by Metro.

Metro will operate up to 8-minute peak service weekday mornings and afternoons (6am-9am and 3pm-6pm), with 10-minute frequency between 9am-3pm weekdays and daytime Saturdays and Sundays. Twenty-minute service will be operated during evening and late night periods. These service levels are consistent with the existing A Line service levels.

Figure 1 – Foothill 2B Phase I Line Project



The fare structure for the newly introduced A Line extension will align with the standard pricing applied across Metro's rail and bus network.

The A Line extension extends beyond Metro's primary bus service area and falls predominantly within the Foothill Transit bus service region. Several of their bus lines will directly serve the new A Line stations. To further support seamless integration between bus and rail, Foothill Transit will restructure one existing bus line and introduce a new bus line. Foothill Transit bus lines will serve this extension as detailed here:

- Line 291 serves the Metrolink Pomona North Station (new A Line Pomona Station);
- Line 492 connects to the new San Dimas Station, and;
- Line 284 operates adjacent to the new Glendora Station;
- Line 197 will be rerouted to serve the new La Verne Station;
- Foothill Transit plans to launch a new Line 295, which will provide service to the new San Dimas Station, Cal Poly Pomona, and Mt. San Antonio College.

These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater San Gabriel Valley region.

Analysis

Metro's Title VI Policies

Major Service Change Policy

Metro's Major Service Change Policy requires this Title VI Analysis be completed six months before the opening of the new fixed guideway project (e.g., Foothill 2B Phase I). This requirement applies irrespective of whether the service changes meet the thresholds outlined in other subsections of the policy.

- Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects based on race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts on minority populations and/or riders. For major service changes, a disparate impact will be deemed to have occurred **if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minority riders is at least 5%.**

- Disproportionate Burden refers to a neutral policy or practice that disproportionately affects low-income riders more than non-low-income populations and/or riders. Metro defines low-income as $69,350 for a four-member household which represents the median income of a four-member household in Los Angeles County. The finding of a disproportionate burden for

> major service changes requires Metro to evaluate alternatives and mitigate burdens where practicable. For major service changes, a disproportionate burden will be deemed to exist **if an absolute difference between the percentage of low-income people adversely affected by the service change and the overall percentage of low-income people is at least 5%.**

The definitions of disparate impact and disproportionate burden were adopted in Metro's Title VI Program which was last updated and approved by Metro's Board in October 2022. The threshold referenced is taken from the California Department of Housing and Community Development's 2024 State income Housing Limits; this amount is being referenced as the updated threshold and will be included in the 2025 Title VI update that will be brought to the Metro Board for adoption later this year.

Disparate Impact Analysis Methodology

To assess whether the change will have a disparate impact on minority riders, the ethnicity demographic data of the community this new rail alignment will serve is analyzed. The data is then compared to the ethnicity demographic data of Metro's entire Service Area. If the absolute difference between the minority percentage along the new rail alignment and the Metro Service Area minority percentage is at least 5%, an impact is deemed to have occurred.

Service and Fare Impacts of New A Line Foothill Extension Glendora to Pomona

When the A Line service is extended to Pomona in mid-2025, approximately 113,000 annual rail revenue hours will be added to the existing transit service to the corridor. No existing light rail segment will see less service as a result of these extra revenue service hours for the A Line extension. As outlined above, the segment between APU/Citrus College and Pomona Stations (serving three intermediate new stations) will have the same levels of service as the rest of the A Line: 8-minute service in the peak periods, and 10-minute service during midday and weekend periods.

The fares for the new A Line extension will be the same as for other Metro rail and bus services and are integrated with the fares for these other services. There are no Metro bus service changes being made because of the new rail services to be operated as described above.

Minority and Low-Income Populations Served by New A Line Foothill Extension Glendora to Pomona

As required under Title VI, Metro has reviewed the minority and low-income populations that will be served by the new 9.2-mile, 4-station Foothill 2B Ph I (A Line Extension Glendora to Pomona) rail service based on being within 0.5 miles of the alignment. The relevant data is shown in Tables 1 and 2 below. There is no ridership data to analyze for demographics as the line is not yet in operation.

The minority population that will be served by the Foothill 2B Ph I rail project (see Figure 2, 0.5-mile catchment) comprises 64.3% of the overall population; the new line will serve a minority population 6.9% lower than the 71.2% average for Metro's overall service area. This constitutes a disparate impact to the minority population under Title VI. However, since the project is a benefit to both the corridor and the minority population the new line will serve, by adding a new rail service and not

reducing associated Metro bus services, the disparate impact is positive for the minority population under Title VI and does not require any review of alternative options for mitigation.

Figure 2 – Foothill 2B Ph I (A Line Ext. to Pomona) – Minority Population

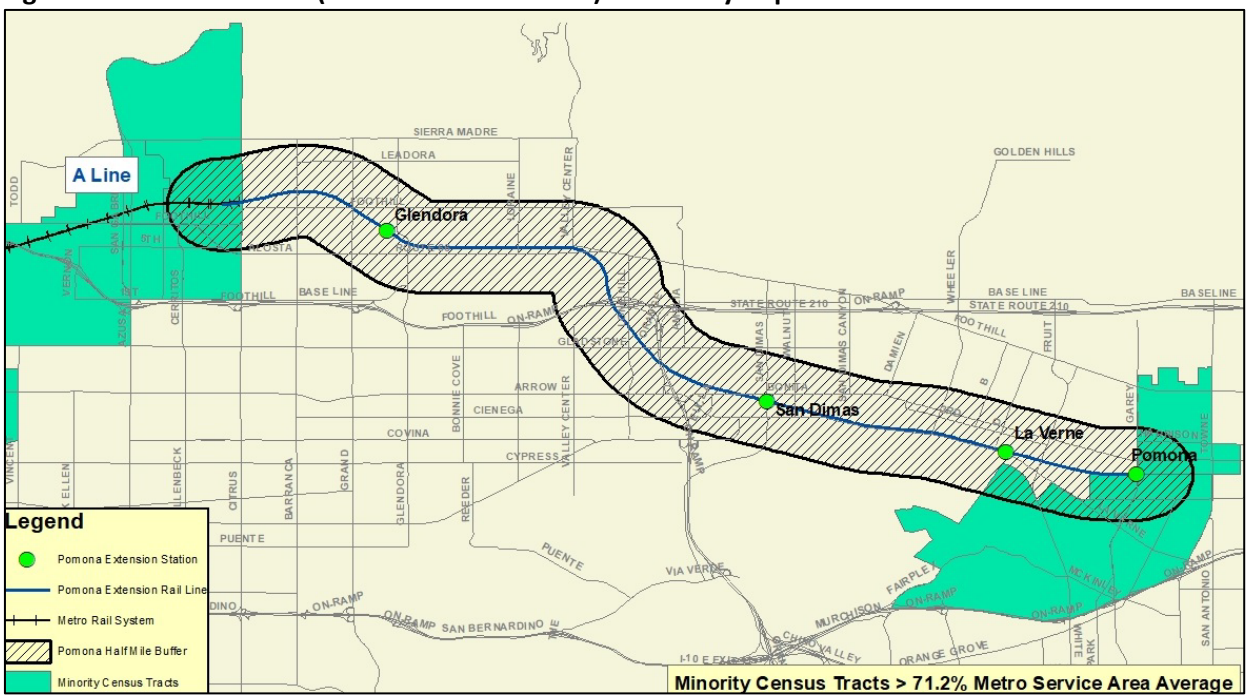


Table 1

Comparison	Population	Minority Population	Minority Percentage
Foothill 2B Ph I Rail Project	127,145	81,733	64.3%
Metro Service Area	7,580,839	5,397,073	71.2%
		Difference Comparison	-6.9%

Note: Data source is the 2023 American Community Survey.

The low-income households that will be served by the Foothill 2B Ph I rail project (see Figure 3, 0.5-mile catchment) comprise 38.7% of the households. This is 6.5% lower than the Metro Service Area average of 45.2% for low-income households. Consequently, this would normally represent a disproportionate burden for the low-income households the new line will serve. However, since the project is a benefit to both the corridor and the low-income households the line will serve, by adding a new rail service and not reducing associated Metro bus services, the disproportionate burden is positive for the low-income population under Title VI and does not require any review of alternative options for mitigation.

Figure 3 – Foothill 2B Ph I (A Line Ext. to Pomona) – Low-Income Population

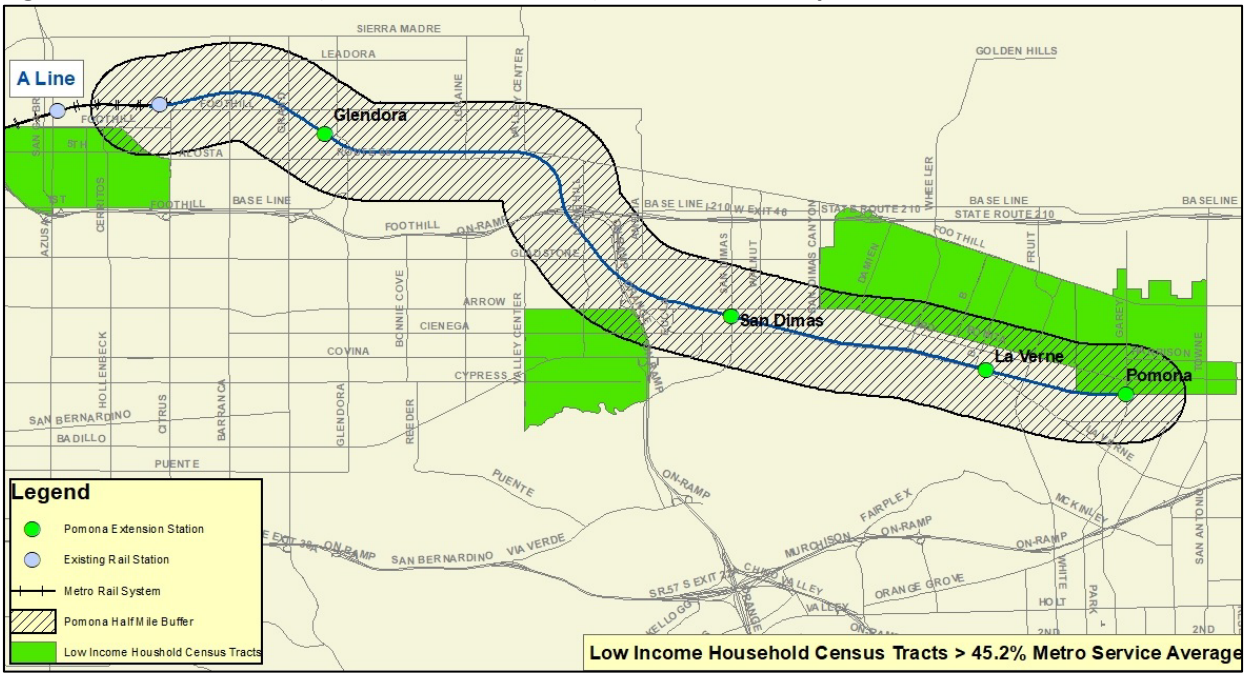


Table 2

	Number of Households	Number of Low-Income Households	Low-Income Household Percentage
Foothill 2B Ph I Rail Project	42,119	16,313	38.7%
Metro Service Area	2,663,368	1,205,146	45.2%
		Difference Comparison	-6.5%

Note: Data source is the 2023 American Community Survey.

Outreach

Throughout the development and construction of the Foothill Extension light rail project, the Foothill Construction Authority conducted an extensive outreach and communications program engaging a wide range of audiences in the corridor area with information and updates about the project. This included key stakeholder group briefings and presentations, distribution of construction notices, e-notifications, and press releases as summarized below. Special accommodations, including Spanish language interpretations were made available upon request for all meetings. A fact sheet containing the project's hotline number, website, and email address was widely distributed and posted on the project website. In 2011, Public Scoping Meetings on the Proposed Azusa to Montclair Light Rail Extension were held to receive feedback on the project scope, alternatives to be reviewed in the environmental report, and issues needing to be addressed through the draft environmental impact report analysis. Each public scoping meeting drew 60-70 participants. The public comment period was held from December 27, 2010, through February 2, 2011. Meetings were held as follows:

- Wednesday, January 12, 6-8 pm: Ganesha Community Center, Ganesha Park, 1575 N. White Av, Pomona, CA

- Wednesday, January 19, 6-8 pm: Oakmont Elementary School, 120 W. Green St, Claremont, CA
- Thursday, January 13, 6-8 pm: Timothy Daniel Crowther Teen and Family Center, 241 W. Dawson Av, Glendora, CA
- Thursday, January 20, 6-8 pm: Ekstrand Elementary School, 400 N. Walnut Av, San Dimas, CA

These meetings were publicized through the following methods:

- Direct mail postcards to approximately 15,000 property owners, occupants and stakeholder database (business and community-based organizations, environmental justice groups, etc.)
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin
- Display advertising in local newspapers
    - Inland Empire Weekly
    - Inland Valley Daily Bulletin
    - Claremont Courier
    - San Gabriel Valley Tribune
- Digital Media:
    - Project E-News Update, blog, and social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites, website calendars and/or newsletters, and social media
- Media Sources /Earned Media
- Outreach calls/e-mails to approx. 75 community/civic organizations and chambers

In 2012, Public Hearings on the Draft Environmental Impact Report for the Azusa to Montclair Project were held to review the Draft EIR and receive feedback. A 45-day public comment and review period was held from August 21, 2012 until October 5, 2012. Hearings were held on the following dates:

- September 20, at 5:30 PM: Montclair Senior Center, 5111 Benito St, Montclair, CA 91763
- September 24, 5:30 PM: Hillcrest Meeting House, 2705 Mountain View Dr, La Verne, CA 91750

These meetings were publicized through the following methods

- Direct mail to 13,946 business and community-based organizations, environmental justice groups, homeowner/resident/neighborhood associations, previous meeting participants, and those who requested information about the project, and residents near the alignment.
- Digital Media:
    - Project E-News Update
    - Email eblast through local chambers of commerce
    - City websites and/or newsletters, city website calendars, social media
- Project social media channels (Facebook, Twitter)
- Media Sources /Earned Media
    - Antonovich.com, Claremont Courier Claremont-La Verne Patch, Courier City Beat, Curbed LA, Inland Valley Daily Bulletin, Monrovia Patch, Pasadena Star-News, Railway Track and Structure, San Gabriel Valley Tribune and Whittier Daily News

In 2015, Community Open House Meetings were held in each city, to update the community on the project status and schedule from Azusa to Montclair, highlight station art/artists, and receive initial art concepts feedback.

- La Verne - April 16, 6-8 PM: La Verne Community Center, 3680 "D" St, La Verne, CA 91750-
- Montclair - April 21, 6-8 PM: Montclair Senior Center, 5111 Benito St, Montclair, CA 91763-
- Glendora - April 23, 6-8 PM: Glendora Public Library, 140 S. Glendora Av, Glendora, CA 91741
- Claremont - April 29, 6-8 PM: Alexander Hughes Community Center - Padua Room, 1700 Danbury Rd, Claremont, CA 91711
- San Dimas - April 30, 6-8 PM: San Dimas Senior Center, 201 E. Bonita Av, San Dimas, CA 91773-
- Pomona - May 7, 6-8 PM: Palomares Park Community Center, 499 E. Arrow Hwy, Pomona, CA 91767

These meetings were publicized through the following methods

- E-communications toolkit distributed to key organizations to supplement notification
- Display advertising in local newspapers and social media
    - Inland Valley Daily Bulletin
    - Claremont Courier
    - San Gabriel Valley Tribune
    - Los Angeles Times
    - Facebook Ad
- Digital Media:
    - Project E-News Update, website, blog, and social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites, website calendars and/or newsletters, social media
- Media Advisories
- Direct mail postcards to approximately thousands of property owners within ½- mile of the rail corridor, plus email invitations to the project stakeholder database.

In 2017, Community Open House Meetings were held in each city to update the community on the project status and schedule from Azusa to Montclair, highlight station art/artists and what to expect during construction.

- Thursday, July 13, San Dimas Senior/Community Center, 201 E. Bonita Av, San Dimas, CA 91773
- Tuesday, July 18, Palomares Park Community Center, 499 E. Arrow Hwy, Pomona, CA 91767
- Wednesday, July 19, Montclair Senior Center, 5111 Benito St, Montclair, CA 91763
- Monday, July 24, Alexander Hughes Community Center, 1700 Danbury Rd Claremont, CA 91711
- Thursday, August 3, Hillcrest Retirement Community, 2705 Mountain View Dr, La Verne, CA 91750
- Monday, August 7, Glendora Library, Bidwell Forum, 140 S. Glendora Av, Glendora, CA 91741

These meetings were publicized through the following methods

- E-communications toolkit distributed to key organizations to supplement notification
- Display advertising in local newspapers and social media
    - Inland Valley Daily Bulletin
    - Claremont Courier
    - San Gabriel Valley Tribune
    - San Gabriel Examiner
    - Los Angeles Times
    - Facebook Ad

- Digital Media:
    - Project E-News Update, website, blog, and social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites, website calendars and/or newsletters, social media
- Media Advisories
- Direct mail postcards to approximately thousands of property owners within ½- mile of the rail corridor, plus email invitations to the project stakeholder database.

On Monday, December 10, 2018 (5:30-7:30 PM) at La Verne Community Center, 3680 D St, La Verne CA 91750, a Scoping Meeting for the Supplemental Environmental Impact Report (SEIR) was held to discuss possible construction and operation phasing for the 12.3-mile, six-station Glendora to Montclair Project, and a proposed modification to the future parking facility location at Pomona Station. The public comment period was held from December 10, 2018 - January 4, 2019 (approximate start date). The meeting was publicized through the following methods:

- Printed and mailed libraries for public counter distribution
- E-communications toolkit distributed to key organizations to supplement notification
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin
- Display advertising in local newspapers and social media
    - Inland Valley Daily Bulletin
    - Claremont Courier
    - San Gabriel Valley Tribune
    - San Gabriel Valley Examiner
    - Los Angeles Times
    - Facebook Ad
- Digital Media:
    - Project E-News Update, website, blog, and social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites, website calendars and/or newsletters, social media
- Media Advisories

A Public Hearing to review and comment on the Draft Supplemental Environmental Impact Report (SEIR) was held on Tuesday, April 16, 2019 (5:30 – 8:30 PM). The Hearing started at 6 PM at La Verne Community Center, 3680 D St, La Verne, CA 91750. The public comment period was held from March 22, 2019 - May 6, 2019. The hearing was publicized through the following methods*:*

- Printed and mailed or emailed notices to libraries chambers of commerce and cities for public counter distribution
- E-communications toolkit distributed to key organizations to supplement notification
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin
- Display advertising in local newspapers and social media
    - Inland Valley Daily Bulletin
    - Claremont Courier
    - San Gabriel Valley Tribune
    - San Gabriel Valley Examiner
    - Los Angeles Times
    - La Nueva Voz
    - Mid Valley News
    - Facebook Ad

- Digital Media:
    - Project E-News Update, website, blog, and social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites, website calendars and/or newsletters, social media
- Media Advisories

In 2020, Community Open Houses were convened to update the community on the project status and schedule as it was readied for construction. The design-build team, Draft Baseline Schedule, staff and station artists were available to discuss the project and answer questions. While there was information on the Pomona to Montclair segment of the project, the open houses focused on the beginning of construction for the Glendora to Pomona segment. Open house meetings were held as follows:

- Glendora - Thursday, March 5: Glendora Public Library, Bidwell Forum, 140 S. Glendora Av, Glendora, CA 91741. Station Artist: Michael Hillman
- La Verne - Tuesday, March 10: La Verne Community Center, 3680 "D" St, La Verne, CA 91750. Station Artist: Blue McRight
- Pomona - Wednesday, March 11: Palomares Community Center, 499 E Arrow Hwy, Pomona, CA 91767. Station Artist: Steve Farley
- San Dimas - Thursday, March 12: Stanley Plummer Community Building 245 East Bonita Av, San Dimas, CA 91773. *Station Artist: Eugene & Anne Daub (meeting cancelled due to COVID and start of Stay-at-Home orders*

These meetings were publicized through the following methods:

- Printed and mailed or emailed notices to libraries chambers of commerce and cities for public counter distribution
- E-communications toolkit distributed to key organizations to supplement notification
- Display advertising in local newspapers and social media
    - Inland Valley Daily Bulletin
    - San Gabriel Valley Tribune
    - San Gabriel Valley Examiner
    - College Newspapers: University of La Verne, Citrus College, Cal Poly Pomona
    - Los Angeles Times
    - La Nueva Voz
    - Facebook Ad
- Digital Media:
    - Project E-News Update, website, blog, social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites and/or newsletters, city website calendars, social media,
- Media Advisories

A Virtual Public Scoping Meeting for the Supplemental Environmental Impact Report (SEIR) 2 was held on Wednesday, June 24, 2020, 5:30 PM-7 PM due to COVID Stay-at-Home orders. The meeting was held to update the community on the Glendora to Montclair project and receive input on impacts of concerns for the Project Modifications including potential changes to proposed parking at station locations in Glendora, San Dimas, La Verne, Pomona and

Claremont. Public comments were accepted through July 8, 2020. The meeting was publicized through the following methods:

- Agency coordination with cities and school districts
- E-communications toolkit distributed to key organizations to supplement notification
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin
- Digital Media:
    - Project E-News Update, website, blog, and social media channels (Facebook, Twitter)
    - City websites and/or newsletters, city website calendars, social media,
- Local and regional media outlets received Project E-News Update

As the project moved from planning to construction, the Construction Authority implemented proactive communication strategies with stakeholders including residents, small and large businesses, cities, higher education institutions, emergency responders, community service organizations, senior housing organizations, media outlets and others. The primary goal was to utilize a "no surprises" approach that proactively informed stakeholders about upcoming construction and potential impacts. Since the beginning of construction in 2020, the Authority kept the community apprised of over 200 street closures and directly distributed more than 47,500 construction notices. Construction notices in English and Spanish were made available to Pomona stakeholders at the City's request (no other city requested additional languages). A comprehensive list of notification tactics to support the "no surprises" approach is included below. Additionally, over 430 inquiries were received and responded to by the project team through the project hotline and email.

In addition to direct outreach to the most impacted residents and businesses, the Construction Authority kept the general public updated on the project and how to ask questions through the following:

- Weekly pictures of the week, monthly e-news updates, quarterly newsletters
- On-line interactive construction map with widget for stakeholder websites
- Robust public information materials (newsletters, factsheets, 3D station models, website, blog, monthly and topic-specific videos)
- Construction signage
- Community presentations, briefings and meetings
- Neighborhood walks and activity center outreach
- Traditional media and social media
- Advertisements in local newspapers
- Partnerships with cities, chambers of commerce and Unified School Districts to maximize reach

A Virtual Community Update Meeting was held on Wednesday, May 19, 2021: 6 PM-7 PM to update the community on progress and the latest construction update, including project schedule, stations and art component, parking, upcoming bridge construction, and more. The meeting was publicized as follows:

- Door-to-door notice distribution
- E-communications toolkit distributed to key organizations to supplement notification
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin
- Display advertising in local newspapers and social media:
    - Inland Valley Daily Bulletin
    - San Gabriel Valley Tribune
    - San Gabriel Valley Examiner
    - Los Angeles Times
    - La Nueva Voz
    - Claremont Courier
    - Facebook Ad
    - College Newspapers: University of La Verne, Cal Poly Pomona
- Digital Media:
    - Project E-News, website, blog, and social media channels (Facebook, Twitter)
    - Email eblast through local chambers of commerce
    - City websites and/or newsletters, city website calendars, social media,
- Media Advisories

A Virtual Public Scoping Meeting for Draft Supplemental Environmental Impact Report 3 was held on Tuesday, October 26, 2021 starting at 5:30 PM to discuss potential project modifications in the City of San Dimas and receive feedback regarding the scope and content of the SEIR 3. The public comment period was held from October 14,2021-November 19, 2021. The meeting was publicized as follows:

- Outreach included direct email to the most interested stakeholders
- E-communications toolkit distributed to key organizations to supplement notification
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin
- Digital Media:
    - Project E-News Update, website, blog, and social media channels (Facebook, Twitter)
    - City websites and/or newsletters, city website calendars, social media

A Virtual Public Scoping Hearing was held on Tuesday, October 26, 2021, starting at 5:30 PM to announce the release of Draft Supplemental Environmental Impact Report (SEIR) 3 for proposed Project Modifications to the Glendora to Montclair Project in the City of San Dimas. The document was made available online and via hard copy or CD versions upon request. In light of the COVID-19 pandemic, viewing of the document in person was only available by appointment. A 45-day public comment period was held from February 18, 2022 - April 4, 2022. The meeting was publicized as follows:

- Outreach included direct emails
- Legal notices in the San Gabriel Tribune and the Inland Valley Daily Bulletin advertising the Notice of Availability and comment period
- Draft SEIR3 and NOA were placed on the Authority's website
- Project E-News Update, blog, and social media channels (Facebook, Twitter)
- Media advisories

Additional Events and Presentations

Authority staff also participated in a variety of events and presentations to inform stakeholders about the project and encourage participation in public meetings; a sampling is provided below:

Event/Presentation Name	Date
Chambers of Commerce and BIDs (Glendora, San Dimas, La Verne, Pomona, Claremont and Montclair)	Multiple presentations to each over the years
Glendora Earth Day Festival	Annual participation
Claremont Earth Day	Annual participation
San Dimas Earth Day	Annual participation
San Dimas Birthday Celebration	Annual participation
Rotary and Kiwanis Presentations (Glendora, Pomona, Claremont)	Multiple project updates to each group
University Club of Claremont	Multiple project updates
La Verne and Claremont Transportation Commissions	Multiple project updates
San Dimas Business Round Table	October 21 and 22, 2020
State of the City – Glendora, San Dimas, La Verne, Pomona, Claremont and Montclair	Annual participation or as available
Hillcrest Continuing Care Retirement Community	Annual participation
San Gabriel Valley Older Adult Transportation	Multiple presentations over the years
Citrus College President and Board Briefing	Multiple presentations over the years

Metro's San Gabriel Valley Service Council also received information regarding the various meetings and briefings that were held throughout the project planning and construction, which were shared through their meetings. The Service Council also received periodic briefings on the project on July 10, 2017, August 10, 2020, and Monday, March 11, 2024. Service Council meetings are subject to the Brown Act and were publicized through Metro's website, e-notifications, and posts on Metro's blog, The Source. Their meetings are open to the public.

The Foothill Extension service plan was formally adopted by Metro Board at their December 2018 meeting. As project construction was completed and the project turned over to Metro to begin pre-revenue service testing for the opening of the first segment from Glendora to Pomona, Metro will focus outreach on informing the community of the start date for this new service.

Conclusion

The A Line Extension Foothill 2B Phase I project extends light rail service from Glendora to Pomona, enhancing transit accessibility for minority populations and low-income households along the new rail corridor. This extension has been evaluated under Title VI and determined

not to impose disparate impacts or disproportionate burdens, thus eliminating the need for mitigation. The A Line rail extension will deliver high-quality mobility options to the community aligning with the overarching objective of improving public transit services by expanding rail coverage throughout the Los Angeles region. Minority and low-income riders will significantly benefit from this light rail extension.

Metro followed the requirements of FTA Circular 4702.1B and met the legal test for disparate impact as follows:

(1) Metro has a substantial legitimate justification for the proposed service change as it works to expand access to high-quality rail service and facilities across the Metro service area; (2) Metro has no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals with the opening of Foothill 2B Ph 1. Staff therefore requests that the Metro Board adopt this analysis in support of the impending extension of the A Line service to Pomona.

ATTACHMENT B

FOOTHILL EXTENSION TO POMONA LIGHT RAIL PROJECT SERVICE PLAN
TITLE VI PUBLIC HEARING COMMENTS

Commenter Name	Date Received	Method Submitted	Comment	Agency Response
Bill Lam	4/14/2025	In-agenda comment link	So, I would like to know since the Azusa to Pomona extension around the station is mainly served by Foothill Transit, is Foothill Transit possibly going to be changing the bus routes as a result of the extension? If Foothill is possibly changing their routes due to the Azusa to Pomona extension, then invite Foothill to the meeting regarding route changes due to the Azusa to Pomona extension. What is the progress of the extension from Azusa to Pomona? Is there an opening date happening soon for the Azusa to Pomona extension? Also, what about the extension from Pomona to Montclair? Did the construction begin on the Pomona to Montclair segment? If so, when is it going to be finished? Thank you.	A date for the A Line extension has not yet been announced. The A Line extension extends beyond Metro's primary bus service area and falls predominantly within the Foothill Transit bus service region. Several of their bus lines will directly serve the new A Line stations. To further support seamless integration between bus and rail, Foothill Transit has plans to restructure one existing bus line and introduce a new bus line. Foothill Transit bus lines will serve this extension as detailed here: • Line 291 serves the Metrolink Pomona North Station (new A Line Pomona Station); • Line 492 connects to the new San Dimas Station, and; • Line 284 operates adjacent to the new Glendora Station; • Line 197 will be rerouted to serve the new La Verne Station; • Foothill Transit plans to launch a new Line 295, which will provide service to the new San Dimas Station, Cal Poly Pomona, and Mt. San Antonio College. These planned changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater San Gabriel Valley region. Please contact Foothill Transit for further details. The Foothill Construction Authority posted this statement regarding their announcement of a new plan to deliver the Pomona to Montclair Project: https://www.iwillride.org/statement-construction-authority-announces-new-plan-to-deliver-pomona-to-montclair-project/

Kevin Chen	4/14/2025	Zoom	The Blue Line trains run slowly. There are all these issues with maintenance and trains running slowly. It takes a lengthy amount of time as opposed to, other Metro lines. I would suggest that service be sped up. Many of us always feel unsafe at the stations. There's always people being wacky or panhandling. We're in dire need of more law enforcement patrols as well as cleaners. What does Metro plan to do in order to have more law enforcement patrolling our stations as well as your cleaners on duty at all times as possible?	Metro is investing more each year in system safety, security, and cleanliness through various initiatives such as our Ambassador Program, enhanced fare gates, TAP to Exit, enhanced station and train end of line cleaning, and the creation of a Transit Community Public Safety Department. Metro continues to work to address slow operations on the A Line. Part of the issue relates to slow operations are the result of vandalism of road and rail traffic control equipment. Metro is working with City of LA to develop permanent solutions to resulting delays along street running segments such as Washington St.
Matt Giltaji	4/14/2025	servicechanges@metro.net	Hello, I am a Monrovia resident and Metro light rail user. It is important that we work towards making fares as low as possible, ideally free, to encourage public utilization of mass transit to reduce traffic, pollution, and worsening climate change effects. We also need to make sure that all members of the public are able to move efficiently across the region regardless of income or ability to pay.	Existing Metro fares will apply on the A Line extension. Metro offers multiple reduced fare programs such as GoPass and Student Pass for K-12 students, U-Pass for college students, the Low Income Fare is Easy (LIFE) Program for low-income riders, and Senior Pass for those 62+ to support accessible transit for all members of the public.



Title VI Service and Fare Analysis

A Line Extension (Foothill 2B) to Pomona Service Plan

Operations, Security, and Customer Experience Committee

June 18, 2025

Metro

Recommendation and Issue

RECOMMENDATION

Approve the Foothill Extension to Pomona Operating Plan Title VI Service and Fare Equity Analysis

ISSUE

Section 601 of Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

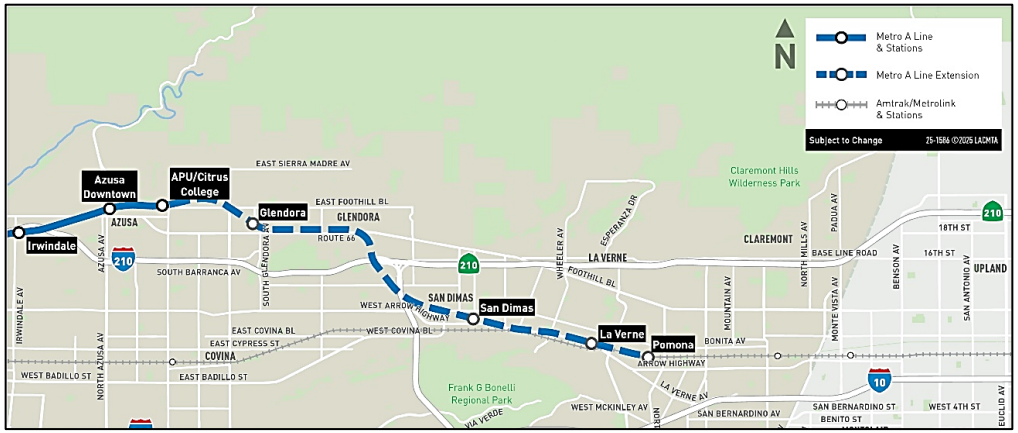
As a recipient of federal funding, LA Metro is required to ensure its programs and activities are conducted consistent with the intent of Title VI.

The Foothill Extension to Pomona Light Rail Project is a new rail alignment involving federal funding that is expected to begin operation in 2025. Consistent with Federal Transit Administration Title VI guidelines and Metro’s Title VI Plan, a Service and Fare Equity (SAFE) Analysis of this new line’s service impacts on minority populations was presented at the public hearing in April 2025. The minority populations as identified in Metro’s Title VI Plan (2022) are Black/African American, American Indian/Alaskan Native, Asian/Pacific Islander, and Latino/Hispanic.

Metro

Background

- The Foothill Extension to Pomona Light Rail Project is a 9.1-mile, four-station light rail addition to the existing A Line that extends from the current terminus at Azusa (APU/Citrus College Station) East, serving new stations at Glendora, San Dimas, La Verne, and Pomona.
- The A Line (including the four new stations) would operate the following service frequencies:
  - 8-minute peak service weekdays
  - 10-minute off peak weekday and daytime weekend service
  - 20-minute evening/late night service
- These service levels are consistent with those operated on all Metro light rail lines and are expected to meet passenger demand.
- There is no loss of bus or rail service levels with the new Foothill Extension to Pomona Light Rail Project. Fares will be the same as other Metro rail and bus services.



Metro

Discussion

Metro's Title VI Program, which was most recently updated and approved by Metro's Board in September 2022, requires two analyses to be completed for each new rail line.

DISPARATE IMPACT

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority population served by the new lines and the overall percentage of minority riders in the Metro service area is at least 5%.

DISPROPORTIONATE BURDEN

Metro defines low-income riders at $69,350 or less for their household income, which represents the median income of a four-person household in Los Angeles County (California Department of Housing and Community Development's 2024 State Income Housing Limits). A disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income population served by the new lines and the overall percentage of low-income persons in the Metro service area is at least 5%.

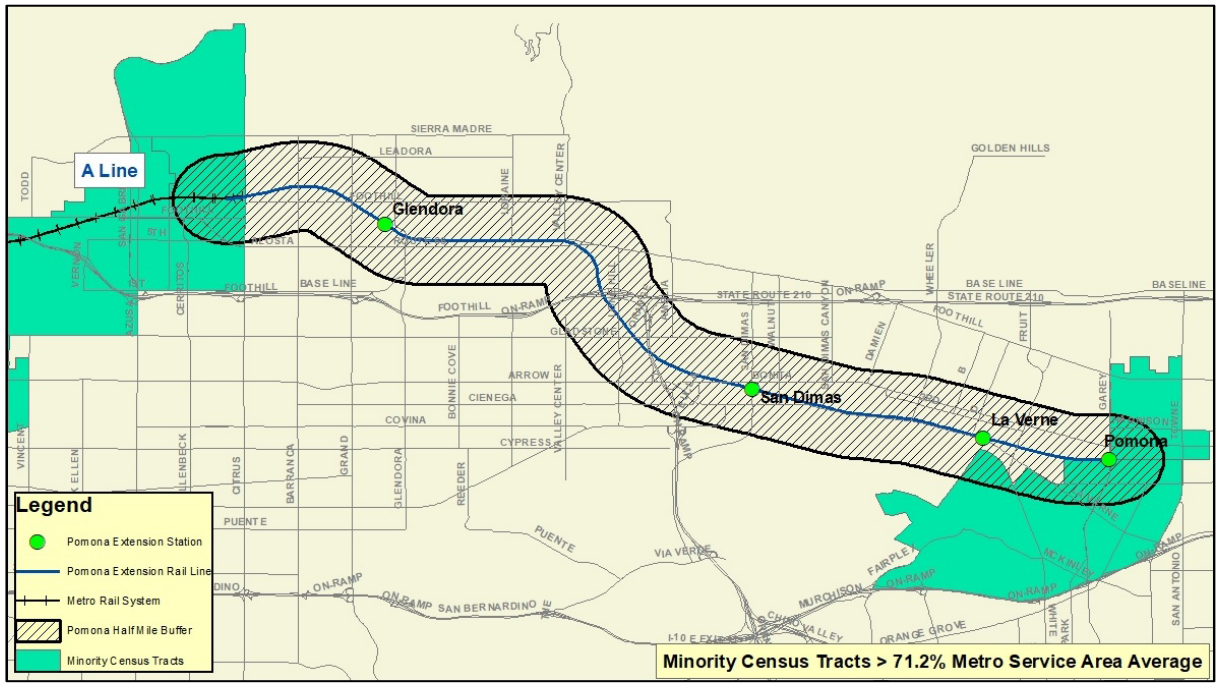
Metro

Discussion

	Population	Minority Population	Minority Percentage
Foothill 2B Ph I Rail Project	127,145	81,733	64.3%
Metro Service Area	7,580,839	5,397,073	71.2%
	Disparate Impact; Difference Exceeds 5%		-6.9%

Note: Data source is the 2023 American Community Survey for a 0.5 mile catchment area around new rail line

The service change is positive, providing a benefit to both the corridor and the minority population. Therefore, the disparate impact does not require mitigation.



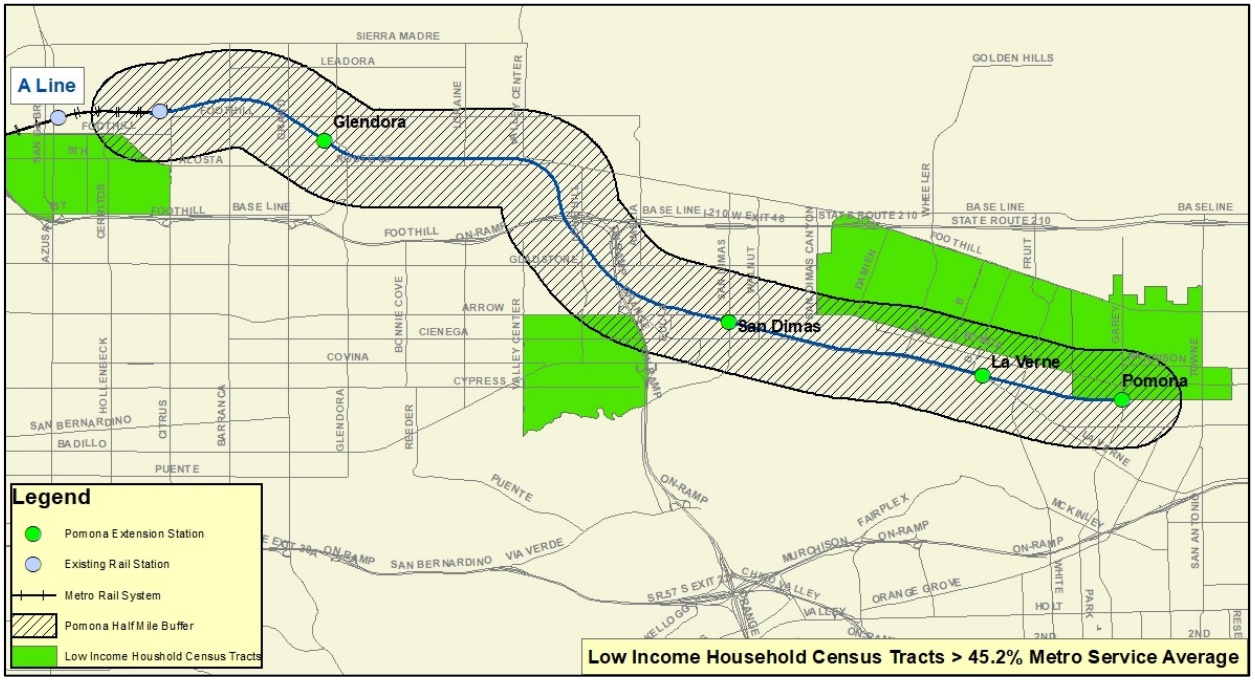
Metro

Discussion

	Number of Households	Number of Low-Income Households	Low-Income Household Percentage
Foothill 2B Ph I Rail Project	42,119	16,313	38.7%
Metro Service Area	2,663,368	1,205,146	45.2%
	Disproportionate Burden; Difference Exceeds 5%		-6.5%

Note: Data source is the 2023 American Community Survey for a 0.5 mile catchment area around new rail line.

The service change is positive, benefitting the corridor and the low-income households. Therefore, the disproportionate burden does not require mitigation.



Metro

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

File #: 2025-0275, **File Type:** Contract **Agenda Number:** 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. AWARD a four-year Contract No. PS122845000 to Clever Devices Ltd. to upgrade the ATMS II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the amount of $129,760,941, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE

Metro's current ATMS bus fleet management system is over 25 years old and has reached its useful life. The system does not have the capability to meet the technology, security and/or functional needs required to meet Metro's Nextgen operational demands. The ATMS II upgrade will provide the necessary enhancements to better position Metro to support the 2028 Games and the future technology needs for Metro's fleet operation.

BACKGROUND

The ATMS II Program is the evolution of Metro's Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL) bus fleet system that was initially awarded in 2001. The actual ATMS bus fleet system became operational in 2004, with incremental enhancements made to support operational integration milestones. Since the original implementation, a series of impactful changes occurred that affected the capabilities of the ATMS system, including:

- Increasing competitive and impacted communications frequency environment in the greater Los Angeles County area
- The demand for video surveillance with live stream capabilities has become a critical part of real-time fleet management and provides clarity of responsibility as a key supplement to every incident evidence package
- The evolution of the zero-emission bus fleet, which Metro is transitioning to over the coming

years, requires new strategies for operations, charge management, operator/fleet scheduling, and new customer-focused tools

As the need for an improved and updated system began to evolve, a strategic plan was developed in 2016 to establish the requirements for the updated system. The primary goal of the Strategic Plan was to improve Metro's operational efficiency and reliability, along with customer satisfaction. These goals were supported by a series of fleet and communication system upgrades to achieve enhanced functionality, as well as overcome the operational and communication constraints the ATMS system was experiencing near the end of its useful life. For example, the fleet software and hardware are no longer in production or supported, and the enhancements needed can no longer be achieved within the current system configuration.

To define a set of achievable projects that would support Metro's overall bus and rail fleet systems program, a series of needs assessment workshops and interviews were conducted to identify the bus/rail needs, assess existing fleet and communication system capabilities, as well as identify program development efforts that directly affect the ATMS system. Following the completion of the needs assessment, an alternatives assessment was completed to evaluate a series of fleet and communication alternatives to meet the broad range of goals. The highest rated alternatives were reviewed with Metro's key stakeholders over a series of workshops and finalized.

Following the completion of the Strategic Plan, a capital project was established, which initiated the development of the ATMS II Program Update. A scope development effort was conducted that defined each system, as well as established operational and functional requirements for the recommended scope of the contract award.

DISCUSSION

The CAD/AVL system is the primary tool used by controllers in the Bus Operations Center (BOC) to communicate with bus operators. The controllers use the performance queue to help manage operators with schedule adherence, detours, and ensure the fleet stays as close to the posted schedule as possible for consistent service reliability. Controllers use a similar incident queue to capture detailed incident information and coordinate with first responders, law enforcement, fleet maintenance, and other resources (e.g., Haz-mat). Controllers also use the CAD/AVL system to oversee fleet location information, including the location of available maintenance and supervisory resources to better manage the incidents for a quick and complete response.

ATMS II fundamentally incorporates a voice radio as well as a complementary data system component for on-board bus communications and information. The program update also offers service quality improvements, safety enhancements, and a much-needed technology upgrade to manage large transit fleets for continued service improvements. The ATMS II Program Upgrade intends to develop state-of-the-art Computer-Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) technologies that leverage best practices, as well as establish operational capabilities through emerging technologies.

The ATMS II Program will use CAD/AVL technologies to manage its fixed-route bus fleet. This will completely replace the current ATMS CAD/AVL system and modernize the existing radio subsystem,

which were both installed in 2004.

The recommended contractor proposes a solution that achieves or exceeds current system requirements while minimizing custom development or over-reliance on proprietary hardware. The goal of this partnership is to deploy a solution that can be upgraded in a modular or phased manner over time. This integration with other third-party solutions will support operational applications, such as gating, signal priority, as well as tools that enhance customer experience. The recommended contract award includes the following functionalities that will be implemented over phases:

- Base: CAD/AVL and voice radio upgrade for Bus
- Phase 1: Cloud hosting, vehicle health monitoring, and turn-by turn navigation;
- Phase 2: Multimedia displays, digital camera upgrade, and bus yard management;
- Phase 3: CAD/AVL for Rail

A project schedule has been proposed that will provide the base and phase 1 and 2 functionalities by July 2028. A detailed schedule will be developed that will include strategies by Metro Operations to help streamline the installation process such as a centralized installation location operating 7 days/week with multiple shifts.

CAD/AVL for Bus Overview

The ATMS II implementation aims to reestablish a baseline for the automated passenger counting system that will increase accuracy and provide real-time information to our riders. This will allow customers to access space availability information on their arriving bus. The upgraded system will also improve detour management, automated stop annunciation capabilities, and bus bridges to support service disruptions with local bus, rail, and Metrolink service when necessary. In addition, mobile routers will be upgraded to the latest 5G network for enhanced WiFi access to Metro's operational systems and the bus fleet. Integrations with other Metro systems will be updated as well, such as customer information, Enterprise Asset Management (EAM), and daily operations.

Voice Radio Replacement

The voice radio complements the CAD/AVL operation that is used to communicate between BOC controllers and bus operators. The radio component includes a silent alarm to assist with monitoring incidents where operators may be in a sensitive situation, but need BOC assistance. The voice radio is the primary safety tool used for communication throughout the entire LA County boundaries, and will be transitioned from a 25-year-old analog system to a technologically improved digital radio that is expected to improve radio quality.

DETERMINATION OF SAFETY IMPACT

The ATMS II Program Update enables fleet operation and coordination between fleet operators, Divisions, and the Bus Operations Center. This is a core system function that provides critical voice, video, and data communications to improve incident and performance management. ATMS II also provides on-board covert alarm activation for operators with monitoring and associated vehicle tracking at the BOC. The voice and data elements are also central to measure performance

supporting Metro's collective bargaining agreement. Additionally, the video component is used to validate operator performance and determine legal claim responsibility. For these reasons, upgrading the ATMS system is a necessary and critical safety measure.

FINANCIAL IMPACT

Funding for this contract is in the Life of Project (LOP) Budget for projects 207168 ATMS Bus System Replacement, LOP $117,000,000 and 207185 ATMS System Integration, LOP Pending. Since this is a multi-year program, the project manager and the Chief Operations Officer shall be responsible for future fiscal year budgeting.

Impact to Budget

The current funding source for this action is TDA 4, which is eligible for bus and rail operations and capital projects. Ongoing operating funds are required to support and maintain this system once the upgrade is complete and will be included in future annual operating budgets.

EQUITY PLATFORM

The ATMS II system is used to support the day-to-day operation of all bus and rail vehicles, fleet systems, and operators across Metro's entire core function. Because Metro service is countywide, the proposed ATMS II system upgrade supports all modes across all service lines, including in areas with Equity Focus Communities (EFC). The proposed upgrade will improve customer wi-fi capabilities and real-time passenger information, which benefits all transit riders.

The Diversity and Economic Opportunity Department (DEOD) established a 15% Disadvantaged Business Enterprise (DBE) goal for this procurement. Clever Devices Ltd. met the goal by making a 15% DBE commitment.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 2: Deliver outstanding trip experiences for all transportation system users, as we are committed to providing attractive, affordable, efficient, and safe service. Improved Customer Information also supports Metro Vision 2028.

ALTERNATIVES CONSIDERED

A strategic assessment of Metro's preferred operational system solution considered several alternatives and options, including the use of leased wireless communication infrastructure for voice communications as well as moving to a Software-as-a-Service (SaaS) solution. These alternatives were rejected based on life cycle costs and the inability of these systems to provide the required level of functionality suitable for Metro operations.

The Board may also choose not to approve this contract award, which would postpone upgrading a vital system and increase the readiness risk to support Metro's role in the 2028 Olympics. However, this is not recommended as this mission-critical application will continue to fall behind other technological advances and also risks incompatibility with new operating systems, database software, advanced cybersecurity software, as well as related software maintenance tools and transit applications.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS122845000 with Clever Devices Ltd. and establish a plan and schedule for the implementation of the ATMS II CAD/AVL system.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Al Martinez, Deputy Executive Officer, Operations (213) 276-0117

Dan Nguyen, Senior Executive Officer, Operations, (213) 418-3233

Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer (213) 922-4471

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY
ATMS II / PS122845000

1.	**Contract Number**: **P122845000**	
2.	**Recommended Vendor**: Clever Devices Ltd.	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: May 30, 2024	
	B. Advertised/Publicized: May 29 and 30, 2024	
	C. Pre-Proposal Conference: June 13, 2024	
	D. Proposals Due: September 26, 2024	
	E. Pre-Qualification Completed: December 20, 2024	
	F. Ethics Declaration Forms submitted to Ethics: September 30, 2024	
	G. Protest Period End Date: June 24, 2025	
5.	**Solicitations Picked up/Downloaded**: 148	**Bids/Proposals Received**: 7
6.	**Contract Administrator**: **Victor Zepeda**	**Telephone Number**: **213-922-1458**
7.	**Project Manager**: **Al Martinez**	**Telephone Number**: **213-922-2956**

A. Procurement Background

This Board Action is to approve Contract No. PS122845000 issued to upgrade Metro's Advanced Transportation Management System (ATMS) II Computer Aided Dispatch/Automated Vehicle Location (CAD/AVL) system. The Board approval of a contract award is subject to resolution of any properly submitted protest(s).

Prior to the release of the solicitation, a virtual Metro Connect Industry Forum was conducted for the ATMS II project on April 8, 2024. The event was attended by 134 individuals. The event was held to inform the SBE community of the upcoming opportunity.

The RFP was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity & Economic Opportunity Department recommended a Disadvantaged Business Enterprise (DBE) goal of 15%.

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

- Amendment No. 1, issued on June 13, 2024, clarified the site visit schedule;
- Amendment No. 2, issued on June 26, 2024, clarified the site visit process, submittal requirements, and extended the due date from July 23, 2024, to September 6, 2024;
- Amendment No. 3, issued on July 17, 2024, clarified sections of the Scope of Services (removed non-revenue vehicles from Yard Management System and revised the requirements matrix);

- Amendment No. 4, issued on August 14, 2024, clarified sections of the Statement of Services (updated workstation counts, added training details, and revised the requirements matrix based on questions received);
- Amendment No. 5 issued on August 23, 2024, extended the due date from September 6, 2024, to September 26, 2024; and,
- Amendment No. 6, issued on August 29, 2024, clarified sections of the Statement of Services (updated timeframe for oral presentations, and updated the requirements matrix based on questions received).

A total of 52 firms downloaded the RFP and were recorded in the planholder's list. A virtual pre-proposal conference was held on June 13, 2024, and was attended by 60 participants representing 22 companies. There were 488 questions received and responses were provided prior to the proposal due date.

A total of seven proposals were received on September 26, 2024, and are listed below in alphabetical order:

1. Clever Devices Ltd.
2. Clever Devices Ltd. (alternate proposal)
3. Conduent Transport Solutions, Inc.
4. Conduent Transport Solutions, Inc. (alternate proposal)
5. INIT Innovations in Transportation, Inc. (INIT)
6. Los Angeles Regional Interoperable Communications System Authority (LARICS)
7. Trapeze Software Group, Inc. dba Vontas (Vontas)

Two firms submitted alternate proposals for the Land Mobile Radio options.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Bus Maintenance, Bus Operations, Voice Radio (Wayside), IT Infrastructure, Project Management/Finance, Project Management/Operations was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria:

Minimum Qualifications Requirements (Pass/Fail): To be responsive to the RFP minimum qualifications requirements, proposers must meet all of the following:

- Deployment and have in operation of at least one CAD/AVL system with 1,000+ vehicles;
- Deployment and have in operation three or more CAD/AVL systems;
- Integration of LMR/DMR systems with their CAD/AVL solution; and,
- Demonstrate ability to deploy a Voice over IP based voice communications solution.

From October 15, 2024 to February 12, 2025, the PET independently evaluated and scored the technical proposals. The PET determined that LARICS did not meet the Minimum Qualifications Requirements. The remaining six proposals were further evaluated based on the following Weighted Evaluation Criteria:

- Qualifications of the Firm 20 percent
- Staffing and Project Organization 8 percent
- Software Functionality 25 percent
- Work Plan/Project Understanding 15 percent
- DBE Contracting and Mentor Protégé Approach 4 percent
- Maintenance and Support 8 percent
- Cost 20 percent

Several factors were considered when developing these weights, giving the greatest importance to software functionality.

INIT was determined by DEOD to be non-responsive for failure to meet the DBE goal. Clever Devices Ltd. (alternate proposal), Conduent Transport Solutions, Inc. (alternate proposal) and Vontas were determined to be outside the competitive range and were excluded from further consideration.

Clever Devices Ltd. and Conduent Transport Solutions, Inc. were determined to be within the competitive range and were invited for a 3-day in person interview and system demonstration from November 18, 2024 through December 12, 2024. The firm's project managers and key team members had an opportunity to present each team's proposed system, qualifications, approach, schedule, and respond to PET questions. In general, each team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed each firm's commitment to the success of the project.

On January 8, 2025, clarification questions and a request for an additional option (Cloud-based Hosting) were requested of the two firms. Responses were received on January 31, 2025. At the conclusion of the evaluation, the PET determined Clever Devices to be the top ranked firm.

Qualifications Summary of Firms within the Competitive Range:

Clever Devices Ltd.

Clever Devices Ltd.'s (Clever Devices) proposal demonstrated that its staff and organization have the required experience to successfully deliver the project, presenting a well laid out approach to the project.

The proposed Program Manager possesses more than 35 years of experience in IT and engineering projects, and recently completed similar projects for New York City

Transit, Toronto Transit Commission, and Washington Metropolitan Area Transit Authority.

The proposed Deputy Project Director possesses over 36 years in intelligent transportation systems, including over three decades with Motorola specializing in engineering systems design and radio systems, and has completed projects with similar requirement with LA-RICS (land mobile radio project in LA County), Pierce Transit deploying the CAD/AVL including LMR systems, and Metro implementing transit CAD Systems.

Clever Devices' clients include Washington Metropolitan Area Transit Authority, New York City Transit, Pittsburgh Regional Transit, Toronto Transit Commission, and Chicago Transit Authority.

During the interview and system demonstration, Clever Devices displayed a clear understanding of the Scope of Services and Metro's needs and provided a detailed for delivery of the program.

Conduent Transport Solutions, Inc.

Conduent Transport Solutions, Inc.'s (Conduent) proposal provides a detailed narrative on each staff member's role and program responsibilities. Its proposed implementation plan requires little to no downtime and a seamless transition. However, Conduent's proposal is not clear as to who is leading the efforts (Conduent or its subcontractor). While Conduent focused on similar projects, Conduent did not provide details on how their systems were improving operations and they stated many systems have not yet been implemented. During the interview and system demonstration, Conduent appeared to lack preparation and cohesiveness as a team.

A summary of the PET scores is provided below:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**Clever Devices Ltd.**				
3	Qualifications of the Firm	92.50	20.00%	18.50	
4	Staffing and Project Organization	90.00	8.00%	7.20	
5	Software Functionality	81.67	25.00%	20.42	
6	Work Plan/Project Understanding	83.67	15.00%	12.55	
7	DBE Contracting and Mentor Protégé Approach	50.00	4.00%	2.00	
8	Maintenance and Support	84.98	8.00%	6.80	
9	Cost	100.00	20.00%	20.00	

10	**Total**		**100.00%**	**87.47**	**1**
11	**Conduent Transport Solutions, Inc.**				
12	Qualifications of the Firm	77.92	20.00%	15.58	
13	Staffing and Project Organization	71.10	8.00%	5.69	
14	Software Functionality	70.67	25.00%	17.67	
15	Work Plan/Project Understanding	71.00	15.00%	10.65	
16	DBE Contracting and Mentor Protégé Approach	50.00	4.00%	2.00	
17	Maintenance and Support	76.13	8.00%	6.09	
18	Cost	98.35	20.00%	19.67	
19	**Total**		**100.00%**	**77.35**	**2**

C. Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Negotiated Amount
1.	Clever Devices Ltd.	$144,153,463	**$151,741,836**	**$129,760,941**
2.	Conduent Transport Solutions, Inc.	$146,584,511		

The final amount is lower than Metro's original ICE as a result of the following factors:

- Metro's ICE does not consider a streamlined installation schedule with multiple shifts and seven days a week, and it was based on limited access to Divisions, work hours, and days available for installation;
- The decision to implement a cloud-based hosted solution rather than an in-house Metro procured and installed arrangement; and,
- By negotiating a full program at once rather than by individual options provided substantial savings.

Staff successfully negotiated $14,866,231 in cost savings from Clever Devices' proposal.

D. Background on Recommended Contractor

Clever Devices Ltd. (Clever Devices), located in the State of New York, has been in business for 30 years in the field of Intelligent Transportation Systems (ITS) for public transit agencies.

The Clever Devices team includes six subcontractors that will provide the land mobile radio system, yard management software services, quality assurance control services, systems support, material logistics, and that will install the system hardware on Metro vehicles. Five subcontractors are DBE firms.

DEOD SUMMARY

ATMS II / PS122845000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 15% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Clever Devices Ltd. met the goal by making a 15.06% DBE commitment.

Small Business Goal	15% DBE	Small Business Commitment	15.06% DBE

	DBE Subcontractors	Ethnicity	% Committed
1.	123 Installs, Corp.	Caucasian Female	2.77%
2.	Axis Installation, Inc.	Caucasian Female	1.95%
3.	ESP Enterprises, Inc.	Hispanic American	1.14%
4.	Niti Systems Consultants Inc	Subcontinent Asian American	1.96%
5.	TransSight LLC	Subcontinent Asian American	2.57%
6.	Galaxy Wire and Cable, Inc.	Caucasian Female	4.67%
		Total Commitment	**15.06%**

B. Local Small Business Enterprise (LSBE) Preference:

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

C. Contracting Outreach and Mentoring Plan (COMP)

The Contractor Outreach and Mentoring Plan (COMP) is applicable to this procurement. Clever Devices Ltd. identified (2) DBE firms for protégé development: Niti Systems Consultants Inc., and ESP Enterprises, Inc.

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. Prevailing Wage Applicability

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

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

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

STRATEGIC INITIATIVES

ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS II)

Metro

Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. AWARD a four-year Contract No. PS122845000 to Clever Devices Ltd. to upgrade the ATMS II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the amount of $129,760,941 subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

Metro

ISSUE & DISCUSSION

ISSUE

The goal of this partnership is to deploy a solution that can be upgraded in a modular or phased manner over time. This integration with other third-party solutions will support operational applications, such as gating, signal priority, as well as tools that enhance customer experience.

DISCUSSION

ATMS is the core fleet system (e.g., radio, software, hardware) used to manage Metro's bus fleet communications and navigation. The ATMS II upgrade will provide the following improved functionalities:

- Base: CAD/AVL for Bus and Voice Radio Replacement
- Phase 1: Voice over Internet Protocol (VoIP)
    - Cloud Hosting
    - Vehicle Health Monitoring
    - Turn-by-Turn Navigation
- Phase 2: Multimedia Displays for Articulated fleet (180 vehicles)
    - Digital Camera upgrade for on remaining Analog Camera fleet
    - Bus Yard Management
- Phase 3: CAD/AVL for Rail

Metro

PROCUREMENT EVALUATION

EVALUATION CRITERIA	MAXIMUM POINTS	CLEVER DEVICES LTD.	CONDUENT TRANSPORT SOLUTIONS
Qualifications of the Firm	20	18.50	15.58
Staffing and Project Organization	8	7.20	5.69
Software Functionality	25	20.42	17.67
Work Plan/Project Understanding	15	12.55	10.65
DBE Contracting and Mentor Protégé Approach	4	2.00	2.00
Maintenance and Support	8	6.80	6.09
Cost	20	20.00	19.67
Total Score	**100**	**87.47**	**77.35**

Metro

DEOD Goal: 15% DBE

Clever Devices Ltd. Commitment: 15.06% DBE

File #: 2025-0331, **File Type:** Contract **Agenda Number:** 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: CENTRALIZED MONITORING SYSTEM FOR TRACK AND TUNNEL INTRUSION DETECTION SYSTEM

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole-source firm fixed price contract, Contract No. PS128578000 to AGP Technologies, Inc. for the purchase of a centralized real-time monitoring system for the Track and Tunnel Intrusion Detection System (TTIDS) in the amount of $1,825,000, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

This procurement is to purchase a centralized real-time monitoring system to monitor the existing TTIDS located at 23 stations located on the B and D Lines, from Union Station to Wilshire/Western, Vermont/Beverly to North Hollywood and Wilshire La Brea to Westwood/VA Hospital. Currently, TTIDS alarms are displayed only at Train Control & Communication (TC&C) rooms within stations at the module level. There is presently no capability to monitor TTIDS alarms remotely from the Rail Operations Control Center (ROC). The purchase of a centralized real-time monitoring system extends these monitoring capabilities to ROC to ensure that all TTIDS alarms are displayed at ROC to alert the train controllers.

BACKGROUND

In September 2019, the TTIDS project, CP212123, was approved as part of a Transit Security Grant Program (TSGP). A contract was approved by Metro's Board in April 2022 to install TTIDS equipment in Station TC&C Rooms and tunnel walls between Union Station and Wilshire/Western. The installation of this system was completed in March 2025. This detection system will provide notification of unauthorized access along Metro rights-of-way and ancillary areas. However, after further evaluation of the TTIDS, Metro staff identified additional opportunities for enhancement and improvement. It was determined that integrating remote monitoring services will strengthen its capabilities and effectiveness by having the system monitored directly by the Rail Operations Control Center, thereby providing quicker response times and faster communication to the train operator.

DISCUSSION

A total of 118 incidents occurred between July 2024 and May 2025 on the B and D Lines involving unauthorized intruders entering the tracks and tunnels within the right-of-way (ROW). Each intrusion incident requires train operations to stop and the third rail to be de-energized, resulting in an average recovery time of 45-60 minutes. These incidents disrupt normal train service and cause significant delays. Over the past 11 months, an average of 10.7 incidents per month has led to substantial schedule impacts.

If a centralized monitoring system is implemented, the ROC train controller can monitor the intrusion incidents in real time and warn train operators instantly. If the incident is monitored from the TC&C room, the system will require one person per room, to notify the ROC train controller. Having remote monitoring capability from ROC allows timely notifications to operators and allows trains to be operated in Auto Operating Mode, which can improve adherence to the train schedules. TTIDS, combined with the recently installed camera and announcement systems, provides visible technology that offers a nonintrusive, automated monitoring solution.

DETERMINATION OF SAFETY IMPACT

Metro Security and Law Enforcement officers respond to TTIDS incidents to locate the intruders in tunnels and trackways. During the search and recovery of intruders in the tunnels, the centralized monitoring system will provide the location data of the intruders in the tunnel via monitor screens and alarm displays. Overall, the system can improve officer safety and possibly reduce unexpected incidents on trackways and tunnels.

FINANCIAL IMPACT

A total of $ 1,825,000 is needed for this action. The budget is contained in Capital Project 205672 CCTV System Upgrade. The Life of Project (LOP) budget is $15,630,000. This action is within the project budget.

The Project Manager will be responsible for budgeting the cost of software upgrades, if applicable, in future Fiscal Years.

Impact to Budget

The current source of funds for this action is Proposition A 35%. This funding is eligible for rail operations and Capital Projects. Use of Federal, State, and other local funding sources currently maximizes funding allocations given approved funding provisions and guidelines.

EQUITY PLATFORM

TTIDS provides improvement on train schedules and safety for the public riders throughout Los Angeles County, including those traveling to and from Equity Focus Communities (EFCs). Faster, targeted responses to intrusions or emergencies mean fewer cascading delays that

disproportionately impact travelers under time constraints, ensuring the safe, uninterrupted service paramount for job access, school attendance, and essential trips.

Deployment of TTIDS technology ensures that EFCs are not left behind as the agency upgrades its systems and aligns with Metro's Equity Platform.

The B and D Lines serve numerous communities with a high EFC concentration, including Koreatown, Downtown Los Angeles, and Westlake. They also serve as a key transfer connection to other Metro rail lines and multiple businesses for workers, students, and residents in these EFCs. Stations numbered 4,5,7, & 8 are in EFCs of very high need, specifically, low-income riders who are the primary users of the system, while high need EFCs surround the other four stations:

1. Union Station (ABJ)
2. Civic Center/Grand Park (BJ)
3. Pershing Square (BJ)
4. 7th Street/Metro Center (ABEJ)
5. Westlake/MacArthur Park (B)
6. Wilshire/Vermont (BD)
7. Wilshire/Normandie (D)
8. Wilshire/Western (D)
9. Wilshire/Brea (D)
10. Wilshire/Fairfax (D)
11. Wilshire/La Cienega (D)
12. Wilshire/Rodeo (D)
13. Century City/Constellation (D)
14. Westwood/UCLA (D)
15. Westwood/VA Hospital (D)
16. Vermont/Beverly (B)
17. Vermont/Santa Monica (B)
18. Vermont Sunset (B)
19. Hollywood Western (B)
20. Hollywood Vine (B)
21. Hollywood Highland (B)
22. Universal (B)
23. North Hollywood (B)

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

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Metro's Strategic Plan Goal

1) Provide high-quality mobility options that enable people to spend less time traveling.
2) Deliver outstanding trip experience for all users of the transportation system.
5) Provide responsive, accountable, and trustworthy governance within the Metro organization.

This contract will help maintain safety, service, and reliability standards to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County. With this, Metro is exercising good public policy judgment and sound fiscal stewardship.

ALTERNATIVES CONSIDERED

Staff considered not purchasing a centralized monitoring system; however, this alternative is not recommended since the existing monitoring located in TC&C rooms requires eight personnel for monitoring the system and could compromise public safety. Conversely, only one person is required to monitor eight stations from the ROC.

NEXT STEPS

Upon Board approval of the recommendation, staff will award Contract No. PS128578000and proceed with the TTIDS project work.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Kelvin Zan, Executive Officer, Operations Engineering, (213) 617-6264
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Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

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

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

CENTRALIZED MONITORING SYSTEM FOR TRACK AND TUNNEL INTRUSION SYSTEM/PS128578000

1.	**Contract Number**: **PS128578000**	
2.	**Recommended Vendor**: AGP Technologies, Inc	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☒ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: December 13, 2024	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: January 27, 2025	
	E. Pre-Qualification Completed: February 25, 2025	
	F. Ethics Declaration Forms Submitted to Ethics: January 27, 2025	
	G. Protest Period End Date: N/A	
5.	**Solicitations Downloaded**: (1)	**Bids/Proposals Received**: (1)
6.	**Contract Administrator**: Melvin Santos	**Telephone Number**: (213) 922-3490
7.	**Project Manager**: Kelvin Zan	**Telephone Number**: (213) 617-6264

A. Procurement Background

This Board Action is to approve Contract No. PS128578000 issued in support of the Operations/Engineering Department to implement remote monitoring of the Track & Tunnel Intrusion Detection (TTID) system located at Rail Operation Control Center (ROC) to monitor real time information of TTID sensors at eight (8) B and D line Stations. Board approval of contract awards are subject to the resolution of any properly submitted protest(s), if any.

Metro has installed TTID systems in eight stations on the B and D Lines. The system has been tested and commissioned. Currently, all alarms associated with TTID sensors and systems are currently displayed in Train Control & Communication (TC&C) rooms in the stations

The Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is a firm-fixed price. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities.

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

- Amendment No. 1, issued on January 3, 2025, clarified LOI-14 – Critical Dates and modified the due date of this solicitation from January 3, 2025, to January 27, 2025.

A total of one proposal was received on January 27, 2025.

B. Evaluation of Proposal

This procurement was conducted as a sole source, non-competitive award due to the proprietary nature of the required technology. A comprehensive technical evaluation of the proposal was conducted by the Project Manager to ensure the proposed solution meets all operational, technical, and performance requirements. AGP Technologies, Inc., is the original developer and integrator of the TTID system, currently deployed and is the only firm who can implement this next phase without risk to system compatibility or continuity of service.

C. Cost Analysis

The recommended proposal from AGP Technologies, Inc. has been determined to be fair and reasonable based on cost analysis, fact-finding, technical evaluation and an Independent Cost Estimate (ICE).

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	AGP Technologies, Inc	$1,825,000.00	**$2,000,000.00**	**$1,825,000.00**

D. Background on Recommended Contractor

The recommended firm, AGP Technologies, Inc, located in Vancouver, British Columbia, Canada has been in business for 16 years and is a leader in technology solutions for the public and private sectors. AGP Technologies Inc, has over 40 years of experience in security and safety management, the team is well-versed in implementing advanced systems designed to safeguard transit operations. AGP Technologies, Inc, possesses knowledge of transit security and its critical national infrastructure (CNI) security spans decades, offering deep insights into the challenges and solutions required to implement and integrate technology into operations. Additionally, the team's 30 years of expertise in technical and product management ensures seamless coordination of hardware, software, and system integration efforts.

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DEOD SUMMARY

CENTRALIZED MONITORING SYSTEM FOR TRACK AND TUNNEL INTRUSION SYSTEM/PS128578000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. AGP Technologies Inc. will perform the services of this contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

INFRASTRUCTURE, MAINTENANCE, AND ENGINEERING

CENTRALIZED MONITORING SYSTEM FOR TRACK AND TUNNEL INTRUSION SYSTEM

Metro

Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole-source firm fixed price contract, Contract No. PS128578000 to AGP Technologies, Inc. for the purchase of a centralized real-time monitoring system for the Track and Tunnel Intrusion Detection System (TTIDS) in the amount of $1,825,000, subject to the resolution of any properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

AGP Technologies, Inc

NUMBER OF BIDS/PROPOSALS

1 Bid Received

Proposer	Proposal Amount	Metro ICE	Negotiated or NTE Amount
AGP Technologies, Inc.	$ 1,825,000.00	$ 2,000,000.00	$ 1,825,000.00

DEOD COMMITMENT

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

Metro

ISSUE & DISCUSSION

ISSUE

There is presently no capability to monitor Track and Tunnel Intrusion Detection System (TTIDS) alarms remotely from the Rail Operation Control Center (ROC). The purchase of a centralized real-time monitoring system extends these monitoring capabilities to ROC to ensure that all TTIDS alarms are displayed at ROC to alert the train controllers.

DISCUSSION

If a centralized monitoring system is implemented, the ROC train controller can monitor the intrusion incidents in real-time and warn train operators instantly. Having remote monitoring capability from ROC allows trains to be operated in Auto Operating Mode, which can improve adherence to the train schedules.

Metro

File #: 2025-0335, **File Type:** Contract **Agenda Number:** 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: METRO FREEWAY SERVICE PATROL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute contract modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of $29,812,000, thereby increasing the contract amounts from $65,587,148.98 to $95,399,148.98, and extending the current period of performance with individual amounts as follows:

- Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $373,000 for up to 7 months, increasing the total contract amount from $4,141,753 to $4,514,753;
- Beat 60: Freeway Towing, Inc. Contract No. FSP5768900B60, for $5,123,000 for up to 60 months, increasing the total contract amount from $8,263,700 to $13,386,700;
- Beat 61: All City Tow Service, Contract No. FSP5769100B61, for $9,882,000 for up to 60 months, increasing the total contract amount from $8,380,122 to $18,262,122;
- Region 1: Kenny's Auto Service. Contract No. FS58039000, for $8,869,000 for up to 8 months, increasing the total contract amount from $20,936,368.98 to $29,805,368.98;
- Region 2: Platinum Tow & Transport Contract No. FS58039001, for $5,565,000 for up to 8 months, increasing the total contract amount from $23,865,205 to $29,430,205.

ISSUE

Existing contracts for these Beats/Regions are expiring and require extensions to avoid a gap in service provision and to ensure sufficient funding is available. This modification will allow for the establishment of new contracts as funding expires and will allow multiple contracts to be developed as part of future procurements. FSP light-duty contracts are re-procured approximately every four years to replace aging vehicles, encourage competition by providing tow service contractors the opportunity to bid on new contracts, and allow new contracts to reset rates using current industry prices. Heavy-duty contract vehicles have a remaining useful life of up to five additional years. It

would be cost-effective to extend the current contracts to utilize the existing fleet rather than establish new contracts that will require higher upfront vehicle costs along with potentially higher hourly rates.

BACKGROUND

The FSP Program is a congestion mitigation program managed in partnership with Metro, California Highway Patrol (CHP), and Caltrans to serve motorists on all major freeways in Los Angeles County. The program began as a pilot in LA County in 1991 and is now the largest FSP program of its kind in the nation. Metro's FSP program has performed over 9,700,000 assists to date and maintains the highest Benefit to Cost (B/C) ratio of all 14 FSP programs within California. Typically, the annual benefits of the program are as follows:

- For individual beats, an annual B/C Ratio of 7:1 - For every $1 spent, there is a $7 benefit to the region in terms of congestion mitigation
- 251,000 motorist assists
- 6,070,000 hours saved from motorists sitting in traffic
- 10,434,000 gallons of fuel savings
- Approximately 91,615,000 kg of CO2 reductions
- The average motorist wait time for FSP service is 10 minutes (the average wait time for other roadside services is over 30 minutes)
- The Los Angeles County FSP program generates one-half of the cumulative benefits of the 14 FSP programs in the state.

The FSP Program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion through efficiently rendering disabled vehicles by changing flat tires, providing a jump start, adding water to the radiator, taping leaking hoses, providing a gallon of gas and/or quickly towing vehicles from the freeway to a designated safe location. Removing motorists and their disabled vehicles from the freeway not only reduces congestion experienced by bus riders and motorists but also reduces the chances of further incidents caused by onlookers and impatient drivers. FSP is free to motorists, operates seven days a week during peak commuting times, and helps save fuel as well as reduce air-polluting emissions by reducing stop-and-go traffic.

Metro contracts with independent contractors for Freeway Service Patrol Light Duty (FSPLD) tow service on general purpose lanes on all major freeways in Los Angeles County, two Freeway Service Patrol ExpressLanes (FSPEL) contracts on the I-110 and I-10, as well as two Freeway Service Patrol Heavy Duty (FSPHD) contracts (I-710 and SR-91) to assist large commercial vehicles (Attachment E). During peak weekday hours, there are more than 138 tow and service trucks are deployed across LA County. Based on analysis, service availability, and regional demand, some beats operate additional service during busier periods thereby using their contract allocations at varying levels. This seasonal variation results in spending more in some months and less during other months.

DISCUSSION

Authorizing the requested contract modifications will ensure seamless and efficient operation of the FSP Program until a new solicitation and contract award have been completed. The pending

modifications, if approved, will also increase the contract prices to address increased operating costs, including higher insurance premiums and major maintenance expenses. In addition, the contract modifications will replenish funding for contracts that support Caltrans construction projects through a Cooperative Agreement that reimburses Metro for FSP support.

Contract modifications for Beat 9, Region 1, and Region 2 contracts will increase the contract price and will extend the current periods of performance to avoid a gap in service. The two remaining contract modifications will also increase the contract prices and extend the current period of performance for the two FSP Heavy Duty beat contracts (Beats 60 & 61). Extending these contracts for 60 months allows Metro to continue providing this service using the existing high-cost/long-life vehicles that were underutilized as a result of service reductions for 2 years during the Pandemic and have not been as highly utilized after returning to the program. As a result, these vehicles have considerable useful life and continuing value available for the program. Heavy-duty tow trucks are capable of operating effectively for over 1 million miles and cost upwards of $750,000. These trucks were purchased and have been in service since before the Pandemic, and the current odometer reading for each truck is approximately 300,000 miles. This usage level indicates at least five additional years of reliable service remaining for vehicles pursuant to recommended maintenance intervals. For Beat 61, the recommendation includes an adjustment to the beat boundary and the number of trucks operating. It currently operates on the SR-91 from Alameda to Pioneer. This contract modification adds one utility truck to the beat's current two-truck service level and reduces the east boundary by 1.3 miles to the SR-91/I-605 interchange and then routes the service north on the I-605 to Valley Blvd. In response to varying levels of service demand, the recommendation is to add one utility truck to this beat providing more flexible service response without the high cost of purchasing expensive heavy duty tow trucks. The utility truck should also help extend the useful life of the tow trucks. Moreover, this adjustment will increase the B/C ratio of Beat 61 by adding utility service to a segment of the I-605 with high commercial truck volume.

As previously reported to the Board, industry operating costs such as insurance, labor, parts, and maintenance have increased significantly each year since 2020. These rates are distinct from the capital costs of procuring new trucks. The current hourly rates for Beats 60 & 61 contracts have been adjusted in response to the known increases in operating costs. Staff negotiated adjusted rates after verifying documentation from the contractor to support the increases.

The contract modifications for Beat 9, Region 1, and Region 2 contracts will also allow staff to modify future solicitations to include electric vehicles (EV) to the light-duty contracts. The EV alternative will be a zero-emission truck that is capable of vehicle-to-vehicle charging and supports Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles that can assist EVs with depleted batteries.

DETERMINATION OF SAFETY IMPACT

The FSP Program enhances safety on Los Angeles County freeways by assisting motorists with disabled vehicles, towing vehicles from freeway lanes to prevent secondary accidents, and removing debris/obstacles from lanes that can pose a hazard to motorists.

In February 2024, HAAS Alert, Safety Cloud was installed on all FSP vehicles. Safety Cloud sends a notification to WAZE and Apple Maps users within 30 seconds of approaching an FSP truck assisting a motorist on the freeway. The notification alerts the users that FSP is stopped ahead and to slow down. HAAS Alert provides this service primarily to first responders, FSPs, and tow operators responding to freeway incidents. There are many instances where motorists are stranded in traffic lanes and may not be visible to other motorists approaching at a high rate of speed. Safety Cloud can effectively reduce traffic speeds in a specific area to enhance the safety of the FSP driver and the motorist they are assisting.

Between April 2024 and March 2025, there were 2.24 million notifications to WAZE and Apple Maps users alerting them to slow down as they are approaching FSP trucks stopped to assist motorists. HAAS Alert is working to expand the number of motorists it can alert by adding Safety Cloud to Google Maps.

FINANCIAL IMPACT

The amount of $5,816,000 for the modifications is included in the FY26 budget in Cost Center 3352, Metro Freeway Service Patrol. Since this action also includes the multi-year extension of the period of performance for Beats 60 & 61, the cost center manager and Deputy Chief of Operations, Shared Mobility will be responsible for budgeting funds in future years.

Impact to Budget

The FSP Program is funded through a combination of dedicated state funds, SB1 funding, and Metro Proposition C 25% sales tax revenues. These funds are not eligible for Metro Bus and Rail Operating and Capital expenses. Metro is also reimbursed for the services provided to support Caltrans construction projects.

EQUITY PLATFORM

FSP provides congestion mitigation service on all freeways and ExpressLanes in LA County, with over 95% of FSP beats in/adjacent to Equity Focus Communities (EFC). Additionally, each FSP contract includes a commitment by the contractor to meet or exceed the goal established by DEOD for the contract. The five FSP contractors in this modification each made Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments during the solicitation process for their respective contracts. Three of the five contractors, Sonic Towing, Inc., Kenny's Auto Service, and Platinum Tow & Service, Inc., are certified SBEs. The goal commitment and participation for these contracts are:

Sonic Towing, Inc:
Commitment is SBE 95% and DVBE 3%
Participation rate is SBE 94.51% and DVBE 3.30%

Freeway Towing, Inc:
Commitment is SBE 7.23% and DVBE 3.42%
Participation rate is SBE 7.31% and DVBE 5.43%

All City Tow Services:
Commitment is SBE 7% and DVBE 3.24%
Participation rate is SBE 3.44% and DVBE 1.86%

Kenny's Auto Service:
Commitment is SBE 96.99% DVBE 3.01%
Participation rate is SBE 98.01% and DVBE 2.03%

Platinum Tow & Transport, Inc:
Commitment is SBE 94.29% and DVBE 3.25%
Participation rate is SBE 91.57% and DVBE 4.46%

Contractors have submitted mitigation plans to address shortfalls, and staff are working diligently with DEOD to provide support and direction to ensure that goal commitments are met. Currently, 67% of the FSP Tow Service providers are SBE certified, and 7% are DVBE certified.

VEHICLE MILES TRAVELED OUTCOME

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

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods.

This Board item is expected to increase VMT in LA County, as it includes operational activities that encourage driving alone or increase vehicle travel through the modification of FSP contracts to accommodate faster and more reliable travel options for drivers using LA County roads. Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may induce or increase VMT. Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The FSP Program aligns with Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The program mitigates congestion on all major freeways in Los Angeles County.

ALTERNATIVES CONSIDERED

The Board may decide not to authorize these modifications. Staff recommends a customized, beat specific contract modification approach. The alternative is to allow the light duty and regional beats to lapse and provide coverage from other nearby beats until a new procurement is established. This alternative is not recommended since it will not be cost-effective and will lower the service effectiveness in those areas and possibly result lower coverage, increased congestion, and slower response times.

The alternative not to extend the heavy-duty contracts is not recommended since a considerable investment has been made to procure these heavy-duty tow trucks and their replacements would be expensive and result in inefficient use of FSP funding for service delivery. Extending the two heavy-duty contracts fully utilizes the high-mileage heavy-duty tow trucks capable of operating effectively for over 1 million miles and costing upwards of $750,000.

..Next_Steps
NEXT STEPS

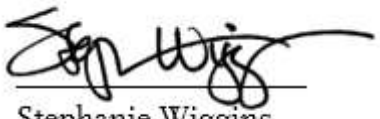
Upon Board approval, staff will execute the necessary contract modifications to ensure efficient and seamless delivery of the FSP Program and work on new solicitations to address program needs. A solicitation to be released later this year will introduce EVs to the FSP fleet. Future solicitations will include recommendations for adding a zero-emission truck that is capable of vehicle-to-vehicle charging and supports Metro's sustainability goals by replacing carbon-fuel vehicles with zero-emission FSP vehicles that can assist EVs with depleted batteries.

..Attachments
ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary
Attachment E - FSP Beat Map

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Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO FREEWAY SERVICE PATROL/VARIOUS BEATS

1.	**Contract Number**: Various, See Attachment B			
2.	**Contractor**: Various, See Attachment B			
3.	**Mod. Work Description**: General Redeployment Support, Caltrans Construction, Special Event Support, Service Coverage			
4.	**Contract Work Description**: Freeway Service Patrol			
5.	**The following data is current as of**: May 6, 2025			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	Various	**Contract Award Amount:**	Various, See Attachment B
	Notice to Proceed (NTP):	N/A	**Total of Modifications Approved:**	Various, See Attachment C
	Original Complete Date:	Various	**Pending Modifications (including this action):**	Various See Attachment C
	Current Est. Complete Date:	Various	**Current Contract Value (with this action):**	Various, See Attachment C
7.	**Contract Administrator**: Ana Rodriguez		**Telephone Number**: (213) 922-1076	
8.	**Project Manager**: John Takahashi		**Telephone Number**: (213) 418-3271	

A. Procurement Background

This Board Action is to approve contract modifications for multiple firm-fixed unit rate contracts (see Attachment B-Contract Modification Summary) for towing services in support of the Metro Freeway Service Patrol (FSP) Program.

The proposed increase for 3 FSP Light Duty Towing contracts and 2 Heavy Duty Towing contracts in the amount of $29,812,000 will allow required towing services for the FSP Program to continue and extend the period of performance to support unanticipated events, redeployment, and support during freeway construction work, and service delivery until new contracts are established.

See Attachment B – Contract Modification Authority Summary for the list of contracts that require an increase to the Contract Value.

See Attachment C – Contract Modification/Change Order Log for the list of modifications that have been issued to date for the contracts.

B. Price Analysis

The proposed rates for Beat 9, Region 1, and Region 2 will remain at the current contract rates. The modifications are therefore determined to be fair and reasonable.

The proposed rates for Beats 60 & 61 were adjusted in response to increases in operating costs. The increases were determined to be fair and reasonable based on current market conditions and rates, fact-finding and negotiations.

ATTACHMENT B

CONTRACT MODIFICATION SUMMARY
METRO FREEWAY SERVICE PATROL

Beat	Contractor	Contract No.	Original Contract Value	Approved Increases	Current Contract Value	Requested Increase	Revised Contract Value
9	Sonic Towing, Inc.	FS66316003-9	$3,765,230.00	$376,523.00	$4,141,753.00	$373,000.00	$4,514,753.00
60	Freeway Towing, Inc.	FSP5768900B60	$5,255,700.00	$3,008,000.00	$8,263,700.00	$5,123,000.00	$13,386,700.00
61	All City Tow Service	FSP5769100B61	$4,741,020.00	$3,639,102.00	$8,380,122.00	$9,882,000.00	$18,262,122.00
Reg. 1	Kenny's Auto Service	FS58039000	$20,936,368.98	$0.00	$20,936,368.98	$8,869,000.00	$29,805,368.98
Reg. 2	Platinum Tow & Transport	FS58039001	$23,865,205.00	$0.00	$23,865,205.00	$5,565,000.00	$29,430,205.00
		Totals	**$58,563,523.98**	**$7,023,625.00**	**$65,587,148.98**	**$29,812,000.00**	**$95,399,148.98**

ATTACHMENT C

CONTRACT MODIFICATION/CHANGE ORDER LOG
METRO FREEWAY SERVICE PATROL

CONTRACT NO. FS66316003-9 – SONIC TOWING - BEAT 9				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	6/7/2021	$0.00
2	Service Level Increase	Approved	4/27/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Approved	5/7/2025	$376,523.00
4	Period of Performance Extension and Increase Contract Price	Pending	Pending	$373,000.00
	Modification Total:			**$749,523.00**
	Original Contract:			**$3,765,230.00**
	Total:			**$4,514,753.00**

CONTRACT NO. FSP5768900B60 – FREEWAY TOWING, INC. - BEAT 60				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Adjustment of Service Start Date	Approved	4/1/2017	$0.00
2	Reduction of Service Level	Approved	4/2/2020	$0.00
3	Service Level Increase and No-cost, Period of Performance Extension	Approved	3/29/2022	$0.00
4	Period of Performance Extension and Increase Contract Price	Approved	8/29/2022	$3,008,000.00
5	Period of Performance Extension and Increase Contract Price	Pending	Pending	$5,123,000.00
	Modification Total:			**$8,131,000.00**
	Original Contract:			**$5,255,700.00**
	Total:			**$13,386,700.00**

CONTRACT NO. FSP5769100B61– ALL CITY TOW SERVICE - BEAT 61				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Adjustment of Service Start Date	Approved	4/1/2017	$0.00
2	Reduction of Service Level	Approved	4/2/2020	$0.00
3	Service Level Increase and No-cost, Period of Performance Extension	Approved	2/25/2022	$0.00
4	Service Level Increase	Approved	3/2/2022	$0.00
5	Service Level Increase	Approved	4/25/2022	$0.00
6	Increase in Contract Price	Approved	1/4/2023	$474,102.00
7	Period of Performance Extension and Increase Contract Price	Approved	3/24/2023	$3,165,000.00
8	Period of Performance Extension and Increase Contract Price	Pending	Pending	$9,882,000.00
	Modification Total:			**$13,521,102.00**
	Original Contract:			**$4,741,020.00**
	Total:			**$18,262,122.00**

CONTRACT NO. FS58039000 – KENNY'S AUTO SERVICE – REGION 1				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	7/9/2020	$0.00
2	Service Level Increase	Approved	4/25/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Pending	Pending	$8,869,000.00
	Modification Total:			**$8,869,000.00**
	Original Contract:			**$20,936,368.98**
	Total:			**$29,805,368.98**

CONTRACT NO. FS58039001 – PLATINUM TOW & TRANSPORT – REGION 2				
Mod. No.	**Description**	**Status (approved or pending)**	**Date**	**$ Amount**
1	Reduction of Service Level	Approved	7/9/2020	$0.00
2	Service Level Increase	Approved	4/25/2022	$0.00
3	Period of Performance Extension and Increase Contract Price	Pending	Pending	$5,565,000.00
	Modification Total:			**$5,565,000.00**
	Original Contract:			**$23,865,205.00**
	Total:			**$29,430,205.00**

DEOD SUMMARY

METRO FREEWAY SERVICES PATROL/VARIOUS BEATS

A. Small Business Participation (Modification)

Of the five (5) FSP contracts included in this modification, the FSP Contractors made various Small Business Enterprise (SBE) and Disabled Veteran Business Enterprise (DVBE) commitments.

Beat 9 – Sonic Towing, Inc.

Sonic Towing, Inc. (Sonic), an SBE, made 95% SBE and a 3% DVBE commitment. Based on payments, Beat 9 is 85% complete, and the level of SBE/DVBE participation is 94.51% SBE and 3.30% DVBE, representing a 0.49% shortfall of the SBE commitment and exceeding the DVBE commitment by 0.30%.

Small Business Commitment	**95.00% SBE 3.00% DVBE**	**Small Business Participation**	**94.51% SBE 3.30% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Sonic Towing (SBE Firm)	95.00%	94.51%
	Total	**95.00%**	**94.51%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.00%	3.30%
	Total	**3.00%**	**3.30%**

Beat 60 – Freeway Towing, Inc.

Freeway Towing, a made 7.23% SBE and a 3.42% DVBE commitment. Based on payments, Beat 60 is 90% complete, and the level of SBE/DVBE participation is 7.31% SBE and 5.45% DVBE, exceeding both the SBE and DVBE commitments by 0.08% and 2.03%, respectively.

Small Business Commitment	**7.23% SBE 3.42% DVBE**	**Small Business Participation**	**7.31% SBE 5.43% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Casanova Towing Equipment, Inc.	6.79%	6.90%
2.	Manatek Commercial Insurance Services, Inc.	0.44%	0.41%
	Total	**7.23%**	**7.31%**

	DVBE Subcontractor(s)	% Commitment	% Participation
1.	Oasis Fuels, Inc.	3.42%	5.45%
	Total	**3.42%**	**5.45%**

Beat 61 – All City Tow Service

All City Tow Service (ACT) made 7% SBE and a 3.24% DVBE commitment. Based on payments, Beat 61 is 74% complete, and the level of SBE/DVBE participation is 3.44% SBE and 1.86% DVBE, representing a shortfall of both the SBE and DVBE commitments by 3.56% and 1.86%, respectively. ACT has a shortfall mitigation plan and has identified that the reduction in service levels during the 2020 pandemic contributed to the current participation gap.

As part of its recovery efforts, ACT continues to work with its originally listed subcontractors whenever possible and has expanded its team by adding two additional certified Small Business Enterprise (SBE) firms to help close the gap. ACT has reported a steady increase in participation and reaffirmed its commitment to meet its SBE and DVBE commitment until the shortfall is resolved.

Small Business Commitment	**7.00% SBE 3.24% DVBE**	**Small Business Participation**	**3.44% SBE 1.86% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Casanova Towing Equipment, Inc.	7.00%	3.10%
2.	Hunter Tires, Inc.	Added	0.20%
3.	Modern Times, Inc.	Added	0.14%
	Total	**7.00%**	**3.44%**

	DVBE Subcontractor(s)	% Commitment	% Participation
1.	Arciero & Sons, Inc. (Substituted)	1.39%	0.00%
2.	Image Gear, Inc.	0.56%	0.15%
3.	Oasis Fuels	1.29%	1.71%
	Total	**3.24%**	**1.86%**

Region 1 – Kenny's Auto Service #II

For Region 1, Kenny's Auto Service # II (Kenny's Auto), an SBE, made 96.99% SBE and a 3.01% DVBE commitment. Based on payments, Region 1 is 95% complete, and the level of SBE/DVBE participation is 98.01% SBE and 2.03% DVBE, exceeding the SBE commitment by 1.02% and representing a 0.98% shortfall of the DVBE commitment. Kenny's Auto has a shortfall mitigation plan on file and attributes the shortfall to increased expenses with its non-certified subcontractor, caused by an unexpected rise in insurance premiums. To address the shortfall, Kenny's Auto

identified plans to increase the use of certified subcontractors to meet its commitment by the end of the contract term.

Small Business Commitment	**96.99% SBE 3.01% DVBE**	**Small Business Participation**	**98.01% SBE 2.03% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Kenny's Auto Service (SBE firm)	96.99%	98.01%
	Total	**96.99%**	**98.01%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	DVBE Insurance and Financial Services	3.01%	2.03%
	Total	**3.01%**	**2.03%**

Region 2 – Platinum Tow & Transport, Inc.

For Region 2, Platinum Tow & Transport, Inc., an SBE, made 94.29% SBE and a 3.25% DVBE commitment. Based on payments, Region 2 is 80% complete, and the level of SBE/DVBE participation is 91.57% SBE and 4.46% DVBE, representing a 2.73% shortfall of the SBE commitment and exceeding the DVBE commitment by 1.21%. Platinum Tow & Transport has a shortfall mitigation plan on file and contends that one of the SBE firms they listed to perform uniform services was unable to provide those services and they are seeking a Metro Certified SBE firm to replace that commitment.

Small Business Commitment	**94.29% SBE 3.25% DVBE**	**Small Business Participation**	**91.57% SBE 4.46% DVBE**

	SBE Contractor(s)	% Commitment	% Participation
1.	Platinum Tow & Transport, Inc. (SBE firm)	93.54%	91.30%
2.	Capp Uniform Service	0.44%	0.00%
3.	Autolift Services	0.31%	0.27%
	Total	**94.29%**	**91.57%**

	DVBE Contractor(s)	% Commitment	% Participation
1.	Oasis Fuels	3.25%	4.46%
	Total	**3.25%**	**4.46%**

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

Notwithstanding, Metro will continue to monitor FSP Contractor's efforts to meet or exceed their SBE/DVBE commitments.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable on this Professional Service Contract. Metro staff will continue to monitor and enforce the policy guidelines to ensure that workers are paid at minimum, the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FSP5768900B60, the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FSP5769100B61, the current Living Wage rate of $23.59 per hour ($17.64 base + $5.95 health benefits) for Contract No. FS66316003-9, the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FS58039000, and the current Living Wage rate for $22.42 per hour ($16.47 base + $5.95 health benefits) for Contract No. FS58039001, including yearly increases. In addition, contractors are responsible for submitting the required reports for the LW/SCWRP to determine overall compliance.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

Attachment E



SHARED MOBILITY

METRO FREEWAY SERVICE PATROL

Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE contract modifications for 5 Freeway Service Patrol (FSP) contracts in an aggregate amount of $29,812,000 thereby increasing the contract amounts from $65,587,148.98 to $95,399,148.98 and extending the current period of performance as follows:

- Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $373,000 for up to 7 months, increasing the total contract amount from $4,141,753 to $4,514,753.
- Beat 60: Freeway Towing, Inc. Contract No. FSP5768900B60, for $5,123,000 for up to 60 months, increasing the total contract amount from $8,263,700 to $13,386,700.
- Beat 61: All City Tow Service, Contract No. FSP5769100B61, for $9,882,000 for up to 60 months, increasing the total contract amount from $8,380,122 to $18,262,122.
- Region 1: Kenny's Auto Service. Contract No. FS58039000, for $8,869,000 for up to 8 months, increasing the total contract amount from $20,936,368.98 to $29,805,368.98.
- Region 2: Platinum Tow & Transport Contract No. FS58039001, for $5,565,000 for up to 8 months, increasing the total contract amount from $23,865,205 to $29,430,205.

ISSUE & BACKGROUND

ISSUE

Request authorization for contract modifications in the aggregate amount of $29,812,000 to extend existing FSP tow service contracts to ensure no gaps in service. Extension of these contracts will enable full utilization of previously procured high-cost, long-life vehicles, while also minimizing the cost associated with all contracts.

BACKGROUND

Metro FSP began as a pilot in LA County in 1991 and is now the largest congestion mitigation program of its kind in the nation. The program has performed over 9,700,000 assists to date and maintains the highest Benefit to Cost (B/C) ratio of all 14 FSP programs within California.

The program utilizes a fleet of roving tow and service trucks designed to reduce traffic congestion through efficiently rendering disabled vehicles by:

- Changing flat tires
- Providing a jump start
- Adding water to the radiator
- Taping leaking hoses
- Providing a gallon of gas, and/or
- Quickly towing vehicles from the freeway to a designated safe location

Metro

FSP Service Map



Metro

DISCUSSION

DISCUSSION

- Funding is needed to extend the current periods of performance for Beat 9 for 7 months and two Regional (R1, R2) contracts for 8 months to avoid a gap in service provision until new contract awards have been completed.

- The recommendation will also increase funding and extend the current period of performance for the two FSP Heavy Duty beat (60, & 61) contracts.

    - Extending these contracts for 60 months allows Metro to continue to provide the service using the existing high-cost/long-life vehicles that were underutilized for 2 years during the pandemic due to service reductions.

    - For Beat 61, the recommendation includes an adjustment to the beat boundary and number of trucks operating.

Metro

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

File #: 2025-0340, **File Type:** Contract **Agenda Number:** 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: P3010 LIGHT RAIL VEHICLE (LRV) COUPLER OVERHAUL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit price contract, Contract No. TS127584000 to Dellner, Inc. for the P3010 Light Rail Vehicle (LRV) Coupler Overhaul, in an amount Not-To-Exceed (NTE) $8,792,530.00, for a period of 60 months from issuance of a Notice to Proceed, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The Original Equipment Manufacturer (OEM), Dellner, Inc., identified and established an equipment overhaul schedule for the coupler assembly at the 600,000-mile interval. This overhaul is not routine maintenance but a complete teardown, inspection, and replacement of worn parts with new ones. The coupler assembly provides mechanical and electrical coupling between railcars, as there are 2 couplers per LRV. Overhauling couplers at this interval minimizes equipment failures while maintaining the fleet in a constant state of good repair.

BACKGROUND

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

The P3010 fleet is Metro's newest and most reliable light rail fleet, with consistent performance, reliability, and safety at over 99,448,995 fleet miles. In order to maintain its reliability and safety, component level overhauls are required on its key systems.

The P3010 fleet Car builder and OEM identified and established a component overhaul plan/schedule for the overhaul of key vehicle systems occurring at the 600,000-mile interval. The coupler assembly provides mechanical coupling and electric signal communications between railcars for multiple train consists.

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

DISCUSSION

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

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

The rail car manufacturer recommends an overhaul of the coupler assembly at the 600,000-mile interval for inspection/replacement of worn parts, including the coupling device, switches, electrical contacts, and hydraulic dampener.

DETERMINATION OF SAFETY IMPACT

Passenger safety is of the utmost importance to Metro. The P3010 coupler assembly, two per LRV, is an integral component of the LRV operation as the mechanical/electrical interface between trains for safe and reliable operations. Timely replacement of these components will ensure that safety is preserved by overhauling the coupler assemblies into new condition as defined by the OEM, while achieving regulatory compliance within state and federal regulations, including Metro's corporate safety standards.

FINANCIAL IMPACT

Funding in the amount of $8,792,530.00 for the coupler assembly overhaul is included in the FY26 budget under approved Capital Project (CP) 214009 - P3010 Fleet Component Overhaul.

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

Impact to Budget

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

EQUITY PLATFORM

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

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

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

An alternative is to defer the coupler overhaul assembly. However, this alternative is not recommended as the coupler is a vital and safety-sensitive component that could cause a mechanical failure with no coupling for multiple trains.

NEXT STEPS

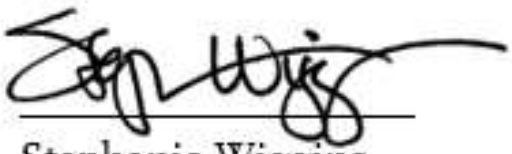
Upon Board approval, staff will execute Contract No. TS127584000 of light rail vehicle coupler assembly with Dellner, Inc. The staff will return to the Board for approval of additional overhaul contract awards, including master controller, low voltage power supply/propulsion, heating, ventilation/air-conditioning, and pantograph overhauls.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Bob Spadafora, Senior Executive Officer, Rail Fleet Services
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Reviewed by: Conan Cheung, Chief Operations Officer (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

P3010 LIGHT RAIL VEHICLE (LRV) COUPLER OVERHAUL/CONTRACT NUMBER TS127584000

1.	**Contract Number**: TS127584000	
2.	**Recommended Vendor**: Dellner, Inc	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued : 10/30/2024	
	B. Advertised/Publicized: 10/31/2024	
	C. Pre-Proposal Conference: 11/06/2024	
	D. Proposals Due: 12/20/2024	
	E. Pre-Qualification Completed: 01/08/2025	
	F. Conflict of Interest Form Submitted to Ethics: 12/24/2024	
	G. Protest Period End Date: 06/23/2025	
5.	**Solicitations Picked up/Downloaded**: 14	**Bids/Proposals Received**: 1
6.	**Contract Administrator**: Mildred Martinez	**Telephone Number**: 213-922-4753
7.	**Project Manager**: Richard Lozano	**Telephone Number**: 213-792-8047

A. Procurement Background

This Board Action is to approve the award of Contract No. TS127584000 to Dellner, Inc. for the P3010 Light Rail Vehicle (LRV) Coupler Overhaul. Dellner, Inc. will restore or overhaul the Coupler Assembly equipment to perform like new, meet like new reliability standards, and maintain a State of Good Repair. Board approval of contract award is subject to resolution of any properly submitted protest, if any.

On October 30, 2024, Request for Proposals (RFP) No. TS127584 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is firm fixed unit price. Proposers were allowed to submit proposals for services to be provided either at their own facility or at Metro's Division 16, or both. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE and/ Disabled Veteran Business Enterprise (DVBE)(SBE/DVBE) participation goals for this procurement due to lack of subcontracting opportunities.

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

- Amendment No. 1, issued on November 14, 2024, revised Section IV. Contract Documents, GC-33 Warranty*, Exhibit A – Scope of Services, and added Exhibit H – P3010 Los Angeles LRV Section 0300 Heavy Rail Maintenance Manual and Exhibit I – P3010 Los Angeles LRV Section 0300 Heavy Running Maintenance & Servicing Manual.

- Amendment No. 2, issued on November 22, 2024, revised LOI-01 Notice and Invitation, LOI-14 Critical Dates and Submittal Requirements (proposal due date extended), ARTICLE IV Compensation and Payment (retention removed), SP-13 Liquidated Damages (retention removed), SP-16 Subcontract Administration (removed retention), and added IV. CONTRACT DOCUMENTS (SAMPLE) GC-45 CONTRACTOR'S OBLIGATIONS.

- Amendment No. 3, issued on November 26, 2024, revised Exhibit C – Work-Completion/Deliverable Schedule and added Exhibit C-1 Milestone Completion Schedule under Section IV. CONTRACT DOCUMENTS (SAMPLE).

- Amendment No. 4, issued on March 14, 2025 added Attachment 1 – All Accepted Exceptions and Deviations to the RFP document and requested the BAFO submission no later than March 17, 2025.

- Amendment No. 5, issued on March 17, 2025 revised the due date for BAFO submission to March 18, 2025.

One proposal was received on December 20, 2024 by Dellner, Inc. Dellner submitted one scope of work with two separate site locations in their proposal. The first location included providing coupler overhaul work at their own facility in Roseville, California. Their alternate location included providing coupler overhaul work at Metro's Division 16 as allowed in the solicitation.

Metro staff conducted a market survey of the firms on the planholder's list to determine why no other proposals were submitted in response to RFP No. TS127584. Survey responses were received from 3 firms and included not having the capacity to provide the services as a prime contractor as they were a small business and not being able to provide the entirety of the work as they only provided logistics support.

The market survey revealed that the decisions not to propose were based on individual business considerations. The scope of services provided an opportunity for firms to submit proposals for coupler overhaul work based on their years of experience and availability of technical staff. Therefore, the solicitation was determined not to be restrictive and can be awarded as a competitive award.

B. Evaluation of Proposal

The Proposal Evaluation Team (PET) consisted of qualified staff from Rail Fleet Services, Transit Vehicle Engineering, and Bus Acquisition. The PET was convened and conducted a comprehensive technical evaluation of the proposal received.

The PET focused their evaluations on the Proposed Work Scope including review of the draft Work Plan, estimated Project Schedule, and draft test and inspection plan. Other areas of focus included Technical Capability, or the proposer's ability to perform and overhaul work of couplers of similar size and capacity, have certified technicians on staff, and past projects of similar size and scope within three years of the preceding date of the proposal. The PET also evaluated the proposed project management team of project managers, engineers, quality assurance staff, supervisory staff, and technical staff and their qualifications relevant to overhaul coupler work.

The proposal was evaluated based on the following evaluation criteria and points available:

Past Performance	15 points
Project Management	15 points
Technical Capability	20 points
Cost Proposal	20 points
Proposed Work Scope	30 points
Total Points Available:	**100 points**

The evaluation criteria are appropriate and consistent with criteria developed for other, similar component overhaul work procurements. Several factors were considered when developing these weights, giving the greatest importance to the firm's work scope and technical capability.

On February 21, 2025, discussions and negotiations were conducted with representatives of Dellner, Inc. to review the proposal comments, price proposal, next steps in the procurement schedule, and exceptions and deviations.

A Best and Final Offer (BAFO) request was issued on March 14, 2025. The firm's BAFO proposal was received on Tuesday, March 18, 2025. Final evaluation and discussion of the BAFO submittal was held on April 14, 2025 and used as the basis of the recommendation for award.

A. Qualifications Summary of the Proposer

Dellner, lnc. presently supports their North American customer base of 40+ transit authorities, all major passenger rail vehicle manufacturers/maintainers, and Maintenance of Way equipment manufacturers through successful implementation of their Business Management System (BMS) and strict adherence of their Quality Manual. Dellner's project management team brings 50+ combined years of experience in successfully completing Automatic Coupler overhaul programs for transit companies including Phoenix APM, Sound Transit (Seattle), SCVTA (Santa Clara) and Metro's P2550. Dellner's Roseville Facility is presently managing four

overhaul programs, one of which will be completed in early 2025, making room for the P3010 coupler overhaul work.

1	Firm	Average Score	Factor Weight	Weighted Score	Rank
2	**Dellner, Inc.**				
3	Past Performance	90.0	15.00%	13.5	
4	Project Management	100.0	15.00%	15.0	
5	Technical Capability	83.3	20.00%	16.7	
6	Cost Proposal	100.0	20.00%	20.0	
7	Proposed Work Scope	82.8	30.00%	24.8	
8	**Total**		**100.00%**	**90.0**	**1**

B. Cost Analysis

The proposed price has been determined to be fair and reasonable based upon price analysis, an Independent Cost Estimate (ICE), and negotiations. A price analysis is sufficient for this recommendation because the single offer was submitted in a competitive environment and the negotiated price is below the ICE. One of the reasons for the difference between the ICE and the final negotiated not-to-exceed amount is due to an overestimation of assumed inflation on the average cost of a coupler overhaul per kit (compared to the P2550 coupler overhaul in 2018 where quantities were lower). In addition to an overestimation of assumed inflation, economies of scale dictated a lower cost per kit for a higher number of units requested in the SOW, as compared to previous contracts. As the OEM, Dellner has already performed a Condition Assessment of a P3010 coupler to understand the true condition of the fleet and created a detailed overhaul plan based on the Technical Specifications and coupler condition assessment evaluation. Lastly, the overhaul work will take place at Dellner's Roseville, California facility, the same location where similar work is being performed for Metro's P2550 project. The P2550 project is expected to be completed in early 2025, thus freeing up resources and staff for the continuation of support to Metro. All of these factors have contributed to a cost savings of 43% for the P3010 LRV Coupler Overhaul.

	Proposer Name	Proposal Amount (BAFO)	Metro ICE	Negotiated or NTE amount
1.	Dellner, Inc.	$8,792,530.00	$15,612,200.00	$8,792,530.00

C. Background on Recommended Contractor

The recommended firm, Dellner, Inc. (Dellner), was established in 1987 and has since steadily grown in their business of manufacturing new, repairing and overhauling existing, and supporting transit authorities directly in their use of Dellner automatic and semi-permanent couplers specific to rail passenger transit applications. Dellner's North American headquarters are based in Charlotte, North Carolina and they operate a complete overhaul and repair facility in Roseville, California. In the last five years, Dellner has evaluated, repaired, and overhauled over 500 couplers of similar design, size, and capacity. They have over 25 years of experience evaluating, repairing and overhauling Coupler kits of similar design, size, and capacity.

DEOD SUMMARY

P3010 LIGHT RAIL VEHICLE (LRV) COUPLER OVERHAUL / TS127584000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) participation goal for this procurement due to the lack of subcontracting opportunities. Dellner, Inc. will perform the services of this contract with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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

RAIL FLEET SERVICES

P3010 Light Rail Vehicle Coupler Assembly Component Overhaul

Metro

Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed price Contract No. TS127584000 to Dellner Inc., in the amount of $8,792,530.00 to transport, inspect, overhaul and test Metro's P3010 coupler assembly, subject to resolution of any properly submitted protest(s), if any.

Metro

ISSUE & DISCUSSION

AWARDEE

Dellner Inc.

NUMBER OF BIDS/PROPOSALS

Bidders	Bid Amount
Dellner Inc.	$8,792,530.00

DEOD COMMITMENT

The Diversity and Economic Opportunity Department (DEOD) does not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement due to a lack of subcontracting opportunities. The below explains ICE difference may be removed but included for the roundtable discussion.

The reason for the difference between the ICE and the final negotiated not-to-exceed amount was due to an overestimation of assumed inflation on the average cost of a coupler overhaul per kit and inclusion of out-of-scope costs on the ICE.

Metro

ISSUE & DISCUSSION

ISSUE

The Original Equipment Manufacturer (OEM), Dellner Inc., identified and established an equipment overhaul schedule for the coupler assembly at the 600,000-mile interval. This overhaul is not routine maintenance but a complete teardown, inspection, and replace worn parts with new.

DISCUSSION

The coupler assembly provides mechanical and electrical coupling between railcars, there are 2 couplers per vehicle, overhauling couplers at this interval minimizes equipment failures while maintaining the fleet in constant state of good repair.

Metro

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

File #: 2025-0163, **File Type:** Appointment **Agenda Number:** 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: ANNUAL APPOINTMENTS TO METRO'S SERVICE COUNCILS

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

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

ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who serve 3-year terms. The terms of three of the five Council's nine seats expire annually on June 30; incumbent Representatives can serve additional terms if re-nominated by the nominating authority, or new nominees may be forwarded. All nominations are confirmed by the Metro Board.

BACKGROUND

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

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

DISCUSSION

The individuals listed below have been nominated by each of the Councils' nominating authorities. If approved by the Board, they will serve for the three-year terms specified below. A brief listing of qualifications for new nominees and the nomination letters are provided in Attachments A and B.

For reference, should these nominees be appointed, the 2023 American Community Survey demographics and 2023 Metro Ridership Survey demographics for the region are compared to each Council's composition. The sex/gender composition for Los Angeles County is taken from 2022 Census Quick Facts; Census data includes a question that intends to capture current sex; there are no questions about gender, sexual orientation, or sex at birth. This is denoted by an asterisk in the "non-binary/non-conforming" and "prefer to self-describe/decline to state" fields within the tables below.

Lastly, the attendance record over the July 1, 2022-June 30, 2025 term is provided for all incumbent candidates; the June Service Council meetings had not yet been held at the time this report was prepared.

Gateway Cities Service Council

A. Martin Fuentes, New Appointment
   Nominated by: Gateway Cities Council of Governments
   Term: July 1, 2025 - June 30, 2028

B. Juan Muñoz Guevara, Reappointment
   Nominated by: Gateway Cities Council of Governments
   Term: July 1, 2025 - June 30, 2028
   Attendance: Of the 19 meetings held during Councilmember Muñoz Guevara's tenure, he has attended 17 (89%).

With the appointment of these nominees, the Gateway Cities (GWC) Service Council membership will compare to the region's demographics and ridership as follows:

GWC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer/ Amer Ind	Other
GWC Region	65.8%	14.0%	9.3%	0.3%	7.8%	0.2	2.6%
GWC Ridership	51%	16%	10%	1%	18%	1%	4%
GWC Membership (No.)	88% (8)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	11% (1)

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

GWC Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
GWC Ridership	51%	46%	2%	1%
GWC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)

San Fernando Valley Service Council

C. Antoinette Scully, Reappointment
   Nominated by: Third District Supervisor Lindsey Horvath

Term: July 1, 2025 - June 30, 2028
Attendance: Of the 20 meetings held during Councilmember Scully's tenure, they have attended 15 (80%).

With the appointment of this nominee, the San Fernando Valley (SFV) Service Council membership will compare to the region's demographics and ridership as follows:

SFV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SFV Council Region	41.3%	39.6%	11.2%	0.2%	3.7%	0.2%	2.2%
SFV Region Ridership	73%	9%	8%	1%	8%	1%	1%
SFV Membership (No.)	22% (2)	22% (2)	11% (1)	0% (0)	11% (1)	0% (0)	11% (1)

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

SFV Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SFV Region Ridership	49%	48%%	2%	1%
SFV Membership (No.)	44% (4)	11% (1)	22% (2)	0% (0)

The percentages reflect the nine seats on the Council; there will be two vacancies remaining on this Council as two nominating authorities, City of The Los Angeles Mayor Karen Bass and Las Virgenes-Malibu Council of Governments, did not forward nominations for the seats.

San Gabriel Valley Service Council

D. Jose Sanchez, New Appointment
Nominated by: Cities of Montebello, Monterey Park, and Rosemead
Term: July 1, 2025 - June 30, 2028

E. Elena Garza, New Appointment
Nominated by: San Gabriel Valley Council of Governments
Term: July 1, 2025 - June 30, 2028

F. Roberto Álvarez, Reappointment
Nominated by: Fifth District Supervisor Kathryn Barger
Attendance record: Of the 14 meetings held during Councilmember Álvarez's tenure, he has attended 7 (50%).
Term: July 1, 2025 - June 30, 2028

With the appointment of these nominees, the San Gabriel Valley (SGV) Service Council membership will compare to the region's demographics and ridership as follows:

SGV Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership (No.)	44% (4)	22% (2)	33% (3)	0% (0)	0% (0)	0% (0)	0% (0)

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

SGV Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SGV Region Ridership	50%	47%	2%	1%
SGV Membership (No.)	77% (7)	22% (2)	0% (0)	0% (0)

South Bay Cities Service Council

G. Andrea Reilly, New Appointment
Nominated by: South Bay Cities Council of Governments
Term: July 1, 2025 - June 30, 2028

H. Roye Love, Reappointment
Nominated by: South Bay Cities Council of Governments
Term: July 1, 2025 - June 30, 2028
Attendance record: Councilmember Love has served on the Council since February 2011. Of the 29 meetings held during his most recent three-year term, he has attended 26 (90%).

I. Courtney Alicia Miles, Reappointment
Nominated by: South Bay Cities Council of Governments
Term: July 1, 2025 - June 30, 2028
Attendance record: Of the 7 meetings held since Councilmember Miles was appointed, she has attended 7 (100%).

With the appointment of these nominees, the South Bay Cities (SBC) Service Council membership will compare to the region's demographics and ridership as follows:

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

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

SBC Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
SBC Region Ridership	51%	47%	2%	1%
SBC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)

Westside Central Service Council

J. Steven King, Reappointment
Nominated by: City of Los Angeles Mayor Karen Bass
Term: July 1, 2025 - June 30, 2028
Attendance record: Of the 7 meetings held since Councilmember King was appointed, he has attended 6 (85%).

K. Chelsea Byers, Reappointment
Nominated by: Westside Cities Council of Governments
Term: July 1, 2025 - June 30, 2028
Attendance record: Of the 8 meetings held since Councilmember Byers was appointed, she has attended 6 (75%)

With the appointment of these nominees, the Westside Central (WSC) Service Council membership will compare to the region's demographics and ridership as follows:

WSC Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer	Other
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership (No.)*	22% (2)	55% (5)	0% (0)	0% (0)	11% (1)	11% (1)	0% (0)

Table does not add to the exact number of Councilmembers as it incorporates each race that Councilmembers self-identified with; some current Councilmembers identify as multi-racial.

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

WSC Sex/Gender	Male/Man	Female/ Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	**	**
WSC Region Ridership	48%	49%	2%	1%
WSC Membership (No.)	44% (4)	33% (3)	0% (0)	11% (1)

The percentages reflect the nine seats on the Council; there will be one vacancy remaining on this Council as the nominating authority, City of Los Angeles Mayor Karen Bass, did not forward a nomination for the seat.

EQUITY PLATFORM

Metro recommends appointing Service Council members who represent the diverse needs and priorities of the respective region's demographics. To further encourage nominating authorities to nominate individuals who closely reflect the region and its ridership, Metro staff shares Service Council membership race/ethnicity and gender demographic makeup compared to that of the residents with each nomination request. This practice resulted in greater diversity of race/ethnicity and gender over the last several years of the Service Councils. However, approximately half of LA County residents and Metro riders are women, and work is still required to achieve gender equity in some of the Service Councils. Staff will continue to share demographic information and encourage nominating authorities to consider gender equity when considering individuals for nomination.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

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

NEXT STEPS

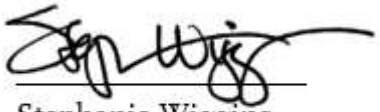
Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective and share that information with the Service Councils for use in their work to plan, implement, and improve bus service as well as the customer experience in their areas. Staff will also continue to work with the nominating authorities to obtain nominations for the remaining vacant seats.

ATTACHMENTS

Attachment A - New Appointee Nomination Letters
Attachment B - New Appointee Biography and Qualifications

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

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



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

Metro Service Council Nomination Letters

Gateway Cities Service Council

SOUTHEAST LOS ANGELES COUNTY

Artesia
Avalon
Bell
Bellflower
Bell Gardens
Cerritos
Commerce
Compton
Cudahy
Downey
Hawaiian Gardens
Huntington Park
Industry
La Mirada
Lakewood
Long Beach
Lynwood
Maywood
Montebello
Norwalk
Paramount
Pico Rivera
Santa Fe Springs
Signal Hill
South Gate
Vernon
Whittier
County of Los Angeles
Port of Long Beach

GATEWAY CITIES
COUNCIL OF GOVERNMENTS

June 5, 2025

Ms. Stephanie Wiggins, CEO
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

Dear Ms. Wiggins:

Nominees for the Metro Gateway Cities Service Council

Acting in its capacity as the convening coalition of the Metro Gateway Cities Service Council, the Board of Directors of the Gateway Cities Council of Governments has nominated two elected officials to fill 2 seats expiring on June 30, 2025.

At its regularly scheduled meeting of June 4, 2025, the Gateway Cities Council of Governments Board of Directors nominated the following applicants:

- Council Member Juan Munoz-Guevara, City of Lynwood, a current member of the Council; and
- Council Member Martin U. Fuentes, City of Cudahy

A copy of the nominee's applications is enclosed.

We would appreciate your assistance in agendizing the nominations for confirmation by the MTA Board of Directors at the next regularly scheduled meeting.

Sincerely,

Hector De La Torre
Executive Director

Enclosure

Cc: Ms. Dolores Ramos, Sr. Administrative Analyst, Regional Service Councils

16401 Paramount Boulevard ■ Paramount, California 90723 ■ phone (562) 663-6850 fax (562) 634-8216
www.gatewaycog.org

San Fernando Valley Service Council

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES
821 Kenneth Hahn Hall of Administration, Los Angeles CA 90012
PHONE: 213-974-3333 | FAX: 213-625-7360

LINDSEY P. HORVATH
BOARD OF SUPERVISORS
THIRD DISTRICT

April 30, 2025

Collette Langston, Board Secretary
Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, CA 90012

Re: Appointment of Ms. Antoinette Scully to San Fernando Valley Service Council

Dear Ms. Langston:

It is my understanding that as a member of the Metro Board of Directors, I may appoint a member of the San Fernando Valley Service Council. I would like to take this opportunity to appoint Ms. Antoinette Scully as my representative for the July 1, 2025 - June 30, 2028 term. Ms. Scully is an active user of Metro bus and rail services and is highly knowledgeable on a wide range of transportation issues.

Ms. Scully may be contacted at amariescully@gmail.com or (407) 405-8891. Should you need any additional information or assistance with this matter, please do not hesitate to contact my Transportation Deputy, Justin Orenstein. He can be reached at (213) 974-3333.

Sincerely,

Lindsey P. Horvath
Los Angeles County Supervisor, Third District
Member, Metro Board of Directors

EAST SAN FERNANDO VALLEY DISTRICT OFFICE
7555 Van Nuys Boulevard, Suite 1
Van Nuys, CA 91405

WEST VALLEY/MOUNTAIN COMMUNITIES DISTRICT OFFICE
26600 Agoura Road, Suite 100
Calabasas, CA 91302

METRO/WEST HOLLYWOOD DISTRICT OFFICE
6464 Sunset Boulevard, Suite 710
Los Angeles, CA 90025

San Gabriel Valley Service Council

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
CHAIR OF THE BOARD

February 12, 2025

Ms. Dolores Ramos
Senior Manager, Transportation Planning
Regional Service Councils
1 Gateway Plaza, MS 99-7-2
Los Angeles, CA 90012

RE: Re-Appointment of Roberto Alvarez to the San Gabriel Valley Service Council

Dear Ms. Ramos:

This letter serves as my recommendation to re-appoint Roberto Alvarez as my representative to the Los Angeles County Metro San Gabriel Valley Service Council for the term beginning July 1, 2025.

Roberto is a veteran and lifelong resident of the San Gabriel Valley and has accumulated years of experience in myriad public policy areas, including but not limited to transportation, land use, veterans' affairs, sanitation, and zero emission vehicles technology. He has served the San Gabriel Valley well since his appointment in January 2024 and will continue to do so in the years ahead.

Sincerely,

KATHYRN BARGER
Chair of the Board
Supervisor, Fifth District

KB:dpo

CITY OF MONTEREY PARK

320 West Newmark Avenue • Monterey Park • California 91754-2896
www.montereypark.ca.gov
Pride in the Past • Faith in the Future

City Council
Henry Lo
Vinh Ngo
Jose Sanchez
Thomas Wong
Elizabeth Yang

City Clerk
Maychelle Yee

City Treasurer
Amy Lee

April 23, 2025

Dolores Ramos
Senior Manager, Metro Service Councils
Los Angeles County Metropolitan Transportation Authority (Metro)
One Gateway Plaza
Los Angeles, CA 90012
Email: ramosd@metro.net

Subject: Nomination of Councilmember Jose Sanchez to the Metro San Gabriel Valley Service Council

Dear Ms. Ramos,

On behalf of the City of Monterey Park, I am pleased to submit the nomination of Councilmember Jose Sanchez to serve as the San Gabriel Valley Cities appointee to the Metro San Gabriel Valley Service Council for the term beginning July 1, 2025, and ending June 30, 2028.

Councilmember Sanchez is committed to improving public transportation and ensuring that transit services in our region meet the needs of all residents. The City of Monterey Park and our partners in Montebello and Rosemead have agreed to the nomination of Council Member Sanchez and we are confident his knowledge and experience will serve the San Gabriel Valley Service Council well. As a dedicated public servant, he is well-positioned to contribute meaningfully to the Service Council's mission.

We appreciate your consideration of this nomination and look forward to hearing back following the Metro Board of Directors meeting on June 26, 2025, when all nominations will be reviewed for appointment. Please do not hesitate to contact us if any additional information is needed.

Sincerely,

Mayor Vinh Ngo
City of Monterey Park

The mission of the City of Monterey Park is to provide excellent service, foster growth and opportunity, and create a joyous and collaborative environment

SGVCOG

OFFICERS
President
Tim Hepburn
1st Vice President
Ed Reece
2nd Vice President
Cory Moss
3rd Vice President
Michael Allawos

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
Fifth District, LA County
Unincorporated Communities
SGV Water Districts

April 21, 2025

Ms. Dolores Ramos
Metro Service Council
One Gateway Plaza
Los Ángeles, CA 90012

RE: Metro's San Gabriel Valley Service Council Representative

Dear Ms. Ramos:

At their April 17, 2025 meeting, the San Gabriel Valley Council of Governments' Governing Board appointed Elena Garza to serve on the San Gabriel Valley Metro Service Council. The effective term will be July 1, 2025 – June 30, 2028.

Should you have any questions, please feel free to contact me at mcreter@sgvcog.org.

Sincerely,

Marisa Creter

Marisa Creter
Executive Director
San Gabriel Valley Council of Governments

cc: Elena Garza

San Gabriel Valley Council of Governments
1333 S. Mayflower Avenue, Suite 360, Monrovia CA 91016

South Bay Cities Service Council

SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

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

April 25, 2025

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 April 25 Board of Directors meeting, the SBCCOG Board approved the following nominees:

- Re-appointments
  - Courtney Miles, Gardena resident, Field Organizer for Abundant LA, transit rider
  - Roye Love, Carson resident, senior, transit rider
- Appointment
  - Andrea Reilly, Torrance resident, retired, physical challenges, transit rider

We respectfully request that the Metro Board appoint these nominees at the June Metro Board meeting so that they can be seated in July 2025.

Thank you for your attention to this matter.

Sincerely,

Rodney Tanaka, SBCCOG Chair
Mayor Pro Tem, City of Gardena

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

City of Los Angeles

KAREN BASS
MAYOR

June 11, 2025

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

Dear Ms. Ramos:

I hereby reappoint Mr. Steven King to serve as a representative on the Westside/Central Service Council, for the term ending on June 30, 2028. Mr. King's current term will expire on June 30, 2025. His resume is attached.

I certify that in my opinion Mr. King is especially qualified by reason of training and experience for the work which shall devolve upon him, and that I make this appointment solely in the interest of the City.

Please let me know if you need any additional information.

Sincerely,

KAREN BASS
Mayor

KB:lap

Attachment

200 N. SPRING STREET, ROOM 303 LOS ANGELES, CA 90012 (213) 978-0600
MAYOR.LACITY.ORG

WESTSIDE CITIES
COUNCIL OF GOVERNMENTS

Date: June 12, 2025

To: Dolores Ramos, Chief Administrative Analyst, Metro

From: Cecilia Estolano, WSCCOG Executive Director
Riley O'Brien, WSCCOG Project Director

CC: Chelsea Byers, Mayor, City of West Hollywood

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

On April 10, 2025, the Westside Cities Council of Governments (WSCCOG) Board voted unanimously to appoint Chelsea Byers, Mayor (City of West Hollywood) to continue serving as the WSCCOG representative to the Metro Westside/Central Service Council for a three-year term beginning July 1, 2025 through June 30, 2028. 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 Riley O'Brien at riley@estolanoadvisors.com or at (213) 612-4545.

ATTACHMENT B

Service Council Nominee Qualifications

Martin Fuentes, Nominee to Gateway Cities Service Council



Martin U. Fuentes has been proud to be a Cudahy resident for over forty years. Councilmember Fuentes joined the City of Cudahy City Council in December 2022. After completing his undergraduate studies at California State University Sacramento, he returned to the Southeast and worked in government. Councilmember Fuentes worked with Congresswoman Lucille Roybal-Allard as her field deputy on issues dealing with school overcrowding, school construction, the environment, and building park space. He later worked with State Senator Gloria Romero, assisting with legislation protecting workers and their wages. He was also Political Director for SEIU, Local 1877, supporting the Justice for Janitors organizing campaigns. Councilmember Fuentes works as an insurance professional since 2004.

Jose Sanchez, Nominee to San Gabriel Valley Service Council



Monterey Park City Councilmember Jose Sanchez's family has been living in Monterey Park since the 1970s. He and his wife Natalie are both teachers and are raising their three daughters in Monterey Park. Councilmember Sanchez is the son of Mexican immigrants who migrated to the United States for better jobs and educational opportunities.

For the past 18 years, Councilmember Sanchez has served as a civics teacher in Alhambra, serving over 4,000 students and their families in the Alhambra and Monterey Park areas. He has been recognized for his work as a civics educator by local elected officials such as Congresswoman Judy Chu, who named Jose "Educator of the Year" in 2018, and former Assemblymember Ed Chau as a community member "Making a Difference" in 2019. He was also recognized by the California Department of Education (CDE) and the California Supreme Court as a "Champion of Civics" in 2021, and the California Council for Social Studies named Jose "Civics Educator of the Year" in 2022.

Councilmember Sanchez also volunteers his time with local organizations serving on the boards of the Alhambra Historical Society and the Alhambra Latino Association and as a teacher advisor to the Los Angeles County museums. Councilmember Sanchez received his Bachelor's degree from Occidental College in Diplomacy & World Affairs and Spanish/French Literary and Cultural Studies and his Master's degree from Claremont Graduate University in Education.

ATTACHMENT B

Elena Garza, Nominee to San Gabriel Valley Service Council



Elena Garza was born and raised in New York. She currently resides in West Covina.

Ms. Garza also serves on Metro Community Advisory Council as an appointee of Board Director

Andrea Reilly, Nominee to South Bay Cities Service Council

Andrea Reilly retired 2024 after a 46-year career in the aerospace industry. Since retiring, she has increased her use of public transportation and has recently added use of an e-bike to her transportation options. She also has experience using public transportation in New York, Europe, and Asia.

Prior to her retirement, she participated in Metro's community outreach process for the NextGen Bus Plan, sharing information with her company's employees, reviewing the data provided by metro, and providing feedback on the proposed bus system redesign.

A resident of Torrance, Ms. Reilly's experience using Metro's bus system has provided her with an understanding of on-board safety, cleanliness, driver safety changes and interactions of driver and passengers. More recently, she has begun riding an e-bike and has experienced the challenges that come from riding along with autos, trucks and buses.

REGIONAL SERVICE COUNCILS

APPOINTMENTS TO METRO SERVICE COUNCILS

Metro

Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

RECOMMENDATION

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

Metro

ISSUE & DISCUSSION

ISSUE

Each Metro Service Council (MSC) is comprised of nine Representatives who 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.

DISCUSSION

If approved by the Board, the nominees will each serve a three-year term (July 1, 2025 – June 30, 2028) on the Council they have been nominated to.

Metro

Nominating Authorities

The nominating authorities for each of the seats that have terms set to expire on June 30, 2025 highlighted below.

Region	Nominating Authorities
Gateway Cities	***Gateway Cities Council of Governments (9)***
San Fernando Valley	Cities of Burbank, Glendale, San Fernando (2) ***City of Los Angeles Mayor (4)*** ***LA County 3rd District Supervisor (1)*** LA County 5th District Supervisor (1) ***Las Virgenes-Malibu Council of Governments (1)***
San Gabriel Valley	LA County 1st District Supervisor (1) ***LA County 5th District Supervisor (1)*** Cities of Alhambra, South Pasadena, San Gabriel, San Marino (1) Cities of Arcadia, El Monte, Temple City (1) ***Cities of Montebello, Monterey Park, Rosemead (1)*** Cities of Pasadena, Sierra Madre, La Canada Flintridge (1) ***San Gabriel Valley Council of Governments (3)***
South Bay Cities	***South Bay Cities Council of Governments (9)***
Westside Central	***City of Los Angeles Mayor (4)*** LA County 2nd District Supervisor (1) LA County 3rd District Supervisor (1) ***Westside Cities Council of Governments (3)***

Metro

Race/Ethnicity Demographics

With these nominees, the Service Council composition and representation will be:

Race/Ethnicity	Hispanic or Latino	White	Asian	Pac Isl	Black	Native Amer/ Amer Ind	Other
GWC Region	65.8%	14.0%	9.3%	0.3%	7.8%	0.2	2.6%
GWC Ridership	51%	16%	10%	1%	18%	1%	4%
GWC Membership (No.)	88% (8)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	11% (1)
SFV Council Region	41.3%	39.6%	11.2%	0.2%	3.7%	0.2%	2.2%
SFV Region Ridership	73%	9%	8%	1%	8%	1%	1%
SFV Membership (No.)	22% (2)	22% (2)	11% (1)	0% (0)	11% (1)	0% (0)	11% (1)
SGV Council Region	49.4%	15.9%	28.5%	0.2%	2.9%	0.2%	2.9%
SGV Region Ridership	78%	5%	9%	1%	6%	1%	0%
SGV Membership (No.)	44% (4)	22% (2)	33% (3)	0% (0)	0% (0)	0% (0)	0% (0)
SBC Council Region	45.2%	20.8%	13.7%	0.3%	15.3%	0.2%	4.6%
SBC Region Ridership	66%	6%	7%	1%	18%	1%	0%
SBC Membership (No.)	11% (1)	33% (3)	11% (1)	11% (1)	33% (3)	0% (0)	0% (0)
WSC Council Region	41.0%	31.1%	13.8%	0.1%	9.0%	0.1%	4.8%
WSC Region Ridership	67%	8%	6%	1%	17%	1%	1%
WSC Membership (No.)*	22% (2)	55% (5)	0% (0)	0% (0)	11% (1)	11% (1)	0% (0)

Table does not add to the exact number of Councilmembers as it incorporates each race that Councilmembers self-identified with; some current Councilmembers identify as multi-racial.

Metro

Sex/Gender Demographics

With these nominees, the Service Council composition and representation will be:

Sex/Gender	Male/Man	Female/Woman	Non-binary/ Non-conforming	Prefer to self-describe/ Decline to respond
Los Angeles County	49.6%	50.4%	*	*
GWC Ridership	51%	46%	2%	1%
GWC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
SFV Region Ridership	49%	48%%	2%	1%
SFV Membership (No.)	44% (4)	11% (1)	22% (2)	0% (0)
SGV Region Ridership	50%	47%	2%	1%
SGV Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
SBC Region Ridership	51%	47%	2%	1%
SBC Membership (No.)	66% (6)	33% (3)	0% (0)	0% (0)
WSC Region Ridership	48%	49%	2%	1%
WSC Membership (No.)	44% (4)	33% (3)	0% (0)	11% (1)

Metro

Incumbent Nominee Attendance

Council/Member	FY	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
SFV Antoinette Scully	FY24	Dark	X	X	X	X	Dark			X	X	X	X
SFV Antoinette Scully	FY25	Dark	X	X	X		X	Dark	X	X	X		X
SGV Roberto Álvarez	FY24	Sworn in March 2024 meeting								X		X	
SGV Roberto Álvarez	FY25	X	Dark	X	X		Dark	X			X		
SBC Courtney Alicia Miles	FY25	Sworn in October 2024			X	X	Dark	X	X	X	X	X	
SBC Roye Love	FY23	X	Dark	X	X	X	Dark		X	X	X	X	X
SBC Roye Love	FY24	X	Dark	X	X	X	Dark		X	X	X	X	X
SBC Roye Love	FY25	X	Dark	X	X	X	Dark		X	X	X	X	
WSC Steven King	FY25	Sworn in Nov 2024				X	Dark	X	X	X	X	X	
WSC Chelsea Byers	FY25	Sworn in Oct 2024			X	X	Dark	X	X		X		X

X = Present

■ = Absent

Metro

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

File #: 2025-0349, **File Type:** Informational Report **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: PUBLIC SAFETY ADVISORY COMMITTEE QUARTERLY REPORT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the quarterly status report on Metro's Public Safety Advisory Committee (PSAC).

ISSUE

In June 2020, the Board directed the CEO to form an advisory committee to contribute to developing a community-based approach to public safety on the transit system. This Board report provides an update on the work of the Public Safety Advisory Committee from March through May 2025.

BACKGROUND

Metro established the first cohort of PSAC on April 7, 2021, with five objectives:

- Advise on the development of a community-based approach to public safety.
- Share input on the development of the multi-agency policing contract renewal.
- Review the Customer Code of Conduct.
- Provide feedback on Metro's mission and value statements regarding public safety.
- Guide the establishment of Metro's Transit Ambassadors program.

After its 16-month tenure, the first cohort concluded on August 17, 2022. At the September 2022 Board meeting, the CEO recommended that PSAC continue, and the Board approved the recommendation. The second cohort was established on February 25, 2023, and served for two years through February 2025. The third cohort began their term on February 6, 2025.

DISCUSSION

From March to May 2025, PSAC reviewed key topics including the Weapons Detection Pilot, rail platform barriers, the Transit Community Public Safety Department (TCPSD) overview, and the FY26

Public Safety Budget. Staff worked with departments to create discussion-focused agendas, emphasizing PSAC input on taller faregates and related social media content. Members provided feedback to the Social Media Director and TAP staff on the faregates, supported a new tutorial video, and discussed safety priorities with Safety, Security, and Law Enforcement (SSLE). PSAC also received updates on expanded cell service and finalized Executive Committee elections, alternate member protocols, and revised Bylaws.

March 2025 Meeting

In March 2025, SSLE provided an overview of the Weapons Detection Pilot, with PSAC recommending more community input before the pilot concludes. They also shared that they would like to be directly engaging with riders and community members on this and other related safety programs. Staff committed to developing a rider engagement surveying opportunity for PSAC members focused on Weapons Detection Pilot with SSLE for summer. Operations presented a feasibility study on platform doors, highlighting high costs and logistical challenges. Public and committee feedback supported safety goals but Operations shared that it may not be viable. PSAC approved revised Bylaws to clarify governance, membership, procedures, and legal compliance. Executive Committee elections were held: Jeremy Oliver-Ronceros and Misty Wilks were re-elected as Chair and Vice Chair; Shantal Anderson was elected Secretary.

April 2025 Meeting and Engagements

At the April 2025 meeting, Metro staff presented key program updates on Transit Watch 3.0 and the Weapons Detection Pilot to get PSAC's strategic feedback. Staff member Lilly Ortiz promoted the May 9 Older Adult Expo and invited PSAC to volunteer, aligning with their interest in senior rider safety.
Nicholas Kappos, Director of Physical Security, gave two presentations:

Transit Watch App (TWA) 3.0:
Reported growth in usage (1,000 reports in 2020 to 43,000 in 2025) and faster response times (3.5 minutes to 30 seconds).. Updates include messaging, location sharing, and more languages. PSAC feedback, in response to using the app prior to the meeting, covered review methods, follow-ups, media upload limits, repeat offenders, push alerts, and app integration.

Weapons Detection Pilot:
Topics discussed included detailed vendor selection, tech, analytics, and staffing. Emphasized compliance with Metro's Bias-free Policing Policy. PSAC raised concerns about false positives, staffing, bias, delays, and implementation. Public commenters opposed the pilot, advocating for more ambassadors and voicing concerns over criminalization and rider deterrence. PSAC will continue engagement with SSLE during the pilot.

Social Media Engagement:
In response to PSAC's Ad Hoc Committee recommendations for more authentic social media to help improve riders' perceptions of safety on the system, Metro's Social Media Director shared

recent campaigns. PSAC proposed new ideas including:

- Faregate tutorial video (in development) for upcoming large events
- Humorous campaigns with tall athletes
- Authentic rider interviews and community content
- Use of data and visuals to build trust

Metro's team will integrate this feedback into future campaigns.

Chair Oliver-Ronceros also represented PSAC by participating in external media interviews and engagements with LAist and Cal Poly Pomona.

May 2025 Meeting and Engagements

The May meeting included key updates, feedback sessions, and engagement activities on the following:

Underground Cell Service Expansion
Operations Executive Officer Kelvin Zan shared activation timelines for the underground sections of the K and A Lines, and Purple Line Extension (PLE) Phase 1. Members appreciated the improvements, citing past connectivity issues and the importance of sharing updates with the public.

Taller Faregate Pilot Feedback
TAP Executive Officer Tisha Bruce gathered input on the newly installed faregates at Lake and Firestone stations. Member observations included:

- Gates were clean and functional but caused confusion and delays for some riders, especially with digital TAP cards.
- Widespread misuse of emergency gates to bypass faregates.
- Challenges for riders with large items (e.g., double strollers).
- Suggestions for better instructional signage.

Two members questioned the gates' effectiveness and recommended increased fare education. Bruce confirmed additional stations will receive the pilot gates and Union Station will be included in a future phase.

TCPSD Overview
SSLE Deputy Chief Gummer presented an orientation on the Transit Community Public Safety Department and the hiring process for its Chief of Police and Emergency Management. Members were encouraged to review the TCPSD Implementation Plan ahead of upcoming community outreach events and future visits from the new Chief of Police and Emergency Management.

FY26 Public Safety Budget Overview
Deputy Chief Gummer outlined safety related priorities. Members inquired about data-driven staffing, homelessness intervention, and equipment use (vests, body cams), reinforcing previous

PSAC advocacy.

TCPSD Chief Announcement
Chair Oliver-Ronceros attended the May 7 press conference announcing Bill Scott as the new TCPSD Chief of Police and Emergency Management. Director Mitchell thanked PSAC for shaping the role and department goals.

ESOC Tours
On May 15 & 19, members toured the new Emergency Security Operations Center (ESOC), gaining insight into safety coordination, advanced technology, and preparations for increased transit demand and major events. This will help inform their discussions on TCPSD formation and implementation.

EQUITY PLATFORM

PSAC plays a crucial role in addressing equity within the transportation system. Equity is a central consideration in the committee's decision-making processes, as it strives to ensure that all members of the community, especially those historically marginalized or underserved, have access to safe and reliable transportation options. The criteria for member selection have, and continue to, promote racial, gender, and geographical equity, in addition to diversity of personal/professional experience (racial justice advocates, law enforcement, mental health outreach, etc.). This is reflected in the current demographic and geographic diversity of PSAC Cohort 3 membership. Metro also reserves committee spots for racial justice advocates, social service providers, and mental health practitioners, among other underrepresented voices. Through its commitment to inclusivity, community engagement, and data-driven approaches, the committee strives to create a transit environment that is safe, accessible, and equitable for all residents of Los Angeles County.

Staff from SSLE, Operations, and CX teams are working together to proactively identify opportunities for PSAC input throughout the year on related initiatives. PSAC Committee members have emphasized the importance of gathering community input prior to Board discussions, such as with the Weapons Detection pilot program. This will include PSAC members conducting qualitative interviews with riders at weapons detection pilot sites in Summer 2025. Staff are also working to develop more integrated and interactive engagement both within PSAC meetings and between PSAC members and community members in the field. These efforts especially focus on reaching individuals who may be hesitant to share feedback on safety technologies due to concerns related to immigration status or criminalization. The field engagement is designed to share safety programs that dovetail with staff planning efforts.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro’s significant investment in rail and bus transit.* Metro’s Board-adopted VMT

reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides awareness, transparency, and support for the work of the PSAC - an advisory body for LA Metro focused on customer experience and safety on our transit system. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

PSAC's work supports Metro's Strategic Vision Goal #2, which is to deliver outstanding trip experiences for all transportation system users.

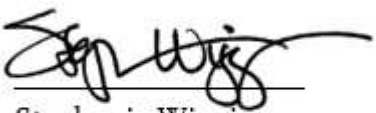
This goal outlines that the agency will specifically take action to improve security and ease of use by preventing crime and enforcing Metro's code of conduct. Metro will rely on a multi-layered, integrated security program that includes technology, people, and partnerships to achieve a safe system. The PSAC is a key component to help reach this goal as the committee will work to safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety.

NEXT STEPS

The CEO will continue to meet monthly with the PSAC Executive Committee to ensure that the Board's priorities are met.

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Stephanie Wiggins
Chief Executive Officer



Public Safety Advisory Committee (PSAC)

Quarterly Board Update June 18, 2025

Metro

March 6, 2025, PSAC General Meeting

Weapons Detection Pilot - *Overview*

- Metro Staff presented information on equipment used, locations, program timing
- PSAC Committee members expressed need for community input **prior to** Board presentation at conclusion of pilot

Rail Platform Barriers

- Metro Staff presented information on barrier types, costs and processes needed for installation across system
- PSAC received comments from members of the public in support of the barriers

Executive Committee Elections & Adoption of Bylaws

Metro

April 3, 2025, PSAC General Meeting

Transit Watch App (TW) 3.0

- Metro Staff conducted a follow-up presentation (to Oct. 2024) on TW updates and engaged with PSAC members to discuss app changes and/or improvements

Weapons Detection Pilot – *In-Depth Presentation*

- Metro Staff presented information on vendors, analytics, technology & future staffing needs
  - Metro's Data Analytics Policy Guided Designing Non-Discriminatory Screenings
- PSAC members expressed concerns about false-positives and delays for riders
- Several community members provided public comment against the pilot, requesting the funds for the weapons detection system be used for other measures

Social Media Feedback

- Metro Staff conducted a follow-up presentation (to July 2024) on social media and brainstormed with PSAC members ideas for future taller fare gate posts

Metro

May 1, 2025, PSAC General Meeting

Cell Service Update

- Metro Staff presented information on cell service updates for the K, A and Purple Line Extension (PLE) Phase 1 Lines; PSAC members expressed appreciation for these safety enhancements

Member Feedback on Fare Gate Installations at Lake and Firestone

- After testing the taller fare gates, the PSAC feedback was positive, but PSAC members noticed that many riders seemed confused. They suggested better signage to limit bypassing the fare gate by using adjacent emergency service gates

Transit Community Public Safety Department (TCPSD) Overview and Update to the new Cohort

Metro

May 1, 2025, PSAC General Meeting and Engagements

FY26 Safety Budget Update

- Staff gave an overview of the proposed budget to:
  - Increase resources planned for deployment, operations, maintenance and cleaning
  - Preparate for upcoming expansion efforts (LAX Transit Center, Beverly Hills, Foothill Extension), the World Cup, and Olympics
  - Build the TCPSD & ambassadors coming in-house
  - Prepare for disasters, responses to societal issues impacting Metro (homelessness, theft of copper on systems, etc.), and capital projects

TCPSD Chief of Police Announcement Press Conference

- PSAC's Chair attended the press conference announcing the new TCPSD Chief of Police Bill Scott on May 7
- Director Mitchell thanked PSAC for their work informing the TCPSD Chief of Police job description and future TCPSD efforts

Tour of Emergency Security Operations Center (ESOC)

- 14 Committee Members received an informational tour of the ESOC - May 15 & 19

Metro

May 7, 2025, TCPSD Chief of Police Press Conference with PSAC Chair



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

Metro

Board Report

File #: 2025-0447, **File Type:** Oral Report / Presentation **Agenda Number:** 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: METRO RESPONSE TO EATON AND PACIFIC PALISADES WILDFIRES

ACTION: RECEIVE ORAL REPORT

RECOMMENDATION

RECEIVE oral report on the status of the Metro Response to Eaton and Pacific Palisades Wildfires.

ISSUE

On the evening of Tuesday, January 7, 2025, wildfires, propelled by hurricane-force winds, low humidity and dry bush, burned through multiple communities in Los Angeles County. The Palisades fire, which had started that morning, would go on to burn through more than 23,000 acres. The Eaton fire that tore through Altadena ravaged more than 14,000 acres.

Metro's role in ensuring its customers have access to transportation options during and after this crisis were critical to individuals and families, displaced by the wildfires. Metro's wildfire response also included financial assistance and access to resources for Metro employees who have been displaced and will need significant support to rebuild their homes and lives as they recover.

On January 23, 2025, the Board passed Motion # by Directors Hahn, Barger, Horvath, Solis, Dutra and Bass (Attachment A) which required staff to report back on recommendations to address the Eaton and Pacific Palisades Wildfire Recovery. This report is the interim progress report in response to the motion.

EQUITY PLATFORM

This multi-department report includes an assessment of Customer Experience, Talent Development, and Real Estate's response to the Eaton and Pacific Palisades Wildfires. The report aligns with Metro's Equity Platform Framework, Pillar 3 "Focus and Deliver", by removing barriers and increasing access to opportunity for all.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends

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

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

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

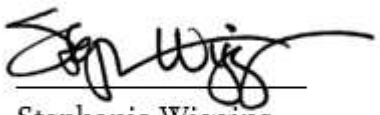
ATTACHMENTS

Attachment A - Motion Response to Eaton & Pacific Palisades Wildfires

Prepared by:

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Stephanie Wiggins
Chief Executive Officer

Metro

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

Board Report

File #: 2025-0039, **File Type:** Motion / Motion Response **Agenda Number:** 36.

REGULAR BOARD MEETING
JANUARY 23, 2025

Motion by:

DIRECTORS HAHN, BARGER, HORVATH, SOLIS, DUTRA AND BASS

Response to Eaton & Pacific Palisades Wildfires

On the evening of Tuesday January 7, 2025 wildfires, propelled by hurricane-force winds, low humidity and dry brush, burned through multiple communities in Los Angeles County. At its peak, six blazes were simultaneously threatening America's most populous county. The Palisades fire, which had started that morning, would go on to burn through more than 23,000 acres, reducing much of a vibrant community to ash, and killing at least eight people. The Eaton fire that tore through Altadena has now ravaged more than 14,000 acres, destroyed thousands of homes and businesses, and left at least seventeen dead.

Metro's role in ensuring its customers have access to transportation options during this crisis is critical. For individuals and families displaced by the wildfires, access to free or subsidized transit may prove vital in connecting them to shelters, medical care, workplaces, schools, and other essential services. Expanding Metro's subsidized fare programs, such as the Low-Income Fare is Easy (LIFE) program to include survivors of the recent wildfire disasters for a temporary period may help address these immediate transportation needs while reinforcing Metro's mission of equity and accessibility for all.

At least 19 Metro employees have lost their homes in the wildfires and at least 46 employees have been displaced and will need significant support to rebuild their homes and lives. This includes financial assistance and access to resources as they recover. As the backbone of Metro's operations, assisting our employees during this incredibly difficult time is also an investment in maintaining a resilient workforce capable of sustaining critical transit operations during and after recovery.

Additionally, and with an understanding of the compounding effect this tragedy will have on the existing housing crisis, Metro should play an important role in long-term housing recovery efforts by leveraging the policies and assets already in place through its joint development program and advocating for streamlined policies to accelerate housing development. Metro's Joint Development Policy is intended to enable Metro to build as much quality housing near transit as possible, for those who need it most, as soon as possible. Metro has committed to building 10,000 units of housing on 20 Metro-owned sites by 2031 - 5,000 of which will be income-restricted. The recent wildfires have only exacerbated the region's need to deliver housing

and amenities for everyone.

Furthermore, the scale of these tragedies will undoubtedly have a ripple effect across the region. It is important for Metro to gain a timely understanding of how these impacts might affect budget development, operations, and program delivery so that we may be able to make important decisions, identify opportunities for collaboration with regional partners, and adjust accordingly.

SUBJECT: RESPONSE TO EATON & PACIFIC PALISADES WILDFIRES MOTION

RECOMMENDATION

APPROVE Motion by Hahn, Barger, Horvath, Solis, Dutra and Bass that the Board direct the Chief Executive Officer to:

A. Modify the eligibility criteria of all reduced fare programs to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed. The CEO shall report back to the board in June 2025 on the outcomes and impacts of this measure;

B. Mobilize outreach teams to the Eaton and Palisades Fire evacuation centers, resource centers, workshops, and other critical locations, providing resources to wildfire survivors, to assist in the registration efforts for reduced fare programs;

C. Identify and provide financial or other forms of assistance that are eligible for cost recovery from State or Federal natural disaster assistance programs and/or non-governmental disaster assistance entities to Metro employees who have lost their homes in the wildfires and/or have been displaced as a result of the wildfires; and

D. Work with the City and County of LA, and any other directly impacted jurisdictions to identify ways that Metro may aid in recovery efforts- including, but not limited to its fleet, services, expertise, and properties. The CEO shall provide the Board with regular updates on these efforts as they are being established.

Motion 2025-0039 Response: Eaton and Pacific Palisades

Metro

Operations, Safety, and Customer Experience Committee
June 18, 2025

Board Motion

January 23, 2025, Directors Hahn, Barger, Horvath, Solis, Dutra and Bass introduced motion 36, which was approved by the board, Response to Eaton and Pacific Palisades Wildfires that recommended the following:

1. Modify the eligibility criteria of all reduced fare programs to include individuals and families displaced by the wildfires for six months, with an option to extend the program as needed. The CEO shall report back to the board in June 2025 on the outcomes and impacts of this measure;
2. Mobilize outreach teams to the Eaton and Palisades Fire evacuation centers, resource centers, workshops, and other critical locations, providing resources to wildfire survivors, to assist in the registration efforts for reduced fare programs.
3. Identify and provide financial or other forms of assistance that are eligible for cost recovery from State or Federal natural disaster assistance programs and/or non-governmental disaster assistance entities to Metro employees who have lost their homes in the wildfires and/or have been displaced as a result of the wildfires.
4. Work with the City and County of LA, and any other directly impacted jurisdictions to identify ways that Metro may aid in recovery efforts- including, but not limited to its fleet, services, expertise, and properties. The CEO shall provide the Board with regular updates on these efforts as they are being established.

Metro

Wildfire Recovery
Modified LIFE Program

Benefits

- 30-day pre-loaded TAP card for use on Metro bus/rail
- 90-day regional pass to be used on Metro or fifteen transit operators
- Auto- enrollment of 20 free rides monthly for 6 months to be used on Metro or fifteen transit operators.



Metro

Wildfire Recovery
LIFE Program Outreach

- Beginning January 18, the LIFE Program Administrator staffed wildfire victim resource centers to enroll people into the modified program.
- **Conducted over 85 events that included:**
  - UCLA Research Park West Resource Center
  - Pasadena City College Resource Center
  - Altadena Resource Center
  - Westwood Recreation Center
  - Eaton Wildfire Resource Fair
  - New Revelation Baptist Church (Pasadena)
  - Kaiser Permanente Pasadena HQ
  - Dream Center Recovery Pop Up (Los Angeles)
  - Eclectic Music Festival (Pasadena)
  - CA Wildfire Multi-Agency Resource Center-Pasadena
  - CA Wildfire Multi-Agency Resource Center-Palisades
  - Van Nuys/Sherman Oaks Evacuation Center
  - Pasadena Convention Center (Evacuation Center)
  - Stoner Recreation Center (Evacuation Center)
- As of May 31, 2025, **enrolled 6,310 participants** in the LIFE Program which includes: 2,931 Eaton, 824 Palisades, 20 Hurst, and 2,535 workers, unhoused, etc.

--The patron mentioned needing this transportation due to no longer having access to a vehicle.
--Patron mentioned this is going to assist them to attend centers to replace lost documents.

--Spanish Speaking client expressed immense gratitude and relief they felt to have been helped with transportation. They were particularly appreciative of having someone available to assist them in Spanish, making the process smoother and more accessible.

--LIFE Administrator Team

Wildfire Recovery LIFE Program Boardings & Demographics

LIFE Participants	LIFE Riders who Boarded Transit	TAP Card Transactions on Bus/Rail
New	2,031 (83%)	98,916 (63%)
Existing LIFE Riders	425 (17%)	57,526 (37%)
Total (as of May 31, 2025)	2,456	156,442
Total Utilization		(39% of Wildfire Recovery users are riding the system)

Gender

- 54% Female
- 41% Male
- 5% Prefer not to Answer

Ethnicity

- 7% Asian/Pacific Islander
- 15% Black
- 27% Hispanic
- 17 White
- 19% Prefer not to Answer
- 11% No Answer
- 4%Other

Age

- 25% 62+ yrs
- 19% 52-61 yrs
- 18% 42-51 yrs
- 20% 32-41 yrs
- 18% 18-31 yrs

Metro

Wildfire Recovery LIFE Program
Eaton Fire

Month	Enrollments	Active Participants (As of May 31, 2025)	Inactive Participants (as of May 31, 2025)
Jan	1,726	635 (37%)	1,091 (63%)
Feb	738	309 (42%)	429 (58%)
Mar	237	96 (42%)	141 (59%)
Apr	40	18 (45%)	22 (55%)
May	190	20 (11%)	170 (89%)
Grand Total	**2,931**	**1,078 (37%)**	**1,853 (63%)**

Metro

Wildfire Recovery LIFE Program
Palisades Fire

Month	Enrollments	Active Participants (As of May 31, 2025)	Inactive Participants (As of May 31, 2025)
Jan	26	14 (54%)	12 (46%)
Feb	16	5 (31%)	11 (69%)
Mar	770	150 (19%)	620 (81%)
Apr	4	0 (0%)	4 (100%)
May	8	3 (37%)	5 (63%)
Grand Total	**824**	**172 (21%)**	**652 (79%)**

Metro

Wildfire Recovery LIFE Program
Hurst Fire

Month	Enrollments	Active Participants (As of May 31, 2025)	Inactive Participants (As of May 31, 2025)
Jan	9	2 (22%)	7 (78%)
Feb	8	6 (75%)	2 (25%)
Mar	0	0	0
Apr	2	1 (50%)	1 (50%)
May	1	1 (100%)	0 (0%)
Grand Total	**20**	**10 (50%)**	**10 (50%)**

Metro

Wildfire Recovery LIFE Program
Other (workers, unhoused, etc)

Month	Enrollments	Active Participants (As of May 31)	Inactive Participants (As of May 31)
Jan	337	182 (54%)	155 (46%)
Feb	855	634 (74%)	221 (26%)
Mar	313	147 (47%)	166 (53%)
Apr	118	73 (62%)	45 (38%)
May	912	169 (19%)	743 (81%)
Grand Total	**2535**	**1205**	**1330**

Region	
Gateway Cities	154 (6%)
North Los Angeles - Antelope Valley	25 (0.6%)
North Los Angeles - Santa Clarita	6 (0.2%)
San Fernando Valley	367 (13%)
San Gabriel Valley	912 (39%)
South Bay Cities	169 (6%)
Westside Central	751 (26%)
Outside LA County/Incomplete address, etc*	151 (9%)
Grand Total	2535

*Patrons provided address outside LA County or incomplete zip code during time of enrollment

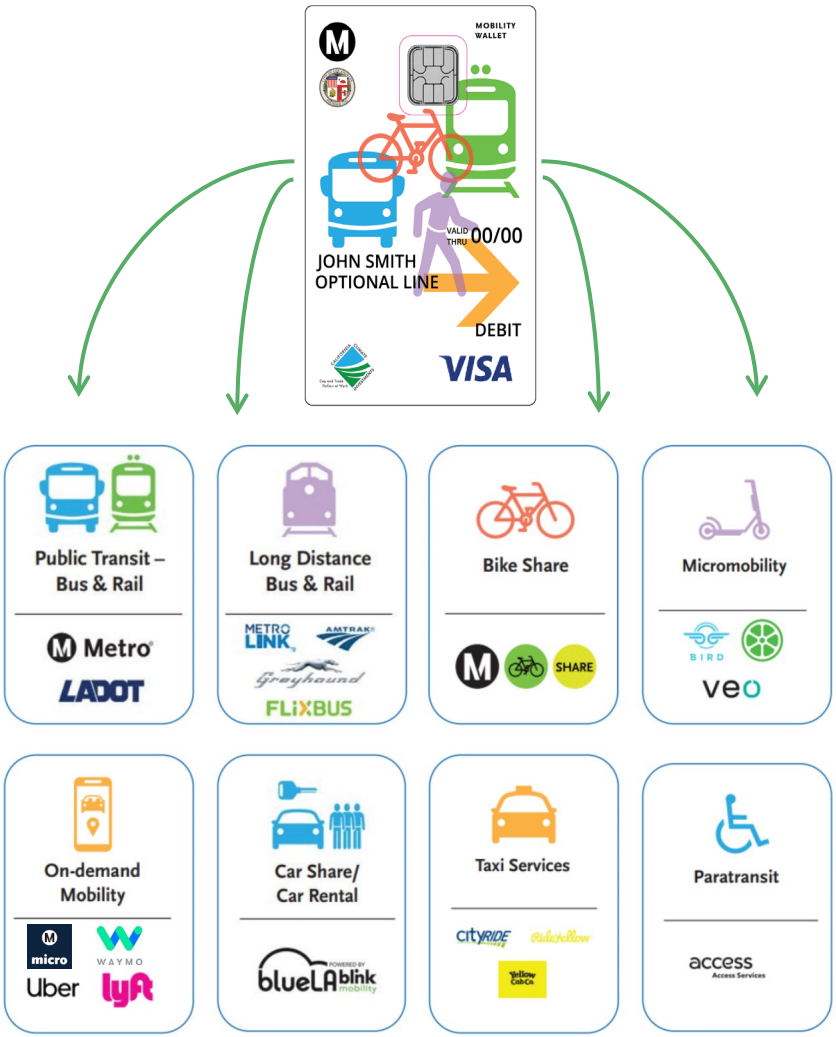
Metro

Mobility Wallet:
Eaton & Palisades Wildfire Recovery

The Mobility Wallet is pre-paid bank card that can be used on over 8 different types of shared transportation services including buses, trains, taxis, ridesharing, shared bikes and scooters, purchase at bike shops and more.

LA Metro offered existing Mobility Wallet phase II waitlist participants a **virtual Mobility Wallet with $900 if they live in the Eaton or Palisades burn or evacuation areas.**

- **234 on the waitlist are eligible (out of 58K on list)**
- Their cards will be sent virtually by email in June 2025.
- We have income and demographic data for the 234 eligible wildfire recovery recipients.
- This is in addition to the 2,000 card recipients already chosen for Phase II.



Metro



CONTINUING TO PUT PEOPLE FIRST IN MOMENTS OF CRISIS

HOW METRO'S CHIEF PEOPLE OFFICE SUPPORTED EMPLOYEES DURING & AFTER THE 2025 WILDFIRES

Metro

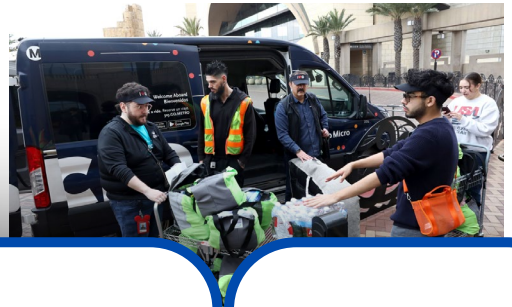
CHIEF PEOPLE OFFICE

LEADERSHIP IN ACTION:

ONE METRO. ONE RESPONSE. ONE PURPOSE.







IMMEDIATE RESPONSE & DATA (GIS) ACTIVATION

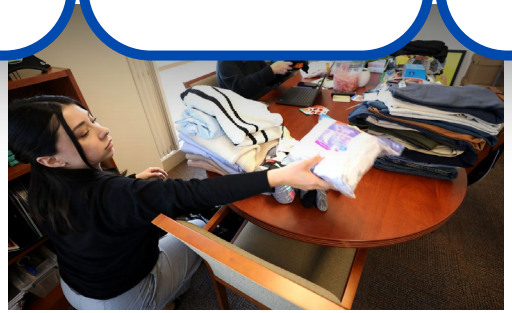
LEADERSHIP SUPPORT & ANGEL TREE INITIATIVE

ONSITE FEMA & SMALL BUSINESS ASSOCIATION RELIEF STATIONS

WILDFIRE PAID LEAVE & FINANCIAL GRANTS

EMOTIONAL SUPPORT & CPO CONTINUITY







Metro

CHIEF PEOPLE OFFICE

MY ACTIONS MATTER:

ONE METRO. ONE RESPONSE. ONE PURPOSE.

- **Additional Mental Health Support**:
  - 359 employees participated in 7 Employee Assistance Program (EAP) Group & Individual Counseling to provide collective healing and resilience
  - 892 total attendees joined 19 Purposeful Pause meditation sessions across Metro helping staff reset and recharge
- **Immediate Federal Aid Access**:
  - 53 Federal Emergency Management Agency (FEMA) Assistance Sessions launched within days of the wildfires to guide impacted employees
- **Financial Relief**:
  - 21 employees received $2,000 California Transportation Fund (CTF) grants
  - $34,000+ raised and distributed through employee-led fundraising efforts
- **Time to Heal**:
  - 56 employees approved for Time Off With Pay (TOWP) for Wildfire Related Leave



Metro

CHIEF PEOPLE OFFICE



PROUD TO BE ONE METRO

THANK YOU!

Fleet Services and Properties

Fleet Services

- In accordance with the California Emergency Services Act, the California Disaster and Civil Defense Master Mutual Aid Agreement, and the State Emergency Plan, Los Angeles County Metropolitan Transportation Authority (Metro) is dedicated to the protection and safety of Metro staff, customers and the general public at all times. Metro recognizes that emergencies and other events may overwhelm the resources and capabilities of our partner agencies within the region. Mutual assistance is occasionally necessary and appropriate in support of major emergencies or declared events that affect our jurisdiction.
- As the regional transportation authority, and transportation being identified by FEMA as the primary Emergency Support Function, **Metro supported 5 emergency requests** for various types of emergency transportation for the general public, first responders, and Metro employees and **2 parking resources**.

Properties

- Metro does not have available property within proximity of the fire impacted areas
- Real Estate continues to make property not used for transportation or homeless support services available for fire-related support
- Inventory of Metro owned properties is identified in the 2023-0120 - Metro Property Inventory for Unhoused Support Facilities - Board Report

Metro

Next Steps

- LIFE Program will continue to conduct outreach and enroll Eaton & Palisades Wildfire Recovery residents as needed.
- Staff will conduct an analysis and return to the board with a recommendation on program extension.

Metro

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

Metro

Board Report

File #: 2025-0338, **File Type:** Oral Report / Presentation **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

ISSUE

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

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

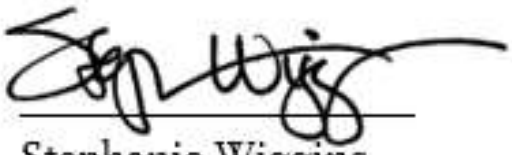
While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Logistics, and System Security and Law Enforcement (SSLE) Departments. Because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

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

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

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



Stephanie Wiggins
Chief Executive Officer

June 2025

Employees of the Month

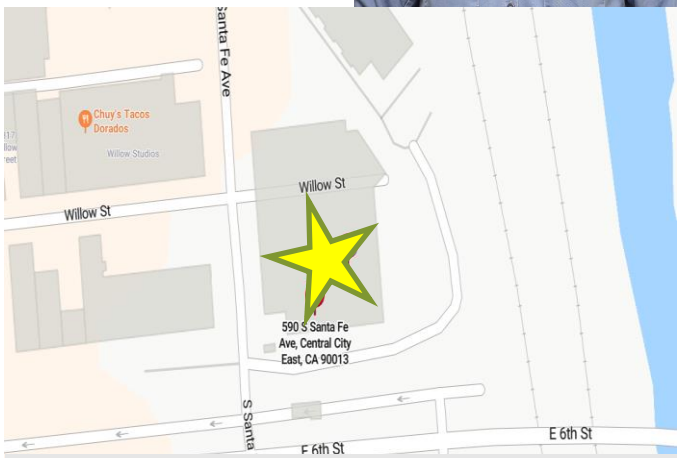
June Employees of the Month

Maintenance & Engineering

Traction Power Inspector Lead

Ray Ketcherside





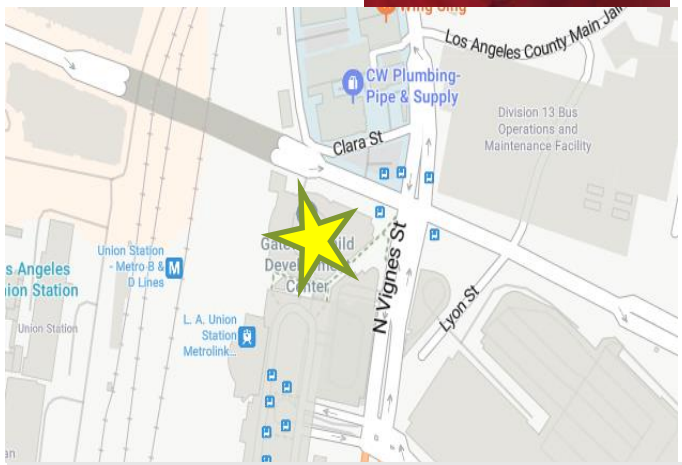
Location 64 – Los Angeles

SSLE

Senior Security Officer

Jesus Uroza





USG/Gateway – Downtown Los Angeles

Metro

Employees of the Month



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

Metro

Board Report

File #: 2025-0288, **File Type:** Motion / Motion Response **Agenda Number:** 19.

EXECUTIVE MANAGEMENT COMMITTEE
OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: WEAPONS DETECTION PILOT

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the quarterly update on the weapons detection pilot.

ISSUE

Following the completion of a weapons detection proof-of-concept pilot in 2024, in February 2025, the Board approved Motion 39 by Directors Hahn, Barger, Solis, Bass, Dutra and Butts (Attachment A) that directed the CEO to extend and expand the deployment of concealed weapons detection systems for 12 months, advance an onboard bus weapons detection pilot, and evaluate the infrastructure requirements needed to support brandished firearm detection with advanced video analytics. This update aligns with the Board directive to provide the first of a series of quarterly reports beginning in June 2025.

BACKGROUND

In response to continual efforts to increase public safety on the system, the Board approved Motion 34.1 by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis (Attachment B) in April 2024 that directed the CEO to explore strategies to prevent weapons from entering the system and to identify applicable technologies already deployed by peer transit agencies. Subsequently, in July 2024, Metro launched several proof-of-concept pilots to evaluate multiple weapons detection technologies. Broadly, these initial proof-of-concept pilots focused on two types of weapons detection systems, concealed weapons screening and brandished firearm detection using video analytics software applied to existing closed-circuit television (CCTV) infrastructure.

These proof-of-concept pilots concluded at the end of 2024, and in February 2025, staff presented their findings to the Board. The initial pilots provided valuable insight into the performance, scalability, and operational requirements of these technologies. It also informed the development of a refined deployment approach that balances detection accuracy with rider throughput and staff resourcing.

Based on these findings and the lessons learned from peer agencies, the Board approved Motion 39,

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authorizing a 12-month continuation and expansion of the most promising concealed weapons detection technologies identified during the initial phase. This motion also directed staff to initiate a pilot aboard two buses and further explore system readiness to implement brandished firearm detection and ultimately return to the Board with findings and implementation recommendations.

DISCUSSION

As outlined in Motion 39, System Security and Law Enforcement (SSLE) staff prepared a comprehensive update on ongoing efforts to enhance transit system safety through the deployment and evaluation of advanced weapons detection technologies, and report progress across three major initiatives:

1. The expanded pilot of concealed weapons screening at select rail stations,
2. The development of a first-of-its-kind onboard weapons detection system for buses, and
3. Implementation planning for real-time brandished firearm detection using video analytics.

Throughout all efforts, staff have continued to engage stakeholder groups, including the Public Safety Advisory Committee (PSAC), Citizens Advisory Council (CAC), and Accessibility Advisory Committee (AAC), to promote transparency, community input, and alignment with agency-wide security and customer service objectives. SSLE staff remain committed to advancing these initiatives as part of Metro's ongoing mission to safeguard riders, employees, and the communities it serves across the transit system.

CONCEALED WEAPONS SCREENING

In preparation for the expanded concealed weapons detection system pilot, staff procured equipment, performed training, and analyzed various data points to select stations. Below is a brief timeline of these efforts:

- March
  - On March 12, 2025, Metro executed a contract for four CEIA OpenGate "pillar-type" units and supporting equipment for the 12-month expanded weapons detection pilot.
  - SSLE also convened departmental meetings throughout March to finalize key performance indicators (KPIs) and assign data collection responsibilities.
- April
  - On April 10, 2025, SSLE staff, in partnership with CEIA engineering, conducted hands-on training for Metro Transit Security (MTS).
    - The training sessions focused on equipment functionality, troubleshooting procedures, and proper setup and calibration protocols.
    - Training sessions were delivered to supervisory and management personnel across both morning and evening shifts, ensuring operational readiness for launch and consistent performance standards across deployment locations.
  - Throughout April, a pilot schedule was established, and 12 target station locations were identified, guided by data on weapons-related incidents, Transit Watch app reports,

entrance counts, and feasibility of setup. The selected stations are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).

- On the morning of April 28, new passenger screening deployments began at the Norwalk C Line Station.

    - Preliminary figures indicate MTS officers encounter an average of three bladed objects per shift, including pocket knives, box cutters, and multi-tools, all disclosed by patrons during secondary screenings initiated by OpenGate system alerts; most have not been deemed to pose a threat given the absence of intent or supporting factors to indicate the item is intended to be used as a weapon. Passengers have identified the items as tools that are kept out of reach. A minority share of instances involved knives with blades beyond the legal length of two inches; patrons were directed to return the object to their vehicle and invited to return to the Metro system.
    - No firearms have been detected during deployments to date.
    - On average, three individuals per shift have declined to proceed through screening or leave the station entirely after encountering the system or associated signage.
        - In one instance, a patron was observed to pay fare but refused screening, proceeding to exit without further incident or comment.
    - Secondary screening times at Norwalk averaged just 10 seconds.
    - Only one missed train incident was reported per shift, indicating minimal travel disruption.
    - Officers noted consistent patron compliance, informal comments in support, and screening operations allowed customer interaction without major operational friction.

- Passenger screening also commenced at the San Pedro A Line Station in the afternoon, with MTS officers staffing a similar deployment.

    - Findings have been similar to those observed at Norwalk, though more data is necessary to provide figures.
    - One key difference is the operational challenges associated with the station layout.
    - Officers have provided detailed operational observations, noting that the narrow station footprint and proximity to the street and tracks complicate screening logistics due to electrical interference from nearby passing vehicles and overhead catenary system (OCS). These firsthand insights are valuable in shaping pilot adjustments, particularly around equipment placement and environmental sensitivity.



Concealed Weapons Screening at Norwalk Station (left & center); Metro Board Chair Hahn going through screening (right)

Evaluation and Key Metrics for Concealed Weapons Passenger Screening

To evaluate the effectiveness, operational feasibility, and public response to Metro's passenger screening for weapons detection pilot, staff developed a series of metrics aligned with both safety outcomes and customer experience goals. This success metric framework will guide quarterly reporting and inform decisions regarding future deployment, system enhancements, and long-term investments in security infrastructure. The key metrics, definitions, and purpose are summarized in the following table.

KPI	Definition	Purpose	Goal
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun or knife) detected during pilot deployments.	Assess the potential deterrent effect of weapons screening by measuring trends in weapons-related arrests compared to baseline arrest activity at the same stations using a 60-day period before system deployment.	Decrease weapons arrests by 30%.
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations.	Monitor whether pilot presence correlates with reduced assaults with a deadly weapon.	Decrease assaults with a weapon by 30%.
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert).	Assess the reliability and detection accuracy of the screening system.	False negatives <10% occurrence.
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search.	Measure the accuracy and deterrence of weapons.	Average number of weapons detected per screening period during 60-day deployment.
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the Transit Watch app during the pilot period at the stations.	Supplement formal incident data with rider-reported feedback at the stations with screening locations.	Decrease by 25%.
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities.	Gauge informal public feedback and public perception trends.	Decrease negative sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began.

Another key metric staff will conduct during the pilot period is a cost-benefit evaluation to assess the financial feasibility and overall value of the deployed technologies. Staff will analyze capital costs, including equipment procurement, installation, and system integration, as well as ongoing operational expenses such as staffing, maintenance, and vendor support. These costs will be weighed against measurable benefits to determine cost-effectiveness in relation to safety outcomes and customer experience. A final cost-benefit analysis will be included in the concluding report to the Board, along with findings regarding system scalability and long-term deployment strategies.

WEAPONS DETECTION ONBOARD BUSES

Metro's exploration of bus-based weapons detection represents a first-of-its-kind initiative; the effort requires designing, engineering, product development, and installing a system that can accommodate different bus models.

On March 6, the vendor surveyed two buses from Metro's fleet, and a cost proposal was provided to Metro for a two-bus and one-station pilot, the scope covering one 40-foot bus, one 60-foot bus, and a fixed installation at Union Station West. Following a technical review of the scope, cost proposal, system architecture, and vehicle plans, staff have determined that the proposed solution is viable for a multi-stage, proof-of-concept deployment. As a result, Metro is proceeding with a sole-source procurement to initiate the pilot under a structured, phased approach that includes a fixed-location installation and two bus-based options.

The onboard weapons detection proof-of-concept pilot will begin with a baseline deployment at a fixed location incorporating dual detection units, cloud-connected AI-enhanced IP cameras, and integration with Metro's Genetec video management system. This baseline deployment is designed to validate core system functionality, alert generation, false positives, integration stability, and ease of operations in a controlled environment. The fixed-location implementation will allow staff to assess real-time performance data, operator feedback, throughput metrics, and response workflows before advancing to mobile configurations.

Critically, the outcomes of the fixed deployment will inform Metro's decision on whether to exercise Option 1 (installation on a 60-foot articulated bus) and Option 2 (installation on a 40-foot standard bus). These vehicle-based options remain contingent on multiple criteria: demonstrated system performance, cost-effectiveness, infrastructure compatibility, and operational need. This staged structure allows Metro to manage technical and financial risk while preserving flexibility for expansion if justified by pilot results.

VIDEO ANALYTICS BRANDISHED FIREARM DETECTION

Staff continue to make progress evaluating video and camera system upgrades required to support brandished firearm detection. Metro met with the highest-performing vendor from prior testing throughout March and requested detailed technical and site assessment documentation. SSLE has started to coordinate internal reviews and data population.

In April, Metro staff met to review proposed camera specifications. The current state of CCTV and network systems at rail station locations is similar to other Metro locations, such as rail and bus divisions. The conditions described below, such as insufficient resolution, low frame rates, and constrained network bandwidth, are informed by prior project experience, routine system maintenance, and ongoing troubleshooting efforts. These observations, while grounded in operational knowledge, do not yet reflect the results of a formal, systemwide infrastructure evaluation.

To address this, a formal systemwide infrastructure review is scheduled to begin in July 2025. This effort will be led by the Information Technology Services (ITS), Infrastructure Maintenance & Engineering (IM&E), and Vehicle Maintenance & Engineering departments in coordination with SSLE. The review will encompass the following components:

- A location-by-location audit of existing CCTV equipment, including camera models, placement, resolution, field of view, frame rate, and age.
- An evaluation of back-end video management systems and storage capabilities, including server capacity and redundancy.
- A network bandwidth analysis to determine current transmission speeds.
- Identification of critical infrastructure gaps that may limit the integration of video analytics solutions.
- The development of an upgrade roadmap and phased implementation plan aligned with system priorities.

Findings from this review will inform a formal infrastructure readiness assessment, which will be included in an update to the Board later this year, at a date to be determined.

As a preliminary measure, staff have included the table below, which provides a comparison between Metro’s current CCTV system capabilities and the technical requirements necessary for the successful implementation of real-time firearm detection analytics:

Category	Current Metro CCTV Capabilities	Requirements for Brandished Firearm Detection Analytics
Camera Resolution	Low to standard definition; optimized for constant live-viewing requirements	High-definition (HD) or greater to ensure visual clarity for detection
Frame Rate	Minimal frame rate; sufficient for monitoring	High, stable frame rate required for frame-to-frame analysis
Network Bandwidth	Limited; configured for low data throughput	High bandwidth is necessary to support streaming video across the network
Storage Capacity	Optimized for incident-based playback	Rapid-access capability for video-based AI processing and review
Camera Processing Load	Low processing demand; not designed for analytics workloads	Continuous data streaming to edge servers or cloud analytics systems
System Longevity	Standard operational lifespan expected	Risk of accelerated wear from higher operating loads
Use Case Fit	Suitable for live monitoring and post-incident review	Must support real-time object recognition and alert generation via AI tools

ITS, IM&E, Vehicle Maintenance & Engineering systems groups will conduct a comprehensive review of existing infrastructure, which will form the basis of the final assessment on the state of system readiness prepared by SSLE. Ultimately, the assessment and its findings will be presented to the Board within the extended 12-month pilot timeframe.

COMMUNITY ENGAGEMENT

SSLE staff have presented to different community advisory groups on the topic of passenger screenings and weapons detections. Updates on the findings from the initial pilots have most recently been presented to the Accessibility Advisory Committee (AAC) on March 13, 2025, Metro's Public Safety Advisory Committee (PSAC) on April 3, 2025, and the Technical Advisory Committee (TAC) on May 7, 2025. Staff plan to present a follow-up briefing to the TAC and incorporate feedback from these stakeholders into the findings of the pilot expansion. Metro is also working more closely with the AAC to ensure that system design and operations consider the needs of riders with disabilities. These ongoing engagements support community engagement and informed implementation throughout the 12-month pilot period.

Additionally, staff have been documenting public comments on the weapons detection pilot at Metro Board meetings. MTS personnel staffed at the selected stations have received informal feedback from passengers, both positive and critical, regarding the pilot. When a rider requests to make a complaint or share an opinion, MTS collects and records all public input. To date, riders have not submitted any complaints or comments. SSLE is also working with the Customer Experience department to develop a survey, which will be another avenue for the public to share their feedback. The link to the survey will be included on signage posted at the screening locations.

EQUITY PLATFORM

The weapons detection initiatives discussed have been reviewed and are in alignment with Metro’s

Bias-Free Policing and Data Analytics policies. These screening technologies do not employ facial recognition, and staff utilize pedestrian count intervals to select passengers for secondary screening, minimizing opportunities for profiling. All deployments are reviewed for any ADA accessibility concerns to ensure all riders are able to transit through Metro stations without any negative impacts. Furthermore, staff are working closely with Metro's AAC to identify additional opportunities to improve the screening process for those with accessibility needs. MTS personnel ensure the walk-through systems are set up with an unobstructed 34 inches of space, providing adequate room for wheelchairs and mobility scooters to pass through. As mentioned above, staff is developing a public feedback survey to better understand public sentiment. To ensure that public sentiment is adequately captured, riders will be asked in the survey to identify if their feedback is based on their overall opinion of the pilot or personal experience with the screening system. Utilizing specific metrics to assess the effectiveness of concealed weapons screening addresses concerns about bias, as staff are committed to being transparent about this process.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

Metro staff will continue with the implementation of the CEIA OpenGate pilot, rotating deployments at select station entrances, which are not identified for operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i). Staff will monitor key performance indicators related to throughput, false positives, customer experience, and staffing requirements, and refine screening operations accordingly.

For the onboard bus detection pilot, SSLE will work to implement the proposed pilot.

In parallel, SSLE and Metro's technology groups will advance the agency-wide infrastructure assessment required to support brandished firearm detection and take advantage of the effort to assess readiness for integrating other video analytics solutions. This includes completing site evaluations, confirming equipment compatibility, and developing a phased upgrade plan for key facilities.

The next quarterly report will be submitted to the Board in September 2025 with updated findings, refined evaluations, and recommendations on long-term deployment strategies based on pilot outcomes.

ATTACHMENTS

Attachment A - Board Motion 39
Attachment B - Board Motion 34.1

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Stephanie Wiggins
Chief Executive Officer

Metro

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

Board Report

File #: 2025-0164, **File Type:** Motion / Motion Response **Agenda Number:** 39.

REGULAR BOARD MEETING
FEBRUARY 27, 2025

Motion by:

DIRECTORS HAHN, BARGER, SOLIS, BASS, DUTRA AND BUTTS

CONTINUATION OF WEAPONS DETECTION PILOT

The Los Angeles County Metropolitan Authority utilizes a multi-layered safety approach to help create a safe and comfortable transit experience for Metro riders and employees. Some of these measures include enhanced lighting throughout the system and improved station designs. Some additional safety layers include the deployment of safety personnel such as but not limited to Metro ambassadors, Metro Street Teams, Homeless Outreach Management and Engagement (HOME) teams, law enforcement, and contracted security.

At its April 2024 full board meeting, the Metro Board unanimously approved Motion 34.1, “Improving Safety for Metro Riders & Employees,” which included recommendations for ways to keep weapons off our system, including lessons learned from peer transit agencies.

Subsequently, at the July 2024 meeting, the Board approved a pilot to test several weapons detection technologies at two transit stations on the Metro Rail system. This pilot aimed to test available technology to enhance security and deter weapons from entering the Metro system. The Board has continued to stress the importance of preventing weapons from entering the system as a top priority to urgently strengthen safety for riders and employees. Over the past four months, multiple vendors provided equipment at no cost to Metro to evaluate the feasibility and effectiveness of these technologies.

The results of this evaluation have demonstrated the potential of these technologies to improve safety for our riders and provide a visible deterrent to individuals carrying prohibited items. Findings from these pilots indicate that Metro’s Customer Code of Conduct, which prohibits weapons or instruments intended for use as weapons, can be further enforced using advanced detection technology.

The pilot evaluation also gave Metro valuable insights about the system’s accuracy, passenger flow, operational feasibility, and scalability. While both the detection systems that were tested showed similar effectiveness in identifying concealed weapons, the pillar-type system demonstrated advantages in flexibility, portability, and reduced infrastructure requirements. However, the pilot also revealed a high rate of false positives, which required Metro to position additional security personnel

for secondary screening to minimize delays for our riders. Staff also tested brandished firearm detection through video analytics and identified a system that could integrate with Metro's existing security infrastructure once it is upgraded to a digital system.

Metro staff continue to explore the feasibility of deploying weapons detection solutions on board buses and trains. While buses present unique challenges for weapons detection, Metro staff have shared in their report that millimeter wave screening technology capability could allow for on-board weapons detection systems on our buses.

In light of the ongoing challenges and evolving safety concerns raised by our riders and employees, Metro should continue to assess, improve, and further explore the various tools, such as weapons detection systems, that could be implemented and/or strategically deployed to enhance safety on our Metro system.

SUBJECT: CONTINUATION OF WEAPONS DETECTION PILOT MOTION

RECOMMENDATION

APPROVE Motion by Directors Hahn, Barger, Solis, Bass, Dutra and Butts to direct the Chief Executive Officer to:

A. Extend and expand the deployment of the "pillar-type" weapons detection system pilot for 12 months to additional key high-traffic transit stations to gather additional data on effectiveness, false positives, staffing needs, and any impacts to passenger experience;

B. Conduct a 12-month pilot of weapons detection technology aboard a minimum of (2) Metro buses;

C. Provide a quarterly report on the requirements, feasibility, and timeline for upgrading Metro's video and camera system, to include the integration of brandished firearm detection analytics. This report should outline the infrastructure needs, estimated costs, and privacy considerations to ensure alignment with the agency's broader safety and security goals; and

D. Report back to the Board in June 2025, and on an as-needed basis, with findings and recommendations from the continued pilots.

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

Board Report

File #: 2024-0300, **File Type:** Motion / Motion Response **Agenda Number:** 34.1

REGULAR BOARD MEETING
APRIL 25, 2024

Motion by:

DIRECTORS BARGER, KREKORIAN, HAHN, NAJARIAN, BUTTS, AND SOLIS

Related to Item 34: Bus Operator Retrofit Barriers

SUBJECT: IMPROVING SAFETY FOR METRO RIDERS & EMPLOYEES MOTION

RECOMMENDATION

APPROVE Motion by Directors Barger, Krekorian, Hahn, Najarian, Butts, and Solis directing the Chief Executive Officer to report back to the board in 60 days on:

A. A preliminary investigation into fare gate hardening at our heavy and light rail stations, including identification of resources required, opportunities, and challenges associated with such an effort;

B. An update on implementation of latching faregates upon exit, including the proposed pilots of this technology at both North Hollywood and Union Stations;

C. An update on the proposed pilot interventions at Lake Ave, Hollywood/Highland, Downtown Santa Monica, and Norwalk stations, as highlighted in January's file#: 2023-0539;

D. Data collected on violent crimes committed over the past twelve months on the LA Metro system and any correlation found with an inability of the perpetrator to demonstrate a paid fare;

E. Data on outcomes of arrests for crimes against persons on the LA Metro system over the past twelve months, and instances of reoffending on the system;

F. Any current or recent legislative efforts to strengthen penalties for violent crimes against transit employees.

HAHN AMENDMENT: report back to include recommendations for ways we can keep weapons off our system, including lessons learned from peer transit agencies.

SOLIS AMENDMENT: report back to include how activating our stations, including adding kiosks and

prioritize care first station design improvements, could improve safety and provide jobs to at-risk individuals.

KREKORIAN AMENDMENT:

A. Report back to include recommendations to create holistic and reciprocal communication among Metro, local law enforcement agencies (beyond our contracted partners), the District Attorney's Office, Probation Department, and local court systems to create effective protocol concerning Be on the Lookout "BOLO" notices and Stay Away Orders; and

B. Recommendations for upgrades to the CCTV system on bus and rail facilities to support artificial intelligence and biometric technology to identify those individuals who are known repeat violent offenders, repeat disruptors to operations or individuals banned from the system by court order.

BUTTS AMENDMENT: report back to include staff’s research on current applications of millimeter wave scanners combined with video cameras and artificial intelligence and facial recognition technology that can be installed on train platforms and trains/buses with a feed into command/dispatch centers.

Weapons Detection Systems Pilot Quarterly Update

Executive Management Committee
Operations, Safety, and Customer Experience Committee
June 18, 2025

Metro

Background

April 2024
Board Motion 34.1

July 2024
The Board authorized the piloting of two weapons detection systems

August 21–October 15, 2024
Brandished Firearm Video Analytics Proof-of-Concept Pilots

October 21–December 19, 2024
Concealed Weapons Passenger Screening No-Cost Proof of Concept Pilots (Dual-lane & Pillar-type)

February 2025
Board Motion 39

June 2025
First Quarterly Update





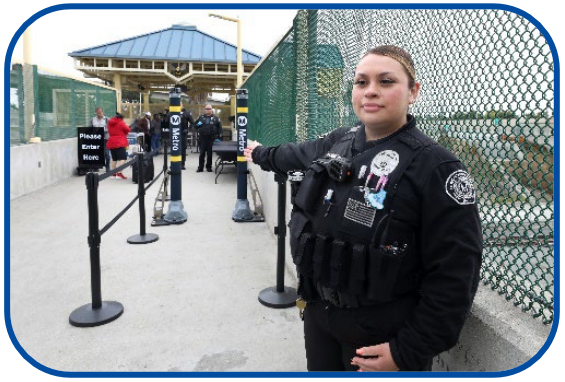
(Left to Right) Brandished Firearm Video Analytics and Concealed Weapons Detection System (Pillar-type)

Metro

Concealed Weapons Screening

12 target station locations were identified*, guided by data on weapons-related incidents, Transit Watch app reports, entrance counts, and feasibility of setup.

On April 28, passenger screenings began at the Norwalk (C Line) Station and San Pedro (A Line) Station.





Norwalk Station

Initial Findings

Norwalk Station

- MTS officers encounter an average of three bladed objects per shift
- No firearms have been detected
- On average, three individuals have declined screening per shift
- Secondary screening times averaged 10 seconds

San Pedro Station

- Similar findings to Norwalk
- Operational challenges associated with station layout
  - Narrow station footprint
  - Proximity to vehicle traffic and tracks complicate screening logistics due to electrical interference

Metro

*Selected stations are not identified for *operational security purposes, in accordance with 49 CFR § 1520.5 (b)(8)(i).*

Concealed Weapons Screening: Success Metrics

	Definition	Purpose	Goal
Weapons Arrests (Possession)	Number of arrests for possession of a weapon (gun/knife) detected during pilot deployments	Assess the potential deterrent effect of weapons screening by measuring trends in weapons-related arrests compared to baseline arrest activity at the same stations using a 60-day period before system deployment.	Decrease weapons arrests by 30%
Assault with Weapon (Gun/Knife)	Number of assaults involving a weapon occurring at screening locations	Monitor whether pilot presence correlates with reduced assaults with a deadly weapon.	Decrease assaults with a weapon by 30%
False Negatives	Incidents where a test weapon passes through the system undetected (the system fails to alert)	Assess the reliability and detection accuracy of the screening system.	False negatives <10% occurrence
Weapons Detected	Instances where the system alerts and a weapon is found during the secondary search	Measure the accuracy and deterrence of weapons.	Average number of weapons detected per screening period during 60-day deployment
Transit Watch Incident Reports (Gun/Knife)	Number of gun/knife-related incident reports submitted via the TW app during the pilot period at the stations	Supplement formal incident data with rider-reported feedback at the stations with screening locations.	Decrease by 25%
Online Sentiment (Social Media)	Monitoring of social media posts/comments mentioning weapons detection at Metro facilities	Gauge informal public feedback and public perception trends.	Decrease negative sentiment of public safety by 10%, measured at 60-day intervals after pilot initiation, compared to the 60 days before the pilot began
Cost/Benefit	Assess the financial feasibility and overall value of the deployed technologies	Fiscal sustainability.	Costs will be weighed against measurable benefits in relation to safety outcomes and customer experience.

Weapons Detection Onboard Buses

Metro's exploration of bus-based weapons detection represents *a first-of-its-kind initiative*; the effort requires designing, engineering, development, and installing a system that can accommodate different bus models.

- On March 6, the vendor surveyed two buses from Metro's fleet, and a cost proposal was provided to Metro for one 40-foot bus, one 60-foot bus, and a fixed installation at Union Station West.
- **Metro is proceeding with a sole-source procurement to initiate the pilot** under a structured, phased approach that includes a fixed-location installation and two bus-based options.
- Will begin with a baseline deployment at a fixed location incorporating dual detection units, cloud-connected AI-enhanced IP cameras, and integration with Metro's Genetec video management system.
    - The fixed-location implementation will allow staff to assess real-time performance data, operator feedback, throughput metrics, nuisance alarms and response workflows before advancing to mobile configurations.
    - Outcomes of the fixed deployment will inform Metro's decision on whether to exercise contract Option 1 (installation on a 60-foot articulated bus) and Option 2 (installation on a 40-foot standard bus).

Metro

Video Analytics
Brandished Firearm Detection

In March, Metro requested detailed technical and site assessment documentation from the highest performing vendor during 2024 testing.

- A formal systemwide infrastructure review is scheduled to begin in **July 2025**.
- Findings from this review will inform a formal infrastructure readiness assessment, which will be included in an update to the Board later this year, at a date to be determined.

Category	Current Metro CCTV Capabilities	Requirements for Brandished Firearm Detection Analytics
Camera Resolution	Low to standard definition; optimized for constant live-viewing requirements	High-definition (HD) or greater to ensure visual clarity for detection
Frame Rate	Minimal frame rate; sufficient for monitoring	High, stable frame rate required for frame-to-frame analysis
Network Bandwidth	Limited; configured for low data throughput	High bandwidth is necessary to support streaming video across the network
Storage Capacity	Optimized for incident-based playback	Rapid-access capability for video-based AI processing and review
Camera Processing Load	Low processing demand; not designed for analytics workloads	Continuous data streaming to edge servers or cloud analytics systems
System Longevity	Standard operational lifespan expected	Risk of accelerated wear from higher operating loads
Use Case Fit	Suitable for live monitoring and post-incident review	Must support real-time object recognition and alert generation via AI tools

Community Engagement

- Updates on the findings from the initial pilots have most recently been presented to the Accessibility Advisory Committee (AAC) on March 13, 2025, Metro's Public Safety Advisory Committee (PSAC) on April 3, 2025, and the Technical Advisory Committee (TAC) on May 7, 2025.
    - Metro is also working more closely with the AAC to ensure that system design and operations consider the needs of riders with disabilities.
- Feedback from patrons during station screening has been largely positive, with people expressing gratitude for Metro creating a sense of a safer environment.
- SSLE is also working with the Customer Experience department to develop a survey, which will be another avenue for the public to share their feedback.

Metro

Next Steps

- Metro staff will continue with the implementation of the concealed weapons detection system pilot, rotating deployments at select station entrances.
- SSLE will work to implement the proposed onboard bus detection pilot.

Metro

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

File #: 2025-0339, **File Type:** Oral Report / Presentation **Agenda Number:** 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations.

ISSUE

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

EQUITY PLATFORM

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

VEHICLE MILES TRAVELED OUTCOME

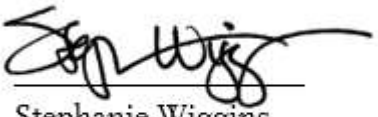
VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets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

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

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

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

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

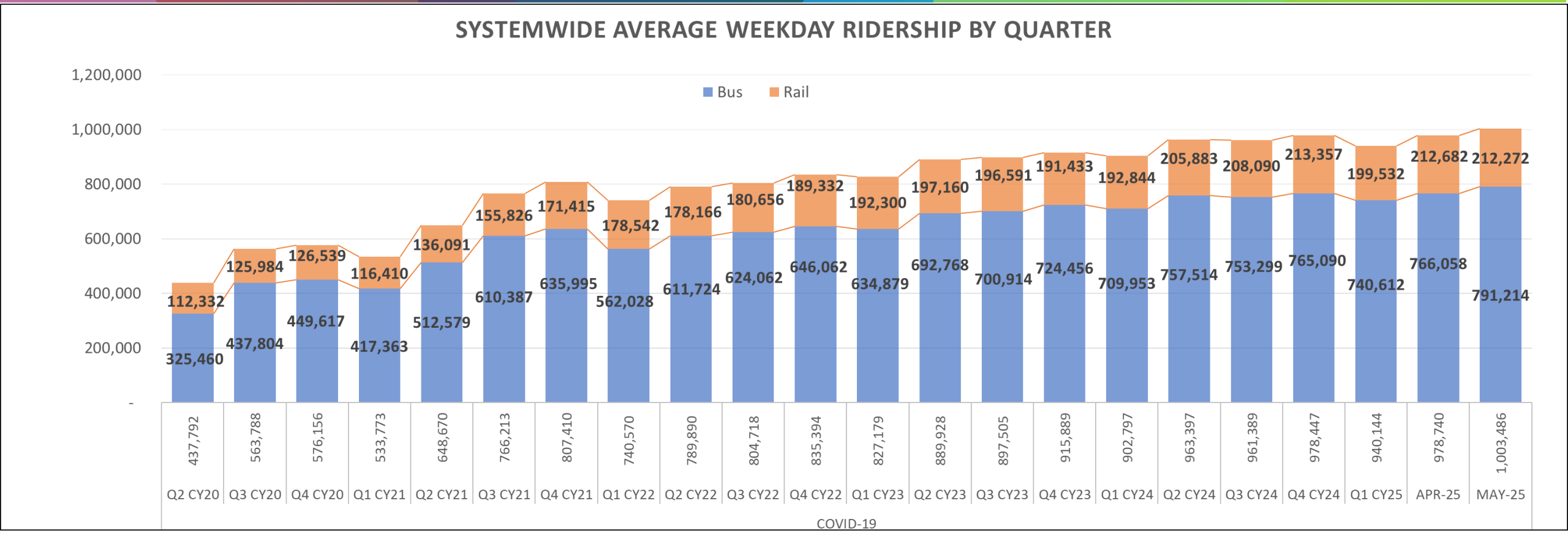


Stephanie Wiggins
Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
June 18, 2025

Ridership Update



May Total Ridership Percentage Change 2025 over 2024:

- Bus: 1.2% Rail: 0.4%
- Monitoring ridership for impacts from workers returning to full time office attendance.

May Average Daily Ridership Percentage of Pre-Pandemic:

Systemwide:

	2025	2019	%Pre-Covid
• DX:	1,003,486	1,209,399	83%
• SA:	688,186	746,592	92%
• SU:	587,881	568,549	103%

Average Weekday Rail Ridership By Line - May 2025

Line	May-25	% Recovery	May-24	% Recovery	May-19
A/E/L	123,177	71.4%	118,129	68.5%	172,427
B/D	63,114	47.0%	64,729	48.2%	134,329
C/K	25,981	95.6%	25,038	92.1%	27,190

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

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in Oct 2019 to 79.6% in May 2025 (bus stop data available month to month)
- Rail – Percent of all weekday rail activity within Equity Focus Communities increased from 51.7% in FY19 to 69% in FY24 (rail station data available Fiscal Year level)

Cancelled Service

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

May 2025 Top Ten Highest Service Cancellations by Line

Division	Line	Name	May-25	May-24	% of Line Miles in EFC
5, 18	207	Western Av	1.9%	4.2%	89%
5, 18	204	Vermont Av Local	1.7%	4.2%	98%
2	55	Compton Av	1.6%	1.3%	83%
7, 13	4	Santa Monica Bl	1.5%	2.5%	39%
2	60	Long Beach Bl	1.5%	1.7%	61%
18	210	Crenshaw Bl	1.5%	2.8%	58%
7	14-37	Beverly Bl/W. Adams Bl	1.4%	1.0%	63%
18	117	Century Bl	1.4%	3.4%	56%
1, 7	20	Wilshire Bl Local	1.4%	3.3%	29%
18	111	Florence Av	1.4%	2.2%	68%

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 6/15/24	2.4%	3.5%	4.8%
Week Ending 6/14/25	1.0%	1.0%	1.4%
Week Ending 6/7/25	0.6%	0.5%	1.8%
Week Ending 5/31/25	0.5%	1.3%	0.4%
May 2025	0.6%	0.9%	1.2%
April 2025	0.6%	0.8%	1.5%
March 2025	0.5%	0.6%	1.8%
February 2025	0.9%	0.8%	1.4%
January 2025	0.7%	0.4%	1.0%
December 2024	0.9%	1.0%	2.4%
November 2024	1.3%	1.0%	1.5%
October 2024	1.5%	1.7%	4.4%
September 2024	1.6%	1.8%	4.1%
August 2024	2.1%	1.7%	4.7%
July 2024	1.9%	1.9%	5.5%
June 2024	1.7%	2.5%	5.4%
May 2024	1.8%	1.8%	4.7%
April 2024	1.0%	1.0%	3.2%
March 2024	1.1%	0.9%	2.5%
February 2024	1.2%	0.7%	2.7%
January 2024	1.0%	0.8%	1.7%
December 2023	1.3%	1.0%	2.5%
November 2023	0.8%	0.9%	1.5%
October 2023	0.7%	0.8%	2.4%
September 2023	0.6%	0.5%	1.6%
August 2023	0.7%	0.9%	2.5%
July 2023	0.7%	0.7%	2.4%
June 2023	0.9%	1.0%	2.9%
May 2023	1.4%	1.9%	5.0%
April 2023	1.9%	1.9%	5.8%
March 2023	2.0%	1.3%	4.5%
February 2023	3.2%	3.1%	5.0%
January 2023	3.8%	3.2%	6.7%

Vertical Transportation (Elevators & Escalators)

Vertical Transportation (VT) units are essential to Metro's transit system, to:

- Ensure compliance with ADA requirements.
- Provide accessibility to Metro stations, especially for customers with disabilities, senior citizens, and patrons with young children and/or luggage.

Transit Elevators and Escalators

- There are 193 transit elevators and 183 transit escalators for a total of 376 operational transit units systemwide.
  - ✓ 42 transit elevators and 57 transit escalators for a total of 99 additional transit units will become operational within the next two (2) years as part of Metro's system expansion projects for:
    - Metro Purple Line Extensions.
    - Metro G Line Grade Separation.

Enhancement Projects

Elevator Open Door Pilot

- In the first half of 2024, there were 150 customer complaints about elevators, with 4 out of 5 complaints related to safety and cleanliness concerns.
- To address this, a pilot program was established in FY25 to have elevators hold doors open when not in use.
  - ✓ Of the 193 transit elevators, 68 units have been reprogrammed to land with doors open
    - Ambassadors report improved accessibility for customers
    - Custodians report improved odor control
    - Security reports a major reduction in loitering / willful blocking of elevators
    - Vertical Transportation is seeing more reliable uptimes
  - ✓ The remaining 125 elevators will be programmed following the Modernization Capital Project by June 2026

Vertical Transportation State of Good Repair (SGR)

Enhancement Projects

Elevator Floor Replacement

- 53 transit elevators were identified for floor replacement due to cuts, holes or tripping hazards.
  - ✓ To date, 19 elevator floors have been replaced, with an anticipated total project completion date of October 2025.

Elevator Flooring Replacement
A Line
Chinatown Station

Before



After



Enhancement Projects

Elevator Polycarbonate Installation

- Of the 193 transit elevators, 166 transit elevators with glass panels were identified for polycarbonate protective shield installations.
  - ✓ To date, polycarbonate protective shield installations have been completed on 111 of the 166 identified transit elevators.

Elevator Polycarbonate Installation
J Line
Slauson Station

Before



After



Vertical Transportation State of Good Repair (SGR)

Enhancement Projects

Elevator Attendant Pilot

- To maintain units' cleanliness & operations along with providing support & assistance to Metro patrons, in March 2025, an elevator attendant pilot program was initiated at the following stations:
  - ✓ Metro B Line (Red) Pershing Square, Westlake/MacArthur & Hollywood/Vine stations.
  - ✓ Metro A Line (Blue) Lake Station (East/West).
- Transitional Duty Program (TDP) employees perform a comprehensive elevator inspection using a daily survey and submit reports on the Transit Watch application or contact the Facilities Maintenance Control Center.
  - ✓ The following categories are reported:
    - ❑ Unsanitary Conditions (graffiti, trash, human waste)
    - ❑ Elevator equipment issues (interior/exterior- ceiling lights, missing panels or tiles)
    - ❑ Disruptive patrons
  - ✓ Feedback
    - ❑ Patrons feel more secure using the elevators in the presence of Metro staff
    - ❑ Having Metro staff on site reduces incidents (elevator overstays, misuse, inappropriate activities)
    - ❑ TDP employees and patrons still report that the lack of law enforcement/security presence is concerning to them
    - ❑ Periodically, there appears to be a lack of proper sanitation surrounding the elevators
    - ❑ All of the areas have a significant number of unhoused individuals and drug activity has been observed frequently

Vertical Transportation (Elevators & Escalators)

Reporting & Notifications of Elevators Out of Service

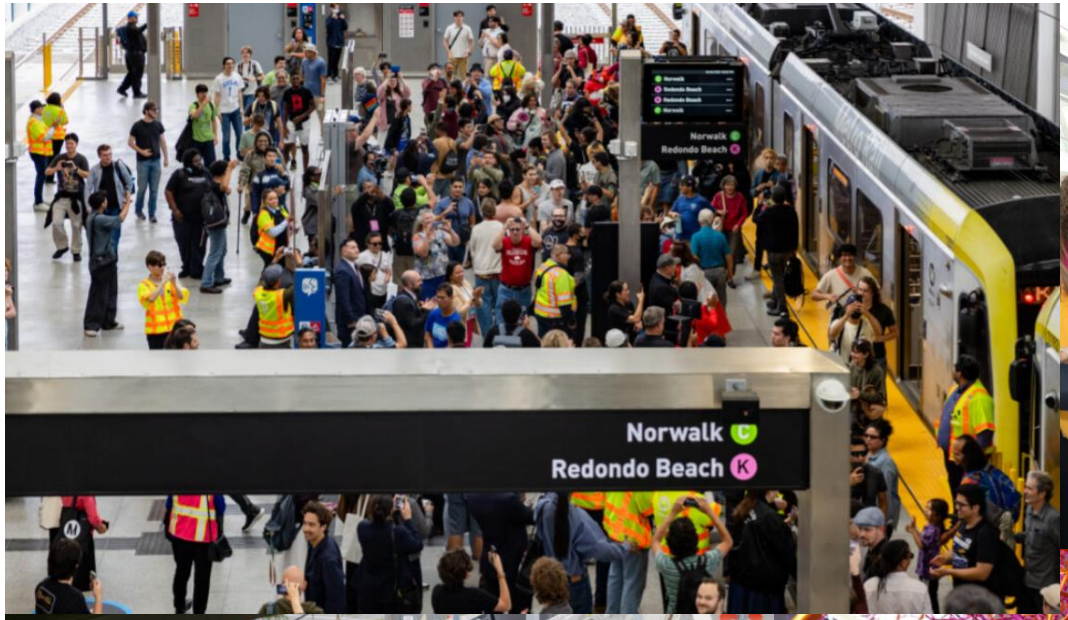
- Inquiries for Elevators & escalators out of service are reported to Metro through **LA Metro's Transit Watch app** and/or via email to **Metro's Customer Comment Analysis Tracking System (CCATS)**.
- **Metro Transit Ambassadors** support the efforts of reporting inoperable units systemwide.
- **Audio announcements** are made at stations and aboard trains advising patrons of elevator outages as well as alternate routes and transportation.
- **A daily online list** is posted on Metro's website for inoperable units with their number and location to keep patrons informed of:
  - ✓ Existing and upcoming scheduled maintenance of both elevators and escalators.
  - ✓ Units out of service for extended periods of time.
  - ✓ Reason for the outage.
  - ✓ Anticipated return to service date.
  - ✓ Alternate routes and transportation information.
- **Onsite Signs** are also posted on elevators out of service, both in English and Spanish, indicating:
  - ✓ The anticipated return to service date.
  - ✓ Alternate elevator location.
- **Access services and/or bus shuttle** arrangements are provided to accommodate patrons at stations that lack elevator redundancy.

Vertical Transportation Modernization

Milestones - VT Deliveries Pre 2028 Games

- **Elevators Modernized- Delivered by October 2027**
  - The cabs, controllers, and mechanical elements will be replaced.
    - Union Station, 7th/Metro, North Hollywood, Universal, Civic Center, & Hollywood/Highland Stations - 18 units.
- **Escalators Modernized - Delivered by January 2028**
  - The moving mechanical components will be replaced with new mechanisms.
    - Union Station - 4 units.
    - East Portal - 1 unit.
    - 7th /Metro - 1 unit.
- **Elevator Home Landings Installed – 125 Units throughout the system (A, B, C, & D Lines)**
  - Elevators drop to home station (e.g., lowest level) with the doors open.
    - Union Station - 6 units delivered by June 2026.
    - Remaining units delivered by November 2027.
- **Elevator/Escalator Monitoring Installed**
  - Allows Facilities Contracted Maintenance to remotely view the elevator/escalator operational status.
    - A (South), B (segment 1, 2, 3), C & D lines delivered by January 2028.
- **Status**: Modernization, Home Landing, & monitoring projects are in final design.
- **Risks**: Construction will be driven by procurement delivery method, available trade resources, & cost changes resulting from Tariffs.

LAX/MTC Opening Day













LAX/MTC Opening

METRO RAIL

C Line LAX/MTC to Norwalk

K Line Expo/Crenshaw to Redondo Beach

BUSES (16-Bay Bus Plaza)

Metro 102, 111, 117, 120, 232, 40 Owl

Beach Cities Transit 109

Big Blue Bus 3

Culver City Bus 6

GTrans 5

Torrance Transit 8

LAWA Metro Connector M

METRO MICRO

On-demand rideshare service, offering trips within several zones in LA County. No airport service.



RIDERSHIP

Ridership is busiest on the LAWA buses and the C and K rail lines. Operations have been smooth with no notable issues.

AMENITIES

Customer Service Center

Bike Hub

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

File #: 2025-0274, **File Type:** Oral Report / Presentation **Agenda Number:** 37.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: WORLD CUP REPORT

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Metro Operations on preparations for transit services and other agency preparations for the 2026 FIFA World Cup.

ISSUE

Los Angeles County is set to host the FIFA Club World Cup in 2025 and the FIFA World Cup in 2026, which presents a unique opportunity and challenge for Metro to provide service to a global audience with efficient and accessible transit services.

EQUITY PLATFORM

Metro is committed to ensuring equitable access for all during the FIFA Club World Cup in 2025 and the FIFA World Cup in 2026. As part of these efforts, Metro is implementing ADA accommodations across its transportation systems, including mobility enhancements such as ADA drop-offs. Metro is also collaborating with Access Services to provide specialized transportation for individuals with disabilities. These initiatives reflect Metro's dedication to inclusivity and equitable transportation solutions. Metro will continue to maintain the service levels required to transport the existing customer base and the communities near World Cup venues. Additional park and ride lots will be established to continue and provide access to the existing Metro network.

VEHICLE MILES TRAVELED OUTCOME

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

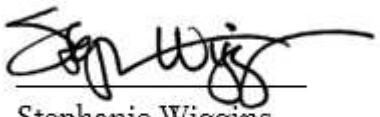
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This

item supports Metro's systemwide strategy to reduce VMT through planning and operational activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's work to support the upcoming World Cup matches in Los Angeles will focus on getting spectators to and from events using transit rather than driving alone. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

Prepared by: Chris Reyes, Senior Director, Operations Support, (213) 418-3119
Joe Forgiarini, Senior Executive Officer, Service Development (213) 418-3400

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



Stephanie Wiggins
Chief Executive Officer

World Cup Bi-Monthly Update



Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025

Overview – FIFA in LA

FIFA Club World Cup 2025

- 6 matches held at the Rose Bowl
- Service added to A and E Line, with connecting shuttle buses at Pasadena for Rose Bowl
- First game saw around 1,300 riders. Rail services accommodated ridership; Foothill Transit shuttle buses very busy, carrying over 7000.
- Parking available at the stadium

FIFA World Cup 2026

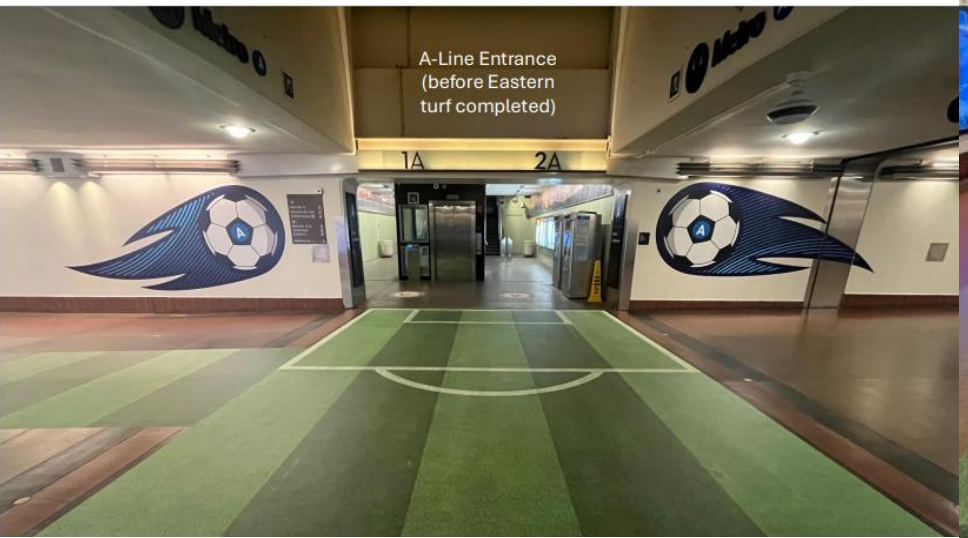
- 8 matches held at SoFi Stadium
- Expected ridership to each game is 30,000
- Expanded bus and rail transit service required

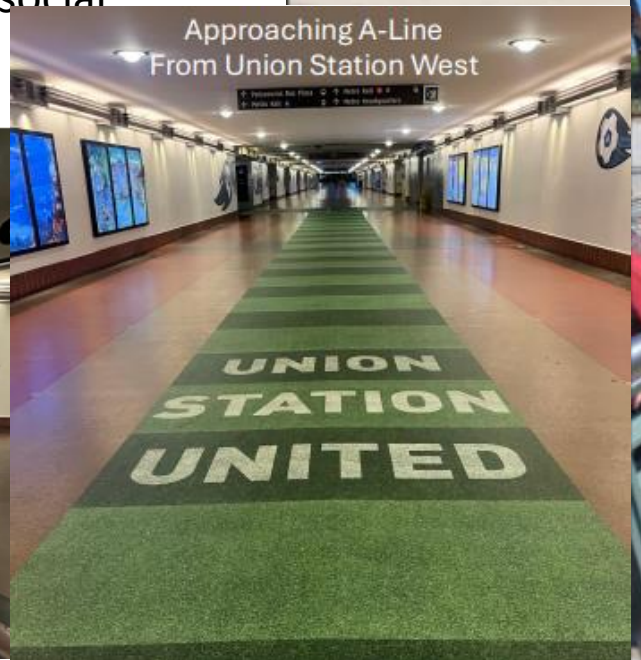
Successes (FIFA Club World Cup 2025)

- Metro has increased train frequency on the A and E Lines to accommodate the crowds
- Metro created a dedicated landing page to encourage people to take public transit to the games: https://www.metro.net/riding/rose-bowl-venue/
- Metro has staffed 7 critical stations for each of the events
- Metro is working with FIFA and various clubs on a potential Union Station activation and on social media content













Plans (FIFA World Cup 2026)

Metro is coordinating the establishment of a World Cup Games Enhanced Transit Service (WCGETS)
- Provide service to the stadiums, official FanFests, and major live sites for spectators and workforce
- 330+ buses and operators are needed to operate the WCGETS

Activate Internal Workstreams
- Metro launched an Internal Task Force to bring agency resources together
- Metro has 16 Workstreams dedicated to coordinate all aspects of Metro's plans

Partner with local Munis
- Coordinate a joint service delivery of the WCGETS with Metro, Munis and other sources
- Develop shared operating protocols and technologies

Partner with Park and Ride Lots
- Utilize Community Colleges and other large parking facilities through partnerships

Partner with Cities
- Bus only lanes and other traffic management and control measures

Fan Zones
- Metro plans to promote service to Fan Zones and Watch Parties throughout LA County

The Regional Team

- LA Metro is actively working and planning alongside regional transportation agencies. Their enthusiasm and commitment to supporting our efforts underscore the strong partnership we share in preparing for these major events.
- Partnering Agencies:

Access Services, Inc.	Montebello Bus Lines
Antelope Valley Transit Authority	Norwalk Transit Systems
City of Redondo Beach - Beach Cities Transit	OCTA
Commerce Bus Lines	OmniTrans
Culver City Bus	Palm Springs
Foothill Transit	Pomona Valley Transportation Authority
Gardena Transit	Riverside
Gold Coast Transit District	San Diego MTS
LADOT	Santa Monica Big Blue Bus
Long Beach Transit	Sun Line Transit
Metrolink	Torrance Transit

Funding and Advocacy

- FIFA Caucus event in DC April 30 (COO attended)
- APTA Legislative Conference (CEO attended)
- Rep. Sharice Davids (KS-02) and Rep. Buddy Carter (GA-01) leading appropriations request through subcommittee on Transit, Housing and Urban Development to increase transit infrastructure grants to account for $400 million for transit agencies to support the 2026 World Cup
- Rep. Garcia Capital Investment Grants sign-on letter Request for Full Funding (current circulating)
- Meeting with Congresswoman Norma Torres (included Metro, Foothill, OmniTrans, SBCTA, and Metrolink)
- Metro's overall funding request is $25 million

Our Partnership

LOS ANGELES
WORLD CUP HOST CITY SUPPORTER

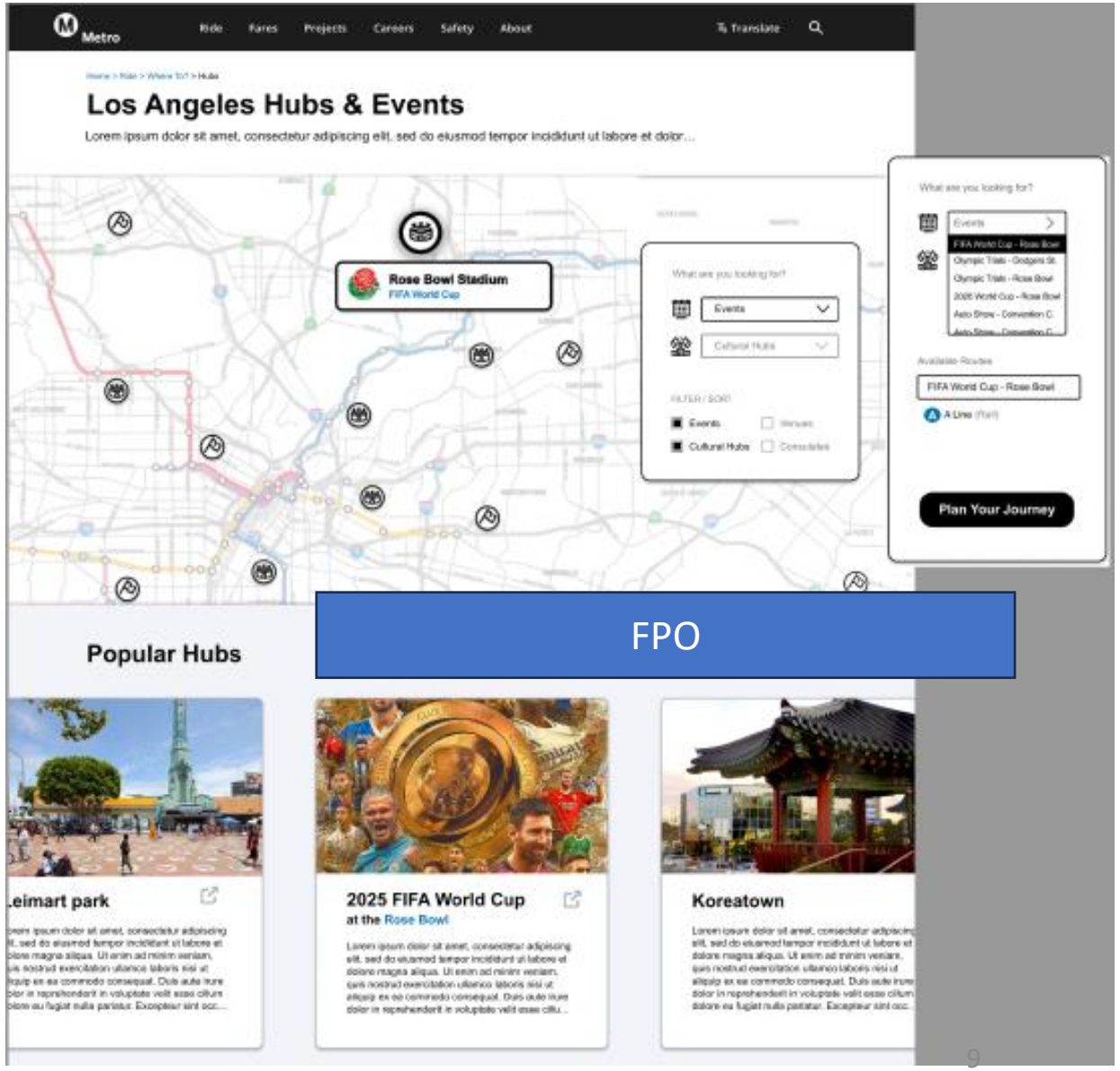
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Our Approach

- **Secure and activate long-term partnerships that help Metro become synonymous with sport and LA culture**— including Los Angeles professional sports teams, city and county sports organizations, youth organizations, sports brands and influencers.
- Implement a **phased sports marketing communications push** beginning in Q3 FY25 when World Cup partnership is announced through the 2028 Olympic and Paralympic Games.
- **Implement cross-department creative storytelling** to better communicate Metro's vision of creating a world-class transportation system and highlight the benefits and "why" behind our work.

Fan Zones / Cultural Hubs

- Metro is working with the Los Angeles Sports and Entertainment Commission and local cities to encourage people to “Go Metro” to official fan zones and transit-accessible World Cup events in the various cities and cultural hubs across the county



Customer Experience Plans

- Launch revamped website and new mobile app for the 2026 World Cup
- Identify advertisers to create station takeovers and activations across the system
- Pending FIFA approval, create customized wayfinding for the eight Los Angeles Stadium matches
- Create moments of surprise and delights for our riders during the 39 days of the tournament, e.g., performances at stations, water stations, shade stations, etc.







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

Metro

Board Report

File #: 2025-0347, **File Type:** Informational Report **Agenda Number:** 38.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: JUNE 2025 SERVICE CHANGE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on the bus and rail service changes effective Sunday, June 22, 2025.

ISSUE

Metro makes service changes twice a year in June and December to improve service for our riders. These service changes are also coordinated with bus and rail operator assignment changes required by the labor contract.

BACKGROUND

The most recent service change was implemented in December 2024 with no issues encountered with implementation, which included the transfer of two Metro lines to Pasadena Transit, detouring of the G Line at Van Nuys Station, and significant route changes at Elysian Valley (Line 96 now 296) and Willowbrook (Line 260). Ridership continues to increase, with the data from Q1 CY25 showing year-over-year growth of 4.3% for bus average weekday ridership and 3.5% for rail average weekday ridership.

Average weekly bus on-time performance has also improved from 73.4% (March 2024) to 75.0% (March 2025) in response to the many improved bus schedules, additional field supervision, operator hiring, and low bus service cancellation rates, all of which contribute to improved reliability since the December 2024 service change.

For the Metro bus system, the June 2025 service change will focus on enhancements to routes and schedules to improve reliability, connectivity, and access for customers, as well as adjusting bus lines for ongoing impacts from the fires in January 2025.

Rail service ridership continues to recover, with Q1 CY25 average weekday rail ridership at 57.2%

powered by Legistar™

and average weekend rail ridership at 78.4% of pre-COVID levels, compared to 55.3% weekday and 74.5% weekend ridership recovery a year earlier in Q1 CY24.

Rail on-time performance remained high at 99.13% for Q1 FY25 (January to March 2025) compared to 99.2% for Q1 FY24 (January to March 2024).

Rail service changes in June 2025 are minor schedule changes for the A and E Lines, with the C and K light rail line schedules already changed from June 6 with the opening of the LAX/Metro Transit Center.

DISCUSSION

Metro's June 2025 service change will take effect Sunday June 22, 2025, with a focus on improved convenience and reliability for our riders.

Rail Service:

New C and K Line light rail schedules have been developed to reflect the opening of the new LAX/Metro Transit Center on June 6, 2025. With the opening of the new LAX/ Metro Transit Center, the K Line will provide continuous passenger service south of the Westchester/Veterans Station to the LAX/Metro Transit Center and Redondo Beach Station, with no need for passengers to ride the connecting C & K Line Link bus service. LAX Metro Connector shuttle bus service provided by Los Angeles World Airports will link the new LAX/Metro Transit Center Station to the LAX terminals before the expected opening of the LAX People Mover Train in early 2026.

Weekday, Saturday, and Sunday schedule adjustments will be made to the A and E Lines, with minor changes to trip times to increase their reliability. Their service frequencies will remain the same. No changes will be made to the B and D Line subway schedules.

Bus Service:

The June 2025 bus service changes will include a range of customer experience improvements, with enhancements to routes and schedules to help people more conveniently and reliably travel where and when they need to, as well as address operational issues such as detour impacts from the January 2025 fires.

Improved Reliability:

Operator and customer feedback and system data reports on ridership and on-time performance are reviewed to identify lines with ongoing low on-time performance or crowding. Of Metro's 117 bus lines, adjustments are being made to 58 weekday, 60 Saturday, and 50 Sunday bus schedules in for the June 2025 service. These changes will better match current ridership, traffic levels and travel times in support of improved on-time performance, as well as to ensure operators have enough time to take rest breaks at the end of each trip. New schedules can be viewed at mybus.metro.net <https://mybus.metro.net>.

Adjusted Service levels:

To better align with actual ridership, eight bus lines will have a small reduction of one or two trips on weekdays and/or weekends: Lines 2, 4, 10/48, 16, 108, 134, 232. The service hours saved will be reallocated to other bus improvements.

Improved Connectivity:

Metro is making strategic route changes to improve access to key destinations, improve regional connectivity, and resolve operational issues. This includes scheduling semi-permanent route detours until further notice due to the fire zone recovery efforts in the Eaton and Pacific Palisades.

A summary of bus changes is provided below. Additional details and maps are provided in Attachment A:

- **Line 10 (Downtown LA - West Hollywood)**: Service westbound at West Hollywood to be extended to Santa Monica Bl/San Vicente Bl to allow for convenient connection to Line 4.
- **Line 28 (Downtown LA - Century City)**: Weekdays eastbound service will have one trip around 4 pm extended to start from Century City to accommodate high ridership.
- **Line 30 (Downtown LA - Pico / Rimpau Transit Center)**: East terminal will be relocated from Temple/Garey to Central Av/1st St adjacent to Little Tokyo/Arts District A & E Line Station to provide bus operators access to 24-hour facilities. This requires the relocation of the first westbound stop from Alameda/1st St to Central Av/1st St.
- **Line 51 (Downtown LA - CSU Dominguez Hills)**: A detour southbound is required due to operational issues with the right turn from eastbound 7th St to southbound San Pedro St. The detour will operate via southbound Spring St, left on 9th St, right on San Pedro St, then continue on regular route.
- **Line 62 (Downtown LA - Hawaiian Gardens)**: A segment operating on Olympic Bl between Calada St and Boyle Av will be rerouted to operate on 8th St via Olympic Bl, right on 8th St, right on Boyle Av, then continue regular route to avoid delays and reduce passenger travel times. This change has an associated change to the Line 66 route, which will be modified to travel directly via Olympic Bl, omitting 8th St.
- **Line 66 (Wilshire/Western Station - Montebello Metrolink Station)**: Line 66 operating on a segment of 8th St between Calada St and Soto St will be rerouted to operate directly on Olympic Bl. This will avoid delays, reduce passenger travel times, and has an associated change to Line 62, which will be modified to serve 8th St.
- **Line 134 (Santa Monica - Malibu):** The schedule for this line weekdays and weekends will be modified to reflect the ongoing impacts to a 10-mile section of Pacific Coast Highway from the Palisades fire with bus stop closures.
- **Line 258 (Paramount - Highland Park)**: The first weekday northbound trip will be modified to begin at Paramount/Alondra instead of Telegraph/Atlantic for customer convenience.
- **Line 260 (Willowbrook/Rosa Parks Station - Pasadena)**: Northbound route will be rerouted to depart Willowbrook/Rosa Parks Station via southbound Willowbrook Av, left on 119th St, left

on Mona Bl, right on Imperial Hwy, then continues on the regular route. This resolves operational issues with existing routes and avoids delays at the rail crossing.

- **Line 296 (Burbank Station - Lincoln / Cypress Station via Riverside Dr)**: Line 296 will be rerouted from Figueroa St to operate via Ave 26, San Fernando Rd, and Riverside Dr, adding convenient stops at Ave 26/Figueroa St to connect Lines 81, 90, 94, and 251 on Figueroa St and other nearby destinations.
- **Line 577 (El Monte Station - Long Beach VA Medical Center)**: The current south terminus at Long Beach for Line 577 on 7th St just east of Chandler St. will be relocated approximately 250 feet further east along 7th St due to operational issues with the current location.
- **Line 603 (Downtown LA - Glendale Galleria)**: Line 603 will be renumbered to Line 93 to align with Metro's standard route numbering system. Route path and service schedules will remain the same.
- **Line 602 (Westwood - Paul Revere Middle School)**: Due to fire recovery efforts in the Pacific Palisades Fire, Line 602 route is still not operating west of Sunset/ Allenford (Paul Revere Middle School). This route truncation will be made semi-permanent until further notice pending completion of recovery efforts.
- **Line 605 (Grande Vista/Olympic - LAC+USC Outpatient Clinic)**: Reroute southbound route via 4th St, left on Fresno, right on 1st St, right on Lorena, then resume regular route. There is no change to the northbound route, which resolves operational issues with two turning movements.
- **Line 660 (Del Mar Station - Woodbury Rd / Fair Oaks Av)**: Due to the fire recovery efforts in Eaton, the existing Line 660 detour route will be made semi-permanent until further notice. No service will be provided north of Woodbury Rd until recovery efforts are complete.
- **Line 662 (Del Mar Station -Woodbury Rd / Lincoln Av Layover)**: Due to Eaton fire recovery efforts, the existing Line 662 detour route will be made semi-permanent until further notice. No service will be provided north of Woodbury Rd until recovery efforts are complete.

Customer Information

Printed materials (summary brochure, service change notices, and updated schedules for each impacted line) summarizing the upcoming service changes are being distributed starting two weeks before implementation on buses, Metro.net, social media, Source posts, and on signage installed at all impacted bus stops. The June Metro Service Council meetings also provided an overview of the changes. In addition, implementation was supported by staff assigned to stops with more significant changes, as well as Metro Ambassadors throughout the system to inform riders of route changes one week before implementation.

EQUITY PLATFORM

The June 2025 service change focuses on improving customer experience for our riders, especially residents of Equity Focus Communities (EFCs) who rely on transit for their mobility. It includes revised bus schedules to enhance service reliability (on-time performance), extra bus trips for added capacity, increased bus service frequencies for reduced wait times, and rerouted bus services for

greater connectivity and improved access to opportunity.

Of the 58 weekday, 60 Saturday, and 50 Sunday bus lines with schedules revised for improved reliability, 20 weekday, 27 Saturday, and 18 Sunday lines have over 50% of their route miles operating in EFCs. Overall service cancellations are low and should remain very low (< 2.0%) as additional new bus operators are hired to maintain operator staffing levels.

The continued operation of the entire 7 million revenue hours of service based on the NextGen Bus Plan allocates the highest service levels to EFCs, where high-quality transit is a key to enhanced mobility for residents. Metro will continue to receive feedback from riders regarding the service changes via Metro Ambassadors and other agency staff deployed at key bus stops and bus lines, Metro Customer Service call centers, the Metro website, social media blog (The Source), as well as at the five Metro Service Council meetings held monthly across the Metro's service area and located in or near EFCs.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These service changes support Metro 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 transit system that is reliable, convenient, safe, and attractive to more users for more trips.

NEXT STEPS

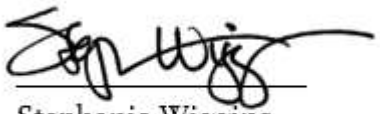
Staff will implement the June 2025 Service Change on Sunday, June 22. Marketing of the changes began on Monday, June 9, and will continue to and beyond the June 22, 2025, implementation date.

ATTACHMENTS

Attachment A - June 2025 Bus Service Changes Overview

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

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



Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

Description of June 2025 Service Change

Starting Sunday, June 22, 2025, Metro is making changes to improve reliability and get riders where they need to go, when they need to go.

New LAX/Metro Transit Center

- The new LAX/Metro Transit Center Station is set to open on Friday, June 6, 2025. This facility will replace the existing LAX City Bus Center and the Aviation/LAX Station Bus Transit Center. To enhance connectivity and improve passenger amenities, Metro will be adjusting bus Lines 102, 111, 117, 120, 232, and 40 (Owl service). These changes aim to better serve the new C and K rail lines, as well as the LAX/Metro Transit Center.
- Additionally, with the opening of the new LAX/Metro Transit Center Station, Metro will discontinue Line 857. This transition will enable passengers to travel seamlessly along the full K Line connecting Expo/Crenshaw to Redondo Beach.

Rail Service Changes

- **New Schedule:** The C and K Lines have new schedules reflecting the opening of the LAX/Metro Transit Center.
- **Improved Reliability:** We're adjusting Weekday, Saturday, and Sunday A and E Line schedules to better match actual travel times and reducing wait times for riders.

Bus Service Changes

- **Improved Scheduled Reliability:** We're adjusting schedules on multiple lines to better match actual travel times and improve connections, reducing wait times for riders.
  - ***Weekdays (Monday – Friday)*:** (Total 58 Bus Lines) 2, 4, 10, 14, 16, 18, 20, 28, 33, 35, 40, 53, 55, 60, 62, 70, 78, 92, 94, 105, 106, 134, 150, 152, 161, 165, 166, 167, 169, 182, 206, 210, 211, 217, 218, 222, 224,230, 232, 234, 236, 240, 242, 244, 246, 265, 266, 267, 460, 487, 602, 605, 611, 660, 662, 690, 720, and 761.
  - ***Saturdays*:** (Total 60 Bus Lines) Lines 2, 4. 10, 14, 16, 18, 20, 28, 33, 35, 40, 53, 55, 60, 62, 70, 78, 92, 94, 102, 105, 106, 108, 111, 117, 125, 134, 150, 161, 165, 166, 167, 169, 182, 204, 206, 207, 210, 212, 217, 222, 224, 232, 236, 240, 244, 265, 266, 267, 460, 487, 602, 611, 660, 662, 690, 720, 754, and J Line (910, 950).
  - ***Sundays*:** (Total 50 Bus Lines) 2, 4, 10, 16, 18, 20, 33, 53, 55, 60, 62, 70, 78, 92, 94, 102, 105, 106, 108, 111, 125, 134, 150, 161, 165, 166, 167, 169, 206, 207, 217, 222, 224, 232, 234, 236, 240, 244, 265, 266, 267, 460, 487, 602, 611, 660, 662, 690, 720, and J Line (910, 950).
- **Adjusted Service Levels:** To better align with actual ridership, the following lines will have a small reduction in trips on weekdays and/or weekends. The service hours saved will be reallocated to other improvements listed above:
  - Line 2: Weekday, Saturday, & Sunday
  - Line 4: Weekday
  - Line 10/48: Saturday & Sunday
  - Line 16: Weekday

  - Line 108: Saturday & Sunday
  - Line 134: Weekday
  - Line 232: Saturday & Sunday

- **Route Adjustments**: We're making strategic route changes to **improve access to key destinations, improve regional connectivity, and resolve operational issues**. This includes scheduling route detours semi-permanent until further notice due to the Eaton and Pacific Palisades Fires.
- **Selected Trip Extension:** We are extending weekday selected scheduled trips to address increased demand and customer convenience on Lines 28 and 258.
- **Renumber Line Designation:** Line 603 will be **renumbered to Line 93** to align with Metro's standard route numbering system. Route path and service schedules will remain the same.
- **NextGen Stop Consolidation Initiative:** In general, local bus service average stop spacing should be a maximum of 0.25 miles and should not exceed 0.30 miles between any two consecutive stops except in areas where local conditions and/or ridership generators may result in a wider distance between stops.
  - 15 bus lines will discontinue serving 37 stop locations to better align with Metro's stop spacing guideline.

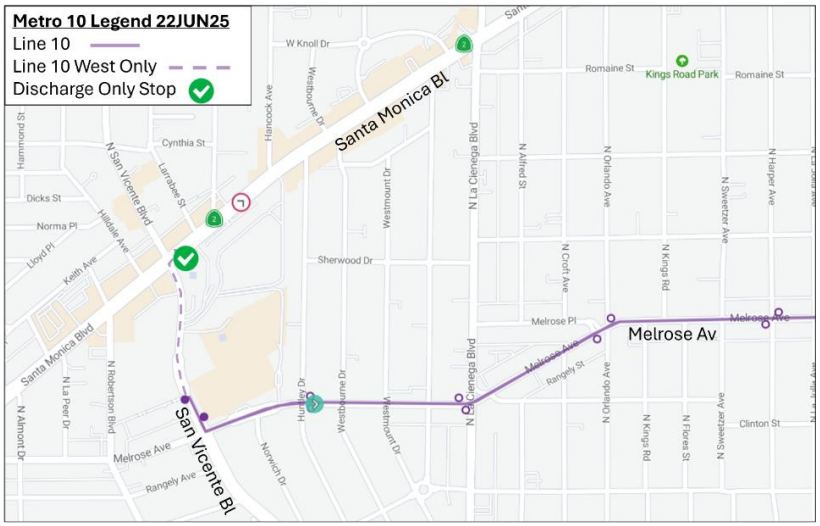
Line	Street Direction	On Street	At/ Between	At Street	Nearside /Farside	Avg Ons	Avg Offs
2	N	Hoover	A	18th St	N	7	30
2	S	Hoover	A	18th St	N	20	4
18	E	Whittier	A	Westside Dr	N	1	16
18	N	Garfield	A	Allston	N	0	2
18	S	Garfield	A	Allston	F	3	1
38	E	Jefferson	A	Hope	N	3	12
38	W	Jefferson	A	Hope	N	6	2
78	E	Main	A	Meridian	F	8	18
78	W	Main	A	Meridian	F	7	9
102	E	Jefferson	A	Hope	N	10	1
102	W	Jefferson	A	Hope	N	1	4
110	E	62nd St	A	Cimarron	N	11	5
110	W	62nd St	A	Cimarron	F	7	13
115	E	Manchester	A	Carlton	N	12	8
115	W	Manchester	A	Carlton	F	6	7
117	E	103rd St	A	Stanford	N	5	7
117	W	103rd St	A	Stanford	F	2	12
125	E	Compton	A	Willow	F	4	5
125	W	Compton	A	Spring	F	1	1
127	E	Compton	A	Willow	F	9	2
127	W	Compton	A	Spring	F	0	0

Line	Street Direction	On Street	At/ Between	At Street	Nearside /Farside	Avg Ons	Avg Offs
128	E	Compton	A	Willow	F	1	1
128	W	Compton	A	Spring	F	0	2
206	N	Normandie	A	65th St	N	23	15
206	N	Normandie	A	57th St	N	28	11
206	S	Normandie	A	56th St	N	7	15
206	S	Normandie	A	65th St	N	25	31
212	N	La Brea	A	Fairview	N	12	11
212	N	La Brea	A	Ferndale	N	10	13
212	S	La Brea	A	Ferndale	N	7	10
212	S	La Brea	A	Fairview	F	16	24
233	N	Van Nuys	A	Novice	F	11	13
233	S	Van Nuys	A	Novice	N	17	34
603	N	Hoover	A	18th St	N	13	6
603	N	Hoover	A	Alvarado	F	19	30
603	S	Hoover	A	Alvarado	N	14	28
603	S	Hoover	A	18th St	N	7	14

Improved Connectivity

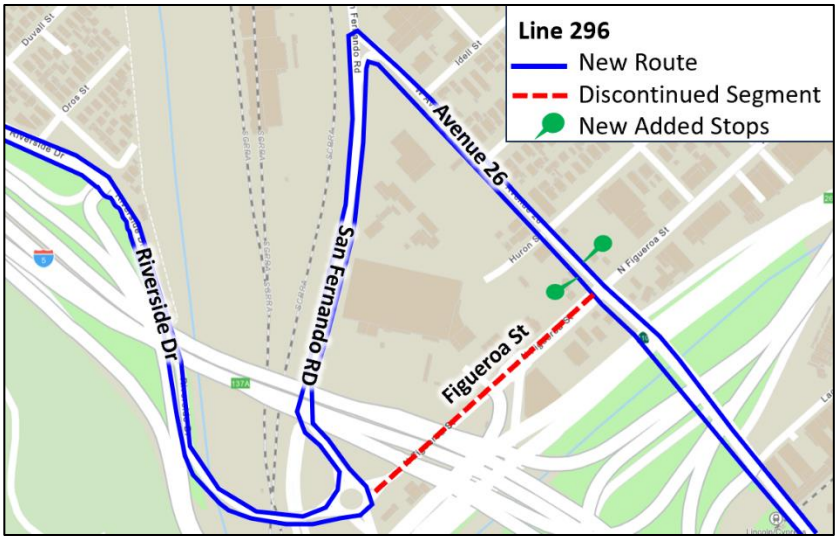
Line 10 (Downtown LA – West Hollywood)

Passenger service westbound at West Hollywood to be extended to Santa Monica Bl & San Vicente Bl to allow for convenient connection to Line 4.



Line 296 (Burbank Station – Lincoln / Cypress Station via Riverside Dr)

Line 296 will be rerouted from Figueroa St to operate via Ave 26, San Fernando Rd, Riverside Dr adding convenient stop locations on Ave 26 at Figueroa St to connecting Lines 81, 90, 94, and 251 on Figueroa St and other nearby destinations.



Fire Recovery Efforts

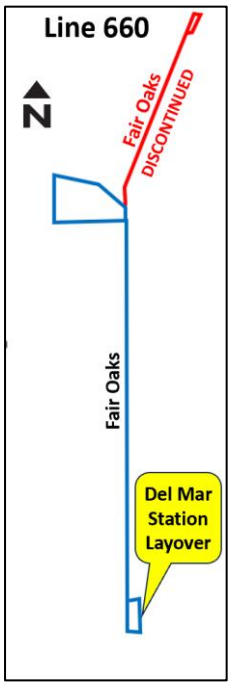
Line 602 (Westwood – Paul Revere Middle School)

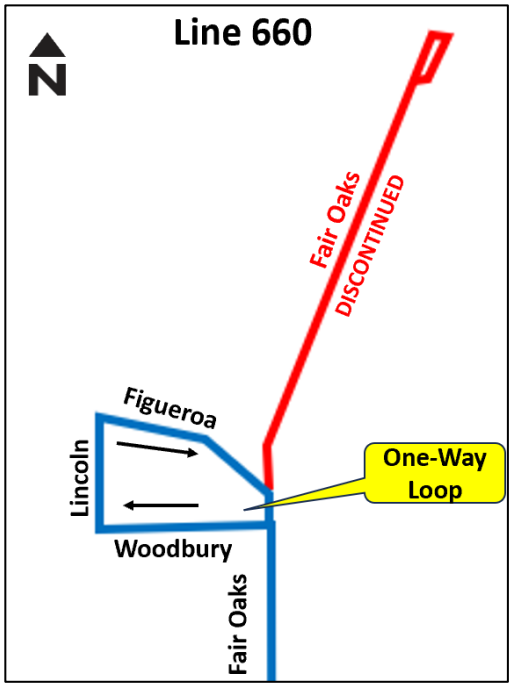
Due to Pacific Palisades Fire recovery efforts, Line 602 route will continue to not operate west of Sunset and Allenford (Paul Revere Middle School). This route truncation will be made semi-permanent until further notice pending completion of recovery efforts.



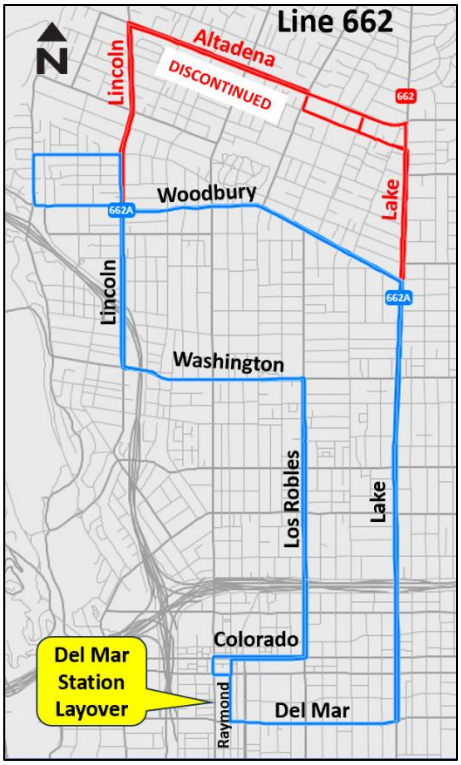
Line 660 (Del Mar Station – Woodbury Rd / Fair Oaks Av)

Due to Eaton fire recovery efforts, the existing Line 660 detour route will be made semi-permanent until further notice. No service north of Woodbury Rd until recovery efforts are complete.

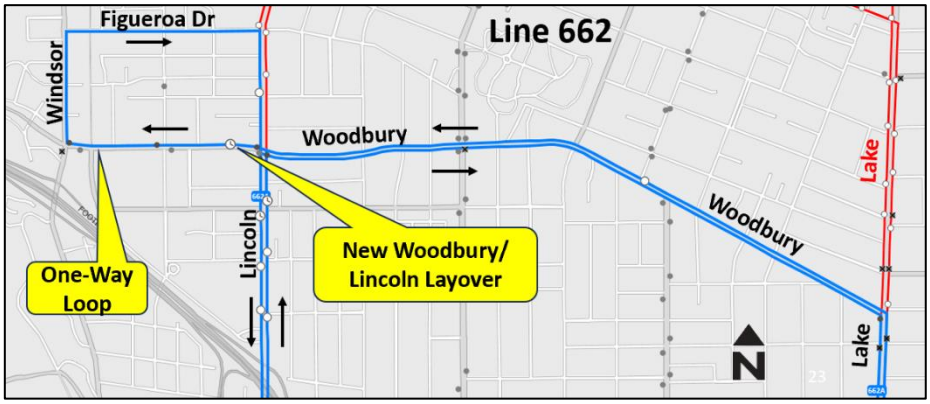




Line 662 (Del Mar Station –Woodbury Rd / Lincoln Av Layover)



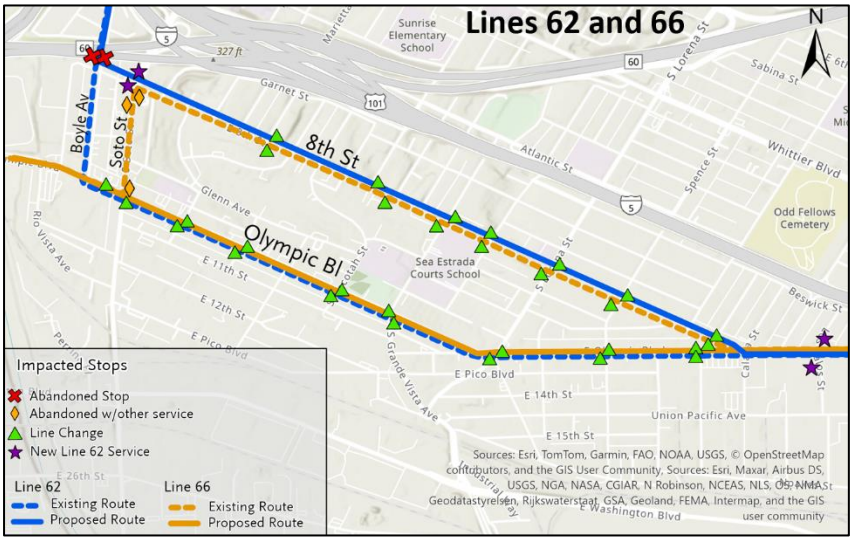
Due to Eaton fire recovery efforts, the existing Line 662 detour route will be made semi-permanent until further notice. No service north of Woodbury Rd until recovery efforts are complete.



Improved Route Efficiency

Line 62 (Downtown LA – Hawaiian Gardens)

Segment of Line 62 operating on a Olympic Bl between Calada St and Boyle Av will be rerouted to operate on 8th St via Olympic Bl, R-8th St, R-Boyle Av and regular route to avoid delay and reduce passenger travel times. This change has an associated change to Line 66 which will be altered to travel directly via Olympic Bl, omitting 8th St.



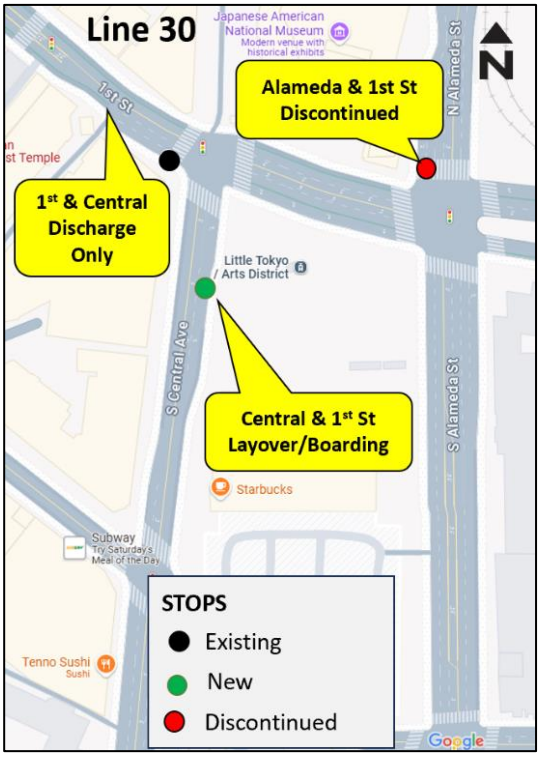
Line 66 (Wilshire/Western Station – Montebello Metrolink Station)

Segment of Line 66 operating on 8th St between Calada St and Soto St will be rerouted to operate directly on Olympic Bl to avoid delay and reduce passenger travel times. This change has an associated change to Line 62 which will be altered to serve 8th St.

Resolve Operational Issues

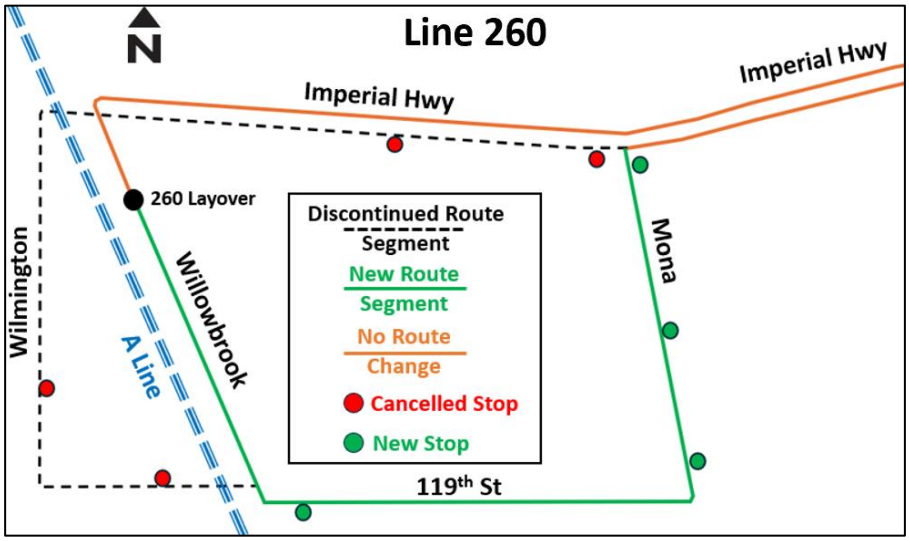
Line 30 (Downtown LA – Pico / Rimpau Transit Center)

Relocate Line 30 east terminal from Temple & Garey to Central & 1st adjacent to Little Tokyo/Arts District A & E Line Station to provide bus operators access to 24-hour facilities. This requires the relocation of the first westbound stop from Alameda & 1st St to Central & 1st St.



Line 260 (Willowbrook/Rosa Parks Station – Pasadena)

Reroute northbound departing the Willowbrook/Rosa Parks Station via southbound Willowbrook Av, L-119th St, L-Mona Bl, R- Imperial Hwy and regular route. This resolves operational issues with existing routes and avoids delays from the rail crossing.



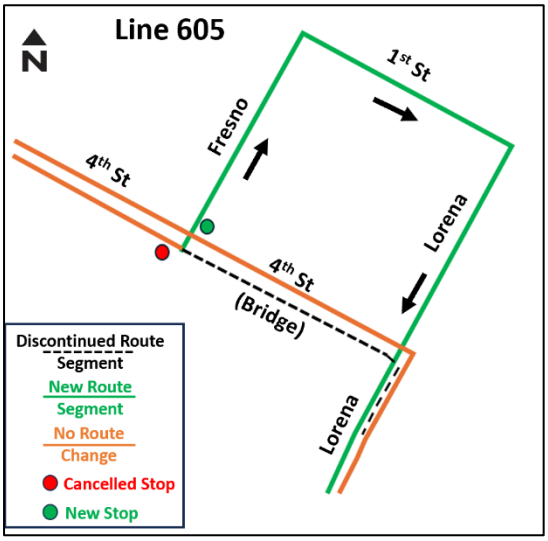
Line 577 (El Monte Station – Long Beach VA Medical Center)

The current south terminus at Long Beach for Line 577 on 7th St just east of Chandler St. will be relocated approximately 250 feet further east along 7th St due to operational problems with the current location.



Line 605 (Grande Vista/Olympic – LAC+USC Outpatient Clinic)

Reroute southbound route via 4th St, L-Fresno, R-1st St, R-Lorena and regular route. No change to the northbound route. This resolves operational issues with two turning movements.



June 2025

Service Change

Effective Sunday, June 22, 2025

Operations, Safety, and Customer Experience Committee

June 18, 2025

Metro

Bus Route Changes Effective June 22, 2025

These changes are designed to improve service reliability and connectivity for our customers based on NextGen Bus Plan, and help our operators deliver quality service.

- **Line 62:** *Segment operating on Olympic Bl between Calada St and Boyle Av in Boyle Heights will be rerouted to operate on 8th St for faster travel. Line 66 will serve Olympic Bl.*
- **Line 66:** *Segment operating on 8th St between Calada St and Soto St at Boyle Heights will be rerouted to operate directly on Olympic Bl for faster travel. Line 62 will serve 8th St.*
- **Line 134:** *Due to Pacific Palisades Fire recovery, new schedule with semi-permanent Malibu bus stop restrictions.*
- **Line 296:** *Will be rerouted from Figueroa St via Avenue 26 → San Fernando Rd → Riverside Dr, adding convenient stop locations on Avenue 26 at Figueroa St for multiple connecting bus lines.*
- **Line 602:** *Due to Pacific Palisades Fire recovery, the current detour route will be made semi-permanent.*
- **Line 603:** *Will be renumbered to Line 93 to match Metro route numbering system for downtown LA bus lines.*
- **Lines 660, 662:** *Due to Eaton Fire recovery, the current detour routes at Altadena will be made semi-permanent.*

NOTE: Beyond the changes above, four other bus lines received minor route changes for operational reasons (operator restroom access, customer request for improved access, etc.)

Improved Reliability: We're adjusting **58** Weekday, **60** Saturday, and **50** Sunday bus schedules to better match actual travel times and improve connections, reducing wait times for riders.

LAX / Metro Transit Center: Opened June 6, 2025. Lines 102, 111, 117, 232, and 40 (Owl Service Only) were rerouted to serve the new station. Line 857 (C & K Link Shuttle) was discontinued. Updated schedules for the C and K light rail lines.

Lines 62 and 66 Reroute at Boyle Heights for Faster Travel

What's Changing

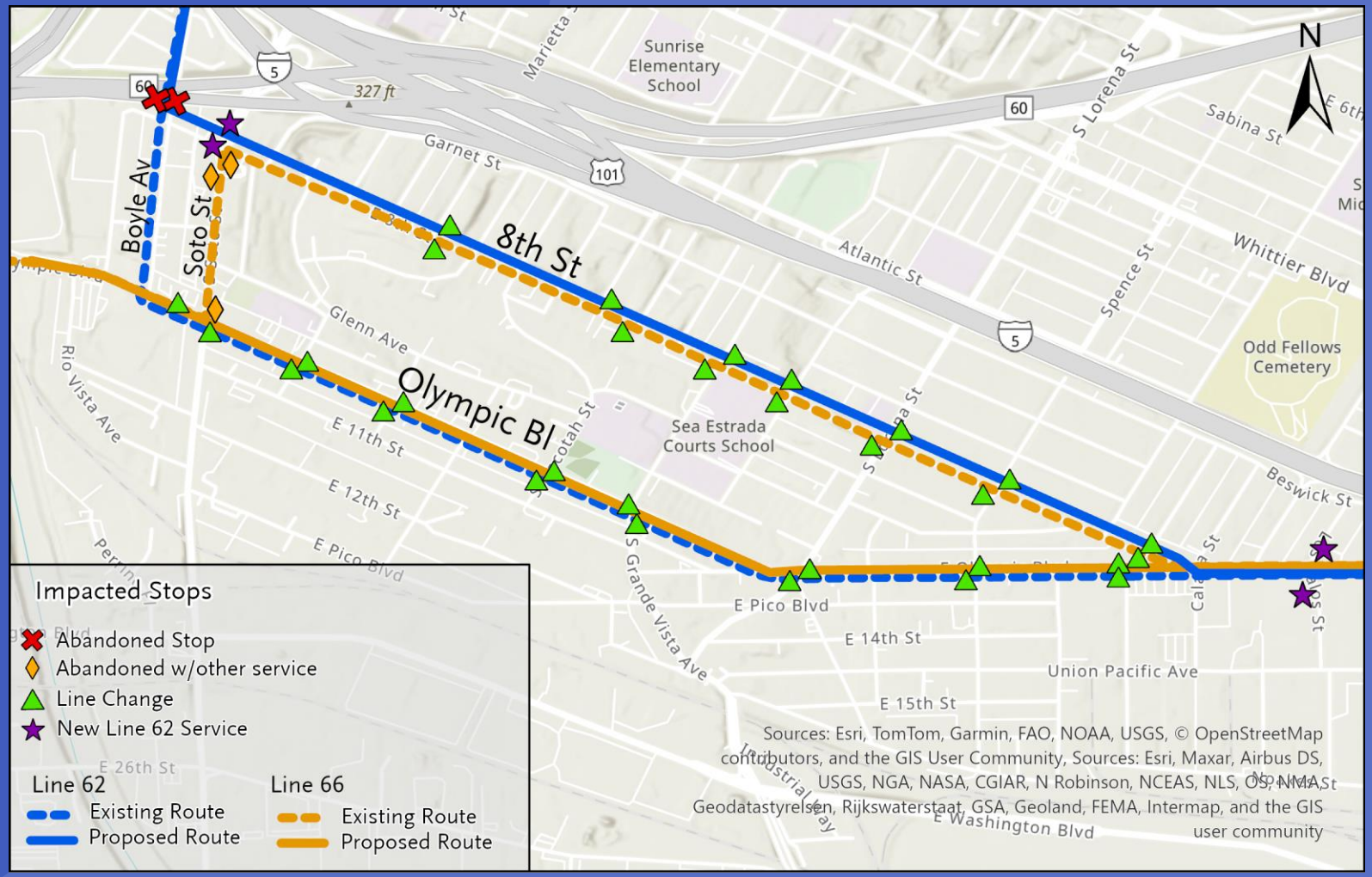
Line 62 will reroute on 8th St between Boyle Av and Olympic Bl, while Line 66 will reroute directly on Olympic Bl instead of running on Soto St and 8th St.

Impact Assessment

This NextGen reroute for Line 66 direct on Olympic Bl will save riders time. Line 62 will also run a more direct route for riders on 8th St.

Service Impact

Peak hour running times will decrease by 1 to 3 minutes for Line 66, and by up to 1 minute for Line 62.



Line 296 Reroute for Improved Accessibility

What's Changing

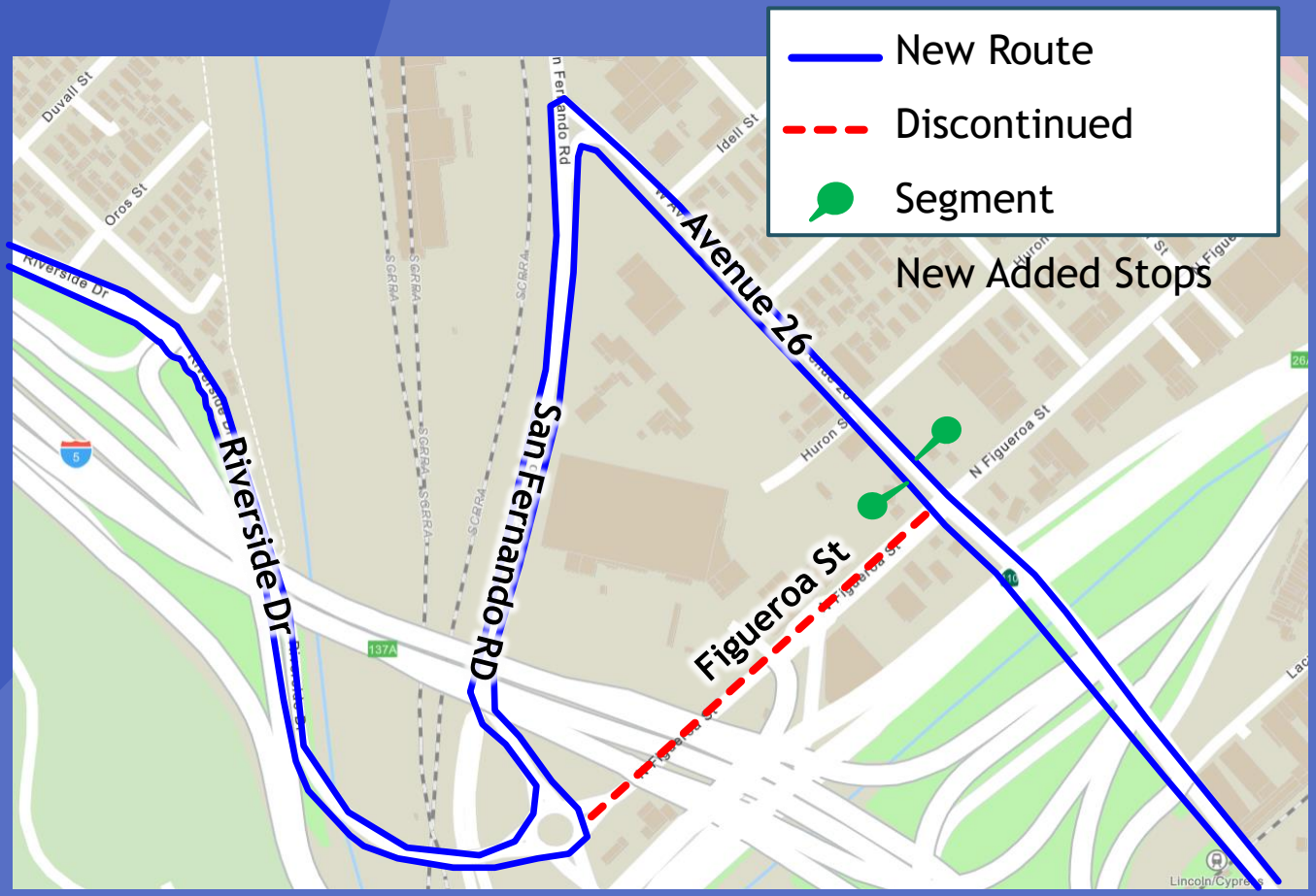
Line 296 will be rerouted from Figueroa St to operate via Avenue 26 → San Fernando Rd → Riverside Dr

Impact Assessment

Will provide bi-directional service at Avenue 26/Figueroa, a high-demand location for connections requested by riders.

New Stop Locations

- **Northbound**: Avenue 26, farside Figueroa St (shared with Lines 90, 94)
- **Southbound**: Avenue 26, nearside Figueroa St (shared with Line 251).



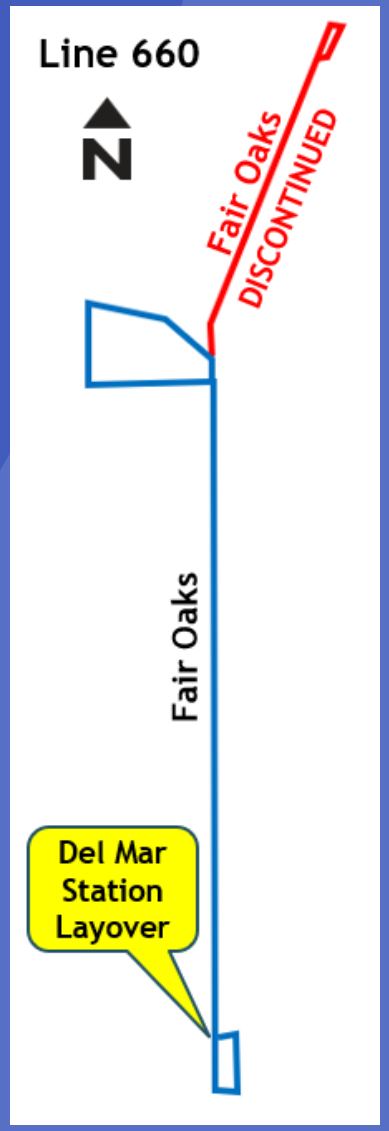
Fire Recovery Efforts

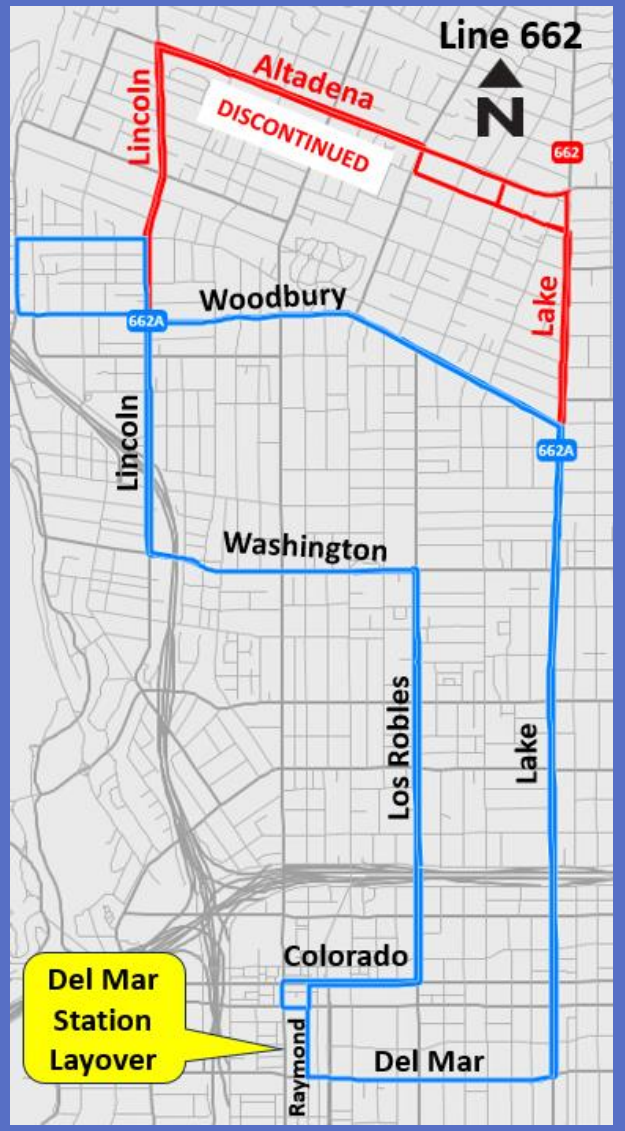
Due to Pacific Palisades Fire recovery efforts:

- ***Line 134:*** *PCH semi-permanent stop restrictions*
- ***Line 602:*** *Detour route will be made semi-permanent until further notice.*

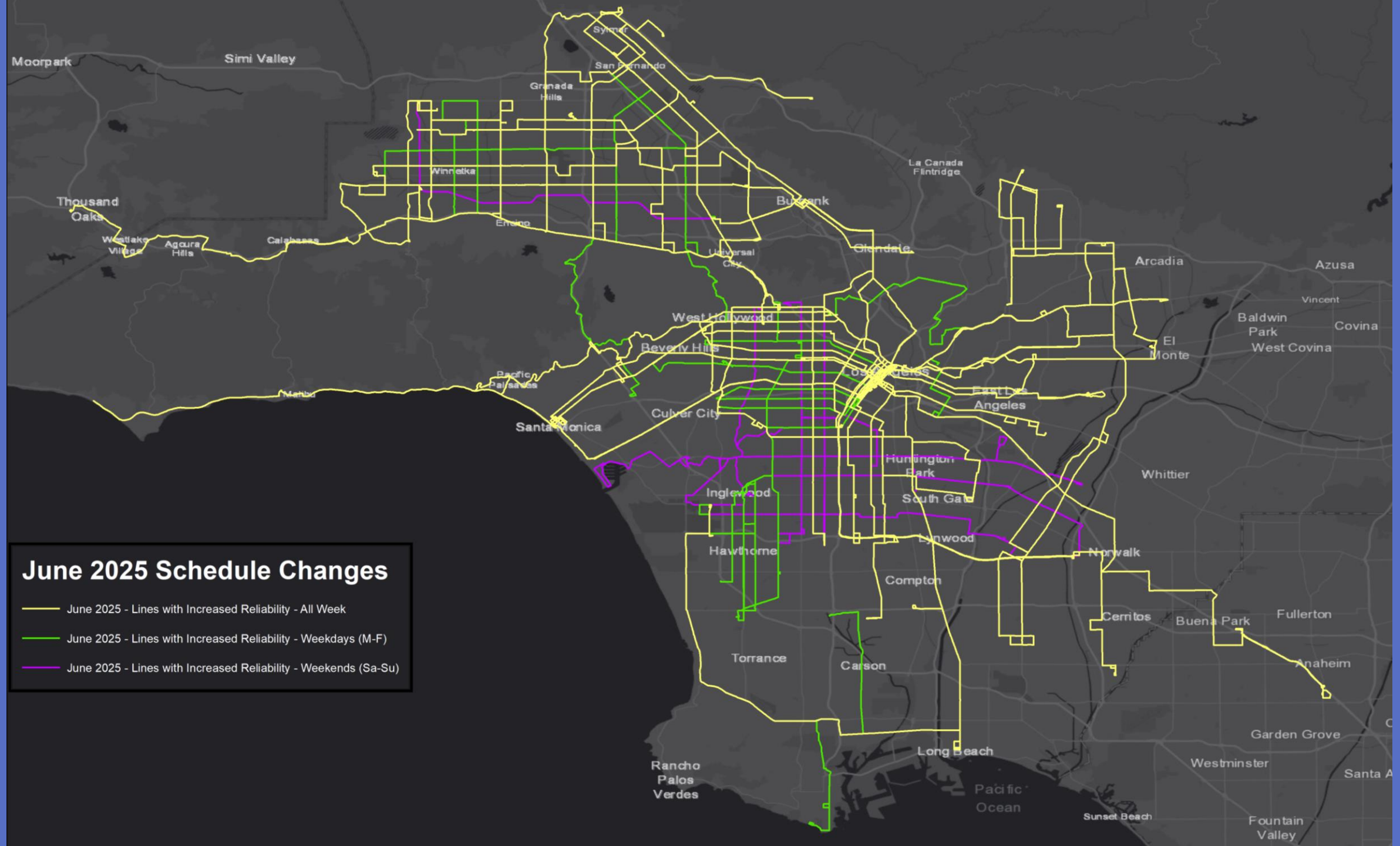


Lines 660 and 662: *Due to Eaton Fire recovery efforts, detour routes will be made semi-permanent until further notice.*



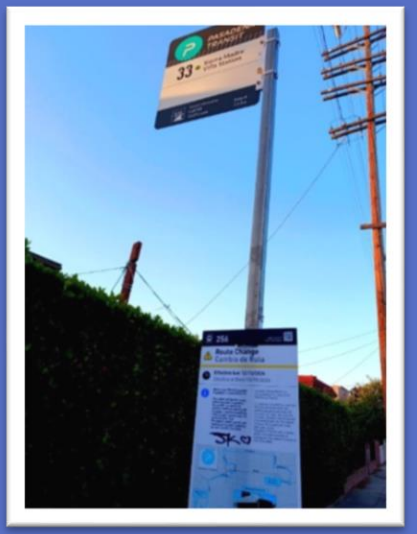


Metro

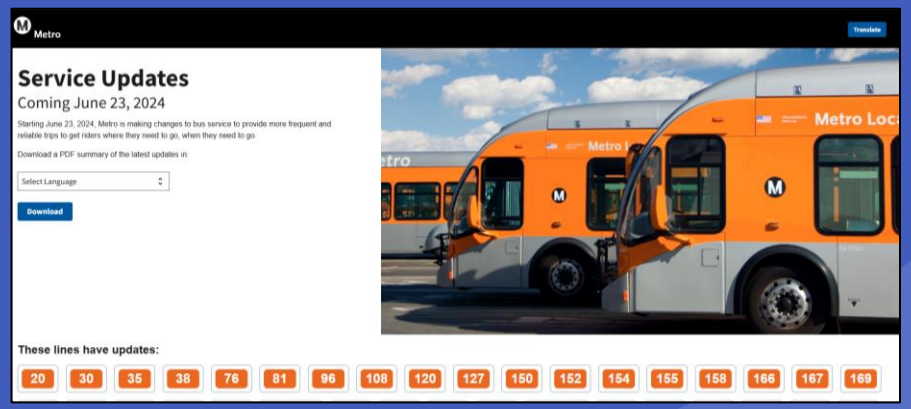

June 2025 Schedule Changes
June 2025 - Lines with Increased Reliability - All Week
June 2025 - Lines with Increased Reliability - Weekdays (M-F)
June 2025 - Lines with Increased Reliability - Weekends (Sa-Su)
Moorpark
Simi Valley
Thousand Oaks
Westlake Village
Agoura Hills
Calabasas
Sylmar
San Fernando
Granada Hills
Winnetka
Encino
La Canada Flintridge
Burbank
Glendale
Universal City
Arcadia
Azusa
Vincent
Baldwin Park
Covina
West Covina
El Monte
West Hollywood
Beverly Hills
Pacific Palisades
Malibu
Culver City
Santa Monica
Los Angeles
Eastside
Huntington Park
Whittier
Inglewood
South Gate
Lynwood
Hawthorne
Norwalk
Compton
Cerritos
Buena Park
Fullerton
Anaheim
Torrance
Carson
Garden Grove
Long Beach
Westminster
Rancho Palos Verdes
Pacific Ocean
Sunset Beach
Fountain Valley

Implementation

- Staff will work as ambassadors in areas with significant changes
- Informational signs will be installed at impacted bus stops
- Updated bus stop blades will be installed by service change date
- Take One summary brochure and line level Service Change Notices will be available on buses
- Printed schedules will be available on buses and at usual outlets
- Metro Transit Info: 323.GO.Metro (323.466.3876) Monday – Friday, 5am – 9pm, Sat/Sun – 6am – 6pm







- Online “MyBus” information portal
  - Current schedules: metro.net/riding/schedules-2/
  - Upcoming schedules: mybus.metro.net. Also available in Spanish, Chinese, Korean, Vietnamese, Japanese, Russian, and Armenian

File #: 2025-0346, **File Type:** Informational Report **Agenda Number:** 39.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

ISSUE

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

BACKGROUND

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

DISCUSSION

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

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

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

OVERVIEW

The following bullets are an overview of some outcomes for Metro's public safety and security priorities. As Metro strives to continually improve and more accurately measure the impact of its initiatives, staff have established the following outcomes, which are strategically focused on the three -pronged approach.

- **Continue to increase monthly ridership.** Metro ridership increased by 1.96% in April compared to the same month of the previous year (26,723,700 boardings vs. 26,210,300 boardings). This marked the 29th consecutive month of year-over-year ridership growth. This metric measures the overall effectiveness of all three safety initiatives.

- **Ensure access to the system is only for transit riders**. Law enforcement made 153 trespassing arrests, of which six were initiated by Contract Security in ancillary areas. All of these arrests were a result of Contract Security responding to ancillary alarms. With regular patrols by Contract Security and cleanings by custodians, this measures the effectiveness of Metro's access control
improvements.

- **Connect homeless riders to housing**. Metro Homeless Outreach Management & Engagement (HOME) referred 221 people to interim housing and placed 53 people into permanent housing in April, bringing the total to 2,378 connections to housing for this fiscal year. Having reached 132% of the FY25 goal of 1,800 connections, HOME teams continue to demonstrate their effectiveness in addressing societal issues.

- **Facilitate the reduction of violent crime**. Crimes Against Persons (violent crimes) systemwide decreased by 13.9% in April 2025 compared to March (155 vs. 180), marking the lowest total for April systemwide since 2021. This was mainly due to decreases in aggravated assaults and batteries, which could be attributed to the enhanced deployment operation that started mid-April.

- **Facilitate the reduction of thefts and vandalism**. Crimes Against Property increased by 19.7% (73 vs. 61), driven by an increase in thefts (48 vs. 39) and vandalism (24 vs. 21). In response, LAPD deployed additional officers along the E Line, as part of the special deployment, to mitigate this uptick in crime.

- **Facilitate the reduction of narcotics, trespassing, and other crimes against society**. Crimes Against Society decreased by 27.0% in April 2025 compared to the previous month (257 vs. 352) due to decreases in narcotics, trespassing, and weapons arrests. Metro

continues its access control efforts through the TAP-to-Exit Pilot and end-of-line offloading by Contract Security. More details can be found in the Systemwide Crime Stats section below. Metro reviews crimes against society to measure the effectiveness of partnerships in addressing societal issues and access control.

The aforementioned data was verified with law enforcement and internal departments, respectively. Safety improvement and crime mitigation strategic responses to KPI trends will be included in subsequent sections.

CUSTOMER COMMENTS

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

The number of submitted security-related reports has increased month-over-month between March and April, from 4,136 to 4,626. The Security Operations Center's Security Control Specialists continue to meet the FY25 SSLE target response time of 120 seconds, with a response time of 28 seconds in April. This target response time ensures a faster process for determining the proper response and dispatch of resources, improving calls for service response times on the system.

Overall Sentiment and Engagement

Public sentiment on safety and security is assessed by analyzing social media (e.g., Instagram, Facebook, Reddit) and Transit Watch app reports from the public, as well as Ambassadors, Contract Security, and Law Enforcement. Most reports from the Transit Watch app come from Ambassadors and Contract Security; therefore, the monthly sentiment data may be biased. Staff concentrated on the reports from riders in the findings presented further below.

In April, the overall sentiment about safety and security was slightly more negative than the previous month, influenced mainly by posts related to drug use on the system. The Facilities/Infrastructure topic remained the most discussed, driven by a high volume of Transit Watch incidents reported by Ambassadors and the public.

In terms of mitigating against drug use more generally, SSLE continuously reviews various sources of data to adjust deployments of uniformed personnel. Law Enforcement, MTS, and Contract Security address this issue by enforcing the penal code and Code of Conduct, respectively. LAPD and LASD actively disrupt narcotics distribution when it is observed or reported by an employee or rider, and officers carry out targeted undercover operations to stop the distribution of narcotics if they become aware of prolific issues around Metro stations. In April, LAPD and LASD made 82 and nine arrests for narcotics, respectively, while MTS cited five individuals for smoking/vaping. In comparison, LAPD and LASD made 97 and 10 arrests for narcotics in March, respectively, while MTS cited two individuals for smoking/vaping. Metro's public safety personnel are also equipped with Narcan and administer it

as needed to individuals experiencing symptoms of an overdose (refer to Attachment A for more details). More details are included in the Deployment section of this report.

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

- On Reddit, a Metro post about a decrease in violent crime per one million boardings generated positive engagement under the safety personnel topic.
- On Instagram, a post about security personnel checking riders for fare generated positive engagement.
- In Transit Watch, a USC student who just graduated stated that she is grateful for Metro to have a train system that takes her to school every day, and that she feels safe seeing Ambassadors on the system and an increase in law enforcement presence.

Like previous months, Metro's Facilities/Infrastructure garnered the most mentions, at 10,444 mentions, a 43% increase compared to March (7,294 mentions). Most of these engagements mention graffiti at stations or malfunctioning fare gates, displays, or elevators, and these types of engagements tend to carry a negative sentiment.

When discussing safety and security at specific Metro stations:

- Westlake/MacArthur Park Station generated the most mentions this month.
- Union Station generated the second-most overall engagement, followed by Hollywood/Western Station.

Most Common Customer Concerns

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

1. Graffiti - Sierra Madre Villa Station, Willowbrook/Rosa Parks Station, and Universal/Studio City Station
2. Smoking/Alcohol/Drugs - Union Station, 7th Street/Metro Center Station, and Expo/Crenshaw Station
3. Fights or Disturbances - Washington Station, 7th Street/Metro Center Station, and Southwest Museum Station

While the majority of ridership occurs on buses, most reports on the Transit Watch app focused on rail stations. Rider reports continue to highlight recurring issues related to graffiti and Code of Conduct violations (e.g., smoking, alcohol, and drug use) along the A, B, C, and E lines. This variance in reporting could be partially attributed to there being more factors to report about rail stations as compared to buses, such as elevator/escalator issues, the mezzanine areas, and activities leading into a station. Even so, Metro promotes the Transit Watch app to all patrons online, on YouTube, and through signage within the bus system. Metro continuously works to identify ways to address customer feedback and concerns. MTS and Contract Security train riding teams continue to enforce and provide education on Metro's Code of Conduct.

In response to the feedback, these observations are shared during weekly meetings between public safety partners, and security patrols are adjusted at stations with the highest observations. Staff will continue to explore best practices such as messaging and awareness campaigns, education, and video analytics to address these concerns systemwide. Metro will review the data over the coming months to see if the changes in deployment are yielding declines in each type of incident. More details on deployment are provided in the section below.

ENGAGED & VISIBLE DEPLOYMENT

The following are Metro's public safety personnel's deployment activities for April, which are intended to promote the safe access and usage of the transit system, as well as prevent and reduce crime or other societal issues within the system.

Law Enforcement

LAPD and LASD enforce the penal code on the system, including conducting trespass investigations. The table below represents law enforcement's efforts for April to enforce the penal code on the system.

Law Enforcement Efforts						
Agency	Arrests			Citations*		
	Rolling 12-Month Average	March 2025	April 2025	Rolling 12-Month Average	March 2025	April 2025
LAPD	640	421	304	844	667	492
LASD	129	92	104	131	95	95
Total	769	513	408	975	762	587

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

In April, the two law enforcement agencies made 408 arrests and issued 587 citations. Law enforcement citations and warnings are not related to fare evasion but are given for trespassing, loitering, and moving violations. Details on the demographics of individuals arrested can be found in Attachment B. Law enforcement's separate homeless outreach teams also engage with unhoused individuals on the system and offer available services; more details can be found in Attachment C.

Transit Security

A primary role of MTS is Code of Conduct enforcement. In April, MTS officers issued 94 citations and 41 written warnings for Code of Conduct violations. Refer to Attachment D for more details on MTS activity and deployment this month and a demographic breakdown of those cited.

Most of the violations, 130 (96%), were due to individuals failing to provide proof of fare. Despite the temporary pause of TAP-to-Exit at North Hollywood Station and Union Station since April 11, approximately 78% of all 135 violations in April were issued at TAP-to-Exit locations: Downtown Santa Monica (51%), North Hollywood (16%), Union Station (7%), and Downtown Long Beach (4%). MTS continues its efforts to deter those attempting to access the system for non-transit purposes in violation of the Code of Conduct. Metro will continue these efforts as the results show strong safety metrics and responsiveness to stated customer concerns about what makes them feel safe.

Metro Ambassadors

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

In April 2025, Ambassadors conducted 40,656 customer engagements and reported:

- 4,295 Cleanliness Issues (18% increase from March 2025)
- 2,872 Graffiti Incidents (21% increase from March 2025)
- 582 Elevator and Escalator Problems (12% increase from March 2025)

Bus Safety Teams

MTS Bus Safety Teams (BSTs) rotate across the top ten bus lines with reported incidents of operator assaults and bus lines with newly reported incidents of operator assaults and other significant security incidents to enforce Metro's Code of Conduct. The BSTs are augmented with law enforcement support. In April, there were 2,389 and 9,643 bus boardings by LAPD officers and LASD deputies, respectively.* For more details on MTS activities, refer to Attachment D.

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

End of Line Operations

Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations. This operation deters patrons from riding the system without a valid fare while allowing train cleaning to maintain a clean and safe environment. Offloading operations also provide security support for Metro employees (e.g., custodians, maintenance) as they perform their duties. We are seeing a substantial year-over-year decline in refusal rates. March 2025 recorded an 88% decrease in refusals compared to March 2024, while April 2025 reflected an even greater improvement with an 94% reduction compared to April 2024. These significant declines underscore the effectiveness of our ongoing strategies and interventions aimed at enhancing compliance and engagement.

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

In addition, MTS BSTs conducted EOL operations during Owl Service at G Line Chatsworth and North Hollywood Stations to address concerns from bus operators about individuals refusing to alight buses at the end of the line. These operations resulted in 144 removals for non-compliance at Chatsworth Station between March 31 and April 11, and 152 removals for non-compliance at North Hollywood Station between April 14 and May 2.

ACCESS CONTROL

Station Experience Updates

Metro is committed to safety and partners with city officials and community groups, including local

councils and businesses, to address challenges at various stations. Attachment F describes recent initiatives by the Station Experience team, including:

- To address concerns regarding dark, hidden areas at Slauson/I-110 Transitway Station, staff implemented major safety upgrades, including the relocation of map cases, high-pressure washing of the station canopy, and brighter LED lighting.
- To improve station cleanliness, Throne Bathrooms debuted at Memorial Park and Vermont/Sunset stations, successfully serving 200 people in the first three days of opening.
- To address issues with riders getting lost, staff implemented upgraded wayfinding at Vermont/Sunset Station and repaired damaged station pylons and plaza map cases.
- To enhance natural surveillance at problematic elevators, the Elevator Attendant pilot program was added to Lake Station in Pasadena.
- To address persistent safety and cleanliness concerns at the shared parking structure and outdoor plaza at Fillmore Station in Pasadena, staff have been working with internal and external stakeholders on new solutions.
- To gauge riders' perceptions of safety and cleanliness, staff surveyed 100 riders, revealing positive marks for the recent safety and cleanliness improvements at Memorial Park Station, with 96% of them saying the brighter lighting makes them feel safer.

Looking ahead, staff continue to identify hotspot stations with similar challenges to expand these best practice interventions. This includes the following:

- Staff is working with the City of Santa Monica to address the misuse of the emergency exit to trespass at Downtown Santa Monica Station.
- There are ongoing challenges with vandalism and illicit activity returning to Reseda Station. Staff is having Throne review their data to better understand the disproportionate pattern of vandalism and working to repair and restore station amenities that helped improve safety and cleanliness.

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Greater Los Angeles faces societal issues like any other metropolitan area, including homelessness and behavioral health concerns. Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system. Metro has also worked closely with other County departments to help identify programs and improve access to mental health and substance abuse resources. Addressing societal issues requires collaboration across Metro departments, so Ambassadors, homeless outreach, contract security, and law enforcement coordinate regularly to address end-of-line and hotspot stations where any societal factors are regularly present. This multi-layer deployment best positions Metro to mitigate and respond to the issues of society that occur in cities across the country, including the greater LA area.

Helping Riders Experiencing Homelessness

By connecting people to housing resources, Metro's multidisciplinary outreach teams are helping improve the safety of unhoused riders sheltering on our system. In April, MDTs enrolled 623 people into the Homeless Management Information System (HMIS) and connected 274 people to interim or

permanent housing. So far this fiscal year, HOME has enrolled a total of 5,638 people into HMIS and connected a total of 2,378 to interim or permanent housing.

Responding to Mental Health & Emotional Distress

In addition to having MDTs on the system, SSLE's law enforcement partners also have their respective outreach units deployed to respond to and assist individuals experiencing mental health crises. LAPD's Homeless Outreach and Proactive Engagement (HOPE) teams and LASD's Mental Evaluation Team (MET) both involve officers working alongside a licensed mental health clinician. These units can help de-escalate situations involving individuals suffering from mental illness and provide resources to appropriate mental health services. In April, LAPD's HOPE team engaged with 467 individuals, referring 28 of them to services. LASD's MET had 436 engagements and referred seven of them to social services. More details can be found in Attachment C. Metro also collaborates with the LA County Department of Mental Health (DMH) to ensure their mobile clinical teams can respond to referrals made by other departments, including Metro Ambassadors and HOME outreach teams. DMH staff have provided training to Metro staff on how to identify individuals appropriate for referrals and select DMH staff have been issued Metro IDs for efficient system access when mental health crises arise.

Systemwide Crime Stats - Notable Quarterly Trends (January-March 2025)

- Crimes Against Persons were low this January and February compared to the previous year, before increasing in March. Despite this increase at the end of the quarter, there was an average of 153 crimes, as compared to 152 in the same period last year.
- There were more Crimes Against Property this quarter compared to the same period in 2024, with an average of 69 crimes (55 in Q1 2024).
- Crimes Against Society remained low this past winter compared to previous winters, with a 19% decrease in average crimes during this quarter (296 vs. 366).

Systemwide Crime Stats - April 2025 vs. March 2025

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

From April 21 to May 26, the Los Angeles Police Department (LAPD), MTS, and Contract Security initiated an enhanced deployment in response to an increase in criminal activity observed in March and early April. While Crimes Against Property numbers ended the month elevated due to a spree of cell phone thefts, the enhanced deployment helped suppress violent crime (180 vs. 155 in March vs. April).

Overall, Crimes Against Persons decreased in April, but there was an increase in robberies (48% from March; 37 vs. 25). These robberies targeted cell phones and occurred mostly on the E Line. Ten robberies involving bodily force occurred within a week, which prompted law enforcement to enhance their deployment with additional officers patrolling along the E Line. Compared to the previous month, robberies with bodily force only had a slight increase from 20 in March to 24 in April.

Crimes Against Property rose due to a series of those same cell phone thefts at the beginning of the month and increased reports of vandalism. In particular, during the weeks of spring break, juveniles committed thefts on trains. Hence, as previously mentioned, LAPD deployed more resources to deter these crimes and protect riders. Unlike robberies, thefts do not involve the threat of force and are therefore categorized as property crime and not violent crime. However, they are closely related and usually trigger the same law enforcement approach.

Crimes Against Society decreased in April across all three major categories: trespassing, narcotics, and weapons. Often, crimes in these categories fluctuate with levels of enforcement. A local increase in trespassing crimes on buses appeared significant percentage-wise but came from a low base (5 in April vs. 1 in March) and can be explained by the redeployment of police officers from buses to rail lines in response
to the rise in thefts and robberies.

- Crimes Against Persons decreased by 13.9% in April compared to March (155 vs. 180). This marks the lowest total seen for April systemwide since 2021.
    - On the rail system, Crimes Against Persons decreased by 14.3% (96 vs. 112) due to decreases in aggravated assaults (25 vs. 37) and batteries (40 vs. 52). This represents the lowest number seen for April on the rail system since 2021.
    - On the bus system, Crimes Against Persons decreased by 13.2% (59 vs. 68), due to decreases in aggravated assaults (11 vs. 17) and sex offenses (3 vs. 8).
- Crimes Against Property increased by 19.7% in April compared to March (73 vs. 61).
    - On the rail system, Crimes Against Property increased by 4.8% due to an increase in thefts (33 vs. 32) and vandalism (10 vs. 9).
    - Crimes Against Property increased by 52.6% on buses as a result of more incidents of thefts (15 vs. 7) and vandalism (14 vs. 12).
- Crimes Against Society decreased by 27.0% in April compared to March (257 vs. 352).
    - On the rail system, Crimes Against Society decreased by 30.6% (236 vs. 340) due to decreases in narcotics (78 vs. 97), trespassing (148 vs. 218), and weapons (10 vs. 25).
    - On the bus system, Crimes Against Society increased by 75% (21 vs. 12), due to increases in narcotics (13 vs. 10), trespassing (5 vs. 1), and weapons (3 vs. 1).

Per One Million Boardings

- Crimes Against Persons decreased by 14.6% compared to March 2025 (5.80 vs. 6.79) and 2.5% compared to April 2024 (5.80 vs. 5.95). 5.80 incidents per one million boardings is the second lowest rate in 12 months, surpassed only by January's rate of 5.09 per one million boardings. It is also the lowest rate of incidents per one million boardings seen for the month of April since 2019.
- Crimes Against Property increased by 18.7% compared to March 2025 (2.73 vs. 2.30) and 46.1% compared to April 2024 (2.73 vs. 1.87).
- Crimes Against Society decreased by 27.6% compared to March 2025 (9.62 vs. 13.28) and increased by 4.2% compared to April 2024 (9.62 vs. 9.23).

As a result of the increase in thefts and robberies of cell phones at the beginning of April, LAPD redeployed resources, lowering the number of incidents in the latter half of the month. Additionally,

the TAP-to-Exit Pilot and the taller faregates pilot, both of which deter crime by ensuring the system is accessed by those using it for the intended purpose of transit, had a positive impact on trespassing violations. Refer to Attachment G for more details on the data normalized by ridership. Based on internal metrics and discussions with staff, law enforcement partners adjust their deployments weekly.

Mitigating Assaults Against Operators

Metro's law enforcement partners reported seven operator assaults in April, a decrease from March (7 vs. 10). Using physical force (e.g., punch, slap, kick), using a weapon or object, projectile, spit, and brandishing a weapon were the methods of assaults on operators. Of the seven assaults reported, three occurred outside the operator area, and the remaining four reported a barrier in use. Of the four assaults with a barrier, three involved physical contact. One suspect attempted to get past the barrier and pushed the barrier against the bus operator. Another sprayed mace towards the operator, affecting the operator despite the barrier. A third spat at the operator through the barrier door, striking the operator on the face and arm. The other assault had no physical contact and involved the brandishing of a weapon, resulting in an arrest for making criminal threats against the operator. See Attachment H for more details on the assaults.

In April 2024, seven out of 12 assaults caused injuries, leading to four operators needing medical treatment. In contrast, April 2025 had seven assaults, with only one medical treatment required. This indicates a continued decrease in assault severity, as retrofit enclosed bus barriers help prevent serious injuries. SSLE staff will share their analysis of the operator assaults with Corporate Safety and Bus Operations to help develop best safety practices that can be shared with operators by their supervisors. Staff will continue to analyze assaults with the bus barrier closed, and if trends show gap exploitation, will offer mitigation recommendations.

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

Mitigating Assaults Against Other Frontline Staff

Assaults on frontline staff (excluding operators) remained unchanged from March to April, with 14 assaults. The methods of assault on these frontline staff vary from suspects using their hands to shove or punch staff to throwing an object to pouring liquid onto an employee. Of these 14 assaults, seven occurred on the B Line, with two assaults at 7th Street/Metro Center Station and the rest at different stations. Three assaults occurred on the A Line at different stations, and three assaults occurred at Union Station (not line-specific).

Assaults on security officers involve physical altercations as they approach individuals to enforce the Code of Conduct, often provoking confrontational reactions. LASD provides enhanced training focused on officer safety, de-escalation, arrest laws, and customer service. Similarly, Contract Security has expanded its training to reduce officer assaults. For frontline staff like Ambassadors, Blue Shirts, and Custodians, assaults are unpredictable and can include spitting, verbal threats, or throwing objects. They also may face physical assaults. All frontline staff undergo de-escalation

training to better manage uncooperative or aggressive individuals. More details on assault methods, reasons, and mitigations can be found in Attachment H.

EQUITY PLATFORM

Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve the customer experience, and, most importantly, ensure the safety of Metro's system. The agency continues to explore initiatives, such as the taller faregates, to improve access control. The new gates are designed to be user-friendly and sturdier, deterring fare evasion while remaining ADA accessible for individuals with mobility needs. To keep operators and riders safe, Bus Safety Teams continue to conduct offloading operations at end-of-line stations. Homeless outreach teams are available at end-of-line stations to offer services to any individuals experiencing homelessness. Furthermore, as staff established the outcomes focused on the agency's three-pronged approach to safety, they utilized data from existing data sources, and each data source went through a set of verification steps, adhering to Metro's Public Safety Analytics Policy.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports Strategic Plan Goals #2.1: Deliver outstanding trip experiences for all users of the transportation system; Metro is committed to improving security and #5.6: Provide responsive, accountable, and trustworthy governance within the Metro organization; Metro will foster and maintain a strong safety culture.

NEXT STEPS

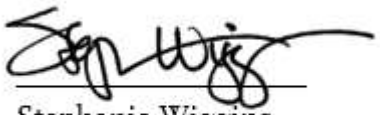
SSLE will continue to monitor the performance of its law enforcement partners, private security, and Transit Security Officers, and the agency's crime stats. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to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

ATTACHMENTS

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

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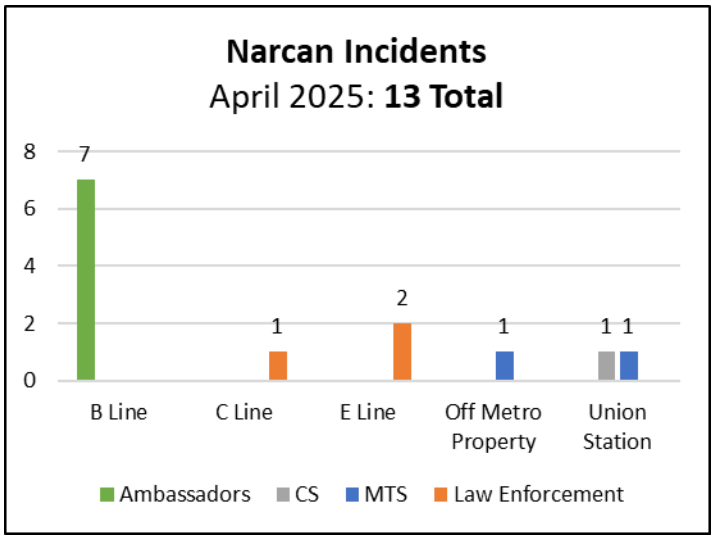
Stephanie Wiggins
Chief Executive Officer

Attachment A

Narcan Data (April 2025)

MTS, LAPD, LASD, Contract Security, and Ambassadors are equipped with Narcan and administer it as needed to individuals experiencing symptoms of an overdose.

In April, there were a total of 13 Narcan incidents, which is a decrease of 4 incidents from the prior month (17). Ambassadors reported seven incidents, Contract Security reported one, LAPD reported three, LASD reported no incidents, and MTS reported two incidents. Seven of the Narcan incidents occurred on the B Line, with four incidents occurring at Westlake/Macarthur Park Station.



SYSTEM SECURITY & LAW ENFORCEMENT

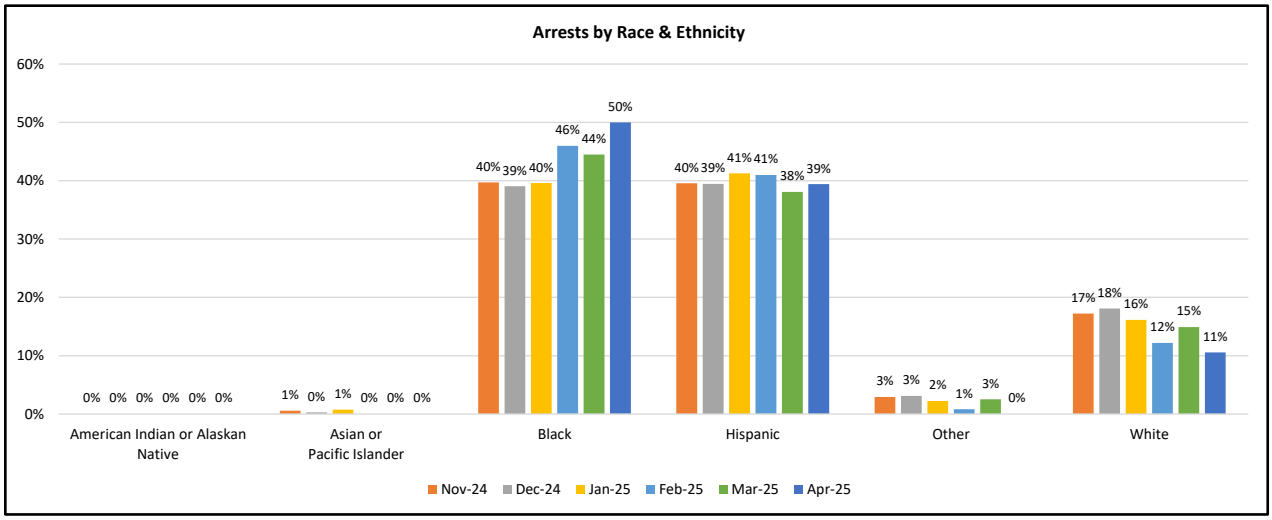
Attachment B

Arrests April 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Systemwide - Arrests	0	0	0	0	13	39	8	33	0	0	2	9	104*
Total	**0**		**0**		**52**		**41**		**0**		**11**		**104**
% Share	**0.00%**		**0.00%**		**50.00%**		**39.42%**		**0.00%**		**10.58%**		**100.00%**

**Due to a system issue with LAPD's new crime reporting database, LAPD arrests demographics were unavailable at this time. This attachment includes only arrests with demographics data and therefore underreports the true number of arrests. LAPD is working on resolving this issue for future reports.*

Arrests April 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
Bus Systemwide (includes G & J Lines)	0	0	0	0	4	12	2	7	0	0	2	3	30
Rail Systemwide	0	0	0	0	9	27	6	26	0	0	0	6	74
Union Station and 7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**0**		**0**		**52**		**41**		**0**		**11**		**104**
% Share	**0.00%**		**0.00%**		**50.00%**		**39.42%**		**0.00%**		**10.58%**		**100.00%**

Arrests (by Line, Bus, Union Station, and 7th & Metro Station) April 2025	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		Total
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	
A Line (Blue)	0	0	0	0	3	12	5	16	0	0	0	2	38
B Line (Red)	0	0	0	0	0	0	0	0	0	0	0	0	0
C Line (Green)	0	0	0	0	5	5	1	6	0	0	0	1	18
E Line (Expo)	0	0	0	0	1	7	0	2	0	0	0	1	11
Bus - G Line (Orange)	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus - J Line (Silver)	0	0	0	0	0	1	0	1	0	0	0	0	2
K Line	0	0	0	0	0	3	0	2	0	0	0	2	7
Union Station	0	0	0	0	0	0	0	0	0	0	0	0	0
7th & Metro Station	0	0	0	0	0	0	0	0	0	0	0	0	0
Bus Systemwide (excludes G & J Lines)	0	0	0	0	4	11	2	6	0	0	2	3	28
Total	**0**		**0**		**52**		**41**		**0**		**11**		**104**
% Share	**0.00%**		**0.00%**		**50.00%**		**39.42%**		**0.00%**		**10.58%**		**100.00%**



SYSTEM SECURITY & LAW ENFORCEMENT

Attachment C

Law Enforcement Homeless Outreach
April 2025

	LAPD	LASD
Contacts	467	436
Refusal of Services	161	0
Referrals	28	7
Veteran	2	0
5150	8	10
Mental Illness	85	0
Evaluations	115	0
Narcotics	152	0
Detox	0	0
Housed	5	3
Parole	5	0
Probation	19	0
Cleanup requests	22	0
Cleanups	52	0
Hospital	0	4
Food/Clothing	0	1

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

Metro Transit Security Activities (April 2025)

MTS Citations and Warnings		
	April 2025	12-month Avg
Citations	94	504
Warnings	41	199

MTS Citations and Warnings - April 2025	
Category	**Count**
Proof of Fare	130
Smoking/Vaping	5
Total	**135**

MTS Citations & Warnings Demographics* - April 2025													
	American Indian or Alaskan Native		Asian or Pacific Islander		Black		Hispanic		Other		White		
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Total
	0	1	0	2	5	51	4	41	0	1	3	27	135
Total	**1**		**2**		**56**		**45**		**1**		**30**		**135**
% Share	**0.74%**		**1.48%**		**41.48%**		**33.33%**		**0.74%**		**22.22%**		**100%**

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

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

Metro Transit Security's Bus Safety Teams conducted end-of-line operations during Owl Service at G Line Chatsworth and North Hollywood Stations to address concerns from bus operators about individuals refusing to alight buses at the end of the line.

TRANSIT SECURITY BUS SAFETY TEAMS – APRIL 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS[2]	VERBAL WARNINGS[3]
03/31/25 – 04/04/25	2, 4, 20, 40, 207, 720, G Line	152	148	82
04/07/25 – 04/11/25	2, 4, 20, 40, 207, 720, G Line	157	142	89
04/14/25 – 04/18/25	2, 4, 20, 40, 207, 720, G Line	154	141	87
04/21/25 – 04/25/25	2, 4, 20, 40, 207, 720, G Line	153	144	88
04/28/25 – 05/02/25	2, 4, 20, 40, 207, 720, G Line	155	147	85

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

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

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

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

TRANSIT SECURITY FARE COMPLIANCE TEAMS – APRIL 2025			
DEPLOYMENT PERIOD	LINES COVERED[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
03/31/25 – 04/04/25	A, B, C, E	261	128
04/07/25 – 04/11/25	A, B, C, E	267	134
04/14/25 – 04/18/25	A, B, C, E	262	127
04/21/25 – 04/25/25	A, B, C, E	264	132
04/28/25 – 05/02/25	A, B, C, E	263	129

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

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

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

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

TRANSIT SECURITY TRAIN RIDING TEAMS – APRIL 2025				
DEPLOYMENT PERIOD	LINES COVERED	TRIPS[1]	REMOVALS – FARES[2]	REMOVALS – CoC[3]
03/31/25 – 04/04/25	A, B, C, E	104	131	92
04/07/25 – 04/11/25	A, B, C, E	102	127	88
04/14/25 – 04/18/25	A, B, C, E	107	134	99
04/21/25 – 04/25/25	A, B, C, E	102	124	91
04/28/25 – 05/02/25	A, B, C, E	103	128	93

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

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

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

Metro Ambassadors Activities (April 2025)

In addition to regular deployments, Metro Ambassadors also provided crowd control and wayfinding support for special events such as the inaugural Crenshaw Mile, OASC Annual Black History Tour, CicLAvia: Koreatown Meets Hollywood, and the AOC/Bernie Sanders Rally. Ambassadors also provided support for ongoing service alerts to include the A Line North bus bridges, the J Line East elevator outages, and Dodger home games and soccer games.

LAX/ Metro Transit Center Start Up Emergency Management Full-Scale Exercise: On 4/9, Metro Ambassador teams participated in the Metro AMC/MTC Station “Active Shooter” full-scale exercise coordinated by Emergency Management.

Redeployment for Pacific Palisades High School Students – Downtown Santa Monica: In late April 2025 (4/22–4/25), the City of Santa Monica began hosting Pacific Palisades High School students at the former Sears building, located across the street from Metro’s Downtown Santa Monica E Line Station, for the remainder of the school year. In response, Ambassador teams were redeployed to remain stationed at Downtown Santa Monica and Expo/Bundy to assist students with wayfinding and navigating their exit from the station to reach the temporary school site.

Station Experience Updates (June 2025)

Slauson/I-110 Transitway Station Undergoes Major Safety Upgrades
Improvements to the northbound-to-Los Angeles platform at the J Line Slauson Station have begun. This station has longstanding safety and security challenges due to illicit activities, violence, and vandalism. Multiple teams came together to provide several major safety improvements and deep cleaning, including:

- High-pressure washing the station canopy to restore the original station art that had been caked with years of freeway dirt and soot
- Moving map cases to the back wall to eliminate areas where illicit activity can occur
- Upgrading benches with seatbacks positioned where buses berth on the station platform
- Adding brighter LED lighting, including new uplighting, to better illuminate the entire station
- Repainting safety bollards, passageways, and other station areas
- Upgraded trash receptacles
- Securely closing a secondary pedestrian overpass that had become problematic, routing all station access through the main entrance

Staff are tentatively scheduled to complete the southbound platform in mid-June, pending the availability of the multiple work crews needed to surge up for a single weekend.

Throne Bathrooms Debut at Memorial Park & Vermont/Sunset Stations
As part of the Board-approved expansion plan for safe, clean, free-to-use Throne Bathrooms, new units were deployed at Memorial Park Station and Vermont/Sunset Station, which serves as a gateway to Los Feliz, East Hollywood, the DASH Shuttle to the Griffith Observatory, Kaiser Permanente, Children's Hospital Los Angeles, and Hollywood Presbyterian.

Metro partnered with the City of Pasadena and the Old Pasadena Business Improvement District on the Memorial Park Station deployment, which was also supported by local store owners and nearby residents. These two Thrones have already successfully served 200 people within the first three days of opening.

Customer Questions Lead to Upgraded Wayfinding at Vermont/Sunset Station
As the installation of a new Throne Restroom was taking place at Vermont/Sunset Station, staff received repeated questions about key destinations outside the station. Vermont/Sunset Station is often used by people looking to connect with DASH to the Griffith Observatory and the many medical centers in the area. However, despite multiple station exits, the station lacked clear instructions as to which exit passengers should use to get to their destination.

In response, teams from Station Experience, Customer Experience, and Facilities Maintenance came together to upgrade signage, wayfinding, and the appearance of the station, including:

- Repairing vandalized and damaged station pylons and plaza map cases
- Installing Metro station graphics at previously blank entrances
- Touching up worn paint
- Upgrading trash receptacles

These wayfinding enhancements will improve our customers' experience while also enhancing safety. They will reduce the number of often-repeated questions that our frontline personnel, including Ambassadors and Transit Security Officers (TSOs), receive, allowing them to focus on safety and security. In addition, these upgrades will lessen pedestrian crossings at the busy intersection and will be especially helpful for people using Metro to reach any of the nearby medical centers.

Elevator Attendant Pilot Program Expands to Lake Station
As Metro continues efforts to reduce inappropriate activity in elevators at older stations, the Return-to-Work team recently expanded the Elevator Attendant pilot program to Lake Station in Pasadena. The elevator in this station is in the unpaid area, making it susceptible to illicit activity that disrupts access for passengers who rely on elevators, including older adults, people with mobility issues, tourists with luggage, and parents traveling with children.

This popular Transitional Duty assignment has already been successfully piloted at Pershing Square Station, 7th St/Metro Center Station, and Hollywood/Vine Station, and will soon be expanded to Westlake/MacArthur Park Station.

Safety & Cleanliness Concerns at Fillmore Station in Pasadena
Staff have been making improvements at Fillmore (A) Station, including brighter lighting, upgrades to closed-circuit television (CCTV), and classical music. They have received positive feedback, including from Metro employees who regularly use the station.

However, one outstanding area that continues to pose challenges is the shared parking structure and outdoor plaza, which are operated and maintained by different entities. Persistent issues include:

- Local gang territorial disputes
- Car break-ins of park-and-ride users, including Metro employees who use this station
- Willful blocking of parking structure stairwells
- Loitering in and around the plaza
- Hidden drug paraphernalia stored inside plaza landscaping

As a result, staff met with the property management, Pasadena PD, and Metro departments. The Station Experience team coordinated the installation of an ambient sound device, identical to the ones installed at APU/Citrus College parking structure and 37th St/USC (J) Station. While the device was immediately successful in addressing these issues, the electrical wires were subsequently tampered with and are undergoing repairs, which was a similar reaction we saw during the initial installation at 37th St/USC.

Staff are continuing the open lines of communication across the multiple entities and will provide subsequent updates on our collective efforts to address these shared areas and restore safe and clean conditions for customers, employees, and the surrounding community.

Positive Marks for Recent Safety & Cleanliness Improvements At Memorial Park Station
As staff prepare for the upcoming FIFA World Cup at the Rose Bowl and transfer point to the future Pasadena-to-North Hollywood BRT, staff have been accelerating improvements to Memorial Park (A) Station, where riders can connect to the nearby Rose Bowl Shuttle. Thus far, staff have completed:

- Debris cleanup of the track bed
- Repainting of station columns and walls
- Brighter lighting
- CCTV upgrades
- Throne Bathroom

One of the longstanding issues at this station has been the slippery tile platform surface, particularly during wet weather or overnight when moisture develops, which can cause safety concerns with large crowds of eventgoers. Given this longstanding issue, the Infrastructure Maintenance & Engineering group coordinated to sandblast the slick platform, providing substantially improved foot traction for platform boarding and alighting. They also used this opportunity to refresh the “STAY BEHIND YELLOW LINE” safety edge thermoplastic.

Given the number of improvements at Memorial Park, the Station Experience team surveyed over 100 riders this week about these recent improvements, with the following highlights:

- 99% say the brighter lighting makes the station feel *cleaner*
- 96% users say the brighter lighting makes them feel *safer*
- One in three surveyed have already used the newly installed Throne Bathroom at this station
- 93% say the Throne Bathroom makes their experience using Metro stations better *and* that the Throne Bathroom feels safer to use than a traditional public bathroom
- 93% say they want to see Throne Bathrooms installed at more Metro stations

- 96% say they would ride public transit more often if there were more accessible, free-to-use Throne Bathrooms installed

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Total Crime Summary - April 2025

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	92	153	170	125	140
Agg Assault on Op	6	11	8	13	5
Battery	229	319	348	306	294
Battery on Operator	19	46	46	37	22
Homicide	1	1	2	2	0
Rape	4	5	7	6	2
Robbery	64	110	136	87	109
Sex Offenses	34	31	46	35	43
Subtotal	**449**	**676**	**763**	**611**	**615**
Crimes Against Property					
Arson	3	3	0	1	3
Bike Theft	10	18	9	3	2
Burglary	3	7	9	4	4
Larceny	100	196	156	161	173
Motor Vehicle Theft	4	8	16	10	16
Vandalism	91	124	61	35	82
Subtotal	**211**	**356**	**251**	**214**	**280**
Crimes Against Society					
Narcotics	64	29	205	276	388
Trespassing	28	37	494	1,010	684
Weapons	18	9	41	55	73
Subtotal	**110**	**75**	**740**	**1,341**	**1,145**
Total	**770**	**1,107**	**1,754**	**2,166**	**2,040**

Total Crimes 5-Year Trend Current Month only - Systemwide

	Apr-21	Apr-22	Apr-23	Apr-24	Apr-25
Crimes Against Persons					
Agg Assault	31	42	43	32	34
Agg Assault on Op	0	3	3	6	2
Battery	59	74	75	73	70
Battery on Operator	6	11	12	6	5
Homicide	0	0	1	1	0
Rape	0	3	2	0	2
Robbery	17	23	38	28	37
Sex Offenses	10	10	14	10	5
Subtotal	**123**	**166**	**188**	**156**	**155**
Crimes Against Property					
Arson	1	1	0	0	0
Bike Theft	4	5	3	1	1
Burglary	1	2	2	2	1
Larceny	34	58	42	36	42
Motor Vehicle Theft	2	1	3	1	5
Vandalism	16	21	17	9	24
Subtotal	**58**	**88**	**67**	**49**	**73**
Crimes Against Society					
Narcotics	18	7	61	64	91
Trespassing	3	12	389	166	153
Weapons	3	1	15	12	13
Subtotal	**24**	**20**	**465**	**242**	**257**
Total	**205**	**274**	**720**	**447**	**485**

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

	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	61	116	130	83	86
Agg Assault on Op	2	0	0	0	0
Battery	157	216	244	201	181
Battery on Operator	1	3	5	0	0
Homicide	1	0	2	1	0
Rape	4	5	7	4	0
Robbery	50	93	99	56	66
Sex Offenses	21	22	26	18	21
Subtotal	**297**	**455**	**513**	**363**	**354**
Crimes Against Property					
Arson	3	3	0	1	3
Bike Theft	5	10	3	2	2
Burglary	3	5	9	4	4
Larceny	75	138	111	100	126
Motor Vehicle Theft	2	4	14	5	14
Vandalism	51	90	31	19	40
Subtotal	**139**	**250**	**168**	**131**	**189**
Crimes Against Society					
Narcotics	23	15	154	249	341
Trespassing	26	32	488	998	674
Weapons	9	8	32	48	62
Subtotal	**58**	**55**	**674**	**1,295**	**1,077**
Total	**494**	**760**	**1,355**	**1,789**	**1,620**

Total Crimes 5-Year Trend Current Month only - Rail

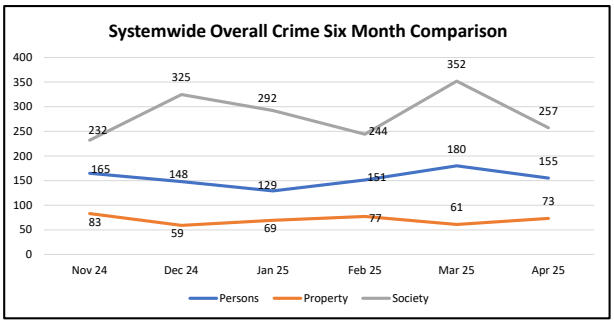
	Apr-21	Apr-22	Apr-23	Apr-24	Apr-25
Crimes Against Persons					
Agg Assault	17	35	35	22	25
Agg Assault on Op	0	0	0	0	0
Battery	36	49	54	51	40
Battery on Operator	0	0	2	0	0
Homicide	0	0	1	1	0
Rape	0	3	2	0	0
Robbery	11	20	22	21	29
Sex Offenses	7	4	10	7	2
Subtotal	**71**	**111**	**126**	**102**	**96**
Crimes Against Property					
Arson	1	1	0	0	0
Bike Theft	2	2	2	1	1
Burglary	1	0	2	2	1
Larceny	27	35	28	25	29
Motor Vehicle Theft	0	1	2	1	3
Vandalism	10	15	10	3	10
Subtotal	**41**	**54**	**44**	**32**	**44**
Crimes Against Society					
Narcotics	7	2	49	55	78
Trespassing	3	11	387	162	148
Weapons	1	1	14	12	10
Subtotal	**11**	**14**	**450**	**229**	**236**
Total	**123**	**179**	**620**	**363**	**376**

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

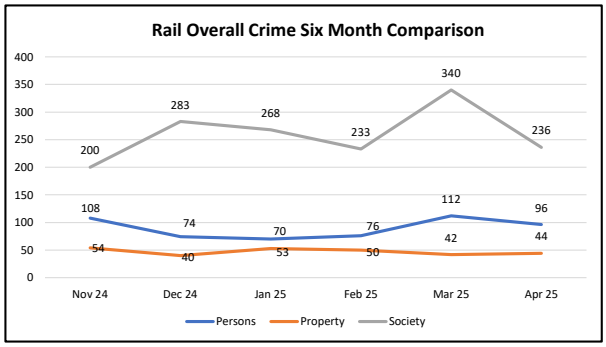
	2021	2022	2023	2024	2025
Crimes Against Persons					
Agg Assault	31	37	40	42	54
Agg Assault on Op	4	11	8	13	5
Battery	72	103	104	105	113
Battery on Operator	18	43	41	37	22
Homicide	0	1	0	1	0
Rape	0	0	0	2	2
Robbery	14	17	37	31	43
Sex Offenses	13	9	20	17	22
Subtotal	**152**	**221**	**250**	**248**	**261**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	5	8	6	1	0
Burglary	0	2	0	0	0
Larceny	25	58	45	61	47
Motor Vehicle Theft	2	4	2	5	2
Vandalism	40	34	30	16	42
Subtotal	**72**	**106**	**83**	**83**	**91**
Crimes Against Society					
Narcotics	41	14	51	27	47
Trespassing	2	5	6	12	10
Weapons	9	1	9	7	11
Subtotal	**52**	**20**	**66**	**46**	**68**
Total	**276**	**347**	**399**	**377**	**420**

Total Crimes 5-Year Trend Current Month only - Bus

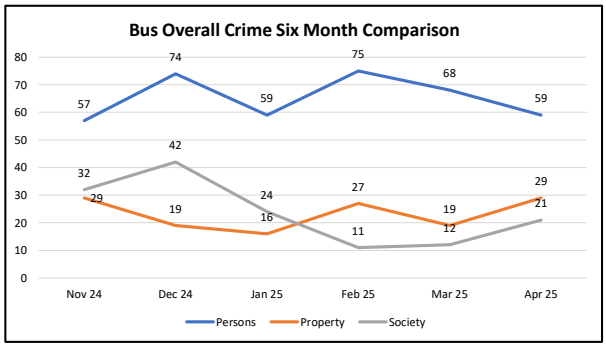
	Apr-21	Apr-22	Apr-23	Apr-24	Apr-25
Crimes Against Persons					
Agg Assault	14	7	8	10	9
Agg Assault on Op	0	3	3	6	2
Battery	23	25	21	22	30
Battery on Operator	6	11	10	6	5
Homicide	0	0	0	0	0
Rape	0	0	0	0	2
Robbery	6	3	16	7	8
Sex Offenses	3	6	4	3	3
Subtotal	**52**	**55**	**62**	**54**	**59**
Crimes Against Property					
Arson	0	0	0	0	0
Bike Theft	2	3	1	0	0
Burglary	0	2	0	0	0
Larceny	7	23	14	11	13
Motor Vehicle Theft	2	0	1	0	2
Vandalism	6	6	7	6	14
Subtotal	**17**	**34**	**23**	**17**	**29**
Crimes Against Society					
Narcotics	11	5	12	9	13
Trespassing	0	1	2	4	5
Weapons	2	0	1	0	3
Subtotal	**13**	**6**	**15**	**13**	**21**
Total	**82**	**95**	**100**	**84**	**109**



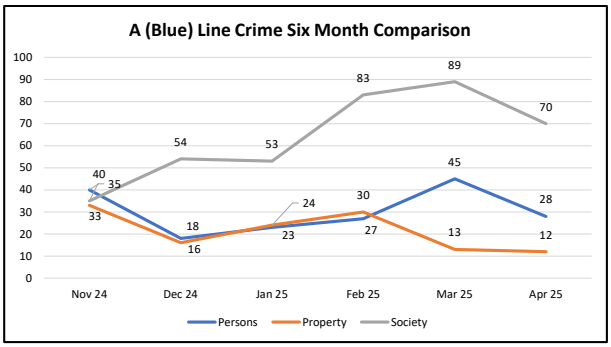
Systemwide	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	34	54	-37.0%
Agg Assault on Op	2	0	200.0%
Battery	70	78	-10.3%
Battery on Operator	5	7	-28.6%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	37	25	48.0%
Sex Offenses	5	16	-68.8%
Subtotal	**155**	**180**	**-13.9%**
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	42	36	16.7%
Motor Vehicle Theft	5	3	66.7%
Vandalism	24	21	14.3%
Subtotal	**73**	**61**	**19.7%**
Crimes Against Society			
Narcotics	91	107	-15.0%
Trespassing	153	219	-30.1%
Weapons	13	26	-50.0%
Subtotal	**257**	**352**	**-27.0%**
Total	**485**	**593**	**-18.2%**



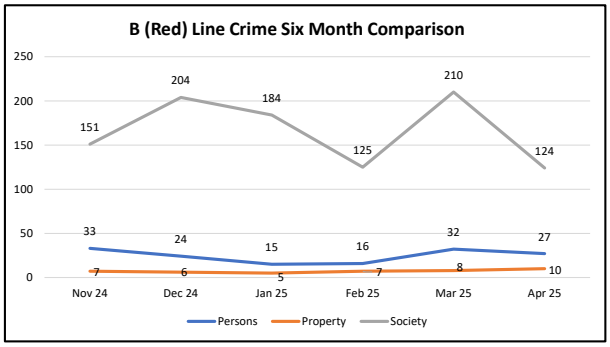
Rail	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	25	37	-32.4%
Agg Assault on Op	0	0	0.0%
Battery	40	52	-23.1%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	29	15	93.3%
Sex Offenses	2	8	-75.0%
Subtotal	**96**	**112**	**-14.3%**
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	29	29	0.0%
Motor Vehicle Theft	3	3	0.0%
Vandalism	10	9	11.1%
Subtotal	**44**	**42**	**4.8%**
Crimes Against Society			
Narcotics	78	97	-19.6%
Trespassing	148	218	-32.1%
Weapons	10	25	-60.0%
Subtotal	**236**	**340**	**-30.6%**
Total	**376**	**494**	**-23.9%**



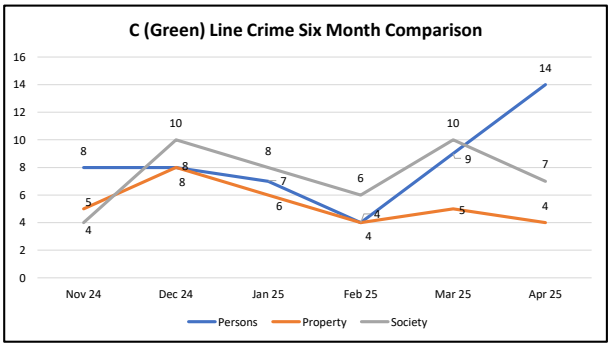
Bus	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	9	17	-47.1%
Agg Assault on Op	2	0	200.0%
Battery	30	26	15.4%
Battery on Operator	5	7	-28.6%
Homicide	0	0	0.0%
Rape	2	0	200.0%
Robbery	8	10	-20.0%
Sex Offenses	3	8	-62.5%
Subtotal	**59**	**68**	**-13.2%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	13	7	85.7%
Motor Vehicle Theft	2	0	200.0%
Vandalism	14	12	16.7%
Subtotal	**29**	**19**	**52.6%**
Crimes Against Society			
Narcotics	13	10	30.0%
Trespassing	5	1	400.0%
Weapons	3	1	200.0%
Subtotal	**21**	**12**	**75.0%**
Total	**109**	**99**	**10.1%**



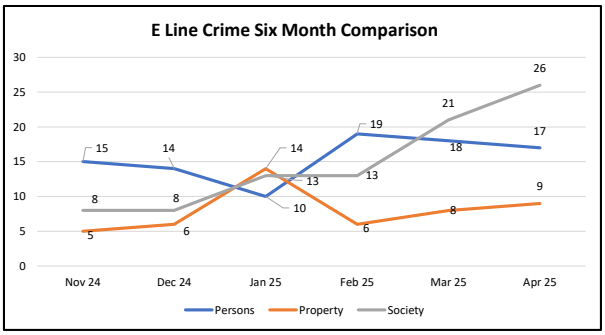
A (Blue) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	11	19	-42.1%
Agg Assault on Op	0	0	0.0%
Battery	10	21	-52.4%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	6	3	100.0%
Sex Offenses	1	2	-50.0%
Subtotal	**28**	**45**	**-37.8%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	1	0	100.0%
Burglary	1	0	100.0%
Larceny	5	7	-28.6%
Motor Vehicle Theft	2	2	0.0%
Vandalism	3	4	-25.0%
Subtotal	**12**	**13**	**-7.7%**
Crimes Against Society			
Narcotics	19	18	5.6%
Trespassing	46	63	-27.0%
Weapons	5	8	-37.5%
Subtotal	**70**	**89**	**-21.3%**
Total	**110**	**147**	**-25.2%**



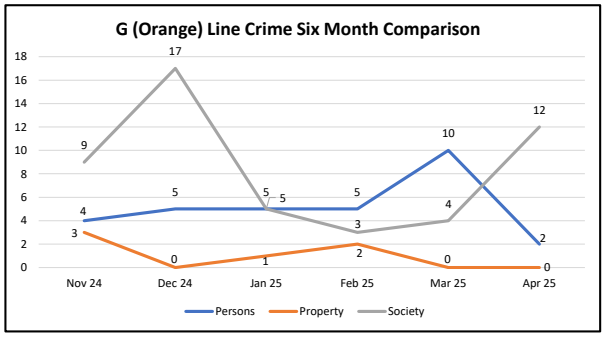
B (Red) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	2	8	-75.0%
Agg Assault on Op	0	0	0.0%
Battery	20	14	42.9%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	6	-16.7%
Sex Offenses	0	4	-100.0%
Subtotal	**27**	**32**	**-15.6%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	8	7	14.3%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	1	100.0%
Subtotal	**10**	**8**	**25.0%**
Crimes Against Society			
Narcotics	51	59	-13.6%
Trespassing	69	135	-48.9%
Weapons	4	16	-75.0%
Subtotal	**124**	**210**	**-41.0%**
Total	**161**	**250**	**-35.6%**



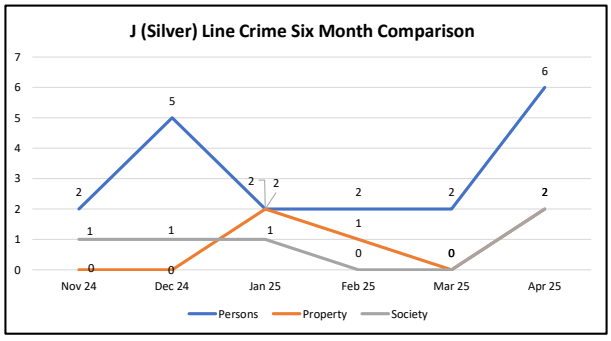
C (Green) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	6	3	100.0%
Agg Assault on Op	0	0	0.0%
Battery	3	1	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	5	4	25.0%
Sex Offenses	0	1	-100.0%
Subtotal	**14**	**9**	**55.6%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	3	3	0.0%
Motor Vehicle Theft	1	1	0.0%
Vandalism	0	1	-100.0%
Subtotal	**4**	**5**	**-20.0%**
Crimes Against Society			
Narcotics	1	6	-83.3%
Trespassing	6	4	50.0%
Weapons	0	0	0.0%
Subtotal	**7**	**10**	**-30.0%**
Total	**25**	**24**	**4.2%**



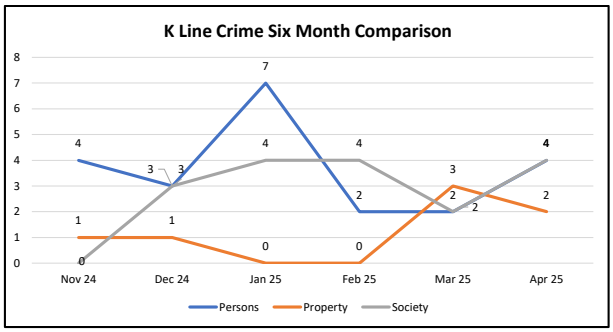
E Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	3	5	-40.0%
Agg Assault on Op	0	0	0.0%
Battery	4	11	-63.6%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	9	2	350.0%
Sex Offenses	1	0	100.0%
Subtotal	**17**	**18**	**-5.6%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	7	7	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	2	1	100.0%
Subtotal	**9**	**8**	**12.5%**
Crimes Against Society			
Narcotics	6	6	0.0%
Trespassing	19	14	35.7%
Weapons	1	1	0.0%
Subtotal	**26**	**21**	**23.8%**
Total	**52**	**47**	**10.6%**



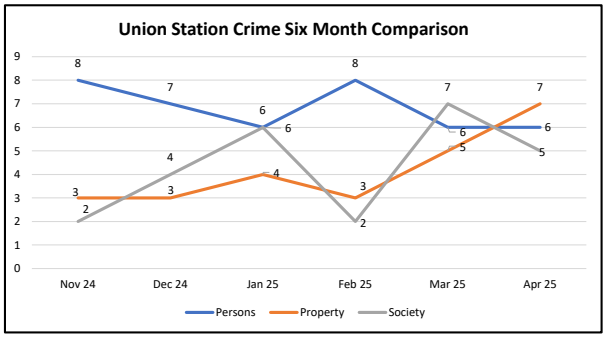
G (Orange) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	0	3	-100.0%
Agg Assault on Op	0	0	0.0%
Battery	2	5	-60.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	1	-100.0%
Sex Offenses	0	1	-100.0%
Subtotal	**2**	**10**	**-80.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	0	0	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Society			
Narcotics	8	3	166.7%
Trespassing	3	0	300.0%
Weapons	1	1	0.0%
Subtotal	**12**	**4**	**200.0%**
Total	**14**	**14**	**0.0%**



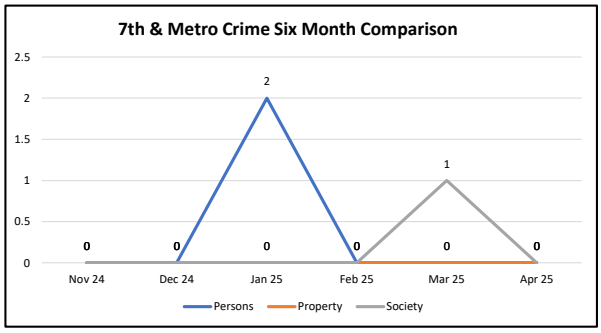
J (Silver) Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	4	0	400.0%
Agg Assault on Op	0	0	0.0%
Battery	0	2	-100.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	2	0	200.0%
Sex Offenses	0	0	0.0%
Subtotal	**6**	**2**	**200.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	1	0	100.0%
Motor Vehicle Theft	1	0	100.0%
Vandalism	0	0	0.0%
Subtotal	**2**	**0**	**200.0%**
Crimes Against Society			
Narcotics	2	0	200.0%
Trespassing	0	0	0.0%
Weapons	0	0	0.0%
Subtotal	**2**	**0**	**200.0%**
Total	**10**	**2**	**400.0%**



K Line	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	1	1	0.0%
Agg Assault on Op	0	0	0.0%
Battery	2	0	200.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	1	0	100.0%
Sex Offenses	0	1	-100.0%
Subtotal	**4**	**2**	**100.0%**
Crimes Against Property			
Arson	0	1	-100.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	2	1	100.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	0	1	-100.0%
Subtotal	**2**	**3**	**-33.3%**
Crimes Against Society			
Narcotics	1	0	100.0%
Trespassing	3	2	50.0%
Weapons	0	0	0.0%
Subtotal	**4**	**2**	**100.0%**
Total	**10**	**7**	**42.9%**



Union Station	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	2	1	100.0%
Agg Assault on Op	0	0	0.0%
Battery	1	5	-80.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	3	0	300.0%
Sex Offenses	0	0	0.0%
Subtotal	**6**	**6**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike Theft	0	0	0.0%
Burglary	0	0	0.0%
Larceny	4	4	0.0%
Motor Vehicle Theft	0	0	0.0%
Vandalism	3	1	200.0%
Subtotal	**7**	**5**	**40.0%**
Crimes Against Society			
Narcotics	0	7	-100.0%
Trespassing	5	0	500.0%
Weapons	0	0	0.0%
Subtotal	**5**	**7**	**-28.6%**
Total	**18**	**18**	**0.0%**

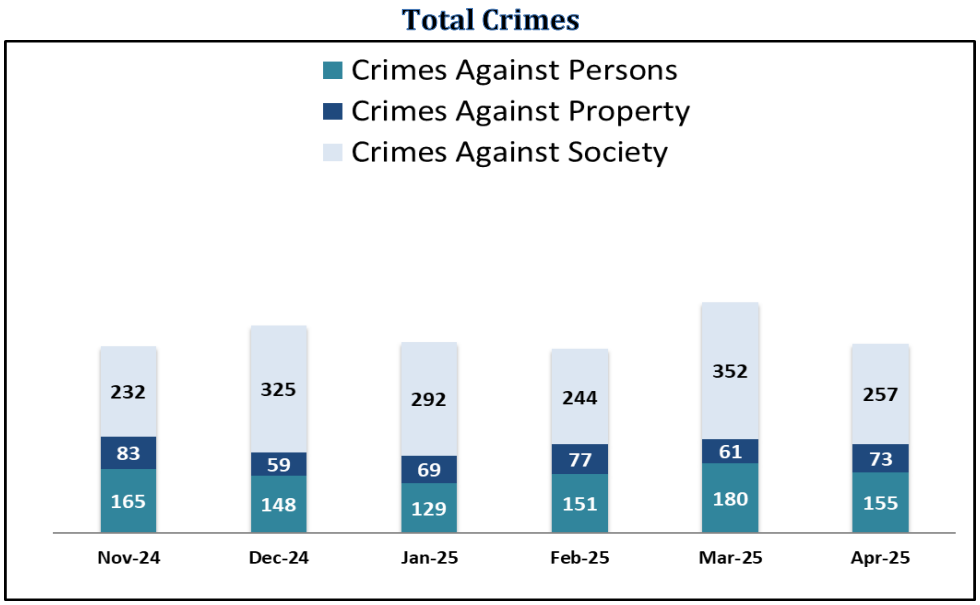


7th & Metro	Apr 25	Mar 25	% Change
Crimes Against Persons			
Agg Assault	0	0	0.0%
Agg Assault on Op	0	0	0.0%
Battery	0	0	0.0%
Battery on Operator	0	0	0.0%
Homicide	0	0	0.0%
Rape	0	0	0.0%
Robbery	0	0	0.0%
Sex Offenses	0	0	0.0%
Subtotal	**0**	**0**	**0.0%**
Crimes Against Property			
Arson	0	0	0.0%
Bike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

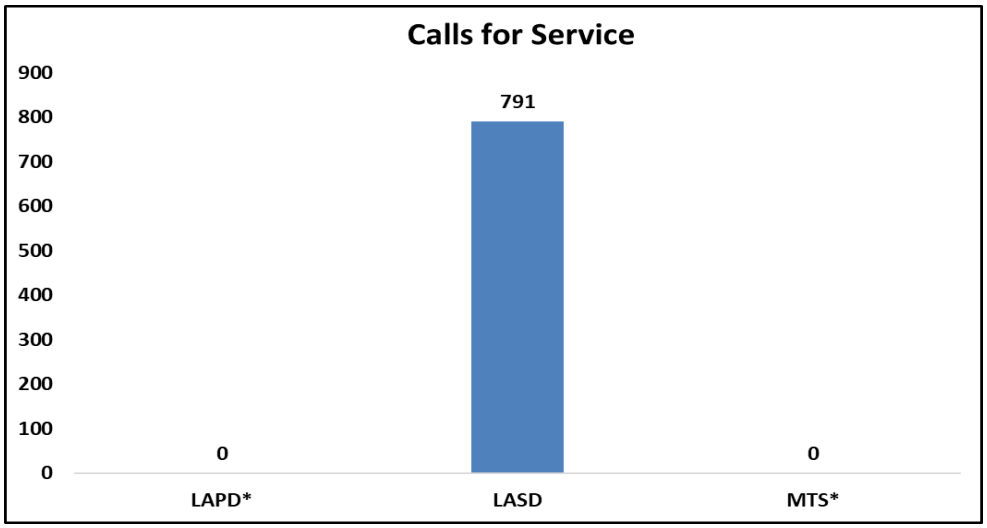
SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

APRIL 2025

Attachment G



Crimes Against Persons: violent crimes (i.e., homicide, aggravated assaults) are those in which the victims are always individuals
Crimes Against Property: crimes to obtain money, property, or some other benefit (i.e., theft, vandalism, robbery)
Crimes Against Society: represent society's prohibition against engaging in certain types of activity (i.e., drug violations)



* LAPD and MTS Calls for Service data is currently unavailable

SYSTEMWIDE LAW ENFORCEMENT OVERVIEW

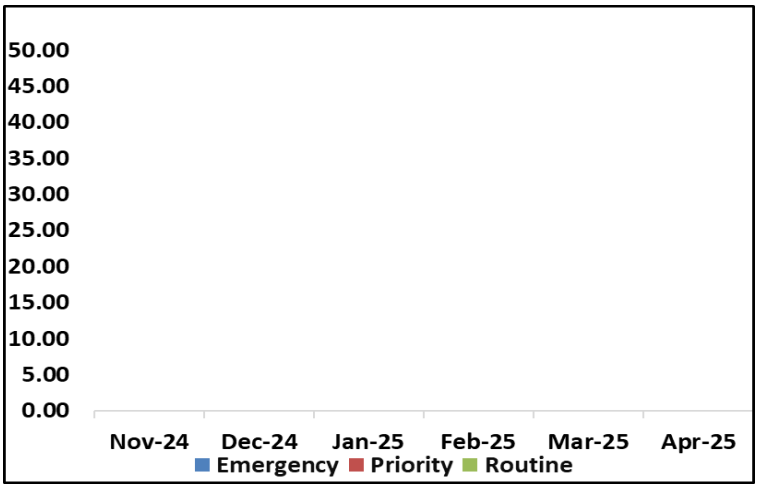
APRIL 2025

Attachment G

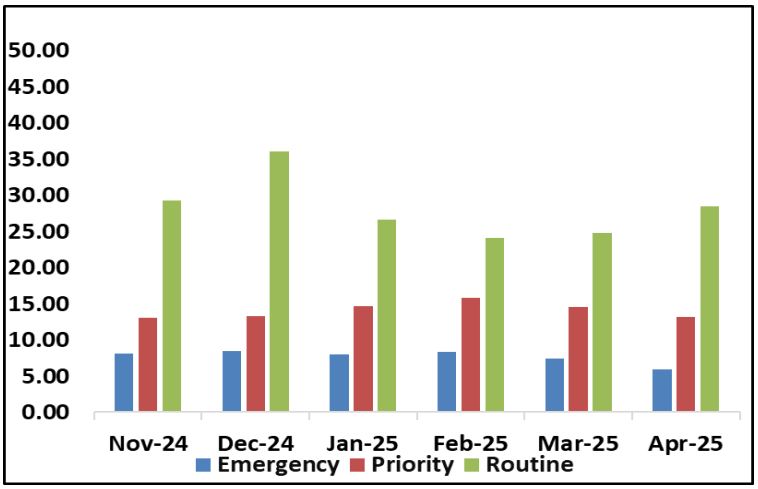
Average Incident Response Times

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

LAPD

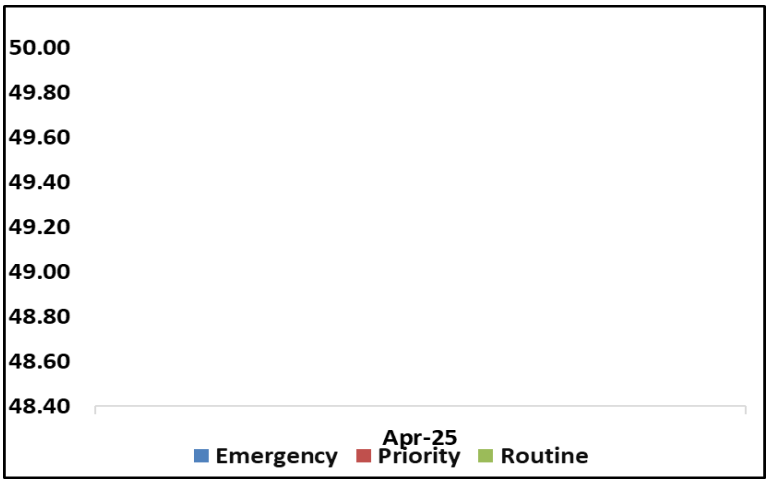


LASD



* LAPD Incident Response Times data is currently unavailable

MTS



* MTS Incident Response Times data is currently unavailable

Transit Police

Monthly Crime Report

Attachment G

	2025	2024	%
	April	April	Change
CRIMES AGAINST PERSONS			
Homicide	0	1	-100.0%
Rape	2	0	200.0%
Robbery	37	28	32.1%
Aggravated Assault	34	32	6.3%
Aggravated Assault on Operator	2	6	-66.7%
Battery	70	73	-4.1%
Battery on Operator	5	6	-16.7%
Sex Offenses	5	10	-50.0%
SUB-TOTAL	**155**	**156**	**-0.6%**
CRIMES AGAINST PROPERTY			
Burglary	1	2	-50.0%
Larceny	42	36	16.7%
Bike Theft	1	1	0.0%
Motor Vehicle Theft	5	1	400.0%
Arson	0	0	0.0%
Vandalism	24	9	166.7%
SUB-TOTAL	**73**	**49**	**49.0%**
CRIMES AGAINST SOCIETY			
Weapons	13	12	8.3%
Narcotics	91	64	42.2%
Trespassing	153	166	-7.8%
SUB-TOTAL	**257**	**242**	**6.2%**
TOTAL	**485**	**447**	**8.5%**
ENFORCEMENT EFFORTS			
Arrests	408	519	-21.4%
Citations	587	622	-5.6%
Calls for Service	791	7,198	-89.0%

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2025 Attachment G

Crimes

Monthly

System-Wide	Apr-25	Apr-24	% Change
Crimes Against Persons	155	156	*-0.6%*
Crimes Against Property	73	49	*49.0%*
Crimes Against Society	257	242	*6.2%*
Total	485	447	*8.5%*

Six Months

System-Wide	Nov-24-Apr-25	Oct-23-Mar-24	% Change
Crimes Against Persons	928	965	*-3.8%*
Crimes Against Property	422	326	*29.4%*
Crimes Against Society	1,702	2,089	*-18.5%*
Total	3,052	3,380	*-9.7%*

Annual

System-Wide	May-24-Apr-25	May-23-Apr-24	% Change
Crimes Against Persons	2,061	2,083	*-1.1%*
Crimes Against Property	886	712	*24.4%*
Crimes Against Society	5,884	2,932	*100.7%*
Total	8,831	5,727	*54.2%*

Average Emergency Response Times

Monthly

Apr-25	Apr-24	% Change
2.95	5.97	*-50.6%*

Six Months

Nov-24-Apr-25	Oct-23-Mar-24	% Change
3.71	5.46	*-32.0%*

Annual

May-24-Apr-25	May-23-Apr-24	% Change
4.33	5.41	*-20.0%*

Bus Operator Assaults

Monthly

Apr-25	Apr-24	% Change
7	12	*-41.7%*

Six Months

Nov-24-Apr-25	Oct-23-Mar-24	% Change
45	87	-48.3%

Annual

May-24-Apr-25	May-23-Apr-24	% Change
128	164	*-22.0%*

Ridership

Monthly

Apr-25	Apr-24	% Change
26,723,700	26,210,300	*2.0%*

Six Months

Nov-24-Apr-25	Oct-23-Mar-24	% Change
153,963,293	146,850,867	*4.8%*

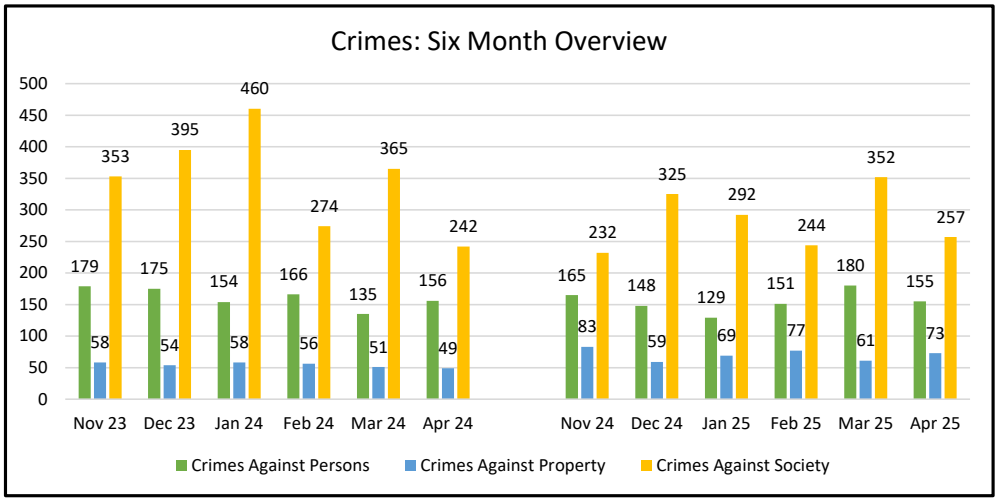
Annual

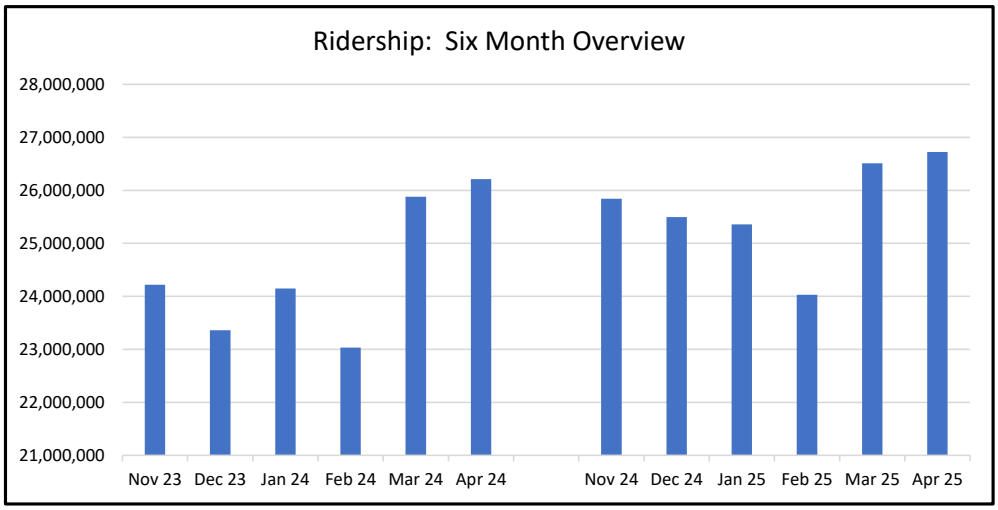
May-24-Apr-25	May-23-Apr-24	% Change
314,428,952	295,502,809	*6.4%*

SYSTEM SECURITY & LAW ENFORCEMENT

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

APRIL 2025 Attachment G





A LINE (BLUE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME				
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**MTS**	**FYTD**
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	5	1	0	50
Aggravated Assault	2	9	0	87
Aggravated Assault on Operator	0	0	0	1
Battery	6	4	0	135
Battery Rail Operator	0	0	0	0
Sex Offenses	0	0	1	14
SUB-TOTAL	**13**	**14**	**1**	**287**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**MTS**	**FYTD**
Burglary	0	0	1	2
Larceny	2	3	0	147
Bike Theft	0	1	0	2
Motor Vehicle Theft	1	1	0	11
Arson	0	0	0	2
Vandalism	0	3	0	33
SUB-TOTAL	**3**	**8**	**1**	**197**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**MTS**	**FYTD**
Weapons	4	0	1	49
Narcotics	17	2	0	207
Trespassing	38	4	4	585
SUB-TOTAL	**59**	**6**	**5**	**841**
TOTAL	**75**	**28**	**7**	**1,325**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
APU/Citrus College	0	0	0	7
Azusa Downtown	0	0	0	21
Irwindale	0	2	0	4
Duarte/City of Hope	0	0	0	5
Monrovia	1	0	0	7
Arcadia	1	0	0	4
Sierra Madre Villa	1	0	0	12
Allen	0	0	0	2
Lake	0	0	0	18
Memorial Park	0	0	0	7
Del Mar	0	0	0	5
Fillmore	0	0	0	9
South Pasadena	0	0	0	11
Highland Park	2	1	1	28
Southwest Museum	0	1	1	34
Heritage Square	0	0	0	21
Lincoln/Cypress	1	0	0	32
Chinatown	1	0	26	173
Union Station	2	0	4	31
Little Tokyo/Arts Dist	1	0	0	52
Historic Broadway	0	0	1	30
Grand Av Arts/Bunker Hill	0	0	11	222
7th St/Metro Ctr	1	0	1	16
Pico	2	0	5	62
Grand/LATTC	2	0	5	82
San Pedro St	1	0	0	16
Washington	0	0	4	23
Vernon	0	0	0	10
Slauson	2	2	0	28
Florence	1	1	0	30
Firestone	1	0	0	36
103rd St/Watts Towers	0	1	0	23
Willowbrook/Rosa Parks	5	2	3	108
Compton	2	0	1	33
Artesia	0	1	2	45
Del Amo	0	0	0	17
Wardlow	0	0	1	1
Willow St	0	0	0	16
PCH	0	0	0	5
Anaheim St	0	0	0	8
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	4	17
Pacific Av	0	0	0	3
Blue Line Rail Yard	0	0	0	7
Other	0	0	0	0
Total	**28**	**11**	**70**	**1,323**

ARRESTS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Felony	11	10	0	351
Misdemeanor	71	28	0	1,091
TOTAL	**82**	**38**	**0**	**1,442**

CITATIONS				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Misdemeanor Citations	0	0	0	5
Other Citations	51	30	0	1,199
Vehicle Code Citations	11	2	0	136
TOTAL	**62**	**32**	**0**	**1,340**

CALLS FOR SERVICE				
AGENCY	**LAPD**	**LASD**	**MTS**	**FYTD**
Routine	Currently Unavailable	129	0	3,677
Priority	Currently Unavailable	89	0	1,306
Emergency	Currently Unavailable	11	0	188
TOTAL	**0**	**229**	**0**	**5,171**

DISPATCHED VS. PROACTIVE			
AGENCY	**LAPD**	**LASD**	**MTS**
Dispatched	28%	N/C	0%
Proactive	72%	N/C	0%
TOTAL	**100%**	**0%**	**0%**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Blue Line-LAPD	80%
Blue Line-LASD	N/C
Blue Line-MTS	0%

GRADE CROSSING OPERATIONS				
LOCATION	**LAPD**	**LASD**	**MTS**	**FYTD**
Azusa	0	22	0	263
Irwindale	0	22	0	244
Duarte Station	0	5	0	68
Monrovia	0	6	0	105
Magnolia Ave	0	0	0	0
Arcadia Station	0	15	0	177
Pasadena	0	56	0	437
South Pasadena	0	6	0	136
Marmion Way	0	0	0	0
Flower St	0	0	0	0
Washington St	50	0	0	456
Slauson	0	3	0	110
Florence	0	7	0	155
Firestone	0	3	0	109
103rd St	26	0	0	125
Willowbrook	0	16	0	139
Compton	0	2	0	58
Artesia	0	1	0	63
Del Amo	0	2	0	49
Wardlow Rd	0	0	0	20
Long Beach Blvd	0	0	0	0
Pacific Av	0	0	0	0
TOTAL	**76**	**166**	**0**	**2,714**

LEGEND
Los Angeles Police Department
Los Angeles County Sheriff's Department
Metro Transit Security

B LINE (RED)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	1
Robbery	5	39
Aggravated Assault	2	74
Aggravated Assault on Operator	0	0
Battery	20	206
Battery Rail Operator	0	0
Sex Offenses	0	21
SUB-TOTAL	**27**	**341**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	8	63
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	2	24
SUB-TOTAL	**10**	**88**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	4	119
Narcotics	51	698
Trespassing	69	2,105
SUB-TOTAL	**124**	**2,922**
TOTAL	**161**	**3,351**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	18	798
Misdemeanor	132	3,357
TOTAL	**150**	**4,155**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	164	3,168
Vehicle Code Citations	22	369
TOTAL	**186**	**3,537**

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

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	29%
Proactive	71%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Union Station	2	3	8	785
Civic Center/Grand Park	0	0	1	33
Pershing Square	1	0	20	391
7th St/Metro Ctr	3	2	10	271
Westlake/MacArthur Park	4	0	18	528
Wilshire/Vermont	1	0	6	225
Wilshire/Normandie	0	0	0	26
Vermont/Beverly	1	0	4	97
Wilshire/Western	0	0	1	70
Vermont/Santa Monica	0	0	0	49
Vermont/Sunset	3	1	6	75
Hollywood/Western	3	0	9	88
Hollywood/Vine	0	1	9	110
Hollywood/Highland	2	0	5	88
Universal City/Studio City	1	1	6	88
North Hollywood	6	2	21	427
Red Line Rail Yard	0	0	0	0
Total	**27**	**10**	**124**	**3,351**

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

LEGEND
Los Angeles Police Department

C LINE (GREEN)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	5	35
Aggravated Assault	0	6	35
Aggravated Assault on Operator	0	0	0
Battery	0	3	22
Battery Rail Operator	0	0	0
Sex Offenses	0	0	8
SUB-TOTAL	**0**	**14**	**100**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	1	2	40
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	12
Arson	0	0	0
Vandalism	0	0	10
SUB-TOTAL	**2**	**2**	**62**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	14
Narcotics	0	1	56
Trespassing	5	1	69
SUB-TOTAL	**5**	**2**	**139**
TOTAL	**7**	**18**	**301**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	9	82
Misdemeanor	6	9	272
TOTAL	**6**	**18**	**354**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	5	14	346
Vehicle Code Citations	0	1	11
TOTAL	**5**	**15**	**357**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	58	2,041
Priority	Currently Unavailable	23	386
Emergency	Currently Unavailable	6	37
TOTAL	**0**	**87**	**2,464**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	26%	N/C
Proactive	74%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
LAX/Metro Transit Center				
Aviation/Century	0	0	0	0
Aviation/Imperial	0	2	3	32
Hawthorne/Lennox	0	1	1	16
Crenshaw	3	0	1	21
Vermont/Athens	1	0	0	10
Harbor Fwy	0	0	1	70
Avalon	0	0	1	26
Willowbrook/Rosa Parks	4	0	0	35
Long Beach Bl	1	0	0	50
Lakewood Bl	3	0	0	9
Norwalk	2	1	0	26
Total	**14**	**4**	**7**	**295**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	N/C

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

E LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	2
Robbery	6	3	39
Aggravated Assault	2	1	27
Aggravated Assault on Operator	0	0	0
Battery	2	2	74
Battery Rail Operator	0	0	0
Sex Offenses	1	0	7
SUB-TOTAL	**11**	**6**	**149**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	3
Larceny	4	3	58
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	2	0	14
SUB-TOTAL	**6**	**3**	**76**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	1	10
Narcotics	3	3	53
Trespassing	18	1	377
SUB-TOTAL	**21**	**5**	**440**
TOTAL	**38**	**14**	**665**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	5	3	81
Misdemeanor	22	8	559
TOTAL	**27**	**11**	**640**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	23	7	740
Vehicle Code Citations	2	0	16
TOTAL	**25**	**7**	**756**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	78	1,371
Priority	Currently Unavailable	16	223
Emergency	Currently Unavailable	3	24
TOTAL	**0**	**97**	**1,618**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	29%	N/C
Proactive	71%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Atlantic	0	0	0	5
East LA Civic Ctr	0	0	0	3
Maravilla	0	1	2	5
Indiana (both LAPD & LASD)	0	0	1	29
Soto	0	1	4	26
Mariachi Plaza	0	0	0	21
Pico/Aliso	0	0	0	8
Little Tokyo/Arts Dist	0	0	0	3
Historic Broadway	0	0	0	0
Grand Av Arts/Bunker Hill	0	0	0	0
7th St/Metro Ctr	0	0	0	2
Pico	1	0	1	10
LATTC/Ortho Institute	0	0	1	89
Jefferson/USC	1	0	0	11
Expo Park/USC	0	1	0	16
Expo/Vermont	0	0	5	48
Expo/Western	3	1	5	67
Expo/Crenshaw	1	3	1	80
Farmdale	1	0	0	20
Expo/La Brea	0	0	2	48
La Cienega/Jefferson	0	0	0	93
Culver City	1	2	0	7
Palms	2	0	0	7
Westwood/Rancho Park	1	0	0	4
Expo/Sepulveda	1	0	1	9
Expo/Bundy	0	0	0	7
26th St/Bergamot	1	0	1	9
17th St/SMC	1	0	0	8
Downtown Santa Monica	3	0	2	30
Expo Line Rail Yard	0	0	0	0
Total	**17**	**9**	**26**	**665**

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	83%
Expo Line-LASD	N/C

GRADE CROSSING OPERATIONS			
LOCATION	**LAPD**	**LASD**	**FYTD**
East Los Angeles	0	3	68
Figueroa St	0	0	0
Exposition Blvd	127	0	1,421
Culver City	0	0	104
Santa Monica	0	46	825
TOTAL	**127**	**49**	**2,418**

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

G LINE (ORANGE)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	11
Aggravated Assault	0	14
Aggravated Assault on Operator	0	0
Battery	2	25
Battery Bus Operator	0	0
Sex Offenses	0	1
SUB-TOTAL	**2**	**51**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	9
SUB-TOTAL	**0**	**16**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	1	5
Narcotics	8	52
Trespassing	3	29
SUB-TOTAL	**12**	**86**
TOTAL	**14**	**153**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	6	42
Misdemeanor	10	69
TOTAL	**16**	**111**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	8	142
Vehicle Code Citations	9	177
TOTAL	**17**	**319**

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

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	24%
Proactive	76%
TOTAL	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
North Hollywood	0	0	2	23
Laurel Canyon	0	0	0	5
Valley College	0	0	0	2
Woodman	0	0	0	7
Van Nuys	0	0	0	8
Sepulveda	0	0	1	3
Woodley	0	0	0	1
Balboa	0	0	0	2
Reseda	0	0	7	47
Tampa	1	0	0	4
Pierce College	0	0	0	0
De Soto	0	0	0	3
Canoga	0	0	0	5
Warner Center	0	0	0	0
Sherman Way	0	0	0	7
Roscoe	0	0	0	2
Nordhoff	0	0	1	2
Chatsworth	1	0	1	32
Total	**2**	**0**	**12**	**153**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	86%

LEGEND
Los Angeles Police Department

J LINE (SILVER)

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	7
Aggravated Assault	4	0	11
Aggravated Assault on Operator	0	0	0
Battery	0	0	8
Battery Bus Operator	0	0	2
Sex Offenses	0	0	2
SUB-TOTAL	**6**	**0**	**30**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	1	0	5
Bike Theft	0	0	0
Motor Vehicle Theft	1	0	1
Arson	0	0	0
Vandalism	0	0	2
SUB-TOTAL	**2**	**0**	**8**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	2
Narcotics	2	0	12
Trespassing	0	0	33
SUB-TOTAL	**2**	**0**	**47**
TOTAL	**10**	**0**	**85**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	3	0	8
Misdemeanor	3	2	42
TOTAL	**6**	**2**	**50**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	2	0	86
Vehicle Code Citations	10	0	40
TOTAL	**12**	**0**	**126**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	7	59
Priority	Currently Unavailable	3	20
Emergency	Currently Unavailable	0	1
TOTAL	**0**	**10**	**80**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	12%	9%
Proactive	88%	91%
TOTAL	**100%**	**100%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
El Monte	0	0	0	3
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	2
Alameda	1	0	0	1
Downtown	0	0	0	1
37th St/USC	0	0	0	7
Slauson	1	0	0	13
Manchester	1	0	0	15
Harbor Fwy	2	0	1	21
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	1	1	15
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	1	1	0	3
Total	**6**	**2**	**2**	**81**

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	88%
Silver Line- LASD	91%

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

K LINE

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	0
Rape	0	0	0
Robbery	0	1	5
Aggravated Assault	1	0	5
Aggravated Assault on Operator	0	0	0
Battery	0	2	18
Battery Bus Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	**1**	**3**	**29**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	0
Larceny	0	2	12
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	0	0	4
SUB-TOTAL	**0**	**2**	**17**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	0	0	3
Narcotics	0	1	6
Trespassing	3	0	26
SUB-TOTAL	**3**	**1**	**35**
TOTAL	**4**	**6**	**81**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	0	5	15
Misdemeanor	4	2	54
TOTAL	**4**	**7**	**69**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	2	2	49
Vehicle Code Citations	0	3	7
TOTAL	**2**	**5**	**56**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	71	1,092
Priority	Currently Unavailable	3	60
Emergency	Currently Unavailable	0	4
TOTAL	**0**	**74**	**1,156**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	32%	N/C
Proactive	68%	N/C
TOTAL	**100%**	**0%**

CRIMES PER STATION				
STATION	**CRIMES AGAINST PERSONS**	**CRIMES AGAINST PROPERTY**	**CRIMES AGAINST SOCIETY**	**FYTD**
Expo / Crenshaw	0	0	0	20
Martin Luther King Jr Station	1	0	0	8
Leimert Park Station	0	0	0	5
Hyde Park Station	0	0	0	9
Fairview Heights Station	3	0	0	4
Downtown Inglewood Station	0	0	0	2
Westchester / Veterans Station	0	0	0	4
LAX/Metro Transit Center				

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

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

BUS PATROL

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME			
CRIMES AGAINST PERSONS	**LAPD**	**LASD**	**FYTD**
Homicide	0	0	1
Rape	1	1	2
Robbery	6	0	85
Aggravated Assault	0	5	123
Aggravated Assault on Operator	2	0	26
Battery	23	5	280
Battery Bus Operator	4	1	71
Sex Offenses	1	2	37
SUB-TOTAL	**37**	**14**	**625**
CRIMES AGAINST PROPERTY	**LAPD**	**LASD**	**FYTD**
Burglary	0	0	1
Larceny	8	4	129
Bike Theft	0	0	0
Motor Vehicle Theft	0	1	2
Arson	0	0	0
Vandalism	11	3	110
SUB-TOTAL	**19**	**8**	**242**
CRIMES AGAINST SOCIETY	**LAPD**	**LASD**	**FYTD**
Weapons	1	1	33
Narcotics	1	2	102
Trespassing	2	0	29
SUB-TOTAL	**4**	**3**	**164**
TOTAL	**60**	**25**	**1,031**

LASD's Crimes per Sector		
Sector		**FYTD**
Westside	7	34
San Fernando	0	7
San Gabriel Valley	5	52
Gateway Cities	6	77
South Bay	7	110
Total	**25**	**280**

LAPD's Crimes per Sector		
Sector		**FYTD**
Valley Bureau		
Van Nuys	1	17
West Valley	1	21
North Hollywood	1	31
Foothill	0	12
Devonshire	1	10
Mission	4	21
Topanga	2	7
Central Bureau		
Central	3	134
Rampart	3	41
Hollenbeck	7	25
Northeast	4	24
Newton	5	56
West Bureau		
Hollywood	2	36
Wilshire	1	34
West LA	1	26
Pacific	0	13
Olympic	8	62
Southwest Bureau		
Southwest	8	55
Harbor	0	13
77th Street	7	83
Southeast	1	29
Total	**60**	**750**

ARRESTS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Felony	2	6	190
Misdemeanor	3	22	422
TOTAL	**5**	**28**	**612**

CITATIONS			
AGENCY	**LAPD**	**LASD**	**FYTD**
Other Citations	38	27	1,334
Vehicle Code Citations	131	9	1,495
TOTAL	**169**	**36**	**2,829**

CALLS FOR SERVICE			
AGENCY	**LAPD**	**LASD**	**FYTD**
Routine	Currently Unavailable	204	1,773
Priority	Currently Unavailable	83	946
Emergency	Currently Unavailable	7	40
TOTAL	**0**	**294**	**2,759**

DISPATCHED VS. PROACTIVE		
AGENCY	**LAPD**	**LASD**
Dispatched	0%	4%
Proactive	0%	96%
TOTAL	**0%**	**100%**

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

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

UNION STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	2
Robbery	3	5
Aggravated Assault	2	14
Aggravated Assault on Operator	0	0
Battery	1	41
Battery Rail Operator	0	0
Sex Offenses	0	5
SUB-TOTAL	**6**	**67**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	4	23
Bike Theft	0	0
Motor Vehicle Theft	0	1
Arson	0	0
Vandalism	3	15
SUB-TOTAL	**7**	**39**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	1
Narcotics	0	10
Trespassing	5	41
SUB-TOTAL	**5**	**52**
TOTAL	**18**	**158**

ARRESTS		
AGENCY	**LAPD**	**FYTD**
Felony	2	33
Misdemeanor	6	55
TOTAL	**8**	**88**

CITATIONS		
AGENCY	**LAPD**	**FYTD**
Other Citations	14	690
Vehicle Code Citations	0	7
TOTAL	**14**	**697**

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

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	25%
Proactive	75%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
Union Station	84%

LEGEND
Los Angeles Police Department

7TH & METRO STATION

ATTACHMENT G

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - APRIL 2025

REPORTED CRIME		
CRIMES AGAINST PERSONS	**LAPD**	**FYTD**
Homicide	0	0
Rape	0	0
Robbery	0	1
Aggravated Assault	0	0
Aggravated Assault on Operator	0	0
Battery	0	1
Battery Rail Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	**0**	**2**
CRIMES AGAINST PROPERTY	**LAPD**	**FYTD**
Burglary	0	0
Larceny	0	0
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	**0**	**0**
CRIMES AGAINST SOCIETY	**LAPD**	**FYTD**
Weapons	0	0
Narcotics	0	1
Trespassing	0	0
SUB-TOTAL	**0**	**1**
TOTAL	**0**	**3**

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

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

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

DISPATCHED VS. PROACTIVE	
AGENCY	**LAPD**
Dispatched	28%
Proactive	72%
TOTAL	**100%**

PERCENTAGE OF TIME SPENT ON THE SYSTEM	
7th & Metro Station	81%

LEGEND
Los Angeles Police Department

SYSTEM SECURITY & LAW ENFORCEMENT

Attachment G

Sexual Crimes / Harassment Calls for Service April 2025

Calls related to sexual crimes/harassment are routed through System Security & Law Enforcement Operations Center, which then transfers the caller to a free 24/7 hotline — Center for the Pacific Asian Family Inc., and Sister Family Services — that can provide more directed counseling. Between April 1 and April 30, Metro Transit Security, LAPD and LASD received seven (7) incidents and referred all victims of sexual crimes/harassment to the above free hotlines.

Incident Type & Totals						
	Apr 25	**Mar 25**	**% Change**	**Apr 25**	**Apr 24**	**% Change**
Sexual Harassment	1	0	100.0%	1	0	100.0%
Sexual Battery	1	10	-90.0%	1	6	-83.3%
Lewd Conduct	2	2	0.0%	2	1	100.0%
Indecent Exposure	1	3	-66.7%	1	5	-80.0%
Rape	2*	0	200.0%	2*	0	200.0%
TOTAL	**7**	**15**	**-53.3%**	**7**	**12**	**-41.7%**

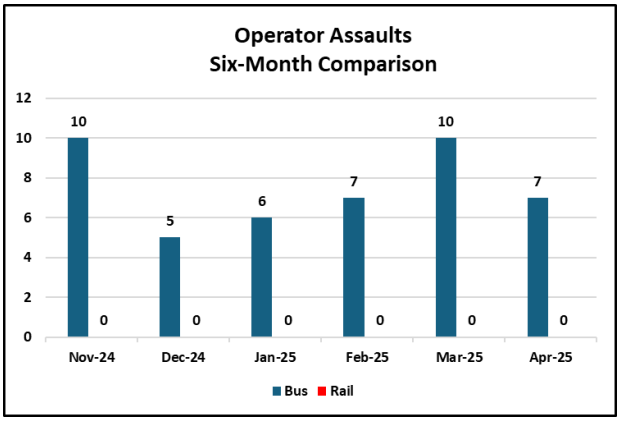
**Note that one of the rape incidents involves a party that has previously reported the same type of rape incident three times.*

Counseling Information Provided	
	April 2025
Yes	**7**
No - If no, why?	**0**
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	0
Not Offered	0
Refused	0
Officer Witnessed Incident	0
TOTAL	**7**

Frontline Safety – Additional Data (April 2025)

Operator Safety

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



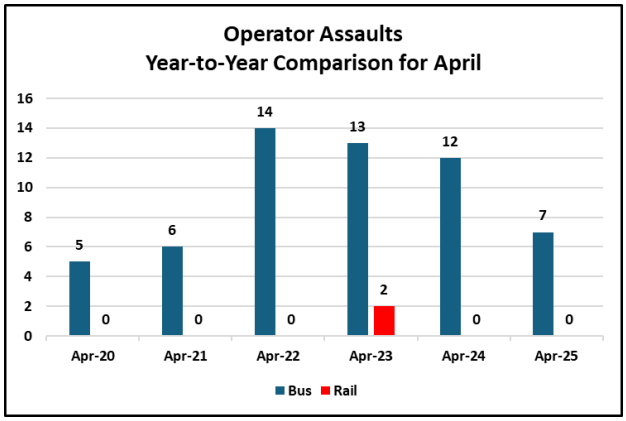
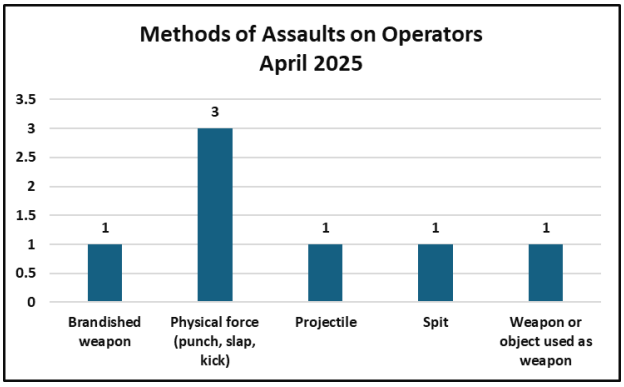


Figure A (Left) and Figure B (Right)



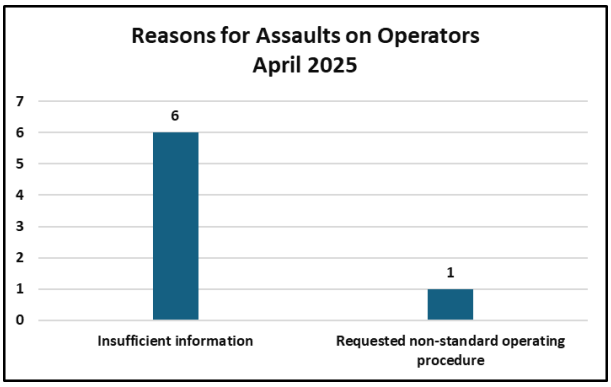


Figure C (Left) and Figure D (Right)

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

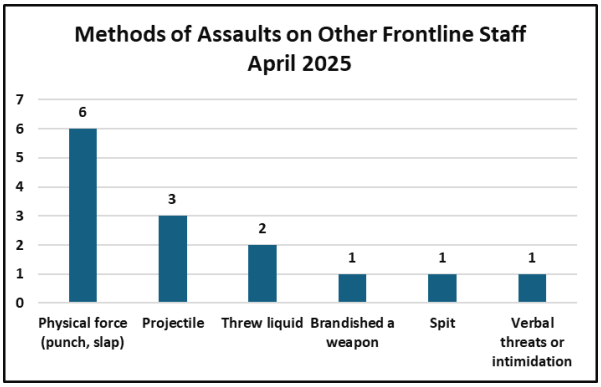
Attachment H

Date	Time	Line	Bus	Intersection/City	Narrative	Barrier	Reason	Method	Transported to Hospital?
4/4/2025	11:20	901	N/A	5373 Lankershim Blvd.	Bus operator and suspect engaged in mutual combat.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	Yes
4/9/2025	13:17	78	1982	Fremont Av & Main St, Alhambra	Suspect backed her wheelchair into bus operator on purpose while operator was assisting suspect.	Outside of operator area	Insufficient information	Weapon or object used as weapon	No
4/14/2025	23:35	40	6038	Martin Luther King & Arlington Ave.	Suspect attempted to get to victim through barrier, suspect pushed barrier causing victim to fall back.	Barrier present - closed	Insufficient information	Physical force (punch, slap, kick)	No
4/16/2025	1:30	234	1755	Sepulveda & Ventura	Suspect became upset with operator and brandished a knife.	Barrier present - closed	Insufficient information	Brandished weapon	No
4/18/2025	5:53	601	4195	Desoto & Burbank	Suspect sprayed victim with pepper spray and fled location.	Barrier present - closed	Insufficient information	Projectile	No
4/22/2025	21:50	210	1774	Beverly Blvd & North Western Ave.	Suspect became upset and spat in victim's face and arm through the barrier door because operator refused to allow suspect to alight bus in the middle of the street.	Barrier present - closed	Requested non-standard operating procedure	Spit	No
4/27/2025	6:15	18	1672	6th & Kenmore	Suspect spat in victim's face causing victim and suspect to engage in mutual combat.	Outside of operator area	Insufficient information	Physical force (punch, slap, kick)	No

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

The rolling yearly average rate of assaults on transit workers (including rail, bus, and other frontline workers) per 100,000 vehicle revenue miles in April 2025 was 1.12, compared to 1.17 in March 2025. This means that over the last 12 months ending April 2025, there was an average of 1.12 assaults per 100,000 revenue miles, a 4.4% decrease compared to the 12 months ending March 2025.

Other Frontline Staff Safety
Figures E and F illustrate assault methods and reasons, respectively.



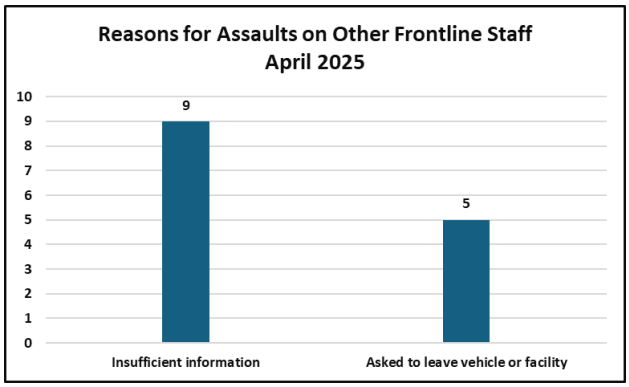


Figure E (Left) and Figure F (Right)

2025
Monthly Update On Public Safety

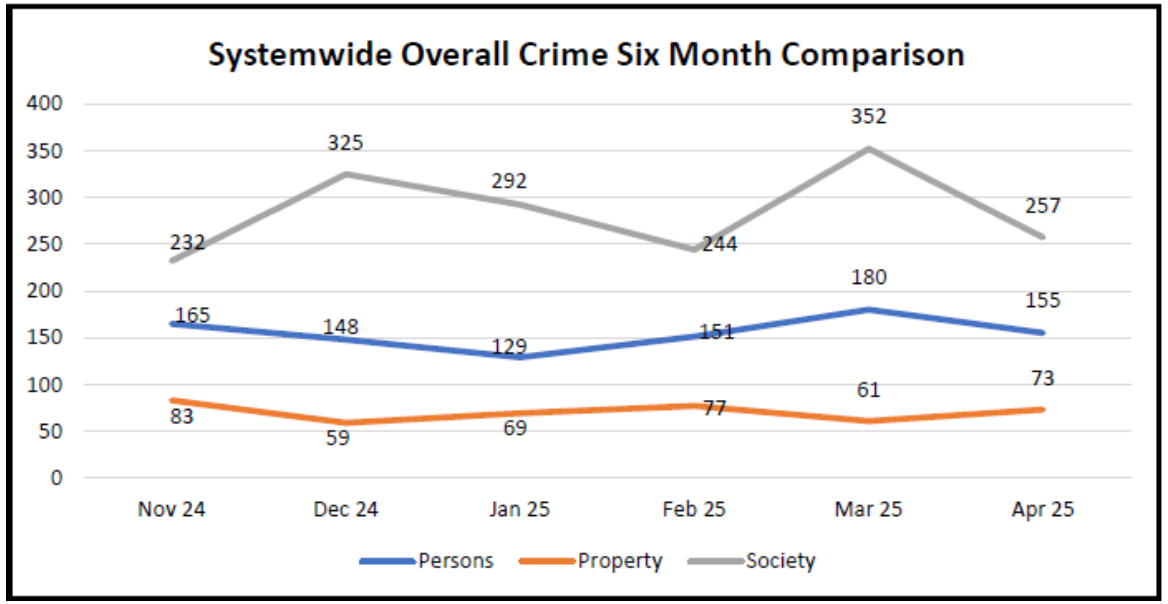
Operations, Safety, & Customer Experience Committee Meeting
June 18, 2025



SYSTEMWIDE CRIME STATS

April 2025 vs. March 2025

- **Crimes Against Persons** decreased by 13.9%, mainly due to decreases in aggravated assaults and batteries.
  - This marked the ***lowest total for April systemwide*** *since 2021*.
- **Crimes Against Property** increased by 19.7%, driven by an increase in thefts and vandalism.
  - In response, LAPD deployed additional officers along the E Line, as part of the special deployment.
- **Crimes Against Society** decreased by 27.0%.
  - Access control efforts continue through the TAP-to-Exit Pilot and EOL offloading by CS.



ENGAGED & VISIBLE DEPLOYMENT April 2025

LAW ENFORCEMENT

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

- Officers made 408 arrests and issued 587 citations.

CUSTOMER SENTIMENT

- *Transit Watch* – a USC student who just graduated stated that she is grateful for Metro to have a train system that takes her to school every day, and that she feels safe seeing Ambassadors on the system and an increase in law enforcement presence.

TRANSIT SECURITY

- TSOs issued 94 citations and 41 written warnings.
  - 96% of violations issued at TAP-to-Exit locations

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

METRO AMBASSADORS

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

- 4,295 Cleanliness Issues
- 2,872 Graffiti Incidents
- 582 Elevator and Escalator Problems

END OF LINE OPERATIONS

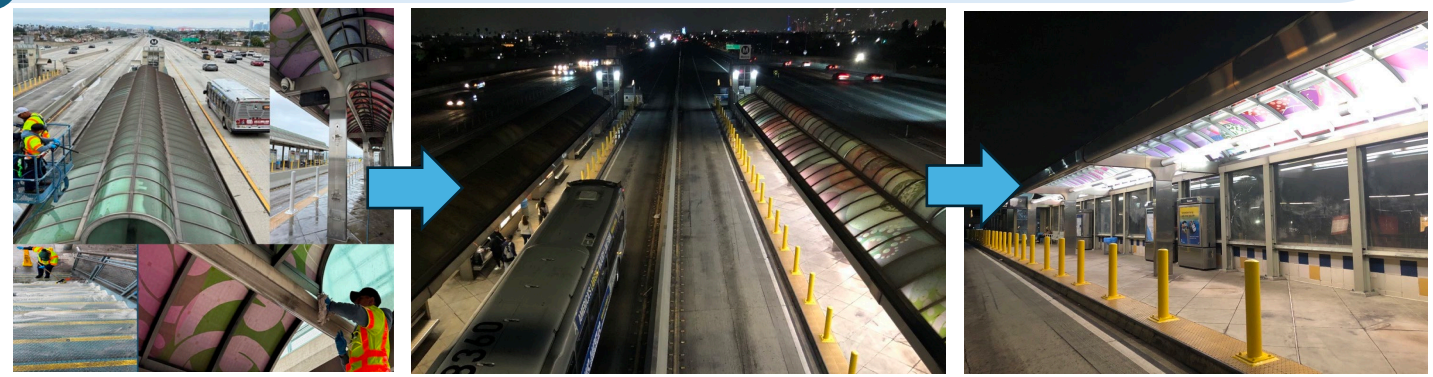
Contract Security (CS) officers offload trains at 11 end-of-line (EOL) rail stations.

- March 2025 recorded an 88% decrease in refusals compared to March 2024.
- April 2025 reflected an even greater improvement with an 94% reduction compared to April 2024.

ACCESS CONTROL

Station Experience Updates

- **Slauson/I-110 Transitway Station Undergoes Major Safety Upgrades**
  - Improving natural sight lines
  - Upgrading seating benches
  - Brighter lighting and repainting
  - New trash receptacles
  - Securing underutilized passageways
- **Safe, clean, free-to-use Throne Bathrooms expanding to more stations**
  - 250,000+ uses across 20 stations
  - 96% said they would ride Metro more often if there were more Throne Bathrooms installed
- **Improved Wayfinding at Vermont/Sunset**
- **Ongoing Improvements to Pasadena (A) Stations**
  - Fillmore, Memorial Park, Lake









Loitering & vandalism at Fillmore Station Parking Structure →



Refurbished platform at Memorial Park Station →

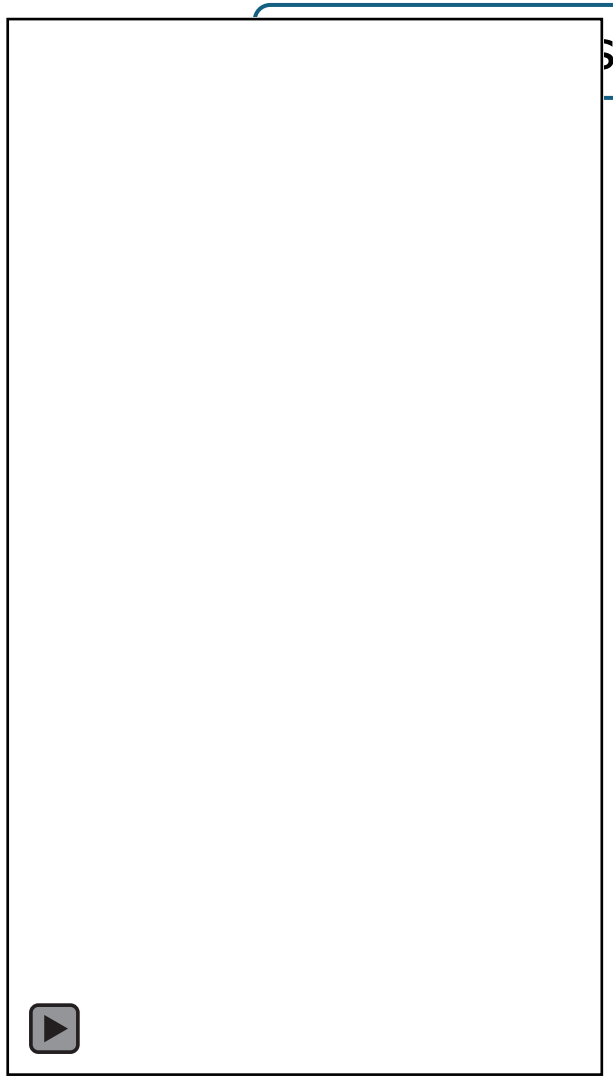


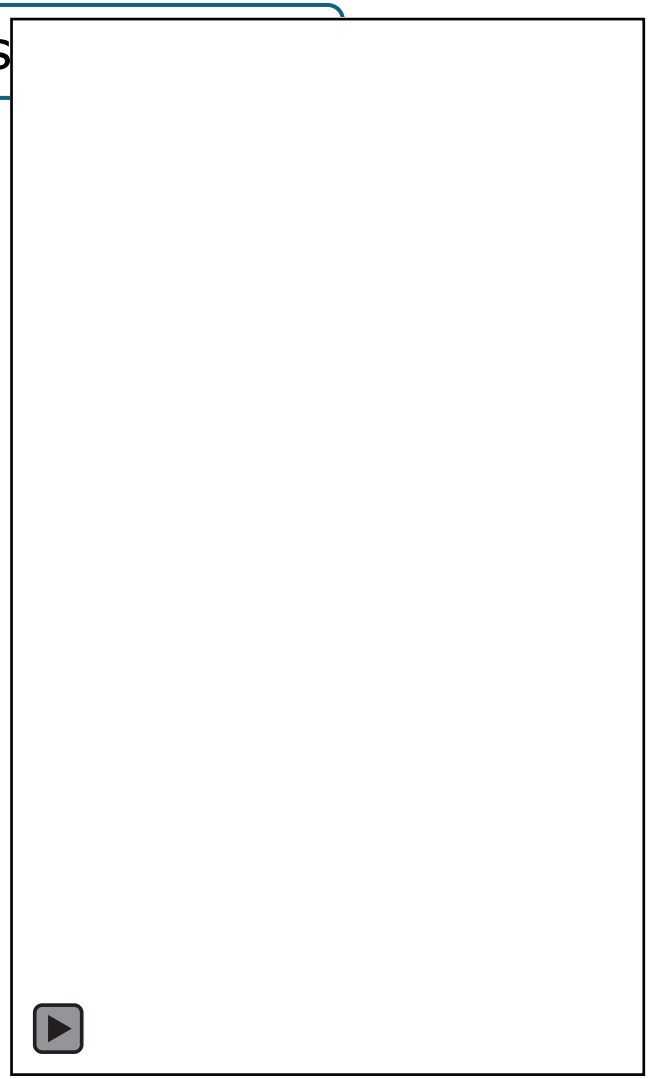
Elevator Attendant Pilot Expands to Lake Station →

ACCESS CONTROL

Station Experience Updates

ser Tes





PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

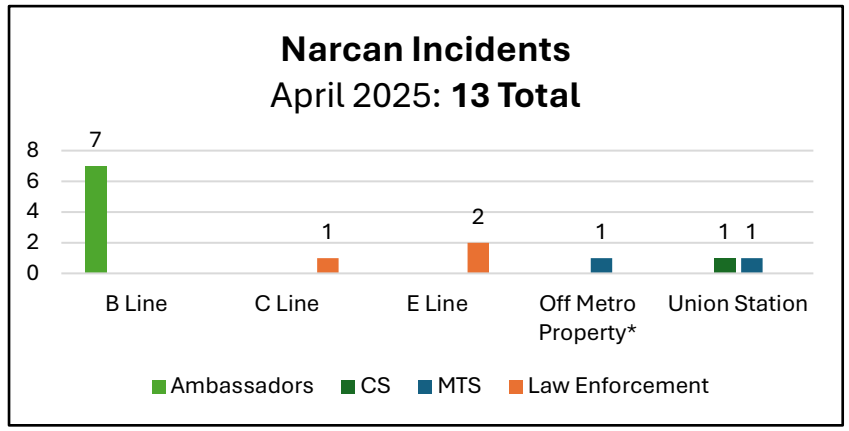
Metro utilizes a care-based approach, collaborating with the Department of Health Services (DHS) and homeless service agencies to deploy multidisciplinary outreach teams (MDTs) across the rail and bus system.

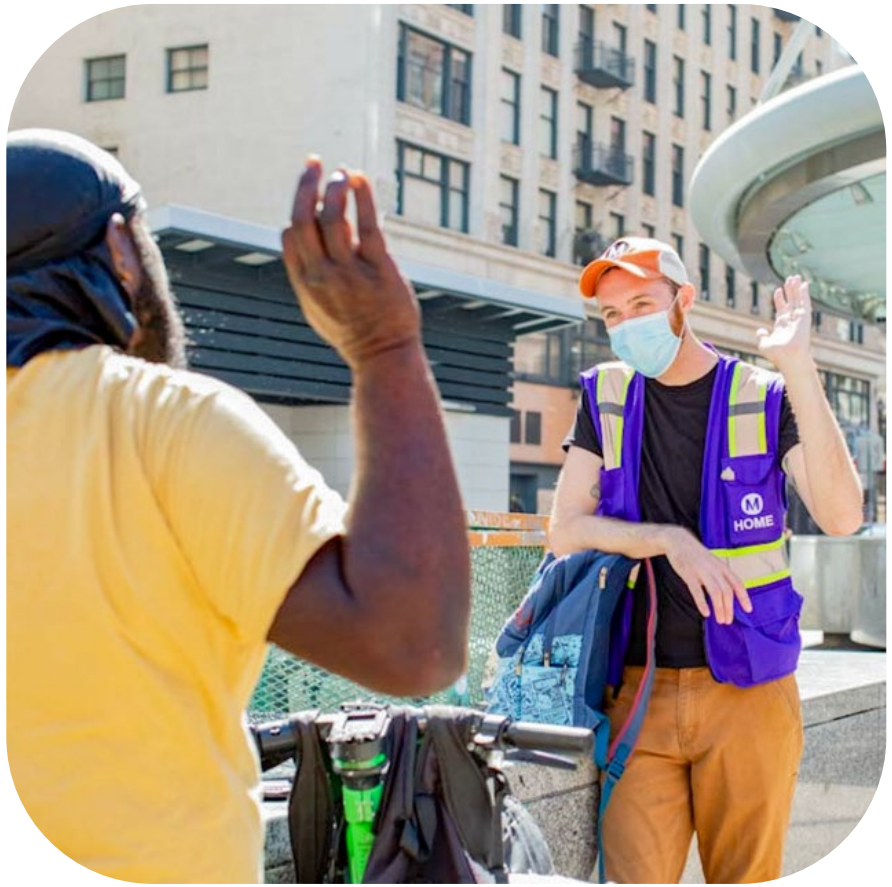
So far, this fiscal year:

Enrollments into HMIS **5,638 people**

Interim/ Permanent Housing **2,378 people**

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





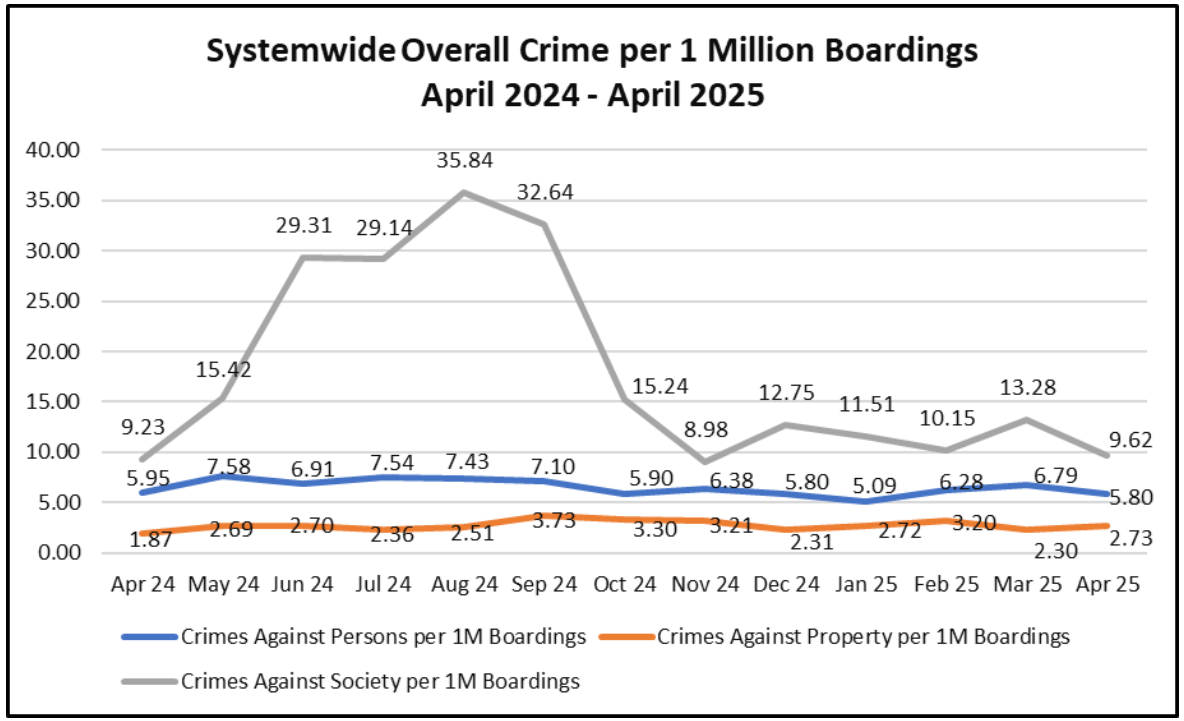
**One Narcan incident was off Metro property as MTS officers were flagged to assist an individual near Union Station.*

PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

April 2025 vs. March 2025

Per one million boardings

- **Crimes Against Persons** decreased by 14.6% (5.80 vs. 6.79 in March).
  - This is the second lowest rate in 12 months, surpassed only by January's rate of 5.09 per one million boardings.
  - It is also the *lowest rate of incidents seen for the month of April since 2019*.
- **Crimes Against Property** increased by 18.7% (2.73 vs. 2.30 in March).
  - LAPD's special deployment to mitigate the increase in thefts and robberies lowered the number of incidents in the latter half of April.
- **Crimes Against Society** decreased by 27.6% (9.62 vs. 13.28 in March).



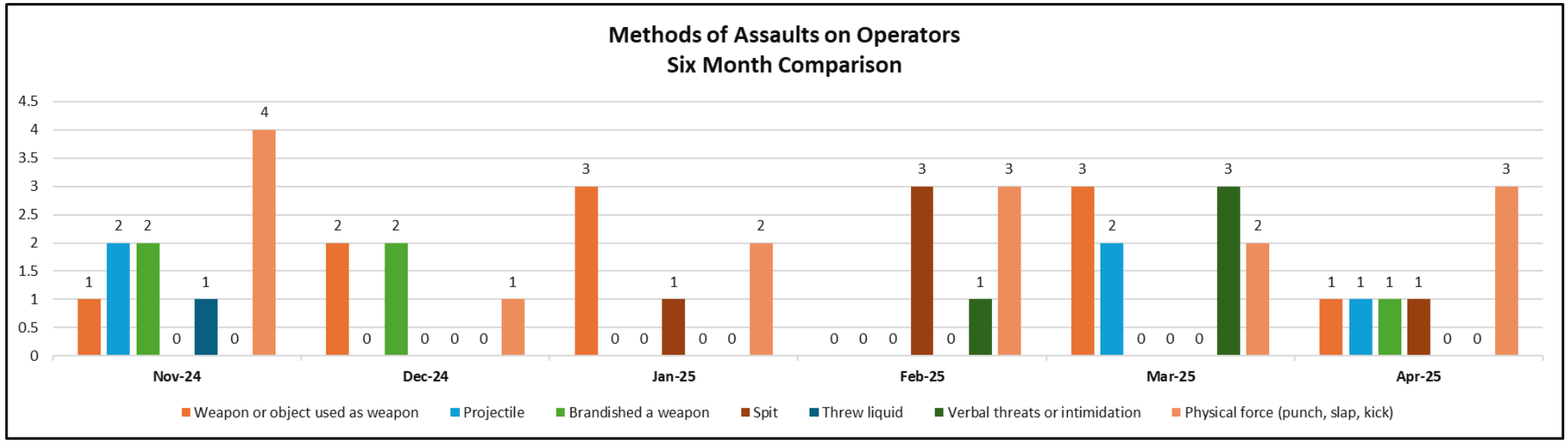
PARTNERSHIPS TO MITIGATE SOCIETAL ISSUES

Mitigating Crime Against Frontline Personnel

- 21 assaults on Metro frontline personnel:
  - **7 Operator Assaults** (from 10 in March)
  - **14 Other Frontline Staff** (unchanged; 14 in March)
- Using physical force, using a weapon or object, projectile, spitting, and brandishing a weapon were the methods of assaults on operators in April.
- In April, 1,076,071 revenue miles were traveled between each operator assault.

Comparing the assaults from April 2024 to April 2025:

- April 2024: 7 out of 12 assaults caused injuries, with 4 operators needing medical treatment
- April 2025: Of 7 assaults, only one required medical treatment



File #: 2025-0208, **File Type:** Informational Report **Agenda Number:** 40.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: RESPONSE TO MOTION 48: ENHANCING THE EFFECTIVENESS OF THE LIFE PROGRAM

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE an update on the Low-Income Fare is Easy (LIFE) Program in response to Board Motion 48, Enhancing the Effectiveness of the LIFE Program.

ISSUE

The Low-Income Fare is Easy (LIFE) program provides subsidized fares to low-income riders on Metro's transit system with the aim to ensure equitable access to transportation for individuals who may otherwise face financial barriers to mobility. While the majority of Metro's customers qualify for the program, utilization has been less than expected despite a significant increase in enrollment based on building partnerships with City and County agencies and community-based organizations, consistent in-person outreach, and a strong marketing communications campaign.

Since July 2023, LIFE Program sign-ups, per month, have grown 74%, but the number of active users of monthly LIFE benefits has not kept pace, only growing 35% in the same period. At the same time, LIFE Program participation has not been at the level it could be, with only 15% of enrollees still using the LIFE Program benefits 6 months after joining the program (LIFE and TAP databases).

In 2024, efforts were made to improve utilization rates which included:

- Deployment of E-mail Reminders
- Implementation of the first phase of Auto Monthly Benefits Redemptions
- Activation of Transformative Climate Communities (TCC) Grant, South Los Angeles
- Implementation of a Focused Marketing Campaign

To further address these challenges, on July 25, 2024, the Board passed Motion 48 (Attachment A) by Directors Mitchell, Bass, Dutra, Sandoval, Solis, and Dupont-Walker about the Low-Income Fare is Easy (LIFE) Program, which required staff to conduct a LIFE participant survey and report back about opportunities to expand and enhance the LIFE Program and customer utilization rates.

BACKGROUND

On July 25, 2024, the Board passed Motion 48, Enhancing the Effectiveness of the LIFE Program by Directors Mitchell, Bass, Dutra, Sandoval, Solis and Dupont-Walker. The motion requested staff to evaluate the use of subsidies by LIFE riders and data collected from the Metro Free Monthly Pass Program underway with the Transformative Climate Communities (TCC) grant in South Los Angeles and the City of Pomona. The motion further directed staff to:

1. Conduct a survey among past and current LIFE participants to identify the greatest barriers and opportunities to increasing utilization of LIFE benefits.

2. Report back with a presentation on the survey key findings, provide an analysis of utilization data, and develop a plan for increasing utilization, including any programmatic adjustments based on the data and survey analysis.

3. Use the findings from the Metro Free Monthly Pass Program for the TCC grant in South Los Angeles and City of Pomona to evaluate and model more accurate projection of costs and benefits for an unlimited LIFE Program, including but not limited to potential ridership increases, influence over customer behavior and usage potential additional operational costs, quantified socio-economic and climate benefits, and projected regional impacts.

4. Direct the CEO to expand the Youth on the Move Program to all Transitional Age Youth, regardless of age or enrollment in the Independent Living Program.

DISCUSSION

In response to the Board's direction, Metro staff conducted a multi-phase research study from August 2024 through January 2025, to identify barriers to participation in the LIFE Program. The research aimed to understand LIFE member demographics, psychographics (attitudes and beliefs), fare payment behaviors, and obstacles to enrollment.

The research process began with staff reviewing existing data and studies, both internal and external and conducting interviews with key stakeholders (LIFE Program administrator, community-based organizations and Metro Staff). The information collected informed topics discussed with LIFE Members in in-depth interviews, including program familiarity, barriers to sign-up/usage, usage habits, appeal of program benefits, and social service usage. Staff also surveyed 2,128 active and inactive/past members (for a margin of error of ±4%) to understand their experience with the LIFE Program and barriers to LIFE program usage. The demographics of survey respondents largely mirrored the demographics of Metro riders who use LIFE as reported via our annual On-Board Survey. For example, the LIFE Member survey participants were 49% male, 48% female, and 3% non-binary/prefer to self-describe; and 59% Hispanic/Latino, 20% Black/African American, 12% White, 7% Asian, and 2% Other.

The research uncovered the top four barriers to using LIFE program benefits: confusion/frustration with monthly redemption process, forgetting they signed up and other on-boarding challenges, not

being able to get answers to questions, and losing their LIFE TAP card.

The study also highlights the impacts recent improvements have begun to make on improving program usage and addressing some of the responses we received in the survey.

- Email reminders increased redemptions by 24%
- Auto-redemptions have increased the number of members redeeming monthly benefits by about 20,000
- Participants in the South LA TCC grant program who used the benefit increased their TAP's by 68% relative to before the pilot. Early analysis suggests that the increased usage during the pilot does not hold after the pilot ends when unlimited free rides are no longer available.

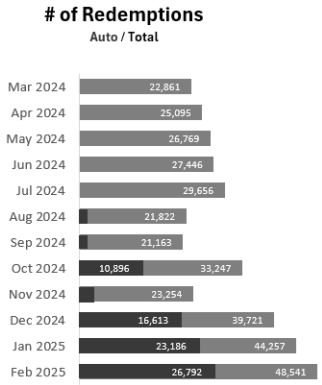
Email reminders increased redemptions by 24% (vs. months without reminders)

% of LIFE Members Who Redeemed 20 rides

Jan 2024	9.9%	
Feb2024	10.0%	
Mar2024	10.4%	
Apr2024	11.1%	First Email Reminders
May 2024	11.4%	Email Reminders
Jun 2024	11.4%	Email Reminders
Jul 2024	12.0%	
Aug 2024	8.5%	
Sep2024	8.0%	Last Email Reminders
Oct 2024	12.2%	
Nov 2024	8.4%	

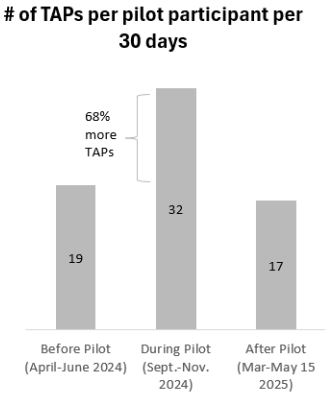
Detail:
The LIFE Program deployed email reminders in the last week of the month to program participants with instructions on how to redeem their monthly benefits.

Auto-Redemptions have increased total monthly redemptions



Detail:
Starting in August 2024, LIFE Program Members who called Metro's Customer Call Centers to redeem their monthly benefits were offered the option to enroll in auto-monthly benefits redemptions.

South LA pilot participants who used the benefit increased their TAPs 68%. Early analysis suggests that increases don't hold after the pilot



Detail:
In July 2024, randomly selected LIFE Program Members in the grant area were offered free unlimited-use passes for 6-months. 465 LIFE Members have enrolled.

Simultaneously, during the survey period, in November 2024, marketing launched a 7-month campaign to raise awareness of the LIFE Program and drive sign-ups and renewals. The campaign primarily targeted Spanish-speaking communities, with an awareness to English-speaking African American communities. Staff utilized trusted media channels, including newspapers, radio, billboards, digital, social media, and search, concentrating on areas with high public transit use but low program adoption. Follow-up ads were also used to re-engage individuals who visited the LIFE website but did not complete their sign up. These efforts were designed to increase awareness, engagement, and renewals among eligible riders.

As of April 30, 2025, the campaign has delivered:

- 20,742,014 total advertisements viewed
- 317,389 total advertisements clicked
- 163,000 arrivals to metro.net landing page

Since launch, the campaign has driven about 60% of LIFE webpage traffic.

Wildfire Recovery LIFE Enrollments

At the time the survey was completed and this report was being prepared, the Metro Board passed Motion 2025-0039, Eaton and Pacific Palisades, which modified the eligibility criteria for LIFE program to include individuals displaced by the wildfires and mobilize outreach teams to Eaton and Pacific Palisades evacuation centers, resource centers, workshops and other critical locations to assist in registration efforts.

As of May 16, 2025 the LIFE Program enrolled 5,533 participants into the program and attended over 85 Wildfire Recovery events. 2,288 participants are using LIFE benefits and have boarded transit 137,260 times. This makes up 41% of wildfire recovery enrolled users riding the system.

Key Findings

To better understand how Metro can work to increase usage, the LIFE Member survey asked inactive members why they never used their benefits or why they stopped. The proportions of inactive member respondents in the survey align closely with TAP card usage data:

- 43% of inactive members never used their LIFE benefits
- 48% only used the initial 90 days of free rides
- 9% used the monthly benefits and then discontinued

Barriers to Using LIFE Benefits

1. **Needing to take action each month to get LIFE benefits**.

   The most commonly cited barrier to continued program use is the effort required to access monthly benefits. Nearly 70% of LIFE Members who stop using the program point to this challenge, highlighting the need to simplify or automate the process. Interviews underscored the sentiment of LIFE Program members who continue to use the program, and those who have discontinued the program.

   Current Active Users stated:

   > *“I had several experiences with different stores, that they didn't want to do it, that their machine didn't do it, that the card didn't work…that I had better call by phone, because they couldn’t do anything.” - Active User (Using monthly LIFE benefits)*

   > *“I've been told that you can do it online, but I couldn't figure out how.” - Active User (Using monthly LIFE benefits)*

Users Who Discontinued using LIFE stated:

> *"Sometimes I would just take the loss and just spend the regular amount of riding, just because I didn't want to go through the hassle." - Inactive LIFE Member (Stopped using monthly LIFE benefits)*

> *"It can be annoying. Cause sometimes you have wait for an hour (by calling)." - Inactive LIFE Member (Stopped using monthly LIFE benefits)*

> *"I thought the free rides would go automatically on the card, and I didn't know you had to activate them." - Inactive LIFE Member (Lapsed after 90 days)*

66% cite not knowing about the monthly benefits as a reason for not continuing to utilize LIFE.

> *"I thought that it was only for 90 days and that it was over." - Active User (Using the 90 days)*

> *"I just found that out yesterday about the 20 free rides." - Inactive LIFE Member (Lapsed after 90 days)*

2. Forgetting they signed up and other challenges with getting started

41% of new members don't recall signing up, and 51% say they don't fully understand how the program works. Additionally, 20% reported issues with their LIFE TAP card not functioning properly.

> *"I assumed that they would send you a card, or whatever, if you're approved for it, but I never did hear anything." - Inactive LIFE Member (Lapsed after 90 days)*

> *"They sent me a TAP card, but it didn't let me TAP. I haven't called them because I haven't had time. If I call, it's gonna take a long time. I have to look up where they have a station" - Inactive LIFE Member (Signed up, but never used LIFE benefits)*

3. Not being able to get answers to questions

About 51% of members who signed up but never used or later stopped using LIFE said they couldn't get answers to their questions.

> *"I tried calling (Customer Care) and didn't get an answer and didn't have the time to wait for a representative." - Inactive LIFE Member (Lapsed after 90 days)*

> *"I haven't been able to figure out how the discount works or what's the discount." - Inactive LIFE Member (Lapsed after 90 days)*

4. Losing LIFE TAP card or mixing it up with other TAP cards

Card confusion is a notable barrier. About 43% of LIFE Members cite losing their LIFE TAP card as a reason for not continuing to use the program, while 52% of LIFE Members say they don't know which TAP card has their LIFE benefits. Among LIFE Members, 28% have more than 1 TAP card, making it difficult to know which one was registered in the LIFE Program.

> *"Twice I lost the card and didn't have a payment method [other than] coins." - Active User (Using the 90 days)*

> *"I lost the card, but I was supposed to get the benefits transferred. I don't know why exactly my benefits haven't transferred yet." - Active User (Using the 90 days)*

Usage Barriers by Subgroup

LIFE Members with any of the following characteristics report more barriers to using their benefits: those who speak limited English, are unbanked, lack internet access, and/or do not have a smartphone. While these individuals may have the greatest need for the program, they are also the hardest to reach and support through traditional sign-up methods.

Further Recommendations

The Customer Experience survey provides staff with important findings from LIFE participants to better understand where adjustments and updates need to be made to retain existing LIFE riders, while enhancing the effectiveness of the program moving forward. The data highlights a clear opportunity to reconnect with inactive members and strengthen ongoing participation in the program.

Based on the findings staff recommends making the following steps and adjustments to the LIFE Program:

1. Reducing/Eliminating Efforts to get monthly passes

- TAP 20-ride Autoload Expansion-Based on the increased redemption of LIFE 20 free rides within the last 8 months by program participants who call in to renew their benefits, TAP will expand the 20-ride autoload system to LIFE participants who activate benefits at TAP vendor locations, mobile app, and on taptogo.net. Additionally, riders who apply for the LIFE Program online, in person or at a DPSS office will be given an option to enroll in the 20-ride autoload system. Anticipated launch of these enhancements is July 2025.

- City and County Partnership Improvements-Offer valid EBT cardholders with a one-time, free LIFE 20-Ride benefit on a TAP card. EBT customers will be encouraged, via a printed link or QR code on the receipt, to sign up for the standard LIFE Program application process to continue receiving monthly benefits. Customers utilizing the one-time benefit will receive a complimentary new TAP card at the TVM or can apply online at Taptogo.net with EBT card number and TAP card number to receive the benefit. To ensure this program is a success, TAP and Customer Experience will conduct a marketing campaign in partnership with DPSS. Launch this enhancement by December 2025.

2. Strengthen Communications of LIFE Monthly Benefits

- Continue to refine the LIFE marketing campaign, focusing on high-transit areas with low LIFE adoption, optimizing media focus on higher-performing tactics, and introducing new strategies to act on key insights gained to date. The campaign will maintain a diverse media mix, with an increased investment in paid search to convert active interest into applications and drive higher enrollment.

- Strengthen partnerships with community-based organizations to engage underserved communities and ensure the program reaches those who would benefit most. Working with internal Metro departments and our multicultural marketing agency, Metro Marketing will expand our reach in underserved communities by balancing broad awareness media with hyper-local, grassroots community outlets. This approach will drive awareness in a more personal and impactful way. Multi-language ads, videos including Spanish, English, Chinese, Tagalog, and other key languages, will ensure accessibility, while collaboration with trusted local media partners will help amplify our message through familiar voices. By refining these efforts, staff aim to strengthen program visibility, improve access, and drive higher enrollment and retention.

- Enhance messaging to strengthen and clarify the LIFE Program value proposition**.** Metro's wildfire recovery enrollment efforts demonstrated that clear calls to action and benefit-driven messaging significantly boosted awareness and prompted immediate action. Marketing staff will apply this learning to the next phase of the LIFE campaign by refining messaging to be more direct and focused on rider benefits and savings. Additionally, we plan to maintain an ongoing presence by posting static advertisements throughout our platforms and stations year -round, ensuring continuous visibility and keeping the program top of mind for riders.

- Continue monthly reminder emails as a method to reach program participants. In April 2024, TAP began emailing LIFE participants monthly reminders of benefits and this effort is deemed effective to increase benefit utilization.

- Pilot short message service (SMS) notifications to improve customer engagement and keep members informed about monthly benefits during onboarding, and after the first 90 days. TAP will implement SMS/texting services as a communication channel that will enhance the customer experience by December 2025.

3. Making Sure Members can get questions answered

- Expand trainings LIFE Administrators have with partner agencies to include quarterly informational workshops with TAP. These additional workshops will support agency staff's ability to address customer inquiries about TAP, how to access monthly benefits and ride our system.

4. Improving Onboarding Experience of new members

- Add a LIFE QR Code Sticker on TAP Cards during in-person enrollments or mailed, that will direct LIFE participants to a TAP LIFE landing page. This effort will improve customers' ability to stay aware and keep track of program benefits.

- Ensure new LIFE administrators are effectively promoting the program in South Los Angeles and San Fernando Valley through open houses and targeted advertisements. In December 2024, the Metro Board approved a new LIFE Administrator contract for the International Institute of Los Angeles (IILA). Since approval, IILA has opened two new offices in South Los Angeles and San Fernando Valley (Van Nuys). With IILA, Metro LIFE Program will be conducting open houses, a mailer, and targeted advertisements to ensure stakeholders are aware of enrollment centers in these communities.

5. Investing in Supportive Services

- Continue the South LA TCC Grant Program, which provides six months of free rides to LIFE-eligible participants and assesses the program's financial and ridership impact to guide future decisions.

- Expanding the TCC grant program to Pomona in July 2025. Existing and eligible LIFE participants will be provided the same six-month unlimited use LIFE passes for a specified number of participants in the Pomona grant area.

Transformative Climate Communities (TCC) Grant Usage Analysis

The South LA TCC Grant Program was launched in mid-July 2024 and had 293 active participants out of 465 enrollees from inception through December 2024, with 50,115 total boardings. The average program participant boards about 38 times per month, including transfers compared to general LIFE participants in LA County that averaged 27 boardings during the same period. Participants who transfer do it at an average rate of 1.8 times per day. Below is the participant average boardings per month from August through December 2024:

Figure 2: Average Boardings Per Month by LIFE Participants in South LA Grant

Boardings	Participant %
1-20	37%
21-30	15%
31-40	12%
41-60	16%
61+	20%

Analysis of South LA TCC Grant Participants

The cost analysis below uses South LA TCC Grant Program participant ridership data to determine the potential cost of operating the entire LIFE Program with unlimited rides at no cost to participants. Factors considered in the LIFE Unlimited cost analysis are as follows:

- 284,019 total LIFE Monthly participants as of December 2024
- Average of 38 monthly boardings per South LA Grant participant
- $1.75 Full Fare and $0.75 Reduced Fare price per ride

Based on these factors and the current LIFE utilization rate of 18 percent, offering unlimited LIFE boardings would cost Metro over $37.5 million per year but could reach up to $104.3 million if half (50%) of the current participants start utilizing the program (see Figure 3 below).

Figure 3: Average Boardings Per Month by LIFE Participants in South LA

Utilization Rate	Monthly Cost	Annual Cost
10% Utilization	$1,737,628	$20,851,539
18% Utilization (Actual)	$3,127,731	$37,532,770
20% Utilization	$3,475,257	$41,703,078
30% Utilization	$5,212,885	$62,554,617
40% Utilization	$6,950,513	$83,406,156
50% Utilization	$8,688,141	$104,257,695

The current LIFE budget in FY25 is $33.5 million, which includes $28.0 million for fare subsidies to LIFE riders throughout the region, $2.0 million for administrative services and $3.5 million for taxi vouchers. Given the active utilization rate of 18 percent and the current LIFE subsidy budget of $28 million, an annual shortfall of $9.5 million is projected (see table below) if the 20-ride monthly cap is lifted for all LIFE participants.

This shortfall of $9.5 million would impact Metro's limited operating eligible funding, translating to the cost of 39,270 Bus Revenue Service Hours (RSH) that could need to be cut, which will have an adverse effect on bus riders. Additional funding sources or reductions in the current operating budget would be required to sustain an expanded LIFE program.

Figure 4: Budget Impact of Implementing Unlimited Free Rides for all LIFE Participants

Available LIFE Subsidy Amount:	$28,028,297
18% Utilization (Actual)	$37,532,770
Variance/Shortfall	($9,504,473)

Challenges of offering unlimited free rides to all LIFE Participants

Changing the LIFE Program to unlimited free rides would pose regional challenges, as well. An unlimited-use LIFE Program would require consensus from all 16 participating operators (including Metro). Current LIFE participating operators are already having difficulties closing the revenue gap and have asked for an increase in reimbursement from Metro.

Changing LIFE to unlimited free rides would have a negative impact on the pass sales revenue for participating operators who offer LIFE discounts on monthly passes. Those operators depend on pass sales to sustain operations and create funding gaps that would need to be addressed. Without a dedicated funding source, the cost of an unlimited-use free LIFE program would likely be unsustainable. To sustain an expanded LIFE Program, trade-offs in the operating budget may be required, which could have adverse impacts on riders who depend on public transit. With current federal funding programs still uncertain, additional challenges may arise with less funding available.

The Pomona TCC grant is just starting in May 2025, so no data is available to analyze yet.

Solis Amendment - Youth on the Move

According to a California Policy Lab Study conducted in partnership with the Department of Children and Family Services (DCFS), 1,000 youth age out of foster care each year, and nearly 25% will experience homelessness due to a lack of support services.

The Youth on the Move Program (YOTM) is currently administered by the county's Department of Children and Family Services (DCFS) for participants in the Independent Living Program (ILP), which provides training, services, and benefits to assist current and former foster youth in achieving self-sufficiency prior to, and after leaving, the foster care system. DCFS administers the program, including screening participants and processing applications, and Metro covers the full cost of the passes, which are EZ Regional passes to allow youth to access all of their necessary destinations. As of April 2025, 3,013 (75%) of 4,000 eligible youth in ILP are registered in the program and 1,082 (36%) of registered participants are actively riding.

Expanding YOTM would require both an organization to administer the program in the new area and the approval of the budget expense for Metro to cover the cost of the passes. Metro staff have been working with both DCFS and the Los Angeles Homeless Services Authority (LAHSA) to find an avenue to expand the program, and LAHSA has expressed interest, if they are able to resolve the pending issues listed below:

- LAHSA is determining staff availability to manage the program.
- LAHSA would also coordinate with the Department of Children and Family Services (DCFS) to ensure foster youth who already have a pass through the YOTM program do not receive an additional pass under the LAHSA program. Additionally, homeless youth eligible for programs such as GoPass or U-Pass, should remain enrolled in those programs and are not eligible for YOTM, unless they require a pass type not covered by those programs.
- Approval of the program cost from the Office of Management and Budget (OMB) and the Office of the Chief Executive Officer (OCEO). Based on the retail value of the EZ Annual Passes (see Figure 5 below), the estimated annual cost of the expansion would range

between $434,000 and $1.3 million. However, the actual cost of boardings utilized by YOTM riders is much lower. Based on the FY25 projected cost per participant based on boardings, the projected cost for expanding this program to an additional 325 LAHSA users would be approximately $62,000. See additional information in Figure 6 below.

If approved, the expansion of the YOTM to include LAHSA would provide support to approximately 325 homeless youth between the ages of 18 and 22.

Figure 5: EZ Pass Retail Value by Zones:

Pass Type	Annual Price Per Pass	# of Eligible Youth	Total Cost
EZ	$ 1,320.00	325	$ 429,000.00
EZ with Premium 5	$ 2,640.00	325	$ 858,000.00
Ex with Premium 10	$ 38,960.00	325	$ 12,662,000.00

Figure 6: LAHSA Youth on the Move Expansion Cost Estimate by Boardings:

LAHSA Youth on the Move Expansion Cost Estimate			
Year	Participants	Cost of Boardings	Cost Per Participant
FY24	1123	$ 189,683.00	$ 168.91
FY25 YTD (12 Month Projection)	988	$ 125,657.00	$ 190.77
LAHSA Expansion	325	$ 62,001.81	$ 190.77

In the interim, Metro will continue to promote GoPass, U-Pass, and LIFE programs to LAHSA staff to ensure all eligible youth who qualify for these programs are enrolled. Metro will also continue to work with DCFS to determine if there are other ways to expand the YOTM program.

EQUITY PLATFORM

Discounted fare transit programs, like LIFE, are Metro's investment in social mobility and an important tool to assist in the fight against income and health inequality. These programs, which include enrollments, outreach, partnerships with Community-Based Organizations (CBOs), and taxi vouchers for individuals with short-term/immediate transit needs, make Metro more accessible to riders facing financial and other barriers, while providing financial relief from the ever-rising cost of living.

The 2024 LIFE survey results and analysis on the Transformative Climate Communities Grant in South Los Angeles, helps the program adjust program communications, refinement and expansion of LIFE marketing campaign, expand CBO partnerships, improve agency trainings to support customer experience and improve the effectiveness of the program moving forward by supporting TAP technology enhancements, additional free rides, new texting/SMS communication methods and awareness of administrator offices to improve rider access to LIFE enrollment centers to further reach marginalized communities, low-income households, people with disabilities, and Equity Focus

Communities (EFCs).

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

These programs support Metro's Strategic Plan Goal 3) Enhance communities and lives through mobility and access to opportunity, and Goal 4) Transform LA County through collaboration and leadership. Metro will continue to work toward providing accessible and inclusive services for the residents of Los Angeles County.

NEXT STEPS

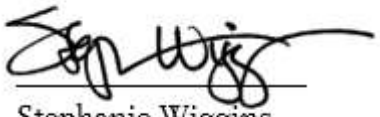
Staff will proceed with implementing LIFE Program enhancements to address survey responses and explore additional efforts to increase benefit utilization and program awareness.

ATTACHMENTS

Attachment A - Motion 48 - Enhancing the Effectiveness of the LIFE Program
Attachment B - LIFE Program Conversion Research Final Report

Prepared by: Michael Cortez, Director LIFE Program, Fare Programs, (213) 418-3423
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Stephanie Wiggins
Chief Executive Officer

Attachment A

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

File #: 2024-0499, **File Type:** Motion / Motion Response **Agenda Number:** 48.

REVISED
REGULAR BOARD MEETING
JULY 25, 2024

Motion by:

DIRECTORS MITCHELL, BASS, DUTRA, SANDOVAL, SOLIS, AND DUPONT-WALKER

Enhancing the Effectiveness of the LIFE Program

Related to Item 45: Motion 22 Response: Bridge to Fareless Transit

The Low-Income Fare is Easy (LIFE) Program has substantially grown since Metro launched the program in 2019. Over the years, staff has implemented various efforts to streamline enrollment, expand partnerships, and enhance LIFE Program benefits. In 2021, the Board directed staff to double enrollment and since then, the LIFE program has tripled its enrollment to over 335,000 participants. While a substantial achievement for the program, the program needs to be evaluated not only by level of enrollment, but also utilization. Staff report that the current utilization rate among current enrollees is 16 percent. In other words, out of 335,000 participants, approximately 53,600 are actively using their LIFE benefits today. Staff have computed several statistics that begin to identify potential programmatic impacts to utilization - for example, about 13 percent of LIFE participants drop off after their free 90-day pass expires, and average rides during the free 90-day pass compared to the free 20 monthly regional trips drop by approximately 30 percent, from about 19 to 13 rides per month. Metro needs to conduct further analysis of the program's data and participant experience to identify effective strategies for increasing active users among current enrollees.

While the agency continues to seek funding to launch a Phase 2 pilot, a smaller scale pilot is underway with the Transformative Climate Communities (TCC) grant in South Los Angeles. Among the projects in this five-year grant is the Metro Free Monthly Pass Program. The program will provide 1,400 six-month passes every six months of unlimited free rides for LIFE-qualifying adults in the project area. A similar program with TCC funds was also awarded in the City of Pomona. Metro can start now to understand the potential impact of a fully fareless system for low-income riders by leveraging the program's data collection and evaluation to project a more accurate assumption of operational costs, socio-economic benefits, and impact to the region.

SUBJECT: ENHANCING THE EFFECTIVENESS OF THE LIFE PROGRAM MOTION

RECOMMENDATION

APPROVE Motion by Mitchell, Bass, Dutra, Sandoval, Solis, and Dupont-Walker that the Board direct the Chief Executive Officer to:

A. Conduct a survey among past and current LIFE participants to identify the greatest barriers and opportunities to increasing utilization of LIFE benefits.

B. Report back in March 2025 with a presentation on the survey's key findings, an analysis of utilization data, and proposed plan for increasing utilization, including any programmatic adjustments based on the data and survey analysis.

WE, FURTHER MOVE, that the Board direct the Chief Executive Officer to:

C. Utilize the findings from the Metro Free Monthly Pass Program for the Transformative Climate Communities (TCC) grant in South Los Angeles and City of Pomona to evaluate and model a more accurate projection of costs and benefits to an unlimited LIFE program, including but not limited to ridership increases and behaviors, operational costs, quantified socio-economic and climate benefits, and projected regional impacts.

SOLIS AMENDMENT: Direct the CEO to expand the Youth on the Move Program to all Transitional Age Youth, regardless of age or enrollment in the Independent Living Program.

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ATTACHMENT B

LIFE Program Conversion Research

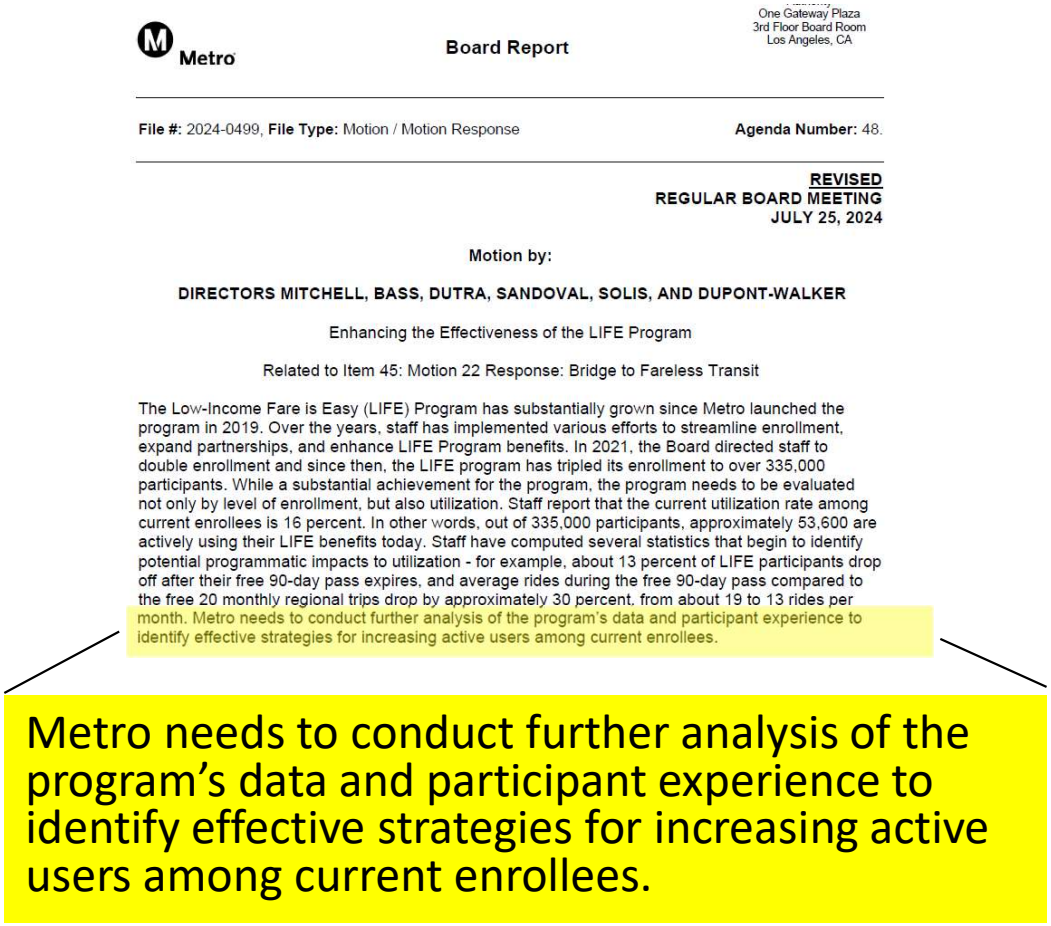
Final Report

June 2025

Goals of Research

Determine ways to:

- Increase LIFE program sign-ups
- Increase LIFE program usage



Metro

Board Report

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

File #: 2024-0499, **File Type:** Motion / Motion Response

Agenda Number: 48.

REVISED
REGULAR BOARD MEETING
JULY 25, 2024

Motion by:

DIRECTORS MITCHELL, BASS, DUTRA, SANDOVAL, SOLIS, AND DUPONT-WALKER

Enhancing the Effectiveness of the LIFE Program

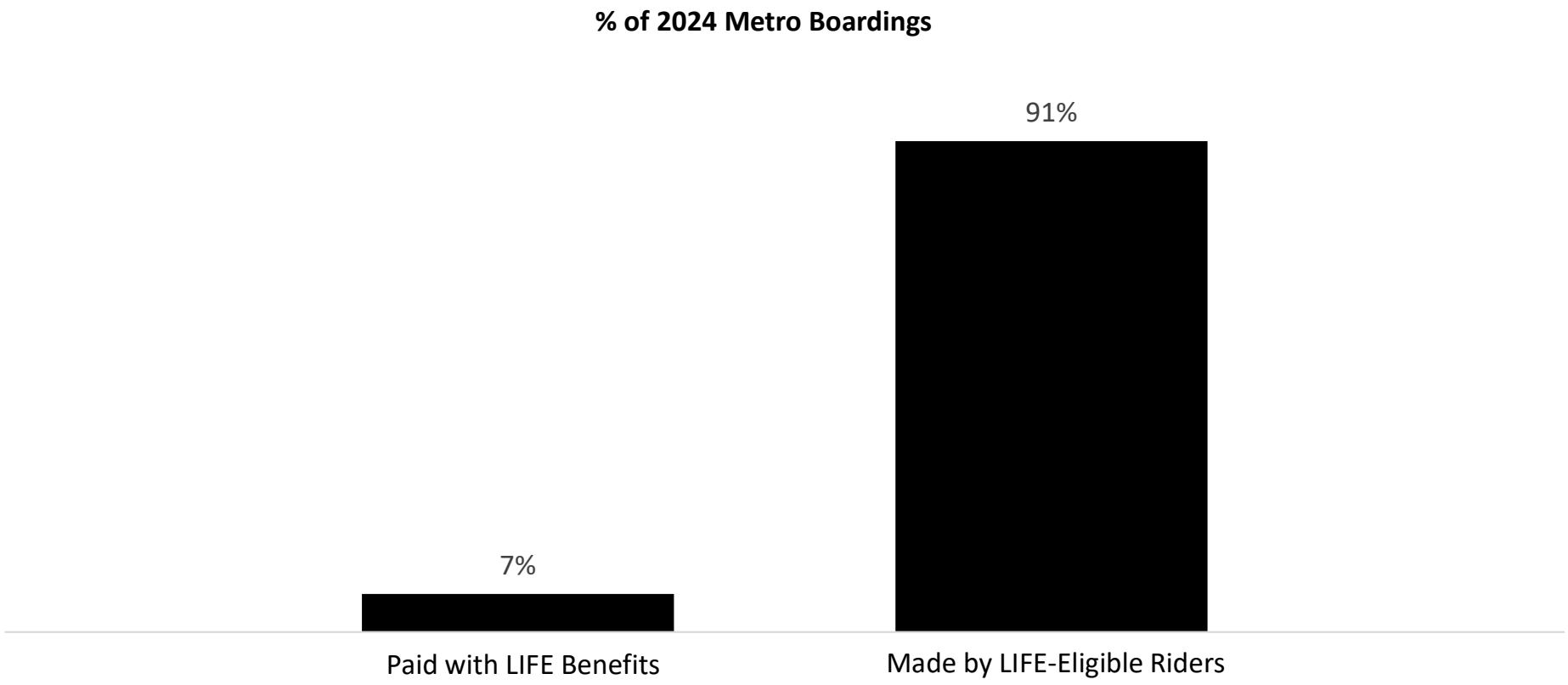
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The Low-Income Fare is Easy (LIFE) Program has substantially grown since Metro launched the program in 2019. Over the years, staff has implemented various efforts to streamline enrollment, expand partnerships, and enhance LIFE Program benefits. In 2021, the Board directed staff to double enrollment and since then, the LIFE program has tripled its enrollment to over 335,000 participants. While a substantial achievement for the program, the program needs to be evaluated not only by level of enrollment, but also utilization. Staff report that the current utilization rate among current enrollees is 16 percent. In other words, out of 335,000 participants, approximately 53,600 are actively using their LIFE benefits today. Staff have computed several statistics that begin to identify potential programmatic impacts to utilization - for example, about 13 percent of LIFE participants drop off after their free 90-day pass expires, and average rides during the free 90-day pass compared to the free 20 monthly regional trips drop by approximately 30 percent, from about 19 to 13 rides per month. Metro needs to conduct further analysis of the program's data and participant experience to identify effective strategies for increasing active users among current enrollees.

Metro needs to conduct further analysis of the program's data and participant experience to identify effective strategies for increasing active users among current enrollees.

Metro

LIFE Program boardings make up a small portion of Metro boardings but could be much greater.



Source: Fall 2024 Onboard Survey. Boardings by LIFE-Eligible riders estimated with income and household size data.

Research Overview

Research Process

1. Insight Grounding			2. Understanding LIFE Riders & other Low-Income Riders	
Secondary Research	Stakeholder Interviews	Hypothesis Workshop	In-Depth Interviews (IDI)	LIFE Signup & Usage Survey
Mine existing TAP/LIFE data, prior research, and studies on social services to inform initial hypotheses	Interview internal and external stakeholders, and collect additional comments, to inform hypotheses	Codify all the things we want to learn/prove in the primary research	Learn what we don't know we don't know about LIFE riders and eligible riders. Help inform survey design	Quantify size of barriers & opportunities for signup and usage of LIFE

• 5+ internal studies, including
  • Cash-to-TAP
  • 2022 CX Survey
  • 2023 CSAT Survey
  • Brand Tracker
  • 2023 LIFE Advocacy Survey
• LIFE & TAP utilization data
• 16 external studies (academic and policy research), on use of social services
	38 stakeholders engaged
	
	21 Metro Staff, including:
	• LIFE Core Team
	• Customer Service
	• Digital, Marketing
	• Operations
	• Civil Rights
	
	17 External Partners
	• LIFE admins
	• DPSS
	• 3 CBOs
	• 3 TAP Vendors
		16 participants, from:
		• LIFE Team
		• CX Strategy & Insights
		• Marketing
		• TAP
		• Customer Care
		• Redhill Group (research consultancy)
			N=31
			• 26 members with different usage levels
			  • Recently signed up and using 90 days
			  • No free rides taken
			  • Only used 90 days
			  • Still redeeming monthly benefits
			  • Stopped redeeming monthly benefits
			
			• 5 non-member, eligible Metro riders
				N=2,128
				LIFE Members with a range of LIFE benefit utilization
				
				N=547
				Non-Members from eligible non-LIFE member LA transit riders

January – June 2024	April – June 2024	June 2024	June – September 2024	Sept. 2024 – Jan. 2025

Partnered with:

redhillgroup THE POWER OF INSIGHT

So-Cal based full-service market research firm specializing in Transportation, Entertainment, Customer Satisfaction, Mystery Shopping, Product Positioning and Ad Tracking

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Surveys Detail

LIFE Member Survey	LA County Transit Rider Eligible Non-LIFE Member Survey
N=2,128	N=547
• Ever signed-up for the LIFE Program, in LIFE member database	• LA County transit riders • Eligible for LIFE, but not current members
Topics Covered: - Transit and fare payment behavior - LIFE Program awareness and reported utilization - LIFE signup ease & pain points - LIFE redemption ease and barriers - Demographics and social service usage	Topics Covered: - Transit and fare payment behavior - LIFE awareness and interest - Awareness and appeal of LIFE benefits - Barriers to LIFE interest and signup - Demographics and social service usage
How Recruited: - TAP emails to LIFE members, grouped by level of LIFE Program utilization	How Recruited: - Online respondent panels - Intercepts at bus stops - CBO distribution
Demos mirror On-Board Survey for riders who paid with LIFE.	Demos mirror On-Board survey riders who 1) are LIFE Program eligible and 2) did not pay with LIFE
Fielded 10/4/24 - 11/5/24	Fielded 11/19/24 - 1/3/25

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Surveys Fielded by: redhillgroup THE POWER OF INSIGHT

LIFE Member Survey

- **N=**2,128
  - Margin of error of 4%
- **Sample Source:**
  - TAP Email to LIFE members
- English: n=1,965
- Spanish: n=163

Demos Largely Similar to those who paid with LIFE onboard

	LIFE Member Demos	LIFE Member Survey (weighted)
Male	47%	49%
Female	50%	48%
Other (Non-Binary, Prefer to self-describe)	3%	3%
Hispanic / Latino	54%	59%
Black/African American	23%	20%
White	11%	12%
Asian	7%	7%
Other	6%	2%
Surveys taken in Spanish	24%	19%
Age from LIFE member database		
Under 18	4%	2%
18-24	11%	13%
25-34	21%	21%
35-44	20%	20%
45+	44%	44%
Has access to a smartphone	74%	74%
No smartphone access	26%	26%

Fall 2024 onboard survey

Mix of signup dates & LIFE usage included

LIFE Program Signup Dates:

Signed up in last 30 days	4%
Signed up 31-90 days ago	7%
Signed up 91 days – 1 year ago	15%
Signed up 1 year ago or more	40%
Don't remember when they signed up	17%
Don't remember signing up for the LIFE Program at all	16%

LIFE Program Usage:

Active LIFE Users/Members	44%
Active 90 days users	9%
Active monthly benefit users	34%
Inactive LIFE Members (Never-Users, Past users)	56%
Non-users – members who never used LIFE	24%
Past users – lapsed after 90 days	27%
Past users – stopped using monthly benefits	5%

LIFE Member Demos from LIFE Member Database and riders who paid for their fare with LIFE in fall 2024 onboard survey. Some numbers don't add to 100% due to rounding. *The 16% of participants who believed that they had never signed up for LIFE skipped most of the survey because of their belief. We deliberately oversampled active users so that we could quantify their experiences.

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Eligible Non-LIFE-Member Survey

All non-member respondents had to ride transit at least once every 2 months

- **N=**547
- **Sample Sources:**
  - Online respondent panels
  - Intercepts
  - CBOs
- English: n=396
- Spanish: n=151

Demos Largely Similar to eligible non-members

	Eligible Non-Member Demos	Non-Member Survey (weighted)
Male	52%	51%
Female	45%	43%
Other (Non-Binary, Prefer to self-describe)	3%	5%
Hispanic / Latino	66%	64%
Black/African American	15%	17%
White	9%	11%
Asian	6%	6%
Other	3%	2%
Surveys taken in Spanish	36%	30%
Under 18	0%	0%
18-24	23%	23%
25-34	30%	27%
35-44	19%	20%
45+	27%	31%
Has access to a smartphone	71%	73%
No smartphone access	29%	24%

Fall 2024 onboard survey

Incomes meet LIFE eligibility criteria

Annual Incomes

Under $10,000	29%	
$10,000 - $24,999	29%	
$25,000 - $49,999	31%	
$50,000 - $64,999	8%	3+ in household
$65,000 - $79,999	3%	4+ in household

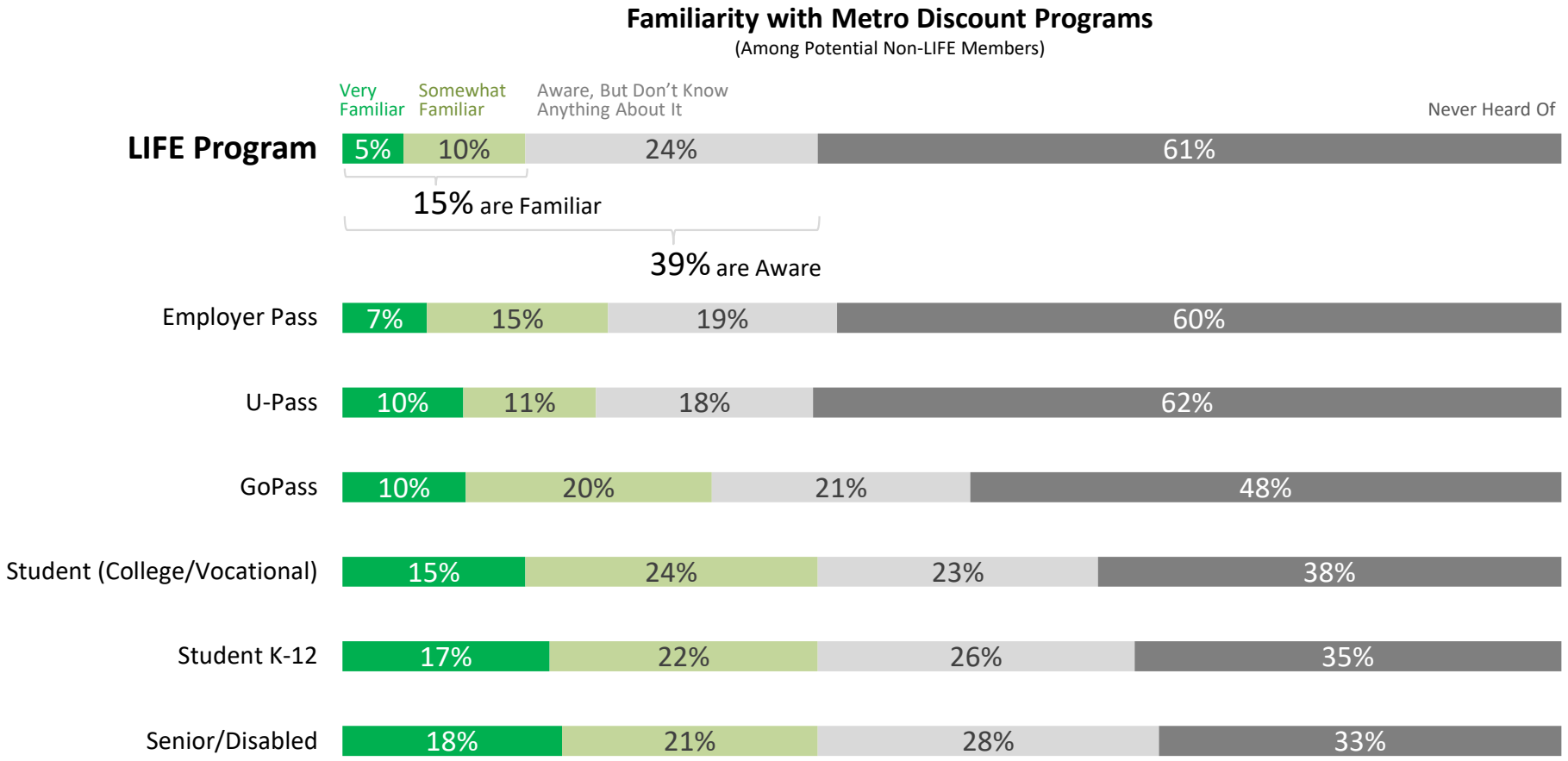
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Non-member Demos from riders who were eligible for LIFE based on their income and household size in fall 2024 onboard survey, but who did not pay their fare with LIFE.

Sign-Up Barriers

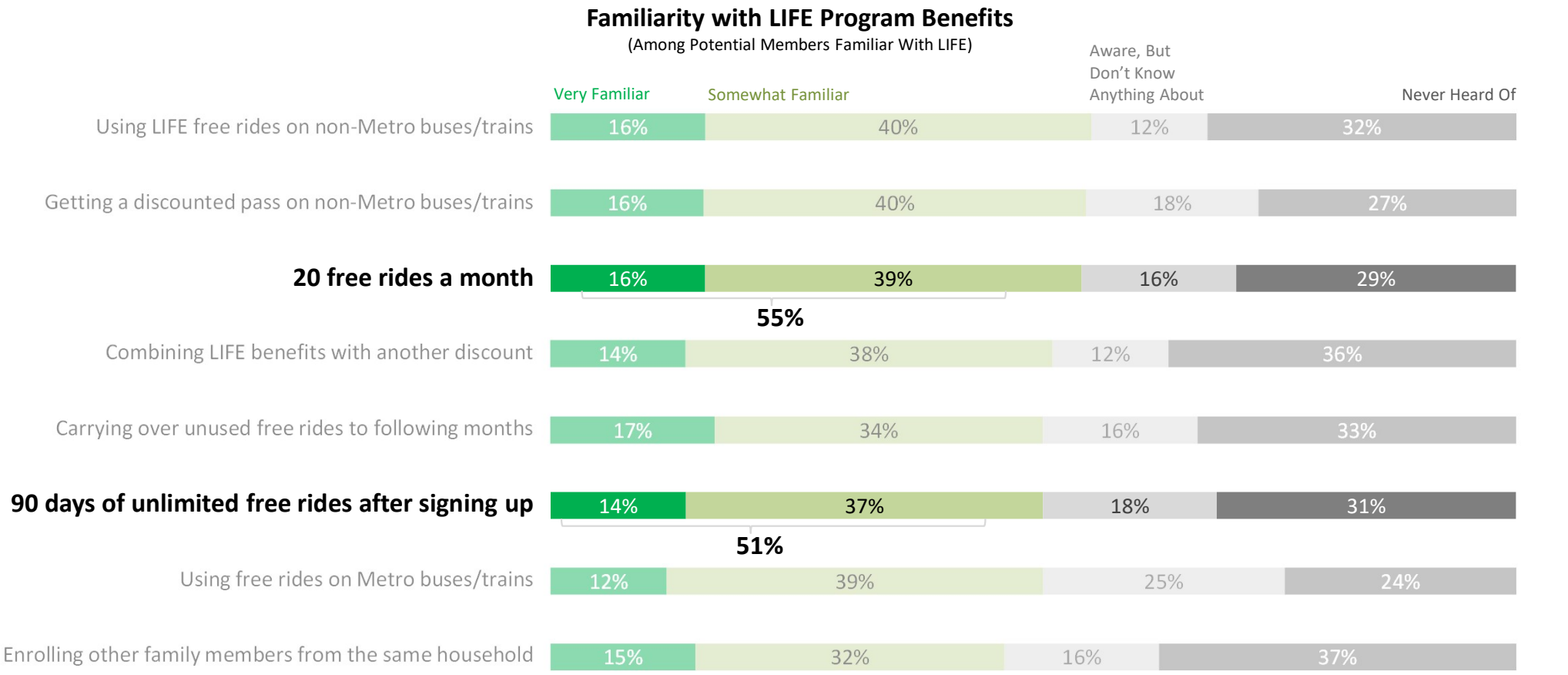
Why aren’t more eligible riders signing up for the LIFE Program?

Only 15% of eligible non-LIFE-member transit riders are familiar with the LIFE Program, lower than all other Metro discount programs.



Q: Before today, how familiar were you with each of the following public transit discount fare programs? [LIFE (Low Income Fare Is Easy)]. Source: LIFE non-member survey

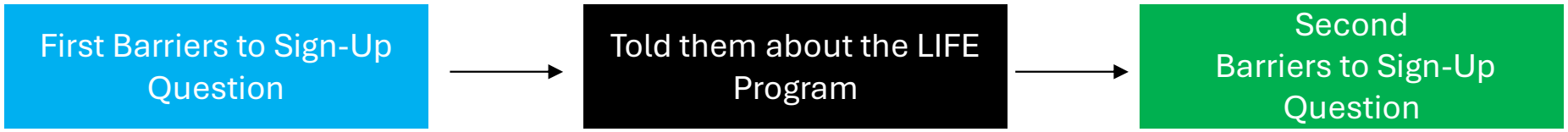
Even among those familiar with LIFE, familiarity with individual benefits could be higher.



Q: Before today, how familiar were you with the following benefits of the LIFE (Low Income Fare is Easy) Program? Source: LIFE non-member survey

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How we asked barriers to sign-up



Which of these are reasons that you have not used the LIFE Program?

Not a reason

A small reason

A big reason

Explained LIFE program and benefits

Explained sign-up process and locations

Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up?

Not a reason

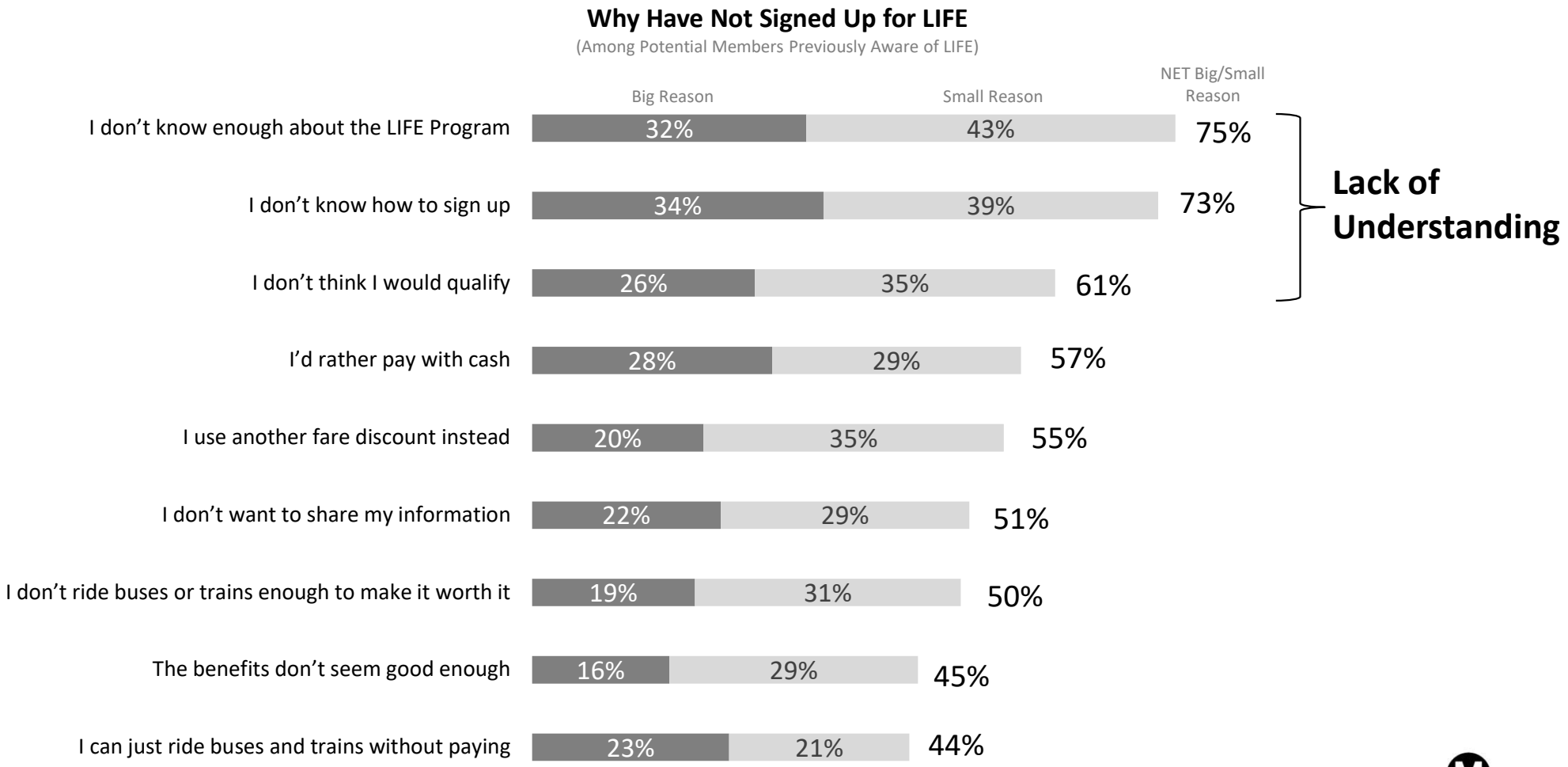
A small reason

A big reason

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First Barriers Question
Before Explaining the LIFE Program

Among those aware of LIFE, the biggest barriers to signup are related to lack of understanding.

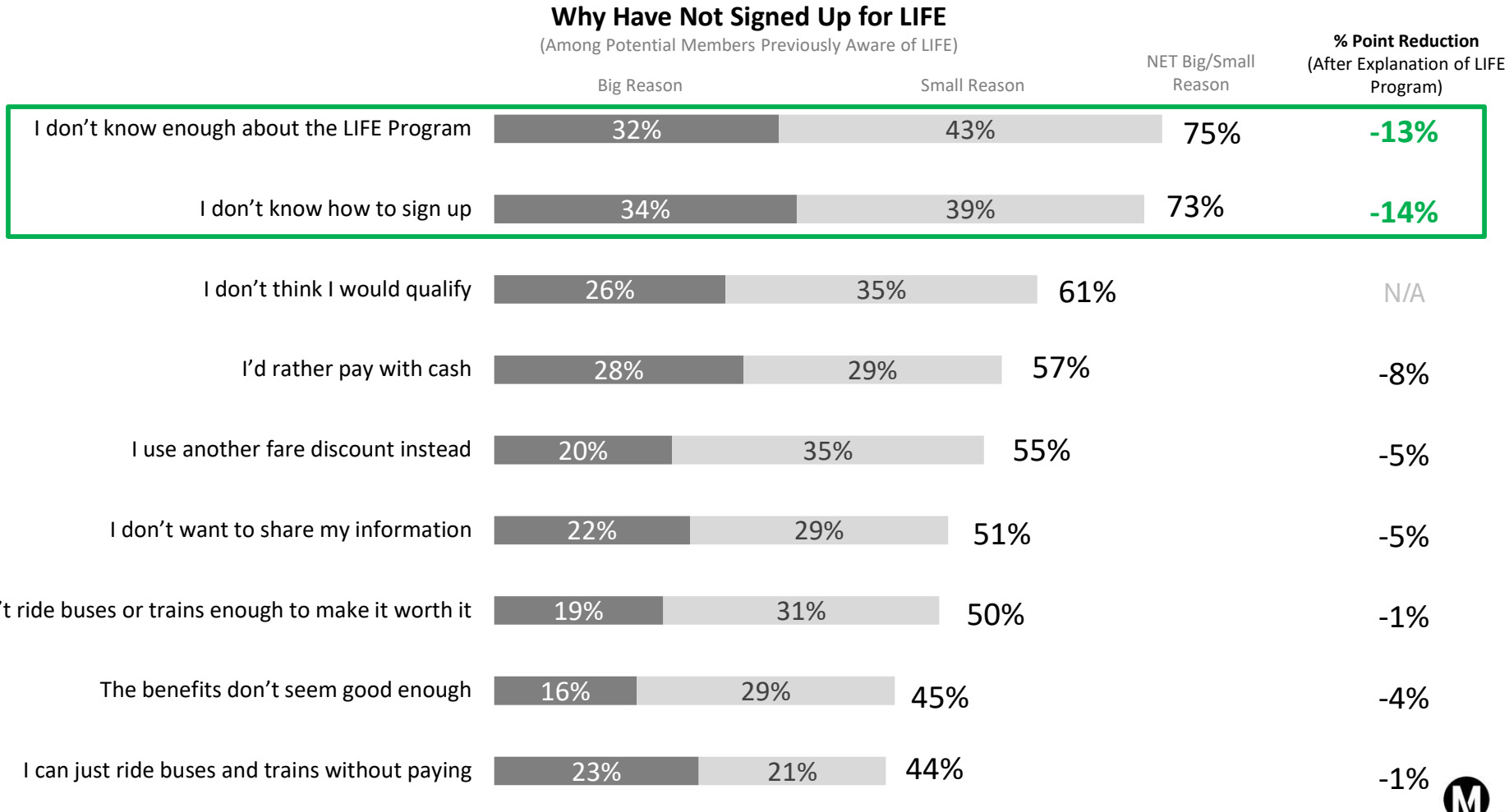


Q. Which of the following are reasons that you have not used the LIFE Program? Source: LIFE non-member survey

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2nd Barriers Question
AFTER Explaining the LIFE Program

After we explained the LIFE program in the survey, understanding-related barriers drop, but remain high



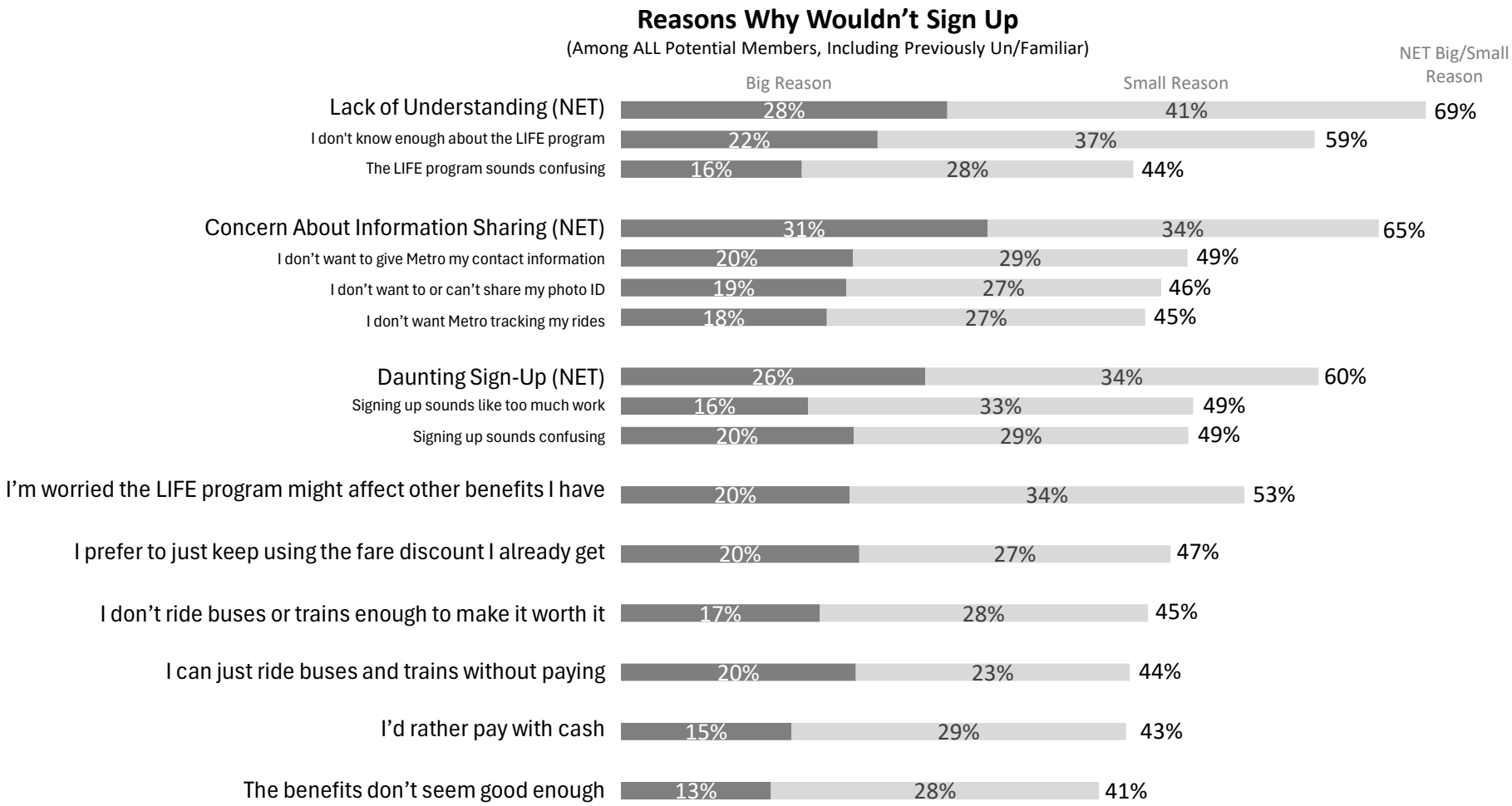
Q. (AFTER SHOWING LIFE PROGRAM DESCRIPTION & BENEFITS) Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up? Source: LIFE non-member survey

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2nd Barriers Question
AFTER Explaining the LIFE Program

After briefly explaining the LIFE program to potential members:

The biggest barriers to LIFE are lack of understanding, daunting sign-up, and concern about information sharing



Q. (AFTER SHOWING LIFE PROGRAM DESCRIPTION & BENEFITS) Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up? Source: LIFE non-member survey

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Who

is signed up for and interested in LIFE?

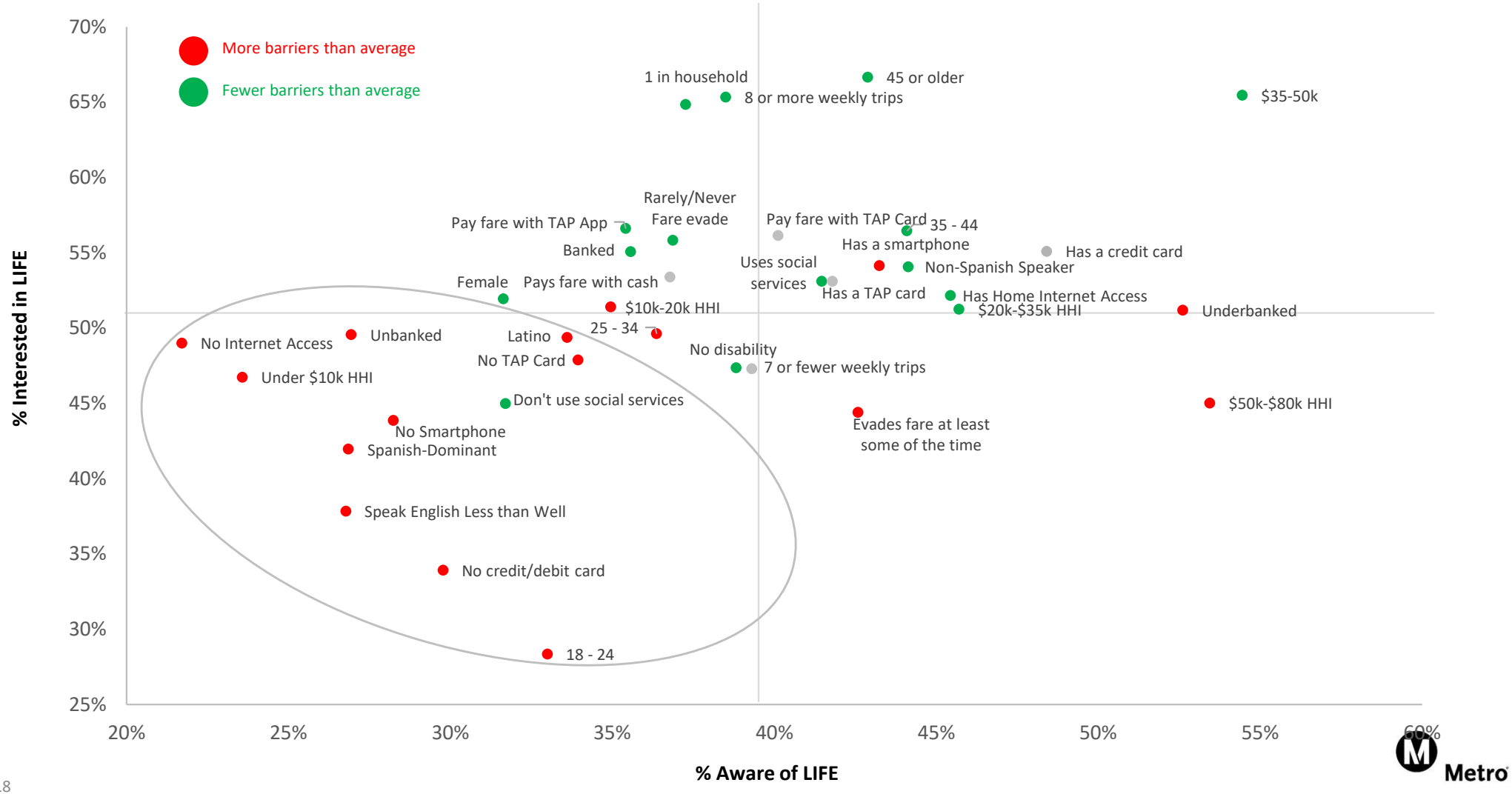
The following groups are more/less likely to join LIFE

More Likely to be LIFE Member	Less Likely to be LIFE Member
• Rarely/Never Evade Fare • Age 45-54 • Use Any Social Services • No High-Speed Internet At Home • Frequent Transit Riders	• Age 18-24 • Age 65+ • Underbanked • Latino (slightly)

Likelihood of joining LIFE was determined by comparing LIFE Member and Eligible Non-Member demographics. Demographics that made up a greater proportion of LIFE Members than Non-Members were considered "More Likely to be a LIFE Member".
Sources: LIFE member survey, LIFE non-member survey

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Some of the groups that may need LIFE the most are the least aware and least interested. They are also more likely to have more barriers.



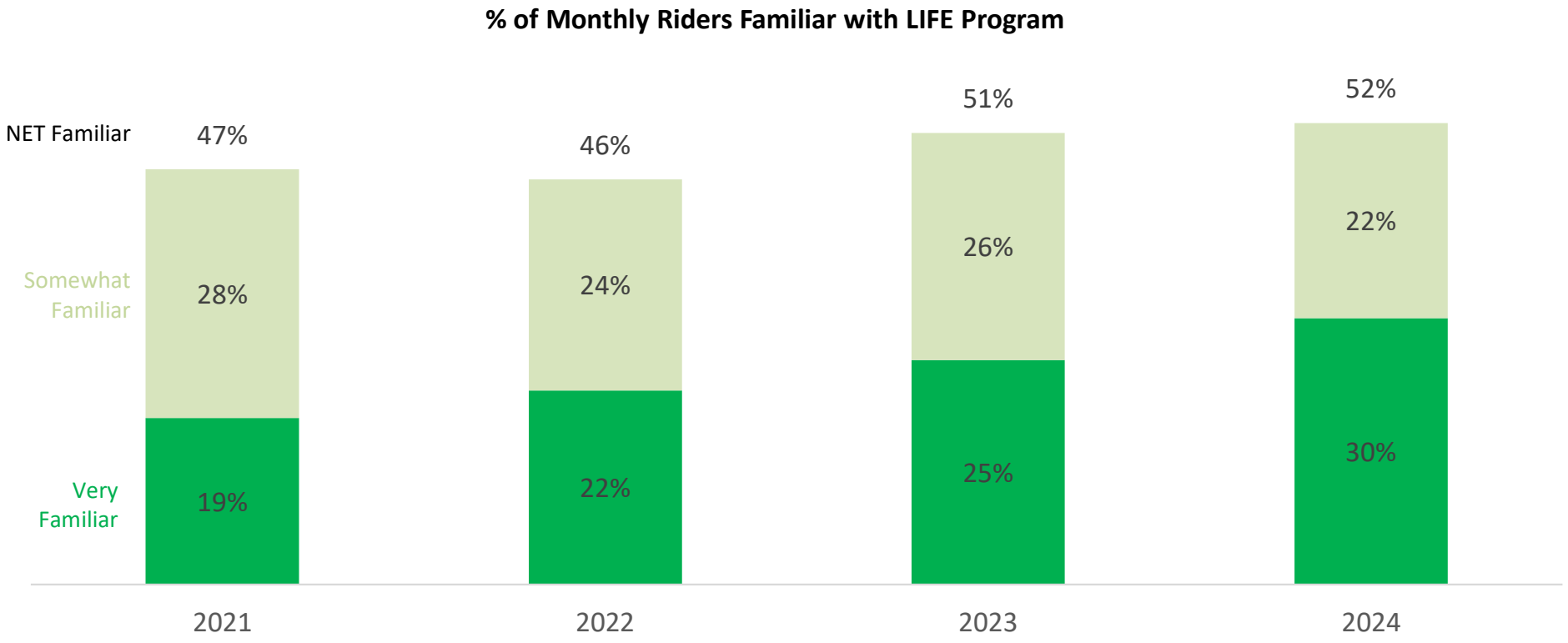
Q: Before today, how familiar were you with each of the following public transit discount fare programs? [LIFE (Low Income Fare is Easy)] / Q: Overall, how interested are you in being in the LIFE Program? Source: LIFE non-member survey

BARRIER

Lack of Awareness

Since 2021, familiarity with LIFE, particularly *very* familiar, has increased among regular Metro riders

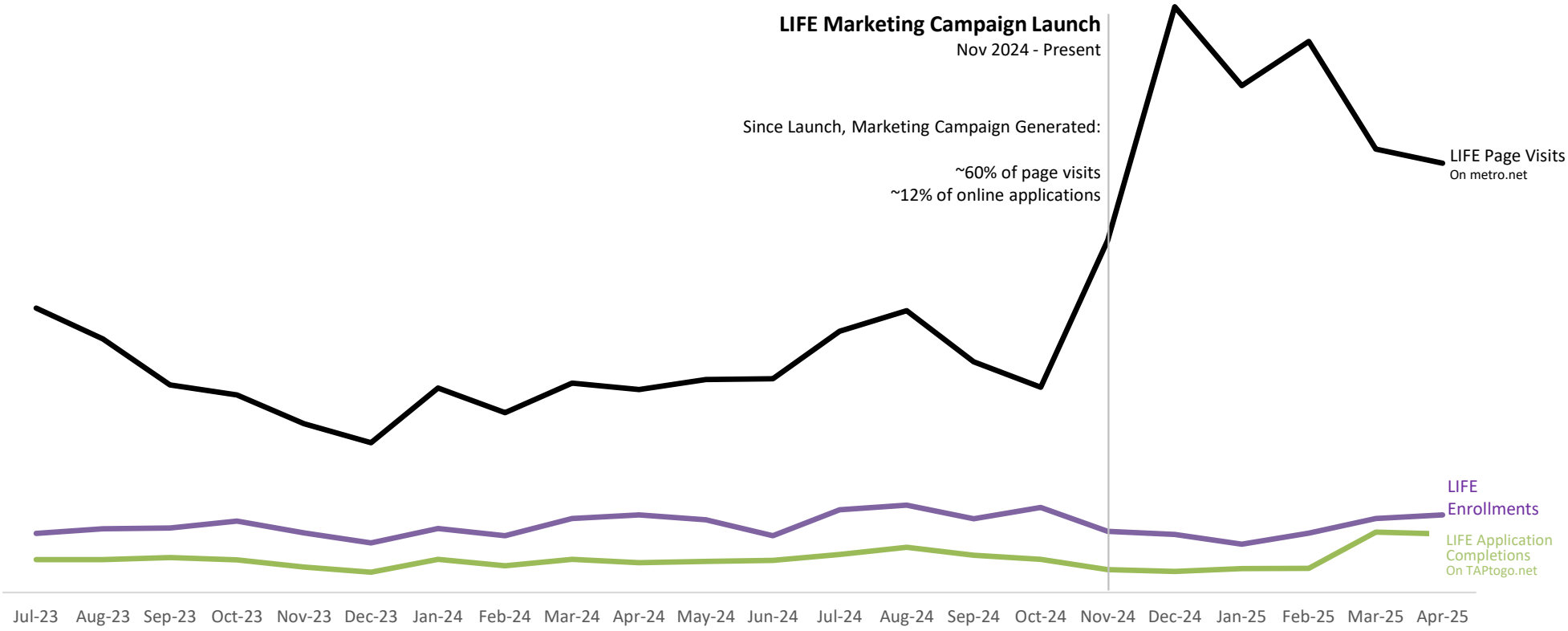
Note: this includes LIFE Members



Source: LA Metro Brand Tracker, 2021-2024

LIFE page visits on Metro.net have spiked since launch of latest LIFE marketing campaign, but visits to LIFE Application page and enrollments have not increased

LIFE application completion page visits and enrollments may be trending up slightly in March and April 2025.



Sources: metro.net LIFE page view analytics, taptogo.net LIFE application completion page analytics, LIFE database

SIGN-UP BARRIER

Lack of Understanding

Key Themes in Lack of Understanding

General Lack of Clarity Across Channels

Send me an email to explain the benefits.

Eligible Non-Member

Maybe have an **easy to understand explanation of a pamphlet**.

Eligible Non-Member

Make the information about the program **clear on their website**.

Eligible Non-Member

Unclear Explanation of Benefits

Explain the program and show me that is worth signing up for it

Eligible Non-Member

Give more information about it and all the benefits it comes with.

Eligible Non-Member

20 Free Ride Confusion

A lot of them think that the **20 free rides means 20 free days**

Program Administrator

I like the LIFE Program a lot because you save with those **20 days of transportation each month**

Active User (Using Monthly LIFE Benefits)

A lot of them assume **it's $20 worth of rides**

TAP Vendor

I had heard about [the 20 free rides], but I am not sure how it worked

Active User (Using the 90 days)

Unsure/Doubt if Qualify

That income thing gets kind of confusing and people don't understand

Program Administrator

We will get sometimes 'I won't qualify for that'. We'll kind of try to show them the income guidelines when they say that, and sometimes they'll look at it and they're like, 'oh, I actually do qualify'.

Program Administrator

(what LIFE could do get youto sign up)

Actually, to qualify for the program. If I did I would be signed up already.

Eligible Non-Member

Details Not in Spanish

Only if **it's in Spanish please**... if it's in English then I'm going to be worried [about signing up].

Eligible Non-Member

I would like it in Spanish, so I can be more informed.

Eligible Non-Member

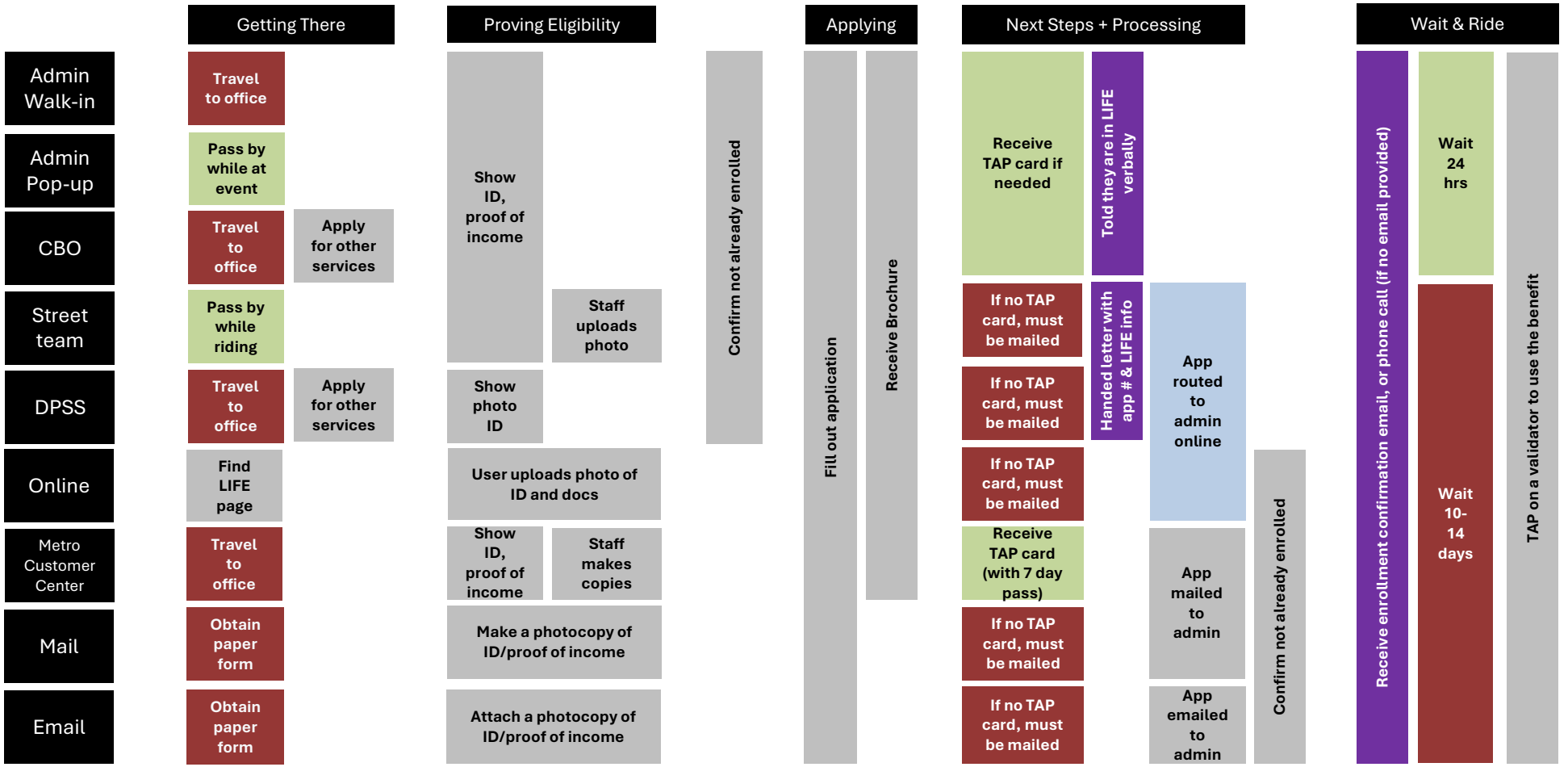
Sources: Non-Member Survey Open-Ends, In-depth interviews; Stakeholder Interviews

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SIGN-UP BARRIER

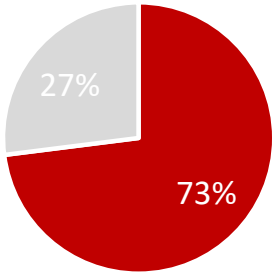
Sign Up Process

REFERENCE: Sign-Up Process by Channel

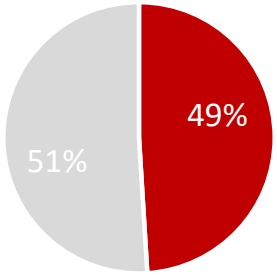


Many Non-Members believe LIFE sign-up looks difficult or confusing, but most who sign up recall it being easy

% of Eligible Non-Members Who Cite Barrier to Sign-Up

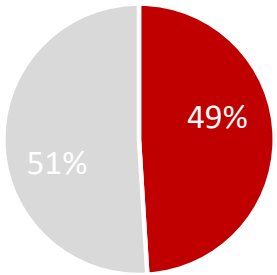


Don't Know How to Sign Up
(among aware of LIFE)



Say Sign Up Looks Difficult
(After Explaining Program/Process)

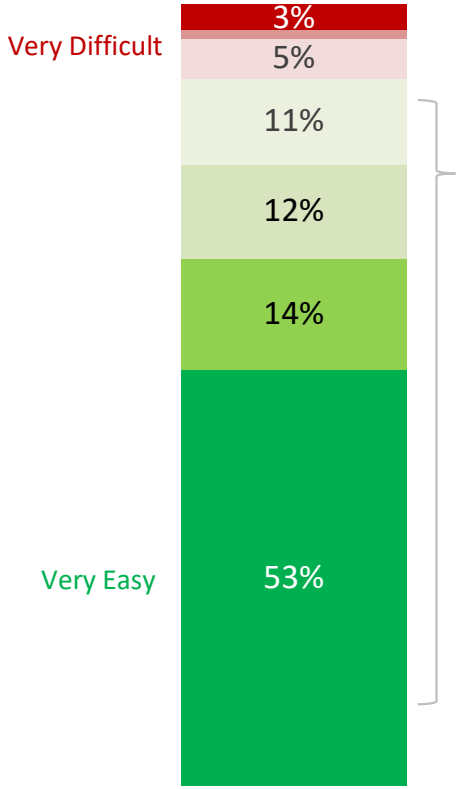
60%
say sign-up looks difficult or confusing



Say Sign Up Seems Confusing
(After Explaining Programing/Process)

% of LIFE Members

How Easy or Difficult was Sign Up?



Equates to
5.82 Single Ease Score (SEQ)

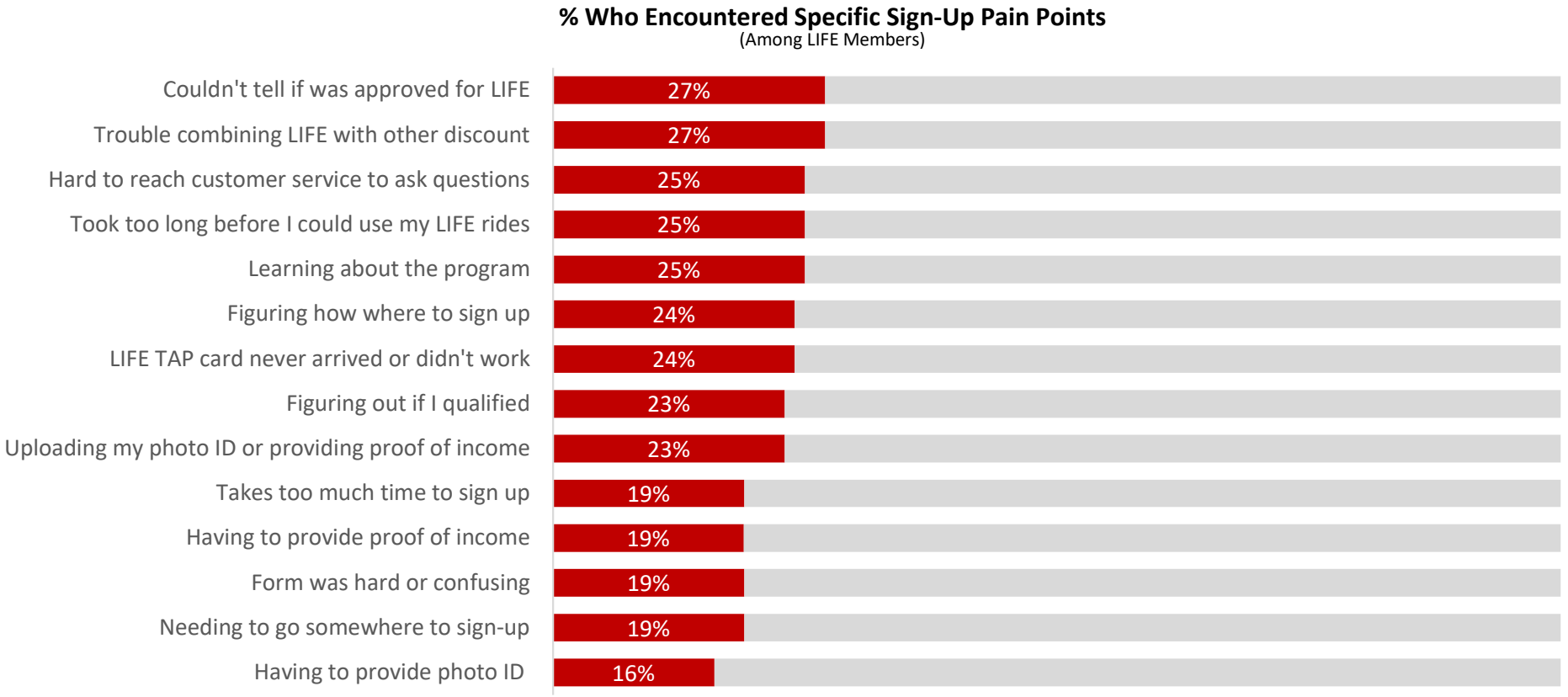
Benchmarks from Other Industries	SEQ Score
Most difficult imaginable	1.00 – 1.49
Very difficult	1.50 – 2.69
Difficult	2.70 – 4.29
Easy	4.30 – 5.59
Very easy	5.60 – 6.49
Easiest imaginable	6.50 – 7.00

Note:
Those making it through sign-up will naturally view it as easier than those who don't.

LIFE non-member survey, q: Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up?; LIFE member survey, the Single Ease Question (SEQ): How easy or difficult was it to sign up for the LIFE Program?

Metro

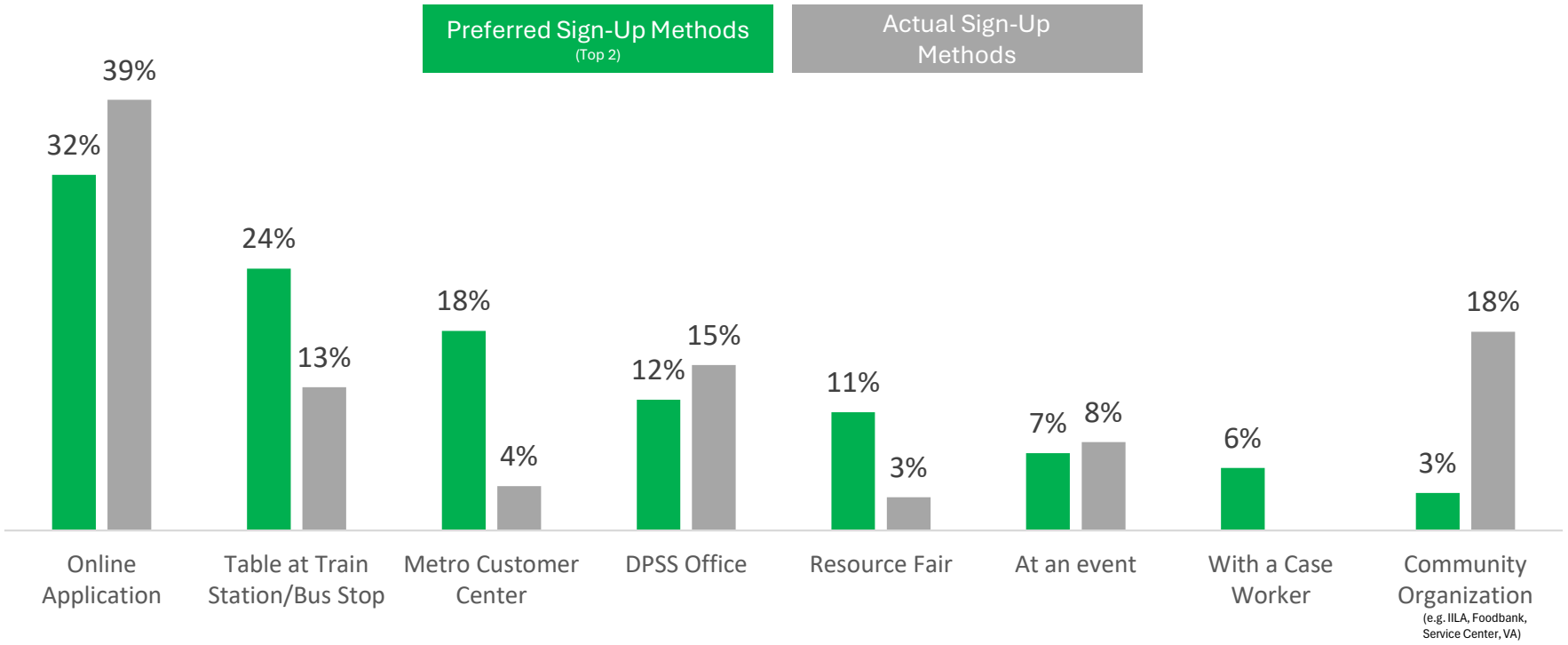
Among those who successfully signed up for LIFE, there were not an abundance of difficulties, but these challenges may be experienced by those who do not successfully apply



Q: When signing up for the LIFE Program, how big of a problem were each of the following? Source: LIFE non-member survey

The two most preferred sign-up methods are online and at a station/stop.

There appears to be an opportunity to increase the role of Metro channels (including stations and customer centers) in sign-up, although riders may have selected Customer Centers without full awareness of where they are located.



Sources: LIFE non-member survey - Q: If you were going to sign up for the LIFE Program, how would you prefer to sign up? (Choose your top 2 options).
LIFE database signup data from Aug 2024 – Jan 2025. The ratio of TAP vendor to Metro Customer Service Center redemptions using the RPOS is assumed to be the same as in Jan-Mar 2024.

Among Members, Community Organizations and Resource Fairs had the easiest sign-up processes.

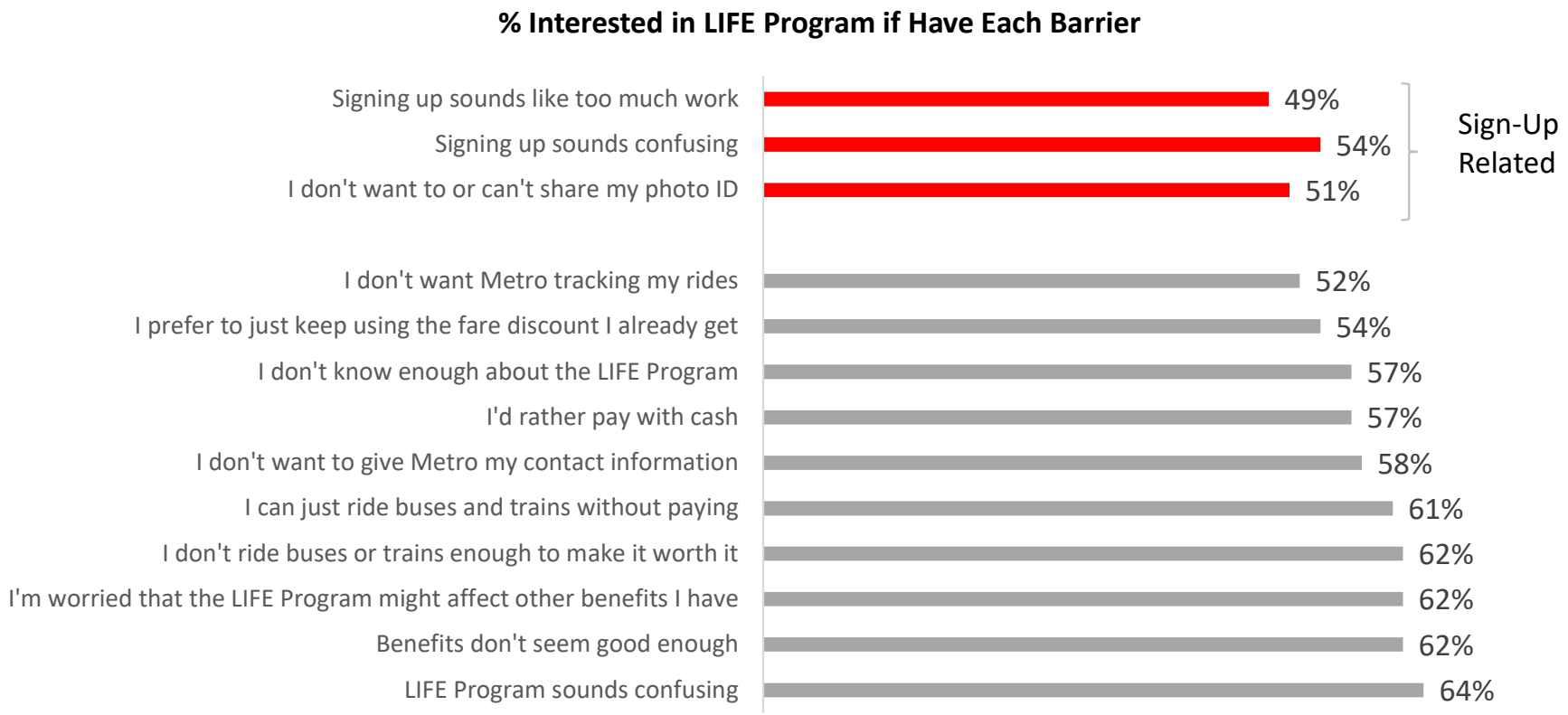
Tables at train stations/bus stops were seen as the most difficult

	Total	Community Org (e.g. IILA, Foodbank, Service Center, VA)	Resource Fair	DPSS Office	Online Application	Metro Customer Center	With a Case Worker	Table at Train Station/Bus Stop
Ease of Signing Up (Single-Ease Question Score)	5.82	6.11	6.03	5.92	5.87	5.82	5.65	5.49
Pain Point Average (Big/Small)	23%	20%	23%	29%	22%	20%	27%	30%
Uniquely High Pain Points		• Combining LIFE and other discount • Figuring Out How/Where to Sign Up • Signup Takes Too Much Time	• Took too long to use rides • Providing Proof of Income, Photo ID	• Took too long to use rides • Never received TAP Card • Figuring out if I qualify • Signup Takes Too Much Time	• Couldn't tell if approved			• Hard to reach customer service • Learning about the LIFE Program • Providing Proof of Income

The Single Ease Question (SEQ): How easy or difficult was it to sign up for the LIFE Program? / Q: When signing up for the LIFE Program, how big of a problem were each of the following? Pain point averages were calculated by averaging together the percentage of "A small problem" and "A big problem" responses to each barrier statement. Barriers that are a problem more frequently for a particular signup channel are noted. Low base sizes (50-99) for community org, resource fair, DPSS office, caseworker, table at a train station/bus stop. Source: LIFE member survey

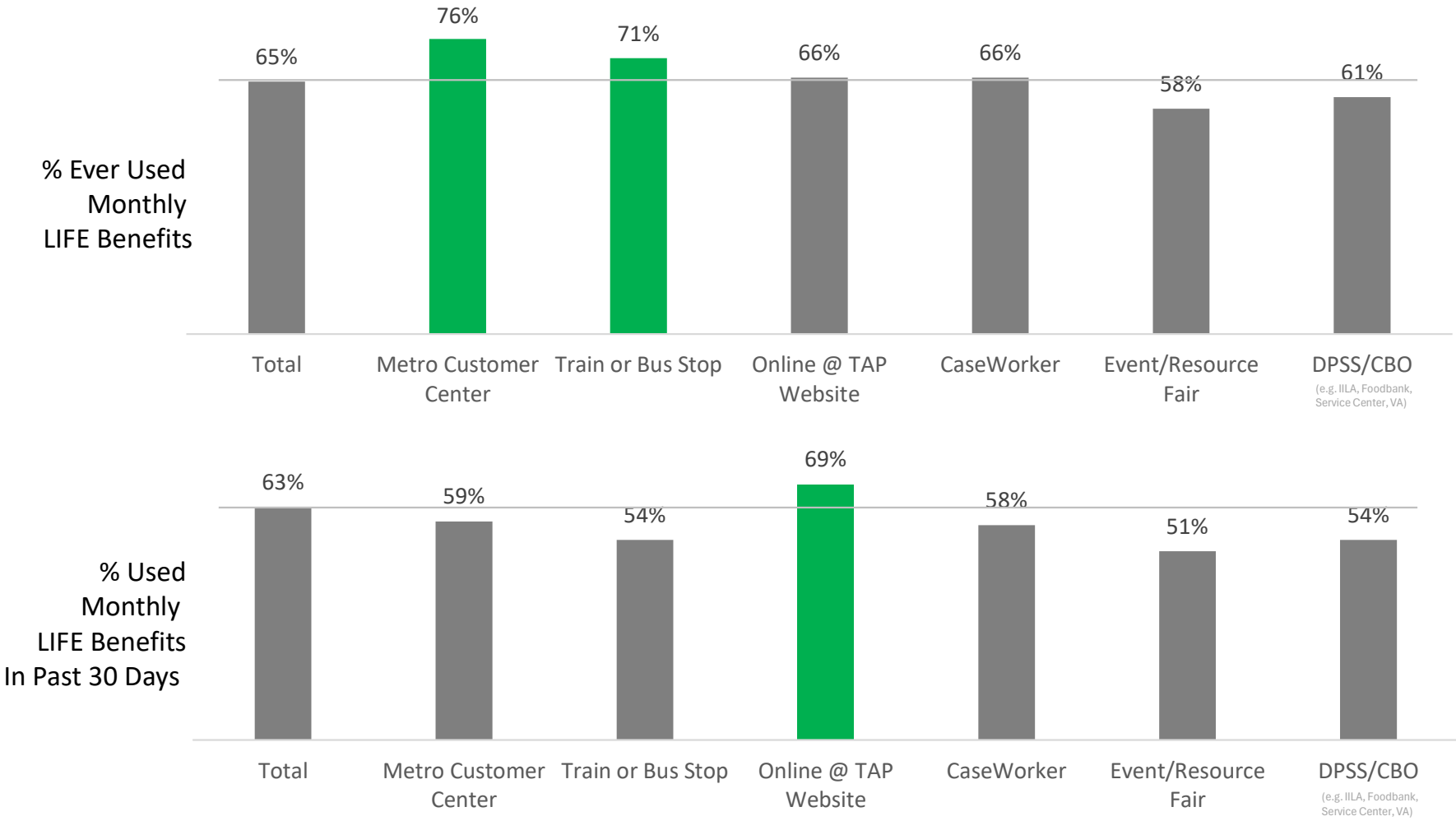
Metro

Believing sign-up sounds like too much work reduces interest in signing up



Q: Now that you know more about the LIFE Program, how interested are you in signing up? / Q: Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up? Source: LIFE non-member survey

Sign-ups via Metro / TAP channels lead to greater LIFE benefit usage



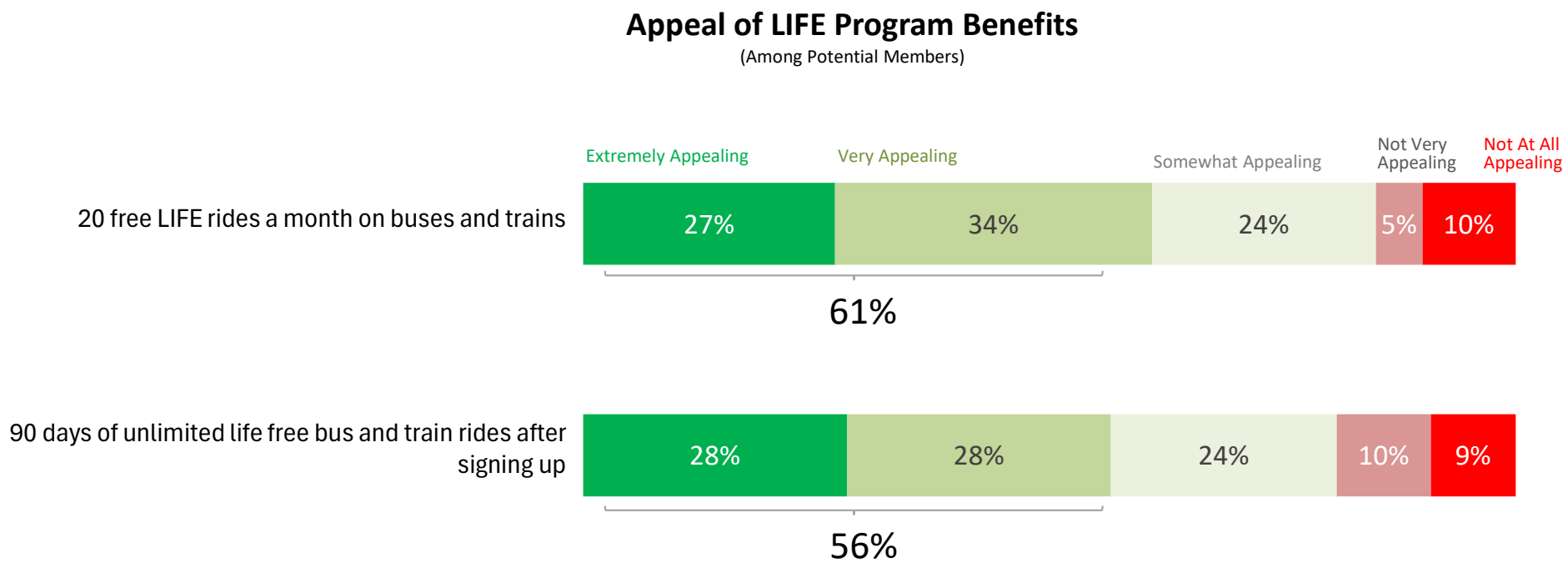
Q: How or where did you sign up for the LIFE Program? / Q: When did you last use the LIFE Program 20 free rides a month? / Q: When did you last purchase a discounted weekly/monthly pass for non-Metro buses/trains using your LIFE Program benefits? Low base sizes (90-99) for table at a train station or bus stop, event/resource fair, caseworker. Source: LIFE member survey

Metro

SIGN-UP BARRIER

Benefits aren’t appealing enough

Nearly two-thirds of potential LIFE members find the 20 free monthly rides at least very appealing

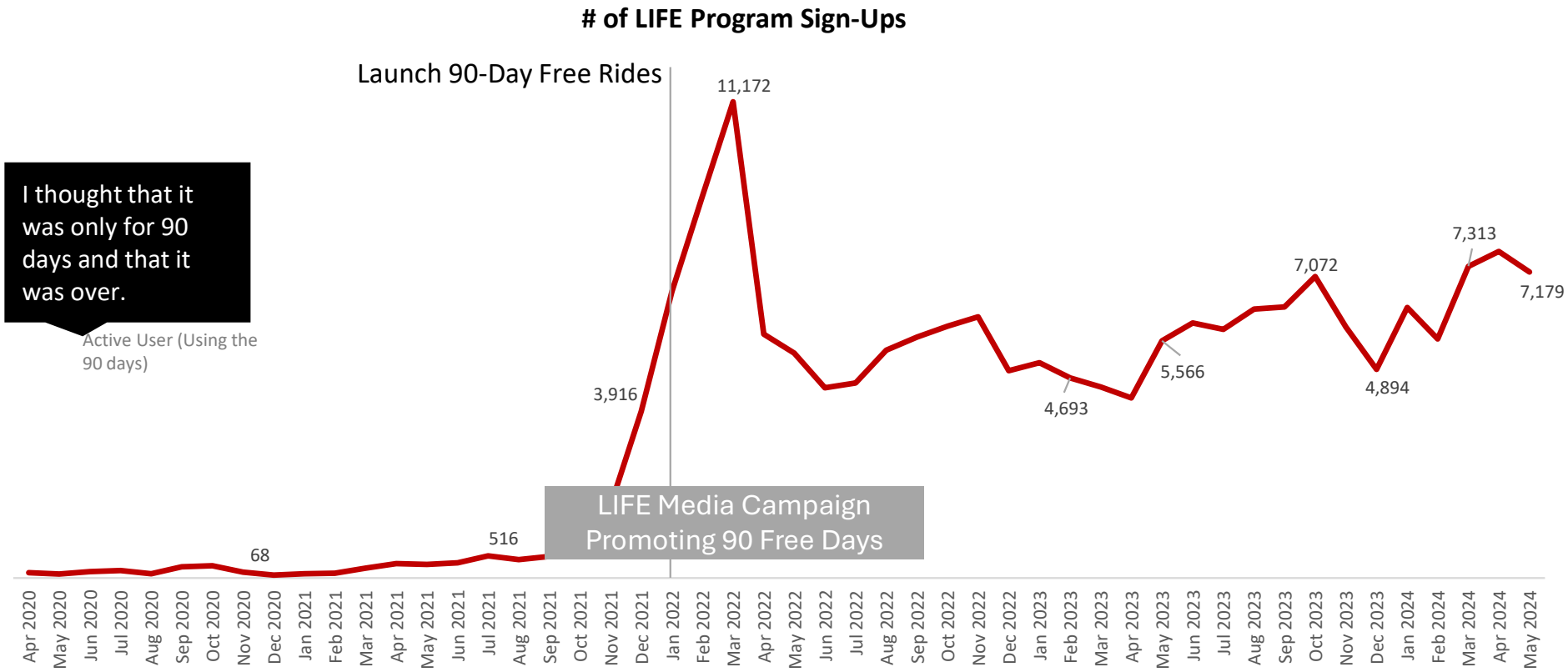


Q: How appealing are each of the following LIFE Program benefits to you? Source: LIFE non-member survey

Metro

LIFE Program sign-ups spiked and remained elevated after launch of 90 Days of Free Rides, suggesting the 90-Free Days is appealing

The corresponding media campaign likely had a big role in the increase, but sign-ups have remained high even after media campaign ended.

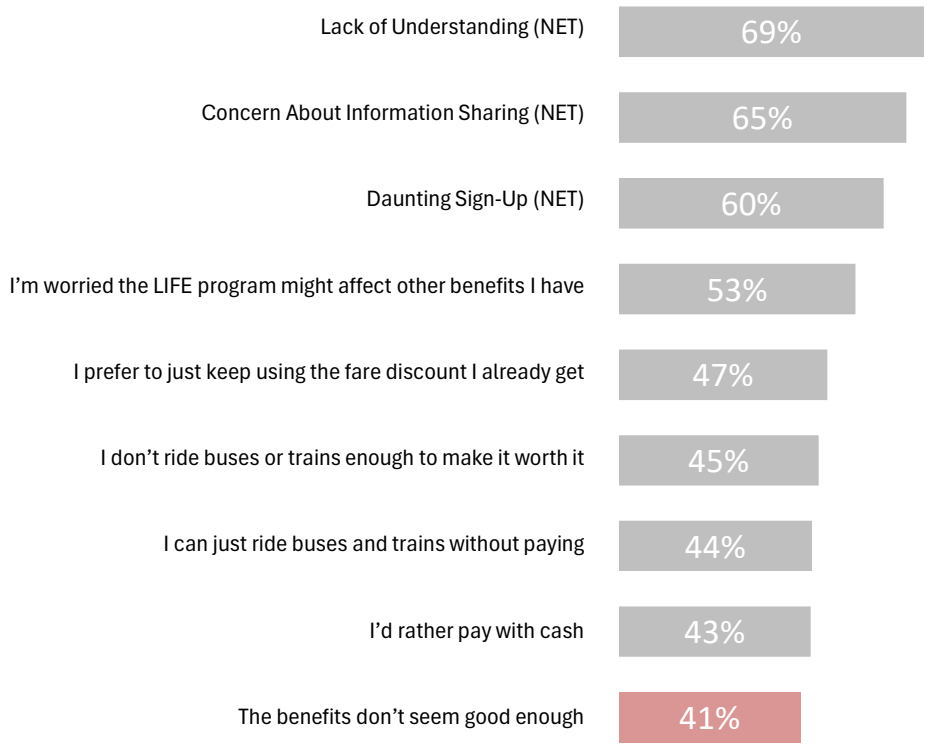


Sources: LIFE database, in-depth interviews, marketing campaign dates

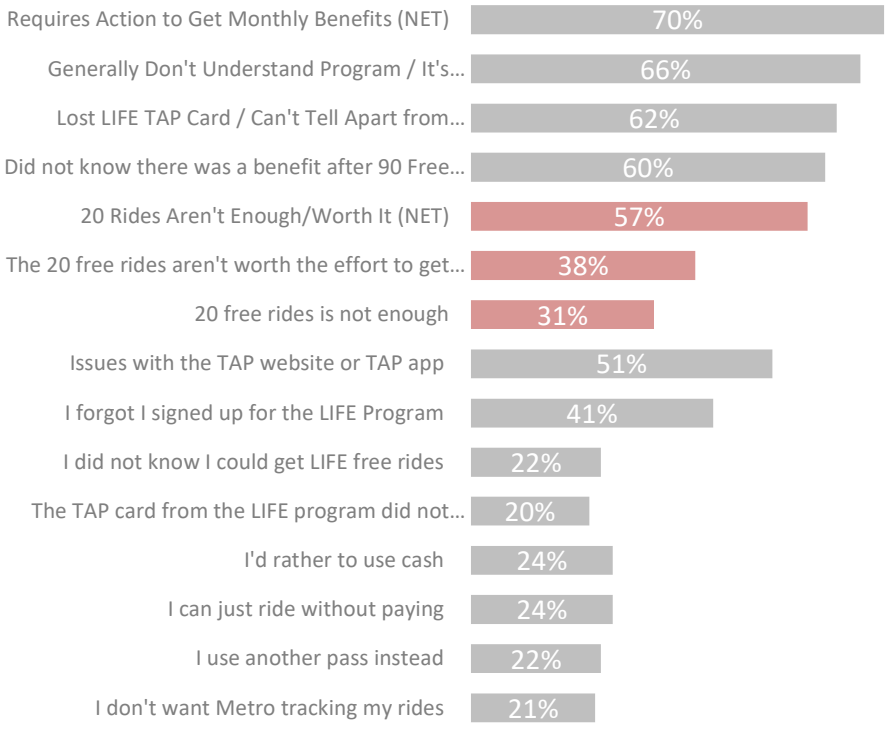
The LIFE benefits not being perceived as good enough is not of one the biggest barriers, although it over half cite it as a barrier in usage

Reasons Why Wouldn't Sign Up

(Among ALL Potential Members, Including Previously Un/Familiar)



Why Never Used / Stopped Using LIFE Monthly Benefits

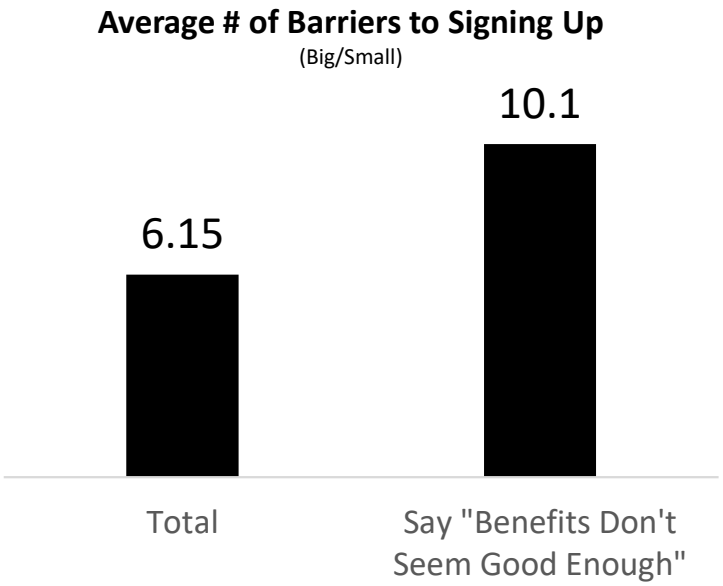


LIFE non-member survey Q: (AFTER SHOWING LIFE PROGRAM DESCRIPTION & BENEFITS) Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up?
LIFE member survey: Q. Why have you never used any of your LIFE free rides? / Q: Why haven't you ever used the 20 free rides or gotten a discounted transit agency pass? / Q: Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

Metro

The question of whether the LIFE benefits are enough, is answered relative to the effort required to get them

Non-Members who don't think benefits are worth it have more barriers



Non-Members who believe the benefits aren't good enough are more likely to have the following barriers:

- I don't want to or can't share my photo ID
- I don't want to give Metro my contact information
- The LIFE program & sign-up sounds confusing
- I can just ride buses and trains without paying
- I don't ride buses or trains enough to make it worth it
- I'd rather pay with cash

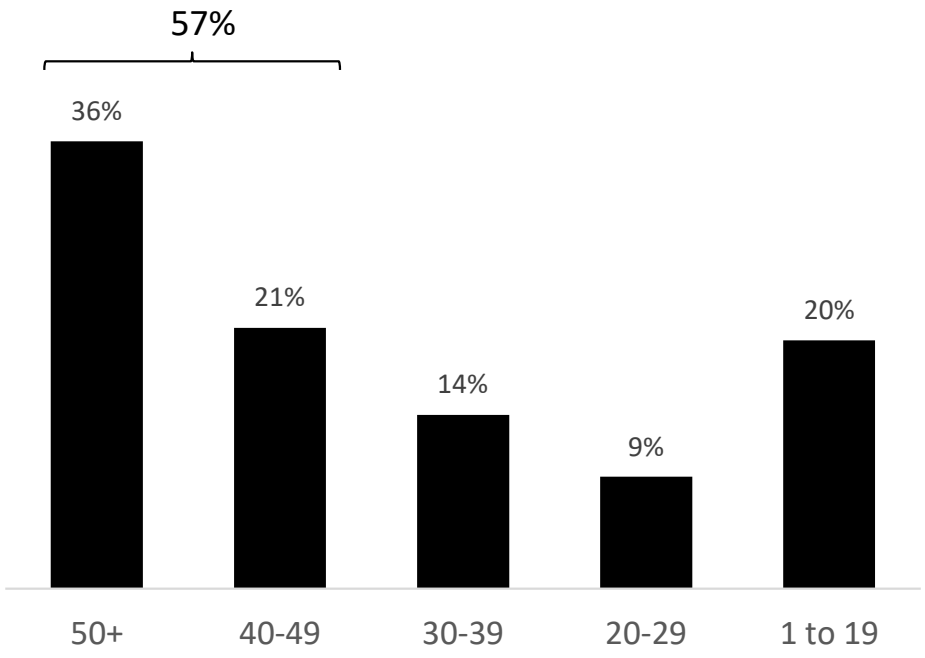
Non-member survey, q: Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up?

Metro

20 free rides a month does not cover most rides for most riders

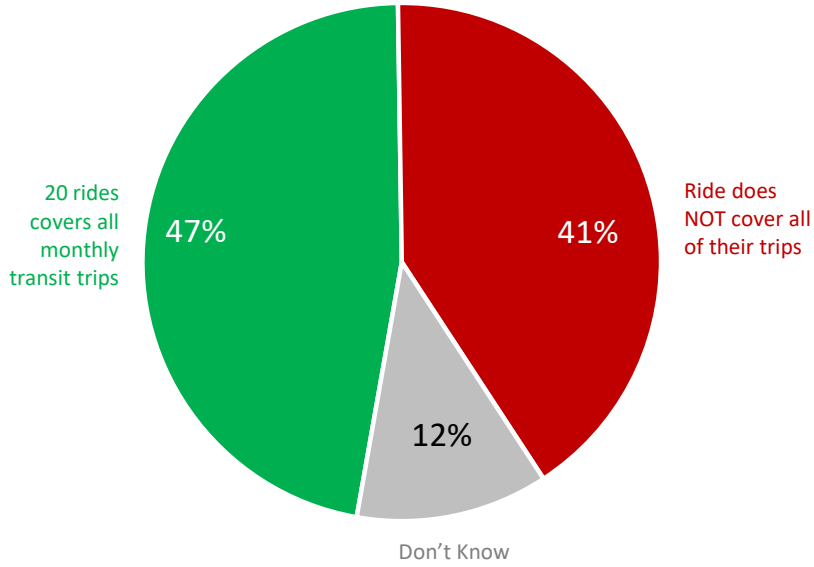
For 57% of Metro riders, 20 rides is less than half of their monthly rides.

% of Riders that Take X Number of Metro Trips Per Month
(2024 On-Board Survey)



Fewer than half of LIFE members say 20 free rides cover all of their monthly transit trips.

% of LIFE Members Who Say…
(2024 LIFE Member Survey)



2024 onboard survey riding frequencies were converted into days per month traveled, and then into trips per month, assuming 2 trips (1 round trip) per day – a conservative assumption.
Q: In a typical month that you've added the LIFE 20 free rides, do the 20 rides cover all of your transit trips that month? Source: LIFE member survey

Metro

There are mixed opinions about whether the 20 free rides per month is enough

I travel with more freedom, because I didn't have to put money in, so I travel a little more

Active User (Using the 90 days)

I'm happy, because those **20 days** would cost me money, and thanks to that LIFE Program I save a lot.

Active User (Using monthly LIFE benefits)

Now that I know that I get **20 free rides a month. That's very helpful.**

Inactive LIFE Member (Stopped using monthly LIFE benefits)

It's **worth the effort**. It's 20 free rides a month, and that's saving money.

Active User (Using the 90 days)

It would be perfect, actually.

Eligible Non-Member

That sounds fantastic. I'm not gonna lie… the fact that you can get free transit!

Eligible Non-Member

It [20 free rides] would help me a lot, because I have a lot of doctor's appointments and I have to take the bus.

Eligible Non-Member

20 free trips is enough. It's a big help, because I don't pay an entire week of bus trips.

Active User (Using the 90 days)

I **use them up quick**, because I work every day.

Active User (Using monthly LIFE benefits)

Give more rides. People go from back and forth, 30 to like maybe 40 rides.

Active User (Using monthly LIFE benefits)

20 [free rides] is great, not too much, nor too little, but **if there were more, it would be better**.

Eligible Non-Member

For me, it's **learning to conserve it**, like don't use it all at once. I might need two buses to get there and two buses to get back

Inactive LIFE Member (Lapsed after 90 days)

A person was making $35,000 a year… if we give them 20 free rides, there's not still **not enough to make a dent**

Inactive LIFE Member (Lapsed after 90 days)

The 20 free rides per month is not enough- because typically everybody's usually taking two buses. On average, 40 to 60 would be a good number for everyday commuters.

Inactive LIFE Member (Lapsed after 90 days)

I think this should get 40 rides at least. 20 rides is good, but **40 would be great**.

Active User (Using monthly LIFE benefits)

[20 free rides] is not enough **because each day I take 4 buses**.

Inactive LIFE Member (Lapsed after 90 days)

Confusion around transfers contributes to perception of insufficiency

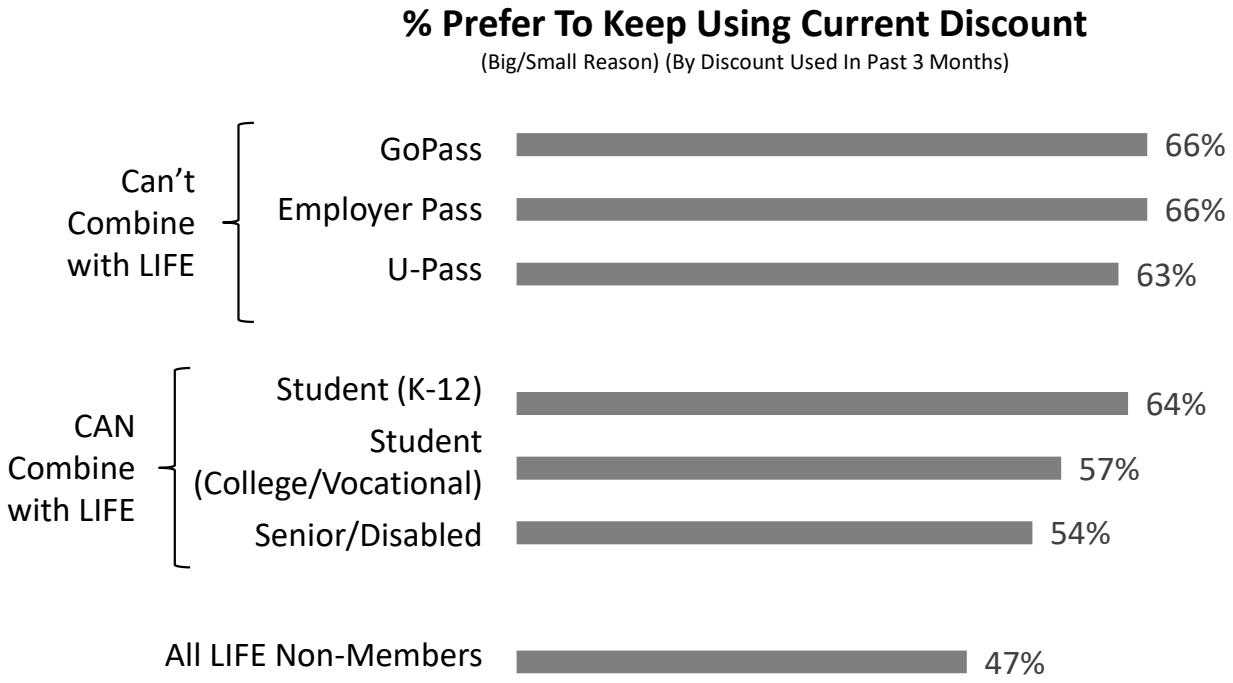
Source: in-depth interviews

Metro

SIGN-UP BARRIER

Would rather use another discount

Over half of members of other discount programs aren’t convinced of the added benefit of joining LIFE



> There is nothing [LIFE can do to get me to sign up]. I already have a disabled senior citizen TAP card, which has helped me very much, and I am thankful for it.

Eligible Non-Member

> A customer ... was really mad at me because I told her 'It's either/or.' She said, **'Nope, that's something you don't wanna do**. Give me my 20 rides and I'll get my discount.

TAP Vendor

> There's **a little bit of confusion on what the crossover is between [discounted programs],** but we let them know that the only things that do crossover are LIFE and reduced fare and that's it.

Metro Customer Care

Sources: LIFE non-member survey: Q: Have you used any of these fare discount programs in the last three months? / Q: Imagine that you don’t sign up for the LIFE Program. Which of these would be reasons why you don’t sign up?
In-depth interviews, stakeholder interviews

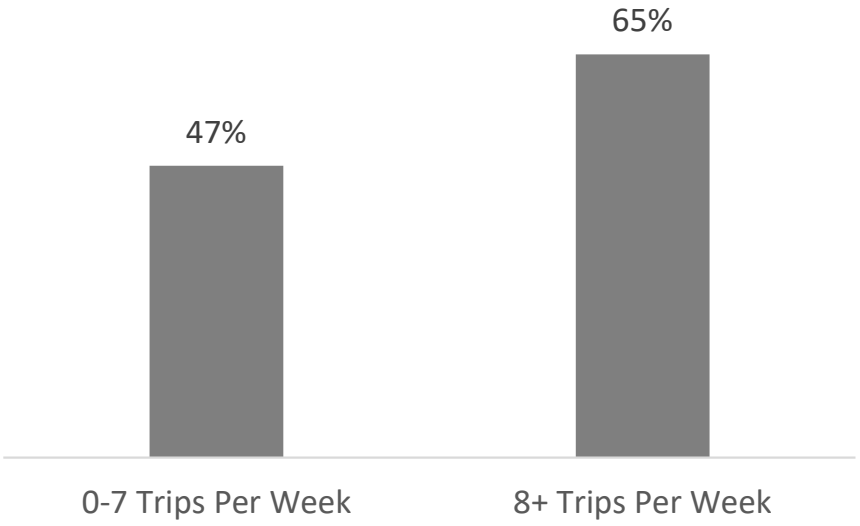
SIGN-UP BARRIER

Don’t ride enough

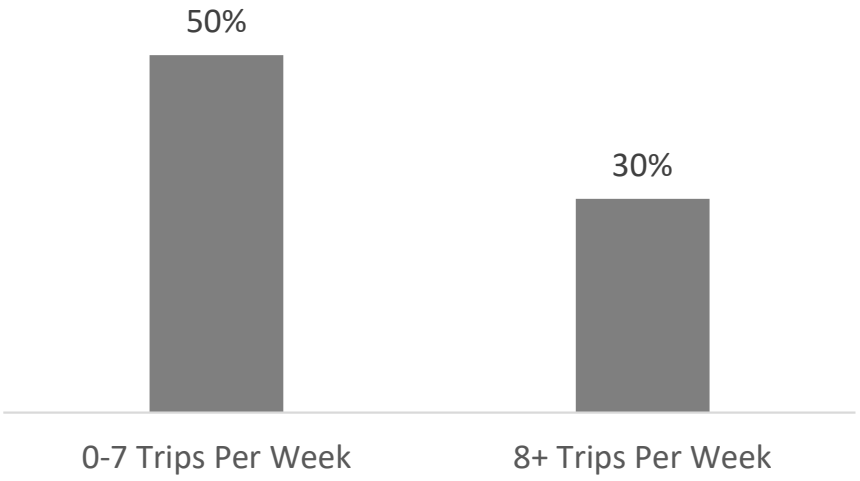
Those riding 8+ transit trips per week are more interested in LIFE.

However, even some frequent riders have the perception that they don't ride enough to benefit from LIFE.

% Extremely/Very Interested in LIFE
(Among Eligible Non-Members)



% Cite Barrier of Not Riding Enough
(Among Eligible Non-Members)

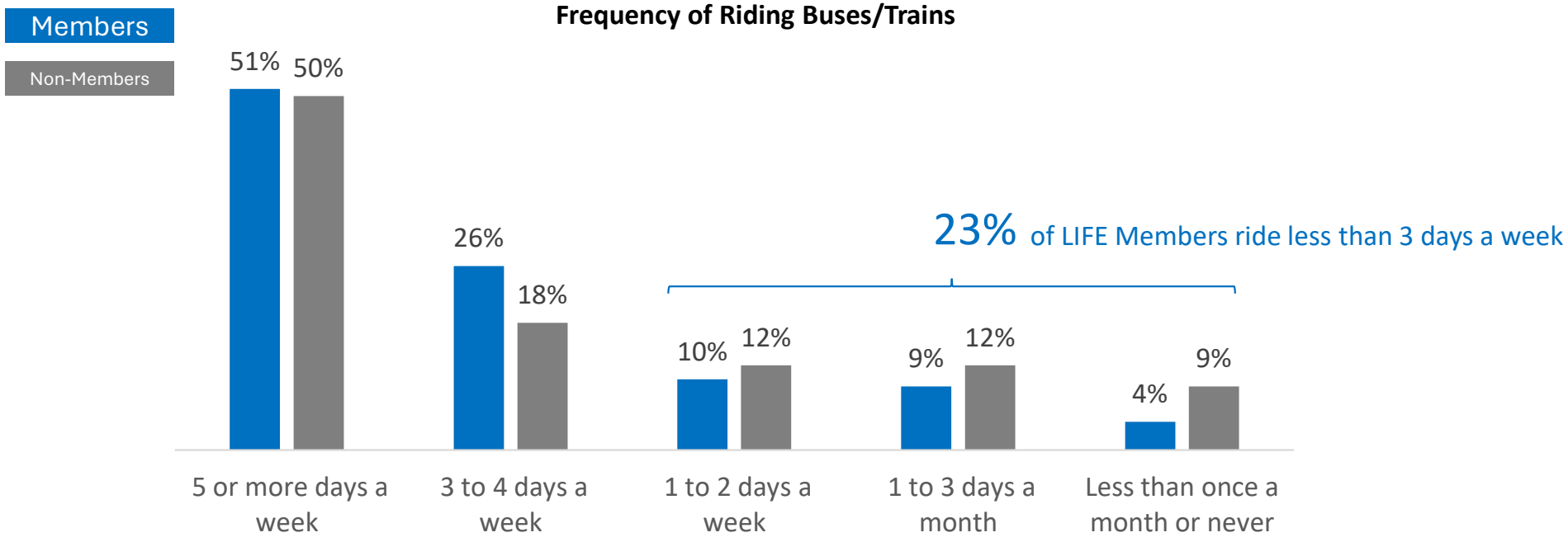


Q: In a typical week, how many one-way trips (e.g. home to work OR work to home) do you make on buses or trains? / Q: Now that you know more about the LIFE Program, how interested are you in signing up? / Q: Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up ? Source: LIFE member survey

Metro

While LIFE Members ride transit slightly more frequently than Non-Members,

About a quarter of LIFE members ride too infrequently to likely make maximum use of LIFE benefits.



Sources: LIFE member survey Q: How often do you ride buses or trains?
LIFE non-member survey Q: How often do you use the following to get around Los Angeles County? Riding frequency combined across [Metro Bus], [Metro Train/Rail], and [Bus NOT operated by Metro (e.g. DASH, Big Blue Bus, Foothill Transit, Long Beach Transit, etc.)] , using highest frequency on any punch.

SIGN-UP BARRIER

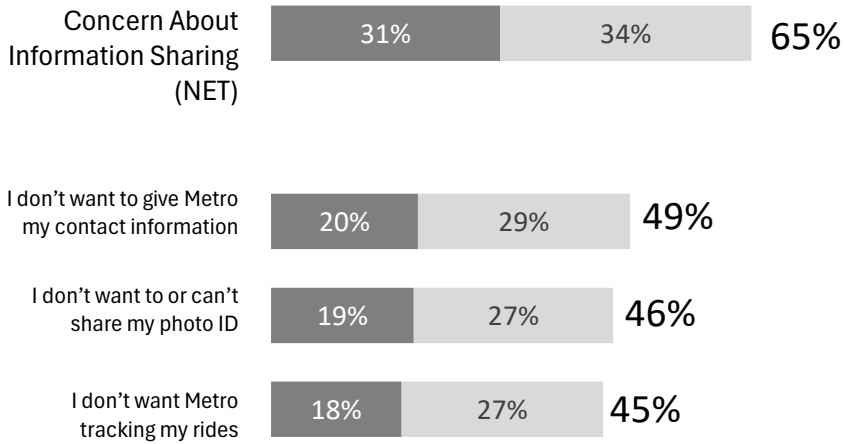
Don’t want to provide info / be tracked

Nearly two-thirds of non-members have one concern related to sharing their info and/or data privacy

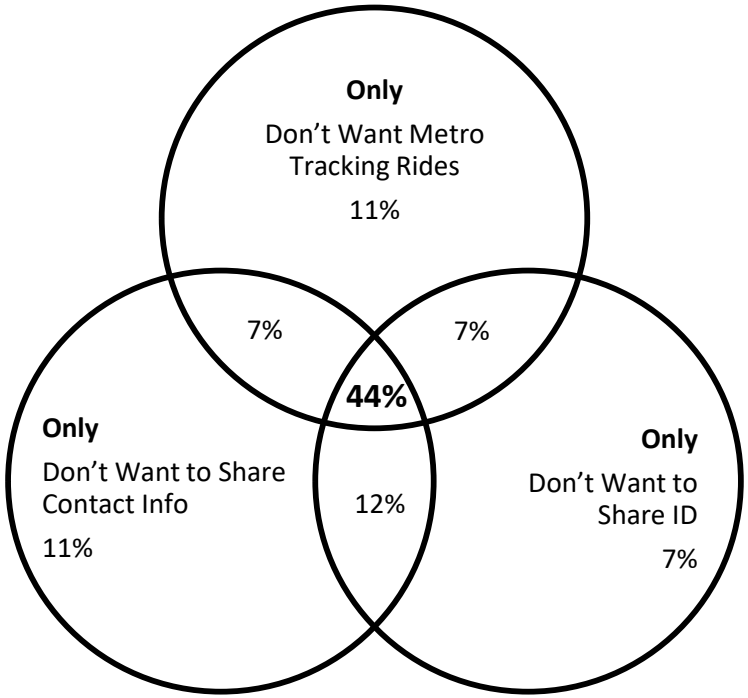
65% of eligible non-members have at least one barrier related to information sharing concerns

Why Wouldn't Sign Up

(Among ALL Potential Members, Including Previously Un/Familiar)



Nearly half of those with one information sharing barrier have all 3 barriers.



Q: Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up ? Source: LIFE non-member survey

Those who experience information-sharing barriers may be more in need of LIFE benefits.

Who Is More Likely to have

All Three Information-Sharing Barriers

- No smartphone
- No internet at home
- Fare evade at least some of the time
- Age 34 or under
- Speak English Less Than Well
- Take 15+ trips/week

Who Is More Likely to have barrier

Don’t want to share contact info

- Spanish-Dominant
- Unbanked
- Under $35k
- Pay fare with Cash (full fare)

We do sometimes have patrons that don’t want to show verifying documents; **as soon as you ask for an ID they're like, ‘oh, never mind.’**

LIFE Program Administrator

You know folks [are] **concerned… about their ID or information being… taken and misused**

Metro Street Team

Immigration status **often discouraged immigrants** who became eligible for full-scope Medi-Cal **in spite of assurances** that immigration data is confidential and not shared with immigration authorities.

UCLA Latino Policy & Politics Institute

No, I'm not interested. I have to show something and I'm from Guatemala. I don't have a driver's license. I would do it, but I don’t have the requirements that they are asking for.

Eligible Non-Member

The immigration status. Some people work under the table, as you know, they don't get a pay stub

Eligible Non-Member

I've learned that not everybody has an ID. I know a lot of people, too, that are, you know, don't have their immigration status here in the United States. So, it's a big barrier.

Eligible Non-Member

Sources: LIFE non-member Q: Imagine that you don’t sign up for the LIFE Program. Which of these would be reasons why you don’t sign up ?
In-depth interviews, stakeholder interviews, UCLA Latino Policy & Politics Institute

Metro

Usage

Why aren’t more riders using their LIFE Program benefits?

For many, using LIFE requires many steps

Efforts have been made to streamline (e.g. auto-redemption)

Starting Use

- Wait at 1-14 days (depending on the channel)
- If no TAP card – a new card must be mailed
- TAP on a bus/rail validator to activate *within 21 days*
- If benefits don't appear, ask vendor/Customer Care to check card status
- Use 90 free days

Getting Monthly Benefits

Load monthly benefit

- Receive reminder email *(if not in auto-redeem, and opted into comms)*
- Dial TAP number
- Wait for service rep
- Request to reload LIFE benefit
- Wait 2 hours
- Visit a vendor
- Wait in line
- Request to reload LIFE benefit
- Log on to TAP site/app
- Load LIFE benefit onto card
- Wait 1 hour (website)
- 20 rides auto-redeemed

Start using 20 free rides or discounted pass

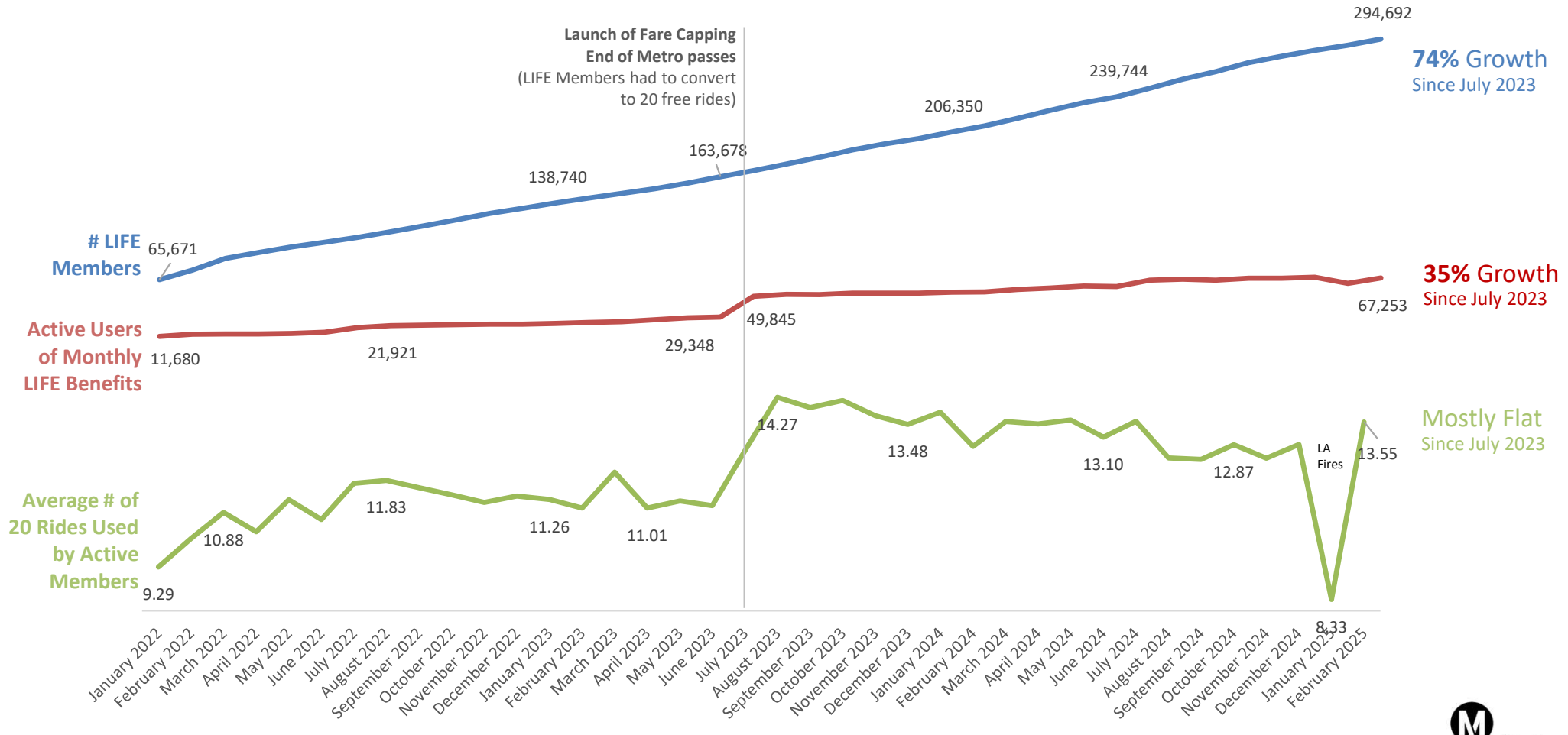
Check balance of remaining free rides

- Check validator when boarding
- Visit a vendor
- Wait in line
- Ask to check balance
- Open the TAP app
- Log on to TAP site/app
- Select card

Load stored value to cover fare after 20 free rides exhausted

- Dial TAP number
- Wait for service rep
- Add fare
- Wait 2 hours
- Visit a vendor
- Wait in line
- Request to reload LIFE benefit
- Log on to TAP site/app
- Add fare
- Wait 1 hour
- Walk to rail station TVM
- Load fare on bus

Since launch of Fare Capping in July 2023, there has been a 74% increase in the number of LIFE Members, but only a 35% increase in the number of active members.



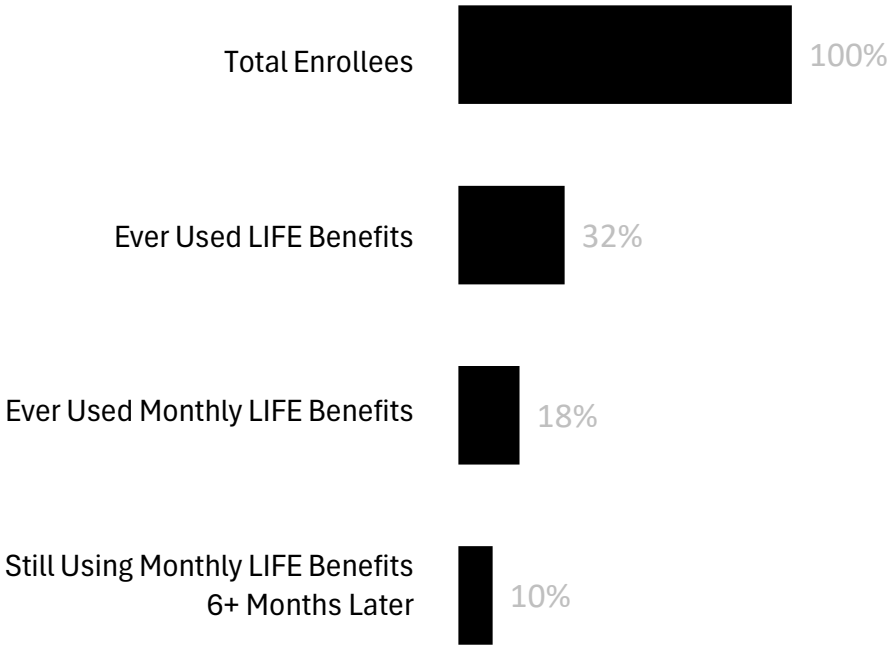
Data sources: LIFE & TAP databases

Metro

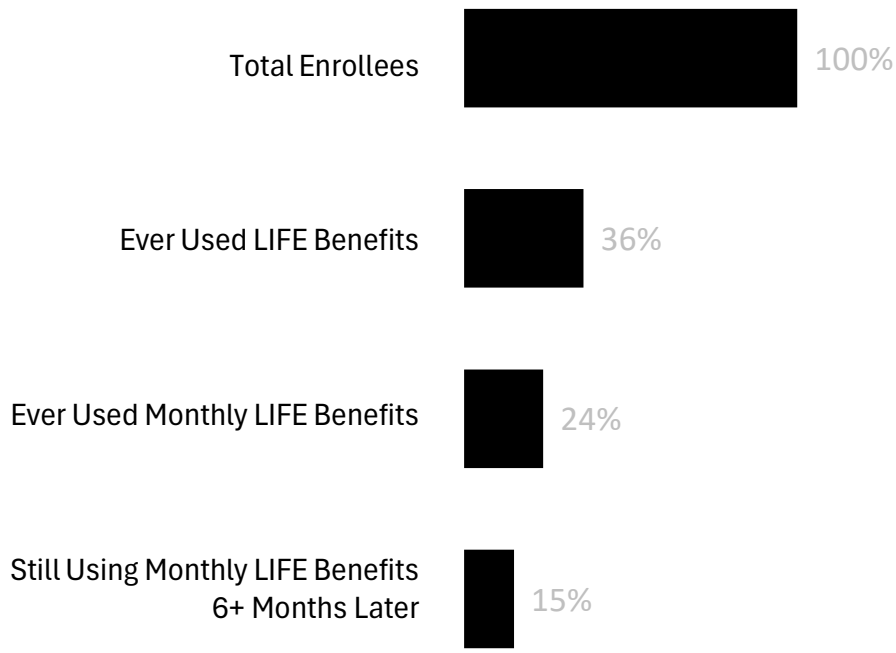
Slightly more 2024 LIFE enrollees have used the LIFE Program than 2023 enrollees, at each stage of the program.

However, the % of enrollees still using the program 6 months later has room to improve.

Enrolled January-June 2023



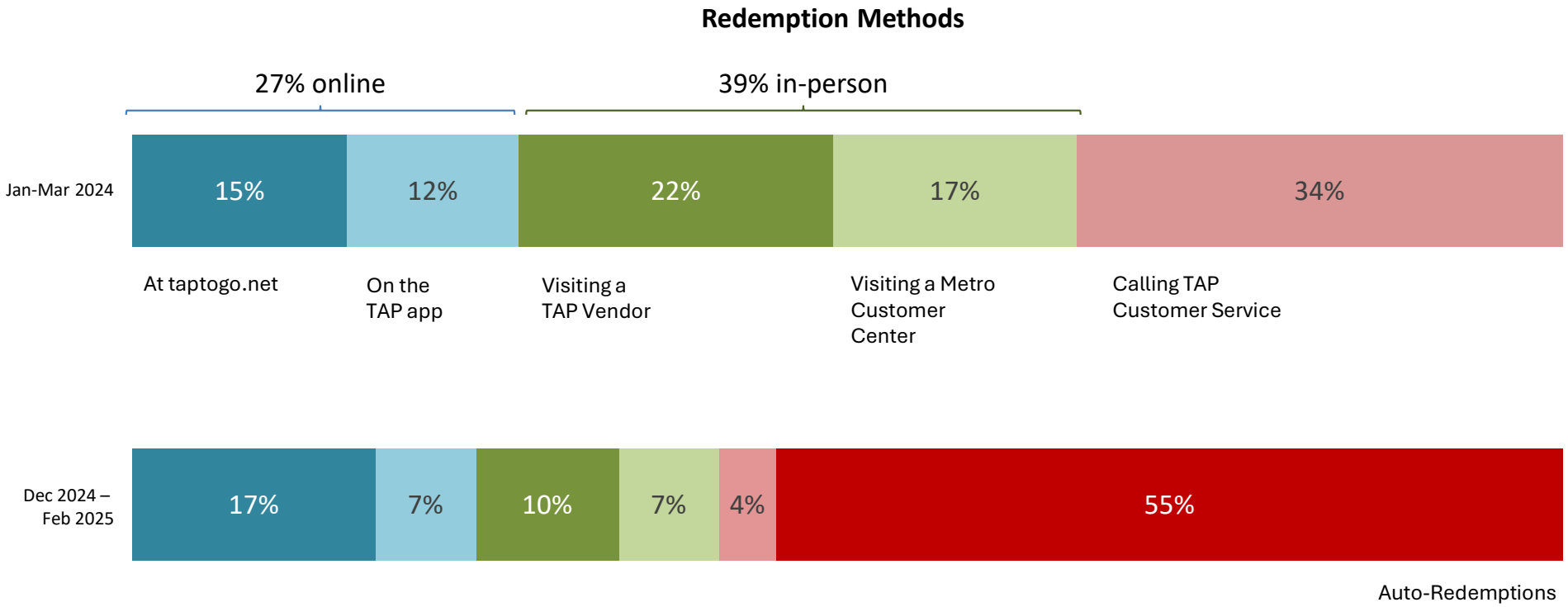
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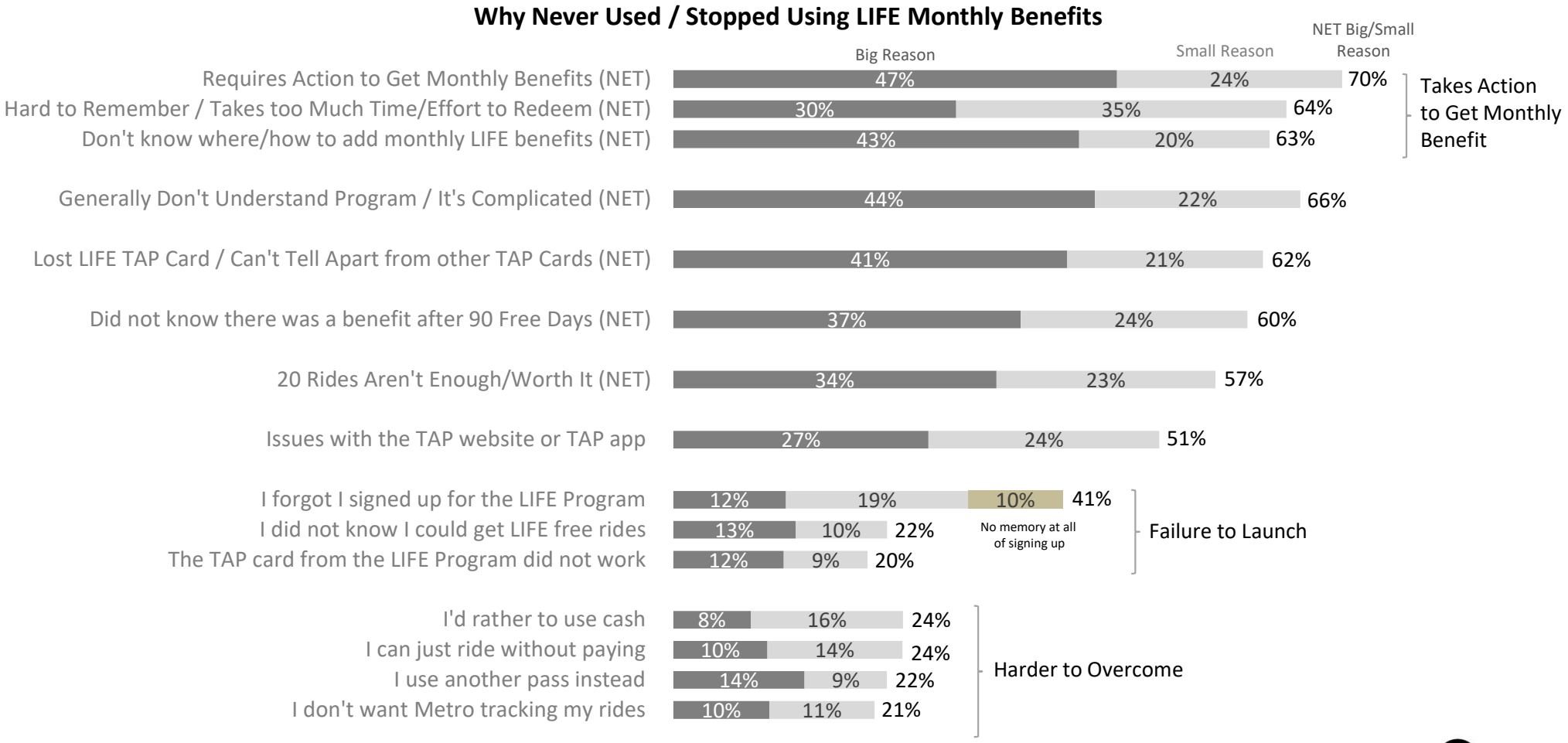
Metro

Redemption methods have shifted from mostly in-person and calling to auto-redemption (launched Aug 2024)



Data source: TAP database. Online total is the difference between total number of redemptions "online" minus "Calling TAP Customer Service". Jan-Mar 2024
The ratio of TAP vendor to Metro Customer Service Center redemptions using the RPOS devices in Dec 2024 – Feb 2025 is assumed to be the same as in Feb 2025

The biggest reason for stopping using LIFE benefits is that it requires action each month to get benefits



Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped. Source: LIFE member survey

Notable Barrier Differences by LIFE Usage

Why Stopped Using / Never Used LIFE Monthly Benefits

	Never Used LIFE Benefits	Used 90 Free Days But Nothing After	Used Monthly Benefits But Stopped
More likely to experience following barriers:	• LIFE Program is too complicated (72%) • Forgot I signed up (70%) • Didn't know could get free rides with LIFE (53%) • LIFE TAP card didn't work (48%)	• LIFE Program is too complicated (67%) • Takes action to get benefits (72%) • Didn't know about 20 rides (66%) • Issues with TAP app/website (59%)	• Takes action to get benefits (62%) • Lost / mixed up LIFE TAP card (57%)

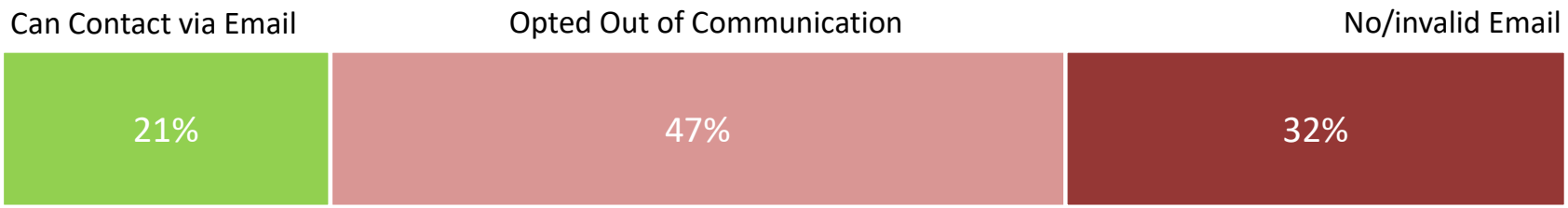
Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Source: LIFE member survey

Metro

USAGE BARRIER

Trouble getting started

Only about 1/5 of those who sign up for LIFE are contactable



Opt-In Check Box

By failing to adhere to the above terms and conditions, I or any household member will be disqualified from participating in the LIFE Program.

☐ By checking this box, I hereby agree to receive communication regarding Metro products or services.

Applicant Signature _____ Date _____

Source: LIFE and TAP databases

Metro

Some report not hearing from LIFE after sign-up, or their LIFE TAP card not working

Did Not Hear Back

I assumed that they [would] send you a card, or whatever you know, if you're approved for it but I never did hear anything from it.

Inactive LIFE Member
(Lapsed after 90 days)

Did Not Get LIFE TAP Card

I never got my [card]! I have a TAP card, but it's not the LIFE TAP card. I never got that

Inactive LIFE Member
(Signed up, but never used LIFE benefits)

They sent me one electronically, but physically I haven't received a card in the mail. The one they sent me says are no passes on this card yet.

Active User (Using the 90 days)

TAP Card Did Not Work

They sent me a TAP card, but it didn't let me TAP. I haven't called them because I haven't had time. If I call, it's gonna take a long time I have to look up where they have a station

Inactive LIFE Member
(Signed up, but never used LIFE benefits)

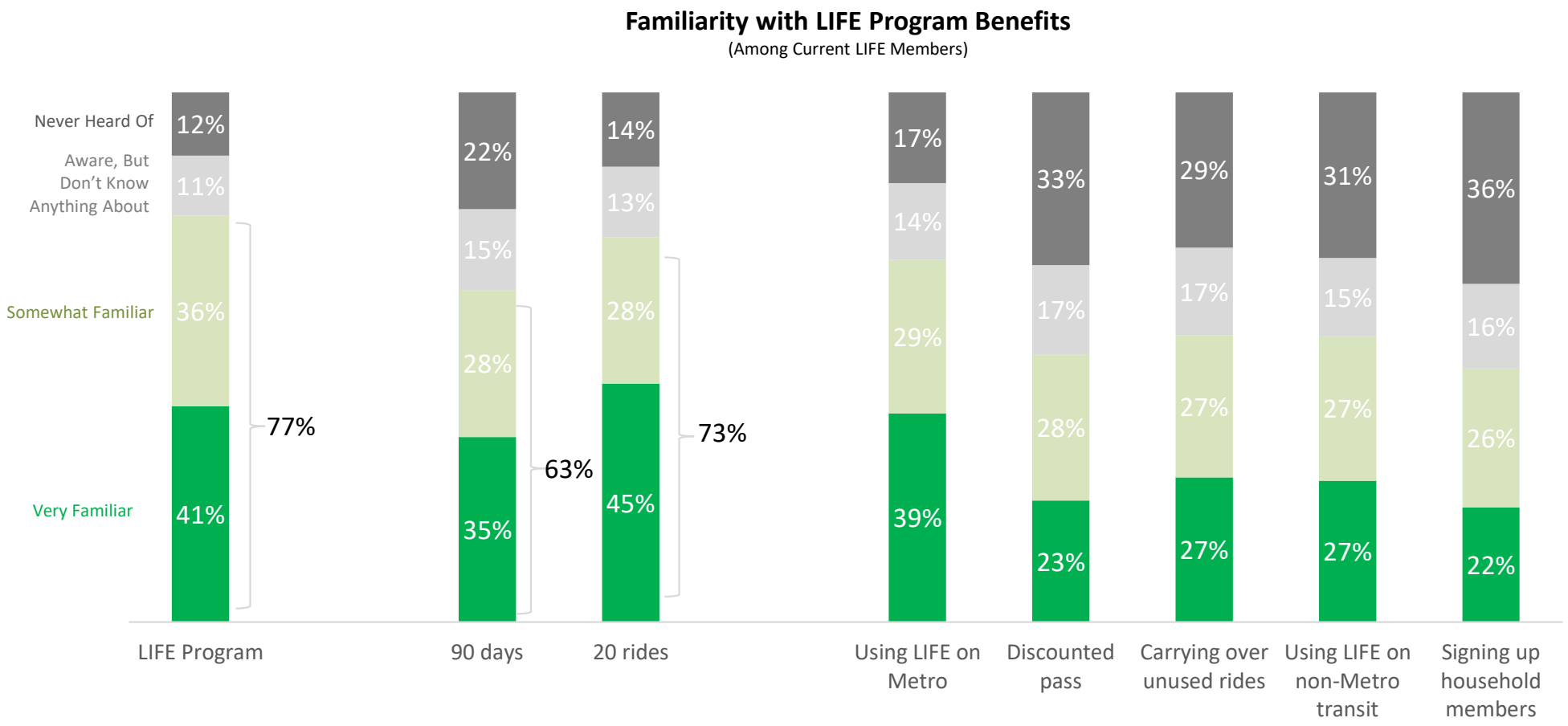
Source: in-depth interviews

Metro

USAGE BARRIER

Don’t understand / too complicated

Only 41% of LIFE Members are *very* familiar with LIFE

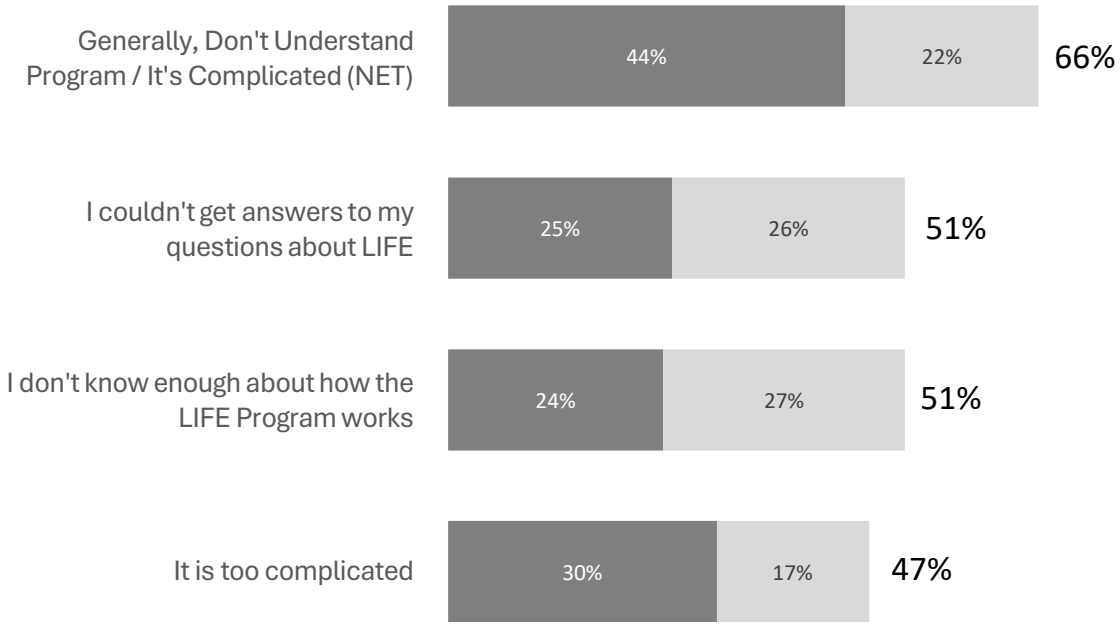


Q: How familiar are you with the following benefits of the LIFE (Low Income Fare is Easy) Program? Source: LIFE member survey

Two-thirds of LIFE Members, who never/stop using their benefits cite a lack of understanding about the program

About half have trouble getting answers to their questions

Why Stopped Using / Never Used LIFE Monthly Benefits



I haven't been able to figure out how the discount works or what's the discount.

Inactive LIFE Member (Lapsed after 90 days)

I just thought it was for the bus. I did not know it was also for Metro [train], or for the another [bus system].

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Sources: in-depth interviews, LIFE member survey: Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

Metro

Examples of Lack of Understanding

Unaware of 90 days

They didn't tell me that you were gonna have 90 free days. I just found out when I tapped it.

Active User (Using the 90 days)

Unaware of 20 Free Rides

"So, once they take the bus again after they [the 90 days] expire, they're like, 'OK, that's it.'"

LIFE Program Administrator

"Maybe they [clients] forgot they didn't understand that after the 90 days they can load the 20 free rides.“

LIFE Program Administrator

I just found that out yesterday about the 20 free rides.

Inactive LIFE Member (Lapsed after 90 days)

I had heard about [the 20 free rides], but I am not sure how it worked. Will they count every time I board? … Can that be done online or do I have to go to a Metro location to get the benefits?

Active User (Using the 90 days)

I didn't think they would be giving you 20 rides every month. I thought it was a one-time deal.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Misunderstanding 20 Free Rides

I think they forget that they can only load them once a month, so sometimes they'll be done with the 20 free rides and they come and try and load them again once they're done with them.

TAP Vendor

Misconception of Needing to Re-Enroll

"I have had a couple people come in and say that they, like, were in the program and they're not sure if the program - like if you have to really reenroll into the program."

CBO

Confusion on Auto-redemption

I just don’t understand very well how the trips for free are added on their own because I have just had that twice, that trips for free are added. They just put it once, I don’t know if I have to put them again.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Confusion on transfers

"This was a question that we had very early on when we moved over to 20 free rides - is 'Will the two-hour free transfers apply with the 20 free rides?' And the answer to that is 'Yes.'"

Metro Customer Care

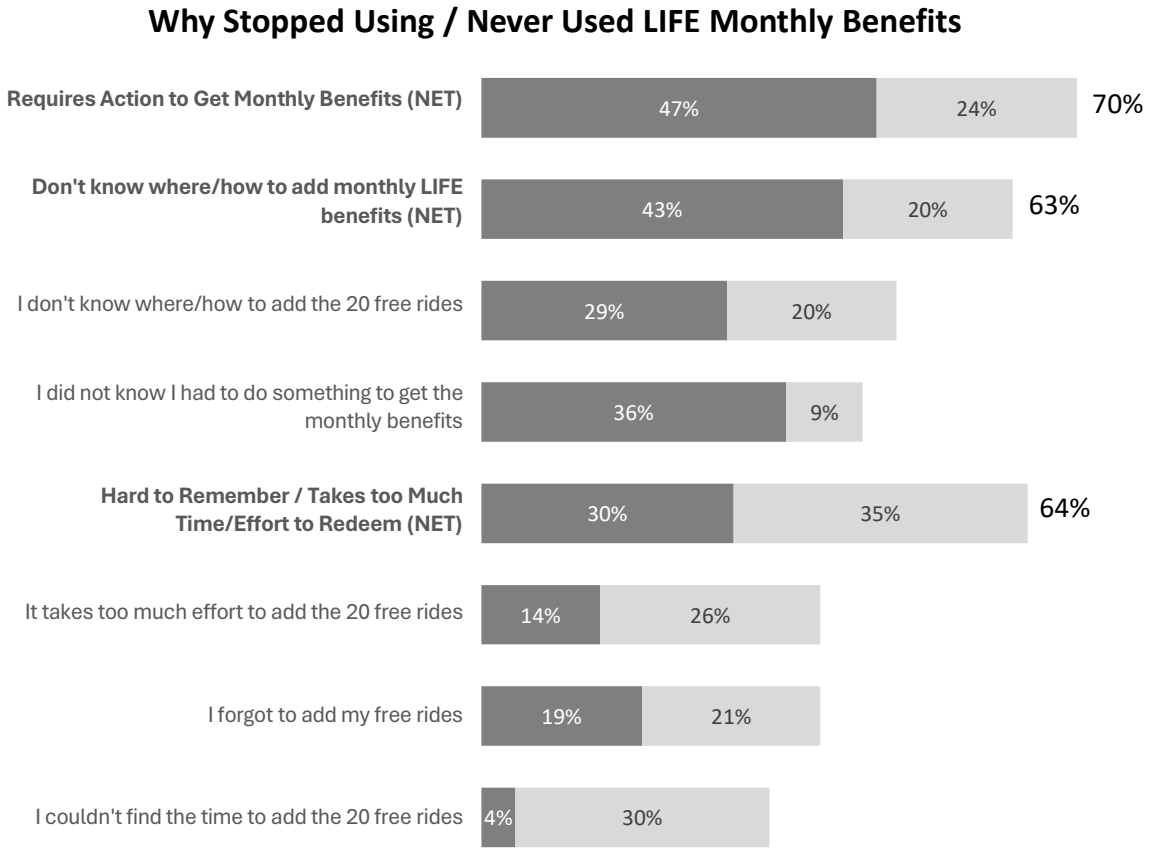
Sources: in-depth interviews, stakeholder interviews

Metro

USAGE BARRIER

20 rides aren’t added automatically

Among LIFE Members, nearly two-thirds don't where/how to add their free rides and a similar number are hindered by the effort it takes to redeem monthly benefits



I thought the free rides would go automatically on the card. I didn't know you had to activate them.

Inactive LIFE Member (Lapsed after 90 days)

I didn't know you had to call every month to get the 20 free rides.

Active User (Using the 90 days)

Sometimes I would **just take the loss and just like spend the regular amount of like riding, just because I didn't want to go through the hassle** so that was kind of more of what I was doing, because I just didn't know about the rest of the benefits

Inactive LIFE Member (Stopped using monthly LIFE benefits)

If the rides were automatically added on the top of the month, that would just be simpler. It would reduce the hassle of me, remembering to call.

Inactive LIFE Member (Lapsed after 90 days)

(what could be improved about LIFE)

I think an easier way to activate them (20 free rides) or maybe for them to just go in automatically

Inactive LIFE Member (Lapsed after 90 days)

(what could be improved about LIFE)

Making the rides go in automatically.

Inactive LIFE Member (Lapsed after 90 days)

Sources: in-depth interviews, stakeholder interviews, LIFE member survey: Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

While not everyone describes redemption as difficult, Member descriptions illustrate the effort required to access monthly LIFE benefits

Have to Physically Go Somewhere

I just go down [Metro Customer Service Center] cause it's **only one train stop away or a bus ride**. It's about like a five-minute bus ride, give or take. They're fairly empty so I'd say it takes about five minutes at most.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Every month on the first I **go to check cashing**, which is on Broadway and daily in Lincoln Heights. **Usually there's a line. But it's not too bad**, and I just tell them like I can. I get my 20 LIFE passes, and they just take my TAP card and put it on there and then. That's it. It's really easy.

Active User (Using monthly LIFE benefits)

There's several customer service centers in LA. I **drive to Baldwin Hills**. They can just add it to my TAP card. They give me a receipt

Inactive LIFE Member (Stopped using monthly LIFE benefits)

I had several experiences with different stores, that **they didn't want to do it, that their machine didn't do it, that the card didn't work**, that it didn't process the service, that it was under their system, that I had to better call by phone, because they couldn't do anything.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Calling & Waiting

It **can be annoying**. Cause **sometimes you have wait for an hour**

Inactive LIFE Member (Stopped using monthly LIFE benefits)

I'm not good with technology. I had to be calling. You have to wait one hour before that you can use it. Sometimes you had to leave your number so they could call you back to be able to add the 20 days. [**Now] my daughter and my son do it [for me] on internet,** through the TAP page.

Active User (Using monthly LIFE benefits)

Website Challenges

It's a **little bit difficult to add. The only way I know how to do it is to call.** I don't know of any way to do it on the app or the website. Calling can be a little bit out of the way.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

I've been told that you can do it online, but I couldn't figure out how. So I think it just makes the most sense to just do it in person and have somebody help you.

Active User (Using monthly LIFE benefits)

Data source: in-depth interviews

Metro

In months with an email reminder, the proportion of members who redeemed benefits was 24% higher than in months without a reminder.

Anecdotally, riders seem pleased that the email reminder makes monthly benefit redemption easier.

> I receive an alert, it says, your rides are ready, something like that, do you want to add your TAP rides? So, I simply get into my account, I go to the notification that I receive, and they are added.

Active User (Using monthly LIFE benefits)

> They sent me an email from Metro to give me the information to tell me how we could add the 20 rides, and there I looked, and I went to the page, and I was able to add them.

Active User (Using monthly LIFE benefits)

> I thought I had to wait till the middle of the next month. But then I got an email saying like that on the first you can just add it.

Active User (Using monthly LIFE benefits)

Month	% of members who redeemed 20 rides
July 2023	9.7%
August 2023	10.0%
September 2023	9.6%
October 2023	9.6%
November 2023	9.4%
December 2023	9.3%
January 2024	9.9%
February 2024	10.0%
March 2024	10.4%
April 2024	11.1%
May 2024	11.4%
June 2024	11.4%
July 2024	12.0%
August 2024	8.5%
September 2024	8.0%
October 2024	12.2%
November 2024	8.4%
December 2024	14.0%
January 2025	15.3%
February 2025	16.5%

First Email Reminders

Email Reminders

Email Reminders

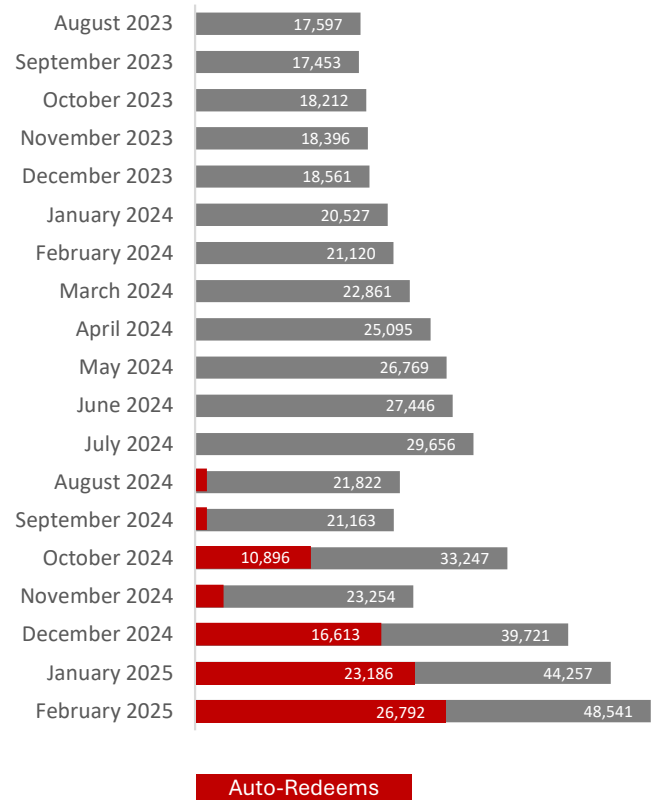
Last Email Reminders

Data sources: in-depth interviews, TAP database

Metro

Auto-redemptions have increased the number of redemptions and members using their LIFE benefits

Auto-Redemptions have increased number of monthly redemptions



Auto-Redemptions have increased perceived ease of redeeming and LIFE Program Satisfaction

		Auto-Redeemed	Redeemed in Other Way
Ease of Redemption	% 7-Very Easy	**70%**	**61%**
Benefit usage	20 rides (in past 90 days)	**80%**	**77%**
	Carrying over unused rides	**70%**	**56%**
LIFE Satisfaction	Very Satisfied	**63%**	**53%**

The last time they did it automatically, so I don't really have to do anything. I haven't called anyone. I haven't looked at the app for that. It just automatically appears every month.

Active User (Using monthly LIFE benefits)

Metro

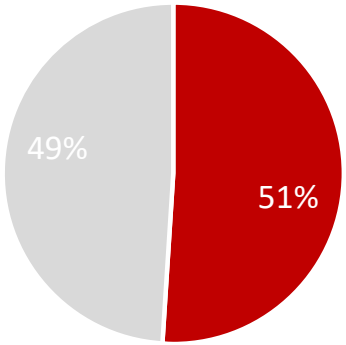
Data sources: TAP database, in-depth interviews, LIFE member survey

BARRIER

Issues with the TAP website or app

TAP Website & App Issues Mentioned include:

% of LIFE Members Who
Cite issue with TAP website
or TAP app as barrier to using LIFE



UX/UI Challenges

> To create my TAP account, that was very hard for me, because it didn't let me do it through the app, because it has a lot of bugs...It showed create an account, but it didn't let me, It gave me error, or a blank page, it didn't continue to the next step so at the end I had to use to the [web] page.

Active User (Using monthly LIFE benefits)

> I think the app needs some adjustment, because it hasn't let me like reset my account and it wouldn't just let me go in.

Inactive LIFE Member (Lapsed after 90 days)

> There's a little button where you can add it, and it's adding to cart, and it just it won't . The button won't be like interactable. It's like a UI issue

Inactive LIFE Member (Stopped using monthly LIFE benefits)

> Their TAP application, it's a little hard to use it, if a person maybe doesn't have the patience, it can frustrate you.

Active User (Using monthly LIFE benefits)

Difficulty Determining # of Rides Left

> The process would be more seamless for me, if the card would just show me how many rides I have left so I wouldn't need to call and check and see how many rides [I had left]

Inactive LIFE Member (Lapsed after 90 days)

> In the TAP app, seeing the free rides, the fares or how much we're spending, is kind of difficult.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Hard to Add Free Rides

> I couldn't figure out doing it [adding my free rides] on the app so calling was the easiest way for me. It's a little bit difficult to add. It's taken me like 30 minutes or an hour to do it.

Inactive LIFE Member (Stopped using monthly LIFE benefits)

Data sources: in-depth interviews, LIFE member survey Q: Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped

Metro

USAGE BARRIER

The benefits aren’t good enough

About one-third of those whose LIFE free rides run out pay less, don't pay, or ride transit less

When LIFE Free Rides Run Out, Members…

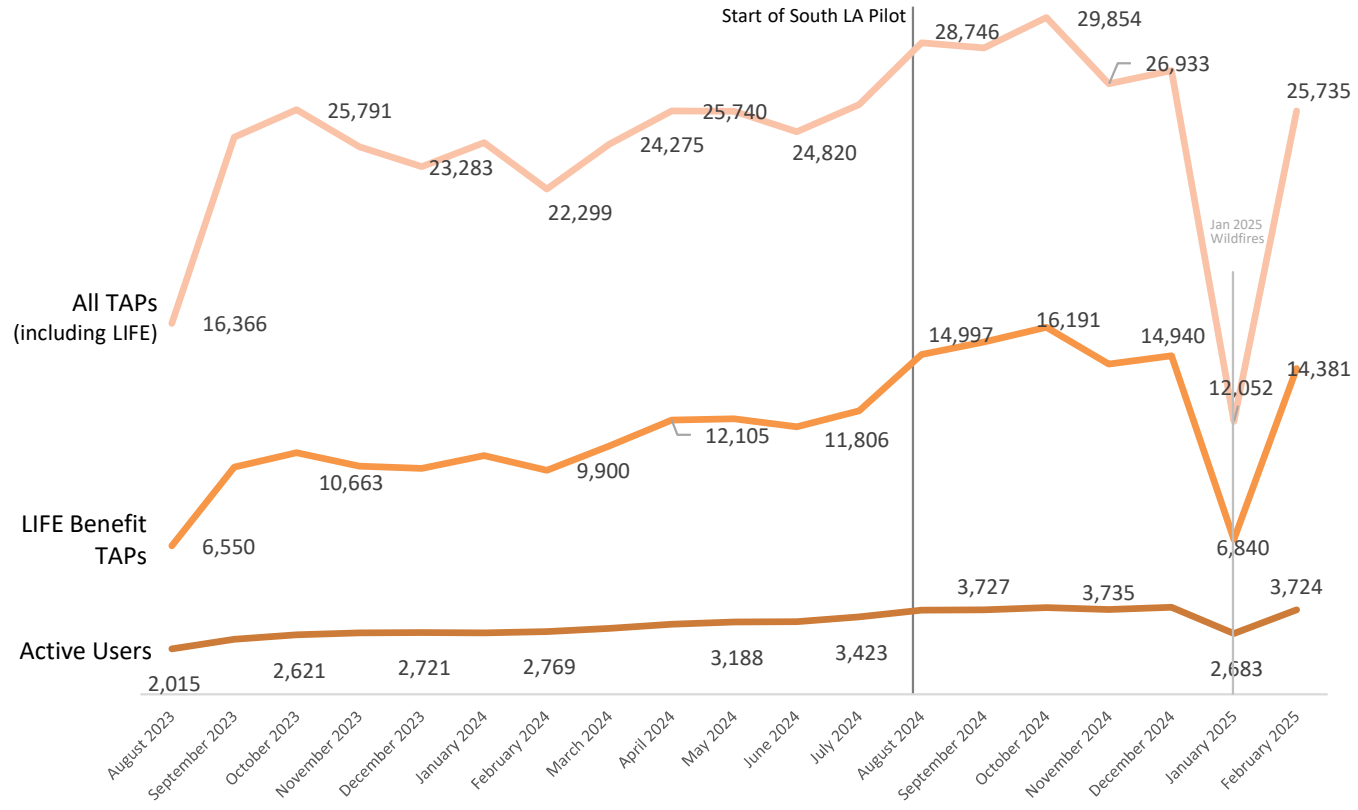


Q: When your 20 free rides run out, what do you do? Source: LIFE member survey

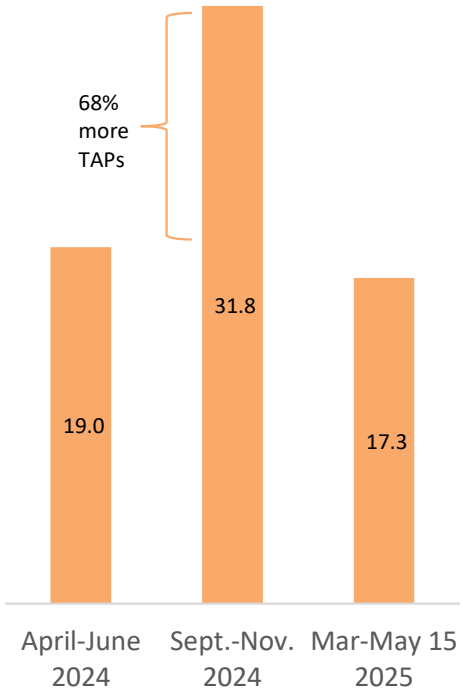
The South LA pilot (providing 6 months of free rides to existing LIFE Members) appears to have increased LIFE Program usage within the grant area.

However, early analysis suggests that increased usage does not hold after the pilot ends.

The number of Active LIFE members, LIFE benefit TAPs, and All TAPs increased in the South LA Grant Area



Participants in the South LA Grant Program who used the benefit increased their average TAPs per 30 days 68% relative to before the pilot.

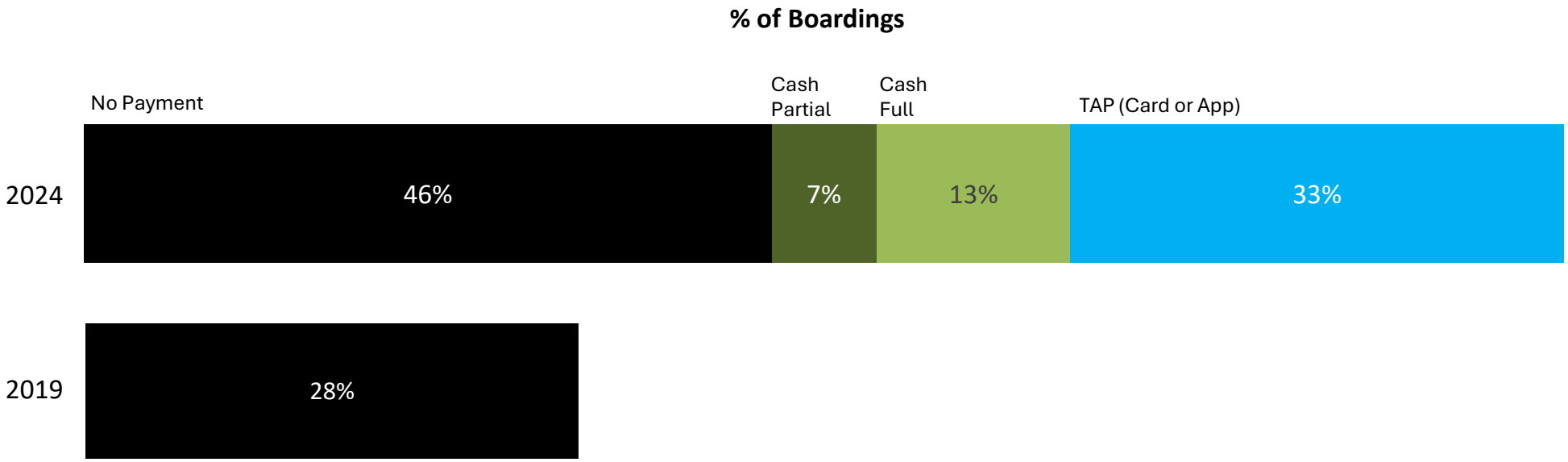


Source: TAP database

BARRIER

Fare evasion

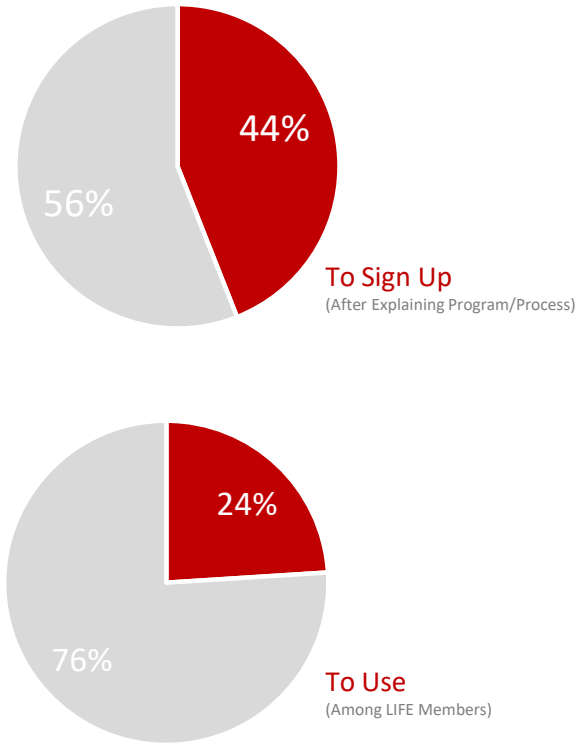
In 2024, fare evasion made up nearly half of boardings



Source: TAP fare evasion estimates (TAP database, Operations dashboard)

Ability to board Metro without paying is a bigger barrier to LIFE sign-up than usage

% Who Cite Ability to Not Pay as Barrier



A lot of them (riders) will tell us, you know, 'We don't really need to load it anymore because they just let us go in the bus - like **they'll just open the back door and everybody goes in**

TAP Vendor

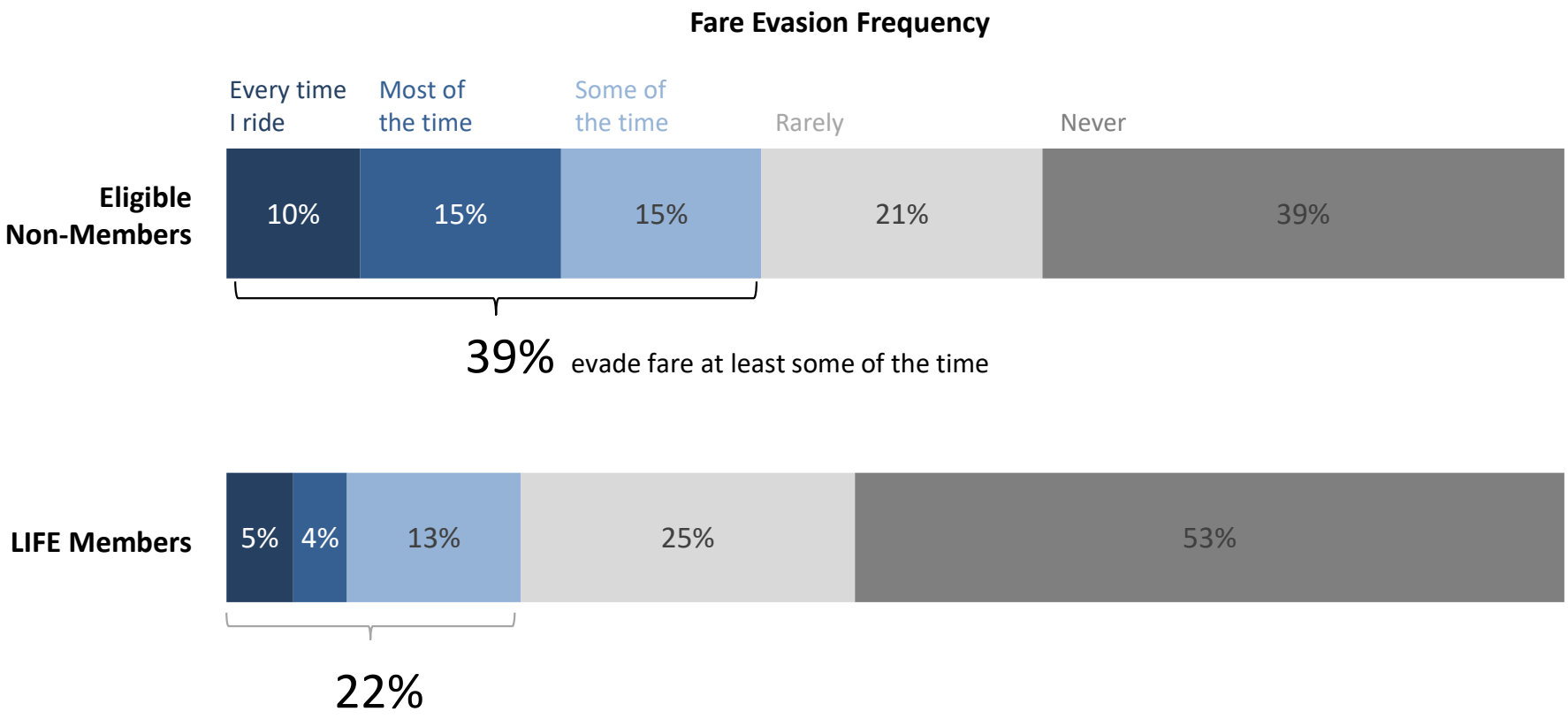
I know a lot of people [who] stopped paying… so it kind of encourages everybody else to do the same.

TAP Vendor

Sources: stakeholder interviews, LIFE non-member survey: Q. Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up? [I can just ride buses and trains without paying], LIFE member survey Q: Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? [I can just ride without paying] Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

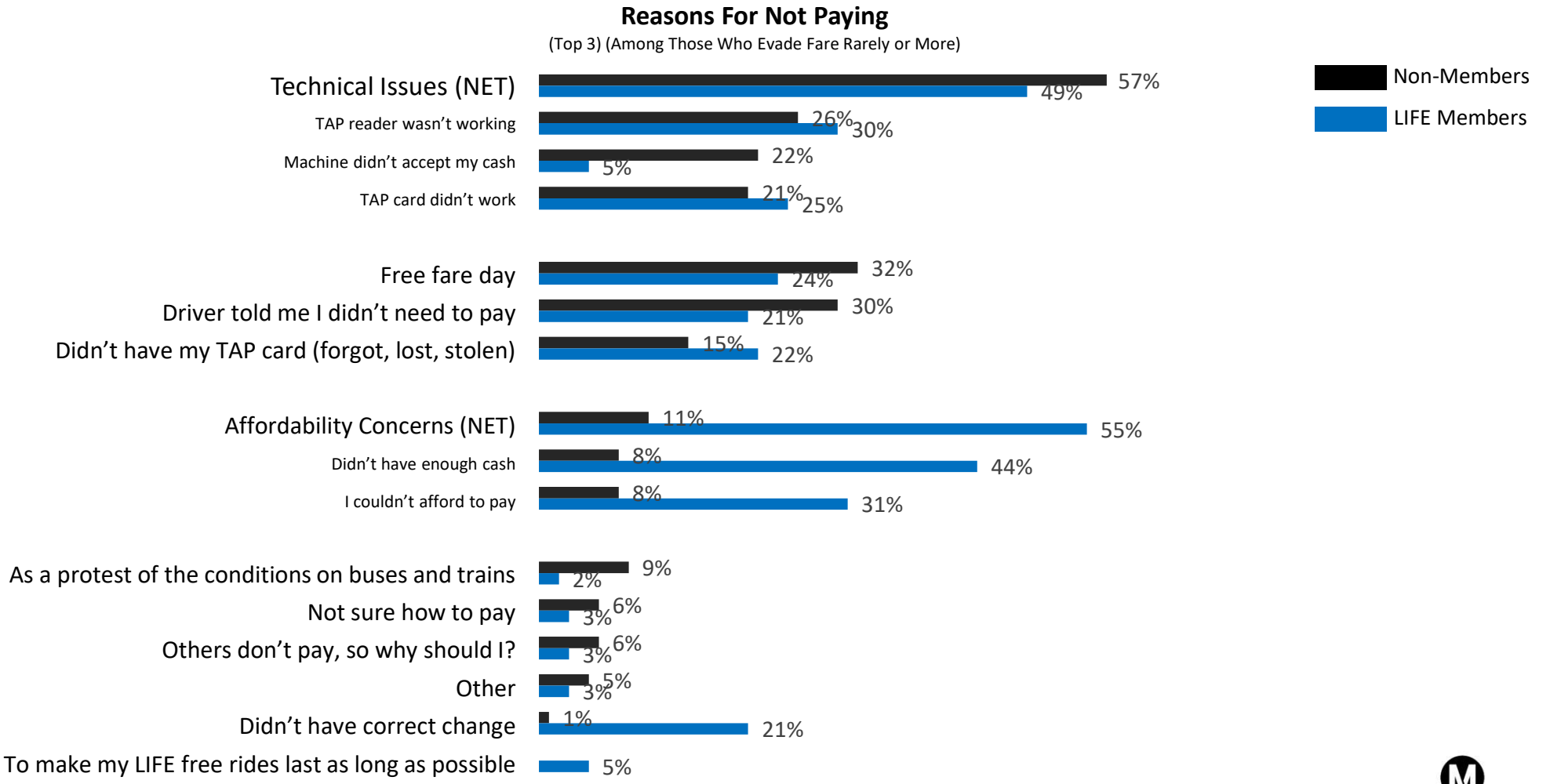
Metro

Non-members evade fare more often than LIFE members.



Sources: LIFE member survey Q: For lots of different reasons, sometimes people get on the bus without paying the full fare, or without paying at all. How often do you ride Metro bus or train without paying or without paying full fare?, LIFE Non-member survey Q: For lots of different reasons, sometimes people get on the bus without paying the full fare, or without paying at all. How often do you ride Metro bus or train without paying or without paying full fare?

Non-Member's biggest reasons for not paying are technical issues. Members tend to cite affordability reasons.



Sources: LIFE member survey Q: When you haven't paid the full fare, what are the top 3 reasons why you didn't pay?, LIFE Non-member survey Q: When you haven't paid the full fare, what are the top 3 reasons why you didn't pay?

Fare Evasion in Riders' Own Words

Payment Fails

"The [fare boxes] don't work; I have seen that a lot. They say out of service, Sometimes the drivers say to go through, when it's too busy. Just get on."

Active User (Using monthly LIFE benefits)

"I tried to tap the card on the fare box. It didn't work. ... I have three tap cards, but they don't work."

Inactive LIFE Member (Signed up, but never used LIFE)

Operator Rushes You On

"I've have gotten on the bus, and it's been packed, and the driver just wants us to sit down."

Active User (Using the 90 days)

"Sometimes the bus drivers are like, can you just hurry up and sit down? It's crowded and they're trying to close the doors, and they're on a time limit."

Active User (Using the 90 days)

Financial Reasons

"I ask for what they call a courtesy ride. Basically, just a ride for free. You ask the bus driver; can I get a courtesy ride I don't have any money. They're not supposed to say no."

Inactive LIFE Member (Stopped using monthly LIFE benefits)

"I told [the bus operator] I don't have money and my TAP cards not working and they let me on."

Inactive LIFE Member (Lapsed after 90 days)

Source: in-depth interviews

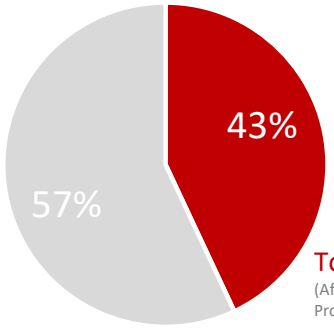
Metro

BARRIER

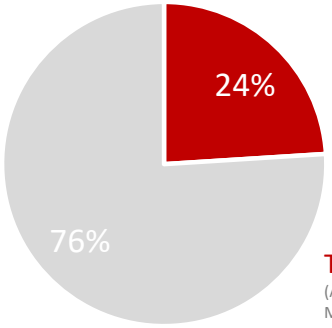
Prefer using cash

Most cash riders exist in a cash ecosystem, where cash is the default and using TAP requires outsized effort

% Who Cite Cash Preference as Barrier to LIFE

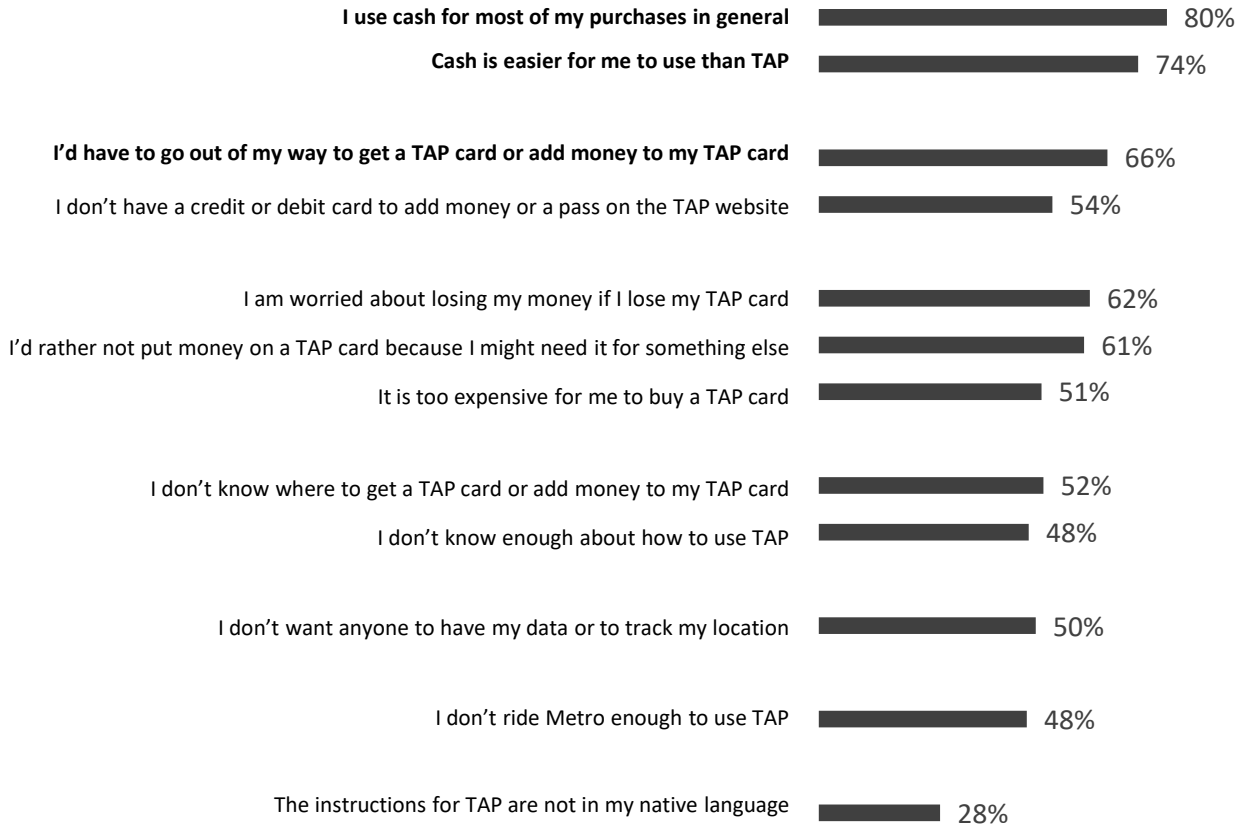


To Sign Up
(After Explaining Program/Process)



To Use
(Among LIFE Members)

Barriers to TAP
(Cash to TAP Study, 2022)



Sources: Cash to TAP study, 2022; LIFE non-member survey: Q. Imagine that you don't sign up for the LIFE Program. Which of these would be reasons why you don't sign up? [I can just ride buses and trains without paying], LIFE member survey Q: Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? [I can just ride without paying] Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

Metro

Summary

Key Opportunities to Increase LIFE Program Post-Sign-Up Usage

Given that only 16% of those who ever signed up have used the LIFE Program recently, the greatest opportunity to increase usage is by making adjustments post sign-up.

- **Improving On-Boarding Experience for New Members**
  - 41% of those who sign-up don't remember they sign-up
  - 77% of those who sign up are familiar with the LIFE Program, but with only 41% "Very familiar", suggesting room to improve
  - 51% of Members cite not knowing enough about how the program works
  - 20% report not receiving a working LIFE TAP card after sign-up
  - Anecdotally, some new members don't recall hearing from LIFE after sign-up

- **Making Sure Members Can Get Questions Answered**
  - About half (51%) of LIFE Members say they can't get answers to their questions

- **Ensuring Initial 90 Day Users Know About the Ongoing 20 Free Rides**
  - Among those who use the initial 90 free days, 66% cite not knowing about the monthly benefits as a reason for not using LIFE further

- **Reducing/eliminating effort to get monthly benefits**
  - The biggest reason (70% cite this) LIFE Members have for not continuing to use the program is the effort it takes to get the monthly benefits
  - This is comprised of not knowing they had to do something (45%), not knowing where/how to add monthly benefits (49%), forgetting to do it (40%), and it taking too much effort (40%)

- **Making it Easier to Keep Track of LIFE TAP Card**
  - 52% of LIFE Members say not knowing which TAP card has their LIFE Benefits on it is a reason for not using the program
  - 43% say they have lost their LIFE TAP card

Sources: LIFE member survey, LIFE non-member survey

Key Opportunities to Increase LIFE Program Sign-Ups

- **Increase awareness and familiarity**
  - Only 39% of Eligible Non-Members are aware of the LIFE Program and only 15% are familiar.
  - Even among those familiar, the biggest barrier to sign-up is not knowing enough about the program, with 75% citing that as a reason.
- **Make sign up seem easy**
  - 73% of those aware of LIFE cite not knowing how to sign up as a barrier
  - Even after a brief explanation of the sign-up process/options, 60% of Eligible Non-Members thought sign-up sounded either like too much work or confusing.
  - Online sign-up is the most preferred sign-up method among potential members—52% include in top two preferred methods
- **Clarify Eligibility Requirements and How LIFE interacts with other discounts**
  - 61% of Eligible Non-Members who are aware of LIFE don't think they would qualify
  - 64% of Student (K-12) discount holders and 54% of seniors cite preferring their current discount as a reason for not signing up for LIFE
- **Reduce Privacy and Documentation Concerns**
  - 51% of Eligible Non-Members cite not wanting to share their information, as a reason for not signing up. For 22%, this is a "big" reason, for whom they may not have an I.D. to provide or have concerns related to immigrations status.
  - The 29% for whom this is a small reason may be more swayable.

Sources: LIFE member survey, LIFE non-member survey, in-depth interviews, stakeholder interviews

Some groups will be harder to convert into LIFE Members

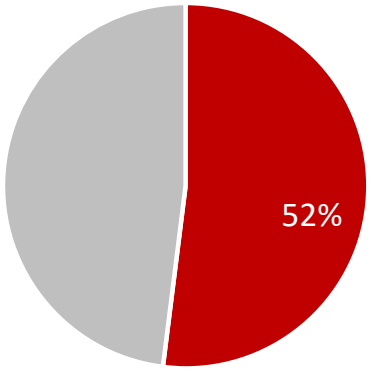
- **Regular Fare Evaders**
  - For some, fare evasion is an easier solution than signing up for and using LIFE
  - 44% of boardings (2023) did not have payment. An additional 8% of boardings involved partial payment.
  - 44% of Eligible Non-Members cites being able to board without paying as a reason for not joining LIFE. 20% say it is a big reason.
  - Among LIFE Members, fare evasion is less of a reason for not using LIFE benefits, but it still keeps some from using their benefits. 24% list not paying as a reason for not using LIFE benefits, with 10% saying it is a big reason.

- **Cash Preferers**
  - As uncovered in Metro's Fare Payment Study (2022), 33% of Metro Bus riders are "Cash-Dominant", meaning they pay for Metro with cash most/all of the time.
    - This is driven, in large part, to living in a cash ecosystem, getting paid in cash and being unbanked or underbanked.
  - Cash customers' biggest barriers to using TAP in general that they use cash for most purchases and that it is easier for them than TAP. 66% say they'd have to go out of their way to use TAP. (Fare Payment Study, 2022)

- **Concerned About / Unable to Share Information**
  - 65% cite not wanting to share information as a barrier to signing up. 30% list it as a big reason.

- **Infrequent Transit Riders**
  - Those riding transit less than 7 trips per week are significantly less interested in joining LIFE
  - 21% of Non-Members ride transit less than once a week, for whom it will be hard to build a compelling case for joining

% of Eligible Non-Members Who Will Likely Be Difficult to Convert
(have at least one of barriers on left)



Sources: LIFE member survey, LIFE non-member survey

Metro

Impact of Recent LIFE Program Initiatives

- **Email Reminders**
  - **Background:** Starting in late April, trough October, LIFE sent out email reminders with instructions to redeem monthly benefits.
  - **Impact:** Months with email reminders had 24% higher monthly redemptions per member than months without
- **Auto-Redemptions for Monthly Benefits**
  - **Background:** Starting in August 2024, LIFE Members who called to redeem their monthly benefits were offered the option to enroll in auto-redemptions, so that for all months going forward, they would automatically receive their monthly benefits.
  - **Impact:** The number of auto-redemptions has increased from 1,353 in August to 28,964 in February, totaling 55% of all redemptions in February. Our estimate is that auto-redemptions have increased the number of people redeeming each month by about 20,000.
- **South LA Pilot**
  - **Background:** Starting in July 2024, existing LIFE Members were offered 6 months of free rides.
  - **Impact:** 465 of Members have enrolled. Those who enrolled and used the free rides saw a 68% increase in their TAPs on Metro. Early analysis suggests that the increased usage during the pilot does not hold after the pilot ends.
- **Marketing Campaign**
  - **Background:** In November 2024, Marketing launched a campaign with the primary goal of increasing LIFE benefit redemptions and usage among current members, with ad placements on social media platforms; Spanish-language radio stations; print media (including Spanish publications); and entertainment, news, and sports sites.
  - **Impact:** Since launch, the campaign has driven about 60% of LIFE webpage traffic, but only 12% of sign-ups.

Sources: TAP database, market campaign dates, metro.net and taptogo.net analytics

Appendix

Given that most Metro riders would qualify for LIFE, demographics are similar between those eligible and all riders

		Eligible	All
Ethnicity	Hispanic / Latino	65%	64%
	Black / African American	16%	16%
	White / Caucasian	9%	10%
	Asian	6%	6%
	Other	4%	4%
Age	Under 18	6%	7%
	18-24	21%	20%
	25-34	28%	27%
	35-44	19%	19%
	45-54	12%	12%
	55-64	9%	10%
	65 or more	5%	5%

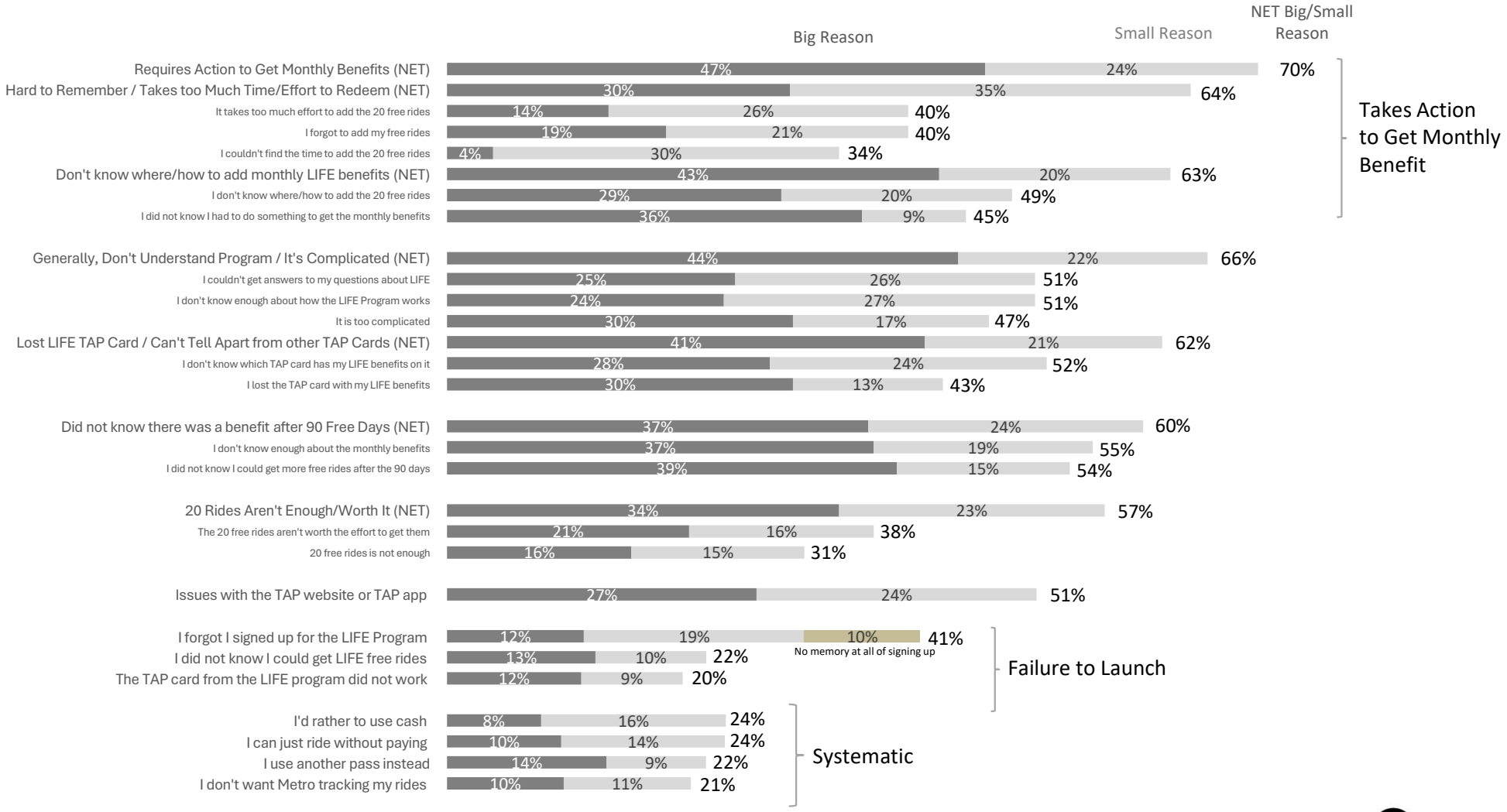
		Eligible	All
Gender	Male	51%	52%
	Female	46%	45%
	Non-Binary / Prefer to self-describe	3%	3%
Household Size	1	22%	21%
	2	21%	22%
	3	24%	23%
	4	15%	16%
	5	9%	9%
	6+	8%	8%
Disability	Yes	13%	12%
	No	87%	88%

Data source: fall 2024 onboard survey

Metro

Barriers to Usage – Full List

Why Stopped Using / Never Used LIFE Monthly Benefits



Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides or a discounted transit agency pass to your TAP card lately? Source: LIFE member survey

Low Income Fare is Easy (LIFE)
Response to Motion 48:
Enhancing the Effectiveness of the LIFE Program

Operations, Safety, and Customer Experience Committee
June 18, 2025

Metro

Motion 48

Motion 48 requested staff to:

- **Conduct a survey** among past and current LIFE participants to identify the greatest barriers and opportunities to increasing utilization of LIFE benefits.

- **Report back on the key survey findings** with an analysis of utilization data, and proposed plan for increasing utilization, including any programmatic adjustments based on the data and survey analysis.

- **Utilize the findings from the Metro Free Monthly Pass Program for the Transformative Climate (TCC) grant in South Los Angeles and City of Pomona to evaluate and model more accurate projection of costs and benefits to an unlimited LIFE Program,** including but not limited to ridership increases and behaviors, operational costs, quantified socio-economic and climate benefits, and projected regional impacts.

Metro

Research Process

Insight Grounding	• Reviewed existing data and studies, both internal and external • Interviewed with 38 key stakeholders (e.g., LIFE Program administrators, community-based organizations, Metro staff)	Jan-June 2024

In-Depth Interviews	• Interviewed LIFE Members and Eligible Non-Members on perceptions of LIFE Program, experience with LIFE Program, barriers to LIFE sign-up and usage
	  • 26 active and inactive (past) LIFE users
	  • 5 eligible non-members riders
		June-Sept 2024

Survey of LIFE Members	• Surveyed 2,128 active & inactive (past) LIFE members, recruited via LIFE Program database to online survey • Demographics (including age, gender, and ethnicity) mirror LIFE database and LIFE users in on-board surveys	Oct – Nov 2024

Survey of Eligible Non-LIFE Members	• Surveyed 547 LA County transit riders who qualify for the LIFE Program but were not members at the time of the survey.
	  • Respondents met the program income and household size requirements
	  • Recruited via consumer panels, on-system intercepts, and CBOs to online survey
		Nov '24 – Jan '25

Program Initiatives Impact on Usage

Email reminders increased redemptions by 24% (vs. months without reminders)

% of LIFE Members Who Redeemed 20 rides

Jan 2024	9.9%
Feb2024	10.0%
Mar2024	10.4%
Apr2024	11.1%
May 2024	11.4%
Jun 2024	11.4%
Jul 2024	12.0%
Aug 2024	8.5%
Sep2024	8.0%
Oct 2024	12.2%
Nov 2024	8.4%

First Email Reminders

Email Reminders

Email Reminders

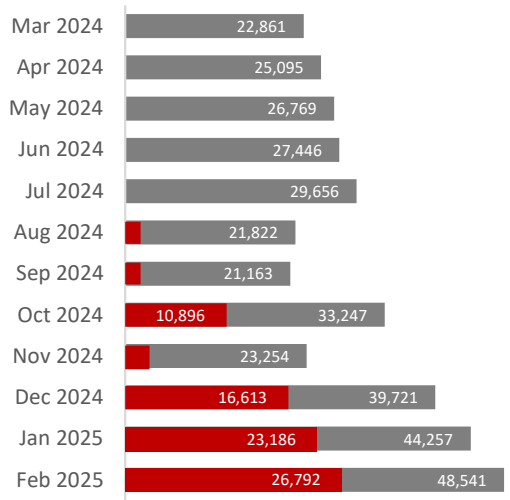
Last Email Reminders

Detail:
The LIFE Program deployed email reminders in the last week of the month to program participants with instructions on how to redeem their monthly benefits.

Auto-Redemptions have increased total monthly redemptions

of Redemptions

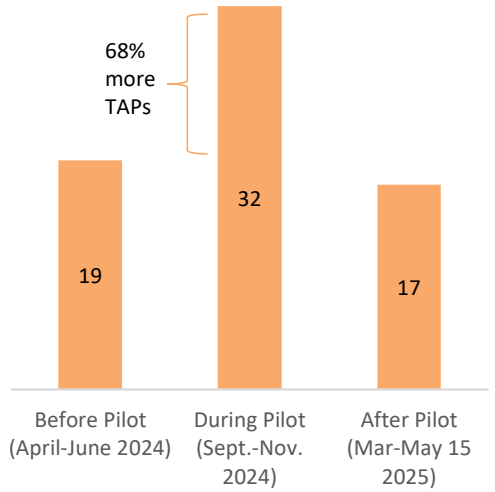
Auto / Total



Detail:
Starting in August 2024, LIFE Program Members who called Metro's Customer Call Centers to redeem their monthly benefits were offered the option to enroll in auto-monthly benefits redemptions.

South LA pilot participants who used the benefit increased their TAPs 68%. Early analysis suggests that increases don't hold after the pilot

of TAPs per pilot participant per 30 days



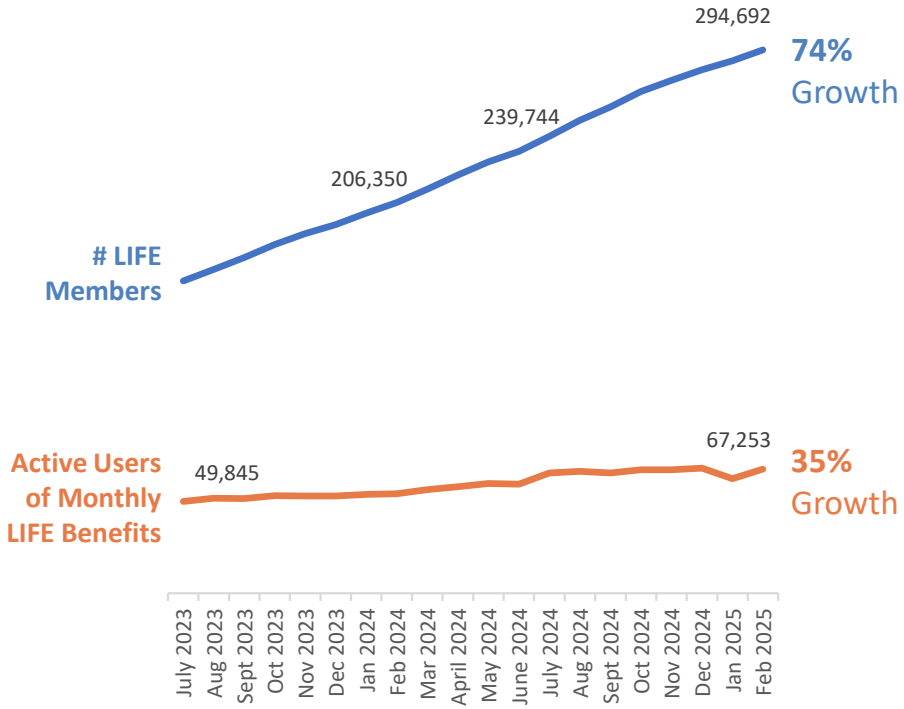
Detail:
In July 2024, randomly selected LIFE Program Members in the grant area were offered free unlimited-use passes for 6-months. 465 LIFE Members have enrolled.

Metro

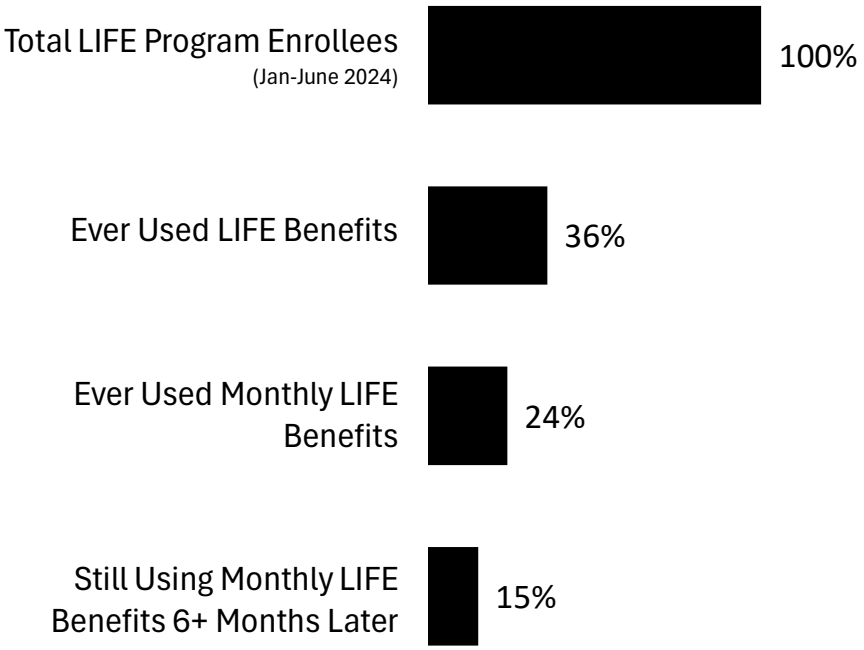
Sources: metro.net LIFE page view analytics, taptogo.net LIFE application completion page analytics, LIFE database, TAP database

LIFE Program Usage

While the number of active LIFE users has increased, it hasn't kept up with the rate of sign-up increase.



Most LIFE Program enrollees never use program benefits



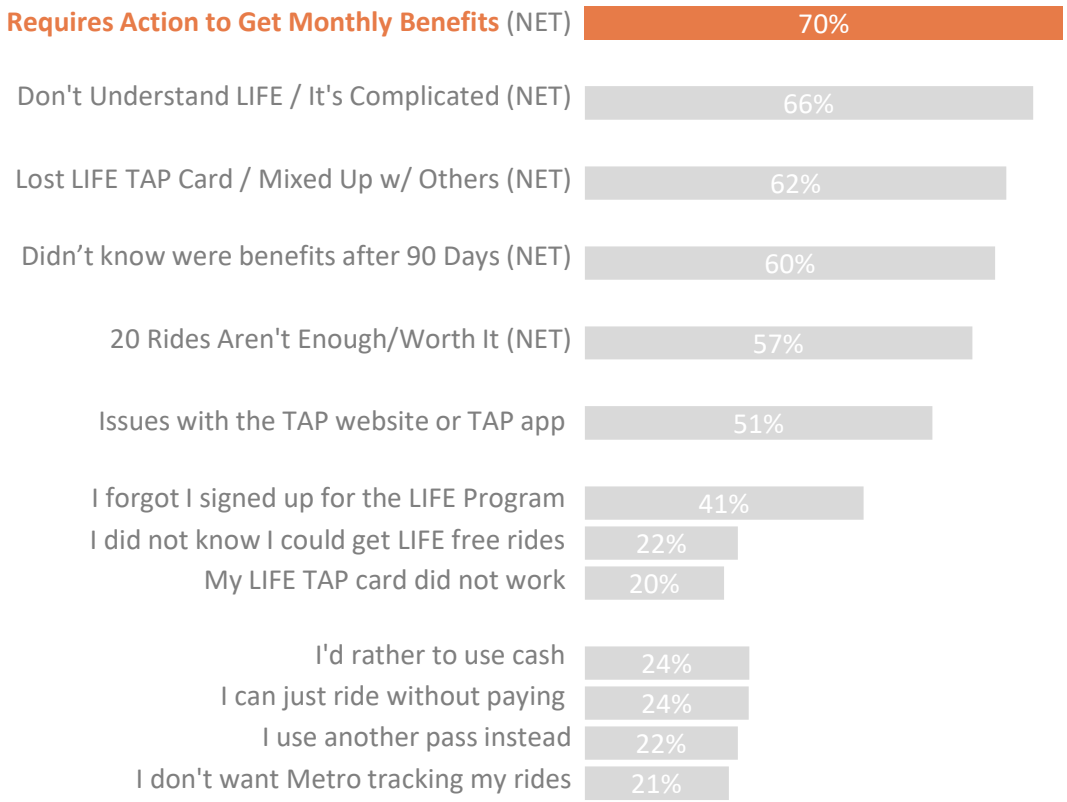
Data sources: LIFE & TAP databases

Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

The biggest reason inactive LIFE Members don't use LIFE benefits is that it requires action each month to get benefits

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



Not Aware Action Required

I thought the free rides would go automatically on the card. I **didn't know you had to activate them**.

Inactive LIFE Member
(Never Used Benefits)

Forget to Redeem

If the rides were automatically added on the top of the month, that would just be simpler. It would reduce the hassle of me, remembering to call.

Inactive LIFE Member
(Never Used Benefits)

Too Much Effort

Sometimes I would **just take the loss and spend the regular amount, just because I didn't want to go through the hassle.**

Inactive LIFE Member
(Stopped Using Monthly LIFE Benefits)

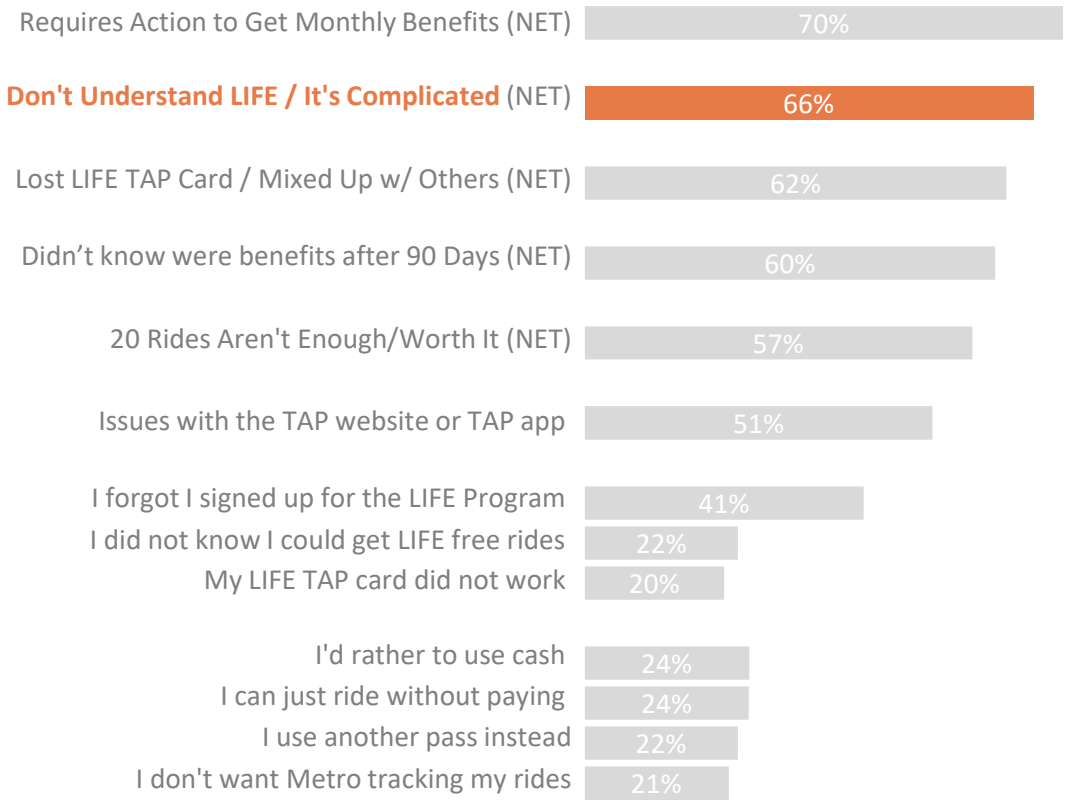
Source: LIFE member survey. Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides, or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

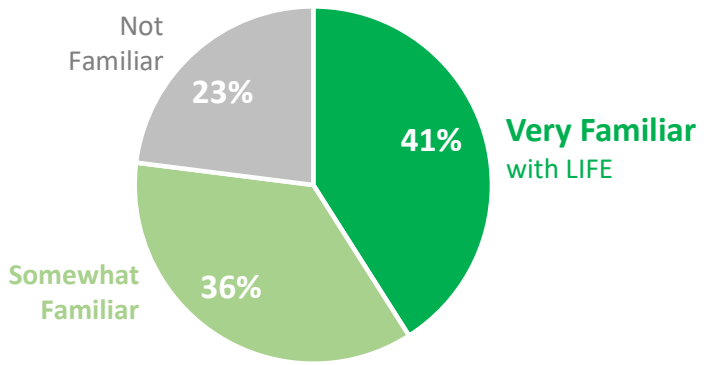
Many inactive LIFE Members cite not understanding the program and having trouble getting answers to questions

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



% of LIFE Members Familiar with LIFE Program

(LIFE Member Survey)



General Confusion

I haven't been able to **figure out how the discount works or what's the discount.**

Inactive LIFE Member (Lapsed After 90 Days)

Not Able To Get Questions Answered

I tried **calling (Customer Care) and didn't get an answer** and didn't have the time to wait for a representative

Inactive LIFE Member (Lapsed After 90 Days)

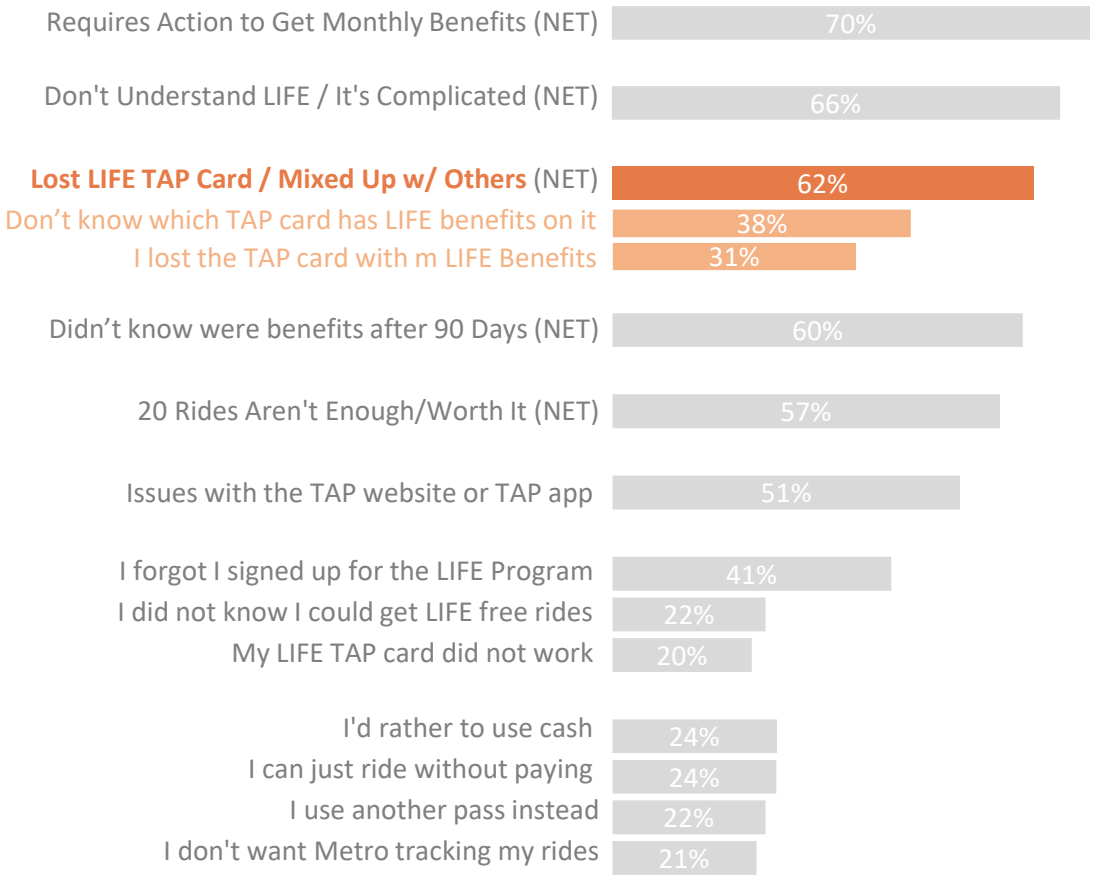
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Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

Losing the LIFE TAP card or getting it confused with other cards contributed to 62% of inactive LIFE members not using their benefits

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



Twice I lost the card and didn't have a payment method [other than] coins

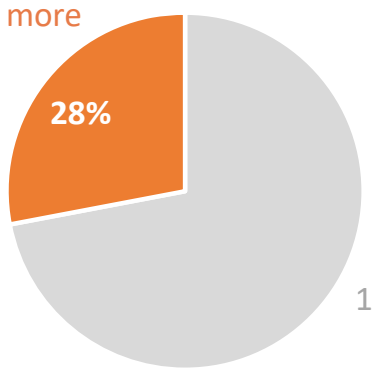
Active User (Using 90 Days)

I **lost the card, but I was supposed to get the benefits transferred**. I don't know why exactly my benefits haven't transferred yet.

Active User (Using 90 Days)

# of TAP Cards LIFE Members Have

(LIFE Member Survey)



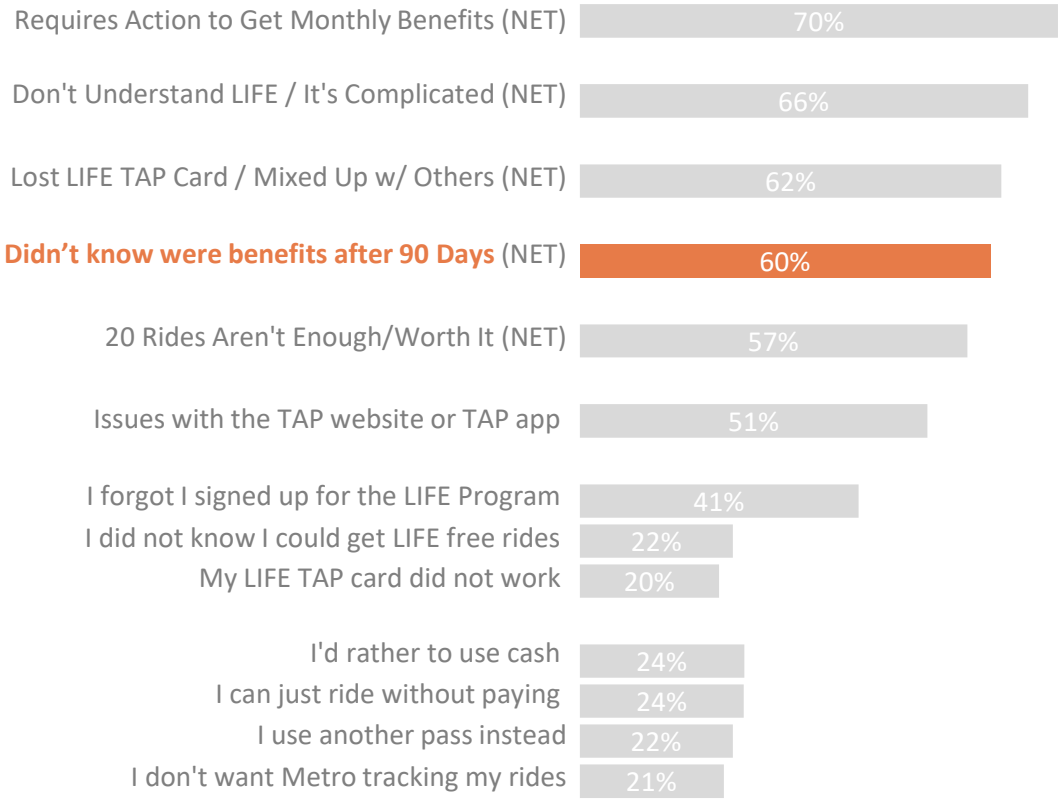
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Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

Nearly two-thirds of inactive LIFE members cite not being aware of the monthly benefits

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



> Once they take the bus again **after [the 90 days] expire, they're like, 'OK, that's** it.'
>
> LIFE Program Administrator

> I didn't think they would be giving you 20 rides every month. **I thought it was a one-time deal.**
>
> Inactive LIFE Member
> (Lapsed After 90 Days)

> I **just found that out yesterday** about the 20 free rides.
>
> Inactive LIFE Member
> (Never Used LIFE Benefits)

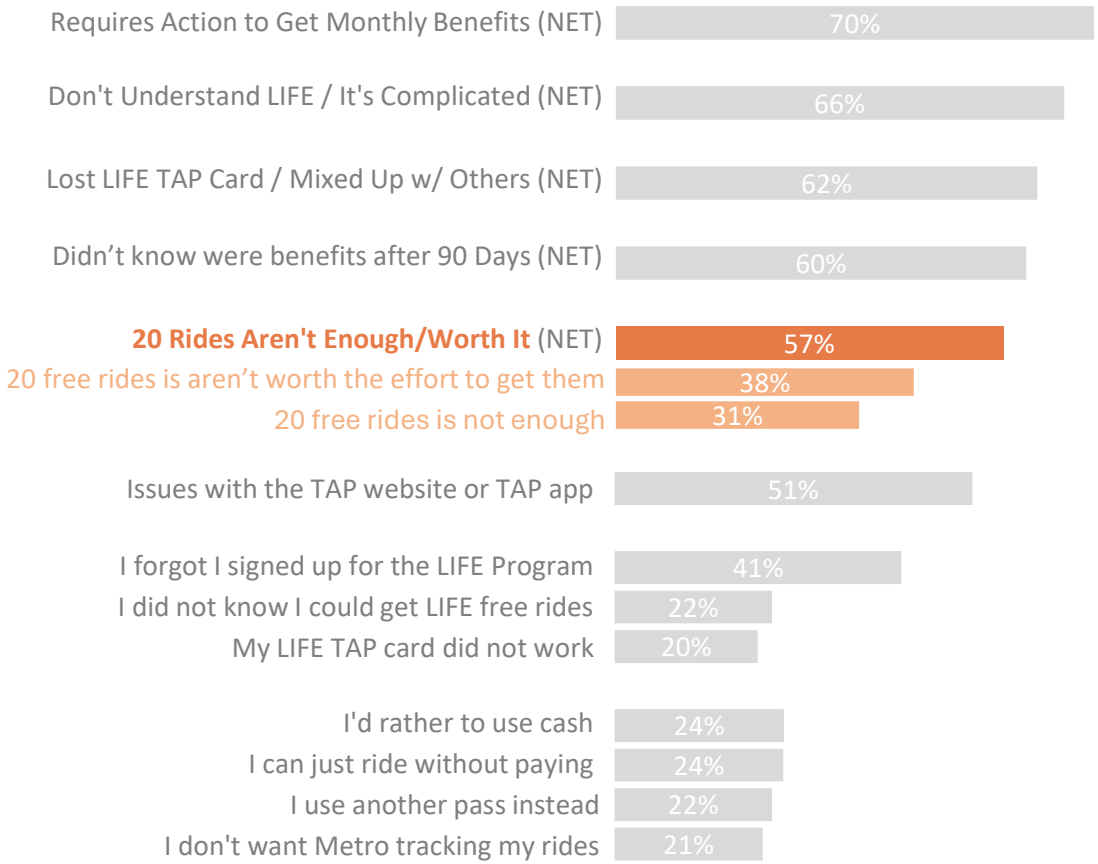
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Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

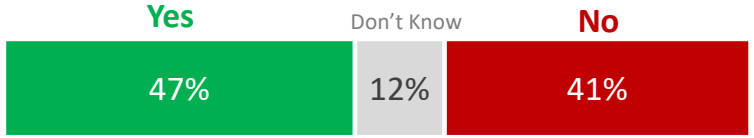
The question of whether 20 free monthly rides are enough is relative to the effort required to get them

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



Do 20 Free LIFE Rides Cover All of Your Monthly Trips?

(2024 LIFE Member Survey)



"It's worth [the effort]. It's 20 free rides and that's saving money."

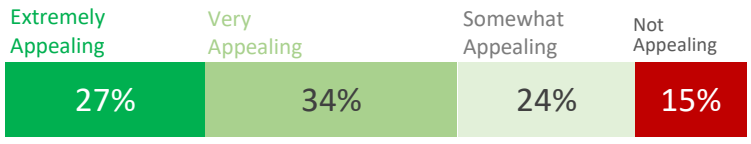
Active User (Using the 90 Days)

"I use them up quick, because I work every day."

Active User (Using Monthly Benefits)

Appeal of 20 Free Monthly LIFE Rides

(2024 Eligible Non-Member Survey)



61% extremely/very appealing

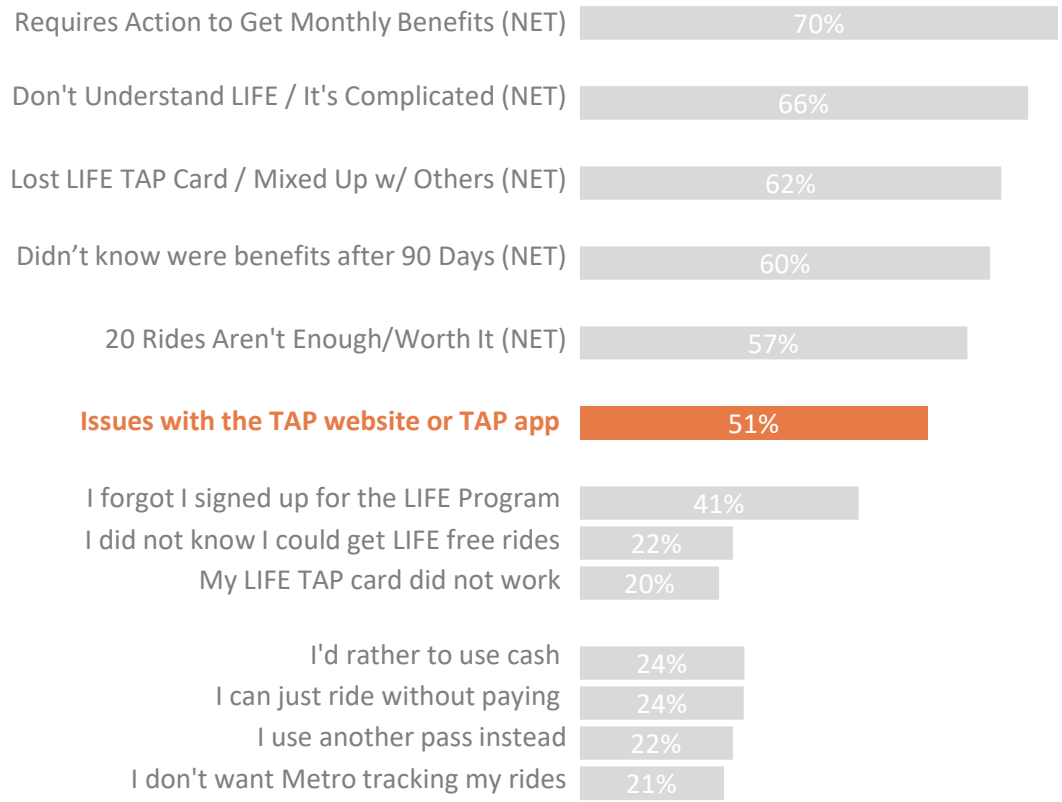
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Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

About half of inactive LIFE Members cite issues with TAP website/app for not using LIFE benefits

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



I think the app needs some adjustment, because it **hasn't let me like reset my account** and it wouldn't just let me go in.

Inactive LIFE Member (Lapsed After 90 Days)

There's a little **button where you can add it to cart, and it just it won't** . The button won't be like interactable. It's a UI issue.

Inactive LIFE Member (Stopped Using Monthly LIFE Benefits)

The process would be more seamless for me, **if the card would just show me how many rides I have left so I wouldn't need to call** and check and see how many rides [I had left].

Inactive LIFE Member (Lapsed After 90 Days)

I **couldn't figure out doing it [adding my free rides] on the app** so calling was the easiest way for me. It's a little bit difficult to add. It's taken me like 30 minutes or an hour to do it.

Inactive LIFE Member (Stopped Using Monthly LIFE Benefits)

Metro

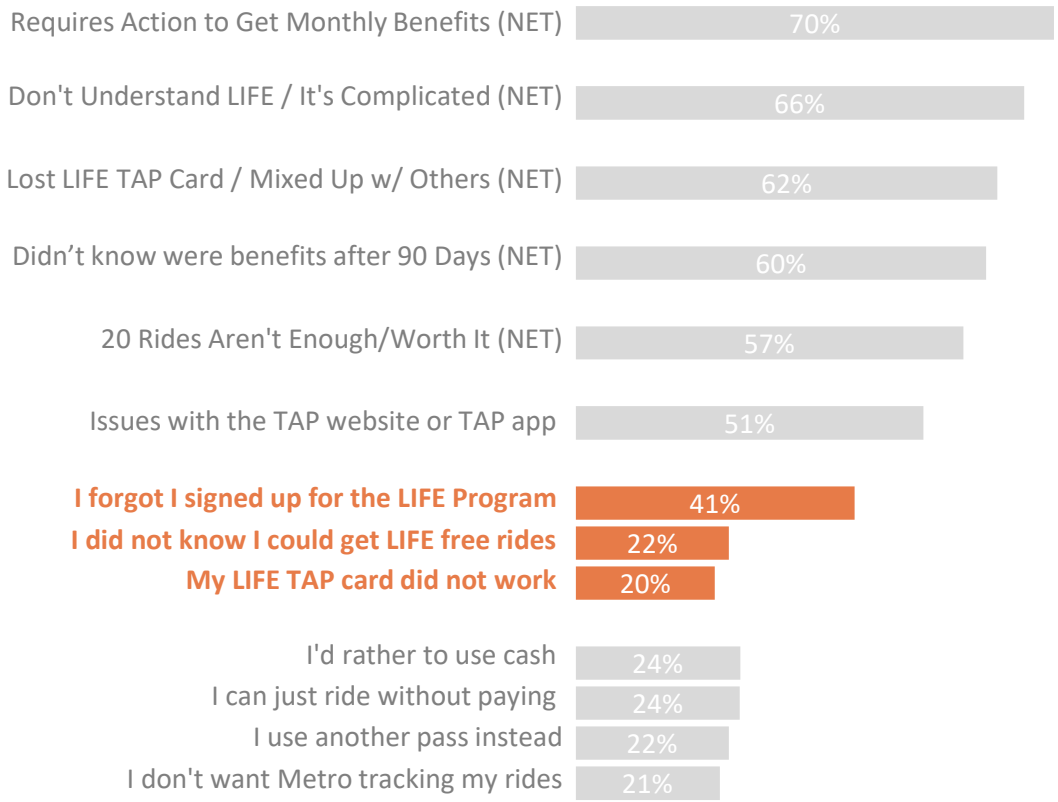
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Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

Some LIFE Members experience failure to launch, with forgetting they signed up as the leading challenge

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



I assumed that they would send you a card, or whatever, if you're approved for it, but **I never did hear anything**.

Inactive LIFE Member
(Lapsed after 90 days)

They **sent me a TAP card, but it didn't let me TAP**. I haven't called them because I haven't had time. If I call, it's gonna take a long time. I have to look up where they have a station

Inactive LIFE Member
(Never Used LIFE benefits)

They sent me one electronically, but physically I haven't received a card in the mail. The one they sent me **says are no passes on this card yet**.

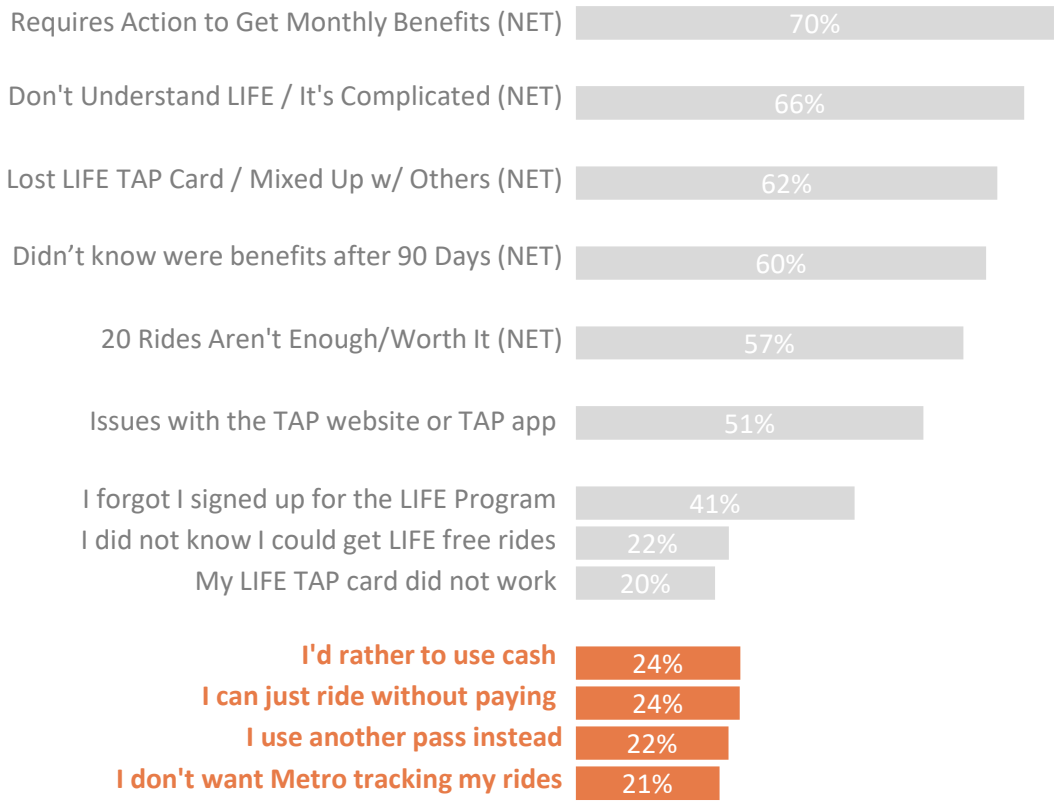
Active User
(Using 90 Days)

Barriers to Using LIFE Benefits

Among Inactive LIFE Members (Never Used or Stopped Using Benefits)

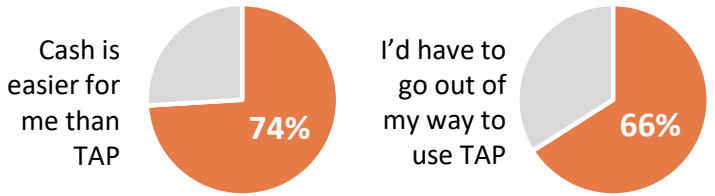
There are several barriers that are more systematic in nature that will be difficult to overcome

Why Never Used / Stopped Using LIFE Monthly Benefits (Big/Small Reason)



Cash Preference

Barriers to Using TAP (Among Cash-Dominant Riders)
(Cash to TAP Study, 2022)



Riding without Paying

> A lot of (riders) will tell us, 'We don't really need to load it anymore because they just let us go in the bus' - like **they'll just open the back door and everybody goes in**

TAP Vendor

> The [**fare boxes**] **don't work.** I have seen that a lot.

Active User (Using Monthly LIFE Benefits)

> You ask the bus driver; can I get a courtesy ride I don't have any money.

Inactive LIFE Member (Stopped Using Monthly LIFE Benefits)

Source: LIFE member survey. Q. Why have you never used any of your LIFE free rides? / Q. Why haven't you ever used the 20 free ides or gotten a discounted transit agency pass? / Q. Why haven't you added your 20 free LIFE Program rides, or a discounted transit agency pass to your TAP card lately? Responses to this question are proportionally weighted to match TAP data: 43% have never used their LIFE benefits, 48% used only the 90 free days, and 9% used the monthly benefits then stopped.

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Further Recommendations

Reducing/Eliminating Efforts to get monthly passes	
20-Ride Auto Load Expansion	TAP Vendors, Website, One Form Application
DPSS EBT Verification at TVM Machines and Taptogo.net and marketing	Approved at April Metro Board meeting with a Winter 2026 Launch date
Strengthen Communications of LIFE Monthly Benefits	
Expand existing LIFE marketing campaign	Refine existing LIFE marketing campaign and strengthen partnerships with community based organizations
Monthly Email Reminders - Ongoing	Continue email reminders deemed as an effective tool to increase benefit utilization
Short Message Service (SMS) Notifications	Pilot SMS notifications to improve customer engagement and keep members informed about monthly benefits during onboarding, and after the first 90 days
Making Sure Members can get questions answered	
Agency Informational Workshops with TAP	Workshops will support agency staff's ability to address customer inquiries about TAP, how to access monthly benefits and ride our system.
Improving Onboarding Experience of new members	
LIFE QR Code Sticker on TAP Card – July 2025	Identifier for LIFE TAP Card to serve as benefit reminder and easy link to load card
Promote new LIFE Administrator Offices – Ongoing	South Los Angeles/ Van Nuys
Investing in Supportive Services	
Transformative Climate Communities (TCC) Grant	Continue the South LA TCC Grant Program and launch the Pomona TCC Grant Program

Youth on the Move Expansion

Solis Amendment - Direct the CEO to expand the Youth on the Move Program (YOTM) to all Transitional Age Youth (TAY), regardless of age or enrollment in the Independent Living Program.

- According to a California Policy Lab Study conducted in partnership with Department of Children and Family Services (DCFS), 1,000 youth age out foster care each year and nearly 25% will experience homelessness due to a lack of support services.
- Expansion of YOTM would require an administrator from new organization and approval of budget to cover cost of free rides.
- Metro staff have been meeting with DCFS and Los Angeles Housing Services Authority (LAHSA) on ways to expand program.
- YOTM currently has 2965 (74%) registered participants out of 4000 eligible youth in DCSF Independent Living Program.
- 988 (33%) of these are active, with 71,782 boardings so far in FY25.
- LAHSA estimates an additional 325 eligible participants (GoPass/U-Pass eligible students would be referred to their school first), which would cost Metro an estimated $62,000, annually.

	Participants	Pass Value	Cost of Boardings	Cost Per Participant
FY24	1123	$4.27M	$189,683	$168.91
FY25 YTD (8 Months)	988	$3.79M	$125,657	$190.77
LAHSA	325			$62,001.81

Metro

Next Steps

- Staff will proceed with implementing LIFE Program enhancements to address survey responses and explore additional efforts to increase benefit utilization and program awareness.
- Staff will work with Metro Marketing to update the existing LIFE Program marketing campaign to address the challenges identified in the surveys.
- Continue working with DCFS and LAHSA on opportunities for Youth On The Move expansion.

Metro

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

File #: 2025-0421, **File Type:** Informational Report **Agenda Number:** 41.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JUNE 18, 2025

SUBJECT: OFFICE OF THE INSPECTOR GENERAL (OIG) REPORT METRO TRANSIT SECURITY PERFORMANCE AUDIT FOR FISCAL YEARS 2023 AND 2024 (REPORT NO. 25-AUD-06)

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Office of the Inspector General (OIG) Report on Audit of Metro Transit Security Services Performance for the Fiscal Years 2023 and 2024.

ISSUE

On February 23, 2017, the Metro Board passed a motion directing the Office of the Inspector General (OIG) to conduct an annual audit of each law enforcement services contract to determine how key performance indicators measure up against actual performance metrics. The audit is to ensure that Metro is receiving the services it is paying for.

BACKGROUND

Metro is the region's principal agency for multi-modal transit operations. Metro operates transit service from eleven (11) geographically distinct bus divisions, four light rail lines, and two subway lines. In addition, critical rail infrastructure includes Union Station, 7th Street/Metro Center, and Willowbrook/Rosa Parks Station. Critical bus infrastructure includes the Harbor/Gateway Station and El Monte Transit Center.

In 2017, Metro awarded three separate 5-year firm fixed unit rate contracts to the LAPD, the LASD, and the LBPD ("Contractors") for transit law enforcement services to support day-to-day operations across Metro's entire service area.

In addition to contract transit law enforcement services, Metro's SSLE Department employs Contract Security, Metro Transit Security Officers (MTS), Metro Ambassadors, and Homeless Outreach staff who all assist in providing safety and security for the Metro system.

DISCUSSION

Findings

The audit for Fiscal Years 2023 and 2024 covered the following areas:

A. Visibility of Law Enforcement Security Personnel
B. Supplemental Law Enforcement Services such as Enhanced Deployments and Special Events

C. Billings, Payments, and Use of Budgeted Funds for each Law Enforcement Contract
D. Proactive Crime Policing Efforts and Adherence to the Principles of Campaign Zero's "Eight Can't Wait"/Use of Force
E. Metro System Security and Law Enforcement (SSLE) Department Non-Law Enforcement Personnel and Activities and
F. Follow-Up on Prior Audit Recommendations

Considerations

OVERALL AUDIT CONCLUSIONS

While there have been improvements in compliance and oversight over time, this report notes several continuing issues of concern relating to reporting and contract oversight and Contractor billings.

Below is a summary of the more significant findings.

- SSLE has not established baselines for the KPIs set forth in the Agreements to define acceptable levels of visibility on the system by the law enforcement agencies. However, during the audit period, SSLE established a practice of conducting weekly meetings to review and collaboratively adjust deployment strategies for each of the agencies. These weekly meetings have allowed Metro to more effectively impact deployments to promote visibility on the system. Visibility data should still be collected and evaluated, but deployment strategies should be developed based on existing trends as well as overall visibility goals.
- SSLE cannot objectively validate the visibility of law enforcement deputies on the system. While LASD has developed a GPS system to report their deputies' locations and activities, SSLE lacks the ability to independently verify the accuracy of the reported information.
- Based on our FY23 testing of 3 monthly invoices each for LASD, LAPD, and LBPD, we found instances of billings non-compliance with the respective law enforcement contract agreements.

Details of these significant findings and other report findings are included in the detailed results section of this report.

RECOMMENDATIONS

The Office of the Inspector General is providing 24 recommendations to improve/strengthen the controls on transit security, which are summarized in the report Appendix. The recommendations will enhance performance efficiency and effectiveness of Metro's System Security and Law Enforcement Services.

EQUITY PLATFORM

It is the opinion of the OIG that there is no direct equity impact by production of this audit alone. However, failure to act on our recommendations could lead to providing less equitable service or not promoting equity in our operations to the best and highest level reasonably possible.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it (describe role of item in Metro's operations). Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendations in this report support the following Strategic Plan Goals:
Goal 2.1: Metro is committed to improving security.
Goal 5.2: Metro will exercise good public policy judgment and sound fiscal stewardship.
Goal 5.6: Metro will foster and maintain a strong safety culture.

NEXT STEPS

Metro management should:

- Complete the Schedule for Tracking Metro's Proposed Actions in Response to the recommendations in the report as determinations are made on implementing the recommendations; and
- Periodically report to the Metro Board on the status of actions taken to implement the recommendations.

ATTACHMENTS

Attachment A: Final Report on Audit of Metro Transit Security Services Performance for Fiscal Years 2023 and 2024 (Report No. 25-AUD-06)

Prepared by: Anthony Alvarez, Senior Auditor, (213) 244-7331
Yvonne Zheng, Senior Manager, Audit, (213) 244-7301
George Maycott, Senior Director, Special Projects (213) 244-7310

Reviewed by: Karen Gorman, Inspector General, (213) 922-2975

Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General

Audit of Metro Transit Security Services Performance Fiscal Years 2023 and 2024

Report No. 25-AUD-06 **June 3, 2025**

Metro

Los Angeles County
Metropolitan Transportation Authority

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

213.244.7300 Tel

DATE: June 3, 2025

TO: Kenneth Hernandez
Chief Transit Safety Officer (Interim)

FROM: Yvonne Zheng, Sr. Manager, Audit

E-SIGNED by Yvonne Zheng on 2025-06-03 19:15:40 PDT

SUBJECT: Final Report on Metro Transit Security Performance Audit for Fiscal Years 2023 and 2024 (Report No. 25-AUD-06)

The Office of the Inspector General (OIG) hired the consultant firm BCA Watson Rice LLP to conduct an audit on the performance of Metro's System Security & Law Enforcement (SSLE) Department and the three contracted law enforcement agencies during FY 2023 and FY 2024 (July 1, 2022, to June 30, 2024). Since 2009, Metro has had a contract with the Los Angeles County Sheriff's Department (LASD) to provide Metro with transit policing services. Beginning July 1, 2017, Metro implemented a new transit security strategy, which includes obtaining services from three law enforcement agencies – the City of Los Angeles Police Department (LAPD), the City of Long Beach Police Department (LBPD), and the Los Angeles County Sheriff's Department (LASD).

The Metro Board passed a motion directing the Office of the Inspector General (OIG) to annually audit each law enforcement services contract to determine how key performance indicators measure up against actual performance metrics. The audit for Fiscal Years 2023 and 2024 covered the following areas:

A. Visibility of Law Enforcement Security Personnel;

B. Supplemental Law Enforcement Services such as Enhanced Deployments and Special Events;

C. Billing, Payments, and Use of Budgeted Funds for each Law Enforcement Contract;

D. Proactive Crime Policing Efforts and Adherence to the Principles of Campaign Zero's "Eight Can't Wait"/Use of Force;

E. Metro System Security and Law Enforcement (SSLE) Department Non-law Enforcement Personnel and Activities; and

F. Follow-Up on Prior Audit Recommendations.

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OVERALL AUDIT CONCLUSIONS

While there have been improvements in compliance and oversight over time, this report notes several continuing issues of concern relating to reporting and contract oversight, as well as issues related to Contractor billings. Below is a summary of the more significant findings.

- SSLE has not established baselines for the KPIs set forth in the Agreements to define acceptable levels of visibility on the system by the law enforcement agencies. However, during the audit period, SSLE established a practice of conducting weekly meetings to review and collaboratively adjust deployment strategies for each of the agencies. These weekly meetings have allowed Metro to more effectively impact deployments to promote visibility on the system. Visibility data should still be collected and evaluated, but deployment strategies should be developed based on existing trends as well as overall visibility goals.

- SSLE cannot objectively validate the visibility of law enforcement deputies on the system. While LASD has developed a GPS system to report their deputies' locations and activities, SSLE lacks the ability to independently verify the accuracy of the reported information.

- Based on our testing of 3 monthly invoices for FY23, each for LASD, LAPD, and LBPD, we found instances of billings non-compliance with the respective law enforcement contract agreements.

Our review identified 34 findings and made 24 recommendations. Details of these findings and recommendations are included in the detailed results section of this report.

We appreciate the assistance provided by Metro staff during this review. If you have any questions, please contact Karen Gorman, Inspector General, at GORMANK@metro.net or me at ZhengY@metro.net. Thank you!

Enclosure: Final Report

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LA Metro
Office of the Inspector General

Transit Security Services Performance Review
Fiscal Years 2023 and 2024

May 2025

FINAL REPORT

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1. Executive Summary

Introduction and Objectives

The Los Angeles County Metropolitan Transportation Authority (Metro) is the region's principal agency for multi-modal transit operations. In 2017, Metro awarded three separate contracts ("Agreements") to the Los Angeles Police Department (LAPD), the Los Angeles County Sheriff's Department (LASD), and the Long Beach Police Department (LBPD) ("Contractors") for transit law enforcement services to support day-to-day operations across Metro's entire service area. These Agreements have been modified several times, and the most recent modification occurred in June 2023. The objective of this audit is to verify contract performance and compliance for transit security function services for all three law enforcement agencies during FY 2023 and FY 2024 (July 1, 2022, to June 30, 2024).

The specific review areas covered by this audit include:

A. Visibility of Law Enforcement Security Personnel

B. Supplemental Law Enforcement Services such as Enhanced Deployments and Special Events

C. Billing, Payments, and Use of Budgeted Funds for each Law Enforcement Contract

D. Proactive Crime Policing Efforts and Adherence to the Principles of Campaign Zero's "Eight Can't Wait"/Use of Force

E. Metro System Security and Law Enforcement (SSLE) Department Non-law Enforcement Personnel and Activities

F. Follow-Up on Prior Audit Recommendations

Metro's Office of the Inspector General ("OIG") conducts an annual audit of the Agreements to review compliance with the terms of the contract and to ensure adequate oversight of the Agreements by Metro's Safety, Security and Law Enforcement (SSLE) Department. While there have been improvements in compliance and oversight over time, this report notes several continuing issues of concern relating to reporting and contract oversight, as well as issues related to Contractor billings. Below is a summary of the more significant findings. Details of these significant findings and other report findings are included in the detailed results section of this report.

- SSLE has not established baselines for the KPIs set forth in the Agreements to define acceptable levels of visibility on the system by the law enforcement agencies. However, during the audit period, SSLE established a practice of conducting weekly meetings to review and collaboratively adjust deployment strategies for each of the agencies. These weekly meetings have allowed Metro to more effectively impact deployments to promote

visibility on the system. Visibility data should still be collected and evaluated, but deployment strategies should be developed based on existing trends as well as overall visibility goals.

- SSLE cannot objectively validate the visibility of law enforcement deputies on the system. While LASD has developed a GPS system to report their deputies' locations and activities, SSLE lacks the ability to independently verify the accuracy of the reported information.
- Based on our FY23 testing of 3 monthly invoices each for LASD, LAPD, and LBPD, we found instances of billings non-compliance with the respective law enforcement contract agreements.

Below we provide a summary of the more significant audit issues and recommendations by task. A more detailed discussion by task is included in the body of this report beginning on page 14.

Task A: Visibility of Contract Law Enforcement Personnel

A visible security presence is an important policy strategy to deter criminal activity and provide a sense of safety for Metro customers and staff especially in areas used frequently by Metro staff including boarding areas of buses and trains, on-board the buses and trains, and public parking areas. A key strategy to ensuring a visible presence is to provide active oversight and management of Metro's contracted law enforcement operations. Within the initial Agreements, Metro developed performance metrics to be tracked and reported monthly including those related to bus/rail boardings, and the number of foot and vehicle patrols at Metro transit centers and stations. SSLE is primarily responsible for the collection of this data and management and oversight of the law enforcement agencies' performance. In addition to evaluating metrics related to visibility, SSLE has established the practice of weekly meetings with the agencies to review current trends on the system and collaboratively decide on deployment strategies.

This section: (1) presents the key metrics used by SSLE to measure visibility on the system and (2) evaluates whether the foregoing metrics and oversight strategies provide a meaningful basis for assessing whether the law enforcement agencies have sufficient visibility on the system.

Key Metrics

This audit reviewed and verified reported efforts to provide visible law enforcement and security personnel throughout the Metro system to identify the locations and visibility of contracted law enforcement reported by month and compare them to established baselines. During the audit period, however, SSLE did not receive all the data needed to adequately evaluate and validate visibility. For example, for rail boardings, neither LAPD nor LASD reported data for FY2023. Additionally, the data reporting by LBPD was based on estimates of activity levels and not based

on GPS information, or some other methodology that reflects what resources are in fact deployed.

Recommendation: SSLE should require the law enforcement agencies to report all data required by the Agreements, instruct on the format and frequency of the expected reporting, and develop an agreed methodology as to how that data is to be collected and provided. This recommendation is consistent with recommendations made in prior reports.

Law Enforcement Visibility on the System

Visibility of law enforcement on the system is critical to deter criminal activity and provide Metro customers and staff with confidence in the safety of the system. SSLE has made significant advancements in how resources are deployed to provide greater levels of visibility (and increased security) on the system. In July 2023, SSLE implemented a new approach for resource deployment entitled the "Multi-Layer Planned Deployment." This approach establishes a multi-layered deployment of resources to address emerging safety and security issues on the system. The plan uses real-time data to recognize "hot spots" for criminal activity on the system. In addition, SSLE has also employed a more comprehensive approach to safety and security on the system with the development of its FY24 Annual Workplan, designed to improve safety and security on the system, improve communication, create a culture of safety, and create a shared common operating picture.

Recommendation: SSLE should continue to refine its multi-layered deployment approach and establish metrics to allow for a more routine and objective means of evaluating law enforcement's visibility on the system.

Developing strategies is the first step towards defining appropriate visibility. To evaluate the success of these strategies, SSLE needs the tools to evaluate success by establishing objective baselines for compliance. Baselines provide quantifiable benchmarks against which to assess progress that would allow SSLE to identify areas for improvement, hold the agencies accountable for results, and ultimately drive overall performance. Without baselines, it's difficult to gauge whether performance is adequate or not and where to direct improvement initiatives.

SSLE has not established baselines for Key Performance Indicators (KPIs) that were designed to help evaluate the law enforcement agencies' visible presence on the system. However, SSLE does meet with the law enforcement agencies on a weekly basis to develop deployment strategies based on existing system trends. These weekly meetings help SSLE establish expectations for greater law enforcement visibility on the system and the ability to hold the agencies accountable. It is important, however, for SSLE to collect and analyze data from the law enforcement agencies on KPIs related to visibility and establish "baselines" for visibility.

Recommendation: SSLE should work with the law enforcement agencies to develop baselines for the level of visible presence and activity provided by contract law

enforcement personnel on the Metro system as part of an overall policing and accountability strategy. These baselines can and should evolve over time with changes made to deployment strategies but should provide the law enforcement agencies with an expected level of activity for each key task. This recommendation is consistent with recommendations made in prior reports.

A top priority for SSLE should be the monitoring of the law enforcement's personnel to ensure they are present and providing the service Metro is paying for. Over the past several years, Metro has had difficulty monitoring law enforcement personnel assigned to Metro to ensure they are, in fact, present and visible. Currently, SSLE primarily relies on three means of verifying that law enforcement agencies are in fact deployed: review of weekly deployment sheets, in-person field reviews, and review of CCTV footage. Each of the foregoing methods of verifying the agencies' security presence has limited efficacy or are costly. As a result, SSLE currently does not have a viable, cost-effective means to routinely and independently verify the law enforcement agencies' actual presence on the system. This lack of comprehensive monitoring and oversight mechanism limits the ability of Metro to ensure that the law enforcement agencies are maintaining appropriate levels of visibility on the system.

Recommendation: SSLE should continue to work with the law enforcement agencies to develop tools to be more efficient and cost-effective means to validate presence and activity on the Metro system. This recommendation is consistent with recommendations made in prior reports.

Finally, LASD has developed a new system to track and report on tasks performed by their deputies on the system. In July 2023, LASD implemented the Deputy Activity Log (DAL), a geolocation tool that is used to monitor the activities and location of its deputies. When a deputy begins a new task, that deputy makes an entry on a mobile phone indicating what activity is being performed (e.g., bus and train boardings, train rides, and patrol checks of platforms, parking structures, and bus and rail yards. etc.). This entry creates a pin within the system showing the deputy's location. LASD sends detailed information to SSLE about its activities on a weekly basis, that is a comprehensive look at the activities conducted by its deputies. While this information is critical to understanding the nature of the services being provided, it does not allow SSLE to independently validate the accuracy of the information provided. SSLE does not have direct access to the data within the database to conduct verification audits about the reported activities and the locations of deputies during their shifts. If SSLE had direct access to the data, it would likely be unnecessary for SSLE to conduct in-person or visual audits of deputy activities as it currently is required to do.

Recommendation: SSLE should work with LASD to identify a potential, cost-effective solution that would provide Metro access to DAL data in a format that would allow it to independently validate LASD deputy's visibility on the system. SSLE should also

evaluate whether the DAL system could be replicated by the other law enforcement agencies.

Task B: Supplemental Law Enforcement Services Performed by LAPD and LASD

Supplemental services are generally used where there are increased threat levels, special events, the need for crime suppression, or other exigent circumstances necessitating the deployment of additional resources above and beyond the budgeted personnel. These supplemental services fall into two general categories: Enhanced Services (providing additional personnel to deliver a heightened level of presence on the transit system) and Special Events (providing additional staffing to address one-time or short-term events such as concerts, sporting events, protests, etc.). When supplemental resources are required, Metro makes a request for additional services to the law enforcement agencies, and a deployment strategy is set.

LAPD provided and billed for Supplemental Services during the audit period. LAPD's billings were largely for Enhanced Services related to various "surge" efforts by Metro in responses to spikes in criminal activities on the system. LAPD also provided additional staffing for Special Events related to the Dodger Stadium Express.

During the audit period, LASD only billed Metro for Enhanced Services in FY24. These supplemental services were related to surge activity in December of 2023 and May of 2024. LASD also provided supplemental services for special events ranging from concerts, the removal of homeless encampments, and security at NFL games. However, LASD did not charge Metro for services associated with special events.

Task C: Billing, Payments and Use of Budgeted Funds for Each Law Enforcement Contract

We reviewed the budget and billings for each of the law enforcement agencies to identify the nature and scope of budget variances. To accomplish this objective, we obtained, reviewed, and evaluated the Fiscal Year 2023 budgets, billings, and payments for each law enforcement agency, and verified by sample testing of monthly invoices that each of the three law enforcement agency billings complied with their respective contract sections regarding billings for services. **(Note: Each law enforcement agency provided their responses to each of the findings for this task, and their responses are included in the body of this report).**

LASD Contract Budget and Billings Compliance

On July 27, 2022, Metro approved LASD's law enforcement contract authorization for FY 2023 for an estimated total annual cost of $72,215,510. For FY 2023, the total amount billed and paid

to LASD was $71,224,705. Thus, the total amount billed and paid to LASD for FY 2023 did not exceed the contract authorization amount.

Based on our sample testing of three-monthly invoices for FY 2023, we found that the daily target minutes that LASD used in the calculation of the credit amount due to Metro were erroneous, resulting in an understatement of the credit amount due to Metro for the three invoices tested.

According to LASD, the differences in the daily target minutes used were based on revised deployment models.

Recommendation: We recommend that LASD collaborate with Metro's SSLE Department to review Fiscal Year 2023 invoices to ensure that all calculations align with the revised deployment models. Metro's SSLE Department should review the remaining FY 2023 invoices not tested and calculate the additional credit amount owed by LASD to Metro, if any.

LAPD Contract Budget and Billings Compliance

The total amount billed and paid to LAPD for FY 2023 exceeded the contract amount by $8,145,232. For FY 2023, the contract amount approved under Modification No. 6 and 7 totaled $82,506,245. The total amount billed and paid to LAPD was $90,651,477 which exceeded the contract authorized amount by $8,145,232.

Based on our sample testing of three-monthly invoices for FY 2023, we found LAPD was not in compliance with the contract requirement regarding the submission of the List of Maximum Fully Burdened Hourly Rates. Also, the CAP 41 indirect cost rates used by LAPD to bill Metro were not current, resulting in an overbilling of $370,705.16. In addition, four of LAPD's labor classifications totaling $99,476.61 on three sample invoices were not found on Metro's approved List of Maximum Fully Burdened Hourly Rates. Lastly, labor hours billed were found to be higher than the Weekly Deployment Reports for 2 out 3 sample invoices for a total credit due of $1,831.74 for 3 months of FY23.

Recommendation: Metro should apply a credit for the overbilling amounts detailed above for $472,013.51. Metro's SSLE Department should review the remaining FY 2023 invoices not tested and calculate the additional refund owed by LAPD to Metro.

LBPD Contract Budget and Billings Compliance

The total amount billed and paid to LBPD for FY 2023 exceeded the contract amount by $933,043. For FY 2023, the contract amount approved under Modification No. 7 and 8 totaled $7,128,219. The total amount billed and paid to LBPD for FY 2023 was $8,061,262 which exceeded the contract authorized amount by $933,043.

Based on our sample testing of three-monthly invoices for FY 2023, we found LBPD Paid Time Off (PTO) accrual hours billed to Metro totaling $195,116.96 was unallowable under Contract

Modification No. 2. Also, PTO accrual hours were found to be billed twice. Additionally, discrepancies were found between the labor hours and amounts billed in the Work Hour Detail Schedule and LBPD Daily Metro Cost Reports, resulting in an overbilled amount of $19,820.26. Lastly, some Other Direct Costs (ODC) totaling $166,615.20 billed were not adequately supported nor allowed by the contract.

Recommendation: Metro should apply a credit of $381,552.42 for the overbilling amounts detailed above. Metro's SSLE Department should review the remaining FY 2023 invoices not tested and calculate the additional refund owed by LBPD to Metro.

Task D: Proactive Crime Policing Efforts, Principles of Campaign Zero's "Eight Can't Wait"/Use of Force

This section reviews the proactive crime policing efforts of LAPD, LASD and LBPD as well as evaluates whether their practices and policies are consistent with the principles of Campaign Zero's "Eight Can't Wait." The audit reviewed the law enforcement agencies' proactive crime policing policies and evaluated whether their programs are tailored to adapt to the modern transit policing environment. We also reviewed a sampling of the contracted agencies' use of force reports to determine whether their actions were consistent with the principles of Campaign Zero's "Eight Can't Wait."

Proactive Crime Policing Policies and Practices

Proactive policing is the practice of preventing criminal activity before it happens. It includes activities such as ensuring a visible use of police presence and adopting effective public engagement. SSLE and the law enforcement agencies have prioritized three key strategies during the audit period to enhance their proactive policing programs. First, the agencies are providing greater visibility on the system through a coordinated multi-layered deployment approach. Second, the agencies have been trained and have policies to prevent and respond to emergencies and extreme events. And third, the agencies are implementing community policing efforts as part of their transit services.

These proactive policing strategies have been augmented by temporary increases in LAPD and LASD's staffing levels as part of a system-wide law enforcement "surge." The goal of the surge was to increase the visibility of officers to reduce crime on the system and provide a safer environment for riders. Given the importance of providing a visible presence on the Metro system, periodic surges of law enforcement presence have had a positive impact on the overall safety on the system. This increased visibility has been aided by increased coordination between the law enforcement agencies and Metro Transit security, facilitated by SSLE.

Recommendation: Due to the success of the surge in reducing criminal activity on the system, Metro should consider conducting periodic surge activities. These enhanced

deployments can have a significant and prolonged impact on crime, as well as the public's perception of safety, even after the surge has concluded.

Metro should also consider developing and collecting data on the effectiveness of the law enforcement agencies' community-based policing efforts. Such metrics could include survey data from customers and Metro staff, and the number of community events each agency participates in related to transit services.

Law Enforcement Programs Tailored to Transit Environment

SSLE has developed a process to work with the law enforcement agencies and any other of its assets to provide a more tailored and coordinated presence on the transit system. SSLE identified four key strategies for assessing security needs on the system and identifying effective deployment strategies:

- *Strategic Coverage* – providing strategic coverage using flexible staff and roving teams of officers to ensure coverage of all areas of the Metro system and ensure a highly visible presence for customers.
- *Targeted Deployment* – targeting deployments to focus on high-crime areas, especially those areas experiencing high numbers of drug-related offenses and Code of Conduct violations help reduce criminal activity.
- *Public and Community Engagement* – conducting regular engagement with the public to fostering public trust, build relationships and gather valuable feedback on safety concerns on the system.
- *Training for Emergencies and High Stress Situations* – training on a regular basis to improve how officers respond to overdoses, medical emergencies, and other high-stress incidents.

Working with SSLE, the law enforcement agencies have expanded their use of data to tailor their services more effectively to deter crime. SSLE and law enforcement then use this data to assign deployments to address these "pain point" areas.

Law Enforcement Agencies' Consistency with the Principles of "Eight Can't Wait"

In June of 2023, LAPD, LASD and LBPD amended their agreements with Metro to include language that each agencies' policing activities would be consistent with the principles of "Eight Can't Wait." The "Eight Can't Wait" principles developed by Campaign Zero advocates for law enforcement agencies to adopt eight reforms designed to reduce police violence. To evaluate whether the agencies follow these principles, this audit reviewed their existing policies and a sampling of use of force reports to confirm that those policies are being applied in practice.

We found each of the law enforcement agencies have policies and directives that are consistent with the principles of "Eight Can't Wait." These policies are documented for each agency alongside each of the eight principles.

Requests were made from each law enforcement agency to provide access to their use of force reports for incidents that occurred on Metro's system during the audit period. This request was made consistent with the contractual requirement that the agencies provide Metro with relevant documentation related to the provision of their services. The following is a summary of the findings by each law enforcement agency:

Los Angeles Police Department

For the calendar year 2023 and approximately the first three quarters of calendar year 2024, LAPD recorded 162 Use of Force transit related incidents. Overall, the use of force incidents primarily occurred on the rail system (82%) with a smaller percentage occurring on buses or other locations (18%). In a sample review of ten use of force reports that occurred during the audit period, the files displayed a consistent application of the related use of force policies that contain the principles of "Eight Can't Wait."

Long Beach Police Department

For the audit period, LBPD reported 2 use of force incidents. We reviewed both use of force reports to evaluate compliance with the principles of "Eight Can't Wait." In both incidents, the use of force reports appeared to be consistent to the" Eight Can't Wait" principles.

Los Angeles Sheriff's Department

For the audit period, LAPD recorded 142 Use of Force transit related incidents. In a sample review of ten use of force reports that occurred during the audit period, the files displayed a consistent application of the related use of force policies that contain the principles of "Eight Can't Wait."

Recommendation: SSLE should annually conduct a sample review of use of force reports prepared by the law enforcement agencies to review whether the agencies' practice comply with the principles of "Eight Can't Wait."

Task E: Metro System Security and Law Enforcement Department Non-Law Enforcement Personnel and Activities

Metro's System Security and Law Enforcement (SSLE) Department is charged with the ongoing oversight of the contracted law enforcement services as well as the operations of other Metro safety and security resources. The purpose of this task is to review and evaluate oversight and supervision of contracted law enforcement services and document how additional safety and

security resources compliment those services. To accomplish this, we performed the following analyses:

- Evaluated the adequacy of SSLE's oversight of the law enforcement services contracts to ensure compliance with contract requirements.
- Documented what non-law enforcement services SSLE utilizes to address other safety and security issues facing Metro and whether those services appear to be addressing the needs of the agency.
- Considered whether the non-law enforcement supplemental services support law enforcement and address the safety and security issues facing Metro.

SSLE Oversight of Law Enforcement Services Contracts

SSLE is responsible for the monitoring and oversight of the law enforcement contracts on behalf of Metro. This oversight is to confirm that contractual requirements are being complied with and ensure that the law enforcement agencies are providing a visible presence on the system. SSLE has implemented a new approach for how it deploys resources on the system entitled the "Multi-Layer Planned Deployment." The approach establishes a multi-layered deployment of resources to address emerging safety and security issues on the system. In addition to this multi-layered approach, SSLE developed a more comprehensive set of strategies to address safety and security concerns on this system through its FY24 Annual Workplan (FY24 Workplan). The FY24 Workplan builds on the multi-layered approach and applies similar principles throughout the entire system.

A critical element of SSLE's monitoring and oversight of the law enforcement agencies is focused on ensuring law enforcement personnel are on the system as assigned. While the implementation of the multi-layered approach has meaningfully improved SSLE's coordination of its safety and security resources, SSLE still has not developed an effective system for collecting KPI data from the law enforcement agencies. Some of the data collected represents estimated staffing based on scheduling data, not data based on actual deployments. Moreover, SSLE has not developed specific baselines for those KPIs to establish quantifiable expectations and hold the law enforcement agencies accountable to meeting those baselines.

Recommendation: SSLE should collect data on each of the KPIs listed in the law enforcement contracts. Measurements should be based on actual numbers, not estimates associated with scheduled personnel assignments.

SSLE should also develop annual baselines for the KPIs set forth in the law enforcement contracts. At a minimum, this should include baselines for key visibility KPIs including rail and bus rides, vehicle patrols and foot patrols. These baselines can and should be adjustable based on changes in deployments or changes in strategic focus.

Document Non-Law Enforcement Services Utilized by SSLE to Address Safety and Security on the System

SSLE is tasked with implementing Metro's public safety mission statement to "safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety." As part of their roles and responsibilities they provide an oversight of a multifaceted deployment of resources that include the following: Contract Law Enforcement, Metro Ambassadors, Metro Transit Security (MTS), Contract Security and Homeless Outreach Teams.

As identified above, in July 2023, SSLE sought to refine the way in which these resources were deployed by developing an approach entitled the "Multi-Layer Planned Deployment". The goal of this approach is to deliver a cost-effective, multidisciplinary set of resources that provide enhanced coverage and visibility to deter crime and give riders and Metro staff a greater sense of safety and security. The approach emphasizes employing the most effective resource based on the nature of the task and deploying enhanced resources to areas at higher risk for criminal activity. Teams utilizing each of the above resources are deployed in the following categories: End of the Line Stations, Focus Stations, Riding Teams, and Station Rovers.

This multi-layered approach has the advantage of increasing visibility on the system in a more cost-effective manner than solely using the law enforcement agencies. By using resources from MTS, Contract Security, Ambassadors and Homeless Outreach services, Metro can significantly reduce the hourly costs associated with establishing an additional presence on the system. In determining how to best deploy its resources, SSLE looks to balance several variables including the cost of service, its appropriateness for the task at hand, and the effectiveness of each deployment.

Recommendation: SSLE should continue to evaluate the ability to make use of Contract Security, MTS and Ambassadors to enhance overall safety and security presence on the system in a more cost-effective and customer-friendly manner.

SSLE should also establish baselines for the KPIs tracked by Contract Security, MTS and Ambassadors to define their responsibilities, but also hold those units accountable.

Task F: Follow-Up on Prior Audit Recommendations

The Metro Transit Security Services Performance Audit for FY21 and FY22 identified various issues and made 14 recommendations to enhance performance efficiency and effectiveness in transit security areas. To follow up on these prior audit recommendations this audit reviewed the FY21 and FY22 Transit Security Performance audit recommendations and contacted SSLE, LAPD, LASD, and LBPD to verify the status of the corrective actions taken.

As detailed on page 82 of this report, 3 recommendations were not implemented, 3 recommendations were partially implemented and 8 were deemed implemented.

2. Background

Metro is the region's principal agency for multi-modal transit operations. Metro operates transit service from eleven (11) geographically distinct bus divisions, four light rail lines, and two subway lines. In addition, critical rail infrastructure includes Union Station, 7th Street/Metro Center, and Willowbrook/Rosa Parks Station. Critical bus infrastructure includes the Harbor/Gateway Station and El Monte Transit Center.

In 2017, Metro awarded three separate 5-year firm fixed unit rate contracts to the LAPD, the LASD, and the LBPD ("Contractors") for transit law enforcement services to support day-to-day operations across Metro's entire service area.

In addition to contract transit law enforcement services, Metro's SSLE Department employs Contract Security, Metro Transit Security Officers (MTS), Metro Ambassadors, and Homeless Outreach staff who all assist in providing safety and security for the Metro system.

3. Objectives, Scope and Methodology

The overall objective of this audit is to evaluate transit security services performance provided by each of the three law enforcement contractors (LAPD, LASD, and LBPD), and Metro's System Security and Law Enforcement (SSLE) Department during FY 2023 and FY 2024.

The specific review areas covered by this audit include:

A. Visibility of Law Enforcement Security Personnel

B. Supplemental Law Enforcement Services such as Enhanced Deployments and Special Events

C. Billing, Payments, and Use of Budgeted Funds for each Law Enforcement Contract

D. Proactive Crime Policing Efforts and Adherence to the Principles of Campaign Zero's "Eight Can't Wait"/Use of Force

E. Metro System Security and Law Enforcement (SSLE) Department Non-law Enforcement Personnel and Activities

F. Follow-Up on Prior Audit Recommendations

The methodology used to complete this audit is described in each section of this report.

4. Detailed Review Results

The following sections provide information on the detailed results of the performance audit of Metro's transit security function.

A. Visibility of Contract Law Enforcement Personnel

In 2017, Metro awarded three separate fixed unit rate contracts to the Los Angeles Police Department (LAPD), the Los Angeles County Sheriff's Department (LASD), and the Long Beach Police Department (LBPD) (collectively the "Contractors") for transit law enforcement services to support day-to-day operations across Metro's entire service area (the "Agreements"). We evaluated Metro's management and oversight of the law enforcement agencies' effectiveness in providing a visible presence to deter crime and code of conduct violations on the system.

A visible security presence is an important policy strategy to deter criminal activity and provide a sense of safety for Metro customers and staff. A visible presence is especially important in areas frequented by passengers and Metro staff, including boarding areas of buses and trains, on-board the buses and trains, and public parking areas.

A key strategy to ensuring a visible presence is to provide active oversight and management of Metro's contracted law enforcement operations. To help evaluate the visibility of the law enforcement agencies on the system, Metro developed performance metrics to be tracked and reported monthly including those related to bus/rail boardings, and the number of foot and vehicles patrol at Metro transit centers and stations (see Reporting Requirements, Section 2.2. of the Agreements). The Safety, Security and Law Enforcement (SSLE) Department is primarily responsible for the collection of this data and the management and oversight of the law enforcement agencies' performance.

This section: (1) presents the key metrics used by SSLE to measure visibility on the system and (2) evaluates whether the foregoing metrics and oversight strategies utilized by SSLE provide a meaningful basis for assessing whether each of the law enforcement agencies have sufficient visibility on the system.

Review of Metrics for Visibility on Metro's System

The objective of this task is to review and verify reported efforts to provide visible law enforcement and security personnel throughout the Metro system. Specifically, the objective is to identify the locations and visibility of contracted law enforcement reported by month and compare them to established metrics including:

- Train boardings/rides, number of boardings and hours.
- Bus boardings/rides, number of boardings and hours.
- Foot patrols of transit centers and train stations and platforms, number of hours.

- Vehicle patrols, number of vehicle hours.
- Parking lots patrolled by the law enforcement agencies and by SSLE.
- Number of people escorted off Metro properties at Metro's request.

It is relevant to note that the law enforcement agencies provide several metrics not listed above that are meaningful in evaluating their overall performance. However, the scope of our audit was limited to review and reporting of the above KPIs.

Train Boardings/Rides

Train boardings and rides have been identified as a critical visibility tool for law enforcement on the rail system. Visibility provides both a deterrent to crime and provides Metro operators and customers with confidence in the system's safety. Metro's rail system includes 109 miles of service that includes 2 heavy rail lines, 4 light rail lines and 119 rail stations. In FY24, the Metro rail service provided over 1.19 million hours of service while travelling over 23.6 million miles. Table 1 below shows the Metro Rail and Busway system with responsibility for enforcement by law enforcement agencies.

The following exhibit shows the Metro rail and bus rapid transit (BRT) system, and the stations assigned to each contracted law enforcement agency.

Table 1: Metro Rail and Busway Lines and Stations

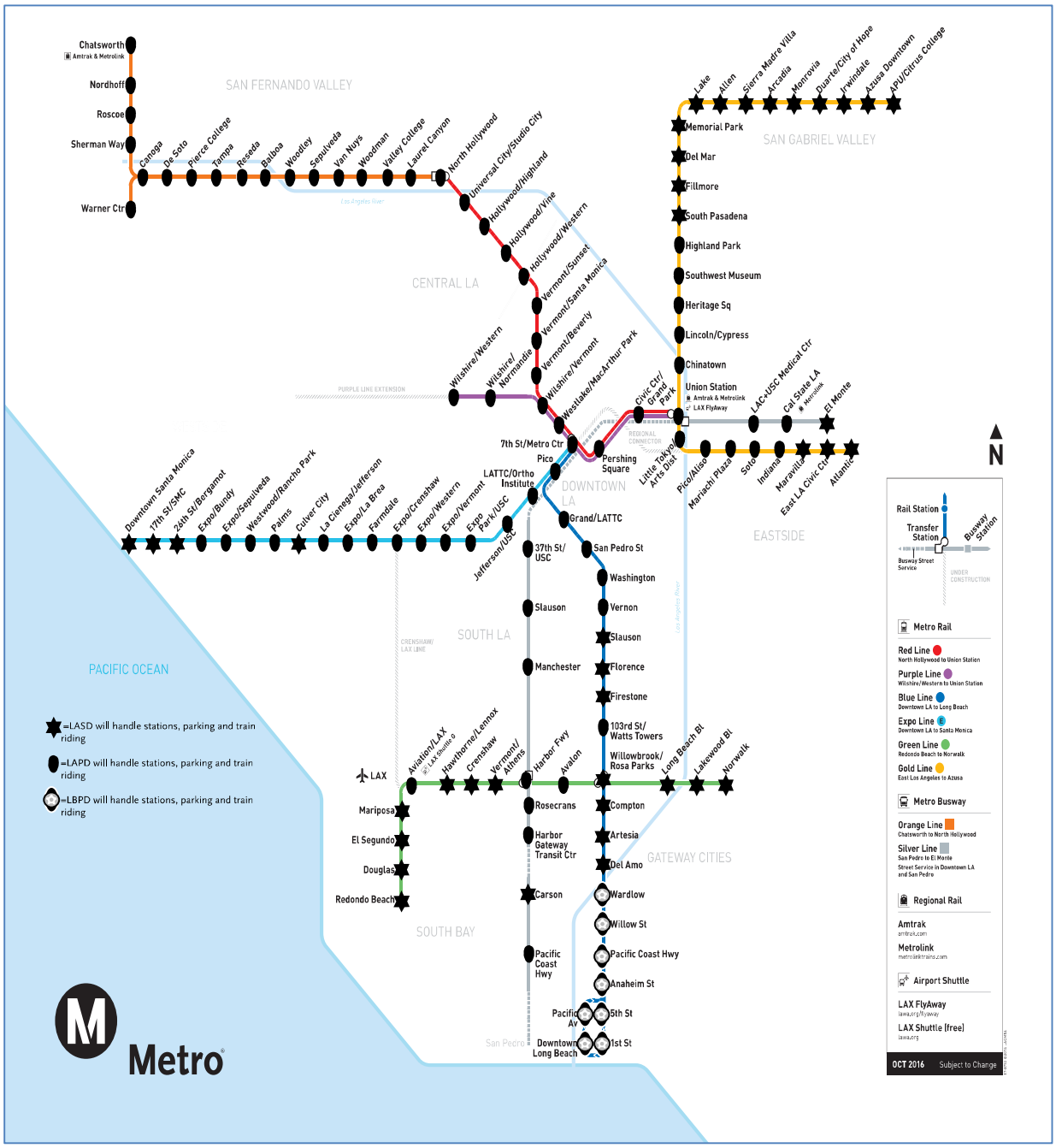


Table 2 below shows the estimated number of boardings by month for each of the law enforcement agencies. As can be seen below, LAPD did not start to report boardings and rides until April of 2024. While LAPD did provide data related to other metrics such as employee contacts, TAP inspections, and offloads off the system, these metrics are not directly related to rail boardings. LASD did not report train boarding and rides for FY23, but did provide the actual

number of boardings and rides for FY24 (for purposes of this analysis, the total was divided between the 12 months). For both FY23 and FY24, LBPD reported data that represents the estimated number of rail boardings and rides based on scheduled assignments. They do not track actual boardings and rides, contrary to contractual requirements.

Table 2: Rail Boardings by Law Enforcement Agency

Rail Boardings			
	LAPD	**LASD**	**LBPD**
Fiscal Year 2023			
July	N/A	N/A	2,015
August	N/A	N/A	2,015
September	N/A	N/A	1,950
October	N/A	N/A	2,015
November	N/A	N/A	1,950
December	N/A	N/A	2,015
January	N/A	N/A	2,015
February	N/A	N/A	1,820
March	N/A	N/A	2,015
April	N/A	N/A	1,950
May	N/A	N/A	2,015
June	N/A	N/A	1,950
Total Boardings	**N/A**	**N/A**	**23,725**
Fiscal Year 2024			
July	N/A	16,071	2,015
August	N/A	16,071	2,015
September	N/A	16,071	1,950
October	N/A	16,071	2,015
November	N/A	16,071	1,950
December	N/A	16,071	2,015
January	N/A	16,071	2,015
February	N/A	16,071	1,820
March	N/A	16,071	2,015
April	7,690	16,071	1,950
May	14,939	16,071	1,120
June	15,671	16,071	1,407
Total Boardings	**N/A**	**192,854**	**22,287**

Bus Boardings

Metro operates a fixed route bus service that covers 1,447 square miles throughout the Los Angeles region. The system includes 119 bus routes and 12,016 bus stops with buses travelling over 64 million miles annually. On an average weekday, Metro will have over 1,500 buses deployed during peak hours. Given the large number of bus lines and the vast geographic area covered, it is critical that Metro devise an approach that provides consistent visibility to mitigate safety risks and concerns on the Metro bus system. This visible security presence is needed to

provide a deterrent to criminal activity, disorder, and Customer Code of Conduct violations as well as encouraging fare compliance. This presence also provides a sense of confidence in the safety and security of the system by the riding public and Metro bus operators.

Table 3 shows the number of bus boardings by both LAPD and LASD for both FY23 and FY24 (LBPD does not provide oversight of the Metro bus system).

Table 3: Bus Boardings by Law Enforcement Agency

Bus Boardings		
	LAPD	**LASD**
Fiscal Year 2023		
July	17,154	4,001
August	19,652	4,275
September	22,099	3,299
October	23,645	3,503
November	23,767	3,152
December	16,800	2,459
January	15,664	2,322
February	15,835	1,979
March	11,184	1,574
April	7,587	1,319
May	5,637	864
June	N/A	1,768
Total Boardings	**179,024**	**30,515**
Fiscal Year 2024		
July	N/A	3,333
August	N/A	11,644
September	9,612	9,180
October	10,793	8,483
November	12,615	8,965
December	11,325	8,976
January	11,707	8,781
February	9,875	8,470
March	13,017	9,134
April	9,571	10,321
May	4,269	9,158
June	3,582	6,335
Total Boardings	**96,366**	**102,780**

We noted inconsistencies in the LAPD bus boarding numbers reported. Thus, it is difficult to evaluate the degree to which bus boardings and riding are being accurately tracked and reported. We discussed this data inconsistency with LAPD management, and they provided the following written response to this issue:

> "There is no metric that accurately tracks time on or off the system. A better understanding of our operations is the contractual agreement the Los Angeles Police Department (LAPD) has with LA Metro. The Department has committed

officers to work exclusively on the system unless directed, such as a radio call, supervisory direction for Metro related affairs, or at the request of Metro. During a normal 9-hour day, the officers are off the system for a 45 - minute roll call, 2 - 15 - minute breaks for a total of 30 minutes, and 45 minutes for demobilization. This totals 2 hours of "off system" time and 7 hours of "on system". The only deviations would be for operational issues such as an arrest or follow-up to an off-site location for an investigation (hospital, jail, residence, etc.) There is no practice or allowance for deviation of this process without notification and approval from a supervisor, with a follow-up notification to the watch commander. This policy has been strictly enforced and adhered to during the entirety of the LAPD-LA Metro partnership. "

There is also no means to evaluate the impact of deputies' travel time on their assignments, breaks and lunch.

With respect to LASD, LASD has undertaken efforts to develop a GPS-based reporting system that allows it to develop greater ability to track both its deputies and the tasks they are performing. The LASD Daily Activity Log (DAL) was implemented in July 2023 and shows promise to provide Metro with greater ability to track boardings as well as other tasks related to visibility on the system.

Foot Patrols of Transit Centers, Train Stations and Platforms

Foot patrols are used to provide both a visible presence at transit centers, train stations and platforms. All three agencies use some form of foot patrol to provide both deterrence and enforcement. Metro's rail system has 119 stations across the county. The following are law enforcement foot patrol assignments by Metro train Line:

- Metro A Line -- 44 stations (20 by LASD, 16 by LAPD, 8 by LBPD)
- Metro B Line -- 14 stations (14 by LAPD)
- Metro C Line – 11 (4 LAPD, 7 LASD)
- Metro D Line – 8 (8 LAPD)
- Metro E Line – 29 stations (22 LAPD, 7 LASD)
- Metro K Line – 13 stations (8 LAPD, 5 LASD)

For both FY23 and FY24, LAPD and LBPD reported statistics that represent the estimated numbers of foot patrols based on protocols and schedules developed by each agency. LASD reported the estimated numbers based on scheduling for FY23 but for FY24 provided the actual number of foot patrols for the year (those numbers were divided evenly across the 12-month period for review purposes).

Table 4 shows the number of foot patrols by each law enforcement agency for both FY23 and FY24.

Table 4: Foot Patrols of Transit Centers, Train Stations and Platforms

Foot Patrols (By Hours)			
	LAPD	**LASD**	**LBPD**
Fiscal Year 2023			
July	20,664	17,520	914
August	20,664	17,520	923
September	20,664	17,520	885
October	20,664	17,520	927
November	20,664	17,520	881
December	20,664	17,520	794
January	20,664	17,520	891
February	20,664	17,520	812
March	20,664	17,520	892
April	20,664	17,520	834
May	20,664	17,520	873
June	20,664	17,520	846
Total Hours	**247,968**	**210,240**	**10,472**
Fiscal Year 2024			
July	20,664	13,201	846
August	20,664	13,201	861
September	20,664	13,201	860
October	20,664	13,201	849
November	20,664	13,201	787
December	20,664	13,201	797
January	20,664	13,201	863
February	20,664	13,201	829
March	20,664	13,201	878
April	20,664	13,201	810
May	20,664	13,201	827
June	20,664	13,201	789
Total Hours	**247,968**	**158,417**	**9,996**

Vehicle Patrols

LAPD does not have assigned vehicle patrols to the Metro system but uses existing non-system assigned patrol units to respond to calls. As a result, they are not required to report vehicle patrols as part of their metrics. LASD personnel are primarily deployed as vehicle-based units. While patrol deputies are assigned to vehicles, their personnel are required to spend some time out of their patrol vehicles and on the Metro system. LASD did not report any vehicle patrol data for FY23, but did report their annual numbers for FY24 (averaged over 12 months). LBPD has one officer assigned to provide vehicle patrols and to assist the foot patrol units. LBPD reporting is based on an estimate of patrol hours based on existing schedules. Set forth below in Table 5 are the reported vehicle patrols by agency.

Table 5: Vehicle Patrols (by Hour)

Vehicle Patrols (By Hours)			
	LAPD	**LASD**	**LBPD**
Fiscal Year 2023			
July	N/A	N/A	457
August	N/A	N/A	462
September	N/A	N/A	443
October	N/A	N/A	463
November	N/A	N/A	440
December	N/A	N/A	397
January	N/A	N/A	446
February	N/A	N/A	406
March	N/A	N/A	446
April	N/A	N/A	417
May	N/A	N/A	437
June	N/A	N/A	423
Total Hours	**N/A**	**N/A**	**5,236**
Fiscal Year 2024			
July	N/A	7,241	423
August	N/A	7,241	430
September	N/A	7,241	430
October	N/A	7,241	424
November	N/A	7,241	393
December	N/A	7,241	398
January	N/A	7,241	432
February	N/A	7,241	415
March	N/A	7,241	439
April	N/A	7,241	405
May	N/A	7,241	413
June	N/A	7,241	394
Total Hours	**N/A**	**86,893**	**4,998**

Parking Lots Patrolled by Agencies

Metro operates parking lots located on their rail and bus rapid transit lines. These parking lots are patrolled by either the law enforcement agency with jurisdiction over that station or by Metro's contract security. Set forth below in Table 6 is a listing of each of the parking lots (by line) and the agency responsible.

Table 6: Parking Lot Patrols by Agency

Parking Lot Location	Agency	Parking Lot Location	Agency
A Line		**E Line**	
APU/Citrus	LASD	17th St/SMC	LASD
Azusa Downtown	LASD	Expo/Bundy	LAPD
Irwindale	LASD	Expo/Sepulveda	LAPD
Duarte/City of Hope	LASD	Culver City	LASD
Arcadia	LASD	La Cienega/Jefferson	LAPD
Monrovia	LASD	Expo/Crenshaw	LAPD
Sierra Madre Villa	LASD	Indiana	LASD
Lake Avenue	LASD	Atlantic	LASD
Del Mar	LASD		
Filmore	LASD	**G Line**	
South Pasadena	LASD	Chatsworth	Metro
Heritage Square	LAPD	Sherman Way	Metro
Lincoln/Cypress	LAPD	Canoga	Metro
Union Station	LAPD/LASD	Pierce College	Metro
Florence	LASD	Reseda	Metro
Willowbrook/Rosa Parks	LASD	Balboa	Metro
Artesia	LASD	Sepulveda	Metro
Del Amo	LASD	Van Nuys	Metro
Wardlow	LBPD	North Hollywood	Metro
Willow St.	LBPD		
		J Line	
B Line		San Pedro/Harbor Beacon	LAPD
North Hollywood	LAPD	Pacific Coast Highway	LAPD
Universal City/Studio City	LAPD	Carson	LAPD
Westlake/MacArthur Park	LAPD	Harbor Gateway	Metro
Union Station	LAPD/LASD	Rosecrans	Metro
		Harbor Freeway	LAPD
C Line		Manchester	Metro
Norwalk	LASD	Slauson	Metro
Lakewood Bl	LASD	El Monte Station	LASD
Long Beach Bl	LASD		
Willowbrook/Rosa Parks	LASD	**K Line**	
Avalon	LAPD	Fairview Heights	LASD
Harbor Freeway	LAPD	El Segundo	LASD
Vermont/Athens	LAPD	Manchester	LAPD
Crenshaw	LASD	Rosecrans	LAPD
Hawthorne/Lennox	LASD	Harbor Gateway	Metro
Aviation/LAX	LAPD		
D Line			
Westlake/MacArthur Park	LAPD		
Union Station	LAPD/LASD		

While not specifically part of the scope of our analysis, a request was made for data from each agency relating to the number of parking lot patrols conducted. Patrols of the parking lots were not reported by LAPD for either FY23 or FY24. LASD did not report patrols of the parking lots for FY23, but did report that for FY24 their vehicle patrols conducted 73,079 total visits to parking lots. Metro security estimated that each parking lot under their jurisdiction was visited 1,095 times annually. Long Beach does not patrol parking lots as part of their deployment.

People Escorted Off Metro Properties at Metro's Request

Staff or other members of Metro's security team occasionally require assistance from law enforcement to remove individuals from Metro properties due to Code of Conduct violations or other concerns. The law enforcement agencies track these removals and report them monthly. Table 7 below provides the numbers for removed individuals:

Table 7: Number of Persons Escorted Off Metro Properties at Metro's Request

Number of Persons Escorted			
	LAPD	LASD	LBPD
Fiscal Year 2023			
July	7	3	0
August	7	4	0
September	1	0	0
October	9	5	0
November	18	3	0
December	14	4	0
January	27	3	1
February	15	2	0
March	55	2	0
April	385	4	0
May	122	1	0
June	46	2	0
Totals	706	33	1
Fiscal Year 2024			
July	35	10	0
August	35	5	0
September	93	5	0
October	187	9	2
November	271	0	0
December	314	3	1
January	365	5	3
February	205	5	2
March	252	6	1
April	160	4	2
May	298	4	1
June	608	1	0
Totals	**2,823**	**57**	**12**

Finding 1: SSLE did not receive all data related to visibility from the law enforcement agencies as required by Reporting Requirements Section 2.2 of the Agreements during the audit period. Additionally, some of the data being received was potentially inaccurate or incomplete as they were based on estimates of activity levels and not based on GPS

information, or some other methodology that reflects what resources were in fact deployed.

Recommendation 1: SSLE should require the law enforcement agencies to report all data required by the Agreements, instructed on the format and frequency of the expected reporting, and develop an agreed upon methodology as to how that data is to be collected and provided.

Law Enforcement Visibility on the System

Visibility of law enforcement on the system is critical to deter criminal activity and provide Metro customers and staff with confidence in the safety of the system. This portion of our review focuses on two aspects of the law enforcement agencies' visibility on the system:

- *Establishing Visibility on the System* -- review of how SSLE and the law enforcement agencies define acceptable levels of visibility on the system.
- *Monitoring Visibility on the System* – review of how SSLE ensures that the law enforcement agencies are accountable for the visible deployment of their personnel.

LAPD is responsible for the areas of the Metro rail and bus system within the City of Los Angeles, and the LBPD is responsible for the Metro rail system within the City of Long Beach. The LASD is responsible for the Metro rail and bus system in all other cities and unincorporated areas of Los Angeles County.

SSLE and the law enforcement agencies have made significant advancements in how resources are deployed to provide greater levels of visibility (and increased security) on the system. In July 2023, SSLE implemented a new approach for resource deployment entitled the "Multi-Layer Planned Deployment." This approach establishes a multi-layered deployment of resources to address emerging safety and security issues on the system. The plan uses real-time data to recognize "hot spots" for criminal activity on the system. This data is then used to identify stations and lines to be targeted to provide additional resources. A coordinated deployment strategy is then developed for these targeted stations and lines employing each of SSLE's key resources: the law enforcement agencies, Metro Ambassadors, Homeless Outreach, Metro Transit Security, and Contract Security. Deployment strategies include specific levels of staffing and activities for each of these resources.

Establishing Visibility on the System

In addition, SSLE has also employed a more comprehensive approach to safety and security on this system with the development of its FY24 Annual Workplan (FY24 Workplan). The FY24 Workplan is designed to improve safety and security on the system, improve communication capabilities, create a culture of safety, and create a shared common operating picture. The FY24 Workplan was the culmination of efforts that began in 2020 to "reimagine" safety and

security on the system and builds on the concept of a multi-layered approach described above and applies it throughout the entire system. The model intends to move away from a "prescriptive and fixed" deployment to a more "data-driven and flexible" approach.

The FY24 Workplan includes several action items including an item to maintain a "consistent presence by patrols on bus and rail system, especially at End of Line (EOL) and Focus Stations." Assigning this role to LAPD, LASD, LBPD and Metro Transit Security, it states that success will be measured by ensuring a "daily presence" on this system with a 95% compliance with established EOL and Focus Station staffing.

Finding 2: SSLE has made significant efforts towards improving its deployment strategies to increase visibility on the system. First, SSLE is using real time data to develop its deployment strategies by identifying "hot spots" or high-risk areas of the system. Second, SSLE has adopted a multi-layered approach to its deployments by more effectively coordinating the use of each of its key assets (law enforcement agencies, Metro Transit Security, homeless outreach and contract security).

Recommendation 2: SSLE should continue to refine its multi-layer deployment approach and establish metrics to allow for a more routine and objective means of evaluating law enforcement's visibility on the system.

Developing strategies is the first step towards defining appropriate visibility. To evaluate the success of these strategies, SSLE and the law enforcement agencies need the tools to evaluate success by establishing baselines for compliance.

As part of the Agreements between Metro and the law enforcement agencies, the agencies are required to report Key Performance Indicators (KPIs) (See Reporting Requirements, Section 2.2. of the Agreements). These KPIs include, among others, the number of foot and vehicle patrols at rail/transit stations and the number of bus and train boardings. These KPIs allow Metro to track the level of effort being employed and evaluate the law enforcement agencies' visibility on the system.

Baselines are critical for the evaluation of KPIs. Baselines provide clear, quantifiable benchmarks against which to assess progress, allowing organizations to identify areas for improvement, hold organizations and individuals accountable for results, and ultimately drive better overall performance. Without baselines, it's difficult to gauge whether performance is adequate or not and where to direct improvement initiatives.

During the interviews with SSLE and the law enforcement agencies, information was requested on whether baselines were established for the KPIs referenced in the Agreements and whether those KPIs were used to evaluate the visibility of contracted law enforcement personnel on the system. SSLE indicated that it has not established baselines for the KPIs and does not routinely use the KPI data that is reported to evaluate either the law enforcement agencies' performance

or whether the system has appropriate levels of police visibility on the system. The law enforcement agencies similarly do not establish internal baselines for the KPIs identified.

Finding 3: SSLE has not established baselines for KPIs that were designed to help evaluate the law enforcement agencies' visible presence on the system. However, during the audit period, SSLE began the practices of conducting weekly meetings to establish deployment strategies for each of the agencies and other Metro safety and security assets. These weekly meetings have allowed Metro to more effectively direct and establish visibility on the system.

Recommendation 3: SSLE should work with the law enforcement agencies to develop baselines for the level of visible presence and activity provided by contract law enforcement personnel on the Metro system as part of an overall policing and accountability strategy. These baselines can and should evolve over time with changes made to deployment strategies but should provide the law enforcement agencies with a general level of expected activity for each key task.

Monitoring Visibility on the System

Monitoring of law enforcement personnel to ensure they are present and providing the service Metro is paying for should be a top priority. Over the past several years (as referenced by prior OIG audits), Metro has had difficulty monitoring law enforcement personnel assigned to Metro to ensure they are, in fact, present and visible. As discussed above, the law enforcement agencies do not always report on actual data related to visibility and, when they do, in some instances the reported data is based on estimates derived from reviewing what resources were scheduled to be deployed.

Historically, SSLE attempted to use several different methods to verify certain metrics related to visibility. For example, law enforcement personnel were issued smartphones to use as a validator for Metro users' Transit Access Pass (TAP) fare cards. These smartphones had a Mobile Phone Validator (MPV) application that law enforcement personnel used to check TAP cards for fare enforcement. The intent was to use this capability to provide a reliable and verifiable mechanism for Metro to ensure that contracted law enforcement resources were being used effectively and as planned. Unfortunately, using MPV smartphones did not prove to be an effective way to monitor and oversee contracted law enforcement personnel presence.

Beginning in May 2021, SSLE implemented TAP reviews as an alternative approach to monitoring presence on the Metro system by contract law enforcement personnel. These reviews aimed to verify law enforcement presence throughout the Metro system by using reports on the TAP system. All contract law enforcement personnel are issued unique TAP cards and are expected to use these TAP cards to record their presence throughout the system. However, the TAP system became impractical because many officers did not carry or swipe the TAP cards reliably.

Currently, SSLE primarily relies on the following three means of verifying that law enforcement agencies are deployed according to schedule.

Review of Weekly Deployment Sheets

SSLE staff reviews a sample of weekly deployment sheets for each law enforcement agency. The results are reviewed with the agencies, but no on-going report is prepared on this data. This data relies on the accuracy of the weekly deployment sheets prepared by each law enforcement agency and provides minimum independent verification of whether officers were present on the system.

In-Person Field Reviews

SSLE conducts periodic in-person field audits (approximately 60 minutes each) where the presence of law enforcement, Metro Ambassadors, Metro Transit Security and contract security (Allied Universal Security Services) are physically verified by SSLE compliance personnel. Daily findings are documented including pictures for verification. See Table 8 below for a sample report (without pictures). While this method is effective at evaluating the visibility and effectiveness of individual officers at individual stations, this method is not a cost effective means to verify visibility across the entire system.

Table 8: Sample Observation Log for In-Person Audit

Date: 06/11/2024	**Time: 7:20 AM to 8:20 AM**	
Trains Observed: 6	**Sweeps Conducted: 6/6**	**Offloads: 8**
•East Portal – 2 Allied, 1 Ambassadors •Tunnel – 1 Allied •West Portal – 5 Allied •West Mezzanine – No LE/SEC •East Mezzanine – 2 MTS (Pic 1) B/D Line Platform - Observed for 30 minutes (7:45 AM - 8:15 AM); 5 LAPD, 4 Allied 1st train: Allied swept and offloaded 1 person. 2nd train: Allied swept and offloaded 4 people. 3rd train: Allied swept. 4th train: Allied and LAPD swept and offloaded 1 person. 5th train: Allied swept. 6th train: Allied swept and offloaded 2 people. - LAPD and Allied were present throughout the review period. - All offloaded patrons exited the platform. - Allied was observed moving along the platform, sweeping every train car, and assisting patrons (Pic 2 and 3). - LAPD observed at the same position during the review period (Pic 4). - A loud disturbance broke out on the East Mezzanine, which required Allied to be dispatched for asssistance; Allied quickly and professionally resolved the situation. - Around halfway through the review period, an irate patron approached a group of LAPD Officers and began yelling at them over a perceived slight (Pic 5). The Officers asked for his TAP card and then pointed him off the platform when it was determined he didn't have one. - A third unidentified LE/SEC group was observed on the center platform waering Khakis and black shirts/jackets; possible LAPD SPU (Pic 6) - Overall, Allied was observed providing excellent security services, sweeping trains, engaging with customers, and offloading riders; LAPD dealt with a difficult patron well, however, they also bunched in the center platform and did not move throughout the review period.		

Review of CCTV Footage

SSLE conducts periodic reviews of field officers using Closed Circuit Televisions (CCTV). These CCTV audits (approximately 30 minutes each) review the presence of law enforcement, Metro Ambassadors, Metro Transit Security and contract security. Findings are documented including pictures for verification. See Table 9 below for a sample report (without pictures). This method is more cost effective than in-person audits; however, the sheer number of stations and officers makes the use of CCTV footage of limited use.

Table 9: Sample Observation Log Using CCTV

Target Station: APU/Citrus College		
Date: 05/28/2024	Time Observed: 4:23 PM - 4:53 PM	
Trains Observed: 4	Sweeps Conducted: 4/4	Offloads: 0
LE/SEC Observed: 3 LASD, 2 MTS, 2 Allied		
LE/SEC Compliance Allied: 2/2 (100%) LASD: 3/2 (150%) MTS: 2/2 (100%) - LASD observed bunching and stayed at same location the entirety of the review. - LASD did not conduct any sweeps, but were seen interacting with patrons and Metro employees and contractors. (Pic 1) - Allied personnel observed patrolling and sweeping all trains that arrived. (Pic 2 and 4) - MTS seen by turnstiles for a few minutes on their phones. (Pic 3) - Overall, LASD was observed bunching in the same spot for the entirety of the review period. They did not sweep train cars. Allied was observed sweeping train cars. MTS was on platform for a few minutes and left.		

Each of the foregoing methods of verifying security presence has limited effectiveness. As a result, Metro continues to be challenged to identify an effective means of monitoring and providing oversight of the law enforcement personnel to ensure they are on the system as scheduled.

Finding 4: SSLE currently does not have a viable and cost-effective means to routinely and independently verify the law enforcement agencies' actual presence on the system. This lack of comprehensive monitoring and oversight mechanism limits the ability of Metro to ensure that the law enforcement agencies are maintaining appropriate levels of visibility on the system.

Recommendation 4: SSLE should continue to work with the law enforcement agencies to develop tools to be more efficient and develop a cost-effective means to validate presence and activity on the Metro system.

LASD's Daily Activity Log

Since the last OIG law enforcement agency audit in June 2022, LASD has developed a new system to track and report on tasks performed by their deputies on the system. In July 2023, LASD implemented the Deputy Activity Log (DAL), a geolocation tool that is used to monitor the

activities and location of its deputies. When a deputy begins a new task, that deputy makes an entry on a phone indicating what activity is being performed (e.g., bus and train boardings, train rides, and patrol checks of platforms, parking structures, and bus and rail yards. etc.). This entry creates a pin within the system showing the deputy's location. The application is made available to deputies through LASD issued phones and are used by patrol deputies throughout all shifts. Table 10 below provides a sample report for the entirety of FY24 that shows the level of effort and visibility tied to specific locations. This analysis can be run showing different periods of time for each of the locations. ***It is important to note that Table 10 is meant for illustrative purposes only. Reported numbers were not verified. As the system is more fully refined by LASD, Table 10 reflects the level of detail that the DAL system can provide.***

Table 10: Sample Daily Activity Log Summary Report for FY24

Row Labels	Facility Check	Parking Lot	Platform Check	TPS Station	Train Boarding	Train Ride	Train Yard	Grand Total
Rail	**448**	**61,011**	**149,143**	**152**	**139,863**	**52,991**	**6,055**	**409,663**
17th St/SMC	5	746	2,794	3	1,090	497	68	5,203
26th St/ Bergamot	5	1,043	3,407	3	1,611	479	153	6,701
7th St/Metro Center			6			1		7
Allen	2	104	3,729		916	2,744	53	7,548
APU/Citrus College	9	2,444	5,929	3	18,115	300	110	26,910
Arcadia	3	1,162	4,435		4,984	2,818	87	13,489
Artesia	12	2,400	2,875	2	1,964	1,144	62	8,459
Atlantic	16	865	6,359		15,611	306	214	23,371
Azusa Downtown		358	1,635	6	1,462	591	42	4,094
Civic Center/Grand Park			2					2
Compton	15	1,529	3,573	3	2,718	1,763	69	9,670
Crenshaw	9	1,701	2,781	1	1,039	1,294	73	6,898
Culver City	1	127	815	1	672	308	31	1,955
Del Amo	11	2,256	2,462	1	2,967	845	94	8,636
Del Mar	4	141	2,824		1,150	1,775	41	5,935
Douglas		1,094	2,280	2	564	1,090	72	5,102
Downtown Inglewood	7	1,833	3,131	10	1,099	684	114	6,878
Downtown Santa Monica	32	2,744	9,063	6	14,075	449	232	26,601
Duarte/City of Hope	1	429	4,290	1	6,150	2,653	81	13,605
East LA Civic Center		30	1,523		386	269	42	2,250
El Segundo	2	1,530	2,850		937	1,171	89	6,579
Fairview Heights	6	1,590	2,405	6	1,061	552	90	5,710
Fillmore	6	556	3,015		3,294	1,934	67	8,872
Firestone	31	485	2,280	12	1,201	1,028	57	5,094
Florence	14	2,159	3,153	17	2,317	1,209	74	8,943
Hawthorne	1	1,148	2,527	1	1,188	1,151	76	6,092
Indiana		487	1,371		1,209	240	30	3,337
Irwindale	15	2,754	4,274	4	3,505	1,272	125	11,949
Lake	7	190	4,292		3,295	2,963	68	10,835
Lakewood Bl	10	1,759	2,472	6	933	1,372	46	6,598
Long Beach Bl	10	2,185	3,260	15	1,928	2,022	73	9,493
Maravilla		88	1,484		424	281	32	2,309
Mariposa		246	2,112	2	659	1,022	54	4,095
Memorial Park	2	102	2,747	1	1,450	1,808	35	6,145
Monrovia	3	1,072	4,339		3,319	2,618	294	11,645
Norwalk	27	7,025	6,788	6	7,276	1,000	228	22,350
Pershing Square			3					3
Redondo Beach Marine	5	2,401	3,679	1	2,959	837	208	10,090
Sierra Madre Villa	9	1,233	4,569	1	2,724	3,335	73	11,944
Slauson	9	309	1,594	5	1,269	739	60	3,985
South Pasadena	3	86	1,827	1	3,113	830	43	5,903
Union Station		9	5		2	3	1	20
Vermont	1	889	2,365		978	1,043	62	5,338
Westchester	7	962	3,963	13	2,312	616	204	8,077
Willowbrook/ Rosa Parks	118	9,927	16,862	12	15,191	3,727	614	46,451
Yard	30	813	994	7	746	188	1,714	4,492
Grand Total	**448**	**61,011**	**149,143**	**152**	**139,863**	**52,991**	**6,055**	**409,663**

To make this information more valuable to Metro, the data would need to be accessible by SSLE to validate the activities being performed by LASD. LASD sends reports to SSLE that describe the nature and level of activity being performed on the system. The data is detailed and comprehensive. By having direct access to this data, it would be unnecessary for SSLE to conduct in-person or visual audits of deputy activities as it currently is required to do to validate the activities that are being done as reported.

While daily transfers of data to SSLE may not be effective, it may be possible for Metro to explore other means of using DAL to help validate daily visibility levels. For example, LASD indicated that they can provide Metro historical information on individual deputy's activities and locations upon request. Metro may be able to use this information to conduct samplings of deputy's activities to validate the "visibility" of LASD deputies in a more comprehensive way than has been previously available.

Finding 5: LASD's DAL system implemented in July 2023 uses geo-location technology to monitor the location and activities of its deputies on a real-time basis. While this system may have the capacity to allow SSLE to independently validate LASD deputy's visibility on the system, additional technology or reporting tools will be required to allow such verification.

Recommendation 5: SSLE should work with LASD to identify a potential, cost-effective solution that would provide Metro with access to DAL data in a format that would allow it to independently validate LASD deputy's visibility on the system. SSLE should also evaluate whether the DAL system could be replicated by the other contracted law enforcement agencies.

B. Supplemental Law Enforcement Services Performed by LAPD and LASD

This portion of our audit identifies the supplemental law enforcement services provided and billed by LAPD and LASD for Fiscal Years 2023 and 2024.[1] Supplemental services are generally used where there are increased threat levels, special events, the need for crime suppression, or other exigent circumstances necessitating the deployment of additional resources above and beyond the budgeted personnel. These supplemental services fall into two general categories:

- *Enhanced Services* -- providing additional personnel to deliver a heightened level of presence on the transit system. An example of Enhanced Services includes the recent "surge" employed in FY24 with increased deployments on the transit system to provide greater ability to respond to incidents and a visible deterrence to combat criminal activity.
- *Special Events* – providing additional staffing to address one-time or short-term events such as concerts, sporting events, protests, etc. The additional staffing is to provide increased presence at the transit locations servicing the event.

When supplemental resources are needed, Metro makes a request for additional services to the law enforcement agencies, and a deployment strategy is set. Metro reimburses the agencies for the actual costs of all additional resources deployed. The process of identifying and determining deployment strategies has been aided by weekly meetings between SSLE and the law enforcement agencies instituted in FY23. At these meetings, SSLE and the agencies discuss strategic and operational issues and how to best address existing crime trends and the transit law enforcement needs for special events can be discussed.

The following is a summary of supplemental services billed by LAPD and LASD in FY23 and FY24.[2]

Los Angeles Police Department Supplemental Services

During the audit period, LAPD billed Metro for both Special Events and for Enhanced Services.

Special Events

LAPD provided additional staffing for Special Events in both FY23 and FY24. These Special Events were limited to staffing associated with the Dodger Stadium Express, a free service that includes a shuttle from Union Station to Dodger Stadium. No additional Special Events were billed for during the audit period.

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[1] Long Beach Police Department does not provide for or bill Metro for supplemental services and, therefore, are not included in this analysis.

[2] As of the time of this report, not all the billings have been submitted by the law enforcement agencies for FY24. As a result, additional billings for supplemental services for FY24 will be forthcoming.

Table 11: Summary of LAPD Special Events

Summary of LAPD Special Events			
FY 2023			
Dates	**Activity**	**Total Personnel Deployed**	**Cost**
July 1, 2022 to June 30, 2023	Dodger Stadium Express	2 Motor Officers for 6 hour shifts	$109,102
FY 2024			
Dates	**Activity**	**Total Personnel Deployed**	**Cost**
July 1, 2023 to June 30, 2024 (only partial year billings)	Dodger Stadium Express	2 Motor Officers for 6 hour shifts	$54,018
Totals			**$163,120**

Enhanced Services

Due to an increase of aggravated assaults, robberies and other criminal activities at various Metro stations beginning as early as September 2023, SSLE and LAPD developed a strategy to deploy additional officers on the system as part of an "initial" surge from September 21, 2023, to January 31, 2024. This deployment consisted of the following:

- 1 Supervisor – 10-hours shifts
- 8 Officers – 10-hour shifts
- 2 Detention Officers (Non-Sworn) – 10-hour shifts

Table 12 depicts the total number of personnel assigned to the surge detail during this period and the respective costs.

Table 12: Summary of LAPD Surge Detail September 2023-January 2024)

Surge Detail (September 21, 2023 to January 31, 2024)			
Supervisors	**Officers**	**Detention Officers**	**Totals**
$31,082.20	$224,006.20	$25,146.00	$280,234

This enhanced deployment featured a Multi-Layer Planned Deployment (MLPD) coordinated between SSLE and the law enforcement agencies. During the two-week period from March 4, 2024, to March 14, 2024, LAPD's deployment from Monday to Thursday included 1 Supervisor and 8 Officers operating on 9-hours shifts. Table 13 depicts the total personnel and associated costs for the surge during this period.

Table 13: Summary of LAPD Surge Detail (March 2024)

Surge Detail (March 4, 2024 to March 14, 2024)		
Supervisors	**Officers**	**Totals**
$6,752.34	$51,124.86	$57,877.20

In addition to the above enhanced deployments, on May 16, 2024, Mayor Karen Bass requested that LAPD increases its presence on the transit system by 20%. The officers involved in this additional surge were assigned to patrol trains throughout their shifts to maintain a more continuous and visible presence. This additional staffing was in effect seven days a week beginning May 17, 2024. This surge was scheduled to continue until September 2024. The total daily deployment included:

- 3 Supervisors (12-hour shift); 1 Supervisor (9-hour shift)
- 16 Officers (12-hour shift); 4 Officers (9-hour shift)
- 4 Mental Health Unit Officers (12-hour shift)
- 2 Detention Officers (12-hour shift);

Table 14 shows the staffing and costs associated for the entire length of this portion of the surge.

Table 14: Summary of LAPD Surge Detail (May 2024-September 2024)

Surge Detail (May 17, 2024 through September 20, 2024)			
Supervisors	Officers (including Mental Eval Unit)	Detention Officers	Totals
$593,241.00	$5,220,523.00	$247,436.00	$6,061,200.00

Finding 6: LAPD provided and billed for Supplemental Services during the audit period. LAPD's billings were largely for Enhanced Services related to various "surge" efforts by Metro in responses to spikes in criminal activities on the system. In addition, LAPD also provided additional staffing for Special Events related to the Dodger Stadium Express.

Los Angeles Sheriff's Department Supplemental Services

During the audit period, LASD only billed Metro for enhanced services in FY24. These supplemental services were related to surge activity in December of 2023 and May of 2024. Table 15 shows the total costs associated with surge related activities in FY24:

Table 15: LASD Surge Detail

LASD Billings for Surge Activities	
Dates	**Amounts**
12/16/23	$7,248.48
05/01/24 through 05/31/24	$89,637.39
Totals	**$96,885.87**

LASD also provided supplemental services for special events ranging from concerts, the removal of homeless encampments, and security at NFL games. LASD did not charge for services

associated with special events. While LASD does provide staffing for these special events, those costs are generally assumed by LASD and, as a result, those costs are not reflected in this report.

Finding 7: LASD provided and billed for Supplemental Services during the audit period. Those billings were for Enhanced Services related to various "surge" efforts by Metro in responses to spikes in criminal activities on the system.

C. Billing, Payments and Use of Budgeted Funds for Each Law Enforcement Contract

We reviewed the budget and billings for each of the law enforcement agencies to identify the nature and scope of budget variances. To accomplish this objective, we completed the following procedures:

- Obtained, reviewed, and evaluated the Fiscal Year 2023 (FY 2023) budgets, billings, and payments for each law enforcement agency including (1) summarized budget-to-actuals for each agency and (2) identified any budget variances.
- Verified by sample testing of monthly invoices that each of the three law enforcement agency billings complied with their respective contract sections regarding billings for services.

Los Angeles County Sheriff's Department (LASD)

On September 1, 2017, Metro entered a five-year contract with LASD for a not-to-exceed amount of $246,270,631 with a start date of September 1, 2017, and end date of June 30, 2022. This contract was subsequently modified by seven (7) modifications amending the Statement of Work, Contract Price, and Period of Performance. For FY 2023, Modification No. 6 and 7 were executed extending the performance period to June 30, 2023, and increasing the not-to-exceed total contract price to $360,438,587. Table 16 below summarizes the amount approved up to June 30, 2023.

Table 16: LASD Contract Amounts

Description	Period of Performance	Contract Price Increase	Not-To-Exceed Contract Price
Base Contract	9/1/2017 - 6/30/2022		$ 246,270,631
Modification No. 2		$ 11,325,520	
Modification No. 3		32,842,679	
Modification No. 6	7/1/2022 - 12/31/2022	34,239,050	
Modification No. 7	1/1/2023 - 6/30/2023	35,760,707	
TOTAL		**$ 114,167,956**	**$ 360,438,587**

Finding 8: Total amount billed and paid to LASD for FY 2023 did not exceed Metro's estimated annual cost of $72,215,510 approved on Form SH-AD 575.

According to Article IV.A of the contract agreement, Metro will pay LASD up to but not greater than the monthly pro-rata amounts of the annual Firm Fixed Unit Rate based on agreed-upon service levels set forth in the Los Angeles County Sheriff's Department SH-AD 575 Deployment of Personnel Form for each fiscal year. On July 27, 2022, Metro approved the Service Level Authorization SH-AD 575 for FY 2023 for an estimated total annual cost of $72,215,510. For FY 2023, the total amount billed and paid to LASD was $71,224,705. Thus, the total amount billed

and paid for FY 2023 did not exceed the estimated cost of $72,215,510 as detailed in the schedule below.

Description		FY 2023
Estimated Total Annual Cost (SH-AD 575)	$	72,215,510
Billing and Payment - Actual		71,224,705
Difference	**$**	**990,805**

Finding 9: The daily target minutes that LASD used in the calculation of the credit amount do not meet the service levels promised on Form SH-AD 575.

According to the contract, if the daily patrol service target minutes fall below ninety-eight percent (98%) of the service level minutes promised on Form SH-AD 575, then Metro or LASD shall adjust that month's invoice for the number of service level minutes that fell short compared to the promised daily service level minutes for that month.

For FY 2023 we reviewed and sampled LASD's billing for three invoices (July 2022, December 2022, and June 2023). For each invoice, we compared the annual and monthly rates billed to the annual firm fixed rate specified on Form SH-AD 575. We found that the annual rate and monthly rate for each level of service were computed in accordance with the contract requirement. However, we found the daily target minutes that LASD used in the calculation of the credit amount do not meet the service levels promised on Form SH-AD 575.

For the days that LASD did not meet the required 98% daily patrol service minutes, LASD calculated and included a credit amount in the invoice to refund Metro. The credit amount was calculated using the daily target minutes less than the provided minutes, multiplied by the rate per minute. The daily target minutes that LASD used to calculate the credit amount changed each day ranging from 33,120 minutes to 60,000 minutes depending on the size of the rollout or staffing for that day. The minutes provided were based on the RAPS 500E rollcall sheets. For the three sample invoices tested, credit amounts of $73,516.50 were included in the July 2022 invoice, $1,528.64 in the December 2022 invoice, and no credit amount for the June 2023 invoice.

The contract does not specify that the daily target minutes should be based on the size of the rollout. Given that LASD bills Metro the monthly pro-rata amounts of the annual firm fixed unit rate, the daily target minutes should be based on the 19,096,800 Form SH-AD 575 annual minutes promised divided by 365 days, which equates to 52,320 daily minutes times 98%, resulting in 51,274 target minutes per day. For the days that LASD did not meet the 51,274 required daily target minutes, we calculated an additional credit amount due to Metro totaling $1,214,247.35 for the three sample invoices.

LASD's Response:

The calculation of daily target minutes referenced appears to be based on a misinterpretation of how daily target minutes were structured and authorized during the audit period. Specifically, the audit's analysis does not account for a Metro-approved modification to the deployment model, which allowed for the redistribution of target minutes based on ridership demand, rather than adhering to a fixed, seven-day-a-week structure. This operational adjustment was authorized through written correspondence between Transit Services Bureau Captain Shawn Kehoe and then–Metro Deputy Chief Judy Gerhardt. In that correspondence, Metro approved a change in the redeployment of target minutes to align law enforcement resources more effectively with ridership patterns. While this change altered the distribution of target minutes throughout the week, the total number of contracted minutes remained unchanged. Deputy Chief Gerhardt's letter confirmed the revised deployment model would be effective from April 3, 2022, through June 30, 2022, the end of the existing contract term. However, Metro continued to reflect its acceptance of this restructured approach through its approval of subsequent Service Level Authorization forms (SH-AD 575). Accordingly, the credit amount of $1,214,247.35 presented in the audit appears to result from a miscalculation based on outdated assumptions regarding daily target minute allocation. We respectfully submit this context for consideration and recommend that it be incorporated into any final report. LASD remains committed to transparency, accountability, and responsible contract administration. We welcome the opportunity to collaborate with Metro's SSLE Department to review the remaining FY 2023 invoices and to ensure that all calculations align with the authorized service framework.

Auditor Rejoinder:

On May 8, 2025, LASD provided two letters dated January 19, 2022, and January 31, 2022, with explanation on the change to the deployment models. Based on our review of these two letters and the details on LASD current and future deployment models, we found that the target minutes used to calculate the credit amount for Fiscal Year 2023 do not agree with the target minutes identified in the revised deployment model approved by Metro on January 31, 2022. According to the revised deployment model, LASD would provide 6,104 hours per week, which is equal to 366,240 minutes per week. However, the target minutes that LASD used to calculate the credit amount for Fiscal Year 2023 were 358,560 minutes per week. Also, if LASD used the 6,104 weekly hours approved on the revised deployment model, total annual minutes would be 19,044,480, which is less than the 19,096,800 annual minutes promised on Form SH-AD 575 for Fiscal Year 2023.

Recommendation 6: We recommend that LASD collaborate with Metro's SSLE Department to review Fiscal Year 2023 invoices to ensure that all calculations align with the authorized service framework. Also, since Metro's letter dated January 31, 2022, only confirmed approval on the revised deployment model for period from April 3, 2022,

through June 30, 2022, LASD should obtain written approval from Metro if LASD continues to use the revised deployment model after June 30, 2022.

We also recommend Metro's SSLE Department review the remaining FY 2023 invoices not tested and calculate the additional credit amount owed by LASD to Metro using our methodology detailed above.

Los Angeles Police Department (LAPD)

On March 1, 2017, Metro entered a five-year contract with LAPD for a not-to-exceed amount of $369,330,499 with a start date of March 1, 2017, and end date of June 30, 2022. This contract was subsequently modified by seven (7) modifications amending the Statement of Work, Contract Price, and Period of Performance. For FY 2023, Modification No. 6 and 7 were executed extending the period of performance to June 30, 2023, and increasing the not-to-exceed total contract price to $511,991,742. Table 17 below summarizes the amount approved up to June 30, 2023.

Table 17: LAPD Contract Amounts

Description	Period of Performance	Contract Price Increase	Not-To-Exceed Contract Price
Base Contract	3/1/2017 - 6/30/2022		$ 369,330,499
Modification No. 2		$ 21,526,518	
Modification No. 3		$ 38,628,480	
Modification No. 6	7/1/2022 - 12/31/2022	$ 54,000,000	
Modification No. 7	1/1/2023 - 6/30/2023	$ 28,506,245	
TOTAL		**$ 142,661,243**	**$ 511,991,742**

Finding 10: The total amount billed and paid to LAPD for FY 2023 exceeded Modification No. 6 and 7 budget amounts by $8,145,232.

For FY 2023, the contract amount approved under Modification No. 6 and 7 totaled $82,506,245. The total amount billed and paid to LAPD was $90,651,477 which exceeded the contract authorized amount by $8,145,232. The schedule below summarizes the contract amount and billing and payment amount for FY 2023.

Description	FY 2023
Modification No. 6 and 7 Contract Amount	$ 82,506,245
Billing and Payment - Actual	90,651,477
Difference	**$ (8,145,232)**

Recommendation 7: LAPD should inform Metro of the amount expected to exceed the authorized costs approved under Modification No. 6 and 7 before incurring the costs, and Metro's SSLE Department should improve its monitoring of LAPD billings, payments and contract amount to ensure that costs do not exceed the contract amount.

Finding 11: LAPD was not in compliance with the contract requirement regarding the submission of the List of Maximum Fully Burdened Hourly Rates. Also, the CAP 41 indirect cost rates used by LAPD to bill Metro were not current, resulting in an overbilling of $370,705.16.

According to the contract, ninety (90) days prior to the start of each fiscal year, LAPD is required to submit for Metro's approval, a List of Maximum Fully Burdened Hourly Rates per labor classification, together with the necessary documentation in support of the proposed rates including applicable MOUs with labor union, current payroll records, prevailing Cost Allocation Plan (CAP) rates and breakdown of estimated Division Overhead costs.

On February 18, 2021, LAPD submitted to Metro a revised lists of rates for full time (straight time) personnel and overtime personnel including the calculation of the maximum fully burdened hourly rate for each labor classification for Fiscal Year 2021. These lists were revised to reflect the application of the federally approved Indirect Cost Rates Cost Allocation Plan (CAP) 41 to direct labor rates. These rates were to be effective for deployment period from December 20, 2020, to January 16, 2021. For FY 2023, LAPD did not submit the List of Maximum Fully Burdened Hourly Rates to Metro for approval but continued to use the List of Maximum Fully Burdened Hourly Rates submitted for FY 2021. Thus, LAPD was not in compliance with the contract requirement.

In addition, we found that LAPD did not submit the required documentation (applicable MOUs with labor union, current payroll records, and current CAP rates) to Metro to support the proposed rates. LAPD continued to use CAP 41 indirect cost rates to bill Metro up to FY 2024. We searched the City of Los Angeles website and found an Intradepartmental Correspondence to the Honorable Board of Police Commissioners for each fiscal year. This report was submitted annually to comply with the Mayor's Executive Directive No. FM-3 which directs all Departments to submit annually to the City Administrative Officer a report setting forth the costs for each special service they provide.

Based on our review of the Intradepartmental Correspondence to the Honorable Board of Police Commissioners, we found that the CAP rates decreased significantly since FY 2021. See the schedule below for CAP 41 to CAP 45 rates applicable for each fiscal year. These City-Wide rates established in the Cost Allocation Plan were prepared by the Controller's Office.

Fiscal Year	CAP No.	Civilian	Sworn With Field Support	Sworn without Field Support
FY 2020 - 2021	CAP 41	181.66%	171.28%	127.89%
FY 2021 - 2022	CAP 42	136.32%	153.23%	129.53%
FY 2022 - 2023	CAP 43	137.73%	161.76%	140.59%
FY 2023 - 2024	CAP 45	68.90%	111.53%	82.54%

Source: Board of Police Commissioners Intradepartmental Correspondence from City of Los Angeles Website

LAPD should have used CAP 42, CAP 43, and CAP 45 for FY 2022, FY 2023, and FY 2024, respectively for invoicing its' indirect costs to Metro. For FY 2023, we selected and reviewed LAPD's billings for three invoices (invoice no. 23MTADP04 and 23MTADP07, and 23MTADP13). Invoice No. 23MTADP04 was for the period from April 9, 2023, to May 6, 2023, in the amount of $6,747,718.25. Invoice No. 23MTADP07 was for the period from July 3, 2022, to July 30, 2022, in the amount of $6,396,495.37. Invoice No. 23MTADP13 was for the period from December 18, 2022, to January 14, 2023, in the amount of $7,208,325.92. For the three sample invoices, if CAP 43 were properly used to bill Metro, total CAP 43 amount would have been $3,907,605.57 which is $370,705.16 less than the CAP 41 amount of $4,278,310.73. Table 18 below summarizes the calculation of the indirect cost overbilling of $370,705.16.

Table 18: Calculation of LAPD Indirect Cost Overbilling

Invoice No.	Datasheet Name	Type	Labor Costs	CAP 41 Rate	CAP 41 Amount	CAP 43 Rate	CAP 43 Amount	Questioned CAP Amount
23MTADP04	TSB OH Div 305	Civilian	$ 84,853.03	174.09%	$ 147,720.64	130.16%	$ 110,444.70	$ 37,275.94
23MTADP04	TSB OH Div 305	Sworn	$ 759,550.67	160.85%	$ 1,221,737.25	151.33%	$ 1,149,428.03	$ 72,309.22
23MTADP04	TSB OH Non-305	Civilian	$ 30,184.17	181.66%	$ 54,832.56	137.73%	$ 41,572.66	$ 13,259.90
	Subtotal		$ 874,587.87		$ 1,424,290.45		$ 1,301,445.39	$ 122,845.06
23MTADP07	TSB OH Div 305	Civilian	$ 79,478.66	174.09%	$ 138,364.40	130.16%	$ 103,449.42	$ 34,914.98
23MTADP07	TSB OH Div 305	Sworn	$ 746,139.18	160.85%	$ 1,200,164.87	151.33%	$ 1,129,132.42	$ 71,032.45
23MTADP07	TSB OH Non-305	Civilian	$ 40,228.19	181.66%	$ 73,078.53	137.73%	$ 55,406.29	$ 17,672.24
	Subtotal		$ 865,846.03		$ 1,411,607.80		$ 1,287,988.13	$ 123,619.67
23MTADP13	TSB OH Div 305	Civilian	$ 87,626.65	174.09%	$ 152,549.23	130.16%	$ 114,054.85	$ 38,494.38
23MTADP13	TSB OH Div 305	Sworn	$ 769,891.08	160.85%	$ 1,238,369.80	151.33%	$ 1,165,076.17	$ 73,293.63
23MTADP13	TSB OH Non-305	Civilian	$ 28,346.06	181.66%	$ 51,493.45	137.73%	$ 39,041.03	$ 12,452.42
	Subtotal		$ 885,863.79		$ 1,442,412.48		$ 1,318,172.05	$ 124,240.43
	Total		$ 2,626,297.69		$ 4,278,310.73		$ 3,907,605.57	$ 370,705.16

For CAP 43, we used the City-Wide rates of 137.73% for Civilian and 161.76% for Sworn with Field Support. These rates were applicable to full time (straight time) positions not working at a Metro Office. According to the instructions for CAP 41, if the entity provides office space, telephone service, computers, vehicles, or any other items listed in the CAP rate calculations, LAPD's rates must be adjusted to exclude those items. Since Metro provides office space (telephones, water, electricity, all cleaning supplies and custodial services), discounted monthly parking, cell phones, copy machines and ink cartridges to the regular full-time staff working at Metro Office (Division 305), the Central Services rates were adjusted downward by 7.57% for Civilian and 10.43% for Sworn. The schedule below summarizes the CAP 41 and CAP 43 rates used in the calculation of the questioned cost of $370,705.16 above.

Description	City Wide Rate	Adjustments (Metro Office)	Metro Office Rate
CAP 41			
Civilian	181.66%	(7.57%)	174.09%
Sworn With Field Support	171.28%	(10.43%)	160.85%
CAP 43			
Civilian	137.73%	(7.57%)	130.16%
Sworn With Field Support	161.76%	(10.43%)	151.33%

Per Metro SSLE, there have been two (2) official versions of CAP 41 issued to date. The first version was introduced on February 18, 2021, a "Revised FY21 Rates with CAP 41" is available for review. The second version was signed on April 12, 2023, also available for review as "FY2023 Fully Burdened Rates Memo 041223 CAP 41." In addition to adjusting salary maximums, the latter version also introduced several newly approved positions. For clarity, the initial iteration of CAP 41 is applicable to Fiscal Years 2021 and 2022, while the second version is in effect for Fiscal Year 2023 onward. CAP 42 will be in effect in an upcoming deployment period

We reviewed the second version that Metro SSLE referred to above and found that on July 21, 2023, Metro SSLE approved the fully burdened rates to be effective July 1, 2023, which is for Fiscal Year 2024. No written documentation from the City's CAP Office was provided to support that CAP 41 should be used to bill Metro for Fiscal Year 2023.

LAPD's Response:

LAPD disagreed and stated that CAP 41 was federally approved during the Fiscal Years 2022-2023 and 2023-2024.

LAPD further stated in discussions with Metro OIG, that they were instructed by a financial advisor in the City of Los Angeles to use CAP41.

Auditor Rejoinder:

No information was found in CAP 41 documents supporting that CAP 41 rates were federally approved during Fiscal Years 2022-2023 and 2023-2024 as claimed by LAPD. According to Intradepartmental Correspondence dated April 28, 2020, from Executive Director of Board of Police Commissioners to the Honorable Board of Police Commissioners, CAP 41 rates were for Fiscal Year 2021. For Fiscal Years 2022, 2023, and 2024, CAP rates 42, 43, and 45 were applicable, respectively. See table below for details.

Fiscal Year	CAP No.	Civilian	Sworn With Field Support	Sworn without Field Support
FY 2020 - 2021	CAP 41	181.66%	171.28%	127.89%
FY 2021 - 2022	CAP 42	136.32%	153.23%	129.53%
FY 2022 - 2023	CAP 43	137.73%	161.76%	140.59%
FY 2023 - 2024	CAP 45	68.90%	111.53%	82.54%

Source: Board of Police Commissioners Intradepartmental Correspondence from City of Los Angeles Website

Metro has been overpaying LAPD using higher CAP rates (CAP 41). Since LAPD used lower CAP rates (CAP 42, 43, and 45) to bill their services to other agencies and departments for Fiscal Years 2022, 2023, and 2024, these lower CAP rates should also have been used to bill Metro. Thus, Metro's payment to LAPD using higher CAP rates (CAP 41) for fiscal years 2022, 2023, and 2024 is not justified and not in compliance with the contract requirements.

If LAPD was instructed by financial advisors in the City of Los Angeles as to the correct CAP rate to use, that would not alter the requirement to correctly invoice Metro.

Recommendation 8: Metro's SSLE Department should enforce the contract requiring LAPD to submit annually the List of Maximum Fully Burdened Hourly Rates and all the required supporting documentation ninety (90) days prior to the start of each fiscal year and any changes to the CAP rates during the fiscal year. Metro should also review the billing rates for all invoices to determine the extent of overbillings for FY 2022, FY 2023, and FY 2024.

Finding 12: Four of LAPD's labor classifications totaling $99,476.61 on three sample invoices were not found on Metro's approved List of Maximum Fully Burdened Hourly Rates.

As previously stated, the contract required LAPD to submit annually a List of Maximum Fully Burdened Hourly Rates listing all the labor classifications and applicable rates. The contract further states that in no case shall the billing rate for personnel exceed the maximum fully burdened rate set for each personnel's labor classification.

For each of the three sample invoices, we compared the hourly rates billed to Metro's approved List of Maximum Fully Burdened Hourly Rates for full time (straight time) personnel and overtime personnel that LAPD submitted to Metro on February 18, 2021. Based on our review, 4 labor classifications were not found on the List of Maximum Fully Burdened Hourly Rates. The total amount billed for these 4 labor classifications was $99,476.61.

Table 19 below summarizes the amount billed for the labor classifications not found on the List of Maximum Fully Burdened Hourly Rates for full time (straight time) personnel and overtime personnel.

Table 19: Cost of Labor Classifications Not in Contract

CSC/G	23MTADP04	23MTADP07	23MTADP13	Total
Full Time (Straight Time) Personnel				
15080	$ 17,341.24	$ -	$ -	$17,341.24
91711	$ 26,948.42	$ 26,179.49	$ 26,254.86	$79,382.77
Subtotal	$ 44,289.66	$ 26,179.49	$ 26,254.86	$96,724.01
Overtime Personnel				
2214C	$ 1,136.15	$ 257.59	$ -	$ 1,393.74
32110	$ 1,358.86	$ -	$ -	$ 1,358.86
Subtotal	$ 2,495.01	$ 257.59	$ -	$ 2,752.60
Total	$ 46,784.67	$ 26,437.08	$ 26,254.86	$99,476.61

LAPD's Response:

LAPD disagreed and stated that the classifications identified in Finding 13 were either communicated to Metro as part of proposed or planned deployments (e.g., Detention Officers) or were used to provide authorized contract services more cost-effectively such as assigning an SMA I in lieu of an SMA II, or a Management Aide in lieu of a Management Analyst.

Auditor Rejoinder:

Per an email from Metro SSLE to LAPD dated July 21, 2023, these classifications were approved to work on the contract starting July 1, 2023, which is for Fiscal Year 2024. There is no documentation showing that the listed classifications were approved for Fiscal Year 2023 which is for the period from July 1, 2022, to June 30, 2023.

Recommendation 9: For any additional labor classifications not identified in the Lists of Maximum Fully Burdened Hourly Rates for full time (straight time) personnel and overtime personnel, LAPD should obtain in writing from Metro the revised lists for approval prior to incurring and billing the cost.

Metro's SSLE Department should also improve its' monitoring of LAPD's billings to ensure only the approved labor classifications are billed. Metro should also review the billing classifications for all invoices to determine the extent of overbillings for unapproved labor classifications.

Finding 13: Union benefits may have been billed twice to Metro, once using the fringe benefits rates and again as direct costs.

For the three sample invoices, a total of $696,302.72 was directly billed to the Metro contract for union benefits. These costs were billed using various VAR Codes. According to LAPD, these timekeeping codes (VAR Codes) were added due to negotiations with employees' labor unions or City Administrative changes. Table 20 below summarizes the union benefits billed to Metro by VAR Codes.

Table 20: Union Benefits Billed to Metro

VAR CODE	VARCODE DESCRIPTION	23MTADP04	23MTADP07	23MTADP13	Total
AR	Adjustment Permanent Variation in Rate	$ 2,082.63	$ 17,582.33	$ 352.15	$ 20,017.10
BR	LAPD Associates Degree Bonus	$ 24,780.75	$ 23,789.52	$ 23,789.52	$ 72,359.79
BV	LAPD Bachelors Degree Bonus	$ 40,092.65	$ 47,657.29	$ 52,196.08	$ 139,946.03
EB	Crime and Intelligence Analyst Cert	$ 1,644.54	$ 1,644.54	$ 1,644.54	$ 4,933.62
HY	Smoothing Variation for HW - System Generated	$ (2,523.05)		$ (45.96)	$ (2,569.01)
ID	I.O.D. Pay (Pension)	$ 88,638.76	$ 123,911.03	$ 33,520.74	$ 246,070.53
KS	Old Overtime Off At Straight Time - Police	$ 1,594.45	$ 3,488.09	$ 1,423.20	$ 6,505.73
KT	Old Overtime Off At 1 1/2 Times - Police	$ 1,302.55	$ 7,626.16	$ 566.04	$ 9,494.76
MK	LAPD Marksmanship Bonus (+ Or -)	$ 1,940.72	$ 792.98	$ 1,961.59	$ 4,695.30
QL	Covid 19 Supp Paid		$ 11,284.37	$ 20,635.58	$ 31,919.95
QZ	Family Covid 19 Child Care		$ 76,693.20	$ 52,189.24	$ 128,882.44
RH	LAPD Vehicle Equipment Bonus	$ 844.98	$ 1,267.47	$ -	$ 2,112.45
SE	Banked Excess Sick Time - Time Off	$ 1,770.13		$ -	$ 1,770.13
T9	Covid19 Work From Home Pay	$ 4,603.23	$ 15,169.38	$ 8,710.60	$ 28,483.21
TO	Overtime Taken Off (1.5)	$ 257.51		$ 1,423.20	$ 1,680.71
	Total	$ 167,029.85	$ 330,906.36	$ 198,366.52	$ 696,302.72

Concurrently, LAPD may have also billed Metro union benefits as part of their fringe benefits costs of $1,897,951.12 using the CAP 41 fringe benefits rates of 49.28% for Civilian and 75.81% for Sworn positions (see Table 21 below). According to the instructions for CAP 41, LAPD should contact the CAP Office for adjusted rates if any costs listed in fringe benefits were directly billed to a contract to avoid double billing.

Table 21: Fringe Benefit Costs Billed to Metro

Invoice No.	Datasheet Name	Type	Labor Costs	Fringe Benefit Rate (CAP 41)	Fringe Benefit Amount
23MTADP04	TSB OH Div 305	Civilian	$ 84,853.03	49.28%	$ 41,815.57
23MTADP04	TSB OH Div 305	Sworn	$ 759,550.67	75.81%	$ 575,815.36
23MTADP04	TSB OH Non-305	Civilian	$ 30,184.17	49.28%	$ 14,874.76
	Subtotal		$ 874,587.87		$ 632,505.69
23MTADP07	TSB OH Div 305	Civilian	$ 79,478.66	49.28%	$ 39,167.08
23MTADP07	TSB OH Div 305	Sworn	$ 746,139.18	75.81%	$ 565,648.11
23MTADP07	TSB OH Non-305	Civilian	$ 40,228.19	49.28%	$ 19,824.45
	Subtotal		$ 865,846.03		$ 624,639.64
23MTADP13	TSB OH Div 305	Civilian	$ 87,626.65	49.28%	$ 43,182.41
23MTADP13	TSB OH Div 305	Sworn	$ 769,891.08	75.81%	$ 583,654.43
23MTADP13	TSB OH Non-305	Civilian	$ 28,346.06	49.28%	$ 13,968.94
	Subtotal		$ 885,863.79		$ 640,805.78
	Total		$ 2,626,297.69		$ 1,897,951.11

LAPD's Response:

LAPD disagreed and stated that in a letter to Metro dated December 16, 2020, LAPD addressed the issue and described the same VAR Codes listed in Finding 14, Table 21: Union Benefits

Billed to Metro. Since then, LAPD has provided updated lists of VAR Codes billable to Metro. The cost components associated with these VAR Codes are not included in the CAP Fringe Benefit rate components outlined in Attachment C of Memorandum No. 21-001 from the City Controller to all City Department Heads.

Auditor Rejoinder:

According to Attachment C of Memorandum No. 21-001 from the City Controller, Union Sponsored Benefits, Pensions, Unused Sick/Vacation Payout, etc. were included in the calculation of the Fringe Benefits Rate. LAPD billed Metro using both the Fringe Benefit Rate and directly billed Metro the costs listed in Table 20 above. Thus, further clarification from the City Controller should be provided to confirm whether the Fringe Benefit Rate should be used or adjusted if any costs listed in Table 20 were directly billed to Metro.

Recommendation 10: LAPD should obtain clarification and any supporting documentation from the City's CAP office to determine whether the additional union benefits billed directly to this contract were included in the calculation of the fringe benefits rates, and whether the fringe benefits rates should be adjusted if additional union benefits were directly billed to Metro. Metro's SSLE Department should also review the explanation and any supporting documents from the CAP office to ensure that the union benefits were not being billed twice.

Finding 14: The overhead rates billed for overtime were not adequately supported.

For overtime personnel working at Metro Office (Division 305), LAPD billed Metro using the overhead rates of 5.02% for Civilian and 10.59% for Sworn. For personnel not working at Metro Office (Division 305), LAPD billed Metro using the rates of 6.27% for Civilian and 11.44% for Sworn. A copy of Memorandum No. 21-001 dated January 6, 2021, was provided to support the Federal Government's approved Cost Allocation Plan (CAP) 41 indirect cost rates for regular full-time staff. According to the instructions for CAP 41, these rates are to be applied only to straight time for full time gross salaries. For rates applicable to part time or overtime salaries, LAPD needs to contact the CAP office. No documentation was provided to support the overhead rates for overtime.

The four overhead rates of 5.02%, 10.59%, 6.27%, and 11.44% were included in the List of Maximum Fully Burdened Hourly Rates that LAPD submitted to Metro on February 18, 2021. As previously stated, LAPD did not provide the required documentation to support the rates in the List of Maximum Fully Burdened Hourly Rates. Thus, we are unable to verify the validity of these overhead rates billed to Metro. For the three sample invoices, LAPD billed a total of $1,221,707.78 in overhead costs for overtime.

LAPD's Response:

LAPD disagreed and stated that LAPD notified Metro of the application of the CAP 41 rate on February 18, 2021. The overhead rates billed during the audited performance period were based on CAP 41, which remained in effect throughout that time. To address documentation concerns, LAPD may provide Metro with confirmation at the start of each fiscal year indicating whether any changes to the CAP rates have occurred.

Auditor Rejoinder:

The documents provided for CAP 41 only shows CAP rates for straight time. The CAP rates that LAPD billed Metro for overtime were not found in CAP 41 documents. According to the instructions for CAP 41, for rates applicable for overtime, LAPD needs to contact the CAP office. Thus, documentation from the CAP office should be provided to support the CAP rates billed for overtime.

Recommendation 11: LAPD should contact the CAP office to obtain the CAP rates for overtime and submit these documents to Metro together with the List of Maximum Fully Burdened Hourly Rates. Metro's SSLE Department should continue to monitor LAPD's billings to ensure the overtime overhead rates billed were based on the CAP overhead rates in effect at the time the work was performed.

Finding 15: Labor hours billed were found to be higher than the Weekly Deployment Reports for 2 out 3 sample invoices.

To obtain an understanding of the hours billed, we compared the hours billed to the Weekly Deployment Reports for the sample invoices. For each invoice, we tested one line each day for a period of two weeks. Based on our testing, we found the hours billed were higher than the Weekly Deployment Reports for 2 out 3 sample invoices. Table 22 below summarizes the discrepancies found and the cost of $1,834.71 questioned.

Table 22: Calculation of Labor Hours Overbilled

Invoice No.	Datasheet Name	Serial No.	Var Date	Class/ Grade	Hours Billed	Rate Billed	Amount Billed	Deployment Report Hours	Hour Difference	Questioned Cost
23MTADP04	Bus Riding Team	34762	4/9/2023	22142	5.00	$ 99.15	$ 495.75	4.50	0.50	$ 49.58
23MTADP04	E Line Detail	42858	4/21/2023	22142	9.50	$ 87.74	$ 833.49	9.00	0.50	$ 43.87
23MTADP04	E Line Detail	43911	4/21/2023	22142	9.50	$ 74.50	$ 707.73	9.00	0.50	$ 37.25
23MTADP04	L Line Detail	40474	4/20/2023	22142	11.00	$ 96.89	$ 1,065.82	9.00	2.00	$ 193.79
23MTADP04	L Line Detail	39986	4/20/2023	22142	11.00	$ 96.73	$ 1,064.05	9.00	2.00	$ 193.46
23MTADP04	L Line Detail	40927	4/13/2023	22142	9.50	$ 96.89	$ 920.48	9.00	0.50	$ 48.45
23MTADP04	Bus Riding Team	34845	4/22/2023	22143	10.00	$ 110.10	$ 1,100.99	9.00	1.00	$ 110.10
23MTADP04	Bus Riding Team	37704	4/9/2023	22143	5.00	$ 105.44	$ 527.18	4.50	0.50	$ 52.72
23MTADP04	L Line Detail	40601	4/13/2023	22143	9.50	$ 102.28	$ 971.70	9.00	0.50	$ 51.14
23MTADP04	A Line Detail	38401	4/14/2023	22271	10.50	$ 119.33	$ 1,252.97	9.00	1.50	$ 179.00
23MTADP04	B Line Detail	33596	4/14/2023	22271	10.50	$ 119.05	$ 1,250.01	9.00	1.50	$ 178.57
23MTADP04	E Line Detail	37688	4/14/2023	22272	10.50	$ 127.18	$ 1,335.44	9.00	1.50	$ 190.78
23MTADP04	D Line Detail	37047	4/16/2023	22272	10.00	$ 122.75	$ 1,227.55	9.00	1.00	$ 122.75
									Subtotal	$ 1,451.45
23MTADP13	Bus Riding Team	36307	12/21/2022	22142	9.50	$ 99.31	$ 943.47	9.00	0.50	$ 49.66
23MTADP13	Bus Riding Team	43064	12/21/2022	22142	9.50	$ 87.70	$ 833.13	9.00	0.50	$ 43.85
23MTADP13	L Line Detail	35373	12/19/2022	22271	10.00	$ 115.90	$ 1,159.02	9.00	1.00	$ 115.90
23MTADP13	G Line Detail	37406	12/28/2022	22232	10.50	$ 115.90	$ 1,216.97	9.00	1.50	$ 173.85
									Subtotal	$ 383.26
									Total	$ 1,834.71

LAPD's Response:

The LAPD Fiscal Group (FG) bills employee hours based on the E214s provided by TSB. Our review confirms that the billed hours were supported by the E214s received.

Auditor Rejoinder:

Our testing as detailed above in Table 22 indicated differences in billed hours when comparing the billed hours to the Deployment Report Hours reports.

Recommendation 12: We recommend the SSLE Department further review these billed hour discrepancies to resolve any differences with LAPD. Based on the outcome of the review, SSLE should review the billing for all invoices to determine the extent of the overbilling of hours if determined to be necessary.

Finding 16: Twenty (20) hours billed per month for animal care was not specified in the contract.

For K-9 and Bomb Detection billings to Metro, 27 hours to 36 hours were billed for 6 LAPD officers on May 6, 2023. Of these hours, 20 hours (straight time) billed for each officer were for monthly animal care time. The contract with Metro does not specify the allowability of the 20 hours billed per month for animal care.

Metro SSLE agreed and stated that they will suggest language which allows for the care of canine's is incorporated into the upcoming contract modifications.

LAPD's Response:

The LAPD Fiscal Group (FG) does not agree with this finding. The Pet Care and Maintenance Bonus is payment to Bomb Canine Handlers as provided in MOU 24, Article 4.1 B.7. This cost component was presented to and approved by Metro, as documented in the attached "K9 funding memo," and has been included in the final approved contract costs in all subsequent Contract Modifications.

Recommendation 13: We recommend that Metro amend the contract to include the hours billed for monthly animal care.

Long Beach Police Department (LBPD)

On March 23, 20217, Metro entered a five-year contract with LBPD for a not-to-exceed amount of $30,074,628 with a start date of March 23, 2017, and end date of June 30, 2022. This contract was subsequently modified by eight (8) modifications amending the Statement of Work, Contract Price, and Period of Performance. For FY 2023, Modification No. 7 and 8 were executed extending the period of performance to June 30, 2023, and increasing the not-to-exceed total contract price to $44,081,623. Table 23 below summarizes the amount approved up to June 30, 2023.

Table 23: LBPD Contract Amounts

Description	Period of Performance	Contract Price Increase	Not-To-Exceed Contract Price
Base Contract	3/23/2017 - 6/30/2022		$ 30,074,628
Modification No. 3		$ 3,147,962	
Modification No. 4		$ 3,730,814	
Modification No. 7	7/1/2022 - 12/31/2022	$ 4,500,000	
Modification No. 8	1/1/2023 - 6/30/2023	$ 2,628,219	
TOTAL		**$ 14,006,995**	**$ 44,081,623**

Finding 17: The total amount billed and paid to LBPD for FY 2023 exceeded Modification No. 7 and 8 for FY 2023 by $933,043.

For FY 2023, the contract amount approved under Modification No. 7 and 8 totaled $7,128,219. The total amount billed and paid to LBPD was $8,061,262 which exceeded the contract amount of $7,128,219 by $933,043. The schedule below summarizes the contract amount and billing and payment amount for FY 2023.

Description		FY 2023
Modification No. 7 and 8 Contract Amount	$	7,128,219
Billing and Payment - Actual		8,061,262
Difference	**$**	**(933,043)**

Per LBPD, as of June 30, 2023, LBPD had received a total of $43,633,150 in payments from Metro, an amount that remains $448,473 below the approved contract ceiling of $44,081,623.

Finding 18: Invoices were supported by bi-weekly Work Hour Detail Schedules, Daily Metro Cost, Regular Overtime Report, and Employee Time Records. However, payroll records were not submitted with the invoices.

According to Modification No. 6, Section 7.0 of the Statement of Work, the Contractor's monthly invoice shall be based on actual services provided under the terms of the contract. The billing must be accompanied by supporting documentation, to include but shall not be limited to, daily summary of assignments and hours worked ***and payroll records***. Also, Modification No. 2, Memorandum of Costs, specified that total direct labor cost shall be calculated based on actual hourly direct labor rate multiplied by number of actual hours worked.

We reviewed LBPD's billing for three invoices in the amounts of $356,604.24 for July 2022, $1,036,22.89 for September 2022, and $1,062,233.91 for March 2023. For each invoice, LBPD submitted a Work Hour Detail schedule by pay period, Daily Metro Cost, Regular Overtime Report, and Employee Time Records. However, payroll records were not submitted with the invoices to support the actual hourly direct labor rates billed.

LBPD Response:

The Bi-Weekly Work Hour Detail Schedules are generated directly from LBPD's financial system and reflect the payroll data used to determine employee compensation and associated costs. The Regular Overtime Reports and Employee Time Records serve as the source data that is entered into the financial system, enabling the generation of the Bi-Weekly Work Hour Detail Schedules. These documents have been submitted consistently since the beginning of the contract and serve as LBPD's official payroll records in support of all invoiced amounts.

Recommendation 14: Metro's SSLE Department should document the acceptance of the Bi-Weekly Work Hour Detail Schedules as payroll data.

Finding 19: Paid Time Off (PTO) accrual hours billed totaling $195,116.96 were found to be unallowable per Contract Modification No. 2.

LBPD Work Hour Detail Schedules included with the invoices show that the hours billed included PTO accrual hours. However, according to revised Memorandum of Costs (Contract Modification No. 2), total direct labor cost shall be calculated based on actual hourly direct labor rate multiplied by number of actual hours worked. Since PTO accrual hours were not actual hours worked, PTO hours are not allowed according to Contract Modification No. 2.

According to LBPD's May 7, 2021, memo to Metro's SSLE, monthly invoices submitted will include a PTO factor that allows for the billable hours to capture the real cost of employee benefits according to the labor MOUs. Full time employees were compensated for 2,088 annual hours, which accounts for both direct work hours, as well as the accruals for PTO hours, which

were based on years of service under the employee labor agreements. The hours for which PTO was collected had been excluded from previous billing calculations. Without their inclusion, LBPD would be subsidizing the costs of staff assigned to the Metro contract instead of collecting the full costs. Metro is not billed for time off when employees assigned to the contract take time off.

According to Metro SSLE, PTO accrual hours included were for transparency purposes. Prior to May 2021, LBPD work details reflected hours that did not align with the timecards reviewed by the Metro compliance group. LBPD informed the compliance group that the hours in the work detail reflected PTO accrual because PTO was actual costs. The compliance group requested that LBPD include the PTO hours in the Work Detail Schedules.

We reviewed LBPD Daily Metro Cost Report and found that a benefit rate of 64.014% was included in the total labor cost for Police Sergeant and Police Lieutenant. For Administrative Analyst III and Clerk Typist III, a benefit rate of 57.883% were included in the total labor cost. There was no detailed cost breakdown of the labor rates billed for a Police Officer position. Based on these daily reports, the benefit rates of 64.014% and 57.883% include: (1) PERS Pension, (2) Health/Dental/Life Insurance, (3) Vacation/Sick Leave Overhead Rate, (4) Medicare, (5) Retirement Sick Leave Overhead Rate, and (6) Workers Comp. No documentation was provided to support the benefit rates of 64.014% and 57.883%. Since PTO was already included in the benefit rates and reflected in the hourly rates billed, billing PTO hours again in addition to actual hours worked appears to be double billing. For the three sample invoices, the amount billed for PTO hours totaled $195,116.96 (see schedule below).

Invoice No.	Invoice Period	PTO Amount
0580MTA-2210	July 2022	$ 23,159.13
0580MTA - 2212	September 2022	$ 83,715.24
0580MTA - 2306	March 2023	$ 88,242.59
Total		$ 195,116.96

LBPD's Response:

Upon review, it appears there may be a misunderstanding regarding the treatment of Paid Time Off (PTO) in LBPD's billing practices. "PTO hours" is a misnomer, LBPD did not bill PTO hours separately or in addition to the allowable costs under Contract Modification No. 2. Rather, accrual hours were incorporated into the calculation of the maximum burdened hourly rate, through a mutually agreed upon billing methodology to collect for the full cost of employees assigned to the contract. On May 7, 2021, LBPD provided a formal memorandum to Metro's Director of Administration and Compliance outlining this revised billing methodology. The memo detailed the use of a PTO Factor to ensure that the billing accurately reflects the actual cost of employee compensation, including employer obligations such as retirement contributions and health benefits, in accordance with the labor Memorandum of Understanding (MOUs). Metro Contract

Compliance staff reviewed this methodology through several meetings with LBPD personnel and accepted its use. This methodology has been consistently applied since that time. During the agreement, it became clear that the original fully burdened rate methodology did not capture all benefit costs for employees assigned fulltime to the contract. Specifically, while paid leave hours (such as vacation or sick time) were not directly billed, fixed employer obligations, such as California Public Employees' Retirement System (PERS) contributions, health insurance, and other benefit accruals continued to be incurred. Due to the structure of the City's payroll and financial system, these ongoing costs are accrued even when no direct billable hours are recorded during leave. To equitably allocate these fixed costs, and properly bill Metro, LBPD incorporated accrued hours in the burdened rate denominator, distributing benefit costs across the standard 2,088 hours annually compensated to full-times staff. It is important to clarify that no duplicative or unallowable PTO charges were billed. The amounts billed reflect actual costs incurred, including precise monthly benefit contributions, rather than inflated hours or duplicative charges. Any appearance of duplication may stem from the labeling of format of the supporting documentation, where accruals titled "PTO hours" appear for rate normalization purposes. However, no separate or duplicative billing of PTO occurred. In summary, LBPD confirms that there were no overbilling or duplicate charging of PTO hours. The billing methodology was transparent, mutually reviewed and agreed upon by Metro, and designed to allocate legitimate, ongoing personnel costs fairly. LBPD respectfully request that this finding be reconsidered based on the documented agreement, consistent application of the approved methodology, and the absence of any actual unallowable or duplicative billing.

Auditor Rejoinder:

If the PTO accrual hours were incorporated into the calculation of the maximum burdened hourly rate, through a mutually agreed upon billing methodology to collect for the full cost of employees assigned to the contract, then PTO accrual hours should not be billed again directly as a separate line item on the Bi-Weekly Work Hour Detail Schedule.

Also, since the Work Hour Detail Schedule only shows total hours and a lump sum amount for each line item without showing each employee's actual pay rate and the cost breakdown of the associated benefit costs, we reviewed the detailed cost breakdown shown on LBPD Daily Metro Cost Reports and noted that the benefit rates of 64.014% and 57.883% were also included in the billing rates.

Recommendation 15: LBPD should provide Metro with the Cost Allocation Plan to support the benefit rates of 64.014% and 57.883% included in the billing rates. If PTO is already included in the benefit rates, then Metro should disallow the costs billed for PTO hours of $195,116.96 since PTO costs are already recovered through the benefit rates and reflected in the hourly rate billed for each employee.

Finding 20: Discrepancies were found between the labor hours and amounts billed in the Work Hour Detail Schedule and LBPD Daily Metro Cost Reports, resulting in an overbilled amount of $19,820.26.

To obtain an understanding of the hours billed, we compared the hours billed in the Work Hour Detail Schedule to LBPD Daily Metro Cost Reports for one pay period ending March 24, 2023. Based on our testing, we found the hours and amounts billed in the Work Hour Detail Schedule were not the same as the hours and amounts shown in LBPD Daily Metro Cost Reports.

LBPD's Response:

LBPD respectfully disagrees with the audit finding indicating an overbilled amount of $19,820.26 due to discrepancies between the Work Hour Detail Schedule and the LBPD Daily Metro Cost Reports. The audit report does not identify the specific month or pay period being referenced as overbilled, making it difficult for LBPD to verify or assess the accuracy of the comparison. After internal review, LBPD was able to determine that the auditors are referring to the March 24, 2023, pay period. If this assumption is correct, the discrepancy can be attributed to a misalignment in the data sets being compared, and not an overbilling. LBPD's March 24, 2023, pay period spans March 11 through March 24, 2023. In contrast, the audit appears to compare only March 16 through March 24, omitting five days of payroll data. As a result, any direct comparison between these two data sets will inherently produce discrepancies. The Work Hour Detail Schedule included in the billing packet is the official document of record for all invoiced amounts, as it is generated directly from the City's financial system. Accurate and complete employee compensation cost data is provided in the Work Hour Detail Schedule. As noted in LBPD's response to Finding No. 19, the Work Hour Detail Schedule remains the authoritative source for payroll data. The LBPD Daily Metro Cost Reports were intended solely to provide a daily summary of hours worked by personnel working the Metro Detail and were not designed with the detail necessary to calculate actual labor costs. The benefit rates included should not be assumed to provide the most up to date rates, as they are not generated by the financial system. LBPD respectfully request that the auditors revisit this finding with the correct pay period data using the Work Hour Detail Schedule as the source document to ensure a valid and accurate comparison.

Auditor Rejoinder:

We compared the hours and amounts billed on the Work Hour Detail Schedule to the hours and amounts shown on LBPD Daily Metro Cost Reports for the period from March 11, 2023, to March 24, 2023. Therefore, there should not be any misalignment in the data sets being compared or omitting five days of payroll data.

Since the Work Hour Detail Schedule only shows the total hours and a lump sum amount for each line item without any details showing how the amount was calculated, the detailed cost breakdown reflected on LBPD Daily Metro Cost Reports were used to review the calculation of

the hours and amounts claimed on the Work Hour Detail Schedule. If the benefit rates in LBPD Daily Metro Cost Reports are not up to date as they are not generated by the financial system, then LBPD should update the benefit rates accordingly to ensure the accuracy of the benefit rates billed to Metro.

Recommendation 16: We recommend that LBPD reconcile the hours and amounts claimed on the Work Hour Detail Schedules to the Daily Metro Cost Reports and correct any discrepancies between these two documents to ensure the accuracy of the billed amount.

Metro's SSLE Department should improve its' monitoring of LBPD billings to identify and resolve billing discrepancies. Metro should also review the billing for all invoices to determine the extent of labor hours overbillings.

Finding 21: Other Direct Costs (ODC) billed were not adequately supported.

Under Contract Modification No. 2, LBPD was allowed to bill the actual cost of vehicles, equipment, supplies including uniforms and other items needed by law enforcement personnel in the performance of the Statement of Work. For the sample invoices, LBPD billed a total of $169,841.79 for ODC of which $166,615.20 had no supporting documentation. For Inmate Booking Cost, LBPD billed a rate of $939.45 for each booking. For Body Worn Camera Support & License, LBPD billed a monthly rate of $1,937.09. For Body Worn Camera Archiving & Redaction, LBPD billed a monthly rate of $1,166.67. These monthly rates and booking rate were not found in the contract agreement or contract modifications. In addition, LBPD billed a total of $24,163.36 for Fleet Services and $128,443.31 for Technology Services with no supporting documentation.

Table 24 below summarizes the amount billed for ODC and unsupported cost.

Table 24: Unsupported ODC

Description	Amount Billed (July 2022)	Amount Billed (September 2022)	Amount Billed (March 2023)	Total	Unsupported Cost
Inmate Booking Cost	$ 2,818.35	$ -	$ 1,878.90	$ 4,697.25	$ 4,697.25
Body Worn Camera Support & License	$ 1,937.09	$ 1,937.09	$ 1,937.09	$ 5,811.27	$ 5,811.27
Body Worn Camera Archiving & Redaction	$ 1,166.67	$ 1,166.67	$ 1,166.67	$ 3,500.01	$ 3,500.01
Supplies and Equipment	$ 1,120.32	$ 1,902.19	$ 204.08	$ 3,226.59	
Fleet Services	$ 8,713.54	$ 5,925.87	$ 9,523.95	$ 24,163.36	$ 24,163.36
Technology Services	$ -	$ 49,821.31	$ 78,622.00	$ 128,443.31	$ 128,443.31
Total	$ 15,755.97	$ 60,753.13	$ 93,332.69	$ 169,841.79	$ 166,615.20

LBPD's Response:

LBPD respectfully submits the following clarifications and supporting context regarding the support for Other Direct Costs (ODC) billed under the contract. At the outset of the agreement, LBPD engaged directly with Metro staff to confirm expectations regarding the format and content of backup documentation. In September 2020, Metro staff reviewed a draft of LBPD's documentation and responded affirmatively that the format met their requirements. This

communication is attached for reference. While minor comments were provided on specific costs, Metro did not indicate that the overall documentation was inadequate or incomplete. Since that initial confirmation, LBPD has consistently used the same documentation format across all billing cycles, and no concerns were brought to our attention regarding its sufficiency until this audit. For Body Worn Camera (BWC) support, licensing, archiving, and redaction costs, LBPD maintains vendor invoices on file that directly substantiate the amounts billed to Metro. These invoices were maintained as part of our standard internal documentation procedures and were available to support the costs submitted to Metro. Regarding Fleet Services and Technology Costs, these services are provided by other City of Long Beach departments through established interdepartmental cost recovery processes. In accordance with our internal cost recovery procedures, we included detailed summary tables in each billing packet to reflect these costs associated with these internal services. These summaries were designed to provide clear and transparent support for the charges billed. Given this history of documented acceptance, the availability of supporting records, and our consistent application of approved practices, LBPD respectfully request that this finding be reconsidered.

Auditor Rejoinder:

Detailed cost schedules included with the invoices do not support how the billed amounts were calculated for ODC. Although Metro's acceptance that the format of these detailed cost schedules met their requirements, adequate source documentation should also be provided to support the amounts claimed on these detailed cost schedules. Without adequate documentation supporting the amounts claimed on the detailed cost schedules, we are unable to verify the validity of these amounts.

Recommendation 17: LBPD should provide Metro with adequate documentation to support ODC billings included above. Supporting documentation should include third party invoices, CPA audit reports, or the City of Long Beach Cost Allocation Plan. Metro's SSLE Department should also ensure LBPD's ODC billings are adequately supported before approving the invoices for payment.

D. Proactive Crime Policing Efforts, Principles of Campaign Zero's "Eight Can't Wait"/Use of Force

The objective of this section is to review the proactive crime policing efforts of LAPD, LASD and LBPD as well as evaluate whether their practices and policies are consistent with the principles of Campaign Zero's "Eight Can't Wait." This evaluation includes a review of the law enforcement agencies' proactive crime policing policies, a review of whether their programs are tailored to adapt to the modern transit policing environment, and a review of a sampling of their use of force reports to determine whether each of the law enforcement actions were consistent with the principles of Campaign Zero's "Eight Can't Wait."

In July 2023, Metro established a multi-layered deployment approach focused on implementing a more proactive policing and security program. This approach includes all of Metro's security partners and law enforcement agencies.

Concurrently with this new multi-layered deployment approach, in June 2023, Metro and the law enforcement agencies modified their agreements to include requirements that each agency's policing practices be consistent with the principles of "Eight Can't Wait." "Eight Can't Wait" was developed by Campaign Zero, a non-profit organization with the goal of promoting practices to reduce police violence. This campaign advocates for law enforcement agencies to adopt eight specific reforms designed to reduce police violence, including the use of deadly force.

To assess each agencies' compliance with the principles of "Eight Can't Wait" we (1) reviewed the law enforcement agencies' proactive crime policing policies, (2) evaluated whether their programs are tailored to adapt to the modern transit policing environment, and (3) conducted a sampling of each agency's use of force reports to determine whether those instances were consistent with the principles of Campaign Zero's "Eight Can't Wait."

Proactive Crime Policing Policies and Practices

Proactive policing is the practice of preventing criminal activity before it happens. It includes activities such as ensuring a visible use of police presence and adopting effective public engagement. SSLE and the law enforcement agencies have prioritized three key strategies during the audit period to enhance their proactive policing programs. First, the agencies are providing greater visibility on the system through a coordinated multi-layered deployment approach. Second, the agencies have been trained and have policies to prevent and respond to emergencies and extreme events. And third, the agencies are implementing community policing efforts as part of their transit services.

Multi-Layered Deployments and Increased Visibility

Since the beginning of the audit period, the law enforcement agencies and SSLE have been making efforts to provide a more visible and coordinated presence on the transit system. In July 2023, SSLE worked with the law enforcement agencies to develop a multi-layered deployment approach focused on identifying key roles for each of Metro's security and law enforcement operations:

- *Law Enforcement Agencies* -- LAPD, LASD and LBPD are responsible for enforcing the penal code on the system, conducting trespass investigations and ejecting individuals from the system.
- *Metro Transit Security's (MTS)* – MTS's primary role is to enforce code of conduct rules (e.g., disruptive activities, smoking, alcohol use, six-feet length limit for devices, etc.) by providing warnings, issuing citations and, where appropriate, requesting assistance from the law enforcement agencies.
- *Metro Ambassadors* – Metro Ambassador's role within the system is to support riders by connecting them to resources, report incidents, and identifying facility maintenance needs.

As part of this overall strategy, SSLE conducts weekly meetings with its partners to review emerging trends, identify "hot spots" of criminal activity, and to adjust deployments to address previously identified needs. This multi-layered approach is designed to reduce criminal activity by preventing its occurrence and generate more positive attitudes towards policing efforts and overall safety for the riding public.

These efforts at improved coordination have been aided by temporary increases in LAPD and LASD's staffing levels on the system as part of a system-wide law enforcement "surge." Largely due to an increase in aggravated assaults and robberies at Metro stations, LAPD and LASD agreed to deploy additional officers on the system. The goal of the surge was to increase the visibility of officers as well as increase enforcement to reduce crime on the system and provide a safer environment for riders.

The initial surge by LAPD occurred between September 21, 2023, and January 31, 2024. Two days a week, LAPD increased staffing by eleven personnel, each working 10-hour shifts. This enhanced staffing resulted in, among other things, 309 arrests, 181 citations, and 241 ejections from the system.

The success of this initial surge resulted in another enhanced deployment in March of 2024. Between March 4, 2024, and March 14, 2024, SSLE coordinated a Multi-Layer Planned Deployment (MLPD) between Metro Transit Security and the law enforcement agencies. In this enhanced deployment, LAPD provided nine additional staff for 9-hour shifts on Monday through Thursday. This additional staffing resulted in 22 arrests, 2 citations, and 113 ejections. LASD conducted similar surge activities on December 16, 2023, and from May 1, 2024, through May 31, 2024. While not solely attributable to the surge efforts, crimes against persons dropped

25.1%, crimes against property dropped 34%, and crimes against society (such as narcotics and trespassing) dropped 53% for the period from November 2023 through April 2024.

Finding 22: Given the importance of providing a visible presence on the Metro system, surges of law enforcement presence have had a positive impact on the overall safety on the system. This increased visibility has been aided by increased coordination between the law enforcement agencies and Metro Transit security, facilitated by SSLE.

Recommendation 18: Due to the success of the surge in reducing criminal activity on the system, Metro should consider conducting periodic surge activities. These enhanced deployments can have a significant and prolonged impact on crime, as well as the public's perception of safety, even after the surge has concluded.

Ability to Respond to Emergencies and Extreme Events

The law enforcement agencies have policies and practices in place to respond to emergency calls on the system. While LAPD, LASD, and LBPD have staff dedicated to the Metro system, they are not limited to those resources. Calls for assistance from non-transit officers are always available, including calls for service from other local law enforcement agencies.

Moreover, the law enforcement agencies have procedures designed to respond to more extreme events such as terrorism, explosives and other human-caused and natural occurrences. For example, LASD's strategic plan has an initiative dedicated to preparedness to natural disasters, acts of terrorism, assemblies, protests, mass violence, and other unusual events. This includes facilitating quarterly training sessions involving Metro, Amtrak, and Metrolink, to enhance preparedness. These efforts also include integrating technology enhancements from Metro to "strengthen prevention and response efforts."

Similarly, LASD's Manual of Policies and Procedures details its response protocols for extreme events and emergencies. LASD's Sheriff's Response Team (SRT) is trained in riot control, mass arrests, protest response and acts of terror and will respond to those types of incidents on the transit system. Additionally, LASD's Transit Services Bureau (TSB) uses its K9 units to conduct proactive searches for explosives at Metro stations and these K9 officers are trained to be current on trends in terrorism, explosive recognition and other credible threats. Finally, the TSB's Special Assignment Unit is expanding its training programs to increase their capabilities with chemical, biological, radiological, nuclear and explosive incidents. These training programs are designed to expand their expertise in addressing potential hazards related to mass transit.

Finally, LBPD has several portions of its police manual setting forth policies and practices related to the prevention of extreme events such as terrorism. The manual details how the agency will respond to a mass event. Anti-terrorism efforts include detailed efforts to identify and report suspicious activities. Moreover, in the event of an extreme event, LBPD has developed criteria for identifying the nature of the event and the response procedures.

Finding 23: The law enforcement agencies have policies and practices to respond to calls for service that require additional non-transit staffing and those related to emergency and extreme circumstances.

Community Policing Efforts

The U.S. Department of Justice describes community policing as the focus "on crime and social disorder through the delivery of police services that includes aspects of traditional law enforcement, as well as prevention, problem-solving, community engagement, and partnerships." Each of the three agencies espouse community policing practices. Set forth below is a high-level summary of these community policing policies and practices.

LAPD includes community policing policies within their strategic plan. In their Strategic Plan 2023 – 2025, Goal 1 focuses on their strategies to "Protect Los Angeles" and includes seven initiatives, one focused solely on reducing crime related to the Metro system. Within these initiatives, LAPD includes several activities related to community policing including using a Community Safety Partnership relationship-based approach to policing. This approach is based on fostering community interactions within foot beat patrols, training officers on crime prevention strategies, and working more closely with Metro to improve training. LAPD also emphasizes in the plan that it engages in monthly "wrap sessions" with bus operators to emphasize their proactive approach and develop trust between the agency and Metro staff.

The Transit Services Bureau within LASD prepared Community Policing Plans for both FY23 and FY24. These documents walk through the multi-layered services provided by the agency by focusing on transit policing from a community-based perspective. This multi-layered system includes two units primarily focused on community-oriented services:

- *Transit Mental Evaluation Teams* – teams that respond to mental health crises and homelessness issues on the system. These teams include sworn officers and clinicians from the LA County Department of Mental Health.
- *Commuter Enhancement Team* – deputies that provide high visibility on Metro's platforms and trains including practices to engage patrons and operators to ensure their concerns are heard and they feel safe riding the system.

LBPD police officers, including those that serve transit, are trained in community policing. Each geographical division within the city has proactive teams consisting of sworn employees and civilian support staff who promote personal safety and crime prevention. Beat officers conduct "walk and talks" by periodically stopping their patrols to discuss with the community members issues of importance to the public. Along with beat officers, representatives from LBPD represent the department at neighborhood meetings, community events, business meetings, and nonprofit group functions.

Finding 24: All three law enforcement agencies have policies and strategies that implement community-based policing. While it is difficult to effectively measure the effectiveness of community policing with the given metrics collected by SSLE, one key metric is visibility. As recommended in Section A above, LAPD and LBPD need to more effectively demonstrate their overall visibility on the system.

Recommendation 19: Metro should consider developing and collecting data on the effectiveness of the agencies' community-based policing efforts. Such metrics could include survey data from customers and Metro staff, and the number of community events each agency participates in related to transit services.

Law Enforcement Programs Tailored to Transit Environment

As discussed above, SSLE has developed a process to work with the law enforcement agencies and other SSLE assets to provide a more tailored and coordinated presence on the transit system. In July 2023 and in collaboration with the law enforcement agencies, SSLE developed a multi-layered deployment approach.

SSLE identified four key strategies for assessing security needs on the system and identifying effective deployment strategies:

- *Strategic Coverage* – providing strategic coverage using flexible staff and roving teams of officers to ensure coverage of all areas of the Metro system and ensure a highly visible presence for customers.
- *Targeted Deployment* – targeting deployments to focus on high-crime areas, especially those areas experiencing high numbers of drug-related offenses and Code of Conduct violations help reduce criminal activity.
- *Public and Community Engagement* – conducting regular engagement with the public to fostering public trust, build relationships and gather valuable feedback on safety concerns on the system.
- *Training for Emergencies and High Stress Situations* – training on a regular basis to improve how officers respond to overdoses, medical emergencies, and other high-stress incidents.

On Monday of each week, the law enforcement agencies meet with SSLE (including MTS and Metro Ambassador leadership) to discuss the prior week's crime trends, identify any anticipated events and adjust deployments appropriate to the emerging trends on the system.

As an example of this process, the law enforcement agencies and SSLE identified 80 unique locations from various data sources including crime statistics, arrests, the transit watch app, social media, informal rap sessions with employees, employee feedback and law enforcement service requests. From this data, they identified 36 "pain point" locations for targeted deployments. "Pain point" locations are areas of high crime and/or code of conduct violations.

The goal of identifying these “pain point” locations was to develop a deployment strategy to ensure 100% presence of security, law enforcement or Ambassadors in those areas. The goal was to deter criminal activity and, where necessary, respond to calls for services more quickly. Set forth below in Table 27 is a sample deployment within the 36 locations identified as “pain points”:

Table 27: Sample "Pain Point" Deployment Schedule

	Station	Fixed	Riding Teams	Roving/Patrol	LE Fixed	LE Train Riding	LE Rover	Ambassador Fixed	Ambassador Rover
1	7th Street / Metro Center	4			4			12	10
2	Allen		2			2	4		6
3	Chatsworth			2			4		2
4	Chinatown		2			2			2
5	Downtown Long Beach	6			2				2
6	Downtown Santa Monica	8			2				2
7	Expo / Crenshaw		2			2			2
8	Expo / La Brea		2			2			2
9	Expo / Vermont					2			2
10	Grand / LATTC		2			2			2
11	Grand Av Arts / Bunker Hill	2			4			4	2
12	Harbor Freeway	2				2			8
13	Harbor Gateway Transit Center	2					4		2
14	Hawthorne / Lennox		2			2			8
15	Hollywood / Highland	2				2			2
16	Hollywood / Vine	4				2		2	2
17	Hollywood / Western	2				2		2	2
18	Indiana		2				2		2
19	La Cienega / Jefferson		2			2			2
20	LATTC / Ortho Institute		2			2			2
21	Little Tokyo / Arts Dist	2				2		2	
22	North Hollywood	10				4		4	4
23	Pershing Square	2							2
24	Pico		2			4			
25	Redondo Beach	2					6		2
26	Reseda	2		2			4		2
27	Sierra Madre Villa	2				2	4		2
28	Slauson		2			2			2
29	Union Station	10			4	2		12	4
30	Universal City / Studio City	2				4		16	
31	Vermont / Santa Monica	2				2			2
32	Vermont / Sunset	2				2			2
33	Westlake / MacArthur Park	4			4			6	2
34	Willowbrook / Rosa Parks	8			4		6		10
35	Wilshire / Vermont	4			2	2		16	2
36	Wilshire / Western	2				2			2

The data sets that formed the basis of the above deployment are updated regularly to identify "pain points" and allow for real time adjustments in the overall deployment of all SSLE assets.

Finding 25: Working with SSLE, the law enforcement agencies have expanded their use of data to tailor their services more effectively to deter crime. Data from a diverse mixture of sources are used to identify areas within the system that are experiencing higher than usual Code of Conduct violations and criminal activity. SSLE and law enforcement then use this data to tailor deployments and address these "pain point" areas on a regular basis.

Consistency with Eight Can't Wait

In June 2023, LAPD, LASD and LBPD amended their agreements with Metro to include language that each agencies' policing activities would be consistent with the principles of "Eight Can't Wait." The "Eight Can't Wait" principles developed by Campaign Zero advocates for law enforcement agencies to adopt eight reforms designed to reduce police violence:

- *Ban Chokeholds and Strangleholds* -- "Both chokeholds and all other neck restraints must be banned in all cases."
- *Require De-Escalation* -- "Require officers to de-escalate situations, where possible, by communicating with subjects, maintaining distance, and otherwise eliminating the need to use force."
- *Require Warning Before Use of Deadly Force* -- "Require officers to give a verbal warning in all situations before using deadly force."
- *Exhaust All Alternatives Before Use of Deadly Force* -- "Require officers to exhaust all other alternatives, including non-force and less lethal force options, prior to resorting to deadly force."
- *Duty to Intervene* – "Require officers to intervene and stop excessive force used by other officers and report these incidents immediately to a supervisor."
- *Ban Shooting at Moving Vehicles* -- "Ban officers from shooting at moving vehicles in all cases."
- *Require Use of Force Continuum* -- "Establish a Force Continuum that restricts the most severe types of force to the most extreme situations and creates clear policy restrictions on the use of each police weapon and tactic."
- *Require Comprehensive Reporting* -- "Require officers to report each time they use force or threaten to use force against civilians. Comprehensive reporting includes requiring officers to report whenever they point a firearm at someone, in addition to all other types of force."

To evaluate whether the agencies follow these principles, this audit (1) reviewed existing policies and identified where in their directives or California government code the principles are articulated and (2) reviewed (when available) a sampling of each agencies' Use of Force reports related to their patrol of the system to confirm that those policies are being applied in practice.

Law Enforcement Agencies Policies and Directives

As part of reviewing the overall application of "Eight Can't Wait", a review was conducted of each agency's policies to ensure that the core principles are documented and part of the overall practices of the agency. Table 28 below indicates each of the principles of "Eight Can't Wait" and indicates where in each agency's directives or the California Government Code the principles are articulated.

Table 28: Eight Can't Wait

8 Can't Wait Principle	LAPD	LASD	LBPD
Require De-Escalation	Use of Force –Directive 1 September 2023 Policy Use of De-Escalation Techniques	LASD Manual 3-10.009.00 Force Prevention and De-Escalation Principles	Manual of LBPD 10.3.3 De-Escalation
Require Use of Force Continuum	Use of Force –Directive 1 September 2023 Policy Proportionality Factors Used to Determine Reasonableness	LASD Manual 3-10/004.00 Use of Force Terms Defined Proportional	Manual of LBPD 10.5 Totality of Circumstances Proportional
Ban Chokeholds and Strangleholds	2023 Dept. Manual-1st Quarter 214.50 Government Code Ch. 17.4 Section 7286.5	LASD Manual 3-10/025.00 - Carotid Restraint and Choke Holds Government Code Ch. 17.4 Section 7286.5	Manual of LBPD 10.12.1 Carotid/Neck Restraint Government Code Ch. 17.4 Section 7286.5
Require Warning Before Use of Deadly Force.	Use of Force –Directive 1 September 2023 Policy Verbal Warnings CA Penal Code 835a	LASD Manual 3-10/045.00 Use of Deadly Force and Firearms	Manual of LBPD 10.3.4 Verbal Warnings CA Penal Code 835a
Ban Shooting at Moving Vehicles	Use of Force –Directive 1 September 2023 Policy Shooting at or From Moving Vehicles	LASD Manual 3-10/055.00 Use of Firearms Against Vehicles and/or Occupants of Vehicles	Manual of LBPD 10.5.4 Police Officer – Shooting at Moving Vehicles
Exhaust All Alternatives Before Use of Deadly Force	Use of Force –Directive 1 September 2023 Policy Use of Force-Deadly Department's Evaluation of Deadly Force Objectively Reasonable	LASD Manual 3-10/004.00 Proportional 3-10/009.00 Force Prevention and De-escalation Principles	Manual of LBPD 10.5 Police Officer – Force Policy Objectively Reasonable
Duty to Intervene	Use of Force –Directive 1 September 2023 Policy Requirement to Intercede When Excessive Force is Observed	LASD Manual 3-10/030.00 Unreasonable Force and Duty to Intervene	Manual of LBPD 10.3.2 Duty to Intervene
Require Comprehensive Reporting	LAPD Dept Manual 4/245.05 Use of Force –Directive 1 September 2023 Drawing or Exhibiting Firearms	LASD Manual 3-10/100.00 Use of Force Reporting - Dept. Member Responsibilities 3-10/038.00 - Reportable Use of Force and Force Categories	Manual of LBPD 10.9.1 Use of Force -Involved Employee Responsibilities

Finding 26: Each of the law enforcement agencies have policies and directives that are consistent with the principles of "Eight Can't Wait."

Review of Use of Force Reports

To evaluate whether LAPD, LASD and LBPD's policing practices are consistent with the principles of "Eight Can't Wait", this study sought to review a sampling of each agency's Use of Force reports related to their policing of Metro's system. California codified the practice of requiring use of force reports by mandating that law enforcement agencies report to DOJ any use of force by a peace officer against a civilian that results in serious bodily injury or death. (Government Code section 12525.2(a)(2)).

Use of force reports are essential to both safeguard the rights of the public and to preserve the integrity of the law enforcement agency by providing a detailed look at each time an officer uses force against a member of the public. Use of force is defined by the International Association of Chiefs of Police (IACP), as:

> "[U]se of force is the amount of effort required by law enforcement to achieve compliance or overcome a subject's physical resistance to any command, arrest, or detention…… Use of force may include, but is not limited to, use of chemical or electronic force; open- handed strikes, punches, or kicks; displaying a firearm for purposes of compelling compliance; discharging a firearm; or using physical intervention with a vehicle that could reasonably result in injury or death."

As part of this review, a request was made to each law enforcement agency to provide access to their use of force reports for incidents that occurred on Metro's system during the audit period. This request was made pursuant to the contractual requirement within their agreements that the agencies provide Metro with relevant documentation related to the provision of their services.[3]

Los Angeles Police Department

For the calendar year 2023 and approximately the first three quarters of calendar year 2024, LAPD recorded 162 use of force incidents. Overall, the use of force incidents primarily occurred on the rail system (82%) with a smaller percentage occurring on buses or other locations (18%). Most incidents arose from visual observation by LAPD officers with the remaining incidents being reported by citizens or radio calls from security. LAPD also breaks down the data by race,

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[3] An example of this requirement from Metro's contract with LASD (Modification #5) states:

> "Contractor will collect and report data consistent with local, state, and federal laws and regulations. LACMTA related data will be provided upon LACMTA's request." (See, 2.0 Reporting Requirements)

gender, age, homeless status, mental health condition, and booking charges and reasons for contact.

As part of this study, a random sample of 5 use of force reports from 2023 and 5 from 2024 were reviewed. The use of force reports included a summary of the incident, statements by witnesses and evaluation reports from supervisors and other senior officers. The summaries included information related to the reason for the contact, the steps taken by officers to interview or detain the suspects' actions, the nature of the use of force and efforts used to de-escalate prior to the use of force.

The two most common reasons for the initial contact with suspects involved trespassing or confronting individuals threatening Metro customers or employees. The types of force applied ranged from striking suspects in self-defense, use of firm grips, use of body weight to detain or subdue a suspect, physical restraint of arms and chest, physical takedowns and use of joint locks (holds that are applied to an opponent's joints to force them to submit).

As part of the review, the officers' actions were evaluated against the applicable "Eight Can't Wait" principles. While the individual incidents did not directly involve all aspects of the Eight Can't Wait campaign, each file contained enough details to address the principles applicable to the occurrence. The two most common principles at issue related to ensuring that the officers made reasonable attempts at de-escalation and only using force necessary or appropriate for the resistance offered by the suspect. The files displayed a consistent application of the related use of force policies that contain the principles of "Eight Can't Wait."

It is relevant to note that in a small number of the incidents, the use of force reports indicated that the responding officers were counselled on how they handled the overall incident including requiring officers to participate in additional training on departmental policies. These were minor violations that did not impact the principles of "Eight Can't Wait." These corrective actions validate that the overall policies and procedures for LAPD are internally actionable and, if violated, officer's conduct will be formally addressed.

Finding 27: In a sample review of LAPD use of force reports that occurred during the audit period, no significant instances of non-compliance with the principles of "Eight Can't Wait" were identified.

Long Beach Police Department

For the audit period, LBPD reported 2 use of force incidents. As part of this study, both use of force reports was reviewed to evaluate compliance with the principles of "Eight Can't Wait."

In the first incident reviewed, officers were involved in attempting to remove an intoxicated passenger who was sleeping on a train that was no longer in service. The use of force involved the physical removal of the individual from the train that included grabbing her wrists and arms after being spit on and holding on to a pole within the train to obstruct removal.

In the second incident reviewed, use of force was applied to break up a verbal and physical altercation between to male customers on a train platform. To prevent further physical contact between the two customers, the officers grabbed the individuals by the wrists and arms, as well as pushing the suspects away from each other.

In both incidents, the use of force reports was reviewed to identify any actions that might be contrary to applicable principles. In neither incident were the actions of the officers inconsistent with "Eight Can't Wait." Furthermore, there is no indication that any of the officers involved needed to receive any type of corrective action.

Finding 28: In a review of LBPD's use of force reports that occurred during the audit period, no instances of non-compliance with the principles of "Eight Can't Wait" were identified.

Los Angeles Sheriff's Department

For the audit period, LASD recorded 142 use of force incidents. As part of this review, we reviewed a random sample of 10 use of force reports, 5 each from FY 2023 and FY2024. The use of force reports included a summary of the incident prepared by the deputy involved. Like the LAPD and LBPD reports, the summaries included information related to the reason for the contact, the steps taken by officers to interview or detain the suspects' actions, the nature of the use of force and efforts used to de-escalate prior to the use of force.

As with the other agencies, the usual reason for the initial contact with suspects involved trespassing (or removing riders at the end of the line) or confronting individuals who have threatened Metro customers or employees. The most common type of force applied ranged from physical actions necessary to restrain a suspect such as the use of body weight or firm grips. In each instance reviewed, the files displayed a consistent application of the related use of force policies that contain the principles of "Eight Can't Wait."

Finding 29: In a sample review of LASD use of force reports that occurred during the audit period, no significant instances of non-compliance with the principles of "Eight Can't Wait" were identified.

Recommendation 20: SSLE should annually conduct a sample of it choosing to review of use of force reports prepared by the law enforcement agencies to review whether the agencies' practice comply with the principles of "Eight Can't Wait."

E. Metro System Security and Law Enforcement Department Non-Law Enforcement Personnel and Activities

Metro's System Security and Law Enforcement (SSLE) Department is charged with the ongoing oversight of the contracted law enforcement services as well as the operations of other Metro safety and security resources. The purpose of this task is to review and evaluate oversight and supervision of contracted law enforcement services and document how additional safety and security resources compliment those services. To accomplish this, we performed the following analyses:

- Evaluated the adequacy of SSLE's oversight of the law enforcement services contracts to ensure compliance with contract requirements.
- Documented what services Metro has within the SSLE unit to address other safety and security issues facing Metro and whether those services appear to be addressing the needs of the agency.
- Considered whether the non-law enforcement supplemental services support law enforcement and address the safety and security issues facing Metro.

SSLE Oversight of Law Enforcement Services Contracts

SSLE is responsible for the monitoring and oversight of the law enforcement contracts on behalf of Metro. This oversight is to confirm that contractual requirements are being complied with and ensure that *the law enforcement agencies are providing a visible presence on the system to address and deter criminal activity.*

During the last several years, previous audit reports have identified the oversight of these contracts as a significant concern, and numerous recommendations have been made to strengthen SSLE's processes. Specifically, past reports have included recommendations to validate officer visibility on the system including SSLE conducting on-site field reviews, enhancements to the use of TAP cards to track law enforcements' movements in the field, and the implementation of GPS technology to track law enforcement deputies' locations. SSLE has made strides in improving its monitoring and oversight, but as discussed below, continued efforts are needed to ensure compliance.

Set forth below, we discuss how SSLE has made improvements in safety and security resources to improve overall visibility on the system and their efforts to validate law enforcement presence on the system.

SSLE Efforts to Achieve Law Enforcement Visibility on the System

As will be discussed more fully below in the section entitled "Documenting SSLE Resources Deployed to Address Safety and Security", SSLE has implemented a new approach for how it

deploys resources on the system entitled the “Multi-Layer Planned Deployment.” The approach establishes a multi-layered deployment of resources to address emerging safety and security issues on the system. The plan uses real-time data to identify “hot spots” on the system by categorizing high-risk stations and rail lines. This data is then used to isolate targeted stations and lines and develop a coordinated deployment strategy utilizing each of SSLE’s key resources. In addition to this multi-layered approach, SSLE developed a more comprehensive set of strategies to address safety and security concerns on this system through its FY24 Annual Workplan (FY24 Workplan). The FY24 Workplan builds on the multi-layered approach and applies similar principles throughout the entire system.

To more effectively implement these new approaches, SSLE holds weekly deployment meetings with the law enforcement agencies and its other safety and security resources. The purpose of these meetings is to review current crime and misconduct data by location and evaluate whether deployments should be adjusted. These meetings are also used to discuss any specific campaigns to be implemented (e.g. drug free campaign, etc.) or other operational issues. According to our interviews with the law enforcement agencies and SSLE, these meetings have significantly improved communication and coordination between the parties. The agencies are better able to reach consensus on areas of concern on the system and how to utilize all Metro resources to address them.

Finding 30: SSLE’s multi-layered deployment approach has significantly improved the coordination and collaboration between itself, the law enforcement agencies and other Metro safety and security resources. This coordination is enhanced by more productive weekly meetings between the parties that focus on current conditions and targeted deployments.

SSLE Efforts to Validate Law Enforcement Visibility on the System

A critical element of SSLE’s monitoring and oversight of the law enforcement agencies is focused on ensuring law enforcement personnel are on the system as assigned. In 2021, SSLE developed and implemented a *Compliance Review Standard Operating Procedure* (SOP). The SOP outlines an approach to conduct reviews to ensure that billings are consistent with the contract terms and ensure that contracted law enforcement personnel are present and providing the relevant services.

As discussed in more detail in Task A of this report entitled “Visibility of Contract Law Enforcement Personnel”, Metro primarily relies on three means of validating law enforcement’s presence on the system: field reviews, CCTV footage and reviews of weekly deployment sheets. While SSLE should continue to employ those means in the short term, we found that these tools are not a cost-effective means to routinely and independently verify the law enforcement agencies’ actual presence. Moreover, these tools do not represent a comprehensive monitoring and oversight mechanism, and it is recommended that SSLE continue to work with the law enforcement agencies to develop a more efficient and cost-effective means to validate their

presence and activity on the system. This recommendation includes evaluating whether it is feasible to implement LASD's DAL system across all the law enforcement agencies.

Key Performance Indicators (KPIs) and Establishing Baselines

While the implementation of the multi-layered approach has meaningfully improved SSLE's coordination of its safety and security resources, SSLE still has not developed an effective system for collecting KPI data from the law enforcement agencies. Moreover, SSLE has not developed specific baselines for those KPIs.

The contracts with the law enforcement agencies require the collection of several KPIs that are designed to allow Metro to evaluate the effectiveness of the law enforcement services. These KPIs include, but are not limited to, the monthly number of foot and vehicle patrols, and the monthly number of bus and train boardings, key elements for evidencing law enforcement visibility on the system. The law enforcement agencies, however, do not universally provide actual data for these KPIs. For example, the following represents the data collected with respect to foregoing KPIs during the audit period:

- *Rail Boardings:*
    - LAPD -- did not report boardings and rides for either fiscal year.
    - LASD -- did not report boarding and rides for FY23.
    - LBPD -- reported data that represents the estimated number of rail boardings and rides based on protocols and schedules, but they do not track actual boardings and rides.
- *Foot Patrols (Bus and Rail combined):*
    - LAPD -- for both FY23 and FY24, LAPD reported statistics that represent the estimated numbers of foot patrols based on protocols and schedules developed by the agency.
    - LASD -- reported the estimated numbers based on scheduling for FY23 but for FY24 provided the actual number of foot patrols for the year.
    - LBPD -- for both FY23 and FY24, LAPD reported statistics that represent the estimated numbers of foot patrols based on protocols and schedules developed by the agency.
- *Vehicle Patrols:*
    - LAPD -- does not have assigned vehicle patrols to the Metro system but uses existing non-system assigned patrol units to respond to calls, so no reporting is required.

- LASD -- did not report any vehicle patrol data for FY23, but did report their annual numbers for FY24.
- LBPD -- reporting is based on an estimate of patrol hours based on existing schedules, not based on actual data.

Finding 30: SSLE does not routinely collect all KPI data as required by the law enforcement contracts. Moreover, some of the data that is collected represents estimates based on the presumed schedules of staff and are not based on actual numbers.

Recommendation 21: SSLE should collect data on each of the KPIs listed in the law enforcement contracts. Where possible, this data should be based on actual numbers, not estimates associated with scheduled personnel assignments.

Setting baselines for KPIs is critical to providing quantifiable benchmarks for measuring progress towards strategic goals, enabling organizations to track performance, identifying areas for improvement, and making data-driven decisions. KPIs promote accountability and provide motivation for organizations to improve performance.

Previous reports have emphasized the need for SSLE to establish performance baselines for KPIs to provide guidance to the law enforcement agencies as to acceptable levels of visibility, but also to hold them responsible for failures to achieve those baselines. These baselines could be included within future workplans and become a part of the weekly discussions between SSLE and the law enforcement agencies.

Finding 31: SSLE has not established baselines for the KPIs defined in the law enforcement contracts.

Recommendation 22: SSLE should develop annual baselines for the KPIs set forth in the law enforcement contracts. This should include baselines for key visibility KPIs including rail and bus rides, vehicle patrols and foot patrols. These goals can and should be adjustable based on changes in deployments or changes in strategic focus. This recommendation is consistent with recommendations made in prior reports.

Documenting SSLE Resources Deployed to Address Safety and Security

SSLE is tasked with implementing Metro's public safety mission statement to "safeguard the transit community by taking a holistic, equitable, and welcoming approach to public safety." As part of their roles and responsibilities they provide an oversight of a multifaceted deployment of resources that include the following:

- *Contract Law Enforcement* -- LAPD, LASD and LBPD provide law enforcement services on Metro's transit system.
- *Metro Ambassadors* – Ambassadors provide a visible presence on the system to enhance riders' sense of personal safety and security by helping the riders navigate the system,

anticipate their needs, proactively engage customers and connect vulnerable riders to resources. Ambassadors also may call law enforcement if there is a safety incident.

- *Metro Transit Security (MTS)* -- MTS provides security at Metro facilities through mobile security units. These units patrol the various Metro facilities and provide a visible security presence for those facilities including riding buses, walking transit stations and enforcement for code of conduct violations. These units also oversee the contracted private security personnel that are posted throughout Metro facilities.
- *Contract Security* – Contract Security is responsible for the protection of Metro's critical infrastructure and facilities including bus divisions, maintenance divisions, terminals, stations, and specified parking lots.
- *Homeless Outreach Teams* – Metro Homeless Outreach teams provide specialized care functions helping people access housing and other vital services to deter sheltering on the Metro system. Outreach teams also carry naloxone (a medicine to reverse Opioid overdoses) to help prevent overdose deaths on the system.

Multi-Layer Planned Deployment

In July 2023, SSLE sought to refine the way in which these resources were deployed by developing an approach entitled the Multi-Layer Planned Deployment plan. The goal of this approach is to deliver a cost-effective, multidisciplinary set of resources that provide enhanced coverage and visibility to deter crime and give riders and Metro staff a greater sense of safety and security. The approach emphasizes employing the most effective resource based on the nature of the task and deploying enhanced resources to areas at higher risk for criminal activity. Teams are deployed in the following categories: End of the Line Stations, Focus Stations, Riding Teams, and Station Rovers. Set forth below is a summary of the objectives and tasks for each of these designated assignments.

End of the Line Stations

End of the Line (EOL) stations have unique safety and security challenges. Being at the beginning and end of each service, EOL stations often face overcrowding, unhoused riders remaining on the system, and increased criminal activity. To address these issues, Metro's multi-layered plan increases visibility at EOL stations by providing an additional security presence (law enforcement, MTS and Contract Security) and customer service assistance from Ambassadors.

The increased law enforcement and security presence protects against loitering, deters criminal activity and helps to ensure a safe environment for custodial cleaning efforts and rail operators. The increased Ambassador presence improves the overall customer experience, assists customers along in finding accessible transit connections, and creates opportunities to connect people experiencing homelessness with partner or local care-based agencies.

Focus Stations

As part of addressing increased criminal activity on the system, Metro has sought to identify "hot spots" on the system where there exist risks of higher criminal activity and code of conduct violations. Adhering to the Board approved Bias-Free Policing Policy and other anti-discrimination measures that limit the use and collection of crime data in specific ways, SSLE uses a combination of methods to identify these "hot spots." To begin the process, Metro gathered feedback from riders about how they value the presence of safety resources on the system. The feedback from customers emphasized the desire for a balanced approach to providing safety and security throughout the system (e.g., avoid a strong focus on just one type of service).

To complement the user feedback, SSLE selected different measures to assess areas of greatest need. It selected three datasets to help identify areas of safety concern including the top 20 rail stations by Crimes Against Persons, the top 2 rail lines by Crimes Against Persons, and the top 10 bus lines by Operator Assaults. Focus stations were then identified based on these datasets to maximize the impact of additional resources by using a balanced approach to assigning safety teams.

Once these focus stations were identified, SSLE created a deployment that increased both the use of MTS and Ambassadors at these stations. MTS creates a visible presence at the station to deter unwanted behavior, prevent re-entry of fare evaders exited from the system, and report on any safety and security issues. Ambassadors create additional visibility, enhance customer experience, and report incidents of safety concerns and lack of cleanliness at the stations.

Riding Teams

New riding teams were developed to ride trains between three different rail stations. These teams were comprised of members of MTS, the law enforcement agencies and the Ambassadors. MTS and the law enforcement agencies are tasked with deterring illicit activity and code of conduct violations, increasing riders and employee confidence in a safe system, and reducing fare violations. The Ambassadors primary role is to improve the overall customer experience and reporting safety and cleanliness issues. SSLE uses a similar system to identify Focus Stations to determine which three lines to use for the riding teams.

Rover Stations/Locations

The final part of the new deployment approach involves the creation of Rover Stations for the deployment of Ambassadors, Contract Security the law enforcement agencies. This strategy is focused on developing a sustained presence of law enforcement and Contract Security across the system where resources may otherwise be sparse. Contract Security provides visibility at designated stations, responds to calls for service and reports on safety and security issues. Law enforcement agencies provide high visibility at key stations and respond to criminal activities as well as keeping the area free from loiterers. Ambassadors ride trains and buses and exit at

designated stations to both enhance customer experience and conduct station checks (including elevator and escalator checks).

To assist with implementing rover stations, the OIG agreed to allow Ambassadors to assemble for morning assignments and debrief at end of shifts in the Transit Court South space at Willowbrook station.

Table 29 below is a sample of staffing by resource for multi-layered deployment:

Table 29: Sample Mult-Layer Planned Deployment – Targeted Stations

Multi-Layer Planned Deployment -- Effective 11/13/23										
Line	**Target Stations**	**End of Line**	**MTS (am and pm)**	**Ambassadors (Planforms/Riding am and pm)**	**Outreach Teams (Roving)**	**CS (am and pm)**	**LAPD W2, W4 & W3**	**LAPD (am, pm and em)**	**LBPD (am and pm)**	**Total LE and Security**
E	DTSM	X	4	0	1	0		2		6
E	Expo/Western (F)		2	0	1	0	0		0	2
E	Atlantic	X	2	0	1	2		2	2	6
A (ADD)	Willow St. (F)		2	0	0	0				2
A	DTLB	X	4	0	1	2		4		8
A/C	Willowbrook/Rosapark (F)		6	0		2		2		12
C	Norwalk	X	0	0	0	2		2		4
C	Redondo Beach	X	0	0	0	2				4
A	Chinatown Arcadia Lake (F)		2	0	0	0	0	2		2
A	APU/Citurs College	X	2	0	0	2				6
B/D	Union Station (B/D)	X	4	2	1	2	2			8
B	North Hollywood	X	4	6	1	2	4			10
B	Westlake/McArthur Park		2	6	1	2	4			8
B	Vermont/Santa Monica (F)		4	0	1	2	0			6
Riding Between Stations										
E	Expo/Crenshaw to Expo		1	2	0	0	2			3
B	Vermont/Sunset to Western		1	2	0	0	2			3
A/C	Compton to LB Blvd		1	10	0	0		2		3
A	APU to Irwindale		0	6	0	0		2		2
A	Union to Lincon to Monrovia		1	0	0	0		2		3
E	Indiana to Atlantic		0	2	0	0		0		0
A (ADD)	Pacific Ave to Willow St.		1	0	0	0		0	2	3
Rove (Mobile Unit)										
C	Hawthorne to Athens		1	0	0	0		0		
Total			**44**	**36**	**8**	**20**	**14**	**20**	**4**	**102**

Cost Effectiveness of a Multi-Layered Deployment Approach

The multi-layer approach described above has the advantage of increasing visibility on the system in a more cost-effective manner than solely using the law enforcement agencies. By using resources from MTS, Contract Security, Ambassadors and Homeless Outreach services, Metro can significantly reduce the hourly costs associated with establishing an additional presence on the system. Table 30 below summarizes the FY24 average hourly costs per public safety layer and shows how using resources beyond the law enforcement agencies, SSLE can increase visibility at a much lower percentage of the costs.

Table 30: Hourly Service Level Cost by Type of Resource

Service Level Costs	
Public Safety Layer	Fully Burdened Cost
LAPD	$187.66
LASD	$119.75
LBPD	$158.55
Metro Security (Unarmed)	$41.74
Metro Security (Armed)	$55.11
Contract Security	$43.70
Ambassador	$40.01
Homeless Outreach	$64.92

In determining how to best deploy its resources, SSLE looks to balance several variables including the cost of service, its appropriateness for the task at hand, and the effectiveness of each deployment. In other words, while law enforcement agencies may be required to respond to more violent crime activities, day-to-day interactions on public transit can be more efficiently managed by less costly internal or contracted security staff. By utilizing lower cost alternatives, Metro can address ongoing safety concerns and the desire for increased visibility in a more cost-effective manner.

Review of the Non-Law Enforcement Transit Safety and Security Resources

This section will review the three key resources that have been re-aligned as part of the multi-layered deployment to identify their enhanced responsibilities and how they are supplementing the roles played by the law enforcement agencies: Contract Security, MTS, and Ambassadors.

Contract Security

Contract Security is responsible for the protection of Metro's critical infrastructure and facilities including bus divisions, maintenance facilities, terminals, and stations. This includes patrolling and securing facilities, crowd control for special events and bus bridges. Contract security officers also offload trains at the end-of-line (EOL) stations. This operation deters patrons from riding the system without a valid fare and allowing Metro staff to clean the trains and provide security support for Metro employees performing their duties. Contract security personnel are certified by the Bureau of Security and Investigative Services, a state agency that licenses and regulates private security services.

SSLE has enhanced the role of contract security as part of its multi-layered deployment strategies. In July 2023, Metro entered into an agreement for private security services with Universal Protection Service (for the North region) and Inter-Con Security Systems (for the South region). The service was broken into two regions to allow for increased coverage of Metro infrastructure and facilities. The contract's scope of services is designed to protect critical infrastructure, improve security at bus/rail facilities and provide a level of reassurance for Transit Ambassadors and Homeless Outreach Teams at transit stations. The new contract increased overall staffing from 2,093 daily hours provided by 261 staff to 2,592 hours provided by 372 staff. This represents an increase of approximately a 42.5% increase in staffing and a 24% increase in total daily hours.

In addition to increased staffing, SSLE has also enhanced the ability of contract security to address unlawful behavior. Historically, when contract security observed an incident, they would contact one of the law enforcement agencies to provide a law enforcement response. With the new contract, Metro has changed its approach to allow private security to "engage" bad actors. Where contract security observes activity such as trespassing, graffiti, assault, or other disorderly conduct, they can detain those individuals until law enforcement arrives to make an arrest and process the individual.

MTS is responsible for oversight of contract security. Deployments are generally predetermined with deployment at every subway station and dedicated staffing for end of the line stations during the hours from 6:00 a.m. to 10:00 p.m. Contract Security also have roving patrols to address areas experiencing higher incidents of disruption or illicit activity. MTS works in collaboration with the other elements of the multi-layered deployment to determine when and where roving patrols should be deployed.

Finding 32: At less than half the cost of law enforcement personnel, contract security provides an efficient means to protect Metro's infrastructure while at the same time providing a level of overall deterrence of criminal behavior at Metro facilities.

Metro Transit Security (MTS)

MTS provides security for Metro facilities and operations to ensure a safe transit environment for Metro employees, patrons and Metro property. This includes the bus division facilities, bus and rail maintenance facilities, parking lots, and other facilities. Their responsibilities include code of conduct enforcement, opening/closing stations, bus and train riding, de-escalation of potential incidents, revenue collection and administration of naloxone, also known as Narcan and CPR, if necessary.

In March 2023, the Metro Board approved the funding to hire 48 additional MTS officers to create a permanent bus riding team that is deployed to those lines experiencing higher frequencies of public safety issues. The role and responsibilities of MTS have expanded substantially over the past few years and now includes primary responsibility for enforcing Metro's Customer Code of Conduct on the system, including fare enforcement.

Enforcing fare compliance with the Metro system, as well as the Metro Customer Code of Conduct is a key element of Metro's safety and security mission. Table 31 shows the citations for Metro Customer Code of Conduct violations, including those related to transit fares. The number of Metro Customer Code of Conduct violation citations increased substantially following the implementation of the multi-layered deployment approach, increasing by 58%.

Table 31: MTS Citations for Code of Conduct Violations

Citations for Customer Code of Conduct Violations	
Fiscal Year	**Citations**
FY23	3,837
FY24	6,069

Parking enforcement is also an important function to ensure safety and that vehicles do not interfere with Metro bus and rail operations. The following Table shows the citations for parking violations issued by Metro Security during FY 2023 and FY 2024. Table 32 below shows there was a 25% increase in parking citations between FY23 and FY24.

Table 32: MTA Citations for Parking Violations

Citations for Parking Violations	
Fiscal Year	**Citations**
FY23	10,212
FY24	12,779

Finding 33: MTS provides a cost-effective approach to enhancing security on Metro's system. The enhanced use of their services has resulted in significant increases in Code of Conduct citations. Their increased presence and their active role in issuing citations

provides a heightened level of security and represents a deterrent to criminal behavior on the system.

Metro Ambassadors

Metro Ambassadors began as a three-year pilot program in October 2022. Ambassadors provide a visible presence on the system to provide support to riders. The goal is to improve customer experience by helping riders navigate the system, proactively engage and connect with customers and assist vulnerable riders. Ambassadors also alert other elements of Metro's safety and security system about criminal activity (law enforcement agencies), Code of Conduct violations (MTS), cleanliness and other maintenance issues, and the presence of vulnerable riders who may need care-first support (Homeless Outreach Teams). They also provide lifesaving assistance by providing CPR and Narcan where necessary.

Most Ambassadors are deployed as part of riding and roving teams to support customers in areas of higher risk of criminal activity. They are also deployed to support large events (e.g. concerts, sporting events, etc.), service disruptions (e.g. bus shake-ups, etc.) and special security deployments (e.g. anti-drug campaign, surge deployment, etc.).

SSLE has developed a system of KPIs to help measure the success of the Metro Ambassador program. The primary measurement involves overall "engagements" with customers. Engagement includes any form of interaction with a customer that provides them assistance (beyond a greeting). They also measure how often they interact with other Metro safety and security resources by reporting critical issues to be addressed. Finally, they measure the impact of their safety training (i.e. use of Narcan, CPR, suicide interventions, etc.).

From October of 2022 through June of 2024, the Ambassador's program has recorded the following KPIs:

- *Ambassador Engagements:*
    - 1,134,944 individual engagements
- *Cleanliness and Maintenance Reporting:*
    - 27,201 cleanliness or maintenance
    - 13,252 reports of graffiti
    - 5,871 escalator or elevator problems
- *Law Enforcement or Security Reporting:*
    - 4,219 safety-related submissions using the Transit Watch App
    - 1,410 calls to 911 or Metro's Security Operations Center

- *First Aid:*
    - 182 lives saved using Narcan
    - 51 lives saved using CPR or providing suicide intervention

These interactions have resulted in a positive public perception amongst ridership. Based on survey data conducted and collected by Metro SSLE in July and August of 2023, Metro Ambassadors have made riders feel safer and riders would like to continue to see more Ambassadors on the system:

- 63% of riders agreed that seeing Ambassadors on the system makes them feel safer
- 61% of riders want to see more Ambassadors on the system
- 54% of riders say that Ambassadors make them want to ride the system more often

Finding 34: The use of Metro Ambassadors has improved customer perceptions about safety and security on the system. SSLE has used Ambassadors effectively by deploying them in areas of higher risk for criminal activity and at high-profile events to assist customers.

Recommendation 23: SSLE should continue to evaluate the ability to expand the use of Contract Security, MTS and Ambassadors to enhance overall safety and security presence on the system in a more cost-effective and customer friendly manner.

Recommendation 24: SSLE should establish baselines for the KPIs tracked by Contract Security, MTS and Ambassadors to define their responsibilities and hold those units accountable.

F. Follow-Up on Prior Audit Recommendations

The Metro Transit Security Services Performance Audit for FY21 and FY22 identified various issues and made 14 recommendations to enhance performance efficiency and effectiveness in transit security areas. To follow up on these prior audit recommendations we:

- Reviewed FY21 and FY21 Transit Security Performance audit recommendations.
- Contacted SSLE, LAPD, LASD, and LBPD to verify the status of the corrective actions taken.

The following summarizes the status of the FY21 and FY22 performance audit recommendations by showing each of the original recommendations, the status, and comments regarding progress made.

Table 33: Overall Status of Prior Recommendations for Metro Security Services Performance Audit for FY21 and FY22

Current Status of Recommendations		
Current Status	**Number of Recommendations**	**Recommendation Numbers**
Implemented	8	2, 4, 5, 6, 8, 9 10, 11
Partially Implemented	3	3, 7, 13
Not Implemented	3	1, 12, 14

Table 34: Detailed Status of Prior Recommendations for Metro Security Services Performance Audit for FY21 and FY22

No.	Recommendation	Current Status	Comments
1	The Metro SSLE Department should work with contract law enforcement agencies to develop specific targets for the level of visible presence and activity provided by contract law enforcement personnel on the Metro System as part of an overall policing strategy and plan.	Not Implemented	No targets or other types of baselines have been established for boardings, patrol or other metrics related to visibility.
2	The Metro SSLE Department should develop an approach to providing a visible security presence on the Metro	Implemented	In November of 2023, Metro SSLE developed the FY24 Los Angeles Metro Security Annual Plan. The Plan set out clear objectives that Metro and

No.	Recommendation	Current Status	Comments
	Bus System as part of an overall policing strategy and plan.		the law enforcement agencies will pursue to improve safety and visibility. Additionally, Metro and the law enforcement agencies meet twice weekly to discuss policy and deployment issues to address current trends and needs.
3	The Metro SSLE Department should continue to refine its approach to monitoring contracted law enforcement resources to ensure the resources Metro is paying for are actually present and providing services, including the enhanced use of TAP information and potentially using information from GPS enabled body cameras and patrol units.	Partially Implemented	SSLE does not routinely collect all KPI data as required by the law enforcement contracts. Moreover, some of the data that is collected represents estimates based on the presumed schedules of staff and are not based on actual numbers. LASD has developed a Daily Activity Log (DAL) that tracks key boardings and includes GPS functionality, currently Metro does not have the ability independently validate the data being submitted by LASD.
4	LAPD should continue to deploy contracted law enforcement personnel to maximize their visible presence on the System, while providing an effective response to incidents and calls for service using both contracted law enforcement resources and regular neighborhood patrol units.	Implemented	Metro's FY24 Los Angeles Metro Security Annual Plan defines objectives that Metro and the law enforcement agencies will pursue to improve safety and visibility. Additionally, Metro and the law enforcement agencies meet twice weekly to discuss policy and deployment issues to address current trends and needs. These represent significant improvements in deployment and the resulting reductions in criminal activity on the system.
5	The Metro SSLE Department and LASD should work with local law enforcement agencies within the LASD service area to expand their responses to incidents and calls for service on the Metro System to allow LASD to increase their ability for contracted LASD law enforcement personnel to provide more visible presence on the Metro System.	Implemented	Interviews with LASD have indicated that local law enforcement and LASD have existing relationships that allow for local law enforcement to respond to incidents within those jurisdictions. According to LASD, this does not inhibit their ability to provide visibility. Absent separate Metro agreements with those jurisdictions to be present on the system, LASD has indicated that no additional visibility could be

No.	Recommendation	Current Status	Comments
			provided given existing resources. LASD continues to work with local law enforcement, but no formal agreements were determined to be necessary.
6	LBPD should continue to deploy contracted law enforcement personnel to maximize their visible presence on the System, while providing an effective response to incidents and calls for service on the part of the System LBPD is responsible for policing.	Implemented	LBPD continued efforts to maximize their visibility on the system. When calls for service were required, LBPD responded with an officer with the best available response time.
7	Future contracts with the law enforcement agencies should make a provision that the annual documented review of the agency's use of force policy be given to officers assigned to LA Metro patrol. Since these shifts are generally overtime shifts and assignments vary on a day-to-day basis, this recommendation would require each agency to ensure all officers receive this annual training. Metro Security should formally adopt its draft Use of Force Policy including a requirement addressing annual retraining on the policy.	Partially Implemented	None of the subsequent modifications to the LAPD, LASD or the LBPD contain these provisions. However, these recommendations have been implemented in practice.
8	An annual analysis of all uses of force activities, policies and practice should be conducted and posted for public review. The analysis shall identify the date and time of incidents, types of encounters resulting in use of force, trends or patterns related to race, age and gender of subjects involved, trends or patterns resulting in injury to any person including employees, and impact of findings on policies, practices, equipment, and training. A review of	Implemented	Metro SSLE receives regular updates on the use of force by the law enforcement agencies. Additionally, LAPD produces an internal report that identifies use of force incidents by a series of categories. However, there has not been an annual analysis of all uses of force activities, policies and practices that have been posted for public review by SSLE on the entire system.

No.	Recommendation	Current Status	Comments
	incidents of force may reveal patterns or trends that could indicate training needs, equipment upgrades, and/or policy modifications. The process of collecting and reviewing the reports is also critical to this analysis.		
9	Metro Security should consider developing and adopting a formal citizen complaint policy and procedures.	Implemented	Metro has mechanisms for riders and staff to submit complaints, concerns or suggestions. For formal complaints against the law enforcement agencies, law enforcement has document processes for review.
10	SSLE, in coordination with Metro Operations and Customer Care, should develop a comprehensive plan for the coordinated deployment of contracted law enforcement, Metro Security and Transit Ambassador personnel throughout the Metro System. This plan should include clearly defined roles and responsibilities, clear lines and mechanisms for communication, training, and strong supervision and oversight.	Implemented	Metro's FY24 Los Angeles Metro Security Annual Plan defines objectives that Metro and the law enforcement agencies will pursue to improve safety and visibility. Additionally, Metro and the law enforcement agencies meet twice weekly to discuss policy and deployment issues to address current trends and needs. However, without baseline metrics defining "visibility", it is still difficult to define and hold the agencies accountable for a visible presence.
11	Metro contracted law enforcement agencies should continue to use information on crime trends and locations, as well as complaints from Metro employees and patrons, to focus their law enforcement personnel and activities.	Implemented	Metro's FY24 Los Angeles Metro Security Annual Plan defines objectives that Metro and the law enforcement agencies will pursue to improve safety and visibility. Additionally, Metro and the law enforcement agencies meet twice weekly to discuss policy and deployment issues to address current trends and needs. These represent significant improvements in deployment and the resulting reductions in criminal activity on the system.

No.	Recommendation	Current Status	Comments
12	Metro should develop and implement a standardized methodology for conducting counts of homeless people based on the best practices.	Not Implemented	Currently, SSLE is not reporting on the number of homeless riding the system as had been done in prior years. SSLE is working to develop a revised process and methodology to do so, but a new approach has not been implemented as of the time of this audit.
13	Recommendation 1: The Metro SSLE Department should consider further strengthening ongoing monitoring and oversight of compliance with the terms of the law enforcement services contracts by: a) Reinstating and expanding the field review approach to ensure that contracted law enforcement personnel planned and scheduled to work for Metro are present and providing service. b) Including in future law enforcement contracts requirements that law enforcement personnel "TAP" each time they board or de-board trains or buses, and each time they enter or leave a station. c) Expanding the TAP Review approach to ensuring that contracted law enforcement personnel planned and scheduled to work for Metro are present and providing service. This should include reviewing all assignments during one randomly selected day each week rather than just one assignment per contracted law	Partially Implemented	(a) Field reviews have been reinstated. (b) Validation using TAP has been eliminated based on an evaluation that the law enforcement personnel were not adequately using the TAP card system and, therefore, the data was inaccurate. (c) Validation using TAP has been eliminated based on an evaluation that the law enforcement personnel were not adequately using the TAP card system and, therefore, the data was inaccurate. (d) No GPS system exists to track LAPD or LBPD personnel. LASD has developed a Daily Activity Log (DAL) system that allows it to track location and activities performed at that location via GPS. LASD and SSLE are still working on a technology solution to share that information in a way that would allow SSLE the ability to independently validate the activities being reported. (e) SSLE performs these functions. (f) The amendment of the law enforcement contracts at the end of FY23 did not contain any new language related to billing. (g) SSLE has reorganized its compliance function and now

No.	Recommendation	Current Status	Comments
	enforcement agency one day each week. d) Developing and implementing a GPS based review to ensure that contracted law enforcement personnel planned and scheduled to work for Metro are present and providing service using GPS information from body worn cameras and automatic vehicle location systems. e) Including a periodic review of contract law enforcement agency compliance with contract requirements related to personnel qualifications and training in the Compliance Review Standard Operating Procedure. f) Incorporating in future law enforcement contracts procedures for adjusting billed amounts based on results of efforts to verify actual deployment of contracted law enforcement personnel. This should include the results of Field Reviews, TAP Reviews, and reviews conducted using GPS information from body worn cameras and automatic vehicle location systems. g) Reviewing the workload associated with expanded compliance reviews and current staff assigned to reviewing and ensuring compliance with the law enforcement services contract and requesting		each law enforcement agency has a single compliance officer. It is still to be determined if additional staff are required.

No.	Recommendation	Current Status	Comments
	additional compliance staffing as needed.		
14	Metro's SSLE Department should develop an expanded set of performance indicators, including indicators related to fare and Customer Code of Conduct enforcement and critical infrastructure protection, for Metro Transit Security.	Not Implemented	SSLE is providing greater oversight of the transit security options but has determined that the use of performance indicators related to citations for fare enforcement and Code of Conduct violations was counterproductive. SSLE determined that the perception that they would be "quotas" for fare enforcement citations may appear to be providing greater incentives to transit security to issue unnecessary citations. There was a concern that these perceptions would have implications related to Metro's Bias Free policing.

Appendix: FY2023-24 Schedule of Recommendations and Proposed Actions

Metro Security Review Recommendations Summary and SSLE Response					
No.	**Recommendation**	**Staff Assigned**	**Agree or Disagree**	**Proposed Action**	**Completion Date Estimate**
1	SSLE should require the law enforcement agencies to report all data required by the Agreements, instructed on the format and frequency of the expected reporting, and develop an agreed upon methodology as to how that data is to be collected and provided.	SSLE & V/CM	Agree	SSLE will work with V/CM to ensure contract requirements are enforced.	Ongoing
2	SSLE should continue to refine its multi-layer deployment approach and establish metrics to allow for a more routine and objective means of evaluating law enforcement's visibility on the system.	SSLE	Agree	SSLE will continue to refine its approach to the multi-layer approach.	Ongoing
3	SSLE should work with the law enforcement agencies to develop baselines for the level of visible presence and activity provided by contract law enforcement personnel on the Metro system as part of an overall policing and accountability strategy. These baselines can and should evolve over time with changes made to deployment strategies but should provide the law enforcement agencies with a	SSLE	Agree	SSLE will work with law enforcement to establish and update targets for contract officers' visibility and activity on the Metro system, promoting accountability and supporting previous recommendations.	Ongoing

	general level of expected activity for each key task.				
4	SSLE should continue to work with the law enforcement agencies to develop tools to be more efficient and develop a cost-effective means to validate presence and activity on the Metro system.	SSLE	Agree	SSLE will continue to collaborate with law enforcement agencies to develop tools that enhance operational efficiency and to establish mutually agreed-upon, cost-effective methods for validating presence and activity within the Metro system.	Ongoing
5	SSLE should work with LASD to identify a potential, cost-effective solution that would provide Metro with access to DAL data in a format that would allow it to independently validate LASD deputy's visibility on the system. SSLE should also evaluate whether the DAL system could be replicated by the other contracted law enforcement agencies.	SSLE	Agree	SSLE will collaborate with LASD to find a cost-effective way for Metro to access DAL data for independent validation of deputy visibility and assess if the system can be used by other contracted agencies.	Ongoing
6	We recommend that LASD collaborate with Metro's SSLE Department to review Fiscal Year 2023 invoices to ensure that all calculations align with the authorized service framework. Also, since Metro's letter dated January 31, 2022, only confirmed approval on the revised deployment model for period from April 3, 2022, through June 30, 2022, LASD should obtain written approval from Metro if LASD continues to use the revised deployment model after June 30, 2022. We also recommend Metro's SSLE Department review the	SSLE/LASD	No response	Recommendation has been revised based on comments received from LASD.	No response

	remaining FY 2023 invoices not tested and calculate the additional credit amount owed by LASD to Metro using our methodology detailed above.				
7	LAPD should inform Metro of the amount expected to exceed the authorized costs approved under Modification No. 6 and 7 before incurring the costs, and Metro's SSLE Department should improve its monitoring of LAPD billings, payments and contract amount to ensure that costs do not exceed the contract amount.	SSLE & V/CM	Agree	SSLE will work with V/CM to ensure contract requirements are enforced.	Ongoing
8	Metro's SSLE Department should enforce the contract requiring LAPD to submit annually the List of Maximum Fully Burdened Hourly Rates and all the required supporting documentation ninety (90) days prior to the start of each fiscal year and any changes to the CAP rates during the fiscal year. Metro should also review the billing rates for all invoices to determine the extent of overbillings for FY 2022, FY 2023, and FY 2024.	SSLE/LAPD	Disagree	There have been two (2) official versions of CAP 41 issued to date. The first version was introduced on February 18, 2021, a "Revised FY21 Rates with CAP 41" is available for review. The second version was signed on April 12, 2023, also available for review as "FY2023 Fully Burdened Rates Memo 041223 CAP 41." In addition to adjusting salary maximums, the latter version also introduced several newly approved positions. For clarity, the initial iteration of CAP 41 is applicable to Fiscal Years 2021 and 2022, while the second version is in effect for Fiscal Year 2023 onward. LAPD submitted CAP to LACMTA on May 27, 2025, to be effective DP12 of FY25.	N/A

9	For any additional labor classifications not identified in the Lists of Maximum Fully Burdened Hourly Rates for full time (straight time) personnel and overtime personnel, LAPD should obtain in writing from Metro the revised lists for approval prior to incurring and billing the cost.	SSLE/LAPD	Disagree	The listed classifications have been approved to work on the contract. Approved in FY23 CAP 41 • 15080 – Management Aide • 91711 – Sr. Management Analyst I • 2214C is the equivalent to 22142, the “C” is an indication the officer is in training, but not a trainee. They are being trained on the requirements to work on the system • 32110 represents a Detention Officer which is reflected on CAP 41 – what document is being reviewed that lists the List of Maximum Fully Burdened Hourly Rates.	Ongoing
10	LAPD should obtain clarification and any supporting documentation from the City’s CAP office to determine whether the additional union benefits billed directly to this contract were included in the calculation of the fringe benefits rates, and whether the fringe benefits rates should be adjusted if additional union benefits were directly billed to Metro. Metro’s SSLE Department should also review the explanation and any supporting documents from the CAP office to ensure that the union benefits were not being billed twice.	SSLE	N/A	Metro will forward the recommendation on to LAPD	N/A
11	LAPD should contact the CAP office to obtain the CAP rates for overtime and submit these	SSLE	N/A	Metro will forward the recommendation on to LAPD	N/A

	documents to Metro together with the List of Maximum Fully Burdened Hourly Rates. Metro's SSLE Department should continue to monitor LAPD's billings to ensure the overtime overhead rates billed were based on the CAP overhead rates in effect at the time the work was performed.				
12	We recommend the SSLE Department further review these billed hour discrepancies to resolve any differences with LAPD. Based on the outcome of the review, SSLE should review the billing for all invoices to determine the extent of the overbilling of hours if determined to be necessary.	SSLE	No response	Recommendation has been revised from comments received from LAPD.	No response
13	We recommend that Metro amend the contract to include the hours billed for monthly animal care.	SSLE	Agree	SSLE will suggest language which allows for the care of canine's is incorporated into the upcoming contract modifications	7/1/25
14	Metro's SSLE Department should document the acceptance of the Bi-Weekly Work Hour Detail Schedules as payroll data.	SSLE	No response	Recommendation has been revised from comments received from LBPD.	No response
15	LBPD should provide Metro with the Cost Allocation Plan to support the benefit rates of 64.014% and 57.883% included in the billing rates. If PTO is already included in the benefit rates, then Metro should disallow the costs billed for PTO	SSLE/LBPD	Disagree	**LBPD's Response:** Upon review, it appears there may be a misunderstanding regarding the treatment of Paid Time Off (PTO) in LBPD's billing practices. "PTO hours" is a misnomer, LBPD did not bill PTO hours separately or in addition to	

	hours of $195,116.96 since PTO costs are already recovered through the benefit rates and reflected in the hourly rate billed for each employee.			the allowable costs under Contract Modification No. 2. Rather, accrual hours were incorporated into the calculation of the maximum burdened hourly rate, through a mutually agreed upon billing methodology to collect for the full cost of employees assigned to the contract. On May 7, 2021, LBPD provided a formal memorandum to Metro's Director of Administration and Compliance outlining this revised billing methodology. The memo detailed the use of a PTO Factor to ensure that the billing accurately reflects the actual cost of employee compensation, including employer obligations such as retirement contributions and health benefits, in accordance with the labor Memorandum of Understanding (MOUs). Metro Contract Compliance staff reviewed this methodology through several meetings with LBPD personnel and accepted its use. This methodology has been consistently applied since that time. During the agreement, it became clear that the original fully burdened rate methodology did not capture all benefit costs for employees assigned full time to the contract. Specifically, while paid leave hours (such as vacation or sick time) were not directly billed, fixed employer obligations, such as California Public Employees' Retirement System (PERS) contributions, health insurance, and other benefit accruals continued to be	

				incurred. Due to the structure of the City's payroll and financial system, these ongoing costs are accrued even when no direct billable hours are recorded during leave. To equitably allocate these fixed costs, and properly bill Metro, LBPD incorporated accrued hours in the burdened rate denominator, distributing benefits costs across the standard 2,088 hours annually compensated to full-time staff It is important to clarify that no duplicative or unallowable PTO charges were billed. The amounts billed reflect actual costs incurred, including precise monthly benefit contributions, rather than inflated hours or duplicative charges. Any appearance of duplication may stem from the labeling or format of the supporting documentation, where accruals titled "PTO hours" appear for rate normalization purposes. However, no separate or duplicative billing of PTO occurred. In summary, LBPD confirms that there were no overbilling or duplicate charging of PTO hours. The billing methodology was transparent, mutually reviewed and agreed upon by Metro, and designed to allocate legitimate, ongoing personnel costs fairly. LBPD respectfully request that this finding be reconsidered based on the documented agreement, consistent application of the approved methodology, and the absence of any actual unallowable or duplicative billing.	

16	We recommend that LBPD reconcile the hours and amounts claimed on the Work Hour Detail Schedules to the Daily Metro Cost Reports and correct any discrepancies between these two documents to ensure the accuracy of the billed amount.	LBPD	No response	Recommendation has been revised from comments received from LBPD.	No response
17	LBPD should provide Metro with adequate documentation to support ODC billings included above. Supporting documentation should include third party invoices, CPA audit reports, or the City of Long Beach Cost Allocation Plan. Metro's SSLE Department should also ensure LBPD's ODC billings are adequately supported before approving the invoices for payment.	SSLE/LBPD	Disagree	**LBPD Response:** LBPD respectfully submits the following clarifications and supporting context regarding the support for Other Direct Costs (ODC) billed under the contract. At the outset of the agreement, LBPD engaged directly with Metro staff to confirm expectation regarding the format and content of backup documentation. In September 2020, Metro staff reviewed a draft of LBPD's documentation and responded affirmatively that the format met their requirements. This communication is attached for reference. While minor comments were provided on specific costs, Metro did not indicate that the overall documentation was inadequate or incomplete. Since that initial confirmation, LBPD has consistently used the same documentation format across all billing cycles, and no concerns were brought to our attention regarding its sufficiency until this audit. For Body Worn Camera (BWC) support, licensing, archiving, and redaction costs, LBPD maintains vendor invoices on file that directly substantiate the amounts billed to Metro.	

				These invoices were maintained as part of our standard internal documentation procedures and were available to support the costs submitted to Metro. With regard to Fleet Services and Technology Costs, these services are provided by other City of Long Beach departments through established interdepartmental cost recovery processes. In accordance with our internal cost recovery procedures, we included detailed summary tables in each billing packet to reflect these costs associated with these internal services. These summaries were designed to provide clear and transparent support for the charges billed. Given this history of documented acceptance, the availability of supporting records, and our consistent application of approved practices, LBPD respectfully request that this finding be reconsidered.	
18	Due to the success of the surge in reducing criminal activity on the system, Metro should consider conducting periodic surge activities. These enhanced deployments can have a significant and prolonged impact on crime, as well as the public's perception of safety, even after the surge has concluded.	SSLE	Agree	Given the success of the surge in reducing criminal activity, it would be prudent for Metro to consider implementing periodic surge activities. These targeted deployments not only help maintain lower crime rates but also contribute to sustained improvements in public perception of safety, reinforcing confidence in the system even after the surge concludes.	Ongoing
19	Metro should consider developing and collecting data on the effectiveness of the agencies' community-based policing efforts. Such metrics	SSLE	Agree	SSLE will work with Customer Experience (CX) to add questions to CX surveys, if those don't already exist, related to community-based policing efforts and	Ongoing

	could include survey data from customers and Metro staff, and the number of community events each agency participates in related to transit services.			community event participation. Also, SSLE will work on tracking related survey data as specified in the Metro Bias Free Policing Policy and Public Safety Analytics Policy. Effective April 1, 2025 LBPD is no longer contracted with Metro for public safety services.	
20	SSLE should annually conduct a sample of it choosing to review of use of force reports prepared by the law enforcement agencies to review whether the agencies' practice comply with the principles of "Eight Can't Wait."	SSLE	Agree	conducting an annual SSLE review of use of force reports will help ensure law enforcement practices align with the "Eight Can't Wait Principles", reinforcing transparency, accountability, and a commitment to safe, responsible policing.	Ongoing
21	SSLE should collect data on each of the KPIs listed in the law enforcement contracts. Where possible, this data should be based on actual numbers, not estimates associated with scheduled personnel assignments.	SSLE	Agree	SSLE will review the law enforcement contracts and meet with the law enforcement agencies to confirm that data for each KPI is being provided, using actual numbers wherever possible.	Ongoing
22	SSLE should develop annual baselines for the KPIs set forth in the law enforcement contracts. This should include baselines for key visibility KPIs including rail and bus rides, vehicle patrols and foot patrols. These goals can and should be adjustable based on changes in deployments or changes in strategic focus. This recommendation is consistent with recommendations made in prior reports.	SSLE	Agree	SSLE will develop annual targets for KPI's that are achievable because they are derived from/are proportional to developmental levels (rail rides, vehicle patrols, and foot patrols). This aligns well with recommendations from previous reports and supports continuous improvement.	Ongoing

23	SSLE should continue to evaluate the ability to expand the use of Contract Security, MTS and Ambassadors to enhance overall safety and security presence on the system in a more cost-effective and customer friendly manner.	SSLE	Agree	SSLE will continue to assess the feasibility of expanding the roles of Contract Security, and MTS personnel, to enhance the overall safety and security presence on the system in a more cost effective and customer-centric manner. Metro's Ambassadors do not report to SSLE.	Ongoing
24	SSLE should establish baselines for the KPIs tracked by Contract Security, MTS and Ambassadors to define their responsibilities and hold those units accountable	SSLE	Agree	Establish clear targets for KPIs tracked by Contract Security, and MTS would be essential for defining responsibilities and ensuring accountability. Setting measurable goals will enhance performance management and support more effective oversight across all units involved. Metro's Ambassadors do not report to SSLE.	Ongoing

Office of the Inspector General
Metro Security Performance Audit
Fiscal Years 2023 and 2024

Metro Operations, Safety, and Customer Experience Committee
BCA Watson Rice, LLP

June 18, 2025

Metro

Background and Scope

- Metro contracts with LAPD, LASD, and LBPD for transit law enforcement services
- OIG conducts an annual performance audit to:
  - Evaluate transit security performance provided by Law enforcement agencies.
  - Evaluate Metro's System Security and Law Enforcement Department activities and oversight, and
  - Ensure that Metro is receiving the services it is paying for..

Metro

Audit Conclusions

There have been improvements in compliance and oversight over time. However, there are several continuing issues relating to reporting, contract oversight, and contractor billings.

Significant findings are:

- SSLE has not established baselines KPIs to define levels of visibility on the system by the law enforcement agencies.

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Audit Conclusions

- SSLE needs direct access to data base of LASD and LAPD to validate the visibility of law enforcement information.

- Based on sampled testing, there are instances of billings non-compliance with the contracts. Approximately $2 mil. credits due. A full reconciliation of accounts could triple that.

Metro

Key Recommendations

The audit identified 24 recommendations to improve the controls over transit security, which include the following key recommendations:

- Establish Baselines for Key Performance Indicators (KPIs).
- Ensure Complete and Accurate Visibility Data Reporting.
- Enhance Monitoring Tools and Independent Verification.
- Address Billing Errors and Recover Overpayments.
- Develop Metrics for Community and Proactive Policing Outcomes

Metro