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**Agenda - Final**

**Thursday, September 17, 2020**

**9:00 AM**

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Board Secretary's Office

One Gateway Plaza

MS: 99-3-1

Los Angeles, CA 90012

## **Operations, Safety, and Customer Experience**

### **Committee**

*Robert Garcia, Chair*

*Mike Bonin, Vice Chair*

*Jacquelyn Dupont-Walker*

*Sheila Kuehl*

*Mark Ridley-Thomas*

*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.

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

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## DISCLOSURE OF CONTRIBUTIONS

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

## ADA REQUIREMENTS

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## LIMITED ENGLISH PROFICIENCY

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



**323.466.3876**

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x3 *中文 (Chinese)*

x4 *한국어 (Korean)*

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x6 *日本語 (Japanese)*

x7 *русский (Russian)*

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

## CALL TO ORDER

## ROLL CALL

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

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

### CONSENT CALENDAR

- 16. SUBJECT: MEMBERSHIP ON METRO'S WESTSIDE CENTRAL SERVICE COUNCILS** [2020-0409](#)

#### **RECOMMENDATION**

APPROVE Cynthia Rose for membership on Metro's Westside Central Service Council.

**Attachments:** [Attachment A - Listing of Qualifications](#)  
[Attachment B - Nomination Letter](#)

- 17. SUBJECT: SPARK PLUGS** [2020-0472](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. MA69672000 to Cummins Incorporated, the lowest responsive and responsible bidder for spark plugs for Metro's bus engines. The Contract one-year base amount is \$909,973 inclusive of sales tax, and the one-year option amount is \$939,154, inclusive of sales tax, for a total contract amount of \$1,849,127, subject to resolution of protest(s), if any.

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

- 18. SUBJECT: HERBICIDE APPLICATION SERVICES** [2020-0498](#)

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 9 to Contract No. OP33673325 with Conejo Crest Landscape Maintenance, Inc., for herbicide application services to increase the contract authority by \$330,000 increasing the total contract value from \$2,026,594.55 to \$2,356,594.55 and extending the period of performance from December 1, 2020 to November 30, 2021.

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

NON-CONSENT

19.    **SUBJECT:      OPERATIONS EMPLOYEES OF THE MONTH** [2020-0573](#)

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month

Attachments:      [Presentation](#)

20.    **SUBJECT:      ORAL REPORT ON COVID-19 TRANSIT UPDATE** [2020-0574](#)

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update

Attachments:      [Presentation](#)

21.    **SUBJECT:      PEST AND BIRD CONTROL SERVICES ACTION:** [2020-0499](#)  
                              **APPROVE CONTRACT MODIFICATION**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP852420003367 with Pestmaster Services Inc., for pest and bird control services to exercise the one, two-year option in the amount of \$2,727,946.08, increasing the total contract value from \$3,926,123.12 to \$6,654,069.20 and extending the period of performance from January 1, 2021 to December 31, 2022.

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

22.    **SUBJECT:      CUSTOMER EXPERIENCE PLANNING** [2020-0580](#)

**RECOMMENDATION**

RECEIVE oral report on Customer Experience Planning.

Attachments:      [Presentation](#)

(CARRIED OVER FROM AUGUST OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE)

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23. SUBJECT: QUARTERLY UPDATE ON METRO'S HOMELESS OUTREACH EFFORTS [2020-0583](#)

**RECOMMENDATION**

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

**Attachments:** [Attachment A - Homeless Snapshot Outreach March 2020 - June 2020 REV](#)  
[Attachment B - Homeless Outreach Success Stories March 2020 - June 2020 R](#)  
[Attachment C - March -June 2020 Motel Report](#)  
[Presentation](#)

(CARRIED OVER FROM AUGUST OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE)

24. SUBJECT: MONTHLY UPDATE ON TRANSIT SAFETY AND SECURITY PERFORMANCE [2020-0569](#)

**RECOMMENDATION**

RECEIVE AND FILE Transit Safety and Security Report

**Attachments:** [Attachment A - System-Wide Law Enforcement Overview July 2020](#)  
[Attachment B - MTA Supporting Data July 2020](#)  
[Attachment C - Key Performance Indicators July 2020](#)  
[Attachment D - Transit Police Summary July 2020](#)  
[Attachment E - Homeless Update July 2020](#)  
[Attachment F - Monthly, Bi-Annual, Annual Comparison July 2020](#)

25. SUBJECT: REPORT BACK ON COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY AND LAW ENFORCEMENT [2020-0572](#)

**RECOMMENDATION**

RECEIVE AND FILE Report on a Community Safety Approach to System Security and Law Enforcement.

**Attachments:** [Attachment A PSAC Application](#)

26. SUBJECT: REPORT BACK ON USE OF FORCE POLICIES [2020-0571](#)

**RECOMMENDATION**

RECEIVE AND FILE on 'Use of Force' policies followed by Metro policing contractors and employees.

**Attachments:** [Attachment A - Campaign Zero Eight Use of Force Policies Matrix](#)

**SUBJECT: GENERAL PUBLIC COMMENT**

[2020-0601](#)

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 #: 2020-0409, File Type: Appointment

Agenda Number: 16.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**SUBJECT: MEMBERSHIP ON METRO'S WESTSIDE CENTRAL SERVICE COUNCILS**

**ACTION: APPROVE NOMINATION**

#### **RECOMMENDATION**

APPROVE Cynthia Rose for membership on Metro's Westside Central Service Council.

#### **ISSUE**

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

#### **DISCUSSION**

The individual listed below has been nominated to serve by the Westside Central Service Council's appointing authority for this currently vacant seat. If approved by the Board, this appointment will serve the remainder of the seat's three-year term. A brief listing of qualifications for the new nominee and the nomination letter from the nominating authority is provided:

- A. Cynthia Rose, Westside Central Service Council, New Appointment  
Nominated by: Third District Supervisor Sheila Kuehl  
Term Ending: June 30, 2023

Metro seeks to appoint Service Council members reflective of the demographics of each respective region. Demographics of the Service Council region and ridership where this appointment is to be made are provided with a comparison to the demographic composition of the Council, should this appointment be approved.

#### **Westside Central**

The demographics of the Westside Central Cities (WSC) Service Council with this appointment are compared below to the demographics of the region as detailed in the 2018 American Community

Survey, and the ridership within the region as reflected in Metro's 2019 Metro Patrons survey:

Race	Hispanic	White	Asian	Black	Native	Other
WSC Membership	44% (4)	11% (1)	11% (1)	33% (3)	(0)	(0)
WSC Region	43%	31%	13%	9%	.02%	3%
WSC Ridership	66%	7%	7%	16%	1%	4

The demographic makeup of the Westside Central Service Council with the appointment of this nominee will consist of four (4) Hispanic members, one (1) White members, three (3) Black members, and one (1) Asian member as self-identified by the members in terms of racial/ethnic identity.

The gender breakdown of the Council will be six (6) men and three (3) women.

Gender	Male	Female	Non-Binary
WSC Membership	6 (66%)	3 (33%)	0%
WSC Ridership	45%	54%	1%

### **DETERMINATION OF SAFETY IMPACT**

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

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

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

### **NEXT STEPS**

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

### **ATTACHMENTS**

Attachment A - Nominee Listing of Qualifications


Attachment B - Nomination Letter

Prepared by: Conan Cheung, Sr. Executive Officer, Service Development, Scheduling

and Analysis, (213) 418-3034

Dolores Ramos, Chief Administrative Analyst, Regional Service Councils, (213) 922-1210

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



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Phillip A. Washington  
Chief Executive Officer

**NEW APPOINTEE BIOGRAPHY AND QUALIFICATIONS**

**Cynthia Rose, Nominee for Westside Central Cities Service Council**



Cynthia Rose is a long-time Santa Monica resident, safe-streets advocate, and director of the Santa Monica chapter of the L.A. County Bicycle Coalition, Santa Monica SPOKE. In 2016, she was awarded the Alliance for Biking & Walking Susie Stephens Joyful Enthusiasm Award at the National Bike Summit. She was instrumental in establishing the first public bike-share program in Los Angeles County, Breeze Bike Share. She is a strong advocate for the implementation of Complete Streets Policies, which support and protect all users (pedestrians & people on bikes) and the use of public transit for a healthier, safer, more sustainable environment for the community at large.

In addition to her local advocacy, Ms. Rose is currently Board Chair of the California Bicycle Coalition and previous board member of the Los Angeles County Bicycle Coalition and Sustainable Streets. Cynthia is a certified cycling instructor with the League of American Bicyclists.

APPOINTING AUTHORITY NOMINATION LETTERS

Westside Central Service Council



**BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES**

KENNETH HAHN HALL OF ADMINISTRATION  
500 W. TEMPLE ST. SUITE 821, LOS ANGELES, CALIFORNIA 90012

**SHEILA KUEHL**  
SUPERVISOR, THIRD DISTRICT

August 24, 2020

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

Dear Ms. Ramos,

This letter serves as the recommendation to appoint Cynthia Rose to serve as the Third District representative on the Westside Central Service Council for the term of July 1, 2020 - June 30, 2023.

I am confident that Ms. Rose's knowledge, advocacy, and experience in the fields of transportation infrastructure and cycling will serve the Westside Central Service Council well.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Sheila Kuehl". The signature is fluid and cursive.

Sheila Kuehl  
Supervisor, Third District



**Board Report**

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**File #:** 2020-0472, **File Type:** Contract**Agenda Number:** 17.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 17, 2020****SUBJECT: SPARK PLUGS****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, indefinite delivery/indefinite quantity Contract No. MA69672000 to Cummins Incorporated, the lowest responsive and responsible bidder for spark plugs for Metro's bus engines. The Contract one-year base amount is \$909,973 inclusive of sales tax, and the one-year option amount is \$939,154, inclusive of sales tax, for a total contract amount of \$1,849,127, subject to resolution of protest(s), if any.

**ISSUE**

This procurement is for the acquisition of spark plugs which are required to maintain the safe and reliable operation of the Cummins natural gas engines in the current bus fleet. Award of this contract will ensure that Bus Maintenance has adequate inventory to repair and maintain the buses according to Metro maintenance standards.

**BACKGROUND**

Natural gas vehicle engines use an ignition system, including spark plugs and coils, to ignite a fuel/oxygen mixture. The spark plugs in the ignition system are a critical part of the engine operation. Ignition problems can significantly impact engine performance. Engine manufacturers identify specific mileage intervals for spark plug replacement to avoid performance problems and unnecessary engine failures that could result in increased maintenance costs.

**DISCUSSION**

Spark plugs are an electrical ignition device that fits into the cylinder head of a natural gas engine and ignites the air-fuel mixture needed for combustion to power the engine. In accordance with manufacturer's recommendations, spark plugs are required to be changed at pre-determined intervals based on mileage. Replacement of the spark plugs are essential for the proper maintenance of Metro's bus fleet and ensures that bus engines run efficiently, and as designed. The spark plugs are required for installation on the entire natural gas bus fleet which have Cummins 8.9 ISLG and

L9N Near-Zero engines installed.

The contract to be awarded is a “requirements type” agreement in which Metro commits to order spark plugs up to the specified quantity for a specific duration of time, but there is no obligation or commitment for Metro to order all of the spark plugs 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) recommended a two percent (2%) DBE goal for this solicitation.

Spark Plugs will be purchased, maintained in inventory and managed by Material Management. As spark plugs are issued, the appropriate budget project numbers and accounts will be charged.

### **DETERMINATION OF SAFETY IMPACT**

Award of contract will result in a positive impact on safety by ensuring bus operating divisions have an adequate inventory of parts to maintain the bus fleet according to engine manufacturer preventive maintenance requirements and Metro Maintenance standards. Ensuring an adequate supply of critical parts ensures the performance and reliability of the bus fleet which will have a beneficial impact on system safety.

### **FINANCIAL IMPACT**

Subject to Board approval of the FY21 budget, funding of \$909,973 for these parts is included under multiple bus operating cost centers in project 306002 Operations Maintenance under line 50441, Parts - Revenue Vehicle.

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

#### **Impact to Budget**

The current sources of funds for this project are Federal, State and Local sources including fares. Using these funding sources maximizes the allowable project funding designations given approved provisions and guidelines.

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

The procurement of spark plugs for the Cummins natural gas engines supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. The installation of spark plugs at recommended mileages 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**

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

### **NEXT STEPS**

Metro's requirements for spark plugs will be fulfilled under the provisions of the contract.

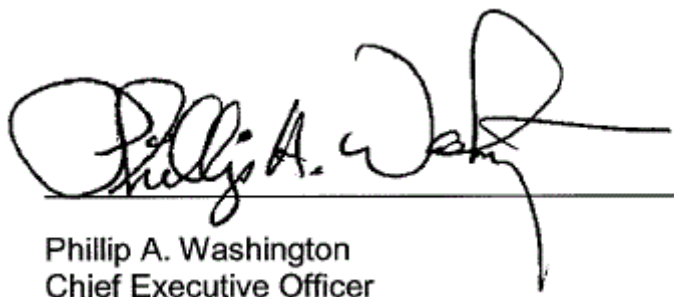
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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

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



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Phillip A. Washington  
Chief Executive Officer

**PROCUREMENT SUMMARY**

**PURCHASE OF SPARK PLUGS CUMMINS**

**CONTRACT NO. MA69672000**

1.	<b>Contract Number:</b> MA69672000	
2.	<b>Recommended Vendor:</b> Cummins Inc., 1939 Deere Avenue, Irvine, CA 92606	
3.	<b>Type of Procurement (check one):</b> <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 5/18/20	
	<b>B. Advertised/Publicized:</b> 5/18/20	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 6/18/20	
	<b>E. Pre-Qualification Completed:</b> 6/30/20	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 6/25/20	
	<b>G. Protest Period End Date:</b> : 9/25/20	
5.	<b>Solicitations Picked up/Downloaded:</b> 16	<b>Bids/Proposals Received:</b> 2
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> 213/922-1018
7.	<b>Project Manager:</b> Alex DiNuzzo	<b>Telephone Number:</b> 213/922-5860

**A. Procurement Background**

This Board Action is to approve Contract No. MA69672000 for the procurement of Cummins Spark Plugs. Board approval of contract awards are subject to resolution of any properly submitted protest.

An Invitation for Bid (IFB) No. MA69672 was issued in accordance with Metro's Acquisition Policy and the contract type is Indefinite Delivery, Indefinite Quantity (IDIQ).

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

A total of two bids were received on June 18, 2020.

1. Cummins Inc.
2. CBM USA Inc.

## **B. Evaluation of Bids**

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

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

## **C. Price Analysis**

The recommended bid price from Cummins Inc. has been determined to be fair and reasonable based upon adequate price competition and selection of the lowest responsive and responsible bidder.

Low Bidder Name	Bid Amount	Metro ICE
Cummins Inc.	\$1,849,126.50	\$2,225,932
CBM USA, Inc.	\$1,904,678.50	

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

The recommended firm, Cummins Inc. (Cummins) is located in Irvine, CA has been in business for one hundred (100) years. Cummins has provided similar products for Metro and other agencies including Orange County Transit Authority, San Diego Metropolitan Transit System, and Santa Monica Big Blue Bus and numerous other transit proprietries that are available upon request. Cummins has provided satisfactory service and product to Metro on previous purchases.

## DEOD SUMMARY

## SPARK PLUGS / MA69672000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) established a 2% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Cummins Inc. made a 2% DBE commitment.

Small Business Goal	2% DBE	Small Business Commitment	2% DBE
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	DBE Subcontractors	Ethnicity	% Committed
1.	Say Cargo Express	Hispanic American	2.00%
Total Commitment			2.00%

**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 #: 2020-0498, File Type: Contract

Agenda Number: 18.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**SUBJECT: HERBICIDE APPLICATION SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 9 to Contract No. OP33673325 with Conejo Crest Landscape Maintenance, Inc., for herbicide application services to increase the contract authority by \$330,000 increasing the total contract value from \$2,026,594.55 to \$2,356,594.55 and extending the period of performance from December 1, 2020 to November 30, 2021.

#### **ISSUE**

The existing contract will expire on November 30, 2020. To continue providing the required regular herbicide application and vegetation control services, additional contract authority and time extension are necessary to ensure service continuity and avoid any interruption to Metro's operations.

#### **BACKGROUND**

On January 29, 2015, Metro Board of Directors authorized the Chief Executive Officer to award a firm fixed unit rate Contract No. OP33673325 to Conejo Crest Landscape Maintenance, Inc., the lowest responsive and responsible bidder, for herbicide application and vegetation control services effective March 1, 2015.

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

#### **DISCUSSION**

This contract is integral in support of Metro's position to comply with California Public Utilities Commission (CPUC) regulations and local municipal codes to reduce fire hazards and mitigate complaints from adjacent property owners. Noxious weed growth, if not controlled, can propagate and invade neighboring properties. In addition, weed abatement on operational ROWs is necessary

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to maintain drainage, allow for inspection, prevent wheel slippage or sliding, maintain visibility of wayside signs and signals, and facilitate track maintenance.

The Diversity and Economic Opportunity Department (DEOD) established a 5% RC DBE goal for this contract. Conejo Crest Landscape Maintenance, Inc. made a 15.5% DBE commitment. The project is 93% complete and Conejo Crest Landscape Maintenance, Inc. exceeded the goal by 10.5%, with 15.5% DBE participation.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure service continuity to provide on-going herbicide application and vegetation control services to support operations, facilitate critical track maintenance, improve Metro bus and rail facilities overall appearance and cleanliness and continue providing safe, quality, on-time, and reliable services system-wide.

### **FINANCIAL IMPACT**

Subject to Board approval of the FY21 Budget, funding of \$300,000 is to be allocated under cost center 8370 - Facilities Maintenance Contracts and Administration, account 50308, Service Contract Maintenance, under various projects.

Since these are multi-year contracts, the cost center manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting all costs in future fiscal years.

#### **Impact to Budget**

The current source of funding for this action are State and Local sources including sales tax and fares. Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

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

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Metro objectives for this contract are to increase efficiency, minimize costs, maintain infrastructure free of unwanted vegetation through the application of pre-emergent herbicides, contact herbicides and growth inhibitors and comply with all applicable Federal, State and Local laws.

### **ALTERNATIVES CONSIDERED**

Staff considered providing this service through Metro 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 that this is not a cost-effective option for Metro.

### **NEXT STEPS**

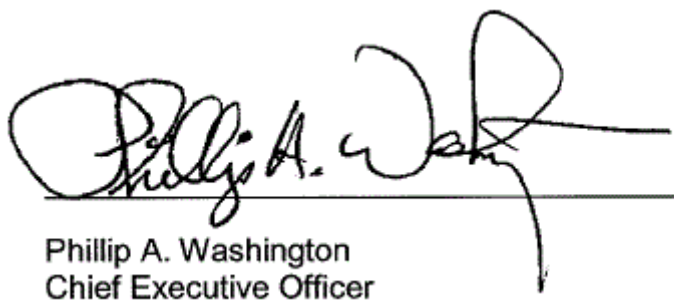
Upon approval by the Board, staff will execute Modification No. 9 to Contract No. OP33673325 with Conejo Crest Landscape Maintenance Inc. to increase the contract value and extend the contract period of performance, to provide Herbicide Application and Vegetation Control Services to Metro bus and rail ROWs, facilities and parcel properties system-wide, effective December 1, 2020.

### **ATTACHMENTS**

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

Prepared by: Lena Babayan, DEO, Facilities Maintenance Contracts & Administration, (213) 922-6765  
Ruben Cardenas, Sr. Manager, Facilities Maintenance Contracts & Administration, (213) 922-5932

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



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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

**HERBICIDE APPLICATION SERVICES FOR BUS  
AND RAIL RIGHT-OF-WAYS (ROWs) AND FACILITIES**

1.	<b>Contract Number:</b> OP33673325			
2.	<b>Contractor:</b> Conejo Crest Landscape Maintenance, Inc.			
3.	<b>Mod. Work Description:</b> Increase contract value			
4.	<b>Contract Work Description</b> Provide regular herbicide application and vegetation control services for bus and rail Right-Of-Ways (ROWs), facilities and parcel properties.			
5.	<b>The following data is current as of:</b> 7/31/20			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contracts Awarded:</b>	3/1/15	<b>Contract Award Amount:</b>	\$1,915,506.05
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modification Approved:</b>	\$111,088.50
	<b>Original Complete Date:</b>	2/28/20	<b>Pending Modification (including this action):</b>	\$330,000.00
	<b>Current Est. Complete Date:</b>	11/30/20	<b>Current Contract Value (with this action):</b>	\$2,356,594.55
7.	<b>Contract Administrator:</b> Rommel Hilario		<b>Telephone Number:</b> (213) 922-4654	
8.	<b>Project Manager:</b> Dan Smith		<b>Telephone Number:</b> (213) 922-6762	

**A. Procurement Background**

This Board Action is to approve Modification No. 9 issued in support of Facilities Maintenance to provide regular herbicide application and vegetation control services for bus and rail right-of-ways (ROWs), facilities and parcel properties.

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

In January 2015, the Board approved a five-year contract, inclusive of two, one-year options, to Conejo Crest Landscape Maintenance, Inc., the lowest responsive and responsible bidder, to provide herbicide application and vegetation control services.

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 2015. Rates remain unchanged and are subject to prevailing wage rates set by the State of California.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
\$330,000	\$330,000	\$330,000

# CONTRACT MODIFICATION/CHANGE ORDER LOG

## HERBICIDE APPLICATION SERVICES FOR BUS AND RAIL RIGHT-OF-WAYS (ROWS) AND FACILITIES

Mod. No.	Description	Date	Amount
1.	Increase contract authority for the 5-year contract term (inclusive of options years) to cover additional service locations	2/18/16	\$ 68,111.00
2.	Decrease contract authority due to the reduction in service levels	2/18/16	(\$ 737,673.09)
3.	Increase contract authority to cover the addition of Expo II facilities	5/20/16	\$ 42,977.50
4.	Increase contract authority due to increase in service frequencies.	11/1/2016	\$ 737,673.09
5	Exercise Option Year One	1/8/18	\$ 0.00
6	Exercise Option Year Two	12/31/18	\$ 0.00
7	Extend period of performance	12/12/19	\$ 0.00
8	Revise submittal and reporting requirements	6/30/20	\$ 0.00
9	Increase contract authority and extend period of performance	PENDING	\$ 330,000.00
	<b>Modification Total:</b>		\$ 441,088.50
	<b>Original Contract:</b>	<b>1/29/15</b>	\$ 1,915,506.05
	<b>Total Contract Value:</b>		<b>\$ 2,356,594.55</b>

## DEOD SUMMARY

**HERBICIDE APPLICATION SERVICES FOR BUS  
AND RAIL RIGHT-OF-WAYS (ROWs) AND FACILITIES CONTRACT / OP33673325**

**A. Small Business Participation**

Conejo Crest Landscape Maintenance, Inc. made a 15.5% Disadvantaged Business Enterprise (DBE) commitment. The project is 93% complete and Conejo Crest Landscape Maintenance, Inc. is currently meeting its commitment with 15.5% DBE participation.

<b>Small Business Commitment</b>	<b>15.5% DBE</b>	<b>Small Business Participation</b>	<b>15.5% DBE</b>
----------------------------------	------------------	-------------------------------------	------------------

	<b>DBE Subcontractor</b>	<b>Ethnicity</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Far East Landscape & Maintenance, Inc.	Asian Pacific American	15.5%	15.5%
	<b>Total</b>		<b>15.5%</b>	<b>15.5%</b>

<sup>1</sup>Current 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.



Metro

## Board Report

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**File #:** 2020-0573, **File Type:** Oral Report / Presentation

**Agenda Number:** 19.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 17, 2020**

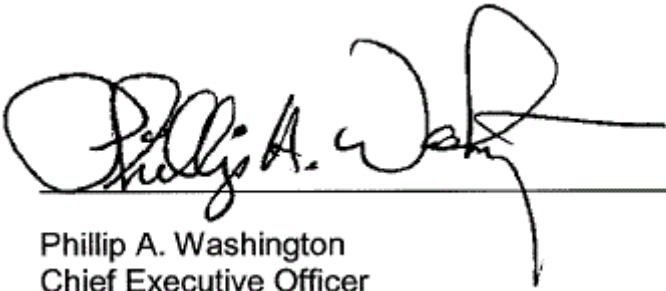
**SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH**

**RECOMMENDATION**

RECOGNIZE Operations Employees of the Month

**DISCUSSION**

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



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Phillip A. Washington  
Chief Executive Officer

# September Employees of the Month

# Employees of the Month



## Transportation

### Train Operator

Carmelo Villareal

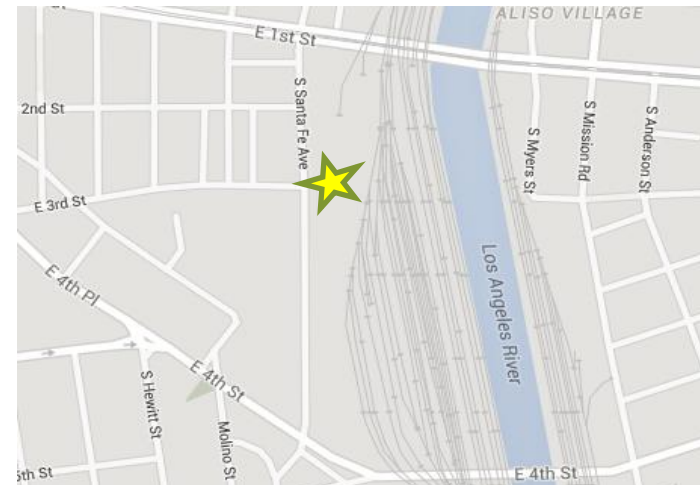


Division 11 – Long Beach

## Maintenance

### Maintenance Specialist

Kenneth Chu



Division 20 – Los Angeles



Metro

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

## Board Report

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**File #:** 2020-0574, **File Type:** Oral Report / Presentation

**Agenda Number:** 20.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 17, 2020**

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

**RECOMMENDATION**

RECEIVE oral report on COVID-19 Transit Update

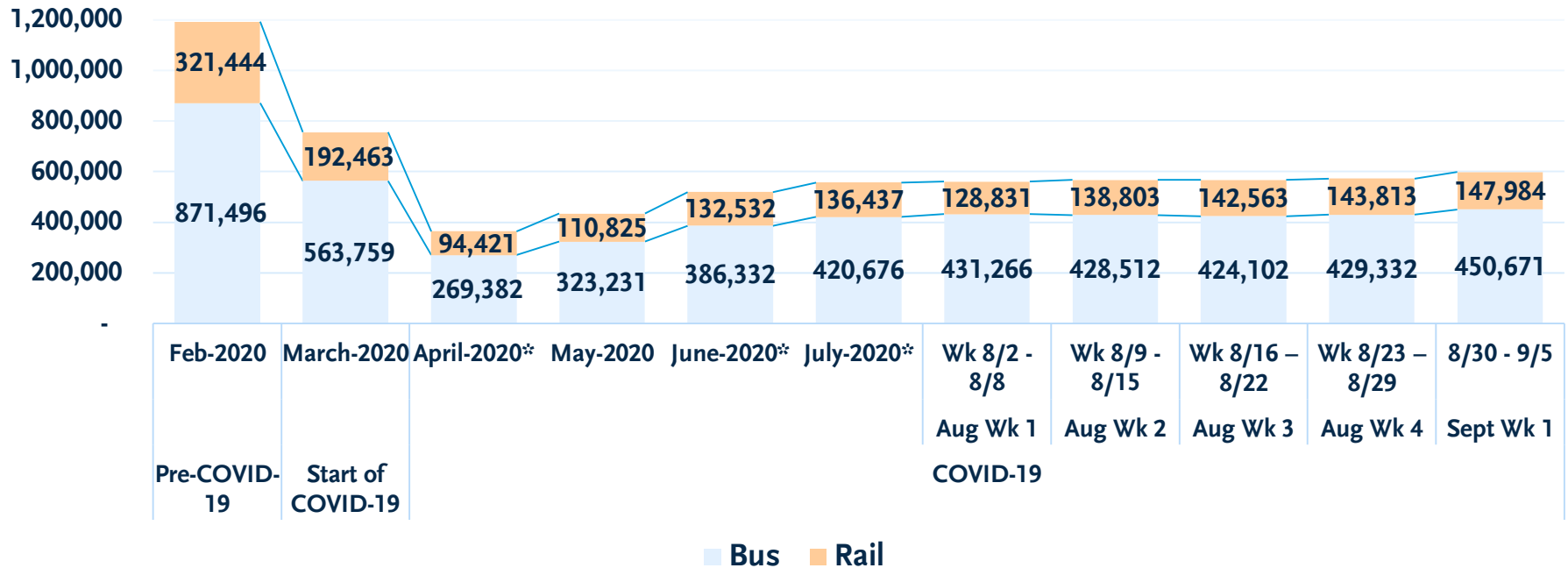
A handwritten signature in black ink, appearing to read 'Phillip A. Washington', written over a horizontal line.

Phillip A. Washington  
Chief Executive Officer

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

# Weekly Ridership Update

## SYSTEMWIDE AVERAGE WEEKDAY RIDERSHIP



	Pre-COVID-19	Start of COVID-19	COVID-19	COVID-19	COVID-19						
	Feb-20	Mar-20	April-20*	May-20	COVID-19 June-20**	COVID-19 July-2020***	Aug Week 1	Aug Week 2	Aug Week 3	Aug Week 4	Sept Week 1
Ridership											
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,113	560,097	567,315	566,665	573,145	598,655

\*Deployed Modified Enhanced-Sunday Schedule on 04/19/20

\*\*Deployed June Bi-Annual Shake-up on 6/21/20

\*\*\*Added 35 trips on 7/27/20

# Service Update

## Mask Requirement

- Field observations continue to show that the majority of customers (99%) are wearing face masks/coverings when riding on our system

## Service Recovery

- Bus service adjustments have been made over the past several months to even out loads for those making essential trips
- Several trips have been added to over 70 bus lines:
  - ✓ Over 1180 Weekday trips
  - ✓ 365 Saturday trips
  - ✓ 130 Sunday trips
- Operations will continue to monitor ridership and adjust service as necessary as the economy reopens and restrictions are lifted

# UV-C Portable Light Pilot Update

## UV-C Light Pilot Testing Expansion to Escalators at Union Station

- Awaiting UV-C light pilot program testing results from EPA for subway cars
- This month, we will also be installing LED UV-C Light devices on escalator handrails for additional sanitation and sterilization
- Two devices will be installed on escalator handrails at Union Station's East Portal for an efficacy testing trial period coordinated with EPA and Corporate Safety
- Operations will continue to explore the feasibility and efficacy of other disinfection alternatives





## Board Report

**File #:** 2020-0499, **File Type:** Contract

**Agenda Number:** 21.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**SUBJECT: PEST AND BIRD CONTROL SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. OP852420003367 with Pestmaster Services Inc., for pest and bird control services to exercise the one, two-year option in the amount of \$2,727,946.08, increasing the total contract value from \$3,926,123.12 to \$6,654,069.20 and extending the period of performance from January 1, 2021 to December 31, 2022.

#### **ISSUE**

The existing contract three-year base period is due to expire December 31, 2020. To continue providing safe, quality, regularly scheduled and as-needed pest and bird control services throughout Metro facilities and vehicles, excluding buses covered under a separate maintenance contract, a contract modification is required effective January 1, 2021. This action is necessary to ensure service continuity and avoid any interruption to Metro's operations.

#### **BACKGROUND**

On October 26, 2017, Metro Board of Directors authorized the Chief Executive Officer to award a firm fixed unit rate Contract No. OP852420003367 to Pestmaster Services Inc., the lowest responsive and responsible bidder for pest and bird control services effective January 1, 2018.

#### **DISCUSSION**

Under the existing contract, pest and bird control services are performed throughout Metro facilities, rail cars, non-revenue vehicles, and service vehicles, excluding buses covered under a separate maintenance contract. Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping and dead animal removal.

This contract is critical to Metro's operations to mitigate pest and bird infestations and ensure providing safe and clean facilities and vehicles for Metro employees and patrons.

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The Diversity and Economic Opportunity Department (DEOD) established a 12% Small Business Enterprise (SBE) goal and a 3% Disadvantage Veteran Business Enterprise (DVBE) goal for this contract. Pestmaster Services, Inc. made a 12% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) commitment for this contract. The project is 65% complete and the current SBE participation is 10.67%, representing a 1.33% shortfall and the current DVBE participation is 3%.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure meeting Metro maintenance standards providing the necessary regularly scheduled and as-needed pest and bird control services to support operations, facilitate critical track maintenance, and improve Metro bus and rail facilities overall appearance and cleanliness and continue providing prompt response time to deliver safe, quality, on-time, and reliable services system-wide.

### **FINANCIAL IMPACT**

Subject to Board approval of the FY21 Budget, funding of \$1,160,732.00 is to be allocated under cost center 8370 - Facilities Maintenance Contract and Administration, account 50308, Service Contract Maintenance, under various projects.

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

#### **Impact to Budget**

The current source of funding for this action will come from State and Local sources including Fares. Using these funding sources maximizes project fund use given designated provisions and guidelines.

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

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Metro objectives for this contract are to increase efficiency, minimize costs, maintain infrastructure free of unwanted pest infestation, bird and pest waste clean-up, removal of dead animals, and installation of pest and bird deterrent measures/systems, and to comply with all applicable Federal, State and Local laws.

### **ALTERNATIVES CONSIDERED**

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

### **NEXT STEPS**

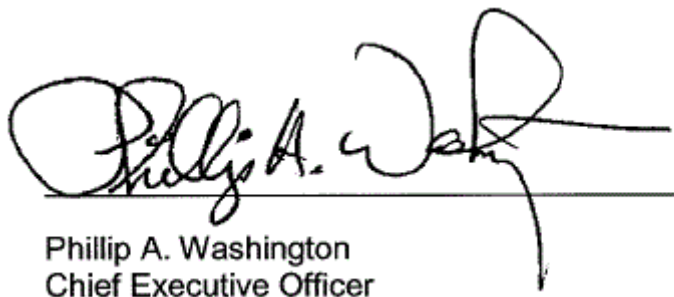
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Upon Board approval, staff will execute Modification No. 4 to Contract No. OP852420003367 with Pestmaster Services Inc. to continue providing the necessary pest and bird control services throughout Metro facilities, rail cars, non-revenue vehicles, and service vehicles, excluding buses covered under a separate maintenance contract, effective January 1, 2021.

**ATTACHMENTS**

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

Prepared by: Lena Babayan, DEO, Facilities Maintenance Contracts &  
Administration, (213) 922-6765  
Ruben Cardenas, Sr. Manager, Facilities Maintenance Contracts &  
Administration, (213) 922-5932  
Reviewed by: James T. Gallagher, Chief Operations Officer, (213) 418-3108  
Debra Avila, Chief Vendor/Contract Management Officer, (213) 418-3051



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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## PEST AND BIRD CONTROL SERVICES / OP852420003367

1.	<b>Contract Number:</b> OP852420003367			
2.	<b>Contractor:</b> Pestmaster Services, Inc.			
3.	<b>Mod. Work Description:</b> Exercise Two-Year Option Term			
4.	<b>Contract Work Description</b> To provide safe, quality, regularly scheduled and as-needed pest and bird control services throughout Metro facilities and vehicles.			
5.	<b>The following data is current as of:</b> 8/14/20			
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>	
	<b>Contracts Awarded:</b>	10/26/17	<b>Contract Award Amount:</b>	\$ 3,906,123.12
	<b>Notice to Proceed (NTP):</b>	1/1/18	<b>Total of Modification Approved:</b>	\$ 20,000.00
	<b>Original Complete Date:</b>	12/31/20	<b>Pending Modification (including this action):</b>	\$ 2,727,946.08
	<b>Current Est. Complete Date:</b>	12/31/22	<b>Current Contract Value (with this action):</b>	\$ 6,654,069.20
7.	<b>Contract Administrator:</b> Rommel Hilario		<b>Telephone Number:</b> (213) 922-4654	
8.	<b>Project Manager:</b> Alberto Garcia		<b>Telephone Number:</b> (213) 922-6760	

**A. Procurement Background**

This Board Action is to approve Modification No. 4 to Contract No. OP852420003367 with Pestmaster Services, Inc. to exercise the two-year option term to continue to provide safe, quality, regularly scheduled and as-needed pest and bird control services throughout Metro facilities and vehicles, excluding buses covered under a separate maintenance contract.

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 on rates that were evaluated as part of the competitive contract award in 2017 and price analysis. Rates remain unchanged.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Award Amount</b>
\$2,727,946.08	\$2,727,946.08	\$2,727,946.08

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## PEST AND BIRD CONTROL SERVICES/OP852420003367

Mod. No.	Description	Date	Amount
1.	Add Service Locations	8/20/18	\$ 0.00
2.	Add Service Locations	4/2/20	\$ 20,000.00
3.	Change Service Frequencies	5/14/20	\$ 0.00
4.	Exercise Two-Year Option Term	<b>PENDING</b>	\$2,727,946.08
	<b>Modification Total:</b>		\$2,747,946.08
	<b>Original Contract:</b>	<b>10/26/17</b>	\$3,906,123.12
	<b>Total Contract Value:</b>		<b>\$6,654,069.20</b>

## DEOD SUMMARY

## PEST AND BIRD CONTROL SERVICES / OP852420003367

**A. Small Business Participation**

Pestmaster Services, Inc. made a 12% Small Business Enterprise (SBE) and a 3% Disabled Veteran Business Enterprise (DVBE) commitment for this contract. The project is 65% complete and the current SBE participation is 10.67%, representing a 1.33% shortfall and the current DVBE participation is 3%.

Pestmaster Services, Inc. explained that their SBE/DVBE subcontractor, Willow Street Enterprises, experienced a staff reduction due to COVID-19 related concerns but has pledged to hire replacement staff by September of 2020. As such, Pestmaster Services Inc. remains committed to meeting its SBE/DVBE commitment on the contract.

Additionally, the Diversity & Economic Opportunity Department has requested that Pestmaster Services, Inc. submit a mitigation plan to address the SBE shortfall and to provide a forecast of projected utilization through the end of the contract until the commitment is met.

<b>SMALL BUSINESS COMMITMENT</b>	<b>12% SBE 3% DVBE</b>	<b>SMALL BUSINESS PARTICIPATION</b>	<b>10.67% SBE 3% DVBE</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>% Participation</b>
1.	Willow Street Enterprises (Scope 1)	12%	10.67%
<b>Total SBE Commitment</b>		<b>12%</b>	<b>10.67%</b>

	<b>DVBE Subcontractors</b>	<b>% Committed</b>	<b>% Participation</b>
1.	Willow Street Enterprises (Scope 2)	3%	3%
<b>Total DVBE Commitment</b>		<b>3%</b>	<b>3%</b>

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

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

Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

**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.



Metro

## Board Report

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**File #:** 2020-0580, **File Type:** Oral Report / Presentation

**Agenda Number:** 22.

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**OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE  
SEPTEMBER 17, 2020**

**SUBJECT: CUSTOMER EXPERIENCE PLANNING**

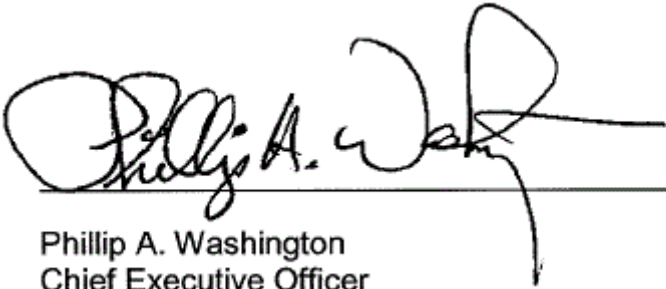
**ACTION: ORAL REPORT**

**RECOMMENDATION**

RECEIVE oral report on Customer Experience Planning.

Prepared by: Aaron Weinstein, Executive Officer, Customer Experience, (213) 922-3028

Reviewed by: Nadine Lee, Chief of Staff, (213) 922-7950



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Phillip A. Washington  
Chief Executive Officer



# Customer Experience (CX) Planning

*Operations, Safety and Customer Experience Committee  
September 17, 2020*



**Metro**

## CX Definition

Customer Experience (CX) is the sum total of the experiences our customers have at every stage of their journey. The goal is to minimize pain points, maximize smooth, uneventful experiences, and find opportunities for occasional surprise and delight.



Plan

Access

Wait

Pay

Ride

Connect

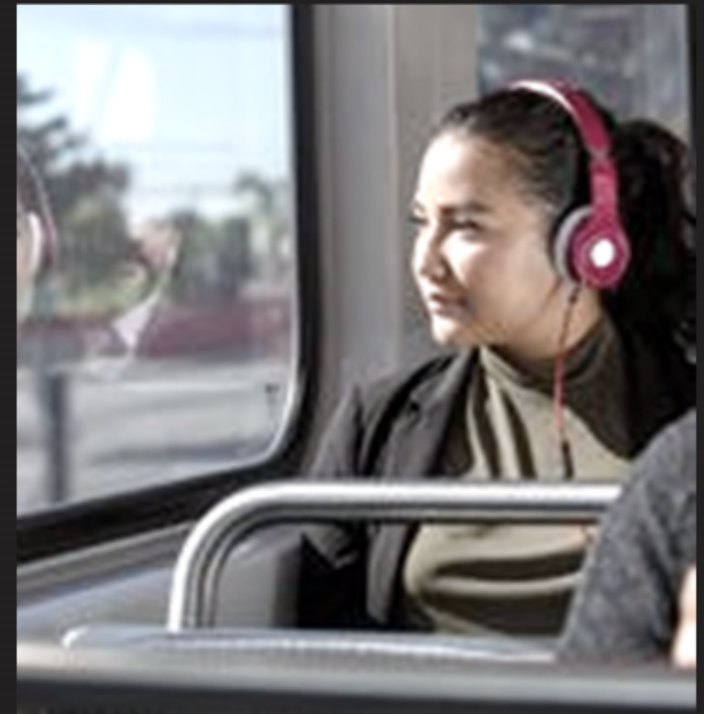
Egress



Metro

## CX Vision

Our goal is to always put you first — your safety, your time, your comfort, and your peace of mind — when we connect you to people and places that matter to you.



## Pain Points for 2020 CX Plan

- Missed runs or delays\*
- Accuracy of real time info\*
- Frequency\*
- Speed\*
- Crowding\*
- Personal security\*
- Homelessness\*
- Cleanliness\*
- Bus stops uninviting
- Ease of payment\*

\* Asterisked items interrelate with Covid epidemic

Sources: Customer surveys, Board/staff interviews, social media posts, and complaints, and employee feedback

## 2020 CX Plan Contents

1. Summary of satisfaction with Metro - good and bad
2. Initiatives to address pain points
  - a) Completed
  - b) In the pipeline - status/outlook for 2021
  - c) Assessment:
    - Are initiatives adequate?
    - Are there barriers to further improvement?
    - Are there new opportunities for improvement?
3. KPI's



## Future Directions

1. Journey mapping and equity
2. Quadrant Chart to prioritize efforts
3. Worldwide best practice review
4. Focus on organizational culture
5. Surprise and delight
6. Focus on out-of-town visitors



## Board Report

**File #:** 2020-0583, **File Type:** Informational Report

**Agenda Number:** 23.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**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 displaced persons that have turned to Metro's system and property for alternative shelter. Since then, Metro has made significant progress in addressing the homelessness issue by expanding its resources and partnering with community-based organizations.

#### **BACKGROUND**

The homelessness crisis has significantly grown in the last couple of years. Metro has taken a proactive role in developing innovative solutions to provide resources, especially for those who interact with Metro's system and infrastructures.

#### **DISCUSSION**

##### **System Security & Law Enforcement (SSLE) - COVID-19 Deployment**

In tandem with P.A.T.H.'s outreach efforts during the pandemic, System Security & Law Enforcement implemented two Outreach Operations: Operation "LA Metro Homeless Outreach" and Operation "Shelter the Unsheltered." The objective of the Operations is twofold: to ensure that the trains are sanitary and to provide incentive to unsheltered persons to accept services. To meet this objective, law enforcement ensures that all riders disembark trains at the end-of-the-line. At this juncture, Fare Enforcement Officers ensure that riders exit through the turnstiles. Outreach teams are positioned to engage with homeless persons (paying and non-paying) when they exit through the turnstiles. SSLE is committed to heightened security and sanitation throughout the transit system. Performance measures reveal an increase in the number of homeless persons accepting services and an uptick in increased ridership.

##### **Four-Prong Deployment Strategy**

- Union Station closure 12 a.m. - 4 a.m.
- Off-loading of riders at the end-of-the-line
- Fare Enforcement
- Outreach Teams

#### **P.A.T.H.**

P.A.T.H. outreach teams remain agile in their ability to use a crises deployment model to continue providing outreach and support to homeless persons. The outreach teams coordinate outreach with law enforcement and work closely with the Departments of Health Services, Public Health and Mental Health.

P.A.T.H.'s current level of staffing is 32 outreach workers. The ideal outreach number is 40. PATH has modified their daily outreach efforts to early- and mid-morning deployment on rail. Lack of outreach staff limits outreach on Metro's system. Metro's rail system does not have a presence of outreach teams between the hours of 3:30 p.m. and 3:00 a.m. P.A.T.H. is actively interviewing staff to fill the outreach void. PATH recruits through their website, [epath.org](http://epath.org).

The challenge in hiring outreach clinicians is attributed to:

- clinical skills required to be on the outreach team
- population served
- hours of outreach

### **Quarterly Summary of Motel Placements**

#### **March Motel Report:**

Secured 30 motel rooms. The demographics and justification for each of these placements are attached.

#### **Brief Demographic Overview:**

- A total of 50 homeless persons were housed in 30 motel rooms.
- 35 of the clients were a combination of single mothers with children and couples with children.
- 15 were singularly housed.
- 70% of clients were a combination of families.

**Total Motel Cost: \$50,491.14**

#### **April Motel Report:**

Secured 82 motel rooms. The demographics and justification for each of these placements are attached.

#### **Brief Demographic Overview:**

- A total of 127 homeless persons were housed in 82 motel rooms.
- 74 of the clients were a combination of couples, couples with children.
- 53 clients were singularly housed.

- 59% of the clients were a combination of families.

**Total Motel Cost: \$153,955.06**

### **May Motel Report:**

Secured 26 motel rooms. The demographics and justification for each of these placements are attached.

#### **Brief Demographic Overview:**

- A total of 36 homeless persons were housed in 26 motel rooms.
- 15 of the clients were a combination of single mothers with children and couples with children.
- 21 clients were singularly housed.
- 58% of the clients were singularly housed.

**Total Motel Cost: \$62,464.45**

### **June Motel Report:**

Secured 31 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

#### **Brief Demographic Overview:**

- A total of 45 homeless persons were housed in 31 motel rooms.
- 29 of the clients were a combination of single mothers with children and couples with children.
- 16 clients were singularly housed.
- 64% of the clients were a combination of families.

**Total Motel Cost: \$61,462.06**

### **City and County Homeless Outreach Partnerships**

- P.A.T.H. (People Assisting the Homeless) -
- LAHSA (The Los Angeles Homeless Services Authority)
- The Department of Health Services -
- The Department of Mental Health
- The Unified Homelessness Response Center
- Mayor's Office of City Homelessness
- Neighborhood Prosecutor

### **New Homeless Outreach Partnerships**

#### **LA DOOR - Los Angeles City Attorney's Office**

- The program is a recidivism reduction & drug diversion unit within the Los Angeles City Attorney's office. LA DOOR is a comprehensive, health-focused, preventative approach that engages individuals at elevated risk of returning to the Los Angeles City Attorney's Office. Rather than waiting to charge new arrests, LA DOOR delivers peer-led multidisciplinary social services to homeless persons at "hotspot" locations. Union Station and MacArthur Park are

two of the “hotspots.” All services are free of charge.

**The Dream Center - A community-based organization within Angeles Temple**

- Los Angeles faith-based organization will provide outreach services at Union Station Friday nights, at the close of the station, providing end-of-the-line service to offer assistance to homeless persons. The Dream Center has expertise and resources to provide immediate aid to homeless individuals in need of services on a 24-hour basis. All services are free of charge.

**Seeking Collaborations with:**

- LAHSA: Executive CEO
- Mayor’s Office of City Homelessness Initiatives (MOCHI)
  - Housing Chief
  - Housing Innovation Director
  - Housing Innovation, Sr. Project Manager
  - Housing Finance
  - Affordable Housing Production Manager
  - Program Director, Sustainable Development Goals Housing Accelerator

**Encampment Discussions in Progress include:**

- Office of the Los Angeles City Attorney, Safe Neighborhoods and Gangs Division, Neighborhood Prosecutor - Central Division

**Metro Liaison with City Unified Homelessness Response Center (UHRC):**

- Metro dedicating a full-time Transit Security Community Liaison to the UHRC
- The Liaison will advocate for Metro through connecting UHRC resources with Metro departments

**Metro System-wide Homeless Count:**

- Planning is underway to conduct a 4-day count of homeless persons on rail and bus through collaboration with ITS and other departments.

**NEXT STEPS**

Staff will continue to collaborate with community partners to identify future partnerships and opportunities to provide services to unsheltered individuals on Metro’s system.

**ATTACHMENTS**

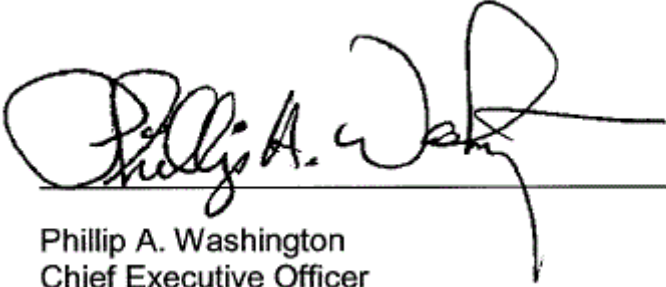
Attachment A - Homeless Snapshot Outreach March 2020 - June 2020 REV

Attachment B - Homeless Outreach Success Stories March 2020 - June 2020 REV

Attachment C - March - June 2020 Motel Report

Prepared by: Joyce Burrell Garcia, Project Manager, System Security and Law Enforcement, (213) 922-5551

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



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Phillip A. Washington  
Chief Executive Officer

# Homeless Outreach Efforts

## C3 Teams

Performance Measure	Number Served March 2020	Number Served April 2020	Number Served May 2020	Number Served June 2020	Project Year to date Number Served
<b>Number of unduplicated individuals</b> -initiated contact (pre-engagement phase)	178	395	145	176	8,605
Number of Unduplicated individuals engaged (engagement phase)	68	127	56	69	4,066
Number of unduplicated individuals who are provided services or who successfully attained referrals*	unavailable	unavailable	unavailable	unavailable	unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	309	63	21	2,156
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	5	1	2	415
Number of unduplicated individuals engaged who are permanently housed	13	15	13	13	330

## Operation Shelter the Unsheltered: April – June 2020

APRIL 2020	
ACTIONS TAKEN	#
# TO SHELTERS	313
# OF OUTREACH SHEETS PROVIDED	413
TOTAL # OF OFFLOADINGS	16,405
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>313</b>
PATH	
ACTIONS TAKEN	#
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	294
<b>TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE</b>	<b>294</b>
MTS	
OFFLOADINGS	#
UNION STATION	1,121
7TH & METRO	832
NOHO	562
CITRUS/APU	12
SANTA MONICA	406
LONG BEACH	432
<b>TOTAL</b>	<b>3,365</b>
LASD	
CITRUS GOLD LINE INFO	
# OF HOMELESS OFFLOADED	1,246
# OF REFERRAL PAMPHLETS DISTRIBUTED	192
ACCEPTED HELP - TRANSPORTED TO SHELTERS	7
TRANSPORTED TO LA CITY SHELTERS WITH THE ASSISTANCE OF PATH	11
4TH STREET, DOWNTOWN SANTA MONICA INFO	
# OF HOMELESS OFFLOADED	2,520
# OF REFERRAL PAMPHLETS DISTRIBUTED	62
ACCEPTED HELP - TRANSPORTED TO SHELTERS-ONE 5150 WIC, 72HR HOLD	6
7TH & METRO	
# OF HOMELESS OFFLOADED	369
# OF REFERRAL PAMPHLETS DISTRIBUTED	34
ATLANTIC GOLD LINE	
# OF HOMELESS OFFLOADED	608
# OF REFERRAL PAMPHLETS DISTRIBUTED	102
ACCEPTED HELP - TRANSPORTED TO SHELTERS	3
OVERVIEW OF BOTH LASD AREAS	
HOMELESS PATRONS CONTACTED	-
TOTAL # OF PATRONS OFFLOADED	4,743
# TRANSPORTED TO AREA SHELTERS	28
# OF REFERRAL PAMPHLETS DISTRIBUTED	390
PLACED ON A 5150 WIC, 72 HOUR HOLDS	-

## Operation Shelter the Unsheltered: April – June 2020

ASSAULT ON A POLICE OFFICER	-
<b>LAPD</b>	
UNION STATION	4,604
7TH & METRO	575
NORTH HOLLYWOOD	3,114
<b>TOTAL</b>	<b>8,293</b>
<b>LBPd</b>	
# OF OFFLOADS	4
# OF REFERRALS	23
REUNITED	1
TO SHELTER	1

# Operation Shelter the Unsheltered: April – June 2020

MAY 2020	
ACTIONS TAKEN	#
# TO SHELTERS	81
# OF OUTREACH SHEETS PROVIDED	272
TOTAL # OF OFFLOADINGS	11,203
TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE	394
PATH	
ACTIONS TAKEN	#
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	77
TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE	371
MTS	
OFFLOADINGS	#
UNION STATION	1,658
7TH & METRO	1,238
NOHO	752
CITRUS/APU	235
SANTA MONICA	561
LONG BEACH	834
TOTAL	5,278
LASD	
CITRUS GOLD LINE INFO	
# OF HOMELESS OFFLOADED	894
# OF REFERRAL PAMPHLETS DISTRIBUTED	94
ACCEPTED HELP - TRANSPORTED TO SHELTERS	3
4TH STREET, DOWNTOWN SANTA MONICA INFO	
# OF HOMELESS OFFLOADED	1,625
# OF REFERRAL PAMPHLETS DISTRIBUTED	120
ACCEPTED HELP - TRANSPORTED TO SHELTERS	1
OVERVIEW OF BOTH LASD AREAS	
HOMELESS PATRONS CONTACTED	3,027
TOTAL # OF PATRONS REMOVED OFFLOADED	2,519
# TRANSPORTED TO AREA SHELTERS	4
PLACED ON A 5150 WIC, 72 HOUR HOLDS	2
ASSAULT ON A POLICE OFFICER	1
LAPD	
UNION STATION	1,997
7TH & METRO	545
NORTH HOLLYWOOD	317
TOTAL	2,859
LBPD	
# OF OFFLOADS	547

## Operation Shelter the Unsheltered: April – June 2020

MAY 2020	
# OF REFERRALS	58
HOLD FOR 5150	1

\*\*Some data is unavailable for May 2020

## Operation Shelter the Unsheltered: April – June 2020

JUNE 2020	
ACTIONS TAKEN	#
# TO SHELTERS	34
# OF OUTREACH SHEETS PROVIDED	121
TOTAL # OF OFFLOADINGS	5,303
<b>TOTAL # OF INDIVIDUALS HOUSED YEAR TO DATE</b>	<b>428</b>
PATH	
ACTIONS TAKEN	#
# TO SHELTERS TO INCLUDE PERMANENT HOUSING AS WELL	34
<b>TOTAL # OF INDIVIDUALS HOUSED BY PATH YEAR TO DATE</b>	<b>405</b>
MTS	
OFFLOADINGS	#
UNION STATION	876
7TH & METRO	768
NOHO	492
CITRUS/APU	0
SANTA MONICA	637
LONG BEACH	537
<b>TOTAL</b>	<b>3,310</b>
LASD	
CITRUS GOLD LINE INFO	
# OF HOMELESS OFFLOADED	573
<b>TOTAL # OF HOMELESS CONTACTED</b>	<b>573</b>
MET HOMELESS CONTACTS	176
# OF INFORMATION/ASSISTANCE SHEETS DISTRIBUTED	57
4TH STREET, DOWNTOWN SANTA MONICA INFO	
# OF HOMELESS OFFLOADED	943
<b>TOTAL # OF HOMELESS CONTACTED</b>	<b>943</b>
MET HOMELESS CONTACTS	203
# OF INFORMATION/ASSISTANCE SHEETS DISTRIBUTED	64
OVERVIEW OF BOTH LASD AREAS	
HOMELESS PATRONS CONTACTED	1,516
TOTAL # OF PATRONS OFFLOADED	1,516
TOTAL # OF INFORMATION/ASSISTANCE SHEETS DISTRIBUTED	121
LAPD	
# OF OFFLOADS	109
<b>TOTAL</b>	<b>109</b>
LBPD	
# OF OFFLOADS	368

\*\*Some data for June 2020 is unavailable

## **Homeless Outreach Success Stories**

### **PATH Highlight (March)**

Due to the COVID-19 pandemic, this Success Story is different than past Success Stories. The story that follows highlights the importance of engagement.

Participant is a 57-year-old African American male. He is a US Veteran who had become stranded in Los Angeles after coming from Sacramento for medical care. When the outreach team engaged participant, he had recently been in the hospital due to an accident/injury and was demonstrating symptomology of depression. Participant had lost his personal contact information and was not able to reach his family or Veterans Administration Supportive Housing (VA/VASH) social worker.

Participant was engaged by outreach case manager and a nurse at Union Station. Participant presented himself with a walker and bandaged leg, stating he had been released from the hospital following injury. Participant stated that he had been on the streets for several weeks and was trying to get back to Sacramento. Participant reported that he was working with a VASH Social Worker and came to Los Angeles for medical care but became stranded. Attempts were made to contact his VASH Social Worker as well as family in Sacramento in order to reunify the participant with family. However, the attempts were not immediately successful. Due to the participant's physical and emotional condition at the time, approval was received to place client in a motel while reunification attempts continued.

Participant was placed at The Stuart Motel from January 29 – February 7. Unfortunately, reunification attempts were unsuccessful on February 7, so participant was referred to First to Serve Vernon and was provided with direct transportation to the shelter for intake. The case manager remained with participant to introduce him to the intake staff and ensure his belongings were accounted for. An appointment was made for the following week to meet with participant to continue working on connecting him with his VASH social worker in Sacramento. However, the case manager was informed the following Monday that the participant did not stay for his intake. The case manager secured a bed for the following day and attempted to get in contact with the participant to let him know he could return to the shelter and complete intake. However, contact attempts were unsuccessful. On March 24, the case manager received an unexpected phone call from the participant. He was audibly in high spirits and was calling to let her know that he had finally reconnected with his VASH social worker and had found an apartment. Participant was waiting for the inspection to take place but was expecting to be able to move in soon. Participant stated he had also been able to contact his family and was staying with his son until his move in date. Participant expressed gratitude for working with him earlier in the year and stated that it had been a difficult time for him. PATH asked participant to stay in touch and to let them know when he successfully moves into his apartment. On March 26, he called to let PATH know that he had moved in. He provided his address and again thanked the case manager and PATH for helping him out earlier this year.

**PATH Success Story (April)**

A 27 year old African American pregnant female and her male partner were encountered at Pershing Square. The client and her partner became homeless after relocating to Los Angeles from the Midwest and not being able to secure employment. Because of the clients' homeless status, their children were placed in foster care. The client and her partner were in desperate need of housing services in order to gain custody of their children. Metro Multi-Disciplinary Team (MDT) immediately placed the couple in the Crenshaw Inn Motel due to the client's pregnancy and other health issues. From the motel, MDT outreach specialists referred the clients to the Goodwill Career Development Program and Express Employment Agency to help increase their income. Based on the couple's assessment and level of independence, they were referred to the SPA 4 Family Solutions Center and SPA 4 Rapid Re- Housing Program (RRH). Metro MDT Outreach Specialist assisted the clients with housing navigation and successfully connected them to a landlord in Inglewood, CA. During the clients' time at the motel, Metro MDT provided groceries and transportation to medical, employment, and housing appointments. In early April, the client gave birth to a healthy baby, and as a result of their connection to SPA 4 RRH and Metro MDT Outreach, the client and her partner successfully signed a lease in Inglewood on 4/28/20. The clients are now focusing on regaining custody of their children. The female client said, "I made it home!"

**PATH Success Story (May)**

A 36-year old Latina single mother of two daughters (15 years old and 17 years old) were homeless for over a year and often slept in her car or on Metro trains. Client was encountered on the Metro Blue Line 7<sup>th</sup> Street by a PATH Outreach Specialist. The family was placed in a motel and received case management services and advocacy for several months while waiting for the client's referral to a family program was accepted. The family was provided clothing and food assistance. The client received transportation assistance while she was able to work. Outreach team members met the client in the field to accommodate her busy schedule. The family's journey toward housing became more difficult when COV-19 pandemic emerged. Despite the concerns related to the pandemic, the client did not lose faith and actively searched for work after her primary work source closed and she lost her car. The client's Family Solution Center referral was accepted, and a unit was secured. The client signed her lease 04/28/2020. The family was provided with household items and small appliances while her furniture was delivered. Regular contact is maintained with the family to support them through their transition. The client reports that she and her two girls are happy in their new apartment.

**PATH Success Story (June)**

Client is a 31- year- old employed African American female who has a 5 year old daughter. Both she and her daughter have been homeless for the past 5 years, living on the Blue Line at the Slauson Station. The client suffers from diabetes as well as mental health issues. The client is a single mother who shares custody with the father of the child. The client had been looking to find a nice unit for she and her daughter to be safe and comfortable. The client had necessary documentation for she and her daughter. Client was enrolled into the PATH program and was approved to be placed in a motel. While at the motel, the client was connected to PATH Family Solutions Center. There the client received the help she needed. The client was assigned to a housing navigator who found her a 2- bedroom apartment. The client was then accepted into the rapid rehousing program with PATH. On May 19, 2020, the client signed the lease to her new apartment. The client was extremely excited and thankful. On June 4, 2020, the client moved out of the motel into her new place. As a result of the client's patience and hard work she is now able to enjoy her new place along with her daughter. The client reports no longer having to wonder if she will be able to find warm shelter or a bed for she and her daughter. The client stated she is very thankful to God, PATH and all the people that helped her progress in her life.

## **MARCH 2020 MOTEL REPORT**

1. **Single male**, HIV positive encountered at El Monte Bus Station. Our team was working on getting him connected to Housing Opportunities for Persons with AIDS; unfortunately he was asked to leave the motel. We are working on getting him connected to a winter shelter in El Monte. In March we spent \$669.96 to motel him at Motel 6 El Monte.
2. **Elderly female**, LAPD referral encountered at Union Station, wheelchair bound with a history of strokes, kidney failure and arthritis. Our team is working on helping her apply to shared living units or market rate units. In March we spent \$608.18 to motel her at Motel 6 El Monte.
3. **Transitional Aged Youth (Male)** lost his job due to COVID-19. Our team was working on securing him a shelter bed. Unfortunately, he left the motel without contact and has not been found ever since. In March we spent \$720 to motel him at the Stuart Motel.
4. **Pregnant female** encountered at Orange Line Van Nuys station. Our team has referred her to Family Solutions Center for housing. In March we spent \$1318.68 to motel her at Motel 6 Canoga Park.
5. **Single female** (LAPD referral) encountered at Washington and Grand bus stop. She has been accepted at A Bridge Home Hope St. shelter, but waitlisted. We have motel'd her until her intake is scheduled. In March we spent \$1860 to motel her at the Crenshaw Inn Motel.
6. **Single mother and son** encountered at Slauson and Western bus stop. Our team successfully connected this family to Homeless Outreach Program Integrated Care System for housing. In March we spent \$110 to motel them at the Stuart Motel.
7. **Single male** with severe mental health issues encountered at Long Beach Blue Line station. Our team put him on the waitlist for a bed at Placentia shelter and Salvation Army. In March we spent \$880.74 to motel him at Motel 6 Cypress.
8. **Single male** with end stage heart failure encountered at Union Station. This individual has been turned away from various shelters due to his breathing machine. Our team has helped him apply Section 8 voucher and we are waiting for his voucher issuance date. Once his voucher is in hand, we will help him apply for housing. In March we spent \$2190 to motel him at the Crenshaw Inn Motel.

9. **Single female**, sheriff's referral encountered at El Monte bus station. She has severe mental health concerns. We have referred her to Service Planning Area 3 for shelter placement. In March we spent \$1626.04 to motel her at Motel 6 Azusa.
10. **Female and male couple** encountered at Union Station. They had maxed out their time at a shelter. Our team has referred them to several interim shelter beds. In March we spent \$720 to motel this family at the Stuart Motel.
11. **Female and male couple** encountered at Union Station. Female is pregnant and dealing with numerous health concerns, she has a surgery scheduled in a few weeks. Partner was successfully reunified back to family in Kansas. Our team will keep the female in a motel for the time being to closely monitor her and refer her to Family Solutions Center. In March we spent \$1103.06 to motel this family at the Crenshaw Inn Motel.
12. **Senior female** encountered at North Hollywood metro station. She uses a walker and has diabetes. Our team has referred her to the Jackie Robison Foundation for housing. In March we spent \$1318.68 to motel her at the Motel 6 Canoga Park.
13. **Single elderly female** with cancer encountered at Pershing Square station. She is currently receiving treatment for cancer. Our team is working to secure a skilled living facility placement. In March we spent \$3080 to motel her at the Stuart Motel.
14. **Single male** encountered at Pershing Square station. He suffers from severe mental health issues and diabetes. He is on a waitlist for a shelter bed at A Bridge Housing Venice. In March we spent \$1320 to motel him at the Stuart Motel.
15. **Single mother with 3 children** encountered at Union Station. Family was enrolled in Homeless Outreach Program Integrated Care System services but they have lost contact with their case manager. We decided to motel them again until connection is reestablished. In March we spent \$1540 to motel this family at the Stuart Motel.
16. **Transitional Aged Youth (Male)** encountered at North Hollywood station. Our team is working with an agency in Tarzana to look for appropriate housing. In March we spent \$1820 to motel him at the Lancaster Inn Motel.
17. **Pregnant female and her boyfriend** encountered at North Hollywood Station. Our team has helped this family get connected to Service Planning Area 4 Rapid Re Housing program. Unfortunately a unit they found did not pass inspection; however, we continue to work on locating housing with them. In March we spent \$2880 to motel them at the Crenshaw Inn Motel.

- 18. Husband and wife** from Las Vegas were encountered at union station. Our team worked on securing them several interim shelter beds. Both declined our housing options and decided to pay for the motel themselves moving forward. In March we spent \$720 to motel them at the Stuart Motel.
- 19. Elderly male** with numerous and severe health issues encountered at Pershing Square station. Our team has been working on getting him connected to Service Planning Area 4 housing opportunities. We have been also looking at market rate units. In March we spent \$2880 to motel him at the Stuart Motel.
- 20. Single male** encountered at the Slauson Silverline station. He has numerous health issues that include asthma and incontinence. Our team has referred him to the department of health services housing for health interim program and to Bell Shelter. In March we spent \$1354.50 to motel him at the Motel 6 Gardena.
- 21. Mother and daughter** encountered at Union Station. Mother is suffering from cancer, while the daughter is her caretaker. They have been connected to the Good Shepherd Rapid Re Housing Program. We are waiting for their intake date. In March we spent \$1515.70 to motel them at Motel 6 Monterey Park.
- 22. Single male** encountered at Vernon Blue Line station. He suffers from heart failure and alcoholism. Our team connected him to A Bridge Home Hope St. for a shelter bed; unfortunately, he left the motel without contact and has not been found since. In March we spent \$480 to motel him at the Stuart Motel.
- 23. Single mother and 2 teenage daughters** were engaged at the 7<sup>th</sup> Street/Metro Station. Mother is undocumented and became homeless after losing her job. The mother was working odd jobs, but with the Coronavirus stay at home order, she has not been working. Family is connected to FSC Rapid Rehousing program, as of 2/27/20 and the family is awaiting further assistance from FSC to locate housing/shelter. In March, \$3720 was spent to motel the family at the Stuart Motel.
- 24. A mother, father, and their 2 young children** were initially engaged at Union Station. The family had arrived from Fresno without a plan and no place to go. The family, previously lived in the Los Angeles area and have an open DPSS case in SPA 4. A review of Clarity showed the Family had an open case with FSC HOPICS, but efforts to reconnect them to services were unsuccessful. On 03/11/20, the family was opened in PATH FSC RRH program. In March, \$2530 was spent to motel the family at the Stuart and \$720 was spent to motel the family at the Crenshaw Inn.

**25. A married couple** was initially engaged at Mariachi Plaza on the Gold Line. The couple is matched to an apartment and are in the process of moving in upon completion of the inspection, but the process has experienced delays, including delay related to the Coronavirus. In March, \$1340 was spent to motel the couple at the Stuart.

**26. Single mother and her son** were engaged at Union Station. Family reported becoming homeless in San Bernardino County and came to Los Angeles, where they also have a history of being homeless. The family was connected to Triangle Transitional Living, a program through a church in Los Angeles. In March, \$770 was spent to motel the family at the Stuart.

**27. Single mother and her son** were engaged at Union Station. Family reported coming from out of state without a plan. The CM are making efforts to connect the family to other resources for services and shelter. In March, \$615.60 was spent to motel the family at the Rosa Bell Motel.

**28. Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH as of 2/18/20. The CM is also exploring other resources for shelter. In March, \$3600 was spent to motel the family at the Crenshaw Inn.

**29. A Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. They were sleeping in the car. Efforts have been made for linkage to family programs for shelter without success, including efforts to connect to FSC. The single adult is employed and motivated to find affordable shelter and/or housing. In March, \$3600 was spent to motel the family at the Crenshaw Inn.

**30. A couple (a female and her male partner) and his 3 children** were engaged at the Vermont/Beverly station on the Red Line. The adult female was pregnant, but had a late term miscarriage recently. This unexpected loss has been traumatic for the family. The CM is actively working to make a connection to family programs for shelter and other services. In March, \$3600 was spent to motel the family at the Crenshaw Inn.

**TOTAL: \$50,491.14**

**(\$720.00 due to risk for COVID-19)**

## **APRIL 2020 MOTEL REPORT**

1. **Single mother and 2 teenage daughters** were engaged at the 7<sup>th</sup> Street/Metro Station. Mother is undocumented and became homeless after losing her job. The mother was working odd jobs, but with the Coronavirus stay at home order, she has not been working. Family is connected to FSC Rapid Rehousing program, as of 2/27/20. On 4/30/20, the mother signed a lease to her apartment and will be moving in soon. PATH will provide assistance during this transition. In April, \$3480 was spent to motel the family at the Stuart Motel.
2. **A mother, father, and their 2 young children** were initially engaged at Union Station. The family had arrived from Fresno without a plan and no place to go. The family previously lived in the Los Angeles area and have an open DPSS case in SPA 4. A review of Clarity showed the Family had an open case with FSC HOPICS, but efforts to reconnect them to services were unsuccessful. The family was opened in PATH FSC RRH program. On or about 4/16/20, a warrant was issued by Dependency Court to remove the children from the care and custody of their parents and they were placed into protective custody by DCFS. In addition, the mother and father have separated and are no longer together. Because the family unit disbanded, the FSC case will be closed. On 4/29/20, the mother reported her intention to relocate back up North where she has support. PATH discussed Family Reunification assistance with the mother, with a plan to leave on 5/1/20 when the motel stay was up and would not be renewed. The mother has not maintained contact and has not returned calls and messages. Currently, her whereabouts are unknown. the family was opened in PATH FSC RRH program. In April, \$3300 was spent to motel the family at the Stuart Hotel.
3. **A married couple** was initially engaged at Mariachi Plaza on the Gold Line. The couple is matched to an apartment and are in the process of moving in upon completion of the inspection, but the process has experienced delays, including delay related to the Coronavirus. In April, \$3120 was spent to motel the couple at the Stuart.
4. **Single mother and her son** were engaged at Union Station. Family reported coming from out of state without a plan. While the CM was making efforts to gather basic demographic information in order to assist the family with linkage to other services, the family left the motel without notice and their whereabouts are unknown. In April, \$615.60 was spent to motel the family at the Rosa Bell Motel.
5. **Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH as of 2/18/20. The CM is also exploring other resources for shelter. In April, \$2560 was spent to motel the family at the Crenshaw Inn.

6. **A Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. Efforts have been made for linkage to family programs for shelter without success. The single adult is employed and motivated to find affordable shelter and/or housing. In April, \$3600 was spent to motel the family at the Crenshaw Inn. In March, \$2560 was spent to motel the family at the Crenshaw Inn.
7. **A couple (a female and her male partner) and his 3 children** were engaged at the Vermont/Beverly station on the Red Line. The adult female was pregnant and had had a late term miscarriage recently. This unexpected loss has been traumatic for the family. On 4/30/20, the CM took the couple to view an affordable apartment and the process is underway for the couple to secure the unit. In April, \$2560 was spent to motel the family at the Crenshaw Inn.
8. On 4/15/20, **a Single mother and her 5 year old son** were engaged at the Compton Station on the A line. The mother reported becoming homeless approximately 2 months earlier due to a breakdown in family relationships. The mother was referred to Project Room Key due to having a health condition that increases her vulnerability and risk to COVID-19-19. In April, \$1661.60 was spent to motel the family at the Rosa Bell Motel.
9. **A mother and her two children** were engaged at the Compton Station on the A line. She reported fleeing domestic violence. The CM attempted to help the family connect to a DV shelter, but shelter was not available. A motel stay at the Stuart was offered. The family unexpectedly left the motel the next day. In April, \$120 was spent to motel the family at the Stuart.
10. The participant was encountered on the Red Line platform at Union Station. He was offered a motel room due to having recently been released from the hospital following an accident where he sustained a broken leg and other injuries. The CM located a shelter, but the participant declined. Other shelter options were offered, but he continued to decline even after being informed that the motel stay would not be extended since other shelter had been located. In April, \$923.40 was spent at the Rosa Bell Motel.
11. **Single male** was encountered at Union Station and offered a motel room due to being at high risk for COVID-19-19. The CM referred him to Project Room Key and on 4/14/20 he transitioned from the motel into that program. In April, \$1231.20 was spent to motel the participant at the Rosa Bell.

12. This **couple** was engaged at the Bundy Station on the Expo line and offered a motel room due to the male being at high risk for COVID-19. Because of the male's vulnerabilities and high risk, the CM referred the couple to Project Room Key and on 4/30/20 the couple transitioned into that program. In April, \$1661.60 was spent to motel the participant at the Rosa Bell.
13. **Single male** at high risk for COVID-19 was engaged at Union Station on the Red Line Platform. He was offered a motel room and placed at the Rosa Bell while the CM followed up on linkage to shelters and a permanent housing match. In April, \$2975.40 was spent at the Rosa Bell motel.
14. **Single male** at high risk for COVID-19 was engaged at the 7<sup>th</sup> Street/Metro Station. He was offered a motel room due at the Rosa Bell while the CM assists in linkage to services for health, social services, and shelter. In April, \$2174.60 was spent at the Rosa Bell motel.
15. **Single male** at high risk for COVID-19. The participant is disabled and was engaged at Union Station. He was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs, including but not limited to, health services, benefit assistance, and shelter. He has been referred to Project Room Key. In April, \$1886.80 was spent between the Casa Bell and Rosa Bell Motels.
16. **Single male** at high risk for COVID-19 was engaged at Union Station. He was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs. During his motel stay, he was hospitalized for health issues, discharged to the streets, where he was again encountered by the MDT Metro Outreach Team at Union Station and given a room at The Crenshaw Inn. In April, \$1539 was spent between the Rosa Bell Motel and Crenshaw Inn.
17. **Single male** at high risk for COVID-19 was engaged at Union Station and offered a motel room and placed at the Rosa Bell while the CM provides linkage to services and completed a referral to Project Room Key. In April, \$2975.40 was spent at the Rosa Bell Motel.
18. **Single male** at high risk for COVID-19 was engaged at Union Station. He was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs, including but not limited to, health services, benefit assistance, and shelter. He has been referred to Project Room Key. In April, \$2585 was spent at the Rosa Bell Motel.

19. **Single female** at high risk for COVID-19 was engaged at Union Station. She was offered a motel room and placed at the Rosa Bell while the CM assists with linkage to services and programs, including but not limited to, health services, benefit assistance, and shelter. She was referred to Project Room Key and transitioned to that program. In April, \$225.20 was spent at the Rosa Bell Motel.
20. **Single male** at high risk for COVID-19 was engaged at Union Station and offered a motel room and placed at the Rosa Bell while the CM provides linkage to services and completed a referral to Project Room Key. In April, \$2975.40 was spent at the Rosa Bell Motel.
21. **Single male** at high risk for COVID-19 was engaged at Union Station and offered a motel room and placed at the Rosa Bell while the CM provides linkage to services. In April, \$430.40 was spent at the Rosa Bell Motel.
22. **Single male** at high risk for COVID-19 was engaged at the El Monte Bus Station and offered a motel room. The CM planned to assist the participant with linkage to services to assist with all his needs, but he unexpectedly left the motel. In April, \$1661.60 was spent at the Rosa Bell.
23. **Single female** at high risk for COVID-19 was encountered at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key. In April, \$2975.40 was spent at the Rosa Bell.
24. **Single male** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources. A referral to project room key was discussed with the client and he declined interest in this program or any other shelters electing to leave the motel expressing interest in moving out of California. In April, \$738.20 was spent at the Rosa Bell Motel.
25. **Single male** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and shelter/housing resources. In April, \$2174.60 was spent at the Rosa Bell Motel.
26. **Single male** at high risk for COVID-19 was engaged at the Santa Monica Station on the Expo Line. A motel stay was offered while the CM assists with linkage to social

service/health programs as well as shelter/housing resources. In April, \$1661.60 was spent at the Rosa Bell Motel.

27. **Single male** at high risk for COVID-19 was engaged at Union Station. He was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. In April, \$1353.80 was spent at the Rosa Bell Motel.
28. **Single female** at high risk for COVID-19 was engaged at the North Hollywood Station Red Line Station. She was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. In April, \$1296.25 was spent at the Motel 6 in Canoga Park.
29. **Single female** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station. She was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. She was referred to Project Room Key. In April, \$1353.80 was spent at the Rosa Bell Motel.
30. **Single male** at high risk for COVID-19 was engaged at the North Hollywood Red Line Station. He was offered a motel stay while the CM assists with linkage to social services, health programs, and shelter/housing resources. In April, \$327.80 was spent at the Case Bell Motel.
31. **Single male** at high risk for COVID-19 was engaged at Union Station. He was placed at the Downey Rec Center, but given that he is from the Valley, and his health care providers are in the Valley, efforts were made to relocate him to the Valley. Since a shelter bed was not available, a motel stay was approved. He has been referred to Project Room Key. In April, \$675.68 was spent at the Motel 6 in Canoga Park.
32. **Couple & 6 month old infant** encountered at Union; mother is a transitional aged youth. We are working on getting them connected to a family solution center. They were motel'd at the Crenshaw Inn, in April we spent \$1540 to motel them.
33. **Mother & Daughter** with severe health issues, encountered at Noho, placed at American Inn Motel until interim beds are secured in May. In April we spent \$1700 to motel them.
34. **Single Male** with mental health concerns was encountered at Noho. He was placed at Stuart hotel because he could not stay in shelter any longer. We are getting him connected to a pilot voucher and looking at affordable housing. In April we spent \$3240 to motel him.

35. **Single male** with diabetes, at risk for COVID-19 was encountered at Union. He was placed at Motel 6 Azusa and has been referred to Project Room Key for a bed, still waiting for placement. In April we spent \$1816.71 to motel him.
36. **Mother and children**, encountered at Expo/Crenshaw were, placed at Crenshaw Inn while connection to family solution center and rapid rehousing was secured. In April we connected them successfully, a unit was found, and the family moved into permanent housing at the end of April. In April we spent \$1210 to motel them.
37. **Single Male** with severe health issues, at risk for COVID-19, was encountered at Vermont/Beverly. We placed him at Motel 6 El Monte until his interim bed was secured. He moved in to interim at the end of April. In April we spent \$665.21 to motel him.
38. **Single Female** encountered at La Cienega/Jefferson, had been exposed to COVID-19 and later tested negative. We motel'd her at the Motel 6 Canoga Park location to keep her quarantined. Client was employed and successfully moved into permanent housing on her own. In April we spent \$1335 to motel her.
39. **Single Female** was encountered at Expo/Vermont, with severe health issues and mental health issues. She was placed at Motel 6 S. El Monte and Motel 6 Carson. We successfully connected her to full service partnership and Step Up on Second programs who will take over her housing plan. In April we spent \$1213.49 to motel her.
40. **Family** was encountered at Hawthorne/Lennox, was motel'd at Motel 6 Carson in April. They have been referred to Project Room Key. Family has decided to leave motel and stay in their car while Room Key is secured or apartment is secured, In April we spent \$632.24 to motel them.
41. **Couple** with severe health issues and high risk for COVID-19 was encountered at Avalon, placed at Motel 6 El Monte. We moved them to Project Room Key placement in April. In April we spent \$1200.19 to motel them.
42. **Mother & special needs son** with severe health issues were encountered at Compton station. Family was put at Motel 6 S. Gardena. We are working on getting them connected to a family solution center. In April we spent \$1354.50 to motel them.
43. **Single pregnant female** was encountered at Harbor station, was put at Motel 6 S. El Monte until Project Room Key bed is secured. We also have referred her to a family solution center. In April we spent \$2161.94 to motel her.

44. **Single female** with severe mental health issues encountered at Wardlow, at risk for COVID-19, was placed at Crenshaw Inn. We secured her an interim housing bed and she moved in at the end of April. In April we spent \$2360 to motel her.
45. **Pregnant female** at risk for COVID-19 encountered at Expo/LaBrea, we put her at the Motel 6 Carson, client later reported she was not pregnant. She moved out of motel and stayed with her sister. In April we spent \$553.61 to motel her.
46. **Single male** with severe health issues encountered at El Monte station, was placed at Motel 6 S. El Monte. We are helping him secure a single residency occupancy unit. In April we spent \$1406.45 to motel him.
47. **Single male** with severe health issues and high risk for COVID-19 was encountered at Sepulveda, was put at Motel 6 Canoga Park until Project Room Key bed is secured. In April we spent \$1134.98 to motel him.
48. **Single female** with severe mental health concerns and high risk for COVID-19 was encountered at Westlake. We put her at the Stuart Hotel. Project Room Key referral submitted. In April we spent \$2560 to motel her.
49. **Single mother and 2 children** encountered at Indiana station, was put at Motel 6 Norwalk, waiting for connection to a family solution center. In April we spent \$1190.50 to motel them.
50. **Single male** at risk for COVID-19 with severe health issues was encountered at Expo/Crenshaw, and placed at Crenshaw Inn. Has a Section 8 voucher and connected to intensive case management, we are working together to find him an apartment. In April we spent \$3560 to motel him.
51. **Single elderly female** at risk for COVID-19 encountered at Expo Vermont, placed at Rosa Bell Motel until interim bed is secured. In April we spent \$2790.20 to motel her.
52. **Single female** with severe mental health issues was encountered at Del Mar. Was placed at Motel 6 Azusa due to vulnerabilities. We are exploring permanent housing options, perhaps board and care. In April we spent \$3392.39 to motel her.
53. **Couple** at risk for COVID-19 was encountered at Union and placed at Stuart Hotel. Client abandoned the room on final day and no contact has been made since. In April we spent \$1420 to motel.

54. **Single female**, at risk for COVID-19, was encountered at Noho. We placed her at Motel 6 Canoga Park until her Project Room Key bed was secured. Last week of April she moved into Project Room Key. In April we spent \$1475.88 to motel her.
55. **Single female**, encountered at Noho, was put at Motel 6 Canoga Park due to COVID-19 symptoms. She has a bed secured at Good Shepherd in May. In April we spent \$1330.94 to motel her.
56. **Single male veteran** with health issues and high risk for COVID-19 was encountered at Sepulveda, placed at Motel 6 Canoga Park until Project Room Key bed is secured. In April we spent \$826.74 to motel him.
57. **Single male** with severe health issues and high risk for COVID-19 was encountered at Union, placed at Crenshaw Inn + American Inn until Project Room Key bed is secured in May. In April we spent \$3150 to motel him.
58. **Single male** at risk for COVID-19 encountered at Union was placed at Rosa Bell Motel. He currently has Section 8 voucher and intensive case manager assisting. Secured a Project Room Key bed at the end of April. In April we spent \$2359.80 to motel him.
59. **Elderly couple** at risk for COVID-19 encountered at Union, placed at Stuart Hotel until interim bed is secured in May. In April we spent \$2260 to motel them.
60. **Mother & 2 children** encountered at Soto station, referred to Upward Bound Program for transitional housing and waiting for placement. Family was put at Motel 6 Bellflower. In April we spent \$1867.31 to motel them.
61. **Couple** with severe health issues and high risk for COVID-19 was encountered at El Monte station placed at Motel 6 S. El Monte. Both clients secured a room at Project Room Key in April. In April we spent \$565.43 to motel them.
62. **Couple** with severe health issues, at risk for COVID-19 was encountered at Hollywood/Western. They were put at Stuart Hotel until Project Room Key placement is secured. In April we spent \$3300 to motel them.
63. **Single elderly male** at risk for COVID-19 was encountered at Union and placed at Rosa Bell Motel until Project Room Key bed is secured. We will also refer him to Helping Hands senior foundation for permanent housing. In April we spent \$738.20 to motel him.

64. **Single elderly male** with severe health issues and at risk for COVID-19 was encountered at Washington station. He was placed at Crenshaw Inn. We moved him into interim housing at the end of April. In April we spent \$2360 to motel him.
65. **Pregnant female** with health issues and at risk for COVID-19 was encountered at Florence station. We put her in Motel 6 Carson while Project Room Key placement is secured. In April we spent \$1308.63 to motel her.
66. **Single female** with severe health issues and high risk for COVID-19 was encountered at Noho and placed at Motel 6 Canoga Park. Client was connected to and moved into Project Room Key bed at the end of April. In April we spent, \$2804.82 to motel her.
67. **Single elderly female** at risk for COVID-19, encountered at Noho, was placed at Motel 6 Canoga Park. We connected her to Helping Hands Senior Foundation, awaiting assisted living placement by them. In the meantime, we are waiting for Project Room Key bed. In April we spent, \$1292.16 to motel her.
68. **Single elderly female** at risk for COVID-19 encountered at Pershing. She has been at the Stuart Hotel until affordable housing is secured. In April we spent \$3080 to motel her.
69. **Transgender female** with health issues and high risk for COVID-19 was encountered at Balboa and was placed at Motel 6 Canoga Park until Project Room Key bed was secured. Last week of April, she moved into new bed. In April we spent \$1967.87 to motel her.
70. **Single elderly male**, at risk for COVID-19, was encountered at Union and placed at Stuart Hotel. He was referred and placed in an interim bed at the end of April. In April we spent \$2060 to motel him.
71. **Single mother with 3 children** was encountered at Union. We placed them at the Stuart Hotel until connection with Homeless Outreach Program Integrated Care System is made. In April we spent \$3300 to motel them.
72. **Transitional aged male youth** was encountered at Noho, placed at Motel 6 Palmdale & Motel 6 S. El Monte until appropriate transitional aged youth housing is secured. In April we spent \$2345.76 to motel him.
73. **Pregnant couple** was encountered at Union and placed at the Crenshaw Inn while connection to family solution center and rapid rehousing was secured. In April they were connected, found a unit, and moved into their new apartment. In April we spent \$2800 to motel them.

74. **Single elderly female** at risk for COVID-19 encountered at Wilshire Vermont, was placed at American Inn until interim bed was secured. We are helping her search for affordable senior housing. In April we spent \$900 to motel her.
75. **Single male** with severe health issues, encountered at Union placed at Stuart Hotel. We connected him to rapid rehousing and now waiting for inspection on his potential unit. In April we spent \$2200 to motel him.
76. **Mother with children** encountered at Vernon, was placed at Motel 6 Gardena until connection with a family solution center is secured. In April we spent \$2977.60 to motel them.
77. **Couple with children** encountered at Union were placed at Stuart Hotel. We later found out the children were safe with family and the couple refused shelter. They took over motel payment at that time. In April we spent \$720 to motel them.
78. **Single elderly male** with severe health issues encountered at Union. Placed at Stuart Hotel for several months, still working on securing him affordable housing. In April we spent \$3080 to motel him.
79. **Single male** with severe MH concerns encountered at Westlake. We put him at the Stuart Hotel until Green Meadow Recreation Center bed was secured. He was later enrolled into a substance use treatment program. In April we spent \$1440 to motel him.
80. **Single male** with severe health issues encountered at San Pedro St. station, placed at Motel 6 Gardena until interim bed is secured. In April we spent \$1354.50 to motel him.
81. **Mother & daughter** were encountered at Lake station. Mother has cancer and liver failure and is at high risk for COVID-19 and adult daughter is her caretaker. They were placed at Motel 6 Azusa, and Project Room Key beds were secured at the end of April. In April we spent \$2880.40 to motel them.
82. **Single elderly male** with severe health issues and high risk for COVID-19 was encountered at El Monte station. Placed at Motel 6 S. El Monte until project room key bed is secured. In April we spent \$1952.88 to motel him.

**Total: \$153, 955.06**

**(\$95, 344.16 due to risk for COVID-19)**

## **MAY 2020 MOTEL REPORT**

1. **Single elderly male** with severe health issues encountered at Union. Placed at Stuart Hotel for several months, still working on securing him affordable housing. In May we spent \$3200 at the Stuart Hotel.
2. **Single elderly female** at risk for COVID encountered at Pershing. She has been at the Stuart Hotel until affordable housing is secured. In May we spent \$3200 at the Stuart Hotel.
3. **Single mother and 7 year old son** were encountered at 7<sup>th</sup> Street/Metro Station. They were placed at the Stuart Hotel while efforts are made to connect to a Family Solution Center and/or other shelter resources/programs for families. In May we spent \$3100 at the Stuart Hotel.
4. **Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. Efforts have been made for linkage to family programs for shelter including referrals to FSC and other programs. She is employed and motivated to find affordable shelter and/or housing. In May we spent \$3160 was spent to motel the family at the Crenshaw Inn.
5. **Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH as of 2/18/20, were matched to an apartment at the end of May and moved into her apartment in early June. In May we spent \$3160 to motel the family at the Crenshaw Inn.
6. **A couple (a female and her male partner) and his 3 children** were engaged at the Vermont/Beverly station on the Red Line. The couple unexpectedly suffered a late pregnancy loss. On 4/30/20, the CM took the couple to view an affordable apartment and the process is underway for the couple to secure the unit. The CM is awaiting assistance for the move-in fees and deposit. In May we spent \$3160 to motel the family at the Crenshaw Inn.
7. **A single adult male** was initially engaged at Pershing Square on the Red Line. He contacted his Case Manager out of concern for his health and wellbeing given his high risk for COVID-19 due to health conditions and vulnerabilities. The CM had already referred the client to Project Room Key and on 5/4/2020 approval was given to place the client at the Crenshaw Inn until he was matched to PRK. On 5/19/2020, the client transitioned into PRK. In May we spent \$1540 to motel the client at the Crenshaw Inn.
8. **Single male** at high risk for COVID-19. The participant is disabled and was engaged at Union Station. He was offered a motel room and placed at Motel 6 S. El Monte location while the CM assists with linkage to services and programs, including a referral to Project Room Key. In May we spent \$2411.97 to motel the client at the Crenshaw Inn and Motel 6 S. El Monte.
9. **A Single mother and her 5 year old son**, initially engaged at the Compton Station on the A line, were offered a motel stay because no other shelter options were available. The CM has referred the family to FSC and is actively searching for other shelter resources. In May we spent \$3180.60 to motel the family at the Rosa Bell Motel.
10. **Single male** at high risk for COVID-19 was engaged at Union Station on the Red Line Platform. He was offered a motel room and placed at the Rosa Bell while the CM followed up on linkage

to shelters, a permanent housing match, and referral to Project Room Key. He transitioned into a PRK site in early June. In May we spent \$3180.60 at the Rosa Bell Motel.

11. **Single Male** at high risk for COVID-19 was encountered at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key. In May we spent \$3180.60 at The Rosa Bell.
12. **Single Male** at high risk for COVID-19 was encountered at the Union Station Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key which he transitioned into. In May we spent \$1846.80 at the Rosa Bell Motel.
13. **Single Female** at high risk for COVID-19 encountered at North Hollywood Line Station and a motel stay was provided while the CM assists with linkage to other shelter resources including Project Room Key and PRK placement was attained. In May we spent \$2154.60 at the Rosa Bell Motel.
14. **Single Male** who is disabled and at high risk for COVID-19 was encountered at Union Station and provided with a motel stay due to risks and vulnerabilities. He was referred to other programs for shelter and health resources, including Project Room Key. In May we spent \$3180.60 at the Rosa Bell Motel.
15. **Single Male** at high risk for COVID-19 was encountered at the Downtown Santa Monica Station on the Expo Line and provided with a motel stay due to risks and vulnerabilities. He was referred to Project Room Key and a bed was attained. In May we spent \$1949.40 at the Rosa Bell Motel.
16. **Single Male** at high risk for COVID-19 was encountered at Union Station and provided with a motel stay due to risks and vulnerabilities. He was referred to Project Room Key and transitioned to that program in early June. In May we spent \$3180.60 at the Rosa Bell Motel.
17. **Single Male** at high risk for COVID-19 was encountered at Union Station and provided a motel stay. He was referred to Project Room Key and was awaiting placement, however, he left the motel and his whereabouts are unknown. In May we spent \$615.60 at the Rosa Bell Motel.
18. **Single Female** at high risk for COVID-19 was encountered at 7<sup>th</sup> Street/Metro Station and provided a motel stay. She was referred to Project Room Key and transitioned to that program. In May we spent \$1949.40 at the Rosa Bell Motel.
19. **Single Male** at high risk for COVID-19 was encountered at Union Station. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and a bed was attained in early June. In May we spent \$3180.60 at the Rosa Bell.
20. **Single Male** at high risk for COVID-19 was encountered at Union Station. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and is awaiting placement. A shelter bed was attained and he was placed in early June. In May we spent \$3180.60 at the Rosa Bell.

21. **Single Male** at high risk for COVID-19 was encountered at the North Hollywood Station on the Red Line. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and is awaiting placement. In May we spent \$3180.60 at the Casa Bell Motel.
22. **Single Male** at high risk for COVID-19 was encountered at Union Station. A motel stay was provided while linkage to shelter and other resources are sought. He was referred to Project Room Key and a bed was attained. In May we spent \$1148.60 at the Casa Bell Motel.
23. **Single Female** with two teenage children was encountered at 7<sup>th</sup> Street/Metro Station. The mother is undocumented and the family became homeless when she lost her job. The family was connected to FSC and permanent housing was attained in early May. In May we spent \$675.50 at the Rosa Bell Motel.
24. **Single Male** at high risk for COVID-19 was encountered at Union Station and a motel stay was provided while linkage to shelter and other resources could be made. He was referred to Project Room Key and a bed was attained. In May we spent \$685.86 at Motel 6 in Canoga Park.
25. **Single Female** at high risk for COVID-19 encountered at North Hollywood Red Line Station. A motel stay was provided while the CM provided linkage to other programs and resources. She was referred to Project Room Key and a bed was attained. In May we spent \$2563.84 at Motel 6 in Canoga Park.
26. **Single Male** at high risk for COVID-19 encountered at the North Hollywood Red Line Station. A motel stay was provided while the CM provided linkage to other programs and resources. He was referred to Project Room Key and a bed was attained. In May we spent \$498.08 at Motel 6 in Canoga Park.

**Total: \$62, 464.45**

**(\$42, 828.35 due to risk for COVID-19)**

## **JUNE 2020 MOTEL REPORT**

1. **Single elderly male** with numerous and severe health issues encountered at NOHO station. Client has been motel'd for 2 months while we connected him to Senior Foundation for housing. On July 5, Senior Foundation will be transferring him to permanent housing. In June we spent \$2747.67 to motel him.
2. **Single female** with numerous health conditions, encountered at San Pedro station. She was placed at American Inn Motel for 1 night until we successfully secured her a bed at First To Serve shelter. In June we spent \$110.00 to motel her.
3. **Single mother and 3 children** encountered at Union station, have been motel'd at the Stuart Motel for 3 months. We have successfully connected this family to Family Solutions Center; they are on a waitlist for housing. We are also exploring the possibility of reunifying them with other family. In June we spent \$3300 to motel this family.
4. **Single mother and child** encountered at Union station, has been motel'd at the Stuart Motel for 2 months. We have successfully connected this individual with employment services and she has obtained 2 jobs recently. We are working on connecting her to a Family Solutions Center Rapid ReHousing program for permanent housing. In June we spent \$3300 to motel this family.
5. **Single female** with numerous health issues and at high risk for COVID encountered at Union Station. She was motel'd at the Stuart Motel 3 months ago and is awaiting placement at Project Room Key. We are exploring other shelter options with her as well. In June we spent \$3300 to motel her.
6. **Single female** encountered at Santa Monica/Expo station. We motel'd her due to numerous health issues and high risk for Covid. We successfully referred and placed her at Project Room Key Venice Beach. In June, we spent \$980 to motel her.
7. **Single elderly female** at risk for Covid encountered at Union station. Client was motel'd at Motel 6 until she ultimately refused any more services from us and abandoned the room. In June we spent \$959.28 to motel her.
8. **Single male** encountered at Union station. Our team motel'd him for 1 night at the Stuart Motel while waiting for Greyhound ticket. We successfully reunified him with family in Washington. In June we spent \$110 to motel him.
9. **Single mother and 3 children** encountered at NOHO station, has been motel'd for 2 months at Motel 6. We have referred this family to the Family Solutions Center and waiting for a reply. We are exploring additional income options through Cal Works as well. In June we spent \$3428.43 to motel this family.

10. **Single pregnant female** encountered at NOHO station, has been motel'd for 2 months at Motel 6. She is on the waitlist for housing at the Family Solutions Center. In June we spent \$3426.93 to motel her.
11. **Single elderly male** at risk for COVID due to numerous health issues, has been motel'd at Motel 6 for 2 months. Project Room Key referral has been submitted, we are awaiting placement now. In June we spent \$2516.52 to motel him.
12. **Single pregnant female** encountered at Union station referred by LAPD. Client is due soon and using drugs daily. Outreach team successfully placed referrals to Mini House substance use treatment program and her intake is on 7/1. Until then, the client was motel'd at the Stuart Motel; we spent \$200 to motel her in June.
13. **Single Male** with severe mental health issues, has been motel'd at the Stuart Motel since April while we secure him affordable housing or successfully connect him to appropriate shelter. In June we spent \$3300 to motel him.
14. **Single Transitional Aged Female**, encountered at El Monte Station, at high risk for Covid. Project Room Key referral was submitted, and Transitional Aged Youth shelter referrals were submitted; we are awaiting placement. In June we motel'd her at Motel 6 S. El Monte and spent \$2273.61.
15. **Single elderly male** with severe health issues encountered at Union. Placed at Stuart Hotel for several months, still working on securing him affordable housing. Barriers to shelter and housing include his health issues and problems obtaining identification. Legal assistance and assistance from his state of birth has been initiated. In June we spent \$3080 at the Stuart Hotel.
16. **Single elderly female** at high risk for COVID-19 encountered at Pershing. She has been at the Stuart Hotel until affordable housing is secured. A housing opportunity has been identified and is in the process of being secured. A PRK referral was submitted and placement is pending. In June we spent \$3080 at the Stuart Hotel.
17. **Single mother and 7 year old son** were encountered at 7<sup>th</sup> Street/Metro Station. They were placed at the Stuart Hotel while efforts are made to connect to a Family Solution Center and/or other shelter resources/programs for families. Family is enrolled at HOPICS FSC and the CM is advocating for assistance. In June we spent \$3080 at the Stuart Hotel.
18. **Single mother and her two children, ages 11 and 8**, were encountered at Union Station. The family was placed at the Stuart Hotel while efforts are made to connect the family to programs and resources for families including shelter and housing programs. In June we spent \$3080 at the Stuart Hotel.
19. **A Single female and her nephew** were engaged at the 103<sup>rd</sup> station on the Blue Line. The family became homeless after the passing of the single female's mother. Efforts have been

made for linkage to family programs for shelter including referrals to FSC and other programs. The single adult is employed and motivated to find affordable shelter and/or housing and has applied to units she can afford and is awaiting responses. In June we spent \$3080 to motel the family at the Crenshaw Inn.

20. **Single mother and her child** were engaged at the Slauson Blue Line Station. The family is connected to PATH FSC RRH and moved into permanent housing on 6/4/20. In June we spent \$300 to motel the family at the Crenshaw Inn.
21. **A couple (a female and her male partner)** were engaged at the Vermont/Beverly station on the Red Line. The couple unexpectedly suffered a late pregnancy loss. The CM took has taken the couple to view affordable apartments and applications have been submitted. Additionally, the CM is collaborating with other agencies to seek move-in and deposit assistance once a unit is located. In June we spent \$3080 to motel the family at the Crenshaw Inn.
22. **Single elderly male at high risk for COVID-19**, who is disabled, was engaged at Union Station. The client was referred to Project Room Key, and while awaiting placement, he was given a motel stay. In June we spent \$1492.02 to motel the client Motel 6 S. El Monte.
23. **A Single mother and her 5 year old son**, initially engaged at the Compton Station on the A line, were offered a motel stay because no other shelter options were available. The CM has referred the family to FSC and is actively searching for other shelter resources. In June we spent \$3078 to motel the family at the Rosa Bell Motel.
24. **Single male at high risk for COVID-19** was engaged at Union Station on the Red Line Platform and was placed at the Rosa Bell. On 06/05/20 he transitioned to Project Room Key. In June we spent \$513 at the Rosa Bell Motel.
25. **Single Male at high risk for COVID-19** was encountered at the North Hollywood Red Line Station and a motel stay was offered while the CM assists with linkage to social service programs and other shelter resources, including a referral to Project Room Key. In June we spent \$3078 at the Rosa Bell.
26. **Single Male at high risk for COVID-19** was encountered at Union Station and provided with a motel stay due to risks and vulnerabilities. On 06/05/20, he was transferred to Project Room Key. In June we spent \$513 at the Rosa Bell Motel.
27. **Single Male at high risk for COVID-19** was encountered at Union Station. A motel stay was provided while other shelter options could be found. He was referred to Project Room Key and a bed was attained on 06/05/20. In June we spent \$513 at the Rosa Bell.
28. **Single Male at high risk for COVID-19** was encountered at the North Hollywood Station on the Red Line. A motel stay was provided while other shelter options could be found. He was

referred to Project Room Key but he left the motel and his whereabouts are unknown. In June we spent \$205.20 at the Casa Bell Motel.

29. **Single Male at high risk for COVID-19** was encountered initially at the Compton Station on the A Line. A referral was made to Project Rook Key and he is awaiting placement. In June \$1559 was spent at the Rosa Bell.

30. **This family consisting of the mother, her male partner, and two sons, ages 12 and 8** were engaged at Union Station. The mother is 9 months pregnant and her due date was 6/18/20. The mother and her partner are at high risk for COVID-19. The family was offered a motel stay while efforts are made to connect the family to resources and programs for families. In June we spent \$1573.20 at the Rosa Bell

31. **A single mother and her 8 year old son** were engaged at Union Station. The family has been unsheltered and were offered a motel stay while efforts are made to connect the family to other resources for shelter and housing. In June we spent \$205.20 at the Rosa Bell Motel.

**Total: \$61,462.06**

**(\$22,555.83 due to risk for COVID-19)**



# Metro's Homeless Outreach Efforts Quarterly Update

2020-0583

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE

# Operation “Shelter the Unsheltered”



Heightened presence of outreach teams and law enforcement partners at select stations for end of the line services



Closure of Union Station nightly 12:00 – 4:00 a.m. to clean and sanitize station and trains



Off-loading of all riders at the end of the line. Riders must exit through the turnstiles and retap to reenter train platform



Outreach Teams positioned at turnstiles offer resources, water and snacks to persons who appear homeless

# Operation “Shelter the Unsheltered”

Operation Summary	Qt.
# OF AM OFF-LOADINGS	44,076
# OF PM OFF-LOADINGS	1,419
<b>TOTAL</b>	<b>45,495</b>
# OF INDIVIDUALS SHELTERED (MTS, LAPD, LASD, LBPD, and PATH)	496
# OF INDIVIDUALS SHELTERED (PATH only)	473
# OF INDIVIDUALS CONTACTED (LA DOOR only)	259
# OF INDIVIDUALS CONTACTED (THE DREAM CENTER only)	428

# C3 Team Outreach Data

Performance Measures - Monthly	Number of Persons Served March 2020	Number of Persons Served April 2020	Number of Persons Served May 2020	Number of Persons Served June 2020	Quarterly Total Served	Contract to Date Number Served
Number of unduplicated individuals-initiated contact (pre-engagement phase)	178	395	145	176	894	8,605
Number of Unduplicated individuals engaged (engagement phase)	68	127	56	69	320	4,066
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	34	309	63	21	427	2,156
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	2	5	1	2	10	415
Number of unduplicated individuals engaged who are permanently housed	13	16	13	13	55	330

# Quarterly Summary Motel Placements

## P.A.T.H. Motel Placements

- ▶ March: 50 homeless persons were housed in 30 motel rooms
- ▶ April: 127 homeless persons were housed in 82 motel rooms
- ▶ May: 36 homeless persons were housed in 26 motel rooms
- ▶ June: 45 homeless persons were housed in 31 motel rooms



# New CBO Partnerships + Deployment Schedules

## Dream Center Outreach Team (Blue T-Shirts)

- Provides resources to individuals suffering from addiction, cognitive struggles and physical challenges
- Launch Date: Friday, July 10, 2020
- Union Station: Every Friday at station closure, 12 a.m.

## L.A. DOOR Outreach Team (Gray T-Shirts)

- Proactively engages individuals at elevated risk of returning to the LA City Attorney's Office and delivers peer-led multidisciplinary social services.
- Launch Date: Wednesday, July 8, 2020
- Union Station: Wednesdays, 7 a.m.
- Civic & Grand Station: Thursdays, 7 a.m.
- Westlake/MacArthur Park Station: Fridays, 7 a.m.



## Board Report

File #: 2020-0569, File Type: Informational Report

Agenda Number: 24.

### OPERATIONS, SAFETY AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**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 July 2020 performance data as reported under the transit policing deployment strategy which is a combination of in-house fare compliance officers, private security for fixed assets and a multi-agency law enforcement deployment strategy by the Los Angeles Police Department (LAPD), Los Angeles County Sheriff's Department (LASD), and Long Beach Police Department (LBPD). In addition, the report highlights initiatives from the System Security and Law Enforcement department and its efforts to create a safer environment for Metro employees and a safer experience for Metro customers.

#### **BACKGROUND**

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

#### **DISCUSSION**

##### **DEPLOYMENT ANALYSIS AND FORMULA DEVELOPMENT**

Transit Security has conducted the following review of its overtime usage.

##### Transit Security Overtime - July 2020

July 2020 Transit Security Overtime report shows a decrease of \$101,773.11 (33.8%) in overtime usage from June 2020.

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

Subsequent testing of the Mobile Phone Validator (MPV) dashboard has shown uneven to subpar results. When specific dates, times, deployment periods and watch/shift are researched the results

are sporadic and undependable. After additional discussion with Axiom personnel, it was determined that this is likely a result of poor or no connectivity in the subterranean portions of the system. Once Officers enter the underground portion of the system, their location is not detected by the satellite which isolates their position until they surface again. Many Officers do not surface at all during a shift because they are assigned to stations or platforms that are underground. However, some officers, show up routinely and frequently on our map because many of their assignments are fixed posts at mezzanines, terraces, or other non-tunnel locations. On Monday June 29<sup>th</sup>, Axiom's Project Manager, sent us an information sheet about how their satellite works, and addressed some questions about the poor connectivity and the impact on our mapping functionality. He admitted that the lack of connectivity will continue, and they currently do not have a solution.

An alternative to the map features could be a report conducted by the Mobile Device Manager (MDM) system, which would tell us which TAP cards (in this case, badges) were read and at what times. With this tool we could see which employees logged into the MPV application, at what time, and at which point they logged off. However, we have tried running reports on three different occasions and no reports were ever generated, Axiom personnel stated on July 14<sup>th</sup> that the reports function should be operational. We will continue to run reports and report any issues to Axiom. SSLE has begun to look at other vendors, or options that may provide a better solution. We will work with Metro IT to develop a Request for Proposal to determine if there are effective options.

## TRANSIT SECURITY HIRING EFFORTS

### Current Staffing Levels

As of 8/5/20:

Job Title	# Budgeted	# Filled	Vacancies	Capacity
Transit Security LT	5	5	0	100.00%
Transit Security SGT	12	10	2	83.33 %
SR Transit Security OFCR	15	13	2	86.67%
Transit Security OFCR II	75	72	3	96.00%
Transit Security OFCR I	77	67	10	87.01%
<b>TOTAL</b>	<b>184</b>	<b>167</b>	<b>17</b>	<b>90.76%</b>

### Hiring Plan

First group of 161 applicants have completed qualification steps. 40 candidates were presented with a contingent job offer. Of those, 16 passed the intake meeting and are prepared to go to background investigations. Applicant group #2 consisting of 132 applicants will be completing the written assessment and interviews during the month of August.

### Training

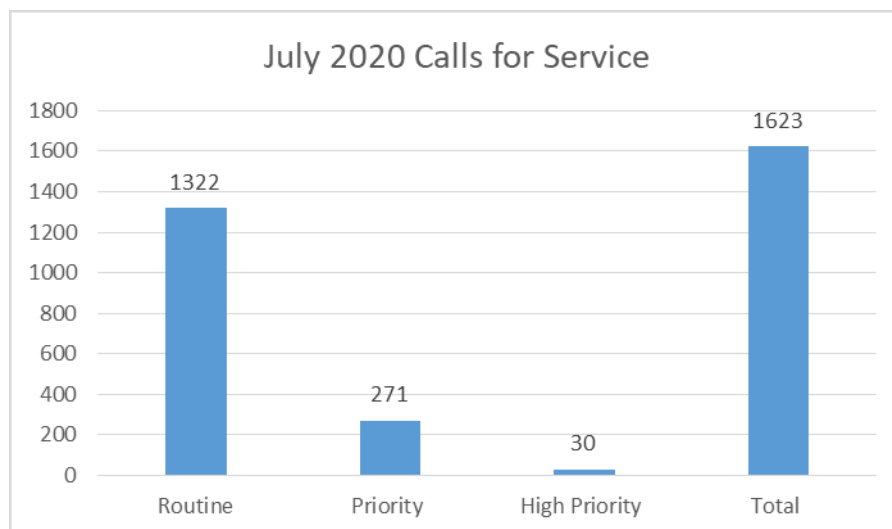
- **Glock Transition Program** - The first 16 officers are set to begin transition training on August 17, 2020. Additional officers will continue to be scheduled as soon as they can be confirmed on their rollouts.
- **Implicit Bias Training** - The draft of the revised in-house Implicit Bias training was sent to Office of Civil Rights on August 7, 2020, for review and feedback.

- **Operations Supervisor Safety** - A 30-minute draft of Operations Supervisor Safety and Verbal De-escalation presentation was sent to Rail Operations for review on August 6, 2020. Once approved, we will provide this Verbal De-Escalation training to Operations supervisors so they in turn can go back to train their folks in Verbal De-Escalation.

#### Calls for Service KPI

Metro Security department was tasked to measure key performance indicators to understand specific performance for calls for service. Three types of calls for service were developed and categorized into three types:

- Routine: Assignments that are dispatched to Metro Security Officers that require their presence to resolve, correct or assist a situation.
- Priority: Calls endangering property are dispatched as soon as possible if units are available, with the exception of bomb threats calls, which are dispatched immediately to law enforcement. Vandalism and burglary calls may be delayed until officers are available.
- High priority: Calls that are in-progress events where persons or high-value property are in immediate danger. This call requires as many personnel as possible to respond safely but quickly.



We will provide response times in future board reports.

#### **BUS OPERATOR ASSAULTS**

In June, there were a total of (13) assaults on bus operators, with (6) assaults occurring in LAPD's jurisdiction and (7) assaults occurring in LASD's jurisdiction. All (13) assaults occurred on the bus system on different lines. Ten of the suspects were males and (3) of the suspects were females. Five suspects were arrested, and one suspect was homeless.

In July, there were a total of (4) assaults on bus operators, with (3) assaults occurring in LAPD's jurisdiction and (1) assault occurring in LASD's jurisdiction. All (4) assaults occurred on the bus system on different lines. All (4) suspects were males. Two suspects were arrested, (1) suspect was

homeless, and (1) suspect suffered from mental illness.

Most of the bus operator assaults occurred in the Mid-City and Mid-Wilshire areas, with some assaults occurring in the Harbor-Gateway and El Monte Terminal areas.

### **EMERGENCY MANAGEMENT COVID-19 RESPONSE**

The Emergency Management Department (EMD) has continued to support Metro's Incident Management Team in the Agency's response to COVID-19. EMD activated Metro's Emergency Operations Center (EOC) starting March 10, 2020, and began coordination of daily Command Staff meetings, intelligence briefings and communication with local government and transit partners on regional response, best practices and real-time lessons learned during this incident.

EMD has implemented a Duty Officer Program, with 24/7 availability to aid Metro employees with any questions regarding Metro's COVID-19 response, COVID-19 case tracking and reporting, and all incident related assistance or inquiries for information. Metro's EOC has facilitated and/or provided guidance in notifications to staff, acquiring of emergency supplies, funding regulations & expense reimbursement strategies, safety protocols, regional transit communications (Joint Information Center), and requests from LA County and City EOCs.

Since March 10, 2020 the Emergency Management Department has facilitated the following for COVID-19 response activities:

- 70 Command Staff Meetings
- Over 200 Duty Officer calls
- 92 Command Staff Public Health Intelligence Briefs
- 119 Operational Periods of EOC Activation
- Provided over 40,000 masks to Law Enforcement and Transit Security for personnel use and to utilize as de-escalation tools for Metro system riders to maintain a safe environment for all
- Assisted in collecting data and facilitating the FEMA reimbursement application process for Metro's COVID-19 response and mitigation expenses, totaling over \$144 million

### **HOMELESS OUTREACH SERVICES**

#### Operation "Shelter the Unsheltered"

PATH Outreach Data: July 1 - July 31, 2020

- 11 individuals were permanently housed
- 286 individuals have been permanently housed since May 2017
- 29 motel rooms were secured to house 53 homeless persons
  - 26 of the clients were single mothers with children
  - 14 clients were singularly housed
  - 1 deaf couple

- 1 couple with 4 children
- 1 couple with 3 children
- 1 couple without children

Total Motel Expense: \$59,733.23

**Note:** Temporary city shelters are NOT taking new cases and are in the process of closing. As a shelter closes, the remaining occupants are being transferred to the shelters still open and others are being housed through Operation Room Key. The goal is to close all temporary shelters by September 30th and have all remaining occupants housed by then.

PATH teams deploy daily throughout the system with special attention to the following hot spots:

- Day Team (7 a.m. - 3:30 p.m.)
  - Red Line: Union Station, MacArthur Park, Vermont/Beverly
  - Blue Line: Slauson
  - Orange Line: North Hollywood, Van Nuys
  - Silver Line: Slauson
  - Gold Line: Heritage Square, Lake, Allen Station, Sierra Madre, Monrovia, APU
  - Expo: Expo/Crenshaw
  - Green Line: Willowbrook/Rosa Parks
- Swing Team (3 a.m. - 11:30 a.m.)
  - Red Line: MacArthur park/Westlake/7<sup>th</sup> St/Metro, Union Station, North Hollywood
  - Orange Line: North Hollywood
  - Expo Line: Santa Monica Station
  - Gold Line: APU Citrus, Lake Station
  - Blue Line: Downtown Long Beach, Compton, 103<sup>rd</sup> Station
  - Green Line: Harbor Freeway, Vermont/Athens
  - El Monte Station

### The Dream Center Outreach Program & Team

Faith-based community-based organization. Provides social services 24 hours a day, seven days a week

- Execution date: Friday, July 10, 2020. Teams deploy:
  - Fridays, Union Station, close of station
  - 428 contacts were made between July 10 and August 18, 2020



### L.A. DOOR Outreach Program & Team

Comprehensive, health-focused, preventative approach that proactively engages individuals at elevated risk of returning to the LA City Attorney's Office on a new misdemeanor offense related to substance use, untreated mental illness, and/or homelessness.

- Execution date: Wednesday, July 8, 2020. Teams deploy:
  - Wednesdays, Union Station
  - Thursdays, Civic Center/Grand Park
  - Fridays, Westlake/MacArthur Park.
  - Number of contacts with homeless persons made to date: 237



## **PUBLIC PRIVATE PARTNERSHIPS**

### **Housing Collaborations:**

#### **Public/Private Housing Discussions**

- April 6th meeting with members from The Mayor's Office of City Homelessness Initiatives - Housing Team
- July 31st Rapid Shelter meeting with CEO of The Housing Innovation Collaborative. Meeting held with Metro's Executive Officer, Office of Extraordinary Innovation and Project Manager, Homeless Outreach and Strategic Planning.
- August meetings held with two regional Councils of Government to discuss homelessness, best practices and collaboration.

### **Homeless Outreach Collaborations:**

- Los Angeles City District Attorney's Office - Neighborhood Prosecutor

## **4-DAY HOMELESS RAIL & BUS COUNT**

- The 4-day homeless count on rail and bus is in the planning phase and is expected to launch early October.

## **SEXUAL HARASSMENT INITIATIVES**

SSLE has developed a new Sexual Harassment Sensitivity Training to better meet the needs of victims of sexual harassment while aboard Metro. Training was complete as of July 1, 2020 and internal and external Metro marketing materials have been updated.

**PEACE OVER VIOLENCE PERFORMANCE METRICS**

<b>Performance Measure</b>	<b>Number Served (June)</b>	<b>Number Served (July)</b>
Total Sexual Harassment Cases Contacting POV	2	4
Total Cases of Metro Located Sexual Harassment Contacting POV	2	2
Total Number of Metro Riders Requesting Counseling Services	2	2
Total Number of Police Reports Filed or Intended to File	2	1
Total Number of Active Cases	1	1

**JUNE 2020 REGULAR BOARD MEETING**

At June's Full Board Meeting, Board Director Fasana requested a report back on how the changes in Metro's fare enforcement have impacted our fare revenue. The FY20 budget assumption before COVID for fare revenue was approximately \$23.7 million per month, of which \$16.6M was estimated for Bus and \$6.8M for Rail. The fare revenue collected after COVID-19 is around \$1.2 to \$1.6 million a month. This is a 95% drop in fare revenue since the Safe-at-Home orders were implemented.

The decrease in fare revenue is mostly attributed to a decrease in ridership as a result of the Safe-at-Home orders and Metro implementing rear-door boarding on buses to minimize contact between our bus operators and riders. Also, our fare enforcement officers realigned their efforts from fare enforcement to educating our riders on essential travel.

**NEXT STEPS**

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

**ATTACHMENTS**

Attachment A - System-Wide Law Enforcement Overview July 2020

Attachment B - MTA Supporting Data July 2020

Attachment C - Key Performance Indicators July 2020


Attachment D - Transit Police Summary July 2020

Attachment E - Homeless Update July 2020

Attachment F - Monthly, Bi-Annual, Annual Comparison July 2020

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

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



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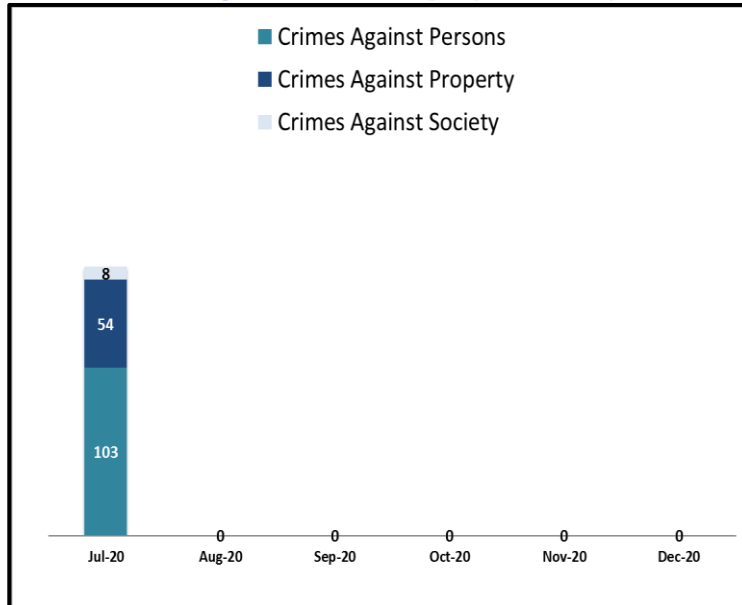
Phillip A. Washington  
Chief Executive Officer

# SYSTEM-WIDE LAW ENFORCEMENT OVERVIEW

JULY 2020

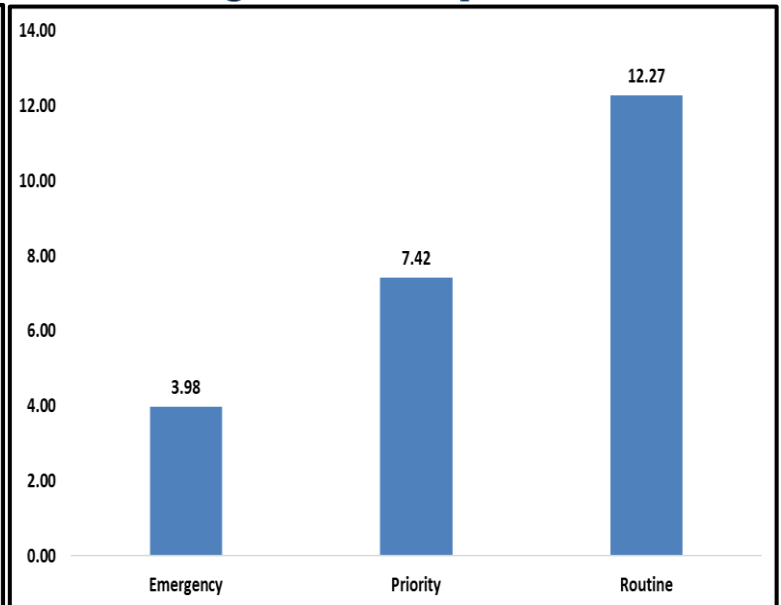
Attachment A

## Crimes Against Persons, Property, and Society

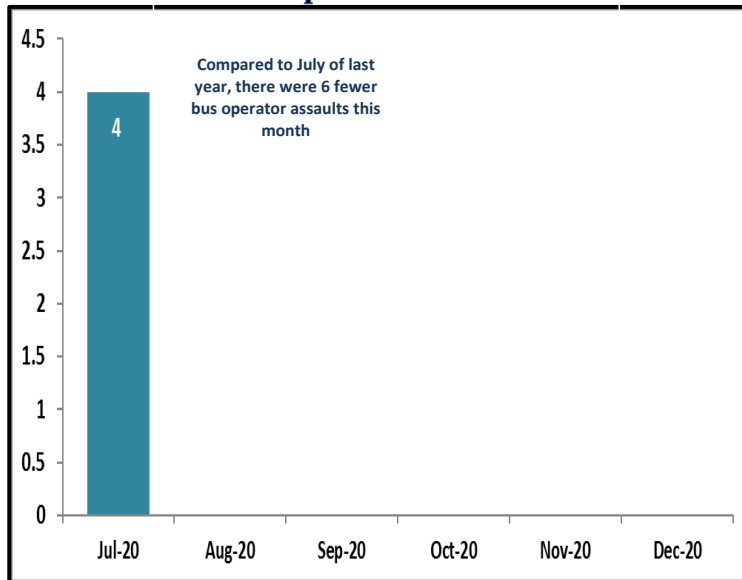


When compared to the same period last year, Crimes Against Persons decreased by 38 crimes, Crimes Against Property decreased by 24 crimes, and Crimes Against Society decreased by 25 crimes.

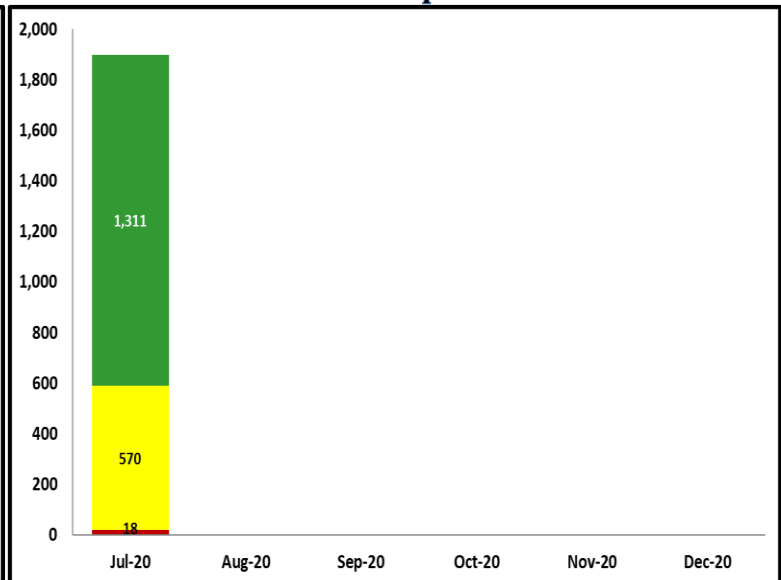
## Average Incident Response Times



## Bus Operator Assaults



## Fare Compliance



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

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

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	0	0	0	0
Pico	1	0	0	1
Grand/LATTC	1	0	0	1
San Pedro St	1	0	0	1
Washington	0	0	0	0
Vernon	0	0	0	0
Slauson	0	1	0	1
Florence	1	1	0	2
Firestone	1	0	0	1
103rd St/Watts Towers	1	1	0	2
Willowbrook/Rosa Parks	1	2	0	3
Compton	2	0	0	2
Artesia	1	0	1	2
Del Amo	0	0	0	0
Wardlow	1	0	0	1
Willow St	0	0	0	0
PCH	0	0	0	0
Anaheim St	0	0	0	0
5th St	0	0	0	0
1st St	1	0	0	1
Downtown Long Beach	0	0	0	0
Pacific Av	0	0	0	0
Blue Line Rail Yard	0	0	0	0
Total	12	5	1	18

ARRESTS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Felony	0	9	0	9
Misdemeanor	1	6	5	12
TOTAL	1	15	5	21

CITATIONS				
AGENCY	LAPD	LASD	LBPDP	FYTD
Other Citations	1	12	1	14
Vehicle Code Citations	0	0	26	26
TOTAL	1	12	27	40

CALLS FOR SERVICE				
AGENCY	LAPD	LASD	LBPDP	FYTD
Routine	5	72	3	80
Priority	17	84	37	138
Emergency	2	11	8	21
TOTAL	24	167	48	239

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

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

GRADE CROSSING OPERATIONS				
LOCATION	LAPD	LASD	LBPDP	FYTD
Washington St	0	0	0	0
Flower St	0	0	0	0
103rd St	0	0	0	0
Wardlow Rd	0	0	4	4
Pacific Ave.	0	0	0	0
Willowbrook	0	0	0	0
Slauson	0	0	0	0
Firestone	0	0	0	0
Florence	0	0	0	0
Compton	0	0	0	0
Artesia	0	0	0	0
Del Amo	0	0	0	0
Long Beach Blvd	0	0	0	0
TOTAL	0	0	4	4

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

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

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	2	2
Misdemeanor	1	1	2
TOTAL	1	3	4

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	96	98
Priority	10	60	70
Emergency	0	6	6
TOTAL	12	162	174

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

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

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
7th St/Metro Ctr	2	1	0	3
Pico	1	0	0	1
LATTC/Ortho Institute	0	0	0	0
Jefferson/USC	0	0	0	0
Expo Park/USC	1	0	0	1
Expo/Vermont	0	0	0	0
Expo/Western	1	0	0	1
Expo/Crenshaw	2	2	0	4
Farmdale	0	0	0	0
Expo/La Brea	0	0	0	0
La Cienega/Jefferson	0	0	0	0
Culver City	0	0	0	0
Palms	1	1	0	2
Westwood/Rancho Park	0	0	0	0
Expo/Sepulveda	0	0	0	0
Expo/Bundy	0	0	0	0
26th St/Bergamot	0	0	0	0
17th St/SMC	1	0	0	1
Downtown Santa Monica	3	1	1	5
Expo Line Rail Yard	0	0	0	0
Total	12	5	1	18

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	1	1	2
Misdemeanor	1	3	4
TOTAL	2	4	6

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	16	2	18
Vehicle Code Citations	0	0	0
TOTAL	16	2	18

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	8	56	64
Priority	39	27	66
Emergency	2	2	4
TOTAL	49	85	134

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

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Exposition Blvd	0	0	0
Santa Monica	N/A	12	12
Culver City	N/A	0	0
TOTAL	0	12	12

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME		
CRIMES AGAINST PERSONS	LAPD	FYTD
Homicide	0	0
Rape	0	0
Robbery	2	2
Aggravated Assault	7	7
Aggravated Assault on Operator	0	0
Battery	11	11
Battery Rail Operator	0	0
Sex Offenses	1	1
SUB-TOTAL	21	21
CRIMES AGAINST PROPERTY	LAPD	FYTD
Burglary	0	0
Larceny	7	7
Bike Theft	0	0
Motor Vehicle Theft	0	0
Arson	0	0
Vandalism	3	3
SUB-TOTAL	10	10
CRIMES AGAINST SOCIETY	LAPD	FYTD
Weapons	0	0
Narcotics	0	0
Trespassing	1	1
SUB-TOTAL	1	1
TOTAL	32	32

ARRESTS		
AGENCY	LAPD	FYTD
Felony	6	6
Misdemeanor	2	2
TOTAL	8	8

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	32	32
Priority	98	98
Emergency	10	10
TOTAL	140	140

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

CRIMES PER STATION				
STATION	CRIMES AGAINST PERSONS	CRIMES AGAINST PROPERTY	CRIMES AGAINST SOCIETY	FYTD
Union Station	3	0	0	3
Civic Center/Grand Park	1	0	0	1
Pershing Square	1	2	0	3
7th St/Metro Ctr	1	0	0	1
Westlake/MacArthur Park	4	2	0	6
Wilshire/Vermont	1	1	0	2
Wilshire/Normandie	1	0	0	1
Vermont/Beverly	2	0	0	2
Wilshire/Western	0	1	0	1
Vermont/Santa Monica	0	1	0	1
Vermont/Sunset	1	0	0	1
Hollywood/Western	1	0	0	1
Hollywood/Vine	0	1	0	1
Hollywood/Highland	1	0	1	2
Universal City/Studio City	2	0	0	2
North Hollywood	2	2	0	4
Red Line Rail Yard	0	0	0	0
Total	21	10	1	32

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

LEGEND
Los Angeles Police Department

# GOLD LINE

## ATTACHMENT B

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	0	2	2
Aggravated Assault	0	1	1
Aggravated Assault on Operator	0	0	0
Battery	0	1	1
Battery Rail Operator	0	0	0
Sex Offenses	0	1	1
<b>SUB-TOTAL</b>	<b>0</b>	<b>5</b>	<b>5</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	1	2	3
Bike Theft	0	1	1
Motor Vehicle Theft	0	0	0
Arson	0	1	1
Vandalism	1	1	2
<b>SUB-TOTAL</b>	<b>2</b>	<b>5</b>	<b>7</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	1	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>TOTAL</b>	<b>3</b>	<b>10</b>	<b>13</b>

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

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	0	2	2
Vehicle Code Citations	0	1	1
<b>TOTAL</b>	<b>0</b>	<b>3</b>	<b>3</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	12	128	140
Priority	31	93	124
Emergency	2	6	8
<b>TOTAL</b>	<b>45</b>	<b>227</b>	<b>272</b>

DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	19%	5%
Proactive	81%	95%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

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

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

GRADE CROSSING OPERATIONS			
LOCATION	LAPD	LASD	FYTD
Marmion Way	0	0	0
Arcadia Station	0	14	14
Irwindale	0	10	10
Monrovia	0	15	15
City of Pasadena	0	4	4
Magnolia Ave	0	0	0
Duarte Station	0	4	4
City Of Azusa	0	30	30
South Pasadena	0	4	4
City Of East LA	0	34	34
Figuerroa St	0	0	0
<b>TOTAL GOAL= 10</b>	<b>0</b>	<b>115</b>	<b>115</b>

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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

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

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	2	2
Emergency	1	1
<b>TOTAL</b>	<b>3</b>	<b>3</b>

DISPATCHED VS. PROACTIVE	
AGENCY	LAPD
Dispatched	10%
Proactive	90%
<b>TOTAL</b>	<b>100%</b>

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

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

LEGEND
Los Angeles Police Department

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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	0	0	0
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	0	0	0
SUB-TOTAL	0	0	0
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	0	0
Narcotics	0	0	0
Trespassing	0	0	0
SUB-TOTAL	0	0	0
TOTAL	1	0	1

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	0	0	0
37th St/USC	0	0	0	0
Slauson	0	0	0	0
Manchester	0	0	0	0
Harbor Fwy	1	0	0	1
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	0	0	0	0
Total	1	0	0	1

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	0	0	0
Misdemeanor	0	1	1
TOTAL	0	1	1

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

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	2	3	5
Priority	6	1	7
Emergency	0	0	0
TOTAL	8	4	12

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

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

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

### MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

REPORTED CRIME			
CRIMES AGAINST PERSONS	LAPD	LASD	FYTD
Homicide	0	0	0
Rape	0	0	0
Robbery	4	2	6
Aggravated Assault	7	4	11
Aggravated Assault on Operator	2	0	2
Battery	10	9	19
Battery Bus Operator	1	1	2
Sex Offenses	2	3	5
<b>SUB-TOTAL</b>	<b>26</b>	<b>19</b>	<b>45</b>
CRIMES AGAINST PROPERTY	LAPD	LASD	FYTD
Burglary	0	0	0
Larceny	7	2	9
Bike Theft	0	0	0
Motor Vehicle Theft	0	0	0
Arson	0	0	0
Vandalism	2	8	10
<b>SUB-TOTAL</b>	<b>9</b>	<b>10</b>	<b>19</b>
CRIMES AGAINST SOCIETY	LAPD	LASD	FYTD
Weapons	0	1	1
Narcotics	0	1	1
Trespassing	1	0	1
<b>SUB-TOTAL</b>	<b>1</b>	<b>2</b>	<b>3</b>
<b>TOTAL</b>	<b>36</b>	<b>31</b>	<b>67</b>

LASD's Crimes per Sector		
Sector		FYTD
Westside	3	3
San Fernando	1	1
San Gabriel Valley	8	8
Gateway Cities	13	13
South Bay	6	6
<b>Total</b>	<b>31</b>	<b>31</b>

LAPD's Crimes per Sector		
Sector		FYTD
Valley Bureau		
Van Nuys	0	0
West Valley	0	0
North Hollywood	2	2
Foothill	1	1
Devonshire	1	1
Mission	0	0
Topanga	0	0
Central Bureau		
Central	8	8
Rampart	2	2
Hollenbeck	1	1
Northeast	0	0
Newton	1	1
West Bureau		
Hollywood	1	1
Wilshire	0	0
West LA	0	0
Pacific	1	1
Olympic	6	6
Southwest Bureau		
Southwest	6	6
Harbor	2	2
77th Street	2	2
Southeast	2	2
<b>Total</b>	<b>36</b>	<b>36</b>

ARRESTS			
AGENCY	LAPD	LASD	FYTD
Felony	4	6	10
Misdemeanor	1	15	16
<b>TOTAL</b>	<b>5</b>	<b>21</b>	<b>26</b>

CITATIONS			
AGENCY	LAPD	LASD	FYTD
Other Citations	2	17	19
Vehicle Code Citations	0	12	12
<b>TOTAL</b>	<b>2</b>	<b>29</b>	<b>31</b>

CALLS FOR SERVICE			
AGENCY	LAPD	LASD	FYTD
Routine	3	134	137
Priority	21	167	188
Emergency	0	12	12
<b>TOTAL</b>	<b>24</b>	<b>313</b>	<b>337</b>

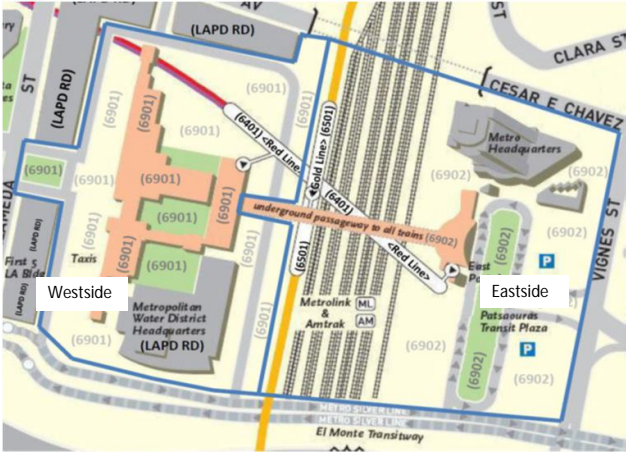
DISPATCHED VS. PROACTIVE		
AGENCY	LAPD	LASD
Dispatched	20%	2%
Proactive	80%	98%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>

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

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

MONTHLY UPDATE ON TRANSIT POLICING PERFORMANCE - JULY 2020

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



ARRESTS		
AGENCY	LAPD	FYTD
Felony	2	2
Misdemeanor	3	3
TOTAL	5	5

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

CALLS FOR SERVICE		
AGENCY	LAPD	FYTD
Routine	0	0
Priority	16	16
Emergency	3	3
TOTAL	19	19

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

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

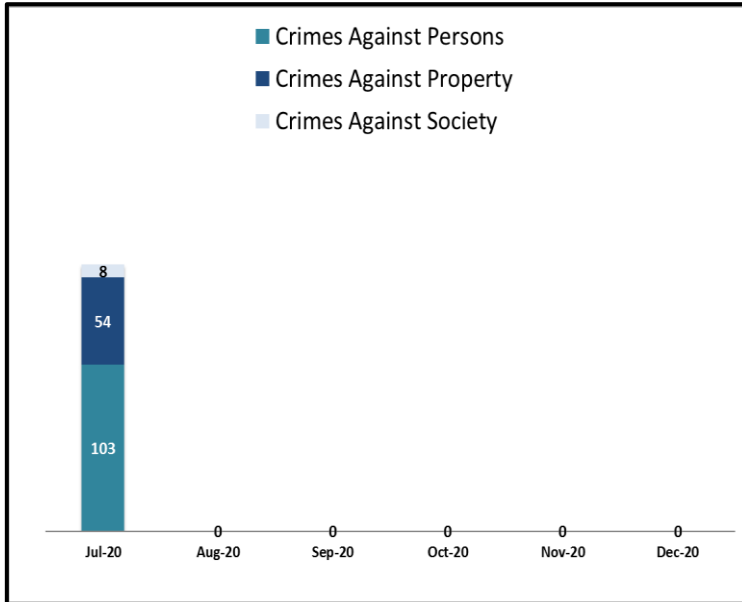
LEGEND	
Los Angeles Police Department	

# KEY PERFORMANCE INDICATORS

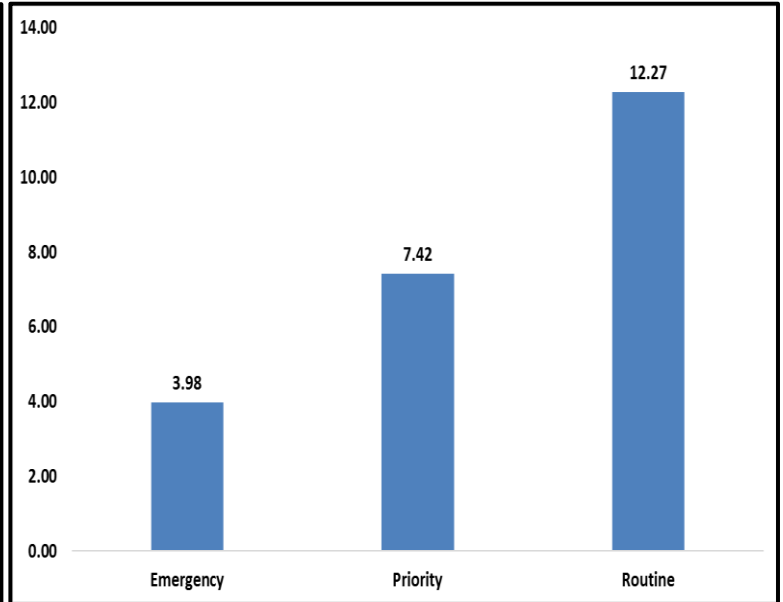
JULY 2020

Attachment C

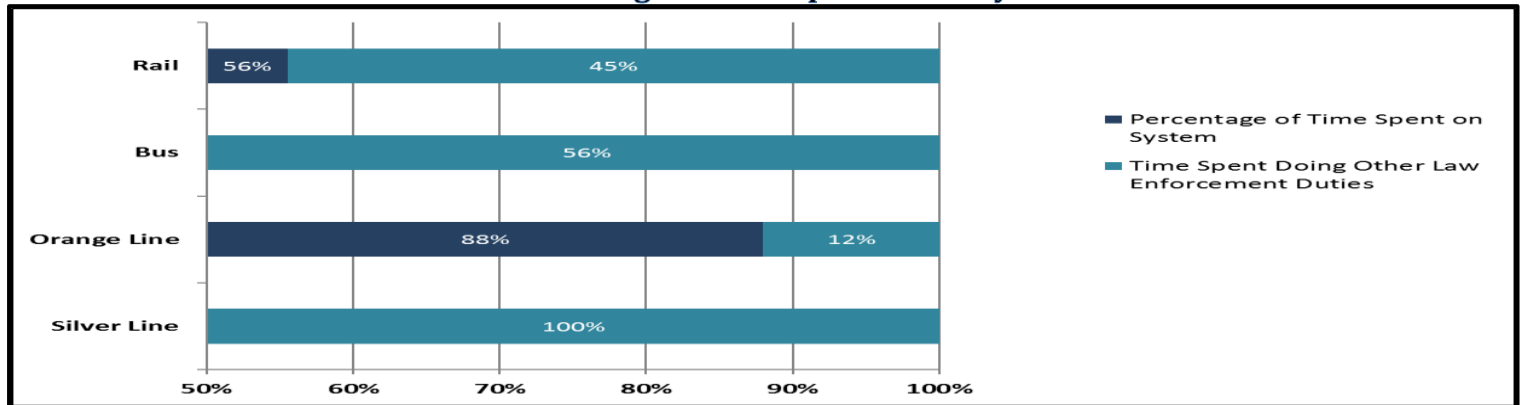
## Crimes Against Persons, Property, and Society



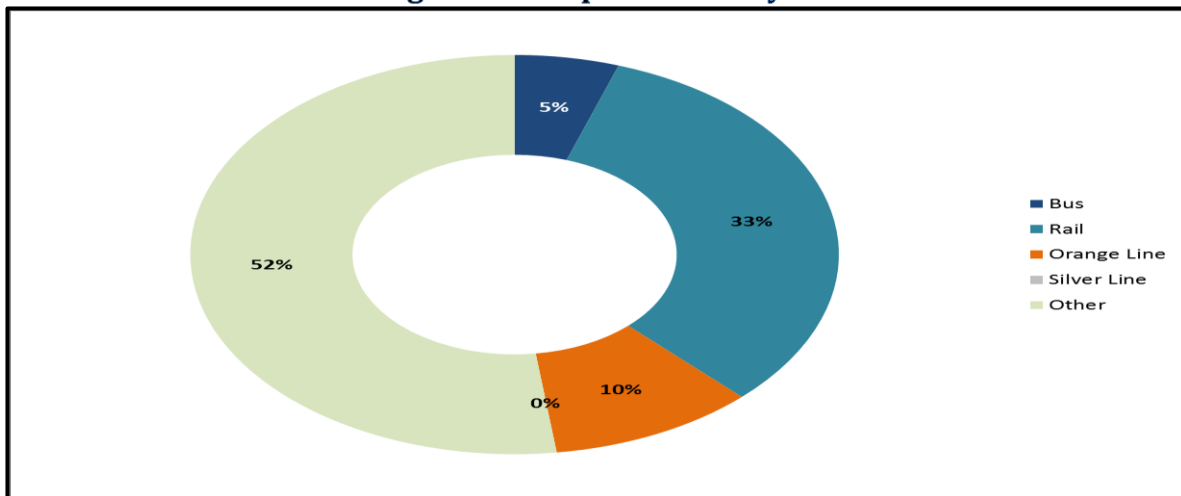
## Average Incident Response Times



## Percentage of Time Spent on the System



## Percentage of Time Spent on the System as a Whole

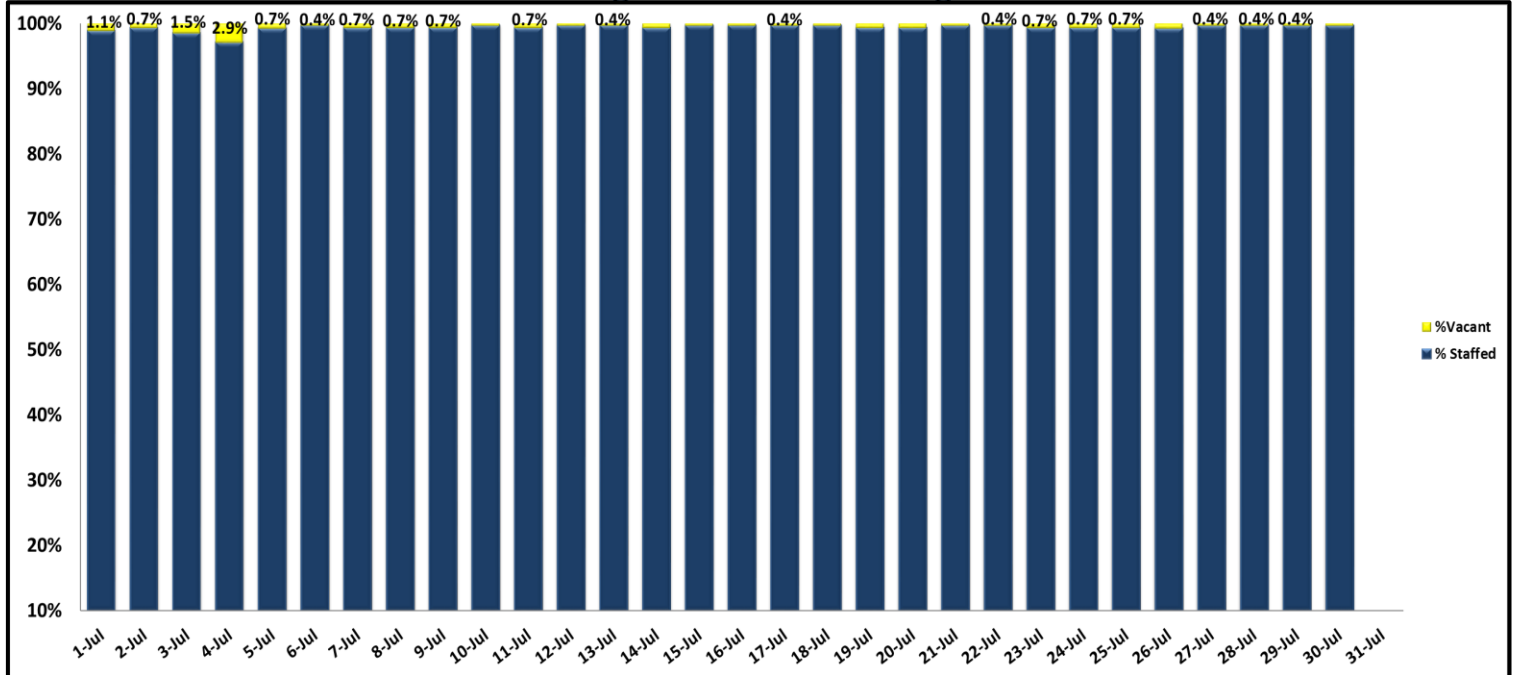


# KEY PERFORMANCE INDICATORS

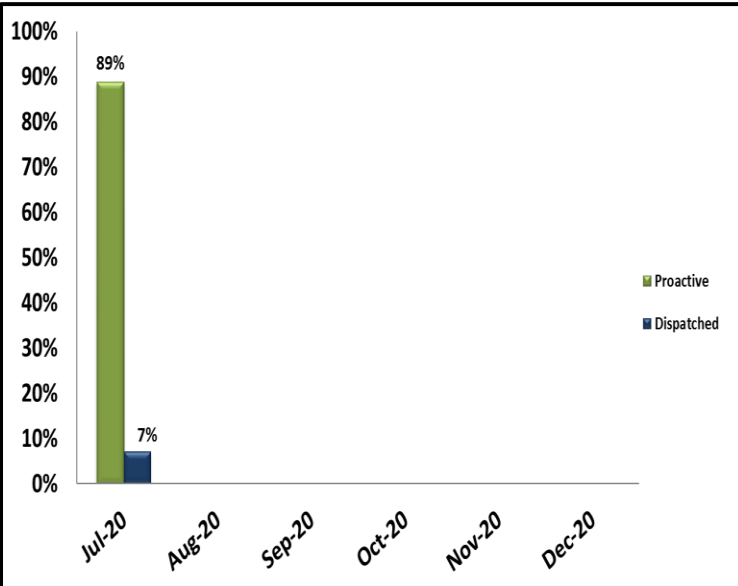
JULY 2020

Attachment C

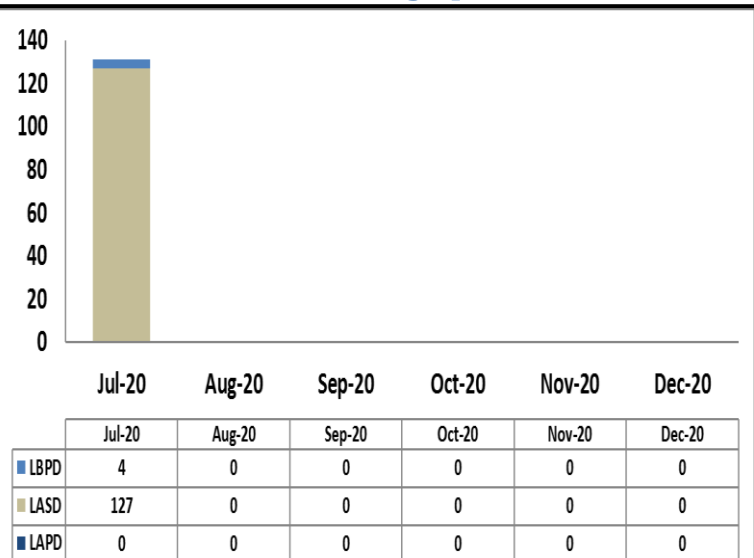
## Ratio of Staffing Levels vs Vacant Assignments



## Ratio of Proactive vs Dispatched Activity



## Grade Crossing Operations



### Grade Crossing Operation Locations July:

1. Blue Line Stations (4)
2. Expo Line Stations (12)
3. Gold Line Stations (115)

# Transit Police

## Monthly Crime Report



Attachment D

	2019	2020
	July	July
<b>CRIMES AGAINST PERSONS</b>		
Homicide	1	1
Rape	0	0
Robbery	22	17
Aggravated Assault	22	27
Aggravated Assault on Operator	1	2
Battery	69	46
Battery on Operator	9	2
Sex Offenses	17	8
<b>SUB-TOTAL</b>	<b>141</b>	<b>103</b>
<b>CRIMES AGAINST PROPERTY</b>		
Burglary	1	1
Larceny	51	24
Bike Theft	11	5
Motor Vehicle Theft	2	0
Arson	0	1
Vandalism	13	23
<b>SUB-TOTAL</b>	<b>78</b>	<b>54</b>
<b>CRIMES AGAINST SOCIETY</b>		
Weapons	7	1
Narcotics	18	2
Trespassing	8	5
<b>SUB-TOTAL</b>	<b>33</b>	<b>8</b>
<b>TOTAL</b>	<b>252</b>	<b>165</b>
<b>ENFORCEMENT EFFORTS</b>		
Arrests	461	74
Citations	4,723	95
Fare Checks	56,288	1,899
Calls for Service	1,197	1,330

## Metro's Homeless Efforts

### C3 Homeless Outreach July 1, 2020 through July 31, 2020

Performance Measure	July Number Served	Project Year 2017 To date Number Served
Number of unduplicated individuals' initiated contact (pre-engagement phase)	170	7,881
Number of Unduplicated individuals engaged (engagement phase)	95	3,841
Number of unduplicated individuals who are provided services or who successfully attained referrals*	*Unavailable	Unavailable
Number of unduplicated individuals engaged who successfully attained an interim housing resource (this includes crisis and/or bridge housing)	39	1,768
Number of unduplicated individuals engaged who are successfully linked to a permanent housing program	1	406
Number of unduplicated individuals engaged who are permanently housed	11	286

These data include cumulative totals from inception and combines the work of the Swing and Day shifts.

### July Motel Report

Secured 29 motel rooms. Please see attachment containing the demographics with justification for each of the placements.

#### Brief Demographic Overview:

- A total of 53 homeless persons were housed in 29 motel rooms.
- 26 of the clients were single mothers with children
- 1 deaf couple
- 1 couple with 3 children
- 1 couple with four children
- 1 couple without children
- 14 clients were singularly housed.

**Total Motel Expense: \$59,733.23**

**COVID-19 Motel Expense: \$21,062.52**

### PATH Success Story

Client is a 62-year-old African American male with multiple medical conditions and mobility concerns. Client was first engaged at Union Station on January 28, 2019. Client had been released from custody on January 16, after approximately 13 years. Client was bussed to a shelter in Los Angeles and upon stepping off the bus, he suffered a heart attack and was hospitalized. First encountered client at Union Station, he had just been released from the hospital and was trying to get a ride to Bell Shelter. Client uses a walker/wheelchair for mobility and has multiple progressive medical conditions.

## **Metro's Homeless Efforts**

Client has been in most shelters in the city. Due to background issues as well as medical needs, client had to move frequently. Over the past year and a half, the client's health began to decline significantly. Client has spent one or two nights in the hospital most every month. In recent months, he was connected to home health and hospice.

In June 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing. Due to the client's condition, he was temporarily housed in a motel paid for by PATH Metro (The People Concern assumed payment for the motel in June 2020) due to his inability to access another shelter as well as his now severe medical needs. He was referred to Project RoomKey. The client was granted an automatic extension on his voucher due to COVID closures. It was at that time that Metro outreach team received a call from Casa Lucerne. They had an opening and accepted Section 8 vouchers. The Casa Lucerne worker immediately conducted a phone interview with the client and shortly thereafter met with the client. The client was approved for a housing unit. The client signed the apartment lease and moved in July 21 and 22, 2020. In June of 2019, client was matched to a social worker through The People Concern. Through this organization, the client received a Section 8 voucher earlier this year but had difficulty finding housing.

### **LAPD Success Story**

While addressing encampments along the perimeter of the MTA property officers became aware of a camper shell parked on the street. Officers observed a female inside of the camper shell, they approached the female and asked her to exit the camper shell to conduct homeless outreach. The subject met with officers and advised she was living in the camper shell with her three (3) sons, ages 10, 7 and 4. Officers asked if they had eaten that morning and the subject said no. Officers picked up food for the family and brought it back to them. Officers contacted the Los Angeles County Department of Mental Health Social Worker, who is assigned to the LAPD Transit Hope Team to assist. Officers advised the subject that she was not in trouble and that the officers were there to provide outreach. The female was initially reluctant to talk to officers and later expressed concern that they were there regarding her sons. The three boys were very well kept, with short haircuts, clean cloths and new tennis shoes. Upon the Department of Mental Health Clinician's arrival, an assessment was done on the boys, and, it was determined there was no evidence of neglect or abuse.

The overall condition of the camper shell was poor, but the mother indicated she had been living in the camper shell for approximately three months and it was only temporary housing for her family that allowed her to keep the boys off the street. Officers observed bicycles, toys and sports equipment the boys used when playing at a baseball field which was located across the street from the camper shell. The boys were well-mannered and did not appear malnourished. The mother advised she was working with LA Family Housing to secure a permanent residence. She added that LA Family Housing referred her to PATH. Officers were concerned about the family remaining in the camper shell for even another night, due to the high-crime area they were in and with the upcoming extreme heat forecasted for Los Angeles. The officers advised the subject that their goal was to secure a motel room for temporary housing for her and her children. The

## **Metro's Homeless Efforts**

Department of Mental Health (DMH) contacted PATH and negotiated with them to send a team to the camper site location to view the living situation. Through PATH's assessment of the family's living conditions, a motel room was secured. Officers followed PATH team members to the motel and stayed to ensure the family was processed into their room. The following day, July 9<sup>th</sup>, HOPE Officers and DMH conducted a follow-up to the motel to check on the mother and her children. Officers contacted Home Store Center & Bishops' Storehouse in Boyle Heights, where they picked up groceries and toiletries and delivered them to the family. DMH followed up with PATH to check on the progress of permanent housing for the family. Karla, the mother and her family moved into transitional housing.

### **LASD Success Story**

On July 29, 2020 while the Mental Evaluation Team unit at Santa Monica Pax was conducting a Homeless Outreach Operation, the MET observed a white female walking around the Pax platform who appeared to be homeless. The subject was wrapped in a dirty blanket. A MET officer offered her homeless outreach services. The subject stated she has been homeless for approximately six months since she arrived from Yuma, Arizona where her family lives. The subject further stated she had been trying to return home; however, she had run into some financial difficulties due to her drug problem. The subject stated she was willing to go into a drug program to get back on her feet. While talking to the subject, the MET officer noticed she had a black eye. When asked about her eye, she said she had been in an abusive relationship for the past three months and had not been able to get out of the relationship. The subject said it wasn't uncommon for her to suffer physical injuries while involved with her abusive boyfriend. The MET officer called a DMH clinician to assist the subject with her difficult situation. The DMH clinician was able to provide domestic violence victim services. After several phone calls, the MET officer was able to transport the subject to a battered women's shelter in Los Angeles. The MET officer revisited the shelter to follow-up on the subject and was advised that the subject had started the process for a new identification card and had enrolled in a drug program. The subject was also going to be receiving group therapy as well as counseling. The subject was able to start the process to return home in Arizona.

### **LBPD Success Story**

On July 8, 2020, Quality of Life officers (QOL) observed a 21-year-old female on the system that had recently become homeless. The QOL officers were able to ensure the subject was cleaned up and transported her to the long Beach Multi Service Center to facilitate the possibility of having her being placed into housing.

## Metro's Homeless Efforts

### Law Enforcement Homeless Outreach Metrics, July 2020

ACTION	LAPD HOPE/TSD	LASD MET	LBPB
Contacts	109	482	99
Referrals	35	65	52
5150 Holds	10	18	0
Mental Illness	10	58	33
Substance Abuse	9	45	51
Veterans	4	02	1
Shelter	2	2	1
Motel Housing Plan	4	0	0
VA Housing	0	0	0
Return to Family	0	1	0
Transitional Long-Term Housing	2	0	0
Detox	0	0	0
Rehab	0	0	0

### Cleared Encampments Within Metro Right-of-Way

No activity this reporting period.

### Cleared Encampments Outside, Adjacent to Metro Right-of-Way

Incident Date:	Location:	Work Required:	Comments:
03/12/2020	Caltrans Park-n-ride lot Harbor Freeway-Slauson	Abandoned	Identified March 12 <sup>th</sup> , 2020 Clean-up completed July 20 <sup>th</sup> ; camps returned July 21 <sup>st</sup>

Crimes

Monthly	System-Wide	Jul-19	Jul-20	% Change
	Crimes Against Persons	141	103	-26.95%
	Crimes Against Property	78	54	-30.77%
	Crimes Against Society	33	8	-75.76%
	Total	252	165	-34.52%
Six Months	System-Wide	Feb-Jul 19	Feb-Jul 20	% Change
	Crimes Against Persons	847	619	-26.92%
	Crimes Against Property	532	356	-33.08%
	Crimes Against Society	154	85	-44.81%
	Total	1,533	1,060	-30.85%
Annual	System-Wide	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	Crimes Against Persons	1,619	1,385	-14.45%
	Crimes Against Property	1,123	795	-29.21%
	Crimes Against Society	310	316	1.94%
	Total	3,052	2,496	-18.22%

Average Emergency Response Times

Monthly	Jul-19	Jul-20	% Change
	5.71	4.14	-27.50%
Six Months	Feb-Jul 19 Average	Feb-Jul 20 Average	% Change
	5.25	4.46	-15.00%
Annual	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	4.97	4.52	-9.09%

Bus Operator Assaults

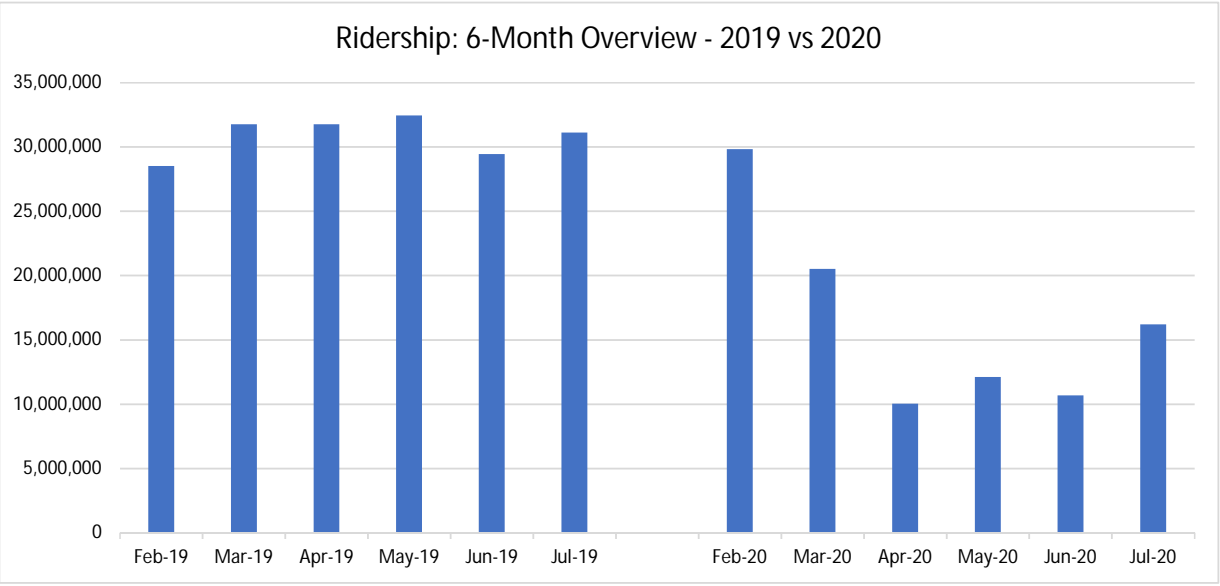
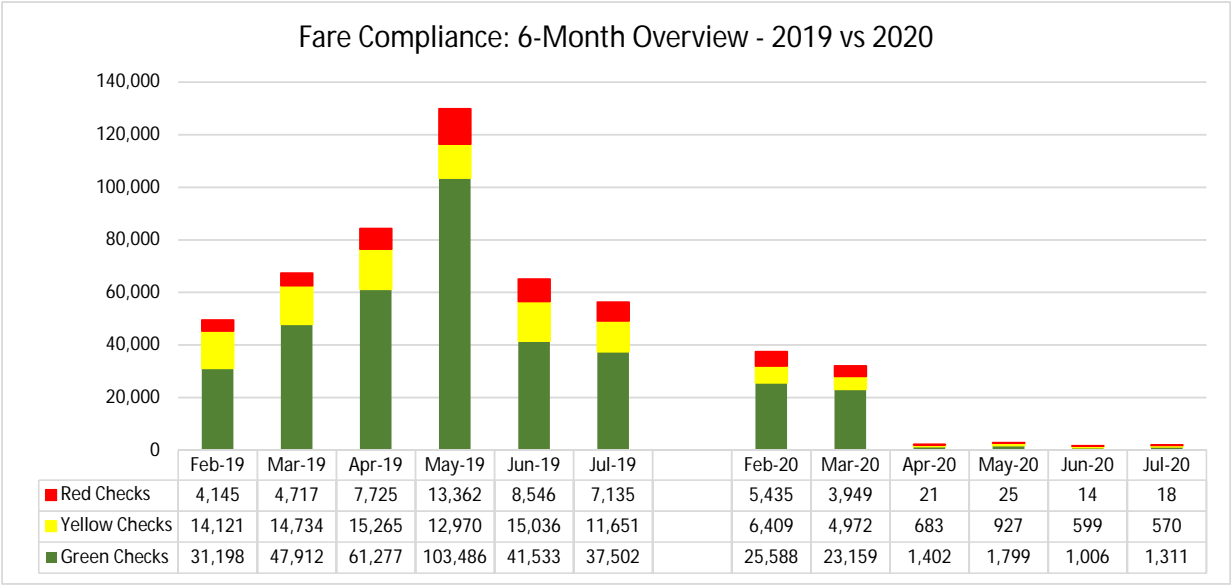
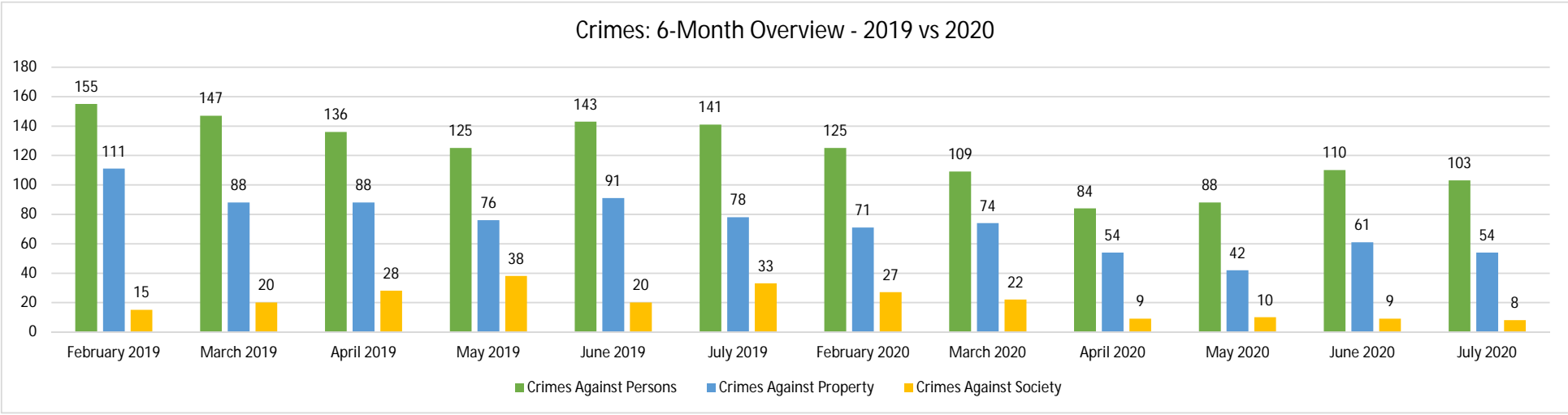
Monthly	Jul-19	Jul-20	% Change
	10	4	-60.00%
Six Months	Feb-Jul 19 Total	Feb-Jul 20 Total	% Change
	51	37	-27.45%
Annual	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	102	78	-23.53%

Fare Compliance

Monthly		Jul-19	Jul-20	% Change
	Green Checks	37,502	1,311	-96.50%
	Yellow Checks	11,651	570	-95.11%
	Red Checks	7,135	18	-99.75%
	Total	56,288	1,899	-96.63%
Six Months		Feb-Jul 19 Total	Feb-Jul 20 Total	% Change
	Green Checks	322,908	54,265	-83.19%
	Yellow Checks	83,777	14,160	-83.10%
	Red Checks	45,630	9,462	-79.26%
	Total	452,315	77,887	-82.78%
Annual		Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	Green Checks	1,398,312	181,945	-86.99%
	Yellow Checks	366,653	70,023	-80.90%
	Red Checks	149,452	44,026	-70.54%
	Total	1,914,417	295,994	-84.54%

Ridership

Monthly	Jul-19	Jul-20	% Change
	31,116,482	16,197,160	-47.95%
Six Months	Feb-Jul 19 Total	Feb-Jul 20 Total	% Change
	185,003,451	103,018,610	-44.32%
Annual	Aug-18 - Jul-19	Aug-19 - Jul-20	% Change
	376,556,985	281,532,453	-25.24%





## Board Report

File #: 2020-0572, File Type: Informational Report

Agenda Number: 25.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**SUBJECT: REPORT BACK ON COMMUNITY SAFETY APPROACH TO SYSTEM SECURITY  
AND LAW ENFORCEMENT**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE Report on a Community Safety Approach to System Security and Law Enforcement.

#### **ISSUE**

At the June 2020 Regular Board meeting, Board Directors Bonin, Garcetti, Hahn, Dupont-Walker, and Solis filed motion 37, requesting System Security and Law Enforcement, the Executive Officer for Equity and Race, Executive Officer for Customer Experience, and the Office of Civil Rights, to report back in 90 days with recommendations on implementing a community approach to System Security and Law Enforcement.

#### **BACKGROUND**

In the recent months, there has been nationwide demonstrations for racial justice and a conversation about the appropriate role of police in our society. Community leaders are demanding a shift in how agencies deliver public safety at every level of government. This includes reforming police practices as well as reallocating resources typically devoted to policing to other community safety initiatives.

#### **DISCUSSION**

In an effort to take a community-centered approach to safety, Metro is to establish a Transit Public Safety Advisory Committee to re-envision transit safety and explore community-based approaches to policing leading up to and as part of the 2022 renewal of the multiagency police contract that was approved in 2017. Staff referenced the City of Santa Monica and BART as they've recently launched similar efforts.

To ensure the committee is comprised of diverse perspectives and reflects Metro's ridership, staff proposes the following membership, criteria, and selection process:

### *Membership*

- 15-member committee and 3 alternates
- Representation from the existing Community Safety and Security Working Group led by the Executive Officer for Equity and Race
- Representation from diverse perspectives, including racial, cultural, gender, sexual orientation, income, geography, immigration status, housing status, persons with disabilities, union groups

### *Criteria*

- Individuals who regularly ride Metro's system, have knowledge and expertise as advocates for racial justice, equitable transportation, and/or public safety reform, law enforcement experts, mental health providers or experts, and/or social service providers or experts
- Membership commitment required until June 2022

### *Selection Process*

- Application - see Attachment A
  - Three-week application window: October 12, 2020 - November 6, 2020
  - Applications will be made available online on Metro's System Security and Law Enforcement webpage and at Metro Headquarters
  - Will partner with Communications to advertise across Metro's networks
  - Phone line will be made available for support
  - Applications can be submitted via email or mail
- Applications will be reviewed by the Chief System Security and Law Enforcement Officer, Chief Civil Rights Officer, Executive Officer for Equity and Race, Executive Officer for Customer Experience, and Chief of Staff

Staff anticipate notifying selected and non-selected applicants by early December and having its kick-off meeting in January 2021. One of the initial tasks for the committee will be to develop a governing charter to guide its purpose, functions, and bylaws.

The Committee will be supported by Metro staff representatives consisting of the following: Chief of Civil Rights, Executive Officer for Equity and Race, Executive Officer for Customer Experience, Chief of Staff, Chief System Security and Law Enforcement Officer. In addition, a non-Metro facilitator will be solicited to help guide the discussions of the Committee and support with meeting coordination. Staff is currently conducting market research for these services.

Metro staff and PSAC will review data and hold discussions to support development of a community-based approach to public safety. Topics to be covered include, but are not limited to, the following topics, as detailed in motion #37:

- Development of a Transit Ambassador Program
- Alternatives to armed law enforcement response to nonviolent crimes
- Greater community stewardship of transit spaces
- Universal Blue Light Program

- Education on fare discount programs
- Outreach and services for unhoused individuals
- Curtailing behaviors and conditions that adversely affect the health and safety of other riders
- Review of Metro's Customer Code of Conduct
- Develop a definition, mission, and values statement for transit safety
- Reallocation of resources to the above strategies

In addition, System Security and Law Enforcement staff will work with the committee members to launch its Community-Oriented Policing Plan, review best practices for public safety, like the 21<sup>st</sup> Century Policing Standards, and launch a systemwide public safety survey of customers and front-line employees. The survey will help determine recommendations and serve as a baseline to track the effectiveness of public safety initiatives that are implemented.

Lastly, Metro will consult with PSAC members when developing the new multi-agency police contract.

## **FINANCIAL IMPACT**

### **Impact to Budget**

At this moment, the recommendations outlined do not have a financial impact. The members of the Committee will serve on a voluntary basis. The facilitator, support for meetings, and the business of the Committee will be handled based on available resources from the supporting Metro departments.

## **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This recommendation supports strategic plan goal 2.1 of improving security.

## **NEXT STEPS**

Staff will report back with an update at the January 2021 Regular Board meeting.

## **ATTACHMENTS**

Attachment A PSAC Application

### **Prepared by:**

Aston T. Greene, Executive Officer, System Security and Law Enforcement, (213) 922-2599

Aaron Weinstein, Executive Officer for Customer Experience, (213) 922-3028

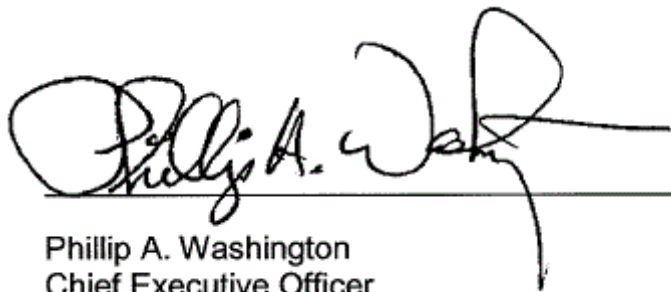
KeAndra Cylear Dodds, Executive Officer for Equity and Race, (213) 922-4850

Imelda Hernandez, Chief Administrative Analyst, (213) 922-4848

### **Reviewed by:**

Bob Green, Chief System Security and Law Enforcement Officer, (213) 922-4811

Jonaura Wisdom, Chief Civil Rights Officer, (213) 418-3168



Phillip A. Washington  
Chief Executive Officer



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

**Transit Public Safety Advisory Committee  
(PSAC)  
Membership Application**

Thank you for your interest in Metro's **Transit Public Safety Advisory Committee (PSAC)**. We are looking for individuals who regularly ride Metro's system, and who are committed to ensuring that Metro follows best practices for providing a service by which its customers feel and are safe. Advisory Committee members should bring relevant knowledge and expertise as residents, advocates for racial justice and/or public safety reform, law enforcement experts, mental health providers or experts, and/or social services providers or experts. The committee will help facilitate a community-based approach to public safety on Metro's transit system. *Please note, members serving on the PSAC are not required to be U.S. citizens.*

We appreciate your willingness to give of your time and expertise to this important work and thank you for being a part of the movement to continually ensure that Metro provides a world-class transportation for all.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**1. Which of the following best describes you? Check all that apply.**

**Ethnicity:**

- ☐ Asian/Pacific Islander
- ☐ Black/African American
- ☐ Caucasian
- ☐ Hispanic/Latinx
- ☐ Native American
- ☐ Other

**Age:**

- ☐ 16-24
- ☐ 25-39
- ☐ 40-60
- ☐ 60+

**Gender:**

- ☐ Male
- ☐ Female
- ☐ Non-binary

**Annual Income:**

- ☐ Less than \$30,000
- ☐ \$30,000 to \$60,000
- ☐ More than \$60,000

**Housing Status:**

- ☐ Homeowner
- ☐ Unhoused
- ☐ Renter
- ☐ Other

**Are you a person with a disability(s)?**

- ☐ Yes
- ☐ No

**Sexual Orientation:**

- ☐ Heterosexual or straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Other

**2. Are you affiliated with any organizations or unions?**

- ☐ No      ☐ Yes, please provide name: \_\_\_\_\_



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**3. In 2019, on average, how often did you ride Metro buses or trains?**

- |   |   |
|---|---|
| <input type="checkbox"/> Every day or most days | <input type="checkbox"/> A few times per year |
| <input type="checkbox"/> At least once a week   | <input type="checkbox"/> Once a year or less  |
| <input type="checkbox"/> At least once a month  | <input type="checkbox"/> Never                |

**4. Do you have any relationships (professional, financial, or otherwise) that may present a potential conflict of interest in working with Metro or the Public Safety Advisory Committee?**

**5. Experience and Interest**

**a. Please select the area(s) of interest or experience.**

- |  |  |
|--|--|
| <input type="checkbox"/> Law enforcement                                     | <input type="checkbox"/> Racial justice  |
| <input type="checkbox"/> Public safety                                       | <input type="checkbox"/> Social services |
| <input type="checkbox"/> Public transit and/or Equitable transit             | <input type="checkbox"/> Homelessness    |
| <input type="checkbox"/> Primary Transit User (Transit Dependent or Carless) | <input type="checkbox"/> Other: _____    |

**b. Describe the experience, knowledge, technical skills, and/or education, professional or otherwise which you possess regarding the area(s) selected above. Please feel free to attach a resume.**



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- 6. Are you a current or former member of any other Metro advisory committees? If yes, please describe:**

- 7. Please state your reason(s) for applying to the Public Safety Advisory Committee.**

- 8. How can you contribute to the mission of the Public Safety Advisory Committee?**

- 9. What are your top goals for your tenure on the Public Safety Advisory Committee if your application is accepted?**



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**10. Being a part of the committee means attending regular meetings at least until June 2022. Are you available to participate at this level?**

**11. Please provide any additional information you think will support your selection to serve on Metro's Public Safety Advisory Committee.**

**For any of the above questions, please feel free to attach additional page(s) if needed.**

*Note: It is important that you complete all parts of the application. If your application is incomplete, your application may not be accepted.*

**APPLICANT SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Return this form and relevant attachments to:**

Imelda Hernandez, One Gateway Plaza, Mail Stop 99-25-1, Los Angeles, CA 90012-2952 or email to [PSAC@metro.net](mailto:PSAC@metro.net). Feel free to call (213) 922.4848 with any questions.

**Application period closes Friday, November 6, 2020**

A photograph of a crowded bus stop. A white bus with 'ATLANTIC' written on its front is stopped. A large group of people, including men, women, and children, are waiting on the sidewalk. The scene is outdoors with palm trees and buildings in the background.

# Reimagining Public Safety

## Community Safety Approach to Policing

Operations, Safety, and Customer Experience Committee


2020-0572

# Board Motion #37: Community Safety Approach to Policing

- A. Establish a Transit Public Safety Advisory Committee (PSAC)
- B. In partnership with PSAC, develop a community-based approach to public safety, including Motion items (i.e., Ambassador Program, Blue Light Program) and:
  - Community Policing Plan
  - Public Safety Survey
- C. Consult with PSAC when developing the new multi-agency police contract




# PSAC - Membership

- 15-member committee, 3 alternates
  - Representation from the existing Community Safety and Security Working Group
  - Representation from diverse perspectives, including racial, cultural, gender, sexual orientation, income, geography, immigration status, housing status, persons with disabilities, union groups
- 

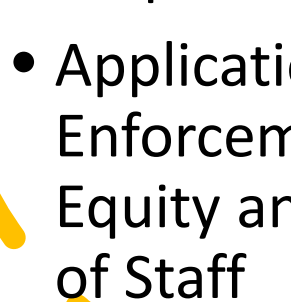


# PSAC - Criteria

- Individuals who regularly ride Metro's system, have knowledge and expertise as advocates for racial justice and/or public safety reform, law enforcement experts, equitable transportation, mental health and/or social service providers or experts
  - Membership commitment required until June 2022
- 




# PSAC – Selection Process

- 3-week application window: October 12 - November 6
  - Applications will be made available online on Metro's SSLE landing page and at Metro HQ; can be submitted via email or mail
  - Partner with Communications to advertise across Metro's networks
  - Help line will be made available for applicant inquiries
  - Applications will be reviewed by the Chief System Security and Law Enforcement Officer, Chief Civil Rights Officer, Executive Officer for Equity and Race, Executive Officer for Customer Experience, and Chief of Staff
- 

# Milestone Timeline



A photograph of a crowded boardwalk, likely at a theme park. In the foreground, a white trolley with "ATLANTIC" written on its destination sign is visible. A large, diverse crowd of people is walking along the boardwalk. The background features palm trees, modern buildings, and a clear blue sky. The overall scene is bright and sunny.

# Reimagining Public Safety

## Community Safety Approach to Policing

Operations, Safety, and Customer Experience Committee


2020-0572

# Board Motion #37: Community Safety Approach to Policing

- A. Establish a Transit Public Safety Advisory Committee (PSAC)
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# PSAC - Membership

- 15-member committee, 3 alternates
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  - Representation from diverse perspectives, including racial, cultural, gender, sexual orientation, income, geography, immigration status, housing status, persons with disabilities, union groups
- 




# PSAC - Criteria

- Individuals who regularly ride Metro's system, have knowledge and expertise as advocates for racial justice and/or public safety reform, law enforcement experts, equitable transportation, mental health and/or social service providers or experts
  - Membership commitment required until June 2022
- 



# PSAC – Selection Process

- 4-week application window: October 12 - November 13
  - Applications will be made available online on Metro's SSLE landing page and at Metro HQ; can be submitted via email or mail
  - Partner with Communications to advertise across Metro's networks
  - Help line will be made available for applicant inquiries
  - Applications will be reviewed by a 7-member panel: Chief System Security and Law Enforcement Officer, Chief Civil Rights Officer, Chief of Staff, Chief Communications Officer, Executive Officer for Equity and Race, Executive Officer for Customer Experience, and Deputy Executive Officer of Community Relations
- 

# Milestone Timeline





## Board Report

**File #:** 2020-0571, **File Type:** Informational Report

**Agenda Number:** 26.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 17, 2020

**SUBJECT: REPORT BACK ON USE OF FORCE POLICIES**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE on 'Use of Force' policies followed by Metro policing contractors and employees.

#### **ISSUE**

At the June 2020 Regular Board meeting, Board Directors Hahn, Solis, and Butts filed motion #35, requesting System Security and Law Enforcement (SSLE), the Executive Officer for Equity and Race, and the Office of Civil Rights, to report back in 90 days with a review of the use of force policies (Part A) and recommendations on how to further reform policing (Part B) at Metro and reallocate resources for homelessness outreach and services (Part C).

#### **BACKGROUND**

On May 25, George Floyd was killed by a Minneapolis police officer during his arrest. That tragedy sparked nationwide demands to reform policing and calls for alternative methods to address public safety issues and non-violent crimes. The organization "Campaign Zero" has identified eight 'Use of Force' policies that have been shown to reduce the number of officer-involved killings. These policy reforms include:

- 1) Requiring officers to de-escalate situations, when possible, before using force
- 2) Using a Force Continuum or Matrix that defines and limits the types of force that can be used to respond to specific types of resistance
- 3) Restricting, or prohibiting, the use of chokeholds, strangleholds, and carotid restraints
- 4) Requiring officers to give a verbal warning before using deadly force
- 5) Prohibiting officers from shooting at people in moving vehicles unless the person poses a deadly threat
- 6) Requiring officers to exhaust all other reasonable alternatives before resorting to using deadly force
- 7) Requiring officers to intervene to stop another officer from using excessive force
- 8) Requiring comprehensive reporting that includes both uses of force and threats of force

Using these eight ‘Use of Force’ policies as a premise, Metro staff has reviewed the respective policies for its policing contractors, subcontractors, and employees and proposed recommendations as outlined in this report.

Beyond this review, Metro is identifying opportunities to support continued implementation of the 21<sup>st</sup> Century Policing Standards, a set of evidence-based recommendations to foster trust, legitimacy, community-policing, diversity, training and education. These efforts will improve the department and provide its partners the opportunity to collaborate with the community and develop a more accountable culture of policing.

Additionally, this report provides a review of the current and on-going efforts to reallocate funding to support homelessness outreach and services.

## **DISCUSSION**

### **PART A: ‘Use of Force’**

As part of the initial consideration for responding to this request, SSLE conducted a review and comprehensive analysis of all of the ‘Use of Force’ policies and protocols for LAPD, LASD, LBPD, Metro Transit Security, RMI International and its subcontractors. The purpose for this analysis was to identify the areas where these departments were consistent with the “Campaign Zero” objectives. Additionally, as part of the review, SSLE factored in the recommendations from the LA County Sheriff Civilian Oversight Commission. This document will describe a pathway forward to include recommendations that Metro can implement in its existing and future contracts.

The attached matrix (Attachment A) encapsulates the review of the existing ‘Use of Force’ policies and their consistency with the spirit of the “Campaign Zero”. The attachment provides Metro’s review and assessment of whether the agencies ‘Meets’ or ‘Fails to Meet’, key elements of the recommendations. SSLE has met with its policing contractors, subcontractors, and requested they review and update their policies to reflect the “Campaign Zero” reforms.

Overall, the policing agencies are in compliance with the spirit of ‘Campaign Zero’ with few exceptions. Each of the policies that fail to meet the standard is currently being reviewed or revised. Additionally, each of the private security contractors has agreed to work with SSLE and update their policies. SSLE will use its ‘Office of Compliance’ to audit these best practices in the future and will include updates on their progress during the Monthly Transit Safety and Security Performance Report. These actions will help create a safer experience and a world class transportation system for all.

### **PART B: Reforming Policing**

#### **Metro’s Transit Security:**

Within the next 90-days SSLE will complete its review of Transit Security’s policies, training, ‘Use of Force’, complaint and community engagement practices. SSLE will work with the Office of Civil Rights, the Executive Officer for Equity and Race, and the Transit Public Safety Advisory Committee

to implement reform recommendations within the following categories.

Recruitment:

- Psychological: Current psychological screening of Transit Security Officers assesses for racism which is a disqualifier. SSLE staff will work with our contract psychologist to determine if there is additional implicit bias screening that would add value to the evaluation.
- Background: As part of the existing hiring process, staff will ensure that the background investigation process includes a review of character history to include interviews with previous employers, friends, family and social media presence to detect any history of biases. If the determination is made that a bias is inappropriate, the candidate would not proceed in the hiring process.
- Field Training Officer Program: The field training officer program is the next and final step for a Transit Security Officer (TSO) I to become a full-time employee. This program entrusts a Senior Transit Security Officer to observe and evaluate the interactions of their trainees with Metro's patrons and employees. This process documents personality and character traits of the trainee to allow a senior officer to determine potential issues with performance. The probation period is one-year and during this time period, if a TSO I shows any evidence-related biases they will receive additional evaluation to determine the appropriate course of action. If the issues are significant the TSO I can be terminated.

Accountability:

- Implement a Transit Security Body Worn Video Program in partnership with Metro's labor unions (*funding required*).
- Develop a new 'Use of Force' complaint and performance tracking system to provide an early warning of substandard employee behavior patterns. This will automatically initiate an investigation to determine if there are any potential issues that need to be addressed either through training or disciplinary action if warranted (*funding required*).
- SSLE is currently reviewing its manual, policies and procedures to ensure that they meet current use of force, command and control, de-escalation and community engagement standards.

Training:

- Partner with the Office of Civil Rights and the Executive Officer for Equity and Race to expand training for new personnel and provide ongoing training for existing personnel. To include, but not limited to implicit bias (with a test for awareness), anti-racism, customer service, de-escalation, 'Use of Force', Less-than-lethal options and command and control.
- Continue to research Less-than-lethal devices to provide Transit Security Officers with options to de-escalate situations and to minimize the impact to an individual.
- Acquire a Force Options Simulator to provide critical enhanced de-escalation training.

**Law Enforcement and Private Security:**

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SSLE is committed to increasing community engagement, oversight, and accountability.

Metro currently has, as part of its contractual oversight, the ability to remove law enforcement or security officers who act in any manner on Metro's property that is inconsistent with Metro's values.

As Metro works with PSAC, to develop the scope of work for the next multi-year law enforcement and security contracts, there will be new guidance that references the 'Campaign Zero' objectives, as well as recommendations from the LA County Sheriff's Civilian Oversight Commission and elements from the 21st Century Policing Model cited by the California Commission on Peace Officer Standards and Training (2020 publication).

With the implementation of these efforts, SSLE anticipates that these collective actions will meet or exceed the spirit of "Campaign Zero" and place Metro on a path of continued excellence to provide world-class treatment of all its patrons.

#### PART C: Reallocation of Resources for Homelessness Outreach

SSLE continues to reallocate resources from its existing policing contract to provide supportive outreach and housing. Within the current base contract there was approximately \$12.5M allocated to this effort. Since 2018 we have adjusted staffing numbers and responsibility to meet the increased demands for outreach to address the customer service complaints, conditions on the system and requests for increased security and safety from our employees.

These staff augmentation included the following reallocations, which increased funding by \$19.5M for the term of the contract totaling \$32M, an increase of 156%:

**LAPD:** SSLE increased the Homeless Outreach and Proactive Engagement (HOPE) Team from four officers on overtime to eleven full-time officers. These teams now work hand-in-hand with People Assisting the Homeless (PATH) and are dedicated full-time to this effort. Additionally, as of March 2020, the LAPD Special Problems Unit (SPU) consisting of one sergeant and ten officers have been redirected to support 'Operation Shelter the Unsheltered.'

**LASD:** The Mental Evaluation Team (MET) is fully deployed to support outreach and provide services at various locations throughout the system and this effort has increased by four deputies due to growing demands on Metro. SSLE directed the Threat Interdiction Unit (TIU) consisting of sixteen deputies be reassigned to the Special Assignment Unit (SAU) to focus on emerging problems and initiatives such as 'Operation Shelter the Unsheltered.'

**LBPD:** In support of A-Line enhancements, subsequent to the establishment of the initial contract, SSLE authorized the creation of 'Quality of Life' teams consisting of three full-time officers that focus exclusively on working with the unhoused in Long Beach.

In collaboration with these law enforcement initiatives, in 2019 SSLE doubled the PATH teams dedicated to outreach and engagement to 40 members increasing their footprint throughout the Metro system.

Through 'Operation Shelter the Unsheltered', our policing contractors and PATH have been able to

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provide housing and services to over 500 individuals since April 2020. SSLE will continue to build partnerships and seek funding to expand on this success and provide humanitarian aid and presence to improve safety and security on the system.

## **FINANCIAL IMPACT**

In 2017, Metro initiated its multi-year law enforcement contract of \$645.7M over a five-year period. We are currently in year four of the contract and have expensed 70% of its value due to increased demands to address urgent agency security needs, which resulted in a decrease of 30.87% for Part 1 crimes, increase of 1% in Part 2 crimes, that is an overall reduction of 16.35% over the past three years. As such, we only have 30% remaining to support year four and five of the contract which is insufficient to meet the baseline services. Staff will report back to the Board of Directors with the contract financial state and next steps.

Additionally, the RMI security contract is valued at \$105.4M including the recent increase of \$25M awarded by the Board of Directors in February 2020. This increase was in response to agency-wide security demands and to stop unlawful intruders from entering ancillary area. These efforts are ongoing to protect our employees and infrastructure and to addresses customer complaints.

Currently, as of June 2020 there remains approximately \$31M in the RMI Security contract value which expires in September 2021. SSLE reviewed cost savings measures to address the fiscal challenges of the agency and found opportunities for savings by identifying more efficient and effective deployment models. These savings currently approximate up to \$3.5M of contract value, which we will apply to homeless outreach efforts.

Based on this fiscal analysis of contractual obligations and available funding, SSLE will take advantage of any and all available savings generated by our cost reduction measures. These actions collectively address the elements of this motion to allocate funding to support the unhoused services currently in demand (i.e. hotel beds, PATH Staff, etc.)

We will expand on our success by working to provide additional opportunities for community-based organizations, and experienced service providers to contract for unhoused service initiatives, expanding outreach and working with the Metro's Office of Extraordinary Innovation (OEI) for discovery of the most cost-effective housing and supportive transportation opportunities.

## **NEXT STEPS**

Staff will report back on our contractors and subcontractors progress in adopting the recommended 'Use of Force' policies. Reallocation of funding will be addressed in future board amendments to current contracts; and in the next multi-year/multi-agency law enforcement contract, with input from the Transit Public Safety Advisory Committee (PSAC).

## **ATTACHMENTS**

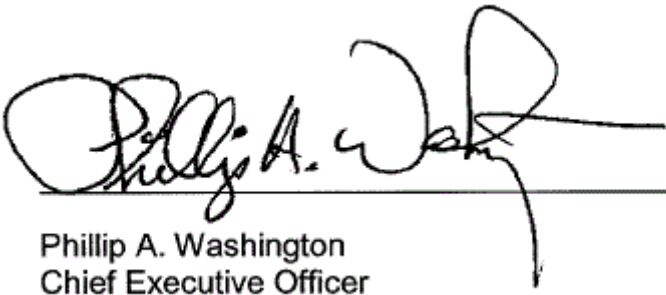
Attachment A - Campaign Zero Eight 'Use of Force' Policies Matrix

Prepared by:

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Phillip A. Washington  
Chief Executive Officer

Campaing Zero: Eight 'Use of Force' Policies									
		Law Enforcement			Security				Transit Security
	8 Police Reforms: "8 Can't Wait"	LAPD	LASD	LBPD	RMI	North American Security & Investigations Inc.*	Allied Protective Services*	American Eagle Protective Services Inc.*	Metro Transit Security
1	Requiring officers to de-escalate situations, when possible, before using force	Meets	Meets	Meets	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
2	Using a Force Continuum or Matrix that defines and limits the type of force that can be used to respond to specific types of resistance	Meets	Meets	Meets	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
3	Restricting, or prohibiting, the use of chokeholds, strangleholds and carotid restraints	Meets	Meets	Meets	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
4	Requiring officers to give a verbal warning before using deadly force	Meets	Meets	Meets	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
5	Prohibiting officers from shooting at people in moving vehicles unless the person poses a deadly threat	Meets	Meets	Fails to Meet (In review)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
6	Requiring officers to exhaust all other reasonable alternatives before resorting to using deadly force	Meets	Meets	Meets	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
7	Requiring officers to intervene to stop another officer from using excessive force	Meets	Meets	Meets	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)
8	Requiring comprehensive reporting that includes both uses of force and threats of force	Meets	Meets	Fails to Meet (In review)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)	Fails to Meet (Revisions in progress)

\*Subcontractors

A photograph of a crowded streetcar, likely a trolley or light rail vehicle, moving along a city street. The streetcar is white with a blue stripe and has the word "ATLANTIC" visible on its front. A large group of people, including men, women, and children, are standing on the streetcar, which appears to be packed. The background shows a city street with palm trees, buildings, and a clear blue sky. The overall scene suggests a public safety issue related to overcrowding on public transit.

# Reimagining Public Safety Use of Force Policies

Operations, Safety, and Customer Experience Committee

2020-0571

## Motion #35: Use of Force Policies

- A. Review training and Use of Force policies followed by law enforcement partners, private security, and Transit Security
- B. Propose recommendations on how to further reform policing and reallocate resources for homelessness outreach

# Assessment Methodology

- SSLE's Initial Assessment: Identified 'Meets' based on achieving the 'Spirit of '8 Can't-Wait' (The spirit identified the training and other policies that the agency noted as they agreed to update written policies to reflect existing practices).
- LA County OIG Assessment: Evaluated adherence to the '8 Can't-Wait' guidance solely on the basis of 'written policies'. It did not include training that has the use of force policy within the law enforcement industry.
- Campaign Zero: Identified the performance of L.E. agencies and identified a differing interpretation than the OIG report related to compliance.
- Substantively, these interpretations are vastly different, but Metro will clearly work toward ensuring that our contractual oversight makes all agencies adhere to Metro's stated values.

## LONG BEACH, CA

Last Updated 7/14/2020

Mayor Robert Garcia



Since 8Can'tWait's launch, the city initiated a review on all Use of Force policies (2 of 8 in place). There is now a temporary ban on carotid holds and the ban on chokeholds is now more restrictive. A bill banning carotid and chokeholds across California will be in legislation until 8/31/20.

- ✓ Bans Chokeholds and Strangleholds
- Requires De-escalation
- ✓ Requires Warning Before Shooting
- ✓ Requires Exhaust All Alternatives Before Shooting
- Duty to Intervene
- Ban Shooting at Moving Vehicles
- Has Use of Force Continuum
- Requires Comprehensive Reporting

Resources Policy Memo

## LOS ANGELES COUNTY SHERIFF, CA

Last Updated 8/19/20

Sheriff Alex Villanueva



Since 8Can'tWait's launch, the city is considering a ban on neck restraints (5 of 8 in place). A bill banning carotid and chokeholds across California is in legislation.

- Bans Chokeholds and Strangleholds
- ✓ Requires De-escalation
- ⚠ Requires Warning Before Shooting
- ✓ Requires Exhaust All Alternatives Before Shooting
- ✓ Duty to Intervene
- ✓ Ban Shooting at Moving Vehicles
- ✓ Has Use of Force Continuum
- ⚠ Requires Comprehensive Reporting

Resources Policy Memo

## LOS ANGELES, CA

Last Updated 6/1/2020

Mayor Eric Garcetti



Since 8Can'tWait's launch, 4 new policies adopted in LA and California is reviewing a bill banning carotid and chokeholds statewide (8 of 8 in place).

- ✓ Bans Chokeholds and Strangleholds
- ✓ Requires De-escalation
- ✓ Requires Warning Before Shooting
- ✓ Requires Exhaust All Alternatives Before Shooting
- ✓ Duty to Intervene
- ✓ Ban Shooting at Moving Vehicles
- ✓ Has Use of Force Continuum
- ✓ Requires Comprehensive Reporting

Resources Policy Memo



# Findings

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Law enforcement partners MEET most of the reform policies. Each of the policies that fail to meet the standard is currently being reviewed or revised.

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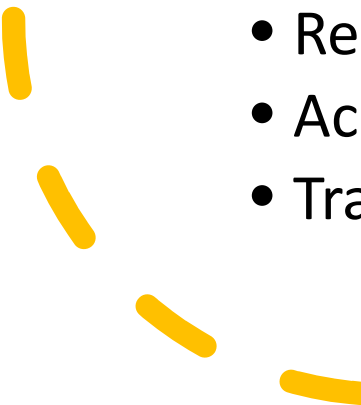
Private security and its subcontractors currently FAILS TO MEET the reform policies. They've agreed to work with SSLE and update their policies.

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Transit Security currently FAILS TO MEET the reform policies. They are being reviewed and revised will be completed within the next 90-days.




# Reforming Policing: Transit Security

- System Security and Law Enforcement (SSLE) will work with the Office of Civil Rights, Executive Officer for Equity and Race, and the Transit Public Safety Advisory Committee (PSAC) to implement reform recommendations within the following categories for Transit Security:
    - Recruitment
    - Accountability
    - Training
- 



# Reforming Policing: Contractors

- In the current contracts, Metro has the ability to remove law enforcement or private security officers who act in any manner on Metro's property that is inconsistent with Metro's values.
  - SSLE will partner with the Transit Public Safety Advisory Committee to develop the SOW for the next law enforcement and security contracts.
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# Reallocation of Resources

- In the base of the multi-agency law enforcement contract, approximately \$12.5M was allocated for homeless outreach.
  - An additional \$19.5M has been allocated to increase outreach teams, reallocating existing teams to support “*Operation Shelter the Unsheltered*,” and creating the LBPD’s Quality of Life team.
  - The policing contract will need to be amended to increase its contract price; there is no available funding for reallocation of funds.
  - Approximately up to **\$3.5M** from the private security contract (RMI) can be reallocated to homeless outreach and services.
- 