

Metro

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



Agenda - Final

Thursday, October 17, 2019

9:00 AM

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

Operations, Safety, and Customer Experience Committee

Mike Bonin, Chair

Mark Ridley-Thomas, Vice Chair

Jacquelyn Dupont-Walker

John Fasana

Robert Garcia

John Bulinski, non-voting member

Phillip A. Washington, Chief Executive Officer

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

PUBLIC INPUT

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

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

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

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

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

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

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

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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.

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

CALL TO ORDER

ROLL CALL

22. **SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH** [2019-0578](#)

RECOMMENDATION

Operations Employees of the Month

Attachments: [Presentation](#)

23. **SUBJECT: BLUE LINE SHARED RIGHT-OF-WAY CLEAN-UP EFFORTS UPDATE** [2019-0579](#)

RECOMMENDATION

RECEIVE oral report on Blue Line shared ROW clean-up efforts.

Attachments: [Presentation](#)

24. **SUBJECT: FREE METRO A LINE RIDES FOLLOWING COMPLETION OF THE NEW BLUE IMPROVEMENTS PROJECT** [2019-0731](#)

RECOMMENDATION

APPROVE providing three consecutive days of free Metro A Line (formerly Blue Line) rail service during the week of October 28, 2019 in recognition of completion of the New Blue Improvements Project and service restoration.

25. **SUBJECT: EXPO LINE SERVICE AND OVERCROWDING UPDATE** [2019-0750](#)

RECOMMENDATION

RECEIVE AND FILE update regarding the Metro Expo Line service and overcrowding issues as a result of FY20 frequency adjustments.

Attachments: [Attachment A - Expo and Gold Line Max Load Info](#)

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

[2019-0654](#)

RECOMMENDATION

RECEIVE AND FILE the status report in response to Motion 22.1 entitled NextGen Bus Speed Engineering Working Group (July 2019). This update provides details regarding a technical working group appointed by Metro and its efforts to coordinate with a complementary group from LADOT to develop a work program to improve bus priority and assess the need to coordinate with other jurisdictions and municipal operators.

Attachments: [Attachment A - Motion 22.1 Speed Engineering Working Group](#)

27. SUBJECT: FLOWER STREET BUS LANE EVALUATION

[2019-0663](#)

RECOMMENDATION

RECEIVE AND FILE status report on Flower Street Bus Lane Evaluation.

Attachments: [Presentation](#)

28. SUBJECT: UNIFORM RENTAL SERVICES

[2019-0653](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to Execute Modification No. 3 for Contract No. OP671430003367 with Prudential Overall Supply, to continue providing uniform rental services by exercising and increasing the value of the one, three-year option term by \$600,000, from \$3,372,104.00 to \$3,972,104.00, increasing the not-to-exceed contract value from \$3,447,304.00 to \$7,419,408.00, and extending the contract term from February 1 2020 to January 31, 2023.

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

**29. SUBJECT: GATEWAY BUILDING AND UNION STATION EAST
COMPLEX ELEVATOR AND ESCALATOR SERVICES**

[2019-0655](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS14643013 with Mitsubishi Electric to provide elevator and escalator maintenance services for Gateway Building, increasing the seven (7) year base contract not-to-exceed amount by \$850,000, from \$4,467,975 to \$5,317,975, effective December 1, 2019.

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

30. SUBJECT: ENGINE OIL [2019-0633](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. VM61903000 to The Jankovich Company, the lowest responsive and responsible bidder for Engine Oil. The Contract one-year base amount is \$900,905 inclusive of sales tax, and the one-year option amount is \$967,638, inclusive of sales tax, for a total contract amount of \$1,868,543, subject to resolution of protest(s), if any.

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

31. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE [2019-0719](#)

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

Attachments: [Attachment A - System-Wide Law Enforcement Overview August 2019](#)
 [Attachment B - MTA Supporting Data August 2019](#)
 [Attachment C - Key Performance Indicators August 2019](#)
 [Attachment D - Transit Police Summary August 2019](#)

(ALSO ON EXECUTIVE MANAGEMENT COMMITTEE)

32. SUBJECT: TRACK AND TUNNEL INTRUSION DETECTION & VIDEO ANALYTICS TECHNOLOGY GRANT [2019-0665](#)

RECOMMENDATION

ESTABLISH the Life-of-Project for the following capital projects:

- A. APPROVE the Life-of-Project for Track and Tunnel Intrusion Detection for Underground Rail Stations for \$8,873,092. The project was awarded Transit Security Grant Program (TSGP) grant funds of \$6,204,960; and
- B. APPROVE the Life-of-Project for Video Analytics Technology for CCTV cameras at Rail Stations and bus lines for \$7,200,000. The project was awarded Transit Security Grant Program (TSGP) grant funds of \$7,200,000.

33. SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2019-0718](#)

RECOMMENDATION

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

Attachments: [Attachment A - Homeless Snapshot Outreach June-August 2019](#)

34. SUBJECT: METRO SECURITY SYSTEM MAINTENANCE AND INSTALLATIONS [2019-0370](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No.1 to Contract No. PS146430106 with MCM Integrated Systems, Inc., to provide security system maintenance and installation services, increasing the total not-to-exceed amount by \$2,500,000 from \$4,643,803 to \$7,143,803.

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

35. SUBJECT: CONNECTED BUS [2019-0716](#)

RECOMMENDATION

CONSIDER:

- A. APPROVING an increase of \$1,440,000 in Life-of-Project (LOP) budget for the Connected Bus Project (CP 207152) for a new total LOP of \$9,407,000; and
- B. AMENDING the FY20 budget \$565,000 to reflect the current wireless mobile router installation schedule.

**36. SUBJECT: METRO EXPRESSLANES PROGRAM MANAGEMENT
SUPPORT CONTRACT MODIFICATION**

[2019-0638](#)

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 7 to Contract No. AE275020011497 with WSP USA, Inc. (formerly Parsons Brinckerhoff, Inc.) to provide technical services for the I-105 ExpressLanes project in the amount of \$5,677,001, increasing the Total Contract Value from \$8,470,000 to \$14,147,001 and extend the period of performance for a period of 36 months.

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

SUBJECT: GENERAL PUBLIC COMMENT

[2019-0763](#)

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 #: 2019-0578, **File Type:** Oral Report / Presentation

Agenda Number: 22.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 17, 2019**

SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH

RECOMMENDATION

Operations Employees of the Month

DISCUSSION

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

October Employees of the Month



Metro

Operations, Safety, and Customer Experience Committee

October 17, 2019

Employees of the Month



Transportation

Transit Operations

Supervisor

Patrice Hill



Division 5 – Los Angeles

Maintenance

Mechanic A

William Dorsey



Division 18 – Carson



Metro



File #: 2019-0579, File Type: Oral Report / Presentation

Agenda Number: 23.

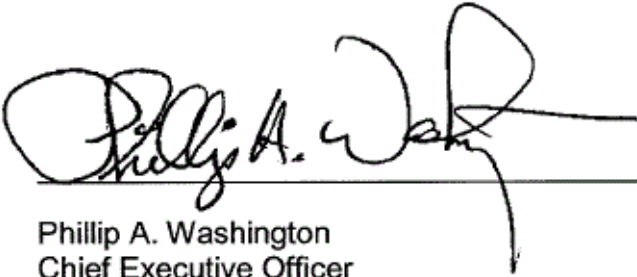
**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 17, 2019**

SUBJECT: BLUE LINE SHARED RIGHT-OF-WAY CLEAN-UP EFFORTS UPDATE

ACTION: ORAL REPORT

RECOMMENDATION

RECEIVE oral report on Blue Line shared ROW clean-up efforts.



Phillip A. Washington
Chief Executive Officer

**Homeless Encampment Clean-up Procedure
&
Joint Clean-up Efforts Adjacent to
Metro Blue Line ROW**

Homeless Encampment Clean-Up Procedure

- **Facilities Maintenance (FM) Contracts & Administration staff worked diligently in collaboration with various external public agencies and private property owners to develop a robust Homeless Encampment Clean-up Procedure**
- **The purpose of developing the procedure is to:**
 - **Ensure providing advance trespassing and clean-up notices**
 - **Conduct the necessary outreach to the homeless individuals**
 - **Perform detailed clean-up and sorting handled by hazardous waste trained contractors personnel**
 - **Offer storage and retrieval of uncontaminated personal properties left behind**
 - **Ensure proper signage posting, repair of damaged fencing, installation of locks and graffiti abatement**
 - **Continue delivering safe and outstanding trip experience for all users of the transportation system**

Homeless Encampment Clean-Up Procedure & Progress

- As of January 2019, the procedure was finalized and planning began to prioritize the list of active encampments for implementation of the procedure
- Prior to commencement of the clean-up efforts, 34 encampments were identified within Metro Right-Of-Way (ROW)
- To-date, 30 encampments have been cleared within Metro ROW; nine (9) of them were cleared following Metro's newly implemented procedure and 21 were abandoned sites
- The remaining 4 encampments within Metro ROW have been prioritized with projected clean-up schedules
- As part of the clean-up efforts, 80 Tons of trash have been removed; 29, 60-gallon drums of hazardous waste have been properly disposed of; and stored nine (5) bags of uncontaminated personal items and two (2) bicycles
- Encampment clean-up activities require extensive planning and coordination efforts to ensure providing safe and quality service and support



Homeless Encampment Clean-Up Progress

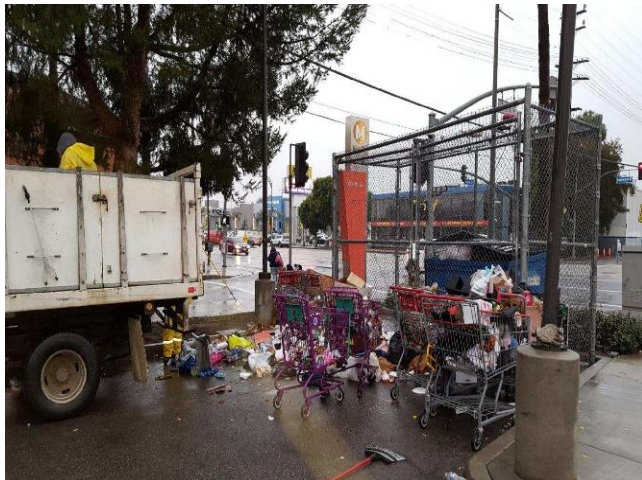


Before

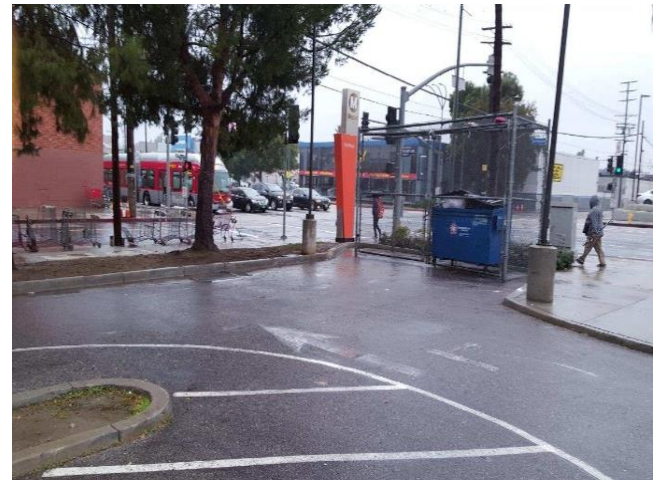
Division 11



After



MOL
Van Nuys
Parking Lot



Metro

Homeless Encampment Clean-Up Progress



Before



After



**Harbor
Sub-Division
Hyde Park**



Joint Clean-up Efforts Parallel to Metro Blue Line ROW

- On August 26 – 30, Metro in coordination with the City of Los Angeles Sanitation & Public Works Departments, Los Angeles County Public Works, and Union Pacific (UP) completed a 5-day clean-up within UP ROW as well as City and County jurisdictions adjacent to MBL ROW
- The clean-up efforts extended to approximately 5.8 miles parallel to MBL from Slauson Station to Douglas Avenue, S. of Willowbrook Station, focusing on the high priority portions of about 2.25 miles
- Services performed were graffiti abatement, trash, overgrown vegetation, hazardous waste and bulky item removal, and clearing of homeless encampments
- 14 homeless encampments were cleared
- 25, five (5) gallon buckets of hazardous waste were removed
- Metro will continue to work with external public and private stakeholders to enhance the customer experience system-wide

Joint Clean-up Efforts Parallel to Metro Blue Line ROW

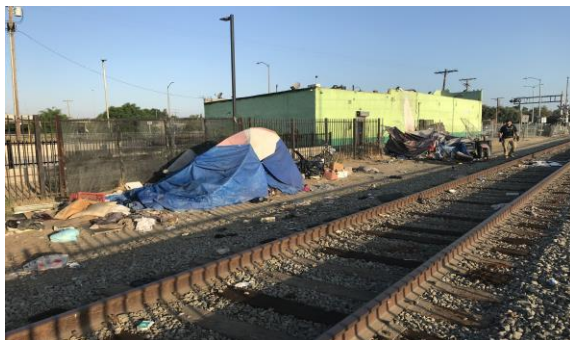


Metro

Before

After

Joint Clean-up Efforts Parallel to Metro Blue Line ROW



Metro

Before

After

Special Recognition & Appreciation to Metro Stakeholders

Special Thanks to Metro stakeholders within the Office of Mayor Eric Garcetti, Mayor Robert Garcia, Director Mark Ridley Thomas, City of Los Angeles, Los Angeles County, Union Pacific, and Metro staff for their exceptional support and commitment to the joint clean-up efforts parallel to Metro Blue Line ROW

Office of Mayor Eric Garcetti

- **Rebecca Rasmussen, Associate Director of Infrastructure**
- **Daniel Rodman, Deputy Director Transportation Services**
- **Karina Macias, Transportation Manager**

Office of Mayor Robert Garcia

- **Luke Klipp, Metro Board Deputy**
- **Sharon Weissman, Sr Advisor to the Mayor**

Office of Director Mark Ridley Thomas

- **Lacey Johnson, Community Development Deputy**

Special Recognition & Appreciation to Metro Stakeholders

City of Los Angeles Public Works and Bureau of Sanitation (LASAN)

- Paul Racs, Director Office of Community Beautification – Public Works
- Thomas Corrales, Coordination Office of Community Beautification – Public Works
- Gabriel Miranda, Division Manager - LASAN
- Domingo Orosco, Assistant Division Manager - LASAN

Los Angeles County Public Works

- Bill Swindle, Railroad Coordinator
- Elvira Arroyo, Contract Monitor
- Arienne DeChellis, Management Specialist I

Union Pacific Railroad

- Lupe Valdez, Sr. Director Public Affairs
- Terry Morris, Sr. Manager of Public Safety
- Ronald Santana, Flag Man / Coordinator
- UPRR Police Department

Metro Staff

- Todd Garner, Facilities Maintenance Supervisor, Contracts & Administration
- Carlos Martinez, Sr. Manager, Facilities Maintenance, Contracts & Administration



Metro



Board Report

File #: 2019-0750, File Type: Informational Report

Agenda Number: 25.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 17, 2019

SUBJECT: EXPO LINE SERVICE AND OVERCROWDING UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE update regarding the Metro Expo Line service and overcrowding issues as a result of FY20 frequency adjustments.

ISSUE

At the September 2019 Operations, Safety and Customer Experience Committee meeting, Directors Bonin and Garcia requested staff to return to the board with additional information regarding Expo Line service adjustments in response to recent customer overcrowding issues and ridership levels.

BACKGROUND

The FY20 Adopted Budget was developed in pursuit of realizing long-term congestion solutions and providing transportation services for current and potential riders throughout Los Angeles, while maintaining responsible and accountable governance at Metro. In terms of service delivery, the comprehensive budget process resulted in a rail revenue service hour (RSH) decrease of 68,278 or 5.7% due to service modifications on the Blue, Gold and Expo Lines. The budget also included a 79,770 increase in bus RSH in support of special service for special events as well a bus bridges necessary for construction projects, such as the New Blue Improvements Project.

DISCUSSION

The changes to frequencies in rail RSH included weekend morning peak time adjustments, peak headway changes from 6 to 8-minutes for the Expo Line and 7 to 8-minutes for the Gold Line, along with reduced off-peak vehicle deployments. These redeployment strategies were aimed to make schedules and train lengths more consistent, improve on-time performance, allow more time for light rail vehicle maintenance. In addition, the 8-minute peak frequency was intended to ensure better availability of full platform, 3-car trains for every peak hour trip and to improve service reliability attributed to train congestion within at-grade, street running segments.

Expo and Gold Line analysis (Attachment A) used to develop the budget, illustrate the theory that 8-

minute peak service max load ratios met the majority of ridership demand. Once implemented, however, the operational reality proved that at-grade, street running segments of the Expo Line resulted in reliability issues causing uneven train spacing which translated to uneven crowding. In addition, all instances of observed overcrowding have followed when trains were several minutes off schedule, likely due to external factors in the operating environment. While the Gold Line has not experienced similar issues as a result of the FY20 optimization efforts, and the Blue Line has not yet fully reopened, recent customer feedback proves that the intended benefits have not been realized on the Expo Line. In response to Expo Line customer feedback and observations, Metro has committed to:

- Immediately add 3 additional trains, providing a 6-minute frequency and capacity to mitigate the peak-of-the-peak periods on the Expo Line (completed as of Thursday, September 24, 2019)
- Will continue to use available sample data to further analyze restored Expo Line service and capacity in relation to load standards and ridership
- Will further explore Expo weekend service and capacity scenarios, particularly early in the weekend mornings, as an opportunity to achieve additional track maintenance activities which is critical for the reliability of rail infrastructure, positively affecting service
- Will continue to closely monitor Expo and Gold service, customer feedback and implement practical service adjustments as necessary
- As mentioned at the September 2019 board meeting, Metro, in coordination with city partners, such as LADOT, will jointly explore additional signal priority and preemption opportunities to keep Expo and Blue Line trains moving from station-to-station, uninterrupted and improve travel times for customers

FINANCIAL IMPACT

All costs relative to restoring Expo Line frequency levels will be made in accordance with Metro's approved FY20 adopted budget. The Operations Departmental will be responsible for reviewing and budgeting expenses related to this effort. The source of funds for these efforts will come from state and local funds including fares that are eligible for Bus and Rail Operating Projects.

DETERMINATION OF SAFETY IMPACT

Approval of this item will have a positive impact on the safety of our customers. Metro is committed to delivering service that is safe and reliable for all customers.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals: 2) Provide outstanding trip experiences for all and 2) Outstanding trip experiences for all.

NEXT STEPS

Metro will continue to monitor all service level changes implemented in FY20, maximize opportunities to deliver and maintain service that is safe and reliable, listen to customer feedback, and make

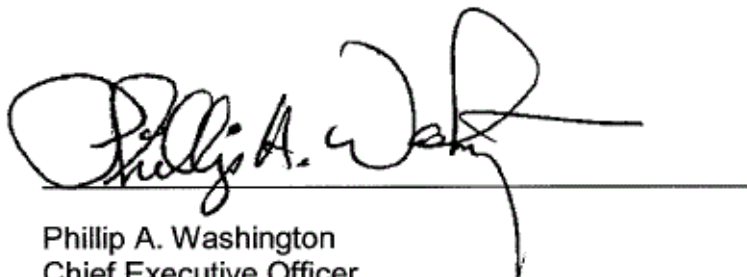
adjustments and improvements that are responsive to customer needs and operationally practical and feasible. Also, as Metro prepares to re-open the Blue Line (A Line) during the week of October 28, 2019, staff will ensure that A Line service is coordinated systemwide and strategically integrated with recent Expo Line service changes.

ATTACHMENTS

Attachment A - FY18 Metro Weekday Expo and Gold Line Max Load Analysis

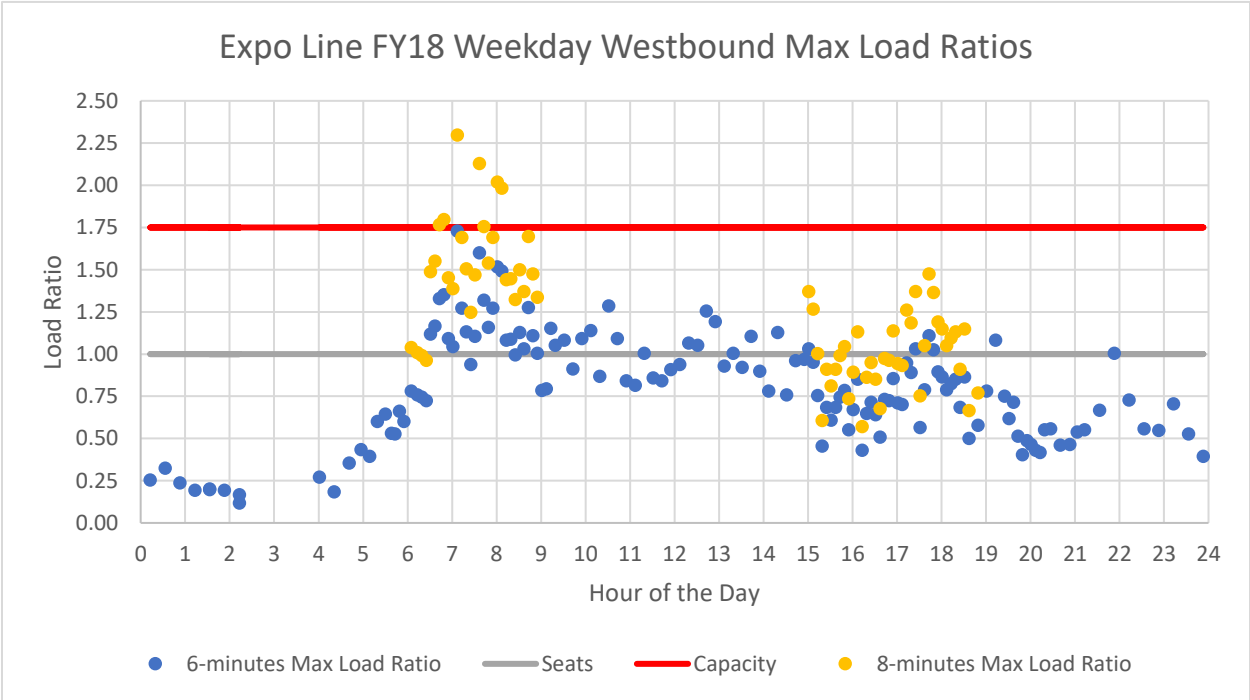
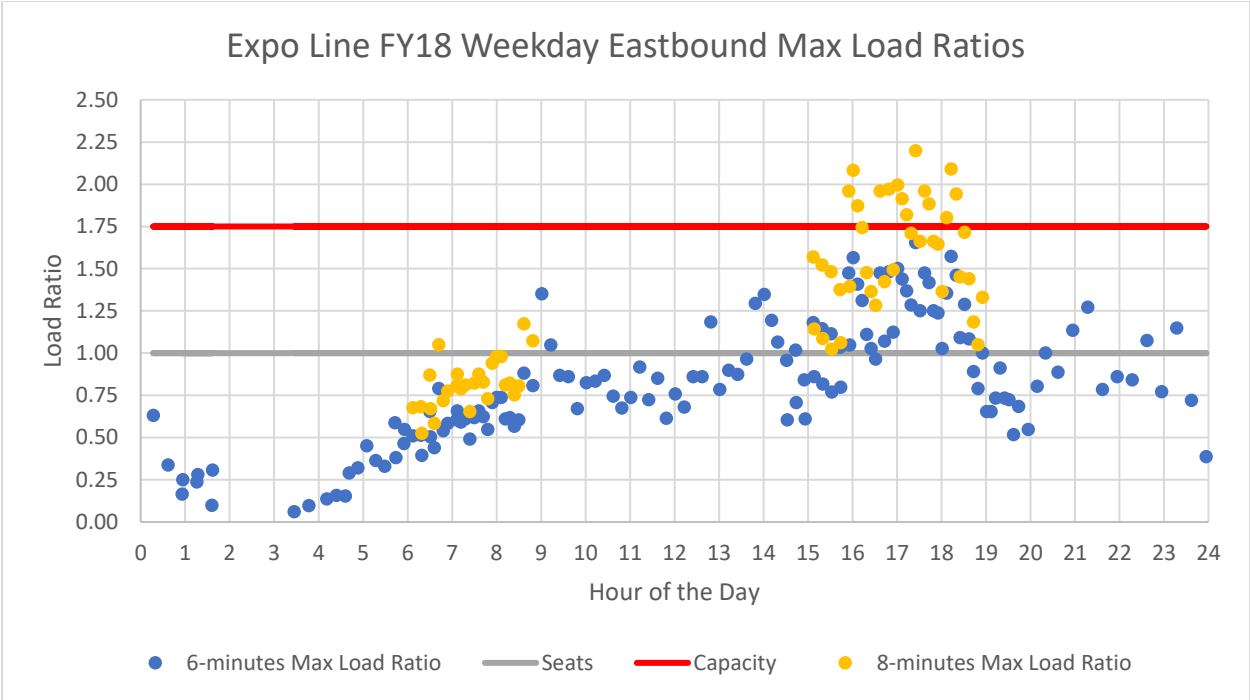
Prepared by: Nancy Alberto-Saravia, Director Finance & Administration, (213)922-1217
Conan Cheung, Sr. Executive Officer, Service Delivery and Performance Analysis, (213) 418-3034

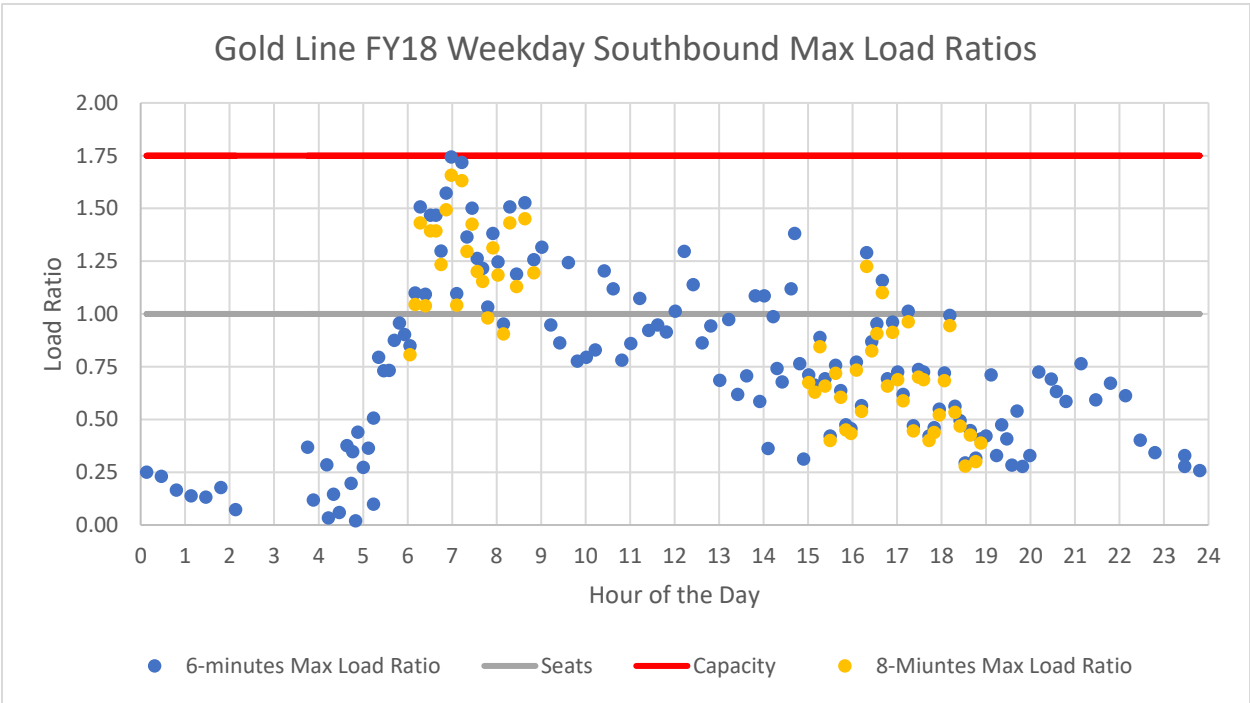
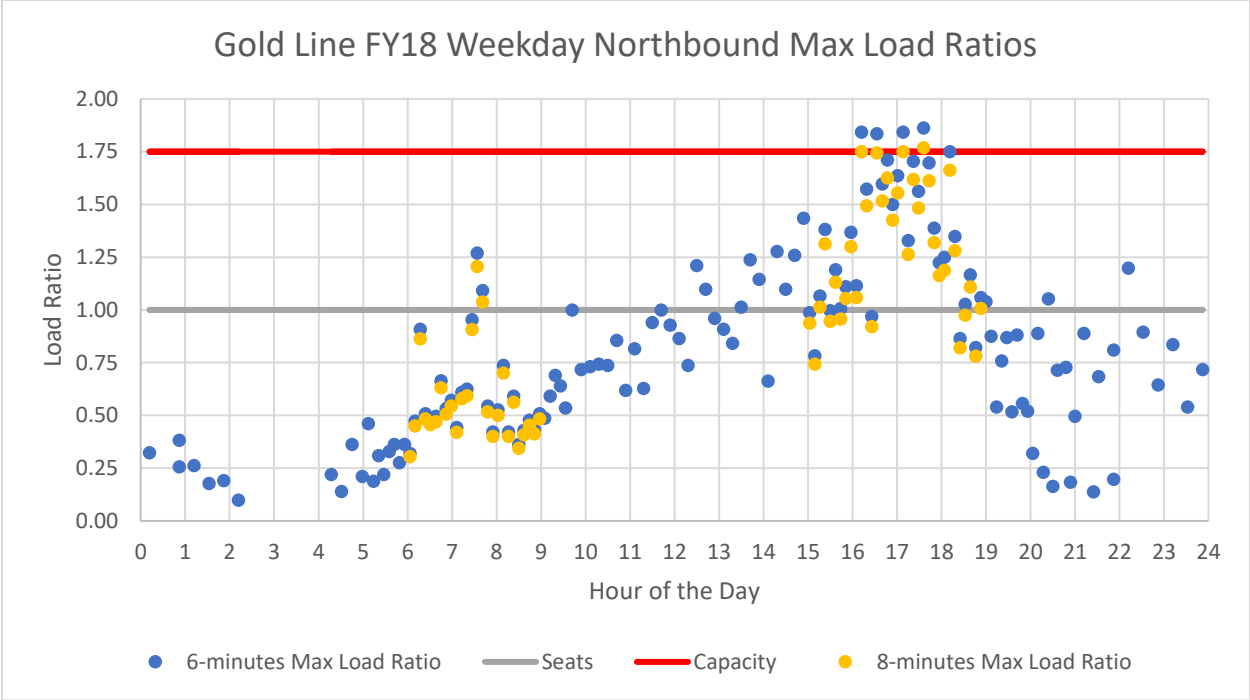
Reviewed by: James T. Gallagher, Chief Operations Officer (213) 418-3108



Phillip A. Washington
Chief Executive Officer

Expo & Gold Line FY18 Weekday Max Load Information





Note

- Gold Line trains with 6-minute headways (blue dots) includes use of 2 and 3-car trains.
- Gold Line trains with 8-minute headways (yellow dots) includes use of 3-car trains, increasing capacity.



Board Report

File #: 2019-0654, **File Type:** Informational Report

Agenda Number: 26.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 17, 2019

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

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 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.

This report provides a status update 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 have been incorporated into the Regional Service Concept, that was approved by the Board in July 2019, which provides the framework for restructuring Metro's bus routes and schedules, and includes:

1. Goals and objectives of the new bus network;
2. Measures of success;
3. Route and network design concepts based on public input and data analysis; and
4. Framework for balancing tradeoffs that consider Metro's Equity Platform.

Concurrent to the approval of the Regional Service Concept, the Board approved Motion 22.1: Engineering Working Group, 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 restructuring effort.

DISCUSSION

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

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.

Some early action projects for the working group include:

Downtown Los Angeles Area

- Evaluate the benefits of the Flower Street pop-up bus only lane on speed and reliability, and consider maintaining the lane after the completion of New Blue;
- Evaluate transit priorities for critical north/south and east/west transit corridors, including bus-only lanes, queue jumpers, and strategic bus stop relocation.

Congested Corridor Program

- Evaluate transit priority programs for other critical NextGen corridors based on criteria such as severity of delay, number of trips per hour, and ridership. Each corridor program should

consist of recommendations for bus stop relocation, bus lanes, queue jumpers, enhanced transit signal priority, traffic signal timing improvements, and curb extensions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan 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 improving competitiveness with other transportation options.

NEXT STEPS

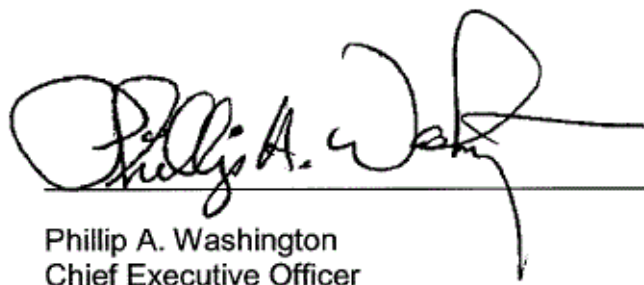
Metro and LADOT will continue to collaborate on implementing transit supportive infrastructure and provide quarterly progress reports to the Board.

ATTACHMENTS

Attachment A - Motion 22.1 Speed Engineering Working Group

Prepared by: Conan Cheung, SEO Service Development, (213) 418-3034

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



Phillip A. Washington
Chief Executive Officer

**Board Report**

File #: 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.

**Board Report**

File #: 2019-0663, **File Type:** Informational Report

Agenda Number: 27.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 17, 2019**

SUBJECT: FLOWER STREET BUS LANE EVALUATION

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE status report on Flower Street Bus Lane Evaluation.

BACKGROUND

On June 3, 2019, Metro, in partnership with City of Los Angeles, installed a pilot, weekday PM rush hour (3:00 - 7:00 PM) bus only lane along Flower St in Downtown LA. This was in preparation for additional buses to be operated during PM rush on Flower Street during the New Blue major rehabilitation project. This resulted in up to 80 buses per hour during the PM rush traveling on Flower St, a 50% increase in trips compared to normal service. The bus only lane was implemented to provide faster and more reliable service to impacted Blue and Expo Line customers, other Metro and municipal bus customers, and to reduce traffic conflicts with other vehicles. Preliminary results indicate that buses have seen up to 20% improvement in travel time with the Flower St bus only lane.

LOCATION

1.8 miles of Flower St between 7th St and Adams Blvd, near the I-110 South ExpressLanes entrance.

DISCUSSION

An evaluation of the bus lane was carried out consisting of analyzing the average end-to-end travel time and travel time variability of the two heaviest services in the corridor, the Silver Line (Line 910/950) and Line 860, as well as customer and bus operator feedback of the bus only lane.

Key events that affected the bus speed and travel time variability before the bus lane (Before), during initial implementation of the bus lane (Mid) and after making adjustments to improve bus lane operations (Post) was observed during the study periods below:

- **Before** - Before Bus Only Lane Implementation (New Blue Phase 1: January thru May 2019):
 - Up to 53 buses/hour during PM rush period

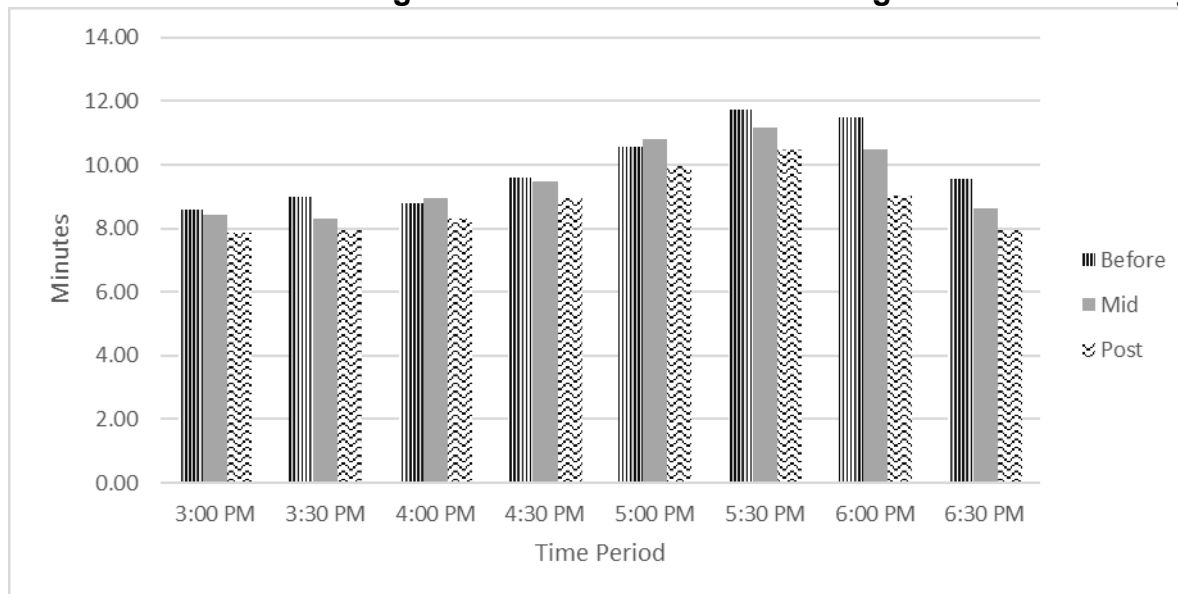
- **Mid - Initial** Bus Only Lane Operation (New Blue Phase 2: June thru mid-August 2019):
 - Up to 80 buses per hour during PM rush period
 - June 23, 2019: Added 4 additional Silver Line buses to the PM rush period due to significant ridership increase
 - June 24, 2019: Expo Line Closure // Implemented 10 new buses per hour for the Expo Shuttle Line 856

- **Post - Adjusted** Bus Only Lane Operation (mid-August 2019 thru Present):
 - August 12, 2019: Relocated Flower / Olympic bus stop from north side to south side of intersection to avoid heavy right turn congestion
 - August 24, 2019: Expo Line Reopened // Expo Shuttle Line 856 discontinued reducing ten buses per hour during PM rush period

Additionally, the Flower St Bus Only Lane is used by other Metro lines, LADOT DASH and Commuter Express, Orange County Transportation Authority, Torrance Transit, and Foothill Transit.

TRAVEL TIME IMPROVEMENT RESULTS

Silver Line 910/950 Average End-to-End Travel Time along Flower St Bus Only Lane



Time Period	Average End-to-End Travel Time by Study Periods (Min.)			Percent Change in Travel Time		
	Before	Mid	Post	Before to Mid	Mid to Post	Before to Post
3:00 PM	8.58	8.44	7.88	-2%	-7%	-8%
3:30 PM	9.00	8.31	7.96	-8%	-4%	-12%

4:00 PM	8.78	8.94	8.30	2%	-7%	-5%
4:30 PM	9.61	9.46	8.94	-2%	-5%	-7%
5:00 PM	10.55	10.82	9.96	3%	-8%	-6%
5:30 PM	11.74	11.18	10.49	-5%	-6%	-11%
6:00 PM	11.49	10.49	9.02	-9%	-14%	-21%
6:30 PM	9.54	8.62	7.95	-10%	-8%	-17%

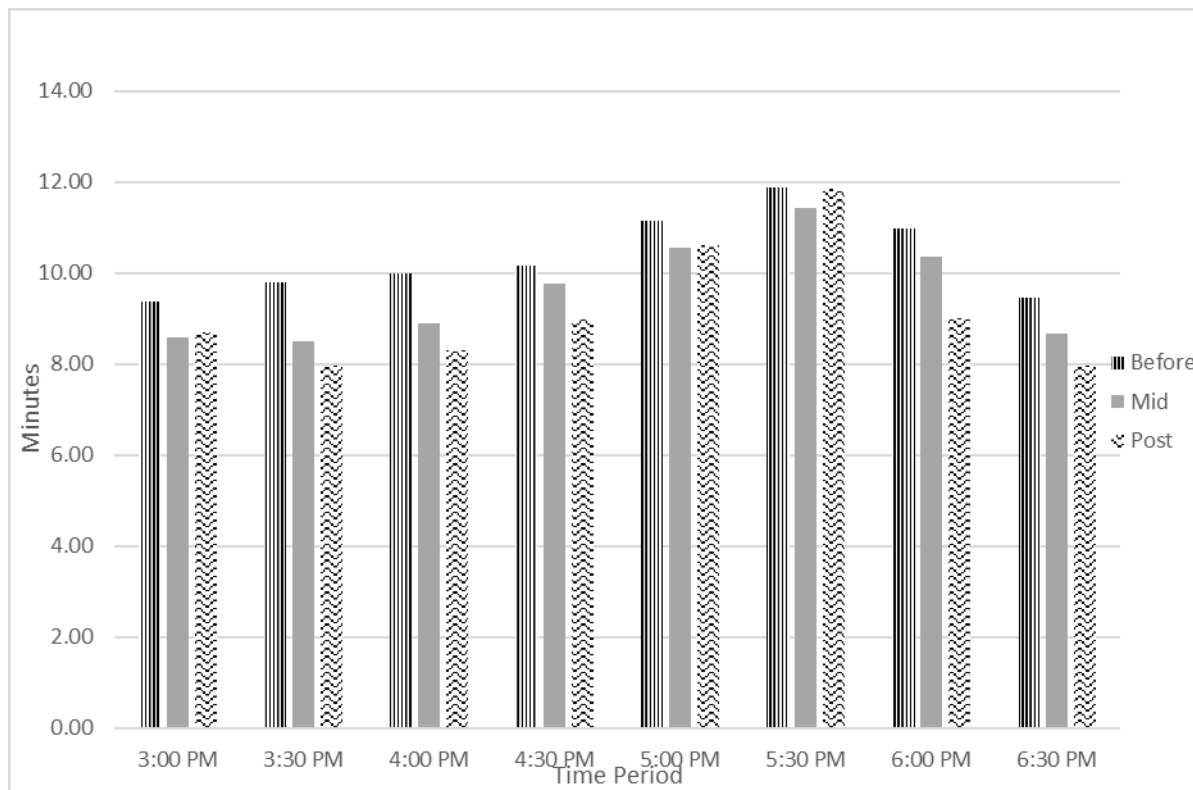
In nearly every time period, Silver Line buses saw an improvement immediately following implementation of the bus only lane, as indicated in Mid (Orange). The greatest improvement was achieved during the 6:00 - 6:30 PM period, when congestion is at its peak. During this time, a 21% travel time improvement was achieved when comparing Before to Post periods.

While the bus lanes showed an improvement in travel time overall, through field observation and bus operator feedback, staff identified several factors that impacted the performance of the bus only lane during certain times of the peak period, including:

- Saturation of Bus Only Lane - With implementation of New Blue Phase II, buses travelling down Flower St increased by 51% from 53 to 80 buses per hour during the peak period. Therefore, while the bus lane helped expedite buses through the corridor, the volume of buses in the lane resulted in congestion, especially at bus stops when bunched buses had to wait their turn to serve the stop.
- Nearside Stop at Flower/Olympic - Initially Line 910 served a stop before the intersection (nearside) at Flower St and Olympic Blvd. Staff observed a significant amount of right turn auto traffic merging into the bus only lane immediately in front of the Olympic bus stop. The volume of vehicles attempting to turn right from southbound Flower St to westbound Olympic Blvd would often block the bus stop and queue into the lane adjacent to the bus lane, blocking buses trying access and depart the bus stop. This congestion would result in buses missing several traffic light cycles before moving through the intersection.

Based on these observations, the nearside stop at Flower St and Olympic Blvd was moved farside (after the intersection, allowing the buses to merge into the general-purpose lanes to bypass the right turn traffic. In addition, the bus volumes were reduced by 10 buses on August 24 as the Expo Line service resumed to 7th/Metro. With these two changes, the data shows a 7% and 8% improvement in travel time from Mid to Post periods for the 4:00 PM and 5:00 PM time periods, respectively, when travel times increased with the implementation of the bus lanes.

New Blue Express Shuttle Line 860 Average End-to-End Travel Time along Flower St Bus Only Lane



Time Period	Average End-to-End Travel Time by Study Periods (Min.)			Percent Change in Travel Time		
	Before	Mid	Post	Before to Mid	Mid to Post	Before to Post
3:00 PM	9.37	8.59	8.69	-8%	1%	-7%
3:30 PM	9.79	8.51	7.95	-13%	-7%	-19%
4:00 PM	9.99	8.89	8.29	-11%	-7%	-17%
4:30 PM	10.15	9.77	8.98	-4%	-8%	-12%
5:00 PM	11.16	10.55	10.60	-5%	0%	-5%
5:30 PM	11.87	11.42	11.85	-4%	4%	0%
6:00 PM	10.99	10.35	9.01	-6%	-13%	-18%
6:30 PM	9.45	8.66	7.96	-8%	-8%	-16%

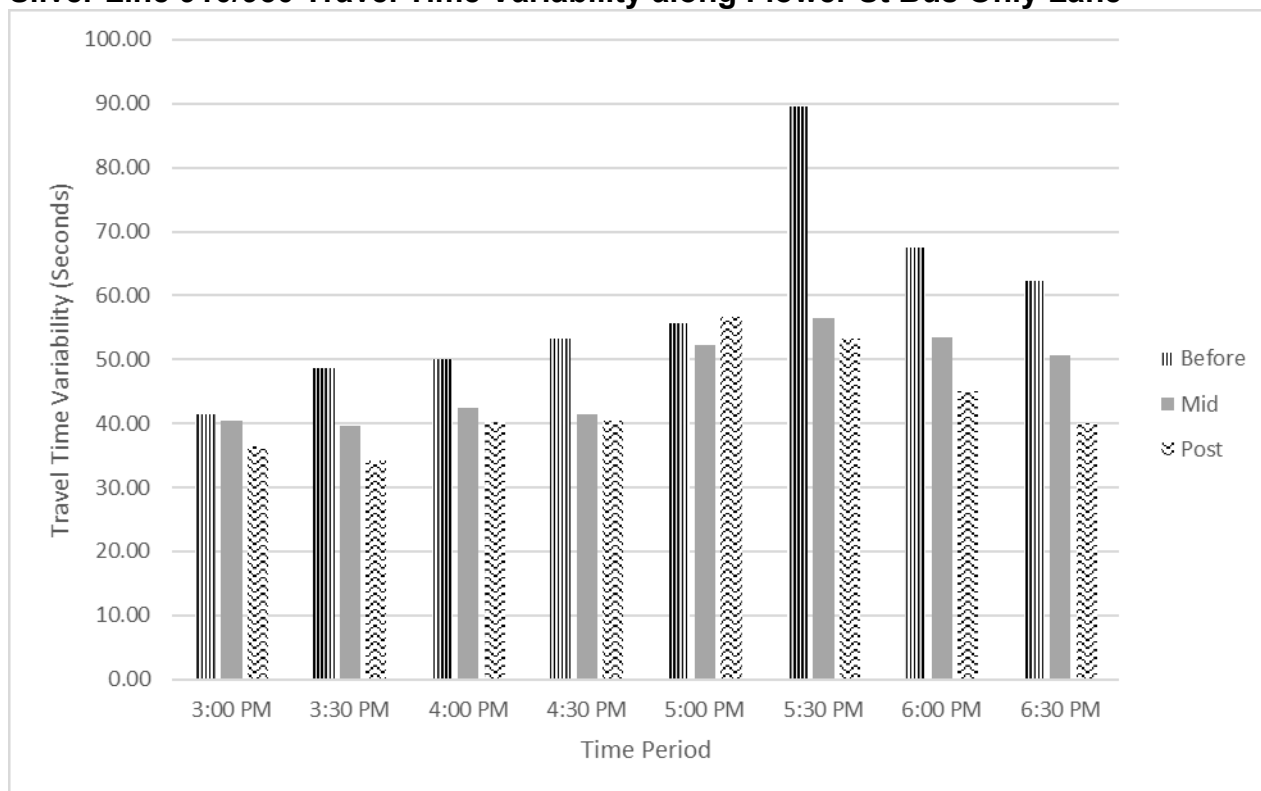
Like the Silver Line improvement, Line 860 buses also saw an improvement from the bus only lane with nearly 20% travel time improvement when comparing Before to Post periods. However, during the 5:30 PM time period, travel times increased from Mid to Post. Upon further investigation, it was identified that the increase in recorded travel time was a result of delay at Flower St and 7th St where Line 860 buses boarded customers nearside, prior to the intersection. As a result, some buses would depart the stop, which starts the travel time recording, only to be held at the red signal light. This

issue was not evident on the Silver Line as those buses pass through the signalized intersection before boarding customers farside and starting the travel time recording.

BUS TRAVEL TIME VARIABILITY RESULTS

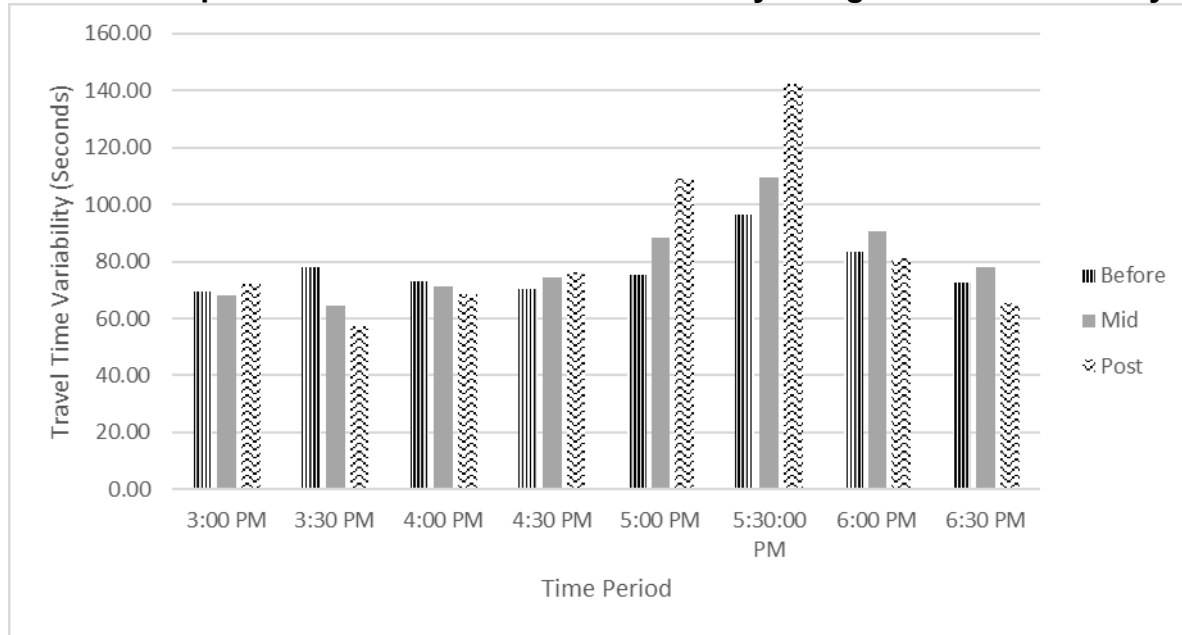
In addition to measuring travel time improvement, travel time variability was also analyzed, which measures how consistent a customer can expect their travel time. While the current study showed improvements in travel time during the Mid and Post periods, analyzing the travel time variability is important for measuring the consistency of meeting those improved travel times. Shorter bars indicate improved consistency in meeting the travel time improvements.

Silver Line 910/950 Travel Time Variability along Flower St Bus Only Lane



The consistency of travel time greatly improved with implementation of the bus only lane as shown from Before to Mid, with further improvement in the Post period when the Expo Line returned to normal service and the Flower/Olympic bus stop was moved farside to avoid right turn traffic congestion. This highlights the importance of complementing the bus only lane with other strategies available to improve travel time variability.

New Blue Express Line 860 Travel Time Variability along Flower St Bus Only Lane



Travel time variability improved during most time periods but increased in the Post period at 5:30 PM. As stated earlier, Line 860 boards customers north of 7th St, which results in some buses waiting for a green traffic signal at 7th Street before merging into through traffic. This results in an increase in travel time variability during the 5:30 PM segment when congestion peaks leaving Downtown LA. This is an example where relocating Line 860 stop to south of 7th St (farside) could improve travel time variability along this segment.

CUSTOMER/OPERATOR SURVEY RESULTS

Around 1,300 customers and over 100 bus operators were surveyed last month. Both customers and bus operators overwhelmingly reported greater perceived travel time savings than actual, which reveals positive public perception of the bus only lane. Key findings include:

- About one-thirds of customers perceived the bus only lane saving up to 5 minutes in their travel time
- Approximately one-thirds of customers indicated travel time savings over 5 minutes
- Three quarters of customers surveyed believed the bus only lane improved reliability
- Nearly identical results were received from bus operators

LESSONS LEARNED

The Flower St Bus Only Lane has provided measurable improvement to the thousands of transit customers on Metro and municipal bus services. This evaluation has also revealed that there are several other factors which can impact the bus only lane, including:

- Scheduling optimal volume of buses per hour for maximum bus only lane throughput

- During height of New Blue in Mid phase, bus only lane used over 80 trips/hour
 - In Post phase when Expo Line reopened, transit travel times improved with slight reduction in buses per hour
 - Too many buses per hour can congest a bus lane, at which time other measures should be employed to maintain throughput, including longer bus stop zones to serve more buses at the same time, and the ability to bypass stops being served by other buses.
- Enforcement is critical to keeping bus only lanes free of bus lane violators and other obstructions such as trash bins
 - Relocating bus stops away from bottlenecks and turning movements help to keep buses moving
 - Discontinued segments of bus only lane due to construction result in bottlenecks for buses merging in and out of general-purpose lanes

FINANCIAL IMPACT

There is no financial impact to receiving and filing this report.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal 1 to provide high-quality mobility options that enable people to spend less time traveling.

NEXT STEPS

While initial results are positive, several adjustments were needed to further optimize the bus only lane operations. As a result, data collection was limited to two weeks during the Post period evaluation, compared to the Before period which included data collected during the entire five months of New Blue Phase I. In addition, the bus volumes currently are still much greater than the Before period, despite the Expo Line bus bridge being cancelled as of August 24. Therefore, to ensure a true Before and Post comparison, staff recommends extending the Flower St bus only lane for an additional five months after the New Blue project is completed and operating conditions are returned to the Before conditions.

Prepared by: Chad Kim, Sr Transportation Planner, (213) 922-4329
Stephen Tu, Sr. Manager, Transportation Planning (213) 418-3005
Conan Cheung, SEO, Service Development, (213) 418-3034

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



Phillip A. Washington
Chief Executive Officer



Flower Street Bus Only Lane

Evaluation



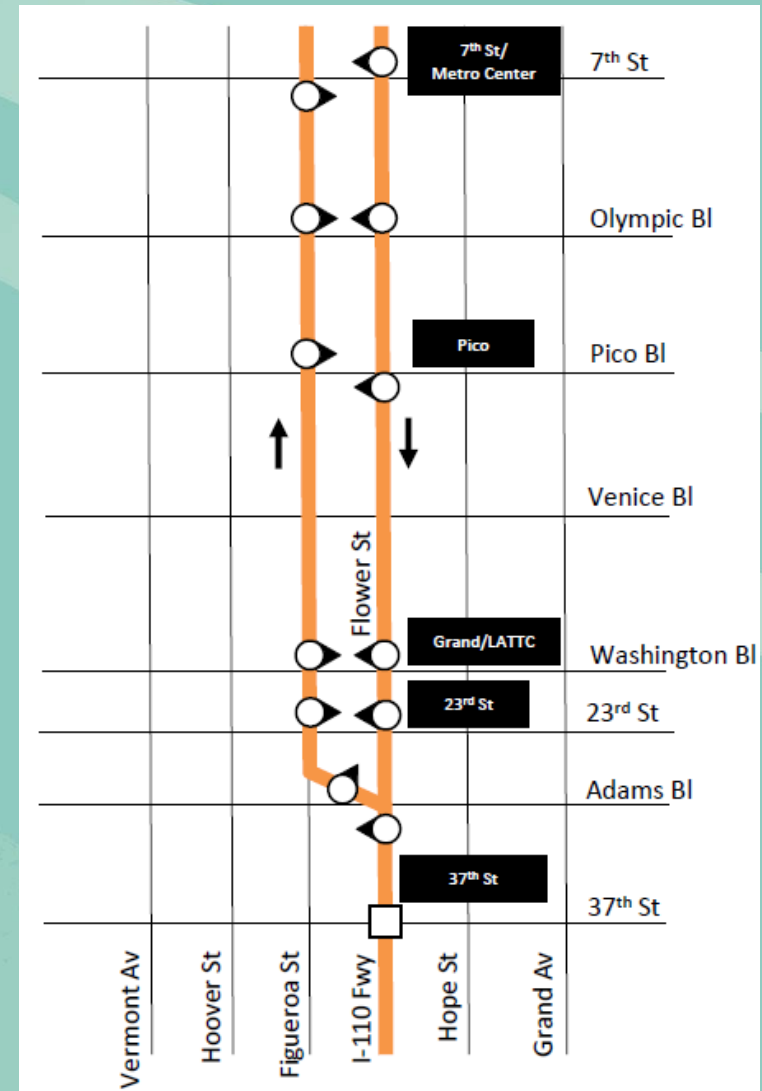
Metro

October 2019

Background

Partnership with City of Los Angeles to provide fast and reliable bus service during “New Blue” Metro Rail Capital Improvements Project.

- Pilot began June 3, 2019
- Weekday PM Peak Periods from 3:00 to 7:00 PM
- Supported up to 80 buses per hour (every 45 seconds)



Evaluation: Criteria

Metro Silver Line (Line 910/950) and Blue Line Express Bus Shuttle (Line 860) were analyzed for:

- Overall travel time
- Travel time variability
- Customer and bus operator feedback of Bus Only Lane

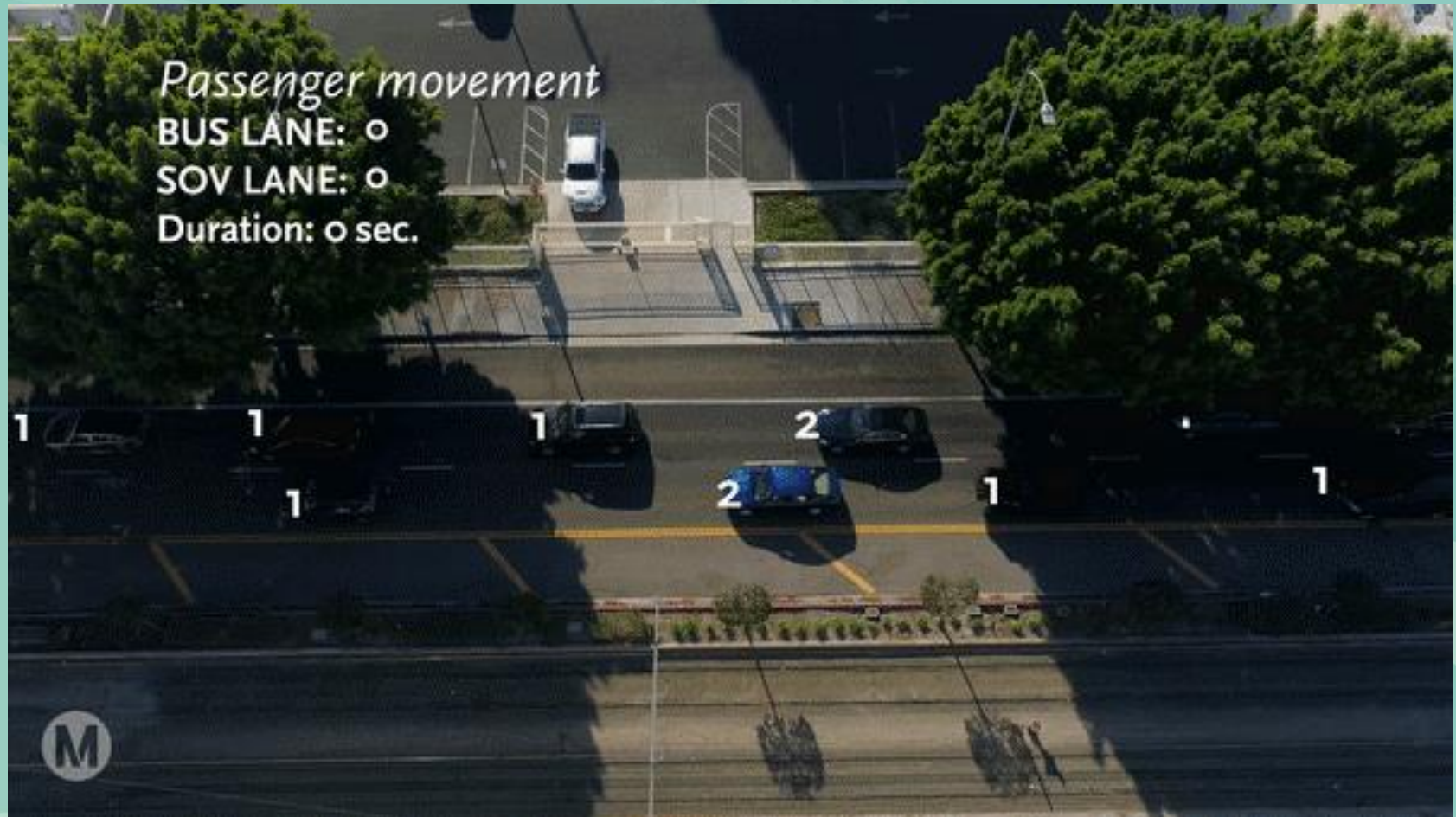


Flower St Bus Only Lane near LATTTC/Ortho Institute Station

Evaluation: Key Events

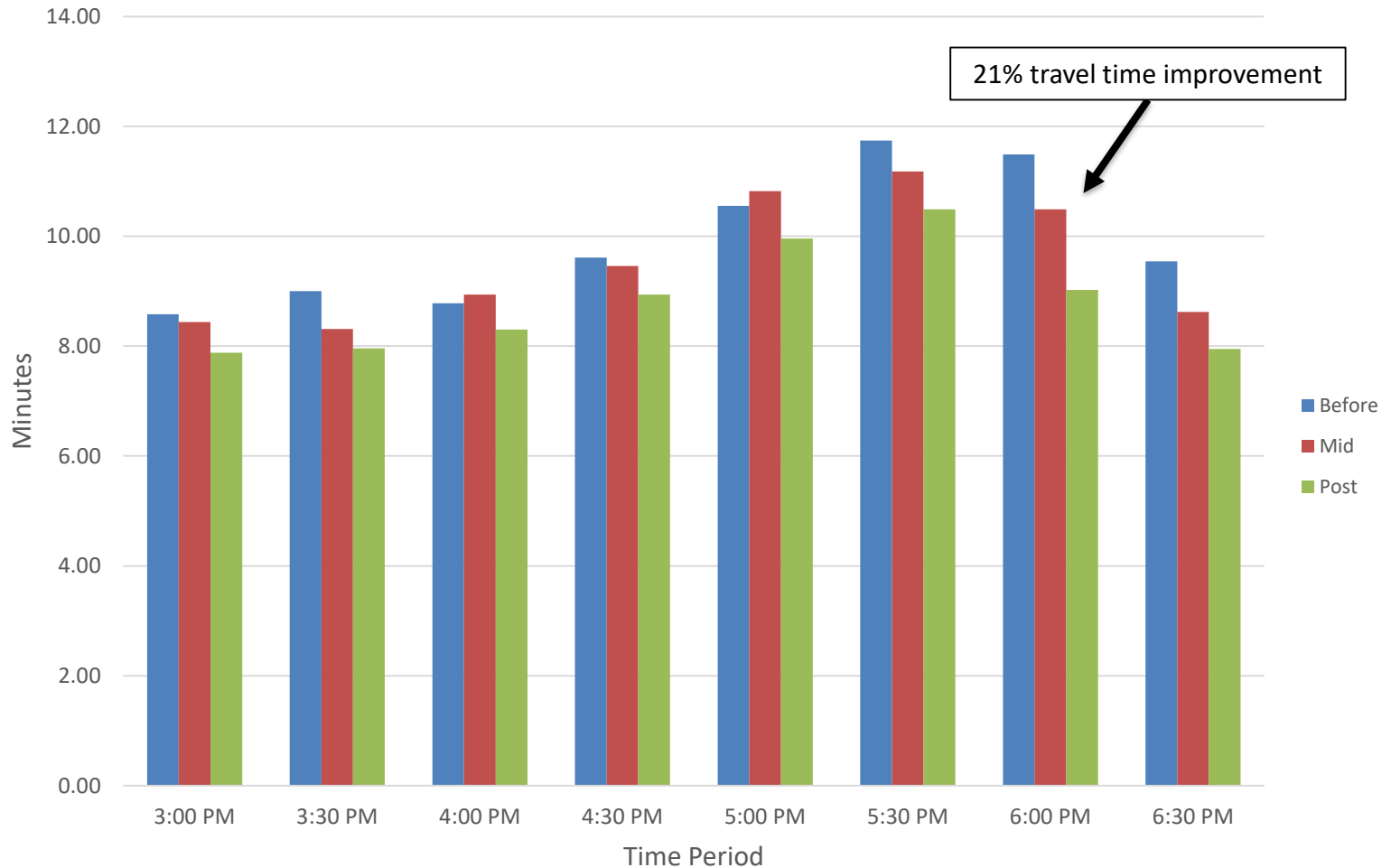
Key Events Impacting Speed & Reliability			
Before – General Traffic Lane New Blue Phase I: Jan through May 2019		Mid - Initial Bus Only Lane Operation New Blue Phase 2: Jun through mid-Aug 2019	Post - Adjusted Bus Only Lane Operation mid-Aug 2019 through Present
1.	Up to 53 buses per hour	Up to 80 buses per hour	Up to 70 buses per hour
2.		Jun 24, 2019: Expo Line Closure (Added Expo Shuttle Line 856)	Aug 24, 2019: Expo Line Reopens (Expo Shuttle Line 856 cancelled)
3.		Jun 24, 2019: Added 4 additional Silver Line buses to PM peak period	

Travel Time Improvement Results



Travel Time Improvement Results (Silver Line)

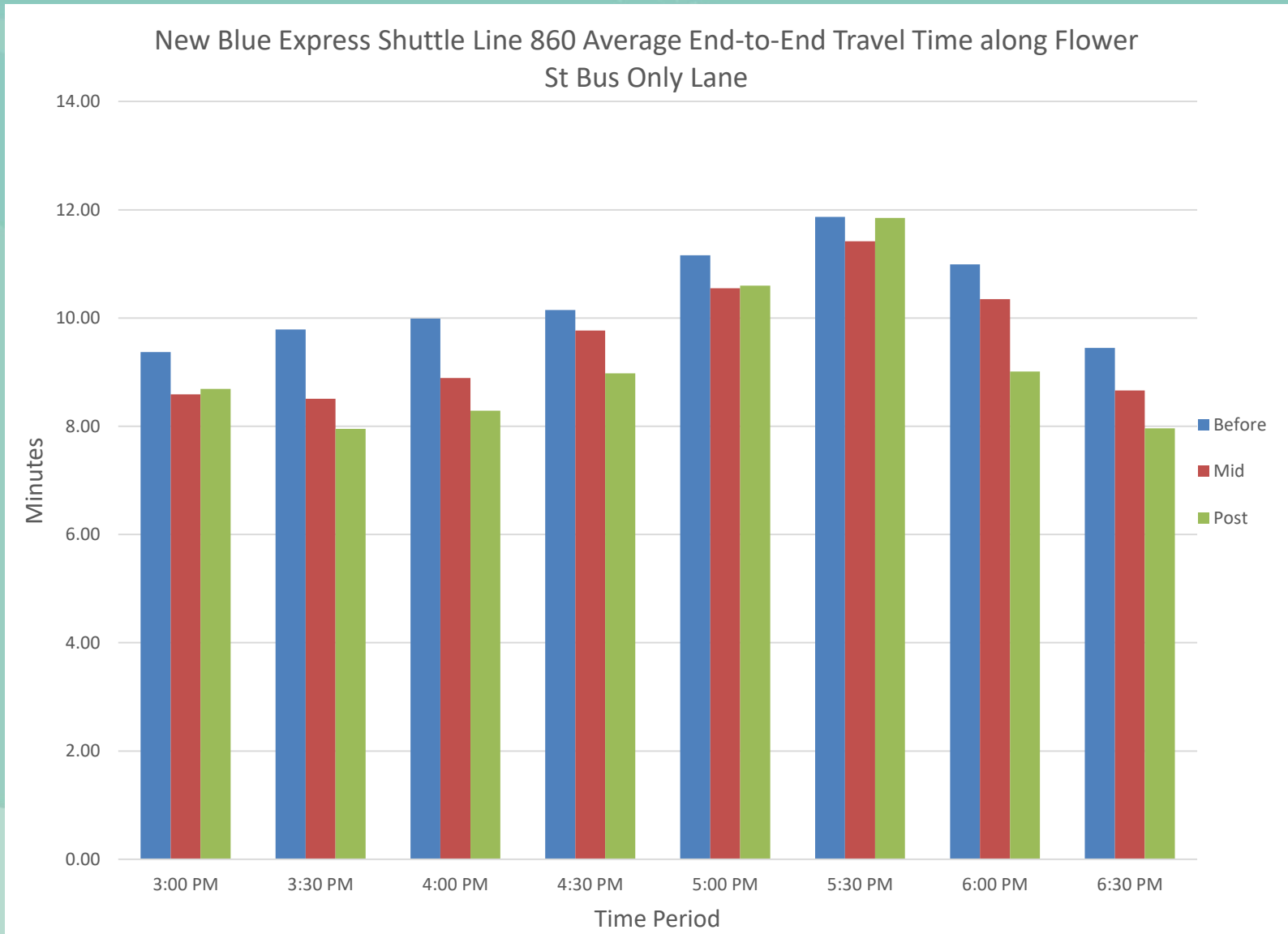
Silver Line 910/950 Average End-to-End Travel Time along Flower St Bus Only Lane



Metro

Every time period saw an improvement with introduction of bus only lane

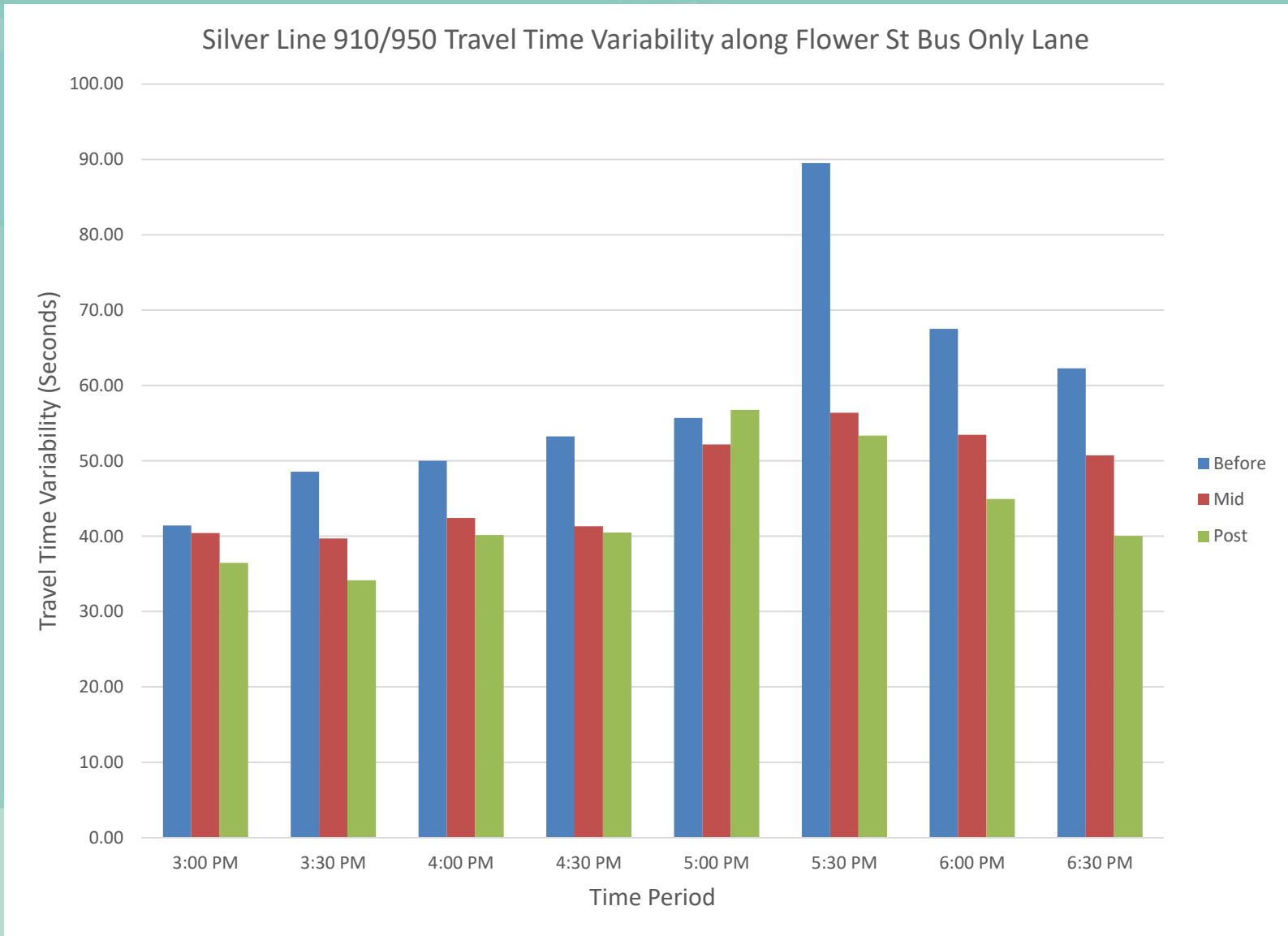
Travel Time Improvement Results (Line 860)



Metro

20% travel time improvement when comparing "Before" to "Post" periods

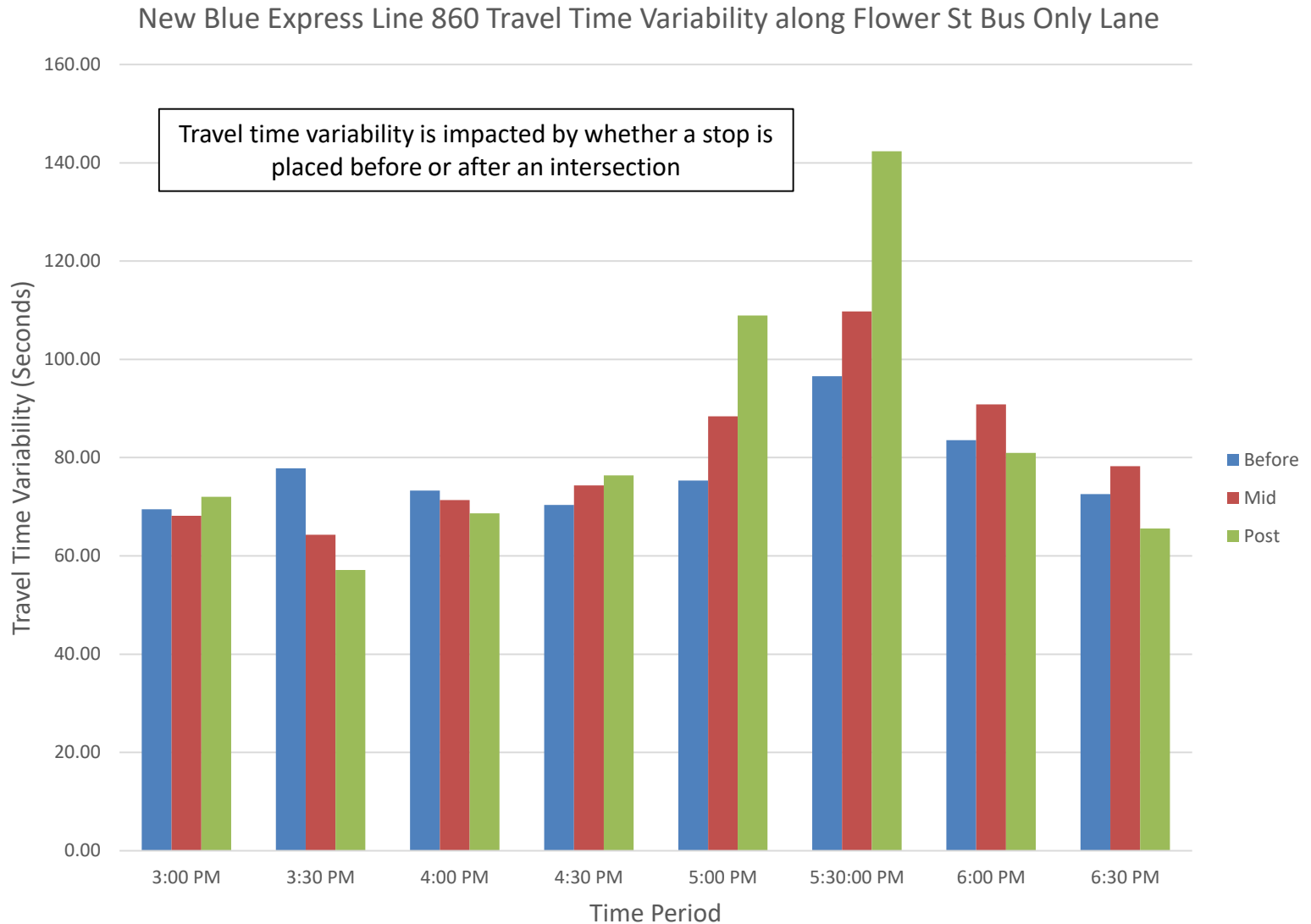
Bus Travel Time Variability Results (Silver Line)



Metro

Consistency of travel time greatly improved with bus lane

Bus Travel Time Variability Results (Line 860)



Metro

Travel time variability increased in the “Mid” and “Post” periods

Customer & Operator Survey Results

Customers and Operators responded positively when asked about the Bus Only Lane

More than 1,300 Customers and over 100 bus operators surveyed

- Over 65% of all respondents believe the bus lane speeds up their trip
 - 1/2 of respondents perceived savings up to 5 minutes
 - 1/2 of respondents perceived savings over 5 minutes
- Nearly 75% of all respondents surveyed believe the bus only lane improves reliability



Flower St Bus Only Lane attracted significant media attention

Lessons Learned (Bus Stop Placement)

- Flower St / Olympic Bl:



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Lessons Learned

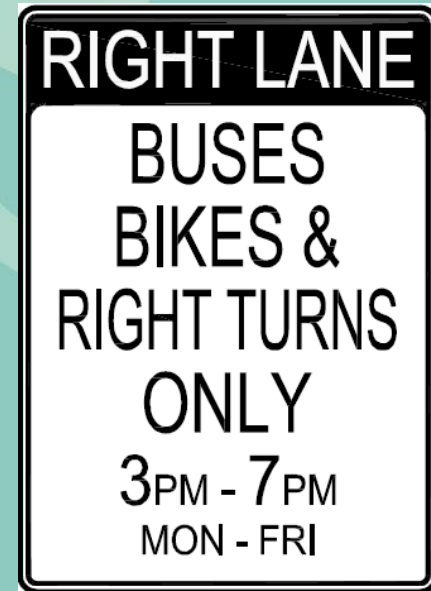
- Optimal volume of buses per hour essential for maximum bus lane performance
 - Too many buses at once can oversaturate the Bus Only Lane as observed during Mid-phase
- Enforcement and compliance is critical to keeping Bus Only Lanes clear of violators and other obstructions
- Relocating bus stops away from general traffic/turning movements and extending bus stop zones improve Bus Only Lane throughput
 - Avoid non-transit traffic congestion
 - Multiple buses can serve customers at the same stop at the same time
- Disjointed segments of Bus Only Lane for construction activities results in diminishing lane performance
 - Bottlenecks negate overall savings attributed to a continuous Bus Only Lane



Next Steps

Staff Recommendation

- Extend the Flower St Bus Only Lane through March 2020 for additional Post-condition evaluation
- Continue outreach on the future of Flower St bus only lane





Thank you



Metro®



Board Report

File #: 2019-0653, File Type: Contract

Agenda Number: 28.

SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE OCTOBER 17, 2019

SUBJECT: UNIFORM RENTAL SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to Execute Modification No. 3 for Contract No. OP671430003367 with Prudential Overall Supply, to continue providing uniform rental services by exercising and increasing the value of the one, three-year option term by \$600,000, from \$3,372,104.00 to \$3,972,104.00, increasing the not-to-exceed contract value from \$3,447,304.00 to \$7,419,408.00, and extending the contract term from February 1 2020 to January 31, 2023.

ISSUE

Per the current ATU and TCU Collective Bargaining Unit agreements Metro is required to provide each of the unit employees 11 uniforms per person as well as provide laundry services for such regulation uniforms. Currently, uniform rental services are provided to over 2,585 Metro represented labor employees as well as providing vehicle seat covers and laundry services for hand towels and floor mats.

The existing three-year base contract term expires on January 31, 2020. The contractor has been providing satisfactory uniform rental services.

To avoid uniform rental services interruption, a contract modification is required to exercise and increase the one, three-year option term from \$3,372,104.00 to \$3,972,104.00, and extend the period of performance through January 31, 2023.

BACKGROUND

On January 19, 2017, Metro Board of Directors awarded Contract No. OP671430003367 to Prudential Overall Supply to provide uniform rental services for approximately 2,300 Metro represented labor employees as well as providing vehicle seat covers and laundry services for hand towels and floor mats.

DISCUSSION

Under the existing contract, 8% SBE/DVBE goal was established. The contractor exceeded the goal with 2.7% SBE commitment and 6.3% DVBE commitment for a total combined commitment of 9%.

For the existing contract, the number of employees receiving uniform rental services has increased by 285 from 2,300 to 2,585 to accommodate expansion projects and maintenance needs system-wide.

In addition, during FY20, 200 bus mechanics' uniforms will change from the cotton blend to the Flash Resistant (FR) uniforms to accommodate their job duties performing maintenance services on Metro's new fleet of electric buses.

These changes will result in a cost increase of \$600,000 for the one, three-year option term, from \$3,372,104.00 to \$3,972,104.00.

Staff continues to work closely with the ATU representatives and employees to ensure delivery of timely and quality services. Under this contract, improvements implemented include but are not limited to replacing all 376 aged lockers with new bigger size units throughout Metro bus and rail facilities, posting signs throughout Metro facilities to improve employee awareness of the scheduled uniform pick-up dates, implementing new uniform service request procedures and forms, along with ongoing oversight of contractor's performance and service delivery, and maintaining effective communications among all parties involved to ensure quality and timely service delivery.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the supply of uniforms that clearly identify Metro represented labor employees and continue delivering safe, quality, on-time and reliable services system-wide.

FINANCIAL IMPACT

Funding of \$937,936 for this contract is included in the FY20 budget cost center 8370 - Contracts and Administration, account 50215, F/B Uniforms, under various projects.

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

Impact to Budget

The source of funds for this action will come from state and local funds including fares that are eligible for Bus and Rail Operating Projects. These funding sources will maximize funds used on approved funding allocation provisions.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5; Provide responsive, accountable, and trustworthy governance within the Metro organization. By providing uniforms to represented employees, Metro is

in compliance with both ATU and TCU Collective Bargaining Unit agreements.

ALTERNATIVES CONSIDERED

Staff considered purchasing uniforms, hand towels, mats, and vehicle seat covers, along with providing in-house laundry services. This consideration would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibilities. The staff assessment indicates this is not a cost-effective or efficient option for Metro.

NEXT STEPS

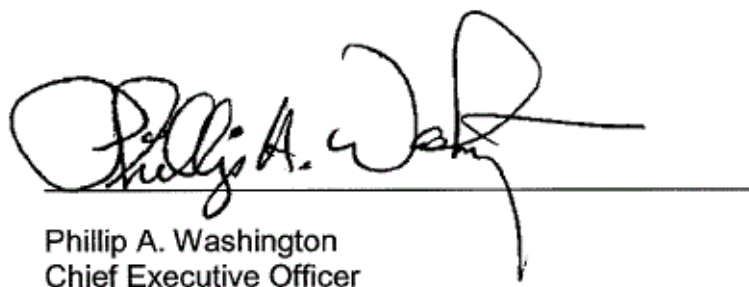
Upon approval by the Board, staff will execute Modification No. 3 for Contract No. OP671430003367 with Prudential Overall Supply, to continue providing uniform rental services by exercising and increasing the value of the one, three-year option term by \$600,000, from \$3,372,104.00 to \$3,972,104.00, increasing the total contract not-to-exceed amount from \$3,447,304.00 to \$7,419,408.00, and extending the contract term from February 1, 2020 to January 31, 2023.

ATTACHMENTS

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

Prepared by: Brady Branstetter, DEO, Facilities Maintenance, (213) 922-6767
Lena Babayan, Sr. Director, Facilities Maintenance, (213) 922-6765

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



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

UNIFORM RENTAL SERVICES/OP671430003367

1.	Contract Number: OP671430003367		
2.	Contractor: Prudential Overall Supply		
3.	Mod. Work Description: Exercise option, increase contract value, and extend contract term		
4.	Contract Work Description: Provide uniform rental services		
5.	The following data is current as of: 9/3/19		
6.	Contract Completion Status		Financial Status
	Contracts Awarded:	1/19/17	Contracts Award Amounts: \$3,372,104
	Notice to Proceed (NTP):	2/15/17	Total of Modifications Approved: \$75,200
	Original Complete Date:	1/31/20	Pending Modifications (including this action): \$3,972,104
	Current Est. Complete Date:	1/31/23	Current Contracts Values (with this action): \$7,419,408
7.	Contract Administrator: Rommel Hilario		Telephone Number: (213) 922-4654
8.	Project Managers: Alberto Garcia		Telephone Numbers: (213) 922-6762

A. Procurement Background

This Board Action is to approve Modification No. 3 to Contract No. OP671430003367 with Prudential Overall Supply to exercise the three-year option term to provide uniform rental services for Metro represented labor employees. Modification No. 3 also includes a \$600,000 increase in contract authority for the base term for 285 additional maintenance personnel and increase in uniform costs for 200 bus mechanic uniforms which will change from the cotton blend to the Flash Resistant (FR) uniforms to accommodate their job duties performing maintenance services on Metro's new electric buses.

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

In January 2017, the Board approved a three-year contract, that included one, three-year option term, to Prudential Overall Supply to provide uniform rental services, which include laundry services, and providing of vehicle seat covers, hand towels and floor mats.

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

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on rates that were evaluated as part of the competitive contract award in 2017. Rates remain unchanged and are subject to living wage rates set by Metro.

Modification Amount	Metro ICE	Negotiated Amount
\$3,972,104	\$3,972,104	\$3,972,104

CONTRACT MODIFICATION/CHANGE ORDER LOG

UNIFORM RENTAL SERVICES/OP671430003367

Mod. No.	Description	Date	Amount
1.	Purchase of new uniform lockers	6/21/17	\$75,200
2	Add Payment Certification form	9/5/19	\$0
3	Exercise 3-year Option Term and increase contract authority for base term	PENDING	\$3,972,104
	Modification Total:		\$4,047,304
	Original Contract:	1/19/17	\$3,372,104
	Total Contract Value:		\$7,419,408

DEOD SUMMARY

UNIFORM RENTAL SERVICES/OP671430003367

A. Small Business Participation

Prudential Overall Supply (POS) made a 9% commitment, inclusive of a 2.7% SBE and 6.3% DVBE commitment. The project is 40% complete and POS is exceeding their commitments with a current SBE participation of 10.04% and DVBE participation of 16.79%.

Small Business Commitment	2.7% SBE 6.3% DVBE	Small Business Participation	10.04% SBE 16.79% DVBE
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	SBE Subcontractors	% Commitment	% Participation¹
1.	Becnel Uniforms, Inc.	2.7%	10.04%
	SBE Total	2.7%	10.04%

	DVBE Subcontractors	% Commitment	% Participation¹
1.	Image Gear, Inc.	6.3%	16.79%
	DVBE Total	6.3%	16.79%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. 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 #: 2019-0655, File Type: Contract

Agenda Number: 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 17, 2019

SUBJECT: GATEWAY BUILDING AND UNION STATION EAST COMPLEX ELEVATOR AND ESCALATOR SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS14643013 with Mitsubishi Electric to provide elevator and escalator maintenance services for Gateway Building, increasing the seven (7) year base contract not-to-exceed amount by \$850,000, from \$4,467,975 to \$5,317,975, effective December 1, 2019.

ISSUE

In September 2014, during this contract's period of performance, Metro assumed all maintenance responsibilities for the Union Station East Portal, including the seven (7) elevators and three (3) escalators for a total of 10 units. These units were added to this contract under Modification No. 1, however, funds added as part of the modification are insufficient considering the required and ongoing maintenance services.

To continue providing the critical and state mandated maintenance services for the 10 elevators and escalators at Union Station East Portal, Contract Modification No. 2 is required to increase the seven (7) year base contract amount by \$850,000 from \$4,467,975 to \$5,317,975, effective December 1, 2019.

BACKGROUND

On January 23, 2014, Metro Board of Directors awarded a seven (7) year base Contract No. PS14643013 to Mitsubishi Electric to provide state mandated elevator and escalator maintenance services for the Gateway Building.

In September 2014, Metro assumed all maintenance responsibilities for the Union Station East Portal, including the seven (7) elevators and three (3) escalators for a total of 10 units. These units were added to this contract under Modification No. 1, however, funds added as part of the modification are insufficient considering the required and ongoing maintenance services.

In 2015, this contract was transferred from General Services to Operations for oversight and management. Since then, Facilities Maintenance Contracts and Administration staff have been managing this contract and providing the critical and state mandated maintenance services in a timely manner to ensure units' availability and reliability.

DISCUSSION

Under this contract, Mitsubishi Electric provides maintenance services on all 26 elevators and seven (7) escalators in the Gateway Building and Union Station East Portal to ensure compliance with state mandated maintenance requirements and service reliability.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure service continuity for the elevators and escalators throughout the Gateway Building and Union Station East Portal in an effort to continue delivering safe, on-time, and reliable services.

FINANCIAL IMPACT

Funding of \$418,036 for FY20 is allocated under cost center 8370 - Contracts and Administration, account 50308, Service Contract Maintenance, under project 100090.

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

Impact to Budget

The source of funds for these services are allocated through General Overhead funding which is based on Metro's federally approved indirect-cost-allocation plan which distributes costs agency-wide including eligible Bus and Rail Projects. No other funds were considered because these funds are programmed for this use.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 1) Provide high-quality mobility options that enable people to spend less time traveling, and Strategic Goal 2) Deliver outstanding trip experiences for all users of the transportation system. Specifically, the Gateway Building Elevator and Escalator Maintenance Service Contract ensures all units receive the state mandated and critical maintenance services necessary to provide safe, timely, and reliable service.

ALTERNATIVES CONSIDERED

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

NEXT STEPS

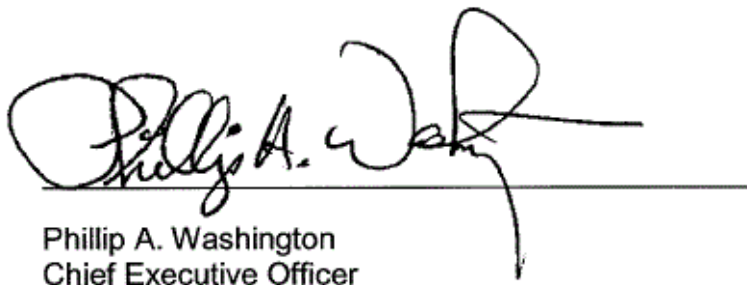
Upon approval by the Board, staff will execute Modification No. 2 to Contract No. PS14643013 with Mitsubishi Electric to provide elevator and escalator maintenance services for Gateway Building and East Portal, increasing the seven (7) year base contract not-to-exceed amount by \$850,000, from \$4,467,975 to \$5,317,975, effective December 1, 2019.

ATTACHMENTS

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

Prepared by: Brady Branstetter, DEO, Facilities Maintenance, (213) 922-6767
Lena Babayan, Sr. Director, Facilities Maintenance, (213) 922-6765

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



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

GATEWAY BUILDING AND UNION STATION EAST COMPLEX ELEVATOR AND ESCALATOR SERVICES/PS14643013

1.	Contract Number: PS14643013		
2.	Contractor: Mitsubishi Electric US, Inc., Elevator and Escalator Division		
3.	Mod. Work Description: Increase contract authority		
4.	Contract Work Description: On-going preventive maintenance and repair services of 26 elevators and seven escalators in the Gateway Building and Union Station East complex.		
5.	The following data is current as of: 9/3/19		
6.	Contract Completion Status		Financial Status
	Contracts Awarded:	1/23/14	Contracts Award Amounts: \$3,852,225
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$615,750
	Original Complete Date:	2/28/21	Pending Modifications (including this action): \$850,000
	Current Est. Complete Date:	2/28/21	Current Contracts Values (with this action): \$5,317,975
7.	Contract Administrator: Rommel Hilario		Telephone Number: (213) 922-4654
8.	Project Managers: Shaunt Avansian		Telephone Numbers: (213) 922-5931

A. Procurement Background

This Board Action is to approve Contract Modification No. 2 in support of Facility Maintenance to provide critical and state mandated maintenance services for elevators and escalators at the Gateway Building and Union Station East complex.

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

In January 2014, the Board approved a seven-year contract to Mitsubishi Electric US, Inc., Elevator and Escalator Division, the highest rated proposer, to provide preventive maintenance and repairs of elevators and escalators in the Gateway Headquarters building elevators and escalators. In September 2014, Metro issued Modification No.1 to include maintenance and repair of elevators and escalators in the Union Station East complex.

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

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon rates that were established as part of the competitive contract award in January 2014, and are subject to prevailing wages rates set by the State of California.

Modification Amount	Metro ICE	Negotiated Amount
\$850,000	\$850,000	\$850,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

GATEWAY BUILDING AND UNION STATION EAST COMPLEX ELEVATOR AND
ESCALATOR SERVICES/PS14643013

Mod. No.	Description	Date	Amount
1	Add units/equipment and maintenance costs	9/1/14	\$615,750
2	Add funds for maintenance costs	PENDING	\$850,000
	Modification Total:		\$1,465,750
	Original Contract:	1/23/14	\$3,852,225
	Total Contract Value:		\$5,317,975

DEOD SUMMARY

**GATEWAY BUILDING ELEVATOR AND ESCALATOR MAINTENANCE SERVICES /
CONTRACT NO. PS14643013**

A. Small Business Participation

Mitsubishi Electric made a Disadvantaged Business Enterprise (DBE) participation commitment of 5.00%. The project is 72% complete. Mitsubishi Electric is exceeding its DBE commitment with a current DBE participation of 9.75%.

Small Business Commitment	5% DBE	Small Business Participation	9.75% DBE
----------------------------------	---------------	-------------------------------------	------------------

	DBE Subcontractors	Ethnicity	% Committed	Current Participation¹
1.	Excelsior Elevator Corp.	Asian Pacific American	5.00%	9.75%
Total			5.00%	9.75%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2019-0633, File Type: Contract

Agenda Number: 30.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 17, 2019

SUBJECT: ENGINE OIL

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. VM61903000 to The Jankovich Company, the lowest responsive and responsible bidder for Engine Oil. The Contract one-year base amount is \$900,905 inclusive of sales tax, and the one-year option amount is \$967,638, inclusive of sales tax, for a total contract amount of \$1,868,543, subject to resolution of protest(s), if any.

ISSUE

This procurement is for the acquisition of engine oil which is required for maintaining the safe and reliable operation of the bus fleet. Award of this contract will ensure that operating divisions and Central Maintenance Shops have adequate inventory to maintain the bus fleet according to Metro maintenance standards.

BACKGROUND

The Material Management usage reports revealed that on an annual basis nearly 120,000 gallons of engine oil was issued to Bus Maintenance in support of the bus preventive maintenance program. The engine oil is replaced by Metro Mechanics at the Central Maintenance Shops and at all bus operating divisions.

DISCUSSION

Engine oil is the lifeblood of an engine, providing lubrication and cooling to a complex system of fast moving mechanical parts. Routine engine oil changes are provided at all Metro bus operating divisions to ensure that used engine oil is replaced before it loses its chemical and mechanical properties, thus maximizing protection against wear. Engine oil is replaced in accordance with the manufacturer's recommendations and Metro's preventative maintenance program to ensure the performance and longevity of the bus fleet.

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 or all of the engine oil that may be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required. The Diversity and Economic Opportunity Department (DEOD) does not recommend a Disadvantaged Business Enterprise (DBE) goal or subcontracting for this procurement since suppliers are oil manufacturers that use their own tanker delivery trucks and will not assume the risk of allowing a third party to deliver hazardous products on their behalf.

Engine oil will be purchased, maintained in inventory, and managed by Material Management. As the engine oil is issued, the appropriate budget project numbers and accounts will be charged.

DETERMINATION OF SAFETY IMPACT

Award of the Contract will ensure that all operating divisions and Central Maintenance have adequate inventory to maintain the buses according to Metro Maintenance standards.

The used engine oil generated in the maintenance of buses at Metro divisions is accumulated in storage tanks. These storage tanks are evacuated in accordance with Department of Toxic Substances Control accumulation regulations. The used oil is transported by a licensed transporter and recycled at a permitted Treatment, Storage and Disposal Facility. The used oil shipments and recycling activities are documented on a Uniform Hazardous Waste Manifest to ensure the health and safety of residents of our local communities.

FINANCIAL IMPACT

The twelve (12) month funding of \$900,905 for engine oil is included in the FY20 budget under project 306002 Operations Maintenance under line 50406, Lubricant-Revenue Equipment.

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.

Impact to Budget

The source of funds for this procurement will come from Federal, State and local funding sources including fares that are eligible for Bus and Rail Operating or Capital Projects. These funding sources will maximize the use of funds for these activities.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

ALTERNATIVES CONSIDERED

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

NEXT STEPS

Metro's requirements for engine oil will be fulfilled under the provisions of the contract.

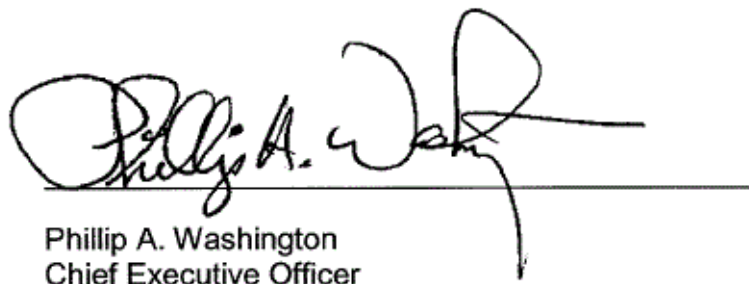
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

Reviewed by: Debra Avila, Chief Vendor/Contract Management, (213) 922-6383
James T. Gallagher, Chief Operations Officer, (213) 418-3108



Phillip A. Washington
Chief Executive Officer

**PROCUREMENT SUMMARY
PURCHASE OF ENGINE OIL
CONTRACT NO. VM61903000**

1.	Contract Number: VM619030000	
2.	Recommended Vendor: The Jankovich Company, 14066 Garfield Avenue, Paramount, CA 90723	
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: 4/30/19	
	B. Advertised/Publicized: 5/2/19	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: 5/30/19	
	E. Pre-Qualification Completed: 7/19/19	
	F. Conflict of Interest Form Submitted to Ethics: 7/19/19	
	G. Protest Period End Date: 9/27/19	
5.	Solicitations Picked up/Downloaded: 12	Bids/Proposals Received: 6
6.	Contract Administrator: Tanya Allen	Telephone Number: 213/922-1018
7.	Project Manager: Alex DiNuzzo	Telephone Number: 213/922-5860

A. Procurement Background

This Board Action is to approve Contract No. VM61903000 for the procurement of Engine Oil. Board approval of contract awards are subject to resolution of any properly submitted protest.

IFB No. VM61903 was issued in accordance with Metro’s Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

Staff has twice attempted to procure its engine oil supply service through the SBE set-aside program without success. In November 2018, staff cancelled its first solicitation because the lowest responsive responsible bid was \$500,000 in excess of Metro’s Independent Cost Estimate (ICE), thus the bid price was deemed not fair or reasonable. Subsequently, staff issued a second SBE set-aside solicitation in December 2018 and received two bids in March 2019. Unfortunately, both bids were deemed to be non-responsive.

A total of six bids were received on May 30, 2019.

1. Jamison Professional Services
2. The Jankovich Company (TJC)
3. Valdes, LLC
4. Patten Energy, Inc.
5. Van De Pol Enterprises, Inc. Bid #1
6. Van De Pol Enterprises, Inc. Bid #2

B. Evaluation of Bids

This procurement was conducted in accordance and complies with LACMTA's Acquisition Policy for a competitive sealed bid. There were three (3) bids from the Jankovich Company (TJC), Valdes, LLC and Patten Energy, Inc. that were deemed Responsive and Responsible to the IFB requirements.

Two bids were deemed Non-Responsive, Jamison Professional Services and Van de Pol Enterprises. Jamison Professional Services, the apparent low bidder was deemed Non-Responsive because they altered the IFB's Schedule of Quantities and Pricing Form. Van De Pol Enterprises, which submitted two (2) separate bids, was deemed Non-Responsive for not offering bid prices for the required option year.

The Jankovich Company (TJC) was determined to be the lowest Responsible and Responsive bidder and was in full compliance with the technical requirements of the IFB.

C. Price Analysis

The recommended total bid price from TJC has been determined to be fair and reasonable based upon adequate price competition and current market value of the oil industry.

Bidder Name	Bid Amount	Metro ICE
		\$1,560,533.00
The Jankovich Company	\$1,868,543.04	
Valdes, LLC	\$1,994,200.86	
Patten Energy, Inc.	\$2,541,917.67	

D. Background on Recommended Contractor

The recommended firm, The Jankovich Company (TJC) has been in business for eighty-six (86) years and is a leader in fuel and lubricant supplies. TJC has extensive experience in supplying engine oil to other municipalities and companies such as the Orange County Transit Authority, City of Pasadena, City of Torrance, LADWP, MBUSA, Toyota Corporation, Nissan Corporation, KIA Corporation, Metrolink, General Motors Corporation. TJC has provided satisfactory products and services to Metro.

DEOD SUMMARY

PURCHASE OF ENGINE OIL/CONTRACT NO. VM61903000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise (DBE) goal for this solicitation due to the lack of certified firms that have adequate tanker trucks for delivery, or the certified firm is acting as a broker or transaction expeditor whose fees and commissions are not enough to perform a commercially useful function. While Metro has set DBE goals for this type of contract in the past, certified firms that performed on those contracts are no longer certified or have been acquired by larger companies. Metro will continue to outreach to certified firms and identify other potential subcontracting opportunities based on industry practice. It is expected that The Jankovich Company will perform the work with its 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.



Board Report

File #: 2019-0719, **File Type:** Informational Report

Agenda Number:

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 17, 2019**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects August 2019 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of August 2019, crimes against persons decreased by 20 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of August 2019, crimes against property decreased by 2 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of August 2019, crimes against society increased by 9 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 2 bus operator assaults reported in August, which is 6 fewer compared to the same period last year.

Average Emergency Response Times:

Emergency response times averaged 5.52 minutes for the month of August.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction started on June 1st, and an effective policing plan for the bus-only lanes in Los Angeles was developed. We worked closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The New Blue Line North construction team was confronted with multiple thefts of copper wire along the tracks during August. Metro Construction and Security teamed up to deploy law enforcement, contract security and Metro personnel along the Blue Line to thwart the thefts, which would have affected the opening date of the New Blue Line if they continued.

We deployed the Thruvision explosive detection device on August 6th. We worked closely with the Los Angeles Police Department and Metro Security to develop a concept of the operation for the deployment.

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this winter.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations.

Emergency Management: August 2019

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact Los Angeles County Metropolitan Transportation Authority and our stakeholders.

Training & Exercise:

- **August 16, 2019 - Gold Line Police Response Instructional Video:** Developed training video for new Metro staff and law enforcement entities whom functions relate to responding to

an incident. A secondary learning tool demonstrating visual actions required by Metro Rail Operations and LAPD in coordination and communication in response to a criminal light rail incident.

- **August 30, 2019 - First Responder Rail Safety 15 min Video.** Updated the 2001 rail safety video with inclusion of new rail systems, emergency equipment, and updated procedures to ensure the safety of law enforcement and fire department personnel during incident response to Metro Rail Systems.

Outreach & Preparedness

- Preparing to observe National Preparedness Month, September 2019. This September will be the first annual observance of National Preparedness Month at LA Metro. Activities will promote emergency preparedness to employees and Metro Riders.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview August 2019

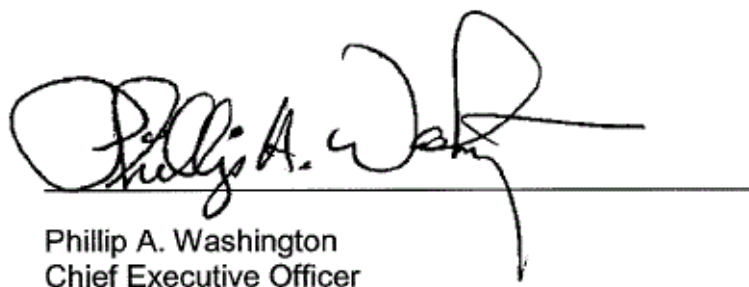
Attachment B - MTA Supporting Data August 2019

Attachment C - Key Performance Indicators August 2019

Attachment D - Transit Police Summary August 2019

Prepared by: Aston T. Greene, Interim Chief, System Security and Law Enforcement,
(213) 922-2599

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



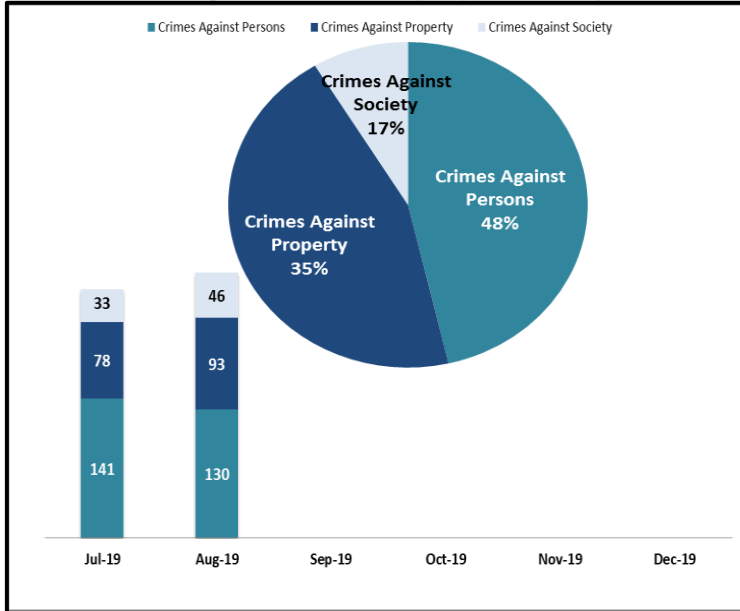
Phillip A. Washington
Chief Executive Officer

SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

AUGUST 2019

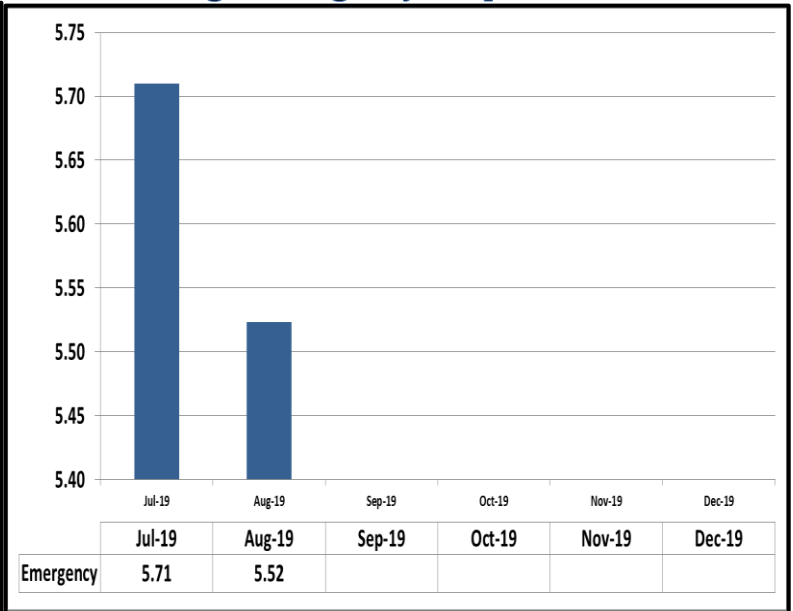
Attachment A

Crimes Against Persons, Property, and Society



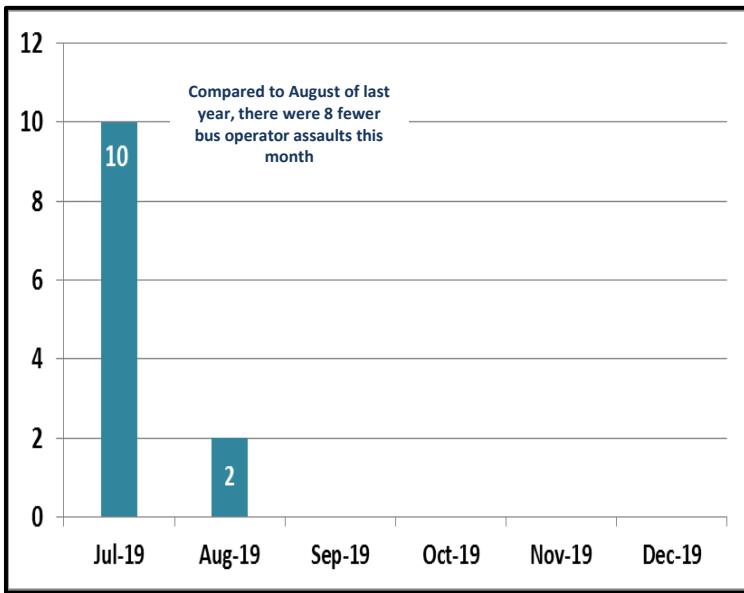
When compared to the same period last year, Crimes Against Persons decreased by 20 crimes, Crimes Against Property decreased by 2 crimes, and Crimes Against Society increased by 9 crimes.

Average Emergency Response Times



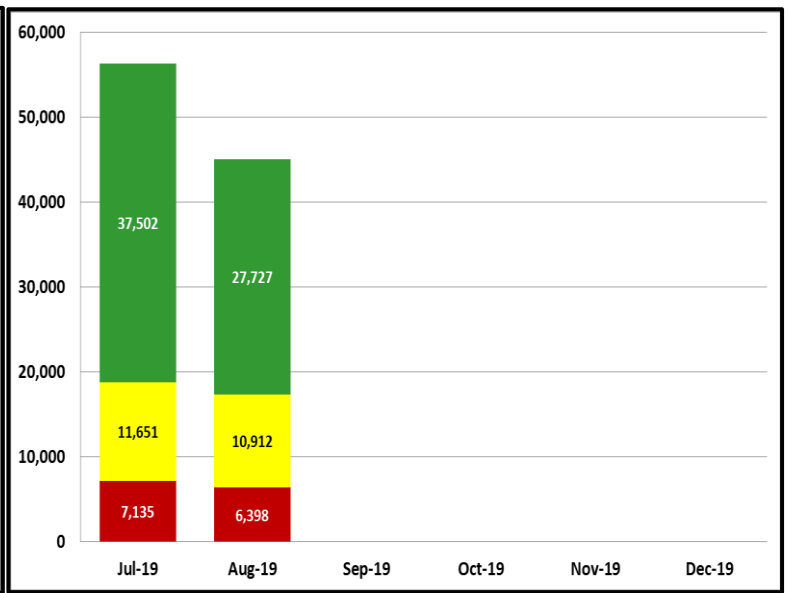
Average emergency response time was 5.71 mins.

Bus Operator Assaults



Compared to August of last year, there were 8 fewer bus operator assaults this month

Fare Compliance



Green Checks- Occurs when a patron has valid fare

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

Red Checks- Occurs when a patron has invalid fare

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME				
CRIMES AGAINST PERSONS	LAPD	LASD	LBPD	FYTD
Homicide	0	0	0	0
Rape	0	0	0	0
Robbery	0	2	1	7
Aggravated Assault	0	2	0	3
Aggravated Assault on Operator	0	0	0	0
Battery	0	2	1	8
Battery Rail Operator	0	0	0	0
Sex Offenses	0	1	0	1
SUB-TOTAL	0	7	2	19
CRIMES AGAINST PROPERTY	LAPD	LASD	LBPD	FYTD
Burglary	0	0	0	0
Larceny	0	2	1	3
Bike Theft	0	0	0	0
Motor Vehicle Theft	0	0	0	1
Arson	0	0	0	0
Vandalism	0	0	0	3
Other	0	0	0	0
SUB-TOTAL	0	2	1	7
CRIMES AGAINST SOCIETY	LAPD	LASD	LBPD	FYTD
Weapons	0	2	1	6
Narcotics	0	10	0	12
Trespassing	0	4	0	4
SUB-TOTAL	0	16	1	22
TOTAL	0	25	4	48

ARRESTS				
AGENCY	LAPD	LASD	LBPD	FYTD
Felony	3	14	9	69
Misdemeanor	8	49	35	172
TOTAL	11	63	44	241

CITATIONS				
AGENCY	LAPD	LASD	LBPD	FYTD
Other Citations	1,302	63	37	2,955
Vehicle Code Citations	900	5	125	2,095
TOTAL	2,202	68	162	5,050

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPD	FYTD
Routine	3	68	8	155
Priority	11	51	44	200
Emergency	3	7	16	53
TOTAL	17	126	68	408

DISPATCHED VS. PROACTIVE			
AGENCY	LAPD	LASD	LBPD
Dispatched	18%	3%	4%
Proactive	82%	97%	96%
TOTAL	100%	100%	100%

PERCENTAGE OF TIME ON THE RAIL SYSTEM	
Blue Line-LAPD	89%
Blue Line-LASD	65%
Blue Line-LBPD	70%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	1
Pico	0	0	0	0
Grand/LATTC	0	0	0	0
San Pedro St	0	0	0	0
Washington	0	0	0	0
Vernon	0	0	0	0
Slauson	0	0	2	5
Florence	0	1	4	5
Firestone	0	0	0	1
103rd St/Watts Towers	0	0	0	0
Willowbrook/Rosa Parks	3	1	2	12
Compton	4	0	5	12
Artesia	0	0	3	5
Del Amo	0	0	0	1
Wardlow	0	0	0	0
Willow St	0	0	0	0
PCH	1	0	1	4
Anaheim St	1	0	0	1
5th St	0	1	0	1
1st St	0	0	0	0
Downtown Long Beach	0	0	0	0
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	9	3	17	48

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPD	FYTD
Washington St	13	0	0	13
Flower St	5	0	0	5
103rd St	1	0	0	1
Wardlow Rd	0	0	3	3
Pacific Ave.	0	0	0	0
Willowbrook	0	33	0	33
Slauson	0	6	0	6
Firestone	0	5	0	5
Florence	0	13	0	13
Compton	0	37	0	37
Artesia	0	5	0	5
Del Amo	0	1	0	1
Long Beach Blvd	0	0	0	0
TOTAL	19	100	3	122

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	2	2
Robbery	0	1	8
Aggravated Assault	0	2	3
Aggravated Assault on Operator	0	0	0
Battery	0	4	10
Battery Rail Operator	0	0	0
Sex Offenses	0	0	1
SUB-TOTAL	0	9	24
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	0	5
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	1	2
SUB-TOTAL	1	1	7
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	2	3
Narcotics	0	2	8
Trespassing	0	0	0
SUB-TOTAL	0	4	11
TOTAL	1	14	42

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	6	14
Misdemeanor	0	33	79
TOTAL	1	39	93

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	10	42	112
Vehicle Code Citations	19	14	40
TOTAL	29	56	152

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	103	201
Priority	10	75	171
Emergency	1	14	25
TOTAL	12	192	397

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	16%	5%
Proactive	84%	95%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Redondo Beach	0	0	1	2
Douglas	0	0	0	0
El Segundo	1	0	0	1
Mariposa	0	0	0	0
Aviation/LAX	0	0	0	0
Hawthorne/Lennox	0	0	0	0
Crenshaw	0	0	0	2
Vermont/Athens	3	0	0	4
Harbor Fwy	0	0	0	0
Avalon	0	1	0	3
Willowbrook/Rosa Parks	1	0	2	14
Long Beach BI	0	1	0	6
Lakewood BI	0	0	1	4
Norwalk	4	0	0	6
Total	9	2	4	42

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Green Line-LAPD	90%
Green Line-LASD	85%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	2	0	2
Aggravated Assault	1	0	4
Aggravated Assault on Operator	0	0	0
Battery	4	0	7
Battery Rail Operator	0	0	0
Sex Offenses	0	0	2
SUB-TOTAL	7	0	15
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	8	1	20
Bike Theft	1	0	7
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	1	1
SUB-TOTAL	9	2	28
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	1
Narcotics	0	0	0
Trespassing	0	0	1
SUB-TOTAL	0	0	2
TOTAL	16	2	45

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	0	3
Misdemeanor	10	1	14
TOTAL	11	1	17

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	27	2	33
Vehicle Code Citations	16	1	17
TOTAL	43	3	50

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	48	92
Priority	45	38	154
Emergency	7	3	17
TOTAL	53	89	263

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	9%
Proactive	80%	91%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Expo Line-LAPD	89%
Expo Line-LASD	91%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	151	0	151
Santa Monica	0	54	54
Culver City	0	1	1
TOTAL	151	55	206

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	1	0	1
Pico	0	0	0	0
LATTC/Ortho Institute	1	0	0	7
Jefferson/USC	0	0	0	2
Expo Park/USC	0	0	0	1
Expo/Vermont	1	1	0	3
Expo/Western	1	1	1	5
Expo/Crenshaw	1	0	0	2
Farmdale	1	2	0	4
Expo/La Brea	0	0	0	2
La Cienega/Jefferson	0	1	0	1
Culver City	0	0	1	2
Palms	0	0	0	0
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	1	0	4
Expo/Bundy	1	2	0	7
26th St/Bergamot	0	0	0	1
17th St/SMC	0	0	0	0
Downtown Santa Monica	1	0	0	3
Expo Line Rail Yard	0	0	0	0
Total	7	9	2	45

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	5	8
Aggravated Assault	7	14
Aggravated Assault on Operator	0	0
Battery	21	38
Battery Rail Operator	0	0
Sex Offenses	1	4
SUB-TOTAL	34	64
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	18	24
Bike Theft	1	3
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	2	3
SUB-TOTAL	21	30
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	5
SUB-TOTAL	3	5
TOTAL	58	99

ARRESTS

AGENCY	LAPD	FYTD
Felony	32	72
Misdemeanor	106	201
TOTAL	138	273

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	549	1,344
Vehicle Code Citations	209	431
TOTAL	758	1,775

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	3	6
Priority	74	167
Emergency	7	15
TOTAL	84	188

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	23%
Proactive	77%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	4	5	2	16
Civic Center/Grand Park	0	0	0	0
Pershing Square	4	4	0	12
7th St/Metro Ctr	5	1	0	9
Westlake/MacArthur Park	6	2	0	13
Wilshire/Vermont	2	2	0	9
Wilshire/Normandie	0	0	0	0
Vermont/Beverly	3	0	0	8
Wilshire/Western	1	0	0	2
Vermont/Santa Monica	0	1	1	5
Vermont/Sunset	1	0	0	1
Hollywood/Western	3	0	0	4
Hollywood/Vine	1	1	0	2
Hollywood/Highland	0	1	0	4
Universal City/Studio City	2	0	0	3
North Hollywood	2	4	0	11
Red Line Rail Yard	0	0	0	0
Total	34	21	3	99

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM

Red Line- LAPD	84%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	1	1	4
Aggravated Assault	1	0	2
Aggravated Assault on Operator	0	0	0
Battery	2	2	4
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
SUB-TOTAL	4	4	11
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	3	3	11
Bike Theft	0	2	3
Motor Vehicle Theft	0	0	1
Arson	0	0	0
Vandalism	1	4	7
SUB-TOTAL	4	9	22
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	1	3
Trespassing	0	0	0
SUB-TOTAL	0	2	4
TOTAL	8	15	37

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	6	9
Misdemeanor	4	22	51
TOTAL	5	28	60

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	33	30	143
Vehicle Code Citations	9	2	39
TOTAL	42	32	182

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	1	73	150
Priority	47	107	297
Emergency	1	15	33
TOTAL	49	195	480

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	21%	3%
Proactive	79%	97%
TOTAL	100%	100%

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
APU/Citrus College	1	0	0	2
Azusa Downtown	0	1	0	1
Irwindale	0	1	0	3
Duarte/City of Hope	0	2	0	5
Monrovia	0	2	0	2
Arcadia	0	0	0	0
Sierra Madre Villa	1	0	0	2
Allen	0	1	0	1
Lake	0	1	1	2
Memorial Park	0	1	0	2
Del Mar	1	0	0	1
Fillmore	0	0	1	1
South Pasadena	0	0	0	1
Highland Park	0	1	0	2
Southwest Museum	0	0	0	1
Heritage Square	0	0	0	0
Lincoln/Cypress	0	0	0	0
Chinatown	1	0	0	1
Union Station	0	1	0	2
Little Tokyo/Arts Dist	1	1	0	2
Pico/Aliso	1	0	0	1
Mariachi Plaza	0	0	0	0
Soto	1	1	0	3
Indiana (both LAPD & LASD)	0	0	0	1
Maravilla	0	0	0	0
East LA Civic Ctr	0	0	0	0
Atlantic	1	0	0	1
Total	8	13	2	37

PERCENTAGE OF TIME SPENT ON THE RAIL SYSTEM	
Gold Line-LAPD	89%
Gold Line-LASD	72%

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	107	0	107
Arcadia Station	0	10	10
Irwindale	0	2	2
Monrovia	0	11	11
City of Pasadena	0	9	9
Magnolia Ave	0	0	0
Duarte Station	0	2	2
City Of Azusa	0	13	13
South Pasadena	0	18	18
City Of East LA	0	6	6
Figueroa St	52	0	52
TOTAL GOAL= 10	159	71	230

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME

CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	1
Rape	0	0
Robbery	1	1
Aggravated Assault	1	1
Aggravated Assault on Operator	0	0
Battery	3	5
Battery Bus Operator	0	0
Sex Offenses	0	0
SUB-TOTAL	5	8
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	1	2
Bike Theft	0	1
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	0
SUB-TOTAL	1	3
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	0	0
SUB-TOTAL	0	0
TOTAL	6	11

ARRESTS

AGENCY	LAPD	FYTD
Felony	0	3
Misdemeanor	8	11
TOTAL	8	14

CITATIONS

AGENCY	LAPD	FYTD
Other Citations	246	374
Vehicle Code Citations	237	378
TOTAL	483	752

CALLS FOR SERVICE

AGENCY	LAPD	FYTD
Routine	0	0
Priority	24	31
Emergency	1	2
TOTAL	25	33

DISPATCHED VS. PROACTIVE

AGENCY	LAPD
Dispatched	18%
Proactive	82%
TOTAL	100%

CRIMES PER STATION

STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
North Hollywood	2	0	0	3
Laurel Canyon	0	0	0	0
Valley College	0	0	0	0
Woodman	0	0	0	0
Van Nuys	0	1	0	1
Sepulveda	0	0	0	0
Woodley	0	0	0	1
Balboa	0	0	0	1
Reseda	0	0	0	0
Tampa	0	0	0	0
Pierce College	0	0	0	0
De Soto	0	0	0	0
Canoga	1	0	0	1
Warner Center	0	0	0	0
Sherman Way	0	0	0	0
Roscoe	1	0	0	1
Nordhoff	0	0	0	2
Chatsworth	1	0	0	1
Total	5	1	0	11

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM

Orange Line- LAPD	89%
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LEGEND

Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	2	0	10
TOTAL	2	0	10

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	211	0	417
Vehicle Code Citations	286	0	487
TOTAL	497	0	904

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	0	2	5
Priority	7	1	18
Emergency	0	0	1
TOTAL	7	3	24

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	0%
Proactive	82%	100%
TOTAL	100%	100%

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

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
Silver Line- LAPD	90%
Silver Line- LASD	91%

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	7	2	15
Aggravated Assault	3	2	14
Aggravated Assault on Operator	0	0	1
Battery	25	1	52
Battery Bus Operator	2	0	11
Sex Offenses	3	0	11
SUB-TOTAL	40	5	104
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	20	7	47
Bike Theft	3	0	4
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	0	7
SUB-TOTAL	25	7	58
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	3
Narcotics	0	15	23
Trespassing	0	1	3
SUB-TOTAL	0	17	29
TOTAL	65	29	191

LASD's Crimes per Sector		
Sector		FYTD
Westside	1	3
San Fernando	0	0
San Gabriel Valley	1	8
Gateway Cities	13	25
South Bay	14	25
Total	29	61

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	2	4
West Valley	1	1
North Hollywood	2	5
Foothill	0	0
Devonshire	1	3
Mission	1	3
Topanga	1	2
Central Bureau		
Central	10	24
Rampart	3	8
Hollenbeck	1	2
Northeast	0	1
Newton	8	11
West Bureau		
Hollywood	1	3
Wilshire	7	11
West LA	1	4
Pacific	1	3
Olympic	8	12
Southwest Bureau		
Southwest	10	19
Harbor	0	0
77th Street	7	11
Southeast	0	3
Total	65	130

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	3	12	22
Misdemeanor	0	72	146
TOTAL	3	84	168

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	15	76	236
Vehicle Code Citations	7	28	58
TOTAL	22	104	294

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	109	196
Priority	15	149	336
Emergency	1	16	31
TOTAL	18	274	563

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	18%	2%
Proactive	82%	98%
TOTAL	100%	100%

PERCENTAGE OF TIME SPENT ON THE BUS SYSTEM	
LAPD BUS	89%
LASD BUS	78%

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

UNION STATION

ATTACHMENT B

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - AUGUST 2019

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	1	1
Aggravated Assault	4	4
Aggravated Assault on Operator	0	0
Battery	7	17
Battery Rail Operator	0	0
Sex Offenses	0	3
SUB-TOTAL	12	25
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	1
Larceny	9	13
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	0	1
SUB-TOTAL	9	15
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	3	6
SUB-TOTAL	3	6
TOTAL	24	46



ARRESTS		
AGENCY	LAPD	FYTD
Felony	5	10
Misdemeanor	18	36
TOTAL	23	46

CITATIONS		
AGENCY	LAPD	FYTD
Other Citations	10	64
Vehicle Code Citations	11	22
TOTAL	21	86

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	6	18
Priority	43	82
Emergency	4	6
TOTAL	53	106

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	43%
Proactive	57%
TOTAL	100%

PERCENTAGE OF TIME SPENT AT UNION STATION	
LOCATION	LAPD
Union Station	91%

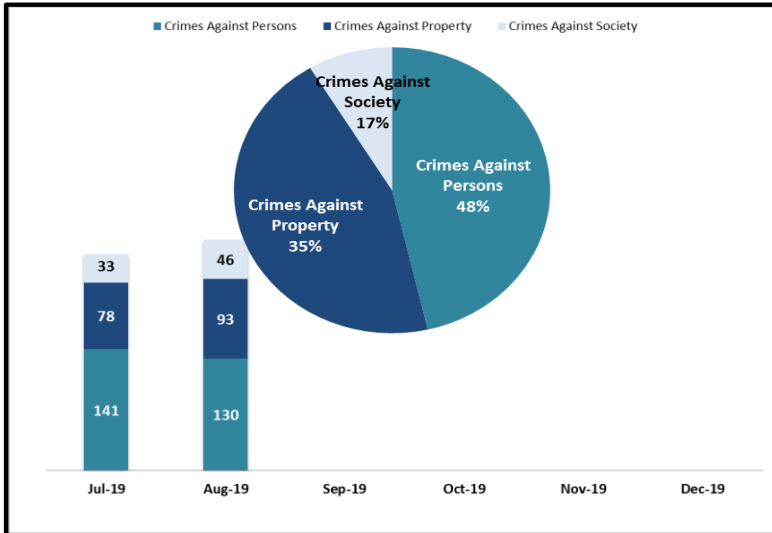
LEGEND	
Los Angeles Police Department	

KEY PERFORMANCE INDICATORS

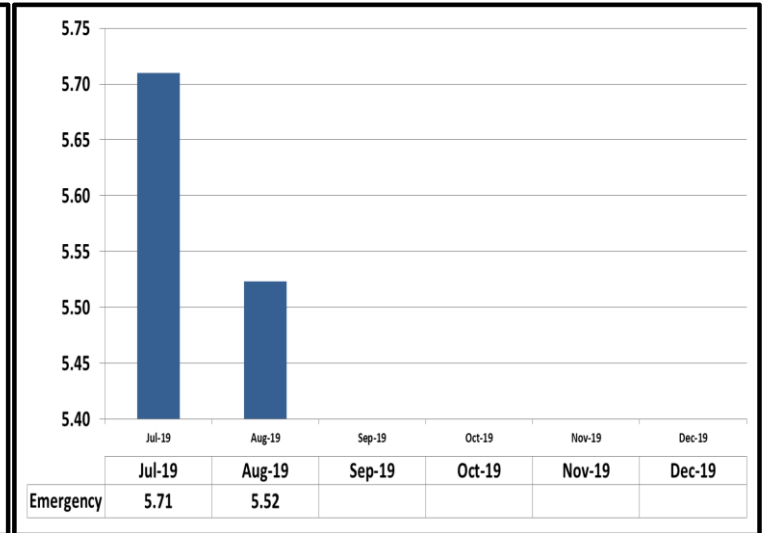
AUGUST 2019

Attachment C

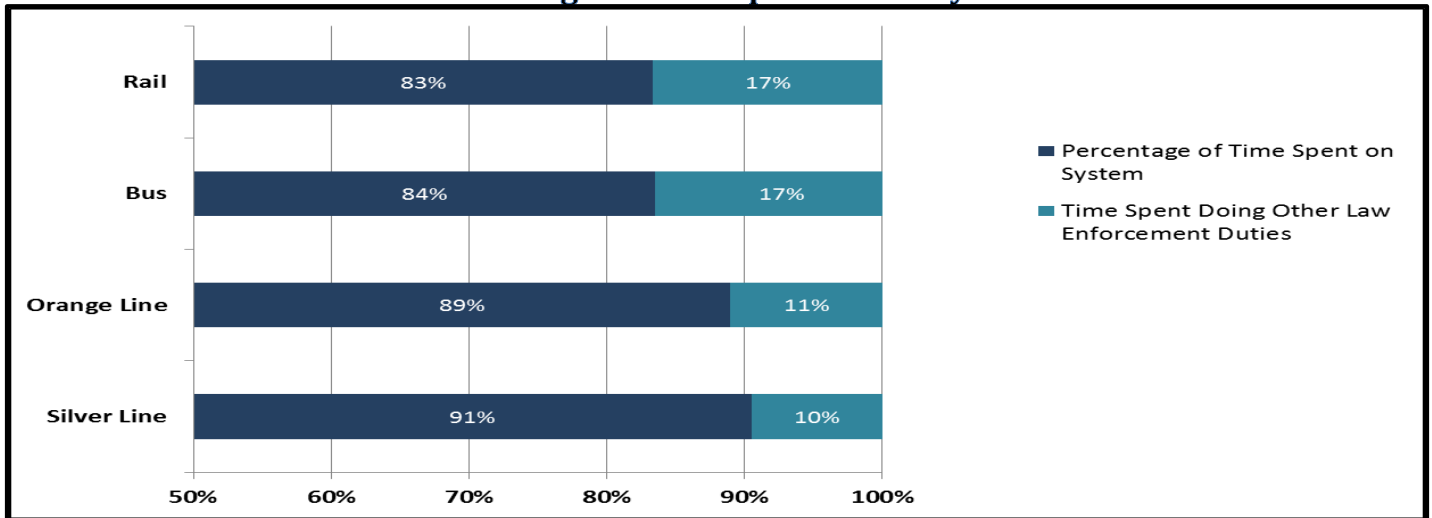
Crimes Against Persons, Property, and Society



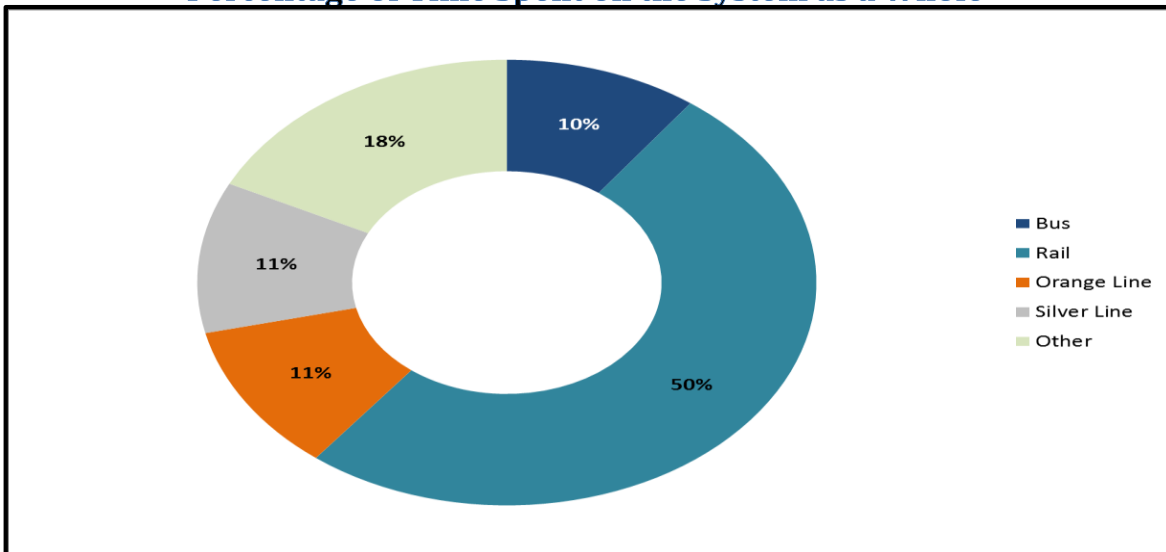
Average Emergency Response Times



Percentage of Time Spent on the System



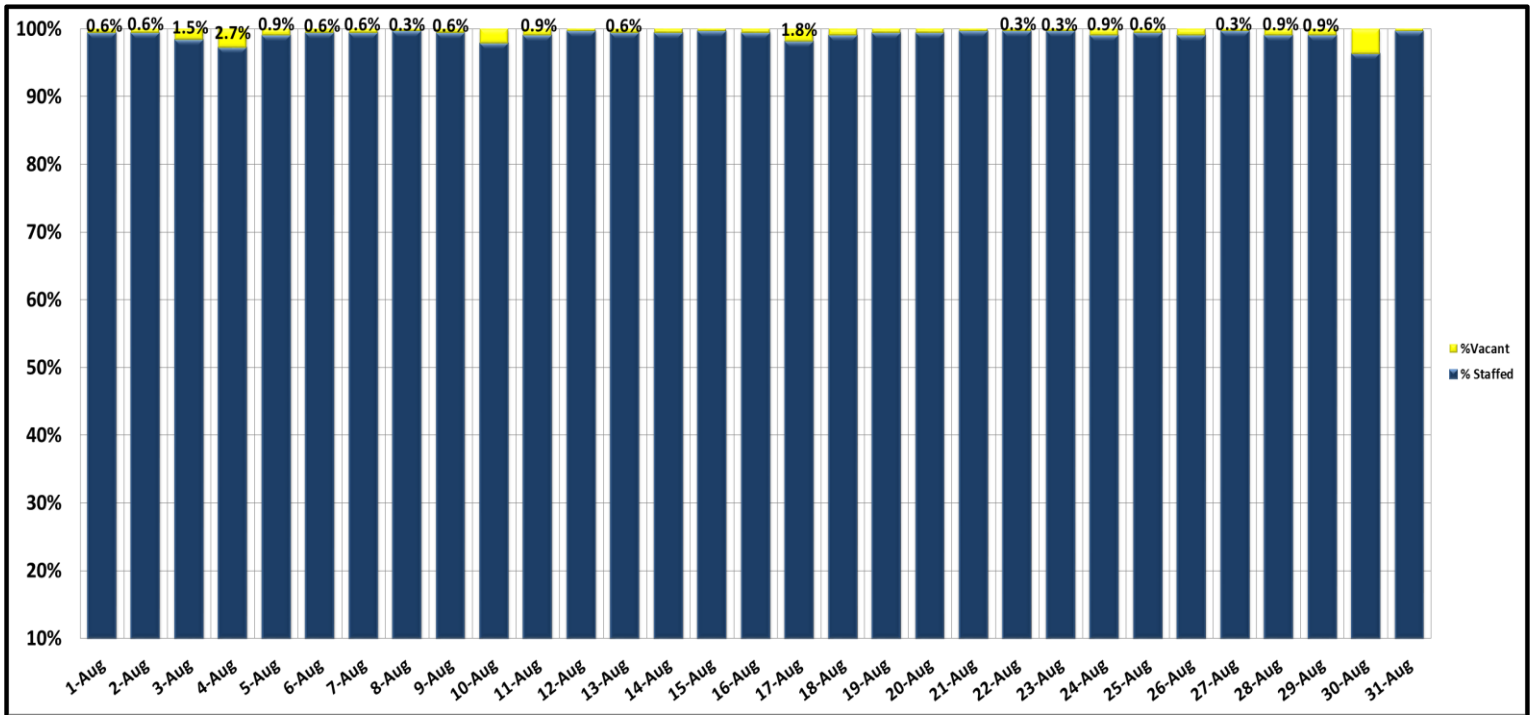
Percentage of Time Spent on the System as a Whole



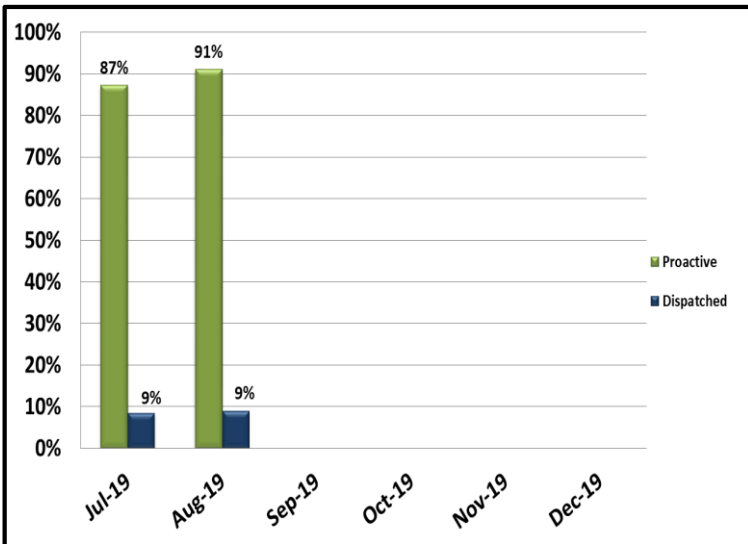
KEY PERFORMANCE INDICATORS

AUGUST 2019

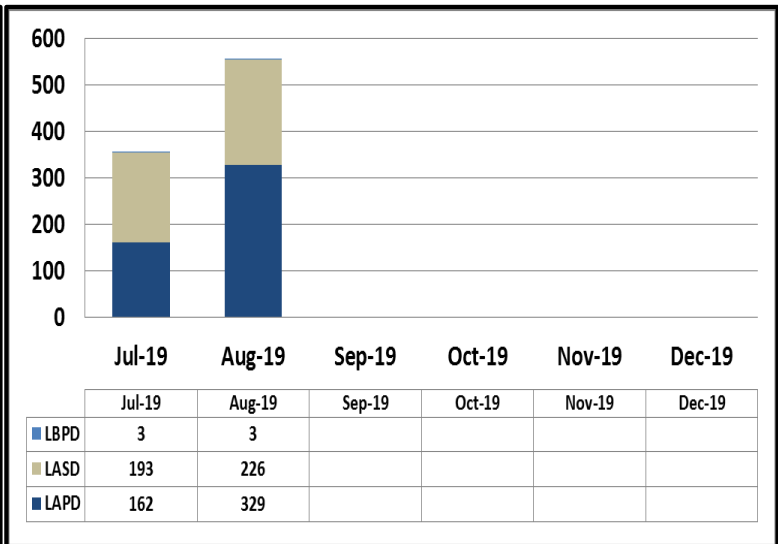
Ratio of Staffing Levels vs Vacant Assignments



Ratio of Proactive vs Dispatched Activity



Grade Crossing Operations



Grade Crossing Operation Locations August:

1. Blue Line Stations (122)
2. Expo Line Stations (206)
3. Gold Line Stations (230)

Transit Police

Monthly Crime Report



Attachment D

	2018	2019
	August	August
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	2
Robbery	28	24
Aggravated Assault	28	23
Aggravated Assault on Operator	3	0
Battery	70	73
Battery Rail Operator	8	2
Sex Offenses	12	6
SUB-TOTAL	150	130
CRIMES AGAINST PROPERTY		
Burglary	3	0
Larceny	60	75
Bike Theft	10	7
Motor Vehicle Theft	4	0
Arson	0	0
Other	2	0
Vandalism	16	11
SUB-TOTAL	95	93
CRIMES AGAINST SOCIETY		
Weapons	8	7
Narcotics	25	28
Trespassing	4	11
SUB-TOTAL	37	46
TOTAL	282	269
ENFORCEMENT EFFORTS		
Arrests	267	461
Citations	1,271	4,522
Fare Checks	248,378	45,037
Calls for Service	1,642	1,265

August 2019 Transit Policing Performance Summary 2019-0719

October 17, 2019

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



August 2019

Systemwide Activity

	2018	2019
	August	August
CRIMES AGAINST PERSONS		
Homicide	0	0
Rape	1	0
Robbery	28	24
Aggravated Assault	28	23
Aggravated Assault on Operator	3	0
Battery	70	73
Battery Rail Operator	8	2
Sex Offenses	12	6
SUB-TOTAL	150	128
CRIMES AGAINST PROPERTY		
Burglary	3	0
Larceny	60	75
Bike Theft	10	7
Motor Vehicle Theft	4	0
Arson	0	0
Other	2	0
Vandalism	16	11
SUB-TOTAL	95	93
CRIMES AGAINST SOCIETY		
Weapons	8	7
Narcotics	25	28
Trespassing	4	11
SUB-TOTAL	37	46
TOTAL	282	267
ENFORCEMENT EFFORTS		
Arrests	267	461
Citations	1,271	4,522
Fare Checks	248,378	45,037
Calls for Service	1,642	1,265

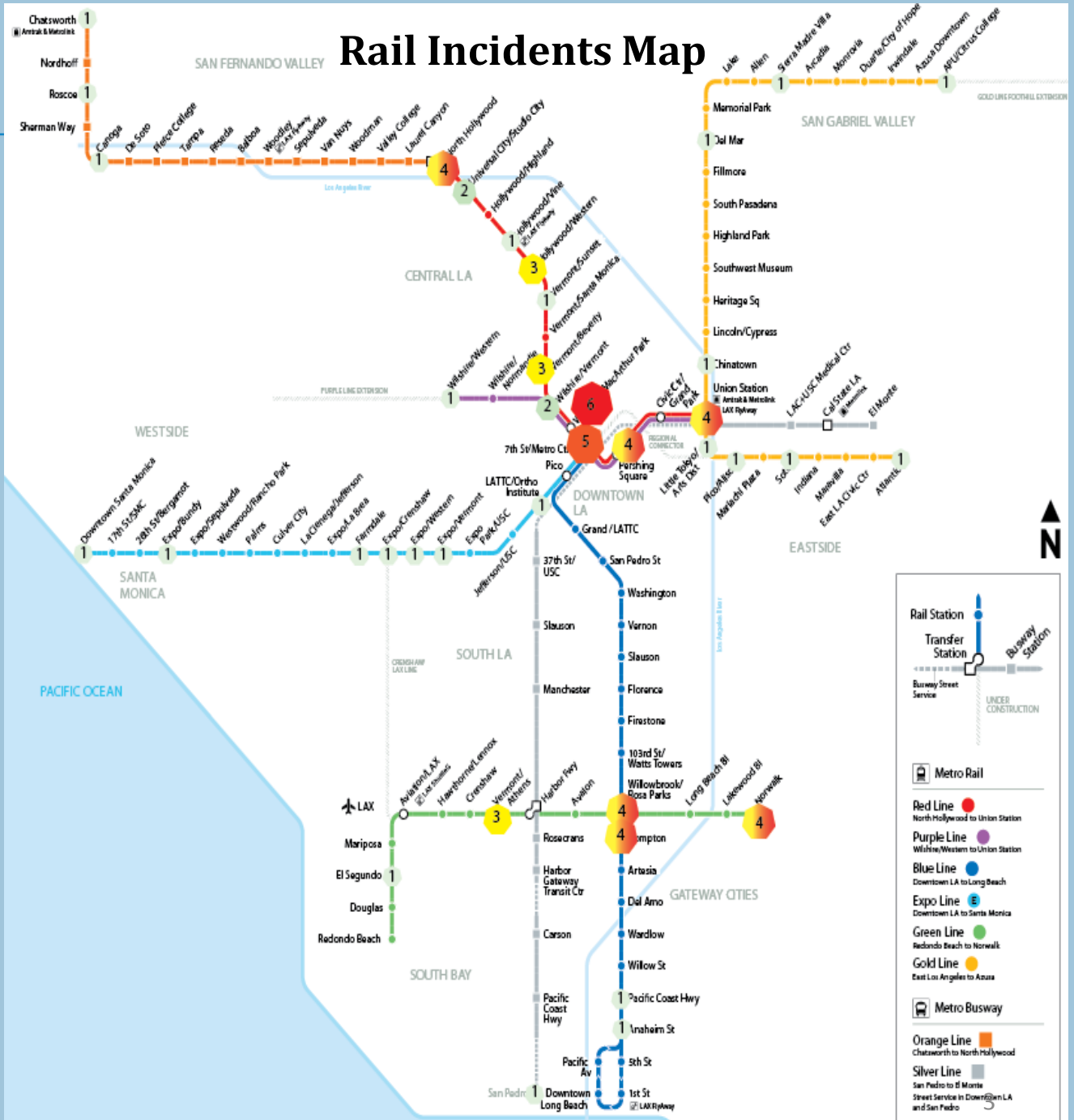
Crimes Against Persons – August 2019

Rail Incidents

CRIMES AGAINST PERSONS	TOTAL
Homicide	0
Rape	0
Robbery	14
Aggravated Assault	14
Aggravated Assault on Operator	0
Battery	40
Battery Rail Operator	0
Sex Offenses	3
SUB-TOTAL	71

Bus Incidents

CRIMES AGAINST PERSONS	TOTAL
Homicide	0
Rape	0
Robbery	9
Aggravated Assault	5
Aggravated Assault on Operator	0
Battery	26
Battery Bus Operator	2
Sex Offenses	3
SUB-TOTAL	45



Rail Station

Transfer Station

Busway Street Service

UNCLER CONSTRUCTION

Metro Rail

- Red Line: North Hollywood to Union Station
- Purple Line: Whittier/Western to Union Station
- Blue Line: Downtown LA to Long Beach
- Expo Line: Downtown LA to Santa Monica
- Green Line: Redondo Beach to Norwalk
- Gold Line: East Los Angeles to Azusa

Metro Busway

- Orange Line: Chatsworth to North Hollywood
- Silver Line: San Pedro to El Monte
- Silver Line Street Service: Downtown LA and San Pedro

Crimes Against Property – August 2019

Rail Incidents

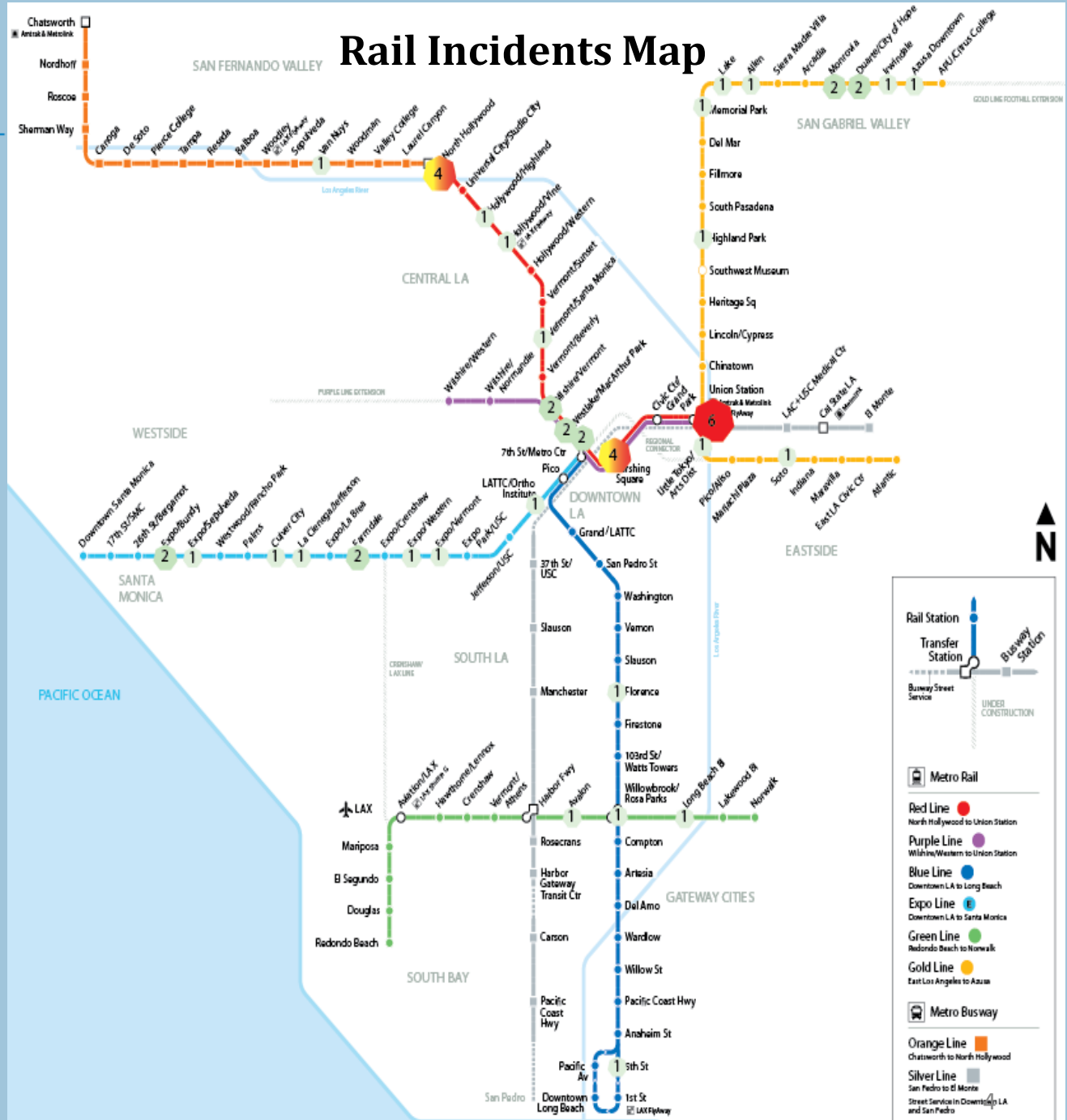
CRIMES AGAINST PROPERTY	TOTAL
Burglary	0
Larceny	39
Bike Theft	4
Motor Vehicle Theft	0
Arson	0
Vandalism	9
Other	0
SUB-TOTAL	52

Bus Incidents

CRIMES AGAINST PROPERTY	TOTAL
Burglary	0
Larceny	27
Bike Theft	3
Motor Vehicle Theft	0
Arson	0
Vandalism	2
SUB-TOTAL	32



Rail Incidents Map



Rail Station
 Transfer Station
 Bayway Street Service
 UNDER CONSTRUCTION

Metro Rail

- Red Line** ● North Hollywood to Union Station
- Purple Line** ● Wilshire/Western to Union Station
- Blue Line** ● Downtown LA to Long Beach
- Expo Line** ● Downtown LA to Santa Monica
- Green Line** ● Redondo Beach to Norwalk
- Gold Line** ● East Los Angeles to Azusa

Metro Busway

- Orange Line** ■ Chatsworth to North Hollywood
- Silver Line** ■ San Pedro to El Monte

Street Service in Downtown LA and San Pedro

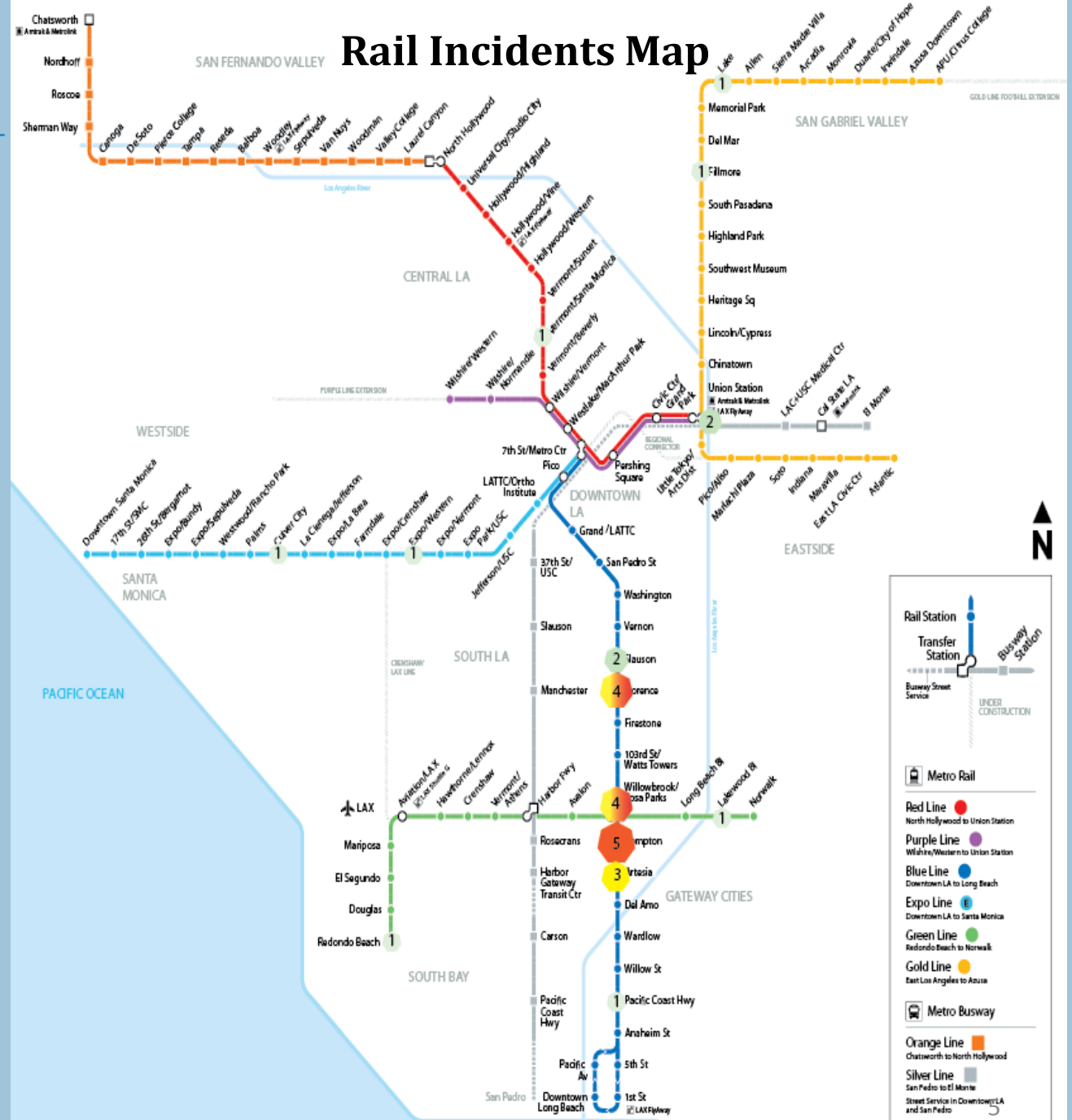
Crimes Against Society – August 2019

Rail Incidents

CRIMES AGAINST SOCIETY	TOTAL
Weapons	6
Narcotics	13
Trespassing	7
SUB-TOTAL	26

Bus Incidents

CRIMES AGAINST SOCIETY	TOTAL
Weapons	1
Narcotics	15
Trespassing	1
SUB-TOTAL	17



August 2019

Emergency Management

- **August 16th – Gold Line Emergency Response Instructional Video** – Completed training video for Metro personnel and law enforcement agencies' coordination and communication in responding to a light rail criminal incident.

August 30th – First Responder Rail Safety Video – Updated the 2001 rail safety video to include new rail systems, emergency equipment, and updated procedures.

August 2019

Video Presentation



METRO EMERGENCY MANAGEMENT DEPARTMENT PRESENTS:



Metro



Board Report

File #: 2019-0719, **File Type:** Informational Report

Agenda Number:

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
EXECUTIVE MANAGEMENT COMMITTEE
OCTOBER 17, 2019**

SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE Transit Safety and Security Report.

ISSUE

This report reflects August 2019 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). The information in this report summarizes Crimes Against Persons, Crimes Against Property, and Crimes Against Society data under Uniform Crime Reporting (UCR) Program, average emergency response times, assaults on bus operators, and Metro's fare compliance and homeless outreach efforts. The Six Key Performance Indicators (KPI) are Uniform Crime Reporting guidelines, Average Emergency Response Times, Percentage of Time Spent on the System, Ratio of Staffing Levels vs Vacant Assignments, Ratio of Proactive vs Dispatched Activity, and Number of Grade Crossing Operations.

BACKGROUND

UCR is a National Incident-Based Reporting System from the US Department of Justice. It captures crime offenses in one of three categories: Crimes Against Persons, Crimes Against Property, and Crimes Against Society.

DISCUSSION

Crime stats are as follows:

Crimes Against Persons

For the month of August 2019, crimes against persons decreased by 20 crimes system-wide compared to the same period last year.

Crimes Against Property

For the month of August 2019, crimes against property decreased by 2 crimes system-wide compared to the same period last year.

Crimes Against Society

For the month of August 2019, crimes against society increased by 9 crimes system-wide compared to the same period last year.

Bus Operator Assaults

There were 2 bus operator assaults reported in August, which is 6 fewer compared to the same period last year.

Average Emergency Response Times:

Emergency response times averaged 5.52 minutes for the month of August.

Physical Security Improvements:

The Systems Security and Law Enforcement division continues to provide a secure and safe environment for our patrons and employees. The New Blue Line North construction started on June 1st, and an effective policing plan for the bus-only lanes in Los Angeles was developed. We worked closely with the LAPD, LA Sheriff and Metro to provide coverage for the bus-only lanes and the heavily-trafficked area South of Olympic Blvd.

The New Blue Line North construction team was confronted with multiple thefts of copper wire along the tracks during August. Metro Construction and Security teamed up to deploy law enforcement, contract security and Metro personnel along the Blue Line to thwart the thefts, which would have affected the opening date of the New Blue Line if they continued.

We deployed the Thruvision explosive detection device on August 6th. We worked closely with the Los Angeles Police Department and Metro Security to develop a concept of the operation for the deployment.

We continue to improve our new Transit Watch application, and we hope to have the prototype ready this winter.

The Red Line ancillary area surge continues, and we are making progress with securing our underground rail stations.

Emergency Management: August 2019

The Office of Emergency Management has the responsibility of comprehensively planning for, responding to and recovering from large-scale emergencies and disasters that impact Los Angeles County Metropolitan Transportation Authority and our stakeholders.

Training & Exercise:

- **August 16, 2019 - Gold Line Police Response Instructional Video:** Developed training video for new Metro staff and law enforcement entities whom functions relate to responding to

an incident. A secondary learning tool demonstrating visual actions required by Metro Rail Operations and LAPD in coordination and communication in response to a criminal light rail incident.

- **August 30, 2019 - First Responder Rail Safety 15 min Video.** Updated the 2001 rail safety video with inclusion of new rail systems, emergency equipment, and updated procedures to ensure the safety of law enforcement and fire department personnel during incident response to Metro Rail Systems.

Outreach & Preparedness

- Preparing to observe National Preparedness Month, September 2019. This September will be the first annual observance of National Preparedness Month at LA Metro. Activities will promote emergency preparedness to employees and Metro Riders.

ATTACHMENTS

Attachment A - System-Wide Law Enforcement Overview August 2019

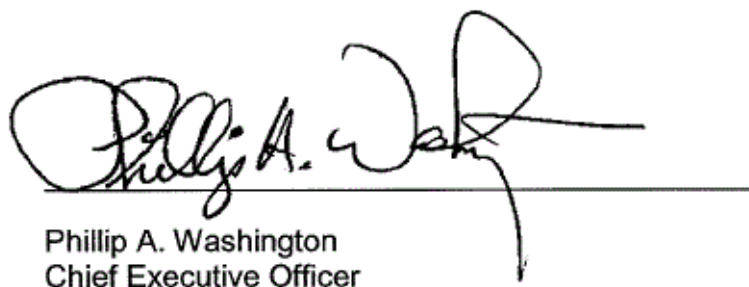
Attachment B - MTA Supporting Data August 2019

Attachment C - Key Performance Indicators August 2019

Attachment D - Transit Police Summary August 2019

Prepared by: Aston T. Greene, Interim Chief, System Security and Law Enforcement,
(213) 922-2599

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



Phillip A. Washington
Chief Executive Officer



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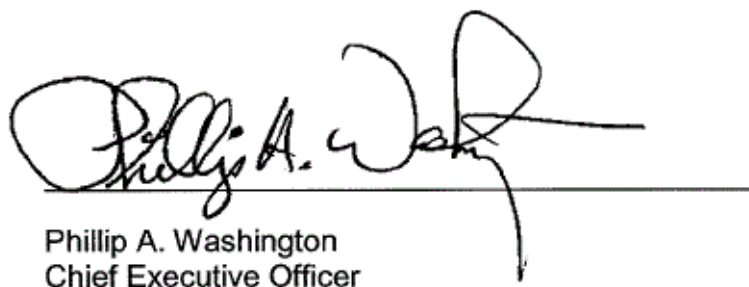
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Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



Phillip A. Washington
Chief Executive Officer



Board Report

File #: 2019-0718, **File Type:** Informational Report

Agenda Number: 33.

**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 17, 2019**

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

In spring 2016, Metro created the Metro Homeless Task Force to address the displaced persons that have turned to Metro system and property for alternative shelter. Out of the Task Force, Metro created the Metro Transit Homeless Action Plan which was presented to the Metro Board of Directors in February 2017. The Action Plan's goals are to enhance the customer experience, maintain a safe and secure system, and provide coordinated outreach. Components of the plan include Metro's coordination with County and City Measure H and Measure HHH. The plan also called for the hiring of two C3 teams (County, City, Community) through the County Department of Health Services as indicated by Metro's Board of Directors. The C3 teams are to provide coordinated and responsive outreach to the homeless and to ultimately get them in housing resources.

BACKGROUND

In 2017, after an extensive study and community review, PATH was contracted (via The Dept. of Health Services) to begin a pilot program-two multi-disciplinary teams (MDTs-consisting of a Mental health Specialist, a Substance Abuse Specialist, and a Generalist often with lived experience-supported by a medical professional shared between the teams) on the Metro Red Line, M-F, 7 am to 3:30 pm. After a few months of operation, the data supported adding additional coverage and in 2018 the Metro Board decided to expand to eight teams operating across the system, with some teams working 11 pm to 7:30 am and others 7 am to 3:30pm. Flexibility has been built into the approach, and the current deployment of teams during two shifts has proven to provide the best coverage and greatest flexibility in addressing the shifting needs on the system.

DISCUSSION

The PATH MDT approach to homeless outreach is an evidence-based "whatever it takes" practice

proven effective in building rapport and helping people who are experiencing homelessness to move off the streets and into permanent housing in accordance with their needs, abilities and desires. PATH teams offer services and support including meeting simple basic human needs, support in obtaining required documentation, connections to mental and physical health support, transportation support, housing location support, referrals to programs designed to assist people in finding/obtaining/maintaining permanent housing, etc. The approach is supportive, and thus PATH works in partnership with security and law enforcement whose approach typically focuses on security and enforcement for the benefit of all Metro riders.

Daily:

PATH teams “huddle” at Union Station daily at 7 am, providing teams an opportunity to communicate and receive any specific news/info/assignments in response to any requests from Metro, Metro Security, LAPD, other law enforcement, service and community partners. A typical pattern of deployment is engaged (please see below) with the understanding that we are available to respond to specifics of each day. PATH team members will typically be reaching out to offer services as well as continuing the engagement process and providing on-going support to those with whom they have already connected.

Communication:

All PATH team members are equipped with cell phones and ipads. Program Managers coordinate requests for immediate response and all are in constant communication regarding location and availability. Given the changeable nature of the work, this is essential. Team documentation takes place in the field.

The communication with Metro Security and other law enforcement partners is continual. LAPD and others will attend morning huddles as needed to communicate any needs/concerns.

Data:

PATH teams enter data into the federally-mandated Homeless Management Information System (HMIS) to record information/case notes/documentation. Data collection, analysis, and presentation are performed by the Health Service Department. The PATH teams provide Metro with a basic monthly report including numbers of contacts, numbers of folks connected to services, and number of folks who have been connected to permanent support programs, with YTD and Contract-to-date totals.

Oversight/Cooperation:

The PATH Metro MDTs work in partnership with the Health Services Department which provides guidance, training support, data support, etc. PATH’s communication is continual and they meet at least monthly for review and support. PATH deploys Program Managers who directly oversee MDTs as well as Associate Directors who provide direction, administrative leadership and support, as well as “boots-on-the-ground” guidance, engagement and accompaniment for the MDTs. PATH also provides licensed clinical support for the teams. The PATH team is in regular communication with Metro Security as well as with the Metro Project Manager to coordinate services and meet pressing

needs.

General Deployment strategy and line coverage specifics:

At any given time PATH teams will be found across Metro rail/bus lines, responding to specific observations and requests as well as doing outreach to people in need. Staff are deployed at 3 a.m. - 11:30 a.m. and 11 a.m. - 7:30 p.m. Focus is on the Red Line, with Union Station as a priority. When the teams reach terminus points the teams leave the trains and outreach the bus system as well.

Union Station coverage:

Swing shift red line team specifically cover Union from 3:30-5:30am. Red and Gold line teams also sweep Union each time they pass through Union throughout the shift, which provides additional hours of coverage throughout the day.

Day teams rotate specifically covers Union from 7:30-9:30am. If there are individuals seeking assistance, the team remains longer to provide services. If the team is not encountering anyone looking for services, they disperse to their assigned lines. Red and Gold line teams also sweep Union each time they pass through throughout the shift, which provides additional hours of coverage throughout the day.

Security/LAPD contacts day time manager and nighttime managers when individuals are interested in services at Union or other stations, and when a team is not on-site, the closest available team member is assigned to respond.

Both teams begin their shifts with a huddle at Metro headquarters. The swing shift teams then disperse to the terminus points to outreach as the gates open. The day shift teams attend the huddle, and then either meet with clients for pre-scheduled appointments, or proceed to their assigned lines for outreach.

Once an individual is encountered who is interested in services, the team spends time working toward housing and related services with that individual. Team members accompany clients to appointments such as medical or mental health, take individuals to obtain documentation such as ID's, attend housing related appointments, take clients to shelters, etc. The bulk of outreach work is in assisting the individuals with the tasks necessary to obtain housing and health. As the program has continued, the teams have become very familiar to folks experiencing homelessness on the system, and much of the team's time is spent with these follow-up activities. When the teams are not working with a specific individual, they spend their time outreaching their assigned lines and locating new individuals to assist.

People who are experiencing homelessness may have difficulty trusting staff members or express that they are not initially interested in services. In these situations, the team continues to build rapport through repeated contacts, offers of assistance, or items such as food and water. For individuals who have been homeless for a considerable amount of time or have serious mental health issues, the team may spend months or even years building rapport before a person agrees to move forward with housing related services.

In addition to working with individuals, the team also attends outreach coordination meetings throughout the county in order to obtain additional resources and coordinate client care.

PATH Impact Stories resulting in Stable Housing

- I. July 10th, two PATH Outreach Team members brought Mr. Mathew Norwood, a youthful African American, to the Leadership Academy program at Metro to share his testimony. Mr. Norwood had been using drugs and was disconnected from family; he described himself as “lost.” Mr. Norwood became homeless for two years and sought shelter at Union Station. PATH engaged Mr. Norwood for some time before he agreed to accept assistance. July 10th was a memorable day in the life of Mr. Norwood. Mr. Norwood described the “rough life” he lived and expressed profound gratefulness for PATH’s persistence in reaching out to him. At the conclusion of Mr. Norwood’s presentation, he joyfully said that he had been reunited with his family and that PATH was accompanying him to sign his lease for permanent housing that afternoon. All present gave Mr. Norwood a standing ovation!

- II. Client is a 41 year old female who has been working with PATH Metro MDT since March 2019. June 2019, client returned to school. As a result of engaging in mental health services, the client is in the process of being reunified with her children. Client Quote: “Months ago I wouldn’t believe any of this could happen.”

- III. S is a 54 year old African American male who became homeless in January 2019, after he could no longer pay for a room in Compton, CA. He was staying at various homeless shelters throughout LA, and often rode the Metro trains to stay safe during the day. S is highly functioning and capable of living on his own; however, he was unable to independently find a housing opportunity that he could afford on GR.

On 4/23/19, Metro MDT Substance Use Specialist Julian engaged S at the 7th and Metro Red Line Station. To build rapport, Julian accompanied S to a nearby wash station to shower and do laundry. After an assessment, Julian and S decided to work toward a housing plan. Based on S’s capabilities and independence, Julian began the referral process to Skid Row Housing Trust’s affordable housing units. S continued to stay at the VOA shelter in LA through this process. By mid-May, Julian ensured that S was document ready, in case an affordable SRO unit became available through SRHT. In early June, S and Julian attended a leasing interview at SRHT and he was successfully approved for an affordable unit. Unit inspection was completed and S utilized his savings to pay the deposit.

As a result of his engagement with Substance Use Specialist Julian, S was able to get connected to an appropriate housing opportunity. This was vital to get S out of the shelter system and into permanent Housing. Julian provided consistent case management services to ensure that S remained document ready and supported at his leasing/move-in appointments. S moved into his new apartment at the SRHT St. Marks Hotel on 8/15/19.

IV. Cumulative Performance Metrics:

- a. Through PATH C3 Outreach Team workers, 145 homeless individuals were permanently housed beginning May 17, 2019 - August 31, 2019.

LAPD Outreach

- V. Reported several contacts during the month of July resulted in positive contacts with individuals that were interested in services. There is ongoing efforts to bring these outreach efforts to a long-term solution. The most significant success for July is the 35 new contacts by HOPE's DMH clinician that has resulted in several individuals being connected to outpatient mental health and other services.

- VI. LAPD TRSG HOPE Officers and DMH engaged a homeless female on 08/06/19 while conducting outreach at the Orange Line/De Soto Station.

During their contact officers determined that Brenda had been enlisted in the U.S. Army from 2001 to 2006 and had been deployed to Iraq three times. While in the service she met her husband and they later had a child together. Approximately one year later she separated from her husband and moved from Texas to New York where she attempted to start a small business and attend law school. Due to child custody and other family struggles Brenda fell into homelessness. Brenda decided to move to Alaska and starting working while living out of a motorhome. After working a seasonal job, she relocated to Seattle. She again attempted to operate a small business but approximately six months into living in Seattle she was involved in a traffic collision causing her to lose her motorhome and all of her belongings. After becoming homeless she relocated to Santa Clarita followed by Compton and then set up camp along the Orange Line at De Soto. Brenda is an admitted Meth user and based on the initial assessment she has been for approximately two years.

Officers and DMH confirmed her Veteran status and transported her to the VA in the San Fernando Valley to apply for benefits. She was also connected to PATH. PATH placed Brenda into a motel in West Hollywood while working on more permanent housing. On 08/27/19 officers transported to Brenda to the WLA VA to transfer her case and connect her to a social worker for further benefits. On 08/28/19 it was determined that Brenda will receive full benefits and will be placed into shared housing.

Homeless Projects in Progress:

- 1. Faith Leader Survey
 - o Goal: identify faith leaders' concerns, perceptions and recommendations
 - o Serves as a basis for open discussion/exploration
 - o Identifies areas of collaboration to mitigate homelessness on Metro's system
 - o Supports continuity of connection between Metro and faith leaders (post-Faith Leader Roundtable event)

2. Faith Leader Roundtable Events

- o Opportunity to follow-up and collaborate with faith leaders on:
 - hosting Connect Days
 - partnering with entities that provide necessities (food, shelter, clothing)
 - providing counseling (voluntary)
 - providing welcome home boxes containing household items
 - purchasing welcome home boxes (empty boxes to be filled)

As a result of the Korean Faith Leader Roundtable Event, August 8th, Pastors expressed interest in reconvening to expand the homelessness conversation. One Pastor, Timothy Park, contacted the homeless SSLE's project manager in mid-July with a request to connect four (4) homeless individuals to PATH services. Pastor Park, PATH team members, the four homeless individuals and project manager met to begin the intake process. PATH continues to work with these individuals.

3. Esri Mapping Tool

The Esri app is a location strategy to reduce homelessness. Introducing the Esri mapping app to C3 Homeless Outreach efforts will prove to be an effective tool to strategically deploy resources where needed in near real-time. The use of the Esri app will revolutionize the traditional manner of data collection thereby increasing efficiency and accuracy in deployment and data collection.

- o The Esri mapping app will enable C3 Outreach team members to:
 - o Identify the geographic location of the homeless transit population in near real-time.
 - o Count the homeless transit population in point-in-time surveys.
 - o Connect homeless persons with support and services.
 - o Report and analyze homeless activity.
 - o Assess risk factors and indicators.

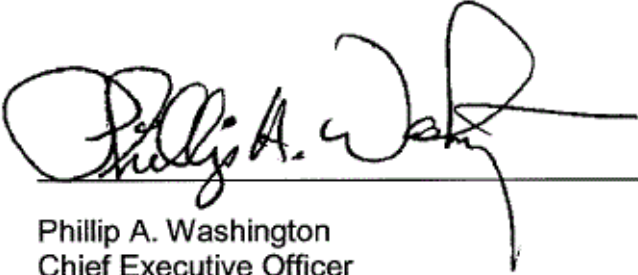
The use of the Esri mapping tool will enhance the Customer Experience by ensuring that homelessness is addressed rapidly throughout the System.

ATTACHMENTS

Attachment A - Homeless Snapshot Outreach June-August 2019

Prepared by: Aston T. Greene, Interim Chief, System Security and Law Enforcement,
(213) 922-2599

Reviewed by: Phillip A. Washington, Chief Executive Officer, (213) 922-7555



Phillip A. Washington
Chief Executive Officer

Metro Homeless Snapshot – By System Outreach

C3 Teams

Performance Measure	Number Served August 2019	Project Year to date Number Served (May 2017 - August 2019)
Contacts with unduplicated individuals	192	5,818
Unduplicated individuals engaged	68	3,071
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	93	2,462
Unduplicated individuals engaged who are successfully linked to an interim housing resource	51	1,034
Unduplicated individuals engaged who are linked to a permanent housing resource	7	358
Unduplicated individuals engaged who are permanently housed	10	145

Law Enforcement Homeless Outreach (June 2019 – August 2019)

ACTION	LAPD HOPE	LASD MET	LBPD Q.O.L	Total
Contacts	3,181	1,595	129	4,905
Referrals	59	897	26	982
5150 Hold	30	46	2	78
Mental Illness	52	537	26	615
Substance Abuse	97	445	16	558
Veterans	6	30	1	37
Shelter	1	15	3	19
Motel With Housing Plan	2	1	0	3
VA Housing	3	0	0	3
Return To Family	0	2	2	4
Transitional Long Tern Housing	2	0	1	3
Detox	8	0	0	8
Rehab	1	3	0	4



Metro

LAHSA Point-In-Time Count on Metro

- Friday, January 25, 2019 from 5am – 7am
- 55 Volunteers
- Count on platforms only

Individuals experiencing homelessness on Metro station platforms categorized by line

Station Line or Station	Individual Adults
Blue	20
Expo	3
Blue/Expo	9
Gold	30
Green	4
Purple	12
Red	21
Red/Purple	20
Union Station	100
TOTAL	219

Source:2019 Greater Los Angeles Homeless Count, LAHSA

LA Metro's Transit Homeless Action Plan

**Quarterly Board Update
2019-0718**



Metro Provides Excellence in Service and Support.

LA County Homeless

People experiencing homelessness at point-in-time count

CITY OF LOS ANGELES
16% Increase

36,300



58,936

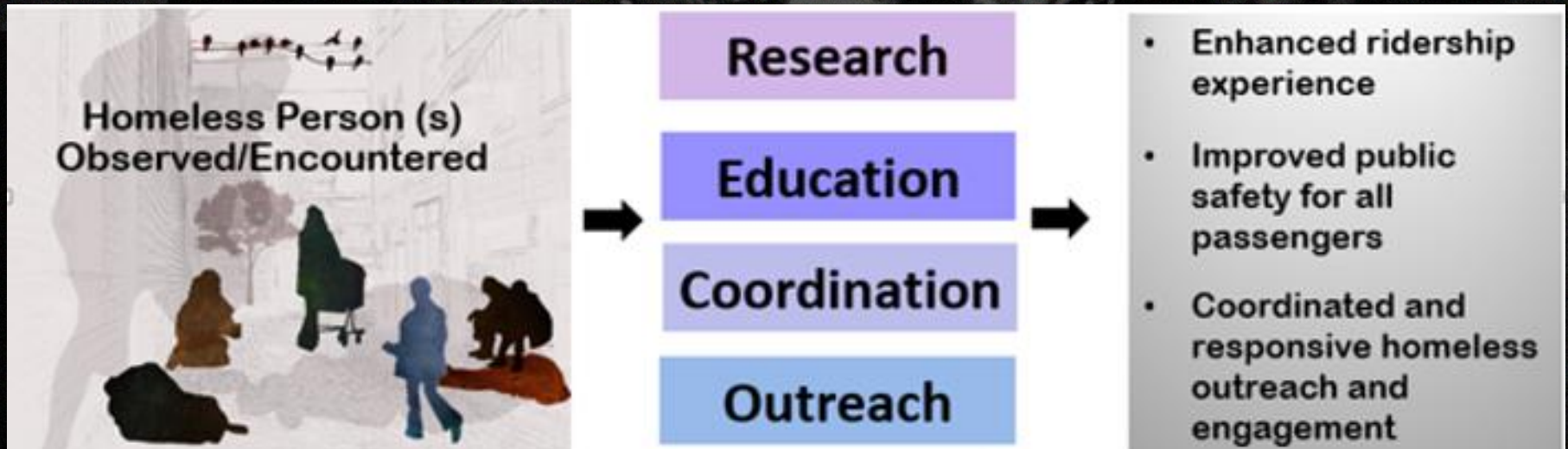


COUNTY OF LOS ANGELES
12% Increase

The LA CoC total number was 56,257 a 12% increase from 2018. The LA CoC is Los Angeles County excluding Glendale, Pasadena, & Long Beach CoCs.

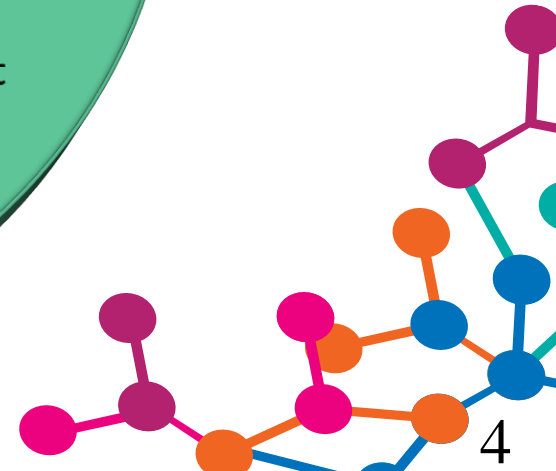
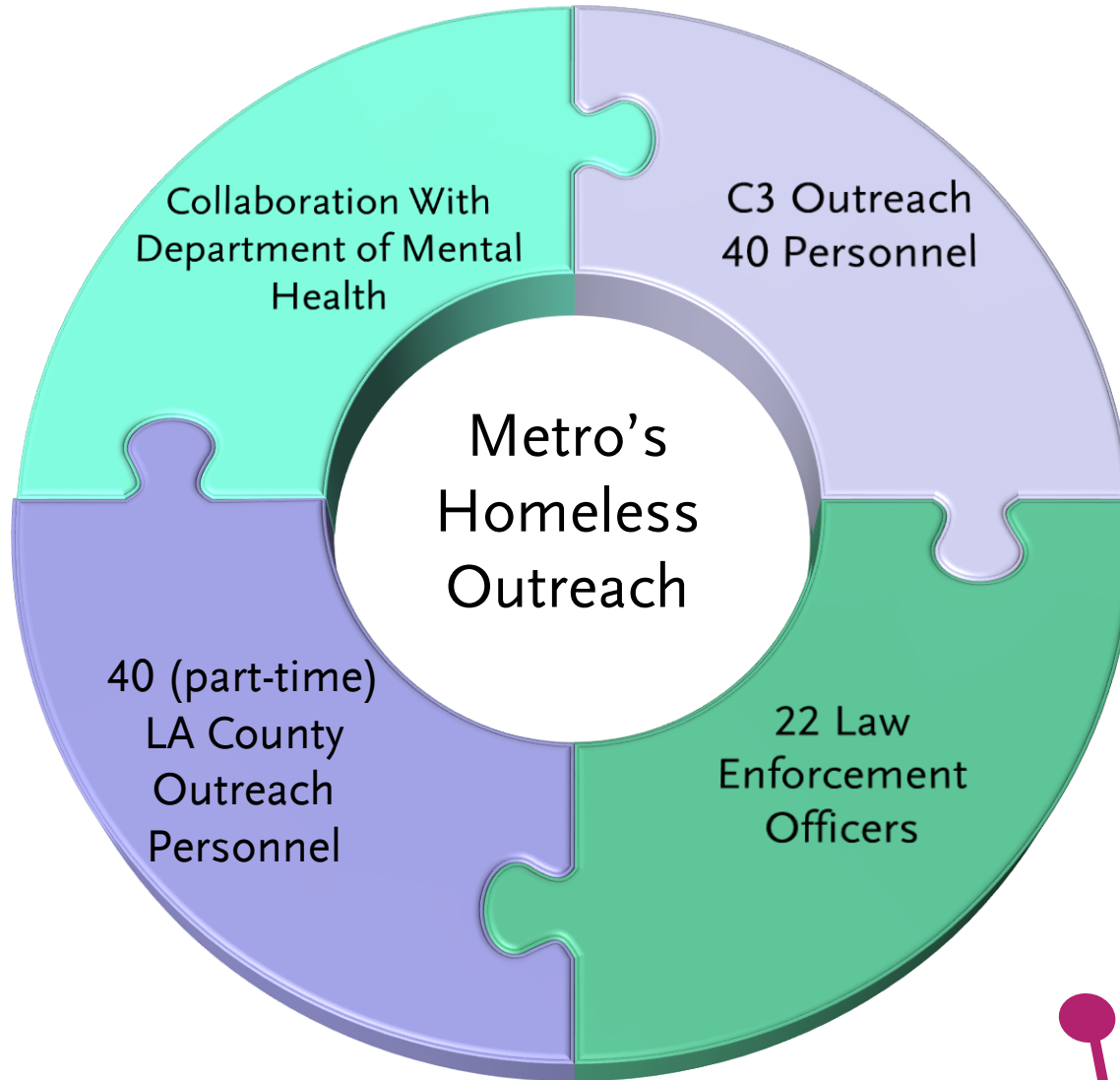
*LAHSA 2019 vs. 2018 figures

LA Metro's Homeless Action Plan



Metro®

Holistic Approach



C3 Teams Outreach Results

Performance Measure	Number of Persons Served	Cumulative of Persons Served
	Jan-Aug 2019	(May 2017-Aug 2019)
Contacts with unduplicated individuals	1,768	5,818
Unduplicated individuals engaged	667	3,071
Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)	899	2,462
Unduplicated individuals engaged who are successfully linked to an interim housing resource	446	1,034
Unduplicated individuals engaged who are linked to a permanent housing resource	69	358
Unduplicated individuals engaged who are permanently housed	75	145



Metro



Board Report

File #: 2019-0370, **File Type:** Contract

Agenda Number: 34.

OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 17, 2019

SUBJECT: METRO SECURITY SYSTEM MAINTENANCE AND INSTALLATIONS

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Contract Modification No.1 to Contract No. PS146430106 with MCM Integrated Systems, Inc., to provide security system maintenance and installation services, increasing the total not-to-exceed amount by \$2,500,000 from \$4,643,803 to \$7,143,803.

ISSUE

Metro is protected by an Intrusion Detection Access Control System (IDACS). The IDACS includes a variety of components to grant or deny access, and to detect and notify appropriate personnel of intrusions, including ID badges, badge readers, motion sensors, security cameras and computer hardware and software to manage access controls.

The recommended amendment to Metro's Intrusion Detection Access Control System contract with MCM Integrated Services (MCM) is required to maintain, expand and improve upon the IDACS to meet emerging security needs that were not identified when the contract was initiated related to the four areas below:

- Metro System Growth
- Transition to Current Technology
- Newly Identified IDACS Requirements
- Bridging Strategy

BACKGROUND

MCM is a Tier 5 qualified Metro SBE, and an authorized Sielox dealer that provides upgrades and maintenance to Metro's agency-wide Sielox IDACS. The Sielox access control system is a proprietary technology with a limited number of authorized dealers. The initial installation of the system in the USG Building was in 1995 and is the primary and first defense at the Gateway Building against unauthorized access to the building, floors and staff housed in the building. Since then, the

system has been installed at all operating divisions and customer service centers and has over 30,000 users. Installing the system throughout the agency provides for a more reliable and consistent system to ensure the safety and security of our employees, passengers and facilities and is critical in meeting Metro's commitment to safety.

The system is designed to significantly reduce threats to Metro employees and patrons and serves as one of the primary tools used by law enforcement and Transit Security to ensure safety. It also restricts access to Metro communication rooms and facilities.

The current contract will expire on December 31, 2021.

DISCUSSION

Over the past several years, Metro's requirements for security systems has grown in several important areas.

Metro System Growth: Metro's plans have accelerated introduction of new facilities, all of which specify installation of system compatible Sielox IDACS as a turn-key system when facilities are delivered, and which are maintained under the current contract. Some facilities were not anticipated to be completed during the current term of the contract and therefore were not included in the original contract authority.

Transition to Current Technology: Metro Red Line and Metro Purple Line stations have undergone conversion from a 25 year-old legacy, stand-alone access control system to Metro's current system-wide technology. As the legacy system became outdated, and it became difficult to source replacement parts, Rail Operations decided to decommission legacy system and integrate with Metro's system-wide IDACS. This change allows Metro to meet its needs with one agency-wide IDACS using one badge per employee. Additionally, transition from outdated analogue video cameras to current digital video cameras and installation of Blue-Light security phone/camera stations in the USG parking garage are underway.

Newly Identified IDACS Requirements: Metro's 2018 system-wide Threat and Vulnerability Assessment was conducted at all Metro facilities, including operating bus and rail divisions and other support facilities. This assessment identified 88 new locations requiring access controls. Additional system-wide access control requests are anticipated as the organization evolves and business requirements change.

Bridging Strategy: Metro System Security and Law Enforcement Department anticipates presenting to the Board, at some point in the future, with a proposal for a large project to transition the system-wide IDACS to a newer and more advanced technology. This Board action is required now to allow Metro to maintain, expand and improve upon its current IDACS capability while the anticipated replacement project is fully developed.

DETERMINATION OF SAFETY IMPACT

Approval of the recommendation will allow Metro to maintain, expand and improve upon Metro's

IDACS which will improve passenger, employee and infrastructure security throughout the Metro system.

FINANCIAL IMPACT

The funding of \$216,000 for these services is included in the FY20 budget in cost center 6430 (General Services) under project 100090 (Gateway Building Cost).

Since this is a multi-year contract, the cost center manager and the Chief Human Capital & Development Officer will be responsible for budgeting the cost in future years.

Impact to Budget

The source of funds for project 100090 is Federal, State and local revenues that are eligible for these services.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This action supports strategic plan goal #2, Initiative 2.5 - Metro is committed to improving security by installation of state-of-the-art video surveillance and access control system.

This action also supports strategic plan goal #5, Initiative 5.5 - Metro will supplement and strengthen programs to address workplace safety, security and employee wellness by acting and implementing recommended physical security measures.

ALTERNATIVES CONSIDERED

The Board may choose not to exercise this Contract Modification and direct staff to undergo a new procurement process to meet the identified IDACS requirements. This alternative is not recommended because it is unlikely that a new procurement will result in more favorable pricing than the current contract as the Sielox access control system is a proprietary technology with a limited number of authorized dealers.

NEXT STEPS

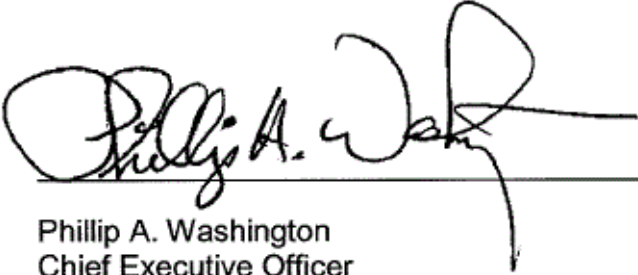
Upon approval by the Board, staff will execute Contract Modification No. 1 to Contract No. PS146430106 with MCM Integrated Systems Inc., to maintain, expand, and improve upon the IDACS to meet emerging security needs.

ATTACHMENTS

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

Prepared by: John Flores, Facilities Maintenance Supervisor, (213) 922 277
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Reviewed by: Joanne Peterson, Chief Human Capital & Development Officer
(213) 418-3088
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

**METRO SECURITY SYSTEM MAINTENANCE AND INSTALLATIONS /
PS146430106**

1.	Contract Number: PS146430106		
2.	Contractor: MCM Integrated Systems, Inc.		
3.	Mod. Work Description: Increase contract authority to maintain, expand, and improve upon the Intrusion Detection Access Control System (IDACS)		
4.	Contract Work Description: Provide security system maintenance and installation services for protection, surveillance and access control to sensitive and confidential data such as servers, financial records and employee records.		
5.	The following data is current as of: 9/9/19		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	1/1/15	Contracts Award Amounts: \$4,643,803
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved: \$0
	Original Complete Date:	12/31/21	Pending Modifications (including this action): \$2,500,000
	Current Est. Complete Date:	12/31/21	Current Contracts Values (with this action): \$7,143,803
7.	Contract Administrator: Rommel Hilario		Telephone Number: (213) 922-4654
8.	Project Managers: Don Howey		Telephone Numbers: (213) 922-8867

A. Procurement Background

This Board Action is to approve Modification No. 1 to support the maintenance and new installations to Metro's agency-wide security system. These services are required to provide security, protection, surveillance and access control to sensitive and confidential data such as servers, financial records and employee records.

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

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

B. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon rates that were established as part of the competitive contract award in January 2015, price analysis (equipment rates are set by the manufacturer), and prevailing wages rates set by the State of California.

Modification Amount	Metro ICE	Negotiated Amount
\$2,500,000	\$2,500,000	\$2,500,000

CONTRACT MODIFICATION/CHANGE ORDER LOG

METRO SECURITY SYSTEM MAINTENANCE AND INSTALLATIONS
PS146430106

Mod. No.	Description	Date	Amount
1	Additional contract authority to maintain, expand, and improve upon the Intrusion Detection Access Control System (IDACS) to meet Metro's security needs	PENDING	\$2,500,000
	Modification Total:		\$2,500,000
	Original Contract:	1/1/15	\$4,643,803
	Total Contract Value:		\$7,143,803

DEOD SUMMARY

METRO SECURITY SYSTEM MAINTENANCE AND INSTALLATIONS / PS146430106

A. Small Business Participation

The Diversity & Economic Opportunity Department (DEOD) did not establish a Disadvantaged Business Enterprise goal for this procurement as the Sielox access control system is a proprietary technology. It is expected that MCM Integrated Systems, Inc., an authorized dealer, will perform the services with its own workforce.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is not applicable to this modification.

C. Prevailing Wage Applicability

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

D. Project Labor Agreement/Construction Careers Policy

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



Board Report

File #: 2019-0638, File Type: Contract

Agenda Number: 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 17, 2019

**SUBJECT: METRO EXPRESSLANES PROGRAM MANAGEMENT SUPPORT CONTRACT
MODIFICATION**

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 7 to Contract No. AE275020011497 with WSP USA, Inc. (formerly Parsons Brinckerhoff, Inc.) to provide technical services for the I-105 ExpressLanes project in the amount of \$5,677,001, increasing the Total Contract Value from \$8,470,000 to \$14,147,001 and extend the period of performance for a period of 36 months.

ISSUE

Board action is requested in order to execute the contract modification for technical services needed to complete the Project Approval/Environmental Document (PA/ED) and 30% design for the I-105 ExpressLanes project.

BACKGROUND

In June 2015, the Metro Board approved the Metro ExpressLanes Program Management Support Contract to provide professional services in support of ExpressLanes project planning and development. Work conducted in this contract includes preparation of Project Study Reports, traffic and revenue studies, PA/EDs, and Concepts of Operations.

In January 2017, the Los Angeles County ExpressLanes Strategic Plan was presented to the Board which identified the I-105 ExpressLanes project as a Tier 1 (near-term) project. At that meeting, the Board directed staff to initiate planning studies for Tier 1 projects.

Given that Caltrans had completed the required Project Initiation Document (PID) in September 2015 for the I-105, the bulk of the Program Management Support contract was dedicated to preparation of further studies associated with the I-105 ExpressLanes. This includes the PA/ED and Concept of Operations for the potential implementation of ExpressLanes on the I-105 between I-405/LAX and I-605.

DISCUSSION

The execution of Contract Modification No. 7 will enable the contractor to prepare additional geotechnical and structures studies and traffic modeling that were not anticipated at the beginning of the project but are required in order to complete the PA/ED.

In addition, this modification will include completion of 30% design including field surveys, preliminary roadway designs, drainage plans, utility design and coordination, and traffic engineering plans. Preparation of 30% design is a part of the PA/ED in other Metro ExpressLanes projects such as the I-605 Corridor Improvement Project currently in progress. Conducting 30% design for the I-105 ExpressLanes project at this point would result in significant time and potential cost savings in the project development process and better position the project for future grant opportunities.

DETERMINATION OF SAFETY IMPACT

These actions will not have any impact on the safety of our customers and/or employees because this Project is at the study phase and no capital or operational impacts result from this Board action.

FINANCIAL IMPACT

The FY 2019-20 budget includes \$5,000,000 in Cost Center 2220 (Congestion Reduction), Project 405548 for I-105 ExpressLanes project professional services. Since this is a multi-year contract, the Cost Center Manager and Executive Officer, Congestion Reduction Programs, will be responsible for budgeting in future years.

Impact to Budget

The funding for this Project is from Measure M. As these funds are earmarked for the I-105 ExpressLanes project, they are not eligible for Metro bus and rail capital and operating expenditures.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports strategic plan goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The purpose of the I-105 ExpressLanes project, as well as the existing I-110 and I-10 ExpressLanes is to actively manage traffic through dynamic pricing of roadway capacity to optimize traffic flow and provide faster, more reliable trips.

ALTERNATIVES CONSIDERED

The Board could decide not to approve the recommended contract modification. This alternative is not recommended, as this would impact the Project's environmental clearance schedule, delay the completion of the PA/ED, and result in additional cost for project development.

NEXT STEPS

Upon Board approval, staff will execute Contract Modification No. 7 with WSP USA, Inc. for technical

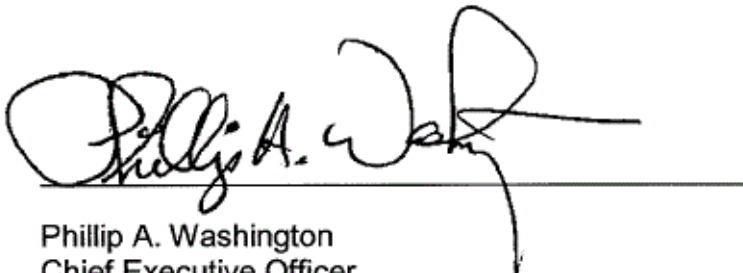
services needed to complete the PA/ED.

ATTACHMENTS

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

Prepared by: Philbert Wong, Senior Manager, (213) 418-3137
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Reviewed by: Shahrzad Amiri, Executive Officer, (213) 922-3061
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

METRO EXPRESSLANES PROGRAM MANAGEMENT SUPPORT

AE275020011497

1.	Contract Number: AE275020011497		
2.	Contractor: WSP USA, Inc. (formerly Parsons Brinckerhoff, Inc.)		
3.	Mod. Work Description: Additional planning studies and Geotechnical reports; 30% design plans and estimate, traffic modeling		
4.	Contract Work Description: ExpressLanes Program Management Support		
5.	The following data is current as of: September 12, 2019		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	06/25/2015	Contract Award Amount: \$7,700,000
	Notice to Proceed (NTP):	06/25/2015	Total of Modifications Approved: \$770,000
	Original Complete Date:	09/13/2018	Pending Modifications (including this action): \$5,677,001
	Current Est. Complete Date:	09/13/2023	Current Contract Value (with this action): \$14,147,001
7.	Contract Administrator: Leisa Oden-Kurz		Telephone Number: 213.922.2790
8.	Project Manager: Philbert Wong		Telephone Number: 213.418.3137

A. Procurement Background

This Board Action is to approve Contract Modification No. 7 issued to continue program management support services for a Project Approval/Environmental Document (PA/ED) and 30% design for the Interstate 105 ExpressLanes project.

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

On June 25, 2015, the Board awarded a 36-month, firm fixed price Contract No. AE275020011497 to WSP USA, Inc. (formerly Parsons Brinckerhoff, Inc.) for ExpressLanes Program Management Support Services in the amount of \$7,700,000.

B. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon the technical analysis, independent cost estimate (ICE), cost analysis and fact finding of the work to be performed.

Proposal Amount	Metro ICE	Negotiated Amount
\$5,677,001	\$5,910,381	\$5,677,001

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

CONTRACT MODIFICATION/CHANGE ORDER LOG

METRO EXPRESSLANES PROGRAM MANAGEMENT SUPPORT

AE275020011497

Mod. No.	Description	Status (approved or pending)	Date	\$ Amount
1	Modification to Attachment A and Schedule 1 to Attachment A	Approved	5/24/16	\$ 0
2	Modification to A.2, Schedule 1b to Attachment A.2, and extend Period of Performance	Approved	2/3/17	\$ 0
3	Modification to add Schedule 1.c to Attachment A.2	Approved	4/17/17	\$ 0
4	Modification to not-to-exceed contract value increase	Approved	8/10/17	\$ 165,865.18
5	Modification to not-to-exceed contract value increase	Approved	10/18/17	\$ 499,928.00
6	Modification to not-to-exceed contract value increase	Approved	8/16/19	\$ 104,206.82
7	Modification for Interstate 105 ExpressLanes Project, 30% Design and PA/ED	Pending	Pending	\$5,677,001
	Modification Total:			\$6,447,001
	Original Contract:			\$ 7,700,000
	Total:			\$ 14,147,001

DEOD SUMMARY

**METRO EXPRESSLANES PROGRAM MANAGEMENT SUPPORT / CONTRACT NO.:
AE275020011497**

A. Small Business Participation

DEOD established a 25% Small Business Enterprise (SBE) goal for this Task Order contract for the participation of SBE certified firms. WSP USA made a 25% SBE overall commitment for this contract. The overall SBE participation is based on the cumulative value of all task orders issued.

To date, six (6) task orders have been awarded. Based on payments reported, the cumulative SBE participation of all task orders awarded is 23.69%, which represents a 1.31% SBE shortfall. As confirmed by the Project Manager, WSP USA has committed 44.6% of the current pending Modification 7 to SBE firms, which is projected to increase WSP USA's overall SBE participation to 34.90%.

Small Business Commitment	25% SBE	Small Business Participation	23.69% SBE
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	SBE Subcontractors	% Participation¹
1.	AFSHA	3.74%
2.	Arellano Associates, LLC	0.23%
3.	Diaz Yourman & Associates	0.16%
4.	Epic Land Solutions	0.02%
5.	Intueor Consulting, Inc.	1.90%
6.	Kal Krishnan Consulting Services	0.26%
7.	Redhill Group	0.31%
8.	System Metrics Group	10.04%
9.	VCS Environmental	0.02%
10.	WKE, Inc.	7.01%
	Total	23.69%

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

B. Living Wage and Service Contract Worker Retention Policy Applicability

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable. Therefore, the LW/SCWRP is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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