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Agenda - Final

Thursday, January 20, 2022

9:00 AM

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

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

Mike Bonin, Chair

Holly Mitchell, Vice Chair

Jacquelyn Dupont-Walker

Janice Hahn

Sheila Kuehl

Tony Tavares, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD RULES

(ALSO APPLIES TO BOARD COMMITTEES)

PUBLIC INPUT

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

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

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

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

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

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

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

INFORMATION RELATING TO AGENDAS AND ACTIONS OF THE BOARD

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

DISCLOSURE OF CONTRIBUTIONS

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

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323.466.3876

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x3 *中文 (Chinese)*

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

Live Public Comment Instructions:

Live public comment can only be given by telephone.

The Committee Meeting begins at 9:00 AM Pacific Time on January 20, 2022; you may join the call 5 minutes prior to the start of the meeting.

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

Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 9:00 AM, hora del Pacifico, el 20 de Enero de 2022. Puedes unirse a la llamada 5 minutos antes del comienso de la junta.

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

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

Written Public Comment Instruction:

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

Please include the Item # in your comment and your position of "FOR," "AGAINST," "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."

Email: BoardClerk@metro.net

Post Office Mail:

Board Administration

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

CALL TO ORDER

ROLL CALL

APPROVE Consent Calendar Items: 16, 17, and 18.

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

CONSENT CALENDAR

16. SUBJECT: DIFFERENTIAL ASSEMBLY

[2021-0744](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA77508000 to The Aftermarket Parts Company LLC, the lowest responsive and responsible bidder for Differential Assembly. The Contract one-year base amount is for \$1,056,098 inclusive of sales tax, and the one-year option amount is \$1,087,782, inclusive of sales tax, for a total contract amount of \$2,143,880, subject to resolution of protest(s), if any.

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

17. SUBJECT: CALIPER ASSEMBLIES - DISC BRAKES

[2021-0750](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery/Indefinite Quantity (IDIQ) Contract No. MA79065000 to American Moving Parts, the lowest responsive and responsible bidder for Various Calipers Assemblies - Disc Brakes inclusive of a one-year base period in the amount of \$1,000,333.36 , and a one-year option in the amount of \$1,000,333.37, for a total two year contract in the amount of \$2,000,666.73, including sales tax, subject to resolution of protest(s), if any.

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

18. SUBJECT: ENTERPRISE ASSET MANAGEMENT SYSTEM

[2021-0660](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole-source, firm fixed price Contract No. PS77453000 to Bentley Systems, Inc. for the Enterprise Asset Management System (EAMS) Bentley Implementation Services, in the amount of \$2,743,395 for the 36-month base term.

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

NON-CONSENT

19. **SUBJECT:** **OPERATIONS EMPLOYEES OF THE MONTH** [2021-0754](#)

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: [Presentation](#)

20. **SUBJECT:** **ORAL REPORT ON OPERATIONS RIDERSHIP AND
HIRING** [2021-0755](#)

RECOMMENDATION

RECEIVE oral report on Operations ridership and hiring.

Attachments: [Presentation](#)

21. **SUBJECT:** **METRO'S HOMELESS OUTREACH & ENGAGEMENT -
AMENDMENT NO. 5 TO THE LETTER OF AGREEMENT
WITH THE COUNTY DEPARTMENT OF HEALTH
SERVICES (DHS)** [2021-0803](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Amendment Number 5 (Amendment No. 5) to the Letter of Agreement for Multidisciplinary Street-based Engagement Services with the County Department of Health Services (DHS) to include additional funding in the amount of \$1,470,000 for the extension of the emergency-shelter program funding through June 30, 2022.

Attachments: [Attachment A - Metro LOA - Amendment No. 5](#)
 [Attachment B - PSAC Recommendations Jan 2022](#)
 [Presentation](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

22. **SUBJECT:** **MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING
WORKING GROUP STATUS UPDATE** [2021-0737](#)

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019).

Attachments: [Attachment A - Motion 22.1
Presentation](#)

23. **SUBJECT:** **MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY
PERFORMANCE** [2021-0787](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments: [Attachment A – November 3, 2021 PSAC Meeting Minutes](#)
[Attachment B – November 17, 2021 PSAC Meeting Minutes](#)
[Attachment C - Sexual Harassment Crimes Oct & Nov 2021](#)
[Attachment D - Systemwide Law Enforcement Overview Oct & Nov 2021](#)
[Attachment E - MTA Supporting Data Oct & Nov 2021](#)
[Attachment F - Transit Police Summary Oct & Nov 2021](#)
[Attachment G - Monthly, Bi-Annual, Annual Comparison Oct & Nov 2021](#)
[Attachment H - Violent, Prop, and Part 1 Crimes Oct & Nov 2021](#)
[Attachment I - Demographic Data Oct & Nov 2021](#)

24. **SUBJECT:** **QUARTERLY UPDATE ON METRO'S HOMELESS
OUTREACH EFFORTS** [2021-0804](#)

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

Attachments: [Attachment A - PATH Data - Sept - Nov 2021](#)
[Attachment B - Operation Shelter the Unsheltered Data Sept - Nov 2021](#)

25. **SUBJECT:** **STATUS UPDATE OF MOTION 40: ELECTRIFICATION OF
THE J (SILVER) LINE AND METRO'S FLEET** [2021-0588](#)

RECOMMENDATION

RECEIVE AND FILE response to Motion 40: Electrification of the J (Silver)
Line and Metro's Fleet.

Attachments: [Attachment A - Motion 40 Dated November 18, 2020](#)

SUBJECT: GENERAL PUBLIC COMMENT

[2022-0006](#)

RECEIVE General Public Comment

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

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

Adjournment



Board Report

File #: 2021-0744, **File Type:** Contract

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 20, 2022

SUBJECT: DIFFERENTIAL ASSEMBLY

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed price Contract No. MA77508000 to The Aftermarket Parts Company LLC, the lowest responsive and responsible bidder for Differential Assembly. The Contract one-year base amount is for \$1,056,098 inclusive of sales tax, and the one-year option amount is \$1,087,782, inclusive of sales tax, for a total contract amount of \$2,143,880, subject to resolution of protest(s), if any.

ISSUE

The Bus Maintenance Midlife program refurbishes buses at the mid-point of the bus life, including major mechanical and electrical system replacements and interior and exterior refurbishment. During the Bus Midlife, the existing differential assemblies are removed, inspected, serviced, and/or replaced as needed with a new assembly during the bus overhaul. Bus operating divisions also replace differential assemblies as needed on buses.

This procurement is required to ensure differential assemblies are available for buses to continue revenue service without delays.

BACKGROUND

The differential assembly is an essential component for a bus and transfers power from the power train of the engine and transmission to the wheels of the bus. It is an essential component to the Bus Midlife program and day to day operation at the bus divisions. Many are inspected, serviced and reused during the bus overhaul, but some require replacement due to wear and tear. The service consists of draining the differential oil, replacing a filter in the differential housing and inspecting the differential gears. When removing and inspecting the differential, broken gear teeth are commonly found due to the stress load on the gears.

DISCUSSION

The bus differential is a part of the rear axle assembly that contains a set of gears that take the rotation of the driveshaft from the engine through the transmission and transfers the energy through the axles to the tires to drive the bus in either forward or reverse motion. Essentially, the differential gears transfer all the power/torque from the engine and transmission to the axle and wheels to propel the bus.

The contract to be awarded is a “requirements type” agreement in which we commit to order only from the awardee, up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any specific quantity of the differential assemblies that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required.

The differential assemblies will be purchased and maintained in inventory and managed by Material Management. As the differential assemblies are issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

Award of contract will ensure that the Central Maintenance Shops and all operating divisions have adequate inventory to maintain the bus fleet according to Metro Maintenance standards.

FINANCIAL IMPACT

The funding of \$1,056,098 for these differential assemblies is included in the FY22 budget under multiple bus operating cost centers in project 306002 Operations Maintenance under line 50441, Parts - Revenue Vehicle and in Central Maintenance cost center 3366, under project 203036 Bus Midlife Project and line item 50441, Parts - Revenue Vehicle.

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

Impact to Budget

The current source of funding for this action are Federal, State, and Local including sales tax and fares. These sources are eligible for Bus Operating or Capital projects. Use of these funding sources maximizes established funding provisions and guidelines.

EQUITY PLATFORM

The benefits of this action are to ensure that the bus fleet that serves most regions in Los Angeles County, including many underserved communities is able to provide vital transportation services to neighborhoods where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities, and the midlife program ensures the proper State of Good Repair of the bus fleet to provide transportation for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) DBE goal, which is standard for transportation delivery procurements. The commitment by the successful bidder has been verified.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

The alternative is not to award the contract and procure the differentials on an as-needed basis, using the traditional “min/max” replenishment system method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure the availability, timely delivery, continued supply and a guaranteed fixed price for the parts.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. MA77508000 for the procurement of Differential Assembly with Aftermarket Parts Company, LLC at the one-year base amount of \$1,056,098 and the one-year option amount of \$1,087,782 for a total contract amount of \$2,143,880.

ATTACHMENTS

Attachment A - Procurement Summary

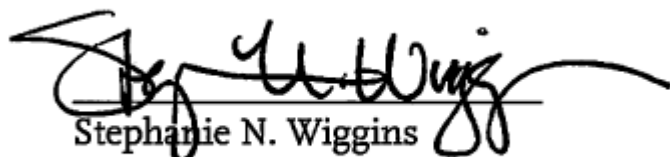
Attachment B - DEOD Summary

Prepared by: Alan Tang, Sr. Manager Central Maintenance (213) 922-5707

Tanya Allen, Procurement Planning Administrator (213) 922-1018

Reviewed by: Debra Avila, Deputy Chief Vendor/Contract Management (213) 418-3051

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



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

DIFFERENTIAL ASSEMBLY/MA77508000

1.	Contract Number: MA77508000	
2.	Recommended Vendor: The Aftermarket Parts Company LLC, 3229 Sawmill Parkway, Delaware, OH 43015	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 8/23/21	
	B. Advertised/Publicized: 8/23/21	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 9/30/21	
	E. Pre-Qualification Completed: 10/19/21	
	F. Conflict of Interest Form Submitted to Ethics: 10/21/21	
	G. Protest Period End Date: 1/24/22	
5.	Solicitations Picked up/Downloaded: 12	Bids/Proposals Received: 1
6.	Contract Administrator: Tanya Allen	Telephone Number: (213) 922-1018
7.	Project Manager: Harold Torres	Telephone Number: (213) 922-5714

A. Procurement Background

This Board Action is to approve Contract No. MA77508000 for the procurement of Differential Assembly. Board approval of this contract award is subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA77508 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

A total of one bid was received on September 30, 2021 from The Aftermarket Parts Company, LLC.

Staff conducted a market survey to determine the reasons for the lack of formal bid responses to this IFB. Inquiries were made to all firms that obtained the solicitation. Firms indicated they could not competitively bid on this item due to the supply chain issues caused by the pandemic.

B. Evaluation of Bids

This procurement was conducted in accordance, and complies with Metro's Acquisition Policy for a competitive sealed bid.

The bid received from The Aftermarket Parts Company, LLC (Aftermarket) was determined to be responsive and responsible, and in full compliance in meeting the bid and technical requirements of the IFB.

C. Price Analysis

The recommended bid price from Aftermarket has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE) and historical purchases.

Bidder Name	Bid Amount	Metro ICE
The Aftermarket Parts Company LLC	\$2,143,880.35	\$2,108,339

D. Background on Recommended Contractor

The recommended firm, The Aftermarket Parts Company, LLC is located in Delaware, OH has been in business for ninety (90) years. The Aftermarket Parts Company, LLC provided similar products for Metro and other agencies including the Metropolitan Council Minnesota, Chicago Transit Authority, and King County and numerous other transit agencies. The Aftermarket Parts Company, LLC. has provided satisfactory service and products to Metro on previous purchases.

DEOD SUMMARY

DIFFERENTIAL ASSEMBLY / MA77508000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this solicitation. The Aftermarket Parts Company LLC met the goal by making a 2% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	Say Cargo Express, Inc.,	Hispanic American	2%
Total Commitment			2%

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2021-0660, **File Type:** Contract

Agenda Number: 18.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 20, 2022

SUBJECT: ENTERPRISE ASSET MANAGEMENT SYSTEM

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a sole-source, firm fixed price Contract No. PS77453000 to Bentley Systems, Inc. for the Enterprise Asset Management System (EAMS) Bentley Implementation Services, in the amount of \$2,743,395 for the 36-month base term.

ISSUE

The Maintenance and Materials Management System (M3) is a mission critical system with over 3,200 daily users. M3 is used extensively across Metro for Work Management, Maintenance and Repair of Assets, Material Management, Incident Tracking, and Timekeeping for operational employees. The system is over 15 years old and is no longer supported by the software vendor. M3 does not provide critical functionality now required to meet the federal State of Good Repair (SGR) requirements.

Metro has purchased a replacement Enterprise Asset Management System which includes an application specializing in linear asset management, Bentley AssetWise. Bentley Systems, Inc. will provide the implementation for the Bentley AssetWise portion of the solution. Bentley Systems, Inc. is the sole software publisher and implementer of its proprietary, closed-source software products.

BACKGROUND

In July of 2019, the Metro Board of Directors authorized the CEO to award contract PS51755000 to 21Tech LLC for the EAM System Software Acquisition and Software Support Services and established a Life of Project(LOP) Budget in the amount of \$45,800,000 (Board Report Number 2019-0373) for Phase I. A hybrid solution of the Infor EAM software supplemented by the cloud-based Bentley AssetWise software was selected as the best software solution in the Enterprise Asset Management industry that would be able to meet Metro's requirements. Bentley AssetWise software is an analytical tool for the maintenance, tracking and reporting of linear assets.

In September of 2021, the Metro Board of Directors authorized the CEO to award contract

PS75040000 to KPMG LLP for the Enterprise Asset Management System (EAMS) Implementation Services and increased the Life of Project (LOP) budget by \$22,950,000 to accommodate Phase 2, for a total LOP of \$68,750,000. A separate request for services was initiated in August 2021 for the implementation of the Bentley AssetWise portion of the solution because only Bentley Systems, Inc. can configure and interface their software to the rest of the solution. The funding for this contract was included in the LOP budget increase approved by the Board in September 2021.

DISCUSSION

The Bentley AssetWise software, as part of the new EAM solution, is a tool that supports rail infrastructure assets throughout their lifecycles. AssetWise is a gold-standard railway decision support system that enables proactive management and decision support for linear railway assets. AssetWise is designed to help turn railway data into actionable information, enabling better decisions about track and other maintenance-of-way assets.

Bentley Systems, Inc. is needed to implement their software as part of EAMS to reduce maintenance and equipment costs on Metro rail infrastructure. Use of the application will also streamline capital planning and operations and improve field-reporting accuracy.

Bentley Systems, Inc. is the sole software publisher and implementer of its proprietary, closed-source software products. Their software is a cloud-based, Software as a Service (SaaS) product and provided to Metro as part of a subscription service. The configuration and set-up of Bentley AssetWise can only be performed by Bentley Systems Inc. because they are the only ones who can access the source code to be able to configure and customize it for Metro. Other vendors are unable to configure or adapt the software to meet Metro requirements as part of the EAMS implementation.

Although SBE and DVBE goals were not established for this sole source procurement due to the lack of subcontracting opportunities in the implementation of Bentley's proprietary software, this contract is one of three contracts associated with the Enterprise Asset Management project. The other two previously awarded contracts, which constitute 95% of the project funding for software and professional services, were both competitive procurements with significant SBE and DVBE commitments (24.59% SBE & 3.11% DVBE and 34.02% & 3.00% DVBE). Currently performance for contract PS51755000: Enterprise Asset Management System for Software and Services is 5.3% above goal for the SBE commitment and 1.1% above goal for the DVBE commitment.

DETERMINATION OF SAFETY IMPACT

The approval of the contract award will have a direct and positive impact to safety, service quality, system reliability, performance, and overall customer satisfaction.

FINANCIAL IMPACT

The funding of \$420,000 for the Bentley EAM System Implementation Services is included in the FY22 budget under account 50316, in Cost Center 9210 in Project 207155 - Enterprise Asset Management System Replacement (EAMS Project).

Since this is a multi-year contract, the project manager and cost center manager will be accountable for budgeting the cost in future fiscal years. Additionally, an annual review of availability of funds, project progress and potential areas for project scope reduction will be performed within the EAMS governance structure prior to proceeding each fiscal year.

Impact to Budget

The initial source of funds for Capital Project 207155 Enterprise Asset Management System is TDA-4 which is a State Funding Source and is bus and rail eligible.

Equity Platform Section

The EAM system including Bentley AssetWise will enable Metro to improve asset management and planning throughout the agency, improve FTA/NTD reporting as well as enhance predictive and preventative maintenance and inspections required for regulatory compliance. As a result of better capital planning and improved maintenance of our linear assets, Metro will provide a safer and more reliable transit system for all. Improved analytics, tracking and reporting provided by the new EAM system will also help ensure that Metro's assets are equally maintained regardless of service area or community. In addition, Metro will have better insights into any disparities across communities or service areas. This will assist in responding appropriately and ensure Metro's assets are equitability maintained.

A roll-out schedule has not been finalized however a priority will be given to business units with assets utilized and relied on by Equity Focused Communities to ensure there are no negative impacts to marginalized groups that will ultimately receive the output of this system.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal #1) to provide high-quality mobility options that enable people to spend less time traveling and #5) to provide responsive, accountable and trustworthy governance within the Metro organization.

ALTERNATIVES CONSIDERED

The alternative is not to award the Contract for the Bentley portion of the EAMS System which will risk our ability to implement the system needed to meet federal State of Good Repair requirements for Metro's rail infrastructure and linear assets. Without the implementation services, Metro cannot utilize the software purchased to meet our linear asset management needs.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS77453000 with Bentley Systems to implement Bentley AssetWise portion of the new EAMS.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

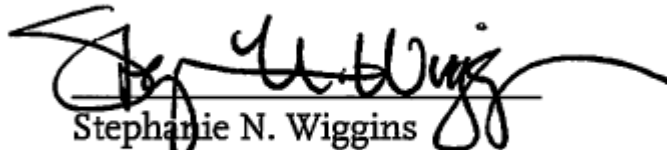
Prepared by: Amy Romero, Senior Director, Central Maintenance, (213) 922-5709

Reviewed by: Debra Avila, Deputy Chief Vendor/Contract Management Officer,
(213) 418-3051

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

Bryan Sastokas, Deputy Chief Information Technology Officer, (213) 922-5510

Kenneth Hernandez, Deputy Chief Risk, Safety and Asset Management Officer, (213)
922-2990



Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ENTERPRISE ASSET MANAGEMENT SYSTEM BENTLEY IMPLEMENTATION
SERVICES/PS77453000

1.	Contract Number: PS77453000	
2.	Recommended Vendor: Bentley Systems, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: August 3, 2021	
	B. Advertised/Publicized: N/A	
	C. Pre-Proposal Conference: N/A	
	D. Proposals Due: August 27, 2021	
	E. Pre-Qualification Completed: September 13, 2021	
	F. Conflict of Interest Form Submitted to Ethics: August 27, 2021	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: 1	Bids/Proposals Received: 1
6.	Contract Administrator: Ana Rodriguez	Telephone Number: (213) 922-1076
7.	Project Manager: Amy Romero	Telephone Number: (213) 922-5709

A. Procurement Background

This Board Action is to approve a sole source Contract No. PS77453000 to Bentley Systems, Inc. (Bentley) for the system implementation services of the Bentley AssetWise software, which will be part of the new Enterprise Asset Management System (EAMS).

A Request for Proposal (RFP) was issued in accordance with Metro's Acquisition Policy for sole source procurements and the contract type is a firm fixed price. SBE and DVBE goals were not recommended due to the lack of subcontracting opportunities.

Two (2) amendments were issued during the solicitation phase of the RFP:

- Amendment No. 1 was issued on August 9, 2021 to extend the proposal due date to August 27, 2021
- Amendment No. 2 was issued on August 13, 2021 to amend Section IV., Contract Documents

The proposal was received from Bentley on August 27, 2021.

B. Evaluation of Proposals

The proposal submitted was reviewed by staff from the Metro Operations Department and the Information and Technology Services Department. Bentley's

proposal was reviewed for technical approach, experience of proposed team members, and understanding of the work.

Beginning in August, Metro staff engaged in discussions with Bentley to address questions and get clarification on the work plan and scope of work to ensure that it aligned with the system integrator's overall implementation plan for the rest of the EAMS solution. Discussions with Bentley continued until both parties reached an agreement on the scope of the services and the terms and conditions of the Contract.

C. Cost Analysis

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

The originally proposed amount was for the implementation services of the Bentley AssetWise software and included two years of license subscriptions under a new service and support program, EPS 365, that would have given Metro access to more of Bentley's products and a customer success manager. Upon further review, Metro elected not to proceed with EPS 365 because Metro would not be able to fully benefit from the services provided by this program while the EAMS is being implemented. Metro does not expect any negative impact on the implementation due to not proceeding with EPS 365 at this time and will revisit this decision once the implementation of the EAMS is complete.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated amount
1.	Bentley Systems, Inc.	\$3,831,040.44	\$3,347,400.00	\$2,743,395.00

D. Background on Recommended Contractor

The recommended firm, Bentley Systems, Inc., located in Exton, Pennsylvania has been in business for 36 years. Bentley is a leader in the creation and delivery of interoperable, engineering-focused tools that support rail assets throughout their lifecycles. Metro has purchased software subscriptions from Bentley previously and services have been provided satisfactorily.

DEOD SUMMARY

ENTERPRISE ASSET MANAGEMENT SYSTEM / PS77453000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a goal for this sole source non-competitive procurement for proprietary software due to the lack of subcontracting opportunities. Bentley Systems, Inc. is the sole software publisher and implementer of Bentley AssetWise. All Bentley implementations are done by Bentley personnel only. DEOD explored and determined that opportunities for subcontracting were not apparent. It is expected that Bentley Systems will perform the work with their own workforces.

B. Living Wage and Service Contract Worker Retention Policy Applicability

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

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

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



Metro

Board Report

File #: 2021-0754, **File Type:** Oral Report / Presentation

Agenda Number: 19.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 20, 2022**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

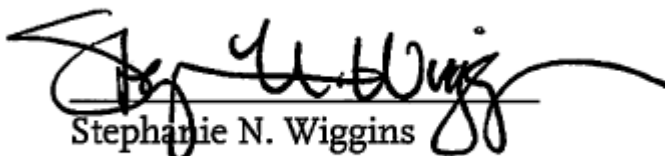
RECOGNIZE Operations Employees of the Month.

Equity Platform

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

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

Reviewed by: Bernard Jackson, Acting Chief Operations Officer, Rail (213) 418-3001



Stephanie N. Wiggins
Chief Executive Officer

January Employees of the Month

Employees of the Month



Transportation

Bus Operator

Douglas Zepeda

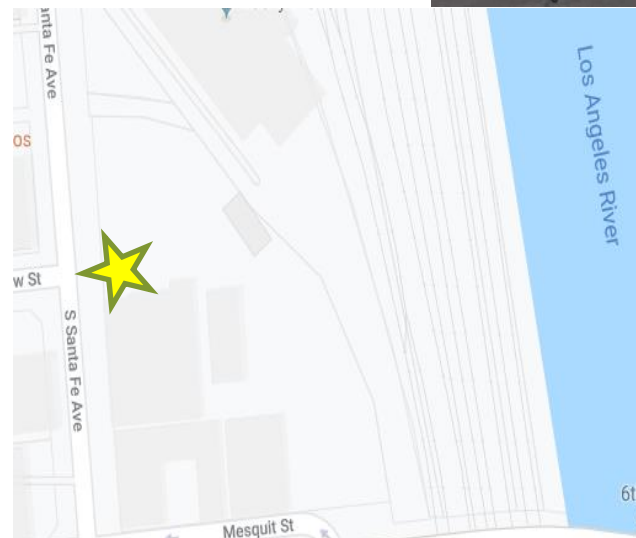


Division 7 – West Hollywood

Maintenance

Rail Signal Supv

Tri Truong



MOW Location 64 – Los Angeles



Metro



Metro

Metro

Board Report

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

File #: 2021-0755, **File Type:** Oral Report / Presentation

Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 20, 2022**

SUBJECT: ORAL REPORT ON OPERATIONS RIDERSHIP AND HIRING

RECOMMENDATION

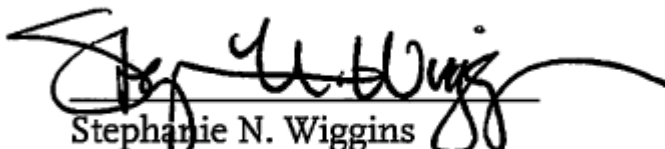
RECEIVE oral report on Operations ridership and hiring.

Equity Platform

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

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

Reviewed by: Conan Cheung, Acting Chief Operations Officer, Bus
(213) 418-3034
Bernard Jackson, Acting Chief Operations Officer, Rail
(213) 418-3001



Stephanie N. Wiggins
Chief Executive Officer

ITEM 20

**COO Oral Report
Super Bowl & Operations Service Update**

Super Bowl Planning & Preparation - Update

Planning Team:

- Internal: DCOO (Co-Chair), Operations, Communications, SSLE, Finance, Planning and Real Estate
- External: LASEC/Host Committee, City of Inglewood/Traffic Management, SoFi, NFL, LADOT, City and County EM

Super Bowl Game Transit Strategy:

- Opportunity to increase Metro ridership on game day & encourage fans to “Go Metro to SoFi Stadium”
- Free Shuttles will run every 5-8 minutes from 10.45 a.m. at Hawthorne Lennox up through game start 3.30 p.m. and continuously for 90 minutes after game.
- Standby trains pre-game as needed to support 15-minute C Line (Green) service and upgrade 20 to 12 minute rail service after the game
- Promote parking and riding at C Line (Green) Stations
- Parking pricing strategy deployed to maximize parking revenue, help offset Metro costs, and minimize impacts to Hawthorne/Lennox area

Marketing/PR:

- The Super Bowl has gone live with promotion of all transportation options and event information, pre-sale parking goes live on 1/31/22
- Metro is pursuing advertising buys and all cross-promotional opportunities available

Super Bowl Planning & Preparation - Update

Super Bowl Fan Experience (LA Convention Center & LA Live):

- The week leading up to the main event, opportunity to increase Metro ridership on both bus/rail services

Cleanliness:

- Ensure Metro stations and transit centers, especially those in downtown LA/Union Station, Hawthorne Lennox and Norwalk are prepped and cleaned before/during all Super Bowl activities

Security & Law Enforcement:

- Continue to coordinate with NFL Super Bowl staff, Host Committee and local law enforcement

Super Bowl – Communications Strategy Info

Go Metro on Game Day

[Home](#) > [Ride Metro](#) > [Go Metro on Game Day](#)



Go Metro on Game Day

Go Metro to SoFi Stadium, the LA Coliseum, Banc of California Stadium or the Rose Bowl on game day. Metro's bus and rail lines will help get you past the traffic and parking hassles and straight to the action.

SoFi Stadium Shuttle | Super Bowl LVI

Go Metro to SoFi Stadium by connecting to the SoFi Stadium Shuttle at the C Line (Green) Hawthorne/Lennox Station. The express shuttle will operate between the Hawthorne/Lennox Station and SoFi Stadium during SoFi's regular- and post-season NFL games and **Super Bowl LVI**.

Before the game: Shuttle service will run every 5-8 minutes roughly 3 hours before kick-off.

During the game: Shuttles will depart SoFi to the Metro C Line Hawthorne/Lennox Station as needed.

After the game: Shuttle service will run roughly 1.5 hours after each game.

The SoFi Stadium Shuttle is **FREE**, but normal fares apply for regular Metro Bus and Rail service and parking fees at [Metro Park & Ride lots](#).

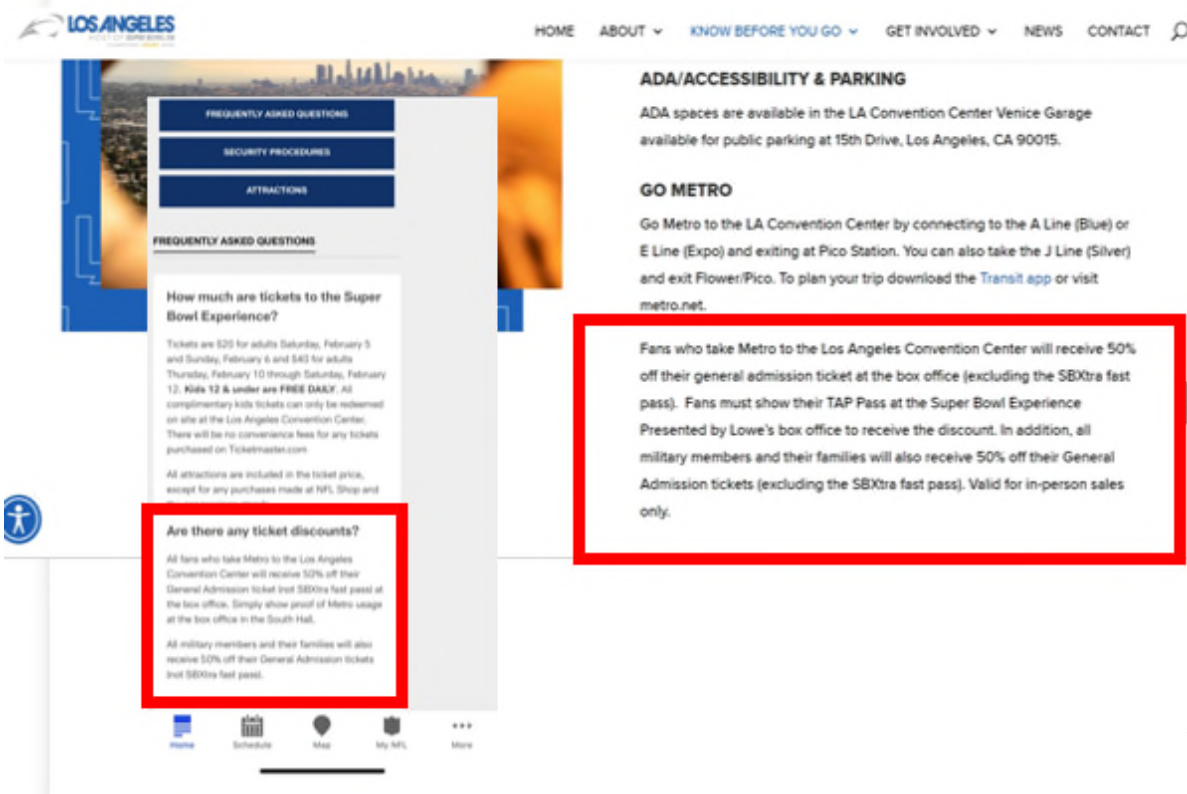


Super Bowl – Communications Strategy Info



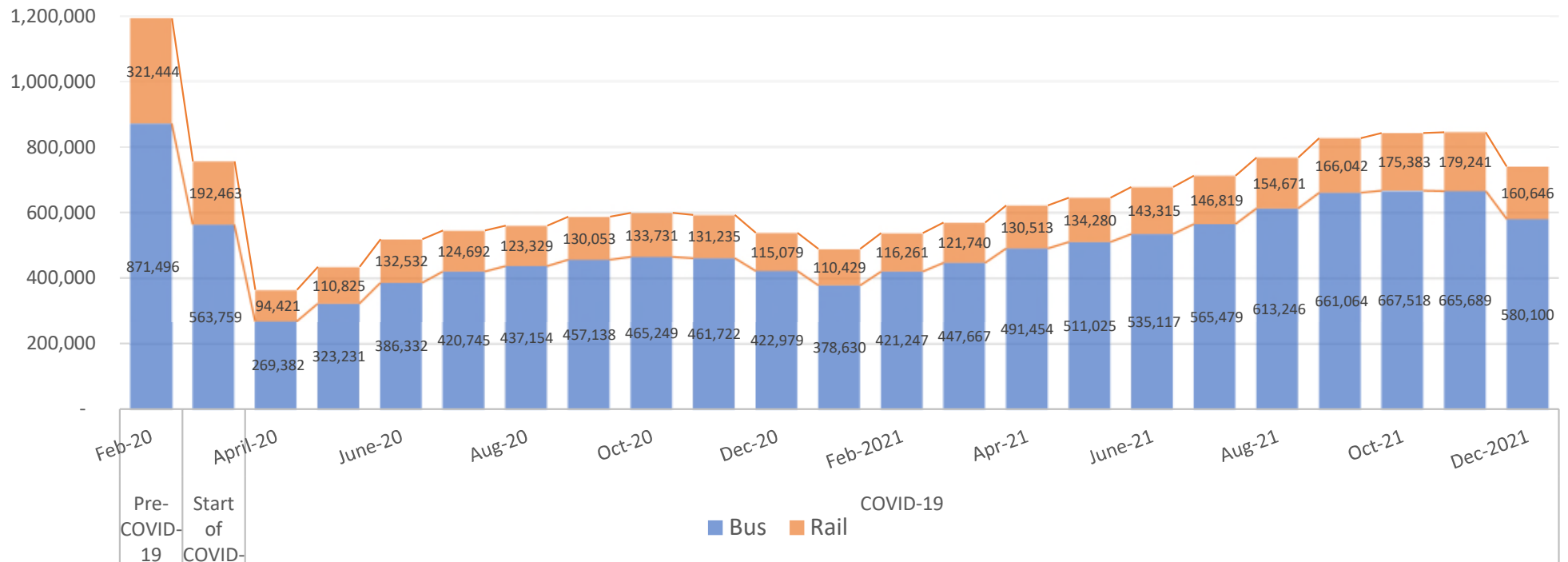
Metro Rider Perk

Save 50% on admission at Super Bowl Experience



Weekly Ridership Update

SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



	Pre- COVID-19	Start of COVID-19																					
Ridership	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-2021
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	678,432	712,298	767,917	827,106	842,901	844,930	740,746

Ridership Analysis Relative to Equity Focused Communities

- **Bus:** Percent of all weekday bus activity occurring within Equity Focus Communities increased from 73% in Oct 2019 to 76% in Oct 2021 (bus stop data available month to month)
- **Rail:** Percent of all weekday rail activity occurring within Equity Focus Communities increased from 51.7% to 59.9% from FY19 to FY21 (rail station data available Fiscal Year level)

Metro Resumes Bus Fare Collection – January 10, 2022

Fare Discounts:

- Offering 6 months of discounted Low-Income Fare Is Easy (LIFE) passes
 - Prices from 1/10/22 through late July are:
 - \$26 for a 30-day pass (regularly \$76)
 - \$6.50 for a 7-day pass (regularly \$19.50)
- New LIFE riders will get 90 days of free rides starting 1/10/22, when fare collection restarts

Bus Operator Training & Customer Communication

- Bus Operators have been receiving ongoing training on de-escalation and resuming fares collection to ensure consistent communication
- Customers notified on system of fare resumption via farebox hoods, bus headsigns, TAP machines, station monitors, station announcement
- Utilize media platforms to communicate bus fare resumption
- Customer service representatives have also received bus fare collection, fare discount, and LIFE program information



Welcome aboard!
¡Bienvenido a bordo!

Metro bus fare collection resumes on January 10, 2022.

El cobro de tarifas de autobús de Metro se reanuda el 10 de enero de 2022.

Thanks for wearing a mask during your trip.

Gracias por usar una mascarilla durante su viaje.



Metro

Buy a pass.

Save half.

Regular 1-day, 7-day and 30-day passes are half off.

Visit metro.net/fares for details.



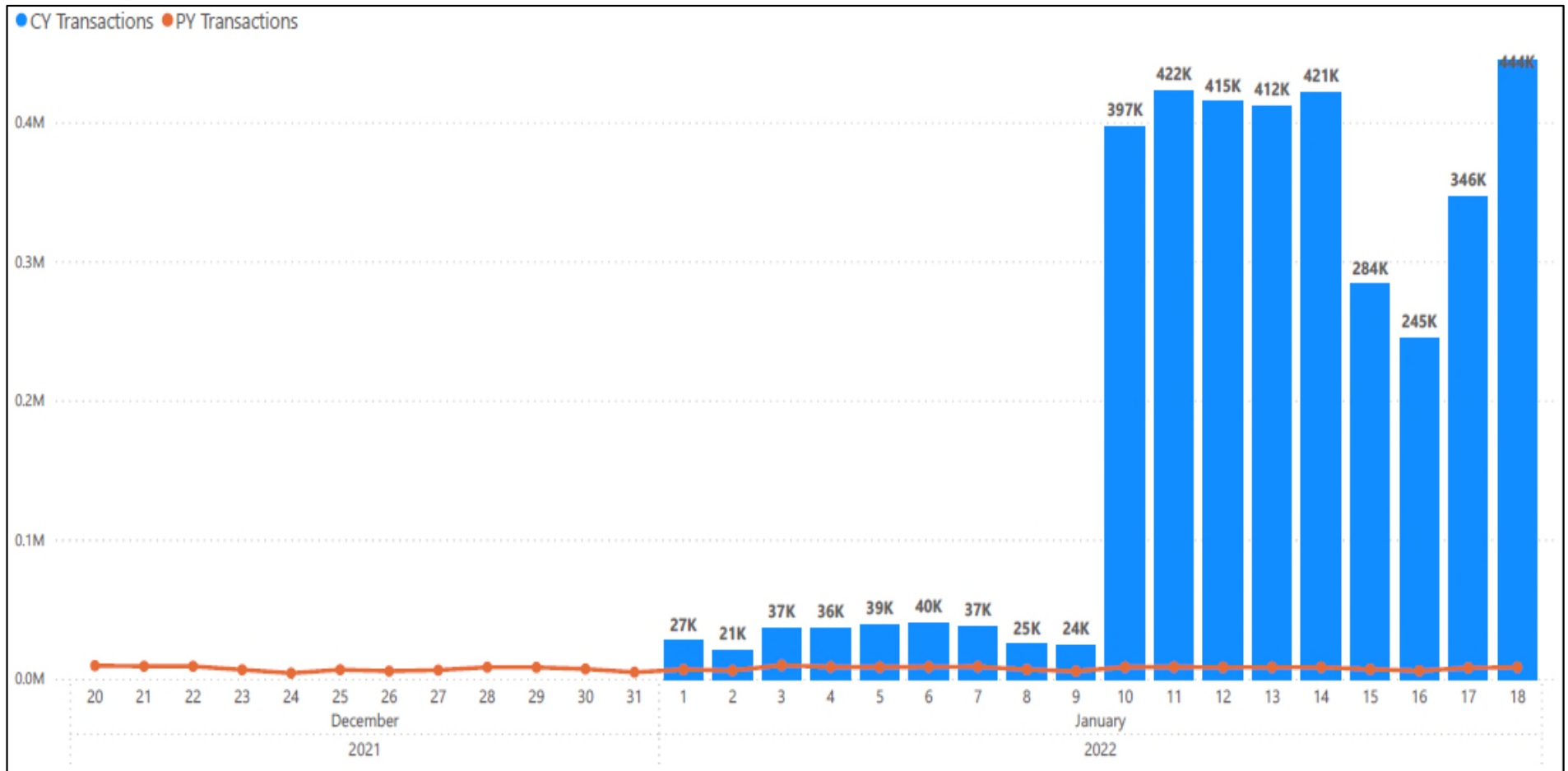
Metro

Metro bus fare collection resumes January 10, 2022.

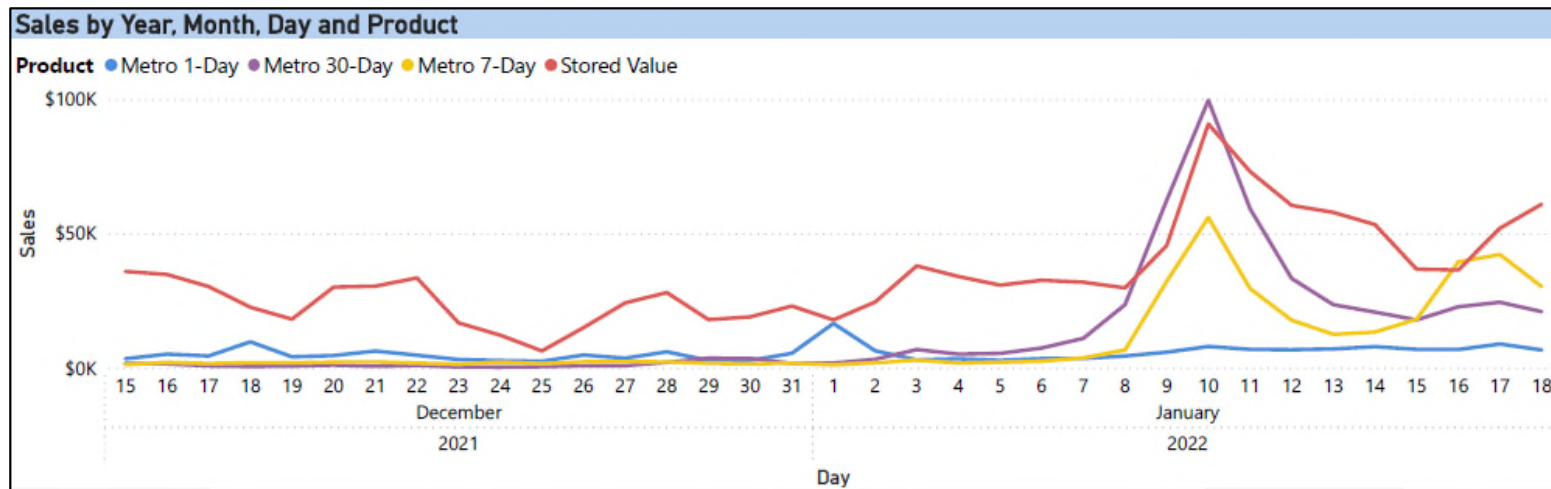
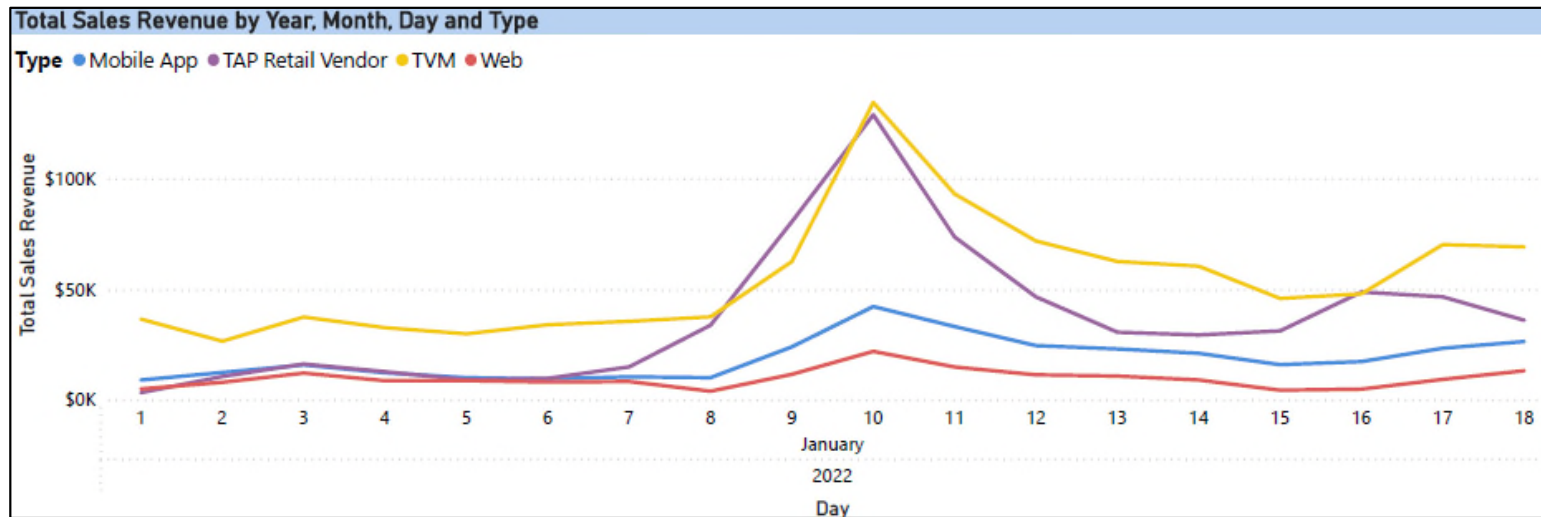
Metro Resumes Bus Fare Collection – Observations

- The number of customer comments regarding fare resumption are minimal (about 5% of all comments received)
- Generally, customers are not opposed to the fare resumption, but they want better service quality such as reliability and cleanliness improved in line with fare payment and they expect everyone to comply with the fare policy
- No substantive impact on average dwell times, comparable to pre-Covid
 - ✓ Estimated impact per bus trip is 1-2 minutes, or 40 seconds per customer ride
- Customers appreciated TAP/LIFE staff and tables at major locations that do not have ticket vending machines

TAP Transactions Update

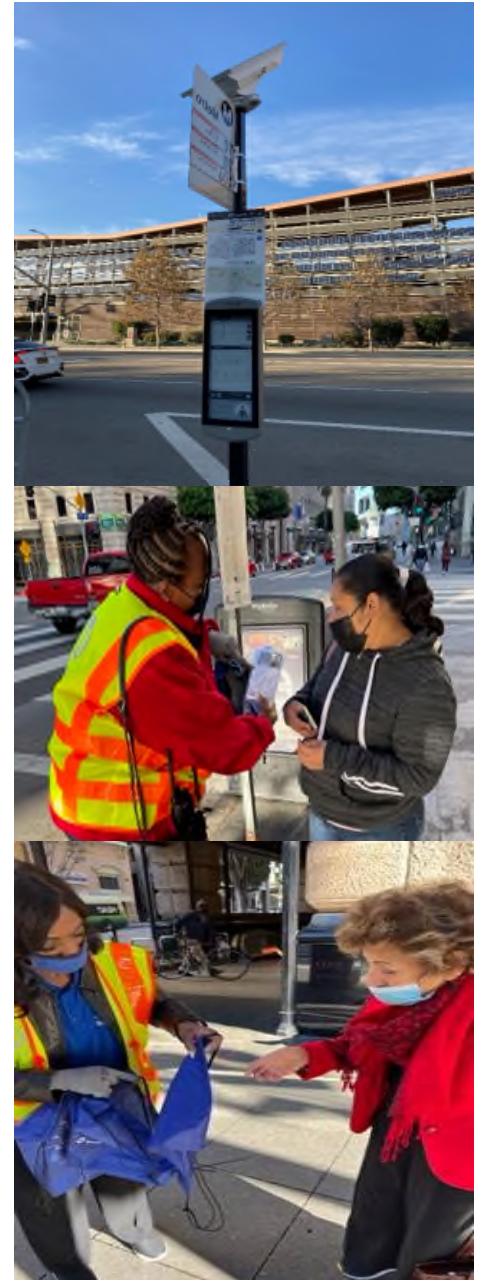


TAP Fare Types Update



December 2021 Service Change Implementation

- ❑ Changes were implemented Sunday 12/19/21:
 - ❑ Restructured 13 lines to better serve key destinations, operate more reliably, and coordinate better with municipal operators
 - ❑ Added trips on 18 bus lines for more capacity
 - ❑ Increased peak weekday light rail service to 8 min.
- ❑ Bus stop sign updates ready by start date
- ❑ Information at impacted stops two weeks prior
- ❑ Metro.net/MyBus site in place two weeks prior
- ❑ Multiple alerts issued on social media, print media
- ❑ Rider in-person outreach at key bus stops by agency staff



December 2021 Service Change Observations

- ☐ 24% of riders already knew about the changes:
 - ☐ Shows the value of in-person outreach
 - ☐ Riders expressed appreciation for updates
- ☐ Many riders using transit apps
- ☐ Few complaints, mostly about need to transfer
- ☐ Riders frustrated with cancelled service
- ☐ Staff also informed riders about fare collection restarting, LIFE program, pass discounts



MicroTransit Update

- In December 2021, Metro launched final Micro Zone under Metro's MicroTransit P3 Pilot
- Metro Micro UCLA/Westwood/VA Medical Center Zone launched on 12/12/21
 - Service runs Monday-Friday 9am-9pm
 - 1,184 trips provided in Micro Zone to-date
 - Customer experience ratings consistent with program-wide 4.85 of 5 stars rating

Snapshot:

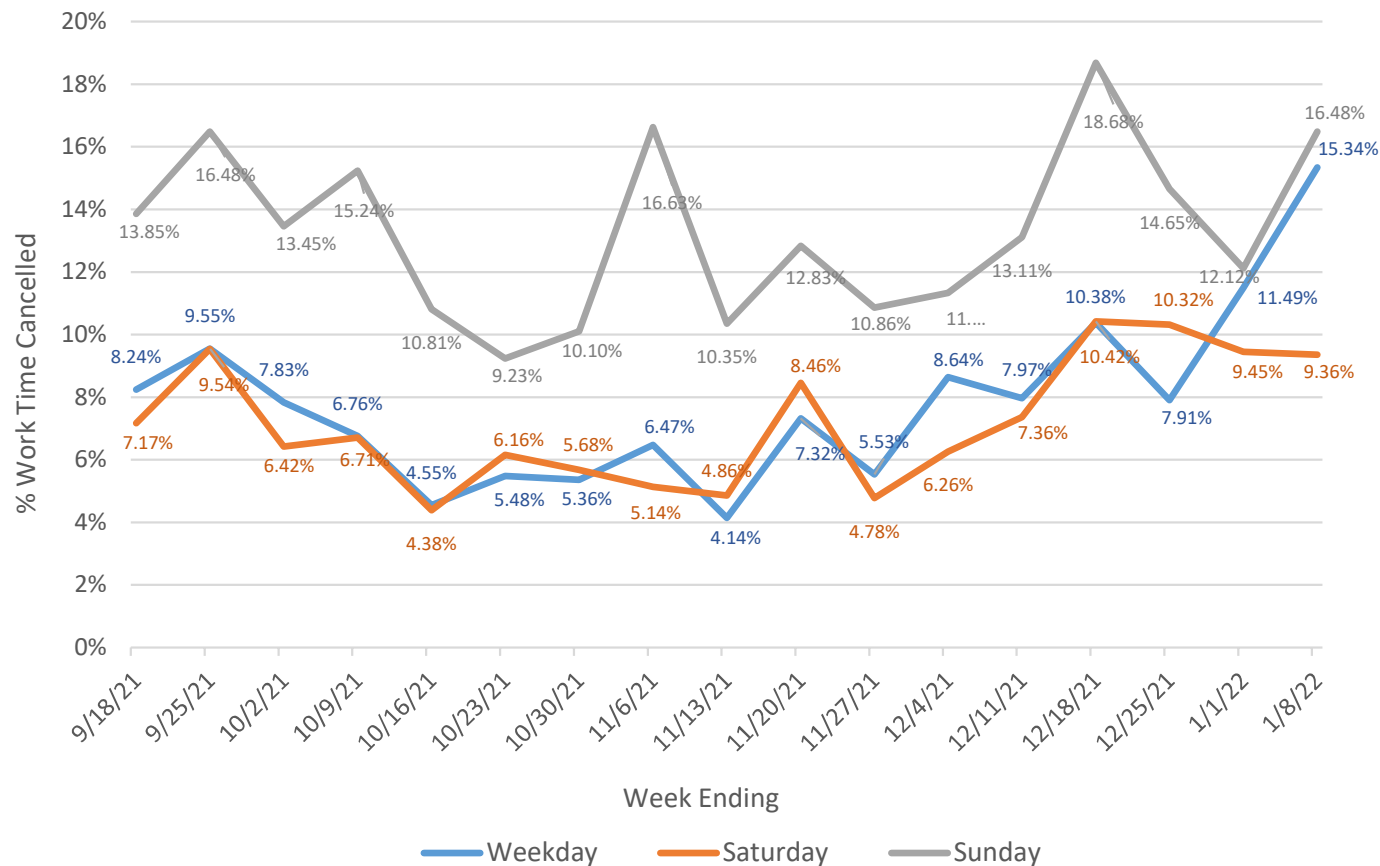
- Since service launch in Dec. 2021, Micro has served 250,000 plus trips across 8 unique Zones
- Micro now covers 165 square miles of LA County
- Daily ridership high in Jan. 2021 is 1,678 trips
- COVID resurgence has impacted workforce across all jobs
- Due to workforce shortages including our frontline operators, communications campaigns remain light for attracting riders until service reliability is improved



2022 Major Priorities:

- Increasing ridership
- Resolving workforce shortages
- Improving wait times and wayfinding
- Increasing linked trips
- Adding technical features to mobile app
- Further development of the business plan

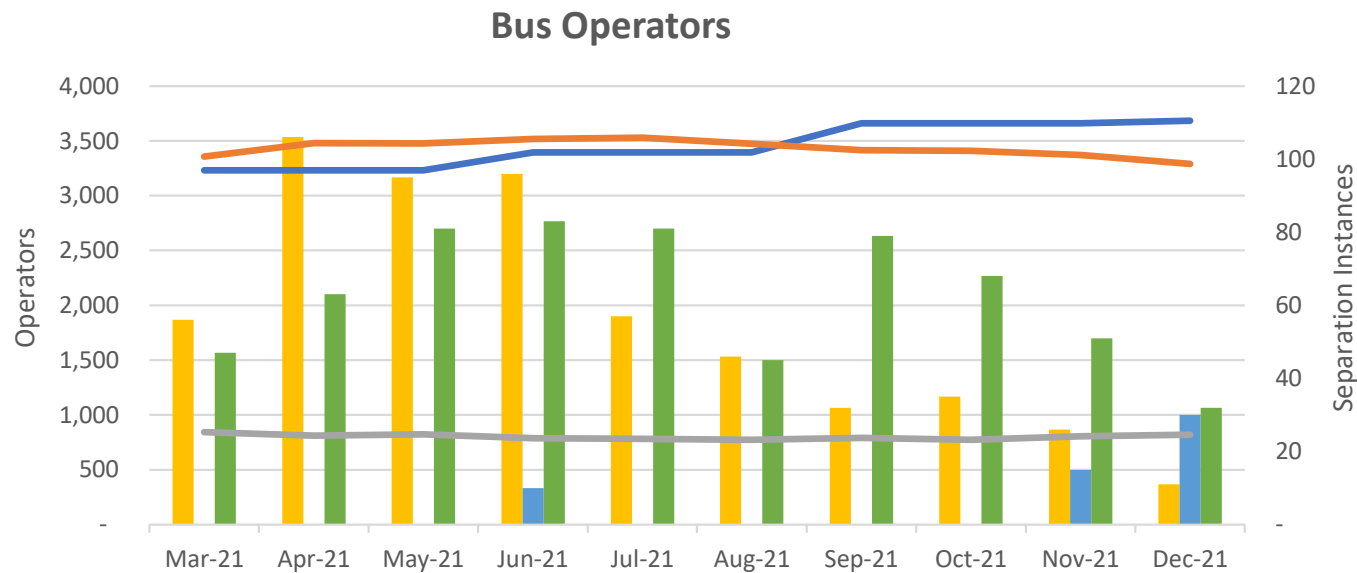
Bus Service Cancellations



Impacts of Cancellations

- Unreliable service with different trips cancelled each day
- Inconsistent headways
- Significant operator callbacks to cover cancelled assignments increases operator fatigue and burn out, impacting morale

Bus Operator Hiring vs. Separation



	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Hired	56	106	95	96	57	46	32	35	26	11
Promoted				10					15	30
Separated	47	63	81	83	81	45	79	68	51	32
Service requirement	3,230	3,230	3,230	3,394	3,394	3,394	3,659	3,659	3,659	3,682
Operators Available	3,357	3,479	3,476	3,518	3,528	3,474	3,414	3,410	3,372	3,288
On Leave	843	812	824	789	783	773	792	773	807	819

Operator separations outpacing hirings since July 2021

Bus Operator Loss Update

Reasons for Operator Shortage:

Despite hiring efforts, operations is currently in need of 433 bus operators and 37 rail operators due various reasons outlined below:

- **Turnover** - Approximately 378 operators have separated from the Agency since July 2021 for reasons ranging from retirements, personal reasons, misconduct, new job acceptance, and unsatisfactory performance
- **Absenteeism** – Such as sick, family medical leave, suspension, injury, labor code 233, emergency, missing out/unexcused absences, Metro required quarantine & vacations, etc.
- **Promotions to Supervisory Positions** - including vacancies from VSIP
- **Transfers to Other Metro Depts** – Approx. 45 operators transferred into other roles
- **Dec. 19, 2021 Service Changes** - Rail operator assignments increased by 13 to support 8 min peak LRT service (per the CBA, bus operators transfer to rail)
- **Rail Vehicle Testing/Project Support** - Rail operators needed to support on-going light and heavy rail vehicle testing

Impacts of operator shortage on cancellations:

- ✓ Pre-pandemic bus service cancellations averaged about 1-2%
- ✓ Bus service cancellations are currently trending at about 10-15%

Current Recruitment Efforts

- 3,845 applications received to date, and of those:
 - 21% failed in various process stages
 - 36% did not respond to scheduled appointments
 - 28% are in process
 - 15% 593 have been hired
- 1,000 candidates are in process and of those:
 - 20% take 30 days or more to receive Department of Justice (DOJ) results
- Additional recruitment efforts:
 - Continuing Bus Operator hiring events (next one scheduled for Feb 26, 2022)
 - Actively working with our union partners to hire back retirees
 - Streamlining recruitment process and making it customer-focused

Cancellations vs Temp Service Reductions

Currently, we are cancelling roughly 10%-15% of bus service on weekdays.

- These cancellations are random which results in unreliable service with different trips cancelled each day
- In addition, cancellations result in inconsistent headways (e.g. if trips are scheduled every 15 min on a line (4 trips an hour), cancelling one of those trips(3 trips an hour) results in periodic 30 min gaps between buses within the 15 min service)
- Significant operator callbacks to cover cancelled assignments increases operator fatigue and burn out, impacting morale.

Temporarily reducing service will stabilize the system by improving service predictability and reliability for customers, even out headways and balancing bus loads, and improving the quality of life and allowing more rest between shifts for operators.

Proposed Service Adjustments

	BUS	RAIL
Service Adjustment	<p>Temporarily reduce 800k annualized Revenue Service Hours (RSH):</p> <ul style="list-style-type: none"> • 550k to reduce weekday cancellations from 10% to 5% • 250k to reduce OCB by 2/3 from every week to once every 3 weeks 	<p>Temporarily reduce service:</p> <ul style="list-style-type: none"> • B/D Lines from 10 to 15 min peak and 12 to 15 min midday and weekend service • A/C/E/L Lines from 8 to 10 min peak service
Scheduling Framework	<ul style="list-style-type: none"> • Adjust frequencies based on ridership and load standard • Maintain span of service and NextGen route structure • Maintain minimum frequency of 60 	<ul style="list-style-type: none"> • Adjust frequencies and consist length based on load standard
Benefits	<ul style="list-style-type: none"> • Improve service predictability and reliability for customers • Even out headways and balance bus loads • Reduce operator fatigue 	
Restoration Criteria	Approx. three (3) months starting Feb 20, 2021	



Metro

Board Report

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

File #: 2021-0803, **File Type:** Informational Report

Agenda Number: 21.

**OPERATIONS, SAFETY & CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
JANUARY 20, 2022**

**SUBJECT: METRO'S HOMELESS OUTREACH & ENGAGEMENT - AMENDMENT NO. 5 TO
THE LETTER OF AGREEMENT WITH THE COUNTY DEPARTMENT OF HEALTH
SERVICES (DHS)**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to execute Amendment Number 5 (Amendment No. 5) to the Letter of Agreement for Multidisciplinary Street-based Engagement Services with the County Department of Health Services (DHS) to include additional funding in the amount of \$1,470,000 for the extension of the emergency-shelter program funding through June 30, 2022.

ISSUE

Metro has partnered with LA County's Department of Health Services (DHS) to establish and implement a comprehensive homeless outreach and engagement program since 2017. This partnership is codified in a Letter of Agreement (LOA) between Metro and DHS. Due to the COVID-19 crisis, in March 2021, Metro initiated a partnership with an emergency shelter (Home at Last - HAL) to provide short-term housing for up to 80 clients engaged on the Metro system. The agreement to provide the pilot short-term housing expires January 31, 2022. Staff recommends that the Board authorize the CEO to amend the agreement through execution of Amendment No. 5 to increase funding to address the continued need for emergency-shelter services during the current Covid-19 spike through June 30, 2022.

BACKGROUND

LAHSA conducts an annual point-in-time count throughout the entire county. According to the 2020 count, there were 48,041 individuals surveyed who were unsheltered. Comparing Metro's counts to the LAHSA county-wide count, Metro serves approximately 3.1% or 1,490 of the unsheltered population, who may seek shelter on our system.

Metro has invested resources and developed a comprehensive outreach strategy to fill in the gaps

that exist in the Los Angeles Continuum of Care by connecting homeless individuals on Metro's system with adequate health, social and supportive housing services. To-date, the outreach efforts have been successful in connecting riders experiencing homelessness with much-needed support services and housing options. From 2017, over 5,300 individuals have been engaged by PATH teams, nearly half have been connected with interim housing. Over 500 individuals have been permanently housed through Metro's work with DHS/PATH.

Metro and DHS consulted with PATH on an interim solution - a pilot program to temporarily increase short-term shelter bed availability in Metro's service area. In February 2021, HAL operated as a DHS -designated emergency COVID shelter location that was set to close. It is a communal living facility with beds for single adult males and females. There is also personal property storage at the facility. The shelter is located in South Los Angeles at 7900 S Western Avenue.

To provide PATH outreach teams with additional shelter bed availability to quickly match individuals with interim/emergency shelter, Metro initiated a dedicated homeless shelter bed pilot program from March 01, 2021 to January 2022, with the Home At Last (HAL) emergency shelter, through the existing agreement with DHS. HAL's program includes full supportive services for residents in a secure facility, including specialized programming for those impacted by mental health crises and addiction, regular counseling, meals, laundry, showers, basic skills training, medical care, transportation to medical appointments, assessments and housing-ready documentation assistance, and daily activities for residents.

DISCUSSION

Metro initiated a pilot program to temporarily increase short-term shelter bed availability in Metro's service area through the Home At Last (HAL) emergency shelter. The pilot program will expire January 31, 2022.

This partnership allows for Metro to reserve access eighty (80) beds and supportive wrap-around shelter resources for single women, men, and individuals who identify as transgender for clients referred by PATH teams. Within two weeks of the program's inception, the majority of the beds were filled. In November 2021 60% of the beds were in use.

During the pilot program from March to the close of November 2021, PATH referred 345 people experiencing homelessness to the HAL Shelter. Metro staff tracks the relevant data for usage, housing placement, service referrals and program operating and administrative costs. The preliminary evaluation of the HAL program shows that 26% of individuals placed at the facility were connected with long-term housing placements through family reunification, moving to a higher supportive care facility, other interim housing programs and permanent housing. The average occupancy is between 50-67 individuals and the average length of stay for a client is 31 days at the HAL emergency shelter. While at HAL clients are eligible to participate in HAL's specialized program of support. They receive access to a number of services including mental health and addiction support.

The data also shows that a vast majority of individuals who are placed at HAL exit the facility and are not given permanent housing placements. The individuals we have served through this program are single men and women of varying ages, with varying mental and physical medical needs. The clients

referred to HAL include 20 percent who identify as female, 79 percent who identify as male and less than 1 percent identify as transgender/non-binary.

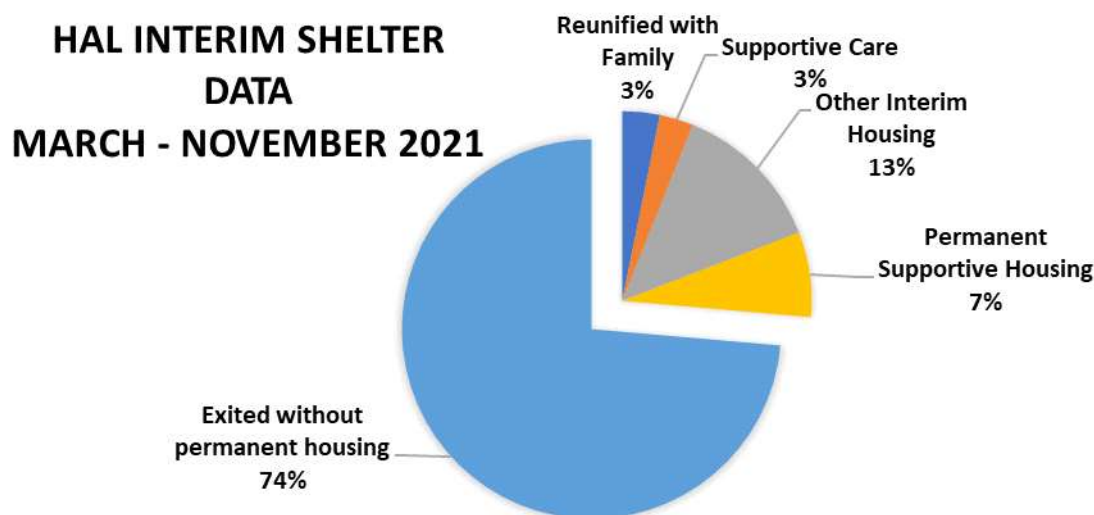


Figure 1. HAL Interim Shelter Data - March - November 2021

Staff's preliminary evaluation of the HAL emergency shelter program shows that the program should be continued through June 30, 2022 due to the increase in COVID-19 cases. The need for emergency shelter beds goes beyond what Metro can provide through the HAL partnership.

The staff recommendation to extend the interim shelter program at Home At Last (HAL) was presented to PSAC at their meeting on January 5, 2022. PSAC unanimously voted to support the extension of the Home At Last program until June 30, 2022 (Attachment B). PSAC also voted to support several additional recommendations for Metro's Homeless outreach program. Metro is pursuing a consultant to provide a comprehensive analysis with recommendations for how Metro should best structure its homeless outreach programs that will consider the committee's input.

Challenges to the Emergency Shelter Pilot Program

Due to the communal living quarters at the Home At Last shelter location if a COVID outbreak occurs the shelter implements strict quarantine protocols. During those quarantine time periods PATH outreach teams cannot refer any individuals to HAL for shelter. Quarantine periods were mandated during September, October, November and December 2021 and placements were lower during those periods than in other months.

Long term funding continues to be a challenge. While the HAL program provides valuable positive benefits to the individuals it serves, the pilot has not yielded visible results in reducing the number of unhoused individuals on Metro's system. Because Metro does not have access to social service funding, this pilot program is funded using scarce transit operations dollars. The cities, county and state of California have record amounts of funding for housing and resources to end homelessness. Currently, transit agencies, including Metro are not eligible to be a direct recipient of those funds.

From the Vision 2028 strategic plan staff notes that partnerships like the model Metro has established with DHS/PATH are beneficial - but they are not sufficient at addressing the broader challenges, including homelessness. Partnerships with other public, private, and non-profit organizations are essential to identify and implement effective solutions. Leveraging partnerships, Metro can take deliberate steps to lead where it has the authority, offer guidance where it provides funding, and support others where there are additional opportunities to shape outcomes that benefit the broader public.

Metro is engaging the services of a consultant to prepare a comprehensive analysis with recommendations for how Metro should best structure its investment in homeless programs to yield the most benefits for the transit system and our customers while also providing solutions that connect the homeless to appropriate housing and supportive services. This will further create opportunities to align homeless strategies, resulting in better leveraging and coordination of services and funds. Recovery from the pandemic offers an opportunity to reexamine our current program and partnerships to better coordinate, avoid duplication of efforts, and effectively leverage and maximize resources. Metro will return to the board in June 2022 with the results of this analysis and recommendations for moving forward.

DETERMINATION OF SAFETY IMPACT

This Board action will not have a direct impact on safety.

FINANCIAL IMPACT

Adoption of the Letter of Agreement - Amendment Number 5 would result in an additional cost of \$1,470,000 for the extension of the interim shelter program through June 30, 2022. The costs for these services are included in the FY22 budget. The Board authorized funding to support Metro's ongoing and expansion of homelessness outreach efforts through the adoption of Motion 26.2 - Re-imagining Metro's Approach to Public Safety. Motion 26.2 includes \$3 million for PSAC pilot homelessness strategies that would be used to fund this extension. Funding for this effort is included in Metro's Federally approved indirect cost allocation plan and includes a mix of federal, state, and local sources including operating eligible funds.

EQUITY PLATFORM

Expanding Metro's efforts to address homelessness on the transit system through extending the HAL shelter program will directly benefit unhoused individuals in LA County. Data from the 2020 LAHSA point-in-time count shows that a majority (over 64%) of individuals experiencing homelessness are male, and over 35% are African American individuals and families experiencing chronic homelessness. Increasing funding and outreach efforts to address the most need will have a direct impact on Metro's efforts to invest in Equity Focus Communities.

The extension of the interim shelter pilot program will increase interim/emergency housing for unhoused Metro riders. Extending the interim shelter pilot program at the Home At Last facility, which is located in South Los Angeles, will directly improve access to interim housing for individuals who are experiencing homelessness in the communities near the shelter, as well as throughout LA

County.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The staff recommendation to expand the partnership with the Department of Health Services supports Metro's Vision 2028 Strategic Plan goal #4.1 which states: Metro will work with partners to build trust and make decisions that support the goals of the Vision 2028 Strategic Plan. An excerpt from the Vision 2028 Strategic Plan cites - Transportation interfaces with quality of life issues, such as equity, economic opportunity, gentrification, displacement, affordable housing, homelessness, environmental quality, public health, and access to education and health care.

ALTERNATIVES CONSIDERED

The Board could consider not extending the HAL shelter agreement and instead end the program immediately. This would require DHS to re-house 50-60 clients who are currently housed at HAL and require a 30-day notice to clients.

NEXT STEPS

Should the Board approve the staff recommendation, the CEO will execute Amendment Number 5 to the Letter of Agreement with LA County Department of Health Services to extend the pilot emergency shelter program to June 30, 2022. Metro is pursuing a consultant to provide a comprehensive analysis with recommendations for how Metro should best structure its investment in homeless programs and staff will return to the Board with those recommendations.

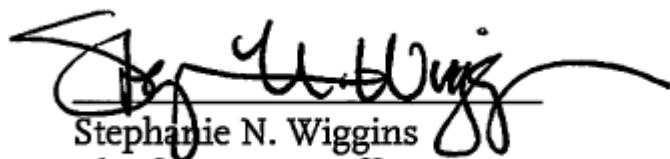
ATTACHMENTS

Attachment A - DHS Letter of Agreement Amendment No. 5

Attachment B - PSAC HAL Interim Shelter Recommendations - January 2022

Prepared by: Desarae Jones, Senior Director, Office of the CEO, (213) 922-2230

Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950



Stephanie N. Wiggins
Chief Executive Officer

**AMENDMENT NUMBER FIVE TO LETTER OF AGREEMENT
FOR MULTIDISCIPLINARY STREET-BASED ENGAGEMENT SERVICES**

This Amendment Number Five to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services with an execution date of June 27, 2018 (hereinafter "Agreement"), is made and entered into this _____ day of _____, 2022 ("Amendment Five Effective Date") by and between the County of Los Angeles (hereinafter "County") and the Los Angeles County Metropolitan Transportation Authority (hereinafter "Metro"). The County and Metro are each individually a "Party" and collectively the "Parties" to this Agreement.

RECITALS

WHEREAS, in February 2016, the County's Board of Supervisors (Board) approved 47 strategies for the Los Angeles County Homeless Initiative (Homeless Initiative), directing the County, Los Angeles Homeless Services Authority (LAHSA), and Community Based Organizations (CBOs), to develop and implement a plan to leverage outreach efforts and create a countywide network of multidisciplinary, integrated street-based teams to identify, engage and connect, or re-connect, homeless individuals to interim and/or permanent housing and supportive services. A pilot program utilizing "County-City-Community" ("C3") teams was deployed to engage individuals living on Skid Row, and on September 2016, the Board expanded the pilot program; and

WHEREAS, in response to the Homeless Initiative and in support of the pilot program expansion, on October 2016, Metro's Board of Directors directed its Chief Executive Officer to provide funding towards the deployment of two (2) C3 homeless outreach teams to provide multidisciplinary street-based engagement services (field-based services) exclusively to the Metro Red Line, and take all actions necessary to transfer the funds to the County to administer the program, in coordination with the implementation of the Homeless Initiative. On February 21, 2017, the Board delegated authority to the Los Angeles County, Director of Health Services to accept funding from participating funders including government, non-profit, and private organizations; and

WHEREAS, in April 2017, Metro and the Los Angeles County, Department of Health Services entered into the first Letter of Agreement for Multidisciplinary Street-Based Engagement Services, in the amount of \$1,200,000 to deploy two (2) C3 homeless outreach teams for twelve (12) months and engage persons that turn to the Metro Red Line and property for alternative shelter; and

WHEREAS, in May 2018, Metro's Board of Directors directed its Chief Executive Officer to provide funding to expand the C3 homeless outreach teams from two (2) to eight (8) teams on the Metro rail, bus, and Union Station. Metro and the Los Angeles County, Department of Health Services entered into their second Letter of Agreement for Multidisciplinary Street-Based Engagement Services, dated June 27, 2018 to provide services from July 1, 2018 through June 30, 2019 in the amount of \$4,940,000, which was amended by that certain Amendment No. 1, dated June 19, 2019, to continue services through June 30, 2021, and increase the funding by \$9,880,000 for a total funding amount not to exceed \$14,820,000; and

WHEREAS, in March 2021, Metro and the Los Angeles County, Department of Health Services entered into Amendment No. 2 to establish a four (4) month homeless shelter bed pilot program, thereby increasing funding for the Agreement by \$1,500,000 for a not-to-exceed total of \$16,320,000. The pilot program includes adding staff (five (5) Generalist and one (1) Supervisor) to enhance homeless outreach teams, providing up to eighty interim housing beds throughout Los Angeles County, properly document, track and submit monthly data reports, to properly submit complete monthly invoices of the actual costs incurred, and to properly document deployments; and

WHEREAS, in June 2021, Metro and the Los Angeles County, Department of Health Services entered into Amendment No. 3 to extend the Term of the Agreement through June 30, 2023, and increase the funding by \$9,880,000 for a total amount not-to-exceed \$26,200,000; and

WHEREAS, in November 2021, Metro and the County entered into Amendment No. 4 to amend the Agreement to increase the funding by \$1,250,000 for a total amount not-to-exceed \$27,450,000; and

WHEREAS, the Parties desire to enter into this Amendment No. 5 to amend the Agreement to increase the funding by \$1,470,000 for a total amount not-to-exceed \$28,920,000; and

NOW, THEREFORE, in consideration of the mutual covenants, promises and undertakings set forth herein and other consideration, the receipt and adequacy of which the Parties hereby acknowledge, the Parties hereby agree as follows:

AGREEMENT

1. Section 1 – Term of Agreement, is hereby deleted in its entirety and replaced as follows:

“1. Term of Agreement and Period of Performance: The term of this Agreement begins on July 1, 2018 and remains in place through June 30, 2023.

The Period of Performance of this Agreement shall be as follows:

Eight (8) C3 Homeless Outreach Teams – through June 30, 2023.

Five (5) Generalist Outreach workers, One (1) Supervisor and Eighty (80) Interim Housing Beds – March 1, 2021 through June 30, 2021.

Eighty (80) Interim Housing Beds – July 1, 2021 through June 30, 2022.

The Parties may, by mutual written consent, execute another Amendment to extend the term of Agreement and period of performance.”

2. Section 2 – Purpose of Funds, is hereby deleted in its entirety and replaced as follows:

“2. Purpose of Funds: The County shall use \$27,423,400 of the \$28,920,000 for SHSMA work order(s) with County contractor(s) who will provide:

- A. At least eight (8) multidisciplinary outreach teams that will each provide field-based engagement/outreach services Monday through Sunday eight hours per day, County recognized holidays excepted, for homeless individuals living in and around the Metro system as defined by Metro. The Parties may, by mutual written consent, modify the days of the week and/or time that the field-based engagement/outreach services are to be provided by the multidisciplinary outreach teams.
- B. Enhanced homeless outreach teams and related mental health, addiction, nursing, and shelter services by adding five (5) additional generalist outreach workers, one (1) additional supervisor, and up to eighty (80) interim housing beds at sites throughout Los Angeles County.

The County shall obtain Metro’s written consent prior to issuing SHSMA work orders to perform work pursuant to this Agreement. Further, the County will bill Metro at a rate not to exceed 5% for administering this program.

The Parties may, by mutual written consent, execute another Amendment to add additional funds.

FY19 – FY21 Historical Spending Pattern

Term	SHSMA Work Orders	Administrative Costs	Total
7/1/18- 6/30/19	\$4,693,000	\$247,000	\$4,940,000
7/1/19- 6/30/20	\$4,693,000	\$247,000	\$4,940,000
7/1/20- 6/30/21	\$4,693,000	\$247,000	\$4,940,000
3/1/21- 6/30/21	\$1,417,000	\$83,000	\$1,500,000

FY22 – FY23 Projections

Term	SHSMA Work Orders	Administrative Costs	Total
7/1/21 - 6/30/23	\$10,786,000	\$564,000	\$11,350,000
Total	\$26,282,000	\$1,388,000	\$27,670,000

The funding shall not exceed the total contract value of \$27,670,000 for the term of the Agreement. Work orders and Budgets will be agreed upon by the parties.”

3. Except as expressly amended hereby, the Letter of Agreement for Multidisciplinary Street-Based Engagement Services, Amendment Number One, Amendment Number Two, Amendment Number Three and Amendment Number Four remain in full force and effect as originally executed. All rights and obligations of the parties under the Letter of Agreement, Amendment Number One, Amendment Number Two, and Amendment Number Three, and Amendment Number Four that are not expressly amended by this Amendment shall remain unchanged by this Amendment.

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be executed by the County’s Director of Health Services and the Los Angeles County Metropolitan Transportation Authority on its behalf by its duly authorized officer, on the day, month, and year first above written.

By _____

Stephanie N. Wiggins, CEO
Los Angeles County
Metropolitan Transportation Authority

Date _____

By _____ for

Christina R. Ghaly, M.D., Director
Los Angeles County
Department of Health Services

Date _____

Public Safety Advisory Committee

Prepared by the PSAC Facilitator Team

MEMO

Date: January 12, 2022

To: Metro Office of the Chief Executive Officer

From: Public Safety Advisory Committee (PSAC)

Re: Outcomes from the January 5, 2022 PSAC Meeting

During the January 5, 2021 Public Safety Advisory Committee (PSAC) meeting, the advisory body held a vote to approve the following:


- A proposal to approve the recommendations from the Community Engagement (CE) ad hoc committee on the Home at Last short term shelter program (HAL program)

Below is a summary of the committee action:

- PSAC voted to approve the CE ad hoc committee's recommendations for the HAL program. The vote was 12 "yes," 0 "no," 0 "abstain," and 3 "absent." (Link: [Approved Recommendations on Home at Last short term shelter program](#))

Proposal to approve the recommendations of the CE ad hoc committee on the HAL program

The committee voted unanimously to approve the CE ad hoc committee recommendations included in the [January 5, 2022 meeting agenda packet](#) (Attachment J). No modifications were made to the recommendations.

The background of the slide is a close-up photograph of several large, green, serrated leaves, likely from a tropical plant, set against a dark background. The leaves are arranged in a way that they overlap, creating a sense of depth and texture.

OFFICE OF THE CHIEF OF STAFF

LA Metro's Home At Last Interim Shelter Program

January 2022 Update



Home at Last (HAL)

Created in
response to lack
of available
shelter during
COVID

HOME AT LAST (HAL) PARTNERSHIP

- **Metro has dedicated funding for 80 emergency shelter placements at HAL in South LA**
- **PATH connects clients with the shelter directly**
- **HAL has a full program of wrap around support services for clients**
- **Current Pilot - March – Jan 2022**

OCEO is Re-defining the Goal

What is the goal of Metro's homeless outreach program?



Connection to existing social services & County and City Resources

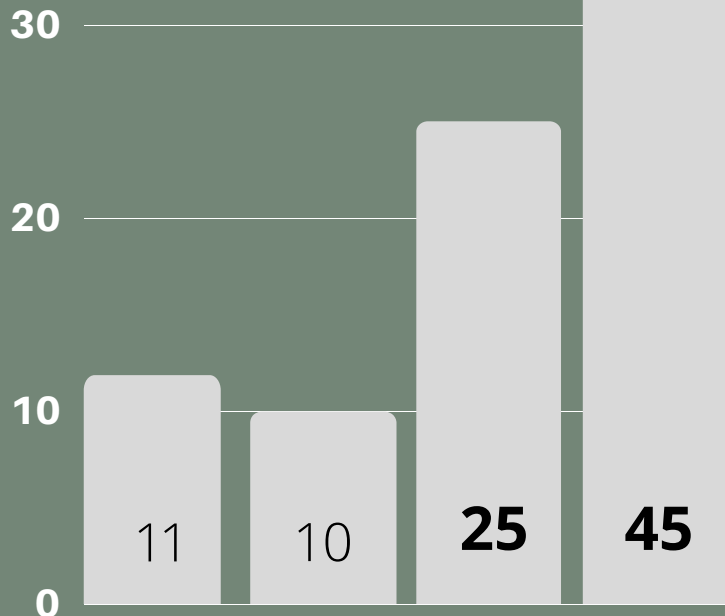


Securing additional funding & better partnership with City and County



Evaluating Impact





DATA FROM MARCH - NOVEMBER 2021

HAL Emergency Shelter Evaluation

March - November 2021, Metro housed 345 individuals through the HAL pilot program.

91 individuals (26%) reunified with family, connected with a higher level of care, moved to permanent supportive housing or other interim housing.

74% of individuals exit the shelter without a permanent housing placement

Although Metro is connecting individuals with housing through HAL, it is not yielding visible results. There is not a meaningful reduction in the number of unhoused observed on Metro's system.

HAL Shelter - Challenges:

- **Lack of on-going funding source**
- **Location**
- **Communal Setting/COVID protocols**
- **Only serves single individuals, not families**
- **Providing services and housing that county would normally provide**



Item 2021-0803

Staff recommends approving \$1.47 mil DHS contract amendment to:

- Extend the emergency shelter program (HAL) through June 2022
- Funding source: Motion 26.2 PSAC Pilot Strategies for Homelessness
- Approved by PSAC on January 5, 2022

Future of HAL

- **Metro is pursuing a consultant to provide a comprehensive analysis with recommendations for how Metro should best structure its investment in homeless programs and staff will return to the Board in June with those recommendations.**



OFFICE OF THE CHIEF OF STAFF

Thank you.



Board Report

File #: 2021-0737, **File Type:** Informational Report

Agenda Number: 22.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 20, 2022

SUBJECT: MOTION 22.1: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP STATUS UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019).

ISSUE

In July 2019, the Board approved Motion 22.1 entitled NextGen Bus Speed Engineering Working Group as part of the NextGen Service Concept. This motion requests the following:

- A. Develop a list of priority bus supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager (GM) of the Los Angeles Department of Transportation (LADOT), or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety and Customer Experience Committee on the above in April 2020, and quarterly thereafter.

This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from Los Angeles Department of Transportation (LADOT) to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

This report provides a status update as of FY22 Q2 on the response to Motion 22.1.

BACKGROUND

In July 2018, the Board adopted Motion 38.1, endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. These

objectives were incorporated into the NextGen Regional Service Concept approved by the Board in July 2019, which provides the framework for restructuring Metro's bus routes and schedules.

Concurrent to the approval of the NextGen Regional Service Concept, the Board also approved Motion 22.1: Engineering Working Group (Attachment A), which provides direction to staff to establish a partnership between Metro and LADOT to identify, design, fund and implement transit supportive infrastructure to speed up transit service as part of the NextGen Bus Plan.

Metro appointed a Technical Working Group focused on identifying, planning, designing and implementing bus speed and reliability improvements. Metro Service Planning, in close partnership with LADOT's equivalent technical team, consisting of Traffic Operations, Active Transportation, Vision Zero, and Transportation Planning Groups, has been meeting regularly (every 2-4 weeks) to ensure ongoing coordination and advancement of the program. Additional Metro departments (e.g. Communications, Planning, OMB, OEI, Program Management, Security) and other municipal traffic departments and transit operators are engaged as needed when specific projects have been defined and advanced towards design and implementation.

An External Affairs Working Group was also established as a subcommittee of the Technical Working Group. It is comprised of staff from Metro Community Relations, LADOT External Affairs, StreetsLA, the Los Angeles Mayor's Office, Metro Board Staff and Metro Service Planning. Their work focuses on coordinating to communicate with and prepare communities for coming improvements, including identifying and addressing potential impacts and coordinating outreach and engagement efforts for these projects.

At major milestones and as needed, the Technical Working Group will report on progress to the Metro CEO and LADOT's GM, and/or their designees, to seek direction on goals and objectives of the Technical Working Group, as well as policy guidance on balancing priorities for roadway and curb space.

DISCUSSION

Since the last update provided to the Board in September 2021, the Working Group has met regularly on the following:

Alvarado Street Bus Priority Lane

Following completion of the LADOT segment of the Alvarado St Bus Priority Lane between 7th Street and US-101 Freeway, Caltrans is currently providing final review and approval for its remaining segment between US-101 Freeway and Sunset Bl. Implementation is expected by February 2022.

- Significant equity benefits for transit riders on Alvarado Street (includes data from the Fall 2019 Customer Survey for Line 200 riders)
 - Over 12,000 boardings per weekday (pre-COVID) on Alvarado
 - 94% of bus riders on Alvarado do not own or have access to a car and therefore rely on Metro bus service
 - 77% of bus riders on Alvarado use Metro bus service at least five days per week

-
- 63% of bus riders on Alvarado are below the poverty line
 - 96% of bus riders on Alvarado are people of color (POC)

In the partially completed segment of this project, Metro has seen a 13% bus speed improvement in the southbound direction during the morning bus lane hours between 7:00 AM and 10:00 AM, when comparing the month prior to implementation (May 2021) with the latest month of data as of this report (October 2021). The northbound direction during the evening bus lane hours has struggled with lower-than-expected compliance with parking restriction hours, and Metro is working with LADOT to address. Alongside LADOT, Metro staff will be reviewing more closely following the full completion of the project, pending Caltrans approval of their segment. Metro will also conduct a post-implementation onboard survey to hear from our riders.

Grand Avenue & Olive Street Bus Priority Lanes

Following extensive stakeholder outreach during Summer and Fall 2021, these bus priority lanes were implemented in November 2021, one month earlier than anticipated, as a result of strong community and stakeholder support. Staff will conduct a post-implementation evaluation later this year.

- Significant equity benefits for transit riders on Grand Avenue and Olive Street (includes data from the Fall 2019 Customer Survey for riders on bus lines that use Grand Av and Olive St)
 - Over 120,000 boardings per weekday (pre-COVID) on Metro lines that serve Grand Ave and Olive St
 - 51% of bus riders on Grand/Olive are below the poverty line
 - 80% of bus riders on Grand/Olive are people of color (POC)
- Benefits to bus riders using routes from South LA, San Gabriel Valley and Gateway Cities
- Benefits to municipal transit operators including LADOT DASH, Foothill Transit Commuter Express and Torrance Transit 4X

La Brea Avenue Bus Priority Lanes

Community and stakeholder outreach began in Fall 2021, with a virtual community meeting held on November 16, 2021. A Spanish-language interpreter was available for use during the meeting, and all informational materials have been provided in English, Spanish, Korean, and Russian. A mobile tech pop-up unit with laptop stations and a screen was also made available at a location near the corridor (LADOT Public Parking Lot #614) as a limited in-person event designed to provide opportunities for those without reliable internet service to participate in the virtual meeting (COVID-19 health and safety protocols were in effect and masks were required to enter the mobile unit).

- Significant equity benefits for transit riders on La Brea Avenue (includes data from the Fall 2019 Customer Survey for Line 212 riders)
 - Over 12,500 boardings per weekday (pre-COVID) on La Brea Avenue

- 76% of bus riders on La Brea Avenue do not own or have access to a car and therefore rely on Metro bus service
- 76% of bus riders on La Brea Avenue use Metro bus service at least five days per week
- 90% of bus riders on La Brea Avenue are people of color (POC)
- Benefits to riders accessing jobs, residences, and businesses along the La Brea Avenue corridor
 - Over 100,000 residents and nearly 40,000 jobs within a 10-minute walk of proposed bus priority lanes
- Provides direct connections to E Line (Expo) and future D Line (Purple) extension

Project support and endorsements have been received during this process, including from organizations such as:

- Central Hollywood Neighborhood Council
- City of West Hollywood Transportation Commission
- Greater Wilshire Neighborhood Council Transportation Committee
- Hancock Park HOA resident survey
- Mid City West Neighborhood Council
- Investing In Place
- MoveLA
- Westside/Central Regional Service Council

The outreach process is ongoing and comments received to-date are being incorporated into current design plans, with the implementation goal set for Spring 2022.

5th & 6th Street Bus Priority Lanes

Significant equity benefits for transit riders on 5th Street and 6th Street (includes data from the Fall 2019 Customer Survey for riders on bus lines that use these corridors)

- Over 95,000 boardings per weekday (pre-COVID) on bus lines that use 5th Street/6th Street
- 85% of bus riders on 5th Street/6th Street do not own or have access to a car and rely on Metro bus service
- 72% of bus riders on 5th Street/6th Street use Metro bus service at least 5 days per week
- 55% of bus riders on 5th Street/6th Street are below the poverty line
- 88% of bus riders on 5th Street/6th Street are people of color (POC)

Following the completion of this project, Metro re-engaged with its customers using this corridor. Over 230 bus riders were verbally asked, in English or Spanish, a series of questions regarding their experience riding buses along the corridor, where they commute to, how frequently they ride, and how the installation of bus priority lanes have affected their trip times. This survey yielded the following results:

- Over 65% of those surveyed believed their bus service was faster, with over half of this group

- stating by 6 minutes or more
- 9 in 10 riders thought bus service was more reliable with the new bus lane

Red Paint/Thermoplastic Pilot Treatment

In partnership with the California Traffic Control Devices Committee (CTCDC), the Working Group is experimenting with partial use of red thermoplastic (more resilient than paint) to increase visibility of bus priority lanes in the pavement. Today's guidelines allow for use of red thermoplastic only if the entire lane is covered with this material, which can significantly increase cost and create public confusion about permitted use during non-bus lane hours.

In summer 2021, LADOT implemented this partial red thermoplastic treatment along portions of Wilshire Bl in Brentwood and the MyFig segment of Figueroa St approaching Downtown LA. Later in fall 2021, LADOT evaluated the effectiveness of the partial red thermoplastic treatment and saw an overall 55% decrease in non-bus vehicles using the bus priority lane, with some intersections seeing nearly 75% decrease in these types of violations.

These compelling results will be presented to the CTCDC with the intent to expand this cost-effective treatment to other bus priority lanes as part of a multipronged approach to bus priority lane compliance.

AB917 State Legislation for Camera Bus Lane Enforcement (CBLE) Program

In partnership with LADOT, Metro's Government Relations and Office of Extraordinary Innovation (OEI), legislative authorization was passed under California Assembly Bill AB917 and signed by Governor Newsom, which takes effect in January 2022, to enforce parking violations in bus-only lanes primarily through the use of automated, on-vehicle, forward-facing cameras.

This compliance tool is currently employed on transit buses in New York City and San Francisco. The CBLE program is seen as a cost-effective and less confrontational method to ensure bus lane investments are being used as intended. Metro and LADOT are jointly developing a proof-of-concept program and will present a proposal to the Board for future consideration.

Metro G Line (Orange) Busway Signal Improvements

In partnership with LADOT to make near term signal improvements while the gating project is still several years from completion, traffic signals along the G Line (Orange) Busway between North Hollywood and Coldwater Canyon stations have been updated with a "dwell recall" feature that allows the Busway to automatically share a green signal during the parallel through traffic movement along Chandler Bl. It is similar in concept to LADOT's Automatic Walk Signal Cycles, which no longer require a pedestrian to push a button to request the walk signal. Previously, if a person walking pushed the button midway through a green light, they could be required to wait for the next cycle to cross. Similarly, Busway traffic signals remained red until a bus would imminently approach the intersection to request its signal, even while general traffic next to the Busway flowed at normal speeds on a green light. This forced many G Line (Orange) buses to slow down and potentially added service delays while buses waited for the next cycle.

Preliminary results have shown these changes to have had the following improvements:

- 20% fewer buses stopped at traffic signals
- Over 30% reduction in delay due to red lights
- Nearly 40% bus speed improvement through intersections for buses that do not encounter a red light, allowing buses to operate at design speed more consistently

The Technical Working Group will continue to analyze this new treatment to see whether it could be expanded to other parts of the Metro system for further speed and reliability improvements.

EQUITY PLATFORM

The intent of this work is to provide travel time and reliability improvements to Metro riders, systemwide of which 8 in 10 bus riders are BIPOC, nearly 9 in 10 live in households with total annual earnings below \$50,000, and nearly 6 in 10 are below the poverty line. Further, the project areas are operated by Metro lines that serve Metro's Equity Focus Communities and staff will conduct a more focused equity analysis of impacts to marginalized groups as a result of this project.

Improving transit service by reallocating priority for single occupant motorists and renewing focus on transit riders increases access to opportunity for groups who may not have those opportunities today. Further, these projects allow Metro to sustainably operate more frequent service by improving speed and reliability.

Each project includes some form of rider outreach. These projects blend a data-driven approach with customer feedback and staff will commit to centering marginalized community feedback to ensure marginalized voices are heard and equitable outcomes are reached. Projects used multilingual rider surveys conducted verbally and in written form onboard buses and at key bus stops along affected corridors, as well as recorded interviews with bus riders in which they share thoughts and feedback on the proposed projects. These survey results and recorded interviews are then incorporated into the presentations used at community meetings to ensure that riders' voices are centered throughout the ensuing discussions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plans:

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

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

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and

employment, with greater confidence that they will reach their destination on time.

Goal #4: Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, Caltrans, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

NEXT STEPS

The NextGen Bus Speed Engineering Working Group will continue to discuss and analyze future corridors along key arterials for equitable opportunities and are actively collaborating with partner agencies and stakeholders. Staff plans to provide further details about these corridors in the next quarterly update in Spring 2022.

Additionally, Metro continues working with LADOT to improve existing Transit Signal Priority (TSP) and expand TSP to more buses and along non-TSP Tier 1 corridors under the NextGen Bus Plan. Today, only Metro Rapid (Red) buses receive TSP, which can extend green lights to prioritize certain buses. Given the NextGen Bus Plan to combine the best of Metro Rapid priority attributes with Metro Local access for all riders, Metro is exploring the viability to enable TSP on its entire 2,300 bus fleet and work with LADOT to increase opportunities for Metro buses to receive signal prioritization along Metro Tier 1 bus routes.

ATTACHMENTS

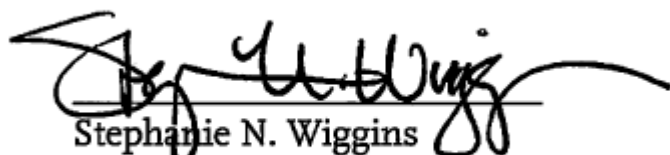
Attachment A - Motion 22.1

Prepared by: James Shahamiri, Senior Manager, Engineering, (213) 922-4823

Stephen Tu, Director, Service Planning, (213) 418-3005

Julia Brown, Senior Manager, Community Relations, (213) 922-1340

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



Stephanie N. Wiggins
Chief Executive Officer



Metro

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

Board Report

File #: 2019-0572, **File Type:** Motion / Motion Response

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

In June 2018, the Metro Board endorsed speed, frequency, and reliability as the highest priorities for Metro's bus service in the NextGen Bus Study. In recent years, the primary contributor to slow speeds and poor schedule reliability has been growing traffic congestion on city streets. This congestion directly increases Metro's operating costs and reduces the quality of the service that Metro can afford to provide. Providing high-quality transit options with competitive travel times is the single most important step Metro can take to retain and grow ridership, increase the carrying capacity of local roadways, and shift regional travel patterns toward more efficient modes. These goals are essential components of both Metro's Vision 2028 Strategic Plan and the City of Los Angeles' Mobility Plan 2035 and Sustainable City pLAn.

The phenomenon of traffic congestion impeding mass transit operations is particularly acute in Downtown Los Angeles and nearby neighborhoods -- and the experience of the recent Flower Street pilot bus lane has demonstrated the effectiveness of strategic bus-supportive infrastructure in allowing transit riders to bypass congestion. Other types of bus-supportive infrastructure may include queue jumpers, signal priority, or boarding islands. Combined with operational improvements like All Door Boarding, these types of infrastructure improvements can cut stop times and improve bus speeds by 20% or more.

Metro buses operate on streets controlled by local jurisdictions. Therefore, close coordination between Metro and local agency partners is essential to successfully implement infrastructure changes. A working group is needed to ensure close coordination between Metro's Operations Department and city transportation agencies.

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

APPROVE Motion by Directors Bonin, Garcetti, Krekorian, Solis and Garcia that the Board direct the CEO to:

- A. Develop a list of priority bus-supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation, or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety, and Customer Experience Committee on the above in October 2019, and quarterly thereafter.

ITEM 22



NEXTGEN **Bus Plan**

**Bus Speed Engineering
Working Group Update**

Project Map

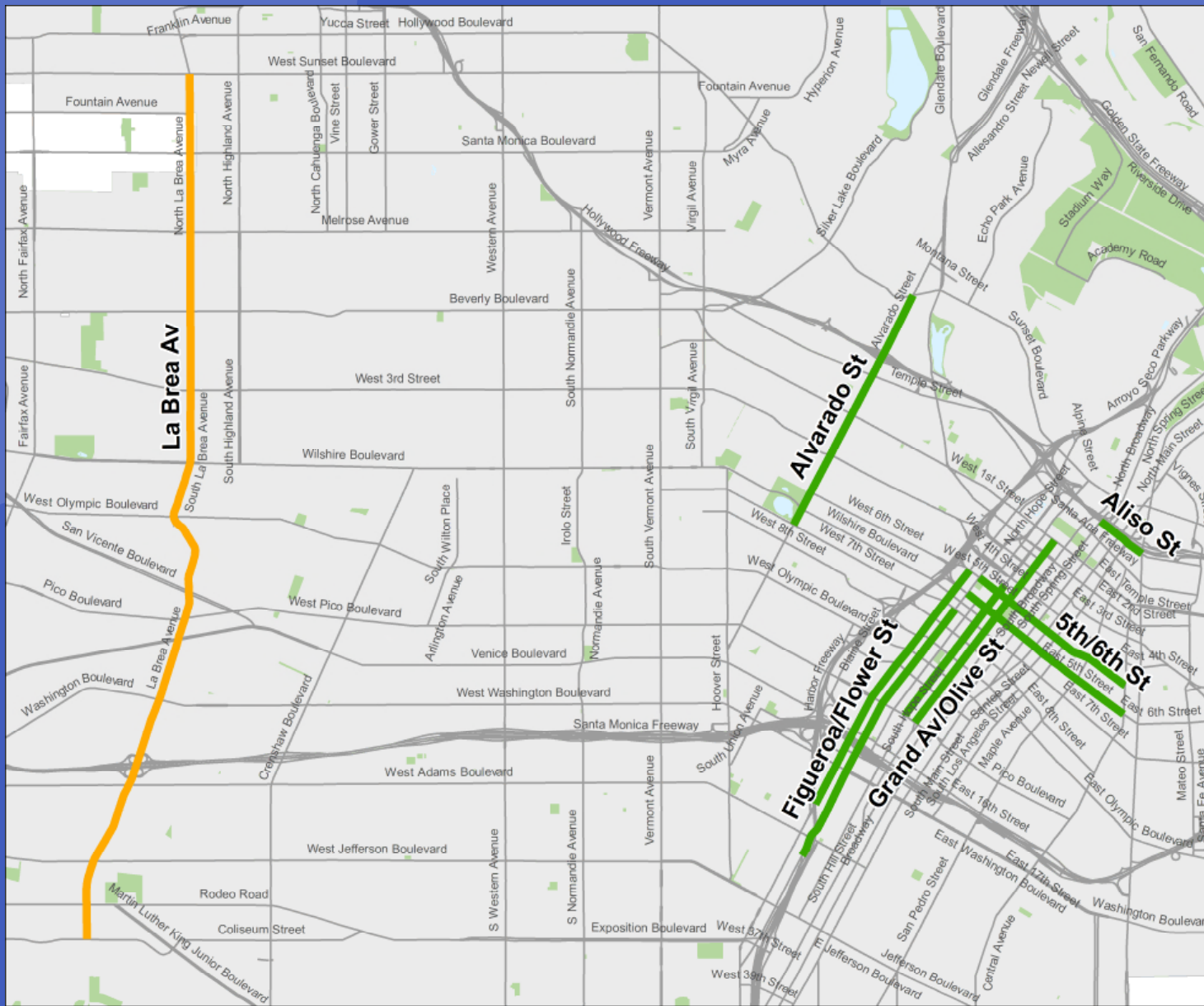
Bus Lane Projects

DRAFT, 12/13/2021

Bus Lanes

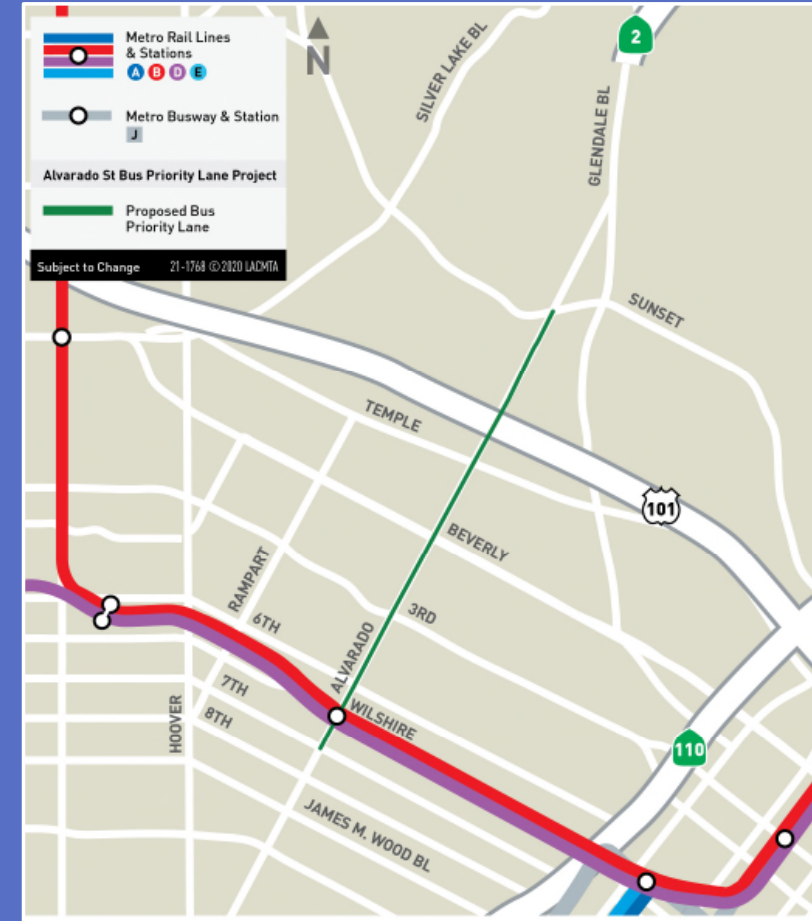
Completed Corridors

— In-Progress Corridors



Alvarado St Peak Bus Priority Lanes

- Southern segment (LADOT) showing 13% bus speed improvement during morning period (May vs. Oct 2021)
- Northern segment anticipated February 2022, pending Caltrans approval



Grand Av-Olive St Bus Priority Lanes

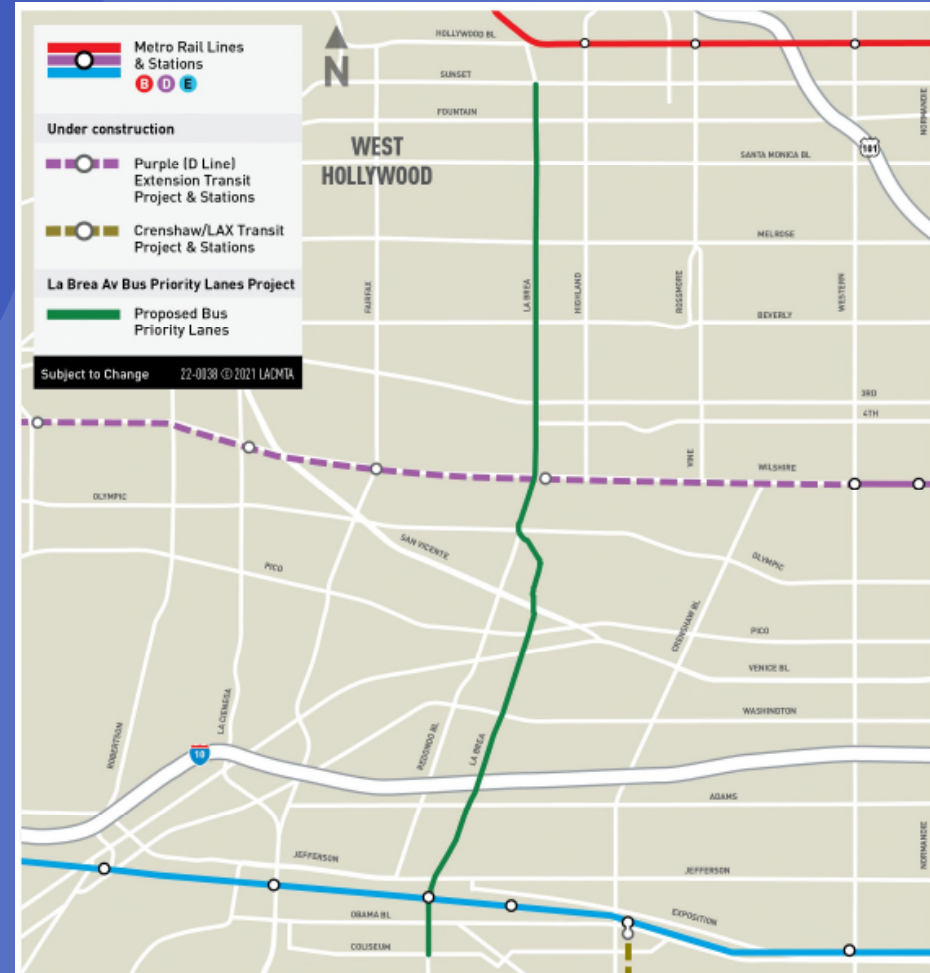


- Completed November 2021, one month ahead of schedule
- Staff will conduct a post-implementation evaluation



La Brea Av Peak Bus Priority Lanes

- Community and stakeholder outreach began Fall 2021
- Virtual community meeting held November 16, 2021
- Mobile pop-up outreach unit was available during meeting
- Project support and endorsements from:
 - Central Hollywood Neighborhood Council
 - Mid City West Neighborhood Council
 - Greater Wilshire Neighborhood Council
 - Hancock Park HOA Residents Survey
 - City of West Hollywood Transportation Commission
 - Investing in Place
 - MoveLA
 - Westside/Central Regional Service Council
- Plan to incorporate input to open in Spring 2022



Red Paint / Thermoplastic Pilot

- Metro, LADOT & CTCDC (California Traffic Control Devices Committee) partnering to experiment partial use of red thermoplastic to increase visibility of bus priority lanes
- Pilots implemented on Wilshire Bl in Brentwood & MyFig segment of Figueroa St in Downtown LA
- Overall, 55% reduction in non-bus vehicles using bus lane, with some intersections with nearly 75% reduction in improper usage
- Requesting CTCDC to expand pilot to other corridors as part of multipronged approach to bus priority lane compliance



G Line (Orange) BRT Signal Improvements

- Busway traffic signals between North Hollywood & Coldwater Canyon updated with “dwell recall” feature
- Similar to LADOT’s Automatic Walk Signal Cycles, this allows Busway to automatically share a green signal during the parallel through traffic movement along Chandler Bl
- Preliminary results show improvements:
 - 20% fewer buses stopped at traffic signals
 - Over 30% reduction in delay due to red lights
 - Nearly 40% bus speed improvement through intersections for buses that do not encounter a red light
- Looking to expand to other parts of the Metro system for further speed and reliability improvements



Looking Ahead

- Working Group continues to discuss and analyze future corridors for equitable opportunities with ongoing collaboration among partner agencies and stakeholders
- Conducting post-implementation surveys on recently completed projects
- AB917 State Legislation for Camera Bus Lane Enforcement (CBLE) Program
 - Currently employed on transit buses in SF and NYC
- Next quarterly report expected in Spring 2022





Board Report

File #: 2021-0787, **File Type:** Informational Report

Agenda Number: 23.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE

JANUARY 20, 2022

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

As of June 2021, Metro System Security & Law Enforcement (SSLE) revised and updated the performance data to improve accuracy and details related to KPIs for its multi-agency law enforcement deployment strategies provided by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). To avoid discrepancies related to crime reclassifications and maintain consistency with contract terms and conditions, SSLE will have all data submitted by the 15th of every month. This will provide ample time for staff to review, thereby providing the Board with complete and accurate data.

BACKGROUND

The following sections provide data, trends, and updates on SSLE initiatives to help improve public safety on the Metro system.

DISCUSSION

LAW ENFORCEMENT CONTRACT COMPLIANCE

Technical Review

The SSLE Administration and Compliance Unit continues to verify that all field Officers/Deputies on duty are tapping their Metro-issued badges at all TAP machines when patrolling Metro buses, trains, and rail stations/corridors to ensure high visibility and accountability for our contracted law enforcement services.

Upon reviewing the sample size from October 2021 and supporting information provided by law enforcement partners, it was determined that the Officers/Deputies from the daily deployment schedule served at their respective details and are compliant with the contract.

Community Policing Updates

As part of Metro's Community Safety Partnerships, each contracted agency hosts its own community policing events. The following events took place in November and December:

LAPD Transit Services Division

DATE	LOCATION	EVENT	APPROX. ATTENDANCE	DESCRIPTION
11/3/2021	North Hollywood Station	NoHo Redevelopment Project Meeting	10	Community discussion on current crime challenges, homeless issues/concerns
12/14/2021	Chatsworth	Hope of the Valley Toy Giveaway	50	Toy Giveaway at Hope of the Valley Shelter near Chatsworth Station



LASD Transit Services Bureau

DATE	LOCATION	EVENT	APPROX. ATTENDANCE	DESCRIPTION
11/14/2021	APU/Citrus Station	Special Olympics Torch Run	20	Run from APU/Citrus to Irwindale to support Special Olympics
11/16/2021	Norwalk Station	Coffee with a Deputy	25	Community engagement pop-up
11/17/2021	Willowbrook/ RP Station	Stand Against Hate	25	Community engagement/dialogue to support LA Anti Hate Week
11/30/2021	Willowbrook/ RP Station	Coffee with a Deputy	25	Community engagement pop-up
12/14/2021	El Monte Station	Coffee with a Deputy	30	Community engagement pop-up
12/16/2021	Duarte Station	Fentanyl Awareness	100	Pop-up to provide HS students handouts on fentanyl awareness
12/17/2021	South Pasadena Station	Polar Express Toy Distribution	N/A	Toy Giveaway to Huntington Hospital and Pasadena Women Shelter
12/21/2021	Atlantic Station	"Where's the Santa Deputy" Toy Giveaway	50	Toy Giveaway to children in East LA / Atlantic Station area
12/21/2021	Willowbrook/ RP Station	TSB SAU Toy Giveaway	250	Toy giveaway at station to children in partnership w/ local church



LBPd Metro Transit Detail

DATE	LOCATION	EVENT	APPROX. ATTENDANCE	DESCRIPTION
11/6/2021	Long Beach	Shop with a Cop	100	LBPd Metro Detail officers participated in event to provide clothing and school supplies to needy children.
12/15/2021	DTLB Station	Coffee with a Cop	20	Community engagement pop-up
12/16/2021	Long Beach	LBPd Motor Patrol Association Toy Giveaway	50	LBPd Metro Detail officers participated in toy giveaway event.

METRO TRANSIT SECURITY (MTS)

Quality Service Audits

For October, MTS completed twenty-four (24) Quality Service Audits (QSA). MTS Supervisors contacted eleven (11) external partners, nine (9) internal partners, and four (4) patrons to gain feedback on the performance of our officers. Those surveyed gave ratings ranging from "meets," "exceeded," and "greatly exceeded" expectations for the services rendered by Transit Security Officers (TSOs).

For November, MTS completed fifteen (15) QSAs. MTS Supervisors contacted four (4) external partners, two (2) internal partners, and nine (9) patrons to gain feedback on the performance of our

officers. Those surveyed gave ratings of "meets," "exceeded," and "greatly exceeded" expectations for the services rendered by TSOs.

Training

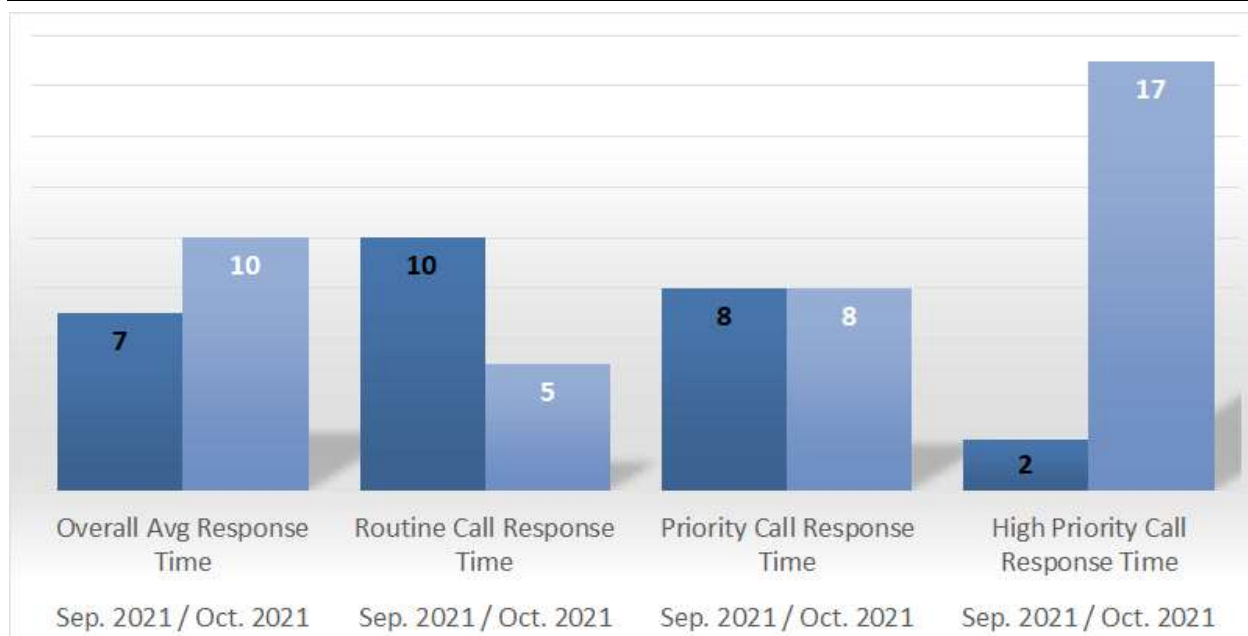
SSLE's full-time training unit completed a Metro Academy Program (MAP) training academy for four (4) new recruits. The MAP is comprised of in-house security training and Metro-mandated training. All recruits graduated, and received Verbal Defense and Influence certifications, and were awarded three (3) FEMA NIMS (National Incident Management System ICS 100, 200, 700) certifications. The training included multiple topics, such as Use of Force and De-escalation tactics, Customer Service, Implicit Bias, and Rail Safety.

New training initiatives include Bystander Intervention Training and NARCAN (naloxone) deployment training. Bystander Intervention Training is being considered for availability to all Metro personnel via its eLearning platform; however, before this is finalized, SSLE is currently evaluating third parties who provide training and materials on this topic. Specific bystander intervention training will be combined with Rail Safety, Implicit Bias, and De-escalation training into one comprehensive but streamlined course. NARCAN will be issued to qualified Metro Transit Security personnel following training which will be provided by the Los Angeles County Sheriff's Department.

Calls for Service

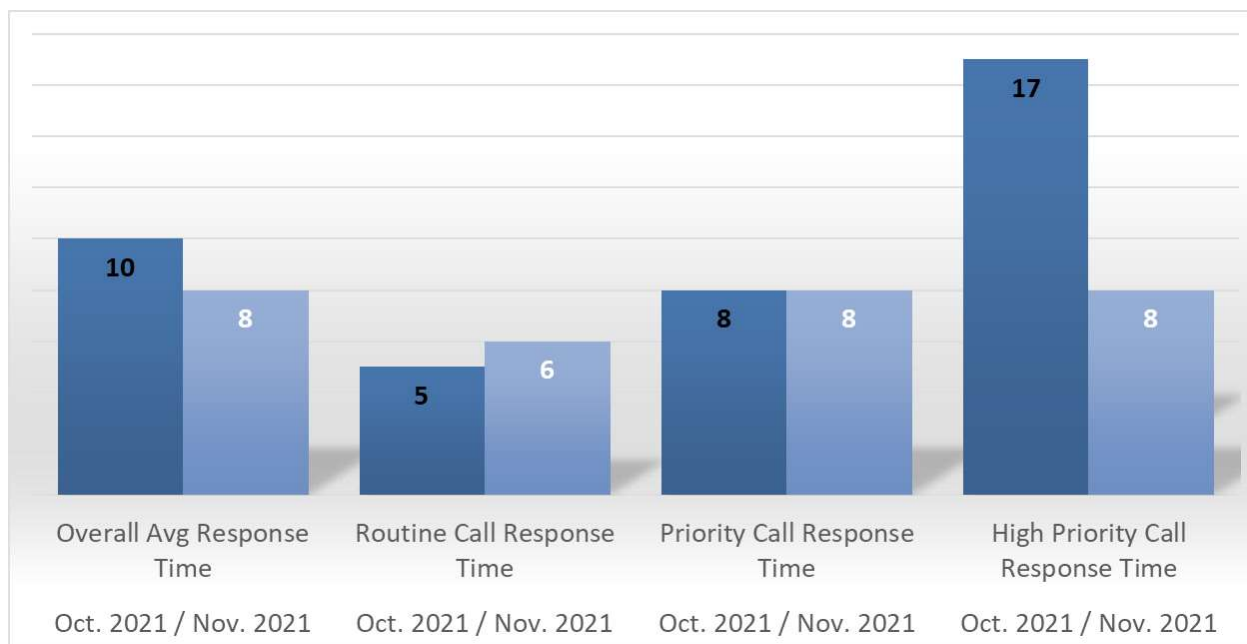
For October, Transit Security received 265 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 195 calls and responded to 165 of them with an average response time of five (5) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as Facilities Maintenance, Rail Operations Control, Bus Operations Control, local fire departments, or elevator technicians.
- Priority: Transit Security received 65 calls and responded to 47 of them with an average response time of eight (8) minutes. The remaining calls were assigned to law enforcement, contract security, or the other entities listed above.
- High Priority: Transit Security received five (5) calls and responded to three (3) of them with an average response time of 17 minutes. We had response times of 15, 6, and 30 minutes. The extended average response time was due to the distance from where MTS officers were responding. The remaining (2) calls were assigned to law enforcement since they were on the scene prior to MTS's arrival.



For November, Transit Security received 197 calls for service. The following is a breakdown of the call categories and response times.

- Routine: Transit Security received 127 calls and responded to 102 of them with an average response time of six (6) minutes. The remaining calls were assigned to law enforcement, contract security, or other entities such as maintenance, Rail Operations Control, Bus Operations Control, local fire departments, or elevator technicians.
- Priority: Transit Security received 68 calls and responded to 60 of them with an average response time of ten (10) minutes. The remaining calls were assigned to law enforcement, contract security, or the other entities listed above.
- High Priority: Transit Security received two (2) calls and responded to both with an average response time of eight (8) minutes.



Commendations

TSOs Nick Ordoyan and Danny Kim were dispatched to the Hollywood and Vine Red Line Station to conduct a station closure on November 7th, 2021. They came across a patron lying on a platform bench. Believing the subject was asleep, the officers attempted to wake up the patron by announcing their presence and tapping lightly on the patron's shoulders. The patron did not respond. The officers also saw that the subject had a shallow breathing pattern with minimal chest and diaphragm movements. They immediately requested that the Los Angeles Fire Department (LAFD) respond for medical aid assistance via Metro dispatch. Minutes later, LAFD arrived, and the officers briefed them on the patron's condition. The LAFD paramedic conducted a preliminary medical evaluation of the patron and advised he was in the late stages of an overdose. The paramedics immediately began to administer a life-saving dose of Narcan. A few moments after the medication was administered, the patron regained a level of semi-consciousness and was immediately transported by LAFD to a local hospital. Both TSOs displayed a high level of proactivity and teamwork, which enabled them to identify and help a person who needed life-saving medical attention.

BUS OPERATIONS SECURITY

In October, there were a total of nine (9) assaults on bus operators, with six (6) assaults occurring in LAPD's jurisdiction and three (3) assaults occurring in LASD's jurisdiction. Furthermore, there was a total of 9,096 bus boardings by LAPD officers and a total of 8,434 bus boardings by LASD deputies on various routes throughout the system.

After a spike in assaults shown in data from the previous month, Metro directed its partner agencies to reallocate resources to respond to these incidents. LAPD's Bus Riding Teams (BRTs) were made aware of the six (6) incidents and adjusted their deployment to target lines, routes, and locations where these incidents occurred. Detectives continue to review all operator assault reports and report their findings to Watch Commanders, who then make the necessary adjustments to the BRT

deployments.

In November, there were a total of nineteen (19) assaults on bus operators, with twelve (12) assaults occurring in LAPD's jurisdiction and seven (7) assaults occurring in LASD's jurisdiction. Furthermore, there was a total of 11,546 bus boardings by LAPD officers and 7,869 bus boardings by LASD deputies on various routes throughout the system.

LAPD's analysis revealed that there were no trends or patterns identified and that all reported assaults appear to be random and unrelated. Transit Services Division (TSD) Detectives are working closely with local detectives on the cases. TSD Detectives continue to review all crime reports, identify crime trends and patterns, and pass along the information to the units to reduce bus operator assaults and transit-related crime. TSD Bureau BRTs were made aware of the 12 incidents and adjusted their deployment. Detectives continue to review all the operator assault reports and make the necessary adjustments to the BRT deployment to address the assaults.

LASD's analysis also revealed that there were no trends or patterns identified. Deputies working bus patrol have increased their contact with bus operators and riders by checking on bus operators at the various bus hubs and areas with higher volumes of riders boarding. Deputy team leaders continue to discuss operator safety and LASD response to calls at the "rap sessions" at Divisions 9 (El Monte) and 18 (Carson). Deputies continue to make efforts to do uniformed bus rides on the AM and PM Shifts to enhance the presence of law enforcement.

MOTION #35 UPDATES

Contained within Motion 35 are the "Eight Can't Wait" reforms for 'Use of Force' that are within Campaign Zero. The MTS revised draft of the Use of Force (UOF) Policy is currently in the meet and confer process with AFSCME and Teamsters unions. Once the process is completed, SSLE will report back to the Board in February. Thus far, this motion has been discussed with AFSCME on December 3, 2021, and with Teamsters on December 7, 2021. It is anticipated that we will have the policy in place by January 2022.

LBPD's Use of Force Policy is undergoing revision and is being reviewed by a community panel. LBPD met with Campaign Zero representatives in late November and had a productive conversation. LBPD is working with their community group and their internal policy writers on addressing the remaining recommendations. Previously, it was estimated that the process would be completed by the end of December. However, when SSLE reached out to the LBPD point of contact regarding a progress update, it was expressed that progress in December was hampered by staffing issues related to COVID-19.

LBPD has assured SSLE they are committed to incorporating the Eight Can't Wait recommendations into their UOF policy. Due to the staffing issues mentioned before, LBPD could not provide a specific date for when they anticipate the revision to be completed. They did make note that once it is completed, they will have to enter a meet and confer phase whereby Sworn and Civilian Union representatives review the UOF terms prior to finalizing the policy.

PUBLIC SAFETY ADVISORY COMMITTEE (PSAC)

In the November general PSAC meetings, the facilitation team introduced their new co-facilitator, Asma Mahdi, and heard a comprehensive presentation from the survey consultant team and Metro

staff on the public safety survey and employee survey results. SSLE anticipates PSAC will offer recommendations on the following items in January 2022: 1) new scopes of work for the law enforcement and infrastructure protection services contracts; and 2) the Home At Last shelter bed pilot program.

In the December general PSAC meeting, the committee had a conversation with CEO Stephanie Wiggins. The meeting focused on a discussion of the last six-months of work.

SEXUAL HARASSMENT

Below are the Peace Over Violence (POV) performance metrics for the months of October and November 2021. The POV contract ended on January 1st, 2022, at which point calls are routed through Metro Transit Security Operations Center until another resource is identified. Referrals will go to free 24/7 hotlines.

Performance Measure	October 2021 Number Served
Total Number of individuals that contacted POV Line	3
Number of individuals that contacted POV Line regarding sexual harassment	1
Number of individuals that requested counseling services	0
Number of police reports filed or intended to file regarding sexual harassment	2
Number of active cases	1

Performance Measure	November 2021 Number Served
Total Number of individuals that contacted POV Line	4
Number of individuals that contacted POV Line regarding sexual harassment	1
Number of individuals that requested counseling services	3
Number of police reports filed or intended to file regarding sexual harassment	4
Number of active cases	0

CHILDREN TRAVEL SAFE CAMPAIGN

Metro is committed to having all patrons safely ride the system. Recognizing that students may need tailored guidance and support on how to travel safely on the system, in conjunction with the Communications Department, SSLE launched a Children Travel Safe Campaign in Fall 2021. With

the increased number of students back in school and on the system under the GoPass program, educating them on how to travel safely is important. The Children Travel Safe Campaign highlights the following Top 5 safety tips:

1. **Know your route** - Be confident about where you're going and how to get there. Plan your route ahead of time and leave early so you're not rushed. Have another route ready as a backup in case there's a delay on your primary route. Be extra careful walking in front of vacant buildings/lots, alleys, and overgrown areas.
2. **Ride with a buddy** - There is safety in numbers. Whenever possible, walk and ride with a friend or in a group and stay together while waiting for the bus or train.
3. **Be aware of your surroundings** - Stay in well-lit areas. Don't just focus on your phone, keep one earbud out of your ear so you can hear what's going on. If you see someone acting in a way that makes you uncomfortable, quietly move away - go to another part of the platform, sit closer to the bus/train operator, or switch train cars at the next station. Share your concern with Metro personnel or a Police Officer.
4. **Keep your personal belongings safe** - Take your backpack off and put it on your lap or at your feet. Keep any valuables securely hidden in your bag. Be careful with your phone and other devices, especially when standing near transit vehicle doors.
5. **See Something? Say Something** - Know how to get help. If you don't feel safe, whether someone has touched you inappropriately, your friend is being harassed, you're worried about the well-being of someone on the bus/train, or there's something else causing you to not feel safe, please let us know and someone will respond right away.
 - **In case of an emergency, always call 911**
 - To report a safety concern or suspicious activity:
 - i. Call: 888-950-SAFE (7233)
 - ii. Text: 213-788-2777
 - iii. Use the Metro Transit Watch app for smartphones

This campaign focuses on educating students on personal safety awareness and crime prevention and is complementary to the Transit Safety/Community Education program, which focuses on safety practices around transit vehicles and infrastructure, such as looking both ways before crossing train tracks. The following steps have already been taken to promote the campaign:

- Safety tips and travel safe information is now provided as part of the Fareless Initiative (Metro GoPass) sign-up.
- Community Education/Transit Safety Programs Team has added 5 safety tips to all their presentations which are given to K-12 students.
- Metro's Marketing Team is working on materials with 5 safety tips for online and print. They will

also create a page on the Metro webpage with this information, as well as work with the Social Media team for information distribution via Instagram and Facebook.

LASD has conducted in-person outreach and engagement with schools, including an event at the California School of the Arts - San Gabriel Valley. In total, four hundred (400) students and community members were contacted during this event. Metro Community Relations teams are not currently providing in-person outreach due to COVID-19 restrictions. However, once these teams return to in-person outreach, SSLE will coordinate with Community Relations for joint outreach opportunities.



ANTI-HATE & BYSTANDER PROGRAM

As a member of the Los Angeles County community, Metro believes that it is our duty to support one another and to protect our community members from threats of sexual harassment, violence, or mistreatment. Thus, the following initiatives are being explored.

Anti-Hate

Metro participated in Los Angeles County's Anti-Hate week, from November 14th to the 20th. The L.A. vs. Hate Coalition, led by the Los Angeles County Department of Workforce Development, Aging and Community Services (WDACS) and the L.A. County Human Relations Commission, announced the L.A. vs. Hate United Against Hate Week 2021. Through a unique, community-building blend of art, social media, and educational resources, the L.A. vs. Hate Coalition urged communities to reject hate and bigotry and promote inclusion. LASD Transit Services Deputies participated in the L.A. vs. Hate campaign by hosting a community table at the Willowbrook/Rosa Parks Station on November 17th, where fifteen (15) riders attended. Riders were encouraged to share words or phrases that promote inclusion. Deputies also provided handouts and information on how to report hate crimes as a victim, witness, or advocate.

Law enforcement, especially Police Officers and Investigators, play a critical role in responding to hate crimes. Metro contracted law enforcement and Transit Security were invited to attend the “United Against Hate Week Training.” The training focused on ways to explore and discuss innovative and engaging strategies to best assist and support victims of hate crimes. This included understanding the differences between a hate crime and a hate incident, state versus federal hate crime statutes, and strategies that will further strengthen hate crimes investigations to ensure successful prosecution.



Bystander Program

SSLE, Operations, and Communications are launching a Bystander Program in February 2022 that encourages employees and riders to support one another by reporting incidents on the system and outlines what actions one can take on a step-by-step basis to protect one another while maintaining their own safety. It is important for Metro riders and employees to know what they can expect from us as an agency when in need, and similarly for Metro to provide concrete ways that employees and riders can assist one another. SSLE Training staff is working to evaluate different training options and select an option that would be most beneficial to Metro employees.

EQUITY PLATFORM

When the PSAC was crafting its value statements for public safety on the Metro system, one of the objectives was to include statements that represent the community’s diverse, lived experiences. After member discussion and general public input, the committee composed the following values that help create a more inclusive, community-focused approach to public safety, as well as serve as a framework for future PSAC decision-making:

- Implementing a Human-Centered Approach
- Emphasizing Compassion and a Culture of Care

- Recognizing Diversity
- Acknowledging Context
- Committing to Openness and Accountability

The random Quality Service Audits (QSA) provide a key assessment tool to help measure and enhance customer's perception of safety, security, customer service, and public sentiment toward Metro Transit Security. This comes in the form of a survey that asks to rate the service provided by Transit Security Officers. Participants range from external and internal personnel, as well as patrons who ride the system. For the month of November, we had the following representation of QSAs for riders/patrons. We hope to capture geographic information in our QSA reports for future months.

November QSA Demographics	2017 System Demographics (On-board Survey)
44% African American	16% African American
11% Hispanic	56% Hispanic
33% Caucasian	13% Caucasian
11% Asian American	9% Asian American
N/A	1% Native American
N/A	5% Other

For the Children Travel Safe Campaign, SSLE will work with Community Relations to identify schools and recreational centers where community outreach can be conducted. Our goal will be to prioritize schools within the Equity Focused Communities and areas where more incidents occur.

SSLE requested that law enforcement partners reallocate resources to address bus assaults occurring on our system. As a result, in October, LAPD and LASD have been taking some measures to help improve safety and help riders and operators feel safe.

- LAPD recommended supervisors to provide support by conducting multiple bus boardings along problem locations such as the Western Ave and Vermont Ave lines, as well as other lines within the San Fernando Valley and the West Bureau, which includes areas of West Los Angeles and Hollywood.
- During late hours, LAPD supervisors conduct High-Intensity Diversion Enforcement (HIDE) where they stop at a platform or bus stop, place their emergency light bar on, and remain at the scene for a couple of minutes.
- LASD has assigned team members focusing on specific tasks, for example: a Detective Sergeant and Crime Analyst are working on investigative responses; two Service Area Lieutenants and two Special Assignment Sergeants are focusing on the enforcement efforts; six team leaders that have practical experience based on interactions with bus operators; and two members who oversee the rest of the team.
- LASD has monthly team management meetings where they discuss crime trends and line

experience.

NEXT STEPS

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

ATTACHMENTS

Attachment A - November 3, 2021 PSAC Meeting Minutes

Attachment B - November 17, 2021 PSAC Meeting Minutes

Attachment C - Sexual Harassment Crimes October & November 2021

Attachment D - Systemwide Law Enforcement Overview October & November 2021

Attachment E - MTA Supporting Data October & November 2021

Attachment F - Transit Police Summary October & November 2021

Attachment G - Monthly, Bi-Annual, Annual Comparison October & November 2021

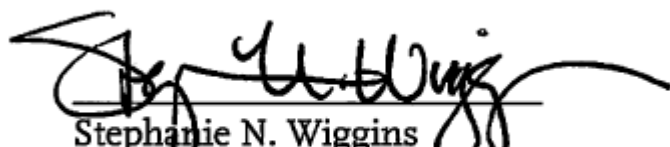
Attachment H - Violent, Prop, and Part 1 Crimes October & November 2021

Attachment I - Demographic Data October & November 2021

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



Stephanie N. Wiggins
Chief Executive Officer

Metro Public Safety Advisory Committee

General Committee Meeting #14

MINUTES

Wednesday, November 3, 2021

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting. .

C. Roll Call

Present: Ashley Ajayi, Carrie Madden, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jose Raigoza, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon

Absent: Jessica Kellogg, Ma'ayan Dembo, Raul Gomez

D. Approval of Meeting Minutes for 10/20/21

Committee members voted to approve the meeting minutes for the October 20, 2021 meeting. The minutes were approved unanimously.

II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor with the Advancement Project California expressed support for the cancellation of policing contracts and the reinvestment of funds into community safety alternatives.
- B. Commentor alleged that they were wrongfully terminated from their job as a security contractor with American Eagle Protection Services, a subcontractor of RMI (who provides Metro's infrastructure protection services) for reporting alleged illegal activities of other private security personnel. They requested for the owner of RMI to speak to PSAC regarding alleged "illegal activities and arrests."
 - a. Member Florence Annang commented she would like to learn more about these allegations.
- C. Commentor Dr. Chris B. Liban from the Metro Asian American Native Hawaiian and Pacific Islander (AANHPI) Steering Committee highlighted that they are considering training and recognition of the Asian American community as part of their policy platform. They also submitted written statement that was distributed to PSAC.

III. Discussion

A. Proposal to Approve the Mission & Values Statements

Facilitator France reviewed [final draft of the PSAC Public Safety Mission & Values statements](#) and requested feedback from the committee.

- a. **Context & process:** France detailed the recent efforts to provide edits on the statements. In advance of this meeting, a small working group of members met to make any wordsmithing changes and finalized the mission and values statements.

- b. **Request for agenda modification:** Member Ajayi proposed for committee members to move the mission and values to later in the agenda, in order to approve the other agenda items first and have an extended discussion on modifications to the statements.
 - i. Member Annang stressed that today's meeting already has a full agenda and would like to not shift the agenda order.
 - ii. Member Wen shared it's important to finalize the mission and values statements set to use as a guiding system for future PSAC decision-making.
 - iii. The agenda was not restructured.
 - c. **Proposal to edit mission and value statements:** Member Ajayi proposed edits to the statements. These edits proposed adding Metro's actions on dependable transit service to the "Emphasizing Compassion and a Culture of Care" statement and removing "human centered" from the "Implementing a Human-Centered Approach" value.
 - i. Member Wen agreed to adding dependability but not the "human-centered" change.
 - ii. Member Annang shared they are in support of adding dependability if it does not replace "fair treatment."
 - iii. Facilitator proposed suggested adding dependability as a fourth pillar.
 - 1. Member De Rivera responded they do strongly support adding the term "dependability."
 - d. **Public Comment**
 - i. Commentor responded to a committee member and stated that dependability is definitely the responsibility of MTA.
 - e. **Test for consensus:** Facilitator France proposed approving the mission and values statements, with the addition of dependability to the "Emphasizing Compassion and a Culture of Care" statement.
 - i. Members Ajayi and Davis seconded moving forward with the dependability addition. There were no concerns from other members.
 - f. **Vote to approve modified Mission and Values statements**
 - i. Yes: 14 No: 0 Abstain: 0
 - ii. The item was approved.
- B. **Proposal to Approve Metro Staff Recommendations for the Infrastructure Protection Services Contract Extension**

Committee members discussed endorsing Metro staff recommendations that would modify the contract provisions for the Infrastructure Protection Services contract.

 - a. **Body worn camera alternatives:** Metro staff Judy Gerhardt clarified that Metro does not explicitly recommend the vendor mentioned in the recommendations and only included it as an example.
 - b. **Timeline and alternative financing:** Member Wen asked if the committee will be able to be vote on the recommendations again in six months if they are not approved today. He also inquired if alternative forms of financing were considered to fund body worn cameras.
 - i. Facilitator France responded that if PSAC decides to not vote on IPS recommendations, Metro will present their staff recommendations without PSAC's comment.
 - 1. Additionally, recommendations from the IPS ad hoc committee will be brought to the full PSAC committee in early 2022.
 - ii. Metro staff Judy Gerhardt shared that for this extension, alternative forms of financing were not something that could be considered but Metro may consider alternatives in the future.
 - c. **Proposal to move forward:** Facilitator France proposed that the committee voted on approving Metro staff recommendations, with the exclusion of the body worn camera recommendations. This exclusion was due to a lack of consensus around this topic.
 - i. Members Ajayi, Smith, and Davis agreed with advancing this proposal.
 - d. **Public comment period:** There were no public comments on this item.
 - e. **Test for consensus:** Members agreed to vote upon approving Metro staff recommendations,

with the exclusion of supporting the body worn camera alternatives recommendations.

- i. In advance of the vote, Member Wen asked if the contract extension is for six months totaling \$19M with RMI as the contractor.

1. Metro Staff Imelda Hernandez confirmed this is correct.

f. **Vote to approve modified recommendations from Metro staff on the IPS contract extension.**

- i. Yes: 3 No: 9 Abstain: 2
- ii. The item was not approved.

g. **Next steps:** The facilitation team will draft a memo to communicate PSAC's decision to the Metro Board.

C. **Proposal to Approve Policing Practices Ad Hoc Committee Response to Metro Staff Recommendations for the Multi-Agency Law Enforcement Contract Extensions**

The sub-committee presented their recommendations which responded to Metro staff's recommendations for amendments to the contract and received feedback from the larger committee.

a. **Response Overview:** Member Scarlett de Leon shared the proposed position to not support a six-month extension. Member Chauncey Smith presented the committee's suggested recommendations for alternative public safety strategies that should receive the contract extension's allocated funding

b. **Questions and Feedback from PSAC**

i. **Previous policing models:** Member Carrie Madden asked why Metro reverted from a non-contracted policing model in 2009.

1. Member Smith indicated that public demands for policing affected the agency's decision.
2. Metro Staff Member Gerhardt shared a [document detailing the history of Metro policing](#). She clarified that Metro never had a non-contracted policing model.

ii. **Metro's decision-making process:** Member Wen asked what Metro would do if PSAC votes to not support the extension.

1. Member de Leon responded that the final decision lies with the Metro board, but they should consider PSAC's opinion when making that decision.

iii. **Public opinion:** Member De Rivera called out the public comments that call for increased presence of police as being important in this decision. She shared that the survey conducted by Metro demonstrated support on both sides, with respondents wanting more or fewer police equally.

iv. **Funding allocations:** Member Tajsar expressed his support for the recommendations and highlighted that Metro's reallocation for public health services was for less than \$2.5 million. He felt this funding should be dramatically increased.

v. **Support for law enforcement:** Member Garcia shared his personal positive experiences with law enforcement and how he struggles with the need for their continued presence.

1. Member Strickland shared her experiences from a ride-along with LASD where the officers advocated for increased public health services, because they are not trained to provide them. She also emphasized that community efforts around public health need to be foregrounded in this new funding allocation.
2. Member Smith clarified that quality-of-life issues can be addressed by providing the correct services to the appropriate situations, rather than allocating those tasks to law enforcement.
 - a. Smith also clarified that the proposal is not to eradicate the police, but rather to have Metro not pay for a special contract. Instead, responding to issues on the Metro system would be the responsibility of the individual municipal police departments as part of their standard tasks.

c. **Public Comment:**

- i. Commentor expressed disappointment with the committee's stance on ending the contract with law enforcement without first putting in place any public safety alternatives.

d. **Additional questions and feedback:**

- i. **Phasing decreased funding:** Member Wen asked for an amendment to the recommendations that would take a stepped phasing process to decrease funding for Metro law enforcement partners.
 1. Facilitator France clarified that these recommendations are only for the six-month extension and this recommendation might be better suited for a longer-term proposal.
- ii. **Police scope:** Member De Rivera stated that they are not anti-police, instead they feel that law enforcement is asked to do take on tasks (mental health, homeless services, etc.) that are not their job.
- iii. **Transit ambassadors:** Member Madden recommended to replace officers with the forthcoming Transit Ambassadors to continue having a public safety presence on the system.
- iv. **Communicating this decision:** Member Wen asked Metro to share how they will be sharing the results of Metro Board's vote on this topic with the public.
 1. Metro Staff Gerhardt responded that Metro has a communications department that will inform the public and riders of the Metro Board's decision.

e. **Vote:**

- i. Yes: 14 No: 0 Abstain: 0
- ii. The item was approved.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor stated that they disagree with PSAC's decision to not support a contract extension. They stated that police are needed to deter violent crimes on the system.

V. Adjournment

- A. Meeting adjourned at 7:07 PM

VI. Next Steps

- A. The committee will reconvene on November 17, 2021.

Metro Public Safety Advisory Committee

General Committee Meeting #15

MINUTES

Wednesday, November 17th, 2021

5:00 – 7:00 p.m.

I. Call to Order

A. Zoom Meeting Protocols

Facilitator Richard France called the meeting to order. Facilitator Thomson Dryjanski announced Spanish and American Sign Language interpreter services would be available throughout the meeting.

B. Agenda

Facilitator France reviewed the agenda for the meeting.

C. Roll Call

Present: Andrea Urmanita, Ashley Ajayi, Carrie Madden, Charles Hammerstein, Chauncey Smith, Clarence Davis, Constance Strickland, Darryl Goodus, Esteban Garcia, Fabian Gallardo, Florence Annang, Glenda Murrell, James Wen, Jessica Kellogg, Jose Raigoza, Ma'ayan Dembo, Maricela De Rivera, Mohammad Tajsar, Dr. Sabrina Howard, Scarlett de Leon

Absent: Raul Gomez

D. Approval of Meeting Minutes for 11/03/21

Committee members voted to approve the meeting minutes for the November 3rd, 2021 meeting. The minutes were approved unanimously.

E. New Co-Facilitator Introduction

The facilitation team introduced their new co-facilitator, Asma Mahdi, Senior Policy Director of Better World Group, who will be co-facilitating the PSAC General Committee meetings with Facilitator France.

II. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor from the Labor Community Strategy Center praised the action PSAC took at the previous meeting, where they approved a memorandum to not support the extension of the multi-agency policing contracts.
- B. Commentor phoned in on behalf of the union that represents Metro's maintenance workers to indicate he did not support PSAC's action to not support the extension of the multi-agency policing contracts, citing lack of police responsiveness. Additionally, he indicated the new position of Transit Ambassadors must be union positions.
- C. Commentor requested additional surveillance cameras in and around elevators at transit stations.
- D. Commentor indicated that he is a frequent rail rider and has not seen police officers enforcing the code of conduct on transit.
- E. Commentor indicated that the removal of police officers does not ensure the safety of riders, particularly for female riders.

III. Discussion

A. **Discussion and Approval of the Non-Law Enforcement Ad hoc Committee's Recommendations on a Forthcoming Transit Ambassador Program**

The committee discussed and then approved the recommendations from the Non-Law Enforcement ad hoc committee (NLEA AHC) pertaining to the goals, objectives, roles, and responsibilities of a Transit Ambassador program.

- a. **Context-setting:** Facilitator Mahdi indicated that these recommendations are high-level and will require further consultation between the NLEA AHC and Metro staff. Additionally, she encouraged members to provide feedback at the appropriate level, with more detailed feedback coming at a later phase of the process.
- b. **Presentation from NLEA AHC representatives:** Members Raigoza and Wen provided an overview presentation on the recommendations, sharing the objectives and reasoning behind each recommendation.
- c. **Objective:** Member Raigoza described Transit Ambassadors as community-facing unarmed individuals who would help welcome and support riders on the transit system. He described the recommendations as a high-level framework that describes a mature program.
- d. **Deployment:** Member de Rivera shared the importance of deploying transit ambassadors in high need areas.
 - i. Member de Leon shared that these are ideal recommendations and there will be discussions about deployment at a future phase.
- e. **Ambassadors as Metro employees:** Member Ajayi shared her concerns that Ambassadors would not have a vested interest in the program's success if they were contracted employees.
 - i. Member Raigoza replied that the AHC had discussed this topic and at a future phase would discuss a system of performance standards for this role.
 - ii. Member de Rivera indicated that she feels this position should begin as Metro employees, despite the possible extended timeline and difficulties of standing up this program.
- f. **Use of de-escalation techniques:** Member Strickland felt there should be multiple categories of Ambassadors, where one group focuses on customer service but does not intervene in situations, and another group that is focused on de-escalating situations.
 - i. Member de Leon shared that the AHC agrees with this concept, and they had envisioned multiple levels of Ambassadors with different levels of training and responsibilities.
 - ii. Facilitator France proposed to amend recommendation #4 to specify that certain classes of Ambassadors will engage in de-escalation and other classes of Ambassadors will not engage in this activity.
- g. **Edit to recommendation #10:** Member de Leon proposed to add an additional amendment to this recommendation that specified the different classes of Ambassadors, to better align recommendation #10 with the amendment to recommendation #4.
- h. **Ad hoc committee response to Metro staff recommendations:** Members Wen and Raigoza laid out the committee's response to Metro's recommendation that this program should initially be staffed by an outside contractor during the pilot phase. They shared a series of questions and next steps that Metro staff must address. This includes:
 - i. Questions:
 - 1. How will Metro ensure that contracted staff have access to professional development opportunities?
 - 2. How will Metro ensure that the selected contractors have diverse leadership/management overseeing the scope of work?
 - 3. Will the contract require bilingual pay differentials?
 - 4. Will contracted staff have access to health care?
 - ii. Next Steps for the AHC to consider:
 - 1. Determining a deployment strategy for the pilot Transit Ambassador program
 - 2. Working with Metro to define contracting and/or hiring parameters for the pilot program launch

3. Identifying evaluation metrics and recommendations for accountability measures
 4. Defining training requirements and providing input on a job description
 5. Further defining the supportive ecosystem (e.g., additional service providers) for Ambassadors
- i. **Metro's response to this proposal:** Metro Chief of Staff Englund shared the process that would occur following this vote. She indicated that all recommendations from the ad hoc committee would be provided in tandem with Metro staff recommendations to the Metro Board.
 - i. Member de Rivera wanted to ensure that there was a clear distinction between PSAC memorandums and Metro staff memorandums in the documents shared with the Metro Board.
 - ii. Member de Rivera also requested that for future reports to the Board PSAC recommendations are presented to the Board before Metro staff recommendations, in the order they are attached to the Board report.
 - j. **General Committee response to the ad hoc committee's response:** Members responded to the proposal of questions and next steps from the ad hoc committee to Metro staff.
 - i. Member de Rivera indicated that this job must support PSAC's values of uplifting and investing in BIPOC communities.
 - ii. Member Tasjar echoed Member de Rivera's comment. He also recommended removing the words "access to" from recommendation #13.
 1. The committee agreed to remove these words from the recommendation.
 - iii. Member Goodus indicated that he wanted the committee to be rolled out in a timely fashion.
 - k. **Language Barriers:** Member Davis indicated the importance of hiring Ambassadors with language competencies.
 - l. **Timeline:** Member Ajayi asked if Metro had an idea of the timeline required to begin this program.
 - i. Metro Chief of Staff Englund indicated that there are several variables, such as whether they will be working directly with one community-based organization or several providers.
 - m. **Modifications to the recommendations:** Facilitator France proposed the following modifications to the recommendations that the committee would be voting on. He laid out the following:
 - i. Amend recommendation #4 to describe different job classifications for ambassadors;
 - ii. Amend recommendation #10 to align with recommendation #4 by describing a system of advancement through job positions;
 - iii. And remove the words "access to" from recommendation #13.
 - iv. The committee agreed with these amendments.
 - n. **Public Comment**
 - i. Commentor from the Labor Community Strategy Center supported the committee's decision to recommend the Ambassador positions are union jobs. They also expressed concerns that Metro staff is sharing their own recommendations that differ from the committee.
 - ii. Member representing Metro's maintenance worker unions indicated that the timeline for setting up a program with union jobs is not as time-intensive as Metro claimed during the meeting. He used the Metro microtransit program as an example. He supported setting up the ambassador program with union jobs.
 - o. **Test for consensus:** Facilitator France proposed approving the ad hoc committee's recommendations with the modifications.
 - i. The committee agreed with this proposal.
 - p. **Vote to approve modified Non-Law Enforcement Alternatives ad hoc committee recommendations**
 - i. Yes: 12 No: 0 Abstain: 0
 - ii. The item was approved.

IV. General Public Comment

Public comment was taken from meeting participants. The following comments were shared:

- A. Commentor shared their dissatisfaction with the current state of public safety on the Metro system.
- B. Commentor shared the importance of having police officers walking up and down transit vehicles to enforce the code of conduct.

V. Adjournment

- A. Meeting adjourned at 7:02 PM

VI. Next Steps

- A. The committee will reconvene on November 29th, 2021.

Sexual Crime / Harassment Calls for Service (October 2021)

October 2021 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	1	0	0	3	4
Sexual Battery	0	0	0	0	0
Lewd Conduct	1	0	0	1	2
Indecent Exposure	1	0	0	9	10
Rape	1	0	0	1	2
TOTAL	4	0	0	14	18

POV Information Provided	
	October 2021
YES	8
NO- If no, why?	10
Gone On Arrival	0
Did Not Have Info	7
Telephonic Report	0
Not Offered	2
Refused	1
TOTAL	18

OCTOBER 2021: DEPT. AVERAGE INCIDENT RESPONSE TIME SEX CRIME / HARASSMENT MEASURED IN MINUTES			
AGENCY	TIME TRACKING: Incident Rpt. To Call Created	TIME TRACKING: Call Generated To On Scene	TIME TRACKING: Incident Rept. To On Scene
LAPD	0	0	0
LASD	N/A	N/A	N/A
LBPD	N/A	N/A	N/A
MTS	0	1	1
DEPT AVERAGE	0	0	0

Sexual Crime / Harassment Calls for Service (November 2021)

November 2021 Incident Type & Totals					
	LAPD	LASD	LBPD	MTS	SSLE
Sexual Harassment	1	0	0	2	3
Sexual Battery	7	3	0	1	11
Lewd Conduct	1	0	0	1	2
Indecent Exposure	1	0	0	0	1
Rape	3	0	0	0	3
TOTAL	13	3	0	4	20

POV Information Provided	
	November 2021
YES	11
NO- If no, why?	9
Gone On Arrival	0
Did Not Have Info	0
Telephonic Report	1
Not Offered	3
Refused	5
TOTAL	20

NOVEMBER 2021: DEPT. AVERAGE INCIDENT RESPONSE TIME SEX CRIME / HARASSMENT MEASURED IN MINUTES			
AGENCY	TIME TRACKING: Incident Rpt. To Call Created	TIME TRACKING: Call Generated To On Scene	TIME TRACKING: Incident Rept. To On Scene
LAPD	0	16	16
LASD	37	27	64
LBPD	N/A	N/A	N/A
MTS	0	4	5
DEPT AVERAGE	4	15	19

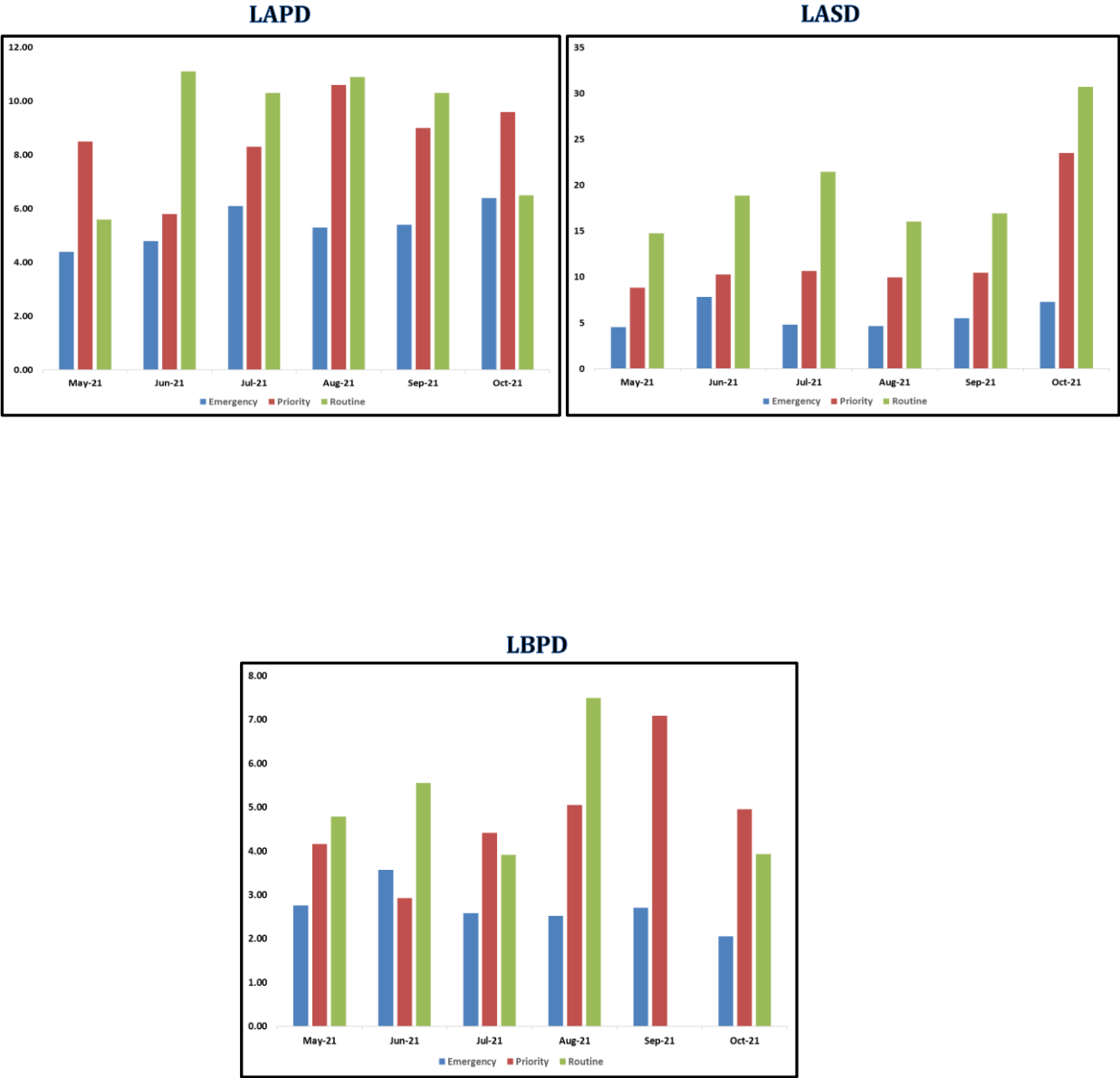
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2021

Attachment D

Average Incident Response Times

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

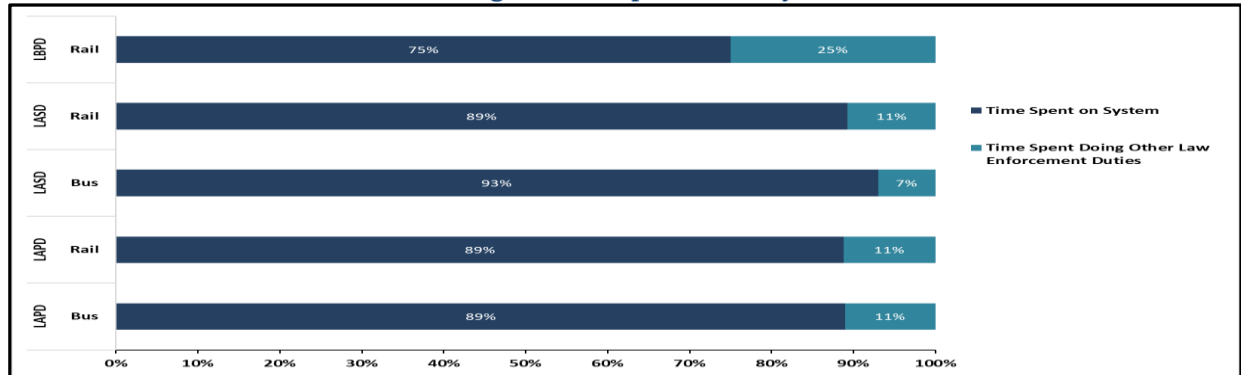


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

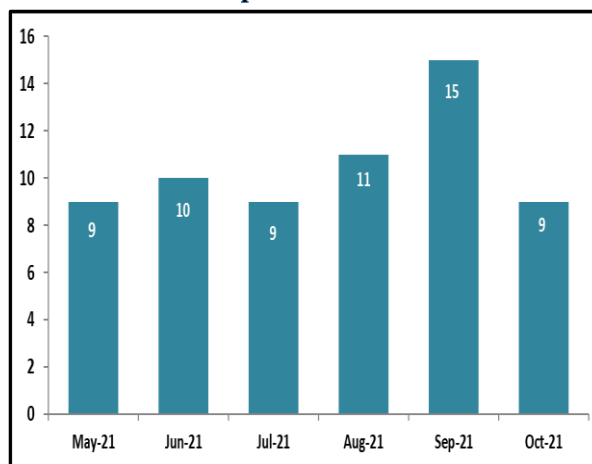
OCTOBER 2021

Attachment D

Percentage of Time Spent on the System



Bus Operator Assaults

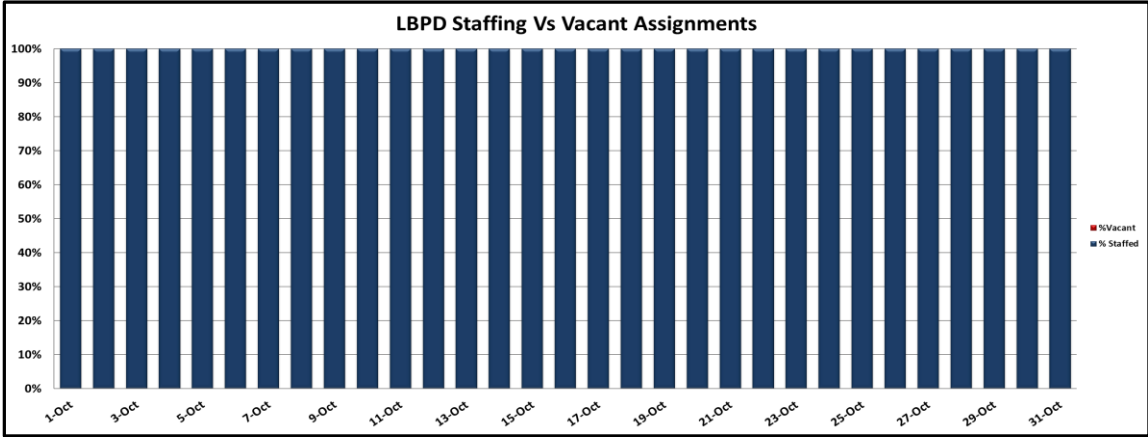
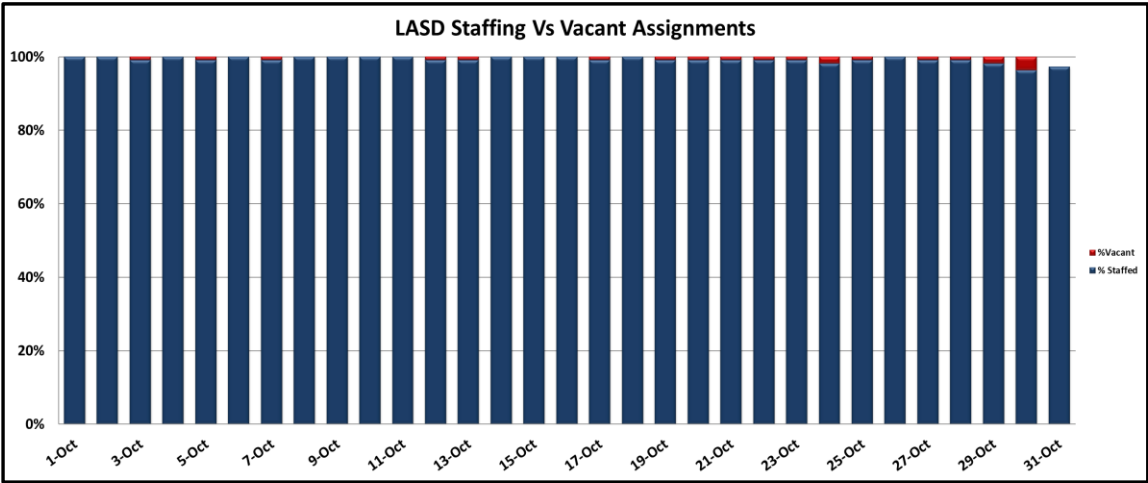
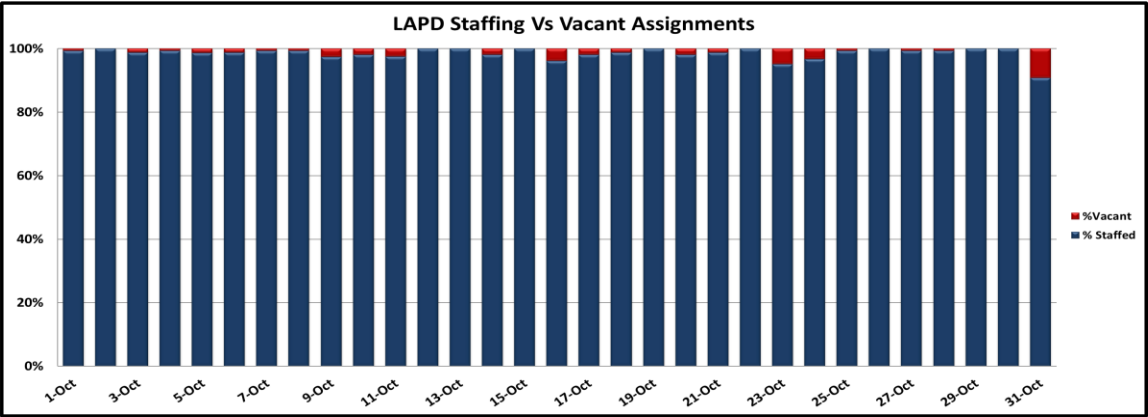


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2021

Attachment D

Ratio of Staffing Levels vs Vacant Assignments



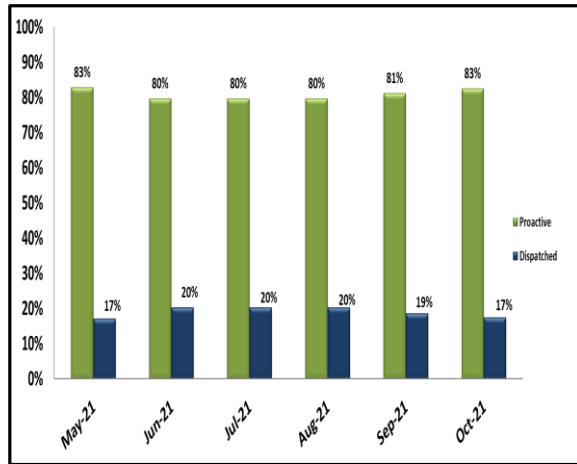
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

OCTOBER 2021

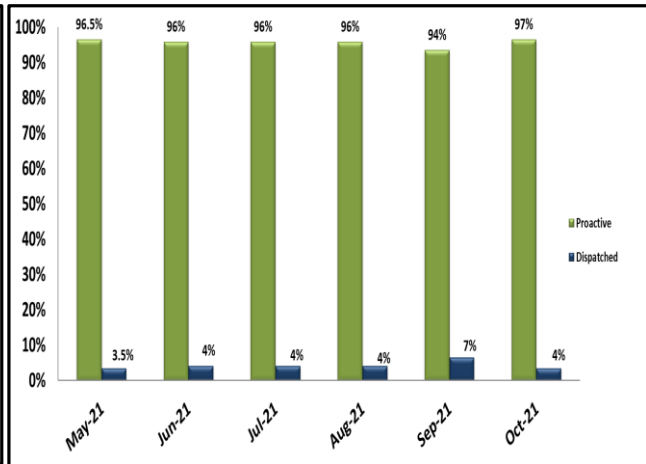
Attachment D

Ratio of Proactive vs Dispatched Activity

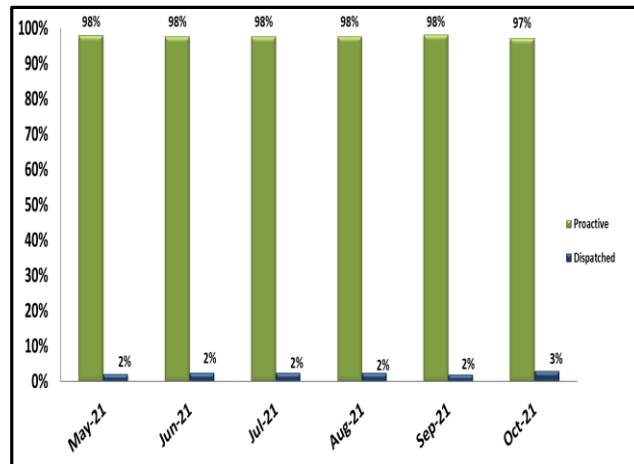
LAPD



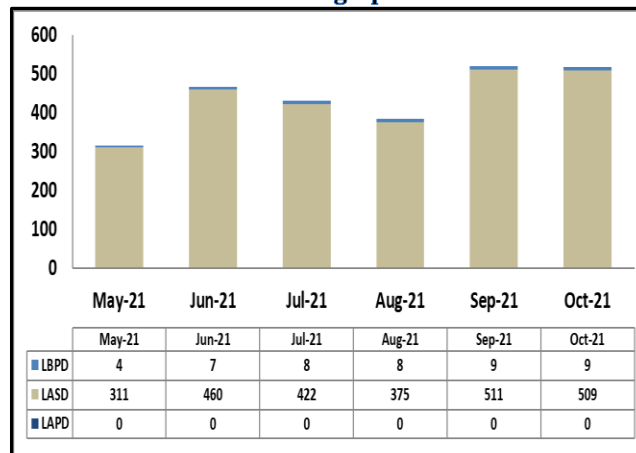
LASD



LBPD



Grade Crossing Operations



Grade Crossing Operation Locations October:

1. Blue Line Stations (251)
2. Expo Line Stations (99)
3. Gold Line Stations (168)

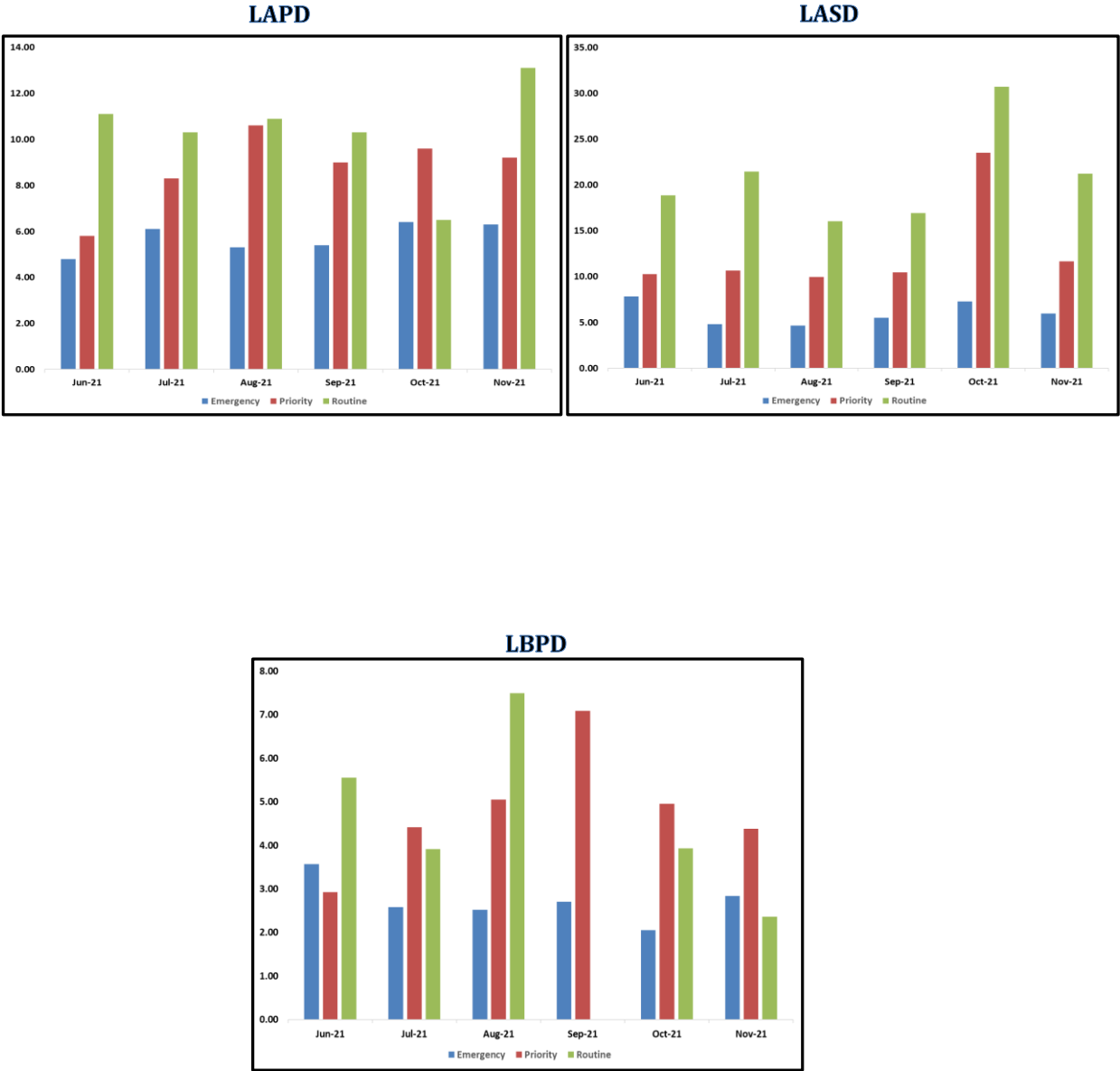
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2021

Attachment D

Average Incident Response Times

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

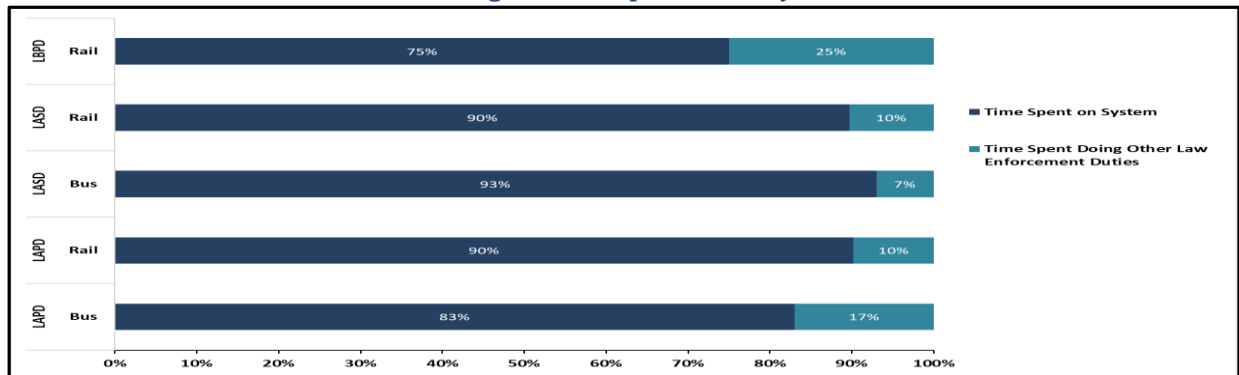


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

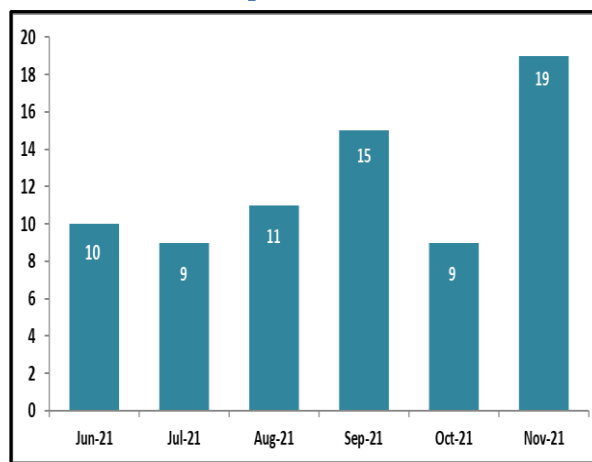
NOVEMBER 2021

Attachment D

Percentage of Time Spent on the System



Bus Operator Assaults

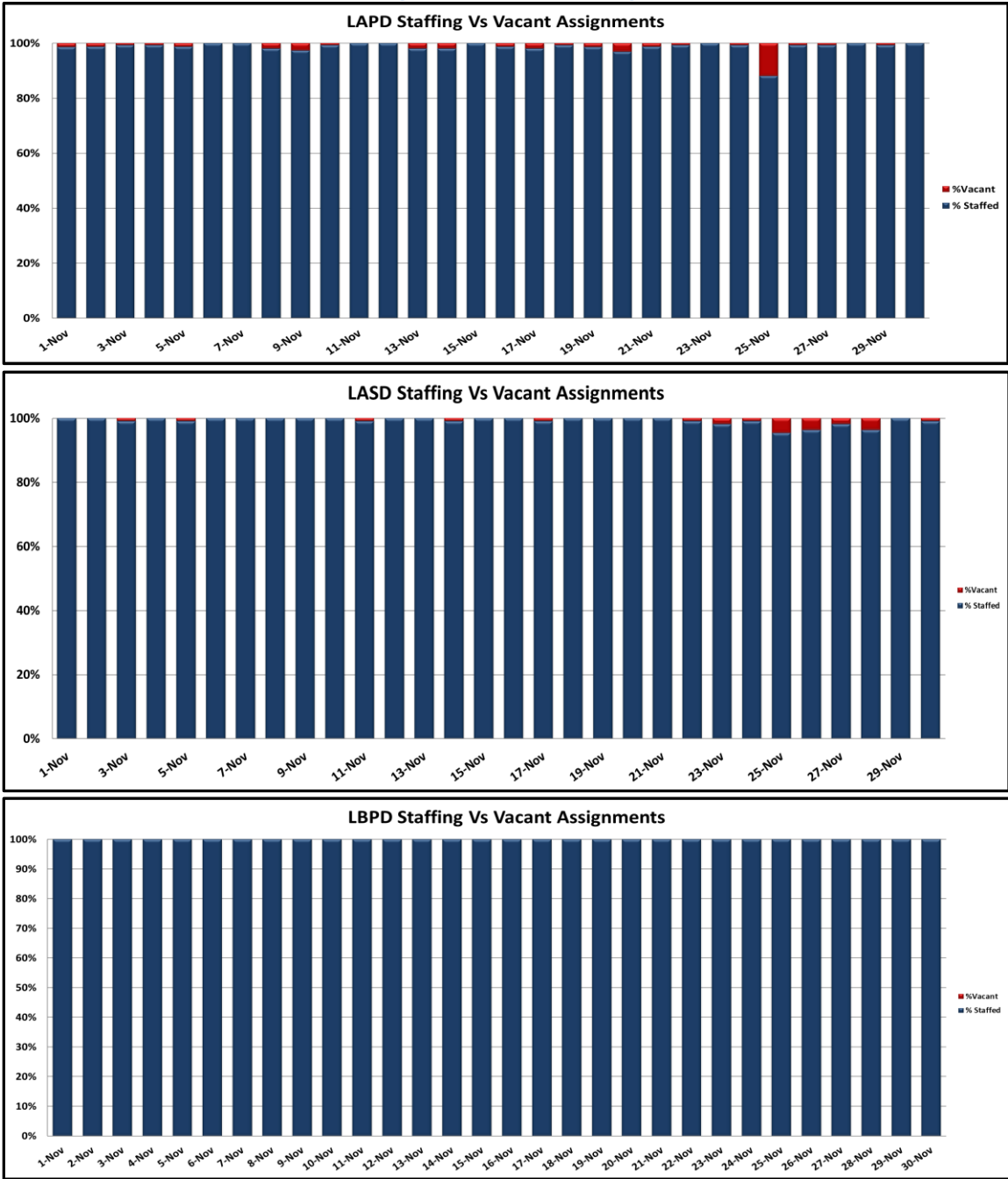


SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2021

Attachment D

Ratio of Staffing Levels vs Vacant Assignments



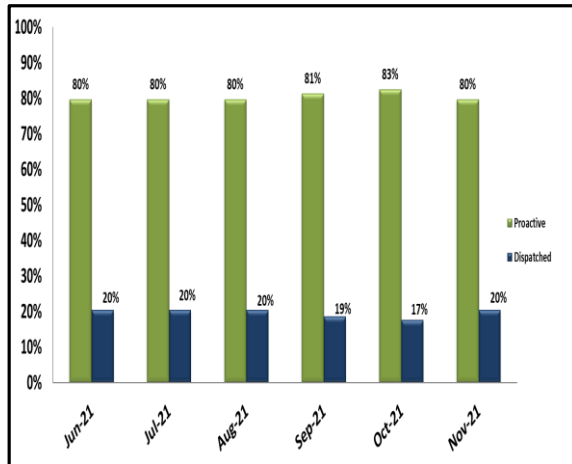
SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

NOVEMBER 2021

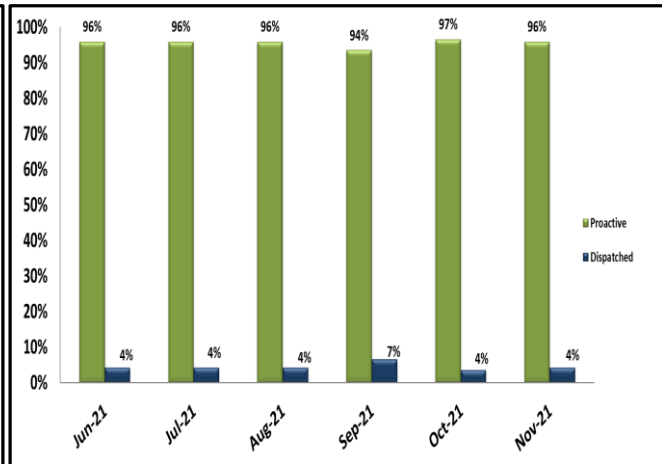
Attachment D

Ratio of Proactive vs Dispatched Activity

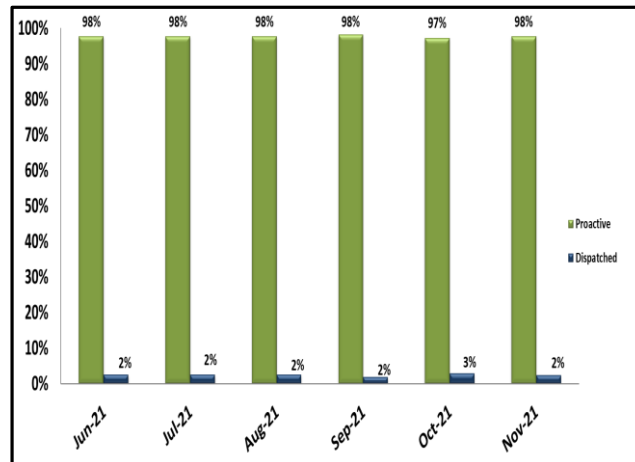
LAPD



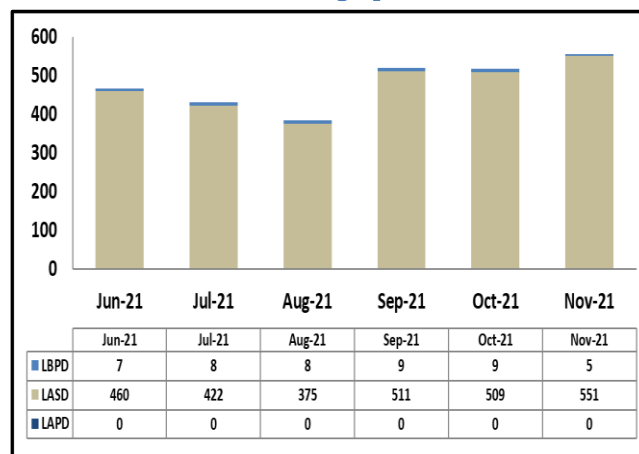
LASD



LBPB



Grade Crossing Operations



Grade Crossing Operation Locations November:

1. Blue Line Stations (269)
2. Expo Line Stations (58)
3. Gold Line Stations (229)

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPd	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	1	4	0	15
Aggravated Assault	2	1	0	28
Aggravated Assault on Operator	0	0	0	0
Battery	5	6	1	31
Battery Rail Operator	0	0	0	0
Sex Offenses	1	0	0	3
SUB-TOTAL	9	11	1	79
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPd	FYTD
Burglary	0	0	0	3
Larceny	1	1	0	16
Bike Theft	0	1	0	1
Motor Vehicle Theft	0	0	0	1
Arson	0	0	0	0
Vandalism	2	1	1	16
SUB-TOTAL	3	3	1	37
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPd	FYTD
Weapons	0	0	1	4
Narcotics	0	3	0	6
Trespassing	0	0	0	4
SUB-TOTAL	0	3	1	14
TOTAL	12	17	3	130

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	5
Pico	0	0	0	6
Grand/LATTC	2	1	0	4
San Pedro St	1	0	0	3
Washington	2	2	0	12
Vernon	1	0	0	6
Slauson	0	0	0	4
Florence	2	0	0	8
Firestone	2	2	0	11
103rd St/Watts Towers	1	0	0	4
Willowbrook/Rosa Parks	5	0	2	26
Compton	1	1	0	9
Artesia	0	0	0	7
Del Amo	1	0	1	6
Wardlow	0	0	0	2
Willow St	0	0	0	4
PCH	1	0	0	1
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	1	1
Downtown Long Beach	0	0	0	4
Pacific Av	0	1	0	4
Blue Line Rail Yard	0	0	0	0
Total	21	7	4	130

ARRESTS				
AGENCY	LAPD	LASD	LBPd	FYTD
Felony	1	8	0	38
Misdemeanor	2	24	1	126
TOTAL	3	32	1	164

CITATIONS				
AGENCY	LAPD	LASD	LBPd	FYTD
Other Citations	3	11	2	68
Vehicle Code Citations	0	3	81	359
TOTAL	3	14	83	427

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPd	FYTD
Routine	4	80	3	344
Priority	24	67	43	551
Emergency	4	5	19	96
TOTAL	32	152	65	991

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPd
Dispatched	13%	1%	3%
Proactive	87%	99%	97%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	80%
Blue Line-LBPd	75%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPd	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	9	34
Pacific Ave.	0	0	0	0
Willowbrook	0	62	0	233
Slauson	0	6	0	33
Firestone	0	6	0	38
Florence	0	17	0	99
Compton	0	49	0	247
Artesia	0	66	0	252
Del Amo	0	36	0	124
Long Beach Blvd	0	0	0	0
TOTAL	0	242	9	1,060

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	0	7
Aggravated Assault	0	0	8
Aggravated Assault on Operator	0	0	1
Battery	0	2	8
Battery Rail Operator	0	0	0
Sex Offenses	0	0	4
SUB-TOTAL	0	2	28
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	1	2	6
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	2	1	12
SUB-TOTAL	3	3	20
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	0
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	3	5	49

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	0	0
Douglas	0	0	0	0
El Segundo	0	0	0	1
Mariposa	0	0	0	2
Aviation/LAX	0	1	0	6
Hawthorne/Lennox	0	1	0	4
Crenshaw	1	0	0	5
Vermont/Athens	0	0	0	2
Harbor Fwy	0	2	0	2
Avalon	0	0	0	3
Willowbrook/Rosa Parks	1	0	0	10
Long Beach Bl	0	1	0	8
Lakewood Bl	0	1	0	2
Norwalk	0	0	0	4
Total	2	6	0	49

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	17
Misdemeanor	0	1	10
TOTAL	0	6	27

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	4	23
Vehicle Code Citations	0	2	5
TOTAL	0	6	28

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	101	489
Priority	14	56	255
Emergency	0	6	16
TOTAL	17	163	760

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	4%
Proactive	83%	96%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	89%
Green Line-LASD	92%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	14
Aggravated Assault	1	0	10
Aggravated Assault on Operator	0	0	0
Battery	5	1	19
Battery Rail Operator	0	0	0
Sex Offenses	0	0	3
SUB-TOTAL	7	2	46
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	2	1	19
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	1	1
Vandalism	1	1	6
SUB-TOTAL	3	3	26
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	3	4
Narcotics	0	0	0
Trespassing	1	0	2
SUB-TOTAL	1	3	6
TOTAL	11	8	78

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	0	0	3
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	3
Jefferson/USC	1	0	1	4
Expo Park/USC	0	0	0	4
Expo/Vermont	1	0	0	7
Expo/Western	0	1	0	11
Expo/Crenshaw	1	0	0	4
Farmdale	0	1	0	6
Expo/La Brea	1	1	0	7
La Cienega/Jefferson	0	0	0	3
Culver City	0	1	0	2
Palms	0	0	0	0
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	1	0	0	3
Expo/Bundy	0	0	0	3
26th St/Bergamot	0	1	0	1
17th St/SMC	0	0	0	2
Downtown Santa Monica	2	1	3	13
Expo Line Rail Yard	0	0	0	0
Total	9	6	4	78

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	9
Misdemeanor	0	4	7
TOTAL	0	5	16

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	3	5
Vehicle Code Citations	0	0	1
TOTAL	0	3	6

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	10	51	280
Priority	45	14	261
Emergency	5	4	22
TOTAL	60	69	563

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	6%
Proactive	84%	94%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	90%
Expo Line-LASD	96%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	N/A	0	3
Santa Monica	N/A	83	193
Culver City	N/A	16	25
TOTAL	0	99	221

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	1	1
Rape	0	3
Robbery	8	15
Aggravated Assault	18	40
Aggravated Assault on Operator	0	0
Battery	14	53
Battery Rail Operator	0	0
Sex Offenses	0	11
SUB-TOTAL	41	123
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	39
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	5	19
SUB-TOTAL	12	59
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	7	10
SUB-TOTAL	7	10
TOTAL	60	192

ARRESTS		
AGENCY	LAPD	FYTD
Felony	8	21
Misdemeanor	9	33
TOTAL	17	54

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	7
Vehicle Code Citations	1	5
TOTAL	3	12

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	26	92
Priority	191	637
Emergency	22	67
TOTAL	239	796

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	
Dispatched	20%	
Proactive	80%	
TOTAL	100%	

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	2	1	0	18
Civic Center/Grand Park	0	0	0	9
Pershing Square	1	0	0	8
7th St/Metro Ctr	7	2	1	18
Westlake/MacArthur Park	10	1	1	29
Wilshire/Vermont	1	1	0	8
Wilshire/Normandie	1	0	0	2
Vermont/Beverly	2	0	0	10
Wilshire/Western	2	0	0	7
Vermont/Santa Monica	2	1	1	8
Vermont/Sunset	2	0	1	6
Hollywood/Western	2	0	0	4
Hollywood/Vine	2	2	0	13
Hollywood/Highland	1	2	2	18
Universal City/Studio City	1	1	0	9
North Hollywood	5	1	1	25
Red Line Rail Yard	0	0	0	0
Total	41	12	7	192

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	89%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	1	0	1
Robbery	1	1	4
Aggravated Assault	0	3	7
Aggravated Assault on Operator	0	0	0
Battery	0	2	8
Battery Rail Operator	0	0	1
Sex Offenses	0	0	3
SUB-TOTAL	2	6	24
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	3	17
Bike Theft	0	0	5
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	4	19
SUB-TOTAL	1	7	41
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	2	3
Trespassing	1	0	3
SUB-TOTAL	1	2	6
TOTAL	4	15	71

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	4	15
Misdemeanor	1	12	23
TOTAL	2	16	38

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	1	16	41
Vehicle Code Citations	2	0	3
TOTAL	3	16	44

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	154	646
Priority	28	89	422
Emergency	1	9	33
TOTAL	35	252	1,101

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	17%	6%
Proactive	83%	94%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	0	0	3
Azusa Downtown	0	0	0	1
Irwindale	1	1	1	5
Duarte/City of Hope	0	1	0	3
Monrovia	0	0	0	4
Arcadia	2	0	0	4
Sierra Madre Villa	0	1	0	10
Allen	0	0	0	1
Lake	1	0	0	4
Memorial Park	0	2	0	3
Del Mar	0	1	0	2
Fillmore	0	0	1	3
South Pasadena	0	1	0	2
Highland Park	0	0	0	1
Southwest Museum	1	0	0	9
Heritage Square	0	0	0	1
Lincoln/Cypress	0	0	0	1
Chinatown	1	0	1	2
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	1	0	1
Soto	0	0	0	2
Indiana (both LAPD & LASD)	1	0	0	2
Maravilla	1	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	1
Total	8	8	3	71

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	18	55
Irwindale	0	18	79
Monrovia	0	13	43
City of Pasadena	0	14	113
Magnolia Ave	0	0	0
Duarte Station	0	12	38
City Of Azusa	0	12	59
South Pasadena	0	2	19
City Of East LA	0	79	164
Figueroa St	0	0	0
TOTAL GOAL= 10	0	168	570

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	2
Aggravated Assault	2	6
Aggravated Assault on Operator	0	0
Battery	0	5
Battery Bus Operator	0	1
Sex Offenses	0	0
SUB-TOTAL	3	14
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	1	2
SUB-TOTAL	2	3
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	5	17

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	1	1	0	6
Laurel Canyon	0	0	0	1
Valley College	0	0	0	0
Woodman	1	0	0	1
Van Nuys	0	1	0	2
Sepulveda	1	0	0	2
Woodley	0	0	0	0
Balboa	0	0	0	0
Reseda	0	0	0	0
Tampa	0	0	0	0
Pierce College	0	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	0
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	0
Total	3	2	0	17

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	1
Misdemeanor	1	4
TOTAL	1	5

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	1	3
Priority	4	14
Emergency	0	0
TOTAL	5	17

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	87%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

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

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	2
Misdemeanor	0	5	7
TOTAL	0	6	9

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	1	11
Priority	2	3	10
Emergency	0	0	1
TOTAL	3	4	22

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	0%
Silver Line- LASD	92%

Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	4	24
Aggravated Assault	10	1	33
Aggravated Assault on Operator	1	1	12
Battery	25	1	92
Battery Bus Operator	5	2	28
Sex Offenses	1	0	6
SUB-TOTAL	46	9	195
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	1	1
Larceny	6	1	25
Bike Theft	0	1	7
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	3	2	32
SUB-TOTAL	9	5	67
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	3	5
Narcotics	0	5	21
Trespassing	1	0	2
SUB-TOTAL	1	8	28
TOTAL	56	22	290

LASD's Crimes per Sector		
Sector		FYTD
Westside	3	11
San Fernando	0	6
San Gabriel Valley	4	21
Gateway Cities	10	35
South Bay	5	32
Total	22	105

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	3	8
West Valley	1	3
North Hollywood	4	10
Foothill	1	4
Devonshire	0	2
Mission	1	3
Topanga	1	5
Central Bureau		
Central	13	35
Rampart	2	10
Hollenbeck	0	4
Northeast	2	5
Newton	2	6
West Bureau		
Hollywood	2	10
Wilshire	2	12
West LA	1	4
Pacific	6	9
Olympic	4	20
Southwest Bureau		
Southwest	8	15
Harbor	0	1
77th Street	3	15
Southeast	0	4
Total	56	185

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	8	32
Misdemeanor	3	52	183
TOTAL	4	60	215

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	82	277
Vehicle Code Citations	0	21	71
TOTAL	0	103	348

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	204	695
Priority	5	93	436
Emergency	0	7	30
TOTAL	8	304	1,161

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	3%
Proactive	80%	97%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	93%

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

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - OCTOBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	1	7
Aggravated Assault	5	11
Aggravated Assault on Operator	0	0
Battery	10	42
Battery Rail Operator	0	0
Sex Offenses	0	3
SUB-TOTAL	16	65
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	1	4
Larceny	6	23
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	5
SUB-TOTAL	9	33
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	2	10
SUB-TOTAL	2	10
TOTAL	27	108

ARRESTS		
AGENCY	LAPD	FYTD
Felony	9	26
Misdemeanor	8	24
TOTAL	17	50

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	2
Vehicle Code Citations	0	0
TOTAL	0	2

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	10	33
Priority	39	139
Emergency	1	4
TOTAL	50	176

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	22%
Proactive	78%
TOTAL	100%

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

LEGEND	
Los Angeles Police Department	

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPDP	FYTD
Homicide	0	0	0	1
Rape	0	0	0	1
Robbery	1	2	0	18
Aggravated Assault	0	3	0	31
Aggravated Assault on Operator	0	0	0	0
Battery	8	5	2	46
Battery Rail Operator	1	0	0	1
Sex Offenses	1	2	0	6
SUB-TOTAL	11	12	2	104
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPDP	FYTD
Burglary	0	0	0	3
Larceny	0	1	0	17
Bike Theft	0	0	0	1
Motor Vehicle Theft	0	0	0	1
Arson	0	0	0	0
Vandalism	0	1	0	17
SUB-TOTAL	0	2	0	39
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPDP	FYTD
Weapons	0	1	0	5
Narcotics	0	1	0	7
Trespassing	0	0	0	4
SUB-TOTAL	0	2	0	16
TOTAL	11	16	2	159

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	5
Pico	1	0	0	7
Grand/LATTC	2	0	0	6
San Pedro St	2	0	0	5
Washington	2	0	0	14
Vernon	3	0	0	9
Slauson	3	0	0	7
Florence	2	0	0	10
Firestone	0	0	0	11
103rd St/Watts Towers	1	0	0	5
Willowbrook/Rosa Parks	7	0	1	34
Compton	0	1	0	10
Artesia	0	1	0	8
Del Amo	0	0	1	7
Wardlow	0	0	0	2
Willow St	1	0	0	5
PCH	0	0	0	1
Anaheim St	0	0	0	2
5th St	0	0	0	1
1st St	0	0	0	1
Downtown Long Beach	1	0	0	5
Pacific Av	0	0	0	4
Blue Line Rail Yard	0	0	0	0
Total	25	2	2	159

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	0	5	1	44
Misdemeanor	0	28	4	158
TOTAL	0	33	5	202

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	0	13	0	81
Vehicle Code Citations	0	2	44	405
TOTAL	0	15	44	486

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	4	83	4	435
Priority	20	51	42	664
Emergency	4	10	6	116
TOTAL	28	144	52	1,215

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPDP
Dispatched	28%	2%	2%
Proactive	72%	98%	98%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	90%
Blue Line-LASD	82%
Blue Line-LBPDP	75%

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	5	39
Pacific Ave.	0	0	0	0
Willowbrook	0	63	0	296
Slauson	0	21	0	54
Firestone	0	8	0	46
Florence	0	27	0	126
Compton	0	67	0	314
Artesia	0	52	0	304
Del Amo	0	26	0	150
Long Beach Blvd	0	0	0	0
TOTAL	0	264	5	1,329

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	1	1
Rape	0	0	0
Robbery	2	2	11
Aggravated Assault	1	1	10
Aggravated Assault on Operator	0	0	1
Battery	0	0	8
Battery Rail Operator	0	0	0
Sex Offenses	0	1	5
SUB-TOTAL	3	5	36
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	1	1	8
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	5	18
SUB-TOTAL	2	6	28
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	0
Trespassing	0	0	0
SUB-TOTAL	0	0	1
TOTAL	5	11	65

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	1	1	0	2
Douglas	0	0	0	0
El Segundo	0	0	0	1
Mariposa	0	0	0	2
Aviation/LAX	0	0	0	6
Hawthorne/Lennox	0	0	0	4
Crenshaw	3	0	0	8
Vermont/Athens	0	2	0	4
Harbor Fwy	1	1	0	4
Avalon	2	1	0	6
Willowbrook/Rosa Parks	1	1	0	12
Long Beach BI	0	1	0	9
Lakewood BI	0	0	0	2
Norwalk	0	1	0	5
Total	8	8	0	65

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	5	22
Misdemeanor	1	0	11
TOTAL	1	5	33

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	2	25
Vehicle Code Citations	0	0	5
TOTAL	0	2	30

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	124	616
Priority	5	48	308
Emergency	3	9	28
TOTAL	11	181	952

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	91%
Green Line-LASD	93%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	2	17
Aggravated Assault	2	0	12
Aggravated Assault on Operator	0	0	0
Battery	2	0	21
Battery Rail Operator	0	0	0
Sex Offenses	0	0	3
SUB-TOTAL	5	2	53
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	2	24
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	1
Vandalism	1	0	7
SUB-TOTAL	4	2	32
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	4
Narcotics	0	0	0
Trespassing	0	0	2
SUB-TOTAL	0	0	6
TOTAL	9	4	91

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	3
Pico	0	0	0	0
LATTC/Ortho Institute	0	0	0	3
Jefferson/USC	0	0	0	4
Expo Park/USC	0	0	0	4
Expo/Vermont	2	1	0	10
Expo/Western	2	0	0	13
Expo/Crenshaw	0	1	0	5
Farmdale	0	0	0	6
Expo/La Brea	1	0	0	8
La Cienega/Jefferson	0	1	0	4
Culver City	0	1	0	3
Palms	0	0	0	0
Westwood/Rancho Park	0	0	0	2
Expo/Sepulveda	0	1	0	4
Expo/Bundy	0	0	0	3
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	2
Downtown Santa Monica	2	1	0	16
Expo Line Rail Yard	0	0	0	0
Total	7	6	0	91

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	2	1	12
Misdemeanor	1	0	8
TOTAL	3	1	20

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	1	6
Vehicle Code Citations	0	0	1
TOTAL	0	1	7

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	67	355
Priority	43	13	317
Emergency	5	2	29
TOTAL	56	82	701

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	7%
Proactive	82%	93%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	92%
Expo Line-LASD	95%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	N/A	0	3
Santa Monica	N/A	50	243
Culver City	N/A	8	33
TOTAL	0	58	279

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	3
Robbery	4	19
Aggravated Assault	9	49
Aggravated Assault on Operator	0	0
Battery	20	73
Battery Rail Operator	0	0
Sex Offenses	5	16
SUB-TOTAL	38	161
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	11	50
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	22
SUB-TOTAL	14	73
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	14
SUB-TOTAL	4	14
TOTAL	56	248

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	1	3	0	22
Civic Center/Grand Park	1	0	0	10
Pershing Square	3	3	0	14
7th St/Metro Ctr	4	2	2	26
Westlake/MacArthur Park	3	2	0	34
Wilshire/Vermont	1	0	1	10
Wilshire/Normandie	0	1	0	3
Vermont/Beverly	4	1	0	15
Wilshire/Western	1	0	0	8
Vermont/Santa Monica	1	1	1	11
Vermont/Sunset	1	0	0	7
Hollywood/Western	7	0	0	11
Hollywood/Vine	0	1	0	14
Hollywood/Highland	1	0	0	19
Universal City/Studio City	5	0	0	14
North Hollywood	5	0	0	30
Red Line Rail Yard	0	0	0	0
Total	38	14	4	248

ARRESTS		
AGENCY	LAPD	FYTD
Felony	4	25
Misdemeanor	4	37
TOTAL	8	62

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	2	9
Vehicle Code Citations	0	5
TOTAL	2	14

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	26	118
Priority	163	800
Emergency	13	80
TOTAL	202	998

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

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Red Line- LAPD	89%

LEGEND
Los Angeles Police Department

GOLD LINE

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	1
Robbery	0	1	5
Aggravated Assault	0	2	9
Aggravated Assault on Operator	0	0	0
Battery	1	2	11
Battery Rail Operator	0	0	1
Sex Offenses	2	0	5
SUB-TOTAL	3	5	32
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	0	1	18
Bike Theft	0	1	6
Motor Vehicle Theft	0	1	1
Arson	0	0	0
Vandalism	2	3	24
SUB-TOTAL	2	6	49
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	1	4
Trespassing	0	1	4
SUB-TOTAL	0	2	8
TOTAL	5	13	89

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	3	18
Misdemeanor	1	9	33
TOTAL	1	12	51

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	15	56
Vehicle Code Citations	0	0	3
TOTAL	0	15	59

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	162	816
Priority	29	67	518
Emergency	4	6	43
TOTAL	41	235	1,377

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	0	1	1	5
Azusa Downtown	1	0	0	2
Irwindale	1	0	0	6
Duarte/City of Hope	0	1	0	4
Monrovia	1	1	0	6
Arcadia	1	0	0	5
Sierra Madre Villa	0	2	1	13
Allen	0	0	0	1
Lake	0	0	0	4
Memorial Park	1	0	0	4
Del Mar	0	0	0	2
Fillmore	0	0	0	3
South Pasadena	0	1	0	3
Highland Park	1	0	0	2
Southwest Museum	0	0	0	9
Heritage Square	0	0	0	1
Lincoln/Cypress	1	1	0	3
Chinatown	1	1	0	4
Union Station	0	0	0	2
Little Tokyo/Arts Dist	0	0	0	0
Pico/Aliso	0	0	0	2
Mariachi Plaza	0	0	0	1
Soto	0	0	0	2
Indiana (both LAPD & LASD)	0	0	0	2
Maravilla	0	0	0	2
East LA Civic Ctr	0	0	0	0
Atlantic	0	0	0	1
Total	8	8	2	89

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	19	74
Irwindale	0	21	100
Monrovia	0	13	56
City of Pasadena	0	47	160
Magnolia Ave	0	0	0
Duarte Station	0	32	70
City Of Azusa	0	28	87
South Pasadena	0	5	24
City Of East LA	0	64	228
Figuerroa St	0	0	0
TOTAL GOAL= 10	0	229	799

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	0	2
Aggravated Assault	0	6
Aggravated Assault on Operator	0	0
Battery	0	5
Battery Bus Operator	0	1
Sex Offenses	0	0
SUB-TOTAL	0	14
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	0	1
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	2
SUB-TOTAL	0	3
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	0	17

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	0	0	0	6
Laurel Canyon	0	0	0	1
Valley College	0	0	0	0
Woodman	0	0	0	1
Van Nuys	0	0	0	2
Sepulveda	0	0	0	2
Woodley	0	0	0	0
Balboa	0	0	0	0
Reseda	0	0	0	0
Tampa	0	0	0	0
Pierce College	0	0	0	2
De Soto	0	0	0	1
Canoga	0	0	0	0
Warner Center	0	0	0	0
Sherman Way	0	0	0	1
Roscoe	0	0	0	0
Nordhoff	0	0	0	1
Chatsworth	0	0	0	0
Total	0	0	0	17

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	1
Misdemeanor	0	4
TOTAL	0	5

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	0
Vehicle Code Citations	0	0
TOTAL	0	0

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	2	5
Priority	4	18
Emergency	0	0
TOTAL	6	23

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Orange Line- LAPD	90%

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
El Monte	0	0	0	1
Cal State LA	0	0	0	0
LAC/USC Medical Ctr	0	0	0	0
Alameda	1	0	0	2
Downtown	0	0	0	1
37th St/USC	0	0	0	0
Slauson	0	0	0	2
Manchester	0	0	0	0
Harbor Fwy	0	0	0	1
Rosecrans	0	0	0	0
Harbor Gateway Transit Ctr	0	0	0	3
Carson	0	0	0	0
PCH	0	0	0	0
San Pedro/Beacon	0	0	0	0
Total	1	0	0	10

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	1	3
Misdemeanor	0	0	7
TOTAL	0	1	10

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	13
Priority	3	0	13
Emergency	0	0	1
TOTAL	3	2	27

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	0%	2%
Proactive	0%	98%
TOTAL	0%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	0%
Silver Line- LASD	96%

Los Angeles Police Department
Los Angeles County Sheriff's Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	5	0	29
Aggravated Assault	6	8	47
Aggravated Assault on Operator	2	3	17
Battery	19	6	117
Battery Bus Operator	9	4	41
Sex Offenses	2	0	8
SUB-TOTAL	43	21	259
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	1
Larceny	12	2	39
Bike Theft	0	1	8
Motor Vehicle Theft	0	0	2
Arson	0	0	0
Vandalism	3	4	39
SUB-TOTAL	15	7	89
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	6
Narcotics	0	6	27
Trespassing	0	0	2
SUB-TOTAL	0	7	35
TOTAL	58	35	383

LASD's Crimes per Sector		
Sector		FYTD
Westside	7	18
San Fernando	3	9
San Gabriel Valley	3	24
Gateway Cities	13	48
South Bay	9	41
Total	35	140

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	4	12
West Valley	1	4
North Hollywood	2	12
Foothill	0	4
Devonshire	2	4
Mission	0	3
Topanga	1	6
Central Bureau		
Central	5	40
Rampart	1	11
Hollenbeck	1	5
Northeast	2	7
Newton	5	11
West Bureau		
Hollywood	0	10
Wilshire	4	16
West LA	4	8
Pacific	0	9
Olympic	5	25
Southwest Bureau		
Southwest	10	25
Harbor	0	1
77th Street	9	24
Southeast	2	6
Total	58	243

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	10	43
Misdemeanor	3	25	211
TOTAL	4	35	254

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	51	328
Vehicle Code Citations	0	14	85
TOTAL	0	65	413

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	6	155	856
Priority	12	109	557
Emergency	1	10	41
TOTAL	19	274	1,454

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	23%	2%
Proactive	77%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	83%
LASD BUS	93%

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

UNION STATION

ATTACHMENT E

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - NOVEMBER 2021

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	2
Robbery	3	10
Aggravated Assault	4	15
Aggravated Assault on Operator	0	0
Battery	13	55
Battery Rail Operator	0	0
Sex Offenses	0	3
SUB-TOTAL	20	85
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	4
Larceny	8	31
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	7
SUB-TOTAL	10	43
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	4	14
SUB-TOTAL	4	14
TOTAL	34	142

ARRESTS		
AGENCY	LAPD	FYTD
Felony	0	26
Misdemeanor	5	29
TOTAL	5	55

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	0	2
Vehicle Code Citations	0	0
TOTAL	0	2

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	12	45
Priority	49	188
Emergency	2	6
TOTAL	63	239

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	26%
Proactive	74%
TOTAL	100%

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

LEGEND
Los Angeles Police Department

Transit Police

Monthly Crime Report



Attachment F

	2020	2021
	October	October
CRIMES AGAINST PERSONS		
Homicide	1	1
Rape	2	1
Robbery	11	27
Aggravated Assault	26	43
Aggravated Assault on Operator	5	2
Battery	51	72
Battery on Operator	4	7
Sex Offenses	7	2
SUB-TOTAL	107	155
CRIMES AGAINST PROPERTY		
Burglary	1	2
Larceny	25	33
Bike Theft	5	2
Motor Vehicle Theft	1	0
Arson	0	1
Vandalism	16	26
SUB-TOTAL	48	64
CRIMES AGAINST SOCIETY		
Weapons	3	7
Narcotics	16	10
Trespassing	4	12
SUB-TOTAL	23	29
TOTAL	178	248
ENFORCEMENT EFFORTS		
Arrests	143	170
Citations	1,080	235
Calls for Service	1,311	1,458

Transit Police

Monthly Crime Report



Attachment F

	2020	2021
	November	November
CRIMES AGAINST PERSONS		
Homicide	0	1
Rape	1	0
Robbery	11	23
Aggravated Assault	26	36
Aggravated Assault on Operator	0	5
Battery	49	79
Battery on Operator	5	14
Sex Offenses	6	13
SUB-TOTAL	98	171
CRIMES AGAINST PROPERTY		
Burglary	3	0
Larceny	21	42
Bike Theft	1	2
Motor Vehicle Theft	4	1
Arson	0	0
Vandalism	15	25
SUB-TOTAL	44	70
CRIMES AGAINST SOCIETY		
Weapons	4	2
Narcotics	9	8
Trespassing	8	9
SUB-TOTAL	21	19
TOTAL	163	260
ENFORCEMENT EFFORTS		
Arrests	120	114
Citations	756	144
Calls for Service	1,219	1,399

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2021

Attachment G

Crimes

Monthly	System-Wide	Oct-20	Oct-21	% Change
	Crimes Against Persons	107	155	44.86%
	Crimes Against Property	48	64	33.33%
	Crimes Against Society	23	29	26.09%
	Total	178	248	39.33%
Six Months	System-Wide	May-20-Oct-20	May-21-Oct-21	% Change
	Crimes Against Persons	649	831	28.04%
	Crimes Against Property	311	422	35.69%
	Crimes Against Society	85	141	65.88%
	Total	1,045	1,394	33.40%
Annual	System-Wide	Nov-19-Oct-20	Nov-20-Oct-21	% Change
	Crimes Against Persons	1,349	1,467	8.75%
	Crimes Against Property	715	731	2.24%
	Crimes Against Society	252	288	14.29%
	Total	2,316	2,486	7.34%

Average Emergency Response Times

Monthly	Oct-20	Oct-21	Change in Seconds	% Change
	4:49	5:15	26	9.00%
Six Months	May-20-Oct-20	May-21-Oct-21	Change in Seconds	% Change
	4:52	4:37	-15	-5.14%
Annual	Nov-19-Oct-20	Nov-20-Oct-21	Change in Seconds	% Change
	4:34	4:29	-5	-1.82%

Bus Operator Assaults

Monthly	Oct-20	Oct-21	% Change
	9	9	0.00%
Six Months	May-20-Oct-20	May-21-Oct-21	% Change
	41	56	36.59%
Annual	Nov-19-Oct-20	Nov-20-Oct-21	% Change
	82	94	14.63%

Fare Compliance

Monthly		Oct-20	Oct-21	% Change
	Green Checks	11	0	-100.00%
	Yellow Checks	15	1	-93.33%
	Red Checks	1	0	-100.00%
	Total	27	1	-96.30%
Six Months		May-20-Oct-20	May-21-Oct-21	% Change
	Green Checks	4,211	8	-99.81%
	Yellow Checks	2,154	9	-99.58%
	Red Checks	66	2	-96.97%
	Total	6,431	19	-99.70%
Annual		Nov-19-Oct-20	Nov-20-Oct-21	% Change
	Green Checks	111,090	218	-99.80%
	Yellow Checks	36,582	112	-99.69%
	Red Checks	24,596	11	-99.96%
	Total	172,268	341	-99.80%

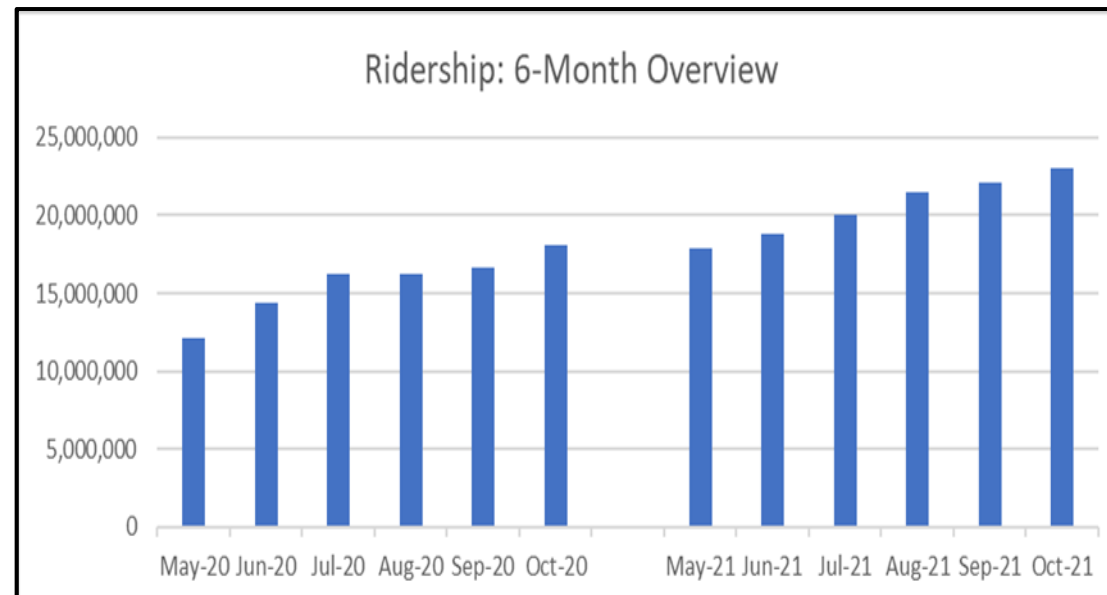
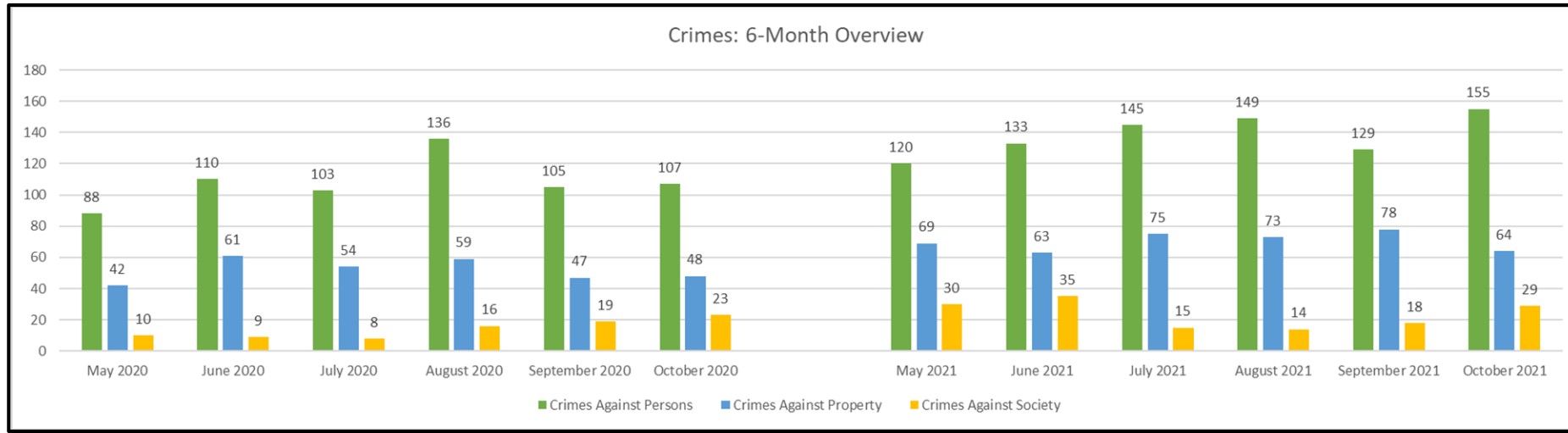
Ridership

Monthly	Oct-20	Oct-21	% Change
	18,062,167	23,051,891	27.63%
Six Months	May-20-Oct-20	May-21-Oct-21	% Change
	93,549,913	123,303,865	31.81%
Annual	Nov-19-Oct-20	Nov-20-Oct-21	% Change
	242,933,285	217,052,603	-10.65%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

OCTOBER 2021

Attachment G



MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2021

Attachment G

Crimes

Monthly	System-Wide	Nov-20	Nov-21	% Change
	Crimes Against Persons	98	171	74.49%
	Crimes Against Property	44	70	59.09%
	Crimes Against Society	21	19	-9.52%
	Total	163	260	59.51%
Six Months	System-Wide	Jun-20-Nov-20	Jun-21-Nov-21	% Change
	Crimes Against Persons	659	882	33.84%
	Crimes Against Property	313	423	35.14%
	Crimes Against Society	96	130	35.42%
	Total	1,068	1,435	34.36%
Annual	System-Wide	Dec-19-Nov-20	Dec-20-Nov-21	% Change
	Crimes Against Persons	1,328	1,540	15.96%
	Crimes Against Property	693	757	9.24%
	Crimes Against Society	231	286	23.81%
	Total	2,252	2,583	14.70%

Average Emergency Response Times

Monthly	Nov-20	Nov-21	Change in Seconds	% Change
	4:18	5:02	44	17.05%
Six Months	Jun-20-Nov-20	Jun-21-Nov-21	Change in Seconds	% Change
	4:54	4:49	-5	-1.70%
Annual	Dec-19-Nov-20	Dec-20-Nov-21	Change in Seconds	% Change
	4:34	4:32	-2	-0.73%

Bus Operator Assaults

Monthly	Nov-20	Nov-21	% Change
	5	19	280.00%
Six Months	Jun-20-Nov-20	Jun-21-Nov-21	% Change
	40	67	67.50%
Annual	Dec-19-Nov-20	Dec-20-Nov-21	% Change
	81	108	33.33%

Fare Compliance

Monthly		Nov-20	Nov-21	% Change
	Green Checks	2	8	300.00%
	Yellow Checks	4	2	-50.00%
	Red Checks	2	0	-100.00%
	Total	8	10	25.00%
Six Months		Jun-20-Nov-20	Jun-21-Nov-21	% Change
	Green Checks	2,414	16	-99.34%
	Yellow Checks	1,231	11	-99.11%
	Red Checks	43	1	-97.67%
	Total	3,688	28	-99.24%
Annual		Dec-19-Nov-20	Dec-20-Nov-21	% Change
	Green Checks	89,803	224	-99.75%
	Yellow Checks	24,406	110	-99.55%
	Red Checks	18,379	9	-99.95%
	Total	132,588	343	-99.74%

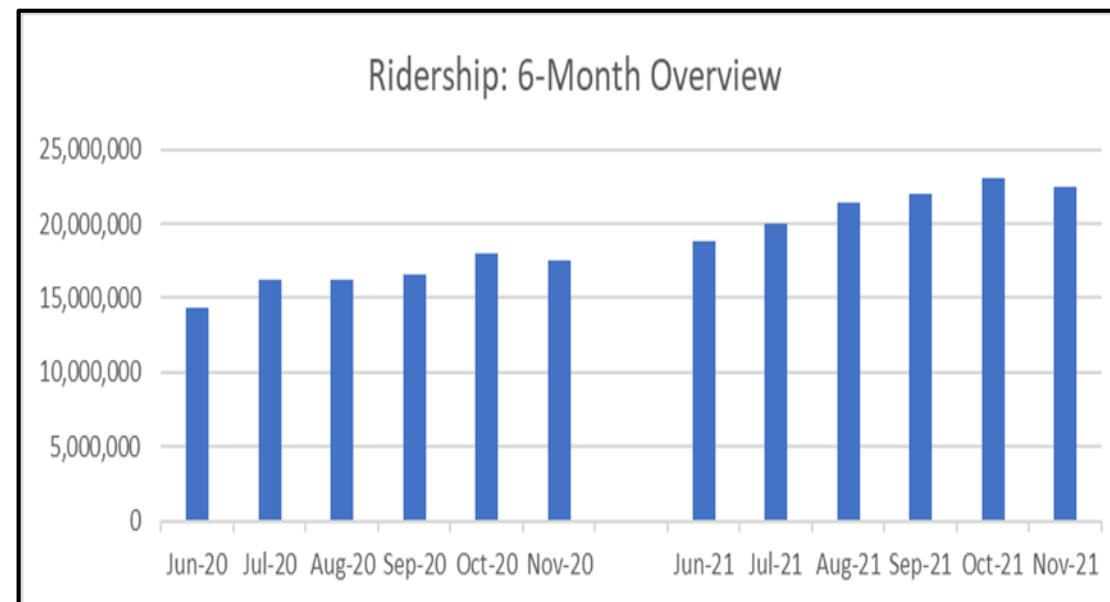
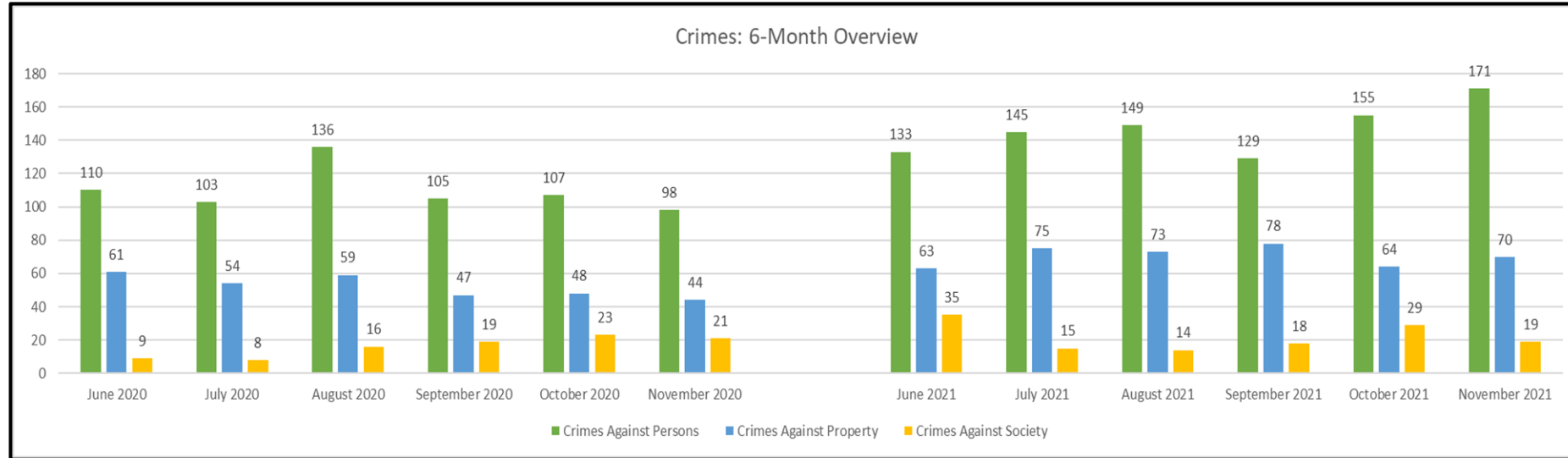
Ridership

Monthly	Nov-20	Nov-21	% Change
	17,575,476	22,486,809	27.94%
Six Months	Jun-20-Nov-20	Jun-21-Nov-21	% Change
	99,021,984	127,900,200	29.16%
Annual	Dec-19-Nov-20	Dec-20-Nov-21	% Change
	231,026,801	221,963,936	-3.92%

MONTHLY, BI-ANNUAL, ANNUAL COMPARISON

NOVEMBER 2021

Attachment G



**Violent and Property Crimes
October 2021**

Attachment H

VIOLENT CRIMES	10/01/2021 TO 10/31/2021	9/01/2021 TO 9/30/2021	% Change	9/01/2021 TO 9/30/2021	8/01/2021 TO 8/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	1	1	0.0%	1	0	N/A	4	3	33.3%	3	1	200.0%
Rape	1	2	-50.0%	2	1	100.0%	13	7	85.7%	12	7	71.4%
Robbery	27	19	42.1%	19	18	5.6%	192	188	2.1%	165	247	-33.2%
Agg Assault	43	35	22.9%	35	31	12.9%	315	207	52.2%	272	220	23.6%
Agg Assault on Operator	2	4	-50.0%	4	5	-20.0%	20	15	33.3%	18	7	157.1%
TOTAL VIOLENT	74	61	21.3%	61	55	10.9%	544	420	29.5%	470	482	-2.5%
PROPERTY CRIMES	10/01/2021 TO 10/31/2021	9/01/2021 TO 9/30/2021	% Change	9/01/2021 TO 9/30/2021	8/01/2021 TO 8/31/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	2	2	0.0%	2	1	100.0%	16	5	220.0%	14	6	133.3%
Larceny	33	42	-21.4%	42	42	0.0%	315	337	-6.5%	282	640	-55.9%
Bike Theft	2	4	-50.0%	4	2	100.0%	35	45	-22.2%	33	66	-50.0%
Motor Vehicle Theft	0	1	-100.0%	1	3	-66.7%	10	13	-23.1%	10	18	-44.4%
TOTAL PROPERTY	37	49	-24.5%	49	48	2.1%	376	400	-6.0%	339	730	-53.6%
TOTAL PART 1	111	110	0.9%	110	103	6.8%	920	820	12.2%	809	1,212	-33.3%

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

**Violent and Property Crimes
November 2021**

Attachment H

VIOLENT CRIMES	11/01/2021 TO 11/30/2021	10/01/2021 TO 10/31/2021	% Change	10/01/2021 TO 10/31/2021	9/01/2021 TO 9/30/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Homicide	1	1	0.0%	1	1	0.0%	5	3	66.7%	5	1	400.0%
Rape	0	1	-100.0%	1	2	-50.0%	13	8	62.5%	13	9	44.4%
Robbery	23	27	-14.8%	27	19	42.1%	215	199	8.0%	215	269	-20.1%
Agg Assault	36	43	-16.3%	43	35	22.9%	351	233	50.6%	351	234	50.0%
Agg Assault on Operator	5	2	150.0%	2	4	-50.0%	25	15	66.7%	25	9	177.8%
TOTAL VIOLENT	65	74	-12.2%	74	61	21.3%	609	458	33.0%	609	522	16.7%
PROPERTY CRIMES	11/01/2021 TO 11/30/2021	10/01/2021 TO 10/31/2021	% Change	10/01/2021 TO 10/31/2021	9/01/2021 TO 9/30/2021	% Change	YTD 2021	YTD 2020	% Change	YTD 2021	YTD 2019	% Change
Burglary	0	2	-100.0%	2	2	0.0%	16	8	100.0%	16	7	128.6%
Larceny	42	33	27.3%	33	42	-21.4%	357	358	-0.3%	357	689	-48.2%
Bike Theft	2	2	0.0%	2	4	-50.0%	37	46	-19.6%	37	70	-47.1%
Motor Vehicle Theft	1	0	N/A	0	1	-100.0%	11	17	-35.3%	11	19	-42.1%
TOTAL PROPERTY	45	37	21.6%	37	49	-24.5%	421	429	-1.9%	421	785	-46.4%
TOTAL PART 1	110	111	-0.9%	111	110	0.9%	1,030	887	16.1%	1,030	1,307	-21.2%

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

Los Angeles Police Department - Transit Services Division
Arrestee Demographic for October 2021
10/01/21 - 10/31/21

Attachment I

PREMISE	M				F				TOTAL
	B	H	W	TOTAL	B	H	W	TOTAL	
UNION STATION	10	1	2	13	3	1	0	4	17
7TH & METRO CTR	3	1	1	5	2	1	0	3	8
RED - WESTLAKE MAC ARTHUR PARK	2	1	2	5	0	0	0	0	5
RED - HOLLYWOOD / VINE	1	0	1	2	1	0	0	1	3
RED - NORTH HOLLYWOOD	3	0	0	3	0	0	0	0	3
RED - UNIV CITY / STUDIO CITY	1	0	0	1	1	0	0	1	2
GOLD - CHINATOWN	0	2	0	2	0	0	0	0	2
BLUE - GRAND / LATTC	1	1	0	2	0	0	0	0	2
RED - VERMONT / SUNSET	1	0	0	1	0	0	1	1	2
RED - VERMONT / SANTA MONICA	0	1	0	1	0	0	0	0	1
CENTRA L BUS	0	0	0	0	1	0	0	1	1
RED - HOLLYWOOD / WESTERN	1	0	0	1	0	0	0	0	1
BLUE - 103RD / WATTS TOWERS	0	0	1	1	0	0	0	0	1
GOLD - MARIACHI PLAZA	0	1	0	1	0	0	0	0	1
EXPO - EXPO / WESTERN	1	0	0	1	0	0	0	0	1
BLUE - PICO	0	0	1	1	0	0	0	0	1
EXPO - SEPULVEDA	1	0	0	1	0	0	0	0	1
GOLD - PICO / ALICO	0	0	1	1	0	0	0	0	1
VALLEY - OUTSIDE	0	1	0	1	0	0	0	0	1
WEST VALLEY - TRAFFIC STOP	0	0	0	0	1	0	0	1	1
PURPLE - WILSHIRE / WESTERN	0	0	0	0	0	1	0	1	1
GOLD - SOTO	0	1	0	1	0	0	0	0	1
TOTAL	25	10	9	44	9	3	1	13	57

Attachment I

[illegible]

Los Angeles Sheriff's Department - Transit Services Bureau

Arrestee Information for the Month of October 2021

10/01/2021 - 10/31/2021

Attachment I

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hisp	Other	White		Black	Hisp	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	1	0	0	1	2	2
L-Line - Arcadia	0	0	0	0	0	0	0	0	1	1	1
L-Line - Monrovia	0	0	0	0	0	0	0	0	0	0	0
L-Line - Duarte	0	0	0	0	0	0	0	0	0	0	0
L-Line - Irwindale	0	0	0	0	0	1	2	0	0	3	3
L-Line - Azusa Downtown	0	0	0	0	0	1	1	0	1	3	3
L-Line - APU/Citrus College	1	0	0	0	1	1	0	0	0	1	2
J-Line - Carson	0	0	0	0	0	0	1	0	0	1	1
J-Line - El Monte	0	1	0	0	1	0	3	0	1	4	5
Bus	3	4	0	5	12	14	30	0	4	48	60
Total	4	8	0	6	18	38	55	0	14	107	125

Demographic Stats - LBPd Metro

Oct-21

Crimes Against Persons	Gender	Ethnicity	Age	Location	Unhoused
Battery (1/2)	M	B	29	Pacific Coast Highway Stn	unk
Battery (2/2)	M	B	30	Pacific Coast Highway Stn	unk

Crimes Against Property	Gender	Ethnicity	Age	Location	Unhoused
Vandalism	unk	unk	unk	Pacific	unk

Crimes Against Society	Gender	Ethnicity	Age	Location	Unhoused
Weapons	M	B	40-50	1st Street	unk

Los Angeles Police Department - Transit Services Division
Arrestee Demographic Information for the month of November 2021

Attachment I

Extraction period
11/01/21 - 11/30/21

PREMISE	MALE					FEMALE				TOTAL
	H	B	W	O	TOTAL	B	H	W	TOTAL	
UNION STATION	6	11	2	0	19	1	1	2	4	23
RED LINE	9	5	0	0	14	2	2	0	4	18
7TH & METRO CTR	2	3	0	0	5	0	0	0	0	5
NORTH HOLLYWOOD	2	0	0	0	2	0	2	0	2	4
PERSHING SQUARE	1	1	0	0	2	1	0	0	1	3
WESTLAKE MAC ARTHUR PARK	2	0	0	0	2	0	0	0	0	2
HOLLYWOOD / WESTERN	0	0	0	0	0	1	0	0	1	1
WILSHIRE / VERMONT	1	0	0	0	1	0	0	0	0	1
VERMONT / SANTA MONICA	0	1	0	0	1	0	0	0	0	1
VERMONT / SUNSET	1	0	0	0	1	0	0	0	0	1
BUS	4	1	0	1	6	0	0	0	0	6
NORTHEAST AREA	1	0	0	0	1	0	0	0	0	1
TOPANGA AREA	1	0	0	0	1	0	0	0	0	1
WEST VALLEY AREA	1	0	0	0	1	0	0	0	0	1
PACIFIC AREA	0	1	0	0	1	0	0	0	0	1
77TH STREET AREST	0	0	0	1	1	0	0	0	0	1
NEWTON AREA	1	0	0	0	1	0	0	0	0	1
E XPO LINE	1	1	0	0	2	1	0	0	1	3
EXPO / WESTERN	1	1	0	0	2	0	0	0	0	2
LA CIENEGA / JEFFERSON	0	0	0	0	0	1	0	0	1	1
BLUE LINE	2	0	0	0	2	0	0	0	0	2
GRAND / LATTC	1	0	0	0	1	0	0	0	0	1
103RD / WATTS TOWERS	1	0	0	0	1	0	0	0	0	1
TOTAL	22	18	2	1	43	4	3	2	9	52
% OF TOTAL (SEX)	51.2%	41.9%	4.7%	2.3%	100.0%	44.4%	33.3%	22.2%	100.0%	100.0%
% OF TOTAL	42.3%	34.6%	3.8%	1.9%	82.7%	7.7%	5.8%	3.8%	17.3%	100.0%

Attachment I

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Los Angeles Sheriff's Department - Transit Services Bureau

Arrestee Information for the Month of November 2021

11/01/2021 - 11/30/2021

Attachment I

Premise	Female				Total Female	Male				Total Male	Total Arrest
	Black	Hisp	Other	White		Black	Hisp	Other	White		
L-Line - Sierra Madre Villa	0	0	0	0	0	1	0	0	1	2	2
L-Line - Arcadia	0	0	0	0	0	0	0	0	1	1	1
L-Line - Monrovia	0	0	0	0	0	0	0	0	0	0	0
L-Line - Duarte	0	0	0	0	0	0	0	0	0	0	0
L-Line - Irwindale	0	0	0	0	0	1	2	0	0	3	3
L-Line - Azusa Downtown	0	0	0	0	0	1	1	0	1	3	3
L-Line - APU/Citrus College	1	0	0	0	1	1	0	0	0	1	2
J-Line - Carson	0	0	0	0	0	0	1	0	0	1	1
J-Line - El Monte	0	1	0	0	1	0	3	0	1	4	5
Bus	3	4	0	5	12	14	30	0	4	48	60
Total	4	8	0	6	18	38	55	0	14	107	125

Demographic Stats - LBPd Metro

Nov-21

Crimes Against Persons	Arr/Sus	Gender	Ethnicity	Age	Location	Unhoused
Battery	Suspect	F	B	25	Willow Street Stn	Unk
Battery	Arrested	M	B	19	Downtown Long Beach Stn	No

Crimes Against Property		Gender	Ethnicity	Age	Location	Unhoused

Crimes Against Society		Gender	Ethnicity	Age	Location	Unhoused



Metro

Board Report

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

File #: 2021-0804, **File Type:** Informational Report

Agenda Number: 24.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 20, 2022

SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Update on Metro's Homeless Outreach Efforts.

ISSUE

Metro continues to fund and deploy C3 (community, city, and county) street-based teams to conduct homeless outreach services throughout Metro's transit system to connect riders with supportive resources and housing. Multi-disciplinary outreach teams, in partnership with the County's Department of Health Services, Los Angeles City Attorney's Office (LA DOOR), and the Dream Center conduct outreach on the system daily.

Staff provides quarterly updates to this Committee on its continued outreach efforts to assess the impacts of Metro's outreach initiative on homelessness within Los Angeles County, on Metro's system,, and assess the impacts on Metro's overall customer experience. This quarterly report outlines the outreach efforts throughout the months of September, October, and November 2021.

BACKGROUND

Historically, Homeless Outreach & Strategic Planning was managed by System Security & Law Enforcement. As of November 2021, at the direction of Metro's Chief Executive Officer, Homeless Outreach & Strategic Planning efforts have been realigned to the Office of the Chief of Staff within the Office of the CEO.

Since 2016, Metro has made significant progress in addressing homelessness on the Metro system by expanding its resources and partnering with community-based organizations and outreach through the Department of Health Services. Metro has connected individuals with supportive resources and housing throughout the COVID-19 pandemic at an increased rate. Metro's street-based outreach teams, People Assisting the Homeless (PATH), are deployed daily on the Metro system to meet individuals and connect them to services and housing. Since 2017, PATH connected with 10,264 individuals experiencing homelessness on the Metro system. PATH has successfully connected 2,571 individuals with interim housing, including crisis and bridge housing.

To address the countywide housing shortage - Metro expanded its outreach services to include funding for interim housing and supportive services for individuals on our system at the Home At Last shelter in South Los Angeles.

In October 2021, the Board approved Amendment Number 4 to the Letter of Agreement for Multidisciplinary Street-Based Engagement Services with the Department of Health Services. The Letter of Agreement extended the term of the Agreement for People Assisting the Homeless (PATH) through June 2023. The Letter of Agreement also extended the Home At Last interim-housing program through January 2022.

DISCUSSION

People Assisting the Homeless (PATH) Outreach on the Metro System

Metro's homeless street-based outreach services are provided by PATH under the Department of Health Services' administration. Metro funds eight street-based outreach teams deployed seven days a week on Metro's system. These forty PATH staff make up multi-disciplinary teams of outreach workers, case managers, addiction specialists, clinicians, and medical personnel. Every day, PATH collects data regarding homeless outreach on Metro's system - including the number of contacts, engagement/enrollment, placement, and challenges.

By tracking the number of daily contacts throughout the system, Metro can assess the number of unhoused individuals PATH serves on the Metro system daily. PATH has shared that initial contact is important, and often individuals take more than one contact or meeting before they are willing to initiate the process of receiving services and housing. . When an individual agrees to receive services, they are enrolled in the countywide Homeless Management Information System (HMIS) managed by the Los Angeles Homeless Services Authority (LAHSA). The HMIS is an online database that stores the relevant information for individuals and allows organizations to track the services they provide to individuals and assess their needs as they move towards better care and housing placement.

During this period, Metro's PATH homeless outreach teams contacted 605 individuals on the Metro system, a 15% increase over the previous quarter. This number does not show the total picture of homelessness on Metro's system, but it indicates that PATH teams are successfully engaging with homeless individuals and building trust, which is the first step to connect unhoused individuals to the services and housing that they need.

PATH engaged or enrolled 440 individuals, a 10 percent increase over the previous quarter. This increase in enrollment indicates a willingness by individuals to receive services and shows that PATH is successfully building connections with unhoused Metro riders.

Connection to housing and supportive services is Metro's core goal in its ongoing outreach efforts. PATH refers individuals to interim shelters and housing and tracks that data through interim housing placement, linkages to permanent housing, and permanent housing placement. As a homeless service provider and outreach partner, PATH can access a network of existing housing and supportive services for each client, including short-term/emergency housing and interim and permanent housing. During this period, PATH was able to refer 151 individuals to interim housing and permanently placed 71 individuals in housing. This shows that the C3 system is working. Figure 1 below shows the data collected from September - November 2021.

Compared to the previous quarter, interim housing placement was down significantly - this is due in large part to COVID quarantine restrictions placed on interim shelter locations. When interim shelters find positive COVID cases among residents, they are required to immediately lock down the facility and not accept any new referrals for the quarantine period. This has shown to be a challenge during the months of October and November, where Metro's Home At Last facility was on quarantine for extended periods during those months. PATH accesses other housing resources, like Project RoomKey motel vouchers, and other facilities to match clients with interim housing while they provide supportive services to ensure successful long-term housing

placements.

Contacts and Engagements are the first steps to connecting unhoused Metro riders with the housing and services they need. The Interim Housing, Linkage to Permanent Housing and Permanent Housing Placement graph shows the number of individuals that Metro has been able to connect with housing. This is a key indicator that Metro's funding for these efforts shows that we are a partner in the fight to end homelessness in LA County.

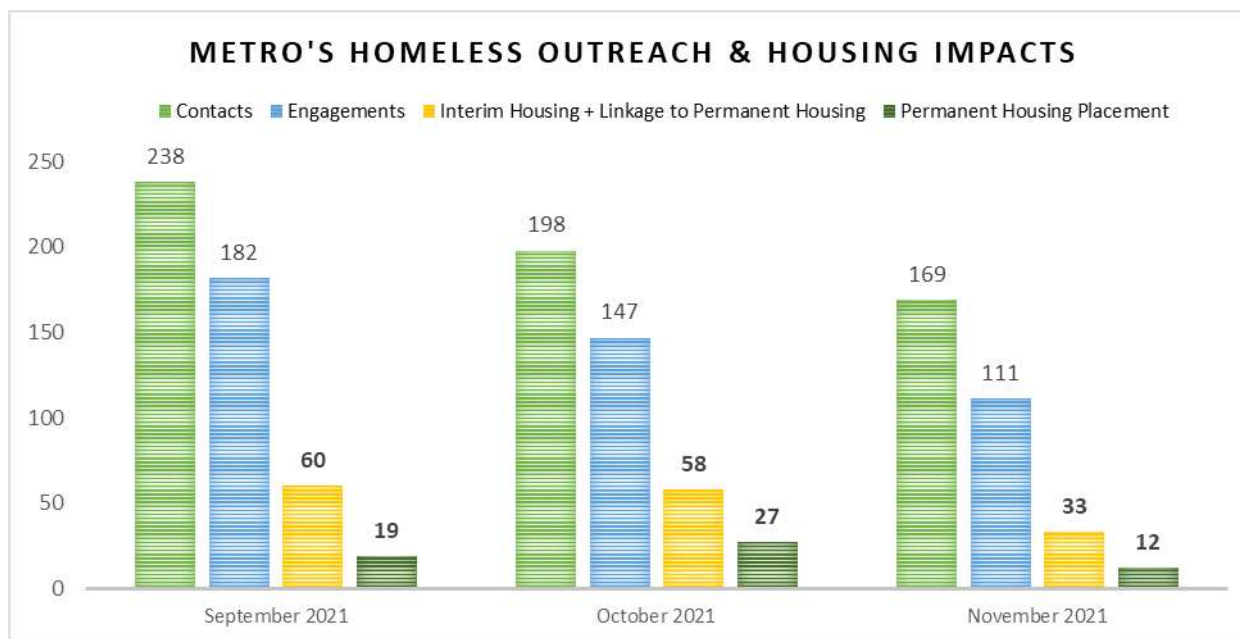


Figure 1. Metro's Homeless Outreach and Housing Impacts September - November 2021.

Coordination with System Security & Law Enforcement on Outreach

The outreach efforts through the pandemic focused on the rail system stations and rail cars - due to Metro's Operation "Shelter the Unsheltered" program to complement Facilities Maintenance's heightened cleaning protocols on the rail system. PATH teams are deployed throughout the system, providing daily outreach to individuals from 3 a.m. - 3 p.m. Additionally, PATH teams are deployed to active encampments reported to be on or adjacent to Metro-owned facilities, property, and right-of-way.

Due to the heightened cleaning protocols required by MetroPATH teams are also assigned to end of rail line station platforms to conduct outreach to individuals at five key rail stations, North Hollywood, 7th/Metro, Union Station, Long Beach and Santa Monica. The data from this targeted effort is represented in PATH's systemwide outreach data. This effort continues to be a collaboration between Metro's Homeless Outreach, System Security & Law Enforcement, and Operations departments since it involves coordination with law enforcement and Metro security to offload individuals from train cars at the end of the line.

For the Operation "Shelter the Unsheltered" program, PATH outreach teams are at key rail stations as a resource for individuals who want to receive help and be connected with housing. This program was especially impactful during the height of the COVID pandemic in the spring of 2021, and it helped Metro connect hundreds of individuals with interim housing options quickly and effectively. We are now finding that the effort will need to be re-evaluated for its effectiveness during the summer and the fall. Metro also maintains no-cost partnerships with LA DOOR and the Dream Center to conduct outreach at Metro rail stations.

System Security & Law Enforcement continues to oversee the partnership with law enforcement for the homeless outreach teams to be deployed on the Metro system and at encampments on, and adjacent to, Metro-owned property. City of Los Angeles Police Department deploys the HOPE team, LA County Sheriff's Department deploys MET team, and Long Beach Police Department deploys the QOL team to engage and provide outreach to unhoused individuals during the hours that PATH is not on the system, and also at encampment sites. These law enforcement teams are multi-disciplinary, like PATH, but also include specially trained law enforcement officers, who are trained on trauma-informed response, as a part of the teams.

During the period of September - November 2021 law enforcement partners outreach included:

- LAPD HOPE: 540 Contacts, 81 Referrals, 38 Housed*
- LASD MET: 2,348 contacts, 12 Referrals, 13 Housed*
- LBPD QOL: 257 Contacts, 65 Referrals, 4 Housed*

*Combined housing placement data shows individuals placed in shelter, motel, Veterans Administration housing, family reunification, transitional/long-term housing, detox and rehab)

Outreach at Encampment Sites Countywide

There are hundreds of encampments on or near Metro-owned property, facilities, and right-of-way reported and tracked annually. Outreach at encampment sites requires daily response and close coordination between Metro's PATH teams, System Security & Law Enforcement, Operations/Facilities Maintenance departments. Metro has instituted an encampment response protocol that requires homeless outreach teams to be the first point of contact to connect individuals to services at the reported site. Staff has found that outreach efforts are generally successful in connecting unhoused individuals with services and housing. However, some individuals are not receptive to services and require follow up from law enforcement.

Currently, Metro has an active encampment list of 12 locations countywide that Metro is tracking. . Encampment outreach efforts require PATH teams to be re-deployed to various sites around the county that are not necessarily near bus or rail stations, taking PATH resources off of the bus and rail system frequently. If individuals accept services or housing placement, their personal property is transported to the housing site or facility. The encampment then requires a special post-engagement clean-up team to ensure that the site is cleared of debris, trash, or potential biohazards. Encampment site response requires Metro funding for the homeless outreach and engagement, system security and law enforcement response, facilities and maintenance clean-up, and infrastructure improvements to secure areas and ensure that employees, the public, and Metro assets remain safe.

Better coordination with LA City Council, County of LA homeless service providers, and dedicated outreach teams would allow for more engagement. It could help limit individuals from returning to the encampment sites after being cleared. Encampments are often reported to Metro that are in the public right of way, posing severe safety and risk to Metro assets at bus and rail divisions, specifically. Metro is currently working on a long-term strategy to address the issues near Division 1 (1130 E 6th St, Los Angeles, CA 90021) and Division 2 (720 E 15th St, Los Angeles, CA 90021).

Home At Last (HAL) Interim Shelter Program

PATH teams who meet clients on the system who ultimately accept a referral to an emergency or interim housing location often have to call multiple shelters to find a space for the new client. During the COVID crisis - shelters had limited space due to strict restrictions. The Home At Last (HAL) shelter, located in South Los Angeles, was a Department of Health Services (DHS) COVID emergency shelter through February 2021. The shelter was set to close and is now funded by Metro. This shelter remains open to serve 80 individuals. It is

an added resource to connect individuals to emergency housing and the supportive services needed to move individuals from unhoused to “housing-ready.”

Although COVID restrictions have begun to lift, and permanent supportive housing around LA county may become available, there is still a need for additional shelter beds. Staff is recommending an extension and additional funding to extend this program until June 30, 2022, in a separate item for the board's consideration in January 2022.

Interim Housing for Families and At-Risk Individuals

PATH places individuals at interim housing facilities countywide, including some motel locations through the county's motel voucher, Family Solutions Center, and Project Roomkey programs. Typically - when Metro's PATH teams engage with families with children and at-risk individuals, such as individuals with severe mental and/or physical health needs, a motel is an alternative to typical communal interim housing facilities for single males and females. The county has limited interim housing options for families and high-need individuals. Due to limited funding and strict restrictions on Project Roomkey, Metro funds interim housing and motel stays for specific individuals. Attachment B provides details on client cases and details on expenditures.

Extended motel stays are expensive in comparison to some other interim-shelter placements. However, sometimes this is the only option to rapidly house individuals met on the system. PATH teams work diligently to ensure that individuals and families placed in motels are connected to supportive services such as medical and social services and continue to work to find permanent housing. PATH also has partnerships with motels to negotiate discounted room-rates for referred clients. PATH staff has confirmed that the Family Solutions Center which provides housing services for families with children and pregnant women, has a backlog of pending placements. They have also confirmed that flexible funding is currently frozen for motel vouchers administered by the People's Concern, the lead homeless service provider for the Service Planning Area 4 - Central Los Angeles Metro area. The flexible funding should become available again in spring 2022 for PATH to serve clients through Metro's outreach.

Metro SSLE Bus & Rail Point-In-Time One Day Homeless Observation/Count

On August 25, 2021, Metro SSLE in collaboration with our Law Enforcement partners and Operations conducted a one-day Point-In-Time Homeless Count on all directly operated bus and rail lines. Law enforcement observed and counted persons who appeared to be homeless on trains and in stations at 7 a.m. and again at 7 p.m. Bus Operators observed and reported the number of individuals who appeared homeless on-board buses at various times throughout the day - 12 a.m., 2 a.m., 6 a.m. and 6 p.m.

The figure below shows that many homeless individuals observed on the Metro system are on the bus lines. The Metro Service Council area with the highest concentration of homeless individuals observed during the August 25, 2021, count is the Westside/Central Los Angeles area. On the bus system - 95.7% of the total population observed was present during the early morning hours - 2 a.m. - 6 a.m. Compared to the January 2021 Point-In-Time count, there was a 26.4 percent decrease in the number of individuals observed on board trains and at rail stations. This could indicate the increase in PATH outreach efforts on-board rail and at rail stations.

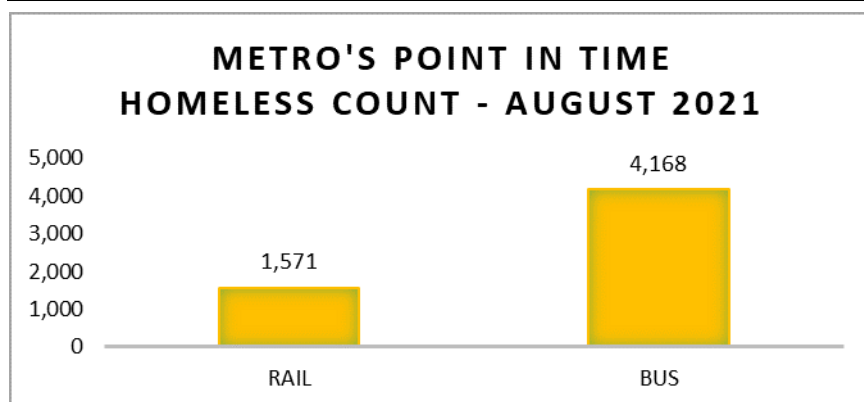


Figure 2. Metro's SSLE Homeless Point-In-Time One-Day Count - August 25, 2021.

With the Homeless Outreach effort transitioning to the Office of the CEO a new methodology for collecting data on the comprehensive assessment of homelessness on the Metro system will be developed and used moving forward. Staff is working with the Customer Experience department and with external partners to ensure that, moving forward, Metro's Point-In-Time count reflects the methodology, metrics and accuracy of the county and LAHSA's annual counts.

Outreach Impacts

It is important to have realistic measures of success in implementing a program like Metro's homeless outreach program. As the function transitions from System Security/Law Enforcement to the Office of the CEO, staff is redefining what success is and the program's goals. Staff will report back to the Board regularly with updates and to share the program progress and impact.

To-date - the outreach efforts have been successful in connecting riders experiencing homelessness with much-needed support services and housing options. Since 2017:

- **Over 5,300 individuals have been engaged by PATH teams and entered into the county's Homeless Management Information System for follow-up, assessment, and services.**
- **And nearly half - more than 2,500 have been connected with emergency and interim housing.**
- **Over 500 individuals have been permanently housed through Metro's work with DHS/PATH.**

This model has proven to work - and continues to be successful in helping the City of Los Angeles and the County in its fight to end homelessness.

Local, State and Federal Funding

Currently, Metro uses Operations funding to support the homeless outreach efforts annually. Homelessness in LA county continues to grow, and it is reflected in the continued work that Metro's PATH and partnerships do month over month. To sustain and improve Metro's overall impacts to reduce homelessness on Metro's system additional funding will be needed in the future. There is available funding for affordable housing and improved homeless response services locally, statewide, and nationally. Currently, Metro is not a dedicated recipient of any of these funds. Staff will be working with LA City Council Districts and LA county Supervisorial Districts and transit agencies statewide to identify short and long-term funding sources that can assist Metro in this comprehensive response effort.

Comprehensive Evaluation

Recovery from the pandemic offers an opportunity to reexamine our current program and partnerships to

better coordinate, avoid duplication of efforts, and effectively leverage and maximize resources. Staff will engage the services of a consultant to conduct a comprehensive evaluation of Metro's homeless programs and provide recommendations for how Metro should best structure its investment in homeless programs to yield the most benefits for the transit system and our customers while also providing solutions that connect the homeless to appropriate housing and supportive services. This will further create opportunities to align homeless strategies, resulting in better leveraging and coordination of services and funds.

EQUITY PLATFORM

Expanding Metro's efforts to address homelessness on the transit system will directly benefit people experiencing chronic homelessness, African-Americans, and Latinos who disproportionately experience homelessness in LA County, specifically. Data from the 2020 LAHSA point-in-time count shows that a majority (over 64%) of individuals experiencing homelessness are male, and over 35% are African American individuals and families experiencing chronic homelessness. In comparison to statewide available data - African Americans represent 5.6% of California's total population - but 31% of those receiving homelessness services are African American.

Increasing local, state and federal funding and efforts in specific LAHSA designated Service Planning Areas throughout LA County that have higher concentrations of homeless individuals will address the most need and directly impact Metro's efforts to invest in Equity Focus Communities. Metro has invested in outreach services that span the Metro system. With greater coordination and expansion into areas with the most need - Metro can form additional low or no-cost partnerships with service providers and other agencies in equity focus communities to ensure that our outreach efforts are equitable and effective. An assessment of which communities have the highest need is needed to provide more effective outreach.

Statewide, 47% of homeless individuals are awaiting permanent housing placements. Reducing homelessness outreach and interim/short-term housing options will adversely impact PATH's ability to connect individuals to the services they need while they wait for permanent housing and will have a disproportionate impact on chronically unhoused families and individuals in Los Angeles county.

NEXT STEPS

Staff will engage the services of a consultant to conduct a comprehensive evaluation of Metro's homeless programs and staff will return to the board in June 2022 with recommendations.

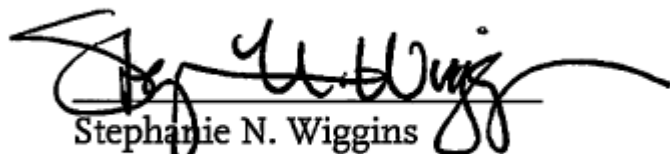
ATTACHMENTS

Attachment A - September - November 2021 - PATH Homeless Outreach Data & Motel Report

Attachment B - September - November 2021 - Operation "Shelter the Unsheltered" Data

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Stephanie N. Wiggins
Chief Executive Officer

Metro's Homeless Outreach Report

C3 Homeless Outreach Data September 01, 2021, through November 30, 2021

Performance Measure	Sept.	Oct.	Nov.	Total Number Served During Period	Project Year 2017 To date Number Served
Outreach & Engagement					
Number of unduplicated individuals'-initiated contact (pre-engagement phase)	238	198	169	605	10,264
Number of Unduplicated individuals engaged (engagement phase)	182	147	111	440	5,747
Interim & Permanent Housing					
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	60	58	32	150	2,571
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	0	0	1	1	442
Number of unduplicated individuals engaged who are permanently housed	19	27	12	58	556
Outreach & Housing Totals for Period (September – November 2021)	499	430	325	1,254	

PATH Success Stories September 2021 through November 2021

September

The client is a 33-year-old male born in Dallas, TX, raised in the South, who moved to Los Angeles 9 years ago to pursue his dreams. He reported being currently enrolled in flight school. He experienced homelessness for the past year and a half. He was subjected to homophobia, bullying and trauma from living on the streets.

Over the course of almost a year, he utilized an array of homeless services. The first day the PATH outreach team encountered him, he was experiencing elevated symptoms of mental illness. When the street nurse performed a physical check, the client told us he was covered with insect bites, and he couldn't stop itching. The PATH team then transported him to LAC-USC, and he was later transferred to Exodus. The following day, he was placed into a crisis shelter at Volunteers of America in South Central. His mental

health would be the source of many misunderstandings at shelter after shelter. He was frequently asked to leave and transferred to various shelters. Working with him was a constant struggle because he would have periods where he seemed completely calm and responsive, followed by episodes of intense mental health symptoms. Many services were placed on behalf of client.

PATH worked with the client to help secure employment, providing clothing, transportation, and advocacy on behalf of the client. He managed to maintain employment throughout the pandemic. There was also a period where the client caught COVID and needed to be quarantined. The client's final shelter stay was at First to Serve, where he worked with a very dedicated Case worker, new to homeless services. He was eventually connected to Permanent Supportive Housing, where he was placed at Rampart Mint Apartments. Through the hard work of many workers in the county, he was able to get housing connected to support for his mental health. Over the next 2-3 months, the Case Manager and the Intensive Case Management Services team will work closely together to ensure the client has a smooth transition and gets the appropriate support.

As of September 21st, the client has moved into a studio apartment at the Rampart Mint Apartments. He will be transitioning to a new Intensive Case Management Services team where he will get the appropriate support. He is now employed and will continue to attend school. He has made a big impact on many people that worked with him, and this opportunity is well deserved.

October

Client is a 35-year-old male who reports experiencing homelessness for the greater part of 10 years. He was living in his car and would move between South Los Angeles, DTLA and Victorville. Upon initial meeting, client expressed concern about his mental and physical health status'. He also shared his history and expressed that he was ready to move forward to create a positive future.

MH Specialist initially engaged client and assisted him with connecting with mental health services through South Bay Mental Health. The majority of meetings between MHS Reece and client were mental health related and consisted of support and guidance being provided to client.

MH Specialist also assisted client with connecting to medical services to address a condition that had been left untreated. He was able to establish care with a PCP and obtain needed referrals to specialists. Once client began receiving services through a DMH provider, MH Specialist reached out to DMH regarding possible housing opportunities. Client was quickly matched to Rosslyn Lofts, which were under remodeling/construction at the time.

MH Specialist assisted participant with navigating the housing process. Eventually, as late Fall/Winter months brought colder weather, PATH placed client in a motel room until he was able to sign his lease and move into his unit (December 29, 2020 – October 11, 2021).

Client is currently in permanent supportive housing (PBV) at Rosslyn Lofts in DTLA. He signed his lease and moved in on October 11, 2021.

November

57y/o female with cancer and limited mobility and a 26y/o female with history of mental health disability. Clients are a mother/daughter. Clients became homeless after mother was diagnosed with cancer and was unable to continue working. Shortly after becoming homeless, COVID pandemic occurred and further complicated the situation. Clients were sleeping on the red line when initially engaged.

PATH utilized project RoomKey to provide clients with stable temporary housing location. Connected clients to appropriate healthcare services. Connected clients to appropriate housing resources.

Once clients had stable temporary housing locations, mother was able to focus on health. Client underwent successful treatment of cancer. Client is now healthy, and mobility has drastically improved. Daughter continues to assist with mother's healthcare. **After being connected to the county recovery rehousing program, clients were able to obtain an apartment for permanent housing. Both clients receive SSI and will be able to independently pay for rent in the near future.**

Monthly Motel Reports September 2021 through November 2021

September

Secured 20 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 36 homeless persons were housed in 20 motel rooms
 - 8 families – 6 women with children, 1 male with a child, 1 older adult couple without children.
 - 12 clients – singularly housed: 3 older males, 2 older females, 5 males, 2 females

Total Motel Expense: \$40,903.68

October

Secured 17 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 28 homeless persons were housed in 17 motel rooms
 - 5 families – 3 women with children, 2 older adults without children
 - 11 clients – singularly housed: 4 older adult males, 3 older adult females, 2 males, 2 females

Total Motel Expense: \$23,955.15

November

Secured 10 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

Brief Demographic Overview:

- 22 homeless persons were housed in 10 motel rooms
 - 6 families – 3 women with children, 2 couples with children, 1 older adult couple without children.
 - 4 clients – singularly housed: 2 older males, 1 older female, 1 male

Total Motel Expense: \$18,067.31

Motel Report September 01, 2021, through November 30, 2021

September Motel Reports

1. **Adult Male: NEW/EXITED - Client (29)** was initially engaged at Union Station for off-loading on 9/21/21. Family reunification via greyhound was scheduled for 9/22/21. Client was provided with hotel stay to ensure client could be located for greyhound departure. Staff successfully confirmed greyhound departure on 9/22/21. In September, we will spend \$100 to motel this client. Client is no longer in the motel.
2. **Adult Female: NEW/EXITED - Client (30)** was initially engaged at Mariachi Plaza Station on 9/2/21 by PATH staff. On 9/13/21, LAPD and Department of Mental Health encountered client. LAPD and Department of Mental Health requested assistance for client due to severe mental health symptoms. As client was enrolled with PATH staff, we assisted with a motel stay from 9/13/21 to 9/18/21. Client left hotel due to cultural concerns (i.e., client was fearful of area and wanted to be near East Los Angeles). On 9/21/21, LAPD and DMH encountered client at Mariachi Plaza Station again. LAPD and Department of Mental Health requested assistance and explained prior cultural concerns from client. Hotel stay was approved to provide a temporary stay to help stabilize the client. Shelter referrals were submitted on behalf of client. On 9/28/21, client was checked out of hotel and placed at Good Shepherd. In September, we will spend \$1,493 to motel this client. Client is no longer in a motel.
3. **Adult Male: NEW/EXITED - Client (41)** was initially engaged at Union Station during off-loading. Client expressed interest in family reunification and staff obtained family confirmation. Approval for family reunification was obtained. Client was provided with hotel stay to ensure client could be located for eventual greyhound departure. Family changed their mind and declined reunification. Client was immediately relocated to shelter (Home at Last-Central LIV Roadmaps) on 9/30/21. In September, we will spend \$100 to motel this client. Client is no longer in the motel.
4. **Adult Male: NEW/STILL IN MOTEL – A male (32)** initially engaged at McArthur Park Station. Client recently exited from shelter placement and hospitalized. Client was placed at Vine Lodge Motel following hospitalization. Client's motel exit date is scheduled for October 8, 2021. In September, we will spend \$2000 to motel this client. Client is currently in the motel.
5. **Elderly Male & Elderly Female: CONTINUING/STILL IN MOTEL– Male (66) and his wife (76)** were engaged at Union Station on 7/14/2021 and placed at The Lincoln Motel due to wife's age and medical vulnerabilities. They have been connected to GEM Transitional Care in Pasadena and have been assigned a Housing Navigator. In September, we spent \$3078.00 to motel this couple. They remain in the motel at this time.
6. **Adult Male: CONTINUING/EXITED – Male (63)** was engaged at Union Station. A Bridge Home St. Andrew's Place informed staff that participant broke quarantine and would not be able to return until quarantine is lifted. Participant was placed in

Vine Lodge Motel Shelter has not been located due to unavailable beds. In September, we spent \$3000 to motel this client. He remained in the hotel through September. On 10/4/21, client was checked out of room due to declining all available shelter options. Client is no longer in the hotel.

7. **Adult Male: CONTINUING/EXITED – Male (38)** was initially engaged at North Hollywood Station. Client is vision impaired, requires ADA bed. He continues temporary placement at Vine Lodge Motel. Client has not attained a shelter bed due to lack of availability of accessible beds as well as several shelters on quarantine and not accepting intakes. However, he received DHS Interim match on 10/1. In September, we spent \$3000 to motel this client. He remained in the motel throughout September. On 10/3/21, he was checked out of the hotel and successfully placed at PATH Madison Interim Housing. Client is no longer in hotel.
8. **Adult Male: CONTINUING/EXITED - Male (31) and son (6)** were engaged at North Hollywood Station and placed at Vine Lodge Motel while awaiting intake with Family Solutions Center for appropriate shelter placement. Client lost custody of child. As a result, client was placed at A Bridge Home located on South Grand on 9/30/21. In September, we will pay \$2900 to motel this client. Client is no longer in the motel.
9. **Adult Female/Minor Female: CONTINUING/STILL IN THE MOTEL - Female (20) and sister (16)** engaged at Hollywood/Highland Station were placed in a motel upon engagement. Client and sister were placed in motel to allow enough time to identify and secure appropriate shelter placement for them, but placement has not been located due to age of the minor. In September, we will pay \$3000 to motel this client and her sister. Clients remain in the motel.
10. **Elderly Male: NEW/EXITED – Male (75)** engaged at North Hollywood Station. Client was put in a motel due to advanced age and health condition. He has been matched to Permanent Housing as well as Bridge Housing. In September, we will pay \$3000 to motel this client. Client remained in the motel throughout September. On 10/4/21, client was successfully placed at First to Serve – Vernon. Client is no longer in motel.
11. **Adult Male: NEW/EXITED – Male (28)** was engaged at Union Station and provided a one-night temporary motel stay to facilitate reunification with his family in Cleveland, Georgia. In September, PATH spent \$100 to motel him at the Stuart. He is no longer in the motel.
12. **Elderly Male: NEW/EXITED – Male (65)** was engaged at Union Station and was placed at A Bridge Home, Aetna. The shelter was placed on COVID-19 quarantine, and because he attended an appointment while the shelter was on quarantine, he was not allowed back into the shelter until the quarantine was lifted. Efforts were made to place him in another shelter but were unsuccessful. A temporary motel stay was approved given his age and vulnerabilities. In September, PATH spent \$1696.98 to motel him at the Stuart. He is no longer in the motel.

13. **Family: CONTINUING/STILL IN MOTEL – A mother (29), and her six children,** ages 1, 2, 6, 8, 10, and 12 were initially engaged at the Florence Station. A motel stay was approved to prevent the family from being unsheltered. The large family size has made it difficult locating a family shelter. Referrals have been made to Family Solutions Center, Housing for Health, Upward Bound Program, and Shields for Families. The family was matched with an emergency housing voucher and the case manager has completed the application and is assisting the family with locating an affordable unit. In September, PATH spent \$4617.00 at the Adventurer Hotel. The family is still in the motel.
14. **Family: CONTINUING/STILL IN MOTEL – A mother (60) and son (17)** were initially engaged at 7th Street/Metro Station and were approved for a motel stay given the mother's serious health issues. The mother's health has been unstable, and she has continued to have visits to the hospital ER for care and management. Referrals have been made to Family Solutions Center and Housing for Health, but the mother's health issues require a higher level of care, and an appropriate placement has not been found that will accept the family. In consultation with the family, the case manager will be working on finding placement for the mother as an individual and will help the 17-year-old son receive Transitional Aged Youth services as an individual. Seeking services as separate individuals, instead of a family unit, may open options for placement and resources. In September, PATH spent \$3933.00 at the Adventurer Hotel. The family is still in the motel.
15. **Adult Female: NEW/STILL IN MOTEL – A Female (56)** was initially engaged at 7th Street/Metro Center Station. She was previously provided a motel stay given her significant health issues, including medication that requires refrigeration. In April 2021 she transitioned into shelter. Around this same time, she was matched to permanent housing and was awaiting a move-in date. Unfortunately, the placement was disrupted in August, and she became unsheltered again. Given her complex health needs, an emergency motel stay was approved as the client became unsheltered again, and her move into permanent housing was delayed, through no fault of her own. The case manager is exploring shelter options and the supervisor from the permanent housing placement is personally handling the housing process to ensure the process moves forward. In September, PATH spent \$1744.20 at the Rosa Bell Motel. She is still in the motel.
16. **Family: NEW/EXITED – A mother (37) and her son (10).** They were initially engaged at Pershing Square and provided a temporary motel stay while the case manager linked the family to services and shelter. The case manager referred the family to Upward Bound Program and the family was transitioned into their family shelter. In September, PATH spent \$225.20 at the Rosa Bell Motel. The family is no longer in the motel.
17. **Elderly Female: NEW/STILL IN MOTEL – Female (77)** was initially engaged at Union Station and provided an emergency motel stay given her age and significant

health conditions. A Housing for Health referral was completed, and the Department of Health Services determined that a higher level of care is required. The case manager is working on transitioning her to a skilled nursing facility for placement and ongoing care. In September, PATH spent \$1740.20 at the Rosa Bell Motel. She is still in the motel.

18. **Family: NEW/EXITED –The mother (28), her son (5) and newborn son (6 weeks)** were initially engaged at DTLB Station. The family was previously provided a motel and transitioned into a family shelter at Holiday Helping Hands. The placement was disrupted because of a disagreement between the family, other residents, and staff. The case manager was successful in connecting the family to the Upward Bound Program and a temporary motel stay was provided until the intake could be completed. In September, PATH spent \$131.60 at the Adventurer Hotel. The family is no longer in the motel.
19. **Adult Female: CONTINUING/STILL IN MOTEL – Female (24)** was initially engaged at the DTLB Station and provided a temporary motel stay out of sensitivity given her history of being trafficked and the need for a female shelter setting. Given shelters being under quarantine and the reduction in available beds because of Covid-19, the case manager is continuing to search for an available bed at a women's shelter. The interim housing referral has been completed as has a referral to Housing for Health. The case manager has contacted First to Serve, PATH, and Volunteers of America Whittier for availability and the client is waitlisted at this time. In September, \$3078.00 was spent at the Adventurer Hotel. She is still in the motel.
20. **Family: NEW/EXITED – A mother (25) and her three children**, daughter (8) and sons (2 and 5) were initially engaged at Downtown Long Beach Station and were provided a temporary motel stay while flex funds were requested for the family to move into transitional housing. The mother needed assistance with the deposit and first month's rent. Flex funds were approved, and the family moved in on 10/01/21. In September, \$1966.50 was spent at the Rosa Bell Motel. The family is no longer in the motel.

New Occupancy: 12

Continuing Occupancy: 8

Total rooms: 20

Total exits: 12

Total remaining rooms: 8

Total expenditures: \$40,903.68

October Motel Reports

1. **Adult Male: CONTINUING/EXITED – Male (38)** was initially engaged at North Hollywood Station. He is vision impaired and requires ADA accommodations. He continued temporary placement at Vinelodge Motel on 10/1 and 10/2 due to

appropriate accommodations being unavailable. On 10/3, client completed shelter intake and successfully attained accessible interim placement. In October, we spent \$200 to motel this client. He is no longer in the motel.

2. **Adult Male: NEW/EXITED - Male (53)** was engaged at Union Station on 10/6. Family Reunification via Greyhound was arranged for 10/7. Client was placed in a motel room for the night prior to departure. Client departed Los Angeles on 10/7 at 10:00am. In October, we spent \$100 to motel this client. He is no longer in the motel.
3. **Adult Female: NEW/EXITED - Female (53)** was initially engaged at Union Station in 2019. She was placed in a motel after reporting that she wanted to access detox and residential drug treatment. She was initially placed at Vinelodge from 10/9 - 10/10. On 10/10, she was transferred to The Stuart Hotel. Several attempts were made to connect client to detox, but client declined. Placement was arranged for Good Shepherd Women's Shelter. Client checked out of motel on 10/15 and assisted with transportation to her shelter intake. In October, PATH spent \$600 to motel this client. She is no longer in the motel.
4. **Adult Male: CONTINUING/EXITED - Male (35)** was initially engaged at McArthur Park. Client's motel stay was extended as no shelter beds were available. He was slated for interim housing placement on 10/8/2021. Client is still recovering from stabbing and therefore in a vulnerable state and prone to serious infection if on the street. Client successfully completed intake for interim housing at Isaiah's House Shelter on 10/8/2021. In October, PATH spent \$800 to motel this client. He is no longer in the motel.
5. **Adult Male: CONTINUING/EXITED – Male (63)** was initially engaged at Union Station. He had been staying at St. Andrew's Place A Bridge Home. St. Andrew's Place informed staff that participant broke quarantine and would not be able to return until quarantine is lifted. Participant was placed at Vinelodge Motel. The motel stay was extended on October 1 to allow additional time to secure an interim shelter bed. Interim placement was secured for client at HAL Western and intake was scheduled for 10/4/2021. However, client left the motel, reportedly the day of intake, and was not able to be contacted. Whereabouts are unknown. In October, we spent \$300 to motel this client. He is no longer in the motel.
6. **Adult Male: CONTINUING/EXITED - Male (75)** was initially engaged at North Hollywood Station and placed in a motel due to his advanced age and lack of available interim beds. His motel stay at Vinelodge Motel was extended on 10/1 with estimated check out on 10/4 for interim placement at FTS Vernon. Client checked out of the motel on 10/4 and successfully completed intake at FTS Vernon. In October, we spent \$300 to motel this client. He is no longer in the motel.
7. **Adult Female and sister: CONTINUING/EXITED - Female (20)** was initially engaged at North Hollywood station. She is a member of a family of 10. Client and sister were not able to join their family at FTS Family Shelter. They were motel'd

while staff attempted to relocate family to a shelter that could accommodate all members. They were relocated to a confidential family domestic violence shelter on 10/24/2021. In October, we spent \$2400 to motel this client. Client is no longer in the motel room.

8. **Elderly Male & Elderly Female: CONTINUING/STILL IN MOTEL– Male (66) and his wife (76)** were engaged at Union Station on 7/14/2021 and placed at The Lincoln Motel due to wife's age and medical vulnerabilities. Wife is diabetic and has mobility impairments. They are actively working with a Housing Navigator through GEM Link Pasadena and have been matched to housing. They're lease has been signed and they are awaiting a move-in date. In October, we spent \$3180.60 to motel this couple. They remain in the motel currently.
9. **Family: NEW/STILL IN MOTEL – Female (34) and son (14)** She was initially engaged at North Hollywood station and reports fleeing a dangerous living situation. She and her 14-year-old son were placed at The Lincoln Motel to ensure safety while Case Manager locates safe and appropriate interim housing for them. In October, we spent \$1454.75 to motel this family. They remain in the motel currently.
10. **Family: NEW/STILL IN MOTEL – Male (41) and Female (39)** were engaged at Union Station with their 15-year-old daughter. They were placed at The Stuart Hotel to ensure safety while Case Manager works on appropriate interim housing placement. In October, we spent \$360 to motel this family. They remain in the motel currently.
11. **Elderly male & elderly female NEW/EXITED -- Male (76) and female (76)** were engaged at McArthur Park Metro Station. Placed in motel due to advanced age, sleeping on the floor. Clients were placed at the Crenshaw Inn on 10/3/21. Clients were placed at Project Roomkey – LA Grand on 10/8/21. In October, we spent \$500 to motel this couple. Clients no longer remain in the motel currently.
12. **Family: CONTINUING/STILL IN MOTEL – Female (29), and her six children, ages 1, 2, 6, 8, 10, and 12** were initially engaged at the Florence Station. The large family size has made it difficult locating a family shelter. Referrals have been made to Family Solution Center (FSC), Department of Health Services (DHS), Upward Bound Program, and Shields for Families. The family was matched with an Emergency Housing Voucher (EHV) and the Case Manager has completed the application and is assisting the family with locating an affordable unit. FSC has a lead on a possible shelter vacancy that can accommodate the family and a determination is pending. In October, PATH spent \$4770.90 at the Adventurer Hotel. The family is still in the motel.
13. **Family: CONTINUING/EXITED – Female (60) and son (18)** were initially engaged at 7th Street/Metro Station and were approved for a motel stay given the mother's serious health issues (stage 4 kidney disease, weekly dialysis, heart condition). The mother's health has been unstable, and she has continued to have visits to the

hospital ER for care and management. In October, the son turned 18, and given the mother's declining health and need for a higher level of care, a decision was made to work with the family as individuals and the son was placed in a Transition Age Youth (TAY) shelter. In October, PATH spent \$4064.10 at the Adventurer Hotel. The family is no longer in the motel.

14. **Adult Female: NEW/STILL IN MOTEL – Female (56)** was initially engaged at 7th Street/Metro Center Station. She was previously provided a motel stay given her significant health issues (diabetes, medication requiring refrigeration, vision impairment, using a walker) and transitioned into shelter in April 2021. Around this same time, she was matched to a Single Room Occupancy placement and was awaiting a move-in date. Unfortunately, the placement was disrupted in August, and she became unsheltered again. Given her complex health needs, an emergency motel stay was approved as the client became unsheltered again, and her move into permanent housing was delayed, through no fault of her own. The Case Manager is exploring shelter options and the supervisor from Skid Row Housing Trust (SRHT) is personally handling the permanency housing process to ensure the process moves forward without any more obstacles or barriers. In September, PATH spent \$1744.20 at the Rosa Bell Motel. She is still in the motel.
15. **Elderly Female: NEW/STILL IN MOTEL – Female (77)** was initially engaged at Union Station and provided an emergency motel stay given her age and significant health conditions (cancer, heart disease, asthma). A Housing For Health (HFH) referral was completed and DHS determined that a higher level of care is required and the Case Manager was successful in linking the client to a skilled nursing facility. In October, PATH spent \$1436.40 at the Rosa Bell Motel. She is no longer in the motel.
16. **Adult Female: CONTINUING/EXITED – Female (24)** was initially engaged at the DTLB Station and provided a temporary motel stay out of sensitivity given her history of being trafficked and the need for a female shelter setting only given her experiences. Given shelters being under quarantine and the reduction in available beds because of Covid-19, the CM was continuing to search for an available bed at a women's shelter. The LAHSA interim housing referral had been completed as has the Housing For Health application. The client decided to withdraw from the PATH program and exited the motel. In October, \$718.20 was spent at the Adventurer Hotel. She is no longer in the motel.
17. **Elderly Male: NEW/EXITED – Male (72)** originally engaged at Union station was provided a temporary motel stay after he was exited from 38th and Broadway shelter for staff reporting he is unable to care for his needs. The Case Manager discussed with shelter staff that the client is able to tend to all activities of daily living independently, however, the client was exited and a motel stay was approved given that no other shelter beds were available and the client's risks/vulnerabilities (i.e. elderly, memory impairment). A placement was located for the client, but he left the motel before placement could occur. In October, \$1026.00 was spent at the Rosa Bell Motel. He is no longer in the motel.

New Occupancy: 8
Continuing Occupancy: 9
Total rooms: 17
Total exits: 11
Total remaining rooms: 6
Total expenditures: \$23,955.15

November 2021 Motel Report

1. **Elderly Couple CONTINUING/EXITED – Male (66) and his wife (76)** were engaged at Union Station on 7/14/2021 and placed at The Lincoln Motel due to wife's age and medical vulnerabilities. They remained in the motel while awaiting permanent housing placement. They have now moved into permanent housing. In November, we spent \$205 to motel this couple. They are no longer in the motel.
2. **Adult Male NEW/EXITED – Male (66)** engaged at Union Station was placed in a motel room while awaiting placement at Tiny Homes Village. Client had been recently discharged from the hospital due to an orthopedic issue, which disrupts his mobility thus increasing his vulnerability outdoors. In November, we spent \$200 to motel this client. He is no longer in the motel.
3. **Adult Female and Minor Child CONTINUING/STILL IN MOTEL – Female (34)** Client was initially engaged at North Hollywood station and reports fleeing a dangerous living situation. She and her 14-year-old son were placed at The Lincoln Motel to ensure safety while Case Manager locates safe and appropriate interim housing for them. Several referrals have been submitted to appropriate shelters and client is awaiting an open bed. In November, we spent \$3539.70 to motel this client and her son. They are still in the motel.
4. **Adult Female, Adult Male, Minor Child NEW/STILL IN MOTEL – Family of 3** (mother, father and child) was engaged at Vermont & Beverly Station. They were placed in a motel to ensure safety while appropriate interim housing is located. Mother is experiencing a medically documented high-risk pregnancy and family has a 3-year-old child. Family is currently at The Rosa Bell Motel and is awaiting match to an appropriate interim housing site. In November, we spent \$3967.50 to motel this family. They are still in the motel.
5. **Adult Male NEW/EXITED – Male (40)** LAPD referral received requesting client assistance. Client was initially engaged at Civic Center Station. Client was wheelchair bound with leg amputated at the knee. Client requested assistance with reunification to Tennessee. Reunification was confirmed and approved for 11/17/21 @ 10pm. Client was put in a hotel (11/15/21-11/18/21) until reunification to ensure client could be located. Reunification was successfully completed. In November, we spent \$300 to motel this individual. He is no longer in the motel.

6. **Adult male, adult female, teenage female NEW/CONTINUING - Military Veteran family of 3** (father, mother, adolescent) were initially engaged at Union Station. Family assistance referrals in process for Supportive Services for Veteran Families, Family Solutions Center, and family shelter. Family was placed in a motel until the appropriate services are attained. Initial hotel stay was for two days. Client was having issues making it to work due to hotel location. Client was moved to a hotel near job location. In November, we spent \$3,761.51. They are still in the motel.
7. **Elderly Male NEW/CONTINUING – Male (72)** who was initially engaged at the North Hollywood Red Line Station. Client is high risk/vulnerable due to age and health conditions. He is matched to permanent housing and was waiting for his ID to arrive to proceed with move-in process. However, it was recently discovered that the client is the victim of identity theft and this needs to be sorted out. Additionally, the client was recently observed to have visible injuries (bruises and scrapes) about his head and face. He reported being assaulted but did not provide specifics or details as to where and when he was assaulted. The Case Manager reported the client has been previously assaulted and robbed of EBT and Direct Express cards. While the client is able to tend to activities of daily living (i.e., dressing himself, toileting, grooming) there are concerns about instances of memory loss that have been observed. The Case Manager is in the process of requesting an assessment to rule out the onset of dementia and/or other memory impairment. In November, \$1353.80 was spent at the Rosa Bell Motel. The client is still in the motel.
8. **Family NEW/CONTINUING – Female (40), and her three children**, ages 8, 15, and 16, were initially engaged at 7th Street/Metro Center Station. The client reported fleeing domestic violence and at the time of engagement the family was using their DPSS emergency motel voucher. The Case Manager assisted the family with referrals to domestic violence shelters, Union Rescue Mission, and Family Solution Center without success. The three children attend school in Lawndale and efforts are being made to maintain the children in their school of origin. PATH provided an emergency motel stay when the DPSS motel voucher expired and are continuing to work with the family to connect to resources for shelter and/or housing. In November, \$1148.80 was spent at the Adventurer Inn. The family is still in the motel.
9. **Family CONTINUING/EXITED – Female (30) and her six children** (ages 1,2, 6, 8, and 12) were initially engaged at the Florence Station. A motel stay was provided to prevent the family from being unsheltered until PATH could connect the family to a shelter resource that could accommodate the large family unit. In November, placement was secured at Holiday Helping Hands, but the mother opted not to accept the shelter citing having to share space with other households and the curfew interfering with a job prospect she had. The mother elected to move to take overpaying for a motel with the assistance of an adult family member. In November, \$2770.20 was spent at the Adventurer Inn. The family is no longer in the motel.

10. **Yvette Phillips (302D74D00) CONTINUING/EXITED – Female (56)** was initially engaged at 7th Street/Metro Center. She was provided a temporary motel stay while she awaited final inspection and move-in date for her permanent housing and/or until a shelter placement could be located for her. Her move-in is still pending, but a shelter bed was located in the interim, but she opted not to go into shelter. Instead, the Case Manager assisted the client with connecting to a family member willing to provide temporary shelter. In November, \$820.80 was spent at the Rosa Bell Motel. The client is no longer in the motel.

New Occupancy: 6

Continuing Occupancy: 4

Total rooms: 10

Total exits: 5

Total remaining rooms: 5

Total expenditures: \$18,067.31

Operation "Shelter the Unsheltered" September 01, 2021 – November 30, 2021

OPERATION "SHELTER THE UNSHELTERED"			
PATH			
ACTIONS TAKEN	SEPT.	OCT.	NOV.
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	17	39	19
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	839	878	897
DREAM CENTER (DC)			
ACTIONS TAKEN	SEPT.	OCT.	NOV.
# OF CONTACTS	135	105	45
TOTAL # OF INDIVIDUALS CONTACTED JULY 10, 2020, TO DATE	1,782	1,887	1,932
LA DOOR			
ACTIONS TAKEN	SEPT.	OCT.	NOV.
# OF CONTACTS	116	177	88
TOTAL # OF INDIVIDUALS CONTACTED JULY 08, 2020, TO DATE	4,245	4,422	4,510

Outreach PartnershipsLA DOOR – Los Angeles City Attorney's Office

The program is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR outreach teams participate in Operation "Shelter the Unsheltered". The outreach teams deploy to MacArthur Park location. The total number of contacts by LA DOOR beginning July 8, 2020, through November 30, 2021 is 4,510.

The Dream Center – A Community-Based Organization within Angeles Temple

Los Angeles faith-based organization provides outreach services at Union Station Friday nights, at the close of the station, providing end-of-the-line service to offer assistance to homeless persons. The Dream Center outreach teams participate in Operation "Shelter the Unsheltered." The total number of contacts by the Dream Center beginning July 10, 2020, through November 30, 2021 is 1,932.

Metro's Homeless Outreach Quarterly Update

January 2022
Operations, Safety and Customer Experience
Committee



Metro®

Metro's Street Based Outreach



People Assisting the Homeless (PATH)

Metro's Homeless Outreach Service Provider



8 Street Based Outreach Teams

40 PATH staff deployed 7 days per week on Metro's system and at encampment sites on or near Metro-owned property



Multi-Disciplinary Teams

Outreach workers, Case managers, Addiction Specialists, Clinicians, and Medical Personnel



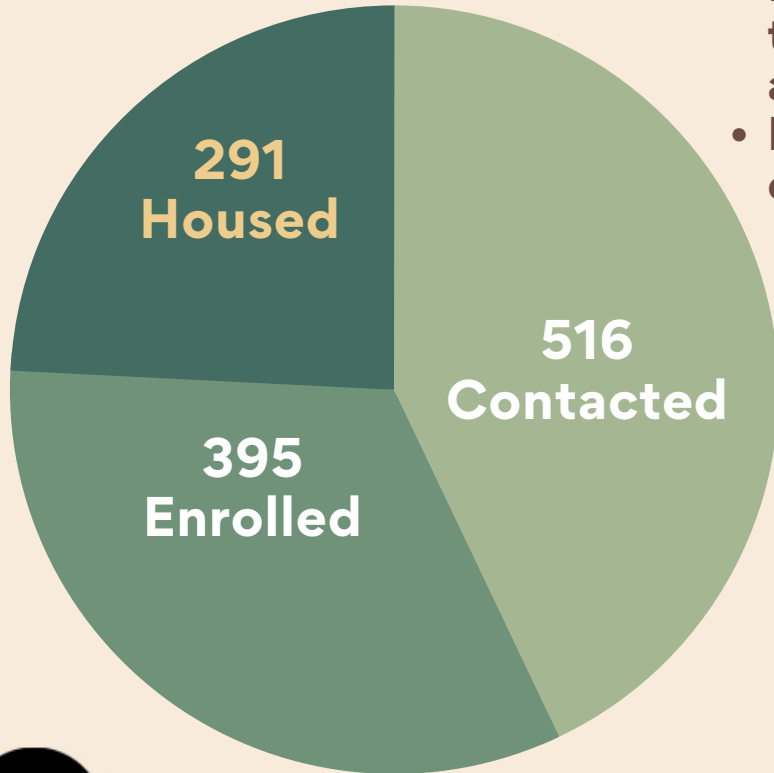
Tracking Impact

PATH collects data regarding each contact, enrollment/engagement, housing placement, records success stories and shares challenges

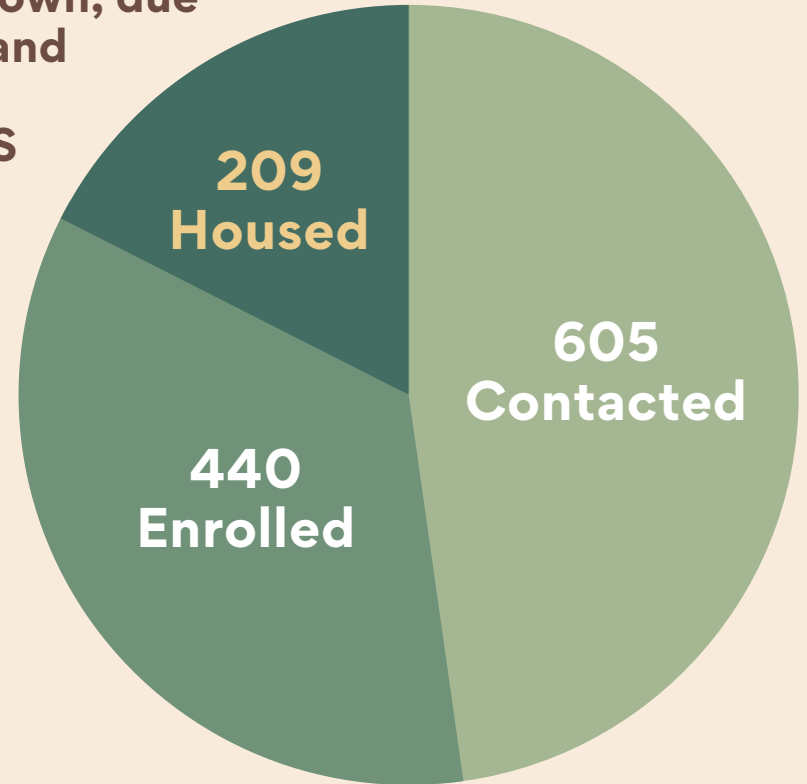


Outreach Impacts

- > 15% increase in contacts
- > 10% increase in enrollments
- Housing referrals are down, due to COVID restrictions and availability
- PATH is exceeding DHS countywide targets



Previous Quarter
June - August 2021



Current Quarter
September - November 2021



Public Safety and Security



End of Rail Line Outreach

Initial outreach contacts and supports Metro's transit Operations - Facilities & Maintenance Teams



Partnerships around LA County

SSLE coordinates outreach efforts with law enforcement partners who have dedicated and trauma informed trained staff after-hours and when PATH is not available



Next Steps



LAHSA POINT IN TIME COUNT

Working with LAHSA to conduct accurate annual point in time count on Metro's bus and rail system



EXPANDING OUTREACH

Engaging LA Mission and other SPA lead coordinators for support during major events



PROGRAM ASSESSMENT

Exploring additional funding opportunities, working with external local partners and conducting comprehensive assessment



Thank you.





Board Report

File #: 2021-0588, File Type: Motion / Motion Response

Agenda Number: 25.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JANUARY 20, 2022

SUBJECT: STATUS UPDATE OF MOTION 40: ELECTRIFICATION OF THE J (SILVER) LINE AND METRO'S FLEET

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE response to Motion 40: Electrification of the J (Silver) Line and Metro's Fleet.

ISSUE

At the November 18, 2020 Planning & Programming committee meeting, Metro Board Directors Hahn, Garcetti, Solis Butts and Bonin introduced Motion 40 directing the CEO to:

- A. Meet with the County of Los Angeles, City of Los Angeles, the Ports of Long Beach and Los Angeles, and neighboring transit agencies to discuss the potential private property, joint-use, and public right of way opportunities for charging stations that could serve the Harbor Area, beginning with the Silver Line
- B. Provide recommendations on how to fully electrify the Silver Line in the Zero Emission Bus Implementation Master Plan due before the Board in Spring of 2021
- C. Continue Silver Line service to San Pedro until the Board discusses and chooses a recommendation on how to move forward

BACKGROUND

Metro's Zero Emission Bus Program continues to progress the goal of systemwide electrification in line with the March 2021 ZEB Rollout plan and Board directives. As part of the Program, it is staff's intent to fully electrify the entire J Line service from its northeastern terminus at the El Monte Transit Center to its southern terminus in San Pedro as expeditiously as possible in the most fiscally and technically responsible manner. To that end, staff has pursued state and federal funding applications with a focus on the J Line to enact the first phases of systemwide electrification.

From the onset, staff has been aware of the challenges with introducing a Battery Electric Bus (BEB) with limited range into our service environment. Given the range and performance challenges coupled with the absence of empirical data, staff proposed BEB services be transitioned to the BRT

segments of the bus system starting with the G (Orange) Line and thereafter the J (Silver) Line.

The J Line was first implemented in December 2009, providing service between Harbor Gateway Transit Center (HGTC) and El Monte Station via downtown LA. In December 2015, specific trips were extended to provide a one seat ride every 20-30 minutes between San Pedro and downtown LA. The NextGen Bus Plan, approved in October 2020, proposed to terminate all J Line service at HGTC to improve service reliability. A new Line 450 would be implemented between San Pedro and downtown LA during the weekday peak hours with the service operating between San Pedro and HGTC during off-peak periods and weekends. While approved, this service change may not be implemented or may be modified, contingent on the resolution of the ZEB roll-out strategy for J Line.

Metro staff is committed to converting the J Line to a cleaner and quieter electrified bus service for the benefits of the ridership along the alignment. Lessons learned from the G Line would be applied to the J Line service plan to minimize service risks and reduce negative patron impacts. Ultimately, the plan for the J Line is to provide BEB services from El Monte to San Pedro. This transition will be executed in strategic phases to ensure similar implementation successes as the G line and will accomplish this task with to minimize risk to operations and impacts to patrons. The initial phase would electrify the trips operating between HGTC and El Monte Station. Thereafter, staff will provide electrified service between San Pedro and downtown LA as charging infrastructure is added and/or as bus range improvements are realized. With assistance from the Office of Supervisor Hahn, staff has been proactive in its outreach to identify potential partners for charging infrastructure installation (s) in the southern terminus of the J Line.

In parallel, Metro staff continues to pursue all available funding sources, including a recent application submitted in November 19, 2021 for Federal grant support under Section 5307 Bus and Bus Facilities grant.

DISCUSSION

Operations is tasked with providing an efficient and fiscally responsible level of service. To that end, buses with greater range capabilities optimize the efficiency of labor and equipment for service scheduling. Currently CNG buses provide services along the 38.8 mile one way trip between the El Monte Station and San Pedro. On average, CNG buses have a range of 300-320 miles. This compares against BEBs which can provide approximately 155 miles of range on a single charge with 20% charge remaining in reserve. Ideally, a 30% reserve will permit the bus to reliably return to the depot. Range limitations of 40' foot BEBs prevent staff from assigning one seat electrified service from El Monte to San Pedro. Therefore, based on current BEB range capabilities, electrified service will need to terminate at HGTC. There are other options to electrify service to San Pedro:

- 1) Implement the NextGen Bus Plan proposal and electrify Line 246, providing service between San Pedro and HGTC. This proposal does not provide a one seat ride between San Pedro and downtown LA as in the current service plan.
- 2) Implement the NextGen Bus Plan proposal and identify charging opportunities in San Pedro, downtown LA, and/or en-route. Electrify new Line 450, providing a one seat ride service

between San Pedro and downtown LA during weekday peak hours and between San Pedro and HGTC during off-peak periods.

- 3) No change to current J Line service which provides a one seat ride between San Pedro and downtown LA all day and on weekends, and electrify these trips once manufacturers increase battery capacity and range capability on the BEBs.

Motion 40 item A requested Metro staff meet with parties for potential charging installation opportunities. To address item A, Metro staff revisited its strategic plan to identify opportunity locations for charging infrastructure installations to support the southernmost San Pedro portion of the J Line. Guiding principles to identify charging infrastructure locations were applied and are presented as follows:

- 1) Metro owned and managed properties and facilities to ensure continued ownership and access to charging equipment; including sites in the ownership and control of public/governmental entities which agree to continuous access by Metro
- 2) Proximity to layover locations on service routes to preclude added dead-heading and associated inefficient operating costs.
- 3) Restricted access to Metro BEB vehicles and other transit carriers for which cost and use agreements are in place with Metro.

In early summer, Metro coordinated with LADOT staff to identify if joint installation opportunities were possible. Reviewing service routes and applying these principles yielded two potential LADOT owned park and ride locations in San Pedro for consideration. The meeting agenda included discussions on other potential locations beyond the identified sites. Due to differences in planned bus types, charging interfaces, and minimal route commonalities, it was found that LADOT and Metro interests did not intersect for San Pedro installations to support J Line electrification at this time.

Late September 2021, Metro staff prepared an information package and reached out to the entities below. Metro staff will continue to follow up with the respondents who have responded or expressed potential interest.

Ln	Agency	Status as of Nov 03, 2021
1	Gtrans	Committed to depot charging for the foreseeable future
2	LA Cleantech Incubator	Will assist in coordination and advocacy opptys in utility / facility works
3	LADOT	No Interest. LADOT policy is to pursue overnight depot charging only
4	Long Beach Transit	Interested in participating in further assessments and planning
5	Palos Verdes Transit	Under review. Potential interest for route 225 terminating at Pacific / 7th.
6	Port of Long Beach	Interested to coordinate if opptys arise, especially in joint utility work
7	Port of Los Angeles	Under review. Initial questions submitted to Metro.
8	Torrance Transit	Under review. Metro info to be shared with their BEB Team

Metro continues to pursue range extending options with battery technology. Continued outreach and coordination with other BEB transit carriers and port authorities are planned to discuss potential opportunities.

Item B requested staff provide recommendations on how to fully electrify J Line in the ZEB Implementation Plan. The following is provided.

- Full J Line electrification can be achieved by identifying a location(s) to add en-route charging or by increasing BEB range, or a combination of the two.
- Although not yet successful in identifying a viable en-route charging location(s); staff will continue looking to partner with other transit carriers and agencies.
- Evaluate and test the latest generation of longer-range BEBs from BYD to upgrade the range on the buses ordered.
- Staff requested a \$50M Life of Project (LOP) to further develop range and charging solutions along the J Line alignment to meet objectives A and B of Motion 40. This LOP request was presented as Item 44 in June 2021 under Legistar ID # 2021-0193.

By extending BEB range, the need for southern charging infrastructure can be reduced and fully electrified J Line service to San Pedro may be considered in future service plans. The extended range battery appears to be the most comprehensive solution to allow for longer distance BEB services to meet the Motion 40 objectives and meet the agency's long-term objectives for BEB conversion. Staff will continue to evaluate and negotiate the battery capacity redesign to address longer distance service needs.

EQUITY PLATFORM

The J Line provides bus services to Equity Focused Communities (EFC's) from El Monte Station to Downtown Los Angeles to Harbor Gateway Transit Center. The J Line runs through the 10 and 110 Freeways along a dedicated BRT lane and serves the following ridership (Fall 2019 Silver Line Rider Survey):

- 48% below \$25K household income (42.5% below poverty line)
- 68.3% had no car available

- 74% use transit 5+ days a week
- Rider Ethnicity: Latino 58.3%; Black 15.2; White 10.6%; Asian/Pacific Islander 9.8%;
- Other 6.1%

It is recognized that BEBs provide improved air quality and quieter services compared to current Renewable Natural Gas (RNG) bus fleet. Accordingly, BEBs stand to improve air quality, reduce noise pollution, improve overall health and quality of life aspects for affected J Line EFCs. However, RNG compared to BEB ranges are not at the point where 1 for 1 service replacement can be provided without increasing risks to the quality of service. Staff will provide options for further electrified J Line services as BEB range performance is improved and/or additional charging infrastructure installations are completed.

DETERMINATION OF SAFETY IMPACT

This item will not have an impact on safety at Metro.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This item supports the following Strategic Goal: 1) Provide high-quality mobility options that enable people to spend less time traveling.

NEXT STEPS

Metro will continue investigating feasible and applicable solutions for BEB range improvements as well as enhancing en-route charging capabilities. In parallel, staff will continue to pursue funding sources, technology partnerships and develop solutions in battery electric technology to mimic RNG bus range. Staff will provide updates as change order(s) are negotiated and service changes are proposed to meet the intent of Motion 40 BEB service along J line.

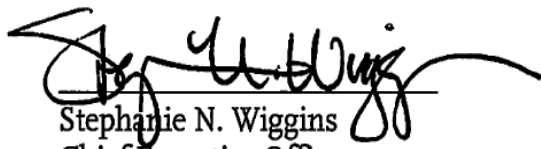
ATTACHMENTS

Attachment A - Motion 40-Dated November 18, 2020

Prepared by:

Jesus Montes, Sr. EO, Vehicle Engineering & Acquisition, (213) 418-3277

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



Stephanie N. Wiggins
Chief Executive Officer

ATTACHMENT A



Metro

Board Report

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

File #: 2020-0781, **File Type:** Motion / Motion Response

Agenda Number: 40.

PLANNING AND PROGRAMMING COMMITTEE NOVEMBER 18, 2020

Motion by:

DIRECTORS HAHN, GARCETTI, SOLIS, BUTTS, AND BONIN

Electrification of the Silver Line and Metro's Fleet

Over the last few years, the Board has aggressively pursued many strategies that will require Metro to do their part to tackle climate change. One of them is to convert Metro's bus fleet to Zero Emission Buses by 2030, as was directed by the Board in April of 2016.

In October of 2016, the Board also directed Metro to develop an implementation plan for the electrification of the Orange Line by 2020, and to report back on the feasibility of electrifying the Silver Line. A year later in October of 2017, the Board approved a Strategic Plan for Metro's Transition to Zero Emission Buses. Metro is currently developing a Zero Emission Bus Implementation Master Plan, which anticipates replacing Metro's aging bus fleet at a rate of 200 buses per year, completing the Metro Orange Line transition to Zero Emissions by 2020, and transitioning the Silver Line by approximately 2021.

In December 2015, Metro extended the Silver Line to San Pedro via existing Harbor Freeway transitway stations south of Harbor Gateway Transit Center. This service delivered a valuable direct connection between Harbor communities and Downtown Los Angeles and provided enhanced Silver Line frequency north of Harbor Gateway.

Last month, the Board approved the NextGen Bus Plan, which would terminate the Silver Line at the Harbor Gateway Transit Center, effectively undoing the December 2015 San Pedro extension. This service change is planned to go into effect in December 2021. While there is plenty of ridership on the San Pedro segment, Metro cited operational constraints due to the lack of Metro-owned land for charging stations and battery range limitations as the reason for this future service change. Metro also disclosed that the forthcoming Zero Emission Bus Implementation Master Plan currently only considers land already owned by Metro for potential locations for charging infrastructure as a means of reducing risk. This Plan has not yet been finalized by Metro or considered by the Board.

Electrifying the transportation system will require unprecedented levels of coordination among many different government agencies. The California Air Resources Board (CARB) passed regulations

ATTACHMENT A (continued)

File #: 2020-0781, **File Type:** Motion / Motion Response

Agenda Number: 40.

requiring public agencies to transition to Zero Emission Fleets by 2040, both the Ports of Los Angeles and Long Beach have committed to build infrastructure to transition to Zero Emission Goods Movement, and our very own agency is developing a Regional Clean Truck Initiative and Clean Truck Program. These changes provide Metro with the opportunity to develop new partnerships with other agencies trying to achieve the same goals. Metro should thoroughly evaluate the feasibility of leveraging these partnerships to provide critically needed charging infrastructure before making any service changes to the Silver Line that will affect ridership.

SUBJECT: ELECTRIFICATION OF THE SILVER LINE AND METRO'S FLEET

RECOMMENDATION

APPROVE Motion by Directors Hahn, Garcetti, Solis, Butts, and Bonin that the Board direct the CEO to:

- A. Meet with the County of Los Angeles, City of Los Angeles, the Ports of Long Beach and Los Angeles, and neighboring transit agencies to discuss potential private property, joint-use, and public right of way opportunities for charging stations that could serve the Harbor Area, beginning with the Silver Line
- B. Provide recommendations on how to fully electrify the Silver Line in the Zero Emission Bus Implementation Master Plan due before the Board in Spring of 2021
- C. Continue Silver Line service to San Pedro until the Board discusses and chooses a recommendation on how to move forward